

12 September 2017		ITEM: 5
Planning, Transport, Regeneration Overview and Scrutiny Committee		
c2c Update Report		
Wards and communities affected: All	Key Decision: Key	
Report of: Ann Osola, Assistant Director of Transportation and Highways		
Accountable Assistant Director: Ann Osola, Assistant Director of Transportation and Highways		
Accountable Director: Steve Cox, Corporate Director of Environment & Place		
This report is Public		

Executive Summary

The Planning, Transport, Regeneration (PTR) Overview & Scrutiny Committee requested regular updates on the performance of the c2c services. This update will be delivered by a c2c delegate who will inform the Overview and Scrutiny Committee of the actions taken to date and planned for future in response to stakeholder demands.

1. Recommendation(s)

That Committee:

1.1 Comments on the c2c's actions taken to date and planned for future to manage expectations of various stakeholder groups' demands.

2. Introduction and Background

2.1 On 13th December 2015, c2c have changed the train journey times with aim to increase capacity on their service and accommodate 3,000 more passengers during the morning peak. The benefits of the new timetable are more likely to be experienced by the passengers of Basildon, Benfleet, Chafford Hundred and Ockendon stations.

2.2 The timetable was changed because over the past 25 years regional population has increased 15% and 15% increase on passenger demand over the past 5 years, and with more people working in London there is a need for better connectivity. In response to this increasing demand the c2c invests £12 million in refurbishment programme.

- 2.3 The timetable change implemented in December 2015 was the biggest one for many years which was necessary to increase the capacity. However, the capacity had already been met, but trains would be extended and more frequent due to a GPS breaking system that could be introduced in the future. c2c were looking to purchase further 16 – 20 carriages for this purpose.
- 2.4 The c2c reviews the passenger count on each service. The c2c believes that the load weigh data on each train is accurate and which produces an accurate number of people on each train at each stop. The accuracy is further supported by c2c and network rail employees who regularly carry out spot checks. The load weight data would be available on the website in the future to inform passenger what trains were less compacted.
- 2.5 In addition to the passenger counts monitoring, the c2c carried out passenger surveys to ascertain the passenger satisfaction with the changes to the service.

3. Issues, Options and Analysis of Options

- 3.1 At the March 2017 PTR Overview and Scrutiny Committee, Head of Communications at c2c presented the report to Members demonstrating that since September 2016 the number of Thurrock passengers increased by 5.6%. Despite this increase 1,600 more (85%) of Thurrock passengers were seated, trains were less crowded at their busiest periods and the punctuality has improved.
- 3.2 The latest passenger satisfaction survey undertaken by Transport Focus on 30,000 c2c passengers indicated an 87% of passengers were satisfied with the service with key crowding metrics being scored the best results for last three years.
- 3.3 The main issue affecting c2c satisfaction scores in September 2016 was the punctuality. Only 83% of passengers were satisfied which was to date the worst c2c outcome. However, this was still higher than the United Kingdom train operator average of 69%.
- 3.4 Head of Communications at c2c informed Members that c2c had been purchased by Trenitalia who were Italy's main rail operator. He confirmed to Members that it was business as usual for c2c and passengers and that further announcements would likely to be made over the coming year regarding technology and ticketing.
- 3.5 The main topic discussed at the question and answer session were:
- the levels of crowding especially between Barking and West Ham Stations which is continually monitored by c2c and improvements made to address overcrowding;

- unavailability of new trains at Thurrock network which were designed for long distance journeys which had freed up more standard 15 years old carriages for Thurrock network;
- reduction of train dwelling time at Barking Station which is as per the intended 90 seconds per each stop to ensure sufficient time to allow passengers to get on and off the train.

3.6 As requested by the previous meeting, this Committee's meeting will be attended by c2c representative who will provide further update on c2c's services and take questions from Members to further clarify any concerns.

4. Reasons for Recommendation

4.1 To satisfy the Committee that c2c is taking actions to continually improve their services as response to the demands of various stakeholder groups.

5. Consultation (including Overview and Scrutiny, if applicable)

5.1 The Committee is one of the c2c's stakeholders and thus the report presents a form of consultation.

6. Impact on corporate policies, priorities, performance and community impact

6.1 The improvements to the c2c train services support the Thurrock Council Corporate Vision:

"Thurrock: A place of opportunity, enterprise and excellence, where individuals, communities and businesses flourish."

And support the following Corporate Priority to:

"Encourage and promote job creation and economic prosperity."

7. Implications

7.1 Financial

Implications verified by: **Mark Terry**
Senior Financial Accountant

This report serves as information and does not foresee any financial implications.

7.2 Legal

Implications verified by: **Vivien Williams**
Planning and Regeneration Solicitor

This report serves as information and does not foresee any legal implications.

7.3 Diversity and Equality

Implications verified by: **Natalie Warren**
**Community Development and Equalities
Manager**

The changes to the c2c train timetable impact upon the local community within Thurrock. This report provides an opportunity to ensure that community priorities are incorporated into planning for future timetable provision.

7.4 Other implications (where significant) – i.e. Staff, Health, Sustainability, Crime and Disorder)

None

8. Background papers used in preparing the report (including their location on the Council's website or identification whether any are exempt or protected by copyright):

- <http://www.c2c-online.co.uk/travel-information/timetables-trains/timetable-next-steps/>
- PTR Overview & Scrutiny Committee 20 January 2016 report: c2c Train Timetable Changes
- PTR Overview & Scrutiny Committee 20 January 2016 minutes
- PTR Overview & Scrutiny Committee 7 March 2017 report: c2c Train Timetable Changes - update
- PTR Overview & Scrutiny Committee 7 March 2017 minutes

9. Appendices to the report

- None

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