

ScotRail Abandoned Bicycle Policy



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1. Overview

This policy applies to all abandoned bicycles left on ScotRail Property. It is our responsibility to ensure that when we are made aware of or such property comes into the possession of any ScotRail colleague, it is promptly reported, accurately recorded, handled with care and securely stored.

2. Scope

2.1 This policy describes the process ScotRail will follow for:

- Identifying abandoned bicycles (excludes electric bicycles)
- Labelling abandoned bicycles (excludes electric bicycles)
- Uplifting abandoned bicycles (excludes electric bicycles)
- Donation and re-use of abandoned bicycles (excludes electric bicycles)

3. Objective

3.1 Purpose

This policy aims to reduce the number of abandoned bicycles being left at stations across Scotland's Rail Network and provides a process for identifying, labelling and uplifting abandoned bicycles. Through ScotRail staff checks and Transport Scotland audits we aim to identify bicycles we believe to be abandoned, remove them from the station and put them into storage. Signage will be displayed at all bicycle storage facilities, designed to inform bicycle owners about ScotRail Abandoned Bicycle Policy, including who to contact if their bicycle has been removed.

3.2 Definition of an Abandoned Bicycle

This policy covers bicycles (excludes electric bicycles) that have been left in the following scenarios only:

- at stations either within the confines of a designated bicycle parking facility for a duration of 7 days or more **and/or**
- have been chained up at any other unauthorised part of a station for any length of time (such as benches, railings, poles etc.).
- All other scenarios should be treated as lost property.



3.3 Relevant Railway Byelaw

All bicycles left at stations are subject to Railway Byelaw 14, the full wording of which is detailed in Appendix 7 (Extract of the Railway Byelaws) of the ScotRail Abandoned Bicycle Procedure. The relevant parts that are used within this policy are as follows:

"14.2 - No person in charge of any ... bicycle or other conveyance shall leave or place it on any part of the railway:

(i) in any manner or place where it may cause an obstruction or hindrance to an operator or any person using the railway; or

(ii) otherwise than in accordance with any instructions issued by or on behalf of an operator or an authorised person."

And

"14.5 - In Scotland

Any ... bicycle or other conveyance used, left or placed in breach of this Byelaw in Scotland may be removed by or under the direction of a constable."

4. Responsibilities

4.1 ScotRail Employees' Responsibilities

It is the responsibility of all staff to ensure that arrangements are made as appropriate for the tagging, removal under the direction of the British Transport Police and safe storage of bicycles to fully comply with all instructions provided by the business.

4.2 Customer Responsibilities

It is the responsibility of customers to notify/claim their bicycles by contacting the ScotRail Customer Relations team on 0344 811 0141 between 7am and 8pm each day and **WITHIN 3 MONTHS OF UPLIFT**.

Bicycles that are not claimed within 3 months of uplift will be donated by ScotRail to our nominated charity. Where the nominated charity cannot accept a donation of the bicycle, it will be disposed of at a ScotRail metal waste transfer site for recycling in compliance with ScotRail Sustainable Policy of adopting circular economy principles to manage materials, minimise waste production, increase recycling rates and reduce waste sent to landfill.



5. Policy

5.1 Bicycle Parking Signage

Signage displayed at all bike storage facilities is designed to inform bicycle owners about ScotRail's Abandoned Bicycle Policy, including who to contact if their bicycle has been removed.

5.2 Identification and Labelling of Abandoned Bicycles

During regular station checks, bicycle parking facilities will be checked. A potentially abandoned bicycle may display one or more of the following features, although this list is not exhaustive:

- The bicycle has been left in an unsafe/ unsuitable place for any length of time (this is detailed further below),
- the bicycle has not been moved in more than 48 hours,
- one or more tyres are flat,
- one or more wheels are buckled,
- the frame, forks or handlebars are buckled or bent out of shape such that riding would be dangerous,
- any functional part of the bicycle is missing (with the exception of front wheel or seat), and / or
- the chain is missing or significantly rusted.

