

**PROPOSED c2c TIMETABLE
FOR DECEMBER 2015:
CONSULTATION REPORT**

REPORT CONTENTS

SECTION	PAGE
<i>EXECUTIVE SUMMARY</i>	2
<i>CONSULTATION BACKGROUND</i>	4
<i>CONNSULTATION RESPONSES FROM STAKEHOLDERS</i>	5
<i>QUESTION 1: PEAK TIMETABLE – SUMMARY OF CONSULTATION RESPONSES</i>	8
<i>QUESTION 1: PEAK TIMETABLE – c2c’s RESPONSE AND ACTIONS</i>	10
<i>QUESTION 2: OFF-PEAK TIMETABLE – SUMMARY OF CONSULTATION RESPONSES</i>	16
<i>QUESTION 2: OFF-PEAK TIMETABLE – c2c’s RESPONSE AND ACTIONS</i>	17
<i>QUESTION 3: WEEKEND SERVICES TO LIVERPOOL STREET – SUMMARY OF CONSULTATION RESPONSES</i>	19
<i>QUESTION 3: WEEKEND SERVICES TO LIVERPOOL STREET – c2c’s RESPONSE AND ACTIONS</i>	20
<i>QUESTION 4: WEEKEND SERVICES VIA RAINHAM – SUMMARY OF CONSULTATION RESPONSES</i>	22
<i>QUESTION 4: WEEKEND SERVICES VIA RAINHAM – c2c’s RESPONSE AND ACTIONS</i>	23
<i>NEXT STEPS</i>	24
<i>COMMENT AND FEEDBACK</i>	25

EXECUTIVE SUMMARY

Dear Customer,

Over the last few months, we have been consulting you on the proposed new timetable that we plan to introduce from December 2015. This is the first time we have ever consulted on a new timetable, in such detail and so far in advance of its introduction. We've done this because we wanted you to have a real input into the process. More than 2,200 people responded to our consultation, and I'd like to thank you, and everyone who took the time to do this.

Our key aim throughout this process has been to improve the overall train service for passengers. It is more than a decade since the last major change to the c2c timetable, and there has been a lot of growth in the number of people using c2c since then, as well as big changes in the places people are travelling to. With so much growth recently and more growth still to come updating the timetable is essential if we are to ensure that crowding does not become a major issue on parts of the route. This has required some careful decisions about how we deploy the c2c fleet to use it in the best way, and to achieve the maximum benefit for the greatest number of passengers.

Our proposed timetable has three main objectives:

- Increased capacity where it is most needed across the c2c route
- Improved connections to TfL services at c2c's London stations
- Faster journey times between Shoeburyness and London

Consultation Responses

Following our consultation on the proposed timetable, three main themes dominated the responses that we received from you:

- The loss of all trains starting from Laindon in the morning peak
- Peak journey times between London and the Southend area, particularly on the fastest services
- The calling of all services at Limehouse, West Ham and Barking

The consultation showed strong support for the proposed weekend changes, with regular direct services to Stratford and Liverpool Street, and an extended Sunday service on the Rainham route.

We also received a number of comments from customers at other stations about the level of peak service from their station, the proposed times of last trains, and about the specific timings of individual services.

We examined each of these issues in detail, and carefully assessed how we could accommodate the views of those who responded. We also met a number of groups and individuals representing passengers and stakeholders to understand and discuss the changes were asking for. Throughout this process, we have tried to incorporate changes that could improve the draft timetable without damaging the benefits it delivers to the majority of passengers.

Post-Consultation Changes to Original Proposals

This report sets out all the changes that have been made to the original proposals for the new December 2015 timetable. In summary, these are the main changes are:

- Two starter services from Laindon have been re-added to the morning peak, each arriving at Fenchurch Street between 07.00 and 08.00. The times of some other services have also been amended to close identified gaps in the proposed morning service. In total this will give an increase of nine more peak services for Laindon compared with the current (December 2014) timetable
- Three additional services from Shoeburyness in the morning peak, which will reduce timetable gaps and improve links with Basildon
- Two services will run non-stop from West Ham to Benfleet station in, and at the end of the evening peak. These will give non-stop journey times to the Southend area that are comparable with the fastest services in the current timetable
- Other changes to the timing of some individual services

In addition to these changes to the December 2015 timetable, we have launched with Network Rail a programme for a range of improvements to line speeds, which we could then use to reduce journey times. Five potential sites have been identified so far, and we are now working to identify which of these are suitable. Where we can prove these will deliver consistent journey time savings the new timings would be incorporated into the December 2016 timetable.

After the new timetable, the next stage of capacity increase on our route comes with our order for 68 new carriages to add to our existing fleet. The first of these new carriages is expected in service in 2019. These vehicles will provide an increase in capacity of more than 20%, and are designed to meet the extra passenger growth expected from future economic growth and housebuilding developments along the route.

Next Steps

A new version of the December 2015 timetable that includes the changes set out in this report will be submitted as our bid into the formal rail industry timetable planning process in March. We will publish a copy of this version on our website. Network Rail will also receive timetable bids from other passenger and freight train operators, and their role is to identify and address any potential clashes, before creating a single integrated national timetable.

A final timetable with the exact timings of each service confirmed will be produced by Network Rail in September. Once we have received this final timetable we will launch a comprehensive information campaign to make sure all our customers know about the new timetable and can understand how the new service will affect them.

The new timetable will begin on Sunday 13 December 2015.

