

Travel to Work Report 2017

Published September 2017

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1. **Headline Results**

The 2017 online Travel to Work survey ran from 8th May to 10th July 2017. Out of the 33 organisations who were invited to participate, six chose not to take part this year and seven did not reply, although small numbers of staff in some of these still managed to access the survey. Of the remaining 33, six returned no responses. 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 3,657 respondents overall. The full list of larger organisations directly targeted can be found in Table 1 on page 6.

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 both separately and as combined authorities, based on how employees responded. Despite some organisations deciding not to take part in the survey, employees from some of these still completed the survey and their responses have been included where it is practical to do so.

Key findings from the survey are:

35.8% 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), an increase of 2.3% compared to the results of the 2016 survey. When restricted to organisations forming the original 2005 base set, the sustainability figure is slightly higher at 36.7%, above both the 2016 figure of 34.8% and that for 2015 at 35.8%.

Looking at the baseline of organisations, over the period 2005 to 2017:

- Driving (single occupant and car share) remains the most frequently used mode of transport but has been decreasing since 2015, standing at 62.6% for this year, 2.1% below the figure for 2016. The percentage of those travelling as a single occupant has fallen compared to last year and currently stands at 59.1%, 1.7% lower than in 2016
- Public transport usage has increased in 2017; traveling by bus has fluctuated during the lifetime of the survey but has reached its highest figure so far at 5.8%. Train travel has doubled compared to 2016 and stands at 7.2%, the highest figure for this mode of transport in the history of the survey
- Walking to work has increased from 11.1% in 2016 to 13.1% this year as primary mode of transport; 30.9% said walking was one of the modes of transport they used to get to work, over 7% more than in 2016
- Working from home remains low, at 0.4%, and has fallen slightly compared to 2016
- There has been a slight increase in park and ride usage, although it remains low and only 0.9% use it as a primary mode of transport
- 64.6% of respondents said they walked or cycled to work for health reasons, a slightly lower figure than in 2016. 82.8% said they lived near enough to work to make these modes of transport practical, a similar figure to 2016.
- 86.3% were aware of the government's Cycle2Work scheme, nearly 3% more than in 2016. 37.3% of respondents were aware of discounts for travel on public transport available to them because of the organisation they work for, 9% more than in 2016
- Overall, 44.1% said improved public transport would encourage them to travel sustainably, while 28.5% 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 2017 Travel to Work Survey.

| Organisation | Main location | Respon- dents | % of total |
|--|--------------------------------|------------------|---------------|
| Babergh District Council | Hadleigh | 1 | 0.03% |
| Babergh and Mid Suffolk District Councils | Hadleigh and Needham Market | 2 | 0.5% |
| BT | Adastral Park, Martlesham | 202 | 5.52% |
| Care UK | Various | 25 | 0.68% |
| Concertus | Ipswich | 1 | 0.03% |
| Debenhams Ipswich | Ipswich | 52 | 1.42% |
| Debenhams Bury St Edmunds | Bury St Edmunds | 85 | 2.32% |
| East of England Co-operative Society | Ipswich | 126 | 3.45% |
| Forest Heath District Council | Mildenhall | 4 | 0.11% |
| Forest Heath District Council and St Edmundsbury Borough Council | Mildenhall and Bury St Edmunds | 31 | 0.85% |
| Ipswich Borough Council | Ipswich | 120 | 3.28% |
| Ipswich Hospital NHS Trust | Ipswich | 80 | 2.19% |
| Mid Suffolk District Council | Needham Market | 4 | 0.11% |
| NHS Ipswich and East Suffolk Clinical Commissioning Group | Bramford | 1 | 0.03% |
| NHS West Suffolk Clinical Commissioning Group | Bury St Edmunds | 4 | 0.11% |
| Norfolk and Suffolk Foundation Trust | Ipswich | 3 | 0.08% |
| OPUS People Solutions | Ipswich | 8 | 0.22% |
| Police - Bury PIC | Bury St Edmunds | 7 | 0.19% |
| Police - Martlesham | Martlesham | 141 | 3.86% |
| Schools Choice | Ipswich | 39 | 1.07% |
| SITA UK | Great Blakenham | 1 | 0.03% |
| St Edmundsbury Borough Council | Bury St Edmunds | 34 | 0.93% |
| Suffolk Coastal District Council | Woodbridge | 1 | 0.03% |

| | | | |
|------------------------|----------------------------|-------|--------|
| Suffolk Coastal Norse | Ufford | 16 | 0.44% |
| Suffolk County Council | Mainly Ipswich but various | 1,257 | 34.37% |
| Suffolk Highways | Mainly Ipswich | 95 | 2.6% |
| Suffolk Libraries | Various | 128 | 3.50% |
| Suffolk New College | Ipswich | 163 | 4.46% |
| University of Suffolk | Ipswich | 190 | 5.20% |
| Vertas | Ipswich | 124 | 3.39% |
| Waveney Norse | Lowestoft | 14 | 0.38% |
| West Suffolk College | Bury St Edmunds | 4 | 0.11% |
| West Suffolk Hospital | Bury St Edmunds | 5 | 0.14% |
| Willis Towers Watson | Ipswich | 571 | 15.61% |
| Other | Various | 117 | 3.20% |
| Total | | 3,657 | 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

** Opted not to take part this year (although some responses received)

This totals 66.97% (2,449) of all responses.

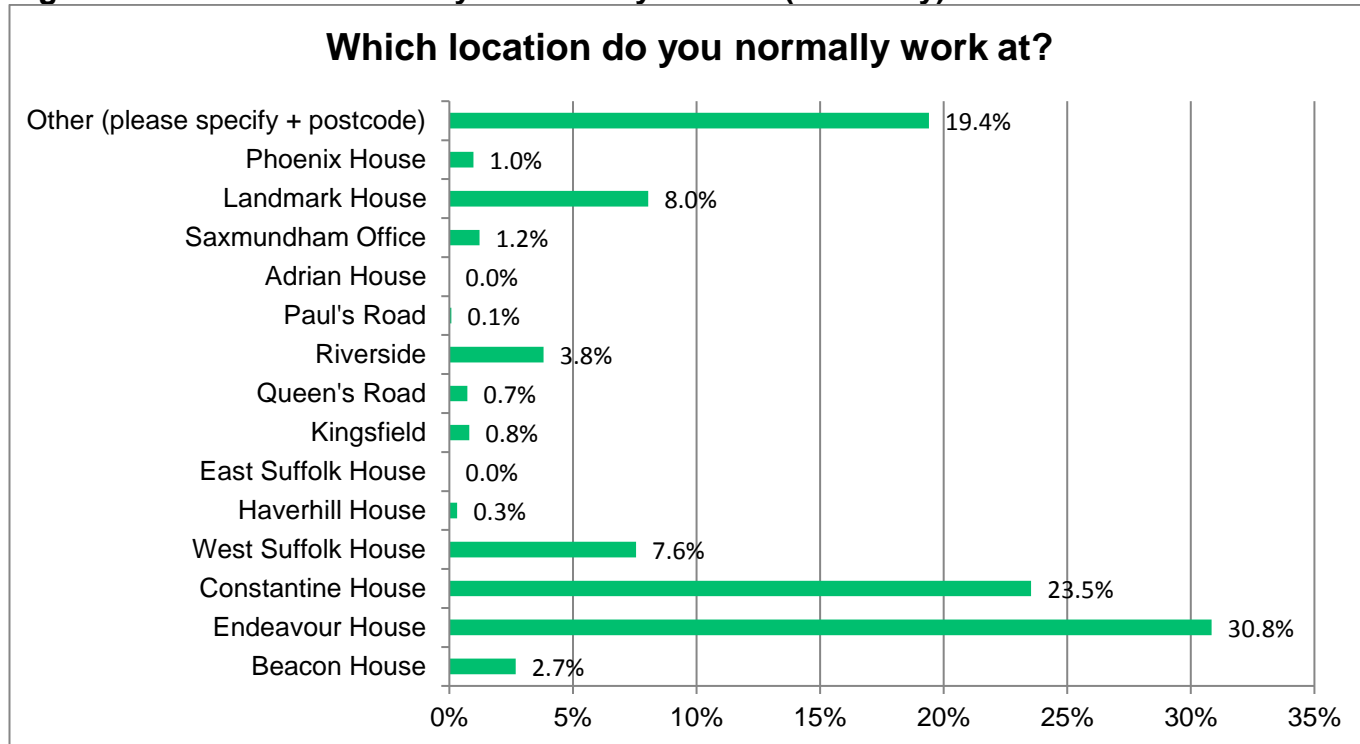
As in previous years, a major concern was how responses from combined district and borough councils should be dealt with. In 2015, respondents working for integrated councils were asked to state which of the two they work at most often and from there presented with a series of free text questions on 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, although for 2017 this was not an issue as there were very few responses from combined district and borough councils, as most of them chose not to take part.

