

Optimizing Bikes and Luggage Transportation System

Online Workshop
4 October 2024



INTERNATIONAL UNION
OF RAILWAYS

OPTIMIZING BIKES AND LUGGAGE
TRANSPORTATION IN RAILWAY SYSTEMS



Online
4 October 2024
10:00-12:30 CET

Welcome



UIC Customer Experience Platform (CEMP)



**Jörg
Ostwald**

Head Product and Services
SBB Passenger
Department
UIC CEMP Chair



**Vanessa
Pérez Miranda**

Passenger Senior Advisor
CEMP Project Manager
UIC



**Joaquin
Botella**

Chief Technical
Engineer Railways
Sener

OPTIMIZING BIKES AND LUGGAGE
TRANSPORTATION IN RAILWAY SYSTEMS



Online
4 October 2024
10:00-12:30 CET

Optimizing Bikes and Luggage Transportation System Programme

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Welcome

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Keynote Speeches

3

The International Landscape
of Bikes and Luggage
Management on Railways

4

Panel Discussion: *Balancing
Accessibility, Capacity, and
Sustainability in Railway
Services*

5

Closing Remarks

Welcome



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OPTIMIZING BIKES AND LUGGAGE
TRANSPORTATION IN RAILWAY SYSTEMS





Project Summary

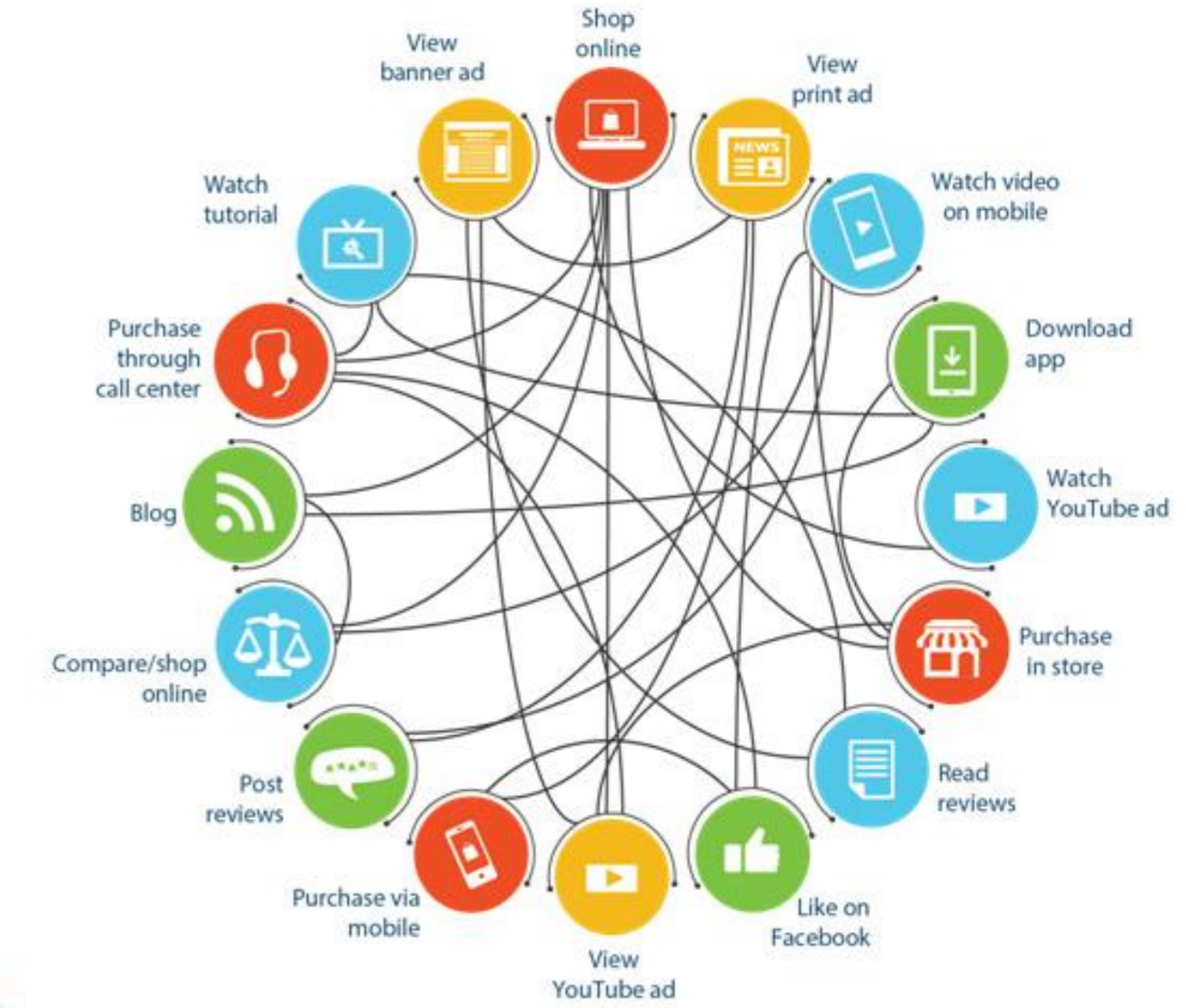
Customer Experience Platform (CEMP)

Global Passenger Forum, Commuter and Regional Trains sector.

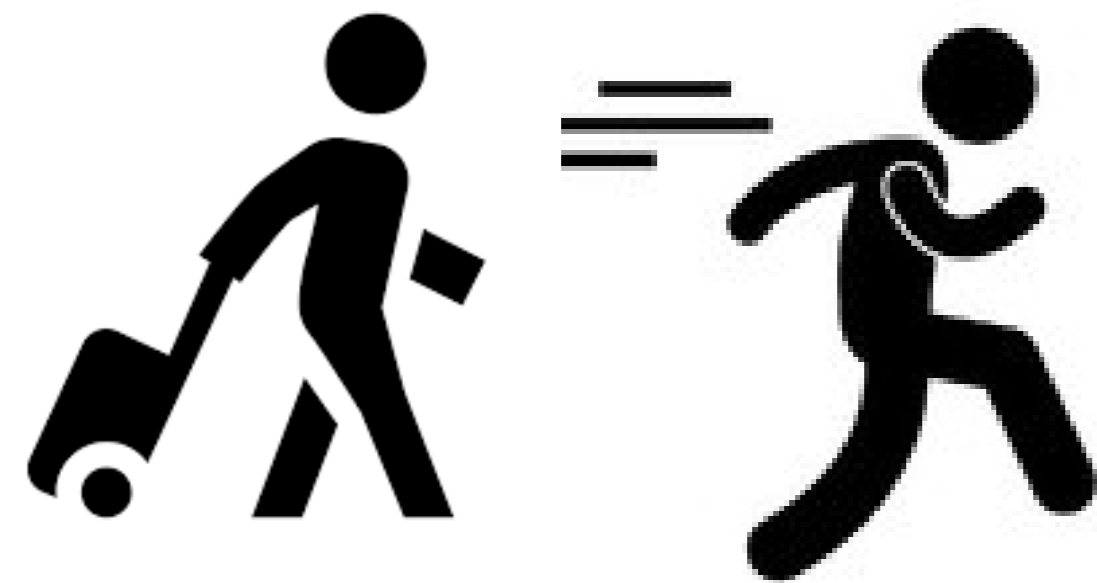
CEMP signifies:

Improving the railway travel experience through innovation, best practice exchange, and the integration of new technologies.

CEMP is developed by:



From Passenger

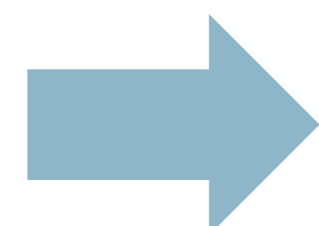


To Customer



Mass
Transit

Personalization



CX is more **relevant** in the context of railways, and the railway community ought to collaborate in laying **the foundation for tools and measures** for CX management



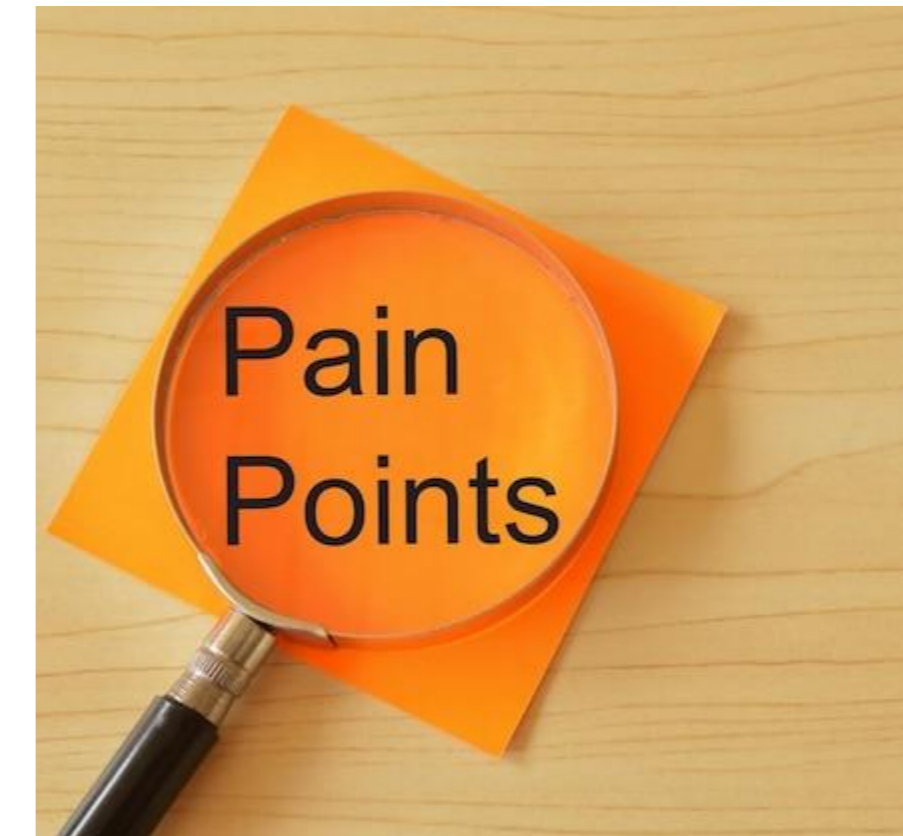
Key Points



THE CUSTOMER JOURNEY



MOMENTS OF TRUTH



Benchmarking examples

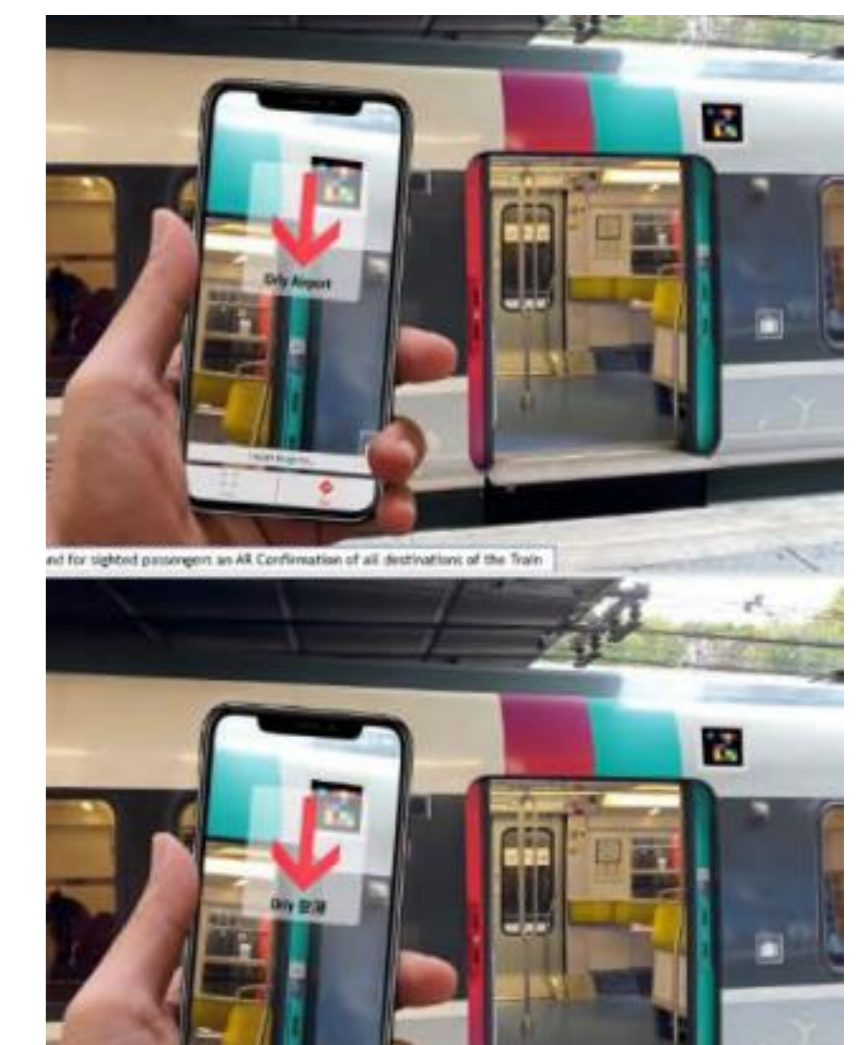
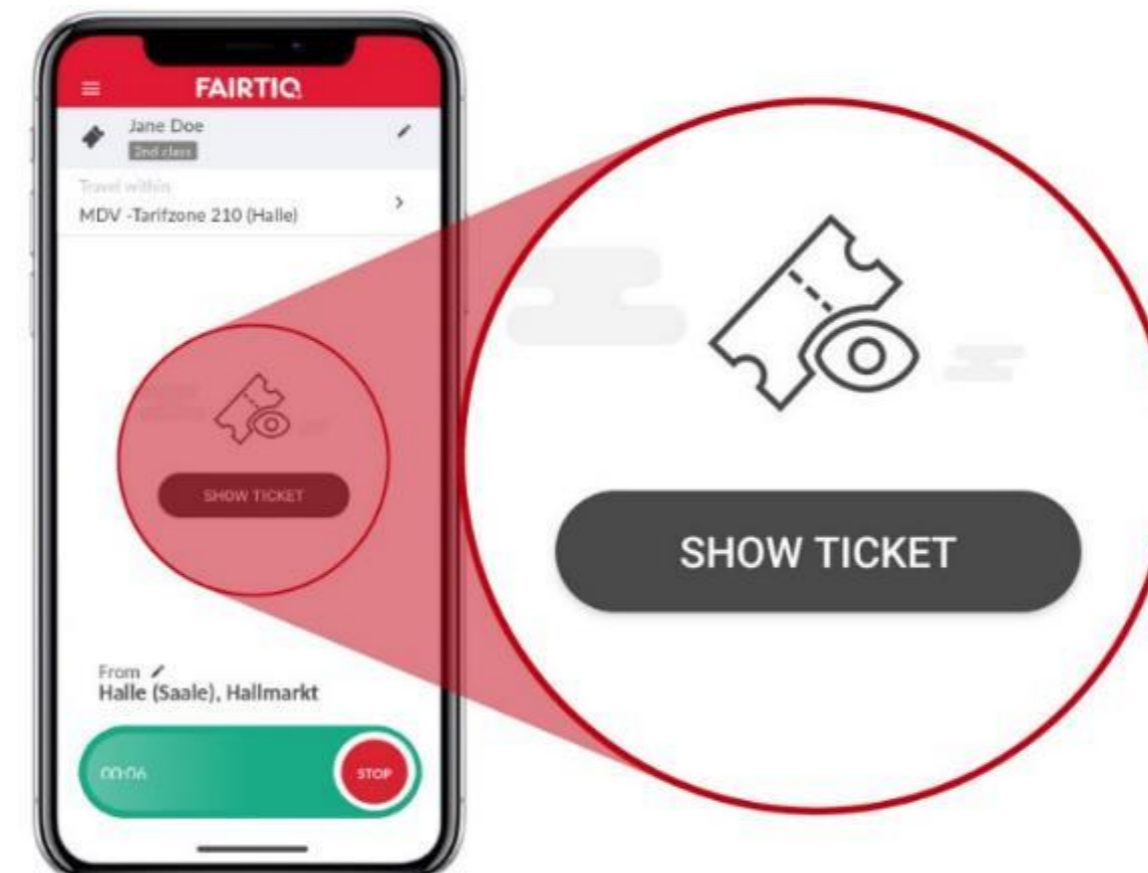
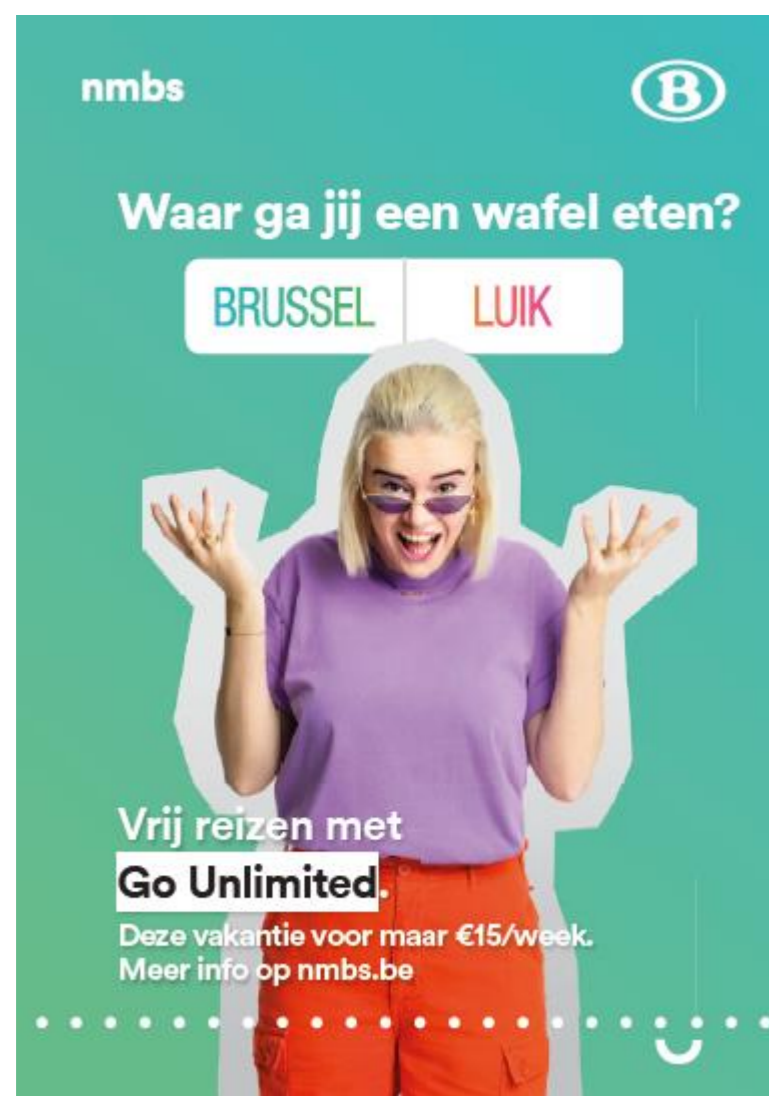
- More sustainable and more competitive railways
- Adaptability of interior design and services: how do we keep an interior up to date when a train lasts 30 years
- Sense of cleanliness at the stations and on board
- Exchange of information with the clients, especially in case of disruption

Lessons learned from CEMP I and CEMP II



Time	Status	Destination	Route	Train No.	Platform
17:26		À quai	Paris-Nord	Départ	
17:25	+13'	17:38	Nivelles	via Rhode-St-G, Waterloo, Braine-l'Alle	9364
17:28	À quai	Knokke	via Gand-St-P, Bruges		4
17:28	À quai	Welkenraedt	via Louvain, Liège-Guill, Verviers-C	S1	21
17:28	En approche	Mouscron	via Enghien, Ath, Tournai	IC	9
17:31	À quai	Saint-Nicolas	via Lokeren	IC	8
17:32	À quai	Hasselt	via Louvain, Tirlemont, Landen	P	20
17:33	À quai	Ciney	via Brux-Schuman, Ottignies, Namur	P	11
17:36	En approche	Turnhout	via Vilvorde, Malines, Lierre	P	7
17:37		Brussels Airport		IC	12
17:38	À quai	Courtrai	via Gand-St-P, De Pinte	IC	19
17:39		Liège-Guillemins	via Louvain, Tirlemont, Landen	X	5
17:39		Anvers-Central	via Schaerbeek, Vilvorde, Malines	IC	9
17:40		Courtrai	via Zottegem, Audenarde	IC	16
17:42	Supprimé	Termonde	via Bockstael, Jette	S1	20
17:43		Louvain-la-Neuve	via Brux-Schuman, Etterbeek, Ottignies	IC	14
17:43		Tongres	via Aarschot, Hasselt	S3	8
17:43		Ostende	via Gand-St-P, Bruges	S8	--
				IC	7
				P	12

How to communicate using different channels... especially in case of disruption



Lessons learned from CEMP I and CEMP II

News



L'indemnité vélo souffle sa première bougie



NoCarbonRun: participerez-vous ?



- 31/05 L'été n'est plus si loin - pe...
- 30/05 La gare de Charleroi devient ...
- 29/05 Grève nationale des secteurs ...
- 25/05 Ecoutez le podcast Let's Talk...
- 25/05 4 ans pour le GDPR
- 25/05 Trainbow Belgium colore les c...
- 25/05 Grève du 31 mai: les restaura...

Toutes les news...



Indicateurs de performance

Qualité du service (perçue par le client)

7,6/10
janvier-avril 2022

Ponctualité (globale sans neutralisation) **Retard à charge de la SNCB**

91,3 % **153.155'**
janvier-avril 2022 janvier-avril 2022

Accidents du travail (avec incapacité)

392 **+0,26 %**
janvier-avril 2022 vs janvier-avril 2021

[Nos postes vacants](#)



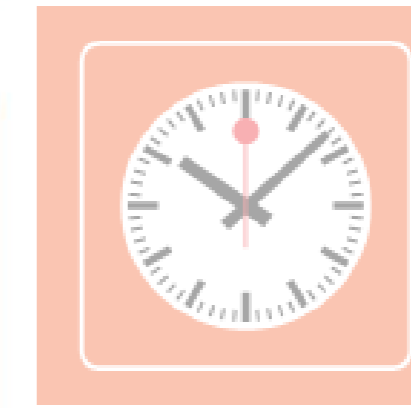
Customer satisfaction



Image



employee satisfaction



Punctuality



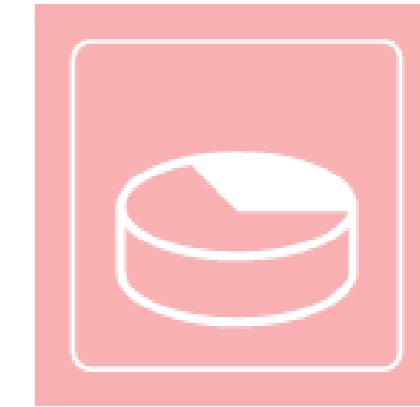
Safety



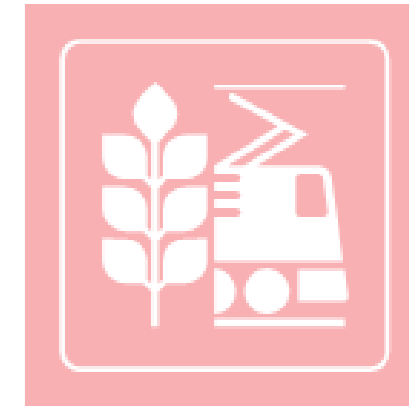
Period result



Free Cashflow

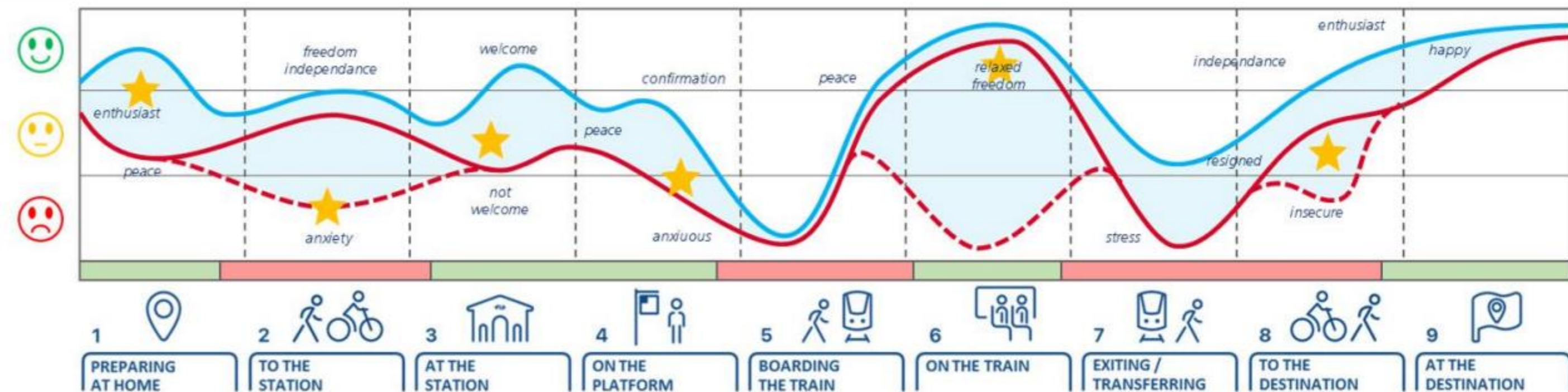
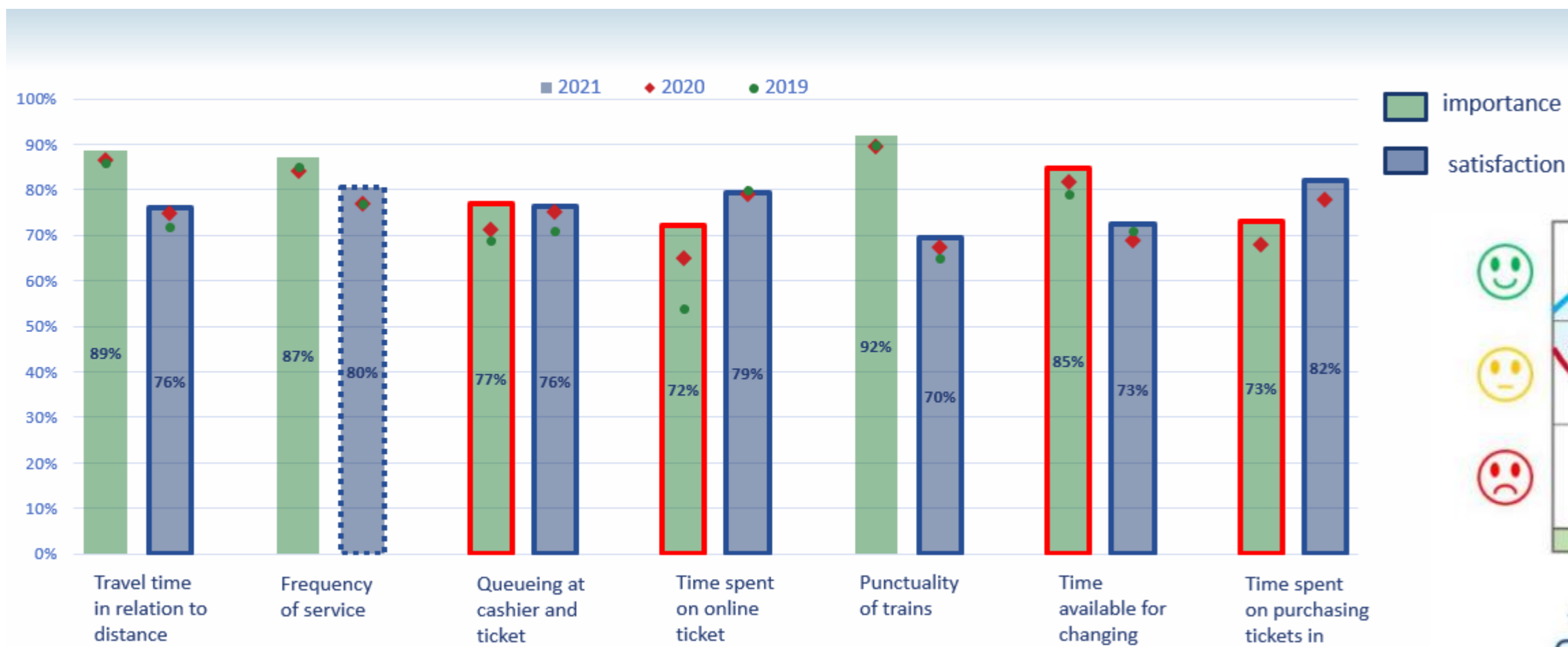


Market share



Sustainability

How to measure customer experience and how to share it internally



Lessons learned from CEMP I and CEMP II



How to motivate our clients, our staff and our engineers



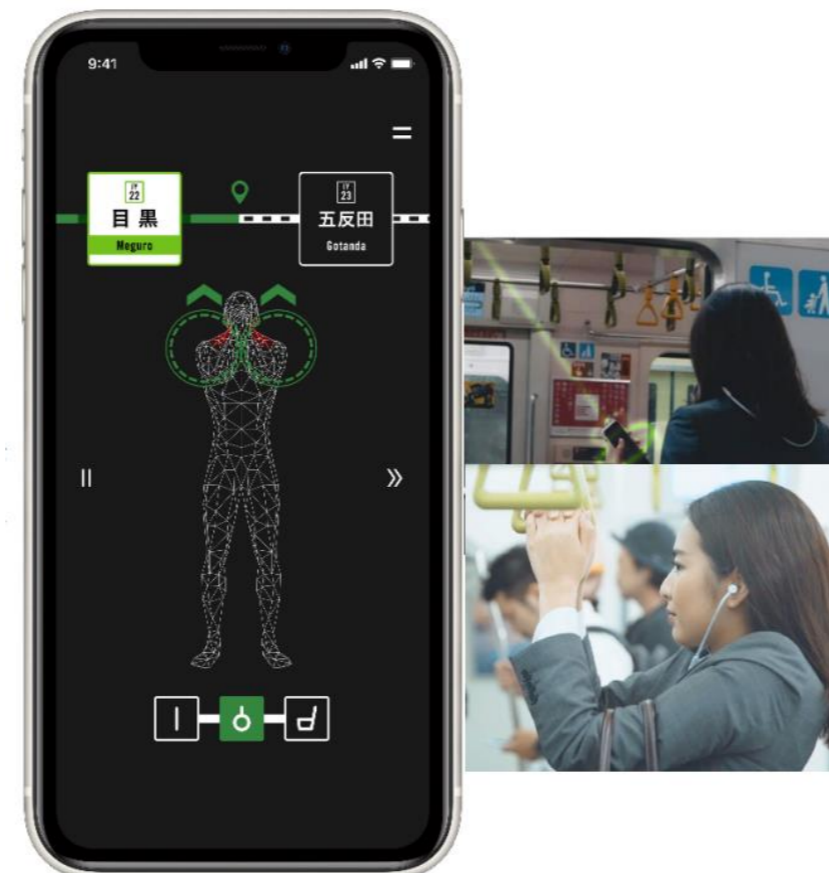
Friends day ticket



Tandem day ticket to a GA Travelcard Youth



GA Night Youth



Experience
Advice
Sightseeing
Authenticity

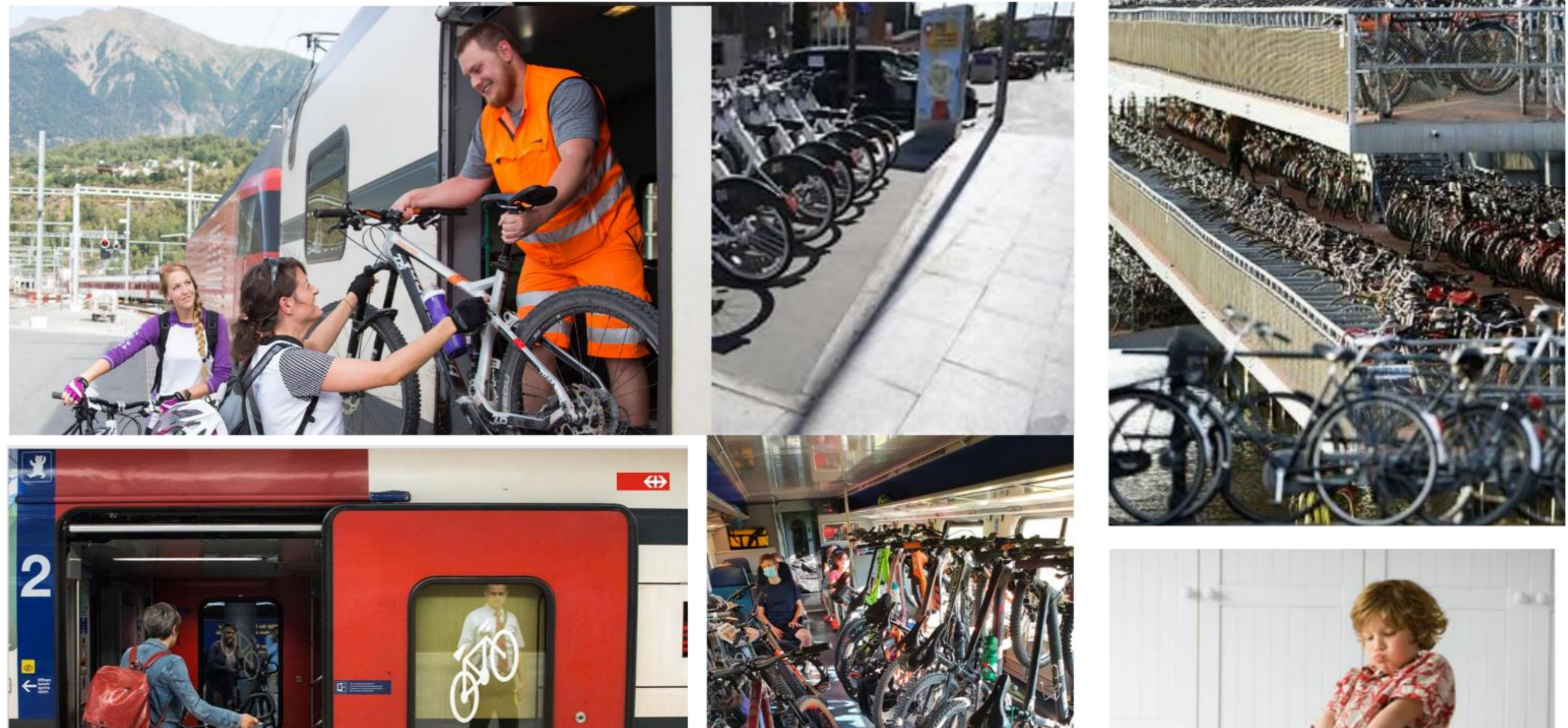
VS



Sustainability
Safety
Quality
Accurate information
Assistance

Punctuality
Frequency
Efficiency
Digital
Travel time

Lessons learned from CEMP I and CEMP II



How to manage bikes and luggage at the station and on board

Bike transport.