I hope this report provides a useful overview of the changes we have incorporated as a result of the consultation, as well as more explanation of the reasons behind the decisions we have taken. I do realise that not everyone will be fully satisfied with the changes proposed, but the new timetable is the product of over one year of hard, detailed and careful planning. During this time we have tried really hard to balance everyone's needs and include as many of your ideas as we possibly can.

We want a new timetable that works well for you, improves your journey and gives you a more comfortable travelling environment. We will do everything we can to make sure it is a success.

Julian Drury
Managing Director, c2c

CONSULTATION BACKGROUND

c2c published a draft new timetable for consultation on Thursday 23 October 2014.

The proposed timetable was designed to maximise the use of the current c2c train fleet to tackle of the biggest areas of concern that passengers raise with us:

- Improving capacity for the majority of passengers by tackling current crowding levels on some services
- Improve connections to TfL services for passengers travelling to and from London
- Improve journey times between Shoeburyness and London

In the Autumn 2014 National Rail Passenger Survey, c2c recorded below the average score for London commuter operators for both providing sufficient room for passengers to sit or stand (60% versus 62%), and for providing connections with other forms of transport” (73% compared with 76%).

The main changes included in the proposed timetable were:

- Running more services in total, with a train every three minutes at the busiest parts of the morning and evening peaks
- Stopping every service at Limehouse, Barking and West Ham stations
- Four trains per hour minimum, at every station during peak times
- Faster overall journey times to and from London, with particular improvements off-peak but a slightly-increased average peak journey time
- Earlier first trains and later last services
- New weekend services, with regular trains to Stratford and Liverpool Street and a new direct service from Rainham and Purfleet into central London on Sundays

The consultation was managed through an online survey page on the c2c website. This was accompanied by information on the main changes, draft copies of the weekday and weekend timetables, and individual station-by-station charts illustrating the likely seat availability for each station in the morning peak.

The consultation was advertised through posters at stations, leaflets at stations, leaflets on train seats, and at a “Meet the Manager” event at Fenchurch Street station. There were also more than 35 articles about the timetable consultation in the local media. c2c also wrote to all MPs and key local stakeholders about the consultation, and gave presentations at each stakeholder meeting we were invited to during the consultation.

During the 12 weeks of consultation, a total of 2,283 individual responses were received from passengers as well as a number of responses from local stakeholder groups.

CONSULTATION RESPONSES FROM STAKEHOLDERS

We publicised the consultation on the timetable widely with a number of local and industry stakeholders, to ensure they were aware of our proposals. Many of these stakeholders responded to the consultation, or asked for a meeting or further information. This section summarises the responses we received from different groups of stakeholders.

Elected Representatives

c2c wrote to all MPs on the route to brief them on the proposed timetable, and held meetings with a number of MPs to receive feedback on the proposals and to discuss the consultation process.

c2c also wrote to the Leaders and Chief Executives of affected local authorities along the route, and to the relevant Greater London Assembly members, and also met many of them to discuss the proposals.

Local Authorities

Essex County Council and Thurrock Borough Council submitted a joint response to the consultation. In summary, the points they raised were:

- A number of improvements were welcomed, including extra Sunday services, earlier morning trains, improved weekend connections
- Bus operators need to be consulted to coordinate services, and the connection with the Tilbury Ferry would be poor
- There will be fewer vacant seats at some stations, even if they have more services
- The balance between the needs of passengers in London and those in Essex and Thurrock should be monitored
- Connections are desirable for early morning shifts at DP World
- Future capacity will be needed to match growth
- Line speed improvements to reduce journey times are needed.

The response from the London Borough of Barking and Dagenham raised the following points:

- The extra stops at Barking, West Ham and Limehouse station were strongly supported for the improved connections and additional capacity they provided
- The weekend direct services to Liverpool Street and Stratford were welcomed, with an aspiration for similar direct services during weekdays
- The extra Sunday services on the Grays via Rainham route were welcomed
- The future growth from the Barking Riverside redevelopment was highlighted, with an aspiration for changes to enable c2c services to stop at Dagenham East station

The response from the London Borough of Havering raised the following points:

- The improved frequency of peak services at Upminster station was welcomed, but passengers will find it more difficult to get a seat so longer trains are required
- The additional morning peak stops at West Ham and Limehouse stations by Rainham services were welcomed, but Rainham passengers will find it more difficult to get a seat so frequency should be increased to six trains an hour
- More carriages are needed to provide longer services, including additional 12-carriage services, to meet future growth and the council's aspirations for the area

- The off-peak frequency at Rainham station should be increased to four trains per hour
- The direct Sunday services from Rainham to London, and increased frequency to two trains per hour were welcomed, although the council aspires to a service of four trains per hour
- The earlier first and later last trains were welcomed
- The council is promoting a station at Beam Park, which would need to be accommodated into this timetable once it is built

The response from Southend Borough Council raised the following points:

- The increase in trains starting from Leigh-on-Sea was welcomed because of the extra capacity this provides
- More services were requested from Shoeburyness station in the morning peak
- The reintroduction of faster train services at peak times was requested, along with infrastructure improvements to enable quicker journey times
- Passengers travelling out of London may not be able to board some evening services due to the number of other passengers making shorter journeys
- The improved departure time of the final train to London on Saturday nights was welcomed, but is still not late enough
- The improved departure time of the last trains from London was welcomed, but is still not late enough
- An off-peak shuttle service between Leigh-on-Sea and Shoeburyness was proposed
- Passengers at Shoeburyness, Thorpe Bay and Southend East would only have direct train services to Liverpool Street and not to Fenchurch Street on Sundays
- There is a risk of passenger confusion arising from the weekend alteration of services between Liverpool Street and Fenchurch Street

Passenger Groups

c2c held meetings with the rail industry's official national passenger watchdog, Passenger Focus, to get their input into the timetable consultation and the consultation process.

