

## **c2c Passenger Panel**

### **c2c Passenger Panel Notes of the Meeting**

Held on: Wednesday 2<sup>nd</sup> November 2016.

Venue: c2c Rail Head office Cutlers Court.

#### **Panel Members**

Those Present:

Martin Smith	Chairperson	Barking
Polly Mansfield		Benfleet
Richard Whittaker		Southend East
Stuart Rigby		Stanford le Hope
Jill Allen-King		Chalkwell
Christopher Gorman		Thorpe Bay
Alex Boulwood		Stanford le Hope

#### **c2c Representatives**

Those Present:

Julian Drury	Managing Director	c2c Rail
Kevin Frazer	Delivery Director	c2c Rail
Clare McCaffrey	Commercial Director	c2c Rail
Aaron White	Smartcard Manager	c2c Rail
Suzanne Frazer	Minute Taker	c2c Rail

#### **Apologies Received**

Paul Mckew		Benfleet
Stephen Duffy		Westcliff
Alan Newing		Pitsea
Shana Doherty		Westcliff
Bola Odunlami		Basildon
Daniel Pepper		Laindon
Caroline Merifield		West Horndon
Dan Barrett	Engineering Director	c2c Rail

Meeting Commenced at 18.32

<b>1:</b>	<b>Agenda Item One: Welcome, Apologies and Introductions:</b>
	<ul style="list-style-type: none"> <li>● The chairperson welcomed all to the meeting, noted the apologies received, as recorded above.</li> <li>● No resignations have been received.</li> </ul>
<b>2:</b>	<b>Agenda Item Two: Minutes of the last Passenger Panel Meeting:</b>
	<ul style="list-style-type: none"> <li>● The minutes of the last meeting held on Thursday 8<sup>th</sup> September 2016 were approved by all present. These are a true and faithful record of the meeting.</li> </ul>
	<b>Action Tracker has been read through and updates noted:</b>
	<ul style="list-style-type: none"> <li>● A panel member has attended a meeting with the Minister for Transport; the discussions were around access for all. An aim of the Minister for Transport is to ensure all railway stations are fully accessible. There is fund which can be accessed.</li> <li>● c2c work with Network Rail who hold a fund related to access for all. A panel member is going to write a letter to all expressing their concern around Chalkwell station and the lack of lifts.</li> <li>● January 2017 Timetable, the finished timetable is ready for release, the new 387s timings performed well within the timetable. The first of the new 387s will start to run along the route. Planning for the timetable change is progressing well.</li> <li>● A copy of the timetable will be sent to panel members. Large print copies will be available.</li> </ul>
<b>3:</b>	<b>Agenda Item Three: Actions and Matters arising:</b>
	<ul style="list-style-type: none"> <li>● No items to add, that have not already been mentioned in the action tracker.</li> </ul>

<b>4a:</b>	<b>Agenda Item Four: Timetable: Where we are now:</b>
	<ul style="list-style-type: none"> <li>• The timetable change normally takes places in December each year will be moved to January 9<sup>th</sup> 2017.</li> <li>• When and how the new units are introduced is important, 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.</li> <li>• The changes will benefit our passengers and be spread across our route.</li> <li>• A detailed presentation will be given to all panel members at the next meeting related to the January 2017 timetable change.</li> </ul>
<b>4b:</b>	<b>Agenda Item Four: Panel Member Feedback Timetable related.</b>
	<ul style="list-style-type: none"> <li>• RW – People are looking forward to the changes, this is about winning back the hearts and minds of customers.</li> <li>• CG – No comment to add.</li> <li>• SR – There have been many delays recently, 17<sup>th</sup> Oct 2016, 16.55 Stanford le Hope to Fenchurch St ran nonstop to London many people wanted to the stations in between and had to abandon the train. The arriving train at Grays also arrived late. The same occurred on 18<sup>th</sup> Oct 2016. The trains should stop at Barking or West Ham.</li> <li>• c2c – We have created AM and PM peak simplifiers for the train services. A new Control Manager is now place; this should make a difference in how delays are dealt with.</li> <li>• SR – Within the new timetable the Basildon and Tilbury connections miss each other by one minute. It’s annoying for people when they arrive at Pitsea and see their train leaving.</li> </ul>

