

# TRAVEL PLAN MONITORING REPORT

London Gateway Port

November 2022

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# 1. Introduction

## 1.1. Overview

This Travel Plan Monitoring Report presents the results of monitoring of staff travel patterns at the DP World London Gateway Port (the Port) for the 12-month period ending October 2022 (Reporting Period 8). The report considers travel related to the movements of staff directly employed in the operational use of the Port and the overall administration of the Port and associated Logistics Park (the Park) development.

Berths 1, 2 and 3 of the Port were operational throughout the reporting period. As of October 2022, a total of 607 staff were directly employed by the DP World London Gateway (DPWLG) group companies (i.e. Port operations and Port and Park development administrative teams).

The movements of staff associated with the construction of the Port is beyond the scope of the Travel Plan monitoring regime.

## 1.2. The Development

The Port is located at the former Shellhaven oil refinery site to the northern banks of the Thames Estuary in Stanford-le-Hope, Essex. Once fully developed the Port shall provide six shipping berths providing additional deep-sea shipping and container handling facilities with an annual throughput of 3.5 million TEU (twenty-foot equivalent containers). In total it is anticipated that the Port shall give rise to the creation of approximately 1,900 direct jobs.

The development of the Port, alongside the Park, shall offer significant efficiency savings, resulting from the ability to ship, store and process goods at a site within very close proximity to the significant consumer markets of the London and South East area. This 'port centric' approach, along with significant opportunity for the transportation of goods via rail and transshipment, will result in an estimated annual reduction of 65 million HGV miles off the UK's road network equating to approximately 2000 HGV's per day.

Construction of the Port commenced in 2008 with the first three berths becoming operational in November 2013, May 2014, and April 2017 respectively.

## 1.3. Planning Context

The Port is subject of a Harbour Empowerment Order (HEO), which was made on the 2<sup>nd</sup> May 2008 and came into force on the 16<sup>th</sup> May 2008. It is also subject to an agreement pursuant to Section 106 of the Town and Country Planning Act 1990 securing compliance with the London Gateway Harbour Empowerment Order Travel Plan dated May 2003 (Ref: APP/0/103). Requirements for monitoring of operational staff travel patterns are set out therein.

## 1.4. Reporting Requirements

The above-mentioned Travel Plan sets out provisions for the formation and operation of a Travel Plan Committee (TPC) comprising the following member parties:

- London Gateway Port Limited (the Harbour Authority)
- London Gateway Park Development Limited
- The Local Highways Authority (Thurrock Council)
- Essex County Council
- National Highways (formerly Highways England / the Highways Agency)

A constitution for the establishment and operation of the TPC was initially agreed during early 2008, since which the TPC has been meeting on a 3 to 6 monthly basis. Revisions to the constitution were agreed during late 2013, as part of the development of a Travel Plan relating to the Park. This established agreement regarding the standardised timing of monitoring information and committee meetings to facilitate a more efficient decision-making process.

The Travel Plans establish obligations for the Port and Park developments to provide funding to the TPC as these developments are rolled out. Such funds are to be utilised by the TPC to promote increased use of sustainable modes of transport for staff and freight movements associated with the Port and Park. Protocols for the holding and allocation of such funds are set out in the revised TPC constitution. This monitoring report, and subsequent reports, shall inform decision making regarding the allocation of such funds. It is the intention that this report informs discussions at the next TPC meeting, which is proposed to be held during January 2023.

## 2. Staff Movements

### 2.1.Scope

As outlined within Section 1.1, this report considers the travel behaviour of staff associated with the operation of the Port and the administration of both the Port and the Park. The latter includes, members of the Engineering team overseeing construction activities, in addition to members of the Human Capital, Health and Safety, Legal & Compliance, Facilities Management and Port and Park Commercial teams.

At the time of publication of this report 607 staff are directly employed by the DPWLG group companies on site. Approximately 90 of these are based at the No.1 London Gateway building (west of the Park site) with the balance predominantly based at the Port Terminal and Amenities Buildings (to the east of the Port site).

### 2.2.Data Collection

Information relating to staff travel patterns and choices was gathered using a 'Staff Travel Questionnaire' (STQ) comprising 35 questions. The STQ also provided staff with opportunity to provide additional comments and feedback.

The STQ was launched on 3<sup>rd</sup> October 2022 for a period of 19 days, closing at 5pm on 21<sup>st</sup> October 2022. The questionnaire was accessed via the London Gateway Port Travel Plan website <http://porttravelplan.londongateway.com/>.

The Port Travel Plan Coordination team (TPCo) advertised the STQ via regular e-mails and posters placed on notice boards and at key locations around the site buildings. The STQ was also advertised via a screen saver that appeared on all PC's utilised by DPWLG staff.

