

Travel to Work Report 2019

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Prepared by Suffolk County Council

Nicola.Warwick@suffolk.gov.uk



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1. **Headline Results**

The 2019 online Travel to Work survey ran from 2nd May to 24th June 2019. Out of the 49 organisations who were invited to participate, 26 agreed to take part, five chose not to and 18 did not reply. Of those who did not reply, staff from three of them somehow managed to complete the survey in small numbers. The survey was also more widely circulated to a range of small and medium enterprises in the county by the Suffolk Chamber of Commerce and Bury BID, resulting in a total of 3,714 completed responses. In addition, some 285 responses were partially completed, most of which had insufficient information for them to be of any value. The full list of organisations from which responses were received can be found in Table 1 on page 7.

Note: all district and borough councils in Suffolk have historically taken part in the survey as individual organisations. In previous years, for the purposes of this report and where appropriate, some were treated as combined authorities, to reflect their joint working and locations. On 1st April 2019, Suffolk Coastal and Waveney District Councils officially combined to create a joint authority, East Suffolk Council, while St Edmundsbury Borough and Forest Heath District Councils formally became West Suffolk Council.

Key findings from the survey are:

- 84.9% of respondents have a petrol or diesel vehicle available for their commute to work, although only 63.9% drive to work, either as a single occupant or as a carshare. For the baseline organisations (those who have taken part in the survey since it first ran in 2005), the figures are similar, with 84.3% having a petrol or diesel vehicle while only 61.6% drive to work, either on their own or with a carshare
- Driving (single occupant or carshare) remains the most popular mode of transport, either as most often used or one of the modes of transport used
- 33.6% 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 1.7 percentage points compared to 2018. For organisations forming the original 2005 base set, the sustainability figure is slightly higher at 36.3%, 3.1 percentage points above the 2018 figure and higher than the figures for both 2017 (35.8%) and 2016 (34.8%)

Looking at the primary mode of transport for the baseline organisations, over the period 2005 to 2019:

- The figure for those travelling as a single occupant in a car has decreased compared to last year and currently stands at 52.5%, 3.3 percentage points below last year's figure and the lowest it has been since 2007
- After decreasing in 2018, public transport usage has slightly increased this year; traveling by bus, now stands at 5.7%, while train travel has increased to 5.8%
- Walking to work has increased after having decreased last year; the figure for those who walk as their primary mode (12.4%) is just below the level for 2017.
- Working from home remains low, at 0.3%, similar to the past two years
- Cycling to work has fallen slightly since last year and now stands at 7.6%, 1.7 percentage points lower than 2018.
- 53.7% of respondents were aware of discounts for travel on public transport available to them because of the organisation they work for, 8.9 percentage points higher than the figure for 2018; this figure has increased steadily over the past few years.

- 49.6% say they have to pay for parking, while 7.9% have no car parking provided
- 32.8% said improved public transport would encourage them to travel sustainably, while 24.8% 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 2019 Travel to Work Survey.

Organisation	Main location	Respondents	% of total
Babergh and Mid Suffolk District Councils	Ipswich	69	1.96%
Birketts Solicitors	Ipswich	102	2.75%
BT	Adastral Park, Martlesham	138	3.72%
Bury BID	Bury St Edmunds	1	0.03%
Care UK	Various	7	0.19%
Concertus	Ipswich	19	0.51%
East of England Co-operative Society	Ipswich	57	1.53%
East Suffolk Council (formerly Suffolk Coastal and Waveney District Councils)	Felixstowe/Lowestoft/Melton	155	4.17%
Essex and Suffolk Water	Beccles/Lowestoft	39	1.05%
Havebury Housing	Bury St Edmunds	0	0.00%
Ipswich and East Suffolk Clinical Commissioning Group	Ipswich	26	0.70%
Ipswich Hospital NHS Trust	Ipswich	4	0.11%
OneLife Suffolk	Ipswich	33	0.89%
OPUS People Solutions	Ipswich	27	0.73%
Suffolk Coastal Norse	Ufford	19	0.51%
Suffolk Constabulary	Martlesham	259	6.97%
Suffolk County Council (including Suffolk Fire and Rescue Service)	Mainly Ipswich but various	1054	28.38%
Suffolk Highways	Mainly Ipswich but various	65	1.75%
Suffolk Libraries	Various	8	0.22%
Suffolk New College	Ipswich	148	3.98%
The Environment Agency	Ipswich	12	0.32%
University of Suffolk	Ipswich	307	8.27%

Vertas	Ipswich	62	1.67%
West Suffolk Council (formerly Forest Heath District and St Edmundsbury Borough Councils)	Bury St Edmunds	86	2.32%
West Suffolk Clinical Commissioning Group	Bury St Edmunds	9	0.24%
West Suffolk College	Bury St Edmunds	1	0.03%
West Suffolk NHS Trust	Bury St Edmunds	328	8.83%
Willis Towers Watson	Ipswich	436	11.74%
Other	Various	96	2.58%
Total		3,714	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*

Key:

* Outsourced from SCC

** From 1st April 2019 combined as West Suffolk Council

*** From 1st April 2019 combined as East Suffolk Council

****Responses combined to reflect joint working and locations

This equates to 60.29% (2,239) of all responses.

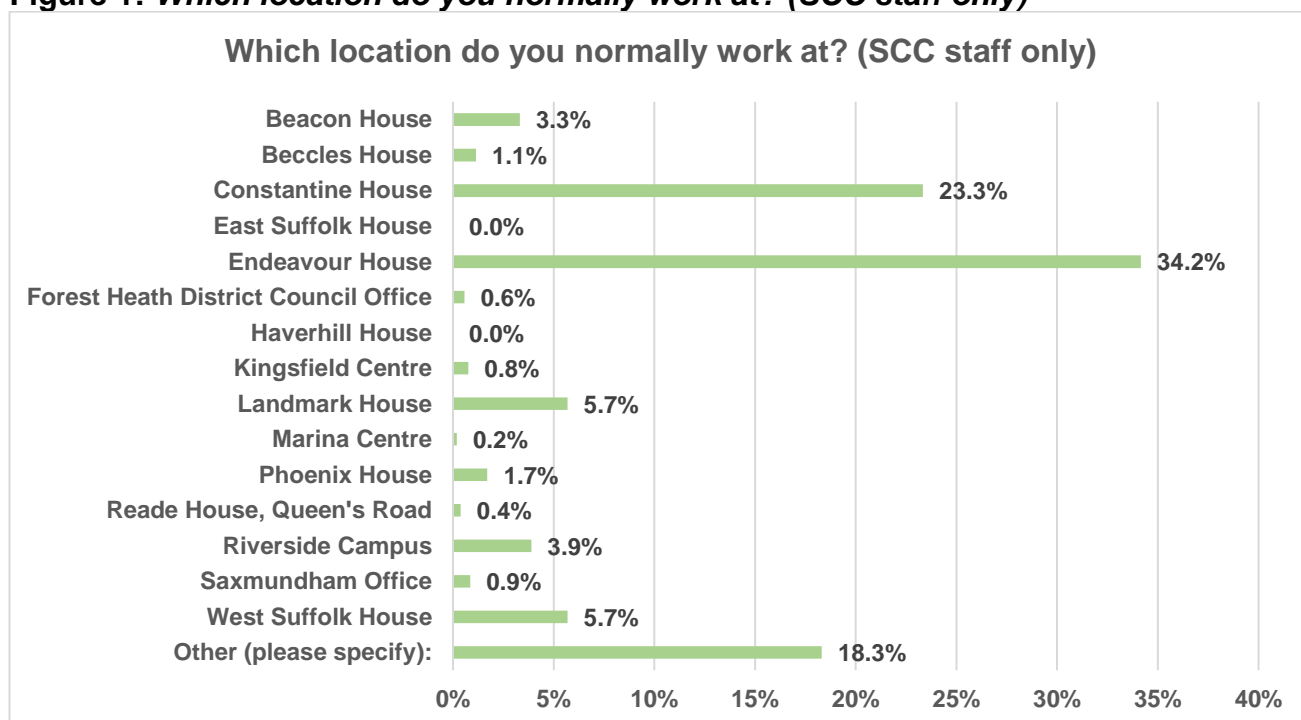
In previous years, a major concern was how responses from combined district and borough councils should be dealt with. In 2015, 2016 and 2017 respondents working for integrated councils were asked to state which of the two they work at most often and from there presented with a series of free text questions on their work pattern, modes of transport and distance travelled for both locations, as well as time taken to travel to the location they work at most often. In 2018, districts and boroughs who shared services were treated jointly as the majority of staff were based at one location; this continues for 2019 as some have officially combined as merged authorities.

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

As shown in Figure 1 below, most of Suffolk County Council staff completing the survey are based in either Constantine or Endeavour Houses, 57.5% overall, with the remainder either spread around the smaller locations or choosing to provide more information under 'Other'. The following list reflects the diverse locations staff work from:

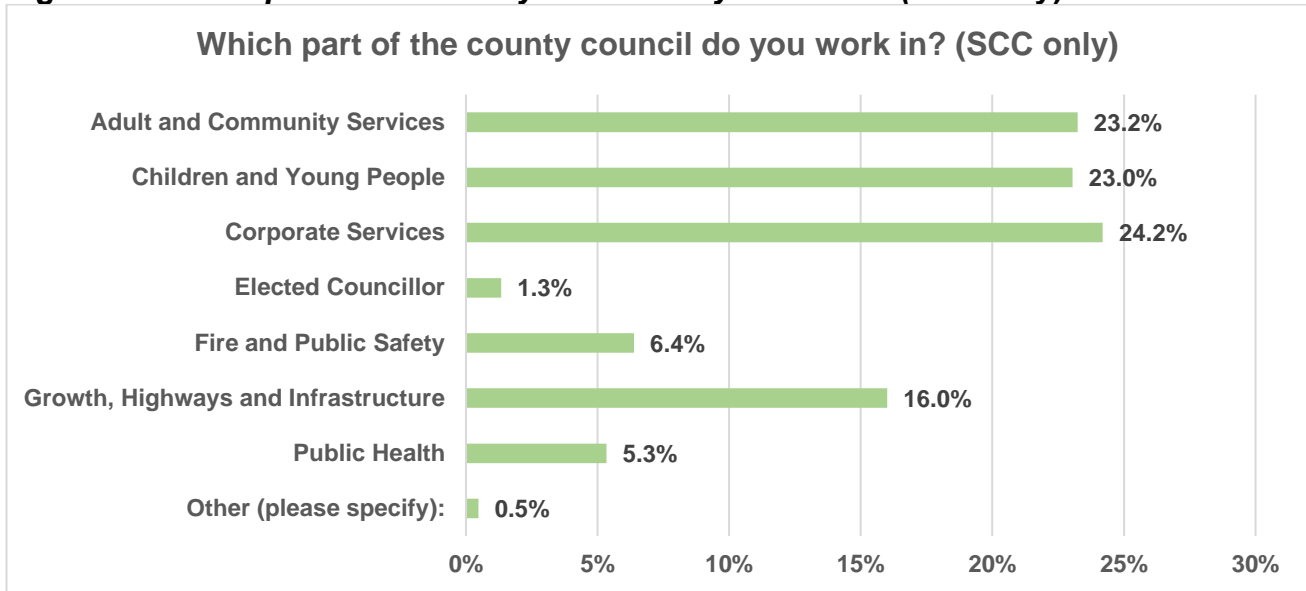
- Care/residential home
- Children's centre
- Children's home
- Community Hospital
- Customer service centre
- FE college
- Fire station
- Highways depot
- Medical/health centre/GP surgery
- Museum
- Records management centre
- Records office
- Registry office
- Resource centre
- School or academy
- Town Hall

Figure 1: Which location do you normally work at? (SCC staff only)



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

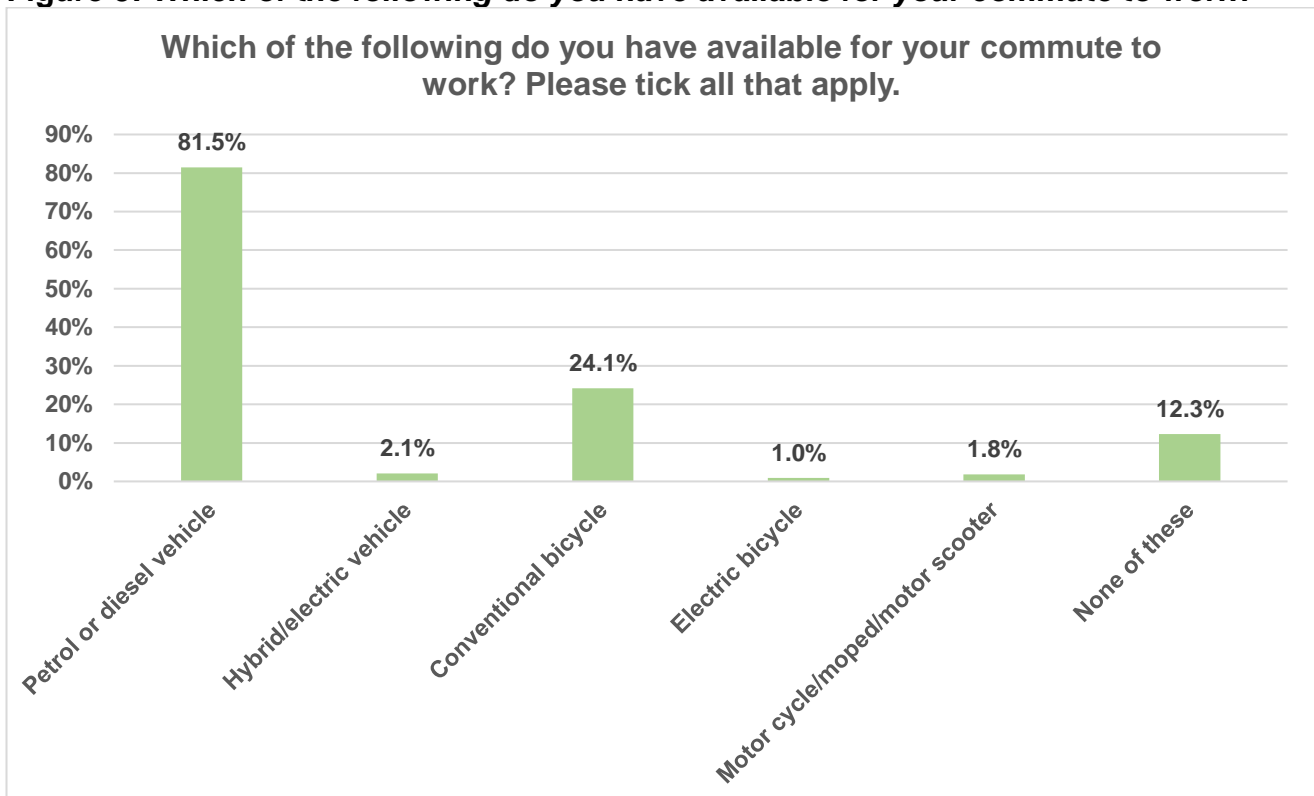
Figure 2 - Which part of the county council do you work in (SCC only)?



