



**QUEEN'S  
UNIVERSITY  
BELFAST**

**STAFF AND  
STUDENT  
TRAVEL  
SURVEY, 2018  
SUMMARY OF  
FINDINGS**

‘We have changing facilities in our building and indoor storage for bikes. There’s the Bike to Work Breakfasts and cycle clinics – all very good’.

‘Previously I used the car to travel to work, but after taking part in the Pedometer Challenge last year, I now try to walk when possible. This has the added benefit of not needing to find a parking space’.

‘Changing from car to train has made a big difference to my commute; while the actual time taken is now longer, I can now work on the train, which makes the commute feel a lot shorter’.

‘I love the train; it gives me 20 minutes each way to read and unwind every day’.

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The survey results help inform a review of progress towards our ambitious targets for reducing the proportion of commuting trips made by our staff and students as a lone car driver.



# OVERVIEW

We understand that the University generates a significant number of movements to and from its Campus, for commuting and operational purposes. We are also very much aware of the part that getting to and from University plays in the lives of our staff and students. Making these journeys as easy, healthy, cost effective and environmentally friendly as possible is, therefore, a key focus for us as an organisation.

The University recently undertook a travel survey questionnaire with its staff and students, as a follow up to that undertaken in 2015. The purpose of the survey was to give us an understanding of how our staff and students travel currently, how this has changed over time and what more we might be able to do to encourage greater uptake of more active and sustainable travel modes.

The survey results help inform a review of progress towards our ambitious targets for reducing the proportion of commuting trips made by our staff and students as a lone car driver, and our objectives set out in our 5-year Travel Plan Strategy, which covers the period to 2020. At this mid-way point, we are very pleased to report that we've made great progress!

Car alone	2011	2013	2015	2018
Students	21.1%	18.7%	16.4%	13.4%
Staff	41.8%	39.3%	33.7%	30.6%

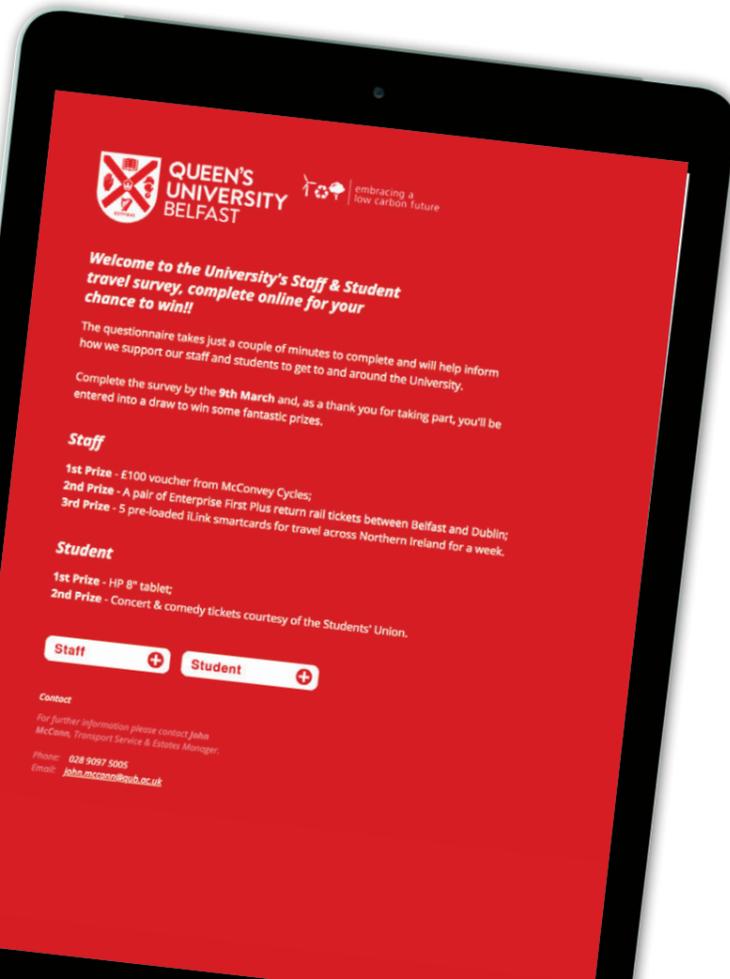
Our focus now shifts to maintaining and, indeed bettering this, moving forwards. Reflecting the survey findings, we've updated our Continual Improvement Plan (CIP), which sets out defined actions, responsibilities and timescales for delivery of future travel planning activities. You'll find it at the back of this document.

# SURVEY METHODOLOGY

The survey was delivered online, via a bespoke web page, which was promoted to staff and students, using a range of channels, including:

- A message about the survey was placed in the all-staff communications round-up;
- Regular tweets were sent out throughout the two-week duration of the survey;
- A link to the survey was placed on all student open access computers across the University throughout survey period;
- A link to the survey was included on Queen's online;
- IT tablets were used - staff visited student breakout areas across the University and asked them to complete the survey over six lunchtimes;
- An all student messages was sent to the inbox of every student; and
- An all staff message was sent to the inbox of every member of staff.

Incentives for survey completion were offered, with **staff having the opportunity to win a £100 voucher for McConvey Cycles, a pair of Enterprise FirstPlus return tickets to Dublin and five one-week Translink iLink smartcards.** The prize draw for completed **student surveys** included a **HP 8" tablet** and **concert and comedy tickets**, courtesy of the Students' Union.



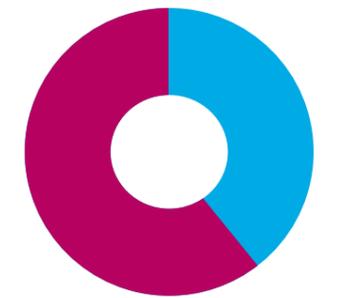
## RESPONSE RATES



**39.5%**  
**STAFF MEMBERS**  
(1,366 out of 3,460 employed at the University) completed the survey.



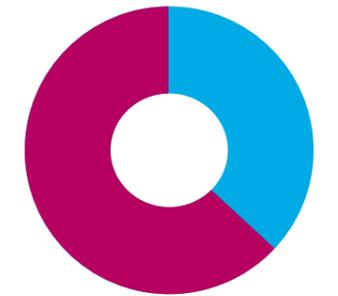
**87%**  
were **full-time**, with the remainder being part-time.



**60%** were female  
**40%** were male



**9.6%**  
**STUDENTS**  
(1818 out of the 19,000 students in total) completed the survey



**63%** were female  
**37%** were male



**Responses from both staff and students has increased since the 2015, 2013 and 2010 surveys.**



# STAFF TRAVEL

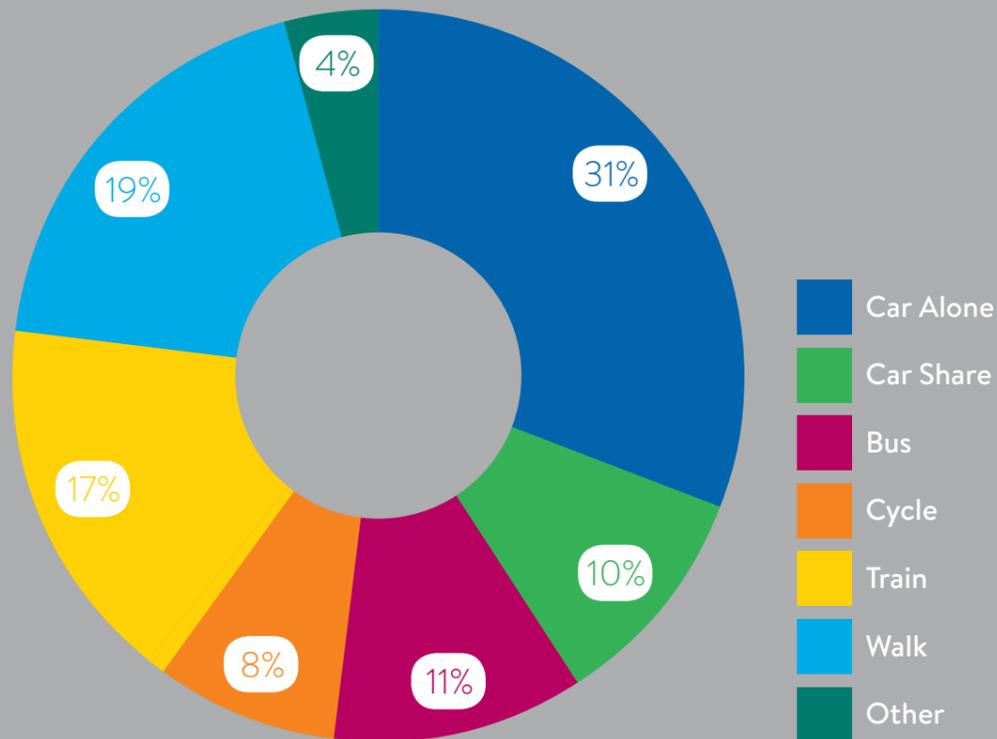
The survey gave an insight to the current travel habits of our staff, painting a picture of how they currently travel and what further initiatives we might be able to introduce to support them travelling to work.

# STAFF TRAVEL SURVEY RESULTS

## How Our Staff Travel

The results of the staff travel survey are particularly positive in the context of the aims and targets within the Travel Plan; **Figure 1** shows the usual commuting mode of respondents to the staff survey.

Figure 1 – Usual Mode of Commuting, Staff (2018)



Analysis of mode split continues to illustrate a **sustained reduction in car alone trips** off-set, principally, by an increase in active travel modes (**Figure 2**).

