

# Cycle-rail guidance

## Cycle-rail toolkit 3



June 2023

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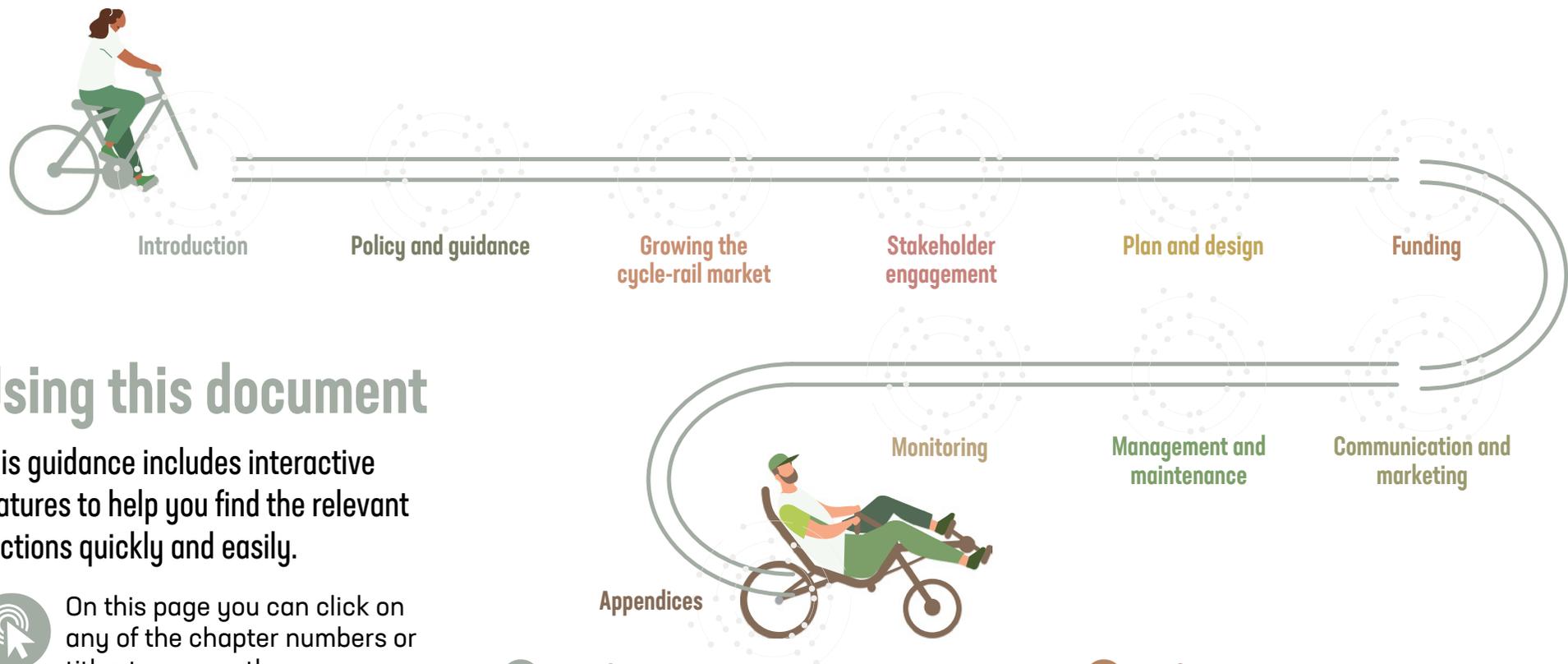
# Foreword

This document has been prepared by SYSTRA (a transport consultancy) on behalf of the Cycle Rail Working Group (CRWG). It is intended to provide guidance for station and train operators, local authorities and anyone else promoting schemes to improve the integration of cycling and rail.

The CRWG brings together the rail industry and key stakeholders with an interest in encouraging cycle rail integration. The CRWG does not have its own staff (or legal identity) but the active travel charity Sustrans provides administration support to the group with funding from Active Travel England.

Many organisations have contributed to the production of this guidance including Wheels for Wellbeing, the Great British Railways Transition Team, Active Travel England and members of the CRWG. We are grateful for their work and hope you find it useful. Undoubtedly, there will be things that can be improved, and you are welcome to send comments to [cyclerrail@sustrans.org.uk](mailto:cyclerrail@sustrans.org.uk).





## Using this document

This guidance includes interactive features to help you find the relevant sections quickly and easily.



On this page you can click on any of the chapter numbers or titles to access them.



A home icon is on the bottom right corner of all pages and by clicking on it you can return to this page.



Case studies are included throughout the document. By clicking on the magnifying glass, you can access more information about the case study in the appendix.



An index icon lets you access specific topics in the document with a click.

- 1 **Introduction**  
What is cycle-rail? Why is it important? The purpose of this guidance.
- 2 **Policy and guidance**  
Latest national documents and local strategies that relate to cycle-rail.
- 3 **Growing the cycle-rail market**  
The potential and ways to grow the cycle-rail market.
- 4 **Stakeholder engagement**  
Why, how and when should you engage with stakeholders and partners?
- 5 **Plan and design**  
What are the design considerations and standards for the cycle-rail door-to-door journey?
- 6 **Funding**  
How to make the case and apply for funding.
- 7 **Communication and marketing**  
How to promote your projects, facilities and initiatives.
- 8 **Management and maintenance**  
Taking care of your project after implementation.
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How to keep track of your project performance.
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# 1. Introduction

## 1.1 What is cycle-rail?

Cycle-rail is combining travel by cycle and train. This can be taking a cycle on a train, or more commonly (and practically, because of train capacity constraints) either leaving a cycle at a station or hiring a cycle to or from a station.

The rail network can be seen as the backbone of Britain's public transport system, but passengers' journeys do not start or finish at stations. By encouraging people to travel actively to stations (walking, wheeling or cycling) we can increase the number of rail users, reduce the number of people making short journeys by car and improve travellers' health.

## 1.2 The purpose of this guidance

This document provides guidance on how to encourage and increase the number of cycle-rail users. It is primarily aimed at station operators and train operating companies (TOCs), but can also be useful for others who have an interest in cycle-rail, such as local authorities. The document also provides useful information to build a strong case for investment when applying for funding.

This guidance takes readers through the steps of:

- understanding current policy and guidance
- understanding the potential and how to grow cycle-rail
- working with others
- looking at how things are today and what can be improved
- making a case for funding
- providing and promoting new cycle-rail initiatives
- managing, maintaining and monitoring cycle-rail initiatives

Improvements can be made at stations, on trains, and on the routes that people use to reach the station. This guidance sets out the principles and considerations for each of these locations.

The guidance also includes case studies and links to external documents for further information. When new relevant documents are published, this cycle-rail guidance will be updated.

## 1.3 The changing landscape of cycle-rail

The first Cycle-rail toolkit was published in 2012. Cycle-rail toolkit 2 was published in 2016. This cycle-rail guidance for 2023 (Cycle-rail toolkit 3) is the third in this series.

Since toolkit 2 was published, there has been significant investment in cycle-rail at stations and on routes to stations.

At stations, investment has delivered new infrastructure, more cycle parking and CCTV, better wayfinding and improved access.

On routes to stations, particularly in towns and cities, investment has delivered improved infrastructure to support cycling, and growth in cycle hire and cycle sharing (including e-cycles).

All these interventions have made cycle-rail more attractive, but there is still room for improvement. Much more can be done to increase cycle-rail, including making sure cycle-rail facilities are accessible to all cycle users with all types of cycles.

## 1.4 Benefits of cycle-rail

### Benefits for the passenger

Cycle-rail is an attractive option because it is:

#### RELIABLE



Cycling to the station (and walking and wheeling) offers the most reliable journey times.

#### CONVENIENT



Cycling is available door to door. There is no waiting around or missing a connection.

#### QUICK



Cycling is often the fastest method of transport for short trips, especially in congested areas.

#### CHEAP



A cycle and a good lock are relatively inexpensive.

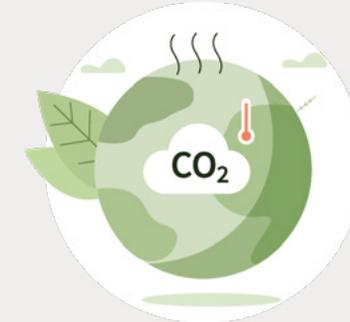
Some people also like that it is:

#### HEALTHY



Riding a cycle is a way of improving or maintaining good physical and mental health.

#### GOOD FOR THE ENVIRONMENT



Switching to cycle-rail reduces carbon emissions when compared to travelling by car.

## Benefits for the station or train operator

The cycling catchment area of a station can be 16 times larger than the walking catchment area. For those using an e-cycle, these distances can be even larger. This means that cycle-rail gives more people the option to travel by train.

Cycle-rail can increase the number of rail passengers and generate more revenue for train and station operators.

Although cycle parking does not generate the direct revenue a station operator gets from a car park, it:

- is relatively cheap to install and maintain
- takes up little space compared to car parking
- does not cause localised pollution and congestion at peak times at stations compared to cars



## 2. Policy and guidance

### 2.1 National policy and guidance documents

Since the publication of Cycle-rail toolkit 2 in 2016, the UK government has published a series of new policy and guidance documents. These all highlight the importance of increasing active travel (walking, wheeling and cycling) and integrating active travel with other sustainable transport modes such as rail.

It is also important to note the establishment of Active Travel England, the government's executive agency responsible for making walking, wheeling and cycling the preferred choice for everyone to get around in England.

Familiarise yourself with the most recent government policy and guidance documents. Citing these when making a funding application would strengthen your case.

On this page you can click on the covers to access the original document and find out more.



#### Policy documents

##### **Gear change: A bold vision for cycling and walking' (2020) and 'Gear change: one year on' (2021)**

"Cycles and trains should be ideal partners, complementing each other and extending the range of both" (p.25)

##### **Second cycling and walking investment strategy (CWIS2) (2022)**

##### **Great British Railways. The Williams-Shapps plan for rail (2021)**

"Getting to the station on a bike and taking it on a train will be made easier" (p.72)

##### **Future of mobility: urban strategy (2019)**

"Principle 3: Walking, cycling and active travel must remain the best options for short urban journeys" (p.42)

##### **Decarbonising transport. A better, greener Britain (2022)**

"Cycling facilities, such as safer bike routes and more bike parking, will make it easier for people to cycle to their local railway station" (p.56)

##### **Equality Act (2010)**

The public sector equality duty is a requirement for equality impact assessments (EqIAs)

#### Guidance documents

##### **Local cycle and walking infrastructure plans. Technical guidance for local authorities (LCWIP) (2017)**

##### **Cycle infrastructure design. Local transport note 1/20 (2020)**

##### **Inclusive mobility. A guide to best practice on access to pedestrian and transport infrastructure (2021)**

Chapter 7: Making cycling facilities accessible to all (p.69)

##### **Standards for public cycle parking (2021)**

##### **Manual for streets 3**

(Due to be released in 2023)

##### **Local transport plan 4**

(Due to be released in 2023)

The full list of government cycling and walking guidance and regulation documents can be accessed [here](#).

#### Active Travel England

##### **Framework document: Active Travel England (2022)**

"... objective to achieve a step-change in walking and cycling, transforming the role that walking and cycling play in England's transport system, and making England a great walking and cycling nation" (p.7)

Here is a high-level summary of the policy commitments and guidance that are relevant to cycle-rail.

**Gear change: A bold vision for cycling and walking (2020) and Gear change: one year on (2021)**

This document, published by the Department for Transport (DfT), sets a goal that cycling, wheeling and walking will be the natural first choice for many journeys, with half of all journeys in towns and cities being cycled, wheeled or walked by 2030. Facilitating the integration of cycling with public transport is part of the plan, which includes:

- improving cycle routes to stations
- increasing cycle storage at stations
- increasing space on trains for cycles, where possible
- facilitating cycle space reservation

The most recent round of cycle-rail funding in 2020 provided a further £2.5 million to train operating companies (TOCs) to deliver 1,180 new cycle parking spaces at 30 stations. A further £2 million investment in 2021 to 2022 was announced to create better access routes to stations, and more cycle parking improvements.

**Second cycling and walking investment strategy (CWIS2) (2022)**

The strategy revises the objectives of CWIS1 (2017) according to the Gear change (2020) vision, and reaffirms the government's commitment to making walking, wheeling and cycling the natural choice for most journeys. Investment for active travel will be fully integrated in wider transport and growth plans, and the planning and delivery of active travel schemes will be joined up across modes and infrastructures. Examples of this are the documents Bus back better and Great British Railways: Williams-Shapps plan for rail.

The delivery of high-quality cycle infrastructure will be supported by:

- the development and delivery of local cycling and walking infrastructure plans (LCWIPs)
- adherence to cycle infrastructure design. Local transport note 1/20 (2020)
- the revised Manual for streets (due to be published later in 2023)

**Great British Railways. The Williams-Shapps plan for rail (2021)**

As part of its plan to improve the railway system, the Williams-Shapps plan for rail committed to improve connections between cycle and rail travel, promoting the actions suggested in the Gear change strategy. In addition, the plan committed to the following:

- journeys across rail, bus, tram and cycle will become seamless in the future
- getting to the station on a cycle and taking it on a train will be made easier
- a national accessibility strategy will provide the first robust, joined up, system-wide approach to accessibility, including getting to, from and around stations and on and off trains
- dedicated Great British Railway station management teams, which will identify ways to improve accessibility and connections to the station for walking, wheeling, cycling and other transport services

### Future of mobility: urban strategy (2019)

The Future of mobility: urban strategy sets out the principles that will guide the government's approach to emerging mobility technologies and services, to maximise the benefits from transport innovation in cities and towns. The strategy recognises that:

- walking, wheeling, cycling and active travel must remain the best options for short urban journeys
- mass transit must remain fundamental to an efficient transport system
- new mobility services must be designed to operate as part of an integrated transport system combining public, private and multiple modes for transport users

### Decarbonising transport. A better, greener Britain (2022)

The plan sets out the Department for Transport's vision of how it will deliver emission reductions and the associated benefits across all modes of transport. Its commitment to decarbonise rail include:

- improving journey connectivity with walking, wheeling, cycling and other modes of transport, delivering the actions suggested in Gear change (2020) and transforming stations into joined up mobility hubs

### Equality Act (2010)

- the Equality Act provides a legal framework to protect the rights of individuals and advance equality of opportunity for all
- the Act introduced a new public sector equality duty that requires public authorities to try and eliminate discrimination; promote equality and good relations across a range of protected characteristics. It also introduced a requirement for [equality impact assessments \(EqIAs\)](#)
- the equality impact assessment is a systematic and evidence-based tool to consider the likely impact of work on different groups of people. Completion of equality impact assessments is a legal requirement under race, disability and gender equality legislation

### Local cycle and walking infrastructure plans technical guidance for local authorities (2017)

Local cycling and walking infrastructure plans (LCWIPs) are a strategic approach to identifying cycling, wheeling and walking improvements needed at a local level. They were established to make sure networks of walking, wheeling and cycling routes connect places that people need to get to, for work, education, shopping or other reasons. Local authorities and stakeholders need to draw up a cycle network plan showing the preferred route for further development. Station management teams and train operators are key stakeholders in the process to support future cycle-rail access and growth.

### Cycle infrastructure design. Local transport note 1/20 (2020)

This Local transport note (LTN) 1/20 provides guidance and good practice for the design of cycle infrastructure, in support of Gear change. It explains the 5 core design principles, which represent the essential requirements to achieve more people travelling by cycle or on foot, based on best practice:

- coherent - easy to understand and joined up
- direct - not complicated or longer than necessary
- safe - feels secure
- comfortable - correct space allocation and even surfaces with good grip
- attractive - a facility you want to use

### Inclusive mobility. A guide to best practice on access to pedestrian and transport infrastructure (2021)

- The document sets out the importance of providing safe and accessible infrastructure and services for all transport users, including cycle users of all abilities
- Cycle infrastructure should follow the five core design principles stated in [LTN 1/20](#)
- Cycle infrastructure should be inclusive and accessible for everyone who wishes to use it. Design considerations include avoiding steep gradients, width requirements for cycle routes, surface quality and accessible cycle parking

### Standards for public cycle parking (2021)

The Standards for public cycle parking (2021) must be followed when providing cycle parking at stations. It outlines standards for public cycle parking design and procurement in the UK. It is intended to enable people purchasing, installing and managing cycle parking to identify suitable products and installations, and includes railway-specific standards.

### Manual for streets 3 (due to be released in 2023)

### Local transport plan 4 (due to be released in 2023)

### Framework document: Active Travel England (2022)

Active Travel England (ATE) was established in 2022 as an executive agency of the Department for Transport to achieve the vision set out in the Prime Minister's long-term walking, wheeling and cycling plan, Gear change. ATE will focus on technical advice, review and inspection functions, which include:

- holding the active travel budget, assessing all applications for capital and revenue funding, and awarding funding to schemes only if they meet the standards and principles set out in Local transport note 1/20, or any later national design standards
- inspecting schemes on completion to ensure compliance with the design standards and withdrawing funding for non-compliant or late schemes
- delivering training
- developing and promoting best practice
- reviewing major planning applications as a statutory consultee
- inspecting highways authority performance on active travel
- influencing the public debate around active travel

## 2.2 Local policies and strategies

When considering how to improve cycle-rail at a specific location, the policies, ongoing projects and future ambitions of the local planning authority need to be considered alongside national policy and guidance.

[Local cycle and walking infrastructure plans](#) (LCWIPs) are particularly important references.

Communicating and collaborating with the local authority is fundamental to make sure the door-to-door journey of cycle-rail users is planned and delivered successfully. Here are some scenario examples and recommended actions:

- the local authority is planning to introduce a shared cycle hire scheme. Consider how this can be integrated with the station
- the local authority has produced some documents (eg transport plan, LCWIP) that provide information about planned cycle routes, wayfinding strategy etc. Review these documents and consider how the proposals relate to your station and what opportunities they generate for increasing cycle-rail
- the local authority is about to start an LCWIP process. Contact them to understand the best way of collaborating and feeding into it

### 3. Growing the cycle-rail market

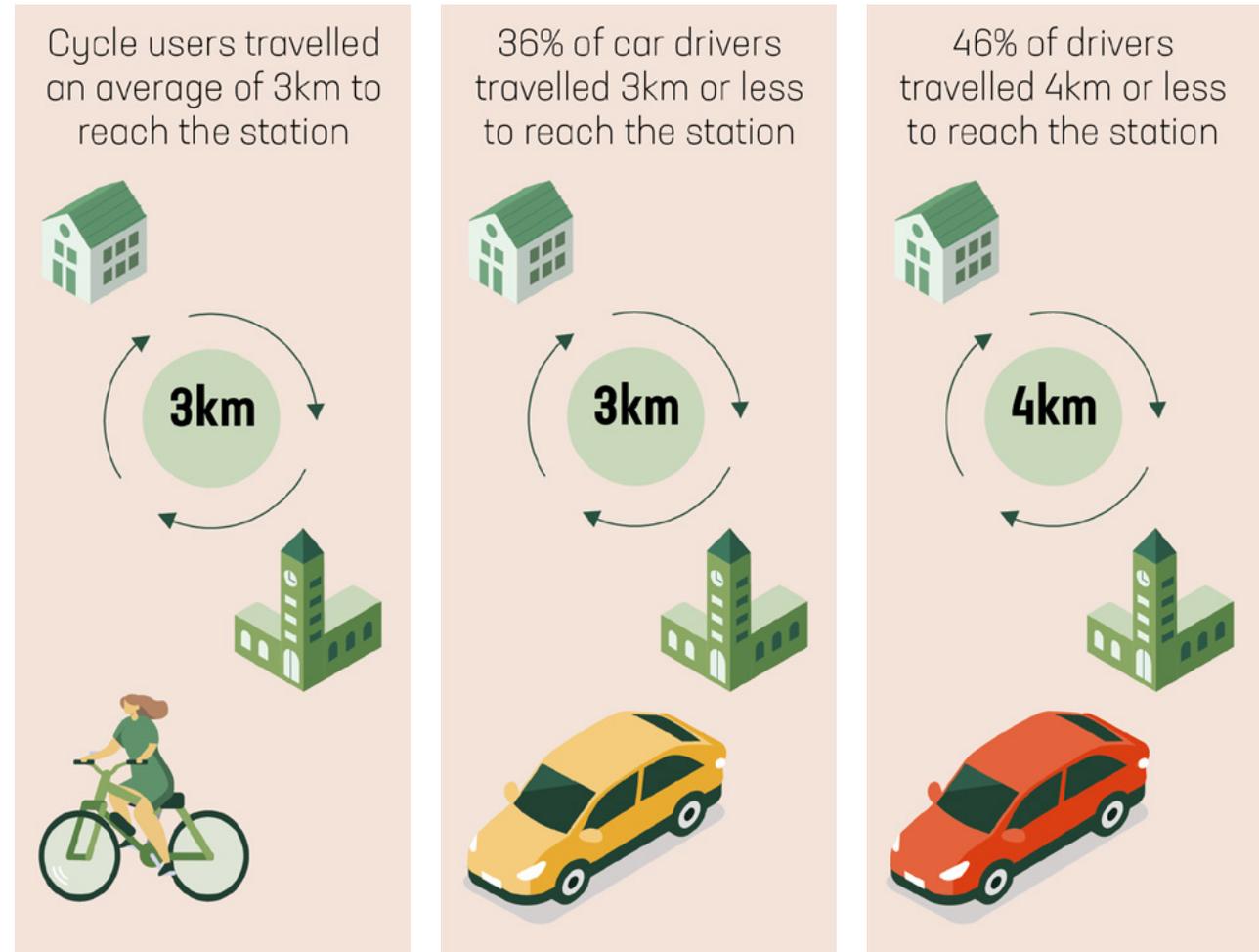
Government policy clearly shows there is a need to increase the number of existing and new rail passengers who use a cycle as part of their door-to-door journey.