3.4 Which of the following do you have available for your commute to work?

A new question added for 2019 asked respondents which vehicles, from a list provided, they have available for their commute to work. The results of this question are show in Figure 3 below:

Figure 3: Which of the following do you have available for your commute to work?

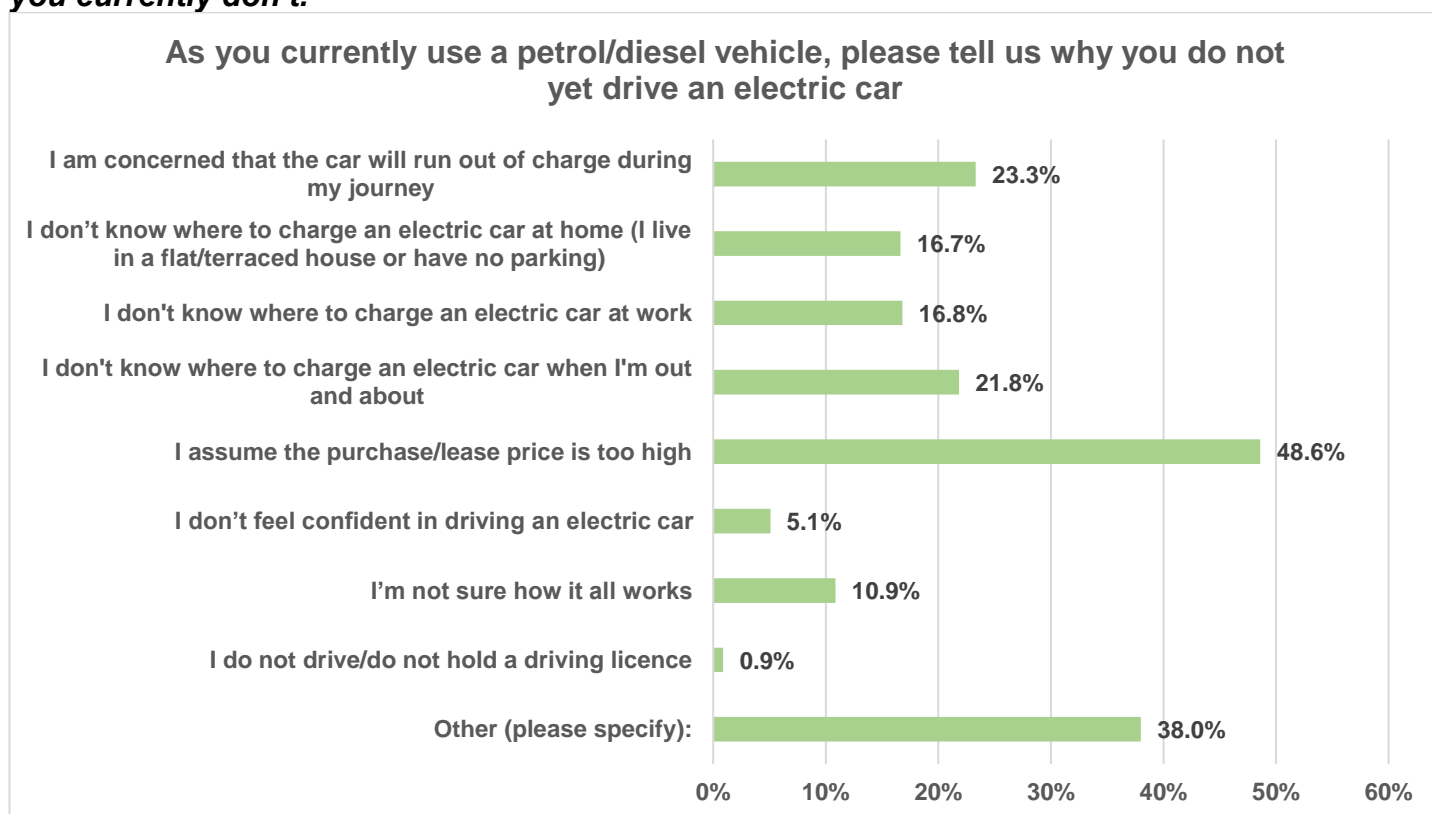


The majority of respondents, 81.5%, have a petrol or diesel vehicle available for their commute to work, however, as will be seen, not all of these use this mode of transport. Similarly, 24.1% say they have a conventional bicycle, but the figure for those using this mode of transport to travel to work is much lower. A small percentage, 2.1%, have a hybrid or electric vehicle.

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

As part of the council's commitment to creating the Greenest County and the government's aspiration to increase the number of low emission cars on the road, this question was asked for the first time in 2018 and for 2019 was presented only to those who answered 'petrol or diesel vehicle' when asked which modes of transport they have available for their commute to work.

Figure 4 – If you don't already drive an electric or plug-in hybrid car, please tell us why you currently don't.



By far the highest reason for not already driving an electric or plug-in hybrid car, as it in 2018, is the assumption that the purchase or lease price is too high, chosen by 48.6%, just over 10 percentage points below the 2018 figure of 59.2%. Second most popular answer, at 23.3%, is the concern that the car will run out of charge during the journey, again lower than the 2018 figure, which was 29%, followed by 21.8% saying they don't know where to charge an electric car when they are out and about, also lower than the 2018 figure of 28.3%. Significantly, responses to all the options offered in this question which were included last year, are lower than 2018, suggesting that information about electric plug-in or hybrid cars is becoming more available, while the vehicles themselves, along with the infrastructure to support them, are more

accessible, in line with the government’s ambition to improve air quality by banning all diesel and petrol cars by 2040.

A summary of responses by those choosing ‘Other’ can be found at **Appendix 1**

3.5 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%.

As in previous years, by far the most frequently used mode of travel is car driver – single occupant; 62.1% use this as a mode of travel some of the time or as part of their journey, although this is a slight decrease from 2018, when the figure was 63.5%. Those who use this as their primary mode have also seen a slight decrease, from 59% in 2018 to 55.2% this year. By contrast, those who drive with a passenger and those who travel as a passenger have both increased slightly since 2018, suggesting that people who drive are finding car-sharing more attractive. Figures for those travelling by more sustainable modes of transport are more mixed when compared to 2018; some modes have increased, others have decreased; cycling (either as the primary mode or sometimes used) has decreased, as has motorcycle/moped/motor scooter use, Park and Ride and working from home, while travel by train and bus have increased. Walking has seen the largest increase; 30% walk sometimes or as part of their journey to work, 5.9 percentage points higher than 2018, while those who walk as their main mode of transport have increased from 10.7% in 2018 to 12.7% this year. Table 2 shows the proportion overall using each method of transport, either as the primary mode, or used as any part of the journey to work. Those using ‘other’ modes of travel to work include those who run, use a mobility scooter, did not include any further information or chose to explain why they use the mode of transport they have selected.

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

	All modes used	Primary mode
Bus	8.5%	4.8%
Car driver - single occupant (whole journey)	62.1%	55.2%
Car driver with a passenger/ car share (any part of the journey)	12.0%	8.7%
Car passenger	5.1%	2.4%
Cycle	11.0%	7.5%
Motorcycle/ moped/ motor scooter	0.8%	0.5%
Park and ride	2.7%	1.5%
Train	7.2%	4.8%
Walk	30.0%	12.7%
N/a - work from home	1.4%	0.2%
Other	0.9%	2.0%

Table 3 on page 14 shows the most used travel modes for the organisations taking part in the 2019 survey. As in previous years, only those where sufficient numbers of responses were

received to ensure a meaningful comparison have been used and only those organisations with more than 20 responses are included. The highest and lowest three scores for each travel mode are highlighted.

As in previous years, car driver- single occupant is the most commonly used mode of travel for all organisations featured, ranging from 84.9% for the OneLife Suffolk to 30.8% for Ipswich and East Suffolk Clinical Commissioning Group (IESCCG); these organisations also had the highest and lowest figures respectively in 2018. IESCCG, again like last year, has the highest figure for those using Park and Ride at 19.2%, although some 5.2 percentage points lower than last year. However, some caution is recommended with these figures, as the number of staff completing the survey this year is much lower than in 2018 (26 this year compared to 45 in 2018).

Walking to work features highly for some organisations, most notably Suffolk New College at 44.0% (the same as for 2018), the University of Suffolk at 22.9% (similar to 2018) and Birketts Solicitors at 22% (who did not take part last year. All organisations had a small proportion of staff who walk to work, the lowest being the East of England Co-operative Society at 0.8%.

Public transport options have relatively low response rates, the highest being 16.0% of Babergh and Mid Suffolk District Councils staff travelling by train, an increase of 2.6 percentage points since last year and 10% of those at Birketts Solicitors travelling by bus. The lowest figures are 0.8% of Suffolk Constabulary traveling by train and 0.3% of West Suffolk NHS Trust travelling by bus. Five organisations have no-one travelling by bus, while six have none travelling by train. As last year, this low usage of public transport reflects the fact, in response to the question 'If you don't normally use sustainable transport, which of these would encourage you to do so?' the most popular option, with 33.7% was 'Improved public transport'.

As in previous years, working from home has the lowest response rates overall, with Babergh and Mid Suffolk District Councils having the highest rate at 2.9%, and employees from only six organisations choosing this as an option, suggesting that most organisations do not have adequate provision or a great desire to enable employees to work flexibly, or that it may not be practical for this option to be offered.

