

Staff Travel Survey 2008

Research study for
Strategic planning and transport (passenger transport)
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1 Executive summary

The staff travel survey was commissioned by the passenger transport service to provide information to update the Preston staff travel plan. An online survey on the council's intranet site was available for staff to fill in between 3 and 17 November 2008. In total 2,081 questionnaires were completed, 1,241 by staff based in Preston. The main findings for staff based in Preston are shown below.

Home to work travel

- Two-thirds of staff normally travel to work in a car (most travelling alone 51%). Though the proportion of people driving to work alone has shown a 5% drop since 2007, which may be a result of the introduction of parking charges. The most popular alternative methods of transport were the train (11%) and bus (10%). Walkers tend to live closer to their workplace, whereas people who travel by train live further away from Preston.
- The most common travel distance was between 2 and 5 miles (33%), followed by 6 to 10 miles (21%). The fewest number of staff live within 2 miles of work (12%). The mean travel distance and time to work are 5.8 miles taking 30 minutes.
- Car users generally park on a workplace car park (75%). As in 2007, the main difference in parking location is related to the presence of a workplace car park. People use their cars because it is more convenient (49%), they need it to do their job (41%), it saves time (40%) and because they need to use it before/after work (26%).
- The reasons for not coming to work in a car were because it is the cheapest (44%) or quickest (43%) method of transport.
- Only two-thirds of staff are aware of the Shared Wheels website (although this rises to 76% in the Environment Directorate).
- More than half of staff members don't think they live within cycling distance of work (52%). Of the 48% who said they do live within cycling distance the mean distance they live away from County Hall is 2.44 miles. And a third of these people said they would never cycle. The strongest encouragements were to improve cycle paths and facilities at work for cycling (eg changing/showering facilities, clothes lockers).
- A significant proportion of staff said that nothing would make them use public transport (18%), although a quarter said they already use it as much as they can (23%). The biggest incentives for using public transport were to offer discounts on tickets (49%) and to make the services easier to use (more frequent 35%, and more direct 30%).

- When asked what would stop them using their car, the most mentioned factor was to make it cheaper than travelling to work by car (eg subsidise tickets or by increasing parking charges).

Work related travel

- Most jobs have some form of work related travel involved (80%). The directorate for Children and Young People and Environment Directorate, and male members of staff have more work related travel.
- The most frequently used method of transport for work travel is the staff members own car (82%). Public transport isn't used as frequently though it is the next most common form of transport (train 33%, bus 15%). Use of work related transport methods tends to match the method people use to travel to work probably because this is the mode of transport they have available or are most familiar with.
- Most members of staff use their own car for work related travel less frequently (31% a few times in the last year, 28% a few times a month). Although two in five use their cars regularly for work travel (22% most days, 18% a few times a week). Staff in the Directorate for Children and Young People and Adult and Community Services used their cars more frequently for work travel.
- The majority would not use a pool bicycle for work travel if they had the option to (78%), one in ten people would use one (10%). Men were more likely to say they would use one.

As was the case in 2007, probably only three in ten car users answer they could be persuaded away from travelling in a car to work (because they need the car for work, outside work or don't have an alternative). The survey results in general are similar to the 2007 findings, perhaps because any changes take time to show an effect, therefore many of the suggestions for encouraging them to use alternatives are still relevant.

- Improve awareness of the Shared Wheels travel scheme, concentrating in particular on directorates other than the Environment Directorate.
- Giving staff discounts on public transport tickets, particularly train tickets.
- Look at ways the council can lobby the travel companies to run more frequent and direct services as these are the main barriers to public transport usage.
- In order to encourage use of bikes the possibility of improving the quality and quantity of cycle lanes, and the facilities available at workplaces for cyclists (eg showers, changing areas, lockers) should be looked into.

Although the costs involved must be weighed against the proportion of staff who would actually consider cycling to work (32% live in cycling distance and would consider it). Investigate further the negativity toward cycling among women.

- Improve the public transport information available at workplaces, offering advice and publicising the benefits of using alternatives (eg to their health by cycling or walking).
- Broadening the start and finish times on the flexi system.
- Look at the allocation of parking spaces for staff with a disability (eg increasing the number of spaces available, how permits are allocated).

As most jobs involve some form of work related travel, and as cars are the preferred method, it is important to make sure staff are aware of the alternatives they have. Mechanisms for car sharing when travelling to meetings could perhaps be included in the Shared Wheels website; and promoting the pool car facility to staff (and having more cars available) could help reduce the number of people driving their own cars to work (particularly people who use their own car less regularly for their job).

The results for non-Preston based staff should also be used to update the travel plans for other parts of the county.

2 Introduction

The staff travel survey was commissioned by the passenger transport service to enable them to further develop the council's staff travel plan for Preston based staff. They were particularly interested in current travel methods and the reasons behind these choices, and what would encourage staff to stop using their cars. The survey builds on results from the 2007 survey.

3 Research objectives

The main objectives of the survey were to find out:

- how staff travel to/from work and how they travel for work;
- the reasons behind the choice of transport;
- the level of awareness of alternative modes of transport; and
- what would encourage staff to use alternative modes of transport other than the car.

4 Methodology

The staff travel survey was an online intranet based questionnaire. The questionnaire was promoted through the staff notices section on the homepage of the intranet. Fieldwork began on Monday 3 November 2008 and ended on Friday 17 November 2008.

The questionnaire was incentivised by a prize draw (a £50 voucher for a high street store). In total 2081 questionnaires were completed (of these 1241 were completed by staff based in Preston).

All data are unweighted, with figures based on all respondents unless otherwise stated.

5 Limitations

The table below shows the sample tolerances that apply to the results in this survey. Sampling tolerances vary with the size of the sample as well as the percentage results.

| Number of Respondents | 50/50 + / - | 30/70 + / - | 10/90 + / - |
|-----------------------|----------------|----------------|----------------|
| 500 | 4% | 4% | 3% |
| 1000 | 3% | 3% | 2% |
| 1500 | 3% | 2% | 2% |
| 2000 | 2% | 2% | 1% |
| 2500 | 2% | 2% | 1% |

On a question where 50% of the people in a sample of 2500 respond with a particular answer, the chance are 95 out of 100 that the answer would be between 48% and 52% (ie +/- 2%), versus a complete coverage of the entire customer base using the same procedure.

The following table shows what the percentage differences between two samples on a given statistic must be greater than, to be statistically significant.

| Size of Sample A | Size of Sample B | 50/50 | 70/30 | 90/10 |
|------------------|------------------|-------|-------|-------|
| 100 | 100 | 14% | 13% | 8% |
| 100 | 200 | 12% | 11% | 7% |
| 100 | 1000 | 10% | 9% | 6% |
| 300 | 300 | 8% | 7% | 5% |
| 400 | 900 | 6% | 5% | 4% |

(Confidence interval at 95% certainty for a comparison of two samples)

For example, for two samples of 400 responses in one sample and 900 responses in the other at around 50% of responses in each category to be compared, the difference needs to be over 6% to be statistically significant. This is to say that the difference is not due to chance alone.

6 Main research findings

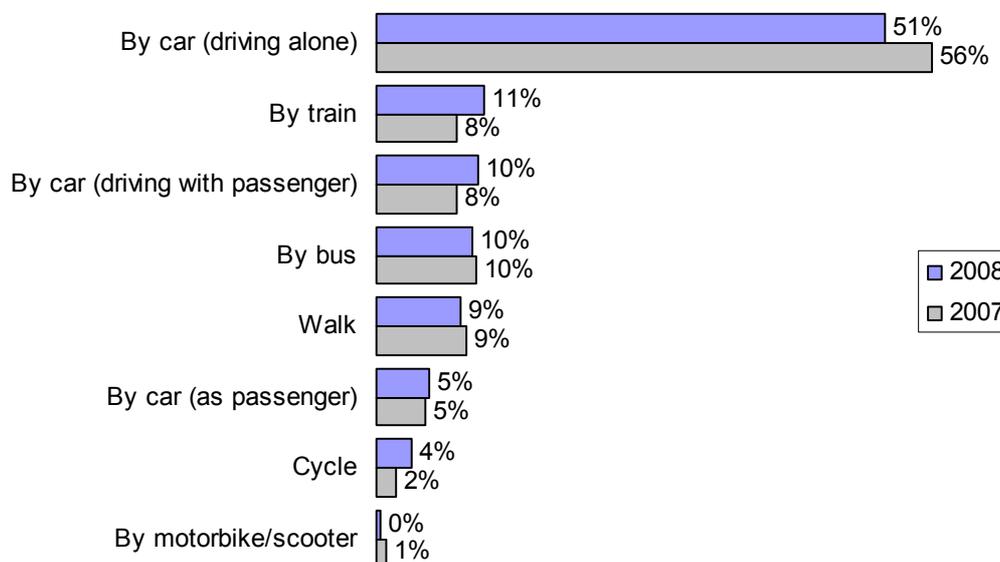
A marked up questionnaire of the survey results can be found in Appendix 1.

As the main focus of the survey was to provide information to further develop the travel plan for Preston based staff the figures stated in the report are just the responses for Preston based staff (although for comparison the results for all staff completing a survey and those not based in Preston are shown in appendix 1).

