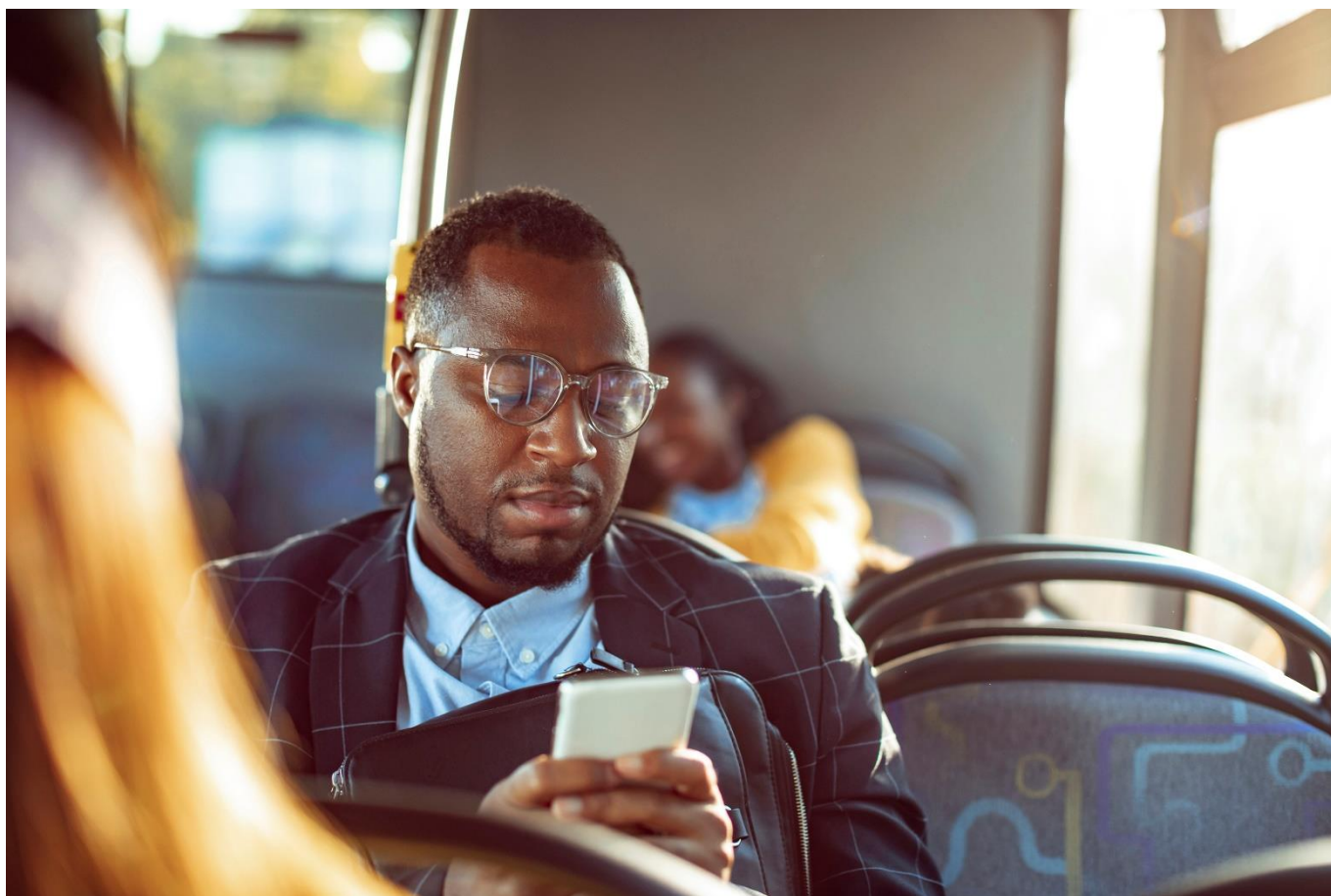


# 2022 Staff and Student Travel Surveys: Analysis and Reporting

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## Executive Summary

### Overview

In Spring 2022, 1,317 staff and 358 students completed an online travel survey which sought to understand how they travel to/at the University and their perceptions of the alternative travel options available to them.

### How staff and students travel

Respondents were asked to record what type of transport they used to arrive at the University on each day of the week. The key findings were:

- **Working from home is now more common amongst staff than travel by any other mode** – it accounted for 38% of all the possible commute trips recorded. Over half (55%) of all respondents worked or studied from home on at least one day during the survey week, including 56% of staff respondents and 51% of student respondents.
- **Of all possible staff commute trips, only 36% were made by car as driver alone** with 3% made by car as driver alone by students. This includes potential trips were staff chose to work from home instead.
- **More than one in three (41%) respondents used a non-car mode** for at least one journey in the week before the survey.

Respondents were also asked to state what their 'usual' mode of travel to campus was (the mode of transport used most often for the longest part of the journey). **While the mode split was similar to the 2019 survey (63% by car as driver alone in 2022 compared to 60% in 2019), the overall number of trips being made to campus is now much lower:**

- 68% of staff and 41% of student respondents said they travel to campus less often now, compared to before March 2020.
- In Spring 2020, on average, staff worked 4.95 days on campus compared to 2.81 days on campus in Spring 2022. So, on average, staff are now spending two more days a week working at home and not travelling to campus.
- In Spring 2020, on average, students spent 4.5 days studying on campus. In Spring 2022, students, on average, spent 3.7 days studying on campus. Therefore, on average, students are now spending almost one more day a week studying at home and not travelling to campus.

The findings above indicate there were an estimated 15,400 fewer staff and 18,000 fewer student trips to campus each week in Spring 2022 (**including over 9,700 fewer single occupant car trips by staff and over 1,000 fewer single occupant car trips by students**) compared to Spring 2020.

**Flexible working/the ability to work from home has influenced more than half of staff members to change how often they travel to campus.** In addition, **over half (55%) of staff are more satisfied with their working arrangements now** with only 8% less satisfied.

### Perceptions of alternatives to the car

Car drivers (respondents whose usual mode was car as driver alone) were asked how they perceived the feasibility of switching to more sustainable modes of travel to University and the **results indicated that there was potential for car drivers to change how they travel:**

- One in five staff drivers and one in four student drivers think cycling to campus would be feasible.
- Bus is considered a feasible option by 18% of staff and by 48% of students, with a further 11% of staff unsure whether it is feasible but willing to consider it.
- Walking is considered a feasible option by 13% of staff with a further 11% unsure whether it is feasible but willing to consider it.
- A large proportion of staff (38%) and student (48%) drivers are unsure whether car sharing is feasible, but are willing to consider it.

**46% of staff car drivers and 67% of student drivers could be encouraged to travel by bus.**

When asked what would encourage them, more frequent, quicker and more reliable bus journeys and discounted fares and passes were the most popular options. Existing bus users would like to see the same improvements.

**39% of staff car drivers and 48% of student drivers could be encouraged to travel by cycle.**

Improved cycle routes to the campus, more/improved shower and changing facilities would encourage both staff and students to cycle. Students were more likely than staff to state that improvements to cycle parking security and maintenance and repair facilities would encourage them to cycle.

Staff and students who currently cycle were keen to see the University encourage and promote cycling by: providing incentives/rewards for cycling, maintenance and repair facilities on campus (which more students chose) and more/improved shower and changing facilities (which more staff chose). Existing cyclists were also keen to see improvements to cycle parking security.

**29% of staff car drivers and 24% of student drivers could be encouraged to walk to campus.**

Incentives and rewards for walking, improved lighting on walking routes to the University and improvements in the quality of pavement surfacing were the options most likely to encourage staff. Students were also likely to be encouraged by improved lighting on the campus, more green spaces and seating, and improved signage and wayfinding.

Students who already walk to campus would like to see the University support and encourage walking by improving lighting on routes to the campus and within the campus, increasing green spaces and seating and providing incentives and rewards for walking. Incentives for walking were particularly popular amongst the small number of staff who currently walk.

**53% of staff car drivers and 62% of student drivers could be encouraged to car share.**

Reduced parking charges, an incentive/rewards scheme for car sharing and help with finding a car share partner were the most popular options to encourage car sharing. The same options were prioritised by staff and students who currently car share.

*Satisfaction with travel and the support provided by the University*

Overall, a majority of staff (63%) and students (56%) are satisfied or very satisfied with their journey to the University. Students were more likely to be dissatisfied or very dissatisfied with their journey (25%) than staff (12%).

However, there were significant variations between staff and students travelling in different ways with **respondents who use active travel modes the most satisfied overall:**



- Respondents who walk (89% satisfaction) and cycle (68%) were most satisfied.
- Bus (41% satisfaction) and train (25%) were the least satisfied. Respondents who travelled by car as driver alone were more satisfied (64%) than drivers who shared with a passenger (51%).
- Staff who travel by bus, cycle or car share were generally more satisfied with the support provide by the University to use those modes. Support provided to cycle scored highest amongst staff (46% satisfied or very satisfied) followed by bus (36%) and car sharing (28%)

#### *Awareness and perceptions of new mobility options*

#### **There was a mixed picture in terms of the awareness and use of new mobility options.**

A large majority of staff were aware of (48%) or had used (42%) cashless parking; student awareness was much lower at 26%, though 17% had used it. 87% of staff drivers were registered on the new staff car parking portal.

For other new mobility options:

- Levels of awareness of were greatest for voi e-scooters (72% of staff were aware, 3% had used one; 74% of students aware, 9% used);
- West Midlands Cycle Hire (53% of staff aware, 2% used; 64% of students aware, 10% used).
- Levels of staff awareness of West Midlands Bus on Demand were relatively high at 48% (with 4% of staff having used it).
- Awareness of Enterprise car club, bus route 14, the Choose Warwick app and Tandem taxi amongst staff much lower at 35% or less. The same pattern was observed for students, although it was notable that a large proportion (71%) of students who were not aware of the “Choose Your Way Warwick” mobile app would consider using it.
- There were similarly low levels of awareness but willingness to consider using Enterprise Car Club (31% would consider using it) and Tandem Taxi (42% would consider it).

#### *Perceptions of car parking*

Most respondents who drive to campus alone are satisfied with car parking arrangements (23% satisfied and 39% very satisfied) though 20% were either dissatisfied or very dissatisfied. Respondents who car share as a driver with one or more passengers were more likely to be dissatisfied or very dissatisfied with car parking arrangements (42%).

# 1 Introduction

## Background - University Mobility Strategy and Masterplan

- 1.1 The University of Warwick Mobility Strategy is part of its campus masterplan, a blueprint for the future development of the University campus. Transport and mobility is one of four overarching campus development themes of the Masterplan blueprint that imagines how the environment, buildings and infrastructure created will ensure Warwick can become one of the world's exceptional university campuses. It imagines how the campus connects neighbouring communities with our students and staff for their mutual benefit.
- 1.2 The University is working with Transport for West Midlands (TfWM) and partners in a collaborative two-year project called: 'Choose Your Way Warwick'. The campus is becoming a living lab, to test out new mobility ideas, approaches and technologies that could help to address the climate emergency.
- 1.3 The University undertakes travel surveys every two years to monitor the impact and progress of its travel and mobility initiatives and identify if modal share targets are being achieved. The 2022 surveys also provided an opportunity to understand travel behaviour in the post-lockdown context and understand awareness and use of new mobility options.

## How the surveys were undertaken

- 1.4 An online questionnaire survey was issued to staff and students directly by email. To encourage responses, respondents could choose to enter a prize draw to win a range of prizes. Paper surveys were also made available for staff who do not have access to a computer during their working day.

### Survey questions

The survey included questions on various topics as set out in

Table 1.1. This report is structured in line with the topics listed in the table.

**Table 1.1: Survey question topics**

Travel survey topics
<p><b>How staff and students travel</b></p> <ul style="list-style-type: none"> <li>• Main mode and campus destination</li> <li>• Travel in the last week</li> <li>• Changes in travel behaviour since the Covid-19 pandemic</li> <li>• Multi-modal journeys</li> <li>• Travel between campus sites</li> </ul> <p><b>Perceptions of alternatives</b></p> <ul style="list-style-type: none"> <li>• Perceptions of bus</li> <li>• Perceptions of cycling</li> <li>• Perceptions of walking</li> <li>• Perceptions of car sharing</li> <li>• Perception of the feasibility of alternative modes</li> </ul> <p><b>Satisfaction with travel and support provided by the University</b></p> <ul style="list-style-type: none"> <li>• Overall satisfaction with travel</li> <li>• Satisfaction with support provided by the University</li> <li>• Perceptions of new mobility options</li> <li>• Awareness</li> <li>• Experiences of using new mobility options</li> <li>• Ways the University could encourage use of new mobility options</li> </ul> <p><b>Perceptions of car parking</b></p> <p><b>Respondents characteristics</b></p> <ul style="list-style-type: none"> <li>• Faculty</li> <li>• Home location (partial postcode)</li> </ul>

**Response rate and respondent profile**

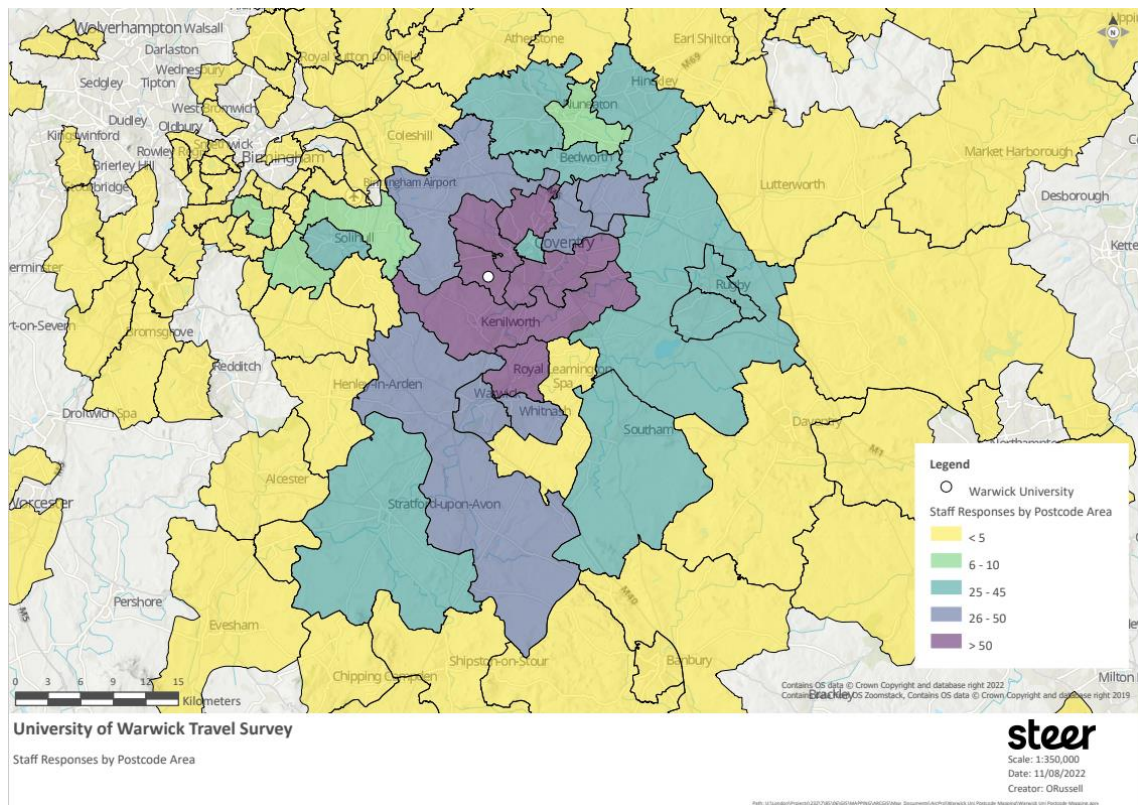
- 1.5 1,317 staff and 358 students completed the survey. This represents a response rate of approximately 18% for staff and 1.5% for students.
- 1.6 The split of responses by department is summarised in Table 1.2 with the full breakdown provided in Appendix A.

**Table 1.2: Responses by faculty**

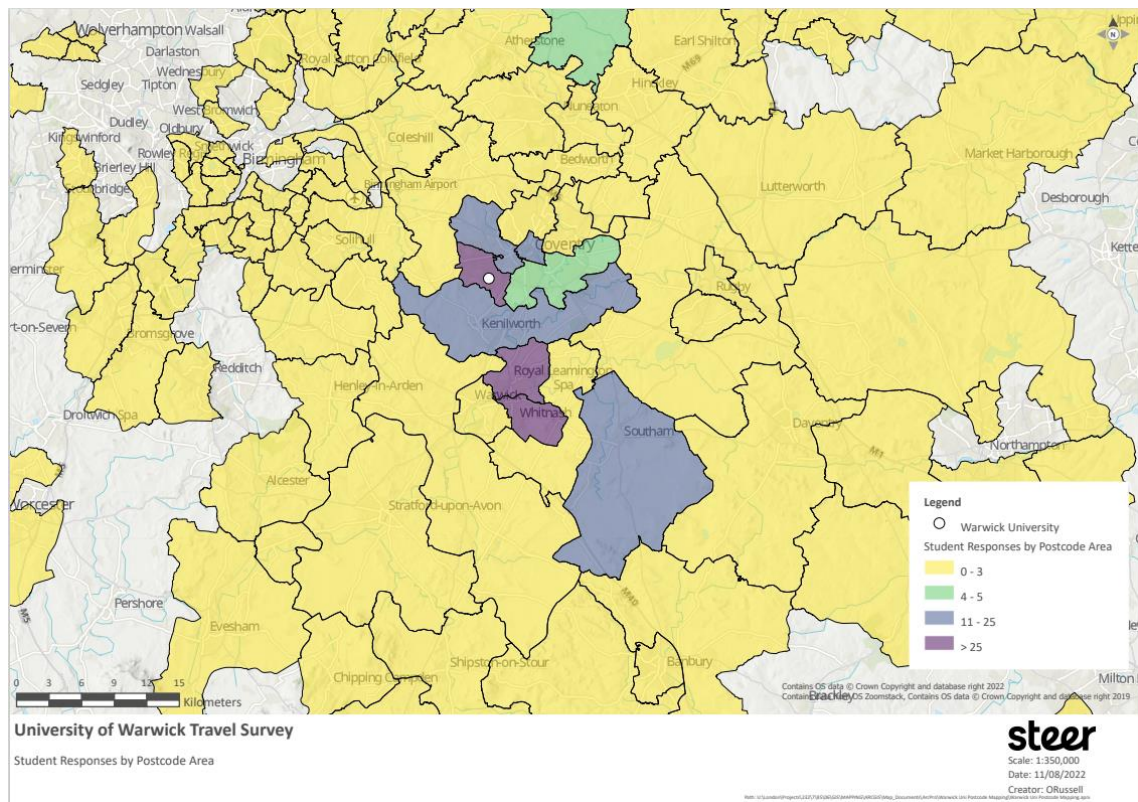
Department	Staff Total	Department	Student Total
Estates Office	211	Warwick Business School	42
IT Services	79	Economics	31
Warwick Business School	73	Life Sciences	27
WMG	73	WMG	26
School of Engineering	64	Mathematics	26
Others	783	Others	204

- 1.7 The distribution of survey respondents by home postcode area is shown in Figure 1.1 for staff and Figure 1.2 for students.

**Figure 1.1: Home locations (postcode areas) of staff survey respondents**



**Figure 1.2: Home locations (postcode areas) of student survey respondents**



## 1.8 Most respondents work or study most often at the Central Campus, as shown in Table 1.3

**Table 1.3: University sites used most often for work or study**

Campus used most often	Staff	Students
Central Campus (Coventry side of Gibbet Hill Road)	58%	81%
University House	18%	1%
Gibbet Hill Campus	8%	11%
University of Warwick Science Park	7%	1%
Westwood Campus	4%	2%
Westwood Business Park (Beehive)	2%	0%
Wellesbourne Campus	1%	1%
University Hospital Coventry and Warwickshire	0%	1%
Cryfield Village or Lakeside Village (Warks side of Gibbet Hill Rd)	3%	3%



## 2 How staff and students travel

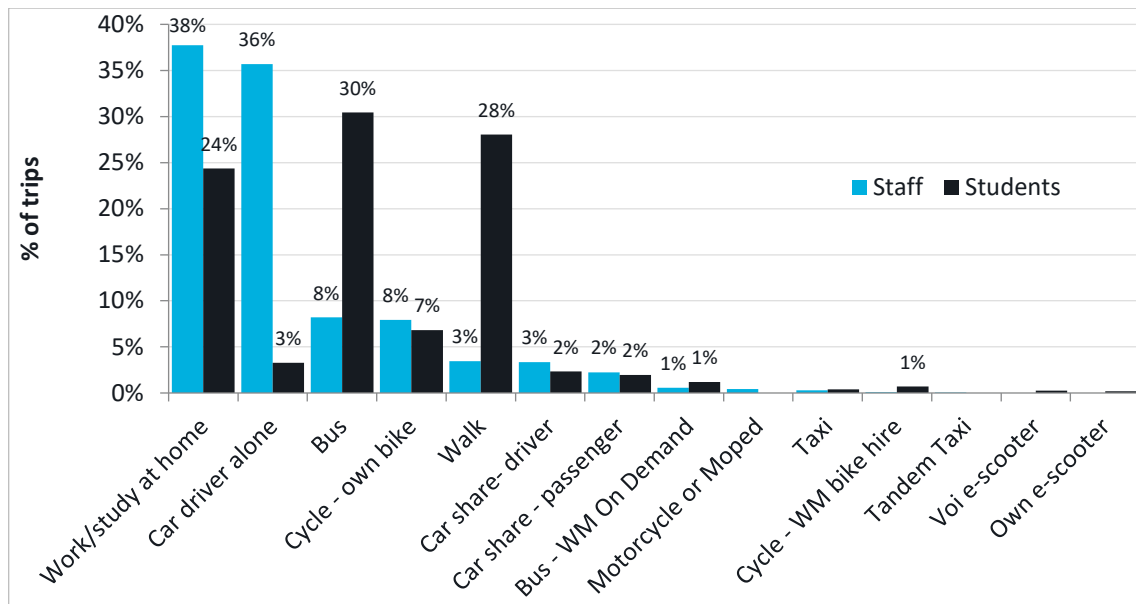
### Travel in the last week

- 2.1 Respondents were asked to describe what type of transport they used to arrive at the University every day of the week in the week prior to taking this survey. This question establishes the arrival travel mode which is the one that impacts most directly on the campus. As well as being able to choose from a list of travel modes, respondents could choose 'work or study from home' or 'did not work or study on that day'.
- 2.2 The chart in Figure 2.2 shows the mode split for all of the "possible commute trips" made by respondents during the week (including work from home but excluding "did not work or study on that day"). A possible commute trip is a day when staff or students are working/studying. We have called it a possible commute trip to recognise that staff and students have the option of working or studying at home instead.

#### *Key findings*

- Working from home is now more common amongst staff than travel by any other mode – it accounted for 38% of all the possible commute trips recorded. Over 12% of staff worked from home four or more days of the week. In contrast, no staff in 2019 recorded working from home as their main mode.
- Over half (55%) of all respondents worked or studied from home on at least one day in the week before the survey, including 56% of staff respondents and 51% of student respondents.
- Of all possible staff commute trips, only 36% were made by car as driver alone with 3% made by car as driver alone by students.
- The proportion of student possible commute trips made by car sharing as passenger in the week before the survey was higher (3%) than the proportion (1%) who stated this is their usual mode of travel.
- Likewise, a greater proportion of student possible commute trips in the week prior to the survey were made by walking (37%) compared to the proportion of students that view it as their regular mode (33%).
- More than two in five (41%) respondents used a non-car mode for at least one journey in the week before the survey.
- By factoring up the number of trips recorded by survey respondents to the overall staff and student population, it is estimated that there are:
  - 20,400 staff return trips per week (3,900 staff return trips per day)
  - 106,000 student return trips per week (18,000 return trips per day)

**Figure 2.1: Possible commute trips in the week before completing the survey**

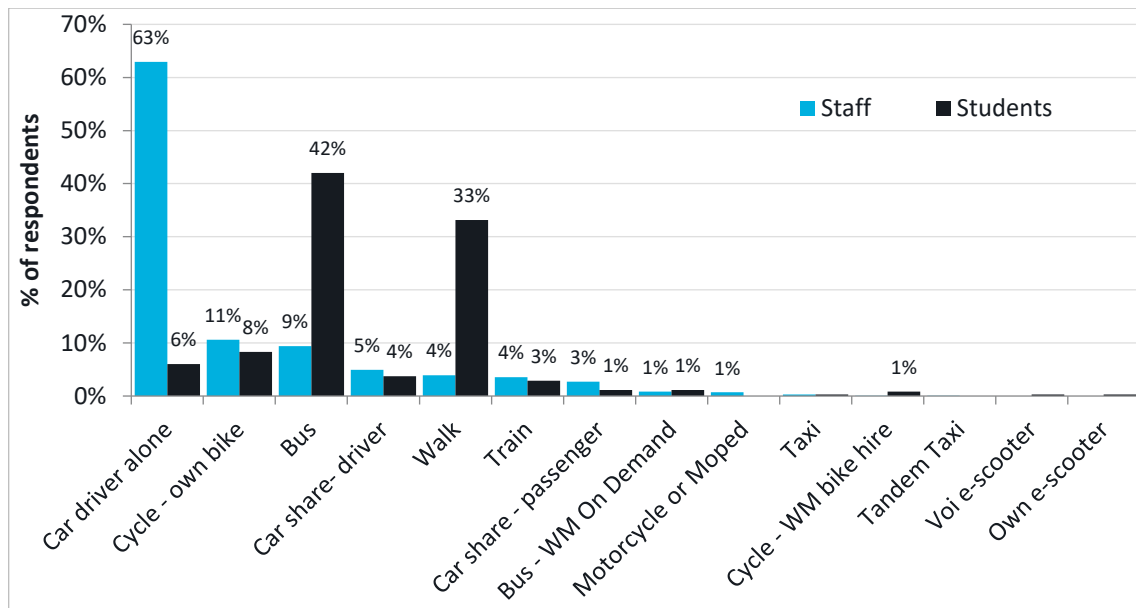


### Main mode used

- 2.3 Respondents were asked how they usually travel to the University site they travel to most often (Figure 2.1). They could only choose one option; the mode they used for the longest part of their journey. This may not have been their mode of arrival onto the campus (e.g. if travelled by train then bus but train was the longest part of the journey).
- 2.4 The information gathered using this question provides a useful comparison with the mode share established in the 2019 travel survey. Single occupant car mode share for staff was 60% in 2019 and 63% in 2022, while the share of respondents car sharing as a driver was 7% in 2019 and 5% in 2022. Cycling mode share was similar (10% in 2019 and 11% in 2022), though the share of respondents using the bus was lower (13% in 2019 compared to 9% in 2022).
- 2.5 Likewise student mode share shows only minimal changes over the last three years. The proportion of single occupant car users dropped from 10% to 6%, while the share of students walking increased from 27% to 33%. Bus use changed from 43% to 42% in 2022, while cycling dropped from 12% to 8%.
- 2.6 Use of the new mobility options as a usual main mode was relatively low at 1% of staff and 2% of students.



Figure 2.2: Main mode usually used to access campus



**Change in usual mode since 2019**

- 2.7 Table 2.1 shows how usual modes of travel for staff changed between the 2019 and 2022 travel surveys. As discussed above, **the mode splits presented should be considered in the context of much fewer trips being made by staff and students to the campus and much higher levels of working and studying from home in 2022 compared to 2019.**
- 2.8 Using the car as a driver alone remained the most popular mode for staff, rising from 60% in 2019 to 63% in 2022. The proportion of staff using the bus and car sharing as a driver decreased since 2019, while the proportion of staff taking the train and cycling increased.

Table 2.1: Usual mode for staff, 2019 and 2022

Usual mode of travel	2019	2022
Car as a driver	60%	63%
Bus	13%	9%
Cycle – own bike	10%	11%
Car share as a driver	7%	5%
Walk	4%	4%
Car share as a passenger	3%	3%
Train	2%	4%
Taxi	<1%	<1%
West Midlands On-Demand Bus	-	1%
Cycle – WM bike hire	-	<1%
Motorcycle or Moped	-	1%
E-scooter – own	-	0%
E-scooter – VOI	-	0%
Tandem Taxi	-	<1%

- 2.9 Table 2.4 shows how usual modes of travel for students changed between the 2019 and 2022 travel surveys. Most students used the bus in both 2019 and 2022, followed by walking. The proportion of students using the car as a driver alone, car sharing as a passenger and using the bus declined since 2019. On the other hand, more students walked and took the train in 2022 than in 2019.

**Table 2.2: Usual mode for students, 2019 and 2022**

Usual mode of travel	2019	2022
Bus	43%	42%
Walk	27%	33%
Cycle – own bike	12%	8%
Car as a driver	10%	6%
Car share as a driver	4%	4%
Car share as a passenger	3%	1%
Train	<1%	3%
Motorcycle or Moped	<1%	0%
Taxi	<1%	<1%
West Midlands On-Demand Bus	-	1%
Cycle – WM bike hire	-	1%
E-scooter – own	-	<1%
E-scooter – VOI	-	<1%
Tandem Taxi	-	0%

## Changes in travel behaviour since the Covid-19 pandemic

- 2.10 Respondents were asked a series of questions about how their travel to University has changed since the start of the Covid-19 pandemic. They were asked to compare their travel before March 2020 with their travel in the spring term of 2022.
- 2.11 85% of staff respondents and 35% of student respondents were working or studying at Warwick in March 2020.
- 2.12 68% of staff and 41% of student respondents said they travel to University sites less often now, compared to before March 2020. Only 5% of staff respondents said they travel more often now to University sites, as did 25% of student respondents.
- 2.13 In Spring 2020, on average staff worked 4.95 days on campus compared to 2.81 days on campus in Spring 2022. So, on average staff are now spending two more days a week working at home and not travelling to campus. Figure 2.3 shows the number of days a week spent on campus for staff.
- 2.14 In Spring 2020, on average students spent 4.5 days studying on campus. In Spring 2022, students on average spent 3.7 days studying on campus. Therefore, on average students are now spending almost one more day a week studying at home and not travelling to campus. Figure 2.4 shows the number of days a week spent on campus for students.
- 2.15 Scaling up data for the entire staff and student populations at the University provides an estimate of the overall reduction of trips made between Spring 2020 and Spring 2022.

- Based on the trips recorded in the survey, factored up to the number of staff at the University, there were an estimated 15,400 fewer staff trips to campus each week, **including over 9,700 fewer single occupant car trips**, compared to Spring 2020.
- There was an estimated 18,000 fewer student trips to campus each week, **including over 1,000 fewer single occupant car trips**, compared to Spring 2020.

Figure 2.3: Days per week spent working on campus: staff

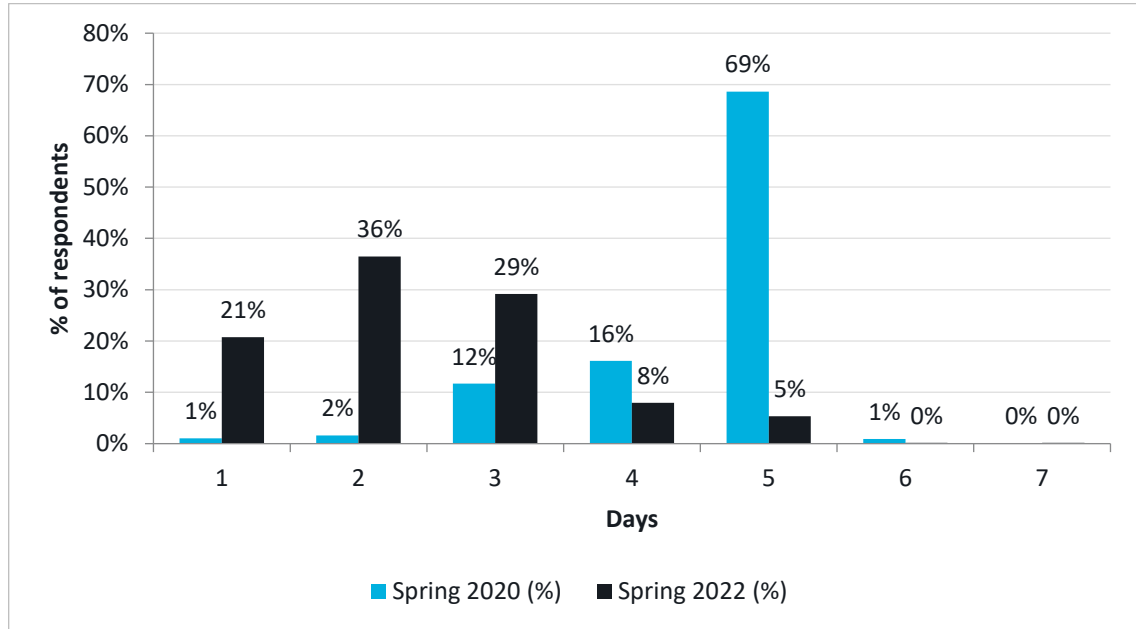
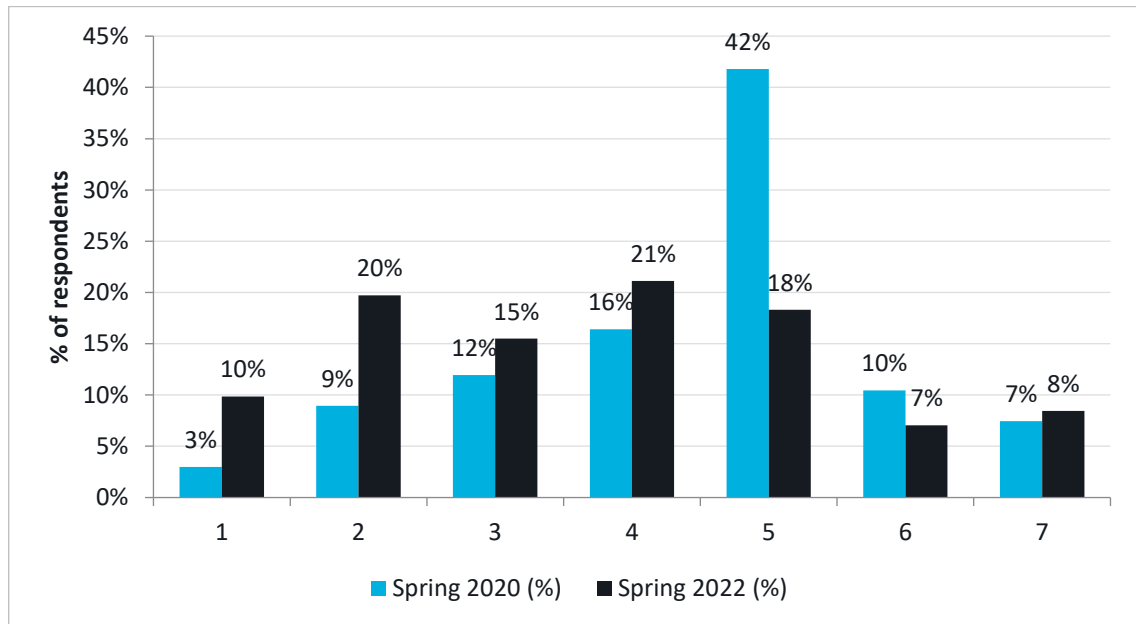


Figure 2.4: Days per week spent studying on campus: students



2.16 Respondents were asked to provide the reasons for a change in how often they travel to campus, with the results shown in Figure 2.5.