This can be achieved through a number of initiatives, which include:

- providing new or improved infrastructure, such as cycle parking and cycle routes
- making stations and cycle infrastructure accessible to all cycles and cycle users
- providing information and services, such as signposting customers to facilities or providing free access to secure cycle parking while users buy tickets
- promoting behaviour change campaigns and measures
- improving the way that cycles are carried on board trains

Many car journeys (to stations, in particular) are for relatively short distances. The [National travel survey](#) shows: 52% of trips between 1 and 2 miles, 79% of trips between 2 and 5 miles, and 67% of trips between 1 and 5 miles are done by car. These distances can be easily cycled in 5 minutes (1 mile) to 30 minutes (5 miles), where good quality cycle provision is in place.

Travel surveys reported in the 2015 DfT and RSSB report “Understanding the business case for investment in Cycle-Rail” have shown:



### 3.1 Growing cycle-rail

Growing the cycle-rail market will require encouraging more rail travel and making cycle-rail the obviously better choice. Users will typically have a fall-back option (eg car or taxi), so it is critical that cycle-rail provision is of good quality if the market is to grow.

To understand the current market, SYSTRA and the Cycle Rail Working Group asked users to complete an online survey to understand from current and potential cycle-rail users:

- the types of cycle-rail journey they make, or would consider making
- current cycle-rail users' perceptions of their experiences
- suggestions for improvements to cycle-rail

The survey was written by SYSTRA, hosted through Snap Surveys and available to complete between 7 December 2022 and 9 January 2023. For more details, see [Appendix C Cycle-rail survey 2023](#).

To grow cycle rail it is necessary to:

Make it easier, safer and more attractive to cycle to a station - either by providing segregated infrastructure or highlighting quieter routes, and signage for station/station parking



Reduce crime and fear of crime around stations, particularly cycle theft



Improve the quality and quantity of cycle parking at stations



Make it easier to move cycles around stations and take them on trains (even if this has to be restricted to off-peak trains)



## 3.2 Market analysis and trends

Increases in cycle-rail journeys are likely to be driven through the specific improvements outlined in [3.1 Growing cycle-rail](#), and wider trends of cycling growth across the UK.

Cycling in the UK is expected to grow as a result of large-scale investment in high-quality cycling infrastructure, and a greater emphasis on sustainable transport choices, cycle hire availability, and greater market penetration of electric-assist cycles (e-cycles), which will provide a larger potential market for cycle-rail.

It is useful to consider the potential reasons for cycle-rail travel, which may be:

- commuting to work
- attending medical appointments and business meetings
- leisure activities, for example shopping, meeting friends or cycle tourism
- a combination of the above reasons

Consider also, the broad spectrum of users, particularly in terms of their:

- age
- gender
- access needs - especially if cycles are used as mobility aids
- income level

- type of cycle - folding, cargo, adapted and/or electric-assist
- level of familiarity with rail travel

Clustering the various journey purposes and user types is a process called market segmentation, which helps to focus on how different groups may see the potential for cycle-rail differently, and allows a better understanding of the initiatives that may be most effective in promoting cycle-rail for a wide range of users.

Since the COVID-19 pandemic, the market for transport has seen significant changes, particularly in terms of commuting behaviour and leisure travel.

### Commuters

Work from home orders during the COVID-19 pandemic have resulted in continued high levels of hybrid or at-home working, which are expected to continue into the future for many areas of the job market.

This is reflected in the transport market. When comparing ticket sale data from April to June 2022 with data from the same months in 2019:

Season ticket sales were just 35% of what they were in 2019



Anytime or peak tickets were 99% of what they were in 2019



Source: [Office of Rail and Road, Passenger rail usage October to December 2022](#)



This shows a significant shift in the way commuters travel, with far fewer people choosing to commit to long-term rail travel and instead opting to travel on an as-needed basis. In response, some operators have begun offering carnet-style tickets, which provide a balance of flexibility and value to commuters.

Even so, commuters still represent the largest group of rail travellers and are critical in the cycle-rail context. For this market segment, you must consider for example improving on-train provision for storing folding cycles, which would maximise the number of cycle users on the train while also driving operator revenue.

### **Leisure travellers**

Leisure travel is a key market for rail travel, and is a segment that has bounced back very quickly following the COVID-19 pandemic. This shows it is becoming a more important part of the railway industry's revenue stream.

Based on an assessment of ticketing data, most leisure trips tend to be off-peak, using advance tickets, which show the following trends when comparing sales data from October to December 2022 to that from the same months in 2019:

Advance ticket sales were 108% of what they were in 2019

Off-peak ticket sales were 106% of what they were in 2019

Source: [Office of Rail and Road, Passenger rail usage October to December 2022](#)

So leisure travellers are clearly a key market for expanding cycle-rail.

Cycle-rail can also be an active part of the leisure cycling experience. For example, developing cycle routes from rural stations could unlock opportunities to explore the countryside. Similarly, a tourism campaign could encourage people to explore by cycle and rail as part of the same trip, simultaneously increasing both travel markets. This presents opportunities for links with cycle hire providers and tour operators.

Leisure travel is a growing market, with travellers typically using off-peak services. Thought needs to be given as to how to capture more of this market. Talking to potential leisure users would be a good starting point. It is likely that many of the responses would be the same as for commuters, but there is also likely to be more emphasis on taking cycles on trains. This is often more of a challenge than parking cycles at stations, but there may be opportunities to improve the current position.





Potential stakeholders can be:

- train operating companies (TOCs)
- cycle user groups – they can provide very insightful local knowledge
- local businesses – they will have an interest for their staff and customers
- community rail partnerships
- education and health establishments
- British Transport Police
- disabled people’s organisations, such as Wheels for Wellbeing, and Transport for All

Some groups have a legal right to be consulted before new infrastructure is installed. They are called statutory consultees. For example, local authorities must be consulted and give permission before there are any changes to the highway (a new cycleway or signage, for example), and Network Rail or the British Transport Police may need to be consulted before changes at stations. You should contact these groups in advance to discuss your proposals and the way they expect to be consulted.

## 4.2 Partnership

Working with partners, such as local authorities, can widen the opportunities of a cycle-rail initiative. Partnership work can bring fresh ideas, provide access to additional funding sources, or connect you with service providers or other suppliers from previous successful initiatives.

When planning an initiative, think about who your potential partners could be and contact them. It’s also worth remembering that new partnering opportunities can emerge as the project develops, which may allow you to expand or improve on your proposals.

## 4.3 Examples of good practice partnership

The benefits of partnership working can mean that good practice is applied from an early stage through consultation, concepts, collaborative design and delivery of the scheme. For example, TOCs can:

- provide comments on local authority planning applications
- work with train manufacturers to specify the type, size and amount of cycle storage on new rolling stock (see [Greater Anglia new trains project](#) case study)
- work with designing out crime officers (DOCOs) to implement good practice cycle storage (for more information, see [5. Plan and design](#))
- work with local authorities to improve the highway routes to stations
- work with third sector organisations (eg [Sustrans](#)) to introduce cycle routes to stations, including off-road routes such as greenways

## 4.4 Cycle-rail forum

Some train operators have set up cycle-rail groups/forums to engage with people who have an interest in combining cycling and rail.

Setting up a cycle-rail forum can:

- show real commitment to cycle-rail integration by a TOC
- access the first-hand knowledge of users when planning and implementing projects (eg choosing the best location of new cycle parking at a station)
- provide a good way for cycle users to communicate with rail operators on the success of their cycle-rail initiatives
- enable practical suggestions for improvement
- create better collaboration with other agencies responsible for walking, wheeling and cycling

These groups only work if they are properly resourced and there is senior management buy-in. There must be adequate management time devoted to two-way communications with a forum and feedback must be acted on. Train operators must take time and be available to work with forums. If the train operator is ready and able to do the forum work, then it can be a great resource and a true indicator of a commitment to cycle-rail.

# 5. Plan and design

Before starting with the design of a new cycle-rail intervention, you need to understand the current situation and what is needed to increase the number of cycle-rail journeys. Engaging with stakeholders (see [4. Stakeholder engagement](#)) is one of the key parts of this process. Data gathering, evidence collection and audits can then build on the engagement findings and support decision making on the interventions to be brought forward. Planning is important because it:

- supports informed decision-making
- creates a strong evidence base at the beginning of a project
- builds a strong case for funding applications (see [6. Funding](#))
- provides a baseline for future monitoring (see [9. Monitoring](#))

Once you know what cycle-rail interventions you want to implement, you need to design them well.

## 5.1 Introduction

### Understand the cycle-rail user journey

When planning and designing, it is important to consider that the cycle-rail user journey does not start or finish at the station. It includes the journey to and from the station, station approach, station building, platform and train environment.

Consider all parts of the cycle-rail users' journey to make sure an intervention will be successful. For example, a new cycle hub in the station building without good quality cycle routes to reach it could make it underused.

This chapter provides recommendations on how to plan ahead and identify the right cycle-rail interventions for each stage of the cycle-rail user's journey.

This chapter also provides design considerations and links to standard and guidance documents for the key elements at each stage of the cycle-rail user's journey.



## Understand the different types of cycle-rail users journey

There are different types of cycle-rail users with varying needs.

The most common distinction is between cycle-rail users who park their cycle at the station before boarding a train, versus users who bring their cycle on board.

Also, cycle users can hire a cycle, travel in large groups, travel for leisure, use an adapted cycle, be new to cycle-rail etc. Thinking about their different needs and how to respond to them can make sure the cycle-rail experience is attractive and inclusive for a wider audience.

## 5.2 Plan

### Data collection and evidence gathering

Data collection and evidence gathering are helpful to provide an understanding of the current situation and any potential issues and opportunities. For example, if the cycle parking at the station is often mostly full it shows a need for more capacity. Data and evidence can also help to identify trends or demands and respond to them. For example, leisure cycle-rail is increasing, so stations should consider interventions to future-proof this increasing demand.



Data collection tools must seek to gather information on inaccessibility or exclusion for those currently prevented from using cycle-rail.

When you plan, you need to be clear about the objectives and identify the data and evidence that can guide you to success. Some of this information may already be available or held by other organisations (eg the local authority) so consider this before commissioning new data collection or evidence gathering.

### Points of contact

Depending of what section of the journey you are looking at, different organisations should be the first point of contact to request information or enquire.

For the journey to and from the station you can contact the local highway authority.

For the rest of the cycle-rail user journey you can speak to the station operator.

For specific enquiries on the trains you can contact the train operating company.

The [National Rail](#) website has a list of train companies, station operators and other rail service providers.

### Counts

Counts are data, such as the number of users of facilities or the number of cycles parked at a location. This data can then be compared with other data sets for further insights and to inform decisions.

For example, count the number of people using cycle-rail at a station or on a train service. Then compare this data with general usage data (eg station footfall or ticket sales data and population data) to see if any groups are not represented among cycle-rail users. This can show who is and is not using cycle-rail and how popular it is.

### Feedback

Feedback can be collected from customers, stakeholders or others via surveys, workshops, meetings etc.

For example, annual monitoring of existing cycle-rail users' satisfaction through surveys can highlight problems and inform improvements to routes, facilities and services.

### Surveys

Surveys can be used to collect data and evidence. When creating a survey it is important to identify the targeted sample population. The questions need to be tailored accordingly. (For more information, see [9. Monitoring](#)).

Question examples targeted at cycle-rail users include:

- Where (roughly) do you cycle from to reach the station?
- What cycle route do you take? What is the quality of the cycle route?
- How easy do you find it to move around the station while carrying a cycle? Is the station fully accessible for you?
- What improvements would you like to see to facilities, information etc?
- How easy is it for you to store your cycle on the train?
- Can you suggest any improvements to the cycle space booking system?

Some of the data collection and evidence gathering could be undertaken in collaboration with other stakeholders or partners (see [4. Stakeholder engagement](#)).

## Plan for the journey to and from the station

The government's Cycling and walking investment strategy (CWIS) recognises the importance of cycling, wheeling and walking access to major transport hubs, such as stations. To address this, the CWIS requires local authorities to prepare local cycling and walking infrastructure plans (LCWIPs).

Where an LCWIP has already been produced, consider the planned cycle routes and how they will impact on connections to the station.

Where an LCWIP is in development, work in partnership with and provide input to the local authority.

A well-planned cycle network can greatly benefit the journey to and from the station for cycle-rail users.

### Route audit

Where there are key cycle routes connecting the surrounding area and points of interest to the station, a route audit can be useful. Consider working with the local highway authority to carry out a 'Cycling Level of Service' assessment on each route. The tool considers the key design objectives of cohesion, directness, safety and attractiveness to assess the



quality of a route and identify areas for improvement. Other partners and stakeholders should also be involved in the planning of route audits, because responsibilities and interests often overlap. See [Appendix A of 'Local transport note \(LTN\) 1/20'](#).

The scope of what is to be assessed needs to be agreed among these partners.

During the audit look out for:

#### ■ Cycle infrastructure

Make sure good quality cycle infrastructure is provided, in line with the core design principles outlined in [section 1.6 of the 'Local transport note \(LTN\) 1/20' 1/20](#) on cycle infrastructure design. Look at routes to and from residential areas, employment centres and other key attractions (eg town

centre), particularly those within an easy cycling distance of 3 miles (5km) from the station. Test riding the routes to and from the station can also provide an invaluable firsthand view of what does and does not work.

#### ■ Wayfinding

Make sure clear wayfinding is in place at key decision points along the route, such as junctions, to guide people to and from the station and to other key destinations. Wayfinding should also provide directions to cycle parking and other cycle facilities as users approach the station.

## Plan for the station approach and station building

### Land ownership

Identify the landowners and tenants of the station approach and station building, as they may be different in and around the station. This can help to understand the extent of space available for interventions and who is responsible.

### Planning requirements

Check with the local authority to find out if the station is listed or is part of a conservation area. If so, there may be extra permissions that are needed before changes can be made. Early engagement can avoid delays and frustrations. Once an intervention is defined, it is important to check planning permission requirements as some types of interventions need planning permission regardless of heritage constraints. Infrastructure interventions that fall within the highway boundary typically do not need planning consent.

### Station audit

A station audit is a good time to work alongside others (see [4. Stakeholder engagement](#)), such as the local authority cycling officer and any local cycle user groups.

To assess the current situation, push a cycle in and around the station. This should preferably be done by someone who is unfamiliar with the station.

Have a look at the following:

#### Access to the station

- are cycle users able to enter and leave the station safely and conveniently in all sensible directions? (this will normally be all directions, unless local geography dictates otherwise)
- is there step-free access? can cycle users ride up to the station entrance or in close proximity to it?
- are entryways and doors wide enough for cycles, and do they open easily (eg with motion detection)?
- what measures, including cycle parking, are provided outside the station? are they on the cycle users' approach to the station, or located elsewhere? how close are they?
- are routes and spaces for cycle users and pedestrians separate and clearly shown? are there any conflict points?

### In the station

- can cycle users keep their cycles with them while buying tickets or seeking information? if not, is there a way for them to conveniently and securely leave their cycle close to the ticket machine/counter while buying a ticket?
- what facilities, including cycle parking, are provided for cycle users? what is the current level of provision? is it enough? is it the right type (including provision for adapted cycles)?
- are all the facilities accessible for all types of cycles and all types of cycle users?
- is cycle parking visible from the entrance, conveniently located and signed?
- are step-free routes available? if wheeling channels or lifts are provided, do these fit different types of cycles, such as adapted cycles, three-wheeled cycles, cargo cycles and e-cycles?
- are cycles stored securely, or is there room for improvement?
- at the gate line, is easy platform access available?
- can station security be improved? (See [DfT guidance on reducing security vulnerabilities at rail, bus and coach stations](#))

## General

- Is information on cycling to and from the station adequate, and easily found?
- Is cycling to the station being actively promoted by train companies, the local authority and other stakeholders? (See [7. Communication and marketing](#))
- Are the station and facilities inclusive and fully accessible to all potential users? Can people with non-standard cycles use the station easily and safely?

You can use the audit checklist in [Appendix D Cycle-rail station facility checklist](#) to assess cycle parking provision.

## Plan for the platform and train

### Data and evidence gathering

The popularity of cycle storage on the train can be checked from cycle space booking data, on-board cycle counts, and user surveys. It can be useful to know which services are busiest and when.

The upgrade of existing trains, purchase of new trains and platform renewals happen very infrequently. To futureproof these elements, trends and user surveys can inform the type and volume of cycle storage to be provided (see [3. Growing the cycle-rail market](#)).

#### ‘The Great British Railways: Williams-Shapps plan for rail’

states that: “All future train fleets will need to include more bike spaces relevant to the markets served.

Operators will continue to restrict bikes on peak-hour commuter trains, where the space is needed for passengers.”

### Audit

It is important to test ease of access to the platform, and ease of carrying different types of cycles along the platform and on the train. Ideally, this test should be carried out by someone who is not currently a cycle-rail user. A walk through

with a disabled cycle user can be even more useful. This would give an invaluable firsthand view of what does and does not work.

Consider these questions when auditing a platform and train environment:

- how easy is it to access the platform through the gate line? Are there enough cycle entrances or ways to manage cycle access to avoid creating queues?
- are lifts that can fit cycles, including non-standard cycles, available to all platforms? This would also help people in wheelchairs, people carrying luggage or people with prams
- how easy is it to move around on the platform with a cycle?
- is there enough room to stand with a cycle on the platform without the cycle getting in the way of other passengers?
- how easy is it to find out where to stand for an arriving train? Do passenger information displays, station announcements, and/or staff say which zone to stand in to access the carriages with cycle storage?
- can a floor sign be implemented or does the location of cycle carriages change depending on the train?

Journey to and from the station

Station approach

Station building

Platform

Train

- is the cycle carriage clearly labelled? Is the labelling on the outside of the train visible from a distance?
- how easy is it to get a cycle onto the train? How accessible is the transition between the platform and the train?
- how do cycle users with different strengths or physical abilities manage?
- where on the train can cycles be stored?
- how easy is it to store a cycle on the train? If there are multiple cycles, is storage more difficult?
- where cycle space is in a folding seat area, are cycles always able to be stored? Or is there conflict between uses?
- how secure is the on-board storage facility? If out of sight, do users feel comfortable leaving their cycles?

