



# Northumbria University Travel Plan Update Report

September 2020

Prepared For: Northumbria University

TPS Transport Consultants Ltd | TPS Business Hub | Stonebridge Court | 151-153 Wakefield Road | Wakefield | WF4 5HQ



[tpsconsultants.co.uk](https://tpsconsultants.co.uk)



[info@tpsconsultants.co.uk](mailto:info@tpsconsultants.co.uk)



+44 1924 664638

Registered number: 05973261



## Document Record

<b>Project Name</b>	Northumbria University					
<b>Document Ref.</b>	P0723_20210628_Staff and Student Survey Report					
<b>Remarks:</b>	Draft	Revision	Revision	Revision	Revision	Revision
<b>Date:</b>	12/05/2020	03/06/2020	17/06/2020	01/09/2020	19/01/21	28/06/2021
<b>Prepared by:</b>	SA	SA	RB	RB	SA	RB
<b>Checked by:</b>	GS	RB	GS	GS	RB	SA
<b>Authorised by:</b>	RB	RB	RB	RB	RB	RB

## Copyright Statement

This report is the copyright of TPS Transport Consultants Ltd.

The information, ideas and other intellectual property set out in this report and supporting technical appendices are the property of TPS Transport Consultants Ltd and are for the sole benefit of Northumbria University.

TPS Transport Consultants Ltd. requires that the information, ideas and other intellectual property set out in this report are:

- Not shared with third parties and particularly with direct or indirect competitors of TPS Transport Consultants Ltd;
- Not conveyed to other consultants or personnel without the prior approval of TPS Transport Consultants Ltd; and
- Not copied in part or in whole.



# Contents

Chapter	Title	Page
<b>1.</b>	<b>INTRODUCTION</b>	<b>5</b>
	Background to Travel Planning at Northumbria University	5
	Campus Locations and Accessibility	6
	Report Format	6
<b>2.</b>	<b>TRAVEL SURVEY METHODOLOGY</b>	<b>8</b>
	Introduction	8
	Survey Period and Response Rates	8
<b>3.</b>	<b>TRAVEL SURVEY RESULTS – STAFF</b>	<b>10</b>
	Staff Characteristics	10
	Staff Main Travel Mode	12
	Variance in Travel Mode	18
	Further Journey Time Analysis	22
	Staff Business Travel	24
	Staff Car Users	27
	Staff Car Sharers	34
	Staff Public Transport Users	36
	Staff Cyclists	39
	Free Text Questions	40
<b>4.</b>	<b>STUDENT SURVEY RESULTS</b>	<b>43</b>
	Student Characteristics	43
	Student Mode at the Start of the Academic Year and Home During Term ...	46
	Student Main Travel Mode	49
	Variance in Commuting Mode	57
	Journey Time Analysis	60
	Student Car Users	61
	Student Car Sharers	64
	Student Public Transport Users	65
	What Should the University Prioritise Moving Forwards?	66
	Free Text Questions	68
<b>5.</b>	<b>CARBON ASSESSMENT – DAY TO DAY COMMUTING</b>	<b>70</b>
	Introduction	70
	Methodology	70
	Headline (Scope 3) Carbon Emissions	71
<b>6.</b>	<b>CARBON ASSESSMENT – START/END OF YEAR STUDENT TRAVEL</b>	<b>73</b>
	Introduction	73
	Methodology	73



	Headline Emissions From Student Travel At The Start of the Academic Year .	75
<b>7.</b>	<b>MONITORING AGAINST TARGETS</b>	<b>76</b>
	Background.....	76
	2023 Targets .....	76
	Progress Towards Targets .....	76
<b>8.</b>	<b>SUMMARY OF MEASURES</b>	<b>78</b>
	Governance and Project Management.....	78
	Travel and Transport Information .....	78
	Active Travel.....	79
	Public Transport.....	79
	Smarter Driving.....	79
	Reducing the Need to Travel.....	80
	Business Travel .....	80
	Monitoring and Review.....	80



## 1. INTRODUCTION

### Background to Travel Planning at Northumbria University

- 1.1 Northumbria University has a long-standing commitment to travel planning, with a formal Sustainable Travel Plan strategy in place for almost 15 years. This programme of work has helped to meet requirements through the planning process as well as contributing towards the delivery of the University's Environmental Sustainability Policy.
- 1.2 The University's approach to travel planning was first formalised through a planning condition attached to the development of City Campus East in 2005, which required that a Travel Plan should be developed for the University in its entirety. The travel planning programme has been enhanced since 2005 to reflect the changing nature of travel demands at the University and in light of national and local best practice. Efforts made by the University to be proactive are respected by key stakeholders including Newcastle City Council and Nexus.
- 1.3 Travel surveys were initially conducted in 2005, to establish a baseline, and have since been carried out every two years to monitor the impacts of the Travel Plan and gather feedback on how the travel planning programme could be enhanced. The original targets were met by 2009. Targets have been reviewed regularly since that point, with increasingly ambitious targets set for a continued reduction in single occupancy car use.
- 1.4 The Aim and Objectives of the Travel Plan were reconfirmed in the 2017 Sustainable Travel Plan Update Report as:
- 1.5 Travel Plan **Aim**:
- To provide, facilitate and encourage sustainable travel options for staff and students in relation to travel for work, travel at work and travel to and from work/ the University.
- 1.6 The main **Objectives** of the University Travel Plan continue to be:
- Reduce car traffic to University sites and contribute to the reduction of congestion in the areas around the Campuses;
  - Encourage the use of more sustainable modes of transport by staff and students;
  - Promote healthier and more active lifestyles for staff and students;
  - Improve road safety on and around the Campuses;
  - Monitor the environmental impacts of student travel to and from their out of term address; and



- To reduce emissions arising from Business Travel and staff and student Commuter Travel.

1.7 The Sustainable Travel Plan programme includes a commitment to monitoring the impact of the Travel Plan on the travel choices of staff and students, reporting both internally and externally to stakeholders. A travel survey is undertaken every 2 years to identify travel patterns, behaviours and record the travel mode split for the staff and student commute for each campus. There are targets for reducing single occupancy commuting, and emissions from travel (see **Section 6**).

1.8 It should be noted that the survey was undertaken prior to the COVID-19 crisis taking hold (IN March 2020) and the related restrictions on travel imposed. Whilst it provides a useful snapshot of travel behaviours in early March 2020, it is recognised that post-COVID-19 travel patterns are likely to be markedly different, as a 'new normal' is ultimately realised. Thus, whilst this report provides commentary on survey findings, it stops short of making definitive recommendations (which will likely now be outdated).

### **Campus Locations and Accessibility**

1.9 The University has three main campuses. The largest, City Campus, is located in the centre of Newcastle-upon-Tyne. In turn, the site is divided into City Campus East and City Campus West, by the Central Motorway. The second Campus, known as Coach Lane Campus, is located approximately 3 miles from City Campus, in Benton. The University's London Campus is a few minutes' walk away from Liverpool Street Train Station and Tube Station, in central London, where the financial district meets the heart of London's digital and technology sector. The University also has an Amsterdam Campus – a space on part of the AUAS campus. Its travel infrastructure is therefore determined by AUAS and falls outside of the scope of this survey. (Related academic travel emissions are included in the University's carbon reporting).

1.10 The City Centre campus benefits from being in an urban centre with excellent links by public transport to a range of local, regional and national destinations and also has the added benefit of a comprehensive local cycle network. Whilst slightly more remote, the Coach Lane Campus is well served by local bus services and is a short walk from the Four Lane Ends Metro Station. As will be illustrated in the survey findings, this has a bearing on travel behaviour, not least as the Coach Lane Campus has more car parking capacity on site.

### **Report Format**

1.11 The following sections of this report summarise the key findings of the 2020 staff and student travel survey undertaken by Northumbria University ('the University'). **Section 2** outlines the



methodology adopted for conducting the travel surveys and details the response rates achieved.

- 1.12 The survey data is then analysed, and the results are summarised in **Section 3** for staff and in **Section 4** for students. For each group the demographic profile of respondents is summarised before moving on to analyse the current travel patterns of those accessing the university campuses.
- 1.13 In addition to considering changing travel patterns over time, the surveys and report also consider how the University might best focus its efforts in order to maximise the use of sustainable modes of travel amongst staff and students. Throughout the report, cross tabulation exercises are described, where appropriate, to gain a deeper insight into the data and fuller understanding of why staff and students are travelling the way they do.
- 1.14 An assessment of the carbon generated from staff and students commuting to the University is then provided in **Section 5** using the most recent DEFRA methodology and carbon conversion factors. In **Section 6** reference is made to the Travel Plan targets and commentary on the likely consequences of the COVID-19 pandemic (and the implications for the University's Sustainable Travel Plan) are discussed.



## 2. TRAVEL SURVEY METHODOLOGY

### Introduction

- 2.1 The methodology adopted for the 2020 Travel Surveys took account of travel survey data collected in previous years and utilised the communication channels that were available to promote the survey to staff and students in the timescales permitted. The objectives were to balance a high response rate with a comprehensive dataset that is also comparable with that collected in previous years.
- 2.2 Both the staff and student surveys were distributed electronically via email with a web link to an online survey. In addition to direct email correspondence the surveys were promoted via the intranet. The two surveys covered slightly different topic areas to ensure all travel behaviour decisions regarding journeys to and around Northumbria University were considered.
- 2.3 Staff were surveyed about their commuting habits and business travel. Students were asked about their transport choices in relation to three key journey types undertaken throughout the academic year: i) journey from their permanent/parental/family home to University at the start of semester (if applicable) ii) journey(s) back to this address (if applicable) throughout the academic year and iii) their daily/regular commute to University for studies.
- 2.4 The benefit of using an online survey portal is that a greater level of detail on specific issues can be collected without unnecessarily lengthening the survey for those who did not need to answer additional questions, through filtering. **Appendix A** contains copies of the survey questions posed to respondents and an indication as to how respondents are guided through the surveys.

### Survey Period and Response Rates

- 2.5 To incentivise a higher response rate, staff and student respondents had the option of being entered into a prize draw to win a £50 shopping voucher. The surveys were available online from the 5th to the 23rd March 2020. Response rates were monitored throughout the survey period by the TPS team, with the final number of return show in **Figure 2.1**.





**Figure 2.1 – Response Rates**

Sector	Total Number of Full Completions	Total Population (headcount)	Response Rate
Staff	886	3,007	29.4%
Student	603	28,726	2.1%

2.6 **Figure 2.2** provides a summary of required sample sizes to ensure statistical reliability.

**Figure 2.2 – Statistical Reliability**

Sector	Total Staff / Students	Required response rate*	Responses beyond required level
Staff	3,007	788	98
Student	28,726	1,029	-426

*\*This response rate is to achieve a confidence level of a minimum of 95% with a margin of 3%*

2.7 As illustrated the survey responses from staff can be considered reflective of travel behaviour amongst this group as a whole. Amongst students, whilst the results fall below the level required to be statistically significant, the responses provide a useful insight into the current travel patterns of this groups, as well as some valuable feedback on what more the University might be able to do to support student travel.

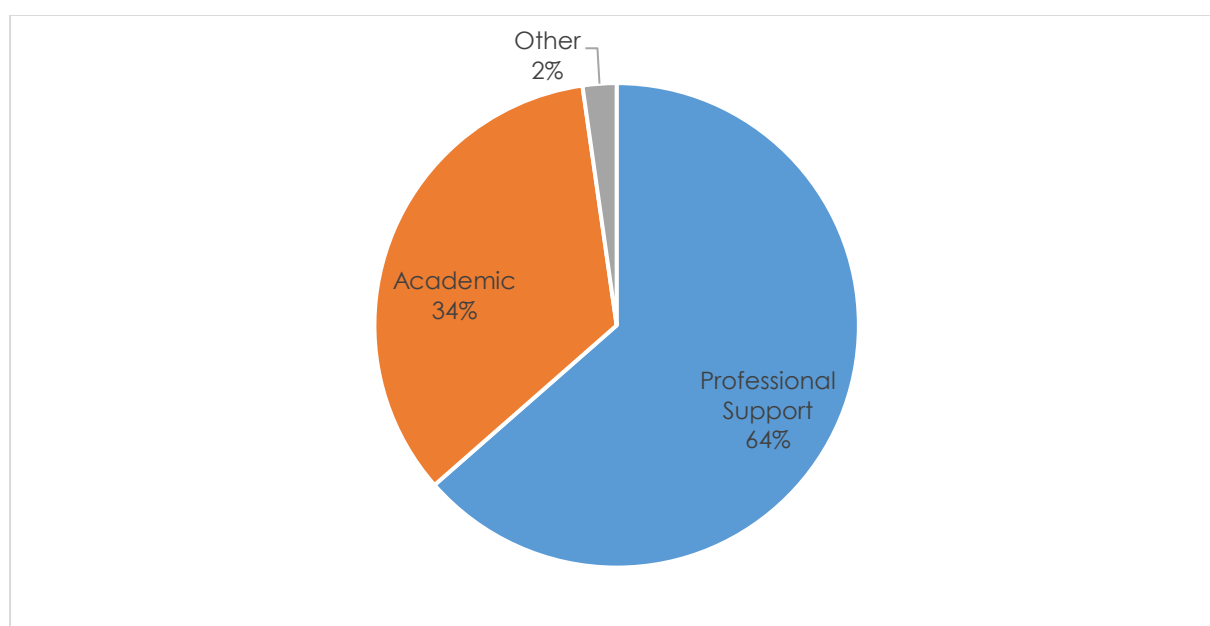


### 3. TRAVEL SURVEY RESULTS – STAFF

#### Staff Characteristics

3.1 The initial section of the staff survey asked questions about individuals' role and working patterns at the University. Staff were asked about their role and just over a third (34%) of respondents indicated that they hold an academic post, whereas 64% considered their role to be a 'Professional Support Role' (**Figure 3.1**).

**Figure 3.1: Staff Respondent Role Type (n= 886)**



3.2 **Figure 3.2** reveals that the highest response rates by staff department or faculty were Human Resources (60%), Global Marketing and Business (53%) and Student, Library and Academic Services (50%). The lowest response rates were from Sport (7%) and Facilities and Estates with 11%. The behaviour and opinions of staff in these departments may therefore be slightly underrepresented.



**Figure 3.2: Staff Faculty, Service or Partner Organisation (n= 886)**

Department	Count of Respondents	% of Respondents	Head count	FTE	Response Rate within Department
Student, Library and Academic Services	233	26.3%	465	396.3	50%
Health & Life Sciences	163	18.4%	560	531.4	29%
Global Marketing & Business	87	9.8%	163	155.3	53%
Engineering & Environment	72	8.1%	393	379.4	18%
Business & Law	68	7.7%	334	311.7	20%
Art, Design & Social Sciences	67	7.6%	354	328.7	19%
IT Services	54	6.1%	128	124.8	42%
Human Resources	35	4%	58	52.0	60%
Facilities & Estates	29	3.3%	270	173.6	11%
Research & Innovation Services	26	2.9%	53	49.7	49%
Finance & Commercial Services	22	2.5%	73	69.4	30%
Vice-Chancellor's Office	18	2%	101	97.6	18%
Sport	4	0.5%	55	50.9	7%
Other	7	0.8%			-
<b>Academic Faculties Subtotal</b>			1641	1551.2	
<b>Non-Academic Departments Subtotal</b>			1366	1169.5	
<b>Total</b>	<b>886</b>	<b>100%</b>	3007	2720.7	

3.3 As summarised in **Figure 3.3**, 89% of respondents are based at the Newcastle City Campus with 11% based at the Coach Lane Campus. There was a negligible response rate from other locations and it will, therefore, not be possible to draw any conclusions about travel behaviour there. Over four fifths (83%) of staff responding to the survey work on full time contracts, with the remaining 17% on part-time contracts.

**Figure 3.3: Staff Base Campus (n= 886)**

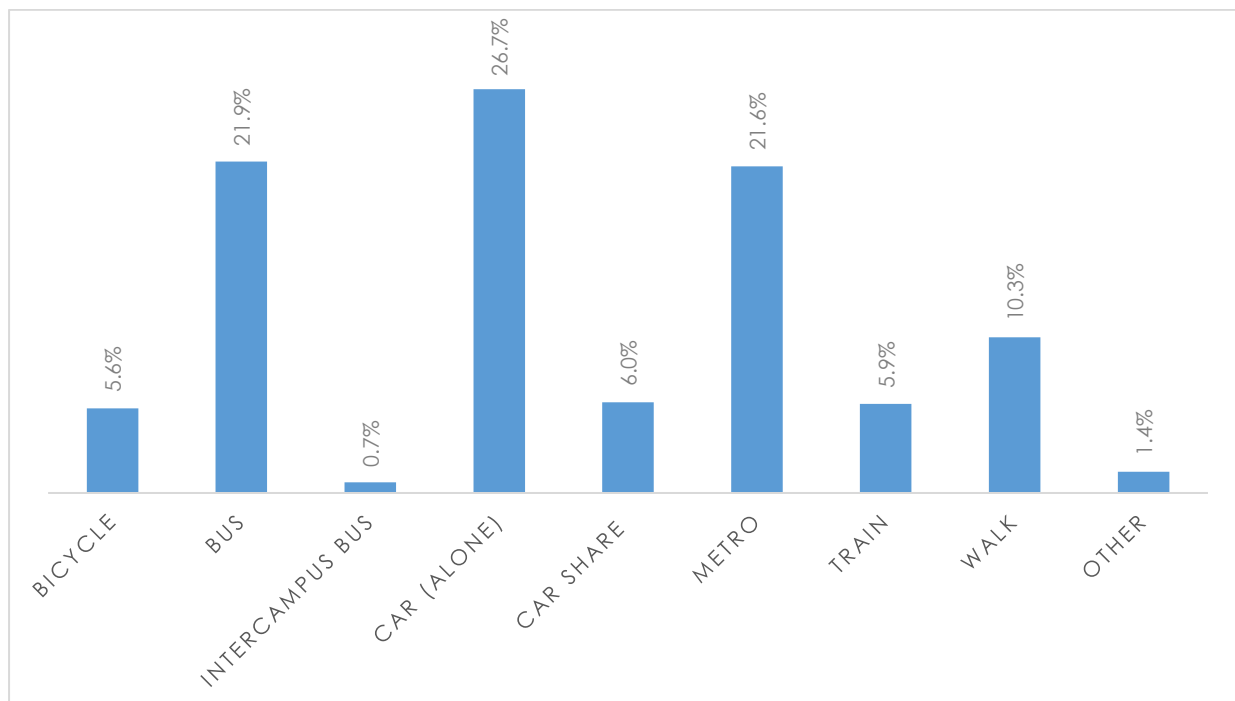
Campus	%	Count
Newcastle City Campus	88.9%	787
Coach Lane Campus	10.9%	97
Amsterdam Campus	0.2%	2
London Campus	0%	0
Total	100%	886



### Staff Main Travel Mode

- 3.4 Staff were asked to select the mode of travel they usually use to travel to work (for the longest part of their journey); regular use of alternative modes was captured later in the survey.
- 3.5 Across all campuses, as seen in **Figure 3.4**, the most popular mode of travel for staff is by single occupancy car, used by just over a quarter of all staff (26.7%). A further 6% car share, meaning non-car modes make up around two thirds of all trips. Public transport is a popular option with 49.4% of staff travelling by bus, Metro or train. Active modes - walking and cycling - are the main mode of travel for 15.9% of staff.

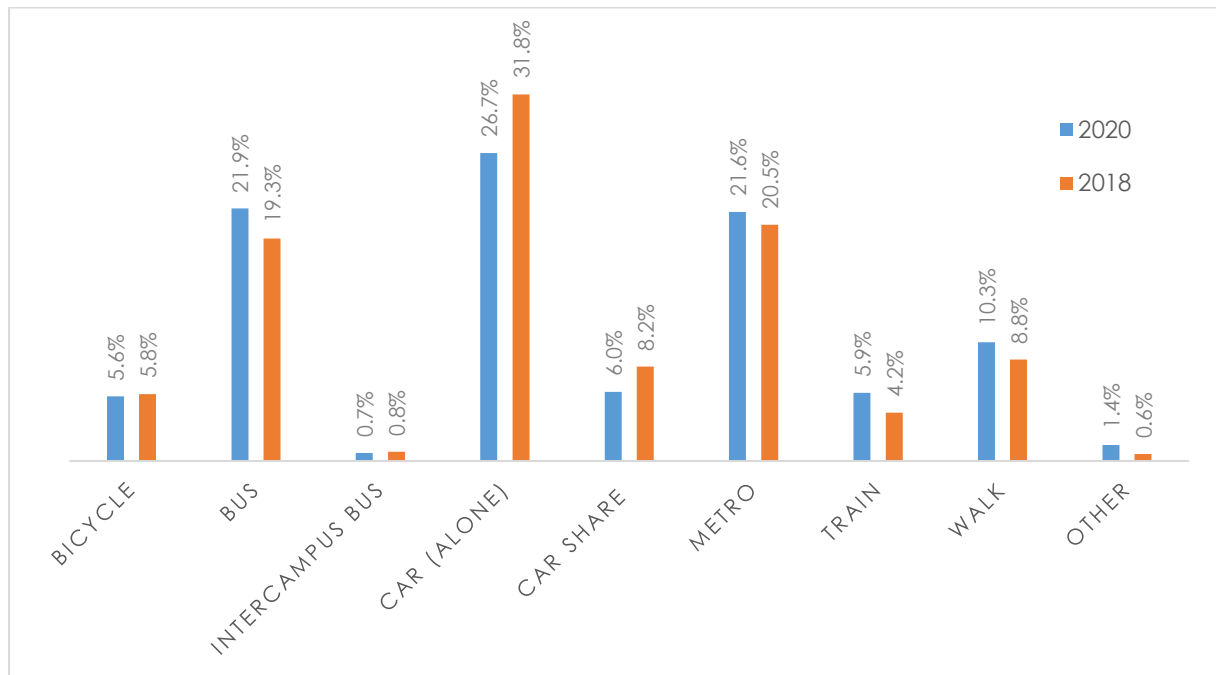
**Figure 3.4: Staff Main Mode – All Campuses (n= 886)**



- 3.6 **Figure 3.5** provides a comparison of main commuting mode in 2020 with the previous survey results. Overall, the proportion travelling by car alone has seen a reduction of five percentage points (from 31.8% to 26.7%) since 2018; car sharing has also reduced, from 8.2% to 6%. This has come about as a consequence of encouraging increases in the proportion of staff travelling by public transport users (across all forms) from 44% to 49.4% and the proportion that usually walk increasing from 8.8% to 10.3%. Both cycling and inter-campus bus have remained consistent between 2018 and 2020.



**Figure 3.5: Staff Main Mode, Comparison with 2018 Survey**

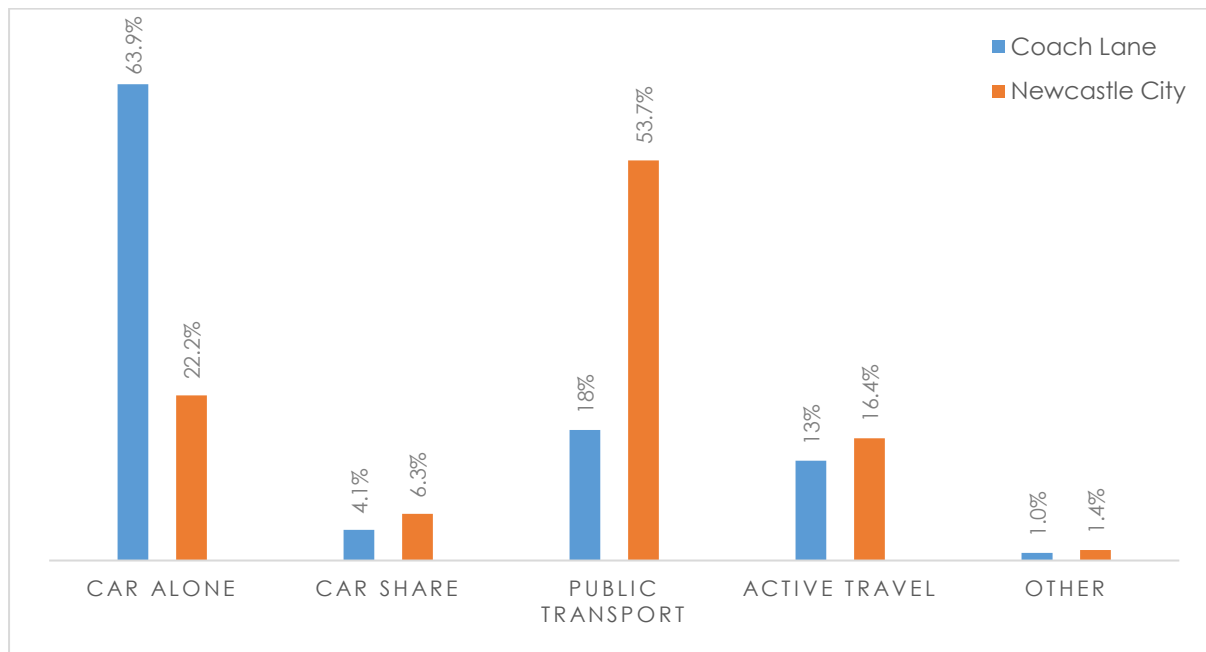


- 3.7 The home postcodes and mode for each member of staff responding to the survey have been mapped to provide a visual representation of how staff are travelling and where from. All postcodes and modes are shown in **Appendix B**. Staff travel in from as far North as Edinburgh and as far south as Manchester (by train), albeit it is anticipated that these trips are not made on a daily basis.
- 3.8 Closer to Newcastle it is encouraging to see the obvious concentration of sustainable modes being used, and lower levels of single occupancy car use. The Metro clearly offers a valuable public transport connection to areas to the north east, towards Whitley Bay and south east towards South Shields. Notwithstanding this, there remains a cohort of staff that live in areas well served by sustainable modes (or within walking / cycling distance) that travel by car alone – whilst this could be for a variety of reasons, which are explored later in this section, ensuring this group are aware of their alternatives should remain a key focus for the Travel Plan programme.
- 3.9 When usual travel mode is cross-tabulated with main work location there is a notable difference between Newcastle City and Coach Lane Campuses, the results can be seen in **Figure 3.6**. A more detailed breakdown of staff mode by campus is provided in **Figure 3.7**.
- 3.10 A much higher proportion of staff commute to Coach Lane as lone drivers (63.9%) compared to the City Campus (22.2%). The proportion of car sharers is very similar as are active modes, although Newcastle City Campus is slightly higher for each. The results suggest that the main difference is the availability of public transport options, given that the proportion of public



transport users at Coach Lane is 36 percentage points lower than at the City Campus. A higher availability of car parking at Coach Lane Campus also has an impact on the modal split.

**Figure 3.6: Staff Usual Main Mode, by Campus (n=886)**



**Figure 3.7: Staff Usual Main Mode by Campus (n=886)**

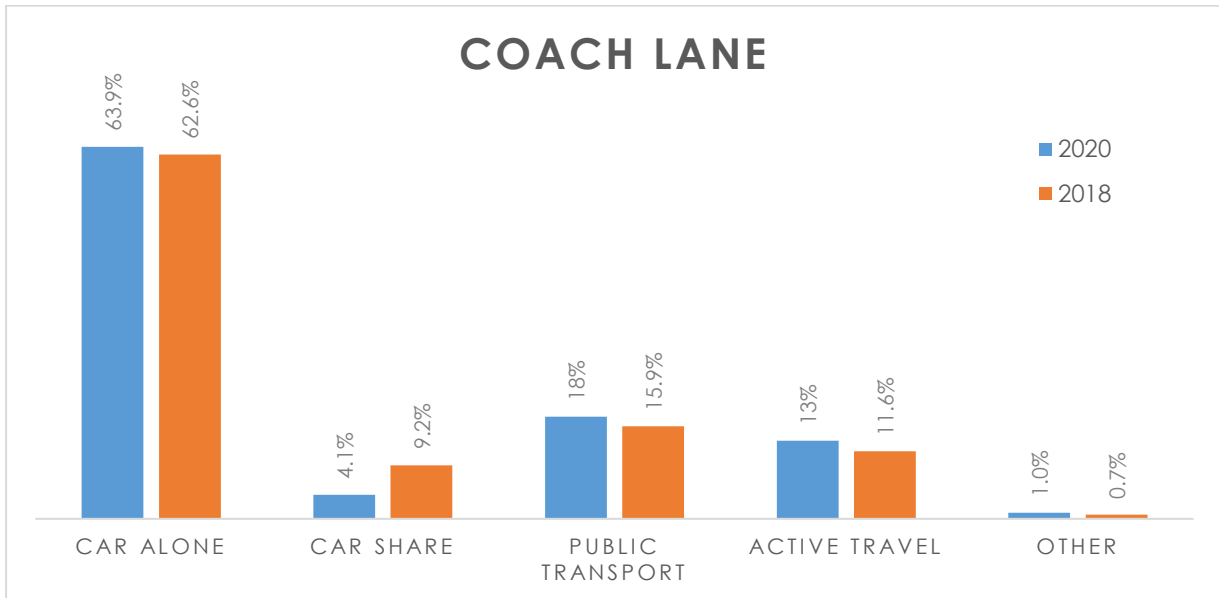
Mode	Newcastle City Campus		Coach Lane Campus		All Campuses	
	Count	%	Count	%	Count	%
Car/Van (alone)	173	22.2%	62	63.9%	237	26.7%
Car Share	49	6.3%	4	4.1%	53	6.0%
Bus (normal service bus)	187	24.0%	6	6.2%	194	21.9%
Intercampus Bus (No.1)	3	0.4%	2	2.1%	6	0.7%
Metro	182	23.3%	7	7.2%	191	21.6%
Train	47	6.0%	2	2.1%	52	5.9%
Bicycle	43	5.5%	7	7.2%	50	5.6%
Walk	85	10.9%	6	6.2%	91	10.3%
Other	11	1.4%	1	1.0%	12	1.4%
<b>Total</b>	<b>780</b>	<b>100%</b>	<b>97</b>	<b>100%</b>	<b>886</b>	<b>100%</b>

3.11 **Figures 3.8 and 3.9** show the historic mode share comparisons for each campus. As can be seen, at the Coach Lane Campus, single occupancy car use has actually increased marginally (against a general trend of a reduction), whilst there has also been an encouraging increase in active travel and public transport. Car sharing, however, has reduced by over 50% since 2018.

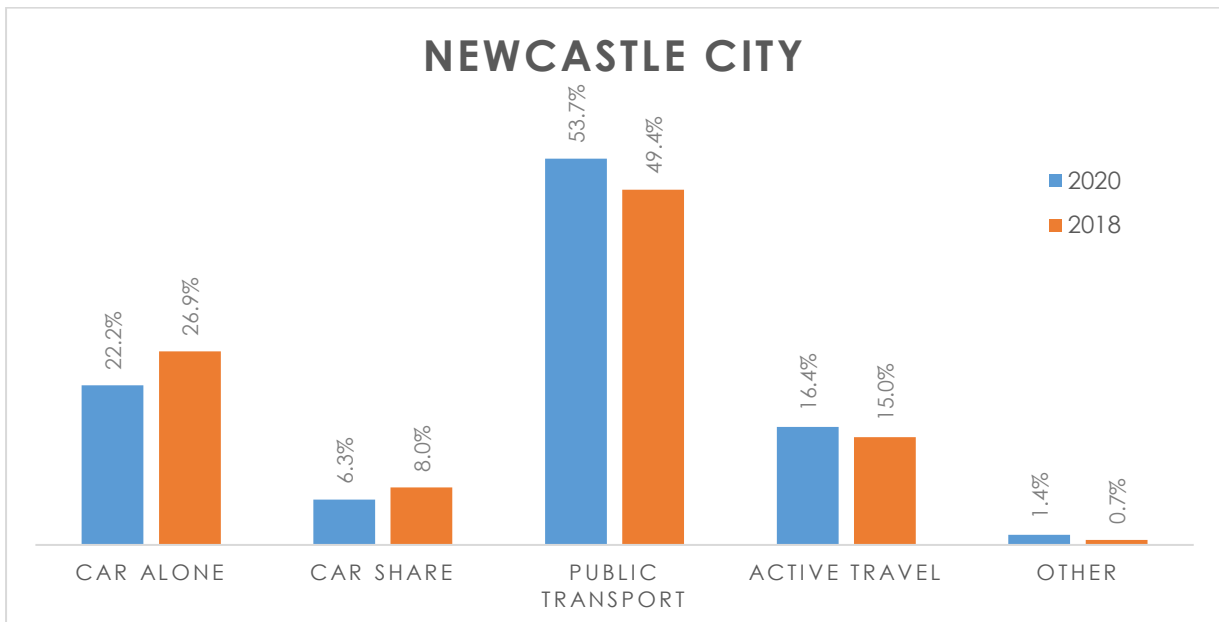


3.12 Newcastle City Campus has seen an encouraging reduction in the proportion of staff commuting, with increases in public transport and active travel. It too has seen a reduction in car sharing, however.

**Figure 3.8: Mode Share Comparison with Previous Survey for Coach Lane Campus**



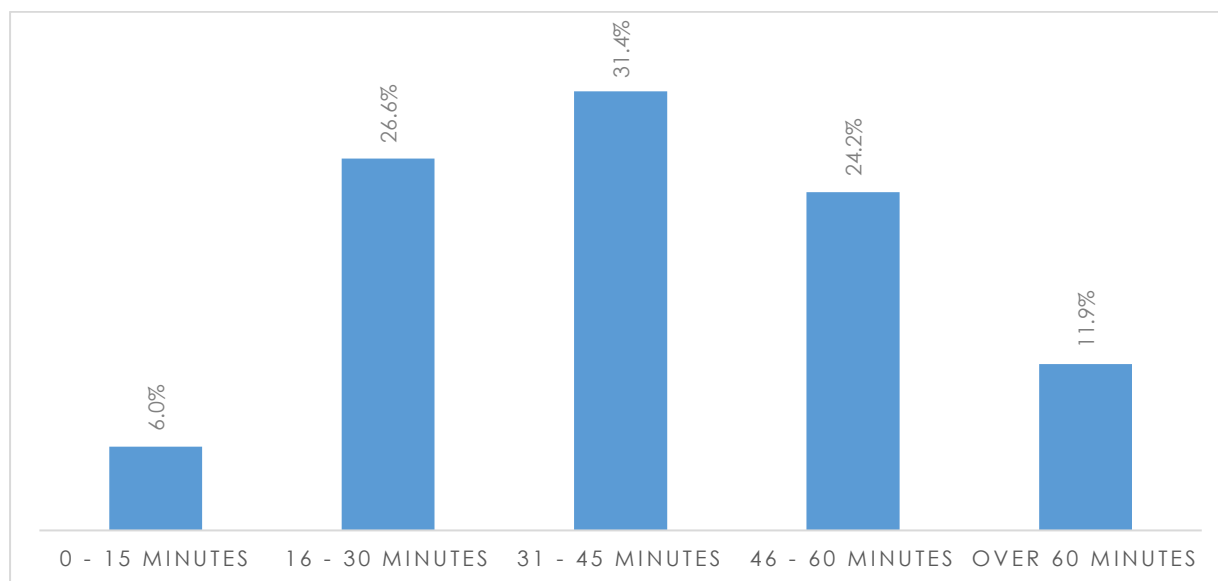
**Figure 3.9: Mode Share Comparison with Previous Survey for Newcastle City Campus**





3.13 Respondents were asked how long their commute usually takes. **Figure 3.10** shows that staff journey times vary considerably, with the highest proportion of staff taking 31 – 45 minutes to get to work (31.4%). Encouragingly, a third of staff currently take less than half an hour to commute (32.6%), however, 11.9% take over an hour; typically the longer the journey time experienced, the fewer sustainable travel options will be available.

**Table 3.10: Staff Journey Times (n=886)**



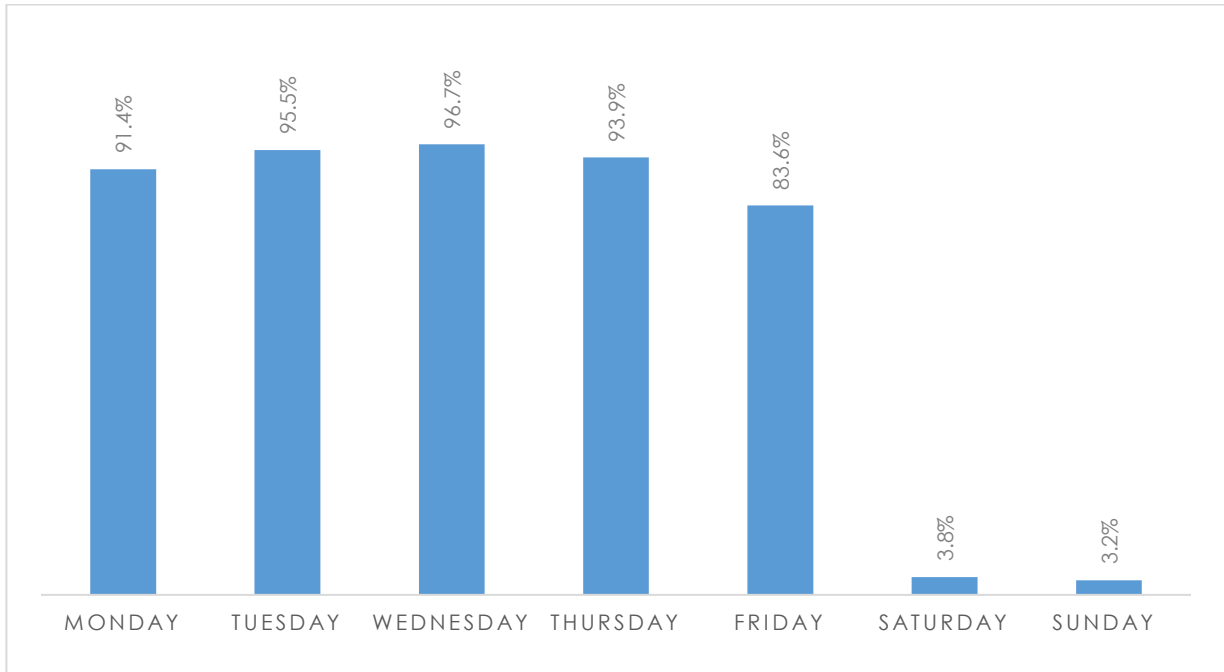
3.14 Understanding the peak periods for staff and students being on campus gives a good insight into demand for facilities such as car and cycle parking. Policies or initiatives that can help spread the arrival and departure times of staff and students can go some way to easing pressure, demand and congestion within the city.

3.15 **Figure 3.11** shows the days that staff members are typically in work. As can be seen Wednesday is the busiest day, followed by Tuesday and Thursday. Of weekdays Friday is the least busy day. As expected, on Saturdays and Sundays there are significantly fewer staff members on campus.



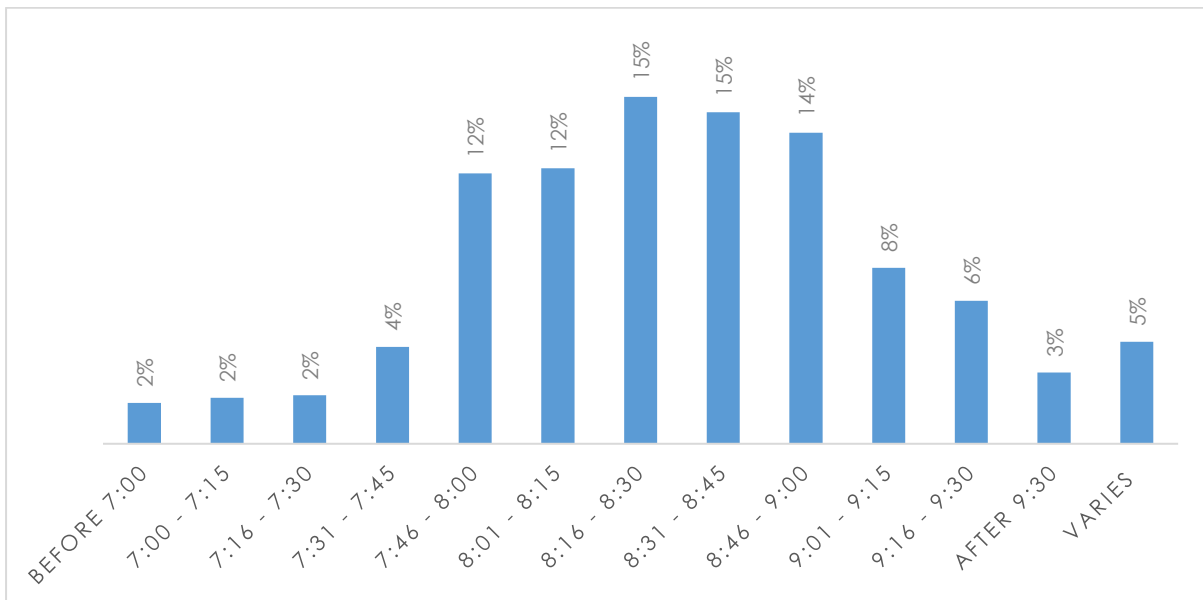


**Figure 3.11: Days Staff Travel to Campus (n = 886)**



3.16 **Figure 3.12** shows that arrival times for staff are generally concentrated around the typical morning peak period. The busiest arrival time for staff is around 08.30, with 30% of staff arriving between 8:16 and 8:45. Over half of staff (56%) arrive between 08.00 and 9.00. Very few staff are in work before 07.30 (6%).