	<ul style="list-style-type: none"> <li>• PM – 08.26 from Benfleet it was nonstop from Benfleet.</li> <li>• c2c – People have requested fast trains back, we are introducing fast services again.</li> <li>• PM – Stopping positions of trains, people are not aware, there needs to be more advertising that stopping positions have changed. Benfleet the stairs are far away people are running.</li> <li>• c2c – The stopping positions changed a while ago at a few stations along the route. Announcements are made; staff at stations are informing customers.</li> <li>• MS – I am increasing becoming an underground passenger.</li> <li>• RW – Has the LED lighting plan changed? What’s happening with the heating and air-conditioning on trains?</li> <li>• c2c – We are switching to an energy efficient lighting system on trains, these will not include LED lights. On stations the lighting programme is also about energy efficiency. We been addressing complaints recently about the heating and air- conditioning on trains. There are different causes but the air conditioning units are being refurbished.</li> </ul>
<b>4b:</b>	<b>Agenda Item Four: Panel Member Feedback Non- Timetable related.</b>
	<ul style="list-style-type: none"> <li>• RW – There are a number of fare evaders using the fencing and ticket machine as an egress point at Southend East station.</li> <li>• c2c – This will be investigated by the local management team.</li> <li>• CG – The missing roof panels at Thorpe Bay have been replaced.</li> <li>• SR – What’s happening with on board wifi and the shelters at Pitsea?</li> <li>• c2c – On board wifi will commence in 2017. The Property and Asset team are currently looking at options and affordability of additional shelters at Pitsea and other stations.</li> </ul>

- SR – The gates at Stanford le Hope are working again.
- c2c – c2c are working with the police in relation to why the gates were out of action.
- SR – Stanford le Hope fences requires anti climb paint. The lighting tubes are being replaced, does CCTV cover the over bridge? Your security teams are handling anti social behaviour well.
- PM – The heaters in the ladies toilets at Benfleet are no longer on all the time.
- JAK – Wheelchair users find using the railway difficult and having to give notice in advance is stopping people from travelling locally. The local Leigh Focus wrote an article about a lady having difficulty travelling after a hip replacement. There are a lot of people who are not aware of the assistance you provide.
- c2c – c2c have a turn up and go policy. Placement of the contact details for assistance within the new timetable will be prominent. c2c stations have first to last staffing available for assistance. Twenty four hours a day, assistance can be arranged via the telephone.
- JAK – I had an accident in April was this investigated.
- JAK The staff training manual sent to me requires a lot of changing. I will let you know details once it has been reviewed again. There are issues with the display boards once I have checked the additional information I will come back with details.
- Two Panel members who sent their apologies for tonight’s meeting, have sent emails as follows: these were discussed tonight:
- Email One: I was buying a season ticket using a smartcard for the first time for my son who is a student, but I found the process difficult and it needs simplifying”

- c2c – The smartcard manager has been in direct contact with the customer to understand and resolve the Smartcard issues.
- Email Two:
- Recent issues with delays recently.

Cancelled train - Limehouse 17.09 12/09/2016

Cancelled 07.34 from Basildon 26/10/2016

Cancelled 07.24 from Laindon to Southend.

Delays from Basildon 07.34 - 31/10/2016

Luggage and security - people need to stand by their belongings.

c2c Card Wallet - is not durable enough.

When police are deployed it looks like something bad has happened which is not good for public confidence.

Limehouse Water puddle on the gangway that links c2c to docklands.

Pigeon mess is now really an issue obvious issue that puts me off buying coffee.

- c2c – Regular security announcements are made across the route. Contact will be made with the supplier of the ticket wallets about the durability of the stock. At the station Police have been present to raise the confidence of the travelling public. A cleaner will be requested to attend to the pigeon droppings; this is in addition to works currently being carried out at Basildon station.

The link bridge at Limehouse works are being carried out to resolve the pooling of water.

