

**20 January 2016**

**ITEM: 5**

**Planning, Transport, Regeneration Overview and Scrutiny Committee**

**c2c Train Timetable Changes**

**Wards and communities affected:**

All

**Key Decision:**

Key

**Report of:** Cllr. Oliver Gerrish, Portfolio Holder for Highways and Transportation

**Accountable Head of Service:** Ann Osola, Head of Transportation and Highways

**Accountable Director:** David Bull, Director of Planning and Transportation

**This report is Public**

**Executive Summary**

On 13<sup>th</sup> December 2015, c2c changed their train timetable train to increase capacity on their Thameside service and accommodate 3,000 more passengers during the morning peak. The changes were designed to leave most passengers better off, however, there has been an unexpected surge in passenger numbers, leaving many stakeholders dissatisfied with the resultant service. This report gives the opportunity for Planning, Transport, Regeneration Overview and Scrutiny Committee to hear first-hand the reasons for the timetable changes, the nature of the operational difficulties that have resulted and the plans in place to respond to stakeholder concerns. It also provides an opportunity for Planning, Transport, Regeneration Scrutiny to inform future timetable amendments.

**1. Recommendation(s)**

**That Committee:**

**1.1 Receives a presentation from c2c on the recent timetable changes.**

**1.2 Comments on the timetable changes to inform c2c's ongoing timetable development and c2c response plans to stakeholders demand.**

**2. Introduction and Background**

**2.1 This report seeks Committee's comments on c2c train timetable changes which were implemented on 13 December 2015.**

2.2 The timetable has been further amended due to stakeholder demands in response to the changes and there are further plans of adjustments to accommodate user needs in the ongoing timetable development process.

2.3 The Committee's meeting will be attended by a c2c representative who will provide an explanation on c2c's work to date and take questions from Members to further clarify any concerns.

#### **2.4. Reasons for c2c Train Timetable Changes**

2.4.1 Over the past 25 years, the regional population has increased by 15%. Over the last five years, passenger numbers on c2c trains have increased by 15%. 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 a refurbishment programme. The changes to train timetables are also a part of plan to increase capacity of c2c service.

2.4.2 The new timetable accommodates additional 3,000 passengers on short trips and 1,400 more seats available to long distance passengers travelling during the morning peak hours into London.

### **3. Issues, Options and Analysis of Options**

3.1 The timetable change implemented in December 2015 was the biggest one for many years and c2c informed the public and their employees of the requirement to test it over several weeks as passenger travel patterns adjusted to the revised service. The intention was to undertake 'dynamic timetable development' to fine-tune service to best meet passenger demand. The initial tranche of changes were made after the Christmas break.

3.2 Discussions between the Council and the Managing Director of c2c have indicated that the new timetable has resulted in significant increases in passenger numbers in the evening peak which significantly exceeded market forecasts. This has resulted in operational difficulties, which c2c are working to respond to. Further timetable adjustments are envisaged throughout January 2016.

3.3 c2c has pledged to continue acting in the interest of all their customers and has stated that it is committed to offering them the right choice of services, reducing crowding and improving connections at key stations.

### **4. Reasons for Recommendation**

4.1 To inform the Committee of the recent c2c timetable changes and provide the Committee with a first-hand opportunity to feed in to the timetable development process.

### **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 changes to the c2c train timetable have the potential to 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**

There are no financial implications for the Council.

### **7.2 Legal**

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

This report serves as information and there are no 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/>

9. **Appendices to the report**

- None

**Report Author:**

Ann Osola

Head of Service

Transportation & Highways