

## TRAVEL PLAN 2008

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 Sustainable 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 (2008) Eastbrook occupiers aim to contribute to this target by meeting the following objectives:

- Reduce by 5% the percentage of staff single occupancy car journeys to/from site from 2005 baseline figure of 29.87% (Travel Survey Figures October 2005)
- Increase by 5% the percentage of staff who car share from 2005 baseline figure of 16.28% (Travel Survey Figures October 2005)
- Re-launch 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 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; Natural England (Previously Defra), GO-East, HM Revenue and Customs, Appeals Service and Valuations Office.

Before moving to the new offices, Natural England, Appeals Service, Valuation Office and HM Revenue and Customs 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 on travelling to and from the office using alternative travel, and is promoting alternative travel and travel initiatives working in partnership with 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:**

Defra  
GO-East  
HMRC  
Appeals Service  
Valuation Office  
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 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 2008)**

Natural England 100  
GO-East, 260 inc partners  
Inland Revenue 190  
Appeals Service, 4  
Valuation Office, 50

#### **The number of parking spaces on site (January 2008)**

Staff car parking (permanent spaces) - 170  
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 **Check times**
- 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.  
<http://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/](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 staff are advised to send them the 'Getting to Eastbrook leaflet detailing the location of the sites to use.

Section 106 Planning Agreement required 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. This reduction is now complete.

### **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/](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. It has covered cycle parking.

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

### **TfW Group Actions 2008**

- Discuss/agree Travel Plan objectives for 2008 and set challenging objectives which directly align to the Framework of Targets for Sustainable Development on the Government Estate
- Undertake yearly survey to all staff on site to monitor travel trends year on year (October 2008).
- Actively promote CamShare to staff [www.camshare.info](http://www.camshare.info) , in particular the re-launch of the scheme in June 2008.
- Re-launch the 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.

## 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 supported 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

### Current Travel Patterns

#### Travel for Work: Results 2007 -GOEast (5 days–Sat 29 Sep to Fri 5 Oct 2007)

Mode	Government Office for the East of England					All employers
	Oct-03	Oct-04	Oct-05	Oct-06	Oct-07	Oct-07
Bicycle	15.51%	18.93%	17.11%	15.83%	12.28%	18.7%
Car Share	17.73%	14.20%	16.28%	18.94%	13.45%	9.8%
Drive (alone)	36.57%	31.55%	29.87%	25.42%	31.58%	51.1%
Home	n/a	2.84%	3.69%	3.60%	2.92%	1.7%
Motorbike	0.28%	1.26%	0.50%	0.48%	0.58%	1.4%
Other	n/a	0.32%	1.68%	0.00%	0.00%	0.3%
Other Workplace	n/a	5.36%	6.54%	6.71%	4.09%	2.7%
Public Bus	6.09%	7.89%	5.37%	7.43%	8.77%	5.2%
Staff Bus	0.00%	0.00%	0.00%	0.00%	0.00%	0.6%
Train	9.97%	17.35%	14.43%	17.03%	20.47%	3.2%
Walk	4.99%	0.32%	4.53%	4.56%	5.85%	5.3%
Number of one way trips	361	317	596	417	171	32962

