Statement of support from Professor Sir Christopher Snowden, President and Vice-Chancellor, University of Surrey

Good transport arrangements are absolutely vital to the smooth running of the University. However, Surrey faces considerable challenges in managing staff and student travel, transport provision and our impact on the local traffic network and infrastructure.

As we work towards realising the goals set out in our 2007 strategy, the University is expanding in terms of both its staff and student population, and site developments at Stag Hill and Manor Park. We are welcoming more visitors to campus than ever before to our popular Open Days, conferences and special events. Our plans to build a Vet School and to create a research hub for 5G mobile telecommunications will result in further growth.

An unfortunate side effect of these achievements is greater pressure on existing transport arrangements.

In 2006, the University published its first travel plan outlining the objectives to address the many challenges in line with both our legal obligations and commitment to minimising our impact on the environment. Since then, I am pleased that we have made considerable progress, but there is much more we can do.

It is important for all of us to take responsibility as a community at the University to manage our own journeys and actively adopt more sustainable travel modes to reduce congestion and carbon emissions. Our achievement of 1st class in the 2013 People and Planet Green League reflects the considerable efforts of everyone in finding alternative means to the car to commute.

We recognise that this is a shared responsibility and the University is doing all it can to provide viable, and realistic travel choices. This new Travel Plan uses the results of ongoing surveys to understand your travel habits and provide a guideline for actions at the University until 2016.
We all have a role to play in setting a good example and providing a customer friendly experience for everyone who travels to the University. This Plan is a living document that will develop with time, and I encourage those with views and ideas on transport related issues to engage positively with the Transport Team – they are here to help and want your input.

By making smarter travel choices we can all help to reduce congestion, improve the local environment and promote healthier lifestyles.

President and Vice-Chancellor
University of Surrey Travel Plan
2013 – 2016

Executive Summary

The University of Surrey’s previous Travel Plan was published in 2006, and set out the background, strategic aims and objectives for managing staff and student travel. Since then the University has made considerable progress towards achieving its objectives including a step change in student travel patterns, and an overall reduction in single occupancy vehicles.

The new Travel Plan covers the period 2013 – 2016. It uses the results of ongoing staff and student travel surveys and progress against the 2006 Travel Plan to provide a guideline for actions at the University until 2016. The new Travel Plan has four objectives:

O1 Personal Responsibility: Engender personal responsibility by ensuring that staff and students have viable, realistic and meaningful travel choices but are encouraged to make choices that reduce environmental impact

O2 Modal Shift: A general reduction in the number of (single occupancy) cars arriving at the University and travelling between the University sites, with an increase in more sustainable alternatives

O3 Meeting legal obligations: Ensure that the University’s statutory planning obligations are met

O4 Customer experience: Provide a customer friendly experience for everyone who travels to the University, including staff, students and visitors

Measures aimed at addressing these objectives are detailed within the plan, and include improvements to bus services, improved facilities for cycling and walking, and a package of car parking measures that encourage the use of more sustainable modes, whilst recognising that for some drivers there is no alternative to the car.

The Plan is a living document that will develop with time. Therefore, the list of measures will also be adjusted during the life of the travel plan, to take into account any changes that may occur over the next three years. Travel and transport information is available on the University’s intranet at www.surrey.ac.uk/surreynet/transport and website at www.surrey.ac.uk/currentstudents/campus/transport
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University of Surrey Travel Plan
2013 – 2016

Introduction and background

In 2006, the University published its first Travel Plan. This new plan is an evolution of the 2006 plan, based on the results of on-going staff and student travel surveys and progress against our objectives. It covers the period 2013 – 2016 but it is a living document that will develop with time, and in accordance with the changing circumstances of the University and the environment in which it operates.

We face considerable challenges in terms of transport. With sites at Stag Hill, Manor Park, and the Surrey Sports Park, almost 16,000 students and over 2,500 staff, good transport arrangements are absolutely vital to the smooth running of the University.

We also welcome many tens of thousands of visitors to our campus every year, for graduation days, Open Days and Applicant days, and conferences and special events. Our multi million pound Surrey Sports Park is one of the leading sports events venues in the UK, and attracts one million visitors per annum. Many of these visitors travel to our facilities by bus or train.
The University has a number of legal obligations in respect of transport, which are detailed below:

<table>
<thead>
<tr>
<th>Traffic Flow Related Obligations</th>
<th>Section 106 Agreement</th>
</tr>
</thead>
<tbody>
<tr>
<td>Limit increases in traffic flow to 5% of the 1999 base level.</td>
<td>Manor Park¹</td>
</tr>
<tr>
<td>Conduct travel surveys to monitor traffic generation levels on an annual basis and review the Travel Plan.</td>
<td>Manor Park¹</td>
</tr>
<tr>
<td>Maintain the ‘parking exclusion zone’ which was first introduced in 1994</td>
<td>Duke of Kent²</td>
</tr>
<tr>
<td>Assess the need for any increase in provision for pedestrians, cyclists and bus users to ensure a safe corridor linking the Stag Hill and Manor Park Campus.</td>
<td>Manor Park¹</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Infrastructure Related Obligations (now removed as a result of the hospital roundabout works which provide the solution)</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Provide two toucan crossings on Egerton Road (one north / south and another east / west).</td>
<td>Manor Park¹</td>
</tr>
<tr>
<td>Mark out and provide associated islands to include coloured surface dressing and white lines to form a bus lane within the existing carriageway through the underpass beneath the A3.</td>
<td>Manor Park¹</td>
</tr>
</tbody>
</table>

¹Deed of Agreement pursuant to Section 106 of the Town and Country Planning Act 1990 relating to Manor Park Campus, Guildford, 2004
²Planning Obligation by Undertaking given pursuant to Section 106 of the Town and Country Planning Act 1990 relating to the development of land at the University of Surrey (Area 1), Stag Hill, Guildford, 1997
University of Surrey Travel Plan  
2013 – 2016

We take a proactive stance to manage our impact on the local transport network and infrastructure. Working with Surrey County Council, Guildford Borough Council, the Highways Agency and many other stakeholders, the University has invested in, and led the re-development of the hospital roundabout. The works, which are now complete, will improve the flow of traffic and deliver greater capacity to benefit all users of this extremely busy junction. The development will greatly benefit the local community and all road users including pedestrians, cyclists, drivers and public transport users.

Of equal importance is the University’s commitment to sustainable development. We aim to be a University that is reducing its carbon emissions and securing a high placing in the annual Green League. We heavily promote sustainable travel, and incentivise staff and students to travel without using a car.
### Whose responsibility?

<table>
<thead>
<tr>
<th>University of Surrey</th>
<th>Staff, Students and Visitors</th>
</tr>
</thead>
<tbody>
<tr>
<td>• To ensure compliance with legal obligations</td>
<td>• To only travel by car when necessary</td>
</tr>
<tr>
<td>• To invest in and encourage the use of non car modes of transport</td>
<td>• To accept and adhere to the University’s transport rules</td>
</tr>
<tr>
<td>• To ensure that various viable option for travel are available</td>
<td>• To pay the fees due</td>
</tr>
<tr>
<td>• To enable those who are eligible to park at the University, to drive to the University with a reasonable expectation of being able to park</td>
<td>• To manage their journey by themselves, including the commuting journeys made by staff</td>
</tr>
<tr>
<td>• To make sure that students, visitors and customers have the best possible transport experience</td>
<td>• To use public transport, walk, cycle, occasionally work at home, avoid travelling in peak hours wherever possible</td>
</tr>
<tr>
<td>• To lobby and engage with external organisations, Guildford Borough Council and Surrey County Council for improvements to transport infrastructure</td>
<td></td>
</tr>
</tbody>
</table>

Sustainable, integrated transport that improves access to, and travel around the University by all modes of transport
Staff and Student current Travel Patterns

Understanding the travel habits of staff and students is essential in order to develop an effective Travel Plan. We annually monitor the number of vehicles entering the University and also survey numbers of pedestrians and cyclists. We undertook comprehensive travel surveys of staff and students in 2005 and 2010.

Staff Travel

As a result of measures set out in the 2006 travel plan, the number of staff arriving at the University as single occupancy drivers has fallen from 55% to 50%. This progress is encouraging especially given that during this time the University has expanded its operations to include the Guildford School of Acting, and the Surrey Sports Park.

Sustainable modes of transport have become more widely used during this period including the following highlights:

- Number of staff travelling by bus has increased by 3 percentage points to 8%
- More staff travel by train: 12% of staff now use this mode of transport, up from 9% in 2005

The number of staff walking or cycling to work has remained constant but the number of car sharers has increased by a modest 1%.
Student Travel

Over the same period there has been a considerable change in the travel habits of students. 50% of students now walk to the University, compared to 39% in 2005.

There has been a considerable reduction in student car use and this has been complemented by increases in use of sustainable modes of travel. This has in part been achieved by the increased number of students living at the Manor Park Accommodation village. This car free campus is within walking or cycling distance to the main University site, and with good bus links has led to a significant shift in student travel patterns.

The development of Manor Park also contributes towards the longer term vision of the University to evolve towards a centralised campus whereby movement and trips between sites are not only relatively short in distances, but can be reasonably made by sustainable travel modes such as walking and cycling.
Travel Plan Vision

The University of Surrey is a beautiful place to work, study and live. Our vision for the Travel Plan is to provide an environment that continues to attract and retain the best talent, whether that be academic, student or professional support.

