

Virtual Workplace Travel Network Meeting

Date: Tuesday 22nd June 2021 Time: 09:30 – 13:30

Location: Online – Zoom

Chair: Amber Titchener, My Journey Team

Minutes: Jo Meekley, My Journey Team

To amend any information within these minutes, send feedback on format and content, or make suggestions for what you would like to see / hear about next time please email:

workplaces@myjourneyhampshire.com

	Agenda Item
1	<p>WELCOME AND MY JOURNEY UPDATE</p> <p>Amber Titchener – Sustainable Transport Officer, Southampton City Council (My Journey Team)</p> <p>Amber welcomed everyone to the meeting and gave an overview of the My Journey programme. Further details can be found in our virtual brochure. You can also visit our website or email us using the address below.</p> <p>E-mail: workplaces@myjourneyhampshire.com Website: www.myjourneyhampshire.com/workplaces</p> <p>LOVE TO RIDE</p> <p>Jo Meekley – Sustainable Transport Officer, Southampton City Council (My Journey Team)</p> <p>As Lee is no longer working with Love to Ride, Jo gave an overview of the behaviour change platform and how it works.</p> <p>The Bike Month event has been successful in the My Journey Hampshire project area with over 1000 people (inc. 65 new riders) from 25+ workplaces logging rides.</p> <p>Cycle September is up next and is a great way to encourage your employees to try cycling. Find out more at lovetoride.net</p>

	<p>CANNY COMMUTING WEBINAR</p> <p>Andy Whincup – Workplace Officer, Sustrans (My Journey Team)</p> <p>Andy gave an introduction to the Canny Commuting webinar series, designed to help employees become confident cycle commuters. The webinars have been designed as a sort of ‘lunch and learn’ session and will run every Wednesday at 1pm for half an hour. Anyone who isn’t able to make the live version will be able to watch the recording back.</p> <p>Find out more: Canny Commuting My Journey Southampton</p>
3	<p>STAFF TRAVEL SURVEY</p> <p>Anna Heron – Workplace Officer, Sustrans (My Journey Team)</p> <p>Anna talked about the fact that the new staff travel survey accounts for the fact that people are working from home and to measure impacts of Covid-19 on travel choice.</p> <p>Benefits of doing the survey:</p> <ul style="list-style-type: none"> • Identify how colleagues travel • Measure changes in behaviour • Seek support for initiatives • How it works – We share a pre-prepared survey link and share guidance on the rollout. You launch it. We update on progress. Typically runs for 4 weeks. We share report. We conduct a prize draw at the end. £25 Love2Shop voucher. <p>Anna then shared slides of the output that comes out of the survey including incentives that people want to encourage them to walk / cycle / use the bus.</p> <p>Anna highlighted the things that can be learnt from the survey and gave some ideas for next steps.</p> <p>Making sure that if you are making changes that they are communicated to let people know what you’re doing as a result of their feedback.</p> <p>A question was asked about whether it was possible to generate a hard copy of the survey. Anna said that it takes us longer to organise but that we can do it if we think it will generate a better response rate.</p>

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SUSTAINABLE FREIGHT AND WHY NOW?

**Ian Wainwright, (Interim) Freight Project Manager
Solent Transport.**

Ian's slides are available on the WTN page.

Ian talked about how urban transport and freight have changed over the last 18 months.

Ian highlighted the changes that have occurred locally including more e-scooters and bikes around, empty shops, more delivery trucks. He also mentioned dark restaurants, where chains like Wagamama have a unit on an industrial estate and then cook exclusively for collection / delivery.

He also stated that the things cities are looking for have become even more important:

- Reducing emissions.
- Improving safety / liveability
- Reducing congestion
- All of which lead to an improvement in the economy.

Ian mentioned the **freight impact on emissions**. Nationally HGVs account for approximately 18% of greenhouse gas emissions. Southampton has a NO2 zone through Redbridge and Millbrook. De-carbonisation of vans is a key way to reduce emissions. Cheaper to buy an EV than to retrofit an old one, but lack of supply means you could wait 18 months to get one. Not enough manufactured locally and the 2nd hand market is tricky. For HGVs – diesel only option previously but can now use LNG / biofuel, although both are still fossil based. The 44 tonne trucks that go into port and 18 tonnes that do pub / shop delivery don't currently have electric options at present.

Although there has been a lot of talk about hydrogen it's not efficient and requires a lot of electricity.

Ian mentioned the **safety aspect** of large freight vehicles. A lot of work is being done on fatalities to make sure that HGV drivers know how to drive around urban areas, and that cyclists know how to behave around large vehicles and buses etc.

Majority of freight vehicles are driven professionally, but the same can't be said for car drivers.

Congestion – increase in road vehicles. Since 1994 vans gradually increase and trucks remain steady, but all freight increase is dwarfed by increase in cars. 10% of historic van increase is e-commerce. Contracting repairs and maintenance has also increased van movements. HGVs and vans increased by circa 8% as a result of Covid with companies trying to hold more stock locally.

