

TRAVEL PLAN 2007

GOVERNMENT DEPARTMENTS
EASTBROOK
SHAFTESBURY ROAD
CAMBRIDGE
CB2 8DR

GOVERNMENT OFFICE for the EAST of ENGLAND (GO East), NATURAL ENGLAND, HM REVENUE & CUSTOMS, APPEALS SERVICE AND VALUATION OFFICE

This travel plan is aimed at promoting sustainable travel for government departments based at Eastbrook, Cambridge, with the emphasis on reducing reliance on single occupancy car travel.

The new Framework for Development Targets on the Government Estate was issued in June 2006 and set amongst its priority targets a reduction in carbon emissions from road vehicles as follows:

- Reduce carbon emissions from road vehicles used for Government administrative operations by 15% by 2010/11, relative to 2005/2006 levels.

Objectives

Over the forthcoming year (2007) Eastbrook occupiers aim to contribute to this target by meeting the following objectives:

- Reduce the percentage of staff single occupancy car journeys to/from site from 2006 baseline figure of 25.42% (Travel Survey Figures October 2006)
- Increase the percentage of staff who car share from 2006 baseline figure of 18.94% (Travel Survey Figures October 2006)
- Reduction of 30 parking spaces on site by end of December 2007
- Set up an Eastbrook Bicycle User Group (BUG)

Statement from Central Government

"Transport issues affect quality of life in many ways. As well as the social and economic benefits that travel brings, it can also have significant negative environmental impacts. Transport is one of the main sources of greenhouse gas emissions, and other impacts may include congestion, noise and poor air quality especially in urban areas. Commuting and lengthy business trips can also have a significant impact on work / life balance.

"A key commitment in the 1998 White Paper *A New Deal for Transport*, was for Government Departments to take the lead in introducing "green transport

plans" to help cut down on car use. Most Departments now have travel plans in place covering more than 70% of their staff, and some are now approaching 100% coverage".

The targets set out in the Travel Plan "... aim to maximise the contribution that the Government Estate makes to moving headline and core indicators of sustainable development in the right direction".

Background

The Eastbrook building was completed in March 2003 and since April 2003 has been occupied by 5 government departments; Defra (major occupier), GO-East, Inland Revenue, Appeals Service and Valuations Office.

Before moving to the new offices, Natural England (then Defra), Appeals Service, Valuation Office and the Inland Revenue were situated on the Brooklands Avenue site where ample parking was available for both staff and visitors. Since moving to the Eastbrook site, parking has been reduced considerably; this had a major impact on the way staff travel to work. The Travel for Work Group based at Eastbrook is working towards changing staff attitudes to travelling to and from the office using alternative travel, and is promoting alternative travel and travel initiatives using information received from the Cambridge Travel for Work Partnership.

Section 106 of the Planning Agreement contained obligations that Kajima (developer) had with the local authority regarding the development of Brooklands Avenue. These included requirements to produce a Travel Plan, including reasonable targets for reducing commuting trips to the site by private car and the number of car parking spaces provided.

Roles and Responsibilities

Travel for Work Group

A Travel for Work Group was set up before Departments moved to Eastbrook to look at the impact limited parking would have on staff. Since occupation the Group have continued this work and to promote alternative travel methods. It was felt important to look at the difficulties staff faced when having to find alternative means to travel to work and provide staff with useful information on alternative means of transport e.g. Park & Ride information, local bus routes in and around Cambridge. This would highlight the benefits staff would gain both from a personal and sustainability point of view and enable them to make a considered choice on their preferred mode of travel and get them involved in the decision making process.

