

c2c Passenger Panel Notes of the Meeting

Held on: Thursday 16th November 2017

Venue: c2c Rail Head office Cutlers Court.

Panel Members

Those Present:

Daniel Pepper	Laindon
Christopher Gorman	Thorpe Bay
Anthony Finn	Purfleet
Polly Mansfield	Benfleet
Bola Odunlami	Basildon

c2c Representatives

Those Present:

Julian Drury	Managing Director	c2c Rail
Joel Mitchell	Delivery Director	c2c Rail
Anand Sampat	Head of Customer Experience	c2c Rail
Alex Whybro	Service Quality Manager	c2c Rail
Suzanne Frazer	Minute Taker	c2c Rail

Apologies Received

Shana Doherty	Westcliff	
Alex Boultonwood	Stanford le Hope	
Jill Allen-King	Chalkwell	
Stephen Duffy	Westcliff	
Shana Doherty	Westcliff	
Alan Newing	Pitsea	
Stuart Rigby	Stanford le Hope	
Clare McCaffrey	Commercial Director	c2c Rail
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">• Anand Sampat will undertake the Chairperson role for tonight's meeting. 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 Thursday 7th September 2017 including the Action Tracker and Actions and Matters Arising:
	<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 this will include a review of all actions to be carried over into 2018.• A reminder has been given to all present the new format for meetings will commence in January 2018.
<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">• DP -Not all CIS display screens are double sided.• BO - When the carriage length is changed is it possible to have announcements made.• c2c - Stations are able to make supplementary announcements for train length alterations.

	<ul style="list-style-type: none"> • DP – The process for a Student Smartcard is long and requires confirmation from the college. Still have ongoing issues. • PM – Wifi is asking you to re-register. • PM – The Shere machine at Benfleet rocks on its base. • c2c this will be faulted for repair. • What is done to prevent driver fatigue? • c2c – All driver diagrams are monitored and a fatigue index used. We are increasing the number of train drivers too. • BO – Are additional cycle storage racks available for Basildon station as the road barriers are being used outside the station. • c2c – No further land is available for additional cycle storage at Basildon station. • DP – Barrier 60 is still causing problems at London Fenchurch st. • c2c - Barrier 60 will be looked at again for any issues which require resolving.
<p><u>Agenda Item</u> <u>No 4:</u></p>	<p>Rolling Incident Review of last two months train performance (including current performance)</p>
	<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.

<p><u>Agenda Item</u> <u>No 5:</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 will be reviewed at the next meeting when changes to current format will be implemented ready for 2018.
<p><u>Agenda Item</u> <u>No 6:</u></p>	<p>Christmas Thank You.</p>
	<ul style="list-style-type: none"> • c2c Rail wish to thank all Passenger Panel members for their contributions this year. We look forward to the new meeting format being introduced in 2018.
<p><u>Agenda Item</u> <u>No 7:</u></p>	<p>Date, Time and Venue of the next meeting</p>
	<ul style="list-style-type: none"> • Wednesday 10th January 2018 at c2c HQ 18:30.