

c2c Passenger Panel

c2c Passenger Panel Notes of the Meeting

Held on: Wednesday 12th July 2017

Venue: c2c Rail Head office Cutlers Court.

Panel Members

Those Present:

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| Christopher Gorman | Thorpe Bay |
| Alex Boultonwood | Stanford le Hope |
| Anthony Finn | Purfleet |
| Polly Mansfield | Benfleet |
| Daniel Pepper | Laindon |

c2c Representatives

Those Present:

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| Clare McCaffrey | Commercial Director | c2c Rail |
| Dan Barrett | Engineering Director | c2c Rail |
| Anand Sampat | Head of Customer Relations | c2c Rail |
| Joshua Fewtrell | Revenue Protection Analyst | c2c Rail |
| Suzanne Frazer | Minute Taker | c2c Rail |
| British Transport Police | Officers X 3 | |

Apologies Received

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| Martin Smith | Chairperson | Barking |
| Jill Allen-King | | Chalkwell |
| Richard Whittaker | | Southend East |
| Bola Odunlami | | Basildon |
| Stephen Duffy | | Westcliff |
| Paul Mckew | | Benfleet |
| Shana Doherty | | Westcliff |
| Caroline Merifield | | West Horndon |
| Alan Newing | | Pitsea |
| Stuart Rigby | | Stanford le Hope |
| Julian Drury | Managing Director | c2c Rail |
| Joel Mitchell | Delivery Director | c2c Rail |

Meeting Commenced: 18:32

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| <u>Agenda Item</u> <u>No 1:</u> | Welcome; Apologies and Introductions |
| | <ul style="list-style-type: none">• The chairperson welcomed all to the meeting, noted the apologies received - recorded above. The Passenger Panel chair sent their apologies for tonight's meeting. Anand Sampat will undertake the chair person's role for the meeting.• No Panel resignations have been received. |
| <u>Agenda Item</u> <u>No 2:</u> | Minutes of the last meeting held on Wednesday 3rd May 2017 including the Action Tracker |
| | <ul style="list-style-type: none">• The minutes from the previous meeting have been agreed by all present.• A number of actions have been removed from the Action Tracker as they are complete. The action tracker has been updated. |
| <u>Agenda Item</u> <u>No 3:</u> | Actions and Matters Arising: |
| | <ul style="list-style-type: none">• No items to add, that have not already been mentioned in the action tracker.• A Panel member requested this is removed from the agenda and combined with agenda item number two. |
| <u>Agenda Item</u> <u>No 4:</u> | Panel Member Feedback: <ul style="list-style-type: none">• Timetable Related:• Non Timetable Related: |
| | <ul style="list-style-type: none">• Recently occasions of service disruption have been of a serious and lengthy nature. People's experiences during service disruption include a lack of information and announcements, no staff visibility. Late updates via social media. -c2c -carry out a review meeting after serve service disruption and the impact this had on customers. |

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| | <p>Lessons learned are shared within the business to improve the delivery of station and train services.</p> <ul style="list-style-type: none"> • Two barriers at London Fenchurch fail to accept tickets – these are Gates 60 and 61. This has been raised with our suppliers to be fixed. • Timetable experiences include: 08.47 from Laindon is crowded and remains as a four carriage train. Benfleet a long wait occurs between 08.22 and 08.43. Trains are witnessed passing through the station as fast services with space. The 08.43 is crowded. • Air conditioning on trains seems unreliable. Checks are made daily concerning the air-conditioning units on train. Analysis of data takes place to ensure the air conditioning modules on the trains are in working order. Air-Conditioning maintenance work continues to take place this is a lengthy process. Apologies – if you travel in a carriage where the air conditioning is not working. Work will continue to ensure this kept to a minimum. • Rubbish is witnessed on the train floors. All trains are cleaned as a minimum every twenty four hours, additional cleans take place during the day at terminating locations. • Car parking at Purfleet consists of seven spaces. Commuters parking within the council car park - the payment machines only take old pound coins. • Wifi limits have been reached by passengers when using the facilities on board. Vista usage has no limits. Reviews and monitoring of data usage continues. |
| <p><u>Agenda Item</u> <u>No 5:</u></p> | <p>Revenue Protection and Security Update:</p> |
| | <ul style="list-style-type: none"> • A presentation has been given to all Panel attendees tonight from c2c’s Revenue Protection and Security department regarding projects in 2017. • Within the last four weeks 645 people have been dealt with regarding fare evasion. Penalty Fare notices, MG11’s and/or prosecutions are issued when dealing with fare evaders. |

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| | <ul style="list-style-type: none"> • This year so far 278 people have been prosecuted via the courts regarding fare evasion. • A decrease in ticketless travel has been seen. • c2c rail have a dedicated team of BTP officers travelling the route as a tasking team. • A discussion took place regarding crime events which have occurred at certain stations and how these events are dealt with. Overall all agreed travelling by train is a safe method of transport. |
| <p><u>Agenda Item</u> <u>No 6:</u></p> | <p>Changes to Passenger Panel - 2018</p> |
| | <ul style="list-style-type: none"> • Our Passenger Panel represents the interests of our customers and helps the business improve our services. A paper has been circulated to all Panel members before the meeting outlining a set of proposals, to change the format of the meetings in 2018. • The changes proposed include: • Keeping the current number of meetings per year to eight. • Reducing the meeting length by half an hour to a 18.30 start and 20.00 finish. • Amend the agenda replacing Items Four and Five with a c2c update/focus group session. • Introduce a Panel Observation sheet. • Introduce an incentive scheme for members attending six out of eight meetings each calendar year. • One idea discussed is the possibility of a conference call dial in feature. |

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| <p><u>Agenda Item</u> <u>No 7:</u></p> | <p>Review of Customer emails to Passenger Panel</p> |
| | <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. • 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 from the November 2017 meeting when all changes to current format will be implemented ready for 2018. |
| <p><u>Agenda Item</u> <u>No 8:</u></p> | <p>Any Other Business</p> |
| | <ul style="list-style-type: none"> • People have been viewed sitting on the luggage racks within the new style trains. Can this be taken into consideration when the new trains 2019 are built? • How communication is dealt with in times of disruption is important. Staff and Passengers need to be kept up to date. |
| <p><u>Agenda Item</u> <u>No 9:</u></p> | <p>Date, Time and Venue of the next meeting</p> |
| | <ul style="list-style-type: none"> • Thursday 7th September 2017 start time 1830 at c2c HQ. |