

# Travel to Work Report 2018

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Prepared by Suffolk County Council

[Nicola.Warwick@suffolk.gov.uk](mailto:Nicola.Warwick@suffolk.gov.uk)



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## 1. **Headline Results**

The 2018 online Travel to Work survey ran from 7th May to 29<sup>th</sup> June 2018. Out of the 48 organisations who were invited to participate, four chose not to take part this year and 14 did not reply. Of the organisations who did not reply, staff from four of them somehow managed to complete the survey, but only in small numbers. The survey was also more widely circulated to a range of small and medium enterprises in the county by the Suffolk Chamber of Commerce and Bury BID, resulting in a total of 3,746 complete responses overall. The full list of organisations from which responses were received can be found in Table 1 on page 6 (including those receiving the survey from the Chamber of Commerce or Bury BID, where the number of responses was more than one).

Note: as district and borough councils in Suffolk have historically taken part in the survey as individual organisations, for the purposes of this report they are being treated as combined authorities, to reflect their joint working and locations.

Key findings from the survey are:

- The most frequently used mode of transport by far is driving (single occupant or carshare) at 65.3% for all organisations, slightly lower, 64.5% for those making up the baseline organisations (those who have taken part in the survey since it was first run in 2005)
- 31.9% of respondents travel to work most often using sustainable modes of transport (bus, car passenger, cycle, park and ride, train, walk and work from home), a decrease of 3.9 percentage points compared to 2017. For organisations forming the original 2005 base set, the sustainability figure is slightly higher at 33.2%, 3.5 percentage points below the 2017 figure and lower than the figures for both 2016 (34.8%) and 2015 (35.8%)

Looking at the primary mode of transport for the baseline organisations, over the period 2005 to 2018:

- The figure for those travelling as a single occupant in a car has increased compared to last year and currently stands at 55.8%, 2.3 percentage points above last year's figure and the highest it has been since 2015
- After seeing an increase in 2017, public transport usage has decreased in this year; traveling by bus, at 5.1% is the lowest it has been since 2014, while train travel, after reaching its highest figure during the lifetime of the survey in 2017 has fallen 2.6 percentage points to 4.6%.
- Walking to work has decreased compared to last year and the previous years, reaching its lowest figure, at 9.8% since 2012.
- Working from home remains low, at 0.5%, similar to 2017
- Cycling to work has increased by 2.4 percentage points since 2017, currently standing at 9.3%
- 61.4% of respondents said they walked or cycled to work for health reasons, lower than in 2017 by 5.2 percentage points. 59.8% said they lived near enough to work to make these modes of transport practical, much lower than the 2017 figure of 82.8%
- 44.8% of respondents were aware of discounts for travel on public transport available to them because of the organisation they work for, 7.5 percentage points higher than the figure for 2017, which in turn was 9 percentage points above 2016, suggesting increasing levels of awareness
- Only 28.2% said improved public transport would encourage them to travel sustainably, 13.9 percentage points below the figure for 2017 while 30.3% of respondents said nothing would encourage them to do so

## 2. Background and Methodology

This survey helps Suffolk County Council understand the various ways people travel to work. Suffolk County Council's Local Transport Plan- <http://www.suffolk.gov.uk/roads-and-transport/public-transport-and-planning/transport-planning-strategy-and-plans/> is a long-term strategy up to 2031, highlighting the council's long-term ambitions for the transport network.

The Travel to Work Survey is one of a number of Suffolk County Council's initiatives to improve transport services by understanding how people travel within the county. Survey data also helps organisations taking part to develop their own travel plans and monitor progress against existing ones.

### 2.1 Validation Checks

Validation checks of the raw data ensure the accuracy of the results. These include:

- Analysing responses included as 'Other' for questions where this option is presented and ensuring these are added to the standard options, if appropriate.
- Removing data entered in error, for example where every box has been ticked or where test data has not been removed prior to the survey going live.

## 3 Results

### 3.1 Which organisation do you work for?

The organisations and the geographic location of where most of the workforces are based are shown in Table 1.

**Table 1 - Organisations participating in the 2018 Travel to Work Survey.**

Organisation	Main location	Respon- dents	% of total
ACAS	Mildenhall	2	0.05%
Adnams	Southwold	1	0.03%
Babergh and Mid Suffolk District Councils	Ipswich	96	2.56%
BT	Adastral Park, Martlesham	817	21.81%
Bury BID	Bury St Edmunds	1	0.03%
Care UK	Various	17	0.45%
Cefas	Lowestoft	1	0.03%
Cisco International	Adastral Park, Martlesham	3	0.08%
Concertus	Ipswich	41	1.09%
Denny Bros	Bury St Edmunds	1	0.03%
East of England Co-operative Society	Ipswich	122	3.26%
East of England LGA	Bury St Edmunds	2	0.05%
East Suffolk Council (Suffolk Coastal and Waveney District Councils)	Felixstowe/Lowestoft/Melton	139	3.71%
Essex and Suffolk Water	Beccles/Lowestoft	19	0.51%
Greater Anglia	Various	1	0.03%
Greene King	Bury St Edmunds	1	0.03%
Gross and Co Solicitors	Bury St Edmunds	7	0.19%
Ipswich BID	Ipswich	1	0.03%
Ipswich and East Suffolk Clinical Commissioning Group	Ipswich	45	1.20%
Ipswich Hospital NHS Trust	Ipswich	204	5.45%
Joint Emergency Planning Unit (SCC and district and borough councils)	Ipswich	2	0.05%
New Anglia LEP	Various	2	0.05%

NHS – other (inc Community Healthcare, Property Services)	Various	4	0.11%
Norfolk and Suffolk Foundation Trust	Ipswich	4	0.11%
Norfolk and Suffolk Police	Various	162	4.32%
OneLife Suffolk	Ipswich	33	0.88%
OPUS People Solutions	Ipswich	14	0.37%
P & O Ferrymasters	Ipswich	11	0.29%
Pitney Bowes	Martlesham	2	0.05%
Samskip	Wherstead Park, Ipswich	7	0.19%
Schools Choice	Ipswich	2	0.05%
Suffolk Coastal Norse	Ufford	11	0.29%
Suffolk Constabulary (inc Office of Police and Crime Commissioner)	Martlesham	16	0.43
Suffolk County Council (inc Fire and Rescue Service)	Mainly Ipswich but various	640	17.08%
Suffolk Highways	Mainly Ipswich	38	1.01%
Suffolk Libraries	Various	13	0.35%
Suffolk New College	Ipswich	143	3.82%
University of Suffolk	Ipswich	217	5.79%
University of Suffolk – student	Ipswich	4	0.11%
Vertas	Ipswich	86	2.30%
Waveney Norse	Lowestoft	17	0.45%
West Suffolk Clinical Commissioning Group	Bury St Edmunds	20	0.53%
West Suffolk Hospital	Bury St Edmunds	194	5.18%
Willis Towers Watson	Ipswich	425	11.35%
Other	Various	64	1.71%
Total		3,746	100%

For the analysis of trends and comparisons with previous years the following baseline set of companies has been used:

- Babergh District Council\*\*\*
- BT
- Concertus\*
- Forest Heath District Council\*\*\*
- Ipswich Borough Council\*\*
- Mid Suffolk District Council\*\*\*
- St Edmundsbury Borough Council\*\*\*
- Suffolk Coastal District Council\*\*\*
- Suffolk County Council
- Waveney District Council\*\*\*
- Willis Towers Watson
- Vertas (previously EFMS Ltd)\*
- Suffolk Highways\*
- Suffolk Libraries\*

\*Outsourced from SCC

\*\* Agreed to take part, but no responses received

\*\*\* Treated jointly with the district/borough it shares services with

This totals 63.77% (2,389) of all responses.

In previous years, a major concern was how responses from combined district and borough councils should be dealt with. In 2015, 2016 and 2017 respondents working for integrated councils were asked to state which of the two they work at most often and from there presented with a series of free text questions on their work pattern, modes of transport and distance travelled for both locations, as well as time taken to travel to the location they work at most often. For 2018, these integrated authorities have been treated jointly with the district or borough they share services with, as the majority of staff are based at jointly shared locations.

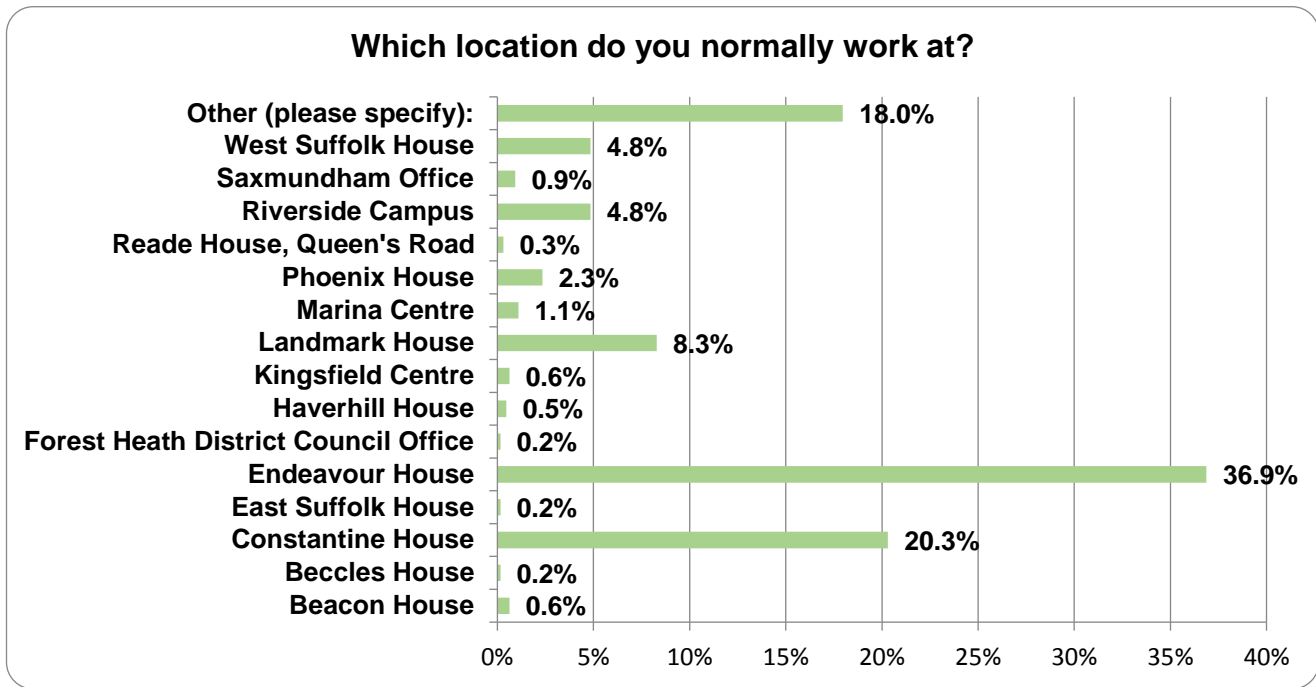
### **3.2 Which location do you normally work at? (SCC only)**

As shown in Figure 1 below, most of Suffolk County Council staff completing the survey are based in either Constantine or Endeavour Houses, 57.2% overall, with the remainder either spread around the smaller locations or choosing 'Other'. Of those choosing 'Other', some gave only the name of the town they work in, rather than the building or office, while the remainder stated they were based at one of the following:

- Children's centre
- Clinic or health centre
- Another local authority's headquarters
- Fire station
- Customer First/Contact Centre
- Hospital (Ipswich or West Suffolk)
- The Mix, Stowmarket
- A school
- Children's home
- Care home
- Ipswich Museum
- Register office
- Records office or library
- University of Suffolk
- New Suffolk College
- Kirkley Care Campus
- Northgate Arts centre
- AONB Office, Melton
- St Peter's House, Ipswich
- No specific base – working peripatetically

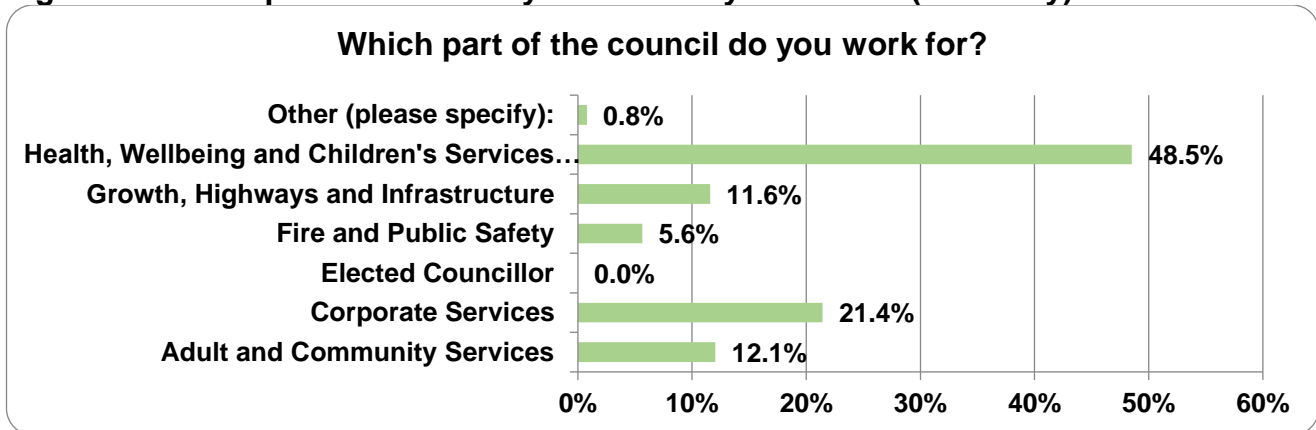


**Figure 1 – Which location do you normally work at (SCC only)?**



**3.3 Which part of the county council do you work in? (SCC only)**

**Figure 2 - Which part of the County Council do you work in (SCC only)?**



**3.4 Which of these modes of transport do you use most often to travel to the location where you work? and Thinking about all the stages of your journey to work, please tick all the modes of transport you use, for example, if you drive to a railway station to catch a train, tick both car and train. (All organisations)**

These questions capture all modes of transport used to get to work used by staff from all organisations taking part in the survey. It shows the range of travel options used, as well as the primary mode of travel.