6.1 Method of transport to and from work

The first question asked respondents how they travelled to and from work in a typical week. The results are shown in chart one below. Two-thirds of staff normally travel to work in a car, mainly by themselves (51%). There has been a slight decrease in the number of staff travelling in a car by themselves since 2007 (5% drop). The most popular alternate modes of transport were train (11%) and bus (10%).

Chart 1 - How do you mostly travel to and from work during a typical week?



Base: all Preston staff 2008 (1239), 2007 (1292)

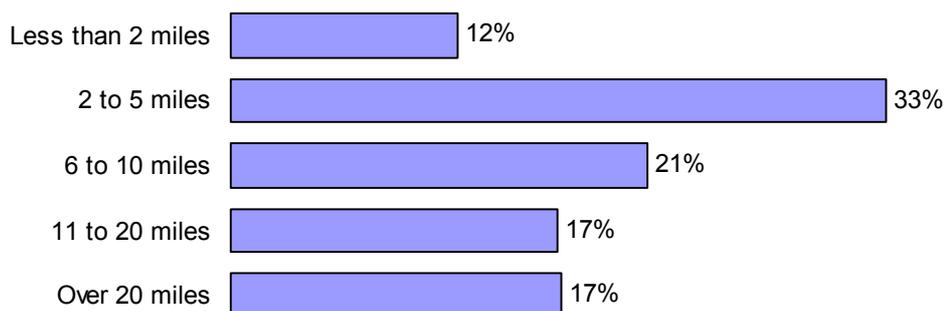
Different people do have preferences for certain forms of transport. Firstly, looking at car use, it is women who are more likely to drive to work alone (54%) compared to men (46%). Respondents who use the train are more likely to live in Lancaster (67%), be men (15%) and have no disability (12%). Unsurprisingly, as they live nearest to work, staff who live in Preston are more likely to walk (22%), and also those aged between 21 and 30 (15%) compared to the oldest age groups. Looking at the tendency to cycle, men (8%) were significantly more likely to cycle compared to women (1%). And the over 60s, who can utilise free bus passes, are more likely to use the bus (25%).

Variations in transport method also occurred by workplace. Staff working at East Cliff were more likely to drive to work alone (59%), whereas staff at County Hall were more likely to take a passenger (14%).

Staff were then asked how far they travelled to work. The most commonly mentioned distance was between 2 and 5 miles (33%), followed by 6 to 10 miles (21%), and 11 to 20 miles and over 20 miles (17% both). Staff are least likely to live less than two miles from their place of work (12%). Using the postcode information respondents gave the mean travel distance was 5.8 miles¹.

The mean length of time it takes staff to travel to and from work is 30 minutes (for both journeys). Chart 4 shows mean travel times for each district. Respondents living in Preston and South Ribble, which are closer to the city centre, had significantly shorter travel times than all the other districts (22 and 23 minutes respectively).

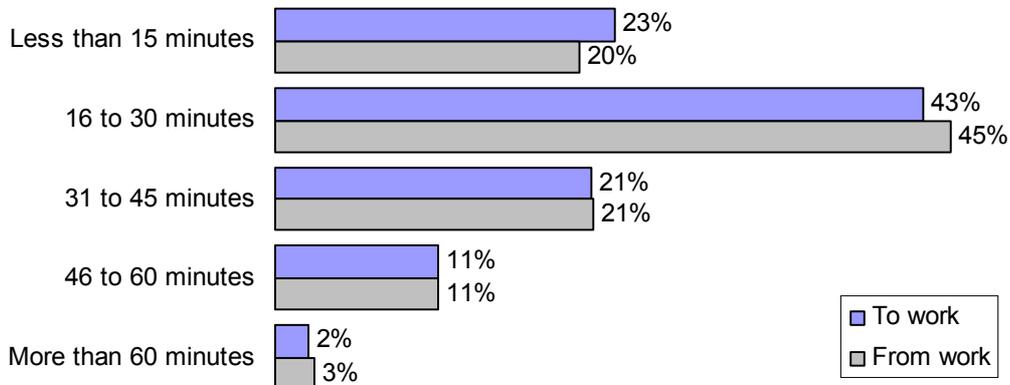
Chart 2 - How far do you travel to work?



Base: all Preston staff 2008 (1239)

¹ Distances could only be calculated 'as the crow flies' for respondents giving complete postcodes and living within (and just outside) Lancashire, Blackpool and Blackburn with Darwen because mapping data is only available for these areas. As a result 140 postcodes have been excluded from the calculation. The mean distance shown could therefore be lower than the actual figure.

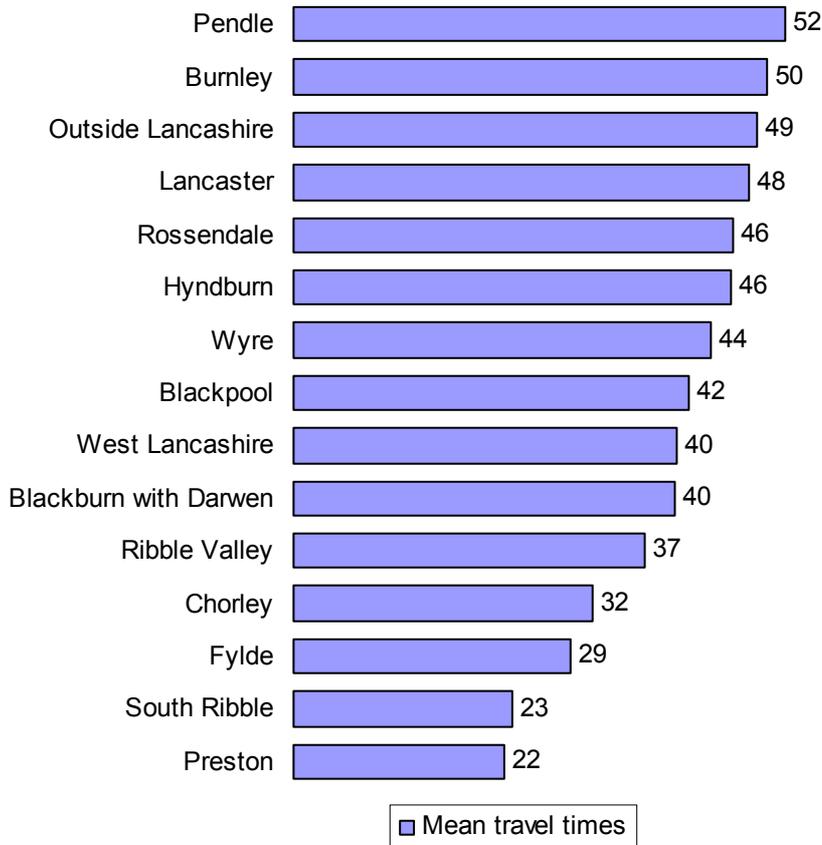
Chart 3 - On average, how many minutes does it take you to get to/from work?



Base: all Preston staff (1237)

| | |
|---|-----------|
| On average, how many minutes does it take you to get to/from work? | |
| Mean (in minutes) for travel to and from work | 30 |
| Base all respondents: Preston staff (1237) | |

Chart 4 - Mean travel times to work by district



Base: all Preston staff (1101)

Walkers are significantly more likely to live the closest to their workplace compared to all the other modes of transport (73% live within 2 miles and 24% live between 2 and 5 miles away). Whereas people who travel to work by train are more likely to live further away from Preston (48% live more than 20 miles away, 27% live 11 to 20 miles away).

Travel distances also correspond with travel times for train users as it takes significantly longer than all other travel methods (mean of 44 minutes), whereas walking takes significantly less time (mean of 22 minutes) than travelling by car alone (mean 30 minutes) and by bus (mean 32 minutes).

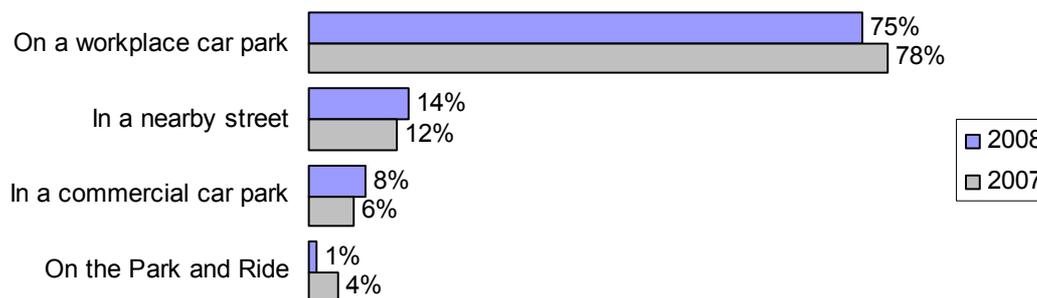
There are also some differences between different people and their travel times and distances. Men travel further to work (22% live more than 20 miles away), whereas BME staff members and those aged 21 to 30 were more likely to live closer to work (23% and 21% respectively live less than 2 miles away). Again, this ties with travel times BME members of staff have shorter travel times (mean of 24 minutes).