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, 54.4% 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:

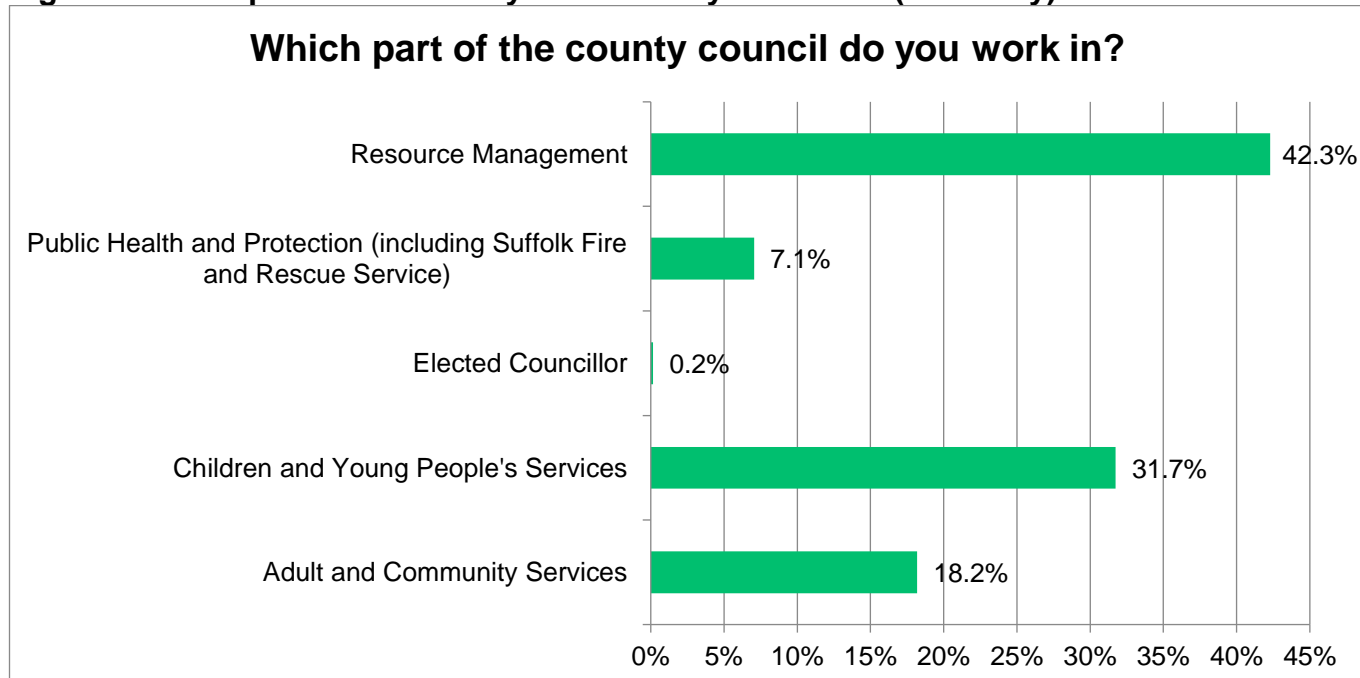
- Children's centre
- Clinic or health centre
- Another local authority's headquarters
- Fire station
- Customer First/Contact Centre
- Hospital
- Town hall
- Police station
- Brandon Country Park
- A school
- Children's home
- Care home
- Ipswich Museum
- Register office
- Records office or library
- University of Suffolk
- No particular 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; 59.7% use this sometimes as a mode of travel, while for 55.4% it is their primary mode. These figures show small decreases since 2016 as do the rates of those who travel as a car driver with a passenger or car share, as a car passenger, those who cycle, use a motor cycle/moped/motor scooter and park and ride. 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 and two people who said they flew into Norwich Airport.

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

| | All modes used | Primary mode |
|--|----------------|--------------|
| Bus | 9.5% | 5.9% |
| Car driver - single occupant (whole journey) | 59.7% | 55.1% |
| Car driver with a passenger/ car share (any part of the journey) | 10.7% | 8.3% |
| Car passenger | 6.3% | 2.8% |
| Cycle | 9.7% | 6.8% |
| Motor cycle/ moped/ motor scooter | 1.1% | 0.7% |
| Park and ride | 1.3% | 0.7% |
| Train | 7.8% | 6.0% |
| Walk | 29.8% | 13.4% |
| N/a - work from home | 1.7% | 0.3% |
| Other | 0.1% | 0.1% |

The figures for all modes of transport used are largely similar to 2016, although the rates of those who travel using sustainable modes of transport all show small increases compared to last year.

In 2016, 61.9% travelled as **car driver – single occupant**; in 2017 this has fallen by over 2% to 59.7%. Car driver with a passenger/car share has also fallen, from 11.4% in 2016 to 10.7% in 2017.

Similarly, fewer people choose to cycle, use a motor cycle, moped or scooter or the park and ride facility as any part of their journey to work, Cycling has fallen by 1.7% since 2016, motor cycle/moped/motor scooter use by 0.2% and park and ride by 0.5%.

By contrast, proportions of those who use sustainable transport have increased in 2017 compared to 2016. Walking has increased by 4.5% since 2016 (and 8.4% since 2015); those who walk sometimes or as part of their journey are now more than twice those who use walking as their main mode of transport. This increase can be partly explained by the fact that more people have commented that they either walk to meet another mode of transport, or park their car away from work to avoid paying for parking and walk the rest of the way. Bus and train travel have also increased, although at lower rates than walking.

Table 3 shows the most used travel modes for the organisations taking part in the 2017 survey. As in 2016, 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 93.5% for the East of England Co-operative Society, to 0.0% for Schools Choice. This can be explained by the locations of these two organisations, which dictate whether they are accessible using sustainable transport or not; for example, Schools Choice is located in Suffolk County Council's Headquarters at Endeavour House a short walk from the railway station and has the highest rate of those who travel by train at 25%, 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 previously, working from home has the lowest response rates overall, with BT having the highest rate at 3.5%, 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.

All public transport options have relatively low response rates, which reflects the fact that several respondents, when asked what would encourage them to use sustainable transport, stated 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. The exceptions are Debenhams at both Ipswich and Bury St Edmunds, taking part in the survey for the first time this year, with 29.4% and 17.7% respectively travelling to work by bus, these figures most likely reflect the fact that both stores are located in the centre of towns and relatively close to bus stations.

Organisations where walking scores highly are those located in town centres, such as Debenhams Ipswich where 33.3% chose this option, or those who might live close to where they work, such as those working for Suffolk Libraries, where 26% walk. Only 0.8% from the East of England Co-operative Society walk to work.

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 |
|--------------------------------------|-----------------|------------------|-------|-----------------------------|---------------------------|---------------|-------|-------------|---------------|-------|-------|----------------|
| BT | Martlesham | 202 | 3.5% | 53.5% | 10.1% | 0.0% | 18.2% | 0.5% | 0.0% | 3.0% | 7.0% | 3.5% |
| Care UK | Various | 25 | 8.3% | 58.3% | 4.2% | 8.3% | 0.0% | 0.0% | 0.0% | 0.0% | 16.7% | 0.0% |
| Debenhams Ipswich | Ipswich | 52 | 29.4% | 23.5% | 5.9% | 5.9% | 2.0% | 0.0% | 0.0% | 0.0% | 33.3% | 0.0% |
| Debenhams Bury St Edmunds | Bury St Edmunds | 85 | 17.7% | 43.5% | 3.5% | 3.5% | 7.1% | 0.0% | 0.0% | 7.6% | 17.7% | 0.0% |
| East of England Co-operative Society | Ipswich | 126 | 0.0% | 93.5% | 3.3% | 1.6% | 0.8% | 0.0% | 0.0% | 0.0% | 0.8% | 0.0% |
| Ipswich Borough Council | Ipswich | 120 | 9.4% | 46.2% | 7.7% | 1.7% | 5.1% | 1.7% | 1.7% | 10.3% | 16.2% | 0.0% |
| Police Martlesham | Martlesham | 141 | 2.2% | 78.2% | 8.0% | 0.7% | 8.0% | 1.5% | 0.0% | 0.0% | 1.5% | 0.0% |
| Schools Choice | Ipswich | 39 | 12.5% | 0.0% | 12.5% | 12.5% | 0.0% | 12.5% | 12.5% | 25.0% | 12.5% | 0.0% |
| St Edmundsbury Borough Council | Bury St Edmunds | 34 | 0.0% | 60.6% | 15.2% | 6.1% | 15.2% | 0.0% | 0.0% | 0.0% | 3.0% | 0.0% |
| Suffolk County Council | Ipswich | 1,257 | 6.8% | 52.2% | 8.4% | 2.7% | 6.7% | 0.7% | 1.2% | 8.2% | 12.9% | 0.1% |
| Suffolk Highways | Ipswich | 95 | 7.5% | 70.2% | 5.3% | 1.1% | 8.5% | 0.0% | 0.0% | 2.1% | 4.3% | 1.1% |
| Suffolk Libraries | Various | 128 | 7.1% | 45.7% | 6.3% | 3.9% | 7.1% | 0.8% | 0.8% | 2.4% | 26.0% | 0.0% |
| Suffolk New College | Ipswich | 163 | 5.0% | 47.2% | 5.0% | 2.6% | 10.1% | 3.1% | 0.0% | 3.8% | 23.3% | 0.0% |
| University of Suffolk | Ipswich | 190 | 6.4% | 46.8% | 10.1% | 1.1% | 4.3% | 0.5% | 1.1% | 7.5% | 22.3% | 0.0% |
| Vertas | Ipswich | 124 | 3.3% | 78.7% | 4.1% | 3.3% | 3.3% | 1.6% | 0.0% | 1.6% | 4.1% | 0.0% |
| Willis Towers Watson | Ipswich | 571 | 4.1% | 51.0% | 12.7% | 3.2% | 3.7% | 0.0% | 0.2% | 8.9% | 16.0% | 0.2% |

