

c2c Passenger Panel

c2c Passenger Panel Notes of the Meeting

Held on: Wednesday 9th March 2016.

Venue: c2c Rail Head office Cutlers Court.

Panel Members

Those Present:

Martin Smith

Bola Odunlami

Alan Newing

Christopher Gorman

Caroline Merifield

Steve Chambers

Daniel Pepper

Stuart Rigby

Barking

Basildon

Pitsea

Thorpe Bay

West Horndon

Upminster

Laindon

Stanford Le Hope

c2c Representatives

Those Present:

Julian Drury

Kevin Frazer

Clare McCaffrey

Dan Barrett

Anand Sampat

Aaron White

Suzanne Frazer

Managing Director

Delivery Director

Commercial Director

Engineering Director

Customer Insight Manager

Business to Business Manager

Minute Taker

c2c Rail

c2c Rail

c2c Rail

c2c Rail

c2c Rail

c2c Rail

c2c Rail

Apologies Received

Polly Mansfield

Richard Whittaker

Scott Yeoman

Jane Bowers

Paul Mckew

Shana Doherty

Stephen Duffy

Benfleet

Southend East

West Ham

Leigh on Sea

Benfleet

Westcliff

Westcliff

Meeting Commenced at 18:32

1:	Agenda Item One: Welcome, Apologies and Introductions:
	<ul style="list-style-type: none">• The chairperson welcomed all to the meeting, read and noted the apologies received.• It has been noted Tunde has left c2c rail. The Panel would like to thank Tunde for his services in setting up the Passenger Panel and all the work he has actively carried out with the members over the past years.
2:	Agenda Item Two: Minutes of the last Passenger Panel Meeting:
	<ul style="list-style-type: none">• The minutes of the last meeting held on 13th January 2016 were approved with the following amendments:• Noted: the meeting was acrimonious.• There is still a level of confusion related to the Smartcard and the leaflet information. The manual process does not apply to all. Due to the launch of Automatic Delay Repay scheme the leaflets are currently being reprinted.• Clarification of draft minutes of the meeting: These will be issued to Passenger Panel members within two/ three weeks of the last meeting. The approved minutes will be issued after agreement at the following meeting and published within the c2c Passenger Panel web page.
	Action Tracker has been read through and updates noted:
	<ul style="list-style-type: none">• Concerns regarding the walkway to West Horndon station will be added to the action tracker.• Westcliff Ditton Court Road path is currently being looked at now. LED lights would be of benefit. A meeting with the local authority will take place in the next week. Photographs of the path at night and day have been shown during the meeting; c2c will provide a list of activities to be

	<p>undertaken following a site visit.</p> <ul style="list-style-type: none"> ● The points regarding the DOO equipment and train stopping points the May timetable changes will assist in solving the Southend Central platform. There are issues with the DOO equipment supplier. ● The Tower Hill works are still ongoing, the exits will move as the building works progress. c2c rail is liaising with the building contractor regarding signage, step free access and other issues as they arise. ● The Laindon tenant product range has increased. ● Anand will update the Panel at the next meeting regarding the current Passenger Survey results. ● Feet Off seats campaigns for 2016, ideas are currently being discussed and further dates decided.
3:	Agenda Item Three: Actions and Matters arising:
	<ul style="list-style-type: none"> ● No items to add, that have not already been mentioned in the action tracker.
4:	Agenda Item Four: Panel Member Feedback Non- Timetable related.
	<ul style="list-style-type: none"> ● The new Metro seat covers are coming loose in places. ● Ideas for Feet off seats 2016 could include priority seats, continued social media usage and further use of the Railway Byelaws. ● Confirmation was given that photos used in Banning Orders are in place at Ticket offices but not in view of the public. ● Basildon Station the roof is in a disgusting state and is covered with green algae. Can this be cleaned?

