



ASSOCIATION OF TRAIN OPERATING COMPANIES

MOTORCYCLE PARKING AT RAIL STATIONS GUIDE

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ATOC

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1. INTRODUCTION

1.1 About this guide

This guide has been developed to assist those wishing to support passengers and staff at rail stations who choose to use motorcycles and mopeds, either as part of their door-to-door journey or to simply travel to their workplace. It is intended to compliment the Guidance on the Implementation of Station Travel Plans document, published jointly by the Association of Train Operating Companies (ATOC) and the Rail Safety and Standards Board (RSSB).

“Although motorcycles and other powered two wheelers (PTWs) tend to represent a small modal share they still require consideration.”

Guidance on the implementation of Station Travel Plans - ATOC & RSSB 2013.

Whilst primarily aimed at network and station operators, the intended audience also includes passenger transport executives (PTEs), local authorities and those involved in community rail projects. This guide should be read in conjunction with advice published by Network Rail and others, such as the Guide to Station Planning and Design. Since many issues are common to motorcycle and cycle parking, to avoid too much duplication, it should also be read in conjunction with the Cycle-Rail Toolkit published by ATOC on behalf of the Cycle Rail Working Group. This provides useful information which applies as much to motorcycles as bicycles. A list of other useful reference documents is provided at the end of this document.

Throughout this guide, the terms ‘motorcycle,’ ‘machine’ and ‘PTWs’ are intended to cover all types of motorcycle, motor scooter (including those that are electrically powered) and mopeds, including those with more than two wheels. For information on parking electric bicycles please refer to the Cycle-Rail Toolkit.

In common with all aspects of service delivery within the rail industry, it is a cornerstone of this document that all measures should be customer-facing.

Whilst individual measures will vary according to local conditions, they should all be delivered with the intention of meeting users’ needs as a way of increasing rail patronage.

2. THE REASONS FOR SUPPORTING MOTORCYCLING

2.1 Motorcycle use has benefits for the user, the rail industry and the local community

Motorcycles represent only a small proportion of the modes used to travel to rail stations. However, in some areas they are increasingly seen as a cheaper alternative to car use over distances considered too great to cycle. In many instances motorcycles bring financial benefits for the user, as often they are not charged for parking. According to the British Transport Police, thefts of motorcycles are currently higher than for cars. The provision of suitable, easy to use, safe and secure parking will help combat this practice and support passengers and station staff in their choice of transport.

For those responsible for managing parking for all modes at rail stations, motorcycles have the benefit that they take up less room than cars and can be parked in spaces that are too small or too irregularly shaped for car parking. In common with cycling, a transfer to more motorcycle use can liberate car parking space that can then be used by new rail passengers. In time, these new passengers can be encouraged to change to more sustainable modes and create a virtuous cycle in which the growth in passenger numbers can be accommodated without the need for more car parking. Since motorcyclists have the habit of taking parking space from cyclists, creating formal motorcycle parking areas that are attractive to users also has the benefit of stopping this practice.

Although it is hard to place a financial value on encouraging the use of motorcycles in combination with rail journeys, when building a business case for providing motorcycle parking this should be seen as an essential part of managing parking demand and customer-facing service provision.



St Pancras Station, eight car parking spaces occupied by 20 motorcycles with room for more

Local authorities often see the encouragement of the use of motorcycles as a way of combating congestion and localised pollution. Others provide mopeds or scooters as part of the 'Wheels to Work' programme to help individuals gain access to employment which may also necessitate a rail journey. For these reasons, they can be expected to be willing partners in the provision of parking, especially if it is to be accommodated within the highway.

3. MEETING USER NEEDS

3.1 Access and locating motorcycle parking

The Institute of Highway Engineers Guidelines for Motorcycling states that: "Good practice in motorcycle parking can be summarised as 'Near and Clear, Secure and Safe to use'".

Near: Motorcycle users will naturally look for parking opportunities close to their destination, simply because the relatively small size and high flexibility of the motorcycle allows easy progress through traffic and exploitation of marginal parking opportunities without causing obstruction.

Clear: Any difficulty in finding a suitable formal parking area will tend to reduce the advantages of motorcycle use. Signing from main routes and on-site is important so riders can find formal facilities.