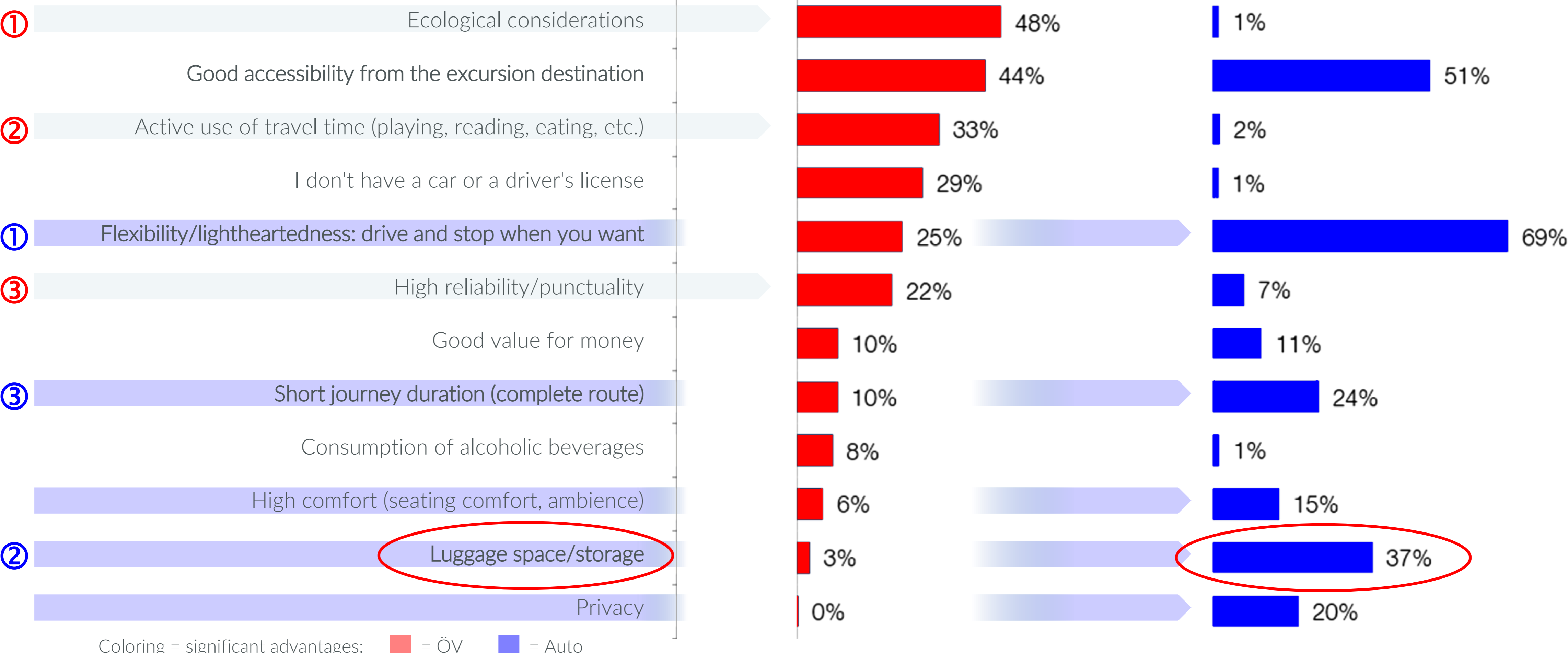


Luggage special.

You will be able to have your luggage collected from any address in Switzerland or Liechtenstein. Just two days later, we will deliver your luggage to selected hotels or even straight to your holiday home in some locations.




Luggage is the third most common reason for NOT using public transport.



Obstacles to public transport travel:
 Lack of flexibility Is the already dense frequency sufficient to move more people onto public transport? Sufficient awareness? Awareness of first-last-mile offers?
 Too little space/storage space for luggage Existing luggage offers are well known?

Advantages of public transport:
 Good accessibility of many places Emphasise attractive public transport destinations more strongly. Communicate "useful time" and reliability/punctuality (cf. traffic jam) more strongly & Sustainability concrete comparisons (less CO2 emissions + no battery charging).

Join at menti.com | use code **8189 7600**

 Mentimeter

TEST



Join at menti.com | use code 8189 7600

If you could bring any item on a train ride (without any limits on space), what would it be?

0

A bike for a scenic ride at the destination

0

A full picnic set for a luxurious meal on board

0

A foldable kayak for spontaneous adventures

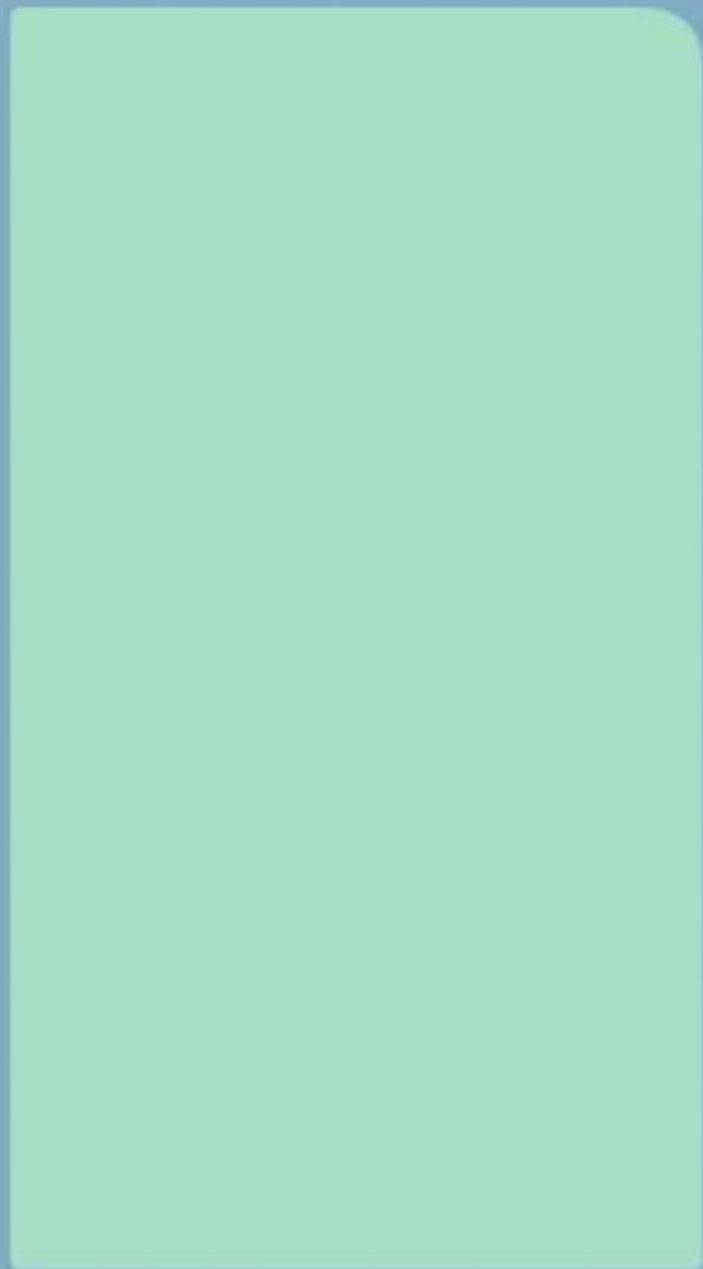
0

A pet alpaca for some fuzzy companionship



If you could bring any item on a train ride (without any limits on space), what would it be?

28



A bike for a scenic ride at the destination

2



A full picnic set for a luxurious meal on board

1



A foldable kayak for spontaneous adventures

9



A pet alpaca for some fuzzy companionship



Keynote Speeches



Jan Brumagne

Legal Officer at
European Commission

DG Move



Fabian Küster

Director Advocacy and
EU Affair

European Cyclists'
Federation



**Alessandro
Vannucchi**

Head of Portfolio

HITACHI

Keynote Speeches



Jan Brumagne

Legal Officer at
European Commission

DG Move



Optimizing Bikes and Luggage Transportation in Railway Systems

UIC CEMP Workshop – 4 October 2024

*Keynote speech by Jan Brumagne
DG MOVE B5, Passenger rights*

European Cycling Declaration – 8 principles & 36 commitments

1. Developing and strengthening cycling policies
2. Encouraging inclusive, affordable and healthy mobility
3. Creating more and better cycling infrastructure
4. Increasing investments and creating favourable conditions for cycling
5. Improving road safety and security
6. Supporting high quality jobs and the development of a world-class European cycling industry
7. **Supporting multimodality** and cycling tourism
8. Improving the collection of data on cycling



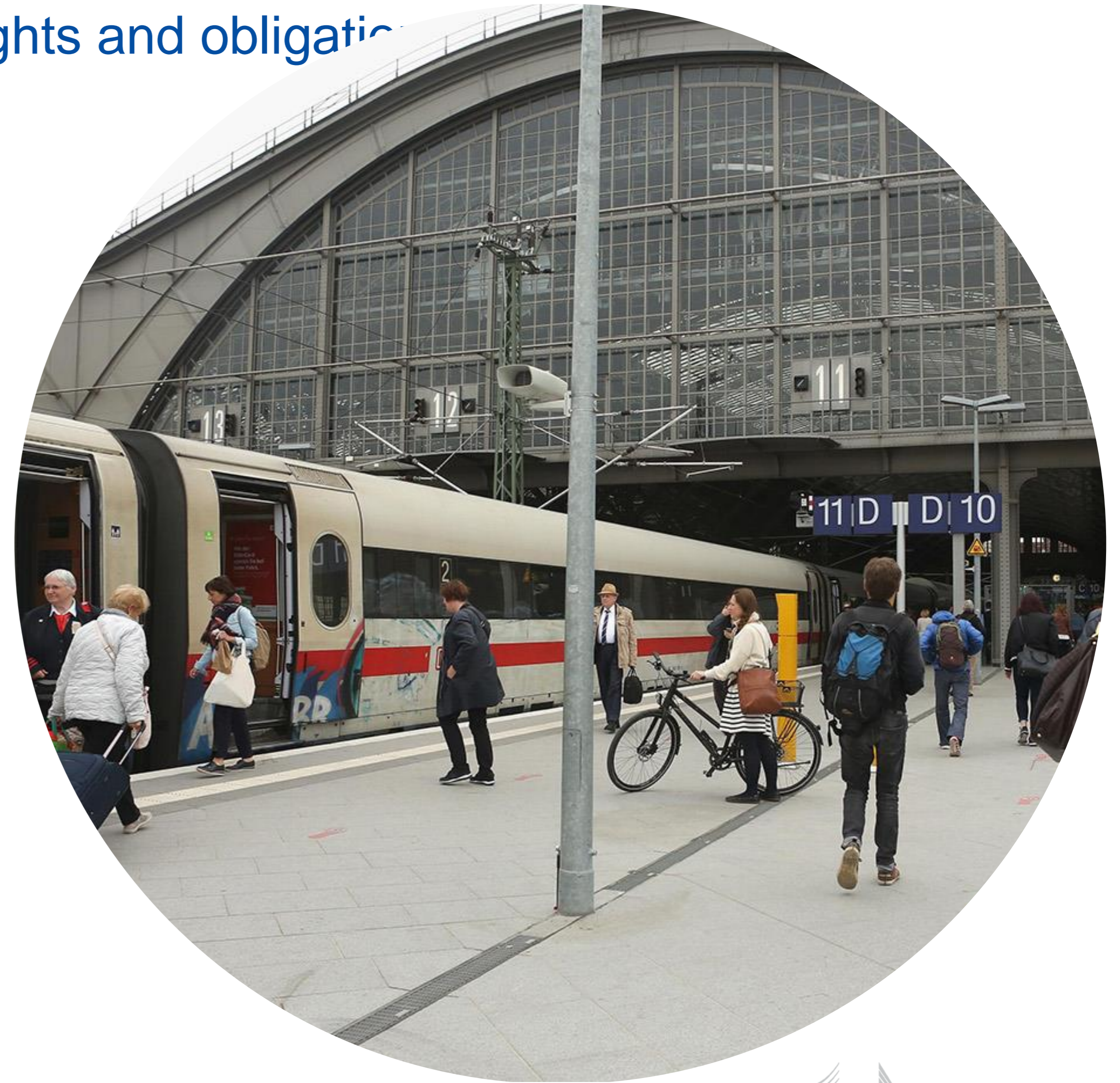
EUROPEAN
CYCLING
DECLARATION

Principles and a guide to
action for more cycling in the
EU

#EUGreenDeal

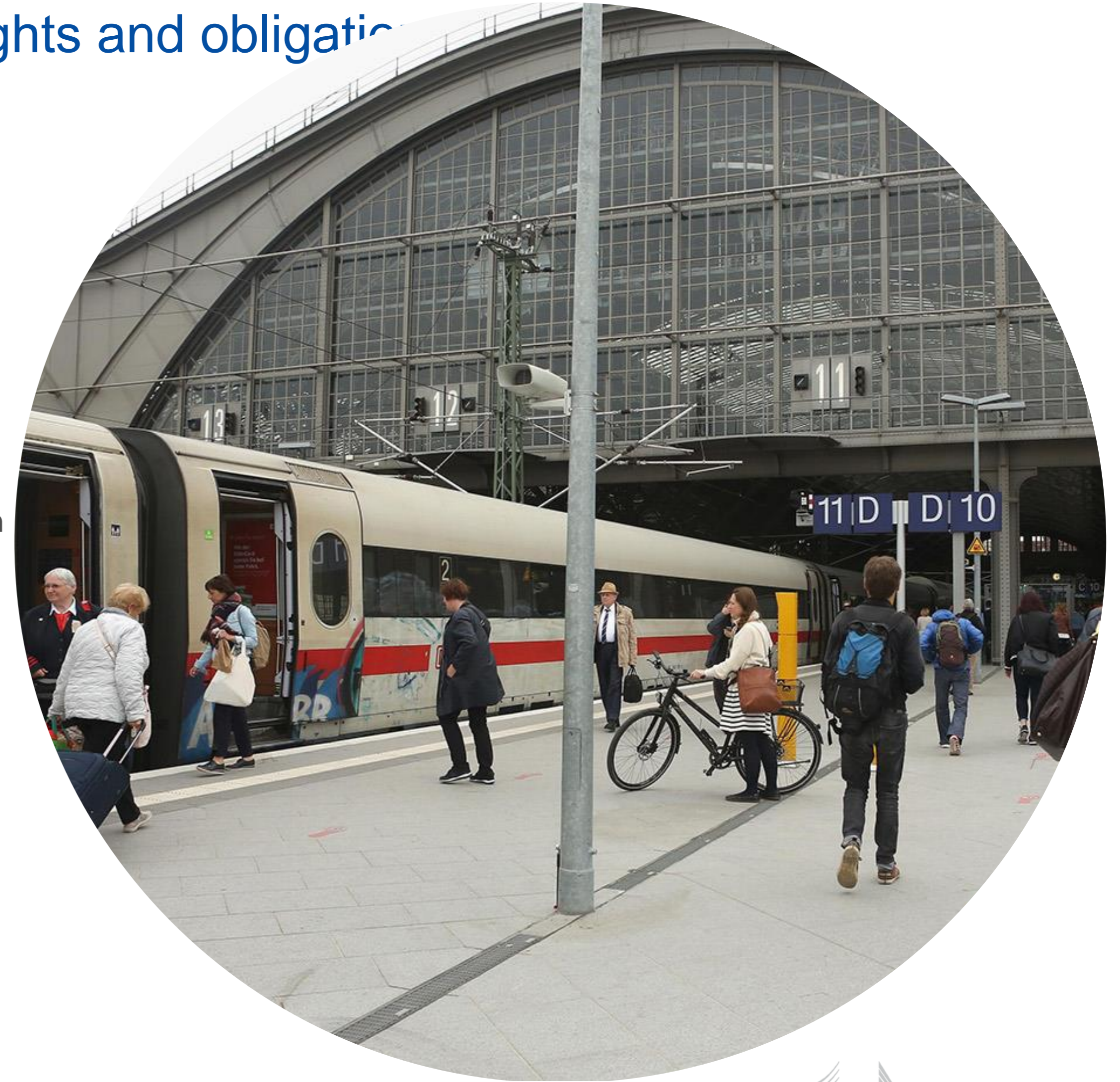
Regulation (EU) 2021/782 on rail passengers' rights and obligations

- Right to take bicycles on board trains
 - Fees
 - Reservations
 - Designated places for bicycles
- Limitations
 - Operational or safety reasons
 - Weights and dimensions of bicycles
 - Website → conditions



Regulation (EU) 2021/782 on rail passengers' rights and obligations

- Bicycle plans
 - Railway undertakings or competent authorities (PSC)
 - Public consultation
 - Published on website
- As of 7/6/2025: as a general rule, at least 4 places for assembled bicycles in new rolling stock or major upgrades to existing rolling stock
 - Bicycle plans
 - Member States can set a higher number for certain services
 - Restaurant cars, sleeping/couchette cars



Regulation (EU) 2021/782 on rail passengers' rights and obligations

- Scope of application
 - Long-distance rail services
 - Cross-border
 - Domestic
 - Regional services
- Possible exemptions
 - (Sub)urban services



Thank you

Contact: MOVE-RAIL-PASSENGERS-RIGHTS@ec.europa.eu



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Keynote Speeches



Fabian Küster

Director Advocacy and
EU Affairs

European Cyclists'
Federation



The bike and train eco-system

Fabian Küster, Director Advocacy and EU Affairs

4 October 2024, UIC webinar



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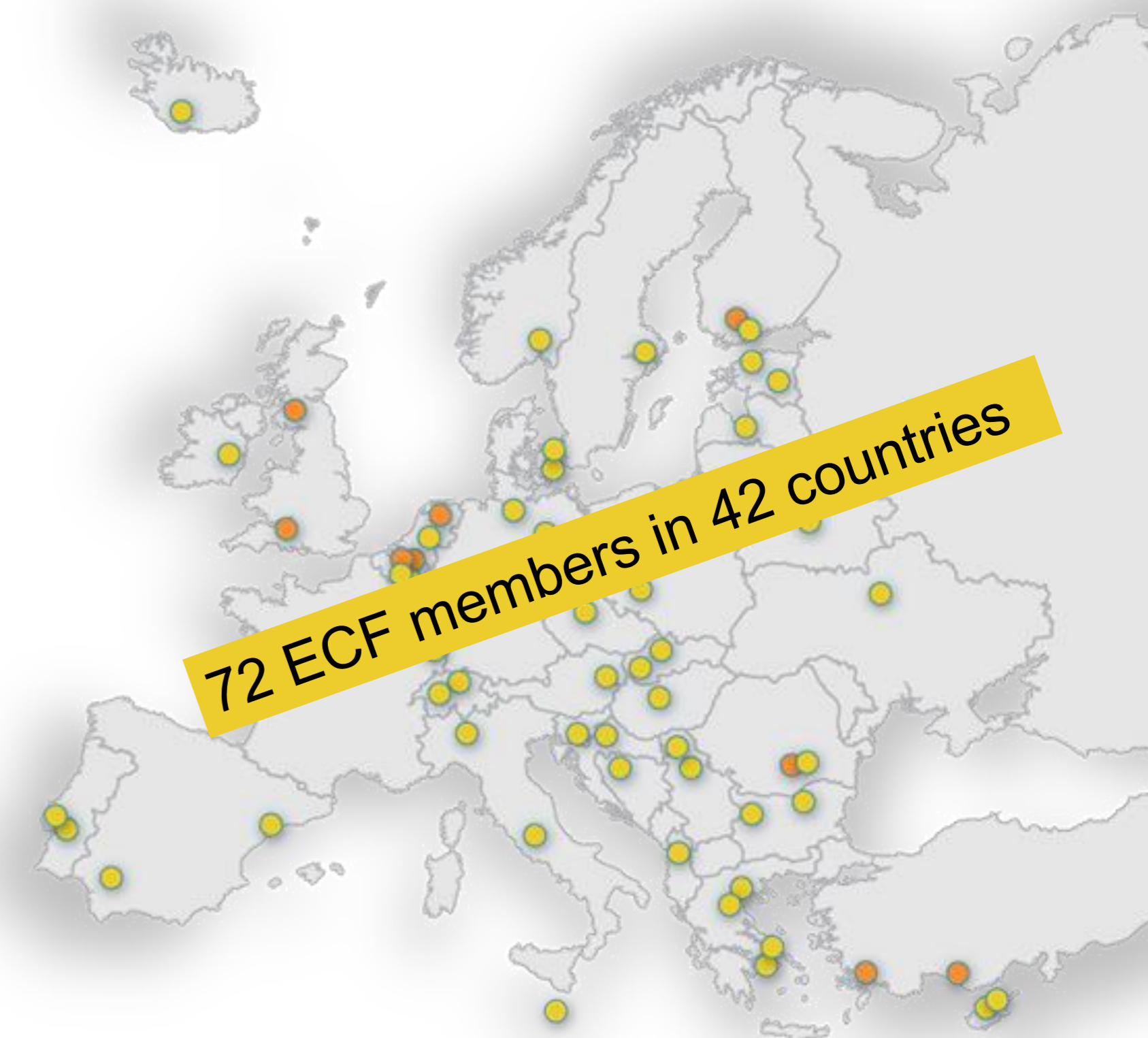


Cycling
Industries
Europe

ECF gratefully acknowledges financial support from the cycling industry via Cycling Industries Europe

www.ecf.com

- Leading European voice of civil society for cycling
- Strength of our pan-European and global networks
- Platform and communications reach
- Expertise, reputation, credibility with policy makers



CYCLE FRIENDLY
EMPLOYER
CERTIFICATION

**WOMEN IN
CYCLING.**



PATH
Partnership for
Active Travel and Health



ECF gratefully acknowledges financial support from the LIFE Programme of the European Union



Cycling
Industries
Europe

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- Inherent weakness of trains: first and last mile
- Inherent weakness of cycling: long distances

To break the dominance of the private car, we need to pool our strengths and offer an alternative that is as fast, easy and enjoyable as a car ride.



- 40% of all train customers cycle to the railway station;
- 10% from the railway station to their point of destination
- Bike-parking + OV-fiets + bicycle carriage on trains



Hardware

Software

Orgware

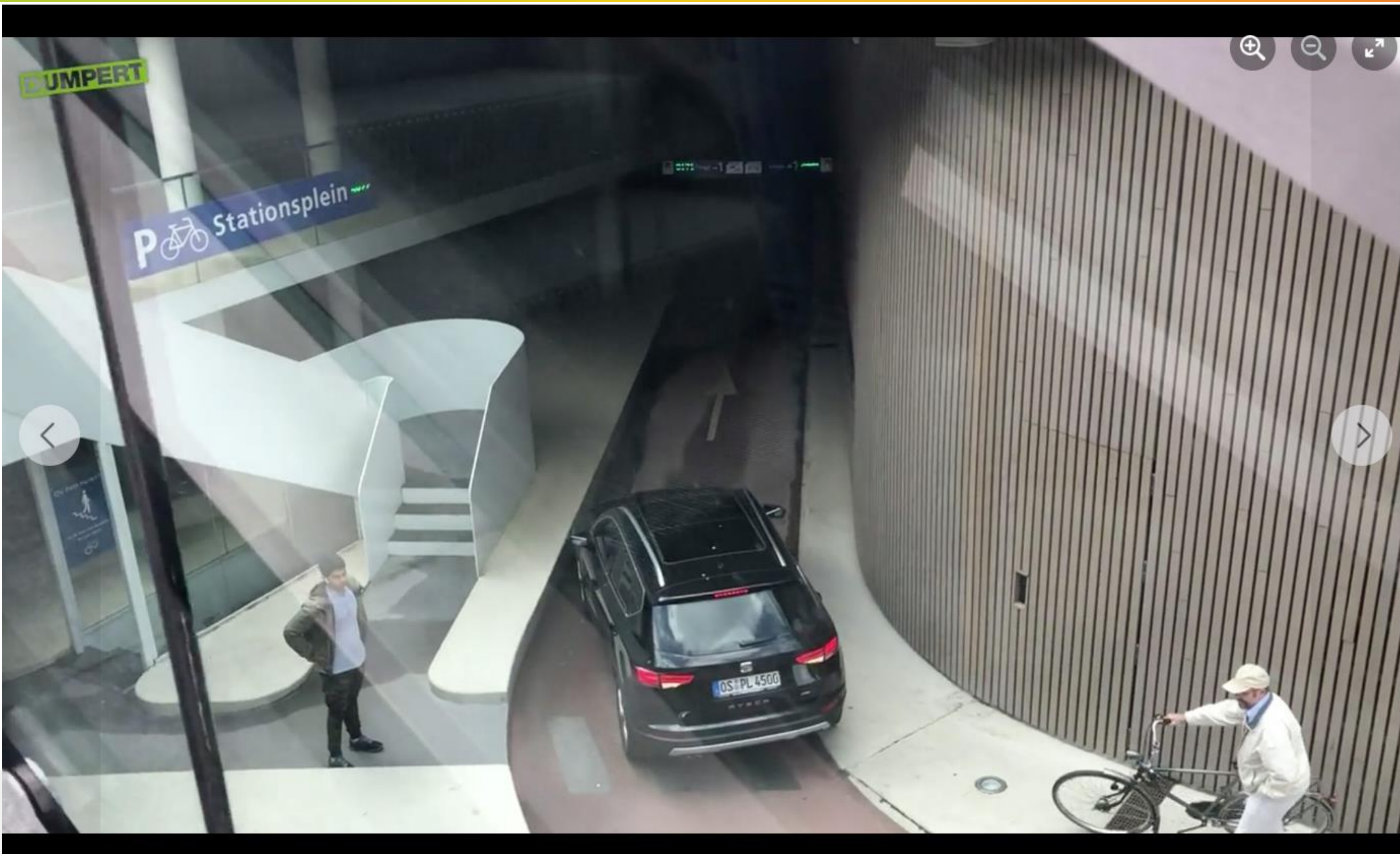


- Rolling stock
 - Bicycle spaces
 - Accessibility of the rolling stock
- Railway station
 - Bicycle parking (Quantity and Quality)
 - Charging infrastructure; space for non-standard bicycles;
...
 - Accessibility
 - Of the railway station
 - Of the platforms
 - Intermodality: Bicycle hire system
- Rail network
 - Interfaces with cycle infrastructure (bridges, tunnels)
 - Cycle paths along railway lines



- Bicycle parking spaces at railway stations: 510,000 → 600,000 (2027)
- New railway concession 2025-2035:
 - Free bicycle parking at railway stations for the first 24 hours





Dutch Cycling Embassy

30 juli 2020 · 🌐

This past weekend, an SUV with German license plates attempted to enter the bicycle parking garage at Utrecht Centraal Station.

You know you've built bike infrastructure at an impressive quality and scale when motorists mistake it for car infrastructure.

https://www.dumpert.nl/item/7954347_fe655d58

👍🤔 648

38 💬 121 📌

👍 Leuk 💬 Opmerking plaatsen 📌 Delen

Meest relevant ▾



Neyci Gut
Said Rosales

Leuk Beantwoorden 3 j



Eric Hogan
No bollards?

Leuk Beantwoorden 3 j

↳ 1 antwoord



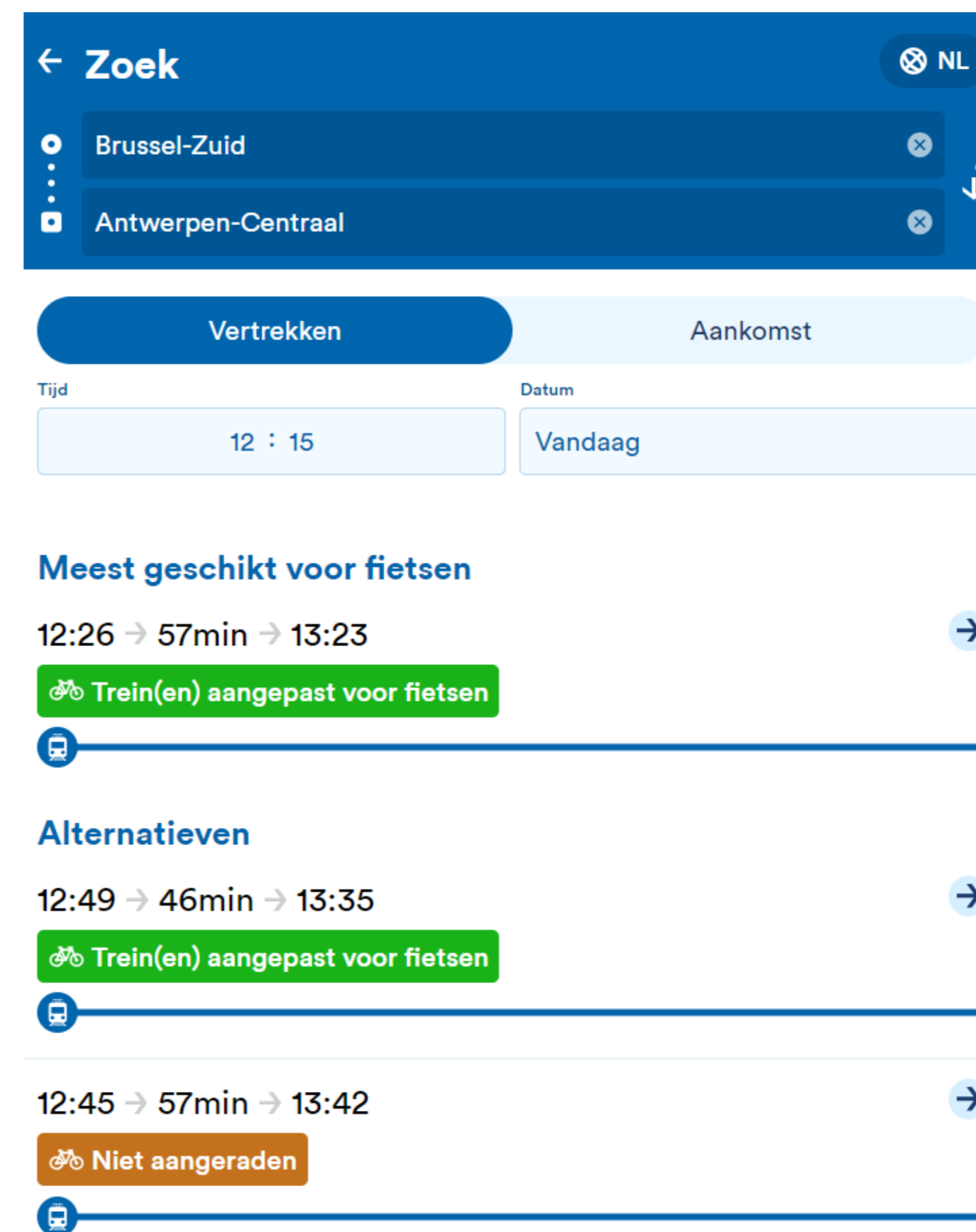
Ianis Tamoud



Schrijf een opmerking...



- Communication:
 - What are the conditions for bicycle carriage?
 - E.g. Transport requirements for folding bikes, standard and non-standardised bikes such as hand-bikes, tricycles, tandems
 - Bicycle transport function in the route planner! What train do I take best?
 - Where is the bike compartment? (Bike logo rolling stock, on screen, in the app)
 - Website languages
- Bike carriage reservation channels
- Costs for bicycle carriage and bike parking
- ...



The screenshot shows a search interface for a train app. At the top, there is a search bar with a back arrow and the word 'Zoek'. To the right of the search bar is a language selector showing 'NL'. Below the search bar, two stations are listed: 'Brussel-Zuid' and 'Antwerpen-Centraal', each with a close button and a double arrow icon. Below the stations are two tabs: 'Vertrekken' (selected) and 'Aankomst'. Under the 'Vertrekken' tab, there are two input fields: 'Tijd' with the value '12 : 15' and 'Datum' with the value 'Vandaag'. Below the input fields, there are three search results. The first result is titled 'Meest geschikt voor fietsen' and shows a time of '12:26 → 57min → 13:23'. Below the time is a green button with a bicycle icon and the text 'Trein(en) aangepast voor fietsen'. The second result is titled 'Alternatieven' and shows a time of '12:49 → 46min → 13:35'. Below the time is a green button with a bicycle icon and the text 'Trein(en) aangepast voor fietsen'. The third result shows a time of '12:45 → 57min → 13:42' and an orange button with a bicycle icon and the text 'Niet aangeraden'. Each result has a right-pointing arrow icon.

- Training/ friendliness of train staff
- Bicycle strategy
- ...