Figure 2 – Trends in Staff Commuting Mode

Mode	2011	2013	2015	2018
Car Alone	41.8%	39.3%	33.7%	30.6%
Car Share	11.7%	11.1%	12.9%	9.8%
Bus	10.6%	10.1%	13.6%	10.7%
Cycle	7.1%	6.9%	7.8%	8.4%
Motor Cycle	0.5%	0.7%	0.5%	0.4%
Taxi	0.1%	0.3%	0.4%	0.1%
Train	12.8%	13.6%	15.6%	17.0%
Walk	15.1%	16.9%	15.5%	18.9%
Other	0.3%	1.1%	0.0%	4.1%

69.4%

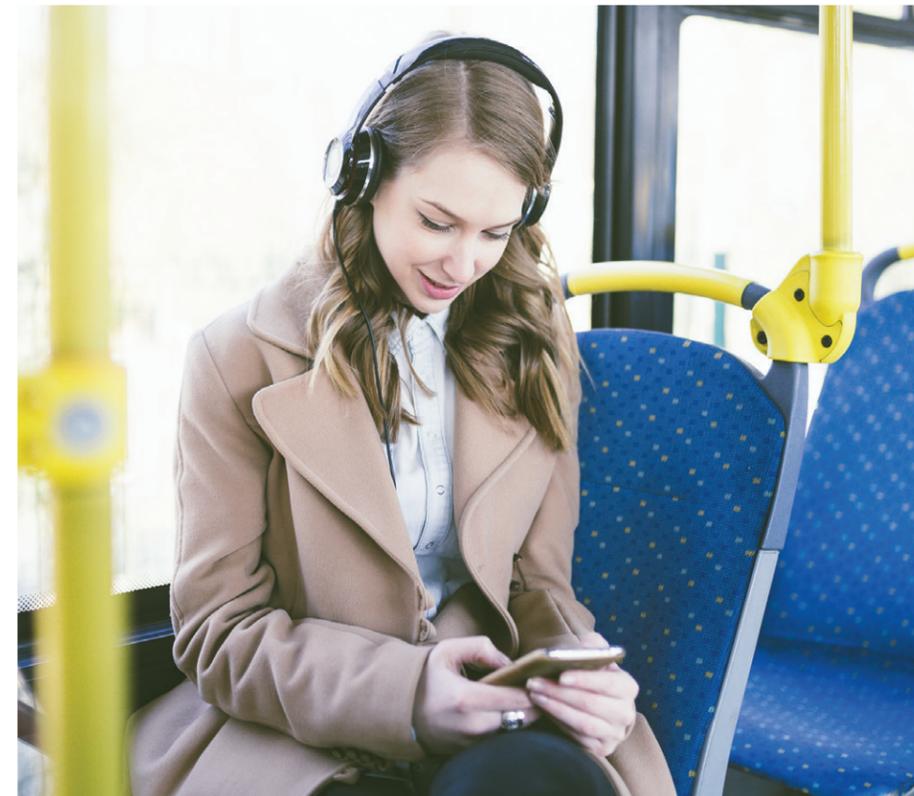
**SUSTAINABLE TRAVEL** ▲  
The percentage of staff trips by modes other than the car alone has **increased** from **58.2%** in 2011 to **69.4%** in 2018.

30.6%

**CAR ALONE** ▼  
The percentage of staff that travel to work by car alone has **reduced** from **41.8%** in 2011 to **30.6%** in 2018.

27.3%

**ACTIVE TRAVEL** ▲  
The percentage of staff trips by cycling or walking has **increased** from **22.2%** in 2011 to **27.3%** in 2018.



125 additional staff members now choose to travel by active travel modes, as compared to 2015.

## Active Travel

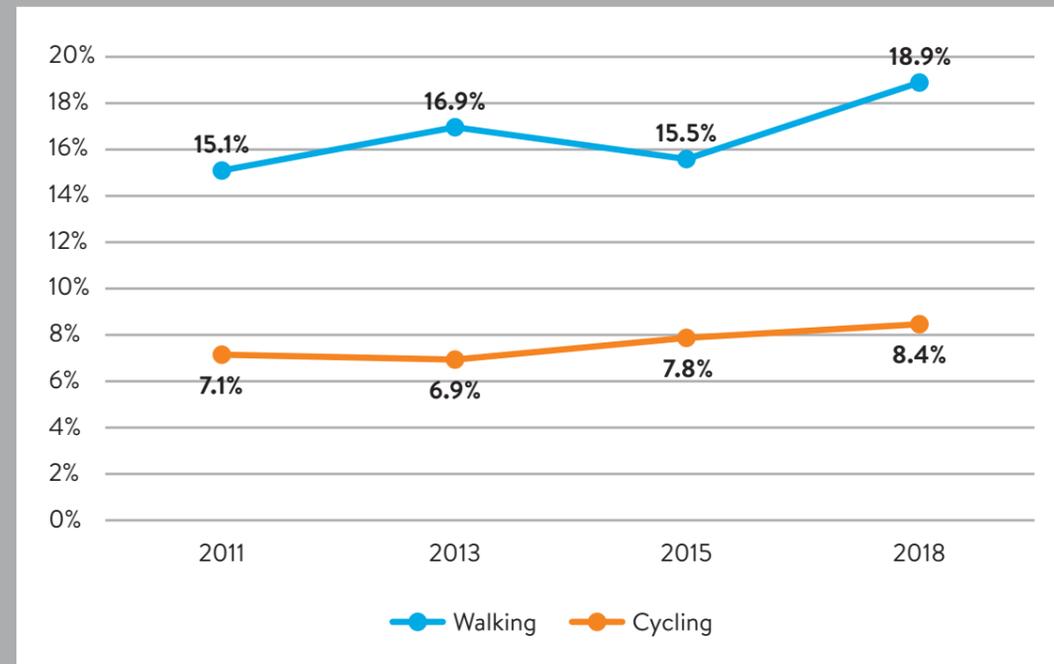
### Trends

We have seen a **significant increase in cycling amongst staff – up from 7.8% of commuting trips in 2015 to 8.4% in 2018.**

**Walking has seen an even bigger increase**, from 15.5% in 2015 to 18.9% in 2018.

Extrapolating the survey results and taking into account the change in staff numbers since 2015 (from 3,600 to 3,460), it is estimated that some **125 additional staff members now choose to travel by active travel modes, as compared to 2015.**

Figure 3 – Trends in Staff Commuting on Foot / by Bike



### How Have We Achieved This?

The increase in cycling is reflective of the efforts we have made over the last three years to support walking and cycling, particularly, which have included:

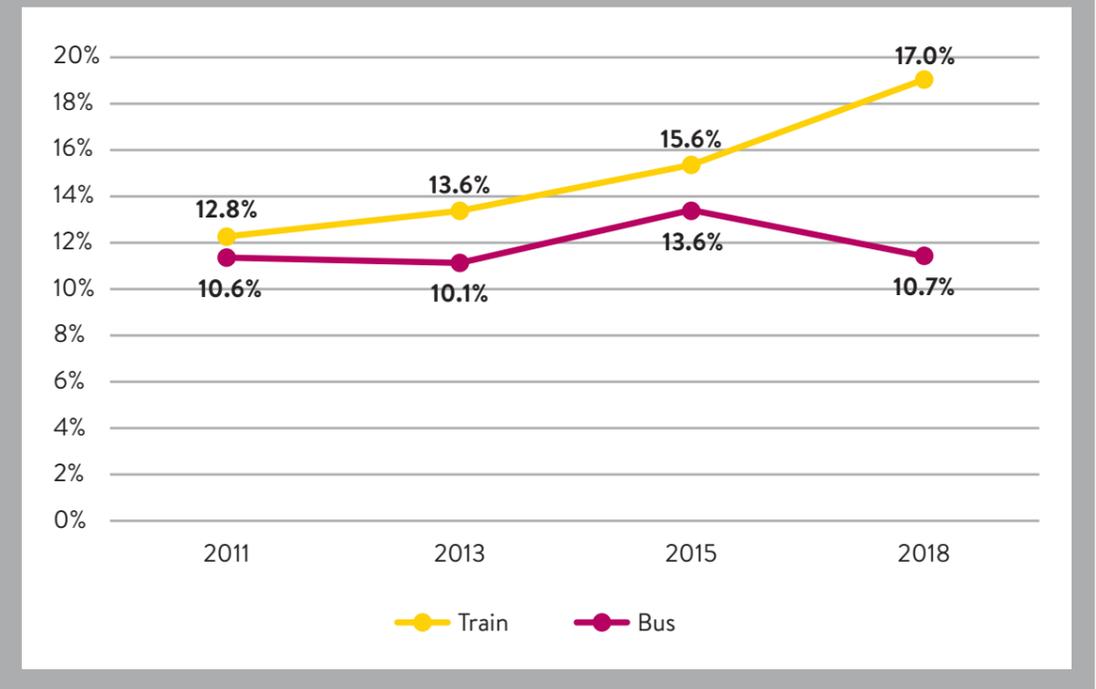
- Continued delivery of our **Cycle to Work scheme**, offering tax free cycle purchase for our staff, along with **recycled bike sales** for students;
- The launch of a **Belfast Bikes public bike hire docking stations** at the Botanic Gardens and on University Road;
- A number of **high-profile events**, including Cycle to Work Week, a pedometer challenge, monthly cycle to work breakfast and cycle maintenance workshops;
- Investment in **new infrastructure**, including 50 new cycle parking spaces;
- A marketing campaign around **pedestrian and cycle safety / security.**

## Public Transport

### Trends

There has been a **slight reduction in the proportion of staff travelling by public transport, overall**, down from 29.2% in 2015 to 27.7%; however, across bus and rail combined, this remains higher than in 2011 (23.4%). This is as a consequence of a steady year-on-year increase in the proportion of staff that typically commute by train, which off-sets fluctuating levels of commuting by bus (**Figure 4**).

Figure 4 – Trends in Staff Commuting by Public Transport



A steady year on year increase in the proportion of staff that typically commute by train.



‘Instead of getting two buses, I usually walk from the city centre to get some air’.

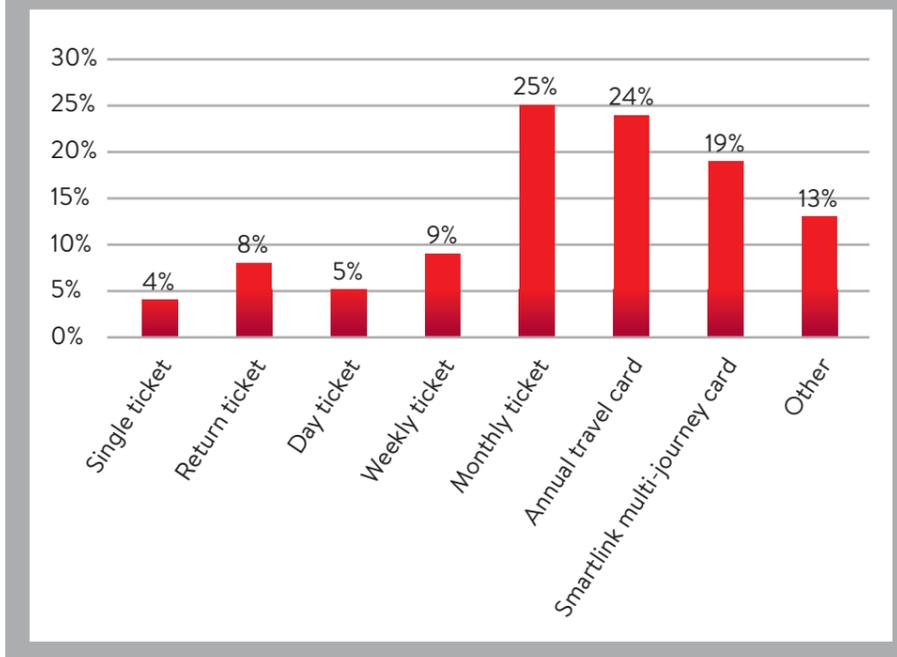
## Ticketing

Over the past three years, we've continued to deliver a range of ticketing initiatives aimed at supporting our staff to travel by bus and train, including:

- Offering a **season ticket loan of up to £2,000** to purchase annual bus / rail tickets;
- Preparing a **guide to ticketing** to help staff understand their options;
- Working with Translink to **promote the ticketing facilities** within the Student Union & Elms Village and to deliver personalised journey planning events.