Cargo bikes will help as they can do a lot locally. Ian highlighted that replacing basic journey with an EV etc. doesn't change the number of vehicles on the road or ease congestion.

Sustainable freight – tries to avoid 'greener' as a bit greenwashing. Needs to look at enviro, eco and social. Can't just put delivery in a different vehicle. Need to assess what is fit for purpose. Can't move concrete and bread the same way.

	<p>Impact of home deliveries is increasing the number of destinations. Waste is higher too which increases bin lorry movements. Need to look at delivery and servicing. Integrated approach to freight. Similar to reduce, reuse, recycle. How many organisations allow people to procure through an online system. Stationery delivered 5 days a week. Cleaner vehicles. Low emissions zones. Noise 24/7. Practical ways of delivering needs responsibility. Who specifies what happens to the freight journeys? How many freight trips are we generating by walking or cycling places?!</p> <p>Solent FTZ looks at both personal mobility and sustainable freight. Focus on micro and macro consolidation, and consolidation of construction traffic/waste etc. Solent Transport want to get more businesses involved because they need more data.</p>
5	<p>COVID IMPACT SURVEY Anna Heron – Workplace Officer, Sustrans (My Journey Team)</p> <p>Anna did an intro to the Covid impact survey to explain why we were running it and to help shape our future service to meet workplace needs. This was followed by a breakout session focussing on what workplaces want / need from the My Journey team over the next 12-24 months. If you haven't yet completed the survey please click here to complete it now. They survey will close on Friday 16th July</p>
6	<p>FLEXIBLE WORKING BEYOND THE PANDEMIC Adam Tewkesbury Associate Director, Environment & Sustainability University of Southampton</p> <p><i>Adam's slides are available on the WTN page.</i></p> <p>Adam gave an overview of the University inc. staff and student numbers and showed the distribution of their campuses and facilities and said that they are essentially a small town.</p> <p>Pre-pandemic staff travel survey data for the University shows a gradual decrease in single occupancy car use over the 14 years that data has been collected. This was based on a more or less assumed Monday to Friday 9-5, but feedback throughout the pandemic has been that people want a more flexible approach to both location and time of work. Some people are happy working from home, while others want to go into the office.</p> <p>Adam showed a hierarchy of travel showing the most and least sustainable options but pointed out that it was missing the most sustainable option of all – don't travel – which was applicable both for commuting and business travel, where video conferencing is expected to replace a lot of travel long term. (He also commented that the My Journey version was more complete).</p> <p>Flexible working permits the number of trips to be reduced but allowing journeys to be made outside of peak times removes the time pressures that lead people to jump in the car out of convenience.</p>

Adam also highlighted the other benefits of flexible working including:

- Improvement in work life balance
- Space saving with regards to both desks and car parking
- Fewer buildings with better utilisation
- Carbon savings from both Scope 1 (direct fuel usage) and Scope 3 (indirect through commuting / business travel), although there would be a corresponding increase in Scope 3 through people heating their own homes and using electricity etc.
- Not only staff that want flexibility; students do too.

The UoS campus buildings vary in age and efficiency. It's not always possible to upgrade them when they are in use, so having lower occupancy means that complete refits can take place.

There are also challenges with home / flexible working in that a lot of the departments e.g. engineering require specific specialist equipment that can't be transported. There is also a lot of kit that requires large energy consumption e.g. wind tunnels, cryogenics lab etc.

Looking to how the University could support flexible working, Adam suggested the following:

- Creating a good flexible working policy that addresses the fact that people won't be permanently in the office or at home permanently is important. Needs to be built into HR.
- Flexible car parking permits – the current system rewards driving every day, so a more flexible policy / permit that encourages people to leave the car at home will be better.
- Flexible ticketing on Uni-link for buses – allowing for the fact that people won't travel every day.
- Flexible access to bike storage and increased limit for Cycle to Work scheme would allow purchase of e-bikes and make cycling more accessible.
- Increased use of hot desks would free up desk space.
- Putting limits on business travel will also help to achieve sustainability goals.

Regarding the wider subject of sustainability Adam pointed out that flexible working could help achieve in the following KPIs:

- **Energy:** reduction in energy use and improve building efficiency
- **Transport:** travel plan surveys, challenging the need to travel
- **Waste:** reduce waste generation and increase reuse and recycling, easier at lower volume.
- **Biodiversity:** site audits might identify car parking space could be transferred to wild growing etc.

