

c2c Passenger Panel

c2c Passenger Panel Notes of the Meeting

Held on: Thursday 8th September 2016.

Venue: c2c Rail Head office Cutlers Court.

Panel Members

Those Present:

Bola Odunlami

Daniel Pepper

Caroline Merifield

Jill Allen-King

Christopher Gorman

Alan Newing

Shana Doherty

Alex Boulton

Basildon

Laindon

West Horndon

Chalkwell

Thorpe Bay

Pitsea

Westcliff

Stanford le Hope

c2c Representatives

Those Present:

Julian Drury

Kevin Frazer

Clare McCaffrey

Dan Barrett

Kishan Vaja

Ben Martin

Suzanne Frazer

Managing Director

Delivery Director

Commercial Director

Engineering Director

Digital Marketing Manager

Head of Asset Management

Minute Taker

c2c Rail

c2c Rail

c2c Rail

c2c Rail

c2c Rail

c2c Rail

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Apologies Received

Richard Whittaker

Paul Mckew

Stephen Duffy

Stuart Rigby

Polly Mansfield

Martin Smith

Southend East

Benfleet

Westcliff

Stanford le Hope

Benfleet

Barking

Meeting Commenced at 18.33

1:	Agenda Item One: Welcome, Apologies and Introductions:
	<ul style="list-style-type: none">● Martin Smith the chairperson has sent his apologies for the meeting. The chairperson tonight will be Julian Drury. The chairperson welcomed all to the meeting, noted the apologies received.● Resignations have been received from panel member Steve Chambers. The panel would like to thank him for his contributions during his time with c2c Rail's Passenger Panel.
2:	Agenda Item Two: Minutes of the last Passenger Panel Meeting:
	<ul style="list-style-type: none">● The minutes of the last meeting held on Wednesday 6th July 2016 were approved by all present. These are a true and faithful record of the meeting.
	<ul style="list-style-type: none">● Action Tracker has been read through and updates noted:
	<ul style="list-style-type: none">● Possible lift installations – c2c Rail will continue to lobby for funding under the access for all projects. Finance reviews will continue to take place periodically. Lift installations improvement projects will be part of the reviews for the life of the franchise. Panel members have expressed a view Barking, Chalkwell and West Horndon should be considered as priorities for lifts. c2c Rail will continue to apply pressure to ensure this project remains in peoples' minds. The panel is interested to know if pressure from groups such as themselves will be of benefit. People have a right of passage. Everyone is able is to show their support if they wish.

	<ul style="list-style-type: none"> • Agency Disability Awareness Training. The training documentation shared with the agencies and used in their training packages will be emailed to a member of the Panel for their feedback. • Can pictures of c2c Rail which appear on Google and other WebPages be updated as many of these are of a poor quality in many areas? • Westcliff station: Ditton Court Road - ways to improve the area are being discussed within the company. Initiatives being looked at include: installation of CCTV, cutting back of the overgrown vegetation to ground level, Police and Security patrols. The rubbish which has been fly-tipped will be removed and the possibility of fly-tipping notice being placed. The lighting along the path will be upgraded to LED lights which are brighter. • Westcliff station: The Valkyrie Road entrance a wall has collapsed this does not belong to c2c Rail or Network Rail. c2c will investigate into who owns the land to establish the owner of the wall. • West Horndon passengers using the station feel the station pathway is on the wrong side of the road, the pavement in its current position is not used. There is a bend on the opposite side of the road where cars are coming into the station. People are still concerned about cars coming into the station too quickly. Drivers can't see when coming out of the station it's a tricky entrance for drivers and pedestrians. <p>c2c Rail do not own the land over the road. An approach could be made to the pub, input from the residents regarding solutions to the issues are welcomed. Arranging a meeting with the Local Authority may be of benefit to finding a solution.</p>
3:	Agenda Item Three: Actions and Matters arising:
	<ul style="list-style-type: none"> • No items to add, that have not already been mentioned in the action tracker.