Note: the question – *Thinking about all the stages of your journey....* - respondents could tick all options that apply, so the total responses up to more than 100%.

By far the most frequently used mode of travel is car driver – single occupant; 63.5% use this sometimes as a mode of travel, an increase of almost four percentage points compared to the 2017 while for 59%, again an increase of four percentage points on last, year’s figure, it is their primary mode. Figures for those travelling by more sustainable mode of transport show small decreases this year compared to 2017, although this is more likely reflect the fact that this year some organisations have taken part who had not taken part in previous years and also the fact that some organisations have relocated to new headquarters since the 2017 survey took place. Table 2 shows the proportion overall using each method of transport, either as the primary mode, or used as any part of the journey to work. Those using ‘other’ modes of travel to work include those who run, use a mobility scooter or did not include any further information.

**Table 2 – Modes of travel to work – all used and primary (all organisations)**

	All modes used	Primary mode
Bus	8.3%	4.7%
Car driver - single occupant (whole journey)	63.5%	59.0%
Car driver with a passenger/ car share (any part of the journey)	11.0%	8.5%
Car passenger	4.3%	2.1%
Cycle	11.9%	9.1%
Motor cycle/ moped/ motor scooter	1.4%	0.9%
Park and ride	3.0%	1.7%
Train	7.0%	4.2%
Walk	24.1%	10.7%
N/a - work from home	1.7%	0.5%
Other	0.3%	1.2%

Generally, the biggest changes are for those who drive to work, as detailed above, although figures for those using public transport have decreased; those who primarily travel by train have gone down from 6.0% in 2017 to 4.2% this year. Similarly those whose primary mode of transport is bus have decreased from 5.9% to 4.7%. Those who walk either as their primary mode of travel or as part of their journey to work have also decreased; in 2017, 29.8% walked as part of their journey to work, this year it is 24.1%, while those who walk as their primary mode of travel have gone from 13.4% last year to 10.7% in 2018.

By contrast, cycling is more popular this year, having decreased in 2017 compared to 2016. Those who cycle as their primary mode of transport have increased by 2.3 percentage points, from 6.8% in 2017 to 9.1%, while those who cycle some of the way have increased from 9.7% to 11.9%.

Table 3 shows the most used travel modes for the organisations taking part in the 2018 survey. As in previous years, only those where sufficient numbers of responses were received to ensure a meaningful comparison have been used and only those organisations with more than 20 responses are included. The highest and lowest three scores for each travel mode are highlighted.

As in previous years, car driver- single occupant is the most commonly used mode of travel for all organisations featured, ranging from 90.9% for the OneLife Suffolk (taking part for the first time this year), to 33.3% for Ipswich and East Suffolk Clinical Commissioning Group (IESCCG). The majority of IESCCG staff relocated to Endeavour House, Ipswich since the last survey so it is significant that this organisation also has the highest figure for those using Park and Ride at 24.4%. However, it is difficult to make any direct comparison with previous years for this organisation, as in 2016 and 2017 only one person completed the survey, although of the 33 who completed in 2015, 93.9% had car driver – single occupant as primary mode of travel.

Walking to work features highly for some organisations, most notably Suffolk New College at 44.0% and Willis Towers Watson at 34.5%. For Suffolk New College, this figure is almost double that for 2017, when

it was 23.3% and for Willis Towers Watson it is more than double last year's figure, which was 15.7%. Significantly, the only organisation where no-one walks to work is OneLife Suffolk.

All public transport options have relatively low response rates, the highest being 15.8% of Willis Towers Watson staff travelling by train, closely followed by West Suffolk Clinical Commissioning Group at 15%. The highest figure for travel by bus is 11.1% for Ipswich and East Suffolk Clinical Commissioning Group. This low usage of public transport reflects the fact, in response to the question 'If you don't normally use sustainable transport, which of these would encourage you to do so?' the most popular option, after 'Nothing' was 'Improved public transport'.

As in previous years, working from home has the lowest response rates overall, with BT having the highest rate at 2.4%, suggesting that most organisations do not have adequate provision or a great desire to enable employees to work flexibly, or it simply may not be practical for this option to be offered.

**Table 3 - Most often used travel mode –organisations with more than 20 responses (all organisations)**

Organisation	Main location	No. of responses	Bus	Car driver, single occupant	Car driver with passenger	Car passenger	Cycle	Motor cycle	Park and Ride	Train	Walk	Work from home
Babergh and Mid Suffolk District Councils	Ipswich	96	5.2%	43.8%	3.1%	0.0%	3.1%	1.0%	11.5%	14.6%	10.4%	2.1%
BT	Martlesham	817	6.2%	59.0%	9.7%	0.6%	16.2%	1.4%	0.0%	0.1%	4.3%	1.0%
Concertus	Ipswich	41	9.8%	39.0%	4.9%	7.3%	9.8%	0.0%	2.4%	4.9%	17.1%	2.4%
East of England Co-operative Society	Wherstead	122	0.0%	89.3%	4.1%	3.3%	2.5%	0.0%	0.0%	0.0%	0.8%	0.0%
East Suffolk Council (Suffolk Coastal and Waveney District Councils)	Melton	139	4.3%	63.3%	11.5%	2.9%	7.1%	0.0%	0.0%	2.9%	7.2%	0.0%
Ipswich and East Suffolk Clinical Commissioning Group	Ipswich	45	11.1%	33.3%	0.0%	2.2%	4.4%	0.0%	24.4%	6.7%	15.6%	0.0%
Ipswich Hospital NHS Trust	Ipswich	204	5.9%	54.9%	3.4%	2.5%	16.7%	2.5%	1.0%	1.0%	8.3%	0.0%
Norfolk and Suffolk Police	Various	162	1.9%	74.7%	10.5%	0.0%	6.8%	1.2%	0.0%	0.0%	4.3%	0.0%
OneLife Suffolk	Ipswich	33	0.0%	90.9%	3.0%	0.0%	3.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Suffolk County Council (inc. Suffolk Fire and Rescue Service)	Ipswich/Various	640	5.6%	52.5%	6.7%	2.5%	7.2%	0.3%	4.2%	8.3%	11.1%	0.2%
Suffolk Highways	Ipswich	38	5.3%	63.2%	7.9%	2.7%	10.5%	5.3%	0.0%	0.0%	2.7%	0.0%
Suffolk New College	Ipswich	143	8.5%	46.8%	11.4%	4.3%	15.6%	1.4%	0.0%	7.1%	44.0%	0.0%
University of Suffolk	Ipswich	217	4.2%	47.0%	6.9%	2.8%	5.1%	0.9%	0.0%	9.7%	21.2%	0.0%
Vertas	Ipswich	86	8.2%	72.9%	9.4%	3.5%	4.7%	2.4%	1.2%	2.4%	14.1%	0.0%
West Suffolk Clinical Commissioning Group	Bury St Edmunds	20	5.0%	55.0%	0.0%	0.0%	5.0%	5.0%	5.0%	15.0%	10.0%	0.0%
West Suffolk Council (Forest Heath District and St Edmundsbury Borough Councils)	Bury St Edmunds	94	0.0%	61.7%	7.5%	6.4%	6.4%	1.1%	0.0%	0.0%	16.0%	0.0%
West Suffolk Hospital	Bury St Edmunds	192	3.7%	61.0%	8.9%	1.6%	8.3%	0.0%	1.6%	0.5%	10.9%	0.0%
Willis Towers Watson	Ipswich	425	9.6%	58.3%	14.1%	4.3%	6.0%	0.2%	1.4%	15.8%	34.5%	1.9%

**Key :** top 3 bottom 3

**Note:** Some 'Other' responses have been added to the relevant travel mode, where appropriate

Historic data from previous surveys for the baseline organisations (listed on p.7) shows how usage of the various modes of transport has changed over time:

**Table 4 - 9-year comparison – all modes and primary mode used (baseline organisations only)**

All modes used (% of respondents)										
Travel mode	Bus	Car driver - single occupant	Car driver- with passenger	Car passenger	Cycle	Motor cycle/moped/motor scooter	Park and ride	Train	Walk	Work from home
Year										
2010	9.9%	67.6%	14.8%	7.3%	13.8%	2.2%	2.5%	5.9%	19.4%	6.8%
2011	9.7%	66.5%	14.2%	7.4%	15.0%	2.5%	1.6%	6.4%	20.2%	7.6%
2012	10.4%	68.5%	14.2%	6.8%	16.5%	2.3%	2.0%	6.3%	18.9%	8.5%
2013	11.1%	65.3%	15.9%	7.9%	17.1%	2.1%	1.7%	8.0%	19.7%	8.2%
2014	10.0%	67.3%	14.5%	7.4%	14.7%	1.8%	2.5%	8.1%	21.7%	5.8%
2015	10.9%	67.8%	13.0%	7.1%	13.6%	1.8%	2.4%	8.1%	23.3%	2.4%
2016	8.7%	59.6%	13.1%	5.0%	14.3%	1.5%	0.8%	7.3%	23.2%	0.4%
2017	9.7%	59.1%	11.1%	5.9%	10.1%	1.4%	1.3%	9.0%	30.9%	1.9%
2018	8.9%	62.6%	11.4%	4.6%	12.1%	1.5%	3.3%	8.2%	23.7%	2.3%
Primary mode used (% of respondents)										
Travel mode	Bus	Car driver - single occupant	Car driver- with passenger	Car passenger	Cycle	Motor cycle/moped/motor scooter	Park and ride	Train	Walk	Work from home
Year										
2010	5.2%	56.9%	9.2%	3.4%	7.6%	0.9%	1.3%	3.1%	10.4%	1.2%
2011	4.9%	54.8%	9.4%	3.3%	8.7%	1.2%	1.0%	3.8%	10.9%	1.6%
2012	4.8%	57.4%	9.0%	2.9%	9.2%	0.8%	1.1%	3.5%	8.7%	1.6%
2013	5.5%	53.4%	9.6%	3.5%	9.2%	0.8%	1.1%	4.6%	9.9%	1.6%
2014	4.8%	54.8%	8.7%	2.9%	8.1%	0.9%	1.3%	4.9%	11.7%	0.9%
2015	5.7%	55.4%	8.1%	2.9%	7.9%	0.7%	1.4%	4.7%	12.5%	0.6%
2016	5.3%	53.9%	10.8%	2.5%	10.3%	1.0%	0.5%	3.6%	11.1%	0.9%
2017	5.8%	53.5%	9.1%	2.6%	6.9%	0.6%	0.9%	7.2%	13.1%	0.4%
2018	5.1%	56.0%	8.7%	2.1%	9.3%	0.8%	1.9%	4.6%	9.8%	0.5%

**Note:** prior to 2010 the survey was carried out on one day only; respondents were asked to answer based on how they had travelled to work on the day of the survey and indicate how they normally travel to work but were only given the option of naming one mode of transport for each.

