

## Abellio ScotRail Cycle Innovation Plan (CIP)





Go hire cycles. In doing so, we will make sure that our new cycle facilities at stations are located at a prominent position, near the entrance, and are easy to find and well signposted. Our deep alliance with Network Rail (NR), will help remove barriers, which otherwise would prevent a joint up approach.

Cycling is at the heart of Dutch culture and society and as such is also fundamental to the NS approach to transport integration. Quality cycle facilities make cycling safe and attractive for all and make cities healthy, liveable and accessible. We will bring our passion and focus to ScotRail to help deliver the ambition laid down in the Cycle Action Plan Scotland (CAPS) that 10% of all trips are made by cycle by 2020. At Merseyrail we have seen an increase of bike usage from 8% to 22% (modal share) over four years at stations where cycle facilities were improved. Our cycling strategy will actively promote the use of the cycle as part of the rail journey and has the following elements:

- **investment in cycling infrastructure and facilities:** having invested in staffed Cyclepoints for 86,500 cycles, 275,000 other cycle spaces including 16,000 cycle lockers across the Netherlands, we understand how to create a cycle-friendly rail network. Our approach will be to invest in 3,500 extra cycle spaces within the first three years of the franchise together with a network of Cyclepoints and Bike & Go hire facilities. This investment will start to lay the foundations of providing enough storage to support the CAPS target. This is shown in more detail in sections 2.1 and 2.2.
- **working with stakeholders and other organisations:** we will work actively with local authorities and all organisations involved in cycling and sustainable transport throughout the period of the franchise. We will also increase the frequency of the Cycle Forum and bring it to senior management level and will invite other organisations such as the British Transport Police (BTP). This is shown in more detail in sections 2.4, 2.6 and 2.7
- **innovative campaigns to promote greater cycling usage:** We will promote cycling as a healthy, cheap, safe and environmentally-friendly way to travel to and from the station and for other trips. This Cycling Innovation Plan, will explain our initiatives, including the Cycle-friendly station of the Year award, our 'Cycling is Smart' campaign and various cycling schemes with a social inclusion / community engagement dimension. In our Marketing plan cycling will play a prominent role in the activities promoting train usage and tourism. This is shown in more detail in section 2.13.

### 1.3 The desired outcomes

Based on our Dutch experience we have already started to persuade customers to use their bikes across our existing UK train operations by:

- introducing Dutch-style Cyclepoints at Leeds and Chelmsford (with more to come),
- investing in additional secure cycle storage at many stations,
- investment in CCTV to make existing cycle facilities safer and
- new Bike & Go cycle hire facilities at nearly 60 stations.

In Scotland we will introduce similar innovations to ScotRail, with the clear support of Transport Scotland (TS), Regional Transport Partnerships (RTPs), local councils, Sustrans and other cycling organisations. Highlights of our investment programme are:

- Three full service Cyclepoints (1,000 spaces)
- Five Cycleparks Plus, with secure cycle parking (1,000 spaces)
- Cycleparks at a minimum 39 additional stations with high quality covered cycle racks (1,500 spaces)
- Bike & Go cycle hire at least 10 stations
- Marketing and promotion of cycling (together with partners; Sustrans, Cycling Scotland, etc)
- Actively securing matched funding
- Cooperation with other stakeholder cycle schemes

#### 1.4 Our Targets

Our targets will aim to support the CAPS target of 10% journeys by cycle by 2020. According to National Rail Passenger Survey (NRPS) survey data cycle access is 2.8% (0.9% park cycles at the stations and 1.9% take cycles on trains). Following investment in additional cycle facilities during 2015-18, we aim to achieve 5% cycle access to ScotRail stations by 2021-22 and 10% cycle access by 2025-26.

We will team up with the Dutch Cycling Embassy to get expert cycling advice on-board.

The following sections will detail how we will deploy the various elements of our Cycle Innovation Plan, including the Committed Obligations of our bid.



