



Travel to Work Report 2015

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1. Headline Results

The 2015 online Travel to Work Survey ran from 8th June to 15th July 2015. Out of the 25 organisations who were invited to participate, 23 responded with a total of 3,198 respondents. The full list of these organisations is shown in Table 1 on page 5.

Key findings from the survey are:

33.2% of respondents usually travel to work by sustainable modes (bus, car passenger, cycle, park and ride, train, walk and work from home), a reduction of 1.9% from the 2014 Survey. When restricted to organisations forming the original 2005 base set, the sustainability rises to 35.8%, 0.9% lower than the figure of 36.7% for 2014.

Looking at the baseline of organisations, over the period 2005 to 2015:

Walking to work has increased from 7.3% in 2005 to 12.5% in 2015, the highest figure so far for this mode of transport

- Working from home has reduced in 2015 to 0.6%, the lowest figure since 2005.
- Train travel remains steady at 4.7%, 0.4% higher than 2014.
- Park and ride usage has seen a small increase of 0.1% to 1.4% from 2014
- Travelling by bus increased slightly to 5.7%, 0.6% above the rate for 2014.
- Driving (single occupant and car share) has shown an increase of 1.1% to 63.4%, but is still lower than the rate for eight of the last 10 surveys
- In 2015 29.3% of respondents use their own car at least once a week for work purposes, up from 26% in 2014

2. Background and Methodology

The Travel to Work Survey helps Suffolk County Council understand how 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 the majority of the workforces are based are shown in Table 1.

Table 1 - Organisations participating in the 2015 Travel to Work Survey.

Organisation	Main location	Respondents	% of total
Babergh District Council	Hadleigh	17	0.5%
Babergh and Mid Suffolk District Councils	Hadleigh and Needham Market	152	4.8%
BT	Adastral Park, Martlesham	145	4.5%
Eastern Facilities Management Solutions Ltd	Ipswich	7	0.2%
Forest Heath District Council	Mildenhall	6	0.2%
Forest Heath District Council and St Edmundsbury Borough Council	Mildenhall and Bury St Edmunds	14	0.4%
Ipswich Borough Council	Ipswich	95	3.0%
Mid Suffolk District Council	Needham Market	33	1.0%
NHS Ipswich and East Suffolk Clinical Commissioning Group	Bramford	35	1.1%
NHS West Suffolk Clinical Commissioning Group	Bury St Edmunds	15	0.5%
Police - Bury PIC	Bury	15	0.5%
Police - Martlesham	Martlesham	230	7.2%
SITA UK	Great Blakenham	17	0.5%
St Edmundsbury Borough Council	Bury St Edmunds	22	0.7%
Suffolk Coastal District Council	Woodbridge	29	0.9%
Suffolk Coastal and Waveney District Councils	Woodbridge and Lowestoft	36	1.1%
Suffolk Coastal Norse	Ufford	19	0.6%
Suffolk County Council	Mainly Ipswich but various	1,454	45.5%
Suffolk Highways	Ipswich	43	1.3%
Suffolk Libraries	Various	165	5.2%
The Environment Agency	Ipswich	41	1.3%
University Campus Suffolk	Ipswich	3	0.1%
Waveney District Council	Lowestoft	62	1.9%
West Suffolk College	Bury St Edmunds	100	3.1%
Willis	Ipswich	421	13.2%
Other	Various	21	0.7%
Total		3198	100%

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

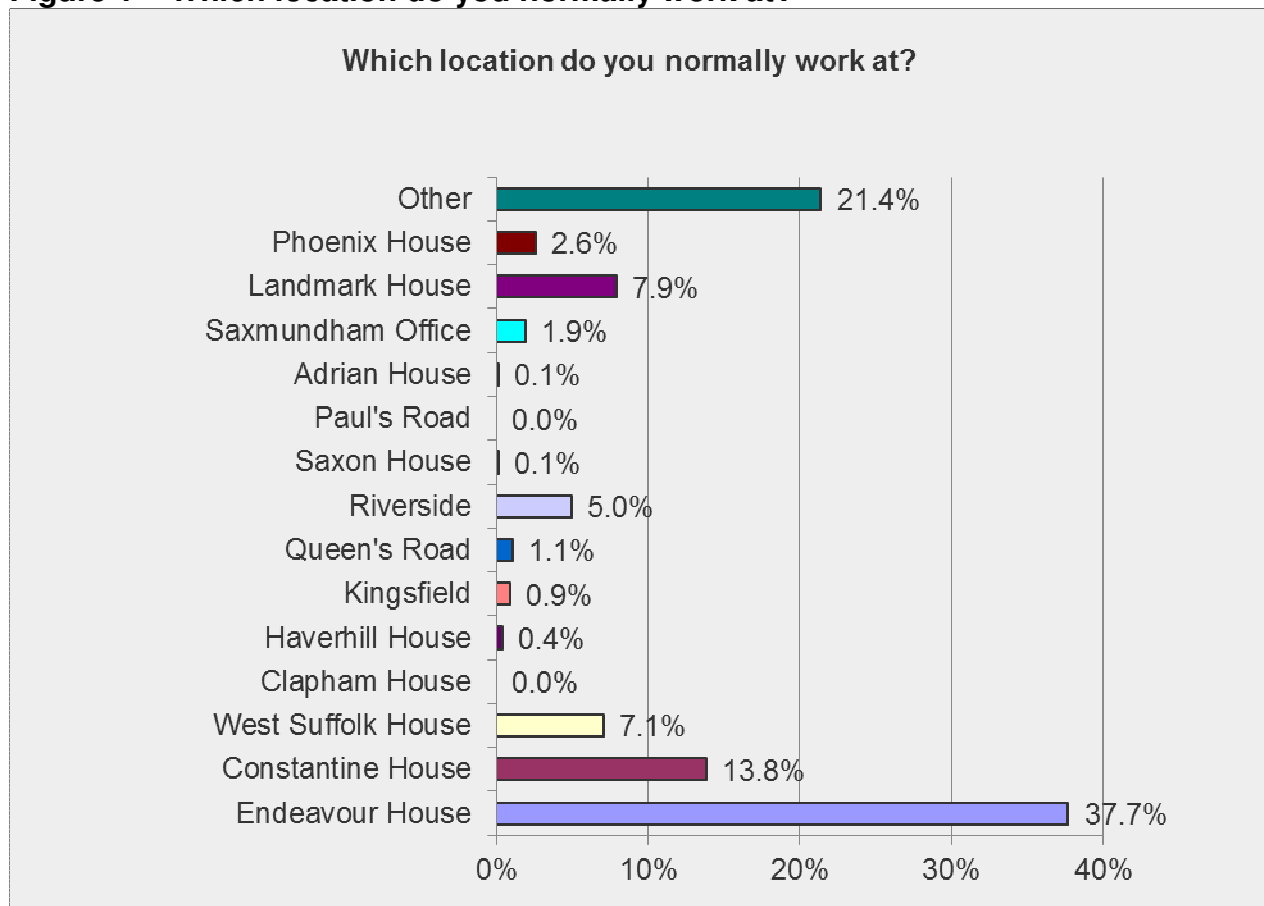
- Babergh District Council
- BT
- Concertus*
- Forest Heath District Council
- Ipswich Borough Council
- Mid Suffolk District Council
- St Edmundsbury Borough Council
- Suffolk Coastal District Council
- Suffolk County Council
- Waveney District Council
- Willis
- EFMS Ltd*
- Suffolk Highways*
- Suffolk Libraries*

*Outsourced from SCC

As in 2014, a major concern was how responses from the integrated district and borough councils should be dealt with. This year, 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.