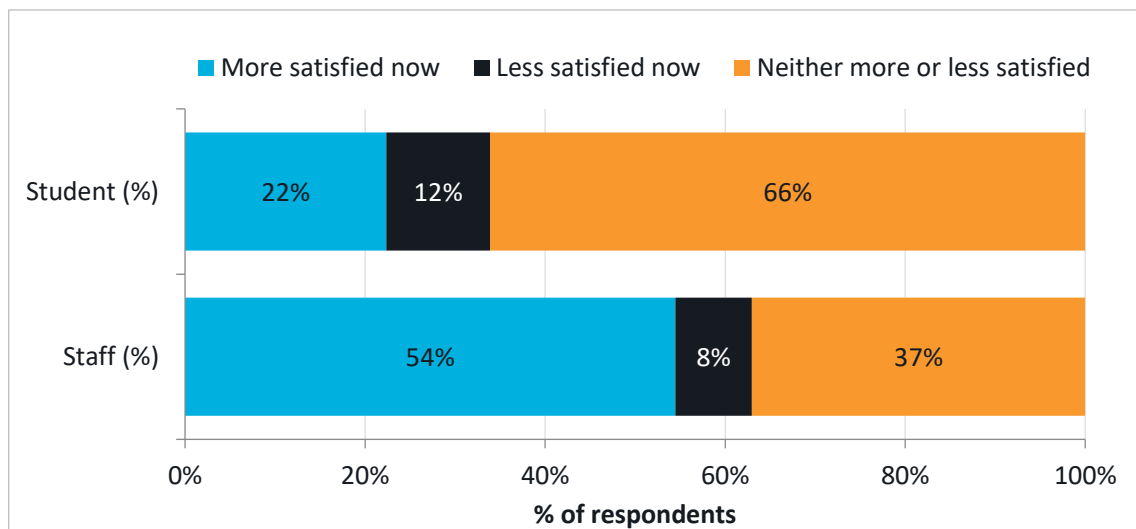
2.17 The biggest single factor was flexible working/the ability to work from home which has influenced more than half of staff members to change how often they travel to campus.

**Figure 2.5: Factors that have influenced changes in travel to campus**

	Staff (%)	Student (%)
Flexible working/ability to work or study from home	54%	35%
Concerns about Covid in the workplace/study place	15%	12%
Changes to personal circumstances	10%	22%
Changes to job role	9%	6%
Changes to car parking arrangements	5%	5%
Concerns about Covid during my journey	5%	7%
Changes to transport services	2%	10%

2.18 Respondents were asked about whether they were more or less satisfied with their working/studying arrangements now. Overall, more respondents were more satisfied with their new work/study arrangements than dissatisfied by them. Over half (55%) of staff were more satisfied. Students were more likely to be neither more or less satisfied.

**Figure 2.6: Change in satisfaction with current work/study arrangements**



2.19 Respondents were also asked to whether the times of day they travel to University had changed compared to March 2020.

**Table 2.3: Changes to periods of travel**

	Staff (%)	Student (%)
Travel in morning peak (7am - 9am) less often now	18%	12%
Travel in morning peak (7am - 9am) more often now	7%	11%
Travel in evening peak (4pm - 6pm) less often now	7%	4%
Travel in evening peak (4pm - 6pm) more often now	2%	6%

### Multi-modal journeys

2.20 Respondents who stated that they usually travel to University by bus or by bike were asked whether they combined their journey with another mode of transport (Table 2.3). Most respondents did not undertake multi-modal journeys.

**Table 2.4: Other modes used in combination with main mode**

Other mode used during journey	Main mode bus		Other mode used during journey	Main mode cycling	
	Staff	Students		Staff	Students
Train	3%	6%	Train	1%	3%
Car	3%	1%	Car	8%	0%
Bicycle	3%	4%	Bus	2%	7%
None	91%	89%	None	90%	90%

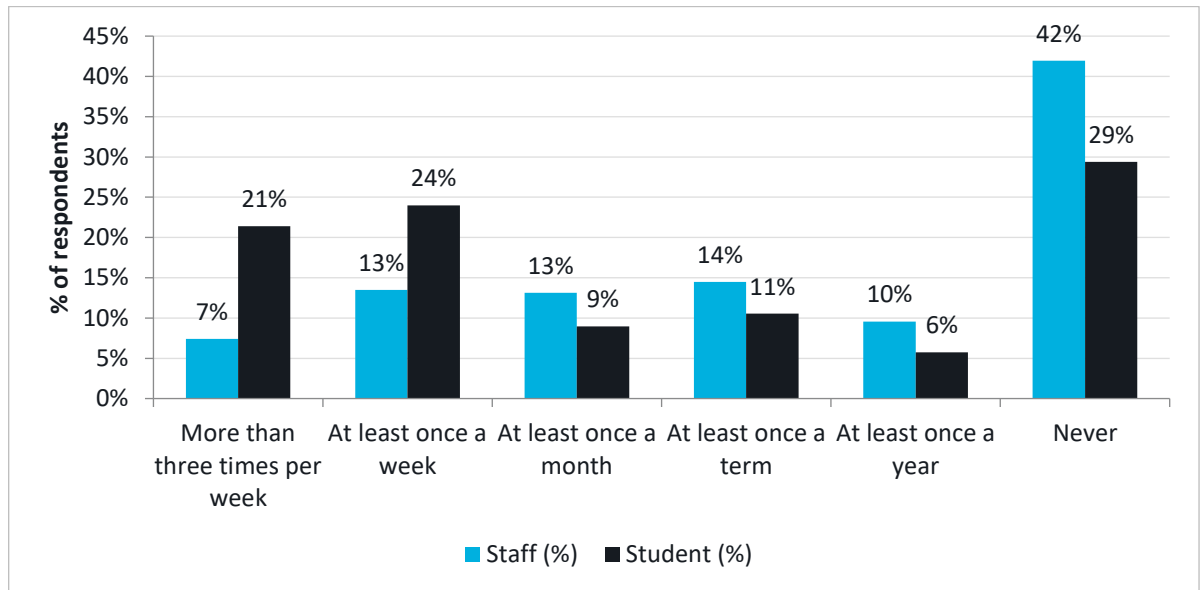
Note: only 29 student cyclists answered question 36, therefore the results may not be representative.

- 2.21 Bus and cycle users who said that they also took the train as part of their journey were asked what station they used to commute.
- 2.22 For bus users, 15 respondents used Coventry station, while two respondents used Tile Hill. For cycle users, one respondent used Coventry and a further two used Canley.

### Travel between campus sites

- 2.23 Respondents were asked how often they travel between University sites on the same day. Students were more likely to make these trips than staff, with 42% of staff respondents stating that they never travel between University sites.

**Figure 2.7: Frequency of inter-site travel**



2.24 Respondents were also asked to provide information about the most recent journey that they made between two University sites. Respondents had to select the two locations between which that journey was made. Over a third (34%) of staff journeys and 44% of student journeys involved Central campus.

**Figure 2.8: The most recent campus journey between University sites**

Campus used most often	Campus occasionally used	Staff	Students
Central campus (Coventry side of Gibbet Hill Road)	Cryfield	7%	6%
	Gibbet Hill	9%	8%
	University House	11%	10%
	Westwood Campus	10%	9%
	University of Warwick Science Park	4%	2%
University House	Central Campus	4%	6%
	Cryfield	1%	1%
	Gibbet Hill	2%	2%
	Westwood Campus	2%	1%
	University of Warwick Science Park	0%	1%
Gibbet Hill campus	Central Campus	5%	4%
	Cryfield	1%	0%
	University House	1%	1%
	Westwood Campus	1%	1%
	University of Warwick Science Park	0%	1%
Westwood campus	Central Campus	2%	1%
	Cryfield	0%	0%
	Gibbet Hill	0%	0%
	University House	1%	1%
	University of Warwick Science Park	0%	0%

2.25 Respondents were also asked to state how they travelled for this journey. Walking was the most popular trip mode for both staff and student trips. Other modes such as taxi and motorcycle/moped were not used at all.

**Figure 2.9: Inter-site travel modes**

Mode	Staff	Students
Walk	65%	85%
Car as a driver alone	24%	2%
Car share as a driver with one or more passenger	4%	1%
Bus	3%	9%
Car share as a passenger	2%	0%
West Midlands Cycle Hire	0%	3%
Voi e-scooter	0%	1%
Taxi	0%	0%
Motorcycle/moped	0%	0%

## 3 Perceptions of alternatives to the car

- 3.1 Respondents who said they usually travel to the University by car alone were asked about their perceptions of alternative sustainable travel options. Respondents who already travel using sustainable options were asked about how the University could support and encourage travel by that mode.

### Perceptions of bus

#### Car drivers

- 3.2 Car drivers were asked what initiatives, if implemented by the University or bus operators, would encourage them to switch and make more journeys by bus. Respondents could choose more than one initiative. There were 818 staff respondents who stated they usually drive to campus on their own but only 21 student respondents - the student sample is too low to draw meaningful conclusions from.
- 3.3 46% of staff car drivers and 67% of student drivers could be encouraged to travel by bus (i.e. they chose at least one option)

**Table 3.1: Initiatives that would encourage car users to travel by bus**

Answer	Staff (%)	Student (%)
More frequent bus services to University sites	27%	52%
Quicker bus journeys	25%	48%
Discounted fares and passes on all bus services	23%	52%
More reliable bus journeys	23%	43%
Demand responsive services like the West Midlands On Demand bus available in my area	15%	29%
Incentives/rewards for travelling by bus	14%	24%
Integrated tickets that can be used on buses and trains	5%	29%
Improved safety on buses	3%	0%
Improved safety at bus stops on the campus	2%	5%

- 3.4 Drivers were also asked if they have any of their own suggestions for initiatives that would be helpful. Responses were organised according to themes and results and the top five were:
1. Request for a quicker, more direct bus route 38% of responses
  2. Request for bus provision near home location 11%
  3. Request for extended operating hours 10%
  4. Request for improved service frequency 8%
  5. Request for a cheaper bus service 5%



### Existing bus users

- 3.5 In the week prior to the survey, 13% of staff journeys and 40% of student journeys to the campus were made by bus.
- 3.6 The 9% of staff respondents and 42% of student respondents who stated they usually use the bus to travel to University were asked what else the University could do to support and encourage bus travel. Respondents could select more than one option.

Table 3.2: Bus users' preferred initiatives to support and encourage bus travel

Answer	Staff	Students
More frequent bus services to University sites	14%	17%
Quicker bus journeys	13%	15%
Discounted fares and passes on all bus services	12%	17%
More reliable bus journeys	12%	14%
West Midlands On Demand bus available in my area	8%	9%
Incentives/rewards for travelling by bus	7%	8%
Integrated tickets that can be used on buses and trains	3%	9%
Improved safety on buses	1%	0%
Improved safety at bus stops on the campus	1%	2%

### Perceptions of cycling

#### Car drivers

- 3.7 Car users were asked what initiatives would encourage them to make more journeys by bicycle. Respondents could choose more than one initiative.
- 3.8 39% of staff car drivers and 48% of student drivers could be encouraged to travel by cycling (i.e. they chose at least one option).

Table 3.3: Initiatives that would encourage car users to cycle

Answer	Staff	Students
Improved cycle routes to the campus	15%	16%
More/improved shower and changing facilities	11%	11%
Cycle to Work scheme (tax-free cycle purchase)	7%	7%
Improvements to the security of cycle parking on campus	7%	11%
More/improved clothes drying areas	7%	7%
Cycle maintenance and repair facilities on campus	6%	9%
Improved cycle routes on campus	5%	9%
Additional cycle parking on campus	5%	5%
Free or discounted use of West Midlands Cycle hire	4%	2%
Cycle training sessions on campus	2%	0%
More West Midlands Cycle Hire bikes/docking stations	1%	0%

3.9 Car drivers were also asked if they have any of their own suggestions for initiatives that would encourage cycling. Responses were organised according to themes and results and the top four were:

1. A safer cycling environment 17% of responses
2. Improve cycle routes/infrastructure outside campus 16%
3. Improve facilities on campus (inc. secure parking, lockers) 12%
4. Safe/free/convenient Park and Cycle scheme 11%

3.10 19% of responses mentioned living too far way/it takes too much time to cycle.

#### Existing cyclists

3.11 In the week prior to the survey, 13% of staff journeys and 9% of student journeys were made by bike. The 12% of staff respondents and 8% of student respondents that usually cycle to campus were asked what else the University could do to support and encourage cycling. Respondents could select more than one option.

**Table 3.4: Cyclists' preferred initiatives to support and encourage cycling**

Answer	Staff	Students
Incentives/rewards for travelling by bike	19%	12%
Cycle maintenance and repair facilities on campus	16%	20%
More/improved shower and changing facilities	15%	12%
Improvements to the security of cycle parking on campus	15%	13%
Discounts at local bike shops for staff and students	14%	15%
More/improved clothes drying areas	13%	11%
Free or discounted use of West Midlands Cycle Hire	4%	10%
Cycle training sessions on campus	3%	5%
More West Midlands Cycle Hire bikes/docking stations	2%	1%

## Perceptions of walking

### Car drivers

3.12 Car drivers were asked what initiatives would encourage them to make more journeys on foot. Respondents could choose more than one initiative.

3.13 29% of staff car drivers and 24% of student drivers could be encouraged to walk to campus (i.e. they chose at least one option).

Table 3.5: Initiatives that would encourage car users to walk

Answer	Staff	Students
Incentives/rewards for walking	21%	12%
Improved lighting on walking routes TO University sites	15%	13%
Improve the quality of pavement surfacing	10%	5%
More pedestrian crossing points on routes to University	9%	9%
Increase the amount of green spaces and seating	8%	13%
Reduce the traffic that pedestrians have to interact with	8%	6%
Improved lighting on walking routes within University	6%	12%
Improve signage and wayfinding	6%	10%
More pedestrian crossing points on routes within University	5%	5%
Additional security patrols on University	5%	7%
Reallocating space currently used for motorised vehicles	5%	4%
Reduce the amount of street clutter	2%	5%

3.14 Car users were also asked if they have any of their own suggestions for initiatives that would be helpful. Responses were organised according to themes and results and the top three were:

1. Safe/convenient/free Park and Stride option 24% of responses
2. A safer walking environment 4%
3. Better/greener/more accessible walking routes 4%

3.15 48% of responses mentioned living too far way/ walking takes too much time with 3% mentioning a concern that they often have too much to carry to walk.

### Existing walkers

3.16 In the week prior to the survey, 6% of staff journeys and 37% of student journeys to campus were made on foot. The 4% of staff respondents and 33% of student respondents who stated that they usually walk to University were asked what else the University could do to support and encourage walking. Respondents could select more than one option.

**Table 3.6: Walkers' preferred initiatives to support and encourage walking**

Answer	Staff (%)	Student (%)
Incentives/rewards for walking	21%	12%
Improved lighting on walking routes to University sites	15%	13%
Improve the quality of pavement surfacing	10%	5%
More pedestrian crossing points on routes to University sites	9%	9%
Increase the amount of green spaces and seating	8%	13%
Reduce the amount of traffic that pedestrians have to interact with	8%	6%
Improved lighting on walking routes within University sites	6%	12%
Improve signage and wayfinding	6%	10%
More pedestrian crossing points on routes WITHIN University site	5%	5%
Additional security patrols on University sites	5%	7%
Reallocating space from cars to pedestrians	5%	4%
Reduce the amount of street clutter	2%	5%

## Perceptions of car sharing

### Car drivers

- 3.17 Car drivers were asked what initiatives would encourage them to make more journeys using car sharing. Respondents could choose more than one initiative.
- 3.18 53% of staff car drivers and 62% of student drivers could be encouraged to car share (i.e. they chose at least one option).

**Table 3.7: Initiatives that would encourage car drivers to car share**

Answer	Staff (%)	Student (%)
Reduced parking charges for car sharers	18%	22%
An incentive/rewards scheme for car sharing	15%	18%
Help with finding a car share partner	14%	13%
Guaranteed lift home in an emergency or if let down	10%	7%
More flexible arrangement for car sharing	9%	9%
Priority car parking spaces on campus	7%	7%
More conveniently located car sharer parking	3%	7%

- 3.19 Car drivers were also asked if they had any of their own suggestions for initiatives that would encourage them to car share. 98 responses were provided, the key themes were:
1. Make it easier to find a car share partner 12% of responses
  2. Cheaper/no parking fees for car sharers 9%
  3. Make the system easier to use 5%
- 3.20 In addition, 50% of responses mentioned barriers to car sharing such as varied or inconsistent schedule/remote location/caring responsibilities and 5% mentioned concerns about COVID as a barrier to car sharing.

### Existing car sharers

- 3.21 The 5% of staff and 4% of student respondents who stated that they usually travel to campus by car sharing were asked about what else the University could do to help them car share. Respondents could choose from multiple options.

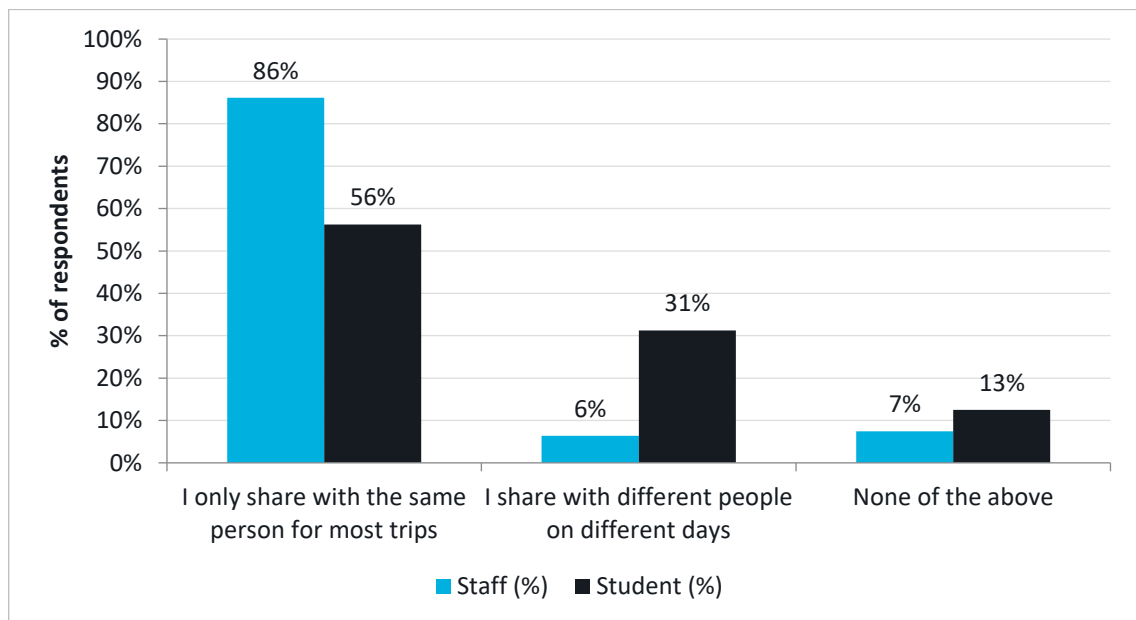
**Table 3.8: Car sharers' preferred initiatives to support and encourage car sharing**

Answer	Staff (%)	Student (%)
Reduced parking charges for car sharers	43%	32%
Provide an incentive/reward scheme for car sharing	22%	32%
Guaranteed Lift Home in an emergency	13%	3%
Additional priority spaces for car sharers	12%	18%
More conveniently located priority car sharer parking spaces	7%	12%
Offer a dynamic ride matching service between car sharers	3%	3%

*Types of car sharing arrangement*

3.22 The 120 respondents who already car share were asked about their car sharing arrangement for travelling to the University. As shown in Figure 3.1, staff tend to share with the same person for most trips whereas students are more likely to share with different people on different days.

**Figure 3.1: Car sharing arrangement to the University**



Note: Only 16 students answered question 10.

*Use of car share schemes*

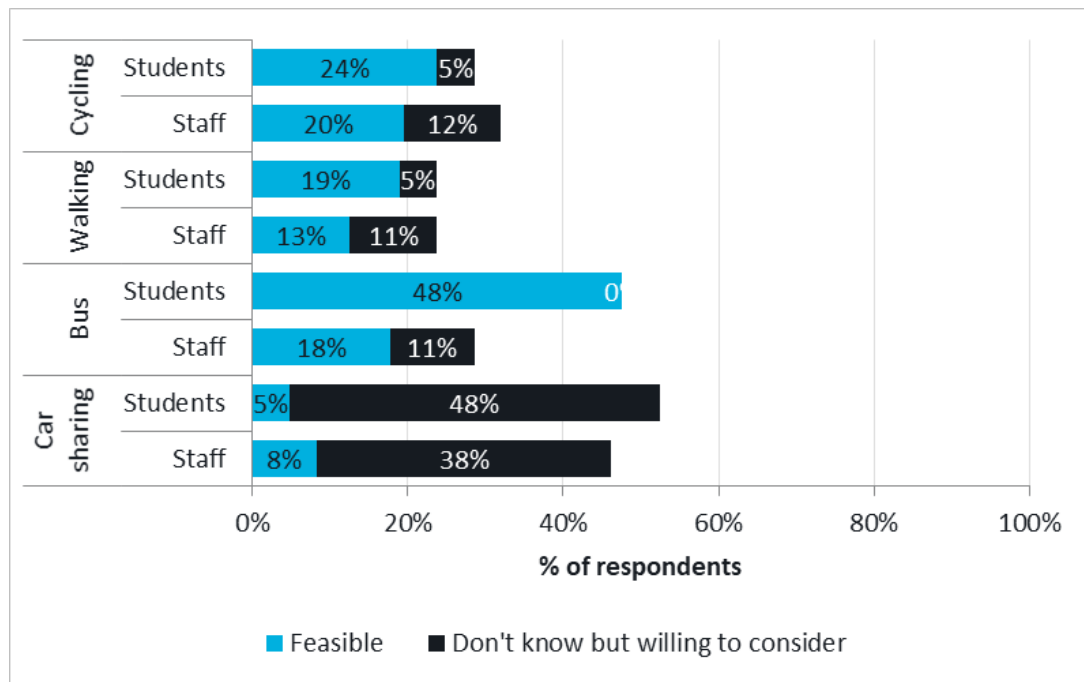
3.23 Respondents were asked about which car sharing schemes they have used. Eight members of staff said they have used 'Liftango' while 21 staff said they used 'Warwickshare'. Only one student answered this question, and no respondents said that they used the 'Take A Mate' scheme.

## Perception of the feasibility of alternative modes

3.24 Car drivers were asked if switching to more sustainable modes of travel to University was feasible for them:

- One in five staff drivers and one in four student drivers think cycling would be feasible.
- Almost half of student drivers think travel by bus would be feasible.
- A large proportion of staff (38%) and student (48%) drivers are unsure whether car sharing is feasible, but are willing to consider it.

Figure 3.2: Perception of the feasibility of alternative modes

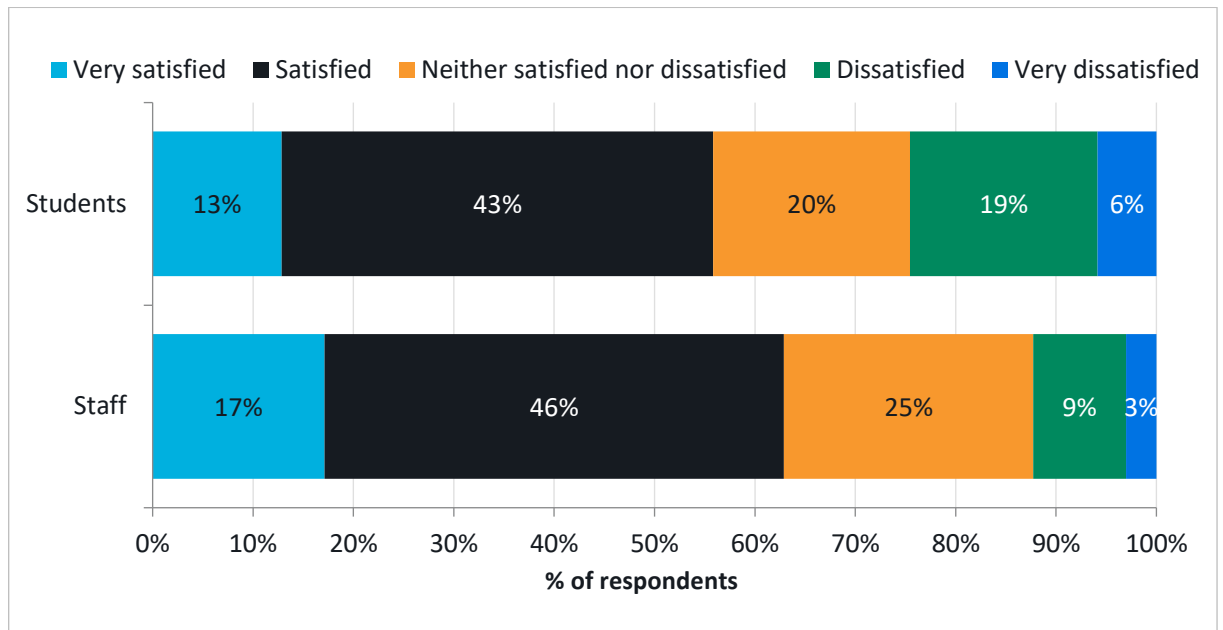


# 4 Satisfaction with travel and support

## Overall satisfaction with travel to the University

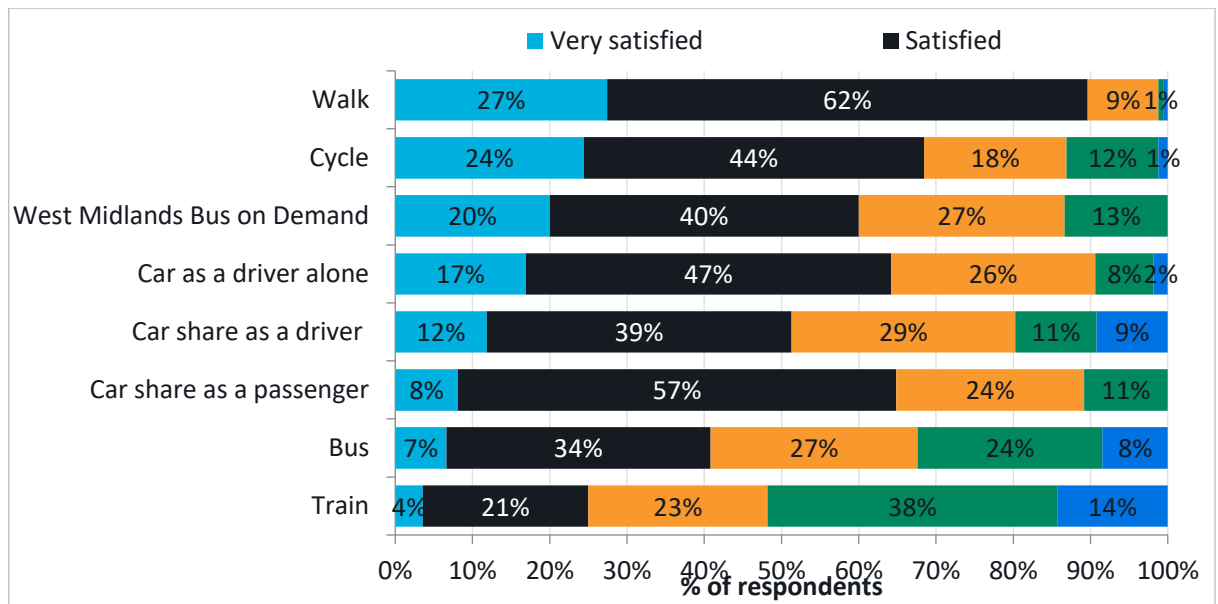
4.1 Respondents were asked to rate their overall current satisfaction with travel to the University.

Figure 4.1: Satisfaction with current journey to University



4.2 Overall satisfaction with travel by usual travel mode is shown in Figure 4.2. Note: Tandem taxi, Voi e-scooter and personal e-scooter, taxi and West Midlands Cycle Hire received a low number of responses and are not shown in Figure 4.2.

Figure 4.2: Satisfaction with journey to university by usual mode.

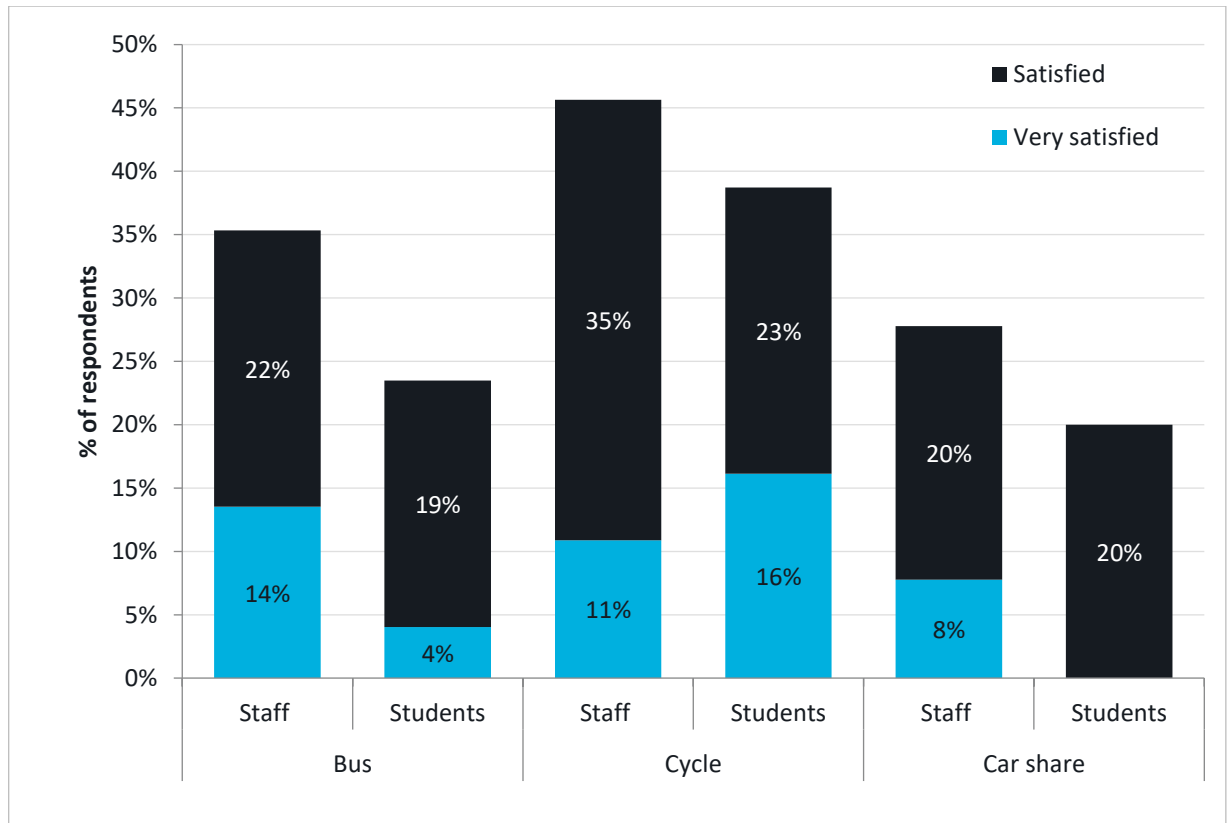


### Satisfaction with support/facilities provided by the University

4.3

Respondents who usually travel by bus, cycling, and car sharing were asked to indicate their level of satisfaction with the support provided by the University for those modes of travel. The chart in Figure 4.3 show the proportion of bus, cycle and car share users who are satisfied or very satisfied with the support provided.

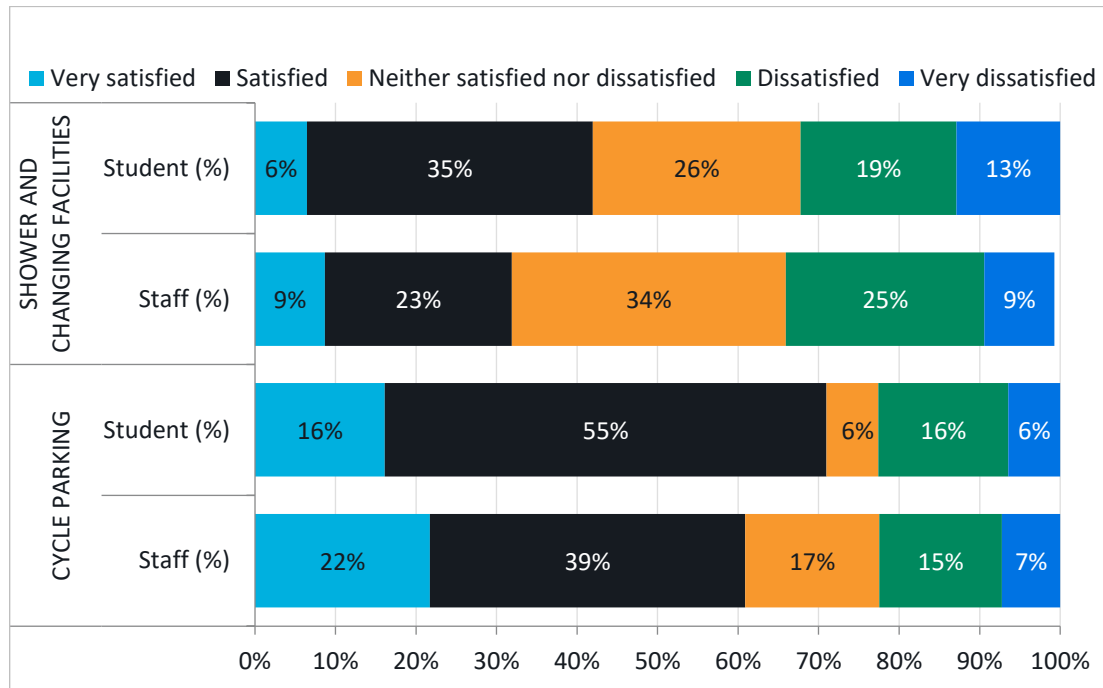
Figure 4.3: Satisfaction with support provided for bus, cycling and car sharing





4.4 Cyclists were additionally asked to rate their satisfaction with various cycling facilities on campus.

Figure 4.4: Satisfaction with cycle facilities



# 5 Perceptions of new mobility options

## Awareness

5.1 Respondents were asked how aware they were/whether they had used a range of new mobility travel options. The results are presented in Figure 5.1.

