

## Results of the Better Bankside Travel Survey 2006 for Smaller Businesses

The Better Bankside Travel survey was undertaken to identify the travel needs and patterns of those who work in Bankside. The survey was set-up as two versions. One was on-line and staff were encouraged to fill in the questionnaire via email. 275 responses were completed on-line. The second version was a paper copy. These were distributed by the Bankside Rangers to many of the smaller businesses in the area, and Preena Shah from the Optimum2 team visited the larger companies to encourage more responses. The total number of responses by this method was 351. This survey now forms one of the most up-to-date pieces of travel research within the Bankside area and the results of which will be used for the creation of a Bankside Travel Plan.

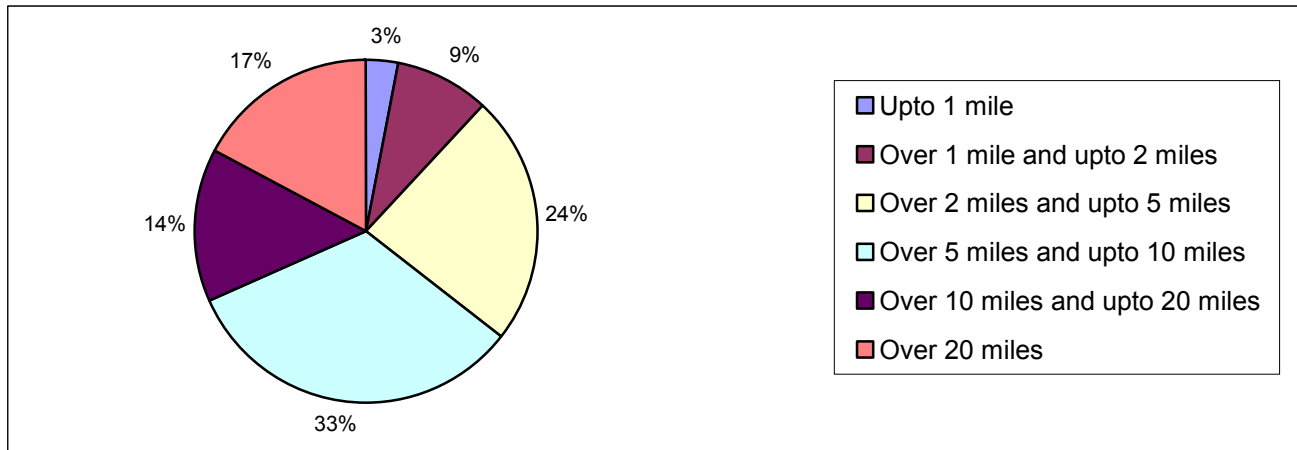
It is noted that the travel needs will vary between larger companies and the smaller companies, and thus the results have been analysed separately. This report focuses on the results of all the smaller companies. These are any businesses that employ less than 250 staff in the Bankside area. Out of the 626 responses, 333 were from employees of these smaller businesses.

The following pages show the results for each question. Where the responses have been significant, these have been shown as percentages. However a summary of the key findings is provided below:

- The main mode used to commute to work is Underground (25%), followed by Bus and Train (23% each), Walk (13%), and Cycle (11%).
- Majority of journeys made whilst at work occur within London. The main mode used is Underground (151 people), followed by Walking (96 people), Taxi (77 people) and Bus (72 people).
- Out of 254 respondents, 45 have access to a car to get to work. Out of these 39 people use the car for work. Furthermore, only 1 uses it on a daily basis as a driver, and another 4 on a daily basis as a passenger. 10 people use the company car on a daily basis.
- 181 respondents would be more likely to cycle to work if there were better cycle routes with better signage. 136 respondents would also like secure, appropriate and well-located parking.
- 66 respondents would be more likely to walk more if the walking environment was better. For example, pavement maintenance and improved crossings. 56 respondents would like to see better lighting and other measures to improve personal security such as CCTV.

