

c2c Passenger Panel

c2c Passenger Panel Notes of the Meeting

Held on: Wednesday 13th January 2016.

Venue: c2c Rail Head office Cutlers Court.

Panel Members

Those Present:

Bola Odunlami

Alan Newing

Christopher Gorman

Martin Smith

Richard Whittaker

Caroline Merifield

Steve Chambers

Daniel Pepper

Stephen Duffy

Stuart Rigby

Scott Yeoman

Jane Bowers

Paul Mckew

Shana Doherty

Basildon

Pitsea

Thorpe Bay

Barking

Southend East

West Horndon

Upminster

Laindon

Westcliff

Stanford Le Hope

West Ham

Leigh on Sea

Benfleet

Westcliff

c2c Representatives

Those Present:

Kevin Frazer

Delivery Director

c2c Rail

Clare McCaffrey

Commercial Director

c2c Rail

Tunde Olatunji

Head of Customer Relationships

c2c Rail

Jamie Luke

Station Travel Plan

c2c Rail

Dan Barrett

Engineering Director

c2c Rail

Suzanne Frazer

Minute Taker

c2c Rail

Apologies Received

Julian Drury

Managing Director

c2c Rail

Polly Mansfield

Benfleet

Meeting Commenced at 18:32

- 1: Agenda Item One: Welcome, Apologies and Introductions:**
- TO and MS -: Welcomed all to the meeting, read and noted the apologies received.

- 2: Agenda Item Two: Minutes of the last Passenger Panel Meeting:**
- The minutes of the last meeting held on 4th November 2015 were approved.

Action Tracker has been read through and updates noted:

- The Timetable change is the main agenda item to be discussed tonight.
- Tower Hill works update will be given as and when dates are confirmed in 2016.
- New LED lighting within train carriages is ongoing; an update will be available in June 2016.
- The new newsagents at Laindon station, is currently not selling a full range of products or newspapers.
- Delay Repay will be discussed at the next Panel meeting in eight weeks.

3: Agenda Item Three: Actions and Matters arising:

- No matters to discuss.

4: Agenda Item Four: Panel Member Feedback:

- **Panel Member Feedback Non Timetable related:**
- DP: The smartcard is still a nightmare, issues with the JPEG files. Some staff are talking to customers and explaining they feel this is about job losses and they have not been trained correctly.
- c2c: Staff are fully trained, the issues with the Smartcard are within the back office. We are talking to all our frontline staff to reassure them and they should not really have had a conversation about their feelings.
Head office staff will make direct contact to discuss how the c2c smartcard and back office works.
- SR: The smartcard is not loading correctly on all Travel card TFL related areas.
- BO: Is there an update available related to the User Interface presentation given last year?
- c2c: This will be added to the Action Tracker.
- CM: West Horndon village community group have raised concerns about peoples safety when walking along the footpath on the right hand side. The footpath at station car park entrance is on the wrong side and the cars need to slow down

when entering and leaving the station, plus there are visibility problems for drivers due to the bend in road by station.

There is a danger to those walking into the station and people want something such as a traffic control or speed humps to slow down the cars, also mirrors.

Recommend c2c send someone to the station to have a look whereupon it will be easy to see how difficult it is for pedestrians entering the station car park.

- c2c: Will refer this matter to the relevant department.
- CM: There are problems for those with disabilities, prams & heavy luggage trying to cross the footbridge to get to the London bound platform, plus people want to know when the lift will actually be installed.
- c2c: We have an agenda to ensure all stations are assessable within the franchise. West Horndon is not currently in the plan. This will be added to 'the list'
- CM: The member of staff in the ticket office is not always fully briefed re reasons for delay nor do drivers always communicate reasons for delay. A travel information screen is needed in the waiting room
- c2c: The information screen will be investigated.
- CM: The gate line is not always locked/or when one passenger is permitted through due to their ticket not working everyone follows, meaning the number of passengers passing through West Horndon is not being fully accounted for?
- c2c: The numbers are not captured this way but it is essential the gate line is kept secured at all times unless an additional member of staff is monitoring the gate.
- CG: The platform at Thorpe Bay towards Shoeburyness why is the four carriages in the place away from the canopy and right at the end of the platform. The side gate is left open with no revenue protection in place.
- c2c: The gates on the downside of the station are monitored when revenue protection is in place. When Automatic Delay Repay comes into affect people will need to tap in and out to qualify. The stopping points at Thorpe Bay station will be drawn back under the new DOO scheme, checks will be made and updates given in the DOO initiative as it progresses.