Figure 5.1: Awareness of new mobility options – staff

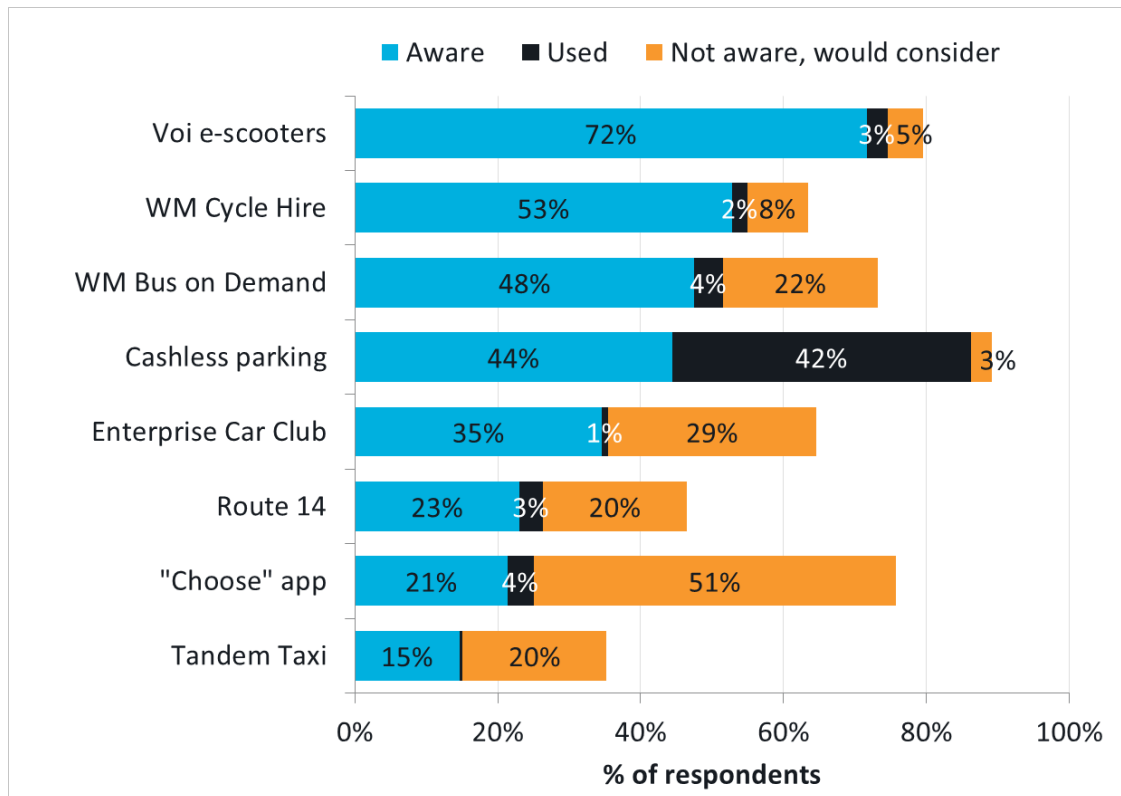
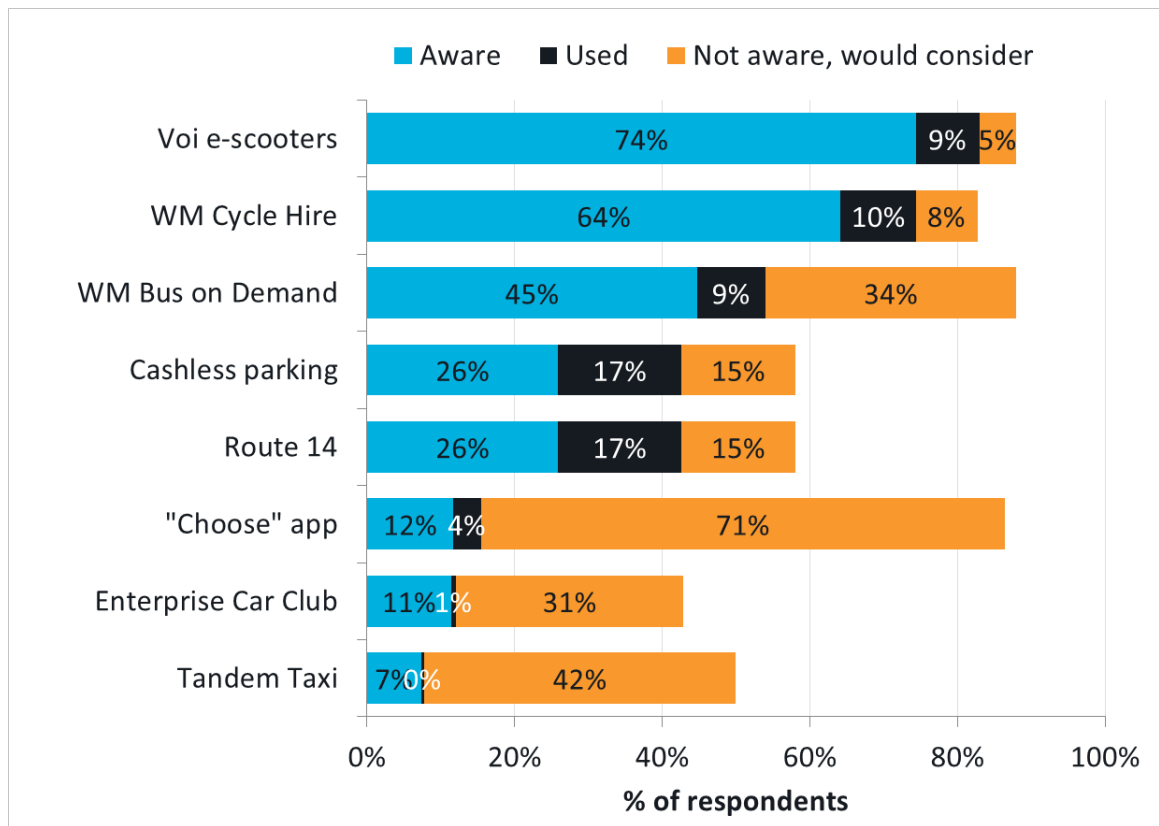


Figure 5.2: Awareness of new mobility options – students



### Experiences of using new mobility options

5.2

Respondents were asked to provide their experiences of using new mobility options available at the University as listed above. The comments are provided in full in Appendix A. General themes emerging from the comments are:

#### Cashless parking

- Experience: Positive response to cashless car parking which is seen as easy to use but concerns about parking cost for lower income staff and accessibility for visitors

*“Car parking is a much-improved experience now that it's cashless and automatic”*

*“Cashless car parking - very good! I like how I only get charged when I'm actually on campus and using the car park. the old permit system meant you paid all the time, regardless of whether you used the car park or not. The pay as go system was really expensive. I like how the new system caps the weekly price so I never pay more than the permit price”.*

#### Choose Your Way Warwick app

- Mixed response to Choose Your Way Warwick app with some reliability issues reported with the app and concern about battery power used (though the concept is generally welcomed).

*“Choose your way Warwick app has motivated me to travel by bus/cycle/walk a lot, especially I can earn better points and redeem them into vouchers”*

*“unreliable in tracking my movements, so I'm not getting the points I should”*

*“battery hungry” “absolute battery-killer”*

### **West Midlands Cycle Hire**

- Generally positive feedback with comments focusing on additional hubs including in residential areas, suggestions for subsidised credits for staff and students and some issues around lack of capacity at docking stations and bikes not being available occasionally.

*“I have used the West Midlands Cycle Hire and it was honestly so fun...I used it when I went shopping in Canon Park and it helped me carry my heavy groceries. Definitely a great experience”.*

*“I like the fact that there are cycle stands in central campus, however, a cycle stand at library road would be more convenient”*

*“The services like cycle hire and e-scooters are perfect for getting around campus and the local area without having to use my vehicle.”*

### **West Midlands Bus On Demand**

- Some positive comments about the concept and experiences of use, though some perceived it as expensive and the booking service not providing specific timings was a concern and some reliability issues were reported. Generally there were fewer positive comments than for the other new mobility options.

*“The Bus on Demand is great when there is availability”*

*“I have used the Bus on demand service several times but the cost of £3 each way within Coventry means that i am spending £6 to get to and from work but only £2.50 if i was to drive and park a car on campus for the day.”*

*As it got busier, the service became unreliable. i.e. I ended up waiting a long time for the bus or it changed the time I was meant to be picked up, so couldn't rely on it to get me to work on time.*

*“The WMB On-Demand is the best service ever and I've been recommending it to everyone in the hope that it sticks around. “*

### **Voi e-scooters**

- Respondents were positive about e-scooters and their ability to make journeys more quickly across campus. The main concern expressed was that they were expensive and some respondents found the operating area restrictive. There were a few concerns about safety of e-scooters for users and pedestrians.

*“Scooters very reliable getting fast around campus”*

*“The process of getting the app and setting it up is lengthy. They are also very expensive.”*

*“I have had good experience using the WMCA hire bikes and VOI e-scooters for journeys on campus. I generally prefer to walk, but would use these for trips that need to be done more quickly. I have a general preference for the cycle scheme as it's more cost effective than the e-scooters, but great to have both options to try.”*

### Route 14 subsidised bus travel

- Some very positive feedback alongside concern about lack of evening and Sunday service beyond Tile Hill, long journey times and a circuitous route.

*"Route 14 subsidised bus travel: Really impressed with this. It's really cut down my bus travel fee from paying £50/month for a bus pass (that I only really used to go food shopping, or to go into town occasionally), to approximately £4-20/month for the same use. Well done!"*

*"Number 14 service is very good and cost sufficient for staff"*

*"The bus 14 is good however can sometimes be unreliable, with delayed or early buses"*

*"Subsidised 14 bus could be advertised better; was not aware until recently"*

### Enterprise car club

- Only two comments were provided that mentioned Enterprise car club with the key concerns being vehicles not being charged up for use and problems using the system to access the vehicles.

### Tandem taxi

- None of the respondents reported their experiences of using Tandem Taxi but there were a few comments which noted that it was generally a good idea.

## Ways the University could encourage use of new mobility options

- 5.3 Respondents were asked to state how the University could support and encourage the use of new mobility options. Some of the key themes in the comments related to better marketing and promotion but making options cheaper and providing incentives for use were also common themes. Extending the operating areas of e-scooters, West Midlands Cycle Hire and West Midland Bus On-Demand was also a common suggestion. There was some concern that the new mobility options did not cater for disabled people and many respondents noted that new mobility options were not suitable for them due to caring responsibilities or long commutes.

*"Extend scooters to Canley station"*

*"Extend the locations to my area of residence. Solihull"*

*"Extend the service outside Coventry, Leamington and Kenilworth. Many staff live in Solihull but this area is completely ignored despite being very close."*

*"More information"*

*"More promotion/marketing please"*

*"Provide access to bikes and scooters for free to move around campus"*

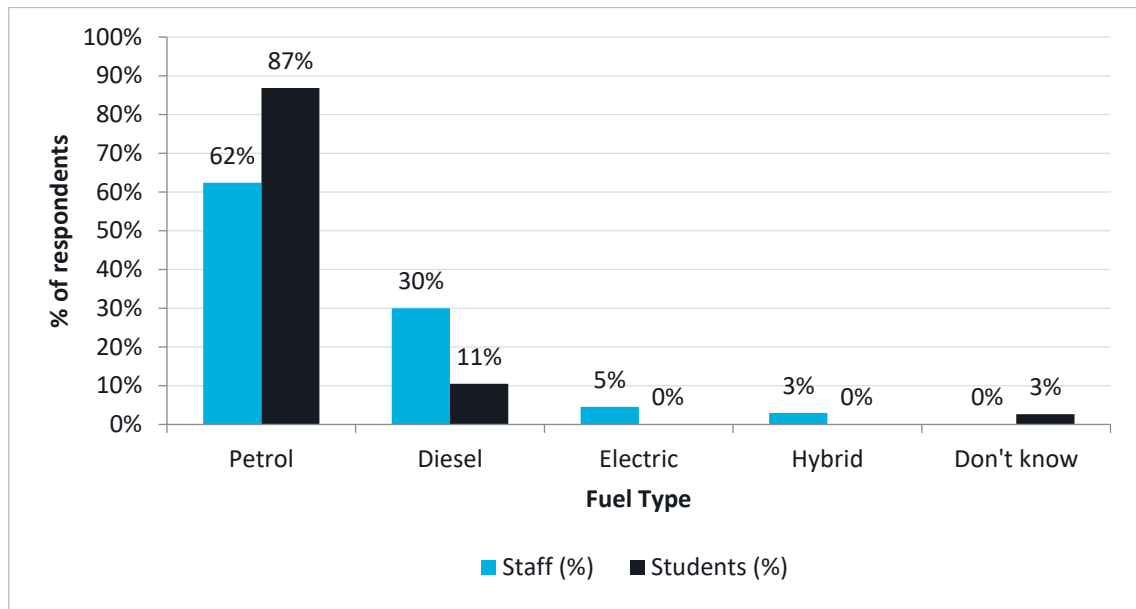
*"Subsidise them, raise awareness of them"*

# 6 Perceptions of car parking

## Profile of car users

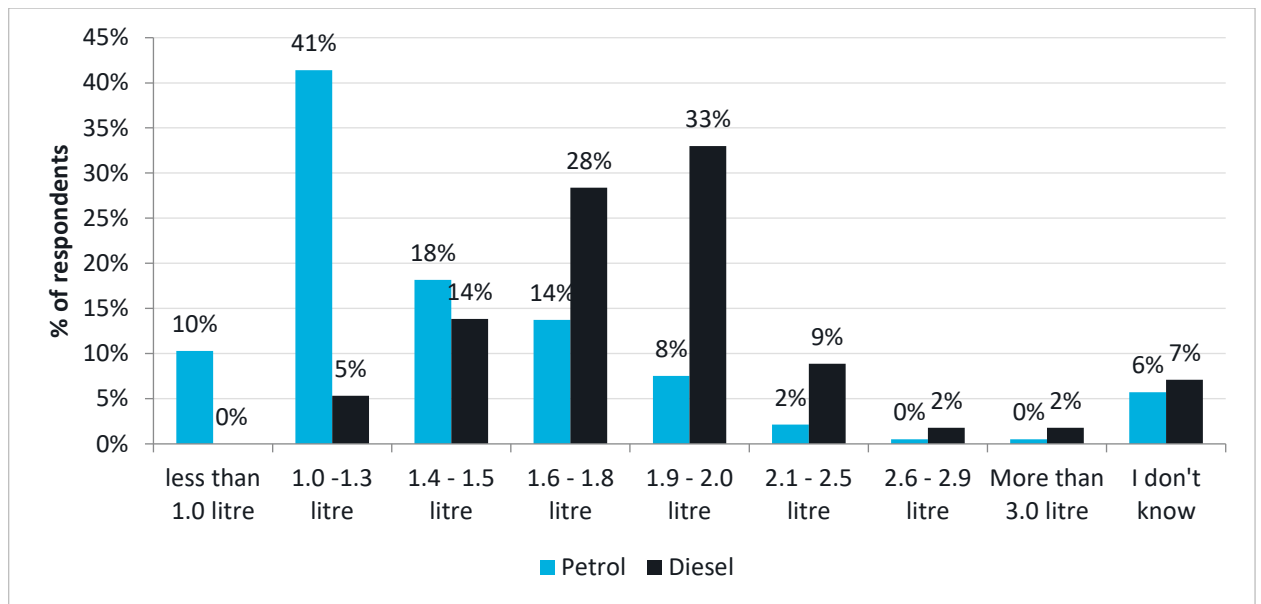
- 6.1 Car users, both those who drive alone and those who car share, were asked a series of questions about their vehicles and perceptions of their experience of using cars to travel to the University.
- 6.2 Respondents selected what type of fuel their vehicle used, as well as its engine size, where known.

Figure 6.1: Car fuel types



Note: Only 38 students gave an answer to Question 5.

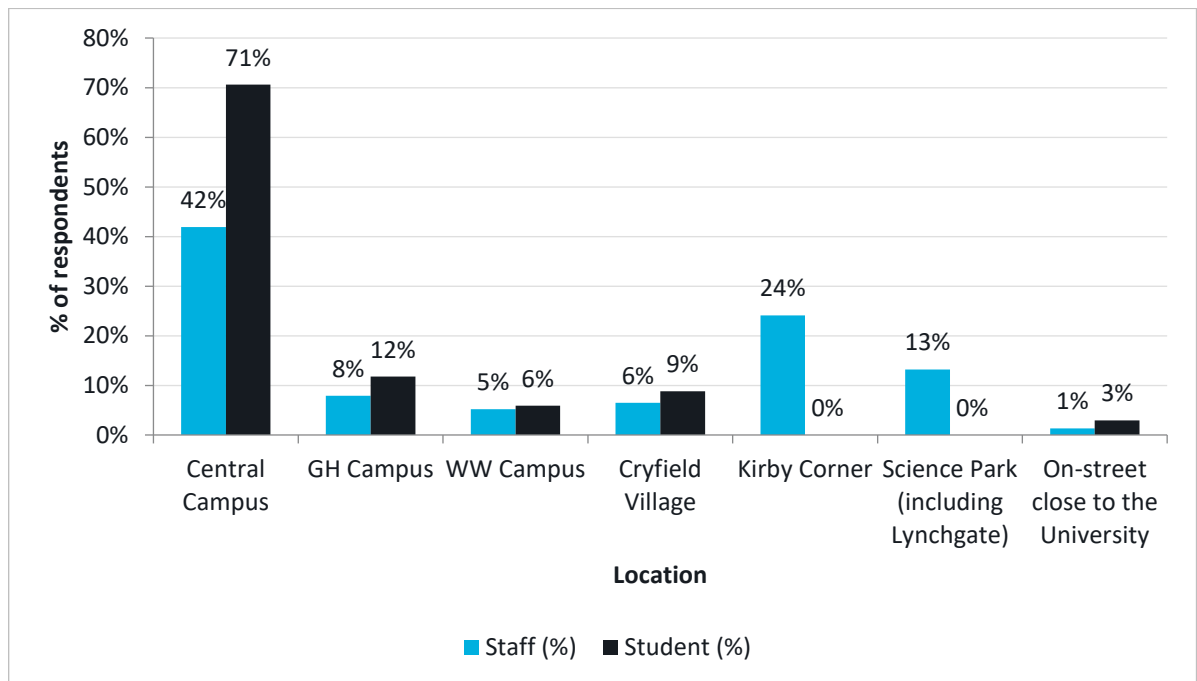
Figure 6.2: Fuel type and engine size



6.3 Respondents were asked whether they are currently registered on the new staff parking portal for daily charging. Almost nine in ten (87%) said that they were, while 10% said they were not.

6.4 Respondents were asked where they usually park at the University.

Figure 6.3: Parking locations for students and staff

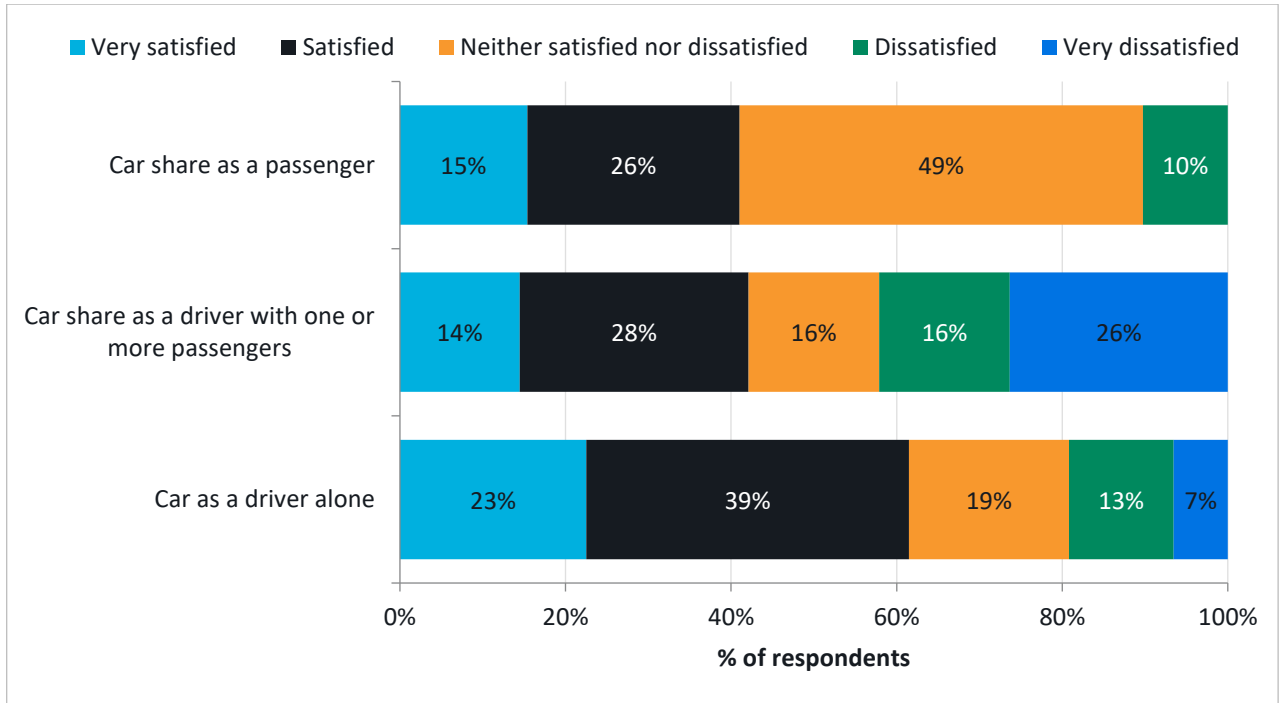


## Perceptions of car parking

### Satisfaction with parking

6.5 Car users were asked to rate their satisfaction with the parking arrangements on campus.

Figure 6.4: Satisfaction with parking arrangements by type of car journey



Note: Only 37 students provided answers to this question, therefore the results may not be representative.



## 7 Summary of key findings

### *How staff and students travel*

Respondents were asked to record what type of transport they used to arrive at the University on each day of the week. The key findings were:

- **Working from home is now more common amongst staff than travel by any other mode** – it accounted for 38% of all the possible commute trips recorded. Over half (55%) of all respondents worked or studied from home on at least one day during the survey week, including 56% of staff respondents and 51% of student respondents.
- **Of all possible staff commute trips, only 36% were made by car as driver alone** with 3% made by car as driver alone by students.
- **More than one in three (41%) respondents used a non-car mode** for at least one journey in the week before the survey.

Respondents were also asked to state what their ‘usual’ mode of travel to campus was (the mode of transport used most often for the longest part of the journey). **While the mode split was similar to the 2019 survey (63% by car as driver alone in 2022 compared to 60% in 2019), the overall number of trips being made to campus is now much lower:**

- 68% of staff and 41% of student respondents said they travel to campus less often now, compared to before March 2020.
- In Spring 2020, on average, staff worked 4.95 days on campus compared to 2.81 days on campus in Spring 2022. So, on average, staff are now spending two more days a week working at home and not travelling to campus.
- In Spring 2020, on average, students spent 4.5 days studying on campus. In Spring 2022, students, on average, spent 3.7 days studying on campus. Therefore, on average, students are now spending almost one more day a week studying at home and not travelling to campus.

The findings above indicate there were an estimated 15,400 fewer staff and 18,000 fewer student trips to campus each week in Spring 2022 (**including over 9,700 fewer single occupant car trips by staff and over 1,000 fewer single occupant car trips by students**) compared to Spring 2020.

**Flexible working/the ability to work from home has influenced more than half of staff members to change how often they travel to campus.** In addition, **over half (55%) of staff are more satisfied with their working arrangements now** with only 8% less satisfied.

### *Perceptions of alternatives to the car*

Car drivers (respondents whose usual mode was car as driver alone) were asked how they perceived the feasibility of switching to more sustainable modes of travel to University and the **results indicated that there was potential for car drivers to change how they travel:**

- One in five staff drivers and one in four student drivers think cycling to campus would be feasible.
- Bus is considered a feasible option by 18% of staff and by 48% of students, with a further 11% of staff unsure whether it is feasible but willing to consider it.
- Walking is considered a feasible option by 13% of staff with a further 11% unsure whether it is feasible but willing to consider it.
- A large proportion of staff (38%) and student (48%) drivers are unsure whether car sharing is feasible, but are willing to consider it.

**46% of staff car drivers and 67% of student drivers could be encouraged to travel by bus.**

When asked what would encourage them, more frequent, quicker and more reliable bus journeys and discounted fares and passes were the most popular options. Existing bus users would like to see the same improvements.

**39% of staff car drivers and 48% of student drivers could be encouraged to travel by cycle.**

Improved cycle routes to the campus, more/improved shower and changing facilities would encourage both staff and students to cycle. Students were more likely than staff to state that improvements to cycle parking security and maintenance and repair facilities would encourage them to cycle.

Staff and students who currently cycle were keen to see the University encourage and promote cycling by: providing incentives/rewards for cycling, maintenance and repair facilities on campus (which more students chose) and more/improved shower and changing facilities (which more staff chose). Existing cyclists were also keen to see improvements to cycle parking security.

**29% of staff car drivers and 24% of student drivers could be encouraged to walk to campus.**

Incentives and rewards for walking, improved lighting on walking routes to the University and improvements in the quality of pavement surfacing were the options most likely to encourage staff. Students were also likely to be encouraged by improved lighting on the campus, more green spaces and seating, and improved signage and wayfinding.

Students who already walk to campus would like to see the University support and encourage walking by improving lighting on routes to the campus and within the campus, increasing green spaces and seating and providing incentives and rewards for walking. Incentives for walking were particularly popular amongst the small number of staff who currently walk.

**53% of staff car drivers and 62% of student drivers could be encouraged to car share.**

Reduced parking charges, an incentive/rewards scheme for car sharing and help with finding a car share partner were the most popular options to encourage car sharing. The same options were prioritised by staff and students who currently car share.

*Satisfaction with travel and the support provided by the University*

Overall, a majority of staff (63%) and students (56%) are satisfied or very satisfied with their journey to the University. Students were more likely to be dissatisfied or very dissatisfied with their journey (25%) than staff (12%).

However, there were significant variations between staff and students travelling in different ways with **respondents who use active travel modes the most satisfied overall:**

- Respondents who walk (89% satisfaction) and cycle (68%) were most satisfied.
- Bus (41%) and train (25%) were the least satisfied. Respondents who travelled by car as driver alone were more satisfied (64%) than drivers who shared with a passenger (51%).
- Staff who travel by bus, cycle or car share were generally more satisfied with the support provided by the University to use those modes. Support provided to cycle scored highest amongst staff (46% satisfied or very satisfied) followed by bus (36%) and car sharing (28%)

#### *Awareness and perceptions of new mobility options*

##### **There was a mixed picture in terms of the awareness and use of new mobility options.**

A large majority of staff were aware of (48%) or had used (42%) cashless parking; student awareness was much lower at 26%, though 17% had used it. 87% of staff drivers were registered on the new staff car parking portal.

For other new mobility options:

- Levels of awareness of were greatest for Voi e-scooters (72% of staff were aware, 3% had used one; 74% of students aware, 9% used);
- West Midlands Cycle Hire (53% of staff aware, 2% used; 64% of students aware, 10% used).
- Levels of staff awareness of West Midlands Bus on Demand were relatively high at 48% (with 4% of staff having used it).
- Awareness of Enterprise car club, bus route 14, the Choose Warwick app and Tandem taxi amongst staff much lower at 35% or less. The same pattern was observed for students, although it was notable that a large proportion (71%) of students who were not aware of the “Choose Your Way Warwick” mobile app would consider using it.
- There were similarly low levels of awareness but willingness to consider using Enterprise Car Club (31% would consider using it) and Tandem Taxi (42% would consider it).

#### *Perceptions of car parking*

Most respondents who drive to campus alone are satisfied with car parking arrangements (23% satisfied and 39% very satisfied) though 20% were either dissatisfied or very dissatisfied. Respondents who car share as a driver with one or more passengers were more likely to be dissatisfied or very dissatisfied with car parking arrangements (42%).

# Appendices

# A Verbatim responses – experiences of new mobility options

A.1 Responses to two open questions regarding new mobility initiatives were group together according to the mode or initiatives that each comment refers to. Responses were also analysed according to word frequency to numerically capture the most common sentiments relating to each new mobility option. These results are presented below.

**Question 56 - If you have used any of the new initiatives, please give feedback about your experience.**

**Table A.1: Number of comments identified as being likely relevant to each new mobility initiative.**

Electric scooters	Enterprise car club	WM Bus On-Demand	WM Cycle Hire Scheme	Choose Your Way Warwick App	Route 14 Subsidised Bus Service	Tandem Taxi	Cashless Car Parking
35	246	53	43	34	30	2	304

**Table A.2: Top words relating to sentiment extracted from responses.**

Electric Scooters		Enterprise car club		WM Bus On-Demand		WM Cycle Hire Scheme	
Good	10	Well	27	Great	15	New	13
Expensive	8	Great	26	Good	12	Good	12
Great	6	Easy	23	Unreliable	7	Better	9
New	3	Good	23	Well	6	Expensive	5
Easy	3	Expensive	20	Expensive	6	Great	5
Restricted	3	Better	17	Free	5	Love	4
CYWW App		Route 14 Bus Service		Tandem Taxi		Cashless Car Parking	
Better	7	Great	8	Daunting	1	New	70
New	7	Good	7	Cheaper	1	Well	46
Confusing	4	Unreliable	4	Safer	1	Easy	31
Easy	3	Useful	3			Good	30
Free	3	Expensive	3			Expensive	28
Excellent	3	Love	3			Great	28

### Comments relating to e-scooters

- Car park is much simpler to use, E-Scooters very reliable getting fast around campus.
- I haven't used any of the new initiatives on campus, my kids love the electric scooters but a bit dear for every day use like to hire the bicycles. Sad there isn't any discount for uni staff.
- E-scooters would be good for moving around university everyone who has signed up gets free credits to use, may encourage more use
- The services like cycle hire and e-scooters are perfect for getting around campus and the local area without having to use my vehicle.
- I have had good experience using the WMCA hire bikes and VOI e-scooters for journeys on campus. I generally prefer to walk, but would use these for trips that need to be done more quickly. I have a general preference for the cycle scheme as it's more cost effective than the e-scooters, but great to have both options to try.
- The VOI scooters need departments to be able to pay for them for work based travel. The principle of the ANPR system is sensible as it means not travelling by car is incentivised, but penalises those who must travel by car, those who are on in lower grade roles or those who must work on campus daily
- I used the Voi e-scooters it was a good experience but wont work for travel from home to campus
- |I would consider the West Midlands Cycle Hire if they implement more hubs, there're no cycles / scooters near my house
- The scooters seem quite expensive. The WM bus on demand was good - very friendly driver.
- The services I have used was very easy to interact with, especially the ANPR. Voi scooters is good, but taking the picture at the end when finished is sometimes challenging.
- There is no direct bus route between my house and the university. The escooters are too expensive.
- More guidance in use of the VOi e-scooters on campus roads, as there needs to be better information about how/ where/ when they can be used on roads/ pavements/ cycle lanes!
- Scooters very expensive. Parking also expensive on a student budget. 14 bus okay but only used once to get to train station.
- Used e scooters and bikes
- I have used the scooters, The process was easy to go through and the prices were explained well. Also the scooters were easy to find which is good, I don't use it as often because I'm not very good at using scooters
- Really like the e-scooters and the WM bikes :) Unlock fee for electric bikes could be cheaper (eg.: Â£1 or even Â£0.50 instead of Â£1.50)
- scooters good to get around easily and quickly
- I am aware of the e-scooters but the process of getting the app and setting it up is lengthy. They are also very expensive.
- The cycle hire is good, and the scooters look good too but I would only use them to get around campus rather than to commute

- The VOI scooters are great!
- Escooters need to go to Canley station to be useful.
- The new ANPR is fantastic, as are the availability of options to move around campus. However, the use of the e-scooters and bikes for staff to move between offices for meetings should not be charged for as this facilitates their work - so as they are chargeable then the pleasure of walking takes preference and therefore time between meetings increases.
- I have not use the Voi scooters but they are pointless. In a majority of instances they are just replacing journeys that would be done on foot, so they are carbon positive. You also need to sort out the use of illegal scooters on campus.
- I would like to try the scooters but am very accident prone - maybe I'll summon up the courage soon!
- The new car parking system is complex and doesn't always work. It is also expensive if you work part time. The e-scooters are dangerous. I was very nearly knocked over by students riding "two up" and coming up fast behind me on the pavement. I have also had a bike stolen from campus and would like more secure bike storage like the schemes they have on the continent. Here you check in your bike to an attendant. You can book for cycle maintenance. You can also use showers and hire large lockers to store clothing and change for work.
- Voi scooters are expensive and would only replace journeys that I already do on foot. Choose Your Way Warwick App has encouraged me to take extra walks on campus for my wellbeing. Cashless carparking is excellent and completely hassle free - I especially like the fact that I don't even have to swap the vehicle I use and I can use any car park.
- I really like the e scooters and wish it could be expanded to include coventry station, as I would definitely use it then, providing there was a safe way to travel from the station to the campus
- Voi scooters are great. This needs to be expanded to Leamington. WM on demand needs to be expanded to a greater area in Leamington.
- The WM Bus on Demand Service is great for getting to and from campus from places with awkward or no bus connections. I would have loved to use the VOI e-scooters but they are unfortunately restricted to UK driving licenses, potentially a think to consider changing for the future.
- I considered using Voi-escooters, but it's expensive, so I didn't try it.
- There are too few stops for electric scooters, I can only use them on campus, but I have a small range of activities on campus and there is no need to use them. I hope to add more stops near the campus, such as my apartment Red Queen, which is close to Costco.
- I cannot use the e-scooter or hired bicycles to reach my home and bring them back the next day. There should be some possibility of booking them overnight, otherwise they are restricted for campus use

- I really like the e scooters and wish it could be expanded to include coventry station, as I would definitely use it then, providing there was a safe way to travel from the station to the campus
- Voi scooters are great. This needs to be expanded to Leamington. WM on demand needs to be expanded to a greater area in Leamington.
- The WM Bus on Demand Service is great for getting to and from campus from places with awkward or no bus connections. I would have loved to use the VOI e-scooters but they are unfortunately restricted to UK driving licenses, potentially a think to consider changing for the future.

