

c2c Passenger Panel Notes of the Meeting

Held on: Wednesday 9th January 2019

Venue: c2c Rail Head Office – Cutlers Court.

Panel Members present:

<u>Panel Member</u>	<u>Representing:</u>
Jill Allen-King	Chalkwell
Alan Newing	Pitsea
Daniel Pepper	Laindon
Shana Doherty	Westcliff
Bola Odunlami	Basildon

c2c Representatives present:

<u>c2c Representative</u>	<u>Representing:</u>
Commercial Director	c2c Rail
Head of Property and Asset	c2c Rail
Head of Customer Experience	c2c Rail
Smartcard Manager	c2c Rail
Service Quality Manager	c2c Rail
Minute Taker	c2c Rail

Apologies Received:

<u>Panel Member</u>	<u>Representing:</u>
Christopher Gorman	Thorpe Bay
Anthony Finn	Purfleet

Alex Boulwood	Stanford-le-Hope
Paul Mckew	Benfleet
Stuart Rigby	Stanford-le-Hope
Polly Mansfield	Benfleet

Meeting commenced: 18:31

<u>Agenda Item</u> <u>No 1:</u>	Welcome; Apologies and Introductions
	<ul style="list-style-type: none"> • The chairperson welcomed all to the meeting, noted the apologies received. • No panel resignations have been received.
<u>Agenda Item</u> <u>No 2:</u>	Minutes of the last meeting held Wednesday 7th November 2018 including the action tracker and matters arising:
	<ul style="list-style-type: none"> • The minutes from the previous meeting were agreed. • The letter related to Chalkwell lift has been acknowledged and is part of a request for funding the project. • The action tracker has been reviewed. No new additions added.
<u>Agenda Item</u> <u>No 3:</u>	c2c Focus Group: Property and Asset
	<ul style="list-style-type: none"> • A discussion took place related to Property and Asset projects which will possibly take place along the c2c route. • Accessibility, current and future plans are being considered. Panel members are asked to input ideas for how to improve our stations and accessibility across the route. London Fenchurch St is accessible, other stations require additional investment these include Barking, Ockendon, Grays, Southend Central Chalkwell and West Horndon. New lifts at key

	<p>locations are being considered under the Access for All funding.</p> <ul style="list-style-type: none"> • Barking and London Fenchurch St stations have high numbers of passengers passing through the station; both stations would benefit from upgrade and refurbishments works. These stations are both partly Grade two listed. Plans are being considered to give the stations a modern feel, give station areas a community asset feel as well as preparing for future capacity and growth. • London Fenchurch St – the outside of the station could become pedestrianised. • Barking – c2c has developed a plan which would significantly improve passenger flows and customer experience. However to improve accessibility will require a much larger programme of works including the installation of new lifts and bridges, with funding applied for. The installation of a mezzanine floor was considered but cannot be taken forward as significant floor strengthening would need to take place. • Panel members raised concerns that stations require additional canopies rather than upgrade works. Pedestrainisation of the front of London Fenchurch would still require taxi access. Customer information screens at Barking should also be placed above the gateline.
	<p>Review of emails to Passenger Panel:</p>
	<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. All emails have been replied to.
<p><u>Agenda Item</u></p> <p><u>No 4:</u></p>	<p>Any other business</p>
	<ul style="list-style-type: none"> • BO -Peak time overcrowding occurs while everyone leaves Basildon station. Many people are waiting for the lift at the top stairs which restricts movement. • BO- People may benefit from being reminded not to leave luggage unattended and especially not in the train doorways. People also

	<p>block doors with prams, buggies and luggage.</p> <ul style="list-style-type: none">• DP – Gatelines are still frequently unmanned during peak periods.• AN - At Pitsea, when a fast train passes the stand back announcements occur after the train has passed through the station.• Limehouse station the pram location markings on the floor people are missing reading the direction and standing incorrectly.
	Date, time and venue of the next meeting :
	<ul style="list-style-type: none">• c2c HQ Wednesday 6th March 2019 at 18:30