

An aerial photograph of a river, likely the Great Ouse, flowing through a green landscape. The river is blue, and the surrounding land is a mix of green fields and some buildings. The image is slightly blurred and has a soft, painterly quality.

# Stevenage Borough Council Workplace Travel Plan 2020 – 2025

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## Foreword



Stevenage Borough Council declared a climate emergency in June 2019 and stated its ambition to make Stevenage carbon neutral. With a quarter of carbon dioxide emissions attributable to the transport sector, the need to transition to more sustainable transport options is becoming more pressing every day. The previous Green Travel Plan provided many great new options for staff and Members of the Council to travel sustainably over the last five years. However, it has become apparent that this has not been enough to persuade most to leave their cars behind. It is for us as Members and officers of the Council to be community leaders in this field and demonstrate to the wider town that we take sustainable transport seriously. For this reason, in this new Workplace Travel Plan the Council will be grappling with the thorny issue of parking charges to disincentivise car use as well as new measures to help facilitate the change that is needed. Now is the time for change and leading the way to a more sustainable future.

**Lloyd Briscoe**

**Executive Member – Economy, Enterprise and Transport**

## 1. Introduction

The first Stevenage Borough Council (SBC) Green Travel Plan (GTP) ran from 2013 to 2018. Over that period, we introduced a variety of initiatives that were designed to help Council employees<sup>1</sup> reduce the number of journeys that were made by single-occupancy-vehicles (SoVs) i.e. driving in a vehicle alone.

Whilst accepting that we all, at times, need to drive to places on our own, SBC also recognises that in many cases alternatives to this form of travel can be used if the incentives to do so are strong enough to counter the comfort and ease of using a private vehicle. The primary purpose of that GTP was to provide and promote those incentives wherever possible.

There is no 'silver-bullet' to changing people's travel behaviour, no single initiative that can create a seismic shift in habits. However, a series of smaller incentives that each change the choices of an amenable group has previously been shown to be successful in creating the sort of modal shift away from SoVs that can make a measurable difference to traffic and parking problems. This is why our GTP introduced a number of different schemes to support staff commuting to Stevenage, and others to help travel on work-related journeys.

Our original driver for introducing a GTP in 2013 was the acknowledgement that global climate change was a scientifically accepted phenomenon and that it was extremely likely to be driven by human activity including emissions from our transport choices.

According to the Intergovernmental Panel on Climate Change's (IPCC) Special Report in 2018, human activities are estimated to have caused approximately 1°C of global warming above pre- industrial levels, with a likely range of 0.8°C to 1.2°C.

The Paris Agreement sets out a global action plan to put the world on track to avoid dangerous climate change by "limiting global warming to well below 2c and pursuing efforts to limit it to 1.5c". In order to prevent further global warming of more than 1.5°C, the IPCC states that this would require global net human-caused

emissions of carbon dioxide (CO<sub>2</sub>) to fall by about 45% from 2010 levels by 2030, reaching 'net zero' around 2050 and that they would need to peak within 12 years (by 2030) to increase the chances of limiting global warming to 1.5 degrees.

On 1 May 2019, UK Members of Parliament approved a motion to declare an environment and climate emergency. This was echoed by the Welsh and Scottish governments and individual towns and cities across the UK, including Manchester and London<sup>2</sup>.

At an Extraordinary Meeting on 12 June 2019, Stevenage Borough Council declared a climate emergency and resolved a motion that included these statements:

***That this Council notes that:***

*Human activities are changing our planet and the need for everyone to take action on climate change is more urgent and immediate than ever.*

*The latest statistics for the source of Stevenage's carbon dioxide emissions are for 2016 and are; 42% from industry and commercial, 33% from domestic sources and 25% from transport.*

***This Council declares a climate emergency and we:***

*Will continue to reduce the council's building and fleet emissions through developing and investing in carbon reduction projects and we will update our Carbon Management Plan regularly.*

*Will continue to...promote and advocate joint measures and actions to meet our aspirational targets for carbon emissions reduction and sustainable transport solutions.*

A full text of the statement can be seen at  
<https://democracy.stevenage.gov.uk/mgAi.aspx?ID=7367>

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<sup>1</sup> N.B. The use of 'staff' and 'employees' through the WTP refers to SBC staff at all levels and all Members of the Council

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<sup>2</sup> <https://www.bbc.co.uk/news/uk-politics-48126677>

Since the introduction of the Green Travel Plan in 2013 the surge in renewable energy production in the UK has seen carbon dioxide emissions for the energy industry fall substantially whilst emissions from transport have remained flat. As a result, transport now generates more greenhouse gas than the power industry; more than any other sector and 27% of the total. The solution must be to transition away from fossil fuelled vehicles, and this is why our WTP includes the promotion of electric vehicles (EVs) as well as ideas to help people choose non-car options for travel such as walking, running, cycling, and public transport.

## Policy Context

The Workplace Travel Plan is written to support the objectives of the Local Transport Plan for Hertfordshire (LTP4) and Stevenage Borough Council's Mobility Strategy and transport strategy, Future Town Future Transport and the emerging Climate Change Strategy.

## Objectives

The primary objectives of this Workplace Travel Plan are to:

1. Reduce the Council's contribution to global warming through the reduction of carbon emissions caused by motorised transport.
2. Make it easier for SBC employees to make sustainable travel choices.
3. Improve the health and wellbeing of staff by encouraging active travel.
4. Improve the local air quality by reducing harmful emissions.



## 2. Stevenage

Within the county of Hertfordshire and situated only 28 miles to the north of London, Stevenage was designated as The UK's first New Town in 1946.

In the 2011 census the population of Stevenage was recorded as 83,957<sup>3</sup>, which was estimated to have grown to around 89,000 by 2019<sup>4</sup>.

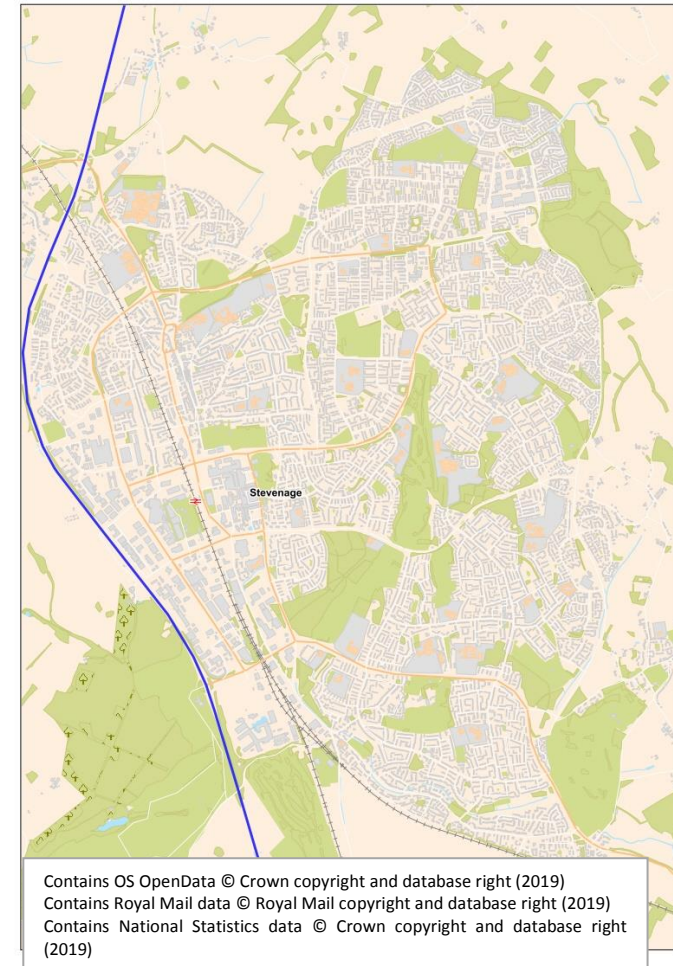
Notable towns close by include Hitchin, Letchworth, and Welwyn Garden City. Whilst travel north-south from Stevenage is aided by the A1(M), it is more difficult to travel east-west from the town.

*Map 1: Stevenage and the surrounding area*



The town consists of the Old Town, nine residential neighbourhoods, the pedestrian town centre, and the industrial area on the western side bounded by the A1(M)

*Map 2: Stevenage Town*

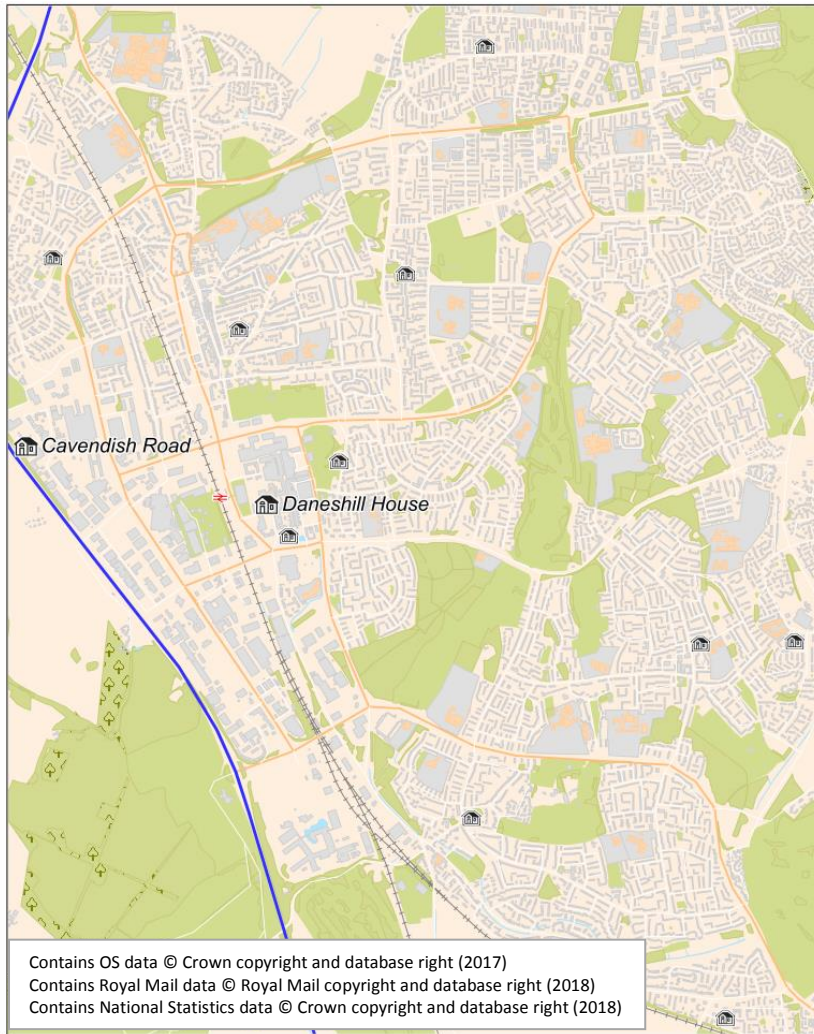


<sup>3</sup> "Stevenage population 2011". Office for National Statistics.

<sup>4</sup> <http://population.city/united-kingdom/stevenage/>

Stevenage Borough Council (SBC) has staff members based at the buildings shown on Map 3 below.

*Map 3: Stevenage town centre and SBC buildings*



## Did you know?

Stevenage currently has over 28 miles of dedicated cycleways making it one of the best towns in the UK for car-free cycle commuting.



