

Appendix E – Travel Survey Results

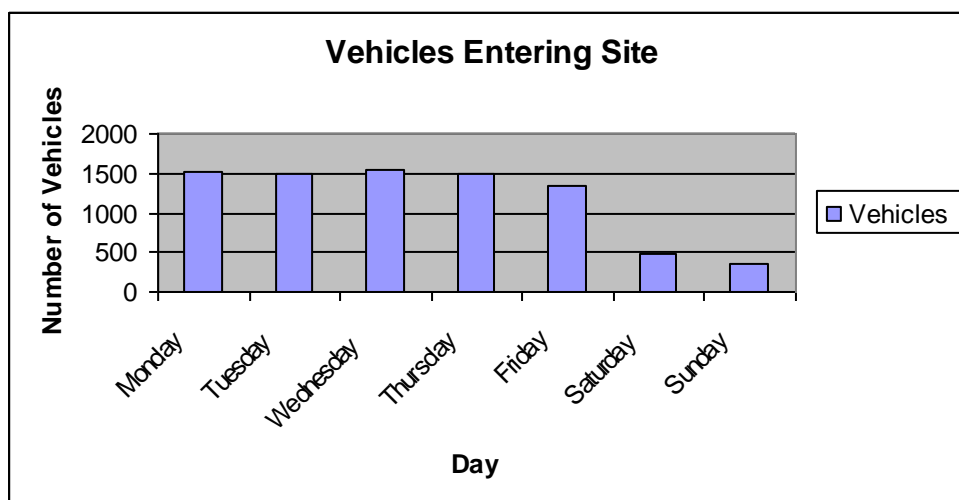
TRAFFIC MONITORING AT THE MAIN ENTRANCE

Traffic entering the site has been monitored using electronic counters for a week beginning on Friday 19th September 2003 and ending on Friday 26th September 2003. This was considered to be a normal working week, free from outside factors such as school holidays, major roadworks, or other influences that could affect the number of vehicles entering the site and, importantly, prior to the commencement of any major building works on the site.

The monitors recorded the following data:

TOTAL NUMBER OF VEHICLES ENTERING THE SITE:

1. Monday	1516
2. Tuesday	1494
3. Wednesday	1552
4. Thursday	1490
5. Friday	1335
6. Saturday	491
7. Sunday	358



Peak times of vehicles entering the site:

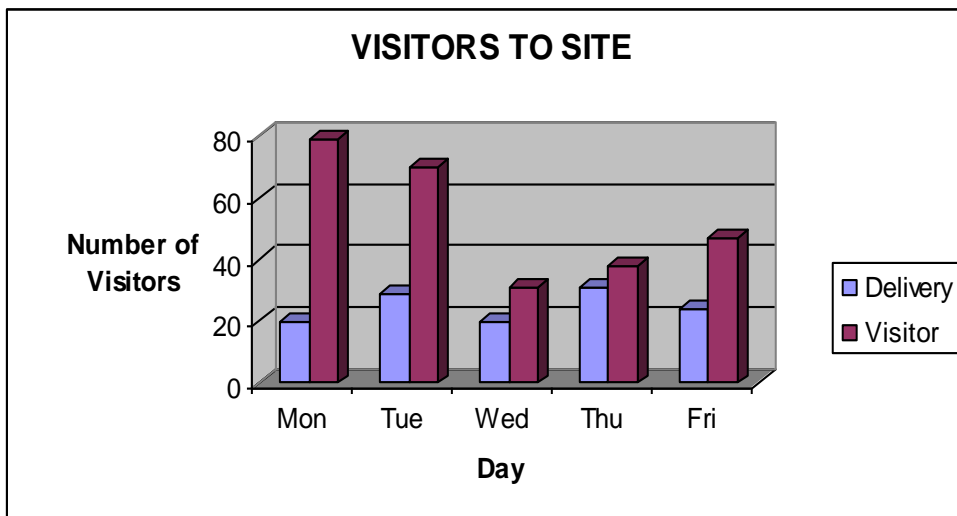
AM peaks: 0700 to 1000

PM peak: 1300 to 1400

VISITORS TO SITE SURVEY

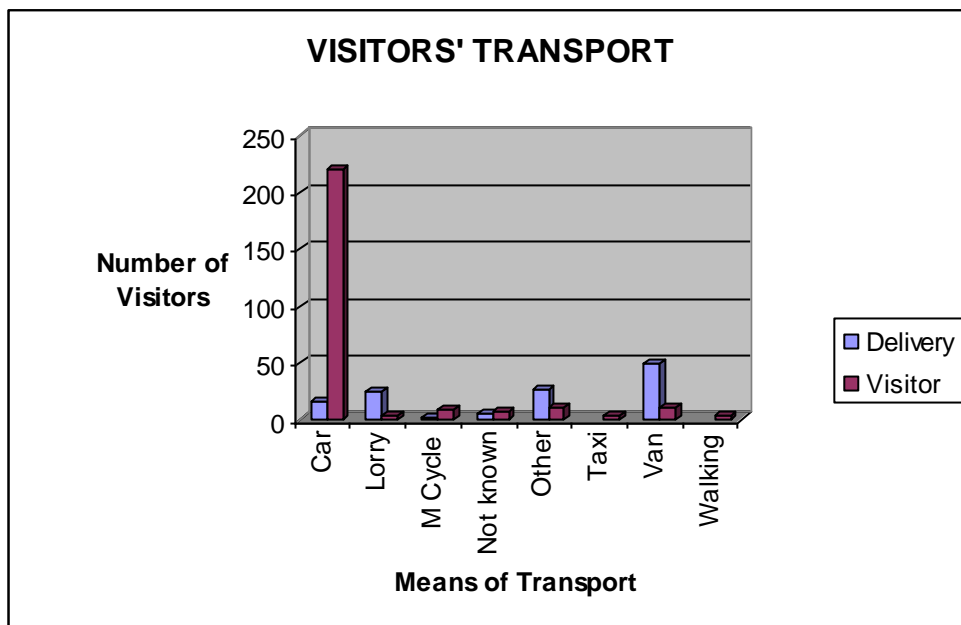
Headquarters reception staff were asked to collect information on all visits to site by non-employees between 1700 hrs on Thursday 25th September and 1700 hrs on Thursday 2nd October. Data was collected by observation and recorded on check sheets showing date, time, whether delivery or visitor, and mode of transport, whether car, motorcycle or other. The resulting data were entered onto a spreadsheet and analysed. The results are shown in the next two graphs supported by tables.

During this sample week the data shows us that the majority of visits to employees took place on Monday and Tuesday, with very few on Wednesday, while the busiest days for deliveries were Tuesday and Thursday.



Day	Deliveries	Visitors	Totals
Mon	20	79	99
Tue	29	70	99
Wed	20	31	51
Thu	31	38	69
Fri	24	47	71
Grand Total	124	265	389

Modes of transport by visitors were predictably mainly by car with a significant proportion by van and lorry. It was remarked that although visitor numbers were lowest on Wednesday, the questionnaire and electronic traffic count told us that the greatest numbers of vehicles arrived on site on Wednesday. This could be accounted for by the fact that Wednesday is the main training day for officers and as a consequence staff may discourage visitors on that day.



Reason	Car	Lorry	M.Cycle	N/K	Other	Taxi	Van	Walking	Total
Delivery	16	25	1	5	27		50		124
Visitor	220	3	9	7	10	3	10	3	265
Total	236	28	10	12	37	3	60	3	389

STAFF TRAVEL SURVEY

A survey of all of the staff currently based at the Headquarters complex was undertaken during September 2003. The Public Access and Visibility Strategy (PAVS) team promoted the survey, which was designed to obtain information on the methods of travel to and from headquarters employed by all members of staff, and collated the submitted data. The survey took the form of a questionnaire published on the Force intranet, with the data captured electronically. Results and analysis of the survey are included later in this document, and will be used in future to monitor changing transport habits.

