



Travel to Work Report 2020

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Prepared by Suffolk County Council

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TABLE OF CONTENTS

1 HEADLINE RESULTS	5
2. BACKGROUND AND METHODOLOGY	7
2.1 VALIDATION CHECKS	7
3. RESULTS	7
3.1 Which organisation do you work for?	7
3.2 Which location do you normally work at? (SCC only).....	9
3.3 Which part of the county council do you work for (SCC only)?.....	10
3.4 Which of the following do you have available for your commute to work? (All organisations)	11
3.4.1 If you don't already drive an electric or plug-in hybrid car, please tell us why you currently don't (All organisations)	11
3.4.2 Has your organisation changed its policy to enable you to work from home?.....	12
3.4.3 If you don't currently work from home would any of these encourage you to do so?.....	14
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 (All organisations)	14
3.5.1 Modal Trends (Baseline organisations).....	19
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? (All organisations).....	20
3.5.3 Does your organization charge for parking?.....	21
3.6 If you don't already use sustainable transport, which of these would encourage you to do so? (All organisations)	23
3.6.1 The ongoing Covid-19 (coronavirus) outbreak might have affected the way you travel to work. Please tell us whether any of the following apply to you at the moment.....	24
3.7 Sustainability comparison 2009 to 2020 (All organisations).....	26
3.7.1 Sustainability comparison across Suffolk County Council-by location..	29
3.9 What would encourage you to use sustainable transport? (SCC only) ...	30
APPENDICES	34
Appendix 1 – Summary of comments or questions about using an electric or hybrid plug-in car (All organisations).....	34
Appendix 2 – Summary of comments made about working from home during the pandemic	35
Appendix 3– Summary of responses to Does your organisation offer anything else to encourage sustainable travel? (All organisations).....	36
Appendix 4 -Summary of 'Other' responses to If you don't normally use sustainable transport, which of these would encourage you to do so? (All organisations).....	37
Appendix 5 – Staff travel discounts suggested by respondents (All organisations).....	38

Appendix 6 – Locations of cycle/footpaths considered unsafe by respondents (All organisations).....	38
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FIGURES

Figure 1 – Which location do you normally work at? (SCC only)	9
Figure 2 – Which part of the county council do you work in? (SCC only)....	10
Figure 3 – Which of the following do you have available for your commute to work?.....	11
Figure 4 – If you don’t already drive an electric or plug-in hybrid car, please tell us why you currently don’t (All organisations)	12
Figure 5 – Has your organization changed its policy to enable you to work from home?.....	13
Figure 6 – If you don’t currently work form home would any of these encourage you to do so?.....	14
Figure 7 – Primary mode of travel (Baseline organisations).....	20
Figure 8 – Are you aware of any discounts for travel on public transport because of the organization you work for? Have you heard of the government’s Cycle2Work scheme? and Does your organization participate in a car sharing scheme? (All organisations).....	21
Figure 9- Does your organisation charge for parking? (All organisations)....	22
Figure 10- Parking charges – daily rate (All organisations).....	22
Figure 11 – If you don’t normally use sustainable transport which of these would encourage you to do so (All organisations).....	23
Figure 12 – The ongoing Covid-19 (coronavirus) outbreak might have affected the way you travel to work. Please tell us whether any of the following apply to you at the moment.....	25

TABLES

Table 1 – Organisations participating in the 2019 Travel to Work survey	7
Table 2 – Modes of travel to work – all used and primary (All organisations)	15
Table 3 – Most used travel modes (All organisations).....	16
Table 4 – 11 year comparison – all modes and primary mode used (baseline organisations)	17
Table 5 – Modal trends (baseline organisations)	19
Table 6 – Headline sustainability results by organisation 2010-2020 (All organisations)	27
Table 7 – Sustainability figures for SCC locations 2010-2020	29
Table 8 – What would encourage you to use sustainable transport? (SCC by location).....	31
Table 9 – What would encourage you to use sustainable transport? (All organisations)	32

1. **Headline Results**

In 2020, because of government restrictions due to the COVID-19 pandemic, the Travel to Work Survey was postponed to later in the year and ran from 12th October, with an extended closing date of 18th November, to allow for organisations to communicate with staff who may have been working remotely. This year, 31 organisations were invited to participate, 23 agreed to take part, a much lower number than previously. 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. The total number of completed responses, at 2,884, was again lower than previous years. In recognition of the fact that many employees were still working at home at the time of the survey, some questions were revised and others added to reflect the changing situation. 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:

- The ongoing pandemic and government guidelines have radically changed the way people travel to work, if they are unable to work from home.
- 85.5% of respondents have a petrol or diesel vehicle available for their commute to work, although only 51.9% say that driving by car is their most often used mode of transport (either as a single occupant or as a car-share)
- The main reason for not currently owning an electric or hybrid vehicle is the assumption that the purchase/lease price is too high - 52.3% chose this option when asked
- Although more people are working from home due to the pandemic, driving (single occupant or carshare) remains the most popular mode of transport, either as most often used (51.0%) or one of the modes of transport used (57.9%)
- 65.8% of respondents say their organisation changed its policy to allow them to work from home, while only 23% said the work they do could not be carried out at home
- Sustainable travel has greatly reduced this year, with far fewer travelling on public transport to comply with government guidelines and because more people are working from home; when asked how their travel; has been affected by the Covid-19 outbreak, 80.7% said they worked from home more, while 60.4% said they never travel by bus less, 56.7% never travel by train and 53.3% never walk
- One reason why people say 'nothing' would encourage them to travel sustainably which is unique to this year is not wanting to travel with anyone outside their household bubble

Looking at the primary mode of transport for the baseline organisations, over the period 2005 to 2020:

- These organisations have also been affected by the government's travel restrictions, with 72.8% of respondents saying their employer has changed its policy to enable them to work from home and 88.9% saying the Covid-19 outbreak has affected the way they travel so that they work from home more often

- For those still travelling to work, driving by car (single occupant or carshare), either as the primary (44.9%) or sometimes used (51.3%) mode of transport, remains the most popular way to travel
- Only 3.4% say they are using public transport (bus or train) as their primary mode of travel, less than a third of the figure for 2019 and evidence of people following government guidelines
- Walking to work has also decreased; only 5.0% do this as their primary mode of transport
- More people are working from home this year compared to any other year of the survey; normally this figure is less than 1% but in 2020 adhering to government guidelines means that around 40% are doing this
- Cycling to work has also fallen, but remains the primary mode of transport for 4.1% of respondents, a decrease of 2.9 percentage points from 7.6% in 2019

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 2020 Travel to Work Survey.

Organisation	Main location	Respondents	% of total
Adastral Park (not BT)	Martlesham	34	1.18%
Babergh and Mid Suffolk District Councils	Ipswich	24	0.83%
Birketts Solicitors	Ipswich	0	0.00%
BT	Adastral Park, Martlesham	601	20.84%
Care UK	Various	0	0.00%
CityFibre Holdings	Ipswich	7	0.24%
Concierge Couriers Ltd	Bury St Edmunds	2	0.07%
Concertus	Ipswich	14	0.49%
East Suffolk Council (formerly Suffolk Coastal and Waveney District Councils)	Felixstowe/Lowestoft/Melton	52	1.80%
Ipswich Borough Council	Ipswich	4	0.14%
Ipswich Hospital NHS Trust	Ipswich	10	0.35%
OneLife Suffolk	Ipswich	35	1.21%
OPUS People Solutions	Ipswich	2	0.27%
Suffolk Constabulary	Martlesham	232	8.04%
Suffolk County Council (including Suffolk Fire and Rescue Service)	Mainly Ipswich but various	717	24.86%
Suffolk Highways	Mainly Ipswich but various	49	1.70%
Suffolk Libraries	Various	82	2.84%
Suffolk New College	Ipswich	173	6.00%
Suffolk Rural College	Otley	11	0.38%
The Environment Agency	Ipswich	83	2.88%
University of Suffolk	Ipswich	247	8.56%
Vertas	Ipswich	110	3.81%

West Suffolk Council (formerly Forest Heath District and St Edmundsbury Borough Councils)	Bury St Edmunds	61	2.12%
West Suffolk Clinical Commissioning Group	Bury St Edmunds	10	0.35%
West Suffolk College	Bury St Edmunds	155	5.37%
West Suffolk NHS Trust	Bury St Edmunds	73	2.53%
Other	Various	96	3.33%
Total		2,884	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 (not taking part this year)
- 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 59.4% (1,714) of all responses.

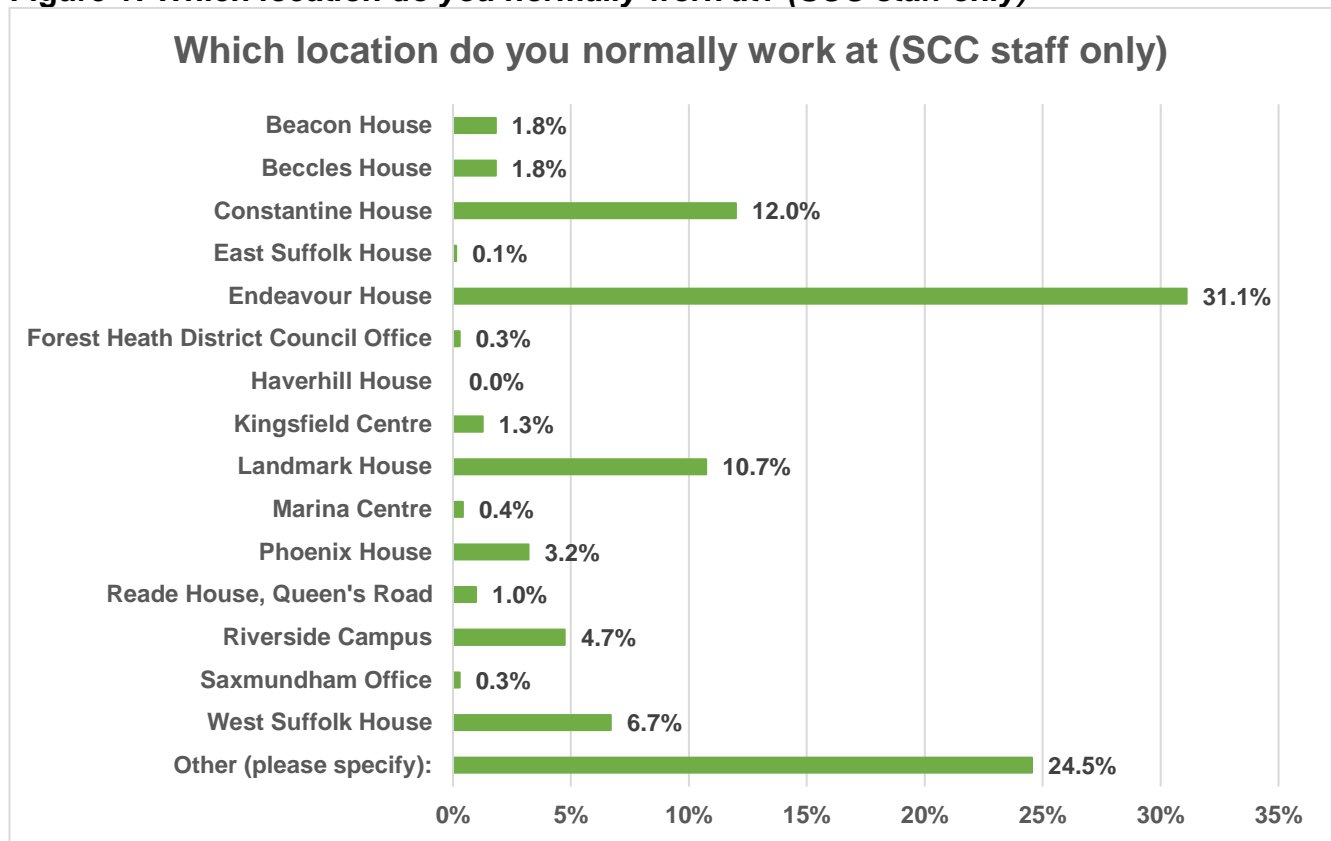
In previous years, a major concern was how responses from combined district and borough councils should be dealt with. In 2015, 2016 and 2017 respondents working for integrated councils were asked to state which of the two they work at most often and from there presented with a series of free text questions 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 will continue from 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, 43.1% 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:

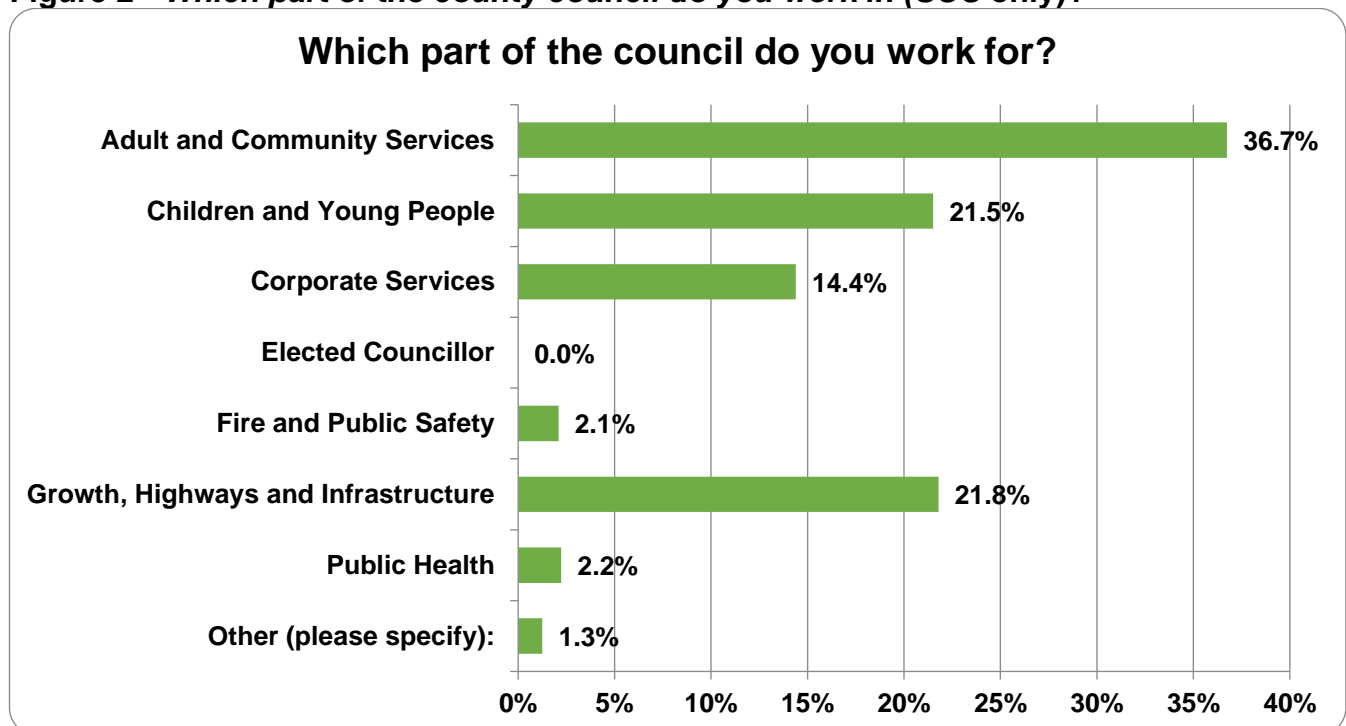
- Business Centre
- Care/respite home
- Children's centre
- Children's home
- Community hub
- Customer service centre
- District/borough council headquarters
- FE/HE college
- Fire station
- Highways depot
- Medical/health centre/hospital/GP surgery
- Museum
- Records management centre
- Records office
- Registry office
- Resource centre
- School or academy
- Social services office

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)

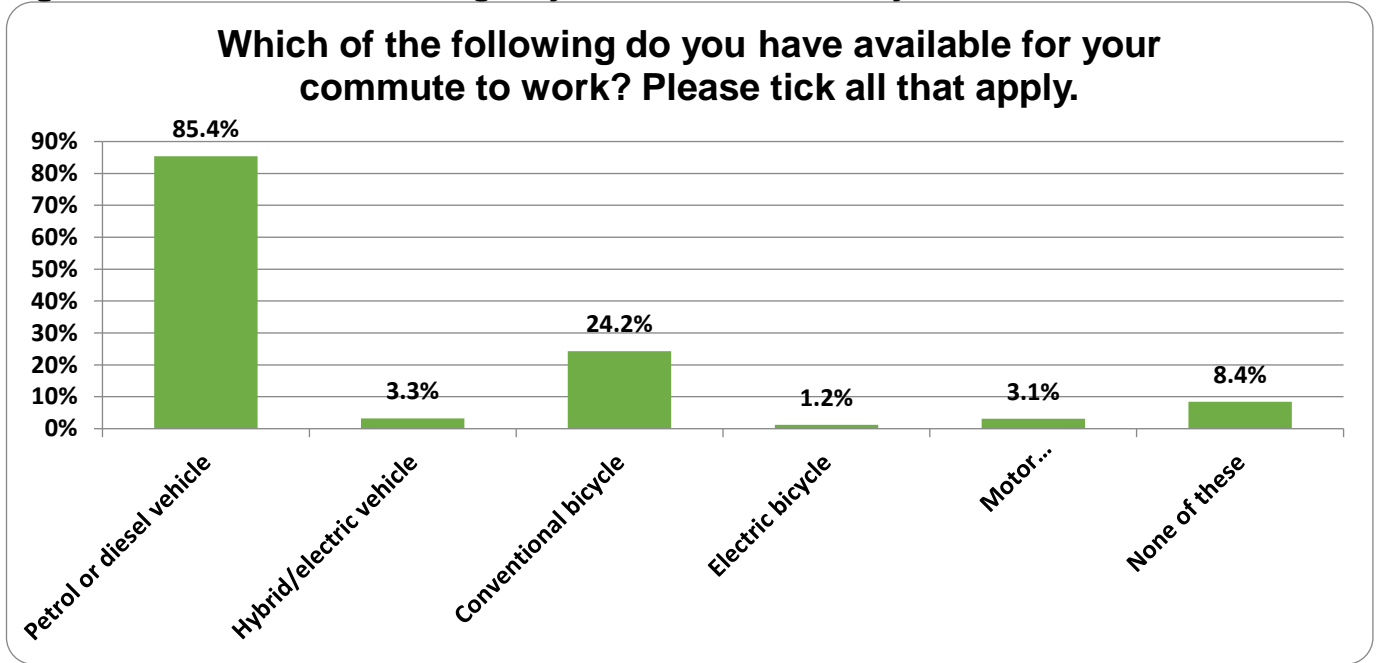
Figure 2 - Which part of the county council do you work in (SCC only)?



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

A new question added in 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?

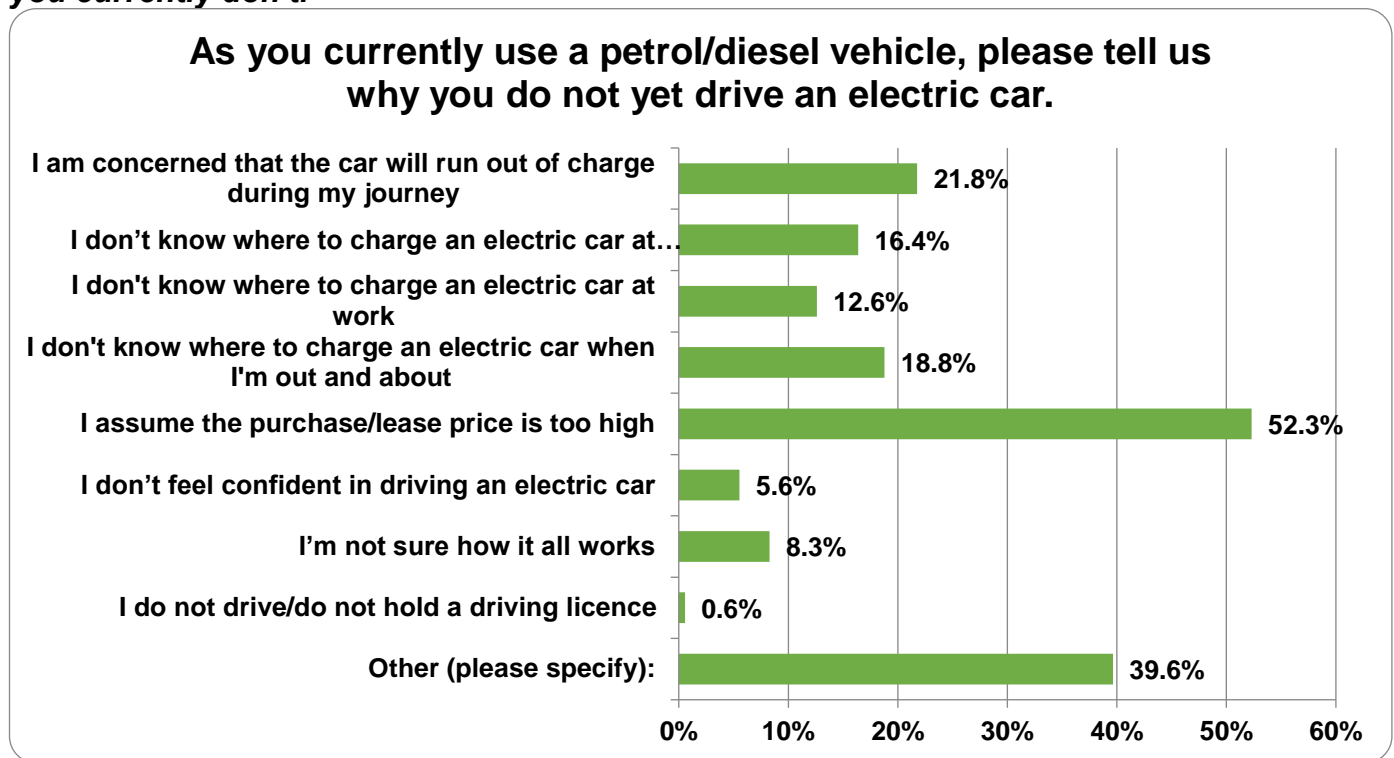


The majority of respondents, 85.4% 81.5%, have a petrol or diesel vehicle available for their commute to work, slightly higher than for 2019 when the figure was 81.5%. As will be seen, not all of these use this mode of transport to travel to work. Likewise, 24.2% (almost identical to the 2019 figure of 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, 3.3%, have a hybrid or electric vehicle, a small increase from 2.1% last year.