- Travelling as a single occupant in a car, either sometimes or as the primary mode of transport is still the most frequently used mode; at 62.6% and 56.0% respectively, both having increased from 2017
- Use of public transport (bus or train) has seen a slight reduction this year, although Park and Ride usage has more than doubled as both as a sometimes used and primary mode of travel. The obvious reason for this could be that since July 2017, Suffolk County Council Staff have been allowed to use the Park and Ride facility for free, since the change to free the shuttle bus between Endeavour House and Ipswich town centre. Park and Ride usage has also increased for Babergh and Mid Suffolk District Councils and Ipswich and East Suffolk Clinical Commissioning Group who have relocated into Endeavour House since the 2017 survey.
- Walking maintains its place as the second most popular mode of transport, both as primary or sometimes used mode, although both have experienced reductions since 2017, when both reached their highest figure in the lifetime of the survey.
- By contrast, cycling has increased since 2017, having seen a small decrease in both those who sometimes cycle and those for whom cycling is the primary mode of transport

### 3.4.1 Modal Trends

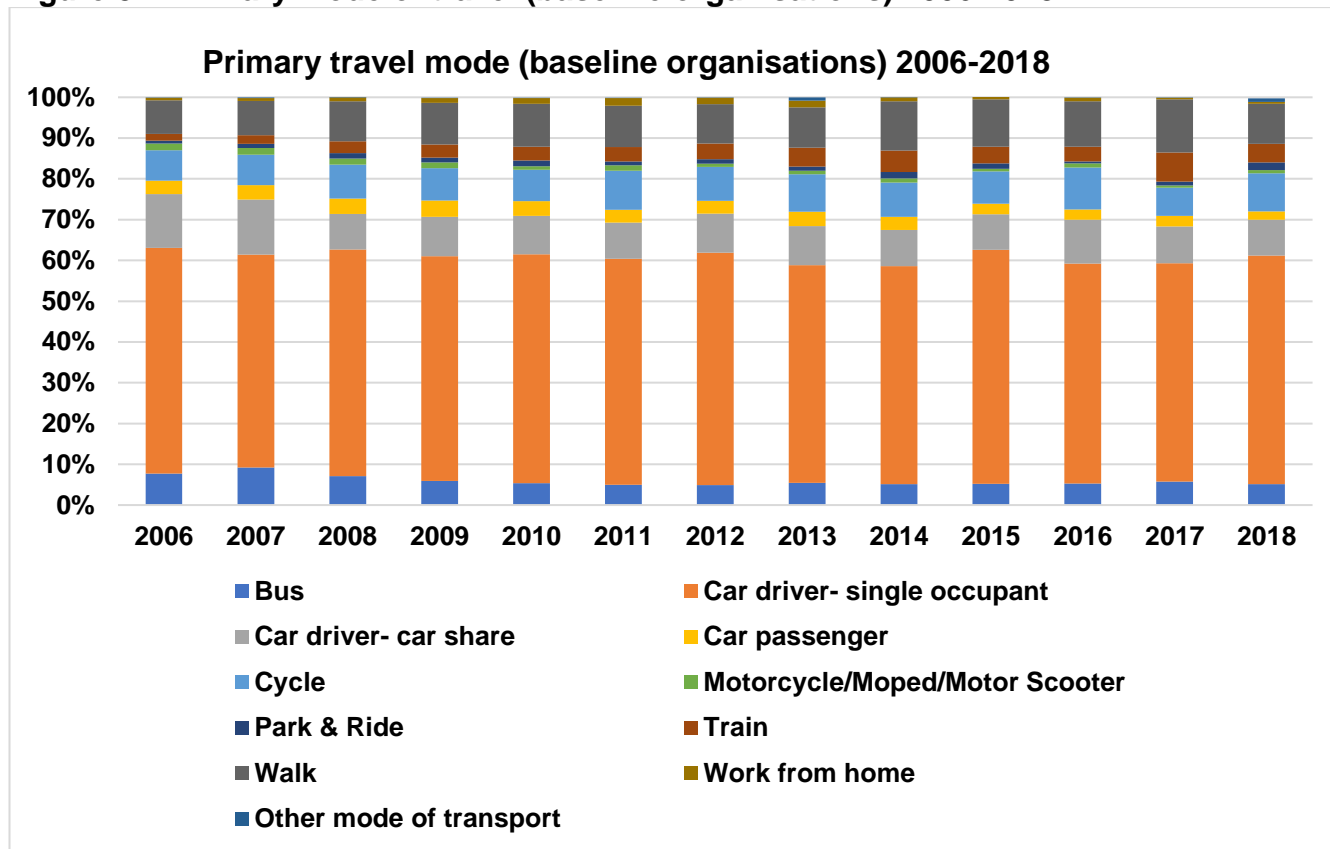
Table 5 and Figure 3 show the usual mode of transport or primary travel mode, since 2006 (when the survey first took place in its current format) for the baseline organisations.

**Table 5 - Modal trends (baseline organisations)**

Year	2006	2007	2008	2009	2010	2011	2012	2013	2014	2015	2016	2017	2018
Travel mode													
Bus	7.7%	9.2%	7.1%	5.9%	5.4%	5.0%	4.9%	5.5%	5.1%	5.2%	5.3%	5.8%	5.1%
Car driver-single occupant	55.4%	52.2%	55.6%	55.1%	56.1%	55.4%	57.0%	53.4%	53.4%	57.4%	53.9%	53.5%	56.0%
Car driver-car share	13.2%	13.5%	8.7%	9.7%	9.4%	8.9%	9.6%	9.6%	8.9%	8.7%	10.8%	9.1%	8.7%
Car passenger	3.3%	3.6%	3.8%	4.0%	3.6%	3.1%	3.1%	3.5%	3.3%	2.6%	2.5%	2.6%	2.1%
Cycle	7.4%	7.4%	8.3%	7.9%	7.7%	9.6%	8.3%	9.2%	8.4%	7.9%	10.3%	6.9%	9.3%
Motorcycle/Moped/Mot or Scooter	1.7%	1.7%	1.5%	1.4%	0.9%	1.3%	0.8%	0.8%	1.0%	0.7%	1.0%	0.6%	0.8%
Park & Ride	0.7%	1.0%	1.3%	1.2%	1.4%	1.0%	1.1%	1.1%	1.6%	1.3%	0.5%	0.9%	1.9%
Train	1.6%	2.1%	2.9%	3.2%	3.4%	3.5%	3.9%	4.6%	5.3%	4.1%	3.6%	7.2%	4.6%
Walk	8.3%	8.4%	9.8%	10.2%	10.5%	10.1%	9.6%	9.9%	12.1%	11.6%	11.1%	13.1%	9.8%
Work from home	0.6%	0.7%	1.0%	1.2%	1.4%	1.9%	1.6%	1.6%	1.0%	0.6%	0.9%	0.4%	0.5%
Other mode of transport	0.1%	0.2%	0.1%	0.1%	0.1%	0.1%	0.1%	0.8%	0.0%	0.0%	0.1%	0.1%	0.8%

The data can also be represented graphically (below) to illustrate the differences between the various modes of travel, underlining the dominance of car driver – single occupant as the preferred primary mode of travel.

**Figure 3 – Primary mode of travel (baseline organisations) 2006-2018**



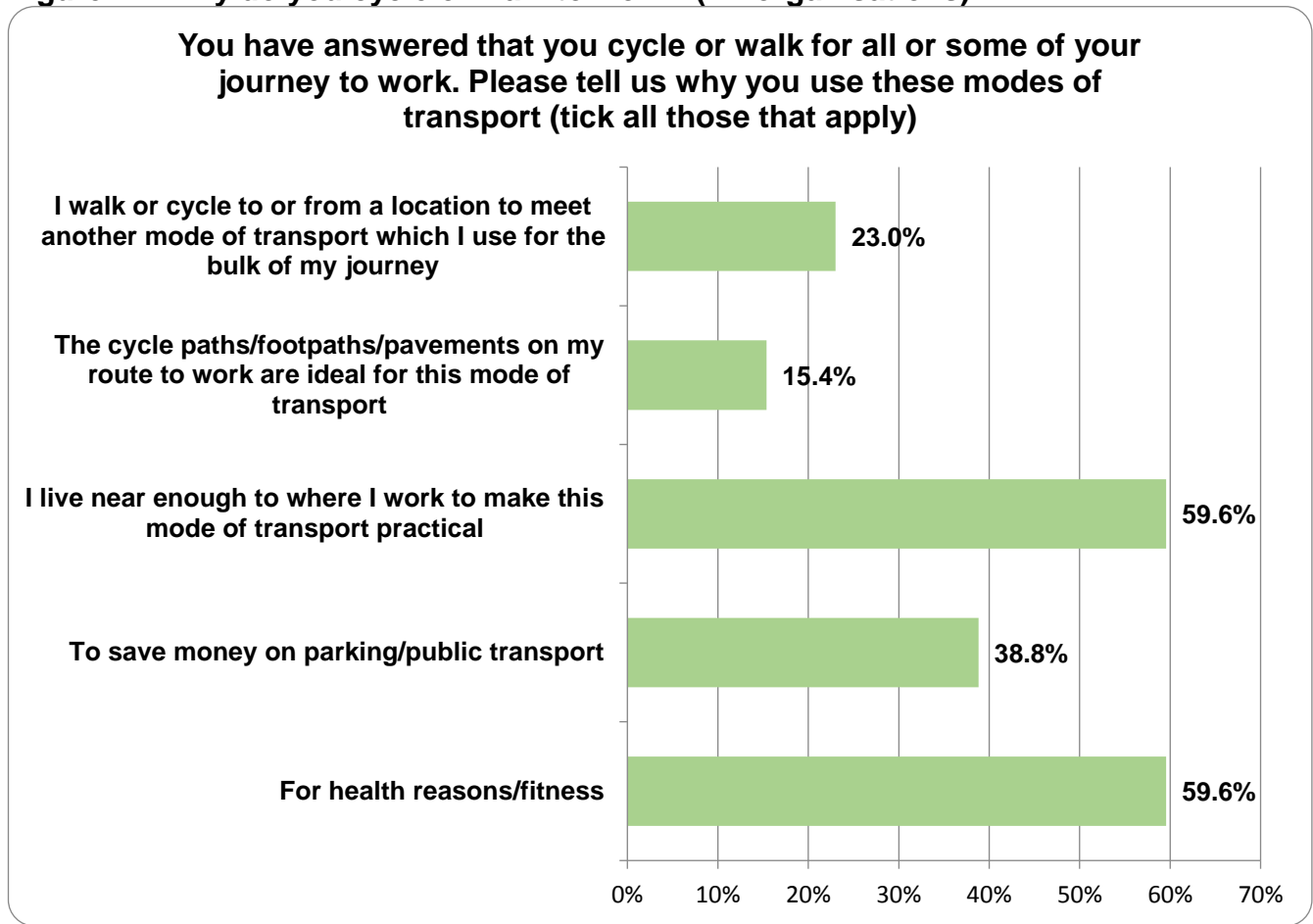
**3.4.2 You have answered that you cycle or walk all or some of your journey to work. Please tell us why you use these modes of transport? (All organisations)**

In 2016, additional questions were added as a way of establishing why respondents from all organisations either cycle or walk to work, aligning the survey with Suffolk County Council’s priorities for the health of those who live in the county.

The majority, 59.6% said they either walk or cycle to work because they live near enough to make this practical, while the same figure said it was for health reasons or fitness. These figures are lower than those in 2017, but that may be simply because of the addition of an extra option this year: ‘I walk or cycle to or from a location to meet another mode of transport which I use for the bulk of my journey’, accounting for 23.0% of responses. 15.4% said the cycle routes or footpaths where they lived make these modes of transport practical, a similar figure to 2017. proportion who said they use these modes of transport to save money on parking or public transport has decreased to 38.8% this year, almost six percentage points lower than in 2017.

