Queen Mary University of London
Mile End Campus Travel Plan

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Related Documents
Sustainable Transport Policy
Carbon Management and Implementation Plan
Whitechapel 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 plan 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 plan 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 Mile End campus at QMUL is the main campus and most academic schools are based there. The Mile End campus is located on Mile End Road within the London Borough of Tower Hamlets (Figure 1). The campus is home to a 2,000 bed student village made up of 8 halls of residences, lecture theatres, the main Library and central administrative services. Over £250m has been invested in new facilities at QMUL over the last 15 years to offer students an exceptional learning environment, this includes the new graduate centre, due to open in January 2017.

The new graduate centre (18, figure 2) will house a 200-seat lecture theatre, seminar rooms, reception area with terrace, student enterprise ‘hub’, landscaped courtyard and office space. Around 7,700 square metres of academic and teaching space will be built and the building will incorporate a ground-floor cafe and a welcome and registration centre for postgraduate students.

Figure 2: QMUL’s Mile End campus map.

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 Mile End 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 Mile End 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 Mile End 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*

This travel plan is aligned with Tower Hamlets Transport Planning strategy as there are no plans to add car parking spaces on the Mile End 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 Mile End, 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 one main arterial route, the A11. There are also a series of tertiary routes to the site, namely Grantley Street and Bancroft Road.

4.2 Car parking
Demand for car parking at the Mile End campus often exceeds supply so QMUL encourages all potential applicants of parking permits to explore alternative travel options to/from the campus first.

The designated parking area for staff is at the Longnor Road car park which has 137 bays and an additional 5 bays designated for staff with disabilities. The designated parking area for contractor vehicles is the Grantley Street car park which has 15 bays plus 6 designated bays at the front of Varey House. The designated parking area for QMUL-owned vehicles is the Longnor Road car park. Permanent and temporary parking bays for students, staff and visitors with disabilities are situated in Longnor Road car park (5 bays), Westfield Way (5 bays) and Physics Avenue (2 bays). Parking is not available to students, with the exception of Blue Badge holders, or students with temporary disabilities whose applications are considered and reviewed on a discretionary basis by the Head of the Disability and Dyslexia Service.

The Graduate Centre, in line with Tower Hamlets Local Development Framework, will not add any additional car parking spaces other than informal parking for disabled staff and students.

The Mile End campus lies within Tower Hamlet’s Controlled Parking Zones A1/2/3/4/5/6 (Figure 3). Pay & Display parking is charged at £3.80 per hour in A3 and A4, and £4.40 per hour in zones A1, A2, A5 and A6.

Figure 3: Map of controlled parking zones in Tower Hamlets. Source: http://www.towerhamlets.gov.uk/lgnl/transport_and_streets/parking/parking_zones_and_charges.aspx.
There is contractor parking for the Mile End campus in the Grantley Street car park, with the deliveries entrance on Westfield Way open 24/7. There are also delivery access points on Bancroft Road and SU Square, with access Monday to Friday 07:00 to 19:00 and Monday to Sunday 19:00 to 07:00 (access considered at these times by the duty Security Shift Manager on a discretionary basis). This has been the arrangement at the premises for a number of years and no problems to local traffic flow or public amenity have arisen.

4.3 Pedestrian facilities
There are a number of pedestrian entrances to the Mile End campus, with the majority of the campus being fully pedestrianised. The campus can be easily accessed on 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 598 bikes to be secured on the Mile End campus; 16 ultra-secure bike lockers which can be rented for a fee, 180 sheltered spaces (either sheltered bike rack or by building cover), and an additional 402 uncovered spaces around campus. There are plans to increase the number of bike racks and they are often encouraged to be included in new developments. For example, the refurbishment and development work being carried out on the Mathematics building includes the provision of 19 new bike racks and the graduate centre will add 56 spaces for bikes. An ongoing cycle infrastructure project will also see an additional 30 spaces be added across campus.