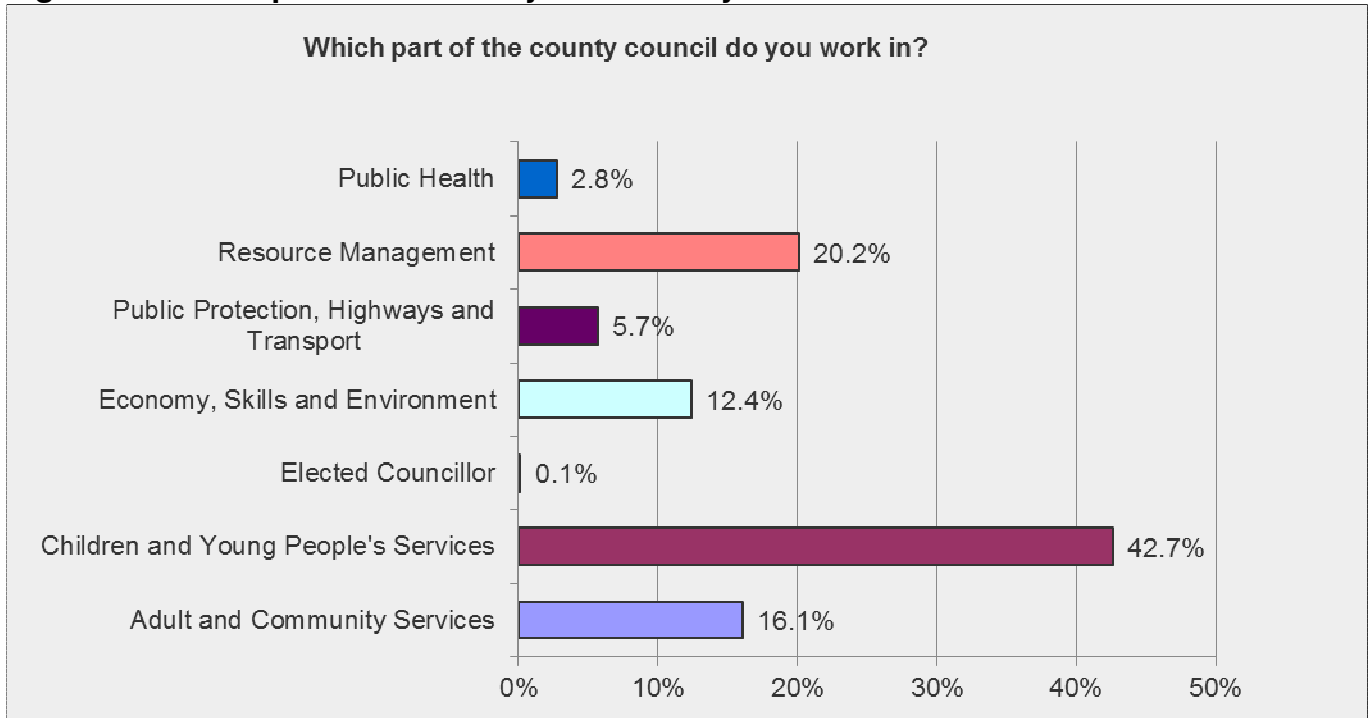
3.2 Which location do you normally work at? (SCC only)

Figure 1 – Which location do you normally work at?



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?



3.4 How do you normally travel to your place of work or main place of work if you have more than one base? and Of all the modes reported above, which do you use the most? (All organisations)

These questions capture all modes of transport used to get to work. It shows the range of travel options used, as well as the primary mode of travel.

By far the most frequently used mode of travel is car driver – single occupant; 69.6% use this sometimes as a mode of travel, while for 57.4% this is their primary mode. These figures are not vastly different to 2014, although there is a 2.5% increase in those who use this as their primary mode of transport.

Table 2 – Modes of travel to work – all used and primary

	All modes used	Primary mode
Bus	9.8%	5.2%
Car driver - single occupant (whole journey)	69.6%	57.4%
Car driver with a passenger/ car share (any part of the journey)	13.4%	8.7%
Car passenger	6.8%	2.6%
Cycle	14.2%	7.9%
Motor cycle/ moped/ motor scooter	1.9%	0.7%
Park and ride	2.0%	1.3%
Train	7.0%	4.1%
Walk	21.4%	11.6%
N/a - work from home	2.2%	0.6%

It is also possible to look at the most used travel mode for the organisations taking part in the survey in 2015, as set out in Table 3. The highest and lowest three scores for each travel mode are highlighted. Again, car driver- single occupant is the most commonly used mode of travel, for all organisations, although there is a great deal of variation between them, ranging from 90.91% for NHS Ipswich and East Suffolk Clinical Commissioning Group, to 43.36% for BT. Although 100% of respondents from Forest Heath District Council state they use this as their most used mode of travel, only six people completed the survey, so it does not provide a true reflection of how employees travel to work.

What is striking is that working from home has overall the lowest response rates, with BT seeing the highest rate at 4.20%, suggesting that most organisations do not have adequate provision for employees to work flexibly. The public transport options also have relatively low response rates, which is reflected in the fact that several respondents, when completing the question asking what would encourage them to use sustainable transport, said they would like discounts on train or bus travel.

Note: A summary of responses of those who ticked the 'Other' option for this question can be found as Appendix 1.

Table 3 - Most used travel mode

Organisation	Main location	Bus	Car driver, single occupant	Car driver with passenger	Car passenger	Cycle	Motor cycle	Park and Ride	Train	Walk	Work from home
Babergh District Council	Hadleigh	5.88%	64.71%	11.76%	5.88%	5.88%	0.00%	0.00%	0.00%	5.88%	0.00%
Babergh and Mid Suffolk District Councils	Hadleigh and Needham Market	2.56%	74.36%	11.11%	0.00%	2.56%	0.00%	0.00%	0.85%	7.69%	0.00%
BT	Martlesham	4.20%	43.36%	15.38%	0.70%	25.71%	0.70%	0.70%	1.40%	4.20%	4.20%
EFMS Ltd	Ipswich	0.00%	71.43%	14.29%	0.00%	14.29%	0.00%	0.00%	0.00%	0.00%	0.00%
Forest Heath District Council	Mildenhall	0.00%	100%*	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
Forest Heath District and St Edmundsbury Borough Councils	Mildenhall and Bury St Edmunds	0.00%	54.55%	9.09%	0.00%	9.09%	0.00%	0.00%	9.09%	0.00%	0.00%
Ipswich Borough Council	Ipswich	4.55%	45.45%	4.55%	3.41%	10.23%	1.14%	3.41%	11.36%	0.00%	2.27%
Mid Suffolk District Council	Needham Market	0.00%	70.97%	6.45%	0.00%	0.00%	0.00%	0.00%	3.23%	0.00%	0.00%
NHS Ipswich and East Suffolk Clinical Commissioning Group	Bramford	3.03%	90.91%	6.06%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
NHS West Suffolk Clinical Commissioning Group	Bury St Edmunds	0.00%	85.71%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	7.14%	0.00%
Police - Bury PIC	Bury St Edmunds	0.00%	80.00%	0.00%	0.00%	20.00%	0.00%	0.00%	0.00%	0.00%	0.00%
Police -HQ	Martlesham	2.24%	73.09%	10.31%	0.90%	6.73%	1.79%	0.00%	0.45%	3.14%	1.35%
SITA UK	Great Blakenham	5.88%	82.35%	0.00%	0.00%	11.76%	0.00%	0.00%	0.00%	0.00%	0.00%
St Edmundsbury Borough Council	Bury St Edmunds	4.55%	63.64%	9.09%	0.00%	13.54%	0.00%	0.00%	0.00%	9.09%	0.00%
Suffok Coastal District Council	Woodbridge	0.00%	79.31%	3.45%	3.45%	3.45%	0.00%	0.00%	3.45%	6.90%	0.00%
Suffolk Coastal and Waveney District Councils	Woodbridge and Lowestoft	0.00%	53.33%	13.33%	6.67%	6.67%	3.33%	0.00%	3.33%	0.00%	0.00%
Suffolk Coastal Norse	Ufford	0.00%	73.33%	13.33%	0.00%	0.00%	0.00%	6.67%	0.00%	0.00%	0.00%
Suffolk County Council	Ipswich	6.47%	55.64%	6.90%	2.73%	8.12%	0.65%	2.01%	5.25%	11.14%	0.36%
Suffolk Highways	Ipswich	8.82%	61.76%	2.94%	11.76%	0.00%	2.94%	0.00%	2.94%	2.94%	2.94%
Suffolk Libraries	Various	7.69%	51.92%	2.56%	5.13%	5.13%	1.92%	1.28%	1.92%	22.44%	0.00%
The Environment Agency	Ipswich	0.00%	61.76%	5.88%	0.00%	17.65%	0.00%	0.00%	0.00%	14.71%	0.00%
University Campus Suffolk	Ipswich	0.00%	50.00%	0.00%	0.00%	50.00%*	0.00%	0.00%	0.00%	0.00%	0.00%
Waveney District Council	Lowestoft	4.92%	67.21%	0.00%	8.20%	0.00%	0.00%	0.00%	3.28%	14.75%	0.00%
West Suffolk College	Bury St Edmunds	0.00%	73.33%	13.33%	0.00%	0.00%	0.00%	6.67%	0.00%	0.00%	0.00%
Willis	Ipswich	2.24%	73.09%	10.31%	0.90%	6.73%	1.79%	0.00%	0.45%	3.14%	0.00%

