

University of Surrey Travel Plan 2025 - 2030

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Executive Summary

The University of Surrey is committed to enabling sustainable, reliable, safe and affordable travel for our staff, students, partners and wider community. This Travel Plan sets out our strategic approach for 2025–2030, building on our achievements to date and responding to new insights gathered from our 2025 Travel Survey — the most comprehensive travel engagement exercise undertaken at the University for several years.

The plan aligns closely with the University’s Vision 2041 and our Net Zero Carbon 2030 project. It provides a structured framework to support modal shift, reduce emissions, improve accessibility, and ensure that travel experiences across our campuses are consistent, equitable and future-focused.

This Travel Plan will serve as our roadmap for delivering meaningful change over the next five years, supported by continuous monitoring, community engagement and strong partnership working. Our intention is not only to improve the day-to-day experience of travelling to, from and between our campuses, but also to ensure that travel remains aligned with Surrey’s values, environmental ambitions and financial sustainability.

Background Information and Progress to Date

The University of Surrey is based in Guildford, approximately 30 miles south-west of London, and benefits from strong transport links by road and rail. The main campus at Stag Hill is adjacent to Guildford’s mainline train station and within a 15-minute walk of the town centre.

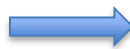
To the west of the A3 lies Manor Park, home to Surrey Sports Park, the School of Veterinary Medicine, Surrey Research Park and the Manor Park student village.

All sites are served by frequent bus routes linking the University with the railway station, town centre and residential areas. The University works closely with Stagecoach to maintain and improve services, including direct subsidies for certain travel passes.

Designated walking and cycling routes connect the campuses. Recent improvements include upgraded lighting, CCTV, new Beryl Bikes, and increased cycle storage options.

What We Learned From the 2025 Travel Survey

In early 2025, the University conducted a comprehensive Travel Survey to understand commuting patterns, modal choices, barriers, and emerging needs across our community. This was the first major travel survey since the previous Travel Plan cycle and provides an updated evidence base at a time of changing travel behaviors.

 The full report can be found [here](#).

Who we reached

- Survey distributed to all staff and students across Stag Hill, Manor Park and Hazel Farm
- 143 student and 281 staff responses received
- Strong representation across faculties and services

Why the survey mattered

- Understand current travel patterns.
 - The survey provides an accurate picture of how people move between campuses, helping us base decisions on real data rather than assumptions.
- Identify barriers and opportunities.
 - Responses highlight where travel works well and where improvements are needed, enabling us to target action where it will have the most impact.
- Shape long-term strategy and investment.
 - The insights guide our priorities for the next five years, ensuring resources are used effectively and aligned with changing needs.
- Ensure staff and student voices drive decisions.
 - Hearing directly from our community ensures the Travel Plan reflects lived experience and supports the people who use our campuses every day.

Car Use Remains High - and frustration remains high

- Increased reports of difficulty finding spaces.
- This suggests that recent operational changes are not yet beginning to ease perceived parking pressures. Continued operational tweaks are being worked on and additional car parking spaces are being explored.
- Fairness improved through ANPR permit system.
 - The new approach has increased transparency and helped ensure that permit holders have fair access to parking.
- Growing interest in EV charging.
- Demand for sustainable vehicle options is increasing, supporting future expansion of EV infrastructure.

Bus Use Increasing with Night Provision

- Night buses welcomed by students.

- Later services between Stag Hill and Manor Park have improved confidence when travelling in the evenings.
- Bus is a primary mode for many students.
 - Reliability and convenience continue to make it a key part of daily travel for a large proportion of our community.
- Cost remains a concern.

Cycling Satisfaction Has Improved

- Beryl Bikes widely valued.
 - Students and staff reported strong satisfaction with the convenience and flexibility of the scheme, noting it has made short trips between campuses much easier.
- More cycling between sites.
 - The survey shows continued growth in cycling for inter-campus travel, supported by recent pathway improvements and the presence of visible docking stations.
- Need for more secure storage.
 - Respondents highlighted that while cycling is increasing, the availability and quality of secure parking remains an important factor in choosing to cycle regularly.

Walking & Wheeling Remains Popular

- High usage between Stag Hill and Manor Park.
 - Many respondents said walking remains their default mode due to the short distance and improved connections between sites.
- Improved safety perceptions with better lighting.
 - Recent upgrades to lighting and CCTV have made walking in the early morning or late evening feel safer for a large proportion of the community.
- Need for more seating and signage.
 - Users noted that adding rest points, clearer wayfinding and additional shelter would further enhance comfort and accessibility.

