

c2c Passenger Panel

c2c Passenger Panel Notes of the Meeting

Held on: Wednesday 4th May 2016.

Venue: c2c Rail Head office Cutlers Court.

Panel Members

Those Present:

Martin Smith
Bola Odunlami
Christopher Gorman
Steve Chambers
Shana Doherty
Stuart Rigby
Polly Mansfield
Alex Boulton

Barking
Basildon
Thorpe Bay
Upminster
Westcliff
Stanford le Hope
Benfleet
Stanford le Hope

c2c Representatives

Those Present:

Julian Drury	Managing Director	c2c Rail
Kevin Frazer	Delivery Director	c2c Rail
Clare McCaffrey	Commercial Director	c2c Rail
Anand Sampat	Customer Insight Manager	c2c Rail
Andrew Monk	Performance Manager	c2c Rail
Suzanne Frazer	Minute Taker	c2c Rail

Apologies Received

Daniel Pepper		Laindon
Richard Whittaker		Southend East
Paul Mckew		Benfleet
Stephen Duffy		Westcliff
Caroline Merifield		West Horndon
Alan Newing		Pitsea
Dan Barrett	Engineering Director	c2c Rail

Meeting Commenced at 18:31

1:	Agenda Item One: Welcome, Apologies and Introductions:
	<ul style="list-style-type: none">• The chairperson welcomed all to the meeting, noted the apologies received and welcomed new member Alex Boulwood to the Panel.• Resignations have been received from Panel members Scott Yeoman and Jane Bowers. The Panel would like to thank them for their contributions during their time with c2c Rails Passenger Panel.
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 9th March 2016 were approved by all present.
	Action Tracker has been read through and updates noted:
	<ul style="list-style-type: none">• The glass at Basildon station still requires cleaning. Photographs would be helpful for all to understand the current condition of the glass.• Photographs of fencing at Stanford le hope station have been shared with all present tonight. It is acknowledged the fencing has received a level of repair recently, within three days additional damage has taken place. Can a more robust repair/solution be sort for the fencing at the station in areas where unauthorised access/egress is being made? <p>A new Head of c2c Property and Asset team has been appointed; these issues highlighted will be given to the team to look at.</p>

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.
5:	Agenda Item Five: Provision of Information to Customers
	<ul style="list-style-type: none"> • A detailed presentation has been given to Panel members present tonight by Andrew Monk Service Delivery and Planning Manager entitled Provision of Information to Customers: • Information to Customers is given out continuously the information will remain unchanged during normal running. The information will change when engineering work and service disruption take place. The Information Control Centre at Upminster is where the information is given out. All Panel members have an open invitation to visit if they wish. • Normal Running: the departure boards are key, a project is currently underway to upgrade the old departure boards and install new equipment. Information is displayed using a variety of platforms these include, c2c website, online applications (National Rail Enquires, Google and Transport for London (TfL)), travel booking systems, Journey Check, Twitter and TV/Radio bulletins. • Engineering Work: Information related to engineering work is available on the c2c website twelve weeks in advance, under the Service Alterations page. The industry journey planning systems are updated twelve weeks ahead of a travel date. Three Month Look Ahead posters are displayed at stations, as well as a Month Look Ahead poster. Public address announcements at stations start on a Thursday ahead of weekend engineering work. We have started to describe in more detail what work is actually being carried out i.e. “drainage work”, “overhead line work” etc this is similar to TfL. Customers value this.

- Passengers want to know what is closed/replaced by buses/diverted and extended journeys, these are issued following the Good Practice Guide and research. People don't require an amended timetable to be displayed they just need to know where to find the detailed information.
- **Service Alterations:** we strengthen our services for large passenger flows and football events when required.
- **Disruption:** Information during delays and disruption is a passenger's fifth highest priority to improve; this is from research carried out by Passenger Focus. All our research and passenger feedback tells us Passengers want information that is timely, believable, useful and gives an honest reason for the disruption.
- What does the regulator say about how we deal with disruption? The Office of Rail and Road (ORR) sets the license conditions to compel the operators, checks compliance against the Association of Train Operating Companies (ATOC). Regularly monitors and identifies good practice to share with other operators. The ORR also commissions research.
- An aim for c2c is to simplify the information in disruption process. The stages initially are the problem, what's going on? the impact, how is it going to affect me? customer advise what are the suggestions for my travel? During disruption decisions can be made at short notice, changes made can be by a person or changed automatically, this we monitor. Known weak links are: the array of different customer information screens at the stations, each have different capabilities. Getting information to the driver. The point of contact for the driver is the signaller. The signaller's job is for the most part safety. There is no direct link between c2c control and the train driver. The driver does not have access to Twitter. The solution Network Rail is working on, is cab-radio software that allows our Control to by-pass the driver and gives the ability to make announcements over the train tannoy directly.

