

University of Hertfordshire Travel Plan

2018-2023

**Produced by the University of Hertfordshire's
Smart Mobility Research Unit**

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1.0 Travel Plan Introduction & Achievements to Date

This Travel Plan document has been produced in order to provide a five yearly as required under planning conditions. Targets within this document cover the period September 2018 to August 2023, with three preceding periods covering 2003-08; 2008-13 and 2013-2018. This latest version provides an overview and update on the current situation in terms of developing and implementing travel interventions at all of the University's main campuses. This document also provides an update on measures that have been specifically developed as part of planning applications for the developments of the College Lane Hall of Residence, Main Reception and Science Building, but also covers de Havilland campus. An annual Action Plan is included which sets set out agreed work and targets for the role of the University Travel Plan Coordinator. This Travel Plan has internal drivers to achieve environmental, economic and social improvement and external policy drivers from central and local government, but is structured within the University's Environment Management System (EMS), which achieved ISO14001 and Ecocampus Platinum. The Travel Plan has subsequently been audited against this standard, and was successful audited in 2012, 2015 and 2018.

The University is proud of its Travel Plan achievements which aim to reduce the organisations impacts from transport, whilst providing cost effective and sustainable travel options to its employees, students, residences and visitors. The University remains the only Higher Education Establishment to own and manage its own bus company (UNO). This service runs a fleet of around 100 buses, serving areas in Hertfordshire, South Bedfordshire and North London (Figure 1.1.), which forms the backbone of its transport offering.



Figure 1.1. UNO Bus Routes (as of September 2018)

The University's Environmental Policy is informed by a wider strategy that is structured within a continually improving EMS. The EMS is managed by the Health, Safety and Workplace Wellbeing team. The Travel Plan is situated within the Estates Department and is managed by the Travel Plan Coordinator role. The team organises travel initiatives to raise awareness of travel initiatives outlined in the Travel Plan.

Large scale travel initiatives include the continual development and revision of the UNO bus network (Figure 1.1.), which has been in operation since 1992. The University provides just less than 3,700 spaces car parking spaces in total, including an 800 space Park & Ride. As of 2018 seventy per cent of staff and twenty per cent of students primary mode of travel when commuting to the University was do so alone by car.

Looking beyond the University, the organisation has been a major player in setting up three Quality Network Partnerships with in the city of St Albans (*Network St Albans*) and the two Towns of Watford (*Network Watford*) and Hemel Hempstead (*Network Hemel Hempstead*). These three local partnerships worked with all other major public transport operators (including UNO) within these defined areas, looking at ways to improve public transport services and infrastructure for existing users, whilst also looking to encourage uptake by new users. The partnerships led to a number of successes, including securing over £11m of Department for Transport - Local Sustainable Transport Funding (LSTF), to implement the aims of these partnerships. The University provides both the secretariat, and two travel planner roles and management support for both these community social travel projects.

A primary aim of these working partnerships was that the University itself can gain transport related benefits offshoots from such work. To date these have included the trial of mobile m-ticketing University's Park and Ride, delivery of multi-operator ticketing (St Albans BusNet Ticket), Real Time Information and improved marketing of services within Hertfordshire. Benefits from Smart Ticketing include easier and quicker access to buses, which reduce boarding times and thus help in the more efficient operation and running of buses. UNO and other operators have the potential to improve their networks as a result.

2.0 Current Situation

The following section outlines the current situation and summarises the transport issues relating to the University and its campuses.

2.1 College Lane Campus

The Hatfield campus is located to the South-West of Hatfield Town centre, between the residential area of South Hatfield and the A1(M). The campus serves approximately 14,000 students and some 1,800 staff. It comprises both academic and residential buildings with large open areas for recreation and a small area of woodland named Hazel Grove that locally is of high conservation value. The Halls of Residences on College Lane are part of a multi-million-pound investment (from 1,400 to 3,010 rooms).

The academic, sports and student union facilities comprise a large number of individual buildings, giving an overall gross floor area of some 72,700m². Parking facilities provide over 1,600 spaces for staff and student parking, with 400 provided at the Forum facility. The University Forum Building includes six bus shelters (with real time timetable screens and an electric information e-pip provided by Hertfordshire County Council).

The University Park and Ride facility, based on South Way, Junction 2 of the A1(M), provides 800 car park spaces. New sports facilities are being considered to the South of the Park & Ride. Whilst no new parking is being considered, the impact of this new use is being considered from travel planning purposes and appropriate arrangements will be proposed as and when the work progresses.

On the Hatfield campus there are three main approaches for staff and students to access the campus:

- from Roehyde Way, onto college lane; (plus a new road into the Student Forum)
- along College Lane at the northern end of the campus; and
- from Bishops Rise on to the access road to the Halls of Residence

There are two access points for cars onto the Hatfield campus, via the A1001 Roehyde Way in to the Forum complex and also at the junction with College Lane. There is a bus barrier at the Northern end of College Lane acting as a bus lane, thus restricting entrance by private car to the campus. However, the turning point adjacent to the bus barrier is used as an informal drop off and pick up point for car passengers. This entrance also provides important access for pedestrians and cyclists.

The Bishops Rise entrance comprises a gate house primarily used by pedestrians and cyclists as well as being used for emergency access.

The primary highway network around Hatfield Campus is subject to peak period congestion with significant back-up of traffic at the major junctions on the A1 (M), the Roehyde Junction (Junction 3) adjacent to the campus and the Jack Oldings Junction (Junction 4) to the north of Hatfield.

The Roehyde Junction and Comet Way are significantly congested during peak periods resulting in substantial queuing from the A1 (M) and also along the A414 Comet Way junction to Roehyde roundabout. This traffic congestion results in a significant impact to traffic movements entering and leaving the site.

2.2 de Havilland Campus (including administrative MacLaurin Building)

The de Havilland campus incorporates the Business School, the Faculty of Humanities and Education, and the Law School. This campus is a 48-acre site providing academic, residential, sports and leisure facilities. Currently 400 car park spaces are provided for staff and users of the sports facility. There is no on-site parking provided for students, as they are provided with the Park & Ride. The Law School has an additional 50 car park spaces, 70 sheltered cycle spaces and 10 motorcycle spaces which are sheltered.

The de Havilland campus is served by four bus shelters which provides for UNO services, including the intra-campus shuttle along a priority bus lane (Albatross Way). The academic buildings cater for three faculties as well as providing a Learning Resources and a conference centre. The residential accommodation provides residences for 1,600 students. In agreement with the planning restrictions set out in the Section 106, there are no parking spaces provided for residential students. The sports facilities cater for indoor activities through sports halls, fitness areas and a swimming pool. There are also a number of outdoor facilities including sports pitches and tennis courts. In addition, there is an auditorium which allows for 450 people to access education and social events on site. Many of the sports and leisure facilities are accessible to the local community.

The number of students on site is around 6,000 including those studying on full time and part time courses. The number of students present on campus varies on a day to day basis. It has been estimated that daily totals of around 1,550 students could be in attendance¹. Some 400 staff are based at the de Havilland campus.

The main entrances to the de Havilland campus are the principle gateway at the Bishops Square Roundabout, from St Albans Road via the Ellenbrook roundabout and via the new roundabout opposite the new residential area. All these entrances provide cycle and pedestrian crossing facilities which link to existing and proposed cycle routes and footpaths as well as to bus routes.

The MacLaurin Building is an administrative building, located opposite the de Havilland Campus. The building has 176 car park spaces and 12 sheltered cycle racks.

