

c2c Customer Report

March 2024



c2c



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An update from Rob Mullen, Managing Director, c2c

To our valued customers,

I am pleased to bring you our first Customer Report of 2024, providing all the latest news, developments, operational performance data and future planned initiatives from your local rail operator, c2c.

As ever, it has been an extremely busy period for the team, and I am delighted to share an update on the good progress being made in a number of key areas which will further enhance and improve the service we provide to our communities and the many tens of millions of passengers we serve each year.

Passenger satisfaction

The latest passenger survey results (February 2024), conducted and published by independent watchdog, Transport Focus, on behalf of the rail industry, show that, once again, c2c continues to record one of the highest levels of customer satisfaction for any DFT rail contract and of any rail operator serving London. At 91%, this figure not only puts c2c well above the national average, but it also demonstrates that we are improving trends against a backdrop of declining industry scores. Our delivery teams right across the route work tirelessly to provide customers with a safe, punctual and reliable service, and these latest results are testament to their efforts and dedication.

Ticket offices

Last summer we saw the launch of a nationwide consultation on proposals put forward by rail companies to make changes to the operation and function of ticket offices across the UK Rail Network. Following a full and thorough review of the 750,000 responses received (40,000 from c2c customers), the independent passenger bodies, London TravelWatch and Transport Focus, rejected the proposals and plans for change will not be moving forward. I'd like to thank everyone who took the time to respond to the consultation with such detailed and insightful comments; the valuable feedback received will allow us to focus ever more on improving the customer experience and delivering for passengers.

Fares and tickets

Ahead of the launch of contactless pay as you go across the entire c2c route (expected Spring 2024), in December we implemented a new and simplified ticketing model which aligns our fares and travel conditions with the wider London and pay as you go networks. This new model, which sees all single tickets priced at half the equivalent return, a new Off-Peak single ticket and the introduction of an evening peak restriction, makes our fares easier to access and easier to understand.

Depending on travel patterns, customers can now mix and match peak and off-peak singles to access even better value fares.

To further complement our existing range of ticketing products and payment options, in January we formally launched e-ticketing (Barcode tickets), allowing customers to buy and present their c2c rail tickets direct from a mobile phone or smart device at all c2c stations on the route. The quick and easy nature of e-tickets, which are commonplace at cinemas, concerts and sporting events, means they are already proving extremely popular with customers, with well over 250k sold (across all retail channels) to date.

We continue to monitor and regularly review our ticketing and payment options to ensure all customers have access to the best value fares and most suitable tickets for their trips.

New trains

Our new state-of-the-art Aventura Class 720 trains are now in daily service across the network and are proving a hit with customers. As well as being more environmentally friendly, these modern, British-built trains provide increased seating and standing capacity, additional wheelchair spaces, power charging points at every seat, improved passenger information screens and Wi-Fi. If you haven't already done so, then be sure to take a ride on one soon and let us take you to your destination in style and comfort.

Passenger numbers

Our customers' travel patterns and frequencies changed following the pandemic due to an unprecedented increase in flexible working, home learning and online shopping, and this has of course affected passenger numbers. However, I am delighted to report that c2c is building back stronger with latest figures showing that our peak weekday services are currently at 75% (of pre-pandemic numbers), with weekend and leisure travel surpassing numbers recorded prior to March 2020. We

keep a close eye on passenger numbers to ensure we're offering the level of service our customers need, and in December we introduced some additional 'peak-buster' services to create additional capacity and travel options.

Station developments

Working in partnership with Network Rail, a new project to improve accessibility at Grays station started in January. As part of the Government's 'Access for All' scheme, Grays station will become fully accessible, allowing c2c passengers and colleagues to access both platforms via the existing stepped foot tunnel under the tracks.

Also, we are delighted to have welcomed one of the UK's largest coffee chains, Costa Coffee, to Fenchurch Street station. Open from early until late seven days a week, customers can now enjoy a premium coffee and selection of fresh cakes and sandwiches either sat inside or on the go.