Secure: Physical security measures will be a strong attractor for most riders needing to park for more than a few minutes. Casual users, motorcycle tourists and others unfamiliar with the area are likely to find the prospect of secure parking very attractive.

Safe to use: Personal safety considerations when using a parking area start with the surface on which the machine has to be manoeuvred and mounted/dismounted, as well as seclusion, lighting, CCTV coverage and the amount of passing pedestrian traffic.

When redeveloping or extending parking areas, in common with cycle parking, motorcycle parking should be considered at the outset.

Motorcycle access to parking areas needs no special provision over that similarly provided for cars i.e. step-free and with room to manoeuvre. Positive segregation from bicycles or cars is not generally justified, but care should be taken so that parking does not cause potential conflict with the movements of other modes. Like parking for other motor vehicles, motorcycle parking should be positioned away from crowded areas of the station (e.g. entrances/exits, platforms and concourses) to avoid creating a potential security threat. This is particularly important at the busiest and largest railway stations.

Motorcyclists can, and often do, take parking space from cyclists especially if they can park under cover, or occupy unused cycle parking spaces that are more conveniently sited. Motorcycle parking should, therefore, be sited to be as convenient as possible to avoid competition for space. Please be aware that there may be associated station security requirements to be met under the Department for Transport's Railways Security Regulations (See Appendix A).



Motorcyclists can take space from cyclists ...



... and cars

Where motorcyclists park in areas that should otherwise be kept clear, decisions will have to be made locally whether to introduce physical measures to prevent it.



Should this space really be kept clear?

No motorcycle parking, formal or informal, should obstruct service or pedestrian routes, evacuation routes, assembly points or emergency services rendezvous points (RVPs), or access to any plant or equipment. Similarly, the parking areas should not be obstructed by loading or drop-off activities.



Parking that obstructs pedestrian or other routes should be managed to prevent encroachment

Motorcycle parking should not be sited under trees. This can create shadows during daytime and poor illumination at night, which might encourage theft. Tree sap and bird droppings can cause mess on instruments and controls of the bike and falling leaves may create safety hazards in autumn. Parking should also not be sited over gullies, where keys would be lost if dropped.

Parking under trees may result in mess falling onto motorcycles as well as danger from slippery surfaces caused by falling leaves.

3.2 Motorcycle parking in the highway

Where there is insufficient space to park motorcycles within the station, it may be possible to reach agreement with the local highway authority to create space within the carriageway or other areas within its control. Where parking is provided within the carriageway, certain rules apply, including the marking of bays, which are the responsibility of the local authority. The authority will be able to give advice on the right approach.



Motorcycle parking within the carriageway

3.3 Signing

Where the location of the parking provided is not immediately obvious, or the intended purpose of the space is unclear, it may be worthwhile using appropriate signs. Where parking is within the highway, signs are governed by statute and the local highway authority will need to be contacted. Off-highway signs are not constrained in this way and may reflect the station operator's own corporate style and even colour.

CASE STUDY

Signing for Network Rail Managed Stations must comply with the Network Rail Managed Stations Wayfinding and Signing Design Guidelines and Standards 2010, including the provision of temporary information as required during station improvement projects.

Guide to Station Planning and Design (Network Rail 2011)

Signs on non-Network Rail managed stations should comply with the DfT's Accessible Train Station Design for Disabled People: A Code of Practice 2011.



Clear signing and lining makes for easier parking management

The parking area itself should be well defined with suitable markings and signs that make its intended use clear together with terms and conditions that may apply. In common with cycle parking, signs may also be used to give advice on the best kind of locks to use (see later).

3.4 How much space to provide

Motorcycles vary in length between 2,700 mm for the largest to 1,600 mm for the shortest. Similarly, the width of handlebars will range from 1,000 mm to 700 mm. As a rule, a space of 2,400 x 1,400 mm is considered to be adequate in most instances. Where this depth cannot be achieved, users will generally park at an angle, so depth is not always critical. A minimum depth of 1,800 - 2,000 mm is desirable. Ascertaining existing parking practices and predominant style of machine is a good way of deciding what will work locally.

Whilst the outline of the parking area should be marked out, it is recommended that individual bays are not. This is because, when demand justifies, motorcyclists will park as close together as possible to make the most of the available space.