Key : **Yellow** – top 3 **Purple** – bottom 3 (Note: where more than one organisation has the same figure, all are highlighted)

*Not highlighted due to low number of responses

Historic data for the baseline organisations (listed on p.5) from previous surveys (set out below) shows how usage of the various modes of transport have changed over time:

Table 4 - 6 year comparison – all modes and primary mode used (baseline organisations only)

Travel mode	All modes used (% of respondents)						Primary mode used (% of respondents)					
	2010	2011	2012	2013	2014	2015	2010	2011	2012	2013	2014	2015
Bus	9.9%	9.7%	10.4%	11.1%	10.0%	10.9%	5.2%	4.9%	4.8%	5.5%	4.8%	5.7%
Car driver - single occupant	67.6%	66.5%	68.5%	65.3%	67.3%	67.8%	56.9%	54.8%	57.4%	53.4%	54.8%	55.4%
Car driver- with passenger	14.8%	14.2%	14.2%	15.9%	14.5%	13.0%	9.2%	9.4%	9.0%	9.6%	8.7%	8.1%
Car passenger	7.3%	7.4%	6.8%	7.9%	7.4%	7.1%	3.4%	3.3%	2.9%	3.5%	2.9%	2.9%
Cycle	13.8%	15.0%	16.5%	17.1%	14.7%	13.6%	7.6%	8.7%	9.2%	9.2%	8.1%	7.9%
Motor cycle/moped/motor scooter	2.2%	2.5%	2.3%	2.1%	1.8%	1.8%	0.9%	1.2%	0.8%	0.8%	0.9%	0.7%
Park and ride	2.5%	1.6%	2.0%	1.7%	2.5%	2.4%	1.3%	1.0%	1.1%	1.1%	1.3%	1.4%
Train	5.9%	6.4%	6.3%	8.0%	8.1%	8.1%	3.1%	3.8%	3.5%	4.6%	4.9%	4.7%
Walk	19.4%	20.2%	18.9%	19.7%	21.7%	23.3%	10.4%	10.9%	8.7%	9.9%	11.7%	12.5%
Work from home	6.8%	7.6%	8.5%	8.2%	5.8%	2.4%	1.2%	1.6%	1.6%	1.6%	0.9%	0.6%

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 not asked to name their primary mode of travel.

The percentage of respondents who cycle to work, either sometimes or as their primary mode of transport in 2015 (13.6% and 7.9% respectively) does not differ greatly from the figures for 2010. Cycling increased year by year up to 2013, then saw a marked reduction in 2014, which has continued in 2015. By contrast, walking is increasing, with 2015 seeing the highest percentage of those who walk to work, either sometimes (23.3%) or as their primary mode of travel (12.5%). Driving remains the most popular mode of transport, either as a single occupant of a car or with a passenger, with a total of 63.5% of respondents using this as their primary mode of transport, while 80.8% drive to work sometimes. The percentage using this mode of transport has seen only small variations over time, although the percentage who travel as the single occupant of a car seems to be slowly increasing, after showing a reduction in 2013 and 2014.

3.4.1 Modal Trends

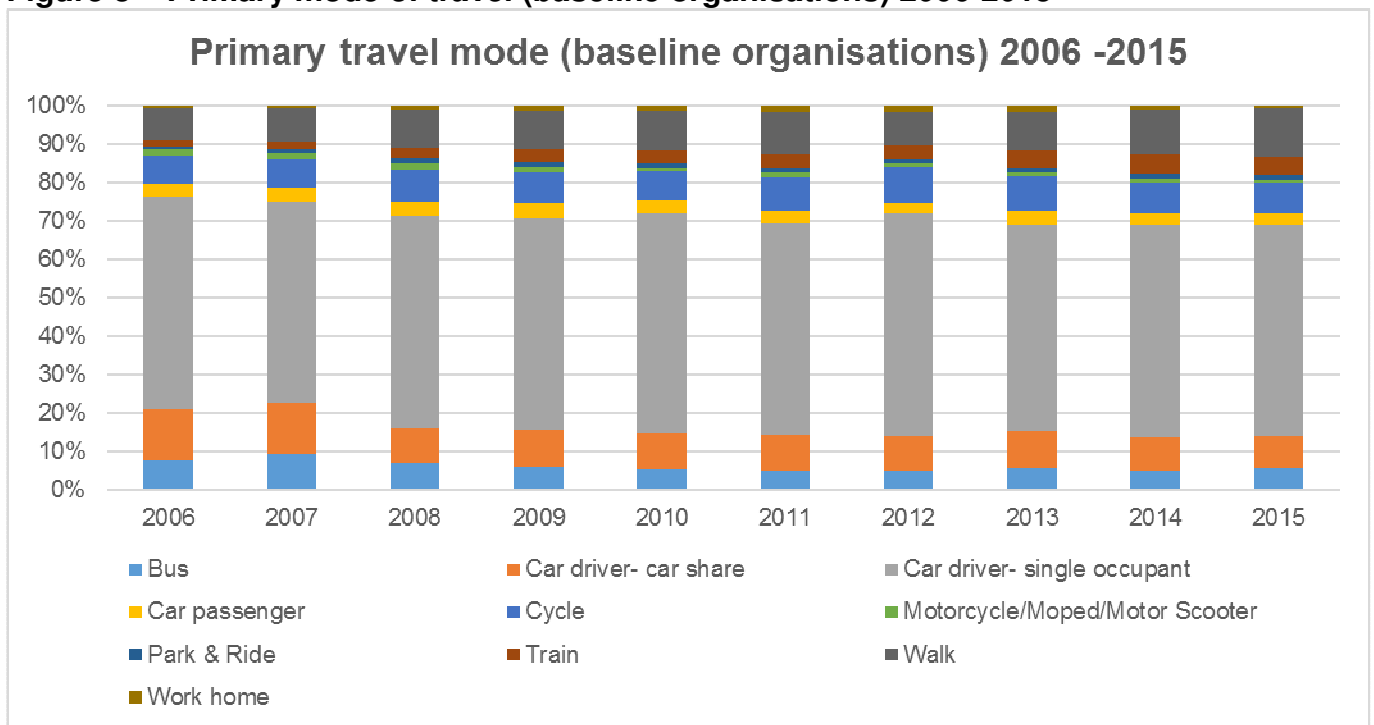
Table 4 and Figure 3 show the usual mode of transport or primary travel mode, since 2006 (when the survey first took place in its current format) for the baseline organisations.

