

# 2026 Travel to Work Survey

## Webinar – January 2026



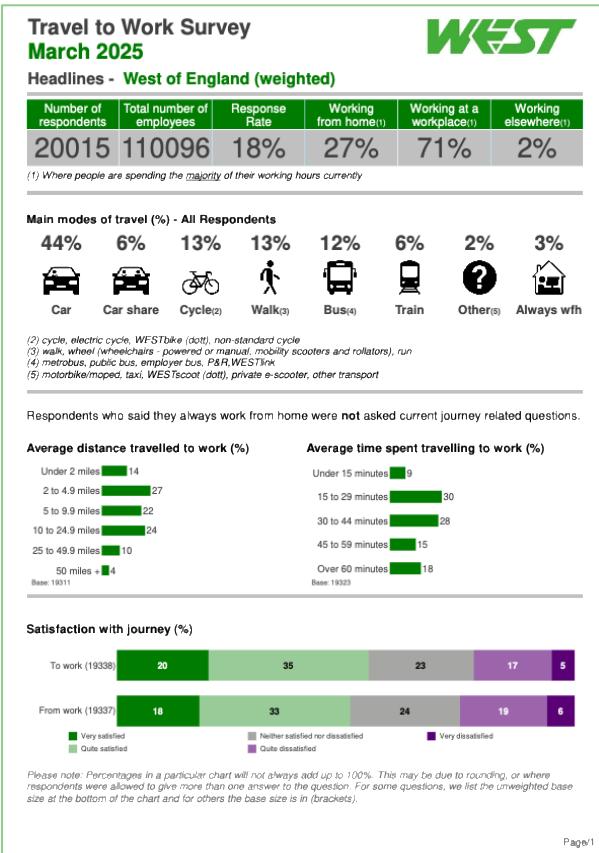
# Travel to Work Survey 2026

- What is it?
- Overview of 2025 survey results
- Taking part in and delivering the 2026 survey
- Using the survey results
- Questions?

# What is it?

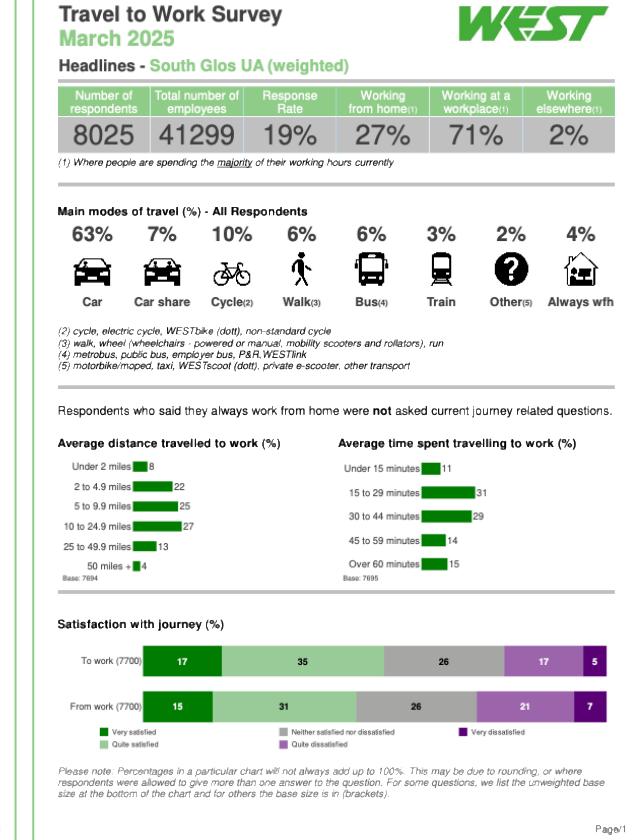
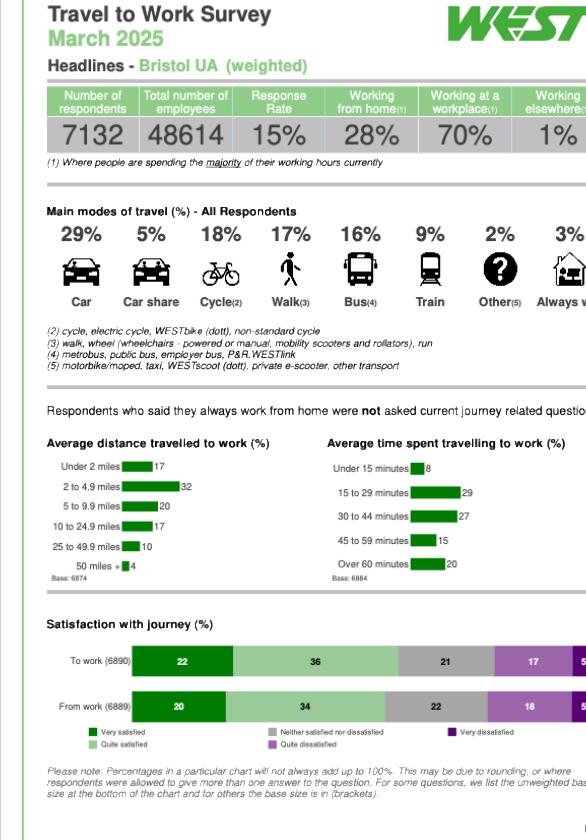
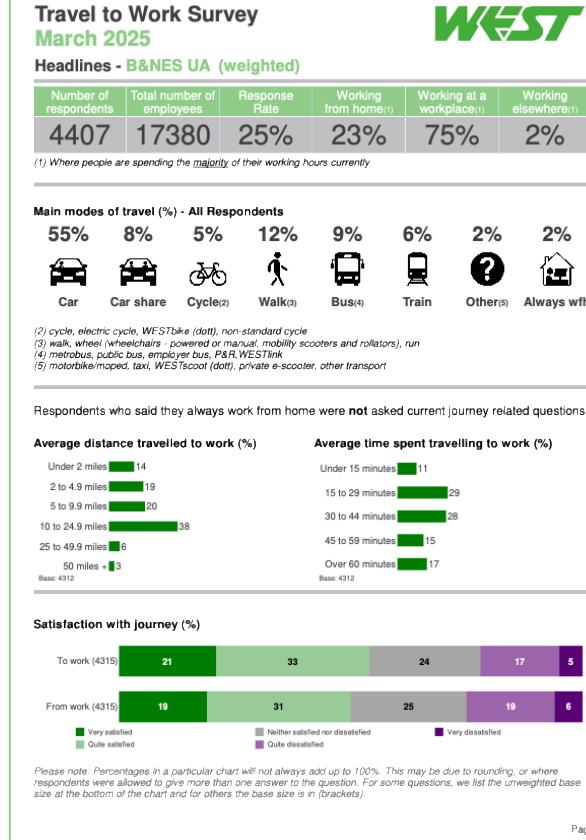
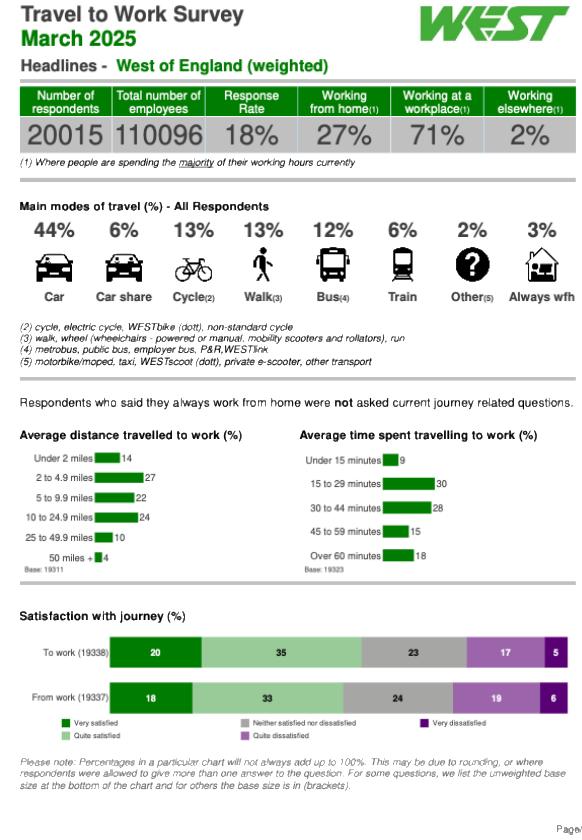
- Annual survey, run over two weeks in March
- For organisations based in B&NES, Bristol and South Gloucestershire (West of England Mayoral Combined Authority area)
- Highlights current commuting and working patterns
- Identifies barriers to low carbon-commuting
- Informs future plans, organisational policies and transport investments
- Helps organisations measure Scope 3, Category 7: Commuting Emissions and develop Travel Action Plans