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.

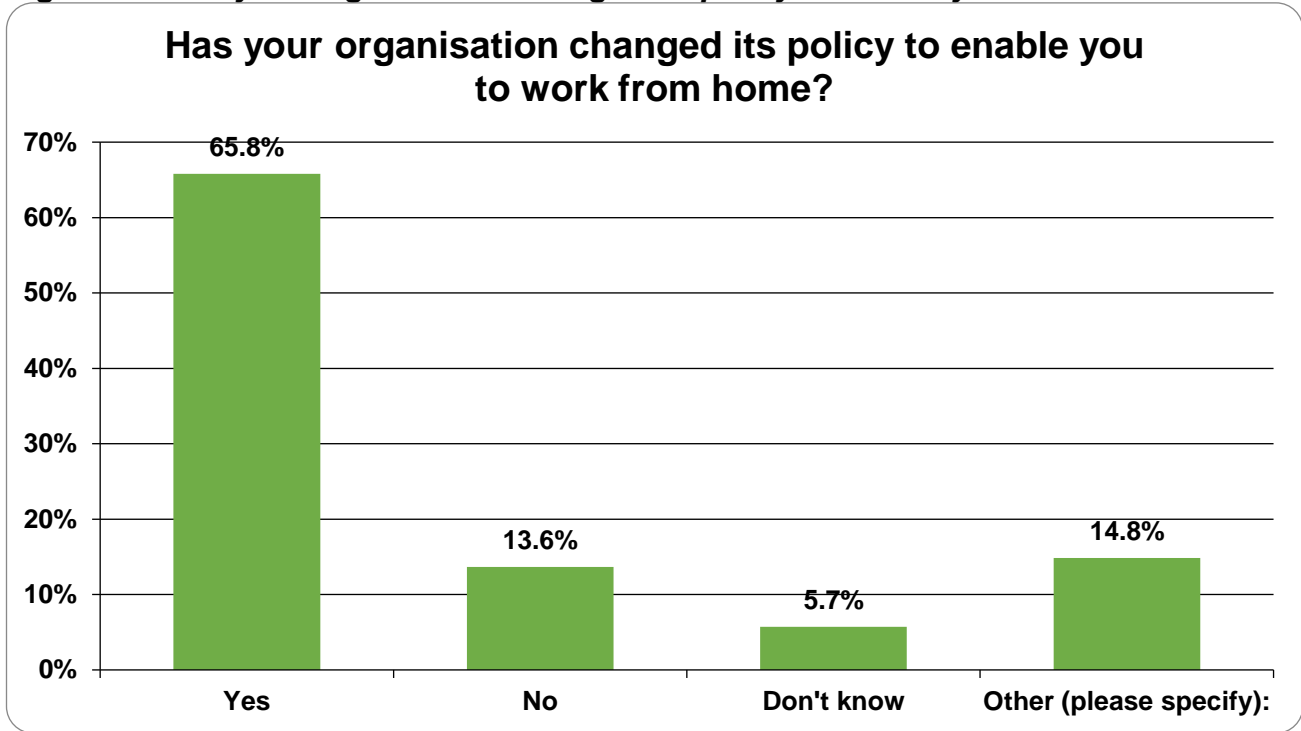


By far the most popular reason for not already driving an electric or plug-in hybrid car, as in the past two years, is the assumption that the purchase or lease price is too high, chosen by 52.3% and higher than the 2019 figure of 48.6%. Second most popular answer this year has been categorised under 'Other', at 38.0% which includes many comments replicating the options already available for this question. A summary of these responses can be found at **Appendix 1**. The next most popular answer is the concern that the car will run out of charge during the journey at 21.8%, lower than the 2019 figure, which was 23.3%, followed by 18.8% saying they don't know where to charge an electric car when they are out and about, also lower than the 2019 figure of 21.8%.

3.4.2 Has your organisation changed its policy to enable you to work from home?

For 2020, new questions were introduced to reflect the situation where, following government guidance, some organisations have been allowing employees to work at home. Some organisations may have had to change their policy in order for this to happen, as shown in Figure 5 below:

Figure 5 – Has your organisation changed its policy to enable you to work from home?

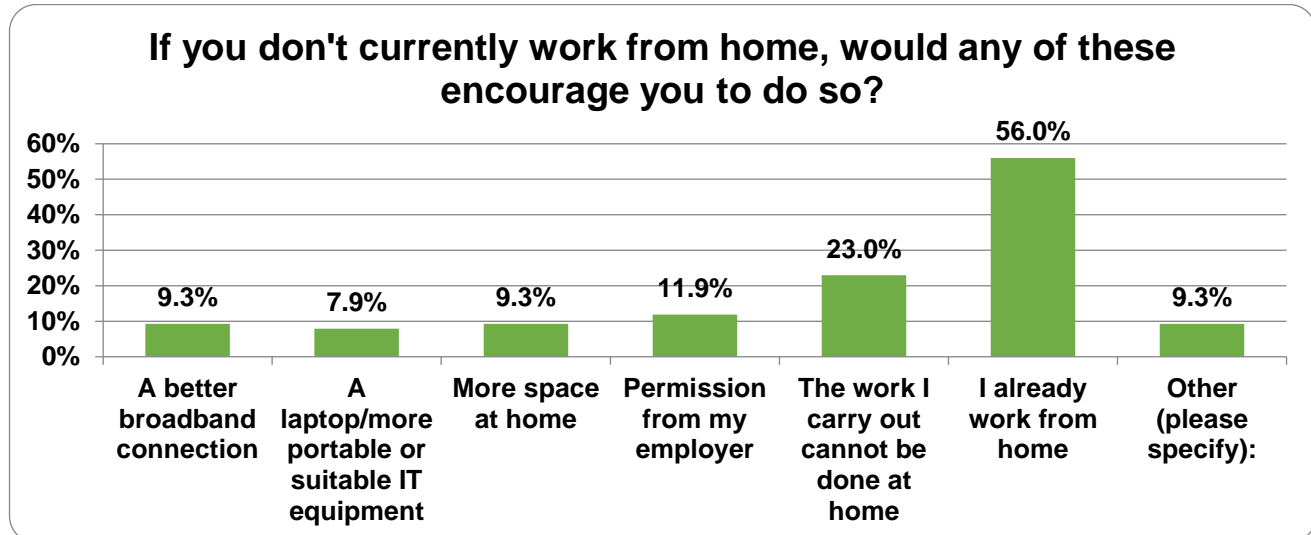


65.8% of those responding said that their organisation has changed its policy, while 13.6% said theirs had not. While 5.7% said they didn't know, it can be implied that this group have not been able to work at home and have still been required to attend their workplace during the pandemic. This is not surprising as the work carried out by some of the organisations taking part in the survey could not be carried out anywhere but at a place of work.

14.8% chose 'Other' and their comments, summarised in **Appendix 2**, reflect a mixed picture of how some people have been working during the pandemic. **Appendix 2** also shows responses to the further questions 'If you are currently working at home, what are the benefits to you for doing this?' and 'If you don't currently work from home, would any of these encourage you to do so?', both of which were added for this year.

3.4.3 If you don't currently work from home, would any of these encourage you to do so?

Figure 6: If you don't currently work from home, would any of these encourage you to do so?



Responses to this question reflect the current situation with 56% of those responding choosing 'I already work from home.' Aside from that, the most popular response was that the work carried out 'cannot be done from home', with 23%, followed by 'permission from my employer' with 11.9%. 9.3% would like a better broadband connection and another 9.3% need more space at home. Lack of adequate equipment (laptop or portable IT equipment) is an issue for 7.9%.

9.3% chose 'Other' and their responses are summarised as follows:

- A manager saying they do not want to work from home as need to set an example to staff who are unable to do so
- One person said they are not vulnerable enough to work from home
- Several comments that working from home is only due to the Covid-19 situation
- Another commented they would like better access to network drives
- One person wanted 30+ hours of free childcare

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%.

Although by far the most frequently used mode of travel is car driver – single occupant; 51.6% use this as a mode of travel some of the time or as part of their journey (compared to 62.1% in 2019) and 46.9% use it as their primary mode (55.2% in 2019), what is more striking, but not unexpected, is the increase in those who chose ‘work from home’. Normally, figures for this option are very low for both those who say they do it sometimes, and those who work from home on a more permanent basis. This is a clear indication that at the time the survey was run, many organisations had staff who were adhering to government guidance and working from home, if they were able to. This is also clear from the lower figures for those using public transport (bus or train) as their mode of transport; this year 3.8% said they use it as their primary mode of transport, last year the figure was 9.5%.

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 took the opportunity to explain more about how they travelled (for example, driving to the railway station to catch a train) or to state that they were currently working from home.

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

	All modes used	Primary mode
Bus	4.3%	2.6%
Car driver - single occupant (whole journey)	51.6%	46.9%
Car driver with a passenger/ car share (any part of the journey)	6.2%	4.0%
Car passenger	2.5%	0.8%
Cycle	7.8%	5.2%
Motorcycle/ moped/ motor scooter	1.1%	0.5%
Park and ride	0.4%	0.1%
Train	2.9%	1.2%
Walk	14.0%	6.6%
N/a - work from home	31.2%	29.7%
Other	1.7%	2.4%

Table 3 on page 16 shows the most used travel modes for the organisations taking part in the 2020 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 have not been highlighted, as would normally be the case in this report, due to the figures being affected by the change in work practices caused by the pandemic.

There is little value in comparing these figures to previous years as 2020 is proving to be such an extraordinary year, except to say that what is clear is that some organisations are better equipped than others in allowing their staff to work from home, while for others, due to the nature of their business, it would be difficult for this to happen. For those organisations with a high proportion of staff working from home, figures for all modes of transport are very low, and where staff are not largely working from home, car- single occupant is the most popular mode of travel. Consequently, figures for travel by public transport (bus or train) are generally low and well below figures for previous years.

