



Travel to Work Report 2016

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1. **Headline Results**

The 2016 online Travel to Work survey ran from 4th May to 21st June 2016. Out of the 36 organisations who were invited to participate, 34 responded. In addition, the survey was more widely circulated by the Suffolk Chamber of Commerce to a range of small and medium enterprises in Suffolk, resulting in a total of 4,815 respondents overall. The full list of larger organisations directly targeted can be found in Table 1 on page 6.

Key findings from the survey are:

33.5% 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 small increase of 0.3 percentage points on the 2015 Survey. When restricted to organisations forming the original 2005 base set, the sustainability figure is slightly higher at 34.8%, although lower than the 2015 figure of 35.8%.

Looking at the baseline of organisations, over the period 2005 to 2016:

- Walking to work has increased steadily from 7.3% in 2005 and currently stands at 11.1% for 2016, although this is a slight reduction on last year's figure.
- Working from home remains low, at 0.9%, although shows a slight increase from 2015 where the figure was 0.6%.
- Train travel has reduced by 0.5% to 3.6% for 2016, although is still more than twice the 2005 figure of 1.3%.
- Park and ride is used by only 0.5% of respondents, the lowest figure ever seen during the survey's lifetime.
- Traveling by bus has increased by 0.1% to 5.3%, although is still well below the highest rate of 9.2% in 2007.
- Driving (single occupant and car share) remains the most frequently used mode of transport and has seen a small reduction since 2015, from 66.1% to 64.7%. The percentage of those travelling as a single occupant has fallen by 3.5%, from 57.4% in 2015 to 53.9% in 2016.
- In 2016, 66.9% of respondents said they walked or cycled to work for health reasons or fitness, with 83.6% being aware of the government's Cycle2Work scheme.
- Only 26.3% of respondents were aware of discounts for travel on public transport available to them because of the organisation they work for.

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 the majority of the workforces are based are shown in Table 1.

Table 1 - Organisations participating in the 2016 Travel to Work Survey.

Organisation	Main location	Respondents	% of total
Adnams	Southwold	2	0.04%
Babergh District Council	Hadleigh	5	0.10%
Babergh and Mid Suffolk District Councils	Hadleigh and Needham Market	25	0.52%
BT	Adastral Park, Martlesham	829	17.22%
Care UK	Various	21	0.2%
Concertus	Ipswich	33	0.69%
East of England Co-operative Society	Ipswich	128	2.66%
Forest Heath District Council	Mildenhall	4	0.08%
Forest Heath District Council and St Edmundsbury Borough Council	Mildenhall and Bury St Edmunds	41	0.85%
Havebury Housing	Bury St Edmunds	65	1.35%
Ipswich Borough Council	Ipswich	125	2.60%
Ipswich Hospital NHS Trust	Ipswich	6	0.12%
Mid Suffolk District Council	Needham Market	4	0.08%
NHS Ipswich and East Suffolk Clinical Commissioning Group	Bramford	1	0.02%
NHS West Suffolk Clinical Commissioning Group	Bury St Edmunds	6	0.12%
Police - Bury PIC	Bury St Edmunds	4	0.08%
Police - Martlesham	Martlesham	127	2.64%
SITA UK	Great Blakenham	2	0.04%
St Edmundsbury Borough Council	Bury St Edmunds	37	0.77%
Suffolk Coastal District Council	Woodbridge	7	0.15%
Suffolk Coastal and Waveney District Councils	Woodbridge and Lowestoft	1	0.02%
Suffolk Coastal Norse	Ufford	16	0.33%
Suffolk County Council	Mainly Ipswich but various	1,677	34.83%

Suffolk Highways	Mainly Ipswich	79	1.64%
Suffolk Libraries	Various	150	3.12%
The Environment Agency	Ipswich	1	0.02%
University Campus Suffolk (now the University of Suffolk)	Ipswich	295	6.13%
Vertas	Ipswich	23	0.48%
Waveney District Council	Lowestoft	1	0.02%
Waveney Norse	Lowestoft	9	0.19%
West Suffolk College	Bury St Edmunds	8	0.17%
West Suffolk Hospital	Bury St Edmunds	249	5.17%
Willis	Ipswich	497	10.32%
Other	Various	335	6.96%
Total		4,815	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
- Vertas (previously EFMS Ltd)*
- Suffolk Highways*
- Suffolk Libraries*

*Outsourced from SCC

This totals 63.6% (3062) of all responses.

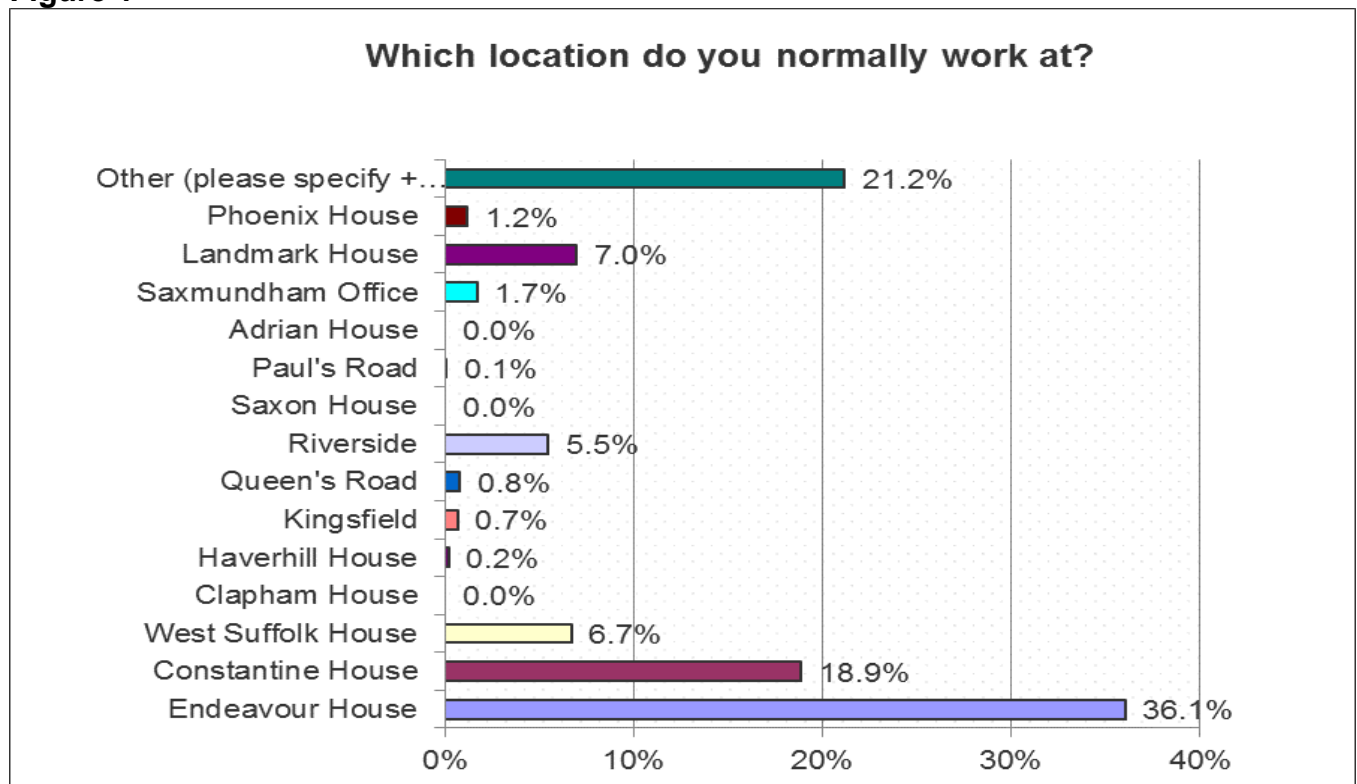
As in previous years, a major concern was how responses from combined district and borough councils should be dealt with. In 2015, respondents working for integrated councils were asked to state which of the two they work at most often and from there presented with a series of free text questions on 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. This approach was maintained for 2016.