QUESTIONNAIRE RETURN RATE

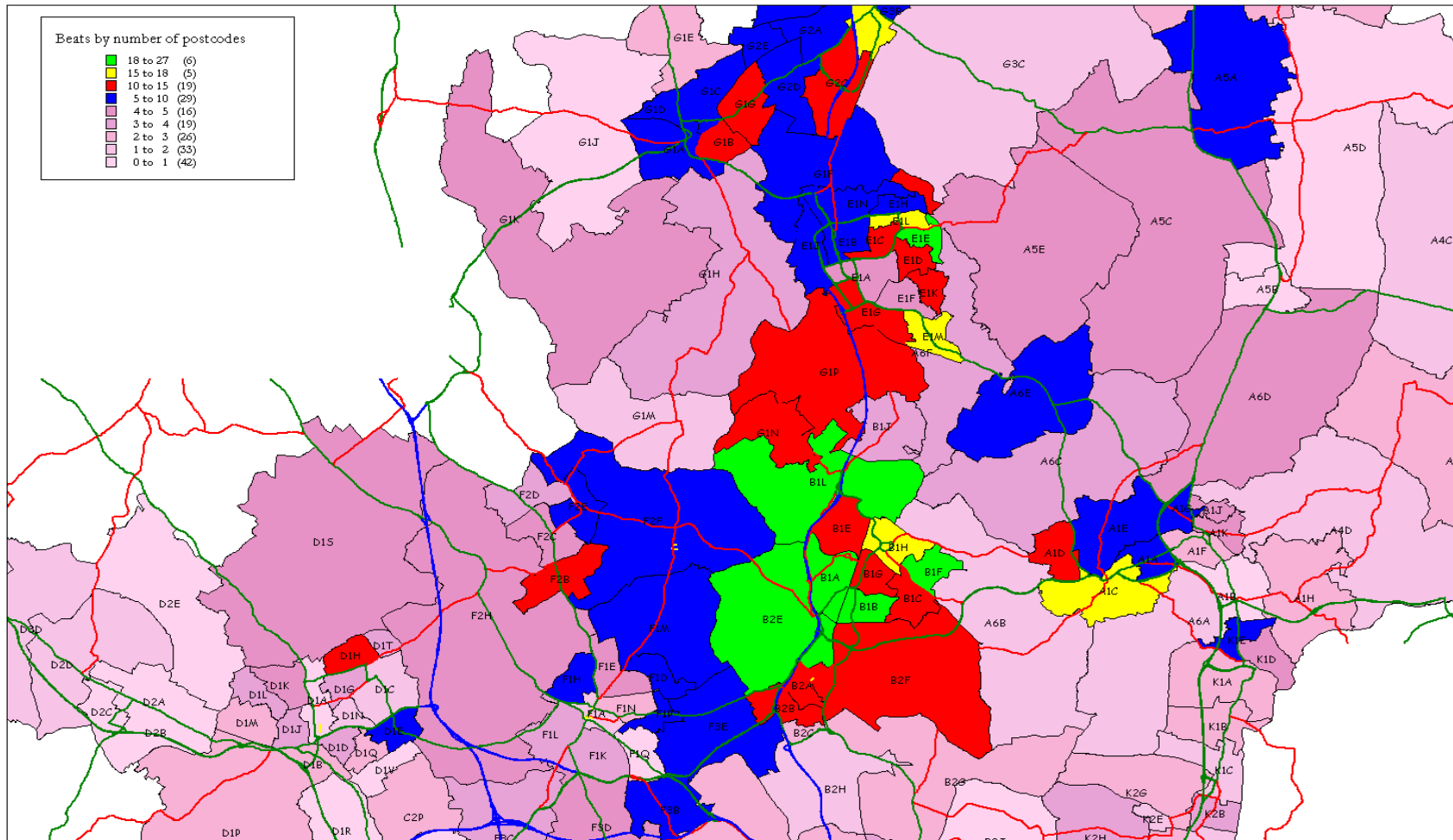
The response to the questionnaire had a very high return rate. Of the approximately 1246 headquarters staff who were invited to complete the questionnaires, 583 were completed, which represents a return of 47%. The data produced from these questionnaires will therefore be an accurate representation of the travel patterns currently being undertaken by the staff as a whole. The information obtained can be used to form a picture of the current situation and will be useful in planning and monitoring the future travel modes.

THE FACTS

Q1. ABOUT YOU

Results from the first question of the survey showed using postcode data that staff are spread over a large area. A large number of staff are resident in the large town settlements within Hertfordshire. In Welwyn Garden City, Hatfield, locally and further afield at Hemel Hempstead, Watford, Stevenage and Hertford. A significant number are residents of areas on the A1 trunk road corridor, particularly north of Welwyn Garden City following the route of the the A1. The remainder are spread thinly in villages and smaller towns inside and outside of Hertfordshire.

The plan on the next page shows the distribution of permanent staff members' home addresses by postcode within the numbered beat areas of the force.



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HEADQUARTERS STAFF LOCATIONS (BY BEAT CODE)

Q2. YOUR DEPARTMENT

This table shows the numbers of responses received from each department broken down by work pattern.