- We are working on ways to give more real-time information into the passenger's hands quickly.
- We are providing information from Control to the driver's tablets devices. This does not mean the drivers will be any quicker with information and able to beat Twitter.
- **How do we learn:** Post incident compliance checks, did we do what we say we'd do? How did we perform? Messaging frequency, website updates, replacement bus call out and conference calls to monitor progress and make decisions where required. Using Social Media feedback along with Staff and Customer Relations feedback.
- **Initiatives taking place** include: Next Fastest Train: an investment in information screen software that identifies and announces the next fastest direct train/bus to stations following a cancellation announcement. Disruption Mode: an investment in software that in the event of a mass disruption, sets the departure boards to only show trains that are running or will definitely run. Ticket Acceptance on TfL Buses/First Essex/Arriva Southend, an initiative to help customers keep moving during disruption without having to wait for replacement buses to be called out. "Change at" information to help customers who are not familiar with our route and places that can be reached as an onward connection. Added "via" to the train announcements to help reassure customers as to the route of their service. TfL Status announcements an investment to help customers obtain early information that there may be disruption on the next leg of their journey. Extended announcements hours to make sure that we announce through all our hours of operation (whilst complying with any local noise restrictions). Removed the superfluous 2nd apology in the auto announcements, this will allow us to make better use of the announcement and re-order the words.

4a:	Agenda Item Four: Timetable: Where we are now:
	<ul style="list-style-type: none"> • A brief overview of where we are currently: on 13th April 2016 we announced an agreed package of changes. This is in preparation for delivery of the proposed new rolling stock later in the year. There is no further news to where this additional capacity will be used. When further news is available, this will be announced. <p>Monday 16th May 2016 an interim timetable change will take place this will be in readiness for the delivery of the new rolling stock. Part of the changes included changes to the Barking stops pattern. With the support of the DfT, we have decided to remove more Barking stops in the May timetable, to alleviate congestion on services. Additional stops will be added to some services with all Laindon starters now calling at West Horndon. There will be five less AM peaks Barking calls and seven less Barking calls in the PM Peak. West Ham is a critical station and high profile during certain periods of time that includes when football matches occur. Barking station has seen huge growth recently and is drawing in more customers. We will continue to review and monitor all changes.</p>
4b:	Agenda Item Four: Panel Member Feedback Timetable related.
	<ul style="list-style-type: none"> • SD: The 18.46 Shoeburyness train is cancelled; there is a fifteen minute wait between trains. There is no gap of that size anywhere else? • KF: Loadings, this train is seen with plenty of seats, it could be better served joining the two trains. • SD: With stops taken out will this speed up journeys? • KF: No, The train will catch up with the next train in front. We are looking at ways to improve the service; this could involve looping services at Barking and Laindon.

	<ul style="list-style-type: none"> • SD: 18.34 has been a Metro on a few occasions, is the Metro to run along the whole line? People seem to stand for a long time on a Metro. People are cramming onto the 18.49. Complaints will come if Metros are run one after the other. • KF: The Metro's are in service, we can look at it. • BO: I have seen the timetable available on the website. • PM: Travelling later in the evening between 19.40-20.20, the Metros are full to standing. This does not match the capacity charts. There are huge gaps. • SC: 19.49 is super busy and not nice. • KF: I will need to take a look at this. • SD: Timings, with stops taken out 16.58/17.01 affect Upminster and Laindon. • KF: Taking stops out will help. In December there will be an opportunity to introduce some more fast trains. We have been working with User Groups to actively assist us. This should be passenger lead. There should be something for everyone. Steve Newland is leading this work until Jan 2017. We are actively creating a new Thurrock Rail User group. On 2nd June a timetable workshop will be held to gather thoughts and ideas.
4b:	Agenda Item Four: Panel Member Feedback Non- Timetable related.
	<ul style="list-style-type: none"> • CG: Thorpe Bay canopy has two glass panels missing, will these be replaced? The DOO installation will this apply to twelve carriages as well? • SR: Stanford le Hope fencing, the repairs carried out has not held, can a more robust solution be found?