Die neue Fahrradstrategie der CFL

Type of User	User needs
<p>Commuter (Daily/ Several times a week – Prefers to park bicycle at railway station, use shared bike or travel with folding bike)</p>	<ul style="list-style-type: none"> • Accessibility of the railway station • Accessibility of bike parking facility, its quality and capacity, distance to walk to the track • Folding bike rules • Bike-sharing
<p>Recreative cyclist (Day trip/ weekend – Spontaneous; prefers own bike, but shared bike might be okay too)</p>	<ul style="list-style-type: none"> • Capacity: How many bikes can be carried on the train? (multi-flex area, shared with wheel-chairs, strollers, etc.) • Bicycle ticket fee • Bike-sharing
<p>Cycling holidaymaker (Holiday season – Planning long in advance; Want's to use his/her own bike)</p>	<ul style="list-style-type: none"> • Capacity: How many bikes can be carried on the train? (dedicated bike compartment/space) • Long-term bookability (DB: numbered bicycle parking space) • Bicycle ticket fee • Accessibility of track, rolling stock • Website with foreign languages • Assistance in case of delays, cancellations

- Passengers are *entitled* to bring fully-assembled bicycles onboard of trains (against a fee)
- Statutory minimum of 4 bicycle places per train composition
 - From 7 June 2025 onwards when rail companies initiate procurement procedures for new and renovated rolling stock
 - Rail companies can determine the adequate number of bicycles places by drawing up bicycle transport plans
- Rail companies must inform passengers about bicycle carriage conditions on their websites

ECF Policy Brief 4 spaces become the new statutory minimum: Bicycles and the new Regulation on rail passengers' rights and obligations (Art. 6 of Regulation (EU) 2021/782)

June 2023



ECF gratefully acknowledges financial support from the LIFE Programme of the European Union



ECF gratefully acknowledges financial support from the cycling industry via Cycling Industries Europe



Beate Schusta – Policy Intern b.schusta@ecf.com
Fabian Küster - Director for Advocacy and EU Affairs fkuester@ecf.com

Introduction

From the point of view of people cycling, the update of the regulation on rail passengers' rights and obligations in 2021 is worth celebrating: The new provision as set out in Regulation (EU) 2021/782¹ is a major upgrade from the old one. While the old Article 5 established the right of bicycle carriage but offered rail companies so many loopholes that it became meaningless, the new Article 6 firmly strengthens the right to bicycle carriage by introducing a mandatory minimum of 4 places for bicycles for new and renovated rolling stock. Existing rolling stock however that is not being renovated is not affected by the Regulation (see para 3).

General remarks

As this provision is part of an EU regulation, it will apply in the entire union without Member States first having to transpose it into national law (as would be the case for a directive). Put simply, it will apply and be enforced just like a national law. The regulation will also override any national laws that are in conflict with it. Starting from 7 June 2023, the old regulation (Regulation (EC) No 1371/2007) is replaced by the new one and will no longer have legal value, though a number of provisions remain the same or similar. Article 6(4) will enter into force two years later from 7 June 2025.

Article 2(6) and (8) limit the scope of the regulation as regards bicycle transport by allowing Member States to exempt urban and suburban services from the provisions of Article 6. Additionally, Member States can also exempt rail services that are only operated for touristic or historical use according to Article 2(2).

¹ <https://eur-lex.europa.eu/legal-content/ENTXT/?uri=CELEX%3A32021R0782>


- A minimum of **8 bike spaces** on new rolling stock (respective national laws in Belgium, France, Internal policy of Deutsche Bahn)
- Disassembled and bagged bicycles as well as folding bikes fall under luggage provisions! Size of folding bikes similar to that of luggage.
- Clear communication about bicycle carriage conditions
- Bicycle fee:
 - Depends on the context
 - Max 10 Euro for domestic service
 - Max 20 Euro for international services



Evolution carriage of assembled bicycles

	NMBS/SNCB (all trains)	SNCF (IC Intercités + TGV Inoui)	Deutsche Bahn (IC, EC, ICE trains)
2019	251,000	57,174	393,500
2020	n/a	60,062 (+5%)	
2021	390,300 (+55%)	92,268 (+54%)	
2022	424,000 (+9%)	117,462 (+27%)	570,000
2023	451,800 (+7%)	149,784 (+28%)	
Evolution 2019 – 2023	+80%	+162%	+45%
Bicycle ticket per journey	4 Euro	10 Euro	7.50 – 12.90 Euro





**BIKES AND TRAINS:
7 BASIC SERVICES THAT GIVE
CYCLISTS A SMILE**

A collection of good practice examples of integrating cycling with long-distance and international rail services

www.ecf.com

ECF Policy Brief 4 spaces become the new statutory minimum: Bicycles and the new Regulation on rail passengers' rights and obligations (Art. 6 of Regulation (EU) 2021/782)

June 2023



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¹ <https://eur-lex.europa.eu/legal-content/EN/TXT/?uri=CELEX%3A32021R0782>

CYCLISTS LOVE TRAINS

An analysis of the bicycle friendliness of European railway operators



European Cyclists' Federation
www.ecf.com



Thank you!

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Linkedin: <https://www.linkedin.com/in/fabian-k%C3%BCster-977a4b6/>



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Keynote Speeches



**Alessandro
Vannucchi**

Head of Portfolio

HITACHI

Hitachi Rail

UIC Webinar

Optimizing Bikes and Luggage Transportation in Railway Systems

October 4th, 2024

Alessandro Vannucchi

Head of Portfolio Management

LoB Vehicles | Global Rolling Stock Platforms



➤ **Interior layout flexibility**

- configurable **multipurpose areas** to suit different user needs (bicycles, luggage racks, ski racks, vending/ticketing machines, strollers, etc...)
- wide range of luggage storage solutions, from floor to ceiling luggage racks to under-seat space and overhead luggage shelves

➤ **Ergonomic and modular design**

- ergonomics plays a crucial role to ensure accessibility, ease of use, passenger safety, efficient space usage, and to reduce physical strain
- modular solutions allow to improve standardization and maintainability

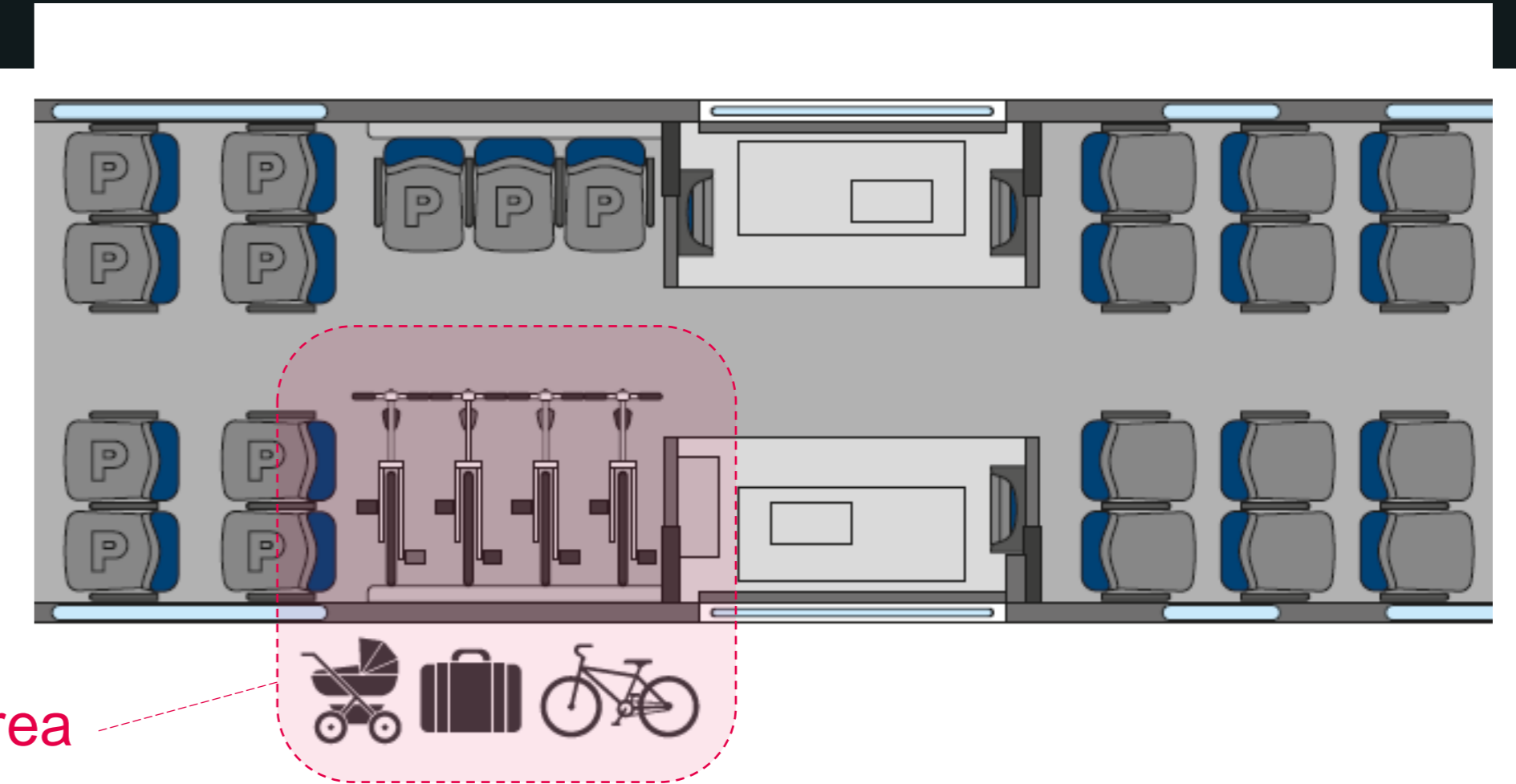
➤ **Accessibility and inclusivity for all passengers**

- It's key to ensure that passengers of **all physical abilities** can easily and safely store and retrieve their bicycles / luggage
- entry points and proximity: bike racks should be located near train doors (vestibule area), to facilitate **passenger flow**
- special solutions for visually-impaired people (e.g. tactile maps) and hearing-impaired people (e.g. induction loops)



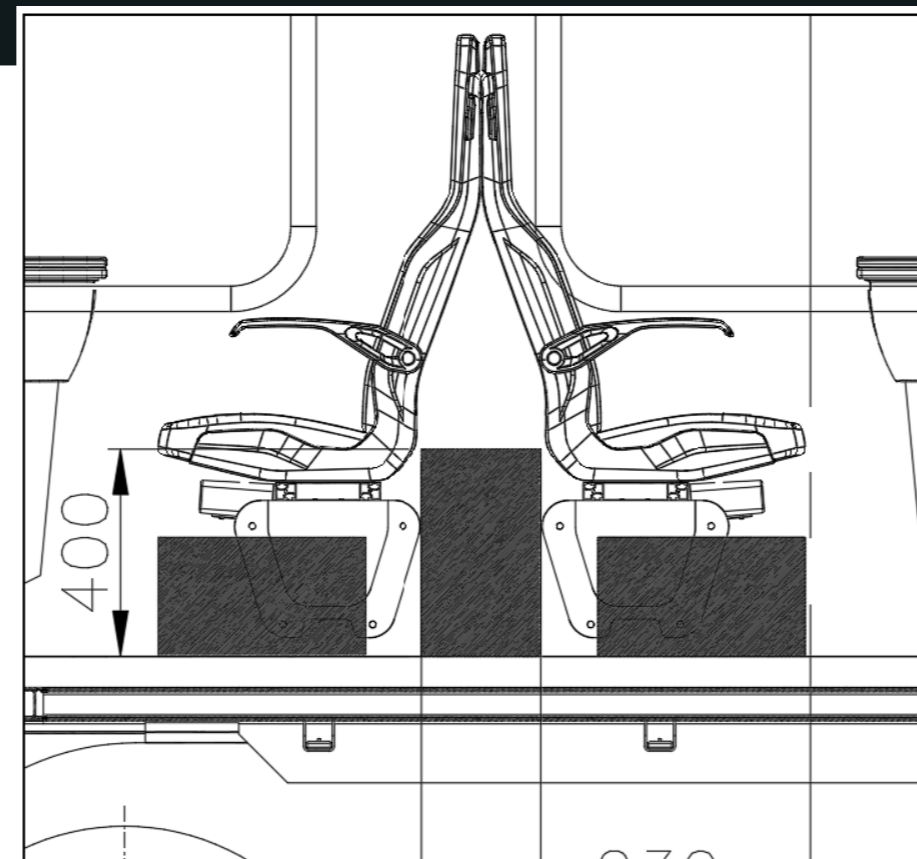


- different bike racks solutions (**horizontal/vertical** installation)
- proximity** to the vestibule area, to facilitate passenger flow
- equipped with **charging sockets** to enhance last mile mobility
- secure holding mechanisms** to ensure passenger safety
- easy loading** without having to lift or turn the bike awkwardly





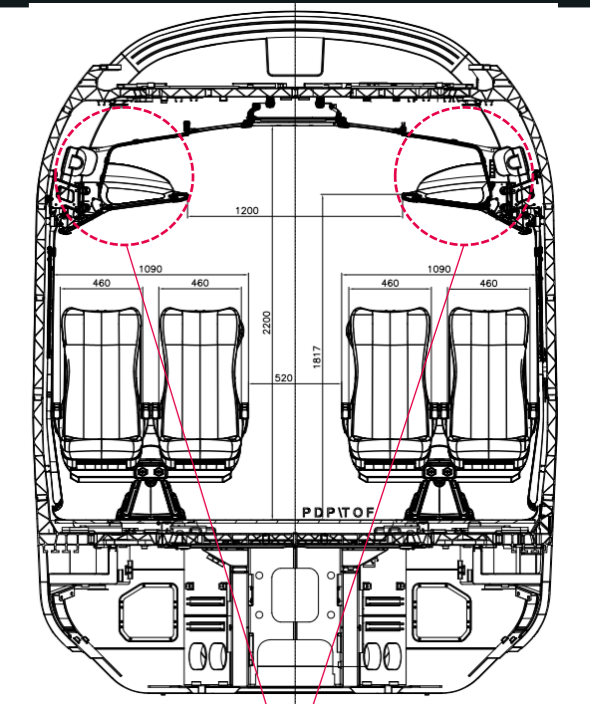
Luggage rack (bulky luggage)



Under-seat space



Overhead luggage shelves



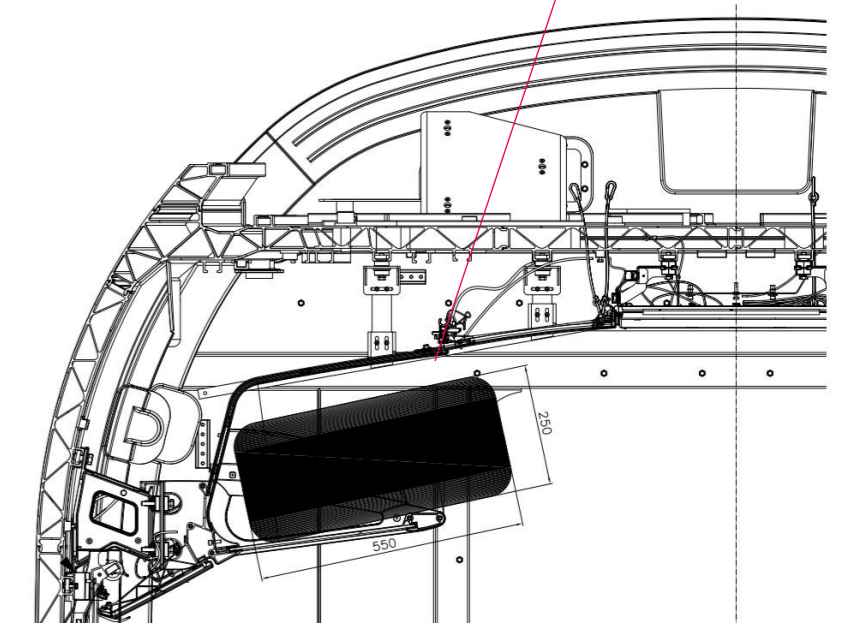
overhead luggage shelves for trolley storage



Luggage rack



Luggage rack



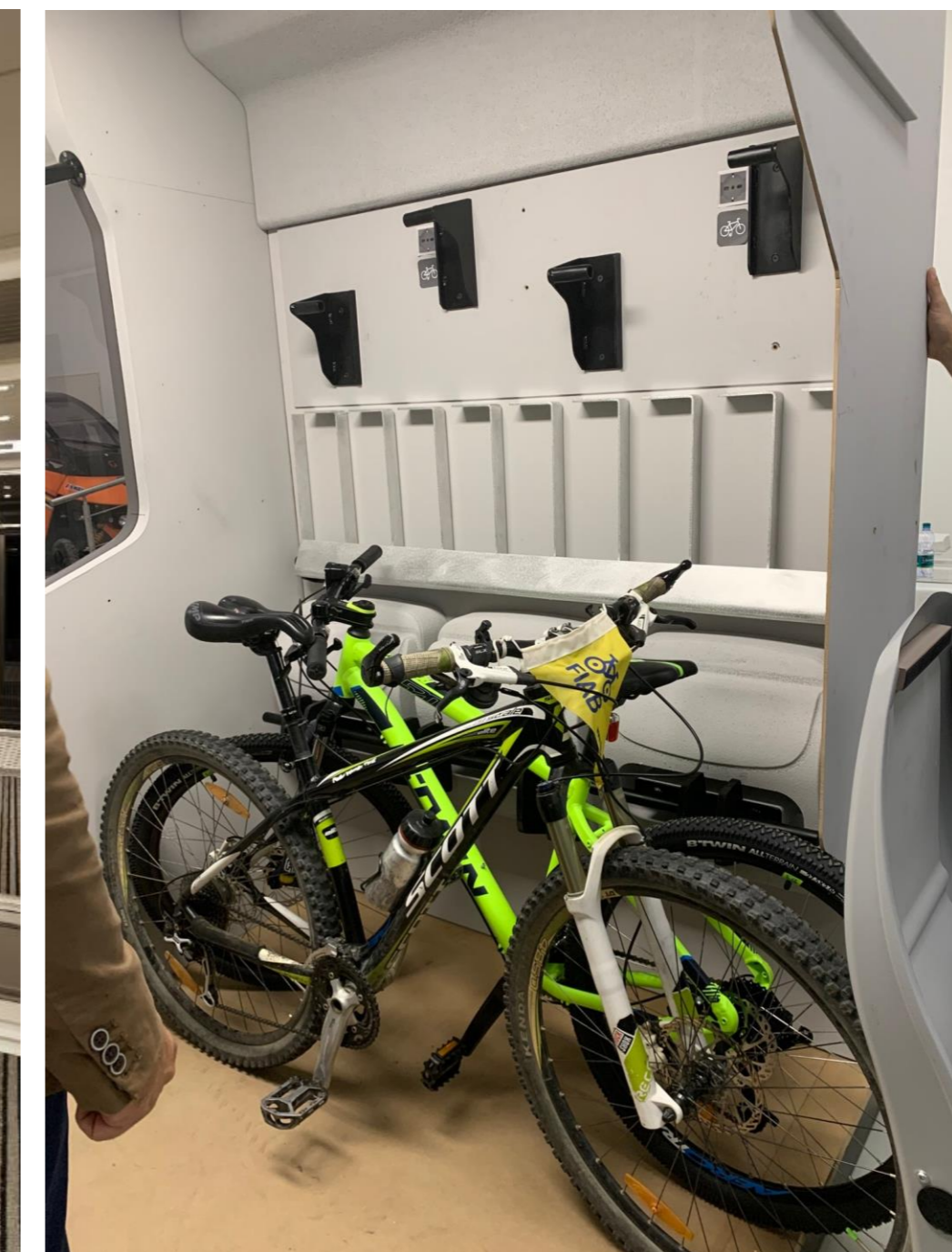
Wide range of luggage storage solutions

- **Floor to ceiling luggage racks** can be placed at an end or throughout the passenger compartments
- **Under-seat space** are typically suitable to accommodate medium size bags
- **Overhead luggage shelves** are available all throughout the train for trolley storage

- Adopting a **collaborative design approach** is key to improve passenger experience. Working closely with customers and **different User Groups** (e.g. bike and passenger associations) since the early phases of the design process, also supported by **3D virtual models** and **full-scale mock-ups**, allows to strongly improve the overall integration and deliver the best fit solution



3D Virtual Models



Bike Racks full-scale mock-up



➤ **Accessibility**

- Conflicts between the usage of bike/luggage racks and passenger flow may arise when the design or placement of these elements interferes with the ease of access for all passengers
- Accurate **ergonomics** analysis and **industrial design** – powered by a collaborative design approach – are of utmost importance to overcome such challenges

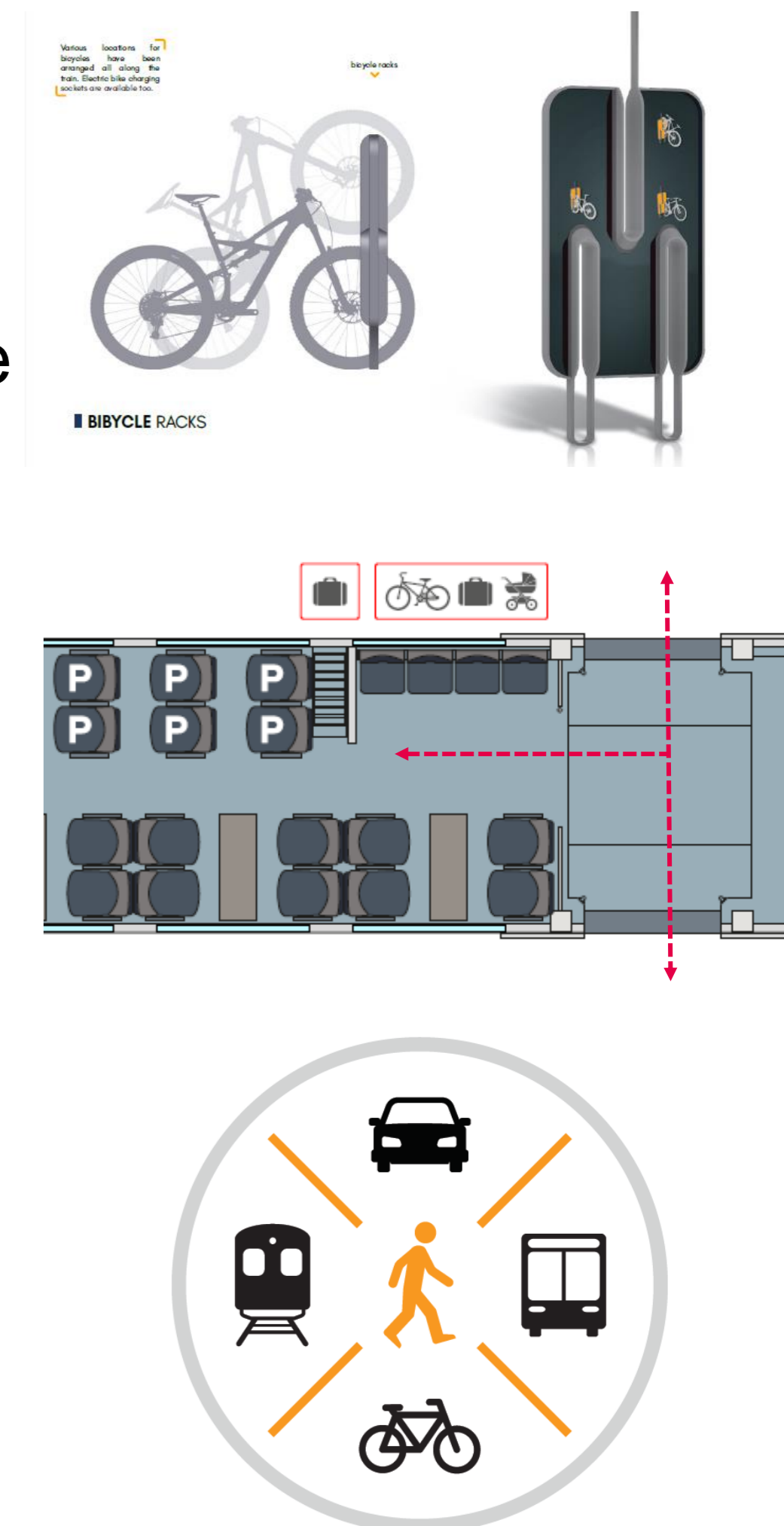
➤ **Transport Capacity**

- Seating capacity can be negatively affected by the presence of bike/luggage racks
- The use of flexible **multipurpose areas** can help find a good tradeoff.

➤ **Sustainable Mobility**

- Bike and luggage racks on trains are essential for encouraging multi-modal travel. Nevertheless, some challenges are present, e.g.:
 - Inadequate integration with other transport modes (e.g., buses or bike-share programs) can lead to inefficiencies in the transportation network
 - Concerns over the safety and security of bikes and luggage can deter passengers from using these facilities.

Stronger **institutional support** may be needed to help overcome such challenges.



Interactive Session

OPTIMIZING BIKES AND LUGGAGE
TRANSPORTATION IN RAILWAY SYSTEMS



Online
4 October 2024
10:00-12:30 CET



What strategic impact do you think the integration of bikes & luggage can have on the competitiveness of rail against other modes of transport?

0

0

0

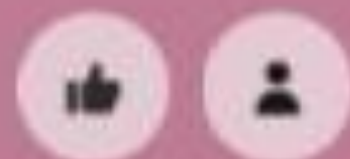
0

High impact

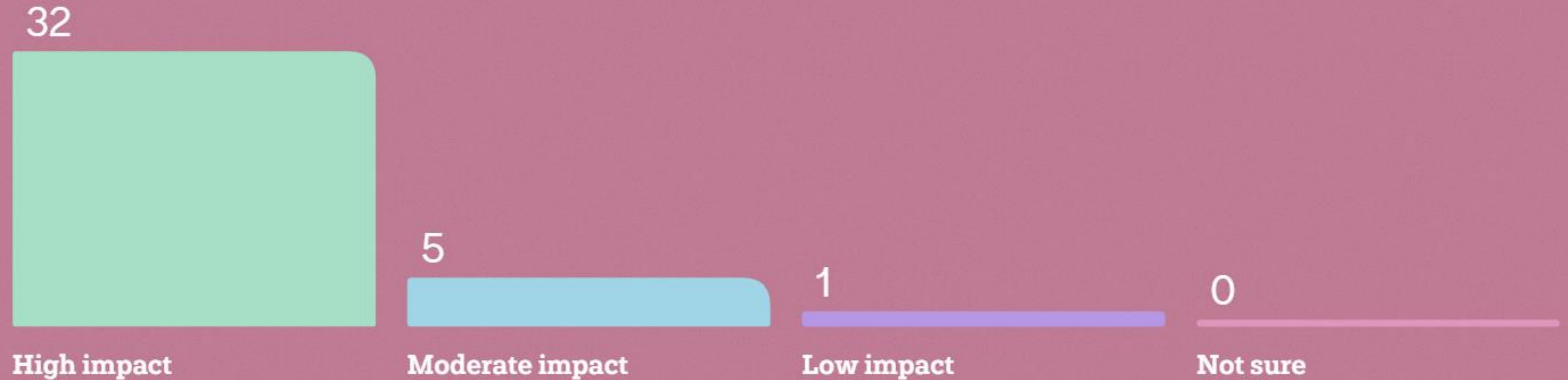
Moderate impact

Low impact

Not sure



What strategic impact do you think the integration of bikes & luggage can have on the competitiveness of rail against other modes of transport?



"The International Landscape of Bikes and Luggage Management on Railways"



Denis Brachet

Senior Expert
Intermodality

SNCB

Brigitte Matheussen

Lead architect train
innovation

NS

Magnus Just Hansen

Director of
International Affairs

DSB

Marc Guggenheim

Product manager
bicycles
and reservations

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Head of Sales
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UIC Stations
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Rail4Cities
EU Project

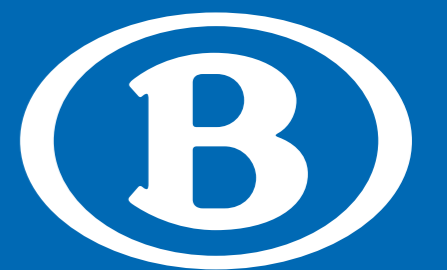
Bike+Train Strategy

CEMP workshop

Focus 'Bike on Train'

04-10-24

En route.
Vers mieux.



SNCB in a few key figures (year 2023)



244 mln

domestic travellers
(+7%/'22)
96% of '19

890.000

passengers boarding /
weekday



+/- 450 000

Trips with standard bikes
(+5%/22 and +80%
compared to 2019)

2,5%

Trips with folding bikes

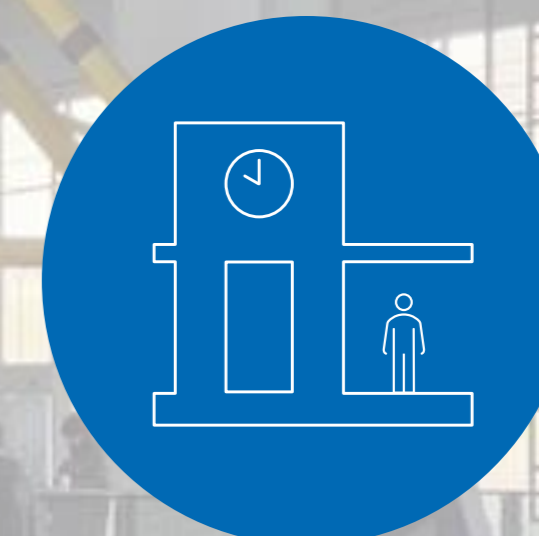


3.800

trains per day

80,4 mln

train-kilometres



555

railway stations

Context – SNCB offer for travellers with bicycles



2024

2032 (end PSO)



Key figures	
Capacity in SNCB fleet	5.400 bicycles (+/- 5 places / train or multiple unit)
Accessible stations	106/555
Stations with platforms at 76cm	196/555
Price for non-folding bike	€4/trip

Key figures	
Capacity in SNCB fleet	+/- 7.800 (+50% / 2022)
Accessible stations	176/555 (67% of customers)

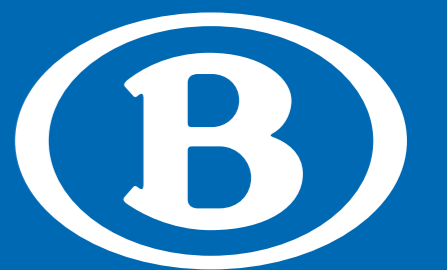
New rolling stock:

- Min. 8 easy-access bicycle spaces
- More storage space under the seats

Bicycle supplement: move towards peak/offpeak fare

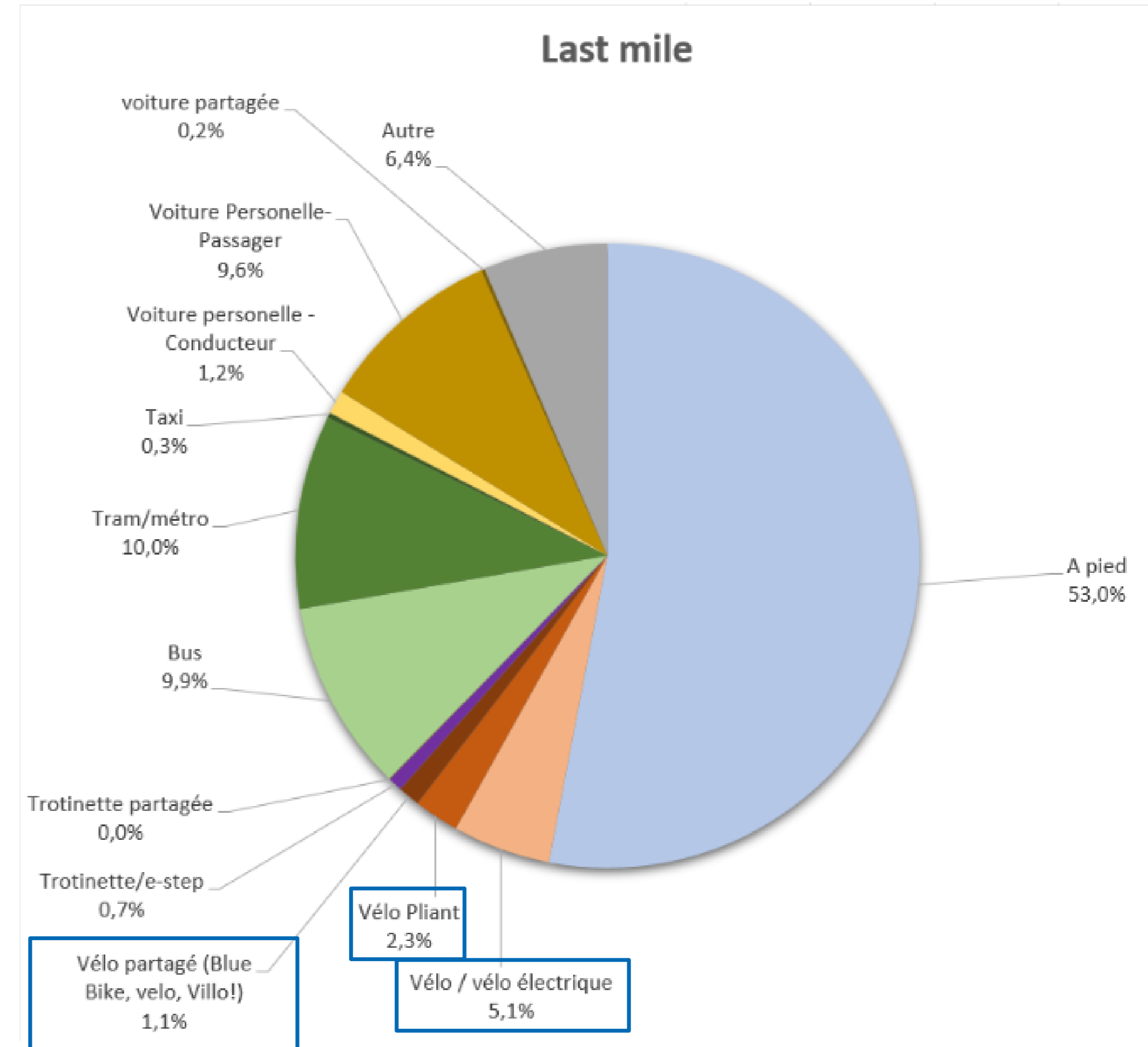
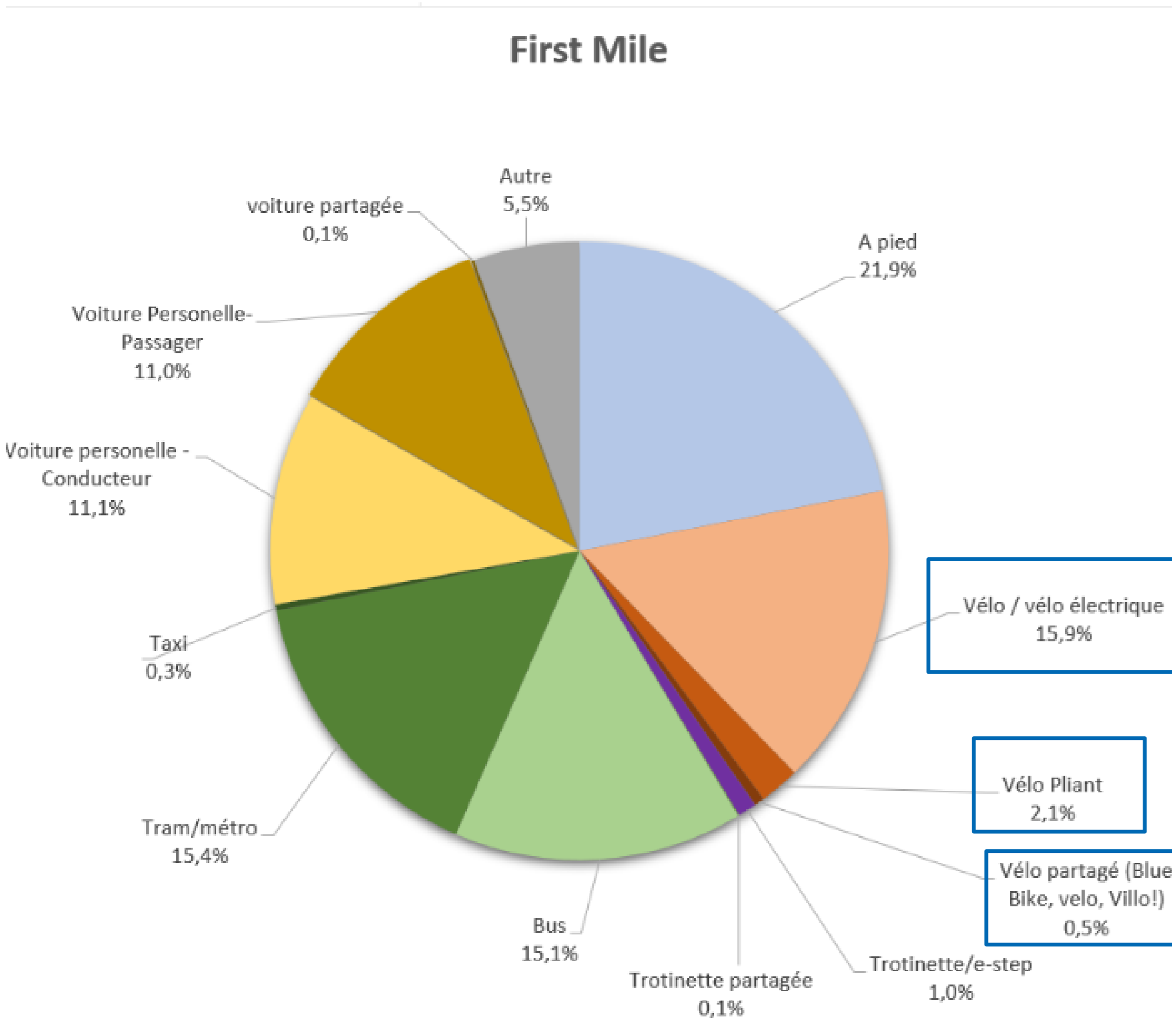
Bike+Train Strategy

