

# Surrey County Council Travel Survey Results (Woodhatch Place) December 2020

# Context and background

## Background

- The Travel Surveys were designed to anticipate travel intentions and preferences in order to develop a staff travel plan that balances a range of important factors including environmental sustainability, convenience, affordability, health, safety, and local community impact.
- The Poll included questions around how staff used to travel to County Hall and other locations, and how often (pre-lockdown), and compare this with their anticipated frequency and mode of travel to Woodhatch Place (post-lockdown).
- Survey respondents were asked to use Google maps or other travel sites to help with some of the questions (e.g. about travel distances and durations).
- The two surveys were issued in December 2020 the first covering Surrey County Council staff whose existing administrative base is County Hall (including Elected Members) and the second aimed at CPG staff based in other locations including Wray Park, St Davids and Consort House.
- This document contains the aggregated results of the 623 responses, with high level analysis on the patterns, correlations and free text responses.

# Overview - 623 responses

Within the 623 responses received:

- There were 569 responses to the County Hall survey and 54 responses to the CPG survey
- This represented a response rate of 67% and 49% respectively
- The highest numbers of responses were from IT&D, Land and Property, Finance and HROD
- These represent c. 57% of all staff based at County Hall
- There were 36 responses from Elected Members, a response rate of 46%

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## CPG Survey

1. Which service are you based in?

Community Protection & Eme...	34
Trading Standards	20



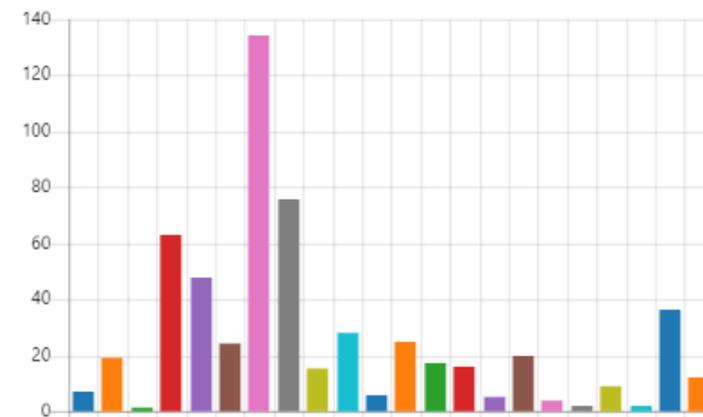
CPG staff are predominantly based at St David's, Reigate, and Consort House, Redhill

1. Which service are you based in?

[More Details](#)

Internal Audit	7
Communications & Engagem...	19
Community Partnerships & En...	1
Finance	63
HROD	48
Insights, Analytics & Intelligen...	24
IT&D	134
Land & Property	76
CLT & Leadership Support	15
Procurement	28
Strategic Commissioning	6
Transformation Support Unit	25
Public Health	17
Democratic Services	16
Information Governance	5
Legal	20
Trading Standards	4
Health & Safety	2
Emergency Planning	9
CPG (others)	2
Elected Member	36
Other	12

## County Hall Survey



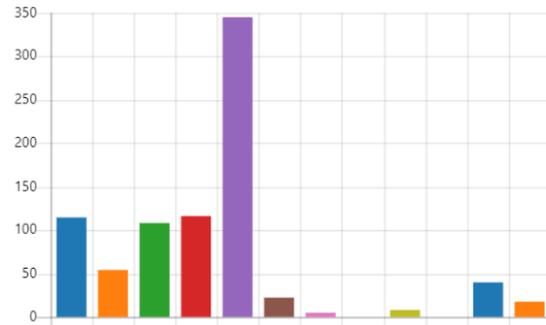
# More people intend to travel to Woodhatch Place by car compared to previous locations

3. What was your usual mode of transport to travel to County Hall pre-COVID? Select all that apply

[More Details](#)

Walk	114
Cycle	54
Bus	108
Train	116
Car - single occupant	346
Car share with another SCC e...	23
Car share with a non-SCC emp...	5
Car Club (e.g. Enterprise Car Cl...	0
Motorbike	8
Taxi	0
I started my job after March 2...	40
Other	17

