Queen Mary University of London
Whitechapel Campus Travel Plan

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**Related Documents**

Sustainable Transport Policy

Carbon Management and Implementation Plan

Mile End Campus Travel Plan

Charterhouse Square Campus Travel Plan

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1.0 Introduction

The implementation of travel plans across all of our campuses will help facilitate easier sustainable travel for both students and staff at Queen Mary University of London (QMUL). As a growing university moments from central London with 18,829 students and 3,698 members of staff, transport and encouraging the use of sustainable transport modes is becoming increasingly important.

These travel plans are supported by our sustainable transport policy and highlight our commitment to addressing our environmental, social and economic impacts and opportunities. The locations of our 5 central London campuses can be seen below (L-R: Lincoln’s Inn Field, West Smithfield, Charterhouse Square, Whitechapel and Mile End). We also have a campus in Chislehurst, South East London, where our sports facilities are based.

1.1 Travel plan aims

The purpose of this travel plan is to manage travel and transport within QMUL, seeking to increase the use of more sustainable travel modes. The travel plans will include both physical and behavioural measures to promote sustainable travel.

1.2 Benefits of a travel plan

The implementation of the travel plans will lead to wide ranging benefits across the university, for staff, students and the local community. These benefits include a reduction in congestion in the local area, a range of health benefits and an increase in travel choices for staff and students.

In addition, the travel plans will contribute to QMUL’s carbon management and implementation plan by reducing scope 3 travel carbon emissions and scope 1 fleet fuel emissions. The travel plan and related surveys will be used to create the scope 3 reduction target for 2020 in 2016/17.
2.0 Context and scope of document
The Whitechapel campus at QMUL is the main home for the Barts and the London School of Medicine and Dentistry and includes the Royal London Hospital, the Blizard Institute, the Institute for Health Sciences Education, the Whitechapel medical Library and the Institute of Dentistry. Barts and the London School of Medicine and Dentistry is 4th in the UK for medicine and 1st in the UK for dentistry, according to the Complete University Guide 2015 and is also home to the first established Cancer Research UK Clinical Centre.

The Whitechapel campus is adjacent to the Royal London Hospital nearby to Whitechapel Road and within the London Borough of Tower Hamlets (Figure 1). The campus provides teaching resources and student accommodation and contains a large amount of embedded and shared space with the local NHS trust. The location of the Whitechapel campus, as well as the shared and embedded space, has resulted in increasing pressure on the campus’ facilities as they are used by the public and by the adjoining hospitals. The majority of teaching takes place in the Garrod Building (1, Figure 2), in addition to three of the main institutes; Blizard Institute, Institute of Dentistry and Institute of Health Sciences Education.

![Figure 2: QMUL's Whitechapel campus map.](Image)

2.1 Existing travel plans
QMUL recognises that they have a significant impact on natural resources, the economy and the community (both internally and externally). QMUL strives to address these impacts in all aspects of our operations and work.

Although there is currently no formal travel plan in place, the Sustainability team is actively promoting sustainable means of travel with very good results, as will be demonstrated later in this report. The Sustainability team are working towards implementing travel plans for all campuses. Supporting this is the Sustainable Transport Policy (appendix 1).
QMUL carries out regular tri-annual commuter surveys among the students and staff to determine the way in which these groups travel to the campuses. This helps to inform decisions on future infrastructure improvements that would facilitate the most popular sustainable modes of travel.

2.2 Travel plan objectives
The main objective of this travel plan is to facilitate easier sustainable travel for students and staff through a range of measures which improve the choice of transport options available to them. The specific objectives of the travel plan are:

- Objective 1 - Reduce scope 3 emissions
- Objective 2 - Ensure effective transport management is implemented at the Whitechapel campus
- Objective 3 - Increase occupier awareness of sustainable transport around campus
- Objective 4 - Improve sustainable transport facilities around campus and promote these improvements
- Objective 5 - Respect the needs of special / vulnerable groups (e.g. those with mobility problems)
- Objective 6 - Increase the proportion of trips on foot
- Objective 7 - Increase the proportion of trips by bicycle
- Objective 8 - Reduce trips made by car, in particular single occupancy car use
- Objective 9 - Reduce unnecessary travel
- Objective 10 - Encourage staff and students to live a healthier and more active lifestyle.

