



NORTHERN

Our Cycle Promise



Produced in partnership
with Sustrans

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northernrailway.co.uk

Contents

Welcome	3
Working with others	4
Making your journey easier	5
• to and from your local station	5
• at the station	6
• bicycles on the train	7
Our people	10
Promotion and publicity	10
Future funding	11
Monitoring and evaluation	11
Useful links	12

Welcome

Our Customer Promise, first published in September 2016, highlighted the publication of a Cycling Promise, which would be available to our customers in July 2017. This is the first publication of our Promise, which demonstrates our commitment to cycle-rail travel. The combination of cycle and rail journeys offers a reliable, low cost, time and space efficient way to travel in a way which is environmentally friendly, healthy and enjoyable. Many cycle-rail-cycle journeys provide the fastest overall way to travel door-to-door.

You gain reliable journeys, without the need to search for a parking space, wait for a bus or a taxi and get some exercise that can make you feel good. With local and national agencies we can bring more homes and destinations within 10 to 20 minutes easy riding from a train service, via cycle routes and regular roads.

This fits perfectly with our overall commitment to customer service and environmental sustainability.

Northern is part of the Arriva Group, which operates transport networks across Europe including many where cycle-rail integration plays a big part. We will draw on Arriva's experience to grow cycle-rail travel in the north of England, aiming for participation rates among the best in the UK over the life of our franchise.

Working with others

We are committed to increasing the number of cycle-rail users but we can't do this on our own. Our Cycle Promise has been developed in consultation with CyclingUK which has worked with train operators on cycling connections since 1882, Sustrans the charity that delivers the National Cycle Route Network (NCN) and initiatives to make smarter travel choices possible, plus local cycle users through the Cyclenation network.

In making this Promise we will:

- maintain and develop the Cycle-Rail Forum for the north which will continue to meet regularly bringing together train operating companies, local authorities, transport authorities, cycling organisations and individual cycle users to help us resolve problems and invest wisely and effectively in our stations and trains
- work with our industry partners including other operators, Network Rail, Rail North and Rail Delivery Group to promote and develop cycle-rail travel, including PlusBike
- work with local Community Rail Partnerships and other third sector organisations that share our enthusiasm for cycle-rail travel
- work with other organisations and private sector businesses to enhance our offering to cycle-rail travellers with products and services they need.

Making your journey easier

We want you to enjoy smooth, accessible and integrated journeys whether you are travelling from home to work, school or college, travelling to new places or familiar ones or travelling for leisure and recreation. We will look at journeys from our customers' perspective and work with others to deliver improvements.

To and from your local station

Our aim is to make cycling to and from our stations a safer and more convenient means of transport.

We will do this by:

- working with local and highway authorities to create better access for all. This will be linked with the emerging cycling infrastructure in our towns and cities
- working with appropriate partners to improve signage to and from stations
- installing prominent station locality maps showing access to local cycling infrastructure, the National Cycle Network and other cycling routes with a focus on stations where travel plans exist
- promoting independent station-based bike hire schemes, with the possibility of framework agreements to simplify and standardise this process
- investigating the opportunity to link the PlusBike app to our website providing an easy way to see what is available in and around our stations.

At the station

We will review access to platforms and trains as part of our station improvement programme to ensure access to and through our stations is smooth and easy, not only for cycle-users but also for users of wheelchairs, pushchairs, prams and non-standard cycles.

There are cycle storage facilities at a large number of our stations which we will increase over the life of our franchise.

We will look to:

- provide suitable and sufficient cycle storage provision; for example; stands, lockers, shelters and hubs offering an improved range of facilities and services
- establish clear standards for quality and types of facilities we install to establish a preferred design
- monitor demand for cycle parking in partnership with local Forum members, local Community Rail Partnerships etc.
- ensure where facilities are provided that they are clearly signed and provided with suitable security provision (such as CCTV)
- promote good bike security and encourage registration of cycles working in partnership with the BTP
- look at what enhancements can be provided at new and existing facilities. This will include consideration for public pumps and/or basic tools

- ensure cycle storage (including shelters and lockers) are cleaned, maintained and available to use.
- promote where possible the provision of cycle repairs and spares in partnership with commercial firms, social enterprises or charities
- consider installing charging points for electric-assist pedal cycles.

We will work with our partners in the Cycle-Rail Forum for the North to look for suitable enhancements that will assist integration between cycle and rail travel.

On the train

We would like to welcome you and your bicycle to our services. You can take your bicycle free of charge on all of our services, but space is limited.

Most trains have enough room to provide two dedicated bicycle spaces on board. Bicycle spaces cannot be reserved on current services and space is allocated on a first come, first served basis.

The current fleet is changing, but detail of the train types and location of wheelchair, cycle and spaces for larger luggage will be provided on our website as these details become available.

Welcome aboard!

Some hints and tips for travelling on our trains with a bicycle:

- allow enough time to buy your ticket and get to the train. This may include the use of ramps and lifts
- please ask our staff about what you need to do to get your bicycle on the train
- look out for the green bicycle stickers over the train doors to show you where to board
- where provided, secure your bicycle on the train using the straps to avoid your cycle moving whilst on your journey
- if other cycle-users board your train, ask them where they are getting off and organise bikes accordingly

We will not charge for the carriage of bikes, although we can only allow one bicycle per person on any service.