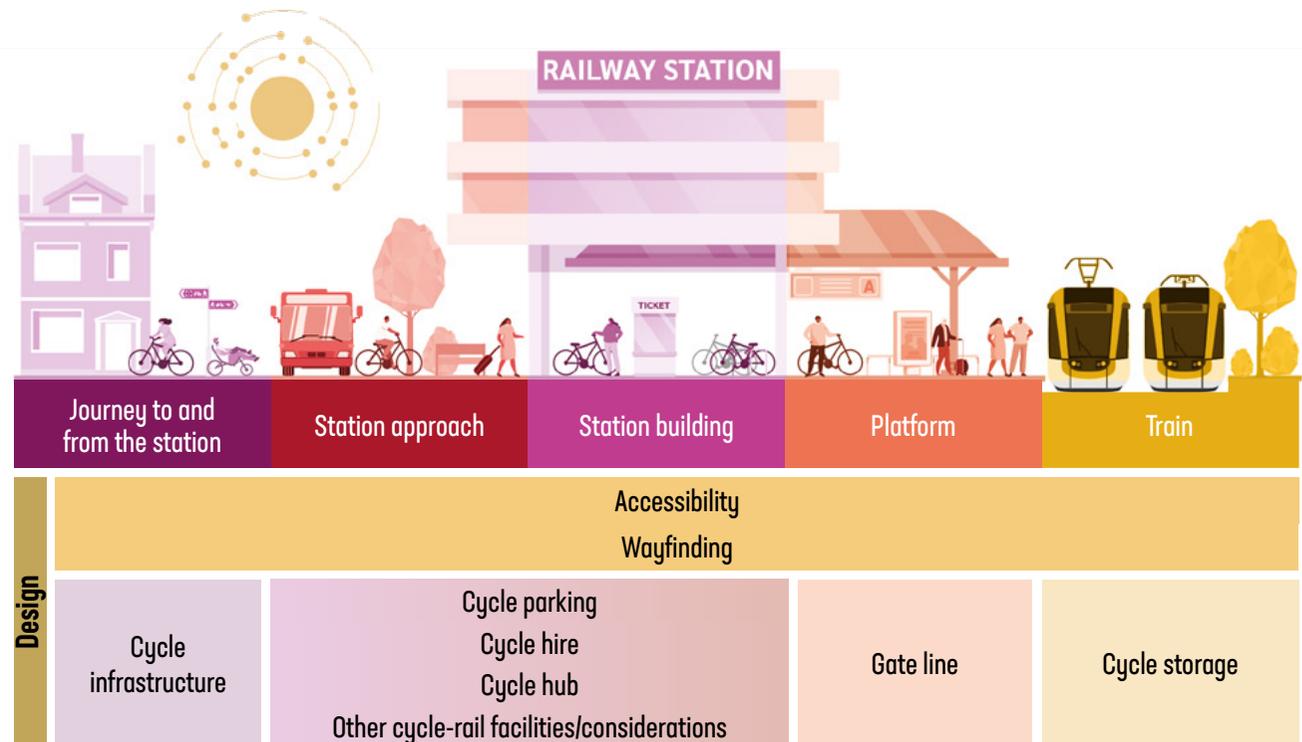
Remember: Cycles vary in size, shape and weight. The cycle users' ability to lift and carry their cycle varies too. Engagement is fundamental to understand different users' needs and can help with producing a more inclusive design.

## 5.3 Design

### Understand the design elements that influence the cycle-rail user journey

Different design elements influence the quality of the cycle-rail user journey. Some design elements are important for all sections of the journey, such as accessibility and wayfinding, and others are specific to one section. The diagram below shows the key design elements that need to be considered in relation to the cycle-rail user journey.

This chapter provides design considerations and links to standard and guidance documents for each of the key design elements, to develop a successful cycle-rail user journey.



## Design for the journey to and from the station

### Introduction and design considerations

The journey to and from the station is between the station and people's starting point or destination (eg shop, home or workplace).

Cycle infrastructure, accessibility and wayfinding are the key design considerations for this section of the journey. These are usually the responsibility of the local highway authority.

Working in partnership with relevant stakeholders is key to ensuring a comprehensive approach to the user's journey, particularly for the route to and from the station.

Relevant stakeholders can include the local highway authority, transport providers, community groups, cycling groups and building developers.

### Cycle infrastructure

The number and quality of the cycle routes leading to the station influences the number of people that will cycle to it. The local highway authority is responsible for improving existing, and creating new, cycle routes.

When examining existing and planning new routes to the station, consider that the primary audience for cycle-rail starts their journey by cycle within 3 miles (5km) from the station. However, greater use of e-cycles is expected to increase this distance in the future.

Cycle routes need to be in line with the five core design principles set out in 'Local transport note (LTN) 1/20' design principles (coherent, direct, safe, comfortable and attractive), and associated guidance. These principles help make cycle journeys safer, easier and enjoyable, and journeys are more likely to be repeated. So, when designing a cycle route to and from the station, check that it fits with the LTN 1/20 design principles.

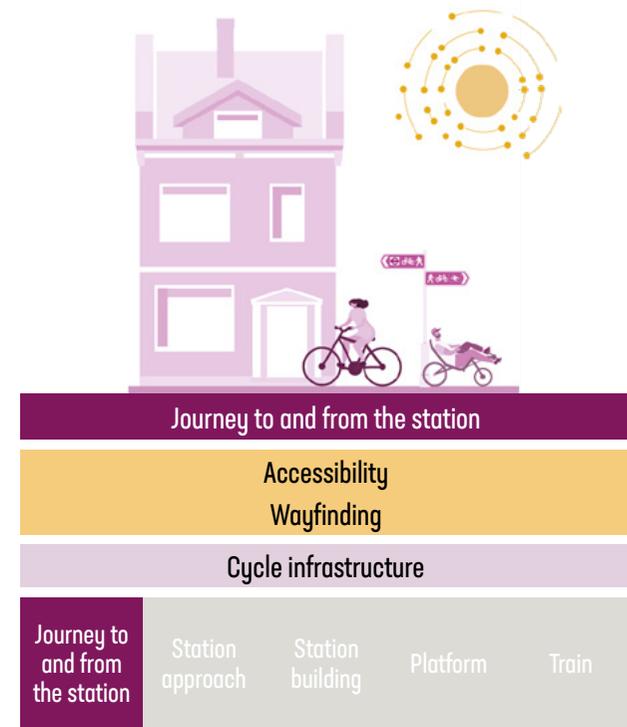
For example, is the scheme:

- **coherent** - is it easy to see how the new facility or route fits into the journey as a whole, is it well planned, of a consistent high quality and easy to follow?
- **direct** - are cycle users being offered something that involves a diversion from a direct route, or could changes to the roads help cycle users reach the station - for example, contra-flow cycle lanes, flush dropped kerbs, traffic calming etc?
- **safe** - will it be safe and feel safe for users?

- **comfortable** - is the route smooth and well-maintained, are steep gradients and stopping avoided, are cycle users being asked to do something uncomfortable, like lift their cycles into a storage space?
- **attractive** - will the new infrastructure or facility look and feel attractive or be perceived as ugly, utilitarian or cheap?
- **accessible to all** - are there barriers, including those that present obstacles for less experienced cycle users?

### Accessibility

LTN 1/20 is the reference guidance for cycle route accessibility requirements, as well as the [inclusive mobility guidance](#).



# Core principles: cycle infrastructure design

## Accessibility for all

Coherent	Direct	Safe	Comfortable	Attractive
 <p>DO Cycle networks should be planned and designed to allow people to reach their day-to-day destinations easily, along routes that connect, are simple to navigate and are of a consistently high quality.</p>	 <p>DO Cycle routes should be at least as direct - and preferably more direct - than those available for private motor vehicles.</p>	 <p>DO Not only must cycle infrastructure be safe, it should also be perceived to be safe so more people feel able to cycle.</p>	 <p>DO Comfortable conditions for cycling require routes with good quality, well-maintained smooth surfaces; adequate width for the volume of users; and minimal stopping, starting and steep gradients.</p>	 <p>DO Cycle infrastructure should help to deliver public spaces that are well designed and finished in attractive materials, and be places that people want to spend time using.</p>
 <p>DON'T Neither cyclists nor pedestrians benefit from unintuitive arrangements that put cyclists in unexpected places away from the carriageway.</p>	 <p>DON'T This track requires cyclists to give way at each side road. Routes involving extra distance or lots of stopping and starting will make some cyclists choose to ride on the main carriageway instead because it is faster and more direct, even if less safe.</p>	 <p>DON'T Space for cycling is important but a narrow cycle lane next to a narrow general traffic lane and guard rail at a busy junction is not acceptable for cyclists.</p>	 <p>DON'T Uncomfortable transitions between on- and off-carriageway facilities are best avoided, particularly at locations where conflict with other road users is more likely.</p>	 <p>DON'T Sometimes well-intentioned signs and markings for cycling are not only difficult and uncomfortable to use, but unattractive additions to the streetscape.</p>

Source: Department for Transport, 2020. 'Local transport note 1/20'. Cycle infrastructure design.

## Wayfinding

The wayfinding strategy for cycle tracks, also a responsibility of the local highway authority, should consider the needs of users travelling to and from the station.

- for cycle users travelling to the station, signs and markings should guide people at key decision points along the track, eg junctions. Closer to the station building, signage and markings should show how to reach the cycle parking area, cycle hub, toilets, ticket office or other relevant station facilities
- for cycle users leaving the station, signs and markings should guide people to key locations such as town centre, hospital, theatre, tourist attractions etc

The consistency of wayfinding is key for the user experience and should be co-ordinated with other sections of the cycle-rail user journey.

For more guidance on wayfinding, refer to 'Local transport note (LTN) 1/20' sections 13.4 and 13.10. Guidance on traffic signs and road markings is provided in the 'Traffic signs manual', with details on how to use them in the [Traffic signs regulations and general directions legislation](#) and subsequent [amendment](#).

When working in a specific context, such as a historic environment, consider how the design of signage can contribute to it as well as perform its key function of directing people.

LTN 1/20 - compliant cycle track, separate from vehicle traffic



Cycle track approaching a station



Clear station signage to be installed at key decision points eg junctions



Distances given in minutes, rather than distances, is easier to understand



Wayfinding does not always have to be signs on posts



## Design for the station approach and station building

### Introduction and design considerations

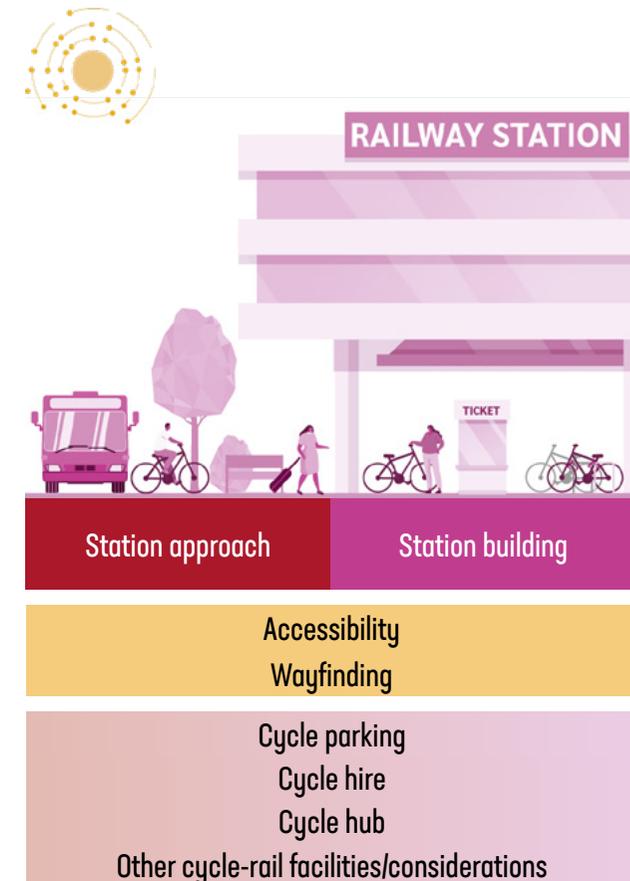
The station approach is the area immediately outside the station building. The station approach and station building are what the public might think of when they say they are “at the station.” From a customer perspective, these two environments are the same and so crossing

them should be as seamless an experience as possible. However, it is important to note that different design standards and guidance apply for internal and external environments.

Accessibility, wayfinding and different cycle facilities (such as cycle parking, cycle hire and cycle hub) are the key design considerations for this section of the journey. Also, consider that the cycle-

rail user journey at the station approach and station building depends on whether they are planning to park their cycle at the station or take it with them on the train.

The station approach and station building can be the full responsibility of one party (eg the station operator) or multiple ones, including the local authority.



## Accessibility - station approach

The station approach is where cycle-rail users come into closer contact with the other modes used to access the station such as pedestrians, buses, taxis and private vehicles. The design of the station approach should follow the prioritisation of users and minimise the conflict points between modes. Where possible, the location of cycle parking and cycle access routes should minimise interaction between cycle users and pedestrians. It is important though, that cycle facilities are in places that are convenient for users.

In some locations, the station approach may include access routes to the station for the different modes, and car and cycle parking facilities. In this context, it is important that users, including cycle users, can clearly identify the best route to reach the station entrance and cycle parking

facilities. For safety and accessibility, conflict with other modes should be minimised, for example, pedestrian and cycle routes through car parks should be separate and clearly marked. Consider that a large car park can offer the opportunity for public realm and greening interventions that could enhance the overall station environment.

Some stations may include an area of public realm in the station approach, and cycle users can use this space to stop temporarily. The provision of short-stay cycle parking, such as stands that fit different cycle types (including adapted cycles), should be provided for people to park their cycles while buying a ticket, waiting for the train or using the public space for other activities. Temporary cycle parking that only secures one wheel should be avoided. The station public realm

needs to work well for the movement of people and the other functions of the space (eg stopping, waiting, temporary events or markets etc).

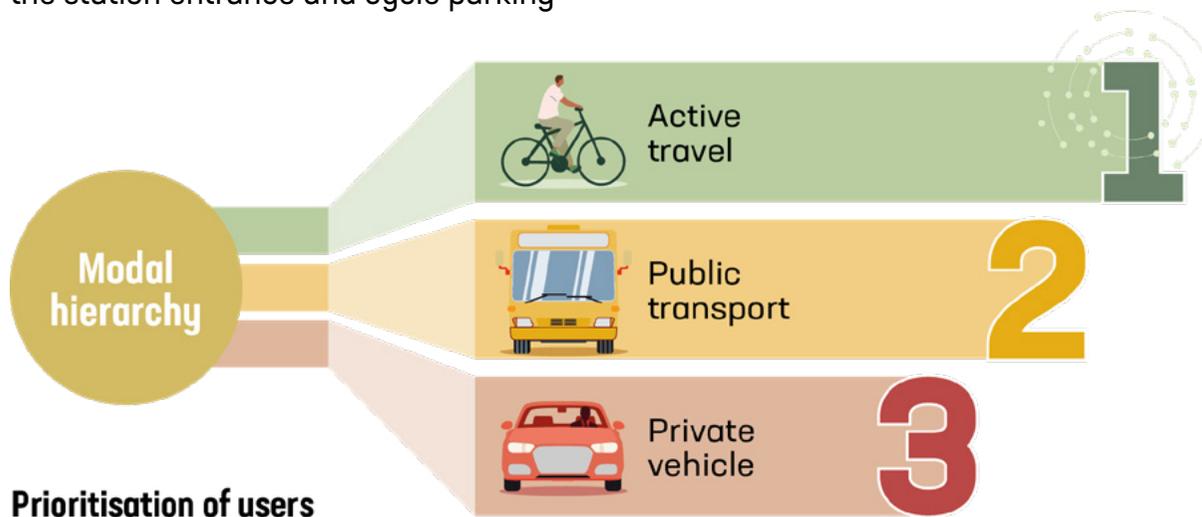
The '[Standards for public cycle parking](#)' gives further direction on the design and location of cycle parking at stations and must be followed.

## Wayfinding - station approach

The station approach needs to be designed so that users can easily and intuitively recognise where to go. Consider the sight lines of users as they approach the station and how those relate to the location of facilities, entrances etc. This approach minimises the number of signs needed.

Interventions in the station approach, such as signage and cycle parking, should consider the context and surroundings. Providing new infrastructure or facilities in or around heritage listed buildings requires careful consideration to make sure they do not detract from the character, appearance and integrity of the buildings.

For the station approach, there may also be counter-terrorism security requirements that have to be met (see '[Land transport security](#)').



**Prioritisation of users**



Public realm, with separate spaces for cycle users and pedestrians



On approach to the station, this sign, visible in the middle of the public realm, is easy to see and clearly directs people to cycle parking and elsewhere



### Network Rail - 'Inclusive design - design manual'

- provides guidance on inclusive design, key standards and procedures to apply in designing and delivering the railway built environment
- 'section 2: Station environment' includes considerations about the external (urban realm) as well as internal (station concourse and platforms) environments

This sign is high up on a wall that is set back from the station entrance and is a little small in size, so it may not be easy to see



### Transport for London - 'Station public realm design guidance'

- provides comprehensive considerations on how the station public realm and station building design should work together to respond to both the movement and place functions of these spaces
- 'section 4: The station' and 'section 5: The station public realm' are particularly relevant for the station approach

### Network Rail - 'Wayfinding - design manual'

- sections 2.1 and 2.2 on the 'urban realm' and 'station concourse' are particularly relevant

Journey to and from the station

Station approach

Station building

Platform

Train

## Cycle parking

Cycle parking at stations needs to be easy to find and access. Once a cycle is parked, access to the station and platform needs to be straightforward. Accessible cycle parking needs to be in close proximity to a step-free entrance to the station. This smooth, uninterrupted flow from arrival, to parking and transfer to the train provides a seamless experience. Without this, taking a cycle to the station may be seen to be more trouble than it is worth.

Every station should provide adequate cycle parking for different types of cycles, including adapted and cargo cycles. Cycle parking should tie into routes to and through the station that can also accommodate a range of users and their cycles. Free, quick to access cycle parking, such as Sheffield stands, should always be made available alongside compounds, two-tier racks with gas assist and other long-stay parking options.

Cycle parking has to be certified as Secure by design level 2 and follow the Standards for public cycle parking.

### Standards for public cycle parking (2021)

This standard is intended to be widely applicable for public cycle parking procurement in the UK.



The Standards for public cycle parking (2021) must be followed when offering cycle parking at stations. It provides standards for public cycle parking design and procurement in the UK. It is intended to enable people purchasing, installing and managing cycle parking to identify suitable products and installations, and includes railway-specific standards.

The design manual for [Parking and mobility at stations](#) includes information on cycle parking.

If data, feedback or observations show there is a need for more cycle spaces, do the following:

1. Define the number and type of extra cycle parking spaces needed based on the information collected for current usage and future demand, and on the space available at the station. The suggested minimum cycle parking capacity for public transport interchanges is 1 space per 200 daily users. For more information refer to [section 11.3 of 'Local transport note 1/20'](#).
2. Identify a location or multiple locations for the cycle parking. These need to be in prominent positions that are easy to access by cycle and are in close proximity to the station entrance. If there is more than one entrance, have parking provision next to each entrance or, if not possible, clear wayfinding. Also, liaise with the local police force's designing out crime officer as cycle parking in the right location can reduce cycle theft.
3. When choosing equipment, apply good practice design standards (in particular the '[Standards for public cycle parking](#)'), and take note of the final section of this chapter - [5.4 Choosing the right equipment](#).
4. Design for personal and cycle security. Have lighting, CCTV, natural surveillance and notices for users on how best to lock their cycles.

## Charging for secure parking

The operator can decide whether or not to charge for access to a secure parking facility. A charge may deter some users, but other users may value the fact that a known list of people have access to the area. Provide both options at the station, if possible. Operators have reported that it is better to have an annual charge than a one-off fee as this helps to manage capacity. With a one-off fee, people buy access (a fob etc) but then move from the area or stop using the hub and if there is no annual fee, the operator is unsure whether the user intends to return or whether extra fobs can be issued.

## Security for cycles and users

Stations can have high rates of cycle theft, partly because of the long quiet times during the day, when fewer people are around to provide natural surveillance, or because existing cycle parking may be located out of sight. Cycle users also need to feel safe at different times of day and night when using the cycle parking facilities, including during the dark winter mornings and evenings. Security for cycles and users when accessing and using cycle parking facilities is important so that users can have confidence and continue to use the facilities.

The Standard for public cycle parking gives detailed advice for security and you must follow this guidance, which includes locating parking in the best possible place for natural surveillance, lighting, CCTV, design (and certification) of stands and engagement with British Transport Police designing out crime officers.

