

Passenger Panel Minutes

Wednesday 3rd July 2019 at 18:30 – Cutlers Court (c2c Rail Head Office)

Panel members present:

Panel member:	Representing:
<i>Jill Allen-King O.B.E (Chairperson)</i>	<i>Chalkwell</i>
<i>Alan Newing</i>	<i>Pitsea</i>
<i>Daniel Pepper</i>	<i>Laindon</i>
<i>Bola Odunlami</i>	<i>Basildon</i>
<i>Anthony Finn</i>	<i>Purfleet</i>

c2c representatives present:

c2c representative:	Representing:
<i>Commercial Director</i>	<i>c2c Rail</i>
<i>Head of Digital</i>	<i>c2c Rail</i>
<i>Customer Experience Manager</i>	<i>c2c Rail</i>
<i>Digital Manager</i>	<i>c2c Rail</i>
<i>Smart Ticketing Manager</i>	<i>c2c Rail</i>
<i>Smart Ticketing Executive (Note taker)</i>	<i>c2c Rail</i>

Apologies received:

Panel member:	Representing:
<i>Christopher Gorman</i>	<i>Thorpe Bay</i>
<i>Alex Boulwood</i>	<i>Stanford-le-Hope</i>

Meeting commenced: 18:30

Agenda item	Welcome; apologies and introductions
No 1:	
	<ul style="list-style-type: none">• The Chairperson welcomed everyone to the meeting, noted the apologies that were received.• No panel resignations have been received.

Agenda item No 2:	Minutes of the last meeting held on Wednesday 1st May 2019 including Minutes Arising
	<ul style="list-style-type: none"> ● The minutes from the previous meeting were agreed. ● Recruiting new members for the Passenger Panel through various channels i.e. Tweeting once a month for recruiting new Passenger Panel members. <ul style="list-style-type: none"> ○ DP poster at FST to advertise positions? c2c will look into this. ● Chalkwell Station Lift is still in the early planning stages after a long funding process. Planning process of where the lifts will be installed, long list of possession works to be carried out. ● DP- Meeting attachments sent out to the members of the Panel need adjustments to layout suitable for printing off. ● Handrails on the new trains have been confirmed to be horizontal. ● Barking Riverside Project- Hard understanding the service and timetable from Purfleet during the service alteration. C2c will relook at the FAQs
Agenda item No 3:	c2c Travel Mobile App Pilot
	<ul style="list-style-type: none"> ● c2c are building a new mobile app and we would like you to take part in trailing it. During the pilot you will be able to purchase daily; season or flexi tickets, as a guest or registered customer. App will also have live tracking information of the c2c service. ● Live Tracking information of the c2c service. ● Access to 'My c2c' account and ability to manage smartcards with all the benefits as a registered customer. ● In the pilot, users will have restricted access to various versions of your app to specific group of individuals. ● We want to put the app in the hands of real users and would like to invite Panel Members to help us build exactly what our customers want and need. ● Improvements over the course of every month and feedback put into backlog and acted upon. ● The pilot will take place in August, invitation email with instructions and how to install the app will be sent out then. C2c will also offer help to any member who requires help in setting up.
Agenda item	Action Tracker

No 4:	
	<ul style="list-style-type: none"> ● Action Tracker item : The vegetation at Ditton Court Road (Westcliff) path has been cleared and vegetation cut back to the boundary within the time frame given. Area will be monitored. ● Action Tracker item: Stepping distance from the new trains has been improved. A view of the mock train can be arranged for Panel member after September once Greater Anglia have the trains on route. ● Action Tracker item: Condition of the pathway at Ditton Court Road is checked monthly by the local management team as part of their planned general inspections (PGI) They have undertaken safety checks throughout the whole station and the pathway is not being raised as a safety issue. If its flagged and raised as safety concern then it will go through the safety process and be escalated. ● Action tracker item: Pitsea- water puddles collection at various points throughout the station. Increased PPM to address drainage issues and ongoing monitoring. Resealing for Pitsea stairs is currently underway. ● Action tracker item: Ockendon and Grays Station Transformation looking to be open towards to late July to mid August. Ticket Office at Ockendon being moved and opened up to make the area bigger and better flow. ● Action tracker item: Regarding the Barking Riverside Extension, if the Panel members have any further questions please let us know and we can get the subject experts to reply. Also have MtM event in July at the stations affected. ● Action tracker item: Stanford-le-Hope Validators, we are currently awaiting our suppliers to confirm the root cause of the issue and if they can provide an alternative. We are planning to put gateline; validators; CCTV etc back in to resolve the problems we have with the site. ● Action tracker item: Accessibility concern was raised regarding the wayfinding from Fenchurch Street Railway Station to bus stops. Under the transformation team research will be undertaken in August. <ul style="list-style-type: none"> ○ JAK - Will elderly or disabled people be consulted? c2c will look into this. ● Action tracker item: Stairs from platform down to Coopers Row/Tower Hill exit at Fenchurch Street have been reported as ‘bowing’. The planned general safety inspection has not brought this up as an issue. Elements of wear may be considered within the Station Transformation Programme.
Agenda item	Focus Group - Flexi Seasons
No 5:	
	<p>We are aware of the issues related to our Flexi-Season System having an impact on customer experience.</p> <ul style="list-style-type: none"> ● We upgraded our Flexi-Season system in March.