Following the close of the survey period the information received via completed STQ's was analysed to obtain the results presented in Section 2.3 below.

### 2.3.Results

In total 262 of the 607 directly employed site staff completed and returned a STQ representing a rate of return of 43.2% (2021: 31.8%, 2019: 18.9%). The raw data results are presented as follows. Where relevant, the results from the previous reporting period ('Reporting Period (RP) 7' comprising the period to October 2021) are provided to allow changes in travel patterns to be identified.

## Commute Distance

The proportions of staff that live within the stated distance ranges from the Port are indicated by Figure 1. Exact figures are provided within table 1.

FIGURE 1– PROPORTION OF STAFF LIVING WITHIN STATED DISTANCES

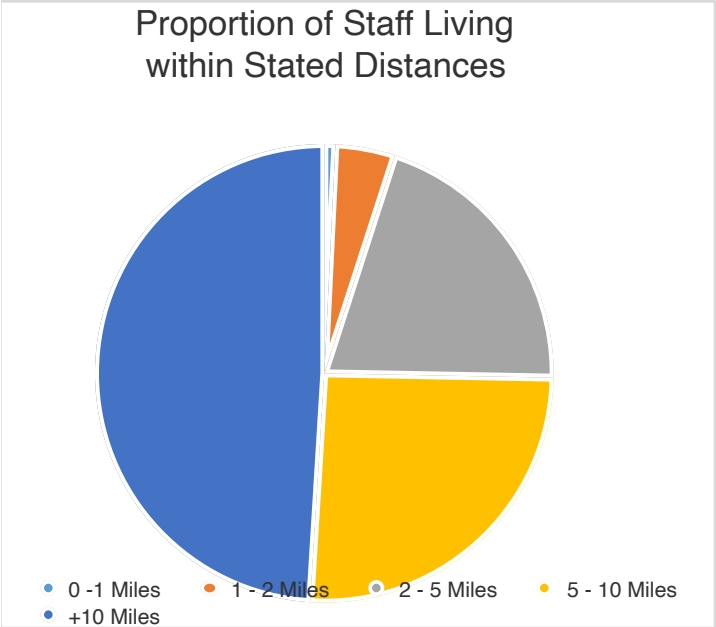


TABLE 1 – PROPORTION OF STAFF LIVING WITHIN STATED DISTANCES

Distance	Percentage	
	Reporting Period 8 (RP8)	Reporting Period 7 (RP7)
0 – 1 miles	1%	0%
1 – 2 miles	4%	6%
2 – 5 miles	20%	19%
5 – 10 miles	26%	26%
Over 10 miles	49%	49%

## Mode of Travel

The overall level of take up of each mode of transport, taking into account proportional use, is indicated by Figure 2 and Table 2.

FIGURE 2 – PROPORTIONATE TAKE UP OF TRANSPORT MODES FOR COMMUTE

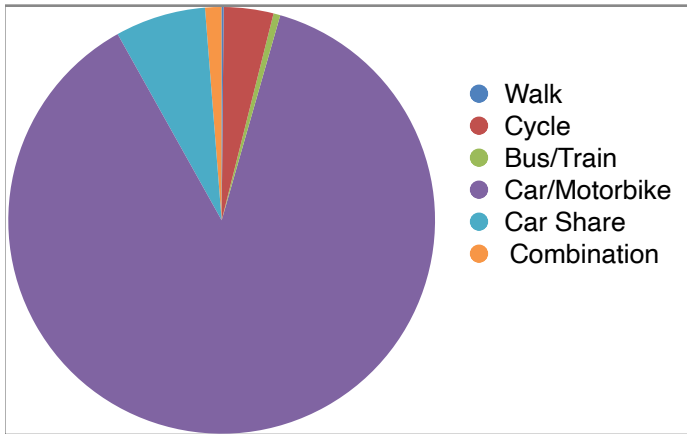


TABLE 2 – PROPORTIONATE TAKE UP OF TRANSPORT MODES FOR COMMUTE

Mode	Percentage	
	RP8	RP7
Walk	0.15%	0.11%
Cycle	3.76%	1.48%
Bus/Train	0.52%	1.14%
Car Share	6.86%	7.18%
Combination of Modes	1.25%	0.57%
<b>Total</b>	<b>12.54%</b>	<b>10.48%</b>

### Priority Parking Scheme / Car Share

In total, of the staff that completed the travel survey, 16.6% (RP7: 18.9%) indicated that they engage in car sharing for some journeys to work. This percentage however does not represent the overall level of car sharing, given that many staff only engage in car sharing for some journeys, utilising other modes for the remainder of their journeys. The data presented in Table 2 indicates that car sharing is utilised for 6.86% (RP7: 7.18%) of journeys to work.

