

## **c2c Passenger Panel**

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

Held on: Wednesday 3<sup>rd</sup> May 2017

Venue: c2c Rail Head office Cutlers Court.

#### **Panel Members**

Those Present:

Martin Smith	Chairperson	Barking
Christopher Gorman		Thorpe Bay
Jill Allen-King		Chalkwell
Alex Boultonwood		Stanford le Hope
Bola Odunlami		Basildon
Alan Newing		Pitsea
Stuart Rigby		Stanford le Hope

#### **c2c Representatives**

Those Present:

Julian Drury	Managing Director	c2c Rail
Clare McCaffrey	Commercial Director	c2c Rail
Joel Mitchell	Delivery Director	c2c Rail
Ben Martin	Head of Property and Asset	c2c Rail
Suzanne Frazer	Minute Taker	c2c Rail

#### **Apologies Received**

Richard Whittaker		Southend East
Stephen Duffy		Westcliff
Paul Mckew		Benfleet
Polly Mansfield		Benfleet
Shana Doherty		Westcliff
Daniel Pepper		Laindon
Caroline Merifield		West Horndon
Dan Barrett	Engineering Director	c2c Rail

Meeting Commenced: 18:32

<b><u>Agenda Item</u></b> <b><u>No 1:</u></b>	<b>Welcome; Apologies and Introductions</b>
	<ul style="list-style-type: none"><li>• The chairperson welcomed all to the meeting, noted the apologies received - recorded above.</li><li>• No Panel resignations have been received.</li><li>• A management change has taken place within c2c rail. Kevin Frazer will now undertake a new role within the business. The new Delivery Director Joel Mitchell was introduced to all present.</li><li>• The change of ownership to Trenitalia c2c has taken place. This means a number of new opportunities for c2c rail. One significant change will be the single ticketing solution currently being looked into. All references to National Express will be removed.</li></ul>
<b><u>Agenda Item</u></b> <b><u>No 2:</u></b>	<b>Minutes of the last meeting held on Wednesday 3<sup>rd</sup> May 2017 including the Action Tracker</b>
	<ul style="list-style-type: none"><li>• The minutes from the previous meeting have been agreed by all present.</li><li>• A number of actions have been removed from the Action Tracker as they are complete. The action tracker has been updated.</li></ul>
<b><u>Agenda Item</u></b> <b><u>No 3:</u></b>	<b>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><u>Agenda Item</u></b> <b><u>No 4:</u></b>	<b>Panel Member Feedback:</b>
	<ul style="list-style-type: none"><li>• <b>Timetable Related:</b></li><li>• <b>Non Timetable Related:</b></li><li>• The timetable change to be implemented on 22<sup>nd</sup> May 2017 is formed from monitoring and feedback given.</li></ul>

- Many of the Panel present have not experienced issues with the timetable recently. Observations noted are:
- Benfleet station between 0800-0900 weekdays, a gap of twenty one minutes occurs. People arriving by bus also miss trains as they currently do not connect together. Can the bus timetable be altered if the train timetable is set? Working together will be of benefit to the customer.
- During Bank holiday consideration should be given to increasing the first trains from four carriages to eight carriages, these trains are busy.
- Pitsea station a number of puddles are forming around the station when heavy rain falls.  
The old waiting shelter on Platform One is closed; this will be replaced with a brand new facility.
- Irregular station closures occur at Basildon station. Can the station opening and closing times be displayed prominently?  
The loading times of one minute at Basildon don't seem to be long enough for some passengers to exit the train and platform.
- Positive feedback has been received regarding the tenants at Thorpe Bay station.
- Recent closure of the Tilbury Line - consideration to offering ticket acceptance via Pitsea should be given.
- The information screen at Stanford le Hope station still requires repositioning after moving during the recent high winds.
- Additional peak time cycle enforcement is required along the route.
- A number of seats covers on train are ill fitting and require repositioning.
- Smart card – Young Person's discount - due to validation needing to be given this can only be completed when the person holding the card visits a ticket office.
- Wifi – advertisements are included in the free wifi offered on train. A usage limit is in place, this is being monitored. A customer using the c2c app has no limit.

