

# University of Surrey Travel Plan 2018-2025

## Statement of Support from Professor Max Lu, President and Vice-Chancellor, University of Surrey

The University of Surrey is actively committed to providing effective travel and transport arrangements for all staff, students and visitors.

Our Travel Plans contain comprehensive measures to encourage active travel, public transport and, where necessary, sustainable car use. These initiatives have helped minimise the environmental impact of recent developments including the GSA, Manor Park Residences, Surrey Sports Park, 5GIC and the School of Veterinary Medicine.

Looking forward, this new Travel Plan for 2018–2024 aims to provide for further developments across our Stag Hill and Manor Park campuses. It has been developed in response to regular surveys and feedback, and outlines how our travel to and from campus can be as convenient and responsible as possible.

The Transport Team welcome your input, so please contact them with comments, ideas and suggestions.

Professor Max Lu  
President and Vice-Chancellor



## Executive Summary

This Travel Plan contains a wide range of incentives and service improvements designed to help people work, commute and travel between university sites more sustainably. The Travel Plan continues to build on the strategic aims and objectives of the original Plan that was first published in 2006. We actively discourage the use of cars at the University and modal shift remains a priority. Our limited number of parking spaces, environmental agenda and the local transport infrastructure are all at risk from the increased use of cars.

The previous Travel Plans achieved much to ensure the University's Day-to-day operations were not adversely affected by poor transport arrangements. Increasingly flexible working policies, event transport planning and the introduction of sustainable alternatives like pool vehicles and bikes are just a few examples of the University's holistic approach to managing its impact.

We now need to do more. The next few years will see significant development as academic and residential growth continues at the University's Manor Park site and elsewhere. These ambitious plans require effective transport arrangements that this Travel Plan will aim to deliver.

Key themes for this latest Travel Plan include:

1. The University's exciting plans for future growth also present the perfect opportunity to instill effective transport arrangements as part of the development process. New buildings will be designed and constructed with sustainable transport arrangements in mind.
2. The University's parking management arrangements address the existing demand from staff, students and visitors. These arrangements will need revising to meet increasing demand.
3. Transport segregation should be achieved wherever possible across the Estate to improve the health & safety and experience of all users.
4. Effective transport arrangements for inter-site travel are now more important than ever. The University must do all it can to bridge the disconnect that exists for many between Stag Hill and Manor Park.
5. The Travel Plan should reflect our growing commitment to being a positive neighbour and a force for social good in the community. Our Travel Plans should be outwardly facing and involve residents, local businesses, the Royal Surrey County Hospital, transport providers, local authorities and transport user groups. We will work in partnership with these stakeholders to tackle Guildford's numerous transport constraints.

The University is working hard to ensure that its plans for the future, such as Blackwell Park and further expansion at Manor Park ease Guildford's transport constraints, rather than add to them. The objectives, measures and targets within this Travel Plan will help us achieve that ambition.

# Background Information and Progress to Date

## Our Organisation, location and existing transport links

The University is based in Guildford, approximately 30 miles south-west of London and is easily accessible by road and rail. The main University campus at Stag Hill is situated close to the Guildford mainline train station and within a short walk 15 minute walk of the town centre. Surrey Sports Park, Surrey Research Park, School of Veterinary Medicine and Manor Park student village are all situated on the other side of the A3 major road, near the Royal Surrey County Hospital. The Hazel Farm student residences are located about two miles north of the University.

The sites are all connected by designated cycling and walking routes and all areas are served by a network of frequent buses that link the University to the railway station and Guildford Town Centre. Certain bus routes are directly subsidised by the University. A network map of bus routes serving the University is included in Appendix 1. The railway station has direct links to London Waterloo, the South Coast, Reading and Gatwick Airport. Other towns in Surrey and Hampshire are also accessible by train but some services are infrequent and/or require changing.