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

As shown in Figure 1 below, the majority of Suffolk County Council staff completing the survey are based in either Constantine or Endeavour Houses, 55% in total overall, with the remainder either spread around the smaller locations or choosing 'Other'. Those choosing 'Other' stated they were based at one of the following:

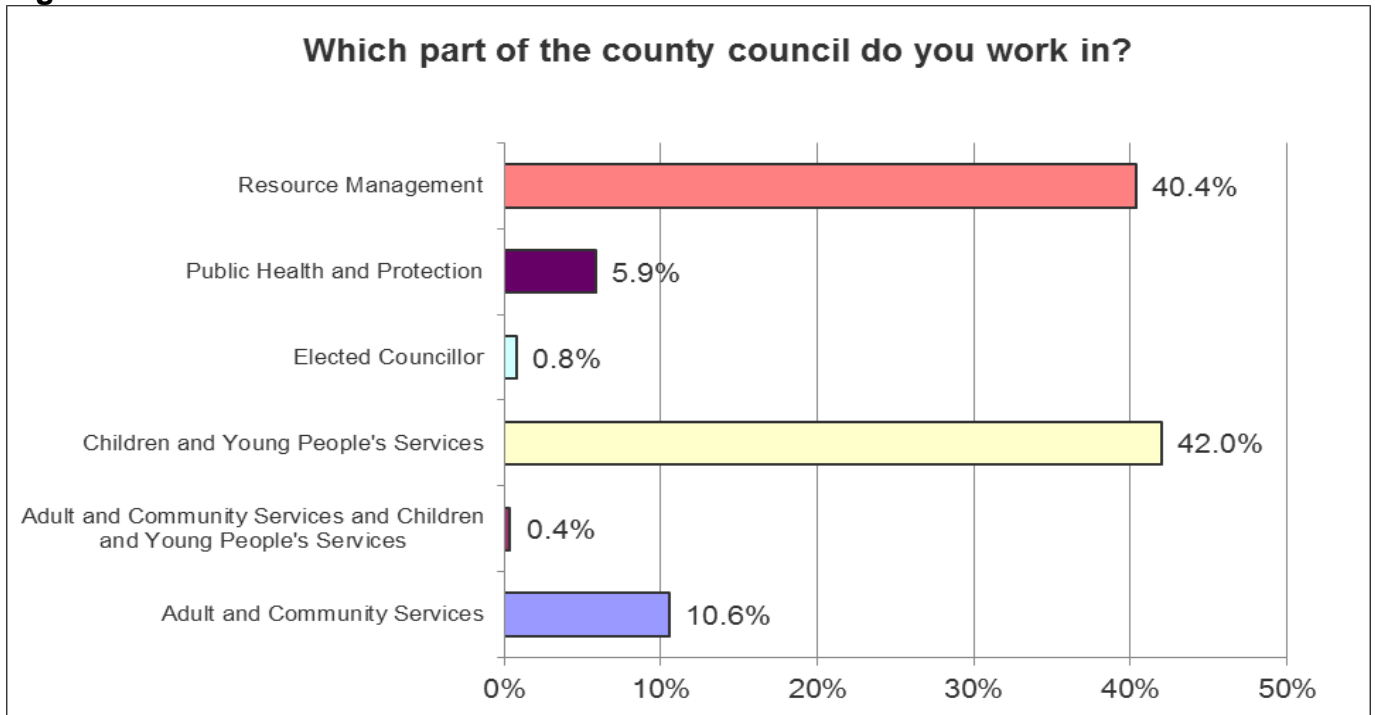
- Children’s centre
- Clinic or health centre
- Fire station
- Customer First/Contact Centre
- Hospital
- Town hall
- Police station
- Brandon Country Park
- A school
- Children’s home
- Care home
- Ipswich Museum
- No particular base – working peripatetically

Figure 1



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

Figure 2



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.

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.

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; 61.9% use this sometimes as a mode of travel, while for 56.7% it is their primary mode. Overall, these figures are not vastly different to 2015, with in all cases less than 1% change, either increase or decrease for all modes of transport. 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.

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

	All modes used	Primary mode
Bus	8.4%	5.0%
Car driver - single occupant (whole journey)	61.9%	56.7%
Car driver with a passenger/ car share (any part of the journey)	11.4%	8.7%
Car passenger	5.4%	2.5%
Cycle	11.4%	8.0%
Motor cycle/ moped/ motor scooter	1.3%	0.9%

Park and ride	1.8%	1.1%
Train	6.1%	4.0%
Walk	25.3%	12.2%
N/a - work from home	1.5%	0.7%

Again, the figures for all modes of transport used are largely similar to 2015, although there are some differences.

In 2015, 69.6% travelled as **car driver – single occupant**; for 2016 this has fallen to 61.9%. Car drivers with a passenger/car share has also fallen, from 13.4% in 2015 to 11.4% in 2016.

Similarly, fewer people choose to cycle as any part of their journey to work, 11.4% in 2016 compared to 14.2% in 2015. Reasons why people do not cycle to work are explored in Appendix 1.

Significantly, the proportion who walk as one of the modes used to travel to work has increased since last year from 21.4% to 25.3%. As a result, the percentage of those who walk as part of their journey is over twice the percentage who walk as their primary mode of transport. The increase between 2015 and 2016 can be explained by examining the responses of those who chose ‘Other’, where several commented that they either walked to meet another mode of transport (bus or train) or parked their car some way from work, to avoid paying for parking, and walked for the rest of their journey.

It is possible to look at the most used travel mode for the organisations taking part in the survey in 2016, as set out in Table 3, where sufficient numbers of responses were received to ensure a meaningful comparison. For 2016, only those organisations with more than 20 responses in total have been used. 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 featured, ranging from 86.5% for the East of England Co-operative Society, to 39.5% for Ipswich Borough Council. This can be explained by the locations of these two organisations, which dictate whether they are accessible using sustainable transport or not; for example, Ipswich Borough Council, located a short walk from the railway station, has the highest rate of those who travel by train at 16.1%, while no-one uses this mode of transport to travel to the East of England Co-operative Society, located in Wherstead Park, on the outskirts of Ipswich.

As in previous years, working from home has the lowest response rates overall, with BT having the highest rate 1.36%, suggesting that most organisations do not have adequate provision or a great desire to enable employees to work flexibly.

All public transport options 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, commented that they would like discounts on train or bus travel, suggesting they believe it to be cheaper for them to travel using non-sustainable modes.

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

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

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	Hadleigh and Needham Market	25	0.00%	84.0%	0.00%	0.00%	4.0%	0.00%	0.00%	8.0%	0.00%	0.00%
BT	Martlesham	829	6.54%	59.67%	11.22%	1.36%	15.04%	1.11%	0.00%	0.99%	3.95%	1.36%
Care UK	Various	21	14.3%	47.6%	4.8%	0.00%	4.8%	0.00%	0.00%	0.00%	28.6%	0.00%
Concertus	Ipswich	33	6.1%	48.5%	9.1%	0.00%	21.2%	0.00%	3.0%	6.1%	6.1%	0.00%
East of England Co-operative Society	Ipswich	128	0.00%	86.5%	7.1%	2.4%	2.4%	0.00%	0.00%	0.00%	1.6%	0.00%
Forest Heath District and St Edmundsbury Borough Councils	Mildenhall and Bury St Edmunds	41	2.5%	70.2%	12.05%	0.00%	5.0%	2.5%	0.00%	0.00%	10.0%	0.00%
Havebury Housing	Bury St Edmunds	65	1.5%	70.8%	13.8%	1.5%	7.7%	0.00%	0.00%	4.6%	0.00%	0.00%
Ipswich Borough Council	Ipswich	125	2.4%	39.5%	4.0%	4.0%	11.3%	3.2%	3.2%	16.1%	16.1%	0.00%
Police Martlesham	Martlesham	127	2.24%	72.2%	10.3%	1.6%	9.5%	0.8%	0.8%	0.00%	2.4%	0.00%
St Edmundsbury Borough Council	Bury St Edmunds	37	2.8%	61.1%	13.9%	0.00%	5.6%	2.8%	0.00%	0.00%	13.9%	0.00%
Suffolk County Council	Ipswich	1,677	5.8%	56.3%	6.5%	2.8%	6.3%	1.0%	2.1%	5.7%	12.4%	0.4%
Suffolk Highways	Ipswich	79	6.3%	63.3%	15.2%	3.8%	8.9%	0.00%	0.00%	1.3%	1.3%	0.00%
Suffolk Libraries	Various	150	5.4%	52.0%	4.1%	5.4%	6.8%	1.4%	0.7%	0.7%	23.6%	0.00%
University Campus Suffolk (now the University of Suffolk)	Ipswich	295	5.8%	42.1%	7.5%	2.1%	6.2%	1.0%	0.7%	6.2%	26.4%	0.7%
Vertas	Ipswich	23	8.7%	56.5%	8.7%	0.00%	13.0%	0.00%	0.00%	0.00%	13.0%	0.00%
West Suffolk Hospital	Bury St Edmunds	249	2.00%	60.8%	10.6%	2.9%	5.7%	0.8%	2.0%	0.4%	14.7%	0.00%
Willis	Ipswich	497	3.9%	48.0%	13.7%	3.3%	3.7%	0.00%	0.6%	6.3%	20.0%	0.4%