91.1% of car sharers that responded to the survey indicated that care share with one other person, whilst the remaining 8.9% have two partners, or 'Budis'. Table 3 outlines the methods by which these partners are identified:

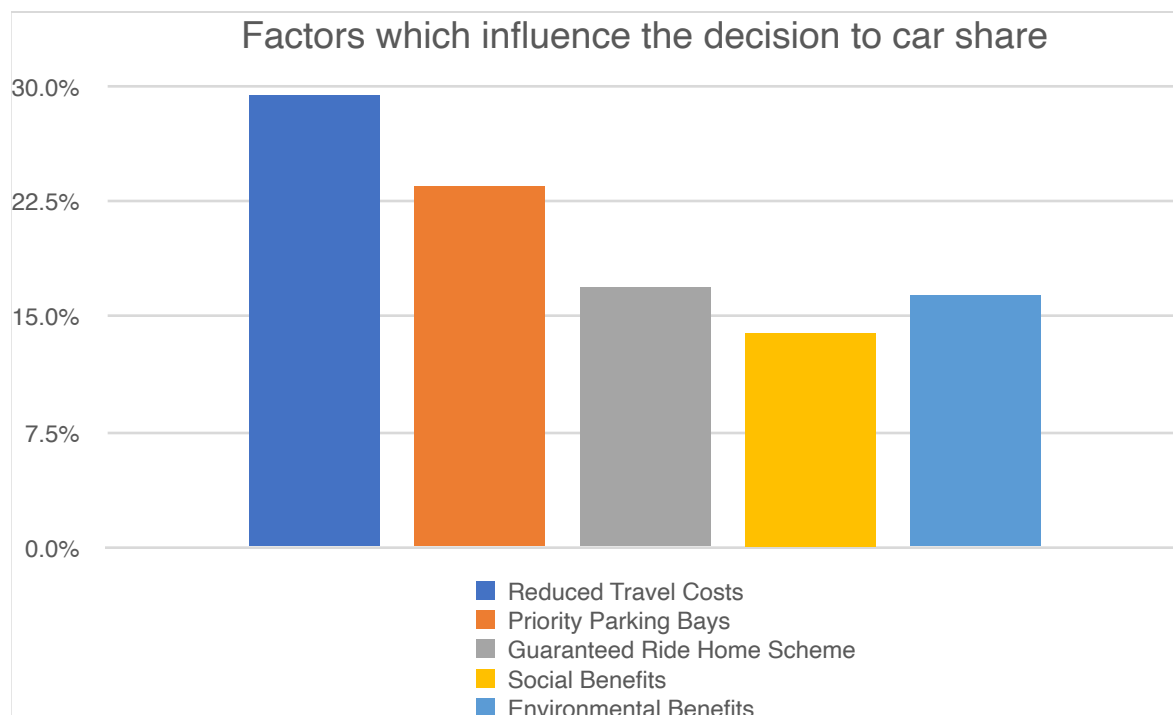
TABLE 3 – METHOD OF IDENTIFYING CAR SHARE ‘BUDI’

Method	Percentage
In the workplace	70.2%
Relative or know them socially	29.8%

Records indicate that 41 ‘Budi’ teams are currently formally registered comprising 88 staff. This equates to 14.5% of the overall staff base.

Those respondents who engage in car sharing ranked the factors which influence them as illustrated by Figure 3:

FIGURE 3 - FACTORS WHICH INFLUENCE THE DECISION TO CAR SHARE



Staff were also asked for suggestions as to how car sharing can be improved or further encouraged at DP World London Gateway. Responses included:

- Car share database to connect potential partners
- Ensuring car share budis are scheduled on the same shift patterns
- Financial incentive / benefits / prizes
- Additional Priority Parking bays
- Social Media / WhatsApp group for Car Share members



