

National CYCLE-RAIL Awards 2017



Rail Delivery Group



Cyclepods
Transforming bike storage



**Cycle
Rail
Working
Group**

Foreword

Cycle-rail continues to be a great rail industry success story. Since 2010, the number of rail journeys with a bike has increased by 42%, and there are now 77,000 cycle parking spaces across the network. The sheer volume proves that there is a significant appetite for smarter travel options that fully encompass our customers' needs while improving the experience of those accessing the railways. The rail industry is working in partnership as one railway to meet the changing demands of our customers, and is committed to improving services, connecting communities and businesses, and creating more and better jobs, now and in the long term.

The Cycle-Rail Awards are being hosted by the Rail Delivery Group (RDG). RDG applauds individuals and organisations within the industry and their partners who encourage integrated cycle-rail travel, and we have a clear aim to improve the customer experience and encourage greater use of cycles to access the railway. These awards enable us and our partners to move closer towards fulfilling this ambition through recognising excellence, inspiring better facilities, improving communication and spreading best practice across the industry.

The Cycle-Rail Working Group oversees the Department for Transport's Cycle-Rail Fund, and has recently granted the Rail Delivery Group a further £5m to manage cycle-rail infrastructure. This will implement additional cycle parking spaces, cycle facilities and security features to keep customers and their cycles safe and secure at stations.

This year the judges have had the challenging task of selecting winners from some exceptional entries, and I believe this year has been the most successful to date. I would like to take the time to thank the panel, our partners and sponsors.

I would also like to thank this year's winners, who not only encourage more customers to cycle to and from our railway network, but help to spread best practice in their field.

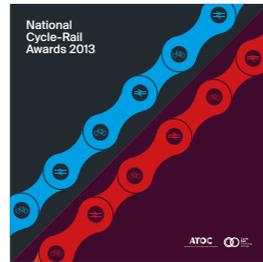
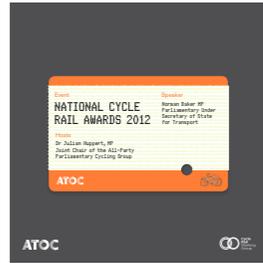


Paul Plummer
Chief Executive of RDG



"I would like to take the time to thank the panel, our partners and sponsors."





National Cycle Rail Awards 2014
ATOC



National Cycle Rail Awards 2015
ATOC



Awards Background

Now in their 13th year, the Cycle-Rail Awards recognise the progress made by the rail industry and associated organisations towards encouraging integrated cycle-rail travel. The Rail Delivery Group (RDG) has a clear aim to encourage the greater use of cycles to access the railway. The awards enable RDG, its partners and stakeholders to move closer towards fulfilling this aim by improving communication and developing best practice.

The awards are attended by Transport Ministers, Members of Parliament and key colleagues from across the cycle and rail industries.

Over the years, the awards have enjoyed significant coverage in the media, including trade and consumer cycle and rail press. However, last year we also saw a dramatic increase in social and digital media channels, reaching an even wider audience of relevant stakeholders and consumers.

Thank you

Thanks to our headline sponsor, Cyclepods, and our individual sponsors and supporters:

Department for Transport

Virgin Trains

TransPennine Express

Rail Delivery Group

Microsoft UK

ProRail

Bicycle Association

We would also like to thank our partners for their continued support and assistance in the delivery and judging of these awards:

Better Transport, British Transport Police, Cycling UK, Department for Transport, London Cycling Campaign, Network Rail, Passenger Transport, Sustrans and Transport for London.

Judging for the 2017 awards was carried out by:

Martyn Brunt – National Cycling Network Development Manager, Sustrans

Sarah Burr – Senior Strategy & Planning Manager, Cycling Surface Transport, Transport for London

Ruth Chappell – Deputy Chief Executive, Campaign for Better Transport

Charlotte De Brito – Head of Crime Reduction, British Transport Police

Sharon Goodsell – Head of Cycling and Walking Policy, Active Accessible Travel

Crispin Humm – Head of Customer Journey, Rail Delivery Group

Sandra Iles – Policy Adviser, Department for Transport

Speakers



Jesse Norman MP
Department for Transport

Jesse Norman MP was appointed Parliamentary Under Secretary of State for the Department for Transport on 14 June 2017.