2.3 Scope of Travel Plan
The Travel Plan sets out the strategy for managing all travel and transport related aspects of QMUL’s Whitechapel campus. National and Local Transport policies and relevant guidance have been considered in developing the strategy. The Travel Plan was produced after the evaluation of the surrounding transport infrastructure, public transport provisions in relation to the site location, and surveyed travel patterns for the campus. It contains the following sections:

- 3.0 – Policy context
- 4.0 – Site assessments
- 5.0 – Campus travel characteristics
- 6.0 – Travel survey
- 7.0 – Travel plan targets
- 8.0 – Travel plan management
- 9.0 – Initiatives and measures to implement travel plan
- 10.0 – Travel plan awareness and delivery
- 11.0 – Conclusions
3.0 Policy Context
National, regional and local transport policies and relevant guidance have been considered in developing the travel plan.

3.1 National Policy
The National Planning Policy Framework (2012)
In 2012 the Government introduced new planning policy guidelines, which replaced all previous Planning Policy Guidance (PPG) documents with a single National Planning Policy Framework (NPPF). The NPPF states that its overall aim is “to help achieve sustainable development” based on three dimensions:

- **An economic role** - by ensuring that sufficient land of the right type is available in the right places and at the right time to support growth and innovation;
- **A social role** - supporting strong, vibrant and healthy communities, by creating a high quality built environment, with accessible local services that reflect the community’s needs and support its health, social and cultural well-being;
- **An environmental role** - contributing to protecting and enhancing our natural, built and historic environment; and, as part of this, helping to improve biodiversity, use natural resources prudently, minimise waste and pollution, and mitigate and adapt to climate change including moving to a low carbon economy.

The report’s key planning principles include ‘promoting sustainable transport’ and ‘promoting healthy communities’ and states that ‘the transport system needs to be balanced in favour of sustainable transport modes, giving people a real choice about how they travel’.

Compliance with National policies
There are currently minimal private car journeys made to the Whitechapel campus. The site is highly accessible by public transport and has an excellent PTAL rating of 6a (section 5.7). The Travel Plan will seek to continue to reduce private car journeys and promote sustainable travel.

3.2 Regional Transport Policy
The Mayor’s Transport Strategy
The Mayor’s Transport Strategy outlines the Mayor’s transport vision for London and how it will be delivered between now and 2031.

The strategy seeks to achieve 6 goals:

- To support economic development and population growth
- Enhance the quality of life for all Londoners
- Improve the safety and security of all Londoners
- Improve transport opportunities for all Londoners
- Reduce transport’s contribution to climate change, and improve its resilience

Compliance with regional policies
The objectives of the travel plans are aligned with the goals of the Mayor’s Transport Strategy, in particular enhancing quality of life, improving transport opportunities and reducing transport’s contribution to climate change.
3.3 Local London Transport Policy

*Tower Hamlets Council’s Transport Planning Strategy (2011-2031)*

Tower Hamlets Council is attempting to create a greener, cleaner and more attractive borough through its transport policy. Nine objectives have been identified to help meet the Mayor’s Transport Strategy:

- Objective 1: To promote a transport environment that encourages sustainable travel choices for all
- Objective 2: To ensure the transport system is safe and secure for all in the borough
- Objective 3: To ensure the transport system is efficient and reliable in meeting the present and future needs of the borough’s population and economy
- Objective 4: To reduce the impact of transport on the environment and wellbeing
- Objective 5: To ensure transport is accessible for all
- Objective 6: To encourage smarter travel behaviour
- Objective 7: To better integrate land use and transport planning policy and programmes
- Objective 8: To protect, celebrate and improve sustainable access to the borough’s cultural, historical and heritage assets to enhance local distinctiveness, character and townscape views
- Objective 9: To maximise the benefits and opportunities offered by the London 2012 Games and its legacy

*Compliance with local policies*

The travel plan is aligned with Tower Hamlets Transport Planning strategy as there are no plans to add car parking spaces on the Whitechapel campus. In addition, a key objective of this travel plan is to help ensure accessibility of transport for all and to encourage smarter, more sustainable travel behaviour among students and staff. There are many plans to improve the sustainable transport infrastructure at Whitechapel, for example through increasing the number of bike racks.
4.0 Site assessments
The highway networks, car parking, pedestrian, cycle and public transport facilities have been assessed for each site.