Key : **top 3** **bottom 3** 'other' not included in the above figures

Note: Work from home figures are so small for all organisations that the range (i.e top to bottom) overlaps

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	2016	2010	2011	2012	2013	2014	2015	2016
Bus	9.90%	9.70%	10.40%	11.10%	10.00%	10.90%	8.70%	5.20%	4.90%	4.80%	5.50%	4.80%	5.70%	5.30%
Car driver - single occupant	67.60%	66.50%	68.50%	65.30%	67.30%	67.80%	59.60%	56.90%	54.80%	57.40%	53.40%	54.80%	55.40%	53.90%
Car driver- with passenger	14.80%	14.20%	14.20%	15.90%	14.50%	13.00%	13.10%	9.20%	9.40%	9.00%	9.60%	8.70%	8.10%	10.80%
Car passenger	7.30%	7.40%	6.80%	7.90%	7.40%	7.10%	5.00%	3.40%	3.30%	2.90%	3.50%	2.90%	2.90%	2.50%
Cycle	13.80%	15.00%	16.50%	17.10%	14.70%	13.60%	14.30%	7.60%	8.70%	9.20%	9.20%	8.10%	7.90%	10.30%
Motor cycle/moped/motor scooter	2.20%	2.50%	2.30%	2.10%	1.80%	1.80%	1.50%	0.90%	1.20%	0.80%	0.80%	0.90%	0.70%	1.00%
Park and ride	2.50%	1.60%	2.00%	1.70%	2.50%	2.40%	0.80%	1.30%	1.00%	1.10%	1.10%	1.30%	1.40%	0.50%
Train	5.90%	6.40%	6.30%	8.00%	8.10%	8.10%	7.30%	3.10%	3.80%	3.50%	4.60%	4.90%	4.70%	3.60%
Walk	19.40%	20.20%	18.90%	19.70%	21.70%	23.30%	23.20%	10.40%	10.90%	8.70%	9.90%	11.70%	12.50%	11.10%
Work from home	6.80%	7.60%	8.50%	8.20%	5.80%	2.40%	0.40%	1.20%	1.60%	1.60%	1.60%	0.90%	0.60%	0.90%

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.

Although still the most frequently used mode of transport, the percentage of respondents who travel to work as the single occupant in a car, either sometimes or as their primary mode of transport (59.6% and 53.9% respectively) has seen a reduction compared to 2015, by 1.5% for those who use this as their main mode of transport and 10.9% for those who sometimes use this mode of transport. Significantly, the proportion of those whose main mode of transport is as a car driver with passenger has increased by 2.7% since 2015, to 10.8%, although the figures for those who travel as a car passenger are falling. Park and ride usage is also falling, with less than 1% saying they use it either as their main mode of transport or some of the time.

Despite seeing a reduction in 2015 compared to the previous year, cycling has increased in 2016, with 10.3% using it as their primary mode of transport, up from 7.9% and 14.3% cycling sometimes, up from 13.6% in 2015. Walking to work remains fairly popular, with 23.2% walking occasionally and 11.1% walking as their primary mode of transport, slightly lower than in 2015. Working from home is still the least frequently used option, with 2% less in 2016 working this way some of the time and 0.9% all of the time.

3.4.1 Modal Trends

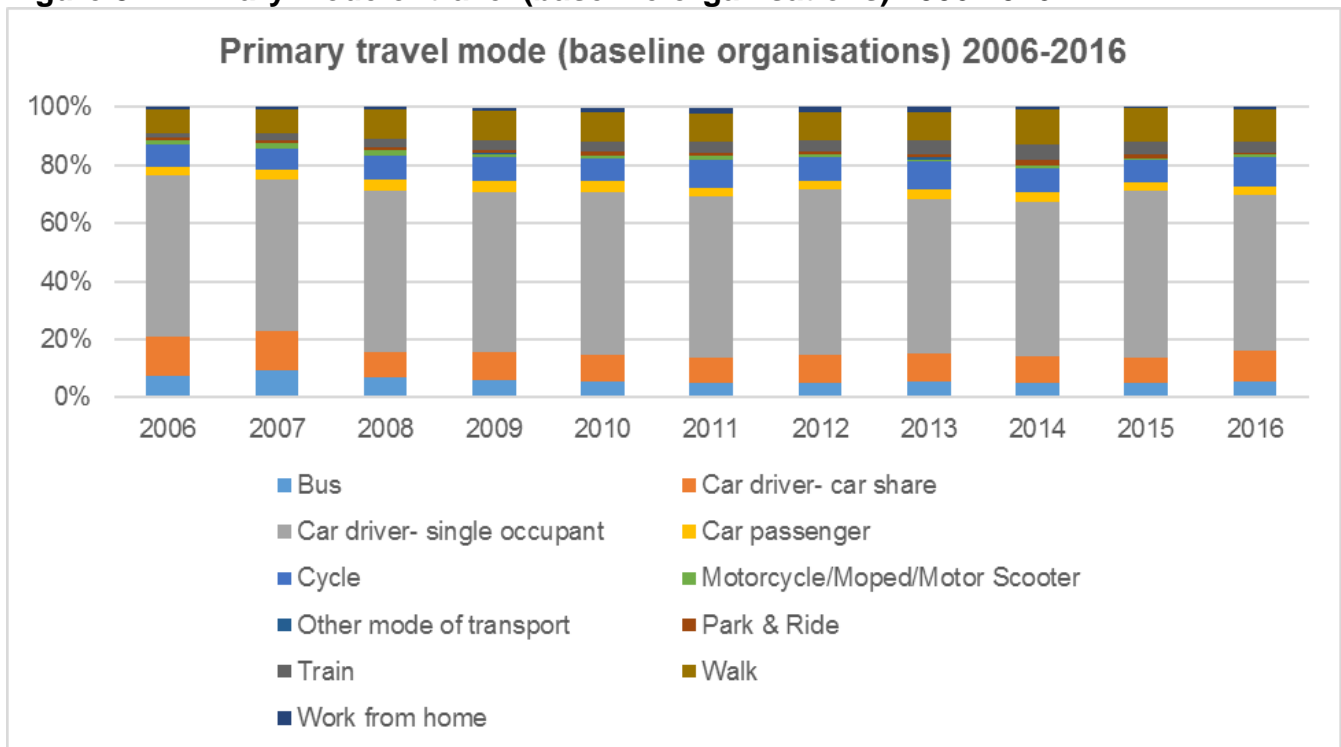
Table 4 and Figure 3 show the usual mode of transport or primary travel mode, since 2006 (when the survey first took place in its current format) for the baseline organisations.

Table 5 - Modal trends (baseline organisations)

Travel Mode	2006	2007	2008	2009	2010	2011	2012	2013	2014	2015	2016
Bus	7.7%	9.2%	7.1%	5.9%	5.2%	4.9%	4.8%	5.5%	4.8%	5.7%	5.3%
Car driver- car share	13.2%	13.5%	8.7%	9.7%	9.2%	9.4%	9.0%	9.6%	8.7%	8.1%	10.8%
Car driver- single occupant	55.4%	52.2%	55.6%	55.1%	56.9%	54.8%	57.4%	53.4%	54.8%	55.4%	53.9%
Car passenger	3.3%	3.6%	3.8%	4.0%	3.4%	3.3%	2.9%	3.5%	2.9%	2.9%	2.5%
Cycle	7.4%	7.4%	8.3%	7.9%	7.6%	8.7%	9.2%	9.2%	8.1%	7.9%	10.3%
Motorcycle/Moped/Motor Scooter	1.7%	1.7%	1.5%	1.4%	0.9%	1.2%	0.8%	0.8%	0.9%	0.7%	1.0%
Park & Ride	0.7%	1.0%	1.3%	1.2%	1.3%	1.0%	1.1%	1.1%	1.3%	1.4%	0.5%
Train	1.6%	2.1%	2.9%	3.2%	3.1%	3.8%	3.5%	4.6%	4.9%	4.7%	3.6%
Walk	8.3%	8.4%	9.8%	10.2%	10.4%	10.9%	8.7%	9.9%	11.7%	12.5%	11.1%
Work from home	0.6%	0.7%	1.0%	1.2%	1.2%	1.6%	1.6%	1.6%	0.9%	0.6%	0.9%