4a:	Agenda Item Four: Timetable: Where we are now: May 2016 update
	<ul style="list-style-type: none"> The timetable change normally takes places in December each year will be moved to January 9th 2017. Are there any objections to this? <p>When and how the new units are introduced is important, they will be a technical challenge. Assessments are required before they are used along the route, electrical compatibility and training is required. Six 387s will arrive during November and December this year; this will allow us to utilize our 357s. The 387s will be used to form two twelve car services. The changes will benefit our passengers and be spread across our route.</p> <p>Pictures of the new trains showing features internally and externally will be released soon. This will include a video showing features being fitted.</p> <p>Panel members are concerned about the amount for four carriage services in the peaks. c2c Rail have assured the panel these will be reduced thanks to the new units. Proposed changes being made to the timetable will be circulated to the Panel.</p> <p>Fast trains run at the weekend, there is a demand for these. West Ham has made a difference people like to travel straight to Stratford. West Ham has seen an increase in passenger usage.</p>
4b:	Agenda Item Four: Panel Member Feedback Timetable related.
	<ul style="list-style-type: none"> CM – Some relief has been seen in the summer holidays. 07.51 West Horndon, the 07.08 from Shoeburyness are crowded. The 07.29 from Thorpe Bay and 08.06 starter from Laindon a sizable amount of the standing room is gone by Upminster these trains are crowded. 07.51 people get off at West Ham people are still left standing with no seats. In the evening is crowded, you have to catch an earlier train or stand.

- c2c - The loadings are returning to pre school holiday levels. We are monitoring what's happening in the City and if this has any impact on loadings.
- DP – The student smartcard for sixteen year olds offers discounted railway travel by filling in the form and uploading a photo. There is no connection telling you how to upload the photo as a JPEG or PDF. It's a long and difficult process.
- c2c – The student smartcard process also involves the college to which the person attends. We will look at the process.
- AN – Only the road bridge Pitsea to Benfleet.
- AB – The gates to the downside of Stanford-le-Hope were open one day last week. Out-of-date tickets have been shown to the guard on duty and they just let you pass through. At Grays additional anti climb paint is required.
- c2c – The Stanford–le-Hope gates were open due to vandalism, which has caused thousands of pounds of damage. We are currently gathering evidence. The gates will be repaired and RPIs will assist with revenue protection. We will take staff to task who are not undertaking their duties correctly.
- BO – A safety issue – can announcements be made to ensure parents and young children remain behind the yellow line. It seems there are not many trains stopping at West Ham and Basildon during some peak times?
- c2c – Recorded announcements are made when fast trains are approaching, posters are also displayed. Train amendments have been made protecting the West Ham signalling system, we look at the impact and the journey opportunities.
- CG – Weekends – two trains, all–stations, some semi-fast every hour works.

	<ul style="list-style-type: none"> • SD – Westcliff issues are still ongoing. Signage at London Fenchurch Street related to closures and engineering works are not adequate, additional signage needs to be placed at both exits. • JAK – Staff failed to meet my train last time. Accidents occur – slips between the train and platform. Announcements are required on train, when these stop people lose confidence, it’s also important to have staff at stations many people need assistance for a variety of different reasons. • c2c – We have staff from the start of our services to the last train of the day to assist our passengers.
4b:	Agenda Item Four: Panel Member Feedback Non- Timetable related.
	<ul style="list-style-type: none"> • BO – It takes a long time to exit Basildon station due to overcrowding. Could an expansion to the exits be considered? Basildon would benefit from a project to clean the station. • SD – Westcliff flowers a refresh would also be of benefit at this station. • AN – Additional canopies at Pitsea station would be of benefit to all. • CG – Additional canopies and cleaning/repair of the glass at Thorpe Bay. • DP – Laindon would benefit if additional benches and canopies were considered.
5:	Agenda Item Five: c2c Live Website - Kishan Vaja Digital Marketing Manager
	<ul style="list-style-type: none"> • We are refreshing the c2c live website design incorporating new branding as well as the user experience. <p>Background - With a c2c refresh taking place an opportunity to evaluate the c2c website has arisen. The objective is to deliver a refreshed website with an improved user experience using:</p>

- Real life visitor behavioral data from Google Analytics
- Search engine query data from Google
- Industry best practice knowledge

An interim solution will be introduced until the larger retailing platform is introduced in 2017/2018.