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

Organisation	Main location	No. of responses	Bus	Car driver, single occupant	Car driver with passenger	Car passenger	Cycle	Motor cycle	Park and Ride	Train	Walk	Work from home
Babergh and Mid Suffolk District Councils	Ipswich	69	2.9%	39.1%	13.0%	0.0%	7.3%	0.0%	11.6%	16.0%	4.4%	2.9%
Birketts Solicitors	Ipswich	102	10.0%	45.0%	5.0%	2.0%	4.0%	1.0%	2.0%	6.0%	22.0%	0.0%
BT	Martlesham	138	4.4%	46.3%	11.3%	1.7%	26.5%	0.7%	0.0%	2.2%	5.2%	0.7%
Concertus	Ipswich	41	9.8%	39.0%	4.9%	7.3%	9.8%	0.0%	2.4%	4.9%	17.1%	2.4%
East of England Co-operative Society	Wherstead	57	0.0%	84.2%	7.0%	1.8%	7.0%	0.0%	0.0%	0.0%	0.8%	0.0%
East Suffolk Council (Suffolk Coastal and Waveney District Councils)	Melton	155	4.5%	73.6%	5.2%	2.6%	7.1%	0.0%	0.0%	1.3%	4.5%	0.0%
Essex and Suffolk Water	Beccles/Lowestoft	39	0.0%	61.5%	7.7%	0.0%	10.3%	0.0%	0.0%	0.0%	12.8%	0.0%
Ipswich Borough Council	Ipswich	147	9.1%	42.7%	10.5%	0.7%	9.1%	0.0%	0.7%	8.4%	18.2%	0.0%
Ipswich and East Suffolk Clinical Commissioning Group	Ipswich	26	7.7%	30.8%	3.9%	3.9%	0.0%	0.0%	19.2%	7.7%	11.5%	0.0%
OneLife Suffolk	Ipswich	33	0.0%	84.9%	6.1%	0.0%	3.0%	0.0%	0.0%	0.0%	6.1%	0.0%
OPUS People Solutions	Ipswich	27	4.2%	45.8%	12.5%	4.2%	8.3%	0.0%	8.3%	8.3%	8.3%	0.0%
Suffolk Constabulary	Various	259	0.8%	71.2%	8.7%	1.2%	12.1%	2.0%	0.0%	0.0%	2.0%	0.0%
Suffolk County Council (inc. Suffolk Fire and Rescue Service)	Ipswich/Various	1,054	6.7%	49.9%	8.6%	3.2%	6.7%	0.4%	3.1%	7.0%	12.3%	0.1%
Suffolk Highways	Ipswich	65	7.8%	68.8%	4.7%	1.6%	9.4%	0.0%	1.6%	1.6%	1.6%	0.0%
Suffolk New College	Ipswich	148	6.2%	44.5%	7.5%	2.7%	12.3%	0.7%	0.0%	7.1%	44.0%	0.0%
University of Suffolk	Ipswich	307	4.9%	43.8%	9.8%	2.7%	5.2%	0.3%	0.0%	9.2%	22.9%	0.3%
Vertas	Ipswich	62	6.5%	67.7%	6.5%	0.0%	4.8%	1.6%	0.0%	0.0%	12.9%	0.0%
West Suffolk Clinical Commissioning Group	Bury St Edmunds	62	0.0%	55.0%	0.0%	0.0%	5.0%	5.0%	5.0%	15.0%	10.0%	0.0%
West Suffolk Council (Forest Heath District and St Edmundsbury Borough Councils)	Bury St Edmunds	94	0.0%	74.4%	8.1%	2.3%	3.5%	0.0%	0.0%	0.0%	11.6%	0.0%
West Suffolk NHS Trust	Bury St Edmunds	328	2.2%	68.7%	6.8%	1.2%	5.5%	0.7%	0.3%	0.3%	11.0%	0.0%
Willis Towers Watson	Ipswich	436	3.7%	50.8%	12.1%	3.0%	3.9%	0.0%	0.2%	6.0%	18.0%	0.5%

Key : highest 3 lowest 3

Where highest/lowest figures for more than one organisation are the same, all have been highlighted

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

Table 4 - 10-year comparison – all modes and primary mode used (baseline organisations only)

All modes used (% of respondents)										
Travel mode	Bus	Car driver - single occupant	Car driver- with passenger	Car passenger	Cycle	Motor cycle/moped/motor scooter	Park and ride	Train	Walk	Work from home
Year										
2010	9.9%	67.6%	14.8%	7.3%	13.8%	2.2%	2.5%	5.9%	19.4%	6.8%
2011	9.7%	66.5%	14.2%	7.4%	15.0%	2.5%	1.6%	6.4%	20.2%	7.6%
2012	10.4%	68.5%	14.2%	6.8%	16.5%	2.3%	2.0%	6.3%	18.9%	8.5%
2013	11.1%	65.3%	15.9%	7.9%	17.1%	2.1%	1.7%	8.0%	19.7%	8.2%
2014	10.0%	67.3%	14.5%	7.4%	14.7%	1.8%	2.5%	8.1%	21.7%	5.8%
2015	10.9%	67.8%	13.0%	7.1%	13.6%	1.8%	2.4%	8.1%	23.3%	2.4%
2016	8.7%	59.6%	13.1%	5.0%	14.3%	1.5%	0.8%	7.3%	23.2%	0.4%
2017	9.7%	59.1%	11.1%	5.9%	10.1%	1.4%	1.3%	9.0%	30.9%	1.9%
2018	8.9%	62.6%	11.4%	4.6%	12.1%	1.5%	3.3%	8.2%	23.7%	2.3%
2019	8.5%	62.1%	12.0%	5.1%	11.0%	0.8%	2.7%	7.2%	30.0%	1.4%
Primary mode used (% of respondents)										
Travel mode	Bus	Car driver - single occupant	Car driver- with passenger	Car passenger	Cycle	Motor cycle/moped/motor scooter	Park and ride	Train	Walk	Work from home
Year										
2010	5.2%	56.9%	9.2%	3.4%	7.6%	0.9%	1.3%	3.1%	10.4%	1.2%
2011	4.9%	54.8%	9.4%	3.3%	8.7%	1.2%	1.0%	3.8%	10.9%	1.6%
2012	4.8%	57.4%	9.0%	2.9%	9.2%	0.8%	1.1%	3.5%	8.7%	1.6%
2013	5.5%	53.4%	9.6%	3.5%	9.2%	0.8%	1.1%	4.6%	9.9%	1.6%
2014	4.8%	54.8%	8.7%	2.9%	8.1%	0.9%	1.3%	4.9%	11.7%	0.9%
2015	5.7%	55.4%	8.1%	2.9%	7.9%	0.7%	1.4%	4.7%	12.5%	0.6%
2016	5.3%	53.9%	10.8%	2.5%	10.3%	1.0%	0.5%	3.6%	11.1%	0.9%

2017	5.8%	53.5%	9.1%	2.6%	6.9%	0.6%	0.9%	7.2%	13.1%	0.4%
2018	5.1%	56.0%	8.7%	2.1%	9.3%	0.8%	1.9%	4.6%	9.8%	0.5%
2019	4.8%	55.2%	8.7%	2.4%	7.5%	0.5%	1.5%	4.8%	12.7%	0.2%

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 how they normally travel to work, but were only given the option of naming one mode of transport for each.

- Travelling as a single occupant in a car, either sometimes or as the primary mode of transport is still the most frequently used mode; at 62.1% and 55.2% respectively, both having decreased slightly since 2018
- Travelling with a passenger as a primary mode remains at 8.7%, although has seen a very small increase as a sometimes used mode of transport
- Travel by bus has seen a slight reduction this year, although travel by train as a primary mode shows a very small increase.
- Park and Ride usage has fallen slightly since last year, when it reached its highest figure as a primary mode since the survey began.
- Walking continues to be the second most popular mode of transport, both as primary or sometimes used mode; both have increased since 2018.
- Having seen an increase in 2018 compared to 2017, cycling has decreased this year
- Working from home remains low, both for those who do this sometimes and those who do this all the time.

3.5.1 Modal Trends

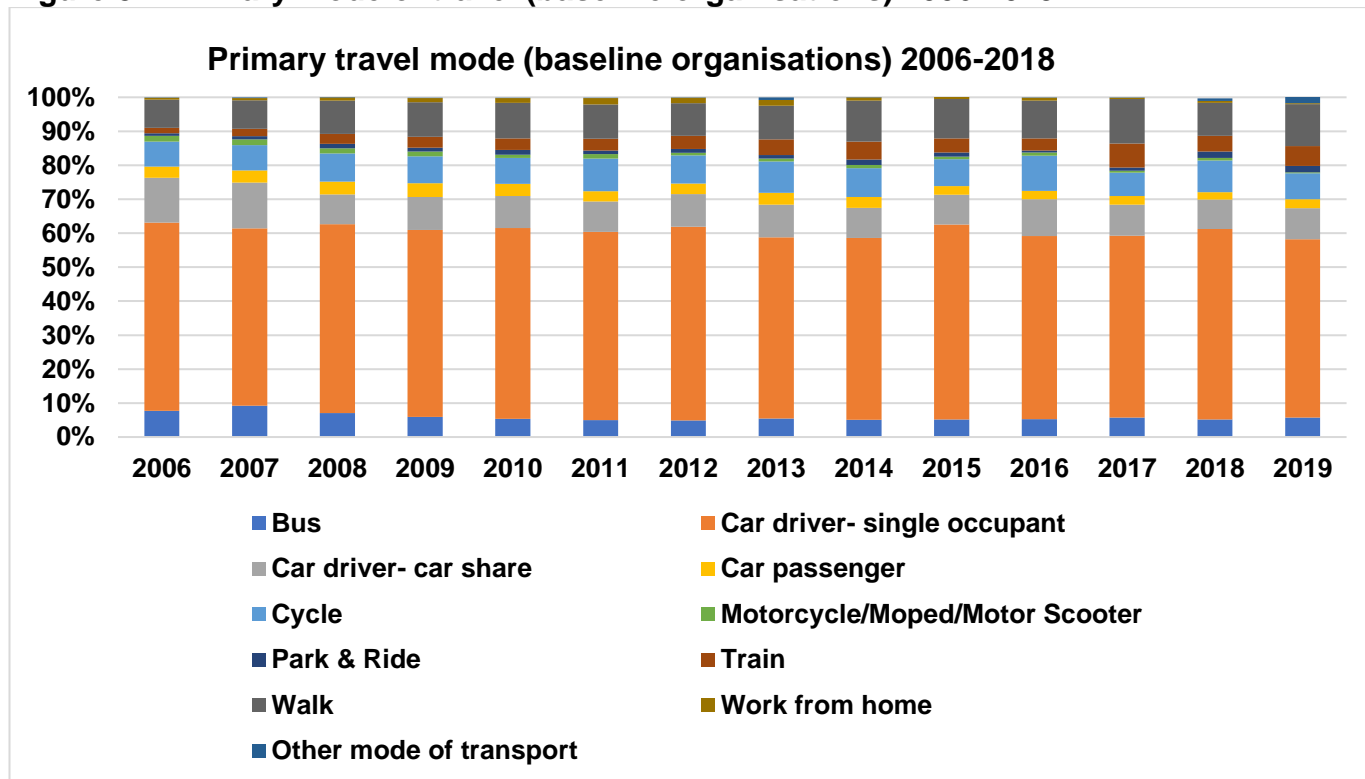
Table 5 and Figure 3 show the usual mode of transport or primary travel mode, since 2006 (when the survey first took place in its current format) for the baseline organisations.

Table 5 - Modal trends (baseline organisations)

Year	2006	2007	2008	2009	2010	2011	2012	2013	2014	2015	2016	2017	2018	2019
Travel mode														
Bus	7.7%	9.2%	7.1%	5.9%	5.4%	5.0%	4.9%	5.5%	5.1%	5.2%	5.3%	5.8%	5.1%	5.7%
Car driver-single occupant	55.4%	52.2%	55.6%	55.1%	56.1%	55.4%	57.0%	53.4%	53.4%	57.4%	53.9%	53.5%	56.0%	52.5%
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%	8.7%	9.2%
Car passenger	3.3%	3.6%	3.8%	4.0%	3.6%	3.1%	3.1%	3.5%	3.3%	2.6%	2.5%	2.6%	2.1%	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%	9.3%	7.6%
Motorcycle/Moped/Mot or Scooter	1.7%	1.7%	1.5%	1.4%	0.9%	1.3%	0.8%	0.8%	1.0%	0.7%	1.0%	0.6%	0.8%	0.3%
Park & Ride	0.7%	1.0%	1.3%	1.2%	1.4%	1.0%	1.1%	1.1%	1.6%	1.3%	0.5%	0.9%	1.9%	1.9%
Train	1.6%	2.1%	2.9%	3.2%	3.4%	3.5%	3.9%	4.6%	5.3%	4.1%	3.6%	7.2%	4.6%	5.9%
Walk	8.3%	8.4%	9.8%	10.2%	10.5%	10.1%	9.6%	9.9%	12.1%	11.6%	11.1%	13.1%	9.8%	12.4%
Work from home	0.6%	0.7%	1.0%	1.2%	1.4%	1.9%	1.6%	1.6%	1.0%	0.6%	0.9%	0.4%	0.5%	0.3%
Other mode of transport	0.1%	0.2%	0.1%	0.1%	0.1%	0.1%	0.1%	0.8%	0.0%	0.0%	0.1%	0.1%	0.8%	1.8%

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

Figure 3 – Primary mode of travel (baseline organisations) 2006-2019

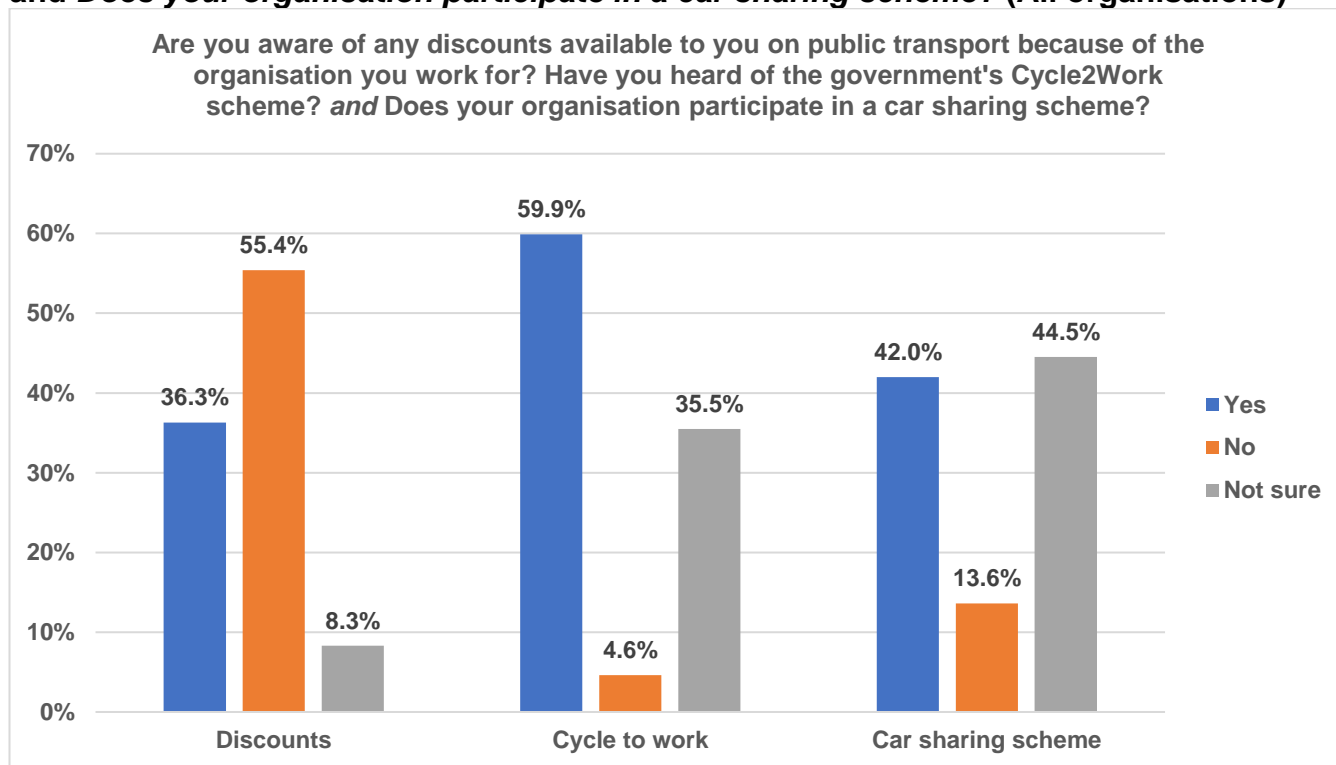


3.5.2 Are you aware of any discounts for travel on public transport because of the organisation you work for? Have you heard of the government’s Cycle2Work scheme? and Does your organisation participate in a car sharing scheme?