- KF: We have agreement for twelve car DOO. The current DOO project is late in delivery this is due to specifications. The fencing at Stanford le Hope is being actioned and monitored on the tracker.
- PM: The heater is always on in the ladies toilets at Benfleet station.
- AB: The guard on duty on the downside at Stanford le Hope always leaves the manual gate open. He seems to wave through any type of tickets shown. How would he know what's on a Smartcard? This seems to occur most days.
- KF: This will be reviewed via CCTV and appropriate action will be taken.
- BO: The guard at Basildon always says Good Morning. It's good to know about the promotions Senior Citizens, Days Out Quid's In, from the emails.
- CMc: This has been mentioned on Social Media.
- BO: How are the marketing promotions considered in relation to areas of promotion? People like the Yellow Advertiser they read it, as it's free.
- CMc: We have worked with the Yellow Advertiser in the past. We look for the best mix of media and coverage with each promotion.
- BO: I have supplied pictures previously, of how signage is promoted in a positive manner in San Francisco, regarding priority seating and disabled people. Many people are experiencing issues with bikes bumping into them on trains.
- KF: The problem is mostly full size bikes and people knowingly attempting to catch trains they should not be boarding. Staff should be challenging people.

- SD: Is there an update on the Westcliff pathway? People are sitting around drinking beer. Who owns the land to the right hand of the pathway? People are walking through the bushes. I have spoken with the local residents, they have also been complaining of anti social behavior. The alleyway is narrow and there is nowhere to flee to if you need to exit quickly. The alleyway wall to the exit on Valkyrie Road has fallen down who owns this?
- KF: We have confirmed our land and increased the litter patrols. Our property and asset team are currently looking at the pathway itself. Upgrades could include LED lighting, CCTV; even a dummy CCTV camera may help. The action tracker will be updated to ensure progress is monitored.
- SD: Fenchurch St station closures at 2030, I missed station signage, there seem to be only one poster to the main exit and an announcement. I missed the announcement on Tuesday, I heard one Wednesday. More signage should be prominently displayed.
- SC: Will Smartcard ticketing mean ticket office are closing?
- KF: No.

The below emails have been received from a Panel members not present at the meeting. Due to the time constraints of tonight's meeting the questions have not been reviewed.

Briefly - from West Horndon
Feedback re TT

- No improvement, journeys continue to be longer & uncomfortably overcrowded in am & pm peak

- Mixed reactions to planned changes -

- at least being able to get on the Laindon starters may help in AM rush hour
- will take a view on this once implemented
- Cannot see it will make any difference, 07.51 from West Horndon need to have 12 carriages. Working day longer due to longer journey times and having to get a later train home - this is because you need to be on the platform well in advance of the train arriving to have any chance of a seat and there are fewer trains that stop at West Horndon

Feedback non TT

- When will the lift/disability access be sorted out?
- Plus I have feedback from late last year regarding ticket prices, the numbers are no doubt out of date but the issue I believe remains the same.
- 'Ticket prices - I agree that the prices are very high. I travel to Bond Street every day and the annual ticket cost is £3,352.00. I have learnt to accept this is part and parcel of travelling into London and using the underground but what I find frustrating is that the 'all in one' ticket is £112 more expensive than the equivalent ticket if it is split across a paper ticket and Oyster card.

I looked at the different options and by splitting my journey across a Zones 1-2 travelcard and a West Horndon to Limehouse return, it works out to be £3,240, which is £112 cheaper than the C2C 'through' ticket:

Ticket Options	Individual Price	Total Price
Option 1:		
West Horndon to Bond Street (Travel card)	£3,352.00	£3,352.00
Option 2:		
West Horndon to Upminster	£988.00	
Zones 1-6 Travel card	£2,344.00	£3,332.00
Option 3:		
West Horndon to Fenchurch Street	£2,236.00	
Zone 1 Travel card (includes zone 2 as standard)	£1,284.00	£3,520.00
Option 4:		
West Horndon to Limehouse (zone 2)	£1,956.00	
Zone 1 and 2 Travel card	£1,284.00	£3,240.00
Option 5:		
West Horndon to West Ham	£1,816.00	
Zone 1 to 3 Travel card	£1,508.00	£3,324.00
Option 6:		
West Horndon to Barking	£1,524.00	
Zone 1 to 4 Travel card	£1,844.00	£3,368.00

- I would only like one issue raised at the meeting - the difficulty one has in using your electronic system to obtain the free tickets, as promoted to those renewing their gold annual season tickets. It seems unreasonable to me that you should need a degree in astrophysics to correctly work out where these tickets are located, and having to sign in multiple times is an odd way to treat such customers. Can a simpler system be considered - such as the four tickets appearing on the site as soon as you log on?