The impact of our activities is evidenced in the growth in season ticket loan applications, which has risen from 93 in 2015 to 105 in 2017.

Figure 5 – Popularity of Tickets Amongst Public Transport Users



The survey results confirm the popularity of annual (and monthly) tickets, suggesting that the benefits of purchasing longer term tickets are, generally, well understood.

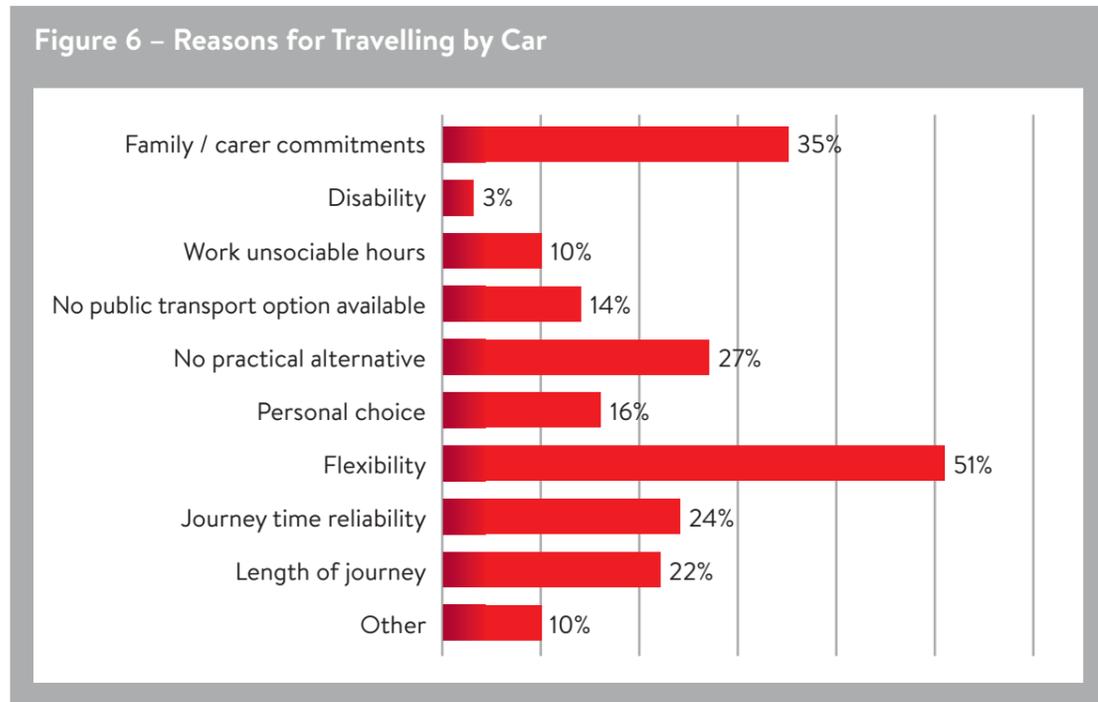
## Car Users

Why Drive to Work?

We understand that for a whole host of reasons, **walking, cycling and public transport are not feasible options for everyone**. Wherever possible, we encourage those that do need to travel by car to share their journey.

However, there remains a proportion of staff for whom travelling to work by car alone is the only realistic option. The survey sought to understand how we might best support this group.

Focusing on those that drive to work alone, **Figure 6** summarises the reasons cited for mode choice. The most common reasons respondents gave was the flexibility afforded by driving alone, with family / carer commitments also being popular. ‘Other’ answers including the prohibitive costs of public transport and the need to travel during the day as part of their role.



Encouragingly, the survey highlighted a willingness amongst lone car drivers to consider alternatives. Indeed. As an organisation, we therefore need to identify the initiatives / incentives that will translate this intention into action.

**53%** OF THOSE THAT CURRENTLY DRIVE TO WORK ALONE STATED THEY WOULD BE WILLING TO CONSIDER CAR SHARING.

## Demand for Car Parking

As we continue to deliver our development programme, we are mindful of the increasing constraints placed on our car parking stock; the survey asked respondents to identify where they usually park and this confirmed that **44% of those that travel to work by car, park on nearby streets for free**.

General feedback on car parking was that the current quantum is insufficient to cater for demand; respondents reported **frustrations at the time spent looking for spaces and at the lengthy permit waiting lists**. The University, however, needs to balance provision with its wider aspirations and targets for reducing drive alone commuting journeys.

Other **suggestions included a needs-based permit system, part-week permits and car share priority spaces**.

A key element of our future travel planning activities is to ensure that any reduction in on-campus parking can be off-set with an increase in the use of sustainable modes so as not to push additional parking out into residential areas.

## What More Can We Do...

We asked respondents to identify the measures they'd most like to see introduced to support them to travel to work by sustainable modes:

### For Active Travellers

We wanted to find out the issues those that currently travel by bike or on foot to work face.

Common concerns from cyclists principally related to infrastructure – with **too few showers / changing facilities and congested cycle parking** cited. **On-campus security** was also an issue and many wanted us to **work with the Council to identify improvements** to the local cycling network beyond the confines of our campus.

Those that walk to work told us that their main concerns were around safety – as a consequence of **cars parking on footways or cyclists using the footway instead of the road**. Other issues raised included hazards caused by **inadequate maintenance of footways** on key routes from surrounding areas.

129

Positively **129** respondents who previously travelled to work by car, have changed to non-car modes in the last two years

**47%** of these now travel by train  
**22%** walk  
**8%** cycle  
**23%** use the bus



We asked respondents to select which initiatives they'd like to see delivered at the University (Figures 7 and 8); we already offer some of these and as such, targeted marketing of these will be a key focus moving forwards.

Figure 7: Popularity of Measures to Support Cyclists

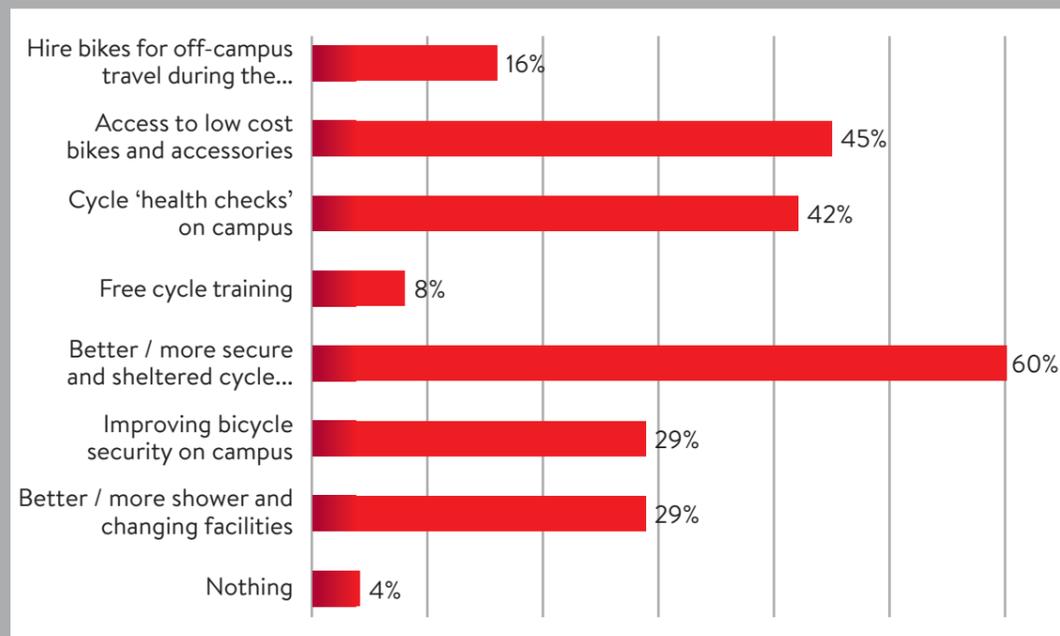
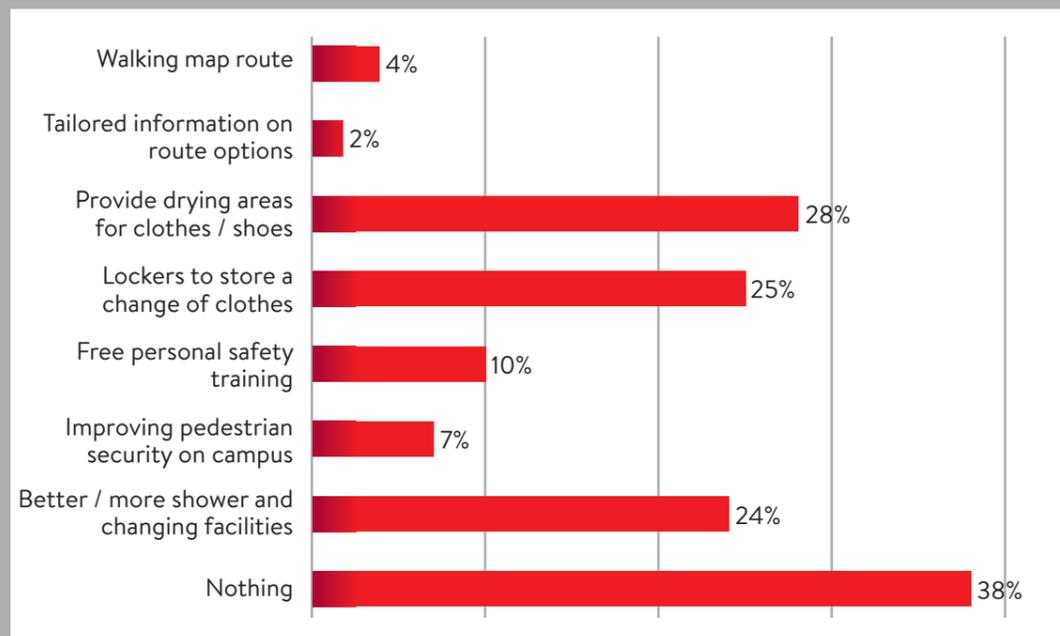


Figure 8: Popularity of Measures to Support Walking



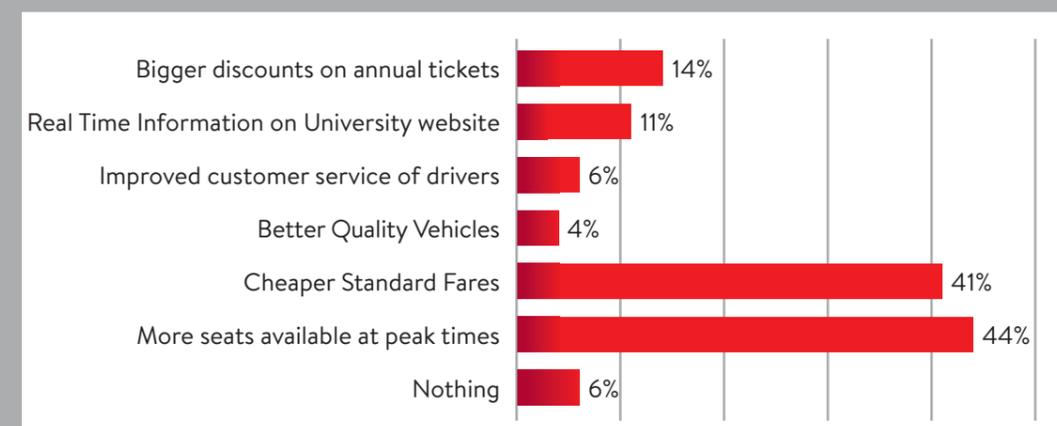
‘My journey is 20 minutes by bike. It provides me with exercise and fresh air (and less stress than commuting by car) at either end of the working day and I miss it if I don’t cycle for a few days.’