### 3. Green Travel Plan 2013 - 2018

The first SBC Green Travel Plan was a five-year plan adopted by the Executive in 2013. The objective of the plan was to reduce the environmental impact of the journeys staff and Members make commuting to work and travelling for business purposes by reducing travel and encouraging modal shift away from single occupancy car use.

The plan introduced nine new policies designed to promote the more sustainable modes of transport for commuting, to provide sustainable options for business related travel, to reduce the need to travel and to use less environmentally damaging fleet vehicles. The GTP set out an Action Plan which included short-term (1-2 year), medium-term (3-4 years) and long-term (>5 years) actions.

#### Review

Of the 33 actions in the Action Plan, 25 (75%) were implemented either fully or partially, 8 (25%) were not implemented.

Successfully implemented schemes included:

- Adopting the Government's "Cycle to Work" scheme to give staff tax incentives on new bicycles and equipment up to £1000 which has been taken up by 33 members of staff purchasing nearly £22,000 of bicycles to date and saving the council £2930 of employers NICs.
- Becoming a key partner in the SmartGoStevenage group enabling SBC staff to access public transport discounts.
- Allowing access into Daneshill House from the courtyard to facilitate easier access from cycle parking.
- Setting up a free bike pool for staff to use for journeys to site including two E-bikes and four pedal cycles at Daneshill House and Cavendish Rd Depot.
- The establishment of a town centre car club providing four electric Renault Zoes and associated charging and parking infrastructure for staff and for

public use. To date SBC staff have covered 48,616 miles in the E-Car Club cars and the public have covered 34,149 miles saving a total of 18.7 tonnes of CO<sub>2</sub>.

- Supporting Hertfordshire County Council's (HCC) Cycling Strategy objectives including carrying out cycleway enhancement works for HCC and developing both the Cycling Strategy and the Local Cycling and Walking Infrastructure Plan.
- Promoting public transport, cycling, walking, and the pool bikes through "Message of the Day", Link magazine, displays in reception area and all available communication channels.
- Supporting HCC in encouraging public transport providers to improve bus and train services locally through our membership of the Intalink Partnership.
- Reviewing mileage allowances to remove any incentive to use large capacity cars for business related travel.
- Procuring fleet vehicles that comply with the latest Euro standards.
- Updating staff travel information by conducting regular travel surveys to help measure & monitor progress.
- Publicising the existing cycling allowance for business travel through the Leadership Forum.
- Placing Green Travel information on the Intranet and Council's website.
- Promoting the availability of interest-free loans for season tickets through the Leadership Forum.

In addition, partially implemented schemes included:

- Offering downloads of the Stevenage Cycling Map on the Intranet and Website and providing staff with a copy of the map with their payslips: This was too bulky, so a cycling leaflet was distributed instead.
- Offering free cycle maintenance training for staff (established through HR but not promoted).
- Setting up and administering a booking system for pool cycles (established but subsequently moved out of the reception area).
- The feasibility of introducing a "walking buddy" system was successfully investigated but not considered viable.

Schemes that were planned but have not been implemented include:

- Ensuring regular updates of the Stevenage Cycling Map (stock of old map only just run out).
- Promoting video conferencing to reduce travel to meetings.
- Setting aside more space in the courtyard at Daneshill House for cycle parking (car parking spaces in high demand).
- Providing additional covered cycle racks at or near Council offices and/or in the adjoining public car parks (not funded).
- Giving priority to the most sustainable modes of transport e.g. fleet vehicles, carshare or cycles, in the London Road Car Park (not approved by FM and site now subject to development).
- Including “green travel” & “journey planner” icons on desktops of all PCs linked to established ‘INTALINK’ systems operated by HCC (not approved by IT).
- Setting up a dedicated user-group on Herts Liftshare (FAXI trial aborted due to HR data sharing concerns).
- Promoting Liftshare using all available channels.
- Supporting and participating in sustainable travel national events and campaigns e.g. bike week, car-free day, car-share day etc. (not resourced).



### Did the Green Travel Plan meet its objectives?

Modest targets were set for increasing the proportion of staff travelling to work by sustainable means and reducing the proportion of single occupancy vehicle (SOV) use. These are shown below in Table 1.

The baseline dataset was taken from an initial staff survey carried out in-house in 2011. No data is available for 2018, but surveys were carried out in both 2017 and 2019, which provide an indication of whether the targets have been achieved. The 2017 data was taken from the SmartGo Stevenage annual surveys to which the Council subscribed. The 2019 data is taken from a staff travel survey undertaken to inform this plan (as explained further in Chapter 4).

Table 1: Modal choices since GTP implementation

	2011	2017	2018 target	2019
<b>Walking</b>	6.1%	7.4%	≥ 8.0%	5.0%
<b>Cycling</b>	1.8%	2.2%	≥ 4.0%	1.3%
<b>Bus</b>	6.5%	7.4%	≥ 8.0%	4.4%
<b>Train</b>	6.5%	7.4%	≥ 7.5%	6.3%
<b>Motorcycle</b>	0.7%	0.0%	≥ 1.0%	0.0%
<b>Car (shared)</b>	4.0%	7.4%	≥ 8.0%	8.8%
<b>Car (alone)</b>	74.4%	65.9%	≤ 63.0%	73.6%

It is apparent from Table 1, that the majority of these targets have not been achieved. In 2017, the survey results were more positive, indicating significant increases in most sustainable transport modes, as well as a reduction in private car use. The 2019 data, however, shows a drop in use of all sustainable modes to below the 2011 figures, except for car sharing, which has increased further, exceeding the target of 8%. However, it does also show a drop in private car use against the 2011 levels, which should be treated as a positive.

It should be noted that whilst the 2011 dataset is based on 283 responses the 2017 data is based on just 135 responses and the 2019 data on 168 responses; with the smaller sample sizes it may be difficult to extrapolate accurately to represent the full establishment. The figures should therefore be treated with caution.

### Did you know?

Stevenage town centre was the first shopping area in Britain built to be free of motor traffic. It was inspired by the Lijnbaan in Rotterdam.<sup>5</sup>

<sup>5</sup>Hass-Klau, Carmen (2014). *The Pedestrian and the City*. Routledge. p. 87

## 4. Workplace Travel Plan 2020 - 2025

It is clear from the review of the GTP that, although a variety of good initiatives have been put into place, in order to encourage more sustainable commuting, the new Workplace Travel Plan needs to be more effective than its predecessor.

### 4.1 Staff Travel Survey 2019

Before embarking on a new travel plan, it is good practice to carry out a staff travel survey. Travel survey data can be used to show how and why people choose to travel in the way that they do and also to indicate the potential for new initiatives to enable changes in travel behaviour. Without this data there is less evidence for helping to choose which initiatives should be included and prioritised within the plan.

For this WTP, an on-line (Survey Monkey) staff travel-to-work survey was held in April 2019. Employees were encouraged to take part via emails and fliers placed around the offices and managers were asked to promote the survey in team meetings. For those staff members who did not have access to a PC, a QR code was made available to support completion on a mobile phone; a total of 168 employees took part, a response rate of approximately 25%.

A precis of the results is shown below; greater detail can be found in the Appendix.

#### Selected results from the Employee Travel Survey

##### All respondents (n.168)

- The majority of respondents (87%, n.144) worked at Daneshill House and a further 7% (n.12) at Cavendish Road.
- 77% (n.127) were aware of the 2013 Green Travel Plan.
- The initiatives from the GTP that were most commonly used were:
  - Use of the E-Car Club (22%, n.36)
  - Use of an electric pool bike (11%, n.18)
  - Use of a standard pool bike (5%, n.9)

- 69% (n.115) had not taken advantage of any GTP initiatives.
- Only 5% (n.8) of respondents reported that the GTP had reduced their car use when travelling to or from work.
- However, 15% (n.25) reported that the GTP had reduced their personal/private car use when travelling for business purposes.
- The initiatives that would most encourage respondents to use sustainable transport for their commute more often were:
  - Better cycle parking
  - Encouraging electric vehicle use
  - More Skype compatible meeting rooms
  - Payment changes
- For modes 'ever used' the most common form of transport for the commute was a single-occupancy car/vehicle (SoV). 84% (n.133) used this at least occasionally whilst walking/running was the next most popular (29%, n.46).
- 74% (n.117) of respondents considered an SoV to be their main form of transport on their usual commute whilst the next most common were car driver with passenger (7%, n.11) and train (6%, n.10).
- The most commonly desired additional travel-related initiatives that respondents would like to see implemented or improved were:
  - A car share database (25%, n.38)
  - Cycle storage (24%, n.36)
  - Showers & changing rooms (21%, n.31)

##### Respondents for whom SoV was the main form of transport on their usual commute (n.117)

- Up to 59% of respondents could be enabled to catch the bus to work.
- Up to 52% of respondents could be enabled to car share to work.
- Up to 49% of respondents could be enabled to catch the train to work.
- Up to 34% of respondents could be enabled to cycle to work.
- Up to 26% of respondents could be enabled to walk to work.

## 4.2 Enabling change

A Travel Hierarchy Tree indicates the order in which the choices for how to travel should be considered, with the most desirable at the top and the least desirable at the bottom (see Figure 1). The most effective travel plans include a mix of initiatives to support staff to make choices as close to the top of the hierarchy as possible. Therefore, this WTP includes a variety of initiatives – some small, some larger – to provide that mix of choices and enable people to change how they travel.

Employees should be encouraged to understand that it is not necessary to forgo all SoV use to take advantage of these initiatives; flexibility with transport choices is key in making a travel plan work.

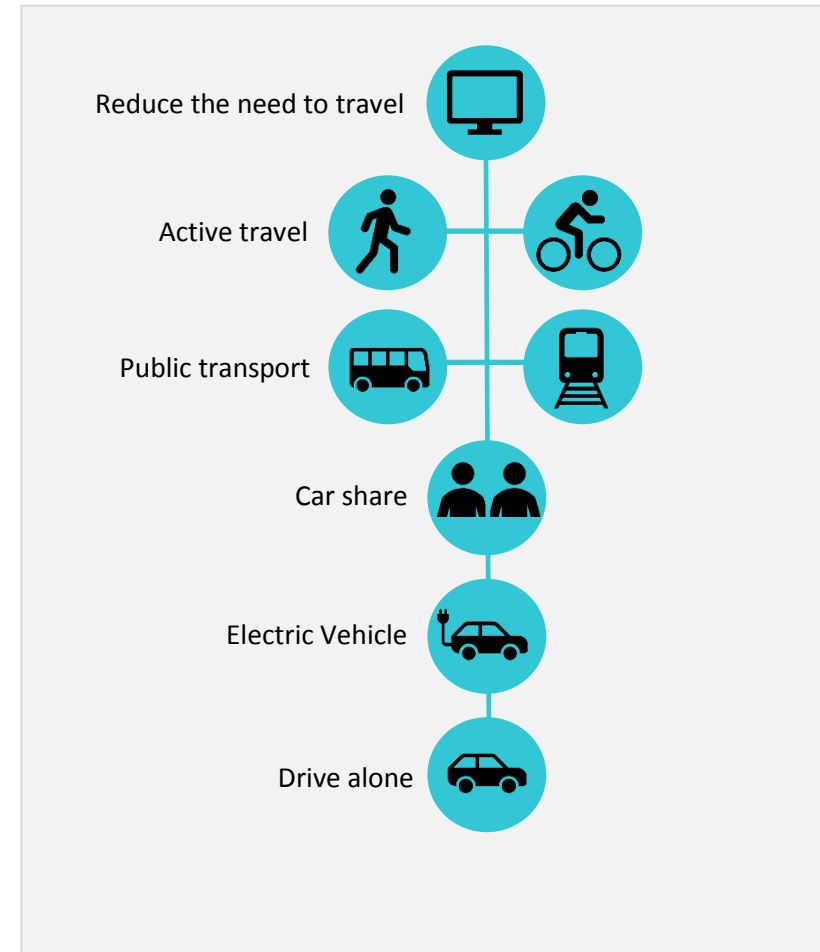
## 4.3 Prioritising Actions

The planned initiatives (see below) have been placed within a **short-**, **medium-**, and **long-**term intended timetable and this colour coding is used throughout.