- Improved enforcement
- Better information for staff
- Increased company buy in

## Walking / Cycling

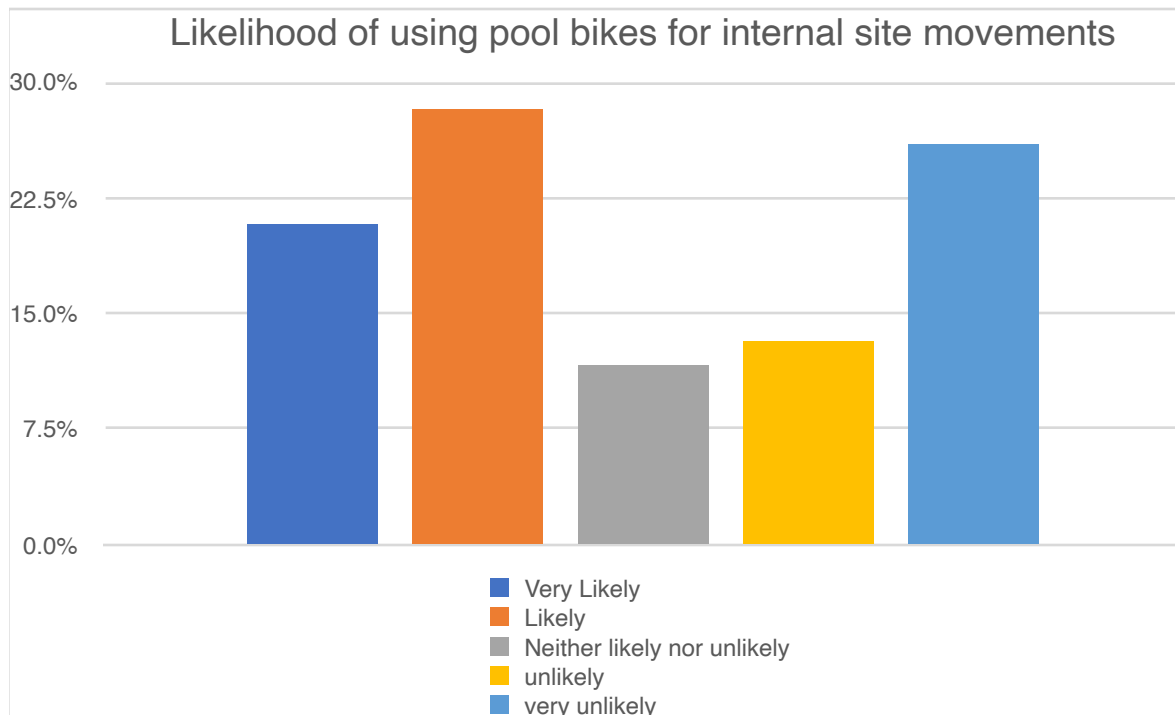
Survey results indicate that walking accounts for 0.15% (RP7: 0.11) of journeys to work, and cycling for 3.76% (RP7: 1.48%). Given the relative remoteness of the Port site from residential areas, the low proportion of such journeys is expected and as such the survey did not investigate the reasons for this further. It is possible that the increase, particularly in cycling, may be a result of increased petrol prices in 2022.

The STQ highlighted several factors which might act as an incentive to staff to cycle to work; responses included:

- Improved security for bike storage
- Additional and improved off road cycle lanes on public roads
- Lighting on road to Port car park & regular maintenance
- Open access Gates 2 and 3 for pedestrians and cyclists
- Direct cycle route to Terminal / BCP buildings
- Increased numbers of bike spaces, including chargers for e-Bikes
- Free / subsidised bikes & e-bikes
- Clearly marked cycle routes within Logistics Park
- More direct cycle link to Canvey Island / Southend
- Corporate support for cycling
- Speed Cameras within DPWLG
- Better (and better located) changing/drying facilities & lockers
- Ability to take standard bikes on C2C trains in rush hour
- Amended shift times for cyclists, to avoid cars all leaving at the same time.

Staff were also asked whether they would be minded to cycle for internal site movements, if a pool of bikes were provided. Responses are outlined in figure 4:

FIGURE 4 – LIKELIHOOD OF USING POOL BIKES FOR INTERNAL SITE MOVEMENTS



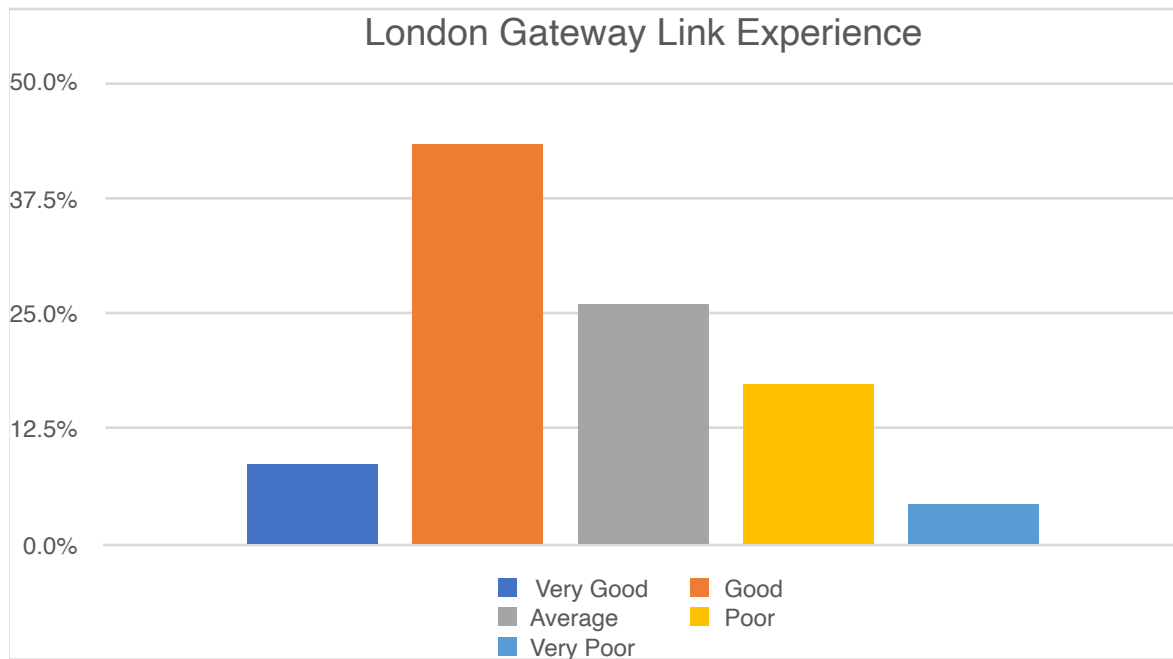
## Public Transport

A private bus service connecting London Gateway with Stanford-le-Hope rail station and the local area (known as the London Gateway Link) was implemented in June 2018. Currently patronage is very low and declining, as indicated by Table 2. However, it is possible that this is the result of staff selecting “combination of modes” as opposed to “bus/train” in this year’s survey.

91.9% (RP7: 86.8%) of respondents indicated that they were aware of the London Gateway Link, with 61.6% (RP7: 44.8%) confirming that they were aware of how to obtain further information.

Staff who had made use of the London Gateway Link service were asked for their feedback, as depicted in figure 5:

FIGURE 5 – FEEDBACK ON LONDON GATEWAY LINK EXPERIENCE



Staff were also given the opportunity to expand upon their answers. Comments broadly focused on the new timetable, and how it did not fit well with shift patterns, with some comments around lack of punctuality.

When asked how likely they would be to use public transport for their commute, staff responded as outlined in Table 4:

TABLE 4 – LIKELIHOOD OF USING PUBLIC TRANSPORT

Likelihood	Percentage
Very Likely	1.94%
Likely	2.71%
Neither Likely nor Unlikely	8.91%
Unlikely	19.77%
Very Unlikely	67.44%

In addition, when asked which factors might encourage the use of public transport, responses were as outlined in Table 5:

TABLE 5 – FACTORS WHICH MIGHT ENCOURAGE USE OF PUBLIC TRANSPORT

Factor	Percentage
Ability to take bike on bus / train	9.09%
A shared use bike facility (Boris bikes)	4.76%
Cheaper fares	12.55%

More frequent services	16.88%
Nothing	70.13%

Only 14.7% (RP7: 14.9%) of respondents were aware of season ticket discounts offered to DP World London Gateway staff by C2C for rail travel.

To cater for those staff that work weekends, a subsidised shared-user taxi service is being considered. Staff were asked about their likelihood to utilise such a service. Staff responded as shown in Table 6:

TABLE 6 – LIKELIHOOD OF USING A SUBSIDISED SHARED-USER TAXI SERVICE FOR WEEKEND SHIFTS

Likelihood	Percentage
Very Likely	3.61%
Likely	4.82%
Neither Likely nor Unlikely	11.65%
Unlikely	8.43%
Very Unlikely	22.89%
Not applicable to work pattern	48.59%

## Travel Plan Coordination

The Port Travel Plan website (<http://porttravelplan.londongateway.com/>) was launched in August 2016. The survey indicated that 43.75% (RP7: 46.4%) of respondents are aware of the website and how to access it.

Staff were also asked to rate the usefulness of the Port Travel Plan website. 75 Staff provided their feedback, as outlined in Table 7:

TABLE 7 – USEFULNESS OF PORT TRAVEL PLAN WEBSITE

Rating	Percentage
Excellent	9.3% (RP7: 10.7%)
Good	61.3% (RP7: 62.5%)
Average	26.7% (RP7: 21.4%)

Poor	2.7% (RP7: 5.4%)
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When asked, only 38.7% of staff indicated that they were aware of whom to approach for travel planning advice.

### 3. Off-site Transport Works

At the time the survey was undertaken, Stanford-le-Hope rail station was subject to a scheme of improvement works. The responses indicate that 41% of staff were aware of this ongoing scheme, with 22.3% of staff interested in receiving a presentation on the works from the promoters.

## 4. Summary

Survey responses indicate that half of all staff (or at least of those that responded) live more than 10 miles from DP World London Gateway.