Members of the Eastbrook TfW Group are:

Mark Woods-Nunn, Defra

Roger Brett, GO-East

Kevin Crouch, Inland Revenue

Maureen Bowmaker, Appeals Service

Lynn Edwards, Valuation Office

Mark Webb & Richard Bettle, Cambridge Travel for Work Partnership (as required)

Implementing the Plan

- This Plan will be available for all staff to read and discuss with their TfW representative. The plan will be made available to all staff and also placed on individual department websites.
- The Group will meet regularly to discuss new promotions and initiatives, working together to promote these services to staff.
- The Group will send out a building travel survey / questionnaire for staff comments and suggestions on where and how alternative travel / transport can be improved (October TfW survey – GO East and Natural England only).
- Involve staff in the composition of the Plan and encourage staff to sign up to the plan.
- Continue to lobby with other occupiers (HMRC/Valuation Office/Appeals) on the requirement to produce a travel plan as dictated by central government policy.

Site Analysis**Total number of employees on site (January 2007)**

Defra, 152

GO-East, 240

Inland Revenue, 190

Appeals Service, 4

Valuation Office, 50

The number of parking spaces on site (January 2007)

Staff car parking (permanent spaces) - 170

Staff car parking (temporary spaces) – 30 (to be removed December 2007)

Parking for staff with access issues - 12

Visitor parking - 29

Parking for visitors with access issues - 4

Motorcycle parking - 29

Cycle parking – 138

General Facilities on site

- covered/CCTV monitored cycle parking
- showers for cyclists
- site restaurant offering a pre-order breakfast service from 8.00-10.30am on a daily basis
- a dry cleaning collection service every Tuesday and Thursday on site to reduce the need for staff to use their cars to travel in to town during lunch breaks
- a cash machine on site to reduce the need for staff to use their cars to travel in to town during lunch breaks
- on site restaurant facilities/coffee bar facilities

Travel Information

Rail

Cambridge railway station is a 12 -15 minute walk from Eastbrook.
www.nationalrail.co.uk/ plan my journey

Bus

A number of buses stop at either end of Brooklands Avenue. These leave Drummer Street in the city centre or enter the city from the south.
http://www.cambridgeshire.gov.uk/transport/bus_timetables/

Car Parks

The nearest pay and display car park is off Clifton Road, 10-15 minutes walk from Eastbrook

Street Parking

There is pay and display street parking on Shaftesbury Road (limited) and Trumpington Road, about 5 and 10 minutes walk respectively from Eastbrook.

Parking on site

There is very limited visitor parking on site (29 spaces). Visitors are encouraged to use the Park & Ride sites and are sent the 'Getting to Eastbrook' leaflet detailing the location of the sites to use.

Section 106 Planning Agreement requires us to reduce the number of car parking spaces provided for Eastbrook from 275 spaces to 245 spaces within 2 years from the date of first occupation and to 215 spaces within 4 years of first occupation of the office site.

Park & Ride

There are 5 Park & Rides sites in Cambridge. The Park & Ride buses run from 7.00am to 8.00pm Monday to Friday.

http://www.cambridgeshire.gov.uk/transport/around/park_ride/

Cycling

Eastbrook and its environs is reasonably well served by cycle paths and lanes, although some improvements are considered necessary, and has covered cycle parking.

<http://www.camcycle.org.uk/resources/map/>

TfW Group Actions 2007

- Discuss/agree Travel Plan objectives for 2007 and set challenging objectives which directly align to the Framework of Targets for Sustainable Development on the Government Estate
- Reduce parking spaces in line with obligation in Section 106 of the Planning Agreement. Removal of 30 spaces in December 2007.
- Undertake yearly survey to all staff on site to monitor travel trends year on year (October).
- Actively promote CamShare to staff www.camshare.info
- Set up a Bicycle User Group (BUG) and liaise with the BUG when set up to ensure that group has representation on the Eastbrook Housekeeping Group
- Arrange regular 'Bike Clinics' for safety checks, minor repairs
- Promote National initiatives such as cycle week (June), walk to school week and leave your car at home day
- Update 'Getting to Eastbrook' leaflet as necessary to incorporate changes since first print run

Monitoring of Travel Plan

The Travel Plan will be monitored by sending a yearly survey to all staff on site to assess how travel trends have altered from the previous year.

Section 106 of the Planning Agreement requires us to set reasonable targets for reducing commuting trips projected to be made to the site by private car and details of reasonable measures which could be introduced to realise these targets.