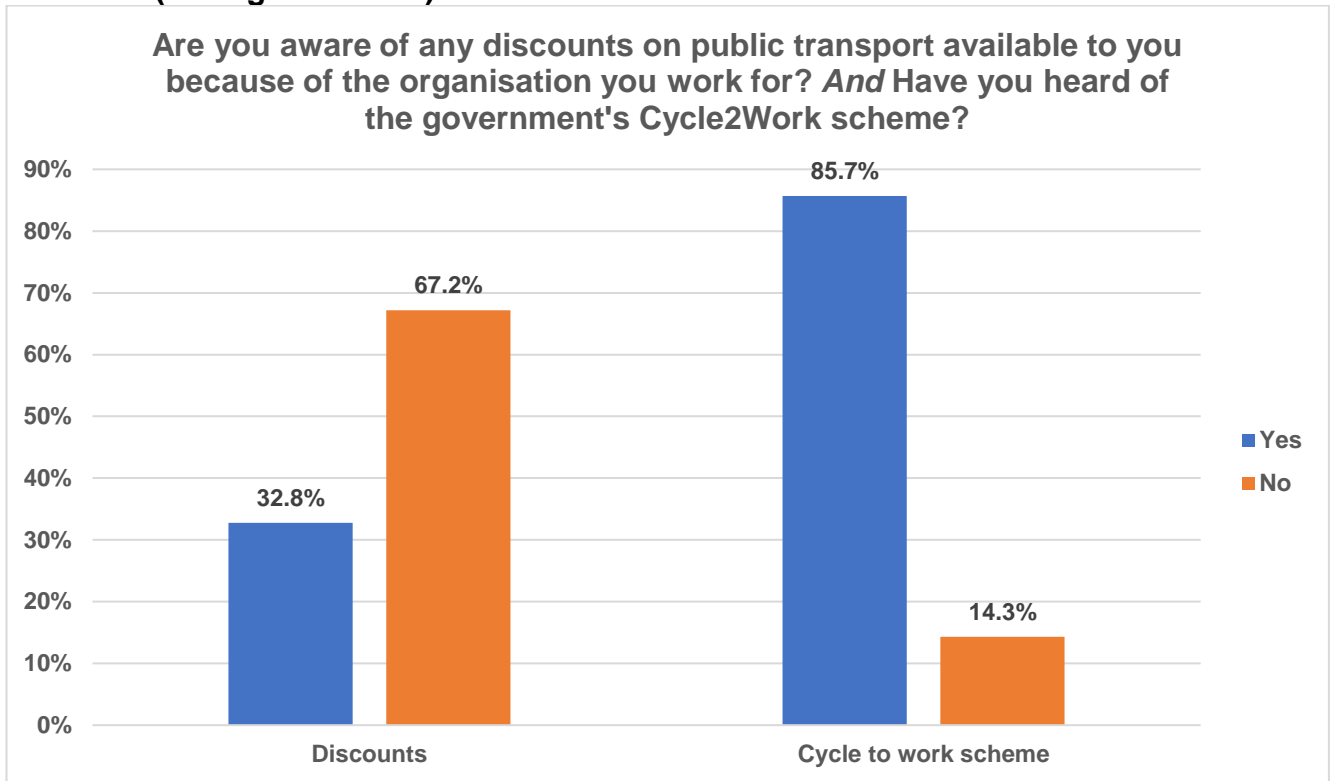


**Figure 4 – Why do you cycle or walk to work? (All organisations)**



Respondents were then asked if they were aware of either any discounts for travel on public transport available because of where they work or the government’s Cycle2Work scheme. As shown below, only 32.8% knew of any discounts for public transport, although 85.7% were aware of the Cycle2Work scheme.

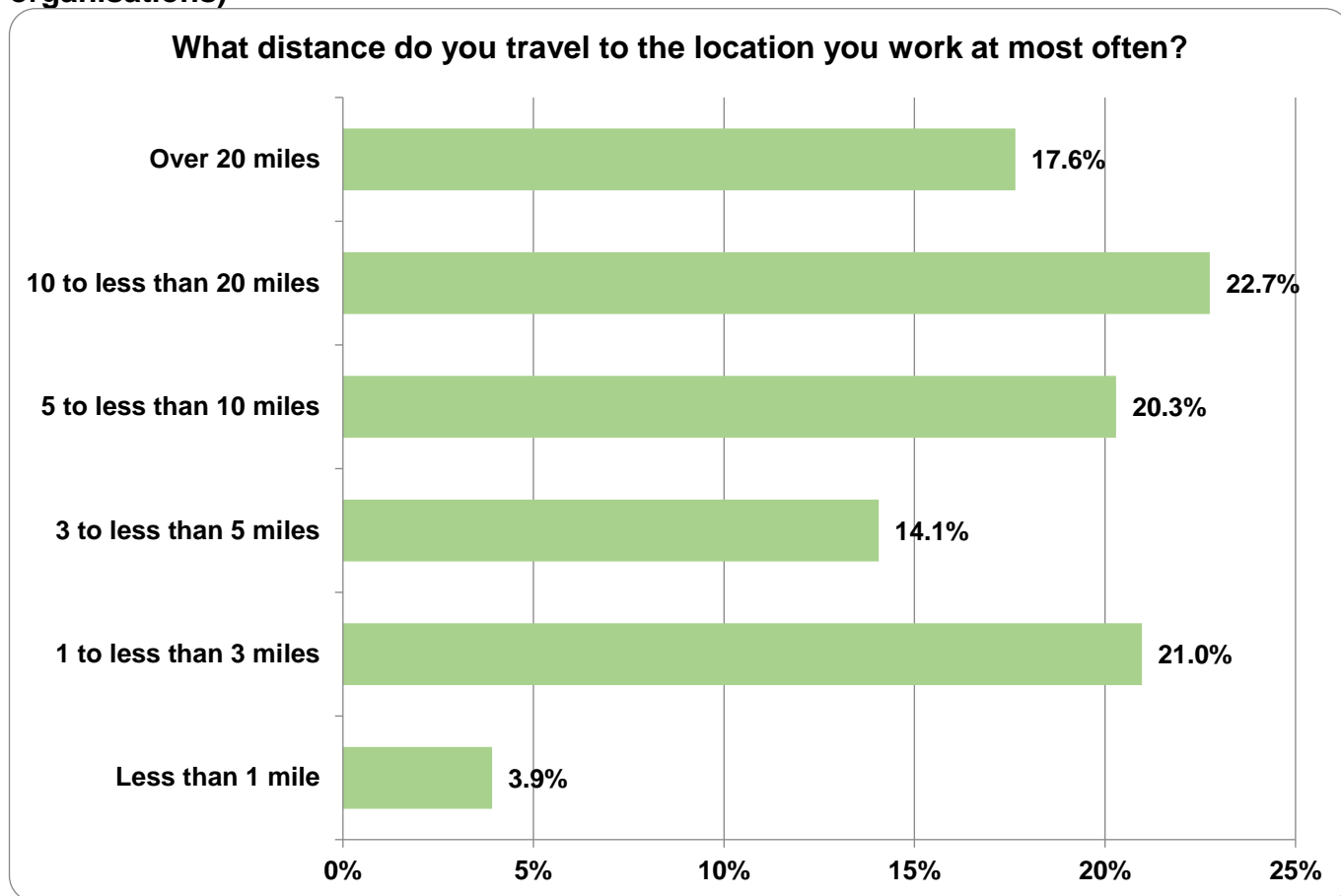
**Figure 5 – Are you aware of any discounts for travel on public transport because of the organisation you work for? and Have you heard of the government’s Cycle2Work scheme? (All organisations)**



**3.5 What distance do you travel to work? (All organisations)**

The highest proportion of respondents, at 22.7% travel from 10 to 20 miles, similar to 2017 and overall 82% travel no more than 20 miles. 59.2% travel no more than 10 miles to work, while only 17.6% travel more than 20 miles, both of these are similar to 2017. Although these figures are similar to last year, there have been some slight changes worth noting; the figure for those travelling less than a mile, 3.9%, has decreased since 2017, when the figure was 5.8%. Those travelling one to less than three miles, three to less than five miles and five to less than 10 miles have all increased since last year, suggesting that respondents are traveling slightly further to work in 2018 compared to 2017.

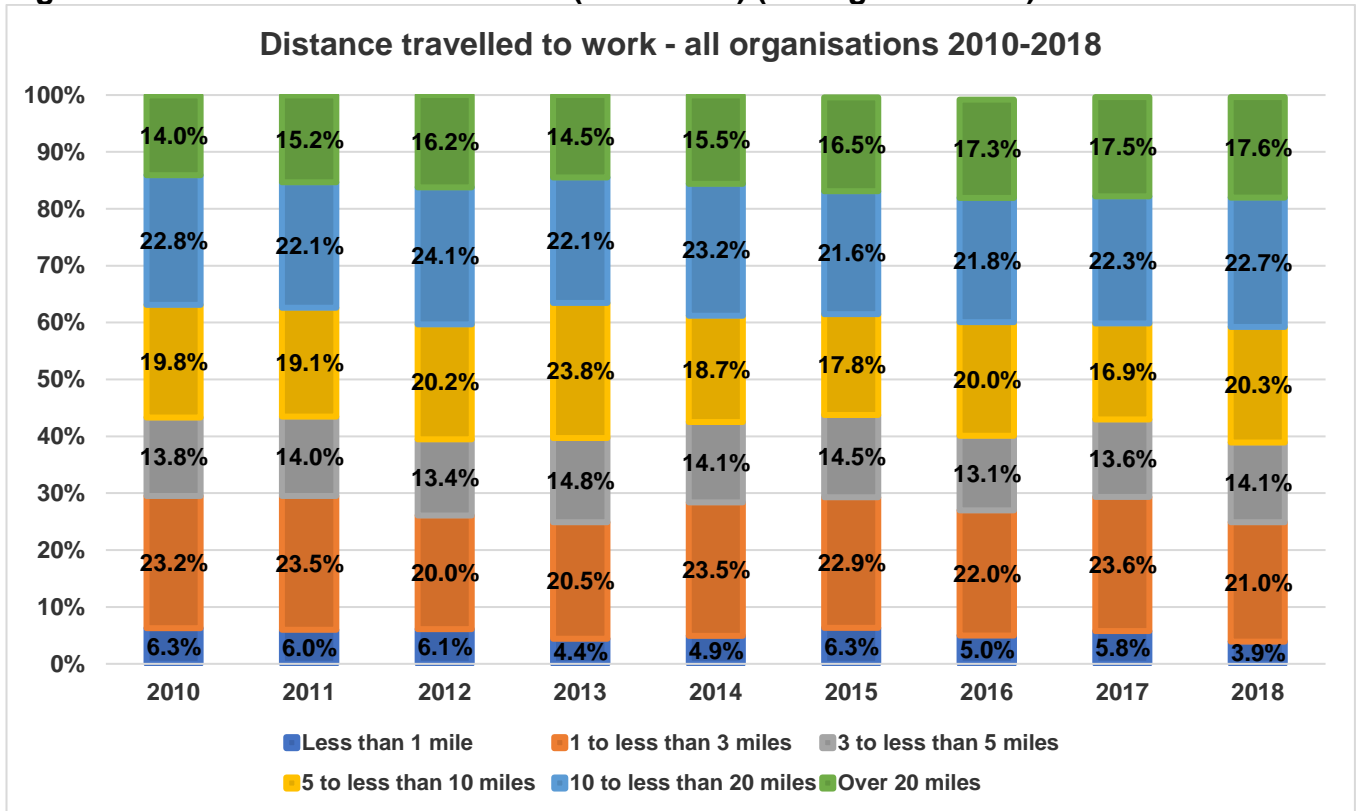
**Figure 6 – What distance do you travel to the location you work at most often? (all organisations)**



Figures for the last nine years show that, over time, the majority of respondents travel either one to three miles or 10 to 20 miles, closely followed by five to less than ten miles. During six of the last nine years, the most frequently travelled distance has been one to less than three miles, overtaken in 2012 and 2013 by both 10 to less than 20 miles and five to less than 10 miles and this year by 10 to less than 20 miles.

Overall, distances travelled vary only slightly year by year. Generally, fewer people travel from less than one mile than any other distance, and historic figures show that those travelling longer distances are increasing; in 2010, 14% travelled over 20 miles and this year the figure has reached 17.6%, its highest ever. Those travelling five to less than 10 miles have seen the biggest change in 2018; in 2017 16.9% travelled this distance but this year the figure has increased by 3.4 percentage points to 20.3%. Travelling over shorter distances is decreasing; those travelling less than one mile have decreased by 1.9 percentage points from 5.8% in 2017 to 3.9% in 2018 while those travelling one to less than three miles have reduced from 23.6% in 2017 to 21% this year.