Table 5 - Modal trends (baseline organisations)

Travel Mode	2006	2007	2008	2009	2010	2011	2012	2013	2014	2015
Bus	7.7%	9.2%	7.1%	5.9%	5.2%	4.9%	4.8%	5.5%	4.8%	5.7%
Car driver- car share	13.2%	13.5%	8.7%	9.7%	9.2%	9.4%	9.0%	9.6%	8.7%	8.1%
Car driver- single occupant	55.4%	52.2%	55.6%	55.1%	56.9%	54.8%	57.4%	53.4%	54.8%	55.4%
Car passenger	3.3%	3.6%	3.8%	4.0%	3.4%	3.3%	2.9%	3.5%	2.9%	2.9%
Cycle	7.4%	7.4%	8.3%	7.9%	7.6%	8.7%	9.2%	9.2%	8.1%	7.9%
Motorcycle/Moped/Motor Scooter	1.7%	1.7%	1.5%	1.4%	0.9%	1.2%	0.8%	0.8%	0.9%	0.7%
Park & Ride	0.7%	1.0%	1.3%	1.2%	1.3%	1.0%	1.1%	1.1%	1.3%	1.4%
Train	1.6%	2.1%	2.9%	3.2%	3.1%	3.8%	3.5%	4.6%	4.9%	4.7%
Walk	8.3%	8.4%	9.8%	10.2%	10.4%	10.9%	8.7%	9.9%	11.7%	12.5%
Work from home	0.6%	0.7%	1.0%	1.2%	1.2%	1.6%	1.6%	1.6%	0.9%	0.6%

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

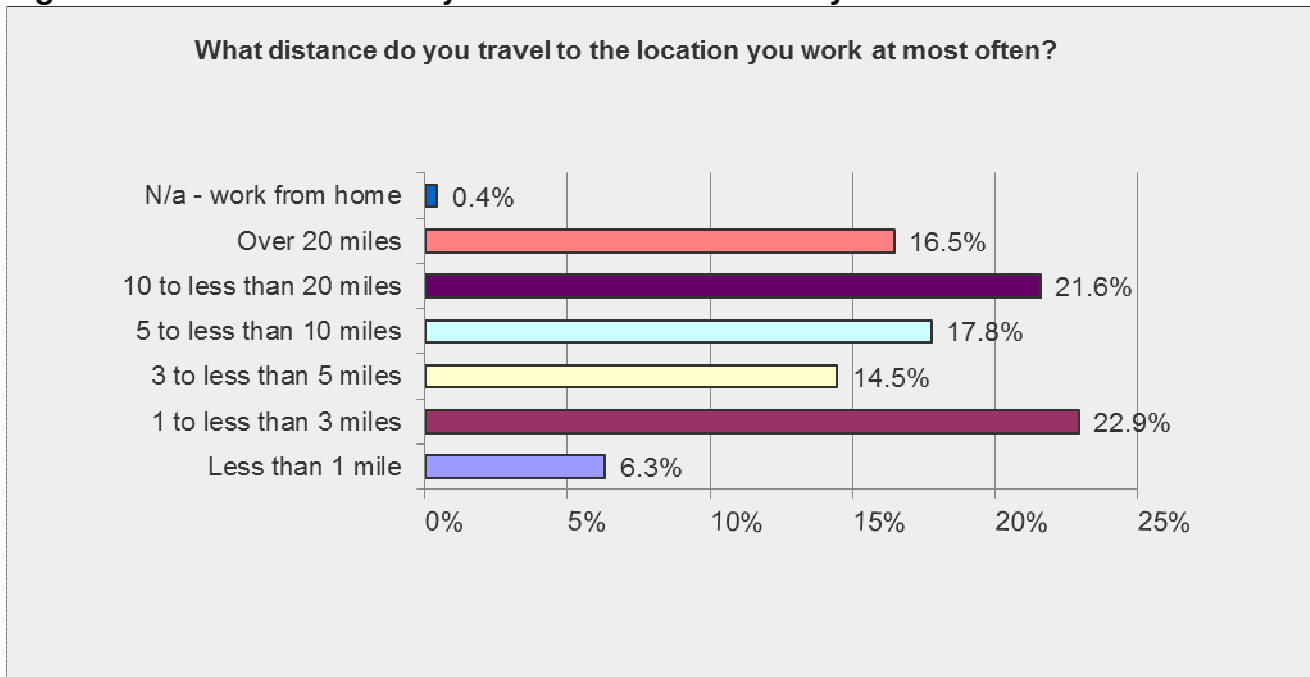
Figure 3 – Primary mode of travel (baseline organisations) 2006-2015



3.5 What distance do you travel to work?

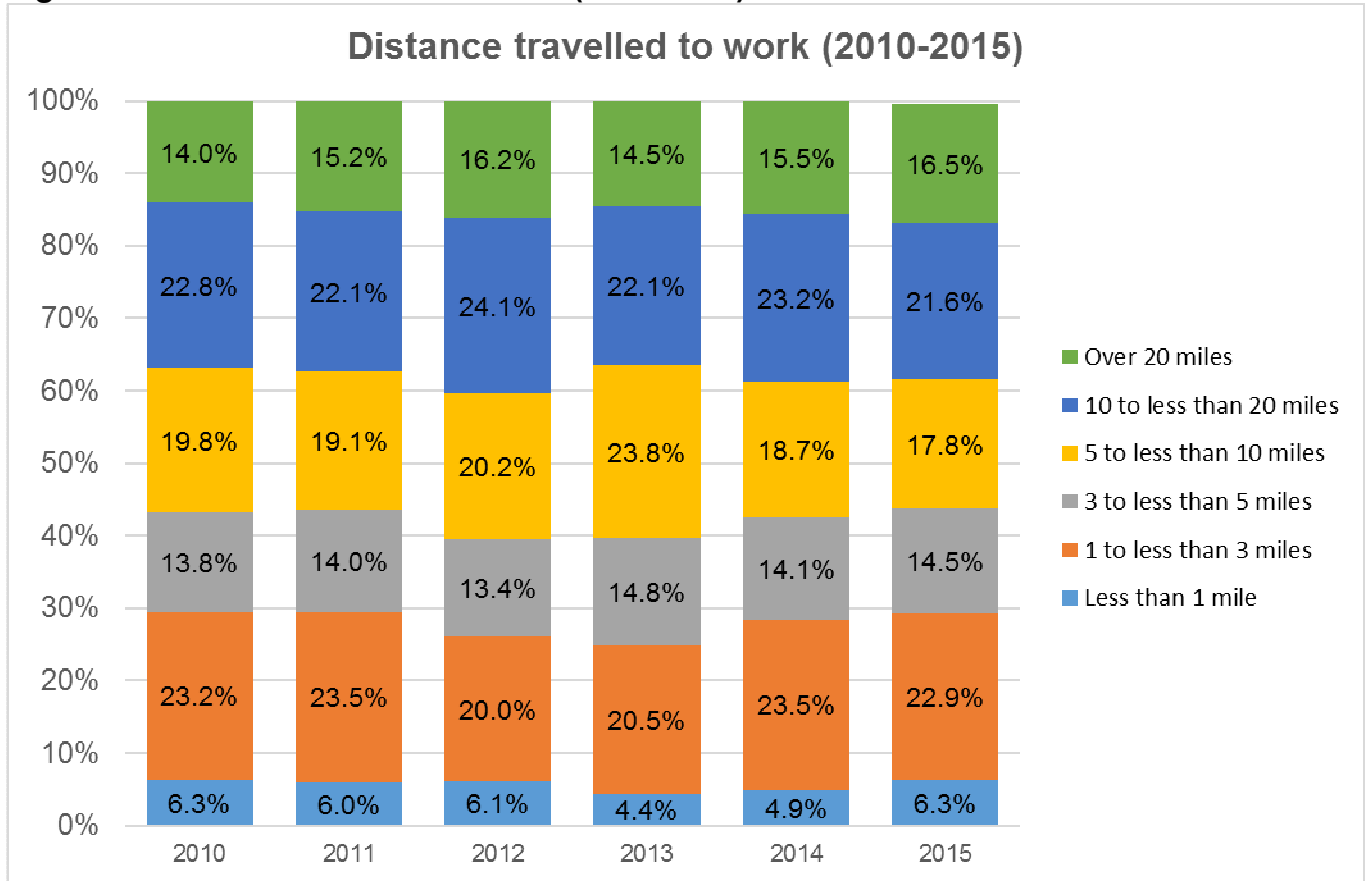
The highest proportion of respondents to the survey in 2015, 22.9% of the total, travel 1 to less than 3 miles to work, closely followed by those travelling 10 to less than 20 miles at 21.6%. Overall, the majority of the respondents (61.5%) travel less than 10 miles to work.

Figure 4 – What distance do you travel to the location you work at most often?



Historically, these have been the two distinct peaks in the distance travelled to work, with over 20% of respondents in each category. The percentage of those travelling from 5 to less than 10 miles is reducing; having reached a peak at 23.8% in 2013, the figure for 2015 is 17.8%, a reduction of 6%. Significantly, the percentage travelling over 20 miles has seen a slight rise over the past three years, which can only be accounted for by the increase in those working jointly for district/borough councils, bringing with it the requirement to travel further to reach council offices.