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) 2006-2016

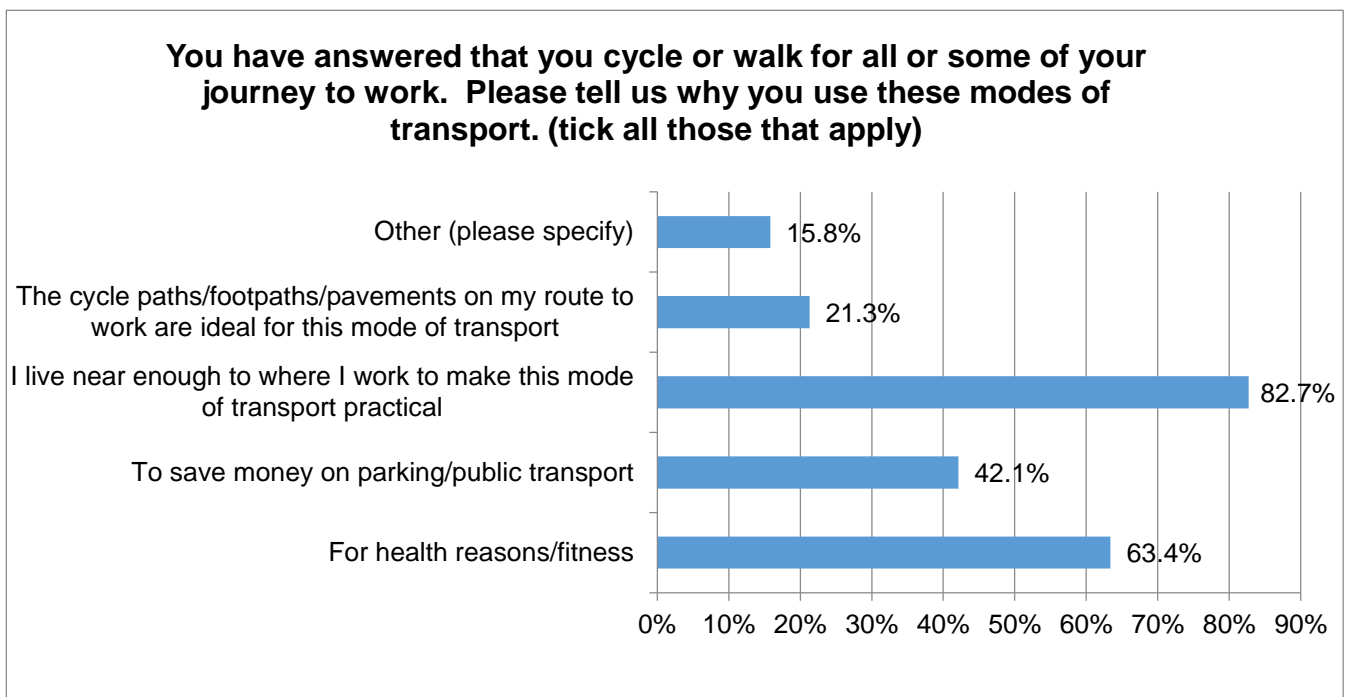


3.4.2 You have answered that you cycle or walk all or some of your journey to work. Please tell us why you use these modes of transport?

For 2016, additional questions were included to establish why respondents either cycle or walk to work, and to align the survey with Suffolk County Council’s priorities for the health of those who live in the county.

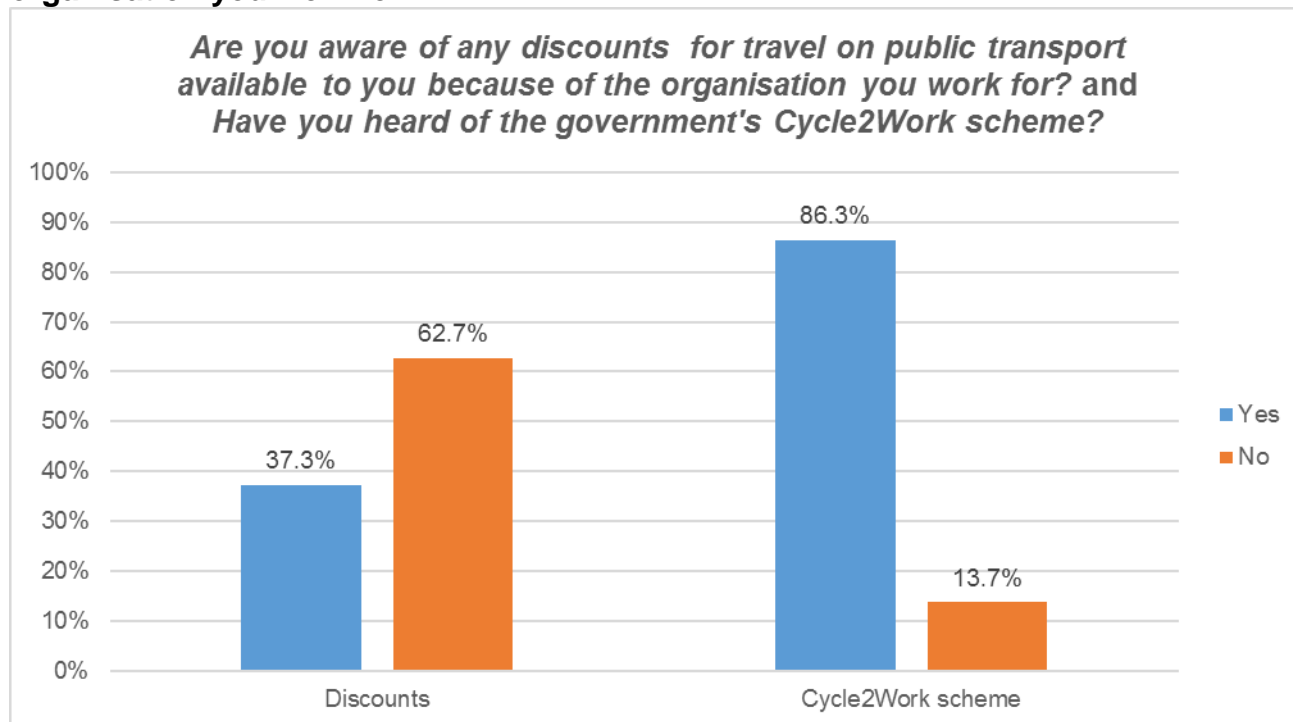
The majority 82.7% said they either walk or cycle to work because they live near enough to make this practical, while 63.4% said it was for health reasons or fitness. Only 21% said the cycle routes or footpaths where they lived make these modes of transport practical. 42.1% said they use these modes of transport to save money on parking or public transport.

Figure 4 – Why do you cycle or walk to work?



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 37.3% knew of any discounts for public transport, although 86.3% were aware of the Cycle2Work scheme.

