

2020 Macquarie University Travel and Work Report

connect
MACQUARIE PARK & NORTH RYDE



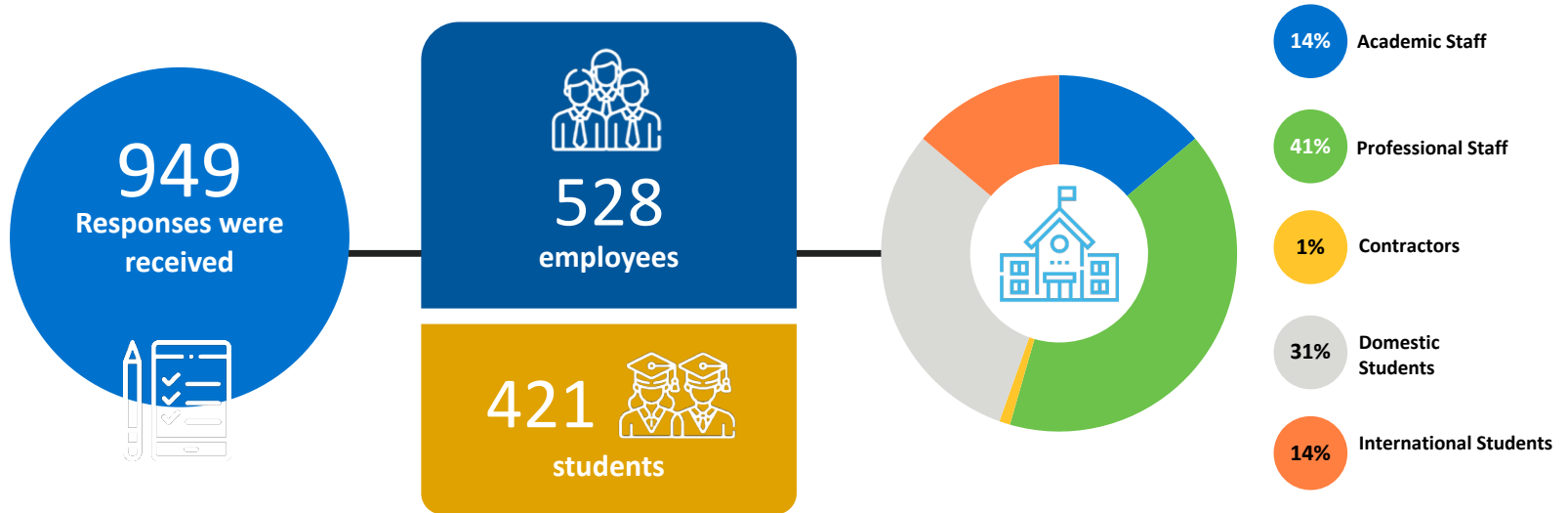
MACQUARIE
University



Introduction

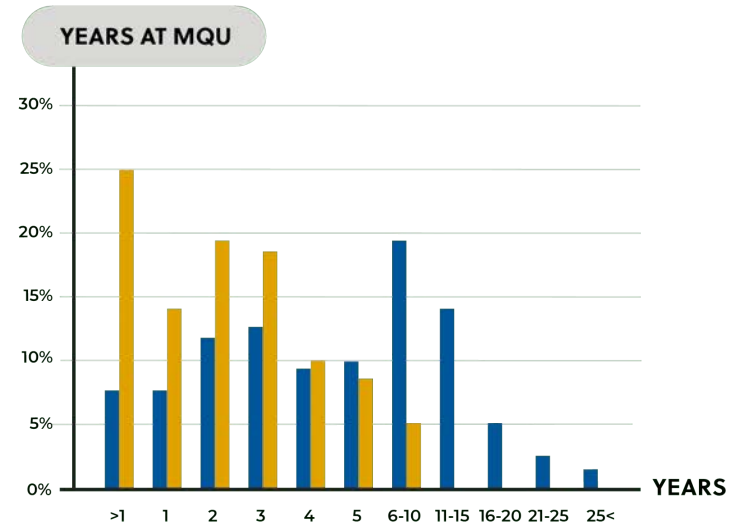
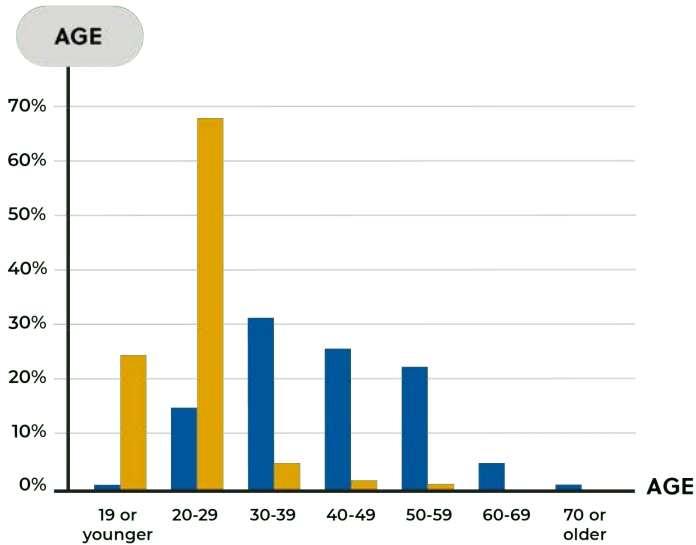
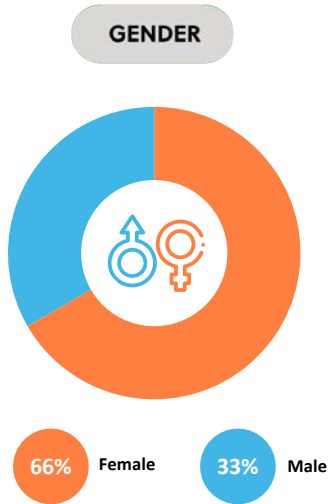
In July 2020, Macquarie University completed their annual travel survey with Connect. We have extended this survey to measure the impact of COVID-19 on travel patterns and attitudes to workplace culture.