Key : top 3 bottom 3

Note:

‘Other’ responses have been added to the relevant travel mode, where appropriate

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

Historic data from previous surveys for the baseline organisations (listed on p.6) shows how usage of the various modes of transport has changed over time:

Table 4 - 7-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 | 2017 | 2010 | 2011 | 2012 | 2013 | 2014 | 2015 | 2016 | 2017 |
| Bus | 9.9% | 9.7% | 10.4% | 11.1% | 10.0% | 10.9% | 8.7% | 9.7% | 5.2% | 4.9% | 4.8% | 5.5% | 4.8% | 5.7% | 5.3% | 5.8% |
| Car driver - single occupant | 67.6% | 66.5% | 68.5% | 65.3% | 67.3% | 67.8% | 59.6% | 59.1% | 56.9% | 54.8% | 57.4% | 53.4% | 54.8% | 55.4% | 53.9% | 53.5% |
| Car driver- with passenger | 14.8% | 14.2% | 14.2% | 15.9% | 14.5% | 13.0% | 13.1% | 11.1% | 9.2% | 9.4% | 9.0% | 9.6% | 8.7% | 8.1% | 10.8% | 9.1% |
| Car passenger | 7.3% | 7.4% | 6.8% | 7.9% | 7.4% | 7.1% | 5.0% | 5.9% | 3.4% | 3.3% | 2.9% | 3.5% | 2.9% | 2.9% | 2.5% | 2.6% |
| Cycle | 13.8% | 15.0% | 16.5% | 17.1% | 14.7% | 13.6% | 14.3% | 10.1% | 7.6% | 8.7% | 9.2% | 9.2% | 8.1% | 7.9% | 10.3% | 6.9% |
| Motor cycle/moped/motor scooter | 2.2% | 2.5% | 2.3% | 2.1% | 1.8% | 1.8% | 1.5% | 1.4% | 0.9% | 1.2% | 0.8% | 0.8% | 0.9% | 0.7% | 1.0% | 0.6% |
| Park and ride | 2.5% | 1.6% | 2.0% | 1.7% | 2.5% | 2.4% | 0.8% | 1.3% | 1.3% | 1.0% | 1.1% | 1.1% | 1.3% | 1.4% | 0.5% | 0.9% |
| Train | 5.9% | 6.4% | 6.3% | 8.0% | 8.1% | 8.1% | 7.3% | 9.0% | 3.1% | 3.8% | 3.5% | 4.6% | 4.9% | 4.7% | 3.6% | 7.2% |
| Walk | 19.4% | 20.2% | 18.9% | 19.7% | 21.7% | 23.3% | 23.2% | 30.9% | 10.4% | 10.9% | 8.7% | 9.9% | 11.7% | 12.5% | 11.1% | 13.1% |
| Work from home | 6.8% | 7.6% | 8.5% | 8.2% | 5.8% | 2.4% | 0.4% | 1.9% | 1.2% | 1.6% | 1.6% | 1.6% | 0.9% | 0.6% | 0.9% | 0.4% |

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 59.6% and 53.5% respectively, although slightly lower this year compared to 2016
- Driving with a passenger also saw a slight decrease this year, although figures for those travelling as a passenger have increased slightly
- Walking maintains its place as the second most popular mode of transport, both as primary or sometimes used mode, increasing by 7.7% since 2016 and 11.5% since 2010 for those who sometimes walk and 2.7% since 2010 and 2% since 2016 for those who walk as the primary mode of transport

- Use of public transport has increased since last year; bus usage has increased slightly, while travel by train as the primary mode of transport has doubled compared to 2016 and now stands at 7.2%, the highest figure recorded for this mode of transport
- Cycling has decreased this year, after showing an increase in 2016 and now stands at the lowest rate ever recorded in the survey as both primary mode and sometimes used mode of transport
- Park and ride has seen slight increases in its usage, compared to last year, both as the primary and sometimes used modes of transport, but these figures still remain low at 0.9% and 1.3% respectively
- Working from home is still overall the least frequently used option, with a reduction on those who use this as their primary mode and a small increase in those who do this sometimes

3.4.1 Modal Trends

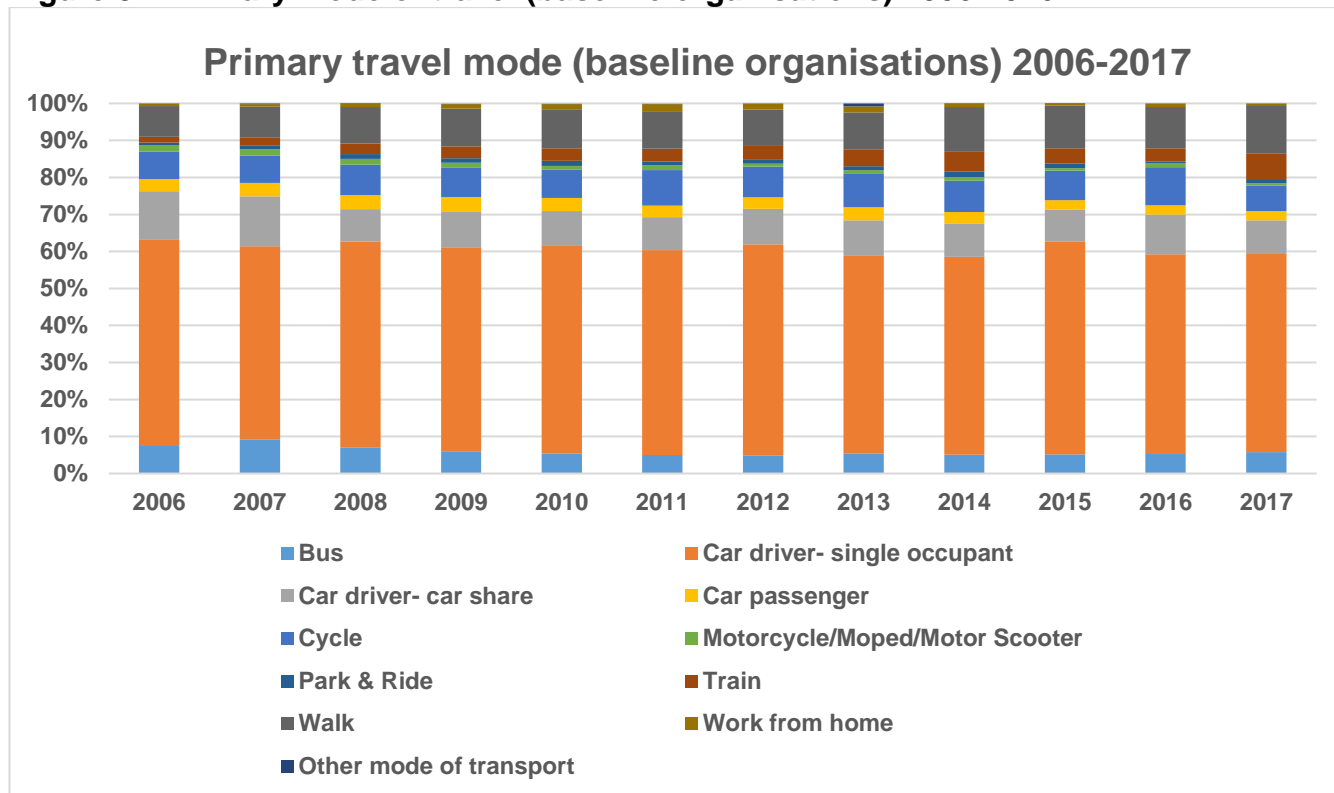
Table 4 and Figure 3 show the usual mode of transport or primary travel mode, since 2006 (when the survey first took place in its current format) for the baseline organisations.