Prioritisation was based using a mix of the following criteria:

- Initiatives that were popular and successful from the GTP.
- Initiatives that the 2019 Staff Travel Survey (page 8) indicated would be most likely to be adopted by employees.
- Initiatives that had been planned for the GTP but not yet implemented.
- Best-practice examples from elsewhere.

Figure 1: Travel Hierarchy Tree



## 4.4 Initiatives and Policies

### 4.4.1 Car Parking

Previous experience has shown that incentives to encourage the uptake of sustainable transport modes do not work well without also introducing disincentives to discourage the use of SOVs.

There is therefore a need to conduct a detailed review of parking arrangements for staff to create a key disincentive to car use. This review should consider whether the introduction of charges would be appropriate and acceptable and include for a consultation of staff and unions on options. These options might include charging staff the full public rate, a subsidised flat rate or scale of charges for car park season tickets or a 'Pay As You Go' system that would have the benefit of rewarding occasional active travel and public transport choices. This could be done simply by turning season tickets into prepayment cards that could be topped up at the car park machines. The review should also consider offering cheaper rates in Old Town car parks to make 'Park and Stride' to work more attractive than parking in the town centre to encourage an element of active travel in line with the Health & Wellbeing agenda. Full consideration will also need to be given to the viability of controls at the Cavendish Road staff car park. Similarly exclusions to any charging regime should be considered and parking bays provided for disabled users and for a car share scheme.

Whilst the introduction of parking charges for staff is never likely to be popular with all employees, giving a subsidised rate to staff would help to minimise any adverse impact and would provide income to help fund many of the other initiatives in this plan. In the 2019 staff travel survey, making payment changes in relation to parking ranked 4<sup>th</sup> in the list of interventions that respondents thought would be effective, with over 44% of people ranking it as their first choice in terms of initiatives that would encourage them to use sustainable transport for commuting more often.

The Council has provided electric vehicle charge points (EVCPs) in three of its car parks free of charge to encourage the shift to EVs. It is likely that take up of EVs will increase substantially over the next five years and the Council should aim to ensure that the proportion of its parking bays supported by EVCPs remains

greater at all times than the proportion of EVs on the road in order to keep a positive incentive although it is likely that the fees for using them will need to be reviewed.

*Initiatives should aim to encourage drivers to consider whether driving is the most appropriate transport choice for their next journey.*

Actions:

- Limit town centre staff parking to St Georges Multi-storey car park only.
- Review parking arrangements for staff
- Increase EV charge point provision in car parks ahead of demand

*Baseline Data: Percentage of staff for whom SoV is their primary commute mode in 2019: **74%***

*Target for 2025: **56%***

### 4.4.2 Financial Support

The reduction of the subsidy for parking for staff provides an opportunity to introduce alternative support for more sustainable travel options. This is an area that should also be reviewed with consideration given to various options such as a contribution towards train or bus fares or a flat rate but flexible allowance for personal travel. The review should aim to level the playing field by spreading a degree of subsidy more equitably across all of the transport modes. Consideration should be given to the level of any allowance, whether it should be paid uniformly to all or targeted at particular transport mode users and whether it should be paid at a flat rate or means tested. A flat rate would ensure that those who choose public transport will get a useful contribution to their costs not previously enjoyed whilst those that choose active travel or no travel options at the top of the travel hierarchy tree (fig.1) would benefit the most.

*Initiatives should enable staff to move away from the convenience of private motoring and help to reduce some of the costs of making change.*



Action:

- Review the potential for subsidies for sustainable travel modes

#### 4.4.3 Personalised Travel Planning

Personalised Travel Plans (PTPs) are tailored reports for employees that highlight the travel options that are available for a particular journey. They are based upon a one-to-one meeting with a travel advisor during which the staff member can discuss their commuting needs. They can help to show those who may have only considered private car use what other choices may exist.

*Initiatives should create opportunities for staff to learn of the availability of different forms of transport for their journey.*

Action:

- Offer PTPs for staff including a monitoring system to evaluate uptake.

#### 4.4.4 Walking

*Our Walking Policy: The Council will promote walking to staff and Members*

Introducing walking initiatives is a positive action for any employer because active travel has benefits to staff physical and mental health plus it helps to reduce the emissions from motorised travel and reduces the demand for car parking.

From the travel survey data presented in this document, the percentage of employees who walked or ran to work in 2019 at least sometimes or for part of the journey was high (29%); however, only 5% considered it to be their MAIN form of commuting transport. This suggests that some of those occasional walkers could be supported to do so more often, especially if initiatives that had been planned for but not completed by the GTP were resurrected and some best-practice examples from elsewhere were introduced.

Initiatives can include the establishment of a walking group to offer support between members, the introduction of umbrella pools that loan free umbrellas to staff moving between buildings or to town to reduce the desire to drive because of wet weather, and the creation of a pedestrian map showing key routes around the town including times and step-counts between points to help people reach their daily target.

On a larger scale, Park & Stride schemes at parking sites further away from the destination enable staff members who must drive to work to include some walking as a part of their commute. These spaces should be cheaper than those closer to work and have greater availability to encourage their use.

By working in partnership with the Health and Wellbeing team, such initiatives can be promoted to a higher number of SBC employees.

*Initiatives should encourage walking as the normal method of travelling for short-range journeys and provide opportunities for those living further away to walk part of their commute.*

Actions:

- Create a partnership with the Health and Wellbeing team.
- Establish a Walking group on the intranet.
- Create umbrella pools.
- Create a pedestrian map.
- Introduce Park & Stride car parking within the Old Town council car parks.

*Baseline Data: Percentage of staff for whom walking is their primary commute mode in 2019: 5%*

*Target for 2025: 10%*

#### 4.4.5 Cycling

*Our Cycling Policy: The Council will promote cycling to staff and Members*

The 2019 survey results showed that the percentage of people who cycle commute as their MAIN form of transport (just over 1%) was well below the England average of 4% (Transport Statistics of Great Britain, Department for Transport, 2018) despite the preponderance of cycle routes across Stevenage. However, a much higher percentage (17%) of staff cycled less often.

As with walking, this suggests that there may be a pool of staff who would cycle commute more frequently if encouraged and enabled to do so by building on the cycle support introduced by the GTP, especially where schemes were planned and only partially introduced or not introduced at all. For example, the creation of additional cycle spaces.

As an example, the removal of one car parking space from the courtyard at Daneshill House could provide an area for an additional four cycle stands serving eight bicycles. This would bring total cycle parking capacity to 24 to facilitate about 5% of the 447 employees at Daneshill House.

Other schemes that have been shown to enable cycling elsewhere range from the very small e.g. providing loans of cycle lights and locks or free puncture repair kits; to the much larger e.g. refurbishment of showers.

Additional support should include the setting up of a Bicycle User Group to support new cyclists and raise cycling issues on the Steering Group (see 4.4.10 *Promotion of the Workplace Travel Plan*) plus increasing the allowance on the Cycle to Work scheme to allow staff to purchase e-bikes (electric bikes) and other bicycles over £1000. Both schemes are low cost but with high potential benefits.

*Initiatives should aim to provide the most appropriate, safe and secure storage for cyclists, make it easy to shower and change at the destination if needed, support existing and new cyclists, and increase the acceptance of cycling as a normal method of travelling for short- and mid-range journeys.*

#### Actions:

- Increase the allowance on the Cycle to Work scheme.
- Set up a regular minor maintenance contract for the pool bikes.
- Loan out free cycle locks and lights
- Have a supply of free repair kits and inner tubes.
- Ensure that showers & changing areas are kept clean.
- Update lockers to receive the new £1 coin.
- Ensure that unused lockers are cleaned and useable.
- Create a Bicycle Users Group.
- Create additional cycle parking at Daneshill House.
- Install eight cycle lockers on Danesgate.
- Develop and print a new Stevenage Cycling Map.
- Add an extra cycle shelter and racks at Cavendish Road Depot.
- Investigate setting up cycling skills training with the FVP Cycling Hub
- Refurbish the showers in the 2<sup>nd</sup> floor new block.
- Provide charging for e-bikes, pumps and tool stand for emergency repairs.
- Consider expanding this to a public town centre cycle hub facility.
- Give a commitment to provide aspirational levels of secure, indoor cycle parking within the new town centre Public Sector Hub or another nearby Cycle Hub unit.

*Baseline Data: Percentage of staff for whom cycling is their primary commute mode in 2019: 1%*

*Target for 2025: 5%*

#### 4.4.6 Public Transport & SmartGo Stevenage

*Our Public Transport Policy: The Council will promote public transport to staff and Members*

Public transport discounts are available to Council staff via the SmartGo Stevenage membership and other HR benefits such as interest-free loans are available, but this may not be common knowledge amongst a high percentage of potential beneficiaries.

SmartGo is a national scheme, exclusive to Go Travel Solutions, providing discounted workplace travel, helping employers incentivise low-carbon transport and save their staff money. Offers are available on buses, trains, bikes and more, all accessed through the online portal. A SmartGo Stevenage Steering Group brings selected local employers together to share best-practice and ideas.

Results from the travel survey suggested that 61% of staff did not know about or use the SmartGo scheme. Therefore, it is important that we use all available information sharing channels to ensure that all staff members are aware of the public transport discounts available with SmartGo membership and encourage higher numbers of sign-ups.

Additional rail discounts are available via split-ticketing. This involves buying multiple tickets for a single journey that can work out much cheaper than purchasing one ticket for the whole journey. To make it easier, websites such as [www.splitticketing.com](http://www.splitticketing.com) can be used to plan the journey and book the ticket.

*Initiatives should aim to create knowledge of the existence of the free staff membership of SmartGo and the range of discounts available and advise staff on other methods of reducing public transport costs.*

#### Actions:

- Create a much higher awareness of SmartGo Stevenage.
- Encourage sign-ups and use of the discounts.
- Provide advice and support on the use of split ticketing for rail travel.

*Baseline Data: Percentage of staff for whom bus is their primary commute mode in 2019: **4%***

*Target for 2025: **7%***

*Baseline Data: Percentage of staff for whom train is their primary commute mode in 2019: **6%***

*Target for 2025: **10%***

#### 4.4.7 Car Sharing

*Our Car Sharing Policy: The Council will promote car sharing to staff and Members*

Results from the 2019 travel survey indicated that car sharing had a high potential for encouraging existing SoV drivers to alter their behaviour: 52% of respondents stated there was at least one initiative that would encourage them to share.

Postcode mapping (see Appendix) shows clusters of employees who each travel to Stevenage from the towns and villages in the surrounding county and the introduction of staff parking charges should naturally incentivise car sharing to minimise costs to the individual.

However, previous relationships with car share providers have not produced the results desired in terms of the numbers of staff members signing up and using the facility. This may have been down to the service itself or a lack of promotion of the scheme. Equally, it may have been due to a lack of incentives to encourage people to offer or accept a lift.

