

TRAFFIC & TRANSPORT DELIVERY GROUP

Minutes of meeting held on Thursday 28 January 2010, 7.30 pm at
Passmore Edwards Institute

PRESENT

Joe Colliver (Chair T & T Delivery Group)		John Pollard (CC, HTC HAP)	
John Coombe (HTC)	Benny Goodman	M A Truman-Smith	Sarah Park
Brian Capper (HTC)	Jeff Turk	I A Kemp	Emma Tredinnick
Paul Birch HTC	Ashley Cole	T Court	Andrew McPherson
Richard Horwell (HTC)	Owen Philp	D Court	Miles Parsons
Jim Wright (HAP)	Jim Wright	S Court	Cheryl Parsons
Julia Goldsworth	J V Colliver	C Ball	Maureen McNally
Frank Scott-Mance	Luka Hendra	S Ball	Lisa Ball
Kathy Hendra	Grace Carr	G C Ball	Annabel Ball
Pam Northover	Ellie Montague	D Truman-Smith	Mel Sheridan
J A Brown	Maria Prosser	Robin Millett	Roger Mayne
Elisabeth Davies	Owen Prosser	Pat Millett	Claire Casey (HAP)

1. APOLOGIES FOR ABSENCE

Colin Garrick, Graham Coad, Colin Philp

2. CHAIRMAN'S WELCOME

Joe Colliver thanked everyone for coming and said that together with Cllr John Pollard and Mayor John Coombe a précis of the meeting earlier in the day would be given first followed by questions and open discussion.

3. HAYLE TRAIN STATION

➤ Précis

The morning's meeting had been with Julian Crow (Western Area Manager for First Great Western (FGW)), Richard Burningham (Devon and Cornwall Rail Partnership (DCRP)), and Bill Mitcham (Cornwall Council). It was one of three recent meetings.

Background leading to the meeting:

- October meeting discussed timetable
- 3 November meeting at Truro station when timetable was again discussed along with the signage of the station and placing of timetables in Foundry Square and Copperhouse.
- Access to the eastern platform to catch trains out of County which at the moment is over the railway line and is very dangerous.

Points made:

- HAYLE RAILWAY STATION IS NOT CLOSING. There was never any thought of closing it. FGW were not going to close it, the Government were not going to close it and under the franchise that FGW have they cannot close it.
- The new signage will be taking place this year. Real time information screens are to be put at Hayle station so that people using the station can know which train is coming, the platform it is on, where it is stopping and its destination (timing unknown, up to 18 months).
- Timetable still being looked at.

The timetable is still worrying. It was hoped that progress would be seen with getting more trains to stop at Hayle in the early part of this year. Use of the railway needs to be encouraged so that Hayle's case can be put to FGW and DCRP of the need to make trains stop at Hayle evidenced by the increased usage.

People should be reassured that all the issues raised with HAP so far were raised. The work on the displaying of the timetable and signing will happen quite quickly. The scheme for real time information is for installation across the county. We will fight for Hayle to be at the top of that scheme. There is not much indication that it is going to happen soon but might within 18 months..

Issues raised about the station itself, parking and access:

- Access is being looked at by Cornwall Council in terms of having a discreet access to the northern platform so that people don't have to cross the line.
- Integration of buses and rail travel. At present buses at St Erth do not match up with train timetable.

- Every week people have to go to St Erth to get on train. If they do get on at Hayle they often have to get off at St Erth on return.
- Information – can't get information in Hayle.
- Can't buy tickets in Hayle. The issue of lost revenue was raised with FGW because of the number of people who travel from Hayle to Penzance, Truro or St Ives without tickets. A point of sale in Hayle for tickets and information would be beneficial.
- Disappointment that there is no prospect of more trains stopping at Hayle now than at the meetings in October and again in November. Always the case of chicken and egg but there were well versed people present at the morning meeting who questioned FGW statistics and gave alternative statistics but if the trains don't stop it can't be proved that the need for the trains to stop is there, as there is no evidence of use.
- People using the train to or from St Erth need to indicate that if the train stopped at Hayle it would be more appropriate for them, then we might get some statistics of exactly how many people from Hayle go to St Erth to get on or off a train.
- Disappointed there has been no progress apart from signing, access and real time information.