Marked bays ignored with 31 motorcycles in 22m

3.5 Room to manoeuvre

There should be a minimum of 3,000 mm between rows of parked motorcycles. This will enable the largest machine to pull out and turn and still provide adequate clearance. Where smaller machines are the rule this may be reduced but, as with cycle parking, it is always best to enlist the advice of station users to establish what works best on a particular site.



Lack of overall width causes one row to echelon park

Where motorcycle parking is created within spaces previously used by cars, it is essential that access to the bay should be along its length and not from one end. This is important because much of the available space will otherwise be wasted due to the need to leave room to extract motorcycles parked at the far end.



Access from the end means that there is effectively only room for three motorcycles. If access from the side of the bay had been available this space would probably have accommodated five

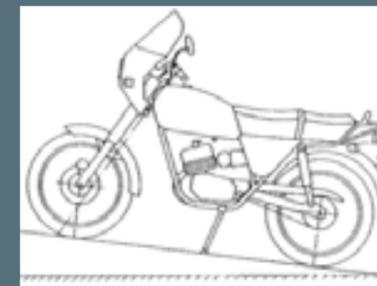
3.6 Level Surfaces

The construction and use of motorcycles sold in Europe is governed by EU regulations. These require that they are fitted with at least one stand. This may be a prop stand on one side (usually the left) which supports it when leaned to that side. The alternative is a centre stand, which will support the motorcycle in a vertical position on a flat surface; many PTWs will have both.

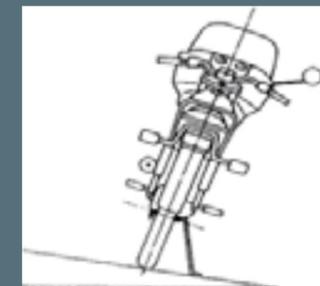


Many motorcycles have both prop stands and centre stands

The regulations stipulate the maximum slopes on which these stands must be able to support a motorcycle or moped when facing uphill, downhill or sideways on the slope. Since these gradients vary with the type of stand and the type of PTW, it is considered best practice to stick to the lowest in any direction, which is 5% (1 in 20).



Longitudinal gradient
(up and down)
- max 5% (1:20)



Sideways gradient max
5% (1:20)

Diagram 1 – maximum gradients
Based on EU type approval document

In order to prevent ponding on the parking surface, the minimum gradient should be at least 2.5% (1 in 40). Coincidentally, the latter gradient is the same as that usually employed to create a cross-fall to drain a carriageway or car parking area. Since most PTWs lack a reverse gear, it is common practice to use this slight gradient to enable the vehicle to roll back to the kerb, whilst using the forward gears to help manoeuvre as necessary.

3.7 Solid surfaces

In very hot weather there is a likelihood that the stands of motorcycles and even mopeds will sink into tarmac surfaces. This will result in a depression that in winter will fill with water and then freeze. Over time, this will cause the surface to break up. For this reason, concrete or concrete pavers are considered to be the best surfaces for a motorcycle parking area, unless shielded from the sun by some form of cover such as the opaque roof of a parking shelter.



Parking under cover at Waterloo Station



Concrete motorcycle parking pad

3.8 Covered parking

There are no hard and fast rules governing the provision of covered parking, and decisions are best taken based on local circumstances. Where there is a strong demand, motorcyclists are likely to take space from cycle parking to take advantage of covered parking. In such circumstances, it may be beneficial to provide cover for both modes. One way of deterring motorcyclists from encroaching on cycle parking facilities is to provide two-tier parking for cyclists, as motorcycles cannot usually be parked within such systems.

If suitable space can be found under cover, for example a building's undercroft or within a multi-storey car park, a secure compound will provide the greatest security. Any compound should have adequate aisle widths, controlled access (proximity card etc.) and automatic doors to facilitate entry and exit. Please be aware that there may be associated station security requirements to be met under the Department for Transport's National Railways Security regulations (See Appendix A).

CASE STUDY – ST ALBANS

At St Albans station, First Capital Connect experienced such high levels of demand for motorcycle parking that customers were encroaching on its covered cycle provision. To address this problem, two-tier cycle racks were introduced to replace Sheffield stands and covered parking was also provided for motorcyclists.