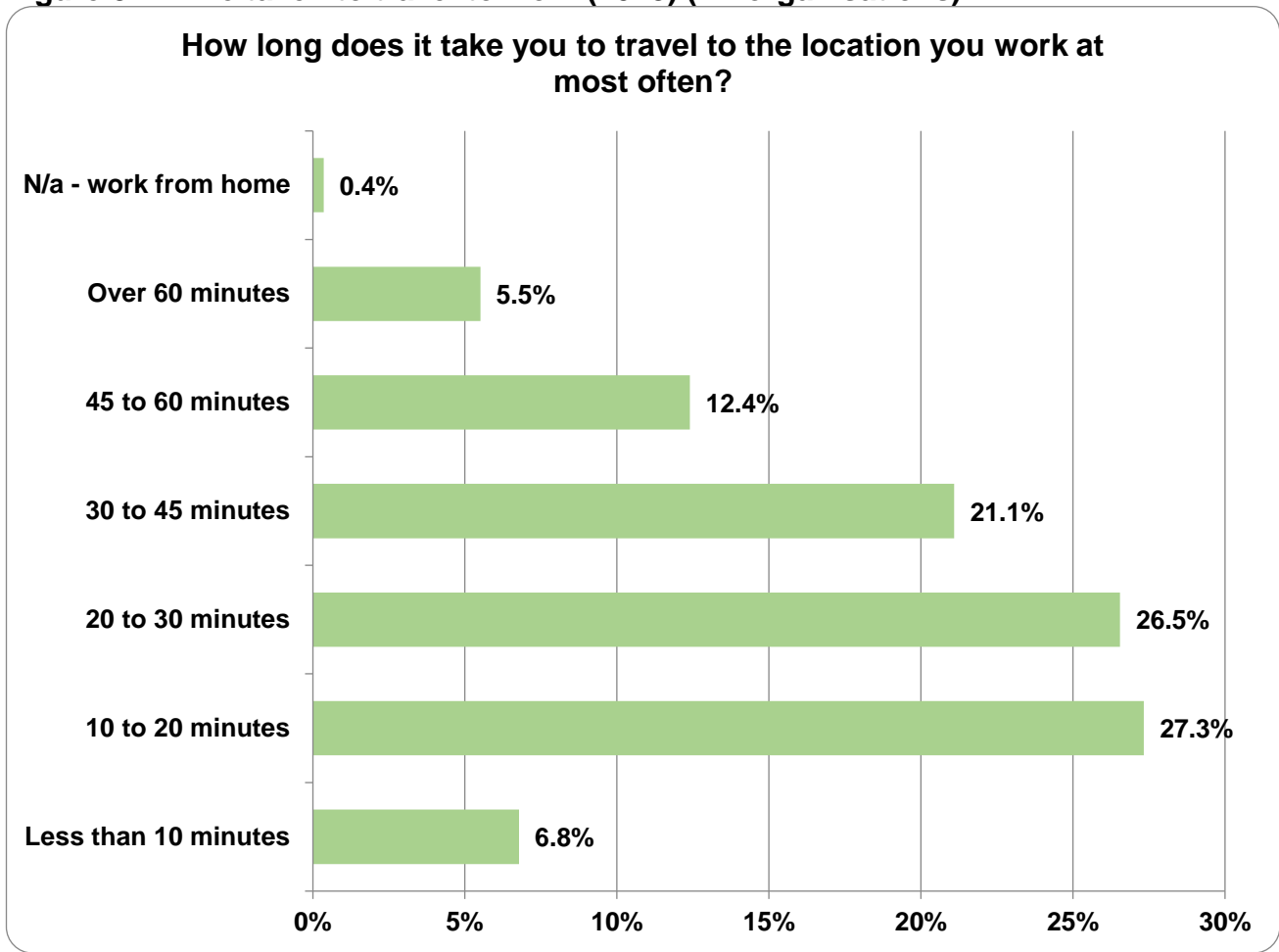
**Figure 7 – Distance travelled to work (2010-2018) (All organisations)**



**3.6 How long does it take you to travel to work? (All organisations)**

Although, 60.7% of respondents take less than 30 minutes to travel to work and 81.7% take less than 45 minutes (both similar to 2017) there have been slight changes within each time span. Those who travel for less than 10 minutes have reduced from 8.2% last year to 6.8% this year, as have those traveling over 60 minutes, from 6.7% in 2017 to 5.5% in 2018. The biggest change is for those travelling 10 to 20 minutes, where the figure has increased by 2.8 percentage points from, 24.5% to 27.3%. Those travelling for 20 to 30 minutes have decreased, from 29.2% to 26.5%, while those travelling between 30 to 45 minutes and 45 to 60 minutes have seen an increase of one and 1.4 percentage points respectively compared to 2017.

**Figure 8 – Time taken to travel to work (2018) (All organisations)**



**3.7 If you don't normally use sustainable transport which of these would encourage you to do so? (All organisations)**

This question asks what factors would encourage people to use sustainable transport. Respondents could choose as many options as were applicable to them, so the total number of responses adds up to more than 100%.

The highest proportion of responses, 30.0% overall and 1.5 percentage points higher than 2017, chose 'Nothing', closely followed by 'improved public transport' at 29%, much lower than in 2017 when the figure was 44.1%, providing further information such as:

- Buses not running early or late enough from where they live
- The need for more frequent trains or buses from their home
- The non-existence of public transport to and from where they live (especially for those living in more rural areas)
- The fact that buses are frequently late or cancelled without warning
- It is much quicker to drive to work than travel using public transport

Some of those who chose 'Nothing' also provided further information, which shows that, as in previous years, reasons for not travelling using sustainable transport and remain the same:

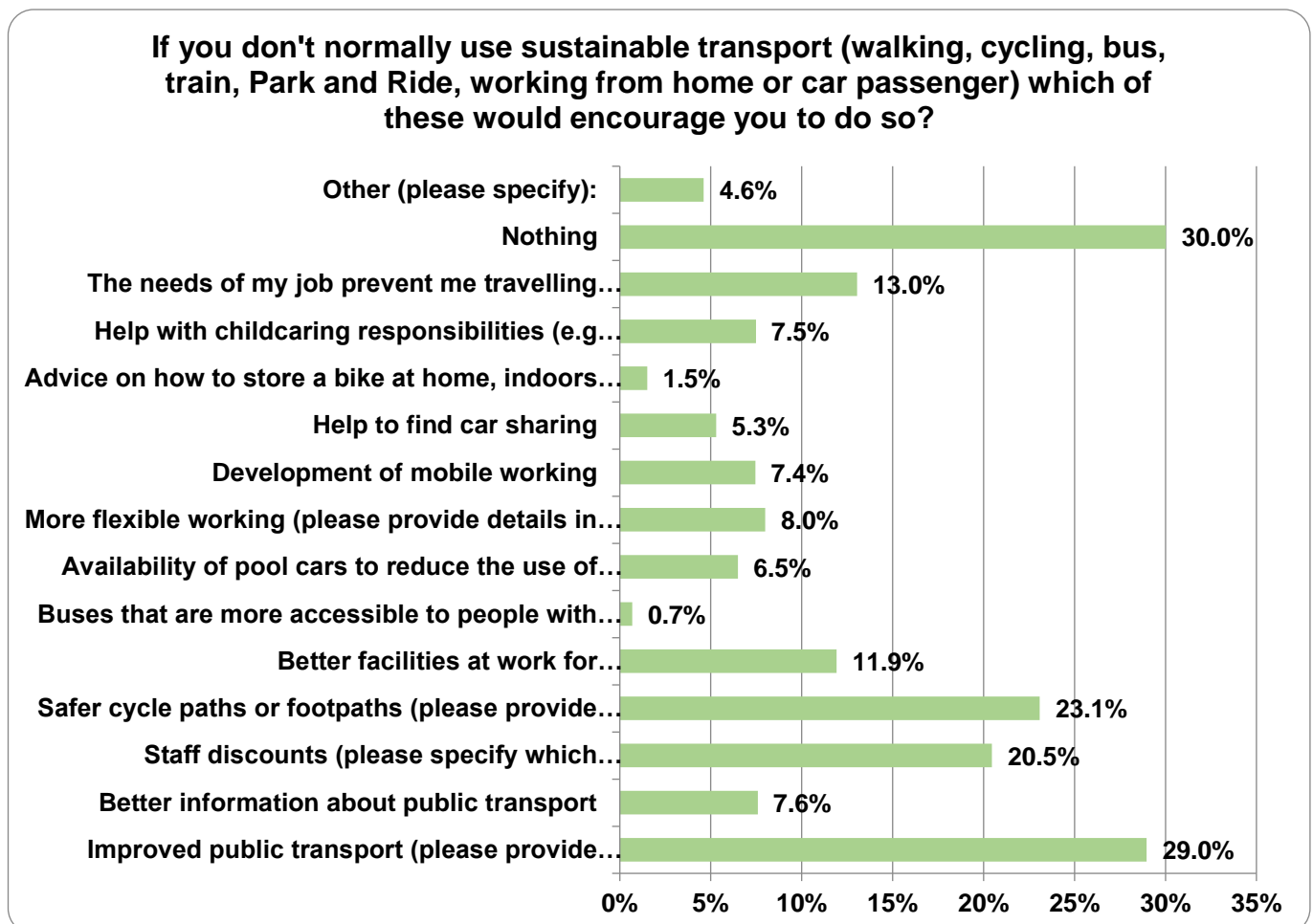
- Having to combine their journey with the school run
- Transporting equipment needed for work
- Needing to travel to rural locations to visit clients or working in the community
- Having caring responsibilities which means they need to be able to travel home at short notice
- Being 'on-call' at work
- Not being able to use public transport for sustainable travel due to health or disability

Fewer people than in 2017 said they would be encouraged to travel sustainably if there were more staff discounts on public transport; 20.5% compared to 21.8% in 2017. A full list of operators named by respondents as those they would like to offer discounted travel can be found in Appendix 2.

23.1% would cycle if cycle paths were safer, a similar figure to 2017, while 11.9% would like better facilities for cyclists at work, such as showers and storage, a reduction from 14.3% last year.

A summary of the 'Other' responses to this question can be found in Appendix 1.

**Figure 9– If you don't normally use sustainable transport, which of these would encourage you to do so? (All organisations)**



### **3.8 Sustainability comparison 2009 to 2018 (All organisations)**

The overall sustainability figure (the percentage using sustainable modes of transport – bus, car passenger, cycle, park and ride, train and walk) for all organisations taking part in the survey in 2018 is 31.9%, 3.9 percentage points below the figure for 2017 and the lowest overall figure during the life-time of the survey. This may reflect the fact that some baseline organisations have moved headquarters since the last survey, prompting the need for staff to change their primary mode of transport. In addition, the 2018 survey has been more widely distributed, generating responses from a more diverse pool of organisations, including small and medium enterprises which may be located in areas where access to sustainable transport is limited.

As always, there are variations within the organisations. The three highest rates, ignoring those where, due to only a small number of responses the figure is 100%, are for Ipswich and East Suffolk CCG at 64.4%, Concertus at 53.7% and Suffolk New College at 46.2%. For Ipswich and East Suffolk this is a vast difference to 2015, the last year when this organisation had enough responses for sustainability to be measured, where the figure stood at just 11.4%. This increase is most likely caused by Ipswich and East Suffolk moving its headquarters from outside Ipswich to inside the town, providing the staff with greater opportunities for sustainable travel. The highest rate for an organisation which has taken part over the lifetime of the survey, apart from Concertus, is 42.7% jointly for Babergh and Mid Suffolk District Councils. This is another large increase compared to 2016, the last time these organisations had sufficient responses to give a valid sustainability figure, when the figure was just 12%. This could also be a result of these organisations moving their headquarters, giving staff greater access to sustainable travel options.

The lowest rates, excluding those where responses are too few to make a viable comparison, are for the East of England Co-operative Society at 5.7%, Suffolk Police at Martlesham, at 6.3% and Vertas at 18.6%, all well below the rate for the survey overall, although figures for the East of England Co-operative Society and Vertas have increased since 2017.

Table 6 below shows the sustainability rates for all the organisations participating since 2009, where data is available, including figures for the integrated district and borough councils, as well as those taking part for the first time in 2018.

Note: Organisations with no responses in 2018 have not been included.