## Types of cycle parking

There are different types of cycle parking:

### Cycle stands

Sheffield stands are the most common type of cycle stands. They are cheap, easy to install and can accommodate different types of cycles. You need to make sure that their positioning:

- allows easy access and use
- accommodates a range of cycle types (for adapted cycles they need to be positioned further apart)
- does not impede pedestrian movement (consider the space needed for the cycle stand and the cycle parked in it)

Cycle stands should be anchored in concrete or similar materials, rather than screwed into place as bolts can be removed.

Cycle stands - not good practice: the bolts could be unscrewed and the stand removed so the cycle can be stolen



Cycle stands - good practice: stand is set into the ground



## Two-tier parking systems

Two-tier parking systems can be used where lots of cycles need to fit into a limited amount of space. This type of parking should:

- display instructions on how to use stands
- have gas or spring assisted upper levels for raising and lowering the cycle, which makes the stands usable by a wider range of people
- be fitted with a bar or loop that allows the frame and at least one wheel to be fastened, for security
- have numbered racks so that faults can be reported easily or spaces can be booked. Numbering also helps with monitoring theft, the levels of use and abandoned cycles (see [9. Monitoring](#))
- operate quietly. High-quality, robust, gas-assisted upper racks tend to create the least amount of noise

A limitation of two-tier parking is that it is not accessible for all users. This is because - despite mechanisms that can help people load the cycle - some lifting is often needed. Also, this parking system cannot accommodate adapted cycles. To overcome this, make sure that other cycle parking options are available at the station.

## Cycle lockers

When installing cycle lockers consider:

- construction: lockers should preferably be made of open mesh at all sides and have an extra viewing panel at the front to monitor usage
- location: lockers should be near to where passengers need to be. They should also be in areas visible to station staff to help deter thieves
- CCTV: cameras should be positioned to monitor activity at the front of the lockers
- access: clearly communicate how people can get access to the locker (eg locker hire instructions on lockers)
- payment: make it easy for users to understand how to pay for the service. Consider integration with an online booking system
- staff: train them on the process for hiring/access, and also inspecting and maintaining the lockers
- management and maintenance: lockers need to be managed and maintained, they are not 'fit and forget'
- security: be mindful of the counter-terrorism security requirements of '[Land transport security](#)'
- other options: as lockers are not physically accessible for all users, always make alternatives available

Two-tier cycle racks in cycle hub



Vertical cycle lockers. Users have to be able to lift their cycles high, so these lockers may only be suitable for strong users or those with lightweight cycles



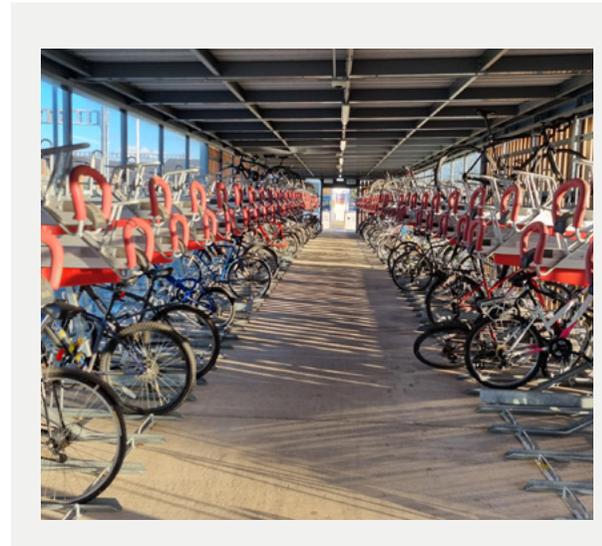
## Compounds

Compounds are locked areas of cycle storage, typically with single or two-tier stands inside. Access is usually controlled by an electronic key, fob, card or smartphone app. For this type of parking consider:

- design: make sure there are no openings large enough to enter the facility or pass a dismantled cycle through. Despite CCTV, thieves will identify and make use of such a weakness
- security: check CCTV and staff/passers-by line of sight. If views are obscured, thieves can operate undetected. The space under canopies needs to be covered by CCTV or the canopy needs to be transparent. Mesh or slatted fencing around and overhead can provide clear views in and out
- it should not be possible to reach the internal door release mechanism from outside
- access via fob, card or app helps to monitor the amount of use, and provide valuable information on the times of use
- the ease of signing up for and getting a key, fob or access card, or registering on the app. It should be easy and staff should be trained and able to advise

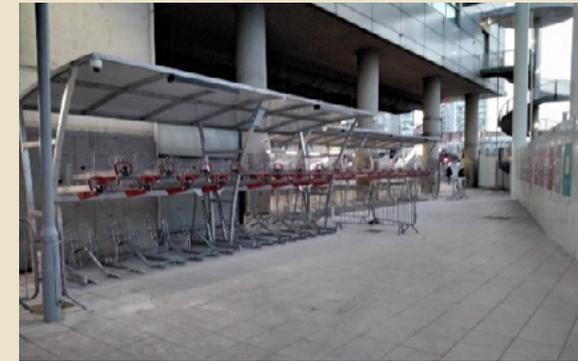
- the number of keys, fobs or access cards needed. UK and Dutch experience suggests that 3 times as many keys as cycle stands can be issued due to differences in users' travel patterns
- information: provide users with advice on how to use the compound, securely lock their cycle and report a theft

For users to gain access to a compound, they have to register. This can help improve security, as there will be a list of users, and their entry and exit times can be recorded. If payment for the key, fob or card is taken, users may be incentivised to take care not to lose it.



## Case study

### Manchester Victoria station cycle parking



#### New cycle parking behind the gate line at Manchester Victoria station

Northern Trains Ltd made improvements to cycle parking at Manchester Victoria station with the provision of two-tier cycle racks to accommodate up to 82 cycles. The racks are located behind the ticket line for added security, with usage regularly between 50% and 60% of capacity. Further planned improvements include updated signage and wayfinding, and Northern is in talks with a third party for co-branding opportunities and pop-up cycle servicing events, to provide added value for users.

## Automated storage

Automated storage systems take hold of the cycle and place it in racks or carousels. This system is secure and can be used where space is limited. However, automated storage systems do not currently offer high value for money at stations because of their cost and time needed to leave or retrieve an individual cycle. They are also unlikely to work for adapted cycles.

Automated cycle storage that parks and retrieves the user's cycle



## Very short-term cycle parking

Cycle users may need very short-term cycle parking options inside (and outside) the station where it is not possible or convenient for cycle users to keep their cycles with them while buying tickets or using the toilet. Solutions can include stands, wall anchors and bars. Where possible, these options should accommodate a variety of cycle types.

## Temporary cycle parking

During works and other types of disruptions affecting existing cycle parking (see [8.4 Disruption and special events](#)), temporary replacement cycle parking needs to be provided. The cycle parking should follow the [Standards for public cycle parking \(2021\)](#).

Journey to  
and from  
the station

Station  
approach

Station  
building

Platform

Train

## Cycle hub

A cycle hub is a place where various cycle facilities come together, such as cycle parking, cycle repair services, cycling information, and sometimes lockers and showers. Cycle hubs have become more common with the recent growth in cycling.

With multiple services to support the cycle user in one place, cycle hubs can be an attractive idea. However, with the extra facilities comes extra design requirements, and the staffing to provide services and look after maintenance. Applications for funding for a cycle hub will therefore have to outline how these extra needs will be met. Partnership with a local business

Cycle hubs should include essential elements and may also include other facilities:

Essential	Optional	Added extras
<ul style="list-style-type: none"> <li>• cycle parking and/or cycle hire</li> <li>• lighting</li> <li>• security (eg CCTV, entrance via card or fob)</li> <li>• notice with the times of operation and other key information (eg length of time you can leave your cycle)</li> <li>• all facilities must be accessible for disabled people</li> </ul>	<ul style="list-style-type: none"> <li>• tyre pump (free to use)</li> <li>• rack for cycle locks (saves user carrying heavy locks)</li> <li>• live train departure information</li> <li>• cycle information, including maps</li> <li>• notice boards</li> </ul>	<ul style="list-style-type: none"> <li>• lockers</li> <li>• changing rooms</li> <li>• toilets</li> <li>• repair kits</li> <li>• cycle rentals</li> <li>• customer services (a member of staff)</li> <li>• cycle servicing and repairs (with notice on times of operation)</li> <li>• showers (may be best placed at the user's final destination)</li> </ul>

or community group can help with the maintenance requirements.

Cycle parking standards apply equally to hubs as they do to other parking provisions.

Please note the emerging concept of **mobility hubs**. Mobility hubs bring together shared transport, public transport and active travel (walking, wheeling and cycling) in spaces designed to improve the public realm for all. Cycle hubs or other types of cycle parking and cycle facilities can be part of mobility hubs.

## Case study

### Biggleswade cycle hub



As part of the redevelopment of Biggleswade station, the existing cycle parking facilities had to be relocated. The opportunity was taken to make some significant upgrades, with:

- different types of cycle rack, including adapted cycle parking facilities
- cycle repair equipment
- e-cycle charging points
- enhanced security with new lighting, fencing and CCTV cameras

There are now 100 cycle spaces, up from the original 30. Stakeholder engagement was sought, with input from local cycle groups, local residents and borough council members to make sure local needs were met. For more information see [Biggleswade cycle hub](#) or click on the magnifying glass.

## Cycle hire

Cycle hire (also known as cycle share) can support a seamless door-to-door journey. There are over 50,000 journeys made every day using cycle hire in the UK. The potential of cycle share is also recognised in the [Department for Transport's 'Local authority toolkit'](#).

Cycle hire can be for minutes, hours or multiple days. Some schemes allow users to drop cycles off at a different location to where the cycle was picked up, others require users to return the cycle to the same location.

### Case studies:

#### Beryl cycle hire

This is a fleet billed as the UK's first 'hybrid' cycles. Beryl cycles can be returned to painted bays, rather than docks, or other locations for a small additional fee. At or around stations, the management of this type of hire scheme needs to be carefully planned with the provider. A lists of cycle share schemes and operators in the UK can be accessed [here](#).



The process of hiring a cycle needs to be simple and clear to encourage use. Different cycle types should be available for hire, such as e-cycles, cargo cycles and adapted cycles, to increase participation. In hilly locations, consider that hire cycles tend to weigh more than standard cycles and e-cycles may be better suited. Cycle hire locations at stations should be easy to access and well signposted. The installation of cycle hire facilities is an opportunity to re-allocate centrally-located road or car parking space at stations,

#### TfL cycle hire

TfL's cycle hire scheme is widespread across central areas. People can enjoy all the benefits of cycling without having to buy and store a cycle - or worry about theft. The inclusion of cycle times in the TfL journey planner website and smartphone app helps to raise the profile of using hired cycles to get around.



rather than reducing pavement space for pedestrians.

Cycle hire can be offered by transport bodies, as part of city-wide or regional cycle sharing networks (such as TfL cycle hire), local hire shops, or as part of the station cycle hub (eg Blue Bikes in Belgium or OV-fiets in the Netherlands). Work in partnership with providers to explore opportunities and the viability of combining cycle hire with a rail ticket purchase.

#### Brompton cycle hire

The folding nature of Brompton cycles makes them convenient to carry on public transport, where permitted. They are available to rent at Brompton docks (over two-thirds are located near railway stations) for £5 a day via the Brompton app. The Brompton hire scheme delivers proven modal shift for the last mile via cycling, with over 91% of customers combining cycle rentals with public transport. For more information, see [Brompton cycle hire](#) or click on the magnifying glass.

Journey to  
and from  
the station

Station  
approach

Station  
building

Platform

Train

## Accessibility and wayfinding - station building

Cycle users become pedestrians carrying a cycle when they access areas where cycling is not permitted eg station building. It is important to consider how spaces can be navigated while carrying a cycle through the station all the way to the train platform. Some disabled people find it much easier to cycle than to walk and their cycle is their mobility aid. Consideration should be given to this when planning and managing areas where cycling is not normally permitted.

### Doors

Entry doors to the station building should open automatically when approached.

### Navigation

In the station, routes to and from cycle parking and to the platforms should be step-free and well signed to provide a smooth flow.

### Lifts

Lifts are the preferred option to navigate significant level changes that cannot be achieved with slopes or ramps. The location of lifts should be clearly signed and be easily recognisable through their design and location.

The [Department for Transport \(DfT\) 'Inclusive mobility'](#) section 5.6 provides lift dimensions and associated accessibility levels. The minimum dimensions given (1,000mm x 1,250mm) do not allow a wheelchair user to turn around in the lift nor can they accommodate a user with their cycle (see '[Local transport note \(LTN\) 1/20'](#) figure 5.2). The recommended minimum size of a lift to be able to accommodate users with a cycle is 1,600mm wide x 2,000mm deep. If lots of passengers are expected to use a lift at once, the lift should be larger. More information on lift considerations can be found in section 4.5.5 of the Network Rail '[Station design guidance manual](#)' and in the '[Design standards for accessible railway stations](#)'.



## Escalators and travelators

Use of escalators and travelators by cycle users is not formally restricted. Station operators decide whether to allow this practice, which will be site-specific and should depend on the availability of suitable alternatives.

A travelator takes passengers and those with cycles to an upper or lower level with minimal effort



## Slopes and ramps

The gradients for slopes and ramps that meet current guidance for people with disabilities also work for people carrying a cycle. Information can be found in the DfT '[Inclusive mobility](#)' and '[LTN 1/20](#)' sections 10.8.21 to 26. The presence of lifts should not rule out ramps or wheeling channels. This is because cycle users may still find ramps or steps with channels more convenient where lifts are small or busy.

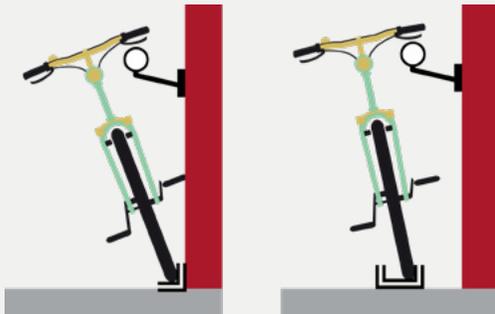
## Wheeling ramps/channels

Wheeling ramps or channels are a low-cost way of helping cycle users negotiate steps without having to carry the weight of their cycles. This is particularly important when considering heavier cycles such as e-cycles.

“Wheeling ramps ...are not inclusive; they do not cater for non-standard cycles and are inaccessible to many people. They will therefore only form part of an inclusive system if an alternative facility is provided which will cater for all users.”

Section 10.8.25 in Local transport note 1/20

Consider that the closer the wheeling ramp or channel is to the edge of the step, the more the cycle user needs to support the cycle



## Other cycle-rail facilities/considerations

There are other facilities that can assist cycle users with their journeys, these include:

- air pumps and repair kits
- dispensers or vending machine with cycle parts or repair kits
- charging facilities for e-cycles, particularly in relation to cycle tourism and cargo cycles (see the recommended [Fire safety precautions](#))
- lockers and showers (these could be a useful facility for non-cycle customers as well)

All extra facilities will require maintenance and management (see [8. Management and maintenance](#)).

A 'pink pitstop' for cycle users to pump up their cycle tyres or carry out basic repairs



Cycle repair station



Cycle repair vending machine



## E-scooters

The use of e-scooters is emerging across the UK. Currently, it is against the law to use private e-scooters on public land. However, e-scooter hire is currently subject to [government trials](#).

Users of this guidance should consult the latest legislation, as it is expected that thinking around this subject will evolve rapidly after the publishing of this guidance.

It is important to consider how provision for e-scooters at stations can be integrated with the cycle provision. Considerations about fire risks and other battery-related issues would generally align with those for e-cycles (see recommended [Fire safety precautions](#)).

E-scooters



## Electric-assist cycles (e-cycles)

The use of e-cycles is growing rapidly in some mainland European countries and demand is increasing in the UK as people enjoy travelling further or up steeper hills than they could without electric assistance. E-cycles are particularly useful to disabled cyclists who cannot use cycles without the electric assistance. E-cycles are heavier due to the battery/electric motor and this should be considered in relation to the accessibility of facilities. Also, e-cycles require charging so provision for charging points may be considered.

E-cycle



Also consider that people with e-cycles need to feel confident in the cycle parking security. The cost of e-cycles is relatively high so restricted access compounds, hubs and lockers are likely to be more attractive to users of e-cycles.

### Fire safety precautions

It should be noted that e-cycle batteries present a potential fire hazard. It is recommended that where e-cycles are stored:

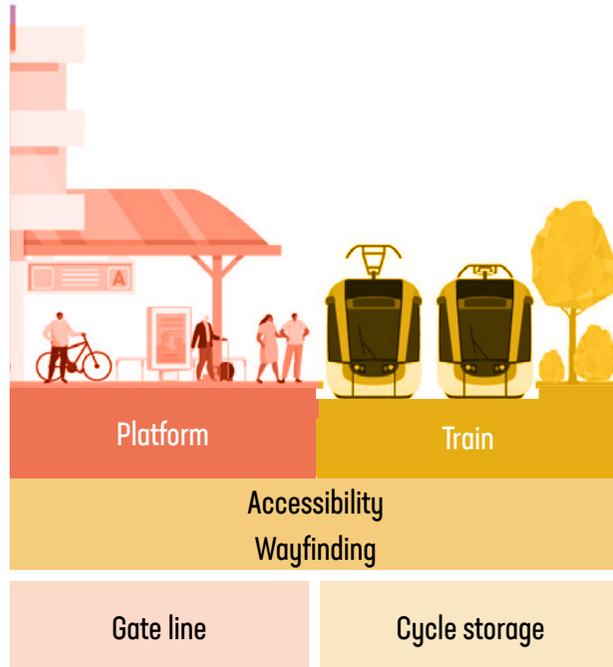
- the area is well ventilated
- there is enough space for an escape route
- “fire safety” and “what to do in an emergency” signage is present
- there is a manual fire switch to allow escape or access in the event of a fire, where storage is locked or access controlled

## Design for the platform and train

### Introduction and design considerations

Wayfinding, accessibility, gate line and cycle storage are the key design considerations for this section of the platform and train environment. These usually fall under the responsibility of the station (platform) and train operating company (train).

This part of the guidance is particularly important for those designing new - or upgrading existing - platforms and rolling stock.



The upgrade of existing trains, purchase of new trains and platform renewals happen very infrequently. When there is an opportunity for upgrades, it is important to consider cycle-rail in the design at an early stage. This would allow you to capitalise on this opportunity and maximise the benefits the change will have throughout the lifetime of the platform and the train.

The design of new trains and platforms is governed by standards, guidance and best practice documents. These documents may not always reflect emerging trends, such as the growth in cycle-rail. For this reason, when designing platforms and trains, consider emerging trends and what design requirements can be incorporated to respond to them and future-proof your design.

### Wayfinding - platform

It is helpful if cycle users are on the part of the platform nearest the cycle carriage when the train arrives. Uncertainty over where to wait is stressful for cycle-rail users and people waiting in the wrong place can cause train delays. To help cycle users find the right place to wait to board the train consider:

- where known services regularly stop at the same platform, on-platform markings could show the usual locations where train cycle storage areas will be

- passenger information displays (screens) and announcements with information on where to board with a cycle
- numbered zones, marked on the platform. Then passenger information displays and announcements can refer to the zone that matches the location of the cycle storage area

The train exterior can also help with finding the cycle storage carriage by using large external signage that can be seen from a distance. This allows passengers on a busy platform to quickly see where they need to take their cycles. If this information is not clear, boarding takes longer and the train may be delayed.

Cycle symbol painted on platform



Journey to  
and from  
the station

Station  
approach

Station  
building

Platform

Train

Passenger information displays could include information on where to board with a cycle



A clear external display on the side of the train carriage shows where to find cycle storage. Knowing where to go saves time for users and the train operator



Bright colours make this easy to see from a distance



This symbol is small, and so can be hidden by waiting passengers and is not visible from a distance



## Accessibility - platform and train

Any gate line needs to include larger entrance points for cycles. Consider the number of these larger entrances and how they can be managed at busy times to avoid creating queues.

On the platform, there needs to be enough room to navigate and stand with a cycle without it getting in the way of other passengers.

Cycles can be heavy or awkward to lift onto trains. Having to do so also potentially presents a hazard and creates a barrier to access. Ramped or flat transitions - with minimal gaps - should be provided between platform and train.