	Oct-03	Oct-04	Oct-05	Oct-06	Oct-07
Telework	8.86%	8.20%	10.23%	10.31%	7.02%

## Travel for Work: All Employers - Full Survey Results 2007

Mode	Oct 2001 <sup>1</sup>	Oct 2002 <sup>1</sup>	Oct 2003 <sup>1</sup>	Oct 2004 <sup>1</sup>	Oct 2005 <sup>1</sup>	Oct 2006 <sup>1</sup>	Oct 2007 <sup>1</sup>
Bicycle	21.9%	26.1%	23.3%	22.5%	23.2%	25.3%	24.1%
Car share	11.2%	11.4%	12.2%	11.1%	10.9%	10.9%	9.7%
Drive (alone)	47.9%	41.2%	44.3%	44.8%	41.0%	39.8%	41.7%
Home working	-	-	-	2.3%	1.8%	1.6%	1.9%
Motorbike	1.5%	2.0%	1.7%	1.3%	1.8%	1.6%	1.6%
Other	-	-	-	0.5%	1.8%	0.2%	0.3%
Other workplace	-	-	-	1.0%	2.0%	1.8%	2.0%
Public bus	6.6%	7.8%	6.2%	6.7%	6.5%	7.7%	7.7%
Staff bus	1.1%	0.9%	0.5%	0.8%	0.8%	0.8%	0.6%
Telework	0.9%	1.3%	2.4%	-	-	-	-
Train	2.3%	2.3%	2.7%	2.9%	3.0%	3.2%	3.8%
Walk	6.6%	7.0%	6.7%	6.1%	7.2%	6.9%	6.5%

Note: 1. October 2001 to October 2007 data is based on 8 'core' employers that allow year on year comparisons to be made from October 2001 onwards.

### All Employers

- 7170 employees completed the survey
- The average one-way distance travelled to work by respondents that gave home postcode information was 16.481km.
- 301 respondents used Park and Ride at some time during the survey. This equates to 4.21% of respondents.
- The longest journey made by a participant was 317km. And the shortest journey was 111 metres

### GO-East

- 38 employees from GO-East responded to the 2007 survey (15% of the workforce)
- The respondents undertook 167 one-way trips to work during the survey period.
- The average GO-East employee travelled 22.6km one-way to get to work.
- 1 staff (2.6% of the respondents) said they used the Park and Ride Service during the survey period.

### All Employers/GO East Comparison

- **GO East undertook 10.1% less single occupancy car journeys than the TfW Employer average**
- **GO East car sharing was 3.85% above the TfW Employer average**

## **GO East Year on Year Comparison**

- GO East undertook 6.16% more single occupancy car journeys than in 2006 (this is still a reduction of 5% since 2003)
- GO East staff that car share decreased by 5.5%
- GO East staff who homework decreased by 3%
- Staff walking to work increased by 1.3%
- Staff cycling to work decreased by 3.5%
- Travel Plan recognition increased from 57% to 67%

**Note:** Due to general pressure of work and the absence of the Travel for Work coordinator on secondment for 3 months leading up to and during survey week the survey was not given as much visibility as in previous years. This resulted in fewer returns and the disappointing 15% response rate has had the effect of distorting the return and therefore not too much weight should be attributed to decreases on the previous year.

## **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 2008**

- Discuss Travel Plan objectives for 2008 and set challenging objectives which directly align to the Framework of Targets for Sustainable Development on the Government Estate
- Reduce by 5% the percentage of staff single occupancy car journeys to/from site from 2005 baseline figure of 29.87%
- Maintain the above average percentage of single occupancy journeys (staff) to site set against all TfW employers
- Increase by 5% the percentage of staff who travel to work in a car share arrangement from 2005 baseline figure of 16.28%
- Maintain the above average percentage of staff who travel to work in a car share arrangement set against all TfW employers
- Increase the percentage of staff with awareness of the Eastbrook Travel Plan to over 75% (from 2007 baseline figure of 67%)
- Increase the ability of staff to work from home by provision of better ICT facilities (broadband/3G) to facilitate homeworking to all staff with a supported business case
- Support the re-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 7 pool bikes for staff use
- Cycle helmets for staff to wear when cycling
- A mileage allowance for cycling for business use
- Interest free loans for the purchase of rail or bus travel (season tickets)
- Provide staff with personal safety alarms on request
- Car parking policy that gives advantages to car sharers
- Provision of pro rata parking for all staff to manage 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 County Council and reimbursement of travel 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 current bus routes, rail timetables, 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 the Travel section on the internal GO:Net website. Details are also circulated to all staff when information/details of a promotion become 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/broadband 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 train or 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](http://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](mailto:roger.brett@goeast.gsi.gov.uk)