

**Nottingham Station Cycle Hub Follow-Up Meeting**  
**Actions Update – 3<sup>rd</sup> Feb 2017**

**Distribution List**

- Dan Robson – Area Station Manager Nottingham (EMT)
- Matt Bamford – Customer Experience Manager Nottingham (EMT)
- Danni Blavins – Customer Experience Manager, Derby & Cycle Champion (EMT)
- Russell Cutts – Russells Bicycle Shed Owner
- Alan Knott – Director, Russells Bicycle Shed Ltd
- Adrian Juffs – Ridewise
- Peter Atkinson - PhD Student
- Peter Briggs (PEDALS)
- Hugh McClintock (PEDALS)
- Paul Able (PEDALS)
- Keith Morgan (Nottingham City Council)

**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than as a barrier(Keith/Matt) – **Update (02.02.17): Leaflets need to be re-done as the original leaflets are now out of date. This will form part of the piece of work with Marketing due for launch in the spring. Matt is in the lead on this and Dan is working to secure funding. Target date for delivery is end of March 2017**
- ACTION: Update current map and cycling information for cyclists and issue a new map for the cycle hub (Keith) – **Update (02.02.17): Keith has confirmed that he is happy for the council run cycle facility to be integrated into the EMT one and operated by EMT going forward. The plan is to meet with the council for a separate meeting to discuss/plan integration of the hub and then consult with stakeholder groups to get their input before anything is finalised. I would invite any thoughts from anyone has at this stage. Regarding the new map - the City Council are currently looking for the keys for the poster unit so they can install the map –target date for this is the end of March 2017. Keith and Dan are in the lead re: integration.**
- 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) – **Update (02.02.17): Proposal is to put posters up in Spring with a view to starting the removal process in the Summer. Plan is to have it cleared for a weekend for maintenance works to see what is actually left for removal. Target date is the end of March 2017.**
- ACTION: 20<sup>th</sup> January – Matt to provide Keith with leaflets for Greater Nottingham Cycle Forum to promote the cycle hub (Matt) – **Update (02.02.17): Not an applicable action until the new leaflets are produced for the spring. Can revisit at the next meeting if it is till applicable.**
- 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) – **Update (02.02.17): Will become part of the induction letter for new users on issue of the fob. Target date is the end of March 2017**
- 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) – **Update (02.02.17): Internal Marketing Review now completed and attached for your consideration and feedback. Three options available (Bronze, Silver, Gold) subject to funding review. All feedback welcome. Dan is trying to secure as much funding as possible from the business in support of this. Target date to have secured funding is the end of March 2017.**
- ACTION: Look at options for Queens Road entrance improvement and share with EMT. To include either a drop kerb or shared usage (Keith/Dan) **Update (02.02.17): Keith to instruct an engineer to start reviewing**

the feasibility and drawing up plans for shared path usage and a dropped kerb. Dan has discussed ATOC funding with the EMT cycle champion and received confirmation that the account is now closed for 2016/2017 financial year. However EMT have submitted a bid for further funding in 2017/2018 from which these developments could be potentially be financed. Dan will invite the cycle champion (Danni Blavins) to our next meeting in the spring to give us further detail and transparency on the ATOC bid application/grant process.

- 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) **Update (02.02.17): After some recent bike thefts from the hub we have invested in additional mag-locks on the door and these seem to have removed any potential for forcing the door open. Russell will need to highlight additional concerns around tail-gaiters with any new users and raise awareness of this with the existing clientele. Matt has also received a quote for a live CCTV monitoring system and will submit a business case in February to see if we can secure the necessary funding internally for this.**
- ACTION: Confirm that Network Rail have earmarked this extra land in the city card area for something else (Dan) **Update (02.02.17): Dan in contact with our estates team to identify the correct contact in Network Rail to put this question to. Also, Russell is planning a demo day on the land adjacent to the MSCP so Dan will identify the correct contact for that to ask for the necessary permission.**
- ACTION: Chase up the option for electrical charge points with estates (Matt) **Update (02.02.17): A survey was completed to look at the feasibility of this on 30.01.17. Awaiting further feedback/quotes.**
- ACTION: Explore the opportunity to have out of hours fob purchases online (Russell/Danni) **Update (02.02.17): An appetite for this has been established going forward but nothing developed as yet. Something to discuss with our Cycle Champion (Danni Blavins) at our next meeting in the spring.**
- 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) **Update (02.02.17): Russell to provide a copy of this leaflet.**
- ACTION: Send ATOC toolkit to Dan (Russell) **Update (02.02.17): Not yet received. Can you send me this please Russell?**
- ACTION: Investigate appetite for investment in station side storage solutions (Dan) **Update (02.02.17): DR discussed with estates and they concluded that this is not something we are looking to explore as we do not want to encourage bikes onto the platform and are focused on a strategy that revolves around secure cycle hubs.**
- ACTION: Get some transparency on funds and feedback on spend vs allocation (Dan) **Update (02.02.17): Still to confirm the final project costs and the amount that will be claimed back through ATOC. This value has not been confirmed yet but it is imminent as it is linked to the closure of the account in preparation for the end of the financial year. I would hope to have this figure available in time for our next meeting – our Cycle Champion Danni Blavins looks after this accounting so she will be able to give some clarity. I know that you have asked for this detail from ATOC already Peter but in reality they won't know it as EMT have not claimed for all of the costs incurred yet.**