2.3 Bayfordbury Field Station

The Bayfordbury fieldwork station is primarily used by the Faculty of Natural Sciences. There are three permanent staff and between ten and twelve research students based at the field station although numbers are increased when events and practical work take place. A visit to Bayfordbury is included for prospective Natural Sciences students on University and Faculty Open Days and a bus is provided for these visits.

Facilities include laboratories and an observatory with plenty of provision for car parking. The area is served by public transport although due to the field station's remote location, this is infrequent.

Car sharing is encouraged where possible and, to reduce student car movements, a bus is provided from Hatfield campus when practical work is timetabled.

2.4 Meridian House

Meridian House provides facilities for the Faculty of Health and Human Sciences and has a central location in Hatfield town centre. There are over 30 part and full time staff based at Meridian House. Student numbers vary depending on teaching and arrangements.

There is limited parking supplemented by informal parking in town centre car parks next to the site. The area is well served by the local bus network and bus stops are

¹ WSP Development Limited (2001) *University of Hertfordshire de Havilland Campus Parking Management Strategy*.

within a short walking distance of the facility. Bus routes provided also connect to the Hatfield Railway Station which is a short distance away.

3.0 Staff & Student Modal Split (2002 to 2018)

In order to assess the travel habits and attitudes of staff and students, a travel survey is conducted every two years (usually between March and April). All employees and students from all campuses are invited to participate in the survey. Around Twenty (30) per cent of staff and just over one (1) per cent of students completed the survey in 2018.

Results for employees primary commuting mode to the University in 2018 (Figure 3.1) indicate an overall reduction from 82 per cent in 2002 to 70 per cent for single occupancy vehicle (SOV) use (Figure 3.2). This is a reduction of c.12 per cent over an eleven year period since the Travel Plan was formally implemented in 2003.

In 2018, just under 8 per cent travelled to the University by bus, an increase of one per cent since 2002. Train use has increased amongst staff from one to seven per cent between 2002 and 2018. Car sharing has seen an overall increase (from three to around 5 per cent)

Cycling uptake has increased among staff, currently standing at four per cent, from a low of two per cent in 2002. Walking among staff is around four per cent, although increases and decreases have been recorded since 2002, it remains stable.

The latest student travel survey was also carried out in April 2018 to establish current student modal split figures (Figure 3.3). The online survey received over just over 150 student responses, roughly a one per cent response rate. Modal split for students is more erratic than those of staff. The results of the primary mode of transport for 2018 (Figure 3.3) indicate the most popular mode of transport amongst students to be walking at 43 per cent (up 13 per cent from 2002). Single occupancy vehicle (SOV) use was at 31 per cent (down from 38 per cent in 2002), with bus use at 14 per cent (down from 19 per cent in 2002). Train use has remained static amongst students at three per cent, whilst car sharing has increased over the same period (from two per cent to just over five per cent of all students). Cycling witnessed a slight decline in users, from four down to three per cent (Figure 3.4).

Further commuter surveys are conducted every two years as part of the bi-ennial survey as part of the University's Travel Plan Commitment.

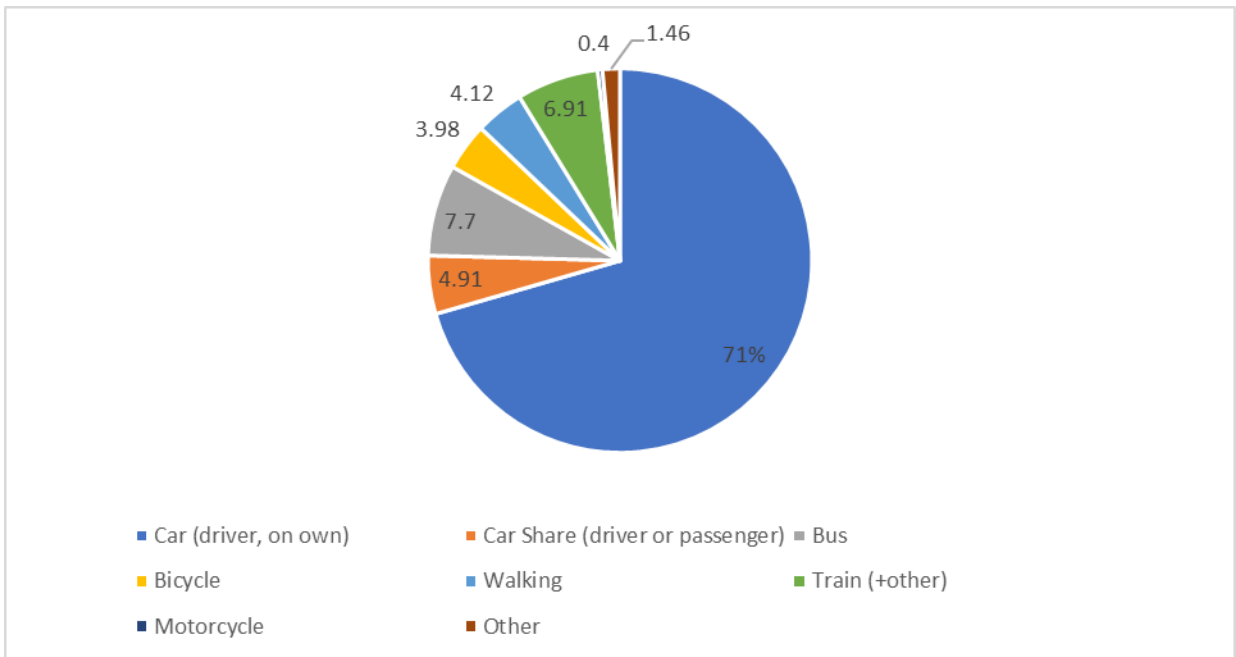


Figure 3.1 Staff Primary Mode of Transport (2018)

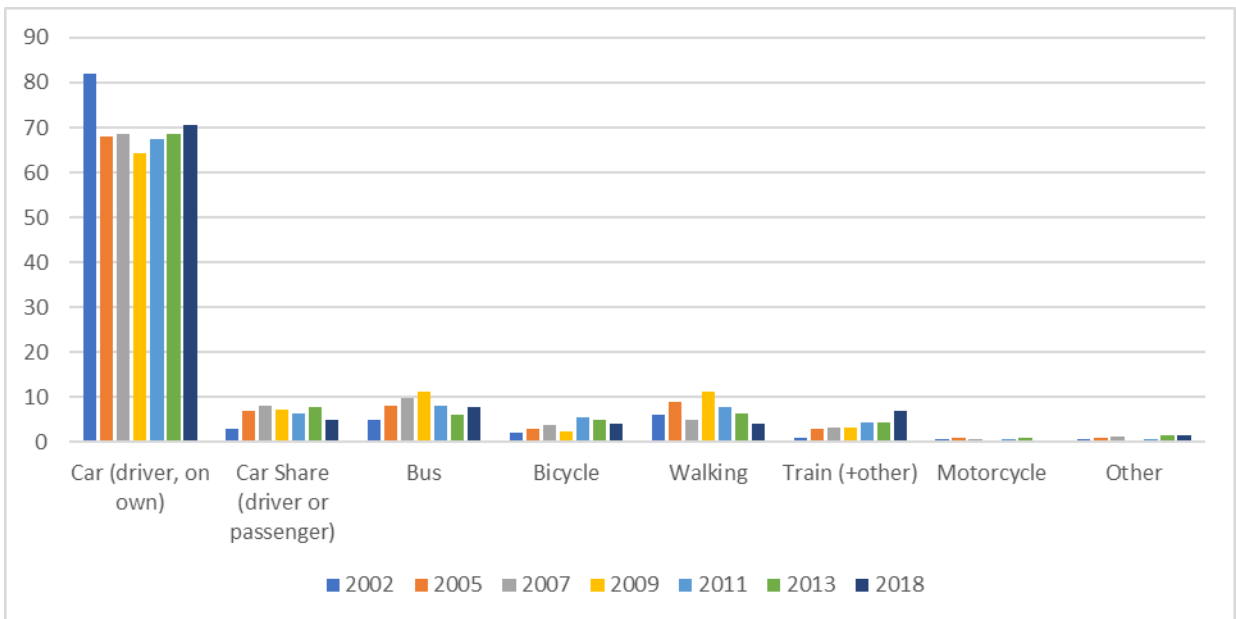


Figure 3.2 Staff Primary Mode of Transport (2002-2018)