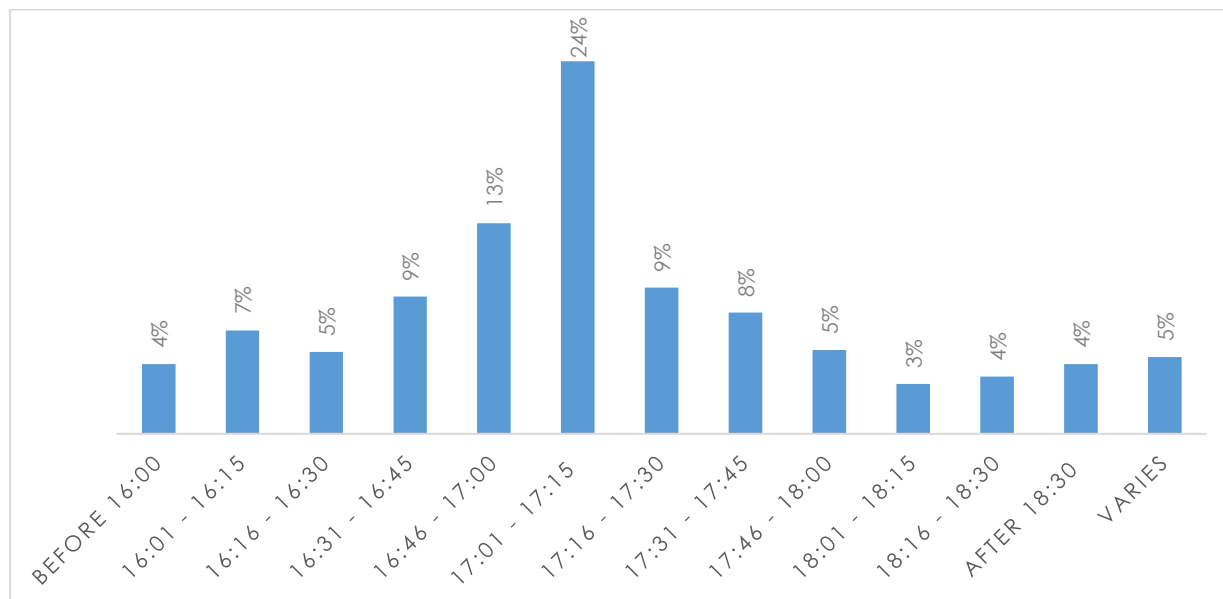
**Figure 3.12: Staff Usual Arrival Times (n=886)**



3.17 Staff departure times are less concentrated overall (**Figure 3.13**), with the exception of a significant spike in staff finishing work between 17:01 – 17:15 (24%).



**Figure 3.13: Staff Usual Departure Times (n=886)**

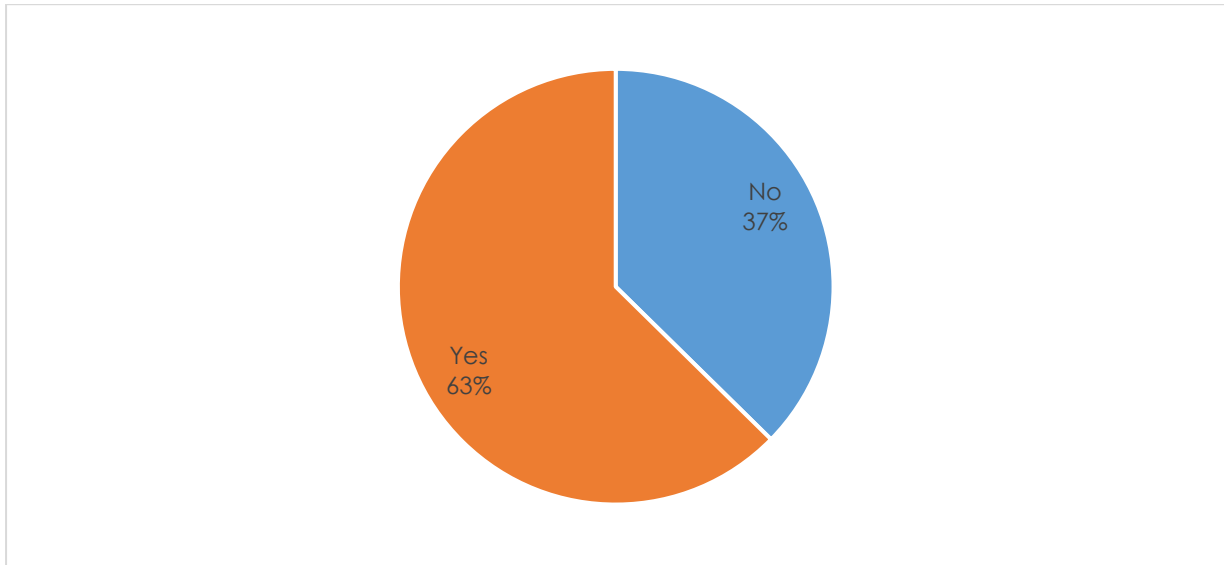


### Variance in Travel Mode

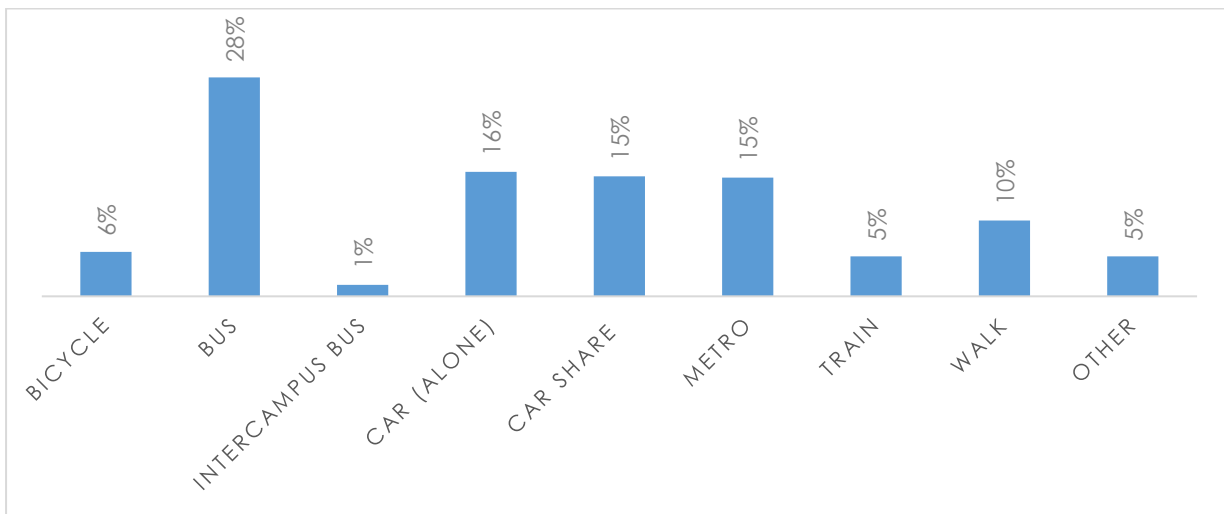
- 3.18 Whilst the Travel Plan targets are predicated on main mode of travel and, as a consequence, the survey requires respondents to select just one main mode, in reality there are a proportion of staff and students whose mode choices are very fluid, for example someone may usually travel by public transport during the winter months, but often cycle during warmer weather. Similarly, someone may drive three days a week and car share for two days. It is important to be able to capture this information, as encouraging the more sustainable travel behaviour more often offers a 'quick win' in respect of targets for modal shift (as compared to trying to convert habitual car users).
- 3.19 **Figure 3.14** reveals that over a third of staff always use the same mode, suggesting a majority of two thirds vary how they travel. This is very positive as encouraging staff to travel by more sustainable modes on just one or a few days a week can make a significant reduction in demand for car parking and on carbon emissions from travel. **Figure 3.15** provides a breakdown of the occasional modes used by staff members.



**Figure 3.14: Percentage of Staff that Occasionally Travel by Alternative Modes (n=886)**



**Figure 3.15: Staff Occasional Mode (n= 555)**



3.20 Staff were also asked how frequently they use these occasional modes; the results are summarised in **Figure 3.16**. Of those who do travel by an occasional mode (i.e. after excluding those who do not from the analysis), over two fifths said they only use this mode infrequently (41%). However, a significant 30% travel by their occasional mode once a week or more.

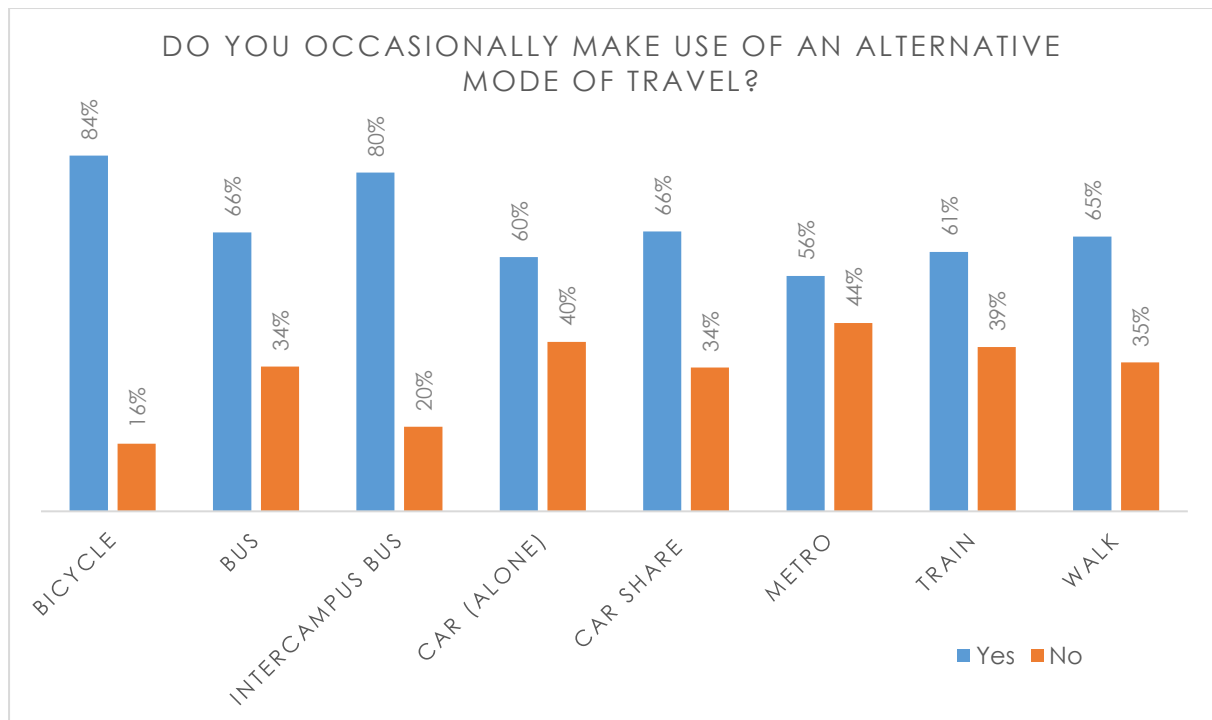


**Figure 3.16: Staff Frequency of Occasional Mode (n= 555)**

Frequency	%	Count
Infrequently	41%	229
Once a month	8%	46
1-3 times a month	20%	112
Once a week	16%	90
More than once a week	14%	78
Total	100%	555

3.21 Cross tabulating the data with the main mode of respondents indicates that, on average, staff that usually travel by bus are much more likely to make occasional use of an alternative mode, with only 34% always travelling by bus. At the other end of the spectrum, of those that usually travel by bike, 84% occasionally make use of an alternative mode. This is likely to be reflective of the fact that cycling is, to some degree, weather dependent.

**Figure 3.17: Proportion of Staff that Make use of Another Mode Occasionally, by Mode.**

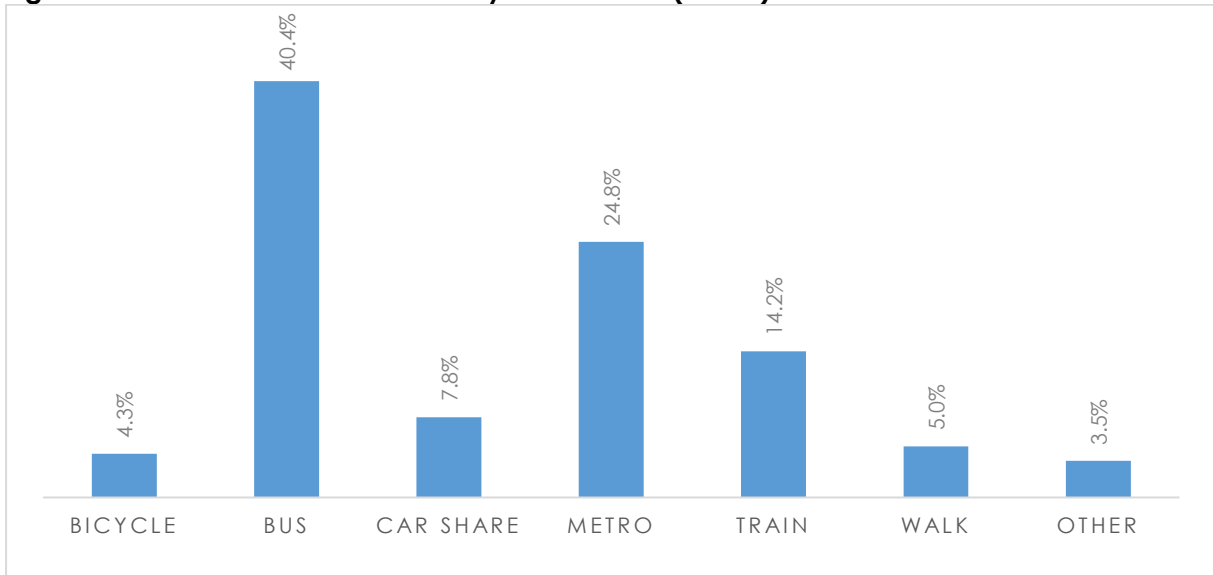


3.22 Interrogating this data further to look at lone drivers as a separate group, reveals that of the 235 lone drivers responding to this question, 141 (60%) do use an alternative mode occasionally. **Figure 3.18** shows the proportion of lone drivers using each mode occasionally, whilst **Figure 3.19** shows the frequency with which lone drivers use these occasional methods.

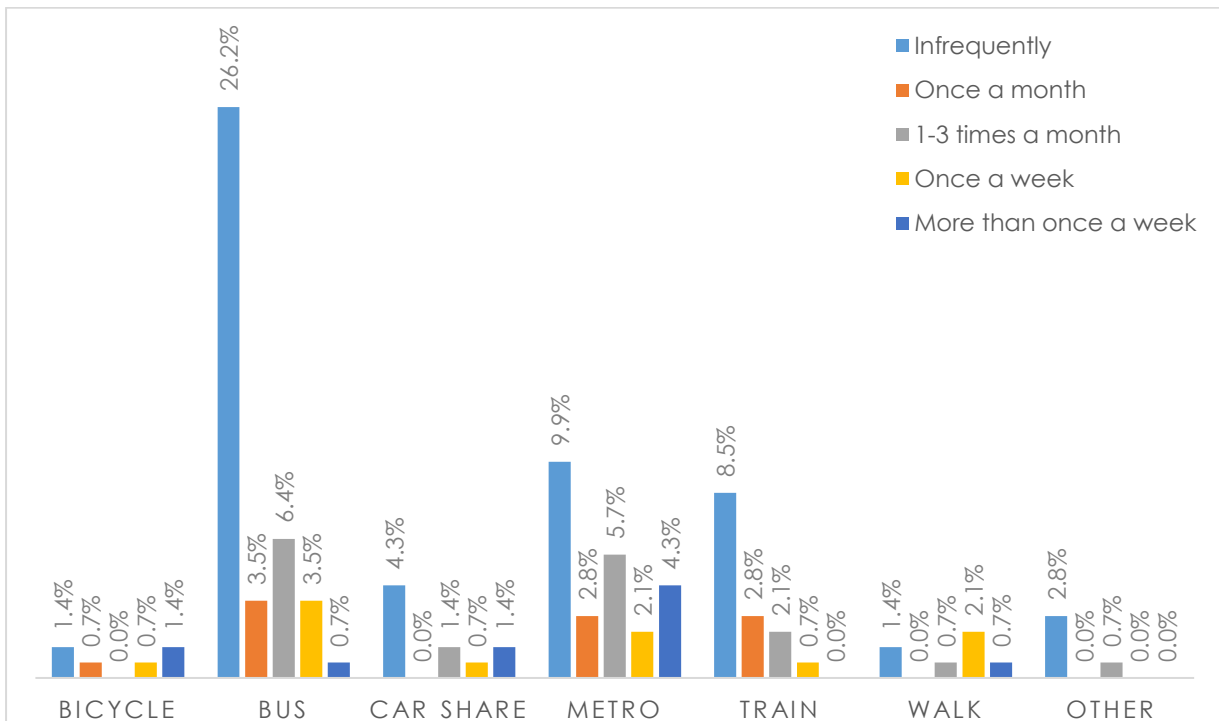


3.23 Of these drivers, 26 (19%) use this mode once a week or more. The most popular occasional mode for lone drivers overall is the bus, used by 40% of the lone drivers that use an alternative mode. However, when looking at the most popular mode for lone drivers used once a week or more, it is the Metro, with 6.4% of the 141 lone drivers travel by Metro once per week or more.

**Figure 3.18: Occasional Mode Used by Lone Drivers (n=141)**



**Figure 3.19: Frequency that Lone Drivers Occasionally use Each Mode (n = 141)**

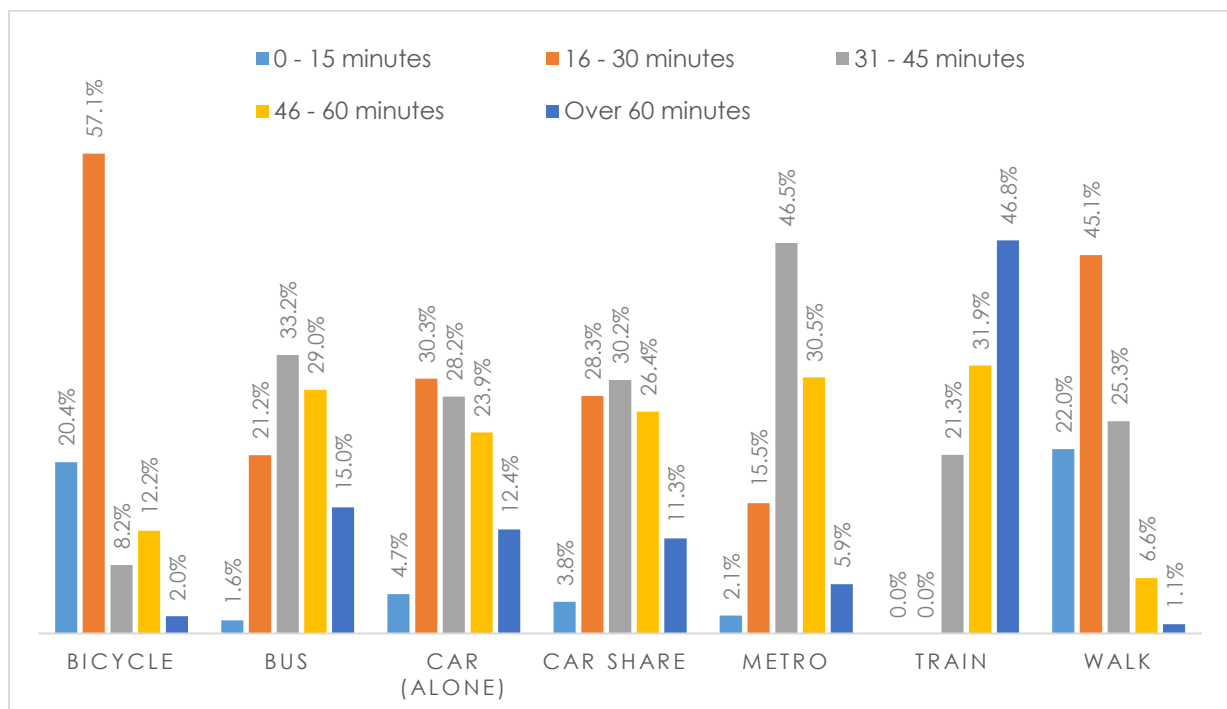




## Further Journey Time Analysis

3.24 As part of the survey, staff members were asked to estimate how long it usually takes them to travel to University, the overall results have been summarised and discussed previously, with **Figure 3.12** showing the proportion of staff with each range of journey time. Further analysis has been undertaken to understand how this response differs for each mode. The results, by mode, can be seen in **Figure 3.20**.

**Figure 3.20: Staff Estimate of Journey Time, by Mode**



3.25 Cycling has the highest proportion of staff travelling for less than 30 minutes (77.5%), train travel has a significantly larger proportion of staff travelling for over 60 minutes than any other mode, with 31.9% of those travelling by train doing so for over 60 minutes.

3.26 As part of the Carbon Assessment (Section 5) each respondent's actual (typical) journey time has been calculated for their current usual mode of travel. This assessment is undertaken using open source data of typical commuting times taking into account topography, time of day, potential for delays etc. **Figure 3.21** shows the average journey time and distance travelled one way for each mode, from this analysis.

3.27 The 'actual' journey time, from the carbon assessment, has been calculated assuming travel during the morning peak, from the respondents' home postcode, as given in the survey. Meaning that, for some, this may be an overestimate of journey time, especially those travelling by car out of the peak hour.

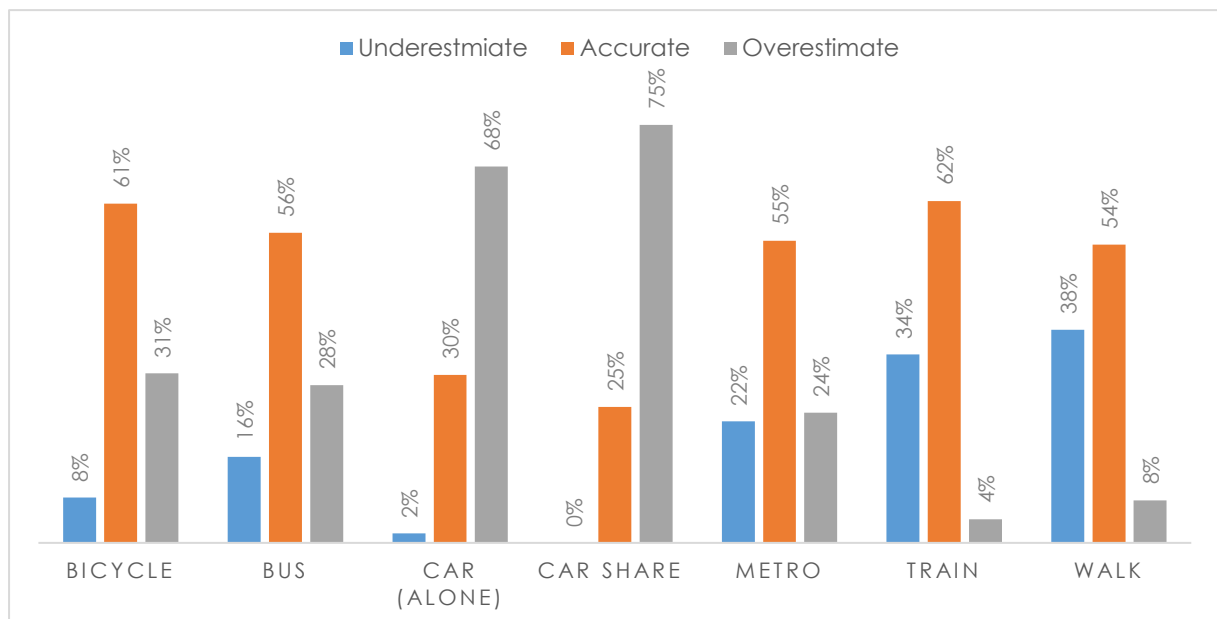


**Figure 3.21: Average Journey Time and Distance Travelled One Way by Respondents, by Mode**

Mode	Average Distance, km	Average Time, mins
Bicycle	6.42	21.92
Bus	11.35	41.01
Car (alone)	19.71	26.09
Car Share	16.39	24.45
Metro	13.89	40.82
Train	46.31	77.46
Walk	2.42	30.63
Intercampus Bus	5.48	26.60
Motorcycle	17.64	32.00
Taxi	5.57	11.40
All	14.52	33.24

3.28 To better understand the accuracy of respondents' perception of their journey time, comparison has been made between the actual journey time (from the carbon assessment) and estimated journey time (from the survey). The results by mode can be seen in **Figure 3.22**, below.

**Figure 3.22: Comparison of Respondents' Estimated Journey Time with 'Actual' Journey Time**



3.29 Pedestrians underestimated the length of their journey more than users of any other mode, followed closely by those travelling by train.

3.30 Interestingly, those travelling by car had the greatest tendency to over-estimate their journey time. However, this is at least in part likely to be due to this group being more likely to have a

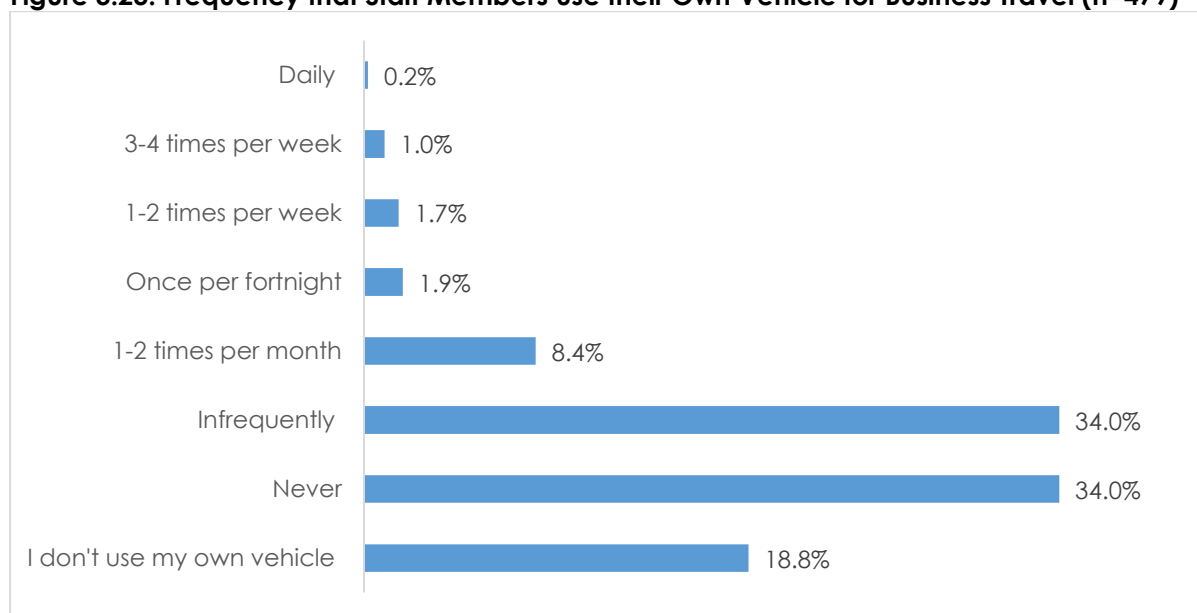


drop-off (e.g. children to education / childcare) on their way to work, which increases their journey time beyond that calculated by the journey planner.

### Staff Business Travel

- 3.31 As well as understanding the travel behaviour of staff when they are commuting to work, it is equally as important to examine how staff choose to travel on business whilst at work. Indeed, through travel and subsistence policies, the University can probably influence these choices more than the commute. Moreover, a common reason given for driving into work can be the need to have a vehicle at work.
- 3.32 As shown in **Figure 3.23**, there is a relatively even split between whether staff travel on business or not with 54% (480) of staff respondents saying they do and 46% (406) saying they do not. The staff that do travel for business were then asked about their habits when using their own vehicle for business travel, along with the typical length of their business travel journeys. The most common responses when asked the frequency with which they use their own vehicle to travel for business were 'infrequently' and 'never', both at 34%.

**Figure 3.23: Frequency that Staff Members use their Own Vehicle for Business Travel (n=479)**

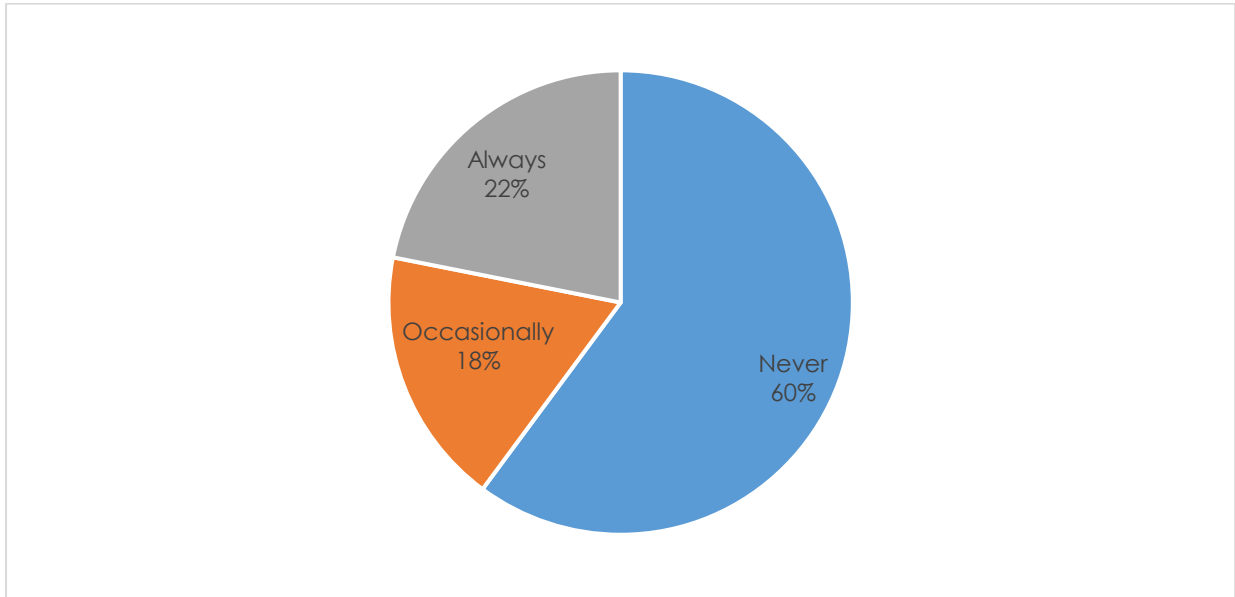


- 3.33 Staff members were also asked if they usually claim business travel expenses for fuel costs when travelling for business in their own car. The overall results can be seen in **Figure 3.24**. The cross-tabulation of this with the frequency that staff use their own vehicle is given in **Figure 3.25**.

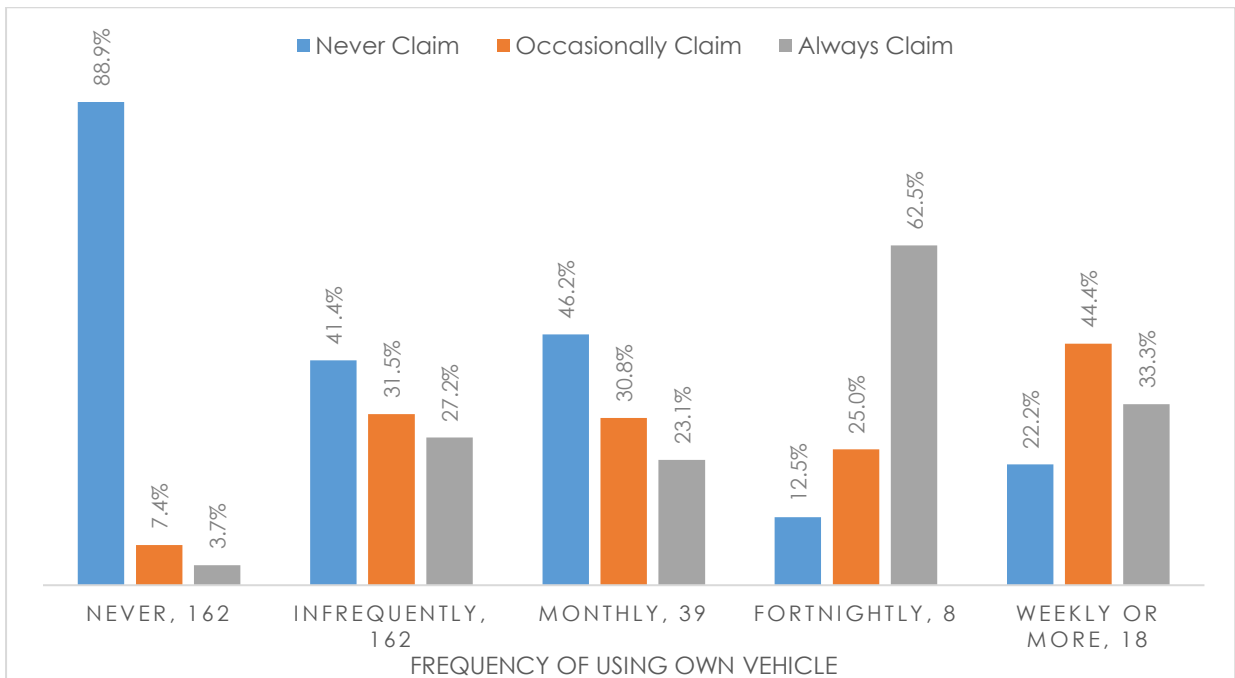




**Figure 3.24: Tendency of Staff to Claim Expenses when Travelling for Business in Their Own Vehicle (n=479)**



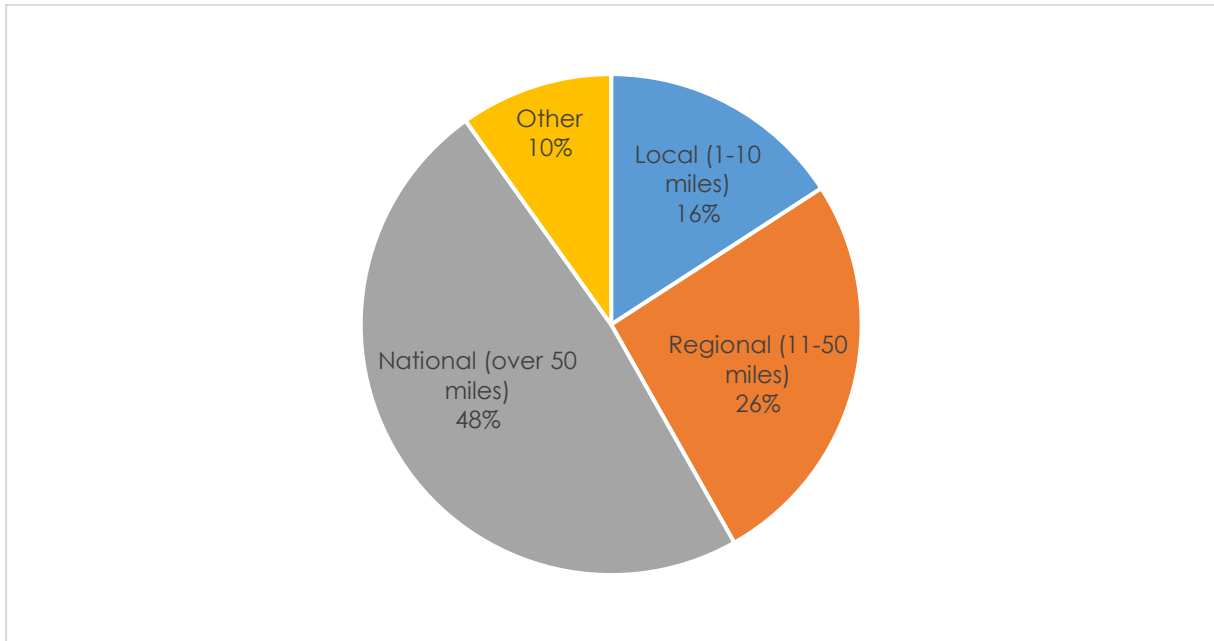
**Figure 3.25: Staff Tendency to Claim Expenses when Travelling in Own Vehicle, Cross-Tabulated with Frequency of Using Own Vehicle for Business (n=389)**



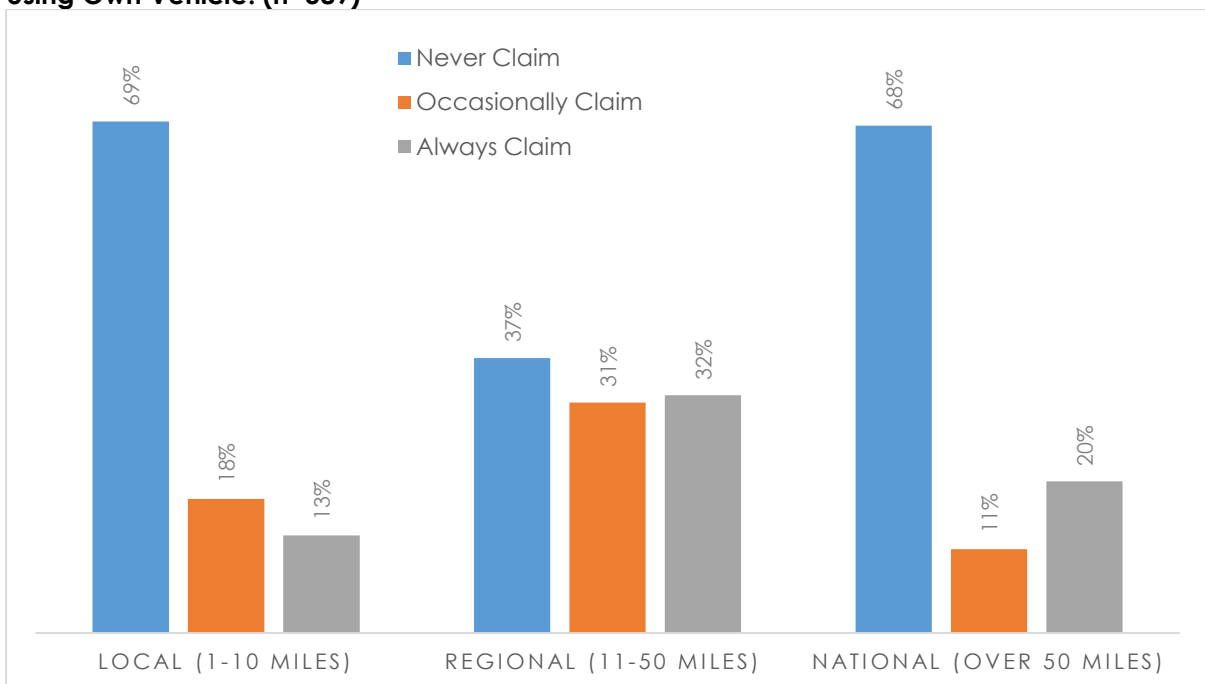


3.34 Following this, staff were asked about the distance their business travel usually covers, Figure 3.26 shows the outcome. National travel, over 50 miles, is the most common type of business travel by staff members at the University. In the 'other' category, the majority of responses related to international travel, with 34 of the 38 'other' responses and the remaining four being a combination of all three types.

**Figure 3.26: Usual Distance of Business Travelled for Staff (n=389)**



**Figure 3.27: Distance Usually Travel for Business with Tendency to Claim Fuel Expenses when Using Own Vehicle. (n=389)**





3.35 The University's strategy for reporting and monitoring business travel emissions is based upon mileage claims from staff as well as carbon figures from taxi, hire car, rail and air travel booked through the University's travel providers. **Figure 3.27** would suggest that a large number of long distance trips are undertaken by staff members who never claim for travel in their own car. Emissions associated with such journeys will, therefore, be missed from the business emissions report.

### Staff Car Users

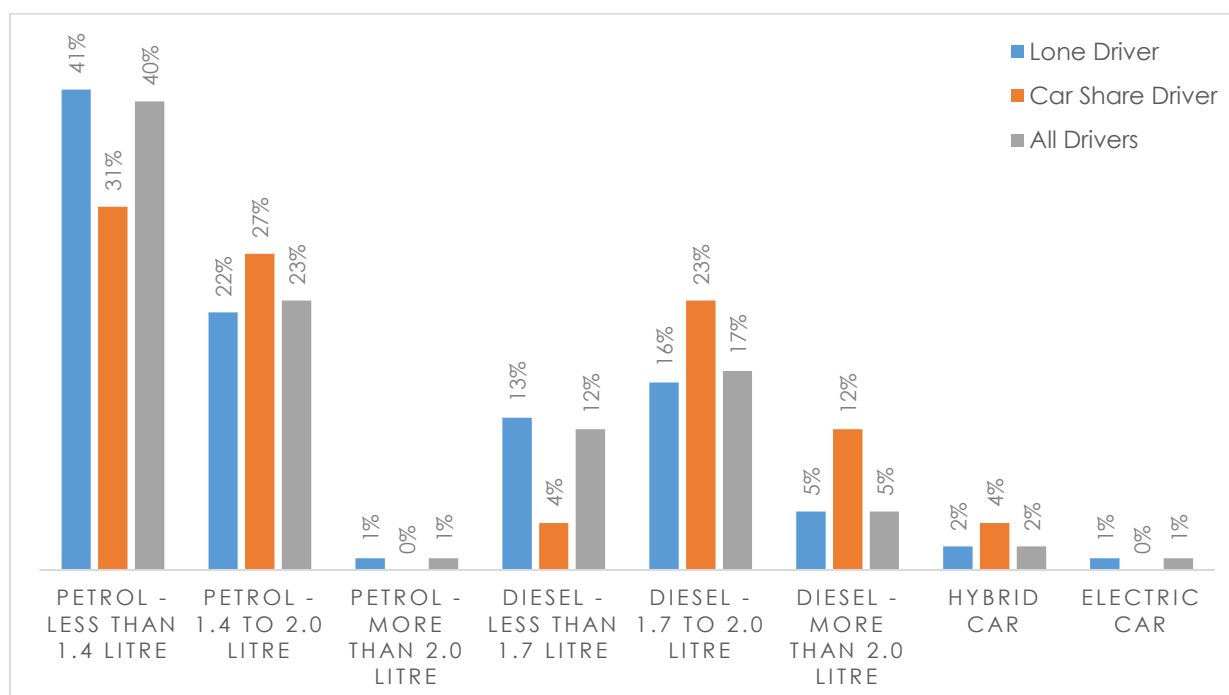
3.36 Both staff who drive by themselves and as a car share driver were asked what sort of car they drive in terms of fuel type and engine size. This information is primarily used to calculate carbon emissions from the staff commute (see **Section 5**). However, it is also summarised in **Figure 3.28** and shows that the most popular type of car amongst staff commuting is small petrol cars. Lower proportions of staff are driving larger diesel engine cars. There are also a few staff with hybrids and electric vehicles.