All of the above considerations also improve accessibility for wheelchair users, people carrying luggage or people with prams.

Retractable ramp to improve accessibility between the platform and the train carriage



Journey to and from the station

Station approach

Station building

Platform

Train

## Wayfinding - on-train

For cycle passengers not able to board the carriage where storage is located, on-board signage and announcements should direct them to the correct section of the train. However, consider that moving from one part of the train to another with a cycle is difficult and passengers have to wait until the train stops so they can use the platform. This underlines the importance of external signs on the trains and effective signposting on the platform.

In shared cycle storage areas, signs should explain the priority order. If cycles come first, it should be clear. If the purpose of the shared space is not obvious, for example, if there are folding seats, place a cycle logo on the underside of the seats. Consider adding a sign that says: "These seats may only be used if not required for cycle storage" or "Passengers must vacate these seats if required for cycle storage" or "Luggage may be stored only if the space is not required by cycle users".

The same information needs to be referenced in train operating companies' conditions of carriage.



The step up and the gap between the platform and the train means passengers, including those with a cycle, may struggle to safely get on and off the train

Journey to  
and from  
the station

Station  
approach

Station  
building

Platform

Train

## Cycle storage

The top priority in the user survey was to improve on-board cycle storage - see [Appendix C Cycle-rail survey 2023](#).

When designing cycle storage, also consider that storage space for mobility aids, prams and luggage is required on trains. For some disabled users, a cycle is a mobility aid, so they need to carry it with them on all sections of their journey, including on the train.

### Regulations

The [National Rail Conditions of travel \(2022\)](#) note that the carriage of cycles is at the discretion of the train operating company. While cycles can be taken on most trains, there may be restrictions by times of day or day of the week. Reservations for cycle space may also be required.

Article 5 in the [Guidance on regulation no. 1371/2007 on rail passengers' rights and obligations](#) is similar to the National Rail Conditions of travel. Also, it states "Railway undertakings must allow passengers to bring bicycles on trains - but only if this does not adversely affect the rail service and if the rolling-stock permits."



Harder to use if the cycle is heavy and/or the user not very strong. Hangers are to be avoided, as some people find them difficult to use



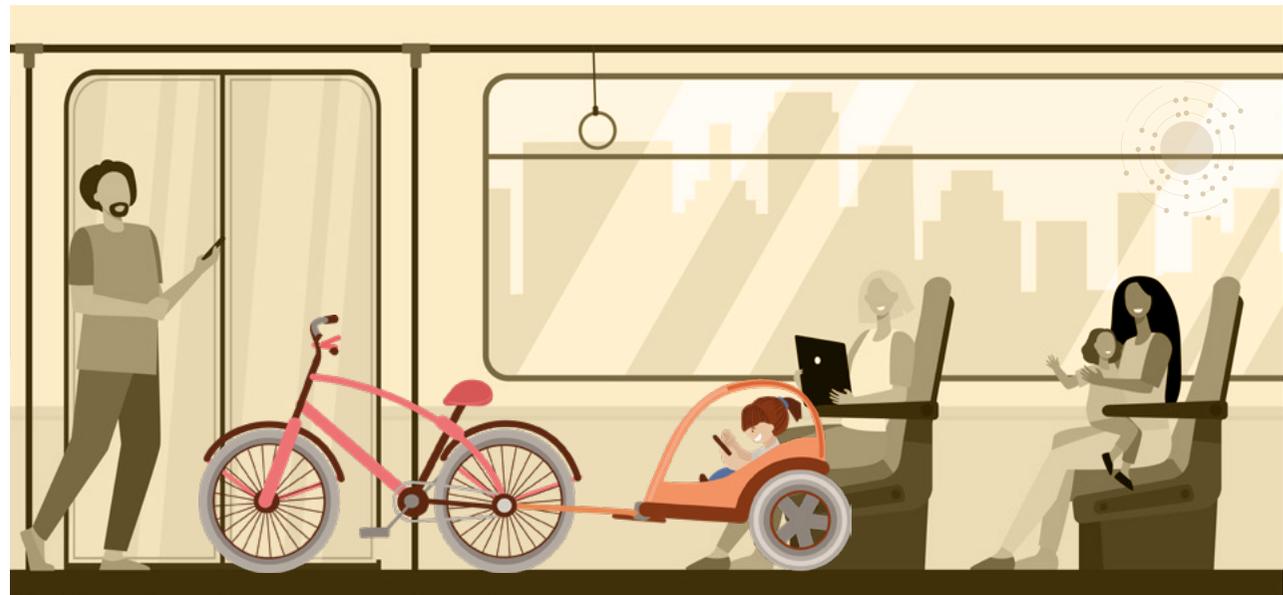
On a train serving an airport, this sign shows that the cycle space may also be used for luggage when the service is busy



Horizontal cycle storage space, with folding seats



Cycles can be stored horizontally like this without the user needing to be particularly strong. Also note the luggage storage above, maximising carriage space



Journey to and from the station

Station approach

Station building

Platform

Train

## Folding cycles

Folding cycles are classed as luggage and so are subject to different conditions. Consideration should be given to the space provided for folding cycles in addition to the cycle storage space.



## Design

Designing for safety on the train will be a shared responsibility between the rolling stock supplier, the owner and the operator.

Cycle spaces on trains should not compromise access for disabled people. Cycle storage space must be separate from wheelchair spaces.

As with all aspects of cycle-rail, it is important to consider the differences in cycle users' ability and the different types of cycles they may bring on board. With this in mind, it is clear that some storage solutions are not ideal. For example, cycle hangers have been found to be unpopular with users and not inclusive. Horizontal storage is preferred and more inclusive.

Stakeholder engagement with user groups and disabled people's organisations can help to identify which cycle storage solutions work well (see [4. Stakeholder engagement](#)).

Once on board, the cycle needs to be secure from theft, otherwise cycle users are unlikely to feel comfortable leaving their cycle unattended. This is especially important where the cycle storage facility is not in the sightline of the passenger.

Cycle storage space will vary according to the purpose of the rolling stock, such as long-distance intercity services compared to trains used for local stopping services. For long-distance services that carry a lot of luggage, flexible space may be a good solution.

## Electric-assist cycles

E-cycle batteries present a potential fire hazard. London Fire Brigade has noted that e-mobility fires doubled in number to 90 fires in 2022, compared to the previous year. To keep passengers safe, it is recommended that:

- when the option is available, users book space for their e-cycles in advance
- battery charging is not permitted on trains
- users store their e-cycle in the correct location when on board the train
- “fire safety” and “what to do in an emergency” safety information is present
- batteries MUST NOT be removed while on board.

## Cycle storage booking

Information about how to book (or cancel a booking for) cycle storage space on the train must be clear and the process needs to be easy. The booking system varies between train operating companies, and some can take bookings over the phone, online or via social media (see [TransPennine Express - booking cycle space via apps](#) case study). For more information, see [8. Management and maintenance](#). Improvements to cycle storage booking systems was one of the top priorities in the user survey - see [Appendix C Cycle-rail survey 2023](#). Without the guarantee of a cycle storage space, cycle-rail users are far less likely to attempt the journey.

## Case study

### Greater Anglia new trains project

When looking to upgrade its rolling stock, Greater Anglia approached consultees at an early stage with various options for cycle provision on board its trains. The stakeholders' input informed the design decisions. The new trains have 4 to 6 spaces for cycles that are designed to be easy to use, for example, by avoiding vertical storage. For more information, see [Greater Anglia new trains project](#) or click on the magnifying glass.

## 5.4 Choosing the right equipment

When looking to purchase cycle-rail equipment, consider:

### Design

The relevant sections above note some aspects of design to look for, such as accessibility and security. Also, check the guidance documents that are referenced. Do not assume all equipment on the market is suitable or recommended.

### Maintenance

Consider the ease of maintenance. Is it easy to clean? Will it look well-kept in the long term? Are there hard-to-reach areas where rubbish and dirt will accumulate and be difficult to remove? If there is a problem, how quickly can an authorised person fix it?

### Ease of use

How easy and effortless is it to use? If lifting is involved, how strong do users need to be (eg on two-tier cycle racks, is there a lifting mechanism to help the user?)

### References from existing users

Where possible, get references from existing customers in the rail industry. This should include a full range of users with different requirements. Over the months and years since installation, did the equipment perform as they had hoped?

### Engagement

Work with stakeholders, including user groups, to find out what local users need. Use this to help narrow down the type of equipment a particular project needs.

### Longevity

How long is the equipment likely to last? Is it robust (eg thick, strong) enough to withstand high levels of use (knocks, collisions)? If outside, will the finish allow it to withstand the elements (wind, rain, salt water, heat, frost) and the growth of moss?

### Quotations

Get a minimum of 3. Look closely at the differences in the offerings and the quality of each product, as the cheapest may not be the best or the most useful.

### Installers

Are they reputable? Are they certified to work in the rail environment. Did colleagues elsewhere find the installers did a good job, or were there problems and snags to overcome?

### Future-proofing

Can elements be adjusted to suit changes in requirements or increase in demand?

### Standards of Public Cycle Parking

This document is the definitive guide to what you should be providing for cycle parking at the station.

# 6. Funding

Government policy supports an increase in cycle-rail as part of its wider objectives to grow the rail market, encourage active and public transport, and reduce congestion and carbon emissions from car trips. As a result there are various funding streams and different sources available to deliver cycle-rail initiatives.

When preparing an application for funding, consider the full range of benefits your initiative can deliver to build a strong case.

Because of the wide variety of benefits of cycle-rail, different bodies may provide funding or wish to invest in cycle-rail. This could include train companies, station operators, local enterprise partnerships (LEPs), local authorities and even local health services.

To increase the chance of success with a funding application, you need to have a clear understanding of the current issues and a plan to resolve them, as well as maximising other opportunities. See [5.2 Plan](#) for more information on how to plan for an intervention.

When planning for cycle-rail provision on or off the rail network, there should be a clear understanding of:

- the current position - what is the provision and level of use?
- plans and prospects for the rail service - are there major changes planned, such as new routes or train frequency enhancements?
- plans and prospects for the local area - are there plans for new housing or walking, wheeling and cycle routes, for example? Is a cycle hire programme being introduced to the area?
- constraints and potential issues - for example, does the local planning authority have expectations of the design of new facilities (especially when a building is listed) or does the railway have plans to change access arrangements (closing an entrance for security reasons, for example)?
- the level and type of funding available - depending on the features of your initiative (new cycleways, improved

cycle parking or security, improved public realm etc) there will be different levels of funding available from different funding sources

- equality impacts - how will the cycle-rail provision reduce transport inequalities and promote diversity?

When it comes to specific proposed investments, there should also be an understanding of:

who will be monitoring the investment to assess its impact and the justification for any follow-on funding?

who will be responsible for maintenance, and is there funding available to cover this?

For very large schemes, it may be sensible to have a jointly agreed business case that covers all of these aspects. For smaller schemes, there should be an agreed collaborative and joined up approach to designing the investment.

Investment in cycle-rail is more likely when there is a clear financial reason. It is important to show how the cost of installing and maintaining new cycle infrastructure can be balanced against the extra revenue from attracting new passengers.

Funders are likely to work out a value for the scheme by considering the potential increase in cycled distances, extra rail use, reduction in road injuries and deaths, improved health, or others factors depending on the type of funding. This is not generally a calculation that applicants need to do themselves. However, consider this and make sure the full range of benefits of your intervention is described in the funding application.

As many different bodies may be interested in cycle-rail, there are different funding streams that can be applicable, some of which may be a surprise. Funders of cycle-rail schemes can include:

- levelling up fund (Department for Transport (DfT), Department for Levelling Up, Housing and Communities)
- local authorities (eg via DfT funding, community infrastructure levy)
- private developers (section 106)
- community funding (such as neighbourhood community infrastructure levy, crowd funding)
- business improvement districts
- Active Travel England
- NHS
- local enterprise partnership
- community rail partnerships
- railway franchises (eg Govia Thameslink railway passenger benefit fund)

## 6.1 Sources of funds

Cycle-rail schemes can be funded from a range of different sources.

- train operating companies can provide funding to cycle-rail if they believe it will lead to an increase in use, as can Network Rail
- government departments (like the DfT) or government agencies (such as Active Travel England) can provide funding in the form of specific funds or competitions
- local authorities, charities or community groups can sometimes provide funding if the scheme meets certain requirements (eg encouraging people to exercise more or improving the public realm)

In many instances, these organisations will provide some funding to go alongside the applicant's own funds. This is known as 'match funding'.

When seeking public funding, the applicant needs to keep in mind 'why' funding should be made available - the wider societal benefits.

## 6.2 Making a case for public funding - what applicants need to think about

Most funders will have an application form that sets out the different types of information they require - applicants should follow that guidance.

To make a strong business case, applicants should show they understand the current situation with cycle-rail.

For example:

- how many cycles are currently being parked at a station?
- how many people currently cycle to/ from the station, compared with the total number of station users?
- how diverse is the group of cycle-rail users? Are there any groups who are under-represented? How many more users would like to cycle, but currently do not? This will help to show there is demand for the investment. (Doing [Surveys and feedback](#) can help with this)
- how many people could use rail or cycle-rail from the station if facilities were improved?

- is there feedback or other evidence showing a need for investment?
- what do local cycling groups think about the current situation?

Applicants should show they understand the environment on and around the station, and how it is changing.

For example:

- are there plans for new employment close to the proposed investment? (Typically people will cycle 2 to 5km)
  - are there plans for new housing close to the proposed investment?
  - are there plans for upgraded rail services? (More frequent trains make rail travel more attractive)
  - is the investment likely to be attractive? (Complying with the [Standards for public cycle parking \(2021\)](#), for example)
  - is the investment the right size?
  - have other investments been considered?
  - is the investment deliverable? A proposal that has delivery timescales and identifies risks gives greater confidence to funders. (See [6.4 How are the funding proposals assessed?](#))
- how will the new investment be managed once it is put in place?
  - how will use be monitored? How will the findings be acted on?

### 6.3 Having a delivery plan

Funders want to know applicants have a strong understanding of the delivery process for their proposed investment. As a minimum, the funding application should state:

- clear outputs - what are they funding?
- how the investment will be built/delivered
- the risks in delivery, such as:
  - listed building and other consents
  - links to other projects at the station and in the local area
  - project management resources. Are there enough people managing the project?
  - interactions with major stakeholders, such as Network Rail
- obligations and duties under policy such as the Equality Act
- a robust, costed delivery plan setting out timescales

Note: If the delivery of the cycle-rail measure is part of the wider objectives of a scheme belonging to another body, that scheme can be mentioned. For example, a local authority may be working on improving cycle facilities through its 'Local walking and cycling infrastructure plan' (LCWIP). The LCWIP work would be supported by the applicant's cycle-rail investment, so referring to the LCWIP can support the funding application.

### 6.4 How are the funding proposals assessed?

After the applicant submits a request for funding, the funder will decide if the proposed investment is likely to deliver good value for money. To evaluate how successful the investment will be, the funder will think about information like that in [6.3 Having a delivery plan](#). For example, how will the investment increase the number of cycle-rail users?

These changes in the number of cycle users are usually converted into a monetary value and compared with the costs: this is the benefit-cost ratio (BCR) metric. The applicant does not need to understand this appraisal process in detail. However, it is likely to be based on the Department for Transport's [Active mode appraisal toolkit \(AMAT\)](#).

When making the case for investment, the applicant should focus on potential increases in the number of cycle-rail users and creating a 'first best experience' for them, so new users are excited and become frequent users of the railway.

## 6.5 People matter

There are benefits of having a 'cycle-rail champion' to help implement the cycle-rail plan and support an applicant's funding bid. A champion may already be involved in promoting existing cycle-rail infrastructure, facilities or services, or be involved in the management and delivery side of these provisions. A

champion should have a clear role and responsibilities, and senior management support should be visible to encourage co-operation in the organisation. The cycle-rail champion should be able to represent a diverse community of potential cycle-rail users, including a broad range of those with protected characteristics under the Equality Act (2010).

A champion will help or lead in the production of a cycle-rail bid. Having a person in this role can give funders confidence the investment can be delivered.

When not applying for funding, the champion can consult and develop schemes, monitor customers' needs, update cycle-rail plans, and seek other funding opportunities when they become available. Often, when funds for cycle-rail projects become available and bids are invited, the best projects are those that are ready to go. These are projects that have already been consulted on, developed, costed and are ready to be implemented.



# 7. Communication and marketing

Cycle-rail initiatives are more likely to be successful when paired with effective communication and marketing activities.

Communications provide information about cycle-rail initiatives both externally and internally (eg to staff). Marketing activities advertise new initiatives or provide more exposure to existing ones. Both use a wide variety of media, such as word of mouth, apps, social media, websites, print and radio to convey their messages.

Communication and marketing need to reach and be tailored to a wide variety of people, such as existing and potential users, local authorities, partners and staff. Know your audience!

## 7.1 Staff matter – so do other advocates

Staff are your most valuable assets and are often the first point of contact for people looking for information. Staff must have the latest information on cycle facilities and procedures to inform and support people in choosing cycle-rail. This includes being able to advise customers with disabilities on how and where cycle-rail can meet their needs. Otherwise, passengers may abandon cycle-rail altogether. Staff need to create that 'first best experience' so people adopt cycle-rail.

Create a live FAQ document for staff to stay up to date.

### Advocates

Advocates can also be engaged to share information and promote cycle-rail initiatives. These can be members of the local community, cycling group representatives etc.

### Social media

Social media can be used to quickly connect many people and create an online community that supports existing and potential cycle-rail users. It can highlight success stories and personal experiences.

Postings on Twitter about new cycle hubs, from media outlets and the general public.



## 7.2 Maps, posters and signs

### Maps

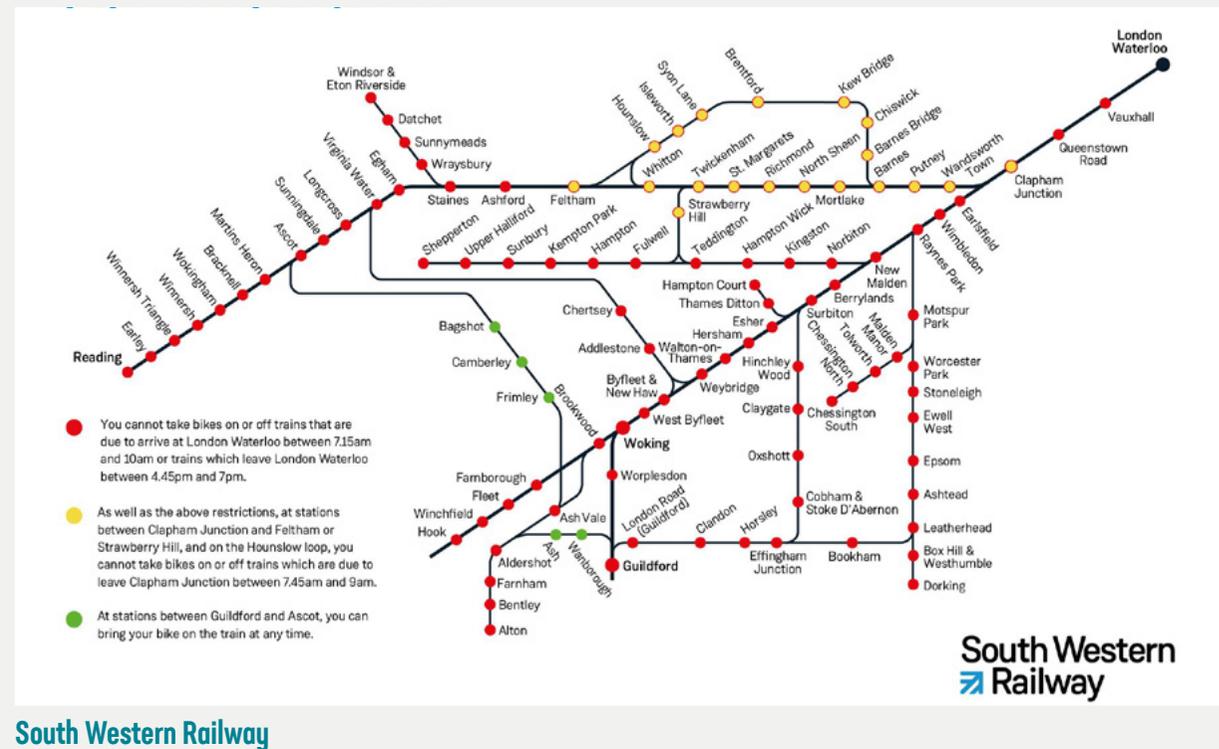
Maps are a great way to show how to get around with a cycle. On a wider scale they can show cycle connections to the station and key local destinations. At a station level they can show the access points (with or without a cycle), cycle facilities (such as parking and cycle hire), and other relevant information eg ticket offices.

