

Hayle Train Station

Several meetings over the last few months have highlighted the shortcomings of the service provided by the station. Most importantly too few trains stop at Hayle forcing travellers to go to St Erth. Some commuter trains do leave from Hayle but the most suitable return trip does not stop there! Last summer First Great Western further reduced the service at Hayle.

Cornwall Council has assured us that better signing and information boards will be installed in the town soon but the provision of information screens at Hayle is part of the improvement of real time information across Cornwall and could take up to 18 months!! We also understand that better access to the Northern platform is being developed but no indication of when. It can also be impossible to park at Hayle, unlike St Erth

You cannot buy a ticket at Hayle nor get information about promotions and we are urging the rail companies to provide this at a local shop, the Post Office, Library or One Stop Shop. We have been told many stories of passengers not paying, nor being able to pay on the train and although First Great Western has been made aware of this they continue to lose revenue through inaction.

Despite serving a population of over 8,000 the service we get at Hayle equates with that at St Germans (pop. 2500) or Menheniot! Hayle Station is in walking distance of most of the town and yet the huge potential for use by visitors staying in Hayle has never been exploited. There is no link between the train and the bus timetable.

There is an argument that we should use it or lose it but if the Trains do not stop, then use is impossible – so PLEASE:

- If you travel by Train insist that your ticket marks Hayle as the start of your journey, even if you have to get on at St Erth (cost is the same)
- If you have experienced a problem trying to travel from Hayle, or travelled without paying or have suggestions about improvements at Hayle please write to Julian Crow, Operations Manager, South West First Great Western, Milford House, 1 Milford Street Swindon SN1 1HL or email julian.crow@firstgroup.com explaining your opinion.
- If you have a Facebook account log on to Support Hayle Train Station (www.facebook.com). This page has been set up by two young ladies who would travel from Hayle if they could, so register your support.

The Hayle Area Partnership has a transport group chaired by Joe Colliver who are leading the campaign for more trains and better facilities at Hayle and our web site www.hayleareaplan.org.uk will keep you informed. Contact us at Dowren House 2 Foundry Lane, Hayle, TR27 4HD 01736 755448 – email admin@hayleareaplan.org.uk

The more of us who use the trains, the more of us who show we care, the more of us who tell First what we think, the better chance of change.

John Pollard CC