London TravelWatch, which is the official watchdog for all transport passengers in London, welcomed the extra capacity provided by the additional services at Barking, West Ham and Limehouse station, and the improved Sunday service via Rainham. They also highlighted the importance of excellent communication with passengers if weekend services are to switch between Fenchurch Street and Liverpool Street, and highlighted the findings of the organisation's earlier report into the issue.

c2c has met Laindon Passenger Action Group several times as part of the timetable consultation process. The Group has voiced their strong opposition to the current Laindon starter trains switching to start from Leigh-on-Sea instead. The main issues that they have raised are:

- Concern that there will not be sufficient seats for passengers at Laindon on trains that start from further east
- Concern that passenger numbers at Laindon are being underestimated
- Gaps in frequency in the morning peak

c2c has also met Southend Rail Travellers Association several times during the timetable consultation process. The main issues the group raised were:

- Journey times between London and Southend, particularly the fastest peak trains when compared with the fastest trains in the current timetable
- Opposition to all trains stopping at Barking, West Ham and Limehouse because of crowding concerns and the potential impact on journey times
- The longer journey time for trains to Liverpool Street at weekends compared with services to Fenchurch Street
- Desire for a regular off-peak service that stops at fewer stations between London and the Southend area

Other stakeholders

Transport for London submitted a response to the timetable which raised the following points:

- Additional stops at Barking, West Ham and Limehouse were welcomed because of increased capacity and improved connections
- Station capacity at Barking will need to be kept under review
- Earlier first and later last trains were welcomed
- The improved service via Rainham on Sundays was welcomed
- It is important that TfL and c2c work together to coordinate the timetable for services via Tilbury and from Barking Riverside that will be sharing the same track in future
- Concerns were raised about the compatibility of c2c weekend services to Liverpool Street with the future Crossrail service

QUESTION 1: PEAK TIMETABLE – SUMMARY OF CONSULTATION RESPONSES

Question 1 of the consultation asked passengers: “What is your view on the proposed peak timetable?”

2,239 passengers responded to Question 1 in the timetable consultation, as follows:

Strongly Support	5%	Overall Support	12%
Support	7%		
Oppose	17%	Overall Oppose	88%
Strongly Oppose	71%		

The following section reviews the main issues raised by passengers in the comments section for Question 1.

a) Starter services from Laindon

This was the single largest issue from the consultation, with over 50% of those who responded to the consultation citing it as the reason for their opposition.

Individual reasons that were cited include:

- Concern at a lack of seats at Laindon
- Concern that this change had been tried before, in 2006, but had failed
- Concern at possible crowding on evening services with other passengers making both shorter and longer journeys
- Passengers from West Horndon and Upminster, who target the services that start at Laindon
- Some gaps of ten minutes and more between services in the morning peak
- The timings of individual services

b) Journey times and the stopping pattern of services at London stations

Approximately 20% of passengers who responded to the consultation identified the proposed peak journey times, and/or to the proposal for all trains to stop at Barking, West Ham and Limehouse stations, as the reason for their opposition. Many of these responses cited both of these issues

Individual reasons that were cited were:

- Longer journey times for the fastest peak services, compared to today’s timetable
- Concern at crowding levels due to passengers making short journeys in the London area, particularly the potential prospect of being “crowded off” trains in the evening peak
- A lack of demand for these stops
- Passengers travelling the longer distances pay higher fares

c) Service levels at Basildon and Pitsea

Around 5% of responses to Question 1 stated their objections to the proposed service levels at these stations, in addition to those who responded regarding the starter trains from Laindon (above). The main reasons they identified were:

- The additional services at Basildon station were not sufficient for demand
- Passengers currently switch at Laindon for a seat on a starter train from that station
- That Basildon station should receive a higher number of services than Laindon.

d) Service levels at Stanford-le-Hope, East Tilbury and Tilbury Town

Around 5% of responses to Question 1 objected to the proposed service levels at these stations. The two main issues highlighted were:

- A reduction in services in the AM peak
- A 25-minute gap in in frequency at c17.00 from Fenchurch Street

e) Service levels at other stations

Passengers at several other stations highlighted the proposed service levels in their responses as follows:

- *Barking, West Ham and Limehouse*: 75% of passengers from these stations who responded to the timetable consultation supported the proposed services.
- *Chafford Hundred and Ockendon*: More than three-quarters of passengers from this part of the route who responded to the consultation supported the proposed services.
- *Dagenham Dock, Rainham and Purfleet*: The majority of passengers who responded from these stations objected to the proposed service levels
- *Shoeburyness*: The overwhelming majority of passengers from Shoeburyness who responded objected to the reduced number of services from this station.

f) Other issues

A number of other issues were identified by passengers who responded to Question 1 of the consultation:

- Longer trains/extra trains requested
- Difficulty of getting on board crowded trains
- The specific timings of individual trains
- Introduce the new timetable sooner than December
- Peak services to Liverpool Street and Stratford
- Connections with local bus services
- The cost of travel
- Future housing growth in their local area
- Reintroduce first class
- No need to change the current timetable

QUESTION 1: PEAK TIMETABLE – c2c’s RESPONSE AND ACTIONS

We have reviewed all the responses to the consultation, examining in detail all the issues that have been raised. Where a large number of passengers raised concerns about a specific issue, we have investigated what options there are for making changes. This included considering whether these amendments would have any wider implications for other passengers. This is important because, with a fixed number of carriages at our disposal, there is a strong chance that any increase in services at one location might only be possible if services were reduced elsewhere. If this is the case, we can only make such a change if it benefits more passengers than those who would lose out.