➤ **Questions and Open Discussion**

The following is a summary of the main topics.

Increase in trains stopping at Hayle

With Hayle being close to the end of the line the question of whether the policy of high speed services not stopping at a station where there is a apparently limited demand could be reviewed in relation to Hayle station, and if there were any margins of flexibility. The timing with adding stops seems to be the issue as this has a knock-on affect all the way up the line. When pressed for the cost of stopping a high speed train at Hayle station Julian Crow gave a figure of £25 off the top of his head for fuel to start a high speed train. FGW are concentrating on the 125 going to London Bristol and Birmingham and on branch lines.

Frequency of service

FGW did say that one of their aspirations is to have an hourly commuter service from Penzance to St Austell on the hour every hour but that there was no prospect in the near future of that happening. The cost would be £½ million if every train stopped on the hour at those stations up to St Austell.

It was suggested that a request on the train to stop to allow people to get off at Hayle as on the Falmouth to Truro branch line at Perranwell. However, this probably would not be possible for safety at Hayle as it is a main line with the signalling etc and the Falmouth is a branch line which is completely different.

Usage compared with St Germans

It was inferred that Hayle station falls into the same category as St Germans and Menheniot despite a 8,000+ population. The point made was that if more people use the station FGW will then consider increasing the supply of trains. It was suggested that the Traffic and Transport Delivery Group might do a pamphlet advertising the timetable for every household to get people to think about taking the train.

Inability for journeys to start and end at Hayle

It is no use saying "get the train from Hayle" when you have to have the car at St Erth when you return. It had been raised at the earlier meeting that school children, travelling to Truro, go from Hayle station but their parents have to go to St Erth to pick them up on their return. A number of young children who get off at St Erth have to walk back to Hayle along the main road. This is highly dangerous and they have to cross the A30. If trains stopped at Hayle they would be used.

Ticket purchasing – lost revenue

HAP's report of the meeting on 3rd November referred to the amount of revenue lost from people not buying tickets. At that time Mr Crow said he would take that on board, presumably he didn't bother to read or act on it as it was brought up again today. Would he bother now if he couldn't be bothered then? Chamber of Commerce representatives suggested that a ticket and information kiosk be placed possibly in Foundry Square rather than the present situation of having to go to St Erth or Penzance for booking tickets and information.

Statistics and Surveys

Statistics on users of Hayle Station are not from ticket sales but from surveys on the trains. The surveys in the past have asked the wrong questions: "where are you going to?" not "where have you come from?"; or "where you would like to start your journey from?". What we want is the number of people joining or leaving

the train at St Erth who are from Hayle. FGW say that public opinion and commuter need would change their opinion.

At the November meeting it was agreed that there would be a survey between then and today but it didn't take place apparently because of the poor weather. This is now going to be carried out and it will be reworded to reflect Hayle's requirements.

Should we set up our own petition? A Support Hayle Station page on Facebook has been set up perhaps a link through to an online survey could be made so that anyone who uses the train station can say where they get on, are going to, the time and this is where they would prefer to get on or off. This evidence can be collected and collated automatically if done online and it could be useful information to take back to FGW.

Could an increase in trains not be for a trial period say for a month, then have the survey? It was suggested this morning that next summer each train stops at Hayle and they would see the difference in number. FGW didn't comment.

Franchise

FGW are able to take trains away from Hayle which they have done in the last six months but they can't put extra ones on. As long as they are meeting what was specified in their franchise contract they will still get their monies. Unless they can make more return, more money they won't change. Even if they are only fulfilling the bare requirements of their franchise they have got to make sure that they are getting as many passengers as possible on board to make money. But there is the classic case that they are allowing people to travel on their trains with no facility to buy tickets.

Station Parking

If you are going to London you know that you can drive to St Erth, put some money in the machine and your car will be there when you come back one, two or three days later. At the moment you can't park at Hayle station and because you have to pay to park in our car parks everybody who works in Foundry parks wherever they can, including the train station. The facilities for parking will be for people who want to catch a train say to London. Land adjacent to Hayle station is to be looked at for using as a car park.