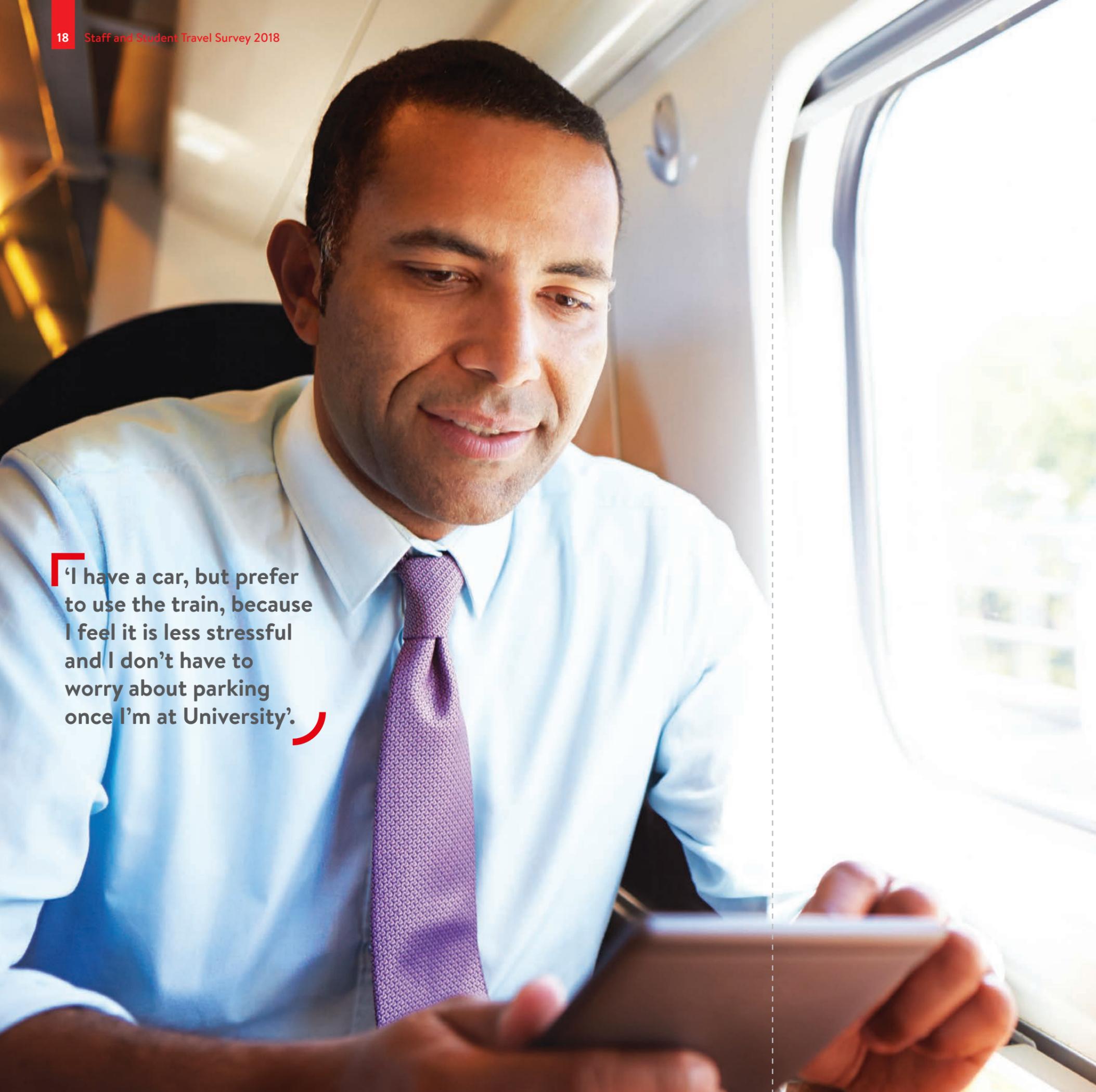
**For Public Transport Users**

We asked for feedback from staff that currently travel to work by public transport. Common issues raised included poor train frequency, reliability and capacity and the costs of high costs of public transport versus car travel.

We also sought to determine the popularity of suggested measures (Figure 9); this will help us to focus our future activities to support and encourage public transport use.

Figure 9 - Popularity of Initiatives to Support Public Transport Users





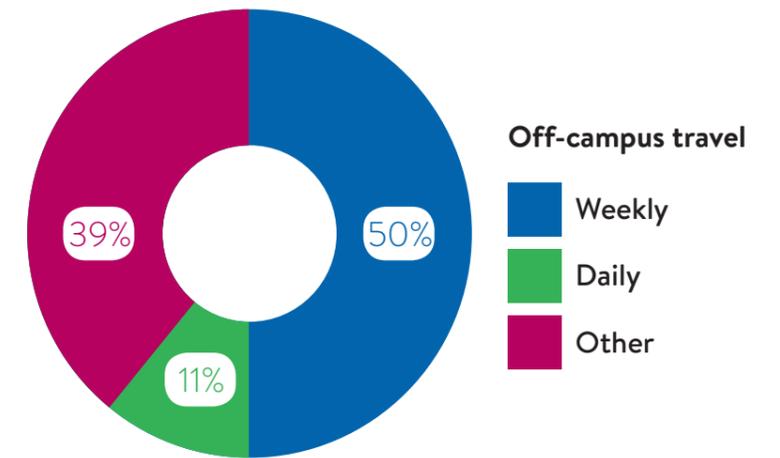
‘I have a car, but prefer to use the train, because I feel it is less stressful and I don’t have to worry about parking once I’m at University’.

56% WOULD BE INTERESTED IN AN INTEREST FREE LOAN FROM THE UNIVERSITY TO COVER THE COST OF AN ANNUAL TICKET

**Off-Campus Travel (business / personal trips during the working day)**

An important factor in an individual’s decision on how they travel to work is the need to travel away from their workplace during the course of the day and the ease with which they can make these journeys.

Half of survey respondents suggested that they travel off-campus at least weekly, during the working day, whilst 11% suggested this is a daily occurrence.



Encouragingly, 60% of these trips are made on foot; however, 20% are made by car alone – supporting our staff to reduce off-campus car trips continues to be a focus for us, as a means to further reduce car-borne commuter trips.

‘I have the annual train ticket purchased through QUB. This is fantastic and makes it more affordable for me’.



# STUDENT TRAVEL

The survey gave an indication of the travel patterns of our current students; we've been able to compare this with previous surveys to understand changes over time. The results are also important in enabling us to identify ways in which we might enhance the accessibility of the University for current and future students, with a view to reducing car dependence in pursuit of our mode share targets.

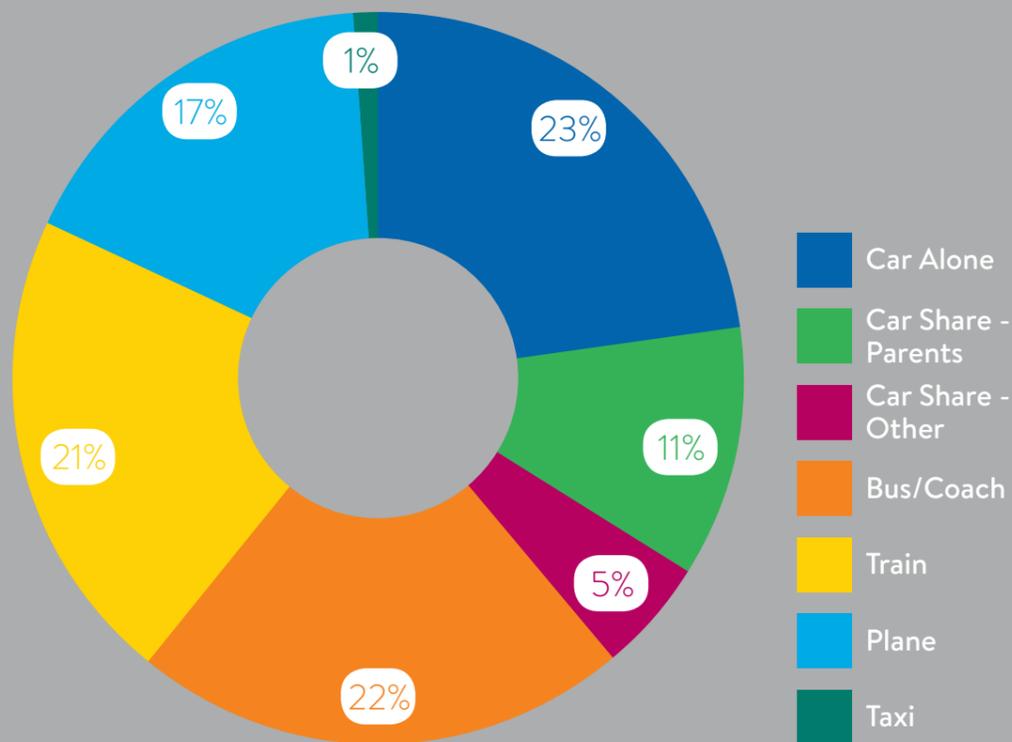
# STUDENT TRAVEL SURVEY RESULTS

## How Our Students Travel

### At the Start of Term

Whilst the Travel Plan is predominantly concerned with day-to-day commuting trips, it is important that we recognise the wider transport-related impacts of student travel, specifically, related to the concentrated arrival / departure of students to the University at the start and end of the academic terms / year. **Figure 10** illustrate the split of these trips by mode; notably almost a quarter of trips are made as a lone car driver – suggesting that a significant proportion of students are keeping vehicles at their term time address (which is more likely to lead to car-borne commuter habits).