	<ul style="list-style-type: none"> ● There was a fault with the upgrade, meaning some Flexi-Seasons purchased had an incorrect expiry date. ● Around 3000 customers have been affected, meaning their Flexi-Seasons may not have worked. ● We have contacted all those customers over email, advising them to order a new Smartcard and compensated them £10. <ul style="list-style-type: none"> ○ BO - Couldn't use £10 voucher and had to spend more money. Contacted Customer Relations. Will investigate case made with CR. ● Some customers are yet to order their new Smartcard, so are continuing to experience problems. ● We're contacting those customers for a third time, to advise them to order a new Smartcard. ● Our station staff are informing customers to refer to our advice page and look out for emails from us. ● If customers have not been able to travel because of the issues, c2c are issuing refunds. ● If a customer has had to buy a daily ticket to travel, we are also offering them double-the-difference reimbursement, as daily tickets don't offer the same discounts as a Flexi-Season. ● Our Customer Relations team is working as hard and fast as possible to respond to all customer queries, but due to high demand it may take a little longer than normal for us to respond.
<p>Agenda item</p> <p>No 6:</p>	<p>Smart Ticketing Transformation</p>
	<p>Over the next 8-12 months we will be introducing a new system, touching all of our channels. With the new launch of our system we have been able to introduce the following:</p> <ul style="list-style-type: none"> ● Child Smartcard - We will be the first TOC to bring this to customers. ● PlusBus in Benfleet area can be purchased on a Smartcard along with a Rail Ticket. Other stations to follow are; Southend Central, Basildon and Stanford-le-Hope. ● Secure Storage Cycle Shed; we are looking into being able to use a Smartcard instead of the current £25 fob for security. This is under investigation. ● Interoperability - travelling within the UK with one smartcard. For example, you will be able to travel from Bristol to Chalkwell tapping in and out with your c2c Smartcard.

	<p>Next phase with the new system will link website; Ticket Offices; Self service ticket machines and mobile app.</p> <ul style="list-style-type: none"> ● Ticket Offices are being upgraded to the new system, stations will be able to retail daily and season tickets onto Smartcard, known as Local Card Issuance. ● New Self service Ticket Machines will also sell advance tickets. London Fenchurch Street, Upminster and Leigh-on-Sea will be the first to be installed on the new machines. <ul style="list-style-type: none"> ○ DP - Car park tickets sold via TVM? This is planned and is forthcoming. ● New Travel Mobile App will be able to load ticket purchases made to smartcard.
<p>Agenda item</p> <p>No 7:</p>	<p>2019 NRPS</p>
	<p><u>c2c National Rail Passenger Survey - Spring 2019</u></p> <ul style="list-style-type: none"> ● Surveys are conducted by Transport Focus, they are independent body who survey our customers two times of the year, Spring and Autumn. ● Spring report was just made public on the 27th June, fieldwork took place between 4th February and 14th April and the survey was undertaken across all of our stations during peak and off-peak. <ul style="list-style-type: none"> ○ DP - voices dissatisfaction the way the survey is carried out and how the results are compiled. ● c2c overall satisfaction is almost unchanged Year over Year (YoY) at 85% v 86%. ● Overall satisfaction on-train is almost unchanged, down -1% ● In contrast, overall satisfaction with the station has declined -5% <p>From this c2c have recognised we have work to do.</p> <p>On train, the steadiness of Overall satisfaction on train is driven by small positive changes in key operational measures.</p> <ul style="list-style-type: none"> ● Punctuality is up +2% ● Frequency, journey time, and connections all marginally improve. <p>There are however falls in certain measures to do with on board facilities and staffing with two statistically significant falls:</p>

	<ul style="list-style-type: none"> ● Upkeep and Repair of Trains (-6%) ● Toilet Facilities (-9%) <p>This allows us to focus on these two falls and create action plans with our suppliers.</p> <p>On Station - The 5% decline in Overall Satisfaction on Station reflects declines in all but four on-station attributes. Eight of these drops are statistically significant:</p> <ul style="list-style-type: none"> ● Overall environment (-5%) ● Upkeep/repair (-5%) ● Cleanliness (-6%) ● Staff attitude (-8%) ● Cycle parking (-10%) ● Personal security (-10%) ● Staff availability (-5%) ● WiFi availability (-9%) <p>Car parking, and connections improve slightly, with no change in shelters and staff handling requests.</p> <p>Breakdown by route</p> <ul style="list-style-type: none"> ● Currently we have breakdowns by Southend Line and Tilbury Line. ● Overall satisfaction has fallen 4% on the Tilbury line but is steady on Southend Line. ● There is little movement on either route with Overall satisfaction on train. ● Both routes contribute to the fall in Overall satisfaction on station.
Agenda item No 8:	Review of Emails
	All emails have been replied to.
Agenda item No 9:	A.O.B
	None
Agenda item No 10:	Date, time and venue of the next meeting
	Wednesday 4th September 2019 - 18:30 - Cutlers Court (c2c Head Office).