4:	Agenda Item Four: Timetable: Where we are now:
	<ul style="list-style-type: none"><li data-bbox="318 289 1372 709">• KF: Barking has seen the removal of eight stops during the PM peak hours of 16:00-19:00 since the December 2015 timetable was released. This has helped to reduce congestion by reducing the number of people standing on the platform. Prior to the amendments made on 18th January 24,811 passengers were using Fenchurch Street during the PM peak, however since the changes made there are 22,450 passengers using Fenchurch Street. The total number of passengers using the services in the evening peak in February is around 33,000 which is approximately 3,000 less than before the amendments. <p data-bbox="363 758 1398 890">Approximately 500 fewer passengers are being carried during the AM peak as a result of nine Barking stops being removed. This is primarily due to fewer passengers changing from the District line.</p> <p data-bbox="363 940 1372 1121">With the support of the DfT, we have decided to remove more Barking stops in the May timetable change, to alleviate congestion on services. Additional stops will be added to some services with all Laindon starters now calling at West Horndon.</p> <p data-bbox="363 1171 1385 1545">The 07.08 service from Shoeburyness is currently carrying significantly more passengers than its designed capacity at Barking. To resolve this, the 07:30 Benfleet stop will be pulled as well as the stop at Barking. This results in approximately 100 people not boarding at Benfleet, hence increasing the chance of passengers getting a seat at Laindon. Benfleet passengers can travel on the 07.42 departure which arrives at London Fenchurch St at 08:24, only three minutes later than the 07:08 from Shoeburyness.</p> <p data-bbox="363 1596 1398 1871">Additional May and December 2016 changes are dependent on additional rolling stock arriving. c2c is in negotiation for potentially twenty-four additional carriages which might be introduced for the December 2016 timetable change. There is no further news to where this additional capacity will be used but when further news is available, it will be announced. Additional rolling stock will be used to strengthen trains</p>

	<p>where we identify the need.</p>
<p>4:</p>	<p>Agenda Item Four: Panel Member Feedback Timetable related.</p>
	<ul style="list-style-type: none"> ● CG: Still pretty much the same going in from Thorpe Bay at 06.11. There are a handful of seats available. 16.16 is still over crowded. It's not going to change until there are additional trains. ● CM: At the previous meeting the MD was not present because we were told that he was trying to source new rolling stock. We understand that this stock is now longer available – the announcement of which is difficult to find on the website, it is just slipped in at the end of the New Timetable Q & A and we hear there is still a hunt for leased stock? ● KF: Changes are being made where possible using the current stock, some twelve car lengths are being reduced to eight where capacity allows. When we can release news on the rolling stock, this will be announced. ● DP: Tweets from the past four weeks have not helped and made it worse. ● KF: The previous parties we were in discussions with pulled out on us. The search and discussions are still carrying on. Should additional trains arrive, it is unlikely that they will be in service before winter 2016. ● CG: Heathrow Connect. ● KF: We are investing our own money in good faith hunting for stock. We will prioritise additional trains to the busiest services and ensure that all parts of the route receive relief. ● CM: There has been no improvement since the last meeting. I am told that the 07.51 in particular is even worse now that it is 8 carriages. Consequently I normally get the 08.02 but this is too late for many people. In fact only one train works in the morning for most people at West Horndon, myself included. There is still a lot of overcrowding and December is a very long time to wait with no guarantee.

- KF: We understand customers' frustrations and that is why we continue to source additional trains in the event we are successful we will accelerate their deployment as fast as possible.
- SR: Stanford le Hope is still the same; people are standing and not getting on. The 16.55 and 17.10 via Pitsea are bad. Can an easement be looked at for people travelling from Stanford le Hope and East Tilbury in the peaks? When travel is made in the opposite direction to the flow people are standing everywhere. The easement could be one way to solve issues.
- AW: I will raise this with Fares and Pricing.
- AN: No particular problems experienced currently.
- DP: 08.30, 08.28 and 08.32 people are forced to wait. 08.43 is rammed full after Laindon. 08.48 arrives half full. There are still trains standing outside London Fenchurch Street.

When there are problems with the train and the barriers are open how do people tap in and out?

- KF: Yes trains will stand outside the station when double docking taking place.
- AW: Staff have been briefed in the correct procedure to open the paddles to allow you to still tap in and tap out with your smartcard. To set them this way is correct for the process to work.
- CMc: The staff are trained not use the plunger.
- DP: When booking online to travel to London, my family members have experienced a scenario where there is a first class ticket on offer, via the website. There is no first class on the route.
- SC: 08.10 the last carriage there are seats. 08.00 people are frustrated with the travel. More Laindon starters could make a difference.
- KF: It is difficult at Upminster; we recognize Upminster is a busy station.

New rolling stock should could a difference.