The bicycle will be tagged with a "Notice of Removal" tag. The tag will notify the owner of any bicycle that the bicycle is suspected to be abandoned and the earliest date it may be removed (seven calendar days from the tag being added).

5.3 Bicycles left in an unsafe/ unsuitable place

An exception to the seven day removal rule is where a bicycle has been chained or left in an area not designated for bicycle storage within the confines of a station or attached to railway property. This is in contravention of Railway Byelaw 14.2 and will be liable to immediate removal, the bicycle will be put into storage for 3 months (Appendix four (Designated Storage Locations)) of the ScotRail Abandoned Bicycle Procedure subject to following the process set out in section 5.4 of this document.

5.4 Abandoned Bicycles Uplift Process

Where section 5.3 above applies or otherwise once the seven day period initiate as specified in section 5.2 above has lapsed, should the bicycle still be in place it will then be liable for removal.



5.5 Retention and storage of abandoned bicycles

All abandoned bicycles held by ScotRail will normally be kept for 7 days at the initial station (unless there are exceptional circumstances see paragraph 5.3), they will then be stored for a further three months at an appropriate storage location.

5.6 Claiming Uplifted Bicycles

It is accepted that some exceptional individual circumstances may lead to a bicycle being left at a station longer than the approved time, and that the owner subsequently may wish to reclaim the property. From the date of removal from a station, bicycles will be retained in storage for a period of 3 calendar months before being disposed of – after which they shall be considered abandoned and disposed of.

If a customer believes their bicycle has been wrongly identified as abandoned and uplifted, they can contact the ScotRail Customer Relations team on 0344 811 0141 between 7am and 8pm each day. Customer Relations will work in collaboration with the ScotRail Service Desk to identify the location of the bicycle. Customer Relations will advise the customer on where/when they can attend to retrieve their property. The customer will have the responsibility to provide proof of ownership prior to the return of any bicycle. Evidence of ownership will ideally consist of one or more of the following:

- Original purchase receipt stating the cycle make and model;
- A copy receipt or letter on headed paper from the retailer confirming purchase, the bicycle make and model purchased;
- An invoice stating the bicycle make and model purchased;
- Cycle to Work scheme documents stating the bicycle make and model purchased;
- A credit agreement stating the bicycle make and model purchased.

If the customer does not have any of the above, we will require a combination of acceptable personal identification documents (current passport, photo-card driving licence or national ID card) and at least one of the following:

- Clear photographs of the bicycle;
- A bank or credit card statement showing the date purchased and the retailers details;
- Packaging and literature which shows details of the bicycle;
- A repair statement from a reputable cycle shop stating the make, model and date.



In the absence of any of the above, ScotRail employees will have the discretion to make a judgement regarding ownership of the bicycle.

Any travel expenses or other costs will be the customer's responsibility.

5.7 Donation and Re-use of Abandoned Bicycles

Unless reclaimed by its owner in the interim, any bicycle removed will be disposed of after 3 months following its removal from a station.

ScotRail will contact its nominated Charity (currently Cycling Scotland and Cycling UK) to advise that the bicycle is ready to be donated and re-used. The charity will be required to keep records including photographic records of a bicycle donated through the ScotRail Abandoned Bicycle Policy for a period of six months.

Where the nominated charity cannot accept a donation of the bicycle, it will be disposed of at a ScotRail metal waste transfer site for recycling in compliance with ScotRail Sustainable Policy of adopting circular economy principles to manage materials, minimise waste production, increase recycling rates and reduce waste sent to landfill.

Once a bicycle is disposed of, the original owner will thereafter have no claim of the property.

6. Liability

If a bicycle has been identified as abandoned, ScotRail has the right to remove it to a secure place and will not be held responsible for any damage to locks or to the bicycle as a result of the removal.

ScotRail will only be liable for any loss or damage to bicycles if the loss or damage was caused by the fault of a ScotRail member of staff.

7. Review

The Abandoned Bicycle Policy will be reviewed annually, or after any significant incidents, whichever is sooner.





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