Figure 4 shows the location of cycle parking around the Mile End campus and figure 5 shows the type of cycle parking at each location.
Improvements have also been made to the cycle infrastructure on Mile End Road, which runs directly alongside the Mile End campus, as part of Cycle Superhighway 2 (CS2). As part of these improvements, a segregated cycle track has been created along either side of Mile End Road, using ‘flexible traffic poles’ where there is less space for kerb separation. Bus stop bypasses have also been created where cyclists are taken behind the bus shelter, away from traffic as well as a major upgrade of Mile End Road/Burdett Road junction, improving safety for cyclists and pedestrians.

Figure 5: Types of cycle parking at Mile End.

Figure 6: CS2 route. Source: TfL.
In addition, there are a number of Santander Cycle Hire docking stations surrounding the Mile End Campus. Figure 7 shows the locations of some of these docking stations.

![Figure 7: Santander Cycle Facilities. Santander Cycle facilities around the Mile End campus. Spaces indicated are from the time the snapshot was taken (08/09/15) and are not indicative of daily usage. Source: TfL.](image1)

The Mile End Campus is served by 2 major cycle routes: CS2 from Stratford to Aldgate (currently under construction) and route 1 of the National Cycle Network (NCN). CS2 is the main route serving the campus and route 1 is 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 8: Local Cycle Networks Map. Source: openstreetmap.org.](image2)
4.5 Public transport – bus service

The Mile End campus is well serviced by bus routes along Mile End road. The nearest stops are stop C Bancroft Road/ Ocean Estate, stop F Oceans Estate, stop D Queen Mary/ University of London and stop E Regents Canal (figure 9).

![Figure 9: Bus routes near the Mile End Campus. Source: TfL.](image)

Table 1 highlights the frequency of bus services at these stops during the working day, with a maximum waiting time of 16 minutes.

*Table 1: Bus routes serving QMUL’s Mile End campus.*

<table>
<thead>
<tr>
<th>Bus Stops</th>
<th>Service</th>
<th>Destination</th>
<th>Frequency during working day</th>
</tr>
</thead>
<tbody>
<tr>
<td>C Bancroft Road/Ocean Estate</td>
<td>25</td>
<td>Hainault Street</td>
<td>3 mins</td>
</tr>
<tr>
<td>C Bancroft Road/Ocean Estate</td>
<td>205</td>
<td>Bow Bus Garage</td>
<td>5 mins</td>
</tr>
<tr>
<td>F Ocean Estate</td>
<td>25</td>
<td>Great Titchfield St / Oxford Circus or Bank Station / Cornhill</td>
<td>3 mins</td>
</tr>
<tr>
<td>F Ocean Estate</td>
<td>205</td>
<td>Cleveland Terrace</td>
<td>7 mins</td>
</tr>
<tr>
<td>D Queen Mary / University of London</td>
<td>25</td>
<td>Hainault Street</td>
<td>1 min</td>
</tr>
<tr>
<td>D Queen Mary / University of London</td>
<td>205</td>
<td>Bow Bus Garage</td>
<td>5 mins</td>
</tr>
<tr>
<td>E Queen Mary / University of London</td>
<td>25</td>
<td>Great Titchfield St / Oxford Circus or Bank Station / Cornhill</td>
<td>2 mins</td>
</tr>
<tr>
<td>E Queen Mary / University of London</td>
<td>205</td>
<td>Cleveland Terrace</td>
<td>7 mins</td>
</tr>
<tr>
<td>E Queen Mary / University of London</td>
<td>339</td>
<td>Shadwell Station</td>
<td>14 mins</td>
</tr>
<tr>
<td>E Regents Canal</td>
<td>25</td>
<td>Hainault Street</td>
<td>3 mins</td>
</tr>
<tr>
<td>E Regents Canal</td>
<td>205</td>
<td>Bow Bus Garage</td>
<td>5 mins</td>
</tr>
<tr>
<td>E Regents Canal</td>
<td>339</td>
<td>Leytonstone Station/ Grove Green Road</td>
<td>14 mins</td>
</tr>
<tr>
<td>F Regents Canal</td>
<td>25</td>
<td>Great Titchfield St / Oxford Circus or Bank Station / Cornhill</td>
<td>3 mins</td>
</tr>
<tr>
<td>F Regents Canal</td>
<td>205</td>
<td>Cleveland Terrace</td>
<td>6 mins</td>
</tr>
<tr>
<td>F Regents Canal</td>
<td>339</td>
<td>Shadwell Station</td>
<td>13 mins</td>
</tr>
</tbody>
</table>
4.6 Public transport – London Underground and Overground
The nearest Underground Stations to the Mile End campus are Stepney Green and Mile End, both in zone 2. Both stations provide high frequency services on the Hammersmith and City and District lines and, in addition, Mile End also provides services on the Central line. These stations provide excellent links to the rest of London Underground Network and mainline railway stations.

