

8 November 2016		ITEM: 6
Planning, Transport, Regeneration Overview and Scrutiny Committee		
C2C Service - Update		
Wards and communities affected: All	Key Decision: Key	
Report of: Ann Osola, Head of Transportation and Highways		
Accountable Director: Steve Cox, Environment & Place		
This report is Public		

Executive Summary

At 18 July 2016 meeting, the Planning, Transport, Regeneration (PTR) Overview & Scrutiny Committee were informed about the c2c planned improvements to service provision. The Committee requested further updates to be provided in relation to current and future c2c train service provision. This report provides an update on this and on progress with regard to contactless payment beyond Grays. Further information will be supplied by c2c at the meeting.

1. Recommendation(s)

- 1.1 That the Planning, Transport, Regeneration Overview and Scrutiny Committee receive the c2c service update report and agree the timing of future updates to the Committee.**

2. Introduction and Background

- 2.1** On 13th December 2015, c2c changed train journey times with the aim of increasing capacity on their services to accommodate 3,000 more passengers during the morning peak. The main beneficiaries of the new timetable improvements are most likely to be the passengers of Basildon, Benfleet, Chafford Hundred and Ockendon stations.
- 2.2** The timetable changes were required because over the past 25 years regional population has increased 15% and there has been a 15% increase in passenger demand over the past 5 years. With more people working in London there is a need for better connectivity. In response to this increasing demand c2c invested £12 million in a refurbishment programme.

- 2.3 The changes to train timetables are also a part of plan to increase capacity on c2c services. The new timetable accommodates an 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 further amended due to stakeholder demand in response to the changes. There are further planned adjustments to accommodate user needs through the ongoing timetable development process.
- 2.5 As requested by the previous meeting, this Committee's meeting will be attended by c2c representatives 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. Trains would be extended and more frequent due to a GPS breaking system that could be introduced in the future. c2c intended to purchase a further 16 – 20 carriages for this purpose and have since agreed a deal with the Department for Transport for 24 new additional carriages to provide extra seats and capacity.
- 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 The July Committee requested that a letter was sent from the Chair of the Planning, Transport and Regeneration Overview and Scrutiny Committee to c2c raising the following concerns:

- Clarity on which services were going to favour from the additional carriages;
- Were the expected carriages in 2020 expected to be brought forward to a nearer date;
- c2c and their current method of consulting with customers;
- Customer satisfaction results.

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

Roll-out of Contactless Ticketing beyond Grays

3.9 As part of their current franchise agreement, c2c are committed to rolling out contactless payment across Thurrock by the end of 2017. In order to do this, they require the active support of Transport for London (TfL). Thurrock Council is keen to support this undertaking as this would increase the accessibility of the area, creating a seamless travel experience and thus increase the satisfaction of our residents.

3.10 The Cabinet Member for Transport and Highways has therefore written to TfL asking for their full co-operation in this matter.

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: **Vivien Williams**
Planning and Regeneration Solicitor

This report is for information only, there are no 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