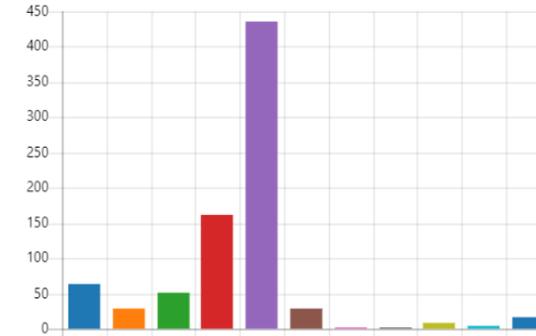
## County Hall Survey



13. Post-Covid, how do you intend to travel to Woodhatch? (Select all that apply and assume that car parking is freely available on site)

[More Details](#)

Walk	63
Cycle	29
Bus	52
Train	162
Car - single occupant	436
Car share with another SCC e...	29
Car share with a non-SCC emp...	3
Car Club (e.g. Enterprise Car Cl...	2
Motorbike	8
Taxi	4
Other	17



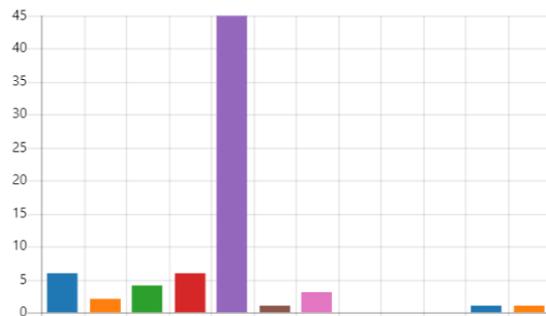
16% more County Hall-based staff intend to travel by car to Woodhatch Place (as a single occupant) than to County Hall

4. What was your usual mode of transport to travel to work pre-COVID? Select all that apply

[More Details](#)

Walk	6
Cycle	2
Bus	4
Train	6
Car - single occupant	45
Car share with another SCC e...	1
Car share with a non-SCC emp...	3
Car Club (e.g. Enterprise Car Cl...	0
Motorbike	0
Taxi	0
I started my job after March 2...	1
Other	1

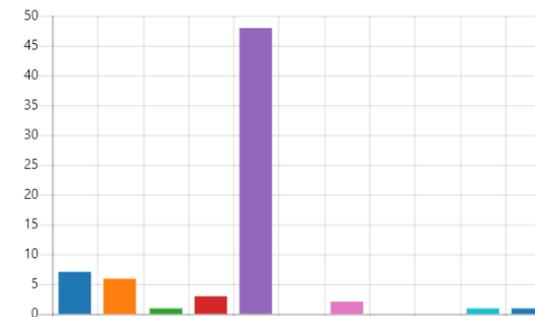
## CPG Survey



14. Post-Covid, how do you intend to travel to Woodhatch? (Select all that apply and assume that car parking is freely available on site)

[More Details](#)

Walk	7
Cycle	6
Bus	1
Train	3
Car - single occupant	48
Car share with another SCC e...	0
Car share with a non-SCC emp...	2
Car Club (e.g. Enterprise Car Cl...	0
Motorbike	0
Taxi	1
Other	1



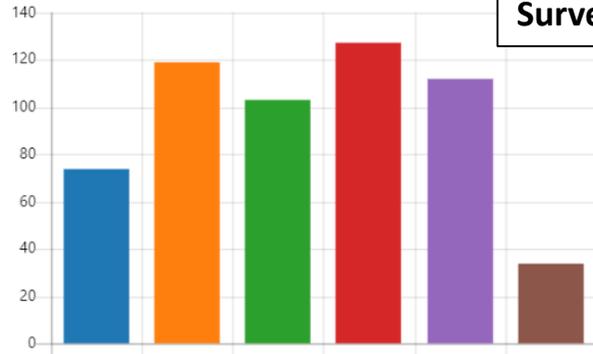
Marginally more (6%) non-County Hall-based staff intend to travel by car to Woodhatch Place (as a single occupant) than to previous locations

