

c2c Passenger Panel

c2c Passenger Panel Notes of the Meeting

Held on: Thursday 7th September 2017

Venue: c2c Rail Head office Cutlers Court.

Panel Members

Those Present:

Martin Smith	Chairperson	Barking
Daniel Pepper		Laindon
Shana Doherty		Westcliff

c2c Representatives

Those Present:

Julian Drury	Managing Director	c2c Rail
Joel Mitchell	Delivery Director	c2c Rail
Clare McCaffrey	Commercial Director	c2c Rail
Anand Sampat	Head of Customer Experience	c2c Rail
Lucy Fish	Head of Digital	c2c Rail
Suzanne Frazer	Minute Taker	c2c Rail

Apologies Received

Christopher Gorman		Thorpe Bay
Anthony Finn		Purfleet
Polly Mansfield		Benfleet
Alex Boulton		Stanford le Hope
Jill Allen-King		Chalkwell
Bola Odunlami		Basildon
Stephen Duffy		Westcliff
Paul Mckew		Benfleet
Shana Doherty		Westcliff
Alan Newing		Pitsea
Stuart Rigby		Stanford le Hope
Dan Barrett	Engineering Director	c2c Rail

Meeting Commenced: 18:32

<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.• One Panel member's resignation has been received. The members present tonight thank the panel member for their contributions in the meetings over the past few years.
<u>Agenda Item</u> <u>No 2:</u>	Minutes of the last meeting held on Wednesday 12th July 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 2:</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 a person's initials are added to comments made at the meetings. Commuters reading the minutes online like to know who has stated details in support of their journey experiences.
<u>Agenda Item</u> <u>No 3:</u>	Panel Member Feedback: <ul style="list-style-type: none">• Timetable Related:• Non Timetable Related:

	<ul style="list-style-type: none">• SD - Fenchurch St early closure signage is not always placed in a prominent position to be seen by all. Additional placement of posers will be of benefit. • Fenchurch St is not an option on the self service machines. Liverpool St is listed first. • The foliage is growing back at Westcliff station can this be cut back again. The pathway along Ditton Court Road and Valkyrie Road has pot holes which require attention. • Southend Borough Council is consulting the local residents regarding CCTV in the surrounding area. This is a good opportunity for a joint project. • DP - The student Smartcard has been problematic for the past year. Again this year issues have been experienced. In the evenings no support is available after 2000. <p>c2c - c2c administration are in contact with colleges on a regular basis, validation of the student is required from the college.</p> <ul style="list-style-type: none">• DP - Can the transport police police the Quiet Zones? • c2c - British Transport Police are not involved with the Quiet Zone this relies on the individuals using the carriage to be respectful of others.
<p><u>Agenda Item</u> <u>No 4:</u></p>	<p>Digital Initiatives</p>

	<ul style="list-style-type: none"> • A presentation was given to all Panel attendees tonight from c2c’s Head of Digital regarding projects in 2017, designed to make c2c’s Digital Channels feel less disjointed and to meet changing customer expectations. • Changes made in the last six months include: Launching an onboard media service and WiFi. Increased the onboard WiFi personal data allowance. Releasing a new version of the c2c Live app. Updating “days out” planning on the website. Upgrading “live travel information on the website. Stable platform for Smart Ticketing. • Over the coming year the project will deliver a series of changes to c2c’s different retailing channels, including improved ticket machines and better online retailing. • Panel members present gave feedback on improvements during the session.
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<p><u>Agenda Item</u> <u>No 5:</u></p>	<p>Rolling Incident Review of last two months train performance (including current performance)</p>
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	<ul style="list-style-type: none"> • Overall train performance has been very strong • Some train cancellations have occurred recently related to driver availability. - Like the rest of the rail industry and many employers across the country, we normally use overtime to cover short notice sickness and holidays. We already employ over 150 drivers and have started to recruit 17% more drivers. As they complete their training this will be of great benefit.
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<p><u>Agenda Item</u> <u>No 6:</u></p>	<p>Review of Customer emails to Passenger Panel</p>
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	<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 will be reviewed at the next meeting when changes to current format will be implemented ready for 2018.
<u>Agenda Item</u> No 7:	Any Other Business
	<ul style="list-style-type: none"> • The next meeting will also include a Thank you event details will be sent to all participants.
<u>Agenda Item</u> No 8:	Date, Time and Venue of the next meeting
	<ul style="list-style-type: none"> • Thursday 16th November 2017 start time 1830 at c2c HQ.