3.9 Non-standard motorcycles

People with disabilities sometimes favour non-standard motorcycles to overcome their transport challenges. Such challenges can range from minor problems with balance to the loss of the use of their legs. Smaller three-wheel motorcycles, often with two wheels at the front, are relatively narrow and can usually be accommodated amongst normal motorcycle parking provision. Those vehicles which are wider, usually with one wheel at the front and a broad rear axle are best accommodated within a standard disabled car parking space.



Three-wheeled motorcycle

4. PERSONAL AND MOTORCYCLE SECURITY

4.1 Personal security

Convenient, safe and secure routes that minimise interaction with other traffic should be provided for all users of parking at stations once they have left their vehicles. This applies equally whether they are cyclists, motorcyclists or car drivers. This should be achieved through the use of CCTV, lighting and, where possible, natural surveillance. In many instances, especially on larger sites, the latter will be largely provided by other users. For this reason, motorcycle parking should not be placed in odd corners that are unsuitable for other uses unless there are clear lines of sight from all directions.

In common with all security issues, free specialist crime prevention advice may be sought from the British Transport Police (BTP) Crime Reduction Advisers (via fhqcrimereduction@btp.pnn.police.uk).

4.2 Motorcycle security

CCTV, lighting and surveillance

In common with routes for pedestrians going to and from their vehicles, parking areas should be the subject of CCTV, lighting and natural surveillance. For guidance see the BTP reference above.

Discussion of the wider security issues can be found in Appendix A at the end of this document.

Locks

Motorcyclists use a variety of locks similar to those used by cyclists but generally more heavy-duty. These include chains or armoured steel cables and padlocks and u-shaped shackles. In addition, motorcyclists also favour a lock that can be attached to the front disc brake. In many instances they will use more than one type. When promoting motorcycle security amongst users, they should be advised to use locks that are Sold Secure Accredited (see www.soldsecure.com).

Motorcycles are also fitted with a steering lock operated by the ignition key. This lock usually requires the steering to be turned to the left. This means that when used with the kick stand, again usually situated on the left, motorcycles will often be found leaning this way with the steering turned to the left. This is important to bear in mind when fitting motorcycle parking into confined spaces.



Lock and chain



U-lock



Disc lock

Rails

Additional security can be created by providing something that riders can lock their motorcycles to. This can be in the form of rails or ground anchors. The former come in a range of styles, either fitted to guard-type railings or purpose-built. Sometimes they are bolted to a convenient wall. In each instance, a horizontal rail is provided at axle height so riders may lock either the front or rear wheel securely.

“Fixed features, such as rail, hoops or posts designed to provide a simple locking point to secure a motorcycle should be considered. Where motorcycles are parked in bays with one wheel against the kerb, a simple continuous steel rail satisfies most situations.”

Manual for Streets 1



Guard-type railings used in the highway – note these do not allow such easy access to the rail at sites of high demand when motorcycles are close together



Double-sided rail finished in TOC colours

“The continuous rail allows for efficient use by machines of varying style and size, is well understood by users and is compatible with most types of shackling devices. The rail should be set at around 600mm above surface to accommodate the range of wheel sizes in use.”

Guidelines for Motorcycling IHE



An alternative design



Rail fixed to wall

‘Sheffield’ stands commonly used for cycle parking set end to end, rather than parallel for cycle parking, can also be used as an alternative for small sites.

Ground anchors

Ground anchors may be used as an alternative to rails. To be effective they must be securely embedded in the surface according to the manufacturer’s instructions, durable and fit for purpose. They should also not create a trip hazard or collect water and debris which can make them unattractive to potential users. All ground anchors should be Sold Secure accredited or Secured by Design police approved specification.



Ground anchor

CASE STUDY – BRISTOL PARKWAY

As part of the Station Travel Plan pilot at Bristol Parkway, ground anchors funded by South Gloucestershire Council were installed at the station together with the provision of additional space on the ground floor of the car park next to the station concourse.

4.10 Monitoring and maintenance

Monitoring

Having introduced motorcycle parking measures and services, it is essential to monitor their use. For example, counting the number parked before and after such provision is increased/improved will set a base line and inform an initial evaluation of take-up. Repeating surveys at regular intervals thereafter will provide an indication of increased demand. Surveys of users will also help determine whether what is provided is meeting their needs and where further improvements can be made. Positive outcomes help to make the case for further investment.