Visits to the website consist of 53% mobile, 36% desktop and 11% tablets users. These figures fluctuate heavily depending on the time of day.

Findings – Search queries from Google show high frequencies around c2c train times and timetables.

A large proportion visit the Mixing Deck (train tickets) indicating either a ticket purchase or to check train times.

Only 20% proceed to the next page (Journey Details) suggesting most want to check train times.

On a normal day the timetable page receives four thousand visits.

A higher number of visitors go to the Mixing Deck whilst on mobiles indicating a need for live train running information.

Plan of Action - homepage, content structure and on-site navigation.

- Mobile first approach to homepage design, tailoring the experience based on screen size.
- Address live train running information requirements by displaying data from industry feeds:
 - Darwin – Live departure boards
 - Journey Check/Tyrell – Disruption information
 - TfL

- Basic personalization
 - Use mobile's current location to start journey planning
- Introduce industry standard features to encourage navigation within sections such as breadcrumbs and sidebar navigations.
- Evaluate current content tree and identify changes to aid visitor flow by placing content in the correct areas.

- Use new content tree to inform new menu systems optimised for different device types.
- Perform content sweep looking at content no longer required or requiring amendment.
- Ensure search optimisation best practices are being followed, e.g. re-directs.

User testing has taken place. Volunteers from the panel would be appreciated to assist in further testing.

All Panel members present at the meeting were shown a number of slides with examples of how the changes spoken about will look and the new design/layout.

- Panel Member feedback on the presentation included:
 - Including TfL information is useful and handy including using the screens on platforms.
 - It's useful information being shown.
 - It's much better than the current one in use.
 - People want to know arrival times when they board trains.
 - You can log in anywhere with reception is a good feature.

6:

- **Agenda Item Six: Rolling Incident Review of Two months Train Performance**

The top Incidents in the past eight weeks are:

Date of Incident	Incident Location	Incident Headline	PPM Failures
21/7/2016	East Ham	Track Defect	133
25/7/2016	East Ham	Brake Defect blocking outbound depot road	72
14/7/2016	Shoeburyness	Coupling Issue	51
2/8/2016	Fenchurch St	Evacuation following a Security Alert	42
28/6/2016	Upminster	IECC/SDC Fire Alarm	38

Public Performance Measure (PPM) has been stable for the past few weeks.

- 21st July a broken rail at East Ham caused us to start and terminate our services at Barking. We can turn twenty one trains an hour at Barking this will cause delays to the service. Clear communication is required between control and platform staff to understand what train is leaving from which platform and where the train is travelling too. The automatic PA was switched off which helped. We review our incidents to see where improvements can be made.
- London Fenchurch Street evacuation: The train was held outside Fenchurch Street awaiting police arrival because a member of the public had been reported as carrying a knife. However they were not found onboard and had already left the train.

7:	<ul style="list-style-type: none"> ● Agenda Item Seven Review of Customer emails to Passenger Panel
	<ul style="list-style-type: none"> ● A spreadsheet of all correspondence within the past eight weeks to the Passenger Panel email address as been shared with all present at the meeting. All emails have been replied to. ● No applications have been received to join Passenger Panel over the past eight weeks.
8:	<ul style="list-style-type: none"> ● Agenda Item Eight Any Other Business
	<ul style="list-style-type: none"> ● None discussed ● JD: Thank you to everyone who attended tonight's meeting. Meeting closed 20.35
	<ul style="list-style-type: none"> ● Agenda Item Nine: Date, Time and Venue of the Next Meeting
	<ul style="list-style-type: none"> ● Wednesday 2nd November 2016 start time 1830 at c2c HQ.