Recent technological changes in the use of smartphones and car share software could mean that a third-party application is more attractive now. If not, then an in-house solution for matching staff journeys may be more appropriate. However, no car share solution will be successful unless supported by a programme to promote its availability and incentives to encourage its use.

*Initiatives should aim to reduce the barriers to participation in car sharing by making it more beneficial than driving alone and easier for potential sharers to find and communicate with each other.*

Actions:

- Investigate solutions provided by third-party car share providers versus an in-house group.
- Create dedicated car share spaces with effective enforcement.
- Commit to regular promotion of the chosen scheme.

*Baseline Data: Percentage of staff for whom car share is their primary commute mode in 2019: 9%*

*Target for 2025: 12%*



#### 4.4.8 Electric Vehicle (EV) Use

***Our EV Policy:** The Council will seek to ensure that vehicle emissions from its fleet vehicles are minimised by using them in the most efficient manner and by procuring only the most environmentally friendly vehicles available*

As our awareness of the consequences of the pollution caused by petrol and diesel vehicles has increased so has our demand for cleaner motorised transport. Nationally, although EVs, hybrids and other alternatively fuelled cars still only make up a small percentage of the traffic on our roads, their percentage is growing and is likely to continue to do so.

The establishment of the E-Car Club in Stevenage was a significant first step towards providing electric cars in the town centre to replace grey fleet mileage for staff needing to travel on business. In 2019, electric commercial vehicles of the type used by our Stevenage Direct Services are just beginning to emerge on the market. Over the next five years as prices reduce it may also become viable to 'green the council's fleet'.

*Initiatives should aim to encourage the use of electric vehicles in situations where other non-car forms of transport are not available or appropriate.*

#### Actions

- Continually evaluate the viability of introducing electric fleet-vehicles at Cavendish Road Depot and contracted-out services using vehicles.
- Increase the provision of electric car charge points in the town centre car parks for staff and public use.
- Expand the E-Car Club service to provide an additional two vehicles including the provision of two EV charge points and the construction of two new parking spaces.

#### 4.4.9 Business Travel

***Our Business Travel Policy:** Wherever possible, the Council will strive to reduce the need to travel and provide staff with sustainable transport options for their business-related journeys where travel must be taken*

Reducing the need to travel is an effective tool for reducing council costs and harmful emissions caused by vehicle use, especially from grey-fleet. Encouraging and enabling staff to hold virtual meetings via Skype or other similar platforms is an easy solution for reducing that need.

Where travel is required, making it easy for staff to choose non-grey-fleet methods should also be prioritised; for example, by making it simple to book out a pool bike or by making rail use easy to book and cheaper than driving.

Where it is necessary to drive, cleaner EVs should be used wherever possible. The E-Car Club scheme is currently operated on a voluntary basis as there are not enough cars to meet total demand from staff at Daneshill House but if expanded, consideration should be given to making use of the car club mandatory unless an alternative is approved by a manager.

*Initiatives should aim to ensure that all staff travelling for business consider the most appropriate and/or cost-effective form of meeting and transport for their next journey.*

#### Actions:

- Reintroduce the Pool Bike booking system into the Daneshill Reception Area.
- Train staff on the best use of smart phones, laptops, and PCs for virtual meetings.
- Encourage rail split-ticketing to reduce travel costs where appropriate.
- Make six meeting rooms in Daneshill and Cavendish compatible with Skype,

#### 4.4.10 Promotion and Management of the Workplace Travel Plan

Continuous ongoing promotion of the WTP is of paramount importance. Without knowledge of the plan's initiatives Council employees will be unlikely to take advantage of them. It's also important for employees to feel like they have an affinity with, and involvement in, the development and growth of the plan as it moves forward.

The employment of a part-time Travel Plan Officer and the introduction of an Officer Steering Group will help to drive forward the initiatives included within the WTP. The group should include representatives from Human Resources, Finance, Facilities Management, Communications, IT, Engineering Services, Leisure Services and Planning Policy. SLT members will be ambassadors for plan initiatives and lend their weight to promotional campaigns.

Starting a new job is a life-change that represents a good opportunity to establish good travel habits before a reliance on SoV travel is established. Therefore, the induction programme for new staff is an ideal opportunity for promoting the WTP, its aims, actions, and expectations. Regular ongoing promotion should also occur to remind all staff members of the alternatives to driving that are available to them.

*Initiatives should aim to raise awareness of the WTP and its initiatives plus give council employees a sense of ownership of the plan.*

#### Actions

- Employ a part-time Travel Plan Officer.
- Establish a Director sponsor for the WTP to lead an Officer Steering Group.
- Include information about the WTP within the induction programme for all new staff.
- Send out regular informative/motivational messages from the Communications Team.
- Have more involvement with campaigns and events throughout the year such as Cycle-to-Work Day.
- Further develop the Travel Planning pages within the new intranet.

## 5. Targets, Monitoring & Evaluation

Chart 1: 2019 SBC Staff Commuting Modal Splits

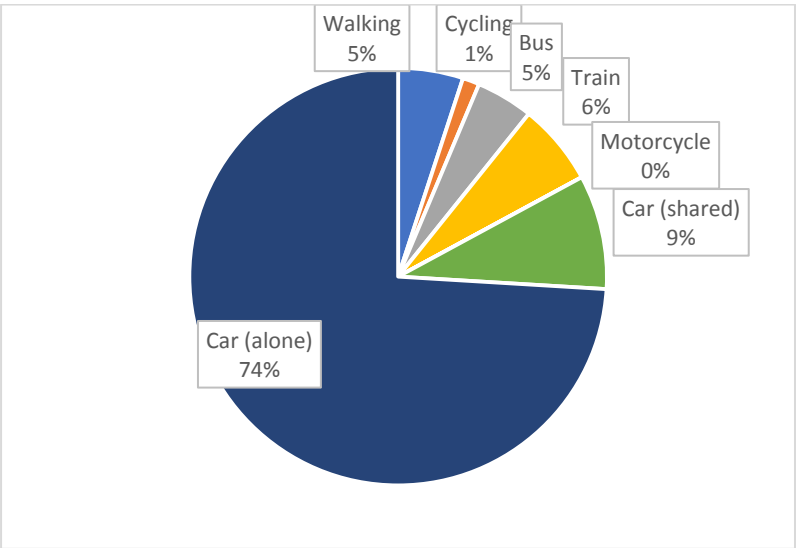
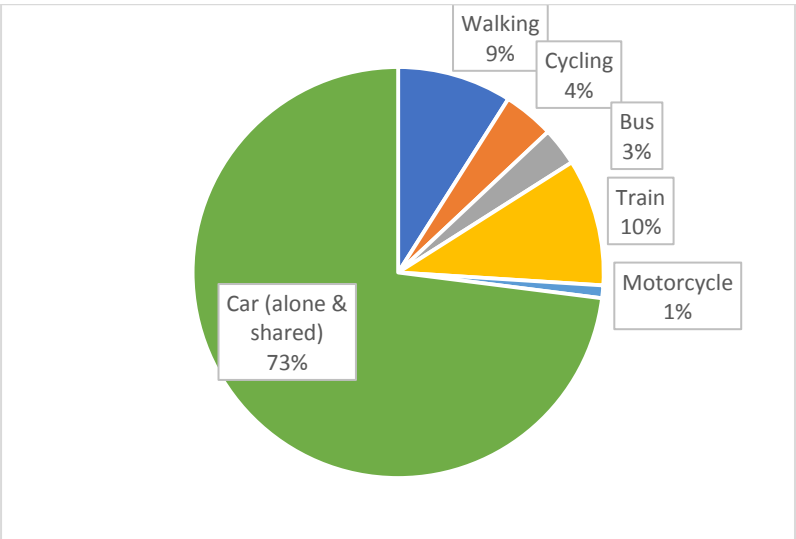


Chart 2: 2017 East of England Commuting Modal Splits (Travel Survey GB, 2018)

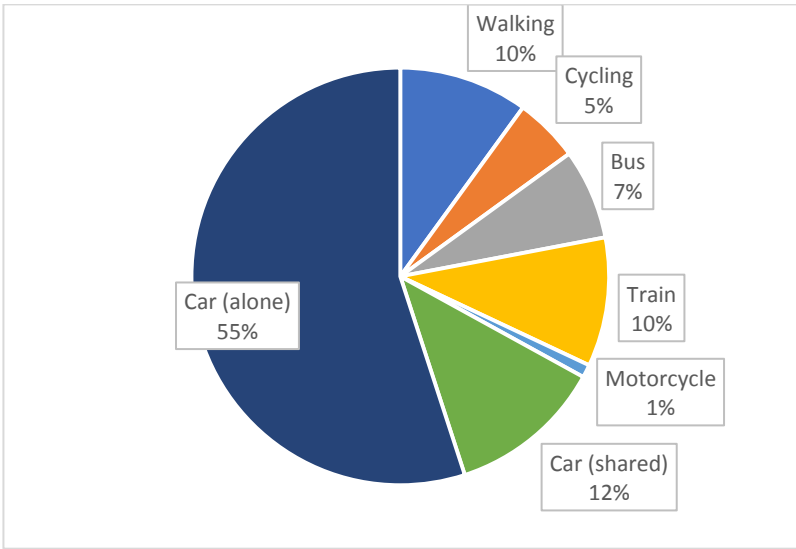


### Targets

The 2019 modal splits from the survey described in this document can be seen in Chart 1. As a comparison with local transport habits, Chart 2 shows modal splits for the East of England as taken from the Transport Statistics of Great Britain (Department for Transport) 2018 dataset. These help to indicate the potential for growth in the choices of SBC employees in some areas. *Note that these results report total car use i.e. the sum of SoVs and car sharers.*

**Chart 3 shows the target modal splits for Stevenage Borough Council staff by the end of the WTP in 2025.** These targets have been based on the existing figures, the ambitions of the Council as described in the section on initiatives and the potential for behaviour choice change as suggested by Chart 2.

Chart 3: 2025 SBC Staff Commuting Target Modal Splits



## Monitoring

An annual Staff Travel Survey will be repeated every year in the Spring. The 2019 survey will be used as the baseline.

## Evaluation

The success of the plan will be assessed according to the progress made towards the 2025 modal split targets and also by any percentage increases made in non-SoV commuting behaviour.

After April 2025, priority targets for the following years will be set on the effectiveness of those from years one to five.

