

Report to Sustainable development panel
24 September 2012
Report of Executive head of strategy, people and democracy
Subject Results of the travel to work survey

Item
7

KEY DECISION

Purpose

To report the results of the council's travel to work survey of employees.

Recommendation

To consider the findings of the report.

Corporate and service priorities

The report helps to meet the corporate priority Value for money services and the key action to "reduce the council's carbon emissions through a carbon management programme".

Financial implications

There are no direct financial implications.

Contact officers

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Background documents

None

Report

1. A key action of Norwich City Council's Environmental Strategy for 2011-2014 is to "Refresh the council's "green" travel plan, and reduce our transport emissions by 10% by 2013". The purpose of the Travel to Work survey was to gather data to help inform the refresh of the green travel plan.
2. There were four main objectives of the travel to work survey. There were as follows:
 - a) Establish how staff are travelling to and from work.
 - b) Establish how staff are travelling around during the course of their working day.
 - c) Establish the motivation of staff for choosing their current mode of transport.
 - d) Assessing the potential for behaviour change amongst staff.
3. The survey was launched in the council's Inner City electronic employee magazine on 16 January 2012 and was open for staff to respond to for 8 weeks, and could be completed online via a link in Inner City. The questions used were part of a survey provided by Norfolk County Council who was carrying out a similar exercise
4. The response rate was good, providing a large sample size of 22.7% of all staff, with 149 of the 656 total staff responding. The sample is representative in terms of age and gender profile.
5. A copy of the draft report is attached, including a discussion of the results. The key findings of the report were as follows
 - Younger age groups (under 34) tend to favour walking and cycling.
 - 34-45 years start to favour driving, this could be due to lifestyle choices outside of work e.g. family commitments. From 45 years onwards the rate of cycling increases.
 - On the whole, women do not like to use cycling a method of transport, preferring instead walking or driving. Significantly more men than women choose to cycle.
 - Walkers, cyclists and public transport users are primarily motivated by cost and time.
 - Motorists are primarily motivated by the belief that they have no alternative to car travel, they are not primarily motivated by cost.
 - Staff and car drivers in particular are resistant to a change in their travel methods. There were very poor response rates to the questions about changing their travel methods. Car drivers in particular favoured the do nothing option when offered a range of possible changes.

- The offer of home working elicited an excellent response rate with the majority of staff across all travel methods.
 - Some car drivers believe they could be encouraged to commute using public transport if they had a discounted travel pass or ticket.
6. In line with the findings of the travel to work survey there are a number of changes in approach that are being progressed or explored to refresh the different elements of the council's travel plan. They are as follows:
- Introduction and promotion of pool bikes for employee travel to meetings and appointments (this has been put in place).
 - Supporting the cycle to work scheme on an ongoing basis, not just for a short time-limited period (this is currently being progressed with the aim of an October launch).
 - New fleet of pool cars with better telemetrics enabling the council to monitor fuel use and encourage effective pool car use (in place from October).
 - Introduction of four electric pool cars (this will be in place from November 2012).
 - Eco-driving skills training for staff using pool cars to ensure they get maximum fuel efficiency out of the vehicles.
 - Greater promotion of cycling to staff including the health benefits and available facilities. Females in particular could be targeted as they show less inclination to cycle than males.
 - We currently have a discount negotiated with First Bus where staff can show their Norwich City Council ID badge in order to receive a small discount. This will be more widely promoted to staff.
 - It is not felt to be feasible to run a Norwich City Council Car Share scheme, as the pool of staff available to travel from similar postcodes is not large, it's administratively burdensome and there is limited appetite for it amongst staff. However, for those staff who are interested it is possible to promote county-wide car sharing schemes as part of our One Small Steps programme via Inner City. Although, a potential difficulty with starting a car-sharing scheme is that it could encourage bus-users to go back to driving which would increase CO₂ emissions as buses have the capacity to carry significantly more passengers than cars, even when fully laden.
7. Having achieved a high level of staff walking and cycling to work it may be difficult to achieve much more of an increase in this number. It is however, important that the council endeavours to maintain a good level of commuting by walking and cycling by continuing to promote these methods of travel to staff. It is easy to slip into the convenience that driving to work offers, particularly during bad weather.

8. It is not realistic to aim to encourage all car users to move to public transport or all public transport users to move to cycling or walking. However, there will be areas where some car users or public transport users can be encouraged to consider occasional use of public transport or cycling as a method of travel to work, or to walk or cycle to meetings during the working day. Recognising this group and motivating them appropriately could help to decrease the amount of CO₂ emissions produced by Norwich City Council staff during their travel to work and work-related commuting.

Appendix A

Travel to Work Survey 2012

Draft report

Introduction

This report details the results and analysis of the Workplace Travel Plan survey carried out during January and February 2012.

The results of the survey will be used to inform the next update of the Green Travel Policy. The last Green Travel Policy was completed in August 2004 and made some key changes with regards to staff travel to work. In summary:

- The end of free staff parking in city centre car parks
- The end of staff parking passes for those with children born after 30 April 2004 (unless there are extenuating circumstances).

Objectives

There were four main objectives:

1. Establish how staff are travelling to and from work.
2. Establish how staff are travelling around during the course of their working day.
3. Establish the motivation of staff for choosing their current mode of transport.
4. Assessing the potential for behaviour change amongst staff.

Methodology

The survey was launched in Inner City magazine on 16 January 2012 and was open for staff to respond to for 8 weeks, and could be completed online via link in Inner City.

To encourage a high response rate which was representative of the larger staff population staff were offered the opportunity to win a shopping voucher if they completed the survey.

The questions used were part of a survey provided by Norfolk County Council who were carrying out a similar exercise.

A full list of questions can be found in Appendix A.

Results

Response rate:

The response rate was good, providing a large sample size of 22.7% of all staff, with 149 of the 656 total staff responding.

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The sample is representative in terms of age and gender profile. Details are shown in tables 1 and 2 below.

Table 1 – Age profile of respondents against all staff:

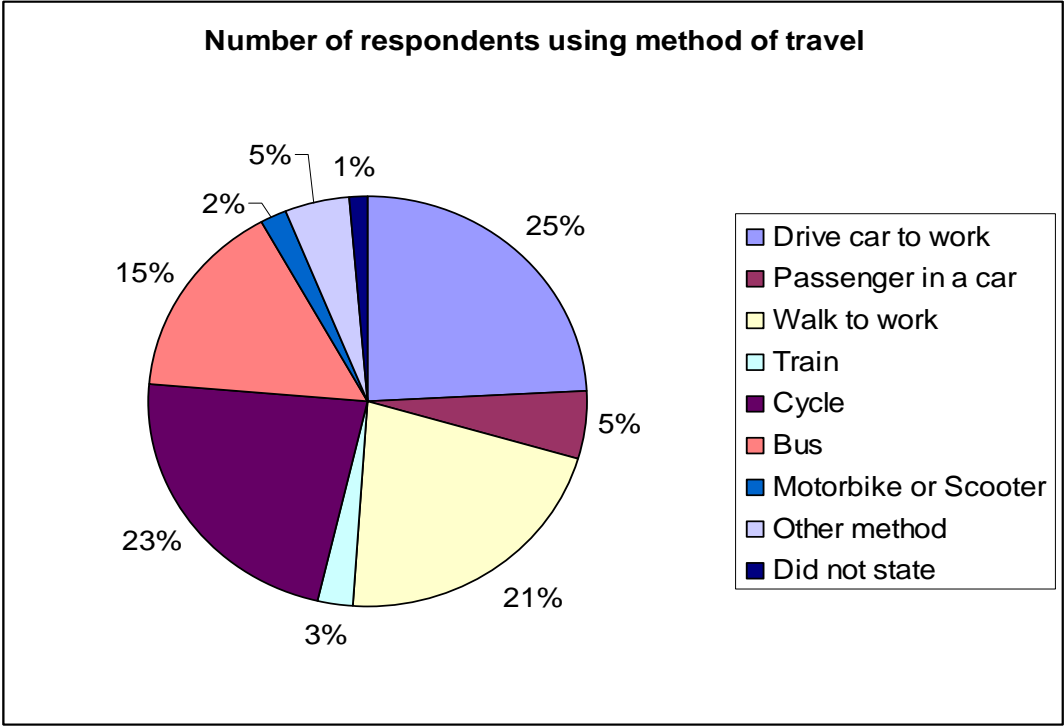
Age band	% of survey respondents	% of total staff
Under 24 years	0.67	1.68
25-34 years	25	20.3
35-44 years	25	25.46
45-54 years	35	33.84
55 years and over	13	18.75
Not stated	1.34	0