## Section A – Travel to and from work:

Q1. How far do you live from your normal place of work?

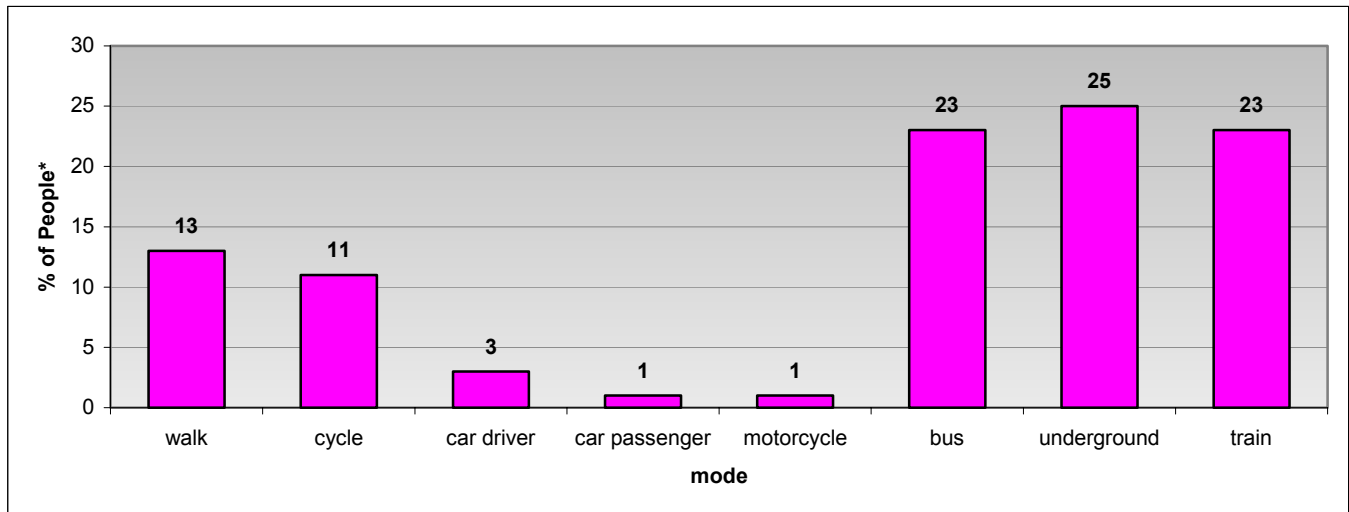


Q2. How often you use the following transport methods to travel between home and this workplace?

The most used mode was walking with 163 people walking as part of their journey to work every day. Train was the next most popular mode with 112 people using this every day. The underground was next with 101 respondents using every day, followed by the bus with 59 people using the service daily. The remainder of modes were used by much lower numbers of respondents.

Mode of Transport	Every day	2-4 days per week	Once a week	Once a fortnight	Once a month	Less than once a month	Never (including didn't answer in brackets)
Walk	163	26	10	3	2	10	51 (68)
Bus	59	44	22	11	11	26	48 (112)
Underground	101	24	17	14	8	17	48 (104)
Tram			1			1	137 (194)
Train	112	22	4	6	9	23	61 (96)
Boat		1				3	134 (195)
Cycle	15	29	3	2	4	3	103 (174)
Motorcycle/ moped/ scooter	2	3			1	1	113 (193)
Taxi		3	7	5	7	11	112 (188)
Car share (as passenger)	4	3	2	1		4	129 (190)
Car share (as driver)	1	3	1		1	2	135 (190)
Company car/van	10	11	1	3	1	8	117 (182)
Drive alone in own car		1				2	107 (223)

Q3a. What is the main mode of transport?