#### **Comments relating to Enterprise car club/ cars more widely**

- Car park is much simpler to use, E-Scooters very reliable getting fast around campus.
- I am glad if there is an app for cashless car parking. Easy to monitor how much spent on car park.
- The new automatic car parking system works very well.
- cashless carparking makes things hassle free and can be better for some people depending on how often they are in the office or not
- I registered on the car parking site but it would not take my credit card so I wasn't very impressed, I have contacted transport office.
- Trying to avoid using the car to get to work - walking or on the bus.
- Cashless car parking is great, a lot less hassle with permits etc.
- Cycle hire does not extend to Kenilworth where I live so I have had to use a car when bike was an option. We still need better cycle paths around the university area
- Bus on Demand: a bit expensive and sometimes circuitous routes. Cheaper to use my car. Planning to use Voi but concerned with falling down!
- Cashless car parking is very convenient.
  
- ANPR saves a lot of time and hassle compared with daily purchase of car parking.
- The new ANPR system for the car parks is great.
  
- Car parking is a much-improved experience now that it's cashless and automatic.
- I will certainly be looking into the Choose Your Way Warwick app as I've recently started cycling to reduce my carbon footprint and save money.
  
- I was concerned the new carparking scheme would be an issue and I would need to do more process but was very pleased that it does not require daily admin
- The ANPR cashless car parking payment system works well. I personally don't agree with paying to attend my place of work, however.



- The WM Bus on Demand is a great service, but I hear they are struggling to get drivers to cover it as the wages are not competitive. Please advocate for better wages as the service does not work so well without enough buses in service. Ideally the service would be extended to cover all of Coventry, or at least areas like Allesley Park, where it is difficult to get to the university other than by car, putting a lot of traffic on the A45. I imagine there is demand for greater coverage of Leamington and Warwick too. I used to live in Eastern Green and it great to see that area covered by a better bus service.
- The cashless car parking works very effectively, it would be great if there was a way to combine this with car sharing for an incentive.
- Car parking is unfair. For my team of employees of grade 4 and below it would be more expensive to travel for 3 or more days to campus by car. They should not be penalised by the new scheme. It is one reason among others for which I have allowed them to be in 2 days per week.
- The cashless car parking is more convenient however the cost of parking has risen considerably for myself. Along with the rising costs of diesel it costs me more to park at the University even though I now work 50% of my time at home. I am a single parent with a child at school so I need to drive to work so that I have my car and can do the school run or leave work at short notice if necessary. Taking public transport is not an option for me and feel that with the cost of living increasing this is an added burden to my finances.
- I like the new car parking charging system because it works out much, much cheaper for me.
- Cashless car parking - works better for me than having an app.
- Cashless car parking - works great
- car parking is very expensive for staff especially for an out of town location
- Dedicated walking space and cycling spaces on the roads on central campus and just ban cars completely there. Rewards for ways of travelling to campus that are environment-friendly (cycling, walking).
- Car parking is cheaper.
- The new automatic car parking oayment system is good as it removes any worries of forgetting to go online on the day to pay for parking.
- I have used the Bus on demand service several times but the cost of Â£3 each way within Coventry means that i am spending Â£6 to get to and from work but only Â£2.50 if i was to drive and park a car on campus for the day. I would be much more likely to use the service regularly if the cost was equivalent to driving in ie Â£2.50 or Â£3 return. Also its not reliable enough eg in the mornings you check when a bus is available and it frequently says there is nothing available or it will take about 40 mins to reach you and other times it can be 2 mins away. Its difficult to therefore plan your journey in the morning. It is however a fantastic service when I actually use it as there are no easy direct bus services where i live and would normally involve taking 2 buses
- The VOI scooters need departments to be able to pay for them for work based travel. The principle of the ANPR system is sensible as it means not travelling by car is incentivised, but penalises those who must travel by car, those who are on in lower grade roles or those who must work on campus daily
- cashless car parking is easy to use and convenient

- The new car parking arrangement works well. It is easy to use and does not charge you unnecessarily if you don't come to campus regularly.
- I have used the ANPR car parking, but only once, so cannot form an opinion of it from that one time.
- The cashless car parking and being charged three days a week is great and a big improvement on the previous scheme.
- I use cashless car parking when I go to Warwick Sport and it works very well
- The cashless car parking system is very unfair to staff who have to work on campus compared to those WfH. The ANPR system doesn't work well (I was overcharged previously as the camera didn't detect my leaving the car park).
- I have registered my car and payment details and three emails to the relevant department later, I have still not been charged for parking. I'm unsure what to do. Happy with the potential of the service, but it isn't working for me at present and continually concerned I will be fined!
- The car parking service works well, although it is a little off putting having to pay to come to work - especially given the rising costs of everything else...
- Cashless car parking, I prefer this
- Cashless car parking is a big improvement over the previous mobile pay system
- The cashless car parking is a convenient way to pay, however the charges are erratic and there doesn't seem to be a way to check that you are being charged for the correct days that you attend work. If there could be a more informative spending statement, that would be really beneficial.
- The new car park system is terrible for those who only need to use it once or twice. The app and sign up is unpleasant
- daily parking charge with weekly cap working out cheaper, especially when taking into consideration not having to pay for days you're not on campus - working from home, or annual leave. Removal of security barriers from car park (Gibbet Hill) has made car park less secure.
- Carparking system is much more flexible
- The new cashless car parking is very good. I always worried about forgetting to pay when we had to pay online and prior to that I never had enough change, so I am very happy with this new system.
- Cashless car parking would be better if I got an email or text saying what's been charged/when.
- New car parking system is detrimental to part-time workers. I work 3 days, so pay the maximum £7.50, which is the same as someone working full time and therefore earning a full salary. Previous I used the scratch cards, which was cheaper.
- it is very handy to be able to use cashless car parking
- The ANPR car parking charges are far too high for the amount of time the car park is used by people like myself.

- My experience is that travel initiatives to date have focussed on reducing the number of car journeys taken to campus. For many of us who live further away the only options available are: 1. CAR, 2. WFH, 3. Move house, 4 have no home life. My own journey on public transport would be over 3 hours each way (3 buses and 2 trains) against a 40 minute car journey. Previous initiatives make me feel villified and have been penalised for driving when I have no other effective option. These travel initiatives that focus on preventing car use make me feel unwelcome at the University. Offering alternatives for those that they work for is great and I fully support - penalising car use is however not acceptable for those of us who have not option but to drive.
- the cashless car parking records are not always accurate. I was missed leaving a carpark so it assumed I had stayed overnight. The staff portal needs improvement would help to see on the first summary screen which visits you have been charged for and which you haven't.
- Love the car hire but the restriction on days doesn't work.
- The cashless car parking is good as I can use my car on the very occasional days I don't run or cycle to work
- To be honest the new car parking system seems to make driving more convenient, as someone who drives rarely but more than 'never'. The new tariffs seem to be cheaper for such drivers. This seems counterproductive.
- Cashless car parking is good.
- The WM Bus on Demand service is useful on days where I have a lot to carry onto or off of campus.
- occasional car parking using ANPR and choose your way app both very useful and simple to use - collected 30K + points on app so far.
- The pay as you use system is very good and easy to use. Although I did wonder when I saw the £2.50 charges on my bank account why I was buying so much coffee on campus and then realised they were parking. Could they not be badged as UoW car parking charges for the billing just to avoid confusion?
- Bus on Demand is a good idea (and I've used it a few times) but not reliable enough to replace my car - I need to be home for family commitments and can't risk being delayed. Also, info provided when booking was too vague about pickup time/location
- The cashless car parking works well. I still feel it is wrong to have to pay to come to work. I have no option other then to drive as I am not on any bus route and I also more importantly have to drop and collect children from school
- Cashless car parking is much improved and an overalls saving for me.
- The ANPR pay to use is useful and is much better than paying by card every day. however the option of car parks is now much less than it was before and this is limiting.
- Car parking fee is more expensive for me but I am travelling to work less often (3 days compared to 5 days previously)
- Cashless car parking service is awful - it's so over complicated and requires you to use the limited storage memory on your personal device in order to pay for work parking!

- The car parking scheme is very convenient, on occasions when I have had to bring my car to campus it is helpful to know that I am paying automatically for parking
- new car park system so much easier, thank you. Would be even better if cheaper please?
- cashless car parking - not having to log in and book parking is great. Also being able to list more than one car registration is very useful as I swap cars daily with husband.
- Any of the new initiatives I have used, as shown above, I have had a positive experience. Not necessarily always for the purposes of travelling to and from work but for social travels. Happy with the cashless car parking.
- Easy cashless system, although not clear in smaller car parks on the pay arrangements.
  
- Cashless car parking has worked well so far. It makes life easier and prices are fair.
  
- The new parking arrangements are very easy for staff registered on the system but horrendous for the public to use. Without downloading the app (and many people, including myself, don't have up to date smartphones to be able to do this) it takes forever to try and phone up and pay for the parking. It would be brilliant to have somewhere on campus where non-staff (or unregistered staff/students) could physically pay for parking by cash or card. I would now be highly reluctant to ask family members to meet me on campus for a meal and show at the Arts Centre as I know that they would struggle with the parking.
- I found the ANPR car parking very difficult to use as it did not always get the right details and often caused me to be late to classes
- The cashless car parking is great, the only negative again is the price for lower paid staff. It is also not salary sacrificed, so essentially we are paying £36/month. Whilst this has decreased for higher paid staff.
- ANPR car parking charges is very efficient.
- Cashless car parking is great - much fairer than the old permit system when working flexibly.
- New ANPR system is good. Have my reg and card details set up. Working well and much cheaper given I don't travel to work everyday anymore.
- Cashless car parking is good but I would appreciate a text message or email to confirm how much has been charged before the amount is taken out of my bank account. It is very difficult to keep track of otherwise.
- ANPR has made parking much cheaper for anyone FT grade 4 upwards. These people are not likely to consider changing how they get to work and are more likely to have larger engine vehicles. PT grade 4s, grade 3s, FT grade 2s are at a disadvantage with the prices doubling or more. These people are most likely to be primary carers and alternative ways are not easy or practical options. I feel this is discrimination.
- All aimed at people who are not single parents trying to work all hours possible outside of school times as can't afford childcare before/after school
- Cashless car parking saves time and is convenient. Currently priced at a suitable level

- Cashless car parking is very good. Less stress in the mornings and one less thing to think about.
- Choose your way app, okay, but limited use when away from campus and doesn't always measure journeys taken; cashless carparking easy to use and plenty of space on campus now(!) - would ideally prefer to have reduced charge/day, without cap, rather than three day cap on max weekly charge
- Cashless car parking is a good option as much as the prices don't raise too much and keep it at least the same amount that was discount before from the monthly income.
- The payment via the ANPR app is an improvement over the old system in that paying for a day applies to all car parks on campus rather than a specific car park. However, the weekday parking cost is unreasonably high, and I think it should be reduced for car shares.
- Car parking is good but expensive
- Car parking is too expensive
- The cashless car park system is a nightmare and is a money making project for the company running it. I find impossible to use and absolutely hate it.
- we need more electric car charging spaces now - I arrive after rush hour and they're always full, which they weren't before the change to the parking charges. (And especially since you're encouraging more people to get electric cars, charging at work is massively helpful!)
- Cheaper car parking fees, especially for those who car share
- The cashless car parking works very well when I park at the new Lynchgate car park.
- Cashless car parking. It works ok, it does what it's supposed to do. It's easier than carrying around cash.
- I like the cashless car parking system and paying only for the days we come onto campus is an excellent idea.
  
- Cashless parking is really good, but visibility of spend is not. It's hard to see how much I'm spending on parking without looking at my credit card statement.
- As an electric car user I believe the University could go much further to support this as a more sustainable transport option compared to cars powered by fossil fuels,
- New car parking payment system is excellent
- The cashless car parking system is not fit for purpose and charged you twice if you leave to to lunch! It also charges the same amount for working 4 or 5 days, that is very unfair
- The cashless car parking is much easier and I don't have to worry about getting tickets due to forgetting to pay for parking or for displaying my permit
- the car club car only has 10% cahrge and no fuel so I had to abandon it

- The cashless/ card-less system has severely negatively affected the customer experience at the Arts Centre. There is a large elderly audience especially for classical concerts who don't possess a smart phone. I know a payment machine has been installed in the AC but on a recent concert night the queue for this was out the door. I heard customers on more than one occasion vowing never to come back as the payment for parking is just too complicated.
- I have used the Cashless car parking twice this year. It was straightforward to use and was useful for the days where weather conditions made cycling in dangerous.
- car parking is a lot of hassle, dates on payments do not correlate with those receipts, bank account now has an excess of payments individually for parking when it is known we are onsite. why can't we pay once and let the system know we've paid already. Those who used to pay higher amounts based on earnings had a significant drop, equality no longer exists within the parking system. get the feeling it is just for profit with no consideration to others. Also multiple payments have been made on the same day, and even when not onsite, but there is no way to determine why this is happening. also other staff and students have experienced this, but no one is reporting about it
- I have registered for the Cashless car parking as drive in occasionally. Works well for me as now only charged when use.
- I live in Kenilworth. It would be great if there was a carclub stationed in the town.
- Car parking fees are grossly unfair to part-time and lower grade staff. I have to pay a full daily charge even though I only work 5 hours/day. I am paying for when I am not on campus.
- Cashless car parking is welcomed.
- Working on site 4 days a week with the new cashless car parking and therefore pay the full amount and therefore no change to previous permit besides the cost of parking has gone up overall.
- I wish you would consolidate the daily car park charges to monthly charges (it's annoying, but not the end of the world).
- I tried using the enterprise car club for a work trip and the voucher to remove the membership charge didn't work. I emailed the contact for this and got a reply several days later and was apologised to but nobody got back to me to tell me the problem was actually fixed so I never got to use it.
- The automatic ANPR car parking is more convenient than logging on and paying by card manually each time
- Cashless car parking makes parking a lot easier with the new agile way of working.
- cashless car parking is efficient and easy to use
- ANPR car parking works well now it is automatic.
- Cashless car parking is good but too expensive
- hydrogen power cars and filling station
- Doesn't work for couples who share cars.

- Sorry my husband and I are both disabled so have adjusted car so travel for us quite different. The main thing please is to have disabled parking right to the door, for severely disabled who still work. Thank you.
- The new cashless ANPR parking system is aimed at penalising the lowest paid workers on campus and designed to recoup monies spent of the new multi-storey carparks
- I have found the new car parking arrangements work really well and it is affordable for staff making occasional journeys to campus
- I have only used the cashless pay parking - it is better than the old system with coins, and easy once your car is set up - bit painful to set up though.
- the cashless car parking system is very user friendly
- The new cashless car parking is far better than the old system.
- Cashless car parking was easy to register for and better than paying on arrival.
- The new parking system with registered cars is much better
- I think I have used the new payment scheme for the ANPR car parks - I found it very difficult to check. I haven't downloaded the app, I couldn't work out how to do so.
- I have found the cashless car parking to work well, and applaud the changes to the pricing structure for staff to enable hybrid working. I live in Rugby and none of the other initiatives serve my location.
- Car Parking changes are very positive. The previous fixed price permit disincentivised use of alternative travel on days when it was possible.
- Cashless car parking is good
- Cashless Car Parking is very easy to set up and use
- ANR works out cheaper than previous carparking rates (park 4 days per week) and more car parking spaces available so little incentive to consider alternative more lengthy and more expensive ways.
- Cashless car parking - more signage needed for staff - it wasn't clear if we needed to pay for parking when attending an event at the Arts Centre.
- Cashless parking is very useful and much better to be able to have 3 active cars on the system
- Cashless car parking is great.
- The ANPR cashless parking is brilliant for those rare occasions when I need to drive rather than catching the bus. The signage at the car parks could be updated, however (if it hasn't been already) - for example, I avoided one park for a few weeks because it has a big sign saying "Permit parking only", and I don't actually have a permit as such.
- The new automated cashless car parking system is good in that you do not have to log in and pay every morning you park on campus. However, it feels like an expensive day rate for staff to have the pleasure of coming to work! Although I appreciate that the idea is to discourage people from driving.
- Cashless car parking works well
- Car park charges is too much, it should be free.
- ANPR is cheaper but is a little irritating that it floods my credit card with transactions on my monthly statement



- Car parking should be free - work benefits as much as I do from this. Buses are subsidised from my parking but are not cheaper than using my car, so guess which I use.
- Car parking payment - makes life easier by not having to worry about paying to park, its just done automatically
- Cashless car parking - very good! I like how I only get charged when I'm actually on campus and using the car park. the old permit system meant you paid all the time, regardless of whether you used the car park or not. The pay as go system was really expensive. I like how the new system caps the weekly price so I never pay more than the permit price.
- The cashless car parking scheme is excellent.
- cashless car parking is very convenient, but I would prefer if it were possible to opt to pay charges monthly rather than each day.
  
- As mentioned before, the number 14 bus - great idea of Â£1, but it takes an entire hour from my house, you can walk/car it quicker. So if you wanted to use it, you have to leave even earlier that you need to to benefit it, plus it stops earlier than other services to allow you to get it home too. The free minibus to Tile Hill was great - regular user, I know this replaced it but it doesnt now work for me (due to how long it takes which is even longer on heavy traffic days)
- I work part-time and have to come to work for three days per week. This means that I am paying the same amount for car parking as a full-time staff member. Please could pro-rata payments be reintroduced?
  
- I have not use the Voi scooters but they are pointless. In a majority of instances they are just replacing journeys that would be done on foot, so they are carbon positive. You also need to sort out the use of illegal scooters on campus.
- The cashless car parking system appears to have issues with charging. I'm aware of colleagues not being charged for parking whilst I have not encountered problems
- The one time my wife drove me to campus, the cashless parking system worked easily enough once we'd figured out which carpark was which.
- I have used the new cashless car parking system. So far it has worked well for me as I do not drive as much as I used to.
- I have used the cashless car parking. It has worked well so far.
- Cashless car parking website is appalling
- I do not think staff should have to pay for car parking when coming to work
- I use the cashless car parking. This did not change fees for me as my role means I have to be on site 4 days a week. I am not a fan of having Â£2.50 taken from the account every day. Would much prefer a monthly deduction from my salary to make it easier to track my finances. If being honest, having to pay to park at my place of work is not something that I am particularly happy with anyway. Staff should not have to pay to come to work.
  
- ANPR is easy and easy to book for visitors. But the bus servie is no good because unless you live near the bus service you have to pay for car parking in leamington



- I very rarely travel to campus by car but have had to this week because of family circumstances. I am not very confident that the system is working. It would be very reassuring to get email notifications that my parking charge has gone through. Could this be implemented in some way for occasional users?
- car parking was difficult to set up initially but seems to work ok now
- Car park - easy to use.
  
- The new car parking system is complex and doesn't always work. It is also expensive if you work part time. The e-scooters are dangerous. I was very nearly knocked over by students riding "two up" and coming up fast behind me on the pavement. I have also had a bike stolen from campus and would like more secure bike storage like the schemes they have on the continent. Here you check in your bike to an attendant. You can book for cycle maintenance. You can also use showers and hire large lockers to store clothing and change for work.
- Cashless parking works well. Need a little more clarity on which car parks are not included in the scheme (e.g. sports hub)
- Voi scooters are expensive and would only replace journeys that I already do on foot. Choose Your Way Warwick App has encouraged me to take extra walks on campus for my wellbeing. Cashless carparking is excellent and completely hassle free - I especially like the fact that I don't even have to swap the vehicle I use and I can use any car park.
- car parking for use once a month as a staff member is painful
- Cashless car parking system is a massive improvement
  
- Have used cashless car park, very dissatisfied, charges are posted days after parking and the parking maximum does not always work. Parking should be free for all staff, or parking charges should be removed from gross pay (pre-tax).
- Cashless car parking is easy to set up and use. Costs are reasonable.
- ANPR parking - you shouldn't have increased costs for lower salaries staff and decreased it for your highest earners. It takes a lot of clicks to set up a car for ANPR and is confusing for visitors to also use.
- As a part-time member of staff, I am now paying more for parking. I noticed that I was charged through my salary deduction for the month when cashless car parking was introduced, so effectively paid twice. It's not enough money to make a fuss about but it must have been quite significant across the uni.
- Cashless car parking works well
- Visitors who use the car parks find it a pain to pay
- The car parking system is fine for staff but is beyond difficult for visitors and needs to change. Why not just have card payments available like virtually every other car park in the country
- ANPR wasn't working correctly in some car parks which caused stress as I hadn't technically paid to park despite registering my details. Wasn't sure if I'd get a ticket so had to call Apco who weren't able to check my details either.
- My car has been registered for the cashless car parking which is handy when my husband can pick me up on the odd occasion.

- Cashless car parking is very easy to use. It is fairer than paying for a parking pass- only pay for what is used. It is less hassle than paying each time by credit card
- Car parking charging system is great. Low cost as I am only on campus once a fortnight and very convenient.
- Cashless car parking is good, means I can just park and go and not worry about paying. Although the cost doesn't seem to work out fair for people who are working part-time
- Car parking charges that now do not consider the job grade seems unfair for those of us on lower grades. The ANPR system when you are just dropping something into campus and are there for a short time should be considered.
- The ANPR parking system is very easy. Also good that we can move to another car park during the day as I currently have mobility issues.
- I park in the electric charging spaces and it's great to be able to charge for free at work. However I'm only allowed to park there for 8 hours and my work day is 9 hours. This is stressful and unhelpful as I often have to go move my car between meetings (a 20 minute round trip walk from my office to the car) to be out of the space at 4pm. Whilst I get that you want spaces to be only used for charging, I only park there when I need to charge and that can easily take all day. By the time I go and move my car there are lots of charging spaces available as people are leaving for the day so I don't think it's benefitting anyone and it's a real inconvenience for me - if this restriction could be either removed so I can park all day, or shortened so others would move their cars at lunch time and I'd be able to just charge in the afternoon that would be better.
- It is quite annoying that car parking is taken from bank accounts daily - I would much rather the total be taken monthly. I do not live in a location that allows me to take advantage of the bus on demand or other services.
- Car parking hasn't changed my experience as I had parking permit before the change.
- It is annoying to have a payment taken daily from your bank account - especially as the payment does not come out on the day you use the car park. Preferred paying monthly from salary. It is now more expensive for part time employees to use the car parks on certain grades.
- The new parking app is quite difficult to understand as some car parks say pay on entry, and others pay on exit. It is also confusing whether, if you have paid the staff rate in one car park, but then later in the same day move your car to park at the sports centre, whether it is necessary to pay again at the pay stations. I'm unclear if I am paying twice!
- more consideration for those who don't drive, more pick up points, better bus routes, possibly a car sharing service to help find those local to you going to the university
- I do not like the way money is invisibly deducted from my account - I never know what goes out until my credit card statement
- Cashless car parking is great. Especially the ability to move between car parks on the same day.

- I have to use the cashless car parking but am not happy at how much extra it is costing me a month. If I was in the office 3 days a week it would cost me Â£30 a month, my permit used to cost just over Â£13. Really not fair.
- I have used route 14 subsidised bus service and found it unreliable. It would usually take ten minutes to get home in a car but took 1 hr 30 m by bus due to bus not stopping and then when getting finally getting the bus, the driver stopped to get a coffee due to fear of falling asleep and then stopping at every other bus stop along the journey.
- The cashless car parking system works well. I think parking should be free of charge in the evening for visitors to the Arts Centre and other evening events on campus and at the weekends.
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- Car parking scheme- easy to set up and use
- I do not like the new car parking system - I feel it discriminates against lower graded workers and part time workers. I cannot believe the University thinks it is fair that staff on Grade 7, 8 + now pay the same as those on 5 and below. I also do not like the charge hitting my credit card each time rather than simply coming off my salary at the end of the month.
- ANPR car parking is so much easier! I'm also really pleased with the University's initiative to give a discount to electric car drivers, but more charging spaces would be a huge help.
- As a part-time member of staff, the new car parking scheme means I pay more pro-rata to park than my full-time colleagues. I am not happy about this and with all my expenses going up, it is another reason for trying to avoid visiting campus when ever possible.
- I like cashless car parking - although I think it may end up more expensive for some part time staff.

- I currently work 22 hours a week across 4 days so I start at 8.30am and finish at 2.30pm, I used to pay Â£16 per month and under the new scheme I am be paying Â£30 which is almost twice as much. I currently come on to campus 4 days a week as I am learning a new job and we need to be on campus to support students. I could work one day a week from home which I was considering doing in the new year but under the new scheme there is no incentive to work one day a week at home as once I have paid for 3 days I would get the 4th day for free so I may as well come in, therefore doesn't that defeat the object of the scheme in reducing traffic to campus? I work part time due to childcare which is the main reason why the majority of part time workers are part time, they have a care burden. They are also statistically more likely to be women and therefore I see this scheme as discriminatory. When you are dropping children off at school or nursery etc. you can't just hop on a bike or bus necessarily. Warwick used to be a very fair place to work, and the old permit scheme reflected this with those that earnt more paying more and those earning less paid less. This is now not the case with the top paid managers and academics paying the same or perhaps even less if they choose to work at home (because they can dictate their own work pattern), and those that have to work on campus such as cleaners and student facing support staff having to pay the most.
- Cashless car parking, I am now paying out on average Â£30 per month where as before I was paying approx Â£16 per month
- The cashless car parking works okay, but as a part time worker who works onsite three days a week, I am penalised, as I do not make any savings in the week. As usual the part time workers have not been taken into consideration when this scheme has been brought in.
- Online portal isn't easiest to navigate. Payment history can't be reordered and doesn't immediately confirm the parking charge, which would be useful. Grateful for reduced charges for EVs and free charging, but PHEVs still using chargers. As a long-term EV owner, it's been great to see an increasing number of EVs (of all makes/models) on campus. More chargers (under cover - why they're not in Kirby Corner car park, I don't know) are going to be needed soon.
- the car park is now more expensive since the introduction, and i dislike that it comes out of my account every day rather than in one lump sum
- Most of the initiatives are for short journeys to set places and there is nothing to help people who do not live in either Leamington or Coventry. The new car parking initiative is unfair as lower paid workers and part time workers (i.e. those than can least afford it) pay more (as a percentage of pay) for parking at the university. for Example, cleaning staff, which do a 4 hour morning shift (6-10am) are charged for a full day's parking and are now paying Â£16 more per month than before the new scheme. This is NOT the equality that the university of Warwick likes to boast that it champions...!
- I try to use the WM On Demand bus on Fridays when my wife needs the car. I appreciate its availability but the service is still very rough and unreliable
- The cashless car parking has not provided me with any additional benefits and is more expensive

- cashless car parking - works well once set up
- Cashless car parking works just fine and allows me to only pay for days I am actually on campus.
- The ANPR system is confusing and I ended up paying twice. Some of the signs from the previous system are still there. The penalties are so big but there is no way of knowing whether the ANPR has picked up your car.
- I think current car parking charges are unfair on lower paid and part time staff (not me). Higher paid staff have had charges reduced which was unnecessary and does not encourage alternative means of transport. Unfortunately I have no reasonable alternatives to driving to campus but even so, I should not have had a car parking fee reduction.
- The cashless car parking system is costing us more now to park than the the existing staff permits even though it is pay as you park
- I have used the west midlands cycle hire and it was honestly so fun...i used to when i went shopping in Canon Park and it helped me carry my heavy groceries. Definitely a great experience.
- I like the cashless car parking - a flexible option for those that are not in the office 5 days a week. Saves having to worry about having the correct change etc and I know it is all dealt with automatically.
- It is great to be offering alternatives and to drive individual car use down for the planet. But no scheme so far does this for everyone, so please consider accessibility and equality.
- ANPR parking - you shouldn't have increased costs for lower salaries staff and decreased it for your highest earners. It takes a lot of clicks to set up a car for ANPR and is confusing for visitors to also use.
- As a part-time member of staff, I am now paying more for parking. I noticed that I was charged through my salary deduction for the month when cashless car parking was introduced, so effectively paid twice. It's not enough money to make a fuss about but it must have been quite significant across the uni.
- Cashless car parking works well
- Visitors who use the car parks find it a pain to pay
- The car parking system is fine for staff but is beyond difficult for visitors and needs to change. Why not just have card payments available like virtually every other car park in the country
- ANPR wasn't working correctly in some car parks which caused stress as I hadn't technically paid to park despite registering my details. Wasn't sure if I'd get a ticket so had to call Apco who weren't able to check my details either.
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#### **Comments relating to WM Bus On-Demand**

- West Midlands - Bus on Demand Its really cheap for Warwick students and I like the use of app as well. But I have heard my friends saying that it gets delayed or change its pick up location occasionally that's not really suitable for me to try.
- It would be better if the bus on demand could make it on weekends as well
- The On Demand bus is becoming less reliable, with longer wait times for a bus. I cannot rely on it to get me to/from work for a given time.
- Bus on Demand: a bit expensive and sometimes circuitous routes. Cheaper to use my car. Planning to use Voi but concerned with falling down!
- The west midland bus on demand was good in the free trial but is now too expensive



- The WM Bus on Demand is a great service, but I hear they are struggling to get drivers to cover it as the wages are not competitive. Please advocate for better wages as the service does not work so well without enough buses in service. Ideally the service would be extended to cover all of Coventry, or at least areas like Allesley Park, where it is difficult to get to the university other than by car, putting a lot of traffic on the A45. I imagine there is demand for greater coverage of Leamington and Warwick too. I used to live in Eastern Green and it great to see that area covered by a better bus service.
- Have used the bus on demand, which was generally very good. Only slight issue was that I booked for a pickup time, but that was amended to half an hour later by the service. Appreciate being on the dot of requested time may be tricky, but it limits when O can use the service as I can't risk it on days when I have early meetings (most days).
- I have used the WM on Demand service which I have found life-changing in reducing commuting time. There are a one or two things which could be tweaked so that it could be used to its full potential. 1) Allow drivers autonomy to adjust route order according to what makes sense given locations. (Find that drivers are sometimes obligated to go past someone's location and return to it later, despite it being on route to the other location). 2) Query why not always possible to book due to "high demand" but when used, there are a maximum number of 2-3 other passengers travelling from Leamington.
- I have used the Bus on demand service several times but the cost of Â£3 each way within Coventry means that i am spending Â£6 to get to and from work but only Â£2.50 if i was to drive and park a car on campus for the day. I would be much more likely to use the service regularly if the cost was equivalent to driving in ie Â£2.50 or Â£3 return. Also its not reliable enough eg in the mornings you check when a bus is available and it frequently says there is nothing available or it will take about 40 mins to reach you and other times it can be 2 mins away. Its difficult to therefore plan your journey in the morning. It is however a fantastic service when I actually use it as there are no easy direct bus services where i live and would normally involve taking 2 buses
- The scooters seem quite expensive. The WM bus on demand was good - very friendly driver.
- I use the route 14 bus, WM on Demand and West Midlands Cycle Hire. All these services are very good and offer flexible options. The route 14 is very convenient for me, I used to use the 18 but often this required some walking. I typically use the route 14 bus to get to work and then use another option such as WM on Demand or West Midlands Cycle Hire to get home. More recently the WM on Demand bus is very busy at peak times and therefore not available when I need it, but there are 3 cycle hire stations near where I work and I can usually get an electric bike to cycle to Tile Hill station. There is a cycle route along Charter Avenue, so I feel very safe riding these bikes.

- The cycle hire scheme is very useful and I have used these from day one of working at the uni. I would love to take advantage of the 'On Demand bus' but unfortunately my area is not covered by my home.
- The WM Bus on Demand service is useful on days where I have a lot to carry onto or off of campus.
- I'm happy with West Midlands bus on demand
- Bus on Demand is a good idea (and I've used it a few times) but not reliable enough to replace my car - I need to be home for family commitments and can't risk being delayed. Also, info provided when booking was too vague about pickup time/location
- Route 14 subsidised bus service - It seems like not all bus drivers are aware of this and confused with Uni hop. West Midlands Bus on Demand - Waiting time for the bus is too unpredictable, varies from a couple of minutes to 30 minutes. It sometimes could not even provide any services.
- WM On Demand is a good service, really friendly and helpful drivers
- I use the On demand bus on a daily basis as it is currently the best option for me, but find it very unpredictable. Oftentimes the service experiences a high demand and no buses are available for booking on the spot. However, the biggest issue might be the actual app, which sometimes sends you three SMSs and three notifications on your booking/trip, and sometimes sends nothing at all (I've missed a bus because I wasn't notified it was on its way). The area covered by the service is also quite limited.
- The Bus on Demand is great when there is availability. There needs to be more buses at peak times, and also extend longer (e.g. running alongside club nights at the SU) as it is not safe for women to walk alone in the dark. There should also be a service on the weekends for students that commute in then!
- It would be nice to have similar fares to the Stagecoach buses for the West Midlands Bus on Demand
- Voi zone doesn't reach to my house (not far away in Canley), and there is no legal route to the Westwood school parking area. Bus on Demand is GREAT! Cycle hire is great, especially now there's a parking station near me. Number 14 bus is unreliable. Cashless parking works really well technically.
- The WM on demand service was very disappointing. I tried to use it to get from Canley station to the uni, but the wait would have been over an hour - it isn't set up to be convenient. The 14 bus from tile hill is timed terribly, there is only 1 bus that will get you in between 8 and 9, it's not coordinated with the trains at all
- choose your way Warwick is ok but not spectacular. bus on demand is expensive and it is almost better (cheaper) to use uber.
- -Generally WM on Demand is great (sometimes it is difficult to book a ride in the morning and sometimes it comes earlier than expected but other than that I've had a great experience with it. -I have chosen my way but don't use it regularly.
- ANPR is easier. Bus on demand sounds a good idea.

- Bus on demand is absolutely useless as I would have to drive to the closest pick-up point, therefore defeating the purpose. ANPR is good
- I have looked at the Bus on Demand and think it is a good idea but I have not used it because the regular bus stop is outside my house.
- I would consider using West Midlands Bus on Demand but somehow Burton Green where I live has been excluded. Also, it is impossible to use this service if you do not own a smart phone. Should make alternative tools available, e.g. website.
- I used the bus on demand service a few times, but as it got busier, the service became unreliable. i.e. I ended up waiting a long time for the bus or it changed the time I was meant to be picked up, so couldn't rely on it to get me to work on time.
- Love the new parking arrangements. Subsidised 14 is great, but the change to the route it took over meant it's less useful to your Tile Hill people. Would like to try the bus on demand but can't figure out how to book it if I have a toddler with me.
- West Midlands on Demand is a positive scheme, but it does need to be more frequent and to cover a wider zone area in Leamington. It mainly covers central town, but would be very useful for those in Lillington, Sydenham, Whitnash, Warwick, Milverton etc.
- The on demand bus has been great when I used it - only used it at off-peak times, not sure how well it works at peak times
- Free shuttle bus from Canley train station to University House like it used to be instead of paying a fee (expensive) for a very unreliable service like the West Midlands Bus on Demand -
- It is quite annoying that car parking is taken from bank accounts daily - I would much rather the total be taken monthly. I do not live in a location that allows me to take advantage of the bus on demand or other services.
- Bus on demand was excellent
- Voi scooters are great. This needs to be expanded to Leamington. WM on demand needs to be expanded to a greater area in Leamington.
- The bus on demand system was good however I only used it while it was free, I can't use it any more as it's expensive still
- The WM Bus on Demand Service is great for getting to and from campus from places with awkward or no bus connections. I would have loved to use the VOI e-scooters but they are unfortunately restricted to UK driving licenses, potentially a think to consider changing for the future.
- I tried to use the On Demand bus but could not work out whether it would actually stop in Warwick or not given that this is not a listed destination, despite it going past the end of my street in Warwick.
- I try to use the WM On Demand bus on Fridays when my wife needs the car. I appreciate its availability but the service is still very rough and unreliable
- The West Midlands Bus on Demand was very good and came at the exact time I asked for, though I started using the bus instead as it was cheaper and I was travelling at times the bus was running.