# Travel to Work Survey 2025 results



- 203 organisations participated
- 20,015 responses
- Using West of England **weighted** results
- 71% of respondents live and work within the West of England
- 29% live outside but work in the West of England
  - 7.5% of respondents live in N. Somerset
  - 5% live in Wiltshire
  - 5% live in South Wales
  - 5% live in Gloucestershire
- Important to note variations between UA areas

# Travel to Work Survey 2025 results by UA

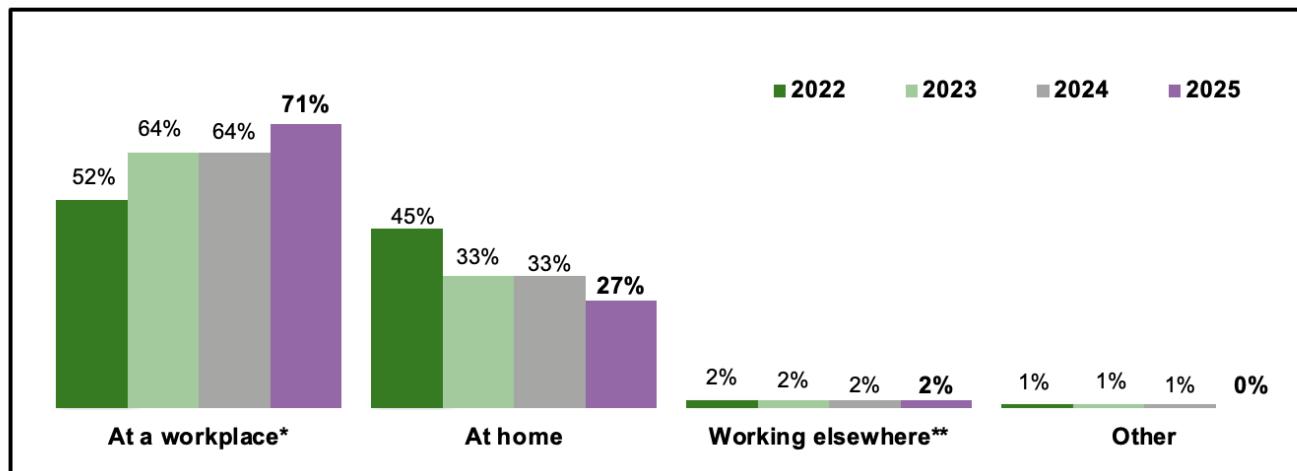


# Overview of 2025 Survey results

## Where are people working?

- 71% of respondents are spending the majority of working hours at their workplace (64% in 2024)
- 27% spending majority of working hours at home (33% in 2024)

**Q3. Where do you usually work from?** (please select where you are spending the majority of your working hours currently)



\* office, lab, warehouse etc

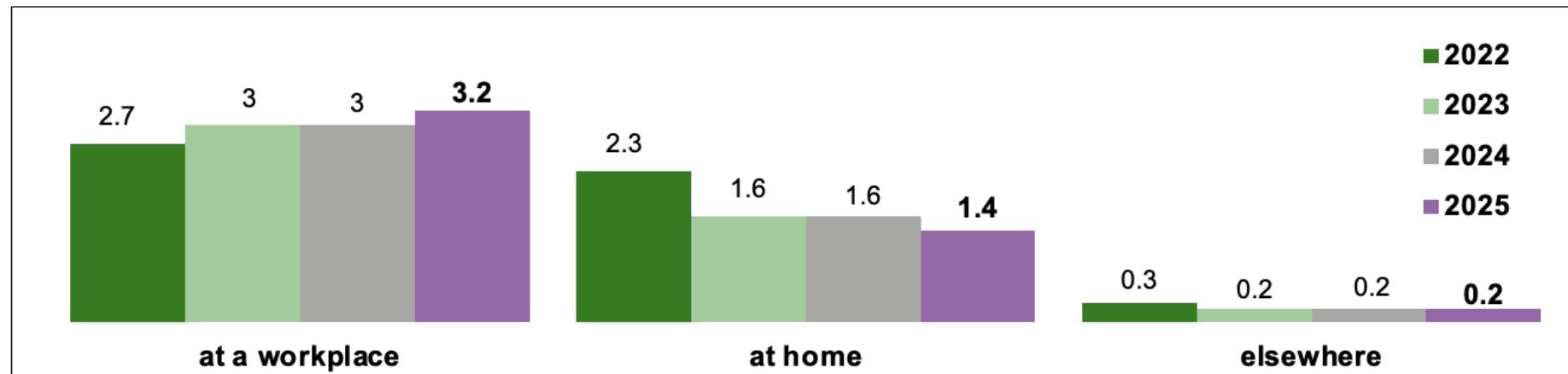
\*\* e.g site visits, patient home visits, delivering goods

# Overview of 2025 Survey results – work location

**BUT, Hybrid working is still popular.**

The mean is 3.2 days/week at a workplace and 1.4 days at home.