The Plan will be reviewed on a yearly basis (January/February) and changes and updates made accordingly. Reporting against the years objectives will also be included in the plan. The revised plan should be available by the end of March.

Summary of Activity 2007

TfW Group Actions

- Discuss/agree Travel Plan objectives for 2007 and set challenging objectives which directly align to the Framework of Targets for Sustainable Development on the Government Estate

Objectives agreed March 2007

- Reduce parking spaces in line with obligation in Section 106 of the Planning Agreement. Removal of 30 spaces in December 2007.

Spaces removed in December 2007

- Undertake yearly survey to all staff on site to monitor travel trends year on year (October).

Survey undertaken in October 2006

- Actively promote CamShare to staff www.camshare.info

CamShare promoted on GO East intranet and through poster campaign

- Set up a Bicycle User Group (BUG) and liaise with the BUG when set up to ensure that group has representation on the Eastbrook Housekeeping Group

BUG was setup and met twice during the year

- Arrange regular 'Bike Clinics' for safety checks, minor repairs

3 sessions booked and advertised to all staff

- Promote National initiatives such as cycle week (June), walk to school week and leave your car at home day

Intranet/poster campaign to promote cycle week and walk to school week

- Update 'Getting to Eastbrook' leaflet as necessary to incorporate changes since first print run

After ongoing discussions between occupier's mainly surrounding growing local development, it was decided to carry forward to be discussed further in 2008

GOVERNMENT OFFICE FOR THE EAST OF ENGLAND (GO-EAST)

Statement from the Corporate Development Group Director

The Transport White Paper, The Future of Transport, talked about achieving a balance between quality of life and the need to travel. This means making the best use of available road space to support economic prosperity while minimising the detrimental effects to our health and environment. Ministers acknowledge the importance of travel plans in achieving this balance.

GO East are committed to the promotion of sustainable and alternative travel modes and supporting access to flexible working methods. We have pioneered Camshare (the employee Internet car sharing database), promote flexible working, compressed hours working, and actively encourage home-working by providing laptops for use with improved dial up capability. As well as contributing to a better environment this plan helps make staff aware of the alternative choices available to them when planning their travel and allows staff to maximise their work/life balance.

Catherine Mealing-Jones
 Director, Corporate Development Group
 GO East
 September 2006

Current Travel Patterns

Travel for Work: Results 2006 -GOEast (5 days–Mon 2 Oct to Fri 6 Oct 2006)

	GO-East				TfW Core Group**
Mode	Oct-03	Oct-04	Oct-05	Oct-06	Oct-06
Drive (alone)	36.57%	31.55%	29.87%	25.42%	39.3%
Walk	4.99%	0.32%	4.53%	4.56%	6.9%
Bicycle	15.51%	18.93%	17.11%	15.83%	24.9%
Motorbike	0.28%	1.26%	0.50%	0.48%	1.6%
Public Bus	6.09%	7.89%	5.37%	7.43%	8.2%
Staff Bus	0.00%	0.00%	0.00%	0.00%	0.8%
Train	9.97%	17.35%	14.43%	17.03%	3.3%
Car Share	17.73%	14.20%	16.28%	18.94%	11.3%
Telework	8.86%	8.20%	10.23%	10.31%	3.4%
Other	n/a	0.32%	1.68%	0.00%	0.2%
Number of one way trips	361*	309*	596	417	28192

Telework		Oct-04	Oct-05	Oct-06
Home		2.84%	3.69%	3.60%
Other workplace		5.36%	6.54%	6.71%
		8.20%	10.23%	10.31%

