

c2c Customer Report

September 2024



c2c



Contents

4 Introduction

- An introduction from Rob Mullen, Managing Director, c2c

6-9 Our Performance

- Operational statistics
- How we have improved our performance
- Planned activities to improve performance

10-11 Safeguarding, Safety & Security Initiatives

- Cracking down on fare evasion
- Record-breaking fine issued
- Committed to customer and colleague safety
- Committed to accessibility

12-15 Customer Survey Results

- At the station
- On the train
- After your journey

16-17 Our Stations

- Passenger Assistance
- Our Ticket Offices

18-19 Customer Relations

- Customer complaints
- Reporting faults
- Customer survey

20-22 Environmental Performance

- The latest statistics on our environmental performance

23-24 Delivering For Our Customers

25 Engage with us

- How to raise an issue, share feedback and contact us



An update from Rob Mullen, Managing Director, c2c

To our valued customers,

I am pleased to bring you our second Customer Report of 2024, providing the latest news, developments, operational performance data and future planned initiatives from your local rail operator, c2c.

The last six months has been another extremely busy period for the team here at c2c. We have seen the introduction of our revised timetable – providing customers with access to an additional 190 off-peak services per week – the opening of our new state-of-the-art driver training academy, the first ever c2c Ultra Marathon and lots more.

We have also enjoyed another busy summer season, with tens of thousands of customers using c2c services to take them to the beaches and amusements of Southend-on-Sea, on sightseeing adventures and breaks in the capital and shopping trips to Basildon and Lakeside. I am delighted to report that we are continuing to build back better and stronger, and our off-peak leisure passenger numbers have now surpassed pre-pandemic figures.

Here's a summary of just some of the work and initiatives that we have been involved with, and details of where we are continuing to enhance and improve the service we provide to our communities and the many tens of millions of passengers who travel with us every year.

What our passengers say

The most recent edition of the Transport Focus Rail User Survey (July 2024) revealed that, once again, c2c continues lead the way when it comes to customer satisfaction. Of the 22 train operating companies taking part in the Rail User Survey, c2c finished in joint first place for "overall journey satisfaction," with a score of 91%.

To achieve such a high score is a fantastic result and testament to the hard work and dedication of our station teams right across the route. However, there is still work to be done and areas where we can improve, and I will be working with my team to see what needs to be done to beat this already impressive score next time around.

In the community

We are immensely proud and delighted to partner with Southend United Football Club, officially becoming the 'Front of Shirt' sponsor for the 2024/25 football season back in July. Southend United, along with c2c, is synonymous with the city, and our visions and values for the future growth, prosperity and success (on and off the pitch) of the local community are very much aligned and at the forefront of everything we do. We very much look forward to supporting the club on its journey back into the football league.

c2c's inaugural Ultra Marathon took place in June, with 250 runners from all corners of the UK covering a wide and varied range of industrial landscapes, marshland, nature reserves, countryside trails and seaside towns as they ran east across the banks of the River Thames to the finish line in Southend. The event raised more than £27k for the Railway Children, a charity that works to support vulnerable children alone and at risk on the streets and at transport hubs in the UK, India and Tanzania. Plans are already underway to see if we can do it all again in 2025.



Committed to the environment and sustainability

c2c has recently reaffirmed its commitment to the environment and sustainability by revising our net-zero science-based targets, previously set for 2050, with a new 2040 deadline. We are continuing to explore and introduce, where

financially and operationally viable, further working and operational practices which can reduce our impact on the environment and communities we serve, and this will help us to meet net-zero Greenhouse Gases (GHG) emissions across the value chain by FY2040.

Investing in our people

Our new state-of-the-art Driver Simulator Academy in Southend offers trainee drivers a comprehensive and lifelike learning environment. This facility substantially enhances our in-house training capabilities, while giving new recruits the opportunity to learn how to operate a train in safe controlled conditions in the most realistic of settings.

The simulators, which can replicate train services across the entire c2c network, will help ensure that our drivers of tomorrow continue to provide customers with a safe, reliable and efficient journey with c2c.

On page 23 of this report in the 'Delivering for Customers' section, you will see an illustrative example of just some of our work and achievements from the last 12 months, along with a high-level look at our key service performance statistics. This page will also be created as a poster which will be shared with customers at stations right across the route.