## 2. What will we deliver through this Cycle Innovation Plan

### 2.1 Introducing a hierarchy of new cycle infrastructure and facilities at stations

We will introduce a hierarchy of upgraded cycle storage facilities so that stations can offer well-located, secure and safe cycle facilities monitored by CCTV, giving customers greater confidence to cycle to and from stations. Each station will meet a minimum standard, which is detailed in the table below. The figure below sets out the three levels of facilities we will introduce depending on station category. At the largest stations, these will include free air pumps, cycle accessories, secure (smart card) access, staff supervision and cycle maintenance. Each level will be clearly branded to help customers understand the type of facilities they can expect at each location. The ‘Secure by Design’ advisors of BTP will be involved in the design process to minimise cycle crime by including security issues in the design, location and operation of the cycle facilities.

#### Our hierarchy of cycle storage facilities

Category	Level	Stations	
	Premium security parking (priced) Free parking in tiered racks Staffed facility (provided by local partner) Retail and maintenance Bike & Go Hire service General cycling advice Option for changing facilities and showers	Category 1 stations: Glasgow Central Edinburgh Stirling	<p>We will introduce at least 3,500 cycle spaces in the first three years of the franchise, harnessing third party funding to maximise the extent and reach of the programme. To achieve a step-change in customer usage of cycle facilities, there will need to be significant investment in excellent equipment at the busiest stations where cycle demand is potentially highest. The superior quality of our facilities (including CCTV coverage) will achieve greater customer confidence and encourage people to travel by cycle. This is what will be required to increase cycle usage from 3% to 10%. We have based our investment programme on a customer demand forecast for cycle storage, prioritising 39 stations for Cyclepark facilities, 5</p>
	secure compound parking smart card access free air pumps, maintenance facilities and spares free parking in tiered racks CCTV coverage of all areas option for Bike & Go hire	Category 1 stations: Dundee, Inverness, Aberdeen, Perth, Glasgow Queen Street (after rebuild)	
	open access parking, either two-tier racks or Sheffield stands cycle racks covered wherever feasible CCTV coverage	First phase: 39 stations	



stations for Cyclepark+ facilities and 3 stations for full-service Cyclepoints. These stations currently have 1,100 spaces in total; by 2017-18, they will have 4,600 spaces. The criteria used for selecting these stations are:

- Footfall
- Current facilities and usage
- Local plans for cycle access
- Attractiveness of environment for cycling

### 2.1.1 Cyclepoints

Fully-staffed and serviced Cyclepoints will be constructed at the three key city hubs, Glasgow, Edinburgh and Stirling, to provide the full range of cycle services including sales, maintenance and hire. We will liaise with NR to take forward the Cyclepoints in Glasgow and Edinburgh and will develop partnerships with local cycle operators, who may staff the shop and the secure storage facilities within each Cyclepoint.

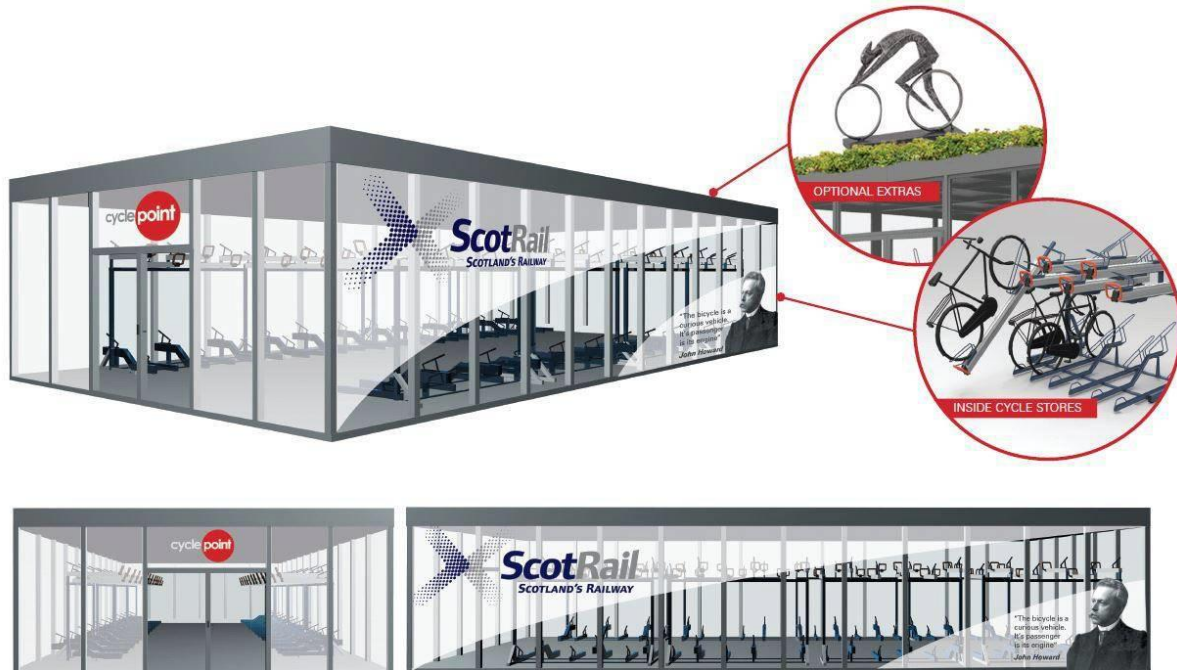
*Our Cyclepoints in the UK have bought best-practice on cycle facilities from the Netherlands*