Maintenance

Regular inspections should be carried out to ensure that all facilities provided are in good condition, clean and have not been damaged in use. Where motorcycle parking is provided under cover, particular efforts should be made to keep smokers away from these areas. Failure to do so will result in dirty and unpleasant conditions that may deter use.

In the unlikely event that a motorcycle is abandoned, the maintenance of parking areas should include its removal and disposal. TOCs and other station operators should have a written policy around recovered/removed motorcycles. Should it prove necessary to remove a motorcycle, a procedure for dealing with abandoned vehicles left within the station footprint should be agreed with the British Transport Police or local police.

The right to remove and dispose of motorcycles, including those improperly parked, should be set out in the station's terms and conditions of use and clearly displayed in parking areas. This will minimise challenges in the event of a dispute. Any vehicles to be removed should be subject to an appropriate notification period and identified as such by a suitable note attached to the handlebars. Where public motorcycle parking is provided adjacent to crowded areas of the station, a procedure for reporting and dealing with suspicious or abandoned vehicles should be agreed with the British Transport Police. Please refer to Appendix A for further sources of advice and information on associated station security requirements to be met under the Department for Transport's National Railways Security regulations.



Signs may also be used to set out any terms and conditions that apply

Quality assurance

Managers of parking at rail stations are recommended to follow the example of those who have already successfully applied for the 'Park Mark®'. This signifies to users that the parking provision is police accredited and comprises good quality management, appropriate lighting, effective surveillance and a clean environment. Accreditation may be sought through the British Parking Association.



The Park Mark® logo, which may be displayed at qualifying parking areas

5. REVENUE GENERATION

The decision to charge for motorcycle parking will be a matter for individual TOCs and station operators: most choose not to do so. However, if space cannot be found for motorcycle parking in redundant areas, existing car parking space may be sacrificed to meet this demand. Where car parking is charged for and motorcycle parking is not, a loss of revenue may result; this may create an incentive to review parking policy.

If revenue is to be generated, motorcycle parking is unsuitable for ticket-based pay and display, as there is generally nowhere on the machine to place the ticket. Even if there is, then it is often open to theft. The most suitable systems involve either recording the registration number of the vehicle at the payment machine or payment via mobile phone or text. Some station operators and local authorities already use the latter two methods for larger stations and on-street parking, so motorcyclists in some areas will already be familiar with these payment methods.



Waterloo Station – pay and display or payment by mobile phone/text



On-street payment in central London

6. COMMUNICATION STRATEGIES

6.1 Marketing and promotion

Marketing is the process of seeking to understand passengers as customers, what motivates them and how to present them with relevant reasons, and opportunities, for doing something. Promotion is the means by which these opportunities are 'sold' to them.

The decision to actively encourage motorcycle use as part of the end-to-end journey will be a matter for TOCs or station operators and will largely depend on local circumstances. Nevertheless, it is recommended that guidance is given to users on how to lock their vehicles as securely as possible. It is to be expected that this, and the introduction of any new facilities, will be the main thrust of marketing and promotion.

Having used this document to decide what motorcycle parking to provide and where, the next stage is to ensure that passengers, station operational and retail staff know it exists, where it is and what has been done to ensure that parked motorcycles are secure in the areas provided. This is best delivered through measures identified in the station travel plan.

6.2 Internet

Regular passengers are likely to be familiar with their journeys and generally only seek to make sure that train times remain the same. Research for ATOC shows that 60% of passengers visiting an unfamiliar station planned their onward journey and, of these, 86% used on-line information (including mobile devices such as smartphones). This, therefore, represents the most important source of information for many passengers on:

- > What motorcycle parking services are available at stations
- > Where they are provided
- > Terms and conditions for motorcycle parking

Ease of access to internet information should be tested by having someone who is not familiar with the service look for it and give feedback on the experience. This is a vital way of determining the transparency and legibility of what is provided. The site must also be kept up to date to ensure confidence in the information provided.

6.3 A consistent approach

To ensure that users understand what to expect across a network, it may be appropriate to establish a universal grading system such as:

- ★★★★ Covered secure compound
- ★★★ Covered and/or rails to lock to
- ★ Identified space

7. PARTNERSHIP WORKING

7.1 Potential partners

Motorcyclists are generally not as well represented locally as cyclists. In many instances, the best source of comment will be local users who will be familiar with the station and able to give assistance on how best to meet their needs based on personal experience. The British Motorcycle Federation may be able to help identify a local member who will be willing to provide a user perspective on future motorcycle provision/revisions if this proves difficult.