**Q4. In an average week, how many days do you spend working at a workplace, at home or elsewhere? (Means)**

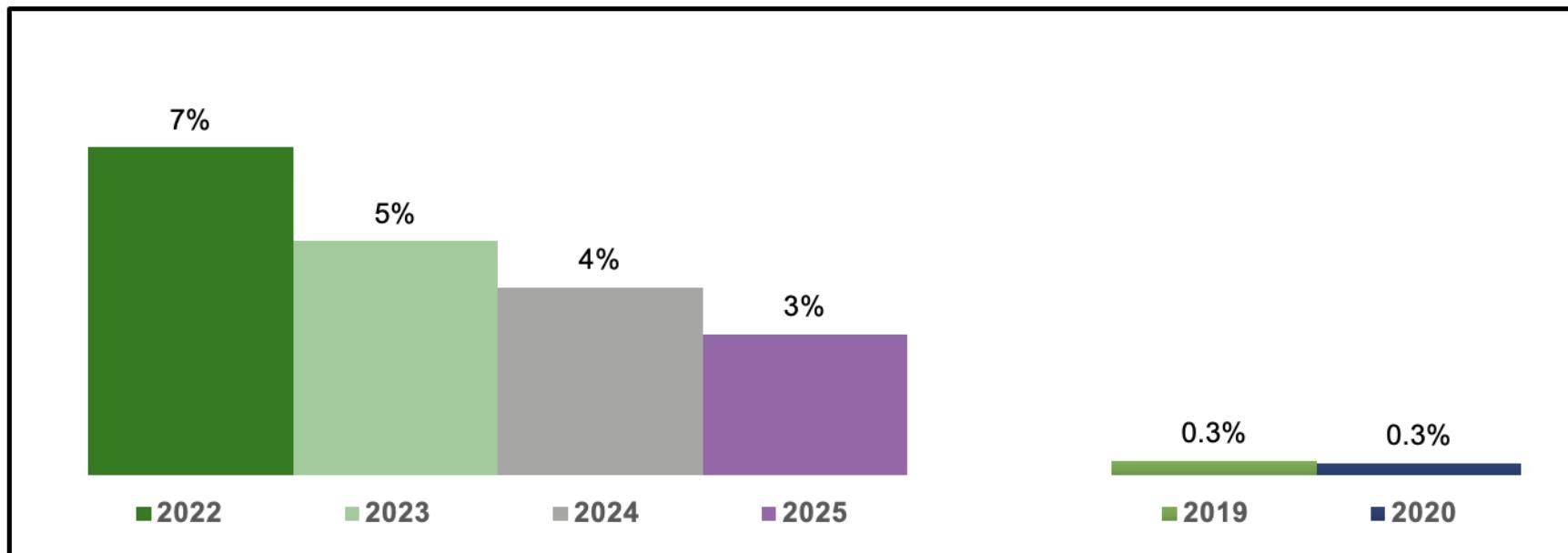


# Overview of 2025 Survey results – working from home

## Working from home

- 3% of employees working only from home (down from 7% in 2022)
- Pre-Covid, working from home figures were below 0.3%

Working from Home 2022-2025 weighted / 2019-2020 unweighted

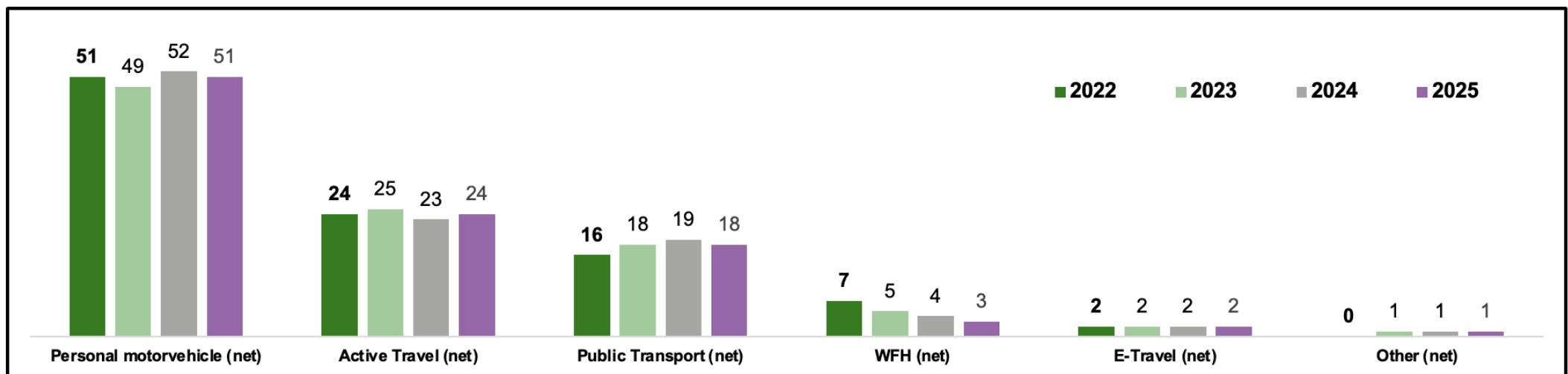


# Overview of 2025 Survey results – modes of travel

## How are people getting to work?

- **51% by personal motor vehicle** (44% single car occupancy, 7% car share, 1% motorbike)
- **24% by Active Travel** (13% walking, 11% cycling)
- **18% by public transport** (12% by bus, 6% by train)

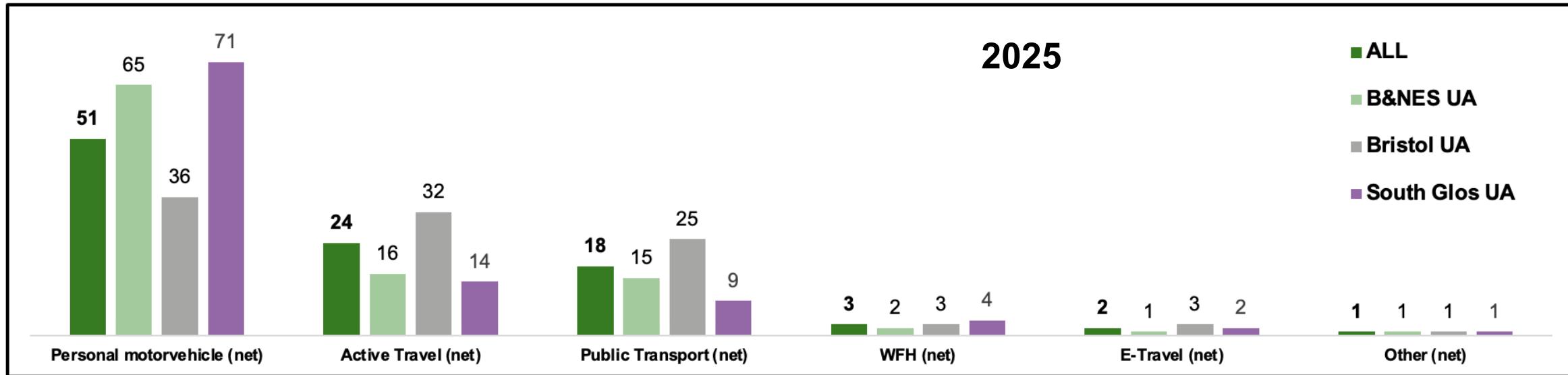
Q6. How do you normally travel to work? By Mode Clusters % West of England 2022-2025



**CLUSTERS - Personal Motorvehicle:** Car Driver (alone), Car share & Motorbike / **Active Travel:** Walk, Wheel, Run, Cycle (not including e-bike) / **Public Transport:** Bus, Metrobus, Employer Bus, Park & Ride, WESTlink & Train / **E-Travel:** e-bike/e-scooter

# Overview of 2025 Survey results – modes of travel by UA

## Q6. How do you normally travel to work? By Mode Clusters % 2025 by UA



**CLUSTERS - Personal Motorvehicle:** Car Driver (alone), Car share & Motorbike / **Active Travel:** Walk, Wheel, Run, Cycle (not including e-bike) / **Public Transport:** Bus, Metrobus, Employer Bus, Park & Ride, WESTlink & Train / **E-Travel:** e-bike/e-scooter