As in previous years respondents have been asked if they are aware of any discounts for travel on public transport available to them through their employer and also if they are aware of the Cycle2Work scheme. New for this year is another related question asking if organisations participate in a car-sharing scheme.

Only 36.3% are aware of any discounts, while 55.4% are not aware and 8.3% are not sure. More people are aware of the Cycle2Work scheme run by their organisation; 59.9%, compared to 4.6% who have not, although 35.5% are not sure. 42% say their organisation participates in a car-sharing scheme, although a slightly higher figure, 44.5% are not sure and 13.6% say their organisation does not.

Figure 5 – Are you aware of any discounts for travel on public transport because of the organisation you work for? Have you heard of the government’s Cycle2Work scheme? and Does your organisation participate in a car sharing scheme? (All organisations)



3.5.3 Does your organisation charge for parking?

For the first time this year, new questions were added about parking; whether respondents’ employers charge for parking and how much.

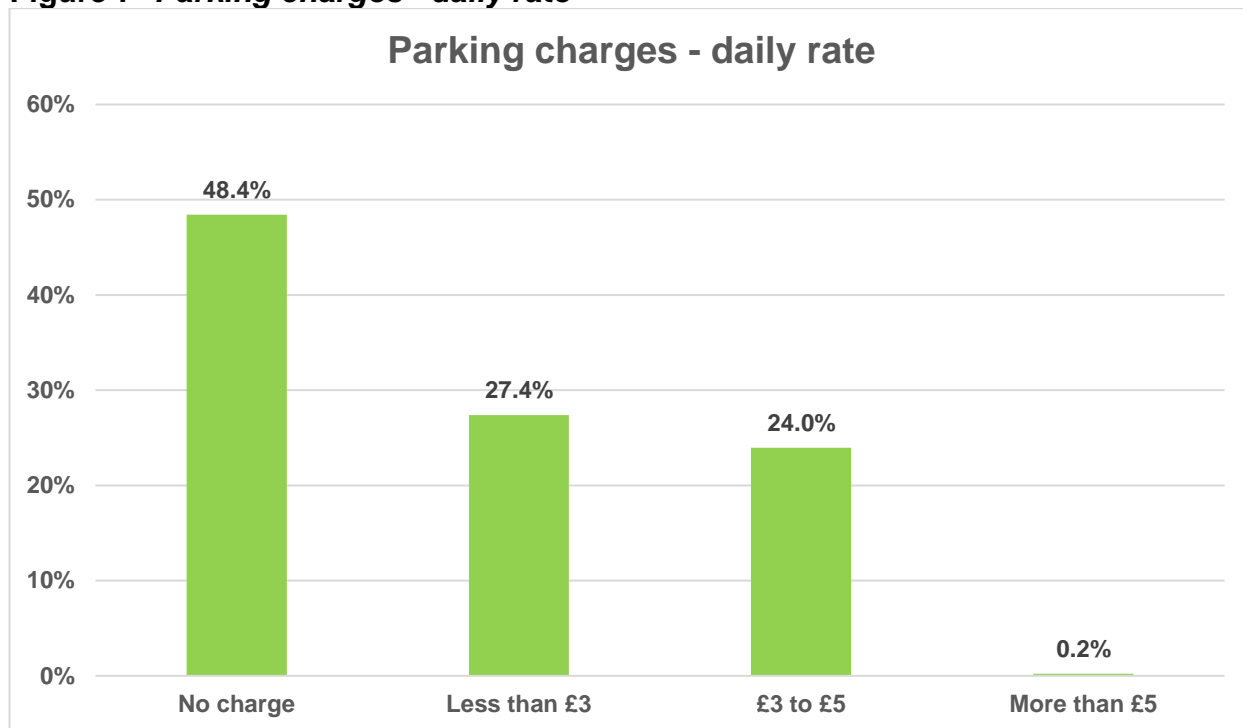
57.7% say their employer does charge, while 34.6% say theirs does not; 7.7% say there is no parking provided.

Figure 6 – Does your organisation charge for parking?



Respondents were then asked how much their organisation charges for parking, as a daily rate. Responses were varied, with some people providing a weekly, monthly or even annual figure. Not all respondents answered this question; the responses of those who did (approximately half of those completing the first part of the question), were collated and those who said 'no parking provided' or 'don't know' were removed. The remaining responses were allocated to one of four categories, based on the average daily charge and are shown in Figure 7.

Figure 7- Parking charges –daily rate



Of those providing information, almost half, (48.4%) said their organisation does not charge for parking. 27.4% are charged less than £3 a day, while 24% are charged £3 to £5 a day. A very small number, 0.2% are charged more than £5 a day.

Full details of parking charges can be found at **Appendix 2**

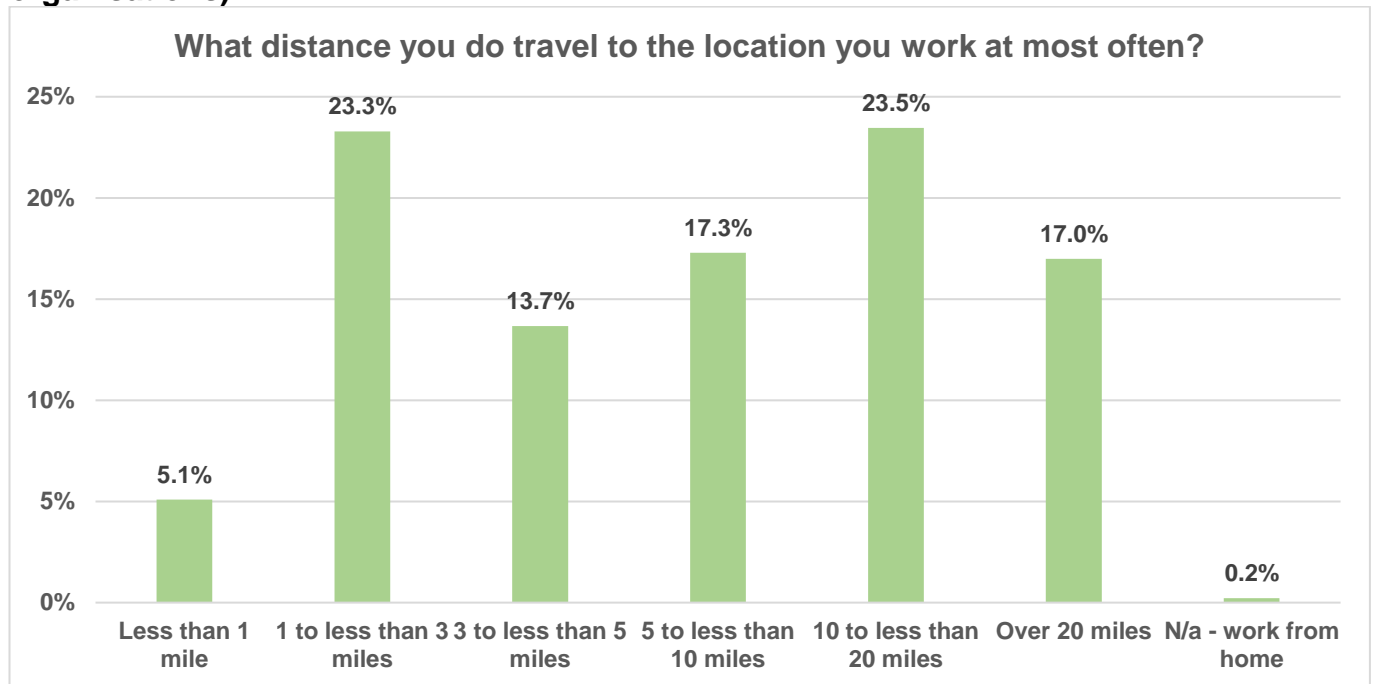
Respondents were also asked if about anything else offered by their employer to encourage sustainable travel – responses to this question can be found at **Appendix 3**.

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

Figure 6 shows the highest figure, 23.5 %, travel from 10 to 20 miles, closely followed by one to less than three miles with 23.3%, similar to the last two years. Overall 82.8% travel no more than 20 miles, similar to 2018, with 59.3% travelling no more than 10 miles to work, again similar to 2018. 17.0% travel more than 20 miles, again similar to last year. Although the figure for those travelling less than a mile decreased last year, it has increased this year to 5.1%, similar to the figure in 2017. Overall, there is little variation since last year, except for those travelling one to less than three miles where there is an increase of 2.3 percentage points this

year and those travelling five to less than 10 miles where there is a decrease by three percentage points.

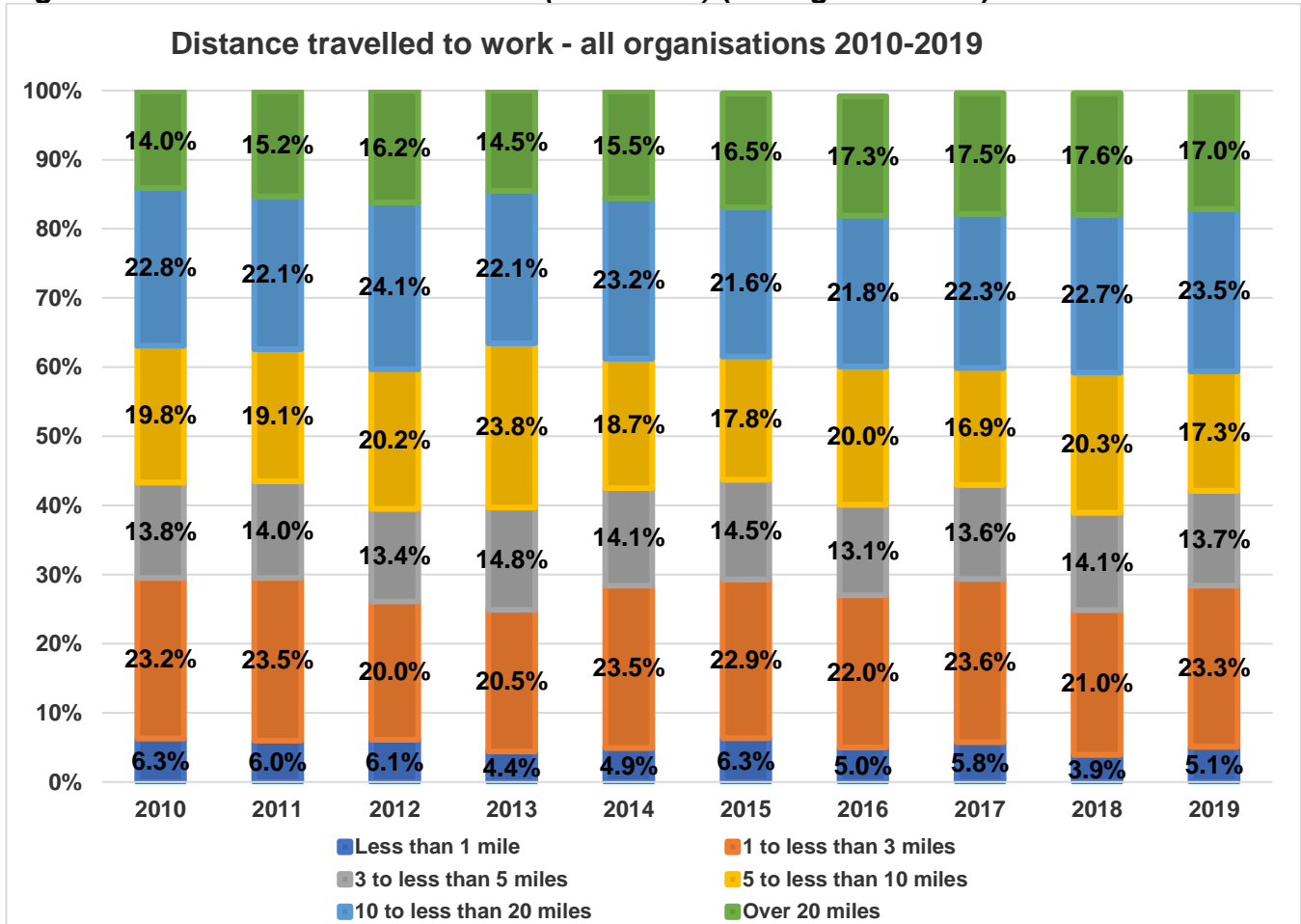
Figure 8 – What distance do you travel to the location you work at most often? (all organisations)



Figures for the last ten years show that the most common distances for travel are one to three miles and 10 to less than 20 miles, each of which have regularly attracted more than 20% of responses per year.