Travel for Work: All Employers - Full Survey Results 2006

Mode	Aug 1998 ¹	Jan 1999 ¹	Oct 1999 ¹	Oct 2001 ²	Oct 2002 ²	Oct 2003 ²	Oct 2004 ²	Oct 2005 ²	Oct 2006 ²
Drive alone	57%	55%	49%	47.30%	40.80%	43.80%	44.30%	40.80%	39.30%
Walk	5%	6%	5%	6.60%	7.00%	6.70%	6.20%	7.10%	6.90%
Cycle	20%	19%	24%	21.90%	26.00%	23.10%	22.20%	23.00%	24.90%
Motorbike	2%	1%	2%	1.60%	2.00%	1.80%	1.30%	1.80%	1.60%
Public bus	4%	2%	4%	7.10%	8.30%	6.90%	7.20%	7.10%	8.20%
Company staff bus	-	-	-	1.10%	0.90%	0.50%	0.80%	0.80%	0.80%
Train	1%	1%	2%	2.30%	2.30%	2.70%	2.90%	2.90%	3.30%
Car share	11%	15%	12%	11.30%	11.50%	12.10%	11.30%	11.00%	11.30%
Telework ⁴	0%	1%	0%	0.90%	1.20%	2.30%	3.30%	3.70%	3.40%
Other	N/A	N/A	N/A	N/A	N/A	N/A	0.50%	1.80%	0.20%

Notes on table:

1. August 1998 to October 1999 data is based on all responses to the survey (Data for October 2000 survey is not available).
2. October 2001 to October 2006 data is based on 8 'core' employers that allow year on year comparisons to be made from October 2001 onwards.

All Employers

- 6073 employees completed the survey
- the average one-way distance travelled to work by respondents that gave home postcode information was 14.71km (9.1 miles).
- 368 respondents used Park and Ride at some time during the survey. This equates to 6.08% of respondents.
- The longest journey made by a participant was 471km (292 miles). And the shortest journey was 111 metres

GO-East

- **96 employees from GO-East responded to the 2006 survey (38% of the workforce)**
- The respondents undertook 405 one-way trips to work during the survey period.
- The average GO-East employee travelled 21.48km or 13.35 miles one-way to get to work.
- 5 staff (5% of the respondents) said they used the Park and Ride Service during the survey period.

All Employers/GO East Comparison

- **GO East undertook 14% less single occupancy car journeys than the TfW Employer average**
- **GO East car sharing was 7.5% above the TfW Employer average**
- **GO East staff who homework was 7% above the TfW Employer average**
- GO East train use was 14% above the TfW Employer average

GO East Year on Year Comparison

- **GO East undertook 4.4% less single occupancy car journeys than in 2005 (and a reduction of 11% since 2003)**
- **GO East staff that car share increased by 2.5%**
- GO East staff who homework remained steady at 10%
- Staff walking to work decreased by 4.5%
- Staff cycling to work decreased by 1%
- **Travel Plan recognition increased from less than 30% to 57%**

Facilities on site

- Showers on the ground floor and office floors for cyclists/general staff use
- 54 lockers for staff to keep a change of clothes
- 24 of these are heated lockers

GO East Objectives 2007

- Discuss Travel Plan objectives for 2007 and set challenging objectives which directly align to the Framework of Targets for Sustainable Development on the Government Estate
- Reduce the percentage of staff single occupancy car journeys to/from site from 2006 baseline figure of 25.42% (Travel Survey Figures October 2007)
- Maintain the above average percentage of single occupancy journeys (staff) to site set against all TfW employers (Travel Survey Figures October 2007)
- Increase the percentage of staff who travel to work in a car share arrangement from 2006 baseline figure of 18.94% (Travel Survey Figures October 2007)
- Maintain the above average percentage of staff who travel to work in a car share arrangement set against all TfW employers (Travel Survey Figures October 2007)
- Increase the percentage of staff with awareness of the Eastbrook Travel Plan to over 65% from 2006 baseline figure of 57% (Travel Survey Figures October 2006)

- Increase the ability of staff to work from home by provision of better ICT facilities (broadband) to facilitate homeworking to all staff with a supported business case by the end of 2007
- Support the establishment of a Bicycle User Group (BUG) and assist with requests that would benefit Eastbrook staff.