**Table 6 - Headline sustainability results 2009 to 2018 - by organisation (all organisations)**

Organisation		No. of returns (2018)	Sustainability									
			2009	2010	2011	2012	2013	2014	2015	2016	2017	2018
ACAS		2	N/a	N/a	N/a	N/a	N/a	N/a	N/a	N/a	N/a	0.0%
Adnams		1	N/a	N/a	N/a	N/a	N/a	N/a	N/a	N/a	N/a	0.0%
Babergh and Mid Suffolk District Councils	Babergh	96	13.7%	17.1%	15.3%	8.6%	11.5%	11.1%	23.6%	0.0%	0.0%	42.7%
	Mid Suffolk		14.7%	16.2%	16.8%	17.0%	13.2%	16.8%	22.6%	0.0%	50.0%	
BT - Bibb Way		817	33.7%	35.4%	57.1%	46.9%	33.8%	43.8%	39.9%	28.0%	35.4%	22.2%
BT – Adastral Park				32.1%	35.8%	32.2%	N/a					
Bury BID		1	N/a	N/a	N/a	N/a	N/a	N/a	N/a	N/a	N/a	0.0%
Care UK		17	N/a	N/a	N/a	N/a	N/a	N/a	N/a	47.7%	37.5%	35.3%
Cefas (Lowestoft)		1	N/a	N/a	N/a	N/a	N/a	N/a	N/a	N/a	N/a	100.0%
Cisco International		3	N/a	N/a	N/a	N/a	N/a	N/a	N/a	N/a	N/a	0.0%
Concertus		41	N/a	N/a	N/a	N/a	N/a	N/a	N/a	42.5%	0.0%	53.7%
Denny Bros		1	N/a	N/a	N/a	N/a	N/a	N/a	N/a	N/a	N/a	0.0%
East of England Co-operative Society		122	N/a	N/a	N/a	N/a	N/a	N/a	N/a	6.4%	3.3%	5.7%
East of England LGA		2	N/a	N/a	N/a	N/a	N/a	N/a	N/a	N/a	N/a	0.0%
East Suffolk Council	Suffolk Coastal Waveney	139	9.1%	11.8%	11.1%	11.8%	10.4%	16.7%	17.1%	14.3%	100.0%	24.5%
			28.1%	29.6%	38.8%	32.6%	35.6%	40.0%	32.8%	100.0%	N/a	
Essex and Suffolk Water		19	N/a	N/a	N/a	N/a	N/a	N/a	N/a	N/a	N/a	26.3%
Greater Anglia		1	N/a	N/a	N/a	N/a	N/a	N/a	N/a	N/a	N/a	100.0%
Greene King		1	N/a	N/a	N/a	N/a	N/a	N/a	N/a	N/a	N/a	0.0%
Gross and Co Solicitors		7	N/a	N/a	N/a	N/a	N/a	N/a	N/a	N/a	N/a	42.9%
Ipswich BID		1	N/a	N/a	N/a	N/a	N/a	N/a	N/a	N/a	N/a	0.0%



Organisation	No. of returns (2018)	Sustainability									
		2009	2010	2011	2012	2013	2014	2015	2016	2017	2018
Ipswich and East Suffolk CCG	45	N/a	N/a	N/a	N/a	22.2%	11.4%	11.4%	0.0%	0.0%	64.4%
Ipswich Hospital NHS Trust	204	N/a	N/a	N/a	N/a	N/a	38.7%	0.0%	50.1%	48.1%	35.3%
Joint Emergency Planning Unit	2	N/a	N/a	N/a	N/a	N/a	N/a	N/a	N/a	N/a	0.0%
New Anglia LEP	2	N/a	N/a	N/a	N/a	N/a	N/a	N/a	N/a	N/a	0.0%
OPUS People Solutions	14	N/a	N/a	N/a	N/a	N/a	N/a	N/a	N/a	40.0%	21.4%
P & O Ferrymasters	11	N/a	N/a	N/a	N/a	N/a	N/a	N/a	N/a	N/a	0.0%
Pitney Bowes	2	N/a	N/a	N/a	N/a	N/a	N/a	N/a	N/a	N/a	0.0%
Samskip	7	N/a	N/a	N/a	N/a	N/a	N/a	N/a	N/a	N/a	57.1%
Suffolk Constabulary (inc Office of Police and Crime Commissioner)/ Police Martlesham	16	N/a	N/a	20.8%	18.9%	25.4%	20.9%	13.7%	16.7%	12.3%	6.3%
Schools Choice	2	N/a	N/a	N/a	N/a	N/a	N/a	N/a	N/a	75.0%	0.0%
Suffolk Coastal Norse	11	8.9%	6.5%	15.8%	4.3%	5.3%	11.1%	6.7%	0.0%	0.0%	0.0%
Suffolk County Council	640	37.6%	35.3%	35.8%	34.2%	38.6%	34.8%	36.0%	35.5%	38.6%	39.1%
Suffolk Highways	38	N/a	N/a	N/a	N/a	N/a	28.9%	32.2%	21.5%	24.5%	21.1%
Suffolk Libraries	13	N/a	N/a	N/a	N/a	N/a	55.6%	43.5%	42.6%	47.2%	23.8%
Suffolk New College	143	N/a	N/a	N/a	N/a	N/a	48.6%	0.0%	0.0%	44.7%	46.2%
University of Suffolk	217	N/a	42.9%	45.0%	44.9%	45.2%	47.7%	50.0%	48.1%	42.6%	42.9%
University of Suffolk – student	4	N/a	N/a	N/a	N/a	N/a	N/a	N/a	N/a	N/a	25.0%
Vertas	86	N/a	N/a	N/a	N/a	N/a	32.6%	14.3%	34.7%	15.6%	18.6%
Waveney Norse	17	N/a	N/a	N/a	N/a	N/a	N/a	N/a	37.5%	23.1%	29.4%
West Suffolk CCG	20	N/a	N/a	N/a	N/a	12.5%	10.3%	14.2%	33.4%	0.0%	40.0%

Organisation		No. of returns (2018)	Sustainability									
			2009	2010	2011	2012	2013	2014	2015	2016	2017	2018
West Suffolk Council (Forest Heath and St Edmundsbury)	Forest Heath	94	11.3%	13.9%	16.9%	10.9%	12.5%	30.0%	36.4% (West Suffolk)	17.5% (West Suffolk)	50.0%	28.7%
	St Edmundsbury		30.0%	28.2%	26.1%	20.4%	23.3%	32.3%	27.2%	22.3%	24.2%	
West Suffolk Hospital		194	N/a	N/a	N/a	N/a	N/a	N/a	N/a	27.7%	0.0%	26.6%
Willis Towers Watson		425	36.8%	36.9%	34.8%	N/a	39.1%	39.3%	40.3%	38.2%	36.4%	35.8%
Other		64	N/a	N/a	N/a	N/a	N/a	N/a	N/a	33.0%	20.3%	29.7%
<b>Grand Total</b>		<b>3,746</b>	<b>33.4%</b>	<b>33.4%</b>	<b>33.4%</b>	<b>31.2%</b>	<b>35.1%</b>	<b>35.3%</b>	<b>33.2%</b>	<b>33.5%</b>	<b>35.8%</b>	<b>31.9%</b>

### 3.8.1 Sustainability comparison across Suffolk County Council – by location

Table 7 uses responses to the question ‘Which location do you normally work at?’ to gather the sustainable transport figures for the various locations where Suffolk County Council employees are based.

**Table 7 –Sustainability figures for SCC locations 2010-2018**

Location	No. of responses (2018)	Sustainability								
		2010	2011	2012	2013	2014	2015	2016	2017	2018
Beacon House	4	N/a	N/a	N/a	N/a	N/a	N/a	N/a	27.3%	0.0%
Beccles House	1	N/a	N/a	N/a	N/a	N/a	N/a	N/a	N/a	0.0%
Constantine House	130	39.0%	59.0%	62.0%	65.0%	46.3%	55.0%	52.1%	55.0%	65.4%
East Suffolk House	1	N/a	N/a	N/a	N/a	N/a	N/a	N/a	N/a	0.0%
Endeavour House	236	56.0%	54.0%	48.0%	56.0%	51.4%	33.2%	46.5%	46.6%	41.6%
Forest Heath District Council Office	1	N/a	N/a	N/a	N/a	N/a	N/a	N/a	N/a	0.0%
Haverhill House	3	N/a	N/a	N/a	N/a	N/a	20.0%	0.0%	25.0%	0.0%
Kingsfield Centre	4	N/a	N/a	N/a	N/a	N/a	16.7%	20.0%	20.0%	25.0%
Landmark House	53	N/a	N/a	N/a	N/a	21.2%	22.8%	19.8%	19.2%	41.5%
Marina Centre	7	N/a	N/a	N/a	N/a	N/a	N/a	N/a	N/a	14.3%
Phoenix House	15	N/a	20.0%	28.0%	48.0%	21.1%	30.6%	15.0%	27.3%	20.0%
Queen’s Road	2	N/a	N/a	N/a	N/a	N/a	31.3%	30.8%	11.1%	50.0%
Riverside	31	N/a	N/a	N/a	N/a	N/a	28.9%	23.1%	27.7%	29.0%
Saxmundham Office	6	N/a	N/a	11.0%	5.0%	0.0%	11.1%	7.1%	13.3%	33.3%
West Suffolk House	31	21.0%	26.0%	30.0%	30.0%	31.5%	27.2%	25.4%	24.2%	12.9%
Other	115	24.0%	27.0%	24.0%	24.0%	18.1%	18.8%	17.9%	23.2%	22.6%

The locations with the highest sustainability figures, as in all previous years, are Constantine House with 65.4%, Endeavour House with 41.6%. These two locations have generally had the highest rates due to their proximity to the railway station, park and ride bus stops and buses into Ipswich town centre and beyond, as well as the fact that the car park provided for staff costs more than at other SCC locations. The figure for Landmark House has more than doubled since last year, from 19.2% to 41.5%, although the actual number completing the survey from this location has decreased.

Of the locations with the lowest figures, West Suffolk House has seen its sustainability figure drop over recent years, standing at 12.9% this year, 11.3 percentage points lower than in 2017. The Marina Centre, with only seven people completing the survey, has a figure of 14.3%, although this is the first year staff from this location have participated and the number of responses is very low in comparison to other locations. Unsurprisingly, both of these locations have very high proportions of staff whose primary mode of travel is car driver, single occupant, 74.7% for West Suffolk House and 85.7% for the Marina Centre.

### **3.9 What would encourage you to use sustainable transport? (SCC only by location and all organisations)**

This section looks at the variation between locations of Suffolk County Council offices in their responses to ***'If you don't normally use sustainable transport (walking, cycling, bus, train, park and ride, working from home or car passenger) which of these would encourage you to do so?'*** and variations between all organisations participating in the survey.

Responses from the various locations around the county highlight the fact that each location has unique transport issues. As in previous years, it is clear that even when the office is located in an area where access to sustainable transport should be easy, respondents still perceive barriers to using it; almost 40% of those working at Constantine House and 43.5% at Riverside would like improved public transport, while 35.4% of those working at Landmark House said nothing would encourage them to use sustainable transport.

Although Suffolk County Council already operates a staff discount system with some public transport operators, 28.2% of those working at Constantine House, 30.4% at Riverside and 46.2% at Phoenix House chose staff discounts on public transport, suggesting that these do not represent the 79.7% of Suffolk County Council staff who answered 'yes' to 'Are you aware of any discounts for travel on public transport available to you because of the organisation you work for?'

In Tables 8 and 9 below, the three highest and three lowest options for each SCC location and each organisation are highlighted, except where the response rates for the survey are too low to be effectively distributed throughout the options.

A summary of the responses by those who chose 'Other' and suggestions for public transport operators that respondents would like to offer staff discounts can be found at Appendices 1 and 2 respectively.

**Table 8 - What would encourage you to use sustainable transport? (SCC only by location)**

	Number of responses to question (2018)	Improved public transport	Better information about public transport	Staff discounts (on public transport)	Safer cycle paths and footpaths	Better facilities at work for cyclists/walkers/active travel	Buses that are more accessible to people with disabilities/wheelchairs	Availability of pool cars to reduce the use of your own car while at work	More flexible working	Development of mobile working	Help to find car sharing	Advice on how to store a bike at home, indoors or outside, safely and conveniently	Help with childcaring responsibilities	The needs of my job prevent me travelling sustainably	Nothing	Other
Beacon House	4	0.0%	0.0%	0.0%	25.0%	0.0%	0.0%	25.0%	25.0%	25.0%	0.0%	0.0%	0.0%	25.0%	25.0%	0.0%
Beccles House	1	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	100%	0.0%	0.0%
Constantine House	71	39.4%	9.9%	28.2%	18.3%	11.3%	1.4%	1.4%	2.8%	0.0%	4.2%	1.4%	14.1%	1.4%	31.0%	9.9%
East Suffolk House	1	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	100%	0.0%
Endeavour Hse	156	17.9%	6.4%	10.9%	14.1%	9.0%	0.0%	5.8%	5.1%	6.4%	2.6%	1.2%	10.3%	18.6%	28.9%	5.1%
FHDC Office	1	100%	100%	0.0%	100%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	100%	0.0%	0.0%
Haverhill House	3	0.0%	0.0%	0.0%	33.3%	33.3%	0.0%	33.3%	0.0%	0.0%	0.0%	0.0%	0.0%	66.7%	33.3%	0.0%
Kingsfield	3	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	33.3%	0.0%	33.3%	0.0%	0.0%	0.0%	66.7%	0.0%	0.0%
Landmark Hse	48	10.4%	0.0%	8.3%	2.1%	4.2%	0.0%	6.3%	12.5%	8.3%	2.1%	0.0%	14.6%	29.2%	35.4%	0.0%
Marina Centre	6	0.0%	0.0%	16.7%	0.0%	16.7%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	66.7%	16.7%	16.7%
Phoenix House	13	30.8%	7.7%	46.2%	23.1%	30.8%	0.0%	23.1%	7.7%	7.7%	0.0%	7.7%	0.0%	7.7%	15.4%	7.7%
Queen's Road	1	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	100%	0.0%
Riverside	23	43.5%	13.0%	30.4%	26.1%	4.4%	0.0%	0.0%	4.4%	4.4%	0.0%	0.0%	4.4%	26.1%	17.4%	0.0%
Saxmundham Office	6	33.3%	0.0%	16.7%	0.0%	0.0%	0.0%	33.3%	16.7%	16.7%	0.0%	0.0%	0.0%	33.3%	33.3%	0.0%
West Suffolk House	29	27.6%	3.5%	6.9%	10.3%	3.5%	0.0%	13.8%	10.3%	3.5%	6.9%	0.0%	3.5%	41.4%	17.2%	3.5%
Other	103	21.4%	2.9%	11.7%	10.7%	12.6%	0.0%	5.8%	8.7%	1.9%	3.9%	1.0%	3.9%	29.1%	28.2%	7.8%

Key: **top 3** (responses of 100% are not included due to low numbers responding) **bottom 3** Note: if more than one option has the same score, all are highlighted.)