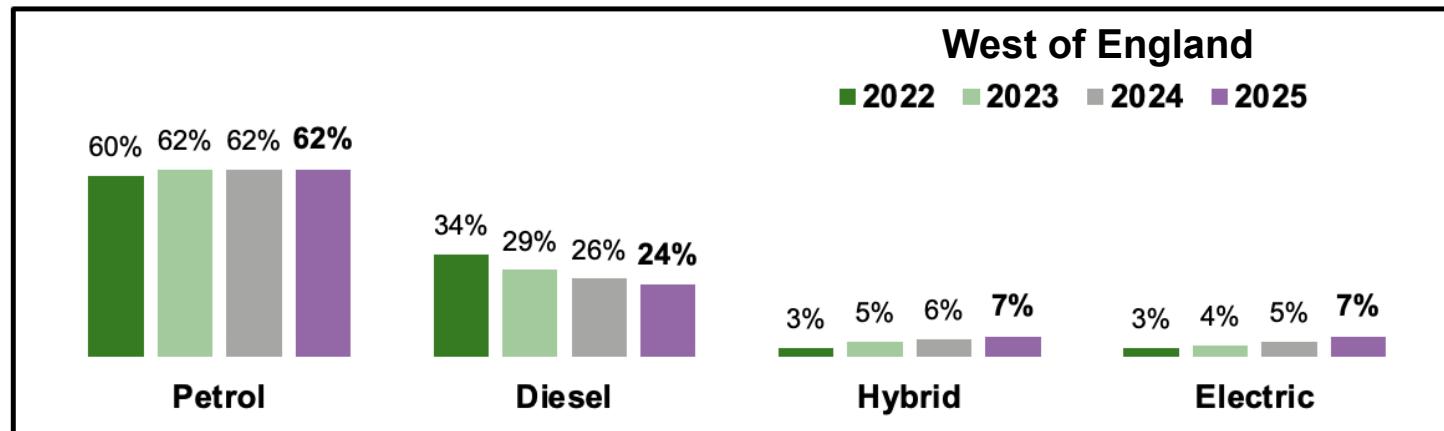
# Overview of 2025 Survey results – other results

## Other survey results:

- Tuesdays and Wednesdays are the busiest days for going into the office
- For those commuting to work by car, there has been a slow, steady uptake in electric and hybrid vehicles. But, the likelihood of people changing to an electric vehicle is falling (26% likely in 2025 compared to 44% likely in 2022)

If you travel by car:

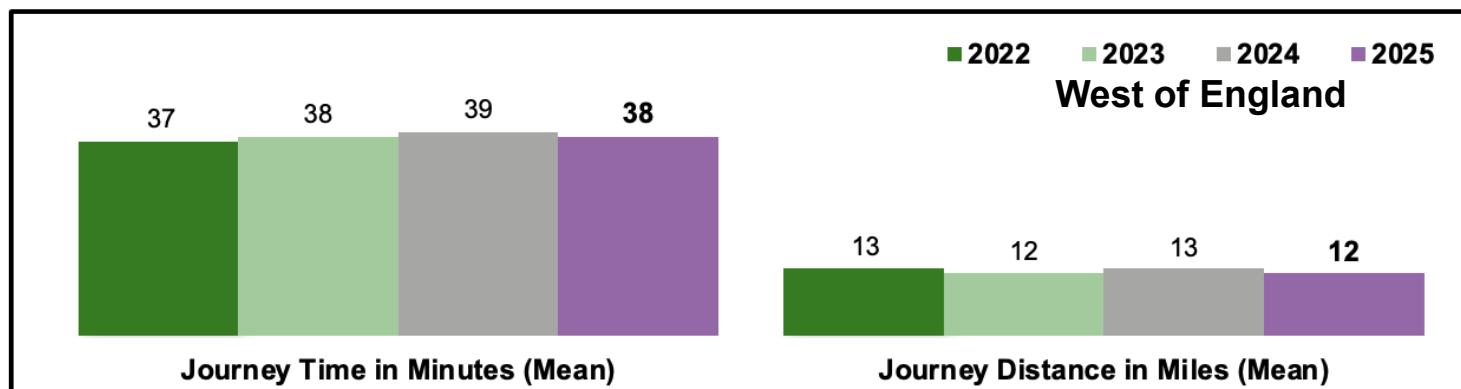
**Q8a: Is the vehicle you travel in:**



# Overview of 2025 Survey results – journey satisfaction

- People who walk, cycle or scoot to work have higher journey satisfaction levels compared to those who use public transport or road-based transport (car, motorbike).
- Those using metrobus, employer bus and Park & Ride services have a higher journey satisfaction level than those using public buses.
- Journey satisfaction levels are higher for the commute into work and lower for the commute home from work.
- Journey times and journey distances have remained steady.

## Q5. How long is your typical one-way journey to work in terms of:

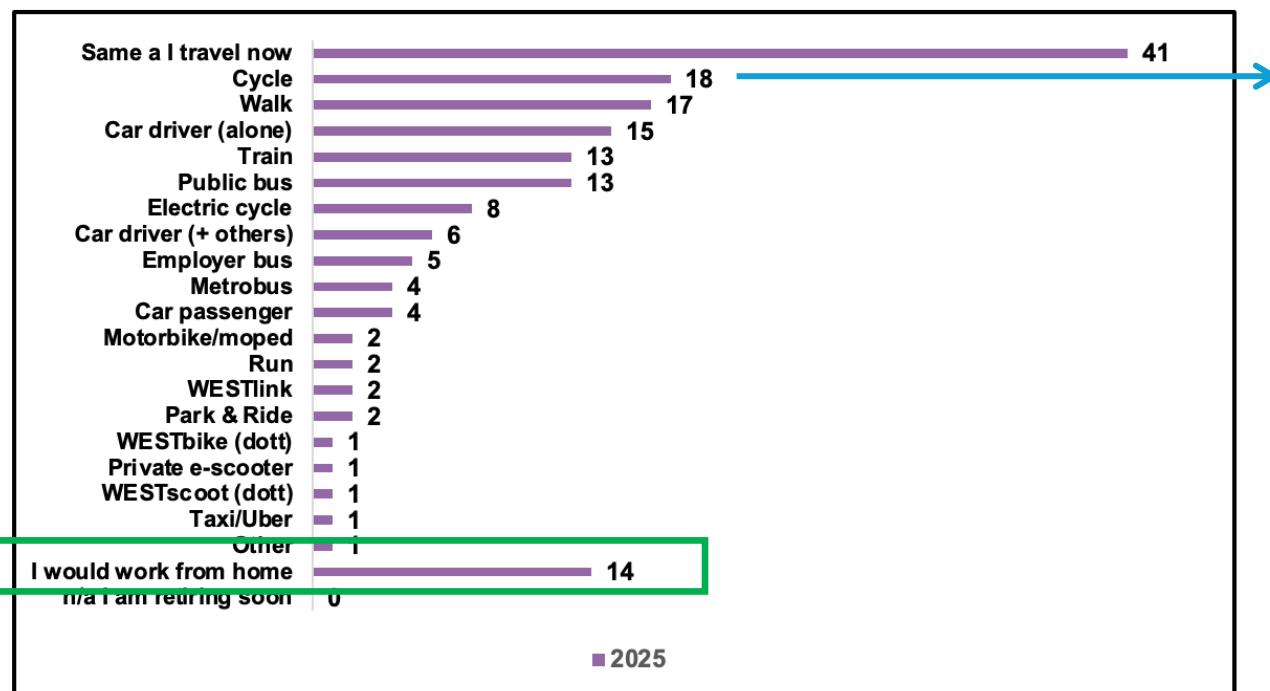


# Overview of 2025 Survey results – ideal scenario

In 2025, our “Changes in Commuting” question was changed to “*In an ideal scenario, how would you like to travel to work*”.