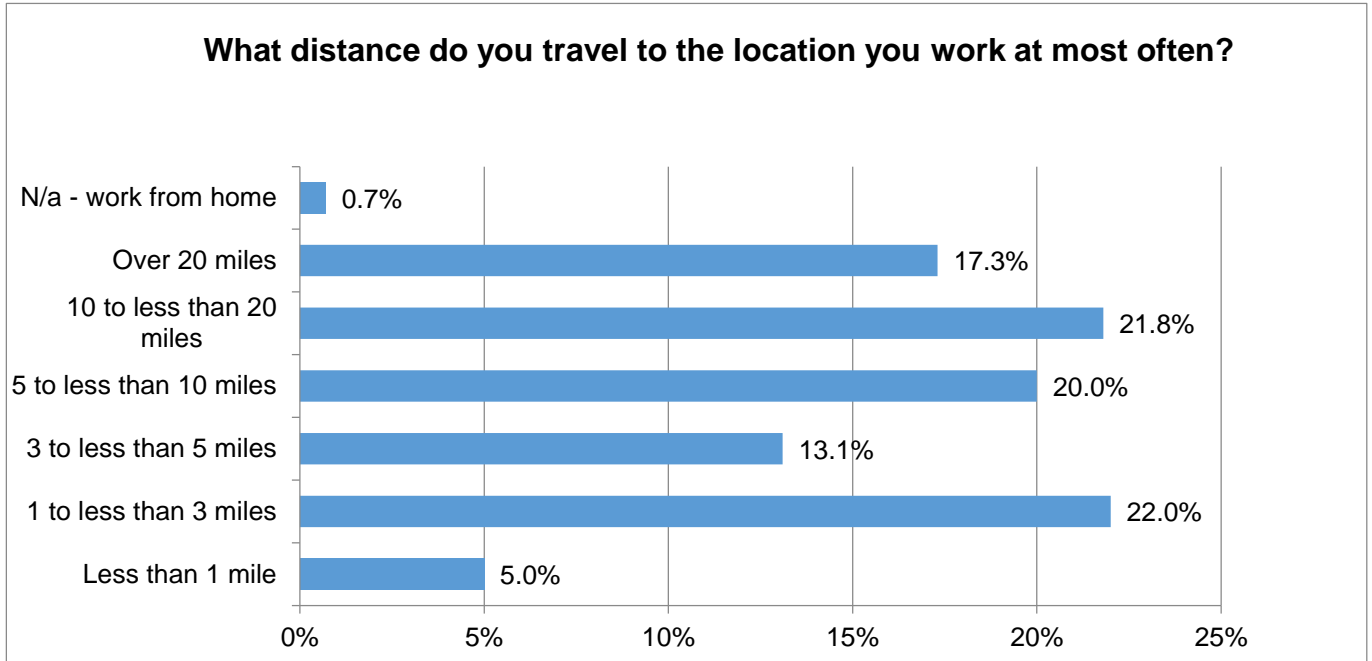
Figure 5 – Are you aware of any discounts for travel on public transport because of the organisation you work for?



3.5 What distance do you travel to work?

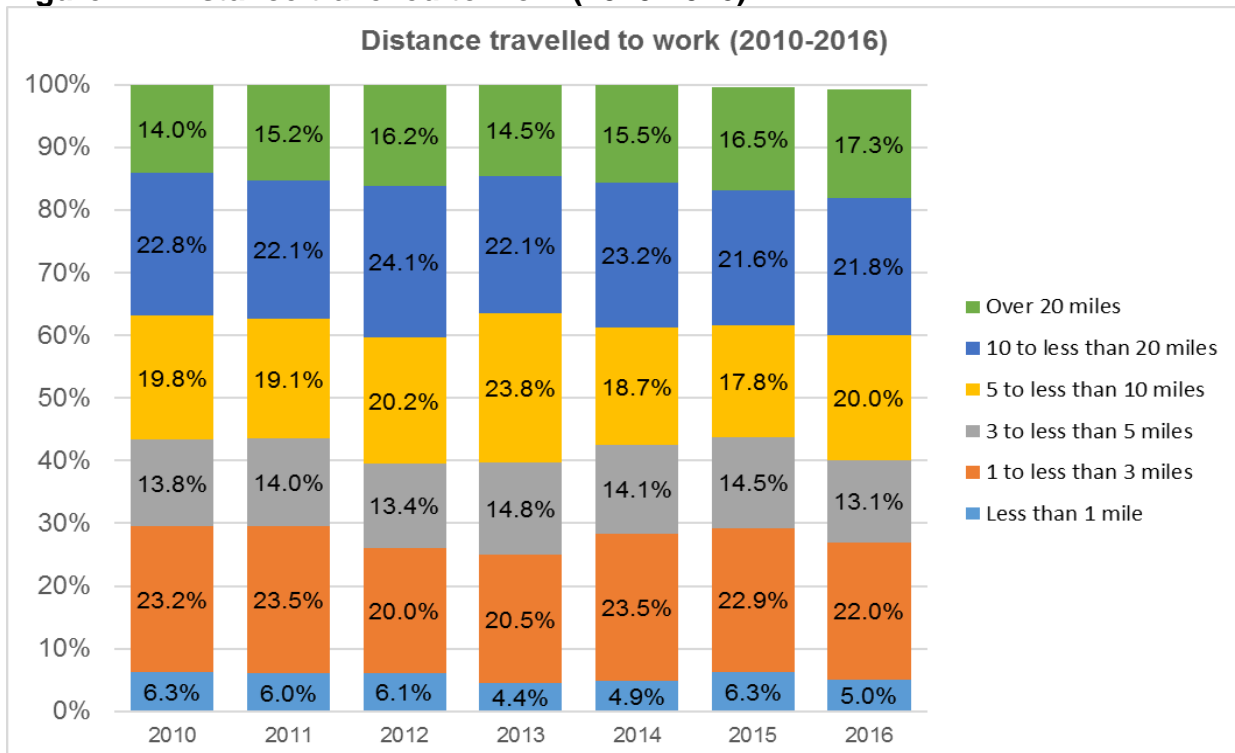
The proportion of respondents, who travel from 1 to less than 3 miles to work, is only slightly lower than in 2015, 22% compared to 22.9%. Again, similar to last year, the second highest proportion travel 10 to less than 20 miles at 21.8%, 0.2% higher than in 2015. Overall, the majority of the respondents (60.1%) travel less than 10 miles to work, while 17.3% travel more than 20 miles, slightly higher than the figure for 2015, which stood at 16.5%.

Figure 6 – What distance do you travel to the location you work at most often?



Figures for the last seven years show that, over time, the majority of respondents travel either one to three miles, five to 10 miles or 10 to 20 miles, each of these distances attracting one of the highest three response rates. Overall, all distances travelled have seen only small variations of a few percent either higher or lower. What does appear to be happening in 2016 is that the numbers of respondents travelling shorter distances is decreasing, while the ones travelling further are increasing. Only time will tell if this is a trend or the result of a more diverse pool of respondents.

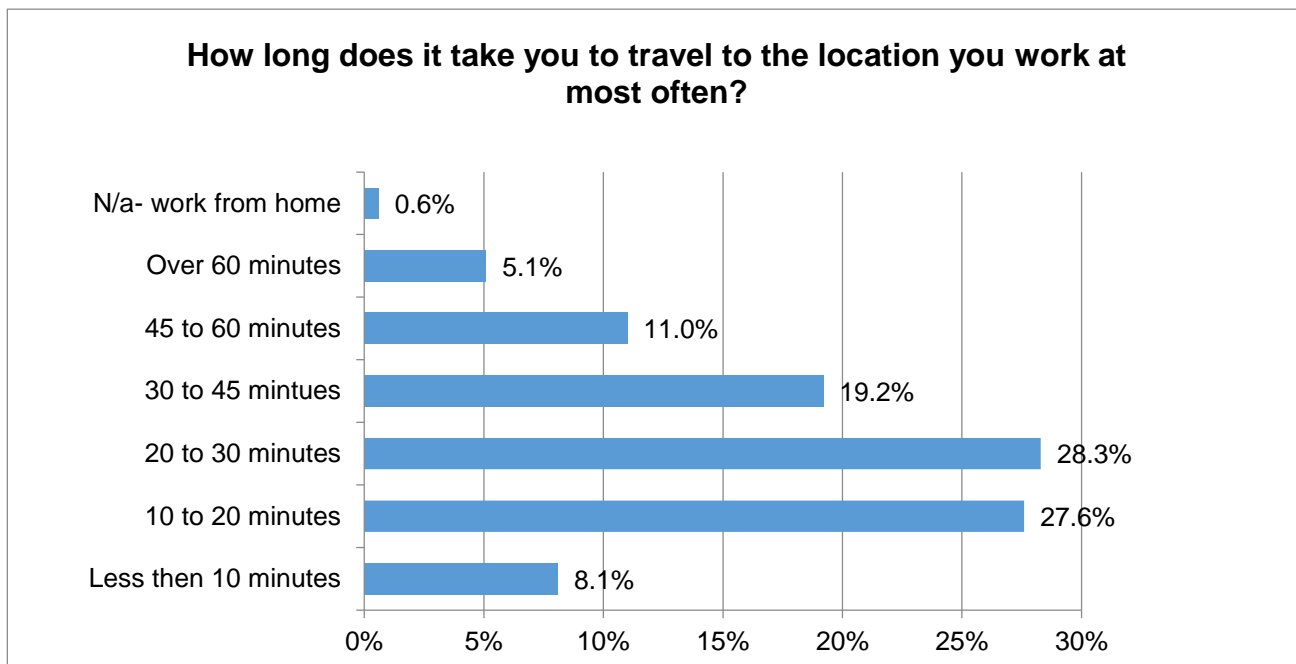
Figure 7 – Distance travelled to work (2010-2016)



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

64% of respondents take less than 30 minutes to travel to work and 83.2% take less than 45 minutes. 8.1% take less than 10 minutes. These figures are similar to those at the time of the 2015 survey, where 84.5% took less than 45 minutes and 9.7% less than 10.