6.1.1 Car usage for staff travel

Those members of staff who use a car to travel to work (either driving alone, with a passenger, or as a passenger) were asked a series of questions about their car usage.

The most used parking place is still a workplace car park (75%) followed by in a nearby street (14%). The more expensive paid for parking places are the least used: commercial car parks (8%) and park and ride (1%). The proportion of people parking at work hasn't significantly dropped despite the introduction of charging.

Chart 5 - Where do you normally park?



Base: all Preston staff coming to work in a car 2008 (807), 2007 (864)

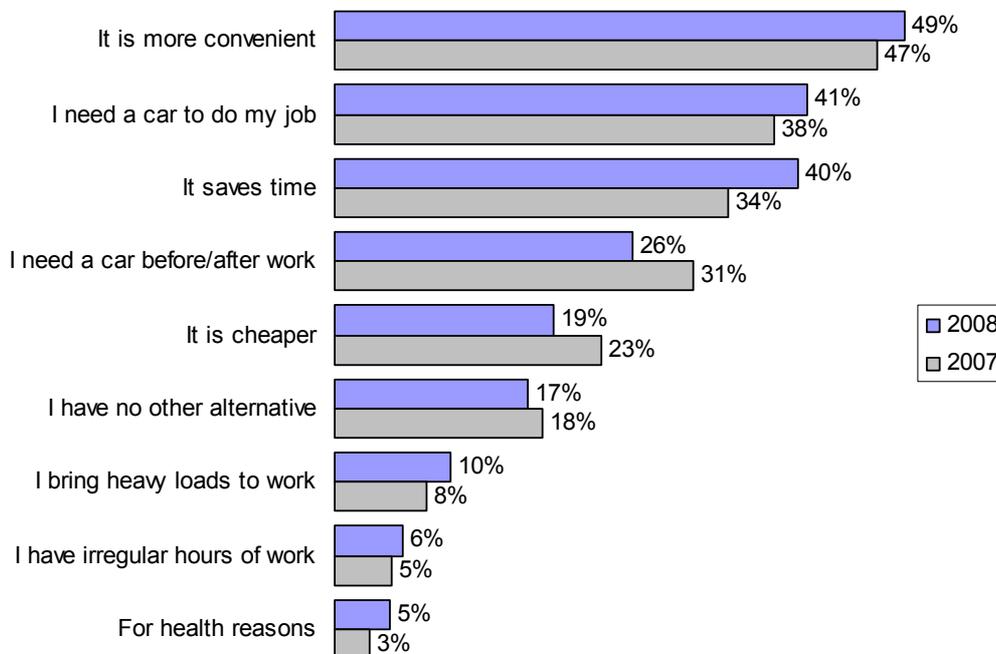
The main difference in where people park is related to whether there is an onsite workplace car park. Staff who work at Winckley House were less likely to use a workplace car park (40%) and more likely to use a commercial car park (36%). Also, when people travel as a passenger they

are less likely to use a workplace car park (57%) and when they are over 60 they are more likely to say they get dropped off at work (12%).

Most people said they used their car because it is more convenient (49%), they needed it to do their job (41%), saves time (40%) and because they need to use the car before or after work (26%). One in six people say they have no alternative mode of transport (17%).

A third of staff members say they have the ability to use another method of transport (33%). This is because 67% say they have to use their car to get to work either because they need it: to do their job, before or after work, or they haven't another alternative. Slightly fewer people gave one of these reasons compared to 2007 (72%).

Chart 6 - What are the main reasons why you use a car to get to work?



Base: all Preston staff coming to work in a car 2008 (810), 2007 (874)

The reasons people gave for travelling to work in a car varied by a number of different factors.

- Those who were more likely to say it was **more convenient** travelled as a passenger in someone else's car (64%) and work at County Hall (52%).
- People who **need a car to do their job** are more likely to work in the Directorate for Children and Young People, Environment Directorate and Adult and Community Services (55%, 44% and 41% respectively)

compared to the Office of the Chief Executive (22%); and they are more likely to be men (52%) than women (36%). Naturally these people are more likely to drive to work alone (46%). Also staff at County Hall who are less likely to need their car for their work (30%).

- Women and BME members of staff were more likely to say they needed **use of cars before and after work** (28% and 43% respectively). These patterns of usage could be caused by the need to take children to childcare or school².
- The cost element – **it is cheaper** – is more likely to be mentioned where people who take a passenger with them (28%).
- Staff at County Hall are more likely to cite the **cost savings** and **convenience** of travelling to work in a car (26% and 56% respectively) compared to staff working at East Cliff (15% and 42% respectively).
- **Health reasons** are only a contributory factor for people with a disability (26%).

Where staff said they needed to use their car before or after work they were asked how many days they needed it. The mean number of days was four.

Table 1 - How many days a week do you need to use your car before/after work?

| How many days a week do you need to use your car before/after work? | |
|--|----------|
| Mean number of days | 4 |

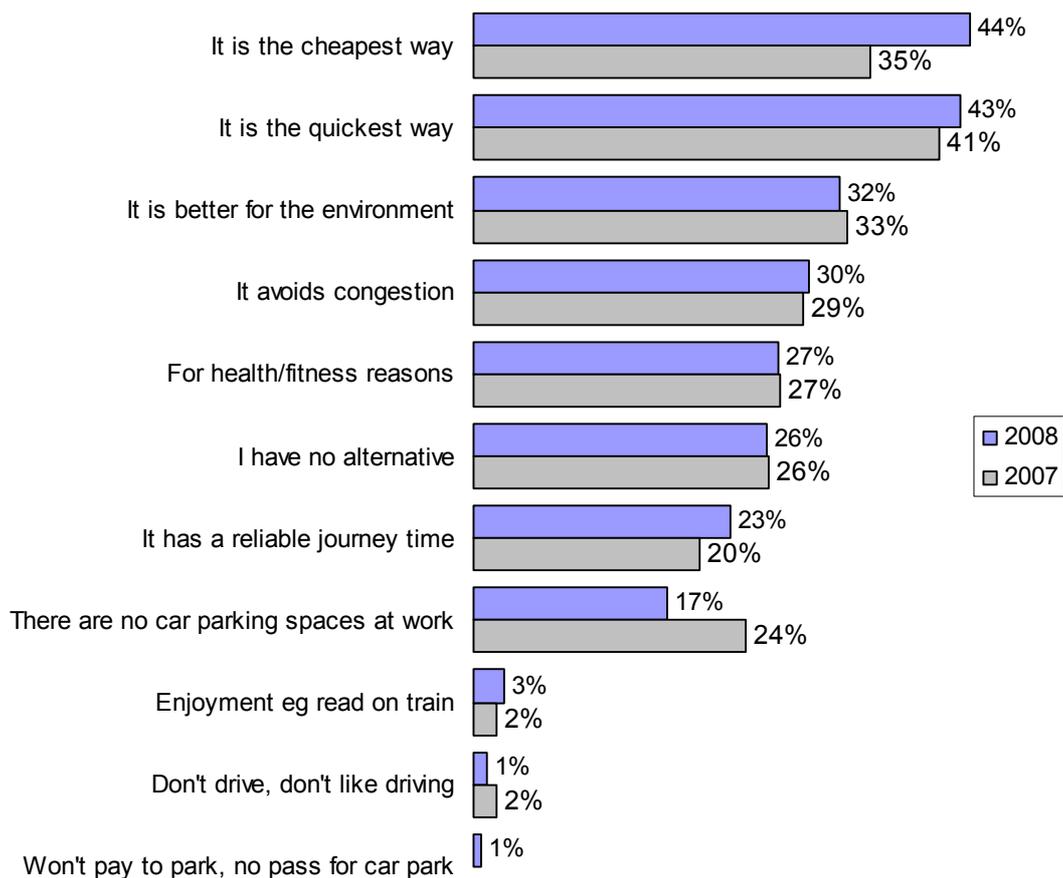
Base: all Preston staff needing a car before/after work (206)

² BME staff are more likely to be aged 21 to 30

6.1.2 Reasons for using other modes of transport

Staff who didn't use a car to travel to and from work were asked their reasons why they use their current mode of transport. The most commonly mentioned reasons were because it is the cheapest (44%) and quickest (43%) way. Significantly more people use another mode of transport because they say it is cheapest compared to 2007 (35%), this could be the effect of the introduction of parking charges to council office car parks. Interestingly the third most popular reason wasn't a personal motivation – they didn't use a car because it is better for the environment (32%), as was the case in 2007. The number of people saying that they use another mode of transport because there are no parking spaces at work has dropped since 2007, this could be a result of parking charges.

Chart 7 - What are the main reasons why you travel to work in the way you do?



Base: all Preston staff saying they travel to work by means other than a car 2008 (403), 2007 (400)

The differences in reasons behind staff members travel choices are detailed below.