# Most people, especially former CH-based staff, will spend more time travelling to Woodhatch Place

8. Approximately how long did your journey from home to County Hall take (one-way) pre-COVID?

[More Details](#)

Less than 15 minutes	74
15-30 minutes	119
30-45 minutes	103
45 minutes - 1 hour	127
1 hour - 1 hour 30 mins	112
1 hour 30 mins+	34

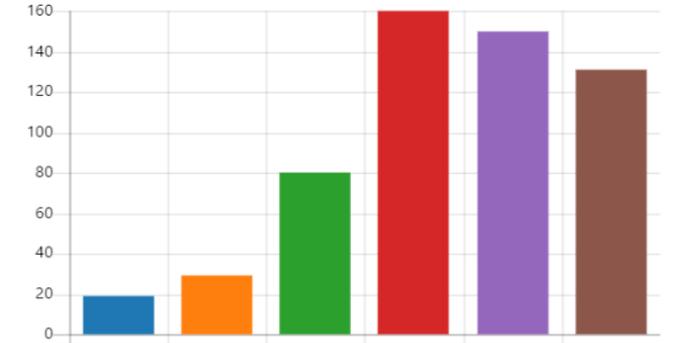


**County Hall Survey**

15. Based on your Google Maps journey plan, how long will it take you to travel from home to Woodhatch (one way) post-Covid?

[More Details](#)

Less than 15 minutes	19
15-30 minutes	29
30-45 minutes	80
45 minutes - 1 hour	160
1 hour - 1 hour 30 mins	150
1 hour 30 mins+	131

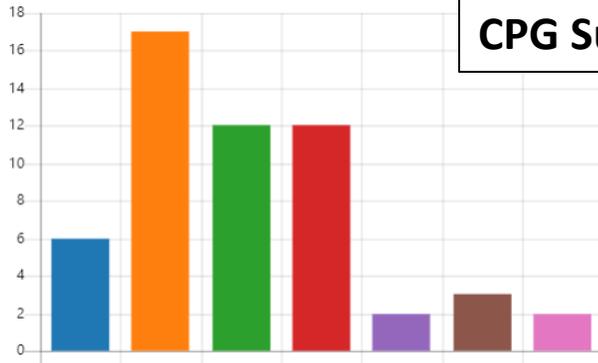


County Hall-based staff will spend an **average of 44 mins more per day** travelling to Woodhatch Place than to County Hall (from 92 mins to 136 mins per day)

9. Approximately how long did your journey take (one-way) pre-COVID?

[More Details](#)

Less than 15 minutes	6
15-30 minutes	17
30-45 minutes	12
45 minutes - 1 hour	12
1 hour - 1 hour 30 mins	2
1 hour 30 mins+	3
Not applicable	2

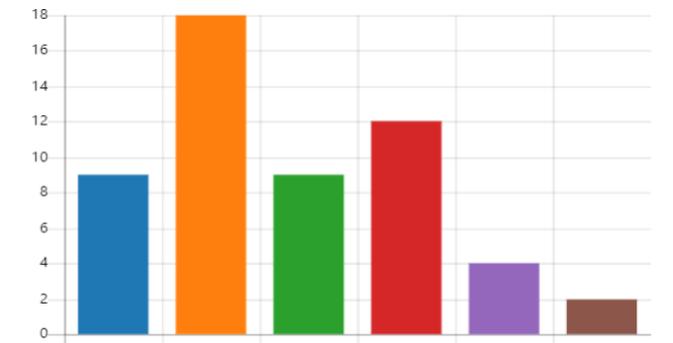


**CPG Survey**

16. Based on your Google Maps journey plan, how long will it take you to travel from home to Woodhatch (one way) post-Covid?