Table 2 – Gender profile of respondents against all staff:

Gender	% of survey respondents	% of total staff
Male	56	47.87
Female	42	52.13
Not stated	2	Not given

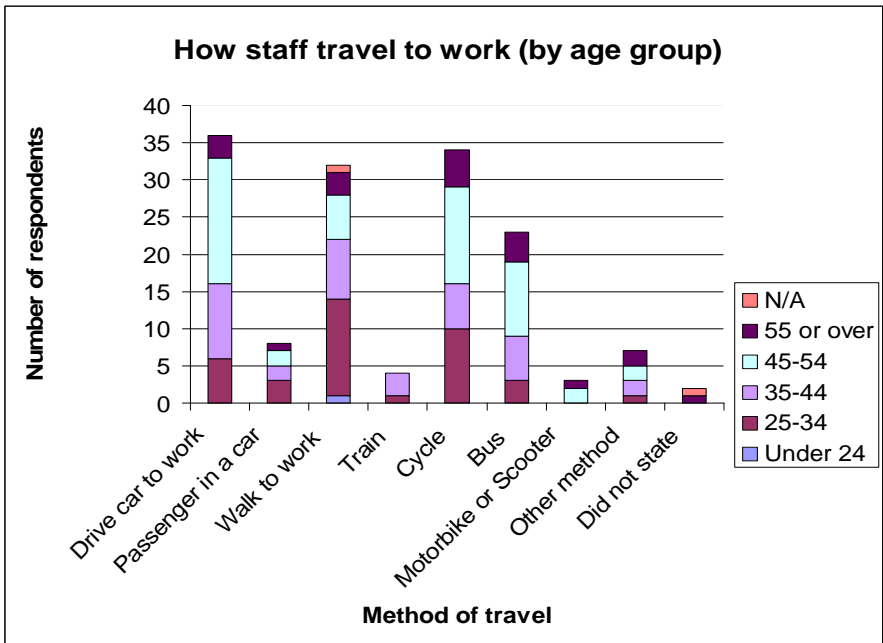
Objective 1 – Establish how staff are travelling to work:

Chart 1 - Q4. How do you normally travel to work?



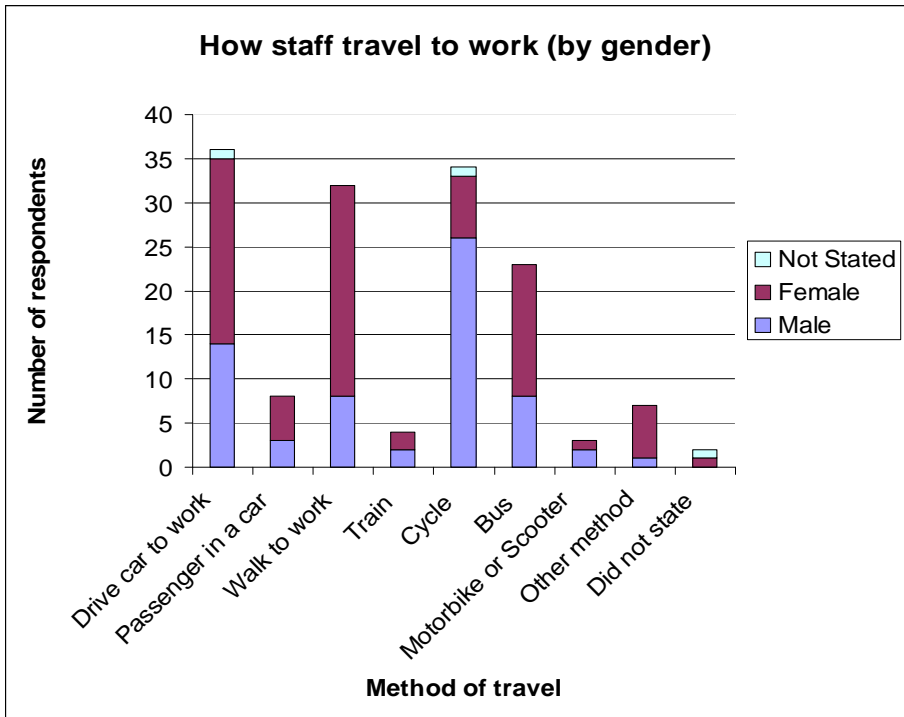
44% of staff are already either walking or cycling.
18% are using public transport.
25% of staff drive to work.

Chart 2 – How staff travel to work by age group



The 25-34 year old group are over-represented in Walking and Cycling.
The 45-54 year old group are under-represented in the Walking group, where driving is a more common form of travel
The 35-44 year old group are under-represented in cycling.

Chart 3 – How staff travel to work by gender

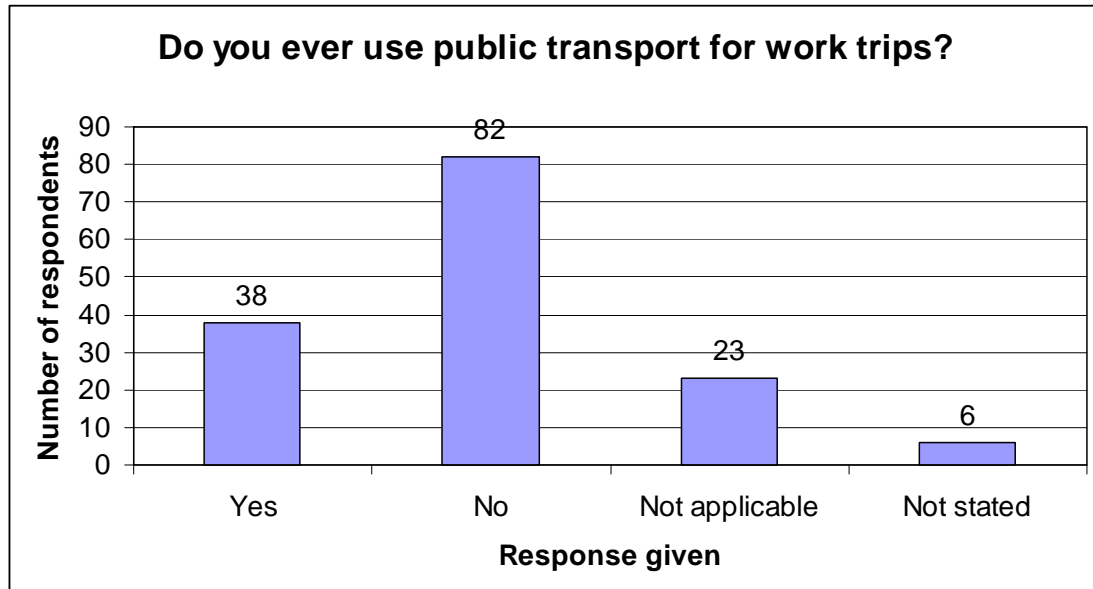


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Walking and driving are more common amongst females. Whilst Cycling is significantly more common amongst males, particularly as less females than males undertook the survey.

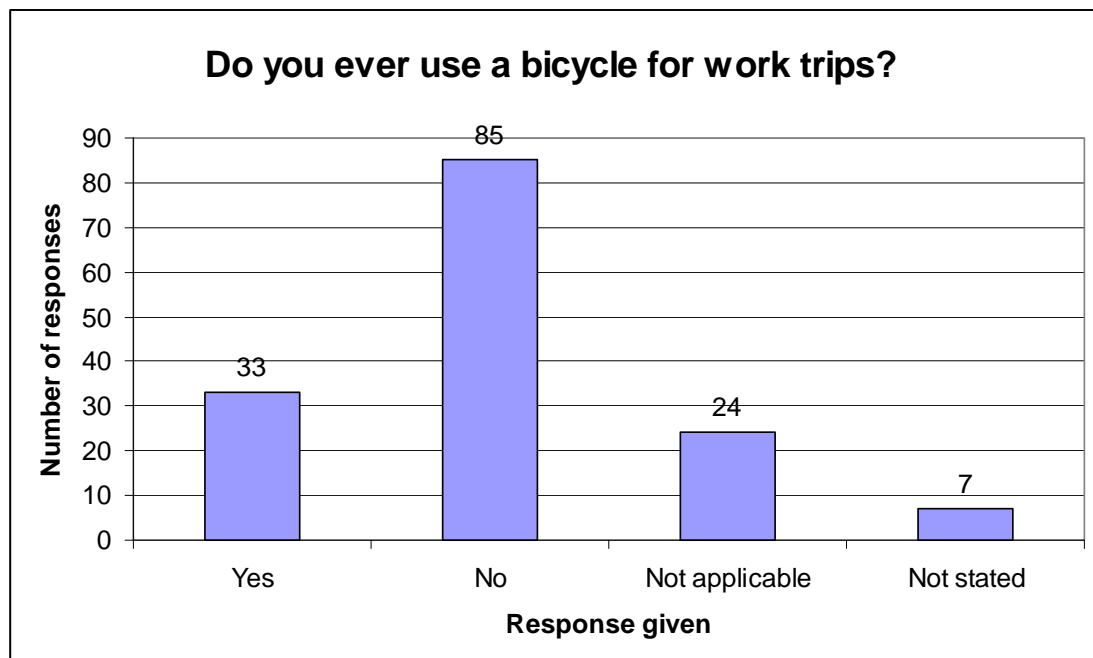
Objective 2 – Establish how staff are travelling around during the course of their working day:

Chart 4 - Q33. *Do you ever use public transport for work trips?*



38 respondents (25.5%) use public transport for work trips.
82% (55%) of respondents do not use public transport for work trips.