**Figure 3.28: Staff Car Type and Engine Size (n=265)**

Car Type / Engine Size	Lone Driver		Car Share Driver		Both	
	Count	%	Count	%	Count	%
Petrol - less than 1.4 litre	97	41%	8	31%	105	40%
Petrol - 1.4 to 2.0 litre	53	22%	7	27%	60	23%
Petrol - more than 2.0 litre	3	1%	0	0%	3	1%
Diesel - less than 1.7 litre	30	13%	1	4%	31	12%
Diesel - 1.7 to 2.0 litre	38	16%	6	23%	44	17%
Diesel - more than 2.0 litre	11	5%	3	12%	14	5%
Hybrid Car	5	2%	1	4%	6	2%
Electric Car	2	1%	0	0%	2	1%



**Figure 3.29: Staff Car Type and Engine Size (n= 265)**



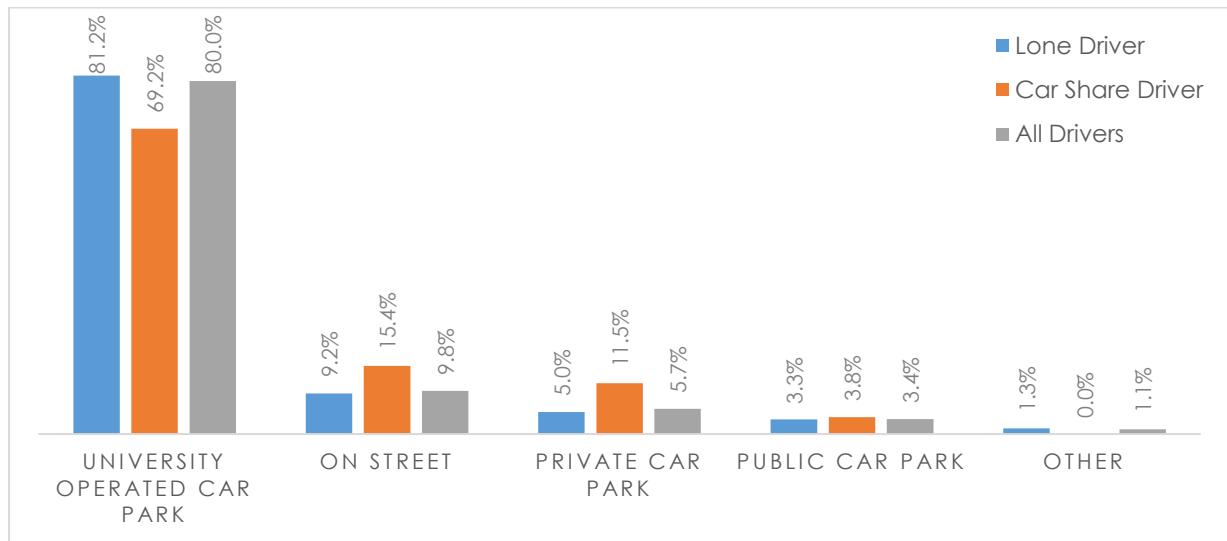
3.37 All staff drivers were asked where they park their car whilst working on Campus. As can be seen from **Figure 3.30**, the vast majority, 80% of staff drivers, park in a University operated car park. Much smaller proportions park off Campus either on-street (9.8%) or in other car parks (10.2%).

**Table 3.30: Where Staff Drivers Park (n=265)**

Where	Lone Driver		Car Share Driver		Both	
	Count	%	Count	%	Count	%
University operated car park	194	81.2%	18	69.2%	212	80%
On street	22	9.2%	4	15.4%	26	9.8%
Private car park e.g. NCP / QPark	12	5.0%	3	11.5%	15	5.7%
Public car park i.e. Council	8	3.3%	1	3.8%	9	3.4%
Other	3	1.3%	0	0%	3	1.1%
<b>Total</b>	<b>239</b>	<b>100%</b>	<b>26</b>	<b>100%</b>	<b>265</b>	<b>100%</b>



**Figure 3.31: Where Staff Drivers Park (n=265)**



3.38 Staff who drive by themselves to work were asked what alternative modes they would consider using (**Figure 3.32**). Half of staff who drive by themselves said they would not consider any other mode, however, this leaves a significant group who would consider an alternative (given the right incentives). The most popular alternative was bus, with 25.5% selecting this mode. Car sharing, metro and train were all also popular alternative modes of travelling to university. Other modes were all relatively similar in terms of likelihood of being chosen as an alternative mode, ranging from walking at 3% to cycling at 8%.

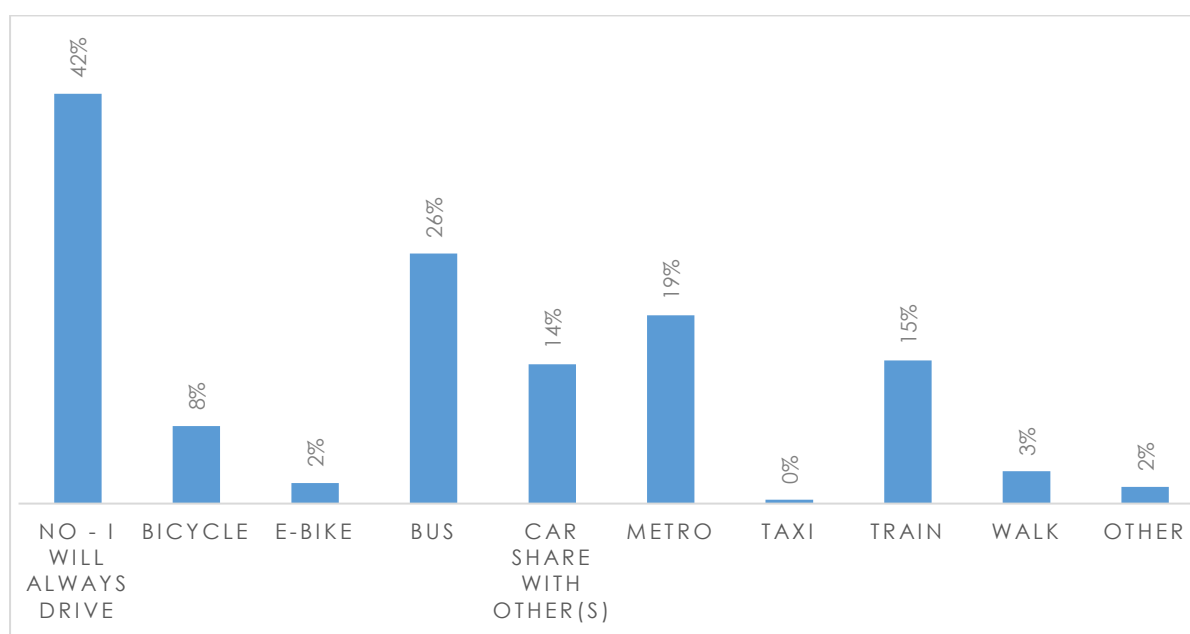
3.39 This information is considered in the context of that shown in **Figure 3.17**, which indicates that 60% of lone drivers do already use an alternative mode occasionally. A key challenge for the University moving forward will be to understand how these occasional trips by alternatives to the car can be increased; moving away from the traditional approach of travel plan programmes which focus on targets to change the main mode of transport that staff and students travel by, to one which recognises the benefit and impact of increasing the frequency of occasional trips.



**Figure 3.32: Staff Lone Driver Alternative Modes Considered (n=239)**

Alternative Mode	Count	%
No - I will always drive	100	41.8%
Bicycle	19	7.9%
E-bike	5	2.1%
Bus	61	25.5%
Car Share with other(s)	34	14.2%
Metro	46	19.2%
Motorcycle	0	0%
Taxi	1	0.4%
Train	35	14.6%
Walk	8	3.3%
Other	4	1.7%

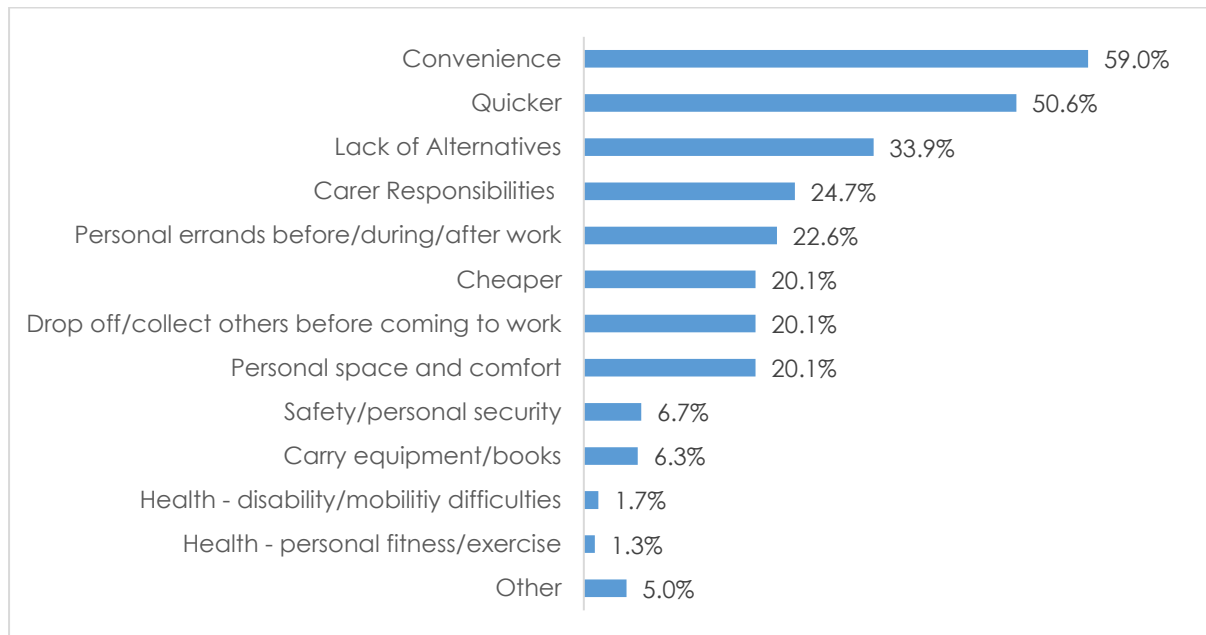
**Figure 3.33: Staff Lone Driver Alternative Modes Considered (n=239)**



3.40 Lone drivers were also asked what their main reason for travelling by car alone was (**Figure 3.34**). Convenience and speed were the two most common reasons selected by respondents, followed by lack of alternatives. Without giving each individual a personal journey plan, it is difficult to assess the accuracy of staff selecting 'lack of alternatives', often a perceived lack of choice can stem from a lack of awareness of alternative options for travel.

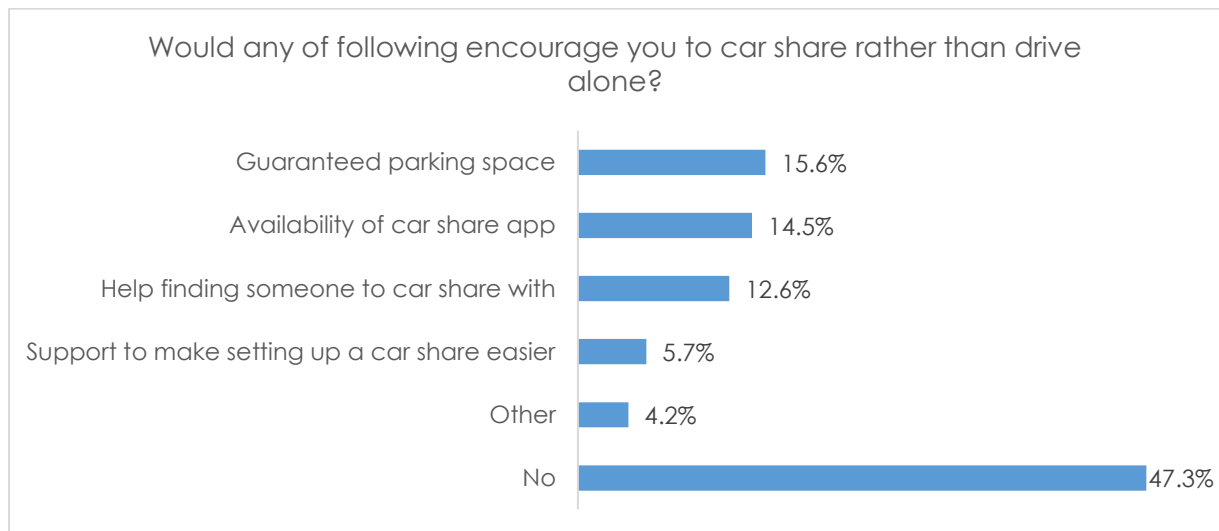


**Figure 3.34: Reason for Travelling by Car Alone (n=239)**



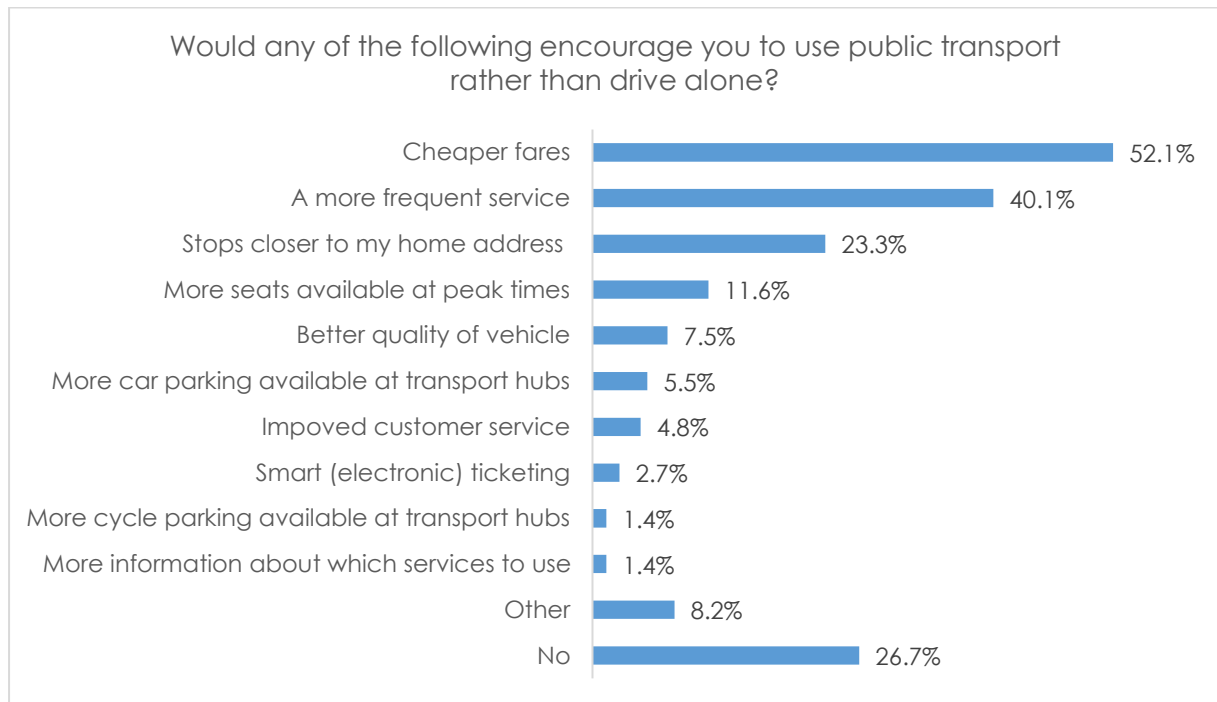
3.41 To better understand how popular different incentives may be among lone drivers, each respondent was asked what might encourage them to use public transport, car share and walk/cycle to university, the results can be seen in **Figures 3.35-3.37**.

**Figure 3.35: Popularity of Initiatives to Car Share Among Lone Drivers (n=239)**

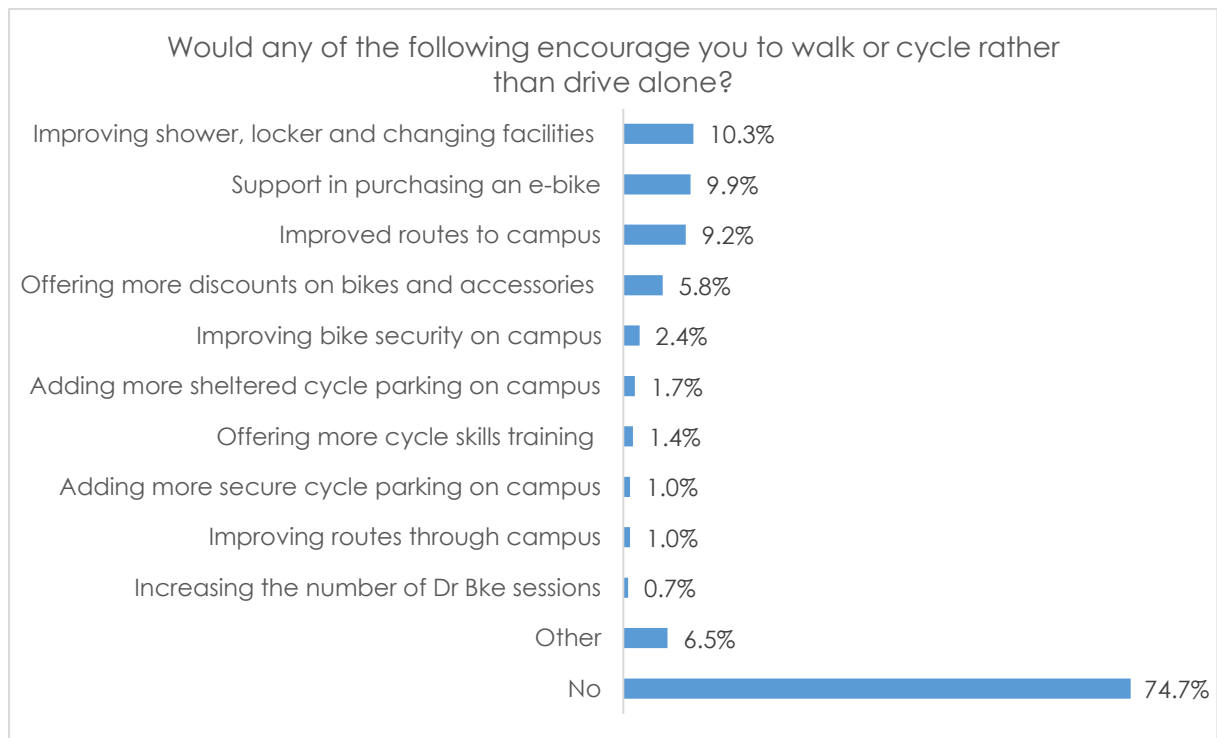




**Figure 3.36: Propensity to Use Public Transport Among Lone Drivers (n=239)**



**Figure 3.37: Propensity to Walk/Cycle Among Lone Drivers (n=239)**







- 3.42 It can be seen from the above figures that public transport is the mode that lone car drivers are most likely to switch to, which is evidenced by the occasional modes used by this group. Walking and cycling are the modes that are least likely to be taken up by lone drivers, this is likely to be due to the distance this group travels to get to the University.
- 3.43 The most popular incentive to switch to public transport was cheaper fares, followed by more frequent services. Encouragingly, 'more information about which services to use' had a relatively small percentage of staff select it, suggesting that information provision about public transport is adequate.

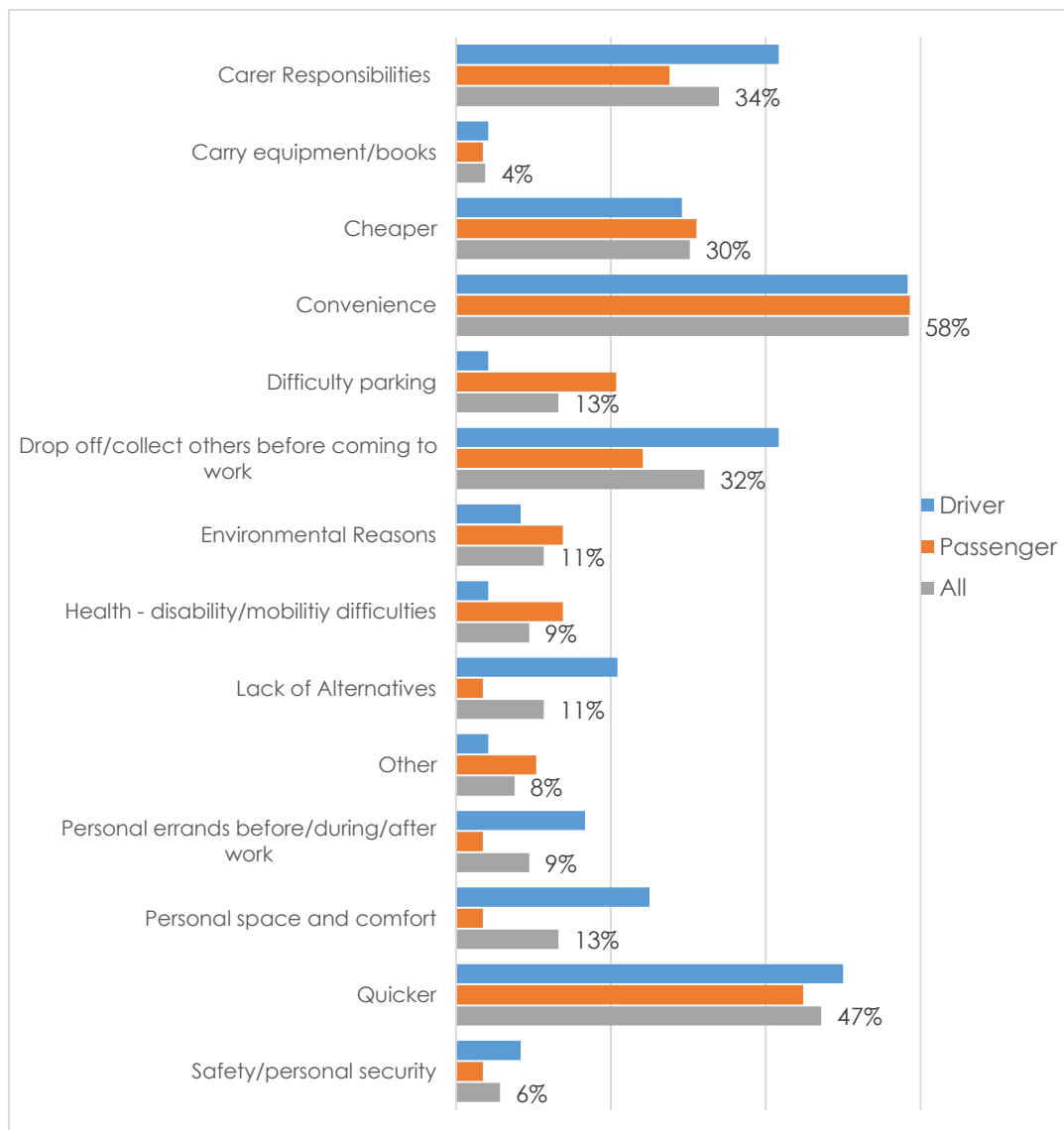


### Staff Car Sharers

3.44 Car sharers were asked their main reasons for choosing to travel by the mode they do, **Figure 3.38** shows the results.

3.45 As with lone drivers, convenience and speed are the two most common responses to this question (with 58% and 47%, respectively, for car sharers overall). Amongst those that are the driver in a car share arrangement, dropping off others before coming to work and caring responsibilities also ranked highly.

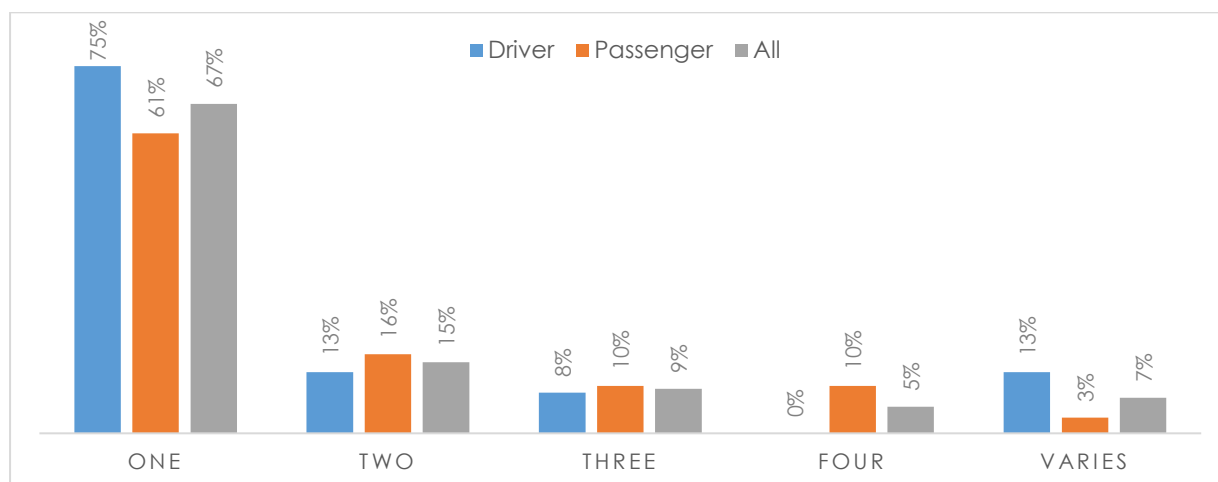
**Figure 3.38: Reason for Car Sharing (All = 55)**





3.46 Car sharers were asked who and how many people they car share with. Most car pools consist of two people (71%, overall), as shown in **Figure 3.39**.

**Figure 3.39: Number People Staff are in Car Sharing Arrangements (All = 55)**



3.47 As can be seen from **Figure 3.40**, family members not at the University are the most popular car share partners with 51% of all car pool arrangements working on this basis. This is particularly the case when looking at car share passengers in isolation (65%). Encouragingly, over a third of car shares (39%) are with other staff from the University, which brings benefits in terms of car parking demand and localised traffic levels.

**Table 3.40: Staff Car Share Arrangements (n=57)**

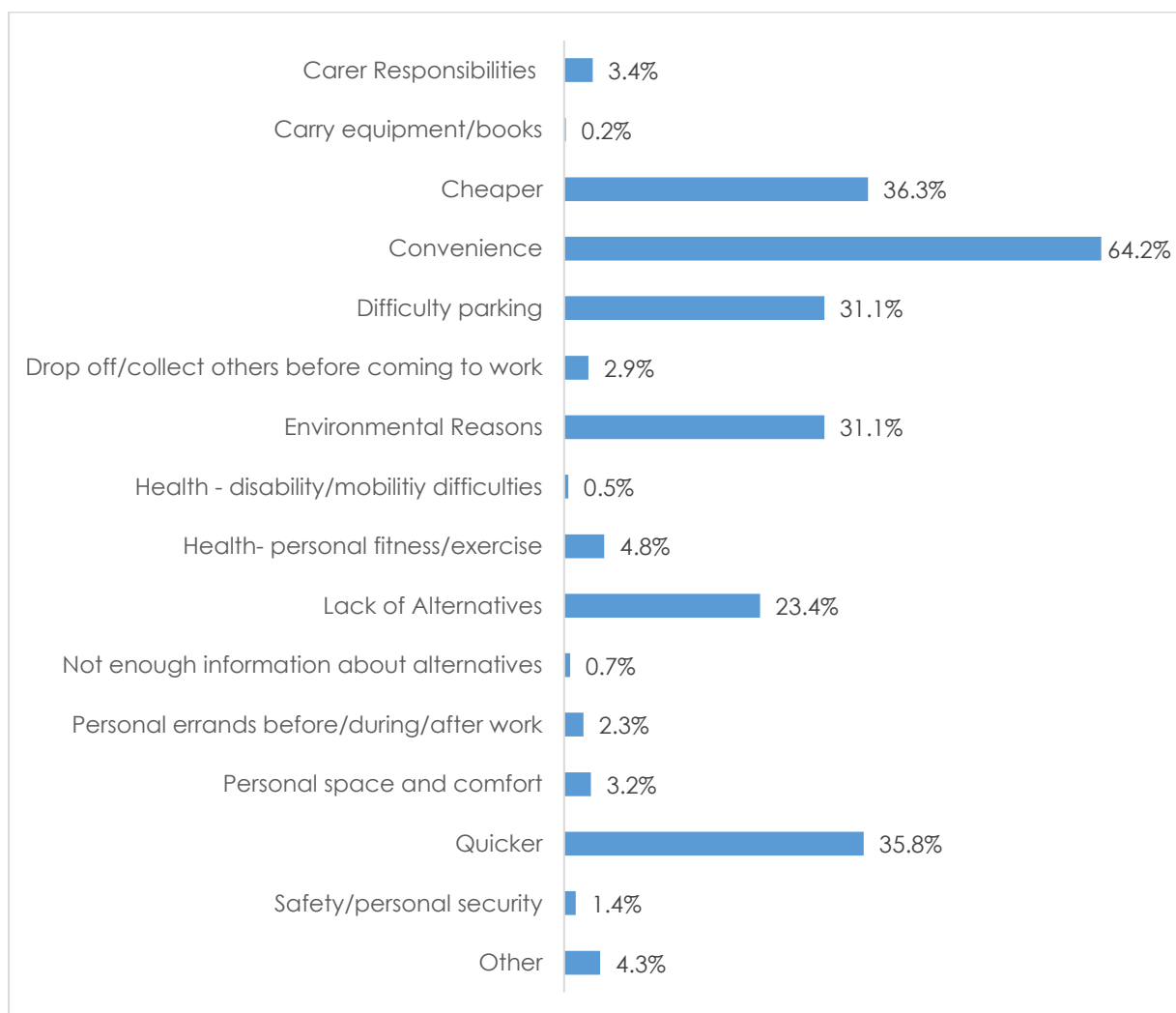
Who Car Share With	Car Share Driver		Car Share Passenger		All Car Sharers	
	Count	%	Count	%	Count	%
Other Northumbria Staff Members	14	54%	8	26%	22	39%
Northumbria University students	1	4%	0	0%	1	2%
Family members not at Northumbria University	9	35%	20	65%	29	51%
Friends not at Northumbria University	1	4%	3	10%	4	7%
Other	1	4%	0	0%	1	2%
<b>Total</b>	<b>26</b>	<b>100%</b>	<b>31</b>	<b>100%</b>	<b>57</b>	<b>100%</b>



### Staff Public Transport Users

3.48 Staff public transport users were asked what their reason for travelling by that mode are, about their ticket types and what they think would improve their journey to work experience. **Figure 3.41** summarises the reasons for choosing this mode. Convenience is, by far, the most common response to this question, with 'cheaper', 'difficulty parking', 'environmental reasons' and 'quicker' all selected with around the same level of frequency (36.3%, 31.1%, 31.1%, and 35.8%, respectively).

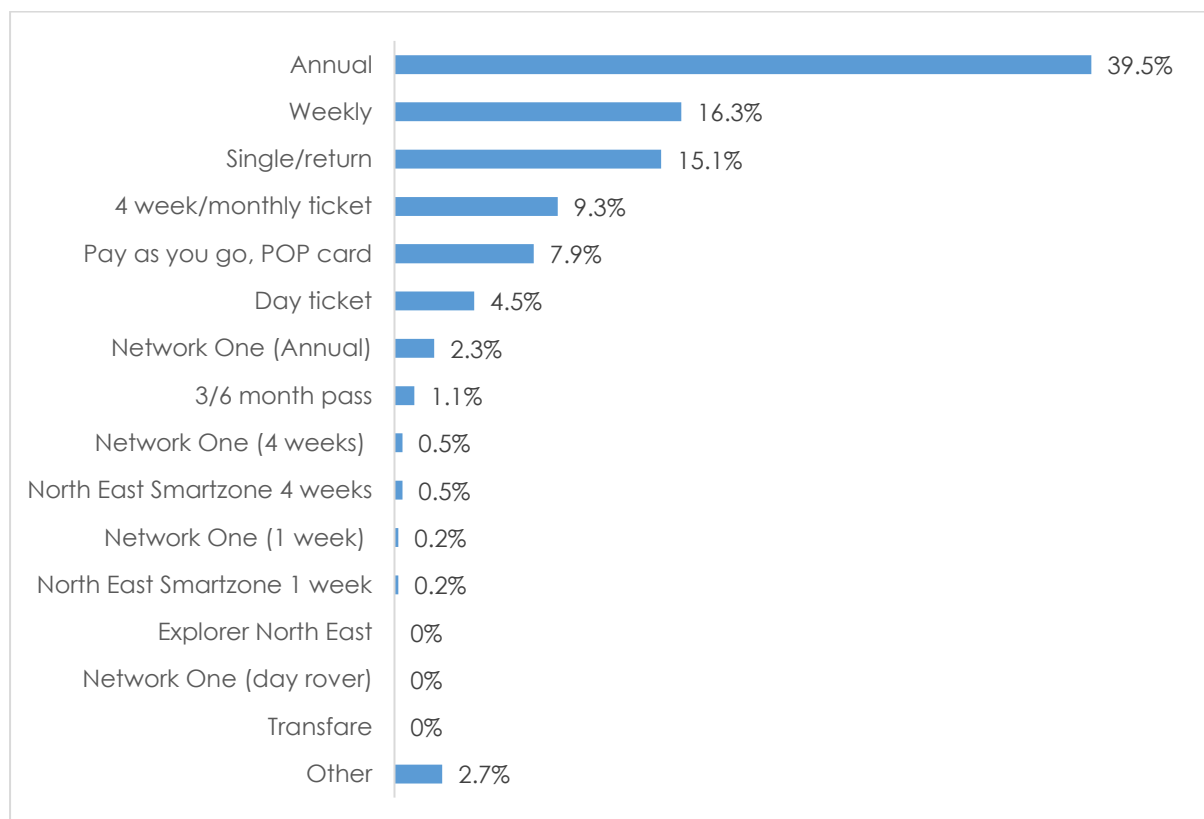
**Figure 3.41: Reasons for Travelling by Public Transport (n=441)**



3.49 Staff were asked what type of ticket they usually purchase for their public transport journeys. As shown in **Figure 3.42**, of those surveyed, the most popular tickets were annual, bought by 39.5% followed by weekly, bought by 16.3%.



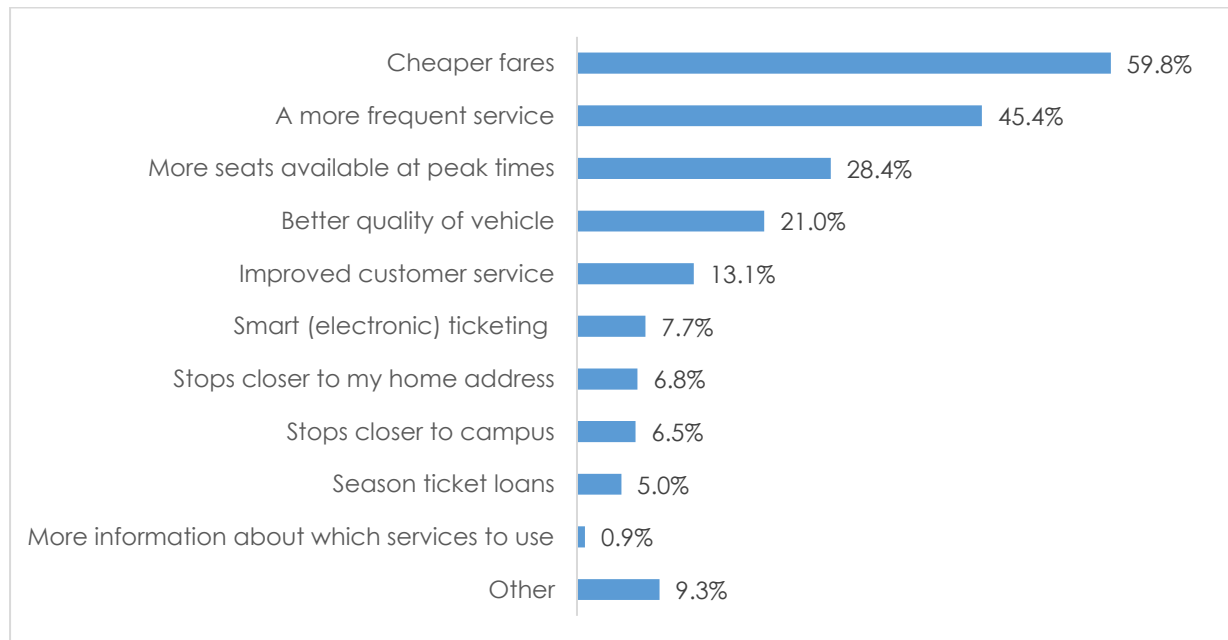
**Figure 3.42: Staff Public Transport Ticket Type (n=443)**



3.50 Asking staff who already travel by public transport what improvements they would like to see for their journey to work gives a valid insight based on existing users' experiences. The results, shown in **Figure 3.43**, indicate that existing public transport users would like to see cheaper fares as their top priority (59.8%), followed by more frequent services and more seats.



**Figure 3.43: Current Staff Public Transport Users Improvements (n= 443)**

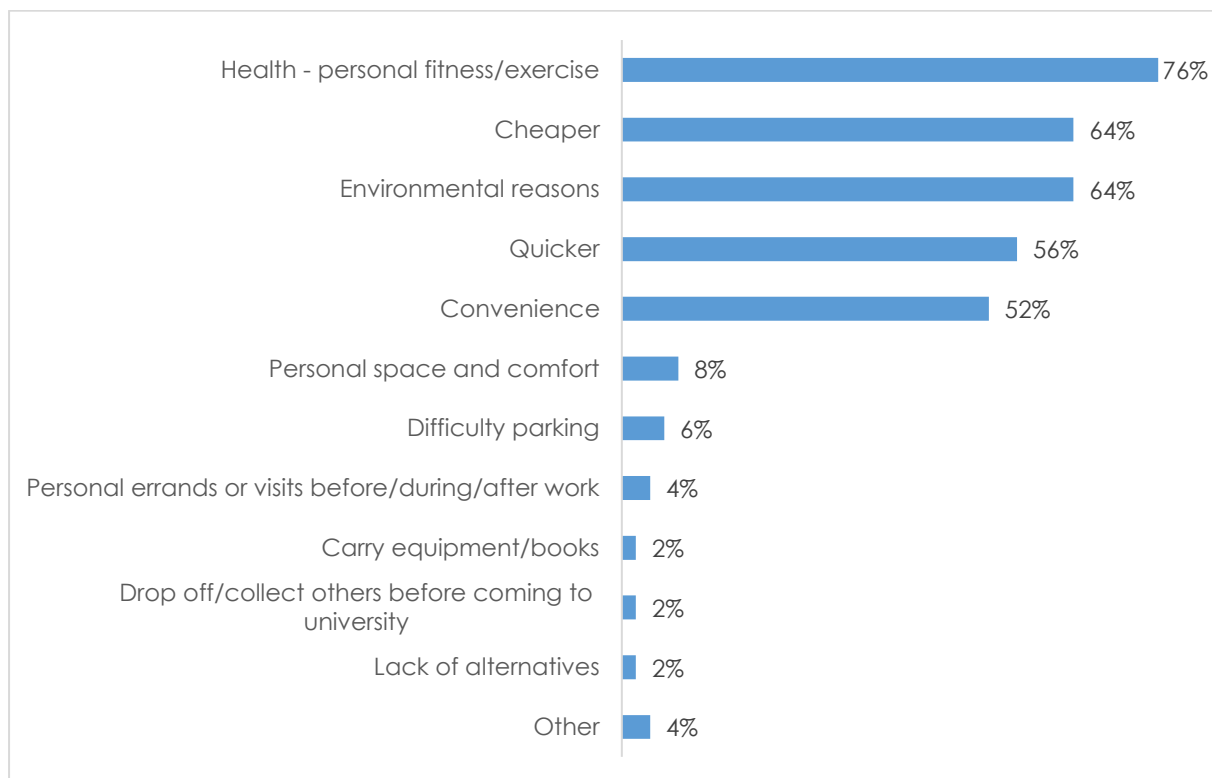




## Staff Cyclists

3.51 Existing cyclists were also asked their main reasons for choosing to cycle and what improvements they would like to see for their cycle to work. **Figure 3.44** indicates that fitness was the most common reason for deciding to cycle to university, with 76% of current cyclists selecting this as one of their main reasons. This is followed by 'environmental reasons' and 'cheaper', both with 64%.