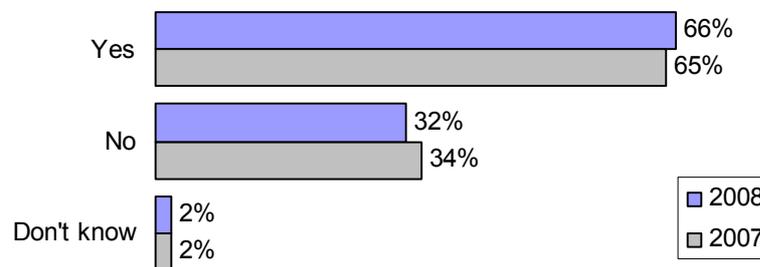
- The train was seen as the **quickest way** (60%) and is a way of **avoiding congestion** (50%) compared to the bus and walking. Although bear in mind that train users tend to live further away.
- People who cycled (82%) or walked (56%) to work were more likely to mention it was for **health or fitness reasons**. This was also the case for men (32%) – this could be due to their higher tendency to cycle to work. Unsurprisingly walkers also mentioned that it was the **cheapest way** (66%).
- The **reliable journey time** was mentioned more by white respondents (24%) – though these are the people who tend to live further away from work.
- Women (32%) and bus users (47%) are more likely to choose their method of transport because they **have no alternative**.
- The lack of **car parking spaces at work** is more likely to be given by people with a disability (31%).

6.2 Awareness of other travel alternatives

There were a number of questions that looked at respondents perceptions of alternative methods of travel.

The first asked people if they were aware of the Shared Wheels car sharing website. Two-thirds of Preston based staff are aware of the website (66%), although this leaves a third still unaware of the website. There hasn't been an improvement in awareness in the last 12 months.

Chart 8 - Are you aware of Lancashire's Shared Wheels car sharing website?

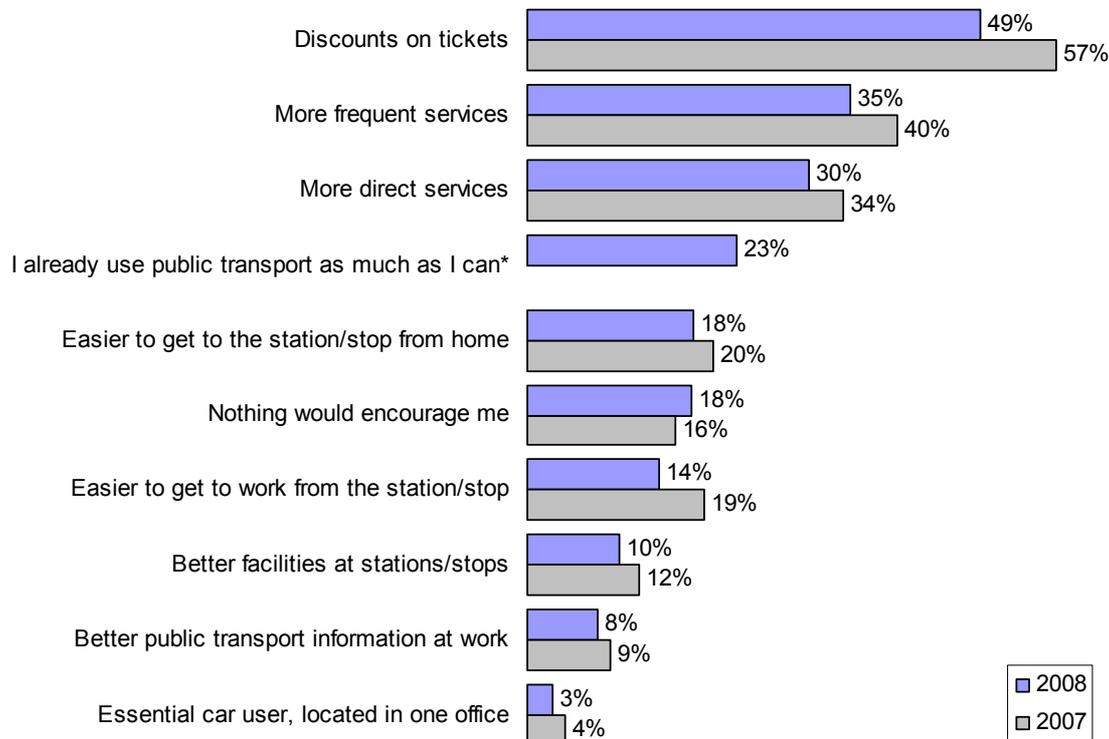


Base: all Preston staff 2008 (1241), 2007 (1292)

Employees working in the Winckley House complex, and consequently in the Environment Directorate, were significantly more likely to have heard of the Shared Wheels website (77% and 76% respectively). This is compared to the other Preston offices (East Cliff and County Hall 65% for both), and to Adult and Community Services (61%) and the Directorate for Children and Young People (63%). Younger members of staff were also less likely to have heard of the website (under 21s 31%, and 21 to 30 age group 52% aware).

When asked what would encourage them to use public transport for travel to and from work the biggest incentive was financial: to offer discounts on tickets (49%). Other drivers of public transport usage were to make the services easier to use: by running them more frequently (35%) and making them more direct (30%). All of the main drivers of change have a weaker effect than in 2007. More than one in six members of staff said that nothing would make them use public transport (18%), and almost a quarter said they already use public transport as much as they can (23%).

Chart 9 - Which, if any, of the following would encourage you to use public transport more to get to and from work?



*not included as an option in 2007

Base: all Preston staff 2008 (1208), 2007 (1292)

Staff based at County Hall and those aged 21 to 30 were more likely to be influenced by **discounts on tickets** (55% and 62% respectively). Whereas those based at Winckley House were less likely to want **more direct services** (19%).

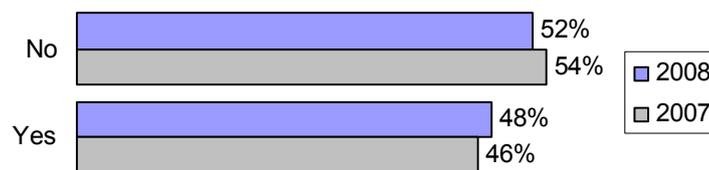
If it was **easier to get to the station or stop from home**, staff working at East Cliff and those with a disability would be more likely to use public transport (22% and 20% respectively).

More frequent services and **better public transport information at work** were more of an incentive to BME staff (48% and 16% respectively). Better public transport information also acted as more of an incentive to staff with a disability (13%).

Most members of staff do not think that they live within a cycling distance of work (52%). Respondents who say they live within cycling distance of work live a mean distance of 2.44 miles from County Hall. Geographically therefore it is staff who live in Preston and South Ribble who are more likely to say they live in cycling distance (79% and 65%). BME members of staff were more likely to live within cycling distance of work (64%) – again this relates to the distance these groups live from work.

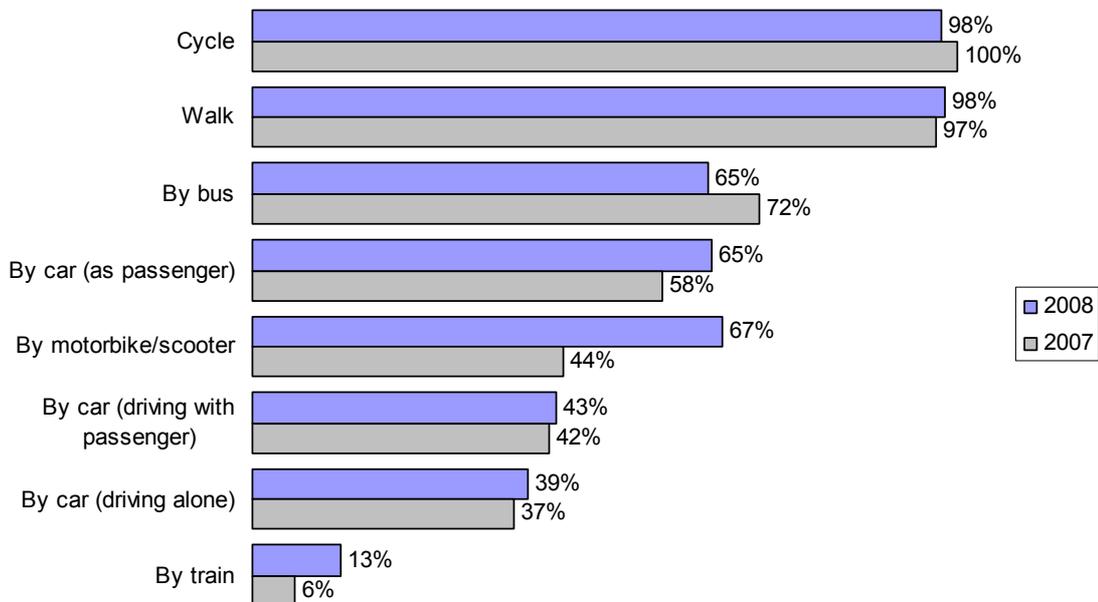
Chart twelve shows how many staff think they live within a cycling distance of work by their current method of transport. Of the people who don't already cycle the people who were most likely to say they could cycle to work were walkers (98%), bus users (65%) and those who travel as a passenger in a car (65%). Train users were significantly less likely consider they live within cycling distance of work (13%), not surprisingly as they tend to live the furthest away from work.

Chart 10 - Do you consider you live within cycling distance of work?