The responses of staff who did engage with the survey suggests that the total use of sustainable modes has increased, slightly, in RP8 to 12.54%. Despite this increase, this figure still fails to achieve the travel plan target sustainable mode share (see Section 2 of the Supplementary Travel Plan – October 2005).

Car share continues to be the most popular form of sustainable travel accounting for 6.86% of all journeys (approximately half of those using sustainable methods), however levels of car share have decreased since 2021, and significantly since 2019. The workplace remains the predominant place where employees identify car share 'Budi's' accounting for 70.2% of 'Budi' teams

Aside from car sharing there has been decrease in the proportion of public transport use (0.52% of journeys), though as previously discussed, it is possible that this is the result of staff selecting "combination of modes" as opposed to "bus/train" in this year's survey, as the combined results for all non-car modes is an increase on last year. Responses also demonstrate a slight increase in the number of pedestrian and cycle journeys (0.15% and 3.76% of journeys respectively).

The survey responses also indicate that awareness of the London Gateway Link bus service has increased (91.9%), coupled with a significantly increased awareness of how to obtain further information (61.6%). Unfortunately, the proportion of responders reporting a less-than-average experience of the London Gateway Link has increased significantly to 21.7%, compared to 6% in 2021. Comments largely relate to the updated timetable which appears unsuitable. There has also been a continued decrease in the number of employees who indicate that they are very likely of likely to consider using public transport for their journey to work to 4.65%, suggesting there remains latent demand for services.

Unfortunately, awareness of the C2C ticket discounts offer has reduced to only 14.7%. The inability to extend this discount to the flexi-ticket scheme has been a source of frustration. If this could be achieved, it is believed that it may prove popular with staff who are initially unwilling to commit to a full season ticket but want to try the services for journeys to work.

Awareness of the Travel Plan website (<https://porttravelplan.londongateway.com/>) has also fallen significantly to 43.75%. Given that the staff survey was undertaken via this website, it is logical to conclude that these responses refer to knowledge *prior* to advertisement of the survey.

Clearly, as outlined in the previous report, the effects of Covid-19 and subsequent lockdowns and social-distancing initiatives resulted in a significant reduction in uptake of public transport and car-sharing. Although the impacts of Covid19 have been less prominent during Reporting Period 8, these established habits continue to impact negatively upon take up of sustainable modes of transport and is reflected in the survey results. It is therefore vital that increased focus is directed towards walking, cycling, car-sharing and public transport in the coming year.

Based on the results of the staff travel survey, recommendations with respect to the various modes of sustainable transport are provided within the Table provided at **Appendix B**.



## APPENDIX A

**Section 1: A little bit of information about you**

1. Please enter your name or Staff ID Number

\* 2. Please state which department you work in

\* 3. Please indicate where you are based at DP World London Gateway

- ☐ No.1 LG
- ☐ Terminal Building
- ☐ Amenities Building
- ☐ Border Control Post Gate
- ☐ Complex
- ☐ Other

4. Please indicate your typical daily working hours

- ☐ 6am to 6pm (or vice versa)
- ☐ Approximately 9am to 5pm
- ☐ Other

5. If you answered "Other " to question 3, please state your typical daily shift times

**Section 2: Your Journey to Work**

\* 6. Approximately what distance is your journey to/from work?

- ☐ 0 - 1 miles
- ☐ 1 - 2 miles
- ☐ 2 - 5 miles
- ☐ 5 - 10 miles

○ +10 miles

7. Please complete the following table to indicate how you travel to work

	Walk	Cycle	Public Transport (Bus/Train)	Car/Motorbike (Single Occupancy)	Car Share	Combination of Modes
Always	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
80% of the time	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
60% of the time	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
40% of the time	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
20% of the time	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
Never	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
Other	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>

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### Section 3: Your Travel Choices

\* 8. Has your method of travelling to work changed over the previous 2 years?

☐ Yes

☐ No

9. What has your method of travel changed from and to?

From

To

10. What was the reason for the change in your method of travel to work (i.e. impacts related to Covid 19)?

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### Section 4: Car Sharing

\* 11. Do you car share?