Rail Use Stable but Cost Is a Barrier

- Cost highlighted as key barrier.
 - Many rail users expressed concern over rising fares, which continue to make regular commuting financially challenging.
- Opportunity for rail partnerships.
 - Respondents suggested that discounted tickets, railcard awareness or institutional partnerships could help address affordability.

Inter-Campus Travel Needs a Long-Term Solution

- High support for electric shuttle service.
 - Many participants expressed interest in a dedicated, reliable electric shuttle to support movement between sites and reduce dependency on personal vehicles.

Aviation Is Now Trackable

- Egencia reporting allows measurement for the first time.
- Access to flight booking data means the University can now understand the carbon impact of air travel and begin setting informed baselines and targets.

Alignment with Local Authority Priorities

The University's Travel Plan has been developed in close alignment with the strategic priorities of both Surrey County Council and Guildford Borough Council. Surrey County Council's Local Transport Plan places strong emphasis on creating a cleaner, safer and better-connected transport system, with a clear focus on reducing inequalities and ensuring access for all. Similarly, Guildford Borough Council's climate and transport ambitions highlight the role of active travel, public transport and reduced congestion in delivering wider environmental and air quality benefits.

This Travel Plan supports those objectives by promoting modal shift away from single-occupancy car journeys while also recognising the importance of fairness, accessibility and essential attendance. By balancing carbon reduction with equitable access to campus, the University aims to contribute positively to local transport outcomes while meeting the needs of its diverse staff and student community.

What We've Achieved Already



Active Travel & Cycling

Electric Beryl Bikes introduced in partnership with Surrey County Council

Docking stations added across Stag Hill and Manor Park

Over 100 cycles refurbished annually for student use



Walking & Cycling Paths

Upgrades to lighting

New cycle parking provisions

Pathway line painting and improved crossings



Bus Frequency

More night-bus services between Stag Hill and Manor Park

Improved provision in partnership with



Car Parking

ANPR-based permit management introduced

Objectives

Since the publication of the University's previous Travel Plan (2018–2025), the travel landscape has evolved significantly. Our community's needs, survey insights and the priorities set out in Vision 2041 have shaped how we approach sustainable travel for the next five years.

In reviewing our progress, it became clear that several of the original six objectives naturally overlapped. For example, 'Smooth Operations' (Now and the Future) and 'Provide the Best Transport Experience' are now more effectively delivered together, while aspects of 'Personal Responsibility' are embedded across all behavioural and sustainability-led work.

This Travel Plan therefore streamlines the framework into five clearer and more purposeful objectives, designed to reflect what our community told us through the 2025 Travel Survey and to support our institutional commitments, particularly our Carbon Neutral target.

These five objectives are intentionally broader, more integrated, and more forward-looking. They focus on:

- Deliver financially sustainable, compliant and high-quality transport operations for now and the future.
- Encourage modal shift towards sustainable and low-carbon travel. See Appendix 1 for diagram to further explain this
- Promote personal responsibility and informed travel choices.
- Work in partnership with others to improve transport access and reliability.
- Aim to reduce our carbon footprint relating to business travel

This refined structure ensures that every action we take contributes meaningfully to the University's wider sustainability ambitions, operational excellence, and the wellbeing of everyone who studies, lives or works at Surrey.

Objectives at a Glance

Icon	Objective	Meaning
 Objective 1	Cost Neutral & Compliant	Financial sustainability and compliance. Safe, efficient operations.
 Objective 2	Modal Shift	Behaviour and cultural changes to travel planning.
 Objective 3	Personal Responsibility	Informed, sustainable choices.
 Objective 4	Partnership Working	Collaboration with providers.
 Objective 5	Carbon Footprint	Reduce the University's carbon spend.

Action Delivery Plan

The following Action Plan brings together the full set of initiatives we will aim to deliver between 2025 and 2030 to support our five objectives. These actions are informed by what our community told us in the 2025 Travel Survey, by emerging travel patterns across our estate and by the commitments set out in Vision 2041. Each action is designed to be practical, measurable, and achievable, with clear ownership and timescales to ensure progress is monitored effectively. Together, they form a coordinated programme that will help us create a fair, sustainable and positive travel experience for everyone at Surrey.