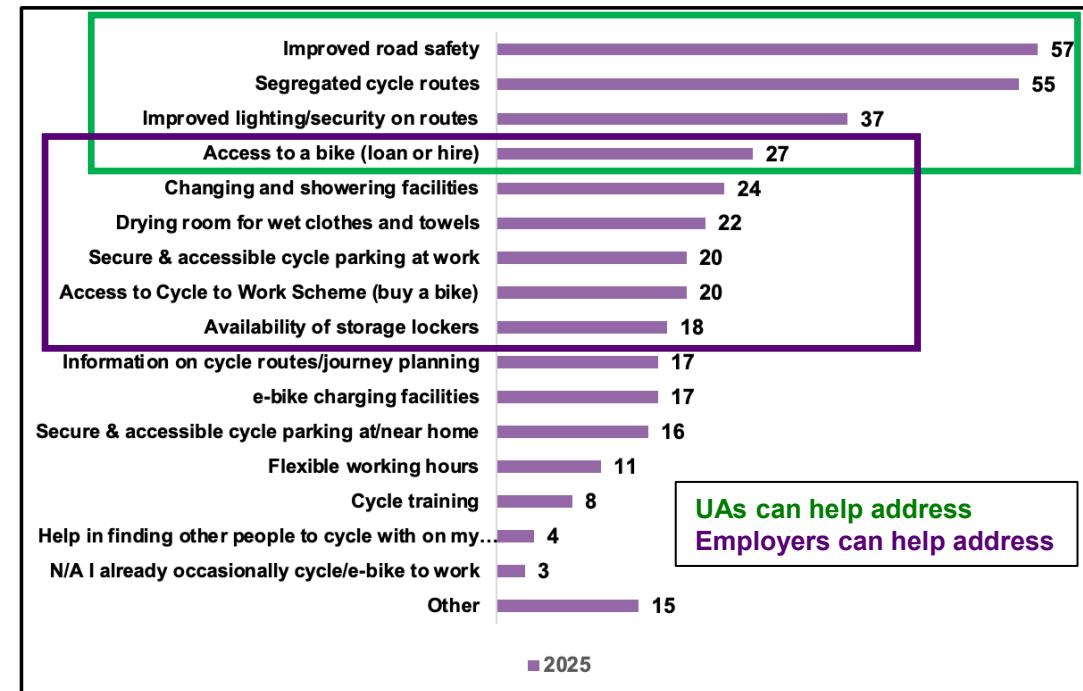
## Q.15 In an ideal scenario, how would you like to travel to work? (%)

Please select all that apply.



Asked of those who said they would like to cycle or e-bike to work.

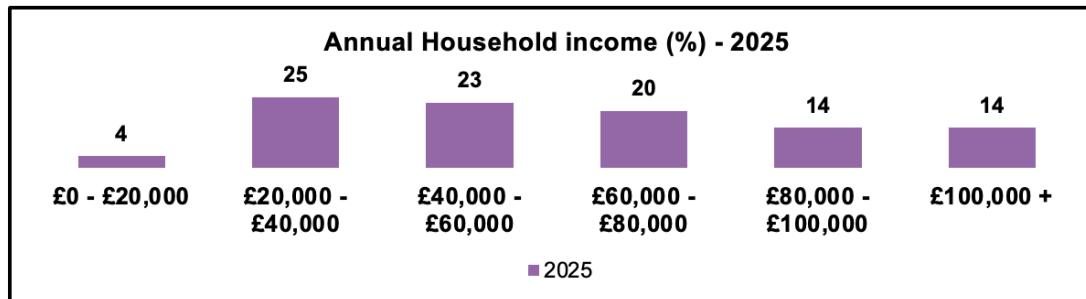
## Q.17 What if anything would enable you to cycle/e-bike part or all of your journey to work? %



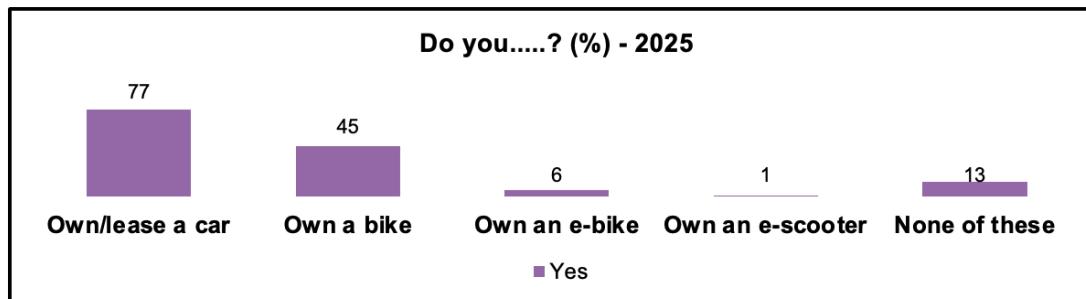
# Overview of 2025 Survey results – demographic questions

- In 2025, we also asked some additional demographic questions

## Q27: What is your annual household income?



## Q28: Do you... (tick all that apply)



WEST  
OF ENGLAND  
MAYORAL  
COMBINED  
AUTHORITY

However some  
demographic groups are  
less likely to own a  
bike/ E-bike

Unsurprisingly the same  
groups commute less by  
these modes and are  
more reliant on walking  
and public transport

Except for women who commute  
by car equally to men

### Ownership of a Bike

- Women
- Ethnic Minorities
- Youngest age grp's
- Low Income  
Earners



### Use of a Bike for commuting

- Women
- Ethnic Minorities
- Youngest age grp's
- Over 60's
- Low Income  
Earners



These would be the most meaningful groups to target with  
Cycle to Work hire-purchase schemes

# How to register your organisation

- Complete the short registration survey by 30 January at: [travelwest.info/registration2026](http://travelwest.info/registration2026)
- Answer a few questions regarding your sites in the West of England



**The Travel to Work Survey 2026 will be taking place from the 9th to the 22nd of March 2026.**

The information collected is used by the West of England local authorities to keep up to date with current travel to work patterns. It enables their sustainable travel engagement teams to provide you and your colleagues with the best advice, information and offers on active and sustainable travel, and helps guide travel planning development.

In order to ensure the smooth running of the survey, we need some basic information from your organisation.

The survey is open to organisations based in Bath & North East Somerset, Bristol and South Gloucestershire.

Please can you provide details of up to 5 of your sites within the West of England. If your organisation has more than 5, please select your 4 largest sites and a combined response to the 'all remaining sites' section.

# Survey Questions

Approximately 25 questions within the Travel to Work Survey across 4 sections:

- Your current working situation (including working from home)
- Your journey to work
- Changes in commuting
- About You
- Changes for 2026 survey

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**WEST**  
Travel to Work Survey 2026

Bath & North East Somerset, Bristol City and South Gloucestershire Councils carry out a Travel to Work Survey every year. Responses help identify concerns relating to the commute and guide our work with employers to reduce traffic congestion and improve travel options.

Whether you work from home, at a workplace or a mix of both, your participation is valuable and helps to identify current and emerging travel and work patterns.