Maps are effective when supported by clear wayfinding (see 5. Plan and design).

Mapping all useful information helps give cycle-rail users confidence in their journey.

Maps and posters should be placed around the station in locations used by non-cycle and cycle-rail users, and be available online to help users plan their journey in advance.

Colour coding notes Monday to Friday time and route restrictions (if any) for carrying cycles.



### Posters

Posters are a cost-effective way to promote a new initiative and provide information. For example, posters can be used to inform users of:

- how to safely use a facility, such as two-tier cycle racks. A lack of instructions may prevent inexperienced users from using the facility or lead to unsafe usage

- how best to lock a cycle to reduce the chance of theft
- the terms and conditions of using a facility. These should be clear and located in a prominent position to reduce the likelihood of misuse or complaints
- how to book cycle space on a train

## Signs



Wayfinding measures can also be used for communications and marketing. For example, floor graphics capture people's attention and can highlight something new, such as a new entrance or cycle facility.

Use wayfinding to make it easy for people to find facilities and cycle-friendly access.

For more information on wayfinding, see [5. Plan and design](#).

Information on posters, maps and signs at stations should be kept up to date (see [8. Management and maintenance](#)). This is particularly important to consider during times of disruption when some facilities may be temporarily out of use (see [8.4 Disruption and special events](#)).

A station map showing the location of cycle parking and other facilities



National Rail Enquiries

## 7.3 Online information and smartphone apps

Online information accessed via websites and smartphone apps needs to be relevant for new and regular passengers and kept up to date. For new passengers in particular, online information is a useful way to plan a journey in advance and discover the options available.

Important information to be included online should be:

- services available at the station, such as cycle hire
- location of these services
- information about cycle parking and other facilities, such as opening hours, limits on how long you can leave cycles, points of contact, and terms and conditions
- guidance on how to take a cycle on a train, such as whether a booking is needed and how to make it, which services carry cycles, restrictions and in-carriage cycle storage

Physical maps, posters and signs at the station should also be available digitally. While print media have space limitations on the amount of information they can display, online sources can provide more details. Consider linking the two by having a QR code or website link included on the printed information.

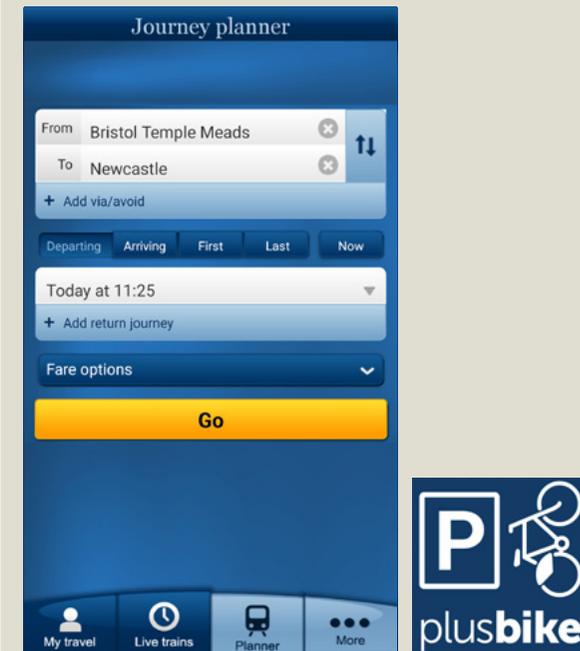
National Rail's PlusBike is an existing website and mobile app that already includes most of this information, so there is no need to re-invent the wheel. However, not all the information has been kept up to date by station operators.

Before looking to set up a new website or app to provide information, it is recommended that station and train operators first work with the existing PlusBike system. If the decision is to develop a new app (possibly using the same databases as PlusBike), information should be presented in a way that encourages non-users to consider cycle-rail by alerting them to the full range of services available. When developing any app or website, user testing should be carried out by at least one person (ideally more than one) who is not familiar with the service to make sure the result will be user friendly. The app or website also needs to follow all accessibility requirements.

As with printed information, online information should be kept up to date. This is particularly important during times of disruption, when some facilities may be temporarily out of use (see [8.4 Disruption and special events](#)). This task can be part of the management and maintenance plan.

### Case study

#### National Rail PlusBike



PlusBike is a free resource tool available for computers and mobiles with all the information needed to plan a seamless cycle-rail journey. Whether travelling with a cycle or looking to hire one, PlusBike can help all users with their journey. For more information, see [National Rail PlusBike](#) or click on the magnifying glass.

## 7.4 Using existing apps and social media

Some operators use Twitter and WhatsApp for on-train cycle space bookings. This allows users to connect in real time, using apps they may already have on their smartphones, to make or cancel cycle space bookings. As a result, cycle space is more likely to be used.

Customers also like the immediate contact with customer service teams that WhatsApp and Twitter can provide.

Social media platforms can be used to provide cycle users with live information about new (or changes to) cycle facilities and access, for example, temporary disruption to cycle parking during construction (see [8.4 Disruption and special events](#)).



### Case study

## TransPennine Express - booking cycle space via apps

Cycle Reservations - 2022/23											
	P1	P2	P3	P4	P5	P6	P7	P8	P9	P10	Total
Twitter	119	138	115	120	128	122	90	82	62	35	1011
WhatsApp	599	663	621	707	623	694	446	385	319	91	5148

Shout out for the @TPEassist WhatsApp channel for 🚲reservations - an easy, friendly way to get booked. Contrast with the mind-boggling complexity of other systems.



To improve ease of use for customer cycle reservations on board its trains, TransPennine Express launched a WhatsApp booking service in 2019. Provision of this service was incorporated in its passenger charter. Feedback from customers has been extremely positive. Cycle space reservation enquiries are the most common reason customers contact TransPennine Express through WhatsApp. It also takes cycle space bookings via Twitter and other means, as stated on its website. For more information, see [TransPennine Express - booking cycle space via apps](#) or click on the magnifying glass.

## 7.5 Hearing from customers

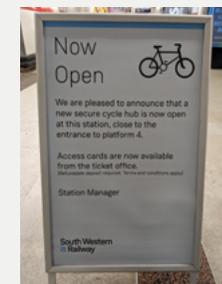
As well as providing information online, websites and smartphone apps can be a way for passengers to interact with station or train operator customer services. For example:

- reporting issues with a facility
- providing feedback on staff and facilities
- asking questions

## 7.6 Branding and promotion

When a new service, infrastructure or facility is planned, it is important to promote it to existing and potential new users. You should also consider if branding is relevant to the project. Promotion informs about a new product, branding gives an identity to a product. As mentioned in [7.1 Staff matter - so do other advocates](#), staff and other advocates should also be told about promotions and branding initiatives as they will play a key part in both activities.

Sandwich board, placed on a station concourse, so all passengers can see the new cycle hub is open. It also says where to get access cards, a refundable deposit is required and terms and conditions apply.



Working with the communications and/or marketing team on promotion and branding, consider:

- who the target audience is - who needs to know about this?
- what is the message - what are the key benefits people need to know about?
- what is the best media to reach them?
- can a cycle champion be appointed?
- are promotional events appropriate?

## Branding

Branding can get users to recognise a service in multiple places in the station and in the area while they are out and about. A new, strongly branded service can attract the interest of non-users of cycle-rail. However, consider that there are already a lot of brands in and around stations, so

a new brand will need to be distinctive and applied to something worthwhile if people are to take notice of it. Also, consider that a good brand cannot make up for poor design or execution of an initiative.

## Promotion

Promotion can happen in different ways both on-station and off-station. Often a combination of different types of promotional activities can be the most effective way to reach a wider audience.

## What you can do on-station/on-site

### Handouts

Handouts can include information on cycle-rail services available at the station or in the local area, highlight a new cycle route or cycle parking facility, provide information on the accessibility of a

facility, showcase local leisure cycle routes etc. It is recommended to always include an online reference (QR code or website link) on handouts so people can access the information and any further details online.

### Promotional events

Consider running promotional events throughout the day to reach passengers travelling at different times. For example, the launch of a new route or facility in partnership with the local authority and other stakeholders.

### Giveaways

Giveaways can include re-usable water bottles, caps, tote bags, handlebar phone holders etc. Some campaigns can also include cycle giveaways.



Remember that people rushing for their train, particularly in the morning peak, will only be willing or able to give up a small amount of time, so tailor your on-site promotion accordingly and consider what times of day it can be more effective.

### What you can do off-station

Outdoor advertising (on billboards, lamp posts etc)

Consider putting advertising in relevant places, such as along cycle routes that are connected to the station.

Press adverts and wide-reaching press coverage

Provide a press notice accompanied by a high-quality picture.



### Direct mail

- identify available mailing lists used to provide updates to rail customers. Consider asking partners, such as local authorities, to do the same with their mailing lists to reach a wider audience
- use internet and social media posts, stories and tweets

Another way to promote cycle-rail is through creative links between partners. For example, QR codes with offers, such as discounted rail fares or money-off entry to tourist destinations. This innovative thinking can lead to links between different stakeholders. An example of this is Northern Rail's partnership with shared transport provider Voi in Liverpool. The scheme gives discounted e-cycle and e-scooter rides to rail passengers and discounted train fares to e-cycle and e-scooter users. An international example is the Deutsche Bahn / Brompton combined rail and cycle season ticket.

### Case study

## Deutsche Bahn / Brompton combined rail and cycle season ticket

Now add a folding Brompton cycle to your season ticket! \*While stocks last.



Deutsche Bahn season ticket holders could choose to have a Brompton cycle added to their season ticket. The cycle was delivered directly to the customers' door and was theirs to keep on a rolling monthly contract. The offer sold out in the test region in 24 hours and is being extended for 2023. This initiative resulted in more cycle-rail use and responded to the identified issue of having limited cycle storage on the train. For more information, see [Deutsche Bahn / Brompton combined rail and cycle season ticket](#) or click on the magnifying glass.

## 7.7 Success stories

Remember to baseline and monitor your project before and after it has been implemented (see more in [9. Monitoring](#)). For example, cycle counters can be installed before a project to get quantitative data on usage before and after, and record the type of cycle used. Also, remember to take before and after photographs to show how things have improved.

When an initiative is successful, it is important to share the approaches and lessons learned. Cycle-rail provides opportunities for innovation, particularly if experiences are shared across the rail industry and beyond. This can be achieved through magazine articles, social media posts, conference presentations, entries to awards (including cycle-rail awards which take place from time to time) and feeding back to others via the Cycle Rail Working Group.

Celebrating the completion of a project is an opportunity to publicise the new facility and promote cycle-rail



# 8. Management and maintenance

The management and maintenance of facilities, infrastructure and services is at least as important as building them.

For such items, a management plan with well-defined areas of responsibility for staff should be drawn up before intervention/service implementation. This should also identify the level and source of funding required for the upkeep and efficient running of these facilities and services.

Well-informed staff are a key part of facilities and services management. The maintenance plan should outline levels of staffing required to run the facility or service, with a plan for ongoing staff training.

## 8.1 Maintenance – what should be in the plan?

The design of any cycle-rail measure should minimise the need for maintenance from the outset. However, some degree of maintenance is always needed, and keeping this up will be critical to the long-term success and safe operation of the measure.

There are maintenance activities to be undertaken across a range of measure types.

### **For marketing and communication management, consider:**

- keeping posters and websites up to date. Have a plan for a regular review of information and remove anything that is out of date. Old or incomplete information can push potential users away from cycle-rail

### **For infrastructure, such as cycleways, think about:**

- cleaning – litter looks unsightly, can attract rats, and debris is dangerous and can burst tyres
- mud causing an issue – especially when heavy rain washes material onto a path (an increasing risk with climate change)

- drainage – it needs maintenance and unblocking, otherwise the path may flood. This is unpleasant to ride through and is dangerous when water freezes
- vegetation management – vegetation can encroach onto a path/cycleway, narrowing the space available on the ground for users to walk, wheel or cycle. Overhanging trees need to be cut back. This is largely a safety issue, as overhanging branches can hit and destabilise cycle users, or force them to suddenly exit the cycle lane into traffic

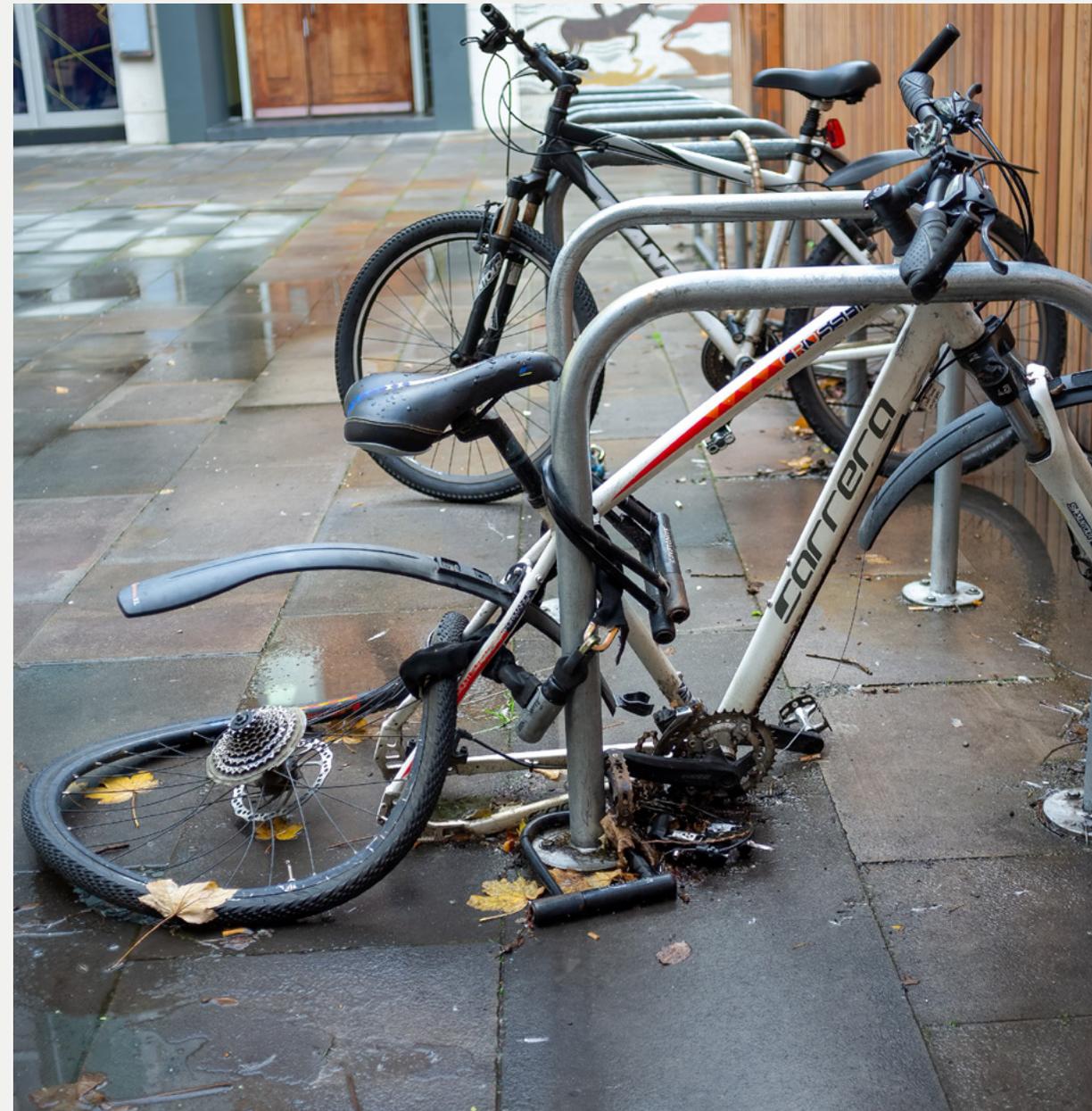
### **For cycle storage, consider:**

- cleaning – all facilities need to be kept tidy and clear of debris. Two-tier racks can be more difficult to keep clean as litter more easily accumulates between stands
- mechanical maintenance – two-tier and some vertical racks rely on springs or pneumatics to help cycle users store their cycles properly. These should be routinely checked for safe and effective functioning. The details of this should be agreed with suppliers. Other items such as doors, gates, turnstiles and locks will need similar maintenance

- vandalism repair - sometimes, equipment that has been broken by vandals or through inadvertent misuse will need to be repaired or replaced. This has been a particular issue with repair stands (where tools get broken or stolen) and pumps. Working with the local police force's designing out crime officer can help reduce these risks when designing a facility. If the maintenance of a facility cannot be resourced, it should not be installed
- abandoned and damaged cycles - fear of theft is a major deterrent to cycle-rail. Too often, parts of a cycle are stolen, and the remains left in the stand or cycles are abandoned, indicating to other potential users that it is not a safe place to store a cycle. This also tells cycle thieves the parking area is poorly managed, encouraging further theft. Prompt action to clear abandoned and damaged cycles is essential



Users will not be very comfortable leaving their cycles here



## 8.2 Abandoned cycles

It is worth thinking about the management of abandoned cycles, as the approach is not entirely straightforward.

In some locations, it may be feasible to have users register cycles so that if they are left for an extended length of time, the owner can be contacted. This has been successfully implemented at a few stations but is not often a viable option due to the resources needed to keep a log of accurate information.

As stated above, regular inspections to look for abandoned cycles or those parked in unauthorised areas should be part of the maintenance plan. A sign of unwanted cycles can be flat tyres, dust on the saddle or corroded metal components.

In addition to visual inspections, the use of an electronic monitoring system for cycle parking can support the identification of abandoned cycles.

The right to remove and dispose of cycles should be in the facility provider's terms and conditions of use, and clearly displayed in cycle parking areas. This will minimise challenges if there is a dispute.

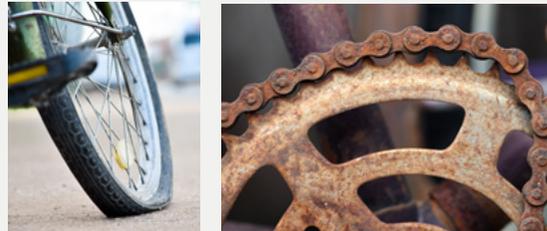
Cycles should be removed after an appropriate notification period identified by a suitable note attached to the cycle. It is

worth considering and preparing for cases where cycles may stay stationary for long periods while not being abandoned, such as in towns with large numbers of students, who may leave their cycles at stations for several months over the summer break, or in cases of illness.

If applicable, these users should either be accommodated (with clear communication provided to them about how cycles are best stored long term) or advised to find long-term storage elsewhere.

Once removed, cycles need to be stored securely and a plan for disposal needs to be in place. Cost-free disposal can be achieved through partnership working with the local authority and cycle recovery charities. A cycle-rail forum or local user groups can provide information about local charity groups that recycle unwanted or abandoned cycles.

Flat tyres and rust may show that a cycle has been abandoned



### Case study

## Removal of abandoned cycles - Brighton, Southern

### Warning sign attached to cycle



A tag attached to the frame warns the owner that the cycle has been left in the wrong place or appears to be abandoned. The tag clearly states the cycle will be removed in 24 hours of the time shown (the edges can be clipped to show month, day and date). It also states why this will happen, for how long it will be made available after removal so the owner can reclaim it, and the fee payable for its return. Finally, the owner is warned that if it is not reclaimed, it will be disposed of.

## 8.3 In maintenance, customers should be your friends

Users of the service or facility are in a good position to notice and flag up issues as they arise. Set up a clear communication channel for maintenance/cleaning issues, make its existence well known and its use straightforward. Consider QR codes or a telephone/WhatsApp number or email at the cycle parking location, for example. Where staff are on site, make sure they know what they should be doing and how to get things fixed.

