On-board cycle facilities: Together with train manufacturers and cycle users, we will examine innovative ways of providing better on-board cycle storage. This will be done as a priority when we refurbish High Speed Trains for the inter-city service network. We will ask manufacturers for a range of solutions offering the most efficient and user-friendly way of cycle storage and will look at best practices all over Europe to

cater for cycle spaces. We will consult members of our Cycle Forum on the design cycling-related rolling stock of any modifications. Conductors and ticket examiners, together with our customer support teams will be trained, as part of our 'Inspire' customer service training to be flexible regarding the number of bicycles to be stored on-board trains and to regard



customers with cycles as the same as any other customers rather than as a potential 'problem'.

Social inclusion schemes and community engagement: Reconditioning abandoned cycles: We will work with cycling partners to identify abandoned cycles so that they can be reconditioned in partnership with recycling organisations such as The Bike Station. This will help to support a valuable social inclusion activity, which will allow reconditioned cycles to be sold at a discounted price or loaned to new users on a no-charge basis.

Cyclepoint training and employment schemes: We will arrange for the personnel of our Cyclepoint operating partners to work at our other Cyclepoint facilities within the UK and the Netherlands in order to be fully trained in delivering the range of services. In addition, our cycle facilities will be able to be staffed in partnership with local authorities' employment schemes. As a further option, local sustainable charities will be able to be involved in staffing Cyclepoint and Cyclepark Plus facilities.

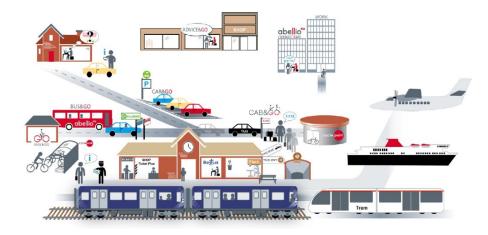
Vocational training and maintenance opportunities: We will partner with Stirling Cycle Hub to help further develop this model so that it can be extended to other station cycle facilities. We will also partner with local vocational training centres to offer training positions at our Cyclepoints and Cyclepark Plus locations. With local business and cycling organisations we will organise cycle maintenance workshops at our Cyclepoints.



Website: www.abellio.com/scotrail Email: ScotRail@Abellio.com



Delivering ScotRail and Cycling – Going Dutch



An innovative approach to cycling, making wholesale improvements to facilities and services

In April 2015, Abellio will run the new ScotRail franchise. Our approach to cycling is based on a wealth of experience we have both from the Netherlands (where the proportion of people making journeys to and from the station by bike has increased to 42%); and also from our UK TOCs where we have won numerous awards for our innovative approach to cycling (including Leeds Cyclepoint and Bike & Go).

Our approach will support the 'Cycling Action Plan for Scotland' vision that 10% of all journeys will be by cycle by 2020. We will bring innovation to the relationship between

the cycle and the railway; firstly, by increasing the priority given to cycles at stations and train, secondly, through the products and services that we will offer to cycle users and, thirdly, through the way that we communicate with our customers on cycling issues. In order to develop cycling



across the ScotRail network, we will create more and better cycle facilities to attract customers to cycle to and from stations or to use our Bike & Go hire cycles. We will make sure that our new cycle facilities at stations will be located in prominent positions, near the entrance, easy to find and well signposted.





We will:

- invest £1.6m to increase the number of cycle spaces at stations by 1,500 within the first three years of the franchise
- introduce three new, fully-staffed Dutch-style Cyclepoints at the key city hubs (Glasgow, Edinburgh, Stirling), which will provide the full range of services including cycle sales and hire, and Cycleparks+ at a further five stations and will add at least a further 2,000 cycle spaces giving more than 3,500 over the first three years



- launch a 'Bike&Go' cycle hire network which will enable customers to complete their onward journeys by cycle from at least 10 specially selected stations, for only £3.80 per day.
- provide greater off-peak cycle capacity on trains: all new and refurbished trains will have multi-functional areas, creating up to six cycle spaces per three car unit. Customers will be able to reserve their cycle spaces in advance on our customer app in line with ticket purchase, and we will provide information on whether a particular train has spare capacity.
- partnership working to enhance the surrounding environment: together with local stakeholders and key sustainable organisations such as Living Streets and Sustrans, we will enhance the physical and economic connectivity of the stations to their surrounding towns and cities.

With the input from various organisations we are currently working on a Cycle Innovation Plan, which will detail the delivery of our cycling initiatives.

Going Dutch in Scotland:

In Scotland we will introduce more cycle innovations, with the clear support of Transport Scotland, SUSTRANS, SPOKES and other cycling organisations. We will team up with the Dutch Cycling Embassy to get expert cycling advice on-board.

Amongst others we will introduce:

New cycle experiences at stations: We will develop our network of Cyclepoint and Cyclepark Plus stations so that they can provide a central focus for developing events with local cycling groups. Example events include: the Renfrewshire 100, the Pedal On Parliament (PoP) and others. We will issue a network-wide programme of events and promote these both within cycle facilities and throughout local stations. We will target all relevant customer groups: commuters, leisure customers, business users and tourists – by event.

Partnership working: We will work with regional and local authorities, businesses and other (cycling) organisations to align our plans for the improvement of cycle



storage facilities with plans to improve cycle access to and from stations. It will be important to provide safe, well-lit routes with good signage, which link stations with the local cycling routes. Also, by creating better cycle facilities, we will be able to help local authorities in achieving their sustainable travel and carbon reduction targets. Our Rail Integration Fund proposals relating to cycling will seek to maximise matched-funding from local authorities and other stakeholders to create the best station facilities possible. In addition, station schemes will include

improvements to the surrounding cycle infrastructure, such as cycle paths and wayfinding, in order to attract further matched-funding from the Community Links Fund. We will support initiatives by local cycling organisations to increase bike/rail integration, such as the local area cycling maps designed by Spokes for Waverley, Linlithgow and various East Lothian stations.



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