\*Total Number of people: 265

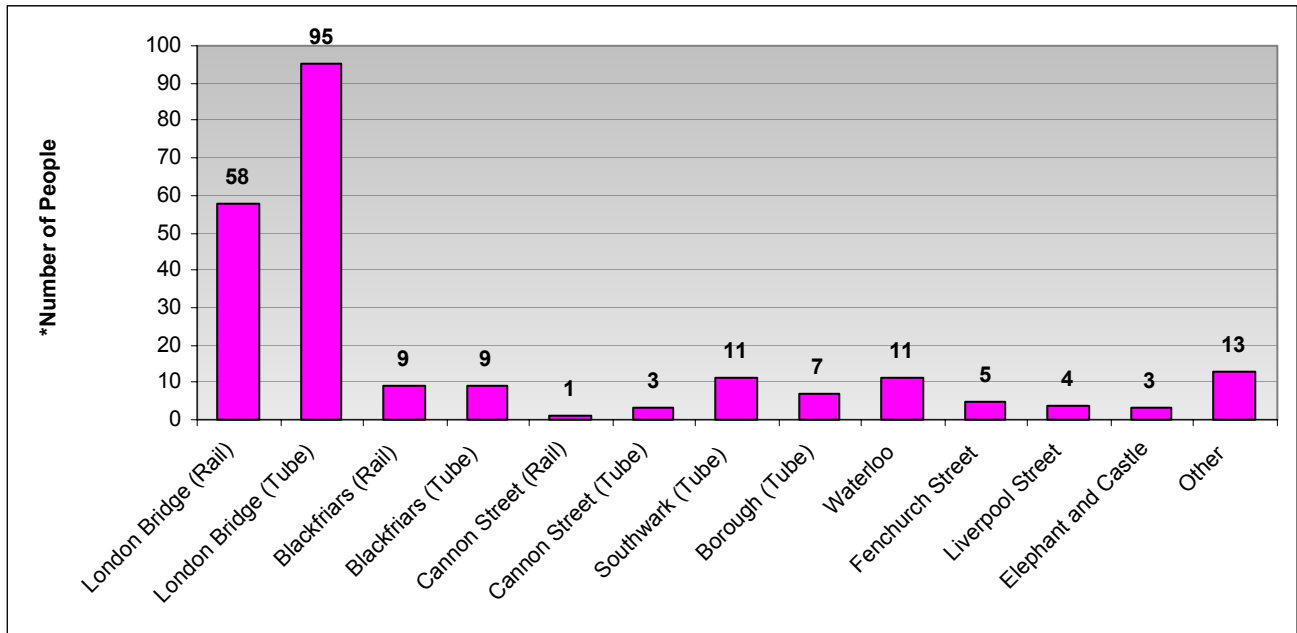
Q3b. Time taken on each mode of transport for usual journey to work?

99 people answering this question travel for over an hour to get to work. Most of the respondents walk for some part of their journey. Apart from walking, train and underground were popular choices for the respondents.

Transport chain	Total number using this mode	Number <=10 mins	Number 15-30 mins	Number 35-55 mins	Number > 60 mins
Walking (1 <sup>st</sup> part of journey)	260	173	81	6	
Cycling	35	3	21	10	1
Bus (waiting times included) (1 <sup>st</sup> part of journey)	78	10	44	18	6
Tram (waiting times included)	3			2	1
Underground (waiting times included)	115	10	55	44	6
Train (waiting times included)	121	6	63	39	13
Car (driver)	28	11	7	7	3
Car (passenger)	11	9	1		1
Motorcycle/moped	4	1	1	2	
Coach					
Boat					
Bus (waiting times included) (2 <sup>nd</sup> part of journey)	6	2	4		
Walking (2 <sup>nd</sup> part of journey)	137	121	16		
Taxi	1	1			
Parking (inc. walking time)	3	3			
<b>Total journey time</b>	<b>279</b>	<b>3</b>	<b>52</b>	<b>125</b>	<b>99</b>

