



Date of meeting: Wednesday 17th May 2023

Time: 18:30-20:00

Location: Virtual online meeting and Lower Thameside, London

Attendees:

Passenger Panel members present:

JA-K

BO

GP

AP

AB

CG

Train operator representation present:

AS

MV

OP

SL(minute taker)

Apologies and resignations:

AF

DP

JH

JS

Agenda item 1 - Business Updates

- In regards to the new trains, six units have now been accepted with QPAC agreed.
- A plan has been agreed for acceptance of the remaining six units every two weeks.
- The driver training programme is underway and will continue throughout the year.
- JAK asked if it was the same design as the Greater Anglia trains? A c2c representative confirmed that there were some changes to the c2c trains such as no carpets and the removal of fold-up seats by the doors.
- JAK asked if the horizontal bar was going to be added to the trains to help older people enter and leave the train? A c2c representative confirmed that it has been flagged to the fleet team for further investigation.
- BO asked how likely it is for horizontal bars to be implemented into the new trains? A c2c representative confirmed that whilst it has been flagged, this was not known. In

addition, as these are the same units as Greater Anglia units, they had originally sent a person with lived experience of disability to see the trains before rollout and had approved it.

- The first 720/6 unit exams have been completed by Alstom.
- Passenger train interface testing is now complete on the c2c route.
- GP asked how comfortable the new seats were? A c2c representative confirmed they were like for like with Greater Anglia.
- AS asked if any of the panel will like to take part in an event for the new trains? To be fed back to SL.
- GP asked if they will have tables on the new trains? A c2c representative said yes as it is like for like, however, needs to be confirmed. These will be fold down tables.
- JAK confirmed that the Greater Anglia trains did not have those when she visited. It was confirmed that there will be fold down tables.
- BO asked if the trains are custom built for c2c as needs are different on c2c compared to a leisure service? It was confirmed that these are built in Derby and are the same models as on Greater Anglia.
- GP asked about level of seating on the new trains? A c2c representative confirmed that there is more seating on a shorter train.
- A new customer survey is being created to get passenger's live feedback instead of relying on complaints. This will drive projects on what passenger's want instead of what the business thinks.
- This will be available via mobile, wifi forms, QR codes and social media.
- AB asked if the QR codes will be available on the trains as well? A c2c representative confirmed that this will take some time as it needs to go through a number of departments but it is one for the future.
- Local community projects have been a key project in the last few months with donations to HARPs from our uncollected lost property, sponsoring Thurrock's Next Top Boss, working with the charity Missing People and the Thorpe Bay Resident's Association.
- One of the key projects ongoing is disruption management. This is a continuous area of improvement for c2c as passengers have brought this forward time and time again about not knowing situations.
- Our SDC team have worked hard to create a set of announcements based on a more standardised contingency plans. These have been sent to Network Rail to upload and are already in use.
- AB asked about how we are encouraging drivers to speak to passengers on trains that are delayed? A c2c representative confirmed that drivers were being encouraged and trained to give announcements.
- AB also gave praise about drivers at Barking as they were providing valuable updates on the train.
- Our country-end bridge at Upminster has been reopened after an extensive refurbishment project to give better connectivity between platforms.
- This is also the first bridge on the c2c route to include integrated lighting.

Owner	Actions
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SL	Flag the horizontal bar to fleet team
SL	Confirm what type and how many tables are on trains
SL	Confirm number of seating on trains

Agenda item 2 - New Branding Update

- The branding has changed for c2c which includes a small change to the c2c logo but also the biggest change was due to accessibility needs.
- There was a driving force for accessibility in changing the font as the italics and type of font wasn't suitable. In addition, contrast checks have been done for any combination of colours used to ensure that all images are accessible.
- We have introduced a cleaner brand graphic as the previous was not agile enough for all the channels they were used in.
- There was a desperate need for a consistent illustrative style. This introduced Pip, the genderless mascot who will help engage passengers in a fun and playful way.
- Pip was inspired by the front of a train and can be used in any instance.

Agenda item 3 - Project Oval & Project Barcode

- Project Oval is part of a plan from Department of Transport to increase contactless payments through London and the South East.
- We were hoping from an announcement from DfT last week, however, this didn't come through so this is still a work in progress.
- CG asked if this will include concessions like railcards? A c2c representative confirmed that this is an ambition, however, it is still early and has a while before it is plausible. When eventually this comes out, OP will be working closely with MV to ensure that marketing is absolutely as clear as possible so there is less confusion about what tickets to purchase.
- GP asked if smartcards will be phased out in response to contactless and if the consultation from DfT will affect anything? A c2c representative confirmed that this will be an industry response to the consultation and that it is a concern to not simplify the journey. C2c smartcards are not being phased out.
- You can use the smartcard anywhere in the country and TfL should be accepting c2c smartcards.
- BO asked if there is a rationale for not merging products to simplifying? Another panel member believes it is due to money.
- Eticking is a programme to roll out barcode nationally.
- We are planning to launch in 2023 but it will not be available at West Ham and Stratford.
- This will be available on our website and app and we are currently reviewing products to be added like daily tickets but this will not include travelcards.
- Concessions and railcards will be available.
- There was some preference for just one way to use tickets instead of five.

- AB asked if season tickets will be added to barcode? A c2c representative confirmed that they are currently in a discovery session for a S-Ticket which is the season ticket equivalent. Currently, there are some concerns about revenue protection as QR codes could be shared, however, with the S-Ticket, this will change the QR code every few hours and make it annoying for people to fare evade with this method.

Owner	Actions
OP	Feedback TfL issues

Agenda Item 4 - Roundtable

- AB asked about the March smartcard issue as there were problems with consistency on allowing people to go through. A c2c representative confirmed that there was an issue with our suppliers as they did an upgrade and it broke the system. Lessons were learnt and there is more questioning before an upgrade goes live. They also confirmed that it is difficult to provide that consistency, however, upskilling and providing more tools to frontline staff is providing a little more consistency throughout.
- BO confirmed that this consistency is an ongoing issue that she has flagged. A c2c representative did confirm that the booking email is not technically a ticket and that there are tools in the station that can load smartcards. In addition, our Head of Stations is working on a training scheme and this will be valuable feedback.
- BO also asked about the vandalism at Basildon station? A c2c representative confirmed that our Head of Security led the investigation into the individual responsible for the vandalism and he received over 100 community hours.
- BO also asked about ticket office timings and how they are not published. A c2c representative confirmed that there is a drive for plugging those staffing gaps. We also have opening times advertised on welcome posters but this needs to be looked at. In addition, there is a project to improve communication when staff go on breaks.
- GP asked about ticket inspectors on trains and that they are not seen on trains? A c2c representative confirmed that revenue protection staff wear non-uniform revenue protection officers.
- JAK asked about Chalkwell lifts and their status? A c2c representative confirmed that this has been delayed. Currently, there is not an update but this will be presented to the panel when an update is available.
- JAK asked about the area outside of Chalkwell and drop offs? It was confirmed that this is outside of station boundaries and is local council property.
- AP asked if staff are able to help with prams? It was confirmed that station staff should not be excluding this and will be looked into.
- CG confirmed that the wifi was working again for him but in addition, wanted to know when West Ham lifts will be back in order? A c2c representative confirmed that this should be done at the end of the month.
- CG also asked about Basildon platform and when it will be fixed? It was confirmed that this is an early project still but this will be brought forward to the panel at a later date.

Owner	Actions
SL	Work with MV to promote station opening times
SL	Get an update about Chalkwell access for all project
SL	Talk to head of stations about luggage assistance

Next meeting date: Wednesday 16th August