

NTU Cycle Service Report 2020

Empowering staff and students to
choose affordable, low-carbon travel.

NOTTINGHAM
TRENT UNIVERSITY 



NTU has the potential to change travel culture in Nottingham

NTU has created a sector-leading cycle service to our community of 36,000 students and staff. We're here to help our people access the right equipment and facilities to make cycling an easy and enjoyable transport choice.

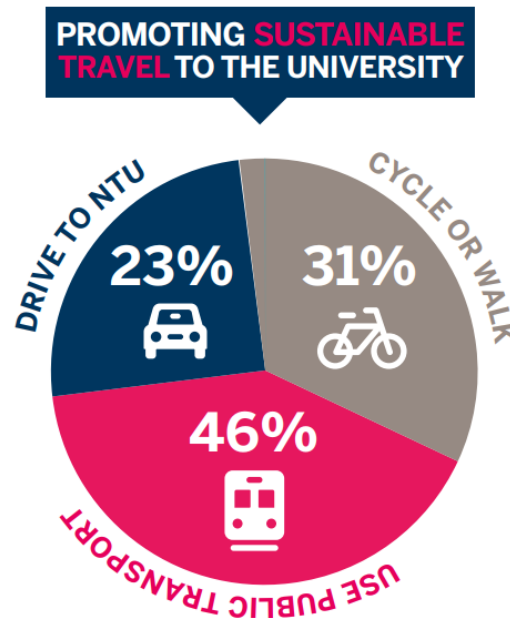
Cyclists at NTU benefit from a cycle-hire scheme, secure storage facilities, on-campus maintenance support and training. Staff are also entitled to buy discounted cycling equipment through the [Cycle to Work Scheme](#). Everybody can join in with casual or competitive cycling through the NTU Cycling society.

As the University continues to Embrace Sustainability and socially-distanced travel becomes more important, cycling is set to become an increasingly popular mode of transport for staff and students.

NTU aims for 10% of journeys to be made on bicycle by 2025 (up from 1% in 2019)



Paul Hook, NTU Cycle Hire Co-ordinator



DVC Nigel Wright trialling an e-bike

What we're doing to get NTU Cycling

Operating a fleet of 150 hire bikes for loan to staff and students.

Helping staff and students to maintain their own bikes with affordable servicing and practical training.

Introducing e-bikes by providing short-term trials of Raleigh Motus e-bikes to commuters.

Developing the Cycle to Work scheme by collaborating with HR to increase the value of loans available.

Maintaining cycle infrastructure by completing maintenance checks of stores, capacity counts and ensuring fair usage.

Improving Cycle Security by collaborating with the Security team to monitor incidents, improve locking practice and raise awareness.

Providing Cycling Advice by providing cycle proficiency information, route-finding support and hi-viz clothing.

Creating positive partnerships with key local organisations, including Raleigh, Sustrans and Nottingham City Council.

Supporting NHS Key-Workers with complimentary cycle loans during the Covid-19 crisis.



Hire scheme overview

The offer

- 150 bikes available for hire to all students and staff.
- £39/year with a £60 deposit.
- D-lock, lights and hi-viz vest included.
- Full fitting, induction and safety briefing provided on collection.
- Maintenance support from in-house mechanic included.
- All bicycles are good quality unisex hybrid bikes suitable for practical urban riding.
- All cycles fully serviced annually, 50 are less than 2 years old.
- All hirers can access secure storage facilities at all campuses.
- Purchase through the NTU Online Store.
- Collection from the Cycle Workshop based at City Campus.

The uptake

- 116 cycles hired between September 2019 and March 2020.
- 93 at City Campus, 15 at Clifton Campus, 8 at Brackenhurst Campus
- Finance: £9606 total income, of which £5040 refundable deposits and £4000 parts allowance leaving a £566 surplus as of March 2020.