For further information on the latest service and timetable updates from c2c, as well as the latest operational developments, please visit [c2conline.co.uk](https://www.c2conline.co.uk)

Rob Mullen

Our Performance

The rail industry uses a range of different measures to assess train punctuality and performance. Under each of these metrics, c2c consistently remains one of the most punctual train operators in the country.

Below are some key statistics to illustrate our operational performance since the last Customer Report.

	Average October 23 - March 24	Average April 24 - August 24
Cancellations	1.49%	1.74%
Short Formation	0.17%	0.17%

	Latest Figures October 23 - March 24	Latest Figures April 24 - August 24
Time to 3: % of recorded station stops called at within 2 minutes and 59 seconds of the planned time	92.79%	93.57%
On Time: & the lateness at a particular recorded station stop within 59 secs	78.01%	80.42%
Time to 15: % of recorded station stops called at within 14 minutes and 59 seconds of the planned time	99.4%	99.43%

Our service punctuality has improved slightly since April, with a 0.78% increase in trains arriving within 3 minutes of their scheduled arrival time. Cancellations have worsened since April, with 1.74% of services either cancelled or part-cancelled since this date. One of the key reasons for this is due to driver resource issues which are linked to the new timetable which was launched in June, and driver availability during the summer period. However, we are taking steps to improve this with driver recruitment ongoing, including some new drivers becoming available during August and September.



How we have improved our performance

c2c has a joint performance plan with Network Rail to ensure focus on increasing the number of trains that run on time, while also reducing any delays. There are a number of initiatives in this plan dedicated to improving customer journeys, and these include:

- Points refurbishment at Fenchurch Street
- Completed training on our new Class 720 trains for all our drivers and depot staff
- Points replacement at Thames Haven Junction, between East Tilbury and Stanford-le-Hope
- Increased revenue protection activity has led to a decrease in delays caused by trespass and anti-social behaviour



Planned activities to improve performance

We are working with our train maintenance provider, Alstom, to deliver a performance improvement plan which will ensure that our Class 357 trains maintain their high reliability levels. Driver recruitment is also ongoing to reduce reliance on overtime, which will in turn reduce the likelihood of trains being cancelled due to driver non-availability.

Network Rail will be renewing track and ageing infrastructure on our route in the Chalkwell area during November and December 2024. Various Performance Improvement Plans (PIPs) have also been agreed between c2c and Network Rail to ensure that schemes are developed and produced across all functions on the c2c route.

Safeguarding, Security & Safety Initiatives

Our revenue protection, safety and safeguarding teams patrol the route, seven days a week, to ensure that all customers can enjoy a safe and comfortable journey when travelling with c2c.

Working in partnership with the British Transport Police (BTP) and our security officers, our teams are there to crackdown on fare evasion, while providing a visible presence which helps to reassure passengers and minimise any acts of anti-social behaviour and vandalism.



Cracking down on fare evasion

Earlier this year we increased the number of c2c revenue protection staff at stations and on trains, both during the week and at weekends, with a particular focus in the evenings after 20:00. This increased presence, supported by a number of tactical revenue protection operations, has helped us recoup more than £400k in fines and penalty fares so far this year – that's already £80k more than was received during the whole of 2023.

Record-breaking fine issued

Our work in this area has also seen one persistent fare evader recently caught and ordered to pay £10k in historic unpaid fares dating back to 2019. Our data-led approach to revenue protection, and the intelligence provided by our digital sales channels and ticket barriers, helped us identify and capture this individual. Our message to those attempting to cheat or flout the system is a simple one: there is absolutely no excuse for travelling on c2c without a ticket, you must buy before you travel!

Committed to customer and colleague safety

In August, c2c was re-awarded the Safeguarding on Railway Scheme (SRS) accreditation, achieving a pass mark of 81% (up 4% on 2023). The SRS recognises and rewards rail operators on their work to protect vulnerable children and adults at risk on the railway.



This accreditation, which followed a detailed audit carried out by the British Transport Police (BTP), remains valid for one year and further demonstrates our commitment to ensuring that everyone can enjoy a safe and comfortable journey with c2c.

All of our 26 stations have also recently been reaccredited under the Government's Secure Station Scheme. This accreditation, valid for two years, shows that c2c works closely with key industry partners and stakeholders to help reduce crime on the railways, while regularly reviewing our response to incidents and the important role we play in safeguarding vulnerable people who may use or be present at our stations.

