

**Nottingham Station Cycle Hub Follow-Up Meeting**  
**12<sup>th</sup> December 2016**

**Agenda**

- Welcome and Introductions
- Previous Meeting Actions Review
- Next Steps
- AOB

**Present and Apologies**

- Dan Robson – Area Station Manager Nottingham (EMT)
- Matt Bamford – Customer Experience Manager Nottingham (EMT)
- Russell Cutts – Russells Bicycle Shed Owner
- Adrian Juffs – Ridewise
- Peter Atkinson - PhD Student
- Peter Briggs (PEDALS)
- Hugh McClintock (PEDALS)
- Paul Able (PEDALS)
- Keith Morgan (Nottingham City Council)

**Previous Meeting Actions Review**

➤ **Station Street Cycle Store**

**ACTIONS:**

- Arrange for door to be fixed and place a sign on the cage with contact details to report issues. (Keith) – **door working ok now. Keith has not sorted the sign on the door. Access has now been granted pending receipt of the fobs.**
- EMT to be provided with city cards for access to clear the facility (Keith / Matt) – **Fobs now sent.**

➤ **New Cycle hub**

**ACTIONS:**

- EMT to review signage in and around the station for the hub (Matt) – **gone back to the original marketing programme – leaflet drops, flag, posters on the station. Recognise where our deficiencies are. Accepted our failings from the initial Marketing plan. Another 2000 leaflets available very soon. More directional signage required/route devised.**
- Window signage to be reviewed to better promote the hub (EMT Marketing) – **part of phase 2 Marketing piece. Paul would like to see 'bike hire' clearly advertised.**
- Instructions to be placed around the hub for the racks (Matt) – **signs are in and on the wall**
- Guidance and hub etiquette to be placed on the walls (Matt/Russell) – **Russell will issue a brief leaflet for all new fob issues. Etiquette and rules on etiquette will be plastered all over the hub.**
- NCC / EMT to meet to discuss Queen street entrance improvements (Sarah/Keith) **Keith has looked at options already and can get a proposal drawn up to share with EMT for follow-up. This includes a dropped kerb and/or a shared use footpath (Keith/Dan)**

- Pumps and basic tools to be placed in the hub for cyclists to use (Matt/Russell) – Pump in place and Russells shop will provide all necessary tools and support
- Notice boards to be placed in the hub (Matt) – In place now
- Review of hub facility to take place to make minor improvements (Matt/Sarah/Paul) – make this part of the phase 1 marketing review and plan for phase 2 marketing campaign.
- EMT ask Russell to attend monthly PEDALS meetings (Matt) - done
- EMT to arrange 2<sup>nd</sup> marketing campaign for hub once the shop opens (EMT Marketing) – planned in
- EMT / NCC to review the milk dock area for increased capacity and dual fob usage (Keith/Sarah) – confirm that Network Rail have earmarked this extra land for something else (Dan)
- EMT to look into electric charge points in the hub (Sarah) - needs chasing up with estates (Matt)

### Next Steps

- Marketing push
- Planning permission for signage on Queens Road
- Cycle group engagement
- Milk dock housekeeping and maintenance

### Minutes 12.12.16 – Action Tracker

- ACTION: Look into a joint leaflet/communication piece regarding the issue of dual fobs – make people aware of the choice. Look at branding opportunities for the EMT fob – what is it called? Promote them to complement each other rather than as a barrier(Keith/Matt)
- ACTION: Update current map and cycling information for cyclists and issue a new map for the cycle hub (Keith)
- ACTION: EMT to own the abandoned bike process for the city card scheme. Twice yearly approach to removal with 28 days notice. Put up notices when this goes live (Matt/Russell)
- ACTION: 20<sup>th</sup> January – Matt to provide Keith with leaflets for Greater Nottingham Cycle Forum to promote the cycle hub (Matt)
- ACTION: A notice is required to educate customer how to fob out correctly, i.e. to trigger the sensor at the top of the stairs (Russell)
- ACTION: Phase 2 marketing should include stencils/vinyls to clearly indicate cycle hub entrances – develop plan for phase 2 and consult with cycle groups for feedback. Invite Marketing to this meeting. Should include a review on signage to the TVM (Matt)
- ACTION: Look at options for Queens Road entrance improvement and share with EMT. To include either a drop kerb or shared usage (Keith/Dan)
- ACTION: Concerns raised about cycle hub security. Chase up feasibility of CCTV option for Sarah Potts. Look at options for a help point also (Matt)
- ACTION: Confirm that Network Rail have earmarked this extra land in the city card area for something else (Dan)
- ACTION: Chase up the option for electrical charge points with estates (Matt)
- ACTION: Explore the opportunity to have out of hours fob purchases online (Russell/Danni)
- ACTION: Issue a brief leaflet for all new fob issues. Etiquette and rules on etiquette will be plastered all over the hub. To include a request to report theft(Russell)
- ACTION: Send ATOC toolkit to Dan (Russell)
- ACTION: Investigate appetite for investment in station side storage solutions (Dan)
- ACTION: Get some transparency on funds and feedback on spend vs allocation (Dan)