The sections below outline our response to each of the issues raised in the consultation. Each change that we are able to make in our update to the December 2015 timetable is outlined in bold.

a) Starter services from Laindon

One of the key objectives for the proposed 2015 timetable is to provide more capacity in the most over-crowded areas, notably at Benfleet and Basildon. In the current timetable, the Laindon starter services have the greatest spare capacity. This suggests they would be deployed more efficiently if these trains started from further east, enabling more passengers to use these trains. The first station to the east of Laindon that has the proper platform facilities to start services from is Leigh-on-Sea, and so services were proposed to start from Leigh instead of Laindon.

To provide replacement seats at Laindon in place of the starter services, an additional seven services were initially proposed to call at Laindon station from December 2015. **As a result of the consultation responses, this has now been increased to nine additional services that will stop at Laindon from December 2015 including two starter trains.**

As many passengers commented, in the current timetable there are few spare seats at Laindon on trains that started further east. Most of these services currently start from Shoeburyness or Thorpe Bay and then call at every station before to Laindon. Therefore in the current timetable the starter services represent the best prospect of a seat for Laindon passengers. In contrast, under the proposed timetable the majority of services that call at Laindon will have stopped at significantly fewer stations before they reach Laindon. This means that these trains will have more seats available for Laindon passengers than on current non-starter trains.

The need for more capacity further east means it is not possible to maintain the same number of peak starters at Laindon as in today’s timetable. However, following the consultation we have identified two opportunities for starter services from Laindon in the AM peak. These trains are provisionally timetabled to depart at 06.33 and 07.05. Both of these services are early in the AM peak, as this enables these carriages to then be used to run other peak services elsewhere. Some other trains have also been retimed, to close the gap in service frequency at peak times that was highlighted in some consultation responses.

The net result is there will be nine additional services calling at Laindon under the new timetable, as well as more trains that have seats available for Laindon passengers. This is set out below:

Seat availability	Current timetable	Updated 2015 proposals
Good availability	11	18
Some availability	3	4
Seats unlikely	5	6
Total services	19	28

These changes are also possible without affecting the proposed increased capacity for passengers who are travelling from the stations that are further east of Laindon.

As highlighted by a number of passengers, when the Laindon starter services were removed for a short time in 2006, it led to heavy overcrowding. We have compared the level of service that was provided at the time with the one that is proposed, to ensure that this will not be repeated. In 2006, no extra services were added to call at Laindon station to compensate for the removal of the starter trains. The majority of services that did stop at Laindon had called at all previous stations prior to their arrival. This meant that few seats were available for Laindon passengers under that previous timetable. In contrast as set out above, in our updated 2015 proposals there will be more services at Laindon in total, and the vast majority of these trains will have called at fewer prior stops. This means that far more seats will be available for Laindon passengers than in 2006. We hope this reassures those passengers that had raised this concern.

Passengers from Upminster and West Horndon also objected to the removal of Laindon starters because more seats at these stations will be occupied by passengers making longer-distance journeys.

As outlined above, there will be two additional Laindon starter trains in our updated timetable proposals. Both of these will stop at Upminster, providing additional capacity. One of these trains will also stop at West Horndon, although there is not enough space in the timetable for the other Laindon starter service to also stop at West Horndon.

This is in addition to the eight additional trains at Upminster and one additional service at West Horndon under our original proposals in December 2015. These provide improved frequency at these stations, to compensate for fewer seats being available.

While we understand passengers at both stations would welcome more services that arrived with available seats, further changes to our original proposals would not be possible without removing capacity from passengers travelling longer distances. That does mean that more passengers from these stations will be standing on most services until at least West Ham station, which is a journey of 15 minutes at peak times. Passengers at Upminster do also have the option of District Line services if their priority is a seat rather than faster journey times.

b) Journey times and the stopping pattern of services at London stations

Most passengers who responded on this issue highlighted the longer journey times on the fastest trains at peak times, and cited their opposition to stopping at London interchange stations because this would cause delay to their journey.

While we understand that most passengers see this as one point, there are actually two separate issues: the length of journey time for the fastest trains, and the stopping pattern of those services.

This is because in the current timetable, the fastest trains provide quicker journey times by accelerating into empty space ahead of the train on the track. This is not possible at the height of the current peak, when more trains are running and there is consequently less free space on the track. This is why non-stop trains between the Southend area and London take longer at the height of today's peak than they do at other times of day.

Under the proposed 2015 timetable, we are increasing the frequency of trains throughout the peak, so that there is a train every three minutes at the busiest time. This increases the number of services and provides extra capacity for passengers, which is why we are making these changes. However, as a result there is a lack of free track space to provide fast journey times at peak times. If selected services were to miss out intermediate London stops, they would still be running directly behind services that are stopping at those stations, and so would be unable to deliver fast journey times.