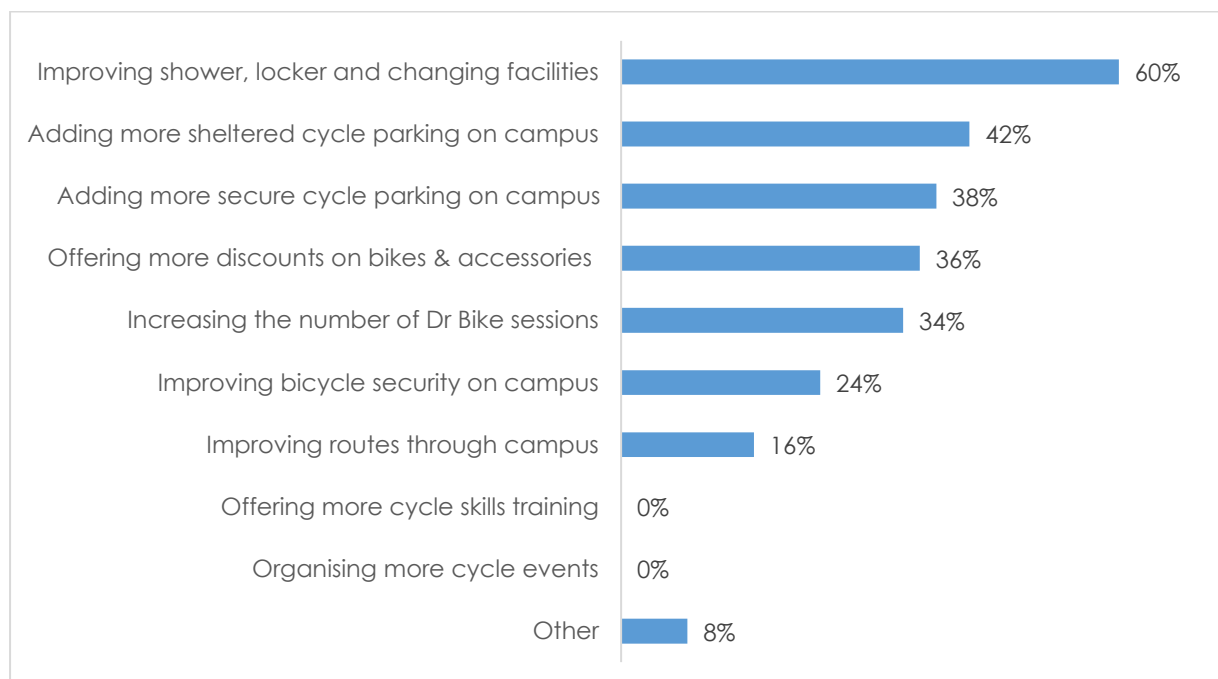
**Figure 3.44: Main Reason Current Cyclists Choose this Mode (n=50)**



3.52 As summarised in **Figure 3.45**, cyclists would like to see the University prioritise improving the shower, locker and changing facilities on campus (60%) then adding more sheltered and secure cycle parking on campus (42% and 38%), then offering more discounts on bikes and accessories (36%). Improving shower, locker and changing facilities was also a common response among lone driver that could be encouraged to walk/cycle, as was offering discounts on bikes and accessories.



**Figure 3.45: Existing Staff Cyclists' Preferred Improvements (n= 50)**



### Free Text Questions

3.53 Respondents were asked a number of free text questions, in order to gather some more qualitative data on specific topics / feedback. The free text answers in their entirety are provided at **Appendix C**, however, a summary of common responses by question are provided below.

3.54 *Common responses to the question "Please use the space below to make any further comments relating to your commute by public transport" were:*

- By far the most common response related to how unreliable services are (especially Metro),
- Many complain about the price of public transport and specifically ask for bigger discounts through the corporate scheme,
- A few say that they would prefer to cycle but feel that cycling facilities aren't sufficient,
- Many mention that buses are dirty,
- There are a lot of people mentioning that they would prefer to drive but parking issues mean that it isn't an option for them,





- Some say that generally the service is good but when delays do occur, they can be problematic,
- Some comment on how busy services are in peak times.

3.55 The most common response to the question “Where would you like to see more cycle parking provided?” was around/in the Ellison Building followed by both City Campus West and City Campus East, in general.

3.56 Common responses to the question “Where would you like to see improved shower, locker or changing facilities?” included:

- Ellison Building,
- Northumberland Building,
- Some say that they would like to see facilities in each building,
- A few respondents mention that they would like to see facilities at Coach Lane Campus East.

3.57 Cyclists were then given space to leave any further comments they had about their commute, some common themes among responses were:

- A desire to see the spend limit for the cycle to work scheme to be increased from £1000,
- Improvements to the cycling infrastructure in the local area would be helpful,
- Many comment on feeling unsafe cycling in the local area,
- One responder would like to see an increase in Dr Bike sessions, as they felt a real benefit from these in the past.

3.58 Finally, all respondents were invited to leave any further comments on their mode of travel to and from the university. Some of the key comments are summarised below:

- Many used this as an opportunity to reiterate their previous comments on public transport or cycling,
- Some use it to explain they had no choice but to travel by car, commonly because there were no public transport options or because of personal circumstances meaning they needed flexibility,
- Many said they would be open to using an active mode for their commute but couldn't as they lived too far away,
- Some people commented on the changes to the intercampus bus and a dislike of the new route used,
- A few comments were made on the difficulty of claiming business travel expenses,



- Many suggested that they would like the option to work from home for some days during the week to reduce their commuting pollution,
- A few said they would appreciate support from the university in switching to an electric vehicle,
- Some said they thought parking at university was too expensive.

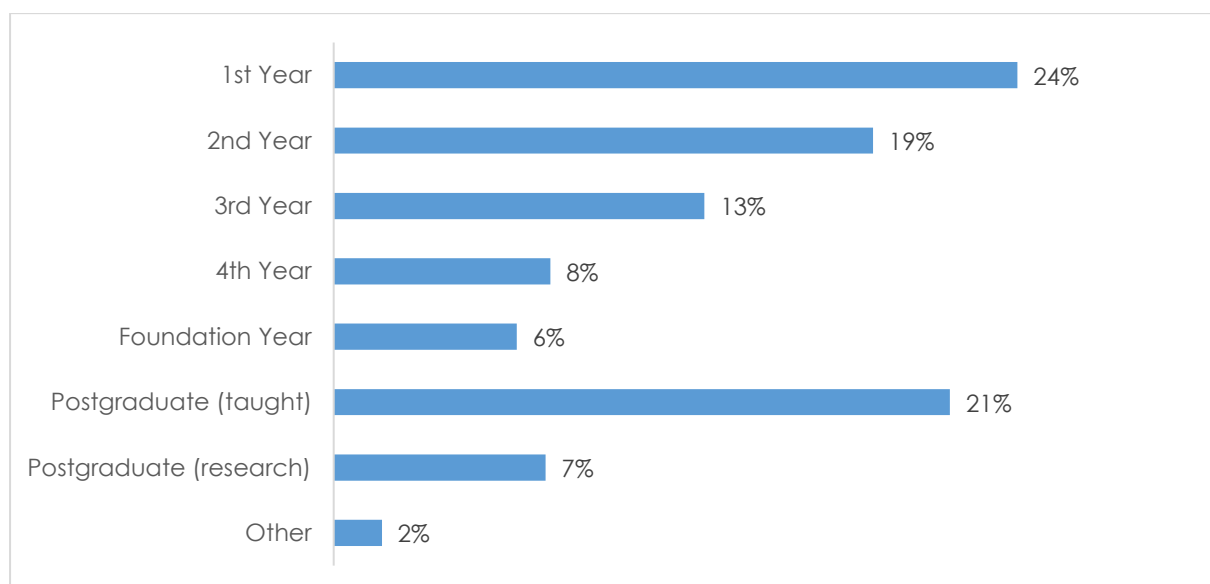


## 4. STUDENT SURVEY RESULTS

### Student Characteristics

- 4.1 Students completing the travel survey were asked question about themselves and their course before finding out about the different journeys they make to the University. Students were asked about whether and how they travel at the start of the academic year, as well as their daily/regular commute to campus for studying.
- 4.2 Just under a quarter of students responding to the survey were first year undergraduates, a fifth were in their second year and 13% were in their third year. Postgraduates made up 28% of respondents and Foundation year students 6% (**Figure 4.1**).

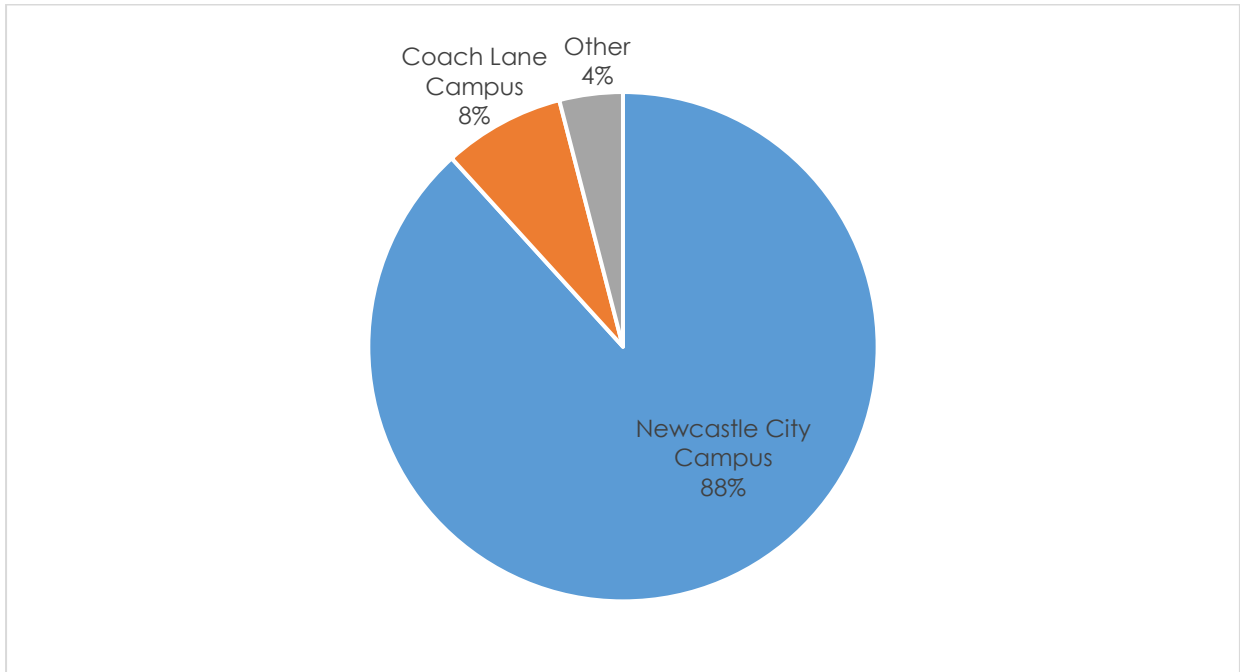
**Figure 4.1: Student Year of Study (n= 598)**



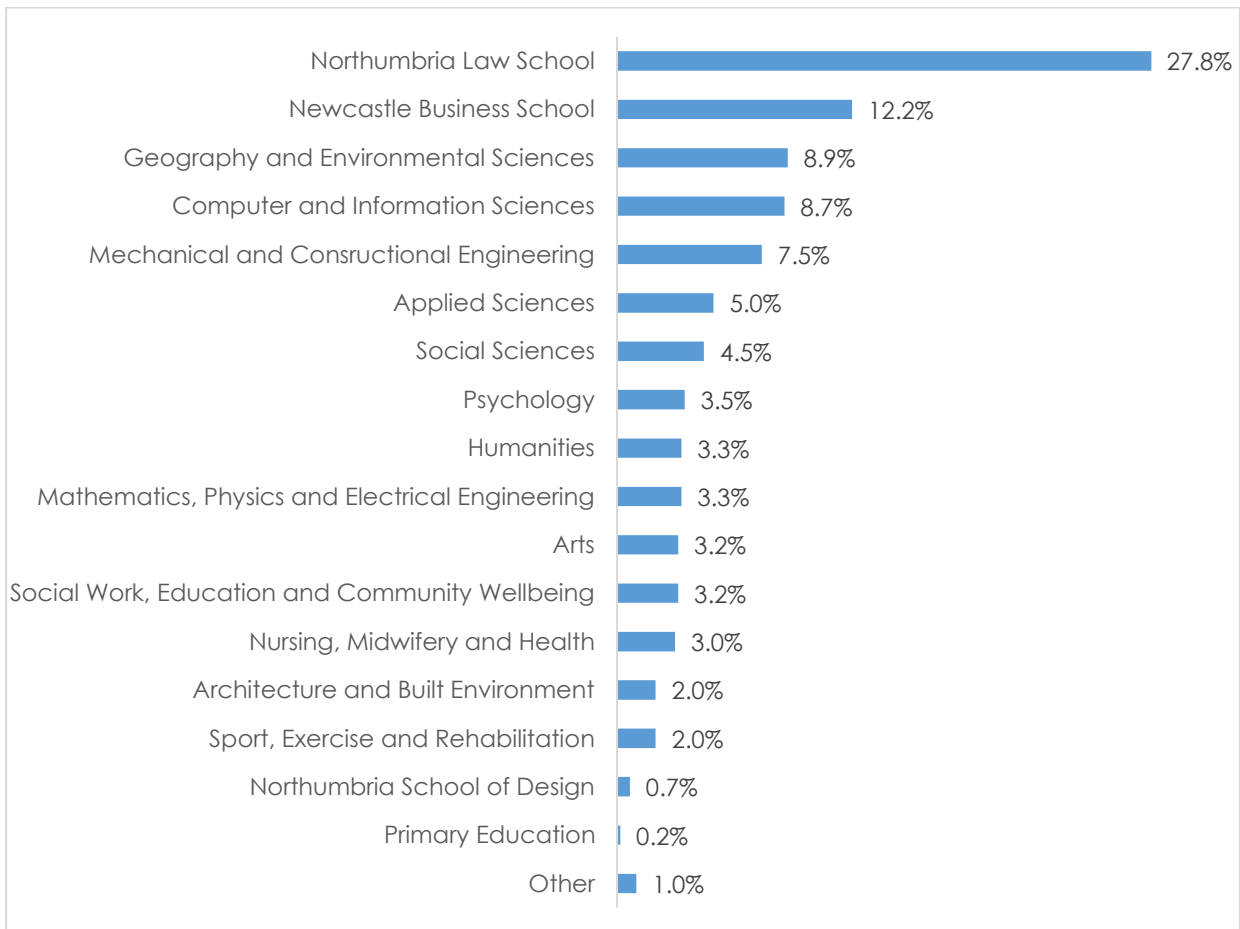
- 4.3 The majority of student respondents are based at the Newcastle City Campus (88%) with 8% based at Coach Lane and just seven students based in London completed the survey. Additionally, three students specified the Northern Design Centre in Gateshead as their base campus (**Figure 4.2**).
- 4.4 Students were asked to indicate what subject area their course is categorised under (**Figure 4.3**). The highest proportion of responses came from students studying courses at the Northumbria Law School (27.8%), with 12.2% from the Newcastle Business School, followed by Geography and Environmental Sciences (8.9%), Computer and Information Sciences (8.7%) and Mechanical and Constructional Engineering (7.5%). There was representation for each subject area.



**Figure 4.2: Student Base Campus (n=596)**



**Figure 4.3: Student Subject Area (n= 598)**

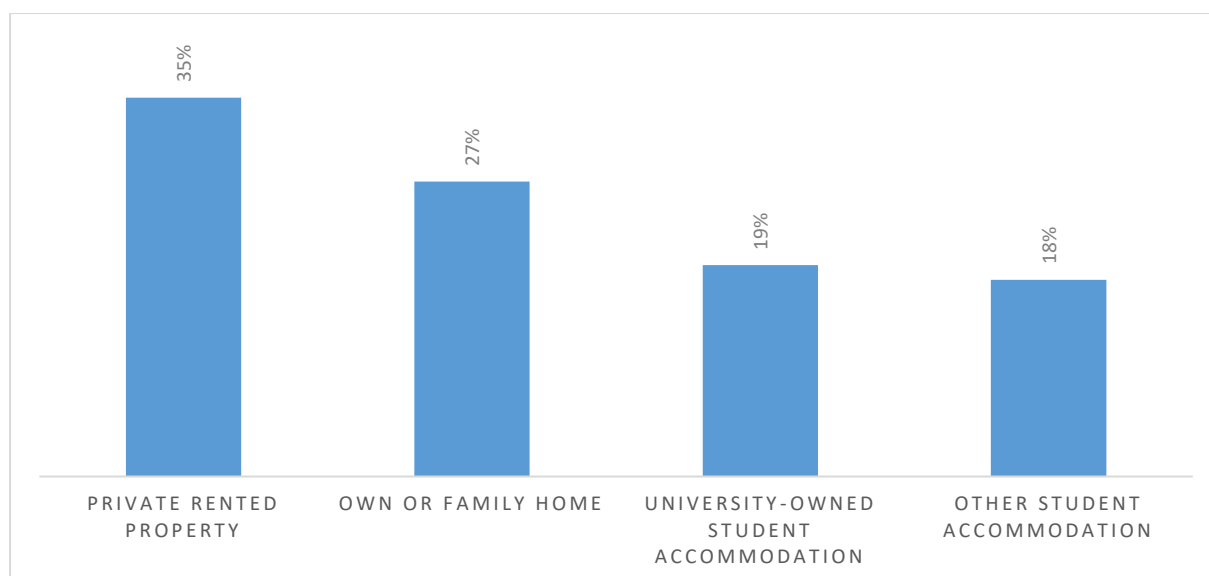




4.5 Finally, before moving onto questions about travel and mode, students were asked about the type of the accommodation they live in during term-time (**Figure 4.4**). Private rented property was the most frequent response at 35%. Twenty seven percent of respondents said that they live at their permanent own or family home, compared with a third of respondents in 2018.

4.6 Of the remaining 37%, there is an even split between University and other student accommodation. Later in the survey, those who said they live in University accommodation were asked to provide further detail. The results are shown in **Figure 4.5**. In 2018, nearly half of respondents lived in Trinity Square; the 2020 results indicate that the most frequent answer (31%) was Winn, with Trinity Square making up 27.6%.

**Figure 4.4: Student Accommodation Type (n=598)**



**Figure 4.5: Student Accommodation Name (n= 116)**

Accommodation	%	Count
Winn	31%	36
Trinity Square	27.6%	32
Claude Gibb	12.1%	14
Lovaine Hall	6.9%	8
Camden Court	6%	7
Glenamara House	4.3%	5
New Bridge Street	3.4%	4
Liberty Central	2.6%	3
Liberty Quay	1.7%	2
Portland Green Student Village	0.9%	1
Other	1.4%	4



4.7 Although the biggest opportunity the University has to influence the travel behaviour habits of students is for their regular / daily commute to campus it is also important to consider how students initially travel to University (if indeed they do so and do not have the same address year-round) and how they make journeys back to any more permanent address throughout the year. Pre-arrival information sent to students can have a significant influence over whether students bring a car or bike with them for instance, which then has a knock-on influence over how they travel around Newcastle on a daily basis.

### **Student Mode at the Start of the Academic Year and Home During Term**

4.8 Students were asked how they travel to University at the start of the academic year. Of the 598 students who answered this question, 16.4% said that they do not travel home because they have the same term-time and permanent address. Experience from other HE institutions is suggesting that 'Commuter Students', those who remain at their permanent or family home to study rather than moving away is an increasing proportion and an increasing trend, possibly influenced by increasing fees and the economic climate. The COVID-19 pandemic, which is currently ongoing world-wide, has the potential to further this trend.

4.9 The mode split for the start of the academic year journey is shown in **Figures 4.6 and 4.7**. The most popular way of getting to University at the start of academic year for those students who do so, is car sharing with parents or family, chosen by 16.6% of students (this compares with 27% in 2018). Including car share arrangements with other students and friends increases this proportion to 16.9%.

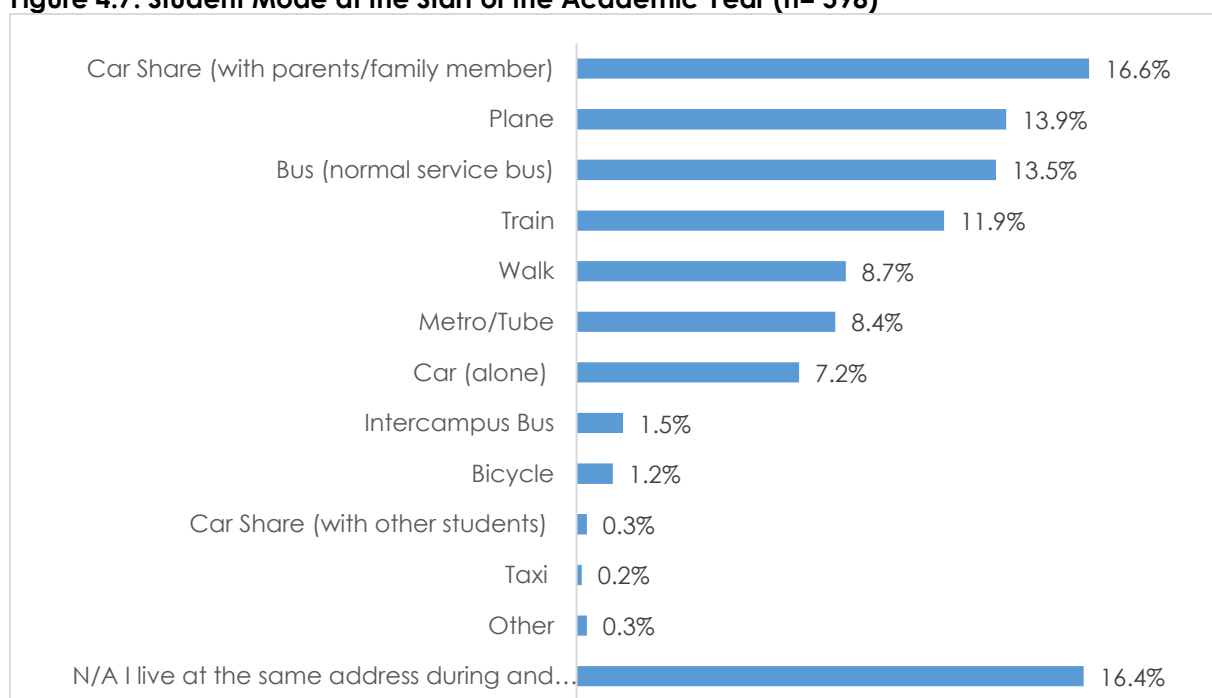
4.10 Considering all public transport modes together, these account for 33.8% of student journeys at the start of the year, with 13.5% arriving by bus, 8.4% by Metro and 11.9% by train. A significant proportion fly to the University at the start of the year (13.9%), the second most popular mode.



**Figure 4.6: Student Mode at the Start of the Academic Year (n= 598)**

Mode	Count	%
Car Share (with parents/family member)	99	16.6%
Plane	83	13.9%
Bus (normal service bus)	81	13.5%
Train	71	11.9%
Walk	52	8.7%
Metro/Tube	50	8.4%
Car (alone)	43	7.2%
Intercampus Bus	9	1.5%
Bicycle	7	1.2%
Car Share (with other students)	2	0.3%
Taxi	1	0.2%
Other	2	0.3%
N/A I live at the same address during and out of term-time	98	16.4%

**Figure 4.7: Student Mode at the Start of the Academic Year (n= 598)**



4.11 Student postcodes and the mode they use to travel to University at the start of the year have been mapped and are shown in **Appendix D**. The spread of international students travelling by plane from around the world is immediately evident. The spread of car sharers across the UK stands out as do the concentrations of bus users closer to Newcastle.



4.12 It is interesting to note that travel patterns for the trip to and from the university campus at the start and end of the academic year has remained comparable to previous years as outlined in **Figure 4.8**.

**Figure 4.8: Comparison of Student Mode at the Start of the Academic Year – 2018 and 2020**

Mode	2018		2020		Change
	Count	%	Count	%	
Car Share (with parents/family member)	382	26.49%	99	20.16%	-6.33%
Plane	223	15.46%	83	16.90%	1.44%
Bus (normal service bus)	218	15.12%	81	16.50%	1.38%
Train	170	11.79%	71	14.46%	2.67%
Walk	13	0.90%	52	10.59%	9.69%
Metro/Tube	171	11.86%	50	10.18%	-1.68%
Car (alone)	206	14.29%	43	8.76%	-5.53%
Bicycle	8	0.55%	7	1.43%	0.87%
Car Share (with other students)	29	2.01%	2	0.41%	-1.60%
Taxi	8	0.55%	1	0.20%	-0.35%
Other	14	0.97%	2	0.41%	-0.56%

4.13 As illustrated there has been a reduction in car sharing (with family members) and a modest increase in flying, no doubt a reflection of (prior to COVID-19) the increase in the proportion of international students attending the university. It is also worth noting that the significant increase in the number stating they walk is likely to be down to those students who already lived in the local area but didn't appreciate there was a separate option in the survey for this.

4.14 Students were also asked if / how often they travel 'home' during an academic year and by what mode of travel. The responses are summarised in **Figure 4.9**. Of the 1,280 students who answered these questions, 53% indicated that they do not go home (or that they live at their permanent address all year round).

4.15 Of those who do return home the most popular mode to do so is by train (37.5%), then bus / coach (18.6%), followed by plane (14.6%). **Figure 4.9** shows how these proportions change when mode data is cross tabulated with the frequency with which students make these journeys.





**Figure 4.9: Mode and Frequency of Journeys Home During Term-time (n= 280)**

Mode	Infrequently	Once a month	1-3 times a month	Once a week	More than once a week	All Frequencies
Bicycle	0%	0%	0%	0.4%	0.4%	0.7%
Bus/Coach	1.1%	0.7%	2.1%	1.4%	13.2%	18.6%
Car Share (with other students)	0.4%	0%	0.7%	0%	0%	1.1%
Car Share (with parents/family member)	0.7%	0.4%	1.4%	0.7%	0.4%	3.6%
Car/Van (alone)	1.1%	1.8%	2.9%	1.4%	4.6%	11.8%
Metro/Tube	1.1%	0%	0.7%	2.1%	6.1%	10.0%
Plane	13.6%	1.1%	0%	0%	0%	14.6%
Train	13.9%	10.7%	5.7%	5.0%	2.1%	37.5%
Walk	0.7%	0.4%	0%	0%	0%	1.1%
Other	0.4%	0%	0.4%	0%	0.4%	1.1%
Sample (n)	92	42	39	31	76	280

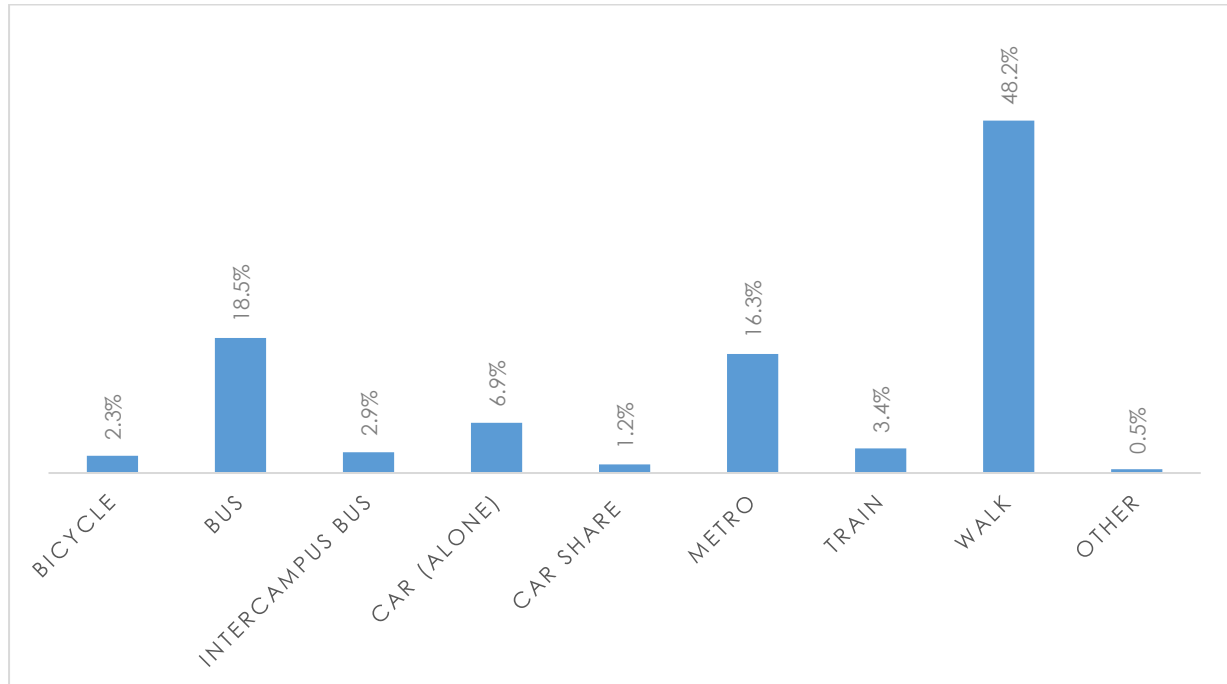
(Note: These figures are for the 58.4% of students who do make journeys home during term-time. 41.6% do not)

### Student Main Travel Mode

4.16 Typically, the journeys over which the University is able to exert greatest influence are those that students make on a regular or daily basis to campus for their studies and other University activities. The mode split for students' travel to University during term-time is shown in **Figure 4.10** for all Campus sites combined.



**Figure 4.10: Student Main Mode – All Campuses (n= 596)**

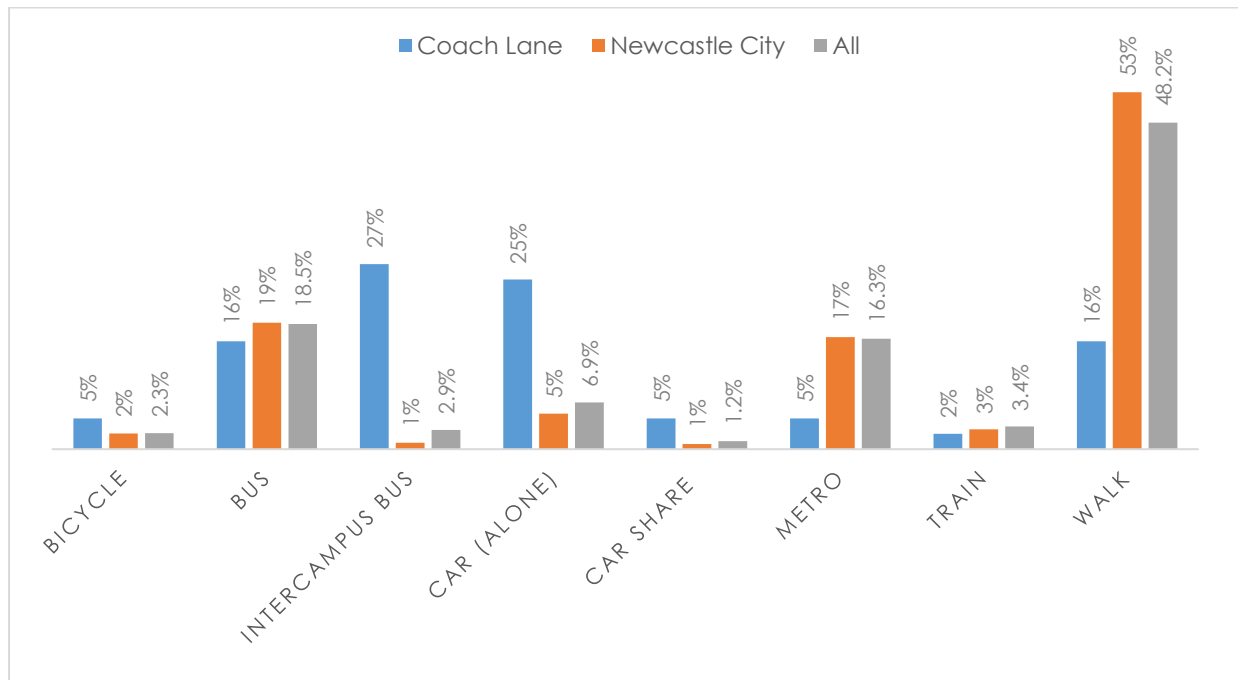


4.17 The most popular mode by far, for students is to walk, chosen by 48.2% of all students. The next most popular mode is bus, representing 18.5% of respondents and Metro, used by 16.3% of students. Over a third of students usually travel to University on public transport (38.2%, collectively). Cycling is relatively low at 2.3%, whilst the proportion that travel by car alone – at 6.9% - is encouraging, particularly when considered in the context of historic data (explored further, later in this section).

4.18 The mode split varies between the two main Campuses as conveyed in **Figure 4.11**. Lone drivers account for only 5% of students based at Newcastle Campus compared to 25% at Coach Lane. This is largely attributable to the much higher proportion of students using active modes to get to Newcastle Campus where 55% of students usually walk/cycle, compared to just 21% of students based at Coach Lane Campus. The Inter-campus bus also plays a far more significant role for those travelling to Coach Lane Campus, accounting for 27% of respondents based there (compared with 2.9% at the Newcastle Campus).



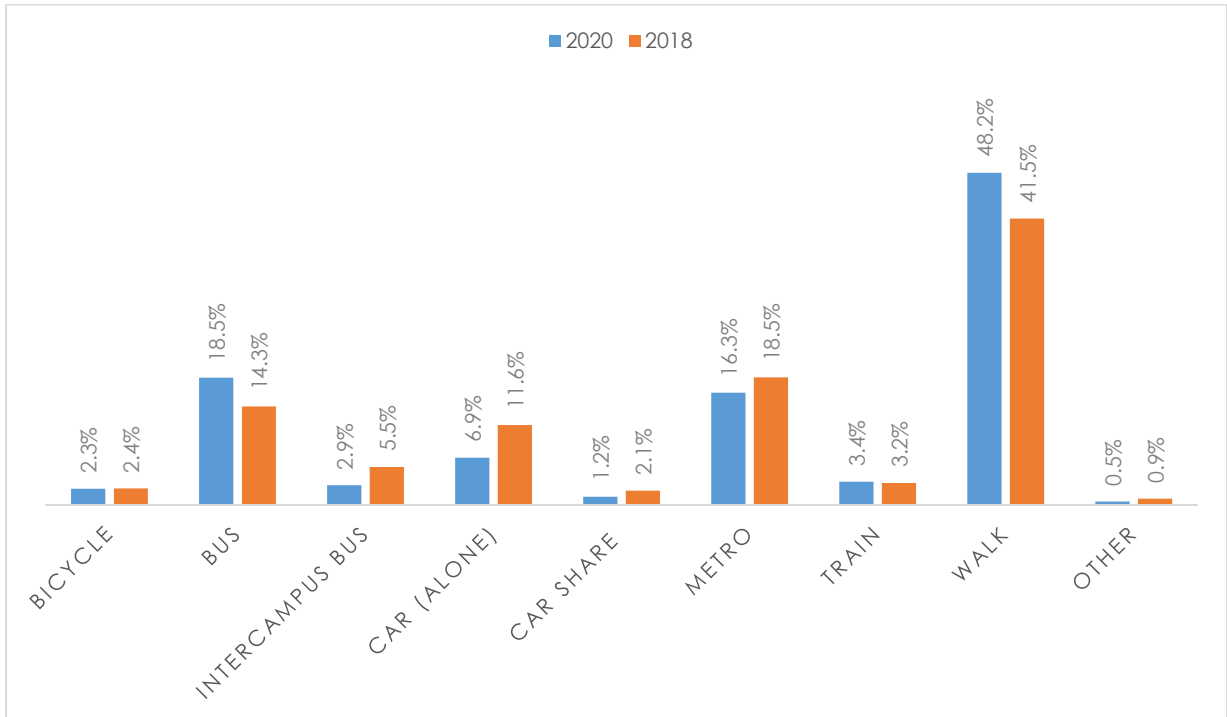
**Figure 4.11: Student Term-time Main Mode (By Campus) (n= 596)**



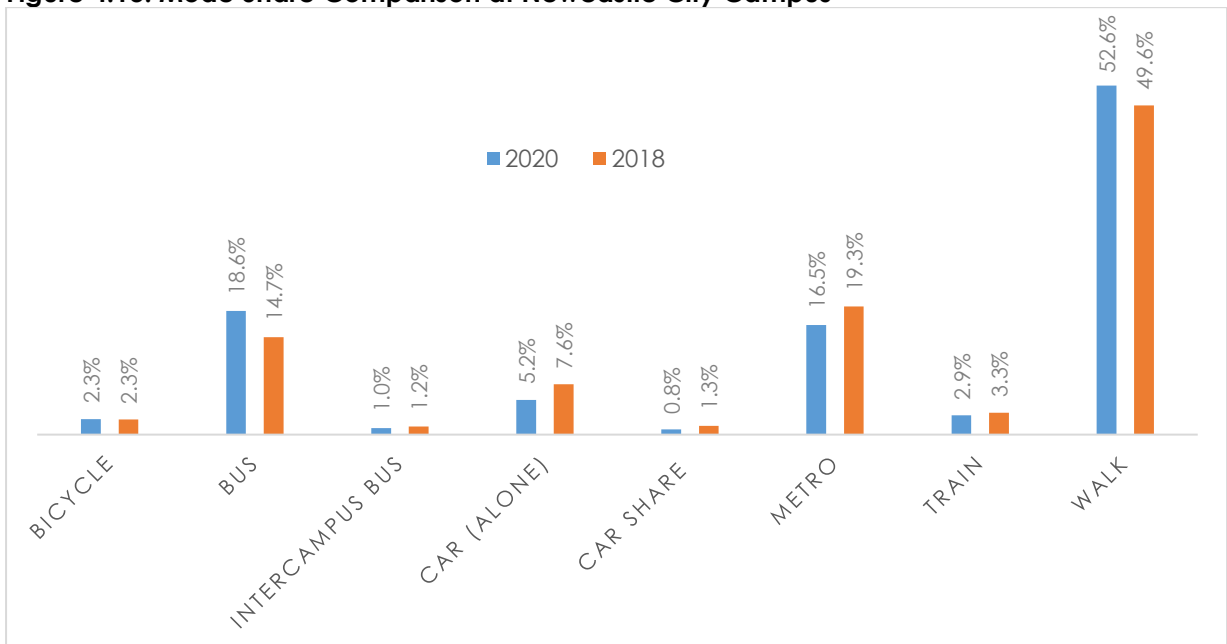
- 4.19 **Appendix E** shows the distribution of all student postcodes and the mode they use to travel to University, by main Campus.
- 4.20 **Figures 4.12 - 4.14** summarise the current mode split by main campus with data from the previous survey in 2018, in order to demonstrate how the popularity of each mode has changed over time.
- 4.21 **Figure 4.12** indicates that across both Campuses, students commuting by car alone has reduced from 11.6% in 2018 to 6.9% in 2020, car sharing as a proportion of commuting modes has also reduced – from 2.1% to 1.2%. There has also been a reduction in the proportion commuting by Metro and inter-campus bus, whilst walking and public bus have seen an encouraging increase. Those travelling by train or bike, remains broadly consistent with 2018.
- 4.22 There are similarities in trends between campuses, albeit on different scales; at the Newcastle Campus for example, there has been a reduction in students travelling by car alone from 7.6% to 5.2%, whereas at the Coach Lane Campus, this has fallen from 31.1% to 25.0%.
- 4.23 Both campuses have seen a reduction in the proportion of commuting trips by Metro and car sharing. Whilst both have seen an encouraging increase in walking, it is interesting to note that there has been a more significant shift towards active travel modes for those based at the Coach Lane Campus, as compared with the Newcastle Campus.



**Figure 4.12: Mode Share Comparison, All Campuses**

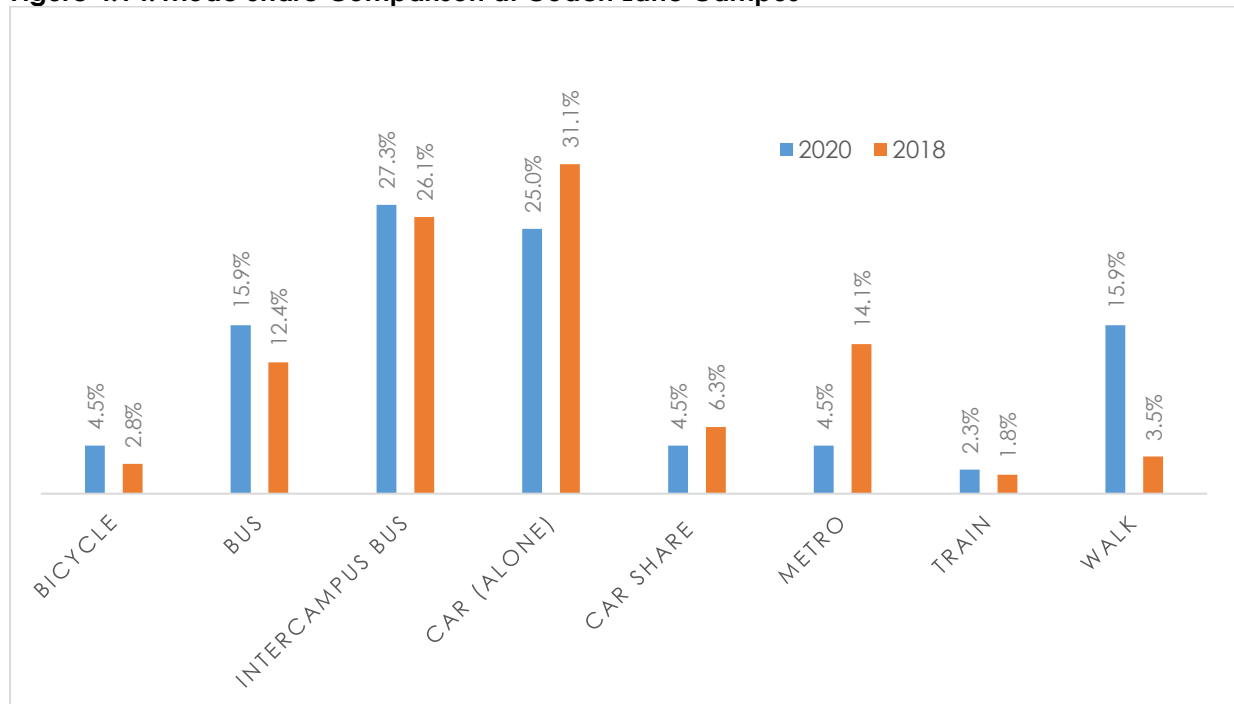


**Figure 4.13: Mode Share Comparison at Newcastle City Campus**





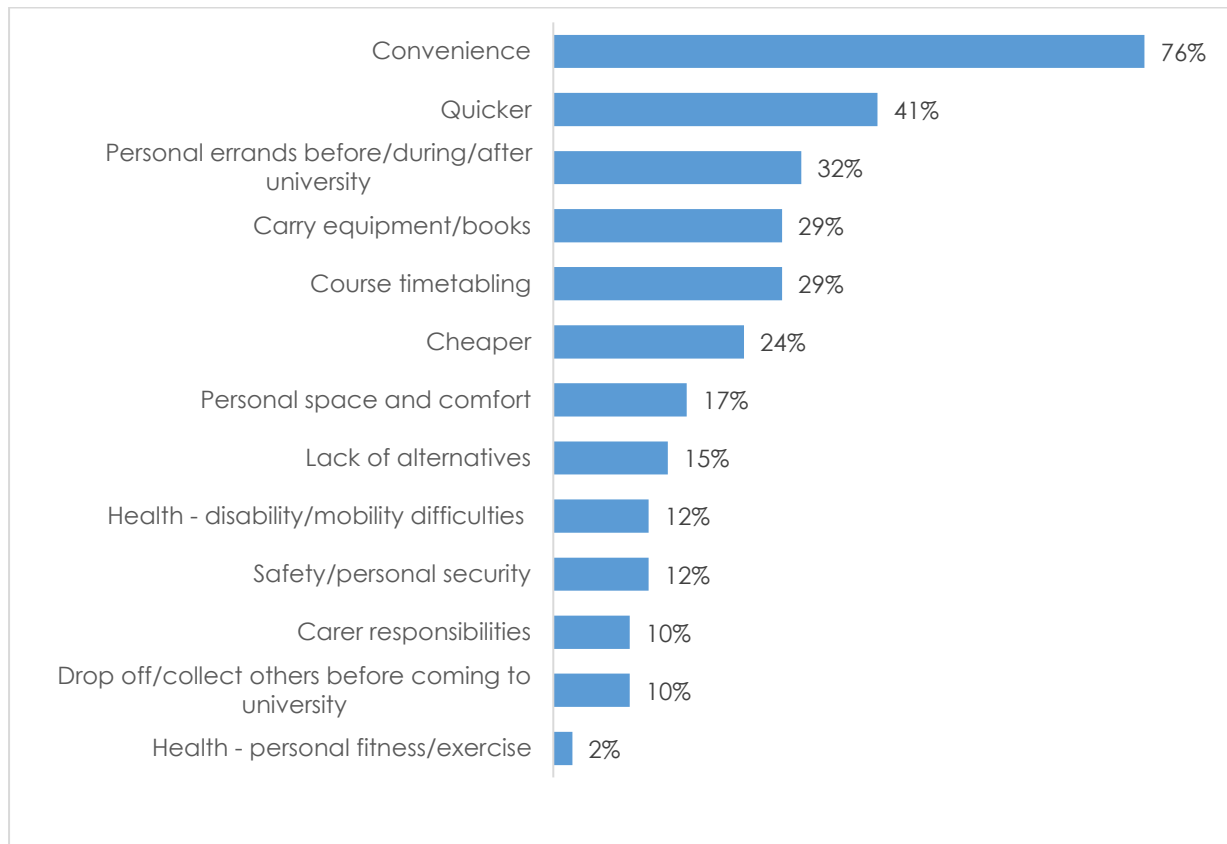
**Figure 4.14: Mode Share Comparison at Coach Lane Campus**



4.24 As with staff, the survey captured the reasons given for mode choice. The results are summarised in **Figures 4.15 to 4.18**. Of the 41 students who usually drive alone, convenience (76%), speed (41%) and accommodation of errands before / after University (32%) are the prevailing reasons for this mode choice.