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## Comments relating to WM Cycle Hire Scheme

- I haven't used any of the new initiatives on campus, my kids love the electric scooters but a bit dear for every day use like to hire the bicycles. Sad there isn't any discount for uni staff.
- Cycle hire does not extend to Kenilworth where I live so I have had to use a car when bike was an option. We still need better cycle paths around the university area
- Can staff be given a bike overnight to commute in on, a few times a week
- I would prefer to park at Wellesbourne as it is closer to me but I don't know if I can do that if my office is in Gibbett Hill? I might then be able to use the tandem taxi - though would prefer to cycle or get bus from there. Taxis are a bit daunting for women
- Cycle hire is good, but little expensive
- Bike hire is good but rather fiddly to set up, and stations are often full (but I did only use this pre-pandemic).
- I used hired bicycle before Covid 19, it was good, very convenient (going from Westwood to Gibbet Hill campus) and inexpensive. Have not had a chance to use any of the new initiatives since we got back to the office.
- The services like cycle hire and e-scooters are perfect for getting around campus and the local area without having to use my vehicle.
- West Midlands Cycle Hire - Very satisfied. Reasonably priced and a good selection of docking stations. Would be better if there was a bit more guidance on using the bike - I didn't know you could change gears by turning the gear changing thing (I've only used shift levers before) until my fifth journey which made cycling uphill slightly challenging. Also I've noticed some docking stations are nearly always full making people park bikes around the docking station and obstructing the road.
- I do not drive. I'm looking for a SAFE bicycle route to cycle from Leamington to the Uni campus. There is none. Coventry and the Midlands generally do not align to the green standards we find everywhere in Europe. I have lived in Geneva, Germany and France in the last 5 years and I regret to say here in the Midlands no ecologically conscious strategy seems to exist. Buses are unreliable, packed most of the time and passengers are treated like cattle, not as persons... Sometimes, the bus driver doesn't even stop (supposedly for health safety but on the way back to Leamington, the bus is regularly crammed full). I have written to midlands enquiry several times: complaints are not taken seriously. This overall dysfunctioning service affects quite badly my schedule as I sometimes waste 40 minutes to one hour a day WAITING for the bus.
- I have had good experience using the WMCA hire bikes and VOI e-scooters for journeys on campus. I generally prefer to walk, but would use these for trips that need to be done more quickly. I have a general preference for the cycle scheme as it's more cost effective than the e-scooters, but great to have both options to try.

- The cycle hire scheme is great. it would be even better to get subsidised credits via the University. Also be good to have more distributed number of smaller docking station locations across campus and the area local to my home, rather than the larger docking station locations today. eg 12 stations at Hearsall Common, but none in central Earlsdon. Same might apply on campus.. larger number of locations please. And/or no penalty fees for leaving bikes away from docking stations, so more flexibility.
- |I would consider the West Midlands Cycle Hire if they implement more hubs, there're no cycles / scooters near my house
- Could there be an option for people that forget their locks or have a lock problem? Like a bike rack one-time lock?
- Love the cycle hire use it quite often when not using it. Only problem is that it not clear where bikes are, sometimes I gone to places where there wasn't any bikes when the apps says there were. 14 bus was very good but wasn't able to use for first term for some reason. Now that they have allowed for it has been much better. Even better if the bus was more frequent though
- Cashless parking is an absolute nightmare for University visitors. What were you thinking? I park my motorcycle next to the cashless parking that Arts Centre visitors use, and regularly see confused and frustrated people. People with small children. Older people. Are we trying to discourage people?
- No new ideas, other than reward miles travelled on push bikes (more points if pedal power vs electric). Would encourage people to take longer routes in and increase their fitness / health
- I use the route 14 bus, WM on Demand and West Midlands Cycle Hire. All these services are very good and offer flexible options. The route 14 is very convenient for me, I used to use the 18 but often this required some walking. I typically use the route 14 bus to get to work and then use another option such as WM on Demand or West Midlands Cycle Hire to get home. More recently the WM on Demand bus is very busy at peak times and therefore not available when I need it, but there are 3 cycle hire stations near where I work and I can usually get an electric bike to cycle to Tile Hill station. There is a cycle route along Charter Avenue, so I feel very safe riding these bikes.
- I love the WM bikes - I use them mainly in Bham city centre. There is no link to Canley train station, though, which seems like an oversight- I always have to walk the 20mins to Canley
- The cycle hire scheme is very useful and i have used these from day one of working at tthe uni. I would love to take advantage of the 'On Demand bus' but unfortunatley my area is not covered by my home.
- The cashless car parking is good as I can use my car on the very occasional days I don't run or cycle to work

- For cycle share and Voi, I really like these schemes and it would be good to expand more around campus - for example, the science park has no stations that I'm aware of? Also, I'm not clear on how I can cycle from central campus to Coventry station or Leamington station - that would be helpful, and website seems out of date.
- More guidance in use of the VOi e-scooters on campus roads, as there needs to be better information about how/ where/ when they can be used on roads/ pavements/ cycle lanes!
- West Midlands Cycle hire is even more expensive than Boris bike. Would definitely use it more often if the price/way of charging changes
- Remove the unlocking fee for all the bikes.
- Bus 14 takes too long. I don't know how to ride a bicycle, would be nice if the university can make workshops for people to practice riding a bicycle. Please have a detailed guid on how to use on-demand bus, it's a little confusing.
- Used e scooters and bikes
- Bike hire is too expensive
- Really like the e-scooters and the WM bikes :) Unlock fee for electric bikes could be cheaper (eg.: Â£1 or even Â£0.50 instead of Â£1.50)
- The cycle hire is good, and the scooters look good too but I would only use them to get around campus rather than to commute
- Choose your way Warwick app has motivated me to travel by bus/cycle/walk a lot, especially I can earn better points and redeem them into vouchers.
- I found the Cycle Hire service very convenient. However these does not seem to be a bike hire station near the Canley Railway Station, which would help me and colleagues who travel to/from university through this route.
- Voi zone doesn't reach to my house (not far away in Canley), and there is no legal route to the Westwood school parking area. Bus on Demand is GREAT! Cycle hire is great, especially now there's a parking station near me. Number 14 bus is unreliable. Cashless parking works really well technically.
- The new ANPR is fantastic, as are the availability of options to move around campus. However, the use of the e-scooters and bikes for staff to move between offices for meetings should not be charged for as this facilitates their work - so as they are chargeable then the pleasure of walking takes preference and therefore time between meetings increases.
- The new car parking system is complex and doesn't always work. It is also expensive if you work part time. The e-scooters are dangerous. I was very nearly knocked over by students riding "two up" and coming up fast behind me on the pavement. I have also had a bike stolen from campus and would like more secure bike storage like the schemes they have on the continent. Here you check in your bike to an attendant. You can book for cycle maintenance. You can also use showers and hire large lockers to store clothing and change for work.



- I currently work 22 hours a week across 4 days so I start at 8.30am and finish at 2.30pm, I used to pay Â£16 per month and under the new scheme I am be paying Â£30 which is almost twice as much. I currently come on to campus 4 days a week as I am learning a new job and we need to be on campus to support students. I could work one day a week from home which I was considering doing in the new year but under the new scheme there is no incentive to work one day a week at home as once I have paid for 3 days I would get the 4th day for free so I may as well come in, therefore doesn't that defeat the object of the scheme in reducing traffic to campus? I work part time due to childcare which is the main reason why the majority of part time workers are part time, they have a care burden. They are also statistically more likely to be women and therefore I see this scheme as discriminatory. When you are dropping children off at school or nursery etc. you can't just hop on a bike or bus necessarily. Warwick used to be a very fair place to work, and the old permit scheme reflected this with those that earnt more paying more and those earning less paid less. This is now not the case with the top paid managers and academics paying the same or perhaps even less if they choose to work at home (because they can dictate their own work pattern), and those that have to work on campus such as cleaners and student facing support staff having to pay the most.
- I have used the west midlands cycle hire and it was honestly so fun...i used to when i went shopping in Canon Park and it helped me carry my heavy groceries. Definitely a great experience.
- Bike hire has been helpful but never used for academic reasons. The 14 bus has been helpful to get to doctors' appointments cheaply
- West Midlands cycle hire has better pricing than Nextbike but fewer stations on campus. More stations would improve the experience. Choose your way App could be better advertised.
- West Midlands Cycle Hire price is more expensive that it should be if you were to encourage cycling.
- I cannot use the e-scooter or hired bicycles to reach my home and bring them back the next day. There should be some possibility of booking them overnight, otherwise they are restricted for campus use
- I have used the west midlands cycle hire and it has helped me cover the distance faster. I like the fact that there are cycle stands in central campus, however, a cycle stand at library road would be more convenient.



- I currently work 22 hours a week across 4 days so I start at 8.30am and finish at 2.30pm, I used to pay Â£16 per month and under the new scheme I am be paying Â£30 which is almost twice as much. I currently come on to campus 4 days a week as I am learning a new job and we need to be on campus to support students. I could work one day a week from home which I was considering doing in the new year but under the new scheme there is no incentive to work one day a week at home as once I have paid for 3 days I would get the 4th day for free so I may as well come in, therefore doesn't that defeat the object of the scheme in reducing traffic to campus? I work part time due to childcare which is the main reason why the majority of part time workers are part time, they have a care burden. They are also statistically more likely to be women and therefore I see this scheme as discriminatory. When you are dropping children off at school or nursery etc. you can't just hop on a bike or bus necessarily. Warwick used to be a very fair place to work, and the old permit scheme reflected this with those that earnt more paying more and those earning less paid less. This is now not the case with the top paid managers and academics paying the same or perhaps even less if they choose to work at home (because they can dictate their own work pattern), and those that have to work on campus such as cleaners and student facing support staff having to pay the most.

### Comments relating to the Choose Your Way Warwick App

- West Midlands - Bus on Demand Its really cheap for Warwick students and I like the use of app as well. But I have heard my friends saying that it gets delayed or change its pick up location occasionally that's not really suitable for me to try.
- I am glad if there is an app for cashless car parking. Easy to monitor how much spent on car park.
- The cashless parking app works well.
- I will certainly be looking into the Choose Your Way Warwick app as I've recently started cycling to reduce my carbon footprint and save money.
- Choose your way Better Points app was battery hungry and did not integrate with Strava app so did not continue to use.
- Choose your way app is unreliable in tracking my movements, so I'm not getting the points I should.
- The new car park system is terrible for those who only need to use it once or twice. The app and sign up is unpleasant
- The better points app is not very straight forward to use or obvious for how to track activity etc and how this transfers to the choose your way challenge. ANPR parking again does not feel straight forward or simple to set up but is fantastic for worry free use once sorted.
- occasional car parking using ANPR and choose your way app both very useful and simple to use - collected 30K + points on app so far.
- Cashless parking app was much easier to use than previous online website.
- APOAC app okay, but people without a smart phone are shut out.

- The new parking arrangements are very easy for staff registered on the system but horrendous for the public to use. Without downloading the app (and many people, including myself, don't have up to date smartphones to be able to do this) it takes forever to try and phone up and pay for the parking. It would be brilliant to have somewhere on campus where non-staff (or unregistered staff/students) could physically pay for parking by cash or card. I would now be highly reluctant to ask family members to meet me on campus for a meal and show at the Arts Centre as I know that they would struggle with the parking.
- I am aware of the e-scooters but the process of getting the app and setting it up is lengthy. They are also very expensive.
- The payment via the ANPR app is an improvement over the old system in that paying for a day applies to all car parks on campus rather than a specific car park. However, the weekday parking cost is unreasonably high, and I think it should be reduced for car shares.
- Choose your way Warwick app has motivated me to travel by bus/cycle/walk a lot, especially I can earn better points and redeem them into vouchers.
- the choose your way warwick app was a bit confusing and didn't record any of my walks, so i deleted it
- The points one can collect in the Choose your way Warwick app are very low, thus it is not very encouraging.
- The new parking system is very confusing for overnight options - I bought the evening ticket, which is advertised as lasting until the morning, but it expired at midnight on the app and I didn't trust the system not to automatically fine me. I didn't need to report it though as I needed to pay the full day cost the next day regardless. Better system in theory, but the old one was more reliable.
- Your Way Warwick App is not very user friendly. The shared shuttle says it serves Leamington but I can never see where I Leamington I could catch it.
- Choose your way Warwick app does not let you log in with uni credentials
- The cashless parking is much better. The app works well and I prefer this method. It is only ever an issue if I do not have 4g signal, which can be quite often but that is due to poor service from my network provider.
- Quick and easy to use and hassle free as the automatic number recognition system means I dont have to mess around with the App and payment each day
- Voi scooters are expensive and would only replace journeys that I already do on foot. Choose Your Way Warwick App has encouraged me to take extra walks on campus for my wellbeing. Cashless carparking is excellent and completely hassle free - I especially like the fact that I don't even have to swap the vehicle I use and I can use any car park.
- Choose your way warwick app - This app is not particularly user friendly and I am unsure if you have to log your journeys or it does this automatically. I forget to turn it on when travelling to campus (I had to turn it off, as it was draining my phone battery).
- The app encourages me to walk to meetings on campus

- The new parking app is quite difficult to understand as some car parks say pay on entry, and others pay on exit. It is also confusing whether, if you have paid the staff rate in one car park, but then later in the same day move your car to park at the sports centre, whether it is necessary to pay again at the pay stations. I'm unclear if I am paying twice!
- Choose your way Warwick app is excellent. New parking system resulted in a significant increase in parking costs. I assume this was deliberate to incentivise a change in travel habits but public transport alternatives are non-existent or inappropriate. ANPR system poorly managed by APCOA and internal Warwick parking team appear woefully under-trained.
- The choose your way Warwick app seems to be very buggy and doesn't correctly track my travel distance, duration or mode, so I stopped using it
- West Midlands cycle hire has better pricing than Nextbike but fewer stations on campus. More stations would improve the experience. Choose your way App could be better advertised.
- The app is OK but bit annoying it only works for on campus cus I travel a lot by bus/train/walk a lot outside the campus area but don't get anything for it (and the bus routes hardly cover campus)
- The app encourages me to walk to meetings on campus
- The new parking app is quite difficult to understand as some car parks say pay on entry, and others pay on exit. It is also confusing whether, if you have paid the staff rate in one car park, but then later in the same day move your car to park at the sports centre, whether it is necessary to pay again at the pay stations. I'm unclear if I am paying twice!
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- Comments relating to Route 14 Subsidised Bus Service
  - Bus 14 needs to go through Tile Hill Lane to bus useful and more accessible for Tile Hill residents who needs to always unnecessarily go to Sainsbury to switch bus get to Uni (essentially going round in circle!)
  - Number 14 service is very good and cost sufficient for staff
  - I use route 14 but not aware it is a subsidised service. Problem that bus does not go beyond Tile Hill Station after 8pm & I frequently work later than 9pm. Also no service on a Sunday. I attend events 7 days a week and most events conclude 9:30pm . An Uber costs £12 so too expensive for frequent use.
  - Love the cycle hire use it quite often when not using it. Only problem is that it not clear where bikes are, sometimes I gone to places where there wasn't any bikes when the apps says there were. 14 bus was very good but wasn't able to use for first term for some reason. Now that they have allowed for it has been much better. Even better if the bus was more frequent though
  - 14 bus is a great way to get to work and also help with the bus fares.

- I use the route 14 bus, WM on Demand and West Midlands Cycle Hire. All these services are very good and offer flexible options. The route 14 is very convenient for me, I used to use the 18 but often this required some walking. I typically use the route 14 bus to get to work and then use another option such as WM on Demand or West Midlands Cycle Hire to get home. More recently the WM on Demand bus is very busy at peak times and therefore not available when I need it, but there are 3 cycle hire stations near where I work and I can usually get an electric bike to cycle to Tile Hill station. There is a cycle route along Charter Avenue, so I feel very safe riding these bikes.
- The bus 14 is good however can sometimes be unreliable, with delayed or early buses
- Scooters very expensive. Parking also expensive on a student budget. 14 bus okay but only used once to get to train station.
- Route 14 subsidised bus service - It seems like not all bus drivers aware of this and confused with Uni hop. West Midlands Bus on Demand - Waiting time for the bus is too unpredictable, varies from a couple of minutes to 30 minutes. It sometimes could not even provide any services.
- Bus 14 takes too long. I don't know how to ride a bicycle, would be nice if the university can make workshops for people to practice riding a bicycle. Please have a detailed guid on how to use on-demand bus, it's a little confusing.
- route of 14 bus has too many stops hence would not go on it unless i had to or a stop was along my route
- The 14 bus route is good but it could be used on other routes to the university
- Subsidised 14 bus could be advertised better; was not aware until recently
- Voi zone doesn't reach to my house (not far away in Canley), and there is no legal route to the Westwood school parking area. Bus on Demand is GREAT! Cycle hire is great, especially now there's a parking station near me. Number 14 bus is unreliable. Cashless parking works really well technically.
- The WM on demand service was very disappointing. I tried to use it to get from Canley station to the uni, but the wait would have been over an hour- it isn't set up to me convenient. The 14 bus from tile hill is timed terribly, there is only 1 bus that will get you in between 8 and 9, it's not coordinated with the trains at all
- Not sure of the 14 timetable and how it connects with trains at Tile Hill ( 20.05)
- The 14 goes a very long way - around the houses!
- The route 14 serves the road I live on. Although the journey time is nearly double that of the previous route I took pre-pandemic, I have barely encountered any issue with bus punctuality or overcrowding on this route that used to cause me to be late repeatedly on the old route.

- As mentioned before, the number 14 bus - great idea of £1, but it takes an entire hour from my house, you can walk/car it quicker. So if you wanted to use it, you have to leave even earlier than you need to to benefit it, plus it stops earlier than other services to allow you to get it home too. The free minibus to Tile Hill was great - regular user, I know this replaced it but it doesn't now work for me (due to how long it takes which is even longer on heavy traffic days)
- Route 14 is OK, not much on time (sometimes early, sometimes late), it is not great that I have to pay cash if I want to use the discounted tariff
- Love the new parking arrangements. Subsidised 14 is great, but the change to the route it took over meant it's less useful to your Tile Hill people. Would like to try the bus on demand but can't figure out how to book it if I have a toddler with me.
- Route 14 is much appreciated as the 11 gets far too full by the time it gets to the common and it is more reliable.
- I have used route 14 subsidised bus service and found it unreliable. It would usually take ten minutes to get home in a car but took 1 hr 30 m by bus due to bus not stopping and then when getting finally getting the bus, the driver stopped to get a coffee due to fear of falling asleep and then stopping at every other bus stop along the journey.
- - Choose your way Warwick App: Good incentive to choose active or sustainable transport, however when I used it (when it was first introduced), the map was fairly inaccurate if it was open in the background and your phone was locked, so that affected collecting points really. Also it ran down the battery life on my phone quite a bit - nothing too major, but something to keep in mind. - Route 14 subsidised bus travel: Really impressed with this. It's really cut down my bus travel fee from paying £50/month for a bus pass (that I only really used to go food shopping, or to go into town occasionally), to approximately £4-20/month for the same use. Well done!
- Bus 14: buses are delayed and missing sometimes
- Bike hire has been helpful but never used for academic reasons. The 14 bus has been helpful to get to doctors' appointments cheaply
- Love the new parking arrangements. Subsidised 14 is great, but the change to the route it took over meant it's less useful to your Tile Hill people. Would like to try the bus on demand but can't figure out how to book it if I have a toddler with me.
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- 
- Comments relating to the Tandem Taxi/ Taxi services
  - I would prefer to park at Wellesbourne as it is closer to me but I don't know if I can do that if my office is in Gibbett Hill? I might then be able to use the tandem taxi - though would prefer to cycle or get bus from there. Taxis are a bit daunting for women
  - Cheaper taxis during the night for students coming back from parties/clubs/etc. This makes the community feel safer.
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- Comments relating to Cashless car parking
  - I am glad if there is an app for cashless car parking. Easy to monitor how much spent on car park.
  - The new automatic car parking system works very well.
  - cashless carparking makes things hassle free and can be better for some people depending on how often they are in the office or not
  - I felt that the price increases for the lowest paid staff compared to higher grade staff moving from permits to cashless parking was unfair but using the system itself is straight forward and has made occasional parking simpler. I have also used it at evenings and weekends and it's much simpler.
  - I registered on the car parking site but it would not take my credit card so I wasn't very impressed, I have contacted transport office.
  - Cashless car parking is great, a lot less hassle with permits etc.
  - As previously expressed, the ANPR parking arrangements, specifically the new charging system is very unfair and can add financial difficulty to part-time staff as it makes for increased parking charges for part-time staff working on campus 3 days per week.
  - Cashless car parking is very convenient.
  - ANPR saves a lot of time and hassle compared with daily purchase of car parking.
  - Car parking is a much-improved experience now that it's cashless and automatic.
  - The cashless parking app works well.
  - I was concerned the new carparking scheme would be an issue and I would need to do more process but was very pleased that it does not require daily admin
  - The ANPR cashless car parking payment system works well. I personally don't agree with paying to attend my place of work, however.

- The cashless car parking works very effectively, it would be great if there was a way to combine this with car sharing for an incentive.
- Car parking is unfair. For my team of employees of grade 4 and below it would be more expensive to travel for 3 or more days to campus by car. They should not be penalised by the new scheme. It is one reason among others for which I have allowed them to be in 2 days per week.
- The cashless car parking is more convenient however the cost of parking has risen considerably for myself. Along with the rising costs of diesel it costs me more to park at the University even though I now work 50% of my time at home. I am a single parent with a child at school so I need to drive to work so that I have my car and can do the school run or leave work at short notice if necessary. Taking public transport is not an option for me and feel that with the cost of living increasing this is an added burden to my finances.
- I use the cashless parking. The system was straightforward to set up. My gripe is that I don't believe you should have to pay to park at your place of work. I believe it discourages people from coming into the office, at a time when I believe we should be incentivising people to return to the office and all the benefit that would bring (along with the money people may spend on campus services).
- I like the new car parking charging system because it works out much, much cheaper for me.
- Cashless car parking - works better for me than having an app.
- Cashless car parking - works great
- car parking is very expensive for staff especially for an out of town location
- Car parking is cheaper.
- The new automatic car parking payment system is good as it removes any worries of forgetting to go online on the day to pay for parking.
- cashless car parking is easy to use and convenient
- The new car parking arrangement works well. It is easy to use and does not charge you unnecessarily if you don't come to campus regularly.
- the parking system is much better.
- I have used the ANPR car parking, but only once, so cannot form an opinion of it from that one time.
- The cashless car parking and being charged three days a week is great and a big improvement on the previous scheme.
- I use cashless car parking when I go to Warwick Sport and it works very well
- The ANPR parking is much easier, and prevents me from forgetting to pay. Also good that it is capped.
- New parking is the only service I have used which is more convenient than having to pay manually each time.
- The cashless car parking system is very unfair to staff who have to work on campus compared to those WfH. The ANPR system doesn't work well (I was overcharged previously as the camera didn't detect my leaving the car park).



- I have registered my car and payment details and three emails to the relevant department later, I have still not been charged for parking. I'm unsure what to do. Happy with the potential of the service, but it isn't working for me at present and continually concerned I will be fined!
- The car parking service works well, although it is a little off putting having to pay to come to work - especially given the rising costs of everything else...
- Cashless car parking, I prefer this
- Cashless car parking is a big improvement over the previous mobile pay system
- The cashless car parking is a convenient way to pay, however the charges are erratic and there doesn't seem to be a way to check that you are being charged for the correct days that you attend work. If there could be a more informative spending statement, that would be really beneficial.
- cashless parking is better then before.
- The new parking charges seem to work very well.
- ANPR parking system is convenient and reasonably priced.
- daily parking charge with weekly cap working out cheaper, especially when taking into consideration not having to pay for days you're not on campus - working from home, or annual leave. Removal of security barriers from car park (Gibbet Hill) has made car park less secure.
- The ANPR works well. However I still begrudge paying for parking whilst on site. Those that need to attend site are being penalised.
- much better parking arrangements for someone who only needs to drive onto campus very infrequently.
- Cashless parking is an absolute nightmare for University visitors. What were you thinking? I park my motorcycle next to the cashless parking that Arts Centre visitors use, and regularly see confused and frustrated people. People with small children. Older people. Are we trying to discourage people?
- The better points app is not very straight forward to use or obvious for how to track activity etc and how this transfers to the choose your way challenge. ANPR parking again does not feel straight forward or simple to set up but is fantastic for worry free use once sorted.
- I use the parking in central campus as i have other obligations after work with my children and driving is the quickest form of getting into and from work. The parking system is good but the charges are very high for staff like myself on low grade of pay.
- Carparking system is much more flexible
- The new cashless car parking is very good. I always worried about forgetting to pay when we had to pay online and prior to that I never had enough change, so I am very happy with this new system.
- New anpr parking works well.
- Cashless car parking would be better if I got an email or text saying what's been charged/when.



- New car parking system is detrimental to part-time workers. I work 3 days, so pay the maximum Â£7.50, which is the same as someone working full time and therefore earning a full salary. Previous I used the scratch cards, which was cheaper.
- The cashless parking is much more expensive and is ridiculous when shows are on in the Art centre to only have one machine available to use , this is generating lots of complaints.
- The new parking arrangements are more costly especially for those on a lower income and the alternatives for travel are of no use or are even more expensive.
- Cashless parking makes life much easier and you don't have to worry about sorting it when on site (a lifesaver if you are running late or moving around campus). However, I think I would prefer a set discounted amount to pay for parking each month via direct debit that is taken out in one go each month or just a one off payment each year as it is easier financially. (this is the first workplace where I have had to pay for staff parking)
- it is very handy to be able to use cashless car parking
- The ANPR car parking charges are far too high for the amount of time the car park is used by people like myself.
- New ANPR parking system is more convenient.
- the cashless car parking records are not always accurate. I was missed leaving a carpark so it assumed I had stayed overnight. The staff portal needs improvement would help to see on the first summary screen which visits you have been charged for and which you haven't.
- The cashless car parking is good as I can use my car on the very occasional days I don't run or cycle to work
- To be honest the new car parking system seems to make driving more convenient, as someone who drives rarely but more than 'never'. The new tariffs seem to be cheaper for such drivers. This seems counterproductive.
- Cashless car parking is good.
- occasional car parking using ANPR and choose your way app both very useful and simple to use - collected 30K + points on app so far.
- New parking payment system is convenient
- Scooters very expensive. Parking also expensive on a student budget. 14 bus okay but only used once to get to train station.
- Cashless parking app was much easier to use than previous online website.
- The pay as you use system is very good and easy to use. Although I did wonder when I saw the Â£2.50 charges on my bank account why I was buying so much coffee on campus and then realised they were parking. Could they not be badged as UoW car parking charges for the billing just to avoid confusion?

- The cashless car parking works well. I still feel it is wrong to have to pay to come to work. I have no option other than to drive as I am not on any bus route and I also more importantly have to drop and collect children from school
- Cashless car parking is much improved and an overall saving for me.
- Parking should be free
- ANPR pay as you use parking system is good
- Car parking fee is more expensive for me but I am travelling to work less often (3 days compared to 5 days previously)
- Cashless car parking service is awful - it's so over complicated and requires you to use the limited storage memory on your personal device in order to pay for work parking!
- The car parking scheme is very convenient, on occasions when I have had to bring my car to campus it is helpful to know that I am paying automatically for parking
- I like ANPR as staff. Heard feedback from Uni visitors that this way of managing parking is very confusing
- cashless car parking - not having to log in and book parking is great. Also being able to list more than one car registration is very useful as I swap cars daily with husband.
- Any of the new initiatives I have used, as shown above, I have had a positive experience. Not necessarily always for the purposes of travelling to and from work but for social travels. Happy with the cashless car parking.
- Cashless parking is much easier but I don't think it's fair that part time workers pay the same daily rate as full timers. If I was working on campus more than one day a week (which may happen in the future) it would mean a massive rise in my parking costs compared to pre-March 2020 when the costs were adjusted according to your working hours
- Cashless car parking has worked well so far. It makes life easier and prices are fair.
- Parking payment is much improved.
- Within the parking payment portal it would be good to see the cost of each stay on the landing page, currently you need to click into each transaction to see the cost of your stay.
- ANPR parking works well.
- The new parking arrangements are very easy for staff registered on the system but horrendous for the public to use. Without downloading the app (and many people, including myself, don't have up to date smartphones to be able to do this) it takes forever to try and phone up and pay for the parking. It would be brilliant to have somewhere on campus where non-staff (or unregistered staff/students) could physically pay for parking by cash or card. I would now be highly reluctant to ask family members to meet me on campus for a meal and show at the Arts Centre as I know that they would struggle with the parking.

- I have used ANPR parking system on campus. After initial registration the process is automated and needs no further intervention, unless you need to change payment method.
- parking charges being deducted from your bank account every time you park is not feasible. I much rather would pay one off payment a months.
- I found the ANPR car parking very difficult to use as it did not always get the right details and often caused me to be late to classes
- The cashless car parking is great, the only negative again is the price for lower paid staff. It is also not salary sacrificed, so essentially we are paying £36/month. Whilst this has decreased for higher paid staff.
- ANPR car parking charges is very efficient.
- Cashless car parking is good but I would appreciate a text message or email to confirm how much has been charged before the amount is taken out of my bank account. It is very difficult to keep track of otherwise.
- ANPR has made parking much cheaper for anyone FT grade 4 upwards. These people are not likely to consider changing how they get to work are more likely to have larger engine vehicles. PT grade 4s, grade 3s, FT grade 2s are at a disadvantage with the prices doubling or more. These people are most likely to be primary carers are alternative ways are not easy or practical options. I feel this is discrimination.
- Cashless car parking saves time and is convenient. Currently priced a suitable levels
- Cashless car parking is very good. Less stress in the mornings and one less thing to think about.
- Choose your way app, okay, but limited use when away from campus and doesn't always measure journeys taken; cashless carparking easy to use and plenty of space on campus now(!) - would ideally prefer to have reduced charge/day, without cap, rather than three day cap on max weekly charge
- Cashless car parking is a good option as much as the prices don't raise too much and keep it at least the same amount that was discount before from the monthly income.
- Parking is fine, but don't like individual payments going out, would rather pay once at end of week
- Parking charges for students are still excessive, our excessive course fees should at least factor cheaper parking in.
- The payment via the ANPR app is an improvement over the old system in that paying for a day applies to all car parks on campus rather than a specific car park. However, the weekday parking cost is unreasonably high, and I think it should be reduced for car shares.
- Car parking is good but expensive
- Parking is still way too expensive. How can you charge students £7 to be on campus all day when they have to be because of lectures and labs. We are already paying extortionate fees, why do we have to pay to be on campus
- Parking is too expensive.

- Car parking is too expensive
- I have not used the new cashless parking but hear endless problems from colleagues
- we need more electric car charging spaces now - I arrive after rush hour and they're always full, which they weren't before the change to the parking charges. (And especially since you're encouraging more people to get electric cars, charging at work is massively helpful!)
- Voi zone doesn't reach to my house (not far away in Canley), and there is no legal route to the Westwood school parking area. Bus on Demand is GREAT! Cycle hire is great, especially now there's a parking station near me. Number 14 bus is unreliable. Cashless parking works really well technically.
- Cheaper car parking fees, especially for those who car share
- The cashless car parking works very well when I park at the new Lynchgate car park.
- The new parking system is very confusing for overnight options - I bought the evening ticket, which is advertised as lasting until the morning, but it expired at midnight on the app and I didn't trust the system not to automatically fine me. I didn't need to report it though as I needed to pay the full day cost the next day regardless. Better system in theory, but the old one was more reliable.
- New parking charges and ANPR system is helpful and cheaper now that I only drive in once or twice a week
- Parking is much better. Just wish it was an even charge per day, so WFH one or two days a week generated a saving. feels like profiteering currently.
- Cashless car parking. It works ok, it does what it's supposed to do. It's easier than carrying around cash.
- I like the cashless car parking system and paying only for the days we come onto campus is an excellent idea.
- Cashless parking is really good, but visibility of spend is not. It's hard to see how much I'm spending on parking without looking at my credit card statement.
- The new ANPR parking system is probably a good idea but does not work very well for external users.
- New car parking payment system is excellent
- I like the convenience of cash free parking it was easy to set up.
- The cashless car parking system is not fit for purpose and charged you twice if you leave to to lunch! It also charges the same amount for working 4 or 5 days, that is very unfair
- The cashless car parking is much easier and I don't have to worry about getting tickets due to forgetting to pay for parking or for displaying my permit
- I have used the cashless parking and found it easy and efficient.

- The cashless/ card-less system has severely negatively affected the customer experience at the Arts Centre. There is a large elderly audience especially for classical concerts who don't possess a smart phone. I know a payment machine has been installed in the AC but on a recent concert night the queue for this was out the door. I heard customers on more than one occasion vowing never to come back as the payment for parking is just too complicated.
- I have used the Cashless car parking twice this year. It was straightforward to use and was useful for the days where weather conditions made cycling in dangerous.
- car parking is a lot of hassle, dates on payments do not correlate with those receipts, bank account now has an excess of payments individually for parking when it is known we are onsite. why can't we pay once and let the system know we've paid already. Those who used to pay higher amounts based on earnings had a significant drop, equality no longer exists within the parking system. get the feeling it is just for profit with no consideration to others. Also multiple payments have been made on the same day, and even when not onsite, but there is no way to determine why this is happening. also other staff and students have experienced this, but no one is reporting about it
- The parking works very well for me - pay only on days when I use it.
- I have used the ANPR and I find the system easy to use. However, I would like the cost of parking on campus to be reduced or removed.
- I have registered for the Cashless car parking as drive in occasionally. Works well for me as now only charged when use.
- The automated parking hasn't seem to have detected any time I have parked in a shared staff/general lot, even though the only signage provided for staff in these lots is to rely on the automated system.
- Car parking fees are grossly unfair to part-time and lower grade staff. I have to pay a full daily charge even though I only work 5 hours/day. I am paying for when I am not on campus.
- Cashless car parking is welcomed.
- Working on site 4 days a week with the new cashless car parking and therefore pay the full amount and therefore no change to previous permit besides the cost of parking has gone up overall.
- I have used the new cashless parking system and it worked well as I had planned to come in but would not work so well for the casual visitor.
- ANPR parking is easier when you have access to different vehicles and is overall cheaper.
- ANPR way of paying for parking is good.
- ANPR parking makes it much easier
- The cashless parking is much better. The app works well and I prefer this method. It is only ever an issue if I do not have 4g signal, which can be quite often but that is due to poor service from my network provider.
- ANPR parking system is good - great to not have to worry about having cash or logging into a system each time you park.