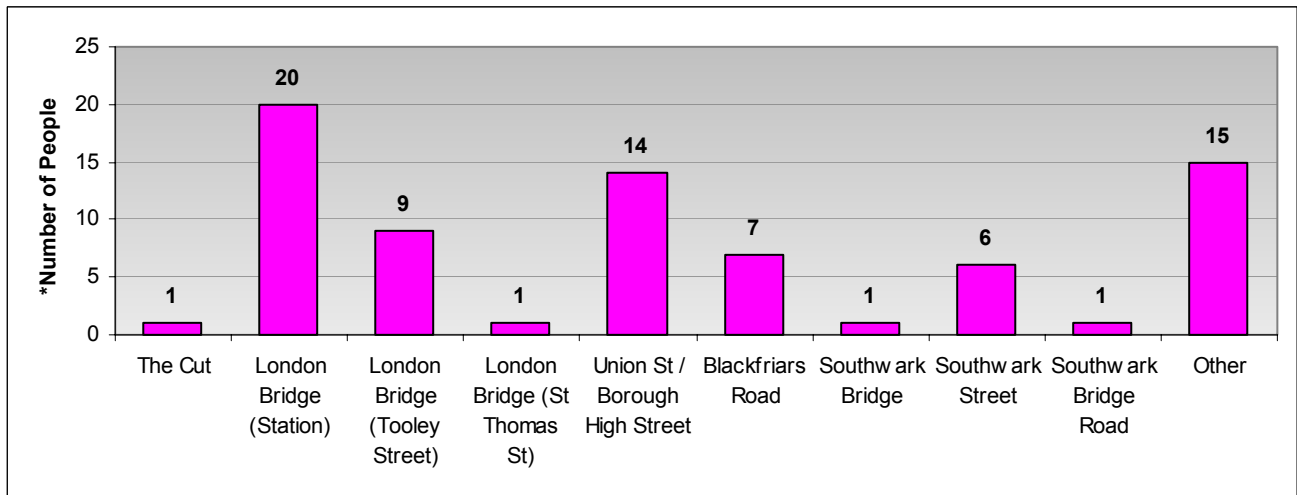
Q4. Arrival station for train and underground:

Both London Bridge rail (58 people) and tube (95 people) were popular arrival stations for those working in the area. This was followed by Waterloo station and Southwark station with 11 people each.



\*Total Number of people: 229

Q5. Arrival bus stop:



\*Total Number of people: 75

The arrival bus stops for 30 people were in the London Bridge area. This was followed by 14 people on Union Street / Borough High Street.

Q6. What time do you start and finish the working day?

	Before 4 pm	4.00 – 4.29	4.30 – 4.59	5.00 – 5.29	5.30 – 5.59	6.00 – 6.29	6.30 – 7.00	After 7 pm	Total
Before 7 am	3	1					1	1	6
7.00 – 7.29		1					3		4
7.30 – 7.59		4	3	2	2		1	2	14
8.00 – 8.29		2	4	8	8	7	9	3	41
8.30 – 8.59	1		5	22	20	14	6	8	76
9.00 – 9.29	1		2	25	20	27	16	7	98
9.30 – 10.00	1	1	2	10	7	23	12	7	63
After 10 am			2	1	2	1	4	8	18
<b>Total</b>	<b>6</b>	<b>9</b>	<b>18</b>	<b>68</b>	<b>59</b>	<b>72</b>	<b>52</b>	<b>36</b>	<b>320</b>

Over half (54%) of respondents started work between 8.30am and 9.30am, with the majority arriving between 8.00am and 10.00am.

76% of people finished work between 5pm and 7pm, with 72 people leaving between 6.00pm and 6.30pm.

Q7. Do you have access to a car in order to travel to/from work?

Out of the 254 respondents whom answered this question, only 45 (17%) of respondents had access to a car in order to travel to and from work.

**Section B – Travel by Car**

Q8. Where do you usually park?

Out of the 45 people who gave a car park location, 9 parked at the station, 19 at the site / office car park, 7 at a public car park, and 10 people parked on street. One person gave the location of Hither Green, and another parks at Novotel Car Park. Also, one person parks at a lock up which he owns near his workplace. The rest did not give locations of where they park.