Table 5 - Modal trends (baseline organisations)

| Travel mode | 2006 | 2007 | 2008 | 2009 | 2010 | 2011 | 2012 | 2013 | 2014 | 2015 | 2016 | 2017 |
|--------------------------------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|
| 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% |
| 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% |
| 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% |
| 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% |
| 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% |
| Motorcycle/Moped/Motor 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% |
| 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% |
| 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% |
| 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% |
| 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% |
| 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% |

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) 2006-2016



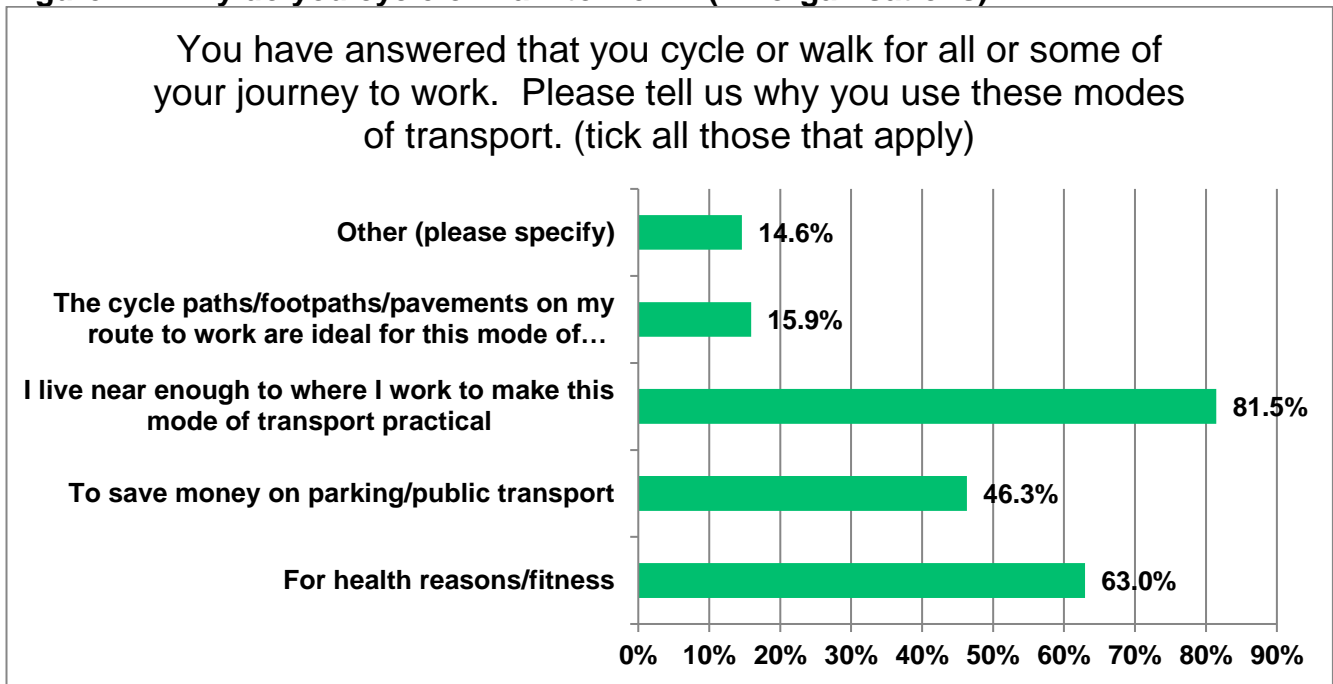
3.4.2 You have answered that you cycle or walk all or some of your journey to work. Please tell us why you use these modes of transport? (All organisations)

In 2016, additional questions were added as a way of to 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, 81.5% said they either walk or cycle to work because they live near enough to make this practical, while 63% said it was for health reasons or fitness. These figures are very similar to those in 2016. 15.9% said the cycle routes or footpaths where they lived make these modes of transport practical, a decrease over just over 5% from 2016 and highly suggestive of why cycling to work has become less popular. The proportion who said they use these modes of transport to save money on parking or public transport has risen by 4.2% from 42.1% in 2016 to 46.3% this year.

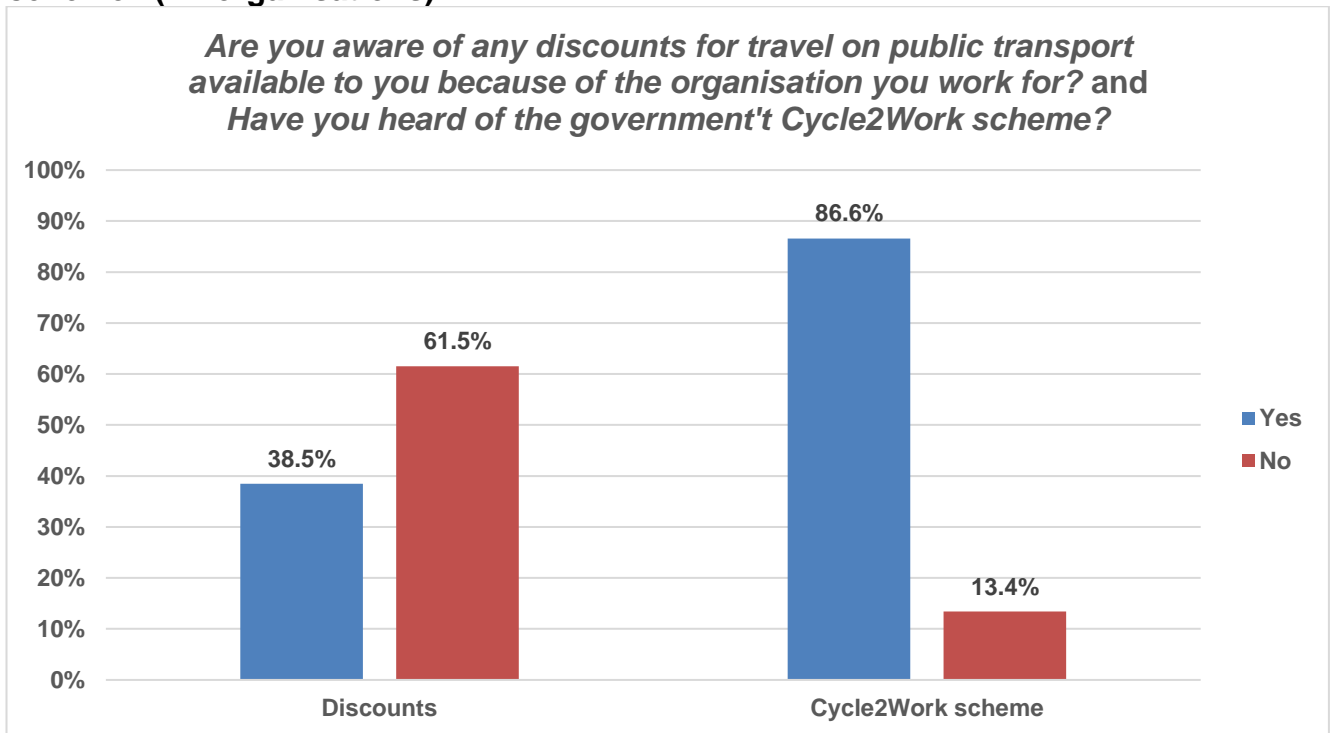
14.6% of respondent ticked ‘Other’ and their responses are summarised at Appendix 1.

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 38.5% knew of any discounts for public transport, although 86.6% 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 largest proportion of respondents (from all organisations) at 23.6%, travel from one less than three miles to work, only slightly higher than those who travel 10 to less than 20 miles at 22.3%. Those who travel from one to less than three miles to work have increased by 1.6% since 2016, while those travelling 10 to less than 20 miles have increased only by 0.5%. The figures for those travelling over 20 miles and three to less than five miles are very similar to 2016. By contrast, proportion travelling five to less than 10 miles has decreased by 3.1% since 2016, from 20% to 16.9%. Those travelling less than one mile have seen a small increase, from 5% to 5.8% in 2017.

