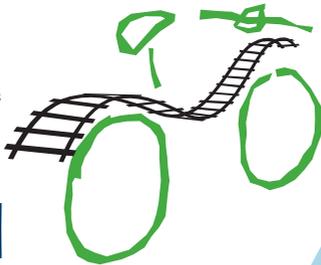


# ATOC

ASSOCIATION of TRAIN OPERATING COMPANIES



# National Cycle-Rail Awards 2005

[www.cyclerrailawards.com](http://www.cyclerrailawards.com)

*Station of the Year* *Best Local Government Contribution* *Customer Service Innovation*

*Presented by*

**Derek Twigg**

Parliamentary Under Secretary of State  
at the Department for Transport,  
on Tuesday 8 November 2005  
at the Hilton London Paddington



# ATOC

ASSOCIATION of TRAIN OPERATING COMPANIES



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The ATOC National Cycle-Rail Awards 2005 rewards the work of individuals and companies all over Britain to increase and promote opportunities for people to use bicycles and trains when making a journey.

ATOC is delighted to support the awards and to work with colleagues from rail, cycling and associated organisations to recognise the progress being made, while acknowledging that there is still work to be done.

It is ATOC's aim to encourage the carriage of bikes on trains. By making rail easier for cyclists to use, we are encouraging more passengers on to the railway and offering an acceptable and healthy alternative to the car.

I sincerely hope that this year's National Cycle-Rail Awards will encourage the development of more programmes and projects that will further cycle-rail integration.

**George Muir**

*Director General*

*Association of Train Operating Companies*

## Station of the Year

**Winner**

### Ely

Ely station's cycle facilities have been boosted significantly by a £15,000 investment from train operator 'one' and partnerships with local and national government. There are now over 200 cycle parking spaces, 80 of which are covered, with ramped access to all platforms at the station, which has CCTV coverage.

*The judges were very impressed by the scale of the investment made by 'one' and the number of spaces for cycles at a station of its size and location and applauded the commitment of all involved in the various schemes.*

**Winner**

### Brighton London Road

Brighton London Road station has benefited from a partnership approach this year. Southern Railway, Brighton & Hove City Council and Network Rail have delivered more cycle parking spaces with better access and integration into the existing local cycle network thanks to a £40,000 investment scheme. Cycle and pedestrian usage at the station grew by 20 per cent over the three months up to the awards as a result.

*This well thought through project to improve a small station and to help relieve road congestion was applauded by the judges for the scale of investment and its results. It was, they said, a good example for stations of a similar size.*

# Best Local Government Contribution

**Winner**

## West Sussex County Council

West Sussex County Council's partnership with Southern Railway has led to the creation significant numbers of cycle parking spaces, more cycle shelters, better access and security and CCTV right across the county. With significant sums of money invested – over £330,000 over the past three years – the various projects contribute substantially to achieving the Council's Local Transport Plan targets.

*West Sussex County Council and Southern should be praised, said the judges, for their commitment to achieving their goals, for the sheer scale of investment, for the scope of the various projects and the number of stations improved as a result.*

**Highly commended**

## Brighton & Hove City Council

Working with Southern and Network Rail, the Brighton & Hove City Council has developed schemes that have improved station facilities, which in turn have led to improved usage of cycles at Brighton London Road station.

*The judges felt this small unitary authority had made full use of its limited budget and praised the Council's commitment to encouraging integrated use of cycles and trains.*

# Customer Service

**Winner**

## First ScotRail

First have made significant improvements in conditions for cyclists since taking over the ScotRail franchise. First's initiatives include a free bike rescue service for cyclists on a bike/rail journey, more bike space on trains, free carriage of cycles on ScotRail services, including the Caledonian Sleepers, increased parking at stations and helpful publicity material.

*First ScotRail's programme of initiatives to make life easier for cyclists was praised by the judges for being well thought through and for making good use of best practice.*

**Highly commended**

## GNER

GNER welcomes and encourages cyclists on its services. It has introduced a wide range of measures to help people with bikes, including those with different machines such as tandems. With an online booking cycle reservation system, website information and customer friendly staff the overall package of measures is a success.

*GNER's overall approach to customer service for cyclists is good, said the judges, and deserves recognition for its scope and comprehensiveness.*

## Innovation

*Winner*

### **GNER**

GNER introduced in August 2005 a dedicated section for cyclists on its website. The section includes information about taking cycles on trains and cycle parking and includes an online cycle reservation form. The site has a feedback link that encourages groups or individuals to submit constructive comments.

*The judges suggested GNER's online service for cyclists set a benchmark for other operators. The scope of the service offered by GNER, including online bookable space for tandems, was also welcomed.*

## *Highly commended*

### **South West Trains**

When South West Trains refurbished its class 455 trains they consulted widely with cycling groups to ensure that the opinion of cyclists and passengers and all options for bike storage and passenger usage were taken into consideration.

*Judges said South West Trains' approach to this project was clearly a success. The refurbished vehicles are being welcomed by users, they have maximized the number of cycles the trains could carry and improved the on board flow of passengers.*



*The 2004 Awards  
George Muir (centre) with then  
Transport Minister Tony McNulty (left)  
and the SRA's David Quarmby (right).*