[More Details](#)

Less than 15 minutes	9
15-30 minutes	18
30-45 minutes	9
45 minutes - 1 hour	12
1 hour - 1 hour 30 mins	4
1 hour 30 mins+	2

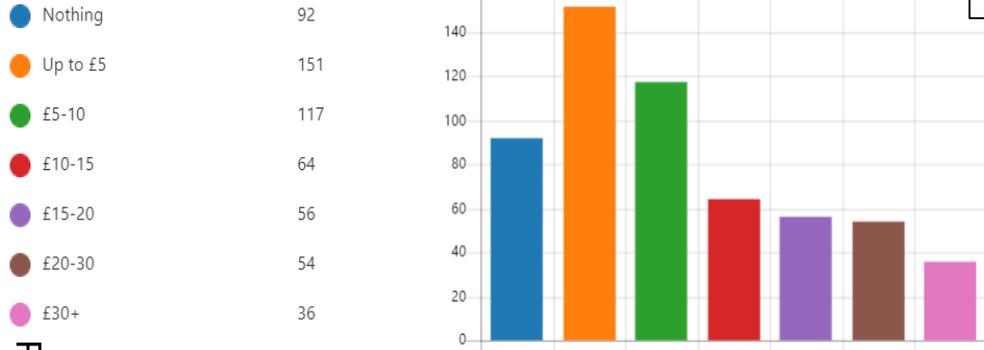


CPG staff will spend slightly less time travelling to Woodhatch Place than to previous locations (from 77 mins to 73 mins = **4 mins less per day on average**)

# It will cost most people more money to travel to Woodhatch Place, especially former CH-based staff

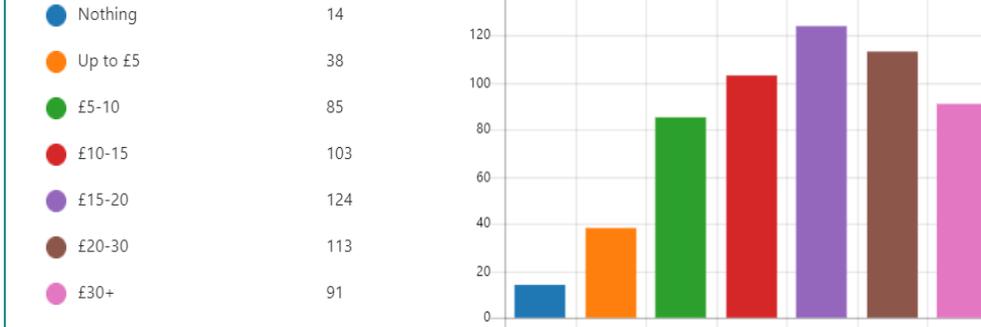
9. Approximately how much did your return journey to County Hall and back cost pre-COVID? For car drivers, please calculate at £0.45 per mile.

[More Details](#)



16. Based on your Google Maps journey plan, approximately how much do you anticipate your return journey to Woodhatch and back costing post-COVID? For Car Drivers, please calculate at £0.45 per mile.

## County Hall Survey



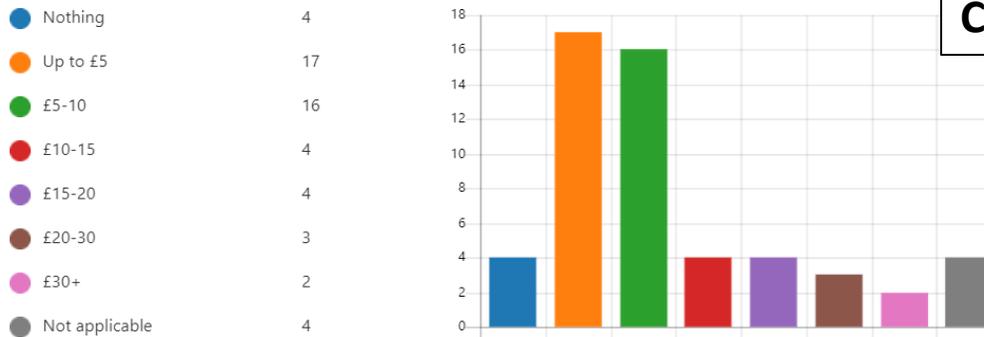
The number of staff travelling for free (by walking or bicycle only) will reduce by 85% from 92 to 14