4.1 Highway network
The campus is served by two main arterial routes, the A11 and A13. There are also a series of tertiary routes to the site, namely the B108 and Cavell Street.

4.2 Car parking
There are limited car parking spaces on the Whitechapel campus and there are no plans to add any. On-street parking is available and the Whitechapel campus lies within Tower Hamlet’s Controlled Parking Zone C3 (Figure 2). Pay & Display parking is charged at £3.80 per hour with restrictions between 8.30am and 5.30 pm.

4.3 Pedestrian facilities
The Whitechapel campus is surrounded by numerous public roads and footpaths thus limiting fully pedestrianised areas on campus. The campus is, however, easily accessible by foot from a number of tube stations and bus stops (see sections 4.5 and 4.6).

4.4 Cycle facilities
QMUL has space for 310 bikes to be parked on the Whitechapel campus; 16 sheltered bike racks and 294 uncovered spaces, figure 4 shows the location of cycle parking around the Whitechapel campus and type of cycle parking at each location respectively.

Figure 3: Map of controlled parking zones in Tower Hamlets. Source: towerhamlets.gov.uk.
Improvements have also been made to the cycle infrastructure on Whitechapel Road, which runs nearby to the Whitechapel campus, as part of Cycle Superhighway 2 (CS2). As part of these improvements, a segregated cycle track has been created along either side of Whitechapel High Street with separate traffic lights for cyclists. There is a segregated cycle track along most of Whitechapel Road and an upgrade of Cambridge Heath Road junction which will improve safety for both cyclists and pedestrians.

In addition, there are a number of Santander Cycle Hire docking stations surrounding the Whitechapel campus. Figure 7 shows the locations of some of these docking stations.
The Whitechapel Campus is served by 2 major cycle routes: CS2 from Stratford to Aldgate and route 1 of the National Cycle Network (NCN), a long distance cycle route connecting Dover to the Shetland Islands. Figure 8 highlights the location of these two main cycle routes as well as cycle parking in the area with capacity highlighted with a blue and white ‘C’.

Figure 6: Santander Cycle Facilities. Santander Cycle facilities around the Whitechapel campus. Spaces indicated are from the time the snapshot was taken (08/09/15) and are not indicative of daily usage. Source: TfL.

Figure 7: Local Cycle Networks Map. Source: openstreetmap.org.
4.5 Public transport – bus service

The Whitechapel campus is well serviced by bus routes along Whitechapel road. The nearest stops to the campus are stops A Whitechapel Station/ Royal London Hospital, B Royal London Hospital/ Whitechapel Station and W Cavell Street, as seen in figure 9.

Table 1 highlights the frequency of bus services at these stops during the working day, with a maximum waiting time of 10 minutes.

Table 1. Bus routes serving QMUL’s Whitechapel campus.

<table>
<thead>
<tr>
<th>Bus Stops</th>
<th>Service</th>
<th>Towards</th>
<th>Frequency during working day</th>
</tr>
</thead>
<tbody>
<tr>
<td>A Whitechapel Station/ Royal London Hospital</td>
<td>25</td>
<td>Holles Street or Bank station/ Cornhill</td>
<td>2</td>
</tr>
<tr>
<td>A Whitechapel Station/ Royal London Hospital</td>
<td>205</td>
<td>Cleveland Terrace</td>
<td>6</td>
</tr>
<tr>
<td>A Whitechapel Station/ Royal London Hospital</td>
<td>254</td>
<td>Aldgate or Wapping</td>
<td>Not operating until Summer 2016</td>
</tr>
<tr>
<td>B Royal London Hospital/ Whitechapel Station</td>
<td>25</td>
<td>Hainault Street</td>
<td>3</td>
</tr>
<tr>
<td>B Royal London Hospital/ Whitechapel Station</td>
<td>205</td>
<td>Bow church Station</td>
<td>5</td>
</tr>
<tr>
<td>W Cavell Street</td>
<td>106</td>
<td>Finsbury Park Interchange</td>
<td>6</td>
</tr>
</tbody>
</table>

4.6 Public transport – London Underground and Overground

The nearest Underground Station to the Whitechapel campus is Whitechapel Station which provides high frequency services on the District and Hammersmith and City lines, as well as the London Overground. Shadwell Station is also nearby, providing services on the DLR and London Overground.
Within a 20 minute walk is Stepney Green, Aldgate, Aldgate East, Bethnal Green, Tower Hill, Liverpool Street, Wapping and Wapping stations providing services on the District, Hammersmith and City, Central, Circle and Metropolitan lines, the London Overground and National Rail services.