We will be responsible stewards of the natural environment and seek to ensure that our staff and students are able to travel safely and quickly with minimal environmental impact. We will therefore focus on reducing congestion and on managing our carbon emissions.

We must meet our legal obligations, but also provide our staff and students with real travel choices, helping them understand how their actions can help deliver a sustainable future for the University.

We also wish to be a good neighbour, keeping in touch with the local community about changes which may affect them.

Our main challenges are around changing people’s attitudes and behaviour in relation to adopting more sustainable travel modes.

Based on this vision, there are four objectives for the University.
Travel Plan Objectives

O1 Personal responsibility: Engender personal responsibility by ensuring that staff and students have viable, realistic and meaningful travel choices but are encouraged to make choices that reduce environmental impact

O2 Modal shift: a general reduction in the number of (single occupancy) cars arriving at the University and travelling between the University sites, with an increase in more sustainable alternatives

O3 Meeting legal obligations: ensure that the University’s statutory planning obligations are met

O4 Customer experience: provide a customer friendly experience for everyone who travels to the University, including staff, students and visitors
University of Surrey Travel Plan  
2013 – 2016

Targets and actions have been set to measure our success in meeting the new travel plan objectives.

Walking and Cycling

Target T1: to maintain current levels of staff who walk or cycle to the University.
Target T2: to increase the number of students who walk or cycle to the University.

<table>
<thead>
<tr>
<th>Walking</th>
<th>2005 Baseline</th>
<th>2010 Actual</th>
<th>2016 Target</th>
</tr>
</thead>
<tbody>
<tr>
<td>Staff</td>
<td>14%</td>
<td>14%</td>
<td>14%</td>
</tr>
<tr>
<td>Student</td>
<td>40%</td>
<td>51%</td>
<td>53%</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Cycling</th>
<th>2005 Baseline</th>
<th>2010 Actual</th>
<th>2016 Target</th>
</tr>
</thead>
<tbody>
<tr>
<td>Staff</td>
<td>6%</td>
<td>6%</td>
<td>6%</td>
</tr>
<tr>
<td>Student</td>
<td>10%</td>
<td>7%</td>
<td>9%</td>
</tr>
</tbody>
</table>

Public transport

Target T3: to maintain the number of staff and student journeys made to the University by bus.

<table>
<thead>
<tr>
<th>Bus</th>
<th>2005 Baseline</th>
<th>2010 Actual</th>
<th>2016 Target</th>
</tr>
</thead>
<tbody>
<tr>
<td>Staff</td>
<td>5%</td>
<td>8%</td>
<td>9%</td>
</tr>
<tr>
<td>Student</td>
<td>14%</td>
<td>19%</td>
<td>20%</td>
</tr>
</tbody>
</table>
Car journeys

Target T4: to reduce the number of single occupancy car journeys.

Target T5: to ensure that the University achieves its legal obligation to maintain traffic flows to within 5% of the 1999 baseline.

<table>
<thead>
<tr>
<th></th>
<th>2005 Baseline</th>
<th>2010 Actual</th>
<th>2016 Target</th>
</tr>
</thead>
<tbody>
<tr>
<td>Staff car driver</td>
<td>55%</td>
<td>50%</td>
<td>48%</td>
</tr>
<tr>
<td>Student car driver</td>
<td>19%</td>
<td>11%</td>
<td>9%</td>
</tr>
<tr>
<td>Staff car sharer</td>
<td>6%</td>
<td>7%</td>
<td>8%</td>
</tr>
<tr>
<td>Student car sharer</td>
<td>4%</td>
<td>2%</td>
<td>3%</td>
</tr>
</tbody>
</table>

The University has achieved considerable success in containing the growth of car journeys generated by its activities to within the limits required by its planning obligations. Although we must ensure that traffic flows remain below 5% of the 1999 baseline (target T5), the University has consistently achieved much smaller rates of growth; this is despite a substantial increase in the University’s population during the same period. The 5% target is still in place but we remain committed to beating that target by the widest possible margin each year as seen by the results below:

<table>
<thead>
<tr>
<th></th>
<th>1999 baseline</th>
<th>2010 Actual</th>
<th>2011 Actual</th>
<th>2012 Actual</th>
</tr>
</thead>
<tbody>
<tr>
<td>Traffic flows</td>
<td>2983 vehicles</td>
<td>3053 vehicles</td>
<td>2926 vehicles</td>
<td>3032 vehicles</td>
</tr>
</tbody>
</table>
Travel Plan Actions and Measures

We want to provide staff and students with a wide range of alternatives to the private car for their journey to and from University. The measures set out in the 2006 Travel Plan have already achieved substantial progress and they will continue to be developed and advanced.