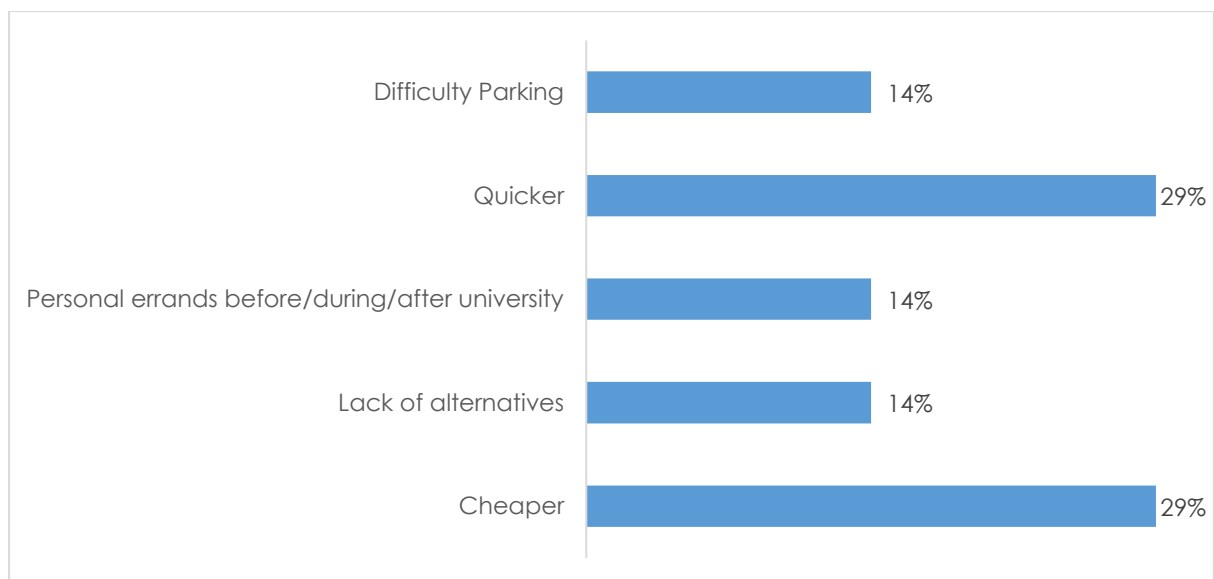


**Figure 4.15: Reasons Given by Students For Driving Alone (n= 41)**



4.25 Students who car share (who are minimal in number) indicated that the fact that it is cheaper and quicker than other modes were the two main factors on which they base their decision to use this mode (Figure 4.16).

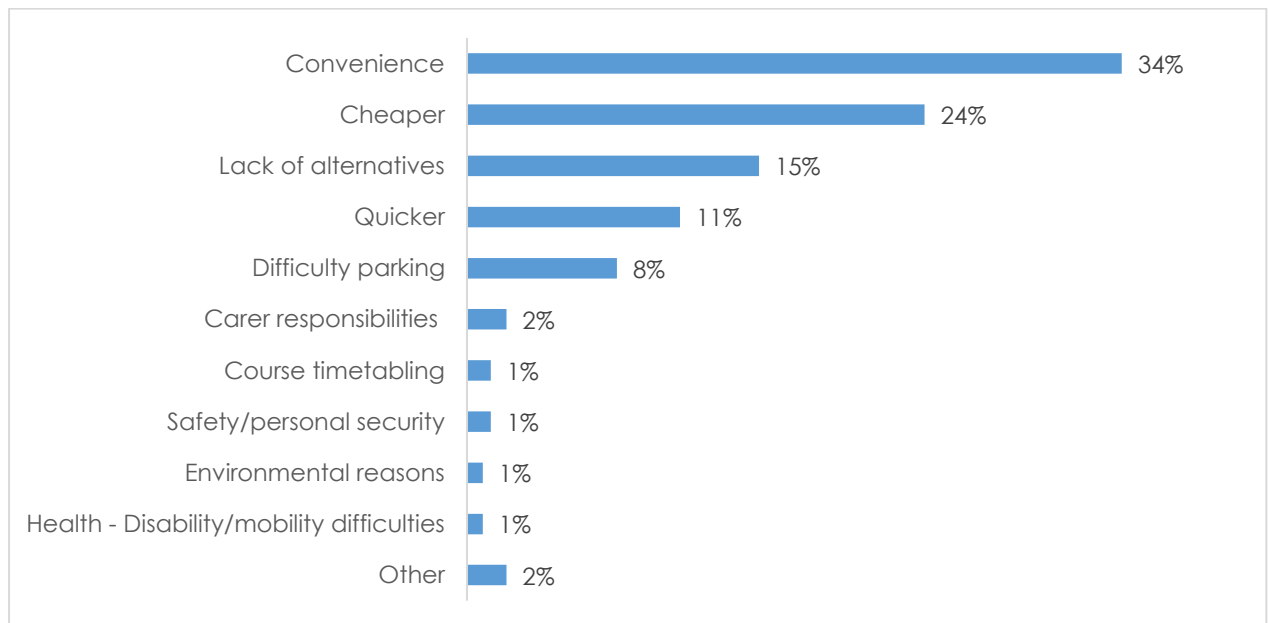
**Figure 4.16: Reasons Given by Students For Car Sharing (n= 7)**





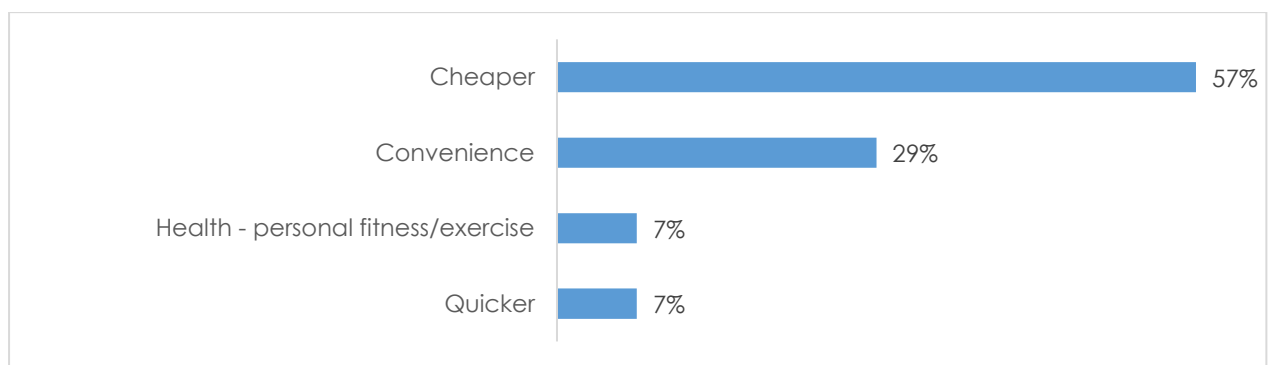
4.26 As Figure 4.17 shows, amongst those that commute by public transport, convenience (34%), cost (24%) and lack of alternatives (15%) are the prevailing factors in this decision.

**Figure 4.17: Reasons Given by Students For Using Public Transport (n= 244)**



4.27 Finally, as Figure 4.18 shows, amongst those that cycle, by far the most popular reason was that it was cheaper than other modes (57%), with convenience also playing a part for a third of respondents.

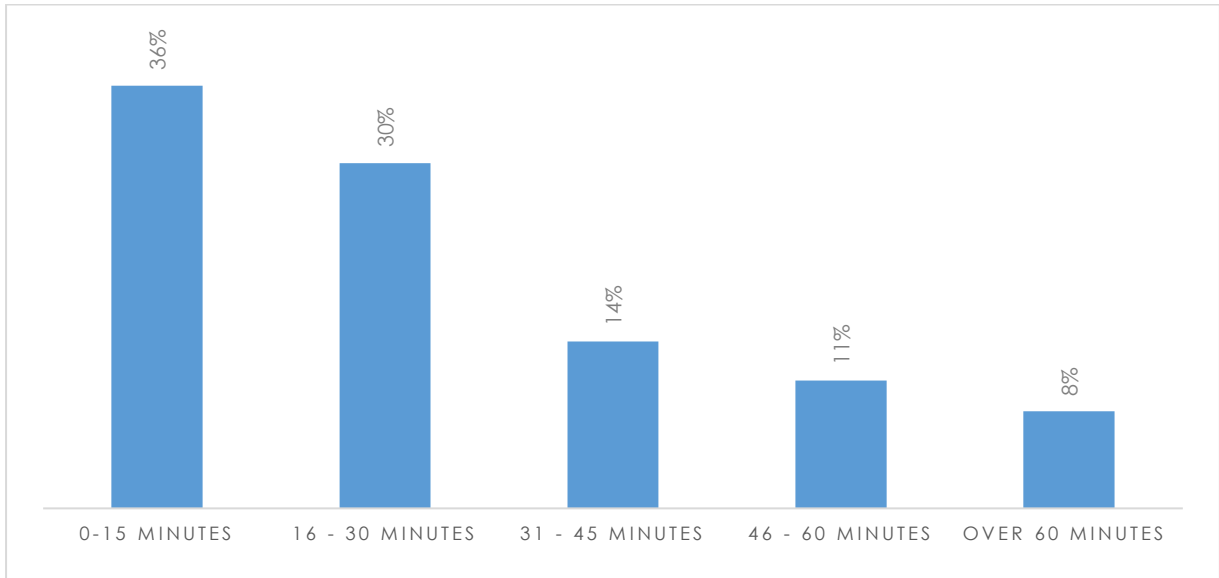
**Figure 4.18: Reasons Given by Students For Cycling (n= 14)**



4.28 Length of commute can have a significant influence on how an individual chooses to travel, not least because, typically, those with longer journeys have fewer travel options available and are thus likely to be more car dependent. The survey asked students how long their commute to University usually takes. Journey times are generally shorter for students (Figure 4.19) than staff (see Section 3). Two thirds (66%) of students travel to University in 0-30 minutes (this compares with 61% in 2018).

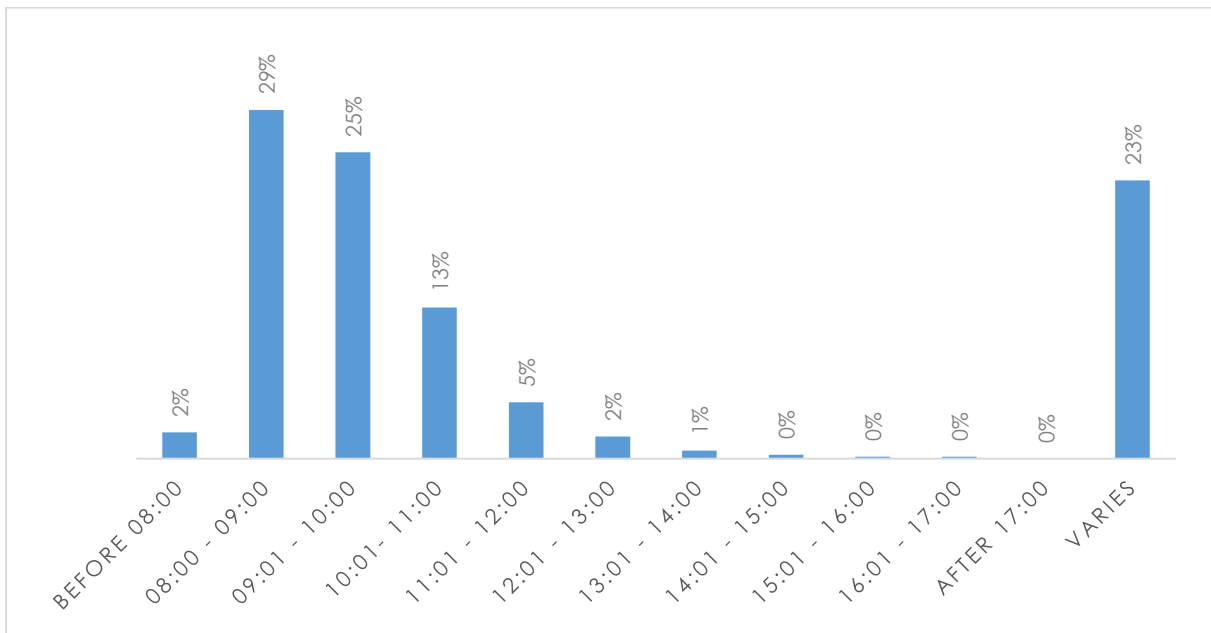


**Figure 4.19: Student Journey Time (n= 598)**



4.29 Students were asked what time they usually arrive on campus. The majority of students usually arrive between 08.00 and 10.00, however, the next most common response was to select 'varies each day', selected by 23% of students.

**Figure 4.20: Student Usual Arrival time on Campus (n= 598)**



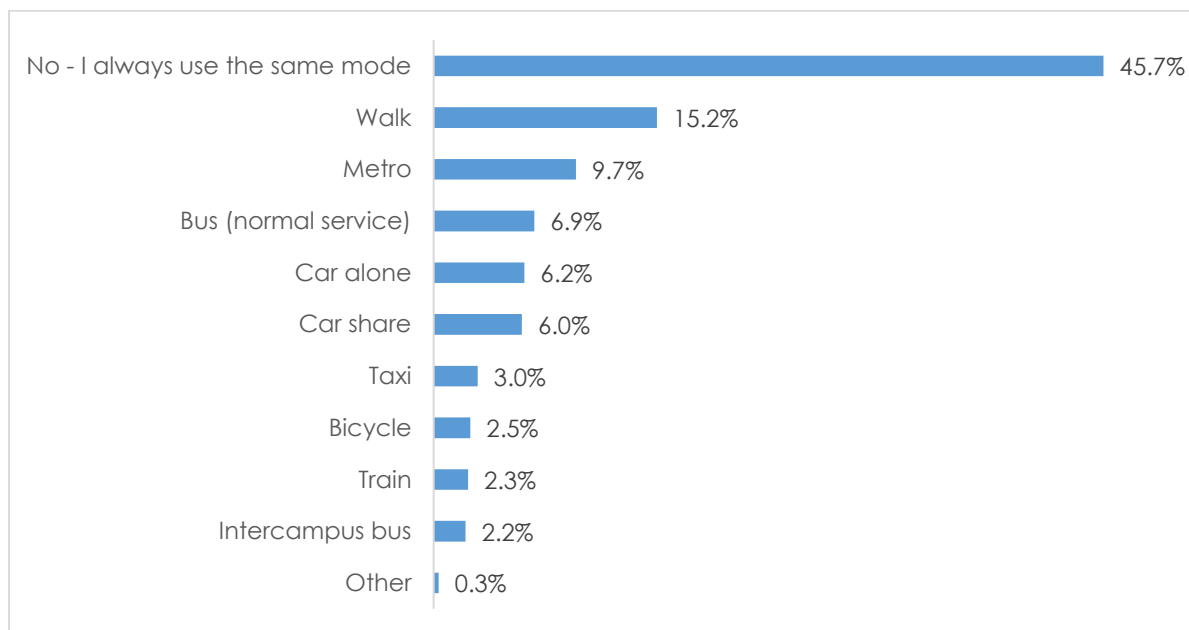




## Variance in Commuting Mode

4.30 Students were asked if they vary the mode they use to get to University. Just under half of students use the same mode every day (45.7%) – this compares with 49.5% in 2018, suggesting more students are choosing to vary their commuting mode (**Figure 4.21**). Of those who do use a different mode occasionally, the most popular is the walking, chosen by 15.2% of these students, followed by Metro (9.7%).

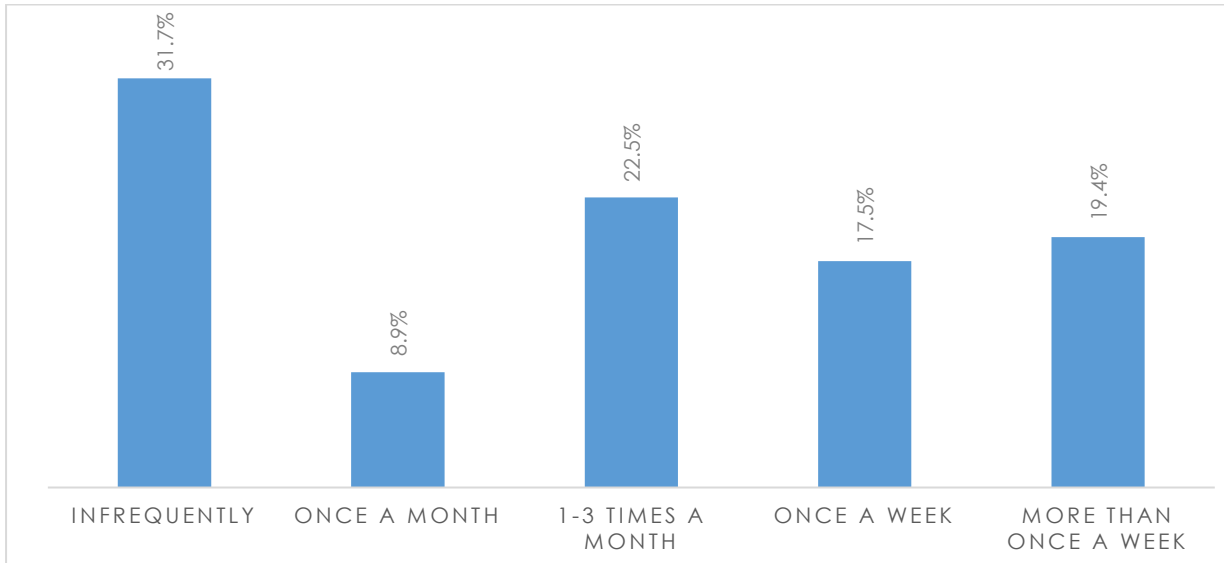
**Figure 4.21: Student Occasional Mode (n= 598)**



4.31 Students were also asked about the frequency with which they use an alternative mode; **Figure 4.22** summarises the results. Whilst just under a third of respondents use an alternative mode infrequently, there are also just over a third (36.9%) who use an alternative at least once a week. Where these alternatives represent a more sustainable option, as compared with a usual mode, encouraging these behaviours more often is a key way of achieving the aims and objectives of the Travel Plan.

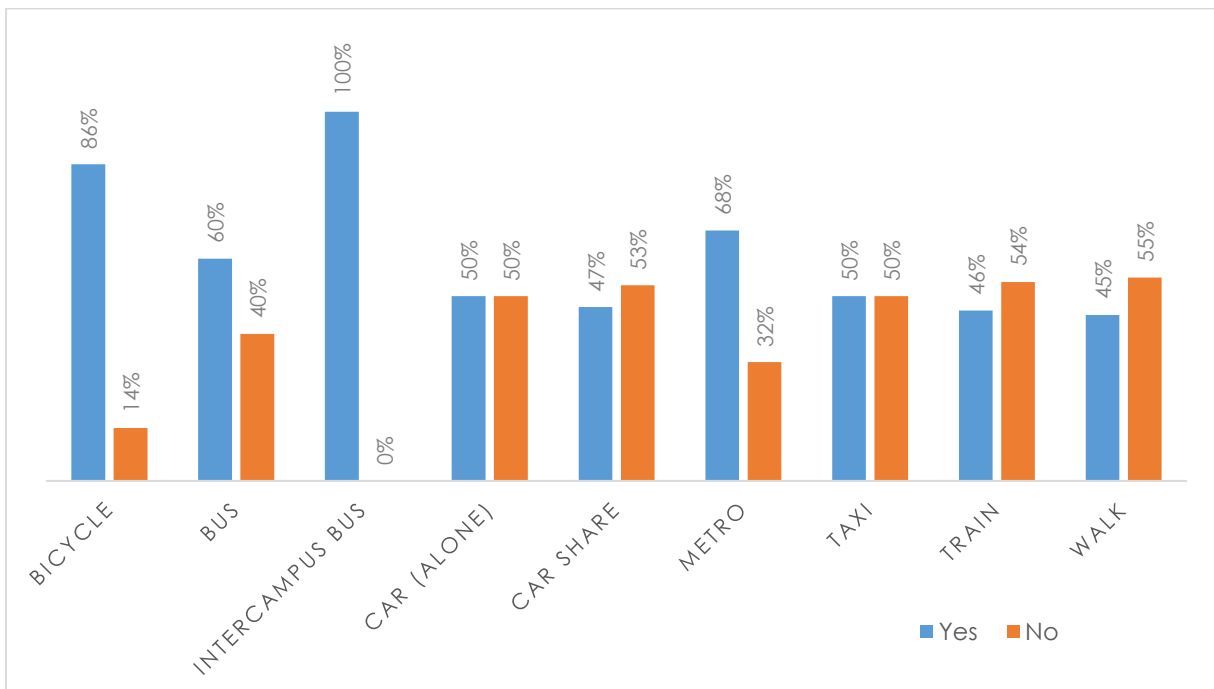


**Figure 4.22: Student Frequency Occasional Mode (n= 325)**



4.32 The frequency with which students use an occasional mode was cross tabulated with those occasional modes (Figure 4.22). Of the 193 student lone drivers who answered this question, the most popular occasional mode (after 54% saying they always drive by themselves), was the bus (15%), Metro/tube (10%) and the train (9%).

**Figure 4.23: Proportion of Students that Make use of Another Mode Occasionally, by Mode. (n=556)**

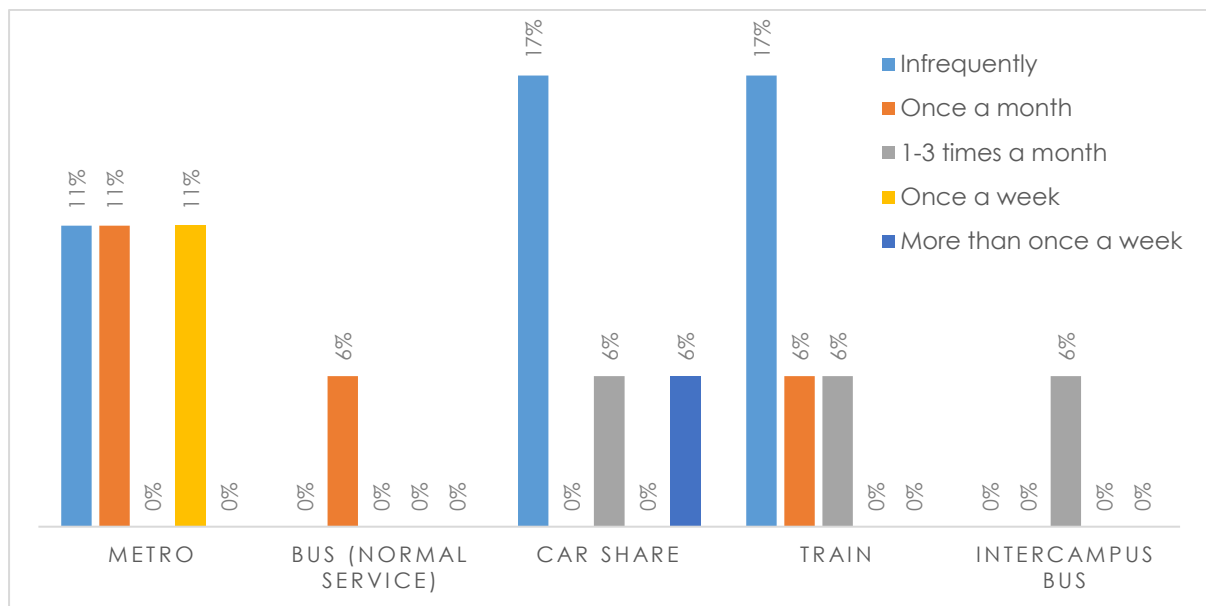




4.33 Interrogating this data further to look at lone drivers as a separate group, reveals that of the 38 lone drivers responding to this question, 19 (50%) do use an alternative mode occasionally. **Figure 4.24** shows the frequency with which lone drivers use these occasional methods.

4.34 Of these drivers, 3 (17%) use their alternative mode once a week or more. The most popular occasional mode for lone drivers overall is metro, used by 33% of the lone drivers that use an alternative mode. Train and car share are the modes used least frequently as an alternative mode for lone drivers.

**Figure 4.24: Frequency that Lone Drivers Occasionally use Each Mode (n = 19)**

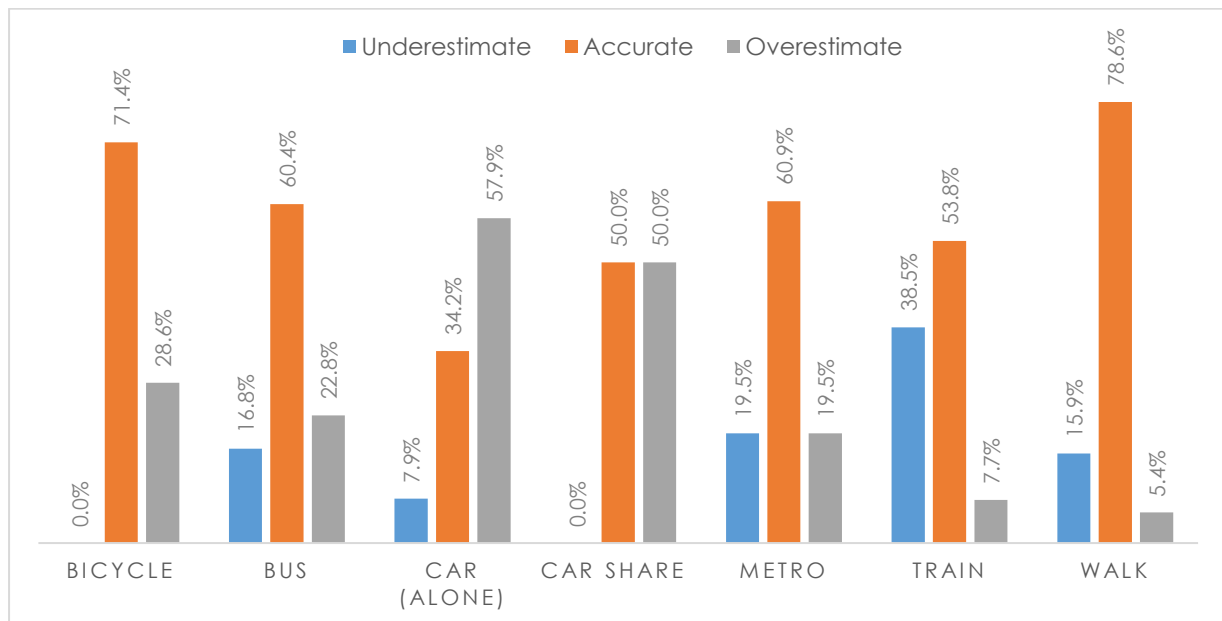




## Journey Time Analysis

4.35 As part of the survey, students were asked to estimate how long it usually takes them to travel to University, the overall results have been summarised and discussed previously, with **Figure 4.18** showing the proportion of staff with each range of journey time. Further analysis has been undertaken to understand how the estimates made by students differ from actual journey time for each mode. The results, by mode, can be seen in **Figure 4.25**.

**Figure 4.25 – Estimate v Actual Journey Time for Students Commuting (n = 276)**



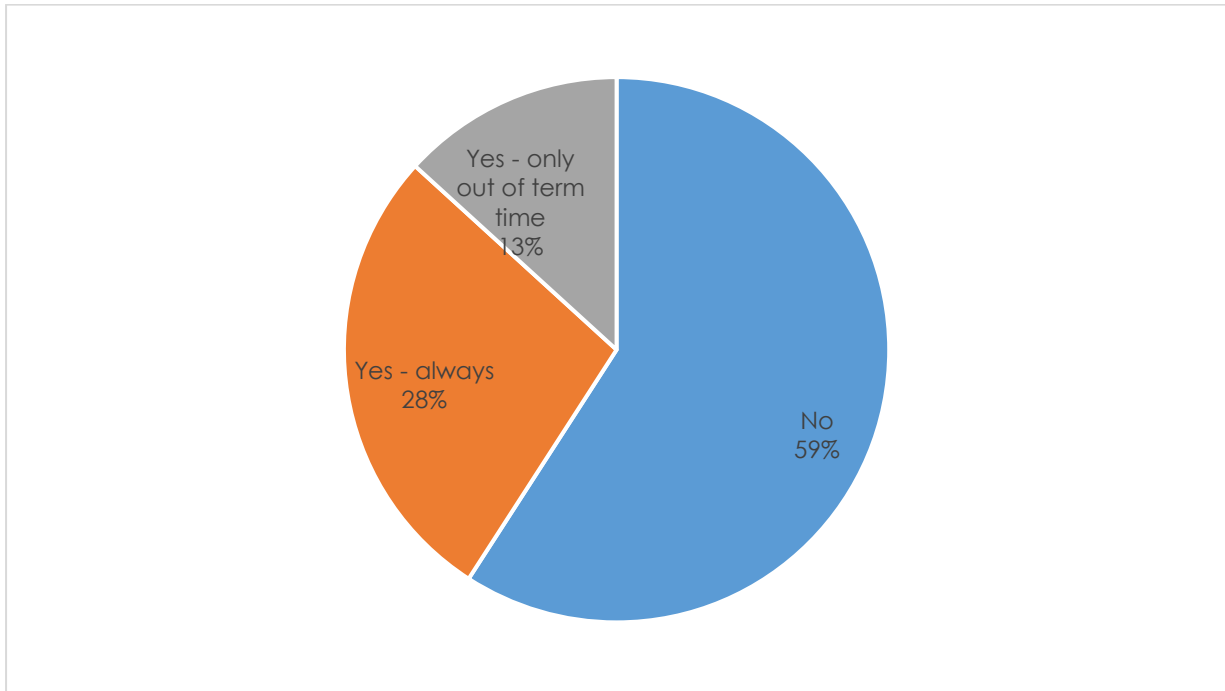
4.36 As can be seen from the above graph, those commuting by active travel modes tended to have the highest levels of accuracy in terms of estimated versus calculated journey times. Those travelling by car, whether alone or as a sharer were most likely to over-estimate their journey time.



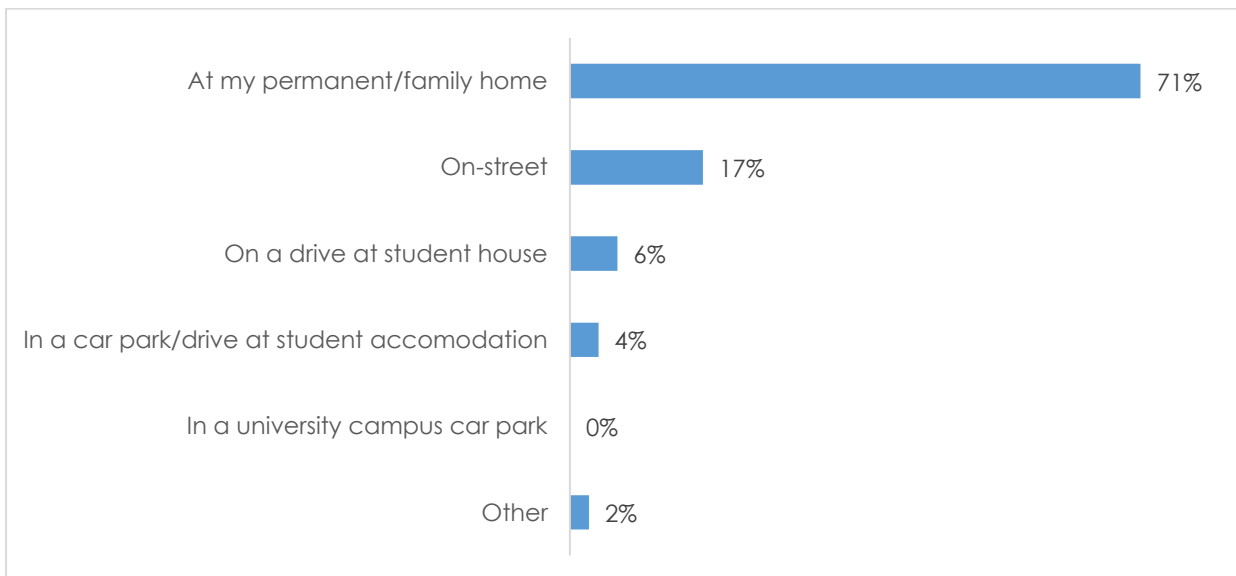
### Student Car Users

4.37 All students were asked about their access to a car (**Figure 4.26**). Twenty-eight percent have access to a car that they can use during term-time. Those who do have access to a car during term-time were asked where they park their car overnight and the results are shown in **Figure 4.27**. The vast majority park it at their permanent or family home.

**Figure 4.26: Student Access to A Car (n= 597)**



**Figure 4.27: Where Students Who Have Regular Access to a Car, Park Overnight (n= 168)**





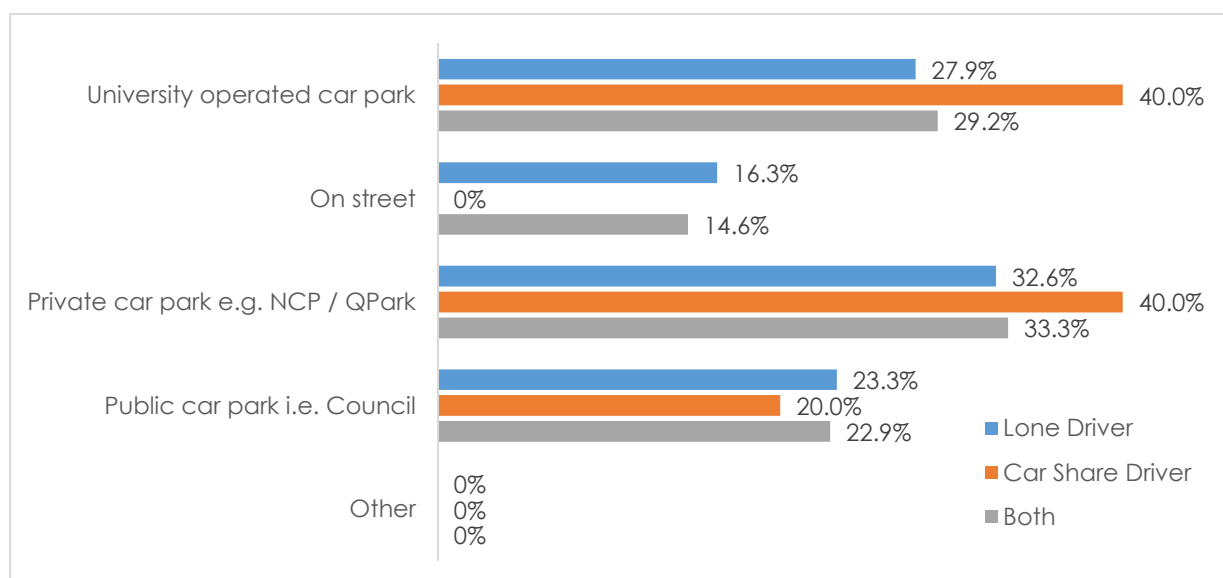
4.38 Students were asked what types of car they drive and the engine size. As with staff, most students drive small petrol cars, with this reflecting 60% of respondents across those that drive alone or car share. Very few students drive cars with diesel engines (**Figure 4.28**).

**Figure 4.28: Student Car Type and Engine Size (n= 48)**

Car Type and Engine Size	Lone Driver		Car Share Driver		Both	
	Count	%	Count	%	Count	%
Petrol - less than 1.4 litre	24	55.8%	3	60%	27	57.4%
Petrol - 1.4 to 2.0 litre	5	11.6%	0	0%	5	10.6%
Petrol - more than 2.0 litre	2	4.7%	0	0%	2	4.3%
Diesel - less than 1.7 litre	8	18.6%	1	20%	9	19.1%
Diesel - 1.7 to 2.0 litre	3	7.0%	1	20%	4	8.5%
Diesel - more than 2.0 litre	1	2.3%	0	0%	1	2.1%
Hybrid Car	0	0%	0	0%	0	0%
Electric Car	0	0%	0	0%	0	0%
Other	0	0%	0	0%	0	0%
<b>Total</b>	<b>43</b>	<b>100%</b>	<b>5</b>	<b>100%</b>	<b>48</b>	<b>100%</b>

4.39 Those students who said that their usual mode of travel to University is to drive were asked where they park when they are at University (**Figure 4.29**). Typically there is consistency between where those that drive alone or car share park, with the exception of on-street parking, which is dominated by lone drivers.

**Figure 4.29: Where Students that Commute by Car Park (n= 96)**



4.40 Lone drivers were asked whether they would consider any alternatives to driving by themselves (**Figures 4.30 and 4.31**). Fifty-one percent suggested that they wouldn't consider an alternative,



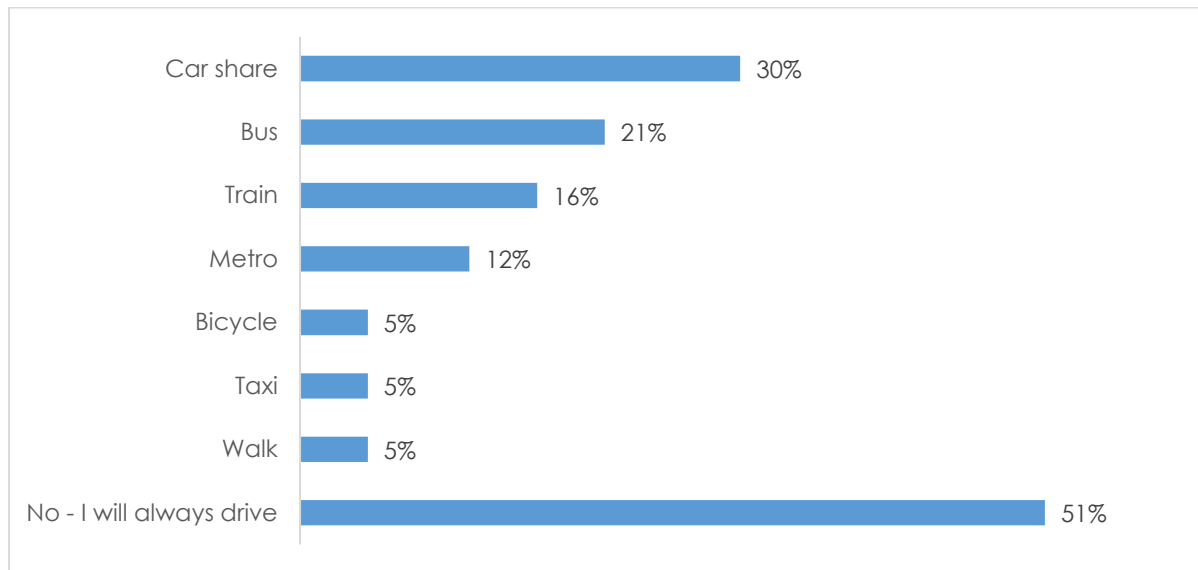
this is an increase from 43% in 2018. Of those who said that they may consider alternatives, the most popular mode was car sharing, followed by the bus, train and then Metro.

