

Board Meeting Paper	
Mar 10 BM 8.1	
Report for	Decision <input type="checkbox"/> Information <input checked="" type="checkbox"/>
Restricted or confidential Information?	Yes <input type="checkbox"/> No <input checked="" type="checkbox"/>
If confidential, protective marking ¹	
Date of Meeting	17 th March 2010
Agenda Item	8.1
Report Title	c2c - Passenger Link Report
Sponsor	Ashwin Kumar
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1. Summary
<p>Our objectives for working with c2c in the business year 2009 to 2010 are as follows –</p> <ol style="list-style-type: none"> 1. Research and negotiate inclusion of passenger priorities in the c2c re-franchise 2. Improve passenger satisfaction with station facilities and services 3. improve the access of passenger and stakeholder groups to c2c's decision making
2. Recommendations
<p>That the Board notes the delivery of these objectives to date.</p>
3. Further details
<ol style="list-style-type: none"> 1. The <i>Essex Thameside refranchising</i> has been the main focus of our resources and is a long term commitment which will be carried over to next year's business plan. <p>Despite National Express's much publicised troubles, c2c is reaching its natural contractual end in May 2011 and the refranchising is not as a result of any forced DfT intervention. The approach we have adopted in engaging with the DfT is similar to that used for the Southern refranchising.</p> <p>So far we have carried out a route based passenger priorities research; written a comprehensive report advising the DfT on our findings; held meetings with stakeholder and passenger groups and written to all the local MPs offering to meet them. Meetings have also been held with the incumbent senior managers to seek their views on the future of the franchise. We have met with Bidders from several prospective bidders. Interestingly it appears both National Express and Veolia (Connex) are interested in bidding.</p> <p>We will be submitting our response to the DfT's consultation which ends on the 19th of April. The key priorities upon which our recommendations have been based are – punctuality and reliability, frequency of trains; value for money; getting a seat and personal security. Please see attached draft executive summary of our response.</p> <p>The key risk in this franchising process is that cost cutting may see the loss of some service frequency on the Tilbury loop, the loss of the current fleet of Class 357's for a cheaper fleet. The DfT has already signalled that it is no longer wishing to fund the Tilbury bus service. These are likely to be the issues upon which a lot of public heat is generated and our approach will be to create transparency around these issues.</p>

¹ ie RESTRICTED plus COMMERCIAL / POLICY / STAFF / PERSONAL PROTECT

2. I am pleased to report that c2c latest NPS results (Autumn 2009) show passenger satisfaction with station facilities and services as improving by 4% compared to spring 2009.

This is as a result of c2c continuing with the Action plan adopted in 2008 and working with us and focusing improvements on the Tilbury Loop. The plan is being updated and will be shared with Passenger Focus once it is signed off by The MD.

3. Our third objective is a facilitation role – helping local passenger groups to be more effective in their engagement with c2c.

The most successful passenger group is c2c's Passenger Panel which we were instrumental in setting up. Passenger Focus is a standing member of the panel and we have successfully developed a very good working relationship which ensures that c2c Management listen and act on the panel's recommendations. For example the panel have been providing standing feedback on disruption for over 12 months.

4. Implications – Financial, Risk, Legal, Staffing, Equalities

Not applicable.

5. Background information

As above in section 3.