Jesse was Parliamentary Under Secretary of State at the Department for Business, Energy and Industrial Strategy from 18 July 2016 until 14 June 2017. He was elected as the MP for Hereford and South Herefordshire in May 2010.

During the 2010 to 2015 Parliament Jesse was a member of the Treasury Select Committee and Chair of the All-Party Parliamentary Group on Employee Ownership. In June 2015 he was elected Chair of the Department for Culture, Media and Sport Select Committee.

Jesse was awarded Spectator Parliamentarian of the Year and The House Backbencher of the Year in 2012.



Alex Montgomery
Microsoft UK

Monty has spent more than 18 years in the technology industry, the last 7 of which have been at Microsoft in a number of product, sales and strategy roles. He has a background in business applications and a passion for helping customers drive transformational outcomes through the use of technology. In his current role, Monty leads the Azure Application Innovation business in the UK, helping organisations to modernize existing customer facing and internal applications and to create new agile, innovative and intelligent applications across various platforms and mediums.

A seasoned public speaker, Monty excels at bringing together complex propositions and simplifying them for business and technical audiences, underlining value outcomes for customers of all sizes and industries. Outside of work, Monty has a young family that keeps him busy although he makes time to invest in his passion for music.



Pier Eringa
ProRail

Prior to his appointment as CEO of ProRail in April 2015, Eringa was chairman of the Albert Schweitzer hospital in Dordrecht and turned this into the best hospital in the Netherlands. Mr. Eringa is an experienced executive in public service and public administration. He has been responsible for the municipal organization (approximately 2,400 employees) of the historic city of Nijmegen. Eringa has also held various positions in the Dutch police force. He started his career as an inspector of the local police in Leeuwarden and finished as police chief of the Flevoland region. He also has experience in the rail sector. Between 1999 and 2002 he was Regional Director for the Dutch Railways (NS) being responsible for rail passenger transport in the North East Netherlands. He was also Executive Vice President Security and member of the national management team.

Besides his assignment at ProRail, Eringa currently holds the following positions: Chairman of the Supervisory Board of Aveleijn, a care for clients with intellectual disabilities, Deputy Chairman Supervisory Committee Management National Police, Supervisory Board Chairman amateur section of the Royal Dutch Football Association KNVB and vice chairman KNBSB-Board.



Paul Plummer
Rail Delivery Group

Paul took up his role as Chief Executive of the Rail Delivery Group in November 2015. He began working in the railway sector in 1999 when he became Chief Economist and Director of Economics and Finance at the Office of Rail Regulation. He went on to join Network Rail in 2002, and in 2008 he was appointed to the Network Rail Board as an Executive Director and Group Strategy Director at Network Rail Infrastructure Limited. In 2011, he became one of two Network Rail members of the Rail Delivery Group.

Category 1

Best Customer Service

Winner
CrossCountry Trains

Highly commended
Stagecoach

Overcoming hurdles

Previously, customers wishing to reserve bicycle spaces for CrossCountry services had to call an 0844 number or visit a staffed railway ticket office. This frustrated customers, who either had to incur a charge and wait for a telephone operator, or make an advance trip to the station to reserve their bicycle space. Customers bemoaned the lack of a quick and efficient online cycle reservation option.

CrossCountry took this feedback on board and decided to move into the digital age to promote cycling and greener journeys, taking the opportunity to create a free and simple booking service.

Customer focus

CrossCountry decided that customers would greatly appreciate the ease and speed of making bicycle reservations through social media channels, so they created a team of Customer Communications Specialists in February 2017.

This team replaced the old 0844 number with a direct Customer Relations number. They also improved social media management processes and have encouraged customers to make their reservations on Twitter, Facebook or the new online portal. The team have access to the National Reservation System, so they can assist customers to find a space for their bicycles if their first choice of train is fully reserved.