We welcome customers with folding bicycles, which are considered to be luggage if they can be stored, folded down on the train and placed in available luggage space. Bicycles which can be dismantled and packed into a bag or box and also placed in luggage spaces are also treated as luggage*. You may be asked to cover your folded bike when it is placed with other luggage - a lightweight cover is recommended.

- bags/cases exceeding 90cm x 120cm x 30cm are likely to be refused as outside acceptable 'suitcase' limits

We will endeavour to:

- consider how best to store cycles on all our services including marking the location of the designated cycle spaces on the inside and outside of every train
- identify the possibilities for delivering additional flexible space on our services when reviewing safe ways of using existing carriages directly or after refurbishment and in the design of new trains
- where possible discuss and consult with the Cycle-Rail Forum on the designs of future projects
- review how we may be able to advise customers about lightly-loaded and / or off peak services on services where seat reservations may be introduced
- review the ability to offer inclusive cycling to those who use cycles as mobility aids, noting that for many in this group, it is not possible to have a driving licence, and the combination of cycling with train travel provides fulfilling opportunities for independent travel.

Our people

Our people are our greatest asset and we know from feedback from the Cycle-Rail Forum for the North that, in general, their flexible approach to accommodating our customers with bicycles has been appreciated.

Developing our service to cycle-users depends crucially on the continued goodwill of our staff and we will:

- identify representatives of operational staff to contribute to the Northern Cycle-Rail Forum
- explore the opportunity of becoming a cycle-friendly employer (reference: 'CyclingUK' guidance: cyclinguk.org/article/campaigns-guide/becoming-cycle-friendly-employer).

Publicity and promotion

New and better facilities for cycle-rail users need to be widely publicised and actively promoted.

The publication of our Cycle Promise provides an opportunity for more positive engagement and looking ahead we will:

- continually improve our publicity to provide users with current and accurate information about services on Northern trains and at stations including information on cycling policies. We will do this using printed and digital communications and social media
- form a community of registered cycle-rail users for targeted promotions and information sharing activities

- work with our industry partners to ensure that the national PlusBike app is available to our customers
- raise the public profile of cycle-rail travel with on station and on board advertising of facilities
- where available, promote cycle hire directly to businesses and organisations that share Northern's environmental objectives and to employers within cycling catchment of our stations
- seek opportunities to promote rail travel by association with local and national cycle events

Future Investment

We are keen to invest in cycle-rail projects and we will look for opportunities where this is possible. This is something we will work on together with the Cycle-Rail Forum for the North to see where opportunities are and where that investment opportunity can be best used.

Monitoring and Evaluation

Whilst working with the Cycle-Rail Forum, we are keen to obtain feedback from our customers and our forum attendees to review investments and enhancement to our customer experience to learn whether these have been successful or need to be improved.

The Cycle Promise will be reviewed on an annual basis, and at least within six months of our Northern Connect services beginning in 2019. This will ensure Our Cycle Promise is delivering for our customers whilst taking into account our modernised fleet and route network.

Useful links

Sustrans is the charity making it easier for people to walk and cycle. We connect people and places, create liveable neighbourhoods, transform the school run and deliver a happier, healthier commute. Join us on our journey.

Link: [sustrans.org.uk](https://www.sustrans.org.uk)

Sustrans is a registered charity no. 326550 (England and Wales) SCO39263 (Scotland).

CyclingUK (formerly known as CTC) - founded 1878 and working continuously for cyclists since then). It has resources and staff with cycling practically in their DNA. Membership provides third party insurance, free access to legal and technical specialists when problems arise, training and promotional events, and staff engaging with government and other bodies to secure appropriate policies and funding to deliver more people doing more cycling more often. We specifically have staff and associates working with bus, rail, ferry and airline operators on cycle integration.

Link: [cyclinguk.org](https://www.cyclinguk.org)

Cyclenation the coalition of independent local cycle groups delivering a wide range of locally driven initiatives. You can usually find a group active in your local area

Link: [cyclenation.org.uk](https://www.cyclenation.org.uk)

Cycle-Rail Forum for the North has its own website with information on what the forum meetings, and presentations with information on how you can get involved

Link: sites.google.com/site/northerncycleforum

Northern website is where to find all things related to travelling with your bicycle.

Link: northernrailway.co.uk/travel/cycling

Rail Delivery Group - Cycle Rail Toolkit (April 2016)

Link: railedeliverygroup.com/files/Publications/2016-04_cycle_rail_toolkit_2

British Transport Police – Giving all things bicycle security guidance

Link: btp.police.uk/advice_and_information/travelling_safely/bicycle_security

Bikeplus: UK Operators Organisation for bike sharing and bike hire - linked to Carplus (car sharing)

Publishes annual survey of bike schemes and their use – e.g. 50% of all UK bike share trips are connected to train journeys

Link: [carplus.org.uk](https://www.carplus.org.uk)