The Department for Transport has commissioned c2c to stop 95% of all trains at Limehouse, West Ham and Barking stations to improve connections for the increasing number of passengers who are travelling onwards. Our initial proposal for 2015 was to stop every train at these stations, on the basis that this benefits some passengers while providing no detriment to journey times at peak time, as explained above. This then does provide more capacity in the busiest section of the c2c route, between Barking and West Ham.

Following the consultation responses, we have reassessed all possibilities where services with faster journey times could be added to the timetable. Two opportunities have been identified at the edge of the evening peak, where there is sufficient spare track capacity to deliver faster journey times. Therefore we are proposing new fast services which are non-stop from West Ham to Benfleet at c17.00 and c19.30 departure times from Fenchurch Street. The provisional journey times for these services to Shoeburyness are 61 and 58 minutes respectively, which are comparable with the fastest journey times in today's timetable.

In addition to these changes to the December 2015 timetable, we have launched with Network Rail a programme for a range of improvements to line speeds, which we could then use to reduce journey times. Five potential sites have been identified so far, and we are now working to identify which of these are suitable. Where we can prove these will deliver consistent journey time savings the new timings would be incorporated into the December 2016 timetable.

Another issue raised by some passengers who are travelling longer distances is that trains which stop at both West Ham and Barking are currently the most crowded. Therefore they were concerned that in the new timetable, passengers travelling beyond Barking in the evening peak may be unable to board the specific train they require due to the demand from other passengers making shorter journeys. We understand why this would be concerning, and so we have reviewed the modelling data for this section of the route. This shows that the opposite will actually be the case, and that passengers are less likely to be crowded off the train of their choice by other passengers making shorter trips. With a train every three minutes through this core area, the demand from "short hop" passengers will be spread across a many more services. Even if the number of passengers making short-hop journeys does increase, this will be outweighed by the increased capacity provided. This means the busiest trains will be less crowded in comparison to today. Even though the quietest current services are likely to become busier in this section of the route, our modelling shows there will still be spare capacity. Therefore longer-distance passengers are unlikely to be "crowded out" from the specific trains they require. We hope this reassures those passengers who raised this concern.

c) Service levels at Basildon and Pitsea

The proposals for December 2015 deliver increased services for each of these stations compared to today. At Basildon station, the new starter services from Leigh-on-Sea are at the heart of this extra capacity.

These proposals improve the options for those passengers who currently board at these stations and then change at Laindon in order to get a seat. Instead, they will be far more likely to get a seat on a direct service without needing to change.

Following further work on the proposed timetable, we have identified one additional service that will be able to stop at Basildon station in the AM peak. This creates a total of six additional services for Basildon station compared to today.

As a result of this amendment, the proposed service levels at Basildon and Pitsea stations compared with today are as follows:

Seat availability	Basildon		Pitsea (via Laindon only)	
	Current timetable	Updated 2015 proposals	Current timetable	Updated 2015 proposals
Good availability	5	18	6	13
Some availability	6	0	3	0
Seats unlikely	5	4	2	1
Total services	16	22	11	14

d) Service levels at Stanford-le-Hope, East Tilbury and Tilbury Town

The proposed peak service for these stations under the December 2015 timetable is twelve trains, which equates to four services per hour. This represents a reduction of four services in total in the AM peak at Stanford-le-Hope station, and two services at both East Tilbury and Tilbury Town. This is the same frequency of services as all other on the Ockendon and Rainham branches receive (with the exception of Grays, which is on both routes and therefore has 24 services in each peak).

Despite this reduced frequency, there is still good seating availability on almost every peak service at these stations. The only exception is one service at Tilbury Town, although this will still have some seat availability.

Providing any additional services for these stations would require removing trains from elsewhere on the c2c route. This would not be possible without creating more severe crowding than currently exists. On that basis, we do not intend to make any changes to the proposed 2015 timetable in the morning peak.

The consultation responses identified two services departing Fenchurch Street towards the Tilbury route three minutes apart at 16.52 and 16.55, followed by a gap of 27 minutes until the next service at 17.22. Therefor the destinations of these services have been amended to provide a more balanced service to Stanford-le-Hope, East Tilbury and Tilbury Town with departures from Fenchurch Street at 16.51, 17.07 and 17.22.

We will also amend two individual services that call at these stations in the evening peak so that they start/terminate at Pitsea station, rather than at Southend Central. This helps to provide carriages to operate the additional 19.30 fast service set out above at Response 1b.

One additional local benefit of the 2015 timetable is that it will noticeably reduce the length of time that level crossings are in use at Stanford-le-Hope and East Tilbury. This should help local road traffic, which has been an issue of concern raised by local residents.

e) Service levels at other stations

Following the timetable consultation and further work from c2c's Timetable Planning team, three additional services have been identified that can start from Shoeburyness station in the AM peak. These services will run at 06.06, 07.08 and 08.09. This means that Shoeburyness will have 16 services in the AM peak, as opposed to the originally proposed 13 services. It will also improve the direct service between Shoeburyness and Basildon.

Having reviewed the consultation responses, we do not intend to change the timetable for other stations at this stage. Crowding levels at these and all stations will continue to be kept under review once the timetable is implemented, and changes may be made in future timetables.

f) Other issues

Longer trains/extra trains:

c2c has funding in place for 17 additional trains of four carriages each, which will start entering service from 2019. This represents an increase of over 20% on the current fleet, and will help meet growing demand into the future.