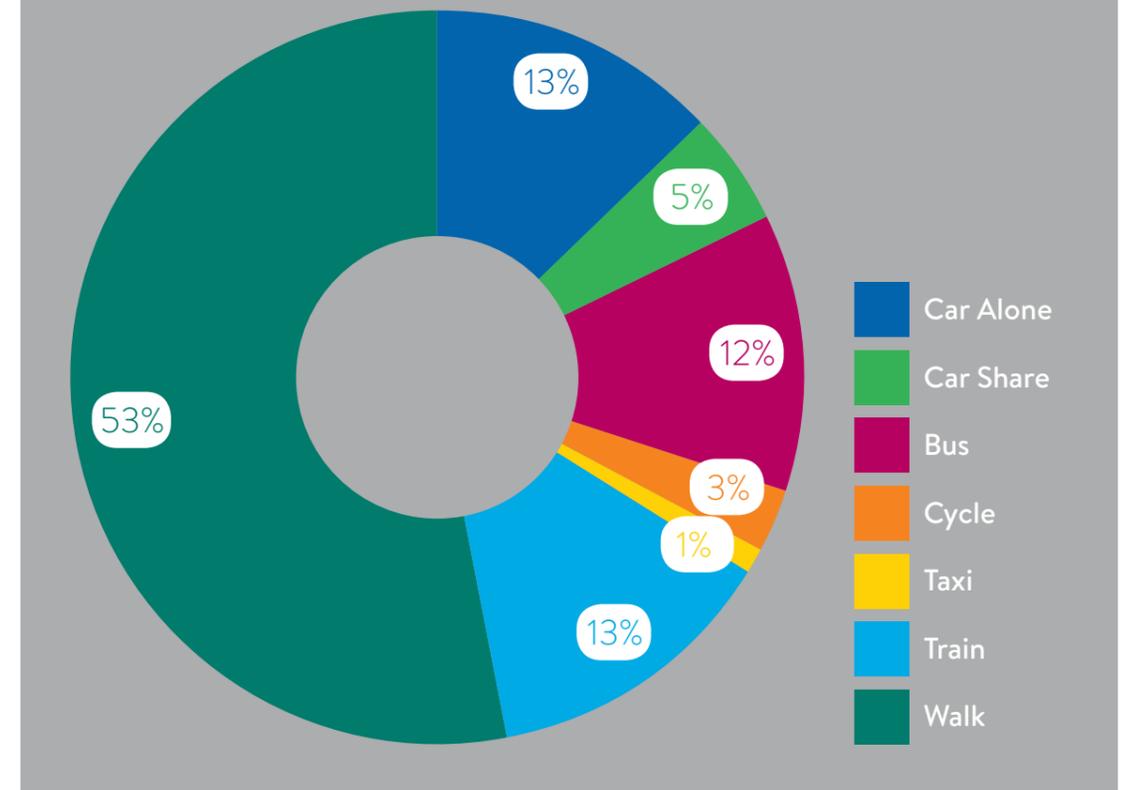
Figure 10 – Mode Split of Start of Term Trips



### During Term Time

**Figure 11** shows the usual commuting mode of respondents to the student survey.

Figure 11 – Usual Mode of Commuting, Students (2018)



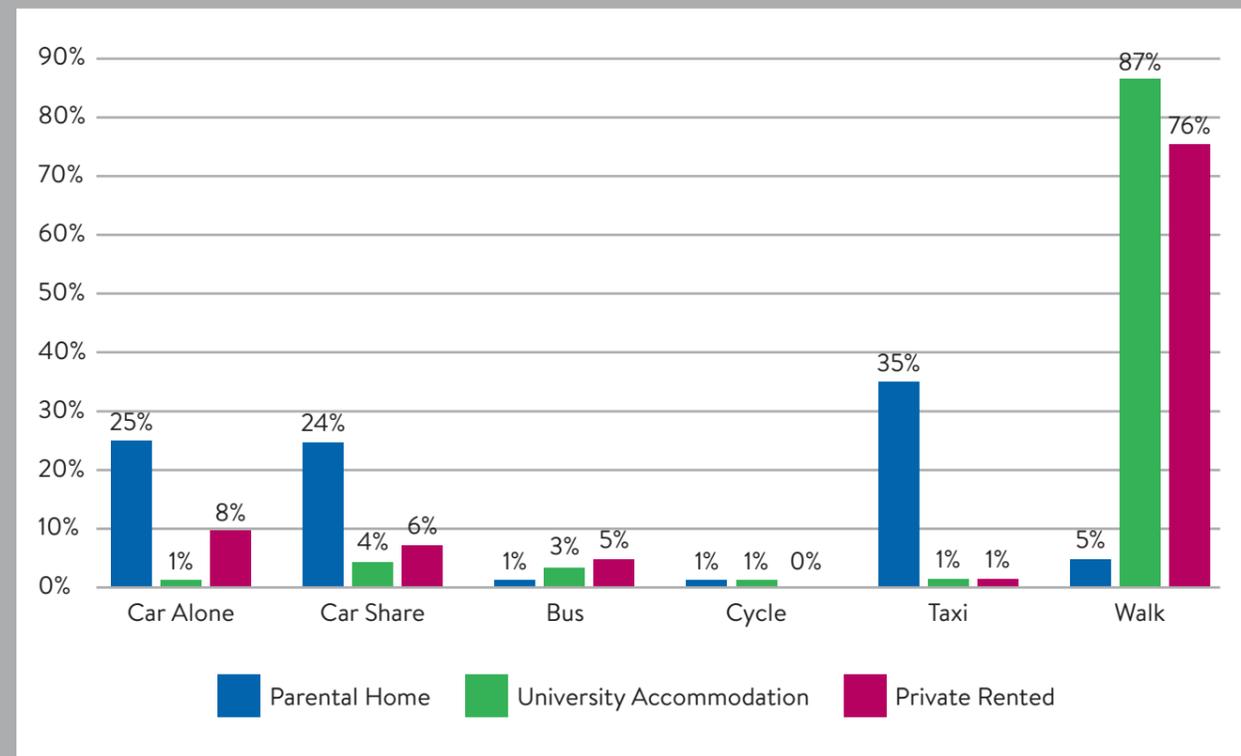
56%  
of commuting trips by students are by active travel modes.

48%

Whilst 48% of students have access to a car during term time, only 13% drive to campus

One of the biggest determining factors in how students travel is their term time address; cross tabulating this with commuting mode clearly reveals this (Figure 12). **Student car drivers are predominantly those who stay at the family home and commute to University.**

Figure 12 – Commuting Mode by Term Time Address



Only 1% of students who live in University accommodation drive compared to 25% of those who live at the family home.

Figure 13 – Trends in Student Commuting Mode

Mode	2011	2013	2015	2018
Car (Alone)	21.1%	18.7%	16.4%	13.4%
Car Share	6.3%	4.0%	6.6%	5.3%
Bus	15.6%	10.3%	12.5%	11.8%
Cycle	3.1%	2.7%	2.7%	3.0%
Motor Cycle/Scooter	0.4%	0.3%	0.0%	0.1%
Taxi	0.9%	0.3%	0.4%	0.8%
Train	10.9%	9.3%	11.8%	13.1%
Walk	41.7%	54.0%	49.6%	52.4%

86.6%

**SUSTAINABLE TRAVEL**

The percentage of student trips by modes other than the car alone has **increased** from **79.9%** in 2011 to **86.6%** in 2018.



## Active Travel

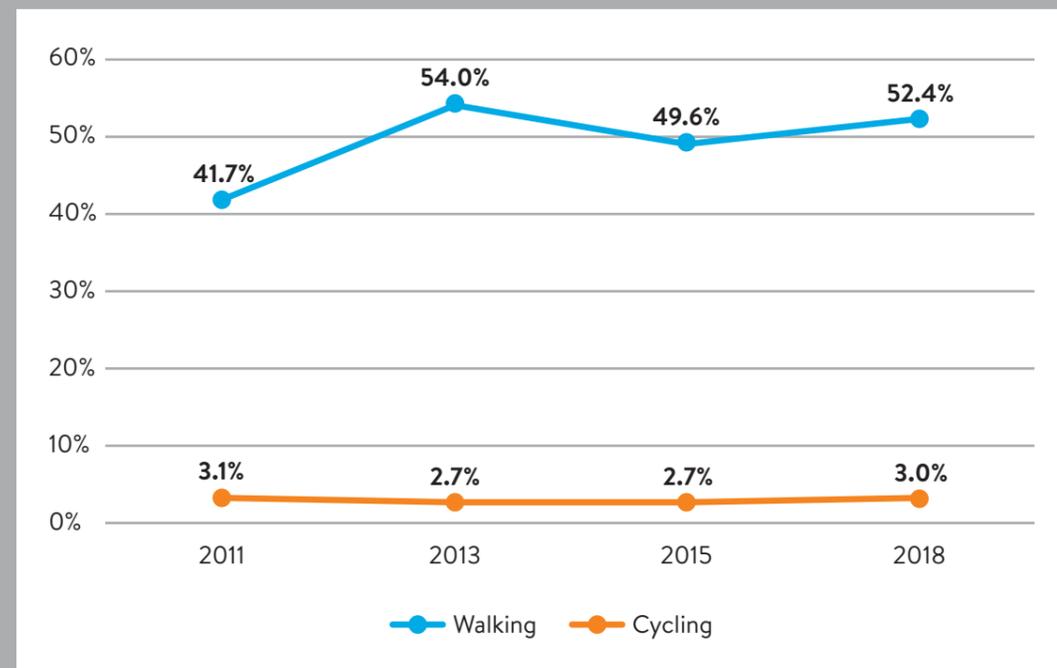
### Trends

We have seen an increase **increase in cycling amongst students – up from 2.7% of commuting trips in 2015 to 3.0% in 2018** (returning to 2011 levels).

**Walking has seen a much more substantial** increase, from 49.6% in 2015 to 52.4% in 2018 (against a backdrop of 41.7% in 2011).

Extrapolating the survey results and taking into account the increase in student numbers since 15 (from 18,339 to 19,000), it is estimated that some 900 additional students now choose to travel by active travel modes, as compared to 2015.

Figure 14 – Trends in Student Commuting on Foot / by Bike



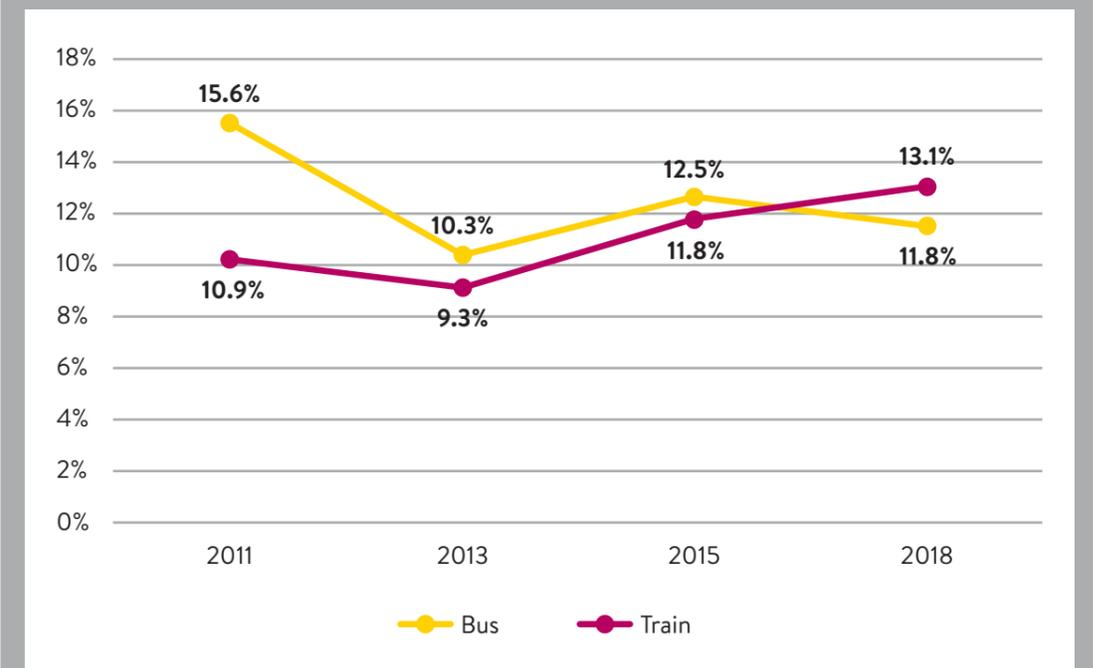
900 additional students now choose to travel by active travel modes, as compared to 2015.