Figure 8 – Time taken to travel to work (2016)



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

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%.

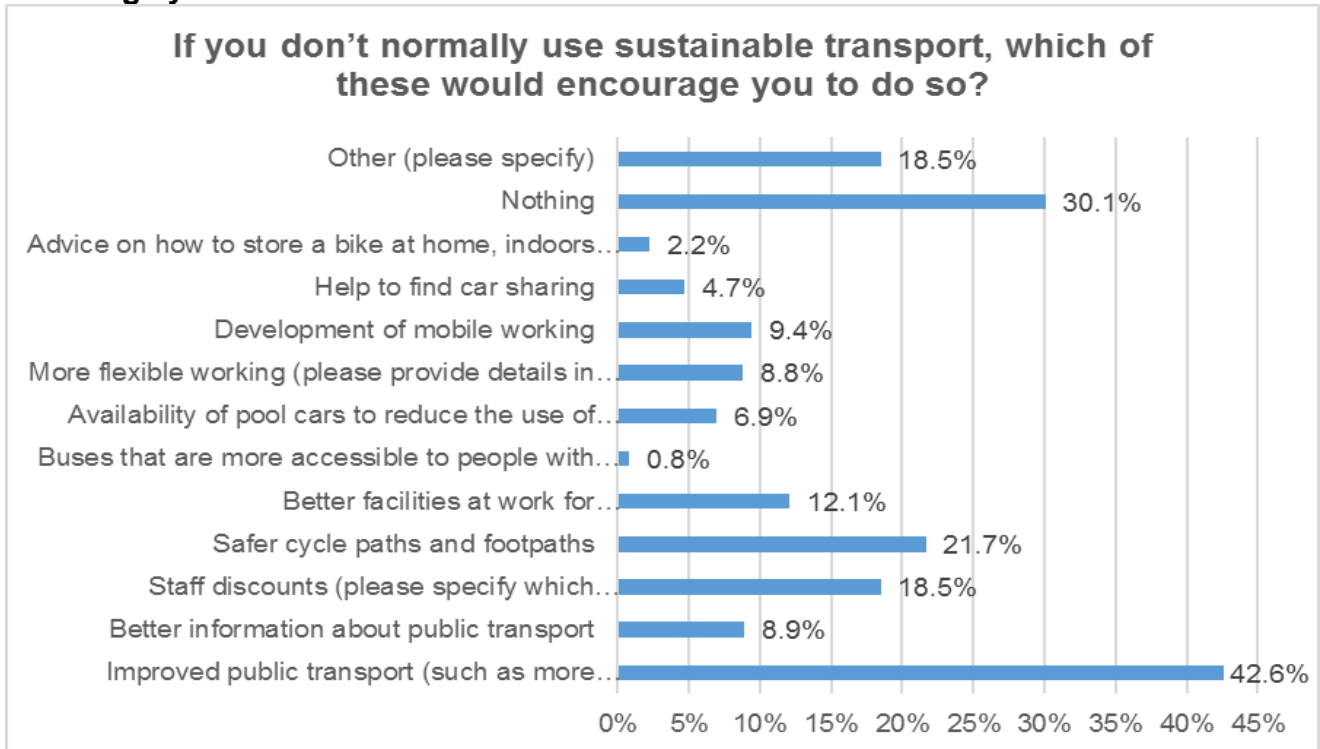
The highest number of responses, 42.6% overall, was for improved public transport. Some respondents also completed the 'Other' box, choosing this option to highlight the fact that they were unable to use public transport to get to work primarily because it does not exist in the area where they live, or that using it would take too long to get to work. Others expanded on their reason for choosing the 'staff discounts' option by naming the operators of the services they would like to use, suggesting that currently public transport fares are too costly for them. A full list of the operators named can be found in Appendix 2.

30.1% said nothing would encourage them to use sustainable transport, 4% lower than in 2015, when the figure was 34.9%. 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
- needing to travel to rural locations to visit clients
- having caring responsibilities which means they need to be able to travel home at short notice

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

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



3.8 Sustainability comparison 2009 to 2016

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 2016 is 33.5%, 0.3 percentage points above the figure for 2015. Seven organisations who have taken part in the survey in previous years saw their sustainability figure rise compared to 2015. However, four of the seven organisations had very low response rates, so their results appear artificially high.

As last year, there are variations within the organisations taking part, with the highest, Ipswich Borough Council, at 53.1% closely followed by Ipswich Hospital NHS Trust with 50.1% (although this is based only on six responses), University Campus Suffolk (now the University of Suffolk) at 48.1% and Suffolk Libraries at 42.6%. Ipswich Borough Council has consistently had a sustainability rate well above that for the survey overall by between 20% and 30%. Suffolk Libraries has only taken part over the last three years but has also consistently had a rate much higher than the survey overall.

The highest sustainability rates are with Care UK 47.7%, Havebury Housing 15.3%. and East of England Co-operative Society 6.4%.

Apart from those taking part this year for the first time and those where the low numbers of responses gave them a rate of 0.00%, the lowest rates belonged to some of the district and borough councils, 17.5% for those working jointly at Forest Heath District and St Edmundsbury Borough Councils, 14.3% for Suffolk Coastal District Council and 12% for those working jointly at Babergh and Mid Suffolk District Councils.

Table 6 below shows the sustainability rates for all the organisations participating since 2009, where data is available, including for the first time are figures for the integrated district and borough councils, as well as those taking part for the first time in 2016.

Table 6 - Headline sustainability results 2009 to 2016 - by organisation

Organisation	No. of returns (2016)	Sustainability							
		2009	2010	2011	2012	2013	2014	2015	2016
Adnams	2	N/a	N/a	N/a	N/a	N/a	N/a	N/a	50%
Babergh DC	5	13.70%	17.10%	15.30%	8.60%	11.50%	11.10%	23.60%	0.00%
Babergh and Mid Suffolk District Councils	25	N/a	N/a	N/a	N/a	N/a	N/a	14.70%	12.00%
BT - Bibb Way	829	33.70%	35.40%	57.10%	46.90%	33.80%	43.80%	39.90%	28%
BT – Adastral Park			32.10%	35.80%	32.20%	N/a			
Care UK	21	N/a	N/a	N/a	N/a	N/a	N/a	N/a	47.70%
Concertus	33	N/a	N/a	N/a	N/a	N/a	N/a	N/a	42.50%
East of England Co-operative Society	128	N/a	N/a	N/a	N/a	N/a	N/a	N/a	6.40%
Forest Heath District Council	4	11.30%	10.90%	16.90%	10.90%	12.50%	30%	0.00%	0.00%
Forest Heath District and St Edmundsbury	41	N/a	N/a	N/a	N/a	N/a	N/a	36.40%	17.50%
Havebury Housing	65	N/a	N/a	N/a	N/a	N/a	N/a	N/a	15.30%
Ipswich Borough Council	125	46.20%	47.40%	50%	52.70%	52.90%	50%	46.50%	53.10%
Ipswich Hospital NHS Trust	6	N/a	N/a	N/a	N/a	N/a	38.70%	0.00%	50.10%
Mid Suffolk DC	4	14.70%	16.20%	16.80%	17%	13.20%	16.80%	22.60%	0.00%
NHS IESCCG	1	N/a	N/a	N/a	N/a	22.20%	11.40%	11.40%	0.00%
NHS WSCCG	6	N/a	N/a	N/a	N/a	12.50%	10.30%	14.20%	33.40%
Police – Bury PIC	4	N/a	N/a	N/a	N/a	25%	18.80%	20%	0.00%
Police -Martlesham	127	N/a	N/a	20.80%	18.90%	25.40%	20.90%	13.70%	16.70%
SITA UK	2	N/a	N/a	N/a	N/a	N/a	14.70%	17.70%	0.00%
St Edmundsbury Borough Council	37	30%	28.20%	26.10%	20.40%	23.30%	32.30%	27.20%	22.30%
Suffolk Coastal District Council	7	9.10%	11.80%	11.10%	11.80%	10.40%	16.70%	17.10%	14.30%
Suffolk Coastal and Waveney District Councils	1	N/a	N/a	N/a	N/a	N/a	N/a	30%	0.00%
Suffolk Coastal Norse	16	8.90%	6.50%	15.80%	4.30%	5.30%	11.10%	6.70%	0.00%
Suffolk County Council	1,677	37.60%	35.30%	35.80%	34.20%	38.60%	34.80%	36%	35.50%
Suffolk Highways	79	N/a	N/a	N/a	N/a	N/a	28.90%	32.20%	21.50%
Suffolk Libraries	150	N/a	N/a	N/a	N/a	N/a	55.60%	43.50%	42.60%
Suffolk New College	2	N/a	N/a	N/a	N/a	N/a	48.60%	0.00%	0.00%
The Environment Agency	1	N/a	N/a	N/a	N/a	N/a	25%	32.30%	0.00%