White Ribbon

Lastly, I'm proud to announce that c2c has recently been awarded the prestigious White Ribbon accreditation. White Ribbon is a leading UK charity whose mission is to prevent violence against women and girls by addressing its root causes, and this status demonstrates our ongoing commitment to challenging attitudes, continually educating and providing support to our colleagues and customers. To learn more about White Ribbon and to make the promise, go to whiteribbon.org.uk/promise

Enjoy this latest edition and I hope to see you on the route soon.

Rob Mullen

Our Performance

The rail industry uses a range of different measures to assess train punctuality and performance. Under each of these metrics c2c consistently remains one of the most punctual train operators in the country.

Below are some key statistics to illustrate our operational performance since the last Customer Report.

	Mean Average April 23 - September 23	Mean Average October 23 - March 24
Cancellations	1.2%	1.49%
Short Formation	0.4%	0.17%

	Latest Figures April 23 - September 23	Latest Figures October 23 - March 24
Time to 3: % of recorded station stops called at within 2 minutes and 59 seconds of the planned time.	94.06%	92.79%
On Time: & the lateness at a particular recorded Station Stop within 59 secs.	80.82%	78.01%
Time to 15: % of recorded station stops called at within 14 minutes and 59 seconds of the planned time.	99.62%	99.4%

Although our performance over the last six months hasn't been at the high levels we set ourselves, or that our customers deserve, there has been some improvement in these areas more recently. During the last period our performance has been adversely impacted by several large-scale and unforeseen incidents, including external power failures, attempted cable thefts and anti-social behaviour at stations and onboard trains.

We continue to work closely with our supplier partners and the team at Network Rail to understand and agree how we can better manage the impact of these sorts of incidents when they occur. We undertake thorough and detailed reviews of all major incidents affecting service performance to ensure the appropriate lessons are learned, and that we are best placed to support customers and minimise disruption in any similar future situations.

How we have improved our performance

c2c has a joint performance plan with Network Rail to ensure focus on increasing the number of trains that run on time, while also reducing any delays. There are a number of initiatives in this plan dedicated to improving customer journeys and these include:

- Track renewals between Upminster and Basildon stations
- Points refurbishment at Fenchurch Street station
- Points renewals between East Tilbury and Stanford-le-Hope stations
- Fencing upgrades across the route to prevent unauthorised access to the track
- Increased security patrols on our trains and at stations to deter disruptive behaviour
- Overhauling of certain train components to improve reliability
- Additional staff are being deployed at stations and on trains after 20:00 to ensure passenger safety



Planned activities to improve performance

c2c remains fully focused on delivering an efficient and reliable railway, and we continue to work in partnership with Network Rail to ensure that assets are properly maintained and opportunities provided to renew ageing infrastructure across the route.

We are also working closely with Network Rail to review engineering schedules to ensure works take place on days and at times that minimise any disruption to customers.

Following the increase in services delays due to anti-social behaviour, we identified a number of common themes and trends which allowed us to focus our resources in specific areas. This has had an immediate and positive impact with the number of reported incidents reducing.

Safeguarding, Security & Safety Initiatives

Our revenue protection, safety and safeguarding teams patrol the route, seven days a week, to ensure that all customers can enjoy a safe and comfortable journey when travelling with c2c. Working in partnership with the British Transport Police (BTP) and our security officers, our teams are there to crackdown on fare evasion, while providing a visible presence which helps to reassure passengers and minimise any acts of anti-social behaviour and vandalism.



BBC Look East speak to customers at Leigh-on-Sea about c2c's work to crackdown on fare evaders

Tackling fare evasion

Working with the BTP, c2c's Revenue Protection team helped recoup over £300k in lost ticketing revenue via penalty fares and fines during 2023.

Speaking to BBC Look East news, Iain Palmer, c2c's Head of Revenue Protection and Security, said: "Our Revenue Protection, Fraud and security teams work in uniform and plain clothes to monitor and catch fare

evaders, whether they are traveling without a ticket or with a ticket that is only valid for part of their journey.