Working together

The team identified the changes they needed to make and actively started to encourage customers to reserve bicycles through the new channels. They work in collaboration with ATOS, which receives the reservations and publishes them on online reservation lists that train crew can access. They also work with the onboard crew to ensure that customers with social media or email screenshots are prioritised and accepted on board.

CrossCountry's aim is to get other TOCs to commit to this system, to improve service to customers who have a connecting service provided by another TOC as part of their cycle-rail journey.

Hard work paid off

There was a massive increase in customer contacts on social media relating to bicycles, along with lots of positive feedback from customers praising the new system. Numbers of social media conversations handled have risen steadily, from 225 to 641 between March and August 2017.

30 AUGUST 2017

Hi, we have booked two tickets Plymouth to Exeter St Davids tomorrow at 11.50am, we would like to book two bikes onto the same train, can you please arrange that for me, thanks, Sarah and Laurence Gilmore.

Hi Sarah. There is no availability for cycle reservations on board this service unfortunately. Would you like to try for an alternative service? ^Don

Yes, can you look at that for me please?

We can get two bikes on the service prior at 11:25 if that helps? ^Don

Hi Don, that would be great, can we travel on that train too, our tickets say valid for 11.50?

Booking Reference BK045680

Summary

Single Journey	Thu 31/08/2017	Plymouth - Exeter St Davids
Thu 31/08/2017	11:25 Plymouth - 12:21 Exeter St Davids	RSID : XC1180
2	Bicycle Reservation	
*****	COUNTED PLACE BOOKED	
*****	COUNTED PLACE BOOKED	

Customer Details

Surname: GILMORE Contact number: [redacted]

All booked on for you. It won't be a problem as long as you're travelling with your bikes. We will clear this up with the Train Manager on board. ^Don

Great, thanks for your help. I think I can cancel my booking for no charge anyway so might do that and rebook on the 11.25, thank you.

No problem. ^Don

The judges said:

"This is a simple yet innovative solution that's delivered real customer improvements. A model that could be adopted by many other companies too..."

"This is a brilliant idea! It's great to use a communications channel that's already popular to allow people to make a booking online with no fuss or hassle."

Sponsored by
Microsoft UK

Category 2 Partnership Working and Local Government Schemes

Winner
Dunblane Station,
Sustrans Scotland and Stirling Council

Highly commended
Cambridge North Station, Greater Anglia

Context of Dunblane

Dunblane station opens onto a busy street – Stirling Road. The road has always felt dominated by traffic and parked cars, especially around the station forecourt. Access along the street and the station exit was poor, with changes in level, poor surfaces, parked cars and a one-way system all making it difficult for cyclists to access the station.

To solve this, Sustrans Scotland and Stirling Council worked together, along with community groups and businesses, to implement an ambitious redesign of the station forecourt and street. The aim was to create a more user-friendly, inclusive and welcoming environment to encourage people to walk and cycle to and from the station.

Working together to find inspiration

Sustrans Scotland and Stirling Council engaged community groups to develop the designs. Representatives from Dunblane Development Trust, Dunblane Community Council and Discover Dunblane BID all played an active role. Residents and businesses also shaped the design through four public local events, which were tailored to specific audiences, and collected feedback on the proposals. The Sustrans Scotland Street Design Programme also provided support, as did the Transport Scotland Sustainable Transport team.



The judges said:

“The before and after pictures of the Dunblane forecourt are very compelling.”

“Lots of local involvement from the community is a real plus point.”

Sponsored by
Department for Transport

Category 3 Innovation

Winner

Wirral Track renewal provisions for cyclists,
MerseyRail Electrics

Highly commended

Velo Birmingham, London Midland

The Network

Cycling is a key part of MerseyRail's integrated transport strategy, with the company aiming to deliver a total door-to-door journey experience from home to final destination. MerseyRail is used by a significant number of cyclists, often using their bike together with the train on their daily commute.

The MerseyRail network includes a 40-year-old tunnel under the Mersey that connects the Wirral to the city centre. Network Rail set up an essential infrastructure renewal programme to replace a total of 1.2km of concrete track slab to keep the network reliable and safe.