### 2.1.2 Cycleparks+

Five other large stations will feature Cyclepark+ facilities: Glasgow Queen Street (GQS) (to be delivered after rebuild), Inverness, Dundee, Aberdeen and Perth. If additional, third-party matched funding is forthcoming, these facilities have the potential to be upgraded further to a Cyclepoint facility.

*Example of new Cycleparks+*



### 2.1.3 Cycleparks

The table below shows the detailed proposals for Cyclepark facilities across the network which will increase the storage capacity at the stations concerned from 725 with an additional 1,513 spaces.

*Proposed stations for Cyclepark facilities 2015 - 2018*

Station	Current spaces	Additional spaces	Station	Current spaces	Additional spaces
Aberdour	5	24	Paisley Gilmour Street	10	50
Bridge of Allan	6	24	Partick	22	50
Haymarket	60	50	Polmont	10	24
Dalgety Bay	30	50	Rosyth Halt	10	50
Drem	10	12	Troon	20	24
Dumfries	10	50	Uddingston	20	24
Dunbar	12	50	Dyce	16	50
Dunblane	13	50	Falkirk High	20	50
Dunfermline Town	28	50	Inverkeithing	19	50

Station	Current spaces	Additional spaces	Station	Current spaces	Additional spaces
Gourock	10	12	Elgin	19	24
Helensburgh Central	26	50	Larbert	16	50
Inverurie	22	50	Newton	16	24
Hamilton Central	0	50	Stonehaven	14	24
Kirkcaldy	20	50	Lenzie	34	24
Leuchars	10	24	Ayr	10	50
Linlithgow	38	75	Edinburgh Park	35	50
Livingston North	6	25	Bathgate	30	50
Livingston South	8	12	Markinch	34	25
Milngavie	18	50	Alloa	20	50
North Berwick	18	12	<b>Total</b>	<b>725</b>	<b>1513</b>

The table excludes the Borders Rail stations. They will receive high quality cycle storage facilities right from the start (included in Borders Rail project). All these additional spaces will be realised in the first three years of the franchise, whereby works will be aligned with improvement works regarding CIS, CCTV and other station improvements. A full review of the proposed sites will be part of this integrated approach.

### *New ScotRail cycle racks*





### 2.1.4 Monitoring demand

To promote cycling we will ensure the number of cycle facilities at each station will exceed demand. Every (potential) cyclist should have confidence that he can leave his/her bicycle in a secure way at the station. Initially, during the first months of the franchise we will check facilities, including the usage of the cycle facilities of every station. The usage of the cycle facilities will thereafter be monitored every quarter and the results included in the yearly update of the Cycle Innovation Plan. When demands at certain location nears available spaces within the first three years we will allocate additional spaces to these locations within the committed obligation of 3,500 spaces. When total demand exceeds this number we will seek additional funding for additional cycle spaces.

## 2.2 Introduction of a Bike&Go cycle hire network in Scotland

### 2.2.1 Bike&Go locations

Our Bike & Go outlets will enable customers to complete their onward journeys by cycle from 29 specially selected stations. Bike & Go was launched in the Netherlands in 2003 and now successfully operates at over 240 stations. In 2013, we introduced this concept to our UK.