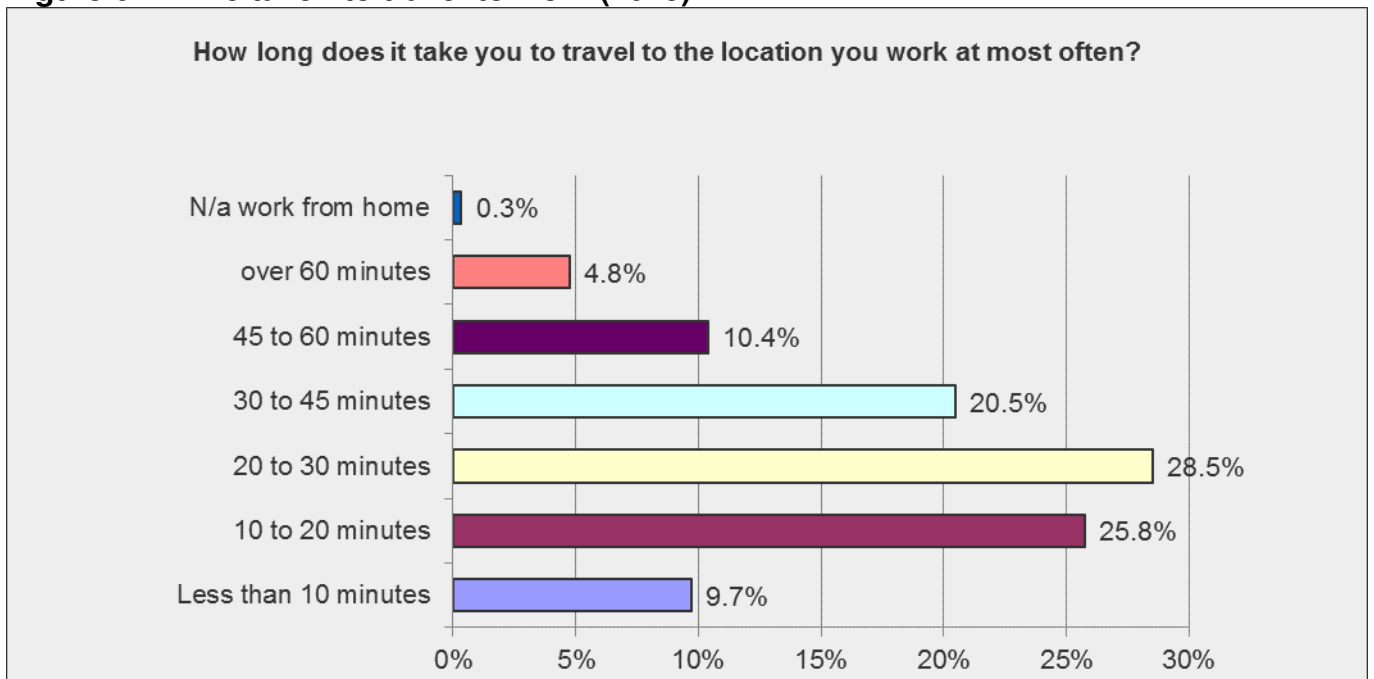
Figure 5 – Distance travelled to work (2010-2015)



3.6 How long does it take you to travel to work?

Responses to this question show that more than half of respondents take less than 30 minutes to travel to work and 84.5% take less than 45 minutes. 9.7% take less than 10 minutes. These figures are similar to those at the time of the 2014 survey, where 84.7% took less than 45 minutes and 9.9% less than 10.

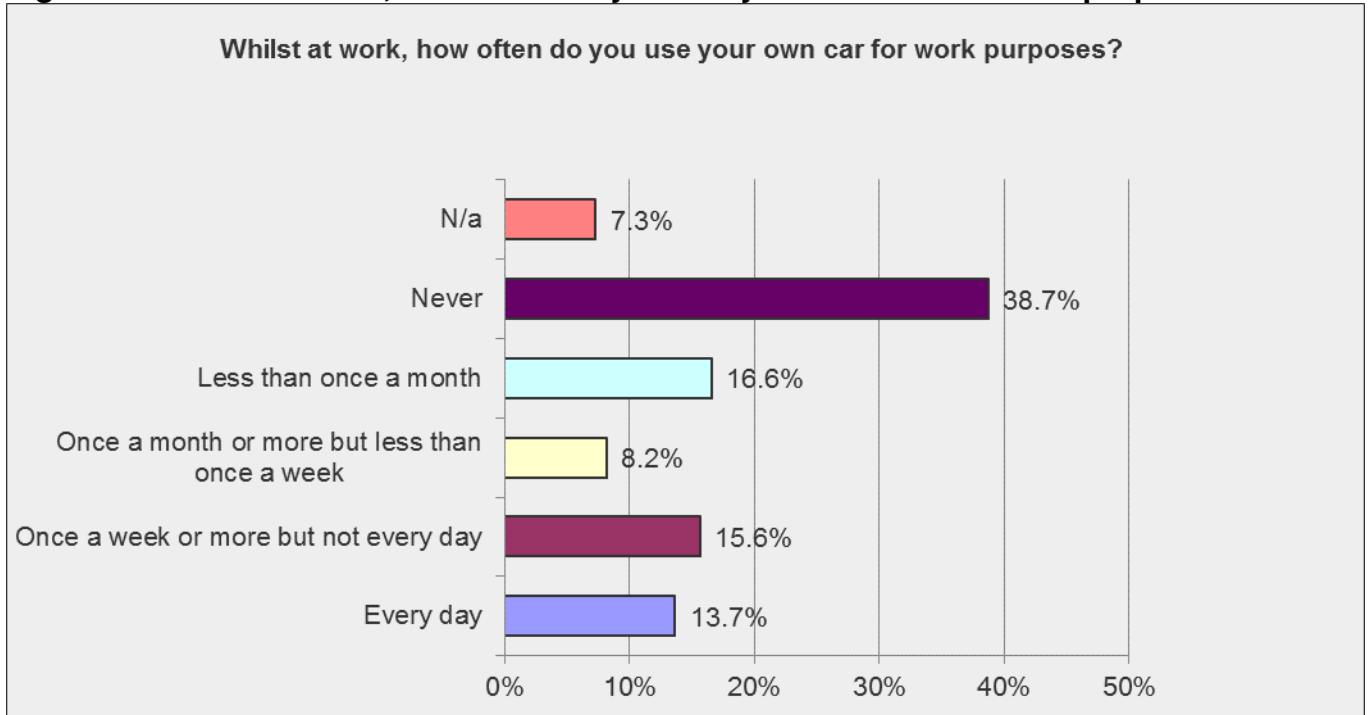
Figure 6 – Time taken to travel to work (2015)



3.7 Whilst at work, how often do you use your own car for work purposes?

In 2015, 29.3% use their own car at work at least once a week, an increase of over 3% from 2014. This is still below the rate for 2012, which stood at 30% but suggests that usage is increasing over time.

Figure 7 – Whilst at work, how often do you use your own car for work purposes?