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	24	0.0%	16.7%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	79.2%
BT	Martlesham	601	4.5%	42.7%	4.7%	1.7%	7.0%	0.7%	0.0%	0.0%	3.0%	35.3%
East Suffolk Council (Suffolk Coastal and Waveney District Councils)	Melton	52	0.0%	59.2%	3.9%	0.0%	3.9%	0.0%	0.0%	0.0%	2.0%	39.2%
OneLife Suffolk	Ipswich	35	0.0%	76.5%	3.0%	3.0%	3.0%	0.0%	0.0%	0.0%	5.88%	20.6%
Suffolk Constabulary	Various	232	0.0%	67.3%	5.2%	0.4%	14.0%	0.4%	0.0%	0.0%	0.9%	9.6%
Suffolk County Council (inc. Suffolk Fire and Rescue Service)	Ipswich/Various	717	1.5%	35.5%	2.5%	0.7%	2.1%	0.1%	0.1%	1.1%	5.6%	48.0%
Suffolk Highways	Ipswich	49	2.0%	45.8%	0.0%	0.0%	0.0%	2.0%	0.0%	0.0%	4.2%	37.5%
Suffolk Libraries	Various	82	7.4%	50.6%	3.7%	3.7%	9.9%	0.0%	0.0%	1.2%	19.8%	1.2%
Suffolk New College	Ipswich	173	2.3%	55.0%	5.3%	1.7%	8.7%	1.8%	0.0%	1.8%	20.5%	1.8%
The Environment Agency	Ipswich	83	0.0%	26.5%	2.4%	0.0%	2.4%	0.0%	0.0%	0.0%	6.0%	62.7%
University of Suffolk	Ipswich	247	5.9%	44.3%	5.4%	0.8%	4.2%	0.4%	0.0%	6.7%	12.5%	17.2%
Vertas	Ipswich	110	1.8%	72.5%	4.6%	0.9%	0.9%	0.0%	0.0%	0.9%	1.8%	15.6%
West Suffolk College	Bury St Edmunds	155	2.0%	61.5%	8.1%	2.0%	4.7%	0.0%	0.0%	2.0%	9.5%	8.8%
West Suffolk Council (Forest Heath District and St Edmundsbury Borough Councils)	Bury St Edmunds	61	0.0%	37.7%	1.6%	0.0%	1.6%	0.0%	0.0%	0.0%	4.9%	52.5%
West Suffolk NHS Trust	Bury St Edmunds	73	0.0%	64.8%	4.2%	1.4%	8.5%	1.4%	0.0%	0.0%	14.0%	1.4%

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 - 11-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- passenger with	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%
2020	4.1%	45.8%	5.4%	2.3%	6.4%	1.2%	0.7%	2.3%	11.7%	40.8%
Primary mode used (% of respondents)										
Travel mode	Bus	Car driver - single occupant	Car driver- passenger with	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%
2020	2.8%	41.5%	3.4%	0.7%	4.1%	0.4%	0.1%	0.6%	5.0%	39.2%

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 41.5% and 45.8% respectively, although both figures are lower this year, following government guidelines
- Travelling with a passenger as a primary mode or sometimes is much lower than previous years, again due to respondents following government guidelines
- Government guidelines also account for the reduction in public transport usage, as is the case for park and ride
- Increased working from home accounts for the much lower figures for all other modes of transport

3.5.1 Modal Trends

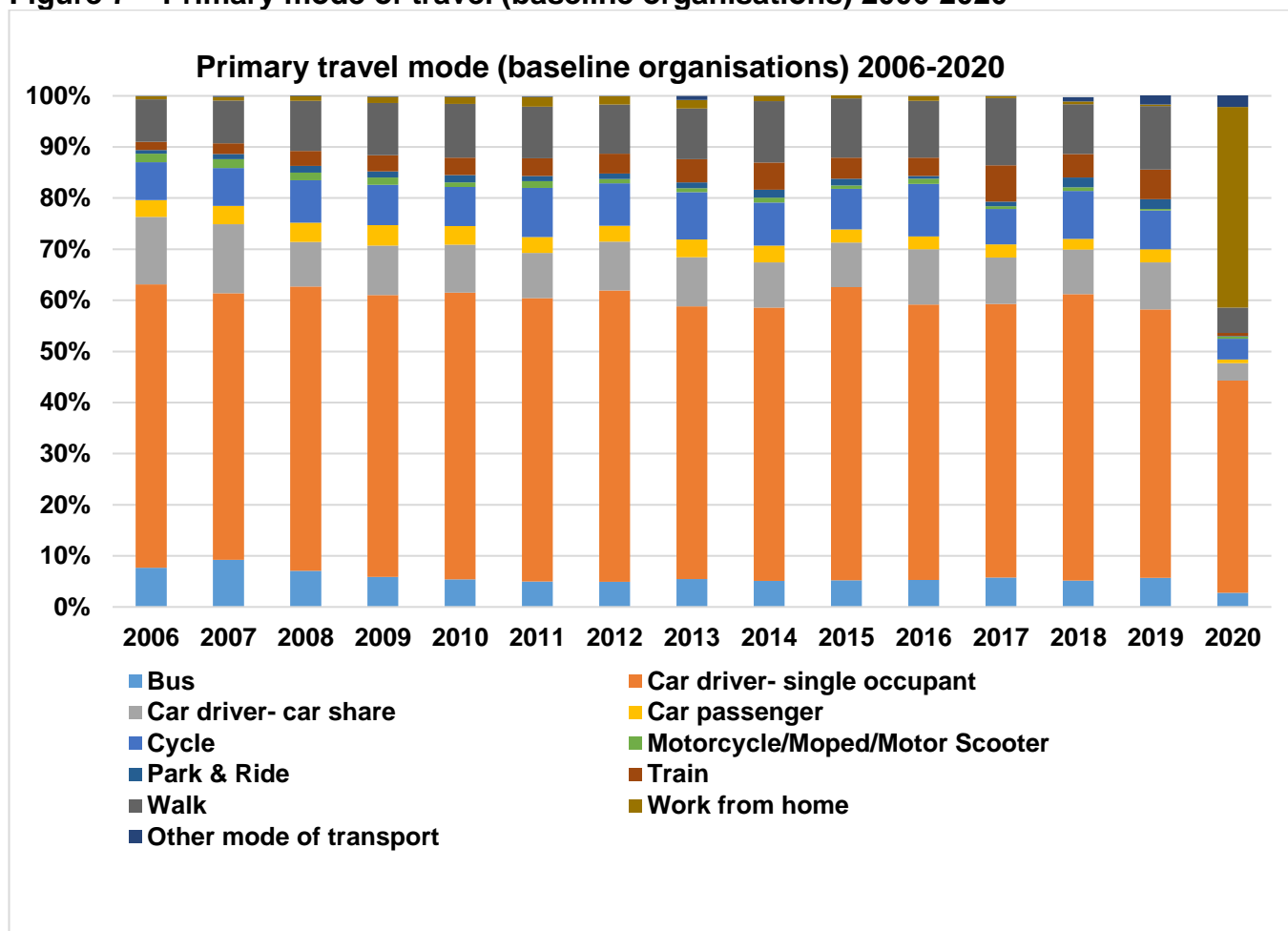
Table 5 and Figure 3 show the usual mode of transport or primary travel mode, since 2006 (when the survey first took place in its current format) for the baseline organisations.

Table 5 - Modal trends (baseline organisations)

Year	2006	2007	2008	2009	2010	2011	2012	2013	2014	2015	2016	2017	2018	2019	2020
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%	2.8%
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%	56.0%	52.5%	41.5%
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%	3.4%
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%	0.7%
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%	4.1%
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%	0.8%	0.3%	0.4%
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%	0.1%
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%	0.6%
Walk	8.3%	8.4%	9.8%	10.2%	10.5%	10.1%	9.6%	9.9%	12.1%	11.6%	11.1%	13.1%	9.8%	12.4%	5.0%
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%	39.2%
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%	2.3%

The data can also be represented graphically (below) to illustrate the differences between the various modes of travel, highlighting the differences in the results this year.

Figure 7 – Primary mode of travel (baseline organisations) 2006-2020

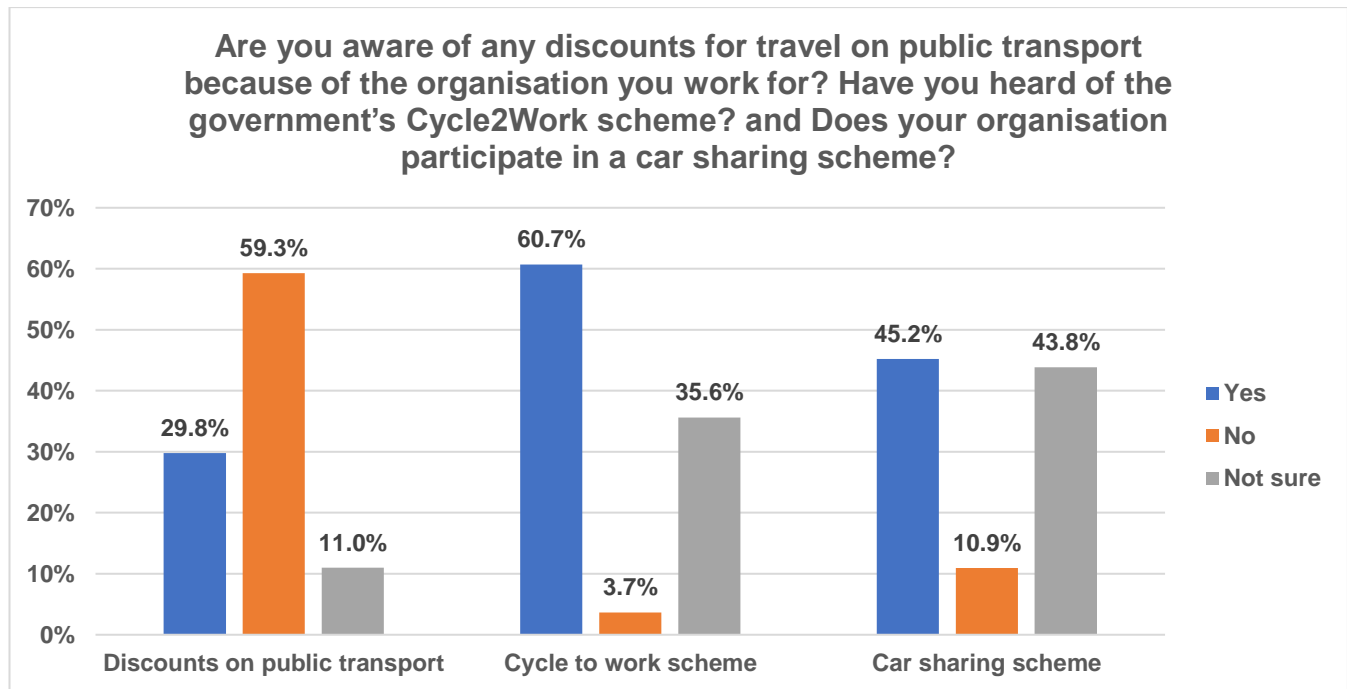


3.5.2 Are you aware of any discounts for travel on public transport because of the organisation you work for? Have you heard of the government’s Cycle2Work scheme? and Does your organisation participate in a car sharing scheme?