Train Operating Companies and it now operates at over 50 stations across Northern, Merseyrail and AGA, offering practical easy-to-use cycles with seven gears, plus options for electric bikes where the local area features hills or where key destinations are beyond 1-2 miles away. Over 1.2m trips were made in 2013.

#### Abellio's Bike&Go



The table below sets out the proposed ScotRail locations for this scheme and the rationale for our choice.

#### Proposed Bike & Go locations 2015 - 2017

Station	Criteria and other comments	Station	Criteria and other comments
Balloch	Tourist destination and support authority Loch Lomond	Bathgate	Good cycle conditions

Station	Criteria and other comments	Station	Criteria and other comments
Dunblane	Local station plans	Dundee	Key station and university; local support
Haymarket	Footfall and key station; access to National Cycle Network	Linlithgow	Key station, St Michael's hospital nearby and local matched funding
Livingston North	Employment destination; and local matched funding	Livingston South	Employment destination and local matched funding
Stirling	Footfall and key station; cycle hub	Tweedbank	Borders Rail; tourist destination; hospital
Aberdeen	Footfall and key station	Aviemore	Destination: Cairngorms; also electric bikes
Dumfries	Good cycle conditions	Dunbar	Funding for cycle access proposed
Edinburgh Park:	Employment destination: large business estate	Edinburgh W	Key station
Falkirk High	Destination for Falkirk Wheel	Glasgow C	Footfall and key station
Glasgow QS	Footfall and key station	Inverness	Key station
Inverurie	Funding for modal interchange	Motherwell	Key station
Paisley Gilmour St	Footfall and key station	Partick	Footfall and key station
Perth	Key station	Kilmarnock	Proposed active travel hub
Ayr	Proposed active travel hub	Dyce	Employment destination
Ardrossan SB	Ferry port	Total	29 locations

Criteria for these locations are:

- Footfall
- Local plans for cycle access
- Proximity of cycle destinations (leisure and employment)
- Access to National Cycle Network (NCN)
- Attractiveness of environment for cycling

Ten locations will be realised within the first two years of the franchise.

Further locations will be added to the network should customer or stakeholder demand warrant additional investment. Locations such as Livingston and Stirling may ultimately feature multiple hire locations serving large employers (eg, HSBC, Sky) and local colleges.

### 2.2.2 Working alongside other cycle hire schemes

Existing privately-run cycle hire operations at locations such as Blair Atholl, Inverness, Oban and Fort William will be invited to become part of our wider network. Our Bike & Go branding in Scotland can be cobranded with ScotRail branding or another (local) identity, especially where third party funding is involved.

We have already met with Next Bike, who operates bike hire systems in Glasgow and Stirling.

As part of our wider accessibility policy, accessible cycles, including hand cycles, recumbent bikes and trikes will also be available for hire so that all customers can participate. For this we anticipate that local authorities will assist us with matched funding.



### 2.2.3 Working with partners to operate Bike&Go

In our other three franchises Bike&Go is operated from the station Ticket Office. In Scotland we will engage with local organisations and businesses to encourage them to become involved with the Bike&Go scheme. Where we can involve third parties, we will introduce Bike&Go locations outside station premises. From April 1, the Stirling Cycle Hub will operate Bike&Go at Stirling station and we have discussed opportunities with the Loch Lomond and Trossachs National Park Authority for Balloch. Other possible locations might be bus stations.

### 2.3 New cycle experiences at stations

We will develop our network of Cyclepoint and Cyclepark+ stations so that they can provide a central focus for supporting events with local cycling groups. Example events include: the



Renfrewshire 100 and the Glasgow – Edinburgh Pedal for Scotland ride. We will support a network-wide programme of events through promotion of these within cycle facilities, throughout local stations and on a dedicated page on our website. We will target all relevant customer groups: commuters, leisure customers, business users and tourists – by event. We have already discussed with the Stirling Cycle Hub

how we can support its local events more effectively than at present and we will replicate best practice from this established operation elsewhere on the network. We will offer discounted rail travel to attend these events and we will also offer free ‘taster’ days for our Bike & Go hire cycles. In addition we will support / sponsor feature cycle events such as the Loch Ness Etape, the World Mountain Bike Event at Fort William and others. We will also develop a leisure programme for popular cycle destinations such as Loch Lomond, Borders, Dumfries and Galloway. Cycle events will be a standard item on the agenda of the Cycle Forum