- SD: The footpath at Ditton Court Road is unsafe at night for people (especially lone women) and not a nice place to walk along; there is a concern about the state of the path. The vegetation is overgrown, illegal fly tipping takes place which is attracting vermin, loitering and fare dodging by people climbing over the railings. The fly tipping and loitering are a consequence of the poor visibility and of particular concern to local resident as well as passengers. The whole area would benefit from works being carried out.
- c2c: This will look into by our property department.
- RW: The fence has been replaced at Southend East to stop the fare dodgers, towards Shoeburyness there is old chain link fencing will this be looked at?
- c2c: There are no trespass issues currently reported at Southend East.
- RW: The emails sent to Passenger Panel have they been replied to?
- c2c: All the emails have been acknowledged and issues logged for discussion at our meetings.
- AN: Pitsea there is still a lot of water under foot in many different parts of the station. Can additional canopies be placed? There have been works taking place at night.
- c2c: The water under foot has been logged with the Property department. The addition of canopies will be added to the action tracker. The works at night are to do with the cesspit at the station.
- PM: New season ticket is a Smartcard purchased online, I was not asked for my photo card. The Smartcard was not matched to the account.
- c2c: We are still working on the end to end process. New purchases are ok; there are issues with transfers of tickets.
- PM: Noticed, when trains are delayed the ordering can change a different one will leave, wait outside then another will pass. This can be frustrating to passengers when you don't know what's happening and why. Why are there different stopping places in the past four days trains have stopped at the eight and twelve stopping points?

- c2c: During times of disruption trains can be run out of Fenchurch St in a different pattern. This will look odd to the customers. Trains will stop at different locations depending on the length of train.
- SR: Stanford Le Hope platform two there is large puddle near to the self service machine. Fare evaders jump over the broken part of the fence near the bench on platform two. Disruption on Sunday, engineering works overran due to a planning error at 0600. There was very little information on social media. Control forgot to issue a notice via social media? The first train is important.
- c2c: Apologies. There was a planning error which meant a twenty five minute wait for a train, Control issue the social media updates at weekends related to Twitter.

5: Agenda Item Five: Panel Member Feedback:

- **A Summary of where c2c rail are now, was given at the beginning of the discussion by Kevin Frazer Delivery Director:**
- We introduced a new timetable as of 13th December 2015. For the first week an army of staff and Network Rail were out on platforms to monitor and feedback on the implementation. From the first day, the timetable was robust from an operational point of view, the timings work and station dwell time is right. West Ham has up to a minute. The first AM peak was reasonable. The first PM peak we had a fault at West Ham. The model said a delay would be caused at West Ham where a train presented more than two minutes late. Currently there is restricted signalling at West Ham. West Ham is now attracting more customers, this will be monitored daily.

We are all still learning the new timetable. The current feedback is telling us where the crowds are on departure from stations, and in the evening where people are getting off.

The old timetable 24741 people arrived at Fenchurch St during a peak this has increased by four per cent to 25737 with the new timetable. During the evening peak 24934 departed Fenchurch St there are now 4092 additional people using the station during the same time.

The evening peak is set up between 1600-2000 a lot more services taken up in the middle of these times. People are not staying out in the evening between

1700-1800 currently; these people are condensed into the total evening peak. There have been a number of West Ham calls which have been pulled and are still being monitored as is the whole of the new timetable introduced.

A summary of the timetable changes to be introduced on 18th January 2016 are: changes introduced to stabilize the morning peak. Thank you's have been received from passengers travelling from Chalkwell and Benfleet. The evening peak the trains which are showing as red, over capacity and some orange, are the ones we are looking to change. Stock has been taken from services between 1600-1700. 1700-1800 another seven stops have been pulled from Barking. This is to ease the TFL passengers switching to our services as usage is up across the route. All these changes are under monitoring and review.

Passengers are still asking why am I paying three thousand a year and TFL customers are taking my seats. To stabilize the numbers we are looking additional units around the spring maybe May. This will involve a lot of work to ensure they are able to run along our route, these units are not cleared and we don't have the rights currently, it very early in the negotiations.

We are adding two additional Laindon starters, this should help

We are looking at compensation for our customers.