Whitechapel Station is within a 20 minute walk and provides services on the District and Hammersmith and City lines as well as the London Overground. 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 is a measure of connectivity and works on a scale of 1-6 where 1(a-b) is very poor and 6(a-b) is excellent. It considers the walking time to services, reliability of the service modes available and number of services available. The Mile End campus has a PTAL of 6a, highlighting the campuses excellent accessibility by public transport.
5.0 Campus Travel Characteristics

5.1 Existing Travel Characteristics

The main users of the Mile End campus are students and staff at QMUL. Given the nature of QMUL’s 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 10).

As stated, there is no car parking provided at the Mile End Campus for students (with the exception of Blue Badge holders, or students with temporary disabilities) and limited parking available for staff and visitors. The significant majority of students and staff based at Mile End (approximately 96%) travel to QMUL by public transport, foot or by bicycle. Given the proximity, convenience and high frequency of services at Stepney Green and Mile End Underground stations, the vast proportion of these public transport users commute to and from the premises via Underground. Others commute via bus, with a number of bus stops on Mile End Road within close proximity to the campus (figure 8, table 1). 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 graduate centre development at the Mile End campus, as well as the projected student growth, it is expected that trips to this area will increase.
Table 2: Percentage increase of student numbers since 2004/5.

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</tr>
</thead>
<tbody>
<tr>
<td>Total student numbers</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>Total % increase</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>
</tr>
</tbody>
</table>

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%.

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 6907 overseas students) and 80% of staff (3698 in 2014/15) are on campus at any one time, approximately 8919 staff and students are on campus at once. If, on average, 13% of students/staff at QMUL cycle to their respective campuses, 1739 bicycle parking spaces are required across QMUL based on TfL’s guidance. There are only 1018 bicycle parking spaces at QMUL, 721 spaces less than recommended by TfL and only 598 of these are in Mile End. 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 proposed developments and 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 staff (approximately 96%) to travel to the Mile End campus by public transport (as existing). The frequency and convenience of such public transport modes will ensure that the accessibility and sustainability of the Mile End 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 Mile End campus. The campus is largely sustainable in transport terms since 96% of 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: Current modal split and target 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>29</td>
<td>30</td>
<td>31</td>
<td>32</td>
<td>33</td>
</tr>
<tr>
<td>Cycle</td>
<td>12</td>
<td>14</td>
<td>16</td>
<td>18</td>
<td>20</td>
</tr>
<tr>
<td>Tube/ Bus</td>
<td>43</td>
<td>42</td>
<td>41</td>
<td>39</td>
<td>38</td>
</tr>
<tr>
<td>Train</td>
<td>12</td>
<td>11.5</td>
<td>11</td>
<td>10</td>
<td>9</td>
</tr>
<tr>
<td>Private Car</td>
<td>3</td>
<td>2</td>
<td>1</td>
<td>1</td>
<td>0</td>
</tr>
<tr>
<td>Other (undisclosed)</td>
<td>1</td>
<td>0.5</td>
<td>0</td>
<td>0</td>
<td>0</td>
</tr>
</tbody>
</table>

The travel plan action plan (table 4), 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 4 Travel plan action plan.

