

Cycle Policy

A guide to accessing our trains
and stations by bicycle



Introduction

We recognise that cycling is a fantastic way to access our train services, which is why we're going to be introducing more cycle parking at our stations, improving signage and working closely with the communities we serve to make cycling an obvious choice for your journey to and from the station.

This guide provides you with all the information you need to combine cycling with your travel on TransPennine Express trains, and make it simple, seamless and stress free.

Rail Delivery Group (RDG) produces a useful National Rail guide called 'Cycling by Train' which provides information and guidance to cyclists about all train operating company policies, which is well worth using to check where you can get information about other train operators bike policies. It is available from your local train station, or at www.nationalrail.co.uk



Did you know?

In cities, cycling is often twice as fast as driving, and three times faster than walking
42 Brompton folding bikes or 20 standard sized bikes can be parked in the same space as one car

Our Promises

We have big ambitions, and we are working hard to improve our cycle facilities. To achieve this, we have a set of promises which we will follow:

- We will invest in cycle infrastructure at our stations to provide more storage of a better standard, and make it easier for you to take your bike through the station.
- We will work with other Train Operators and Industry Organisations to identify best practice for cycle infrastructure, and apply this to our stations.
- We will conduct regular cycle storage audits to monitor usage and upkeep, and seek to increase provision where necessary.
- We will be an active member of the Cycle-Rail Forum for the North, and take guidance from its members on how to improve our stations and services for cyclists.
- We will update our cycle policy annually to ensure it continues to provide the most up to date information about combining cycling with our stations and services.

Getting to the station

The easiest, safest and quickest way to and from the station by bike is often not on the road. There are 14,000 miles of cycle routes in the UK, and there a number of organisations and websites which can help you to plan your route to make the most of them.

You can find out more information about these in the 'useful links' section at the back of this guide.

When cycling to and from the station, we advise that you use the cycle lanes where provided, and equip yourselves with a helmet and lights. If you're not a confident cyclist, there are several cycling proficiency courses available, led by various cycling organisations, which you could try, or why not go cycling with a friend, family member or co-worker who may be a regular cyclist who can provide support. There are also a large number of organised rides, often on closed roads which give you the opportunity to get used to being on the road without worrying about traffic.

When you arrive at the station, you should dismount at a convenient place before entering the station building, giving consideration to pedestrian flows, and walk with your bike into the station.

At the Station...

Inside the Station

We have level access to the bike storage areas at nearly all of our stations, and a lot of our stations have lifts which you can use to access the platforms with your bike. We're also looking at where we can install cycle wheel ramps on the stairs at our stations to make it easier for you to wheel them up and down the stairways.

We ask that you walk with your bike whilst inside the station, and do not ride it anywhere on the station, particularly on platforms. Where we do not have lifts or wheel ramps, we ask that you carry your bike up or down the stairs.



Did you know?

We have over 500 cycle spaces across our 19 managed stations, and we're adding more

Cycle Storage – 'The Bike Shed'

Nearly all of our stations have cycle storage, branded as the 'Bike Shed'. To help you identify what facilities are available for cyclists at each station, we are introducing a grading system.

| | |  |  |  |
|---------------------------|-----------------------------------|--|--|--|
| Weather Protection | | x | ✓ | ✓ |
| Security | Natural Surveillance | ✓ | ✓ | ✓ |
| | CCTV | x | ✓ | ✓ |
| | Lighting | x | ✓ | ✓ |
| Cycle Maintenance | Self-Service Maintenance Facility | x | ✓ | ✓ |
| | Staffed Maintenance Facility | x | x | ✓ |
| | Parts Sales | x | x | ✓ |
| Cycle Hire | | x | x | ✓ |

It is our aspiration to have a minimum of a '2 Bike' grading at more than half of all TransPennine Express stations by March 2018.



Self-Service Repair Facilities

We provide self-service maintenance facilities at all of our Bike Sheds with a '2 Bike' grade. These have the basic tools to help you carry out simple repairs so you can get on your way. The tools provided include:

- Tyre levers
- Screwdrivers
- Spanners
- Allen keys
- Stand Pump

'Bike Shed' Facilities

The table shows what facilities are available at each of the stations managed by TransPennine Express.