Encouraging customers

As cycling is so significant to the MerseyRail network, it was important that the alternative services developed for the track renewal project catered to cyclists. Based on the input from local cycling groups, MerseyRail and MerseyTravel developed a range of solutions for cyclists.

In collaboration with Arriva North West, a high-quality express replacement bus service was established to ensure passengers could continue to travel into the city centre. However, these buses were not able to carry bikes. MerseyRail therefore asked Arriva to create a bike bus for cross-river journeys for cyclists. A bus was fitted with eight bike holders, and ran an hourly service between stations during all phases of the track renewal project. Throughout the work, cross-river rail tickets were

accepted on all Mersey Ferries for passengers travelling with a bike. Also, customers could leave their bikes in a free secure cycle shelter if this was more convenient. To provide a solution at the other end, Bike & Go offered a half-price subscription and free rentals at Liverpool city centre stations and replacement bus stops.

Working together to keep journeys smooth

MerseyRail, MerseyTravel and Network Rail worked closely together to develop these alternative services. This collaborative partnership ensured an operational communications strategy with one industry voice, balancing the need to get essential and complex work done with the need to keep people moving. The partnership also included input from Mersey Ferries, Mersey Tunnel and Arriva North West.

Successes

The track renewal project had a massive impact on the city region and affected passengers for a long time. However, MerseyRail explored various ideas to minimise disruption. There was an increase in secured shelter usage, as well as Bike & Go hires. But the bike bus project seemed to be the most effective of all, and allowed customers to continue their daily travel into the city without any hassle. Because of these well-thought-out alternatives, there was no increase in complaint volume during the whole project. Moreover, MerseyRail has maintained industry-leading standards of customer satisfaction, at 94%.



The judges praised this entry highly:

"The bike bus is a very novel solution to the problem of accessing the city centre while trains are unable to run. An innovative solution all round."

"A great example of really trying for customers."

Sponsored by
Virgin Trains

Category 4

Door to Door Journeys, Including Station Travel Plans

Winner
TransPennine Express

Highly commended
Dorking, GTR

A plan for every station

TransPennine Express (TPE) has ambitious plans to take the North further. Over the next three years it will deliver more than £500m of investment that will transform travel and the integrated customer experience.

In the last year, TPE has produced nine Station Travel Plans, and has started to produce a further 10 within the next nine months. This means that every station on its network will have a clear and actionable plan for improving integration between train services and local transport services.

Key elements

TPE has developed its Station Travel Plans in-house, making use of the industry guidelines and adopting best practice, demonstrated by other rail operators. The Plans build upon established industry standards, and encompass facilities that notably improve station footfall and usage. Customer feedback and key stakeholders also shaped them, as well as data from the National Rail Passenger Survey and TPE's own shadow survey. The Plans are published on TPE's website, so that customers and stakeholders alike can view the plans and actions, and monitor progress.

Long term

The project to produce Station Travel Plans was funded entirely by TPE, and it has a long-standing commitment to maintain the travel plans for all 19 stations throughout the term of its franchise.

TPE has worked to create strong working relationships in developing the Plans, including local authorities, rail user groups and community rail partnerships.

The Plans are considered successful so far, with key areas of activity identified that TPE can work on further, beyond its franchise commitments, to improve integration and access for customers continuing their journey by other modes. An example is the Plan for Barnetby, which identified a need to work more closely with Humberside Airport to improve links by rail. The Plan has provided a key reference point in discussions and can be used to record progress.



One judge said:

"TransPennine Express is showing it genuinely cares about its customer"

Sponsored by
Rail Delivery Group

Category 5 Cycle Champion

Winner
Steve Smith, Stagecoach

Highly commended
International Cycle-Rail Champions, Dave Bridges & Pierre Delalande (Eurostar)

Experience

Steve Smith has more than 30 years' experience in design and construction, and for the last 10 years has put this to excellent use at stations. As a keen cyclist, he understands cyclists' needs and has used this knowledge in his role as Station Development Manager at South Western Railway, previously known as South West Trains.

