

c2c Customer Report

March 2025



c2c



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An update from Rob Mullen, Managing Director, c2c

To our valued customers,

I am pleased to bring you our first Customer Report of 2025, 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, with the full launch of pay as you go with contactless ticketing across our network taking place at the beginning of February.

We have also seen the refurbished Class 357 trains enter into service, in addition to a record-breaking campaign to recoup nearly £600,000 from fare evaders in 2024, a number which keeps increasing as we make our way through this year.

More widely, 2025 marks 200 years of the railway and as an industry we are coming together across the UK to celebrate the past, present and future of our railways - we've got some really exciting promotional activities and celebrations coming up this year, which we can't wait to share them with our customers.

We are also working towards c2c's transition to public ownership in July 2025. My Executive Team and I remain in regular and proactive dialogue with Department for Transport officials and our colleagues at Trenitalia UK to understand the finer details of this process. As ever, it remains business as usual for all of us at c2c as we continue to work to deliver the high-level of service our customers have come to expect and deserve; we remain committed to our customers, communities and colleagues.

In addition, we have also been in a period of rapid work which has seen thousands of hours of construction works to improve our stations for customers.

Recently our Asset team worked closely with Network Rail to maximise the time during live blockages, which included the replacement of 50-year-old rail to future proof our network. Alongside our partners we have delivered a huge range of customer benefits to ensure track quality for people's safety and ride comfort.

The results of this dynamic programme of customer-facing maintenance works are evident across our network. These include the completion of Shoeburyness canopy, the entire resurfacing of platforms at a number of stations and the renewal of electrical infrastructure at Southend Central station.

Everything we do at c2c is designed to enhance and improve the service we provide to our customers and communities, which allows us to deliver tens of million passenger journeys every year. Our focus is always to support the ongoing prosperity of our region and an important part of how we continue to develop as a railway will be driven by the outcomes of the 2025 Essex Thameside Route Study. This study is jointly commissioned with Network Rail and developed in partnership with all key regional stakeholders including c2c, the Department for Transport (DfT), Transport for London (TfL), Essex County Council and the Association of South Essex Local Authorities. The study will provide strategic

outputs for our route while revealing how our network needs to develop to continue to provide a railway that is fit for decades to come.

We are also excited by the significant investment from DP World which will bring growth and traffic onto our network and welcome the news that the proposed Lower Thames Crossing has been given the green light.

What our passengers say

The most recent edition of the Transport Focus Rail User Survey (March 2025) shows that c2c continues to be among the top performers when it comes to customer satisfaction. Of the 22 train operating companies who make up the Rail User Survey, c2c finished in third place for "overall journey satisfaction," scoring 91%.

To achieve such a high score is a fantastic result and testament to the hard work and dedication of our 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.

Pay as you go with contactless is here

Following many months of behind-the-scenes operational and technical testing, and the forensic examination of tens of thousands of fares and ticket types, pay as you go with contactless launched across the entire c2c network on Sunday, 2 February.

Pay as you go with contactless has already been in place at c2c stations that sit within London Zones 1-6, while also being accepted at Purfleet, Chafford Hundred, Grays and Ockendon for many years. With our 15 remaining c2c stations being added in February, this means our whole route now accepts contactless – the only National Rail operator in the country to offer this payment option across its entire network.

We fully appreciate that our customers require access to a wide range of ticketing and payment options, and I truly believe that the introduction of pay as you go with contactless will make it even quicker and easier for them to access and travel on c2c services (and those in the London Travelcard and wider pay as you go with contactless area) than ever before.

Since launch day, contactless has proven to be a massive hit with customers, with well over a quarter

of a million taps recorded in and out across the network during the first 50 days of operation

To date, our busiest contactless stations across the Essex part of the route have been Laindon, Basildon, Leigh-on-Sea, Benfleet and Southend Central.

In the community

We continue to be immensely proud of the connection c2c colleagues have with our communities, including our important relationships with route MPs, local authorities, Essex Chambers of Commerce and both British Transport Police and Essex Police.

Our colleagues live and work in our communities and this connection is crucial to the success and social impact of our business.