To achieve our objectives GO-East offer/provide the following

- Staff interest free loans to purchase bikes and accessories/protective clothing
- Membership of the Cambridge Travel for Work Partnership (TfW)
- TfW membership discounts from affiliated Cambridge bike shops for staff to purchase bikes, accessories, maintenance checks/repairs and bike parts
- Regular service and maintenance of 5 pool bikes for staff use
- Cycle helmets for staff to wear when cycling
- A mileage allowance for cycling for business use; ie. meetings attended
- Interest free loans for the purchase of rail or bus travel (season tickets)
- Encourage staff to think about personal safety when using alternative travel and suggest that staff walk to the station in pairs or groups rather than lone walking (especially in winter months)
- Provide staff with personal safety alarms on request
- Give staff access via GO East intranet to Information on current bus routes, rail timetables and cycle routes
- Car parking policy that gives advantages to car sharers
- Car parking rotas in place to share out the limited parking on site
- Intranet based car parking database to re-allocate spare spaces
- Corporate membership of CamShare, the car sharing scheme being run by Cambridgeshire Council and provide travels costs should their lift be unavailable to take them home
- 7 pool cars available for staff to use for journeys made on official business. This encourages staff to car share when travelling to meetings/courses. 6 of these cars are dual fuel vehicles.
- A dedicated Travel intranet page set up which gives details of the latest promotions/information available including best cycle routes from Park & Ride sites.
- Encourage visitors to use alternative travel by providing them with the 'Getting to Eastbrook' travel leaflet before they visit the office.
- Corporate membership of Cambridge Botanic Gardens

Staff can access this information by visiting Eastnet and accessing Key Guidance then Corporate Services Homepage and then clicking on the Travel link and associated pages. Information is also further circulated to all staff when the information/promotion becomes available

Actions

(in addition to general Eastbrook TfW Group actions)

- Secure continued support for the Travel for Work Plan from senior management
- Allocate sufficient staff time for preparation and contribution to Travel for Work plan
- Ensure staff contribute to Travel Plan delivery by requesting views on what they would like to see included in the Travel Plan
- Update the GO East Intranet pages with latest news and information for staff as it becomes available
- Increase awareness of the Travel Plan
- Display the GO East Travel Plan on the external GO East internet site
- Active involvement in Eastbrook Bicycle User Group
- Renew Corporate membership of local organisations ie TfW, Botanic Gardens

Working Practices

We offer flexible working, compressed hours working and home working to allow staff to maximise work/life balance.

Homeworking in particular is becoming more prevalent and is actively encouraged by provision of laptops for use at home with dial up capability. This allows staff to work from home as required and reduce the need to come back to the office following visits thus contributes to reducing congestion in and around the city.

Deliveries

We order supplies in bulk where practicable ie stationery to avoid the carrier making unnecessary journeys to the site.

We also use the same company where practicable as other occupiers to provide a service (e.g. bottled water supplies and office plants) to cut down on deliveries.

Visitors

Visitors are reminded of the limited parking on site and are encouraged to use alternative travel inc Park & Ride, to get to Eastbrook. Staff can assist by providing them with the 'Getting to Eastbrook' travel leaflet before they visit the office. This is also available in electronic format on the GO East website together with directions on how to reach the site. www.goeast.gov.uk

Feedback

The Travel Plan is an evolving document so we would like to hear your views on how it can be developed to more accurately reflect/assist staff travel patterns, particularly in both your home to work and business journeys. Please email your views/suggestions to Roger Brett.

roger.brett@goeast.gsi.gov.uk

Summary of Activity 2007 – GO-East

GO East win Travel Plan Excellence Award

GO East were pleased to accept the Cambridgeshire and Peterborough Travel Plan Excellence Award, which recognises introducing policies, which encourage employees to choose sustainable means of travelling to work. The third annual Workplace Travel Plan Awards were presented by the Cambridgeshire Travel for Work Partnership (TfW), in collaboration with Peterborough City Council's Travelchoice Team.