DEPARTMENT	HOURS	NUMBER
Comms & IT	Office hours	37
	Shift	1
Complaints & Discipline	Office hours	12
	Shift	
Control Room	Office hours	1
	Shift	79
Corporate Communication	Office hours	8
	Shift	3
Crime Management	Office hours	109
	Shift	22
Criminal Justice	Office hours	7
	Shift	
Development Fund	Office hours	3
	Shift	
Estates & Facilities	Office hours	18
	Shift	3
Executive	Office hours	13
	Shift	
Finance	Office hours	20
	Shift	
Fleet Management	Office hours	7
	Shift	
Force Tasking & Co-ordination	Office hours	6
	Shift	
Human Resources	Office hours	71
	Shift	1
Legal Services	Office hours	8
	Shift	
Ops Support	Office hours	35
	Shift	58
Org Intelligence & Development	Office hours	40
	Shift	2
Procurement	Office hours	8
	Shift	
Road Policing	Office hours	4
	Shift	3
Strategic Intelligence	Office hours	4
	Shift	
Total Office hours		410
Total Shift		173

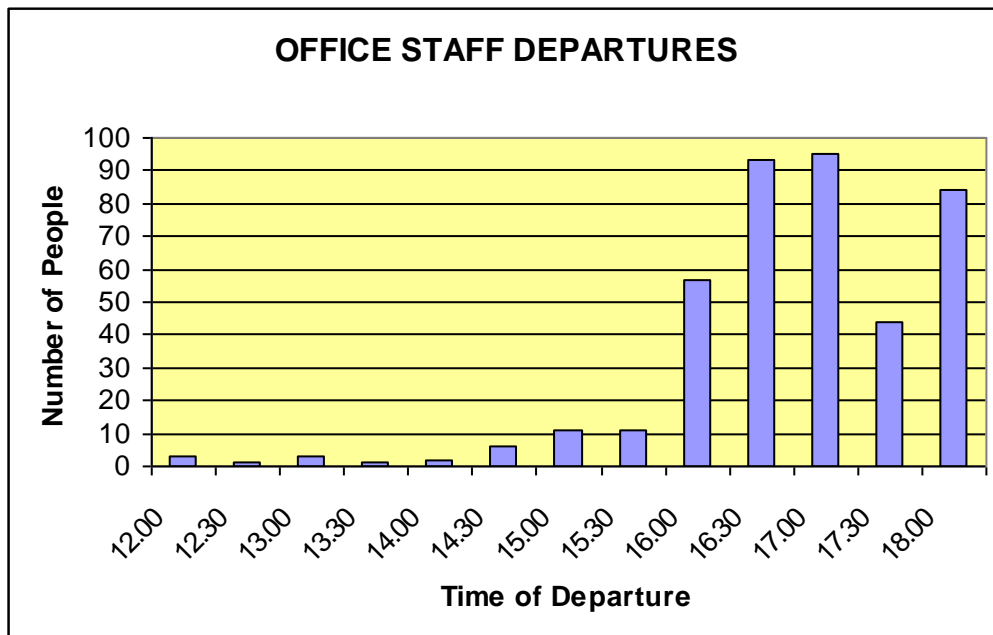
Q3. DO YOU USUALLY WORK OFFICE HOURS OR SHIFT?

Question 3 showed that 71% of the staff who completed the questionnaire did office hours and 29% did shift work of one form or another. Those who completed office hours had to go to question 4, whilst those on shift work had to go to question 5.

Q4. INDICATE THE TIMES YOU USUALLY START AND FINISH WORK

The results of question 4 showed that the office hours varied, though the majority performed the following work times. 9% started at 0700 hours, 43% started at 0800 and 30% started at 0830 hours. Finishing times varied from 1500 hours until 1800 according to their contracted hours.

The majority of office staff finished between 16.30 and 18.00 hours.



Q5 IF YOU WORK SHIFTS PLEASE STATE WHICH PATTERN YOU ARE ON

As a police force it is necessary to have a number of different shift patterns according to the needs of the department. A number of current shift patterns are in force at this time. Herts99 is the 24 hour shift with a 5 week pattern. There are also the three shift pattern of earlies, lates and nights which some departments work. Others do a variety according to the demands of the department.

Question 5 was designed to establish which shifts would be affected most. The data has been simplified and shows that 78% work the Herts 99 shift pattern, 27% do a variable pattern and 5% other types of shift.

Q6. PLEASE CONFIRM THE DAYS YOU REGULARLY WORK

Question 6 identified the busiest days of the week. From analysis of the data it was found that on a Monday 538 work at HQ, on Tuesday 545, Wednesday 545, Thursday 528, Friday 518, Saturday 138 and Sunday 130. This indicates that the amount of personnel attending the site during the week remains almost constant, whilst at weekends there are a great deal fewer employees, which was to be expected.