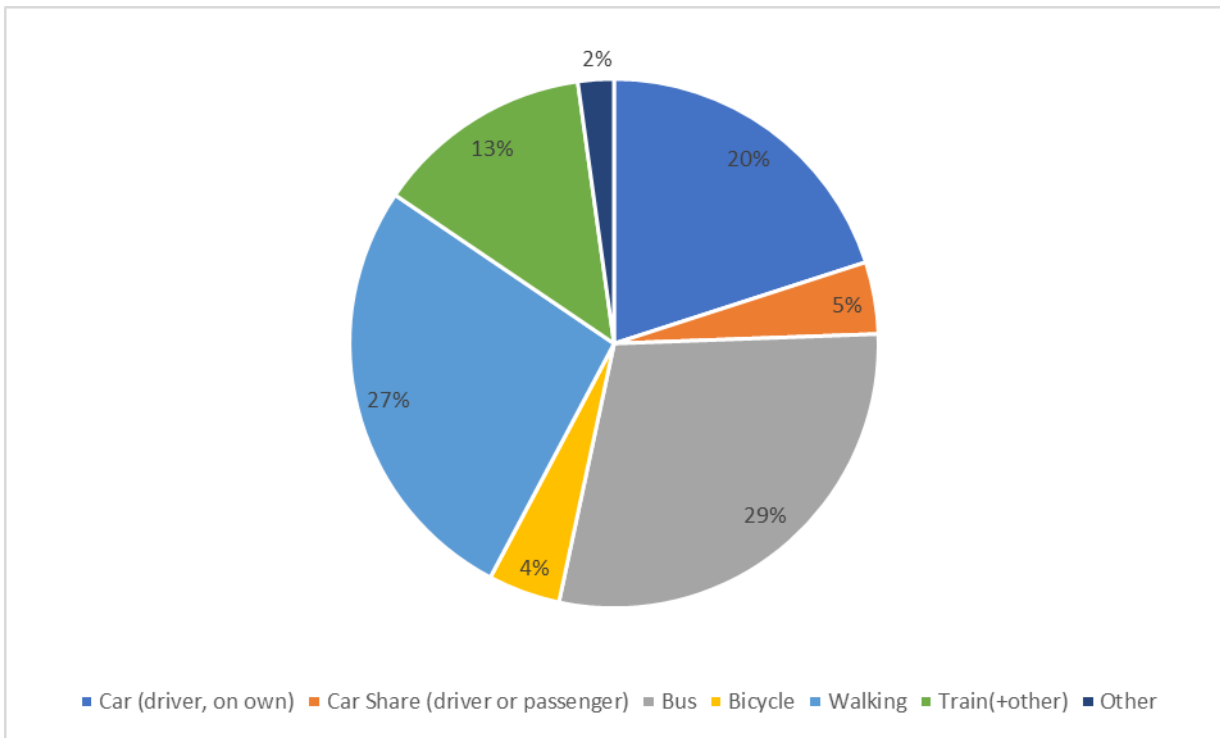


Figure 3.3 Student Primary Mode of Transport – excluding residences (2018)

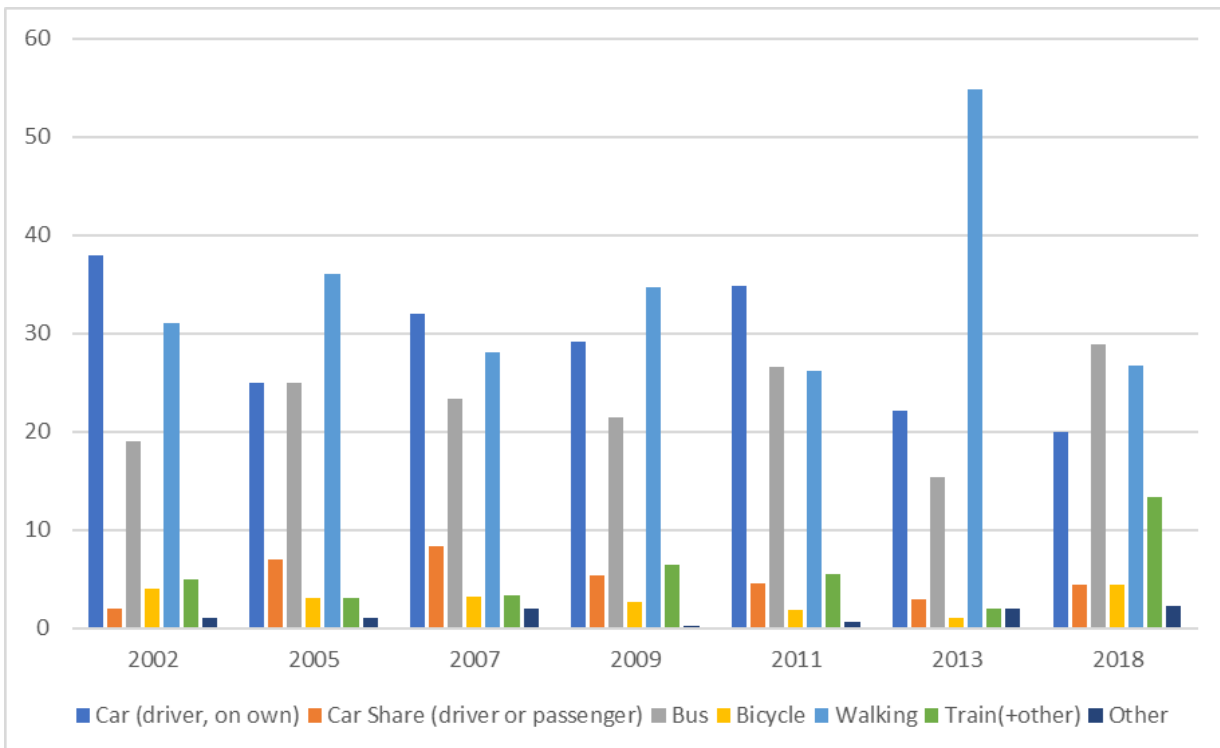


Figure 3.4 Student Primary Mode of Transport (2002-2018)

3.1 Travel Plan Objectives

The University of Hertfordshire commits to:

- Reduce environmental, social and business impacts associated with transport use by reducing unnecessary journeys to and from University campuses made by single occupancy passenger vehicles.
- Implement measures which will maximise the number of people choosing to walk, cycle, travel by public transport, car share or use other alternatives.
- Make the campuses of the University more accessible, both physically and perceptually.
- Seek opportunities to reduce the impact of transport associated with the delivery of goods.
- Promote sustainable integrated transport and raise awareness of travel choices.
- Work with, lobby and support our partners to seek alternative travel opportunities and solutions.
- Monitor and measure progress towards targets.