## 8.4 Disruption and special events

### Disruption management

Disruption to rail users can be caused by planned or unplanned events.

For infrastructure, planned events can include roadworks that disrupt or close cycle routes. In these instances, cycle users need to be given diversions and alternative provisions made. At stations and other facilities, responding to disruption can form part of the customer service plan. For example, building works should not impact on cycle access or parking, and where this is unavoidable alternative provision should be made.

For unplanned disruption, responding to the unexpected is a key element of customer service delivery. Station management plans should include control of and access to cycle-rail facilities during such events, especially where parking depends on electrical operation. Staff need to be aware of the procedures necessary, for example, to release cycles from secure compounds in the event of a power failure. Unplanned disruption also includes security alerts. Staff should be familiar with the cycle facilities and know to check them when there is a security alert - as they would any other part of the station. Security alerts can close or restrict access to stations, so plans for this should include the management of access to cycle facilities.

Electronic entry.  
What is the procedure when there is a power cut?



Another part of disruption management is communicating planned and unplanned disruption to users across multiple channels. To help keep users informed during unplanned disruption, social media in particular, with the immediacy it provides, can be particularly useful. See [7. Communication and marketing](#) for more information.

### Event management

Large public events, such as festivals and sporting events, can create significant demand for cycle-rail travel, with knock-on effects on capacity that affect event attendees and regular rail users.

During large events, normal cycle carriage policy should be maintained, but passengers should be discouraged from bringing cycles with them. Rail users need to be warned that during the days of the event, space will be limited.

For local cycling events and club rides, a well-informed local cycle forum can be useful in helping people understand the rail operator cannot accommodate large parties and their cycles because multiple cycles in vestibules and gangways can create safety hazards for all travellers. This applies as much to off-peak as peak services.

# 9. Monitoring

Monitoring is a key ongoing activity for any cycle-rail measures and needs to be designed into any scheme from the start.



## 9.1 Plan for monitoring from the start

Even before making a funding application, current levels of usage and how this will change with the new cycle-rail measure should be considered. How will it be shown that the investment was worthwhile?

## 9.2 What does monitoring include?

Monitoring involves collecting the same type of information on the same subjects at multiple points in time. This is referred to as longitudinal data. It could include indicators such as the number of users of a facility, survey results tracking user satisfaction or wider open-ended feedback and comments on the infrastructure provided.

Monitoring includes the setting of baselines, which is the collection of data 'before' the intervention is implemented. Data is also collected 'after' the intervention is implemented. By comparing the 'after' datasets to the baseline, changes can be measured and progress towards set targets can be monitored.

From this, the success of an intervention can be assessed. Monitoring can also indicate where changes or additions can or should be made. For example, if monitoring shows a trend where cycle parking will soon be full, there is a good

reason to expand the size of the facility to accommodate growing demand, and monitoring data will provide an early sign of this need.

Without data, only when the facility is full or nearly full would the need for more space be clear. The risk is, the lack of guaranteed space turns people away from the facility and from cycle-rail in general. Likewise, if numbers are decreasing year-on-year, this may be a sign that there is a problem with the provision and solutions should be found.

Monitoring is often also needed to receive funding for schemes. Funding bodies frequently specifically state that data must be collected to show the efficacy of funded interventions. This can be shown through evidence, such as statistics and customer feedback. It is common, for example, to report on the impact of an intervention one year after it was implemented. Another common requirement for receiving funding is using 'lessons learned' to reflect on the whole process of scheme implementation. This generally has to be done in a set time frame, as determined by the funding provider.



Automated cycle counter

Marylebone station cycle parking -  
for more information see [Chiltern Railways](#)

### 9.3 Getting monitoring right

Here are some recommendations to help make monitoring activities useful and simple:

- remember that data need to be collected before and after the introduction of the new intervention, so the effects of the measure can be determined
- automate processes as much as possible, for example, cameras could be used to count the number of people using a cycle storage facility
- consider when and how often data are collected, for example, a few interventions will need data to be collected daily. For other data it may be important to see the difference made by seasons (winter versus summer) or the day of the week (weekends versus weekdays). The data may then be reported on a quarterly or annual basis, to understand changes over time. Annually is usually the minimum, but more frequent data collection and data reporting can be very informative
- put a plan in place and identify a person/people responsible for making sure that the monitoring happens on a regular basis (see [Marylebone station example of smart monitoring technology](#))
- think about timing - if data collection is to be at a representative time, pick the

'neutral months' of April, May, June and September, and avoid public and school holidays and special events

Useful sets of data and information to collect, before and after the measure is put in place, include:

#### Specifics of the measure

For example, duration of the advertising campaign, number of cycle stands, length of cycle track, location of signage, partners and/or stakeholders involved.

#### Usage and issues

For example, number of bookings received, number of cycles parked, number of thefts.

#### User satisfaction

For example, surveys, comments, feedback and complaints from customers and staff.



## 9.4 Surveys and feedback

Surveys can be very useful data gathering tools. However, in designing a survey, it is critical that questions are carefully crafted to make sure the results of the survey will provide actionable insights, and so that questions cannot be misinterpreted/ misunderstood. It is useful to have survey questions reviewed by non-technical readers to make sure all terminology is immediately understood by all potential respondents.

Surveys may be used to find out:

- whether people have changed their behaviours because of an intervention (a baseline 'before' survey will make this much easier)
- what people think of a facility or service - this can inform improvements or shape the design of new ones
- how the railway fits into the wider local transport network - are people using specific cycle routes to access the station, for example?



The survey must be repeatable, with information adequately recorded and accessible. This enables surveys to be used to monitor progress before and after the introduction of a new measure or on a rolling annual basis. A survey can be developed that suits an individual station, infrastructure project or service - or it can be shared across similar services or facilities for easy comparison, for example, issuing the same survey at stations on the same network that share similar facilities.

## 9.5 Getting surveys right

For help designing a good survey, colleagues who may have experience include those in a marketing or communications department. Also, partners, like the local authority, can help with this process.

Things to consider when designing a good survey include:

### Sampling

Survey sampling is selecting members from a target population to be in a sample for a survey. To do this, you first need to identify who you want/need to hear from, for example, people who already cycle to the station, an under-represented group at the station, people with disabilities etc. Then, you need to consider how you can contact these people to build your sample group.

### Question design

- avoid leading questions - such as, "Do you think it would be good if we improved cycle facilities?" - Very few people would say no
- set closed questions (questions with a limited amount of answers) for clear answers - for example, "Do you always cycle to the station?" or "Did you cycle to the station today?" can only be answered with 'yes' or 'no'
- separate out issues - for example asking, "How satisfied are you with the facilities and staff at the station?" makes it impossible to tell if responses are more to do with the facilities or the staff
- make sure all acronyms and terminology used in surveys are clear - for example, if there is a reference to 'Sheffield stands' in a survey, provide a picture to make sure people understand what this is

### Presenting and tracking the results

To be able to track answers over time, closed questions that ask for a rating or score on a numerical scale are useful, as this makes comparisons easier. For example, this kind of quantitative approach is used on the National Rail 'Passenger survey' to measure satisfaction over time.

## Data collection method

The highest response rate is likely to come from well-timed, in-person, direct contact surveys (someone asking the questions), but this is expensive. Other options include direct contact followed by a response mailed back or entered online. Physical surveys can also be attached to cycles for owners to complete, or a card with a link to an online survey can be provided. A prize draw can influence levels of return with, perhaps, the winner(s) receiving either a cycling-related product or a voucher for travel.

## Working with others

Gathering feedback from users and non-users of an intervention is often best achieved in partnership. For example, interviews can be carried out with local user groups and disabled people's organisations on behalf of a train operating company and can help reveal extra and more detailed information.

Such data collection can be invaluable in identifying issues, making it an ideal part of the process of designing new solutions, creating station travel plans and other such activities. It is important to remember that this type of survey will be representative of a particular sub-set group and not representative of the overall population.

Some sample survey questions are below.

Travel user survey	Assessing station cycle parking facilities	Open questions
<p>Travel user surveys can provide information about customers' travel preferences by finding out:</p> <ul style="list-style-type: none"> <li>■ how people travel to the station, and if by cycle, the route taken</li> <li>■ how often people cycle (to the station)</li> <li>■ time(s) of year they cycle</li> <li>■ in what weather(s) they cycle</li> <li>■ the mode of transport they would use if they did not cycle</li> <li>■ what area of the town/city/village they cycle from</li> </ul>	<ul style="list-style-type: none"> <li>■ how easy was it to find out where the parking is located?</li> <li>■ how easy is it to get to?</li> <li>■ how satisfied are you with the type of parking?</li> <li>■ how secure do you feel your cycle is?</li> <li>■ how safe do you feel when using the facility?</li> <li>■ how easy was it to find out how to get a key to the secure compound?</li> <li>■ how easy was it to get a key/card/fob?</li> <li>■ how happy are you with the cost?</li> </ul>	<ul style="list-style-type: none"> <li>■ what would you like to see improved?</li> <li>■ if you cycle but do not use the compound, what will change your mind?</li> <li>■ what could be done to improve the route you take?</li> <li>■ is there anything else you would like to say about cycle-rail?</li> </ul>

# 10. Appendices

## Appendix A Useful resources

### Department for Transport policies and guidance

- Active Travel England: framework document for working with Department for Transport (2022)
- Decarbonising transport. A better, greener Britain (2022)
- E-scooter trials: guidance for local authorities and rental operators (2022)
- Future mobility: urban strategy (2019)
- Gear change: a bold vision for walking and cycling (2020)
- Gear change: one-year-on review (2021)
- Inclusive mobility. A guide to best practice on access to pedestrian and transport infrastructure (2021)
- Local cycle and walking infrastructure plans. Technical guidance for local authorities (2017)
- Mobility hubs guidance (2020)
- Parking and mobility at stations (2022)
- Public realm design guidance for stations (2022)
- Sustainable stations best-practice guide (2021)
- The second cycling and walking investment strategy (CWIS2) (2022)

### Key partner policies

#### WALES

- Active Travel Act guidance (2021)
- Planning policy Wales (2021)

#### SCOTLAND

- Designing streets toolkit: guidance and templates (2016)
- Transport Scotland cycling by design (2021)
- Lowland path Construction Guide (2019)

### Design standards and guidance

- Accessible railway stations: design guidance (2015)
- Cycle infrastructure design. Local transport note 1/20 (2020)
- Department for Transport local transport notes (updated 2020)
- Inclusive mobility: a guide to best practice on access to pedestrian and transport infrastructure (2021)
- Manual for streets 2 (2010)
- Motorcycle parking at rail stations guide (2014)
- National Highways design manual for roads and bridges (DMRB) - CD 195 Designing for cycle traffic (2021)

Network Rail. Parking and mobility at stations - design manual (2022)

Network Rail wayfinding design guidance (2020)

Standards for public cycle parking (2021)

Station design principles for Network Rail (2015)

Sustrans traffic-free routes and greenway design guide - sustrans.org.uk (2019)

Transport for London streetscape guidance (2022)

Transport for London new cycle route quality criteria (2019)

Wheels for Wellbeing. A guide to inclusive cycling (2020)

## Making a business case

Central London rail termini report (2011)

Encouraging cycle journeys to rail stations (2020)

Office of National Statistics census data for England and Wales (2021)

Research into valuing health impacts in transport appraisal (2017)

## For crime prevention, safety and support



British Transport Police crime prevention design adviser (CPDA) at [crime-reduction@btp.pnn.police.uk](mailto:crime-reduction@btp.pnn.police.uk)



British Transport Police counter terrorism security adviser (CTSA) at [CTSA@btp.pnn.police.uk](mailto:CTSA@btp.pnn.police.uk)

Land transport security website

London Fire Service e-scooters and e-bikes | London Fire Brigade ([london-fire.gov.uk](http://london-fire.gov.uk))

## On the train guidance

Accessible travel policy: guidance for train and station operators (2019)

Bike train bike - guidelines to implement BiTiBi (2017)

Equality Act 2010 rail vehicle accessibility, 2010 regulations

## Management and monitoring

Connected stations. A guide to community-led station travel planning

Disability and cycling national survey results (2021)

National Rail passenger survey (2020)

Station travel plans research toolkit (2009)

## Rail passengers rights

National Rail conditions of travel

Regulation (EC) No 1371/2007 of the European Parliament and of the Council of 23 October 2007 on rail passengers' rights and obligations

## Station realm

Guidelines for development management for stations (2014)

Vision for stations - nine principles for the future of Britain's stations (2015)

## Appendix B Case studies



**Brompton  
cycle hire**

**National Rail  
PlusBike**

**Manchester Victoria  
station cycle parking**

**TransPennine Express -  
Booking cycle space  
via apps**

**Biggleswade  
cycle hub**

**Combined rail/cycle  
season ticket - Deutsche  
Bahn and Brompton**

**Fleet upgrade, Greater  
Anglia new trains project**

# Brompton cycle hire

Brompton cycles fold to a small package size and are therefore particularly convenient for carrying on trains. When taken on trains and folded, they are classed as luggage, so cycle reservations are not needed.

Brompton has been hiring cycles to the public via automated docks since 2011 and it has been evolving ever since. The docks are designed to be easy to operate. At present, Brompton Bike Hire is available at 85 locations across the UK, with 57 docks at or near stations.



- 91% of Brompton rentals are combined with other transport modes (typically rail)
- 1 in 3 Brompton hire customers join to trial cycling before switching modes
- 1 in 5 customers go on to buy a cycle within a year of joining Brompton Bike Hire
- in 2022, an average of 750 new members joined each month
- a popular site with an 8-bay dock can generate up to 12 hires per day, with each hire having an average of 3.5 days duration

Cycle hire costs £5 a day and Brompton offers free hire days to rail customers to encourage increased cycle-rail journeys. Customers typically hire the cycles for 3 to 4 days at a time and carry them (folded) on the train. Brompton Bike Hire can deliver modal shift for the first/last mile in favour of cycling. Customers are able to join the scheme and hire the cycles via an app, online or by phone. Brompton provides a customer care team who are on hand to help customers with any challenges.

## The system



In addition to being very compact, the latest Brompton Hire docks are the most secure to date. Learning from earlier experience, the dock is built to loss protection standard 3, and the docks are highly resistant to attempts to remove a cycle by force. As of 2022, the latest generation docks had not been successfully broken into since they started to be used 7 years ago. The cycles and docks are now able to be insured, against theft and any damage done to the docks by any attempt to steal the cycles.

## Lessons learned

After over 10 years in use, factors that are likely to lead to success include:

- hire dock location - the location must be very prominent at the entrance/exit of the station and easy to access (it is useless to put one in an area where access is controlled/not immediately obvious)
- signage - even where a dock is prominent at one entrance it needs to be signposted from around the station as not all users may use that entrance
- promotion - Brompton provides free hire days to encourage use and promote their locations. It is vital however that these offers are promoted directly to rail users at the stations to make sure that potential users hear about the scheme. Involving staff can make a big difference and Brompton can provide free hire days to staff to encourage them
- budgeting - the operating life of cycles needs to be considered and budgeted to be replaced every 5 to 7 years to ensure a good quality of service



# Manchester Victoria station cycle parking

## Title

Cycle parking

## Location

Manchester Victoria station

## Date

2021 to 2022

## Project owner

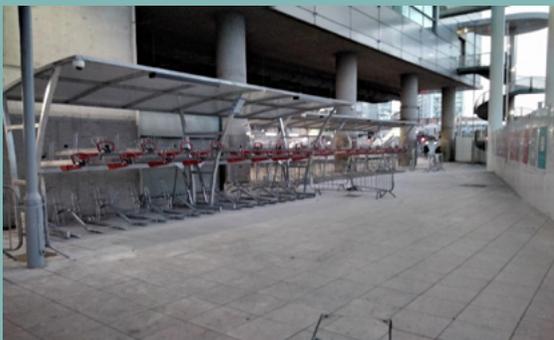
Northern Trains Ltd

## Funding sources

Cycle rail fund

## Value of the grant

TPC - £77,320 | Grant - £69,304



## What was the aim or issue being addressed?

Manchester Victoria, a large station in Manchester city centre, had some old-style cycle parking that was in need of improving. The station is a high footfall location and arguably justifies the need for increased and enhanced cycle parking provision.

## What was done or implemented to meet best practice?

Transport for Greater Manchester (TfGM) was engaged with and supportive of the scheme.

The project involved the installation of:

- 80 two-tier racks with gas-assisted racks on the top
- 2 maintenance stands with pumps and tools

The location of the cycle parking is behind the ticket line. This provides better security and also means it does not conflict with passenger flows through the station. It is located next to platform 5, which serves the main line running through Manchester Victoria.

## What were the results?

The results so far have been positive with the usage regularly between 50% and 60% of capacity.

## Next steps

Northern has also engaged with commercial partners to look at co-branding the facility and to provide some monthly or twice-monthly pop-up cycle servicing opportunities. This would give customers the option to book online or turn up and have safety checks and services carried out while at work or in meetings across the city. This would further assist with activation of the facility.

Northern is looking to install improved signage/wayfinding to advise users of the location of the facility and the location of Sheffield stands for those unable to use the two-tier racks.

## Lessons learned, final thoughts and ideas

While behind the ticket line is a good cycle parking location, and clearly more secure, it would have been beneficial to offer some other cycle parking spaces before the ticket gate line. This would provide an alternative for people who are just meeting up at the station or visiting for a short stay (eg to buy a ticket) rather than looking to travel.

# Biggleswade cycle hub

## Title

Biggleswade cycle hub

## Location

Biggleswade station

## Date

2022

## Project owner

Govia Thameslink Railway (GTR)

## Funding sources

Department for Transport (DfT) cycle rail grant with 10% funding provided by Central Bedfordshire Council

## Value of the project

~£189,000

## Value of the grant

Including ~£90,000 from DfT cycle rail grant, ~£90,000 from GTR and ~£9,000 from Central Bedfordshire Council

## What was the aim or issue being addressed?

Biggleswade station is undergoing a re-development, with a new bus interchange being built in front of the station and a DfT funded 'Access for all' project planned to make the station accessible with lifts and a new ramp. To accommodate the new layout and the planned increased passenger use at the station, the existing cycle parking facilities needed to be re-located to a new space, which required de-vegetation and land resurfacing to accommodate new cycle parking facilities.

## What was done or implemented to meet best practise?

The project provided a new cycle hub, including:

- cycle repair equipment
- open cycle parking area
- fob-protected cycle parking facility
- a selection of different types of cycle racks, including adapted cycle parking spaces
- 3 e-cycle charging points
- new lighting
- new fencing
- CCTV cameras
- space for the installation of Amazon lockers

All facilities complied with accessibility requirements, where required. The design was discussed with local cycle groups and the local town and borough councils to make sure it was meeting local needs.

## What were the results?

The hub caters for 100 cycle parking spaces, including 70 new spaces and 30 re-located spaces.

## Next steps

GTR will continue to work with the local council to promote cycling to the station. GTR will work with the bus interchange and the 'Access for all' scheme to make sure signage to the cycle hub is clear.

## Lessons learned, final thoughts and ideas

- choice of fob system for the secure area of the hub - there was discussion on what system to use for the gate and door-protected parking facilities. A fob solution and an app-based solution were considered. Advice was sought from Sustrans and the Active and Integrated Transport Group. The fob system was chosen as the app-based system had higher operational costs. The possibility of standardising the fob system across other cycle hubs on GTR's route is being explored

- engage station team - this is really important for helping and supporting customers to use the new system and for administrating the fob system
- operational issues - deciding on how many seconds was best for the door to automatically close behind a customer took some discussion, as did the location and protection of the emergency door release button
- GDPR - making sure the new system was compliant with GDPR, particularly when working with a non-European partner
- charging for fobs - GTR decided to not initially charge for fobs, to encourage use of the hub
- partnerships - working with partners can help to build a better scheme that works for local users and partners, and provide a good photo opportunity for all those involved

Local MP opening the Biggleswade cycle hub with station manager, members of the Biggleswade Town Council, members of the Bedfordshire Rail Access Network and the construction team



# Greater Anglia new trains project

## Title

Greater Anglia new trains project and partnership working

## Location

Greater Anglia network

## Date

2016 to 2022

## Project owner and partners

Greater Anglia, Rock Rail, Angel Trains, Stadler, Alstom

## Funding sources

Abellio, Department for Transport, Angel Trains, Rock Rail

## Value of the project

£1.4 billion investment in 191 new trains

## What was the aim or issue being addressed?

Fleet replacement of all Greater Anglia trains, including the aim of improving on-board cycle provision.