During the discussion this morning it was mentioned that there are thousands at the camp sites who can't actually utilize the branch line to St Ives directly from Hayle because they have to drive to St Erth to get the train. Julian Crow asked how many of those camp sites were within walking distance to the station, all of them are.

Looking at the future if Hayle is gets the supermarkets and makes the infrastructure bigger there will be more people living here. Isn't there going to be need for a massive car park, even if we don't have the facility at the station, so people can come from London and just get off the train. Why would we (residents) need a car park at Hayle when we could walk to station if the train stopped at Hayle, we wouldn't need to drive there. We drive to St Erth because there is no choice.

Encourage train travel

A positive attitude to using Hayle railway station and the trains and buses is needed. People need to be encouraged to use the trains and walk rather than drive. We need to promote rail travel as a good way to get and from places like Truro, not talk down what is there but promote that it is actually good value.

Richard Burningham is very proud of the fact that the branch lines are booming. The St Ives branch line reached the half million passenger mark last year. He was asked to promote the fact that you can get on the train at Hayle to go to St Ives more cheaply than from St Erth as you can buy a single there whereas you have to buy a return from St Erth. This should be made a feature of their advertising.

FGW, DCRP meetings with Hayle Town Council and HAP

Julian Crow assured HTC four years ago that every September he would come to a meeting to discuss the new timetable. Although he said that he and Richard Burningham come here twice a year to have discussions with the St Ives forum he has not been to HTC once. An invitation has been made for Hayle to attend the St Ives forum meetings and it was suggested that a West Cornwall forum be set up.

Awareness of individuals stories

It was stressed that Julian Crow needed to be made aware of individuals' experiences of train travel and that his address would be in the next issue of the Pump together with an article urging people to write to him and tell their stories. To him a business man, it is about statistics, but it is actually about people.

Other examples given of difficulties encountered

- Visitors being informed that Hayle was on the St Ives branch line, having to get off at St Erth and get a taxi back
- Difficulties for disabled having to travel to Penzance and get a taxi back to Hayle.

John thanked all for their contributions to the discussion and confirmed that whatever could be done would be done to improve the service.

4. & 5. Brief Update on “Discover Hayle” and “Walkers are Welcome”

A brief outline of the purpose of both projects was given together with a request for those present to show their support by writing to the Partnership (Discover Hayle) and signing the petition which was passed around (Walkers are Welcome).

5. ANY OTHER BUSINESS

There was an intense discussion over an item from Hayle Town Council minutes on the bus stop at Copperhouse travelling towards Foundry. Moving it to around the bend near Jolly Bodgers makes it a very long walk for those without cars who shop at the Co-op. This had been suggested for safety reasons as in its previous position the bus had to stop in the middle of the road causing traffic jams because of parked cars. It was decided that Hayle Town Council should direct it back to Cllr John Pollard and invite Mike Peters down to discuss it.

All that was said at this morning's and this meeting will be taken on board and try to accommodate everybody's questions, fears and reservations. Pressure must be put on so that something is done this year because once the park and ride is up and running at St Erth they will not stop more trains at Hayle.

6. DATE OF THE NEXT MEETING

The next meeting on 24 March at 7.30 pm at Passmore Edwards Institute will be an update by Dave Clarke on the St Erth Riverside Walk and Cycle Route with the intention of eventually taking it into South Quay and onto East Quay Next meeting

Meeting closed 8.45 pm

ACTION

- **Hayle to attend St Ives forum meetings**
- **Need to get representative from Department for Transport**
- **A West Cornwall forum to be set up for all interested parties**
- **Sale of tickets from local shops/post office/kiosk to be decided**
- **Article to be put in Pump to encourage people to write to Mr Crow about their concerns over the services at Hayle station**
- **The Facebook Support Hayle Station page to be advertised in the Pump**
- **Survey or online or other format to be considered together with**
- **Local survey in the summer at St Erth station for one week asking everyone “would you have used Hayle if the train stopped there”.**
- **Keep in touch with Julian Crow and Richard Burningham**
- **Ask FGW to send copy of what they are doing to HAP T&T Delivery group**
- **Find out and notify relevant parties when the St Ives Forum meeting are scheduled.**
- **Leaflet to be produced to advertise and promote Hayle station and the use of trains to be delivered to every home in Hayle.**