Q9. How much do you pay for parking?

Cost	Frequency
Nothing	25
Under £1	
£1 - £2.99	2
£3 - £4.99	3
£5 - £9.99	9
£10 or over	5

Q10. What mode of transport would you use if your car were unavailable, and how easy would it be for you to use?

Mode	Very Easy	Easy	Not very easy	Difficult
Walk	2	2	1	
Bus	1	3	1	2
Underground				
Tram	5	3	1	
Train	5	3	3	1
Riverboat		1		
Cycle				
Motorcycle	1		2	
Taxi	1	1		
Car Share (passenger)		1	1	
Car Share (as driver)				
Impossible to use other mode				1
N/A – I don't use a car on my own for work	2	2	3	

Q11. Would any of the following encourage you to car share?

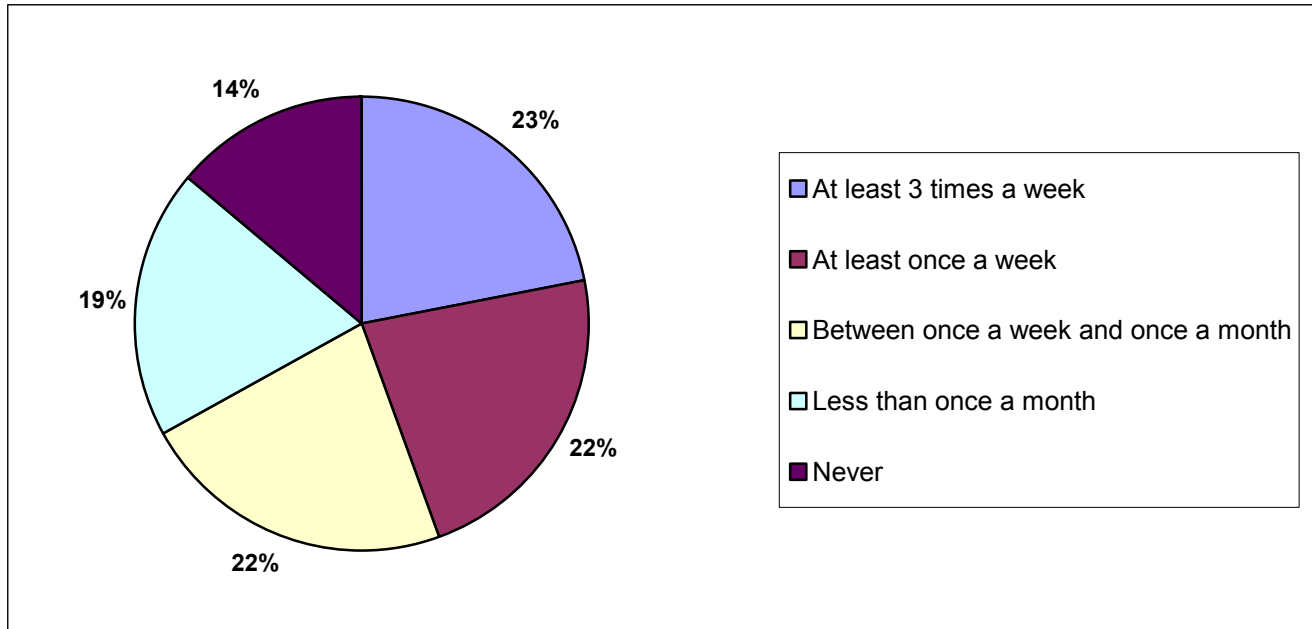
27 people answered this section. 12 people said if they had a colleague with similar work patterns; 5 said if there were a dedicated car share and parking scheme and 6 said if they were offered a free taxi. 4 people wanted all of these options to be put in place.

Q12. Are you aware there are SELTRANS and Transport for London supported car share websites?