	<ul style="list-style-type: none"> <li>• Lifts at Chalkwell station – Lift installation will require a joint project to be undertaken with Network Rail. This is a project which could be considered under the access for all initiative.</li> </ul>
<p><b><u>Agenda Item</u></b> <b><u>No 5:</u></b></p>	<p><b>Property and Asset Update</b></p>
	<ul style="list-style-type: none"> <li>• A presentation has been given to all Panel attendees tonight from c2c's Property and Asset Department regarding projects in 2017.</li> <li>• 26 stations are maintained across the route via reactive faults, Planned Preventative Maintenance (PPM) and Preventative maintenance.</li> <li>• Top Five Property activities happening this year: <ul style="list-style-type: none"> <li>Southend Central Canopy and Roof replacement.</li> <li>Upminster over bridge replacement. The over bridge concerned is inside the station.</li> <li>Barking Platforms 7 and 8 Coping stone and Tactile paving.</li> <li>LED Lighting project across the route.</li> <li>BTP – Security Hub at Benfleet.</li> </ul> </li> <li>• Painting of the assets, maintenance and ongoing handrail upgrades will take place.</li> <li>• Station Car Parking will be looked at with a view on usage and where possible at key stations increasing car parking spaces.</li> <li>• Smart Stations – London Fenchurch St and Barking with other stations to follow will benefit from station upgrades in a number of areas.</li> <li>• Pitsea station usage of the spare ground at the station is being considered.</li> </ul>

	<ul style="list-style-type: none"> <li>Additional housing is being planned across the route; this is being monitored as this takes effect.</li> </ul>																								
<b><u>Agenda Item</u> No 6:</b>	<b>Rolling incident review of two months train performance (including current performance)</b>																								
	<ul style="list-style-type: none"> <li>The top Incidents in the past eight weeks are: <table border="1" data-bbox="505 520 1395 968"> <thead> <tr> <th>Date of Incident</th> <th>Incident Location</th> <th>Incident Headline</th> <th>PPM Failures</th> </tr> </thead> <tbody> <tr> <td>20.3.2017</td> <td>Pitsea -Benfleet</td> <td>Sewage vehicle hit a bridge.</td> <td>139</td> </tr> <tr> <td>6.4.2017</td> <td>Leigh on Sea</td> <td>Signalling error Platform two.</td> <td>44</td> </tr> <tr> <td>10.4.2017</td> <td>West Ham</td> <td>Passengers forcing the doors.</td> <td>40</td> </tr> <tr> <td>30.3.2017</td> <td>West Ham – Barking</td> <td>Track Circuit Failure.</td> <td>34</td> </tr> <tr> <td>7.4.2017</td> <td>Leigh on Sea</td> <td>Points Failure</td> <td>25</td> </tr> </tbody> </table> </li> <li>10th April 2017 – doors being forced at West Ham – damage occurred. More than forty trains ran five minutes late or more. Incidents like this are always reviewed.</li> </ul>	Date of Incident	Incident Location	Incident Headline	PPM Failures	20.3.2017	Pitsea -Benfleet	Sewage vehicle hit a bridge.	139	6.4.2017	Leigh on Sea	Signalling error Platform two.	44	10.4.2017	West Ham	Passengers forcing the doors.	40	30.3.2017	West Ham – Barking	Track Circuit Failure.	34	7.4.2017	Leigh on Sea	Points Failure	25
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<b><u>Agenda Item</u> No 7:</b>	<b>Review of Customer emails to Passenger Panel</b>																								
	<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>One application has been received to join Passenger Panel over the past eight weeks. All agreed the applicant should be invited to join the Panel.</li> </ul>																								

<u>Agenda Item</u> <b>No 8:</b>	<b>Any Other Business</b>
	<ul style="list-style-type: none"> <li data-bbox="451 323 1333 401">• The current Passenger Panel chair has announced they will be standing down from the role in six months time.</li> </ul> <p data-bbox="529 438 1406 606">c2c are looking at ways the Passenger Panel meetings can be more effective in assisting the business moving forward. Panel members have been asked to think about ways to improve the meetings. A discussion will take place at the next meeting.</p>
<u>Agenda Item</u> <b>No 9:</b>	<b>Date, Time and Venue of the next meeting</b>
	<ul style="list-style-type: none"> <li data-bbox="451 772 1406 850">• <b>Wednesday 12<sup>th</sup> July 2017 start time 1830 at c2c HQ.</b> This date has been changed from 5<sup>th</sup> July 2017.</li> </ul>