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. as well as a related question asking if organisations participate in a car-sharing scheme.

Only 29.8% are aware of any discounts on public transport, a lower proportion than in 2019, when the figure was 36.3%, while 59.3% are not aware, higher than in 2019, when it was 55.4%. More people are aware of the Cycle2Work scheme run by their organisation; 60.7%, compared to 3.7% who have not, although 35.6% are not sure. These figures differ only slightly from those for 2019. There is a small increase in those who say their organisation participates in a car-sharing scheme, up from 42% in 2019 to 45.2% in 2020, although the figure for those who are not sure, at 43.8% is almost as high.

Figure 8 – 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)

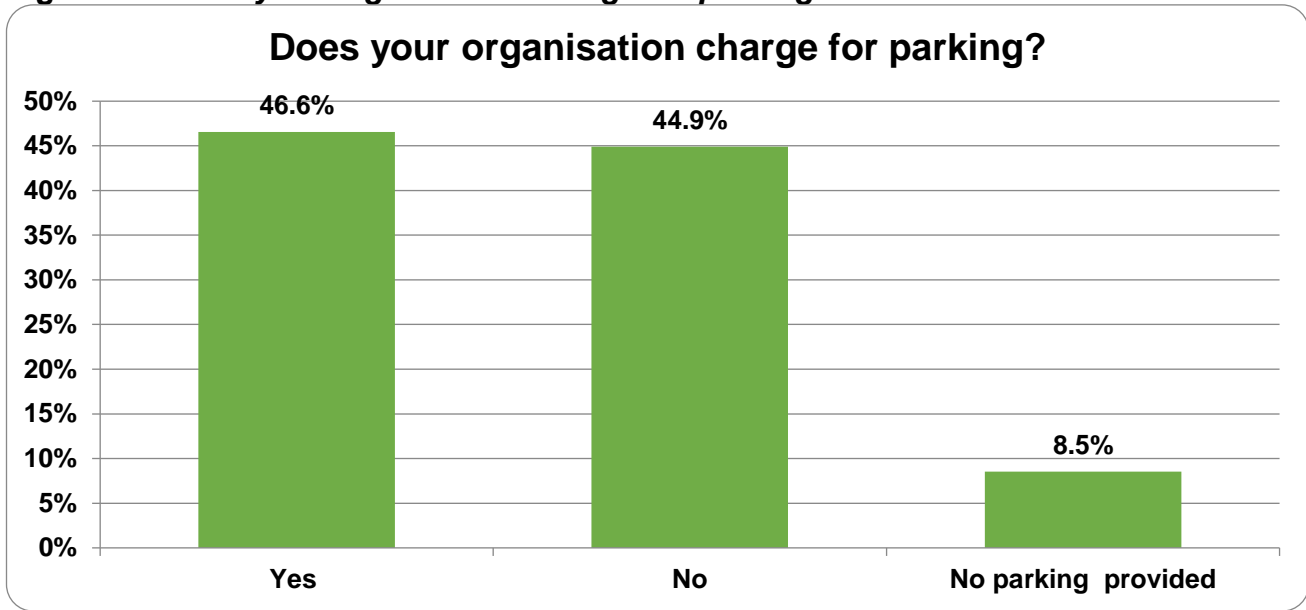


3.5.3 Does your organisation charge for parking?

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

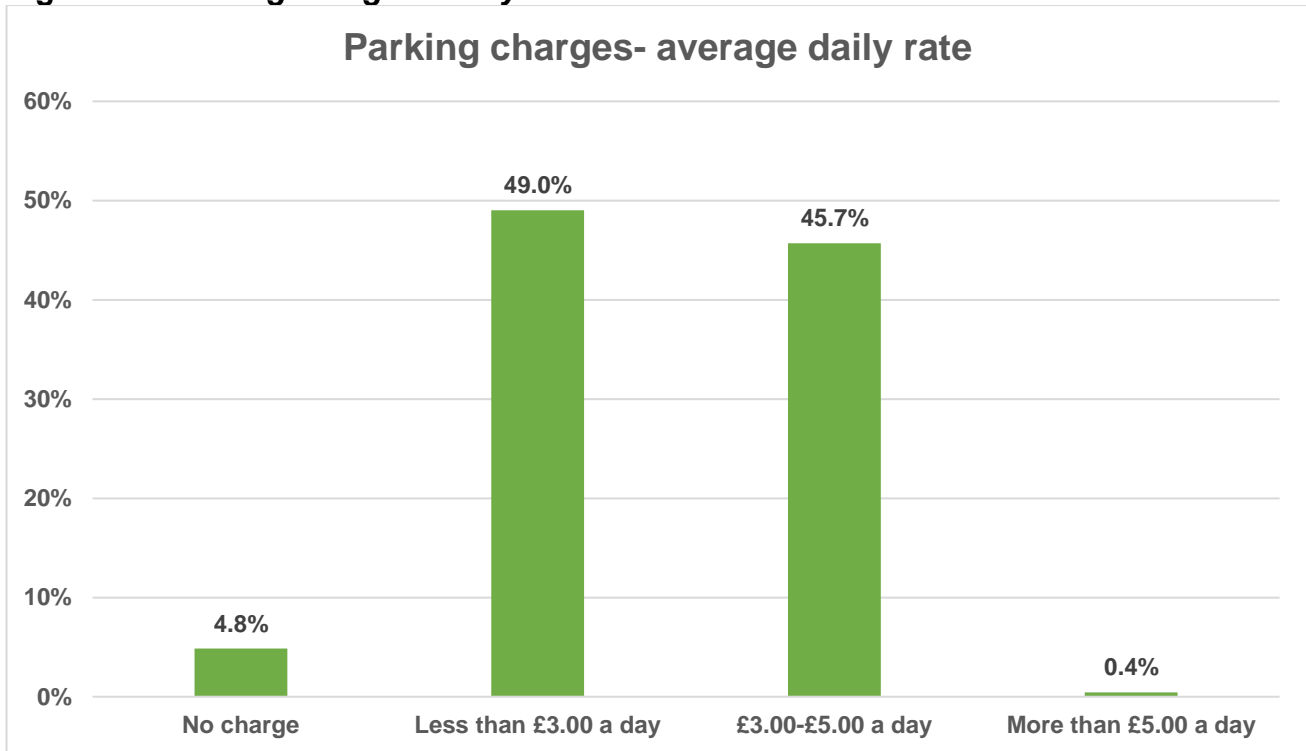
46.6% say their employer does charge, a much lower than the 2019 figure of 57.7%, while 44.9% that their employer does not, higher than in 2019, when the figure was 34.6%. This difference could be due to the fact that some employers may have waived car parking fees while their employees are not travelling to work, or merely a reflection that employees are not being charged for parking as they are working from home.

Figure 9 – 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 (nearly all of those who said their organisation does charge for parking) were collated and those provided no monetary figure and who said 'no parking provided', 'don't know' or 'varies by location/grade' 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 10- Parking charges –daily rate



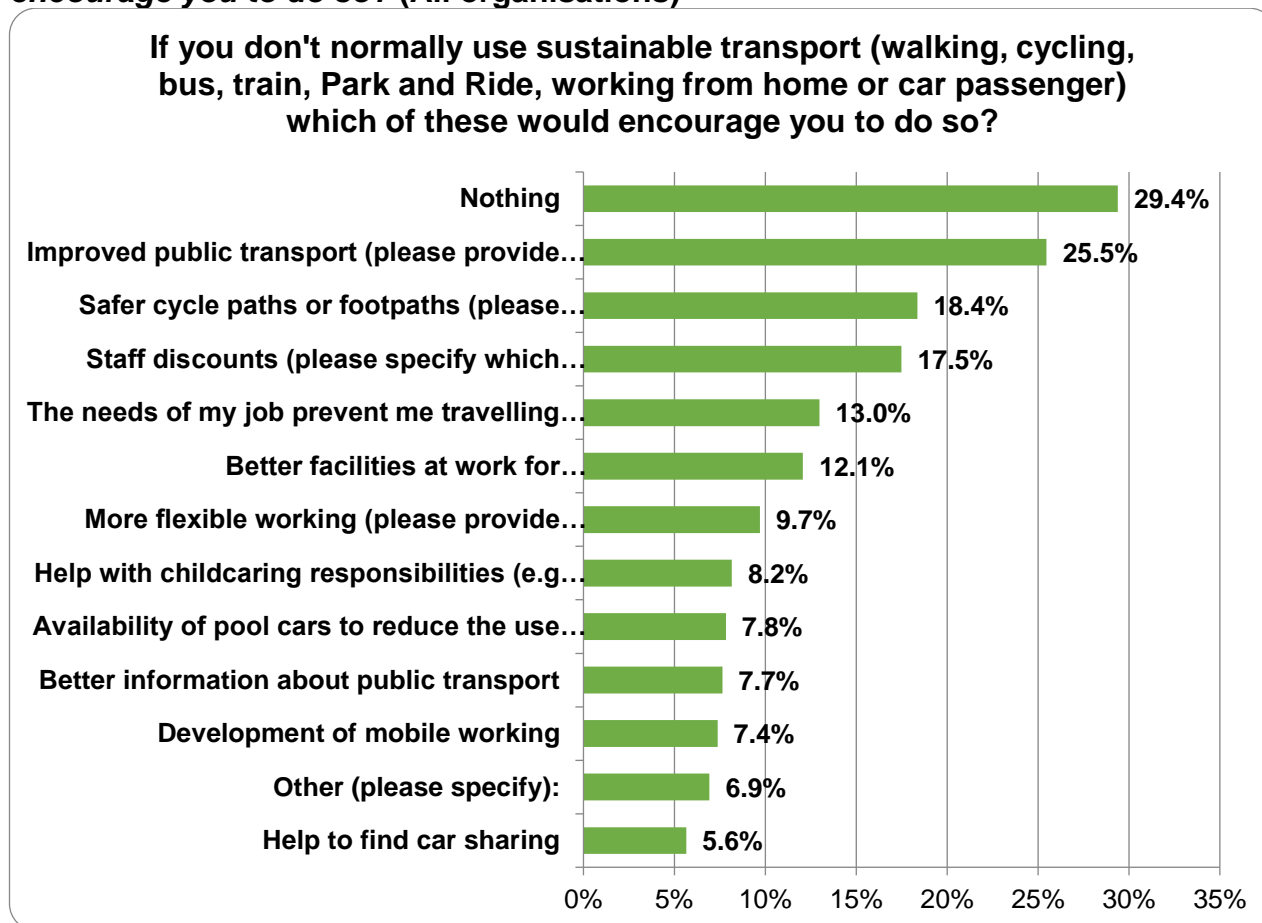
Of those providing information almost half, (49.0%) said their organisation charges less than £3.00 a day for parking, while 45.7% pay between £3.00 and £5.00. Only a small proportion (0.4%) pay more than £5.00 a day.