Walking and cycling

Walking and cycling account for 39% of all journeys to the University: over half of all student journeys and a fifth of all staff journeys. To encourage people to walk and cycle we will:

- Provide covered cycle storage throughout the University sites
- Enable staff to purchase a bike at a reduced rate through a Cycle to Work scheme
- Promote safe/quiet cycling routes to and from the University sites and through the University grounds
- Hold cycle and walking awareness events including as part of national Bike to Work Week and Walk to Work Week
- Provide CCTV coverage of Stag Hill, Manor Park and Manor Park Residences to improve safety
- Lobby and engage with external cycle forums, Guildford Borough Council and Surrey County Council to maintain and improve walking and cycling routes in Guildford.
University of Surrey Travel Plan
2013 – 2016

Public Transport

The University will continue to support and encourage staff and students to travel by public transport through the following measures:

• Working with Arriva to provide a network of bus routes (currently six) between the University sites and the surrounding areas
• Introducing a dedicated shuttle bus between Manor Park and Stag Hill
• Providing low floor buses on University routes
• Offering substantially reduced rate travelcards available to staff and students valid on all Arriva services in urban Guildford. There is also a wider coverage reduced rate travelcard available covering Arriva Surrey and West Sussex services
• Working with Arriva to improve the reliability of University bus services
• Providing and maintaining high quality bus waiting facilities on all the University sites
Car Sharing

There are currently 113 car share groups at the University: 45 staff and 68 students groups, with 225 members of the University registered on Liftshare. There is scope to increase the number of staff and students that car share.

Car sharing offers a way to still travel by car while reducing the amount of money spent on parking and petrol, and reducing the University’s impact on congestion, the environment and carbon emissions.

The University will continue to promote car sharing by:

- Offering car share permits which are considerably lower priced than individual parking permits
- Promoting awareness through national Car Share Week
- Not restricting car share permits on Big Events Days
- Providing a Personal Travel planning service to help individuals map their travel costs by all modes to highlight the financial savings of car sharing
University of Surrey Travel Plan
2013 – 2016

Parking

For some staff and students there is no alternative to the car. We use car parking controls as part of a wide range of measures designed to encourage use of alternative transport modes, whilst keeping it reasonably affordable for those people with no other means of transport.

Measures that are already in place and will be on-going:

- No University parking permits to staff or students living within the University parking exclusion zone, unless exceptional circumstances exist
- Students living at the Manor Park or Stag Hill Residences agree not to bring a car to Guildford
- No free parking for University staff or students unless they are a registered Blue Badge holder
- Designated Blue Badge parking bays provided across all sites
- University parking permits will be excluded from use on certain days of the year to encourage staff and students to try alternative transport modes or working practices, and to enable the University to host key VIP events
- The cost of car parking at the University will increase each year. This will ensure that driving does not become an inexpensive form of transport, relative to public transport alternatives.

The University will consider and investigate alternatives to the current annual permit system to encourage full permit holders to car share, travel by public transport or work flexibly.

The University is also starting to investigate a number of longer term solutions to better manage the demand for parking. This will be especially important as the University continues to expand and develop its operations. Some of the options include sophisticated entry systems, pay as you go parking systems and the use of CO2 emissions data in calculating parking permit prices.
Visitors and Big Events

We want our guests and visitors to be treated as VIPs. We will work with event organisers to plan and manage big events at the University, ensuring that event organisers develop coherent and clear travel arrangements.

We encourage our visitors and guests to travel by public transport wherever possible but accept that some people have no option but to drive to the University.
Management, Marketing and Monitoring

Responsibility for implementing the Travel Plan will fall to the University Transport Team. Progress will be reported to the University Transport Policy Group on an annual basis, and periodically to other relevant groups including the University Sustainability Group.

The Transport Team will target its communication about the measures in the Travel Plan in the following ways:

- Prospective/ new students through: Open Days, Applicant days, the University website, Undergraduate and Postgraduate prospectus, Admissions information, Student Welcome website, Welcome Week inductions, Freshers Fayre, Accommodation Services, student ambassadors, information in Senate House reception, personal contact with the Transport Team

- Existing students through: the University website, SurreyNet, annual events such as Car Share Week, personal contact with the Transport Team, Accommodation Services, Students Union, Student Finance

- Staff through: the University website, SurreyNet, personal contact with the Transport Team, Accommodation Services, annual events such as Car Share Week, Bike to Work Week

- Visitors: Website, visitor maps and travel arrangements sent out in advance, Security, information in Senate House reception

- Contractors/ suppliers: personal contact with Estates and Facilities Management or Security

We will continue to undertake traffic, cyclist and pedestrian count surveys annually and aim to undertake a full staff and student travel survey during 2013 and bi-annually after that. This will enable us to monitor progress towards our targets.

Where possible, the surveys will be undertaken at the same time each year, to provide consistency and to enable year on year comparisons.