It's important to note that these actions are subject to funding and resource approval

Mode	Action	Objectives	Owner	Timescale
Car & Parking	Flexible, data-led permit allocation system, that accommodates our students, staff, guests and events. To grow number of permits sustainably with parking spaces available. Current number = 4418.	1 5	Campus Experience	2025–26
Car & Parking	Emissions-based pricing model. Working alongside Government ambitions to bring about electric charging taxes in 2028.	1 2 5	Campus Experience / Finance	2026 - 27
Car & Parking	Expand EV charging capacity in both the North car parks, whilst also adding in specific units to certain car parks, increasing charging flexibility in response to growing desires for EV charging vehicles.	1 2 4	Campus Experience/ Estates	2025–27
Car & Parking	Introduce short-stay 'drop off' bays to accommodate those only temporarily coming to site	2 5	Campus Experience/ Estates	2026
Car & Parking	Improve line-marking, surfacing and lighting, conducting annual improvements to areas that need it the most	1	Estates	2025–26
Car & Parking	Install real-time occupancy dashboards, so people can see before parking, which car parks have spaces and which don't.	3 5	Campus Experience/ IT / Estates	2028
Car & Parking	Implement an updated car sharing scheme, forming an official partnership with a company that can help evolve perceptions towards it. To have 100 users by 2027.	2 3	Campus Experience	2027

Car & Parking	'Week Without Driving' campaign. Introduce a reward based campaign to support alternatives to driving to campus	 2  3	Sustainability	Annual
Car & Parking	Annual Blue and Purple Badge review, to ensure we have a proportionate number of accessible bays across the estate	 1	Campus Experience	Annual
Car & Parking	Ensure we continue to have 6% of total parking bays allocated to accessible parking. Currently on 6.5%	 1	Campus Experience	Annual
Bus	Negotiate continued reduced Stagecoach fare for student and staff usage. Current prices start at £2.20 per ride and £400 for annual pass. Rising with inflation is considered acceptable	 1  2  4	Campus Experience	2025
Bus	Increase evening/weekend frequency	 1  4	Campus Experience / Stagecoach	2025-26
Bus	Real-time bus tracking screens in all bus shelters on Stag Hill and Manor Park	 1  4	IT / Campus Experience/ Estates	2026-27
Bus/ Inter-Campus	Explore sustainable, express shuttle options between both campuses. Currently have to rely on Stagecoach. Explore options with AI Institute	 2  4  5	Campus Experience/ Estates	2027-29
Bus	Ensure late-night safe travel subsidy remains at current price. Current rate is a flat rate of £3 per ticket	 1  3	Campus Experience	2025-26
Cycling	Full audit of current cycling facilities and either deep cleaning or upgrading those in need	 1  2	Campus Experience/ Estates	2025 - 27
Cycling	Expand secure cycle storage, ensuring locations are fit for purpose	 1  2	Campus Experience/ Estates	2025-27
Cycling	Increase number of covered cycle shelters across both campuses, working with student groups to ensure locations are appropriate	 1  2	Estates	2025-27
Cycling	Create a bespoke cycling shower and change facility, to encourage cycling to and from the university. Add showers, lockers, drying rooms	 1  3	Estates	2026-28

Cycling	Implement facilities for students and staff to be able to repair their bikes. Whether this is in the form of an on campus provision or partnering with a local company to support	 2  5	Campus Experience/ Estates	2026-27
Cycling	Continue to work with SCC and Beryl Bike, aiming to continue the scheme, provide a positive experience for riders and increase the number of users and docking locations.	 2  4	Campus Experience / SCC	2025-27
Cycling	Introduce cycle confidence sessions, including Doctor Bike session with SCC	 2  3  4	Campus Experience/ Students Union/ CSO	Annual
Cycling	Introduce a subsidised lights & locks scheme for students and staff to purchase. Partnership will need to be formed with a supplier, ideally whoever supports our campus bike repairs	 3	Campus Experience	2026-27
Walking	Deliver Surrey Safe walking route on Stag Hill. Fully lit and covered by CCTV	 4  5	Estates / Campus Safety/ Campus Experience	2025-26
Walking	Deliver Surrey Safe walking route on Manor Park. Fully lit and covered by CCTV	 4  5	Estates / Campus Safety/ Campus Experience	2025-26
Walking	Upgrade Senate House pedestrian crossing	 1	Estates	2026-27
Walking	Conduct full campus review of and improve tactile paving & drop curbs where necessary	 1	Campus Experience/ Estates	2026-27
Walking	Create accessible map, highlighting where all accessible parking bays are, drop curbs etc.	 1  3	Campus Experience/ Marketing/ Sustainability/ Estates	2026
Walking	Conduct review of where benches are situated across the estate, working with partners to ensure strong coverage across both campuses. Especially in pedestrianised areas.	 1	Estates/ Campus Experience	2026-27

