

c2c Passenger Panel

c2c Passenger Panel Notes of the Meeting

Held on: Wednesday 4th January 2017

Venue: c2c Rail Head office Cutlers Court.

Panel Members

Those Present:

Martin Smith	Chairperson	Barking
Alan Newing		Pitsea
Richard Whittaker		Southend East
Daniel Pepper		Laindon
Jill Allen-King		Chalkwell
Christopher Gorman		Thorpe Bay
Alex Boulton		Stanford le Hope
Shana Doherty		Westcliff
Bola Odunlami		Basildon
Caroline Merifield		West Horndon

c2c Representatives

Those Present:

Julian Drury	Managing Director	c2c Rail
Kevin Frazer	Delivery Director	c2c Rail
Clare McCaffrey	Commercial Director	c2c Rail
Steve Newland	Timetable Manager	c2c Rail
Suzanne Frazer	Minute Taker	c2c Rail

Apologies Received

Paul Mckew		Benfleet
Stephen Duffy		Westcliff
Stuart Rigby		Stanford le Hope
Polly Mansfield		Benfleet
Dan Barrett	Engineering Director	c2c Rail

Meeting Commenced at 18.30

1:	Agenda Item One: Welcome, Apologies and Introductions:
	<ul style="list-style-type: none">• The chairperson welcomed all to the meeting, noted the apologies received - recorded above.• No resignations have been received.
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 2nd November 2016 were approved by all present. These are a true and faithful record of the meeting.
	Action Tracker has been read through and updates noted:
	<ul style="list-style-type: none">• CCTV coverage at Stanford le Hope does not include the over bridge currently. A review of all CCTV positions will take place; this will include areas not covered.• The accident at Chalkwell station which occurred to a panel member, additional investigation is still required, this should include why the accident occurred.• Mind the Gap announcements – can these be clearly heard at stations.• West Horndon both the pub and the council have been approached, it is unlikely any works to the current pavement will take place in the next five years. This will remain on the action tracker as this is the second biggest issue the local residents of the station have.• Basildon council has turned down any additional funding for further cycle storage facilities at the station. This item will be removed from the action tracker.• A panel member's email of issues will be added to the action tracker.

	<ul style="list-style-type: none"> • Police presence at stations – this provides confidence to the travelling public. All agencies actively seek to work together; this is why at times it may seem there is a high number of uniformed officers present at one time. • Limehouse link bridge water still pools on the surface of the walkway. • Jill Allen-King wishes to write a letter in support of lift installations at Chalkwell station, contact details should be provided by c2c rail. • A panel member who was unable to attend the previous meeting has not had their email of observations included in the previous minutes.
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.
4:	Agenda Item Four: Timetable: 9th January 2017
	<ul style="list-style-type: none"> • The timetable change normally takes places in December each year will be moved to January 9th 2017. • The changes will benefit our passengers and be spread across our route. • A detailed presentation has been given to all panel members at the meeting related to the January 2017 timetable change: • Collating feedback from customers since December 2015 and extensive input from Passenger Rail User Groups included: <ul style="list-style-type: none"> • Faster services • Enhanced journey experience • Longer trains • Starter services at Laindon

	<ul style="list-style-type: none"> • Additional 357 carriages redistributed across the route. • Minimal changes off-peak • No changes at weekends • c2c Managers and key personal will be deployed at stations across the route the first week of the new timetable, to monitor passenger loadings and be available to answer customer questions. • Panel members have reiterated positive thoughts and concerns around the new timetable. Concerns include Barking and the number of passengers boarding/alighting services. West Horndon – one of the worse affected stations when the timetable was originally changed any small gains such as the additional train just after 08.00 are being taken away. In fact these further changes will result in an even worse position during the AM peak with four trains no longer stopping at West Horndon. Any gain from the extra carriages on the 07.51 are offset against the train now stopping at Benfleet and Barking. • All agreed the timetable needs to be introduced and see how it goes.
4b:	Agenda Item Five: Panel Member Feedback Timetable related.
	<ul style="list-style-type: none"> • BO – It has been noticed there have been a number of cancellations recently, this must be affecting performance? • c2c – Five sites have had track improvements completed this will make a big difference to performance. • CG – This allows a focus on journey times and line speed improvements. • CM – People are raising concerns around the amount of cancellations. Per previously e-mailed comments, AM & PM peaks still very poor due to severely overcrowded carriages. People are also very concerned about the amount of cancellations.