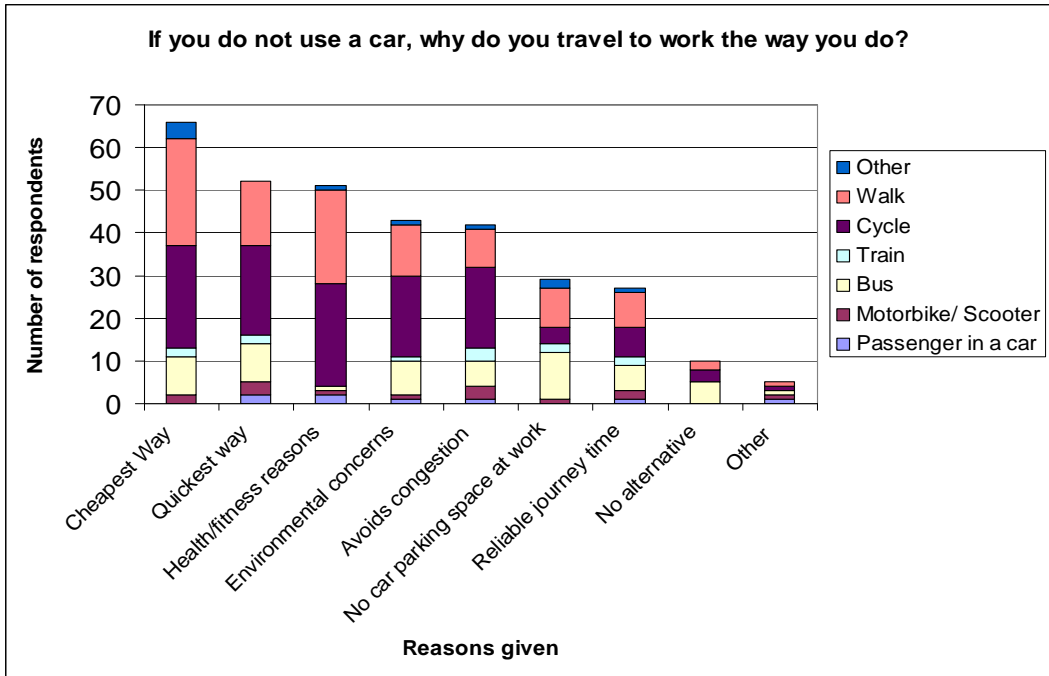
Chart 5 - Q34. *Do you ever use a bicycle for work trips?*



33 respondents (22%) use a bicycle for work trips.
85 respondents (57%) do not use a bicycle for work trips.

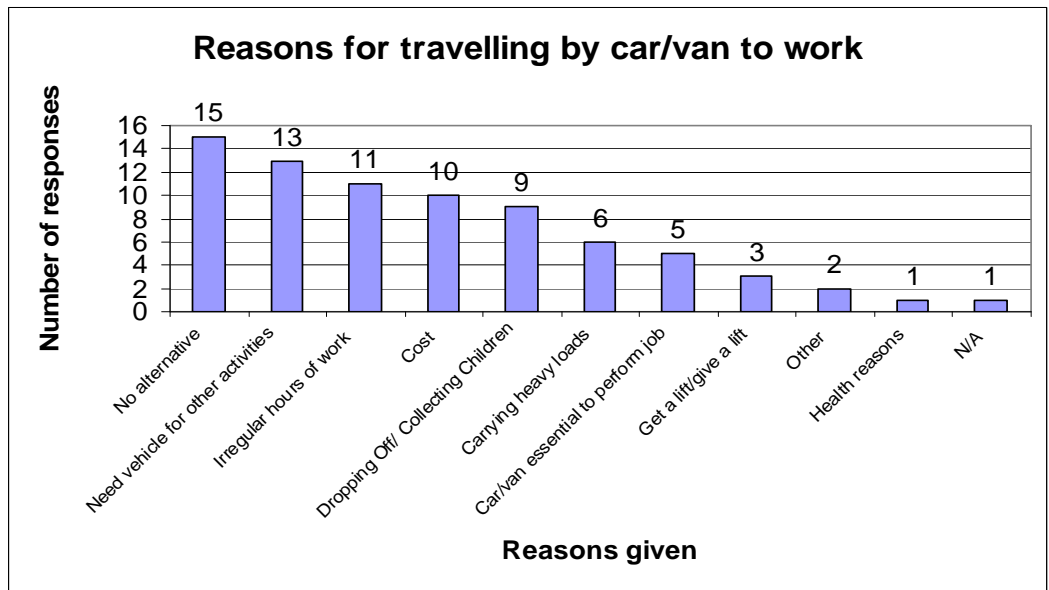
Objective 3 – Establish the motivation of staff for choosing their current mode of transport:

Chart 6 - Q.9 *If you do not use a car, why do you travel to work the way you do?*



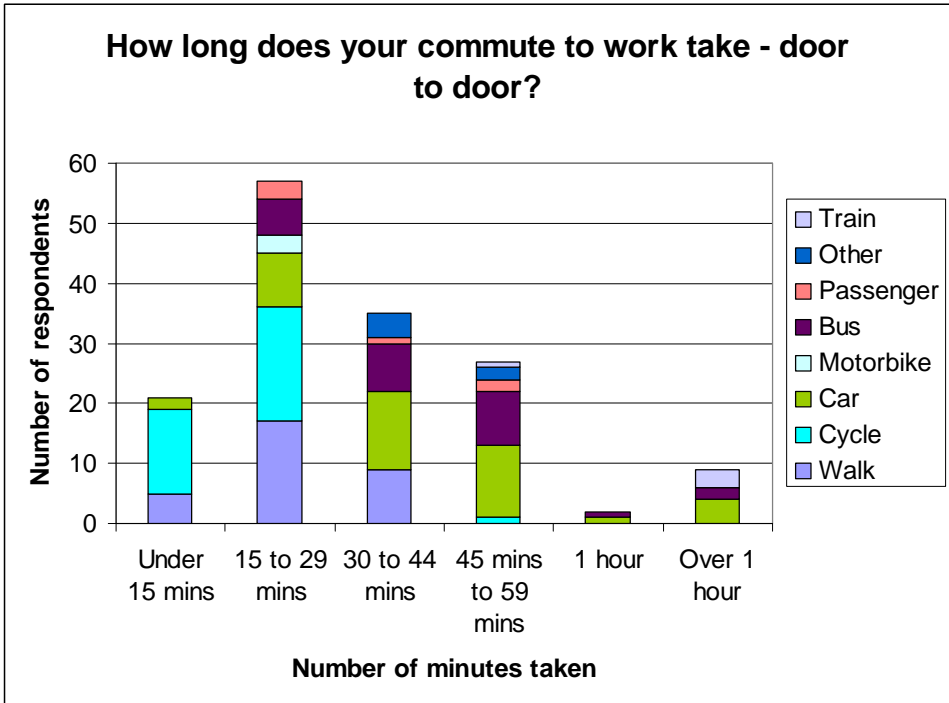
Cost, Time and Health are the top three motivators for staff who are not driving to work.

Chart 7 - Q.16 *If you use a car/ van to travel to work, what are your reasons for doing so?*



Drivers state having ‘No Alternative’ as being their primary motivator for choosing to drive to work.

Chart 8 - Q5. *What is your typical travel time to work, door to door in minutes?*



Staff walk up to 45 mins to commute, or 30 mins to cycle.

