

c2c Passenger Panel Notes of the Meeting

Held on: Wednesday 10th January 2018

Venue: c2c Rail Head office Cutlers Court.

Panel Members

Those Present:

Christopher Gorman	Chairperson	Thorpe Bay
Daniel Pepper		Laindon
Anthony Finn		Purfleet
Alex Boultonwood		Stanford le Hope
Jill Allen-King		Chalkwell
Alan Newing		Pitsea
Bola Odunlami		Basildon

c2c Representatives

Those Present:

Joel Mitchell	Delivery Director	c2c Rail
Ben Martin	Asset and Property Director	c2c Rail
Anand Sampat	Head of Customer Experience	c2c Rail
Suzanne Frazer	Minute Taker	c2c Rail

Apologies Received

Shana Doherty		Westcliff
Stephen Duffy		Westcliff
Richard Whittaker		Southend East
Stuart Rigby		Stanford le Hope
Polly Mansfield		Benfleet
Julian Drury	Managing Director	c2c Rail
Clare McCaffrey	Commercial Director	c2c Rail
Dan Barrett	Engineering Director	c2c Rail

Meeting Commenced: 18:30

<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 first agenda item – New Chairperson vote.
<u>Agenda Item</u> <u>No 2:</u>	
	<ul style="list-style-type: none">● Tonight's Panel members present have agreed on a new chairperson format – the Chairperson will rotate every three meetings.● The new chairperson Christopher (for the next three meetings) welcomed all to the meeting noted the apologies received - recorded above.
<u>Agenda Item</u> <u>No 3:</u>	● Minutes of the last meeting held on Thursday 9th November 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.● The Action Tracker has been reviewed.● DP -Not all CIS display screens are double sided.● BO - When the carriage length is changed is it possible to have announcements made.<ul style="list-style-type: none">○ c2c - Stations are able to make supplementary announcements for train length alterations.● 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.

	<ul style="list-style-type: none"> • PM – The Shere machine at Benfleet rocks on its base. <ul style="list-style-type: none"> ○ c2c this will be faulted for repair. • What is done to prevent driver fatigue? <ul style="list-style-type: none"> ○ c2c – All driver diagrams are monitored and a fatigue index used. We are also increasing the number of train drivers which will reduce the amount of overtime worked. • BO – Are additional cycle storage racks available for Basildon station as the road barriers are being used outside the station. <ul style="list-style-type: none"> ○ c2c – No further land is available for additional cycle storage at Basildon station. • JAK – References to Lifts at Chalkwell – Letters have been submitted to the DfT requesting the funding for lifts at the station are brought forward.
<p><u>Agenda Item</u> <u>No 4:</u></p>	<ul style="list-style-type: none"> • c2c Updates and Focus Group discussion • Property and Asset
	<ul style="list-style-type: none"> • A group discussion and presentation has taken place to all Panel members present from Ben Martin, c2c Director of Asset and Property : • c2c Rail is investing in a number of property and asset activities in 2018. Large Projects commencing/ taking place this year include: • Station Transformation - The station transformation programme for many stations is about making sure they meet the modern demands of our customers, and improving them to provide the right facilities needed. The basic design at many of our stations dates back to Victorian times, we need them to be sustainable buildings ready to handle the expected future growth in passenger numbers. • Retail Transformation - a new ticket issuing system, which will power all the retailing processes, included are Ticket Vending Machines or Ticket Office sales machines.

	<ul style="list-style-type: none"> • A new station in between Rainham and Dagenham Dock called Beam Park. The project will commence in 2018 and take around two years to complete. New stations are Stanford le Hope and Purfleet. Works will also be undertaken at Westcliff station. • The presentation included asking the questions - stations of the future “What will the customer require?” c2c are taking a long term view of customer needs and requirements. • A platform seat replacement programme has been undertaken along the route. • DP – When thinking about stations and shelters – customers want cover from the rain.
<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. • A number of applications have been received to join Passenger Panel over the past eight weeks. New applicants have been invited to attend Passenger Panel meetings.
<p><u>Agenda Item</u> <u>No 6:</u></p>	<p>Any Other Business (A.O.B)</p>
	<ul style="list-style-type: none"> • BO – The platform seats on Platform One against the pillar the current position cause people to walk over the yellow line. • BO - Overcrowding occurs at Basildon at 07.21 and 07.34. • DP – Laindon station staff continue to take breaks around 1830 this is both the gateline and the ticket office.

<u>Agenda Item</u> <u>No 7:</u>	Date, Time and Venue of the next meeting
	<ul style="list-style-type: none">• Wednesday 2nd May 2018 at c2c HQ 18:30.