In the period before this date, our priority is to maximise the best use of the current fleet through this new timetable. The length of trains on some services may be amended to reflect passenger demand. However it is not possible to add an extra one or two carriages to an individual service because c2c's trains can only run at set lengths of four, eight or twelve carriages. Therefore if a train is to be lengthened, it must justify the need for an extra four carriages. Given the limited rolling stock available, these changes can only be made by removing those carriages from other services – which will then become more crowded instead. We will continue to review the length of each service to ensure that the current fleet is deployed as efficiently as possible.

Difficulty in boarding crowded trains:

We are reviewing options for any potential changes in layout to some trains that may create more internal space and ease the difficulty of boarding trains at the busiest sections of the route.

Specific timings of individual trains:

The specific timing of each service is decided by the available time slots in the busiest part of the c2c route, between Fenchurch Street and Barking. This limits the ability to flex timings at other stations, but as far as possible trains have been repeated at the same time past the hour.

Further work on the timetable means that the exact timing of some proposed services will have altered slightly since the original consultation timetable. All timings remain provisional until they are signed off by Network Rail through the rail industry's timetable approval process.

Introduce changes sooner than December:

Following this consultation, we will submit a revised timetable to Network Rail in March. This is then consulted on with other passenger and freight train operators in the region before final approval in September, to identify and resolve any potential timetable clashes. We will then begin a high-profile communications campaign to ensure passengers are aware of the new timing of their trains.

On that basis, major changes to the peak timetable will not be possible before December.

Peak-time services to Liverpool Street and/or Stratford:

There is no spare capacity in the Liverpool Street-Stratford corridor at peak times due to the frequency of existing services operated by Abellio Greater Anglia, and from May 2015 its successor

operators MTR Crossrail and London Overground, at this time of day. Therefore it will not be possible to provide direct peak services to these destinations.

Connections with local bus services and ferry services:

Once the exact timings of individual services are finalised, we will be liaising with other local public transport operators to ensure they are aware of the new timetable. Bus services generally run less tightly to a specific timetable than rail services due to the unpredictable impact of traffic, but we will work together to coordinate timings as best as possible.

The cost of travel:

Commuters at peak times are travelling on either season tickets or daily peak single/return fares. Both of these ticket types are regulated fares, meaning the pricing policy each year is set by the Government. This is done using a formula that is based on the previous year's inflation figure, and may include additional increases depending on the Government's policy. In January 2015 for example, the Government decided that fares should increase by the rate of RPI in July 2014 (2.5%), with no additional increase on fares. c2c therefore followed this policy and increased season tickets by an average of 2.4%, with no individual fare increasing by more than 2.5%.

Future fare prices for regulated fares will continue to be decided by Government policy. However, c2c is developing two new initiatives that will provide opportunities for regular commuters to save money in the coming years:

- From January 2016, we will provide c2c Smartcard users who register on the c2c Live app with compensation each time their train is delayed by more than two minutes. The amount of compensation will increase by each further minute's delay, up to 29 minutes. This will provide a credit that can be deducted from the next season ticket purchase
- A flexible season ticket that provides a rebate when passengers travel outside peak times is currently being developed, and should be available from summer 2016

Future housing growth:

The east London and south Essex areas are projected to be among the highest areas of growth in the country over the coming years. We have analysed the projected growth and included it within our existing plans for extra capacity, including new rolling stock, over the length of the current franchise to 2029. We will continue to monitor this growth and its impact on passenger levels, and will highlight this issue to the Department for Transport as necessary.

Reintroduce first class:

c2c trains have been single class-only since first class areas were removed by British Rail in the early 1990s. Reintroducing first class sections will leave less space on the train for other passengers, and so we have no plans to take this action.

No need to change the current timetable:

The main structure of the current timetable is unchanged since the 1990s but there has been significant growth in demand since then. This has created a situation where some trains are very overcrowded while there is spare capacity in other areas. A major overhaul of the timetable is necessary to tackle this imbalance and provide more capacity in the areas where it is needed.

QUESTION 2: OFF-PEAK TIMETABLE – SUMMARY OF CONSULTATION RESPONSES

Question 2 asked passengers: “What is your view on the proposed off-peak timetable?”

700 passengers responded to Question 2 in the timetable consultation, as follows:

Strongly Support	11%	Overall Support	51%
Support	40%		
Oppose	13%	Overall Oppose	49%
Strongly Oppose	35%		

The majority of passengers supported the proposals, with most citing the improvement to last train times as the most important factor.

A large proportion of those who registered their opposition to the off-peak timetable cited their objection to services in the evening peak. This issue has already been addressed in this report, in the analysis of Question 1.

The other issues that passengers highlighted were:

- a) *Proposed last train times are not late enough*
- b) *First train times*
- c) *Increased off-peak frequency across all routes*
- d) *Weekday off-peak services to Stratford and Liverpool Street*
- e) *Timings of individual services*

QUESTION 2: OFF-PEAK TIMETABLE – c2c’s RESPONSE AND ACTIONS

The sections below outline our response to each of the issues raised in the consultation. Each change that we are able to make in our update to the December 2015 timetable is outlined in bold.

a) Last train times

The proposals for the 2015 timetable include improvements to the last train time in both directions on most routes, as set out in the following table:

Route	Direction	Arrival/Departure Time of final service at London terminus	
		Current	Proposed
Via Laindon	From London	00:25	00:34
	To London	00:13	00:30
Via Ockendon	From London	23:50	00:11
	To London	00:05	00:24
Via Rainham	From London	00:15	00:25
	To London	00:21	00:15

The proposed later services are also more frequent, with nine services arriving in London after 23:00 compared to seven today, and eleven services departing London after 23:00 compared to ten services today.