Out of the 53 people that answered, only 3 said yes.

## Section C – Travel while in work

Q13. How often do you travel while at work?

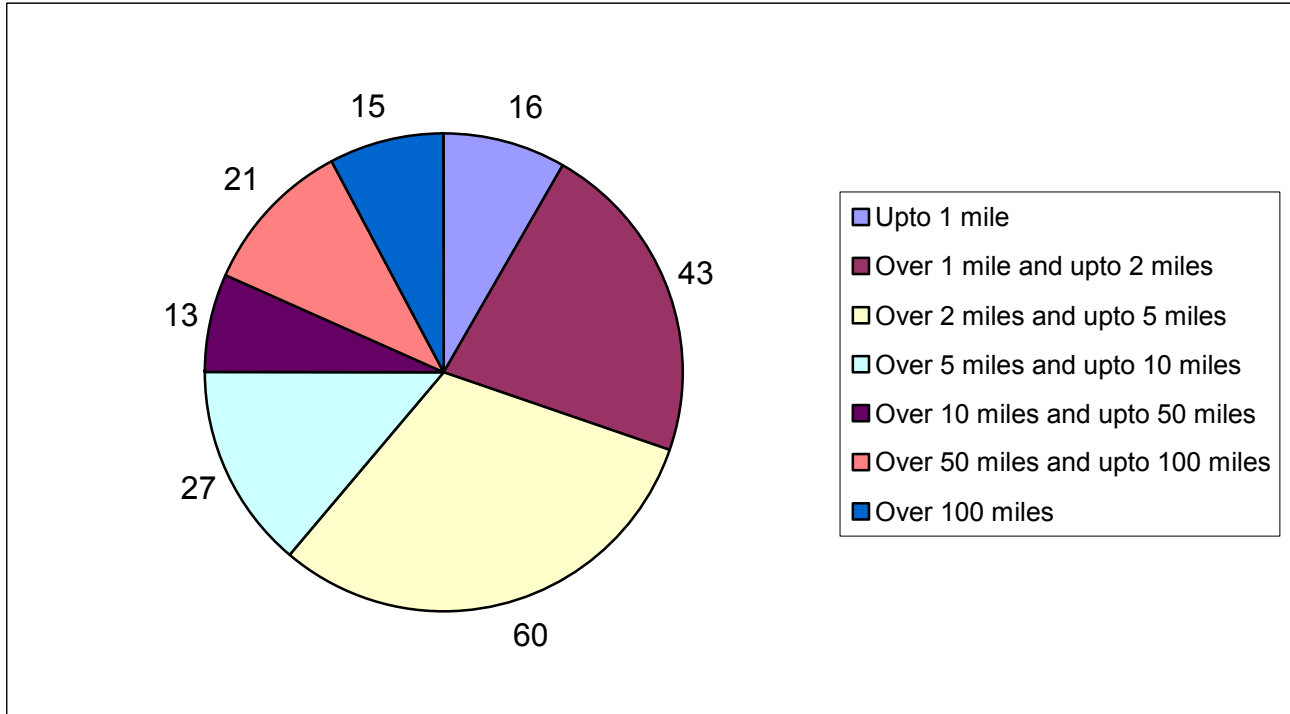


Q14. If you travel for work to the following places, which means of transport do you use for the longest part of your journey?

Mode of Transport	Locations within London	Outside London but in the UK	Outside UK but within EU	Other (please state)
Walk	96	5		
Bus	72	4	1	
Underground	151	11	1	
Tram	14		1	
Train	34	105	16	1
Boat	3			
Cycle	10	1		1
Motorcycle/ moped/ scooter	3	1		
Taxi	77	10	6	1
Car share (as passenger)	3	5		
Car share (as driver)		7		
Company car/van	6	4	1	
Drive alone in own car	8	12	1	3
Aeroplane		13	14	4 (USA, Scotland, UAE, Japan, Australia)
<b>TOTAL</b>	<b>477</b>	<b>178</b>	<b>41</b>	<b>10</b>

\*Totals differ from the amount of people who answered as questions in this section were optional.