<b>5:</b>	<b>Agenda Item Five: Platform Camera Equipment</b>																								
	<ul style="list-style-type: none"> <li>We are installing new camera equipment at platforms to ensure it provides drivers with a good view of the entire train.</li> <li>We are currently addressing issues with sunlight at different times of year.</li> </ul>																								
<b>6:</b>	<ul style="list-style-type: none"> <li><b>Agenda Item Six: Rolling Incident Review of Two months Train Performance</b></li> </ul>																								
	<p>The top Incidents in the past eight weeks are:</p> <table border="1" data-bbox="332 766 1377 1570"> <thead> <tr> <th data-bbox="332 766 565 898">Date of Incident</th> <th data-bbox="565 766 792 898">Incident Location</th> <th data-bbox="792 766 1149 898">Incident Headline</th> <th data-bbox="1149 766 1377 898">PPM Failures</th> </tr> </thead> <tbody> <tr> <td data-bbox="332 898 565 1024">14.10.2016</td> <td data-bbox="565 898 792 1024">Barking – West Ham</td> <td data-bbox="792 898 1149 1024">Power defect on unit</td> <td data-bbox="1149 898 1377 1024">116</td> </tr> <tr> <td data-bbox="332 1024 565 1192">08.10.2016</td> <td data-bbox="565 1024 792 1192">Pitsea – Stanford-le-Hope</td> <td data-bbox="792 1024 1149 1192">Emergency Speed Restriction</td> <td data-bbox="1149 1024 1377 1192">113</td> </tr> <tr> <td data-bbox="332 1192 565 1318">05.10.2016</td> <td data-bbox="565 1192 792 1318">Fenchurch St – East Ham</td> <td data-bbox="792 1192 1149 1318">Power Loss to signalling equipment</td> <td data-bbox="1149 1192 1377 1318">110</td> </tr> <tr> <td data-bbox="332 1318 565 1444">28.9.2016</td> <td data-bbox="565 1318 792 1444">Stanford-le-Hope – Pitsea</td> <td data-bbox="792 1318 1149 1444">Emergency Speed Restriction</td> <td data-bbox="1149 1318 1377 1444">198</td> </tr> <tr> <td data-bbox="332 1444 565 1570">07.9.2016</td> <td data-bbox="565 1444 792 1570">East Ham</td> <td data-bbox="792 1444 1149 1570">Pantograph fault on unit</td> <td data-bbox="1149 1444 1377 1570">85</td> </tr> </tbody> </table> <ul style="list-style-type: none"> <li>Issues recently have been speed restrictions due to clay bank shrinkage. Heavy downpours have destabilised the track soil. Fleet problems we are working closely with Bombardier.</li> <li>A lot of work is being undertaken to understand each delay and how to</li> </ul>	Date of Incident	Incident Location	Incident Headline	PPM Failures	14.10.2016	Barking – West Ham	Power defect on unit	116	08.10.2016	Pitsea – Stanford-le-Hope	Emergency Speed Restriction	113	05.10.2016	Fenchurch St – East Ham	Power Loss to signalling equipment	110	28.9.2016	Stanford-le-Hope – Pitsea	Emergency Speed Restriction	198	07.9.2016	East Ham	Pantograph fault on unit	85
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	<p>react to the issues. It's important to communicate with the customer and tell them what's happening. Performance is not as good as we want and new controls are being implemented.</p>
<b>7:</b>	<ul style="list-style-type: none"> <li>● <b>Agenda Item Seven Review of Customer emails to Passenger Panel</b></li> </ul>
	<ul style="list-style-type: none"> <li>● 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.</li> <li>● No applications have been received to join Passenger Panel over the past eight weeks.</li> </ul>
<b>8:</b>	<ul style="list-style-type: none"> <li>● <b>Agenda Item Eight Any Other Business</b></li> </ul>
	<ul style="list-style-type: none"> <li>● AOB: CG: People are complaining via twitter ticket acceptance is not permitted during weekend engineering works.</li> <li>● c2c: Ongoing discussions are taking place.</li> <li>● PM: The quiet zone people are rude, hey still wear headphone and noise can be heard. This needs more promotion.</li> <li>● c2c: The quiet zone is self policing and relies on good manners.</li> </ul> <p><b>Passenger Panel meeting dates 2017:</b> Dates for 2017 Passenger Panel meetings, were circulated to Panel members in advance of tonight's meeting.</p> <ul style="list-style-type: none"> <li>● All members present at tonight's meetings have agreed on the dates for Passenger Panel meeting in 2017.</li> <li>● MS: Thank you to everyone who attended tonight's meeting. Meeting closed 20.15</li> </ul>



	<ul style="list-style-type: none"><li>● <b>Agenda Item Nine: Date, Time and Venue of the Next Meeting</b></li></ul>
	<ul style="list-style-type: none"><li>● <b>Wednesday 4<sup>th</sup> January 2017 start time 1830 at c2c HQ.</b></li></ul>