- BO: West Ham fans need longer carriages like twelve cars not eight. On an eight car train people are pretty much sandwiched together and it's not nice at all.
- KF: We do strengthen our trains for West Ham football. Easter Monday there will be 60,000 travelling to West Ham, Greater Anglia has no service. We are currently looking at how to resolve the issues this may raise.
- BO: Timetable favours people from Westcliff and Leigh on Sea. People are standing or are crushed on the train. Pictures show people using laptops, knitting and seated. From Basildon station we have no seats, trains wiz by seems not to be full. All passengers should feel appreciated.
- KF: We have seen growth along the route. Leigh on Sea is earlier so has seats available. Mid-Route Basildon Laindon people do feel more negative currently. Passenger numbers are higher; we are seeing high passenger growth throughout the route.
- CM: There is no improvement and still lots of overcrowding, we are standing squashed together like sardines, it is awful, I really can no longer bear travelling on C2C and am looking at other options, not just Greater Anglia, I am even looking at driving into work. I also do not understand how there is more space on the Metros with the seats taken away, surely the remaining seats then need to all face in one direction so people can then hold onto a hand rest on the top of the seat. Seems taking out the seats has not really created more standing space. Also, I have been asked to raise the reference to regular tweeters being referred to as a Tweeter Mob. This is very disrespectful to your passengers

I agree offensive language should not be used but the twitter team should undertake a review of their responses. It's not always appropriate to joke and be light hearted when people hear for instance that the leased carriages are no longer arriving. Responses should be considerate not be long the lines of it is no worse than any other service.

- KF: The seating capacity on a Metro is 222 with further 334 people standing. 60 seats were removed to allow 150 more people onto the train.
- CMc: No-one in c2c has ever used the term 'Mob', nor would we ever. It was reported on Twitter as used by an individual summarising the c2c response to a Local Transport meeting. This was subsequently reported in summary using the term 'mob'. I agree it is totally disrespectful and we would never use it"

I agree that we need to be careful about tone and content, its individuals looking for answers to their questions. It's not about copying and pasting replies.

- CM: Then this should be recorded in the minutes as a lot of people have found this disrespectful.
- SR: Shared tonight are pictures of fencing which requires repair to stop fare evaders and puddles around one of the self service machines.

Could we now be experiencing announcement overload at times?

Can the Barking announcing equipment be switched off during disruptions, it's not always correct. Staff on platforms, during disruption seem to be out of the loop of information.

It would be good to see how information is disseminated at c2c.

KF: The announcing system has a disruption mode. Staff are in possession of a tablet, this they are able to use, to access information wherever they are working on a station.

The below email has been received from a Panel member not present at the meeting. Due to the time constraints of tonight's meeting the questions have been emailed to the Delivery Director for a response to be added.

Westcliff/Chalkwell specifically:

- There are still issues with the timetable for Chalkwell/Westcliff passengers:
- 7:34 Shoebury train is 12 carriage, and full by Chalkwell
- 18:31 Fen St - OK at departing Fen St, but extremely busy with people travelling between West Ham and Barking. People shoving and refusing to move down carriages, then the majority of people getting on at West Ham depart at Barking. At this point, still only standing room Barking to Laindon.
- 18:34 Fen St - This is a metro train on a regular basis. We were assured that Metro trains would not be used on this part of the line
- Journey times - generally feel so much longer and the trains are moving much slower. No fast trains to/from Southend during peak commuter hours is still a concern.
- Footpath to the rear of Westcliff Station is still in need of attention as a matter of urgency. When will something be done? I first raised this with c2c on 12 November 2014. Is there a reason why it is taking so long to have this looked at? Last week a large rat ran across my path, and only just Monday after leaving the station at just 8pm I had to walk past 3 youths standing around in the alley smoking drugs. In its current state it's dirty, intimidating, poorly lit and very unsafe.
- Also, there have been some comments made regarding an increase of passengers at Leigh on Sea station. I would like to suggest that this is a consequence of the new timetable, as passengers who would have otherwise used Westcliff or Chalkwell are now driving to Leigh so that they can use the starter trains.
- Please can c2c update on what the situation is with leasing extra carriages
- Is another change in the timetable imminent? If not, when?
- The timetable points will be discussed at the next meeting as many of these may be resolved with May timetable changes.
- A list of activities to be undertaken along the pathway will be compiled

