



**Date of meeting:** Wednesday 04th May

**Time:** 18:30-20:00

**Location:** Virtual online meeting and Cutlers Court, London.

**Attendees:**

**Passenger Panel members present:**

Jill Allen-King  
Chris Gorman  
Daniel Pepper

**Train operator representation present:**

Clare McCaffrey  
Amandeep Sogi  
Ben Martin  
Savannah Lawrence (minute taker)

**Apologies and resignations:**

Alan Newing  
Anthony Finn  
Bola Odunlami

**Agenda Item 1: Business Updates**

- Following the departure of the former managing director Ben Ackroyd, Rob Mullen has been appointed as new managing director of c2c.
- Rob Mullen previously worked at Thameslink and there is a difference with managing a smaller team such as c2c.
- Transport Focus who is an independent watchdog for transport users conducted a survey of all train operating companies and this showed c2c having 99% of customers satisfied with their journeys. c2c ranked the highest of all train operating companies.
- The traditional National Rail Passenger Survey has been paused, however, a different survey called Wavelength has been running every twelve weeks. This is run by the same company.
- DP disagreed with the survey results as they travelled through the pandemic and was unsatisfied with staffing levels and hygiene on the stations.
- With the Laindon lift, that went out of order due to water in the motor and the electrics were damaged due to that. Although the lift was thought to be fixed in September, it was discovered that there was more water and this fried the machinery. Unfortunately, Network Rail was unable to fix it. As the bridge was built in 2012 it

needs to be modified to be waterproofed to ensure that water does not enter the lift center again. At the end of June, both lifts will be operation and Basildon council are involved as c2c have explained the process. There is a challenge of trains running through during the works so clearance is needed for health and safety. There are arrangements in place for accessibility with a taxi service available.

- There has been a community project to enhance CCTV footage at certain stations. This was picked through a survey to see what local people wanted to see at stations. There were 230 responses and 64% chose CCTV footage as the project.
- The data used to decide the stations was collected from anti-social behaviour and this will be delivered middle 2023.
- DP asked if there were blind spots in each station? It was confirmed that c2c are aware of areas where there is no CCTV coverage so there is a security risk. The footage can be used to prosecute those with anti-social behaviour so people may not risk anything with the coverage.
- Help points were identified as having issues with connectivity. This data was taken from Service Quality Regime results. A conversation with DfT to propose to change 24 help points out of the 60-70 on the route.
- JAK asked about putting a help point outside the entrance at London Fenchurch Street. c2c confirmed that they could not put it in the front of the station due to the City of London, however, there was potential for one in the entrance of the station. The reason this was not a possibility before was due to limitations of the copper network, however, help points now work on GSM which is like WIFI.
- Water fountains have been installed at Chalkwell, Laindon and Southend Central. There are a further eight more water fountains in storage.
- Pledges are commitments we deliver to our customers. This is through disruption, how information is provided and to make clear the standards that we can expect. This has not yet been implemented but is 50% completed. The next piece is showing the customer what we are doing such as delay repay.
- Prior to April 2020, passengers had to book 24 hours in advance which then changed to 12 hours after April 2020. From April 2021, this was reduced to six hours and from the 1st April this was again reduced.
- c2c used to request a minimum of four hours but this has changed with the industry standard of 2 hours now.
- In addition, it was requested that an overnight call team be arranged so that people could book whenever they would like. We decided to use Journeycall to take overnight calls instead of National Rail Enquiries as we have JC for the day shift.
- Whilst it was not a particularly dramatic change to procedure, it did highlight some flaws in how we ran and so additional training was organised for both our Customer Relations team and frontline staff. This included c2c, Amulet and Journeycall staff.
- So far, the system is running smoothly with audits completed for Journeycall and their efficiency and there has been no issues with bookings for just over two hours.
- With the new business year, we had to give the Accessible Travel policy a refresh as well as the customer leaflet. This included changing wording for the two hour booking window as well as the various changes such as what we've done for the year and commitments for this year

- This was sent to the ORR in February and it has been approved at this stage. We have until the end of the month to add to the website and send the final version to the ORR

### Agenda Item 2: Station Improvements

- In regards to the timeline for the Fenchurch Street station refurbishment, the retail units have been demolished and facade has been cleaned. The final phase of cleaning is coming forward.
- As Barking is a listed building there are some limitations that can be done. Such as grit blasting of columns and the heritage window being replaced with blast proof glazing as well as doors,
- In September, there will be two gatelines with 7 gates to double capacity as Barking was listed as the 9th busiest station.
- DP asked what happens with revenue protection at the station. c2c confirmed that this will double the size of the gateline to improve crowding and security presence has been doubled essentially.
- In addition, hostile vehicle mitigation and changing places are currently being undertaken for Barking station.
- Retail units for Fenchurch Street and Barking are in progress for negotiation. This needs to be in conjunction with what Barking council want.
- JAK asked if the new toilets will have information in braille and raised large print?
- A new Costa Coffee and Starbucks will be available at Fenchurch Street, however, the glass is the biggest problem. This is due in September this year for completion.
- DP asked if there will be air con? c2c confirmed that there will be less heat as there will be less units, however, Fenchurch Street is open.

### Agenda Item 3: New Trains

- There are four brand new units at East Ham depot with a test run today. Before being delivered there is lots of testing and the new trains are already on route to check electrical performance and it's all been confirmed. There has been a snagging list for items needing to be sorted out. In addition, there are a number of tests and each service needs to perform suitably before they can be used. Each train needs to run to all stations for PIS and announcements so everything needs to work.
- These will be longer vehicles, instead of 12 cars it will be 10 cars which are longer than existing units. Each platform/train interface needs to be checked and compliant. Some platforms are not compliant with modern standards so have to assess all the stepping distances. Announcements need to be arranged for anything that doesn't fit and modifications need to be done to the train as software is developing
- Each unit needs to reach 3000 miles and there can be no faults for entire route run. If there is a failure then the unit cannot be accepted.
- DP asked about Bow Corner and if there are any issues? It was confirmed that there was an assessment to determine safety and no problems were found at all. As such, the route cleared.
- When are they likely to come into service? It was confirmed that this will be late summer when they come in and no passengers will be onboard.

- Precautions need to be taken with them on the network. Rescue locomotives are ready and these services will not be tested during the peak hours.
- CG asked if there are cabs attached to the unit. It was confirmed that an adapter is there for emergency dragging away and it was known about when they were purchased.
- DP asked if there is there going to be an event to display units? c2c are unsure currently.
- JAK asked about the lift at Chalkwell. c2c confirmed that there is going to be a detailed design. Completion date for the lift will be March 2024.

#### Agenda Item 4: AOB

- CG asked if electric car chargers will be installed? c2c confirmed that they led the standard on EV charging at Thorpe Bay station, however, these had to be removed as they were not being removed. A document for EV chargers will be delivered by Network Rail in six to eight weeks. Funding has been applied for new ones.
- DP asked about the ticket machine improvements as well as enforcing revenue protection? c2c confirmed that there has been challenge in revenue recovery in post-covid but there is a strategy. Data comes from where certain incidents are for BTP to attend a station and they move around.
- CG asked about the ticket barriers in Thorpe Bay as they are unable to tap out with their smartcard - ACTION TO INVESTIGATE.