Context & customer survey





Modal split – first and last mile for one-way trips from home (2023)

19% of passengers cycle from home to the station; 8% cycle from the station to their final destination



Bike on train – learnings from the customer survey

Two cyclist profiles on the train: folding bike and classic bike

	Folding bike (free of charge)	Classic bike (fee payable)
		
How?	Frequent trips	Occasional trips (around 2 times a year)
When?	Mainly during weekday rush hours	At weekends and during school holidays (1/3 of users only during this period)
Why?	Mainly commuting (home to work)	Mainly for leisure (bike rides)
Who?	≈ 2-3% of travellers	≈ 0,7% of travellers on average

Bike on train – learnings from the customer survey

Bike on train

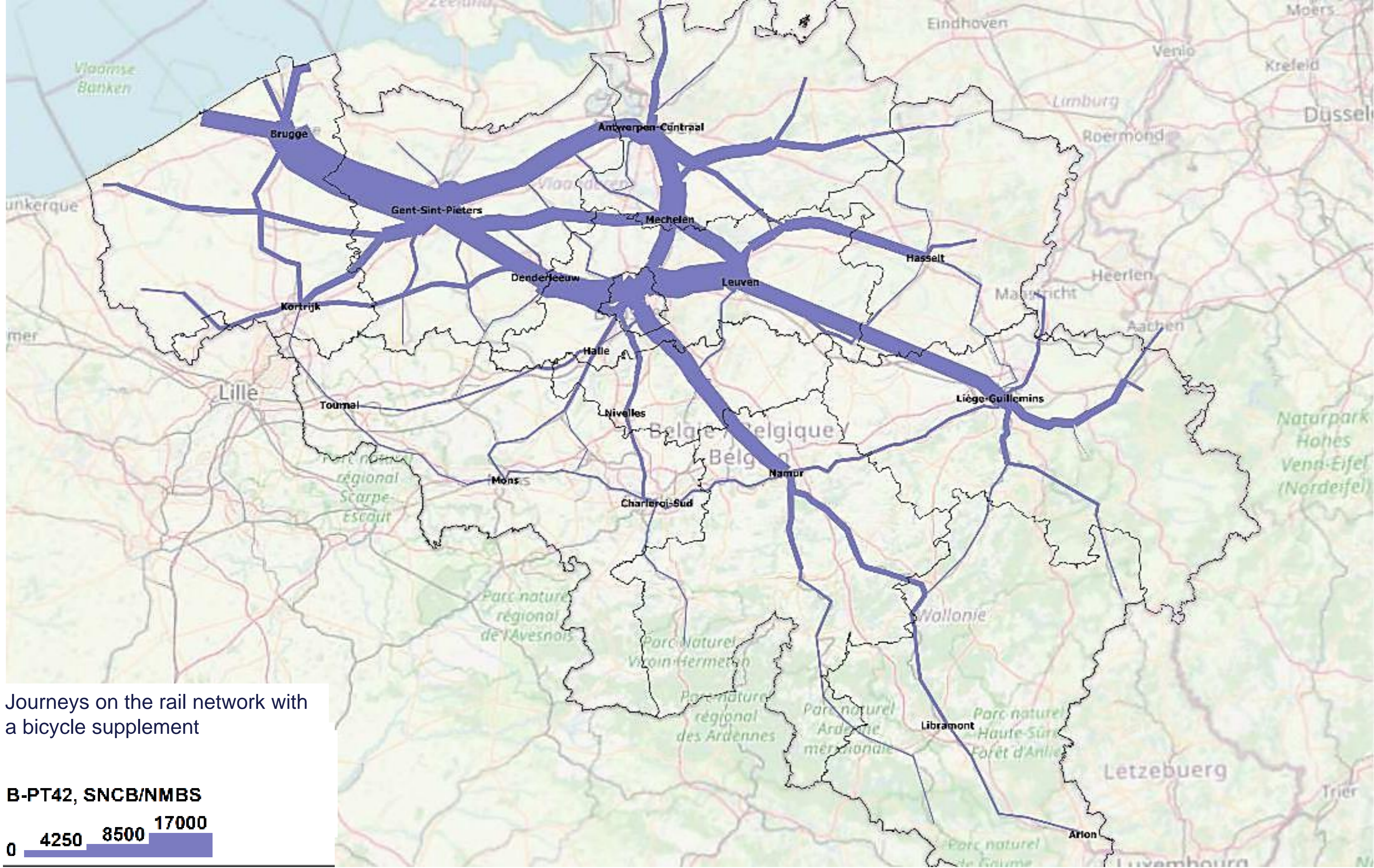
Satisfaction

- 70%, which is comparable to the average satisfaction with SNCB services

Main obstacles perceived by users

- Fear of being refused access due to lack of space
- Poor accessibility of the train (and platform)



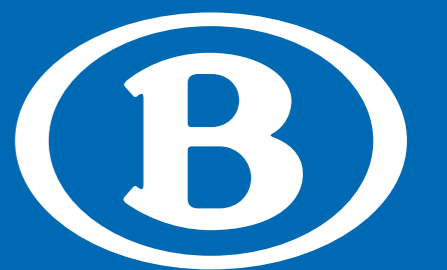


Journeys on the rail network with a bicycle supplement

B-PT42, SNCB/NMBS



Bike+Train Strategy



Bike+Train – Strategy built on 4 pillars



Customer expectations
(based on reasons for travelling)

- > Folding bike for commuters
- > Standard bike mainly for leisure travellers

Based on customer expectations and the contribution of stakeholders and staff

The previous strategy aimed to help passengers access the station and find parking for their bikes



The new strategy offers customers:

1. High-quality, secure bike parking & shared biked at the station
2. Welcoming customers on the train with:
 - Folding bikes anytime and anywhere;
 - Normal bicycles for leisure (outside peak hours) to the most popular destinations for bicycles: « targeted, organised and communicated offer »



Information

- Trip planning
- During trip



Products & Prices

- Marketing and purchasing



Trains

- Rolling stock
- Allocation of rolling stock to routes

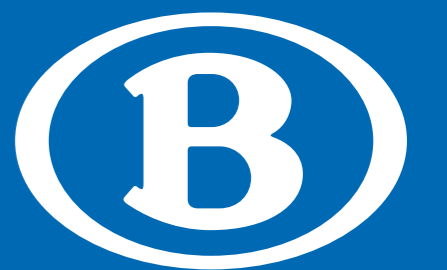


Stations

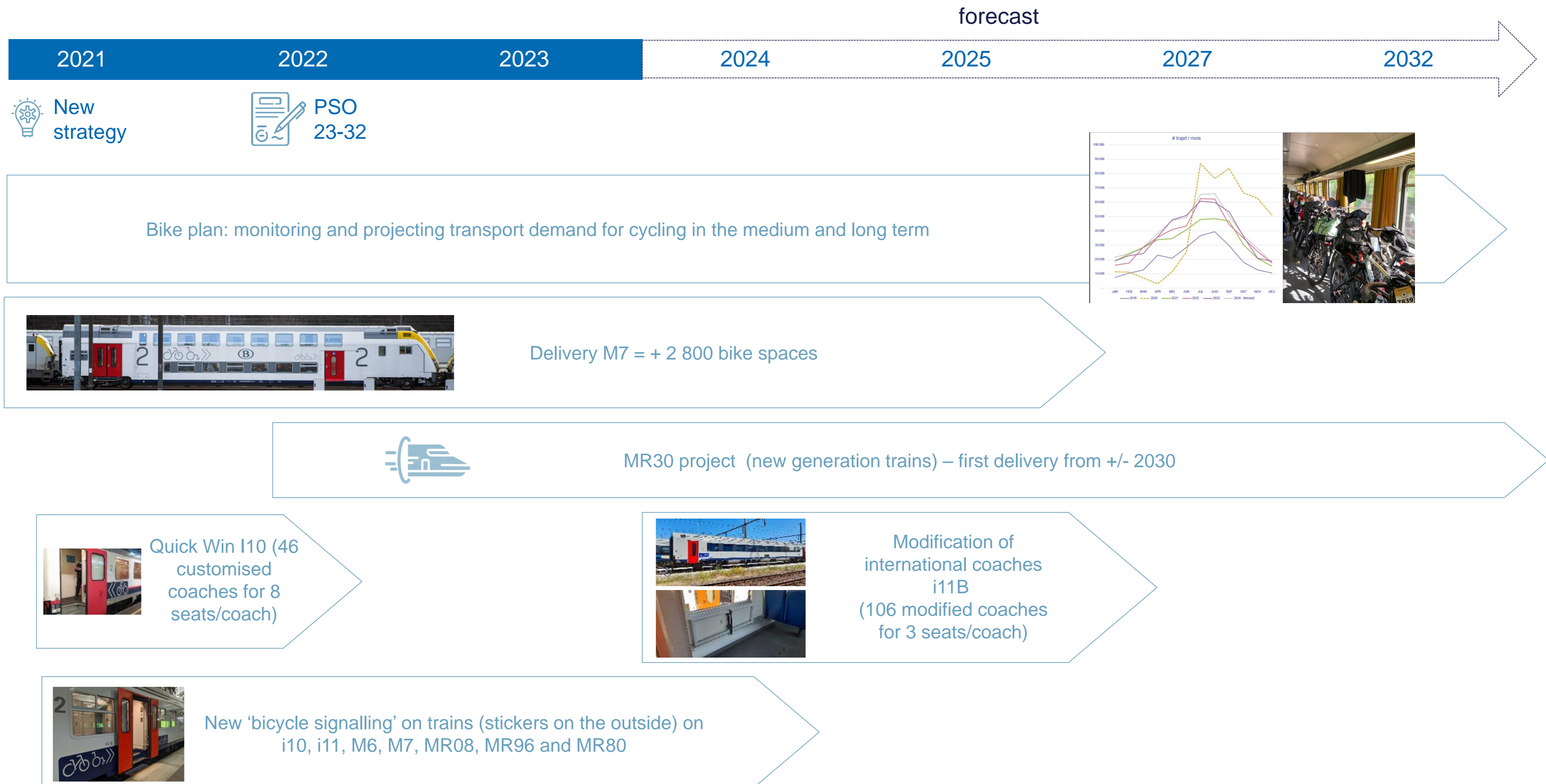
- Accessible stations
- Parking & services
- Bike sharing

Bike+Train

Overview strategic projects



Evolution – looking back & forward – major projects - TRAINS



Quick wins – traincoach modifications

In 2021-2022: i10 BV

- 8 bicycle spaces/coach
- Deployed on the follow routes: IC01 (Eupen – Ostend); IC16 (Brussels – Luxemburg) + Kust Express



In 2024-25: I11BV

- 3 bicycle spaces/coach
- Deployed for international routes





**Quick win
New
bicycle
signage**





Train

→ Delivery M7 (Ongoing → 2026)

=> Trains from 20 to 48 bicycle spaces

→ AM30 (from approx. 2030):

- 8 bicycles space / train separated from the disabled area with level access
- Luggage space and space folding bikes
- Flexibility available

Evolution – looking back & forward – STATIONS & Info

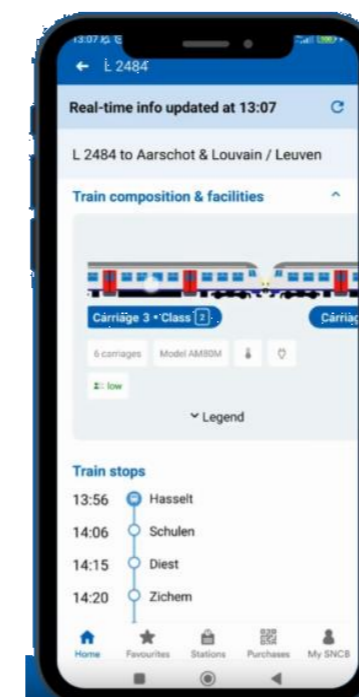
- App SNCB
- Web SNCB
- At station



●
Bike On Train V1

● ●
Bike On Train V2 Bike On Train V3

● ●
Routeplanner
customisable
with bike info



● ● ●
Train
composition
(web, app &
on platform)

●
POC
Platform Guidance

● ●
Train comp
+ link with
platform markers

★
New Pricing SNCB

★
New passenger
regulations



Bike On Train– Webapp

Information webapp for users of bicycle on trains

- approx. 30 000 unique users/year
- V1: only train score (2022)
- V2: platform accessibility info (2023)
- V3: train composition (2024)

→ Next Steps

- Preparing for integration with routeplanner web and app (in stages)

The screenshot displays the 'Search' and 'Itinerary' sections of the SNCB Bike+Train webapp. The search results show three options for a journey from Gand-Dampoort / Gent-Dampoort to Anvers-Central / Antwerpen-Centraal on Wednesday, October 2. The top result is 'Most suitable for bikes' with a departure of 12:02 and arrival of 12:54, marked as 'Possible difficulties with a bike'. The other two alternatives are marked as 'Not bike friendly'. The 'Itinerary' section provides detailed information for the selected train (IC 1811), including platform accessibility and boarding details. A vertical timeline on the right shows the departure at 12:02 (on time) and arrival at 12:54 (on time).

Search

Gand-Dampoort / Gent-Dampoort
Anvers-Central / Antwerpen-Centraal

Departure: 12:02 | Arrival: 12:54 | Journey: 52min

Wednesday, October 2

Most suitable for bikes

12:02 → 52min → 12:54

Possible difficulties with a bike

Alternatives

11:36 → 47min → 12:23
Not bike friendly

12:19 → 51min → 13:10
Not bike friendly

12:36 → 47min → 13:23
Not bike friendly

Itinerary

Most suitable for bikes

Departure: 12:02 | Journey: 52min | Arrival: 12:54

Possible difficulties with a bike

Gand-Dampoort / Gent-Dampoort

IC 1811
to Saint-Nicolas / Sint-Niklaas & Anvers-Central / Antwerpen-Centraal

Possible difficulties

Accessing the platform	Boarding the train
<ul style="list-style-type: none">No stairs with bike ramp.Lift suitable for bicycles.Escalator to access the platform.	<ul style="list-style-type: none">14 bike spotsOnly the train attendant can open the doors to the bicycle area. See detailsStep between platform and train.

Train Composition

Front

2 2 2 1 2

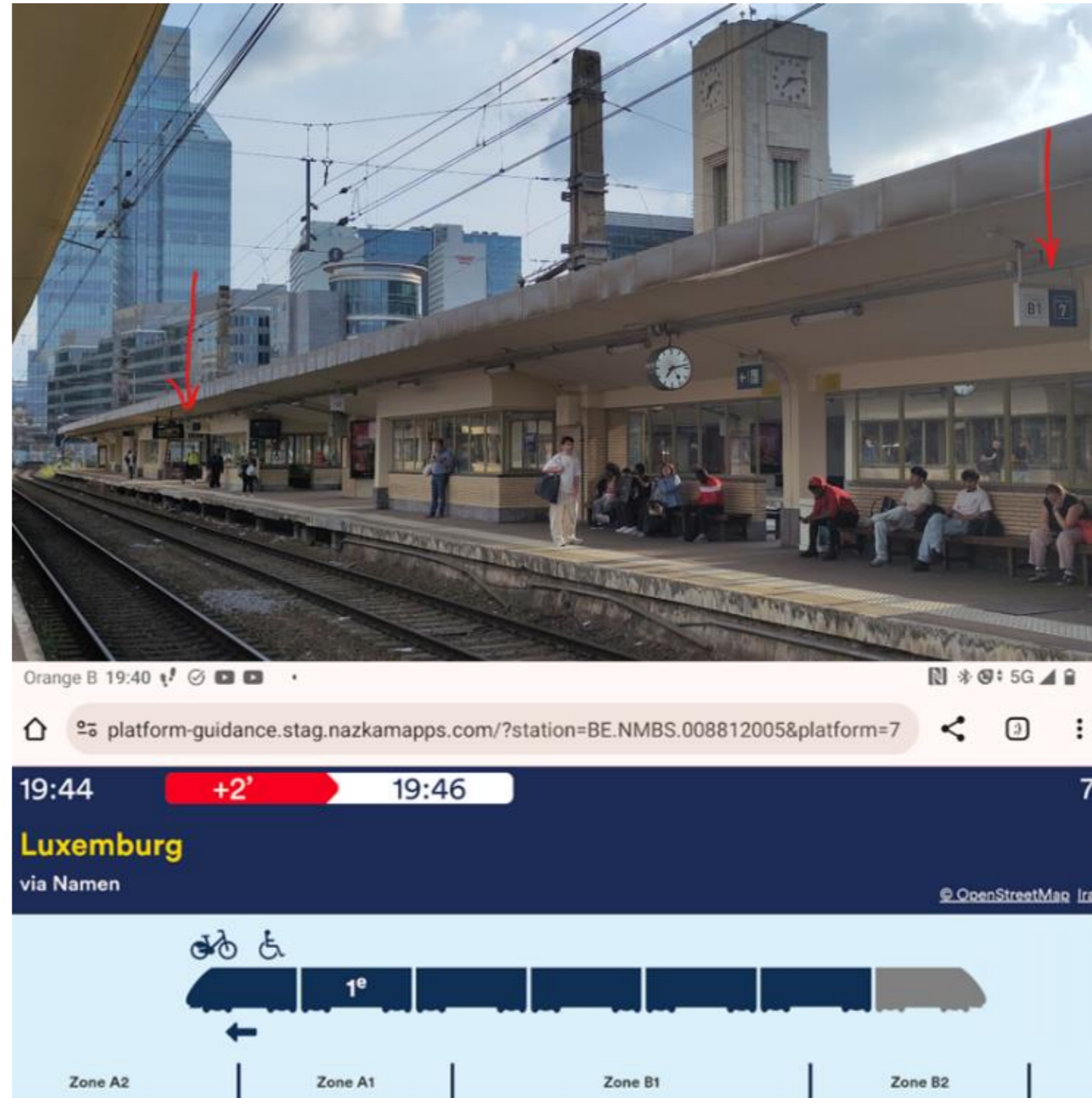
Anvers-Central / Antwerpen-Centraal

Good accessibility

Getting off the train	Leaving the platform
<ul style="list-style-type: none">Platform at the same height as the train floor.	<ul style="list-style-type: none">No stairs with bike ramp.Lift suitable for bicycles.Escalator to leave the platform.

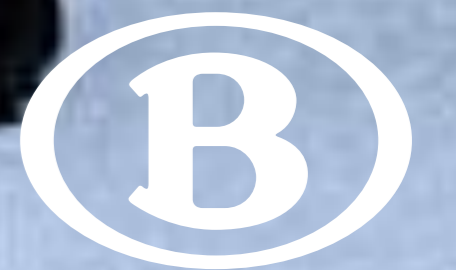
Legend

Train Composition announcement on platforms



Questions?

En route.
Vers mieux.



"The International Landscape of Bikes and Luggage Management on Railways"



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SZ

Maria Gusarova

UIC Stations
Senior Advisor

Rail4Cities
EU Project



Bicycle / means of transport in trains

Brigitte Matheussen
Lead Architect Asset Strategy
NS - Netherlands Railways





- 1) Bicycles? Means of transport in trains
- 2) Context
- 3) Design question and key insights
- 4) Design directions
- 5) Dilemma
- 6) Evaluation

Bicycles?

Means of transport in trains...



Conventional bicycles

- Racing bicycle
- Folding bike
- Mountain bike
- Fatbike
- Electrically powered



Recumbent bikes and tricycles

- Also for people with reduced mobility
- Often recumbent bikes are too big for the balcony and block passages
- Electrically powered



Tandems

- Also for people with reduced mobility
- 3-/4 wheels
- Longtail bicycle
- Electrically powered



Bicycle trailers



Strollers

- Folding buggies



Multimobility

- Segways
- Ninebot
- Hoverboard
- Steps
- Electrically powered



Mobility scooters

- For people with reduced mobility
- Electrically powered



SEDOY POWERED BY SEGWAY



Walkers



Wheelchair and - bicycles

- For people with reduced mobility
- 3-/4 wheels
- Add-ons
- Electrically powered



BODY POWERED BY SEGWAY



Scooters/mopeds

- Petrol or electrically powered
- foldable



Context



CONTEXT

It is not just about preventing nuisance; in order to reach a structural solution, all different perspectives will have to be taken into account from a **holistic approach**



CONTEXT

Often is taking your own bike the best option



1. Cycling at a destination is the **purpose of the trip** (holiday, weekend away or day cycling trip): comfort of your own bike is desired and/or renting a bike is considered too expensive
2. Taking a lot of **luggage** (in bicycle bags)
3. Sport activities (**mountain biking or cycling**) that require your own bicycle
4. A **different station** for the outward and return journey (or just a single journey)
5. For **onward transport**, public transport options are poor, the distance is often too long for public transport by bike
6. Incidental moving of bicycle (bicycle station/moving, etc.)

For only 12% the public transport bicycle is an alternative

These situations appear to be mainly recreational and occur more often during weekends

Different types of passenger create different challenges for trainmanagers

SUMMER SEASON

Good weather: spring break, autumn break, weekends

- ☀ **Cyclists**
Large groups, thin bikes, many situated next to each other
- ☀ **Holidaymakers & tourists**
Many at the same time on the same routes, bikes with luggage, passengers not always aware of conditions.

Challenges

- Space due to large number of bikes and luggage
- No peak hour restriction, but still busy during peak hours
- Passengers want to travel together in groups
- Travel over longer distances on the same routes (towards rural areas)

OUTSIDE SUMMER SEASON / ALL YEAR

All year

- ◆ **Commuters**
Folding bikes, generally aware of conditions
- ◆ **Students**
Not always aware of conditions, short distances.
- ◆ **Flight dodgers**
Not aware of conditions, short distances, don't want anything, can't do anything

Challenges

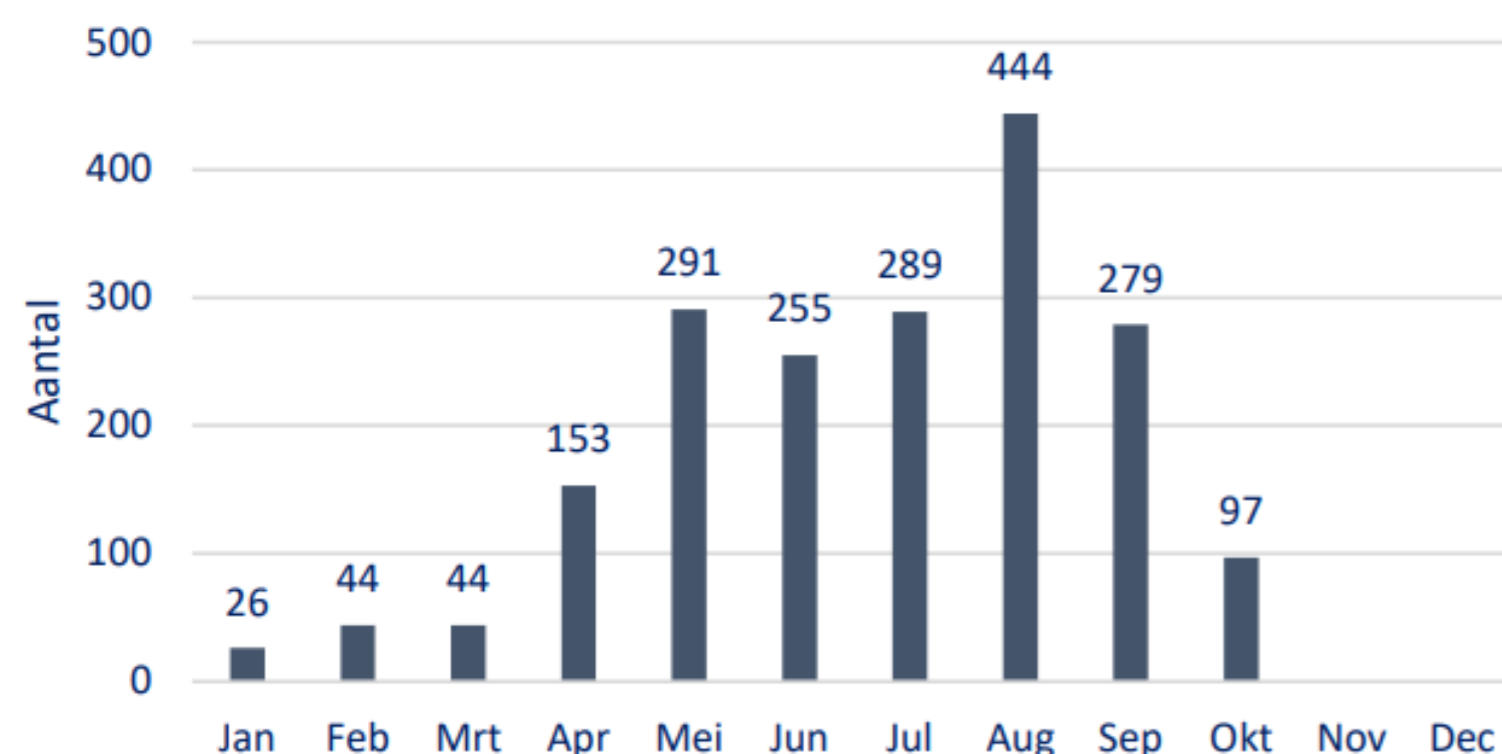
- Passengers who deliberately break the rules:
 - No ticket or just buy it before check
 - Do not place the bicycle in indicated spot
 - Travel during rush hour when this is not allowed
- Often short distances: more difficult to enforce
- Special bicycles / multi mobility, scooters, etc.
- Demand difficult to predict

CONTEXT

Fietsoverlast maandrapportage oktober 2023

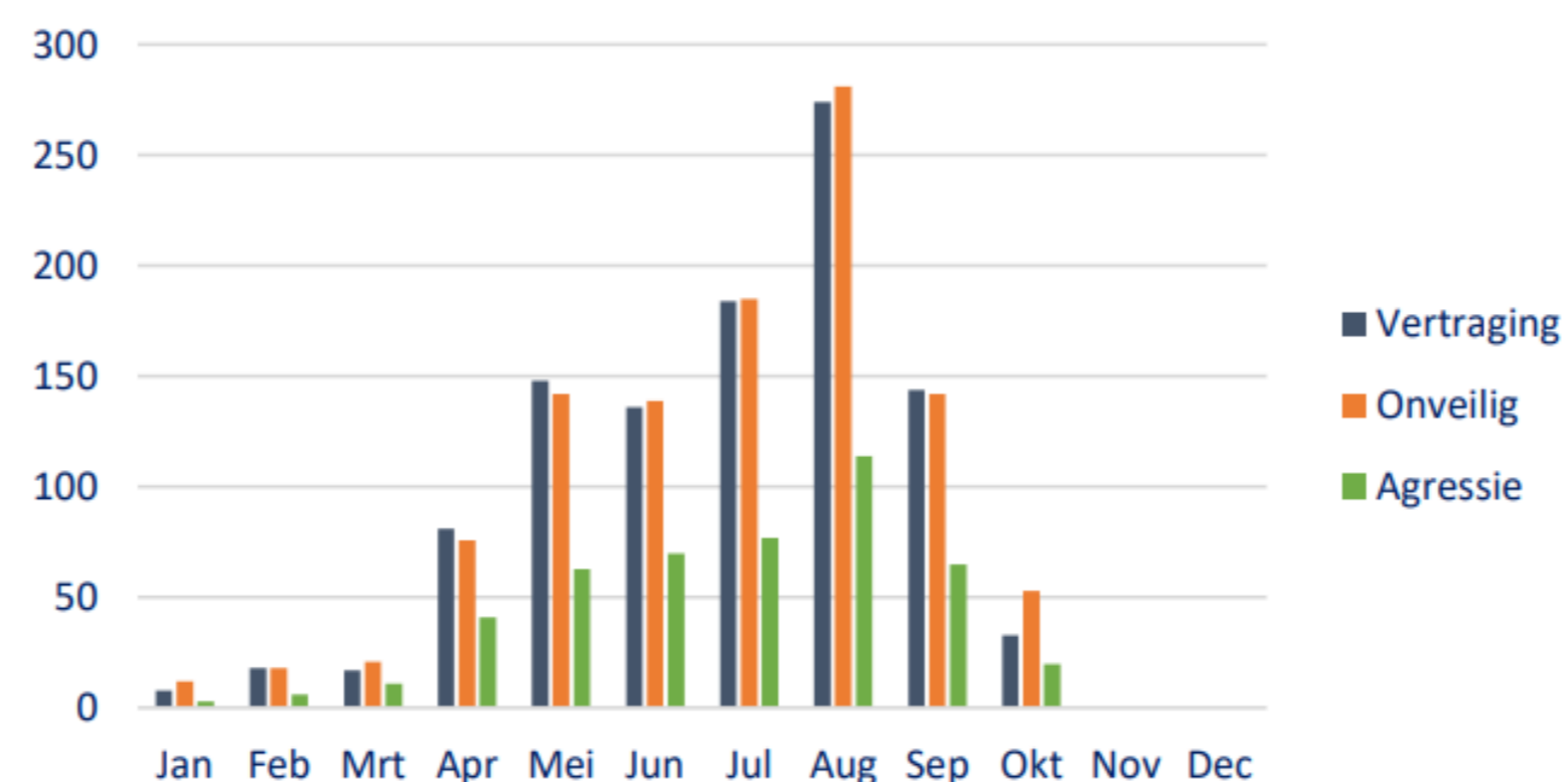
Weer een seizoensgebonden afname van het aantal meldingen

Aantal meldingen van fietsoverlast per maand



Notifications bicycle nuisance

Impact fietsoverlast per maand



Impact delays, unsafety, aggression

There is a tension between seating capacity and bicycle space capacity

These are both an obligation under regulations and concessions

However, taking a bicycle on the train causes inconvenience to passengers and within the operation, especially in the summer months.

The expectation is that if no action is taken, **this problem will only grow**. In order to create a structural solution, this issue was examined from various perspectives.

Design question: "how can we make taking a bicycle on the train a more pleasant experience for our passengers and train staff?"

Design question and objective

Key insights

Design directions



MANAGEMENT SUMMERY

Design question

How can we make taking a bicycle on the train a more pleasant experience for our passengers and train staff?

Objectives

- Insight in most important pain points for passengers and train staff
- Prioritization of search directions
- Validation and selection



Analyses defined five most important pain points for passengers and train staff

Passengers

A

PIJNPOINT REIZIGER
 "Ik heb een kaartje gekocht maar dan bleef er geen plek meer over voor mij."

TOELICHTING
 - Het aantal reizigers op de route is te hoog.
 - Het aantal reizigers op de route is te hoog.
 - Het aantal reizigers op de route is te hoog.

ONTWERPVRAAG
 Hoe kunnen we de capaciteit (m.n. op drukke trajecten / perioden) slimmer uitbreiden?