4b:	Agenda Item Five: Panel Member Feedback Non- Timetable related.
	<ul style="list-style-type: none"> • BO – Ticket offices have been closed, the weekend before Christmas – a visit had to be made to Pitsea instead. Big bags used by working men are being left unattended on the train. Unattended luggage announcements should be made. In addition to this reminders should be made for people to secure their luggage on trains Works undertaken at Westcliff station made the radio. Pigeon droppings are still an issue. • AN – Fast trains that pass through Pitsea station – announcements for these trains occur when the train has left the station. • CG – The glass panels have been fixed at Thorpe Bay station the water is now pouring down the brick work instead. Buying a ticket at Stratford ticket office I am sold a Travel card and not a point to point ticket. • AB – Information screens are displaying different information to the platforms. Christmas carriages advertised as four coaches came in as eight coaches. A number of trains cancellations occurred between Christmas and New Year – 05.48 cancelled – 06.18 and 06.48 showed as delayed – 08.18 did not stop at Chafford Hundred showed as not stopping at Barking and stopped at Barking. • c2c – Occasionally trains are run fast. On this occasion many of the issues raised were due to a level crossing fault. The signallers need to be able to see the level crossing clearly. • DP – Travelling on the new trains people seem to be sitting on the luggage racks. Smartcard none of the staff at stations want to deal or load products. Staff are not accepting instructions. The student smartcard is not easy to use and requires two passwords. The smartcard system is hard to use. • c2c – We will introduce the ability for staff to load products onto the smart card later this year. A pilot scheme will be run first. The student smartcard the college the person attends has to verify the student first.

- JAK – The new trains – a hand rail has been removed. My comments have been passed onto the design team. The talking newspaper should promote the priority seating and assistance available. Many people do not have access to online facilities and need to have access to the telephone number. Recently there has been a lot of publicity about the disabled lady not being able to use the toilet on the train then wetting herself. The Minister for Transport has said all train carriages should have a disabled toilet. My husband recently had an experience where lack of access to the disabled toilet at a station occurred, this needs to be investigated.
- c2c – The disabled toilet access was investigated an instruction to allow access has been given. Toilets on station, opening times vary from station to station. Disabled toilets are accessible at any time via a radar key.
- SD – Communication during disruption - 5th Dec 2016 a fatality occurred. Communication on the train was good; once all the passengers left the train at the next station no announcements were made or onwards travel instructions given. Passengers re boarded another train and changed at another station. People need to know what is happening and what to do.
- c2c – Staff should have been available to assist customers. We have processes; we will review the procedures in place.
- SD – Bikes are chained to the station road side of Westcliff with no wheels. Are there any plans for additional cycle storage at the station?
Smartcard – when loading a ticket onto the card Fenchurch St is not an option on the list of stations.

- c2c - We remove unwanted cycles after a notice period. We will find out if there are any plans for additional cycle storage at the station. Smartcard – there have been challenges, we are addressing many of them station by station. We are becoming faster with our resolution times. If you know of a particular issue let us know. In 2017 stations inside Greater London will be able to load smartcards products at the gates. Phase Two will be to give the staff the same facilities.
- CM – My Automatic Delay Repay has not worked since Oct 2016.
- c2c - Please pass all your detail onto us and we will endeavor to solve the issue with your Smartcard.

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
5.12.2016	Pitsea – Basildon	Fatality	79
29.11.2016	Upminster – Barking	Track Circuit Failure	82
18.11.2016	West Ham – Barking	Track Circuit Failure	172
3.10.2016	East Tilbury – Stanford le Hope	Emergency Speed Restriction caused by soil conditions.	89
28.9.2016	Stanford le Hope - Pitsea	Emergency Speed Restriction caused by soil conditions.	118

	<ul style="list-style-type: none"> • Issues recently have been emergency speed restrictions. November saw these come to end. Currently our PPM is 94.6. Fleet improvements are being made. Performance is returning to a good position. <p>Incidents still occur the key is how it's handled and performance maintained.</p> <ul style="list-style-type: none"> • CM – I have screen shots of cancellations, the train is shown as running on time.
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. • JAK – additional follow up is required on the accident at Pitsea station, why did it happen? • Panel members email – highlighted issues - trains running fast and not stopping at stations. Trains should stop at TfL stations. • CM – responded directly to a passenger email. • 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"> • BO – An incentive scheme for Panel members may be a lovely idea to consider. • AN – A recent article in the Echo highlighted the bridge at Pitsea all agreed it's a good idea are there any updates? • c2c - No the only information are the public announcements. • MS: Thank you to everyone who attended tonight's meeting. Meeting closed 20.30.

	<ul style="list-style-type: none">● Agenda Item Nine: Date, Time and Venue of the Next Meeting
	<ul style="list-style-type: none">● Thursday 9th March 2017 start time 1830 at c2c HQ.