**Figure 4.30: Student Lone Driver Alternative Modes Considered (n=43)**

Mode	Count	%
Car Share	13	30%
Bus	9	21%
Train	7	16%
Metro	5	12%
Bicycle	2	5%
Taxi	2	5%
Walk	2	5%
No – I will always drive	22	51%



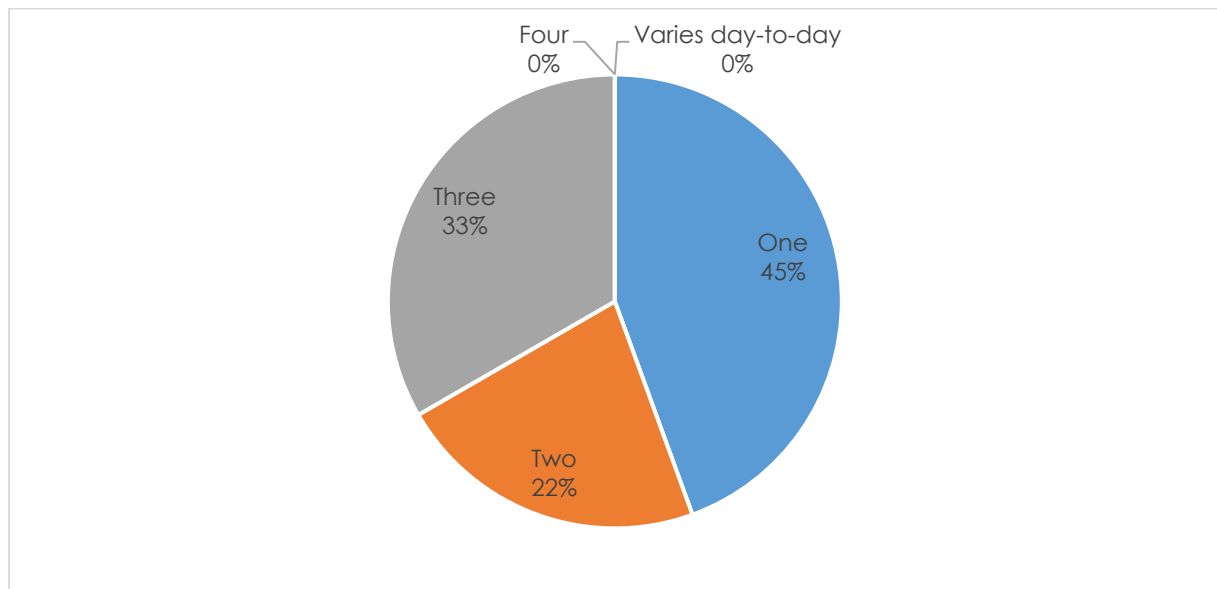
**Figure 4.31: Student Lone Driver Alternative Modes Considered (n=43)**



### Student Car Sharers

4.41 Car Sharers were asked about their car pool arrangements; how many people they share with and who they are. Nearly three quarters of arrangements consist of two people (**Figure 4.32 and 4.33**).

**Figure 4.32: Number of People Students Car Share With (n= 9)**

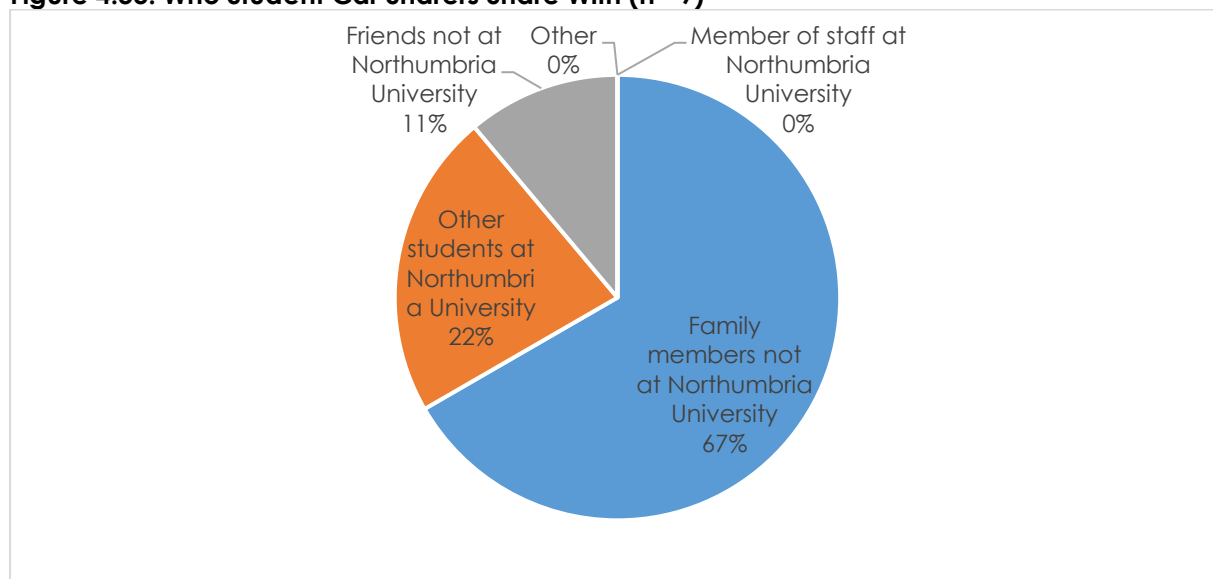


4.42 In contrast to the 2018 surveys when sharing with other Northumbria University students was the most popular option, in 2020 most students car share with family members not at the University.





**Figure 4.33: Who Student Car Sharers Share With (n= 9)**

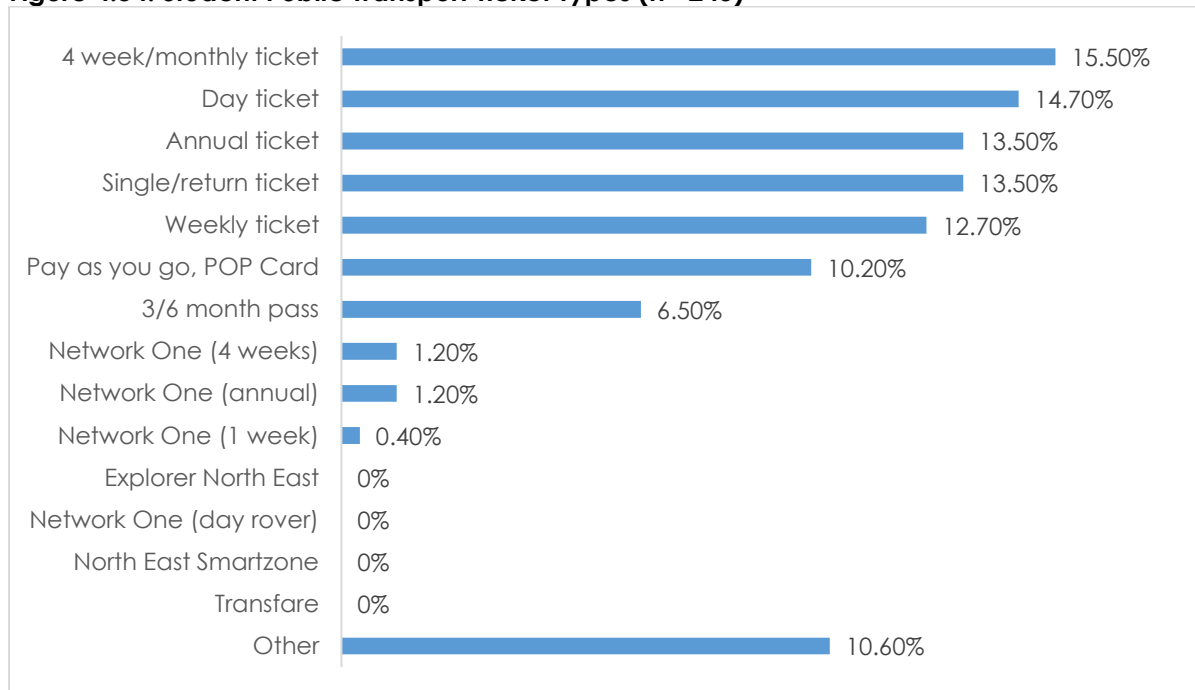


### Student Public Transport Users

4.43 Students who usually travel to University by bus, Metro or train were asked about their ticket types and what improvements they would like to see to their commute. In contrast to staff who take advantage of season passes (as seen in Figure 3.42), students are more likely to purchase shorter term tickets. Around 15.5% of students opt for 4-weekly / monthly tickets, whilst 13.5% choose annual tickets. Day tickets are also popular with 14.7% of students purchasing these; such tickets are likely to cost significantly more on a 'per journey' basis than longer term tickets. It is recommended, therefore, that student ticketing discounts are more heavily promoted to students.



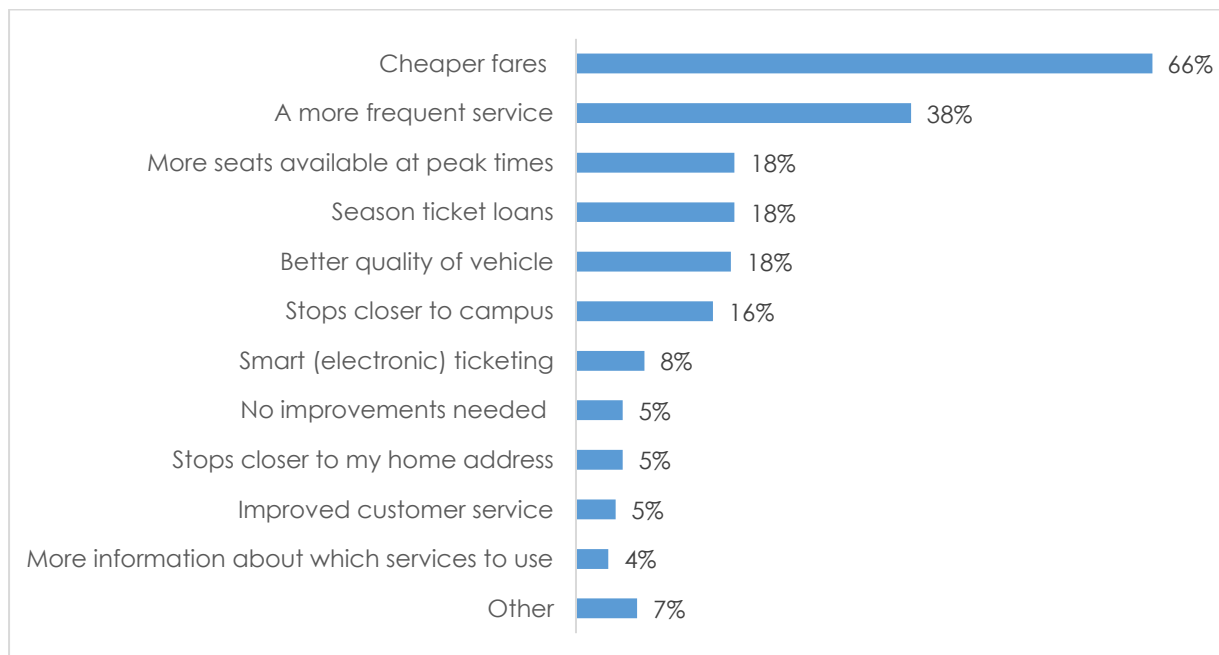
**Figure 4.34: Student Public Transport Ticket Types (n= 245)**



### What Should the University Prioritise Moving Forwards?

4.44 The survey asked existing public transport users and cyclists how they felt their journey to university could be improved. **Figure 4.35 and 4.36** summarise the responses.

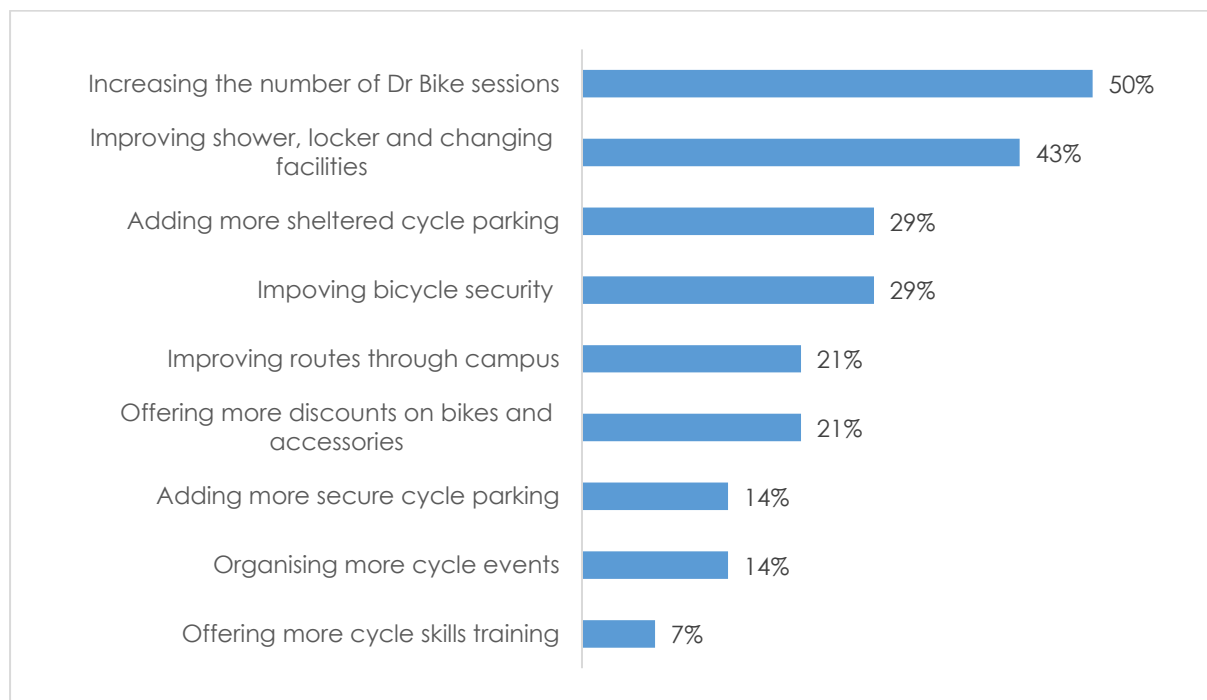
**Figure 4.35: Student Public Transport Users' Preferred Improvements (n= 244)**





4.45 Students who already cycle were asked what improvements they would like to see. The most popular measures were increasing the number of Dr. Bike sessions, improving shower, locker and changing facilities, more sheltered cycle parking and improved security.

**Figure 4.36: Existing Student Cyclists' Preferred Improvements (n= 14)**





## Free Text Questions

4.46 As with staff, students were asked a number of free text questions, in order to capture qualitative data / feedback on specific issues / areas. The full free text answers are provided at **Appendix F**, however the following provides a summary of common responses, taking each question in turn.

4.47 Common responses to the question *"Please use the space below to make any further comments relating to your journey by public transport"* are summarised below:

- A large majority of comments were on the price of tickets for both bus and metro services,
- This was followed by complaints about the reliability of services, again on both bus and metro services,
- Some people suggested they would benefit from a smart-ticketing mobile app.

4.48 Cyclists were asked to give further comments relating to their journey to university. In total there were nine comments left. In general, the comments were positive with the majority stating that their commute was easy and cheap. One person suggested that tools on campus to fix puncture would be helpful, some others suggested that they would benefit from better cycling infrastructure in the local area.

4.49 Cyclists were then asked *"where would you like to see improved shower, locker or changing facilities?"* and *"where would you like to see more cycle storage provided?"*. To both of these questions there were only four responses, which can be seen below.

<b>Where would you like to see improved shower, locker or changing facilities provided? Please use the space below.</b>
Ellison building
As close to Coach Lane Campus as possible, and near a good place to leave your bike.
library, and more private areas in Business School rather than just straight next to the toilets. Maybe have changing rooms with showers and toilets and lockers inside.
Anywhere near to Student Central
<b>Where would you like to more cycle storage provided? Please use the space below.</b>
Near library
Close to shower facilities or near Coach Lane Campus
All around campus
Ellison Terrace

4.50 As with staff, all students were then invited to leave any further comments they had in relation to their commute to and from the university. Some of the key themes in responses are summarised as follows:



- The majority used this space to reiterate previous points made surrounding public transport price and reliability,
- Some respondents suggested they would like more parking available for students,
- A large amount of people left comments to say they are happy with their walk into university,
- Some used the space to suggest that student discounts on public transport would benefit them.



## 5. CARBON ASSESSMENT – DAY TO DAY COMMUTING

### Introduction

5.1 Another benefit of undertaking the travel survey is the opportunity to capture data on the carbon impact of staff commuting to work and students making regular trips to University (from their term time address) for study. The outputs from this exercise can contribute towards the wider environmental policies of the University.

### Methodology

5.2 The methodology adopted reflects that previously recommended by HEFCE and now under the responsibility of UK Research and Innovation an Office for Students, adopting the most recent Carbon conversion factors provided by Defra (2019). The data collated from the survey that feeds into the carbon assessment includes;

- Mode split for staff and students;
- Distance travelled for commuting; and
- Engine size and fuel type.

5.3 In order to assess the carbon emissions generated by staff and students commuting, a number of assumptions have been made, as follows:

- The average full time equivalent (FTE) member of staff works 215 days per annum (taking into account annual leave, bank holidays and absence);
- The average student attends University for 155 days a year; this is an estimate based on the number of teaching weeks in the year. It recognises that not all students will attend University every week day, but that some will make trips on weekends /during holidays as well as during teaching weeks;
- Response rates have been factored up to represent the full staff and student figures of 3,007 and 28,726 respectively;
- Only the regular commute to campus for students has been considered (as per HEFCE guidance the trip from parental/family home is not required);
- The Defra 2019 conversion factors have been used to calculate carbon emissions. Conversion factors are given for each mode with some modes broken down further e.g. car by fuel type and engine size;



- For motorcyclists an average vehicle type has been adopted (due to the limited number that travel by this mode it is unlikely to impact on the result).

### Headline (Scope 3) Carbon Emissions

5.4 The following summary tables (**Figures 5.1-5.3**) set out the emissions (carbon dioxide, methane and nitrogen dioxide) generated per annum, by mode of transport for the staff and student commute. The HEFCE guidance recommended that comparisons are made in tonnes of CO<sub>2</sub>e. **Figure 5.1** shows the estimate for students, indicating that collectively students are producing 4,801 tonnes of CO<sub>2</sub>e per year from commuting to University, which equates to 0.167 tonnes of CO<sub>2</sub>e per head.

**Figure 5.1: Scope 3 Carbon Emissions from Commuting (Students)**

Students	Avg. Yearly km per Person	Total Yearly km by Mode	Total Annual kg CO <sub>2</sub> e	Total Annual Tonnes CO <sub>2</sub> e
Car Alone	4268.77	8,460,965	1,353,652.81	1,353.65
Car Share	1825.90	367,156	56,190.97	56.19
Bus	3,893.63	20,389,425	2,134,976.74	2,134.98
Intercampus Bus	2,801.67	2,299,818	240,814.00	240.81
Train	11,600.92	11,164,767	459,430.18	459.43
Metro	2,928.57	13,512,081	483,732.50	488.73
Taxi	1,734.45	147,286	22,119.42	22.12
<b>Total</b>	-	<b>56,341,497</b>	<b>4,800,491</b>	<b>4,801</b>

5.5 **Figure 5.2** shows that staff are collectively producing 1,230 tonnes of CO<sub>2</sub>e per year from commuting, which equates to 0.409 tonnes of CO<sub>2</sub>e per head.



**Figure 5.2: Scope 3 Carbon Emissions from Commuting (Staff)**

Staff	Avg. Yearly km per Person	Total Yearly km by Mode	Total Annual kg CO <sub>2</sub> e	Total Annual Tonnes CO <sub>2</sub> e
Bus	4,879.34	3,075,357.29	322,021	322.02
Intercampus Bus	2,354.68	47,437.38	4,967	4.97
Car Alone	4,237.65	3,402,277.82	545,348	545.35
Car Share	3,423.85	286,097.86	46,518	46.52
Metro	5,972.45	3,712,759.77	132,917	132.92
Motorcycle	7,585.20	43,660.41	5,043	5.04
Train	19,911.31	3,380,979.81	139,127	139.13
Taxi	2,395.96	41,373.44	6,213	6.21
<b>Total</b>	-	<b>13,989,944</b>	<b>1,229,509</b>	<b>1,230</b>

5.6 **Figure 5.3** shows both the staff and student carbon from commuting combined and that together, all commuting to the University is generating 5,355 tonnes of CO<sub>2</sub>e each year. This equates to an average of 0.168 tonnes of CO<sub>2</sub>e per head for staff and students; the figure in 2018 was 0.336.

**Figure 5.3: Scope 3 Carbon Emissions from Commuting (Staff and Students)**

Total	Total Annual km by Mode	Total Annual kg CO <sub>2</sub> e	Total Annual Tonnes CO <sub>2</sub> e
Bus	23,464,782	2,456,997.40	2,457.00
Car alone	11,863,243	1,899,001	1,899.00
Car share	653,254	102,709	102.71
Intercampus bus	2,347,255	245,781.17	245.78
Metro	17,224,841	616,649.30	616.65
Motorcycle	43,660	5,043.21	5.04
Taxi	188,659	28,332.88	28.33
<b>Total</b>	<b>55,785,694</b>	<b>5,354,514</b>	<b>5,355</b>





## 6. CARBON ASSESSMENT – START/END OF YEAR STUDENT TRAVEL

### Introduction

- 6.1 The University is keen to monitor and set targets for the carbon generated by the travel students undertake at the start of each academic year. Students travel to Northumbria University from all over the UK and beyond (see Section 4 of the Travel Survey Report) and 13.9% of students travel by plane.
- 6.2 There are quite a number of assumptions that needed to be made in order to calculate the carbon generated by trips at the start and end of the academic year and these are described along with the methodology used, below.

### Methodology

- 6.3 Students were asked whether they have the same address during term-time and University holidays or whether they travel to Northumbria University Campuses at the start of each academic year. For those students who do have different addresses, the postcodes of their permanent/non-term-time address were used to calculate the distances travelled by students.
- 6.4 Students were also asked which mode of transport they use to travel to University at the start of the year including options for plane and ferry/boat. For those who drive by themselves the information about their car fuel type and engine size given in a later question was used (and assumes that they drive the same vehicle). The above information was then used to calculate carbon emissions from transport following the Department for Food and Rural Affairs (Defra) guidelines and 2019 conversion factors.
- 6.5 The following assumptions were made:
- All UK journey distances were calculated using the driving distance calculation tool Doogal and are therefore the distances it would take to drive between the two postcodes rather than rail, Metro etc;
  - For those students who drove by themselves, the fuel type and engine size they provided in a later question about the type of vehicle they use to drive themselves to University each day was used where available, assuming that this is the same vehicle they used to drive at the beginning and end of the year;
  - For all those students who car shared with other students, the DEFRA conversion for an average car was used and then halved to give a kg CO<sub>2e</sub>/km per student. Those who



car shared with parents/family members were treated as if travelling alone, for this exercise.

- As it was not known at the time of surveying that this data would be used to calculate emissions, international students were only asked which country they travel from and by which mode. Where a city was not provided (in the majority of cases), the capital city airport was used. Distances between these origin airports and Northumbria University were calculated in all cases. The Defra conversion factors for an average passenger were used, with an average taken for the kg CO<sub>2</sub>e/km for long haul and short haul flights. The guidelines recommend using factors that include for Radiative forcing (RF) which is a measure of the additional environmental impact of aviation (nitrous oxides, water vapour). This captures the maximum climate impact of air travel and substantially increases the overall results.

6.6 It should be noted that the sample size used here to calculate the average distance travelled per person is relatively small, especially for students travelling by plane, as a result of the lower response rate than previous years. The average distance travelled per person by plane is much higher than has been seen in previous surveys and this is believed to be caused by a smaller, unrepresentative sample. Nevertheless, the carbon emissions for student travel at the start and end of the academic year, estimated from the data collected in this survey, is presented overleaf in **Figure 6.1**.

6.7 It should also be noted that the methodology used this year differs from that used for reporting in 2018 on the emissions from student travel at the start/end of the year. The previous methodology did not account for return travel, nor did it include the radiative forcing (RF) within the plane travel conversion factor. It is recognised that this methodology was incorrect, and the methodology used to report on this year's survey is in fact the correct methodology.

6.8 In future years, to avoid further issues around unreliable samples, anonymised data will be sought out on the actual home addresses of students (i.e. from student records), to be used as part of emissions calculations for travel at the start and end of the academic year. The methodology used to calculate the emissions from travel at the start/end of the academic year will mirror the methodology used within this report, to include return travel and RF in the plane travel conversion factor.



## Headline Emissions From Student Travel At The Start of the Academic Year

6.9 The following summary table illustrates the total CO<sub>2</sub>e yearly, by mode alongside the average distance travelled by each mode.

**Figure 6.1: Emissions from student travel at the start/end of the academic year**

Students	Average One-Way km, by Mode	Total Yearly km By Mode	Total Annual kg CO <sub>2</sub> e	Total Annual Tonnes CO <sub>2</sub> e
Car Alone	139.99	579,064.19	102,552	102.6
Car Share (with family/parents)	174.90	1,668,056.01	295,413	295.4
Car Share (with other students)	6.88	1,185.81	105	0.1
Bus	14.67	126,380.04	13,233	13.2
Rail	162.79	1,112,970.64	45,799	45.8
Metro/Tube	18.52	89,373.64	3,135	3.1
Plane	4,697.15	37,510,647.26	6,638,259	6,638.2
<b>TOTAL (All Modes)</b>	-	<b>41,087,678</b>	<b>7,098,496</b>	<b>7,098</b>



## 7. MONITORING AGAINST TARGETS

### Background

7.1 The 2016 Travel Plan report set targets to be achieved by 2018 and these were reiterated in a 2017 Travel Plan Update report. The monitoring report prepared by TPS in 2018 proposed new targets, to cover the period to 2023; these focused on reducing the proportion of staff and students commuting by car alone and achieving a reduction in carbon from commuting. In this section the 2020 survey data is used to monitor progress against those targets.

### 2023 Targets

7.2 **Figure 7.1** confirms the mode split targets for the period 2018 to 2023 as a 10% reduction in staff and students commuting by car alone to City Campus and a 6% reduction at Coach Lane Campus.

**Figure 7.1 – Mode Split Targets, 2018 – 2023**

Campus	2018		2023 Target (10% decrease at City 6% decrease at Coach Lane)	
	Staff	Student	Staff	Student
City	27%	8%	24.2%	6.8%
Coach Lane	63%	31%	58.8%	29.2%

7.3 A target reduction in carbon emissions from staff and student commuting of 3% (across both Campuses) was also set, with the targets identified in **Figure 7.2**.

**Figure 7.2 – Carbon Emissions from Commuting Targets, 2018 - 2023**

	2018	2023 Targets (3% decrease)
<b>Staff (per head)</b>	487 kg (CO <sub>2</sub> e)	472 kg (CO <sub>2</sub> e)
<b>Student (per head)</b>	321 kg (CO <sub>2</sub> e)	311 kg (CO <sub>2</sub> e)

### Progress Towards Targets

7.4 **Figure 7.3** takes the results of the travel survey, and subsequent carbon assessment, described in previous sections in order to monitor progress towards the targets set out above. As can be seen from the table, the mode share targets are being met, with the exception of staff based at the Coach Lane Campus, where the latest survey data suggests a drive alone mode share of 63.9%, against a target of 58.8% (and a 2018 figure of 63.0%).



**Figure 7.3 – Progress Towards Mode Share Targets**

Campus	2018		2023 Target		2020		Variance (Target-Actual)	
	Staff	Student	Staff	Student	Staff	Student	Staff	Student
City	27%	8%	24.2%	6.8%	22.2%	5.0%	-9.3%	-27.0%
Coach Lane	63%	31%	58.8%	29.2%	63.9%	25.0%	1.4%	-19.4%

7.5 In regard to the targets for carbon emissions from commuting, **Figure 7.4** summarises progress made, along with the percentage decrease achieved from the 2018 emissions, showing that a far larger than the target set has been achieved.

**Figure 7.4 – Progress Towards Carbon from Commuting Targets**

Campus	2018	2023 Target	2020	Variance (2018 – 2020)
Staff (per head)	487 kg (CO <sub>2</sub> e)	472 kg (CO <sub>2</sub> e)	409 kg (CO <sub>2</sub> e)	-16%
Students (per head)	321 kg (CO <sub>2</sub> e)	311 kg (CO <sub>2</sub> e)	167 kg (CO <sub>2</sub> e)	-48%

7.6 Targets were also set for a 1% reduction in emissions for student travel at the start and end of the academic year. Unfortunately, as mentioned previously, the small sample size and differing methodology means that the data collected on travel at the start/end of term this year is not reliable for a fair comparison against that collected in 2018 and therefore, a comparison has not been made.



## 8. SUMMARY OF MEASURES

- 8.1 This section outlines the key areas where measures are focused. Where appropriate new measures are proposed to enhance the impact of the Travel Plan and help further progress towards meeting the aim, objectives in **Section 1** and the targets set out in **Section 6**.
- 8.2 An action plan has been developed and updated in previous versions of the University's Travel Plans. These measures are set out in **Appendix G** with recommendations of how they should be prioritised and their likely impact.

### **Governance and Project Management**

- 8.3 A TPC has been in post since 2007 and is currently performed by Katie Ridley. This role has an oversight of the Travel Plan programme and ensures the momentum of implementing the travel plan and monitoring is maintained.

### **Travel and Transport Information**

- 8.4 Ensuring staff and students are making fully informed travel choices i.e. making decisions about how to travel based on knowledge and awareness of all travel mode options available to them, is a relatively low cost but high impact suite of measures. Often it is providing the most appropriate information in a meaningful way to a target audience and the most impactful time. This generally means providing succinct travel advice at the earliest opportunity for staff (as part of recruitment and induction) and students (in pre-arrival information and at Freshers). Influencing travel behaviour choice before habits are established is imperative to a successful travel plan.
- 8.5 Engaging, fun events throughout the University calendar are an opportunity to remind staff and students about different initiatives and offers to help save them money, establish healthier daily routines etc. There is an annual programme of national and regional events that can be 'piggy backed' e.g. Bike Week, Climate Week etc.
- 8.6 Improving on-campus information ensures a better understanding of where on-campus facilities are located and instils confidence in staff and students to move around University without the need for motorised transport.



## **Active Travel**

- 8.7 A growing list of measures are proposed to encourage as many staff and students as possible to give walking or cycling to University a go and to support those already doing so. Most of those listed below are self-explanatory.
- 8.8 The university will continue to work with the Council to look at routes across campus. Improvements to the existing Council-owned, pedestrian bridge over the motorway connecting the east and west side of the campus, are possible but will depend on whether the Council can get funding to improve or replace it.

## **Public Transport**

- 8.9 Similarly, there are some well-established measures to encourage the use of public transport including a free inter-campus bus and corporate travel scheme for staff that will be continued and better promoted throughout this travel plan period. Working more in partnership with operators and Nexus and inviting them to events such as Freshers Fayres may encourage the take-up of ticketing schemes.

## **Smarter Driving**

- 8.10 Whilst the travel plan programme aims to focus on reducing car trips, there is an acceptance that on occasions there is no alternative but to drive. As outlined in the Action Plan there are a range of measures to support and encourage those who travel by car to do so.
- 8.11 There is the opportunity to develop a car share database in order to identify potential matches. This may be in-house, through a national database such as Liftshare, Blablacar, Faxe etc., or could involve establishing a private database for the University using a platform such as Liftshare or Carbon Heroes. A pairing service for those who want to car share is being looked into.
- 8.12 There are currently EV charging points available at City Campus in hunt and park permit car parks and one at Coach Lane campus. Additional points will be needed to meet demand as the ownership of EVs grows. There are plans to increase EV infrastructure across the campus with the addition of extra points over the 2018 summer and infrastructure is being laid so that more points can be added as demand requires.
- 8.13 A review of the car park management took place in 2018 resulting in the reduction of car park spaces, the removal of the option to pay for a private bay, and an increase to the price of a Hunt & Park permit. This may be reviewed further in the future i.e. if further demands on car park space arise.



## **Reducing the Need to Travel**

- 8.14 Improvements in IT and facilities on campus allow staff to carry out their roles and work without always needing to travel to a particular location. A large proportion of grades enable flexible working enabling staff some flexibility regarding work start and end times. The Citrix system, introduced by IT, also enables home working where suitable.

## **Business Travel**

- 8.15 There have been several measures already implemented to ensure that when travel during the working day for work by staff is necessary it is done in the most sustainable way. These have included
- Promotion of the inter-campus bus service
  - Setting targets for business travel
  - Quarterly reporting on emissions from flights and rail trips
  - Review of travel procedures to reduce business and first class flights.
- 8.16 Monitoring of business travel has been extended to also include travel undertaken by taxis and grey fleet. Further work may be done to analysis this and to consider whether business travel may be taken by a more sustainable means.

## **Monitoring and Review**

- 8.17 Finally, a bi-annual travel plan monitoring regime is well established at the University and set to continue using the same approach and methodology.





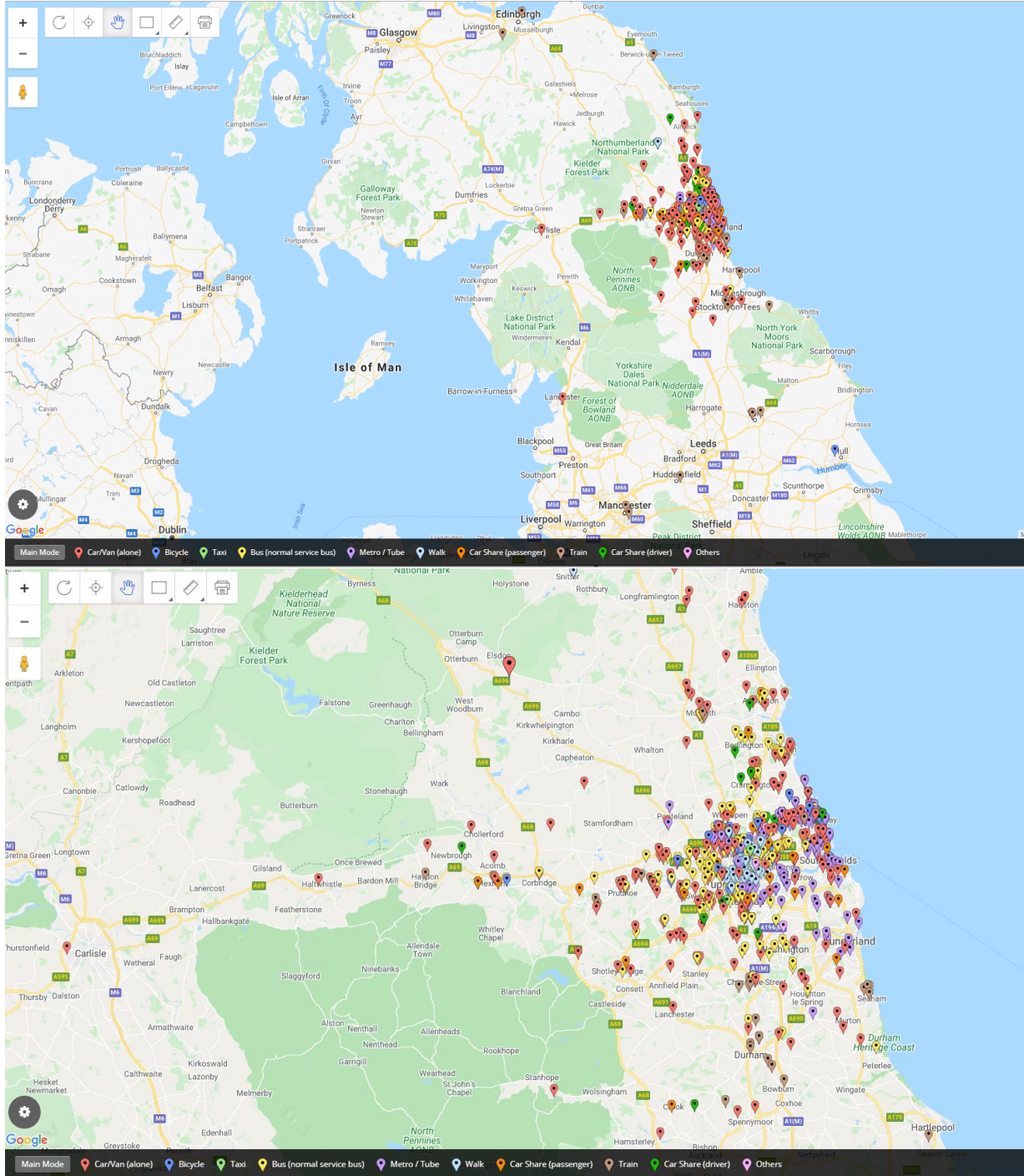
# Appendix A

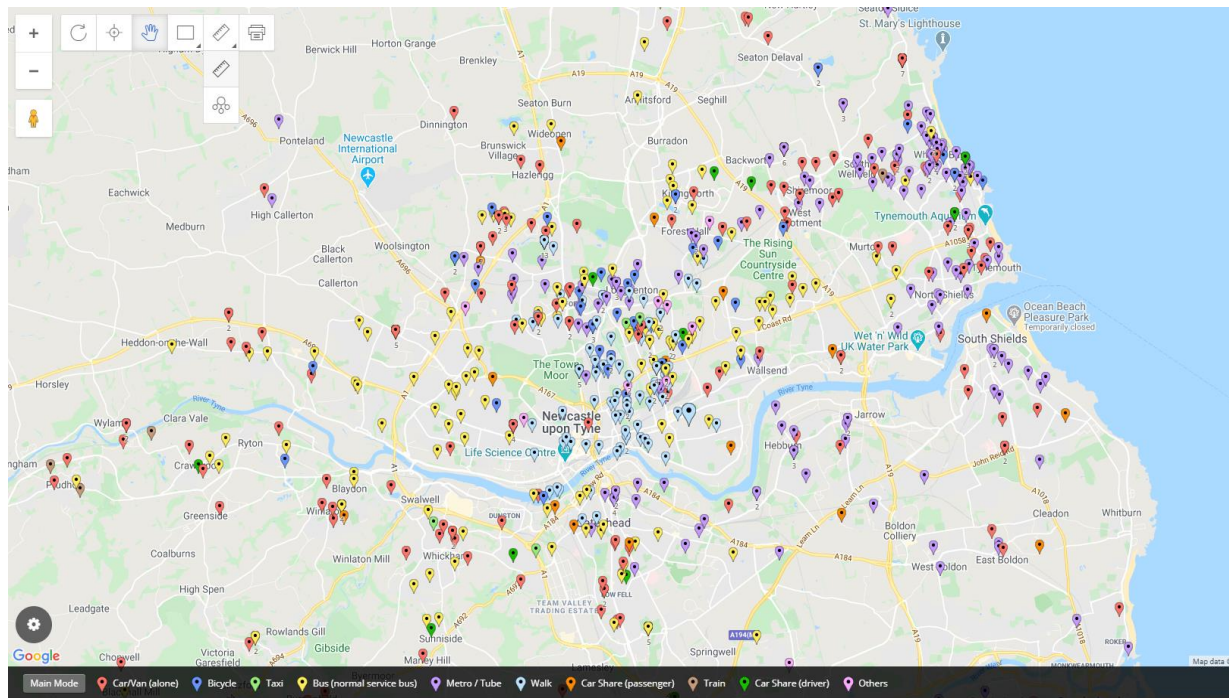
## Staff and Student Travel Survey Questionnaires



# Appendix B

## Staff Postcode Maps by Mode







## Appendix C

### Staff Free Text Answers (in full)

Please use the space below to make any further comments relating to your commute by public transport
Very convenient
My commute is the most stressful part of my job, it's long, tiring, dirty and inconvenient. When I need to be on campus to start at 9 am (currently 3 days a week) I need to leave home at 7am - it's 6 miles away you could walk quicker. The route the bus takes could not be less efficient if they tried. The buses are old and unreliable. I break down at least once a week. I have a car and wish I could park near to the University.
More buses at peak times would really help, especially at Christmas when I have to make sure to leave work as soon as I can to get a seat and not stand for over an hour after a full day of work.
They are often not cleaned or rubbish removed and charging points would be useful.
really unreliable during term times
Generally very good
The bus service is archaic compared to other parts of the country in terms of bus quality, and live travel information.
Often the metro is delayed which is very frustrating
no further comment
Generally it is ok until there is bad weather and my commute via public transport is affected
Transpennine express trains are almost always late and unreliable. The tickets are also expensive and not flexible (it costs too much to buy a flexible tickets).
not very reliable at the moment
My journey isn't include in the University Travel scheme because I travel through Darlington and not Hartlepool.
metro is not reliable and this causes stress
Metro reliability is falling significantly
Generally OK but sometimes delays and gaps in service
Generally happy with the metro service
Nothing to comment
Electronic tickets
My plans are changing with my family circumstances. For practical, health and environmental reasons I'd like to return to commuting by bicycle. However, the 1-year nature of the Metro pass, rather expensive alternative tickets, and the University retaining the old bike-to-work scheme rather than moving to the newer schemes all restrict my choices and/or raise my costs.
integration of buses with metro service
Consistency of delays, make the metro difficult to use. on daily bases. Does the university have a process for this impacting teaching?
The metro service can sometimes be disrupted by failed trains, issues with the line / track, and lack of driver availability. When it works it is an efficient way to get to work
Trains are getting better, but reliability is variable.
Public transport links near my home address are actually really good, I would just like it to be cheaper.
My commute is around 1hr door to door, I was not able to select that as an option.
Always Late
More buses available in peak times
It is a relatively short journey that takes a long time due to traffic on the roads
Buses do not stick to the timetable. The Stagecoach app is useful to track buses but some just seem to disappear even when the traffic is moderate.
cos of buses seem to be rising at a faster rate
good bus links