## 2.4 Cooperation with other stakeholder cycle schemes

Based on our discussions with organisations such as Sustrans, Transform Scotland and Cycling Scotland, we anticipate that a number of our station schemes will attract Local Authority (LA) sponsorship and matched funding. In these cases, we will work with each LA to develop the schemes so that they can, in turn, attract additional Community Links Programme (CLP) matched-funding. We anticipate that we will be able to attract CLP investment to improve cycle paths to and from several of the stations concerned. We will also build on other stakeholder schemes including Cyclescheme's programme across Dumfries and Galloway, Sustrans's existing investments in developing the functional/commuter cycle network and the leisure cycle/greenway network, such as Aberdeen – Ballater. Through investment in Cyclepoints and Bike & Go within Glasgow and Edinburgh we will work with Glasgow City Council's cycle hire scheme and assist in developing a wider scheme in Edinburgh for electric bicycles, for which we have extensive expertise in the Netherlands. During the first months of the franchise we intend to set up partnership agreements with these schemes

## 2.5 Improving cycle facilities and services on trains

### 2.5.1 Our strategy

Our overall long term strategy in the Netherlands has been to reduce the pressure on cycle spaces on board trains by investing in better storage facilities at stations and encouraging regular cyclists to either join our Bike & Go scheme for their onward journeys or maintain a second bike at their destination stations. We intend to replicate this successful approach on ScotRail.

The current on-train policy will be preserved to accommodate customers with cycles during peak (where practical) and off-peak periods and that we meet the storage requirements within the Invitation to Tender. Also, we will continue the cycle rescue service. We will ensure that all employees involved are trained in cycle capacity procedures and how to provide additional ad-hoc spaces where there is demand and the opportunity. In our HSTs, which will be deployed on the key InterCity routes commencing December 2018, there will be space for cycles in the former luggage compartment in the motor vans.



### 2.5.2 Managing demand through innovation

Stakeholders (e.g., Sustrans, Spokes and Cycling Scotland) have told us that customers want to have greater certainty that their bikes can be accommodated whenever they intend to take their bike with them. We will address this need by communicating more effectively about the level of demand and the number of available spaces per train and day



of week on our website and journey app, especially for customers who are planning longer trips into the Highlands and beyond the central belt. Our website will enable customers to reserve their cycle spaces in advance – either separately or at the time of ticket purchase. As such we will be able to inform customers whether a train on a particular day has spaces available. We will also clearly advertise on timetable information and station posters those trains during peak periods, which cyclists should avoid. Furthermore, our investment in additional station storage capacity and the provision of Bike & Go cycles will be targeted at the routes and stations with the highest peak demand. Where local businesses have a significant number of employees using a station, we will identify reserved secure cycle parking for secondary bikes and/or the provision of additional Bike & Go cycles based at the employer’s premises.

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 will 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 of any cycling-related rolling stock 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’. This will result in more customers being treated satisfactorily by employees and with greater understanding of the issues which cyclists have to deal with when travelling.



### 2.5.3 Monitoring demand

We will ensure that cycle occupancy across the train fleet is reported, recorded, monitored and communicated, including the number of bicycles by train and stations. TS will be able to share this information with other interested parties. We will undertake a baseline survey during August and September 2015, capturing peaks in both the leisure and commuter market. The results of this survey will be used as input for a strategy decision about on-board cycles: keep as it is, introduce some restrictions, or increase on-board capacity. TS will be consulted before any decisions are made.

The results will be reported every quarter, to allow us to carefully consider any developments. For train services which require a reservation, the reservation data (per train and station) will be reported on a monthly base. The results will be used for the yearly update of this CIP.

### 2.6 SQUIRE

Cycle facilities both at stations and on trains will be included within the future SQUIRE regime to ensure that the standards detailed in section 2.1 will be achieved.

## 2.7 Engagement and partnership working with wider cycling stakeholders

Our plans build on the successful cycle strategies deployed by NS. We will, however, ensure that rail-cycle integration is developed with a Scottish dimension, i.e., at specific stations by working closely with stakeholders where there has already been travel behaviour change and cycling investment or where there are major plans (e.g., Perth, Tayside, Dundee, and Glasgow).