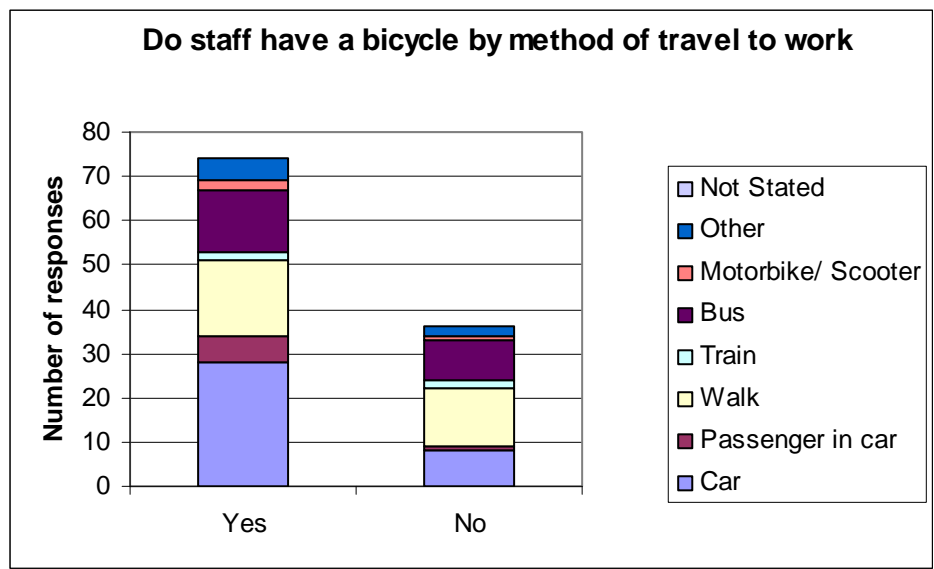
Buses are used for journeys of 15 mins upwards.

Trains are used longer journeys of 1 hour plus.

Cars are the only form of transport that are used for all length of journey.

Objective 4 – Assessing the potential for behaviour change amongst staff:

Chart 9 - Q.12 *Do you have a bicycle?*



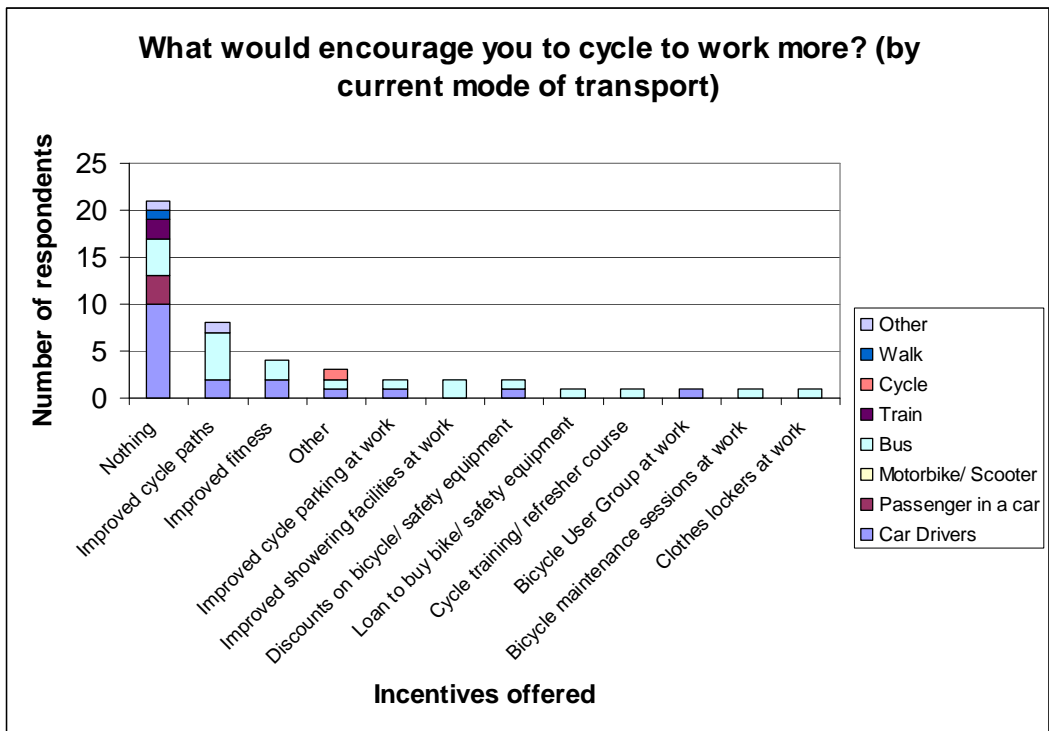
71 (47.6%) respondents have a bicycle.
40 (26.8%) do not have a bicycle.

Chart 10 - Q.17 *Do you live within cycling distance of work?*



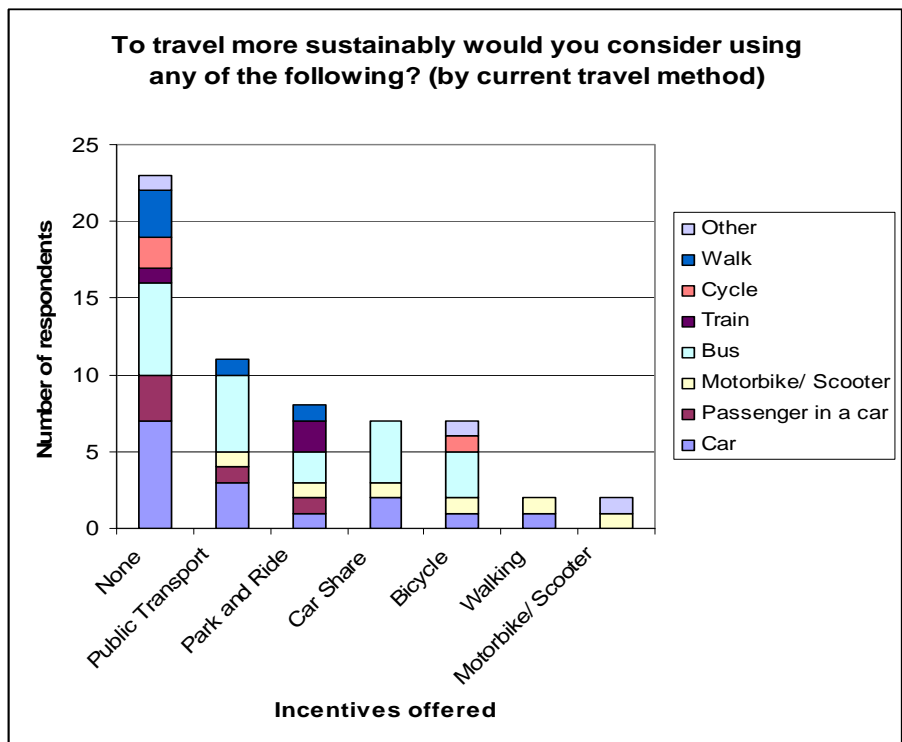
11 respondents (7.4%) state they do live within cycling distance of work.
23 respondents (15.4%) state they do not live within cycling distance of work.
There was a poor response rate to this question.

Chart 11 - Q18. What would encourage you to cycle to work more?



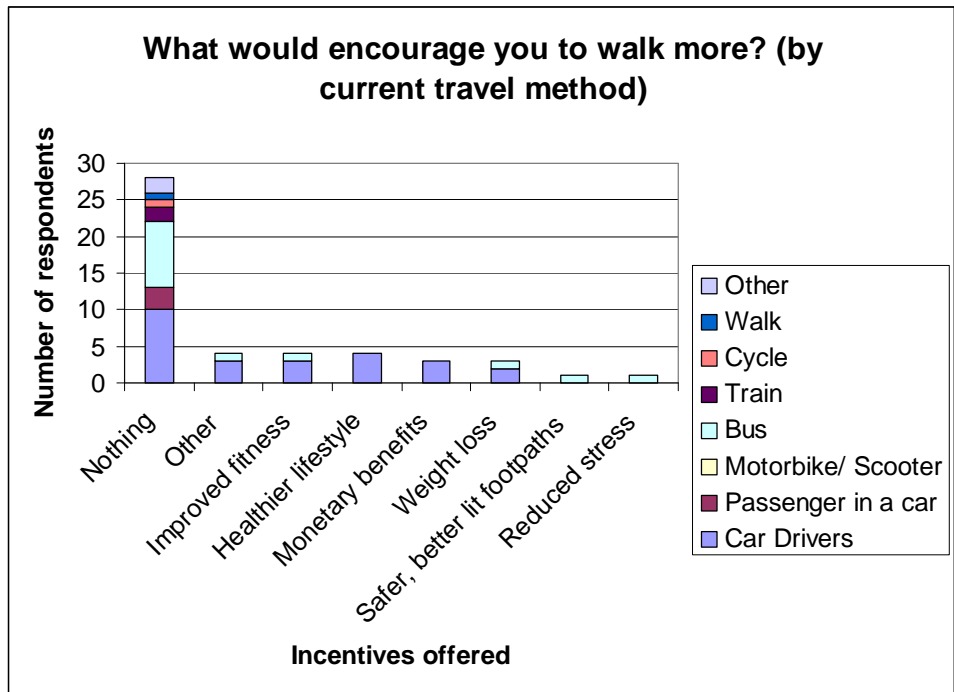
Cyclists and Walkers opted not to answer this question in the main.
10 Car Drivers (28%) stated Nothing would make them cycle to work more.
There was a poor response rate to this question.