| Station | Spaces | Type | Station Area | Grade |
|--------------------|---|--|---|---|
| Barnetby | 6 | Sheffield Stands | Station Entrance |  |
| Brough | 62 | Sheffield Stands / Lockers | Platforms |  |
| Cleethorpes | 12 | Sheffield Stands | Concourse |  |
| Dewsbury | 70 | 2 Tier Racks | Platform 1 |   |
| Grimsby | 58 | 2 Tier Racks / Vertical Racks / Sheffield Stands | Platform 1 / Hub |    |
| Huddersfield | 48 | 2 Tier Racks | Platform 1 |   |
| Hull | 80 | 2 Tier Racks | Concourse / Community Junction |    |
| Malton | 26 | Sheffield Stands | Platform 1 |  |
| Manchester Airport | There are no cycle storage facilities available at Manchester Airport Railway station. Facilities are provided by Manchester Airport Group close to the station entrance. | | | |
| Middlesbrough | 56 | Sheffield Stands | Wood Street Car Park / Concourse / Platform 2 |  |
| Northallerton | 12 | Sheffield Stands | Short Stay Car Park |  |
| Scarborough | 36 | Sheffield Stands | Platforms |  |
| Scunthorpe | 15 | Sheffield Stands | Platform 1 |  |
| Seamer | 12 | Sheffield Stands | Platform 1 |  |
| Selby | 32 | Sheffield Stands | Platform 2 |  |
| Stalybridge | 24 | Sheffield Stands | Platform 4 |  |
| Thirsk | 24 | Sheffield Stands | Car Park |  |
| Thornaby | 5 | Sheffield Stands | Car Park |  |
| Yarm | 10 | Sheffield Stands | Car Park |  |



What about the facilities at other stations?

You can check what facilities are available at any UK railway station using PlusBike.

PlusBike is part of National Rail Enquiries, and provides you with useful information about cycle facilities at stations, cycle hire and cycle carriage rules for different Train Operating Companies.

Visit www.nationalrail.co.uk/PlusBike or access the information through the National Rail Enquiries App.

Guides to PlusBike are available at all staffed TransPennine Express stations.

How to find the 'Bike Shed'

We're installing new signs at our stations to guide you to the Bike Shed. You can also ask our staff, visit our website at tpexpress.co.uk/stations, or use the National Rail Enquiries website.

To make sure that our storage is available to all, please remove your cycle lock from the racks when not in use. If you want to leave it at the station, please secure it to one of the structural parts of the rack so that it does not prevent others from parking their bike.

Bikes left elsewhere in the station

If you park your cycle in a non-designated area of the station which could cause an obstruction or hazard to other station users, station staff have the right to remove the cycle without warning. Where the lock is broken to remove the bike, TransPennine Express will not reimburse you for any damage sustained.

Bikes which are removed will be stored in a safe and secure location at the station, and can be reclaimed by enquiring at the customer information point or booking office.

Abandoned Bikes

We regularly audit our cycle facilities, and use this to identify any cycles which may have been abandoned. If we believe a cycle has been abandoned, our station staff will apply a notice. If the notice is still in place after 7 days, then the cycle will be considered abandoned and removed.

If you are planning to leave your cycle at the station for more than 7 days, please advise the station team of this when you park your bike by visiting the customer information point or booking office. They will take a record of your name, contact details, and the make and model of your bike.

Security

We understand that security is one of the most important factors when leaving your bike, which is why nearly all of our cycle storage areas are covered by CCTV. At our staffed stations, our team also carry out frequent security checks.

As a train operating company, we seek to follow the guidelines for cycle security as set out in the Rail Delivery Group Cycle Rail Toolkit 2, which can be found online at www.raildeliverygroup.com.

When leaving your bike at the station, please ensure you lock it securely to the cycle racks provided. The British Transport Police issue the following security advice to cyclists.

Before you ride

- Register your bicycle at www.bikeregister.com
- Mark your frame with your postcode in two separate locations, one of which should be hidden.
- Take a photograph of your bike and record your frame number and key details.

At the station

- Ensure you lock your bike, securing the frame and both wheels to a cycle stand.
- Consider using more than one lock.
- Make the lock(s) and bike hard to manoeuvre when parked by ensuring little room between the stand and the bike.
- Locks are considered more vulnerable when they come in to contact with the ground, so keep them off the floor.
- We recommend that you remove valuables such as lights and pumps. We ask that you take your panniers and bags with you, and don't leave them on your bike. TransPennine Express reserves the right to search any bags or panniers left on cycles in the interest of security.
- We recommend using certified locks. The British Transport Police offer advice about the best type of lock, and how they should be used. You can find more information at www.btp.police.uk

Bikes are left at owner's risk, and TransPennine Express accepts no liability for cycles left at the station. We do advise that you have your own insurance for your bike and equipment.