We will actively engage with the local authorities around Scotland to ensure consistency with their cycle policies and maximise the opportunity for partnership funding of CLP improvements to cycle parking and station access.

We already work with Cycling Scotland in delivering the Commonwealth legacy cycle racks and will support their Cycle Friendly School Awards by providing input on level crossing safety and including cycles at stations in teaching materials.

Safety traditionally is one of the core values of a rail operator. We will engage with Cycling Scotland and Road Safety Scotland to work with them about how we advise our cyclists to cycle in a safe and responsible way.

## 2.8 The ScotRail Cycle Forum

We will build on the existing SR Cycling Forum to harness the capabilities of important stakeholder groups including TS, SPOKES, SUSTRANS, Cycling Scotland, Go Bike, Forth Environmental Link and the Scottish Parliamentary Cross Party Committee on Cycling. We will make sure the Cycle Forum gets the place it deserves and will ask for a more senior level of delegates.

## 2.9 Partnership working with British Transport Police



Through our close partnership with British Transport Police (BTP), who advise us and our customers on safety and security and help us to reduce cycle crime, we will be able to give our cycling customers peace of mind to leave their bikes at stations. BTP are already involved in recent crime reduction initiatives, including education and cycle marking services focusing on this area. We will ask the Secure by Design officers of BTP to advise us on security at cycleparks to ensure that the security measures taken are fit for purpose. BTP will advise on best location for cycleparks+ and cycleparks, positioning of CCTV and security measures. Crime figures will be analysed jointly and utilised for example patterns of cycle theft. We will actively support BTP in tackling cycle crime by organising cycle marking events at stations, which will also be an opportunity to engage with BTP's Neighbourhood Police Officers. BTP will also advise on crime reduction tips for use in our cycle promotion campaigns (see 2.13).

## 2.10 Partnership working with Serco

Both ScotRail and the Caledonian Sleeper are committed to promote Scottish tourism. Serco will provide cycle space on their trains and will install shower facilities at a number of Scottish stations. These will also be made available for ScotRail cyclists. During the first months of the franchise we will make arrangements with Serco about these showers and other possible shared facilities and services for cyclists

## 2.11 Cycle-friendly Station of the Year award

Together with our other cycle stakeholders in the Cycle Forum, we will organise a ‘Cycle-friendly Station of the Year’ award, in which our customers can vote for the station with the best cycle facilities. This will stimulate our frontline employees involved in cycling to stay focused on continuously improving cycling services. This award will be presented at the biennial Scottish-Dutch international rail summit. This scheme is based on our Dutch ‘FietsParKeur’ Scheme, which was initiated by the association of Dutch cycle facility manufacturers in 1998 and has been adopted by ProRail (the equivalent of Network Rail) and NS (Dutch Railways) for all cycle facilities at stations across the Netherlands. We will develop this scheme more fully for Scotland in partnership with Cycling Scotland, which has already pioneered similar awards in other cycling environments.

## 2.12 Promotion of cycling

### 2.12.1 Cycling is Smart



We will work alongside sustainable transport organisations to promote functional cycling as a healthy, cheap, safe and environmentally-friendly way to travel to and from the station and for other trips. We will ensure that information regarding cycle facilities is prominent, easy-to-locate, visible and targeted at the appropriate audience. In partnership with Cycling Scotland and Sustrans, we will provide cycling maps for customers at key cycling locations. This will ensure that easily identifiable and accessible cycle

routes close to the station are communicated to customers. Our Station Travel Plans will prominently include cycling (and walking) accessibility to and from the station. We will also retail more detailed cycling maps and guides of the local area from our ticket offices and work with local businesses to promote greater use of cycles to and from stations, including the promotion of local cycle hire schemes and retailers. To get people on their bikes we will initiate a cycling marketing campaign called ‘Cycling is Smart’ which will be developed each year and will stress that cycling is not a down-market way of travelling but, on the contrary, cycling is a smart way of travelling: healthy, cheap, sustainable, green and responsible.