## Key facts about the University and its transport arrangements

13,000	2,966	100,000	1,000,000	1,734	40%	2000	2,015	3800+
• Number of UK based Students	• Number of Staff	• Annual University Visitors	• Annual Sports Park Visitors	• Cycle Spaces across the Estate	• Regular Staff Train Users	• Bus passes sold on an annual basis	• Number of Parking Spaces	• Number of Permit Holders

## Our latest Travel Plan – Constraints and Opportunities for Further Success

Since 2006, the University's Travel Plan has developed effective transport arrangements that supported the University to meet its strategic objectives and growth targets. These arrangements have helped all members of the University Community make informed transport choices for travel to and between our sites.

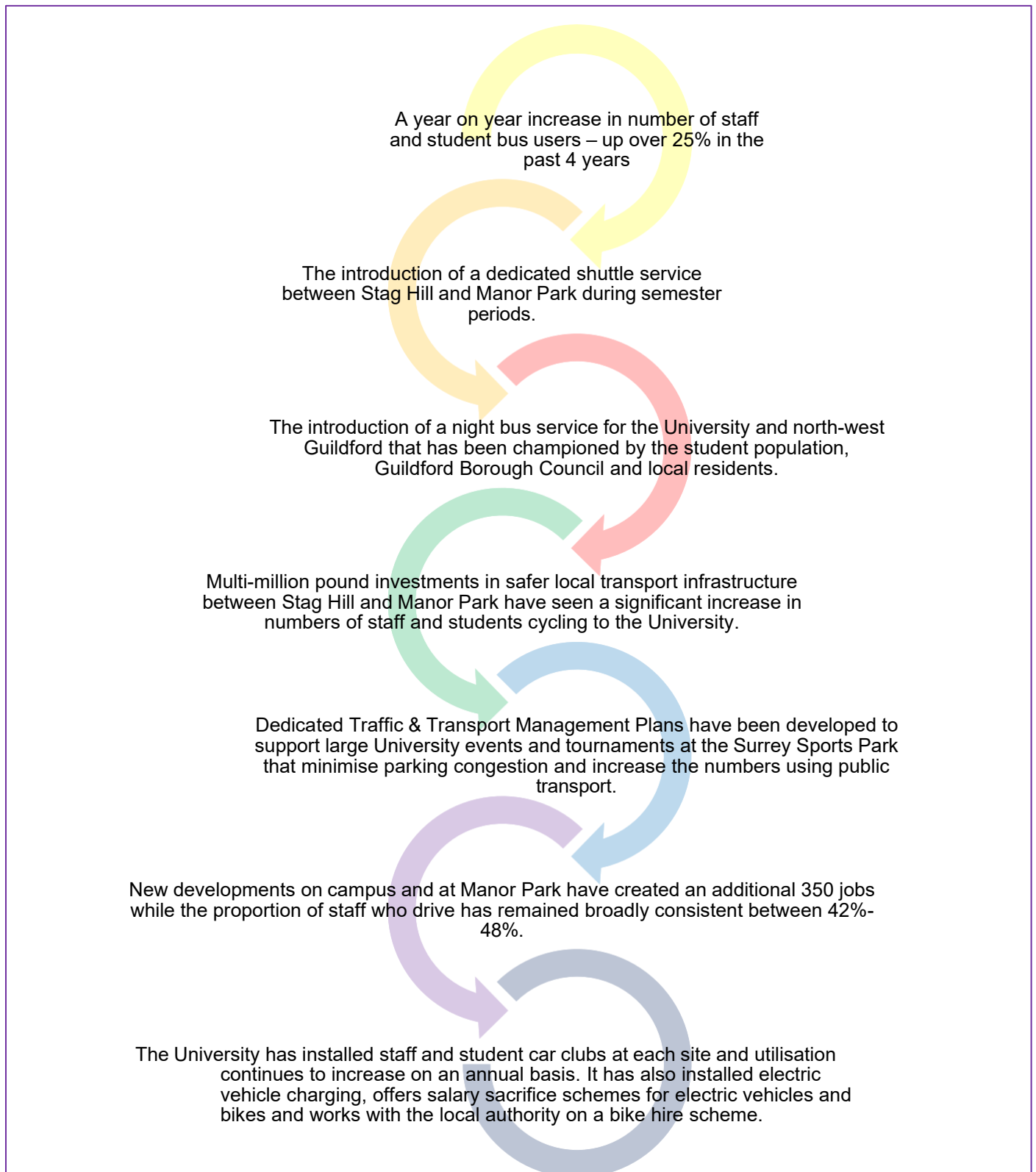
These achievements have been made in spite of Guildford's many transport related limitations. The challenges of population and economic growth in Guildford are significant. Highways and other arterial routes are operating at full capacity and these infrastructural challenges impact adversely on the University, our planning permissions and our operational capabilities.