As well as using his own experience in design and installation, Steve seeks advice and has learned from others when looking at the art of the possible at stations. He led a team during 2016 and 2017 to deliver cycle facility improvements at 36 stations across the South Western network.

Working together

Steve has worked with RDG, the Department for Transport, TfL, London Boroughs of Kingston and Richmond, the County Councils of Surrey, Hampshire, Dorset and Devon, the City Councils of Southampton and Winchester, the Borough Councils of Eastleigh and Fareham, Woking, Epsom & Ewell, New Forest District Council and Shawford Parish Council.

Passion and dedication

Through his work with all of these partners and his strong team of colleagues, Steve has led SWR to deliver an additional 1,400 cycle spaces, eight new cycle hubs, and innovative signing at stations.

He also led the cycle survey, which asked customers what they wanted from cycle hubs and facilities at stations. The survey showed that SWR has seen a large increase in cycle usage at its stations, including a 105% increase at Brookwood, Surrey since 2016.

Steve's leadership, coordination and motivation in delivering cycle facilities for SWR is why the company considers itself to be the UK's leading operator in encouraging cycle-rail activity.



The judges were pleased to see someone so passionate about their job:

"A clear winner here"

"Steve has clearly shown his passion and dedication towards his job".

Sponsored by
TransPennine Express

Category 6 Cycle Security

Winner
Leyton Cycle Hub,
Waltham Forest Council

Highly commended
Days of Action, East Midland Trains

Innovation in Waltham Forest

Leyton Cycle Hub was built as part of Waltham Forest's 'Mini-Holland' programme, and officially opened on 3rd May 2017. It is the flagship cycle hub among the eight new hubs being built in Waltham Forest, and is the sixth one to open.

Situated in one of the busiest commuting areas, adjacent to Leyton Underground station, the cycle hub needed to be a beacon of the Mini-Holland scheme, encapsulating the passion and commitment of the borough towards cycling and providing an innovative piece of cycling infrastructure.

Building a super-hub

The hub was designed and built by Cyclepods. Its solution provided a large number of cycle parking spaces and maximised the space available, accommodating the large footfall from the Underground station and nearby retail park.

The hub is fully equipped with the most up-to-date, eco-friendly and user-friendly facilities available. It features state-of-the-art access control technology, which provides maximum security. This technology links to Waltham Forest's Cycle Hub membership scheme where users apply online for a key fob, which gives them access to all of Waltham Forest's cycle hubs for an annual cost of £25.

Maximum cycle security

The hub's security features include LED lighting systems, which ensure all parts of the hub are well-lit and inviting, and a CCTV system to monitor the hub. As well as being inside the secure hub, each cycle parking space also has several secure locking hoops, so bike wheels and frame can be locked for extra security.

The hub is the first and only 'secured by design' (SBD) accredited cycle hub in the UK. SBD is a crime prevention initiative operated by the UK Police services. It combines proven environmental design principles with the use of physical security products to reduce the risk of crime. Independent academic research consistently demonstrates dramatic crime reduction benefits of up to 75%.

Cyclepods designed the hub using SBD's National Building Approval Scheme, which ensures it complies to a tough specification. This includes specially laminated and toughened glass, and a secure automated door system.

All of these features combine to make cycle parking at Leyton Cycle Hub some of the safest in the UK.



One judge said:

"A great example of a well-used hub that uses the space in an innovative way, too."

Sponsored by
Department for Transport

Category 7 Station of the Year

Winner
Gravesend, Southeastern

Highly commended
York Station, Virgin Trains East Coast

Very strong vision and a great plan to execute

The Gravesend Cycle Hub is designed to be attractive and complementary to the heritage of the area. The key implementation is secure cycle parking for 220 bikes, and a further 48 in a drop-and-go facility for commuters in a hurry. The hub also features a bicycle repair stand, pump and kit lockers.

There are also state-of-the-art security features: good lighting, CCTV and clear signage. These features, along with real-time rail information to ensure cyclists have access to the latest train information, create a safe and accessible cycle parking facility that is welcoming and easy to use. The hub is a direct link from the station to the town centre and Cyclopark – a unique purpose-built facility for cycling and other outdoor activities.