In addition, Stratford station is also nearby - easily accessible via Mile End station – a travel hub for a large number of students and staff travelling from Greater London.

**4.7 Public Transport Accessibility Level (PTAL)**

PTAL is a measure of connectivity, a high PTAL in a particular location means that there is good connectivity to the public transport network. Walking distance to nearby bus stops and stations, as well as the frequency of services influences a location’s PTAL.

The PTAL for the site has been calculated using a TfL PTAL web application (Appendix 2). PTAL works on a scale of 1-6 where 1(a-b) is very poor and 6(a-b) is excellent and will consider the walking time to services, reliability of the service modes available and number of services available. The Whitechapel campus has a PTAL of 6a, highlighting the campus’ excellent accessibility by public transport.
5.0 Campus travel characteristics

5.1 Existing travel characteristics

The main users of the Whitechapel campus are students (mainly medicine and dentistry) and staff at QMUL. Given the nature of our activities student and staff trips vary due to timetables and time of year and therefore a calculation of the number of trips is not an appropriate metric. As a result, the modal split has been taken into account (figure 9).

As stated, there is limited car parking at the Whitechapel Campus and, therefore, all of the students and staff based at Whitechapel and who took part in the travel survey travel to QMUL by public transport, foot or by bicycle. Given the proximity, convenience and high frequency of services at Whitechapel Underground station, the vast proportion of these public transport users commute to and from the premises via Underground. The users of such public transport modes complete their trips to the premises on foot.

In terms of the arrival and departure times associated with trips to the premises, most staff arrive between the hours of 8am and 9am and predominantly depart between 5pm and 6pm. Student trips are more dispersed throughout the day, with classes/lectures/seminars taking place between the hours of 9am and 6pm. In addition, the arrival and departure trends of students vary on a semester-by-semester basis, and indeed on a year-by-year basis. However, peak trip times are currently morning (around 9am), lunchtime (around 1pm) and late afternoon/evening (around 5pm).
5.2 Projected student growth
In light of the projected student growth, it is expected that trips to the Whitechapel campus will increase. As the number of courses offered at QMUL have increased, so have student numbers. There has been a rapid increase in student numbers between 2004/05 and 2009/10 with the average increase between 2010/11 and 2014/15 being 3%.

Table 2: Percentage increase of student numbers since 2004/5.

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</thead>
<tbody>
<tr>
<td>Total</td>
<td>10,708</td>
<td>12,026</td>
<td>13,260</td>
<td>14,327</td>
<td>15,391</td>
<td>16,190</td>
<td>16,529</td>
<td>16,500</td>
<td>17,053</td>
<td>17,903</td>
<td>18,829</td>
</tr>
<tr>
<td>student</td>
<td></td>
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<td></td>
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<tr>
<td>Total %</td>
<td>6</td>
<td>12</td>
<td>10</td>
<td>8</td>
<td>7</td>
<td>5</td>
<td>2</td>
<td>0</td>
<td>3</td>
<td>5</td>
<td>5</td>
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</tbody>
</table>

A rough guide to the amount of parking spaces that should be available, recommended by TfL, is a cycle parking space for each person who cycles plus another 50% to encourage more cyclists.

Assuming only 50% of students (not including the 6,907 overseas students) and 80% of staff (3,698 in 2014/15) are on campus at any one time, approximately 8,919 staff and students are on campus at once. If, on average, 13% of students/staff at QMUL cycle to their respective campuses, 1,739 bicycle parking spaces are required across QMUL based on TfL’s guidance. There are only 1,018 bicycle parking spaces at QMUL, 721 spaces less than recommended by TfL and only 310 of these are in Whitechapel. Due to historic underinvestment in cycle infrastructure, some areas require greater investment than others to meet current needs.