## Public Transport

### Trends

Overall, the proportion of commuting trips made by public transport is marginally up on that in the 2015 survey, at 24.9%, as compared with 24.3% - when related back to student numbers this modest overall increase equates to **275 additional students commuting by public transport now, as compared to 2015**. Notably for the first time, rail travel is more popular amongst students that commuting by bus. Indeed, the proportion of commuter trips by rail has increased by 11% in the past three years.

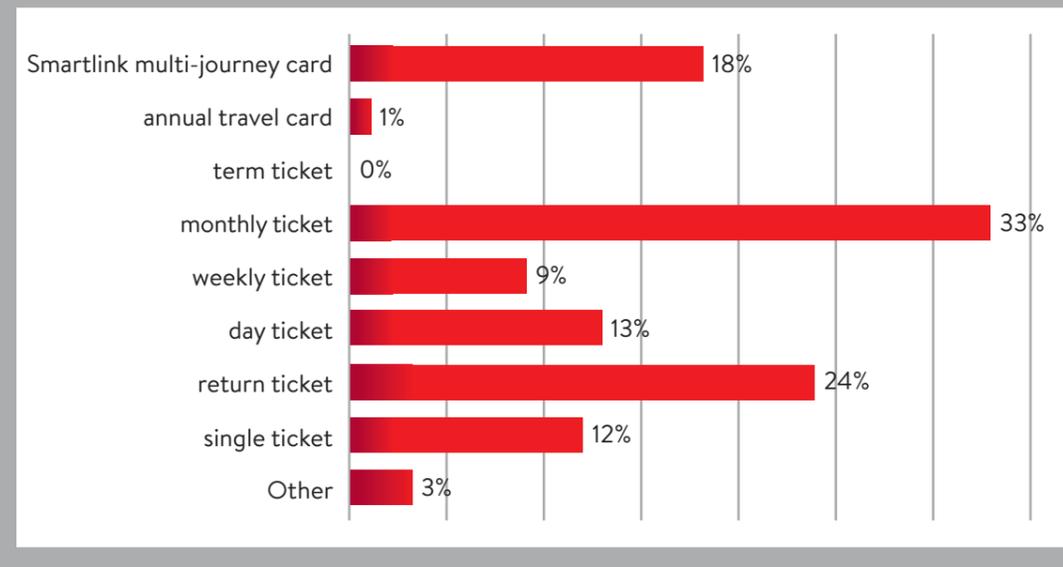
Figure 15 – Trends in Students Commuting by Public Transport



Only 10% of students who travelled to campus by car alone did so due to the lack of public transport alternatives.

The survey results confirm the popularity of specific ticket types amongst students; as can be seen from **Figure 16**, and in contrast to staff, monthly and return tickets are the two most popular options.

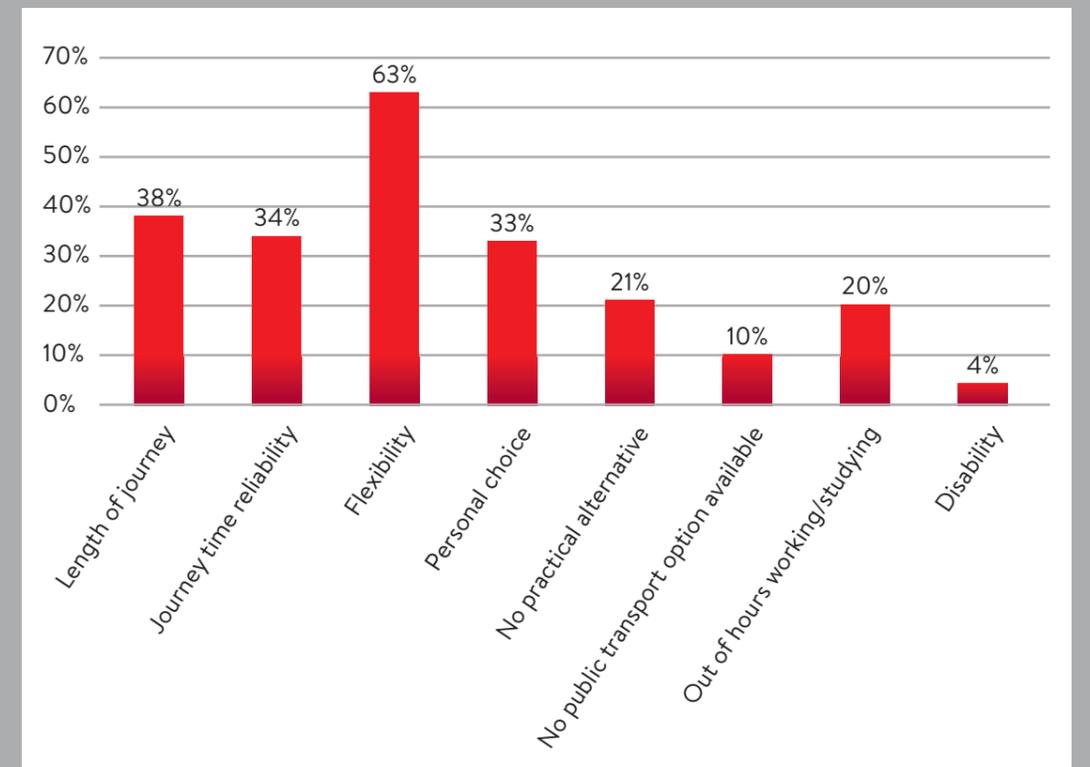
**Figure 16 – Popularity of Tickets Amongst Public Transport Users**



## Car Users

Focusing on those that travel to University alone, **Figure 17** summarises the reasons cited for mode choice. As with staff, the most popular reason was flexibility; length of journey, journey time reliability and personal choice were also popular.

**Figure 17 – Reasons for Travelling by Car**



**37%**  
of lone car drivers would consider car sharing

### Demand for Car Parking

The survey asked respondents where they usually park and this confirmed that **over three quarters of those that travel to University by car, park on nearby streets for free.** Recently introduced on-street parking charges (pay and display) will mean that availability of free parking will be reduced, however the University is committed to working with relevant third parties to promote sustainable alternatives and to minimise demand for car parking.

As with staff, the principle concerns from those that currently drive to University alone is the perceived lack of parking available, both on campus and in the surrounding residential areas.

Respondents cited issues such as missed lectures as a consequence of looking for a space and the need to arrive far in advance of lecture to secure a space.

**What More Can We Do...**

We wanted to understand any remaining barriers to sustainable transport our students perceive and what further initiatives and promotions we could introduce to encourage more sustainable travel patterns.

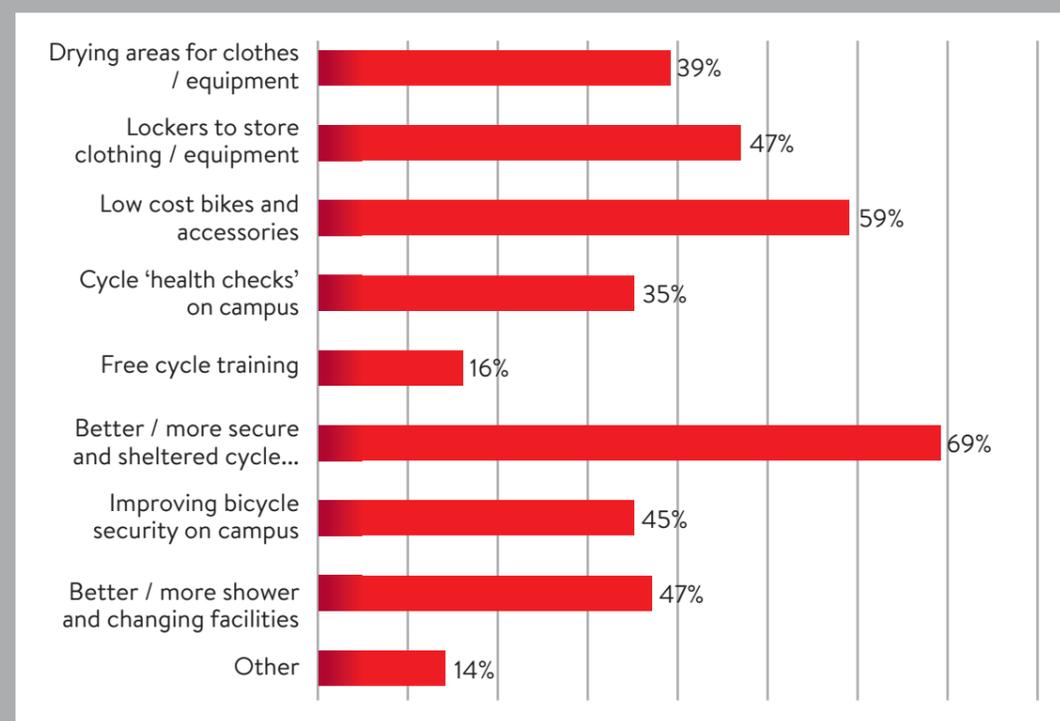
**For Active Travellers**

As with staff, common concerns from cyclists principally related to infrastructure and security – with **not enough secure cycle parking on campus and in halls of residence**. Providing **more cycle lanes in and around campus** was also a popular request.