Excellent range of partners

The Gravesend Cycle Hub was developed in partnership with Kent County Council, Gravesham Borough Council, Network Rail, Sustrans and a local charity, Cyclopark Trust, to facilitate and encourage cycling as a preferred means of transport in the local area.

Every level visionary

As well as addressing concerns raised by Southeastern passengers regarding security and availability of cycle parking, the project also supports economic growth in the local area, helps to reduce carbon emissions, and promotes sustainable active travel. This also complements the £9.5m Transport Quarter schemes to improve the pedestrian environment and improve connectivity between the railway station and the town centre.

Successful outcomes

Levels of cycle parking have increased by around 48% since the hub opened. There has also been a corresponding rise in customer satisfaction – both six-monthly and quarterly results show that 85% of passengers are now satisfied with the station's cycling facilities.



Judges were impressed with the level of entries for this category:

“The strongest category this year.”

“The hardest category to judge this year.”

Sponsored by
Bicycle Association

Category 8 Operator of the Year

Winner
Southeastern

Highly commended
Stagecoach

Aiming higher

This is the second winning entry for Southeastern and deservedly so. The judges believed the operator showed great commitment to its customers and a brilliant attitude towards cycling.

Southeastern is committed to continuously improving the customer experience and supporting its communities to thrive. This reflects the strength with which Southeastern has maintained its working relationships over the years with Kent County Council, East Sussex County Council, Network Rail, Sustrans, British Transport Police, and local charity Cyclopark Trust. In particular, Southeastern has supported Kent County Council's successful bid for Local Sustainable Transport Funding from the Local Growth Fund.

Southeastern has also worked to address its customers' needs and concerns. It is working towards improving cycling and walking access to stations, aiming for a fully integrated sustainable transport network. This will empower customers to transition seamlessly between modes. In addition, Southeastern is addressing concerns raised regarding the security of cycle parking, through constructing new secure cycle hubs, including at Ashford, Gravesend, Dartford and Greenhithe.

Key successes

Some of the highlights of Southeastern's achievements are:

- A 220-space secure decked cycle hub at Ashford
- A secure hub for 40 cycles, 65 cycle pods and 20 two-tier racks at Dartford
- A secure cycle hub for 262 cycles at Tonbridge, working together with the A26 cycle route improvements

In total, Southeastern has put £4.6million of funding into creating 1,246 cycle spaces, from 2015 to 2017.

A worthy winner

Further projects for 2017/18 include more cycle storage at four stations, with all new cycle hubs, bike pumps and repair stands. The larger cycle hubs will also have the latest customer information screens. Southeastern will be including security features to ensure customers feel safe and secure when using the stations facilities, for example: CCTV, lighting and signage.



One judge said:

“Southeastern deserves to win this category. They have worked so hard in putting their customers first and listening to what they have to say, and this is shown by the continuously ambitious approach they have when it comes to cycle-rail users”.

