

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

Held on: Wednesday 7<sup>th</sup> March 12, 2018

Venue: c2c Rail Head office Cutlers Court.

### **Panel Members**

Those Present:

Christopher Gorman	Chairperson	Thorpe Bay
Daniel Pepper		Laindon
Shana Doherty		Westcliff
Jill Allen-King		Chalkwell
Alan Newing		Pitsea
Bola Odunlami		Basildon

### **c2c Representatives**

Those Present:

Joel Mitchell	Delivery Director	c2c Rail
Clare McCaffrey	Commercial Director	c2c Rail
Smartcard Manager		c2c Rail
Service Quality Manager		c2c Rail
Minute Taker		c2c Rail
Permanent Timetable Manager		c2c Rail
Head of Planning and Performance		c2c Rail

### **Apologies Received**

Anthony Finn	Purfleet
Alex Boulton	Stanford le Hope
Stephen Duffy	Westcliff
Richard Whittaker	Southend East
Stuart Rigby	Stanford le Hope
Polly Mansfield	Benfleet

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></ul>
<b><u>Agenda Item</u></b> <b><u>No 2</u></b>	<b>• Minutes of the last meeting held Wednesday 7<sup>th</sup> March 2018 including the Action Tracker and Matters Arising:</b>
	<ul style="list-style-type: none"><li>• The minutes from the previous meeting were agreed.</li><li>• The Action Tracker has been reviewed.</li><li>• JAK - One inclusion to the minutes - Westcliff station refurbishment.</li><li>• DP -Not all CIS display screens are double sided. This may be of benefit to West Ham station.</li></ul>
<b><u>Agenda Item</u></b> <b><u>No 4:</u></b>	<b>• c2c Updates and Focus Group discussion</b> <b>• Timetable</b>
	<ul style="list-style-type: none"><li>• c2c managers presented an update on timetabling issues followed by a group discussion.</li><li>• Minimal timetable changes will be made at the next national timetable change, which is on Sunday 20<sup>th</sup> May 2018, as the current timetable works well operationally and provides the optimum balance between the different priorities of different passengers. The minor changes include:  PM changes to the trains at West Horndon station – the station has an adequate number of trains for the demand from passengers.  19:04 to Shoeburyness will not call at Upminster and stop at Laindon and Basildon.</li></ul>

19:07 becomes 19:06 and will call at Upminster station then all stations to Shoeburyness.

19:20 from London Fenchurch St will not call at West Horndon.

- No major weekday timetable changes are planned until 2021 when the new fleet of trains will arrive.
- A challenge in the future will be the full introduction of Crossrail. As trains are planned to run every six minutes this will have an impact on the Greater Anglia area for c2c services especially at weekends and during periods of engineering works.
- User Groups provide valuable information regarding the train service and their journeys experienced both as a commuter and weekend travellers. User Groups also express different interests in timetable IE Southend Rail Users Group (SRTA) are keen on fast trains. Barking Rail Forum is keen that trains stop at the station.
- DP – Peak and Off peak customers are very different. Greater Anglia and freight trains are considerations for c2c.
- BO – 17:01 from London Fenchurch St this stops at Barking the train then becomes packed with Underground users. The 18:26 from West Ham is a busy train. Some trains are witnessed passing through stations with plenty of seats available on them. Basildon is a very busy station.
- DP – Trains terminating at Leigh on Sea should these not be passing through? Why are they stopping?
- c2c – We are obligated to run trains with the needs of the route as a whole taken into account. It's difficult to meet the expectations of all user groups. New trains will not arrive until 2021 the timetable currently in place is stable and steady, new initiatives such as in-cab signalling systems will help to improve services. Over the past week with wintery weather nine units suffered snow damage. Trains were used to keep the tracks clear of snow. All departments have been working to the best of their abilities to keep our train services running. Our decisions were dependent on the information received from Network Rail and how many points they were able to guarantee

	<p>would be in use.</p> <ul style="list-style-type: none"> <li>• DP – Do you have use of a snow plough?</li> <li>• c2c – No. NWR units for this purpose were in use in other parts of the country. Tuesday preparations were made for the weather forecasted this did not arrive until the Wednesday. Using the Key Route Strategy – importance is place on ensuring no trains are stranded.</li> <li>• BO – Thank you for the twitter updates this informed me as to whether I should stay at home or travel.</li> <li>• c2c – During periods of extreme weather the issues of the timetable become about what services can be run and how many people are likely to travel, decisions are made taking into account a lot of information first.</li> <li>• CG – 06.11 still has seats available at Laindon most days. 06.13 at the weekends is not too busy.</li> <li>• DP – Families travelling do not want to stand.c2c – During busy periods like West Ham football games the number of carriages will be increases and passenger loadings are monitored.</li> <li>• BO – Peak time loadings at Basildon station the current one minute timing is not enough.</li> <li>• c2c – For all major stations the loading timings is one minute. Performance suggests the timings are correct.</li> </ul>
<p><b><u>Agenda Item</u></b> <b><u>No 5:</u></b></p>	<p><b>Review of Customer emails to Passenger Panel</b></p>
	<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>• An application has been received requesting additional information</li> </ul>

	<p>related to Passenger Panel over the past eight weeks. New applicants have been invited to attend Passenger Panel meetings.</p>
<p><b><u>Agenda Item</u></b> <b><u>No 6:</u></b></p>	<p><b>Any Other Business (A.O.B)</b></p>
	<ul style="list-style-type: none"> <li>• BO – The flexi-season increase is quite significant.</li> <li>• c2c – The increase in flexi-season fares is because the price ratio of buying weekly season tickets versus five anytime returns versus the flexi-season costs were not in the wrong order and out of proportion. We have amended this to give better incentives for the appropriate tickets.</li> <li>• BO – More awareness should be made of refunds available for the snow days.</li> <li>• BO– Engaging with customer relations Andrew gave assistance with a ticket and had a good telephone manner.</li> <li>• DP – Do calls go to National Rail Enquires?</li> <li>• c2c – The first call is received by our call centre – this is outside of the UK they are equipment to answer all calls in detail. Where a enquiry requires a second answer this is passed to our in-house customer relations team.</li> <li>• CG – Is an update available on the two damaged units?</li> <li>• c2c Rail –One of the two units damaged is due back shortly. Both units will be back into service by mid April. We are testing the snow-damaged units to find out how long they may be out of action for</li> <li>• DP – With the Student smart card the four free tickets are not easy to locate.</li> <li>• c2c – An email is sent with a link attached. Some emails maybe have been added to the your spam folder, this is worth checking .</li> <li>• JAK – An update on Chalkwell lifts, the local MP has written in support of the lift installation to the DfT and is waiting for a reply.</li> </ul>

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