<b>Strengths of our Travel Plan</b> <ul style="list-style-type: none"><li>• Passionate Transport Team with significant experience of managing University's transport arrangements</li><li>• Good working relationships built with key partners across the University – travel planning embedded across the University's operations</li><li>• Strong partnerships in place with external transport providers and local authorities</li></ul>	<b>Weaknesses to address</b> <ul style="list-style-type: none"><li>• Parking is considered by many to be an issue that can just be 'solved'</li><li>• Reliance on car travel by many within the University community due to convenience and low cost of our parking</li><li>• Our limited number of parking spaces</li><li>• Lack of available funding to invest / promote alternative modes of transport</li></ul>
<b>Opportunities</b> <ul style="list-style-type: none"><li>• Increased engagement within the University community to raise awareness of issues &amp; seek buy-in to solutions</li><li>• This new Travel Plan allows us to clearly re-state the issues, solutions and strategies</li><li>• The University's growth will require transport to be reconsidered</li><li>• Increasing work with local stakeholders to develop coordinated plans &amp; solutions</li></ul>	<b>Threats to the Travel plan</b> <ul style="list-style-type: none"><li>• Guildford's road network, which is well documented as traffic jam creating – the 6<sup>th</sup> most congested town in the UK</li><li>• The close proximity of major employers in Guildford, next door to the A3</li><li>• External planning policy decisions</li><li>• Either at capacity or reducing public transport links both within and to Guildford</li></ul>

## Progress to Date

Despite the constraints and challenging financial environment, the University has made significant progress in expanding its operations and growing staff & student numbers with minimal adverse impact on the local environment.

Key successes during the previous Travel Plan included:



# Travel Plan Objectives, Action Plans & Measures

## Main Objectives

This latest travel plan has 6 main objectives.

<b>O.1</b>	<b>Create a cost neutral operation that meets all legal requirements</b>  There are legal obligations on the University to limit traffic flow, manage a set number of spaces and apply a parking exclusion zone. The Travel Plan will ensure the University invests in a sustainable future.	<b>O.2</b>	<b>Encouraging modal shift</b>  We actively discourage the use of cars at the University. Modal shift remains a priority because parking is limited, we need to reduce our environmental impact and the local infrastructure is sensitive to increased traffic.
<b>O.3</b>	<b>Personal responsibility</b>  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.	<b>O.4</b>	<b>Working in partnership with others</b>  We take a collaborative approach to Travel Planning with Surrey CC, Guildford BC, Hospital, Research Park, Cycle Groups and Public Transport operators.
<b>O.5</b>	<b>Smooth Operations – Now and the future</b>  The Travel Plan contains measures designed to avoid operational disruption and support the planned academic and residential expansion at Manor Park.	<b>O.6</b>	<b>Provide the best transport experience</b>  The Transport Team exist to advise, help & support everyone who travels to the University including staff, students and visitors.

## Travel Plan Actions & Measures

Our staff, students and visitors all need realistic transport options and the University is committed to promoting active travel, sustainable transport, smarter working arrangements and sharing journeys if they have to be made by car.

The detailed measures that support the above objectives are contained within the following sections of the Travel Plan. They include both new and existing measures, timelines and who is responsible for meeting the overarching objective.