3.2 Travel Plan Targets

The key headline targets have been set in line with the five year target for employment-related trips related to the Hatfield BAe redevelopment site Green Transport Master Plan. Car reduction is the most important with the other categories being more flexible in terms of actual modal split.

3.2.1 Employee Commuter Journeys

Mode	Target Modal Split (%)	Period	Modal Split (2018)
Car (Single Occupancy)	60	2018 to 2019	70
Other modes (including car passenger, pedestrians, cycles, public transport)	40	2018 to 2023	30

3.2.2 Student Commuter Journeys

Mode	Target Modal Split (%)	Period	Modal Split (2018)
Car (Single Occupancy)	20	2018 to 2023	20
Other modes (including car passenger, pedestrians, cycles, public transport)	80	2018 to 2023	80

3.2.3 Student Residences (College Lane Only)

Mode	Target Modal Split (%)	Period	Modal Split (2018)
Car (residents bringing car to site)	7	2018 to 2023	7
Other modes (including car passenger, pedestrians, cycles, public transport)	93	2018 to 2023	93

4.0 Roles & Responsibilities & Senior Management Commitment

This is provided through the structures put in place for the University's Environmental Management System, and signed off by the Director for the Centre for Sustainable Communities. Along with the Senior Management Commitment there are a number of key staff who will be involved with the delivery of the Travel Plan. This includes representatives from the Environmental Strategy, the Estates Department, External Relations and the Personnel Department. Specific tasks include developing the Travel Plan and raising awareness through the Environmental Strategy, management of car parking through Estates and staff, student and local community awareness through External Relations and consideration of staffing and union implications through the Personnel Department.

4.1 Environment Working Group (EWG)

Members of the Environment Group include senior management representatives, representatives from each of the recognised trade unions and staff from the Environment Team. This group meets quarterly to feedback on progress on Environmental and Transport issues.

The terms of reference for the group are dictated by Environmental Management System (EMS) which is determined by the following issues.

- To develop a 'sustainable transport policy' and supporting annual action plans
- To meet regularly to discuss progress
- To carry out environmental reviews in the specialist area of transport
- To identify opportunities for improving environmental performance
- To suggest environmental improvement targets
- To co-ordinate improvement projects in the specialist area of transport
- To identify environmental training needs
- To contribute to the environmental management training programme in the specialist area of transport
- To report to the Environmental Strategy Committee
- To respond to requests for information from the Environmental Strategy Committee
- To fulfil the formal role of a channel of communication between Management and recognised Trade Unions over the University's scheme of parking management
- To report into the University's standing Joint Negotiating & Consultative Committees (JNCC's) on all relevant matters relating to the scheme of parking management.

4.2 Travel Plan Coordinator Scope, Role & Responsibilities

Under section 106, the University employs a Full Time Travel Plan Coordinator, based within the Environment Team. The scope of this role includes;

- Overseeing the development and implementation of the plan
- Obtain and retain senior management commitment and support from senior managers, staff, unions and students.
- Design and implement effective marketing and awareness campaigns to promote travel initiatives, including web site and other technology management.
- Co-ordinate and maintain the effectiveness of the Transport Working Group.
- Data collection, monitoring and measurement of travel habits and attitudes to assess the achievement of targets set as well as identifying new ones.
- Act as a point of contact or provide a 'one stop shop' for staff, students and visitors requiring travel information.
- Co-ordinate management of different aspects of the travel plan by working closely with different departments such as personnel, estates, marketing and UNO.
- Represent the University and liaise with external organisations and groups such as Goodmans, Welwyn & Hatfield Council, Hertfordshire Business Travel Wise and local transport operators.

- Present a business case to secure a budget for the travel plan development as well as securing resources and funding from external sources.
- Recommend improvements for business travel to reduce economic and environmental costs.
- Recommend a car parking strategy which is self funding to ensure car parking is not being subsidised by core business as at present.

A post within the Estates Department meets the demands of this Travel Plan and the future demands that will be imposed by the local authority for the proposed developments on the Hatfield campuses.

4.3 Staff and Student Consultation

Consultation with staff and students on a regular basis is essential to help to raise awareness of transport issues as well as overcoming resistance to change. Already a number of campaigns, surveys and press releases have taken place which have increased awareness and consultation of staff and students as to their views and travel habits. In order to keep staff and students interested, this must be maintained to help sustain enthusiasm and momentum.

In order to contend with sensitive issues such as restrictions on car parking spaces, the University will ensure that incentives and alternatives are in place to help reduce car use. Opportunities to promote the alternatives will be taken so that staff and students are aware of their realistic and affordable travel choices.

4.4 Working with Partners

The University recognises the significant contribution it can make to reduce the transport impact in its area and working with its partners will seek joint solutions and opportunities to help solve the transport problem. For example the University attends the Hatfield Business Park Transport Forum where it was recognised that there are many opportunities to pool resources in order to implement initiatives which would be beneficial to all organisations involved.

The University regularly consults and works with other members of the Environmental Association of Universities and Colleges (EAUC) and the Higher Education Sustainability Partnership (HESP) in order to establish best practice in finding solutions to the transport problems facing the sector. The recently published HEPS Travel Plan Guidance for H&FEE, sited UH as a best practice case study².

5.0 Continual Improvement Programme

The Continual Improvement Programme sets out the next steps towards sustainable travel, building on what has already been achieved to reduce the University's impact on transport. This section outlines the actions, initiatives and measures that the organisation is committed to implementing as well as detailing recommendations and improvements which will further enhance the Travel Plan.

² Higher Education Partnership for Sustainability (2002) *Travel Plan Guidance for H&FEE*, Forum for the Future <http://www.heps.org.uk/pages/transport.as>

Since the adoption of the University's Travel Plan in July 2003, there has been significant progress towards achieving the objectives of the Travel Plan. The Travel Plan aims to reduce the number of single occupancy vehicle trips associated with the University's campuses and promotes alternative forms of transport. A Travel Plan Coordinator was appointed in September 2003 and as a result this has meant considerable advancement towards achieving the headline targets.

5.1 Cycling & Walking

Targets to improve walking and cycling rates were set in relation to improving facilities, routes and information.

Completed & On-going

- Construction of cycle and walking route between College Lane and Roehyde Way in conjunction with Welwyn Hatfield Council completed (2006)
- The provision of University Cycle (Uni-Cycle) and accessories to both staff and students by local supplier with a 10 per cent negotiated discount.
- Cycle showers, lockers and shelters were reviewed and mapped for user information, and supplied on the intranet site.
- Six health walks for staff and students have been led by the Environment & Sustainability Team in association with Health and Safety and are conducted each year of part of Healthy living on campus campaign.
- The University runs a cycle scheme (called cyclescheme.com), to which employees can purchase tax reduced cycles. As of August 2013, over 500 employees had purchased a cycle (since its launch in 2008).
- Twice annually a Doctor Bike event is run for staff and students to have a free service on their bike (conducted October and April of each year).
- Additional covered shelters (120 spaces) are provided as part of the Forum and Law School Development
- £200k was provided to Hertfordshire Highways by way of improving local cycleway to and from the University.
- An additional £1k contribution was provided for improving pedestrian routes into the new residential area.