These survey results will contribute to your travel plan actions for the year to come.



Demographics

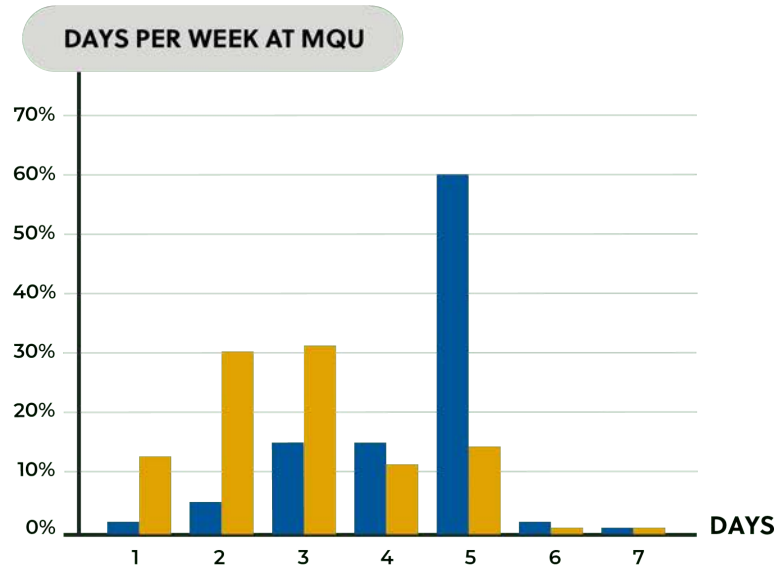
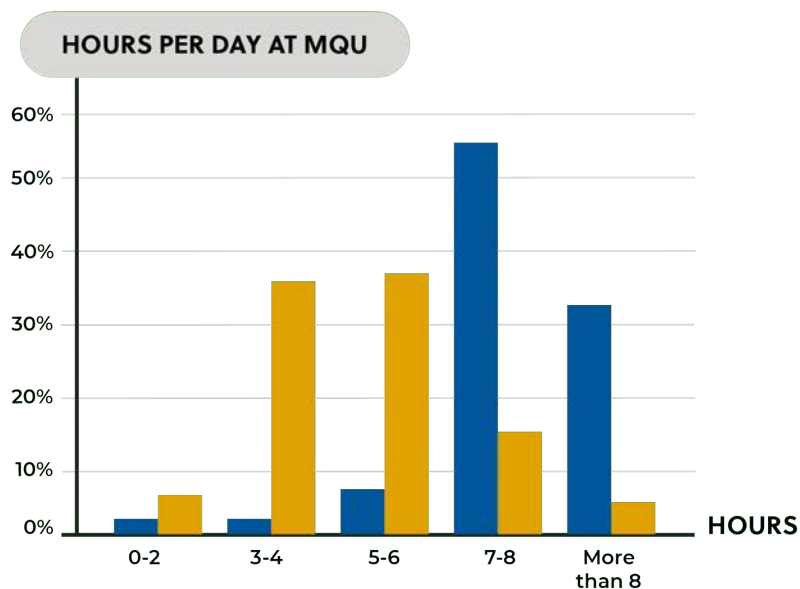
While age and tenure show an expected spread across the range, a significantly higher proportion of female employees and students completed the travel survey.