There will be a 60% increase in staff spending £30+ per day, from 36 to 91

County Hall-based staff will spend an **average of £8 more per day** travelling to Woodhatch Place than to County Hall (from £10 to £18)

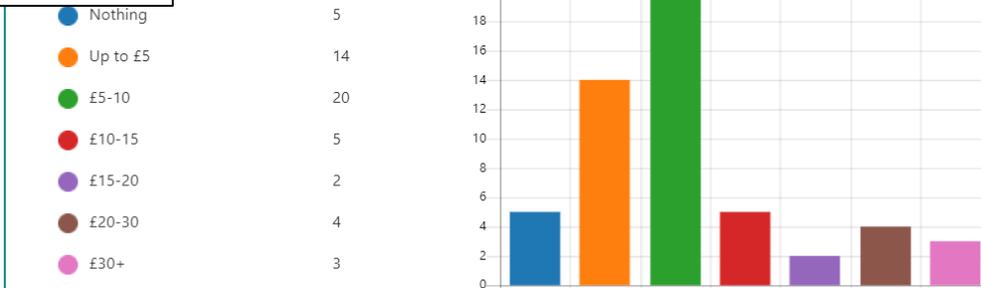
10. Approximately how much did your return journey cost pre-COVID? For car drivers, please calculate at £0.45 per mile.

[More Details](#)



17. Based on your Google Maps journey plan, approximately how much do you anticipate your return journey to Woodhatch and back costing post-COVID? For Car Drivers, please calculate at £0.45 per mile.

## CPG Survey



There will be little change in the distribution of CPG staff across all spend ranges, with most (74%) still spending up to £10 per day

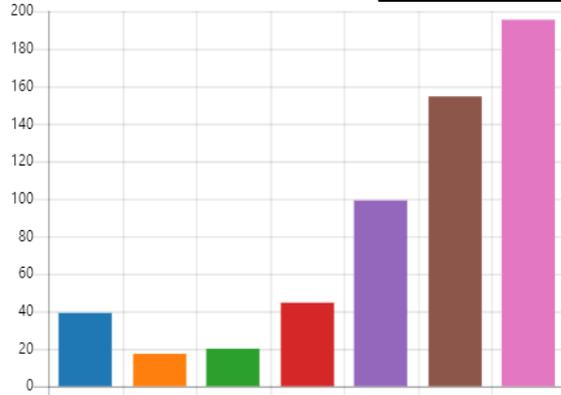
CPG staff will spend almost exactly the same on average per day travelling to Woodhatch Place compared to previous locations

# However, most staff anticipate travelling to Woodhatch Place far less frequently

10. Pre-Covid, how often did you travel to County Hall?

[More Details](#)

Rarely, if ever	39
Less than once a week	17
Once a week	20
Twice a week	45
Three times a week	99
Four times a week	155
Every day	195

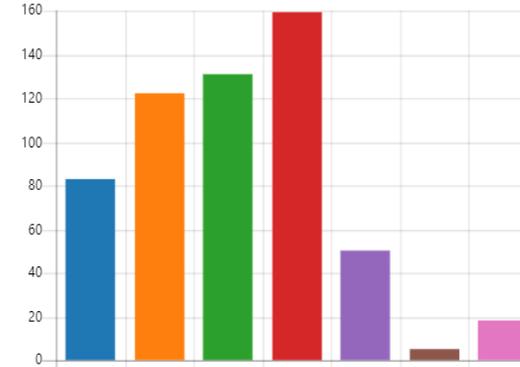


**County Hall Survey**

11. Post-Covid, how often do you anticipate travelling to Woodhatch? (Assume that car parking is freely available on site)

[More Details](#)

Rarely, if ever	83
Less than once a week	122
Once a week	131
Twice a week	159
Three times a week	50
Four times a week	5
Every day	18



The number of former CH staff travelling rarely, if ever, to the office is anticipated to double

Only 18 people intend to work at Woodhatch Place every day compared with 195 at County Hall