Sponsored by
ProRail

DfT Cycle-Rail Fund Projects



76,887
Cycle Spaces



917 new
Hire Bikes
available



x35 HUBS



Stations
with CCTV

INCREASE IN ENGLAND CYCLE PARKING LEVELS BY 2016/17

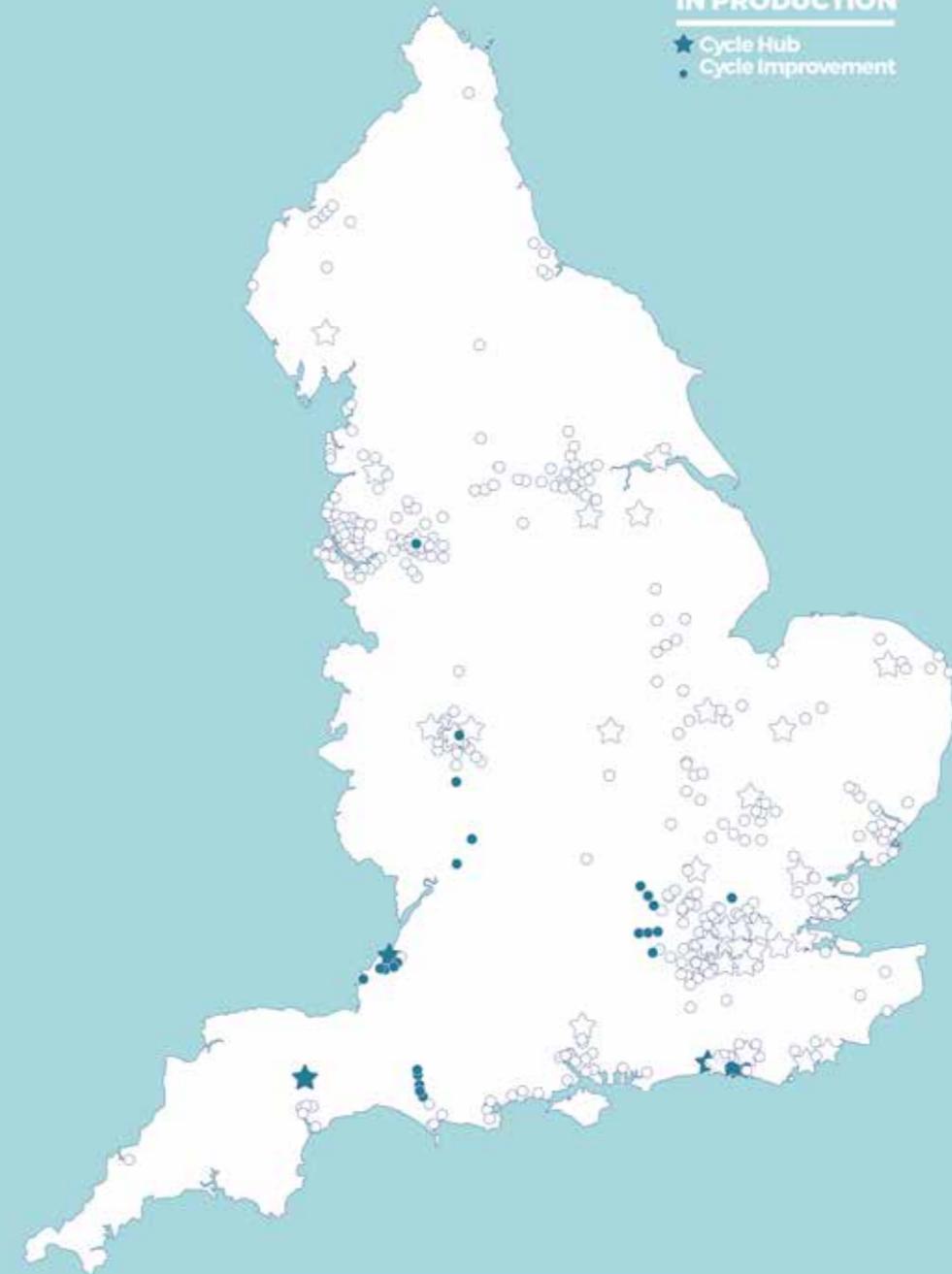


COMPLETE

- ★ Cycle Hub
- Cycle Improvement

IN PRODUCTION

- ★ Cycle Hub
- Cycle Improvement



Sponsors

At **Cyclepods**, we care passionately about bikes and cyclists. Our complete focus is on helping cyclists feel more confident that their bikes are being held securely, and safely, in locations which fit with their travel and commuting plans.

Year on year since inception we have developed, designed & manufactured innovative cycle storage solutions that are designed to save 50% less space than conventional stands whilst preventing overcrowding and damage to bikes and ensuring maximum security. Since 2005 we have installed over 115,000 bike and scooter spaces across the UK, with 12,000 cycle spaces in the UK rail sector alone.

In recent years **Cyclepods** have taken bike storage in Rail to the next level with our state-of-the-art Cycle Hubs –the latest development in high volume bike storage facilities. We design and build our own Cycle Hub buildings from carefully selected materials, with a modular and configurable design that can be adapted for different sites and requirements.