Future Work

- Working with HHC and WHDC to develop a shared cycle scheme (looking to launch in Sept 2018 – should it be viable to do so). This project is being undertaken in partnership with HCC/WHDC, as part of the Hatfield 2030 project.
- The University is looking to develop Electric Vehicle (EV) hubs at appropriate locations on the University, to encourage the uptake of EV vehicles - this project could include the development of Electric Bicycles for hire. This will be in partnership with and external EV partner organisations.

5.2 Motorcycles

The University has continued to encourage safe motorcycling.

Completed & On-going

- Free designated parking provides a financial incentive for motorcycles.
- New motorcycle parking facilities (sheltered) have been provided at the Forum
- New designated parking spaces provided at College Lane and de Havilland
- Five sheltered spaces provided at new College Lane Main Reception and ten spaces provided at the Law School on de Havilland Campus.

5.3 Passenger Transport - Providing Integrated Transport

The Travel Plan Coordinator works closely with UNO and other public transport providers to ensure information about improvements to bus services and facilities are kept up to date. Improvements to public transport services, facilities and information in the last year include:

5.3.1 Buses

Completed & Ongoing

- Uno recently launched its new Comet (6 new buses) and Dragonfly bus routes (6 new buses), which are fitted out with wi-fi/USB chargers throughout - these services run on the 614 and 610 routes.
- Uno-M-Tickets running for nearly three years, currently c20% conversion from cash (well ahead of expectations).
- M-tickets extended to park and ride, current conversion to c.5% of users
- Car share ticket launched at University Park & Ride in April 2018 to promote greater use of car sharing among students
- The University provides discounted bus tickets on all UNO services to its staff and students, as well as annual passes which are heavily subsidised.
- The distribution of time tables at key points around the University such as receptions and LRC's.
- In order to achieve efficient transport links to de Havilland from the Hatfield Campus a shuttle bus service has been implemented between College Lane and de Havilland. The service between the sites runs every 7.5 minutes between the hours of 07:00 – 18:00 and from 18:00 – 23:00 every 15 minutes. This journey uses College Lane to link the two sites.
- The addition of a new low floor double deck bus to provide the majority of journeys on the busy 644 route.
- New bus livery launched in Summer 2005
- The University has invested in a flat screen to display Real Time information
- The University is represented at the local Hatbus group
- University helped develop the Network St Albans Quality Network Partnership in the City and District of St Albans (launched Nov 2010), and Watford and Hemel QNPs (launch late 2013)

- New bus shelters at the Forum and de Havilland site are provided with information screens in partnership with Herts Highways. These screens will allow Real Time Information to be displayed, once this project has been signed off by Hertfordshire County Council. The University is a full partner in the scheme, and has installed screens at all shelters under its control (these include College Lane, de Havilland and the Park & Ride) in order to provide this information once it comes on line (launched spring 2013).
- As the majority of student socialising facilities are located on the Hatfield campus a late night student service is provided. A late night bus service to ferry students in halls of residents between the sites has been in operation since the opening of the student Forum. Figures for the use of the shuttle are at present not accurate, but anecdotal evidence proves it is heavily used. With the introduction of m-ticketing on the Park & Ride, an electronic footprint of ticket purchases, will help to better understand the use of the shuttle from the Park & Ride.
 - The introduction of m-ticketing on the Park & Ride.
 - Purchase of two 'Green Buses' for the St Albans Area.
 - Real time launched on UNO network in Spring 2013
 - A University/UNO stakeholder group in order to improve the awareness of UNO services to the student body has been development in partnership with the Hertfordshire Student Union and Dean of Students (May 2013).
 - A new bus terminus opened in September 2017 residential site (just off Bishops Ride). Both university and local community will be able to make use of bus services serving this site.
 - A £40k contribution was provided by the University (£20k each for Real Time Screens and bus shelters)

Future Work

5.3.2 Train

The University Travel Plan and UNO work with other public transport operators to improve integrated transport. Specific annual improvements include:

Completed & On-going

- The successful negotiation with Transport for London (TfL) of a 30 per cent discount on public transport for students that reside within the M25 (known as Photo-card), has circa 5,000 students take this offer up annually.
- Continuation of UNO/University support of the Intalink initiative.
- New availability of integrated train and bus tickets on the rail network (known as Plus Bus) for staff and students.
- In 2009, the train operator First Capital Connect and the University developed a partnership, which led to the introduction of a ticket machine on College Lane for purchasing train tickets, which incorporated an UNO bus ticket to both Hatfield and St Albans Train Stations. The uptake of this facility varies throughout the year, due to the nature of the University terms (i.e. the summer holidays reduces sales) (Figure 5.1). At present, on average over the year 80 tickets are sold per month, much higher during term time periods.

Future Work

- As a working partnership of the Hatfield Train Station re-development team, looking at ways to improve connectivity of the station with the University. Currently, ideas include linking the proposed University shared cycle hire scheme, with designated secure and sheltered cycle racks based the station for University population to make use of
- As part of the Hatfield Station Redevelopment, a designated 'University Only' bus shelter will be installed – working with Hertfordshire Highways in the design work phase.
- Advertise train service, tickets and infrastructure improvements in partnership with GTR at Annual Fresher's Fare and Transport theme day as part of 'Environment Week'.

5.4 Park & Ride

Completed & On-going

- The park and ride facility is now well established on Angerland Common. This comprises of 800 car parking spaces. A dedicated shuttle bus service, comprising of five vehicles at peak periods, runs every 5-7 minutes and links to Hatfield and de Havilland Campuses. Three articulated (bendy buses) have been used since 2014 to improve capacity issues on the shuttle.
- From October 2017, the University introduced a mobile ticket for users of the facility who wish to use the shuttle service to the College Lane and de Havilland Campus. The charge was levied via mobile phone (known as m-ticketing), with users also able to purchase daily or carnet tickets.
- Four Source East EV charging posts have been installed for use at the Park & Ride

Future Work

5.5 Car Sharing

Completed & On-going

- The University purchased and now runs a car share database through the company liftshare.com. The software is introduced to staff at their induction, and is available through the University Intranet (Studynet) software. Currently (as of Jan 2011) over one hundred employees are registered on the scheme.
- In order to try and increase registration and uptake of car sharing, the car parking policy was reviewed, and car sharing awareness programmes developed.
- A car share package is being offered as part of the University package to the student body. This is part of the wider Hertfordshire Life share package offered through Hertfordshire County Council.

Future Work

- A car share package is being offered as part of the University package to the student body. This is part of the wider Hertfordshire Life share package offered through Hertfordshire County Council.
- Other measures, such as designated spaces and financial incentives to encourage further car sharing will be considered.

5.6 Parking Management Strategy

- UH is committed to undertaking a major review of car parking management in consultation with staff and student unions. This aims to consider best practice that could be applied to the University's situation.

At present there are just under 3,700 car park spaces provided for staff and student commuting. At present this is managed by an annual permit for staff, who pay based on their income, between £40 to £300. Students pay a daily charge of £3-6.50 on campus and will have free parking at the Park and Ride, but pay for the shuttle from this facility. The rate will vary from 50-60pence depending on the number of tickets purchased, using a carnet style ticket.

Where possible single occupancy car use is discouraged, through the measures promoted above. Providing more car parking space is not a viable option due to capital and operational costs and loss of land use. Even if the number of spaces were to be increased this would lead to increased traffic and congestion in the local area which is unsustainable. The local authority planning department will not allow any increase in car parking spaces.