Bikes on Trains...

We understand that sometimes it can be easier to take your bike on the train with you, especially if you're cycling as part of your onward journey.

Folding Bikes

If you've got a folding bike, you don't need to book.

We understand that it is often easier to keep your bike unfolded whilst you make your way through the station, particularly when you are passing through ticket barriers.

Once you arrive at your platform, please use a quiet area of the platform to fold your bike, ensuring you do not block any main pedestrian routes. It is best to have your bike folded well before the train arrives. We ask that you do not board the train with your bike unfolded.

On the train, please store your folded bike in one of the luggage racks provided. If you leave your folded bike in the vestibule area, please ensure that it is not obstructing any doorways or aisles.

At the end of your journey, please carry your bike off the train and unfold it in a quiet area of the platform before walking your bike through the station to the exit.

Non-Folding Bikes

If your bike doesn't fold, and you're taking it on the train with you, we recommend reserving a space.

You can reserve a cycle space on the train free of charge anytime up to 24 hours before you travel by calling 0345 600 1671 and selecting Option 4, by visiting one of our booking offices or when you book in advance at tpexpress.co.uk. It's best to reserve as early as you can.

We have cycle storage areas on board our Class 185 and Class 350 trains which can hold up to two bikes at any one time. Look for the 'Cycle Storage' symbol on the exterior of the train to ensure you enter at the doors located next to the designated cycle storage areas. Platform staff can help you with locating this. Non-folding bikes must not be carried in any other part of the train, and you may be asked to leave the train at the next station if your bike is not within the cycle storage area.

Once on board the train, please use the straps provided to secure your cycle. For safety reasons, we ask you not to lock your bike to anything on the train.

If other cyclists board the train with their bike, ask them where they're getting off, and stack your bikes accordingly.

Our cycle storage areas are fitted with fold down seats for customers to use when not required for cycle storage. If you board a train with your bicycle, and the seats are in use, please politely ask the customers to move so that you may safely store your bike.



Have you tried going Dutch?

If you make the same journey frequently, rather than taking your bike on the train with you, why not consider having two bikes, and using one at each end of your train journey?

This is a particularly popular approach in the Netherlands, where there are almost 3 times as many bikes as there are people.

Don't want to have two bikes, why not hire a bike for part of your journey?

Many of the larger stations we call at offer cycle hire, and you can find more details by using PlusBike, Visit www.nationalrail.co.uk/PlusBike or access the information through the National Rail Enquiries App.

Useful Points

What if the train is really busy?

At all times, cycle carriage on TransPennine Express trains is at the discretion of the conductor, and we cannot always guarantee that you will be able to travel with your bike, even if you have a reservation.

Our trains can get extremely busy, especially at peak times and during major events. In line with the National Conditions of Carriage, if the conductor deems it unsafe to carry your bike, you may be asked to leave it at the station, or wait for the next train.

If you are travelling on an Advance Purchase ticket and have a bike reservation, and it is not possible for us to carry the bike on the booked train for the Advance ticket, you will be allowed to travel on the next train on which there is bike space available using your same advanced ticket.

If you are making a connection from a TransPennine Express service to another operator, please be sure to check their policies before you travel. Operators have varied cycle policies based on the types of trains they operate.

We advise that you label your bike clearly so that it can be easily identified.

What about other types of bikes?

Tandems, tricycles, handbikes*, recumbent cycles, motorcycles and bicycle trailers cannot be carried on any TransPennine Express train as the trains do not have the space to accommodate these.

*Where 'clip-on' handbikes are being used as an addition to a wheelchair, they may be carried in the wheelchair user space on our trains, providing they still fit within the standard wheelchair dimensions of 1200mm x 700mm, and have a turning radius of less than 1000mm so that we can be sure they can be safely manoeuvred whilst on the train, and safely board and alight using the ramps. For more information, please see our Making Rail Accessible policies. These can be found at all of the stations where our trains call, or on our website at tpexpress.co.uk/contact-us/assistance

What are my options when there is engineering work or disruption?

During engineering work, or when we have major disruption, coaches and buses are provided in place of trains. Folding bikes can be carried on all replacement transport, however we cannot guarantee that you will be able to take a non-folding bike with you on the replacement transport as it is at the discretion of the driver. We advise that you talk to a member of staff who will be able to identify a vehicle which can safely carry your bike, but this may take a little time.