Chart 12 - Q15. To travel more sustainably would you consider any of the following?



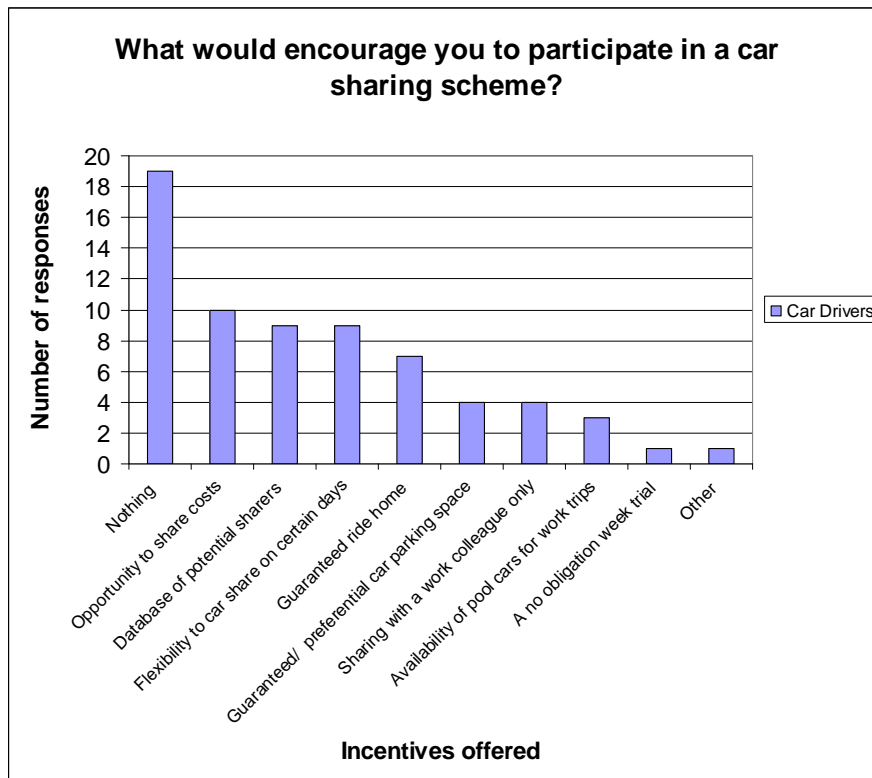
This question elicited a very poor response rate with 109 respondents (73%) electing not to answer this question. Those who did answer chose None more frequently than any other answer, notably car drivers.

Chart 13 - Q.21 What would encourage you to walk to work more?



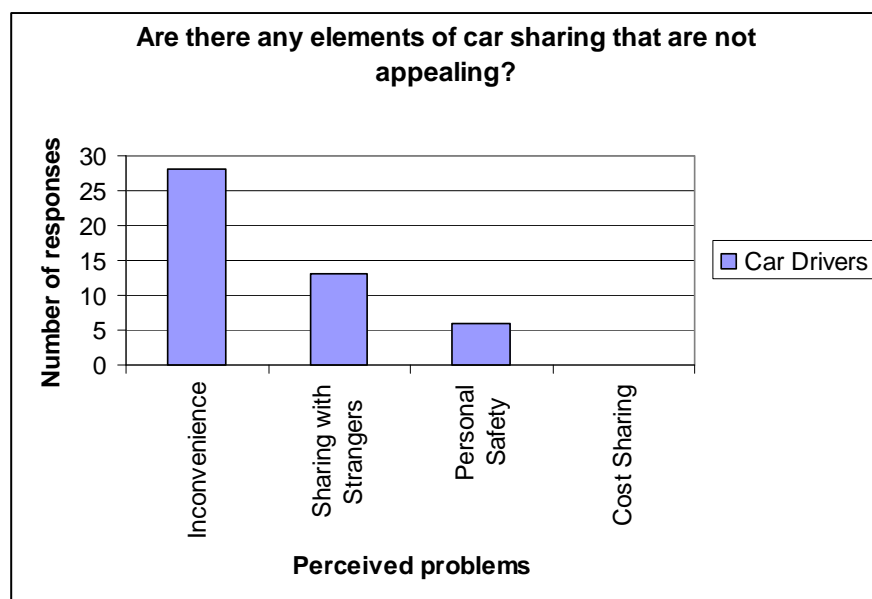
115 respondents (77%) elected not to answer this question. Those who did elect to answer overwhelmingly stated that Nothing would encourage them to walk more – most notably Drivers and Bus Users.

Chart 14 - Q.22 What would encourage you to participate in an organised car sharing scheme?



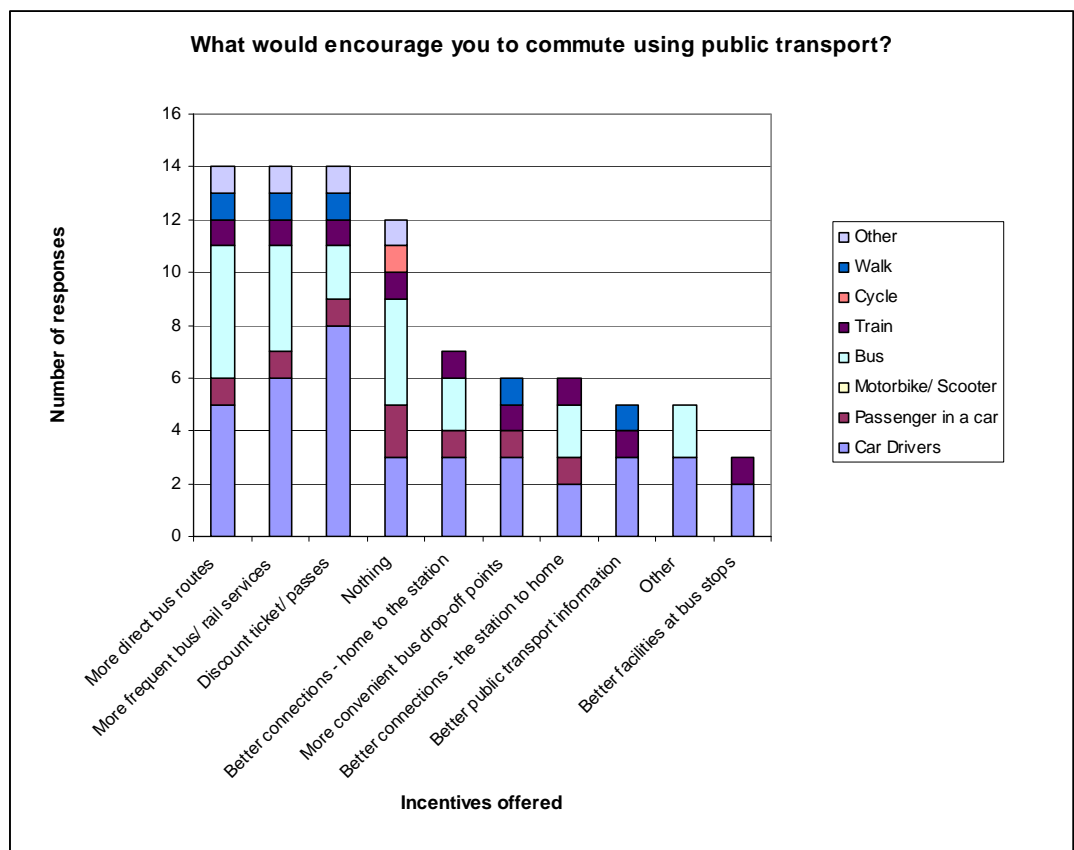
Only Drivers elected to answer this question. Of those answers given 19 responses (28%) were to state that Nothing could encourage them to participate in an organised car sharing scheme. The next most frequent answer was Opportunity to share costs, with 10 responses (15%) stating this option.