Roger Brett, who accepted the award on behalf of GO-East said:

“We are delighted that our work over the past year has been rewarded in this way. It is recognition of the work that has taken place in addressing a number of challenging travel issues and has shown that workplace travel plans have very real benefits for employers and the environment.

“It is also an excellent example of joined up Government on the Eastbrook site with five Government Depts working together in line with central government initiatives.”

“GO East in particular has made good progress on those indicators that are directly linked to the reduction of emissions and their effect on climate change.”

“We have shown a year on year decrease of single occupancy journeys to work, with 11% less than in 2003 and the percentage of staff who now car share has increased by 4.7% over the past three years to 18.94% – 7.5% above the Cambridgeshire Travel for Work core employers average.

“This progress is extremely promising and we continue to look to identify further sustainable commuting initiatives that staff may benefit from in the future.”

GO East Objectives

- Discuss Travel Plan objectives for 2007 and set challenging objectives which directly align to the Framework of Targets for Sustainable Development on the Government Estate

Smart Objectives for 2007 set and directly aligned to government policy.

- Reduce the percentage of staff single occupancy car journeys to/from site from 2006 baseline figure of 25.42% (Travel Survey Figures October 2007)

Drive alone figures rose to 31.58% but was influenced by low sample of returns.

- Maintain the above average percentage of single occupancy journeys (staff) to site set against all TfW employers (Travel Survey Figures October 2007)

GO East drive alone figures were 20% better than the TfW average.

- Increase the percentage of staff who travel to work in a car share arrangement from 2006 baseline figure of 18.94% (Travel Survey Figures October 2007)

GO East car sharing fell to 13.4% but was influenced by low sample of returns.

- Maintain the above average percentage of staff who travel to work in a car share arrangement set against all TfW employers (Travel Survey Figures October 2007)

GO East car share figures were 3.6% better than the TfW average.

- Increase the percentage of staff with awareness of the Eastbrook Travel Plan to over 65% from 2006 baseline figure of 57% (Travel Survey Figures October 2006)

Staff awareness of the GO East Travel Plan rose to 67%.

- Increase the ability of staff to work from home by provision of better ICT facilities (broadband) to facilitate homeworking to all staff with a supported business case by the end of 2007

Broadband technology implemented supported by a policy to identify priority users.

- Support the establishment of a Bicycle User Group (BUG) and assist with requests that would benefit Eastbrook staff.

Bicycle User Group was established with GO East support.

GO East Actions

In addition to the main Eastbrook objectives/activity GO-East report the following actions:

- Secure continued support for the Travel for Work Plan from senior management

The Deputy Regional Director of the Corporate Development Group continues as 'champion' for the Sustainable Development Policy at GO East. The Travel Plan links in with this overarching policy and

was given a written endorsement. The Trade Union side have also approved the plan.

- Allocate sufficient staff time for preparation and contribution to Travel for Work plan

Travel Plan preparation is allowed for in local staff objectives which has enabled the Plan to be developed further.

- Ensure staff contribute to Travel Plan delivery by requesting views on what they would like to see included in the Travel Plan

Staff were surveyed in September 2007 for views/contributions and provided input into the 2008 Plan. The Plan is visible on the GO East intranet and requests comment on content and areas for improvement.

- Update the GO East Intranet pages with latest news and information for staff as it becomes available for staff

The local GO East intranet pages are updated as appropriate when new information becomes available and are usually supported by a separate top story to highlight the update.

- Increase awareness of the Travel Plan

The Travel Plan was highlighted on a local Intranet 'Top Story' in September 2007. Staff were encouraged to contribute to the Travel Plan and those comments were incorporated into the 2007 version. Awareness of the plan increased to 67 % when compared to 57% awareness of the Plan in 2006.

- Display the GO East Travel Plan on the external GO East internet site
- The Plan is available on the external site.**

- Active involvement in Eastbrook Bicycle User Group

The BUG met twice in 2007 and GO East staff contributed to both meetings.

- Renew Corporate membership of local organisations ie TfW, Botanic Gardens

Annual membership was renewed.