Overall, proportions of respondents travelling each distance vary only slightly year by year. Generally, fewer people travel less than one mile than any other distance; historic figures show that proportion travelling longer distances has increased during the lifetime of the survey; in 2010, 14% travelled over 20 miles and this year the figure is 17.0%, similar to the highest figure to date, 17.6%, in 2018.

Figure 9– Distance travelled to work (2010-2019) (All organisations)

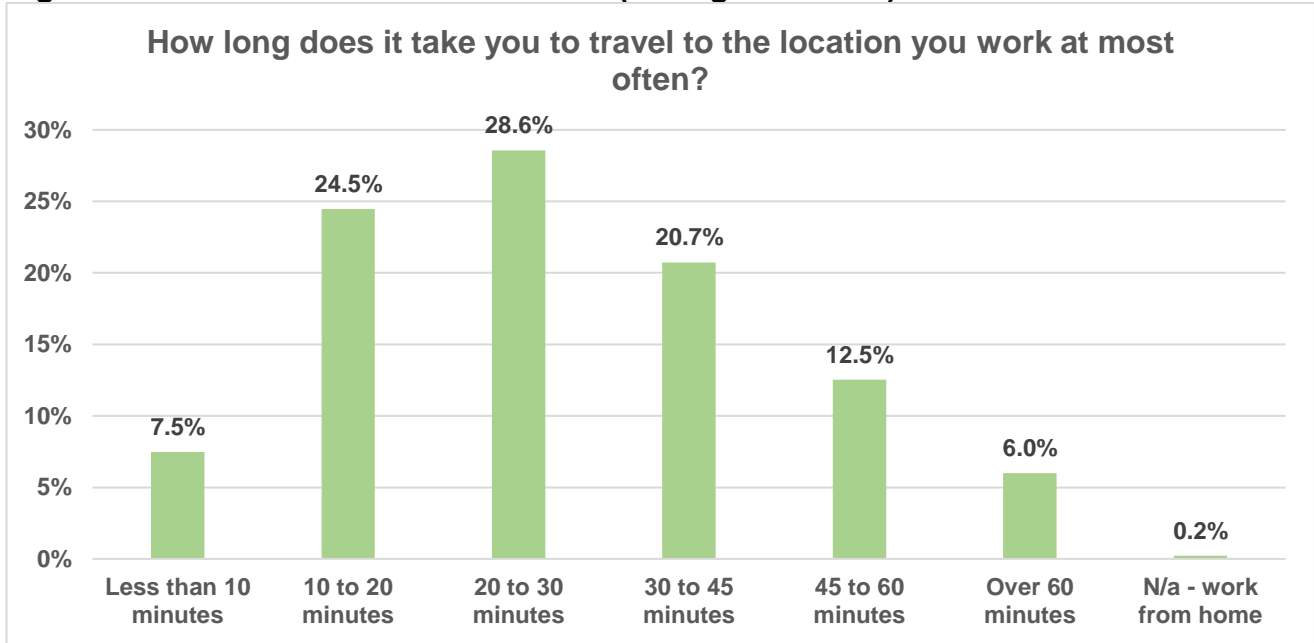


3.7 How long does it take you to travel to work? (All organisations)

As shown in Figure 10, respondents most commonly take 20 to 30 minutes to travel to work, with 28.6% choosing this option, nearly two percentage points above the 2018 figure of 26.5%. Overall, 60.5% or respondents take less than 30 minutes to travel to work, with 81.2% taking 45 minutes or less. These figures are similar to those in 2018, where 60.7% took up to 30 minutes and 81.7% took up to 45 minutes.

For 2018, the biggest differences are for those travelling for 10 to 20 minutes, which has decreased by 2.9 percentage points since 2018 to 24.5% and those travelling 20 to 30 minutes, which has increased by two percentage points since last year, to 28.6%.

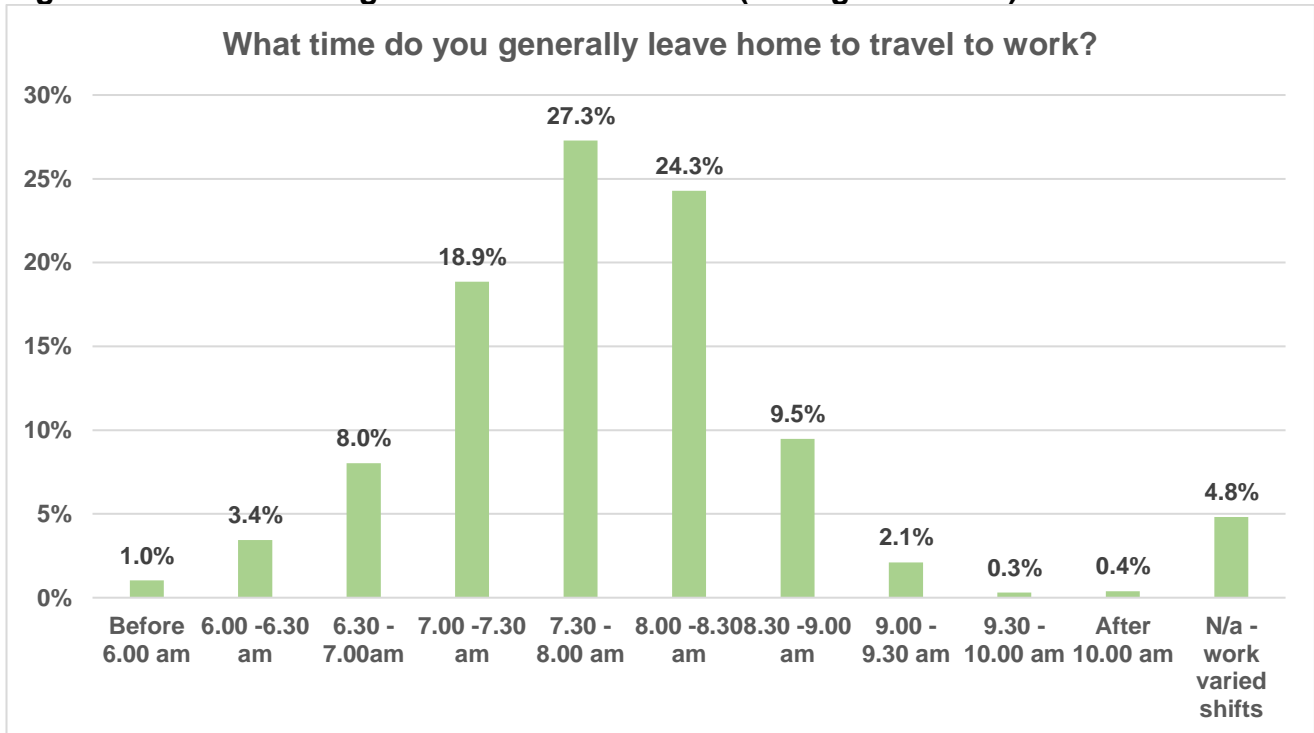
Figure 10 – Time taken to travel to work (All organisations)



3.7.1 What time do you generally leave home to travel to work? and What time do you generally leave work to travel home? (All organisations)

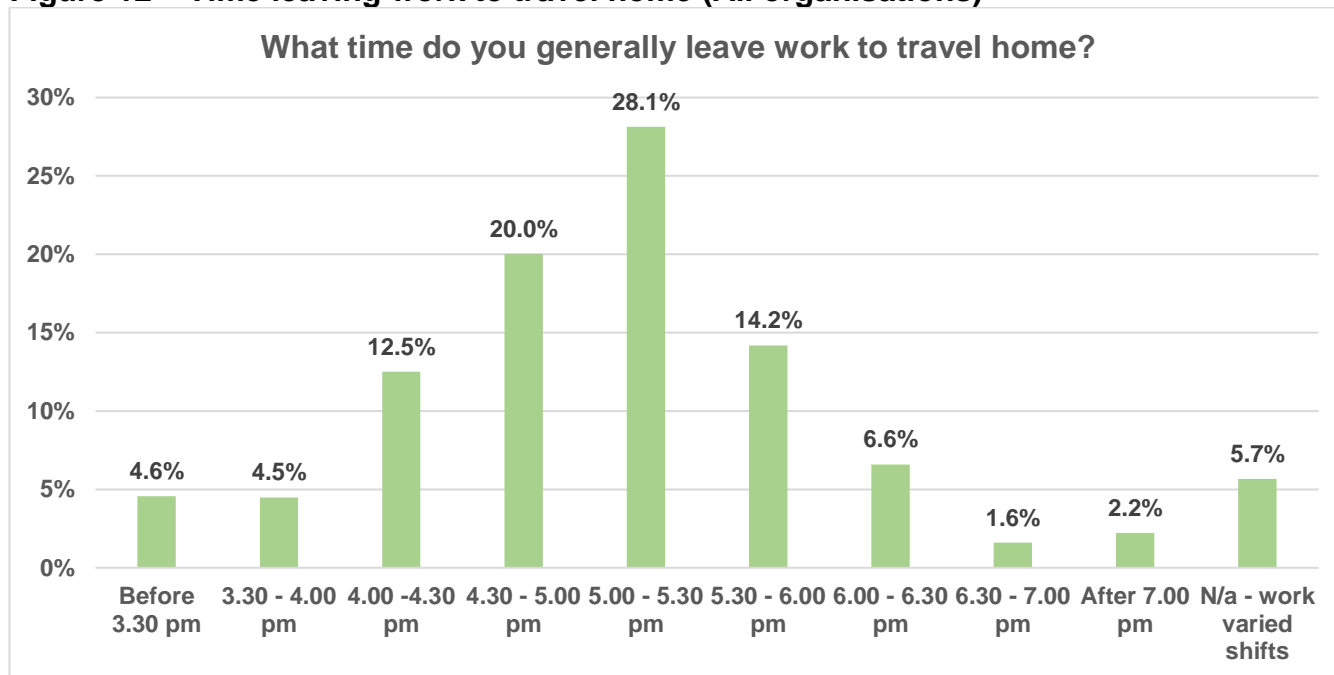
Two new questions this year asked what time respondents leave home for work and leave work for home. The results of these are shown on Figures 11 and 12 below.

Figure 11 – Time leaving home to travel to work (All organisations)



Responses to these questions show that the most popular time for leaving home for work is between 7.30 am and 8.00 am, with 27.3% saying they travel at this time, while second most popular is between 8.00 am and 8.30 am, when 24.3% travel. 18.9% travel slightly earlier, between 7.00 and 7.30 am. Fewer respondents travel to work even earlier; a total of 12.4% travel before 7.00 am, with 1% travelling before 6.00 am. A similar figure, 12.3%, travel after 8.30 am, with 2.8% travelling after 9.00 am. Only a small percentage travel after 9.30 am, while 4.8% work varied shifts so do not have a set time for travelling.

Figure 12 – Time leaving work to travel home (All organisations)



The most common time for leaving work for home is 5.00 pm to 5.30 pm, when 28.1% say they travel. Second most popular is 4.30 pm to 5.00 pm, when 20% travel, while 14.2% travel between 5.30 pm and 6.00 pm. A total of 10.4% respondents travel after 6.00 pm, with 2.2% travelling after 7.00 pm. 21.6% travel before 4.30 pm, while 4.6% travel before 3.30 pm and a similar figure, 4.5%, travel between 3.30 pm and 4.00 pm. 5.7% work varied shifts, so have no set time for travel.

As these questions have not been asked previously, it will be interesting to see how responses change over time and if they are affected by any future infrastructure projects around the county.

3.8 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%. Results for this question are in Figure 13 on page 26.