## What was done or implemented to meet best practice?

In 2016, Greater Anglia began the process of procuring a complete fleet of brand new trains. Greater Anglia consulted and worked with manufacturers, funders, partners and customers to determine the on-board cycle provision. This included an assessment of the types of provision available, looking at the scope and limitations of production, and drawing on the input of cycle users and other stakeholders and on previous cycle-rail experience of the company.

The consultations with users included showing consultees pictures of the types of cycle provisions that were available and how they would work. Visits to train 'mock-ups' were arranged so consultees could see full-sized models of the options. This was seen as a practical way to engage with users and achieve the best outcome. Greater Anglia's Integrated Transport Forum was also consulted and participants' thoughts and feedback were considered.

Together, these consultation activities shaped the design specifications of the new train fleet. The result was the provision of 191 new Greater Anglia trains, all with cycle facilities that demonstrated good practice and provided a much improved cycle provision across the network.

Other work included providing cycle parking at all stations on the Greater Anglia network. This included improving security, and adding more and higher quality parking facilities. Cambridge station is the 'landmark' example of these improvements, with space for over 2,800 cycles. Where security issues have been recognised, Greater Anglia has worked with partners, including local authorities, British Transport Police, Sustrans and members of the public, to adapt the approaches taken and will continue to monitor the situation.

## What were the results?

With an overall fleet of 191 trains, there is better provision on all trains, as set out below:

- longer intercity trains, with more seats and on-train cycle capacity of 6 spaces, where previously cycles were in the separate guard's van
- new local trains - 3 to 4 carriage trains with 6 cycle spaces, an improvement on the previous 4 spaces

- suburban trains - dedicated space for cycles, with 4 spaces on a 5-carriage train and 8 spaces on a 10-carriage set
- a practical, user-friendly design, with horizontal cycle space with a strap, so users do not need to lift their cycle up into a vertical position

### Next steps

Continue to monitor and modify the approach to the carriage of cycles. This will be particularly important:

- as customers' travel behaviour evolves post-pandemic
- in light of emerging regulation around e-cycles and e-scooters

### Lessons learned, final thoughts and ideas

Proactive consultation with partners and users on the train design specifications is a really important approach, which pays dividends for customers and the train operator.

Groups need to be involved at an early stage to build buy-in, test options and meet timescales and funding envelopes for contracts, design and delivery.

Replacement of rolling stock is a rare opportunity that only comes around

every 30 to 40 years. So it is important to take the time and effort to consult with designers, partners and users for the best possible outcome. To do this, consider:

- clarity on the timeframe, giving the ability to influence choice before time/money become constrained
- getting an understanding from manufacturers on the need for flexibility in design to fit passenger needs
- operational practicalities
- a meaningful consultation process that can shape design decisions
- a shared desire to meet customer and stakeholder demands and expectations
- a shared understanding of the need to justify the design outcomes
- budgeted funding for the process



[www.greateranglia.co.uk](http://www.greateranglia.co.uk)

Greater Anglia's website has details of cycle arrangements

Cycle storage area is clearly marked and visible from the platform



A mock-up of cycle storage used at consultation events



# National Rail PlusBike

PlusBike is a feature available on National Rail's website via the journey planner and on the mobile phone app. It provides a central place for information, to make cycle-rail journeys easier. Users enter their plans into the journey planner and select a specific journey. Information on cycles is then provided.



PlusBike includes:

- cycle parking and facilities at stations
- cycle-hire schemes
- cycle carriage rules specific to the user's journey
- cycle carriage reservation details

Information on all of the above must be accurate and regularly updated by the station operator.

The image displays three screenshots of the National Rail mobile app interface, illustrating the PlusBike feature integration.

**Left Screenshot: Results**  
 Shows the 'Results' screen for a journey from Oxford to London Paddington on Friday, 22 April at 11:00. It lists several train options with their departure times, arrival times, and fares. The first option is highlighted: 11:01 Oxford to 11:59 London Paddington for £24.90 (Off-Peak), taking 0h 58m with 0 chg. Other options include 11:07, 13:02, 11:16, 12:14, 11:31, and 12:28.

**Middle Screenshot: Journey planner**  
 Shows the 'Journey planner' screen with 'From' set to Oxford and 'To' set to London Paddington. It includes options to 'Add via/avoid', 'Add return journey', and 'Fare options'. A large yellow 'Go' button is visible at the bottom.

**Right Screenshot: Journey**  
 Shows the 'Journey' screen for the selected route. It features a section titled 'Travelling with bicycle:' with options for 'Cycle restrictions' and 'Cycle hire / parking'. Below this is a 'Ticket types explained' section with definitions for 'Advance', 'Off-Peak', and 'Anytime' tickets.

[nationalrail.co.uk](http://nationalrail.co.uk)

National Rail's website has information of train travel with cycles

# TransPennine Express - Booking cycle space via apps

## Title

Cycle reservations made simple

## Location

TransPennine Express network

## Date

February 2019 to present

## Project owner

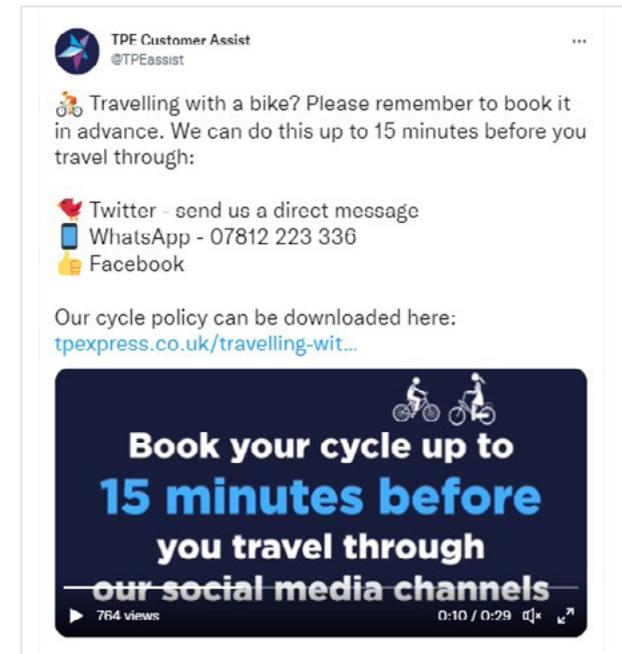
TransPennine Express

## What was the aim or issue being addressed?

TransPennine Express (TPE) wanted to improve the experience and turnaround time for customers wishing to make reservations for their cycles. On TPE trains, unfolded cycles need a reservation to make sure people do not turn up to find the space already occupied. So a simple reservation process was needed.

## What was done or implemented to meet best practice?

In February 2019, TPE launched a cycle space booking system via WhatsApp alongside its existing social media profiles (Twitter and Facebook at the time). WhatsApp gave customers a quick and easy way to contact customer services with any queries using an app they likely already had on their mobile phone. Making cycle space reservations was one type of query, and TPE specifically advertised the use of WhatsApp for reservations. Social media posts were used to promote the service and the provision of WhatsApp was included in the passenger charter.



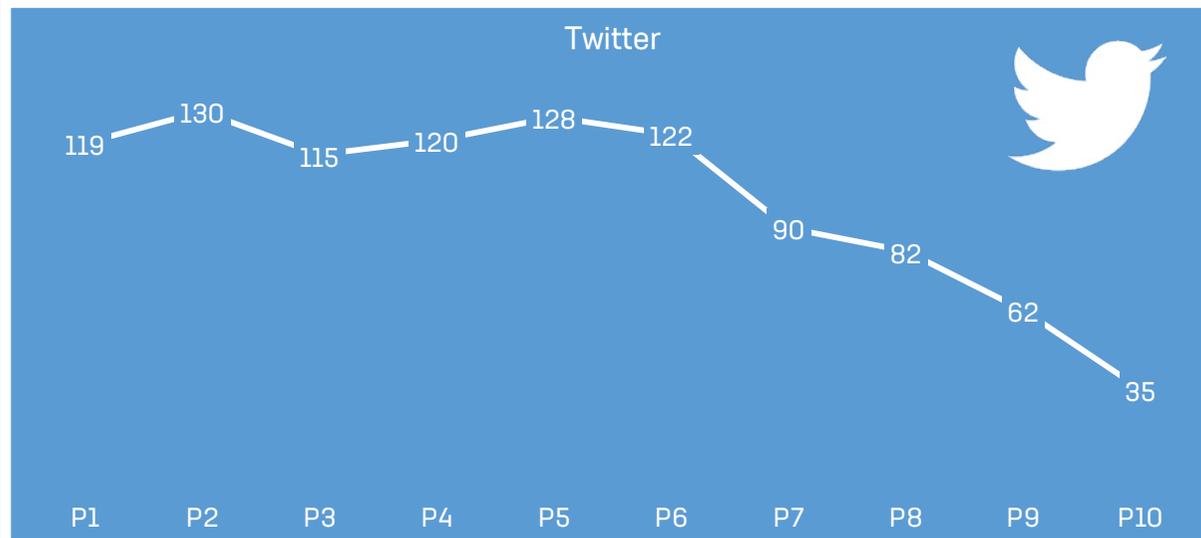
## What were the results?

Feedback from customers has been extremely positive.

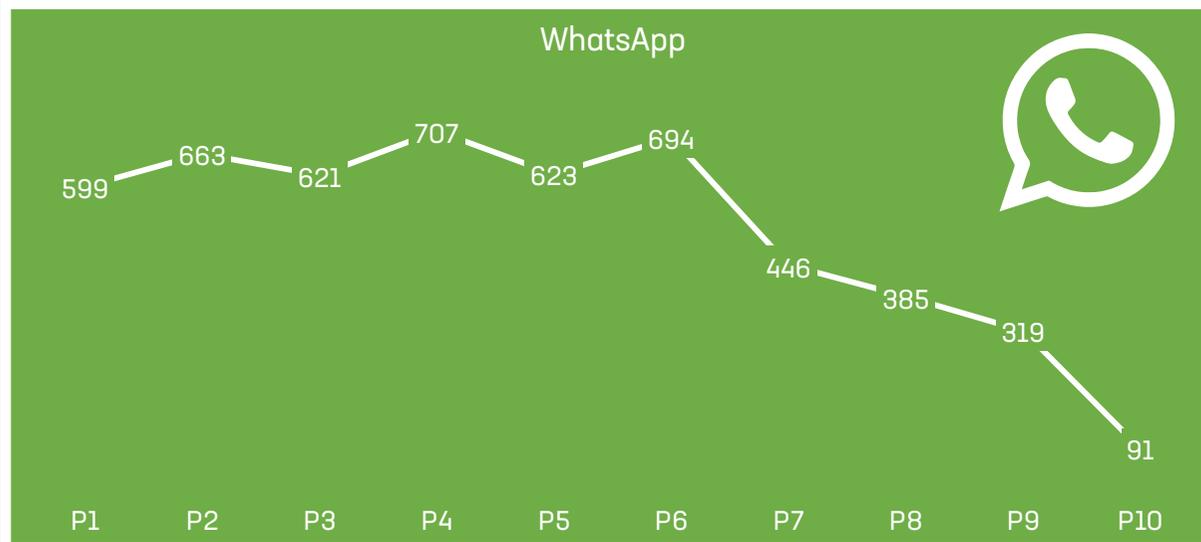
Shout out for the @TPEassist WhatsApp channel for 🚲 reservations - an easy, friendly way to get booked. Contrast with the mind-boggling complexity of other systems.

Cycle space reservation enquiries are the most common reason customers contact TransPennine Express through WhatsApp. It has been very popular.

Cycle reservations - 2022 to 2023 (10 of 13 four-week periods)



Note: period 1 begins in April. The higher numbers of bookings roughly correlate to spring and summer



Note: Period 1 begins in April. The higher numbers of bookings roughly correlate to spring and summer

## Lessons learned, final thoughts and ideas

When looking at existing and new cycle booking systems, ensure that customers can only book spaces on the train(s) they intended to travel on. This is to prevent the creation of multiple reservations that go unused with other customers unable to travel on a train with available space. Having the option to book via WhatsApp means that evidence of the customer's ticket can be requested, if needed. Also, using WhatsApp makes it easy for customers to cancel reservations. Together, this means that the chance of a reserved space going unused is greatly reduced, so available cycle space can be better used.

[www.tpexpress.co.uk](http://www.tpexpress.co.uk)

Transpennine Express website has information on cycle space reservations

# Combined rail/ cycle season ticket – Deutsche Bahn and Brompton

Deutsche Bahn (DB) wanted to increase the number of customers using cycles for the first/last mile of their travel. However, this was causing problems with storing cycles on the train. So, DB approached Brompton to see how they might use the iconic folding cycle to address the challenge.



Now add a folding Brompton cycle to your season ticket! \*While stocks last.

Trialled in Stuttgart in 2022, a unique solution for Deutsche Bahn season ticket holders was launched. These customers could choose to have a Brompton cycle added to their season ticket for an extra €29 a month (normal price €49). The cycle was delivered direct to the customer's door and was theirs to keep on a rolling monthly contract. The offer included full insurance and a bi-annual service. The offer sold out in the test region in 24 hours and is being extended for 2023.

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

Further details can be found on the website

In addition to the technical work underpinning the 'Cycle-rail guidance - toolkit 3', a programme of stakeholder and user engagement was undertaken. In December 2022, a user survey was carried out, targeted at current cycle-rail users (either travelling on trains with their cycles or leaving their cycles at stations), and potential cycle-rail users. Over 4,479 people responded. Users were asked about the following topics:

- overall levels of travel combining cycles and rail (eg type of usage, frequency, modes of travel to/from stations)
- types of cycle-rail journey, currently or potentially (eg journey purpose, types of stations, distance to stations)
- planning of cycle-rail journeys, currently or potentially (eg methods and sources of information)
- perceptions of cycle-rail, current users only (eg satisfaction with different features, reasons for any dissatisfaction)
- suggestions for improvements to cycle-rail (eg extent of improvements required, which would encourage increased usage)
- demographic questions (eg region, personal characteristics)

The findings were presented to the Cycle-Rail Working Group and have been used to understand the types of issues which could be prioritised to increase cycle-rail, but without any potentially misleading figures reported.

Note: the survey provided useful feedback from people either actively engaged in cycle-rail now (mainly taking cycles on trains) or wanting to combine cycling and trains. The sample was not a typical cross-section of the UK population nor of the potential market, so further surveys would be needed to quantify the potential impact of different interventions and to understand the needs of the general public.

## Suggestions for improvements to cycle-rail

The improvements most likely to increase cycle-rail usage among our sample (in descending order) were:

	<b>Most likely</b>
Improvements to trains to make it easier to store cycles on board	
Reduced restrictions on bringing cycles onto trains	
Improved booking services for bringing cycles onto trains	
Improved information about where to stand on a platform to get a cycle onto a train	
Improvements to trains to make it easier to get on and off trains	
Improved ease of getting on and off trains with cycle	
Improved cycling infrastructure on route to or from stations	
Improved ease of travelling through a station with cycle	
Safer and more secure cycle storage at stations	
Greater quantity of cycle storage at stations	
Improved provision of direction signs at stations	
Increased availability of shared cycles parked at specific locations	
Staffed cycle hire points in closer proximity to stations	
Increased availability of shared cycles without specific docking stations	<b>Least likely</b>

## Appendix D Cycle-rail station facility checklist

This checklist will help you plan, install and manage station cycle rail improvements effectively.

Any 'no' responses will require action to address the issue either by going back to the design phase or including appropriate elements in your management and maintenance plan.

### Before you go any further

Q1. Are you able to explain why the new initiative will make it more attractive to cycle to the station than it is without it?  Y  N

### Planning - getting the processes right

Q2. Have key station staff and stakeholders been consulted?  Y  N

Q3. Has planning approval/historic building consent been sought, if required?  Y  N

Q4. Has landlord's consent been sought, if required?  Y  N

Q5. Have you gone through the necessary change procedures (station change etc) if required?  Y  N

Q6. Has contact been made with the British Transport Police Crime Reduction Unit for advice from a crime prevention design advisor? Is advice from the counter-terrorism security adviser required?  Y  N

Q7. Have crime levels at the station and in the surrounding area been considered when designing the facility?  Y  N

Q8. Have you considered accessibility and done any necessary impact assessments to ensure inclusivity?  Y  N

\* For this item, check the 'Standards for public cycle parking' as there are specific requirements to comply with.

## Design – is the facility in the right place?

- Q9. Are cycle storage facilities close to the station entrance?\*  Y  N
- Q10. Can the cycle storage facility be seen from the natural approach to the station with clear directional signage to cycle facilities?  Y  N
- Q11. Is there good natural surveillance of the facility from as many angles as possible? (Solid obstructions or vegetation may need to be cleared to allow for this)  Y  N
- Q12. Can the storage facility be easily accessed by cycle-rail users without detour or delay?  Y  N
- Q13. Are approach gradients in line with the current design standards and do any steps have wheeling ramps?  Y  N
- Q14. Is the cycle storage facility located so it does not obstruct train crew or operational staff's lines of sight, obstruct pedestrians (especially visually impaired people) or vehicle routes, emergency exit routes or rendezvous points (RVPs)?  Y  N
- Q15. Is the facility visible to station staff?  Y  N
- Q16. Does the facility have natural light?  Y  N

## Design – are the facilities themselves right?

- Q17. Are lifts in line with design standards to meet users' needs and if not, are alternative routes provided that are satisfactory?  Y  N
- Q18. Is the space between racks adequate and are aisles wide enough?\*  Y  N
- Q19. Are the stands secure and usable including certification to secure by design standards and is there provision for non-standard cycles?\*  Y  N
- Q20. Will the storage facility be installed in line with the Standards for public cycle parking (tamper-proof bolts etc)?\*  Y  N
- Q21. If there is a canopy, is this arranged so it does not obstruct natural and CCTV surveillance?  Y  N
- Q22. Does any perimeter fencing provide a secure boundary and are there clear views in and out?  Y  N
- Q23. Does the design of lockers permit inspection of contents?\*  Y  N

\* For this item, check the 'Standards for public cycle parking' as there are specific requirements to comply with.

## CCTV and lighting - does it do what you need it to?

- Q24. Does the CCTV provide the recommended coverage (as per the British Transport Police 'Output requirements' document)\*?  Y  N
- Q25. Is CCTV capable of producing a 'recognition' level image?  Y  N
- Q26. Is the CCTV registered with the Information Commissioner?  Y  N
- Q27. Is Data Protection Act compliant signage clearly displayed informing of the use of CCTV?  Y  N
- Q28. Is the lighting compliant with levels recommended including routes to the parking area?  Y  N
- Q29. Has an assessment been undertaken to ensure good uniformity and colour rendition, and is the lighting compatible with the CCTV?  Y  N

\* A copy of this document can be requested from the BTP Architectural Liaison Officer at fhqcrimere@btp.pnn.police.uk.

## Management, maintenance and monitoring

- Q30. Is there a management plan to make sure the facility is maintained and its use monitored?  Y  N
- Q31. Have arrangements been made for the collation of monitoring information so it can be used for assessment of impact of the facility?  Y  N
- Q32. Have the terms and conditions of cycle parking been displayed prominently (including reference to removal of abandoned cycles)?  Y  N
- Q33. If hire schemes or access control compounds are used, is there a clear management process in place to make sure the facility is appropriately used?  Y  N
- Q34. If lockers are used, has someone been identified to check the contents?  Y  N
- Q35. If lockers or a secure compound are used, is there an inclusive access management system in place?  Y  N
- Q36. If lockers or secure compounds are provided, are there prominent notices to explain how to get access to these facilities?  Y  N
- Q37. Is information about how to report a problem or repair need prominently displayed?  Y  N
- Q38. Is there clear crime prevention advice displayed, including the correct use of the facilities and how to fully secure a cycle?  Y  N
- Q39. Is there a poster board or space provided for crime prevention messages?  Y  N

# Cycle-rail guidance

## Cycle-rail toolkit 3

June 2023



Active Travel England



Cycle  
Rail  
Working  
Group

SYSTRA