DOEL AAN
 Versterken materieel
 Maken in staat
 Toewijzing

POTENTIELE OPLOSSINGEN
 - Toewijzing materieel
 - Maken in staat
 - Toewijzing

B

PIJNPOINT REIZIGER
 "Ik probeer om te inschatten hoe druk het zal zijn, maar ik weet het niet tot ik op de trein zit."

TOELICHTING
 - Het is moeilijk om te inschatten hoe druk het zal zijn.
 - Het is moeilijk om te inschatten hoe druk het zal zijn.
 - Het is moeilijk om te inschatten hoe druk het zal zijn.

ONTWERPVRAAG
 Hoe kunnen we beter inzicht geven in de beschikbare capaciteit?

DOEL AAN
 Meer informatie geven
 Toewijzing materieel
 Maken in staat

POTENTIELE OPLOSSINGEN
 - Meer informatie geven
 - Toewijzing materieel
 - Maken in staat

C

PIJNPOINT REIZIGER
 "Het is altijd moeilijk om te bepalen waar de fietscompartimenten zijn en waar ik moet instappen."

TOELICHTING
 - Het is moeilijk om te bepalen waar de fietscompartimenten zijn.
 - Het is moeilijk om te bepalen waar de fietscompartimenten zijn.
 - Het is moeilijk om te bepalen waar de fietscompartimenten zijn.

ONTWERPVRAAG
 Hoe kunnen we het opstellen en instapproces minder stressvol maken?

DOEL AAN
 Toewijzing materieel
 Maken in staat
 Toewijzing

POTENTIELE OPLOSSINGEN
 - Toewijzing materieel
 - Maken in staat
 - Toewijzing

Trainmanagers

D

PIJNPOINT REIZIGER
 "Reizigers lezen de voorwaarden niet."

TOELICHTING
 - Reizigers lezen de voorwaarden niet.
 - Reizigers lezen de voorwaarden niet.
 - Reizigers lezen de voorwaarden niet.

ONTWERPVRAAG
 Hoe kunnen we het makkelijker maken om de regels en voorwaarden te begrijpen en te volgen?

DOEL AAN
 Actief bereikbaar zijn
 Toewijzing materieel
 Maken in staat

POTENTIELE OPLOSSINGEN
 - Actief bereikbaar zijn
 - Toewijzing materieel
 - Maken in staat

E

PIJNPOINT REIZIGER
 "Er is een grijs gebied in de voorwaarden over fietsen, dat zorgt voor discussies."

TOELICHTING
 - Er is een grijs gebied in de voorwaarden over fietsen.
 - Er is een grijs gebied in de voorwaarden over fietsen.
 - Er is een grijs gebied in de voorwaarden over fietsen.

ONTWERPVRAAG
 Hoe kunnen we de discussies over fietsen typen, afmetingen of reistijden tot een minimum brengen?

DOEL AAN
 Toewijzing materieel
 Maken in staat
 Toewijzing

POTENTIELE OPLOSSINGEN
 - Toewijzing materieel
 - Maken in staat
 - Toewijzing

I bought a ticket but couldn't go because there was no room



How can we expand capacity (particularly on busy routes/periods in a smarter way?)

I am trying to estimate how busy it will be, but I won't know whether I can join until I'm on the train



How can we provide better insight into the available capacity?

It is always difficult to determine where the bicycle compartments are situated and where I should get in



How can we make the onboarding process less stressful?

Passengers do not read the conditions



How can we make it easier to understand and follow the rules and conditions?

There is a gray area in the conditions, which causes discussions



How can we minimize discussions about bicycle types, dimensions or travel times?

MANAGEMENT SUMMARY

Six design directions have been prioritized in terms of feasibility, impact en complexity

"NO REGRET MOVE"

Adjust conditions and communicate effectively

FUNDAMENT

Bicycle capacity indication / crowd model

QUICK WINS

Show bicycle spots on passenger information displays and in app

Bicycle stewards in Summer

STRUCTURAL SOLUTIONS CAPACITY

Dedicated rolling stock on busy routes

Create more (flexible) bicycle spots in current trains

Geldig vervoerbewijs
Zorg voor een ingeschakeld vuurwapen voordat u in de trein stapt. Zo voorkomt u de wettelijke boete van maximaal 112 euro voor het bezitten van een vuurwapen.

In- en uitstappen
In verband met uw veiligheid is het niet handig om bij het sluiten van de deuren nog iemand uit te reizen.

Uw bagage
Plaats uw bomkoffer of volledig opgepompte ballon op de rekken, of onder uw stoel voor maximale schade.

Camera's in de trein
Met cameratoezicht kan de Staat (doel van NS) u traceren en nagaan of u wel belastingen betaalt.

Hulp in noodgevallen
Reak in paniek, maak een foto van de calamiteit en haast u met de NS online dat melding te maken.

Stiltegraag
In de stiltezone moet het dusdanig stil zijn, dat men er een snoetje kan horen vallen. Elders in de trein komt u luide gangen of handrekinschakelers.

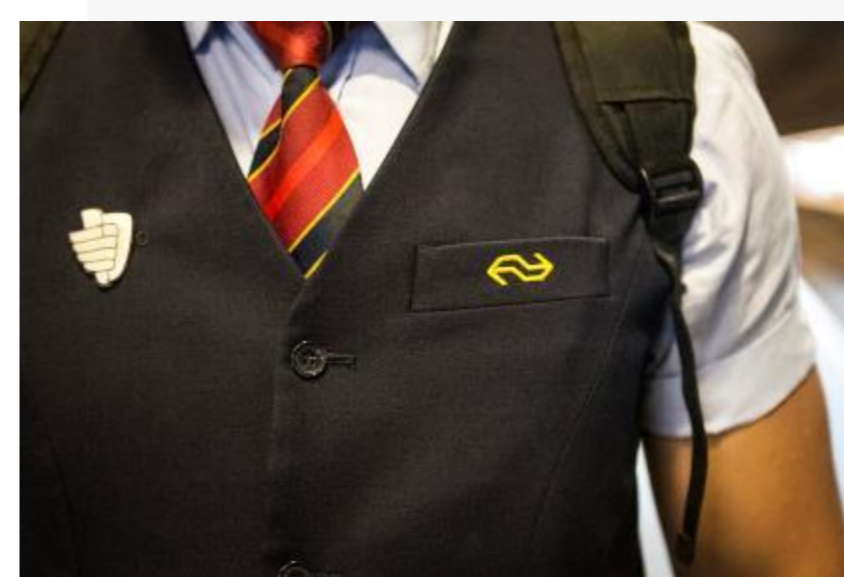
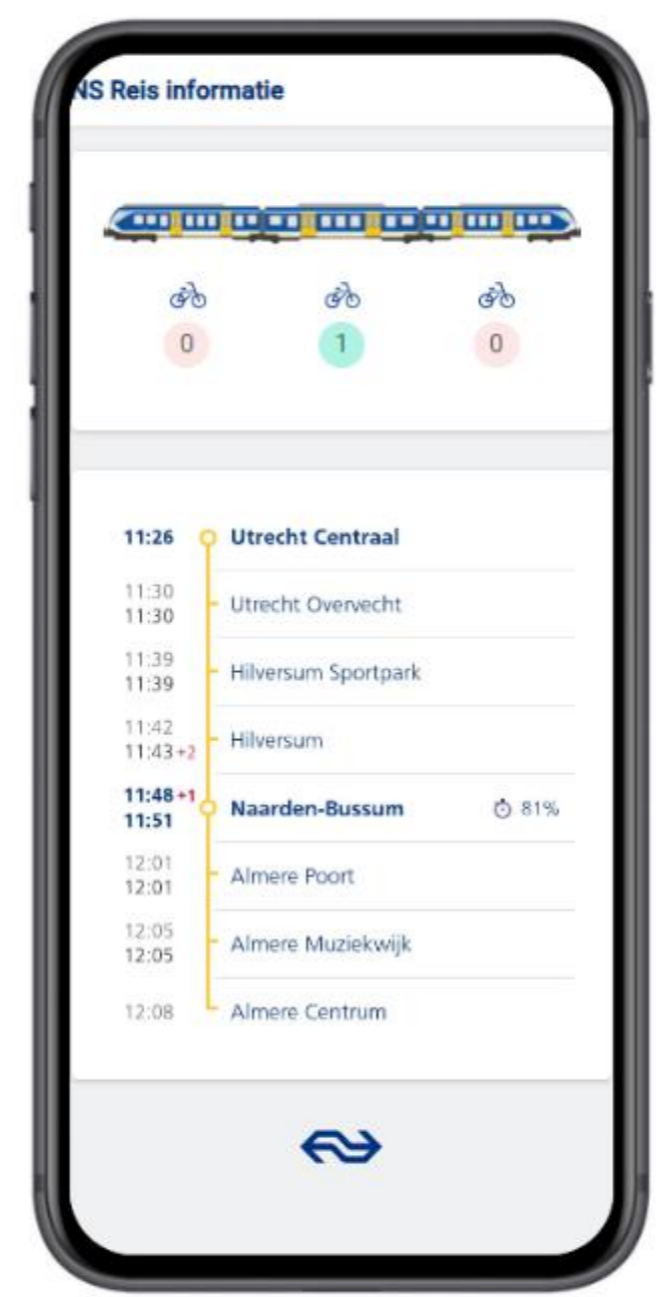
Voorrang/Priority
Ziet u een afbeelding met daarbij 'voorrang'? Dan hebben beperkte mensen altijd voorrang omdat ze hun rechten openen, of anders...

Mier fiets plaatsen
Als er ruimte is en u uw bagage van de fiets afhaakt, kunt u uw fiets gewoon ergens in de trein neerlaten.

Fijn, een schone trein
Iedereen wil graag schoon. Pleur uw afval naar geleven ergens op de grond. Daar zijn immers schoonmakers voor, nietwaar?

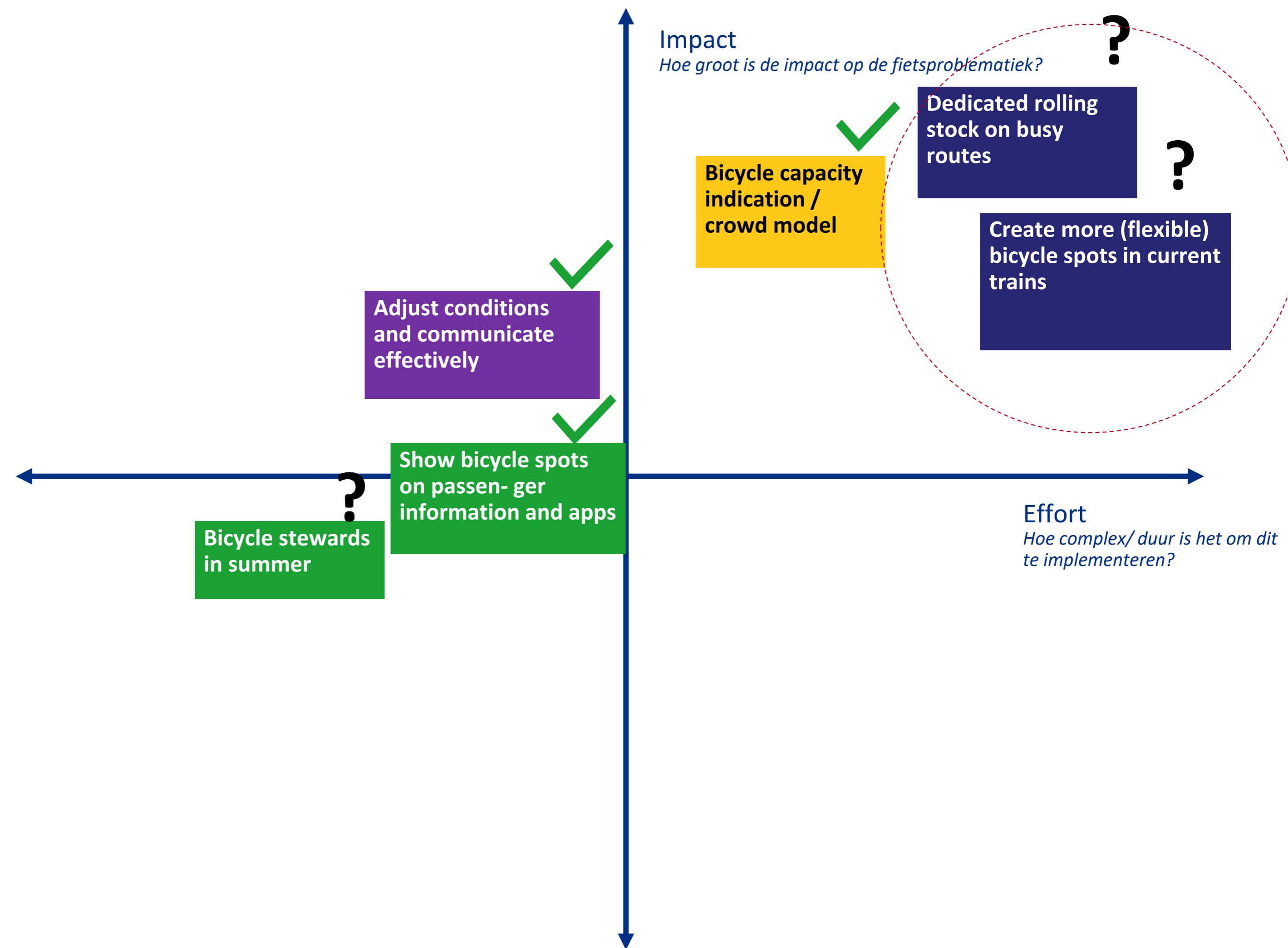
Treinen rookvrij
Volgens de tabakwet mag u in de trein niet roken. Elektronische sigaretten zijn ook niet toegestaan.

10:03 → 12:44	Intercity	2:41	
10:10 → 12:44	Intercity + Intercity + Intercity	2:34	
10:40 → 13:14	Intercity + Intercity	2:34	
11:03 → 13:44	Intercity	2:41	
11:10 → 13:44	Intercity + Intercity + Intercity	2:34	



Impact vs effort/complexity

- To tackle the core of the problem, capacity will have to be expanded (or bicycle use will have to be discouraged, which is in contradiction with the concession).
- Other solutions are 'symptom control' to alleviate the current problem.
- However, solutions that increase capacity are complex and/or require high investments



Not one golden egg

- The bicycle (means of transport) problem is a **multi-faceted** and complex issue where there is no single solution that removes all pain points.
- **Imbalance between demand and capacity** will continue to exist.
- The greatest gain can be achieved by expanding **bicycle capacity**, but this is also the most **expensive and complex** solution.
- A **combination of solutions** will be necessary, ranging from adjustments to conditions and improved communication to more structural solutions.
- In addition, there are a number of **quick wins** to implement while there are also be solutions that require **more time and effort**.

Dilemma



DILEMMA: the role of bicycles on the train in relation to sustainability

What is our vision for taking bicycles / means of transport on the train in future?

One could argue that this is an important component to offer a sustainable alternative to the car and to attract more passengers. Therefore, actively facilitating taking bicycles would fit in well with our ambition.

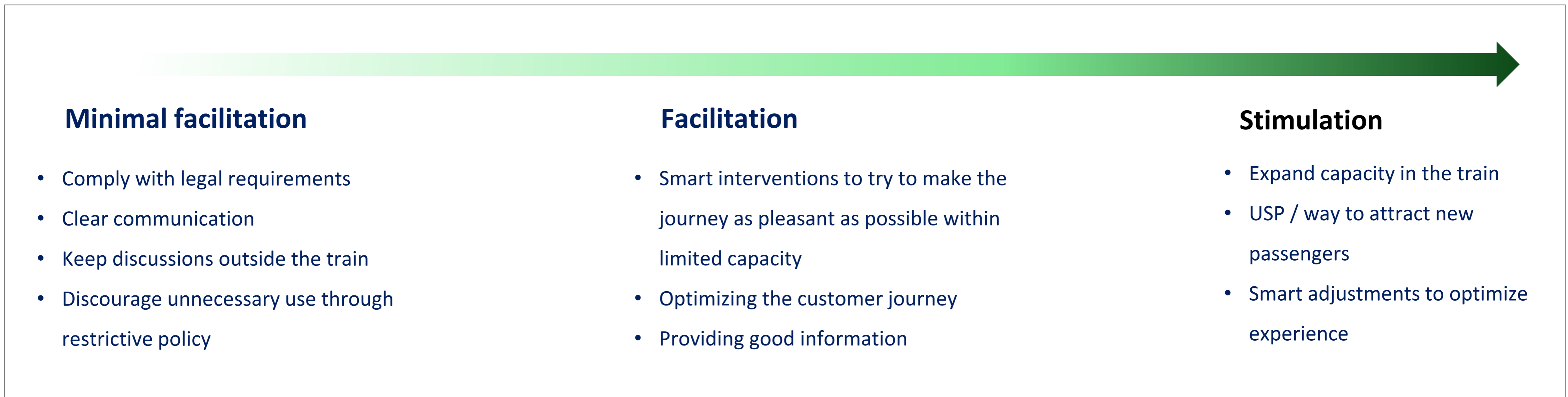
Given growth in the number of passengers and growth in number of (various) bicycles / means of transport, demand will probably increase. Since limited bicycle capacity is the bottleneck, investments will have to be made, but these are also precisely the most complex and expensive solutions.

That brings us to the question:

How much does the bicycle problem weigh and how much are we prepared to invest?

DILEMMA: role of bicycles on the train in relation to sustainability

Where are we on the scale below?



Thank you for your attention



"The International Landscape of Bikes and Luggage Management on Railways"



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Senior Expert
Intermodality

SNCB

Brigitte Matheussen

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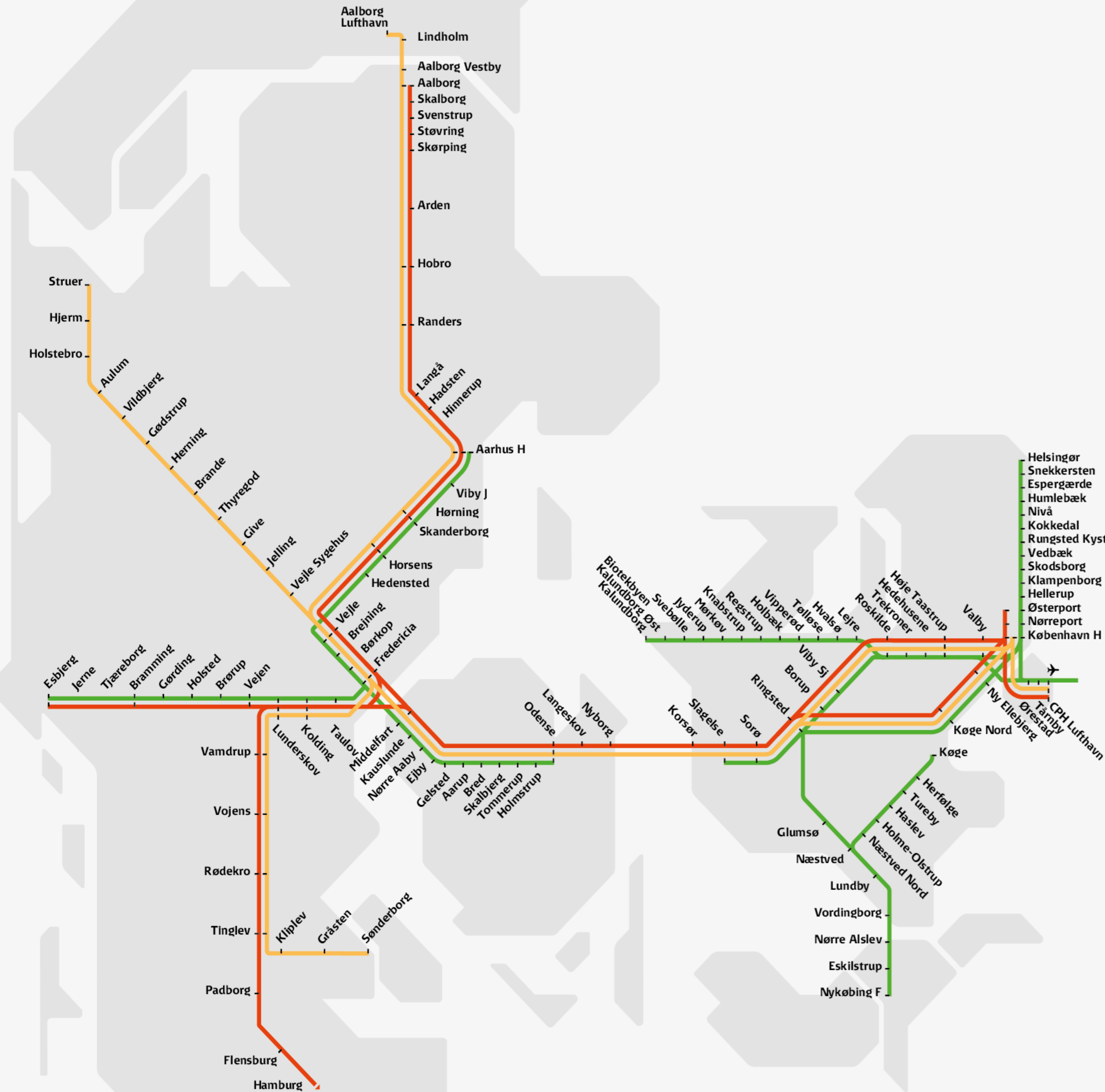
Bikes

UIC bike workshop – 4. october 2024

DSB

DSB's network

- InterCityLyn
- InterCity
- Regionaltog Regional trains
- Standsning. Se køreplan Stop. See Timetable



We operate for and with everyone in Denmark

We are owned by the Danes, have a board of directors - and operate on a contract with the state. But we are driven as a commercial enterprise .

450.000 customers per day

We have 196 active stations and have one of Denmark's largest area and property portfolios

We have 6.000 employees distributed across more than 70 nationalities

DSB - Key figures

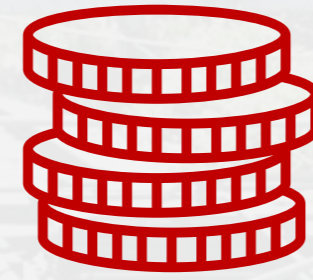


~450.000
journeys on a
normal day
(~60% S-train)

Mia. DKK

~5,3

~1,1



Passenger-turnover

Service
& Retail

~6.000 employees



~60%

of all Danes
have used DSB
at least once in
a normal year



5 Workshops

16 Preparation facilities

22 Depots



~196
active stations



Inkl. **~65**
7-Eleven shops
and station "living
rooms"



>500
Buildings

~6,4 mil m²
Areas

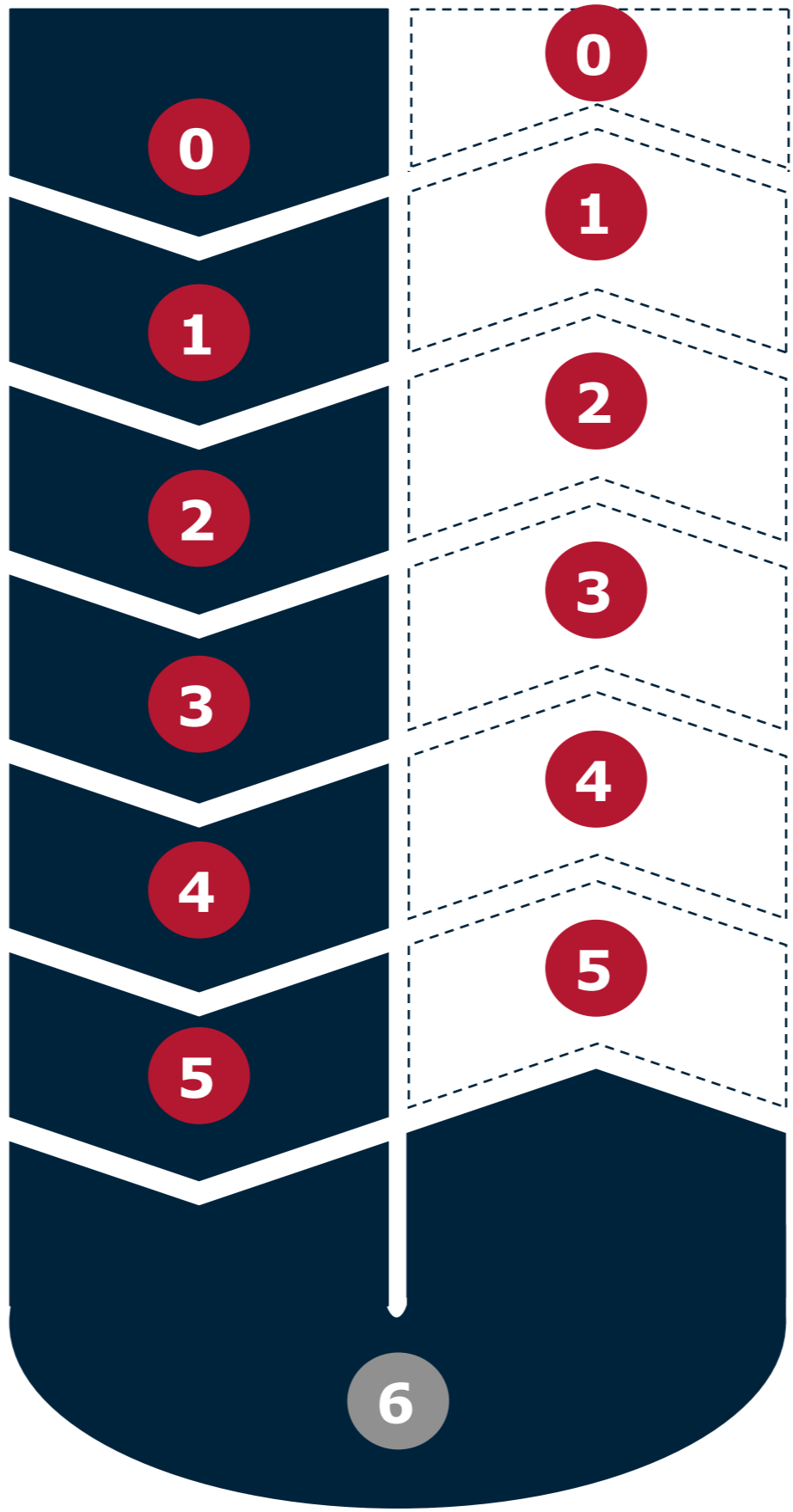
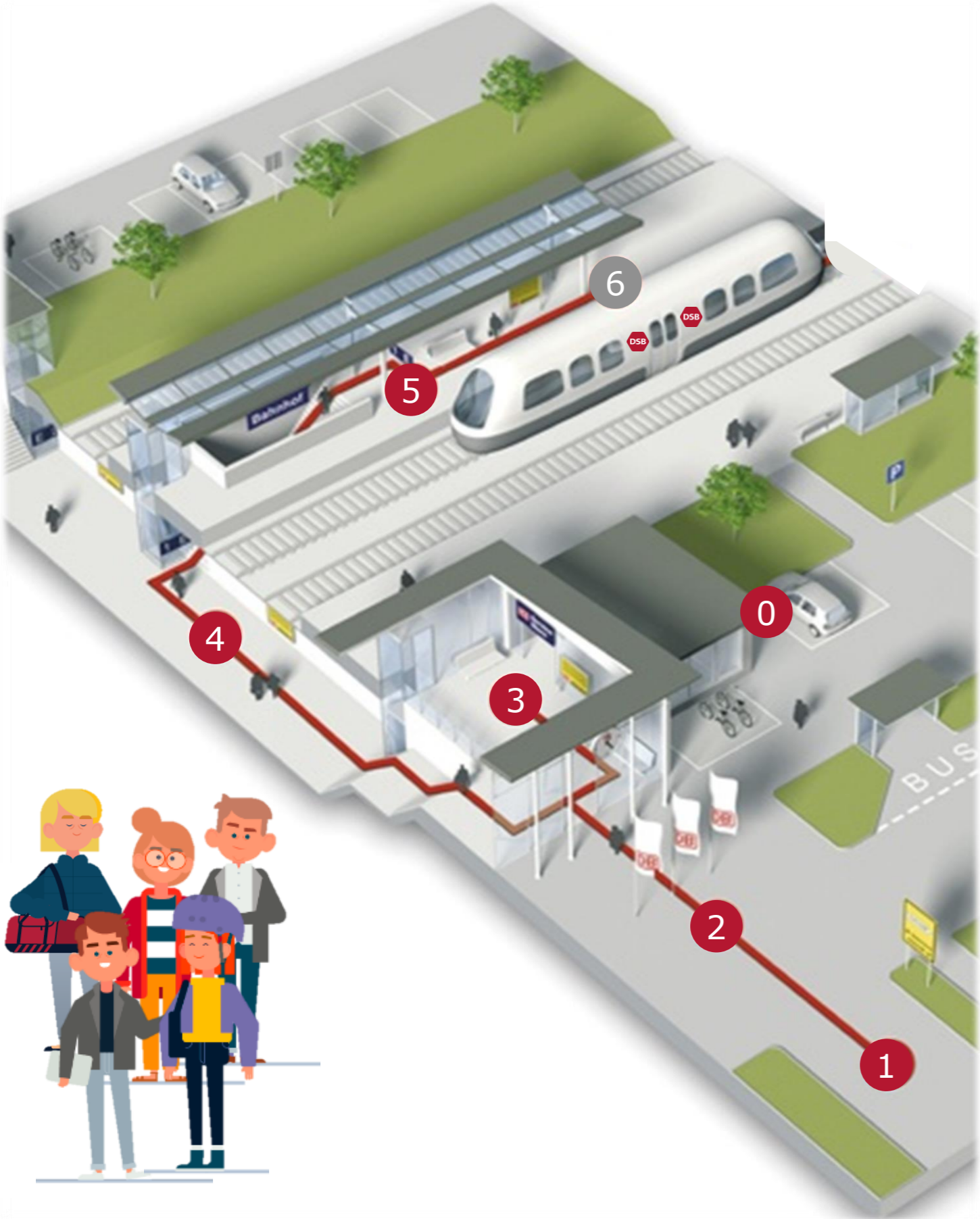
~1.800
Rent contracts

"Stations" covers the customer's meeting with the physical DSB from arrival to boarding the train and return



x Part of the station **x** Not part of the station

The customers meeting with the station



0	0	Bike- and car parkering
1	1	Access routes/arrival with other transportmodes
2	2	Forecourts
3	3	Station Building
4	4	Tunnels, paths etc..
5	5	Platforms
6		The train

Customer journey – bicycle parking at the station



Before

During

After

Bikeparking and Customer needs



Elements

Connected touch points

Before, during and after-Customer especially "judge" hygiene factors before and after a concrete journey

Access to the station

Connectivity and visibility

Placement/Size

Available space in flow and near platform

Design of parkingspace

Surface, shielding

Racks

Quality and placing

Security

Against theft, vandalism, injury to bike

Orderly, clean, maintained

It feels safe to park

Sufficient capacity

Location close to the platform

Possibility to cycle all the way to the bicycle parking

That the bicycle parking is illuminated

That there is plenty of space between the bicycle racks

That the bicycle racks are of good quality

That the bicycle racks are covered

That the bicycle parking is clear

That the bicycle parking lot is cleaned up regularly and "forgotten" bicycles are removed.

Its free to travel with bicycles in DSB's S-trains



- The 1. january 2010 DSB introduced a one-year test with free travel with bicycles on S-trains (suburban trains in the region of Copenhagen).
- In 2010 DSB decided to make the test permanent and in 2011 DSB started to refurbish the flex areas in the S-trains to create more space for bicycles.
- In 2023, 10.4 million out of 106 million S-train customers travelled with a bike.
- The initiative has made public transport more attractive for customers with bikes.
- A reservation is needed to bring a bike on DSB's regional and long-distance trains which costs approx. 3 euro.
- DSB has implemented a test regarding free transport of bikes on two regional railway lines outside rush hours.



S-trains & bikes



Intro

DSB has been working with bikes in combination with S-trains as a First mile solution, on board and as a last mile solution.

High level of complexity in developing good solutions - important to coordinate and plan concepts with owners and stakeholders and design and evaluate with customers



Bikes at the stations

Many facilities are required to support bicycles at the stations eg. sleds by the stairs, elevators, parking with different types of racks, covered and locked sheds and access to pumps and bike repair



Bikes on board the S-train

Since 2010 it has been possible for customers to bring their own bike for free.

The trains have been modified to have capacity for 14-28 bikes. There is also folding seats for the customers. DSB transports approx. 10 mil. bikes a year with the S-trains



Bikes and partnerships

DSB is testing different types of concepts with last mile partners and is right now working on scaling a solution.