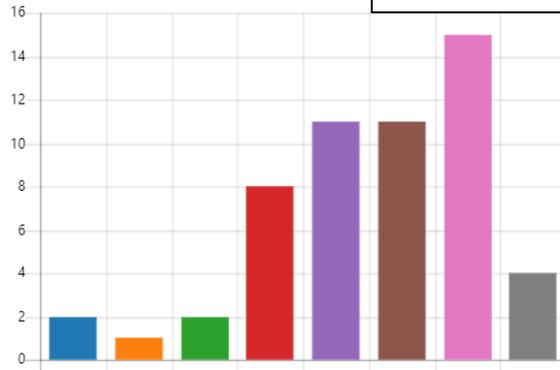
87% of former County Hall-based staff anticipate visiting Woodhatch Place twice a week or less, compared with the 21% who did this pre-lockdown

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11. Pre-Covid, how often did you travel to your main base?

[More Details](#)

Rarely, if ever	2
Less than once a week	1
Once a week	2
Twice a week	8
Three times a week	11
Four times a week	11
Every day	15
Not applicable	4

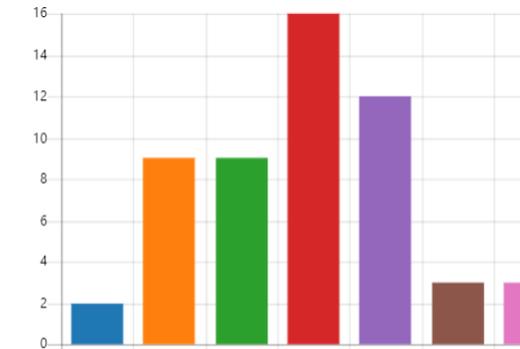


**CPG Survey**

12. Post-Covid, how often do you anticipate travelling to Woodhatch Place? (Assume that car parking is freely available on site)

[More Details](#)

Rarely, if ever	2
Less than once a week	9
Once a week	9
Twice a week	16
Three times a week	12
Four times a week	3
Every day	3



The CPG results follow a similar trend to County Hall, but with a slightly higher proportion intending to work 3 days a week or more in the office (33%)

66% of CPG staff anticipate visiting Woodhatch Place twice a week or less, compared with the 24% who did this pre-lockdown

4a

# Taking into account anticipated frequency of visits to the office in future, travel times and costs will decrease overall, as will car usage



From slide 7 results (CH & CPG combined), the average proportion of time spent in the office is anticipated to decrease from 3.5 days pre-Covid to 1.5 days post-Covid

## Taking this into account...

### Car Journeys (per day)\*

$367 \times 0.7 = 257$

$485 \times 0.3 = 146$

**There will be 111 fewer single-occupant car journeys per day**

### Average journey time (per week)\*

$90 \times 0.7 = 63, \times 5 \text{ days} = 315 \text{ mins}$

$130 \times 0.3 = 39, \times 5 \text{ days} = 195 \text{ mins}$

**Each individual will spend 2 hours less per week travelling to and from the office**

### Average cost of travel (per week)\*

$10 \times 0.7 = 7, \times 5 \text{ days} = \text{£}35$

$17 \times 0.3 = 5, \times 5 \text{ days} = \text{£}25$

**Each individual will spend £10 less per week on travel costs**

\*Combined CH and CPG figures have been adjusted by x 0.7 pre-Covid (= 3.5 travel days per week) and x 0.3 post-Covid (= 1.5 travel days per week)  
This data assumes unlimited free parking at Woodhatch Place, with survey results showing that restricted parking would impact on frequency and modes of travel

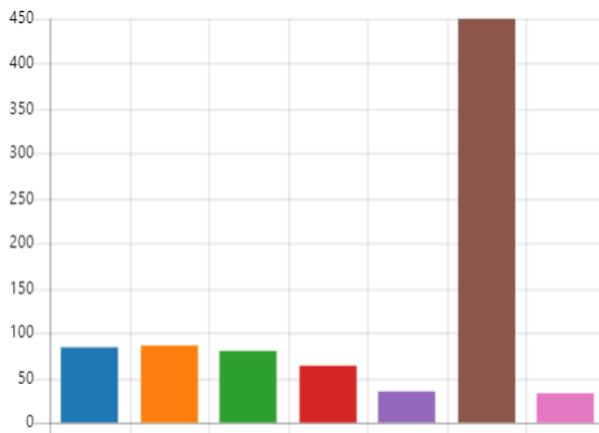
# Most people are flexible about which days they will visit the office, depending on work commitments