"The impact of fare evasion - which is also a contributor to anti-social behaviour across the rail network - is also felt by our law-abiding fare paying customers. It's not fair or right that some people feel they should not have to pay for our services when the vast majority of our loyal customers do."

Increasing and enhancing safety and security initiatives

The safety of our customers and colleagues remains our number one priority, and from April 2024 c2c will be increasing its presence at stations and on trains, both on weekdays and at weekends, with more staff being deployed after 20:00. We have also recently appointed a dedicated Safeguarding and Security Manager to further support and enhance our efforts in this area.



Railway Guardian app

Our Passenger Security & Safety Awareness events, which have regularly taken place at stations across the route, allow members of our safeguarding and security teams to speak directly with customers about c2c's various safety initiatives and the benefits provided by the Railway Guardian app.

Developed by the BTP, the Railway Guardian app allows users to quickly report crimes or concerning situations they witness on the rail network, while providing access to news, passenger guides and support services. The app also gives users the option to share their rail locations with trusted friends and family. This app is available to download from the [Apple](#) and [Play](#) stores.



c2c's branded BTP Railway Guardian app train



Iain Palmer, c2c's Head of Revenue Protection and Security, outside No.10

In the community

The work of our Safeguarding and Security teams isn't just carried out at c2c stations and on our trains, we also partner with many of the communities we serve and offer support to local charities to increase awareness and raise vital funds.

c2c has worked in partnership with Missing People since 2022, with our network of colleagues and customers providing valuable eyes and ears across 26 stations on our 45-mile route on a daily basis.

c2c was recently invited to a special afternoon reception hosted by senior MPs at Number 10 Downing Street. The event was arranged to thank those organisations and businesses who have

supported Missing People and helped reconnect many people reported as "missing" with loved ones.

Missing People benefit from c2c Delay Repay

c2c customers claiming Delay Repay - payable to customers affected by delays to services of 15 minutes or more - can now choose to donate any compensation owed to them directly to Missing People when submitting a claim online.

We hope that the addition of Missing People as a compensation beneficiary will help to raise the profile of the charity, provide them with additional funds and prompt customers who do not typically claim Delay Repay to consider doing so.

Customer Survey Results

The Wavelength data comes from surveys undertaken between 20 August 2023 and 3 February 2024, and is scored out of 10

The Transport Focus results are from surveys carried out between 15 September 2023 and 4 February 2024



At the Station:

The most recent Transport Focus results show that 87% of c2c customers surveyed are "satisfied" with our stations. This is higher than the average score achieved by train operators in London and the Southeast.

Transport Focus Survey		
	c2c	London & Southeast
Overall satisfaction with the station	87%	85%

The most recent Wavelength data has been taken from surveys undertaken between 20 August 2023 and 3 February 2024. The results show that c2c is matching the performance levels of train operators in London and the Southeast when it comes to customer satisfaction regarding the station environment.

Wavelength Survey		
	c2c	London & Southeast Average
The station feels like a nice environment	76%	75%
The status of my train is visible	81%	85%
I can sit or stand comfortably	78%	80%
Wi-Fi is available at the station	75%	74%



On the Train:

Transport Focus is an independent watchdog for transport users, and the group regularly undertakes surveys of train passengers across the country.

This latest data from Transport Focus is from surveys undertaken between 15 September 2023 and 4 February 2024. The results presented in the chart below show that c2c customers continue to enjoy the punctuality and reliability of our trains and, following the recent introduction of more services to the timetable, we have also seen satisfaction scores for ‘frequency of trains’ increase in comparison to other rail companies in London and the Southeast.

Transport Focus Survey

Train facilities	c2c	London & Southeast Average
Overall satisfaction with the train	79%	80%
Frequency of the trains on that route	76%	73%
Punctuality/reliability (i.e the train arriving and departing on time)	78%	77%
Level of crowding on the train	72%	73%
Cleanliness of the inside	77%	78%

After Your Journey:

The Wavelength survey asks customers to appraise their journeys, and c2c continues to perform slightly above the average satisfaction rate achieved by train operators in London and the Southeast.