3.8 If you don't normally use sustainable transport which of these would encourage you to do so?

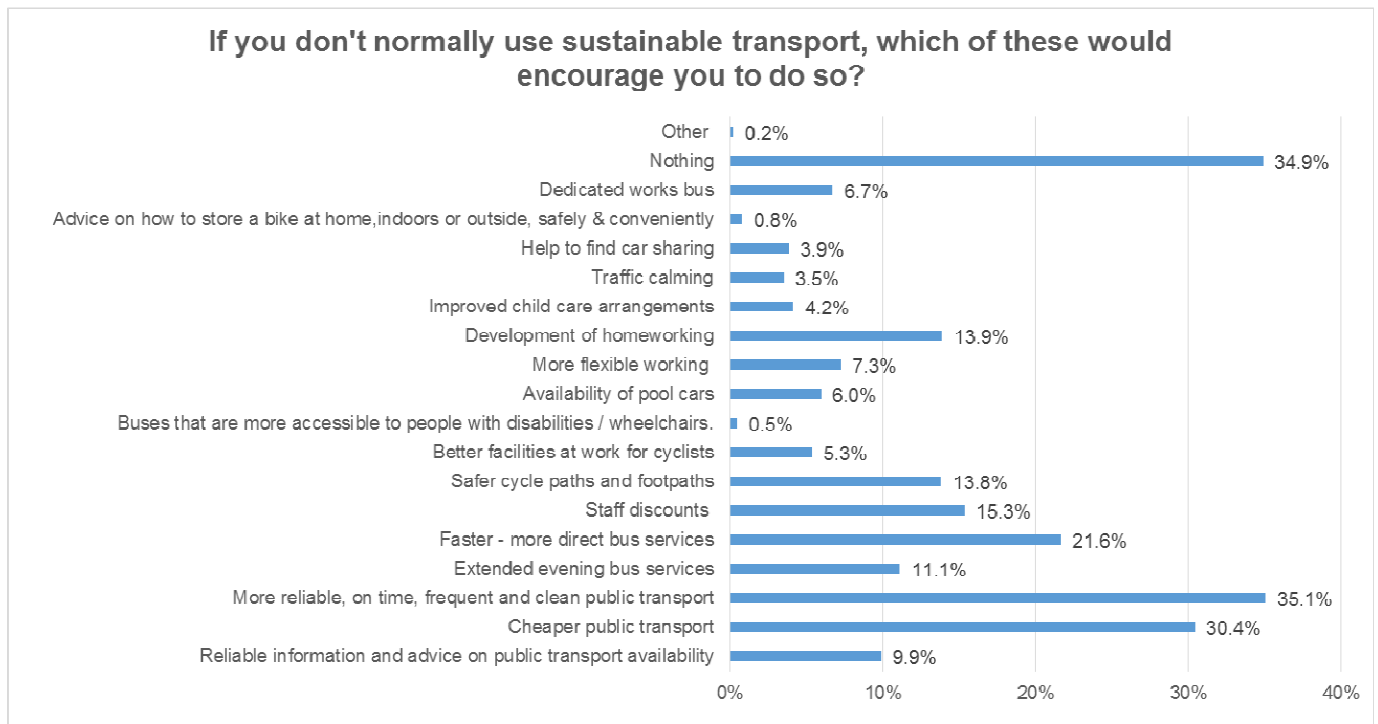
This question examines what factors would encourage people to use sustainable transport. Respondents were able to choose several options, so the total number of responses adds up to more than 100%

The highest response rate, at 35.1%, was for more reliable, on time, frequent, clean public transport, closely followed by cheaper public transport with 30.4%. Some respondents also completed the 'Other' box, choosing this option to highlight the fact that they were unable to use public transport to get to work primarily because it does not exist in the area where they live, or that using it would take too long to get to work.

A similar figure, 34.9% said nothing would encourage them to use sustainable transport, nearly 4% higher than in 2014, when the figure was 31%. Again, many of these chose to expand on their answer by explaining that they had to drive to work for a variety of reasons including combining their journey with the school run, transporting lots of equipment needed for work and needing to travel to rural locations to visit clients.

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

Figure 8 – If you don't normally use sustainable transport, which of these would encourage you to do so?



3.9 Sustainability comparison 2009 to 2014

Of the 23 organisations that participated, 11 saw a rise in overall sustainable travel modes reported (bus, car passenger, cycle, park and ride, train, walk and work from home) in 2015 compared to 2014. For three organisations, Forest Heath District Council, Ipswich Hospital and Suffolk New College, the sustainability rate is 0.0% due to Forest Heath having only six responses overall and the other two organisations none at all. However, responses from those who work jointly for Forest Heath and St Edmundsbury Borough Council give a sustainability rate of 36.4%, higher than the overall rate for the survey.

There are variations in the sustainability rate across the county, the highest sustainable rates being 50% for University Campus Suffolk, 46.5% for Ipswich Borough Council 43.5% for Suffolk Libraries and 40.3% for Willis, although the figure for UCS is artificially high as it is based on only three responses. Ipswich Borough Council and Suffolk Libraries both had two of the highest rates in 2014, and although still high in 2015, both have seen reductions since last year, IBC by 3.5%, Suffolk Libraries by 12.1%. The organisations with the lowest rates for 2015 (excluding those already mentioned above with 0.0%) are Ipswich and East Suffolk CCG with 3.0%, Suffolk Coastal Services with 6.7%, Suffolk Police HQ with 13.7% and 14.2% for West Suffolk CCG. All these figures are significant reductions on 2014, except for West Suffolk CCG, which is showing an increase of 3.9%.

Table 5 below shows the sustainability rates for all the organisations participating since 2009, where data is available. Included for the first time are figures for the integrated district and borough councils...

Table 6 - Headline sustainability results 2009 to 2015 - by organisation

Organisation	No. of returns	Sustainability %						
		2009	2010	2011	2012	2013	2014	2015
Babergh DC	17	13.7	17.1	15.3	8.6	11.5	11.1	23.6
Babergh and Mid Suffolk District Councils	150	N/a	N/a	N/a	N/a	N/a	N/a	14.7
BT - Bibb Way	145	33.7	35.4	57.1	46.9	33.8	43.8	39.9
BT – Adastral Park			32.1	35.8	32.2	N/a		
EFMS Ltd	7	N/a	N/a	N/a	N/a	N/a	32.6	14.3
Forest Heath District Council	6	11.3	10.9	16.9	10.9	12.5	30.0	0.0
Forest Heath District and St Edmundsbury Borough Councils	14	N/a	N/a	N/a	N/a	N/a	N/a	36.4
Ipswich Borough Council	92	46.2	47.4	50.0	52.7	52.9	50.0	46.5
Ipswich Hospital NHS Trust	0	N/a	N/a	N/a	N/a	N/a	38.7	0.0
NHS IESCCG	34	N/a	N/a	N/a	N/a	22.2	11.4	3.0
NHS WSCCG	15	N/a	N/a	N/a	N/a	12.5	10.3	14.2
Mid Suffolk DC	33	14.7	16.2	16.8	17	13.2	16.8	22.6
Police – Bury PIC	15	N/a	N/a	N/a	N/a	25.0	18.8	20.0
Police - HQ	228	N/a	N/a	20.8	18.9	25.4	20.9	13.7
SITA UK	17	N/a	N/a	N/a	N/a	N/a	14.7	17.7
St Edmundsbury Borough Council	22	30.0	28.2	26.1	20.4	23.3	32.3	27.2
Suffolk Coastal District Council	29	9.1	11.8	11.1	11.8	10.4	16.7	17.1
Suffolk Coastal and Waveney District Councils	36	N/a	N/a	N/a	N/a	N/a	N/a	30.0
Suffolk Coastal Services	15	8.9	6.5	15.8	4.3	5.3	11.1	6.7
Suffolk County Council	1,429	37.6	35.3	35.8	34.2	38.6	34.8	36.0
Suffolk Highways	36	N/a	N/a	N/a	N/a	N/a	28.9	32.2
Suffolk Libraries	161	N/a	N/a	N/a	N/a	N/a	55.6	43.5
Suffolk New College	0	N/a	N/a	N/a	N/a	N/a	48.6	0.0
The Environment Agency	36	N/a	N/a	N/a	N/a	N/a	25.0	32.3
University Campus Suffolk	3	N/a	42.9	45.0	44.9	45.2	47.7	50.0
Waveney District Council	62	28.1	29.6	38.8	32.6	35.6	40.0	32.8
West Suffolk College	100	N/a	N/a	N/a	N/a	N/a	N/a	24.8
Willis	420	36.8	36.9	34.8	N/a	39.1	39.3	40.3
Grand Total	3,198	33.4	33.4	33.4	31.2	35.1	35.3	33.2

3.9.1 Sustainability comparison across Suffolk County Council – by location

Table 6 uses responses to Q2 'Which location do you normally work at?' to assess the sustainable transport figures for the various locations where Suffolk County Council employees are based.