YOUR JOURNEY TO WORK

Q7. DO YOU USUALLY TRAVEL TO WORK BY CAR OR OTHER MEANS?

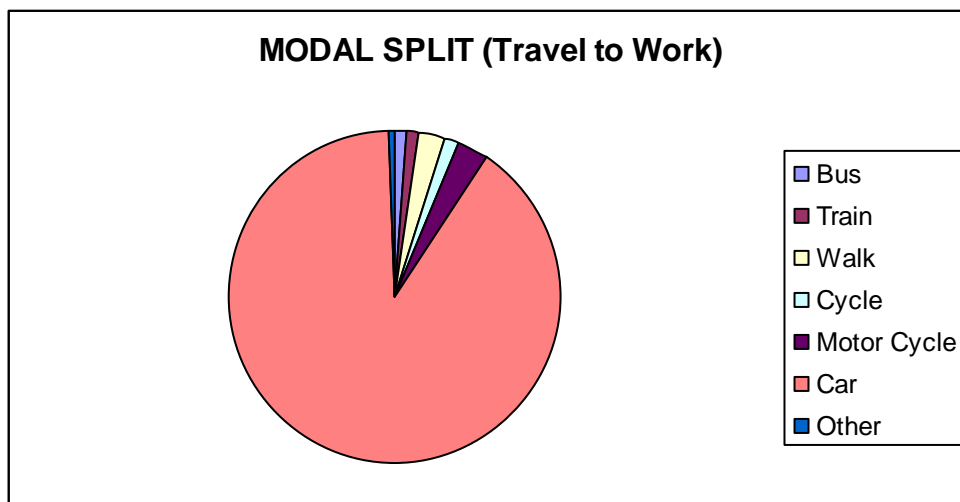
Question 7 gave a two option answer 'Car' or 'Other'. This found that 94% travelled by car. Only 6% walked, cycled, or used public transport or other methods.

Q7A. IF YOUR METHOD OF TRAVELING TO WORK VARIES PLEASE STATE THE REASONS WHY?

A large number of comments were put into this free text box answer. The most frequent comments included poor weather (inclement weather causing changes from motorcycling to car use, or walking and cycling to car use), work arrangements (meetings, deliveries outside the complex), family (dropping off and collecting children from school) and other commitments (shopping, visits to or from work).

Q8. HOW DO YOU TRAVEL TO AND FROM WORK?

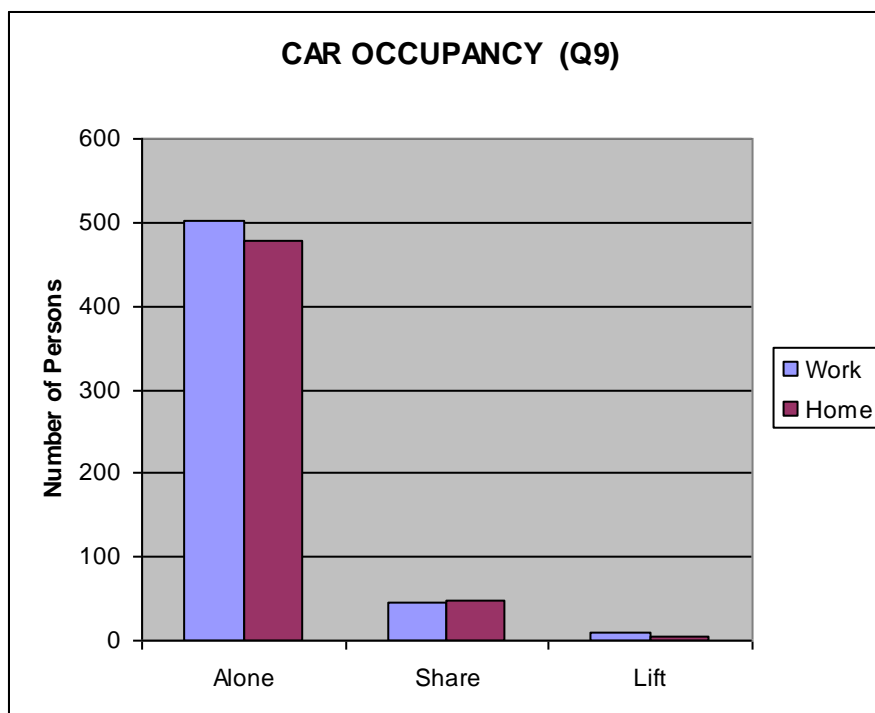
This question provided data as to specific modes of transport by asking which mode of transport staff used travelling to work and home from work. The following chart demonstrates that a huge proportion of staff arrives by car, and that hardly any arrive on foot or by public transport.