Chart 15 - Q.23 Are there any elements of car sharing that are not appealing?



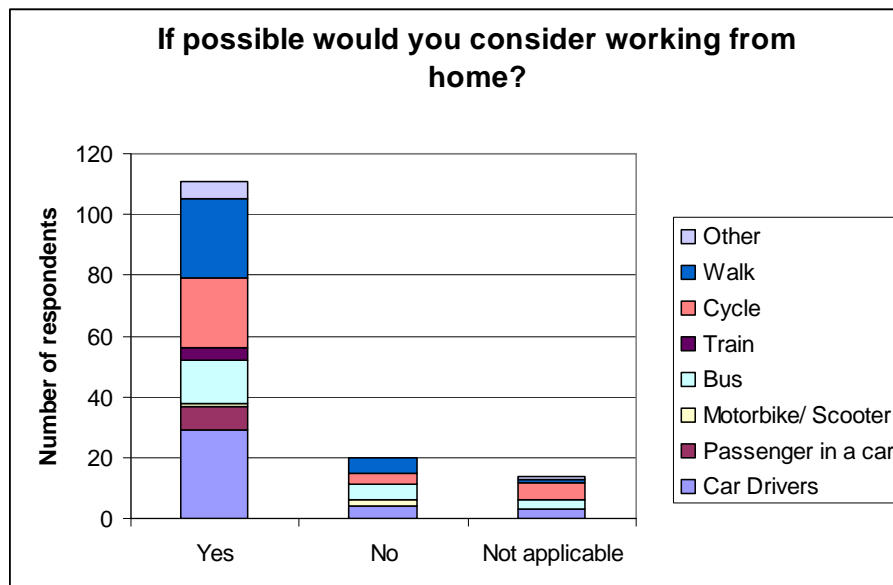
There were 47 responses to this question, all from car drivers. 28 (60%) stated Inconvenience as the main element of car sharing that they did not find appealing.

Chart 16 - Q.18 Which of the following would encourage you to use the bus or train more to get to work?



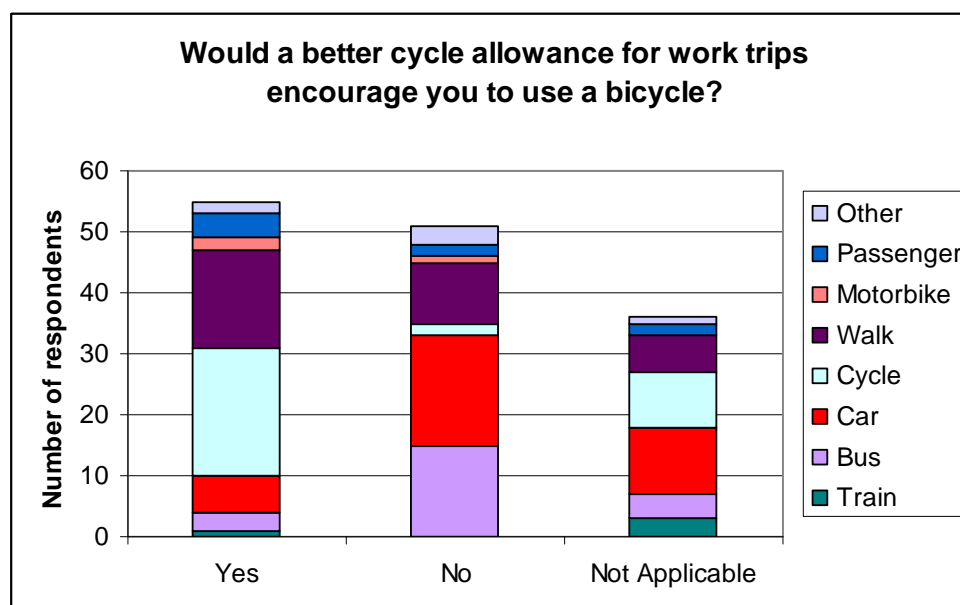
More direct bus routes, More frequent bus or rail services and discount tickets and passes were of equal importance with each being stated as a motivator to use public transport. The 'do nothing' option was less common on this question.

Chart 17 - Q.24 If possible would you consider working from home?



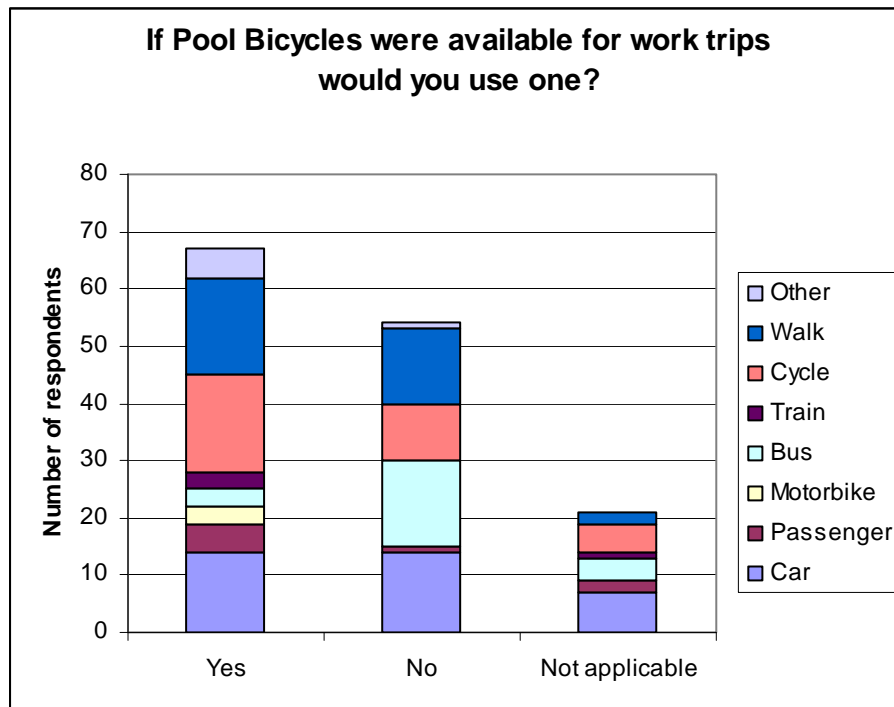
The response rate for this question was good with 97% of all respondents giving an answer. 111 of 145 respondents stated Yes, they would consider working from home. 20 respondents stated No. 14 respondents felt it was not applicable.

Chart 18 – Q25 – Would a better cycle allowance for work trips encourage you to use a bicycle?



This question had a good response rate with 95% of respondents electing to answer it. A better cycle allowance was a motivator for those in the Cyclists category and the Walking category. It was less of a motivator for those in both the Bus and Car category.

Chart 19 – Q26 *If Pool bicycles were available for work trips would you use one?*



There was a good response rate of 95% to this question. Cyclists(62%), Walkers (56%) and Car Users (50%) were the 3 largest groups of respondents electing to answer Yes for this question. 83% of Bus users did not wish to use a Pool Bicycle.

Comments

At the end of the survey staff were encouraged to leave their comments, these are detailed in Appendix B. The comments show that respondents felt that mixed travel method journeys such as Park and Ride were not fairly represented in this survey. Also seasonal variations in travel method were not considered.

There were several comments from Park and Ride users, past and present, that suggested that the cost of Park and Ride tickets and the early closing hours, 6.30pm at some Park and Ride sites, coupled with low cost parking in the city at St Andrew's car park meant that it was more cost effective to drive to work than use Park and Ride.

Several people suggested they would like to see the Cycle to work scheme re-introduced for staff.

Several people thought working from home was a very positive step.

Discussion

Objective 1: How are staff travelling to work?

Chart 1 shows there is already a high level of staff either walking or cycling to work (44% of respondents), whilst a further 18% of respondents use public transport to travel to work. It is believed that this rate would not have achieved this level if the 2004 Green Travel Plan had not ended free staff car parking.

There are some interesting trends when the age profile is considered which may have to do with lifestyle choices outside of work. The 25-34 year old age group is over-represented in the Walking category. This would suggest that they are choosing to live closer to the city, perhaps at a time in their lives where they are perhaps single, or may not yet have family responsibilities. The 35-44 year old age band shows that driving and walking are popular travel options. Both these options allow for the accompaniment of children to and from school or nursery. It is interesting to note that cycling as an option decreases in this age group. Possibly staff are starting to make choices about where they live not based on their place of work but on the location of schools meaning that their commute from home may have become longer if they are now reside outside of the city.