## Did you know?

The first turnpike road in Britain was a section of the Great North Road (A1) running through Hertfordshire, Bedfordshire & Huntingdonshire.<sup>6</sup>

<sup>6</sup>[https://en.wikipedia.org/wiki/Toll\\_roads\\_in\\_Great\\_Britain](https://en.wikipedia.org/wiki/Toll_roads_in_Great_Britain)



# Appendix – Staff Travel Survey Results 2019

## All respondents (n.168)

- 168 employees took part; a response rate of approximately 25%.
- The majority of respondents (87%, n.144) worked at Daneshill House and a further 7% (n.12) at Cavendish Road.
- 77% (n.127) were aware of the 2013 Green Travel Plan.
- The initiatives from the GTP that were most commonly used were:
  - Use of the E-Car Club (22%, n.36)
  - Use of an electric pool bike (11%, n.18)
  - Use of a standard pool bike (5%, n.9)
- 69% (n.115) had not taken advantage of any GTP initiatives.
- Only 5% (n.8) of respondents reported that the GTP had reduced their car use when travelling to or from work.
- However, 15% (n.25) reported that the GTP had reduced their personal/private car use when travelling for work.
- The initiatives that would most encourage respondents to use sustainable transport for their commute more often were:
  - Better cycle parking
  - Encouraging electric vehicle use
  - More Skype compatible meeting rooms
  - Payment changes
- 61% of respondents were not aware of the SmartGo scheme.
- The most commonly used form of transport for the commute was a single-occupancy car/vehicle (SoV). 84% (n.133) used this at least occasionally.
- Walking/running was the next most popular (29%, n.46).
- 74% (n.117) of respondents considered an SoV to be their main form of transport on their usual commute.
- The next most common were Train (6%, n.10) and walking/running (5%, n.8).
- The most commonly desired additional travel-related initiatives that respondents would like to see implemented or improved were:
  - A car share database (25%, n.38)
  - Cycle storage (24%, n.36)
  - Showers & changing rooms (21%, n.31)

## Respondents for whom SoV was the main form of transport on their usual commute (n.117)

- Up to 59% of respondents could be enabled to catch the bus to work.  
The most popular initiatives for doing so would be:
    - More frequent services (35%, n.41)
    - Cheaper fares (31%, n.36)
    - More direct services (30%, n.35)
  - Up to 52% of respondents could be enabled to car share to work.  
The most popular initiatives for doing so would be:
    - A database to match with staff members based at the same workplace (31%, n.36)
    - An Emergency Ride Home service (23%, n.27)
    - Priority car parking at work (16%, n.19)
    - A database to match with staff members from different companies in the same area (16%, n.19)
  - Up to 49% of respondents could be enabled to catch the train to work.  
The most popular initiatives for doing so would be:
    - Cheaper fares (32%, n.38)
    - More direct services (12%, n.14)
    - More frequent services (12%, n.14)
  - Up to 34% of respondents could be enabled to cycle to work.  
The most popular initiatives for doing so would be:
    - Secure parking facilities (21%, n.25)
    - Shower & changing facilities (17%, n.20)
    - Improved cycling provision on the surrounding road network (14%, n.16)
  - Up to 26% of respondents could be enabled to walk to work.  
The most popular initiatives for doing so would be:
    - Shower & changing facilities (7%, n.8)
    - Improved pedestrian routes (3%, n.3)
    - Storage facilities for clothing (3%, n.3)
- Key responses are highlighted in RED.
- Initiatives that could be included within the WTP are highlighted in GREEN.

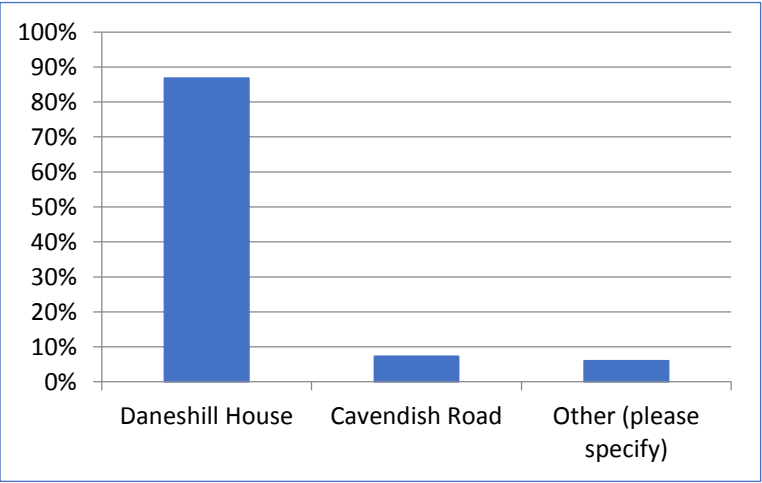
Graphs & Tables

Note that question numbers may be different to the order in which questions were answered during the survey.

All respondents

Which building do you consider your MAIN place of work? (n.166)

Daneshill House	86.75%	144
Cavendish Road	7.23%	12
Other (please specify)	6.02%	10



Other responses:

- Stevenage Museum
- Out in district
- Pinewoods independent living scheme
- Weston Road Cemetery
- Pin Green Playcentre, Webb Rise
- Home 4/5 days
- St. Nicholas Playcentre
- Museum
- Museum
- Stevenage Museum

SBC has been promoting their Green Travel Plan (GTP) since 2013; are you aware of this plan? (n.166)

Yes	76.51%	127
No	23.49%	39

Has the GTP reduced your car use when travelling TO or FROM work? (n.166)

Yes	4.82%	8
No	95.18%	158

Has the GTP reduced your personal/private car use when travelling FOR work? (n.166)

Yes	15.06%	25
No	84.94%	141

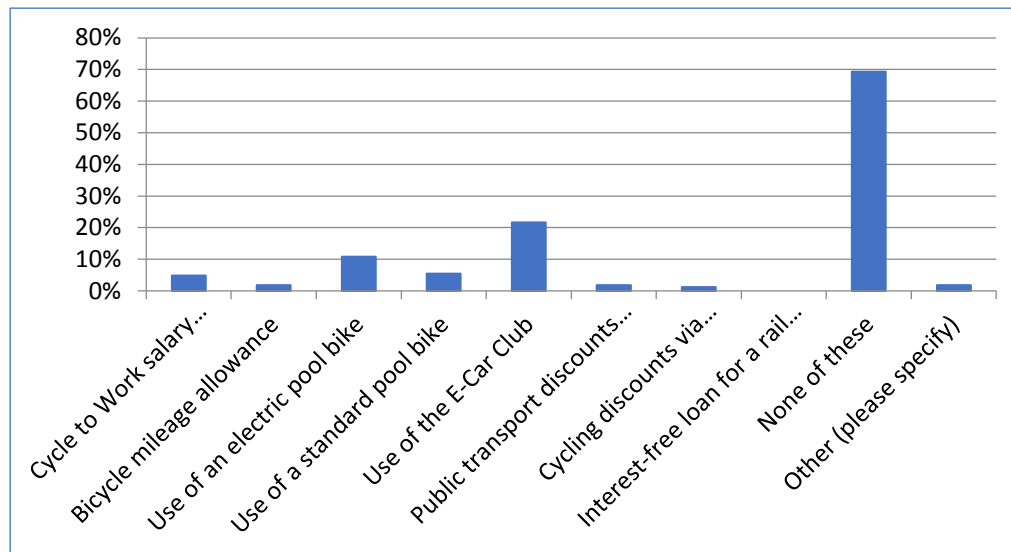
Are you aware of the SmartGo scheme? (n.163)

Yes	39.26%	64
No	60.74%	99



Have you taken advantage of any of the following initiatives that were introduced as a result of the GTP? (Choose all that apply) (n.166)

Cycle to Work salary sacrifice scheme	4.82%	8
Bicycle mileage allowance	1.81%	3
Use of an electric pool bike	10.84%	18
Use of a standard pool bike	5.42%	9
Use of the E-Car Club	21.69%	36
Public transport discounts via SmartGo Stevenage membership	1.81%	3
Cycling discounts via SmartGo Stevenage membership	1.20%	2
Interest-free loan for a rail or bus season ticket	0.00%	0
None of these	69.28%	115
her (please specify)	1.81%	3



Other responses:

- Public bus transport
- Started to walk to work more
- Signed up to HCC carshare

Which of the following initiatives would encourage you to use sustainable transport for your commute more often? Please choose up to three options and rank them with Choice 1 being your favourite. (n.161)

	First Choice		Second Choice		Third Choice		Total	Weighted Average	Order of Preference
Payment changes e.g. reducing the amount of free parking, introducing £1 'Pay As You Go' charges, a personal Travel Allowance added to pay	44.74%	17	23.68%	9	31.58%	12	38	1.87	<b>5</b>
Encouraging electric vehicle use e.g. more charging points, zero emission fleet vehicles, two extra E-Car Club cars	50.91%	28	32.73%	18	16.36%	9	55	1.65	<b>3</b>
Promoting car sharing e.g. priority parking for car sharers, an in-house car share group	29.73%	11	37.84%	14	32.43%	12	37	2.03	<b>7</b>
Better cycle parking e.g. lockable shelters, increased spaces	45.16%	14	51.61%	16	3.23%	1	31	1.58	<b>2</b>
Increased cycle support e.g. better lockers & showers, a maintenance facility	26.67%	8	36.67%	11	36.67%	11	30	2.1	<b>8</b>
Better cycle promotion e.g. new Stevenage Cycling Map, increased limit on the Cycle2Work scheme	7.69%	1	38.46%	5	53.85%	7	13	2.46	<b>11</b>
An enhanced Pool Bike system e.g. booking at the reception desk, better maintenance	20.00%	2	30.00%	3	50.00%	5	10	2.3	<b>9</b>
Better travel information e.g. improvements to the intranet travel pages, a 1:1 meeting with a transport advisor	12.50%	2	43.75%	7	43.75%	7	16	2.31	<b>10</b>
Encouragement to use buses e.g. bus lanes, better public transport discounts	37.78%	17	33.33%	15	28.89%	13	45	1.91	<b>6</b>
More Skype-compatible meeting rooms	45.95%	17	35.14%	13	18.92%	7	37	1.73	<b>4</b>
None of these	76.00%	38	4.00%	2	20.00%	10	50	1.44	<b>1</b>

*In order of preference by weighted average:*

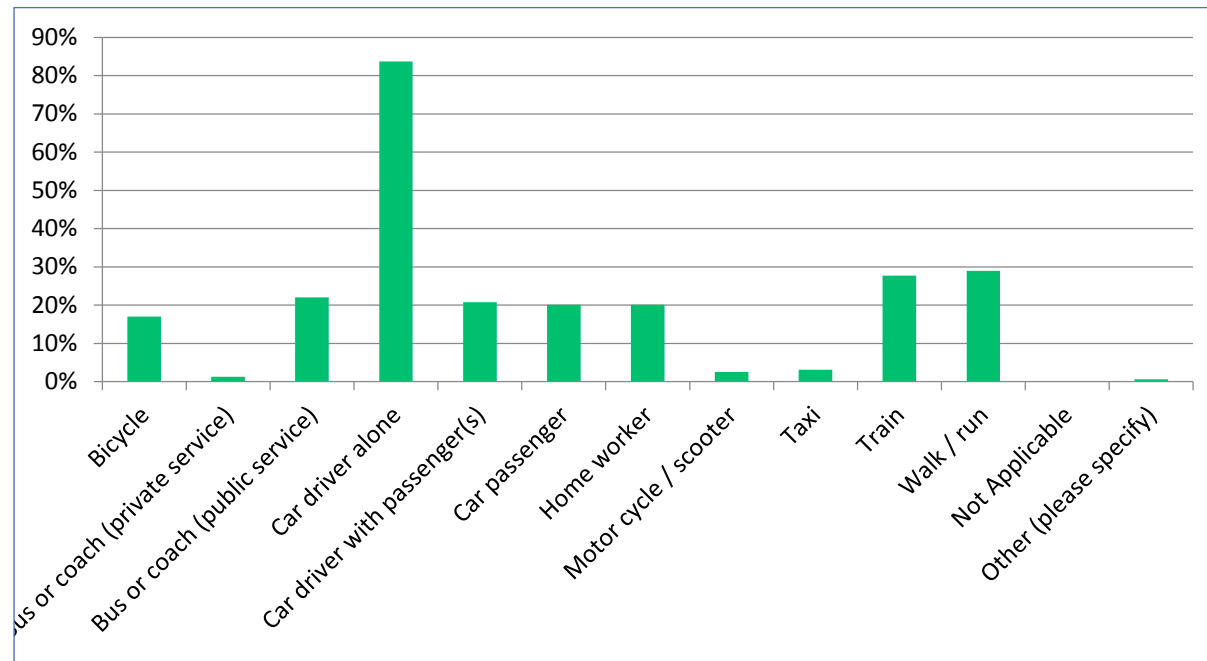
1. Better cycle parking e.g. lockable shelters, increased spaces
2. Encouraging electric vehicle use e.g. more charging points, zero emission fleet vehicles, two extra E-Car Club cars
3. More Skype-compatible meeting rooms
4. Payment changes e.g. reducing the amount of free parking, introducing £1 'Pay As You Go' charges, a personal Travel Allowance added to pay
5. Encouragement to use buses e.g. bus lanes, better public transport discounts
6. Promoting car sharing e.g. priority parking for car sharers, an in-house car share group
7. Increased cycle support e.g. better lockers & showers, a maintenance facility
8. An enhanced Pool Bike system e.g. booking at the reception desk, better maintenance
9. Better travel information e.g. improvements to the intranet travel pages, a 1:1 meeting with a transport advisor
10. Better cycle promotion e.g. new Stevenage Cycling Map, increased limit on the Cycle2Work scheme