Commenting on these achievements, c2c's Head of Revenue Protection and Security, Iain Palmer, said: "We take the safety and security of our customers and colleagues extremely seriously. We have worked tirelessly to ensure that we obtain industry accreditations which highlight our ongoing work and commitment to protect and safeguard the local communities and people we serve."

Committed to accessibility

c2c has appointed its first Accessibility and Integrated Travel Manager, with the role designed to help ensure that our network and services are always open and accessible to all.

Steve Scutt joined the team in June and has the lead responsibility for driving access ensuring trains and stations are as accessible as possible, while also representing c2c's with industry stakeholders including the Rail Delivery Group and Department for Transport.



Customer Survey Results

Feedback from our customers is crucial to operating a better railway and as such, c2c participates in the rail industry's Wavelength customer satisfaction survey. In addition, Transport Focus, an independent watchdog for transport users, also carries out regular surveys among train passengers.

With no recent National Rail Passenger Survey (NRPS) data available, we have used Wavelength

and Transport Focus surveys to understand how our customers think we are performing.

- The Transport Focus results are from surveys carried out between 16 February 2024 and 21 July 2024
- The Wavelength data comes from surveys undertaken between 4 February 2024 and 20 July 2024, and is scored out of 10



At the Station:

The most recent Transport Focus survey results show that 78% of c2c customers are "satisfied" with our stations. This is lower than the average score across train operators in London and the Southeast.

Transport Focus Survey		
	c2c	London & Southeast
Overall satisfaction with the station	78%	83%

The most recent Wavelength data has been taken from surveys undertaken between 4 February 2024 and 20 July 2024. The results show that c2c is matching the performance levels of train operators in London and the Southeast when it comes to customer satisfaction regarding the station environment.

Wavelength Survey		
	c2c	London & Southeast Average
The station feels like a nice environment	75%	75%
The status of my train is visible	83%	83%
I can sit or stand comfortably	79%	79%
Wi-Fi is available at the station	74%	74%



On the Train:

Transport Focus is an independent watchdog for transport users and the group regularly undertakes surveys of train passengers across the country.

This latest data from Transport Focus is from surveys undertaken between 16 February 2024 and 21 July 2024. The results presented in the chart below show that c2c customers continue to enjoy the punctuality and reliability of our trains and, following the recent introduction of more services to the timetable, we have also seen satisfaction scores for 'level of crowding on the train' improve in comparison to other rail companies in London and the Southeast.

Transport Focus Survey		
Train facilities	c2c	London & Southeast Average
Overall satisfaction with the train	78%	81%
Frequency of the trains on that route	70%	74%
Punctuality/reliability (i.e the train arriving and departing on time)	80%	78%
Level of crowding on the train	79%	72%
Cleanliness of the inside	77%	79%

After Your Journey:

The Wavelength survey asks customers to appraise their journeys, and c2c continues to post an impressive score consistent with the average satisfaction rate achieved by train operators in London and the Southeast.

Wavelength Survey		
	c2c	London & Southeast
Appraising your journey	78%	78%

Customer satisfaction survey

Our own in-house customer satisfaction survey launched in June 2023 has, so far, generated more than 3000 individual responses. Our highest performing areas/indicators are timeliness, wayfinding and space, and the key areas where we will be focusing our attention on over the coming months are onboard train Wi-Fi, on train toilet cleanliness and station facilities (at stations and on trains).

Our Net Promoter Score (NPS) - a score which measures customer loyalty by asking the respondent to state how likely they are to recommend the brand and service to others - sits at +37.7. This tells us that the majority of our customers would recommend our services to others.

Our overall Customer Satisfaction score sits at 81%, which again indicates that the majority of our customers have generally been satisfied with our services.

Work remains ongoing to ensure we make steps to improve on these scores throughout the year and continue provide an excellent c2c experience for our customers.

Our Stations



Passenger Assist

The railway is open to all and we work hard to ensure sure that everyone who travels with c2c is welcome and feels comfortable at our stations and on our trains.

Elderly customers, or those with mobility issues or non-visible impairments, can pre-book assistance with our Passenger Assist Team who will support them with their journey.

We encourage customers to book any required assistance in advance as this helps us prepare for your arrival. However, we do understand that booking in advance may not always be possible.

We continually measure and monitor our performance for supporting customers who request assistance, whether they have booked in advance or turned up and asked for help. Measuring our performance in this area allows us to better understand whether we are meeting the needs and expectations of our customers, and if we need to look at making changes to systems and processes.