	<p>Whilst these are the same KPIs as before the pandemic, the focus has shifted heavily towards challenging the need to travel, as that's what had to happen over the past 15 months. Other gains will therefore follow from having fewer people on campus. Overall, Adam is optimistic that they will see sustained behaviour change.</p>
7	<p>E-SCOOTER TRIAL</p> <p>Roberto Sordillo – E-scooter Operations Manager (Voi)</p> <p><i>Roberto's slides are available on the WTN page.</i></p> <p>Roberto opened with a slide showing a mock up that was created for a city in the Netherlands showing the 'before' image of a road and the idealised solution to enhance mobility. He also highlighted the desire for 15-minute cities, where people can travel anywhere within 15 minutes. The use of e-scooters and bikes essentially shrinks a city to a quarter of its size by allowing people to travel faster whilst minimising impact / carbon neutral.</p> <p>Roberto outlined that scooters are about reimagining mobility and shouldn't just be seen as something for fun. Car ownership is costly, and many people who live in city centres don't have access to vehicles. E-scooters are therefore a gateway to mobility.</p> <p>As an operator, Voi has experience of operating large fleets in international cities including Stockholm, Berlin and Milan.</p> <p>Roberto then gave an overview of the current trial in Southampton. Further planning is required to offer a complete service but at present there is good coverage of the city with 40km² covered (not inc. river or the Common) with 500 scooters available. There have been over 75,000 rides from 17,000 users. Interestingly, as the fleet size has grown, the rides / scooter has remained fairly constant, meaning that there is increasing demand.</p> <p>Use demographics show that although the early adopters tend to be those in their early 20s, older users are coming on over time.</p> <p>Roberto highlighted some of the key features of the V4 scooter, including the fact that they have suspension and 10-inch tyres for a comfortable ride.</p> <p>Roberto also covered the operating procedure for the scooters, highlighting that they can be set to either slow down or stop altogether in particular geofenced areas.</p> <p>They are trying to use cargo bikes and electric vans to swap batteries to offer full zero emissions management. A question was asked about whether there was a plan to install chargers at the docking locations however Roberto said that this wasn't feasible due to the infrastructure requirements to get power to them, and that it was therefore more efficient to manage the fleet by replacing batteries.</p> <p>In terms of modal shift, around 30% of users replaced either a car or taxi journey with an e-scooter. Almost half (47%) used an e-scooter instead of walking, so although they would</p>

	<p>already have been travelling sustainably the e-scooter helps realise the 15-minute city model.</p> <p>Approximately 63% of Voi users have reported combining an e-scooter trip with travel by public transport and there is therefore potential to include e-scooters in MaaS (Mobility as a Service) models.</p> <p>Roberto outlined some of the different parking models, however as we have docks in Southampton this was not entirely relevant.</p> <p>Voi are running safety events in the city to enable people to learn to ride them in protected environments. They have also worked with the RNIB to redesign the racks to ensure that those with visual impairments can detect them.</p>
8	<p>MAKING ZERO CARBON COMMUTING A REALITY</p> <p>Mark Hand – Liftshare / Mobilityways</p> <p><i>Mark's slides are available on the WTN page.</i></p> <p>Mark started with some statistics from a UN survey from January 2021 which showed that 84% of people in the UK think that climate change is a global emergency. This was the highest on the planet, and the average response was 65%. This has serious implications for all businesses from:</p> <ul style="list-style-type: none"> • Consumers – 85% more likely to buy from a company with a reputation for sustainability than a neutral company. • Employees – 65% of respondents wanted to work for a company with strong environmental policies. • Clients – 91% take sustainability into consideration in purchasing decisions. • Investors. • Local and National Government. <p>Mark highlighted that it's not just the planet that benefits from a more sustainable commute:</p> <ul style="list-style-type: none"> • Build back better – smart data can help team and office restructuring • Improve wellbeing – encourages good mental and physical health • Reduce costs – deliver large proven cost savings • Employer of choice – drives team retention <p>Mark raised some local issues that mean aiming for a zero-emission commute is more important, such as the Portsmouth clean air zone and smart motorway works on the M3 in summer 2021.</p> <p>Unless we decarbonise the commute we will fail our net zero goals. Transport is now the largest emitter of CO₂ contributing 5% of 18 billion kg of CO₂e annually.</p>

So, who are Mobilityways? Part of Liftshare group, which was founded 23 years ago, and just prior to the first Covid-19 lockdown had taken 1 billion commute miles off the UK road network, a figure that was set to be repeated every 3 years.

When the pandemic hit, Mobilityways were already focusing beyond lift sharing, but this was accelerated.

Mark explained that they have spent 22 years developing their HAPIAR framework and a single dashboard to allow businesses to report, benchmark and influence commuter emissions.

Mark showed a graphic to indicate the process that Mobilityways follows to achieve a reduction in emissions as follows:

- Scoping Smart Mobility Report – analyse real world commute options for each employee. Looks at things like walking distance, car sharing viability etc. Get a full report and maps.
- Travel Survey – survey staff to understand how they currently travel and how to encourage behaviour change.
- ACEL certification – Average Commuter Emission Level is determined, together with a best achievable level based on the scoping.
- Engage and deliver PTPs – Personal Travel Plans promote travel methods and incentives that have the highest chance of behaviour change.
- Engage and deliver Liftshare – if it is deemed that car sharing is a viable way of reducing single occupancy commuter vehicles.
- Analyse and Review – complete in line with annual travel survey to assess impact and return on investment.

As part of the delivery Mobilityways can run a series of deep dive workshops to guide you through the key findings of the data, make recommendations on the best ways to change behaviour and identify partners that might be able to help achieve lasting change.