Walking	Improve winter gritting routes. Explore current approach and compare with industry standards, to inform our operating procedures	 1  3	Estates	Annual
Walking	Improve pedestrianised route around the Yorkies Bridge area, in conjunction with planning for new housing in council car park	 1  3  4	Campus Experience/ Estates/ SCC	2026-2029
Rail	Improve station-to-campus wayfinding, promoting Walnut Tree close route. Need to work with SCC.	 3  4  5	Campus Experience/ SCC	2026-27
Rail	Lobby for increased evening rail frequency	 4	Campus Experience	2026-30
Inter-Campus	Unified and updated campus travel map, highlighting all bus stops, car park permissions, cycle parks etc.	 1  3	Campus Experience	Annual
Aviation	Establish Egencia baseline for aviation travel. What is our current usage from both a financial and sustainability perspective.	 1  2	Sustainability / HR	2026
Aviation	Create a 'Fly Less' policy framework	 2  3	Sustainability/ HR/ Campus Experience	2026 - 27
Aviation	Create and review an annual aviation emissions report. Exploring carbon emissions and expenditure	 1  5	Sustainability/ Campus Experience	Annual
Aviation	Prohibit all mainland UK destination flights except where this will discriminate against people with disabilities or caring responsibilities or as part of a connection to overseas destinations	 2	Sustainability/ Campus Experience	Annual
Behaviour	Create an annual Surrey Travel Week campaign. A week-long campaign held once a year to spotlight all forms of sustainable, safe and active travel at the University of Surrey. It would be a coordinated programme of events, communications and activities. Ideas such as Beryl Bike try outs, Campus Safety pop ups, swap one journey challenge, feedback sessions etc.	 3	Campus Experience/ Sustainability/ Marketing	Annual
Behaviour	Termly travel dashboard creation. Termly Travel Dashboards are short, visual summary reports that provide	 1  3	Campus Experience	2026

	an at-a-glance picture of how travel to and from campus is performing. They act as a regular feedback loop, using the data we already collect (ANPR, Beryl, bus insights, footfall, EV usage, survey indicators) to help us monitor progress, spot trends and target support where it's needed.			
Behaviour	Monthly Travel Spotlight Articles provide short, accessible features that highlight a specific aspect of travel each month. These articles rotate across themes such as walking safety, cycling confidence, sustainable driving, Beryl usage, bus route improvements, and success stories from our community.	 3	Campus Experience/ Estates/ Marketing	Monthly
Behaviour	Create a Travel Onboarding pack. This is a short, accessible guide (vehicle guidance pack) given to new students and staff when they join the University. Its purpose is to make sure everyone arrives with the information they need to travel safely, sustainably and confidently between campuses from day one. It helps reduce confusion in the first few weeks, prevents pressure on parking, encourages sustainable modes early on and ensures that people feel supported as they navigate campus for the first time.	 3	Campus Experience/ Estates	2026-27
Behaviour	Travel Champions Network	 3  4	Campus Experience	2025
Operations	Annual mini-pulse survey, or explore answers provided in current surveys already distributed	 1  3	Campus Experience	Annual
Operations	Annual Travel Plan progress report	 1  3  5	Campus Experience	Annual

Closing Summary

This Travel Plan marks an important next step in shaping how our community moves, connects and experiences life at the University of Surrey. Building on strong foundations and the insights gathered from our staff and students, the plan sets out a clear direction for the years ahead. Our refined set of five objectives reflects both the progress we have already made and our ambition to create a campus that is welcoming, easy to navigate and environmentally responsible.

The actions outlined throughout this plan will help us move closer to that vision, but their success depends on shared commitment. Through strong partnerships, continued investment and a culture that values sustainable and accessible travel choices, we can create a healthier, safer and more inclusive transport environment for everyone. As we work towards our long-term Carbon Neutral goals, these efforts will not only support a more resilient campus now but also help shape the experience of future generations who call Surrey home.

Dan Jacobs
Head of Campus Experience

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Appendices

Appendix 1 – Modal Shift Travel Hierarchy