Booked
Passenger Assist

685

Completed successfully

Unbooked
Passenger Assist

1450

Completed successfully

Statistics for the period (Statistics for the period 3 March 2023 to 17 August 2024)

To book assistance, or for further information on Passenger Assist, please visit our website c2c-online.co.uk/help-feedback/passenger-assist



Our Ticket Offices

Our team works hard to ensure our station ticket offices are staffed against the 'Schedule 17' opening times published on our website. However, there are occasions when it is not always possible to staff our offices 100% of the time.

During the period from the 3 March 2024 until 20 July 2024, our ticket offices have been staffed 90.96% of the time against our scheduled hours, right across the network.

Railway Period	Dates	Actual Compliance
Period 13 - 2024	03/03/24 - 31/03/24	91.73%
Period 1 - 2025	01/04/24 - 27/04/24	88.85%
Period 2 - 2025	28/04/24 - 25/05/24	92.06%
Period 3 - 2025	26/05/24 - 22/06/24	90.06%
Period 4 - 2025	23/06/24 - 20/07/24	92.09%
Average		90.96%

Figure: percentage compliance with our ticket office staffing plan from 3 March 2024 until 20 July 24


It should be noted that there is a variance in percentage staffing compliance at stations across the network, and some individual stations may have seen less coverage than the average.

For more information about our ticket office opening hours, please go to c2c-online.co.uk/tickets-and-fares/at-the-station/

Customer Relations

Customer complaints

If things do go wrong with our service, then our central Customer Relations team is on hand and works hard to address the problem and provide a prompt resolution to customers.



The mean average response time for complaints during Q1 and Q2 of 2024-25 was 16 days.

The Office of Rail and Road (ORR) is responsible for collating data on passenger complaints and response times against a 20-working day target. Past and present ORR data can be found in the 'data portal' of their website at dataportal.orr.gov.uk

ORR data: Complaint volumes for Q1 2024-25 against Q1 2023-24 are down 24.8%, from 624 to 830

624 | **830**
Q1 2024 - 25 | Q1 2023 - 24

ORR data: The percentage of complaints responded to within 20 working days for Q1 2024-25 against Q1 2023-24 has decreased by 1%

99% | **100%**
Q1 2024 - 25 | Q1 2023 - 24

Fault Reporting

01/04/2024 - 28/08/2024 (Periods 1 - 6)			
Station		On train	
Car Parking	5	Lighting	0
Ticket Buying	106	Heating	427
Lighting	0	Train condition	36
Quality	51	Plug sockets	2
Toilets	22	Wi-Fi	4
Other	82	Toilets	14
		Other	13
Total:	266	Total:	496

Of the 762 recorded 'faults', below is a breakdown of how and where we were alerted to them:

Email	106
Letter/Comment form	4
Telephone	14
Web form	637

Environmental Performance

Our environmental impact is not solely related to the daily train service we provide to customers, but it is inextricably linked to how we affect wider society in the areas we serve.

We measure our performance each year against a wide range of environmental criteria. Our performance against these targets for 2023/2024 is shown in the table below.

Environmental performance stats (2023/24 Results)	
Carbon Emissions – Traction Electricity CO ₂ e/ vehicle mile	1.47% better than target
Carbon Emissions – Infrastructure Electricity CO ₂ e	2.77% better than target
Carbon Emissions – Infrastructure Gas CO ₂ e	36.26% better than target
Traction Electricity kWh/vehicle mile	4.77% better than target
Infrastructure Electricity kWh	0.65% worse than target
Infrastructure Gas kWh	36.18% better than target
Water Consumption m ³	24.92% better than target
Zero Non-Hazardous Waste to Landfill	On target
Total non-hazardous waste - tonnes	6.5% better than target
Total non-hazardous waste recycled	9% better than target

Over the past 12 months, we have:

- Had our science-based targets validated by SBTi (near-term and net-zero targets) with a near term target of 2030 and net-zero target 2050
- Developed and published the c2c Environmental Noise Management Strategy
- Completed the c2c environmental noise and vibration management annual report 2023-24
- Updated the c2c roadmap to net zero



Asset Projects

Southend Central Car Park Boundary Wall Renewal

c2c has recently commenced the renewal of a section of the boundary wall between the car park and Scratton Road at Southend Central station. Movement of the wall had continued since the footpath closure was implemented last December, and the affected section of wall has now safely been dismantled ready for re-construction. Works are on schedule to be completed by mid-October.