Wavelength Survey

	c2c	London & Southeast
Appraising your journey	74%	73%

Customer satisfaction survey

Our own in-house customer satisfaction survey (launched in June 2023) has, so far, generated more than 2000 individual responses. Our highest performing areas/ indicators are timeliness, wayfinding and space, and the key areas where we will be focusing our attention on over the coming months are onboard train Wi-Fi and the cleanliness of facilities (at stations and on trains).

Our Net Promoter Score (NPS) - a score which measures customer loyalty by asking the respondent to state how likely they are to recommend the brand and service to others - sits at +36.6. This tells us that the majority of our customers would recommend our services to others.

Our overall Customer Satisfaction score sits at 80%, which again indicates that the majority of our customers have generally been satisfied with our services. Work remains ongoing to ensure we make steps to improve on these scores throughout the year and continue provide an excellent c2c experience for our customers.

Our Stations



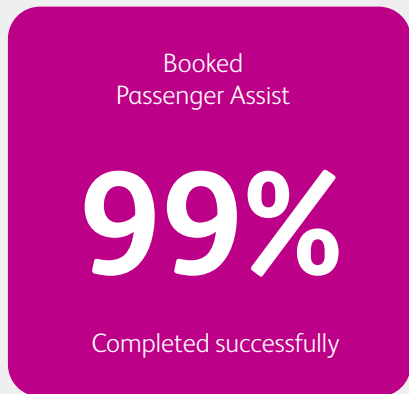
Passenger Assist

The railway is open to all and we work hard to ensure sure that everyone who travels with c2c is welcome and feels comfortable at our stations and on our trains.

Elderly customers, or those with mobility issues or non-visible impairments, can pre-book assistance with our Passenger Assist Team who will support you with your journey.

We encourage customers to book any required assistance in advance as this helps us prepare for your arrival, but we do understand that booking in advance may not always be possible.

We continually measure and monitor our performance for supporting customers who request assistance, whether they have booked in advance or turned up and asked for help. Measuring our performance in this area allows us to better understand whether we are meeting the needs and expectations of our customers, and if we need to look at making changes to our existing systems and processes.



Statistics for the period October 2023 - February 2024

To book assistance, or for further information on Passenger Assist, please visit our website c2c-online.co.uk/help-feedback/passenger-assist

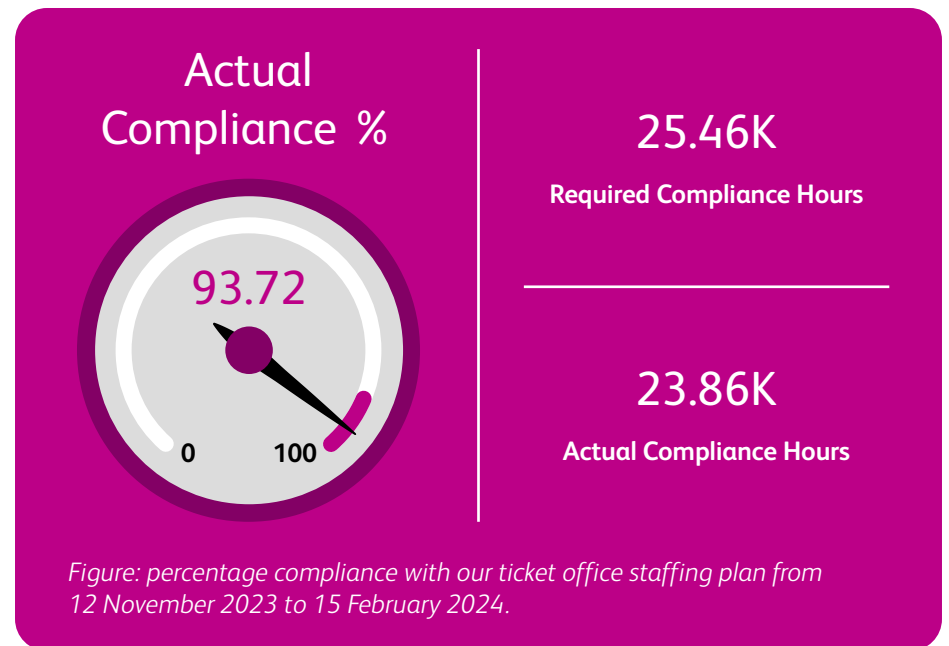


Our Ticket Offices

The team works hard to ensure our station ticket offices are staffed against the 'Schedule 17' opening times and hours published to our website. However, there are occasions when it is not always possible to staff our offices 100% of the time.