We would be grateful if you could complete this short travel survey. You have the opportunity to enter into a prize draw to win a £50 shopping voucher.

**Which organisation do you work for?**

**Which site do you work at?**  
If you work from home, please specify the site that you are based from. If you work at more than one site, please specify the one you work at most often.

**What is your full home postcode?**  
This information will only be used for anonymous mapping purposes

**Your Current Working Situation**

**Q1** How many hours do you typically work in a week for this organisation?

**Q2** How long have you worked for your current employer?  
Please tick one option

Less than 6 months       2 years up to 5 years  
 6 months up to 1 year       More than 5 years  
 1 year up to 2 years

**Q3** Where do you usually work from?  
Please select the one where you are spending the majority of your working hours currently:

At a workplace (office, lab, warehouse etc.)  
 At home  
 Working elsewhere (e.g. site visits, patient home visits, delivering goods)  
 Other (please specify)

# Adding Additional Questions

- Each organisation can have up to four additional questions
- Guidance available
- Example additional question:

*What would you suggest {your organisation name} could reasonably do to improve travel to work and positively support staff to commute by means other than private car? (Free text box)*

- Monday 16 February is the deadline for providing additional questions



## Travel to Work Survey 2026: Additional Questions Guidance

If you have requested to include additional questions in this year's Travel to Work Survey, we will need to confirm your questions by **Monday 16 February 2026**. You can choose up to 4 additional questions for your organisation.

In the past, organisations have used these additional questions to ask staff about specific issues impacting their workplace, organisation or surrounding area. You can also gauge opinion for future issues on the horizon such as changes to the workplace, changes to staff policies and services or how to better promote sustainable travel in your organisation.

The example questions in this document are additional questions organisations have asked in previous years. Please feel free to choose from these or create your own.

**PLEASE NOTE:** The main survey questions are still being finalised so we cannot share those with you now, but we have produced a summary of the main questions, at the end of this document, to help avoid any duplication.

### Answer formats

You can use all the usual question and answer formats, including:

- Free text box
- Multiple choice - Tick one option
- Multiple choice - Tick all that apply
- Order of preference (multiple answer options to be ranked in order of preference 1,2,3 etc)
- Matrix (two sets of answer options arranged along both the x and y axes of a table, providing a table of differentiated multiple choice options).

### Some example questions:

#### Organisational Departments/Multi-Occupier sites

You can use the additional questions to find out more specific information about your staff and where they work. This is particularly useful if you want to see how results differ across different department or across a range of businesses if you are a multi-tenanted site.

- 1) What department do you work in? (multiple choice, tick one)
- 2) Which organisation do you work for? (multiple choice, tick one)

# Essential Survey Information

Once registered, your organisation will be sent our “Essential Information” document which covers:

- Information about the survey
- How to conduct the survey
- Survey Timeline



## Travel to Work Survey 2026: Essential Information

**Travel to Work Survey 9 – 22 March 2026**  
Essential information for participating Organisations

This document covers:

- Information about the survey
- How to conduct the survey
- Survey timeline

### Information about the survey

Each year, the local authorities in the West of England (Bath & North East Somerset, Bristol and South Gloucestershire) invite local organisations to take part in the Travel to Work Survey to record how their staff are travelling to work across the West of England area. The survey is an important tool for measuring how staff are travelling and how often they travel into the workplace. The benefits of this survey for your organisation include:

- A record of how your staff travel to work and how often – useful for developing and monitoring Travel Plans & reporting Scope 3 staff commuting emissions.
- Insight into staff travel issues and opportunities to address them.
- The West of England Unitary Authorities use the summary findings to attract new investment for transport in the area. It also helps target new spending on infrastructure and new public transport services.

This year the survey will take less than 5 minutes for your staff to complete. Your organisation will receive results specific to your organisation if we receive responses from 30+ of your staff. Results will also be collated on a Unitary Authority basis and for key employment areas (for example Temple Quarter or Filton).

The survey will run from **Monday 9 March to Sunday 22 March 2026**. We ask you to promote the survey for the whole 2 weeks, but staff need only fill it in once during that 2-week period.

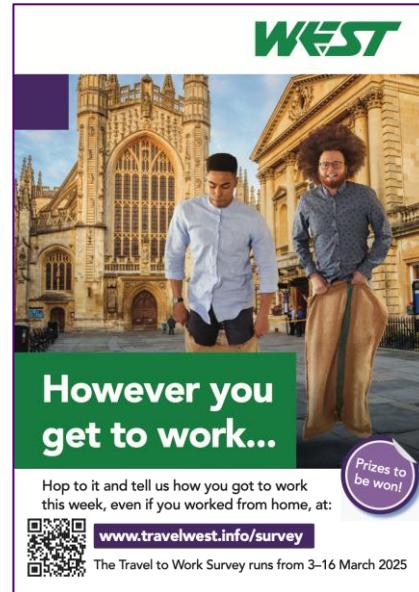
The survey will be available through a web link, QR code or via a pdf (if requested) for printing off within your organisation. These will be personalised for each participating organisation.

All registered organisations will receive a unique web link for their survey to be circulated to all staff. We will send you your organisation's link to the online survey in the week prior to the survey launch date (see Survey timeline overleaf) to allow the necessary time to ensure the link is compatible with your organisation's IT systems.

If you requested a pdf of the survey for your organisation, any completed paper copies of the survey will need to be collected and returned by **Friday 27 March 2026**.

# How the survey is delivered

- Generic teaser posters (new)
- Personalised Survey posters
- Exploring having a few pop-up banners to support larger sites - TBC
- A dedicated survey link for each organisation (test link sent week before)
- QR codes provided for staff to access survey via phones
- Regular updates during survey on your organisation's response rate



# Getting a good response rate

- Pre comms to staff
  - Example template provided incl. schedule of comms
  - Understand the importance and purpose of the survey
  - Open to all staff – no matter where they are working or if they are working from home
- Senior member of staff to send out email
  - Business owner/CEO
  - Head of service area
- Incentives for staff. There are general prizes but why not fund specific company prizes:
  - Shopping vouchers
  - Half day or full day off work ☺ for one person
  - Incentives by Mode



## Travel to Work Survey 2026: Engaging staff in the survey

### Travel to Work Survey 9 – 22 March 2026 Engaging staff in the survey

Template emails to encourage staff participation

This document contains template communications and emails to help you promote and circulate the Travel to Work Survey to your colleagues. Please feel free to change the suggested text and tailor it to your organisation's needs.

The number of email prompts you send to your colleagues over the course of the two weeks that the survey is live is completely up to you, but we would suggest that 4 is a good number, if this can be achieved. You can also use the suggested text in other forms of communications i.e. internal news bulletins or a message on a display screen or an intranet home page.

We recommend you get senior management buy in and support from your comms/marketing teams for the Travel to Work Survey. This will help ensure you get a good response rate and meaningful survey data.

It is important that you promote the survey to **all** staff linked to your workplace, even if they are working mainly from home or if they work part-time.

The suggested communications can be used on a variety of platforms including emails, internal intranet, Yammer or a combination of them all.

Ahead of the survey we will be providing PDF posters with your organisation's specific survey short link and survey QR code on it, which can be printed or used digitally to promote the survey.

#### Suggested timescale

1. **w/c 2 March AM/PM (week before survey launches):** Advance notice that the survey will be going live the following week.
2. **Monday 9 March, AM (survey launch day):** Notification that the survey is now live and ready for staff to complete. Share your organisation's bespoke survey link and posters.