## Parking

Just 48.6% of the workforce have a parking permit and many of these staff have no alternative to using their cars. The University promotes all possible alternatives to the private vehicle but we must also ensure good parking arrangements are in place to minimise congestion on campus and within the local area. There are operational risks associated with increasing demand for parking and so the following measures are in place to further reduce the number of vehicles driven to campus while supporting those who have no choice:

	Action	Stakeholder / Sponsor	Timescale	Objective Target					
New Measures	Conduct a review of all staff and student parking & pricing arrangements and re-establish methodology for how future parking is allocated.	Transport Team, Executive Board	September 2018				0.4	0.5	0.6
	Address operational parking issues at Manor Park site and plan the necessary transport arrangements ahead of Faculty relocation to Surrey Research Park	Transport Team, Estates, Security	January 2019	0.1	0.2			0.5	0.6
	Introduce consistent traffic regulations & permit arrangements across all sites.	Transport Team	May 2019	0.1				0.5	0.6
	Work to align our transport arrangements with the Royal Surrey County Hospital to support the Sustainable Movement Corridor initiative	Transport Team, Executive Board, Estates	July 2019				0.4	0.5	
	Introduce a new Staff Pay As You Go scheme to incentivise & support staff who can commit to travel by other means but require occasional use of the car	Transport Team, IT Services	Ongoing		0.2	0.3			0.6
	Deliver improved parking arrangements for disabled visitors with bookable spaces and additional parking areas on campus	Transport Team, H&S, Disability Working Group	Ongoing					0.5	0.6
	Work with Event Organisers to reduce demand for visitor parking & travelling by car during peak periods. Commit to deliver the first annual University No Parking Day	Transport Team, Marketing, Student Recruitment	Ongoing		0.2			0.5	
	Replace existing in house parking systems with a longer term solution to improve space utilisation and parking management	Transport Team	May 2019	0.1	0.2	0.3	0.4	0.5	0.6
Ongoing Measures	The cost of car parking at the University will increase each year to ensure that driving does not become an inexpensive form of transport relative to public transport alternatives.	Transport Team, Executive Board	Ongoing	0.1	0.2	0.3		0.5	
	Students living in University accommodation agree not to bring a car to Guildford	Accommodation	Ongoing	0.1	0.2	0.3		0.5	0.6
	No free parking for staff or students unless they are a registered Blue Badge Holder	Transport Team, SU	Ongoing		0.2	0.3			
	Designated Blue Badge parking bays provided across all sites	Transport Team, Estates, Disability Working Group	Ongoing					0.5	0.6
	Use parking enforcement measures to ensure drivers park with a valid permit and avoid disruption and inconvenience to others	Transport Team, Security	Ongoing	0.1				0.5	0.6
	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	Transport Team	Ongoing		0.2	0.3		0.5	

## Cycling & Walking

Cyclists and pedestrians make the greatest contribution to our sustainable Travel Plan and we will continue to encourage active travel with the following measures:

	Action	Stakeholder / Sponsor	Timescale	Objective Target					
New Measures	Install, promote and operate a bike share network across our sites and Guildford Town Centre	Transport Team, GBC, SCC	August 2018		0.2		0.4	0.5	
	Begin the development of a Wayfinding solution for the Stag Hill campus in partnership with Surrey County Council	Transport Team, Estates, SCC	Ongoing				0.4	0.5	0.6
	Support the establishment of a University bike shop	Transport Team, Estates	March 2018		0.2			0.5	0.6
	Support the aims & objectives of the University's SurreyMoves initiative	Transport Team, HR, SSP	Ongoing		0.2				0.6
	Re-establish the University's Bicycle User Group	Transport Team	February 2019		0.2				0.6
	Arrange cycling proficiency sessions & bike maintenance classes	Transport Team, External Providers	Ongoing	0.1	0.2				0.6
	Undertake a review of all shower & changing room facilities with Estates and develop a programme for improvements	Transport Team, Estates	January 2019		0.2			0.5	
	Promote active working practices (walking meetings, active inter-site travel) and deliver a programme of commuter & lunch time walks led by members of the University community	Transport Team, HR, Wellbeing, Faculties	Ongoing		0.2			0.5	0.6
Ongoing Measures	Provide covered cycle storage throughout the University sites and increase the provision on an annual basis	Transport Team, Estates	Ongoing	0.1	0.2			0.5	0.6
	Enable staff to purchase a bike at a reduced rate through a Cycle to Work scheme	Transport Team, HR, Finance	Ongoing		0.2	0.3			0.6
	Promote safe / quiet cycling routes to and from the University sites and through the University grounds	Transport Team, Health & Safety	Ongoing		0.2			0.5	0.6
	Hold cycle and walking awareness events including as part of national Bike to Work Week and Walk to Work Week	Transport Team	Ongoing		0.2	0.3			0.6
	Provide CCTV coverage of Stag Hill, Manor Park and Manor Park Residences to improve Safety	Security	Ongoing			0.3		0.5	0.6
	Lobby and engage with external cycle forums, Guildford Borough Council and Surrey County Council to maintain and improve walking and cycling routes in Guildford.	Transport Team, GBC & SCC	Ongoing	0.1	0.2	0.3	0.4	0.5	0.6
	Work with cycling partners to donate abandoned bicycles for refurbishment and resale to staff and students at discounted prices	Transport Team, Security	Ongoing	0.1	0.2	0.3	0.4	0.5	0.6
	Promote and maintain a map of all shower and changing facilities on University sites	Transport Team, Estates	Ongoing		0.2	0.3			0.6

## Public Transport – Buses & Trains

Sustainable transport to the University and between our sites is absolutely vital in reducing our local and environmental impact, both now and for our future.

Currently several thousand staff and students travel by public transport each year and we will continue to support them and encourage others with the following measures:

	Action	Stakeholder / Sponsor	Timescale	Objective Target				
New Measures	Work with Stagecoach Buses to grow the service frequency and capacity of routes serving the University as the number student residents increases in 2018 and 2019.	Transport Team	Ongoing from August 2018	O.2		O.4	O.5	
	Work in partnership with Bus Operators and key stakeholders to improve Guildford's public transport infrastructure for the University and local community. This will include <ul style="list-style-type: none"> <li>Engaging with planners for the Bus &amp; Train Station redevelopments</li> <li>Developing the Sustainable Movement Corridor for Western Guildford</li> </ul>	Transport Team, GBC, SCC, Bus Operators	Ongoing	O.2		O.4	O.5	
	Work with Bus Operators to introduce a hybrid timetabled & 'on demand' bus service at the Surrey Research Park	Transport Team, Research Park	January 2019	O.2	O.3	O.4	O.5	
	Work in partnership with the Students Union Commuting Society to engage, inform and support students who travel to the University by public transport	Transport Team, Students Union	Ongoing	O.2	O.3	O.4		O.6
	Work with Bus Operators and Surrey CC to introduce new and improved bus waiting facilities across all sites.	Transport Team, SCC, Bus Operators	January 2019	O.2		O.4	O.5	O.6
Ongoing Measures	Offer substantially reduced rate travelcards for all Stagecoach and Arriva buses in urban Guildford	Transport Team	Ongoing	O.2	O.3			O.6
	Operate dedicated shuttle services between Manor Park, Hazel Farm and Stag Hill sites.	Transport Team	Ongoing	O.2			O.5	
	Support the operation and expansion of a University night bus service between town and all University sites	Transport Team, GBC	Ongoing			O.4	O.5	O.6
	Work with Bus Operators to improve the reliability of University bus services	Transport Team	Ongoing	O.2		O.4	O.5	O.6
	Operate Quarterly Bus Passenger Forums to ensure bus users can voice concerns and ideas directly to the Bus Operator	Transport Team, Students Union	Ongoing		O.3	O.4		O.6
	Provision of accurate, real time information at bus stops throughout campus	Transport Team	Ongoing	O.1			O.5	
	Provision of an interest free season ticket loan scheme for annual and 6 monthly bus and train tickets	Transport Team	Ongoing	O.2	O.3			O.6