The figures obtained from the questionnaire gave such large discrepancies between the numbers of people arriving and departing by any means of transport that it was assumed that the format of the question had caused misunderstanding. For this reason only the figures for arrivals were used for analysis.

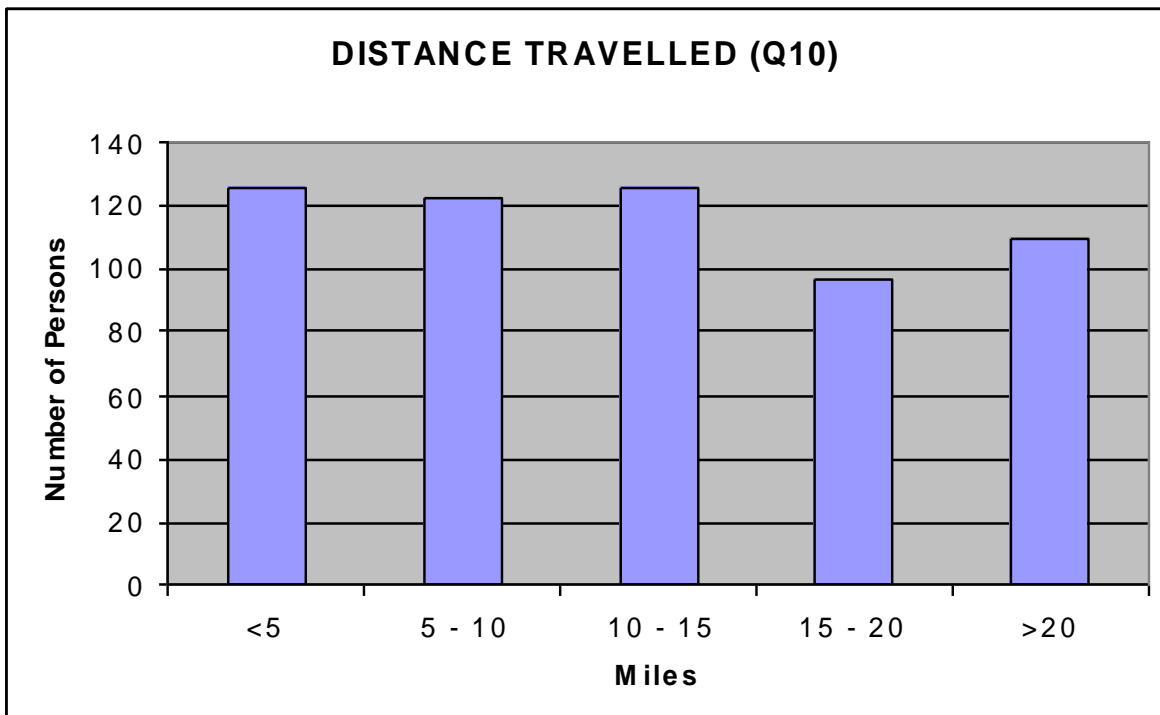
Q9. IF YOU TRAVEL TO WORK BY CAR PLEASE INDICATE HOW YOU USUALLY TRAVEL.

Car sharing was the main subject of this question providing specific data on car use, lift use or car sharing. The data provided showed that 9% were already car sharing, 3% had a lift and were dropped off outside the complex whilst 88% were single car occupants.



Q10. HOW FAR IS YOUR JOURNEY TO WORK?

Question 10 provided data on the length of journey that staff had to make to get to work. The data showed that 22% travelled less than 5 miles. 21% had to travel between 5 and 10 miles. 22% had to travel 10 to 15 miles, 17% travelled 15 to 20 miles and 18% travelled over 20 miles.