The feedback

“The order process is super easy”

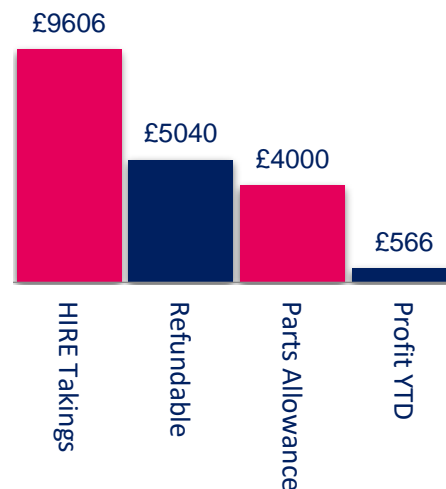
“The price for a hire bike is really fair”

“The bike was great for what I needed. Made navigating Nottingham much easier and comfortable”

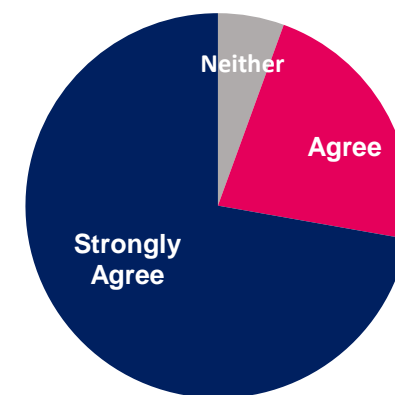
“Cheaper than any other form of transportation. Mechanic was always helpful when I needed help with the bike. Very friendly and helpful!”

“The check up after the first few weeks of use is very useful”

Hire scheme finance



Is the cost of the hire scheme satisfactory?

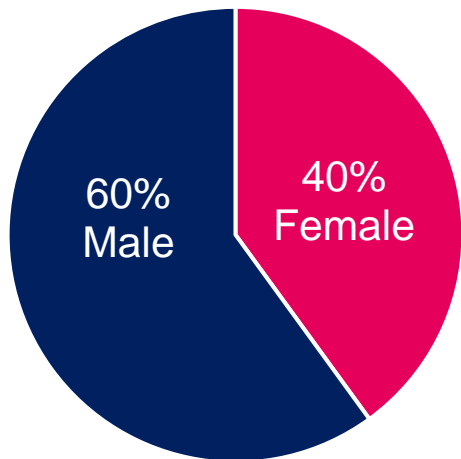


Hire Student Survey March 2020

150 BIKES AVAILABLE FOR STUDENTS AND STAFF TO HIRE

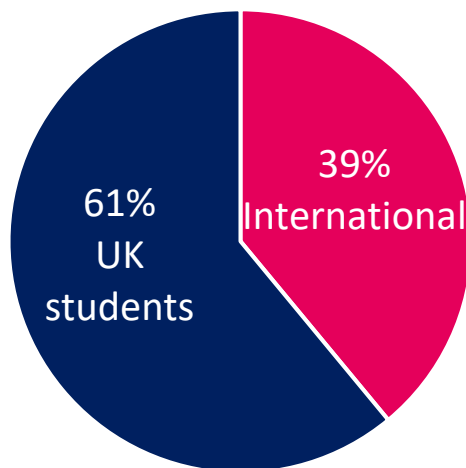


Who benefits from our cycle hire scheme?



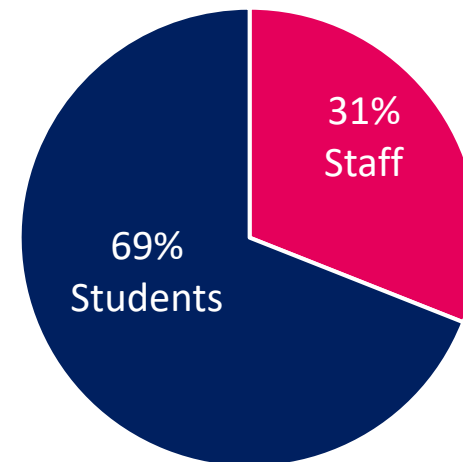
Our gender imbalance is less than for cycling in the UK as a whole*, but still requires improvement. Safety concerns are the major factor preventing women from choosing to cycle in the UK*. We should diversify the types of bicycle and equipment that we offer and ensure that we engage with the local authority to make Nottingham and NTU a safe and inclusive place to cycle.

*Sustrans (2018) *Reducing the Gender Gap*



International students make up 10% of our student community but 39% of our student hirers.

Our service is particularly important to international students. We should provide information in multiple languages and partner with the Global Lounge to promote cycling as a part of the NTU experience.



Staff represent 11% of the NTU community and 31% of hirers.

The majority of staff hire for more than one year, usually keeping the same bike.

We must continue to encourage staff whilst ensuring that the information is reaching students.

The City Campus workshop is our hub

Workshop Facilities

We know that well maintained bikes are both safer and more enjoyable to ride. That's why we operate a full cycle workshop for the use of staff and students, equipped with all the tools needed for professional cycle maintenance.