A list of all changes as of 18th January 2016 will be available by all media we use. We do read all the tweets. We do have new stock arriving in 2019.

- **Panel member Feedback Timetable related:**
- c2c: The feedback will be given in areas of the route grouped together. We have broken every rule going to ensure we can implement changes since the introduction of the new timetable.

First areas feedback Shoeburyness to Chalkwell:

- SD: 07.18 needs looking at people standing at Westcliff and Chalkwell with no chance of a seat. A lot of people are complaining about the journey back and how crowded the trains are. People are having to arrive early at the station to ensure they get a seat on the train. The shorter formation of trains people are waiting where the doors are, then pushing and shoving onto the train. The general feeling is why start trains at Leigh on Sea? People feel there is a lack of fast trains.

School trains feedback is parents are driving their children to other stations such as Leigh on Sea so their child can board a train.

- c2c: 07.01 from Fenchurch St is boarded at Upminster, created three ghost school trains. The local Group Station Manager has been checking the school trains they are fine now, if this is different tell us. The first return to school occurred last Tuesday fixed by 5th January 2016 the problem should be solved.
- CG: 06.07 from Shoeburyness stops at Pitsea then skips stops. Crowding is no different in the morning. 16.16 and 16.30 the trains are rammed within two minutes of the doors opening; there is no chance of gaining a seat.
- RW: 08.25 I get to work the same time although there is seven minutes added. It's the first time from Southend East there has been a bustle for a seat. 08.40 useless for workers by the time the train arrives at Chalkwell it is packed. 08.25 eight carriages. 09.17 is eight carriages could be four. Twitter told you to adjust your journey, this is not right. Some people on Twitter maybe the same twenty, are not happy it's like saying adjust the way you work, the tone is not right, how do you say it in one hundred and forty characters?.
One train from Southend East to Fenchurch Street ran seven minutes late and arrived on time, that's a lot of recovery.
- c2c: A new timetable has been created what's a person priority capacity, frequency or speed. What's your personal priority? Options were offered to people, different trains; it's a public service using all the trains in the fleet to a high frequency. It is difficult to convey a complete message in one hundred and forty characters. We are trying to appeal to customers where it may help.

Second area feedback Leigh on Sea to West Horndon:

- JB: No points to raise travel is made outside of the peak times.
- PM: 07.42 seats can be found, people also stand more due to choice. There is an issue with the 07.08 from Shoeburyness there is a knock on effect at Benfleet.
- c2c: 07.18 will draw people away from the 07.08 posters have been displayed. Twelve carriages, faster train this will be monitored.
- BO: The new timetable from Shoeburyness arriving at Basildon at 07:34 indicates available seats. In reality, this is not the case. More passengers are now alighting

at Limehouse rather than West Ham, which affects Basildon passengers travelling straight into Fenchurch.

New timetable from Fenchurch Street: The impact of overcrowding at Limehouse (Southend and Shoeburyness bound), provoked someone to swear at me – the overcrowding from Limehouse is due to Basildon passengers being unable to get on at West Ham (the number of trains stopping at West Ham for a Basildon Stop has reduced significantly)

Is it possible to do increase the exit points? It takes over 5 minutes from alighting the train to walk out of the station building.

Why have there been so many delays?

- c2c: Monday's changes will make a difference; it's a problem if this does not work. It should work. The main punctuality 0-5 minutes is strong. Right time up to a minute. The new timetable is sensitive to delays and has not settled down yet. The old timetable ran for fifteen years, it is right to let it settle down. Trains at West Ham should arrive and leave on time staffing at West Ham is key.

There were 199 ill passengers last year it is not seasonal. The tweets about Upminster were due to a school girl hitting her head. An off duty police officer deemed it a safety risk to move the girl. With the right decisions made it could have saved ten thousand people being delayed. We are looking at alternatives such as St John's trained staff at key locations.

- DP: 08.29 and 08.32 Laindon Starters and 08.43 are all disasters. The 08.48 always stands outside Fenchurch St. 08.29 does become packed as it's an express not stopping at West Horndon. Return journeys 18.19 is rammed and horrendous at West Ham. 18.13 four carriages not call at Barking. There have been no internet updates on the c2c internet site. Updates are required if they are there they are hidden.
Some trains stop at the second platform and wait. People want fast trains to London.
- CM: The lengthening of the 07.51 at West Horndon is the only slight improvement that we've had since the TT change, so reverting back to eight carriages is not good.