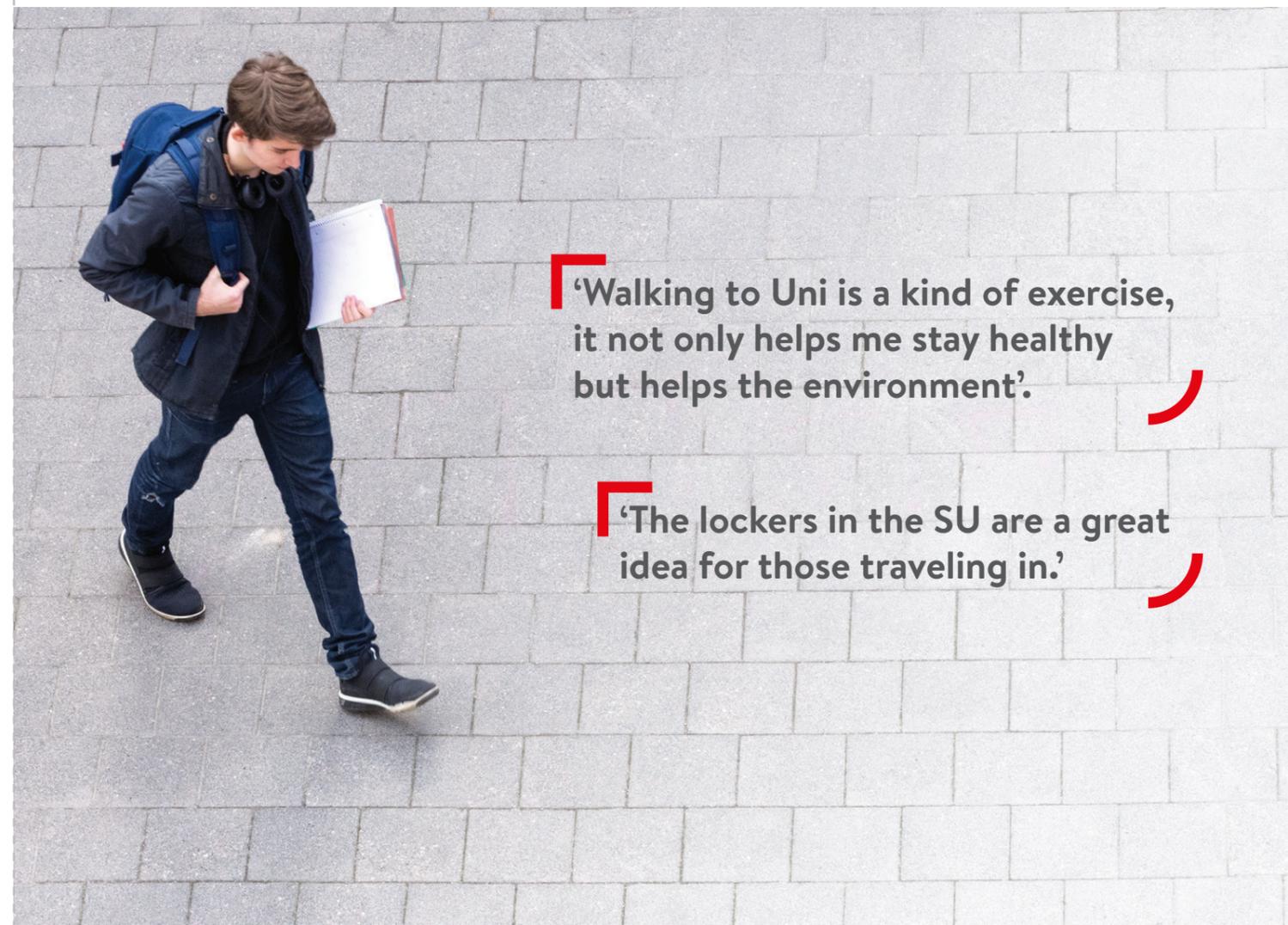
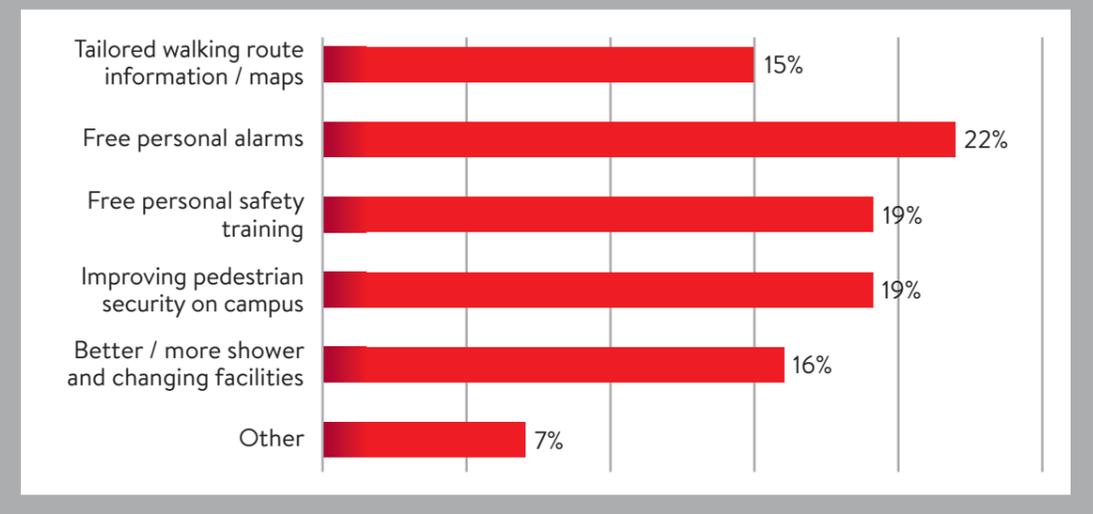
Those that walk to work told us that their main concerns were around hazardous walking conditions; by far the most commonly raised issues related to lack of footway gritting and leaf clearing during the winter months. Other concerns related to personal safety – in terms of crossing busy roads and personal safety when walking at night.

We asked respondents to select which initiatives they'd like to see delivered at the University (**Figures 18 and 19**).

**Figure 18: Popularity of Measures to Support Cyclists**



**Figure 19: Popularity of Measures to Support Walking**



**‘Walking to Uni is a kind of exercise, it not only helps me stay healthy but helps the environment.’**

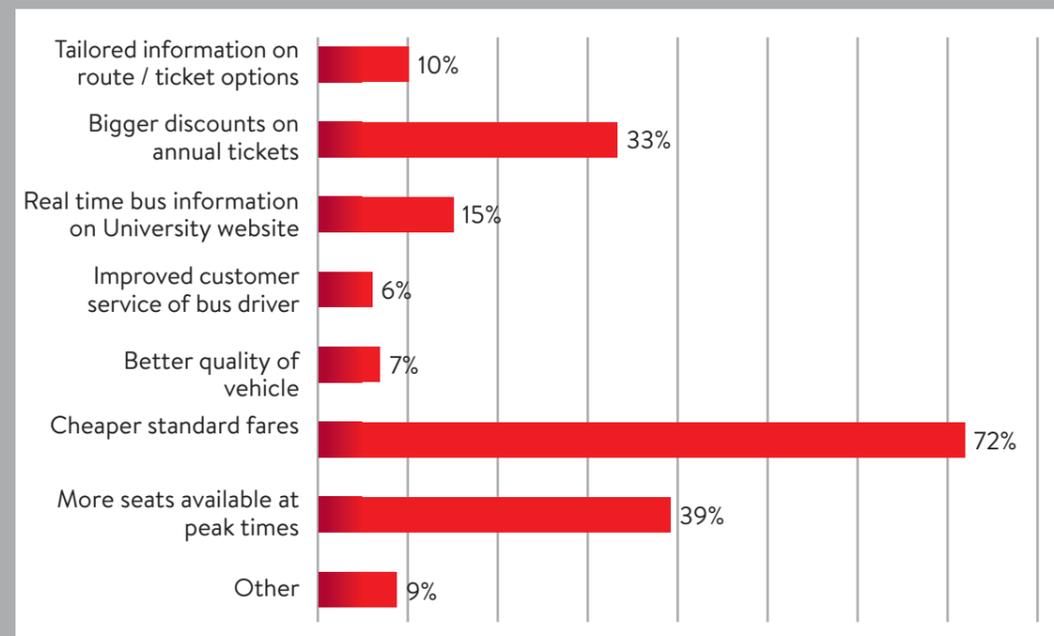
**‘The lockers in the SU are a great idea for those traveling in.’**

### For Public Transport Users

We asked for feedback from students that travel to University by bus / train. Common issues centred on the costs and reliability of public transport, along with extended journey times (due to lack of frequent / direct services) and crowded buses / trains.

We also sought to determine the popularity of suggested measures (**Figure 20**) to help inform our future travel planning activities.

Figure 20 - Popularity of Initiatives to Support Public Transport Users



‘Transport to the university is generally very good and on time. The Translink app is extremely useful and I wouldn’t be without it!’

‘Bus Wifi means I can catch up on lecture PowerPoint presentations which often are only uploaded that morning?’

‘I enjoy the train journey as it allows me time to relax.’

# PROGRESS TOWARDS OUR TARGETS & OBJECTIVES

The key measure of success of the University’s Travel Plan is progress made in respect of our stretching mode share targets and overarching objectives.

## Our Targets

### And the Good News is...

We've hit our targets ahead of schedule – our current drive alone mode share for staff is **30.6%** and for students is **13.4%**.

Rather than alter our targets at this stage, we will instead seek to move towards a 'maintenance phase' of the Travel Plan, whereby existing drive alone mode share proportions are maintained against a backdrop of an anticipated growth in staff and student numbers to 2020 (meaning the actual numbers of staff and students using active and sustainable travel modes will increase).

### Our Objectives

**Promote and encourage the use of sustainable transport, through the better provision and targeted marketing of relevant travel information.**

We've improved the information we provide on our intranet, developed new marketing / information materials and delivered a wide range of campaigns and events.

**30.7%**

The percentage of **staff** trips by car alone in 2015 was **33.7%**; the target is to reach **30.7%** by 2020.

**13.4%**

The percentage of **student** trips by car alone in 2015 was **16.4%**; the target is to reach **13.4%** by 2020.

**Disseminate public transport information to staff and students (in partnership with Translink) and provide transport information points around the University.**

Ticketing outlets are now available in the Students' Union and Elms Village and we've worked with Translink to develop a ticketing guide. Our travel to work loan scheme remains popular.

**Making cycling more accessible to staff and students through improved provision of cycle parking, showers, lockers, bicycle user groups and affordable cycling options.**

We've increased our cycle parking stock to 712 spaces on campus; we continue to offer staff a Cycle to Work scheme and hold recycled bike sales for students. We provide information on the location of our parking, locker and shower facilities on the intranet.

**Work in partnership with other stakeholders to improve and develop transport initiatives.**

We continue to work with Translink in respect of public transport and more recently have engaged with the likes of Belfast Bikes to deliver two public bike hire docking stations and the Office for Low Emissions Vehicles to provide three on-campus EV charging points.

## Moving Forwards

The findings of the survey have been used to inform our future activities; progress towards specific actions set out within our Travel Plan and initiatives / actions to be delivered over the next 12 months are reported in our Continual Improvement Plan (CIP).