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 *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 below:

Figure 11– *If you don't normally use sustainable transport, which of these would encourage you to do so? (All organisations)*



The most popular answer at 29.4%, almost five percentage points higher than 2019, was 'Nothing', which, far from being as negative as it seems, may simply be a reflection of the fact that at the time of completing the survey many people were not travelling to work, and were following government guidance to avoid public transport, although 'Improved public transport' is second most popular at 25.5%, 8.2 percentage point below last year's figure. A slightly higher proportion chose 'Safer cycle paths or footpaths' this year, at 18.4% compared to 17.1% in 2019, which may be the product of more people walking or cycling during the pandemic. A smaller percentage chose 'Staff discounts on public transport' than in 2019, 17.5% compared to 22.1%, suggesting less interest in these modes of transport.

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 some reasons for not using sustainable transport are similar to previous years, while others are related to travel during the pandemic:

- Travelling sustainably would not be practical for them for various reasons including living too far from access to public transport, having to do the school run, or simply because buses have been cut in the area where they live
- Wanting to use the car because they are paying road tax and insurance, so why should they not drive, especially as the journey is much quicker by car?
- Not wanting to use any transport (car or public transport) where they have to share with someone outside their bubble
- Preferring the flexibility of driving to and from work, and not having to fit in with anyone else
- Not wanting to travel on public transport at the moment because it is unsafe/risk of catching Covid-19
- Having a concessionary bus pass but not being able to use it until after 9.30 am so prefer to drive
- Hoping to buy an electric/hybrid vehicle in the future

Fewer people than in previous years said they would be encouraged to travel sustainably if there were more staff discounts on public transport; 17.5% compared to 22.5% in 2019, reflecting the fact that people are less likely to use this mode of transport at present. 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**.

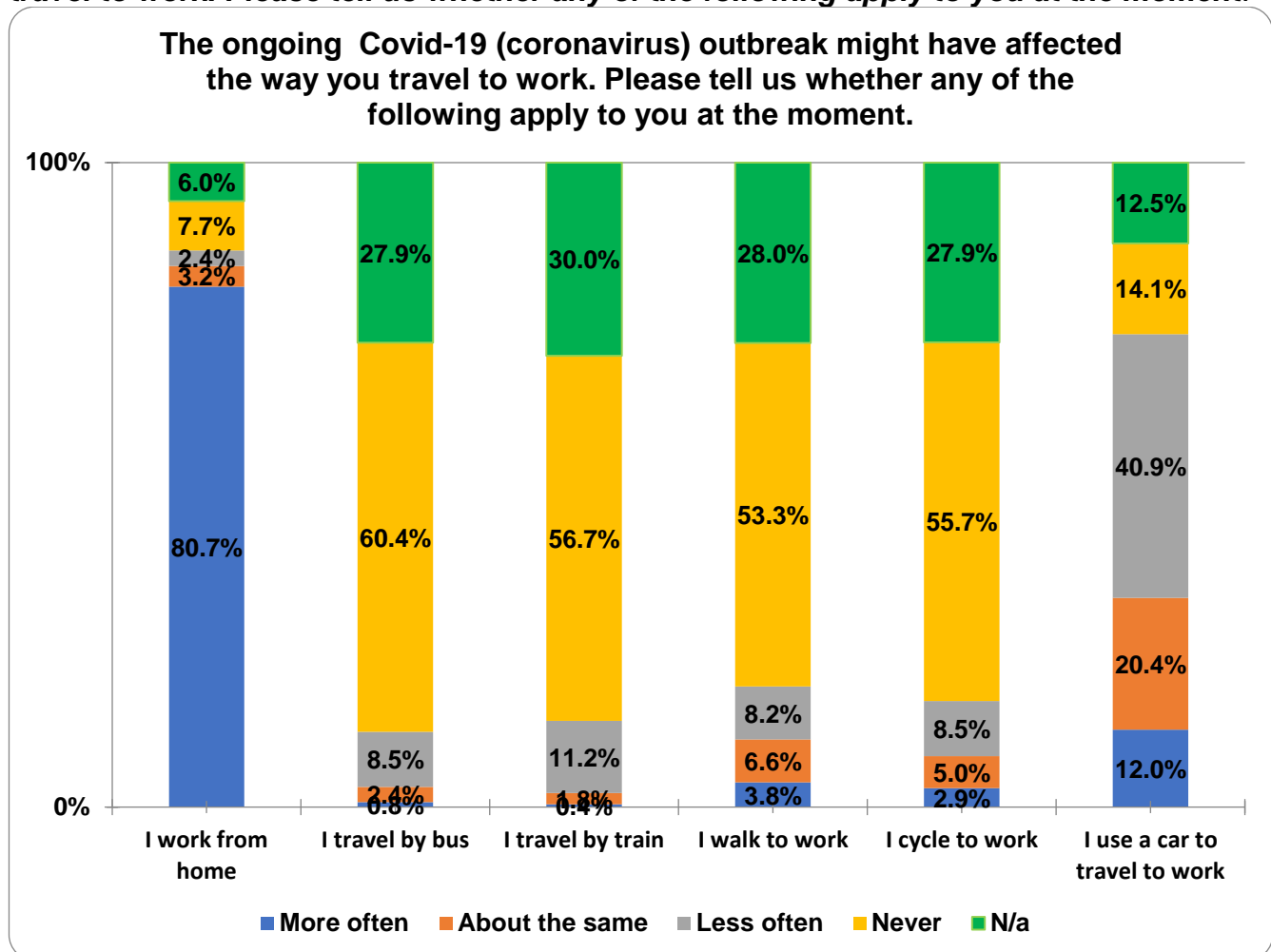
3.6.1 The ongoing Covid-19 (coronavirus) outbreak might have affected the way you travel to work. Please tell us whether any of the following apply to you at the moment.

Another question was added this year in recognition of the fact that many people will have had to alter the way they travel to work, if they are travelling to work, also taking into account the fact that many people are working from, as has already been shown by responses to some of the questions which come earlier in this year's survey.

What is most striking, although not surprising, is that fact that a large proportion of respondents, 80.7%, say that they work from home more often due to the ongoing Covid-19 outbreak. In addition, high proportions of respondents say that they never travel to work by bus (60.4%), train (56.7%) or cycle (55.7%). In the light of the high figure for those who are working at home more, it is reasonable to assume, then, that these people are not travelling to work at all. Similarly, 53.3% say they never walk to work, again it can be assumed that this is because the majority of those who would normally do this were working from home when they completed the survey. Only 20.4% say they use a car to travel to work about the same as they did before the outbreak.

Data from national surveys on public transport travel during the pandemic run by TransportFocus (for more information, see: https://www.transportfocus.org.uk/?s=travel%20during%20covid%20survey&is_v=1) suggests that people are avoiding public transport because they don't feel safe and that some are either walking or using a car instead. This could account for the fact that 12.0% say they use a car to travel to more often, while 20.4% say they use a car about the same. TransportFocus survey data released on 16th October 2020 (just after this survey opened) shows that of 2,000 people surveyed, around 50% who had used a bus or train 'regularly' prior to restrictions being brought in, had not done so in the last seven days.

Figure 12- The ongoing Covid-19 (coronavirus) outbreak might have affected the way you travel to work. Please tell us whether any of the following apply to you at the moment.



3.7 Sustainability comparison 2009 to 2020(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 2020 is 16.5%, half the figure for 2019 and reflecting travel trends during the pandemic. In fact, all organisations, with the exception of two, have a sustainability figure much lower than in previous years. The exceptions are Suffolk Constabulary, whose figure for 2020, 15.3%, is only slightly lower than its 2019 figure of 16.0% (helped by the fact that more people who work for this organisation say they cycle to work most often), and West Suffolk NHS Trust, where the figure for 2020, 24%, is actually higher than its 2019 figure of 20.6% (due to more people cycling or walking to work). For all the other organisations, lower sustainability figures can be explained by people avoiding public transport and choosing less sustainable modes of travel instead

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 2020

Table 6 - Headline sustainability results 2009 to 2020 - by organisation (all organisations)

Organisation		No. of returns (2020)	Sustainability											
			2009	2010	2011	2012	2013	2014	2015	2016	2017	2018	2019	2020
Babergh and Mid Suffolk District Councils	Babergh	24	13.7%	17.1%	15.3%	8.6%	11.5%	11.1%	23.6%	0.0%	0.0%	42.7%	44.9%	0.0%
	Mid Suffolk		14.7%	16.2%	16.8%	17.0%	13.2%	16.8%	22.6%	0.0%	50.0%			
Birketts Solicitors		0	N/a	N/a	N/a	N/a	N/a	N/a	N/a	N/a	N/a	N/a	46%	0.0%
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%	15.0%
BT – Adastral Park				32.1%	35.8%	32.2%	N/a							
Bury BID		0	N/a	N/a	N/a	N/a	N/a	N/a	N/a	N/a	N/a	0.0%	100%	0.0%
Care UK		0	N/a	N/a	N/a	N/a	N/a	N/a	N/a	47.7%	37.5%	35.3%	42.9%	0.0%
CityFibre Holdings Ltd		7	N/a	N/a	N/a	N/a	N/a	N/a	N/a	N/a	N/a	N/a	N/a	14.3%
Concierge Couriers Ltd		2	N/a	N/a	N/a	N/a	N/a	N/a	N/a	N/a	N/a	N/a	N/a	0.0%
Concertus		14	N/a	N/a	N/a	N/a	N/a	N/a	N/a	42.5%	0.0%	53.7%	57.9%	23.1%
East of England Co-operative Society		N/a	N/a	N/a	N/a	N/a	N/a	N/a	N/a	6.4%	3.3%	5.7%	8.8%	N/a
East Suffolk Council	Suffolk Coastal Waveney	52	9.1%	11.8%	11.1%	11.8%	10.4%	16.7%	17.1%	14.3%	100.0%	24.5%	20.0%	3.9%
			28.1%	29.6%	38.8%	32.6%	35.6%	40.0%	32.8%	100.0%	N/a			
Ipswich Borough Council		4	46.2%	47.4%	50.0%	52.7%	52.9%	50.0%	46.5%	53.1%	44.4%	N/a	46.2%	25.0%
Ipswich and East Suffolk CCG		N/a	N/a	N/a	N/a	N/a	22.2%	11.4%	11.4%	0.0%	0.0%	64.4%	50.0%	N/a
Ipswich Hospital NHS Trust		10	N/a	N/a	N/a	N/a	N/a	38.7%	0.0%	50.1%	48.1%	35.3%	0.0%	10.0%
OneLife Suffolk		35	N/a	N/a	N/a	N/a	N/a	N/a	N/a	N/a	N/a	N/a	9.1%	11.8%
OPUS People Solutions		2	N/a	N/a	N/a	N/a	N/a	N/a	N/a	N/a	40.0%	21.4%	41.7%	0.0%
Suffolk Coastal Norse		N/a	8.9%	6.5%	15.8%	4.3%	5.3%	11.1%	6.7%	0.0%	0.0%	0.0%	10.5%	N/a
Suffolk Constabulary		232	N/a	N/a	20.8%	18.9%	25.4%	20.9%	13.7%	16.7%	12.3%	6.3%	16.0%	15.3%
Suffolk County Council		717	37.6%	35.3%	35.8%	34.2%	38.6%	34.8%	36.0%	35.5%	38.6%	39.1%	39.1%	11.3%
Suffolk Highways		49	N/a	N/a	N/a	N/a	N/a	28.9%	32.2%	21.5%	24.5%	21.1%	23.4%	6.3%