Base: all Preston staff 2008 (1241), 2007 (1292)

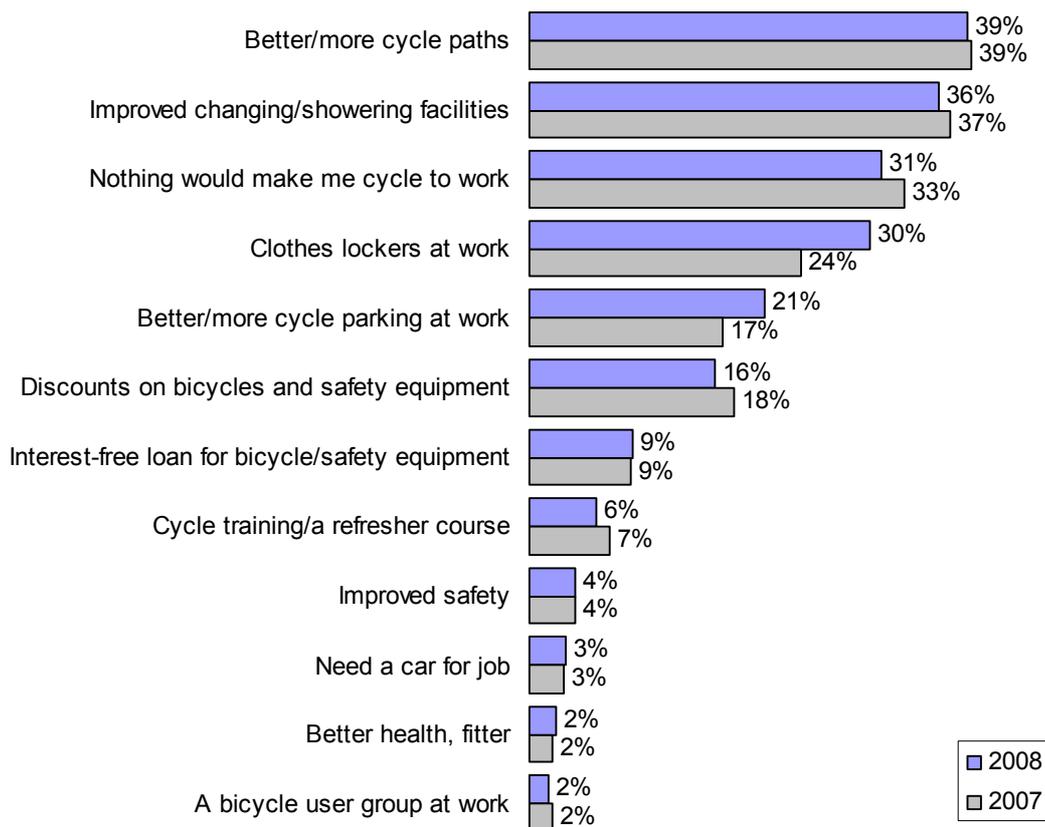
Chart 11 - Staff considering they live within cycling distance of work by current method of transport



Base: all Preston staff 2008 (1241), (1292)

Those staff who did think they could cycle to work were then asked what would encourage them to cycle to work more. Three in ten respondents said that nothing would encourage them to cycle to work more (31%). The strongest encouragements for cycling to work were to improve cycle paths and have more of them (39%), and to improve facilities at workplaces by improving the changing and showering areas (36%) and to improve facilities at workplaces by improving the changing and showering areas (36%) and having clothes lockers (30%).

Chart 12 - Which, if any, of the following would encourage you to cycle to work more?



Base: all Preston staff 2008 (570), 2007 (583)

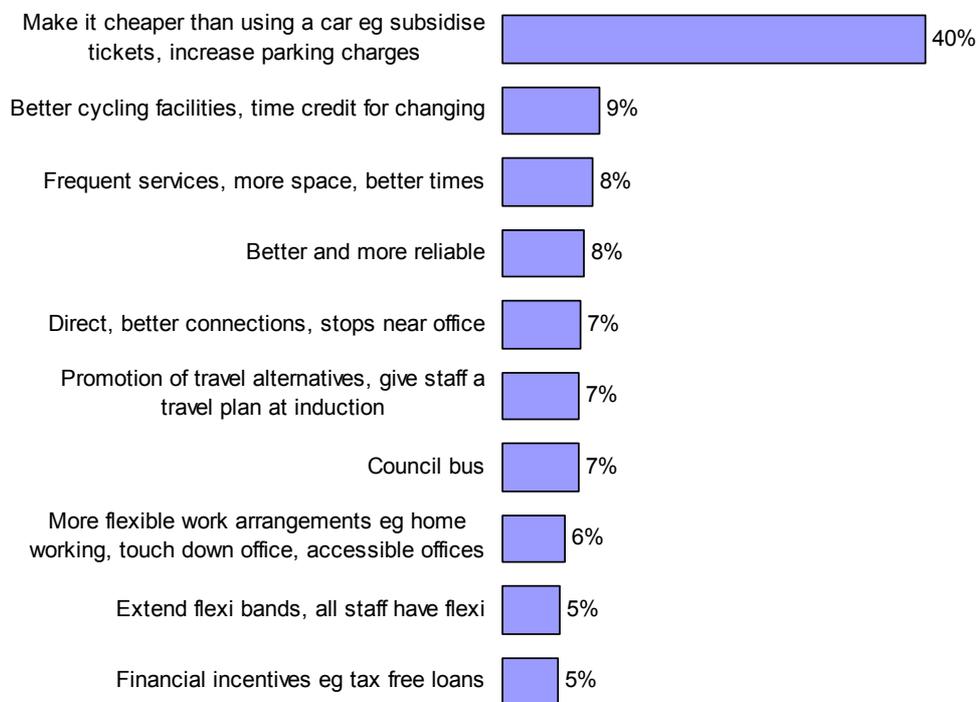
As in 2007, it is women (39%) who were more likely than men (17%) to say that **nothing would make me cycle to work**. Although women (8%) were more likely to want the added support from a cycle training or a refresher course (8%), as was the case for BME members of staff (20%).

Whereas **better facilities at work to make cycling easier** (improved changing/showering facilities 43%, clothes lockers 38% and better/more cycle parking 26%) and **financial incentives** (discounts on bicycles and safety equipment 21% and interest free loans to buy bicycles and safety equipment 12%) were of more encouragement to men.

In terms of targeting incentives at age groups, staff aged 30 and under would prefer **discounts on bicycles and safety equipment** (46% for the under 21s, and 29% for those aged 21 to 30).

Staff were also asked for suggestions to encourage people to travel to work by means other than by car. By far the most popular incentive was financial through making it cheaper than travelling by car (40%). Examples for doing this included subsidising tickets or increasing parking charges. Some of the other incentives respondents mentioned included having better cycle facilities or a time allowance for getting changed (9%), more frequent, comfortable and more reliable public transport services (8% both).

Chart 13 - Please tell us any ideas you have for how we can encourage, and make it easier for, staff to travel to work other than by using a car.



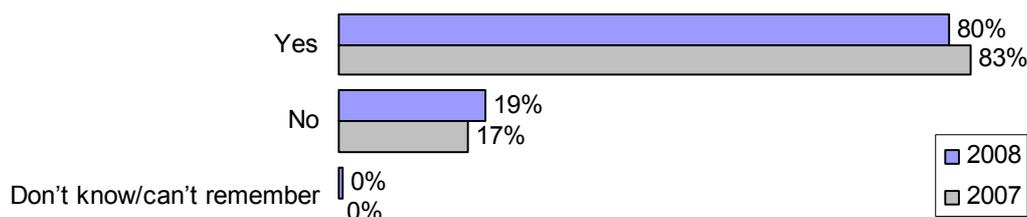
Base: all Preston staff making a comment (502)

There were a few differences in the suggestions people made. People who already travel to work on a bike were more likely to suggest that more cycle lanes would encourage staff away from using cars (23%). Train users were more likely to say that making travel on public transport cheaper than using a car would convert car users (62%). Women were more likely to want flexible work arrangements (8%), and BME respondents thought that more promotion of travel alternatives and a council bus would encourage people to move away from their cars (21% and 25% respectively). Staff of Lancashire County Commercial Services thought that making parking only available to essential car users would encourage change (18%).

6.3 Work related travel methods

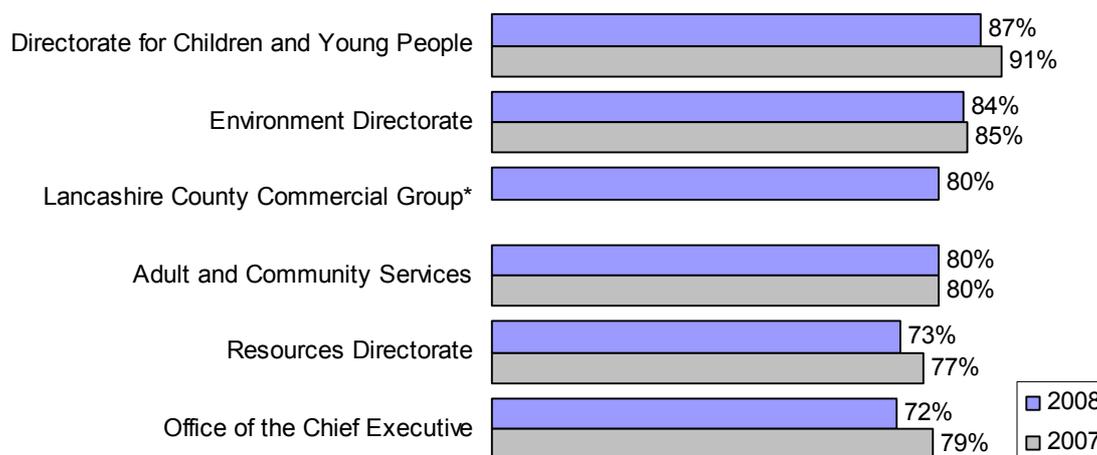
Staff were also asked about their work related travel methods. Most jobs have some form of work travel involved (80% of staff had travelled as part of their job in the last year).