5.3 Proposed travel characteristics
Whilst student trips to and from the premises will increase as a result of the growing nature of the University, travel characteristics will remain as existing. As detailed previously, there is limited car parking provided and this would not result in an increase in trips by private car and, in turn, a demand for parking. On this basis, QMUL expects the significant majority of students and to continue to travel to the Whitechapel campus by public transport (as existing). The frequency and convenience of such public transport modes will ensure that the accessibility and sustainability of the Whitechapel campus is maintained.

The remaining students and staff travelling to the premises will do so either on foot or by bicycle. As previously outlined, the area is well serviced by London Cycle Network routes, Santander Cycle Hire scheme docking stations and bicycle parking is available. The pedestrian and cyclists movements for students and staff will predominantly take place between the campus and public transport nodes in the locality (i.e. bus stop or Underground station) or places of residences.

With regards to the arrival and departure times associated with trips to the premises as a result of developments on campus, most staff will continue to arrive between the hours of 8am and 9am and depart any time after 5pm. Notwithstanding the proposed increase in the number of classes, lectures, seminars and, in turn, students at the premises, student trips will continue to be dispersed throughout the day given the nature of University modules and timetables (classes, lectures, seminars will continue to take place between the hours of 9am and 6pm). Peak trip times are also likely to continue; namely morning around 9am, lunchtime around 1pm and late afternoon/evening around 5pm.
6.0 Travel survey
As noted previously QMUL carries out regular tri-annual commuter surveys among the students and staff to determine the way in which these groups travel to the campuses. Targets must be seen as guides and must be confirmed and adjusted by the Travel Plan Coordinator based on real data from surveys undertaken. The baseline travel patterns and targets will be revised once the baseline survey is completed. This will ensure that a sound base is obtained for establishing subsequent initiatives and targets as well as identifying undesirable travel behaviour to be addressed. Monitoring surveys will be completed at 1 year, 3 years and 5 years and form part of the Travel Plan. The Travel Plan will also be reviewed on an annual basis and after the tri-annual commuter surveys.
7.0 Travel plan targets

7.1 Overview

The proposed Travel Plan is not aimed at “correcting” travel patterns of staff and students to and from the Whitechapel campus. The campus is largely sustainable in transport terms since staff and students use public transport, walk or cycle to campus.

Travel Plan targets should be set against the SMART philosophy of specific, measurable, appropriate, realistic and time-bound targets and should positively focus on maintaining, and encouraging further the use of sustainable modes (e.g. cycling and walking) rather than negatively focusing upon staff and students on the use of non-sustainable modes.

It should be noted that general travel plan targets set under the travel plan are only used as guidance. The travel plan is envisaged as a continuous process of development and change in order to adapt to the changing travel requirements of staff and visitors.

7.2 Travel plan objectives

The principal targets of a local area travel plan as defined in paragraph 4.18 of the TfL guide are to:

- Reduce car use, a target for reducing single occupancy vehicles (SOV) will be appropriate
- Promote healthy travel, targets to increase walking and cycling should be set (in preference to public transport, especially in inner/central London where over capacity is an issue).

This travel plan will focus upon promoting sustainable travel, as aligned with Tower Hamlet’s Travel Strategy objectives. The below table details the existing modal split and the short, medium and long term modal shift goals. The Travel Plan Targets will aim to meet the modal shift goals.

Table 3: Modal Split.

<table>
<thead>
<tr>
<th>Travel Mode</th>
<th>Existing Modal Split Percentage</th>
<th>Short Term Target Modal Shift Change (1 year)</th>
<th>Medium Term Target Modal Shift Change (3 years)</th>
<th>Long Term Target Modal Shift Change (5 years)</th>
<th>Target Modal Split Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Walk</td>
<td>13</td>
<td>14</td>
<td>16</td>
<td>18</td>
<td>20</td>
</tr>
<tr>
<td>Cycle</td>
<td>26</td>
<td>28</td>
<td>30</td>
<td>32</td>
<td>34</td>
</tr>
<tr>
<td>Tube/ Bus</td>
<td>47</td>
<td>45</td>
<td>43</td>
<td>41</td>
<td>39</td>
</tr>
<tr>
<td>Train</td>
<td>14</td>
<td>13</td>
<td>11</td>
<td>9</td>
<td>7</td>
</tr>
<tr>
<td>Private Car</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>Other (undisclosed)</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
</tr>
</tbody>
</table>