- ☐ Yes No
- ☐ Sometimes
- ☐

12. If no, are there any particular issues with car sharing which dissuaded you?

13. If you do car share, on average how many people do you share with?

- ☐ With 1 person
- ☐ With 2 people
- ☐ With 3 or more people

14. If you car share how did you meet your car share partner(s)

- ☐ via an online car share database (e.g. Liftshare) Within the
- ☐ workplace
- ☐ Other

15. If you answered Other to the above question please specify generally how you met your car share partner (e.g. I knew them socially prior to joining London Gateway)

16. If you engage in car sharing, which of the following factors influenced you to do so (1 = strong influence, 4 = very little influence)

<input type="text"/>	Reduced travel cost
<input type="text"/>	Use of Priority parking bays
<input type="text"/>	Guaranteed ride home scheme
<input type="text"/>	Social benefits (e.g. meeting new people)
<input type="text"/>	Environmental benefits (e.g. reduced carbon footprint or emissions)

17. Do you have any suggestions on how Car Sharing at London Gateway can be improved or further encouraged?



## Section 5: Cycling

\* 18. Do you cycle to work

- ☐ Yes No
- ☐ Occasionally
- ☐

19. What, if any measures would positively influence your decision to cycle to work?

- ☐ A bike hire scheme Free
- ☐ cycle training Free cycle
- ☐ servicing
- ☐ Improved origin to destination off road cycling facilities
- ☐ None

20. Do you have any suggestions as to how cycling to/from London Gateway can be improved?

\* 21. If a 'pool' of bikes, or e-bikes, were provided, would you be likely to utilise these for movements within the London Gateway site

- ☐ Very likely
- ☐ Likely
- ☐ Neither likely nor unlikely
- ☐ Unlikely
- ☐ Very unlikely

22. We are looking to create a focus group to consult staff on Cycle Matters. Would you like to take part? Please note, by selecting "yes" you agree that we will retain your name and work email address in order to consult you.

- ☐ Yes
- ☐ No



\* 23. Are you aware of the London Gateway Bus service (London Gateway Link)

☐ Yes

☐ No

\* 24. Are you aware of where to obtain information regarding the London Gateway Link and other bus and/or train services

☐ Yes

☐ No

25. If you have utilised the London Gateway Link bus service what was your overall impression

☐ Very Good

☐ Good

☐ Average

☐ Poor

☐ Very Poor

Please provide any additional details which explain your selection.

\* 26. How likely are you to use bus or train services for your journey to and from London Gateway

☐ Very likely

☐ Likely

☐ Neither likely nor unlikely

☐ Unlikely

☐ Very unlikely

If you selected "Unlikely" or "Very unlikely", please explain why

27. What might encourage you to use bus or train services for your journey to/from London Gateway

☐ the ability to take bike on bus/train

☐ A Shared use Bike facility (e.g. Boris Bikes) at rail station and London Gateway

☐ Cheaper fares

☐ more frequent services

☐ Nothing would encourage me to use bus or train





\* 28. Are you aware of the rail season ticket discounts offered to London Gateway staff

☐ Yes

☐ No

29. If London Gateway were to offer a subsidised shared-user taxi service for weekend shifts, how likely would you be to use it?

☐ Very likely

☐ Likely

☐ Neither likely nor unlikely

☐ Unlikely

☐ Very unlikely

☐ Not applicable to my working pattern

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#### Section 7: Travel Plan Coordination

\* 30. Are you aware of the London Gateway Port Travel Plan website  
([porttravelplan.londongateway.com](http://porttravelplan.londongateway.com))

☐ Yes

☐ No

31. If you have visited the Port Travel Plan website please rate its usefulness

☐ Excellent

☐ Good

☐ Average

☐ Poor

\* 32. Are you aware of who to approach for Travel Planning advice?

☐ Yes

☐ No

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## Section 8: Highway Network

\* 33. Are you aware of the proposed improvement works to the Stanford-le-Hope rail station which are ongoing?

- ☐ Yes
- ☐ No

\* 34. Would you be interested in receiving a presentation on the Stanford-le-Hope railway station improvement works from the promoters?

- ☐ Yes
- ☐ No

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Section 9: General Comments

35. If there are any further comments you would like to offer regarding travel to/from London Gateway please insert them below

