

## URGENT

### **Proposed reduction of opening hours at Meldreth Station booking office**

By the time you read this you may already be aware of the news that First Capital Connect is proposing to reduce the opening hours at Meldreth Station Booking Office – eliminating Saturdays (possibly the station's busiest day), and reducing hours at peak time from Monday to Friday.

Meldreth has the only manned local station between Royston and Cambridge, and residents from surrounding villages regularly use the station for this reason. However, in FCC's grand scheme of things, Meldreth Station is considered a small one. It is vital that local residents continue to make it known that services at all three of our local stopping stations are vital assets to the local community.

First Capital Connect is consulting on the matter until February 3rd. As a matter of urgency, please send an email to [customer.relations.fcc@firstgroup.com](mailto:customer.relations.fcc@firstgroup.com) or post a letter to First Capital Connect Customer Relations, FREEPOST RRBR-REEJ-KTKY, POB 443, Plymouth, PL4 6WP. Or, please contact [info@passengerfocus.org.uk](mailto:info@passengerfocus.org.uk), or Passenger Focus, Freepost, PO Box 4257, Manchester M60 3AR, tel 08453 022 022.

It goes without saying that the personal service provided by Meldreth Station Master David Piggott is second to none. Nevertheless, the consensus (shared by David) is that letters and emails to FCC indicating support for not reducing booking office opening hours should focus not on any personalities or individuals, but on the importance of the service that a booking office is able to provide. Attention should be drawn also to the importance of a Saturday service.

Apparently Enfield Station fought successfully against the same initiative to cut back on its booking office opening hours.

Thank you,  
Susan van de Ven  
District Councillor, Meldreth and Shepreth  
Tel 261833 or [www.susanvanden.com](http://www.susanvanden.com)