However, the engineering requirements of Network Rail limit the ability to run trains at still later times than those proposed. Regular overnight engineering access is essential in the brief gap between the last service of the night, and the first train the following morning, and without this access we would be unable to run the most punctual train service in the country.

The alternative to intensive overnight work on the tracks would be increased weekend engineering access instead, which would require buses to replace trains and cause disruption to weekend passengers. These works have generally proven less popular with passengers than late night and overnight work, so c2c and Network Rail continue to prioritise overnight access instead.

While further changes to the last train times will not be included in 2015’s timetable, we will continue to work with Network Rail to explore what options there may be for running later trains in future while still guaranteeing sufficient access for infrastructure maintenance.

b) First train times

Having reviewed likely demand on these services, the proposed 05.07 Fenchurch Street-Grays service will now commence from Barking at 05.22hrs instead. Passengers who do wish to travel from Fenchurch Street, Limehouse or West Ham will be able to change at Barking to connect with this train.

No other change is being made to the original proposals for the December 2015 timetable, which deliver improved first train times on all routes as set out in the table below:

Route	Direction	Arrival/Departure Time of first service at London terminus	
		Current	Proposed
Via Laindon	From London	05:10	05:00
	To London	05:28	05:19
Via Ockendon	From London	05:28 (from Upminster)	05:10
	To London	05:29	05:23
Via Rainham	From London	05:45 (from Barking)	05:22 (from Barking)
	To London	06:03	05:28

c) Increased off-peak frequency across all routes

The proposed off-peak daytime frequency is the same as is currently provided: four trains per hour via Laindon, two trains an hour via Ockendon, and two trains an hour via Rainham. There is not currently sufficient demand to justify the costs of increasing the frequency of these off-peak services.

Where there are short-term increases in off-peak demand, such as during half-term, we currently increase the length of the most popular individual trains to eight carriages as necessary. This will continue to be our policy when the new timetable is in place.

Also, under the new timetable more services will be formed of eight carriages in the period after the evening peak has finished, to provide extra capacity on these trains.

d) Weekday off-peak services to Stratford and Liverpool Street

There is insufficient spare capacity in the Liverpool Street-Stratford corridor during the day for c2c to run direct weekday services to these stations, and therefore this will not be possible.

e) Timings of individual services

The specific timing of each service is decided by the available time slots in the busiest part of the c2c route, between Fenchurch Street and Barking. This limits the ability to flex timings at other stations, but as far as possible trains have been repeated at the same time past each hour.

Further work on the timetable means that the exact timing of some proposed services will have altered slightly since the original consultation timetable. All timings will remain provisional until they are signed off by Network Rail through the rail industry's timetable approval process.

QUESTION 3: WEEKEND SERVICES TO LIVERPOOL STREET – SUMMARY OF CONSULTATION RESPONSES

Question 3 asked passengers: “What is your view on the proposal to run two trains an hour to Stratford and Liverpool Street at weekends, instead of West Ham and Fenchurch Street?”

1,237 passengers responded to Question 3 in the timetable consultation, as follows:

Strongly Support	21%	Overall Support	73%
Support	52%		
Oppose	13%	Overall Oppose	27%
Strongly Oppose	14%		

The majority of passengers supported the proposal to introduce regular direct services to Stratford and Liverpool Street. The main reasons given were a greater choice, and the improved connections to the destinations they want to travel to.

Issues that passengers highlighted with the proposal were:

- a) *All services stopping at all stations rather than running semi-fast on Saturdays*
- b) *Journey times to Liverpool Street take longer*
- c) *Possible confusion from passengers regarding which station they are travelling to/from*
- d) *Passengers whose priority is to reach West Ham and Fenchurch Street at weekends*
- e) *Last train times*

QUESTION 3: WEEKEND SERVICES TO LIVERPOOL STREET – c2c's RESPONSE AND ACTIONS

The sections below outline our response to each of the issues raised in the consultation. Each change that we are able to make in our update to the December 2015 timetable is outlined in bold.

a) All services stopping at all stations rather than running semi-fast on Saturdays

Currently the Saturday service via Laindon provides two trains per hour which stop at all stations, and two trains per hour which skip Pitsea, West Horndon and Limehouse stations. This means Pitsea and West Horndon only have a half-hourly service at weekends, while Limehouse has six trains per hour.

Under the timetable proposals, all services via Laindon on Saturdays would stop at all stations en route. This doubles the frequency to four trains an hour for passengers at Pitsea and West Horndon. It also means that passengers from every station on the Laindon route get a choice of London destination, with two trains per hour to both Fenchurch Street and Liverpool Street. Without this, weekend passengers at Pitsea and West Horndon would not get any direct access to one of these destinations.

Given the improved frequency for some passengers, and the choice of destination for all passengers this provides on this route, we intend to introduce the Saturday service pattern as originally proposed.

b) Journey times to Liverpool Street take longer

The proposal to change the semi-fast Fenchurch Street Saturday service into an all-stations service to Liverpool Street increases journey time to the London terminus by c6 minutes. However, the overall journey time for each passenger depends on their final destination, and at weekends this is less likely to be either Fenchurch Street or Liverpool Street stations. Providing a direct service to Stratford and Liverpool Street provides a quicker overall journey time to the West End, to Westfield shopping centre, and to the future ground of West Ham United. This means the majority of weekend passengers benefit from faster overall journey times under the proposed change, which is reflected in the strong overall support for the proposal.