The gender profile shows that walking and driving are more common amongst women than men. And also that Cycling is significantly more popular amongst men than women. Raising the profile of cycling amongst women may be an area to investigate. The low level of cycling by females might be to do with clothing choices e.g. skirts and heels being difficult to cycle in, dislike of cycle helmets, lack of confidence in cycling ability, or it may relate to difficulties in transporting young children by bicycle.

Objective 2: How are staff travelling around during their working day?

The responses show that overwhelmingly staff do not use public transport to travel about during their working day. However, some respondents said that they do. Unfortunately the questionnaire was not specific about types of public transport used and the responses may be bolstered by the use of taxis if respondents considered this to be a form of public transport.

On the whole staff are not using bicycles for work trips. At the time the survey was taken staff would have been required to use their own bicycle for work trips. It is hoped that with the introduction of 3 new pool bikes that the number of work trips made by bicycle will increase for short to medium distances. The data collected during this survey will provide a baseline to compare to in future years. It is hoped that an increase in pool bike use will be reflected in a corresponding drop in pool car and taxi use for local journeys.

Objective 3: Why are staff choosing their current mode of travel?

It is interesting to note that for non-Car users the top three motivators for using their current method of transport are: 1) Cost, 2) Time and 3) Health benefits. Environmental concerns were ranked fourth in number of responses to this question. It is therefore key that if we wish to motivate this group into continuing to do what they are doing that we appeal to their top three motivators and not just their concern for the environment as the results appear to show that this is not of primary concern to them.

For Car-users they feel overwhelmingly that they have 1) no alternative but to use the car, 2) they need a vehicle for activities outside of their work and 3) they work irregular hours which require the use of a vehicle. Cost is fourth on their list of concerns, suggesting it is not a primary motivation for this group.

Chart 8 shows how long staff commute each day against their chosen travel method. It is clear to see that car travel is the only method of travel which is felt to be useful for any length of journey. Car travel is suitable for all types of journey times, which suggests that car travel is convenient and used by people who feel they have no alternative but to travel by car because either they live a long way from work and a commute on public transport is not feasible, or that they have other tasks they need to fulfil to or from their way to work.

The results suggest that there is a pay-off between cost and convenience. It may be that there is a financial divide between staff who can afford to drive to work (e.g. own a car, or a second car, and can afford to pay parking charges) and those who cannot, but this survey does not consider that.

Objective 4: What is the potential for behaviour change?

One of the key messages to have come out of the results in this section is not through what respondents said, but rather what they didn't say. The response rate in this section was poor, suggesting that staff are resistant to change and did not feel engaged by the questions.

Indeed, the results show that when asked whether there was any incentive that could be offered to: walk to work more, cycle to work more, car-share, travel more sustainably, or commute using public transport often the Nothing option was the most popular response. Two items of note however, is that Car drivers were vehemently against Car sharing with double the number of respondents stating that nothing would encourage them to car share than any of the other options offered. The other interesting trend is that when asked what would encourage you to commute using public transport more Car Drivers elected to answer Discount tickets and bus passes than chose to answer Nothing.

However, bucking this trend of disengagement was the question of home-working. 97% of respondents answered this question, with 76% of

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respondents answering that they would consider working from home, only 7% saying they wouldn't consider it and 9% stating it was not applicable.

When considering travel during the working day, respondents were asked if a better cycle allowance for work trips would encourage them to use a bicycle for work trips. A good response rate was achieved of 95%. Opinions as to whether a better cycle allowance would encourage cycle use for work trips were divided with 37% of respondents saying Yes, and 35% of respondents saying No.

Interest in Pool Bikes was good and respondents felt engaged as there was a good response rate of 95% to this question. This method of travel during the day was popular amongst Cyclists(62%), Walkers (56%) and Car Users (50%) who chose to answer Yes that they would use a Pool Bike if one was available for work trips. Pool Bike travel was not a popular option amongst Bus Users with 83% choosing not to use them if available. As stated previously, it is hoped that with the introduction of 3 new pool bikes that the number of work trips made by bicycle will increase for short to medium distances. The data collected during this survey will provide a baseline to compare to in future years. It is hoped that an increase in pool bike use will be reflected in a corresponding drop in pool car and taxi use for local journeys

Key Findings

- Younger age groups (under 34) tend to favour walking and cycling.
- 34-45 years start to favour driving, this could be due to lifestyle choices outside of work e.g. family commitments.
- From 45 years onwards the rate of cycling increases.
- On the whole, Women do not like to use cycling a method of transport, preferring instead Walking or Driving. Significantly more men than women choose to cycle.
- Walkers, Cyclists and Public Transport users are primarily motivated by cost and time.
- Motorists are primarily motivated by the belief that they have no alternative to car travel, they are not primarily motivated by cost.
- Staff, and Car Drivers in particular are resistant to a change in their travel methods, there were very poor response rates to the questions about changing their travel methods, even when incentives were offered. Car Drivers in particular favoured the Nothing option when offered a range of incentives.
- The offer of Home Working elicited an excellent response rate with the majority of staff across all travel methods electing to answer Yes they would consider working from home.
- Some Car Drivers believe they could be encouraged to commute using public transport if they had a discounted travel pass or ticket.

Proposals:

- Introduction and promotion of Pool Bikes for staff meetings.
- Promote cycling to staff in Inner City – health benefits, 24 hour a day locked bike shed, shower facilities. Females in particular could be targeted as they show less inclination to cycle than Males.
- Supporting the cycle to work scheme on an ongoing basis, not just for a short time-limited period.
- Subsidised train or bus travel or Park and Ride passes could be negotiated with public transport providers. We currently have a discount negotiated with First Bus where staff can show their Norwich City Council ID badge in order to receive a discount. This could be promoted to staff, as it was one of the only ways of motivating drivers away from their cars.
- It is not felt to be feasible to run a Norwich City Council Car Share scheme, as the pool of staff available to travel from similar postcodes is not large, it's administratively burdensome and there is limited appetite for it amongst staff. However, for those staff who are interested it is possible to promote county-wide car sharing schemes as part of the One Small Steps programme via Inner City.
- Free car parking for staff was stopped in 2004 under the last Green Travel Plan. No staff car parking has been listed by a significant number of people for their current use of public transport. A potential difficulty with starting a car-sharing scheme is that it could encourage bus-users to go back to driving which would increase CO₂ emissions as buses have the capacity to carry significantly more passengers than cars, even when fully laden.
- There are a group of staff classed as Operational users who use their vehicles for council business, they are allowed to park for free in council Car Parks and claim back petrol costs for using their car on council business. (Last year this group travelled 61,376 miles and claimed £26,000). This list should continue to be reviewed on a regular basis to ensure that it is current.
- Some staff have free parking at their place of work e.g. Neighbourhood Offices. However, they may not have anywhere to securely lock a bicycle.
- Introduce four electric pool cars from November 2012.
- New fleet of pool cars with better telemetrics enabling the council to monitor fuel use and encourage appropriate and valid pool car use.

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- Eco-driving skills training for staff using pool cars to ensure they get maximum fuel efficiency out of the vehicles.
- *Better systems is place to enable the council to fulfil it's duty of care to staff using their own cars for business (Grey Fleet). Accountability, tighter controls. – From the EST Fleet Review 2011.*

Conclusions

Having achieved a high level of staff walking and cycling to work it may be difficult to achieve much more of an increase in this number. It is however, important that the council endeavours to maintain a good level of commuting by walking and cycling by continuing to promote these methods of travel to staff. It is easy to slip into the convenience that driving to work offers, particularly during bad weather.

It is not realistic to aim to encourage all car users to move to public transport or all public transport users to move to cycling or walking. However, there will be areas where some car users or public transport users can be encouraged to consider occasional use of public transport or cycling as a method of travel to work, or to walk or cycle to meetings during the working day. Recognising this group and motivating them appropriately could help to decrease the amount of CO₂ emissions produced by Norwich City Council staff during their travel to work and work-related commuting.