Class 185s

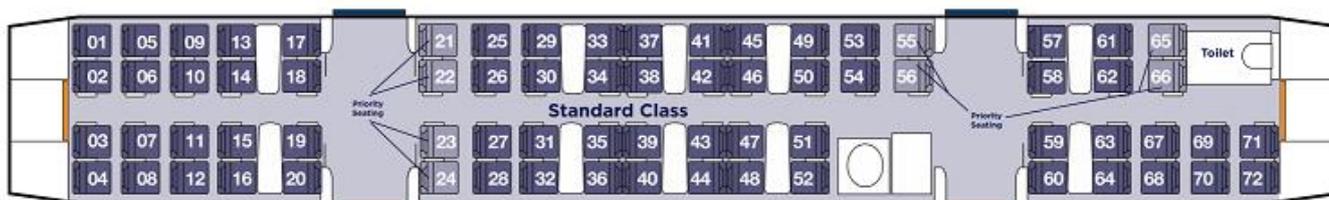
These are our three carriage trains which run on our North and South routes, from Manchester Airport and Liverpool through to Newcastle, Middlesbrough, Scarborough, Hull and Cleethorpes, and occasionally on our Anglo-Scottish services to Edinburgh Waverley and Glasgow Central.

These trains can accommodate up to 2 non-folding bikes in Coach A.

Class 185 - Seating Plan Coach **A** and **E** - Standard Class



Class 185 - Seating Plan Coach **B** or **F** - Standard Class



Class 185 - Seating Plan Coach **C** or **G** - First Class, Wheelchair Access and Standard Class

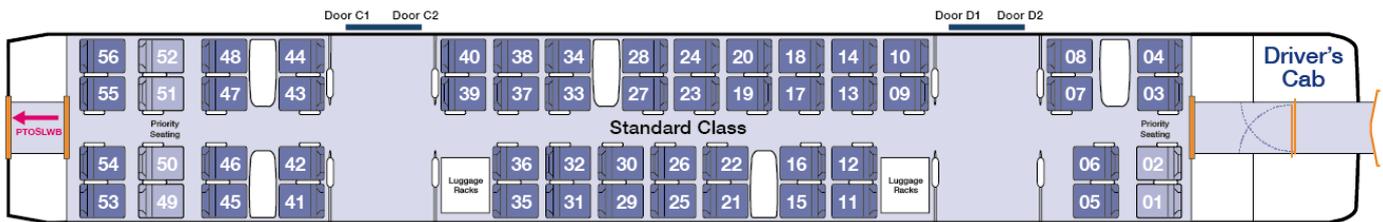


Class 350s

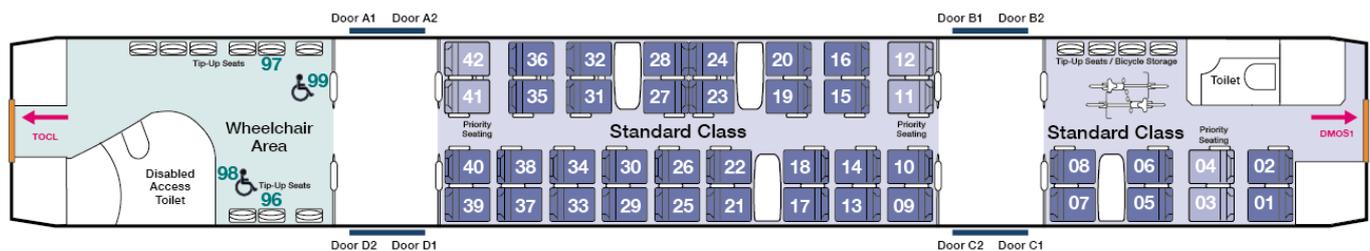
These are our four carriage electric trains which are used on our Anglo-Scottish services between Manchester Airport and Edinburgh Waverley or Glasgow Central.

These trains can accommodate up to 2 non-folding bikes in Coach B.