### 2.12.2 Cycle and Active Travel Hubs

As a Transport Scotland pilot project, the Stirling Cycle Hub plays an important role in initiating and promoting ‘functional’ cycling. The potential replication of this Hub model is one we are very keen to support at other locations. We will work with the Stirling Cycle Hub to identify and develop potential priority Hub sites, preferably in conjunction with stations identified for Cyclepoints and Cycleparks+, and based on available space within the stations. The experience gained in Stirling will help us with adopting a consistent and comprehensive approach to our ‘Cycling is Smart’ campaign and in developing infrastructure, customer experience and communications around cycling.

### 2.12.3 Community engagement

The Forth Environment Link (FEL) chairs the Cycle Stirling forum and brings together key stakeholders from across the public, private and voluntary sectors. Their remit is to link people and communities with the environment, so they have strong community values and contacts. In our partnership working with the Stirling Cycle Hub we will use the experience of FEL to support our objective to bring stakeholders together.

### 2.13 Cycling and smart ticketing

During the early years of the franchise period we will be introducing smart ticketing. We will include our cycling services in this project so that cycle hire and (premium) secure storage can be administered as part of a seamless smartcard ticketing system. We will look at opportunities to introduce a loyalty scheme for those using our Smartcard for cycle storage and Bike & Go hire as an additional way of promoting cycling.



### 2.14 Cyclepoint training, social inclusion schemes

We will arrange for the employees 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 and/or local cycle businesses. As a further option, local sustainable charities will be able to be involved in staffing Cyclepoint and Cyclepark Plus facilities. 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.

### 2.15 Rewards scheme

At stations where we install secure cycle storage we will offer 12 months' free, secure cycle storage for customers who leave their cars at home. We will start a trial as soon as particular stations are equipped to monitor the usage of cars and cycles. As soon as possible after the franchise take-over we will put this on the agenda of the Cycle Forum and invite members to come forward with ideas and criteria.

### 2.16 Links to sustainable/active transport organisations on our website

We will create a dedicated page on our website, with links to all sustainable and active travel organisations across Scotland. We will seek ideas from customers on how we can further improve our sustainable transport initiatives.

### 2.17 Support for Cycle scheme

We will actively support complementary cycle policies such as Cycle scheme's tax-effective promotion of cycle use within SMEs. We will operate the scheme amongst our own employees and encourage them to cycle to and from work whenever possible.



### **2.18 Employer cycle scheme toolkit**

In addition, we will implement our own cycle purchase scheme for all ScotRail employees and will also produce a toolkit for other companies and organisations willing to introduce an employer cycle scheme. We will build on the experience gained by the Stirling Cycle Hub through their work with Stirling University and Stirling Council.

### 3. Putting cycling and sustainable transport at the heart of our organisation

Our Transport Integration Manager will liaise with cycling stakeholders centrally and locally and will be the main point of contact within Abellio ScotRail for cycling and sustainable transport issues. In addition we will have two regional customer and partnership managers in our management, who will be the senior contact for local stakeholders and responsible for customer service delivery. They will report to a new Customer Experience Director, where accountability for customer service delivery is brought together under one director.

The Transport Integration Manager will be responsible for the delivery of this Cycle Innovation Plan. Our station managers will be responsible for the maintenance of our upgraded cycle facilities and these will fall under the same quality regime (SQUIRE) as other station facilities, ensuring that customers with cycles enjoy attractive facilities that are fit for purpose. Through our enhanced Cycling Forum, which will involve cycling stakeholders in our decision-making, we will monitor progress of the plan on a six-monthly basis and refine the programme to achieve existing and newly agreed targets.



#### 4. Keeping the Cycle Innovation Plan up to date

This Cycle Innovation Plan (CIP) details how Abellio ScotRail will deliver its programme to encourage cycling in Scotland. This is focussed on promoting cycling as part of a door-to-door journey in which the train also takes part, but it will also help Transport Scotland to achieve its target of 10% of all trips in Scotland made by bike in 2020.

The CIP will be updated every year and these updates will be based on:

- Actual developments regarding cycling based on counts, surveys, etc.
- Feedback from ScotRail's Cycle Forum
- Feedback from Transport Scotland
- Technological and commercial developments regarding cycling

Each year ScotRail will submit an updated version of this CIP to TS. This update will contain a detailed plan for the next year, including new initiatives.