**Table 9 - What would encourage you to use sustainable transport? (all organisations)**

	Number of respondents who answered this question (2018)	Improved public transport	Better information about public transport	Staff discounts (on public transport)	Safer cycle paths and footpaths	Better facilities at work for cyclists/walkers/active travel	Buses that are more accessible to people with disabilities/wheelchairs	Availability of pool cars to reduce the use of your own car while at work	More flexible working	Development of mobile working	Help to find car sharing	Advice on how to store a bike at home, indoors or outside, safely and conveniently	Help with childcaring responsibilities	The needs of my job prevent me traveling sustainably	Nothing	Other
ACAS	2	50.0%	0.0%	50.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	50.0%	0.0%	0.0%
Adnams	1	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	100%	100%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Babergh and Mid Suffolk DC	63	20.6%	4.8%	11.1%	8.0%	6.4%	0.0%	8.0%	4.8%	6.4%	4.8%	1.6%	3.2%	17.5%	31.8%	9.6%
BT	642	31.7%	8.0%	17.0%	25.9%	10.3%	0.8%	6.7%	6.2%	5.8%	6.1%	1.1%	5.6%	2.5%	30.7%	4.2%
Bury BID	1	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	100%	0.0%
Care UK	14	21.4%	7.1%	21.4%	7.1%	0.0%	0.0%	7.1%	0.0%	0.0%	0.0%	0.0%	7.1%	0.0%	50.0%	0.0%
Cefas (Lowestoft)	0	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Cisco International	2	50.0%	0.0%	0.0%	0.0%	0.0%	0.0%	50.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	50.0%	0.0%
Concertus	35	31.1%	2.9%	25.7%	20.0%	2.9%	0.0%	2.9%	0.0%	2.9%	0.0%	2.9%	8.6%	5.7%	31.4%	0.0%
Denny Bros	0	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
East of England Co-operative Society	109	24.8%	7.3%	10.1%	24.8%	15.6%	0.9%	9.2%	10.1%	15.6%	9.2%	1.8%	5.5%	11.9%	29.4%	0.9%
East of England LGA	2	50.0%	0.0%	50.0%	50.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	50.0%	0.0%	0.0%
East Suffolk Council (Suffolk Coastal and Waveney District Councils)	116	19.8%	2.6%	13.8%	11.2%	5.2%	0.0%	6.0%	5.2%	10.3%	4.3%	0.9%	8.6%	21.6%	33.6%	6.0%
Essex and Suffolk Water	18	27.8%	0.0%	16.7%	22.2%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	5.6%	5.6%	38.9%	5.6%
Greater Anglia	0	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Greene King	1	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	100%	0.0%
Gross and Co Solicitors	3	66.7%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	33.3%	0.0%	33.3%	0.0%
Ipswich BID	1	0.0%	0.0%	100%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Ipswich and East Suffolk CCG	29	21.1%	10.3%	31.0%	10.3%	6.9%	3.5%	6.9%	6.9%	10.3%	6.9%	0.0%	13.8%	20.7%	27.6%	6.9%
Ipswich Hospital NHS Trust	164	32.3%	7.3%	29.9%	19.5%	17.7%	0.6%	7.3%	4.3%	4.9%	8.5%	2.4%	8.5%	6.1%	25.0%	4.3%
Joint Emergency Planning Unit	2	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	100%	0.0%

	Number of respondents who answered this question (2018)	Improved public transport	Better information about public transport	Staff discounts (on public transport)	Safer cycle paths and footpaths	Better facilities at work for cyclists/walkers/active travel	Buses that are more accessible to people with disabilities/wheelchairs	Availability of pool cars to reduce the use of your own car while at work	More flexible working	Development of mobile working	Help to find car sharing	Advice on how to store a bike at home, indoors or outside, safely and	Help with childcaring responsibilities	The needs of my job prevent me traveling sustainably	Nothing	Other
New Anglia LEP	2	50.0%	0.0%	0.0%	50.0%	50.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	50.0%	0.0%	
NHS – other (inc Community Healthcare, Property Services)	4	25.0%	0.0%	0.0%	25.0%	25.0%	0.0%	25.0%	0.0%	0.0%	0.0%	0.0%	0.0%	50.0%	50.0%	0.0%
Norfolk and Suffolk Foundation Trust	3	0.0%	0.0%	33.3%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	66.7%	33.3%	0.0%	0.0%
Norfolk and Suffolk Police	137	23.4%	4.4%	21.2%	13.1%	8.0%	0.7%	6.6%	2.2%	11.7%	5.8%	1.5%	7.3%	8.8%	40.9%	7.3%
OneLife Suffolk	28	21.4%	17.8%	28.6%	21.4%	21.4%	0.0%	3.6%	17.9%	21.4%	10.7%	0.0%	7.1%	60.7%	10.7%	0.0%
OPUS People Solutions	14	33.3%	0.0%	50.0%	0.0%	0.0%	0.0%	8.3%	0.0%	0.0%	8.3%	0.0%	25.0%	8.3%	16.7%	0.0%
P & O Ferrymasters	11	18.2%	0.0%	18.2%	27.3%	18.2%	0.0%	0.0%	9.1%	9.1%	0.0%	0.0%	0.0%	0.0%	36.7%	0.0%
Pitney Bowes	2	0.0%	50.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	50.0%	50.0%	0.0%
Samskip	7	20.0%	0.0%	20.0%	20.0%	40.0%	0.0%	0.0%	40.0%	20.0%	0.0%	0.0%	0.0%	0.0%	40.0%	0.0%
Schools Choice	2	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	50.0%	50.0%	0.0%
Suffolk Coastal Norse	11	27.3%	9.1%	18.2%	0.0%	18.2%	0.0%	18.2%	0.0%	9.1%	9.1%	0.0%	0.0%	45.5%	27.3%	9.1%
Suffolk Constabulary (inc Office of Police and Crime Commissioner)	16	30.8%	0.0%	23.1%	7.7%	7.7%	0.0%	0.0%	23.1%	23.1%	0.0%	0.0%	7.7%	0.0%	46.2%	0.0%
Suffolk County Council (inc. Suffolk Fire and Rescue Service)	640	23.0%	5.5%	14.9%	13.2%	9.6%	0.2%	6.6%	6.8%	4.7%	3.0%	1.3%	8.3%	22.6%	28.0%	5.5%
Suffolk Highways	38	18.2%	0.0%	6.1%	9.1%	12.1%	0.0%	6.1%	12.1%	9.1%	3.0%	3.0%	6.1%	9.1%	36.4%	6.1%
Suffolk Libraries	13	71.4%	57.1%	57.1%	28.6%	28.6%	0.0%	14.3%	42.9%	0.0%	0.0%	0.0%	14.3%	14.3%	0.0%	0.0%
Suffolk New College	143	26.2%	12.2%	36.5%	22.4%	27.1%	0.9%	3.7%	15.0%	10.3%	6.5%	3.7%	8.4%	3.7%	17.8%	2.8%
University of Suffolk	217	39.0%	12.4%	32.8%	23.2%	10.2%	2.3%	6.2%	12.4%	6.8%	7.3%	2.3%	8.5%	7.9%	21.5%	4.0%
University of Suffolk - student	4	66.7%	0.0%	0.0%	33.3%	0.0%	0.0%	0.0%	0.0%	0.0%	66.7%	0.0%	0.0%	0.0%	33.3%	0.0%
Vertas	86	19.0%	8.9%	17.2%	12.7%	15.2%	0.0%	3.8%	5.1%	7.6%	3.8%	1.3%	5.1%	21.5%	29.1%	3.8%
Waveney Norse	17	23.1%	7.7%	0.0%	23.1%	23.1%	0.0%	15.4%	0.0%	23.1%	0.0%	0.0%	0.0%	7.7%	38.5%	7.7%
West Suffolk CCG	20	38.9%	0.0%	33.3%	22.2%	11.1%	0.0%	11.1%	5.6%	5.6%	0.0%	0.0%	5.6%	16.7%	22.2%	5.6%
West Suffolk Hospital	194	28.3%	8.4%	22.9%	18.1%	10.8%	0.6%	8.4%	15.7%	9.6%	6.0%	1.8%	9.6%	7.2%	33.1%	4.8%

	Number of respondents who answered this question (2018)	Improved public transport	Better information about public transport	Staff discounts (on public transport)	Safer cycle paths and footpaths	Better facilities at work for cyclists/walkers/active travel	Buses that are more accessible to people with disabilities/wheelchairs	Availability of pool cars to reduce the use of your own car while at work	More flexible working	Development of mobile working	Help to find car sharing	Advice on how to store a bike at home, indoors or outside, safely and	Help with childcaring responsibilities	The needs of my job prevent me traveling sustainably	Nothing	Other
<b>Willis Towers Watson</b>	<b>425</b>	31.7%	7.5%	23.2%	13.5%	5.6%	0.6%	5.3%	7.2%	7.8%	4.7%	1.9%	7.8%	1.9%	33.9%	4.4%
<b>Other</b>	<b>64</b>	33.3%	5.3%	17.5%	19.3%	12.3%	3.5%	7.0%	1.8%	3.5%	5.3%	0.0%	7.0%	7.0%	28.1%	5.3%