Other potential partners are summarised below (contact details are set out at the end of this guide):

| Partners | Benefits |
|--|--|
| Department for Transport | Guidance on station security issues |
| Local government | Potential for help with providing space, and possibly funding, for motorcycle parking on or off of the highway |
| Network Rail | A source of guidance |
| Community rail partnerships | A source of support and possibly guidance |
| British Transport Police | Guidance on station and motorcycle security including anti-theft promotional events and materials |
| British Motorcyclists Federation | A source of guidance and contacts for local representatives |
| Motorcycle Industry Association | Guidance on motorcycle use, parking and policy |
| Local motorcycle groups and individual users | Guidance and local knowledge |
| British Parking Association | Guidance on parking and achieving Park Mark® accreditation |

CASE STUDY – BEDFORD AND ST ALBANS

First Capital Connect worked with the local authority to identify areas of underused cycle parking as a way of meeting demand for motorcycle parking. The underused parking was replaced by a larger number of more conveniently sited cycle parking stands and the space made available used for parking motorcycles.

At St Albans, it sought the opinions of users before and after new motorcycle parking was installed to ensure users were happy with what was provided.

APPENDIX A: WIDER SECURITY ISSUES

Kindly provided by DfT's Land Transport Security Division

Station Operators' security obligations

DfT sets and enforces counter terrorist (CT) security measures on the national domestic railway network. As it is an open system carrying large numbers of passengers to and from thousands of stations, the aims are to reduce risks whilst allowing people to travel freely, and for protective measures to be proportionate to the threat without impacting unduly on the industry's ability to operate a public transport service. We set legal obligations for station and train operators to comply with, and each operator has a Nominated Security Contact (NSC) who is a key communication channel with DfT and other stakeholders on the railway security regime. Your NSC should be your first point of contact.

How does this affect motorcycle parking?

Key CT security measures include assisting detection/deterring terrorists and limiting areas of potential concealment. Our measures relate to vehicle parking (including motorcycle parking) at railway stations, plus the monitoring, surveillance and searching of such areas. The precise requirements will vary according to the location of public vehicle parking areas and the stations' individual circumstances, and in certain instances these are mandatory. Vehicles that have not been left in the appropriate parking facilities, or which have been left longer than their authorised time, may also need to be removed.

I'm planning a new motorcycle parking facility – what should I do?

If you are planning a new motorcycle parking facility on a station, please be aware from the outset that there may be associated security requirements to be met, and that it is best to factor these into your plans from the start, saving you time, money and effort. The following people can help and guide you with specific advice on siting, guidance on the use of CCTV etc and we suggest that you get in touch with them at the start of the planning/design process:

- > Your NSC
- > The Land Transport Security Team at DfT – landsecurity@dft.gsi.gov.uk
- > British Transport Police Counter Terrorism Security Advisers – FHQcrimereduction@btp.pnn.police.uk

DfT suggests that you make the NSC your first port of call for CT security-related information and guidance, and that you include them in any substantive discussions on railway security policy issues (e.g. setting up a new motorcycle parking facility). DfT can advise on applicability of its requirements and guidance, bearing in mind station operators' obligation to demonstrate compliance and the need to avoid unintentionally importing additional potential security risks. All parties will be happy to discuss and provide constructive feedback on your plans and proposals, from a railway security perspective.

APPENDIX B: USEFUL SOURCES OF INFORMATION

Better Stations Report

Guide to Station Planning and Design

Guidance on the implementation of Station Travel Plans

Cycle-Rail Toolkit

Network Rail Corporate Responsibility Report 2011

The Rail Industry Sustainable Development Principles

Traffic advisory leaflet TAL 2/02 Motorcycle parking

IHE Guidelines for Motorcycling

Inclusive Mobility: A guide to best practice in access to pedestrian and transport infrastructure

Accessible Train Station Design for Disabled People: A code of practice

Crime and Disorder Act 1988

British Motorcyclists Federation

Motorcycle Industry Association

British Parking Association

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Photos copyrighted and provided by Alex Sully

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