Platform Lighting Improvement Schemes

We are undertaking a programme of lighting improvements across our stations to improve the lighting levels and uniformity, incorporate emergency lighting to make the station safer and more resilient

in the event of a power loss whilst reducing energy consumption to drive towards our net zero strategy.

Platform Refurbishment schemes

We have a number of platform refurbishment schemes in the pipeline, including refurbishment and renewal works at Southend Central, Leigh-on-Sea, Westcliff, Rainham and Basildon stations. These works can only be safely delivered during periods when trains are not running, so we will focus on these schemes during quieter periods, primarily selected weekends and nights during November, December, January, February and March. These schemes are an essential part of our Capital Investment programme to renew life expired components of our platforms to ensure our stations remain fit and functional for the future.



Delivering For Our Customers

Station Canopy Refurbishment Schemes

During November and December, we will also be undertaking works to refurbish some of our platform canopies at Benfleet, Southend Central, Southend East and Shoeburyness stations. These refurbishments will both improve the passenger experience and renew key structural elements allowing the canopies to provide many more years of protection from the weather for our customers.

Access for All schemes

Network Rail continue to progress the design of new accessible footbridges at Chalkwell and Southend East stations. Construction for these schemes is anticipated to commence in Spring/Summer 2025 and be complete by March 2026.

Works on the new lifts are progressing well at Grays, with the sinking of the new lift shafts and breakthrough into the subway now complete. Installation of the steelwork frames for the lift towers is currently underway. The new lifts are due to come into service and the subway re-open in early 2025.

Service

c2c runs **10,000** services a month
Our trains travel **7 million** miles a year

93.2% of trains arrived at their stations within 3 minutes of scheduled time

We've introduced **12** state-of-the-art Class 720 Avenra trains

36 million passenger journeys each year

Innovation

Over **800,000** c2c e-tickets have been purchased

Digital

130k followers across c2c social media channels

Over **100,000** customers actively use a c2c smartcard

Customers

c2c is one of the UK's **most punctual and popular** train operators

Transport Focus Rail User Survey (July '24) put c2c in joint first place for 'overall journey satisfaction' scoring **91%**

Safety

We hold **White Ribbon, Safeguarding on Rail and Secure Stations** accreditations

Our British Transport Police unit is based at Benfleet station

Communities

Proud sponsors of **Southend United FC** (2024/25)

First c2c Ultra Marathon raised over **£27k** for Railway Children

Accessibility

We support approximately **5k passenger assistance** requests each year

We have recently appointed our first Accessibility and Integrated Travel Manager

Environment

c2c has **committed to reaching net-zero Greenhouse Gases (GHG) emissions** by 2040

Our trains are powered by electricity generated from renewable sources

Fares fair

We've recouped over **£400k** in fines and penalty fares this year

One persistent fare evader has paid back **£10k in historic unpaid fares**

Engage with us

We always want to hear what customers think of our service. Whether it is an issue you want to raise or if you just feel like giving us some feedback.

If you get in touch with our Customer Relations team:

We will acknowledge your comment or feedback within one working day, and we will provide a response to you within 20 working days.

How to get in touch:

c2c social media

Our social channels are where you can hear about our latest offers and promotions. Tell us what you think of our service and how we could improve, or ask us a question to help you on your travels.



Our social media policy will tell you about how you can expect to interact with us on these platforms and you can read more about them on our website

[c2c-online.co.uk/about-c2c/our-policies/social-media/](https://www.c2c-online.co.uk/about-c2c/our-policies/social-media/)

Meet and Tweet the Team

Our online and in-person Meet and Tweet the Team events give you an opportunity to engage directly with our senior managers. Look out for details of events taking place this year.

Passenger Panel

At Passenger Panel meetings, we discuss service standards and performance issues with customers from across the route. If you have a suggestion for the improvement of our service, or are interested in joining the panel, email passengerpanel@c2craile.co.uk

c2c-online.co.uk

You can also get in touch through our website. Visit [c2c-online.co.uk/contact-us/](https://www.c2c-online.co.uk/contact-us/)

Customer Relations

Our team is available from 08:00 to 20:00 Monday to Friday and 09:00 to 16:00 on Saturdays, Sundays and Bank Holidays (except Christmas and Boxing Day when we will be closed). You can reach them by:

Email: contact@c2craile.co.uk

Phone: 03457 44 44 22, select option 6

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