Organisation	No. of returns (2016)	No. returns (2016)	2009		2010		2011		2012		2013		2014		2015		2016	
			Sustainability 2009	Sustainability 2010	Sustainability 2011	Sustainability 2012	Sustainability 2013	Sustainability 2014	Sustainability 2015	Sustainability 2016								
University Campus Suffolk (now the University of Suffolk)	295		N/a	42.9%	45%	44.9%	45.2%	47.7%	50%	48.1%								
Vertas (was EFMS Ltd)	23		N/a	N/a	N/a	N/a	N/a	32.60%	14%	34.70%								
Waveney District Council	1		28.10%	29.60%	38.80%	32.60%	35.60%	40%	32.80%	100%								
Waveney Norse	9		N/a	N/a	N/a	N/a	N/a	N/a	N/a	37.50%								
West Suffolk College	8		N/a	N/a	N/a	N/a	N/a	N/a	24.80%	25.00%								
West Suffolk Hospital	249		N/a	N/a	N/a	N/a	N/a	N/a	N/a	27.70%								
Willis	497		36.80%	36.90%	34.80%	N/a	39.10%	39.30%	40.30%	38.20%								
Other	335		N/a	N/a	N/a	N/a	N/a	N/a	N/a	33.00%								
Grand Total	4,815		33.40%	33.40%	33.40%	31.20%	35.10%	35.30%	33.20%	33.50%								

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 2010-2016

Location	Returns	Sustainability						
	2016	2010	2011	2012	2013	2014	2015	2016
Adrian House	0	N/a	N/a	N/a	22%	18.5%	50.0%	0.00%
Clapham House	0	32%	28%	32%	41%	37.1%	0.0%	0.00%
Constantine House	312	39%	59%	62%	65%	46.3%	55.0%	52.1%
Endeavour House	596	56%	54%	48%	56%	51.4%	33.2%	46.5%
Haverhill House	3	N/a	N/a	N/a	N/a	N/a	20.0%	0.00%
Kingsfield	11	N/a	N/a	N/a	N/a	N/a	16.7%	20%
Landmark House	116	N/a	N/a	N/a	N/a	21.2%	22.8%	19.8%
Paul's Road	1	12%	17%	24%	21%	18.8%	0.0%	100%
Phoenix House	20	N/a	20%	28%	48%	21.1%	30.6%	15%
Queen's Road	13	N/a	N/a	N/a	N/a	N/a	31.3%	30.8%
Riverside	91	N/a	N/a	N/a	N/a	N/a	28.9%	23.1%
Saxmundham Office	28	N/a	N/a	11%	5%	0%	11.1%	7.1%
Saxon House	0	N/a	N/a	N/a	N/a	N/a	0.0%	0.00%
West Suffolk House	111	21%	26%	30%	30%	31.5%	27.2%	25.4%
Other	351	24%	27%	24%	24%	18.1%	18.8%	17.9%

The locations with the highest sustainability figures are Constantine House with 52.1%, Endeavour House with 46.5% and Queen's Road with 30.8%, although the last of these should be used with some caution as it is only based on 13 responses.

It is to be expected that locations such as Constantine House 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, as well as the fact that the car park provided for staff costs twice as much as at other SCC locations.

Two of the locations with the lowest figures, Saxmundham Office at 7.1% and Phoenix House at 15%, both have high rates for car driver – single occupant, 89.3% and 75% respectively suggesting either a lack of public transport to these locations or the necessity to use a car for work. parking. Of the two locations with the next lowest rates, Kingsfield's 20% is only based on 11 responses, while Landmark House's rate of 19.8% is 3% lower than in 2015, although the number of responses this year is slightly higher.

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. It is clear that even when the office is located in an area where use of sustainable transport should be easy, such as Constantine House and Endeavour House 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)

	Number of responses to question (2016)	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	Nothing	Other
Constantine House	223	45.7%	10.3%	21.5%	22.0%	16.1%	0.4%	2.2%	13.0%	12.1%	1.8%	1.8%	26.9%	22.9%
Endeavour House	436	39.2%	6.2%	14.4%	18.1%	8.7%	0.0%	3.2%	8.9%	13.3%	3.2%	3.9%	30.3%	23.4%
Haverhill House	3	100.0%	0.0%	33.3%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	33.3%	0.0%	0.0%	0.0%
Kingsfield	8	50.0%	25.0%	25.0%	25.0%	12.5%	0.0%	12.5%	37.5%	0.0%	0.0%	12.5%	12.5%	25.0%
Landmark House	106	35.8%	4.7%	7.5%	12.3%	7.5%	0.9%	7.5%	10.4%	10.4%	5.7%	0.0%	37.7%	13.2%
Paul's Road	1	100.0%	100.0%	100.0%	100.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Phoenix House	18	50.0%	5.6%	22.2%	11.1%	11.1%	0.0%	5.6%	0.0%	0.0%	0.0%	0.0%	38.9%	11.1%
Queen's Road	12	16.7%	8.3%	25.0%	16.7%	16.7%	8.3%	0.0%	0.0%	0.0%	0.0%	0.0%	66.7%	0.0%
Riverside	72	40.3%	8.3%	18.1%	19.4%	2.8%	1.4%	8.3%	8.3%	12.5%	4.2%	1.4%	26.4%	25.0%
Saxmundham Office	27	33.3%	0.0%	7.4%	11.1%	11.1%	0.0%	14.8%	11.1%	22.2%	3.7%	3.7%	29.6%	18.5%
West Suffolk House	94	29.8%	3.2%	12.8%	12.8%	3.2%	0.0%	14.9%	10.6%	11.7%	9.6%	0.0%	38.3%	20.2%
Other	309	29.1%	5.5%	13.9%	15.5%	13.3%	1.0%	16.5%	10.4%	12.0%	6.5%	2.6%	36.2%	20.7%

