

c2c Passenger Panel

c2c Passenger Panel Notes of the Meeting

Held on: Wednesday 6th July 2016.

Venue: c2c Rail Head office Cutlers Court.

Panel Members

Those Present:

Martin Smith
Bola Odunlami
Daniel Pepper
Caroline Merifield
Jill Allen-King

Barking
Basildon
Laindon
West Horndon
Chalkwell

c2c Representatives

Those Present:

Kevin Frazer	Delivery Director	c2c Rail
Clare McCaffrey	Commercial Director	c2c Rail
Dan Barrett	Engineering Director	c2c Rail
Sam Norman	Smartcard Manager	c2c Rail
Suzanne Frazer	Minute Taker	c2c Rail

Apologies Received

Richard Whittaker	Southend East
Paul Mckew	Benfleet
Stephen Duffy	Westcliff
Alan Newing	Pitsea
Christopher Gorman	Thorpe Bay
Steve Chambers	Upminster
Shana Doherty	Westcliff
Stuart Rigby	Stanford le Hope
Polly Mansfield	Benfleet
Alex Boulwood	Stanford le Hope

Julian Drury	Managing Director	c2c Rail
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Meeting Commenced at 18.01

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 Jill Allen-King to the Panel.
5:	Agenda Item Five: Smart Ticketing
	<ul style="list-style-type: none">A presentation has been given to Panel members present by Sam Norman Smart Ticketing Manager entitled Smart Ticketing: Smart Ticketing is about offering the customer a choice, flexibility and quicker transactions. Not one solution fits all – options can include Smartcard, Oyster or Contactless, it's about matching needs and expectations. We currently have 17,250 customers registered for a c2c smartcard. This means we have one of the best performing smartcards currently by percentage of journeys. 27.7% of all smart cards are Annual Season Tickets holders. More tickets have been sold in 2016 so far than in the whole of 2015. We are currently looking at how we can improve the back office operations within our smart card strategies agenda to facilitate an easier, simpler and more straightforward process. This should help to increase the current usage of smartcards. c2c Smart Strategies for continued growth include: SEFT migration Benefits cPay take up

Loyalty

Automatic Delay Repay

Flexi-Season

Further Interoperability

Developing Contactless along the whole route.

Automatic Delay Repay: launched on 25th February 2016, smartcard holders are eligible if delayed for 2 or more minutes. 13,325 registered customers' are benefiting automatically, this means there is no need for them to make a manual claim. To date £12,000 has been paid in claims from customers.

Flexi-Season: Customers purchase a Flexi-Season online. 10 "One Day Season Tickets" are purchased offering on average a fare 5% cheaper than an Any Time Day Return. A 10% rebate for off-peak travel and 35% rebate for weekend travel is offered. This product launched on 31st May 2016, 1000 were sold in the first month this equals 10,000 tickets. This product has broken all our targets. We have tapped into a customer need and want.

We have received a number of positive comments since the product launch.

Contactless on c2c: We are committed to have a Contactless solution on the whole of c2c route by June 2017. We are working with leading industry partners. c2c are leading the way with the whole rail industry looking at the work being carried out. Contactless is a game changer this will take smart ticketing to a new level. It's a turn up and go solution.

A discussion on Smart Ticketing took place after the presentation, discussion topics included:

	<p>To qualify for the delay replay claims customers must tap in and tap out for every journey made. Customers can tap in and out using a set of barriers which are open, staff have been trained to operate the station barriers and leave them open when necessary in a mode that allows the tap in and tap out feature to operate correctly.</p> <p>How do people with disabilities operate and work a smartcard? Currently c2c rail have staff at each station from first to last train, they are there to assist customers when required.</p> <p>Overall the smartcard is a good idea; people will use the features if they are easy, simple and offer value for money.</p>
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 4th May 2016 were approved by all present. These are a true and faithful record of the meeting.
	Action Tracker has been read through and updates noted:
	<ul style="list-style-type: none"> • Chalkwell beach is used a lot in the summer will lifts be installed within the life of the franchise, c2c are aware of lift requirements at some stations. This will be reviewed by our property and asset team. • West Horndon entrance mirrors and or humps could be a solution to the current issues raised.
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.

4a:	Agenda Item Four: Timetable: Where we are now: May 2016 update
	<ul style="list-style-type: none"> • Monday 16th May 2016 an interim timetable change took 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 have been added to some services with all Laindon starters now calling at West Horndon. There are 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. • We have continued to deliver a solid performance with the changes. • Coming soon will be pictures of the new trains showing features internally and externally. This will include a video showing features being fitted. • When and how the new units are introduced is important, they will be a technical challenge. Assessments are required before they are used along the route, electrical compatibility and training is required. • Panel members raised concerns related to disability accessibility and usage. Where disabled people consulted in the design? Position of handrails tables etc can be a concern to disabled users. c2c confirmed the new units are DDA complainant. Due to the long lead time and build of the units for 2019, disabled groups will be consulted at an early point. • In readiness for the timetable change January 2017, user groups have been consulted. The participants of the meetings are Southend Rail Travellers Association (SRTA), Laindon Passenger Action Group (LPAG) and Thurrock Rail Users Group (TRUG). Follow up meetings will be held.