Appendix A

List of questions asked in Travel Survey

1. Age
2. Gender
3. Home Postcode
4. How do you normally travel to and from work?
5. What is your typical travel time to work, door to door in minutes?
6. Do you occasionally use other modes of transport to and from work?
7. What sort of engine is in your car?
8. If you commute by car/ van because you need a vehicle before/ after work/ at lunchtime, how many days a week does this apply?
9. If you do not use a car/ van to get to work, why do you travel to work the way you do?
10. How many people normally travel in the car to and from work with you?
11. How often is a car available to you for commuting to work?
12. Do you have a bicycle?
13. How have your commuting work habits changed in the last 12 months?
14. Why have your commuting habits changed?
15. To travel more sustainably would you consider any of the following?
16. If you use a car/ van to travel to work, what are your reasons for doing so?
17. In your opinion do you live within cycling distance of work?
18. Which of the following would encourage you to cycle to work more?
19. Which of the following would encourage you to use the bus or train more to get to work?
20. If you wanted to use public transport for your journey to work, would you know where to acquire the necessary information?
21. Which of the following would encourage you to walk to work more?

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22. What would encourage you to participate in an organised car sharing scheme?
23. Are there any elements of car sharing that are not appealing?
24. If possible would you consider working from home?
25. Would a better cycle allowance for work trips encourage you to use a bicycle?
26. If Pool Bicycles were available for work trips would you use one?
27. Do you currently use Park and Ride services in Norfolk?
28. Where do you park?
29. Place of work?
30. What time do you usually start work?
31. What time do you usually finish work?
32. How often do you use a vehicle in the course of your work?
33. Do you ever use public transport for work trips?
34. Do you ever use a bicycle for work trips?
35. Please add any other/ further comments.
36. Have you ever considered using the following – teleconferencing, video conferencing, web-conferencing?
37. Are you aware of the 100 bus service running from the city centre direct to County Hall?
38. Please tick if the following are suitable for the work tasks? Pool car, hire car, car share.

Appendix B

Comments by travel group

Car drivers

The cost of fuel is dictating use of the car

The park and ride service has diminished in end times and frequency and closes early and has no toilet facilities

Live too far away from work to walk or cycle, and someone would need to drive me to a bus stop or train station to be able to use public transport. Car share is inconvenient as never start / finish work at the same time, can vary a lot depending on what is happening at work that day. Opportunity to work at home more frequently would be useful.

This form takes no account of changing circumstances, the vagaries of ones job or domestic life. It is fine if you live within a short hop of your workplace..

I would be keen to cycle as part of my work transport if secure storage was provided for leaving bikes over night as I live too far from work to cycle in to Norwich..

I live in the countryside and there are no alternatives to having your own car - public transport is non - existent.

I have cycled, but it is just over 8 miles which is just a bit too far to do regularly and it means leaving so early to have brekkie, a shower and change once I get here. A relaxed breakfast with a magazine and 30 mins in the car is much easier!.

Sometimes you just have to accept that for some people the status quo is the best option.

It would be cheaper for me to use public transport from Fakenham, however I live 2 + 1/2 miles out of town. If there were safe cycle parking or means to get my cycle on the bus it would be more appealing. The bus times are not user friendly there needs to be an 8am service from Fakenham .

I mostly walk on work trips (usually 1-2miles from City Hall.

I park at Anglia Square and walk as this is quicker than park and ride (Sprowston) and gives me an extra 1hour a day..

In Summer I cycle to work but not in Winter when dark for health and safety reasons.

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The way that the park and ride is now administered discourages car sharing. Also I am unable to use the park and ride so often as the last bus for Harford is at 18.30, often before I finish work. .

varied working hours would make car share very difficult. Bus service from Beccles is hugely unreliable, slow and expensive - until this improves significantly I will carry on using my car.

I used my own car for work, which means I have to drive to work. I would cycle but due to the equipment I need to perform my job and the restricted Pool car availability this is the only option. .

Before my working day begins i have to drop 2 children at school and 1 to a carer or nursery. After my working day i have to pick up my older children from after school club by a set time and also my younger child from his carer. For this reason to fit in my working hours i need to get into work as quickly as possible. Unfortunately these time restraints leave me unable to use `unreliable` public transport or have the time to walk or bike to work. .

Your menu options do not fully cover my transport pattern. I park outside the city centre in free streets and take a 20-minute walk into work. This cuts costs + city centre congestion, + adds health benefits..

Passengers in a car

Cycling is still quite dangerous coming from outer villages such as Wroxham. I would cycle more if there was a safer cycle route.

Working from home would be an ideal arrangement however is not common practice at my level in the organisation. Why not? Not sure.

I think that working from home for up to two days a week can be very productive for both employer and employee.

Our office has been moved across the city making journey time much longer and public transport a non viable alternative.

Motorcyclists

I prefer to use two wheels rather than a bus as there is greater flexibility and reliability.

I have found that it is quite difficult to find and interpret bus timetables - they need to be much easier to encourage those people who are not regular users.

Everything is set up for people who drive cars, I don't.

Bus users

I can make most of my visits by walking which I do, I could use a bicycle for some farther visits but not sure about capability to arrive safely or security for myself or the bike! Bus is chosen through no alternative but I like this `choice` for economic and environmental reasons.

I used to buy my annual bus pass from my employer with a monthly deduction from my wages. When Norwich City Council withdrew this facility it caused me some financial hardship, and it is likely to discourage employees from using public transport.

For journeys up to 20 mins at work I walk.

Please note the first question was about the mode of travel to work for which I travel by bus. However, my full journey is a mixture of car, park + ride and walking.

The selection for the journey to work is limited since I drive 5 miles to the park + ride, use the bus into the city and then walk from the bus station .

There are often not enough pool cars available so taxis are used instead.

I used to use park and ride but as I travel to work with my husband it was not cost effective to use it any more once the prices changed to per person rather than per car. The park and ride buses also started to become less frequent and busier and the prices kept on creeping up so as I was dissatisfied with the service stopped using it - I was not willing to use a service where it was becoming ever more expensive yet the quality of the service was becoming worse and worse. Over the winter I am using the first buses but again it is more expensive for two of us to use this than to drive in and park in St Andrew's car park for the whole day - even when you get a monthly pass on the bus. Due to congestion/need to de-ice the car etc it is quicker using the bus in the winter but in the summer and during school holidays I'll go back to using the car. I would like to always use public transport but unless the prices come down there is little incentive for me to do so.

Very pleased with Airport Park + Ride. Fast, efficient, clean buses + ON TIME!

Only downside - no shelter at a very drafty site. .

Train users

I would welcome a subsidised train ticket similar to the bus one that exists.

I would welcome a subsidy to train travel similar to that for bus travel.

Cyclists

Travel to Work Survey – draft report

Cycling should be encouraged.

Pool bikes are a good idea.

Secure cycle parking is a must.

Lockers for clothes and showers are `nice to have`.

Better secure cycle parking/lockers/showers etc would encourage participation. A joined up sensible cycle network is a must.

I would appreciate the scheme enabling employees to pay for a bicycle before tax is taken out of my salary being reintroduced.

Norwich City Councils green transport plan is a joke. They do not support the `Cycle to Work` scheme.

What happened to the `Cycle to Work` scheme for Norwich City Council?

There is no incentive not to use the pool cars

There is no way of getting bus receipts reimbursed

Claiming for cycle use for work is hardly worth it

It is easier to use the private hire booking card than any other mode which cannot be the best value option..

Buses are unreliable and too expensive.

It's actually cheaper to use a Taxi when splitting the fare (2+ depending on distance) than using a bus.

Due to the weather and dangerous driving i bike less during the winter. Also the cycle paths are more dangerous than the roads sometimes during the winter months.

Walkers

I would rather walk to work than cycle as I feel walking is safer. If there were safe cycle paths to use, I would choose the cycle to work instead as it's quicker.

Unless the weather is bad e.g. raining, I try to walk to meetings if they are in Norwich.

There should be a rolling programme of annual Cycle To Work schemes to incentivise cycling to all.

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There is no info provided at all about promoting the Councils Travel Plan (if there is one).

I would approve of home working options as a positive move for the future.

Work places should always offer a cycle to work scheme i.e. reduced cost of buying cycles to encourage staff to cycle to work.

Presently use taxis for work related visits, often shared where possible.

My role includes various visits to homes across Norwich area, as a non driver I have an allocated city centre patch and walk to all of my visits.

Other

I usually ride a motorbike. During the cold months I use the park and ride. I believe the park and ride to be a cheaper and quicker option.

Should incorporate the cycle to work scheme and not make car parking cheaper than travelling on the park n ride. You can park at St Andrews car park for £5 a day. Yet Park and ride for 2 is almost that it doesn't make sense. The less cars going into the city centre then the more confidence cyclists would have to cycle.

I use a car sharing with my partner to his office in St James, Norwich and then I cycle from there to City Hall so people use more than one mode of transport.

I am considering paying for city centre parking, I have had enough of the park and ride.