# Getting a good response rate – targets

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## Travel to Work Survey 2026: Target Participation Rates

**Organisations with 50+ staff**

For organisations with 50+ staff, we would suggest using the following chart to work out your target response rate. These are the travel survey target levels that Modeshift use for organisations surveying staff and aiming for the relevant level of travel plan accreditation:

Number of staff	50-99	100-499	500-999	1,000-2,499	2,500+
Target Participation Rate	30%	25%	20%	15%	10%
Modeshift – Bronze	30%	25%	20%	20%	15%
Modeshift – Silver	40%	30%	25%	20%	15%
Modeshift – Gold	50%	40%	30%	25%	20%

**Organisations with < 50 staff**

For organisations with less than 50 staff we would suggest a much higher rate of participation is required to be truly representative of all staff:

Number of staff	<10	<20	<30	<40	<50
Target Participation Rate	90%	80%	70%	60%	50%

**Measuring Scope 3 : Commuting Emissions**

If your organisation wants to measure your Scope 3 : Staff Commuting emissions<sup>1</sup> you may need to aim for a higher participation rate, depending on the number of staff you have.

This year we are using Smart Surveys free online size calculator to generate the following participation rates based on a Confidence Level<sup>2</sup> of 95% (industry average) and a Margin of Error (confidence interval)<sup>3</sup> of 3% (you can adjust the confidence levels and margin of error using the online sample size calculator as well as work out a target response rate for a specific number of staff). (<https://www.smartsurvey.co.uk/resources/calculators/sample-size-calculator>)

**Example rates: Smart Surveys 95% confidence rate / 3% margin of error**

Number of staff	50	100	500	1,000	2,500	5,000	8,000	10,000
Target Participation Number	48	91	340	516	748	879	942	964
Target Participation Rate	96%	91%	68%	56%	30%	18%	12%	10%

<sup>1</sup> We recommend for business with over 2,500 staff that you use the Smart Surveys website to work out a target response rate (See Measuring Scope 3: Commuting Emissions section above) as it may be a lower % is required.  
<sup>2</sup> For more information about Scope 3 emissions go to: <https://phprotocol.org/scope-3-calculation-guidance>  
<sup>3</sup> The confidence level tells you how confident you are of this result. It is expressed as a percentage of times that different samples (if repeated samples were drawn) would produce this result. The 95% confidence level means that 19 times out of twenty that results would fall in this - + interval confidence interval. The 95% confidence level is the most commonly used. (<https://www.smartsurvey.co.uk/resources/calculators/sample-size-calculator>)

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## Travel to Work Survey 2024 Case Study: MOD DE&S

 Ministry of Defence 

In previous years, the Travel to Work survey was promoted on the Abbey Wood site Intranet page (but not our internal business main landing page) which, would significantly reduce exposure to the target audience. Because the survey is restricted geographically to just the one DE&S Site (Abbey Wood), we are limited, by our corporate policy, into only using communications targeted locally and not generically across all sites.

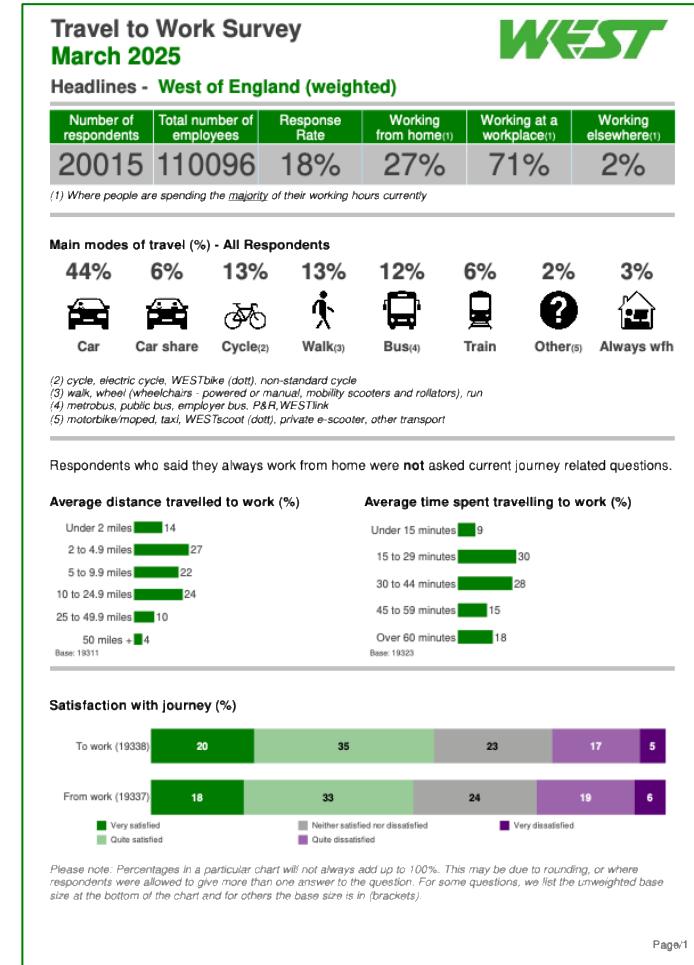
The DE&S Net Zero Team were keen to use the Travel to Work survey to gather significant sustainable travel data (which was very limited at the time), then use that data and feedback to identify areas where we could make improvements and increase uptake of sustainable methods of commuting.

To raise the profile of the Travel to Work survey (within the limitations imposed) we brought together a small team which included an individual from our Business Management Team to put together a plan and drive a steady momentum, encouraging participation while the survey was open:

- We workshoped a new "Travelling to work – The sustainable travel guide" to bring all the current travel information into one place and use it to link out to further external information. Our Graphics Team then generated the layout and suitable visuals to make it look professional.
- We engaged with site Communications Team, to advertise the Travel to Work survey on the site "totem" live screens, for the period that the survey was open.
- During the last week of the survey period we had 2 stalls at the Abbey Wood site, staffed by the team (one in the central plaza and one near the main restaurant). The purpose was to direct individuals to the survey, answer commuting questions and promote the Travelling to Work – The Sustainable Travel Guide. To draw interest, we also had signage and some suitable merchandise to give away.
- We engaged with the various Operating Centre's (OC's) / Chief Operating Officer (COO) and the Functional leads to include an advert for the survey within monthly staff updates.
- Over the period that the survey was open, we had regular communications within the team and a weekly virtual meeting to discuss progress and any opportunities identified.