Southend United Football Club is one such partner and, along with c2c, is synonymous with the city. We have been able to partner with and host various schools, community groups and charities at Roots Hall 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.

We are also very excited that c2c's next Ultra Marathon event is being held in September. This will benefit south Essex charity Gold Geese, which supports families affected by childhood cancer.

This year's marathon features 30-mile and 50-mile route options, delivered in partnership with running events firm, XNRG.

More than 150 people have already registered for the challenge and as a keen runner myself, I will be joining them for what will be a spectacular event.

We also continue our important work supporting charities Missing People, HARP and Havens Hospice, among others.

For further information on the latest service and timetable updates from c2c, as well as the latest operational developments, please visit c2c-online.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 April 24 - August 24	Average September 24 - February 25
Cancellations	1.74 %	1.43 %
Short Formations	0.17 %	0.17 %

	Latest Figures April 24 - August 24	Latest Figures September 24 - February 25
Time to 3: % of recorded station stops called at within 2 minutes and 59 seconds of the planned time	93.57 %	92.97 %
On Time: & the lateness at a particular recorded station stop within 59 secs	80.42 %	78.78 %
Time to 15: % of recorded station stops called at within 14 minutes and 59 seconds of the planned time	99.43 %	99.49 %

Punctuality has declined slightly since August, with a 0.6 % decrease in trains arriving within 3 minutes of their scheduled arrival time. Cancellations have improved since April, with 1.43 % of services either cancelled or part-cancelled.



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:

- Introduction of Class 720 'Avenra' trains across our route
- New track in the Chalkwell area, replacing track that was 60 years old
- A new Traffic Management system which will reduce the impact of incidents across the route
- Increased station staff levels during the evening to reduce delays caused by antisocial behaviour on trains and at stations



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. 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.

This year marks the ten-year anniversary of our Enhanced Police Service Agreement (EPSA) with the British Transport Police (BTP), which sees a team of officers

ringfenced to carry out dedicated patrols throughout c2c.

Working in partnership with the BTP and our security officers from Amulet Security, our teams are there to tackle poor behaviour and ticketless travel, while providing a visible and positive presence to reassure passengers and minimise any acts of anti-social behaviour and vandalism.



Cracking down on fare evasion

We launched our “Not Worth the Gamble” campaign to ensure that fare evaders see that we are serious about our efforts to tackle ticketless travel. This campaign saw us link with TV star Ortis Deley and was hugely visible across the route, with additional communications and promotion throughout the route.

From January 1, 2024, to 31 December 2024, c2c handed out over 8,863 penalty fares to passengers that did not have a valid ticket for travel, representing a substantial increase from the 3,542 penalty fares issued in 2023 – with the total sum collected from all forms of fare evasion being over £596k.

Across the course of 2024, the team had great success investigating fare evaders, with thousands owed by some for historic unpaid tickets.

Some recent cases included:

- £3,181.50 from an individual who was stopped at West Ham with the wrong ticket
- £2,369.00 from an individual consistently travelling from Basildon with an incorrect ticket
- £2,483.50 was recouped after a passenger traveling from Leigh-on-Sea to West Ham was caught short ticketing.

- £15,000 is being repaid by another customer found to be short ticketing; upon further investigation after their initial apprehension, the fraudulent activity was traced back to March 2020, resulting in a final amount of over £15,000 due in unpaid fares.

c2c’s Head of Revenue Protection and Security, Iain Palmer, said, “I’m delighted that c2c has recouped such a significant sum across 2024, as ticketless travel is an issue that blights the entire rail network in the UK.

“Our Revenue Protection and Security teams work incredibly hard under sometimes difficult circumstances to ensure that all our passengers have a valid ticket to use the c2c line. So, to achieve this record-breaking year is a testament to their hard work and determination to ensure that all passengers use the network fairly.