Table 7 –Sustainability figures for SCC locations 2010-2015

Location	Returns	Use of own car at work*	Sustainability					
	2015	2015	2010	2011	2012	2013	2014	2015
Adrian House	2	100%	N/a	N/a	N/a	22%	18.5%	50.0%
Clapham House	0	0.0%	32%	28%	32%	41%	37.1%	0.0%
Constantine House	193	32.7%	39%	59%	62%	65%	46.3%	55.0%
Endeavour House	528	54%	56%	54%	48%	56%	51.4%	33.2%
Haverhill House	5	100%	N/a	N/a	N/a	N/a	N/a	20.0%
Kingsfield	12	91.7%	N/a	N/a	N/a	N/a	N/a	16.7%
Landmark House	110	60.0%	N/a	N/a	N/a	N/a	21.2%	22.8%
Paul's Road	0	0.0%	12%	17%	24%	21%	18.8%	0.0%
Phoenix House	36	47.2%	N/a	20%	28%	48%	21.1%	30.6%
Queen's Road	16	68.8%	N/a	N/a	N/a	N/a	N/a	31.3%
Riverside	70	79.4%	N/a	N/a	N/a	N/a	N/a	28.9%
Saxmundham Office	27	70.3%	N/a	N/a	11%	5%	0%	11.1%
Saxon House	1	0.0%	N/a	N/a	N/a	N/a	N/a	0.0%
West Suffolk House	100	80.6%	21%	26%	30%	30%	31.5%	27.2%
Other	299	83.9%	24%	27%	24%	24%	18.1%	18.8%

*Note: this is all usage of own car from less than once a month to every day

The locations with the highest sustainability figures are Constantine House with 55.0%, Adrian House with 50% and Endeavour House with 33.2%. These figures, however, should be used with some caution; Adrian House's figure is based on only two responses while the figures for Constantine and Endeavour Houses show a distinct change which may be a product of staff changing locations after the Customer Service Direct contract ended in June 2014.

However, it is to be expected that locations such as Constantine and Endeavour House would have higher sustainability rates due to their proximity to the railway station, park and ride bus stops and the free shuttle bus into the town centre.

Two of the locations with the lowest figures Saxmundham Office at 11.1% and Kingsfield at 16.7% both have significant rates of own car usage, at 70.3% and 91.7% respectively, perhaps due to the lack of public transport, the type of work employees are engaged in and the availability of free or relatively cheap parking. Of the two locations with the next lowest rates, Haverhill House's 20.0% is only based on five responses, while Landmark House's rate of 22.8% seems very low, considering Suffolk County Council staff can travel for free on the Ipswich Buses service 8/13 to and from the office.

3.10 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 potentially each location has its own unique transport issues and it is clear that even when the office is located in an area where use of sustainable transport should be easy, such as Constantine and Endeavour Houses where significant percentages would like cheaper and more reliable public transport, still more could be done to encourage its usage. Responses from the various organisations show that for many, nothing would persuade respondents to use sustainable transport and that many would use public transport if it were cheaper, more reliable and fitted in better with their work pattern.

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.

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

	Reliable information and advice on public transport availability	Cheaper public transport	More reliable, on time, frequent and clean public transport	Extended evening bus services	Faster - more direct bus services	Staff discounts	Safer cycle paths and footpaths	Better facilities at work for cyclists	Buses that are more accessible to people with disabilities / wheelchairs.	Availability of pool cars	More flexible working	Development of homeworking	Improved child care arrangements	Traffic calming	Help to find car sharing	Advice on how to store a bike at home, indoors or outside, safely and conveniently	Dedicated works bus	Nothing	Other
Adrian House	50.0%	100%	100%	50.0%	50.0%	0.0%	100%	0.0%	0.0%	50.0%	50.0%	50.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	50.0%
Constantine House	13.4%	38.0%	44.4%	14.1%	28.2%	25.4%	18.3%	12.0%	0.7%	2.1%	9.2%	14.8%	3.5%	7.7%	2.1%	2.8%	7.7%	26.8%	22.5%
Endeavour House	11.5%	37.7%	39.2%	11.3%	21.3%	19.2%	13.1%	4.4%	0.5%	3.6%	7.2%	14.4%	5.6%	5.4%	4.1%	0.5%	7.7%	34.1%	24.4%
Haverhill House	75.0%	25.0%	75.0%	25.0%	50.0%	0.0%	25.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	25.0%	0.0%
Kingsfield	18.2%	27.3%	27.3%	0.0%	9.1%	9.1%	0.0%	18.2%	0.0%	18.2%	0.0%	18.2%	0.0%	0.0%	0.0%	0.0%	0.0%	45.5%	0.0%
Landmark House	5.3%	20.0%	23.2%	10.5%	25.3%	7.4%	10.5%	3.2%	1.1%	9.5%	15.8%	24.2%	5.3%	4.2%	1.1%	0.0%	10.5%	34.7%	2.1%
Phoenix House	7.1%	10.7%	14.3%	7.1%	25.0%	10.7%	14.3%	10.7%	0.0%	7.1%	7.1%	17.9%	0.0%	3.6%	7.1%	0.0%	7.1%	32.1%	3.6%
Queen's Road	7.1%	14.3%	28.6%	7.1%	0.0%	7.1%	0.0%	7.1%	0.0%	0.0%	21.4%	28.6%	7.1%	7.1%	0.0%	7.1%	7.1%	21.4%	0.0%
Riverside	8.1%	19.4%	17.7%	3.2%	22.6%	6.5%	9.7%	0.0%	1.6%	14.5%	11.3%	19.4%	1.6%	0.0%	3.2%	0.0%	1.6%	41.9%	4.8%
Saxmundham Office	3.8%	23.1%	26.9%	3.8%	3.8%	15.4%	7.7%	3.8%	0.0%	7.7%	7.7%	15.4%	11.5%	0.0%	0.0%	0.0%	0.0%	50.0%	3.8%
Saxon House	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%	0.0%	0.0%	100%	0.0%
West Suffolk House	9.6%	20.5%	24.1%	4.8%	19.3%	14.5%	10.8%	0.0%	1.2%	18.1%	3.6%	16.9%	3.6%	1.2%	7.2%	0.0%	8.4%	55.4%	2.4%
Other	4.8%	21.6%	21.9%	4.1%	14.5%	11.5%	13.8%	3.0%	0.7%	8.6%	4.8%	14.1%	1.1%	2.2%	3.7%	1.1%	1.9%	48.0%	1.1%

Key : **Yellow** – top 3 **Purple** – 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)