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

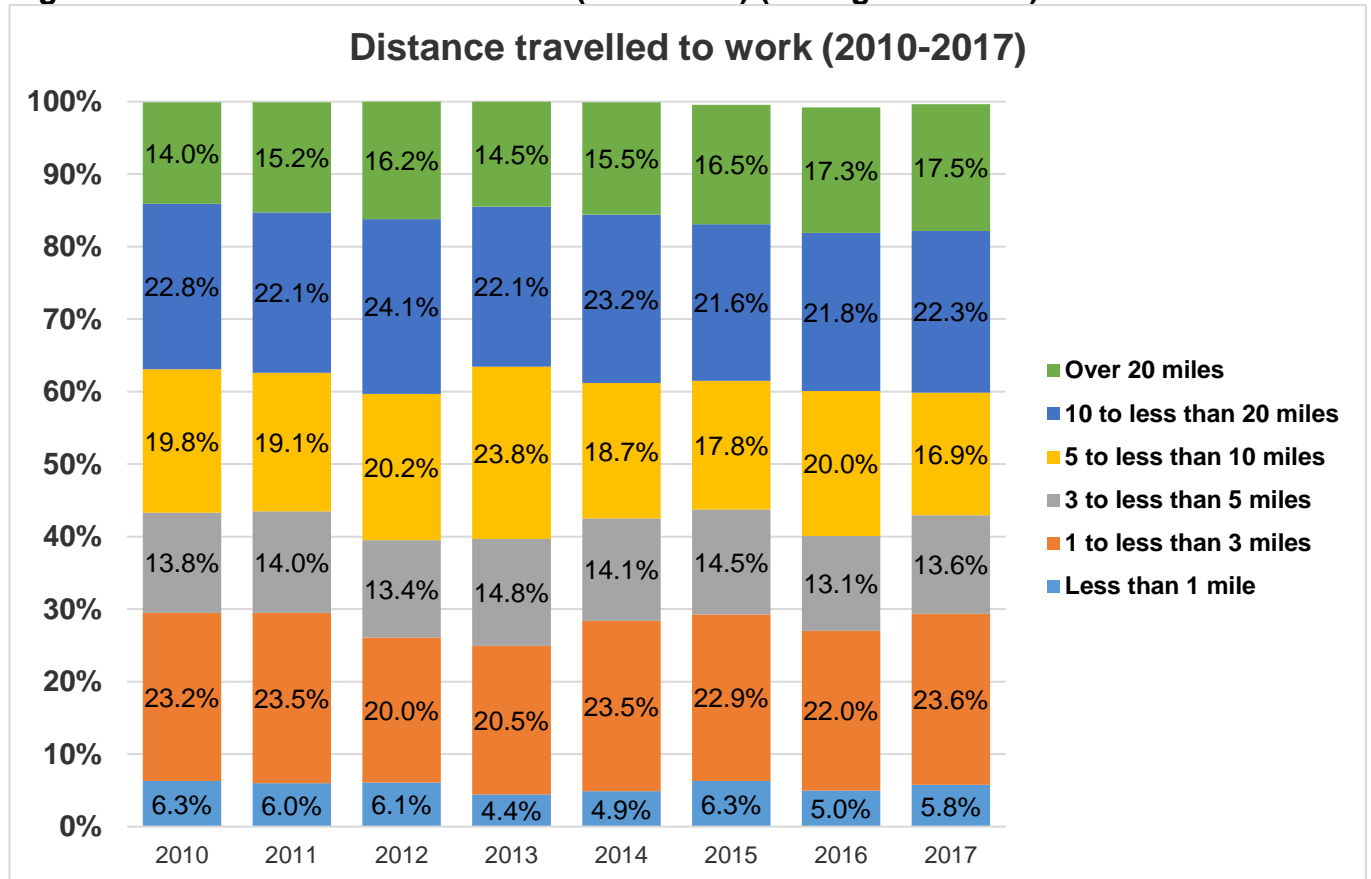


Figures for the last eight years show that, over time, the majority of respondents travel either one to three miles or 10 to 20 miles, closely followed by five to less than ten miles. During six of the last eight years of the survey, the most frequently travelled distance has been one to less than three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

Overall, distances travelled have varied only slightly year by year, although there does seem to be a trend whereby those travelling shorter distances are decreasing, and those travelling longer distances are increasing. Historic figures show that the proportion travelling more than 20 miles has increased by 3.5%, from 14% in 2010 to 17.5% in 2017. The other distances all show variations of less than 1% over the same period, except for those travelling five to less than 10 miles, where the figure has decreased by 2.9% over the same period. Time will tell if these trends

will continue, or whether there will be changes as the survey attracts a more diverse pool of respondents and more public-sector staff are relocated.

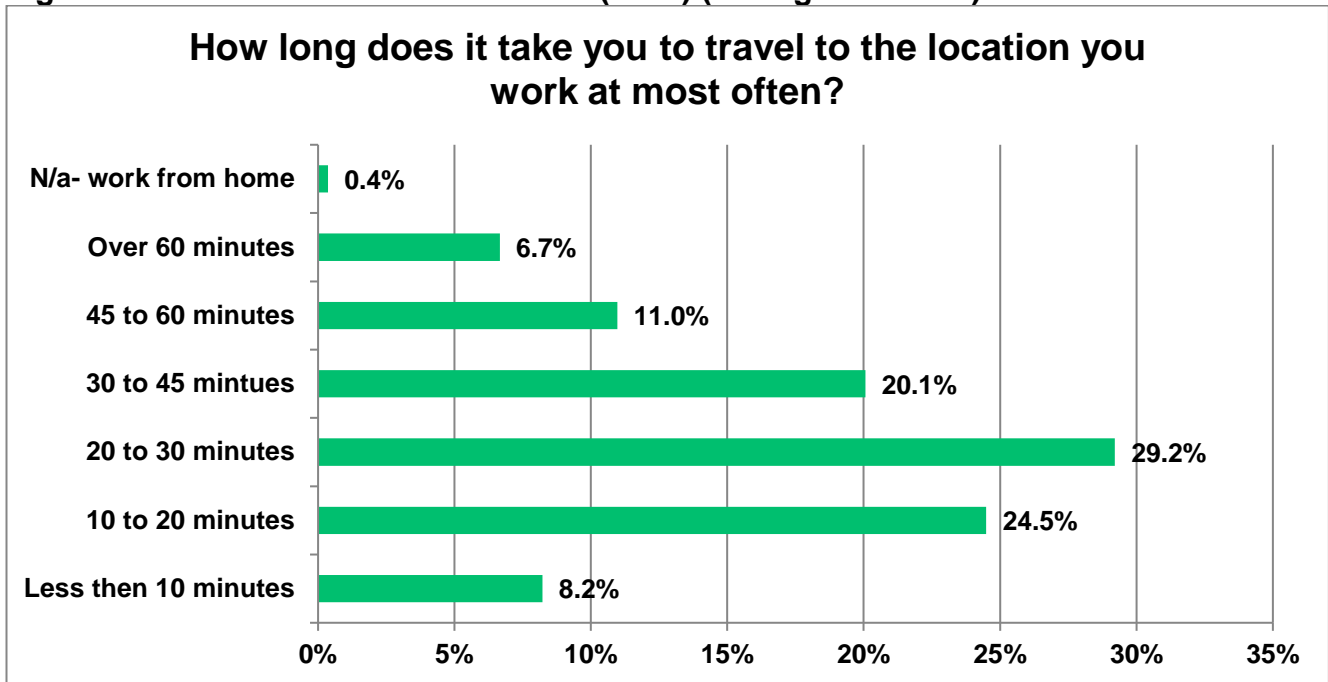
Figure 7 – Distance travelled to work (2010-2017) (All organisations)



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

61.9% of respondents take less than 30 minutes to travel to work and 82% take less than 45 minutes. Overall, the figures are similar to 2016, except that the percentage travelling for 10 to 20 minutes has reduced by 3.1%, from 27.6% last year to 24.5% in 2017 and those travelling for more than 60 minutes has increased by 1.6% to 6.7% from 5.1%.

Figure 8 – Time taken to travel to work (2017) (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 number of responses, 44.1% overall and almost 2% higher than 2016, chose 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 because it does not run at the times they want to travel or it does not exist in the area where they live. Others added that public transport is always crowded, in particular trains, which are expensive and do not have enough carriages.

28.5% said nothing would encourage them to travel sustainably, a reduction of 1.5% compared to 2016. Given that the figure for this option was 34.9% in 2015, this suggests that more people are considering sustainable travel. However, there are still several people who say they cannot travel sustainably and need to drive to work for the following reasons:

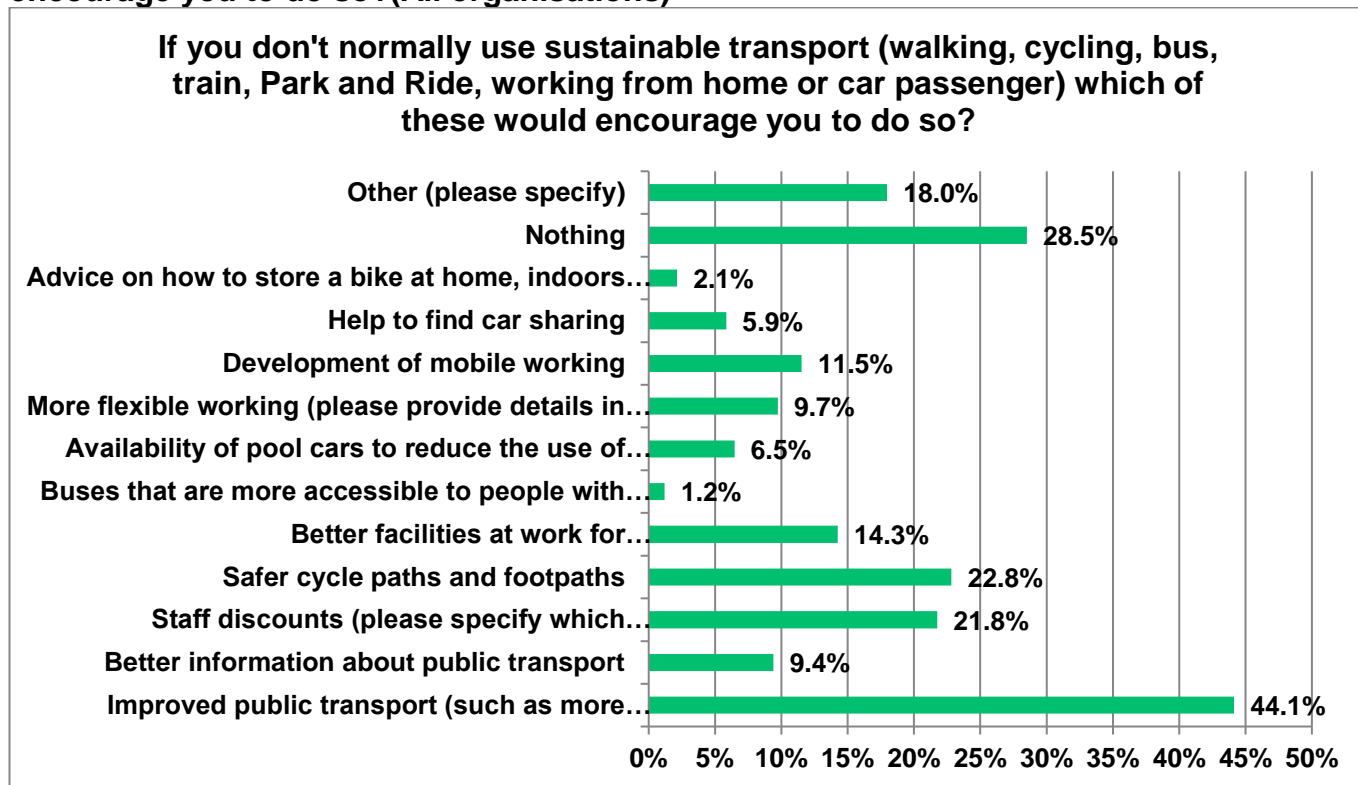
- combining their journey with the school run
- transporting equipment needed for work
- needing to travel to rural locations to visit clients
- having caring responsibilities which means they need to be able to travel home at short notice
- being 'on-call' at work

More people than in 2016 said would be encouraged to travel sustainably if there were more staff discounts on public transport; for 2017 the figure is 21.8%, compared to 18.5% for the previous year. A full list of operators named as those respondents would like to offer discounted travel can be found in Appendix 3.