Since 12 November 2023, we have changed the way in which we record when our ticket offices are staffed.

During the period from the 12 November 2023 until the 15 February 2024, our ticket offices have been staffed 93.72% of the time against our scheduled hours, right across the network.




It should be noted that there is a variance in percentage staffing compliance at stations across the network, and some individual stations have seen less coverage.

For more information about our ticket office opening hours, please go to c2c-online.co.uk/tickets-and-fares/at-the-station/

Customer Relations

Customer complaints

If things do go wrong with our service then our central Customer Relations team is on hand and works hard to address the problem and provide a prompt resolution to customers.



The mean average response time for complaints during Q3 and Q4 of 2023-24 was 15 days.

The Office of Rail and Road (ORR) is responsible for collating data on passenger complaints and response times against a 20-working day target. Past and present ORR data can be found in the 'data portal' of their website at dataportal.orr.gov.uk

Fault Reporting

17/09/2023 - 31/03/2024 (Periods 7 - 13)			
Station		On train	
Car Parking	12	Lighting	6
Ticket Buying	190	Heating	154
Lighting	3	Train condition	8
Quality	74	Plug sockets	0
Toilets	27	Wi-Fi	5
Other	5	Toilets	20
		Other	24
Total:	311	Total:	217

Of the 528 recorded 'faults', here is a breakdown of how and where we were alerted to them:	
Email	101
Letter/Comment form	0
Telephone	22
Web form	405

ORR data: Complaint volumes for Q3 2023-24 against Q3 2022-23 are up 8%, from 1000 to 1080

1080 2023-24 Q3	1000 2022-23 Q3
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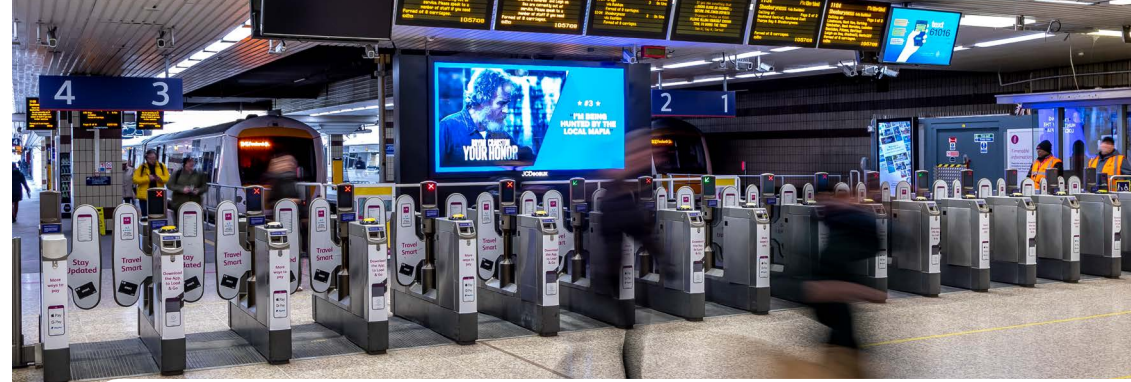
ORR data: The percentage of complaints responded to within 20 working days for Q3 2023-24 against Q3 2022-23 remains at 100%

100% 2023-24 Q3	100% 2022-23 Q3
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Environmental Performance

Our environmental impact is not solely related to the daily train service we provide to customers, but it is inextricably linked to how we affect wider society in the areas we serve.

We measure our performance each year against a wide range of environmental criteria. Our performance against these targets for 2022/2023 is shown in the table below.