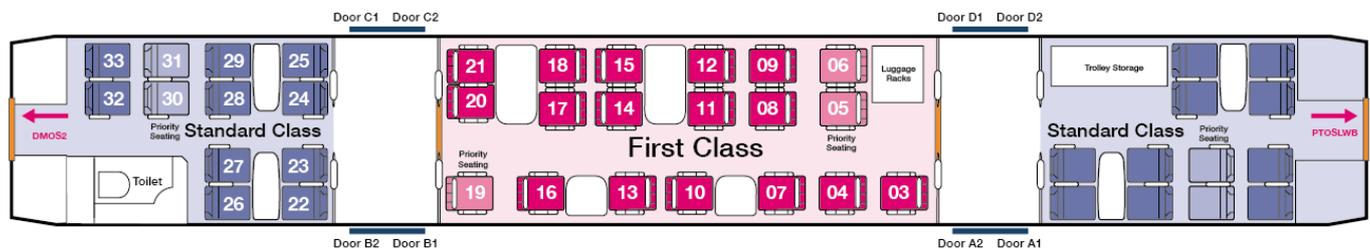
Class 350 Four carriage trains – Seating Plan Coach A or E – Standard Class



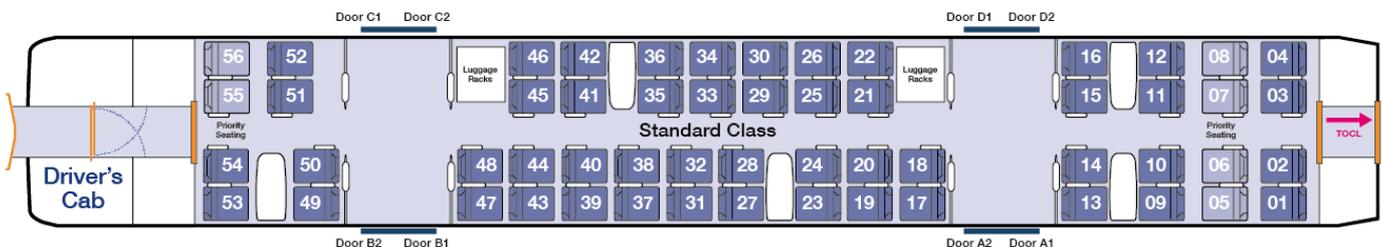
Coach B or F – Wheelchair Access and Standard Class



Coach C or G – First and Standard Class



Coach D or H – Standard Class



Useful Links

TransPennine Express

You can buy tickets, find out more information about our services and destinations, and download our policies from our website. We also have a door-to-door journey planning tool which can help you to plan your cycle route and choose your train service, all at the same time. You can make a cycle reservation when you purchase your ticket online, or by calling 0345 600 1671 and selecting option 4.

www.tpexpress.co.uk

National Rail Enquiries

PlusBike is national Rail Enquiries one-stop shop for information about your combined cycle and rail journey. You can search by station and PlusBike will give you information about the location, type and quantity of storage available. It also works on the National Rail Enquiries app.

www.nationalrailenquiries.com

Rail Delivery Group

The Rail Delivery Group (RDG) brings together all passenger and freight operators with Network Rail and HS2, providing services and support to enable them to succeed by delivering better services for their customers. This ultimately benefits taxpayers and the economy. The Integrated Transport team produce the Cycle-Rail Toolkit which is an industry guide, highlighting best practice for cycle carriage, cycle storage, rental, signage and all other aspects of cycle-rail integration.

www.raildeliverygroup.com.

British Transport Police (BTP)

The BTP offer cycle security advice, and regularly hold cycle registration and marking events at stations across the UK network. You can find out more information about cycle security and the things you can do to make sure your bike is locked securely on their website.

www.btp.police.uk

Sustrans

Sustrans are a leading UK charity who specialise in enabling people to travel on foot, by bike and by public transport, making journeys healthier, cheaper and cleaner.

www.sustrans.org.uk

Cycling UK (CTC)

Cycling UK is an independent charity which helps to promote safe and easy cycling for all ages and abilities. They have useful information about getting into cycling, local and national events and advice on cycle insurance.

www.cyclinguk.org

British Cycling

The internationally recognised governing body of cycle sport in the UK.

www.britishcycling.org.uk/

Cyclenation

The federation of local campaign groups in the UK

www.cyclenation.org.uk

Local Cycle Campaign Groups in Your Area

| | |
|-------------------------------------|--|
| Eden Cycle Campaign (Penrith) | www.edencycle.org.uk |
| Leeds Cycling Campaign | www.leedscyclingcampaign.co.uk/ |
| Spokes Lothian Cycle Campaign | www.spokes.org.uk |
| Greater Manchester Cycling Campaign | www.gmcc.org.uk |
| Merseyside Cycling Campaign | www.mersecycle.org.uk/ |
| Newcastle Cycling Campaign | www.newcycling.org/ |
| CycleSheffield | www.cyclesheffield.org.uk/ |
| Go Bike: Strathclyde Cycle Campaign | www.gobike.org |
| York Cycle Campaign | www.yorkcyclecampaign.org.uk |