Placing restrictions on car parking use for example by charging, can be an effective way of encouraging transfer of single occupancy car users to alternative modes. However it is important that any increases or changes to parking management must be accompanied by a campaign or launch of alternatives to ensure people are made aware of their travel choices.

Currently, whilst continually under review, there are no plans to change the parking charging arrangements at the University.

5.6.1 de Havilland Campus

A Parking Management Strategy takes into account parking issues related to academic facilities, residential facilities, sports and social club facilities available for public use as well as use of the auditorium facilities. The de Havilland Campus Parking Management strategy contains the following:

- Implement car parking restrictions
- Provide permits for staff and student parking which are non-transferable between the Hatfield and de Havilland campuses
- Implement residents restrictions on the issue of parking permits to students on de Havilland campuses. Students who reside on the de Havilland campus will not be eligible for a parking permit and will agree not to bring their cars to the area.

Students who transgress from the regulations may be subject to removal from University accommodation.

- Work with the local authorities to reduce the impact of parking in residential areas. Under the section 106 agreement the University has contributed to implementing parking measures in residential areas adjacent to the site
- Ensure that the organisers of any special events at the University are made aware of parking restrictions and given information regarding alternative modes.
- Two Source East EV charging posts have been installed for use at the de Havilland Campus

5.6.2 Hatfield Campus

The Hatfield campus already has a parking permit system in place for staff and students while visitors can park for free provided they receive a parking pass from main reception. This is managed by the Estates Department and is enforced by a dedicated parking officer.

However during a recent survey, it was found that the University is among one of the lowest charging organisations for parking charges compared to other institutions. The rates do not reflect the actual cost of car parking such as maintenance and administration costs and the loss of opportunity cost of the land. This in effect means that the University is subsidising car parking which is outside the core business interests of the organisation. In addition, the present system favours driving to work every day once the parking permit has been paid for and any increase in charges is met with resistance from staff.

Charges should be made to reflect the actual use of car parks as well as being self-funding, representing the true cost of parking such as maintenance and management costs. Any excess revenue made from parking should be used to fund alternatives. Under the current system, once a person has received a car parking permit, they are inclined to use it as often as possible in order to make full use of their purchase. Under an integrated system, the mode of travel would reflect the use of transport required for that individual on a daily basis. For instance one day they may require their car and the rest of the week would be free to cycle, catch a bus or work at home. In comparison, the cost of the average car parking permit is significantly lower than the cost of the annual bus pass.

For many other Universities with successful travel plans, excess funds from car parking charges have been ring-fenced to provide an income stream to promote and implement alternatives. There are also many opportunities for the University to update its parking system in line with technological developments to provide integrated travel, for instance through daily charging by use of the smart cards or by number plate identification systems. These schemes would also allow a variety of data to be captured including daily car park use.

The parking management strategy should aim to provide disincentive to travel by car everyday when alternatives are available therefore creating choice. However the system will allow car parking if the person must drive or is prepared to pay the charges.

- Four Source East EV charging posts have been installed for use at the College Lane Campus (two in the Forum car park and two at the Main Reception).
- Currently working with Chargemaster/Estates to extend EV charge points at the University (to possibility include a rapid charger).
- The University is partnering e-car four EV cars that are available to all University users (student, resident as well as the wider community in order to promote the uptake of EV in Hatfield). This has now be in operation since January 2014.

Future Work

- Working with e-car to extend current E-car club to possibly include Hybrid vehicles.

5.7 Users with Disabilities

Car users with disabilities would be exempt from this process but will still have to apply for their free parking permit from the car parking management office. The promotion and implementation of alternatives will include access considerations and integration for users with disabilities. These considerations will be coordinated with the University's Equality Unit.

5.8 Taxis

The staff travel survey (2013) indicated that just under on one per cent of the respondents said that they use taxis for work related journeys. The option of using a taxi means that staff do not have to bring their car to work and where possible employees should be encouraged to share taxis. The University should review this option as an alternative. It may be possible to reduce costs by negotiating with UNO or a local taxi company to gain preferential rates through a business contract. This company may also provide the guaranteed ride home for car sharers.

5.9 Reducing the Need to Travel

One of the key aspects of travel planning is to encourage people to think about whether they need to travel in the first place. If demand can be reduced before a journey is even made, it will be much easier to achieve set targets and objectives. Such measure include the consideration of working practices, to include tele-working and flexi-time. Both of these options are offered by the University.

5.9.1 Tele-working

Completed & On-going

- UH staff and students can access files and information via the Intranet site Studynet, which allows for tele-working remotely

5.9.2 Flexitime

- Flexi-time is available to all staff on the discretion of the line manger.

5.9.3 Timetabling and Access to Learning Resources

- In addition with the introduction of StudyNet and remote access to the Learning Resources Centre, more students now take advantage of the new information technology resources to conduct research and submit assignments without the need to travel to the University campus.
- Distance learning is available to students

5.10 Business Travel

During the 2013 staff survey, 24 per cent of staff said that they used the car during the day to perform their job. In order to identify cost savings and environmental improvements a business travel audit needs to be conducted.

In order to reduce the proportion of car use for business, UH will conduct a business travel audit to identify cost savings and environmental benefits including:

- All use of company/private vehicles used for business purposes
- Use of other modes for business travel
- Identification of common journeys
- Mileage and fuel consumption
- Expenditure on business mileage in vehicles
- Insurance costs associated to travel (including premiums and claims made)
- Fares for public transport
- Mileage and time spent for any walking and cycling business mileage

Future Work

- The University is trialling the introduction of a small number of EV cars for use for business travel.

5.11 New Recruits & Fresher's

It is vital that new staff and students are made aware of the University's commitment to reduce single occupancy car use and are provided with information on alternative travel. This is particularly important to help over come problems that arise at the beginning of the new term as students come to register for the new academic year. Currently, there is severe congestion of local roads and frustration of staff and students queuing to enter or leave University campuses at this time each year.

The Environmental Strategy already provides some information through Staff Induction and Freshers Fair although this should be reinforced at a departmental level and through the Students Union when new students and staff join the University.

Travel Data on 'Freshers' is not available at this stage, due to the Student Centre not wanting the additional burden of collecting such data at this time of year.

5.12 Visitors

It is essential that the University promotes itself as accessible to visitors through the use of alternative transport and to make visitors aware of limited car parking availability. Visitors should easily be able to access information for example through the UH website to allow them to plan their journey especially through the promotion of public transport links to the campus they are visiting.

Where a large influx of visitors is expected, for example on open days and conferences, the promotion of other modes of travel is essential to reduce the impact from car use. Publicising transport routes and visitor maps is critical to assist people with planning their trip and to show that the University is easily accessible and proactive in protecting the environment.

5.13 Deliveries

In order to assist this process the University will establish baseline data on the number of deliveries/freight movements to review how the level of transport movements could be rationalised (Aug 2012). This is going to be undertaken as part of the overall review of access and car parking strategy.