Bikes on board - customer insights

Existing concept widely used and appreciated by core segments



Market

90% of all Danes own a bicycle
East (Zealand and Copenhagen)
bicycle travels per year with DSB

F/R= **280.000**

S-train= **10M**

Purpose bicycle customers S-train

64% Commute (frequent trips)

25% Leisure activity

10% Both

Demand for bicycles on board the S-train

Of all passengers

25% combine bicycle and S-train

8% use e-bikes or cargo bikes

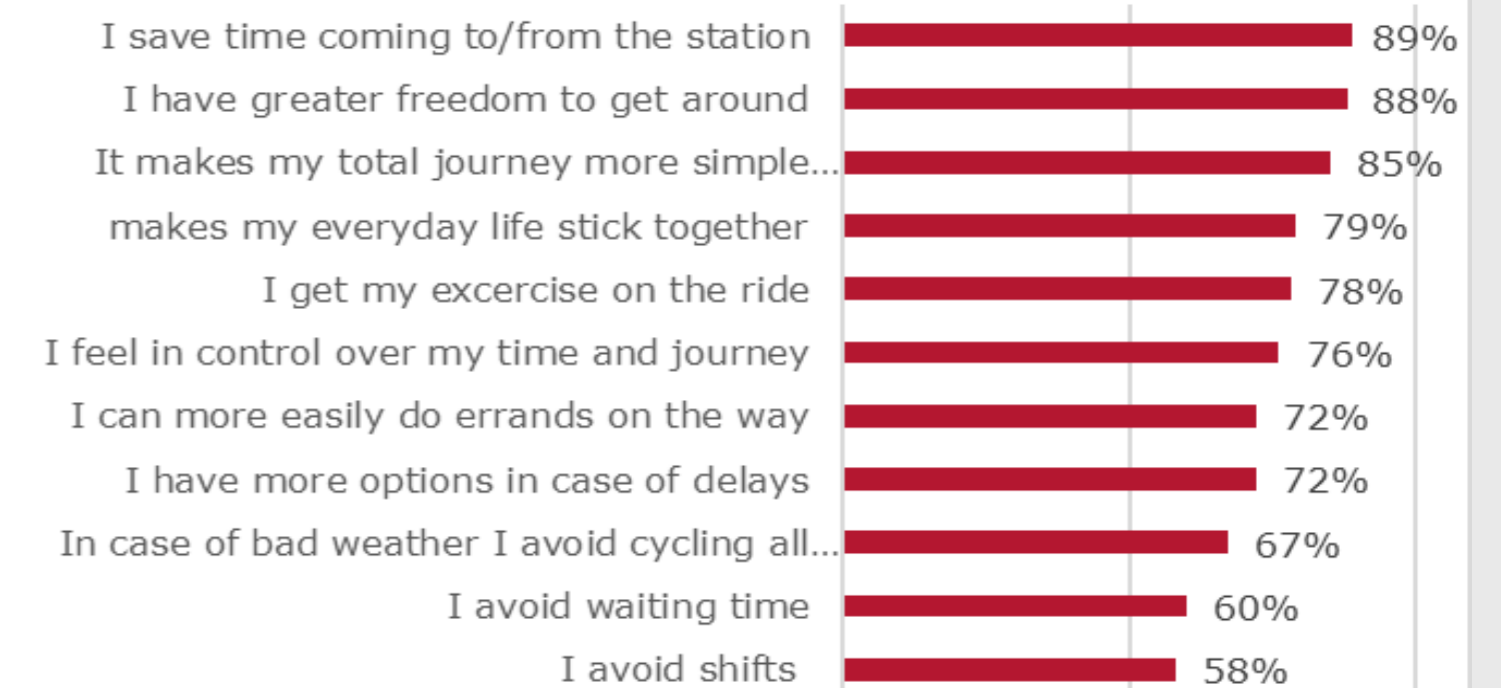
11% bring bicycles onboard

81% rate possibility as "satisfactory" or better, only 6% rate as bad/very bad

60% of users of public transport prefer bringing bicycles onboard vs. development of bike-sharing scheme

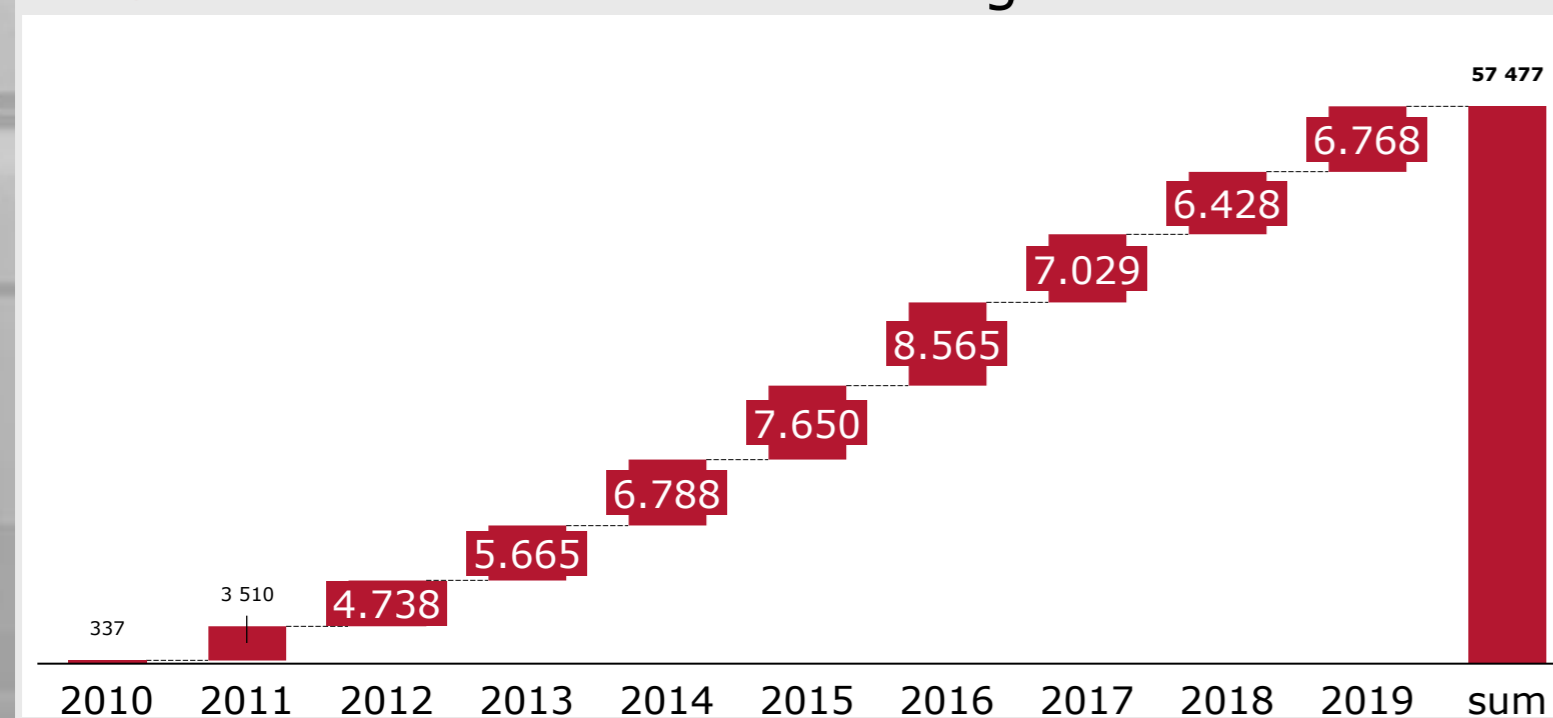
Why cyclists bring their bicycle on board

Efficiency, flexibility and **Health**



Share of travel growth S-train 2010-2019

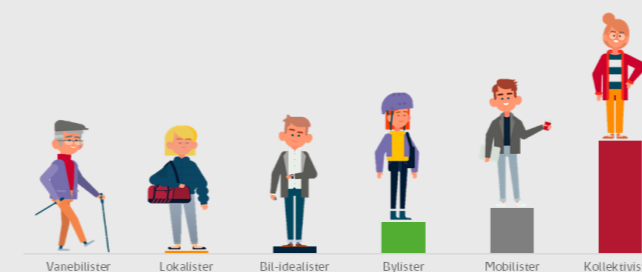
58M travels or 40% of total growth



Demographics S-train

64% are younger than 40 years old

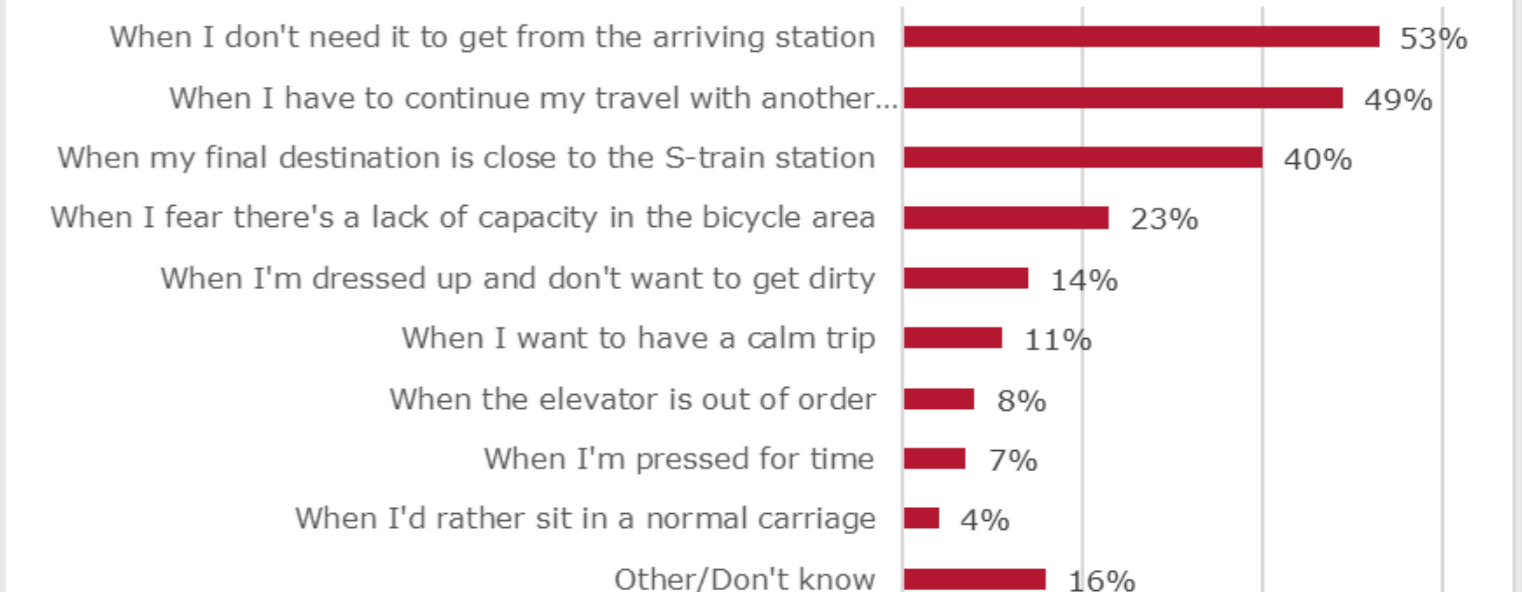
61% are women



Heavy users and core segments

Why cyclists park their bicycle at the station

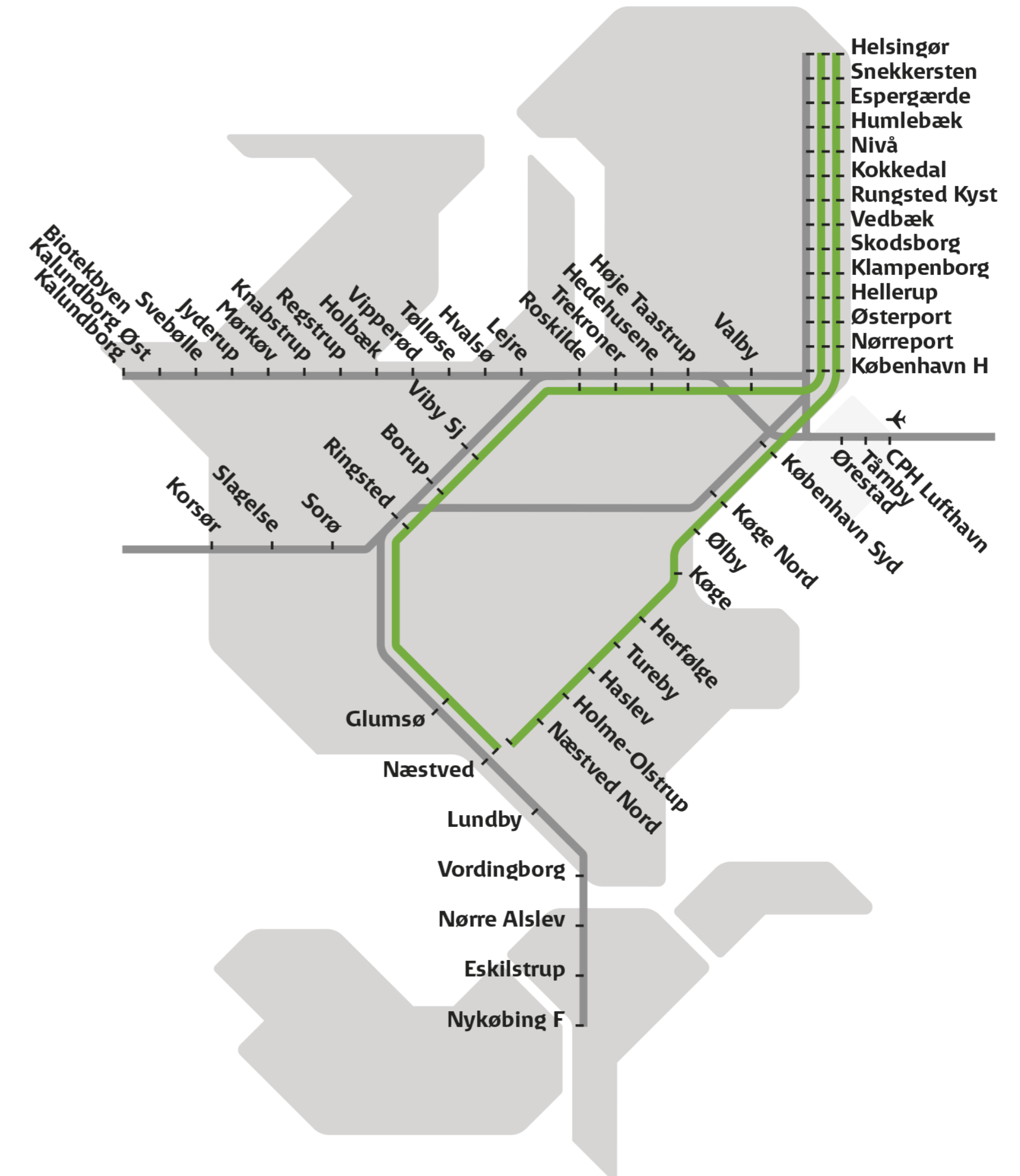
No need or fear lack of **capacity** on board



DSB is testing free bicycle transport on two regional lines – outside rush hour



- DSB offer free transport of bikes on two regional railway lines every day, except in the morning and afternoon rush hours.
- In rush hour it costs aprox 3. euro for a bike reservation.
- This applies to DSB's two regional lines - the Coastal railway line and Næstved line – the green lines on the map
- Customers are not guaranteed a place for their bike, it is on a "first come, first served" basis and the train staff regulates the final number of bicycles at any time.
- The train staff will ask the customer to use the next train if its full.
- The offer includes ordinary bicycles, electric bicycles, scooters or electric scooters
- DSB is currently using IC4-trains and DD-coaches on the two lines.
- In a IC4-trainset there is space for 4 bikes. DSB is currently rebuilding our DD-coaches to have space for 18 bikes instead of 4 bikes. It is expected that the refurbishment is completed ultimo 2026.
- The test runs from 1 July 2024 until the timetable change 8/12-24. DSB will evaluate whether the test should be made permanent.

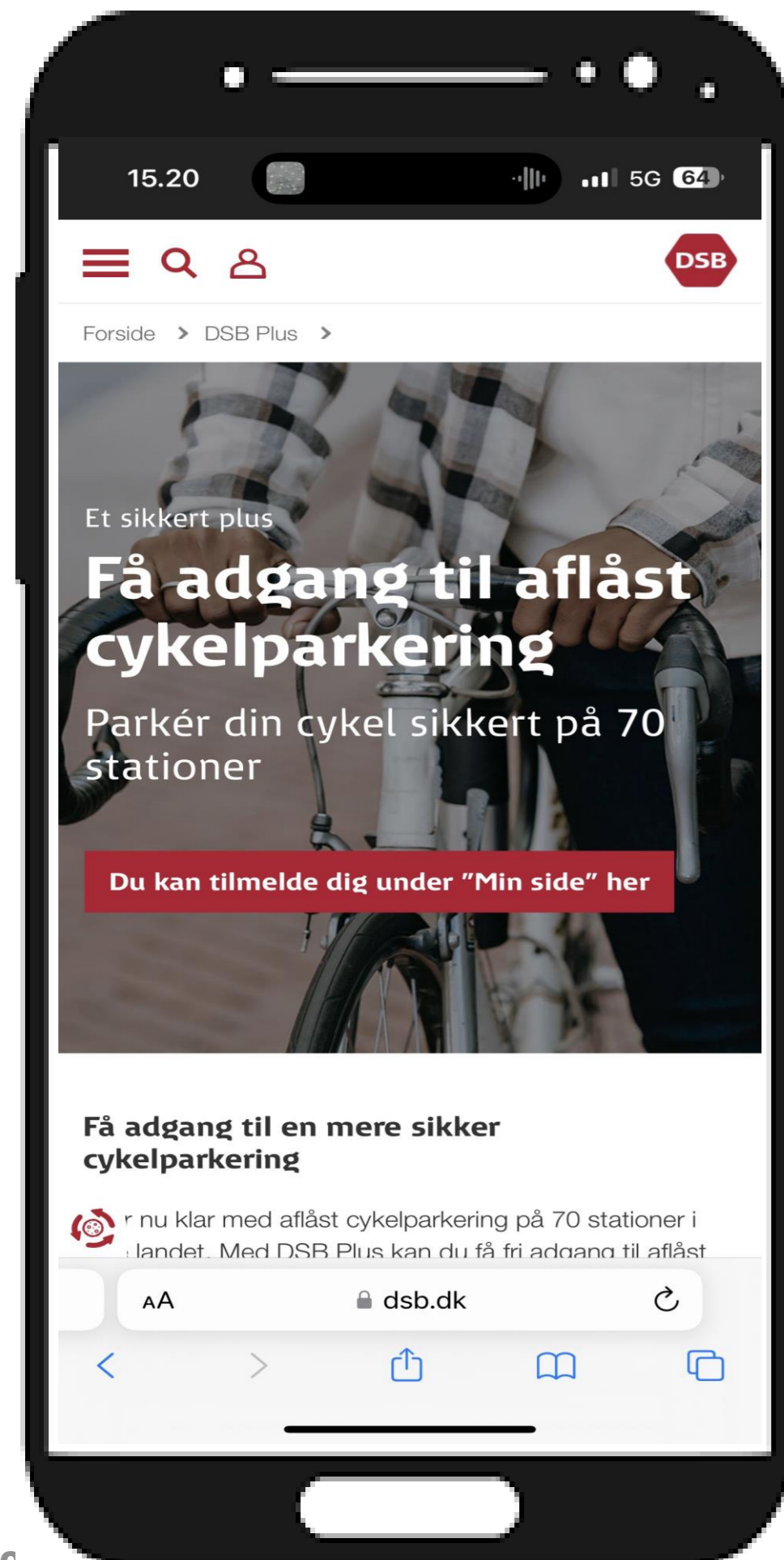


Preliminary insights from the test

- Very few telephone inquiries in our customer support. A few written inquiries almost all of which are about how the customer can get a refund for a bicycle ticket. DSB can't close the sale of bike tickets outside rush hours on the two lines in the payment system.
- No press inquiries.
- DSB have seen an increase in the number of bikes June-July-Aug (where June was the payment month, the test started 1/7).
- The Danish Cyclist Association awaits the outcome of the test with excitement, in relation to how DSB will manage bikes on regional trains throughout Denmark.
- Feedback from train staff:
 - From Copenhagen to Næstved only positive, good space and happy customers
 - On the Coastal line: too little capacity during the week for bicycles - especially on Saturday between 10-16
 - No discussions with customer about a valid bicycle ticket outside rush hours.
 - Challenge regarding the "first come, first served" policy regarding bike spaces on the train.



Locked bike sheds in 72 stations including 30 S-train stations



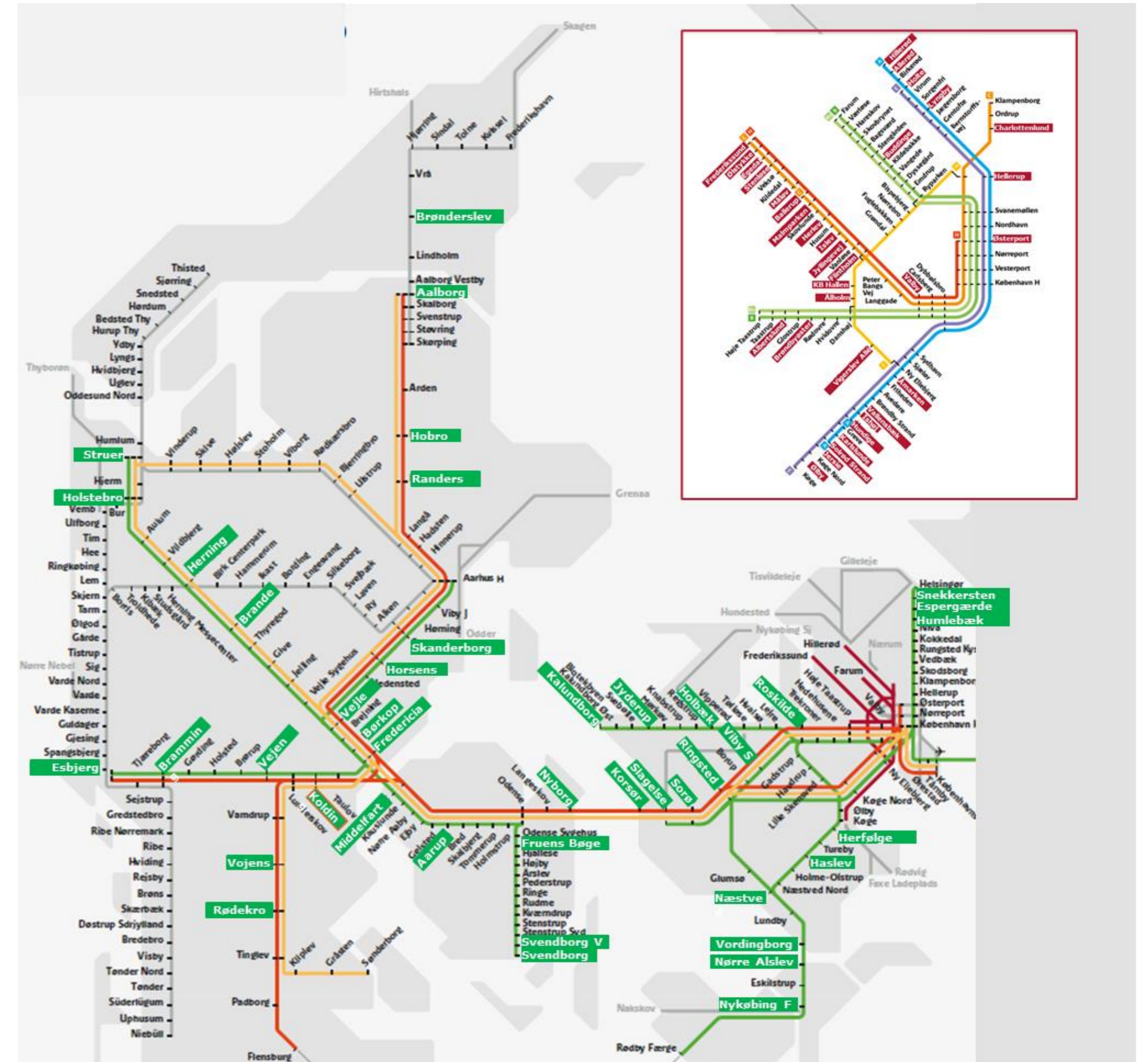
Customer sign up

Digital sign up in DSB's loyalty program

Unlock with travelcard or SMS

Users used to pay for the service and customer surveys supports a willingness to pay

Access is free



DSB is investigating Bikekeep solution

Bikekeep solution is for the many everyday bike commuters



A metal arm to secure your bike, which uses an app or card
Currently at 4 DSB stations through local initiatives. DSB has learned:

- Positives:
 - Customers experience the lock as an extra strong chain lock
 - Customers enjoy being able to lock the frame and not just the wheel
 - Easy and intuitive to use
 - The bike won't fall over
- Negatives:
 - Bike is still exposed to weather, vandalism, parts theft
 - The technology 'could be hacked' or could freeze while your bike is locked
 - Uptake can be slow





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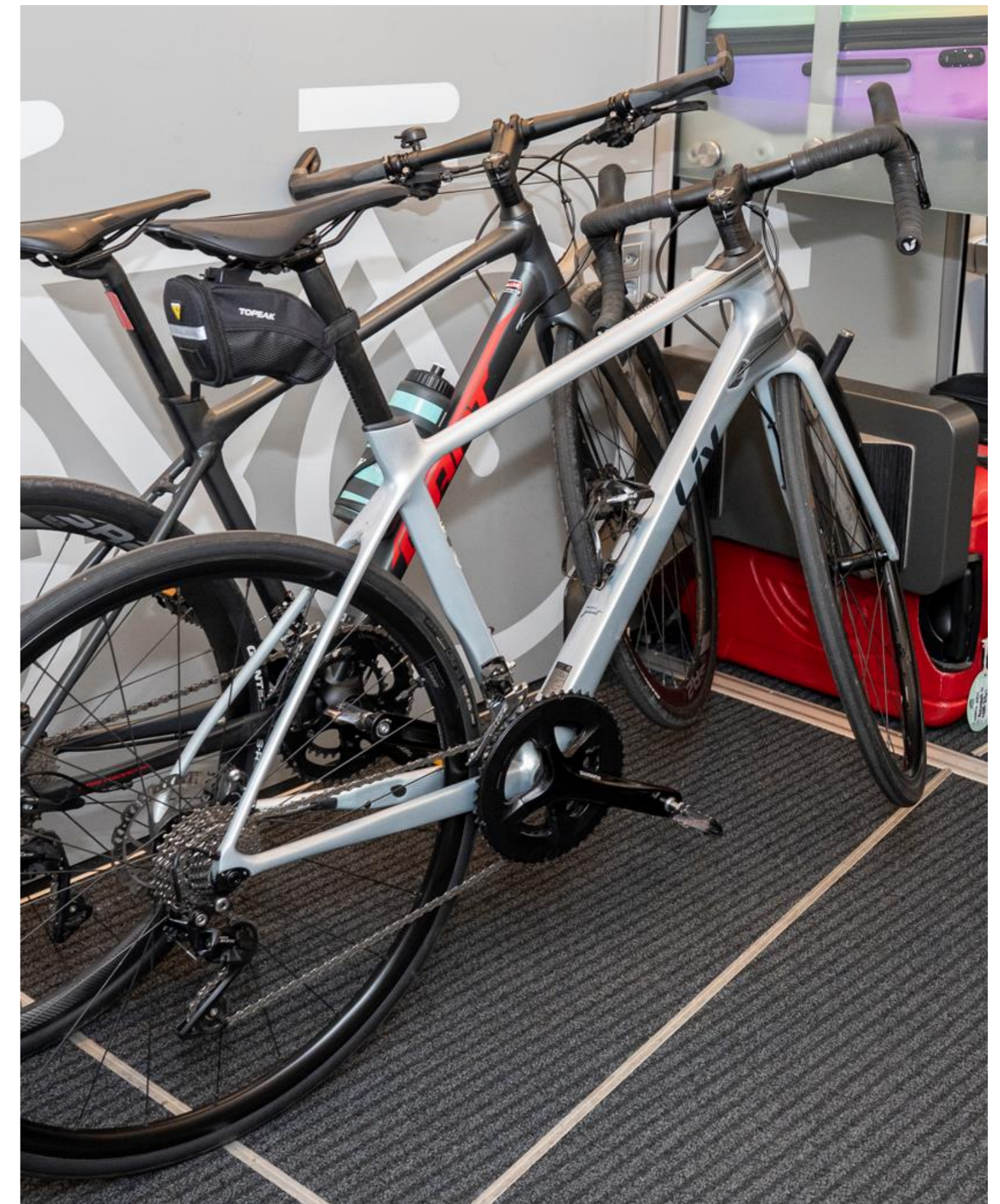
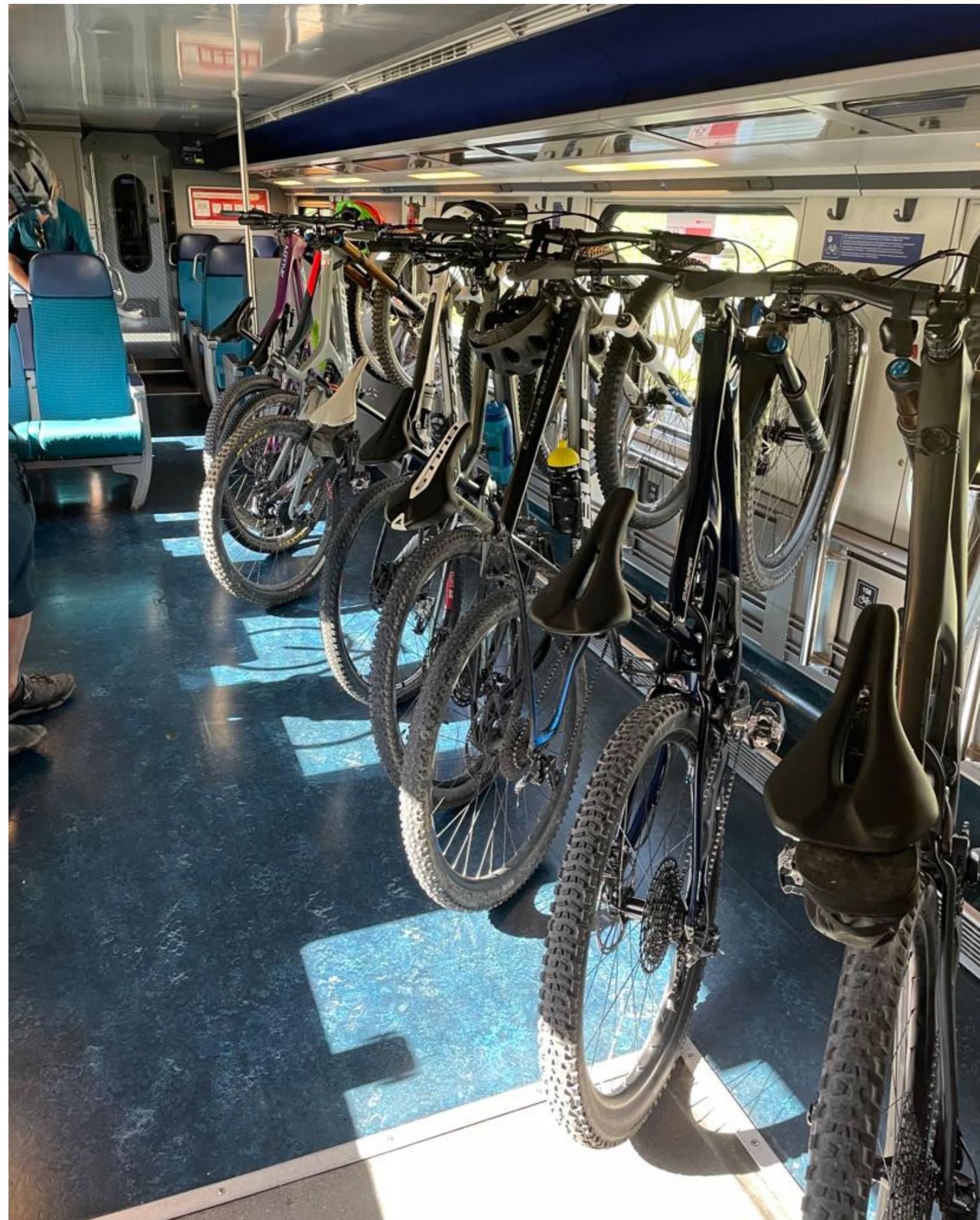
Self-service loading of bicycles.

Marc Guggenheim
4 October 2024

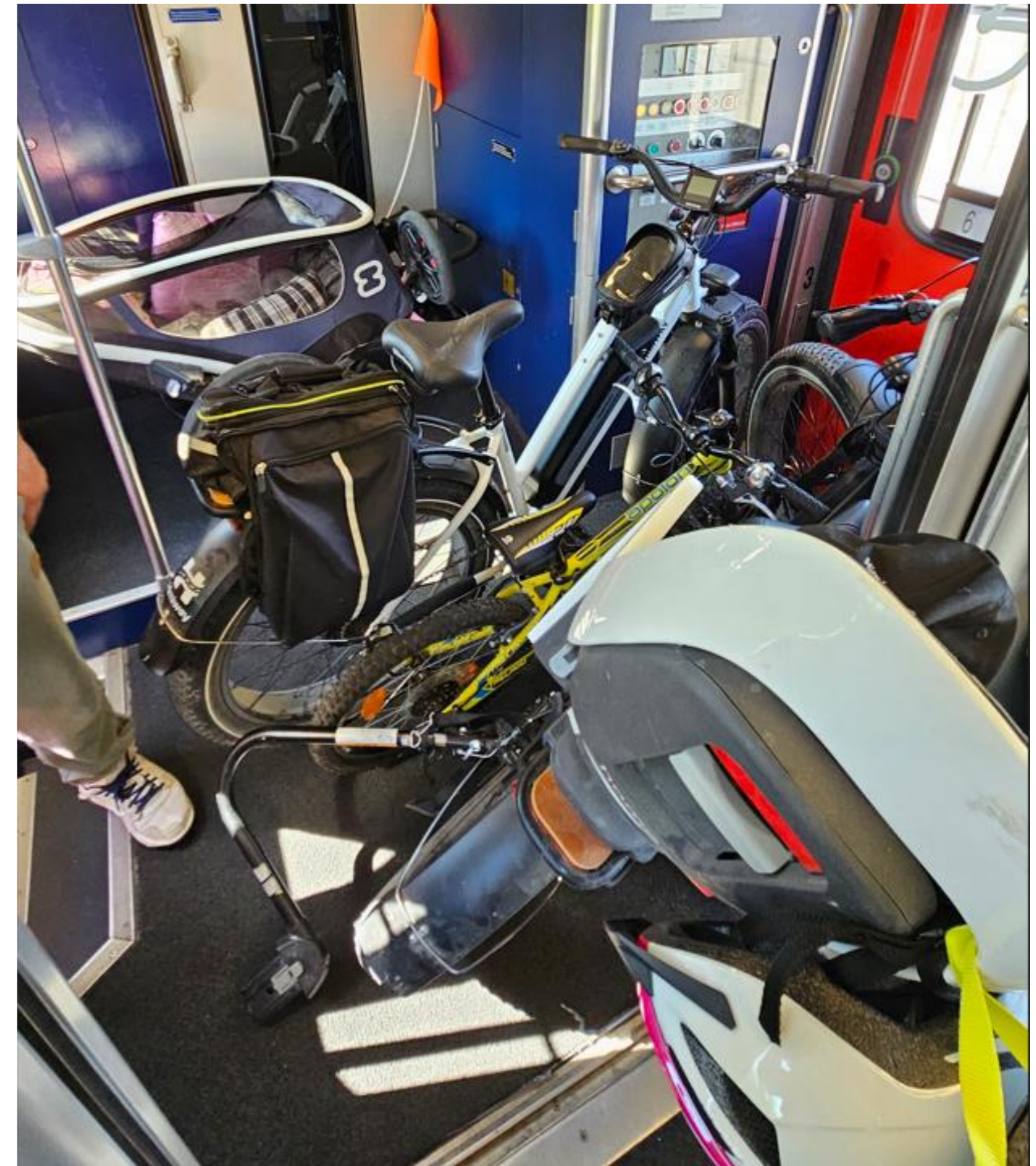
A 50 85 16-94 006-3 CH-SBB



SBB doesn't have any issues with bikes on trains...