# CONTINUAL IMPROVEMENT PROGRAMME YEAR 3 (2017 - 2018)

## 1.0 Information & Marketing

Ref Number	Initiative	Timescale	Responsibility	Comments
1.1	Prepare a guide for students with information on how to get to Elms Village from their home address at the start of term, using various travel options, with a view to encouraging students to think about their travel options before relocating.	August 2016 (ongoing)	<b>Estates Student Guidance Centre Communications</b>	In partnership with Translink, a Queen's specific public transport guide was developed for all students residing in University accommodation for the 2017/18 academic year. This guide included information on routes, sample fares and best travel card details. This initiative will continue into the next academic year.
1.2	Prepare a suite of travel guides for each of the key QUB campus / site locations showing walking and cycling routes and public transport accessibility between the sites and the main campus and Elms Village.	June 2016 (ongoing)	<b>Estates Student Guidance Centre Communications</b>	A range of sustainable travel guidance is available on the sustainable travel web pages. Information on walking, cycling and public transport in the Belfast area is provided for staff and students.
1.3	Undertake a personalised journey planning exercise with staff and students.	Beginning September 2015 (rolling programme)	<b>Estates Communications</b>	Over the course of the academic year Translink attended the University on various occasions to promote best value ticket options, including guidance on personalised journey planning, to staff and students. As a result of these promotional events 165 multi – journey tickets were sold (up from 141 in 2016/17). This initiative will continue throughout the next academic year.
1.4	Travel information points to be installed. Used to convey walking, cycling, public transport and sustainable car use information. Locations and form of points (electronic, paper-based) to be determined.	June 2017	<b>Estates Student Guidance Centre Communications</b>	Staff and students were made aware of the information points to coincide with the launch. This included correspondence via email, POS literature and social media.
1.5	Carry out an online survey aimed at gaining feedback on the University's current online travel information, with a view to determining how this might be improved.	September 2016	<b>Estates Communications</b>	It was decided that this survey would be included as part of the next travel to work survey scheduled for February 2020.

## 2.0 Walking &amp; Cycling

Ref Number	Initiative	Timescale	Responsibility	Comments
2.1	Ongoing promotion of safe cycling including sales of discounted locks and other cycling / walking equipment from Security.	July 2015 (ongoing)	<b>Estates Security</b>	Secure cycle locks continue to be sold, at a discounted price, from the Security Control Room. During the current academic year 108 locks were sold to staff and students. This will be expanded to include the likes of lights, helmets, high vis etc from September 2018.
2.2	Promotion of Cycle+ salary sacrifice scheme for staff (offering tax-free cycle purchase).	July 2015 (ongoing)	<b>Estates Communications</b>	87 staff applied for a bike through Cycle+, the University cycle to work scheme. Since joining the Cycle Scheme in September 2016 staff have been able to avail of increased savings.
2.3	Continued promotion of re-cycled bikes for students.	September 2015 (ongoing)	<b>Estates Communications</b>	In association with the Green Bicycle Company, the University offers secondhand bikes to students at a series of sales throughout the academic year. In total 32 bikes were sold, all with a complimentary lock, with future sales planned for the start of the next academic year.
2.4	Delivery of walking and cycling events throughout the academic year.	October 2015 (ongoing)	<b>Estates Communications</b>	Events held across the year included: ~ Cycle to Work Week ~ Launch of Belfast Bikes ~ Cycle maintenance workshops ~ Monthly cycle to work breakfast ~ Pedometer challenge.
2.5	Review of cycle storage provision, security and usage with a view to determining where additional facilities / enhancements might be appropriate.	September 2016  (ongoing)	<b>Estates</b>	Following a review of cycle parking, additional secure cycle parking, was provided at Research and Enterprise and shower / changing facilities are now provided at the Main Site Tower and AHSS Faculty Office. There is now cycle parking for 712 bikes at the University.

Ref Number	Initiative	Timescale	Responsibility	Comments
2.6	Introduce cycle 'fix it' stations at key locations (including main QUB campus and Elms Village), enabling cyclists to make minor repairs free of charge. Plan to extend to include tool kits.	September 2016 (ongoing)	<b>Estates</b>	Estates have provided cycle pumps at the main site and ECIT to assist staff with repairs. Plan to provide tool kits by July 2019.
2.7	Prepare an up to date map of cycle parking, showers and changing facilities that can be used by pedestrians and cyclists.	January 2019	<b>Estates</b>	Inclusion of information on QUB travel web pages.
2.8	Implement a marketing campaign surrounding pedestrian and cycle safety, including a series of personal safety sessions, provision of personal alarms and high visibility vest.	October 2016 (ongoing)	<b>Estates</b>	Targeted at those living within walking / cycling distance of QUB.  - Series of on-site events and marketing actions, including posters, tent cards, pop-up banners in conjunction with QUB Security.
2.9	Liaise with public stakeholders and Estates over maintenance of public footways surrounding QUB.	September 2019	<b>Estates</b>	Reflecting feedback on travel survey.  Consultation will continue into the 2018/19 academic year.
2.10	Liaise with stakeholders over parking on footways on surrounding streets with a view to improving cycling / walking safety.	September 2019	<b>Estates</b>	Reflecting feedback on travel survey. Consultation will continue into the 2018/19 academic year.

### 3.0 Public Transport

Ref Number	Initiative	Timescale	Responsibility	Comments
3.1	Staff travel to work loan scheme (up to £2,000) for annual travel tickets.	July 2015 (ongoing)	<b>Estates</b>	Uptake of Annual Travel Cards continues to be strong, with 105 staff purchasing cards during 2017 compared to 86 in 2016. Staff leaving Travel+ (see 3.3) will be offered the opportunity to join this scheme.
3.2	Promotion of dedicated ticket purchasing facilities within the Students' Union and Elms Village.	September 2015 (ongoing)	<b>Estates</b>	Translink have a public transport point of sale located in the Students' Union. Staff and students can purchase and update multi-journey cards and during 2017 sales totalled £9,338, an increase of 18% from 2016. We will continue to work with Translink to further promote this facility to the benefit of staff and students.
3.3	Prepare a ticketing guide for staff and students that explains the different options available.	October 2016 (ongoing)	<b>Estates</b> <b>Translink</b>	A travel guide has been developed with Translink and is distributed to students living in University accommodation at the start of the Academic year.
3.4	Provide real time information for stops / stations local to the University (bus and rail) on the University's travel web pages, enabling staff and students to more effectively plan their journey.	September 2019	<b>Estates</b> <b>Translink</b>	Liaise with Translink with a view to future progress of this initiative.
3.5	Work with public transport providers to identify ways in which to engage with prospective students prior to them starting at QUB.	September 2016 (ongoing)	<b>Estates</b> <b>Translink</b>	A Translink roadshow attends a range of Schools to sign students up to Y-link prior to starting Queen's University.
3.6	Enhance the profile of Park and Ride / Park and Share and the ways in which staff can benefit through using Travel+	August 2016 (ongoing)	<b>Estates</b>	A selection of staff who use public transport were profiled in the Environmental E-zine to highlight sustainable travel options. Park and Ride was also promoted when Translink attended the University during personal journey planning events.

### 4.0 Sustainable Car Use

Ref Number	Initiative	Timescale	Responsibility	Comments
4.1	Hold 'matching' events aimed at introducing people to other potential car sharers.	March 2019	<b>Estates</b>	Poster campaign and invite to 'events' will be emailed to staff and students when launched.
4.2	Prepare postcode maps to demonstrate the ease with which car share partnerships could be made on a geographical basis.	February 2019	<b>Estates</b>	Maps to be used at events and provided on the QUB website travel pages. Focus on staff through direct mail.
4.3	Provide priority parking spaces for staff car sharers.	June 2020	<b>Estates</b> <b>Translink</b>	Promote launch of car share spaces with high profile marketing activity, e.g. involving local press, holding a competition or offering prizes.
4.4	Carry out a marketing campaign regarding the benefits of car sharing.	June 2019	<b>Estates</b> <b>Translink</b>	Poster campaign, tent cards, pull-up banners focusing on cost savings and environmental benefits when launched.
4.5	Hold an eco-driving event / promotion, aimed at encouraging those that drive alone to consider how they might lessen their impact on the environment and save money.	June 2019	<b>Estates</b>	Event to be held. Targeted email invite to those that currently drive to QUB.
4.6	Install electric vehicle charging points within the main site, Fitzwilliam Street and Riddel Hall car parks.	July 2015 (ongoing)	<b>Estates</b>	With the assistance of an Office for Low Emissions Vehicles grant, three electric vehicle charge points were installed in the Main site, Fitzwilliam Street and Riddel Hall car parks. The charge points are well used, in part due to the acquisition of an electric vehicle by Campus Food & Drink. A new policy has now been developed in respect of use.

## 5.0 Car Parking

Ref Number	Initiative	Timescale	Responsibility	Comments
5.1	Consider / review further increases in car parking charges, to reflect recent increases in public transport costs.	June 2016 (ongoing)	<b>Estates</b> <b>Human Resources</b> <b>Finance</b>	Proposals for changes to car parking charges will be presented to the University Operating Board for approval.

## 6.0 Business Travel

Ref Number	Initiative	Timescale	Responsibility	Comments
6.1	Offer all staff that regularly travel for business the opportunity to use tele/video - conferencing facilities.	September 2015 (ongoing)	<b>Estates</b> <b>Information Services</b>	Through our colleagues in Information Services, staff now have a range of options in telephone and video conferencing as an alternative to business travel. This will continue to be promoted going forward.
6.2	Promote the Belfast Bikes hire scheme for local trips around the city for business.	August 2015 (ongoing)	<b>Estates</b>	Two Belfast bikes docking stations were opened at the University by the Lord Mayor in November 2015. The docking stations will continue to be promoted with assistance from Belfast City Council. During 2017, 16,948 hires took place over both stations, meaning they are within the top 25% of stations across the City.
6.3	Continue to refine the monitoring mechanisms for business travel.	July 2015 (ongoing)	<b>Estates</b> <b>Finance</b>	Estates and Finance have held a number of meetings to determine if a monitoring mechanism for business travel can be facilitated. A mechanism has not been identified yet and discussions will continue going forward.

Why not take advantage of some of the great initiatives we have in place for our staff and students. Whether you already walk, cycle, use public transport or car share or are considering giving it a try, we have a whole range of measures in place to assist you.

So, why not take a look and see whether you could make your journey to QUB more cost effective, convenient or environmentally friendly.

**For more information on any of the initiatives visit:**  
**[www.qub.ac.uk/sustainabletravel](http://www.qub.ac.uk/sustainabletravel)**

**Or contact: [transport@qub.ac.uk](mailto:transport@qub.ac.uk)**



**QUEEN'S  
UNIVERSITY  
BELFAST**

## **Estates Directorate**

Queen's University Belfast  
Belfast  
BT7 1NN  
Northern Ireland

Tel 028 9097 5005  
Fax 028 9097 1144

[estates@qub.ac.uk](mailto:estates@qub.ac.uk)

[www.qub.ac.uk](http://www.qub.ac.uk)