- The automatic ANPR car parking is more convenient than logging on and paying by card manually each time
- Cashless car parking makes parking a lot easier with the new agile way of working.
- cashless car parking is efficient and easy to use
- ANPR car parking works well now it is automatic.
- Cashless parking; works well from day one. Nothing else used.
- Cashless parking has been great so far, although the website could do to look a bit more professional.
- Cashless parking is very handy!
- Cashless car parking is good but too expensive
- I think the new parking system needs to be made fairer for part-time workers.
- The new pay as you go system for parking is, in my opinion, not a very well thought out initiative. There have been numerous problems from when it started and a lot of people have had the same problems with it. Some people have said that they have to watch every penny now and make sure that the parking fees are in their bank accounts to be able to pay for the parking. With the cost of living reaching record highs, this is an added cost and the cost of parking at the University has risen. I now pay an extra £7.00 a month. Maybe give staff the option to still pay for parking via their salary every month.
- I don't like the increased policing and monitoring of ANPR - feels like the University is using every opportunity to commercialize everything .. I find it unfair that staff has to pay for parking if they need to work on Sat and Sun! Parking fee is quite expensive compared to our salary ..
- Sorry my husband and I are both disabled so have adjusted car so travel for us is quite different. The main thing please is to have disabled parking right to the door, for severely disabled who still work. Thank you.
- Cashless parking is much better
- Cashless parking nice and easy
- New parking system works well
- cashless parking makes a lot of sense for those who rarely, but sometimes want to park on campus.
- During the changeover to ANPR, while legacy schemes were still in operation according to university web pages, I was issued with a parking ticket despite having displayed a valid permit I had paid for. Despite challenging this, I was made to pay £70 to avoid going to court. I am dissatisfied with the private company which operates this system on behalf of the university.
- Parking is way too expensive. It was sold as environmentally driven but since there are no viable alternatives from my house it is obviously a way to make money. I know many others feel the same
- The new cashless ANPR parking system is aimed at penalising the lowest paid workers on campus and designed to recoup monies spent on the new multi-storey car parks
- ANPR parking payments appear to be working well

- I have found the new car parking arrangements work really well and it is affordable for staff making occasional journeys to campus
- I have only used the cashless pay parking - it is better than the old system with coins, and easy once your car is set up - bit painful to set up though.
- cashless parking is great. very efficient.
- ANPR isn't the best solution in my opinion in particular as business visitors would have to pay for parking at the Science Park. If we are to want to attract the business community to our campus we should be more welcoming and make it easier for businesses to visit.
- I like the new way of paying for parking automatically
- the cashless car parking system is very user friendly
- New ANPR parking payment is good and works well.
- The new cashless car parking is far better than the old system.
- Cashless car parking was easy to register for and better than paying on arrival.
- The new parking system with registered cars is much better
- I have found the cashless car parking to work well, and applaud the changes to the pricing structure for staff to enable hybrid working. I live in Rugby and none of the other initiatives serve my location.
- Car Parking changes are very positive. The previous fixed price permit disincentivised use of alternative travel on days when it was possible.
- Cashless car parking is good
- Cashless Car Parking is very easy to set up and use
- ANR works out cheaper than previous carparking rates (park 4 days per week) and more car parking spaces available so little incentive to consider alternative more lengthy and more expensive ways.
- Cashless parking works very well.
- Cashless car parking - more signage needed for staff - it wasn't clear if we needed to pay for parking when attending an event at the Arts Centre.
- Cashless parking is very useful and much better to be able to have 3 active cars on the system
- Parking changes have been easy and effective for payment
- ANPR for parking when needed is a good system as it saves time in the long run.
- Cashless car parking is great.
- Good to know this scheme recognises that not all staff (especially the many who live elsewhere) need daily parking.
- Cashless parking is better for me (high salary, full time) but part time and lower paid staff have been disadvantaged in terms of overall charges and in the ease of managing multiple small charges instead of a fixed monthly fee.



- The ANPR cashless parking is brilliant for those rare occasions when I need to drive rather than catching the bus. The signage at the car parks could be updated, however (if it hasn't been already) - for example, I avoided one park for a few weeks because it has a big sign saying "Permit parking only", and I don't actually have a permit as such.
- The new automated cashless car parking system is good in that you do not have to log in and pay every morning you park on campus. However, it feels like an expensive day rate for staff to have the pleasure of coming to work! Although I appreciate that the idea is to discourage people from driving.
- Cashless car parking works well
- Parking now costs me 3 times what it did, a professor on ten times my salary now pays a third less. Not unexpected but still discriminatory to part time staff who are more likely to be female and/or disabled.
- Car parking should be free - work benefits as much as I do from this. Buses are subsidised from my parking but are not cheaper than using my car, so guess which I use.
- Car parking payment - makes life easier by not having to worry about paying to park, its just done automatically
- Cashless car parking - very good! I like how I only get charged when I'm actually on campus and using the car park. the old permit system meant you paid all the time, regardless of whether you used the car park or not. The pay as go system was really expensive. I like how the new system caps the weekly price so I never pay more than the permit price.
- You need to review the parking charges again for those staff grades 1-4 where it is more expensive for them now to park.
- The cashless car parking scheme is excellent.
- cashless car parking is very convenient, but I would prefer if it were possible to opt to pay charges monthly rather than each day.
- I work part-time and have to come to work for three days per week. This means that I am paying the same amount for car parking as a full-time staff member. Please could pro-rata payments be reintroduced?
- See my previous text answer, but generally the new parking system seems unfair to those earning lower income at the university. It used to be that PGRs got cheaper parking, now I pay the same as my supervisor who earns around 5 times as much as I do. That essentially means that to them it's no bother to pay to park, but to me it's a significant expense. If you want to push everyone to consider alternative options, push them all equally rather than focusing on those of us on low incomes.
- I was not aware of the Wellesbourne bus service until I was visiting there yesterday. It would be interesting to know if they have parking facilities for staff from central campus who live near Wellesbourne so that we can park there and get the shuttle to and from work.
- Tandem and the new ANPR cashless parking are fantastic ideas - they reduce the hassle of travelling and parking enormously



- The cashless car parking system appears to have issues with charging. I'm aware of colleagues not being charged for parking whilst I have not encountered problems
- Cashless parking system convenient, but the ANPR cameras seem to be struggling.
- The one time my wife drove me to campus, the cashless parking system worked easily enough once we'd figured out which carpark was which.
- I have used the new cashless car parking system. So far it has worked well for me as I do not drive as much as I used to.
- I have used the cashless car parking. It has worked well so far.
- Cashless car parking website is appalling
- I do not think staff should have to pay for car parking when coming to work
- New pay for parking is much easier
- I use the cashless car parking. This did not change fees for me as my role means I have to be on site 4 days a week. I am not a fan of having Â£2.50 taken from the account every day. Would much prefer a monthly deduction from my salary to make it easier to track my finances. If being honest, having to pay to park at my place of work is not something that I am particularly happy with anyway. Staff should not have to pay to come to work.
- ANPR is easy and easy to book for visitors. But the bus servie is no good because unless you live near the bus service you have to pay for car parking in leamington
- I very rarely travel to campus by car but have had to this week because of family circumstances. I am not very confident that the system is working. It would be very reassuring to get email notifications that my parking charge has gone through. Could this be implemented in some way for occasional users?
- car parking was difficult to set up initially but seems to work ok now
- I used cashless parking once. The entire process is quite time consuming and the code for parking site is not immediately visible.
- I do use the ANPR parking and for me this does work well as I dont tend to come to campu more than 3 days/week.
- cashless parking works well for me
- The new car parking system is complex and doesn't always work. It is also expensive if you work part time. The e-scooters are dangerous. I was very nearly knocked over by students riding â€œtwo upâ€ and coming up behind me on the pavement. I have also had a bike stolen from campus and would like more secure bike storage like the schemes they have on the continent. Here you check in your bike to an attendant. You can book for cycle maintenance. You can also use showers and hire large lockers to store clothing and change for work.
- Cashless parking works well. Need a little more clarity on which car parks are not included in the scheme (e.g. sports hub)

- Voi scooters are expensive and would only replace journeys that I already do on foot. Choose Your Way Warwick App has encouraged me to take extra walks on campus for my wellbeing. Cashless carparking is excellent and completely hassle free - I especially like the fact that I don't even have to swap the vehicle I use and I can use any car park.
- car parking for use once a month as a staff member is painful
- Cashless car parking system is a massive improvement
- Have used cashless car park, very dissatisfied, charges are posted days after parking and the parking maximum does not always work. Parking should be free for all staff, or parking charges should be removed from gross pay (pre-tax).
- Cashless car parking is easy to set up and use. Costs are reasonable.
- Parking is much too expensive on campus
- Love the new parking arrangements. Subsidised 14 is great, but the change to the route it took over meant it's less useful to your Tile Hill people. Would like to try the bus on demand but can't figure out how to book it if I have a toddler with me.
- ANPR parking - you shouldn't have increased costs for lower salaries staff and decreased it for your highest earners. It takes a lot of clicks to set up a car for ANPR and is confusing for visitors to also use.
- Not yet tried ANPR parking a bit deterred from parking due to changes in road layout on campus but might return to this occasionally
- As a part-time member of staff, I am now paying more for parking. I noticed that I was charged through my salary deduction for the month when cashless car parking was introduced, so effectively paid twice. It's not enough money to make a fuss about but it must have been quite significant across the uni.
- Cashless car parking works well
- The cashless parking is as easy as it was as a salary deduction so no change felt. I think the pricing model has disproportionately disadvantaged lower grades, which is very unfair
- The car parking system is fine for staff but is beyond difficult for visitors and needs to change. Why not just have card payments available like virtually every other car park in the country
- My car has been registered for the cashless car parking which is handy when my husband can pick me up on the odd occasion.
- Cashless car parking is very easy to use. It is fairer than paying for a parking pass-only pay for what is used. It is less hassle than paying each time by credit card
- Car parking charging system is great. Low cost as I am only on campus once a fortnight and very convenient.
- Cashless car parking is good, means I can just park and go and not worry about paying. Although the cost doesn't seem to work out fair for people who are working part-time
- Car parking charges that now do not consider the job grade seems unfair for those of us on lower grades. The ANPR system when you are just

dropping something into campus and are there for a short time should be considered.

- The ANPR parking system is very easy. Also good that we can move to another car park during the day as I currently have mobility issues.
- Cashless ANPR parking allows charging to reflect when I am working on site. It works very well.
- It is quite annoying that car parking is taken from bank accounts daily - I would much rather the total be taken monthly. I do not live in a location that allows me to take advantage of the bus on demand or other services.
- Car parking hasn't changed my experience as I had parking permit before the change.
- Great cashless parking system and easy to use.
- Parking at Gibbet Hill with the new payment system is better as I do not have to remember to pay for parking every time I park on campus
- The new parking app is quite difficult to understand as some car parks say pay on entry, and others pay on exit. It is also confusing whether, if you have paid the staff rate in one car park, but then later in the same day move your car to park at the sports centre, whether it is necessary to pay again at the pay stations. I'm unclear if I am paying twice!
- New parking system is very expensive compared to before and penalises lower paid staff and PGRs.
- Choose your way Warwick app is excellent. New parking system resulted in a significant increase in parking costs. I assume this was deliberate to incentivise a change in travel habits but public transport alternatives are non-existent or inappropriate. ANPR system poorly managed by APCOA and internal Warwick parking team appear woefully under-trained.
- Welcome ANPR but not the cost. The new parking arrangement does not accommodate part-time working. If I am on Campus my 3 days I will pay the same as full-time employees on higher grades (even taking account of my work pattern/annual leave/bank holidays).
- cashless parking easy to use
- Cashless car parking is great. Especially the ability to move between car parks on the same day.
- I have to use the cashless car parking but am not happy at how much extra it is costing me a month. If I was in the office 3 days a week it would cost me £30 a month, my permit used to cost just over £13. Really not fair.
- I work part-time (2.5 days) so I was better off financially when parking came out of my salary compared to the new system. I am not able to WFH
- The cashless car parking system works well. I think parking should be free of charge in the evening for visitors to the Arts Centre and other evening events on campus and at the weekends.
- Cashless car parking seems fine.

- The cashless car parking is good but honestly, I preferred being able to just a pass and have it taken from my salary in salary sacrifice. Now if I move my car during the day I am getting charged twice!
- Car parking scheme- easy to set up and use
- I do not like the new car parking system - I feel it discriminates against lower graded workers and part time workers. I cannot believe the University thinks it is fair that staff on Grade 7, 8 + now pay the same as those on 5 and below. I also do not like the charge hitting my credit card each time rather than simply coming off my salary at the end of the month.
- I've used the cashless parking because I've had to! But as a part time member of staff, my parking costs have disproportionately increased compared to full time members of staff, who may pay a maximum of 60% of their time, while I pay 100% and earn less. This is not equitable, nor I would say, progress, as I'm sure it hits working mums and the lower paid in greater proportions. I'm also not convinced it persuades people to look at alternatives, as it just makes them unhappy with the university, which appears to be trying to appease the full time people by charging them less, but upsetting part-time staff by charging more... And why would it change the traffic behaviour of full time staff, paying the same or less in order to park? It also is a disincentive for staff members to engage in commercial activities such as the Arts Centre / Sports Centre, when knowing that instead of a subsidised permit supporting you doing this, it's an additional cost?
- ANPR car parking is so much easier! I'm also really pleased with the University's initiative to give a discount to electric car drivers, but more charging spaces would be a huge help.
- As a part-time member of staff, the new car parking scheme means I pay more pro-rata to park than my full-time colleagues. I am not happy about this and with all my expenses going up, it is another reason for trying to avoid visiting campus when ever possible.
- I like cashless car parking - although I think it may end up more expensive for some part time staff.
- Cashless car parking, I am now paying out on average Â£30 per month where as before I was paying approx Â£16 per month
- The cashless car parking works okay, but as a part time worker who works onsite three days a week, I am penalised, as I do not make any savings in the week. As usual the part time workers have not been taken into consideration when this scheme has been brought in.
- Online portal isn't easiest to navigate. Payment history can't be reordered and doesn't immediately confirm the parking charge, which would be useful. Grateful for reduced charges for EVs and free charging, but PHEVs still using chargers. As a long-term EV owner, it's been great to see an increasing number of EVs (of all makes/models) on campus. More chargers (under cover - why they're not in Kirby Corner car park, I don't know) are going to be needed soon.

- Most of the initiatives are for short journeys to set places and there is nothing to help people who do not live in either Leamington or Coventry. The new car parking initiative is unfair as lower paid workers and part time workers (i.e. those than can least afford it) pay more (as a percentage of pay) for parking at the university. for Example, cleaning staff, which do a 4 hour morning shift (6-10am) are charged for a full day's parking and are now paying £16 more per month than before the new scheme. This is NOT the equality that the university of Warwick likes to boast that it champions...!
- Cashless parking works well. I would be keen to ensure that ALL grades of staff have to pay (less or more, dependent upon grade)
- The cashless car parking has not provided me with any additional benefits and is more expensive
- The new way of charging for parking penalises part time workers who must come on to campus; I feel this may disproportionately affect women.
- cashless car parking - works well once set up
- Cashless car parking works just fine and allows me to only pay for days I am actually on campus.
- I think current car parking charges are unfair on lower paid and part time staff (not me). Higher paid staff have had charges reduced which was unnecessary and does not encourage alternative means of transport. Unfortunately I have no reasonable alternatives to driving to campus but even so, I should not have had a car parking fee reduction.
- ANPR is a very useful way to pay for flexible parking/ties in well to hybrid working.
- The cashless car parking system is costing us more now to park than the the existing staff permits even though it is pay as you park
- I like the cashless car parking - a flexible option for those that are not in the office 5 days a week. Saves having to worry about having the correct change etc and I know it is all dealt with automatically.
- Parking is much too expensive on campus
- Love the new parking arrangements. Subsidised 14 is great, but the change to the route it took over meant it's less useful to your Tile Hill people. Would like to try the bus on demand but can't figure out how to book it if I have a toddler with me.
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- Car parking scheme- easy to set up and use
- I do not like the new car parking system - I feel it discriminates against lower graded workers and part time workers. I cannot believe the University thinks it is fair that staff on Grade 7, 8 + now pay the same as those on 5 and below. I also do not like the charge hitting my credit card each time rather than simply coming off my salary at the end of the month.
- I've used the cashless parking because I've had to! But as a part time member of staff, my parking costs have disproportionately increased compared to full time members of staff, who may pay a maximum of 60% of their time, while I pay 100% and earn less. This is not equitable, nor I would say, progress, as I'm sure it hits working mums and the lower paid in greater proportions. I'm also not convinced it persuades people to look at alternatives, as it just makes them unhappy with the university, which appears to be trying to appease the full time people by charging them less, but upsetting part-time staff by charging more... And why would it change the traffic behaviour of full time staff, paying the same or less in order to park? It also is a disincentive for staff members to engage in commercial activities such as the Arts Centre / Sports Centre, when knowing that instead of a subsidised permit supporting you doing this, it's an additional cost?
- ANPR car parking is so much easier! I'm also really pleased with the University's initiative to give a discount to electric car drivers, but more charging spaces would be a huge help.



- As a part-time member of staff, the new car parking scheme means I pay more pro-rata to park than my full-time colleagues. I am not happy about this and with all my expenses going up, it is another reason for trying to avoid visiting campus when ever possible.
- I like cashless car parking - although I think it may end up more expensive for some part time staff.
- Cashless car parking, I am now paying out on average Â£30 per month where as before I was paying approx Â£16 per month
- The cashless car parking works okay, but as a part time worker who works onsite three days a week, I am penalised, as I do not make any savings in the week. As usual the part time workers have not been taken into consideration when this scheme has been brought in.
- Online portal isn't easiest to navigate. Payment history can't be reordered and doesn't immediately confirm the parking charge, which would be useful. Grateful for reduced charges for EVs and free charging, but PHEVs still using chargers. As a long-term EV owner, it's been great to see an increasing number of EVs (of all makes/models) on campus. More chargers (under cover - why they're not in Kirby Corner car park, I don't know) are going to be needed soon.
- Most of the initiatives are for short journeys to set places and there is nothing to help people who do not live in either Leamington or Coventry. The new car parking initiative is unfair as lower paid workers and part time workers (i.e. those than can least afford it) pay more (as a percentage of pay) for parking at the university. for Example, cleaning staff, which do a 4 hour morning shift (6-10am) are charged for a full day's parking and are now paying Â£16 more per month than before the new scheme. This is NOT the equality that the university of Warwick likes to boast that it champions...!
- Cashless parking works well. I would be keen to ensure that ALL grades of staff have to pay (less or more, dependent upon grade)
- The cashless car parking has not provided me with any additional benefits and is more expensive
- The new way of charging for parking penalises part time workers who must come on to campus; I feel this may disproportionately affect women.
- 

#### **Other comments not linked to a new mobility initiative via the word filter**

- -
- na
- NOT VERY CONFIDENT USING INTERNET OR APPS
- Personally feel like staff should not be charged to park on campus.
- Trying to avoid using the car to get to work - walking or on the bus.
- ANPR much more convenient. Good that there is a brief no-charge period to allow you to drop stuff at the office without having to pay a full day rate. Would be nice to have a half-day rate though as often I only need to go in for a meeting or short teaching.



- I have not.
- Haven't used any of them
- Please add more electric charge points they are often full by 8.30am. It would encourage more people who are unsure of an electric vehicle.
- The new ANPR system for the car parks is great.
- I used to use the shuttle from canley station but was disappointed when it didn't reconvene after covid
- The experience is smooth and helpful
- They're useful, but some are more easily accessible than others.
- N/A
- I have not used them
- Very helpful
- Noting that the options on this page are poorly designed. For future questionnaires, happy to offer advise on question design. Options missing 'I am aware of but would not consider using it' for example (you can add this answer for all of the above except 26). I would not consider using any of these initiatives as they should all be offered free as part of the employment rewards structure.
- Dedicated walking space and cycling spaces on the roads on central campus and just ban cars completely there. Rewards for ways of travelling to campus that are environment-friendly (cycling, walking).
- Not used
- I presume the ANPR works. I have not received a fine anyway but don't know if the money went out.
- The cashless pay once registered is much more beneficial than previous ways to pay etc.,
- Need to subsidise route from Coventry Rail Station to University.
- I have not used
- I am not using
- Simply good
- No
- The bus (Leamington) is the only viable option for normal people but is still expensive and has constant delays/cancellations. I'm often forced to drive to make it to campus on time
- Very good though voi too expensive
- Speedy and low cost solutions are the only options i would consider since i am conscious of budgeting
- ANPR is a big improvement on what we had before.
- no comment
- It's ok getting used to the daily charges but a lot of notifications and entries on statements ?
- On rare occasions I bring vehicle to campus it is useful to be able to pay online using mobile.
- none
- I feel very strongly that Warwick university shouldn't of got rid of the work buses for staff which was at a reduced rate and really helped towards people not having to drive in.

- My experience is that travel initiatives to date have focussed on reducing the number of car journeys taken to campus. For many of us who live further away the only options available are: 1. CAR, 2. WFH, 3. Move house, 4 have no home life. My own journey on public transport would be over 3 hours each way (3 buses and 2 trains) against a 40 minute car journey. Previous initiatives make me feel villified and have been penalised for driving when I have no other effective option. These travel initiatives that focus on preventing car use make me feel unwelcome at the University. Offering alternatives for those that they work for is great and I fully support - penalising car use is however not acceptable for those of us who have no option but to drive.
- Love the car hire but the restriction on days doesn't work.
- Haven't used any.
- The new ANPR system is helpful as you do not need to worry about buying a permit or purchasing a ticket.
- I'm quite contended with the Warwick initiatives and at present I don't have anything in mind.
- I believe the services provided are adequate. Unfortunately however a lot of students are not aware of these initiatives. Therefore, I would recommend informing students through either Email or posters near more frequented areas such as the Piazza and bus stops.
- Used Choose your way Warwick app, good idea but does drain the battery significantly.
- The ANPR system was not easy to set up on the first day, but after that has worked well.
- na
- The ANPR pay to use is useful and is much better than paying by card every day. however the option of car parks is now much less than it was before and this is limiting.
- All positive experiences
- Very happy with service very reliable
- ANPR working well
- new car park system so much easier, thank you. Would be even better if cheaper please?
- Easy cashless system, although not clear in smaller car parks on the pay arrangements.
- ANPR system works well
- N/A
- I like the ANPR system
- n/a
- Cashless payment quite cumbersome
- Cashless car parkign is great - much fairer than the pold permit system when working flexibly.
- New ANPR system is good. Have my reg and card details set up. Working well and much cheaper given i dont travel to work everyday anymore.

- All aimed at people who are not single parents trying to work all hours possible outside of school times as can't afford childcare before/after school
- I have to check my bank account each week for charges and sometimes the dates dont match- maybe because of the weekend period, but its a pain.
- Although not listed, could you please bring back the shuttlebus running from gibbet Hill to the sports centre and main campus. I was told this used to be regular and was free and since I have been a student here (1.5 years) it has not been running. I know this would help a lot of us and encourage a lot of us to excercise more as it would reduce the time we would need to take out of our day, which as phd students we dont have a lot of. Even if this ran 11-4 this would help a lot!
- Difficult to pay if you don't use data on mobile phone, and possibly somewhat discriminative to older people who might be less likely to pay for things by phone. Not sure pay per day with cap is fair for some part-time staff on lower grades.
- We should be able to use Voi in the evening too.
- N/A
- N/A
- All are great initiatives- need to be advertised more
- I like the bus connections /routes
- Not used. Not suitable for me
- The cashless car park system is a nightmare and is a money making project for the company running it. I find impossible to use and absolutely hate it.
- The WMB On-Demand is the best service ever and I've been recommending it to everyone in the hope that it sticks around.
- N/A
- i like the new cashless system as I don't have to remember to pay online etc
- the website has very badly received
- Wish it was free to park for people who donâ€™t need to come in very often. System is easy to use though
- As an electric car user I believe the University could go much further to support this as a more sustainable transport option compared to cars powered by fossil fuels,
- The new ANPR system is far more efficient than any previous system.
- Better points I could not set my default to cycling so it was just too much faff to try to use it.
- The ANPR system is working out cheaper for me than paying for a permit.
- 
-

- **Question 56 – For any initiatives that you would not consider using, what could the University do to make you consider using them?**

Table A.3: Number of comments identified as being likely relevant to each new mobility initiative.

Electric scooters	Enterprise car club	WM Bus On-Demand	WM Cycle Hire Scheme	Choose Your Way Warwick App	Route 14 Subsidised Bus Service	Tandem Taxi	Cashless Car Parking
51	119	18	74	11	16	31	32

Table A.4: Top words relating to sentiment extracted from responses.

Electric Scooters		Enterprise car club		WM Bus On-Demand		WM Cycle Hire Scheme	
Free	6	Expensive	11	Expensive	5	Free	12
Safe	5	Far	9	Available	4	Safe	8
Dangerous	4	Good	7	Regular	3	Dangerous	7
Expensive	4	Interested	6	Encourage	3	Available	6
Good	3	Feasible	6	Cheaper	3	Aware	6
Long	3	Difficult	6	Aware	3	Encourage	5
CYWW App		Route 14 Bus Service		Tandem Taxi		Cashless Car Parking	
Good	2	Aware	4	Expensive	5	Free	8
Nasty	1	Longer	2	Good	4	New	4
Easier	1	Flexible	2	Cheaper	3	Expensive	4
Suitable	1	Useful	2	Great	3	Secure	3
Utilised	1	Reliable	2	Available	2	Cheaper	3
Limited	1	Happily	2	Regular	2	Available	2

### Comments relating to electric scooters

- Nothing with escooters
- I think e-scooters are dangerous for pedestrians and riders. They go too fast for people to use without a helmet or appropriate clothing. In my opinion a lot of riders aren't properly educated in using them safely. I don't know what UoW could do to change this. I'm not usually dressed appropriately to ride a bike conveniently, and I don't think I have the skill to ride safely on roads without cycle lanes. Lessons? Cycle buddies? More bike lanes on frequent routes?
- I think the EScooters are a waste of money, and only achieve the same things as bikes.
- For moving around campus I would walk rather than use e-scooters or similar. I would consider using the campus hybrid cars if I needed to use one to travel on business, however, I am not aware of how to book these and would expect availability issues if there are two available which may mean using Enterprise or personal car is preferable.

- I would not really use any of the active car parking schemes because i do not drive a car, i am picked up and dropped off by my partner who works elsewhere off campus. Currently i have no need for the electric scooters as i use the walk as my daily exercise regimen
- If there were group practice sessions for e scooters
- Not really. I have my own personal car, so don't need a hire car. I have zero intention of using the e-scooters, as I consider them a menace to other road users, with the users of them often wobbling about, looking at their phones, balancing bags of shopping on the bars and often with headphones on, and taking no notice of their surroundings. The tandem taxi service goes nowhere I normally travel.
- Free Voi-escooters.
- escooters don't replace cars. driving in to university by car should be sanctioned or discouraged by additional paperwork per drive.
- To be fair most of my work can be carried out on line using technology. However when i do attend site i have no real feasible alternative than to use my own vehicle as i live too far away to consider public transport. It would be good if you could encourage motorcycles / scooters on site. I find it hard to work out where the motorcycle parking is located on insite and if it is free or not.
- Safety of electric scooters is too questionable. Also they are too fast to be allowed on pavements (in my opinion) but unless rider uses indicators they are a potential hazard on the road
- I would not consider using the Voi Scooters. When these were launched in Coventry city centre, they were withdrawn very soon afterwards. It seems that people will abuse these scooters and leave them lying around. I think the situation is much better at the University but I often see them lying in the middle of the pavement, left by inconsiderate users. I know there are VOI staff going around and tidying them up but the fact there isn't a fixed station to park them means it's more likely someone will just dump them in the pavement. A few months ago, someone on a scooter (admittedly it wasn't a VOI scooter) almost collided with me whilst I was walking along the pavement on Kirby Corner Road, despite the near miss, they didn't stop and I was left shaken. From a safety point of view I am not in favour of the scooters at the moment. I can see a world with them in, in the future, but hopefully with some stricter regulation about the use
- to use the hire bikes, your own bike or the E-scooters, there needs to be a safe and viable routes onto campus from N/S/E/W and not just another new highway being built
- I can't drive a car, and I have my own bicycle, which is usually sufficient for my needs and more convenient than using the bus. So I don't envisage making use of any car, scooter or bicycle hire facilities in the foreseeable future.
- e-scooters seem quite unsafe to both rider and pedestrian
- I am a keen cyclist but do not consider the scooters very safe and a bit of an expensive gimmick- not for me! I don't know how well the hire bikes are looked after - if someone buys there own they are more likely to care for it.
- They are not a lot of use to me because I don't need to use those types for my job. I have nearly nearly been run over by an e-scooter user and cyclists using the pavements and would want to flag to the University that users need to be made aware that they must be considerate of pedestrians.

- scooters and bike hire costs need to be reduced.
- I cannot use any of the initiatives due to time restraints, inflexible working hours and child care. I need to be able to collect my child at any time from school so can't wait for a taxi/bus/use a scooter.
- remove e-scooters.
- I can't use the voi scooters as they require a driving license(??) The rentable bikes don't make sense to me as I'd have to return them to their rental spots before inevitably walking to where I need to go anyway. The choose your way app seems to me to be more hassle than it's worth - probably better to have a universal warwick experience app that integrates itself with all of the other things.
- Clear point of use instructions to reduce initial time investment of researching. Scooter trial sessions in a safe practice area.
- any last mile solutions need to be thought through- eg. bikes and escooters at train stations, bused coordinating with train arrivals- enough buses AT PEAK PERIODS
- For the car hire scheme, I would only use it if I first found the time to do driving lessons and get my license (a reduction in teaching load while I learn, perhaps?) For the others, I just had no idea and mostly would consider using the bus services that link me from the station to the campus. Apart from e-scooters, they scare me a bit.
- I don't feel safe using an e-scooter.
- Non of the services offered reach the area I live in. Cycling/scooters are by the nature inherently dangerous in a city/county with no cycle paths.
- Extend escooters to Canley station.
- I haven't used Voi-escooters because i don't know how - I would like a demonstration and some instruction on using them; I haven't used the bus-on-demand because it is too expensive; I wouldn't consider using the enterprise car scheme because it sounds pretty limited in its uses and even if I thought it might be useful I am not sure how to access this scheme (probably a lot of paperwork); I have heard of the Choose Your Way app, but was not aware you could earn rewards - I thought it was more of a 'you might get a reward', and when I looked into it the amount of detail required for recording a cycle journey was burdensome; I've seen the West Midlands Cycles, but I have my own bike so haven't used them yet, more appealing for trips into the city where there are more hire stations than there are places to lock my bike up; I think the subsidised bus service is a great idea, but as far as I know it doesn't run anywhere near me I would have to travel to the city first; I don't know what the tandem taxi service is, but I rarely visit Gibbet Hill, let alone Leamington and Wellesbourne.
- There are some good initiatives but some aren't applicable to my situation. I.e I'd rather walk than use voi scooters and the bus services do not connect me with my home location. I'd be interested in the enterprise car club though as it could enable me to use other modes of transport to the campus. I suspect though that this has to be booked long in advance but I don't have enough visibility to know when I might need a car.
- Nothing, I don't use electric scooters on principle.
- The problem is that I cannot drive. I thus cannot use scooters/cars etc. However, I find that this is a great initiative to make them available on campus. I would prefer more buses and also a special monthly bus pass for travelling from Kenilworth to campus. It is a 10mn journey and I must pay the very expensive

WestMidland monthly pass because Kenilworth is in Warwickshire and the campus is in Coventry.

- I am aware of scooter and cycles but do not consider it safe for me to use. The bus options do not come out anywhere near where I live or even half way.
- Voi scooters. These are dangerous and encourage illegal private scooter use. They should be removed from all university sites. Enterprise car club is far too expensive and does not include automatic cars. The tandem taxi and bus on demand services are not reliable and do not run frequently enough.
- more information about maximum user weight for bikes and scooters.
- the price of the scooters is prohibitive how on earth are students meant to afford it?
- cycle or e scooter schemes without the addition of dedicated lanes that have no or very few vehicle traffic (cars, lorries)
- I don't really know how to get started using the scooters and the only time i think to use them is when i'm in a hurry to get somewhere and don't have time to figure it out.
- I don't think that the University should be encouraging the use of Voi-scooters on campus - they are unregulated, not licensed, not allowed on public footpaths or public roads and I believe are unsafe to both the 'riders' and other road users.
- Long commute from a rural base makes any form of public transport difficult and adds time to an already long journey time. Unwilling to risk accident on cycles or scooters
- make Voi-scooters cheaper
- Most, if not all, of these initiatives do not take into consideration people with additional needs, such as those with visual impairments or mobility issues (poor balance, pain, wheelchair user). E.g. the e-scooters and cycle hire have not suitable alternative equipment to choose from - this would not be difficult to do, and should have been considered and remedied before using such schemes, as it otherwise further isolates and hinders this community of people. Equally, the campus shuttle bus does have the ability to carry those in wheelchairs or with walking frames, but sadly avoids offering this simply to save space and/or be less hassle. While I understand this, it is not acceptable. Without any support with funding for individuals in need to self-purchase or hire suitable equipment to be on a level playing field with their counterparts, schemes that do not cater for everyone only serve to create greater barriers for those that need the most help. Please consider everyone! I am happy to talk more about experiences and solutions...
- I would use the Voi scooters if they would accept a driving license from another country.
- Scooters far too dangerous for pedestrians and those on the road.
- The VOI scooters are a hazard to pedestrians I will never use them I do not have a smartphone but if the choose your way app was available as a desktop website I would use it I do not drive so car based initiatives are not applicable to me cycle hire i own my own bike so do not need The tandem taxi sounds good but I would



like more information re. who it is shared with / how it functions before I would be comfortable approaching it

- I find that a lot of them are too pricey - especially campus parking and voi scooters.
- For most of them I would not necessarily need them but I suppose the ease of using them so for instance Voi scooters need at least a provisional license. For the car as well, no driver's license. As for the shuttle taxi I just do not think it will ever be necessary.
- Lessons on how to use the Voi-e-scooter.
- Trial periods of reduced or free rates on the Scooters or Bikes.
- Make the scooters/bikes free for staff use
- Scooters / Bikes for staff travelling between buildings to be free to use.
- Providing access to bikes and scooters for free to move around campus.