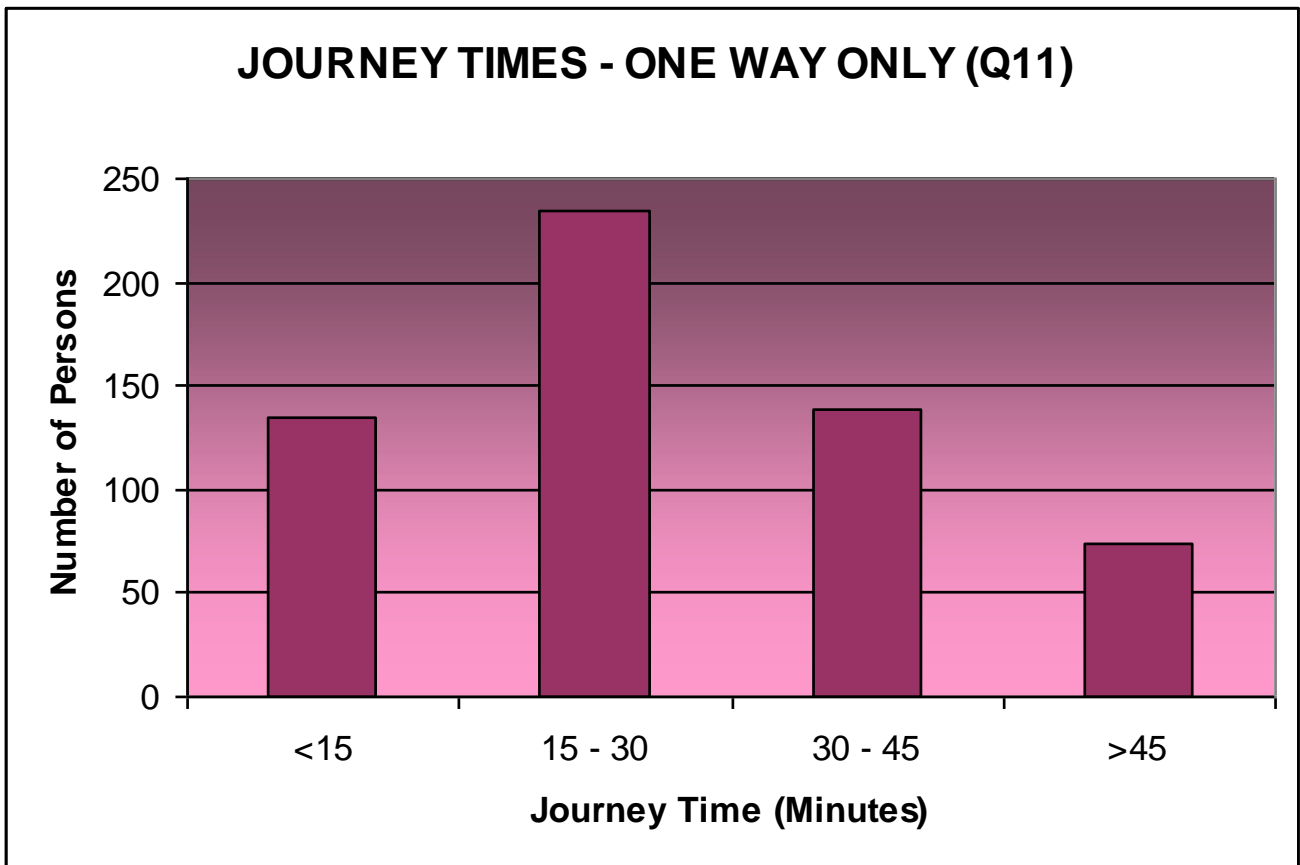


Q11. HOW LONG DOES IT USUALLY TAKE?

Data provided by replies to this this question gave the time it takes for a staff member to travel into work. 23% said it took them less than 15 minutes, 40% said it took them between 15 and 30 minutes, 24% said it took 30 to 45 minutes and 13% said it took them over 45 minutes.

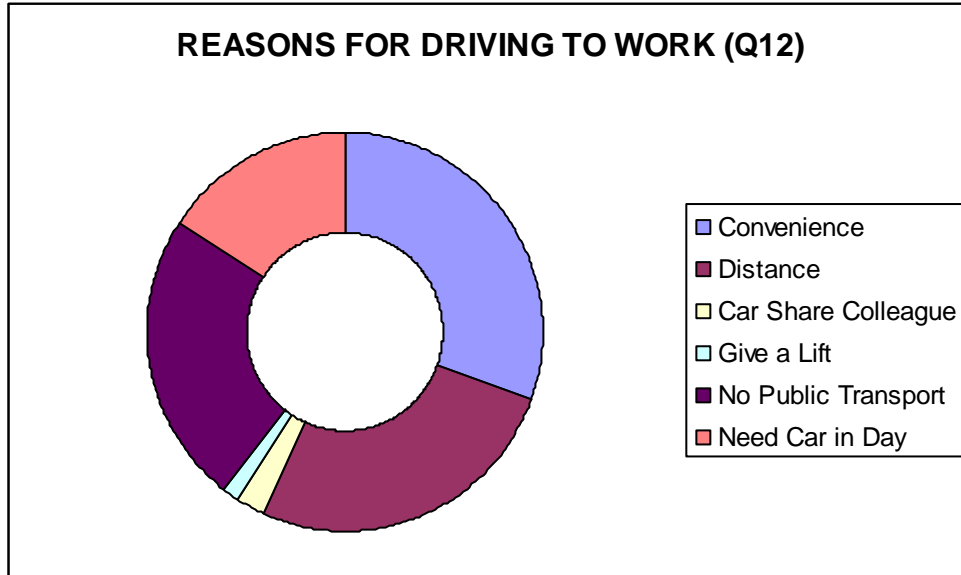
Q12. IF YOU USUALLY DRIVE TO WORK WHAT IS THE MAIN REASON?