What cyclists can use the City Campus Cycle Workshop for

- **Collecting and returning hire bikes.** The Cycle Workshop is the hub of our hire scheme. All new hirers receive inductions, training and repair support at the workshop.
- **DIY Cycle repair stand**, free to use with professional support during opening hours.
- **Professional repair service.** Affordable rates for staff and students. Many services are able to be completed the same day. 42 full-bike services have been provided so far during the 19/20 academic year, generating a surplus of £550.
- **Advice available to all cyclists.** Safe cycling and finding cycle-friendly routes around Nottingham.
- **Cycling basics available for purchase**, including lights and locks and puncture repair kits.
- **SU Cycling society members may also use the workshop to store specialist cycles.**

Support at other campuses

The cycle workshop is the best place for most people to access cycling support, but during the first two terms of 2019/20 we have begun to offer monthly Dr Bike sessions at Clifton and Brackenhurst Campuses. These will continue into 2020/21 and we will look to establish a booking system to ensure everybody can access this service fairly.

Cycle Hire customers are encouraged to use the City Workshop wherever possible but may access mobile support by arrangement with Paul at cycle@ntu.ac.uk.

Coming up in 2020/21

Next year we will aim to advertise our service more effectively to staff and students, and ensure that we stock a wider range of cycling essentials for customer convenience. We will also arrange more cycle maintenance classes to empower students and staff.

Opening Hours

Monday and Thursday: City Cycling Workshop open for all services 10am-6pm.

Tuesday: Mobile cycling support at Clifton & Brackenhurst 10am-6pm.

We provide a choice of facilities at all campuses

City Campus

- 270 cycle storage spaces* of which 132 are enclosed with smart card access. 122 bikes locked on site 3/12/19.
- Showers and changing available in 3 locations.
- Drying rooms and lockers available in the Arkwright building.
- Pumps available in all secure stores, other maintenance equipment available in the cycle workshop.



Clifton Campus

- 497 cycle storage spaces of which 260 are enclosed with smart card access. 125 bikes locked on site 3/12/19.
- Showers and changing facilities available at the Lee Westwood Sports Centre.
- DIY maintenance stand provided at the Sports Centre cycle store.
- Monthly Dr Bike sessions provided by in-house mechanic



Brackenhurst Campus

- 58 cycle storage spaces of which 32 are enclosed with smart card access. 17 bikes on site 3/12/19
- No designated shower and changing facilities at present.
- Monthly Dr Bike sessions provided by in-house mechanic.



Confetti

- 30 cycle storage spaces, all enclosed with smart card access for confetti students only.
- Maintenance support available from City Campus workshop (1.2km)

*This is more than the total number of car parking spaces at City Campus, marking NTU's commitment to cycling

Coming up in 2020/21

Increase in Campus Cycle Facilities

As we recover from the disruption caused by Coronavirus, we expect that cycling will play a growing role in student and staff commutes. Having analysed the common journeys to and from NTU we expect that cycling will increase by 15% at the beginning of the 2020/21 academic year. We're now working to increase cycle storage capacity, hire bike availability and changing room space across our campuses in line with this expectation.

Enhanced Cycle 2 Work Scheme

The Sustainable Development and Reward teams are currently working together to increase the value of loans available under the Cycle to Work scheme, enabling staff to purchase discounted e-bikes, many of which cost in excess of the current £1000 limit. We expect to increase the limit in time for the beginning of the 2020/21 academic year, and we will promote this change through staff communication channels.

Student Union Cycle Clubs

We will now host the 3 NTU cycling societies at the cycle workshop.

This will develop the workshop into a proper Cycle Hub, where cyclists of all types can meet together in a central location, plan rides, work on bikes and contribute to the development of our Cycling Service.

Expanded E-Bike trial scheme

NTU have partnered with Raleigh and Nottingham City Council to make [Raleigh Motus e-bikes](#) available to staff on a loan basis. Discussions are ongoing with Raleigh and the City Council to expand this scheme next year, with additional e-bikes and potentially cargo e-bikes for use by campus services.

Cycle Community Forum

It is important that the NTU Cycling Service develops in-line with the needs of student and staff cyclists. We aim to engage forum of service users that spans the University and provides structured feedback and guidance to inform the future of our work. We would like to run this event in person but it may be necessary to do so through MS Teams.

Get in touch and get involved.

Website: ntu.ac.uk/sustainability

Cycle@ntu.ac.uk

Sust.Dev@ntu.ac.uk



@NTUEnvironment



@NTUSustainability



@ntu_sustainability