The most popular answer at 33.7%, 3.7 percentage points higher than 2018, was 'Improved public transport', noticeably higher than the next highest option 'Nothing' at 24.5% some 5.5 percentage points lower than in 2018. Third most popular was 'Staff discounts' with 22.1%, 1.6 percentage points higher than in 2018. The fact that the figure for 'Nothing' has reduced, while the figures for 'Improved public transport' and 'Staff discounts' have increased suggests that more respondents would like to be able to use public transport, but feel they are currently unable to, for some of the following reasons:

- Buses not running early or late enough from where they live to enable them to get to work on time (particularly for shift workers)
- The non-existence of public transport to and from where they live (especially for those living in more rural areas)
- The fact that buses are frequently late or cancelled without warning
- It is much quicker to drive to work than travel using public transport
- Travel on public transport is seen as more expensive than driving
- Parking at railways stations is too expensive

A summary of the 'Other' responses to this question can be found in **Appendix 4**.

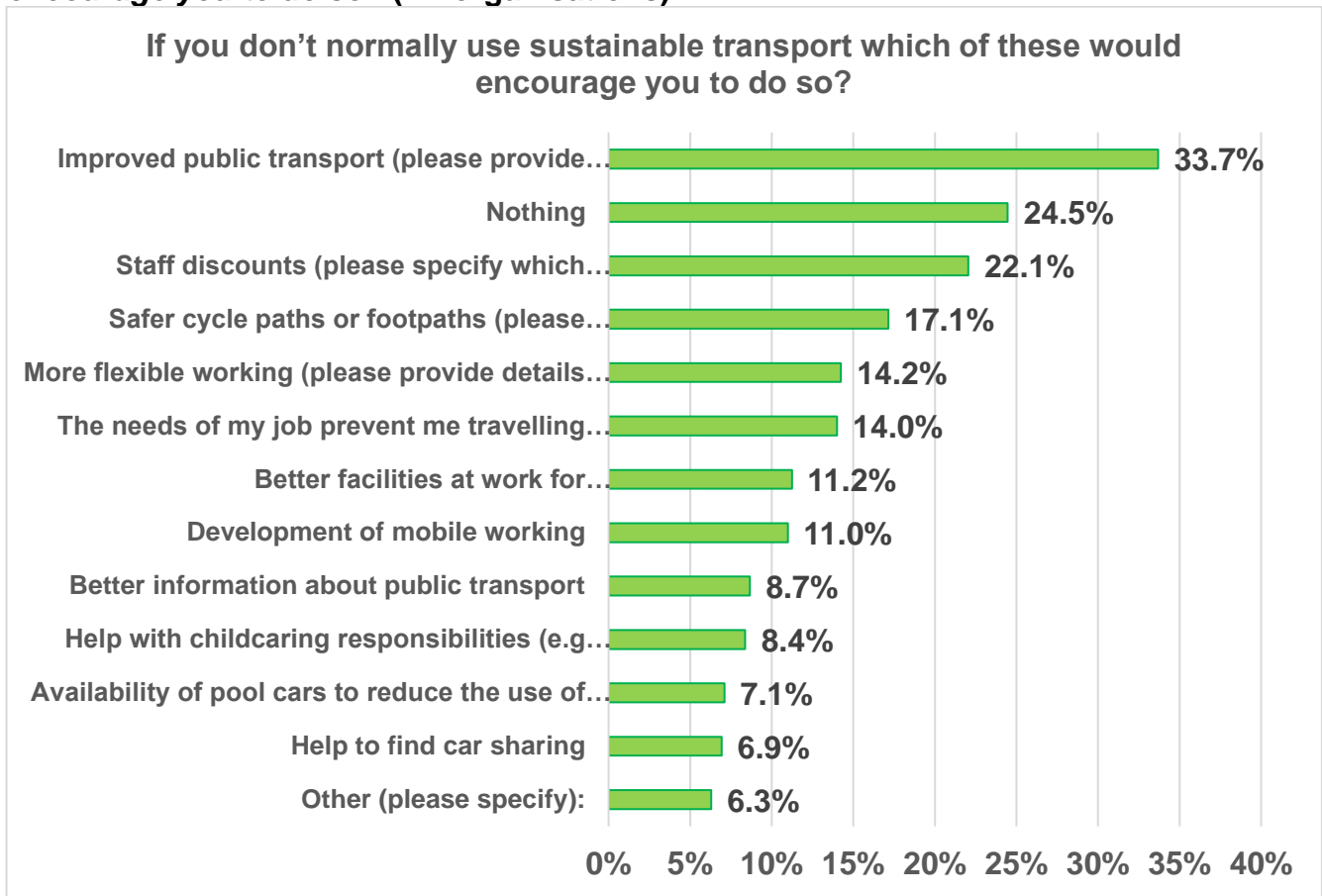
Some of those who chose 'Nothing' also provided further information, which shows that reasons for not using sustainable transport are similar to previous years:

- Having to combine their journey with the school run
- Transporting equipment needed for work
- Needing to travel to rural locations to visit clients or working in the community
- Having caring responsibilities meaning they need to be able to travel home at short notice
- Being 'on-call' at work
- Not being able to use public transport due to ill-health or disability
- Preferring the flexibility of driving to and from work
- Believing buses and trains are 'dirty'

More people than last year said they would be encouraged to travel sustainably if there were more staff discounts on public transport; 22.1% compared to 20.5% in 2018. A full list of operators named by respondents as those they would like to offer discounted travel can be found in **Appendix 5**.

Respondents were also asked to provide details of any cycle or footpaths they considered unsafe; these can be found at **Appendix 6**.

Figure 13– If you don't normally use sustainable transport, which of these would encourage you to do so? (All organisations)



3.9 Sustainability comparison 2009 to 2019 (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 2019 is 33.6%, 1.9 percentage points higher than the figure for 2018. The slight increase may be due to staff from the baseline organisations who moved headquarters in the last year or so finding more sustainable modes of transport available at their new locations.

As always, there are variations within the organisations. The three highest rates, ignoring those with only a small number of responses which give an artificially high figure, are for Concertus with 57.9%, 6.2 percentage points higher than 2018, Ipswich and East Suffolk CCG at 50%, 14.4 percentage points below last year's figure and Ipswich Borough Council (who did not take part last year) at 46.2%. The highest rate for baseline organisations, leaving aside those with only a low number of responses is again Concertus, followed by Ipswich Borough Council and Babergh and Mid Suffolk at 44.9%.

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 8.8%, higher than the figure for 2018 which was 5.7%, OneLife Suffolk at 9.1% and Suffolk Coastal Norse with 10.5%. Of these, only the East of England Co-operative Society has regularly taken part in the survey. In total, 12 organisations have a sustainability rate below the figure 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 2019.

Note: Organisations with no responses in 2019 have not been included.

Table 6 - Headline sustainability results 2009 to 2019 - by organisation (all organisations)

Organisation		No. of returns (2019)	Sustainability										
			2009	2010	2011	2012	2013	2014	2015	2016	2017	2018	2019
Babergh and Mid Suffolk District Councils	Babergh	69	13.7%	17.1%	15.3%	8.6%	11.5%	11.1%	23.6%	0.0%	0.0%	42.7%	44.9%
	Mid Suffolk		14.7%	16.2%	16.8%	17.0%	13.2%	16.8%	22.6%	0.0%	50.0%		
Birketts Solicitors		102	N/a	N/a	N/a	N/a	N/a	N/a	N/a	N/a	N/a	N/a	46%
BT - Bibb Way		138	33.7%	35.4%	57.1%	46.9%	33.8%	43.8%	39.9%	28.0%	35.4%	22.2%	40.4%
BT – Adastral Park				32.1%	35.8%	32.2%	N/a						
Bury BID		1	N/a	N/a	N/a	N/a	N/a	N/a	N/a	N/a	N/a	0.0%	100%
Care UK		7	N/a	N/a	N/a	N/a	N/a	N/a	N/a	47.7%	37.5%	35.3%	42.9%
Concertus		19	N/a	N/a	N/a	N/a	N/a	N/a	N/a	42.5%	0.0%	53.7%	57.9%
East of England Co-operative Society		57	N/a	N/a	N/a	N/a	N/a	N/a	N/a	6.4%	3.3%	5.7%	8.8%
East Suffolk Council	Suffolk Coastal Waveney	155	9.1%	11.8%	11.1%	11.8%	10.4%	16.7%	17.1%	14.3%	100.0%	24.5%	20.0%
			28.1%	29.6%	38.8%	32.6%	35.6%	40.0%	32.8%	100.0%	N/a		
Ipswich Borough Council		147	46.2%	47.4%	50.0%	52.7%	52.9%	50.0%	46.5%	53.1%	44.4%	N/a	46.2%
Ipswich and East Suffolk CCG		26	N/a	N/a	N/a	N/a	22.2%	11.4%	11.4%	0.0%	0.0%	64.4%	50.0%
Ipswich Hospital NHS Trust		4	N/a	N/a	N/a	N/a	N/a	38.7%	0.0%	50.1%	48.1%	35.3%	0.0%
OneLife Suffolk		33	N/a	N/a	N/a	N/a	N/a	N/a	N/a	N/a	N/a	N/a	9.1%
OPUS People Solutions		27	N/a	N/a	N/a	N/a	N/a	N/a	N/a	N/a	40.0%	21.4%	41.7%
Suffolk Coastal Norse		19	8.9%	6.5%	15.8%	4.3%	5.3%	11.1%	6.7%	0.0%	0.0%	0.0%	10.5%
Suffolk Constabulary		259	N/a	N/a	20.8%	18.9%	25.4%	20.9%	13.7%	16.7%	12.3%	6.3%	16.0%
Suffolk County Council		1,054	37.6%	35.3%	35.8%	34.2%	38.6%	34.8%	36.0%	35.5%	38.6%	39.1%	39.1%
Suffolk Highways		65	N/a	N/a	N/a	N/a	N/a	28.9%	32.2%	21.5%	24.5%	21.1%	23.4%
Suffolk Libraries		8	N/a	N/a	N/a	N/a	N/a	55.6%	43.5%	42.6%	47.2%	23.8%	62.5%
Suffolk New College		148	N/a	N/a	N/a	N/a	N/a	48.6%	0.0%	0.0%	44.7%	46.2%	45.2%

Organisation		No. of returns	Sustainability										
			2009	2010	2011	2012	2013	2014	2015	2016	2017	2018	2019
The Environment Agency		12	N/a	N/a	N/a	N/a	N/a	25%	32.30%	0.00%	N/a	N/a	25.0%
University of Suffolk		307	N/a	42.9%	45.0%	44.9%	45.2%	47.7%	50.0%	48.1%	42.6%	42.9%	45.1%
Vertas		62	N/a	N/a	N/a	N/a	N/a	32.6%	14.3%	34.7%	15.6%	18.6%	24.2%
West Suffolk CCG		9	N/a	N/a	N/a	N/a	12.5%	10.3%	14.2%	33.4%	0.0%	40.0%	22.2%
West Suffolk College		1	N/a	N/a	N/a	N/a	N/a	N/a	24.8%	25.0%	25.0%	N/a	0.0%
West Suffolk Council (Forest Heath and St Edmundsbury)	Forest Heath	86	11.3%	13.9%	16.9%	10.9%	12.5%	30.0%	36.4% (West Suffolk)	17.5% (West Suffolk)	50.0%	28.7%	17.4%
	St Edmundsbury		30.0%	28.2%	26.1%	20.4%	23.3%	32.3%	27.2%	22.3%			
West Suffolk NHS Trust		328	N/a	N/a	N/a	N/a	N/a	N/a	N/a	27.7%	0.0%	26.6%	20.6%
Willis Towers Watson		436	36.8%	36.9%	34.8%	N/a	39.1%	39.3%	40.3%	38.2%	36.4%	35.8%	35.3%
Other		96	N/a	N/a	N/a	N/a	N/a	N/a	N/a	33.0%	20.3%	29.7%	24.2%
Grand Total		3,714	33.4%	33.4%	33.4%	31.2%	35.1%	35.3%	33.2%	33.5%	35.8%	31.9%	33.6%

3.9.1 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 2010-2019

Location	No. of responses (2019)	Sustainability									
		2010	2011	2012	2013	2014	2015	2016	2017	2018	2019
Beacon House	35	N/a	N/a	N/a	N/a	N/a	N/a	N/a	27.3%	0.0%	20.0%
Beccles House	12	N/a	N/a	N/a	N/a	N/a	N/a	N/a	N/a	0.0%	8.3%
Constantine House	246	39.0%	59.0%	62.0%	65.0%	46.3%	55.0%	52.1%	55.0%	65.4%	62.2%
East Suffolk House	0	N/a	N/a	N/a	N/a	N/a	N/a	N/a	N/a	0.0%	0.0%
Endeavour House	360	56.0%	54.0%	48.0%	56.0%	51.4%	33.2%	46.5%	46.6%	41.6%	44.1%
Forest Heath District Council Office	6	N/a	N/a	N/a	N/a	N/a	N/a	N/a	N/a	0.0%	16.7%
Haverhill House	0	N/a	N/a	N/a	N/a	N/a	20.0%	0.0%	25.0%	0.0%	0.0%
Kingsfield Centre	8	N/a	N/a	N/a	N/a	N/a	16.7%	20.0%	20.0%	25.0%	0.0%
Landmark House	60	N/a	N/a	N/a	N/a	21.2%	22.8%	19.8%	19.2%	41.5%	16.7%
Marina Centre	2	N/a	N/a	N/a	N/a	N/a	N/a	N/a	N/a	14.3%	50.0%
Phoenix House	18	N/a	20.0%	28.0%	48.0%	21.1%	30.6%	15.0%	27.3%	20.0%	22.2%
Reade House, Queen's Road	4	N/a	N/a	N/a	N/a	N/a	31.3%	30.8%	11.1%	50.0%	0.0%
Riverside	41	N/a	N/a	N/a	N/a	N/a	28.9%	23.1%	27.7%	29.0%	26.8%
Saxmundham Office	9	N/a	N/a	11.0%	5.0%	0.0%	11.1%	7.1%	13.3%	33.3%	0.0%
West Suffolk House	60	21.0%	26.0%	30.0%	30.0%	31.5%	27.2%	25.4%	24.2%	12.9%	15.0%
Other	193	24.0%	27.0%	24.0%	24.0%	18.1%	18.8%	17.9%	23.2%	22.6%	29.2%

The locations with the highest sustainability figures, as in all previous years, are Constantine House with 62.2%, Endeavour House with 44.1%. These two locations have generally had the highest rates due to their proximity to the railway station, park and ride bus stops and buses into Ipswich town centre and beyond, as well as the fact that the car park provided for staff costs more than at other SCC locations. The figure for Landmark House, after showing a marked increase in 2018, has fallen to its lowest since the lifetime of the survey. Only three of the locations have a sustainability figure higher than the figure for the survey overall and for Suffolk County Council as an organisation.