Key : Key : **top 3** **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 (2016)	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	Nothing	Other	
Babergh DC	5	60.0%	40.0%	40.0%	0.0%	0.0%	0.0%	20.0%	20.0%	40.0%	0.0%	0.0%	20.0%	20.0%
Babergh and Mid Suffolk DC	23	60.9%	8.7%	21.7%	17.4%	8.7%	0.0%	8.7%	17.4%	17.4%	13.0%	0.0%	26.1%	21.7%
BT	691	42.7%	11.0%	16.6%	29.8%	10.9%	0.7%	6.5%	6.4%	6.4%	3.6%	1.6%	28.1%	17.5%
Care UK	16	31.3%	6.3%	18.8%	18.8%	12.5%	0.0%	12.5%	0.0%	6.3%	6.3%	0.0%	50.0%	6.3%
Concertus	29	48.3%	17.2%	20.7%	37.9%	31.0%	0.0%	6.9%	3.4%	6.9%	3.4%	10.3%	13.8%	20.7%
East of England Co-operative Society	123	30.9%	4.1%	15.4%	23.6%	20.3%	0.8%	5.7%	13.0%	18.7%	6.5%	0.0%	32.5%	19.5%
Forest Heath DC	4	25.0%	0.0%	25.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	25.0%	0.0%	75.0%	0.0%
Forest Heath DC and St Edmundsbury BC	73	31.5%	2.7%	11.0%	20.5%	4.1%	0.0%	2.7%	6.8%	9.6%	4.1%	0.0%	42.5%	17.8%
Havebury Housing	60	30.0%	6.7%	15.0%	18.3%	5.0%	0.0%	13.3%	8.3%	20.0%	5.0%	0.0%	28.3%	21.7%
Ipswich BC	89	47.2%	14.6%	31.5%	24.7%	18.0%	1.1%	4.5%	7.9%	7.9%	4.5%	3.4%	33.7%	12.4%
Ipswich Hospital NHS Trust	6	66.7%	50.0%	66.7%	16.7%	50.0%	0.0%	33.3%	0.0%	0.0%	16.7%	0.0%	0.0%	33.3%
Mid Suffolk DC	3	33.3%	0.0%	0.0%	66.7%	66.7%	0.0%	0.0%	33.3%	33.3%	0.0%	0.0%	0.0%	33.3%
NHS IESCCG	1	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%
NHS WSCCG	5	20.0%	0.0%	0.0%	60.0%	0.0%	0.0%	60.0%	40.0%	20.0%	20.0%	0.0%	20.0%	20.0%
Police - Bury PIC	4	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%
Police - Martlesham	117	36.8%	8.5%	24.8%	17.1%	12.0%	1.7%	4.3%	10.3%	14.5%	1.7%	2.6%	35.0%	19.7%
SITA UK	1	0.0%	0.0%	0.0%	100.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
St Edmundsbury BC	32	37.5%	3.1%	6.3%	21.9%	9.4%	0.0%	3.1%	9.4%	9.4%	6.3%	0.0%	37.5%	6.3%
Suffolk Coastal DC	6	0.0%	0.0%	0.0%	0.0%	0.0%	33.3%	16.7%	0.0%	0.0%	0.0%	0.0%	66.7%	16.7%
Suffolk Coastal Norse	16	43.8%	12.5%	31.3%	12.5%	12.5%	0.0%	6.3%	12.5%	6.3%	6.3%	0.0%	37.5%	12.5%
Suffolk County Council	1,309	37.1%	6.6%	15.3%	17.2%	10.4%	0.5%	7.9%	10.2%	12.1%	4.4%	2.4%	32.3%	21.2%
Suffolk Highways	67	28.4%	4.5%	10.4%	10.4%	11.9%	0.0%	7.5%	13.4%	6.0%	6.0%	1.5%	49.3%	14.9%
Suffolk Libraries	121	48.8%	9.9%	23.1%	20.7%	15.7%	0.8%	3.3%	3.3%	1.7%	1.7%	3.3%	28.1%	15.7%

Suffolk New College	2	50.0%	0.0%	50.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	50.0%	0.0%	0.0%	0.0%
The Environment Agency	1	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	100.0%	100.0%
University Campus Suffolk	246	57.3%	12.2%	30.5%	24.0%	17.9%	1.6%	4.5%	6.5%	6.5%	9.3%	3.7%	14.6%	19.1%
Vertas	20	35.0%	0.0%	0.0%	25.0%	15.0%	0.0%	0.0%	15.0%	10.0%	10.0%	0.0%	30.0%	5.0%
Waveney DC	1	0.0%	0.0%	0.0%	100.0%	0.0%	0.0%	0.0%	0.0%	100.0%	0.0%	0.0%	0.0%	0.0%
Waveney Norse	7	14.3%	0.0%	0.0%	28.6%	28.6%	0.0%	14.3%	0.0%	0.0%	0.0%	14.3%	28.6%	14.3%
West Suffolk College	7	14.3%	14.3%	14.3%	28.6%	0.0%	0.0%	28.6%	0.0%	0.0%	14.3%	14.3%	42.9%	0.0%
West Suffolk Hospital	213	39.0%	6.1%	20.2%	17.2%	17.4%	0.5%	8.9%	12.7%	8.0%	5.6%	0.9%	32.4%	16.9%
Willis	412	50.0%	13.1%	24.5%	18.0%	6.6%	0.2%	5.3%	10.2%	9.7%	3.2%	1.2%	27.7%	17.7%
Other	280	41.8%	10.7%	15.0%	32.5%	16.4%	1.8%	6.4%	4.6%	3.6%	5.7%	4.3%	28.9%	14.6%

Key : **top 3** **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?

731 people ticked 'Other' and provided further information. Following a validation check, 277 responses were found to cover options already provide by the question, so were added back in to the overall results.

The remaining 454 responses were grouped into themes summarising their comments.

- 43 people (9.5%) said they already use sustainable transport

The highest proportion, 150 respondents (33.0%), said that it was not practical for them to use sustainable transport because caring responsibilities meant 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 (more than half of those responding in this way said this)
- The need to get home quickly if children or elderly parents need them
- There are no direct public transport routes from where they live to where they work or the journey using public transport would take much longer than driving
- To be able to go home at lunchtime to let a pet dog out

The second highest group 110, (24.2%), said that sustainable transport was either not practical or doesn't fit with their work for one of the following reasons:

- They work peripatetically and travel all over the county 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
- 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
- Being an essential car user is part of their job or they need to access a car for 'operational response'
- They have to arrive early at work in a hot-desking office to ensure they get somewhere to sit

63 people (13.9% of respondents) either said this question was not applicable to them, or added a comment to explain why using sustainable transport was not appropriate, giving reasons such as:

- Not being able to use public transport due to a disability so finding it difficult to walk to a bus stop or railway station, or not finding buses or trains to be disability-friendly (especially for electric wheelchairs)
- Having long-term or short-term injury/joint problem which excluded the use of sustainable transport, especially walking or cycling
- Having a company car and being expected to use it

- A councillor said he is not aware of any discounts on public transport available to him, apart from the National Concessionary Bus Scheme and Senior Railcard ('for old boys like us')
- Working shift patterns that make it difficult to use sustainable transport or not wanting to use it after dark in the winter when having to work late
- Two people would not consider using sustainable transport saying 'I like my car and hate buses' and 'I have tried car share and it is the most tedious experience'.

22 people (4.8% of respondents) said the roads in Suffolk (particularly Ipswich) make it difficult to use sustainable transport because:

- The condition of the roads –too many potholes and poor surfaces – is a risk to cyclists
- Too many roadworks delay bus journeys
- The one-way system (in Ipswich) is not safe for cyclists
- Cycle lanes, where they exist are poorly designed and often blocked by parked cars.
- The cycle route network is insufficient – there should be a network similar to that in the Netherlands
- Narrow, winding roads are dangerous for cyclists
- Cyclists do not want to ride over the Orwell Bridge
- There is not enough lighting/streets do not feel safe after dark in winter

19 people (4.2% of respondents) cited cost factors which would encourage them to use sustainable transport, such as:

- Cheaper parking at stations making it more cost-effective to travel by train
- Making electric cars cheaper
- Public transport fares (even with staff discounts) should be reduced to make them cheaper than parking
- Public transport needs to be better value for money – currently it is seen as expensive, sub-standard and takes much longer than driving
- Discounts or free-parking for those car-sharing
- Cheaper bicycles – the Cycle2Work scheme is seen as an expensive way to purchase a bike
- Discounts on bike maintenance and cycling equipment/clothing
- Making parking charges visible at the SCC car park – it is easy to overlook the charges when they are deducted straight from salaries

The remaining 47 responses (10.4% of the total) made comments that did not fit any of the above themes, so have been grouped together as 'Other'. A summary of these follows:

- Several people said they would use sustainable transport, in particular cycling, if the weather were better or only cycled in the summer.
- Others said they wanted to continue to use the Park and Ride facilities in Ipswich but were worried that this will close
- One said they would use sustainable transport if driving became too expensive, while another would use it if there were electric buses
- Managers should encourage flexible working
- Staff who work in offices (and not at home) should be paid more to cover their travel costs
- One person said they would walk to work if there was a footbridge over lake Lothing

- Another suggested that the A140 be made a dual carriageway.
- One person suggested the introduction of 'Boris Bikes' so that short journeys can be undertaken without using a car

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 respondents

Operator	Number	% of those responding (some chose more than one operator)
Abelio Greater Anglia/train (esp for part-time workers/those not travelling every day)	24	22.4%
Anglian	1	0.9%
Beestons	2	1.9%
Bike/Cycle to work	6	5.6%
Bus	10	9.3%
Carters	1	0.9%
Chambers	1	0.9%
First	26	24.3%
Free BT shuttle	1	0.9%
Galloway	1	0.9%
Ipswich Buses	24	22.4%
Mulleys	1	0.9%
NCP	1	0.9%
Park and Ride	2	1.9%
Simmonds	1	0.9%
Suffolk Norse	1	0.9%
Student discount	1	0.9%
Not named	13	12.1%
total	117	107