	after a site visit to Westcliff.
5:	Agenda Item Five: Automatic Delay Repay Presentation.
	<ul style="list-style-type: none"> ● A presentation on Automatic Delay Repay has been given to all present. ● Automatic Delay Repay (ADR) is the new compensation scheme commencing from 25th February 2016. There are four requirements: you must hold a c2c Smartcard, have a valid ticket, hold an online account and tap in and tap out for each journey made. These requirements mean you no longer need to make a claim if your train is delayed on the c2c network after two minutes, we will be able to give you your money back automatically. ● How does it work? For every journey made with a c2c smartcard the users must tap in to commence a journey and a tap out after the journey finishes, this confirms a journey is complete. The system will allocate three trains and highlight one as the candidate train. The smartcard holder can change the candidate train once by entering the c2c live application account delay repay section. Scrolling through the online statement you can view your journeys. ● Delay Compensation is paid depending in the length of delay 2-29 minutes, 30-59 minutes, and 60 minutes and above. Compensation is in the form of E-Vouchers ready for when another purchase is made. The credit is made to the online account on the 16th day of the month. ● Manual delay repay claims remain in place. Customers can make manual claims. ● Questions Raised after the presentation: ● Can you only change your journey once? Yes. Alterations to the candidate train can only be made once. ● Why does the account need unique reference numbers? The account is set for each individual; the card is a passive device. The account is setup to show your information. ● When you tap in and tap out, what happens when you change at

	<p>somewhere like West Ham?</p> <p>The system is accurate if you tap in and tap out. The system will determine a train you were on if this is different you can change the candidate train once.</p> <ul style="list-style-type: none"> ● Does this help passenger flows? No, it does help fraud detection. ● What happens if you are hanging around at London Fenchurch St due to service problems? When you tap to go through the barriers a candidate train will be allocated, the system will see cancelled trains and allocate a train closest to your journey. ● Have the staff been trained? Yes staff have been briefed. There are other season ticket initiatives taking place all staff are at the start of a refresh with regards to training. ● How do I get an account? With your Smartcard you link your account, the instructions and guidelines are within the Frequency Asked Questions section on the website. ● Today disruption is the first real live test. It's all about learning, refining and getting better.
5:	<ul style="list-style-type: none"> ● Agenda Item Five: Summary of Customer Plans for 2016
	<p>New schemes being introduced on c2c this year include:</p> <ul style="list-style-type: none"> ● Flexi Daily Season this is aimed at Part Time workers, this will be batches of 10 tickets sold at once, it works like a carnet with a discount included. This will be a TOC first with the launch due at the end of May 2016. ● Free Wi-Fi onboard. There will be a phased introduction of free onboard Wi-Fi commencing July 2016.

- Loyalty points for Smartcard customers. Smartcard customers will be able to earn loyalty points.
- Improvements to the Mobile Application in May. Upgrades will be made to the c2c smartcard application.

6:

- **Agenda Item Six: Rolling Incident Review of Two months Train Performance**

The top Incidents in the past eight weeks are:

Date of Incident	Incident Headline	PPM Failures
7 th Jan 2016	Ill Passenger at Upminster	88
7 th Jan 2016	ADD Activation /Bird strike	51
3 rd Jan 2016	Ilford-Forest Gate track circuit failure	22
15 th Dec 2015	Security Alert Fenchurch St	22
14 th Dec 2015	Passenger Disorder Tilbury	11

The current timetable is more sensitive to delays, right time 0-5 is 97.1%.

PPM has been solid for a past few weeks.

There were 199 ill passenger events last year. There is no real change in the figures, we are better at dealing with each incident.

7:	<ul style="list-style-type: none"> ● Agenda Item Seven Review of Customer emails to Passenger Panel
	<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. The main points raised are timetable related. All emails have been replied to. Changes in May 2016 may assist some passengers. The relief will come when the additional rolling stock arrives in 2019. The Managing Director is working closely with the DFT to source additional rolling stock this year. ● Two applications have been received related to people wanting to join the Passenger Panel. Both applications we discussed by Panel members. One application will remain on file, as there are already a number of people representing the area travelled. The second application is from the Tilbury stations which are under represented at the meetings. The applicant will be invited to join Passenger Panel from May 2016. The chairperson will contact both applicants directly to inform them of the Panel’s decision.
8:	<ul style="list-style-type: none"> ● Agenda Item Eight Any Other Business
	<ul style="list-style-type: none"> ● Meet the Manager events will take place again this year. A meet the manager has already been held at Tilbury stations. Details will be released of new dates currently being planned. ● CCTV has moved from Barking station. As of Monday 14th March 2016 the CCTV suite at Barking station will be moving to its new site at Romford Regional Control Centre (Romford ROC). ● A well done has been given tonight in reference to the ADR project.
9:	<ul style="list-style-type: none"> ● Agenda Item Nine: Date, Time and Venue of the Next Meeting
	<p style="text-align: center;">Wednesday 4th May 2016 at 1800 for 1830 start. c2c HQ.</p>