“By using technology, we have improved our ability to detect and investigate prolific

offenders. People are not aware that all tickets require some type of electronic transaction, and our systems are able to identify suspicious activity and bring it to the attention of our specialist investigators. We are able to detect fare evasion from patterns in ticketing and passenger data, identifying people who avoided paying for all or part of their journey.”

c2c has a comprehensive programme in place to deter offenders, with multiple teams of revenue officers undertaking ticket inspection and revenue enforcement activity across the network every day. Station staff also provide insight and information about fare evaders to revenue enforcement and investigations teams to take action. We are constantly increasing the number of Revenue Protection Officers on stations and trains across the route, but you may not notice them as not all will be in uniform.



Don't get caught out

Dos	Don'ts
Purchase before you travel	Attempt to buy on the train
Purchase the right ticket for your travel	Attempt to buy at the end of your journey
Validate your e-ticket and the start and end of your journey	Purchase a discounted ticket if you are not eligible
Remember to tap in and out if paying with a Smartcard, Oyster Card or contactless pay as you go card or device	Travel beyond the TfL fare zone without purchasing a valid ticket .



Committed to customer and colleague safety

All c2c managed stations remain accredited under the Secure Station Scheme, and we also remain accredited under the Safeguarding on Rail Scheme.

Safeguarding vulnerable people is a top priority for c2c. This is carried out through various strands, one of which is homelessness, for whom we link closely with Streetlink and both Essex and British Transport Police to tackle.

c2c are also part of a Safeguarding Briefing Network through our partnership with the charity Missing People, and we were the proud sponsors of their 'Night of Light Gala' on 13 March 2025.

We have also signed up to the Basildon Women's Safety Charter, as part of our route wide aim to drive down violence and intimidation against women and girls.



Our staff are here to keep customers safe and secure and to give a positive experience to you all. We will not tolerate any violence towards railway staff and anyone found guilty of assaulting our staff will be banned from our services. We promote the use of Body Worn Video, and have over 1500 CCTV cameras in place for everyone's safety.

As the message goes, "Should you spot something that does not look right, speak to staff or text the British Transport Police on 61016. We'll sort it. See it. Say it. Sorted."

Committed to accessibility

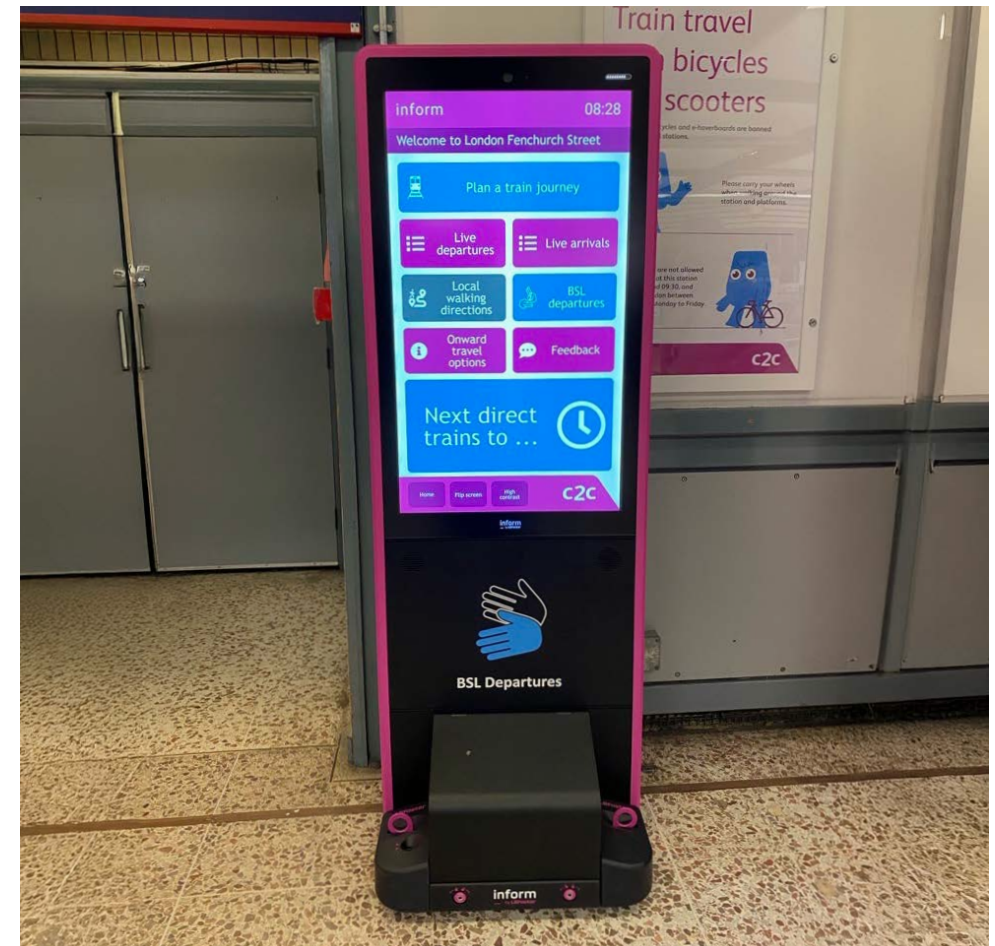
The railway is open to all, and we work hard to ensure sure that everyone who travels with c2c is welcome and feels comfortable at our stations and on our trains.