Q15. What is the typical distance of a work related journey?



Q16. What do you need to take?

Nothing	12
A few papers / documents / forms.	170
Large files e.g. lever arches	22
Laptop or electronic data recorder / cameras	56
Heavy or bulky equipment, machinery	4
Other	22

Others included: camera, drawings, exhibition equipment, luggage, protective clothing, and samples.

## Section D – Improving Travel Choice

Q17. Which if the following would encourage you to cycle for all or some of your journey to work/ work related journeys?

Better cycle routes and signage	181
Secure, appropriate and well located cycle parking	136
Improved shower and changing facilities at work	137
None / Distance too great	90
Better information e.g. pedestrian/ cycle routes on site maps	73
Free cycle confidence training	55
Other (as stated below)	52
Availability of an interest free loan to purchase a cycle and equipment	46
Already cycle to work	42
Mileage allowance for use of cycle for business purposes	33
Provision of 'pool' cycles for business use	27

The comments for other have been summarised below:

Ability to take bicycles on trains, Owned a bike, better weather, better health, fewer cars on the road, less aggressive motorists and bus drivers, better lighting, safer cycle routes,

Allowed to take cycles on trains, Better safety for cycle users; Awareness of cyclists by car drivers; More cycle priority with cycle friendly roads/ routes; Physically cannot cycle due to various reasons including disability and ill health; Perception of danger; Don't have a cycle; Secure storage at home Weather and Pollution.

Q18. Which if the following would encourage you to walk for all or some of your journey to work/ work related journeys?

None	116
Already walk to work	98
Better walking environment (pavement maintenance, crossings etc.)	66
Better lighting and other measure to improve personal security (CCTV)	56
More information on good walking routes and walking times	43
Other (as stated below)	30
Better pedestrian signage	12

The comments for other have been summarised below:

Distance to great; Not enough time, Lack of shower and changing facilities at work; Cyclists using pedestrian passages to cycle on; Walk part of the journey; Less pollution and not appropriate route for walking.

Q19. Which of following would encourage you to use the bus for all or some of your journey to work/ work related journeys?

More frequent services	98
More direct bus/ tram services	92
Already take the bus/ tram to work	72
None	70
Better quality/ standard of buses/ trams	63
Discounted travel cards/ season tickets	63
Availability of public transport information (i.e. timetables, route maps)	43
Other (as stated below)	28
Greater feeling of safety on bus/ tram or at stops	24
Interest free loan purchase transport season ticket	11

The comments for other have been summarised below:

Bus arrival times linked to train times; Air-conditioned buses in summer; More seating; Less traffic and congestion on the road; Oyster card top-up machines at bus stops; Quicker journey time;

Q20. Which of following would encourage you to use the boat for all or some of your journey to work/ work related journeys?

None / River route not compatible with where I live	226
Integration of tickets with Oyster card (pay using prepay)	72
More information about routes and timetables	58
Better services for commuters	53
Other (as stated below)	15

Most people who selected other commented that the Price was too expensive. Other comments included:

More frequent services; Not en-route to destination; Clarity about operator; Stops at relevant locations.

Q21a. Have you changed your means of travel for your journey to work since the introduction of the Congestion Charging scheme in London?

19 people answered yes, 204 people answered no, and 103 said it was not applicable. 7 people did not answer this question.

Q21b. If yes, why?

The reasons provided as to why people changed their mode of transport included: Congestion charging; health / exercise reasons; and freedom pass.

Q21c. If you changed your means of travel, what were you using before congestion charging was introduced? (For 19 people who answered yes to Q21a).