Of the locations with the lowest figures, several have sustainability figures of 0.0%, primarily because of the fact that there are only low numbers of responses from these locations, most likely due to only a few staff working there; for example Beccles House had only one response in 2018 but has 12 this year, achieving a figure of 8.3%. West Suffolk House's figure for 2018 was almost half that of 2017, but this year it has increased slightly to 15.0%. Unsurprisingly, these three locations have very high proportions of staff whose primary mode of travel is car driver, single occupant, 91.7% for Beccles House, 83.3% for Forest Heath District Council Office and 71.7% for West Suffolk House.

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, although figures have reduced since 2018; 30.9% of those working at Constantine House and 31.0% at Riverside would like improved public transport, lower than last year when the figures were 40% and 43.5% respectively, while 31.5% of those at Endeavour House chose this option, higher than last year's figure of 17.9%. For those working at Phoenix House the figure has increased from 30.8% in 2018 to 35.3%, suggesting that existing public transport provision is not meeting staff needs.

Although Suffolk County Council already operates a staff discount system with some public transport operators, 23.5% of those working at Constantine House chose the staff discount option; although this is lower than the 2018 figure of 28.2%, it still suggests that some staff do not feel current discounts are sufficient. This is not the highest figure for this option; that falls to Beacon House, with 26.7%, although based only on 30 staff answering this question, compared to 149 at Constantine House.

There are still relatively high proportions of respondents who say that nothing would encourage them to travel sustainably; the highest figure is for Phoenix House, at 35.3% (although based on only 17 responses) closely followed by Constantine House with 33.6%.

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 by location)

	Number of responses to question (2019)	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	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	Help with childcaring responsibilities	The needs of my job prevent me travelling sustainably	Nothing	Other
Beacon House	30	23.3%	10.0%	26.7%	13.3%	13.3%	6.7%	23.3%	6.7%	16.7%	6.7%	23.3%	16.7%	6.7%
Beccles House	12	50.0%	0.0%	8.3%	16.7%	0.0%	8.3%	8.3%	16.7%	8.3%	16.7%	16.7%	8.3%	8.3%
Constantine House	149	30.9%	8.7%	23.5%	16.1%	8.7%	3.4%	9.4%	6.7%	2.7%	10.7%	3.4%	33.6%	7.4%
East Suffolk House	0	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Endeavour Hse	235	31.5%	6.0%	12.3%	14.9%	8.1%	2.1%	7.7%	8.9%	3.0%	10.2%	19.2%	24.3%	10.6%
FHDC Office	6	16.7%	0.0%	0.0%	16.7%	0.0%	16.7%	33.3%	16.7%	0.0%	0.0%	83.3%	0.0%	0.0%
Haverhill House	0	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Kingsfield	8	25.0%	0.0%	0.0%	0.0%	12.5%	0.0%	25.0%	0.0%	0.0%	12.5%	37.5%	25.0%	0.0%
Landmark Hse	50	16.0%	0.0%	6.0%	4.0%	10.0%	10.0%	10.0%	8.0%	10.0%	16.0%	40.0%	14.0%	8.0%
Marina Centre	1	100%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	100%	0.0%	0.0%
Phoenix House	17	35.3%	17.7%	17.7%	11.8%	17.7%	0.0%	5.9%	11.7%	17.7%	0.0%	5.9%	35.3%	11.7%
Reade Hse, Queen's Road	4	50.0%	0.0%	0.0%	0.0%	0.0%	50.0%	0.0%	0.0%	0.0%	0.0%	25.0%	25.0%	0.0%
Riverside Campus	29	31.0%	6.9%	20.7%	20.7%	6.9%	6.9%	3.5%	10.3%	10.3%	10.3%	34.5%	20.7%	17.2%
Saxmundham Office	9	33.3%	0.0%	0.0%	0.0%	11.1%	0.0%	33.3%	11.1%	11.1%	0.0%	44.4%	11.1%	0.0%
West Suffolk House	51	37.3%	3.9%	13.7%	7.8%	0.0%	9.8%	15.7%	11.8%	3.9%	2.0%	41.2%	17.7%	2.0%
Other	157	31.9%	12.1%	17.2%	19.1%	11.5%	8.3%	9.6%	8.9%	6.4%	7.0%	34.4%	18.5%	8.3%

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

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

	Number of responses to question (2019)	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	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	Help with childcaring responsibilities	The needs of my job prevent me travelling sustainably	Nothing	Other
Babergh and Mid Suffolk DC	47	29.8%	8.5%	17.0%	11.6%	6.4%	12.8%	6.4%	4.3%	2.1%	10.7%	19.2%	25.5%	8.5%
Birketts Solicitors	73	54.8%	17.8%	32.9%	16.4%	8.2%	12.3%	16.4%	13.7%	9.6%	8.2%	11.0%	12.3%	1.4%
BT	94	40.4%	5.3%	17.0%	20.2%	14.9%	9.6%	7.5%	16.0%	5.2%	6.4%	8.5%	24.5%	4.3%
Bury BID	0	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Care UK	6	16.7%	16.7%	33.3%	16.7%	0.0%	0.0%	0.0%	0.0%	33.3%	0.0%	16.7%	33.3%	16.7%
Concertus	11	36.7%	9.1%	18.2%	27.3%	9.1%	0.0%	9.1%	9.1%	18.2%	9.1%	0.0%	18.2%	0.0%
East of England Co-operative Society	50	26.0%	6.0%	18.0%	34.0%	28.0%	8.0%	16.0%	8.0%	6.0%	6.0%	2.0%	28.0%	4.0%
East Suffolk Council	133	31.6%	4.5%	19.6%	19.6%	6.0%	7.5%	8.3%	11.3%	5.3%	9.0%	22.6%	18.1%	7.6%
Essex and Suffolk Water	32	18.8%	25.0%	18.8%	31.3%	12.5%	0.0%	6.3%	12.5%	6.3%	6.3%	3.1%	34.4%	0.0%
Havebury Housing	0	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Ipswich Borough Council	89	41.6%	10.1%	18.0%	20.2%	7.9%	0.0%	10.1%	4.5%	3.4%	4.5%	6.7%	25.5%	4.5%
Ipswich and East Suffolk CCG	16	43.8%	6.3%	18.8%	6.3%	18.8%	6.3%	25.0%	18.8%	25.0%	6.3%	31.3%	18.8%	12.5%
Ipswich Hospital NHS Trust	2	50.0%	0.0%	50.0%	0.0%	50.0%	0.0%	0.0%	0.0%	0.0%	0.0%	50.0%	0.0%	0.0%
OneLife Suffolk	33	18.2%	9.1%	15.2%	33.3%	24.2%	27.3%	3.0%	24.4%	0.0%	15.2%	45.2%	12.1%	6.0%
OPUS People Solutions	16	31.3%	6.3%	37.5%	0.0%	0.0%	25.0%	18.8%	25.0%	25.0%	6.3%	12.5%	6.3%	6.3%
Suffolk Coastal Norse	19	21.0%	10.5%	15.8%	5.3%	10.5%	15.8%	15.8%	10.5%	0.0%	5.3%	21.0%	26.3%	5.3%
Suffolk Constabulary	225	27.1%	7.6%	27.1%	13.8%	7.6%	4.9%	8.0%	17.8%	7.6%	6.2%	11.6%	33.3%	5.3%
Suffolk County Council (inc. Suffolk Fire and Rescue Service)	758	30.9%	7.4%	15.9%	14.5%	8.7%	5.4%	10.2%	8.7%	5.4%	9.0%	23.6%	23.0%	8.4%

	Number of responses to question (2019)	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	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	Help with childcaring responsibilities	The needs of my job prevent me travelling sustainably	Nothing	Other
Suffolk Highways	51	31.4%	9.8%	17.7%	19.6%	13.7%	7.8%	11.8%	5.9%	11.8%	2.0%	7.8%	33.3%	7.9%
Suffolk Libraries	7	42.9%	0.0%	42.9%	28.6%	28.6%	0.0%	0.0%	0.0%	0.0%	0.0%	14.3%	14.3%	14.3%
Suffolk New College	112	30.4%	6.3%	37.5%	22.3%	21.4%	15.2%	15.2%	12.5%	14.3%	4.5%	8.0%	18.8%	6.3%
The Environment Agency	11	54.5%	9.1%	36.7%	36.7%	0.0%	0.0%	9.1%	9.1%	0.0%	9.1%	0.0%	9.1%	9.1%
University of Suffolk	236	43.2%	11.4%	36.0%	17.8%	14.0%	6.0%	14.4%	12.3%	6.4%	8.9%	5.1%	21.2%	6.0%
Vertas	55	30.9%	3.6%	12.7%	23.6%	20.0%	5.5%	10.9%	12.7%	7.3%	12.7%	20.0%	18.2%	1.8%
West Suffolk CCG	7	28.6%	14.3%	14.3%	28.6%	0.0%	0.0%	14.3%	14.3%	14.3%	0.0%	28.6%	0.0%	14.3%
West Suffolk College	1	0.0%	100%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
West Suffolk Council	75	32.0%	6.7%	13.3%	14.7%	5.3%	6.7%	12.0%	5.3%	9.3%	9.3%	18.7%	25.3%	8.0%
West Suffolk NHS Trust	260	35.0%	10.4%	24.2%	15.4%	10.8%	10.8%	11.2%	11.6%	12.3%	9.2%	10.4%	27.0%	5.4%
Willis Towers Watson	338	33.7%	9.8%	24.9%	16.6%	5.6%	5.3%	10.4%	9.5%	3.9%	10.4%	1.5%	31.4%	5.7%
Other	72	43.0%	8.3%	12.5%	19.4%	18.1%	6.9%	8.3%	9.7%	5.6%	9.7%	20.8%	20.8%	2.8%

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

APPENDICES

Appendix 1 – Summary of comments or questions about using an electric or hybrid plug-in car (All organisations)

1,184 people chose to answer this question; their comments have been summarised as follows:

Comment	No.	% of comments
Electric cars too expensive to buy or run/can't afford to replace current car	471	39.7%
Not currently considering replacing car/not had current car very long	245	20.7%
Don't have/want an electric car	115	9.7%
Electric cars are not suitable for current use e.g. towing horse box, caravan/driving long distance/not enough range	108	9.1%
Will/may consider when replacing current vehicle/when current vehicle comes to end of its life	70	5.9%
Insufficient infrastructure for charging etc/do not have anywhere to charge car (e.g.live in flat)	48	4.1%
Not interested as don't drive car to work/don't use car often enough	43	3.6%
Have a company/lease car/works van so can't change	33	2.8%
Electric cars not environmentally friendly (disposal of batteries, source of electricity)	30	2.5%
Other	21	1.9%
Total	1,184	100.0%

21(1.8%) made other comments which do not fall into the categories above. Of these, five said they already have an electric or hybrid vehicle.

The remaining 16 said:

- They don't want an electric or hybrid vehicle because of all or some of the options provided in this question
- They don't like or want an automatic vehicle
- They said they had wanted to buy an electric vehicle but chose to travel by train instead
- Electric cars are not are visually appealing
- Currently drive someone else's car or car share with someone else
- Have not lived in the UK long enough to buy a car
- A suggestion that there should be less emphasis on car usage and more on cycling, walking and public transport
- One had bought a diesel car based on previous government advice
- A comment that they had been given a car for work to be able to attend emergencies
- One person said they need a wheelchair accessible vehicle

Appendix 2 – Details of parking charges

Does your organisation charge for parking?