	Reliable information and advice on public transport availability	Cheaper public transport	More reliable, on time, frequent and clean public transport	Extended evening bus services	Faster - more direct bus services	Staff discounts	Safer cycle paths and footpaths	Better facilities at work for cyclists	Buses that are more accessible to people with disabilities / wheelchairs.	Availability of pool cars	More flexible working	Development of homeworking	Improved child care arrangements	Traffic calming	Help to find car sharing	Advice on how to store a bike at home, indoors or outside, safely and conveniently	Dedicated works bus	Nothing	Other
Babergh District Council	12.5%	25.0%	37.5%	18.8%	50.0%	31.3%	18.8%	6.3%	0.0%	18.8%	0.0%	12.5%	6.3%	6.3%	6.3%	6.3%	6.3%	18.8%	18.8%
Babergh and Mid Suffolk District Councils	10.4%	23.0%	33.3%	10.4%	26.7%	8.9%	11.1%	6.7%	0.7%	9.6%	5.2%	17.8%	3.7%	2.2%	9.6%	0.7%	11.1%	25.9%	17.0%
BT	12.4%	29.2%	30.1%	8.9%	36.23%	13.3%	15.9%	4.4%	0.0%	2.7%	5.3%	13.3%	3.5%	0.9%	2.7%	0.9%	14.2%	26.6%	21.2%
EFMS Ltd	16.7%	33.3%	33.3%	0.0%	33.3%	33.3%	0.0%	0.0%	0.0%	0.0%	0.0%	16.7%	0.0%	16.7%	0.0%	0.0%	16.7%	16.7%	16.7%
Forest Heath District Council	0.0%	0.0%	0.0%	0.0%	16.7%	0.0%	0.0%	16.7%	0.0%	0.0%	0.0%	16.7%	0.0%	0.0%	0.0%	0.0%	0.0%	50.0%	16.7%
Forest Heath District and St Edmundsbury Borough Council	10.0%	20.0%	10.0%	10.0%	20.0%	20.0%	0.0%	10.0%	0.0%	10.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	50.0%	40.0%
Ipswich Borough Council	9.4%	48.4%	46.9%	17.2%	23.4%	26.6%	18.8%	7.8%	1.6%	3.1%	9.4%	15.6%	3.1%	3.1%	6.3%	1.6%	4.7%	18.8%	14.1%
Mid Suffolk District Council	11.1%	11.1%	25.9%	0.0%	18.5%	3.7%	11.1%	7.4%	0.0%	0.0%	11.1%	11.1%	0.0%	0.0%	3.7%	0.0%	3.7%	40.7%	11.1%
NHS IESCCG	6.5%	9.7%	12.9%	0.0%	9.7%	0.0%	22.6%	3.2%	0.0%	9.7%	12.9%	25.0%	0.0%	0.0%	6.5%	0.0%	12.0%	25.8%	32.3%
NHS WSCCG	7.7%	7.7%	15.4%	7.7%	15.4%	7.7%	7.7%	7.7%	0.0%	0.0%	15.4%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	53.8%	53.8%
Police – Bury PIC	7.7%	0.0%	15.4%	15.4%	0.0%	0.0%	15.4%	15.4%	0.0%	15.4%	0.0%	7.7%	0.0%	7.7%	15.4%	0.0%	0.0%	38.5%	15.4%
Police - HQ	8.8%	25.4%	24.4%	10.2%	28.3%	14.1%	11.2%	4.4%	0.5%	2.9%	4.4%	19.0%	4.9%	1.0%	3.9%	0.5%	11.2%	31.7%	15.6%
SITA UK	0.0%	25.5%	18.8%	0.0%	12.5%	0.0%	25.0%	0.0%	0.0%	0.0%	0.0%	25.0%	0.0%	6.3%	6.3%	0.0%	12.5%	25.0%	0.0%
St Edmundsbury Borough Council	5.6%	0.0%	5.6%	11.1%	5.6%	0.0%	5.6%	0.0%	0.0%	0.0%	0.0%	11.1%	16.0%	0.0%	0.0%	5.6%	11.1%	38.9%	11.1%
Suffolk Coastal District Council	3.8%	30.8%	30.8%	3.8%	7.7%	7.7%	15.4%	3.8%	0.0%	11.5%	3.8%	15.4%	0.0%	0.0%	0.0%	0.0%	0.0%	30.8%	23.1%
Suffolk Coastal and Waveney District Councils	16.1%	35.5%	41.9%	3.2%	22.60%	29.0%	9.7%	3.2%	3.2%	12.9%	3.0%	3.2%	0.0%	0.0%	12.9%	0.0%	6.5%	32.3%	29.0%
Suffolk Coastal Norse	0.0%	13.3%	26.7%	13.3%	26.70%	0.0%	20.0%	6.7%	6.7%	13.3%	6.7%	13.3%	6.7%	0.0%	0.0%	0.0%	6.7%	28.7%	13.3%

Suffolk County Council	9.3%	28.0%	29.3%	8.6%	20.2%	13.0%	12.9%	3.1%	0.5%	7.0%	7.1%	15.1%	3.8%	4.0%	3.5%	0.9%	5.9%	30.3%	18.9%
Suffolk Highways	6.7%	30.0%	26.7%	6.7%	16.7%	6.7%	16.7%	3.3%	0.0%	6.7%	6.7%	20.0%	6.7%	3.3%	6.7%	3.3%	10.0%	23.0%	16.7%
Suffolk Libraries	12.8%	37.6%	48.0%	26.4%	22.4%	19.2%	9.6%	4.8%	0.0%	3.2%	3.2%	2.4%	4.8%	4.0%	0.8%	0.0%	3.2%	18.4%	24.8%
The Environment Agency	6.7%	30.0%	33.3%	13.3%	26.70%	13.3%	33.3%	3.3%	0.0%	10.0%	3.3%	10.0%	0.0%	6.7%	3.3%	0.0%	16.7%	6.7%	13.3%
University Campus Suffolk	0.0%	50.0%	0.0%	0.0%	0.00%	50.0%	0.0%	50.0%	0.0%	50.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Waveney District Council	11.3%	20.8%	32.1%	9.4%	18.9%	11.3%	18.9%	5.70%	0.0%	5.7%	3.8%	15.1%	1.9%	3.8%	7.5%	0.0%	11.3%	26.4%	24.5%
West Suffolk College	7.7%	20.9%	26.4%	19.8%	14.3%	9.9%	19.0%	4.40%	0.0%	9.9%	8.8%	13.2%	8.8%	1.1%	8.8%	2.2%	3.3%	27.5%	9.9%
Willis	12.5%	50.1%	43.9%	16.2%	22.2%	12.3%	12.0%	1.7%	0.0%	1.7%	3.1%	10.0%	5.7%	5.7%	1.7%	0.3%	3.7%	26.5%	9.4%

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

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?

462 people ticked 'Other' and provided further information. Following a validation check, three responses were removed (USS Enterprise NCC-1701-D, Tardis and space for parking my horse).

The remaining responses were grouped under themes summarising their comments; of these 459 responses, a small number made comments which fall under more than one theme, so the total number of comments under each theme will add up to more than 100%.

- 49 people (10.7%) said they already use sustainable transport

The highest proportion, 169 respondents or 36.8% of those answering 'Other', said that it was not practical for them to use sustainable transport for a variety of reasons and they had to use their own car to drive to work, including:

- To take children to school and pick them up afterwards on the way to/from work
- Their shift pattern prevents them using any other mode of transport
- They work peripatetically and have to be able to travel all over the county and to areas where there is no access via public transport
- They often have to travel at short notice so do not have time to use sustainable transport
- Those living in rural locations said there is often no alternative as there is not public transport available
- Travelling by sustainable transport would take too long; driving is much quicker
- It is impossible to use sustainable transport to take equipment (e.g. for training) around the county
- Sustainable transport is not practical for carrying out home visits or travelling to schools

Six respondents said they do not use sustainable transport because of their disabilities, one of these adding that pool cars are not disability friendly.

19.4% (89 respondents) said they would travel sustainably if there were better public transport provision to get them to work, particularly as some pointed out that as they live in rural locations, it can often take some time to reach a location where public transport can be accessed. Others said the frequency of transport was not suitable for getting them to work on time, while others said they would travel by train if there was a railway station situated nearer their office. Others raised issue around the lack of direct transport to their place of work, for example having to catch more than one bus, or catching a bus to get them to and from the railway station.

5 people (1.1%) said they would travel sustainably if the weather was better.

50 (10.9%) said they would cycle more often if there were better facilities for cyclists at work (showers, changing areas, lockers large enough to store clothes, better security for bikes and undercover storage for bikes while at work) including seven who asked for better cycle lanes and routes (including the maintenance of these routes).

The breakdown by organisation of these 50 respondents (and location, if applicable) is as follows:

Number	Organisation (with location, if applicable)
7	Babergh & Mid Suffolk
3	BT
1	Forest Heath and St Edmundsbury (College Heath Road site)
1	IBC
1	NHSWSCCG
2	Police - Bury
3	Police - Martlesham
2	Suffolk Coastal and Waveney
4	Suffolk Libraries
1	Suffolk Highways
2	SCC - Children's homes
7	SCC- Constantine House
7	SCC- Endeavour House
1	SCC - Kingsfield
2	SCC - Phoenix House
1	The Environment Agency
1	West Suffolk College
4	Willis

Significantly, those working for organisations (in particular Suffolk County Council's Endeavour House and Constantine House) where changing facilities are already provided, still felt there were not sufficient facilities for the numbers of people needing to use them.

4 People (0.7%) asked for the Bury Road Park and Ride to be reopened so they could travel sustainably.

60 (13.1%) asked for better discounts for travel with several operators including Ipswich Buses, First Buses, Abelio Greater Anglia, Beestons and Simmonds. People who work part-time asked for the ability to buy tickets in blocks for when they needed them, rather than pay for travel for a period when they wouldn't need it.

36 (7.8%) said they wanted more opportunities for home or flexible working, including the ability to work at a location closer to their home. Some stated that working from home was not encouraged by their managers and one person said it was not practical as they work in a children's home so would leave the home under-staffed.

10 (2.2%) asked for better or cheaper parking facilities, especially those who said they had to pay to park at a railway station and pay their rail fare as well which made their journey to work very expensive. Others wanted to be able to park nearer to where they worked.

2 people (0.4%) mentioned traffic congestion and one person (0.2%) asked for better pedestrian routes for walking to work.