Therefore we intend to introduce the Saturday service pattern as originally proposed.

c) Possible confusion from passengers regarding which station they are travelling to/from

We recognise that creating alternate destinations has the possibility of confusing some passengers, especially those in London who need to decide whether to travel to Fenchurch Street or Liverpool Street.

Therefore we will be introducing extensive customer-focused communications and signage to help passengers get to the right station.

d) Passengers whose priority is to reach West Ham and Fenchurch Street at weekends

The proposed change would reduce the number of direct services to West Ham and Fenchurch Street from eight to six trains an hour on Saturdays. There would be no change to overall service levels on Sundays because of the extension of Rainham services from Barking into Fenchurch Street (as set out in Question 4).

The overall support for the proposal during the consultation shows that more passengers expect to benefit from the change than those who fear they may lose out. Therefore we intend to introduce the Saturday service pattern as originally proposed.

e) Last train times

On most routes and also the frequency of late-night trains has been increased, as set out in the table below

Route	Direction	<i>Arrival/Departure Time of last service at London terminus</i>			
		Saturday		Sunday	
		<i>Current</i>	<i>Proposed</i>	<i>Current</i>	<i>Proposed</i>
Via Laindon	From London	00:40	00:41	00:10	00:10
	To London	00:12	00:34	23:42	23:52
Via Ockendon	From London	23:50	00:11	22:50	23:11
	To London	00:18 (Barking)	00:46 (Barking)	23:34	00:01
Via Rainham	From London	23:35	23:55	21:29 (Barking)	21:55
	To London	23:39 (Barking)	23:57 (Barking)	22:20 (Barking)	23:13

As set out in more detail in the response to Question 2a, there is limited availability for further improvements to last train times at this stage. However we Rail will continue to work with Network Rail to examine what improvements may be possible in future timetables.

QUESTION 4: WEEKEND SERVICES VIA RAINHAM – SUMMARY OF CONSULTATION RESPONSES

Question 4 asked passengers: “What is your view on the proposal to run two trains an hour from Grays to Fenchurch Street via Rainham on Sundays, instead of one train per hour from Grays to Barking?”

358 passengers responded to Question 4 in the timetable consultation, as follows:

Strongly Support	27%	Overall Support	85%
Support	58%		
Oppose	4%	Overall Oppose	15%
Strongly Oppose	11%		

The overwhelming majority of passengers who responded supported the proposal to extend the Sunday service via Rainham into Fenchurch Street rather than Barking, and to double the frequency to two trains per hour.

Issues that passengers highlighted with the proposal were:

- a) *Direct Rainham services into Stratford and Liverpool Street*
- b) *Last train times*

QUESTION 4: WEEKEND SERVICES VIA RAINHAM – c2c’s RESPONSE AND ACTIONS

The sections below outline our response to each of the issues raised in the consultation. Each change that we are able to make in our update to the December 2015 timetable is outlined in bold.

a) Direct Rainham services into Stratford and Liverpool Street

There is limited spare track capacity at weekend for services into Liverpool Street and Stratford. Therefore we have decided to use the spare capacity to divert services via Laindon rather than those via Rainham, as these are busier and therefore will benefit more passengers.

b) Last train times

Last train times on Sunday have been extended by 41 minutes from Barking, and 29 minutes in to London (as set out in the table in Question 3e). Providing even later services than this will affect the ability of Network Rail to carry out vital maintenance work. Also, the expected low demand at this time of night will not justify the cost of running even later services. Therefore we do not intend to extend the time of the last train further than those initially proposed.

We will continue to keep this under review in future years, in case significant growth in the area strengthens the case for later services.

NEXT STEPS

Following this report, the next stages of the timetable process are:

- **March 2015**
An updated draft timetable, containing the amendments outlined in this report, will be submitted to Network Rail as part of the formal industry process for the December 2015 timetable change

- **Summer 2015**
Network Rail assesses the proposed timetable for each company, and ensures that it meets the national and local train planning rules for a realistic and deliverable timetable. In the process other passenger and freight train operating companies will have the opportunity to comment on Network Rail's proposed changes to each timetable.

- **September 2015**
A final timetable is approved by Network Rail, and the exact timing of each service is confirmed.

We will then begin an extensive advertising campaign for passengers, as well as liaising with other public transport operators to ensure they are aware of the new timetable

- **Sunday 13 December 2015:**
The new timetable comes into operation

- **2016:**
c2c's Timetable Planning team will review the number of passengers using each service, and the performance record of the new timetable.

Changes to the length of individual services can be made at any stage, provided that spare trains are available.

Changes to the timetable itself can be made at two opportunities during the year, in May and December, in line with European-wide changes to railway timetables.

COMMENT AND FEEDBACK

If you wish to get in contact with c2c regarding this or any other issue, please contact us through the following channels:

- **Email:** contact@c2craail.net
- **Telephone:** 0345 744 4422
- **Postal:** c2c Customer Relations, FREEPOST ADM3968, Southend SS1 1ZS
- **Twitter:** @c2c_Rail
- **Facebook:** c2c Rail