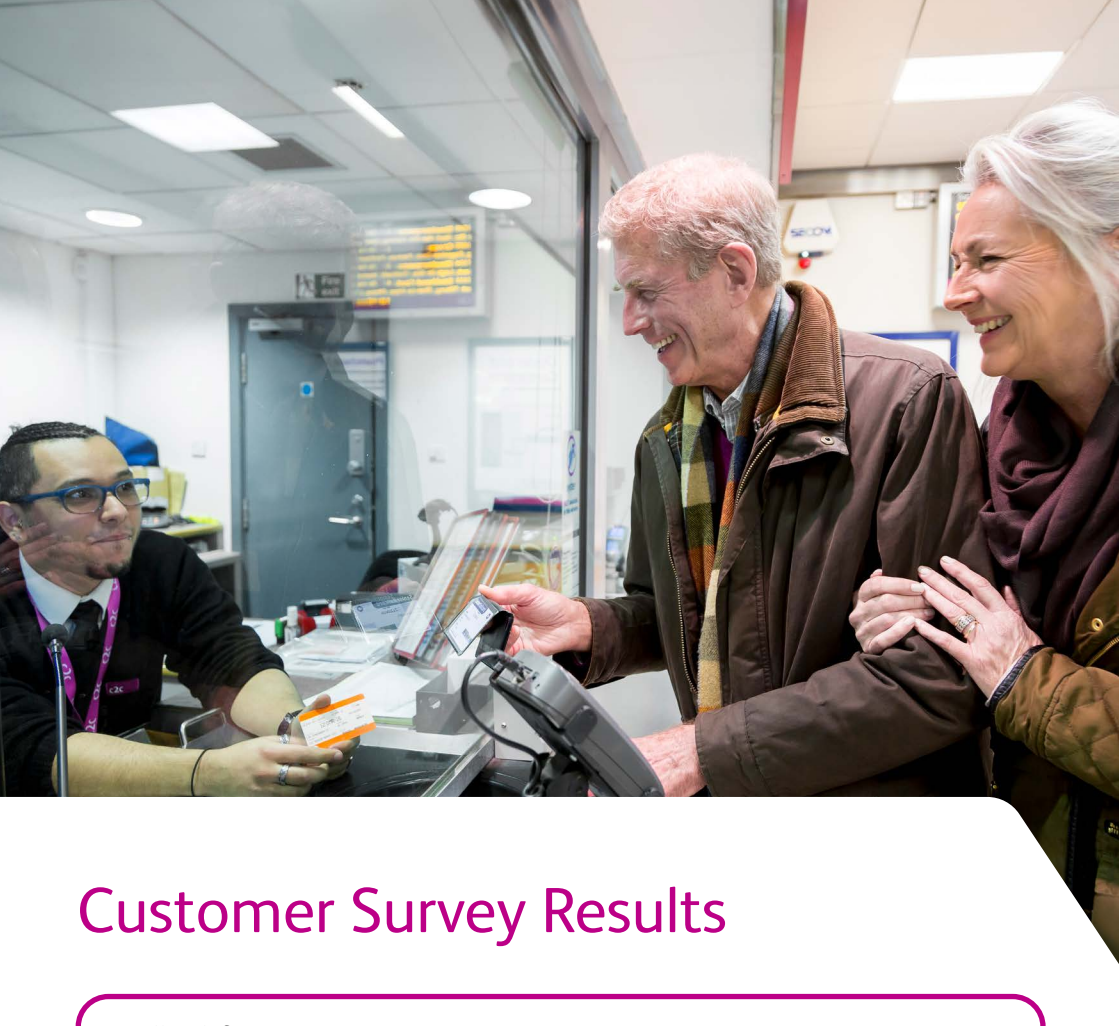
Elderly customers, or those with mobility issues or non-visible impairments, can pre-book assistance with our Passenger Assist Team who will support them with their journey.