## Using Vehicles Sustainably and Smarter Working Arrangements

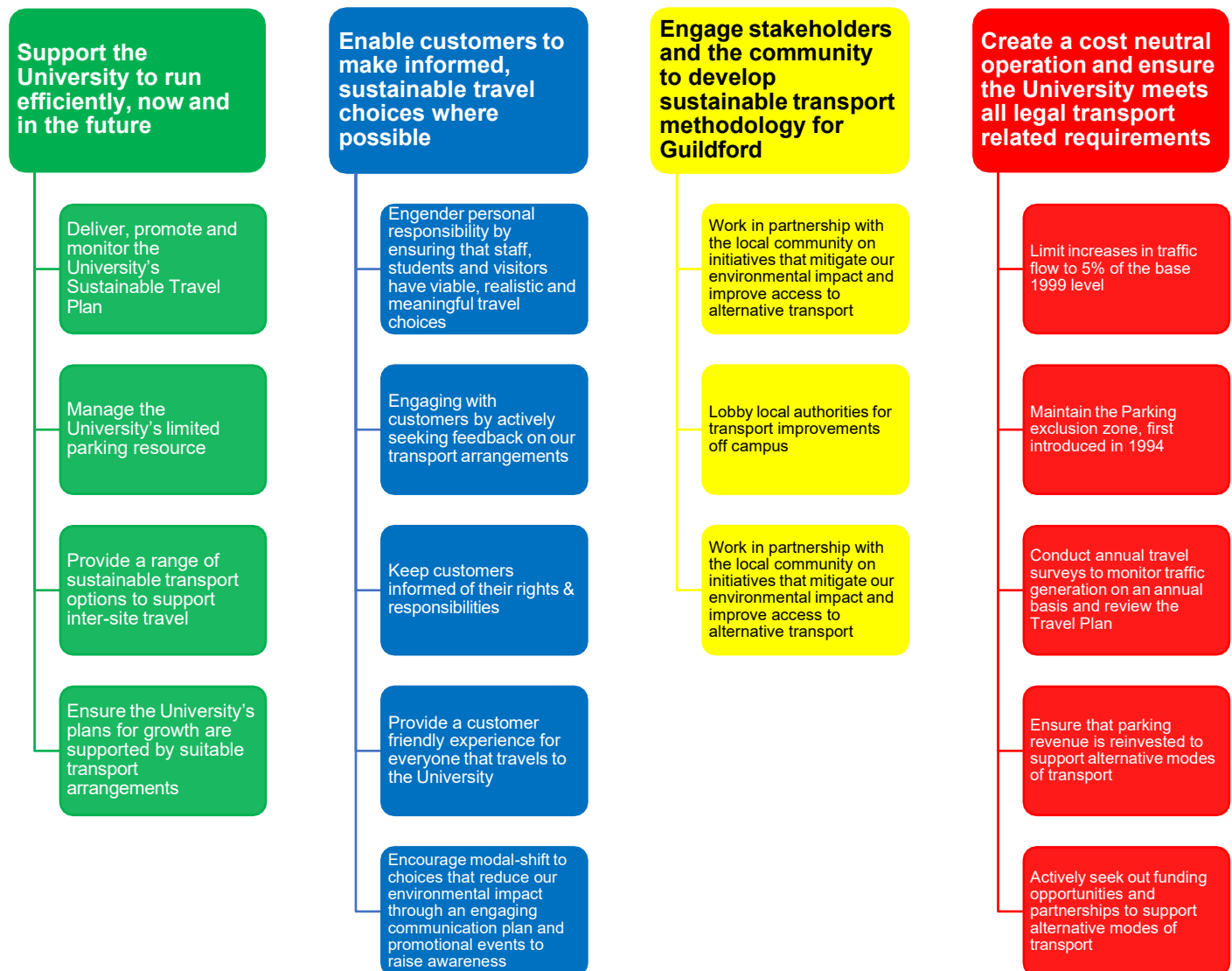
The University takes a holistic approach to managing transport arrangements. New and smarter ways of working are being put in place to support the needs of an increasingly dispersed workforce. The University's long term aim is to reduce all vehicle related activity to and around the University sites. However, we must continue to recognise the wants and needs of those who have to use a car. We will support those who drive with the following measures designed to reduce our impact on congestion, the environment and carbon emissions:

	Action	Stakeholder / Sponsor	Timescale	Objective Target					
New Measures	Support the aims and objectives of the University Fleet Management review to improve utilisation and reduce reliance on private vehicles for business travel.	Transport Team, Estates	Ongoing					0.5	
	The University will install 10 electrical vehicle charging points across all our sites by the end of 2018-19 academic year. The Estates Department will replace 50% of its own vehicles with electric equivalents over the next 3 years.	Transport Team, Estates	June 2019	0.1		0.3		0.5	
	Incentivise and reward staff and students who make sustainable car journeys in 2018-19 with the aim to introduce preferential parking spaces for car sharers across all sites in 2019-20. Introduce mandatory registration on journey sharing platforms for all staff and students that apply for parking.	Transport Team	December 2019		0.2	0.3		0.5	0.6
	Support increased usage of video conferencing across the University to reduce inter-site travel and unnecessary business journeys	Transport Team, IT, Executive Board	Ongoing from October 2018						0.6
Ongoing Measures	Offer car share permits which are considerably lower priced than individual parking permits. Not restricting car share permits on large event days or for operational reasons	Transport Team	Ongoing		0.2	0.3			0.6
	Undertake regular postcode matching exercises to introduce potential car sharers	Transport Team	Ongoing			0.3			0.6
	Promoting awareness through national Car Share Week	Transport Team	Ongoing		0.2	0.3			0.6
	Providing a personal travel planning service to help individuals map their travel costs by all modes to highlight the financial savings of car sharing. Specific focus on new and prospective staff & students	Transport Team	Ongoing		0.2	0.3			0.6
	Operate a Flexible Working Policy to support staff travelling to the University however they commute.	HR, Faculties, Executive Board	Ongoing			0.3		0.5	
	Restrict access to multi-site parking permits to reduce vehicular travel between sites	Transport Team	Ongoing		0.2			0.5	
	The provision of 2 (rising to 5) centrally funded, environmentally friendly, car club vehicles for staff to make business journeys of under 4 hours	Transport Team, Finance	Ongoing					0.5	0.6
	Promote the aims & objectives of joint liftshare account held by the Research Park and Royal Surrey County Hospital	Transport Team, Research Park Office	Ongoing				0.4		0.6
	The provision of student car club vehicles on Stag Hill and Manor Park with discounted user rates for national car hire schemes.	Transport Team, Students Union	Ongoing						0.6

## The Transport Team – What we do and how we can help

Management, marketing and monitoring of the Travel Plan is the responsibility of the University Transport Team. The Team has four key objectives as part of this responsibility.

We will report annually to Guildford Borough Council and Surrey County Council on our progress in relation to traffic flows. Data on usage, car sharing, pool cars, cycling and bus travel will appear on the Transport website.



## Statement from the University Transport Manager

This Travel Plan was drafted with the valuable input and support of staff and students across the University. The Transport Team will continue to work in partnership with Security, Health & Safety, Estates, HR, the Students Union, Staff Unions and others to deliver the aims and objectives of this Travel Plan. Progress against the Plan is reported at quarterly Transport Working Groups and on an annual basis to the Executive Board to ensure our arrangements are aligned with the University's wider strategies.

The next few years represent an ambitious stage in our development and our existing transport arrangements will need further improvement to meet the growing challenge of an expanding University.

We will continue to promote and invest in viable, realistic travel choices for our community that further reduce our demand on the private car. The size of this task is significant, but I remain confident that our collaborative approach with the authorities, local and business communities will successfully deliver the objectives contained in this Plan and secure a sustainable future for the University within Guildford.

Ed Nelson

Facilities Manager – Transport, November 2018

## Appendix 1 - Local Bus Routes