6.0 Marketing & Awareness

The profile of the Travel Plan has been raised over the years to ensure that the University's stakeholders, who include staff, students and the local community are aware that the organisation is investing in improving its environmental performance in relation to transport. Specific achievements include:

- The adoption of a successful email service (travel@herts.ac.uk) for personalised travel advice for staff and students to make suggestions/comments.
- A travel website with new updated web pages (www.herts.ac.uk/traveltouni).
- University representation at the new Welwyn Hatfield Transportation Forum and St Albans Local Strategic Partnership.
- Lectures given to undergraduate level students concerning Transport Planning.
- University representation at the Association of Commuter Travel (ACT) and Hertfordshire Business Travelwise and Environmental Association of Universities and Colleges.
- One stop shop for Travel Information is provided at the University's Student Centre (started 2007), where information on car parking policy, permits, bus passes, student photo-card scheme and public transport information is provided.
- Staff are inducted at the beginning of their employment, at which presentations and information are provided to them on their option for travel.
- Student Eco-reps hold monthly stalls (aimed at students) with all transport information available.

Future Work

- As of late 2018 a new revised 'Travelling to the University' leaflet, accompanied by digital screen and other media will be launched. The leaflet incorporates all transport measures offered to staff, students and visitors. Importantly for the first time, the leaflet also offers student residents with their travel option at an early stage of their university life.

7.0 Monitoring & Key Indicators

In order to measure the success of the Travel Plan it is essential to monitor changes in travel behaviour towards the objectives and targets set by the University. The baseline information required to measure progress for staff and students will be collected through the staff/student travel surveys in March /April of this year (2013) and every two years thereof.

Additional spot check in terms of monitoring are conducted for on street parking as well as car parking observation by security to assess use. These are reported to Estates in terms of informal reporting.

A report of the results will be submitted to both the Planning and Highways Authorities by June of each year the survey is conducted.

The University intends to monitor change against the objectives and targets set out in sections five and six. Key indicators have been identified that will enable the University to measure its success against these objectives and targets:

- Number of people driving alone to the University campuses;
- Number of people travelling by alternatives modes;
- Number of bikes parked on the University campuses;
- Number of people registered on the car sharing database (when established);
- Number of people boarding and disembarking at the bus stops on the University campuses;
- Number of staff who have taken up flexi-working;
- Number of staff days spent tele-working; and
- Number of business miles claimed.

These indicators will be understood through:

Completed & Ongoing

- A detailed travel survey of staff and students conducted every two years, to be undertaken at the same time of year on each occasion;
- Twice annually audits of the car park and cycle parking facilities to see how many bikes are on site;
- Working with UNO (hire car use), Key Travel, and the Purchasing and Finance departments to conduct an annual audit of business miles travelled.

Future Work

- Working with UNO to monitor quarterly passenger levels on different routes to be reported as percentages as part of the new University/Uno stakeholder group.

8.0 Conclusion

From the analysis conducted into current travel patterns including modal split, people's attitudes and the evaluation of links routes and facilities, it is clear that there is significant scope to promote and improve opportunities for sustainable travel to the University of Hertfordshire.

By implementing a combination of incentives and disincentives through the development of the Travel Plan, a co-ordinated approach to reducing car travel and meeting planning obligations can be achieved.

Measures for consideration to meet the headline targets are recommended and include:

- Ensuring roles and responsibilities for travel management within the organisation, with continued commitment from senior management
- Resource allocation to facilitate and co-ordinate the Travel Plan
- Work with partners to find joint travel solutions
- Improvements and promotion of walking routes and facilities
- Improvements and promotion of cycling routes and facilities
- Provision for motorcycles where appropriate
- Promoting integrated passenger transport with support for public transport operators and possible route changes
- Providing subsidised fares for students and staff
- A shuttle service to link the de Havilland and Hatfield campuses
- A Park & Ride scheme
- Promoting links between the de Havilland and Hatfield Campus through the shuttle service and improved walking and cycling routes
- A car sharing scheme
- A parking management strategy with a commitment to review car parking charges
- Ensuring access and promotion of sustainable travel for users with disabilities
- Encouraging local authorities to implement measures to control on-street parking
- Promotion of tele-working where appropriate
- Review the opportunities afforded by flexi-time (especially with respect to support staff)
- Review of timetabling and continued flexible access to learning resources to promote sustainable travel
- Reduce the proportion of car use for business travel
- Ensuring availability of information for new staff and students and visitors
- Reducing unnecessary journeys for deliveries

As outlined in the continual improvement action plan, many of these initiatives will need to be in place for the student residences and for the opening of the Science Building on the College Lane Campus. An essential part of the Travel Plan includes

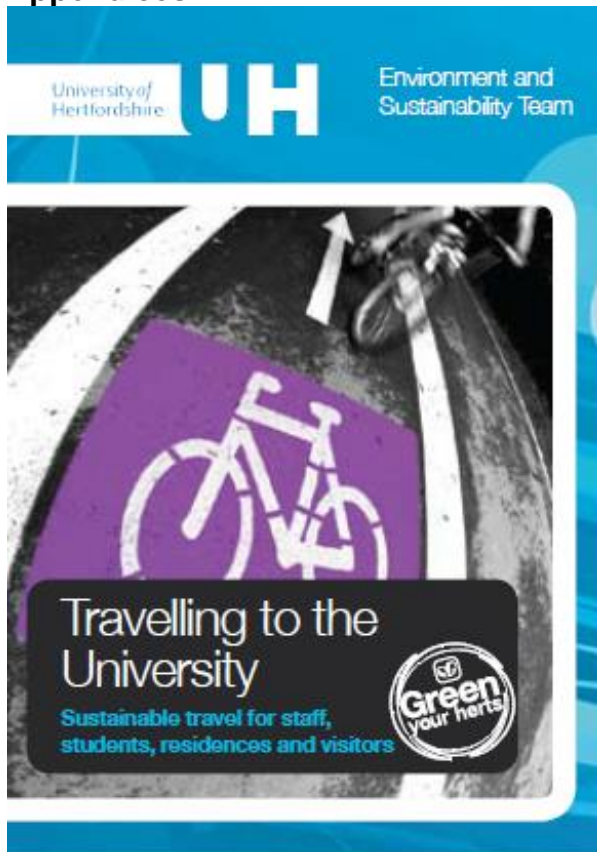
marketing alternative transport to staff, students and visitors to raise awareness of travel choices across the University's community, and this continues to be undertaken.

By working in partnership at a local level on transport issues and communicating with stakeholders the University receives support to reduce its environmental impact as well as gaining cost efficiencies through reduced congestion and possible funding and sharing of resources to implement common goals. The review indicates that good progress has already been achieved through integrated transport, however this is an on going process through which the University of Hertfordshire can make a valid contribution towards sustainable development.

The Travel Plan is presented as a flexible working document for continual improvement and follows a management system framework. This requires regular monitoring and reviews in order to check progress towards targets set. The implementation of the University of Hertfordshire's Travel Plan will continue to provide the opportunity for significant modal change and help to ensure that the traffic impact is minimised to all its campuses. This plan will continue for a minimum of ten years after implementation or longer where specific planning conditions are in force, and revised thereafter on a five yearly basis.

SC Aug 2018

Appendices



(travelling to the University leaflet (front and back), 2015 – inclusive of residences)

The University is committed to cutting our carbon footprint. One of the ways is for all of us to cut the number of car journeys we make alone to and from the University. Follow this leaflet and find out how to plan your journey more sustainably!

Our travel plan

The Travel Plan was implemented in 2003, and since then, the University is constantly working with staff, students, residents and the local council to provide better public transport and other more sustainable ways to travel to the University.

Find out more at www.herts.ac.uk/sustainable or contact travel@herts.ac.uk



Providing Accessible Campus	Building upon Success	Working with the Local Community
Demonstrating Best Practice	Travel Plan Alone	Working with Businesses, Government & Sector Partners
Reducing Costs	Meeting National & Local Transport Policy	Meeting Planning Requirements

Did you know
Around a third of the University's Carbon emissions are from transport activities.