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.





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 23 August 2024 and 2 February 2025
- The Wavelength data comes from surveys undertaken between 18 August 2024 and 1 February 2025, and is scored out of 10



At the Station:
The most recent Transport Focus survey results show that 84 % of c2c customers are “satisfied” with our stations. This is 3 points above the average score across train operators in London and the Southeast.

Transport Focus Survey		
	c2c	London & Southeast
Overall satisfaction with the station	84 %	81 %

The most recent Wavelength data has been taken from surveys undertaken between 18 August 2024 and 1 February 2025. The results show that c2c performance levels are also amongst the leading 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	76 %	75 %
The status of my train is visible	84 %	83 %
I can sit or stand comfortably	80 %	79 %
Wi-Fi is available at the station	77 %	75 %



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 23 August 2024 and 2 February 2025. 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 'frequency of the trains on that route' increase 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	84 %	78 %
Frequency of the trains on that route	79 %	73 %
Punctuality/reliability (i.e the train arriving and departing on time)	84 %	76 %
Level of crowding on the train	70 %	70 %
Cleanliness of the inside	80 %	78 %

After Your Journey:

The Wavelength survey asks customers to appraise their journeys, and c2c remain in the leading pack, continuing to post an impressive score ahead of the average satisfaction rate achieved by train operators in London and the Southeast.

Wavelength Survey		
	c2c	London & Southeast
Appraising your journey	78 %	75 %

Customer satisfaction survey

Our own in-house customer satisfaction survey launched in June 2023 has, so far, generated more than 5600 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** and on train toilet cleanliness and **station facilities** (at stations and on trains).

Our Net Promotor 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 +39.2 . 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.

Pre-Booked
Passenger Assist

97%

Completed successfully

Turn Up & Go
Passenger Assist

98%

Completed successfully

Statistics for the period (September 2024 – March 2025)

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 21 July 2024 until 1 March 2025, our ticket offices have been staffed 93.16 % of the time against our scheduled hours, right across the network.

Railway Period	Dates	Actual Compliance
Period 5 - 2025	21/07/24 – 17/08/24	93.24 %
Period 6 - 2025	18/08/24 – 14/09/24	90.39 %
Period 7 - 2025	15/09/24 – 12/10/24	94.87 %
Period 8 - 2025	13/10/24 – 09/11/24	94.25 %
Period 9 - 2025	10/11/24 – 07/12/24	96.67 %
Period 10 - 2025	08/12/24 – 04/01/25	82.44 %
Period 11 - 2025	05/01/25 – 01/02/25	95.88 %
Period 12 – 2025	02/02/25 - 01/03/25	97.54 %
Average		93.16%

Figure: percentage compliance with our ticket office staffing plan from 21 July 2024 to 1 March 2025.