Chart 14 - In the last year, have you had to travel as part of your job (eg to attend meetings)?



Base: all Preston staff 2008 (1227), 2007 (1290)

Chart 15 - Staff travelling as part of their job in the last year by directorate



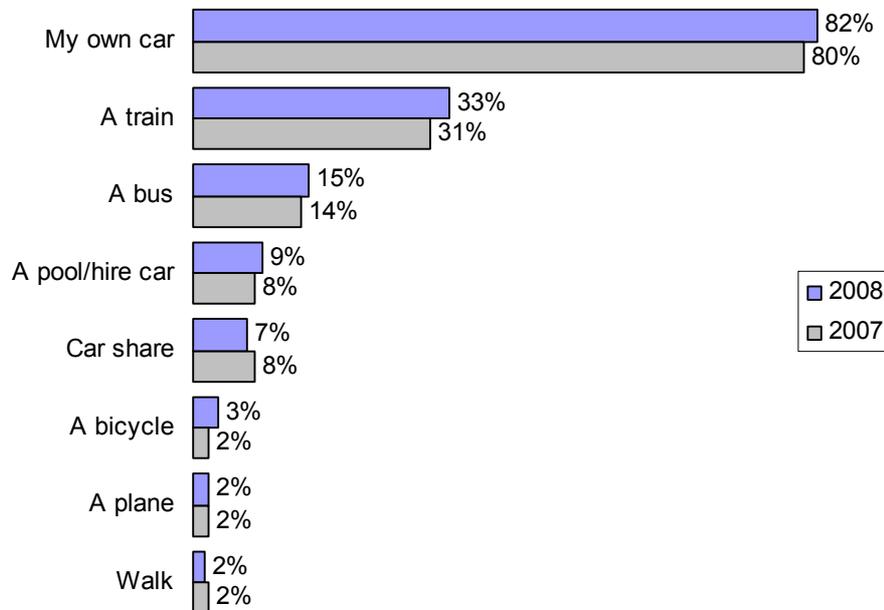
*Directorate has restructured since 2007

Base: all Preston staff 2008 (1227), 2007 (1290)

The directorate that has significantly more members of staff needing to travel for work is Children and Young People (87%) and Environment Directorate (84%) compared to Office of the Chief Executive (72%), Resources (73%). Men tend to have more work related travel than women (84% and 78% respectively). People who travel to work by themselves in a car were more likely to travel as part of their job (86%) than people who travel to work as a passenger in a car, or on a bus or train (60%, 66% and 74% respectively).

By far the most frequently used methods of transport for work travel is individual's own car (82%). This is followed by public transport: the train (33%) and buses (15%).

Chart 16 - Which of the following methods of transport do you use for work related travel?



Base: all Preston staff travelling as part of their job in the last 12 months 2008 (983), 2007 (1063)

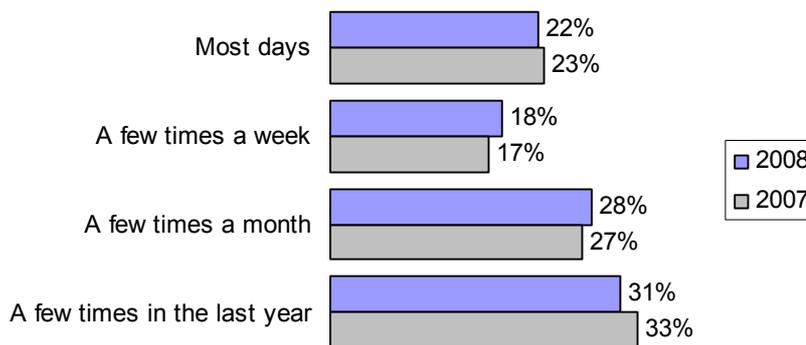
Use of work related transport methods tends to match the method people use to travel to work because this is the mode of transport they have available or are most familiar with.

- Use of their **own car** is higher for people who usually drive their car to work (alone 97%, with a passenger 98%). People who usually come to work on the bus are the least likely to use their own car for work travel (31%).
- **Train** travel is highest for people who come to work on the train (61%) or bus (53%). People who work in Office of the Chief Executive (51%) and men (42%) are also more likely to use the train for work related travel.
- **Bus** usage for work travel is higher for people who don't have access to a car at work (bus 62%, walk 33%, come as a passenger in a car 31%, train 25%) compared to those that do (car alone 4%, car with passenger 8%). It is also higher among the under 21s (53%).
- Staff who work at East Cliff (3%) are less likely than staff in the other central Preston offices to use a **pool or hire car** for work related travel, however staff in Resources were more likely to use one (19%).
- **Car sharing** is more popular with people who don't have access to their own car at work (bus 24%, walk 18%). The under 21s were also more likely to car share (33%).

- People who have used a **bike** in the last year for work travel is highest for those who come to work on a bike (26%).

Most people use their own car for work related travel just a few times a year (31%) or a few times a month (28%). Although two in five members of staff use their cars regularly for work travel: 22% use their cars most days and 18% use them a few times a week.

Chart 17 - How often have you used your own car for work related travel?

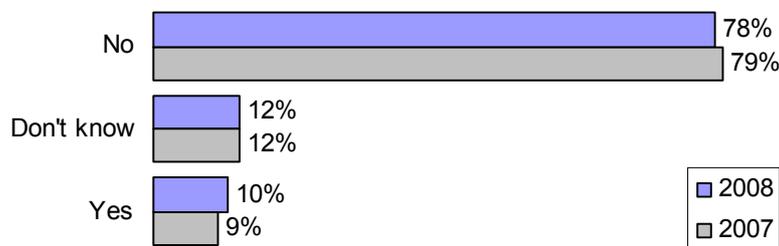


Base: all Preston staff having used a car for work related travel 2008 (801), 2007 (845)

Staff who travel to work in a car alone or who work at East Cliff are likely to use it more frequently for work related travel (53% and 46% respectively use it at least a few times a week). Staff working in the Office of the Chief Executive and Resources used their cars less frequently for work related travel (44% and 41% respectively use it a few times in the last year) compared to Children and Young People and Adult and Community Services (34% and 30% respectively use it most days).

The majority would not use a pool bicycle for work travel if they had the option to (78%), only one in ten people would use one (10%) and 12% didn't know. There has been no change since 2007.

Chart 18 - If you could borrow a pool bicycle for work related travel, would you use one?



Base: all Preston staff 2008 (983), 2007 (1060)

Men were more likely than women to say they would use a pool bicycle for work related travel (17% and 7% respectively).

7 Conclusions

Questionnaires were available to complete through an intranet based online survey. In total 2,081 questionnaires were completed, 1,241 by staff based in Preston. The main findings for staff based in Preston are shown below.

Home to work travel

- Two-thirds of staff normally travel to work in a car (most travelling alone 51%). Though the proportion of people driving to work alone has shown a 5% drop since 2007, which may be a result of the introduction of parking charges. The most popular alternative methods of transport were the train (11%) and bus (10%). Walkers tend to live closer to their workplace, whereas people who travel by train live further away from Preston.
- The most common travel distance was between 2 and 5 miles (33%), followed by 6 to 10 miles (21%). The fewest number of staff live within 2 miles of work (12%). The mean travel distance and time to work are 5.8 miles taking 30 minutes.
- Car users generally park on a workplace car park (75%). As in 2007, the main difference in parking location is related to the presence of a workplace car park. People use their cars because it is more convenient (49%), they need it to do their job (41%), it saves time (40%) and because they need to use it before/after work (26%).
- The reasons for not coming to work in a car were because it is the cheapest (44%) or quickest (43%) method of transport.
- Only two-thirds of staff are aware of the Shared Wheels website (although this rises to 76% in the Environment Directorate).
- More than half of staff members don't think they live within cycling distance of work (52%). Of the 48% who said they do live within cycling distance the mean distance they live away from County Hall is 2.44 miles. And a third of these people said they would never cycle. The strongest encouragements were to improve cycle paths and facilities at work for cycling (eg changing/showering facilities, clothes lockers).
- A significant proportion of staff said that nothing would make them use public transport (18%), although a quarter said they already use it as much as they can (23%). The biggest incentives for using public transport were to offer discounts on tickets (49%) and to make the services easier to use (more frequent 35%, and more direct 30%).