Organisation		No. of returns	Sustainability											
			2009	2010	2011	2012	2013	2014	2015	2016	2017	2018	2019	2020
Suffolk Libraries		82	N/a	N/a	N/a	N/a	N/a	55.6%	43.5%	42.6%	47.2%	23.8%	62.5%	42.0%
Suffolk New College		173	N/a	N/a	N/a	N/a	N/a	48.6%	0.0%	0.0%	44.7%	46.2%	45.2%	34.5%
Suffolk Rural College		11	N/a	N/a	N/a	N/a	N/a	N/a	N/a	N/a	N/a	N/a	N/a	9.1%
The Environment Agency		83	N/a	N/a	N/a	N/a	N/a	25%	32.30%	0.00%	N/a	N/a	25.0%	8.4%
University of Suffolk		247	N/a	42.9%	45.0%	44.9%	45.2%	47.7%	50.0%	48.1%	42.6%	42.9%	45.1%	30.1%
Vertas		110	N/a	N/a	N/a	N/a	N/a	32.6%	14.3%	34.7%	15.6%	18.6%	24.2%	6.4%
West Suffolk CCG		10	N/a	N/a	N/a	N/a	12.5%	10.3%	14.2%	33.4%	0.0%	40.0%	22.2%	10.0%
West Suffolk College		155	N/a	N/a	N/a	N/a	N/a	N/a	24.8%	25.0%	25.0%	N/a	0.0%	20.3%
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%	6.6%
	St Edmundsbury		30.0%	28.2%	26.1%	20.4%	23.3%	32.3%	27.2%	22.3%				
West Suffolk NHS Trust		73	N/a	N/a	N/a	N/a	N/a	N/a	N/a	27.7%	0.0%	26.6%	20.6%	24.0%
Other		130	N/a	N/a	N/a	N/a	N/a	N/a	N/a	33.0%	20.3%	29.7%	24.2%	14.3%
Grand Total		2,884	33.4%	33.4%	33.4%	31.2%	35.1%	35.3%	33.2%	33.5%	35.8%	31.9%	33.6%	16.5%

3.7.1 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 2010-2020

Location	No. of responses (2019)	Sustainability										
		2010	2011	2012	2013	2014	2015	2016	2017	2018	2019	2020
Beacon House	13	N/a	N/a	N/a	N/a	N/a	N/a	N/a	27.3%	0.0%	20.0%	7.7%
Beccles House	13	N/a	N/a	N/a	N/a	N/a	N/a	N/a	N/a	0.0%	8.3%	0.0%
Constantine House	86	39.0%	59.0%	62.0%	65.0%	46.3%	55.0%	52.1%	55.0%	65.4%	62.2%	7.0%
East Suffolk House	1	N/a	N/a	N/a	N/a	N/a	N/a	N/a	N/a	0.0%	0.0%	100.0%
Endeavour House	223	56.0%	54.0%	48.0%	56.0%	51.4%	33.2%	46.5%	46.6%	41.6%	44.1%	12.3%
Forest Heath District Council Office	2	N/a	N/a	N/a	N/a	N/a	N/a	N/a	N/a	0.0%	16.7%	0.0%
Haverhill House	0	N/a	N/a	N/a	N/a	N/a	20.0%	0.0%	25.0%	0.0%	0.0%	0.0%
Kingsfield Centre	9	N/a	N/a	N/a	N/a	N/a	16.7%	20.0%	20.0%	25.0%	0.0%	0.0%
Landmark House	77	N/a	N/a	N/a	N/a	21.2%	22.8%	19.8%	19.2%	41.5%	16.7%	0.0%
Marina Centre	3	N/a	N/a	N/a	N/a	N/a	N/a	N/a	N/a	14.3%	50.0%	0.0%
Phoenix House	23	N/a	20.0%	28.0%	48.0%	21.1%	30.6%	15.0%	27.3%	20.0%	22.2%	0.0%
Reade House, Queen's Road	7	N/a	N/a	N/a	N/a	N/a	31.3%	30.8%	11.1%	50.0%	0.0%	14.3%
Riverside	34	N/a	N/a	N/a	N/a	N/a	28.9%	23.1%	27.7%	29.0%	26.8%	8.8%
Saxmundham Office	2	N/a	N/a	11.0%	5.0%	0.0%	11.1%	7.1%	13.3%	33.3%	0.0%	0.0%
West Suffolk House	48	21.0%	26.0%	30.0%	30.0%	31.5%	27.2%	25.4%	24.2%	12.9%	15.0%	4.4%
Other	176	24.0%	27.0%	24.0%	24.0%	18.1%	18.8%	17.9%	23.2%	22.6%	29.2%	17.7%

As already seen, the overall sustainability figure for the survey this year is half the figure it was in 2019 (16.5% compared to 33.6%), due to how travel has changed during the pandemic. It follows, then, that the locations which normally have the highest sustainability figures, are also much lower this year, as staff are choosing to travel less sustainably by avoiding public transport, or not travelling at all and working from home. It is unrealistic to compare this year's figures to the previous ones; all that can be said is that the 2020 survey is a good reflection of how travel has changed for everyone during a period of restrictions and national lockdowns.

As is usually the case, several locations have sustainability figures of 0.0%, due to low numbers of responses from these locations because only a few staff work there.

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 to this question, as to all questions this year, reflect the fact that most people's travel patterns have changed dramatically during the pandemic. It has already been shown in Figure 14 (above) how modes of transport have changed during the pandemic, with some modes of transport being used less often as more people working from home. Comments made in response to the question 'If you do not already use sustainable transport.... which of these would encourage you to do so?' also show that people are less likely to be using sustainable transport, and in particular public transport, due to the perceived risk of catching Covid-19 when travelling with anyone outside their household bubble. The results on Tables 8 and 9 below show there is still some variation between SCC locations around the county, and although some have much lower responses than other, they still reflect the impact of the pandemic.

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

	Number of responses to question (2020)	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	10	30.0%	10.0%	20.0%	10.0%	10.0%	10.0%	0.0%	10.0%	10.0%	10.0%	20.0%	40.0%	0.0%
Beccles House	11	9.1%	0.0%	18.2%	0.0%	0.0%	18.2%	18.2%	0.0%	0.0%	9.1%	36.7%	9.1%	9.1%
Constantine House	58	25.9%	5.2%	20.7%	24.1%	13.8%	3.5%	13.8%	10.3%	3.5%	15.5%	0.0%	29.3%	8.6%
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	149	24.8%	9.4%	11.4%	10.7%	8.7%	4.7%	10.7%	8.7%	2.7%	10.1%	16.8%	29.5%	10.1%
FHDC Office	2	50.0%	0.0%	0.0%	50.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	50.0%	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	0.0%	0.0%	12.5%	0.0%	0.0%	12.5%	0.0%	0.0%	0.0%	12.5%	25.0%	25.0%	25.0%
Landmark Hse	60	15.0%	6.7%	13.3%	11.7%	6.7%	13.3%	15.0%	6.7%	3.3%	11.7%	33.3%	21.7%	3.3%
Marina Centre	2	0.0%	0.0%	50.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	50.0%	0.0%	0.0%
Phoenix House	17	17.7%	0.0%	11.8%	17.7%	5.9%	5.9%	0.0%	5.9%	0.0%	0.0%	5.9%	41.2%	23.5%
Reade Hse, Queen's Road	6	0.0%	0.0%	16.7%	0.0%	0.0%	16.7%	0.0%	0.0%	0.0%	0.0%	16.7%	50.0%	16.7%
Riverside Campus	26	11.5%	3.8%	19.2%	15.4%	3.9%	11.5%	11.5%	11.5%	7.7%	7.7%	34.6%	26.9%	7.7%
Saxmundham Office	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%
West Suffolk House	41	12.2%	4.9%	7.3%	9.8%	2.4%	17.1%	9.8%	12.2%	0.0%	9.8%	43.9%	31.7%	2.4%
Other	136	18.4%	3.7%	13.2%	17.7%	15.4%	15.4%	14.7%	6.7%	2.2%	5.5%	21.3%	32.3%	5.9%

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

	Number of responses to question (2020)	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	15	33.3%	6.7%	20.0%	20.0%	6.7%	0.0%	6.7%	0.0%	0.0%	13.3%	6.7%	26.7%	13.3%
Birketts Solicitors	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%
BT	457	32.4%	8.8%	18.4%	21.2%	14.0%	8.3%	10.3%	7.0%	7.0%	6.8%	3.5%	30.4%	6.6%
Care UK	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%
CityFibre Holdings	5	20.0%	0.0%	0.0%	20.0%	20.0%	20.0%	0.0%	0.0%	0.0%	0.0%	60.0%	0.0%	0.0%
Concierge Couriers Ltd	2	0.0%	0.0%	0.0%	100.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	50.0%	0.0%	0.0%
Concertus	10	40.0%	20.0%	30.0%	10.0%	10.0%	0.0%	10.0%	20.0%	0.0%	20.0%	0.0%	10.0%	30.0%
East Suffolk Council	42	33.3%	14.3%	19.1%	19.1%	7.1%	7.1%	2.4%	2.4%	0.0%	11.9%	23.8%	19.1%	4.8%
Ipswich Borough Council	3	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	33.3%	33.3%	33.3%	0.0%
Ipswich and East Suffolk CCG	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 Hospital NHS Trust	10	20.0%	10.0%	40.0%	40.0%	30.0%	10.0%	20.0%	10.0%	20.0%	10.0%	0.0%	20.0%	0.0%
OneLife Suffolk	31	19.4%	9.7%	12.9%	16.1%	22.6%	12.9%	9.7%	25.8%	9.7%	9.7%	41.9%	9.7%	9.7%
OPUS People Solutions	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%
Suffolk Constabulary	187	20.3%	6.4%	15.5%	20.7%	11.8%	3.2%	9.6%	12.8%	8.0%	10.2%	7.5%	35.3%	5.9%
Suffolk County Council (inc. SFRS)	527	19.5%	5.7%	13.7%	14.0%	9.5%	10.3%	11.8%	8.0%	2.7%	8.9%	21.6%	29.4%	7.8%
Suffolk Highways	32	6.3%	0.0%	9.4%	6.3%	12.5%	12.5%	9.4%	3.1%	12.5%	12.5%	31.3%	31.3%	6.3%
Suffolk Libraries	56	33.9%	3.6%	12.5%	19.6%	16.1%	1.8%	3.6%	0.0%	1.8%	5.4%	8.9%	32.1%	10.7%
Suffolk New College	134	23.1%	4.5%	28.4%	21.6%	24.6%	8.2%	10.5%	8.2%	10.5%	6.7%	7.5%	25.4%	3.7%
Suffolk Rural College	10	20.0%	10.0%	10.0%	40.0%	20.0%	20.0%	10.0%	10.0%	0.0%	10.0%	0.0%	30.0%	30.0%