I do not have a car
The journey should only take 20 mins but in peak hour traffic can take alot longer. This can make my commute to work, including walking to the stop and then from the bus to work in total over an hour each way, reducing my free time. It is always packed and so a very stressful journey.
Unpleasant and I'd rather use private transport
I don't mind getting the bus as I do feel it is better for the environment and I am lucky enough to be able to choose from several buses and routes into work.
I get bus to work but car home.
Like any public service, there are occasions when I have been let down, but on the whole I have a reliable and frequent service. It is quite expensive though.
Having worked at Northumbria University for 10 years, I remain hugely disappointed that Northumbria is yet to arrange an appropriate travel scheme with Arriva North East Bus company specifically between Newcastle and Northumberland that would offer the same kinds of benefits (i.e. reduced costs) that they have with other travel service providers. Every 2-3 years I attempt to see if the travel hub have now reviewed and arranged this, but they have not. They have previously (perhaps still currently?) worked with out of date Arriva travel map (zoning) information meaning that obtaining a travel card for Arriva via Northumbria would actually cost me more per month than the £82 per month Morpeth Routsavesaver 4 week pass costs me when buying direct from Arriva.
Bus currently diesel -- would be good to see them operate with more environmentally friendly fuel
It is unreliable
Works well but does not give much flexibility to start and finish times.
Looking forward to the replacement of the current Metro rolling stock and a more reliable service.
Metro service is shambolic...never enough drivers or working trains. Trains at peak times are like cattle trucks...need more short trains running but with the new fleet to be paid for this will most definately mean a cut to the number of trains running.
I chose flat opposite metro station
I would consider cycling to work if there were better provision of locker space for work clothing eg hanging rails etc for shirts, suits.
The metro is generally good, but any problems can lead to wide variance in my journey times, and my ability to actually get on a full metro given where my stop is.
more alerts sent if there are delays/ no service
It takes time for the attendants to let you on or off the metro platform an electronic ticket is desperately needed.
metro is generally poor
Generally very good.
The metro is great. I also have used the Coach Lane Bus, which works well too.
The metro is convenient but terrible for reliability and communicating problems.
Fab when running on time, not over crowded or over heated!
Generally, I am very satisfied with my commute to and from work by Metro (aside from the slightly unreliable service), and with Northumbria's corporate travel scheme
An improved, reliable service would make the commute much better
generally a really useful and convenient service. Breaks down rather too often
Nexus needs to improve reliability and frequency of trains at peak times
Metro is awful but no alternative.
Re the metro, reliability is the only major issue.
I find the metro really convenient. When it works its fantastic, but when it doesn't it can be awful.
There are frequent trains and i enjoy the walk at either end
I have an anomalously long commute for personal reasons (family; partner's job), and my main challenge is the cost of ticket prices and lack of flexibility on advance tickets. It's hard to plan ahead when meetings get shifted and timetables announced late, but a flexible Edinburgh-Newcastle season ticket is financially out of the question.
The train is convenient and quick for me.
Having to travel to Coach Lane each day adds significantly to my travel time - moving to city campus would greatly improve my working life! I often try to take the no. 1 bus but it is slow and can't be relied upon to get to Coach Lane in time for meefings/teaching, due to traffic congestion and on-street parking through Heaton.
I value having train guards/ticket collectors on the train



it is OK
Not always necessary. I mostly work via email anyway out of meetings.
I started using the bus service following an accident which meant I couldn't drive. I am now part of a community of commuters that enhances my daily journey. The uni scheme makes it easier to make a more environmental decision to stay on public transport.
More of a discount through corporate scheme
The current pricing is not very attractive (too expensive) for people that can use car to come in. also service not reliable but not sure what could the university do about it... I suppose it has very little power in comparison
It's horrendous-trains are cancelled or delayed every day if I travel from a local station. Regular trains are infrequent (1 or 2 hour gaps). Main train station involves using park and ride, this closes as 7pm so doesn't work if lecturing until 6pm in Newcastle. Local buses are expensive, infrequent and I'm unable to coordinate times with route I need
I travel a long way (from East Midlands) on LNER which is very expensive and I stay overnight so it would be useful to have information about any special hotel rates and ways of reducing the travel cost
I would like to see NU offer train fare discounts for staff and students
Tain cancellation and long delay are a major problem.
Cleaner buses
Corporate schemes should be cheaper than buying direct
The service is often unreliable.
Metro Service From Sept 2019 to present has been much more erratic , less frequent services, more breakdowns, less seats.... more frustration
The journey includes a 10 minute walk to Pelaw Metro, and a 10 minute walk from Haymarket metro to the university - same for return - 40 minutes walk per day plus metro journey
Metro is often unreliable, and at times have no contingency plan in place whatsoever. A journey to Newcastle city campus by any bus take forever, so then your own vehicle becomes the only available option.
the strikes before Xmas had a bad effect on service in the evenings, which even under normal conditions is quite bad.
Public transport is poor, and despite the logic to suggest otherwise I'm going to be forced to start driving in. Lots of people say the same thing. Cycling on busy roads/lack of cycle paths doesn't appeal.
Metro system needs investment
It's quite long
I don't have any further comments.
I would prefer to drive, but getting the bus isn't too bad for me as there's a service every 10 minutes
BIGGER BUSES
No real complaints...not even the cost. I've driven to work for 30 years....now trying bus and i like it.
Usually fine - occasional disruption due to ageing metro system.
Metro tends to be fine, however if they are off its normally an issue getting the bus
Lots of issues with the metro and delays lately, never know if I will get there on time for 9:00am teaching, more stressful than usual; cannot leave house a lot earlier due to seeing children off to school!
The metro is fine, I just wish it was more reliable
With the current situation, I would walk rather than take the metro. But as a single parent and main carer responsibilities it is taking longer to reach work
Length of journey is most influenced by distance to station at both ends - poor/expensive parking options at Durham Station. I often choose to run instead of drive/bus which is faster in peak times.
Have commented on train as asked to comment on longest part. I took this to mean miles not time. The frustrating part is generally the buses in Durham
Its a 15 minute walk to nearest bus stop for me which takes up a lot of my journey time - plus its peak times i have to travel - don't see why we cant work from home regular days each week
Since several bus service providers operate on my commuter route, I always pay on the day - so I can get whichever bus comes first - it would be great if there was an economic alternative that was a pass for any/all bus service providers on that route. I haven't checked very recently, but I believe such passes (via nexus?) are priced just above the price of the 8-10 journeys per week I usually make, so there'd be no saving - infact there'd be a premium to pay for the convenience of the common pass.
Unfortunately as I live by the A1 (Ponteland) I am unable to commute to work by walking so travel by bus is the only option I have really
Peak time traffic is awful
I dont currently have much information on what travel options are available to me or travel benefits through work



It is extortionate from Arriva
I would travel by car however there is not enough parking in City Campus
Stagecoach bus service between Gosforth and Ncle is excellent. I can't fault it for reliability.
More flexible ticketing options, as my part time hours do not warrant a season ticket.
Bus times could be improved as could regularity of service.
It would be great if a return ticket on the bus worked on ANY of the bus companies. Or some kind of Oyster card type system...
I get the number 1 bus as a paying customer in the morning and the service is appallingly inconsistent
I would like to buy an electric car and park at work instead but I need more information on how charging and e-vehicle parking works on campus
Shouldn't city buses be electric by now?
nothing more to comment on
The reliability of buses needs to be looked at
There are no adult seasonal tickets on stagecoach buses. It would be really good to have this option, as currently I have to buy weekly tickets.
Generally happy with the bus service I use.
I would appreciate a bus that would take me closer to my son's childcare venue than it does now.
No major complaints about my commute, generally quick and hassle free!
Buses are slow and unreliable
Cheaper fares
if the parking permit where not so expensive I would consider getting a parking permit
Unreliable
There wasn't any point in using the Corporate Travel Scheme for 2019/2020 as it offered 0 discount to the regular price directly from the the company, Network One in this case.
Poor times
Cheaper would be beter
Bus is convenient but cheaper fares should be available in general
It is ridiculous that I have to pay for a full North East region pass to travel 16 miles from Ashington to Newcastle. This needs to be looked at....
It would be beneficial to be able to pay using the corporate travel scheme but get the pass on a mobile device as opposed to a physical pass.
easier
The change in routes means only one bus to get me to work on time.
Stopped using the Metro at Four Lane Ends as it became too crowded at peak times and other passengers were just rude.
It's fine
Most days it is very difficult to get a seat on the bus so have to stand. The Go NorthEast fare is very expensive.
Next bus information at bus stops would be good
My mode of travel is pretty convenient, I just wish it didn't cost so much per week.
I have to get a bus then walk the rest of the way which is fine in the Summer but not the Winter.
nothing really to say
The bus services are great and frequently on time. The 97 service which I make use of; the buses have recently had a quality transformation to be more environmental friendly, comfortable and tech compatible. The customer service is always warm and friendly.
More regular service would be a massive improvement as at times several buses come at once then there can be a 'bus drought' for a while
I used to walk but health prevents
It isn't worth getting the Universities bus pass scheme, due to it being cheaper to not opt in with the bus company directly.
The bus can use a bus lane which is why its quicker than driving by car



The 62 and 63 route are terrible in the winter, putting extra stress on commute times/time at work/at school for children. It is a very long route across the city. Ok getting to the bus in centre of town. I don't mind the walk and it's better for the environment.
I can get buses from two different companies but depending which bus comes first that's the one I have to get home too. Often this means letting buses go past that could have taken me home quicker, which is so frustrating. If tickets could be used on any service I could save hours every year waiting for buses!
I am lucky in that I can get a number of different services (5 bus Stagecoach bus numbers in total) from the same stop (Westgate Road Crematorium), which drop me off at Eldon Square or nearby the centre of Newcastle, which makes it easy for me to walk to work from there and shop en route. Like all public transport users I'm sure however I sometimes feel frustrated when my bus doesn't show up on time or the conditions are dirty on board.
Slow, dirty and unreliable
The bus is usually on time and I always manage to get a seat. It would be nice to have slightly cheaper fares.
I have an excellent bus service not far from my home and get on and off at Civic Centre/City Campus library, good service, value for money and nice buses.
Bus is often late, particularly in bad weather.
I commute to work by bus but generally home by car share
Buses are often dirty and smelly
it's fine coming to work but return service from Newcastle is poor as regards running to timetable
I use the bus as it is more convenient even though it can take up to an hour to get to work on busy periods of the day
A regular bus service between my home address and the city centre would be good!
Buses very unreliable
The service has not been good recently due to road closures unfortunately
It is ok
running to time would be much better!
Bus stops not close to home/Northumbria. Buses not frequent or on time.
More reliable services would be good
Corporate travel scheme should provide cheaper annual tickets than bus operators
Poor reliability. Shouldn't be possible for a bus to be late by the second stop of it's journey at 6am...
Traffic is an issue, which can often cause delay.
Sometimes during peak ie 1725 the bus is a single deck so people have to stand, and we seem to be getting the old stock vehicles which have windows that don't shut correctly and are freezing in the winter.
Used to use the Metro but became very unreliable
Service is not reliable and makes the journey to work stressful
I think the University salary sacrifice should be tax free for public transport
large delays due to traffic at home time. if i don't catch the bus before 5pm, the next one doesn't arrive until 5:25pm. They should be 7 minutes apart.
No further comments to make
I prefer the bus to the Metro as it is more reliable and I feel safer travelling by bus
Bus timetable needs to be more realistic during school term times. Never runs to time.
Nicer drivers but there is nothing you could do to change that
Improved traffic management to allow free movement of public transport
A bus lane through Gosforth
Frequent delays often make this form of transport unreliable and stressful if need to be at work for a particular time
If I lived near a metro stop, I would consider using this instead of the bus
More frequent, reliable and cheaper bus service would help greatly
I commute for about 1hr 30 mins each way, mon-fri. I am used to this now, however it is not ideal.
sometimes the x30 which is the bus especially for early workers is extremely full so it would be good to make it a double decker bus.
I have to travel by bus and Metro
The long journey that can be fatiguing especially at the end of the day





The early morning buses are becoming increasingly more busy, and I have a neurological condition which means if I sit in an aisle seat, I get nausea and dizziness (I'm very sensitive to travel sickness). In the last year, I've had to start getting earlier and earlier buses to keep finding ones that have enough seats so that I can get a window seat without worrying about it. Otherwise, the service is generally a good one. A couple of extra buses between 6:45 and 7:25 wouldn't go amiss though.
Buses are unreliable with times
I can only use one bus - every half hour
Usually fine reliable service
There are usually plenty of buses and it is easy to get to work. The frustration is that the route is covered by different companies, so if I buy a return ticket with one company, it doesn't work with another. I have been unable to find an affordable season ticket that would cover all companies.
Would be nice if the University had better options for transport tickets. My current weekly ticket is actually cheaper than the current corporate travel scheme.
I would consider purchasing a monthly or annual pass via the university's own scheme if it was cheaper, but because I travel regularly and often don't use the bus for 2-3 weeks at a time, the discount of buying a monthly pass is no cheaper than buying single tickets for each journey as and when I need them.
Convenient and regular
extending the free service to uni staff would be great
Can often wait long times for the bus.
designated bus lanes would improve journey times
Happy with my commute
No further comments. service is good
It works great for me
The number 1 Bus service is frequently late after 5pm. Before that the service is usually quite good, but I have frequently stood at Coach Lane for 20 minutes waiting for a bus, and have waiting longer than that on occasion
The inter-campus no.1 bus can be very unreliable in terms of frequency and appearing as per timetable. I use it on the way to work because it is the most straightforward way to get to City Campus from where I live, but on the home journey I get a different bus half way home and then walk the rest of the way. This is partly because I like to walk at the end of the day to clear my head but also because the no.1 is horribly overcrowded during evening commuting hours.
The only problem is the very 'round and about' route taken by the number 1 bus. In theory the journey could be much quicker.
might be important to note that i work night shifts
The metro trains need updating, but that it being dealt with anyway.
I find the metro ideal for my travel to work. I live next to a station which means it's quick for me to get into work.
Metro
More reliable service from Metro would be welcome
More regular trains out of peak hours for City centre to Airport line
The metro service can be a little sporadic which can make getting to work for a particular start time more difficult.
The Metro is always exceptionally crowded during the times I need to use it. Adding more trains more frequently during peak times would help a lot.
Metros frequently break down and are often too full to get on during peak times.
Where I live it's OK
It's no secret that the Metro is in a terrible state. If I had the choice not to use it, I would not use it.
Met services are often disrupted or cancelled
Really want the Metro to expand to places like the west of Newcastle and Blyth/Morpeth area.
Some peak services on the metro are often cancelled, which can lead to crowding on other trains.
Requires investment
Metro is my back up mode of transport, I usually am a passenger in a car share. however especially in the evenings with 2 children to collect from a wrap-around service, this is extremely stressful due to delays on the metro, nothing on the nexus app matches the times on the screen or when trains actually arrive. Leaving work at 5 (even 4.30 on occasions) travelling from manors to north shields to then walk to my home pick up a car and reach the children in time before the service shuts at 6 is very tight at the best of times but with delays and lack of information, it can be an



extremely stressful situation. I would like the uni to offer more flexibility re. leaving work earlier (flexi-time) in these circumstances.
The current Metro service is really poor - I would not use it if there were a viable alternative
Considering changing to driving when annual pass expires as takes much longer by metro and the service is unreliable
Reliability of Metro services is a constant issue.
I would like the metros to be more reliable.
There are still a lot of incidences relating to anti-social behaviour, I know its not the fault of the Metro service but surely more can be done to help keep passengers feeling safe.
shifts vary so some start times are during peak travel hours, and it is awful squeezing onto a packed train like cattle; particularly with the public health issues at the moment, it is impossible to avoid standing next to someone who is breathing on you and you them. More trains at peak times are needed at the best of times, but absolutely imperative at the moment.
coronavirus treat!
It would be good if there were extra metro's running at peak times.
I hold the Metro service in high regard.
The service on the Metro is unreliable and prone to delay. Services are cancelled, running late too often for comfort. It's very expensive for a third world service.
No comments to make
When fully functioning, the Metro is probably my best option transport wise. The service in recent years however, has been increasingly poor, yet the fares continue to rise. I also feel that given the increase in student numbers (e.g. new Gateshead College campus), there hasn't been an increase to peak services to cope with demand.
Trains are quite old and frequently breaking down or not enough drivers
More reliable service
When the metro runs, it's very convenient but when there are issues, it is difficult and takes much much longer.
The metro is great when it works well but it frequently has issues and can cause stress when trying to get to work
It would be helpful on days that the metro strikes staff could work from home, as this is something that impacts professional support workers.
Metros to run to plan and maybe more services
The metro service is unreliable at times, especially inclement weather which can impact on journey times and the time I arrive to the office
Metro cancellations are a major problem
Metro service is fairly bad and unreliable
Due to changes in my circumstances, I have applied for a car park permit as it works out cheaper than the metro pass and parking at Heworth.
Metro delays and failed trains are commonplace.
Working part time does not make it financially beneficial to get monthly or annual passes
nothing to add
I prefer to travel by public transport as it is mainly reliable and a short distance from my home address/work address
A more reliable Metro service would be better.
It is expensive
When the Metro has issues - getting to work can be very difficult
metro is fine when it is working
would be nice if metros were on time
The Metro is still a convenient option for me, however it continues to be unreliable in winter months and has recently had recurring issues with antisocial behaviour, which has not made my commute a pleasant experience.
As I usually travel by car and park at the metro station, it would be more beneficial if there were more car parks at stations and daily rates were cheaper at these stations.
There is an area for improvement in the cleanliness and safety
it rarely arrives on time, delays most days, lack of communication around delays
I have to walk 30 minutes to get to and from the Metro station
Good



The gradual decline of the metro system is frankly depressing.
I use the Metro when I do not have a hire car for university business.
trains often crowded or pulled out of service
The Metro is the only viable choice for me but as everyone knows it needs a lot of investment as is pretty unreliable
Not always reliable
It is Difficult given the reliability of metro services so hard to rely on this...
The metro is theoretically great but incredibly unreliable.
The metro is a convenient way to get to work.
Generally I like travelling by Metro however when there are problems on the lines, though infrequent, this can be quite stressful and it is a little unreliable.
Service needs to be more reliable
Everyone should travel by public transport if it is a viable option. The University should be supporting its staff to do so if truly interested in embracing sustainability in action rather than words.
The metro has many advantages but it is not as reliable as it used to be especially between 6pm and 7.30pm. There are often delays.
I like using the Metro because it gives me time to think and read or listen to podcasts. The service is usually fine, but when something goes wrong, communication with customers is often very poor, with insufficient explanation of what's happening and advice on alternatives.
Metros have had problems with reliability in the last few years. Hopefully this will improve once the new trains come on stream.
I get the train because the roads are too busy and it's difficult to predict how long driving to work will take.
I still have to use the car to get to the train station car park as it doesn't stop near my house plus I have school pick up/drop off responsibilities on route.
The service between Chester-Le-Street & Newcastle is a great service when it works! And then a nice 15 min walk to the office. The rail journey only takes 10 mins but the number of delays and cancellations in recent months makes the commute quite stressful.
Easy & generally reliable
metro unreliable at times
My commute is quite reliable and very quick
Rail travel is often delayed or cancelled with little or n notice, it's frustrating, over crowded, too cold in the winter and too hot in the summer.
Stop cancelling trains
expensive
Ability to walk to the station from home and work
I commute via Northern Rail. The service is quite poor so I am hoping for improvement once the Government assess the new franchise. Luckily, on a morning there is a train 7.09am/8.45am/8.20am (then the service is hourly) and on an evening it comes 5.25pm/5.41pm (then hourly). But the service is always delayed, cancelled etc.
Frustrating commuting by train from Chester-Le-Street. Today is the perfect example as there was no service between 8 and 9:30am so I am having to work from home. We are desperate for a better service - I really don't want to have to start driving in!
The train times are very limited at certain times of day
I use bus and train and am entirely dependent on services turning up
I don't always commute by bus. I sometimes, run, walk, or take the Metro, depending on what other activities I'm doing in town after work.
Very happy with it
Fixing Haymarket Metro station escalator is a priority to return to full embark/disembark service at peak times
I've been paying for my metro season ticket for years and had not heard about the Corporate Scheme. Where does one find it?
In light of the global climate crisis, the university should offer higher discounts for the corporate travel scheme (POP card).
My commute by public transport does not feel like a sustainable option for my life long-term, if my current home location remains the same. I used to drive, but found the cost of petrol and parking too expensive. The A1 was also too unpredictable in terms of traffic problems and overall length of my commute. My commute would be much better if I could take the metro directly from near my residence in County Durham to Haymarket.
Public transport is convenient, but not pleasant when cold and wet.



Cleaner vehicles and Transport police would help clean up the mess

**Where would you like to see more cycle parking provided? Please use the space below.**

Where it is convenient

City Campus West

Secure cycle cage for Sutherland/Ellison Terr

more visual rather than hidden away

Sheltered bike stands in Coach Lane (I work there once a week). More sheltered bike stands around Northumberland building

City Campus West

Pandon / CCE

around Northumberland building

indoors

indoors

library

I wouldn't particularly.

Near Ellison and CIS Buildings

Quad

city campus

ellison

Ellison Place

Around main campus eg Sutherland, Ellison, Pandon

more inside secure parking may encourage others

City Campus West

EllisonA

Anywhere near Ellison

Ellison yard?

by each main building

Don't mind - but I think we should offer more - probably be located in the car parking space - contentious but we have to change our actions now!

Car park

in front of my house

Near Student Central on the Sandyford Rd side

c.l.c eastside

Pandon

Lipman

clc.

Yes

everywhere

Throughout the campus

Around Ellison Building

City Campus

all over

In front of buildings rather than in obscure corners off to the sides.

Outside CCE (secure parks, rather than the sheltered hoops)

Outside the Student Union

By Ellison, outside Pandon

City Campus East and across campus more widely eg. Nixon Hall

I'd like the rack I normally use to be more covered - everyone tries to get the more sheltered spaces at one end when it's raining!

City Campus

on CCW

More visible locations

all fine

Near Sutherland building and a shelter at CCE



Where would you like to see improved shower, locker or changing facilities provided? Please use the space below.
Coach Lane East
City Campus, Ellison Building
I use the showers in Wynne Jones everyday they are very tired now and very heavily used at peak times
what we have is good, perhaps look at better awareness
Northumberland building
Northumberland Building
Sandyford. Floor one women's locker room has no space to dry clothes, could do with a fixed hairdryer (as in Sport Central) and the shower usually cold.
Northumberland building
near our place of work
in all buildings
I am only familiar with the facilities in CCE-1. They are fine. I would like them to be cleaned more thoroughly, e.g. behind the doors.
Near CIS and Ellison Buildings
Squires
Ellison Building
ellison
in Ellison building
Not sure where they exist - needs better signposting
if more people cyclcd more facilities would be needed, but OK at the moment
EllisonA
Showers are generally really good, but more around Ellison would be good. The ones outside Nixon hall are also used by students before lectures, so gets extremely busy before 9am
Ellison Terrace
within each building
In all buildings I guess
Anywhere
CCE1
Northumberland Building
In Student Central
c.l.c. east side there's none!
Pandon
Lipman
Coach lane campus east...there is none!
Coach Lane Campus East
all buildings
Not important to me. By bike, the commute from my house is very short and is downhill.
Ellison Building
some in each building
I don't shower or change after my commute. I'm not that athletic a cyclist.
Lipman and Squires. We have ONE shower (which suffers from low pressure) that opens onto a major thoroughfare.
CCE1. There are showers but are pretty grim in terms of cleanliness and there aer no hooks / benches for clothing and kit
CCE1
All buildings where there are staff offices.
All main buildings
all fine
Lipman and Squires
CCE2



Please feel free to use the space below to make any further comments on your commute by bike
I would like the uni cycle to work scheme to have a higher threshold (above £1000) so that more e-bikes are available.
The University should lobby the City Councils for a better joined up network of cycle routes for staff & students in Newcastle/Gateshead
pretty happy with facilities
Its very unsafe biking through town to reach the campus from the west, as the traffic around St James stadium and the Haymarket is not bike friendly. Better/safer cycle routes to campus from the West would be great.
I would have really liked to be able to get help buying a cargo bike via the cycle to work scheme (these cost more than the limit). Cycling with a toddler to the nursery is hard work otherwise!
I work across a couple of buildings (Sandyford and Pandon) and use changing facilities at both. I find the facilities at Sport Central are better than both locker rooms in those buildings, but it's not possible to store stuff there overnight / longer term. A lot of the issues with shower rooms in office buildings being inadequate could be resolved if a long term locker facility (ideally with drying space!) was available at Sport Central, which is also much more convenient for most staff working at City Campus. A centrally located cycle storage facility nearer Sport Central would also facilitate this.
Dr Bike provision is really poor now. Not only the sessions are less often than in the past, but any work on the bike is kept at an absolute minimum. Dr Bike sessions should allow staff to make significant fixes to their bikes, including changing chains, cassettes, truing wheels, etc, not just a quick bike health check. It is also beyond me how new buildings (eg CIS) have been planed without considering shower and bike parking facilities.
Clean bike sheds (but not with leaves blower which results in bikes being covered by derbis!)
talk to the city and organize more save and green cycling lanes/cycling "highways" - similar to Amsterdam (across town, not just campus)
good to see more people cycling on campus
Some recognition of the contribution of cycling to a green transport policy would be valuable.(financial and beyond cycle to work scheme, which does not encourage/fund servicing and using second hand bikes rather than buying new) E.g. I would estimate I spend £100-£200 year annually for upkeep of my bike, whose wear and tear is almost solely due to my commute (this does not include labour costs). This is in addition to a railcard cost as I cannot undertake the whole commute by bike.
Thanks for all the work done on cycle infrastructure. The bike shed by Ellison C (workshop bit) gets incredibly full, so would be good to have more capacity here. The showers outside Nixon Hall also double as the toilets, so if you arrive anywhere from 8:30 onwards they are really busy with students using the toilets, so not ideal. The lockers in the hallway (I have one) also get incredibly busy as students wait there for their lectures. But these are minor gripes.
My cycle route to and from work is mainly segregated from road traffic however there are a couple of annoying pinch points where cycle lanes disappear and risk of collision with pedestrians is increased for example north west of civic centre near Barras Bridge.
not very safe on the road
I have commuted by bike for over 20 years and use public transport if it is bad weather. The last time I drove to work was probably about 25 years ago when I lived in Darlington and commuted.
The biggest issue is pedestrians not respecting cycle routes.
need better cycle paths.
Pandon needs a drying room for wet weather
Parts of the city centre are pretty hazardous especially Blakett street
I think you should be allowed more time to get changed before the end of your shift so you can clock out on time to cycle home.
The biggest problem with it is that it isn't safe. There isn't a safe route (i.e. one where you never have to share space with motorised vehicles) from Fenham to the University. That's a massive failure of public policy, affecting health, environment and equity.
The bigger problem is cycle routes in to the city centre. It's all well and good having campus facilities but if the routes in are busy with traffic people won't cycle
Currently nice and easy.
I wish the council would help by making Sandyford Road safer for cyclists. Rerouting cars and buses onto Jesmond Road would help.
Love it!
Need more/larger locker facilities and drying cabinets for wet clothes
persuade Ncle City Council to provide more dedicated, marked and illuminated cycle lanes on all roads which deliver to our campus areas. These should be at least 1metre wide... to encourage more staff and students to transition safely onto busy highways.
Generally well serviced in all respects.....however a marked increase in people cycling perhaps more facilities needed as a result.
all fine. I do it because it works and is easy.
the issue with cycling is cycle routes through the east of the city. appreciate this isn't a university issue.



<b>We really appreciate you taking the time to complete the survey. If you would like to make any further comments on your mode of travel to and from the University, please use the space below.</b>
I skate if it's not raining, and I walk if it is raining0.
more bike space
no - i feel the university has made provisions for cyclists. Unfortunately the UK treats cyclists as second class citizens on the road - hence i feel more people would cycle and make the environment more cleaners and healthier as we switch away from the combustion engine.
More social cycling events would be great to get more people on bikes.
A SCHOOL BUS TO DIFFERENT STUDENT ACCOMMODATION WILL HELP
We need cheaper bus tickets.
StageCoach is fine for travelling within Newcastle
I travel by stagecoach every day, services are good no complaints about that but travel time bit more for 1.5 miles it taking 30min. if it reduces by 15-20 min then it will be more helpful
THERE WERE NO PROBLEMS TO STUDENTS BY TRANSPOTATION
Good
Although I do not yet drive to Northumbria University myself I have been looking into parking and I think there should be more available for students and have times that are free for students or discounts in public parking spaces
More parking spaces, cheaper parking, or cheaper / more frequent public transport would be good. Consider all students, not just those in student accomodation in Newcastle city. People travel in from many other areas.
Taking the bus is useful to me because the bus stops right outside my university building. However it could be beneficial if the price for the annual student ticket was reduced
I THINK TO HAVE MORE METRO STATIONS IN NEWCASTLE
You should include more answer options, for example I can't drive by my mam has a car that I can use with her driving but there isn't an option for 'other' responses.
I cannot afford to own and maintain a car, making public transport my only option and it is temperamental at best
If there was more chance for parking at the university I would take it, but the prices for a non-specific parking space are extortionate and timetabling does not take into account the difficulty of travelling to the city centre when assigning 'home' students their timetabled sessions. Classes that end at 6 take me over an hour and a half to travel home due to lack of availability for transport.
The fares on GoNorthEast buses are pretty cheap. I get a 5-25 ticket (newly introduced in September). However, this is not helpful for mature students who often have the same amount of loan as regular students but have to pay large amounts now due to the removal of a 'student ticket'. This seems unfair and it would be nice to see a recommendation from the university to GoNorthEast to reinstate the student ticket
I use my car on the weekends or late nights at work
I would prefeere to use my car, however due to the lack of car parking at uni and in newcastle i cant
Having an advantage to ability to travel by car as an alternative to public transport in short of time is helpful. Thank you
Cheaper alternatives
I have placement based around Newcastle that I take metro or bus to
More improvement and also buses
I hope there will be more public transportation discounts/free benefits for students.
As I stated earlier, I feel travelling through bus fares are high and the rest is pretty much good.
The services are often unreliable meaning that I regularly get far earlier buses than required as it is better than the intended bus not coming or being late and then subsequently making me late to my lectures.
Reduce in price for students tickets would help many students.
Things go wrong with travel. I already travel for an hour to get in, and the university doesn't always take this into account
air quality and fuel extraction are big concerns, so it would be great to have bus companies address these with customers
I would like to be able to drive through but lack of parking at uni at an expensive price
Sometimes they don't let you use return tickets on buses from the same company that go the same route so I normally have to buy singles which is more expensive. I don't go to uni enough to warrant buying a bus pass or a week ticket either.



Bus trips takes ages depending on traffic, so there isn't much I can say beyond that. I don't have a license or a car, so there is no alternative mode of transport.
I can take a numerous amounts of buses from home. My specific area in Newsham Farm only accommodates the bus the "X10" but blyth town centre has about 6 different buses to Newcastle. My bus is very very busy for that reason and usually I'll be standing up for most of the time. It's fine for me as I'm young but old men and women sometimes have too to due to disrespectful people.
As previously stated.
Would be good for the university to have good connections with the bus companies. Offer a discounted rate for Northumbria University students.
Either a bus service directly from your campus faculty to your home address within the same location (city) or car parking facilities very close or directly adjacent to your course faculty with cheap parking fees or free to students.
thank you
Very long and can be very expensive if I get the train
I would like to request for some university owned public transport services to students. Which includes bus fares and pass rates at some reasonable cost. As most of the students do not work and often depend on public transport there should be flexible system for students. I am also aware that the route No. 1 is free between campuses, I would also love to see such services at more places like fenham, brighton etc where most of the students reside.
So convenient
It was quite simple
Cost reduction
Bycycle
Driving is easier and is cheap than public transport as there is various free parking spots around the city
Reduction in car parking charges for those that car share, to promote less single occupant journeys . Any other incentives to encourage car sharing (printing credits, discount coffee etc)
If metro provided a better student discount to those who lived out of the city I would use it every day
I park in Heaton when I drive to uni as it is free but there are rumours that they are going to change this. The free parking in Heaton allows us students to save a lot of money on parking which I wouldn't be able to afford and the bus is expensive.
I am a mature student with my own home that I share with my two young children. I do not live local and for peak times and early starts i need to travel by car. However, speaking to local Student it would be better to offer alternative travel maybe from their accommodation to university in the winter months for safety and comfort. Then in spring summer cycle and walking groups this will create a social group and help those students who may be shy or suffer from mental health.
Reasonable on-campus parking, I park a 15minute walk from university, as its the only free place i can find.
I do not feel that travel to university is made a priority for older students with family and caring responsibilities. It seems assumed that older students and those that live slightly further away but within travelling distance will have access to a car and will use that mode of transport at all times. Despite this, parking is inadequate and expensive at all sites. To use public transportation would add an extra 1.30 minutes on my personal traveling time.
If I arrived by train it would take 2.30 hours to travel. By Alnwick to newcastle then metro to four lane ends.
Cheaper parking at the university would be useful as I have no option to drive due to where I live and lack of public transport facilities.
We need more and cheaper parking.
I would consider the bus if there was a direct route from my area to university but I would get 3 buses and it would take about an hour to get there.
should be free parking at least discounted parking
I would prefer to use public transport for environmental reasons (such as the train) but it is actually the same price to drive.
I live too far away to cycle there and back every day. Public transport is expensive and infrequent from my address
Public transport is expensive and takes too long. Far too much emphasis on discounts on app based purchases for bus tickets, which is of no benefit to me as it don't own a smartphone. I complete part of my journey by folding bike. Newcastle City Councils cycle lanes are dangerous, they are too narrow, and often suddenly stop and start. Segregated cycle route near Northumbria University goes in the wrong direction, and is of little benefit.
It would be great if the permit option was for how many days a week you are in the university. If not it would be great if you could try and get student discount for the manors multi-story car park that most students use
the distance I live from university means my traveling time can take from 45 minutes to 2.5 hours varying because of times needed to be in university, if I used public transport it would cost me significantly more and mean even more





<p>unsociable hours to travel backwards and forwards to university, as I still have 6 children at home driving in my own car enables me to spend more time being able to drop my younger children at school if possible and collect them. If I used public transport I would not be able to do this.</p>
<p>Costs a fortune</p>
<p>I use my car from home to university each day. I have considered using the bus, but I am not aware of a bus that stops close to College Lane where I currently park.</p>
<p>Driving and the train is a similar time and cost but trains take much longer after 8PM and some get cancelled so car works out best for consistency but I'd prefer to use train as it's more relaxing and better on the environment. However, I only have one train between work and uni. If I miss it or it's delayed I miss my lecture or turn up really late, which puts me off attending and I usually head to the library instead. Hence, why I tend to drive.</p>
<p>Better transport links for those of us who don't live in Newcastle would be appreciated</p>
<p>Journey can be between 60 - 120 minutes depending on traffic</p>
<p>University ID cards to be accepted at more stops on the Number 1 bus route.</p>
<p>Number 1 bus should be free at all stops with a Northumbria student card</p>
<p>ban cars introduce congestion charging and open more electric charging bays in your car parks.</p>
<p>Its expensive to travel in from outside of the city centre</p>
<p>MORE STAGE COACH BUS TO SOUTHSIELDS</p>
<p>Would be helpful for uni to provide a discounted rate of travel for students - or at least an incentive to use public transport</p>
<p>NO FURTHER COMMENTS</p>
<p>There's never enough parking spaces for students at university. It's also really expensive to pay for parking all day.</p>
<p>cheaper student metro fares would be nice</p>
<p>I am using metro and it is the best mode of transport so far.</p>
<p>Vehicle transit to the university is nearly impossible, and at the least impractical due to the severe lack of parking.</p>
<p>I own a car but chose to purchase a metro annual passbook to travel to university because it was much cheaper (and easier to get a hold of!) than a university parking permit.</p>
<p>if there were increased parking facilities with the ability to get a permit then i would be interested</p>
<p>for University to cover my travel expense</p>
<p>I would always use public transport to travel to University, it is not practical nor cost effective to take my car (parking costs and duration of time required). There is a problem with the efficiency and reliability of the Metro Service. The impact of this is that I would need to leave my home address far earlier to ensure I can attend a class in time.</p>
<p>If I was to live in student accommodation I would probably walk to uni as there aren't many metro's close to student halls and it's quicker most of the time.</p>
<p>Would love to see travel covered by the uni</p>
<p>My humble request is to provide more free coach services to Students living in the radius of Newcastle.</p>
<p>Also have to use metro, which is also unreliable, would be good if No 1 bus was free from Central Station.</p>
<p>id use my car if there was more parking but i understand that there isnt due to climate issues</p>
<p>TRAIN BEST SUITS MY NEEDS WHILST STUDYING</p>
<p>In terms of university, I do not mind if they choose times to have classes which are not as convenient with public transport. However, if a class has a lecture or seminar which is not going to run for the full hour or no real content is going to be taught. (Eg, attending a seminar that lasts around 5mins then told to go and work on the assignment) I would appreciate if this was made clear in an email before hand because it might change my decision to pay a days transport to travel to the university. In final year I don't mind because I need to be in University all the time to do project work, however this was especially a problem in Foundation Year and First Year.</p>
<p>I usually walk as the building where I have classes isn't that far away from my apartment. The only trip that is horrible is the one that make from Portugal to Newcastle, no direct or cheap flights.</p>
<p>Introduce a free bus service within the city for students to travel.</p>
<p>it will be very nice to have access to at least a cheaper way to go back home, student discount or something like that can make a difference when you are studying abroad.</p>
<p>I THINK IT IS a normal distance and normal time period needed to reach the university so I M COMFORTABLE walking</p>
<p>I used to take the bus more regularly but I needed to save money so I started walking instead.</p>
<p>I live up a hill, so cycling initiatives aren't effective</p>
<p>I prefer to walk to the university from my term time address as form of exercise</p>



I think university should take more actions against the virus
Possibly extend or use other bus routes instead of just using the number 1 bus. This way it'll be easier for students living in Gateshead or Jesmond or other parts of Heaton to get to university
I usually travel from Hazelwood avenue, Jesmond to Northumbria university-1.2miles distance it takes 5-6 min in bus and 20 min by walk
I would like to suggest that university and city council increase the number of bike parking spaces in different parts of the city centre where students may go and visit. For example, I want to buy a bike but I cannot use it if I have to go to TESCO, Intu and other places in the city centre.
I walk to the university which is really unsafe during this time
I am an international student from Malaysia. I hope Northumbria makes a move by send us back and doing online assessment or something as most UK uni has done such a Liverpool
Would be great if there was more parking available around the university for students.
I have nothing else to add to this
Parking is extremely expensive
I drive when its wet and walk when its not.
I take the intercampus bus back from uni
If you could make the No.1 free to get on and off of at all stops between the campuses that would be great. Carrying 10 books back to my house at a time is really hurting my back.
I do not believe there is a lot more that can be done in regards to commuting in and out of uni. The campus is centrally located and by the sides of bus routes and the metro. I think the university could benefit from creating a bike scheme to encourage students to cycle in, cutting commuting time but also gaining exercise. Maybe disincenitive travelling by car as Newcastle begins to improve its air quality.
It's pretty chill, ore people should walk
More people should walk
Sometimes get the coach home
Mainly use metro during winter months and when the weather is bad
Mode of transport is usually weather dependant between walking/cycling/metro
Walk everywhere as everything seems to be only 10-15 mins in Newcastle
I USUALLY WALK ONLY
No comment, the distance to University is reasonable. The only issue would be safety as some private accommodation location looks really dodgy
A 30 min walk through parks makes my mind fresh and I feel great while I start my day.
I chose the student accommodation near the university just to avoid other modes of transportation.
I stay nearby, so I walk to university
can we get the nexus metro pop card put on our student cards much like they do at Uni Of Newcastle
IAM HAPPY AS IAM COMMING BY WALK
THE METRO IS UNRELIABLE SO I RATHER USE CARS OR TAXIS
There needs to be a better understanding of the access between City Campus and Coach Lane campuses, removing the need for personal car use. There also needs to be information provided to students who live in the surrounding North East about the public transport in the area which brings them close to campuses.
Would like to travel by train
Newcastle is quite of a small city; there is no need to rely on any public transport, provided the maximum distance of walking is one hour.
Walking when its raining sucks
Uni has made me realise cars aren't as important to every day life as I once thought before uni
I occasionally get driven between my term-time and home addresses, usually at the beginning or end of a semester/year.
Most people i know walk or get the metro as accomdation and student houses, which is perfect to use a metro
Although a direct bus is available from my street to the Civic Centre opposite the University Library where I tend to do the majority of my work, I prefer to walk regardless of the weather because it not only lets me get at least some exercise, but also because I don't see a reason to pay to get the bus when it's so easy to walk to the university.
Since I walk, there is nothing really special about my mode of transport. I would like more information about getting the university bus, however I understand that it is only free if I go to the Coach Lane campus, which I find