- When asked what would stop them using their car, the most mentioned factor was to make it cheaper than travelling to work by car (eg subsidise tickets or by increasing parking charges).

Work related travel

- Most jobs have some form of work related travel involved (80%). The directorate for Children and Young People and Environment Directorate, and male members of staff have more work related travel.
- The most frequently used method of transport for work travel is the staff members own car (82%). Public transport isn't used as frequently though it is the next most common form of transport (train 33%, bus 15%). Use of work related transport methods tends to match the method people use to travel to work probably because this is the mode of transport they have available or are most familiar with.
- Most members of staff use their own car for work related travel less frequently (31% a few times in the last year, 28% a few times a month). Although two in five use their cars regularly for work travel (22% most days, 18% a few times a week). Staff in the Directorate for Children and Young People and Adult and Community Services used their cars more frequently for work travel.
- The majority would not use a pool bicycle for work travel if they had the option to (78%), one in ten people would use one (10%). Men were more likely to say they would use one.

8 Recommendations

As was the case in 2007, probably only three in ten car users answer they could be persuaded away from travelling in a car to work (because they need the car for work, outside work or don't have an alternative). The survey results in general are similar to the 2007 findings, perhaps because any changes take time to show an effect, therefore many of the suggestions for encouraging them to use alternatives are still relevant.

- Improve awareness of the Shared Wheels travel scheme, concentrating in particular on directorates other than the Environment Directorate.
- Giving discounts for staff on public transport tickets, particularly important for train tickets.
- Look at ways the council can lobby the travel companies to run more frequent and direct services as these are the main barriers to public transport usage.
- In order to encourage use of bikes the possibility of improving the quality and quantity of cycle lanes, and the facilities available at workplaces for cyclists (eg showers, changing areas, lockers) should be looked into. Although the costs involved must be weighed against the proportion of staff who would actually consider cycling to work (32% live in cycling distance and would consider it). Investigate further the negativity toward cycling among women.
- Improve the public transport information available at workplaces, offering advice and publicising the benefits of using alternatives (eg to their health by cycling or walking).
- Broadening the start and finish times on the flexi system.
- Look at the allocation of parking spaces for staff with a disability (eg increasing the number of spaces available, how permits are allocated).

As most jobs involve some form of work related travel, and as cars are the preferred method, it is important to make sure staff are aware of the alternatives they have. Mechanisms for car sharing when travelling to meetings could perhaps be included in the Shared Wheels website; and promoting the pool car facility to staff (and having more cars available) could help reduce the number of people driving their own cars to work (particularly people who use their own car less regularly for their job).

The results for non-Preston based staff should also be used to update the travel plans for other parts of the county.

9 Appendices

9.1 Appendix 1: marked up questionnaire

All values are given in percentages

Base: all respondents (2,081) unless otherwise stated

| Q1 How do you mostly travel to and from work during a typical week? | | | | |
|--|---------------------------------|------------------|----------------------|--------------------------|
| | | All staff | Preston staff | Non-Preston staff |
| | | (base: 2072) | (base: 1239) | (base: 833) |
| | By car (driving alone) | 57% | 51% | 66% |
| | By car (driving with passenger) | 9% | 10% | 7% |
| | Walk | 9% | 9% | 10% |
| | By bus | 8% | 10% | 6% |
| | By train | 8% | 11% | 4% |
| | By car (as passenger) | 5% | 5% | 3% |
| | Cycle | 3% | 4% | 2% |
| | By motorbike/scooter | 0% | 0% | 0% |

| Q2 How far do you travel to work? | | | | |
|--|-------------------|------------------|----------------------|--------------------------|
| | | All staff | Preston staff | Non-Preston staff |
| | | (base: 2072) | (base: 1239) | (base: 833) |
| | Less than 2 miles | 14% | 12% | 18% |
| | 2 to 5 miles | 30% | 33% | 25% |
| | 6 to 10 miles | 21% | 21% | 22% |
| | 11 to 20 miles | 18% | 17% | 21% |
| | Over 20 miles | 16% | 17% | 15% |

| Q3a On average, how many minutes does it take you to get to and from work? To work in minutes... | | | | |
|---|----------------------|------------------|----------------------|--------------------------|
| | | All staff | Preston staff | Non-Preston staff |
| | | (base: 2066) | (base: 1237) | (base: 829) |
| | Less than 15 minutes | 27% | 23% | 34% |
| | 16 to 30 minutes | 41% | 43% | 38% |
| | 31 to 45 minutes | 20% | 21% | 18% |
| | 46 to 60 minutes | 10% | 11% | 8% |
| | More than 60 minutes | 2% | 2% | 2% |

| Q3b On average, how many minutes does it take you to get to and from work? From work in minutes... | | | | |
|---|----------------------|----------------------------------|--------------------------------------|---|
| | | All staff (base: 2065) | Preston staff (base: 1237) | Non-Preston staff (base: 828) |
| | Less than 15 minutes | 25% | 20% | 31% |
| | 16 to 30 minutes | 43% | 45% | 39% |
| | 31 to 45 minutes | 20% | 21% | 18% |
| | 46 to 60 minutes | 10% | 11% | 9% |
| | More than 60 minutes | 3% | 3% | 3% |

| Q4 Where do you normally park? | | | | |
|---------------------------------------|--------------------------|----------------------------------|-------------------------------------|---|
| | | All staff (base: 1447) | Preston staff (base: 807) | Non-Preston staff (base: 640) |
| | On a workplace car park | 75% | 75% | 75% |
| | In a nearby street | 13% | 14% | 13% |
| | In a commercial car park | 8% | 8% | 8% |
| | Get dropped off | 1% | 1% | 1% |
| | On the Park & Ride | 1% | 1% | 0% |
| | Drivers workplace | 1% | 1% | 1% |
| | Free car park eg gym | 1% | 0% | 1% |

Base: all respondents travelling to work by car

| Q5 What are the main reasons why you use a car to get to work? | | | | |
|---|--|----------------------------------|-------------------------------------|---|
| | | All staff (base: 1447) | Preston staff (base: 810) | Non-Preston staff (base: 637) |
| | I need a car to do my job | 46% | 41% | 52% |
| | It is more convenient | 44% | 49% | 37% |
| | It saves time | 36% | 40% | 31% |
| | I need a car before/after work | 24% | 26% | 22% |
| | I have no other alternative | 21% | 17% | 27% |
| | It is cheaper | 17% | 19% | 14% |
| | I bring heavy loads (eg papers) to work | 8% | 10% | 6% |
| | I have irregular hours of work | 7% | 6% | 8% |
| | For health reasons | 4% | 5% | 3% |
| | Need to be able to collect children | 4% | 5% | 3% |
| | Poor public transport eg unreliable, expensive, no service | 3% | 3% | 4% |
| | Safer in car | 1% | 1% | 1% |
| | Share transport, other person needs car for work | 1% | 1% | 0% |

Base: all respondents travelling to work by car

| Q6 How many days a week do you need to use your car before/after work? | | Mean |
|--|--------------------------------------|----------|
| | All staff (base:346) | 4 |
| | Preston staff (base: 206) | 4 |
| | Non-Preston staff (base: 140) | 4 |

Base: all respondents using a car to get to work because they need it before/after work

| Q7 What are the main reasons why you travel to work in the way you do? | | | | |
|--|---|---------------------------------|-------------------------------------|---|
| | | All staff (base: 585) | Preston staff (base: 403) | Non-Preston staff (base: 182) |
| | It is the cheapest way | 43% | 44% | 41% |
| | It is the quickest way | 39% | 43% | 30% |
| | It is better for the environment | 35% | 32% | 41% |
| | I have no alternative | 30% | 26% | 40% |
| | For health/fitness reasons | 29% | 27% | 35% |
| | It avoids congestion | 26% | 30% | 19% |
| | It has a reliable journey time | 20% | 23% | 14% |
| | There are no car parking spaces at work | 15% | 17% | 9% |
| | Enjoy relaxing during journey | 2% | 3% | 1% |
| | Don't drive/no car | 2% | 1% | 2% |
| | Easiest | 1% | 1% | 0% |
| | Won't pay to park, no pass for car park | 1% | 1% | 0% |