12. Which days do you anticipate it will be most likely that you will visit the Woodhatch site post-Covid? (Select all that apply)

[More Details](#)

**County Hall Survey**

Monday	84
Tuesday	86
Wednesday	80
Thursday	63
Friday	34
No fixed day, it will depend on...	449
I don't anticipate visiting the ...	33



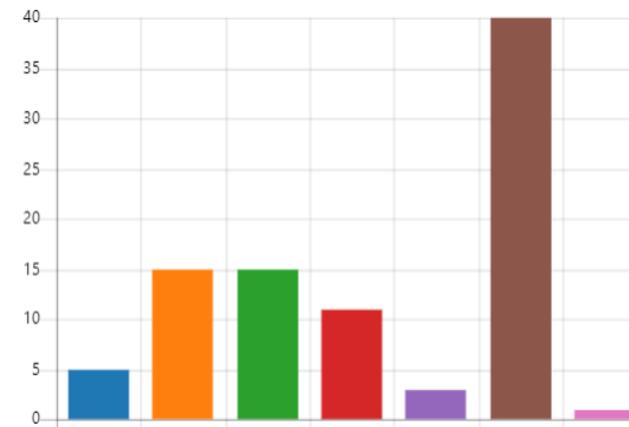
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13. Which days do you anticipate it will be most likely that you will visit the Woodhatch site post-Covid? (Select all that apply)

[More Details](#)

**CPG Survey**

Monday	5
Tuesday	15
Wednesday	15
Thursday	11
Friday	3
No fixed day, it will depend on...	40
I don't anticipate visiting the ...	1