The travel plan action plan (table 6), indicates how the objectives and targets will be met and whom is responsible. Listed in the detail column for some objectives and targets are a list of all the initiatives or staff/student groups that currently exist and are being promoted by QMUL, QMSU and/or the Sustainability Team. The Sustainability Team’s website has information and links promoting sustainable travel [http://www.qmul.ac.uk/about/sustainability/index.html](http://www.qmul.ac.uk/about/sustainability/index.html).

The Travel Plan action is applicable across all QMUL sites as the same management and engagement approaches will be taken.
<table>
<thead>
<tr>
<th>Objective</th>
<th>Target</th>
<th>Detail</th>
<th>Timescale</th>
<th>Responsible</th>
<th>Monitoring progress towards target</th>
<th>Funding</th>
</tr>
</thead>
<tbody>
<tr>
<td>Gather enough travel information to create scope 3 reduction targets</td>
<td>Reduce scope 3 emissions</td>
<td>• Conduct regular travel surveys</td>
<td>Ongoing</td>
<td>QMUL Travel plan coordinator</td>
<td>• Ongoing</td>
<td>Central EAF budget</td>
</tr>
<tr>
<td>Ensure effective transport management is implemented at all campuses</td>
<td>Ongoing</td>
<td>• Appoint Travel Plan Coordinator • Monitor and review the evolution of the sustainable transport initiatives</td>
<td>Ongoing</td>
<td>QMUL Travel plan coordinator</td>
<td>• Ongoing • Engagement statistics • Transport surveys</td>
<td>Central EAF budget</td>
</tr>
<tr>
<td>Increase occupier awareness of sustainable transport around campus</td>
<td>Provide information about sustainable modes of transport and the travel plan to staff, students and visitors travelling to and from the site making sustainable transport the easiest option</td>
<td>• Sustainable transport Twitter @QMSustTravel – used to engage an increasingly social media active student and staff population on the latest transport news and information and promoting sustainable travel related events. • In addition, the sustainability team’s Twitter @QMSustain, Facebook and emails <a href="mailto:sustainabletravel@qmul.ac.uk">sustainabletravel@qmul.ac.uk</a> / <a href="mailto:sustainability@qmul.ac.uk">sustainability@qmul.ac.uk</a> allow for direct contact with students and staff. • We will continue to promote and engage with the following: o Bike week o Walk to work o Cyclist group o Student activity cluster group o Green Mary Week o Sustainability Day o Dr Bike o Cycle to work scheme o Travel card season ticket loan o 18+ travel card o Santander cycle hire scheme o London cycling campaign</td>
<td>Ongoing</td>
<td>QMUL QMSU Travel plan coordinator</td>
<td>• Engagement statistics from events • Comms reach • Number of enquires • Monitoring surveys</td>
<td>Central EAF budget</td>
</tr>
</tbody>
</table>
| Improve sustainable transport facilities around campus and promote these improvements | Ongoing | • Create a business case for improved sustainable transport facilities around campus  
• Continue to monitor and improve the facilities on campus following audits and transport surveys. | Ongoing | QMUL EAF | • Review facilities and related requirements at planned intervals |
<p>| Respect the needs of special / vulnerable groups (e.g. those with mobility problems) | Ongoing | • Review access requirements as legislation changes to ensure suitability | Ongoing | QMUL | • Review access requirements as legislation changes to ensure suitability |
| Increase the proportion of trips on foot | Increase the amount of students and staff who walk to campus by providing information on local routes, times to walk distances and health benefits associated with walking. | • Information on walking routes and schemes detailed above in the Travel Plan to be provided on the QMUL sustainability website and through @QMSustTravel on twitter. | Ongoing | QMUL | • Monitor travel surveys |
| Increase the proportion of trips by bicycle | Increase the amount of students and staff who cycle to campus through events organised and communicated by the Sustainability Team and QMUL Cyclists group. | • Information on cycling routes, storage and schemes detailed above in the Travel Plan and provided on the QMUL website and through @QMSustTravel on twitter. | Ongoing | QMUL | • Monitor travel surveys |</p>
<table>
<thead>
<tr>
<th>Activity</th>
<th>Ongoing/Date</th>
<th>Responsible</th>
<th>Comments</th>
</tr>
</thead>
</table>
| Reduce trips made by car, in particular single occupancy car use | Ongoing | QMUL | Continue to keep private car travel to the campus at a minimum  
- Continue to promote travel to campus by sustainable modes (above).  
- Ensure that parking is kept at a minimum on campus.  
- Continue to promote travel to campus by sustainable modes (above).  
- Monitor travel surveys |
| Reduce unnecessary travel | Ongoing | QMUL IT Procurement Travel Plan Coordinator | Promotion and availability of MS Lync/Skype and teleconferencing  
- Monitor and report on all business travel/fleet fuel use undertaken through the central procurement system.  
- Comms reach and report on business travel annually |
| Encourage staff and students to live a healthier and more active lifestyle | Ongoing | QMUL QMSU Travel plan coordination | Promote healthy travel and the social and environmental benefits through staff and student sustainability campaigns and internal communications.  
- Bike week  
- Walk to work  
- Cyclist group  
- Student activity cluster group  
- Green Mary Week  
- Sustainability Day  
- Dr Bike  
- Cycle to work scheme  
- Travel card season ticket loan  
- 18+ travel card  
- Santander cycle hire scheme  
- London cycling campaign  
- QMotion Gym  
- QMSU Get active  
- Runners group  
- Student cycle society  
- Travel Plan  
- General travel communication through  
- Staff and Student e-newsletters  
- Engagement statistics from events  
- Comms reach  
- Number of enquires  
- Monitoring surveys |
8.0 Travel Plan Management
A Travel Plan Coordinator will be appointed and will be responsible for the development, implementation and ongoing management of the Travel Plan. It has been agreed that the Travel Plan Coordinator role will be carried out on a part-time basis by one of the existing members of QMUL’s Sustainability Team, Sara Aziz:

Sara Aziz
Sustainability Projects Officer
Estates and Facilities Directorate
020 7882 8899
sustainability@qmul.ac.uk

The Travel Plan Coordinator will have the following duties and responsibilities:
- Looking after the day to day operation of the plan
- Leading on the delivery of the Travel Plan, ensuring measures are implemented as intended
- Keeping all relevant databases, information, and administration up to date
- Liaising with relevant partners
- Representing the human face of the Travel Plan
- Promoting the Travel Plan by explaining its purpose and opportunities
- Promoting individual measures in the Travel Plan
- Monitoring the Travel Plan using regular surveys
- Reviewing the Travel Plan in view of the above and proposing additional mitigation measures
- Preparing reports for stakeholders.

8.1 Travel Plan Funding
Funding will be allocated as required through the Estates and Facilities Sustainability budget and also through the schools’ central budget. Annual revision of funding requirements will be undertaken based on objectives, target and results from travel surveys.
9.0 Travel plan measures and initiatives
As previously detailed the appointed Travel Plan Coordinator will implement and manage the Travel Plan, and also maintain and update travel information for QMUL through the transport webpage and Sustainable Travel Twitter.

9.1 Walking measures and initiatives
Guidelines published by the Institution of Highways and Transportation ‘Guidelines for Providing for Journeys on Foot’ outlines walking journey objectives as to provide connected, convenient, convivial and conspicuous routes for pedestrians and recommends that a walking distance for journey to work of up to 500m is desirable, up to 1000m is acceptable and up to 2000m is the preferred maximum.

Both Whitechapel and Stepney Green Underground stations are nearby and the campus is only minutes away from a number of different bus stops.

![Figure 10: Map showing areas within 10/20/30 minutes walking distance from the Whitechapel campus. Source: Magic.gov.uk.](image)

To increase the amount of staff and students walking to the campus, information on local routes, times to walk distances and the health benefits of walking will be available online and promoted by the Sustainability team. The Sustainability team actively promote healthy and sustainable travel at their events and on their website and Twitter pages.