5:	Agenda Item Five: Flexi Ticket Presentation.
	<ul style="list-style-type: none"> ● Launching at the end of May 2016 is a new product (name to be decided). This will consist of batches of ten daily season tickets being purchased at one time to use for travel. They are valid for twenty six weeks giving time for the purchaser to use each of the ten tickets flexibly. They are purchased 5% cheaper than an Anytime Day Return ticket, this offers better value for money. They are purchased online via a Smartcard and Smartcard account. ● Tonight’s discussion is related to what to call the product and how to promote the new product. What best captures, what the product is about. ● Name of the Product options: <ul style="list-style-type: none"> Smart Flexi Flexi-10 Flexi-Day 10 Flexi-Day Season ● Panel options offered include: <ul style="list-style-type: none"> Flexi Season 10 mix together Flexi is the key word Smart is the future Smart Flexi not descriptive enough Needs to refer to Flexi Flexi Season (this is trade marked by Go Ahead) ● Messaging to promote the tickets: <ul style="list-style-type: none"> All new Flexi Day Season it works when you do. New Flexi Day 10 its full time savings for part time commuters The writing at the bottom is the information part which is the same Don’t quite need a weekly ticket doesn’t make sense it’s not descriptive enough.

	<p>A key point is the 5% saving. Capture the Flexi point, people like a quick read to capture the main point. Remove the information at the bottom of adverts, direct people to seek further information. Change the fonts.</p>
<p>5:</p>	<ul style="list-style-type: none"> ● Agenda Item Five: Customer Satisfaction Surveys
	<ul style="list-style-type: none"> ● The current Customer Satisfaction Survey results are from the Winter Wave 2015/2016. The survey is conducted by Transport Focus and is feedback from our customers. This is similar to NRPS (National Rail Passenger Survey). Surveys are handed out to customers at stations and on train. The surveys took place between 4th -11th December 2015 and 18th January -16th February 2016. The new c2c timetable had been implemented. 1385 surveys were returned. The Overall Journey Satisfaction is 74%. This information is for internal use only until early July 2016. ● Panel Comments: Train deliverable only reduced by 11%. Running more trains, punctuality and reliability are holding. People have expressed their views. Punctuality, people feel different about the changes five minutes can mean a lot. Added journey times, due to timetable change are explainable. Station factors are still negative. Car Parks are still negative; this could be due to changing your journey less parking is now available. 8% growth has been seen in recent months the route is a lot busier. Fewer emails are now being received to the Panel something must have changed recently.

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 Location	Incident Headline	PPM Failures
09/03/2016	West Ham-Tilbury	Power Failure caused by birds nest falling onto the overhead line.	162
25/04/2016	Dagenham Dock-Barking	Driver fatality outside Barking station.	61
29/03/2016	Pitsea	Road vehicle being pursued by police, accessing line at level crossing.	61
28/03/2016	Southend East	Felt roof from bridge blowing onto the overhead line	52
18/04/2016	Leigh-on-Sea	Man trespassing onto station with suspected firearm	50

The current timetable is more sensitive to delays, right time 0-5 is 97.4%.

PPM has been stable for the past few weeks.

The incident on the 9th March was due to a birds nest, this caused issues with the power feeder at Barking.

25th April 2016 a driver died while at work.

Storm Katy caused issues for many.

The incident at Leigh on Sea is still under investigation. A suspect has been arrested in relation to the fire arm.

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. One email is related to a train door closure at Laindon station. All emails have been replied to. ● One application has been received related to a person wanting to join the Passenger Panel. The application was discussed by Panel members. The applicant will be invited to join Passenger Panel from July 2016. The chairperson will contact the applicant 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"> ● PM: Trains are remaining outside London Fenchurch St; the driver says there is no platform available. ● KF: The trains are timetabled to go straight in, the signalling and departure of other trains can cause a delay if they are being locked out by staff. Drop me an email if there are constant issues. ● BO: Two women have been witnessed fighting on a train. ● MS: When incidents like this occur the best number to use is BTP text on 61016. ● JD: Our dedicated Police officers respond to incidents. ● KF: People have been complaining about the beggars on the train. This is currently being monitored and action taken. ● SR: A lot of people smell of cannabis. ● SC: People are selling napkins. ● JD: Iain Palmer uses the intelligence about regular offenders. ● KF: Banning orders can be issued. ● SR: Feet off seats how is this promoted? ● CMc: Currently via Social Media. Our information campaigns are being reviewed.

	<ul style="list-style-type: none">MS: Thank you to everyone who attended tonight's meeting. Considering we have overrun tonight, I believe this meeting should conclude. The date and time of the next meeting is Wednesday 6th July 2016. <p>Meeting closed 20.45</p>
9:	<ul style="list-style-type: none">Agenda Item Nine: Date, Time and Venue of the Next Meeting
	Wednesday 6th July 2016 1800 start. c2c HQ.