### **Comments relating to the Enterprise car club/ cars more widely**

- Unfortunately its too far for me to travel either by any other means than my car because the journey time would be too prohibitive, even though its only 9 miles away it can take up to an hour to drive in.
- I live too far away for the other initiatives, I also have to drive via school/nursery so can't imagine anyone wanting to car-share with me and two young children. It would be nice if the Uni could make spaces available for those of us with caring responsibilities which mean we can't beat the rush to the carparking spaces in the morning.
- I don't have a car and I know that taxis are expensive
- For moving around campus I would walk rather than use e-scooters or similar. I would consider using the campus hybrid cars if I needed to use one to travel on business, however, I am not aware of how to book these and would expect availability issues if there are two available which may mean using Enterprise or personal car is preferable.
- I would not really use any of the active car parking schemes because i do not drive a car, i am picked up and dropped off by my partner who works elsewhere off campus. Currently i have no need for the electric scooters as i use the walk as my daily excercise regimen
- I don't feel the need to use most of them - I prefer to use my own bike or walk. Maybe more publicity to remind people about the Enterprise Car Club availability.
- Enterprise car club and Tandem Taxi service would not be appealing to me as i do not drive and the locations would not help me.
- Unfortunately my commute is to far to consider other transport outside of a car.
- I'm not interested in driving my own car to campus. In fact, I'm not interested in owning a car: having to buy a car would be a defeat to me. I'm only interested in active travel and public transport.
- Unsure. I live in Worcestershire currently. A car journey takes c. 45 minutes, but travelling via public transport would take 2 hours.



- Not really. I have my own personal car, so don't need a hire car. I have zero intention of using the e-scooters, as I consider them a menace to other road users, with the users of them often wobbling about, looking at their phones, balancing bags of shopping on the bars and often with headphones on, and taking no notice of their surroundings. The tandem taxi service goes nowhere I normally travel.
- It's not that I'm against bus, or car sharing options but just the nature of the times I need to travel and where I live just means that alternatives are not viable to me. I used to live very near to the university and would regularly walk or cycle - that's simply not viable any more. I feel that not travelling to the site at all several days a week helps offset the emissions somewhat!
- I would not considering using any initiatives that involve a car, as more sustainable options are available.
- Subsidise train tickets for people to leave their car at home; subsidise bus from train station to University. Rest are mostly seen as gimmicks.
- easier access to all the initiatives. Please see my previous comments on liftandgo, it's nasty app compared to the others or the previous, I'm using less car sharing then before
- I cannot drive so wouldn't be able to use the Enterprise Car Club initiative
- e-scooters don't replace cars. driving in to university by car should be sanctioned or discouraged by additional paperwork per drive.
- To be fair most of my work can be carried out on line using technology. However when i do attend site i have no real feasible alternative than to use my own vehicle as i live too far away to consider public transport. It would be good if you could encourage motorcycles / scooters on site. I find it hard to work out where the motorcycle parking is located on insite and if it is free or not.
- Unfortunately, I have got used to the easiness of using my own vehicle. I also require my vehicle for business purposes during a working day; car sharing etc. would make this freedom difficult.
- I travel 10 miles a day to work so would only travel in my car and there is no one that lives close by to car share.
- Although i don't car share onto the campus, i take another passenger to work just outside of the campus so other initiatives would not be useful.
- Nothing I don't think as I don't like using bus services or hire cars.
- I can't drive a car, and I have my own bicycle, which is usually sufficient for my needs and more convenient than using the bus. So I don't envisage making use of any car, scooter or bicycle hire facilities in the foreseeable future.
- My experience is that travel initiatives to date have focussed on reducing the number of car journeys taken to campus. For many of us who live further away the only options available are: 1. CAR, 2. WFH, 3. Move house, 4 have no home life. My own journey on public transport would be over 3 hours each way (3 buses and 2 trains) against a 40 minute car journey. Previous initiatives make me feel villified and have been penalised for driving when I have no other effective option. These travel initiatives that focus on preventing car use make me feel unwelcome at the University. Offering alternatives for those that they work for is great and I fully support - penalising car use is however not acceptable for those of us who have not option but to drive.

- Perhaps giving real examples of where they have been used by actual staff/ students, and comparisons of costs/ fuel/ CO2 costs with each method compared to an average car journey. Real examples and data to support how important the change is may help change behaviour
- I am a keen cyclist but do not consider the scooters very safe and a bit of an expensive gimmick- not for me! I don't know how well the hire bikes are looked after - if someone buys there own they are more likely to care for it.
- I don't own a car so wouldn't use the car park service Maybe with driving lessons and a license I could consider this
- The university can't do much as most of them are car related and I do not have a UK drivers license.
- I would not consider using them because they do not apply to me: Tandem taxi service does not operate in Canley and I don't own a car to use the car parking.
- I appreciate and applaud environmental issues but please do not penalise those of us that have to drive, and can not car share for personal / family / residential location, reasons.
- I live in a village not on any of the above routes. Need to have connecting 'hubs' with secure parking (bike or car) for me to use but in reality this is likely to result in a longer / less efficient commute.
- I do not own a car so there is no need for me to use a parking spot.
- Extend them to cover more of the West Midlands - travelling from Birmingham is difficult without a car
- Not much as I live too far from campus and also have childcare responsibilities that means I cannot use other methods of transport.
- Later start times more flexibility for working parents. Hard to do school run and offer car share?!
- All of the active travel options are Coventry / West Midlands focused and as such are not applicable to staff who live elsewhere. None of them offer a viable alternative to travelling via car to me.
- I don't want to ride a car.
- I would not consider any of the other options, no matter how much the price goes up. (This was one of the reasons for the price increase) However, I am thinking about the new electric car scheme the university has. Over the past few years I have been more conscious of cutting down on plastic and buying reusable products etc, however, not using my car to come to work has too many cons for me.
- The tandem taxi service doesnt come to central campus so i wouldn't really use it. And I don't drive a car so cashless car parking is not something i would consider using, although it is a great initiative.
- I live in a rural location with no public transport links so unable to use alternatives to the car at present
- I live in Birmingham, so things serving Coventry and environs are not much help to me. The least-bad alternative to using a car is to use a train, however this involves bus connections at both ends, which are often hit and miss (I have tried several times over the years).
- I cannot use any of the initiatives due to time restraints, inflexible working hours and child care. I need to be able to collect my child at any time from school so can't wait for a taxi/bus/use a scooter.

- Choose your way Warwick app - have more sustainable reward scheme rather than supporting big carbon dioxide emitters like Amazon
- Bus route, taxi and car share isn't really needed if you live in walking distance
- N/A (I don't have a car so would not use car related initiatives)
- Many of these initiatives only benefit those living in Coventry direction or wanting to travel around campus. I enjoy the flexibility of using my own car but would be happy to combine my journey with walking/cycling if facilities allowed.
- Clearer information about the Route 14 subsidised bus service would be most helpful, especially route maps, locations of bus stops on campus and near the stations, and up-to-date and verified timetables as the NX website is unclear on all of these (according to NX, sometimes the bus is listed as not stopping at campus, sometimes it doesn't stop at Tile Hill station, and sometimes the 14 bus is not running at all, and there are mentions of it being discontinued. This is not reliable enough as a transit solution - I don't want to show up at Tile Hill station and find the bus service is not running or won't arrive for another hour). In addition, more information on how to pay the subsidised fare/how to make the driver aware of your subsidy would be appreciated (is it enough to show your university ID to the driver to get the discounted fare? If so, is there a guarantee the driver will be aware of the subsidised fare upon seeing a university ID? Can contactless still be used for the discounted fare?) As for other initiatives, as I reside in Rugby, none of these travel methods would work for me as I am outside of their catchment area. Additionally, after I am parked at the Lynchgate car park, I have no need to use any additional travel methods other than walking to reach my destination, especially if a fee is involved. I would happily commute to campus by train and bus from Rugby if the cost of doing so were not significantly higher than driving. Additionally, the cost of using West Midlands Cycle Hire to travel between Coventry Rail Station and the central campus is equal to or higher than a bus fare, and so is not an attractive option.
- I can't drive so the car ones are inapplicable to me, and I'm scared of using taxis even if they're shared. The app sounds like a good idea for other people, it just isn't for me as I'd feel a bit patronised getting rewarded for doing nothing different.
- I live in Birmingham so most of the options are not feasible. I don't trust trains or buses to get me to work on time and car sharing (even if it were possible) is a bit 'hit and miss'. Overall I prefer to come to car by myself but I am able to keep this to a minimum (at the moment, just two days a week, in off-peak times).
- Nothing as my commute only allows for me to drive. I wouldn't car share as I would hate to be stuck in the car with someone in the morning and after work!
- make them user friendly, dont say its about the environment, the old systems are still switched on and using energy, the new systems are on 24 hours a day to monitor car number plates, which then speaks to a server and then processed digitally. the old system in the window was a piece of paper printed once and then never another piece of energy used again. hence, car parking initiative is about money rather than what the university used to stand for

- I have in every single opportunity given with my last 4 plus years here asked for following: opportunity to dry cycling clothes, discount or free service repair as benefit, safe, dry lockable bike racks and proper, set aside for purpose changing facilities to change so that I could stop mis-using accessible toilet five days per week - not one of these things has been addressed or changed - So I have no faith in University actually wanting to invest into cycling - I believe that these queries are pointless and that Uni is simply looking for an excuse to charge a fortune for car parking, Thank You for your time.
- For the car hire scheme, I would only use it if I first found the time to do driving lessons and get my license (a reduction in teaching load while I learn, perhaps?) For the others, I just had no idea and mostly would consider using the bus services that link me from the station to the campus. Apart from e-scooters, they scare me a bit.
- As I work at the Westwood campus, some of them do not apply. The number 14 bus does not run that often and is not reliable. I've often waited up to 25mins for this bus. I would not consider bringing my car into campus either and I commute from Birmingham New Street.
- Please don't forget disabled people when building - Thank you we need to drive our car right to the door.
- Stop acting like people have to be paid to do 'good' things. Just make it expensive to drive any car, including electric cars, so that public transport becomes the preferred option. All of these incentives are expensive to administer, have dubious benefits, and feed an expectation that people need to be rewarded for every single choice. Just introduce a congestion charge and forget everything else.
- Cycling/walking are unfeasible because of the distance. Car sharing also because I often have to work into the evening. I would consider bus/train but there are no direct services between where I live and the University.
- as a non driver none of the car initiatives are valid for me ,others cover wrong side of city unlike old bus travel that picked up from my area and dropped at main campus which really helped as i struggle with ms at times.The subsidised bus (14) takes too long .
- The car ones I would not use as I do not drive.
- I admire your approach to trying to get people to not use their cars but we are in the city of the car! The public transport is not good enough and we're on the edge of the city. It makes it even harder now with more flex working.
- I would only not use the car services as I do not drive. Would consider using the other services.
- collection and drop off points in south leamington [Sydenham area]. Incentives, such as assistance with childcare fees. Flexibility. Further details on some of the schemes, e.g. the flexibus and taxi schemes.

- I haven't used Voi-scooters because i don't know how - I would like a demonstration and some instruction on using them; I haven't used the bus-on-demand because it is too expensive; I wouldn't consider using the enterprise car scheme because it sounds pretty limited in its uses and even if I thought it might be useful I am not sure how to access this scheme (probably a lot of paperwork); I have heard of the Choose Your Way app, but was not aware you could earn rewards - I thought it was more of a 'you might get a reward', and when I looked into it the amount of detail required for recording a cycle journey was burdensome; I've seen the West Midlands Cycles, but I have my own bike so haven't used them yet, more appealing for trips into the city where there are more hire stations than there are places to lock my bike up; I think the subsidised bus service is a great idea, but as far as I know it doesn't run anywhere near me I would have to travel to the city first; I don't know what the tandem taxi service is, but I rarely visit Gibbet Hill, let alone Leamington and Wellesbourne.
- There are some good initiatives but some aren't applicable to my situation. I.e I'd rather walk than use voi scooters and the bus services do not connect me with my home location. I'd be interested in the enterprise car club though as it could enable me to use other modes of transport to the campus. I suspect though that this has to be booked long in advance but I don't have enough visibility to know when I might need a car.
- I live 20+ miles away from work, so the initiatives wouldn't really be feasible. Also, my colleagues all live in Leamington/Warks area so car share wouldn't work either. I would be keen to use the electric car scheme as my lease is up for renewal soon; if the prices are attractive
- I would not cycle on any of the roads around the campuses as they are mostly quite busy and dangerous. If the University could make these areas more cycle friendly, e.g. by removing motorised traffic, this would be great. Not even Evel Knievel would cycle up or down Gibbet Hill Road with those two narrow lanes and all the buses and speeding cars
- I live in Oxford. I used to go to work by train, but the financial cost of train tickets got too much. It would take too long as well, because the bus from the university to the train station (Leamington, because the rail ticket is cheaper) was so unreliable that often I would miss a train and have to wait half an hour. The trains are also unreliable. For me to consider going back to a train journey the university would have to provide a reliable and fast bus or other transport link to a mainline train station. You would have to fix the huge crawling queue of traffic on and off the campus and ensure that I could reasonably catch a train within 30 minutes of leaving my office. That would get my commute to less than 2 hours.(in one direction). It used to take me 3 hours to get home sometimes: by car it's less than 2 hours. (closer to one hour if I drive off-peak time)
- For me to cycle more - would need secure cycle parking and showers in my building (EIC) and/or ability to leave car parked on campus Free of charge whilst using the bike (the car becomes secure cycle storage and a clothes locker).
- I live near Wellesbourne campus so would be interested in transport between Wellesbourne and central campus as there is not really a viable bus service. However, my hours are irregular and last-minute and I often leave the office quite late in the evening, making it difficult to car-share.

- I live 20+ miles away and the main route is via motorway. I also have other commitments after work so don't always go home directly. As a result travelling by car is really the only option. The train and bus journey is 2.5 hours - I start at 8.30 and finish at 5 so the 45 minute drive remains the quickest and most cost-effective option - even though it still adds at least an hour and a half to the day, plus diesel and parking.
- Unfortunately living some distance from the University out in the countryside makes use of alternative means of transport other than a car difficult.
- The enterprise car scheme is not applicable as I don't drive. I may use the tandem taxi service if it went somewhere I wanted to go.
- The problem is that I cannot drive. I thus cannot use scooters/cars etc. However, I find that this is a great initiative to make them available on campus. I would prefer more buses and also a special monthly bus pass for travelling from Kenilworth to campus. It is a 10mn journey and I must pay the very expensive WestMidland monthly pass because Kenilworth is in Warwickshire and the campus is in Coventry.
- I looked into the car club, primarily for personal use, but the cost is too high. That's not specific to the car club - renting cars, the cost is too high to make it feasible. As such, I have to continue to own a car because the few times a year when I \*need\* a car would make it economically not feasible.
- None of the incentives (save the car hire) reach the surrounding villages and towns only the main cities/towns. They have no value for me for commuting as is generally the case for people that live in a more rural environment. Cycling due to the distance just isn't an option. Not all of Warwickshire is a reasonable cycling distance.
- As I travel 60 miles (2 days in teaching weeks) and need to make efficient use of this time, so shop on the way back etc, car is essential, indirect routes involving train, bike, bus etc add time I cannot spare. Also not paid enough or confident enough about recharging points being available (I arrive after 10am because of carer responsibilities) to consider using an electric vehicle.
- As a parent with a young child, I occasionally have to leave work at very short notice and need to be able to get home quickly if there is a problem. For this reason, I feel very reluctant to look at any transport options which mean that I will have to wait for public transport or encounter any delays in getting home. My commute is 30 minutes across country roads so there is no viable public transport/cycling/walking option. I feel guilty about driving to and from work alone for environmental reasons but can't see another option aside from potentially car sharing.
- The electric car scheme is once again something that is aimed much more at the higher paid members of staff who have both the money and the household convenience for an electric car. It is not a scheme that will help those living in a flat or terraced house on grade 4 and below for example! The University needs to start thinking of it's lower paid members of staff more (Grades 5 and below) and part timers!
- Expand them to cover the area I live in rather than just leafy suburbs. Reduce fares on bus services so that they are at least comparable to car travel.
- I want to take a low carbon form of transport - it would be helpful to return to salary sacrifice for travel passes or some approximation of this.



- Nothing. My commute to work is over 30 miles. It takes 35-45 mins by car but would take 2 hours via public transport.
- I live in Nuneaton. Travel by public transport involves 3 buses/2 buses + 1 train. It's quite expensive and takes around 2 hours one way. Any direct bus service or car share scheme with reduced price would be appreciable.
- I wouldn't use anything focussed on car users because I do not have a car and I don't wish to have a car (being able to rent a car for travelling to weddings in the middle of nowhere would be useful though).
- Many of the other initiatives, particularly around public transport are not practical for me due to the distance and public transport links between my home and the university. Having caring responsibilities also means I need to keep my journey time to a minimum to be able to meet nursery pick up times etc. This means that the flexibility of using my own car is essential
- Voi scooters. These are dangerous and encourage illegal private scooter use. They should be removed from all university sites. Enterprise car club is far too expensive and does not include automatic cars. The tandem taxi and bus on demand services are not reliable and do not run frequently enough.
- The main issue is having to drop off/ pick up children from school means I have to be a solo car driver.
- I have no use for the routes covered by the bus and taxi services (though agree they seem like a good idea). Collecting my child from childcare is my priority and for this, a car is the only reasonable option due to the distance between work, nursery and home
- Include more towns/villages beyond Leamington - Leamington increasingly prices out families, who need to settle in Bishops Tachbrook, Whitnash, Kineton etc. If regular buses ran to and from campus/Bishops Tachbrook I would switch from car to bus.
- I think a car sharing scheme is a great idea but does not acknowledge those of us working the off peak hours, evenings, weekends, bank holidays when public transport is on a reduced schedule and therefore the choice is made to drive.
- cycle or e scooter schemes without the addition of dedicated lanes that have no or very few vehicle traffic (cars, lorries)
- The new car parking system is regressive, inasmuch as the VC would pay the same for parking the same number of days as I would. It used to be a progressive system. The salary sacrifice electric car offer is no use to me, as the low wages paid by the university take me under the low pay threshold on even the cheapest option. Encourage the WM On Demand bus service to transport normal-sized bikes, so dual mode options are available.
- If there was any public transport to my village which is situated on the border between Worcestershire and Warwickshire, I would consider using it depending on the frequency. I would consider car share.
- The distance I travel each day is too far to consider any means of travel other than a car
- Car sharing should allow free or reduced-fee on-campus parking.
- Difficult as I would be concerned about my personal safety and additional travel time to use public transport. I also need the flexibility to care for my elderly relative before/after work.

- I was not aware of the subsidised bus route, this might be interesting to hear more about - provided a return journey cost less than the daily car parking charge.
- The nature of my work means I cannot arrive and leave the university at set times or convenient to others for car sharing. I am also wary of getting into cars with strangers or sharing air due to potential infection risk, so would not be keen on this. It would take nearly 2 hours to walk to the university and I am not on a direct, quick bus route. Cycling is the only option and I have equipment to carry, i.e. my work laptop, so have to take that into consideration. I own a bike, but need to purchase suitable panniers and I still wouldn't cycle if it was raining or really hot as I'd have to sit in my clothes all day, we have to hotdesk and I no longer have a locker available to me to stow my helmet or a spare set of clothes.
- I currently have a medical condition which means that I am unable to cycle at present which I would perhaps consider doing during the spring and summer months and providing that I know that I am able to do it with the time constraints I have due to childcare. However better bike storage facilities and bike repair facilities on campus would also help with encourage me, when I am able to in a year or two. Due to the time constraints around childcare I would not consider any other options.
- N/A no access to a car which makes these initiatives of no use.
- Cashless carparking is twice as expensive for me as a part time member of staff.
- I am a part-time working parent that drops-off and collects a child from school to and from work. You have done nothing to support me, and as you have increased my car parking costs you have made me feel unwelcome and unvalued.
- - Tandem taxi service: I don't live in Leamington or Wellesbourne Campus. If I decided to visit Leamington I would just take the 11 :) - Cashless car parking: I don't have a car, and am not planning on getting one in the near future :)
- The thing is, if I was to get the bus from my house, over the other side of Coventry, it would take around an hour to get to work, probably longer to get home - thats an extra 2+ hours on my day - atm driving takes 20 mins to get there and 30 at most to get home, less than an hour. Not to mention all the equipment I have to carry in (laptop bag, lunch, gym kit if going gym after work) - its just not feasible. I was interested in the electric car initiative (salary sacrifice) but I'm in a contract buying my car for next two years so couldn't take advantage of that until at least 2024, and then if my car is still operating fine I don't want to take on more finance payments. The best thing for the environment is not travelling to work at all - working from home is the best thing that's ever happened in my worklife - it's made work life balance so much better.
- Not applicable to me or my commute is not within the Coventry and Warks area (I come from north Birmingham, 23 miles by car)
- For cashless car parking, provide an option for people who do not have access to a smart phone.
- To be honest I don't think they apply to me as I do not have a car..however maybe if the university advertised them a bit more to me then maybe ill be able to tell some of my friends who do drive about these new initiatives.
- Tandem taxis would need to access more places. Car rental ought to be hybrid or electric for students
- Because I don't have a car, it's my problem, not the school's. If I had a car, I would consider using it.



- Most, if not all, of these initiatives do not take into consideration people with additional needs, such as those with visual impairments or mobility issues (poor balance, pain, wheelchair user). E.g. the e-scooters and cycle hire have not suitable alternative equipment to choose from - this would not be difficult to do, and should have been considered and remedied before using such schemes, as it otherwise further isolates and hinders this community of people. Equally, the campus shuttle bus does have the ability to carry those in wheelchairs or with walking frames, but sadly avoids offering this simply to save space and/or be less hassle. While I understand this, it is not acceptable. Without any support with funding for individuals in need to self-purchase or hire suitable equipment to be on a level playing field with their counterparts, schemes that do not cater for everyone only serve to create greater barriers for those that need the most help. Please consider everyone! I am happy to talk more about experiences and solutions...
- I would prefer cash to be accepted in car parks and on bus services.
- I think the main reason is cost. Things like car parking are far too expensive and not everyone can always use public transport, especially late at night for instance.
- I would not consider using car parking as I do not drive a car
- Not all travel options are possible for everyone, not everyone lives within a walking or cycling distance from work and hybrid working makes car sharing more problematic as the days I am working onsite vary week on week depending on my diary.
- The VOI scooters are a hazard to pedestrians I will never use them I do not have a smartphone but if the choose your way app was available as a desktop website I would use it I do not drive so car based initiatives are not applicable to me cycle hire I own my own bike so do not need The tandem taxi sounds good but I would like more information re. who it is shared with / how it functions before I would be comfortable approaching it
- The Car for hire is an interesting concept, however, I've never heard of it before so it would be good to advertise it better, and I don't know the rules around where I can drive it. From what I know, car rental is expensive so I can imagine this is too. The university should advertise it more and clearly outline how to use it and where you can use it.
- For most of them I would not necessarily need them but I suppose the ease of using them so for instance Voi scooters need at least a provisional license. For the car as well, no driver's license. As for the shuttle taxi I just do not think it will ever be necessary.
- you don't cater for shift workers that need to use their cars to get to work
- I have cycled in from Tamworth several times but it is dangerous. I have used the trains and that is much better but takes two hours each direction and so it is not that convenient. I'm afraid that the car is the only current long-term option I could realistically see working for me due to where I live and the distance from the University (20+ miles).
- Nothing unfortunately, I heavily rely on my car as I have to either go straight from work to another commitment or vice versa.

## Comments relating to WM Bus On-Demand

- Nothing too much, as I am either reliant on driving, or taking the trains and local busses in. As there is little demand to have additional busses on recognised bus lanes, there is nothing more to do. Perhaps only... if there was direct light-rail service from Cov station to the Uni... ;)
- Improve the map on the West Midlands Bus on Demand page. Increase range to the other side of the A46 and include Stoneleigh.
- Bus on demand available in Bedworth could be an option.
- It would be good if the WM Cycle Hire was available at Tile Hill station too. The Cycle Hire is quite expensive relative to the regular service bus, so there is little incentive to use it. E.g. from Coventry train station to university ~30 min journey = £3 return by bike, bus is £4 for as many trips in a day as you like. The bikes need a similar capping system for travel over 1 day or 1 week, perhaps with rebate to encourage people to return bikes and not hang on to them all day. I was not aware of the tandem taxi, but I would use the bus on demand or regular bus for getting to Leamington as it is cheaper.
- The Bus on Demand is just too expensive to make it worth it. Even with fuel costs, it would double my commute cost each day.
- Bus on demand, Bus route 14 doesn't suits me as I have always to drop my kids at school in the morning, Cycling if I will do it I will take my onw bike, the others I think could be more information on staff newsletter instead of just on website as many people are not aware of all opportunities that university have to all staff
- Make on demand bus cheaper
- bus on demand : how does that work?? if im the only one who booked will they take me? pls make video instruction
- I am interested in the westmidlands bus on demand, however I live in Central cov and I'm not sure if it's available for here. I don't use public buses because of my anxiety so I end up spending an extortionate amount on ubers. A bus like that would be much easier for me to handle
- voi and wm bus on demand: reasonable fares but cycling around campus is the best option most of the times
- Make Route 14 more regular and make Bus on Demand more flexible and frequent.
- I haven't used Voi-escooters because i don't know how - I would like a demonstration and some instruction on using them; I haven't used the bus-on-demand because it is too expensive; I wouldn't consider using the enterprise car scheme because it sounds pretty limited in its uses and even if I thought it might be useful I am not sure how to access this scheme (probably a lot of paperwork); I have heard of the Choose Your Way app, but was not aware you could earn rewards - I thought it was more of a 'you might get a reward', and when I looked into it the amount of detail required for recording a cycle journey was burdensome; I've seen the West Midlands Cycles, but I have my own bike so haven't used them yet, more appealing for trips into the city where there are more hire stations than there are places to lock my bike up; I think the subsidised bus service is a great idea, but as far as I know it doesn't run anywhere near me I would have to travel to the city first; I don't know what the tandem taxi service is, but I rarely visit Gibbet Hill, let alone Leamington and Wellesbourne.

- the bus on demand service and tandem app have very long travel times
- Why is the West Midlands Bus on Demand not covering Coventry Train station? If it did I would certainly use it. The 12X bus is awfully busy. Many times it passes from the station stop and doesn't stop because the bus is already full (especially in the mornings). Sometimes it doesn't turn up at all.
- If I have to go into work more often, then I would probably cycle, walk or use the On Demand Bus service. Possibly using the Bus Service, before having to download any app or join any scheme to see if it would actually be of benefit.
- Voi scooters. These are dangerous and encourage illegal private scooter use. They should be removed from all university sites. Enterprise car club is far too expensive and does not include automatic cars. The tandem taxi and bus on demand services are not reliable and do not run frequently enough.
- The new car parking system is regressive, inasmuch as the VC would pay the same for parking the same number of days as I would. It used to be a progressive system. The salary sacrifice electric car offer is no use to me, as the low wages paid by the university take me under the low pay threshold on even the cheapest option. Encourage the WM On Demand bus service to transport normal-sized bikes, so dual mode options are available.
- Having looked into the Bus on Demand and Tandem Taxi, both seem to be more expensive than driving (parking + petrol). I would consider using them if they were cheaper.

#### Comments relating to WM Cycle Hire

- Cycle wash and service so people with cycle can maintain their cycles in order to encourage them to use it more often
- Parking south of the university with traffic free cycle/walk way in Buses from southern points (not just Coventry) with specific parking for the bus (like park and ride) eg near Stratford or south of Leamington - somewhere along the A429?
- I think e-scooters are dangerous for pedestrians and riders. They go too fast for people to use without a helmet or appropriate clothing. In my opinion a lot of riders aren't properly educated in using them safely. I don't know what UoW could do to change this. I'm not usually dressed appropriately to ride a bike conveniently, and I don't think I have the skill to ride safely on roads without cycle lanes. Lessons? Cycle buddies? More bike lanes on frequent routes?
- I think the EScooters are a waste of money, and only achieve the same things as bikes.
- It would be good if the WM Cycle Hire was available at Tile Hill station too. The Cycle Hire is quite expensive relative to the regular service bus, so there is little incentive to use it. E.g. from Coventry train station to university ~30 min journey = £3 return by bike, bus is £4 for as many trips in a day as you like. The bikes need a similar capping system for travel over 1 day or 1 week, perhaps with rebate to encourage people to return bikes and not hang on to them all day. I was not aware of the tandem taxi, but I would use the bus on demand or regular bus for getting to Leamington as it is cheaper.
- Pay and reward staff to cycle in everyday. Put up parking to subsidise this.
- I don't feel the need to use most of them - I prefer to use my own bike or walk. Maybe more publicity to remind people about the Enterprise Car Club availability.

- For me: I am epileptic, so do not drive or cycle (or climb ladders for that matter). This makes some of the options a bit difficult for me
- I would bike from Leamington if the uni spent a few hundred fixing the bike gates into cattle grid along the Leamington Ashow Kenilworth greenway route but lugging a bike over the gates puts me off at present.
- I would like to cycle from Leamington to the Uni but the route is not safe. The first chunk is on the same road as the main traffic. It is only safe when I get to Kenilwoth greenway, How can we reduce pollution if we don't even have a proper cycle path???
- I have selected not using for the tandem taxi service. For journeys to Wellesbourne, I would usually go there for the day and work from there as its geographically easier from my home location (compared to going to central campus and then to Wellesbourne). For journeys to Gibbet Hill campus, I would walk or use the hire bikes.
- It's not that I'm against bus, or car sharing options but just the nature of the times I need to travel and where I live just means that alternatives are not viable to me. I used to live very near to the university and would regularly walk or cycle - that's simply not viable any more. I feel that not travelling to the site at all several days a week helps offset the emissions somewhat!
- It is nice you are doing new initiatives, even though I am satisfied with the bike.
- To be fair most of my work can be carried out on line using technology. However when i do attend site i have no real feasible alternative than to use my own vehicle as i live too far away to consider public transport. It would be good if you could encourage motorcycles / scooters on site. I find it hard to work out where the motorcycle parking is located on insite and if it is free or not.
- I used to cycle from Kenilworth. HS2 has made that too awful and difficult.
- to use the hire bikes, your own bike or the E-scooters, there needs to be a safe and viable routes onto campus from N/S/E/W and not just another new highway being built
- As I live more than 50 miles away from the campus a lot of the initiatives are not suitable e.g cycling/walking to work etc. I have utilised the bike app previously as my mode across campus when on site.
- I can't drive a car, and I have my own bicycle, which is usually sufficient for my needs and more convenient than using the bus. So I don't envisage making use of any car, scooter or bicycle hire facilities in the foreseeable future.
- I am a keen cyclist but do not consider the scooters very safe and a bit of an expensive gimmick- not for me! I don't know how well the hire bikes are looked after - if someone buys there own they are more likely to care for it.
- I live in a village not on any of the above routes. Need to have connecting 'hubs' with secure parking (bike or car) for me to use but in reality this is likely to result in a longer / less efficient commute.
- scooters and bike hire costs need to be reduced.
- I would never travel by bus - it takes too long. I would only ever drive or cycle.
- As previously stated, I would love to see cycle infrastructure to enable me to cycle from south birmingham to campus (but I think this is a bit of a big ask!)

- Bus on demand, Bus route 14 doesn't suits me as I have always to drop my kids at school in the morning, Cycling if I will do it I will take my onw bike, the others I think could be more information on staff newsletter instead of just on website as many people are not aware of all opportunities that university have to all staff
- I can't use the voi scooters as they require a driving license(??) The rentable bikes don't make sense to me as I'd have to return them to their rental spots before inevitably walking to where I need to go anyway. The choose your way app seems to me to be more hassle than it's worth - probably better to have a universal warwick experience app that integrates itself with all of the other things.
- Clearer information about the Route 14 subsidised bus service would be most helpful, especially route maps, locations of bus stops on campus and near the stations, and up-to-date and verified timetables as the NX website is unclear on all of these (according to NX, sometimes the bus is listed as not stopping at campus, sometimes it doesn't stop at Tile Hill station, and sometimes the 14 bus is not running at all, and there are mentions of it being discontinued. This is not reliable enough as a transit solution - I don't want to show up at Tile Hill station and find the bus service is not running or won't arrive for another hour). In addition, more information on how to pay the subsidised fare/how to make the driver aware of your subsidy would be appreciated (is it enough to show your university ID to the driver to get the discounted fare? If so, is there a guarantee the driver will be aware of the subsidised fare upon seeing a university ID? Can contactless still be used for the discounted fare?) As for other initiatives, as I reside in Rugby, none of these travel methods would work for me as I am outside of their catchment area. Additionally, after I am parked at the Lynchgate car park, I have no need to use any additional travel methods other than walking to reach my destination, especially if a fee is involved. I would happily commute to campus by train and bus from Rugby if the cost of doing so were not significantly higher than driving. Additionally, the cost of using West Midlands Cycle Hire to travel between Coventry Rail Station and the central campus is equal to or higher than a bus fare, and so is not an attractive option.
- I have in every single opportunity given with my last 4 plus years here asked for following: opportunity to dry cycling clothes, discount or free service repair as benefit, safe, dry lockable bike racks and proper, set aside for purpose changing facilities to change so that I could stop mis-using accessible toilet five days per week - not one of these things has been addressed or changed - So I have no faith in University actually wanting to invest into cycling - I believe that these queries are pointless and that Uni is simply looking for an excuse to charge a fortune for car parking, Thank You for your time.
- any last mile solutions need to be thought through- eg. bikes and escooters at train stations, bused coordinating with train arrivals- enough buses AT PEAK PERIODS
- Nothing - as a lone woman I do not want to cycle or walk to work or walk to a far-off bus stop.
- I would love to use some initiatives but many are not suitable due to my location (Radford). I would love to walk but it's estimated over an hour travel time, buses would require me to change over multiple times and I'm not confident enough to cycle in during peak times/high speed roads.
- Non of the services offered reach the area I live in. Cycling/scooters are by the nature inherently dangerous in a city/county with no cycle paths.