<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, Transport surveys</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&lt;br&gt;• 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.&lt;br&gt;• 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.&lt;br&gt;• We will continue to promote and engage with the following:&lt;br&gt;  o Bike week&lt;br&gt;  o Walk to work&lt;br&gt;  o Cyclist group&lt;br&gt;  o Student activity cluster group&lt;br&gt;  o Green Mary Week&lt;br&gt;  o Sustainability Day&lt;br&gt;  o Dr Bike&lt;br&gt;  o Cycle to work scheme&lt;br&gt;  o Travel card season ticket loan&lt;br&gt;  o 18+ travel card&lt;br&gt;  o Santander cycle hire scheme&lt;br&gt;  o London cycling campaign&lt;br&gt;  o QMotion Gym&lt;br&gt;  o QMSU Get active</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>
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</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 |
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<td>Respect the needs of special / vulnerable groups (e.g. those with mobility problems)</td>
<td>Ongoing</td>
<td>- Review access requirements as legislation changes to ensure suitability</td>
<td>Ongoing</td>
<td>QMUL</td>
<td>- Review access requirements as legislation changes to ensure suitability</td>
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<tr>
<td>Increase the proportion of trips on foot</td>
<td>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.</td>
<td>Ongoing</td>
<td>- 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.</td>
<td>Ongoing</td>
<td>QMUL</td>
</tr>
<tr>
<td>Increase the proportion of trips by bicycle</td>
<td>Increase the amount of students and staff who cycle to campus through events organised and communicated by the Sustainability Team and QMUL Cyclists group.</td>
<td>Ongoing</td>
<td>- Information on cycling routes, storage and schemes detailed above in the Travel Plan and provided on the QMUL website and through @QMSustTravel on twitter.</td>
<td>Ongoing</td>
<td>QMUL</td>
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| Reduce trips made by car, in particular single occupancy car use | Continue to keep private car travel to the campus at a minimum | Ongoing | - Continue to promote travel to campus by sustainable modes (above).
- Ensure that parking is kept at a minimum on campus, | Ongoing | QMUL | - Monitor travel surveys |
| Reduce unnecessary travel | Ongoing | • 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. | Ongoing | QMUL IT Procurement Travel Plan Coordinator | • Comms reach  
• Monitor and report on business travel annually | QMUL | QMUL |
|---|---|---|---|---|---|---|---|
| Encourage staff and students to live a healthier and more active lifestyle | 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 | Ongoing | QMUL QMSU Travel plan coordination | • Engagement statistics from events  
• Comms reach  
• Number of enquires  
• Monitoring surveys | QMUL | QMSU |
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 Stepney Green and Mile End Underground stations are under a 10 minute walk from the Mile End campus and the campus is only minutes away from a number of different bus stops.

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 spaces for 598 bikes to be stored on the Mile End campus – 180 of which are sheltered. Cycling is already promoted by QMUL’s Sustainability team and there are events throughout the year with bike mechanics, bike security marking and bike safety training available to 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 and will be promoted through the Sustainable Travel Twitter @QMSustTravel and the Sustainability Team’s Twitter @QMSustain, as well as through e-bulletin and a number of mailing lists for both staff and students.
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 cycling events attended by the Sustainability team.

Information is also available on 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 need to 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 numerous buildings.

9.3 Public transport initiatives
The Mile End 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 completed six month continuous service.

QMUL regularly emails all staff regarding public transport service disruptions and information and on the “How to find us” section for the Mile End campus on the QMUL website there is a link to the TfL website for students or visitors to plan their journey. Stepney Green and Mile End Underground stations are 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 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.