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| <b>18 July 2016</b>  |                             | <b>ITEM: 5</b> |
| <b>Planning, Transport, Regeneration Overview and Scrutiny Committee</b>               |                             |                |
| <b>c2c service - update</b>  |                             |                |
| <b>Wards and communities affected:</b><br>All  | <b>Key Decision:</b><br>Key |                |
| <b>Report of:</b> Cllr. Brian Little, Portfolio Holder for Highways and Transportation |                             |                |
| <b>Accountable Head of Service:</b> Ann Osola, Head of Transportation and Highways     |                             |                |
| <b>Accountable Director:</b> Steve Cox, Environment & Place                            |                             |                |
| <b>This report is Public</b>   |                             |                |

## **Executive Summary**

At 2 March 2016 meeting, the Planning, Transport, Regeneration (PTR) Overview & Scrutiny Committee were informed about the actions that c2c are taking in order to improve the service provision. The Committee has asked for further updates to be provided in relation to current and future c2c train service provision therefore this report offers a brief update as means of introduction and facilitation of a conversation between c2c representative and the Committee members.

### **1. Recommendation(s)**

**1.1 That the Planning, Transport, Regeneration Overview and Scrutiny Committee receive the c2c update and respond thereto.**

### **2. Introduction and Background**

2.1 On 13<sup>th</sup> 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 changes to train timetables are also a part of plan to increase capacity of c2c service. 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. The new timetable changes improved the Sunday service including half-hourly trains via Rainham into central London.
- 2.4 The timetable was since further amended due to stakeholder demands in response to the changes and there are further plans of adjustments to accommodate user needs in ongoing timetable development process.
- 2.5 As requested by the previous meeting, this Committee's meeting will be attended by c2c representative who will provide further update on c2c's work to date and take questions from Members to further clarify any concerns.

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

#### *Capacity update*

- 3.1 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 and now a deal was agreed with Department for Transport for 24 new additional carriages to provide extra seats and capacity which has now been signed with all parties.
- 3.2 New trains will be manufactured in Derby by Bombardier and are Class 387 Electrostars – latest version of current c2c fleet – and construction has now begun. First new trains are expected to arrive in October and all trains will be in service by the end of the year.
- 3.3 At the March 2016 Committee it was reported that the overall growth in passenger numbers compared to autumn 2015 remained strong with the morning peak having a 9.5% average growth in passengers travelling from Thurrock stations and the afternoon peak having a 14.8% average growth in passengers travelling from Thurrock stations. In order to relieve pressure on the most crowded morning and evening trains the amendments were made to c2c timetable in May by adjusting stopping pattern or rolling stock.
- 3.4 Once the new trains have all arrived the timetable will be amended again to take full advantage of this additional rolling stock. Total additional capacity will be 1,300 seats in each peak – which equates to 13,000 peak seats a week. An update on latest passenger numbers will be given at the meeting.

#### *New products update*

- 3.5 New Automatic Delay Repay scheme has now been live for four months:

- Provides customers with automatic compensation when their journey is delayed;
- Passengers simply need to tap in and out using their c2c Smartcard;
- Payments start at just 2 minutes delay and increase for every further minute;
- After 30 minutes standard compensation of 50% of journey kicks in – with automatic payment and no need for passenger to take any action; and
- Compensation rises to 100% of single journey at 60 minutes delay and 100% of return journey after two hours.

### 3.6 New Flexi-Season tickets product went live at end of May:

- Provides a discount for part-time commuters who don't travel every day;
- 5% discount for buying 10 tickets, which then are only used when the customer travels;
- Additional 10% discount if passenger travels off-peak instead;
- Tickets are exclusively available for c2c Smartcard users outside the Oyster area (stations to the east of borough – Tilbury Town, East Tilbury, Stanford-le-Hope). The destination can be anywhere on c2c route; and
- Passengers at other stations in Thurrock are able to use Oyster card instead, which has existing similar benefits for flexible travel.

### 3.7 An update on usage of these products and any other issues will be given at the meeting.

## 4. Reasons for Recommendation

### 4.1 That the Planning, Transport, Regeneration Overview and Scrutiny Committee receive the c2c update and respond thereto.

## 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 c2c train service provision 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: **Laura Last**  
**Senior Finance Officer – Management Accounts**

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

### **7.2 Legal**

Implications verified by: **Vivienne 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: **Rebecca Price**  
**Community Development Officer**

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

### **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 2 March 2016 report: c2c Train Timetable Changes – update
- PTR Overview & Scrutiny Committee 2 March 2016 minutes

**9. Appendices to the report**

- None

**Report Author:**

Ann Osola

Head of Service

Transportation & Highways