TransPennine Express is an intercity rail provider with a vision to Take the North Further. We will deliver an investment of over £500m in the next three years that will transform travel and customer experience across the North and into Scotland. Between 2018 and 2020 we will introduce 220 brand new state of the art carriages, will provide new routes and services and will increase capacity by over 80 per cent on a seven day a week timetable. We're also making it easier to access our services and stations. By March 2018 we'll have doubled our cycle parking capacity at our stations, and developed Station Travel Plans for all 19 of our managed stations, aligned to our FirstGroup values to provide solutions for an increasingly congested world... keeping people moving and communities prospering.

The **Bicycle Association** is the national body representing the bicycle industry in the United Kingdom, including bicycle manufacturers; manufacturers of bicycle accessories and components; distributors and wholesalers; retailers; publishers and other companies having a particular interest in the industry.

The Association, on behalf of its members, is very proud to sponsor the Station of the Year category at this year's awards. We are passionate advocates for effective integration of cycle and rail journeys and all the benefits this can bring from reducing car use and associated congestion and pollution, to improving health by building exercise into journeys.

Travel with **Virgin Trains** and you'll arrive refreshed, relaxed and ready for anything. With almost 20 years experience in the rail industry, we know our stuff and are always working to make things even better for you. As a proud sponsor of the Cycle-Rail Awards 2016 and 2015, if your trip starts on two wheels we've got you covered. We're building brand new Bike Hubs at some of our stations to keep your ride and joy safe. So, whatever your destination, jump on your bike or straight onto our trains and you'll be bound for glory.

The **Department for Transport** are proud to attend the thirteenth annual Cycle-Rail Awards, and to be sponsors of the Cycle Security and Partnership Working and Local Government schemes awards.

In April this year we published the first ever Cycling and Walking Investment Strategy. It highlights our ambition that cycling and walking are the natural choices for shorter journeys, or as part of a longer journey. We believe that trips by bike to railway stations can play a clear role in achieving our ambition for cycling.

That is why the Department has invested a further £5 million into the Cycle-Rail Programme to enable ongoing delivery of a package of measures to enhance cycle facilities at stations. New and improved amenities for cyclists including additional high quality cycle parking will make it easier and more convenient for people to access the station by bike.

We have also invested a further £1m into a Station Community Links pilot scheme which will see improved cycle access to stations. We hope that this pilot will be the first in a wider programme ensuring access to stations is both convenient and safe.



Supporters



Every fortnight, **Passenger Transport** brings you unrivalled coverage of your sector. Frequent and dependable, just like all the best bus, rail and tram services. A regular departure on the route to news, comment and analysis - a vital link for professionals and decision-makers.

Campaign for Better Transport: For 40 years, working with hundreds of thousands of inspiring people, Campaign for Better Transport has fought for better public transport, walking and cycling, for the sake of communities and the environment.

As an independent charity, we work by providing well-researched, practical solutions to transport problems, pressuring national and local government to adopt them, and empowering ordinary people up and down the country.

We have had many successes. In recent decades, we've helped to change the Government's transport policy radically, away from building big roads and expanding airports and towards much more recognition of environmental and social impacts.

Sustrans makes smarter travel choices possible, desirable and inevitable. It is a leading UK charity enabling people to travel by foot, bike or public transport for more of the journeys made every day.

Merseyrail is a self-contained metropolitan network, serving the Liverpool city region. It comprises a fleet of 59 507/508 electric trains, 120 km of track and 66 stations, five of which are under ground, four of which are located in the centre of Liverpool. Services are frequent, with trains running every 15 minutes on most lines and every few minutes in the centre of Liverpool. There are free secure cycle shelters at 56 stations and Bike & Go is available at 21 locations across the network. Merseyrail is a devolved franchise, and local transport authority, Merseytravel, holds the 25-year concession, which was awarded December 2002. Abellio and Serco are the two 50-50 shareholders.



Rail Delivery Group



@NationalRailP