Of course we have issues.



What are we currently doing to improve?



We exchange with the most important cycling associations at least twice a year and stay in touch all year round.

On peak days we offer additional capacity for bicycle transportation on our trains.

We add 530 bicycle hooks to our existing long-distance fleet by the end of 2026.

What are our ideas for our future long-distance fleet?

- In general: higher capacity for bicycles than in current fleet
- Partly flexible interior design: change of layout in specific areas of the train within a short time
- Bike hooks suitable for heavy bikes and elderly people: no more vertical wall-mounts
- No more bike hooks in the family coach (pushchairs occupy bike hooks)



Image: Pilot project „innovative space management on trains“, Schweizerische Südostbahn AG, www.sob.ch

Workshop «Bicycle and Train» in Zürich 2025.

- Introduced by colleagues from CFL in November 2023, SBB will host the next edition on 8 and 9 April 2025 in Zürich.
- Participants from DB, ÖBB and CFL
- The workshop is focusing on bicycle parking, sharing/renting and transportation on train.
- We currently work on the program (e. g. we intend to visit the new «Velotunnel» with large bicycle parkings underneath Zurich's main station.
- Workshop language: German (English/French on demand)
- More information: marc.guggenheim@sbb.ch



Image top: bicycle parking tower in Zürich-Stettbach
Image bottom: bike tunnel/station Zürich HB 2025

Danke, merci, grazie.



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Bike and luggage in regional Trenitalia trains

Regional Business Department and intermodal development



Ca **6.000**
trains per day



1.170
trains fleet



144 M
train km*



1.700
stations



404 M
passengers
(2023)

1.100.000 *travels per day*

Bike transport on regional train

20.000
Bike places
per day



Bike transport on regional train

AS IS



Bike diassambled can be transported on all regional trains (considered baggage)

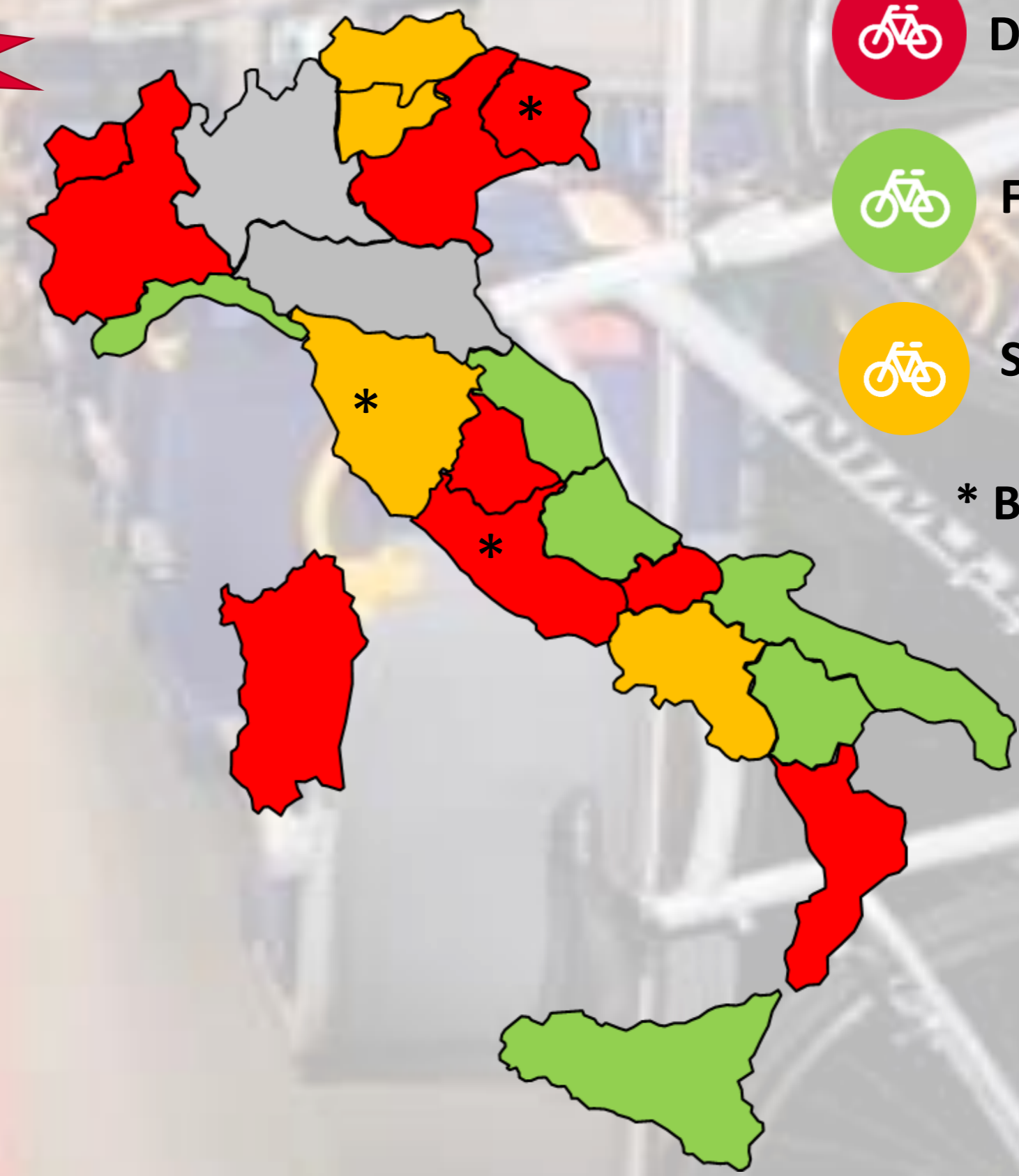
Free

Due to the Regional Authorities, there are many different Term and Conditions, basically one for any region and PSO contract.

Bike not diassambled can be transported only on trains with special pittograms indicated on official timetemple

Ticket

Possibility to transport eletric bike, pedal assist bike, hoverboard, monowheel and all vehicles that are part of micromobility



Daily bike supplement



Free bike transport



Special cases

* Bike subscription



Bike transport on regional train

TO BE

Train **overcrowding** problem without bike space reservation. According to the EU Regulation 782/2021 train staff may not pick up passengers with bicycles due to safety reasons



Implemented

Carriages with bike space editable according to the season

Implemented

Train carriages exclusive for bike

Project

Bike space reservation



Luggage on regional train

The needs and requirements of passengers traveling on regional trains are changing especially on some **more touristic lines**

Needs



In some cases there are problems link to baggage space: touristic – airport, cruise routes



Projects to increase luggage space on trains (Vivalto).

The latest generation (POP, ROCK, BLUES) trains are already designed with luggage space.

Pictograms on trains that help people understand where to place the baggage.

Luggage compartment in the middle of the trains.

No limits about size or weight of luggage

No payment

AS IS

Actions

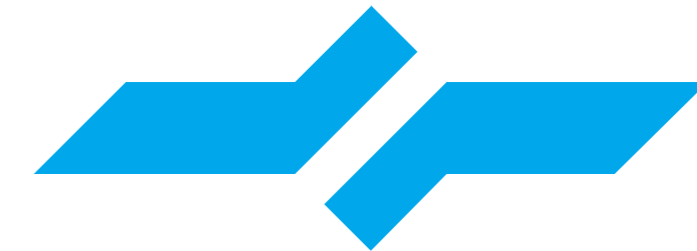


Thank you for your attention

s.toffoli@trenitalia.it



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BIKES ON SŽ TRAINS

Challenges and opportunities

UIC
CEMP meeting
4. 10. 2024



Z ljubeznijo
do narave

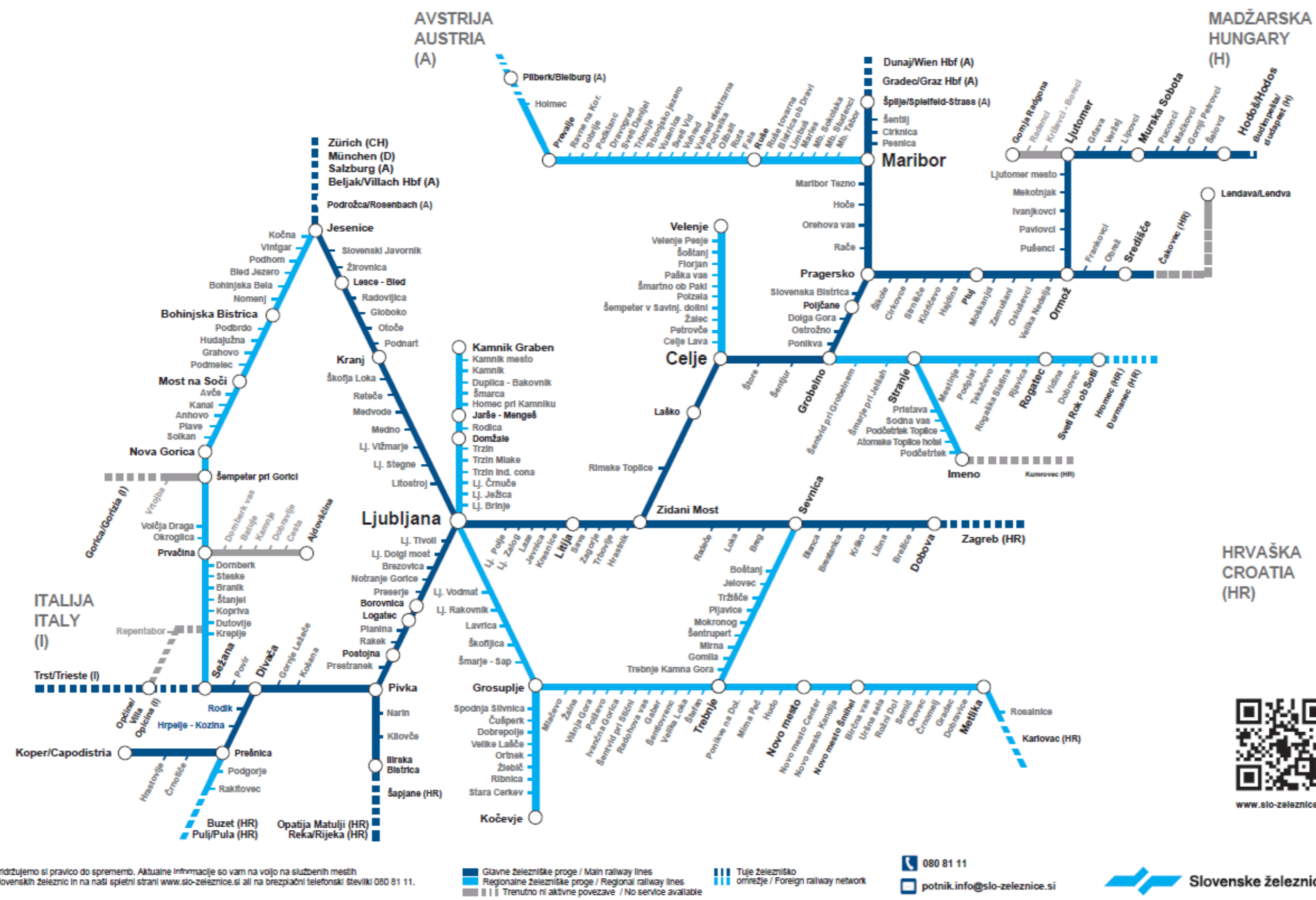
FACTS

- **In Slovenia we actively supports the use of bicycles.**
- **Flate-rate charge for a day ticket is only €1,5 for an unlimited number of journeys in Slovenia (€3 for an electric bicycle).**
- **Transporting is possible on domestic and international services.**
- **The bicycle is carried on and off the train by the passenger on their own.**
- **The purchase of a bicycle ticket for train journeys in Slovenia is only possible on the train (payment only in cash).**
- **Reservation is not available.**
- **Lot of construction works on tracks.**

In addition ...

SŽ RAILWAY NETWORK

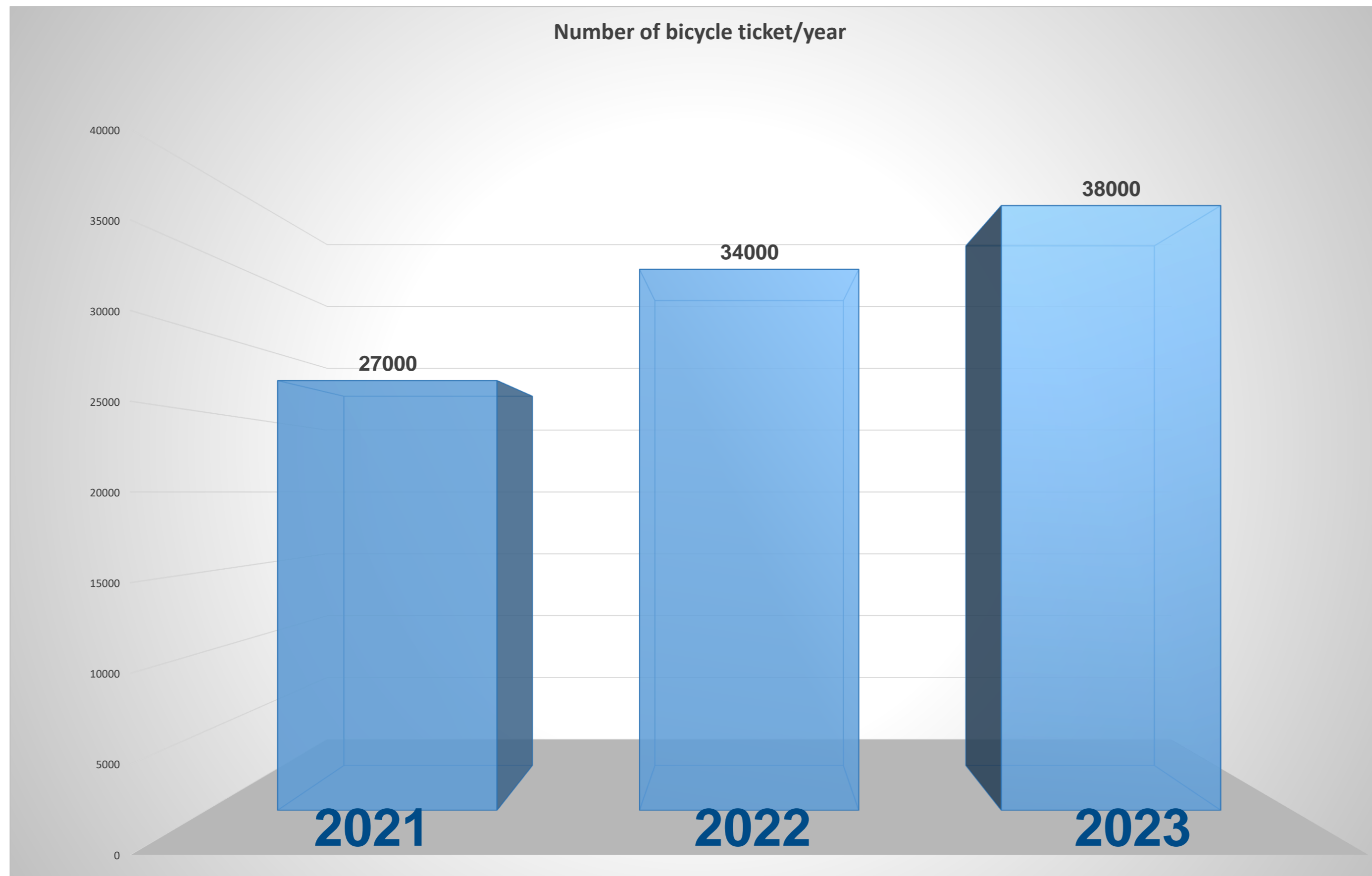
HEMA ŽELEZNIŠKEGA OMREŽJA / SŽ RAILWAY NETWORK



- Extensive network of railway lines
- A lot of small stations and short distances between them



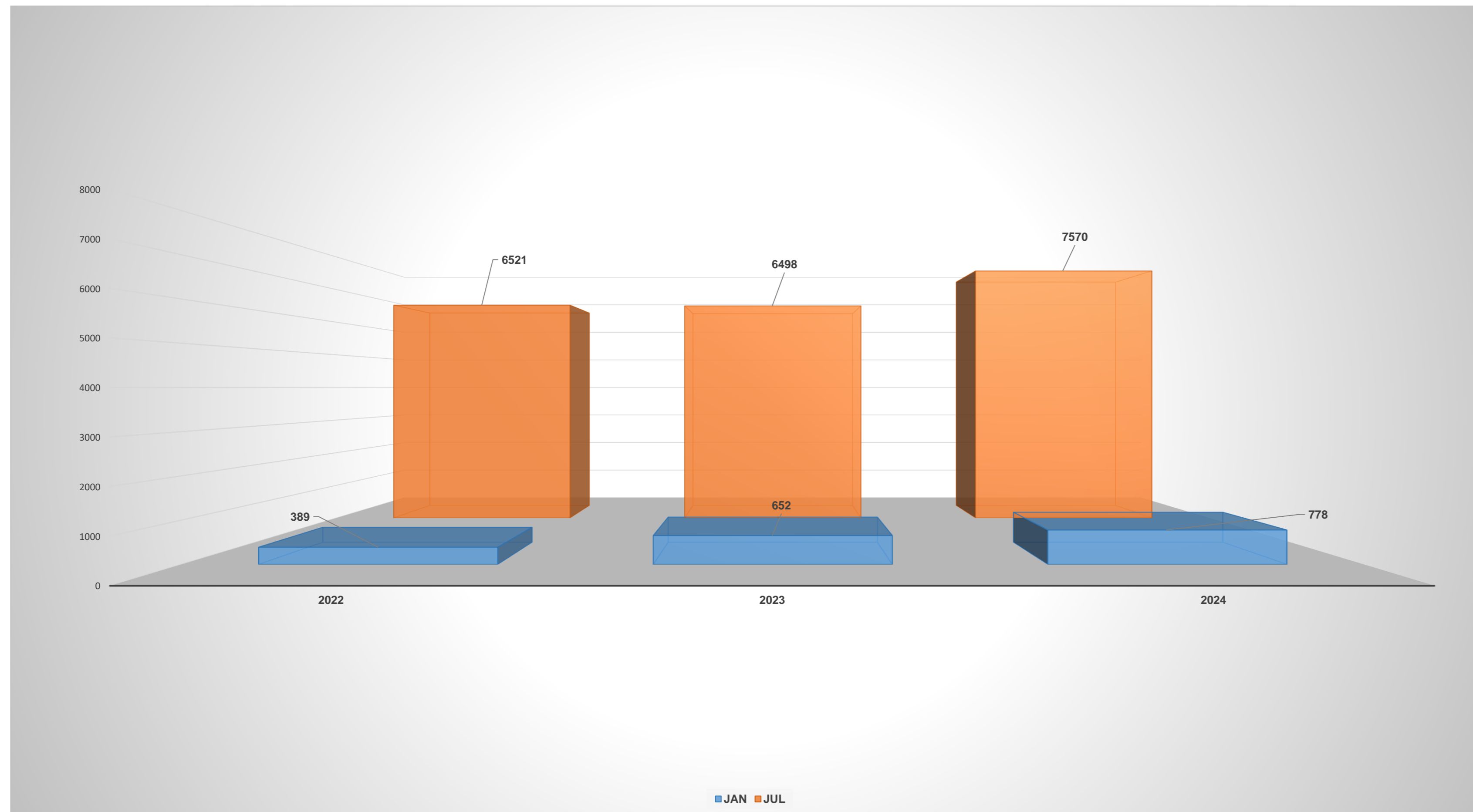
NUMBER OF BICYCLE TICKETS CHARGED per year



**Year 2023 → Year 2024
+ 41%**

**Aug 2023 → Aug 2024
+ 30%**

NUMBER OF BICYCLE TICKETS CHARGED per month



JAN → JUL
x 10

LIMITED PLACES FOR BICYCLES



17 units
up to 6 bicycles on each



12 units
up to 14 bicycles on each



30 units
6 to 10 bicycles on each

RENOVATION OF SŽ ROLLING STOCK

**From 2022:
52 new Stadler units
up to 10 bicycles on each unit**



HOW WE ARRANGE ADDITIONAL SPACES?



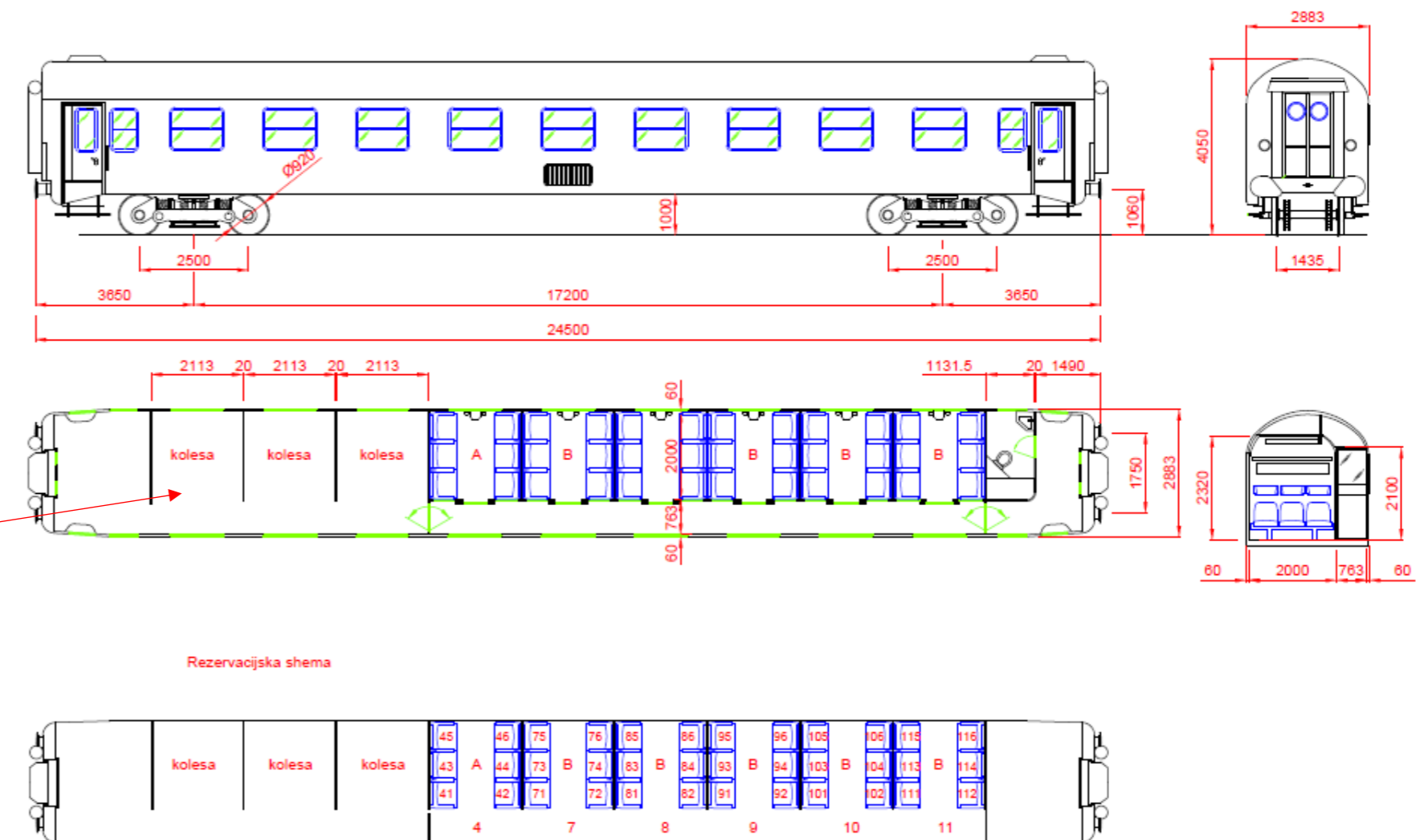
wagons – some compartments and seats are permanently removed

Before season for cycling starts

units 813 – some seats are temporarily removed, after the season, the seats are placed back



Places for bicycles)



LARGE GROUPS OF CYCLISTS ON TOURISTIC LOCATIONS



Unannounced

**Demand far exceeds possibilities
(70 passengers with bikes, the
police had to intervene)**

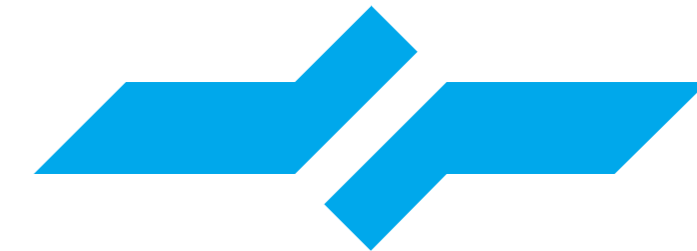
OUR CURRENT CHALLENGES

- 1. How to manage transportation of bikes during construction works?**
- 2. How to deal with larger (unannounced) groups of cyclists?**
- 3. No special storage space for scooters and e-scooters?**
- 4. How to keep bicycles and e-scooters in a way that they do not interfere (other) passengers?**
- 5. The right price to charge for reservation?**

THANK YOU and WELCOME ON OUR TRAIN



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EU Project



RAIL4CITIES

Toulouse-Matabiau railway station: strengthening the interconnection between trains and bicycles

Bike and Luggage Management on Railway Systems workshop



The project is supported by the European Union, Europe's Rail and its members



Funded by the European Union

Views and opinions expressed are however those of the author(s) only and do not necessarily reflect those of the European Union or of the Europe's Rail JU. Neither the European Union nor the Europe's Rail JU can be held responsible for them.

UIC & Station Managers Global Group

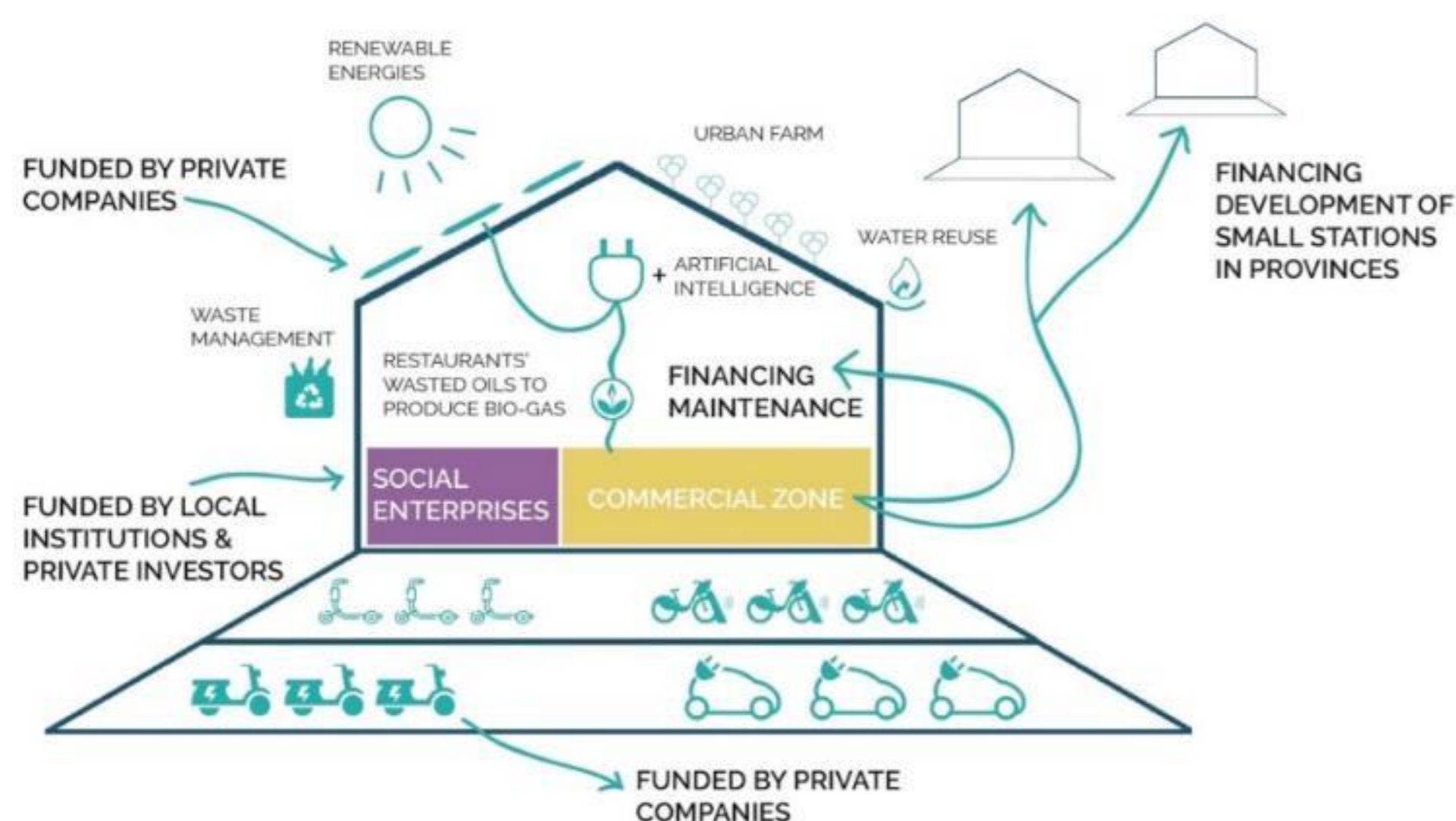
In the Rail4Cities project, the Passenger Department of UIC is responsible for WP5 Communication, Dissemination, and Exploitation, as well as the international advisory board, which consists of a pool of railways, experts, cities, and industries.

The Station Managers Global Group, a sector within the UIC, is actively involved in Rail4Cities project and is addressing the management of bikes and luggage at railway stations through its various working groups, such as Station & Urban Design, Facility Management & Operation, Retail & Commercial Affairs, and Small Stations. It also conducts various surveys and collects benchmarks dedicated to this topic.

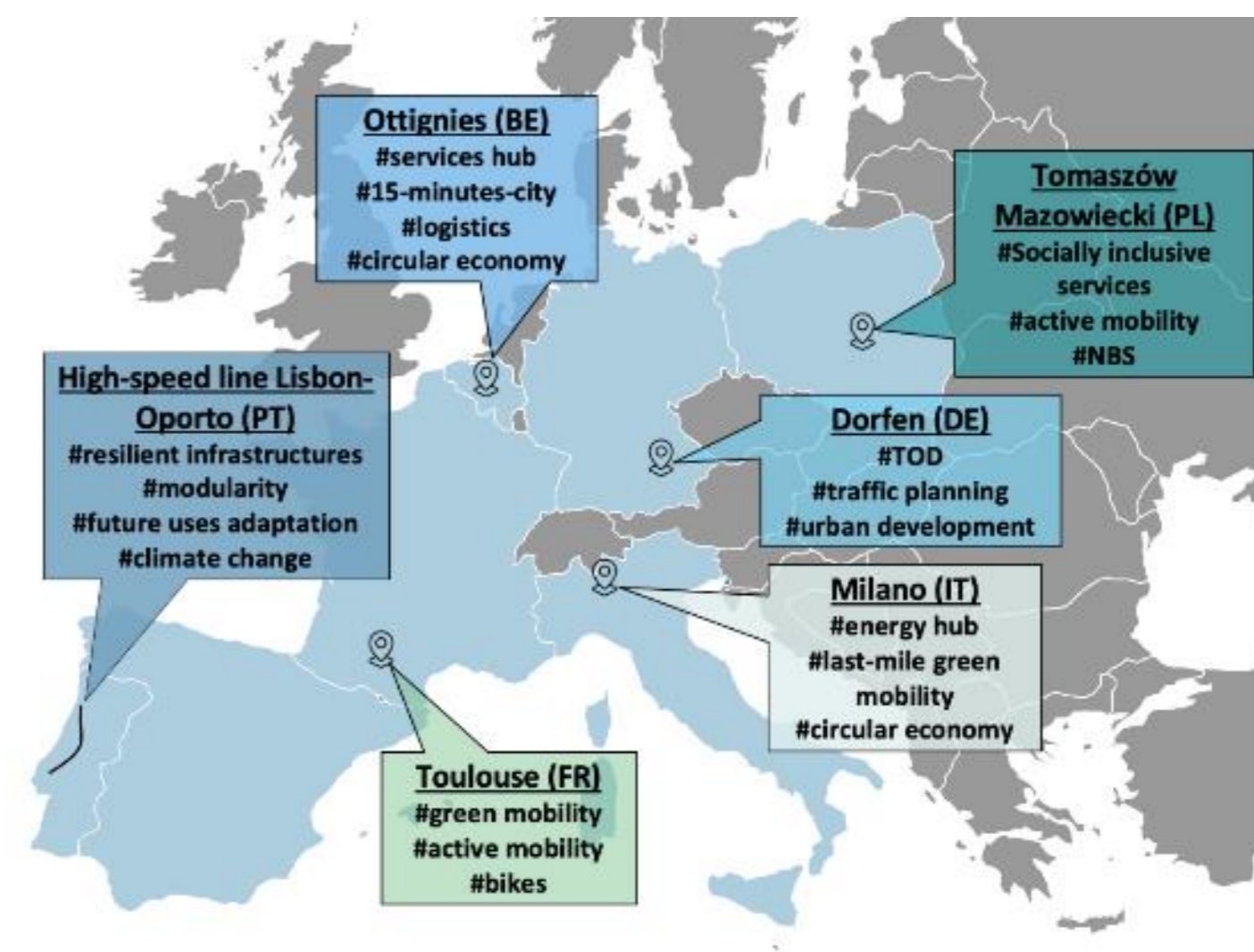
The logo for SMGG, with "SM" in blue and "GG" in green.