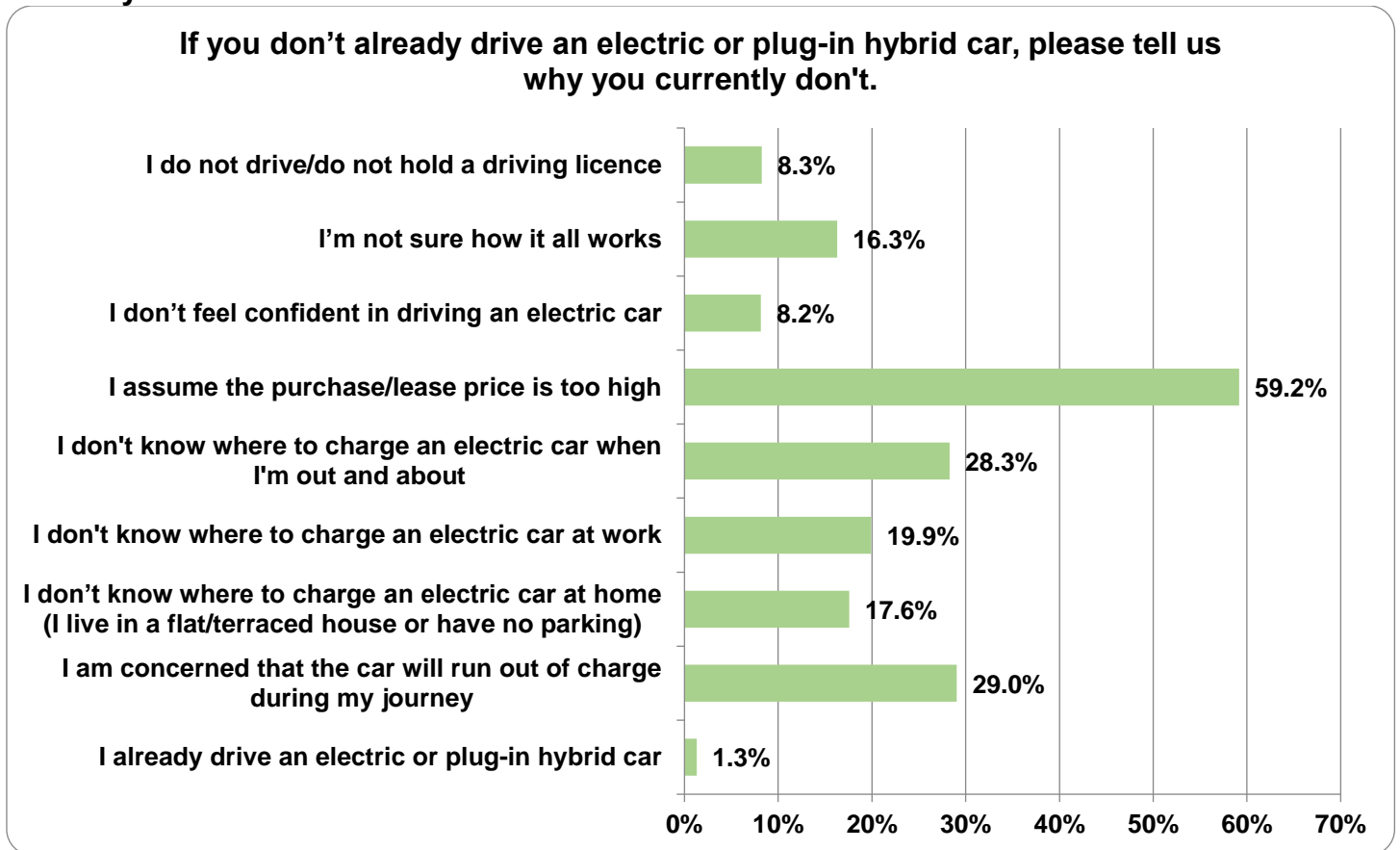
Key: *top 3* *bottom 3* (Note: if more than one option has the same score, all are highlighted)



#### 4.0 If you don't already drive an electric or plug-in hybrid car, please tell us why you currently don't.

As part of the council's commitment to creating the Greenest County and and the government's aspiration to increase the number of low emission cars on the road, this question was asked for the first time in 2018.

**Figure 10 – If you don't already drive an electric or plug-in hybrid car, please tell us why you currently don't.**



By far the highest reason for not already driving an electric or plug-in hybrid car is the assumption that the purchase or lease price is too high, chosen by 59.2% of respondents. By contrast, only 1.3% already drive an electric or plug-in hybrid car; this low figure can be explained by the fact that 29% of respondents said they were concerned that the car will run out of charge during the journey, 28.3% said they don't know where to charge an electric car when they are out and about, 19.9% don't know where to charge an electric car at work and 17.6% don't know where to charge an electric car at home. Responses to this question should change over time as electric or plug-in hybrid vehicles become more accessible, to meet with the government's commitment to ban all diesel and petrol cars by 2040 in an attempt to improve air quality.

Those answering this question were also asked to provide further comments and a summary of these can be found at Appendix 3.

## APPENDICES

### **Appendix 1 - Summary of 'Other' responses to *If you don't normally use sustainable transport (walking, cycling, bus, train, park and ride, working from home or car passenger) which of these would encourage you to do so? (All organisations)***

Note: respondents could choose more than one option, so figures will add up to more than 100%.

135 people ticked 'Other' while 1,195 ticked the 'Comments' box and provided further information about several of the option (such as operators they would like to offer discounted travel, or particular cycle routes which they felt were not being maintained). Following a validation check, 35 responses said either 'N/a' or made comments such as 'removal of hills' or 'better weather', 181 were found to cover options already provided by the question, so were added to the overall results, while a further 80 stated that they already use sustainable transport.

As the remaining 1,114 comments made under 'Other' and 'Comments' share common themes, they have been added together and summarised as follows:

Theme	Number of responses	% of responses
Suggestions for discounted travel (details in Appendix 3 below)	286	24.8%
Would take too long using public or sustainable transport/live too far away to make sustainable travel practical	142	12.3%
A better bus service, using more direct routes/cheaper fares/more frequent service	129	11.1%
Buses are infrequent or non-existent, especially in rural areas	115	10.0%
Public Transport doesn't fit with personal commitments (eg caring responsibilities, doing the school run)	93	8.1%
Buses that run to fit working pattern/night shifts/24 hour working (especially in rural areas)	77	6.7%
Ability to work from home	49	4.2%
Improved/more frequent/quicker/cheaper train services	44	3.8%
More reliable public transport (ie not late or cancelled without warning)	32	2.8%
Public transport considered too expensive/unreliable	29	2.5%
Nothing	24	2.1%
Need own transport due to health/disability	21	1.8%
Staff discounts on transport (staff working for the NHS, Suffolk Police and Vertas in particular)	18	1.6%
Don't feel safe walking/safer or better condition paths/roads too busy for walking	17	1.5%
Cycle2work scheme (staff at Suffolk and Norfolk Constabulary and Vertas in particular)	7	0.6%
Would like to use/am considering using sustainable transport	7	0.6%
Discounted/cheaper parking	6	0.5%
Facilities for electric vehicles (cars or bikes)/subsidy for using electric vehicles	5	0.4%

Living nearer to where I work	4	0.3%
Reinstate shuttle bus	3	0.3%

In addition, 47 people (4.1%) made comments not falling into any of these categories and were mainly ideas to encourage sustainable travel, including:

- Larger Park and Ride vehicles with more seats for staff
- More regular Park and Ride buses
- Childcare facilities onsite, or nearer to work
- Introduction of a tram network
- Encourage large firms in Ipswich to subsidise Park and Ride
- Reopen the Park and Ride at Anglia Retail Park
- Better storage of bicycles on trains and at stations and encourage rail companies to stop charging for bicycles trains
- Ability to take bicycles on buses
- Better integration of bus and train routes
- Park and Ride routes to include the University of Suffolk
- Designated lanes for Park and Ride buses (especially at Martlesham)
- Less money to be spent on roads and roadworks and more on train and tram links and direct cycle lanes
- Reinstate the all-day Shuttle Bus in Ipswich
- Expand Urbo bike parking area in Ipswich

One person said there is too much crime on public transport for them to want to use it

**Appendix 2 – Staff discounts suggested by respondents**

***If you don't normally use sustainable transport (walking, cycling, bus, train, park and ride, working from home or car passenger) which of these would encourage you to do so? Staff discounts option – discounts suggested by 76 respondents (all organisations)***

<b>Operator</b>	<b>Number</b>	<b>% of those making suggestions (some chose more than one operator)</b>
Abelio Greater Anglia	18	22.0%
Bus (operator not specified)	9	11.0%
Chambers	1	1.2%
Coach Services	1	1.2%
First Buses	18	22.0%
Ipswich Buses	16	19.5%
Stephensons	2	2.4%
Other	17	20.0%

Those under the heading 'Other' did not name any particular operator; instead they suggested a more flexible discount scheme, where individual or one-off journeys could be paid for at a discounted rate, or a pay-as-you-go travel scheme, rather than having to purchase a weekly, monthly or longer season ticket.

One person said they would like a discounted ticket to cover both First and Ipswich Buses.

### **Appendix 3– Summary of comments or questions about using an electric or hybrid plug-in car**

995 people chose to answer this and their comments are summarised as follows:

- 343 (34.5%) said the cost of an electric car is too expensive at present to encourage them to switch
- 144 (14.5%) answered that they already have a (non-electric) car they are happy with and are not looking to switch
- 121 (12.2%) do not regard electric cars as practical, considering them not capable of travelling long distances, carrying several passengers or towing caravans
- 86 (8.6%) said they have no or insufficient access to charging points
- 78 (7.8%) plan to buy or will consider buying an electric car when they need to change their current vehicle
- 51 (5.1%) expressed concerns that electric cars are not environmentally friendly/sustainable due to the source of the electricity they are fuelled by and the material they are constructed from
- 45 (4.5%) said these cars do not interest or appeal to them
- 39 (3.9%) see them as too expensive to run and so not cost-effective
- 17 (1.7%) already drive a low-emission or electric car
- 15 (1.5%) do not currently own or drive a car
- 15 (1.5%) drive or lease a company car so have no choice over the type of vehicle they drive
- 9 (0.9%) said there is no financial incentive to switch to an electric car
- 8 (0.8%) do not use a car enough to want to buy or lease a new car

24 (2.4%) made other comments which do not fall into the categories above. Of these, 10 simply said 'None of the above', 'N/a' or that they hadn't considered having an electric car.

The remaining 14 said:

- Electric cars aren't practical for them, while another said they'd have to park in the staff car park to access the recharging point, which they did not want to do as they prefer to park on the street for free and walk a short distance to the office.
- Electric cars are too dangerous because their engines are too quiet for pedestrians to hear, also seen as not safe because the radio/sat nav system runs on the same hardware as the brakes
- Wheelchair accessible vehicles do not come in an electric option
- A suggestion to electrify trains instead
- Want their son to learn to drive in a manual car
- A query as to why electric cars and plug-in hybrid vehicles are being considered as the same
- One had bought a diesel car based on previous government advice
- A comment that more people should be encouraged to walk or cycle to work
- One person uses a car club when they need a car

#### **Appendix 4 – Locations of cycle/footpaths considered unsafe by respondents**

Some of the comments were general to the effect that cycle or footpaths are poorly maintained, vegetation is not cut back, potholes are not filled in or the routes are too busy through Ipswich. Safety issues were also identified with paths shared between cyclists and pedestrians.

Others names specific locations where they feel there is either a need for a cycle or footpath or an issue with current provision of either cycle or footpath, summarised below:

- Improvements to lighting along Ipswich Waterfront, an area popular with the homeless – also cycle paths are shared with pedestrians, but the signage for this is not clear
- The routes to and from Adastral Park, Martlesham from Woodbridge, Ipswich and Ipswich Railway Station
- Beccles Road, Oulton Broad
- The road north from Brightwell village/cycle route on 1093 seen as dangerous
- Bixley Road/Heath Road, Ipswich
- Along Colchester Road, Ipswich, especially approaching the Rushmere Road roundabout
- No cycle routes to Wherstead Park, specifically Wherstead Road/The Strand, Ipswich and the crossing at the Wherstead Interchange on the A14
- The road from Little Bealings to Ipswich
- The road between Woodbridge and the Martlesham Park and Ride
- The route from Shotley Gate to Ipswich
- Norwich Road, Ipswich (cycling to Landmark House)
- Kesgrave to Ipswich Hospital
- A12 Yoxford to Saxmundham stretch
- The route to and from the Orwell Bridge
- Woodbridge Road, Ipswich
- Cycle Route 1, Milner Street, Ipswich
- The road between West Row and Beck Row
- Cycle path along A143 (Great Barton) seen as too narrow
- Cycle path from Pakenham to Thurston is covered in loose gravel, which causes punctures
- Lack of cycle paths generally around Lowestoft
- No cycle paths from the bottom of Vinery Road, Bury St Edmunds
- A comment that the recent housing development at Woods Lane, Melton should have included a shared cycle/footpath
- Sudbury Road from Bury St Edmunds has no cycle path
- The A137, especially the railway bridge at Manningtree
- Cycle paths into Bury St Edmunds and the West Suffolk Hospital are too small (described as 'relabelled footpaths')
- No safe cycle path from Horringer to Bury St Edmunds
- The walking route into Ipswich from Sproughton is seen as a longer option and dangerous as pedestrians have to cross busy roads and roundabouts and there is no safe way to cycle except on the road
- The bottom of Woodbridge Road in Ipswich
- More cycle paths along Foxhall Road, Ipswich
- A cycle path to cross the river safely in Ipswich, rather than using the Orwell Bridge
- Cycles paths along A1214 at Kesgrave are shared use and in poor condition
- Blind corner on the cycle path between Broomfield and Eagle Way, Martlesham
- A safer cycle path is needed on Brightwell Hill, which has 'blind bends/crests'
- A12 at Woodbridge

- Fore Street, Ipswich around the University of Suffolk
- Woodbridge Road East in Ipswich to Kesgrave (from Ipswich Hospital)
- Cycle paths in Kesgrave are poorly maintained; the one past the Farmhouse Pub regularly has glass on it
- Cycle paths from the Rivers Estate in Ipswich do not link well to the Waterfront
- An off-road cycle path is needed between Great Blakenham and Needham Market
- Cars parking on the pavement in Cavendish Street, Ipswich create problems for pedestrians