	Number of responses to question (2020)	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
The Environment Agency	66	34.9%	7.6%	16.7%	33.3%	7.6%	1.5%	10.6%	4.6%	0.0%	10.6%	13.6%	22.7%	6.1%
University of Suffolk	190	29.5%	14.2%	27.9%	20.5%	11.6%	7.4%	8.4%	5.3%	8.4%	11.1%	3.7%	32.1%	5.8%
Vertas	93	16.1%	3.2%	15.1%	9.7%	8.6%	6.5%	8.6%	6.5%	2.2%	4.3%	21.5%	35.5%	4.3%
West Suffolk CCG	7	28.6%	0.0%	0.0%	0.0%	0.0%	0.0%	14.3%	0.0%	0.0%	14.3%	0.0%	28.6%	28.6%
West Suffolk College	118	28.8%	8.5%	25.4%	17.0%	11.9%	11.9%	6.8%	7.6%	13.6%	4.2%	13.6%	27.1%	6.8%
West Suffolk Council	48	27.1%	2.1%	16.7%	10.4%	0.0%	2.1%	10.4%	4.2%	6.3%	4.2%	12.5%	37.5%	4.2%
West Suffolk NHS Trust	53	24.5%	7.6%	3.8%	17.0%	11.3%	3.8%	1.9%	1.9%	5.7%	7.6%	13.2%	34.0%	3.8%
Other	74	24.3%	13.5%	13.5%	17.6%	9.5%	12.2%	12.2%	8.1%	2.7%	6.8%	29.7%	20.3%	12.2%

APPENDICES

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

971 people chose to answer this question and of these, 15 gave a 'No comment' or 'N/a' answer. The comments of the remaining 956 have been summarised as follows:

Comment	No. of comments	% of comments
Electric/hybrid cars too expensive to buy or run/can't afford to replace current car	360	37.7%
Not currently considering replacing car/not had current car very long	212	22.2%
Electric/hybrid cars not suitable for current use e.g., towing horse box, caravan/driving long distance//not enough range	85	8.9%
Don't have/want an electric/hybrid car	64	6.7%
Will/may consider when replacing current vehicle/when current vehicle comes to end of its life.	62	6.5%
Electric/hybrid cars not environmentally friendly (disposal of batteries, source of electricity)	45	4.7%
Other	39	4.1%
Have a company/lease car/works van so can't change	35	3.7%
Insufficient infrastructure for charging etc/do not have anywhere to charge car (live in flat	34	3.6%
Not interested as don't drive car to work/don't use car often enough	20	2.1%
Total	956	100%

39 (4.1%) made comments which have been classified as 'Other'. Of these, 12 said they already have access to an electric or hybrid vehicle.

The remaining 27 said:

- The car they drive is shared with another family member (partner, adult child etc)
- The type of car they want is not available as an electric/hybrid vehicle
- They drive a van for work and it is not available as electric or hybrid
- Another said they drive a campervan which is not available in an electric or hybrid version
- One person said they prefer to cycle
- The respondent's husband is a mechanic who only works on petrol or diesel vehicles
- Another said it was not worth changing car at the moment as they are not travelling to work due to the pandemic
- One person was concerned about the safety of blind pedestrians, due to the much quieter engine of electric/hybrid vehicles, while another said they prefer the sound of a petrol car
- One said they were disappointed by the lack of information about electric/hybrid vehicles provided by their employer

Appendix 2 – Summary of comments made about working from home during the pandemic.

Summary of ‘Other’ responses to ‘Has your organisation changed its policy to enable you to work from home?’

Comment	No. of comments	% of comments
Able to work at home, but not all the time	137	32.9%
Unable to work at home	80	19.2%
Worked at home during full lockdown only/during pandemic	69	16.6%
Was already able to work at home	54	13.0%
Partial change -not all can work at home	38	9.1%
Have worked at home since lockdown (and still doing so)	38	9.1%
Total	416	100.0%

The most popular comment reflected being able to work at home, but not for all of the time, with 32.9% of comments, from those who said this because their work cannot all be done at home (for example college lecturers visiting students on placements or staff working in healthcare). Some were unable to work at home at all (19.2%) while others were only able to work at home during the full lockdown of the earlier part of the year. 13% said they already had the ability to work at home, while others said that only those who could work at home did so (9.1%). Only a small proportion, 9.1%, said they were still working at home.

Summary of responses to ‘If you are currently working at home, what are the benefits to you for doing this?’

2,182 responded to this question and some gave answers that covered more than one theme.

Comment	No. of comments	% of comments
Less time and money spent on commuting	1,455	48.9%
Improved work/life balance (eating better, more sleep, less time at workplace, easier for childcare)	550	18.5%
Improved productivity (fewer interruptions/easier to concentrate)	269	9.0%
Better flexibility in working hours	230	7.7%
Adhering to/supporting lockdown guidance/avoiding Covid-19	205	6.9%
No benefits	106	3.6%
Less commuting helps the environment	102	3.4%
Other	43	1.4%
Not currently working from home	17	0.6%
Total	2,977	100%

By far the most frequent comment, with almost half of responses, was less time and money spent on commuting, 30 percentage above the second most frequent, improved work/life balance at 18.5%, a natural consequence of the first, as is improved productivity in third place at 9.0%.

3.5% chose to highlight the fact that, for them, there were no benefits to working at home, although only a few gave more information as follows:

- Normally walk to work so working from home has had no benefits (and now need to factor in exercise during the day, rather than on the way to and from work)
- Dislike working at home and prefer to be in the office
- Getting bored of working from home
- Still have to travel to take a child to nursery
- Feeling isolated and missing the social aspect of work
- Missing opportunities for discussion of work/collaboration with others
- Working longer hours
- Having to pay for heating/electricity/broadband
- Lack of motivation

1.5% of comments did not fit into these categories as they were mostly made up of responses explaining how individuals were working, most commonly part in the office, part at home. Some did highlight particular benefits such as:

- Better broadband
- Easier to contact colleagues
- Use of technology for meetings

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

1,170 respondents answered this question and 20 of them chose to say only 'N/a' or to make no comment, while 48 used it as an opportunity to say what would encourage them to use sustainable transport or that anything available does not suit the way or distance they travel to work. A further 797 responses merely said 'Nothing' or that they were not sure or did not know what their employer provided.

The remaining 388 comments have been summarised under the headings shown in the table below (note: totals will add up to more than 100% as some comments covered more than one category):

Comment	No. of comments	% of comments
Charging for electric vehicles	96	8.7%
Secure bike shelters/storage	55	5.0%
Showers/changing facilities	53	4.8%
Discount on public transport	39	3.5%
Free shuttle bus	24	2.2%
Free park and ride	19	1.7%
Cycle scheme	16	1.5%
Electric/hybrid pool cars	15	1.4%
Bike maintenance sessions	14	1.3%
Specific parking for car shares	14	1.3%
Green travel plan	13	1.2%
Pool bikes	9	0.8%
Pool cars	9	0.8%
Ability to work at home	6	0.5%
Car share scheme	6	0.5%

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%.

152 people ticked 'Other' while 929 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, 28 responses said either 'N/a' or made comments such as 'does not apply'.

As the remaining 1,060 responses made under 'Other' and 'Comments' share common themes, they have been added together and summarised as follows:

Comment	No. of comments	% of comments
Live too far away/unable to access sustainable/ no public transport from where I live	274	25.8%
Improved public transport e.g., more regular/frequent/quicker/safer/cheaper	150	14.2%
Cycle paths too dangerous/route too dangerous to cycle on	91	8.6%
Already travel sustainably	76	7.2%
Shift work/working hours prevent access to public transport	63	5.9%
Other	61	5.8%
Need to car to drop off children at school/go home at lunchtime for dog/care for elderly relatives	46	4.3%
Need to use car to visit students/customers, different locations	43	4.1%
Ability to work at home (more often)	39	3.7%
Nothing	37	3.5%
Currently working at home	34	3.2%
Discounts on public transport (bus or train)	32	3.0%
Cheaper electric/hybrid vehicles	23	2.2%
PT operator for discount	19	1.8%
Disability/health prevents this	15	1.4%
More cycle paths	15	1.4%
EV charging point at work/in the community	11	1.0%
Secure cycle parking/better facilities for cyclists e.g., showers/lockers	11	1.0%
Cycle to work scheme	8	0.8%
Need to carry equipment	7	0.7%
Ability to work flexible hours	5	0.5%
Total	1,060	100%

The 61 (5.8%) comments categorised as 'Other' made comments not falling into any of these categories and were ideas to encourage sustainable travel, including:

- Lower car parking charges, especially for those who only drive part of the week and walk or cycle the rest of the week
- Moving bus stop nearer to the office
- Ability to include time spent walking or cycling to work as part of working hours
- More room for bicycles on trains
- A park and bike scheme
- Legalisation of electric scooters
- Park and ride stop at the University of Suffolk

Several commented that they did not want to travel on public transport or car-share while the Covid-19 pandemic was ongoing.

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 19 respondents (note: three people named more than one operator). A further 32 said discounts on buses or trains but did not specify any operator.

Operator	No.	% of total
First Buses	8	36.4%
Greater Anglia	6	27.3%
Ipswich Buses	6	27.3%
Chambers	2	9.1%
Total	22	100.0%

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

There were fewer comments about cycle paths or footpaths this year, reflecting the fact that fewer people have been cycling to work during the pandemic. Those comments that name specific locations where there is either a need for a cycle or footpath or an issue with current provision of either cycle or footpath are summarised below:

- Footpath from Suffolk Constabulary to Dobbs Lane, Kesgrave is seen as unsafe
- Footpath from Yoxford to Saxmundham could be joined up better to benefit pedestrians and cyclists
- Woods Lane junction with A12 – has a lamp-post in the middle of the cycle path
- If there were pavements through Brightwell village it would be easier to walk
- B1078 from Otley to Ashbocking is a dangerous road – a cycle path would make it better
- Cycle paths like those in the Netherlands would encourage more people to cycle