Mode	Frequency	Mode	Frequency
Walk	19	Motorcycle	1
Bus	2	Taxi	
Underground	6	Car share (passenger)	
Train	2	Car share (as driver)	2
Tram	2	Company car / van	1
River Boat		Drive alone in own car	11
Cycle			

Q21d. What impact do you think congestion charging has had on your travel to work?

Positive	63%
Negative	32%
None	5%

Q22. Please indicate if you already use these different working options in your role. If not used, indicate how realistic they might be.

	Already use	Very realistic	Possibly realistic	Impossible	Total number answered
Telephone conferencing	35%	8%	34%	24%	283
Video conferencing	9%	16%	38%	38%	268
Flexiworking	37%	18%	31%	14%	288
Homeworking	36%	18%	23%	23%	295

Q23. Are you or is your company a member of a car club?

Yes – I am	4
Yes – My company is	4
No – But I am interested	44
No & I am not interested	242

## Section E – General

Q24. Which site or office do you mainly work at?

Site	
Borough High Street	101
Southwark Street	69
New Globe Walk	29
Park Street	18
Emerson Street	17
Winchester Walk	20
Montague Close	13
Southwark Bridge Road	12
Out of Area	11
Clink Street	6
London Bridge	6
Union Street	6
Hopton Street	5
Bankside	3
Cathedral Close	2
Tooley Street	2
Brewery Square	1
Great Guildford Street	1
Great Suffolk Street	1
King James Street	1
Market Lane	1
Praed Street	1
Turnpike Lane	1
Weston Street	1

Q26. Gender

	Respondents
Male	41%
Female	59%

Q27. Age Group

Under 25	15%
26 – 35	44%
36 – 45	21%
46 – 55	12%
Over 55	8%

## Q28. Employments Status

Full-time	85%
Part-time	9%
Contract	6%

## Q29. Do you suffer from a disability affecting your mobility?

Permanent	5
Temporary	8
None	314

## Q30. Any additional comments?

Comments have been summarised under separate headings below:

### Comments in regards to cycling and walking included:

- Better cycle paths that separate pedestrians and cyclists
- Other road users need to be more considerate towards cyclists
- Better cycle signs along the Thames path
- Classes to learn how to ride a bike
- Cycling is too dangerous within London
- Continuous cycle paths throughout the area
- Shower facilities for cyclists
- Secure cycle parking
- New road surfaces have meant that cycle journeys are much improved
- Cyclists should learn that the Highway Code is equally as applicable to them and stop at red light and pedestrian crossings particularly on Southwark Street
- Cyclists do not dismount on Millennium Bridge, which causes a problem for pedestrians
- Improved pavement and more pedestrian crossings in relevant locations
- Road works tend to block pedestrian routes without providing alternative other than cross the road impedes and suggests lower status of walkers
- Separate walking and cycle paths - cyclists often ride along the South bank when busy with pedestrians

### Bus comments included:

- Bus services are frequent but prone to delays in traffic
- More direct bus routes needed
- Better bus timings so that 3 do not appear at the same time
- Drivers ensuring they stop at all bus stops
- Drivers need to be cautious of their speeds in relation to passengers standing up
- Accidents, traffic and road closers severely impact bus journeys in the area

### Train and Tube comments included:

- Tubes are congested and under-serviced
- District line and northern line is unreliable
- Congestion on tube has led me to drive to work
- Train and tube prices rise, yet services are too infrequent and expensive for what you actually get, and the service quality decreases

Still need more train carriages, as trains are very overcrowded  
Link oyster cards to national rail services

Comments about the road network included:

Congestion Charging has made travelling in London more stressful  
Congestion charge has reduced traffic flows and improved bus times. However trains are now busier.

Comments about the street environment:

Wider footpaths are needed  
Cobbled stones on public footways result in sprained ankles and difficulties for pushchairs and wheelchairs

Other comments included:

Better and frequent riverboat services, which aren't so expensive  
Travel information panels that provide real time info on local buses, roads, tube etc  
Company travel cards for public transport journeys would reduce the need of buying individual tickets