9.2 Cycling Measures and Initiatives
There are currently 310 spaces for bikes on the Whitechapel campus, only 16 of which are covered. Cycling is already promoted through QMUL’s Sustainability team and there are events throughout the year which offer free bike maintenance, bike security marking and bike safety training for staff and students. Information on events and cycling at QMUL are available on the Sustainability website [http://www.qmul.ac.uk/about/sustainability/index.html](http://www.qmul.ac.uk/about/sustainability/index.html) and will be promoted through the Sustainable Travel Twitter @QMSustTravel and the Sustainability team’s Twitter @QMSustain.
QMUL does promote the cycle to work scheme as part of the benefits package for all staff. Information on the scheme is included in the induction of all staff, available on the QMUL intranet and is also promoted at all cycling events attended by the Sustainability team.

Information is also available of the HR website http://www.hr.qmul.ac.uk/workqm/paygradesrewards/reward/benefits/cycletowork/index.html.

As part of the Green Mary campaign participating teams also regularly communicate the cycle to work scheme to colleagues in their offices by email or posters on notice boards. Posters of the cycle to work scheme will be displayed in the reception areas of the numerous buildings.

9.3 Public transport initiatives

The Whitechapel campus has an excellent PTAL rating of 6a (Appendix 2). This means that the area is very well served by public transport. QMUL offers an interest free loan to staff wishing to apply for an annual season ticket which is repaid over the year in twelve equal monthly instalments. This is promoted as part of the benefits package for all staff and is included in the staff induction. It is available to all staff once they have complete six month continuous service.

QMUL regularly email all staff regarding public transport service disruptions and information and on the “How to find us” section for the Whitechapel campus on the QMUL website there is a link to the TfL website for students or visitors to plan their journey. Whitechapel station is marked on the campus map.

9.4 Reducing the Need to Travel

QMUL has a videoconferencing software called MS Lync that the IT department market as a “streamlined communications for staff and students, to communicate with the right person, right now [that] works across different locations and time zones using a variety of communication methods such as instant messaging and conferencing”.

http://www.its.qmul.ac.uk/services/catalogue/items/142803.html

MS Lync should reduce the amount of travel between campuses for small scale meetings and therefore reduce the need to travel.
10.0 Travel plan awareness and delivery

10.1 Marketing and promotion

It is important that all the relevant aspects of the travel plan are effectively communicated to staff and students to promote the travel plan and ensure that its successes are circulated. The following actions are suggested as the types of activity necessary to market the Travel Plan;

• A welcome package to include details of travel opportunities to/from site by various modes detailing best pedestrian and cycle routes, bus timetables and location of bus stops, location of underground stations, taxi phone numbers, related websites and key Travel Plan initiatives and offer to alternative routes. This will be extended to staff, students and any visitors and made available at the reception at all times.

• A number of notice boards on site to have a travel section with leaflets which could be extended to any work-based intranet system and websites which may be installed; and

• All new employees to be given access to the Travel Plan and can choose to comment and provide any suggestions.

In keeping with all the Sustainability team’s policies, a one page summary of the Travel Plan will be produced which will go to the Sustainability Committee for information and will be available on the Sustainability team’s website.

10.2 Implementation and monitoring

The general travel plan targets set under the travel plan are only used as guidance. The Travel Plan is envisaged as a continuous process of development and change in order to adapt to the changing travel requirements of staff and students. Therefore, the travel plan coordinator will take the travel plan to the Sustainability Committee on a periodic basis to review targets and other measures if needed.

As detailed in section 7 there will be a programme of surveys completed to develop and monitor the Travel Plan. The travel plan coordinator will oversee monitoring this travel plan and will be updated and revised as required from the results of the monitoring surveys. As previously set out QMUL undertakes a tri-annual commuter survey which will be completed in place of the monitoring survey if the dates overlap and the Travel Plan will be reviewed after each tri-annual commuter survey.
11.0 Conclusions
The Travel Plan is aimed at promoting healthy and sustainable travel which will increase the use of cycling and walking whilst also relieving pressure on public transport. The Travel Plan details a range of measures and initiatives to achieve these aims. The latest Professional Services (PS) Strategy 2015 stipulates that a PS Environmental Sustainability Strategy must be completed, adopted and implemented by December 2015 for all PS activities. This shows the importance that QMUL places on sustainability which will in turn help the Travel Plan aims be achieved.