- CM: The following is based on various inputs received including from the village Face book group and based on my own experience.

Trains are reduced in size resulting in overcrowding.

We are standing every morning and for the full 32 -34 minutes.

We get pushed about as people struggle to get on.

The arguments now start at Upminster rather than Barking.

There are mixed views on the new train times, good and bad.

People are herded on like cattle.

Everyone is angry and peeved. This has escalated since the Laindon trains were reintroduced and West Horndon was left out.

The feeling of many is - 'we are the forgotten station'.

The perception of available seating at West Horndon under old TT was wrong. Standing for over 30 minutes is not acceptable particularly when on the website MD makes reference to Benfleet & Basildon having to stand for 35-40 minutes and that this new timetable is meant to be helping those people with longer journeys. Our journeys from West Horndon are longer - 32-34 minutes in the morning and we stand all the way. To achieve the 'not standing longer than 20 minutes' we need to be seated by Barking, at West Ham it is over 20 minutes. The overcrowding is such though, that we still do not get a seat at West Ham anyway.

We do not have the luxury of choosing alternative trains to avoid overcrowding as we have very few trains in the first place and there are no seats on 07.32, 07.51, 08.02, or 08.17.

The overcrowding is severe and uncomfortable.

More people were being forced to stand and further back from West Horndon. People who travel in from Chalkwell are standing all the way and when trying to get home from Limehouse are struggling to get on any trains, and some are having to go into Fenchurch and take their chances. I have listened to the Dave Monk show, had hoped MD would be present at our meeting as I want to express their disappointment at some of the responses provided.

c2c own statistics confirm that West Horndon do not have seats on the trains specified and that you are unlikely to be able to get seated at West Ham, therefore will look to see if the Laindon starters at 6.33 and 8.02 can stop at West Horndon.

CM: Has been advised passengers are getting off an earlier train at Laindon thereby filling the 08.02 like the old starters.

- SC: 08.02 no seats people are switching over from other services. Can other services stops be juggle to stop elevate switch of trains at Laindon.
- c2c: There is no benefit to switching trains at Laindon; there are now less cross platforms changes.

Third area feedback Tilbury Line via Ockendon and or Rainham:

- SR: Some good feedback about the change. Evening peak trains are a concern with heavy loadings on trains. Feedback some people have been advised to commence a journey which is inappropriate and not correct for the ticket held. A fifteen minute change at Pitsea is not good. 07.10 West Ham arrives at Pitsea at 07.21 to see the 07.20 leave. Weekends have not been thought through, people going shopping and catching connections. Metro services where have these been diagrammed?
- c2c: The weekend timetable has not been amended too much. The Metro services are diagrammed for services Pitsea - London and Laindon – London. Seventeen Metro's were in use the first week of the timetable.
- DP: 08.18 Rainham service is a disaster. 18.37 looks worse from the pictures posted.

Fourth area feedback Upminster, Barking West Ham and Fenchurch St

- SY: Changing the timetable has not eased the crowding. People are travelling Limehouse to Fenchurch St to catch trains and find a seat. Trains stopping at West Ham are very busy before people have begun to board.
- SC: Boarding the 08.03 is unpleasant, its only four carriages. Four carriages is not appropriate. 08.53 is crowded as is the 08.43 from Laindon. It's not nice.

- c2c: The new trains will add an additional number of services for a peak; this may assist in alleviating some crowding issues. More will be known in the coming weeks.
- MS: Barking has had stops withdrawn, it seems less horrific. 08.14 looked full but people were still able to board. Time for all to settle down is required.

- c2c: Thank you that seems to have captured the whole route. We will look at the issues raised and see how they can be resolved where possible. The DFT (Department for Transport) have been to visit c2c to carry out an unannounced check. What they have said is, this is no different to any other TOC (Train Operating Company).

We are making the case for additional rolling stock we will keep fighting on your behalf. We understand the hostile point of view tonight where there is overcrowding and other issues raised.

Keep feeding back and let us know about the changes implemented as of Monday 18th January 2016.

All other topics for discussion tonight will be carried over to the next meeting on Wednesday 9th March 2016 at 1830.

- MS: I am sure the next meeting will be different. Thank you all, meeting closed as of 20.33.

Date and Time of Next Meeting: Wednesday 9th March 2016 at 1800 for 1830 start.