Other relevant responses:

- These personally wouldn't discourage me from driving as at the moment I have a nursery run before and after work, but I think people who live in Stevenage may benefit from better biking facilities as we already have the great underpass network. Given my personal circumstances the thing that would discourage me travelling to work would be flexible working/working from home.
- The public transport options from my home are not suitable or practicable compared to travel by car
- Encouragement to use Buses and Trains (higher discounts)
- Managers accepting working from home as a realistic option and not the exception!
- DISCOUNTS ON TRAIN FAIRS
- Public transport that doesn't take 3x as long as driving and doesn't cost the earth
- Train travel discount
- Encourage motorcycling
- Discounted train fares
- SBC to adopt systems to promote more agile working and enable a more flexible approach - skype for business etc
- Promote flexi-working and home working more
- Where possible to walk, if in town
- Definitely keep free parking - it's a major selling point of working here
- Working from home becoming more efficient with technology to allow you to communicate with colleagues via skype desk to desk not just meeting rooms
- Encourage home working a few days a week so employees would not have to use cars
- Increase in Homeworking
- More E cars will just be block booked and removed from easy use. Cycle 2 work scheme needs to be clearer in the discount offered - final payment not specified.
- Extend cycle scheme to contractors, not just direct employees
- Home working
- Secure Cycle Parking
- Cheaper bus travel
- Discounts to use the train network
- Higher limit on cycle-to-work loans
- Suspension of plans/proposals to reduce free parking until/unless more reliable alternatives to private car use are provided. 2. Promote/Facilitate home working
- Better and cheaper subsidised public transport from South to North of the County would incentivise me to not use my car. Encourage working from home perhaps a day a week (for those staff who can) as a viable alternative to all attending 5 days a week would help.
- Vehemently against Payment Changes idea
- Working from home which I am able to do reduces my car usage
- Home working and get rid of free parking unless you need to use a car to visit sites
- I walk unless I need to use the car for business

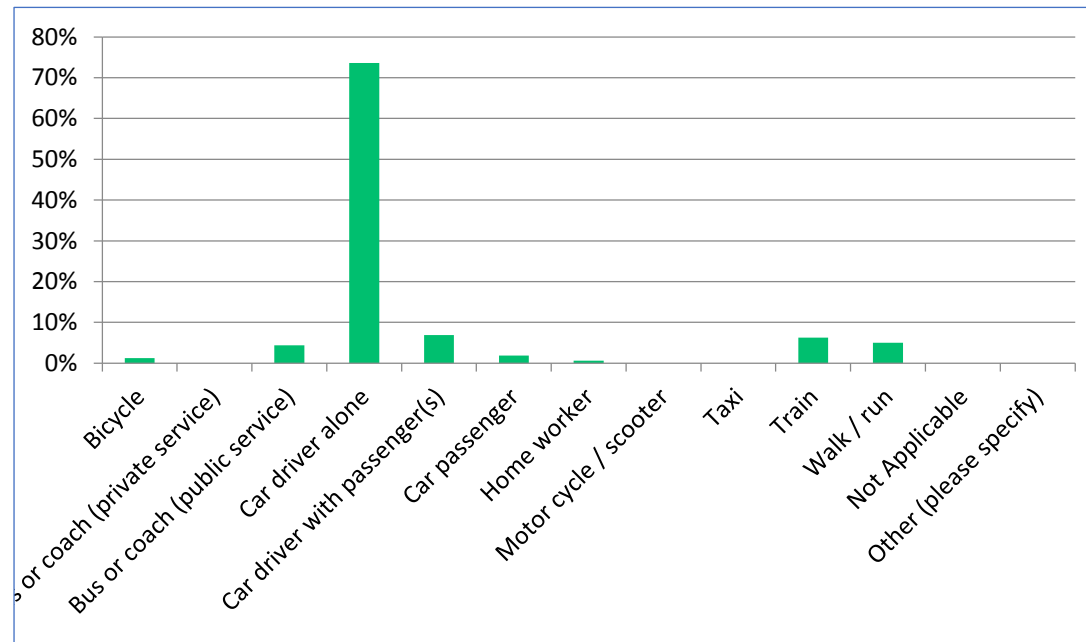
Thinking about your commute to your usual workplace; how many of the following forms of transport do you EVER use? (include significant types only e.g. a very short walk to/from the car park should not be included but longer walks should) (n.159)

Bicycle	16.98%	27
Bus or coach (private service)	1.26%	2
Bus or coach (public service)	22.01%	35
Car driver alone	83.65%	133
Car driver with passenger(s)	20.75%	33
Car passenger	20.13%	32
Home worker	20.13%	32
Motor cycle / scooter	2.52%	4
Taxi	3.14%	5
Train	27.67%	44
Walk / run	28.93%	46
Not Applicable	0.00%	0
Other (please specify)	0.63%	1



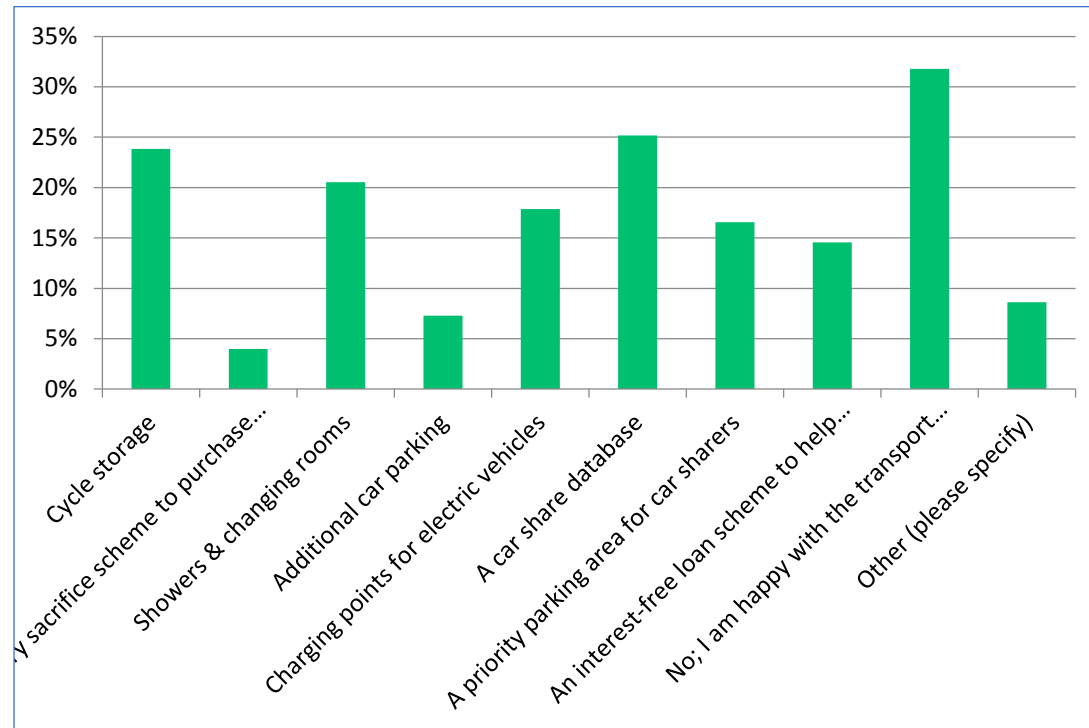
From the choices you have just made; what is your MAIN form of travel (by longest distance) on your USUAL commute? (choose one) (n.159)

Bicycle	1.26%	2
Bus or coach (private service)	0.00%	0
Bus or coach (public service)	4.40%	7
Car driver alone	73.58%	117
Car driver with passenger(s)	6.92%	11
Car passenger	1.89%	3
Home worker	0.63%	1
Motor cycle / scooter	0.00%	0
Taxi	0.00%	0
Train	6.29%	10
Walk / run	5.03%	8
Not Applicable	0.00%	0
Other (please specify)	0.00%	0



Are there any additional travel related facilities or initiatives that you would like to see implemented or improved at your workplace? (n.151)

Cycle storage	23.84%	36
A salary sacrifice scheme to purchase a bike or equipment	3.97%	6
Showers & changing rooms	20.53%	31
Additional car parking	7.28%	11
Charging points for electric vehicles	17.88%	27
A car share database	25.17%	38
A priority parking area for car sharers	16.56%	25
An interest-free loan scheme to help purchase a rail or bus season ticket	14.57%	22
No; I am happy with the transport facilities and initiatives at my workplace	31.79%	48
Other (please specify)	8.61%	13





Other relevant responses:

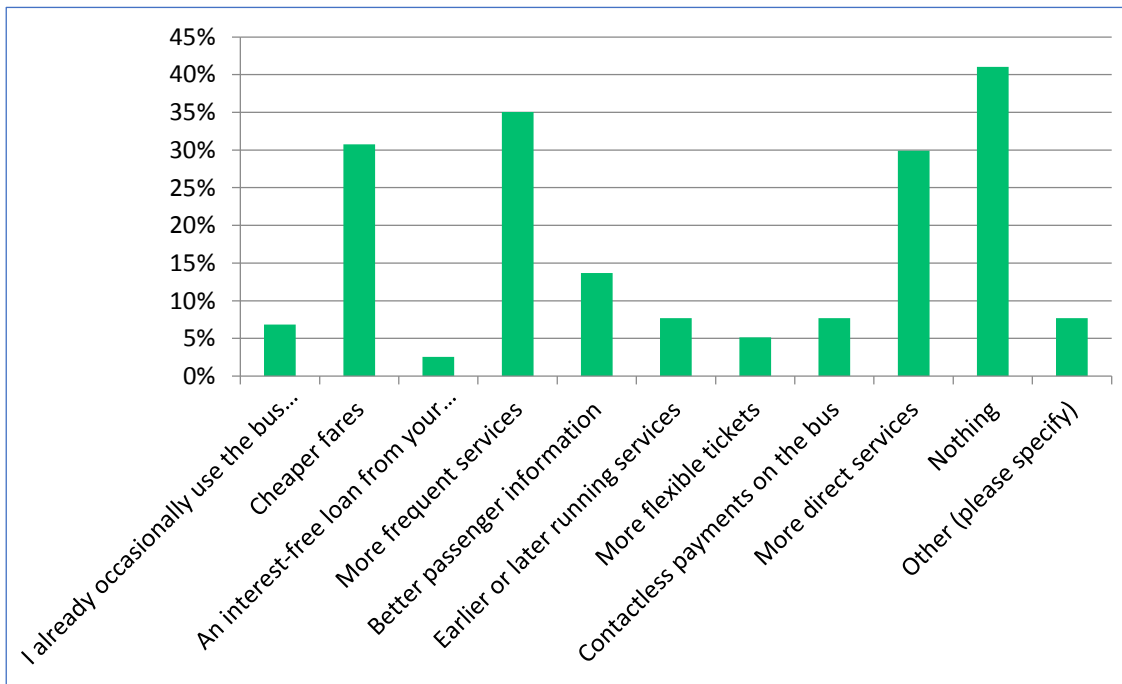
- More charge points
- Removal of free car parking or charging us would make the most impact on my choice.
- Direct bus/train lines
- Bigger staff room, maybe a room for events or social things or groups
- For those that use the bike for work
- Discount train tickets
- Cycle storage to be secure (indoors) & cover by work insurance
- We have showers, but they are not cleaned, it would motivate more people to cycle in if they were as clean as the staff's own home showers, i.e. they need to be cleaned once a week
- Hitchin to Stevenage is not a huge journey, but there is a lack of safe cycle ways between the two towns. Once you arrive in Stevenage there is obviously lots but connecting the two would be key and make me feel better about biking to work, which is something that I would love to do.
- I could use train but its £42 a day return, and I would still need to drive to station so is just not affordable.
- Travel allowance instead of free staff car parking to incentivise non-car travel
- Significant discounts / money towards purchasing a bicycle

