

# Cambourne & Surrounding Areas – Local Representatives Group

## Details for the upcoming Group meeting

**Date:** Wednesday 22 March 2023

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**Start/end time:** 5:00pm-7:00pm

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**Meeting type:** Virtual meeting (Zoom)

You can find the agenda for the fourth meeting of the Local Representatives Group Cambourne & Surrounding Areas below.

Based on the topics of interest raised at previous meetings and comments received, we will be covering Station Customer Experience.

The topic of Station Customer Experience will address:

- Our understanding of the customer experience
- What we consider when developing station solutions, including learnings from customers
- Our approach to accessibility and inclusivity at stations

## Agenda:

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1. **Welcome and today's agenda**
  2. **Housekeeping**
  3. **Review of actions from meeting #3**
  4. **Topic – Station Customer Experience**
  5. **Topics for future meetings**
  6. **Closing remarks**
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