22.8% would cycle if cycle paths were safer, while 14.3% would like better facilities for cyclists at work, such as showers and storage, both of these figures showing slight increases compared to 2016. Similarly, the proportion of those wanting either more flexible or more mobile working have increased this year to 9.7% and 11.5% respectively, compared to 8.8% and 9.4% in 2016. When asked to provide details, several people said their managers either did not encourage flexible or mobile working (including working at home), and in some cases had even refused permission.

A summary of the 'Other' responses to this question can be found in Appendix 2.

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 2017 (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 2017 is 35.8%, 2.3% above the figure for 2016. Only five organisations who have taken part in the survey in previous years, and who have sufficient responses to make comparison viable, saw their sustainability figure rise compared to 2016, while seven saw their sustainability rates fall.

As in previous years, there are variations within the organisations. The three highest rates are for organisations taking part for the first time this year; Schools Choice, now outsourced from Suffolk County Council, at 75%, closely followed by Debenhams in Ipswich, at 70.6% and Debenhams in Bury St Edmunds, at 53%, all with sustainability rates well above those for the survey overall. The highest rate for an organisation which has taken part over the lifetime of the survey is 44.4% for Ipswich Borough Council; although this is a decrease of 8.7% compared to 201. Ipswich Borough Council has consistently had a sustainability rate higher than the figure for the survey as a whole, as have BT (apart from 2016), Suffolk County Council (apart from 2014), Suffolk Libraries, the University of Suffolk and Willis Towers Watson.

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 3.3%, Suffolk Police at Martlesham, at 12.3% and Vertas at 15.3%, all well below the rate for the survey overall.

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 2017.

Note: Organisations with no responses in 2017 have not been included.

Table 6 - Headline sustainability results 2009 to 2017 - by organisation (all organisations)

| Organisation | No. of returns (2017) | Sustainability | | | | | | | | |
|---|-----------------------|----------------|-------|-------|-------|-------|-------|-------|-------|-------|
| | | 2009 | 2010 | 2011 | 2012 | 2013 | 2014 | 2015 | 2016 | 2017 |
| Babergh DC | 1 | 13.7% | 17.1% | 15.3% | 8.6% | 11.5% | 11.1% | 23.6% | 0.0% | 0.0% |
| Babergh and Mid Suffolk District Councils | 2 | N/a | N/a | N/a | N/a | N/a | N/a | 14.7% | 12.0% | 0.0% |
| Birketts Solicitors | 1 | N/a | N/a | N/a | N/a | N/a | N/a | N/a | N/a | 0.0% |
| BT - Bibb Way | 202 | 33.7% | 35.4% | 57.1% | 46.9% | 33.8% | 43.8% | 39.9% | 28.0% | 35.4% |
| BT – Adastral Park | | | 32.1% | 35.8% | 32.2% | N/a | | | | |
| Care UK | 25 | N/a | N/a | N/a | N/a | N/a | N/a | N/a | 47.7% | 37.5% |
| Concertus | 1 | N/a | N/a | N/a | N/a | N/a | N/a | N/a | 42.5% | 0.0% |
| Debenhams -Ipswich | 52 | N/a | N/a | N/a | N/a | N/a | N/a | N/a | N/a | 70.6% |
| Debenhams- Bury St Edmunds | 85 | N/a | N/a | N/a | N/a | N/a | N/a | N/a | N/a | 53.0% |
| East of England Co-operative Society | 126 | N/a | N/a | N/a | N/a | N/a | N/a | N/a | 6.4% | 3.3% |
| Forest Heath District Council | 4 | 11.3% | 10.9% | 16.9% | 10.9% | 12.5% | 30.0% | 0.0% | 0.0% | 50.0% |
| Forest Heath District and St Edmundsbury Borough Councils | 31 | N/a | N/a | N/a | N/a | N/a | N/a | 36.4% | 17.5% | 0.0% |
| Ipswich Borough Council | 120 | 46.2% | 47.4% | 50.0% | 52.7% | 52.9% | 50.0% | 46.5% | 53.1% | 44.4% |
| Ipswich Hospital NHS Trust | 80 | N/a | N/a | N/a | N/a | N/a | 38.7% | 0.0% | 50.1% | 48.1% |
| Mid Suffolk DC | 4 | 14.7% | 16.2% | 16.8% | 17.0% | 13.2% | 16.8% | 22.6% | 0.0% | 50.0% |
| NHS IESCCG | 1 | N/a | N/a | N/a | N/a | 22.2% | 11.4% | 11.4% | 0.0% | 0.0% |
| NHS WSCCG | 4 | N/a | N/a | N/a | N/a | 12.5% | 10.3% | 14.2% | 33.4% | 0.0% |
| Norfolk and Suffolk Foundation Trust | 3 | N/a | N/a | N/a | N/a | N/a | N/a | N/a | 0.0% | 0.0% |

| Organisation | No. of returns (2017) | Sustainability | | | | | | | | |
|----------------------------------|-----------------------|----------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|
| | | 2009 | 2010 | 2011 | 2012 | 2013 | 2014 | 2015 | 2016 | 2017 |
| OPUS People Solutions | 8 | N/a | N/a | N/a | N/a | N/a | N/a | N/a | N/a | 40.0% |
| Police – Bury PIC | 7 | N/a | N/a | N/a | N/a | 25.0% | 18.8% | 20.0% | 0.0% | 14.3% |
| Police -Martlesham | 141 | N/a | N/a | 20.8% | 18.9% | 25.4% | 20.9% | 13.7% | 16.7% | 12.3% |
| Schools Choice | 39 | N/a | N/a | N/a | N/a | N/a | N/a | N/a | N/a | 75.0% |
| SITA UK | 1 | N/a | N/a | N/a | N/a | N/a | 14.7% | 17.7% | 0.0% | 0.0% |
| St Edmundsbury Borough Council | 34 | 30.0% | 28.2% | 26.1% | 20.4% | 23.3% | 32.3% | 27.2% | 22.3% | 24.2% |
| Suffolk Coastal District Council | 1 | 9.1% | 11.8% | 11.1% | 11.8% | 10.4% | 16.7% | 17.1% | 14.3% | 100.0% |
| Suffolk Coastal Norse | 16 | 8.9% | 6.5% | 15.8% | 4.3% | 5.3% | 11.1% | 6.7% | 0.0% | 0.0% |
| Suffolk County Council | 1,257 | 37.6% | 35.3% | 35.8% | 34.2% | 38.6% | 34.8% | 36.0% | 35.5% | 38.6% |
| Suffolk Highways | 95 | N/a | N/a | N/a | N/a | N/a | 28.9% | 32.2% | 21.5% | 24.5% |
| Suffolk Libraries | 128 | N/a | N/a | N/a | N/a | N/a | 55.6% | 43.5% | 42.6% | 47.2% |
| Suffolk New College | 163 | N/a | N/a | N/a | N/a | N/a | 48.6% | 0.0% | 0.0% | 44.7% |
| University of Suffolk | 190 | N/a | 42.9% | 45.0% | 44.9% | 45.2% | 47.7% | 50.0% | 48.1% | 42.6% |
| Vertas (was EFMS Ltd) | 124 | N/a | N/a | N/a | N/a | N/a | 32.6% | 14.3% | 34.7% | 15.6% |
| Waveney Norse | 14 | N/a | N/a | N/a | N/a | N/a | N/a | N/a | 37.5% | 23.1% |
| West Suffolk College | 4 | N/a | N/a | N/a | N/a | N/a | N/a | 24.8% | 25.0% | 25.0% |
| West Suffolk Hospital | 5 | N/a | N/a | N/a | N/a | N/a | N/a | N/a | 27.7% | 0.0% |
| Willis Towers Watson | 571 | 36.8% | 36.9% | 34.8% | N/a | 39.1% | 39.3% | 40.3% | 38.2% | 36.4% |
| Other | 117 | N/a | N/a | N/a | N/a | N/a | N/a | N/a | 33.0% | 20.3% |
| Grand Total | 3,657 | 33.4% | 33.4% | 33.4% | 31.2% | 35.1% | 35.3% | 33.2% | 33.5% | 35.8% |