The following questions were only directed to those who answered 'Car driver alone' to Q9:

**'What is your MAIN form of travel (by longest distance) on your USUAL commute?'**

What, if anything, would enable you to use the bus to travel to work? (Tick all that apply. If you choose 'Nothing', don't tick any other options) (n.117)

I already occasionally use the bus to get to work	6.84%	8
Cheaper fares	30.77%	36
An interest-free loan from your employer to help cover ticket costs	2.56%	3
More frequent services	35.04%	41
Better passenger information	13.68%	16
Earlier or later running services	7.69%	9
More flexible tickets	5.13%	6
Contactless payments on the bus	7.69%	9
More direct services	29.91%	35
Nothing	41.03%	48
Other (please specify)	7.69%	9

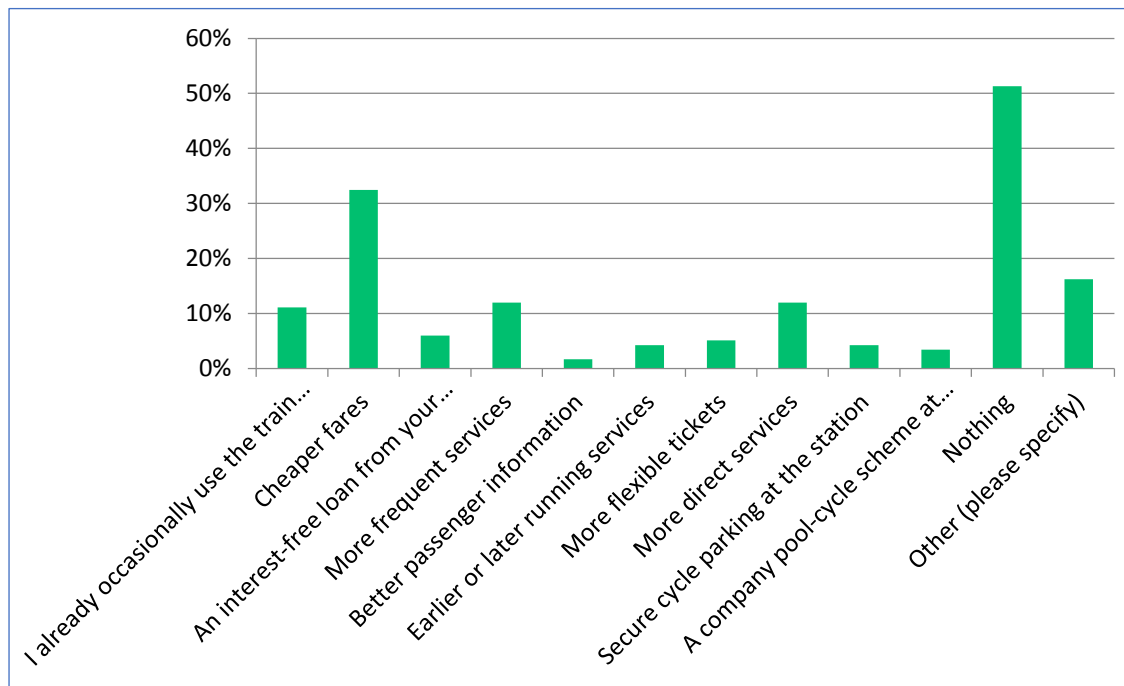


Other relevant responses:

- Nothing at this time but the above options may encourage me in the future when circumstances change.
- Direct route railway station to railway station with few stops
- None of the above are practical options for me
- No public transport in our village
- Regular Visits to sites 7 Meetings at Daneshill
- A reliable service, buses on route often late / cancelled
- Bus not available to where I live.
- There are no direct public transport links from Harlow to Stevenage
- There is no direct service from home to work

What would enable you to use the train to travel to work? (Tick all that apply but if you choose 'Nothing' then please do not choose any other options) (n.117)

I already occasionally use the train to get to work	11.11%	13
Cheaper fares	32.48%	38
An interest-free loan from your employer to help cover ticket costs	5.98%	7
More frequent services	11.97%	14
Better passenger information	1.71%	2
Earlier or later running services	4.27%	5
More flexible tickets	5.13%	6
More direct services	11.97%	14
Secure cycle parking at the station	4.27%	5
A company pool-cycle scheme at the station	3.42%	4
Nothing	51.28%	60
Other (please specify)	16.24%	19

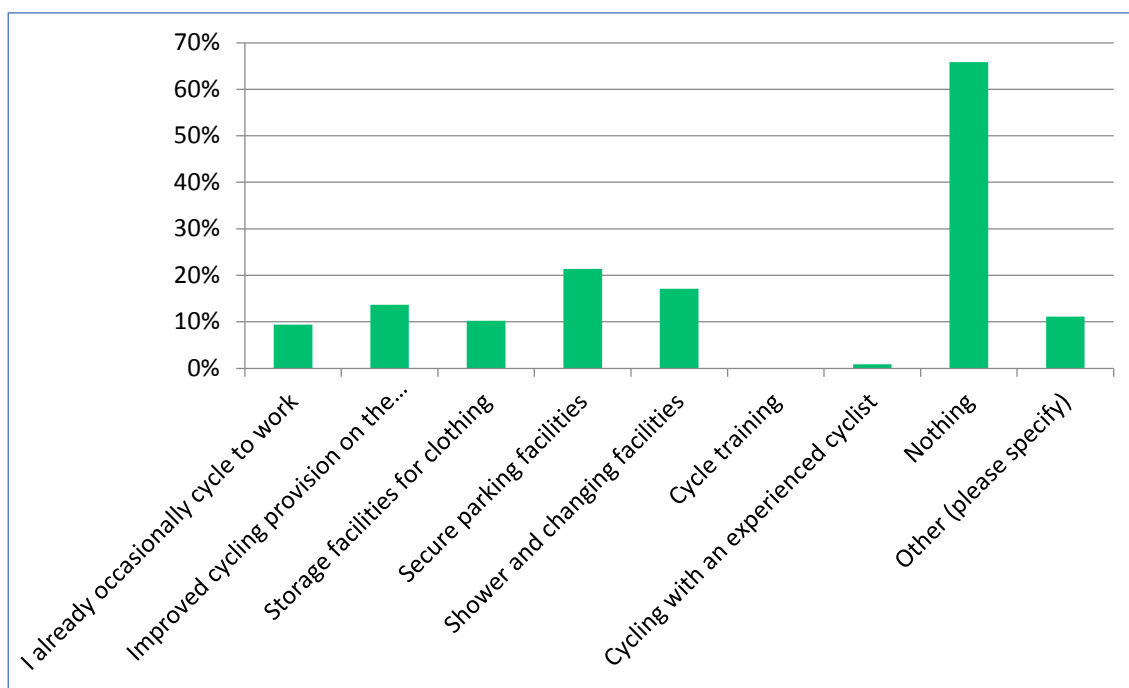


Other relevant responses:

- Car needed for work
- Better car parking at local railway station
- I would be reliant on a very expensive bus service to get to a train station
- Cheaper car parking at station
- Would still need to drive to station and pay parking and train fare.
- Ability to buy a fully flexible pay-as-you-go type ticket

What would enable you to cycle to work (for all or part of your journey)? (Tick all that apply but if you choose 'Nothing' then please do not choose any other options) (n.117)

I already occasionally cycle to work	9.40%	11
Improved cycling provision on the surrounding road network	13.68%	16
Storage facilities for clothing	10.26%	12
Secure parking facilities	21.37%	25
Shower and changing facilities	17.09%	20
Cycle training	0.00%	0
Cycling with an experienced cyclist	0.85%	1
Nothing	65.81%	77
Other (please specify)	11.11%	13

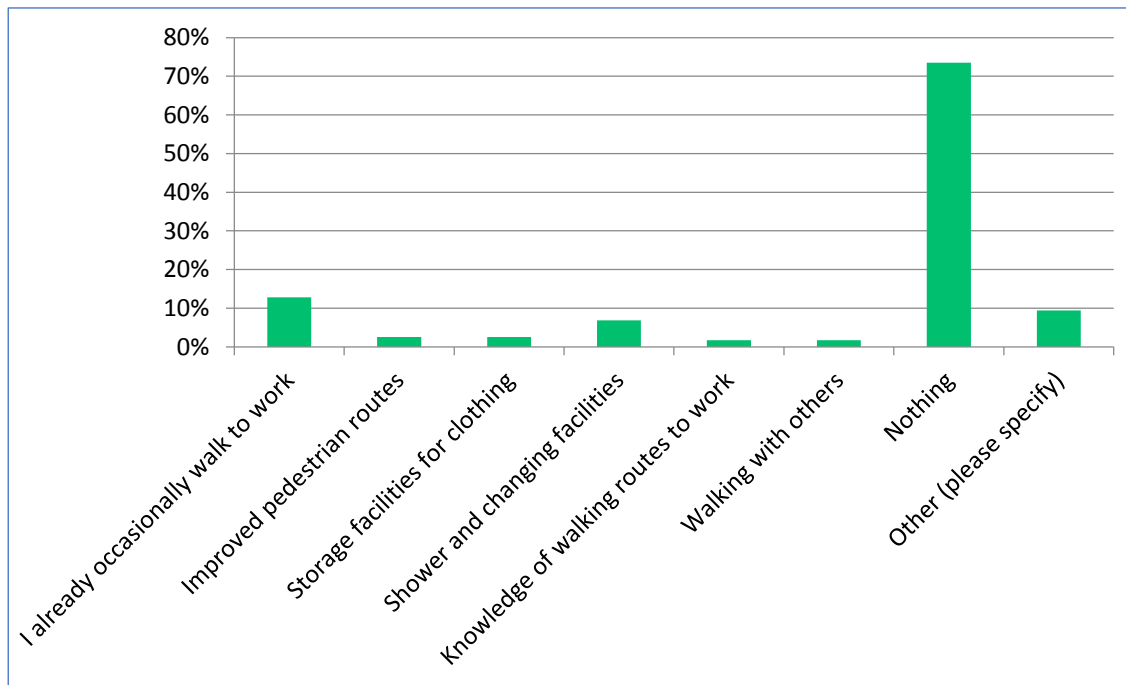


Other relevant responses:

