

<b>2 March 2016</b>		<b>ITEM: 5</b>
<b>Planning, Transport and Regeneration Overview and Scrutiny Committee</b>		
<b>C2C train timetable changes - update</b>		
<b>Wards and communities affected:</b> All		<b>Key Decision:</b> Key
<b>Report of:</b> Cllr. Oliver Gerrish, Portfolio Holder for Highways and Transportation		
<b>Accountable Head of Service:</b> Ann Osola, Head of Transportation and Highways		
<b>Accountable Director:</b> David Bull, Director of Planning and Transportation		
<b>This report is Public</b>		

## **Executive Summary**

At the last meeting, the Planning, Transport, Regeneration (PTR) Overview & Scrutiny Committee were informed of the changes to c2c train timetable and of plans for further amendments following demands from various stakeholder groups. The Committee has asked the c2c representative to come back to the March Committee meeting and provide a further update. Therefore, this report summarises the question and answer session of the 9 February 2016 Committee.

As requested, c2c delegate will inform the Overview and Scrutiny Committee of the actions taken to date and any planned for the future in response to stakeholder demand to the changes to c2c train timetable.

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

**That Committee:**

#### **1.1 Receive the c2c update and respond thereto.**

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

- 2.1 On 13<sup>th</sup> December 2015, c2c changed the train journey times in order 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**

- 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.
- 3.2 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.
- 3.3 All passengers and all areas mattered to c2c and the passengers from stations with long commutes deserved a seat, and c2c take them into account and strive to add more seats to trains to accommodate their needs.
- 3.4 c2c were informed of many complaints from passengers in Tilbury following the changes to the timetable and that due to the growth and regeneration taking place in Tilbury the service would need to cater for these changes.
- 3.5 The comparison of passengers between autumn 2015 and January 2016 is not an accurate reflection and there are more issues with the timetables other than seasonal use.
- 3.6 c2c are undergoing a survey carried out by national passenger service over the next seven months

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

- 4.1 To collect the Committee's feedback on the timetable changes to inform c2c's ongoing timetable development and c2c response plans to stakeholders demand.

#### **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 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: **Jonathan Wilson**  
**Chief Accountant**

This report is for information only and does not contain any financial implications.

##### **7.2 Legal**

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

This report is for information only and does not contain 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

### **9. Appendices to the report**

- None

### **Report Author:**

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