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 2010-2017

| Location | No. of responses (2017) | Sustainability | | | | | | | |
|--------------------|-------------------------|----------------|-------|-------|-------|-------|-------|--------|-------|
| | | 2010 | 2011 | 2012 | 2013 | 2014 | 2015 | 2016 | 2017 |
| Beacon House | 33 | N/a | N/a | N/a | N/a | N/a | N/a | N/a | 27.3% |
| Constantine House | 290 | 39.0% | 59.0% | 62.0% | 65.0% | 46.3% | 55.0% | 52.1% | 55.0% |
| Endeavour House | 380 | 56.0% | 54.0% | 48.0% | 56.0% | 51.4% | 33.2% | 46.5% | 46.6% |
| Haverhill House | 4 | N/a | N/a | N/a | N/a | N/a | 20.0% | 0.0% | 25.0% |
| Kingsfield | 10 | N/a | N/a | N/a | N/a | N/a | 16.7% | 20.0% | 20.0% |
| Landmark House | 99 | N/a | N/a | N/a | N/a | 21.2% | 22.8% | 19.8% | 19.2% |
| Paul's Road | 1 | 12.0% | 17.0% | 24.0% | 21.0% | 18.8% | 0.0% | 100.0% | 0.0% |
| Phoenix House | 12 | N/a | 20.0% | 28.0% | 48.0% | 21.1% | 30.6% | 15.0% | 27.3% |
| Queen's Road | 9 | N/a | N/a | N/a | N/a | N/a | 31.3% | 30.8% | 11.1% |
| Riverside | 47 | N/a | N/a | N/a | N/a | N/a | 28.9% | 23.1% | 27.7% |
| Saxmundham Office | 15 | N/a | N/a | 11.0% | 5.0% | 0.0% | 11.1% | 7.1% | 13.3% |
| West Suffolk House | 93 | 21.0% | 26.0% | 30.0% | 30.0% | 31.5% | 27.2% | 25.4% | 24.2% |
| Other | 239 | 24.0% | 27.0% | 24.0% | 24.0% | 18.1% | 18.8% | 17.9% | 23.2% |

The locations with the highest sustainability figures, as in all previous years, are Constantine House with 55%, Endeavour House with 46.6%. These two locations have generally had the highest 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. Queen's Road has had a fairly high rate in previous years, but this year fewer people completed the survey, which might explain the dramatic fall from 30.8% in 2016 to 11.1% this year.

The three locations with the lowest figures, Queen's Road at 11.1%, Saxmundham Office at 13.3% and Landmark House at 19.2%, all have high rates for car driver – single occupant, 88.9%, 80% and 72.7% respectively suggesting either a lack of or inadequate public transport to these locations or the necessity to use a car for work.

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; just over 50% of those working at Constantine House and Landmark House would like improved public transport, while over 30% of those working at Constantine House and Phoenix House chose staff discounts on public transport, although Suffolk County Council operates a generous staff discount scheme for both bus and train travel, suggesting that still more could be done.

Responses from the various organisations show that for some, the most popular or one of the most popular responses is that nothing would persuade respondents to use sustainable transport and that many would use public transport if it were improved.

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 (2017) | 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 |
|--------------------|--|---------------------------|---|---------------------------------------|---------------------------------|--|--|---|-----------------------|-------------------------------|--------------------------|---|---------|-------|
| Beacon House | 31 | 48.4% | 6.5% | 19.4% | 35.5% | 25.8% | 0.0% | 3.2% | 25.8% | 9.7% | 3.2% | 0.0% | 32.3% | 3.2% |
| Constantine House | 214 | 50.9% | 7.9% | 30.4% | 22.4% | 15.0% | 0.9% | 5.6% | 15.4% | 13.1% | 5.1% | 3.3% | 26.2% | 7.5% |
| Endeavour House | 279 | 42.3% | 6.1% | 19.4% | 19.4% | 10.0% | 0.4% | 3.2% | 14.0% | 13.6% | 2.5% | 0.7% | 34.8% | 10.0% |
| Haverhill House | 3 | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 33.3% | 0.0% | 0.0% | 0.0% | 0.0% | 66.7% | 0.0% |
| Kingsfield | 10 | 30.0% | 10.0% | 10.0% | 40.0% | 10.0% | 0.0% | 0.0% | 30.0% | 30.0% | 0.0% | 0.0% | 0.0% | 30.0% |
| Landmark House | 87 | 50.6% | 10.3% | 20.7% | 18.4% | 14.9% | 1.2% | 11.5% | 16.1% | 19.5% | 10.3% | 3.5% | 27.6% | 4.6% |
| Paul's Road | 1 | 100.0% | 0.0% | 100.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% |
| Phoenix House | 9 | 44.4% | 0.0% | 33.3% | 11.1% | 22.2% | 0.0% | 11.1% | 0.0% | 0.0% | 0.0% | 0.0% | 44.4% | 0.0% |
| Queen's Road | 8 | 12.5% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 12.5% | 0.0% | 87.5% | 0.0% |
| Riverside | 38 | 42.1% | 7.9% | 15.8% | 28.9% | 7.9% | 2.6% | 13.2% | 13.2% | 18.4% | 5.3% | 0.0% | 23.7% | 2.6% |
| Saxmundham Office | 14 | 28.6% | 0.0% | 7.1% | 0.0% | 0.0% | 0.0% | 21.4% | 14.3% | 14.3% | 14.3% | 0.0% | 28.6% | 14.3% |
| West Suffolk House | 81 | 32.1% | 3.7% | 11.1% | 18.5% | 4.9% | 0.0% | 12.4% | 18.5% | 12.4% | 8.6% | 0.0% | 38.3% | 1.2% |
| Other | 212 | 38.2% | 8.0% | 11.8% | 20.8% | 16.5% | 0.9% | 10.9% | 13.7% | 12.7% | 4.7% | 0.9% | 42.0% | 3.8% |

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 (2017) | 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 | 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% |
| Babergh and Mid Suffolk DC | 2 | 100.0% | 8.7% | 100.0% | 17.4% | 8.7% | 0.0% | 8.7% | 17.4% | 17.4% | 13.0% | 0.0% | 26.1% | 21.7% |
| Birkettes | 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% |
| BT | 202 | 34.8% | 7.7% | 14.8% | 29.0% | 13.6% | 0.7% | 3.9% | 7.7% | 8.4% | 3.9% | 1.9% | 29.7% | 16.1% |
| Care UK | 25 | 39.1% | 8.7% | 43.5% | 13.0% | 8.7% | 0.0% | 8.7% | 13.0% | 0.0% | 4.4% | 0.0% | 13.0% | 13.0% |
| Concertus | 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% |
| Debenhams - Ipswich | 52 | 29.7% | 8.1% | 27.0% | 18.9% | 21.6% | 2.7% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 32.4% | 18.9% |
| Debenhams - Bury St Edmunds | 85 | 32.8% | 11.5% | 11.5% | 1.6% | 4.9% | 1.6% | 3.3% | 4.9% | 1.6% | 6.6% | 0.0% | 45.9% | 4.9% |
| East of England Co-operative Society | 126 | 33.0% | 5.2% | 13.9% | 28.7% | 22.6% | 0.9% | 8.7% | 8.7% | 18.3% | 7.0% | 3.5% | 33.0% | 11.3% |
| Forest Heath DC | 4 | 50.0% | 0.0% | 25.0% | 0.0% | 50.0% | 0.0% | 0.0% | 0.0% | 0.0% | 50.0% | 0.0% | 75.0% | 0.0% |
| Forest Heath DC and St Edmundsbury BC | 31 | 40.7% | 3.7% | 14.8% | 18.5% | 3.7% | 0.0% | 11.1% | 7.4% | 3.7% | 0.0% | 0.0% | 40.7% | 22.2% |
| Ipswich BC | 120 | 42.9% | 7.7% | 22.0% | 25.3% | 11.0% | 1.1% | 1.1% | 4.4% | 11.0% | 2.2% | 1.1% | 29.7% | 18.7% |
| Ipswich Hospital NHS Trust | 80 | 50.0% | 13.6% | 37.9% | 22.7% | 28.8% | 0.0% | 7.6% | 3.0% | 6.1% | 12.1% | 4.6% | 24.2% | 18.2% |
| Mid Suffolk DC | 4 | 100.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% |
| 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% | 0.0% | 0.0% |
| NHS WSCCG | 4 | 100.0% | 0.0% | 66.7% | 0.0% | 33.3% | 0.0% | 0.0% | 0.0% | 33.3% | 0.0% | 0.0% | 0.0% | 0.0% |
| Norfolk and Suffolk Foundation Trust | 3 | 66.7% | 0.0% | 0.0% | 33.3% | 33.3% | 0.0% | 66.7% | 33.3% | 0.0% | 0.0% | 0.0% | 0.0% | 33.3% |
| OPUS People Solutions | 8 | 60.0% | 0.0% | 80.0% | 0.0% | 40.0% | 20.0% | 0.0% | 0.0% | 0.0% | 40.0% | 0.0% | 20.0% | 0.0% |
| Police - Bury PIC | 7 | 14.3% | 0.0% | 0.0% | 28.6% | 14.3% | 0.0% | 14.3% | 0.0% | 0.0% | 0.0% | 0.0% | 57.1% | 14.3% |
| Police - Martlesham | 141 | 36.2% | 6.9% | 23.9% | 20.0% | 21.5% | 0.0% | 5.4% | 6.2% | 13.9% | 4.6% | 3.1% | 40.0% | 14.6% |
| Schools Choice | 39 | 54.6% | 0.0% | 27.3% | 27.3% | 18.2% | 0.0% | 0.0% | 9.1% | 18.2% | 0.0% | 0.0% | 18.2% | 18.2% |