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

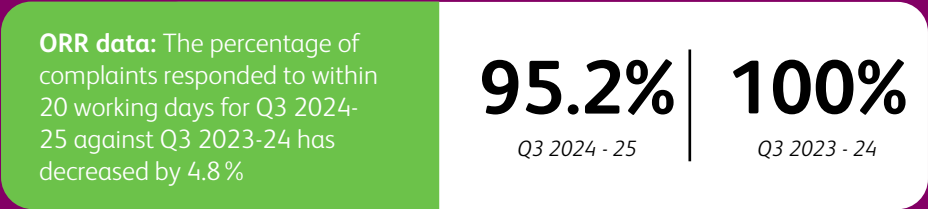
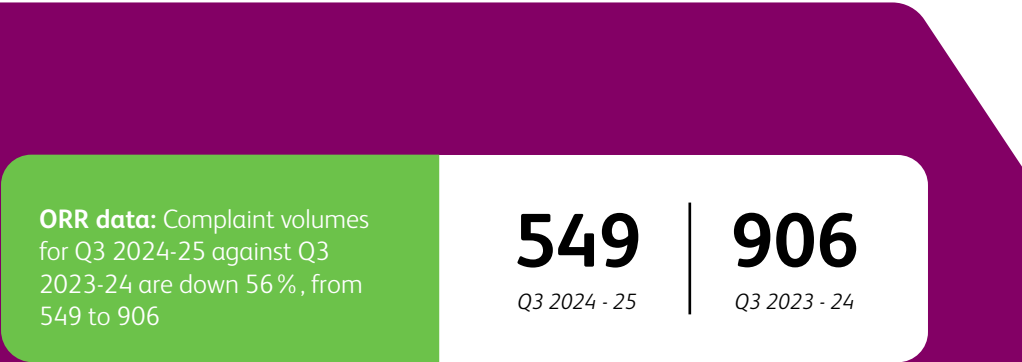
Customer complaints

If things do go wrong with our service, then our 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 Q3 and Q4 of 2024-25 was 10 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



Reporting faults

15/09/2024 - 01/03/2025 (Periods 7 - 12)			
Station		On train	
Car Parking	12	Lighting	3
Ticket Buying	68	Heating	164
Lighting	1	Train condition	33
Quality	42	Plug sockets	2
Toilets	13	Wi-Fi	1
Other	95	Toilets	23
		Other	54
Total:	231	Total:	280

Of the 511 recorded 'faults', below is a breakdown of how and where we were alerted to them:	
Email	91
Letter/Comment form	6
Telephone	16
Web form	398

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	1.9% better than target
Carbon Emissions – Infrastructure Electricity CO ₂ e	1.18% better than target
Carbon Emissions – Infrastructure Gas CO ₂ e	27.9% better than target
Traction Electricity kWh/vehicle mile	4.3% better than target
Infrastructure Electricity kWh	0.9% worse than target
Infrastructure Gas kWh	37.2% better than target
Water Consumption m3	27% better than target
Zero Non-Hazardous Waste to Landfill	On target
Total non-hazardous waste - tonnes	25% better than target
Total non-hazardous waste recycled	10% 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

Completed works

Works to install a new canopy (on the main platform) and improved lighting at Shoeburyness station have now been completed, providing a new and safer waiting area for c2c customers.

Repairs to the platforms at Westcliff, Laindon and Leigh-on-Sea have recently finished, further ensuring the safety of our passengers through a combination of riser wall restorations, coper and tactile replacements and resurfacing.

Customers may have seen that the disused lift shaft at Chalkwell has now been demolished due to it not being fit for use or any future purpose. The removal has allowed us to install a new surface water drainage system and edge protection safety system.

Ongoing schemes

Works to relocate and improve the lighting on platforms 3 and 4 at Southend Central stations have now finished, while our regrading and resurfacing project is approximately 85 % complete.



Works have now started to make improvements to the provision of lighting in the main station car parks at Rainham. In addition to this project, we have also appointed contractors to carry out urgent repairs to main ticket office roof. These works are expected to take between 4-6 weeks to complete (end of April 2025), and customers have been advised that access to the main office and ticket barriers may be restricted or changed at short notice.

Recent deterioration of a small part of platform 2 at Basildon station has led to its temporary closure, and as a result only 8-carriage trains are currently able to serve this platform. c2c has progressed an early-stage design for new piled platform extension which will restore operations to accommodate 12-carriage trains and support increased number of 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.

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@c2craill.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@c2craill.co.uk

Phone: 03457 44 44 22, select option 6

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