# Survey results for your organisation

- More than 30 responses receive a report
- Additional questions and comments reports
- Breakdown of mode and distance
- Days and times of commuting
- Intention to try different modes
- Ability to compare sites
- Anonymised raw data



# Survey results for your organisation – using results

- Examine modes of travel with distance from work
  - Within 2 miles has potential to walk
  - Within 8 miles has potential to cycle
- Improve infrastructure on site
  - Cycle parking in prominent locations
  - Changing rooms and lockers to support staff walking and cycling
  - Incentives for sustainable travel

## Travel to Work Survey

March 2025



### Comments Report - Organisation XYZ

#### Comments on working from home

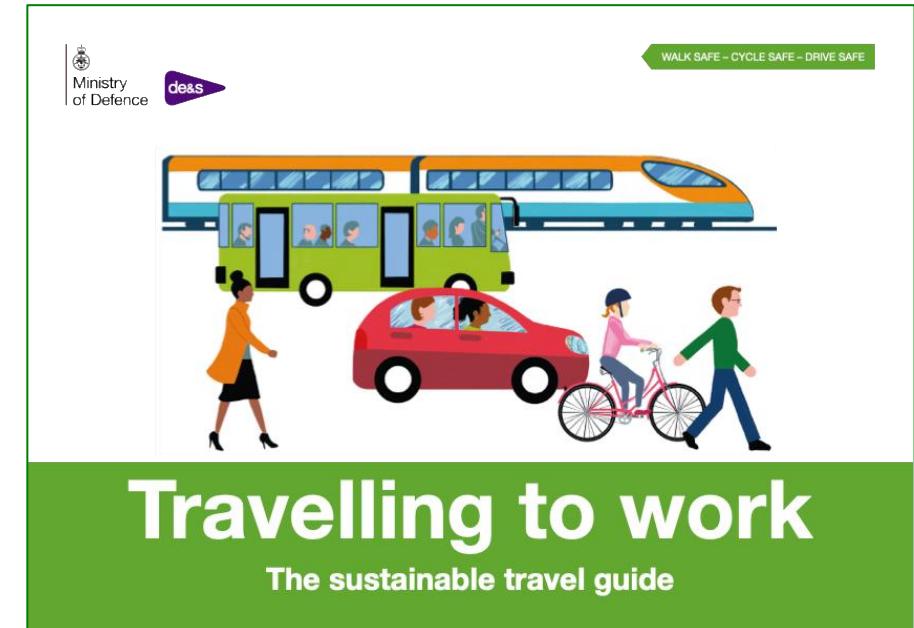
Miss the social side at times  
Would benefit from better and more regular communications regarding what's happening within the service  
My Work life balance is much better since I work from and I do have to worry about travelling or travel costs. I have worked from home FT since 23/03/2020. I only go into the office, if I have to collect anything or attend a meeting which is important and is not on MS Teams.  
I'm very happy working from home and do my job just as effectively. I save loads of time every week not waiting for buses. I do travel in about once week for meetings but it's not during rush hour which is much better.  
Enables me to have a greater work life balance  
Saves time, traffic & money from bus or train fares or parking!! It's quieter at times and you can get onto work immediately without too much interruption!! Do miss colleagues but MS Teams enables some catch up, so can still keep in touch.  
It provides me the opportunity to be there for my farther who has dementia and several health issues.  
Work\Life balance is great. Saves on costs and pollution as not driving. now only drive <500miles per year was over 12000 when in office. There are no viable and cost effective public transport options.  
My hours are shorter without a commute, I have less expense of getting to the office and can be more flexible on my hours without worrying about travel times and am causing less pollution by not travelling.  
would like a day in the office each week, but no-one else in team works in office  
Provides excellent work life balance and cuts down the need for travel and resulting environmental impact. Great methods of communication with colleagues via the Teams application. Unfortunately there still is an underlying expectation to attend the office for some meetings which could be conducted online.

#### Comments on travel to and from work

It's more pleasant during school holidays. In an ideal the city centre would be pedestrianised and similarly the areas around schools in order to deter parents driving children to school.  
More traffic-free routes, cycle paths and green spaces to run/walk through would be wonderful.  
Other cyclists annoy me going super fast through the city centre and expecting pedestrians to jump out of their way - or going through red lights! They give well behaved cyclists a bad name.  
Takes too long for the distance involved.  
Would happily walk into work but the streets aren't safe anymore with too many cyclists/electric scooters  
There are not enough 45/44 buses to and from the city centre during peak times. The buses are always full and people are still waiting on the bus stop. Nearly ever time I have caught the bus during peak hours on monday - friday a bus is shown as cancelled on the bus stop screens  
I would love a closer park and ride option. Many people travel from Thornbury, but the T1 goes a very long route and is unreliable. A quick park and ride from near the Thornbury area would be very helpful.

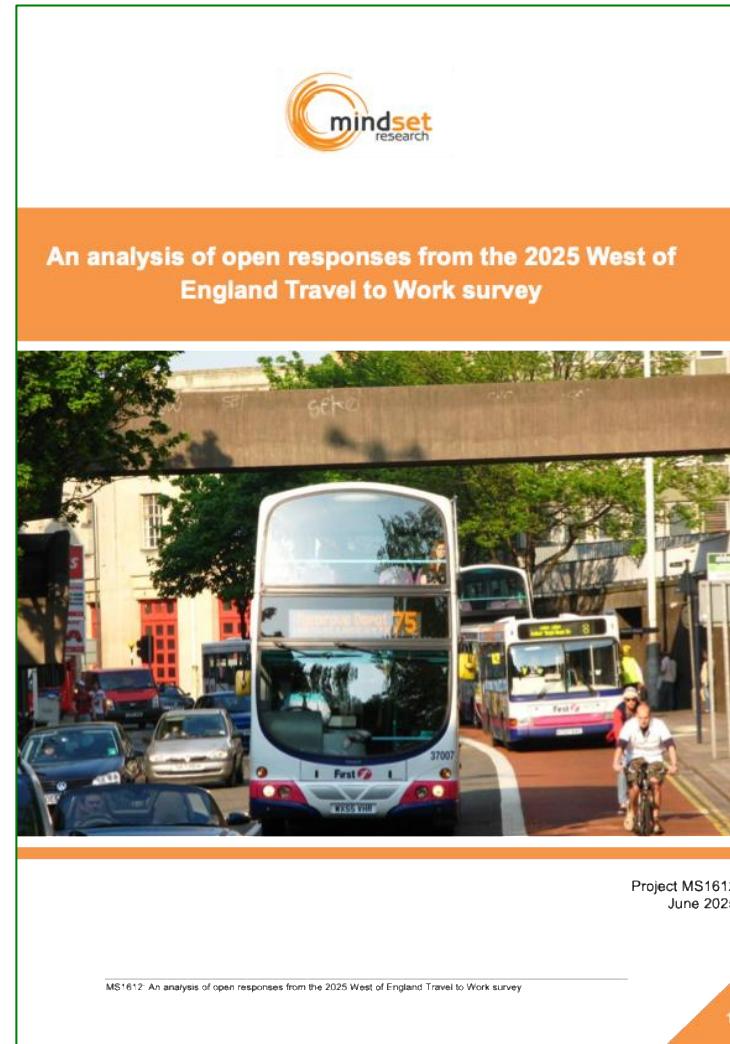
# Survey results for your organization – travel plans

- Review or implement a Parking Policy
  - Using distance and priority
  - Increase carshare bays
- Update or produce a Travel Action Plan
  - Set targets to increase sustainable commuting
  - Address barriers raised by staff
  - Embed hybrid working within your organisation
  - Provide travel info for staff



# Wider survey results

- Comments analysis
- Transport Data Hub
- Weighting and cross tabulation
- Area Reports
- Sub Area Reports



# Questions & Contact details

For more information, please contact the Business Engagement Team in your region:



**B&NES  
Bristol  
South Glos**



[travel\\_survey@bathnes.gov.uk](mailto:travel_survey@bathnes.gov.uk)  
[businessactivetravel@bristol.gov.uk](mailto:businessactivetravel@bristol.gov.uk)  
[travel.planning@southglos.gov.uk](mailto:travel.planning@southglos.gov.uk)