

To receive an update on Trakside Café and consider any actions and associated expenditure

Overview of Trakside Cafe

Trakside Café is operating well.

Most customers using the café are Saltash residents' older generation. There is the odd person catching the train or coming off the train that may use the café but without Saltash residents' the café would not be sustainable.

Train users mainly purchase hot drinks. Saltash residents order from the menu.

Some train users have asked the café if it would be possible to purchase an app for people to place their order for collection on arrival. Whilst it is a great idea, the setup and associated cost is too much currently.

Some customers have used the café and walked to catch the Saltash ferry.

Most customers are using Isambard House car park due to the lack of available parking. The lack of parking is something that is mentioned a lot, one customer mention that her and her daughter had tried to visit the café a couple of times and as they couldn't park, they went elsewhere. This also impacts those that are unable to walk from Alexandra Square car park.

A4 board is displayed on the platform and there is a smaller board next to the telephone box, to help with advertising the café.

The early train from Saltash brings hardly any business – sometimes nothing at all.

Mondays are very quiet.

The outside seating has been welcomed during the Summer months. Umbrellas may need to be purchased next year due to the area being a sun trap!

Compliments have been given for the cleanliness of the café and accessible toilet.

Buffets have been provided for those hiring the main space – this has worked well.

The café has built relationships with customers and now have their regulars!

The Winter months are yet to tell us what they look like.

Operational hours

Currently, Monday to Friday 06.45 to 14.30

Members are asked to consider amending the operational hours only of the agreement to Monday to Friday 07.15 to 14.30 and trial a Saturday 07.15 to 14.30.

End of Report

Town Clerk / RFO