3,603 people answered this question and a summary of responses by organisation is shown below:

Column1	Yes		Column2		No		Column3 Total answering question	No parking provided	Column4	Column5
	Number	% of total	Number	% of total	Number	% of total				
Babergh and Mid Suffolk District Councils	59	89.4%	4	6.1%	3	4.5%	66			
Birketts Solicitors (Ipswich)	11	11.6%	26	27.4%	58	61.1%	95			
BT		0.0%	127	93.4%	9	6.6%	136			
Bury BID		0.0%		0.0%	1	100.0%	1			
Care UK		0.0%	7	100.0%		0.0%	7			
Concertus	4	22.2%	1	5.6%	13	72.2%	18			
East of England Co-operative Society - Wherstead Park		0.0%	51	89.5%	6	10.5%	57			
East Suffolk Council (formerly Suffolk Coastal and Waveney District Councils)		0.0%	142	92.8%	11	7.2%	153			
Essex and Suffolk Water		0.0%	38	97.4%	1	2.6%	39			
Ipswich and East Suffolk Clinical Commissioning Group (please indicate in the comment box below which location you work at)	25	100.0%		0.0%		0.0%	25			
Ipswich Borough Council	118	85.5%	10	7.2%	10	7.2%	138			
Ipswich Hospital NHS Trust	2	50.0%	2	50.0%		0.0%	4			
OneLife Suffolk		0.0%	30	90.9%	3	9.1%	33			
OPUS People Solutions	19	79.2%	4	16.7%	1	4.2%	24			

Other (please specify in the box below)	14	15.6 %	61	67.8 %	15	16.7 %	90
Suffolk Coastal Norse		0.0%	17	89.5 %	2	10.5 %	19
Suffolk Constabulary	209	83.3 %	39	15.5 %	3	1.2%	251
Suffolk County Council (inc. Suffolk Fire and Rescue Service)	763	74.1 %	201	19.5 %	65	6.3%	1029
Suffolk Highways	43	68.3 %	17	27.0 %	3	4.8%	63
Suffolk Libraries	1	12.5 %	2	25.0 %	5	62.5 %	8
Suffolk New College	142	100.0 %		0.0%		0.0%	142
The Environment Agency		0.0%	11	91.7 %	1	8.3%	12
University of Suffolk	289	97.3 %	5	1.7%	3	1.0%	297
Vertas	22	36.7 %	30	50.0 %	8	13.3 %	60
West Suffolk Clinical Commissioning Group	8	88.9 %	1	11.1 %		0.0%	9
West Suffolk College	1	100.0 %		0.0%		0.0%	1
West Suffolk Council (formerly Forest Heath District and St Edmundsbury Borough Councils)	72	85.7 %	9	10.7 %	3	3.6%	84
West Suffolk NHS Trust	275	87.3 %	28	8.9%	12	3.8%	315
Willis Towers Watson	1	0.2%	384	89.9 %	42	9.8%	427

The variation within several organisations can be explained by staff being located on different sites; for example, Suffolk County Council has staff located in a variety of smaller offices around the county where the parking on offer does not reflect the provision at some of its larger sites.

Variation is also clear from responses from those whose organisations charge for parking, as some organisations have different rates of charges at different sites or for staff at different pay grades. A summary of the average daily rate by organisation is shown below, provided by 2,575 respondents, where the variations are obvious:

	Free		Less Than £3		£3 to £5		More Than £5		Total answering question
	Number	% of total	Number	% of total	Number	% of total	Number	% of total	
Babergh and Mid Suffolk District Councils	4	9.3%	0	0.0%	39	90.7%	0	0.0%	43

Birketts Solicitors (Ipswich)	26	86.7%	0	0.0%	4	13.3%	0	0.0%	30
BT	127	100%	0	0.0%	0	0.0%	0	0.0%	127
Bury BID	0	0%	0	0.0%	0	0.0%	0	0.0%	0
Care UK	7	100%	0	0.0%	0	0.0%	0	0.0%	7
Concertus	1	100%	0	0.0%	0	0.0%	0	0.0%	1
East of England Co-operative Society - Wherstead Park	51	100%	0	0.0%	0	0.0%	0	0.0%	51
East Suffolk Council	142	100%	0	0.0%	0	0.0%	0	0.0%	142
Essex and Suffolk Water	38	100%	0	0.0%	0	0.0%	0	0.0%	38
Ipswich and East Suffolk Clinical Commissioning Group	0	0.0%	1	5.6%	17	94.4%	0	0.0%	18
Ipswich Borough Council	10	14.1%	54	76.1%	7	9.9%	0	0.0%	71
Ipswich Hospital NHS Trust	2	50%	2	50%	0	0.0%	0	0.0%	4
OneLife Suffolk	30	100%	0	0.0%	0	0.0%	0	0.0%	30
OPUS People Solutions	4	28.6%	0	0.0%	10	71.4%	0	0.0%	14
Other (please specify in the box below)	61	87.1%	6	8.6%	3	4.3%	0	0.0%	70
Suffolk Coastal Norse	17	100%	0	0.0%	0	0.0%	0	0.0%	17
Suffolk Constabulary	39	22.7%	133	77.3%	0	0.0%	0	0.0%	172
Suffolk County Council	201	30.5%	64	9.7%	393	59.5%	2	0.3%	660
Suffolk Highways	17	37.%	22	47.8%	7	15.2%	0	0.0%	46
Suffolk Libraries	2	66.7%	0	0.0%	1	33.3%	0	0.0%	3
Suffolk New College	0	0.0%	1	0.9%	113	99.1%	0	0.0%	114
The Environment Agency	11	100%	0	0.0%	0	0.0%	0	0.0%	11
University of Suffolk	5	2.2%	219	96.5%	3	1.3%	0	0.0%	227
Vertas	30	68.2%	5	11.4%	9	20.5%	0	0.0%	44
West Suffolk Clinical Commissioning Group	1	16.7%	1	16.7%	4	66.7%	0	0.0%	6
West Suffolk College	0	0.0%	1	0.0%	0	0.0%	0	0.0%	1
West Suffolk Council	9	21.4%	32	76.2%	1	2.4%	0	0.0%	42

West Suffolk NHS Trust	28	13.9%	164	81.2%	6	3.0%	4	2.0%	202
Willis Towers Watson	384	100.0%	0	0.0%	0	0.0%	0	0.0%	384

Appendix 3 – Summary of responses to Does your organisation offer anything else to encourage sustainable travel? (All organisations)

Although 1,662 respondents answered this question, most of them chose to use it as an opportunity to say that their employer doesn't provide anything or that they are not aware of anything provided, while others stated anything available does not suit the way or distance they travel to work.

The remaining 589 comments have been summarised under the headings shown in the table below:

Comment	No of comments	% of comments
Charging points for electric vehicles	64	10.9%
Discount on bus/train	64	10.9%
Offers everything/'yes' response but no further details	62	10.5%
Free park and ride/discount on park and ride	57	9.7%
Shuttle bus/free bus travel (eg a shuttle to West Suffolk Hospital, a set route in Lowestoft)	56	9.5%
Cycle parking (eg undercover, secure)	52	8.8%
Showers/storage for clothes	39	6.6%
Pool cars/cycles (inc electric)	37	6.3%
Flexible or agile working/ability to work at home	27	4.6%
Parking for car shares	17	2.9%
Loan for rail season ticket	15	2.5%
Cycle to work scheme	14	2.4%
Green Travel Scheme/Travel Plan	12	2.0%
Car sharing	11	1.9%
Free/reduced cost parking for electric vehicles	10	1.7%
Free cycle repairs/equipment	9	1.5%
Encouragement for walking and cycling eg activity/step challenges	4	0.7%
Pay mileage expenses	4	0.7%
Cycle doctor	3	0.5%
Cycle mileage	1	0.2%

31 comments have been summarised as 'Other' because they do not fit into any of these categories or are comments describing how respondents travel to work. Some are comments on why respondents do not travel sustainably, while others are suggestions of what they would like offered such as:

- A car free day
- Get home guarantee
- Incentives at work for travelling sustainably

- Free off-site parking
- A network of cycle lanes
- Car leasing and purchase schemes

Appendix 4 - Summary of ‘Other’ responses to *If you don’t normally use sustainable transport (walking, cycling, bus, train, park and ride, working from home or car passenger) which of these would encourage you to do so? (All organisations)*

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

178 people ticked ‘Other’ while 1,235 ticked the ‘Comments’ box and provided further information about several of the options (such as operators they would like to offer discounted travel, or particular cycle routes which they felt were not being maintained). Following a validation check, 36 responses said either ‘N/a’ or made comments such as ‘does not apply’. A further 93 stated that they already use sustainable transport or sometimes travel sustainably. 188 comments were found to cover options already provided by the question, so have been added to the overall results.

As the remaining 1,013 responses made under ‘Other’ and ‘Comments’ share common themes, they have been added together and summarised as follows (note: some comments cover more than one theme, so totals do not add up to 100%):

Theme	No. of comments	% of comments
Improved public transport (eg more regular/frequent, on time, cheaper, later/earlier running, more direct buses)	277	27.30%
Travel by public transport takes too long/live too far away to access/not flexible enough	270	26.70%
Work pattern/shifts don't suit public transport/sustainable transport	174	17.20%
Caring responsibilities/attend after work activities (childcare, school run, relatives. Dogs)	120	11.80%
Cycle paths/routes too dangerous	78	7.70%
Other	77	7.60%
More cycle paths (not shared with pedestrians/other vehicles)	44	4.30%
Discounts for public transport (including Park and Ride)	39	3.80%
Cycle paths in poor condition/improved cycle paths	30	3.00%
Disability/poor health prevents sustainable travel	27	2.70%
Travel with equipment	17	1.70%
Cycle to work scheme	16	1.60%
Secure storage for bikes/motorcycles	14	1.40%
Buses that are more reliable (including Park and Ride)	12	1.20%
Nothing	11	1.10%
Cheaper public transport (bus and train)	9	0.90%
Charging points for electric vehicles	8	0.80%
Cheaper electric cars (company car lease scheme)	8	0.80%
Free shuttle	3	0.30%
Electric pool cars	2	0.20%
Don't feel safe on public transport	2	0.20%

The 77 (7.6%) comments categorised as 'Other' made comments not falling into any of these categories and were ideas to encourage sustainable travel, including:

- Being able to buy train tickets in advance online rather than having to telephone and renew monthly
- Legalising of electric scooters
- More encourage for cycling
- Adult cycling lessons
- Would travel by train if more pool cars were available to use at work
- More dedicated bus lanes so stop buses getting caught in traffic
- Dockless electric bicycles to use to travel from the station to work
- Improved street lighting to make walking at night safer
- Reduction in car parking charges for car sharing
- Discounts for purchasing electric bicycles
- Reinstate the all-day Shuttle Bus in Ipswich
- Reduced/free parking for lower-paid staff
- Discount for students traveling to university

There were also comments which were not necessarily relevant, such as enforcing parking restrictions on busy roads or increasing salaries to make public transport fares more affordable.

Appendix 5 – Staff travel discounts suggested by respondents (All organisations)

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 73 respondents

Operator	No.	% of total
Greater Anglia	35	47.9%
Ipswich Buses	21	28.8%
First Buses	16	21.9%
Felix/Chambers	1	1.4%
Total	73	100.0%

Appendix 6 – Locations of cycle/footpaths considered unsafe by respondents (All organisations)

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

Some of the comments were to the effect that cycle paths are too narrow, are often obstructed by parked cars and that cars drive too fast down certain roads, such as Woodbridge and Spring Roads in Ipswich.

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

- The route from Great Blakenham to Whitehouse
- Woodbridge Road in Ipswich
- Tackett Street in Ipswich – needs resurfacing and too many unauthorised cars use the Cattle Market
- London Road, Ipswich – where roadworks have left a trench down the side of the road where cycle tyres could be caught
- Civic Drive in Ipswich – seen as intimidating for cyclists
- The A134 near Thetford – very dangerous for cyclists
- Henley Road in Ipswich – seen as ‘suicide’ for cyclists
- Norwich Road in Ipswich is seen as dangerous, in spite of the dedicated cycle lanes
- Landseer Road in Ipswich – where roadworks have left gravel along cycle paths
- Anywhere around Ipswich Docks
- Cycle Route 51 on the Quay
- Cycle Routes 1 -4 (California estate in Ipswich) has too many cars
- A cycle route is needed across Rushmere Heath in Ipswich
- The A12 near Pontins at Pakefield is ‘too scary’
- Cycle paths needed at Horringer
- The route from Melton to the Peninsula (near Sutton Hoo) is very busy
- Wherstead Road, Ipswich is ‘terrible to cycle down’
- Victoria and Waveney Roads in Lowestoft
- Cycle paths around Adastral Park, Martlesham are poorly maintained
- No safe cycle paths between Kesgrave and Colchester Road
- Lots of dangerous ‘T’ junctions on Woodbridge Road
- Cycle paths leading to the Orwell Bridge on the A14 are overgrown and poorly maintained
- Cycle paths in Bury St Edmunds are poorly designed
- The junction of the A137 and A14 is poorly designed for cyclists
- No cycle paths between Clare and Haverhill
- The cycle path along by the river in Ipswich is overgrown and badly lit
- Safer cycle paths between the A1214 and Endeavour House
- Paths at Nacton are overgrown with hanging vegetation
- Cycle paths off the Shotley Peninsula would make a difference
- No cycle paths between Bury St Edmunds and Risby
- No safe cycle route between Aldeburgh and Saxmundham
- No cycle paths between Oulton Broad and Riverside
- Not enough cycle paths in Lowestoft