| | | | | | | | | | | | | | | |
|----------------------------------|--------------|--------|-------|--------|-------|-------|------|-------|-------|-------|-------|------|-------|-------|
| SITA UK | 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% |
| St Edmundsbury BC | 34 | 43.8% | 18.8% | 15.6% | 31.3% | 9.4% | 3.1% | 3.1% | 0.0% | 0.0% | 0.0% | 3.1% | 28.1% | 18.8% |
| Suffolk Coastal DC | 1 | 100.0% | 0.0% | 100.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% |
| Suffolk Coastal Norse | 16 | 31.3% | 0.0% | 12.5% | 6.3% | 12.5% | 0.0% | 6.3% | 12.5% | 6.3% | 6.3% | 0.0% | 43.8% | 18.8% |
| Suffolk County Council | 1,257 | 40.6% | 7.0% | 16.9% | 20.2% | 12.5% | 0.7% | 7.4% | 11.5% | 13.2% | 5.1% | 1.4% | 28.2% | 23.0% |
| Suffolk Highways | 95 | 37.8% | 6.1% | 18.3% | 12.2% | 19.5% | 1.2% | 11.0% | 11.0% | 15.9% | 8.5% | 2.4% | 37.8% | 12.2% |
| Suffolk Libraries | 128 | 55.8% | 15.8% | 35.8% | 30.5% | 19.0% | 1.1% | 7.4% | 6.3% | 6.3% | 7.4% | 3.2% | 17.9% | 16.8% |
| Suffolk New College | 163 | 41.4% | 13.5% | 35.3% | 29.3% | 25.6% | 3.0% | 6.0% | 16.5% | 13.5% | 6.8% | 5.3% | 19.6% | 11.3% |
| University Campus Suffolk | 190 | 58.9% | 13.7% | 38.4% | 26.0% | 11.0% | 0.7% | 10.3% | 12.3% | 9.6% | 5.5% | 4.8% | 15.8% | 19.2% |
| Vertas | 124 | 26.1% | 8.1% | 12.6% | 19.8% | 10.8% | 0.0% | 2.7% | 10.8% | 11.7% | 3.6% | 0.9% | 38.7% | 9.9% |
| Waveney Norse | 14 | 25.0% | 0.0% | 16.7% | 41.7% | 33.3% | 0.0% | 8.3% | 8.3% | 16.7% | 8.3% | 0.0% | 25.0% | 25.0% |
| West Suffolk College | 4 | 75.0% | 25.0% | 25.0% | 0.0% | 25.0% | 0.0% | 25.0% | 25.0% | 0.0% | 0.0% | 0.0% | 25.0% | 0.0% |
| West Suffolk Hospital | 5 | 20.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 20.0% | 0.0% | 60.0% | 0.0% |
| Willis Towers Watson | 571 | 48.5% | 12.7% | 23.9% | 22.7% | 8.7% | 0.2% | 4.5% | 8.1% | 10.2% | 5.3% | 2.3% | 25.9% | 16.5% |
| Other | 117 | 47.4% | 14.4% | 19.6% | 28.9% | 18.6% | 2.1% | 9.3% | 15.5% | 8.3% | 19.6% | 1.0% | 24.7% | 21.7% |

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

APPENDICES

Appendix 1 – Summary of ‘other’ responses to *You have answered that you cycle or walk all or some of your journey to work. Please tell us why you use those modes of transport.* (All organisations)

106 people ticked ‘Other’ and, following a validation check, seven of these were reiterating the standard options provided for this question, so were added to the existing totals. The remaining 99 responses have been summarised under the following headings (with the total number of responses for each):

- The journey to work takes too long because there is too much traffic on the roads/quicker to walk or cycle (32)
- Walking or cycling is the mode of choice for environmental reasons (16)
- There is a lack of or infrequent public transport (8)
- Do not have access to a car (e.g do not drive, cannot afford a car, only one car in household used by partner) (20)
- Like to walk or cycle to work for enjoyment (10)
- There is not enough parking at work (6)

The remaining responses were more diverse and did not fall under any of these headings. Three people took the opportunity to comment on the cycle paths they use, one saying the route was good, but ‘not very inspiring’, while another described the cycle paths they use as ‘very dangerous’ and the third asked ‘what is the point of cycle paths.....when they are not looked after?’

Four other responses were from those who wanted to explain that while they normally walk or cycle to work, they sometimes have to use a car or get a lift from someone else.

Appendix 2 - 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)

527 people ticked ‘Other’ and provided further information. Following a validation check, 27 responses said either ‘N/a’ or made comments such as ‘better weather’ or ‘younger legs’, 79 were found to cover options already provided by the question, so were added to the overall results, while a further 45 were simply explaining that they already use sustainable transport.

The remaining 380 responses were grouped into themes summarising their comments.

The highest proportion, 128 respondents (33.7%), said that it was not practical for them to use sustainable transport because 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 often have to carry a lot of equipment with them which would be difficult on public transport, walking or cycling
- Travelling sustainably takes up much more time than driving; one person added that even the park and ride bus gets caught up in traffic
- Shift work makes it difficult to find public transport running at the right times
- The location of the building they work at makes accessing public transport difficult (especially for those who work for a local authority and have recently been relocated to another building)
- There is no public transport provision where they live and it is too far to cycle or walk to work

The second highest group 50 (13.2%), said that they wanted to be able to work from home, but couldn't because:

- Broadband coverage in their area is poor
- Their manager did not like them working at home
- They needed to be able to organise their diary so they when they had no meetings they could work at home
- Admin staff were not allowed to work from home
- Working from home was not an option where they work
- The employer turned down an application to work from home
- Management have the belief that being in the office is essential

40 people (10.5%) said they could not travel sustainably due to the fact that they take children to school or childcare as part of the daily commute, or have to drive as they need to transport someone else (not necessarily as a car share) but also commented that:

- Working from home more would reduce the need to use a car for the school run
- They would cycle more but time constraints and having to transport children makes this difficult
- A work creche would reduce the need to transport children to nursery
- Having to use childcare restricts the hours available for work
- Public transport does not suit the needs of having to drop off pets/other people on the way to work

21 people (5.5%) said that having more flexible working hours would help them to travel sustainably, including:

- Being able to start and finish work early
- Being able to walk home in daylight
- Working flexible hours to fit in with train times
- Working flexible hours to avoid traffic congestion
- Guidelines around flexible working so that the permission to do so is not left to the manager's discretion

Nine people (2.4%) commented that they would like free or discounted parking, particularly for those wanting to park at a railway station before catching a train to work. One said that people

who have no choice but to drive, should be given 50% discount on parking, while another said car parking charges should be based on pay grade and therefore not be the same for everyone. Six people (1.6%) said travelling sustainably was not reasonable for those with disabilities as public transport is not accessible and cycling or walking is not practical, while another six people (1.6%) commented on volumes of traffic and the state of the roads on their commute (although it is not clear from these responses whether a better road network would encourage them to travel sustainably, or if they were just using this as an opportunity to complain about roadworks and traffic flow).

Five people (1.3%) commented that they wanted the shuttle bus in Ipswich town centre to continue, one saying losing the service would make them use the car more. Another five (1.3%) wanted improvements to the current park and ride service, including the reinstatement of the service from Bury Road.

Three people (0.8%) commented on the Cycle2Work scheme; one had asked at work and been told it didn't exist, another said it had been cancelled at their organisation, while the third just said 'cycle purchase scheme'.

The remaining 22 responses (5.8% of the total) made comments that did not fit any of the above themes, and are mainly other ideas which encourage sustainable travel, such as:

- Action to stop cyclists using footpaths
- The option to park securely on the outskirts of town and cycle into work
- Subsidies for electric car use and more charging points – one person even suggested electric buses
- Feeling safe when waiting for and using public transport
- A relocation package to enable moving closer to work
- Fewer car park spaces than staff to introduce the inconvenience factor into parking
- A railway station at Martlesham as traveling by bus from Ipswich station takes too long
- Cheaper and more regular flights into airports
- Being paid for the time taken to travel when using sustainable transport
- Better use of technology for virtual meetings (e.g Skype)
- More incentives for employees, especially those who work part-time, to work at home
- Help with finding someone to car-share with; one person said they'd been trying to find one for years

Appendix 3 – 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 (all organisations)

| Operator | Number | % of those responding (some chose more than one operator) |
|------------------------------|---------------|--|
| Abelio Greater Anglia | 25 | 31.3% |
| Anglian | 1 | 1.3% |
| Bus (operator not specified) | 7 | 8.8% |
| First | 27 | 33.8% |

| | | |
|---|----|-------|
| Fuel discounts | 1 | 1.3% |
| Galloways | 1 | 1.3% |
| Ipswich Buses | 24 | 30.0% |
| Park and Ride | 2 | 2.5% |
| Discounts for part-time staff* | 1 | 1.3% |
| Discounts for travelling to work at other locations | 1 | 1.3% |

*The suggestion was prompted by the fact that existing discounts are only beneficial to those travelling to work five days a week; there is currently nothing available for those who only travel two or three times a week.