- Purchase a bike
- If I didn't have to drop my child to school every day, I would cycle to work
- Cycle cover by employer insurance for use to, from & at work
- I have children and do the school run which makes cycling not really an option most days. Plus, the cost of buying a bike is very high
- Direct segregated route; cycle to work loan covering an e-bike; easier access to/from platform at Stevenage station with a bicycle

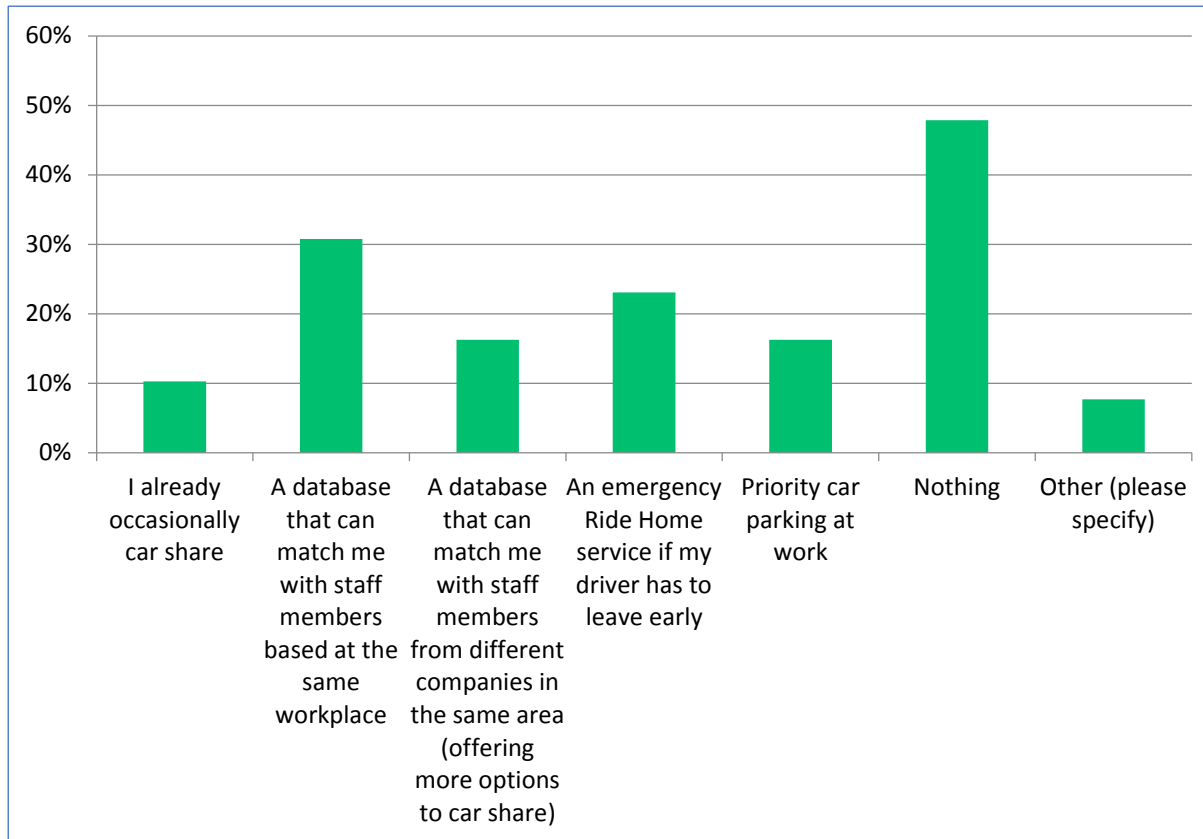
What would enable you to walk/run to work (for all or part of your journey)? (Tick all that apply but if you choose 'Nothing' then please do not choose any other options)  
(n.117)

I already occasionally walk to work	12.82%	15
Improved pedestrian routes	2.56%	3
Storage facilities for clothing	2.56%	3
Shower and changing facilities	6.84%	8
Knowledge of walking routes to work	1.71%	2
Walking with others	1.71%	2
Nothing	73.50%	86
Other (please specify)	9.40%	11



What would enable you to car share to work? (Tick all that apply but if you choose 'Nothing' then please do not choose any other options) (n.117)

I already occasionally car share	10.26%	12
A database that can match me with staff members based at the same workplace	30.77%	36
A database that can match me with staff members from different companies in the same area	16.24%	19
An emergency Ride Home service if my driver has to leave early	23.08%	27
Priority car parking at work	16.24%	19
Nothing	47.86%	56
Other (please specify)	7.69%	9






## Respondent Home Postcodes

Respondents were asked to voluntarily provide their home postcodes; those who did so are shown in the following maps.

Single Occupancy Vehicle Users: ●

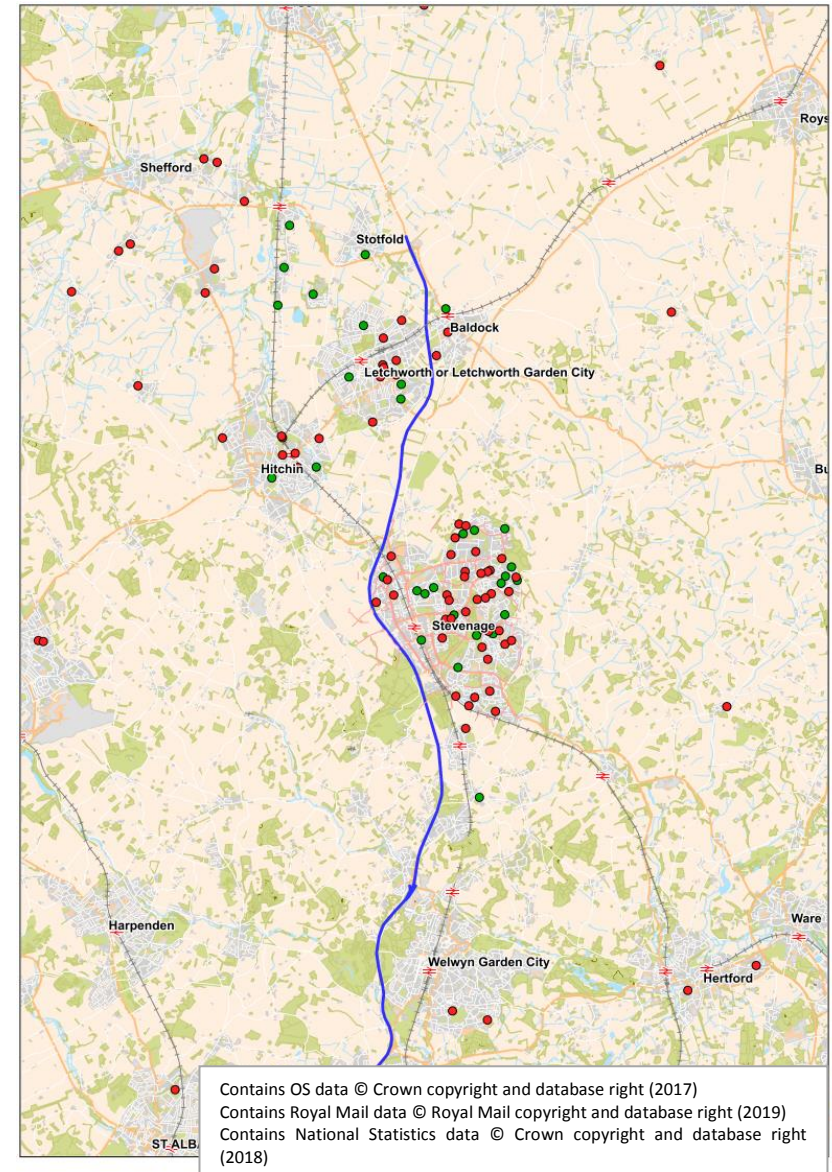
Other Respondents: ●

Council Buildings: 

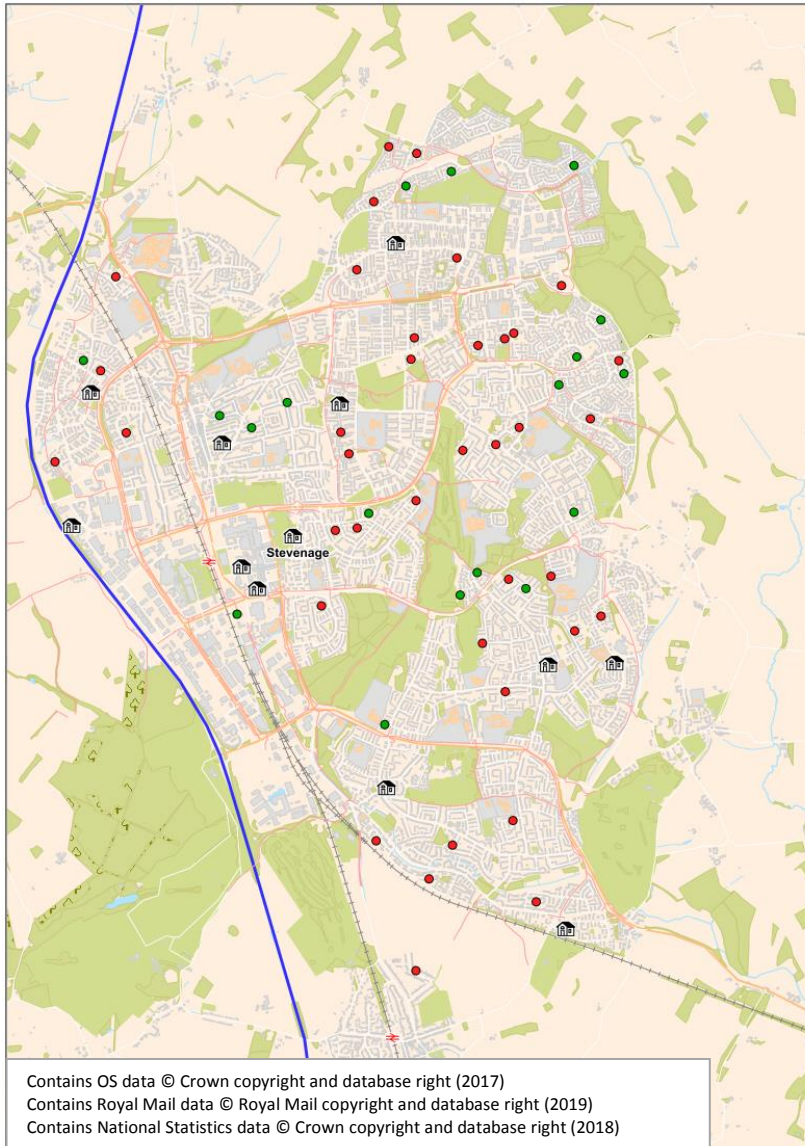
*Map 1: All respondent-provided home postcodes*



*Map 2: Home postcodes within Stevenage and the surrounding area*



Map 3: Home postcodes within Stevenage only







☎ 0330 024 56 65  
✉ [info@go-travel-solutions.com](mailto:info@go-travel-solutions.com)

🌐 [www.go-travel-solutions.com](http://www.go-travel-solutions.com)  
🐦 @GoTravSolutions

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