Base: all respondents travelling to by means other than a car

| Q8 Are you aware of Lancashire's Shared Wheels car sharing website? | | | | |
|---|------------|----------------------------------|--------------------------------------|---|
| | | All staff (base: 2075) | Preston staff (base: 1241) | Non-Preston staff (base: 834) |
| | Yes | 60% | 66% | 50% |
| | No | 38% | 32% | 47% |
| | Don't know | 3% | 2% | 3% |

| Q9 Do you consider you live within cycling distance of work? | | | | |
|--|-----|----------------------------------|--------------------------------------|---|
| | | All staff (base: 2075) | Preston staff (base: 1241) | Non-Preston staff (base: 834) |
| | Yes | 44% | 48% | 39% |
| | No | 56% | 52% | 61% |

| Q10 Which, if any, of the following would encourage you to cycle to work more? | | All staff (base: 892) | Preston staff (base: 570) | Non-Preston staff (base: 322) |
|--|---|--------------------------|------------------------------|----------------------------------|
| | Better/more cycle paths | 38% | 39% | 36% |
| | Improved changing/showering facilities at work | 37% | 36% | 38% |
| | Nothing would make me cycle to work | 32% | 31% | 34% |
| | Clothes lockers at work | 28% | 30% | 23% |
| | Better/more cycle parking at work | 21% | 21% | 20% |
| | Discounts on bicycles and safety equipment | 17% | 16% | 19% |
| | An interest-free loan to buy a bicycle and safety equipment | 10% | 9% | 11% |
| | Cycle training/a refresher course | 6% | 6% | 7% |
| | Need car for work | 4% | 3% | 6% |
| | Safe route eg lighting, no traffic | 4% | 4% | 4% |
| | Better health, fitter | 2% | 2% | 3% |
| | A bicycle user group at work | 2% | 2% | 3% |
| | No childcare commitments | 1% | 1% | 2% |
| | Only cycle in daylight | 1% | 2% | 1% |
| | Better weather | 1% | 1% | 2% |
| | Already cycle | 1% | 1% | 0% |
| | Live in walking distance | 1% | 1% | 1% |
| | Cycle to work scheme | 1% | 1% | 1% |

| Q11 Which, if any, of the following would encourage you to use public transport more to get to and from work? | | | | |
|--|--|----------------------------------|--------------------------------------|--|
| | | All staff (base: 1999) | Preston staff (base: 1208) | Non-Preston staff (base:791) |
| | Discounts on tickets | 45% | 49% | 40% |
| | More frequent services | 34% | 35% | 33% |
| | More direct services | 33% | 30% | 37% |
| | Nothing would encourage me to use public transport | 22% | 18% | 29% |
| | I already use public transport as much as I can | 19% | 23% | 14% |
| | Easier to get to the station/stop from home | 16% | 18% | 14% |
| | Easier to get to work from the station/stop | 13% | 14% | 12% |
| | Better facilities at stations/stops | 10% | 10% | 10% |
| | Better public transport information at work | 9% | 8% | 10% |
| | Need car for work | 4% | 3% | 6% |
| | Make it cheaper than travel by car | 2% | 2% | 1% |
| | More reliable | 2% | 2% | 1% |
| | Better quality eg clean, seats available | 1% | 1% | 1% |
| | Faster service eg bus lane, real time | 1% | 1% | 1% |
| | Have a service | 1% | 0% | 1% |
| | Walk to work | 1% | 1% | 1% |

| Q12 In the last year, have you had to travel as part of your job (eg to attend meetings)? | | | | |
|--|---------------------------|----------------------------------|--------------------------------------|---|
| | | All staff (base: 2049) | Preston staff (base: 1227) | Non-Preston staff (base: 822) |
| | Yes | 85% | 80% | 91% |
| | No | 15% | 19% | 8% |
| | Don't know/can't remember | 1% | 0% | 1% |

| Q13 Which of the following methods of transport do you use for work related travel? | | | | |
|--|-----------------|----------------------------------|-------------------------------------|---|
| | | All staff (base: 1733) | Preston staff (base: 983) | Non-Preston staff (base: 750) |
| | My own car | 81% | 82% | 81% |
| | A train | 33% | 33% | 33% |
| | A bus | 15% | 15% | 14% |
| | A pool/hire car | 7% | 9% | 5% |
| | Car share | 7% | 7% | 8% |
| | A bicycle | 3% | 3% | 3% |
| | Walk | 1% | 2% | 1% |
| | A plane | 1% | 2% | 0% |

| Q14 If you could borrow a pool bicycle for work related travel, would you use one? | | | | |
|---|------------|----------------------------------|-------------------------------------|---|
| | | All staff (base: 1732) | Preston staff (base: 983) | Non-Preston staff (base: 749) |
| | Yes | 11% | 10% | 12% |
| | No | 78% | 78% | 77% |
| | Don't know | 11% | 12% | 11% |

| Q15 How often have you used your own car for work related travel? | | | | |
|--|------------------------------|----------------------------------|-------------------------------------|---|
| | | All staff (base: 1405) | Preston staff (base: 801) | Non-Preston staff (base: 604) |
| | Most days | 33% | 22% | 47% |
| | A few times a week | 17% | 18% | 16% |
| | A few times a month | 24% | 28% | 19% |
| | A few times in the last year | 25% | 31% | 18% |

Base: all respondents using a car for work related travel

| Q16 Please tell us any ideas you have for how we can encourage, and make it easier for, staff to travel to work other than by using a car. | | All staff (base:787) | Preston staff (base: 502) | Non-Preston staff (base: 285) |
|---|--|--------------------------------|-------------------------------------|---|
| | Make it cheaper than using a car eg subsidise tickets, increase parking charges | 37% | 40% | 32% |
| | Promotion of travel alternatives, give staff a travel plan at induction | 10% | 7% | 14% |
| | Better cycling facilities, time credit for changing | 9% | 9% | 9% |
| | Frequent services, more space, better times | 9% | 8% | 10% |
| | More flexible work arrangements eg home working, touch down office, accessible offices | 7% | 6% | 11% |
| | Direct travel, better connections, stops near to office | 7% | 7% | 7% |
| | Better and more reliable | 7% | 8% | 7% |
| | Council bus | 7% | 7% | 7% |
| | Financial incentives eg tax free loans | 5% | 5% | 6% |
| | Extend flexi bands, all staff have flexi | 5% | 5% | 5% |
| | Encourage green travel eg awards, change culture | 3% | 3% | 4% |
| | More cycle lanes, safer | 3% | 4% | 2% |
| | Pool cars | 2% | 2% | 4% |
| | Extend P&R facilities | 2% | 3% | 1% |
| | Have a public transport service | 1% | 2% | 1% |
| | Hold meetings in easily accessible places, video conferencing | 1% | 1% | 2% |
| | Reduce the number of parking spaces, essential car users only | 1% | 1% | 1% |
| | Reduce anti-social behaviour | 1% | 1% | 1% |
| | Not making staff essential car users | 1% | 1% | 1% |
| | Pay as you park for everyone, designated spaces for car sharers | 1% | 1% | 0% |
| | Give staff extra time for traveling by public transport | 1% | 1% | 1% |
| | Free/pool bikes | 1% | 0% | 1% |

| Q17 | Are you based in Preston? | |
|------------|----------------------------------|-----|
| | Yes | 60% |
| | No | 40% |

Base: all respondents (2076)

| Q18 | Which site in Preston do you work at? | |
|-----|---------------------------------------|-----|
| | Winckley House Complex | 19% |
| | County Hall | 44% |
| | East Cliff | 18% |
| | Another office | 19% |

Base: all respondents working in Preston (1239)

| Q19 | Which directorate do you work in? | | | |
|-----|---|---------------------------|----------------------------------|---|
| | | All staff (base: 2071) | Preston staff (base: 1238) | Non- Preston staff (base: 833) |
| | Office of the Chief Executive | 11% | 15% | 5% |
| | Directorate for Children and Young People | 27% | 21% | 37% |
| | Adult and Community Services | 31% | 22% | 43% |
| | Environment Directorate | 16% | 22% | 7% |
| | Resources Directorate | 11% | 17% | 3% |
| | Lancashire County Commercial Group | 3% | 2% | 5% |

| Q20 | Are you...? | | | |
|-----|-------------|---------------------------|----------------------------------|---|
| | | All staff (base: 2061) | Preston staff (base: 1235) | Non- Preston staff (base: 826) |
| | Male | 31% | 36% | 22% |
| | Female | 69% | 64% | 78% |

| Q21 | Which age group do you fall into? | | | |
|-----|-----------------------------------|---------------------------|----------------------------------|---|
| | | All staff (base: 2064) | Preston staff (base: 1233) | Non- Preston staff (base: 831) |
| | Under 21 | 2% | 2% | 2% |
| | 21-30 | 20% | 21% | 17% |
| | 31-40 | 23% | 23% | 24% |
| | 41-50 | 30% | 30% | 31% |
| | 51-60 | 21% | 20% | 21% |
| | Over 60 | 4% | 3% | 5% |

| Q22 To which of these groups do you consider you belong? | | | | |
|---|------------------------|----------------------------------|--------------------------------------|---|
| | | All staff (base: 2049) | Preston staff (base: 1224) | Non-Preston staff (base: 825) |
| | White | 95% | 94% | 96% |
| | Black or Black British | 0% | 1% | 0% |
| | Asian or Asian British | 4% | 4% | 3% |
| | Mixed | 1% | 0% | 1% |
| | Chinese | 0% | 1% | 0% |
| | White | 95% | 94% | 96% |

| Q23 Do you have any long-standing illness, disability or infirmity? | | | | |
|--|-----|----------------------------------|--------------------------------------|---|
| | | All staff (base: 2062) | Preston staff (base: 1238) | Non-Preston staff (base: 824) |
| | Yes | 14% | 13% | 15% |
| | No | 86% | 87% | 85% |

| Q24 Does this illness or disability limit your activities in any way? | | | | |
|--|-----|---------------------------------|-------------------------------------|---|
| | | All staff (base: 281) | Preston staff (base: 159) | Non-Preston staff (base: 122) |
| | Yes | 68% | 68% | 67% |
| | No | 32% | 32% | 33% |