- Reduce costs. Improve cycle access. Current cycle arrangements from local areas are dangerous.
- I do not see why the University would want me to use them - I already cycle almost always, and none of these would make me come to campus more often.
- I haven't used Voi-scooters because i don't know how - I would like a demonstration and some instruction on using them; I haven't used the bus-on-demand because it is too expensive; I wouldn't consider using the enterprise car scheme because it sounds pretty limited in its uses and even if I thought it might be useful I am not sure how to access this scheme (probably a lot of paperwork); I have heard of the Choose Your Way app, but was not aware you could earn rewards - I thought it was more of a 'you might get a reward', and when I looked into it the amount of detail required for recording a cycle journey was burdensome; I've seen the West Midlands Cycles, but I have my own bike so haven't used them yet, more appealing for trips into the city where there are more hire stations than there are places to lock my bike up; I think the subsidised bus service is a great idea, but as far as I know it doesn't run anywhere near me I would have to travel to the city first; I don't know what the tandem taxi service is, but I rarely visit Gibbet Hill, let alone Leamington and Wellesbourne.
- I would not cycle on any of the roads around the campuses as they are mostly quite busy and dangerous. If the University could make these areas more cycle friendly, e.g. by removing motorised traffic, this would be great. Not even Evel Knievel would cycle up or down Gibbet Hill Road with those two narrow lanes and all the buses and speeding cars
- The ones I said I wouldn't use are irrelevant to the journeys I make. Pre-covid I was well enough to cycle to work and really enjoyed that but its not great in rain and the lovely cycle track from Kenilworth comes out on main campus which is very inconvenient for GH - plus works on campus made it dangerous.
- For me to cycle more - would need secure cycle parking and showers in my building (EIC) and/or ability to leave car parked on campus Free of charge whilst using the bike (the car becomes secure cycle storage and a clothes locker).
- I am aware of scooter and cycles but do not consider it safe for me to use. The bus options do not come out anywhere near where I live or even half way.
- As I travel 60 miles (2 days in teaching weeks) and need to make efficient use of this time, so shop on the way back etc, car is essential, indirect routes involving train, bike, bus etc add time I cannot spare. Also not paid enough or confident enough about recharging points being available (I arrive after 10am because of carer responsibilities) to consider using an electric vehicle.
- I can't ride a bike so not interested in the cycle scheme
- The University could do nothing. My area is just not serviced by these initiatives and I would not cycle to work, ever
- Tandem taxi service does not go where I go. I can no longer cycle. If parking was Â£2/day for 5 days/week rather than Â£2.50 for first three uses (i.e costing more per week), and the no14 bus was also Â£2/day, I'd use the bus a lot, once feel safe about covid
- For me to cycle, the roads between campus and Leamington would have to be improved significantly.



- If I have to go into work more often, then I would probably cycle, walk or use the On Demand Bus service. Possibly using the Bus Service, before having to download any app or join any scheme to see if it would actually be of benefit.
- Cycle hire if it covered a more useful wide area with more freedom
- I am too far away to walk or cycle.
- I wouldn't use cycle hire - consider too dangerous on roads and not enough cycle paths
- Free learn to cycle and cycle safety lessons...with a bike to trial on. More publication about tandem taxi service. Cheaper and more cost effective methods of transport. Bus pass to cover ALL buses, e.g. West Midlands to Leamington and Stagecoach to Leamington would give greater flexibility and incentive. Staff salary sacrifice schemes.
- more information about maximum user weight for bikes and scooters.
- I don't think that there is anything that the uni could do. I would consider cycling to work if there were dedicated cycle paths in the wider area but I would not take the risk now.
- Nothing - they either don't apply/wouldn't have need of them or in the case of cycling options, I don't ride a bike!
- cycle or e scooter schemes without the addition of dedicated lanes that have no or very few vehicle traffic (cars, lorries)
- Most services above which I do not use do not link to places I go to regularly, so I do not consider them. I have my own bike so do not need to pay to hire.
- The new car parking system is regressive, inasmuch as the VC would pay the same for parking the same number of days as I would. It used to be a progressive system. The salary sacrifice electric car offer is no use to me, as the low wages paid by the university take me under the low pay threshold on even the cheapest option. Encourage the WM On Demand bus service to transport normal-sized bikes, so dual mode options are available.
- Reduced rates, bikes what are better to ride.
- Nothing - I live 17 miles from Central campus - there is no direct bus, or train, it is too far to walk or cycle
- More direct routes from all over the city More safe cycling routes, more bike stations.
- Make cycle hire easier, increase bus pick up zones
- The nature of my work means I cannot arrive and leave the university at set times or convenient to others for car sharing. I am also wary of getting into cars with strangers or sharing air due to potential infection risk, so would not be keen on this. It would take nearly 2 hours to walk to the university and I am not on a direct, quick bus route. Cycling is the only option and I have equipment to carry, i.e. my work laptop, so have to take that into consideration. I own a bike, but need to purchase suitable panniers and I still wouldn't cycle if it was raining or really hot as I'd have to sit in my clothes all day, we have to hotdesk and I no longer have a locker available to me to stow my helmet or a spare set of clothes.
- Expand the operating area to somewhere I can (safely) reach from home via bicycle.

- I currently have a medical condition which means that I am unable to cycle at present which I would perhaps consider doing during the spring and summer months and providing that I know that I am able to do it with the time constraints I have due to childcare. However better bike storage facilities and bike repair facilities on campus would also help with encourage me, when I am able to in a year or two. Due to the time constraints around childcare I would not consider any other options.
- Long commute from a rural base makes any form of public transport difficult and adds time to an already long journey time. Unwilling to risk accident on cycles or scooters
- Nothing I do not cycle since an accident on a bicycle (not at warwick). I only use central campus so don't need transport between.
- Offer subsidised rides/free services within the university. The campus is huge and we spend a lot of money on transportation anyway since the most important services are in Leamington or Coventry. We have to pay for cycles, buses, or cabs to reach faraway campuses like Westwood or gibbet hill. That discourages us to go there. We also have to walk a lot and as summers are approaching, it makes us tired to spend so much time walking.
- Most, if not all, of these initiatives do not take into consideration people with additional needs, such as those with visual impairments or mobility issues (poor balance, pain, wheelchair user). E.g. the e-scooters and cycle hire have not suitable alternative equipment to choose from - this would not be difficult to do, and should have been considered and remedied before using such schemes, as it otherwise further isolates and hinders this community of people. Equally, the campus shuttle bus does have the ability to carry those in wheelchairs or with walking frames, but sadly avoids offering this simply to save space and/or be less hassle. While I understand this, it is not acceptable. Without any support with funding for individuals in need to self-purchase or hire suitable equipment to be on a level playing field with their counterparts, schemes that do not cater for everyone only serve to create greater barriers for those that need the most help. Please consider everyone! I am happy to talk more about experiences and solutions...
- The VOI scooters are a hazard to pedestrians I will never use them I do not have a smartphone but if the choose your way app was available as a desktop website I would use it I do not drive so car based initiatives are not applicable to me cycle hire i own my own bike so do not need The tandem taxi sounds good but I would like more information re. who it is shared with / how it functions before I would be comfortable approaching it
- Bus and bikes - I live 16 miles away so can do neither
- Previous cycle hire scheme (nextbike) was available for use of Estates teams free of charge. No longer available
- Trial periods of reduced or free rates on the Scooters or Bikes.
- I have cycled in from Tamworth several times but it is dangerous. I have used the trains and that is much better but takes two hours each direction and so it is not that convenient. I'm afraid that the car is the only current long-term option I could realistically see working for me due to where I live and the distance from the University (20+ miles).
- Free use of the uni cycles for traveling about campus for meetings would be great
- Make the scooters/bikes free for staff use



- Scooters / Bikes for staff travelling between buildings to be free to use.
- Providing access to bikes and scooters for free to move around campus.

### Comments relating to the Choose Your Way Warwick App

- easier access to all the initiatives. Please see my previous comments on liftandgo, it's nasty app compared to the others or the previous, I'm using less car sharing then before
- As I live more than 50 miles away from the campus a lot of the initiatives are not suitable e.g cycling/walking to work etc. I have utilised the bike app previously as my mode across campus when on site.
- Bus service around Coventry doesn't help me as I'm in Leamington. I don't want to use the app because I don't want to use the limited storage on my phone for something that isn't leisure
- Choose your way Warwick app - have more sustainable reward scheme rather than supporting big carbon dioxide emitters like Amazon
- I don't need any of them. And the App gathers too much data for very little reward.
- I can't use the voi scooters as they require a driving license(??) The rentable bikes don't make sense to me as I'd have to return them to their rental spots before inevitably walking to where I need to go anyway. The choose your way app seems to me to be more hassle than it's worth - probably better to have a universal warwick experience app that integrates itself with all of the other things.
- I can't drive so the car ones are inapplicable to me, and I'm scared of using taxis even if they're shared. The app sounds like a good idea for other people, it just isn't for me as I'd feel a bit patronised getting rewarded for doing nothing different.
- the bus on demand service and tandem app have very long travel times
- If I have to go into work more often, then I would probably cycle, walk or use the On Demand Bus service. Possibly using the Bus Service, before having to download any app or join any scheme to see if it would actually be of benefit.
- If the Choose Your Way Warwick app could start tracking my activity automatically, I would consider using it.
- The VOI scooters are a hazard to pedestrians I will never use them I do not have a smartphone but if the choose your way app was available as a desktop website I would use it I do not drive so car based initiatives are not applicable to me cycle hire i own my own bike so do not need The tandem taxi sounds good but I would like more information re. who it is shared with / how it functions before I would be comfortable approaching it

### Comments relating to the Route 14 subsidised bus service

- I would love to use the 14 bus if i wouldn't have to walk for 15 minutes to get the closest bus stop. But it's amazing idea to connect tile hill and canley area with campus.

- The only one I would not consider using is the Route 14 and that is as it does not stop on central campus- where I work most.
- the only route i cant consider is the route 14 option. Purley because i do not have a need to use it.
- The Tandem taxi service is not really in my area so I don't know enough about it. For the Route 14 bus, I would need to get to Coventry City Centre which would require another bus and take longer than I would be satisfied with.
- Bus on demand, Bus route 14 doesn't suits me as I have always to drop my kids at school in the morning, Cycling if I will do it I will take my onw bike, the others I think could be more information on staff newsletter instead of just on website as many people are not aware of all opportunities that university have to all staff
- Your survey doesnt fit for people a bit further away, i live 14 miles away outside of Coventry so buses etc don't work. A more flexible bus service from the train stations (canley / coventry / tilehill) would be useful
- Clearer information about the Route 14 subsidised bus service would be most helpful, especially route maps, locations of bus stops on campus and near the stations, and up-to-date and verified timetables as the NX website is unclear on all of these (according to NX, sometimes the bus is listed as not stopping at campus, sometimes it doesn't stop at Tile Hill station, and sometimes the 14 bus is not running at all, and there are mentions of it being discontinued. This is not reliable enough as a transit solution - I don't want to show up at Tile Hill station and find the bus service is not running or won't arrive for another hour). In addition, more information on how to pay the subsidised fare/how to make the driver aware of your subsidy would be appreciated (is it enough to show your university ID to the driver to get the discounted fare? If so, is there a guarantee the driver will be aware of the subsidised fare upon seeing a university ID? Can contactless still be used for the discounted fare?) As for other initiatives, as I reside in Rugby, none of these travel methods would work for me as I am outside of their catchment area. Additionally, after I am parked at the Lynchgate car park, I have no need to use any additional travel methods other than walking to reach my destination, especially if a fee is involved. I would happily commute to campus by train and bus from Rugby if the cost of doing so were not significantly higher than driving. Additionally, the cost of using West Midlands Cycle Hire to travel between Coventry Rail Station and the central campus is equal to or higher than a bus fare, and so is not an attractive option.

- Make Route 14 more regular and make Bus on Demand more flexible and frequent.
- As I work at the Westwood campus, some of them do not apply. The number 14 bus does not run that often and is not reliable. I've often waited up to 25mins for this bus. I would not consider bringing my car into campus either and I commute from Birmingham New Street.
- as a non driver none of the car initiatives are valid for me ,others cover wrong side of city unlike old bus travel that picked up from my area and dropped at main campus which really helped as i struggle with ms at times.The subsidised bus (14) takes too long .
- The 14 bus and the tandem taxi service don't go near my house (I am quite capable of walking across the campus, so don't need it for that), so I suppose the university would need to provide something that actually went somewhere I want to go.
- Tandem taxi service does not go where I go. I can no longer cycle. If parking was Â£2/day for 5 days/week rather than Â£2.50 for first three uses (i.e costing more per week), and the no14 bus was also Â£2/day, I'd use the bus a lot, once feel safe about covid
- I would not use the Tandem Taxi service or route 14 because I do not travel to the locations they cover. I am unlikely to be able to use sustainable transport in the near future so wouldn't use the app.
- I feel there is an answer that was not considered. "I am aware of this but am not able to use it" The number 14 bus is a great idea however only serves 1 area of Coventry, I would happily use a University subsidised bus service if it were to run in my area.
- 14 bus - I already have a bus pass for Stagecoach which goes to Coventry city centre if I need to go.
- The subsidised 14 bus doesn't stop anywhere near my house so I can't use it but if the 11 was subsidised this would be very useful to me

### Comments relating to Tandem Taxi

- I don't have a car and I know that taxis are expensive
- It would be good if the WM Cycle Hire was available at Tile Hill station too. The Cycle Hire is quite expensive relative to the regular service bus, so there is little incentive to use it. E.g. from Coventry train station to university ~30 min journey = £3 return by bike, bus is £4 for as many trips in a day as you like. The bikes need a similar capping system for travel over 1 day or 1 week, perhaps with rebate to encourage people to return bikes and not hang on to them all day. I was not aware of the tandem taxi, but I would use the bus on demand or regular bus for getting to Leamington as it is cheaper.
- Enterprise car club and Tandem Taxi service would not be appealing to me as i do not drive and the locations would not help me.
- Nothing. I live too far away and work unsocial hours so public transport/taxis are not applicable to me.
- I have selected not using for the tandem taxi service. For journeys to Wellesbourne, I would usually go there for the day and work from there as its geographically easier from my home location (compared to going to central campus and then to Wellesbourne). For journeys to Gibbet Hill campus, I would walk or use the hire bikes.
- Not really. I have my own personal car, so don't need a hire car. I have zero intention of using the e-scooters, as I consider them a menace to other road users, with the users of them often wobbling about, looking at their phones, balancing bags of shopping on the bars and often with headphones on, and taking no notice of their surroundings. The tandem taxi service goes nowhere I normally travel.
- Dont tend to use taxi much
- I would not consider using them because they do not apply to me: Tandem taxi service does not operate in Canley and I don't own a car to use the car parking.
- Wouldn't consider tandem taxi service as it doesn't serve areas where I work/live
- The Tandem taxi service is not really in my area so I don't know enough about it. For the Route 14 bus, I would need to get to Coventry City Centre which would require another bus and take longer than I would be satisfied with.
- The tandem taxi service doesnt come to central campus so i wouldn't really use it. And I don't drive a car so cashless car parking is not something i would consider using, although it is a great initiative.
- I cannot use any of the initiatives due to time restraints, inflexible working hours and child care. I need to be able to collect my child at any time from school so can't wait for a taxi/bus/use a scooter.
- Bus route, taxi and car share isn't really needed if you live in walking distance
- Taxi service doesn't do where I live (Canley)
- I can't drive so the car ones are inapplicable to me, and I'm scared of using taxis even if they're shared. The app sounds like a good idea for other people, it just isn't for me as I'd feel a bit patronised getting rewarded for doing nothing different.
- collection and drop off points in south leamington [Sydenham area]. Incentives, such as assistance with childcare fees. Flexibility. Further details on some of the schemes, e.g. the flexibus and taxi schemes.

- I haven't used Voi-scooters because i don't know how - I would like a demonstration and some instruction on using them; I haven't used the bus-on-demand because it is too expensive; I wouldn't consider using the enterprise car scheme because it sounds pretty limited in its uses and even if I thought it might be useful I am not sure how to access this scheme (probably a lot of paperwork); I have heard of the Choose Your Way app, but was not aware you could earn rewards - I thought it was more of a 'you might get a reward', and when I looked into it the amount of detail required for recording a cycle journey was burdensome; I've seen the West Midlands Cycles, but I have my own bike so haven't used them yet, more appealing for trips into the city where there are more hire stations than there are places to lock my bike up; I think the subsidised bus service is a great idea, but as far as I know it doesn't run anywhere near me I would have to travel to the city first; I don't know what the tandem taxi service is, but I rarely visit Gibbet Hill, let alone Leamington and Wellesbourne.
- The enterprise car scheme is not applicable as I don't drive. I may use the tandem taxi service if it went somewhere I wanted to go.
- The 14 bus and the tandem taxi service don't go near my house (I am quite capable of walking across the campus, so don't need it for that), so I suppose the university would need to provide something that actually went somewhere I want to go.
- Tandem taxi service does not go where I go. I can no longer cycle. If parking was Â£2/day for 5 days/week rather than Â£2.50 for first three uses (i.e costing more per week), and the no14 bus was also Â£2/day, I'd use the bus a lot, once feel safe about covid
- Voi scooters. These are dangerous and encourage illegal private scooter use. They should be removed from all university sites. Enterprise car club is far too expensive and does not include automatic cars. The tandem taxi and bus on demand services are not reliable and do not run frequently enough.
- I would not use the Tandem Taxi service or route 14 because I do not travel to the locations they cover. I am unlikely to be able to use sustainable transport in the near future so wouldn't use the app.
- A taxi or shuttle from Canley would be great
- Free learn to cycle and cycle safety lessons...with a bike to trial on. More publication about tandem taxi service. Cheaper and more cost effective methods of transport. Bus pass to cover ALL buses, e.g. West Midlands to Leamington and Stagecoach to Leamington would give greater flexibility and incentive. Staff salary sacrifice schemes.
- I have no use for the routes covered by the bus and taxi services (though agree they seem like a good idea). Collecting my child from childcare is my priority and for this, a car is the only reasonable option due to the distance between work, nursery and home
- Not really applicable. The tandem taxi doesn't operate between locations I travel to.
- - Tandem taxi service: I don't live in Leamington or Wellesbourne Campus. If I decided to visit Leamington I would just take the 11 :) - Cashless car parking: I don't have a car, and am not planning on getting one in the near future :)
- Tandem taxis would need to access more places. Car rental ought to be hybrid or electric for students
- Having looked into the Bus on Demand and Tandem Taxi, both seem to be more expensive than driving (parking + petrol). I would consider using them if they were cheaper.

- The VOI scooters are a hazard to pedestrians I will never use them I do not have a smartphone but if the choose your way app was available as a desktop website I would use it I do not drive so car based initiatives are not applicable to me cycle hire i own my own bike so do not need The tandem taxi sounds good but I would like more information re. who it is shared with / how it functions before I would be comfortable approaching it
- For most of them I would not necessarily need them but I suppose the ease of using them so for instance Voi scooters need at least a provisional license. For the car as well, no driver's license. As for the shuttle taxi I just do not think it will ever be necessary.
- 
- Comments related to cashless car carparking
  - I live too far away for the other initiatives, I also have to drive via school/nursery so can't imagine anyone wanting to car-share with me and two young children. It would be nice if the Uni could make spaces available for those of us with caring responsibilities which mean we can't beat the rush to the carparking spaces in the morning.
  - Parking south of the university with traffic free cycle/walk way in Buses from southern points (not just Coventry) with specific parking for the bus (like park and ride) eg near Stratford or south of Leamington - somewhere along the A429?
  - I would not really use any of the active car parking schemes because i do not drive a car, i am picked up and dropped off by my partner who works elsewhere off campus. Currently i have no need for the electric scooters as i use the walk as my daily excercise regimen
  - Pay and reward staff to cycle in everyday. Put up parking to subsidise this.
  - Free parking Saturday Sunday and after 6pm
  - Parking for staff should be free.....we are paying to come to work
  - To be fair most of my work can be carried out on line using technology. However when i do attend site i have no real feasible alternative than to use my own vehicle as i live too far away to consider public transport. It would be good if you could encourage motorcycles / scooters on site. I find it hard to work out where the motorcycle parking is located on insite and if it is free or not.
  - I would not consider using them because they do not apply to me: Tandem taxi service does not operate in Canley and I don't own a car to use the car parking.
  - I live in a village not on any of the above routes. Need to have connecting 'hubs' with secure parking (bike or car) for me to use but in reality this is likely to result in a longer / less efficient commute.
  - I do not own a car so there is no need for me to use a parking spot.
  - The tandem taxi service doesnt come to central campus so i wouldn't really use it. And I don't drive a car so cashless car parking is not something i would consider using, although it is a great initiative.
  - Would like to use options of transfer from Wellesbourne to Central campus, but Wellesbourne access/parking unclear, plus issue re frequency and time of travel in both directions
  - Make parking on campus cheaper
  - Make university parking cheaper.

- make them user friendly, dont say its about the environment, the old systems are still switched on and using energy, the new systems are on 24 hours a day to monitor car number plates, which then speaks to a server and then processed digitally. the old system in the window was a piece of paper printed once and then never another piece of energy used again. hence, car parking initiative is about money rather than what the university used to stand for
- I have in every single opportunity given with my last 4 plus years here asked for following: opportunity to dry cycling clothes, discount or free service repair as benefit, safe, dry lockable bike racks and proper, set aside for purpose changing facilities to change so that I could stop mis-using accessible toilet five days per week - not one of these things has been addressed or changed - So I have no faith in University actually wanting to invest into cycling - I believe that these queries are pointless and that Uni is simply looking for an excuse to charge a fortune for car parking, Thank You for your time.
- For me to cycle more - would need secure cycle parking and showers in my building (EIC) and/or ability to leave car parked on campus Free of charge whilst using the bike (the car becomes secure cycle storage and a clothes locker).
- Free parking
- I live 20+ miles away and the main route is via motorway. I also have other commitments after work so don't always go home directly. As a result travelling by car is really the only option. The train and bus journey is 2.5 hours - I start at 8.30 and finish at 5 so the 45 minute drive remains the quickest and most cost-effective option - even though it still adds at least an hour and a half to the day, plus diesel and parking.
- Tandem taxi service does not go where I go. I can no longer cycle. If parking was Â£2/day for 5 days/week rather than Â£2.50 for first three uses (i.e costing more per week), and the no14 bus was also Â£2/day, I'd use the bus a lot, once feel safe about covid
- The new car parking system is regressive, inasmuch as the VC would pay the same for parking the same number of days as I would. It used to be a progressive system. The salary sacrifice electric car offer is no use to me, as the low wages paid by the university take me under the low pay threshold on even the cheapest option. Encourage the WM On Demand bus service to transport normal-sized bikes, so dual mode options are available.
- Car sharing should allow free or reduced-fee on-campus parking.



- None of these initiatives are of benefit to me due to my circumstances and a lot of my part time colleagues are in the same boat. The new schemes have targeted higher level grades and have overlooked people like myself. I think that the University should consider allowing people to choose to work on campus when and if they want to given that we have worked so successfully from home for the last 2 years. Whilst hybrid working is great compared to working 5 days in the office the new parking scheme is more expensive for a lot of employees in my position. I used to have a monthly pro rata'd parking pass, which cost £20.00, having now gone to term time only my wages are less so I had expected my parking charges to be less. I now find that if the University were to order me to come in 3 days a week it would cost me a great deal more than it did before. With the cost of living crises, this is causing added unnecessary stress. I am a grade 5 so do not qualify for consideration on the reduced charges scheme, luckily at the moment the most I have had to work is 2 days in the office in a week but if it becomes compulsory to work more than this I am going to struggle.
- I was not aware of the subsidised bus route, this might be interesting to hear more about - provided a return journey cost less than the daily car parking charge.
- Cashless carparking is twice as expensive for me as a part time member of staff.
- I am a part-time working parent that drops-off and collects a child from school to and from work. You have done nothing to support me, and as you have increased my car parking costs you have made me feel unwelcome and unvalued.
- - Tandem taxi service: I don't live in Leamington or Wellesbourne Campus. If I decided to visit Leamington I would just take the 11 :) - Cashless car parking: I don't have a car, and am not planning on getting one in the near future :)
- For cashless car parking, provide an option for people who do not have access to a smart phone.
- Having looked into the Bus on Demand and Tandem Taxi, both seem to be more expensive than driving (parking + petrol). I would consider using them if they were cheaper.
- I think the main reason is cost. Things like car parking are far too expensive and not everyone can always use public transport, especially late at night for instance.
- i would not consider using car parking as i do not drive a car
- I find that a lot of them are too pricey - especially campus parking and voi scooters.



### Other comments not linked to a new mobility initiative via the word filter

- None - I don't need them
- I do not drive, therefore I do not consider those initiatives for myself that include driving
- Many things to consider such as time, availability, cost, weather and etc.
- Regular not cluttered reminders that they exist
- None as do not need to travel to Leamington or Wellesbourne campus
- not sure
- nothing its personal choice
- LIKED THE OLD WAY
- Discounts
- Nothing at present;
- I have a toddler who attends the university nursery so other modes of transport are not practical for us as I drop him off in the mornings and pick him up when I finish work.
- I have no use for some of the services which is why i dont consider using them
- Choose your way Warwick is too intrusive and feels clunky to use when I tried
- Subsidise them, raise awareness of them.
- Direct email promotion on such info
- Suitable location, timely journey, reliability and cost saving would be priorities that encourage me. For most initiatives that I have not used, it is due to them not operating in my local area, the cost or being suitable for journey length.
- Extending them to where I live - Warwick town - which is not served by most of them.
- Something for those in North Coventry
- I only said I wouldn't consider them because they are for travel to places I don't visit.
- I cannot use them because I live too far so there is nothing really that could help
- Departmental account when transport is required for work proposes within work day for example meetings across campus
- I live close enough not to have to use some of them
- Not applicable to my circumstances
- I would consider cycling to work (it is 18 miles from my home) but I am not an expert cyclist and the longest I have ridden has been about 15 miles. If there was a women's staff cycling group so I could feel part of something and feel supported as I improve as a cyclist, and good shower and changing facilities (there are at University House but there seems to be a waiting list for the lockers?) then this is something I would definitely consider in the spring/summer/ early autumn months. It just seems a big leap to get started at first and I could do with some encouragement and support!
- University is doing just fine, I just would not use them myself personally. :)
- I would appreciate better services to Leamington more that Coventry as I do not travel to Coventry often
- Make them well known and explained
- They do not cover where I live or are not suitable for family reasons
- Either they are inconvenient or not as cheap as other alternatives
- Availability in Warwick

- Mostly my circumstances won't allow me to use some of these.
- Nothing. They are not relevant or viable given where I live. A flexible bus service which goes around Coventry and Leamington is not use to someone who doesn't live in those places.
- I live in Kenilworth, so I would not use initiatives that do not go to/via Kenilworth.
- Nothing
- coming from Europe I am afraid to use any vehicle to circulate because I am not used to the left side of drive... I feel very safe on foot.
- Nothing. I live in a place not connected to services to campus. Those on campus, I would usually just walk
- As noted above, they should all be offered free as part of the employment rewards structure. If they continue to be chargeable, then a pay rise or reimbursement process would be the obvious options.
- N/A
- As I only come to the office once a week and don't need to move around the campus much, I don't see any point in changing my way of travel. If I come more often I would think about it.
- n/A heavy equipment/health issues make alternatives difficult
- There is a need to increase services towards Warwickshire as many of the services are Coventry focussed.
- Make me need to travel further afield? (I've only needed to get to central campus, not Gibbet Hill or Wellesbourne)
- I would consider all services if needed, but there are some where the need isn't there.
- Nothing, the services aren't applicable to my role or my journey to or from work.
- no particular one, I just don't know enough about the schemes and I don't have the confidence to initiate using them on my own, I wished there was something like a webinar introducing those and how to use them
- I currently don't need to travel on those routes. I am happy to walk between Gibbet hill and main campus.
- nothing wrong, just not in a direction I would use them.
- I am not sure. I think key is to connect Warwick better to campus.
- There isn't any
- The initiatives which I am not using are not appropriate for me.
- I live in Rugby. From the area I live in Rugby, the initiatives I have said that I would not consider using would increase my journey time or would not be feasible.
- n/a
- Nothing. They are impractical for me as I travel 45 miles to work and is not on any practical public transport route.
- They are not viable for me due to the distance i travel from home. i do not live locally and am not very close to a train station.
- Nothing at this point in time as I have a young child that needs dropping off and collecting from Nursery.
- These initiatives are only viable for shorter commutes than mine; for a longer commute they are not possible.
- I think University is doing a great deal in regard to initiatives however the majority are not feasible for me

- Unfortunately, I live over 70 miles away and most of the great options are ruled out. If I lived closer or rail travel was affordable, I would certainly consider some of them. It would cost me Â£70 a day to travel to work by train which is double my petrol costs... This is not affordable for me.
- None
- Move my work place to Wellesbourne Campus? Honestly, I don't use them because they're not going the right way.
- I have a small child in the university nursery, so shared travel is not really suitable.
- N/A
- I think they are just not suitable to me
- Tell more details about them by sending emails
- As I am now part-time and come in less often, there is little that could be done to make the initiatives relevant to me.
- Clear publication of where they are
- These services do not services where I am living. If they did I would consider using them
- More frequent bust service No 60 once more
- Less expensive
- I would need to have use of them.
- All options except the bus are for the rich only. Focus on affordable travel for us normal people :)
- Make the bus more regular
- Focus on reducing the costs as much as possible
- Not applicable to where I live/my journey to campus
- I live too far away to benefit from these initiatives
- See previous comments
- I currently don't drive
- Could not afford it
- Nothing as I am registered disabled and NONE of your initiatives are of any use to me.
- easily accessible raise awareness provide discounts for use
- no comment
- Convenience and quickness are a big factor due to busy lifestyle after work with children.
- Nothing
- I live in Kenilworth so any shuttles/bus services etc. would need to include this area.
- nothing.
- Destination specific. Would be looking to visit our local education partners for example placements for our students include being located at UHCW (Walsgrave) site, Warwick Hospital and George Eliot Hospital.
- Make the services a lot cheaper or free!
- n/a
- Extend the locations to my area of residence. Solihull
- Charge less.
- Nothing due to the length of my commute I have no option but to drive
- As I live some miles away most of the initiatives are not really suitable.

- Accessible alternatives
- Have no immediate need of them
- I'm not really the target for these initiatives since I don't drive to campus. I'm happy running or cycling to work and walking around campus. Don't need to travel to other sites either.
- I'm happy walking to campus
- More promotion/marketing please
- The initiatives all sound great. For me it is simply down to distance from the campus and family circumstances.
- I'm a broke student
- Reduce the prices. As an international student the prices after conversion seems exorbitant.
- I don't require them, so nothing.
- Green options should be subsidised - I would be happy to park off campus if it was free, and take a free bus or walk onto campus for the last leg of the journey (as long as it did not add too much time or inconvenience to what is already a long commute).
- nothing as i do not need any more help than i already get
- Options are unfeasible for travelling from Leamington
- Make cheaper
- I live on the other side of Warwick, with a 15 mile commute so these initiatives are not relevant.
- na
- Show the available choices of transport in the My Warwick app.
- More buses at peak times are the most needed thing
- It's not the initiatives, it's just the areas they cover are not relevant to me.
- n/a
- I would not consider using them because I don't travel to those areas for work
- They do not cover the journeys that I take (Campus <> Kenilworth).
- support in actual journey planning
- not sure
- I live on the north side of the city, so for the initiatives I wouldn't consider using, it is simply that they don't serve my locality.
- I live too far away for any alternatives to be practical
- Nothing really. I'd prefer to use public transport, but journey times, number of connections and cost, make it unviable
- Don't know
- Nothing, I have to take and collect my kids from schools in Solihull.
- The reasons for most of these is that I don't travel to many places outside my commute and I am satisfied with the method of my current commute.
- N/A
- Advertise these other options more so we know about them. Approve working more from home, then wouldn't need any of the above
- Better marketing.
- I am happy to walk to work.
- Can't walk as too far. Buses dont run direct from where i live so make it difficult to use.

- Extend the service outside Coventry, Leamington and Kenilworth. Many staff live in Solihull but this area is completely ignored despite being very close.
- unsure - I need to be able to get to my dependants as soon as possible should I need to
- Expand/increase rewards
- I get travel sick on the bus so there isn't much that would persuade me.
- It's because I don't have a driving license.
- I'm not interested in using because it is not suitable cost wise
- N/A
- I can't drive, others are a larger expense.
- Market them on social media
- Vouchers to promote use.
- I assume that the paid services are expensive, so I would rather not use them.
- N/A
- Advertise more/ create incentives
- Nothing just not suitable for me
- Nothing
- cheaper prices
- Nothing they just do not work for my commute as I live too far away.
- I would never have any personal reason to use them
- Perhaps make the flexibuses more accessible and visible on campus
- advertise the benefits more
- These initiatives are not applicable to me or where I live.
- Advise them better
- I'd need to travel in different modes
- Light railway connections from Coventry Or even across the Campus linking east west and central sites.
- Easier to find relevant information; advertising the services in the university/school newsletters; minimising the costs
- Free bus service to town close-by.
- Address safety concerns.
- Very little, I hate the general public and have no desire to share.
- bring the shuttle bus back
- I wouldn't
- Introduce routes that serve where I travel from!
- Build the campus closer to my home
- It would be difficult because I live in an area with limited public transport
- Testimonials from staff that use them might encourage staff to use other services?
- Nothing in particular for now
- More awareness/advertising of services available
- I'm happy with my current travel situation to and from work as I am lucky to live quite close to campus.
- A bus stop outside my house that runs directly to campus every 30 minutes 24 hours a day- not being funny- but this is the only way I could use public transport with my working hours- Please remember when creating these surveys- not everyone works 9-5 Monday to Friday

- I live in Nuneaton, the other initiatives do not serve my area. If they did I may consider using them. I haven't had any need for the other services.
- I would use a bus service if it travelled directly from Southam and surrounding villages all the way to the University campus, without having to change buses and wait for connections.
- I would only not consider using them because they are not appropriate for getting to my current home in Solihull. However, I would consider using them if I lived elsewhere and they were suitable.
- Incentives for not driving to work would make a huge difference.
- Maybe if they operated in my home area.....
- some relate to driving, many do not go places I need to go.
- The use of any of the the initiatives assumes that you never have to act in an emergency which, as a single mum, i could not consider.
- make buses free - you used to run a free minibus from canley station for example
- nn
- Bear in mind that Covid is still with us and that you can't trust most members of society to behave responsibly and accordingly. I WILL NOT USE SHARED OR PUBLIC TRANSPORTATION SERVICES, AS THESE PUT MY HEALTH AT RISK! I am a Green voter, and am trying to look after the planet as best as I can though.
- N/A as would only use if using the service.
- I live in the country in South Warwickshire so many of the initiatives are not appropriate for me as they focus on local towns/places with existing transport links
- They all sound good, but I just live too far from the University to benefit from most of them. A park and ride service would be interesting as there is a lot of congestion from Stoneleigh a46 towards campus and a short park and ride here could help with this.
- I live too far from the University and cannot see how I can benefit
- Most of those I would not consider are because they are not feasible for me. If the situation / locations were different, I would consider any of these
- Have them available where I live (east side of coventry)
- Nothing, it's not practical for my home/personal arrangements, i live too far from campus
- Most options are not relevant to my local area.
- Things need to connect to Warwick town better for them to be an option.



# Appendix B: Survey form



## Control Information

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