	<ul style="list-style-type: none"> • The main purpose is to ensure the benefits of the additional units is shared with all.
4b:	Agenda Item Four: Panel Member Feedback Timetable related.
	<ul style="list-style-type: none"> • DP: No issues, four carriages during the evenings is challenging. 0832 is four carriages. All Laindon trains should stop at West Horndon. • CM: Between 0731-0751 is a gap in the service until 0802-0806 then we have two trains in quick succession between 08.02-08.06 which is too late for many. The trains in the evening are no better. • c2c: All Laindon starters will call at West Horndon that's what people have asked for. • CM: The severe overcrowding on the 07.51 at West Horndon has improved slightly between Barking & West Ham now that it doesn't stop at Barking, but it is still very busy and people still have to continue to stand after West Ham as only a few manage to get a seat when people get off at West Ham. • c2c: This particular train is a priority & it needs to be looked at for possible strengthening. • CM: When will the new carriages be in use? • c2c: Due to various checks/training/assessments the earliest that we're likely to benefit from the carriages will be November. • BO: Early train times have changed, 0734 has skipped to 0738 its better at 0734 can it go back? 0734 is eight carriages if its reduced announcements should be made as people run along the platform. People should not be running at Basildon.

	<ul style="list-style-type: none"> • c2c: We have the ability to know how many people are in the carriages of the trains, this is not live data but when published can assist people in making choices of which carriages to travel in.
4b:	Agenda Item Four: Panel Member Feedback Non- Timetable related.
	<ul style="list-style-type: none"> • DP: The new trains will be an improvement, trains with two toilets are preferred would you put back another toilet? • c2c: We build the toilet in before the roof of the train, it's a retro fit and not designed in that way. If another toilet was considered it would take up seating capacity. The toilet design is part of the train framework. • JA: Are the toilets designed to be accessible for all? • c2c: Yes they are designed to be accessible for all. • DP: Is it correct once a child reaches the age of sixteen they pay an adult fare. • c2c: Yes this is correct they pay an adult rate for travel. • DP: The Steam trains which run occasionally where are they advertised? • c2c: They are privately run. Specialist companies apply for open access line licenses to run these trains. • BO: A registered smart card for Zone Two can this be used to Canary Wharf? The guard at Basildon has been changed; he always receives positive comments on social media. It can take a long time to exit Basildon station due to the large passenger numbers. The weeds and pigeon droppings require attention at the station. There is large gap between the train and the station platform it's not pram friendly.

- c2c: The weeds and pigeon droppings will be added to the action tracker for works to be progressed and tracked. Some stepping distances have mind the gap stenciled onto the platforms. In cases where there have been wider gaps Network Rail lift the tracks. We are aware of stepping distances and are looking at this currently with the new trains.
- JA: Stepping distances can be an issue for some people, it evens stops them travelling. Incidents have occurred previously. People have not been met under booked assistance, people are not trained properly or people can be left.
- c2c: Our staff are trained in special assistance the priority is to ensure this is carried out safely.
- JA: Your customer surveys, NRPS and Passenger Focus I have never been offered a survey. Do you offer these surveys to disabled passengers?
- c2c: These surveys are offered to all different types of traveller. These surveys are all available on the Transport Focus website.
- CM: Are these surveys weighted by volume; commuter/leisure?
- c2c: The score can move due to the sample size. We have no control over where and when the surveys are handed out. NRPS is currently 81%.
- CM: The disability access/lift is an issue which has been raised by various people and they are looking to know when these works will be done.
- c2c: West Horndon is one of 3 requiring this but finding the funding is an issue.
- CM: West Horndon car park entrance has been raised by several people.
- c2c The location of the path is the only place it can be.

- CM: It is dangerous to pedestrians entering the car park, & drivers leaving the car park.
- c2c responded along the lines that they would send someone to West Horndon to carry out an assessment.
- JA: Disability Awareness Training c2c staff are good and helpful. Are the security and agency staff trained in the same manner, currently they are no good and don't know how to guide a person.
- c2c: The staff should all be trained to the same standard, a review will be undertaken.

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
23/6/2016	Barking	Door defect on unit	117
23/6/2016	Barking – West Ham	Flooding at Sewer bridge	65
23/6/2016	Purfleet	Flooding on level crossing	38
20/5/2016	Upminster	Power defect on unit	54
20/5/2016	Southend East	Bridge Strike	31

Public Performance Measure (PPM) has been stable for the past few weeks.

- We have had some short formations. 23rd June 2016 flooding occurred; this closed some parts of the Greater Anglia route. West Ham was worst a 5 mph speed restriction was placed due to levels and movement of the water- flash flooding.

	<ul style="list-style-type: none"> • CM: Current perception is there have been more problems with cancellations and disruptions. • c2c: Last week a technical incident, fault findings and repair work was carried out. Door and coupler overhauls took place. A couple of unit failures but no issues today.
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. Two emails are related to Rainham train services. One email raises the lack of trains arriving at 0800 into Barking from one station. All emails have been replied to. • No applications have been received to join Passenger Panel over the past eight weeks. • Passenger Group: Thurrock Rail Users Group (TRUG) is struggling to find members.
8:	<ul style="list-style-type: none"> • Agenda Item Eight Any Other Business
	<ul style="list-style-type: none"> • BO: Just an observation the Basildon car park is it season ticket holders? • c2c: We have no car park at Basildon. • BO: What issues are experienced at Barking? • MS: The station is not big enough, there are rebuild plans to clear the concourse and move the ticket office /gateline. The commute is worse than it used to be. Alternatives are available.

	<ul style="list-style-type: none"> MS: Thank you to everyone who attended tonight's meeting. Considering we have, started the meeting at 1800, many members had to rush to make the time the original start time of 1830 will be reverted back to, as of the next meeting. The date and time of the next meeting is Thursday 8th September 2016. <p>Meeting closed 20.01</p>
9:	<ul style="list-style-type: none"> Agenda Item Nine: Date, Time and Venue of the Next Meeting
	<p>Thursday 8th September 2016 start time 1830 at c2c HQ.</p>