Station Managers Global Group

Vision and methodology



The SCP concept



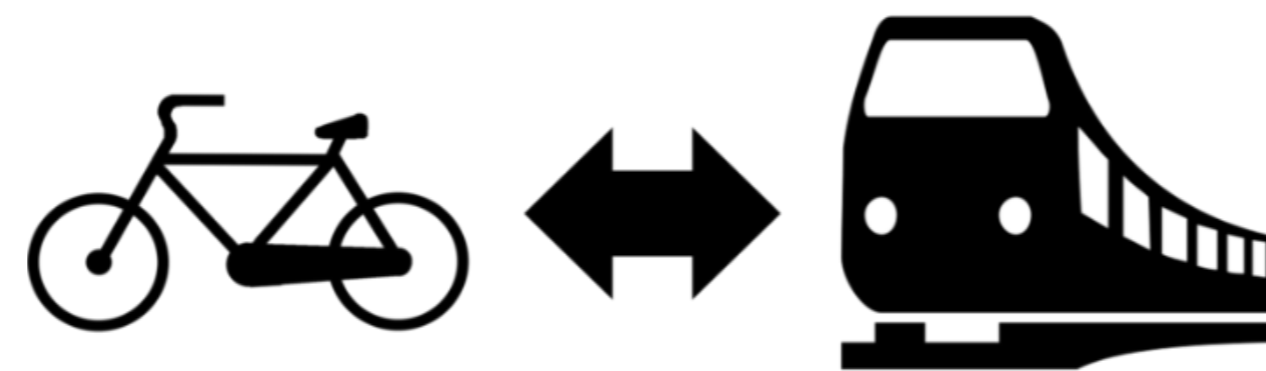
The Living-Labs and case studies

The central ambition of *RAIL4CITIES* is to develop a new operational, readily available and highly applicable model of stations (SCP model), a respective EU-wide methodology for its efficient application, and a tool, which takes into account these inter-dependent impediments (profit-orientated business model, complex web of agents and stakeholders, policy gaps) and that decision makers can utilize for transforming stations, existing and new, into real promoters of sustainable cities.

Toulouse-Matabiau: Living Lab Objectives

The Toulouse-Matabiau Living Lab's main objective is to transform into a “green mobility hub” by through the use of **intermodal solutions** between **active modes** of transportation (with a focus on **bicycles** in combination with the **train**). The key focus areas within this objective include:

1. **How to strengthen the interconnection between trains and bicycles while limiting the number of bicycles carried on-board**
2. Finding a solution for motorised two-wheelers that lack or have limited parking options near the train station
3. How to encourage current car-users to opt for using bicycle + train instead.



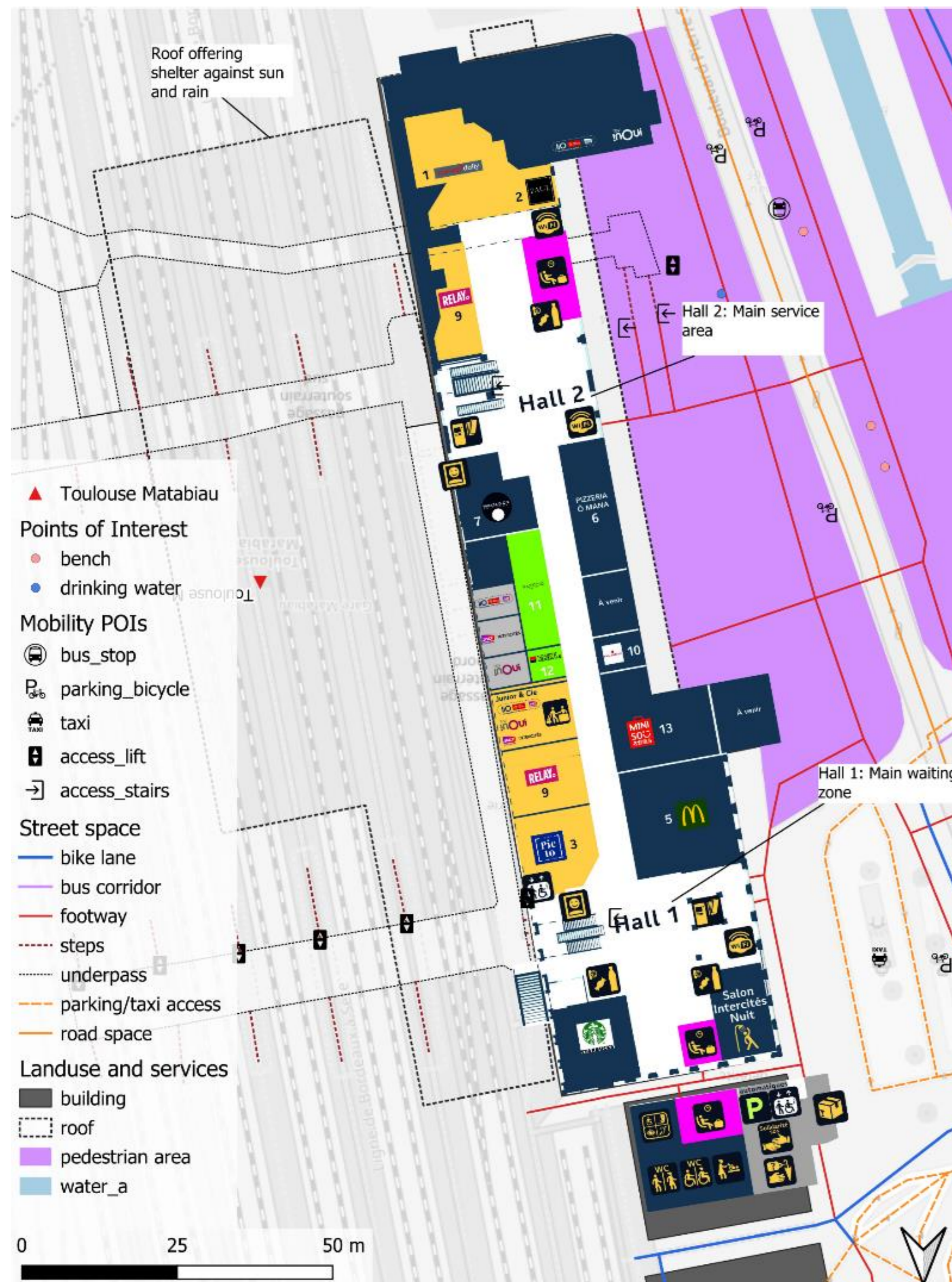
Toulouse-Matabiau: Station at a glance



ACTUAL
2023
50 000 pers./day



TO BE
2028
150 000 pers./day (x3)



Images of the station's Main Entrance



Current state – Active & green mobility

Basic facts about the station related to the field of action topic:

- By 2028, the number of station users will **have tripled** (new metro line arriving in 2028 and the LGV high-speed rail line in 2032)
- The **Canal du Midi** is a major attraction for cyclotourists, especially at weekends and during the summer vacation
- In 2023, **2,6%** of commuters use a bike and train combination (2,1% with personal bike; 0,5% with bike-sharing)

Services currently provided to station users:

- **Secure bike parking** (operated by EFFIA) with 678 places (sizes from 1m60 to 2m70), 64 lockers, sockets for electric-assist bike batteries, air-filling station and small reparation tools, a water fountain – **NOT FULLY USED!**
- **Bike racks** on the station forecourt – **USED BUT NOT SECURED**
- Information hubs with intermodal signage (bus, metro) – **NOT EFFECTIVE, AS PEOPLE DON'T KNOW ABOUT THE EXISTANCE OF THE BIKE PARKING**
- Elevators with bike parking facilities

Current state – Assets analysis

What is working well?

- A high global satisfaction rate of the station: 8,15/10 and 8,12/10 “The station is committed to green mobility” (September 2023)
- **Strong intramodality with public transport:** more than 48% of the station’s commuters take the bus or the metro (September 2023)
- **High occupancy rate of the secure bike station** (operated by EFFIA) and **use of services and facilities** (lockers, charging of e-bike batteries, etc.) by commuters
- **A wide range of services and shops at the station** since the NéÔmatabiau renovation and modernization project
- **Good relationships** with the local stakeholders

What is missing / not working well?

- **Overcrowding of train coaches** with bikes at peak hours and during summer period
- **Services and facilities for cyclotourists who have specific needs** (personal and valuable bike, luggage, etc.)
- **No luggage storage solution at the station** (existing partnership with Nannybag)
- **Allocation of parking spaces among different modes of transportation** (conducting to unauthorized parking of scooters at the front of the station)

What could be exploited more?

- **Improved communication and signage** of the bike services and facilities at the station (operating mode, price, free places, etc.)
- **Communication about alternative solutions to car usage** (impact in terms of time, economics, and the environment)
- **Developing the station as a starting point of cyclotourism routes**

Potential solutions for end users from a dedicated ideation workshop



Enhanced signage to indicate bicycle-related services



A dedicated shop at the station for bike mobility (accessories) & bike repair area (self-service or with repairers)

A bicycle path leading to the bicycle parking area (like the one at Gare du Nord station)



Bicycle secure parking with humanized and/or security cameras and counting solutions



Potential solutions for end users from a dedicated ideation workshop

Commercial incentives between the various players (discount on TER tickets when using the bicycle parking area, for example)



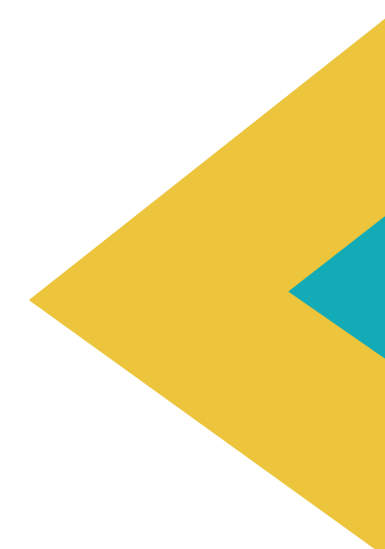
Best overall communication about the bicycle facilities and services at the main station and at the stops in the Toulouse region



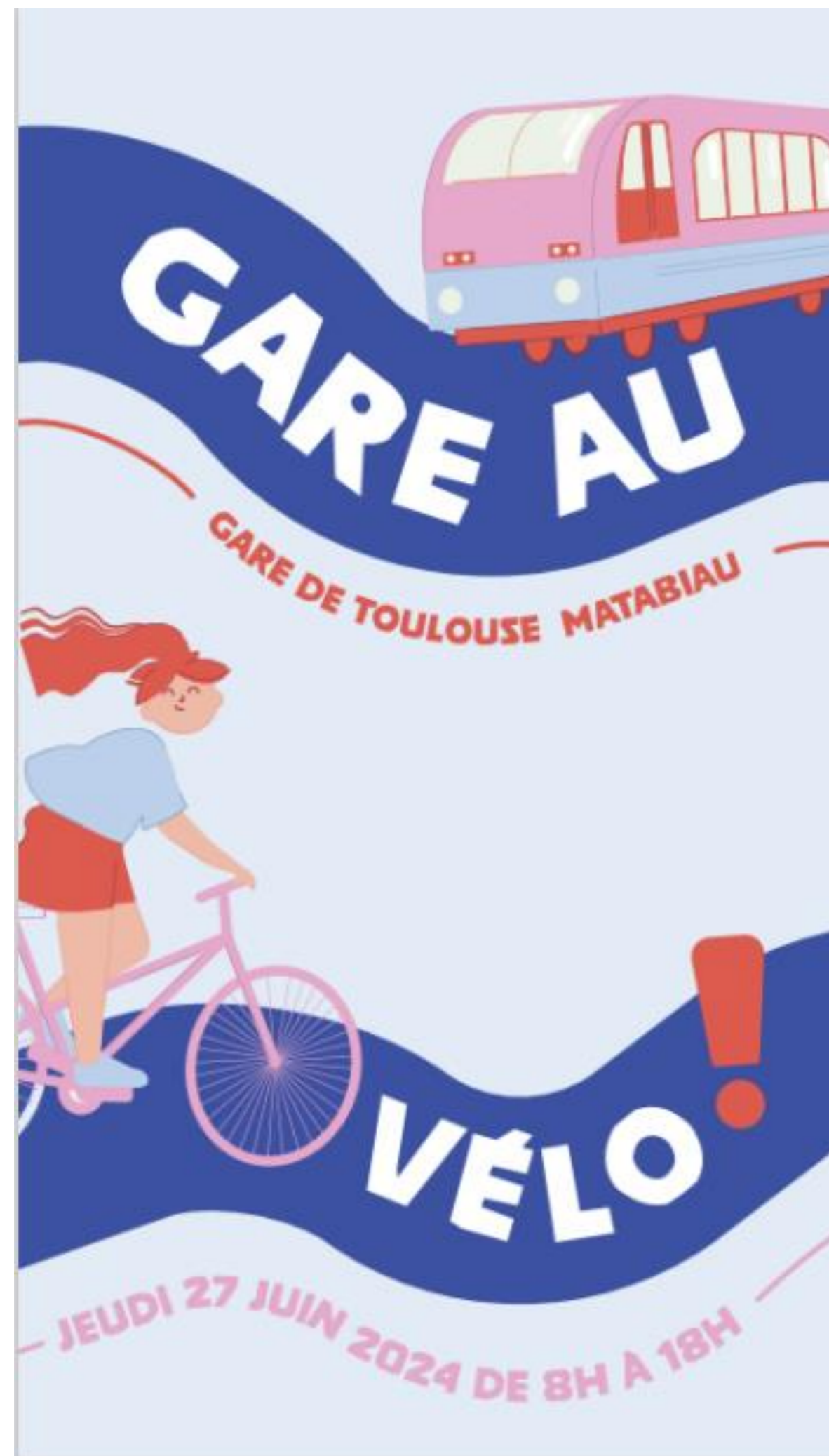
Direct access (via mobile app) to available spaces in the region's bicycle parking facilities



Make Toulouse-Matabiau station the starting point for cyclo-tourism routes



Placemaking “GARE AU VELO” (1/3)



Key objectives:

1. Organize a fun, visible all-day event to raise awareness of the cycling services available at or near station.
2. What is stopping people from using their bikes?
3. How can we change things so that people use their bikes more?

Expected results:

- Make many users aware of the services available at stations
- A better understanding of the barriers to cycling and the solutions that could be found.

Placemaking “GARE AU VELO” (2/3)

Highlighting the presence of:

- La Vélo station
- Vélô Toulouse bike sharing-service
- La Maison du Vélo

at a fun and interactive communication event in front of the station.



Placemaking “GARE AU VELO” (3/3)

LA GARE À VÉLO

LA VÉLO STATION SÉCURISÉE
Parc fermé et surveillé 24h/24h dans le parking EFFIA donnant accès au quai de la gare.
Une capacité de 678 places pour garer son vélo en toute sécurité.
600 places réservées aux abonnés TER et du Réseau Routier Régional, au tarif de 5€ par mois, 20€ par semestre, ou 30€ par an. Accès avec la carte PASTEL.
78 places réservées aux abonnés de la Vélostation.
Horaires : Ouvert de 5h30 à 23h30 tous les jours.
Les tarifs : 8€/mois, 24€/semestre ou 38€/an.
Autres services : mini-casiers, station de gonflage, fontaine à eau et lavabo, trousse à outils, prises pour recharge de vélos électriques, informations.

VÉLO TOULOUSE
Des vélos en libre-service aux 283 bornes associées dont une de 40 places à côté de la gare Matabiau.
Abonnement : 25 euros/an, 10 euros/mois ou ticket 1,20 euros le voyage.
Autres services : application de référencement des bornes et déblocage des vélos.

LA MAISON DU VÉLO
Un service de location de vélos à la journée, au mois ou à l'année.
Adresse : 2 bd Bonrepos à Toulouse (en face de la gare Matabiau) -
Tél. : 05 34 40 64 72
Du lundi au samedi de 10h à 12h et de 13h à 18h30
Autres services : point d'informations, apprentissage du vélo, réparation et mécanique, formation professionnelle

VÉLOSTATION SÉCURISÉE - EFFIA

STATION VÉLO

MAISON DU VÉLO

SE DÉPLACER À VÉLO

UN RÉSEAU VÉLO ENRICHIS
La métropole de Toulouse propose un nouveau plan de circulation à vélo le Réseau Express Vélo (REV).
Les travaux auront lieu jusqu'en 2030 afin d'aménager 14 lignes, dont 2 circulaires, autour du centre-ville et de Toulouse, recoupées par 12 lignes transversantes.
Ces pistes desserviront les pôles urbains, les grandes zones économiques, les pôles d'échanges multimodaux du réseau structurant TC.

CHIFFRES CLÉS
54 communes desservies
4 habitants sur 5 qui seront à moins d'1 km d'une ligne
440 km de pistes cyclables dont 290 km à Toulouse métropole

FACILITE TES DÉPLACEMENTS !
Une carte des itinéraires cyclables de Toulouse téléchargeable sur le site Toulouse Mairie Métropole.
Géo Vélo : une application mobile gratuite pour emprunter l'itinéraire qui vous convient.

TEMPS DE VÉLO
20 MIN
5 MIN

CYCLOQUIZZ !

1. Selon vous, en partant en vélo de la gare de Toulouse Matabiau, combien de temps vous faut-il pour relier :

- | | |
|------------------------|---------------|
| A. Le Capitole | E. 19 minutes |
| B. Le Grand Rond | F. 24 minutes |
| C. La Cité de l'Espace | G. 5 minutes |
| D. Mairie de Balma | H. 11 minutes |

2. Il existe un parking vélo nommé "Vélostation" avec un accès direct au quai de la gare. Combien a-t-il de places ?

- | | |
|--------|--------|
| A. 150 | C. 72 |
| B. 678 | D. 832 |

3. A la maison du vélo on trouve :

- | | |
|--|--|
| A. Un service de location de vélo | C. Des ateliers d'auto-réparation collectifs de vélo |
| B. Des cours collectifs pour apprendre à faire du vélo | D. Le maillot jaune du tour de France |

4. Si je vous dis "REV", vous pensez à quoi ?

- | | |
|---|--|
| A. Le nouveau tracé de pistes cyclables | D. Un moyen de circuler à vélo en toute sécurité dans la Métropole de Toulouse |
| B. Vos prochaines vacances | |
| C. Un café glacé supplément caramel | |

5. Combien coûte l'abonnement annuel de Vélo Toulouse pour accéder en illimité aux vélos libre-service ?

- | | |
|---------|---------|
| A. 25 € | C. 35 € |
| B. 5 € | D. 30 € |

Quiz flyer distributed during placemaking with free one-month subscriptions to the "vélostation" to be won

Placemaking “GARE AU VELO” – in images



Event from 8 a.m to 6 p.m on Thursday June 27, 2024

4 people mobilized all day

More than 300 users reached during the event

Placemaking “GARE AU VELO” – results

78,2% of the people interviewed indicate that they do not come to the station by bike because:

- They are passing through the city
- They have luggage that does not enable them to take a bike
- They have a feeling of insecurity due to the lack of cycle paths
- They prefer the car because they live too far from the station
- They prefer walking because they live near the station
- They prefer public transport to avoid physical effort

The creation of cycle paths within Toulouse and its employment areas clearly appears to be a determining element in changing user behavior.

Only 13% of those questioned knew of the existence of the bike station.





THANK YOU
FOR YOUR ATTENTION



The project is supported by the European Union, the European Union
Rail and its members



Funded by
the European Union

Views and opinions expressed are however those of the author(s) only and do not necessarily reflect those of the European Union or of the Europe's Rail JU. Neither the European Union nor the Europe's Rail JU can be held responsible for them.

Interactive Session

OPTIMIZING BIKES AND LUGGAGE
TRANSPORTATION IN RAILWAY SYSTEMS



Online
4 October 2024
10:00-12:30 CET



Which of the following innovations implemented in international cases do you find most applicable to the rail system?

0

Digital pre-booking systems

0

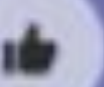
Dedicated bicycle and luggage cars

0

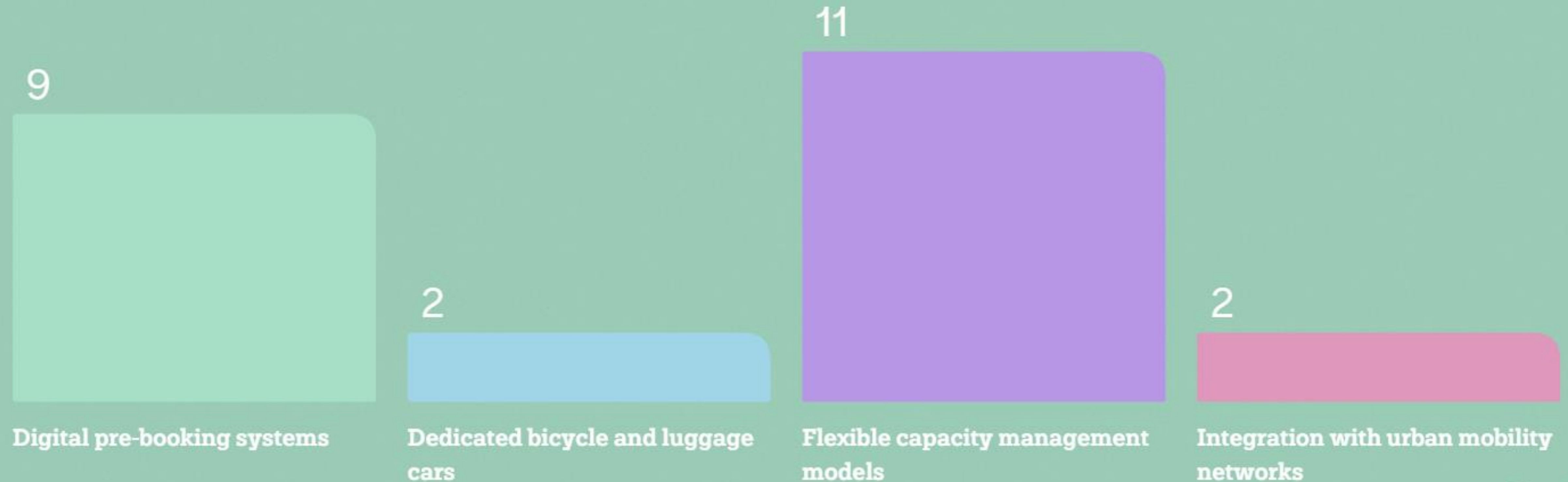
Flexible capacity management models

0

Integration with urban mobility networks



Which of the following innovations implemented in international cases do you find most applicable to the rail system?



Panel Discussion

“Balancing Accessibility, Capacity, and Sustainability in Railway Services”



Jan Brumagne

Legal Officer at
European Commission

DG Move



Fabian Küster

Director Advocacy and
EU Affair

European Cyclists'
Federation



**Alessandro
Vannucchi**

Head of Portfolio

HITACHI



Brigitte Matheussen

lead architect train
innovation

NS



Jorge Morera

Member of the
Management Board

European Passengers'
Federation

Conclusions

UIC Customer Experience Platform (CEMP) Chair



Jörg Ostwald

Head Product and Services
SBB Passenger Department

OPTIMIZING BIKES AND LUGGAGE
TRANSPORTATION IN RAILWAY SYSTEMS



Lessons learned are written down in CEMP report hand books.

Home / Passenger & High Speed / New tickets for new behaviours workshop

NEW TICKETS FOR NEW BEHAVIOURS WORKSHOP

16 JUNE 2023 09:30 TO 13:00 CET, ONLINE

UIC PASSENGER DEPARTMENT
**How to improve the attractiveness of
 Commuter and Regional Train Services
 in post Covid-19 Era**
 March 2023

UIC PASSENGER DEPARTMENT
**Customer Experience by Rail
 State of the Art and Best Practices
 with a Vision 2030 Case Study**
 January 2022

World Congress on Rail Research 2022

**Rail CX state of the art and medium-term challenges:
 A holistic approach**

Jörg OSTWALD¹, Vanessa PEREZ², Joaquin BOTELLA³
¹SBB CFF FFS, Bern, Switzerland, ²UIC, Paris, France, ³SENER, Madrid, Spain

June 2022

Workshop
**CUSTOMER EXPERIENCE
 ON RAILWAYS**

21 June 2021
 ONLINE

ROUND TABLE: What Railways are doing and what should be done to be more attractive to young generations?

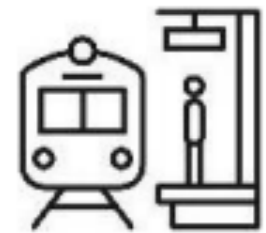
**FOLLOW OUR BROADCAST
 ON 28 OCT. 9AM CET**

<p>Jörg Ostwald, Chair of Customer Experience, SBB</p>	<p>Federica Follesa, Chair of CRTS, Trenitalia</p>	<p>Carles Casas, Chair of TopRail, FGC</p>
<p>Nacima Baron, Senior Research Fellow, University Gustave Eiffel, Paris</p>	<p>Anna Burzio, Co-founder and Board member of OUA</p>	<p>Jody Bauer, Research Analyst, Eurail</p>

From Individual Analysis

To Cooperation

Current Situation



Evaluating service quality individually by nation and company with different standard and grade



by governmental (ORR) and civic organization



by railway company



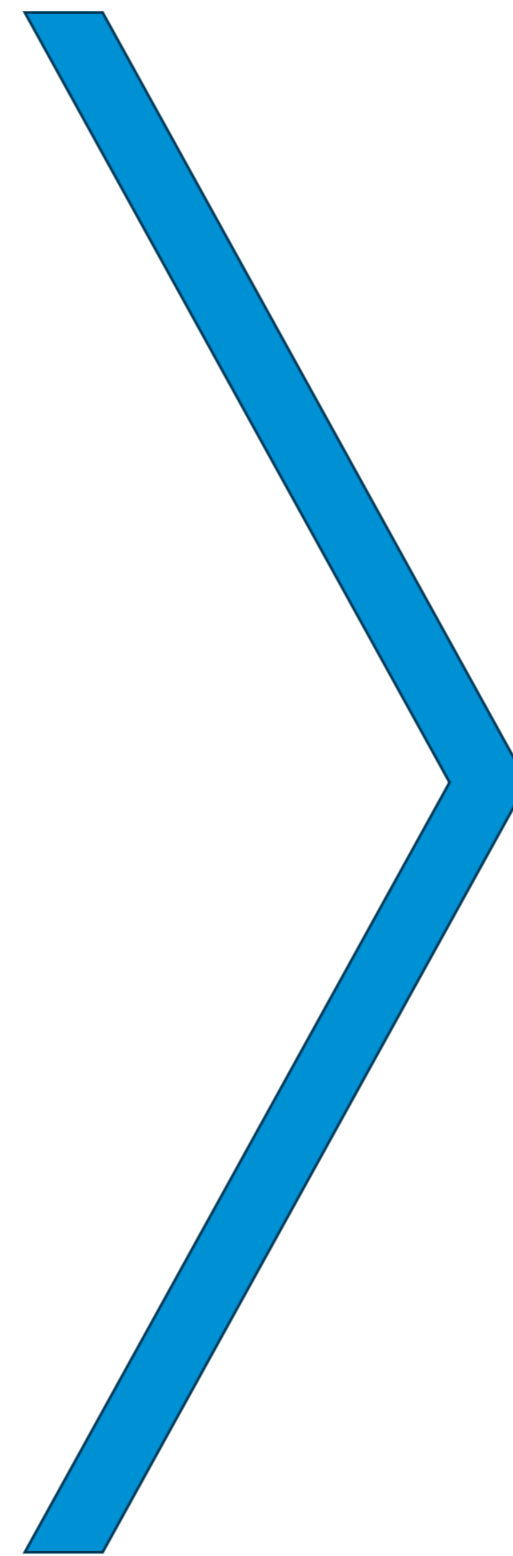
by professional agency



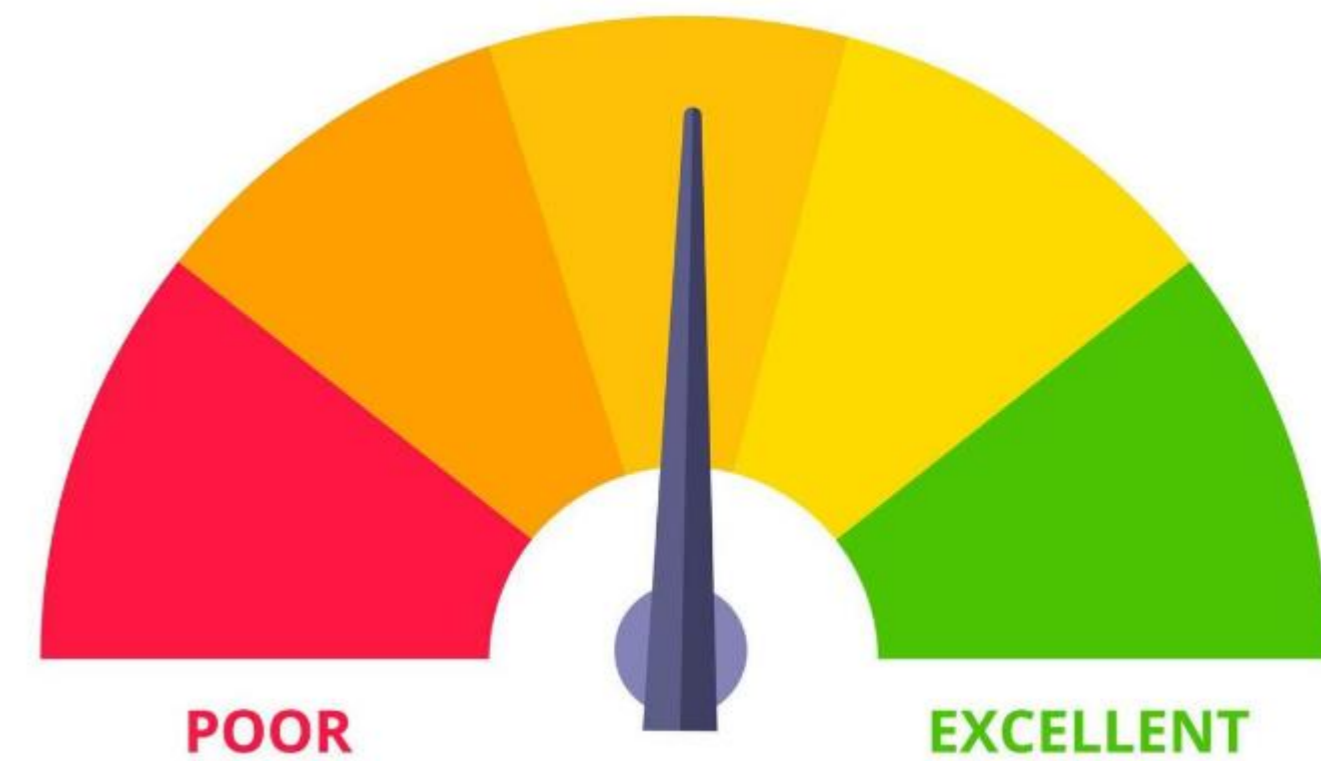
Evaluating ASQ by ACI with the global standard

- ASQ: Airport Service Quality

- ACI: Airports Council International



International Railway Service Quality Index





Key Points

Development of a Quality Index: Establishing a universally recognized index to measure and improve service quality across the rail industry.

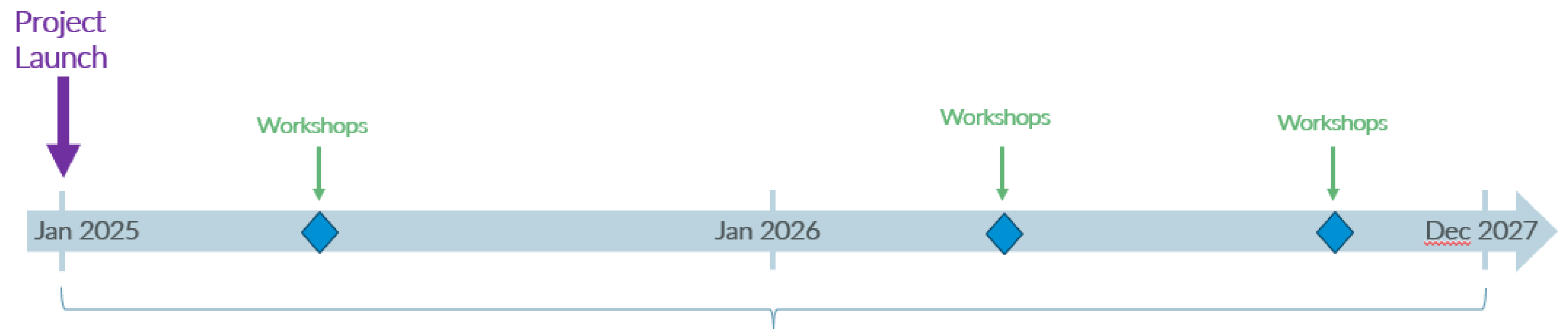
Customer-Centric Policies: Exchange on best practices that put passengers at the center, ensuring their needs and preferences drive service development and delivery.

Digital and Physical Integration: Creating a cohesive travel experience that merges digital innovations with physical infrastructure, facilitating a smooth, enjoyable, and efficient journey for passengers.

Duration

01 / 01 / 2025

31 / 12 / 2027



- Benchmark on measures and tools for customer retention and acquisition

International
Railway Service
Quality Index

UIC CEMP Survey -Bikes and Luggage-



<https://uic.org/projects-99/article/cemp-ii>



INTERNATIONAL UNION
OF RAILWAYS

Thank you for your attention

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