Question 12 gave 6 options for reasons why a staff member would usually drive to



work. The data from question 12 showed that 32% selected the 'convenience' option, 28% selected the 'distance' option, 3% selected the 'car share with someone from the constabulary option', 0% selected the Give a lift to someone to

or from work option. 21% selected the 'No Public Transport' option and 16% selected the 'Need to use my car during the day' option.



Q13. ARE YOU REQUIRED TO USE YOUR CAR FOR POLICE BUSINESS DURING WORK TIME?

This question gave two options - 'yes' (Go to question 13a) and 'no' (Go to question 14), of the answers given 36% said 'yes' and 64% said 'no'.

13A. ARE YOU AN ESSENTIAL OR CASUAL USER?

This question was directed at those who used their vehicles for police business. It has since been found to be slightly misleading as recently the force has changed the way business use is defined and as such this question was deemed to be confusing. The results of this question have been voided.

13B. HOW MANY ROUND TRIPS A WEEK, ON AVERAGE, DO YOU MAKE ON POLICE BUSINESS?

Question 13b provided data about those who use their cars for business use and the number of times they left and returned to police headquarters. This then quantified the vehicle movements in and out of the complex and the times that driver would have to find a space in the car parks. The figures showed that 422 round trips from the Headquarters complex and back were made per week.

Based on this statistic, and assuming that it takes ten minutes to find a parking space during the day, it has been calculated that the equivalent of 977 working days could be lost every year by staff returning to Headquarters from off-site meetings or call-outs

REGULAR CAR USERS ONLY

Q14. WHICH OF THE ALTERNATIVE METHODS OF TRAVELLING TO WORK WOULD YOU BE INTERESTED IN?

This question gave two options ' Car share with someone from the Constabulary' and 'Public Transport and free mini bus travel from Welwyn Garden City town centre'. The data returned showed that 178 staff members would consider option 1 and 61 staff members would consider option 2. The question also gave a text box for other comments. The comments as to what other alternatives they would consider. Comments included 'No alternative', 'not interested', 'free public transport', 'free rail fares', 'company cars', 'park and ride schemes', transport from police stations to headquarters' and 'work from home'.

Q15. HOW MANY TIMES HAVE YOU BEEN UNABLE TO LOCATE A MARKED PARKING SPACE ON SITE IN THE LAST THREE MONTHS?

Question 15 asked staff to identify how much difficulty they had experienced in finding a marked parking space on the complex. From the questionnaires it appears that only the office staff have the main problems parking. Those on shift work found fewer problems finding a parking space, and this could be explained by the fact that most operational and shift workers have dedicated parking areas or arrive on site out of office hours.

Q16. ANY OTHER COMMENTS?

This gave the staff members a free text box to enter any other comments they wished to make. We have tried to categorise the types of suggestions people have made and the type of concerns they have expressed, and these are listed in order of frequency in the table below

Frequency of comments	
No viable alternative e.g. Public or shared transport	77
Provide more parking	43
Car needed for business use	28
Carer - may need car during day	22
More dedicated parking for shift workers	17
Concerned about personal safety	13
Allocated parking for pedal & motorcycles	8
Allocated parking spaces	8
Encourage alternative to sole car occupancy	8
Area transport should be used	7
Cars damaged while parked	4
Long term parking should be off site	4
Hire car users should take their own cars home	3
Walk if close by	3
High cost of local housing	2
Hold training at stations	2
Allocated parking spaces not always used	1
Build a swimming pool	1
Only use car occasionally	1
Ops Room car park is frequently empty	1
Other commitments	1
Reduce number of civilian staff	1
Showers etc for cyclists & joggers	1
Work from home/stations	1

While this is not an exact science it highlights the fact that many people feel they have no alternative to driving to work, and moreover that this should be made even

easier. The challenge is to change people's focus to look for alternative methods of travel to work, and to encourage this process as much as possible.