Environmental performance stats (2022/23 Results)

Carbon Emissions – Traction Electricity CO ₂ e/vehicle mile	10% greater than target
Carbon Emissions – Infrastructure Electricity CO ₂ e	7% greater than target
Carbon Emissions – Infrastructure Gas CO ₂ e	24% greater than target
Traction Electricity kWh/vehicle mile	1% greater than target
Infrastructure Electricity kWh	3% lower than target
Infrastructure Gas kWh	24% greater than target
Water Consumption m ³	1.6% greater than target
Zero Non-Hazardous Waste to Landfill	On target
Total non-hazardous waste - tonnes	6.5% greater than target
Total non-hazardous waste recycled	7% greater than target

Over the past 12 months, we have:

- Submitted near-term and net-zero science-based targets to the Science-Based Targets initiative (SBTi) for validation
- Developed and launched our road map to achieve net zero by 2050
- Calculated our scope 1, 2 and 3 emissions in line with the SBTi standards
- ISO14001 environmental management system and ISO 50001 energy management systems have been recertified by LRQA

Asset Projects

We are working on numerous projects across the route to upgrade and improve our stations. Over the coming months customers will see tangible results from this programme of work, including major upgrades to Barking station.

Barking

Behind the hoardings, Barking station is currently being completely rebuilt (including an electrical rewiring) and these works are now nearing final completion. As we have maintained a fully functional and operational station while these works have been ongoing, progress has been a little slower than planned but we are nearly there. Over the coming months these works will be completed, and the following passenger facilities and services reintroduced to Barking station:

- New 'Changing Places' and accessible toilet
- New customer toilets on platform 1 (female and male)
- New ticket office
- 3 x additional retail units
- Enhanced digital advertising spaces
- New gateline (ticket barriers) to the right-hand side of the station

'Access for All' Schemes

c2c and Network Rail are working on a number of 'Access for All' projects designed to make the railway accessible to everyone, regardless of age or physical condition. We are building lifts at Grays, Chalkwell, Ockendon and Southend East stations, which will make it easier for people using wheelchairs and those with buggies/pushchairs to access the station and platforms.

Grays

Construction work has started at Grays station, with two new lifts for platform 1 and 2/3 which will connect to the existing subway being built and expected to be completed in early 2025.

Chalkwell, Ockendon and Southend East

Funding has been secured and high-level design work completed for the creation of step-free access at Chalkwell, Ockendon and Southend East stations. At each station, an entirely new, covered footbridge with lifts down to the platforms and ticket halls will be installed. Further information and timescales to follow.

Engage with us

We always want to hear what customers think of our service. Whether it is an issue you want to raise or if you just feel like giving us some feedback.

If you get in touch with our Customer Relations team:

We will acknowledge your comment or feedback within one working day, and we will provide a response to you within 20 working days.

How to get in touch:

c2c social media

Our social channels are where you can hear about our latest offers and promotions. Tell us what you think of our service and how we could improve, or ask us a question to help you on your travels.



Our social media policy will tell you about how you can expect to interact with us on these platforms and you can read more about them on our website

[c2c-online.co.uk/about-c2c/our-policies/social-media/](https://www.c2c-online.co.uk/about-c2c/our-policies/social-media/)

Meet and Tweet the Team

Our online and in-person Meet and Tweet the Team events give you an opportunity to engage directly with our senior managers. Look out for details of events taking place this year.

Passenger Panel

At Passenger Panel meetings, we discuss service standards and performance issues with customers from across the route. If you have a suggestion for the improvement of our service, or are interested in joining the panel, email passengerpanel@c2craile.co.uk

c2c-online.co.uk

You can also get in touch through our website. Visit [c2c-online.co.uk/contact-us/](https://www.c2c-online.co.uk/contact-us/)

Customer Relations

Our team is available from 08:00 to 20:00 Monday to Friday and 09:00 to 16:00 on Saturdays, Sundays and Bank Holidays (except Christmas and Boxing Day when we will be closed). You can reach them by:

Email: contact@c2craile.co.uk

Phone: 03457 44 44 22, select option 6

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Southend, SS1 1ZS