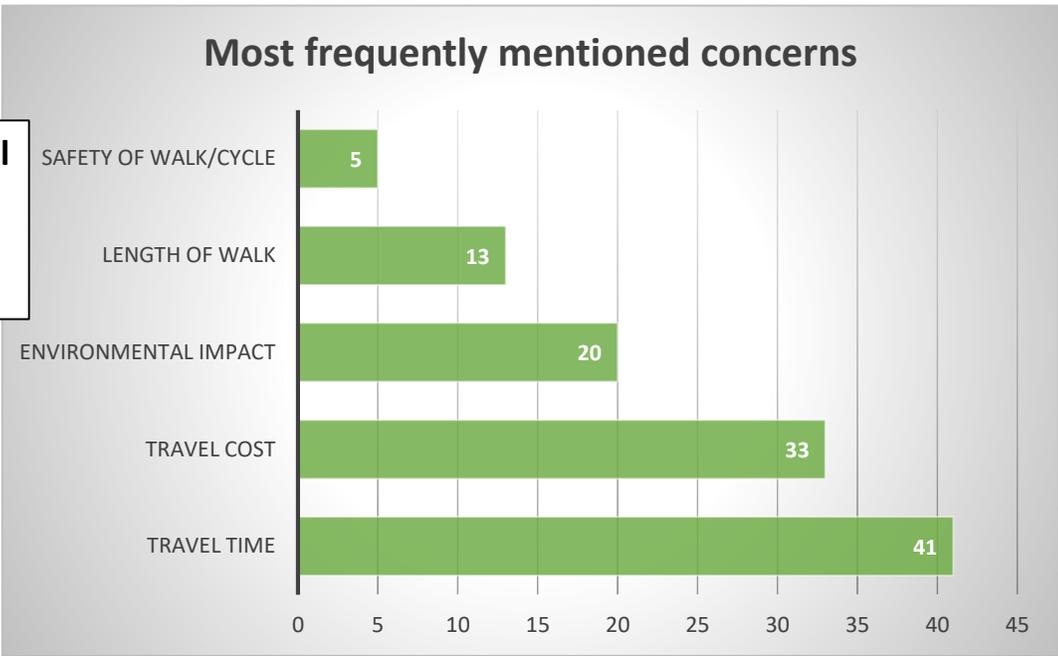
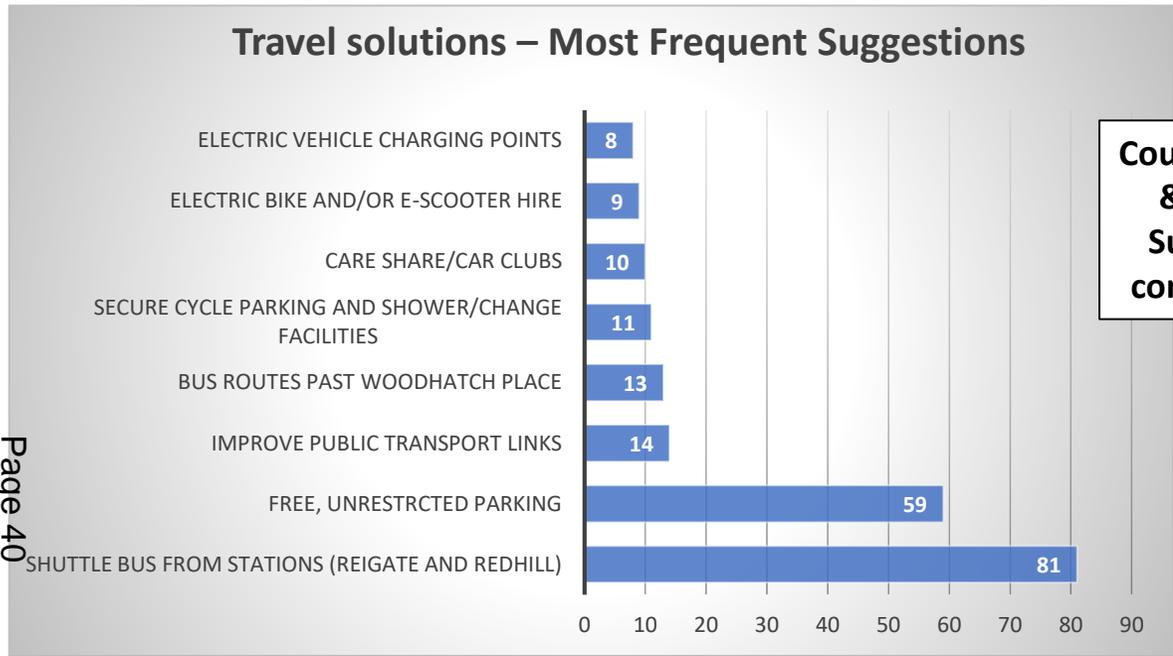
449 staff (79% of respondents) said there was no fixed day they would anticipate visiting the office and that they would be flexible depending on work commitments

A similar proportion of CPG staff (40 staff = 74% of respondents) agreed that visits to the office would be flexible depending on work commitments

From those who did specify days of the week across both surveys, Mondays to Thursdays are fairly well balanced, with the quietest day by far anticipated to be Fridays

# A shuttle bus from the station and unrestricted parking provision are the most frequently suggested solutions

In response to the final open question, people took the opportunity to put forward solutions, express concerns, and make other suggestions



Other solutions suggested were cycle routes, park & ride, safer walking routes, bus from Kingston, travel discounts, financial support and motorbike parking

The three most frequently mentioned concerns were increased travel time, higher costs and the environmental impact of increased car use

## Other suggestions from the surveys

- Make parking pre-bookable via a parking app
- Ensure remote and home working remains an option
- Ensure adequate disabled parking
- Ensure easy access to vehicles for emergency responders
- Managed monthly parking allocations per person or team
- Use car park at weekend as a park and ride
- Apply nominal parking and shuttle bus charges
- Have a GPS-based shuttle bus app (like Uber)
- Provide a pedestrian access via Smoke Lane
- Extend office opening times to avoid rush hours
- Ensure shuttle bus is electric or hydrogen
- On-site solar panels to cover electric car & bus charging