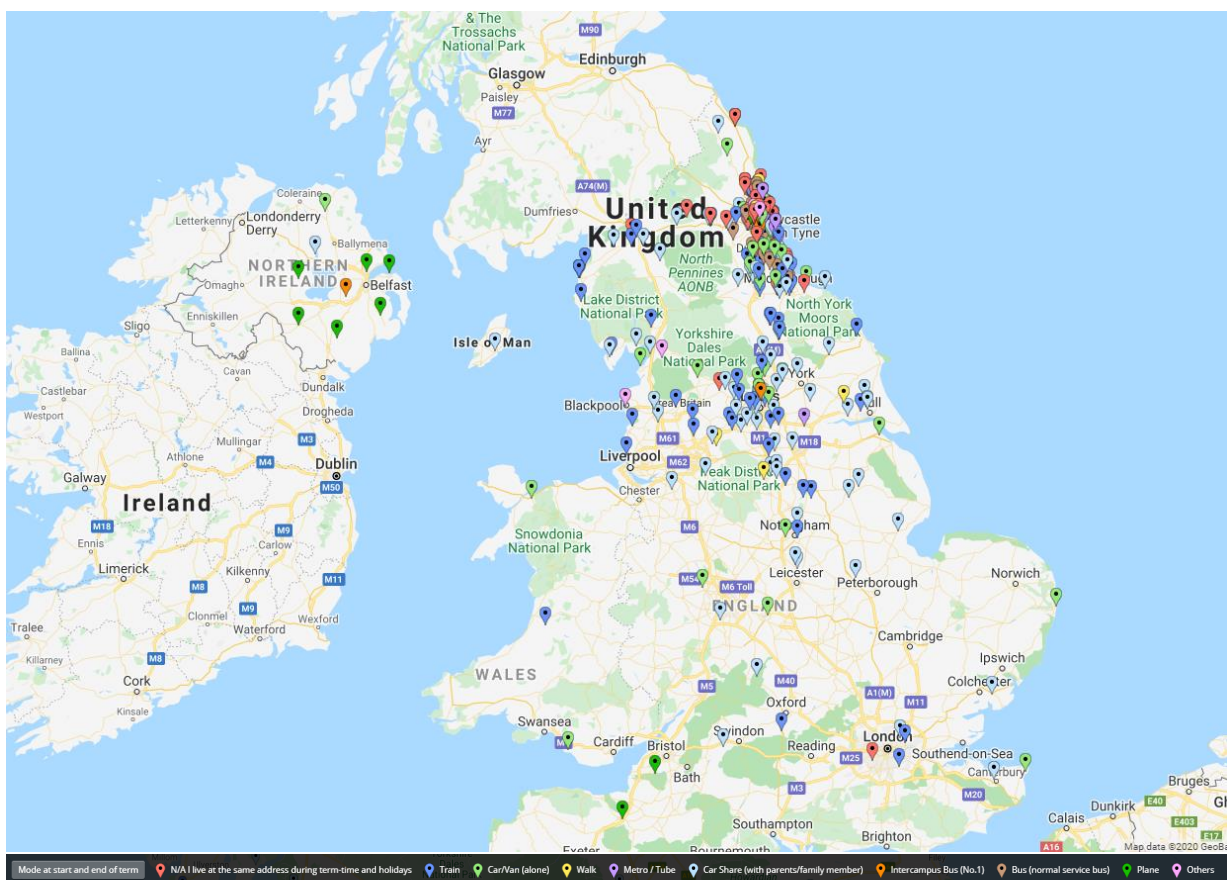
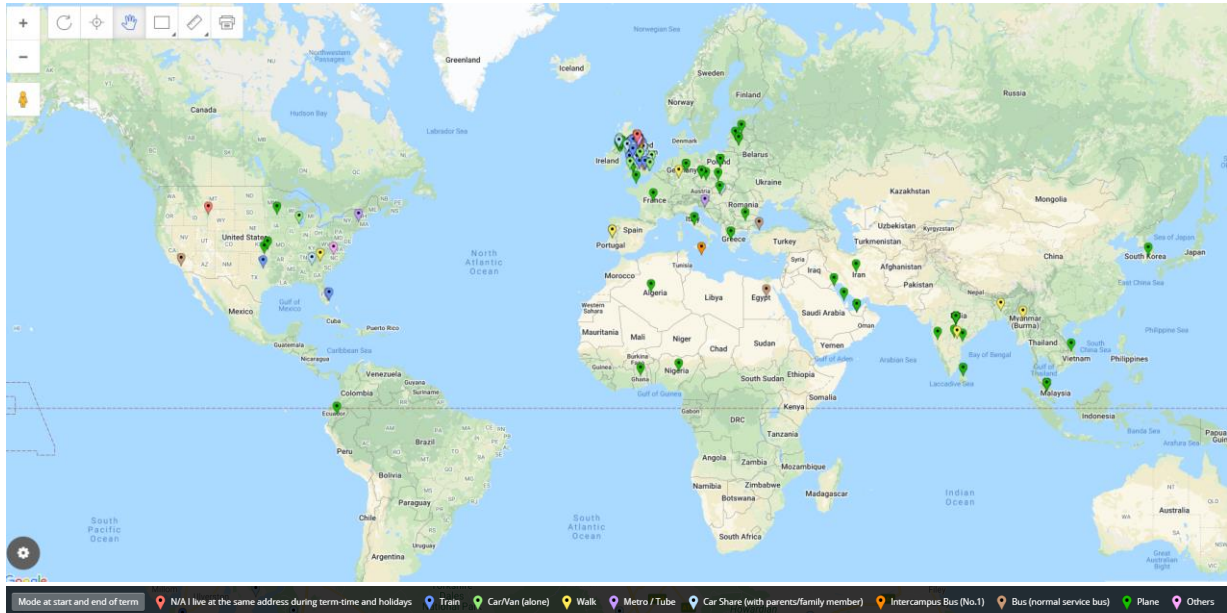


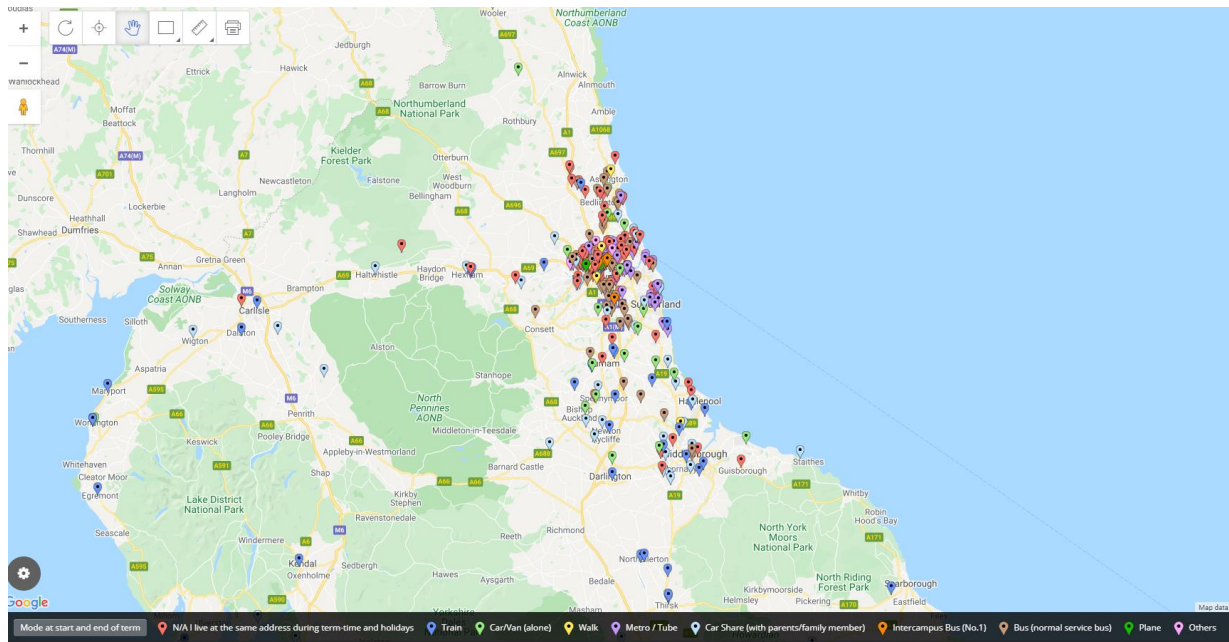
inconvenient. I choose to walk mainly because of that fact - if I had free access to the university bus, I would take it more.
Parking should be a cheaper option for students at the campus.
Also walk into the city centre & to/from the train station
I believe that you should be able to use the number 1 bus for free no matter which stop you get on. Plus, other universities have contracts / agreements with popular modes of transport for their students; my friends who live further away e.g. in Trinity, Gateshead, have to pay around 20 pounds per week just to get to University and receive no funding nor assistance with this.
I would like to use the metro if the weather is poor but I find the prices too high
I just walk
I have access to my car but do not bring it when at university as it remains at my family home.
Free bus services would be useful for not only Coach Lane Campus students, but also City Campus students around the main living areas such as Jesmond, Sandyford and Heaton
Uber is used a lot if I am going to be late for my lecture
Bycicle
NO comments because its walk-able distance and its health for me and for enivornment.
I don't have enough money to travel in the bus or through any mode of transporation, so I prefer walking all the time and I plan accordingly.
It is good
KJJ
I enjoy walking from my student accommodation to the university as it only takes roughly a 7 minute walk.
I live near the uni and walk to school everyday.
Iam good at walking that's fine for me



# Appendix D

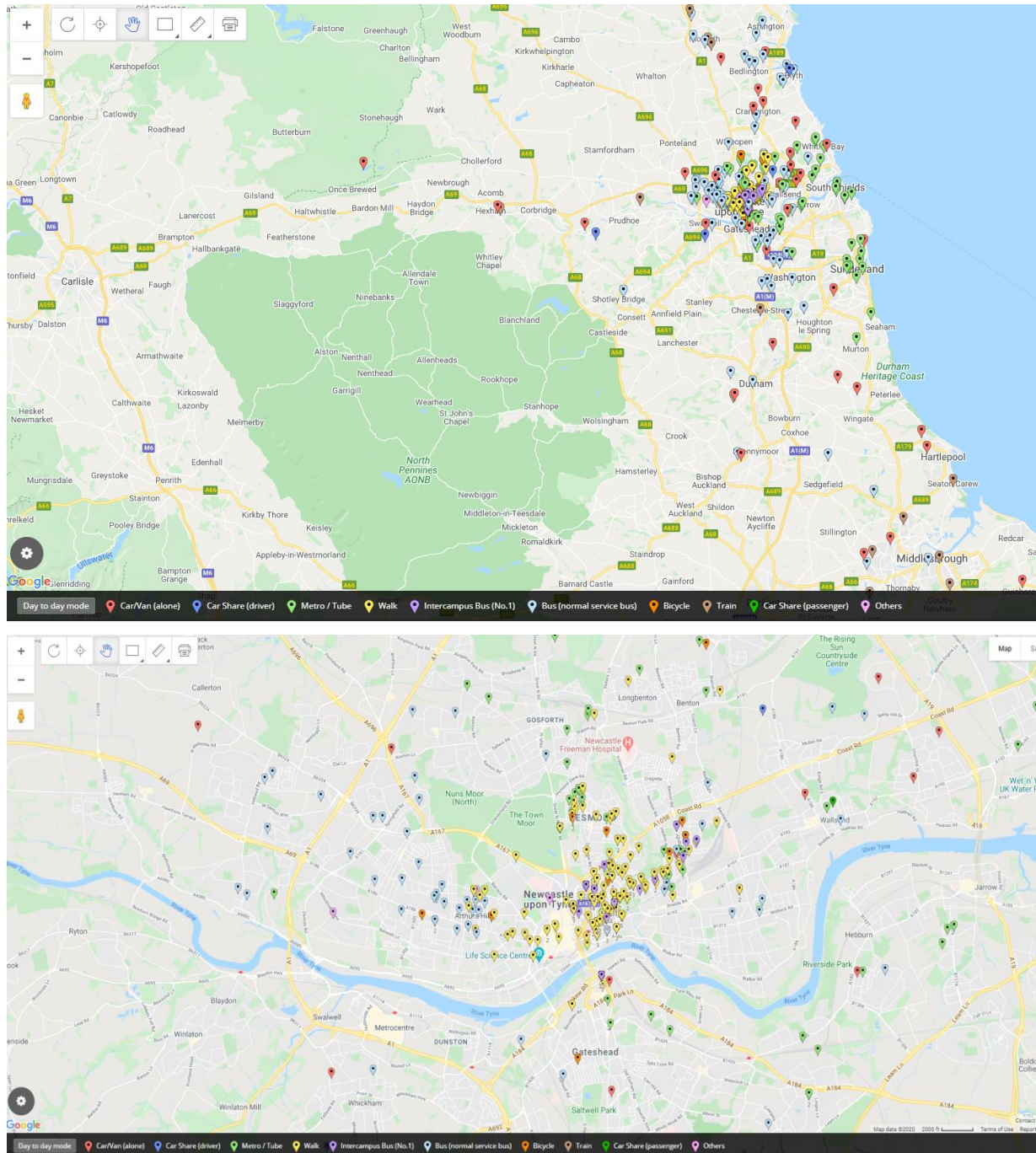
## Student Postcode Maps by Mode – Start of Academic Year





# Appendix E

## Student Postcode Maps by Mode – Term Time Commuting





## Appendix F

### Student Free Text Answers (in full)

Please use the space below to make any further comments relating to your journey by public transport
OK
Every bus and metro should have free wifi
services are good but for 1.5 miles it taking about 25-30 min. if time is reduced by 10-15 it will be more helpful
TRANSPORTATION WAS CONVINIENCE AND COMFORTABLE
good
Expensive and takes a long time, makes me consider whether to come to uni or not on days when we are only timetabled to be in for 2 hours as the journey time is much longer than time in uni some days.
Cheaper prices especially when working a job that pays minimum wage
Travelling by bus is convenient but it doesn't come as frequently as I would like.
SOME BUSES ARE OFTEN GETTING CANCELLED,BUT THERE IS NO NOTIFICATION IN STAGE COACH BUS APP THAT THE BUS IS CANCELLED
Sometimes the buses don't arrive on time, which means you spend more time travelling and gettign to places. Time is not a luxury we have as students with other life commitments
The free number one bus stop is a 10 minute walk from my bus stop that I get into Newcastle city centre
Often the bus/metros have delays or do not show up, which makes me late for university
I get the X9/10 from Middlesbrough to Newcastle, it takes about 2 hours to make one leg of the journey. Parking and petrol are too expensive for day to day uni days and I can read material and do work on the bus so it's handy.
Having a parking facility for students with affordable or fee fees is an advantage.
Sometimes unreliable and expensive
I hate the bus so much. It's so expensive and always makes me late!
takes few stops
In Southeast Northumberland, Arriva is the de facto transport provider, and because of this, they can charge extortionate ticket prices.
Decent enough service when using the bus but when using the metro it becomes too unreliable
provide more buses
It is constantly late, meaning I usually leave an hour earlier than would be required if the service was reliable
I hope the number of bus stops I can ride number 1 bus for free will be extended.
Fares are only thing I'm pretty concerned about a part from that everything is fine.
Later in the day (usually when returning home) the bus tends to be unclean with litter, spilled drinks and sometimes cans or even glass bottles are left on the bus.
The management of the buses is often poor with cleaning lacking which often means that seats are lost due to rubbish or dirt. This is especially an issue in peak times.
Sorry to say this, in my journey the buses are always late. I need to wait at least 10 minutes for the bus than its scheduled time
Unreliable timetables
Cheaper fare for students would have been appreciated.
If the Buses aren't running or are late, I have no other way of getting into University
They run fairly frequently but are always very busy which slows the journey a lot
I get both a normal bus service and then the No. 1 to Coach Lane, whilst they used to come very regularly they seem to often run late now. Thank you.
I have to make two bus journeys to coach lane campus then two home. This overall takes me 2 hours to get to university. This is 2 hours out of my study time.
different tariffs apply according to which company uses the same route
Always Late



Hard when I have 9am start, not as motivated upon arrival as I am for 10am start
The journey times vary loads depending on how busy it is. I said it normally takes me 16-30 mins but when its busy from uni it can take up to an hour. The buses normally don't come on time it says on the timetable.
no metro in the west end so i am left with only the option of buses
I am a mature student over the age of 30, and it would be nice to get cheaper tickets for someone who is not working while studying.
Hi, It would also be a lot more convient to me if they had more express buses. My bus from Blyth to Newcastle takes an hour plus in the morning and there are only two express buses that take 40mins and 6:30am and 7:30am. I would love to be able to have one at 7am so I can be in earlier but not too early to get a head start on my work as I am an early bird. My bus costs £4.40 every day for a student ticket and £6.90 for an adult ticket which is obscene.  Thanks for taking the time to read this!  Jamie Halpin W17009644
As a student who does not live on campus, I rely on public transport to come to university. This, I do not mind. However, it is more inconvenient for me when I have to spend money travelling through to uni just for a 1hr lecture or 1hr30 seminar.
It's convenient for me and is my preferred method of travel. Prices are acceptable.
Busses are unreliable at peak times
Costs quite a lot of money, around £80 per month.
To have option to travel by car closer to your campus or at your campus facility
It is very inconvenient , there were times where my bus did not come for 40-50 minutes and I was unable to attend my lecture/seminar or order and uber and end up paying 8-10 pounds for that , I also almost missed one of my exams because of the schedule of buses and them coming very late .
convenient schedule
INCREASE THE TIMINGS OF BUS FACILITIES IN THE NIGHT
Improved student discount tickets
Stagecoach buses do not run on time during weekends most often. My suggestion is for the proper monitoring of public services during weekends too.
Great service bt stagecoach
EASY AND COST EFFICIENT
Cheaper and safety
It was quite convenient
Should be given more information on which bus services allow free transport by using student ID and at which stops this is allowed at
Cost reduction
IT'S COSTLY
Good
frequent delays
For 1 number bus, the bus drivers say not to board at simonside terrace with college id card. But in the NU connect application, it shows we can get in with our id card. Please look into this issue and everything is perfect except that problem.
Would be nice if buses actually turned up on time. It is annoying when i get to the bus stop and there isnt a bus when there should be
buses often unreliable
the number 1 bus is too busy for 9am lectures and I am often late due to having to get the next bus
Wait for ages for a bus and then 3 come at once. Always full and can never get a seat at peak times. As a disabled student, I either have to leave extremely early for uni to get a seat or not get on the bus if there is no seats and end up late for uni (Coach Lane Campus).
The number 1 bus should be free at every stop with a student card
Not much more to add other than I would like more free stops added to the Stagecoach No.1 route. Living in jesmond is gonna end up costing me a fortune in metro/bus tickets daily.





I think there should be more frequent services during peak times, especially in the morning, since the bus is used by my school children, people who go to work and Uni students. Many times the bus is late and it's full so many of us can't get on and have to wait for the next one. Also more stops that we could use as students between city campus and coach lane would be a nice thing to do, since when you board from City Campus you can only go down at Coach lane, what's the purpose? What if I have sessions at City Campus as well and I live towards coach lane.
The number 1 bus available to Northumbria students should be free to board at all stops along the journey
Having the monthly ticket also gives me the benefit of using the metro for unlimited transport other than commuting to university
Extend the Metro to Washington/ introduce congestion charging / ban cars/. stop employing your staff via a holding company. recruit more staff it is terrible having to deal with computers all day.
MORE BUS SERVICES
I wish it was cheaper as I spend £220 every 4 months. It can become very expensive as I can't afford it.
Overcrowded
Good system, but could be made cheaper given the amount of people who use the metro daily
METRO TICKET PRICES ARE GETTING RIDICULOUSLY EXPENSIVE, AND PRICES KEEP INCREASING EVERY YEAR YET I GET NO EXTRA SERVICES FOR THE INCREASED PRICE.
Not always reliable and I worry at times that I will be late for university
Should be better student discount on a year ticket as it's still very expensive
free metro pass to get to university
Nexus is unreliable in offering public transport, as there is usually a delay somewhere in the service for a variety of reasons.
The metro is not very reliable
metro are unreliable
Metro is unreliable
Unreliable metro services impacts my time in university
Add more travel shops to top up cards is essential to improve further
HOPFULLY ITS AN FAST AND QUICK TO REACH MY UNIVERSITY
please make the metro pop card fares cheaper
Unreliable service, overcrowded, expensive
the reliability of the tyne and wear metro is sketchy to say the least, ive missed lectures and labs because of it
Usually in the morning (around 8:30 am), the metro is very busy and crowded, resulting in not entering the metro and waiting for the next one
metros very unreliable
I would prefer that the annual ticket is saved in the metro app and all that is required is the phone to scan through instead of using the metro card.
Subsidies by the uni
Could be more clean/ hygienic
Should be student prices on metro
I use the metro because it's the fastest way of getting into campus. I just wish it was cheaper
Metro can be expensive
Online timetabling should be more accurate and display interruptions/delays rather than just scheduled times
Reliability is a big thing for me and the Metro is not the best for that
Sometimes Unreliable
Doesn't feel as clean/hygienic as it could be
During my one month travel I found that there are many software glitches in nexus Travel Structure. For instance, Pop card can be used only in metros and they are restricted in Stagecoaches. In my opinion travel plans should be more subsidised, especially for International Students.
Cleaner stations would be nice
cheaper!
Terrible delays



Trains are very unreliable, they have improved dramatically since December train timetable chaos in which I didn't know if I would be able to get my connections as trains were being cancelled constantly. Also trains travel from all over the UK so weather events really affect the reliability of the service. Also I would like the train companies to allow the Student railcard to provide the cheaper rates before 10am. Currently I am having to pay more than if I travelled after 10am.
frustrating due to frequent cancellations
its annoying to walk from the train station to university as waiting for a bus is never guaranteed, id rather drive but parking is hard to find although i do understand the climate issues on why this is
SIMPLE, ACCESSIBLE
I travel 40 miles, it takes 80 minutes on just the train. It's slow and seats are not great but misses traffic and avoids huge parking costs
I cannot use my student rail card before 10am and I have classes at 9am and 10 am, meaning it defeats the point of me paying for a student rail card because I am paying the same price as everyone else unless I am lucky enough to have a class at 11am or 12am. But they are even strict at the 5 to 10am train in the morning because its technically before 10am, meaning I cannot purchase a student ticket. I personally just find the whole thing really shady and unfair, its little things like this why customers have had such a problem and are disheartened with Northern Rail. I hope things improve now that the Government has taken over.

<b>Please use the space below to make any further comments relating to your journey by bicycle</b>
Need to provide proper guidance for international students
liaise with council about more cycle paths
cars wont want to stop for us on the road
cycling is cheap and keeps you fit, cars make people lazy! (I own a car as well just used for long journeys 10miles +)
It's just as quick as using the car and is cheap. Route features lots of cycle path which is good but can be littered with broken glass. Dislikes are that a high proportion of other cyclists do not respect traffic lights and will cycle through red lights and/or will cycle over zebra crossings whilst there are pedestrians waiting to cross.
Very Hard but Economically Okay
It would be excellent if students could adopt the bikes locked-away and left behind on campus. Rather than sending them to the refurbish bike shop students could make use of them if they are in good conditions or take them to be fixed themselves. This could even work by asking students to return the bike at the end of the academic year, so that Northumbria could have a collection of bikes available for student use on a first-come-first-serve basis.
Generally it's an easy commute
Tools on campus to inflate tires/fix punctures etc.

<b>Where would you like to see improved shower, locker or changing facilities provided? Please use the space below.</b>
Ellison building
As close to Coach Lane Campus as possible, and near a good place to leave your bike.
library, and more private areas in Business School rather than just straight next to the toilets. Maybe have changing rooms with showers and toilets and lockers inside.
Anywhere near to Student Central

<b>Where would you like to more cycle storage provided? Please use the space below.</b>
Near library
Close to shower facilities or near Coach Lane Campus
All around campus
Ellison Terrace



<b>We really appreciate you taking the time to complete the survey. If you would like to make any further comments on your mode of travel to and from the University, please use the space below.</b>
I skate if it's not raining, and I walk if it is raining0.
more bike space
no - i feel the university has made provisions for cyclists. Unfortunately the UK treats cyclists as second class citizens on the road - hence i feel more people would cycle and make the environment more cleaners and healthier as we switch away from the combustion engine.
More social cycling events would be great to get more people on bikes.
A SCHOOL BUS TO DIFFERENT STUDENT ACCOMMODATION WILL HELP
We need cheaper bus tickets.
StageCoach is fine for travelling within Newcastle
I travel by stagecoach every day, services are good no complaints about that but travel time bit more for 1.5 miles it taking 30min. if it reduces by 15-20 min then it will be more helpful
THERE WERE NO PROBLEMS TO STUDENTS BY TRANSPOTATION
Good
Although I do not yet drive to Northumbria University myself I have been looking into parking and I think there should be more available for students and have times that are free for students or discounts in public parking spaces
More parking spaces, cheaper parking, or cheaper / more frequent public transport would be good. Consider all students, not just those in student accomodation in Newcastle city. People travel in from many other areas.
Taking the bus is useful to me because the bus stops right outside my university building. However it could be beneficial if the price for the annual student ticket was reduced
I THINK TO HAVE MORE METRO STATIONS IN NEWCASTLE
You should include more answer options, for example I can't drive by my mam has a car that I can use with her driving but there isn't an option for 'other' responses.
I cannot afford to own and maintain a car, making public transport my only option and it is temperamental at best
If there was more chance for parking at the university I would take it, but the prices for a non-specific parking space are extortionate and timetabling does not take into account the difficulty of travelling to the city centre when assigning 'home' students their timetabled sessions. Classes that end at 6 take me over an hour and a half to travel home due to lack of availability for transport.
The fares on GoNorthEast buses are pretty cheap. I get a 5-25 ticket (newly introduced in September). However, this is not helpful for mature students who often have the same amount of loan as regular students but have to pay large amounts now due to the removal of a 'student ticket'. This seems unfair and it would be nice to see a recommendation from the university to GoNorthEast to reinstate the student ticket
I use my car on the weekends or late nights at work
I would prefere to use my car, however due to the lack of car parking at uni and in newcastle i cant
Having an advantage to ability to travel by car as an alternative to public transport in short of time is helpful. Thank you
Cheaper alternatives
I have placement based around Newcastle that I take metro or bus to
More improvement and also buses
I hope there will be more public transportation discounts/free benefits for students.
As I stated earlier, I feel travelling through bus fares are high and the rest is pretty much good.
The services are often unreliable meaning that I regularly get far earlier buses than required as it is better than the intended bus not coming or being late and then subsequently making me late to my lectures.
Reduce in price for students tickets would help many students.
Things go wrong with travel. I already travel for an hour to get in, and the university doesn't always take this into account
air quality and fuel extraction are big concerns, so it would be great to have bus companies address these with customers
I would like to be able to drive through but lack of parking at uni at an expensive price
Sometimes they don't let you use return tickets on buses from the same company that go the same route so I normally have to buy singles which is more expensive. I don't go to uni enough to warrant buying a bus pass or a week ticket either.



Bus trips takes ages depending on traffic, so there isn't much I can say beyond that. I don't have a license or a car, so there is no alternative mode of transport.
I can take a numerous amounts of buses from home. My specific area in Newsham Farm only accommodates the bus the "X10" but blyth town centre has about 6 different buses to Newcastle. My bus is very very busy for that reason and usually I'll be standing up for most of the time. It's fine for me as I'm young but old men and women sometimes have too to due to disrespectful people.
As previously stated.
Would be good for the university to have good connections with the bus companies. Offer a discounted rate for Northumbria University students.
Either a bus service directly from your campus faculty to your home address within the same location (city) or car parking facilities very close or directly adjacent to your course faculty with cheap parking fees or free to students.
thank you
Very long and can be very expensive if I get the train
I would like to request for some university owned public transport services to students. Which includes bus fares and pass rates at some reasonable cost. As most of the students do not work and often depend on public transport there should be flexible system for students. I am also aware that the route No. 1 is free between campuses, I would also love to see such services at more places like fenham, brighton etc where most of the students reside.
So convenient
It was quite simple
Cost reduction
Bycycle
Driving is easier and is cheap than public transport as there is various free parking spots around the city
Reduction in car parking charges for those that car share, to promote less single occupant journeys . Any other incentives to encourage car sharing (printing credits, discount coffee etc)
If metro provided a better student discount to those who lived out of the city I would use it every day
I park in Heaton when I drive to uni as it is free but there are rumours that they are going to change this. The free parking in Heaton allows us students to save a lot of money on parking which I wouldn't be able to afford and the bus is expensive.
I am a mature student with my own home that I share with my two young children. I do not live local and for peak times and early starts i need to travel by car. However, speaking to local Student it would be better to offer alternative travel maybe from their accommodation to university in the winter months for safety and comfort. Then in spring summer cycle and walking groups this will create a social group and help those students who may be shy or suffer from mental health.
Reasonable on-campus parking, I park a 15minute walk from university, as its the only free place i can find.
I do not feel that travel to university is made a priority for older students with family and caring responsibilities. It seems assumed that older students and those that live slightly further away but within travelling distance will have access to a car and will use that mode of transport at all times. Despite this, parking is inadequate and expensive at all sites. To use public transportation would add an extra 1.30 minutes on my personal traveling time.
If I arrived by train it would take 2.30 hours to travel. By Alnwick to newcastle then metro to four lane ends.
Cheaper parking at the university would be useful as I have no option to drive due to where I live and lack of public transport facilities.
We need more and cheaper parking.
I would consider the bus if there was a direct route from my area to university but I would get 3 buses and it would take about an hour to get there.
should be free parking at least discounted parking
I would prefer to use public transport for environmental reasons (such as the train) but it is actually the same price to drive.
I live too far away to cycle there and back every day. Public transport is expensive and infrequent from my address
Public transport is expensive and takes too long. Far too much emphasis on discounts on app based purchases for bus tickets, which is of no benefit to me as it don't own a smartphone. I complete part of my journey by folding bike. Newcastle City Councils cycle lanes are dangerous, they are too narrow, and often suddenly stop and start. Segregated cycle route near Northumbria University goes in the wrong direction, and is of little benefit.
It would be great if the permit option was for how many days a week you are in the university. If not it would be great if you could try and get student discount for the manors multi-story car park that most students use
the distance I live from university means my traveling time can take from 45 minutes to 2.5 hours varying because of times needed to be in university, if I used public transport it would cost me significantly more and mean even more



<p>unsociable hours to travel backwards and forwards to university, as I still have 6 children at home driving in my own car enables me to spend more time being able to drop my younger children at school if possible and collect them. If I used public transport I would not be able to do this.</p>
<p>Costs a fortune</p>
<p>I use my car from home to university each day. I have considered using the bus, but I am not aware of a bus that stops close to College Lane where I currently park.</p>
<p>Driving and the train is a similar time and cost but trains take much longer after 8PM and some get cancelled so car works out best for consistency but I'd prefer to use train as it's more relaxing and better on the environment. However, I only have one train between work and uni. If I miss it or it's delayed I miss my lecture or turn up really late, which puts me off attending and I usually head to the library instead. Hence, why I tend to drive.</p>
<p>Better transport links for those of us who don't live in Newcastle would be appreciated</p>
<p>Journey can be between 60 - 120 minutes depending on traffic</p>
<p>University ID cards to be accepted at more stops on the Number 1 bus route.</p>
<p>Number 1 bus should be free at all stops with a Northumbria student card</p>
<p>ban cars introduce congestion charging and open more electric charging bays in your car parks.</p>
<p>Its expensive to travel in from outside of the city centre</p>
<p>MORE STAGE COACH BUS TO SOUTHSIELDS</p>
<p>Would be helpful for uni to provide a discounted rate of travel for students - or at least an incentive to use public transport</p>
<p>NO FURTHER COMMENTS</p>
<p>There's never enough parking spaces for students at university. It's also really expensive to pay for parking all day.</p>
<p>cheaper student metro fares would be nice</p>
<p>I am using metro and it is the best mode of transport so far.</p>
<p>Vehicle transit to the university is nearly impossible, and at the least impractical due to the severe lack of parking.</p>
<p>I own a car but chose to purchase a metro annual passbook to travel to university because it was much cheaper (and easier to get a hold of!) than a university parking permit.</p>
<p>if there were increased parking facilities with the ability to get a permit then i would be interested</p>
<p>for University to cover my travel expense</p>
<p>I would always use public transport to travel to University, it is not practical nor cost effective to take my car (parking costs and duration of time required). There is a problem with the efficiency and reliability of the Metro Service. The impact of this is that I would need to leave my home address far earlier to ensure I can attend a class in time.</p>
<p>If I was to live in student accommodation I would probably walk to uni as there aren't many metro's close to student halls and it's quicker most of the time.</p>
<p>Would love to see travel covered by the uni</p>
<p>My humble request is to provide more free coach services to Students living in the radius of Newcastle.</p>
<p>Also have to use metro, which is also unreliable, would be good if No 1 bus was free from Central Station.</p>
<p>id use my car if there was more parking but i understand that there isnt due to climate issues</p>
<p>TRAIN BEST SUITS MY NEEDS WHILST STUDYING</p>
<p>In terms of university, I do not mind if they choose times to have classes which are not as convenient with public transport. However, if a class has a lecture or seminar which is not going to run for the full hour or no real content is going to be taught. (Eg, attending a seminar that lasts around 5mins then told to go and work on the assignment) I would appreciate if this was made clear in an email before hand because it might change my decision to pay a days transport to travel to the university. In final year I don't mind because I need to be in University all the time to do project work, however this was especially a problem in Foundation Year and First Year.</p>
<p>I usually walk as the building where I have classes isn't that far away from my apartment. The only trip that is horrible is the one that make from Portugal to Newcastle, no direct or cheap flights.</p>
<p>Introduce a free bus service within the city for students to travel.</p>
<p>it will be very nice to have access to at least a cheaper way to go back home, student discount or something like that can make a difference when you are studying abroad.</p>
<p>I THINK IT IS a normal distance and normal time period needed to reach the university so I M COMFORTABLE walking</p>
<p>I used to take the bus more regularly but I needed to save money so I started walking instead.</p>
<p>I live up a hill, so cycling initiatives aren't effective</p>
<p>I prefer to walk to the university from my term time address as form of exercise</p>



I think university should take more actions against the virus
Possibly extend or use other bus routes instead of just using the number 1 bus. This way it'll be easier for students living in Gateshead or Jesmond or other parts of Heaton to get to university
I usually travel from Hazelwood avenue, Jesmond to Northumbria university-1.2miles distance it takes 5-6 min in bus and 20 min by walk
I would like to suggest that university and city council increase the number of bike parking spaces in different parts of the city centre where students may go and visit. For example, I want to buy a bike but I cannot use it if I have to go to TESCO, Intu and other places in the city centre.
I walk to the university which is really unsafe during this time
I am an international student from Malaysia. I hope Northumbria makes a move by send us back and doing online assessment or something as most UK uni has done such a Liverpool
Would be great if there was more parking available around the university for students.
I have nothing else to add to this
Parking is extremely expensive
I drive when its wet and walk when its not.
I take the intercampus bus back from uni
If you could make the No.1 free to get on and off of at all stops between the campuses that would be great. Carrying 10 books back to my house at a time is really hurting my back.
I do not believe there is a lot more that can be done in regards to commuting in and out of uni. The campus is centrally located and by the sides of bus routes and the metro. I think the university could benefit from creating a bike scheme to encourage students to cycle in, cutting commuting time but also gaining exercise. Maybe disincenitive travelling by car as Newcastle begins to improve its air quality.
It's pretty chill, ore people should walk
More people should walk
Sometimes get the coach home
Mainly use metro during winter months and when the weather is bad
Mode of transport is usually weather dependant between walking/cycling/metro
Walk everywhere as everything seems to be only 10-15 mins in Newcastle
I USUALLY WALK ONLY
No comment, the distance to University is reasonable. The only issue would be safety as some private accommodation location looks really dodgy
A 30 min walk through parks makes my mind fresh and I feel great while I start my day.
I chose the student accommodation near the university just to avoid other modes of transportation.
I stay nearby, so I walk to university
can we get the nexus metro pop card put on our student cards much like they do at Uni Of Newcastle
IAM HAPPY AS IAM COMMING BY WALK
THE METRO IS UNRELIABLE SO I RATHER USE CARS OR TAXIS
There needs to be a better understanding of the access between City Campus and Coach Lane campuses, removing the need for personal car use. There also needs to be information provided to students who live in the surrounding North East about the public transport in the area which brings them close to campuses.
Would like to travel by train
Newcastle is quite of a small city; there is no need to rely on any public transport, provided the maximum distance of walking is one hour.
Walking when its raining sucks
Uni has made me realise cars aren't as important to every day life as I once thought before uni
I occasionally get driven between my term-time and home addresses, usually at the beginning or end of a semester/year.
Most people i know walk or get the metro as accomdation and student houses, which is perfect to use a metro
Although a direct bus is available from my street to the Civic Centre opposite the University Library where I tend to do the majority of my work, I prefer to walk regardless of the weather because it not only lets me get at least some exercise, but also because I don't see a reason to pay to get the bus when it's so easy to walk to the university.
Since I walk, there is nothing really special about my mode of transport. I would like more information about getting the university bus, however I understand that it is only free if I go to the Coach Lane campus, which I find



inconvenient. I choose to walk mainly because of that fact - if I had free access to the university bus, I would take it more.
Parking should be a cheaper option for students at the campus.
Also walk into the city centre & to/from the train station
I believe that you should be able to use the number 1 bus for free no matter which stop you get on. Plus, other universities have contracts / agreements with popular modes of transport for their students; my friends who live further away e.g. in Trinity, Gateshead, have to pay around 20 pounds per week just to get to University and receive no funding nor assistance with this.
I would like to use the metro if the weather is poor but I find the prices too high
I just walk
I have access to my car but do not bring it when at university as it remains at my family home.
Free bus services would be useful for not only Coach Lane Campus students, but also City Campus students around the main living areas such as Jesmond, Sandyford and Heaton
Uber is used a lot if I am going to be late for my lecture
Bycicle
NO comments because its walk-able distance and its health for me and for envornment.
I don't have enough money to travel in the bus or through any mode of transporation, so I prefer walking all the time and I plan accordingly.
It is good
KJJ
I enjoy walking from my student accommodation to the university as it only takes roughly a 7 minute walk.
I live near the uni and walk to school everyday.
Iam good at walking that's fine for me



# Appendix G

## Implementation Plan





REF	MEASURE / INITIATIVE	RESPONSIBLE OWNER	PRIORITY (H/M/L)	IMPACT (H/M/L)	TARGET DATE	PROGRESS (Updated May 2018)
<b>PM1</b>	Travel Plan Coordinator	Sustainability	H	H	2016	Complete
	Travel information incentivising non-car modes:					
<b>T11</b>	in student pre-arrival information	Sustainability and Marketing	H	H	N/A	Ongoing
<b>T12</b>	at student Freshers / Welcome Week events	Sustainability and Marketing	H	H	N/A	Ongoing
<b>T13</b>	in staff inductions	Human Resources and Sustainability	H	H	N/A	Ongoing
<b>T14</b>	in staff events such as staff benefits fayre	Human Resources and Sustainability	H	H	N/A	Ongoing
<b>T15</b>	provided on campus maps	Sustainability and Campus Services	M	H	N/A	Ongoing
<b>T16</b>	on University web pages (external and staff/student restricted)	Sustainability and Marketing	H	H	N/A	Ongoing
<b>T17</b>	Annual Sustainable Travel Events	Sustainability	M	M	N/A	Ongoing
<b>T18</b>	Improve site and wayfinding signage	Campus Services	M	M	Aug-18	Complete
<b>AT1</b>	Promote benefits of walking (information)	Sustainability and Human Resource	M	M	N/A	Ongoing
<b>AT2</b>	Improve and maintain campus walking routes	Sustainability	M	L	Apr-19	Complete
<b>AT3</b>	Improve shower and changing facilities	Sustainability	M	L	Apr-19	Complete
<b>AT4</b>	Increase lockers and showers on campus	Sustainability	H	M	Apr-19	Complete
<b>AT5</b>	Promote benefits of cycling (information)	Sustainability	M	H	N/A	Ongoing
<b>AT6</b>	Add equipment to assist cyclists with simple bike maintenance e.g. air pumps.	Sustainability and Campus Services	M	H	Mar-19	Complete
<b>AT7</b>	Further facilitate the purchase and use of electric bikes.	Sustainability and Campus Services	M	H	Dec-21	In Progress
<b>AT8</b>	Increase cycle parking provision across campuses	Campus Services	H	M	2017	Complete
<b>AT9</b>	Install secure cycle parking for students on campus	Campus Services	H	H	Sep-17	Complete
<b>AT10</b>	Develop a cycle buddy scheme	Sustainability	L	L	May-22	In Progress
<b>AT11</b>	Run guided cycle tours	SU and Sport	L	L	N/A	Ongoing
<b>AT12</b>	Agree and publicise discounts in local cycle shops for Northumbria University staff and students.	Sustainability and SU	M	M	N/A	Ongoing
<b>AT13</b>	Continue schedule of bike tagging and Dr Bike	Sustainability	H	M	N/A	Ongoing
<b>AT14</b>	Continue staff Bicycle User Group and increase membership	Sustainability	L	L	N/A	Ongoing



REF	MEASURE / INITIATIVE	RESPONSIBLE OWNER	PRIORITY (H/M/L)	IMPACT (H/M/L)	TARGET DATE	PROGRESS (Updated May 2018)
<b>AT15</b>	Develop a city-wide cycle scheme in partnership with the Council	Sustainability	M	L	Jul-18	Complete
<b>AT16</b>	Promote Cycle to Work scheme to staff	Sustainability and HR	H	H	N/A	Ongoing
<b>AT17</b>	Publicise guided cycle rides/training for staff and students.	Sustainability and HR	L	L	N/A	Ongoing
<b>PT1</b>	Continue the operation of the inter-campus shuttle bus	Sustainability	H	M	N/A	Ongoing
<b>PT2</b>	Promote benefits of using public transport (information)	Sustainability	M	M	N/A	Ongoing
<b>PT3</b>	Liaise with local public transport operators to develop incentives (including ticketing offers) for staff and students	Sustainability	H	M	N/A	Ongoing
<b>PT4</b>	Continue discounted public transport passes for staff through monthly salary deduction	HR	M	M	N/A	Ongoing
<b>PT5</b>	Invite key operators to promote at University events	Sustainability	M	M	N/A	Ongoing
<b>SD1</b>	Establish and promote a Car Share Scheme online database for staff and students	Sustainability	H	M	May-22	Not yet actioned
<b>SD2</b>	Install EV Charging points on campus	Sustainability and Campus Services	H	M	Aug-18	Complete
<b>SD3</b>	Review car park management system and encourage alternative modes	Campus Services	H	M	Jun-18	Complete
<b>R1</b>	Review and promote the provision of tele and video-conferencing facilities	IT Services and Head of Campus Planning and Development	M	M	Aug-18	Complete
<b>R2</b>	Increase provision of tele and video-conferencing facilities	IT Services	M	M	Dec-18	Complete
<b>R3</b>	Accommodate flexible working (including homeworking where appropriate) with the aim of spreading start/finish times, increasing working from home and reducing pressure on transport infrastructure (including car parks)	Human Resources	M	M	N/A	Ongoing
<b>BT1</b>	Add emissions from car travel to quarterly business mileage reports	Sustainability	M	L	Sep-18	Complete
<b>BT2</b>	Investigate car pool scheme options - feasibility and benefits	Sustainability	H	H	Aug-18	Complete
<b>BT3</b>	Review and improve the business fleet in terms of emissions	Mail and Transport Manager, CBRE, Chartwells	M	M	Dec-19	Complete
<b>M1</b>	Full travel survey every two years	Sustainability	H	H	May-22	Ongoing