APPENDIX B



Initiative	Year 1 Target	Year 6 Target	Reporting Period Actual	Conclusions/ Issues	Previous Recommendations	Actions Taken / Comments	Recommendations / Comments
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Car Share	1.2 persons / car (20%)	1.25 persons /car (25%)	6.86%	<p>There remains a common perception with staff that to car share they need to identify partners living in close proximity to them.</p> <p>Comments received refer to a shortage of priority parking bays, a lack of enforcement of misuse, and difficulties with TOs car sharing due to conflicting shift patterns.</p>	<ul style="list-style-type: none"> <li>• Highlight to staff the potential to car share with other employees who do not live near them but whose location they pass on their journey to work.</li> <li>• Create database of interested parties to connect staff with colleagues nearby / en-route.</li> <li>• Renewed advertising of car share scheme.</li> <li>• Suitable enforcement of Priority Parking bays to commence by MITIE.</li> </ul>	<ul style="list-style-type: none"> <li>• Email sent to all staff advertising the Priority Parking Scheme, and inviting them to submit details to a database to connect staff.</li> </ul> <p><i>No responses were received regarding the database at the time, however in Q3/Q4 2022 there was a considerable increase in Car Share interest.</i></p> <ul style="list-style-type: none"> <li>• Enforcement protocols, including clamping repeat offenders</li> </ul> <p><i>Slow start, with lack of confidence from MITIE staff regarding</i></p>	<ul style="list-style-type: none"> <li>• Continued promotion of priority parking scheme</li> </ul> <p><i>Given recent increase in uptake, it would be wise to continue promotion of the scheme.</i></p> <ul style="list-style-type: none"> <li>• Create and advertise database of interested parties to connect staff with suitable colleagues</li> </ul> <p><i>Whilst this action was unsuccessful in 2021, comments suggest demand exists. This, coupled with the increased uptake towards the latter half of 2022, might result in more success this time around.</i></p> <ul style="list-style-type: none"> <li>• Liaison with shift managers to support work-pattern matching for budi teams</li> </ul> <p><i>This was the second most prevalent comment received regarding how to encourage</i></p>
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Walking / Cycling	5%	7.5%	3.91%	<p>Responses have highlighted a number of concerns relating to the availability and quality of facilities (cycle parking, showers, lockers, drying facilities)</p> <p>Responses have indicated that permitting access to site for cycles via access Gates 2 and 3 may have a significantly positive effect in terms of encouraging cycle movements (due to significantly reduced journey distances for some staff)</p> <p>The implementation of a bike hire scheme and free cycle servicing have been suggested.</p> <p>Responses suggest that a fair proportion (49.2%) of staff would be minded to utilise cycling for internal site</p>	<ul style="list-style-type: none"> <li>• Provision of cycle related facilities to be discussed with DPWLG Facilities Management team</li> <li>• Access for cycles via Gates 2 and/or 3 to be discussed with DPWLG Senior Management</li> <li>• Introduction of bike hire scheme / servicing to be discussed with DPWLG Senior Management</li> <li>• Renew efforts to implement pool bike scheme</li> </ul>	<ul style="list-style-type: none"> <li>• Discussions regarding facilities and access were discussed with relevant parties. <i>Facilities exist in both No1 and Amenities building, with no option to extend these provisions at this time. For security and safety reasons, Senior Management do not wish to utilise Gates 2/3 in the foreseeable future.</i></li> <li>• Bikes were serviced, free of charge, as part of the Sustainable Transport Awareness days.</li> </ul>	<ul style="list-style-type: none"> <li>• Creation of Cycle forum to increase staff input <i>Q.22 of the survey afforded respondents the opportunity to submit their details to become a member of the cycle forum created as a result. Moving forward this will be further advertised to port staff throughout 2023.</i></li> <li>• Continued consideration of improved security options for cycle storage (to then be discussed with Facilities, Security and Senior Management)</li> </ul> <p><i>Research into possible storage solutions has been undertaken, with options put to members of the cycle forum. Once responses have been</i></p>
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Public Transport			<p>Responses suggest limited interest in public transport use.</p> <p>Nonetheless, frequency / timing of services and fare rates remains a disincentive to use. Comments particularly refer to problems with LG Link bus timetable.</p> <p>There is poor awareness of the C2C rail season ticket discounts on offer and it remains the case that the offer does not extend to Flexi-tickets</p>	<ul style="list-style-type: none"> <li>Consider amendments to the London Gateway Link bus to provide a more streamlined and convenient service</li> <li>Recommend to London Gateway Port Limited that funding towards the bus service (£60k. pa) is retained for 2022.</li> <li>TPC parties (particularly public authorities) to hold discussions with C2C to encourage an extension of the staff travel discounts to</li> </ul>	<ul style="list-style-type: none"> <li>Zeelo were brought on board to introduce an app-based system for improved monitoring / reporting.</li> </ul> <p><i>Various issues arose which have been considered by TPC throughout 2022, which have hindered app-introduction. In Q4 2022 Zeelo subcontracted to a new operator (SBC) which will allow the app-based system to be utilised to its full potential.</i></p> <ul style="list-style-type: none"> <li>Fees were retained and utilised</li> </ul>	<ul style="list-style-type: none"> <li>Consider amendments to the London Gateway Link bus to provide a more streamlined and convenient service</li> </ul> <p><i>Moving to a new operator will allow for optimised use of the Zeelo app-based booking system for monitoring and input from staff. This process has been delayed in 2022 so would recommend continuing in 2023.</i></p> <ul style="list-style-type: none"> <li>Recommend to London Gateway Port Limited that funding towards the bus service (£60k. pa) is retained for 2023.</li> </ul> <p><i>As outlined above, 2022 saw less progress than initially expected. Patronage is therefore not yet at a self-sustaining level and a</i></p>
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