Environment and Sustainability Team

Travelling to the University
Sustainable travel for staff, students, residents and visitors

Where are we now?

Since we introduced the Travel Plan in 2003, significant progress has been made in reducing staff and student private car use.

Transport Form	Staff		Students	
	Target	Time	Target	Time
Car	50%	By 2015	20%	By 2015
Other Forms	40%		80%	By 2015

Did you know
Staff and students make 2 million journeys a year on our Uno buses.

Primary Form of Travel 2013

	Staff %	Students %
Bicycle	5	5
Bus	8	17
Car (drives, on own)	66	25
Car Share (driver or passenger)	6	4
Motorcycle	1	0
Train (> other from station)	4	4
Walking	8	46
Other	1	1



Meet our Environment & Sustainability Team

- Environmental Coordinator
- Transport Planner and Coordinator
- Sustainability Manager
- Energy Manager
- Environment and Sustainability Team Assistant

We employ student EcoFleets and have a staff Environmental Working Group who work to raise awareness about the alternative travel arrangements which we provide.

For General Information: sustainable@herts.ac.uk

For Travel Information: travel@herts.ac.uk

Visit our website: www.herts.ac.uk/sustainable

UBIKE
Giving you the freedom to succeed

Get on. Ubike enables you to hire a bicycle over a period that suits you.

And go. What ever you need a bicycle for, we provide you with everything you need:

- Bicycle fitted with lights, lock, mudguards and carrier
- Easy collection and return area
- Designated drop-in service and maintenance sessions

www.herts.ac.uk/sustainable/UBIKE

U-bike is operated by Scoots in partnership with U-Mag and the Environment and Sustainability Team

www.herts.ac.uk/sustainable
travel@herts.ac.uk

Environmental leaflets available:

- Caring for our Environment
- Travelling to the University
- Motion - Environmental Consultancy

Printed on Dugan Offset



Location map



University of Hertfordshire
College Lane Campus, Hatfield, Herts AL10 9AB
de Havilland Campus, Hatfield, Herts AL10 0EU

Useful links
www.ubike.co.uk
www.athletics.ac.uk
www.nationalrail.co.uk
www.nationalconnect.co.uk
www.nationalconnect.com
www.motobike.org.uk

Need a tool?
Hilop Tools 01707 271266
Diamond Tools 01707 266646
Simon Cole 01707 261930

Get on. The Scoots Project provides scooters and motorcycles for people to hire or buy.

And go. What ever you need transport for, we provide you with everything you need:

- Compulsory Basic Training (CBT)
- 12 Months Insurance, Tax, Servicing and Breakdown Recovery
- Safety Equipment: helmet, gloves, jacket, tuck and waterproof trousers.

Visit www.scootsin2.co.uk
Call 01707 666513

Catch the bus



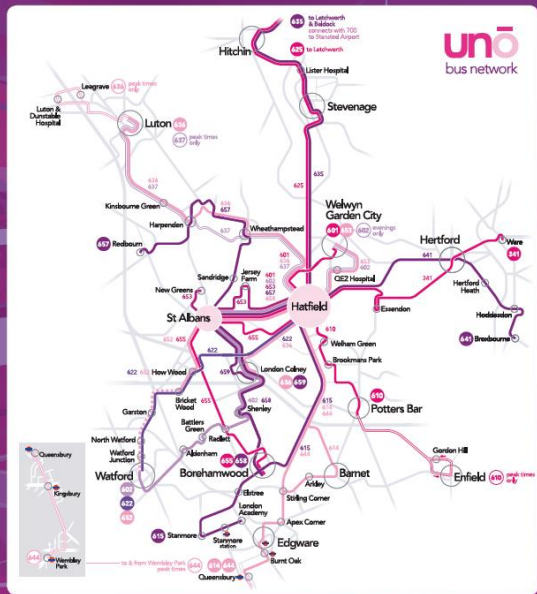
Bedfordshire and North London. Daily, weekly and monthly tickets are all available.

For all fares information visit www.unobus.info/fares.shtml

For more information on other bus services in Hertfordshire please visit: www.intalink.org.uk or download the intalink mobile app.



Uno is the UK's only University-owned bus company and offers discounted trips for staff and students. It can be used by the general public and runs across Hertfordshire, parts of



Take the train

The University is situated close to Hatfield and St Albans railway stations.

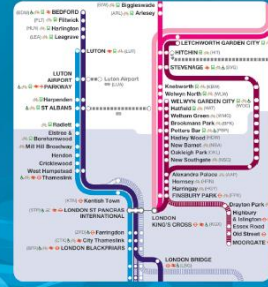
Hatfield

The University is just an 8 minute bus ride from Hatfield station (buses 603, 341 and 641). Hatfield to King's Cross takes 22 minutes.

St Albans

St Albans station is a 16 minute bus journey from the University (buses 602 or 655). Trains to King's Cross take 19 minutes, Luton 15 minutes and Bedford 35 minutes.

Tickets can be bought at the First Capital Connect kiosk outside the University Forum. To get personalised journey information, you can also use the intalink kiosk at the Forum. Discount student oyster cards for getting around London. For information contact the Student Centre on 01707 234800.



To view the online rail map please scan the QR code.



Parking at the University



Interview Day will receive a parking permit for use at the park and ride.

Residential students

There is no parking for residential students living on de Havilland Campus (except students who hold a blue badge for a personal disability) and it is part of the accommodation contract that students will not bring a car to the University or Hatfield. Residential students will not be allowed to park over night in the University's Park & Ride facility.

For further details contact: parkinginfo@herts.ac.uk

For queries about parking permits, contact: parkingpermits@herts.ac.uk

For students...

Campus parking for students is limited to certain people (if you have a disability for example).

For staff...

Staff must have an official parking permit. Permits are available at the student centre on the College Lane Campus.

For more staff parking information please visit our 'car parking' section on staffnet.

For visitors...

If you're coming to the University, the person you're visiting will arrange a day permit for you. Applicants attending a School Open Day or



Scoots



The Scoots Project enables those without the means to travel with a solution in the form of a 50 or 125cc scooter with 2 years warranty! This also includes:

- Compulsory Basic Training (CBT)
- 12 months Insurance, Tax, Service Plan, Maintenance and Breakdown Cover
- Safety Equipment (includes helmet, gloves, jacket, lock and waterproof trousers)

At the end of the 12 months, the clients receive ownership of everything!

Visit www.scoots2w.org.uk



Car share

Staff Car Share

The University now have dedicated car parking spaces for staff car sharing. To have access to these spaces you will need to register at www.uniofherts.liftshare.com, which is a database for UH staff who you could share your journey with!

Student Car Share

Need your car? Why not give others a lift?

It's free and simple to become a part of, just visit www.hertsliftshare.org for more information and to sign up!



Park and ride

During term time, the University runs a park-and-ride service for staff and students. It is operated between 07.00 and 22.00, with shuttles running every five to seven minutes during peak hours.

At present there is no charge for the park and ride shuttle.

Scan the QR code for timetables.



On your bike



We're committed to promoting a healthy campus, where cycling and walking is widely encouraged.

We have partnered with Halfords Cycle2work to offer savings to staff and students on the cost of a new bike and accessories.

For further details contact travel@herts.ac.uk or visit www.cycle2work.info