● Employees ● Students

On campus prior to COVID-19

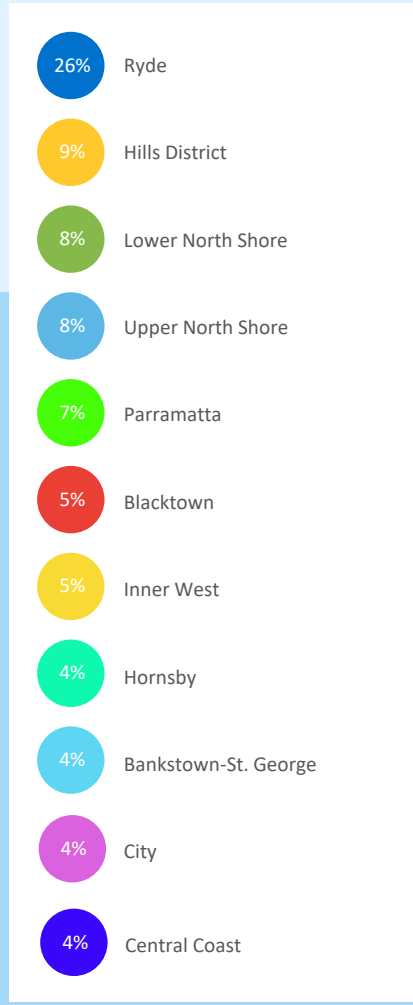
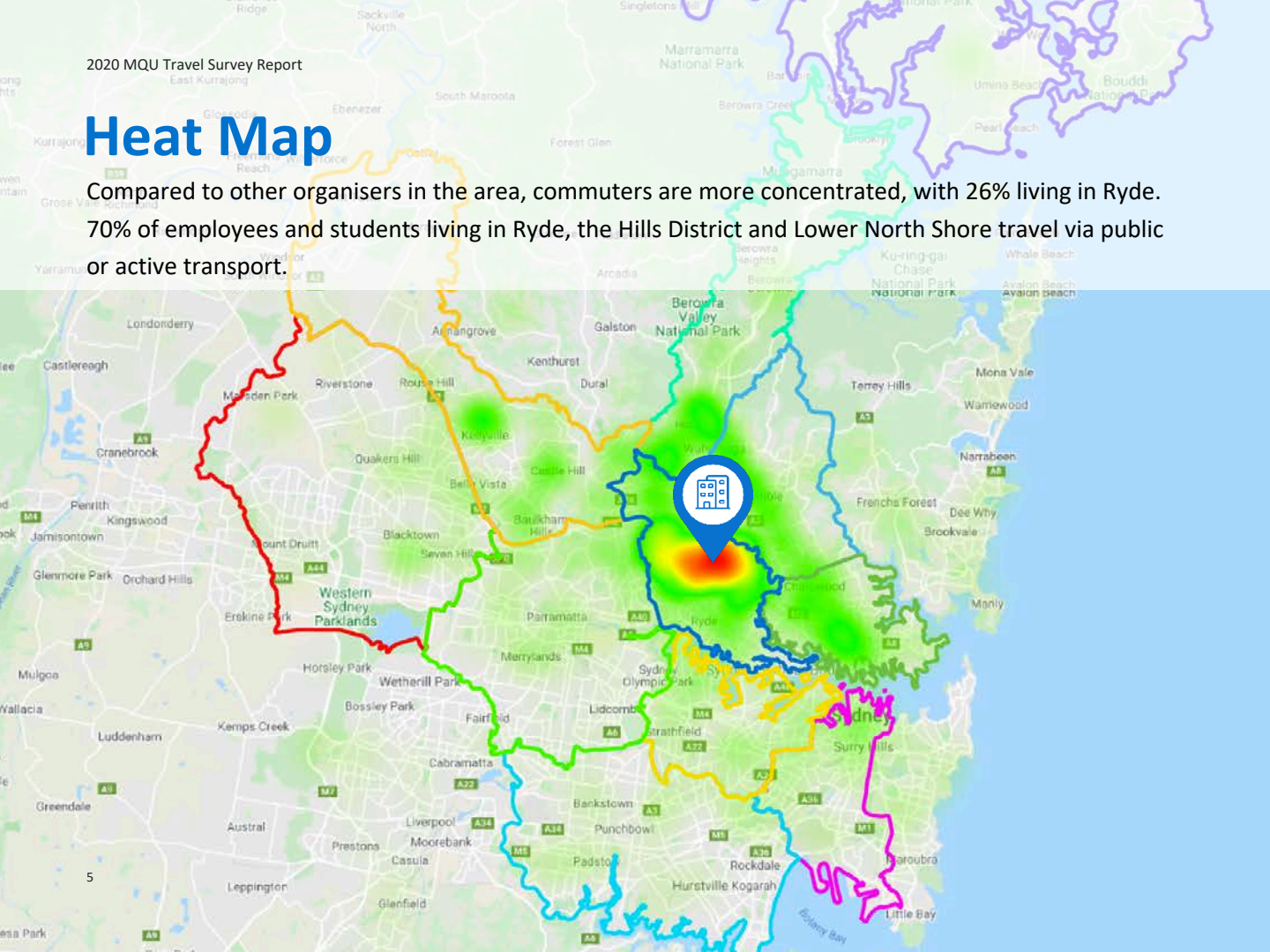
80% of employees and students are on campus on Wednesdays, making it the busiest day of the week. Friday is the quietest day with only 60% travelling to campus. Midweek is busier on campus than Mondays and Fridays.



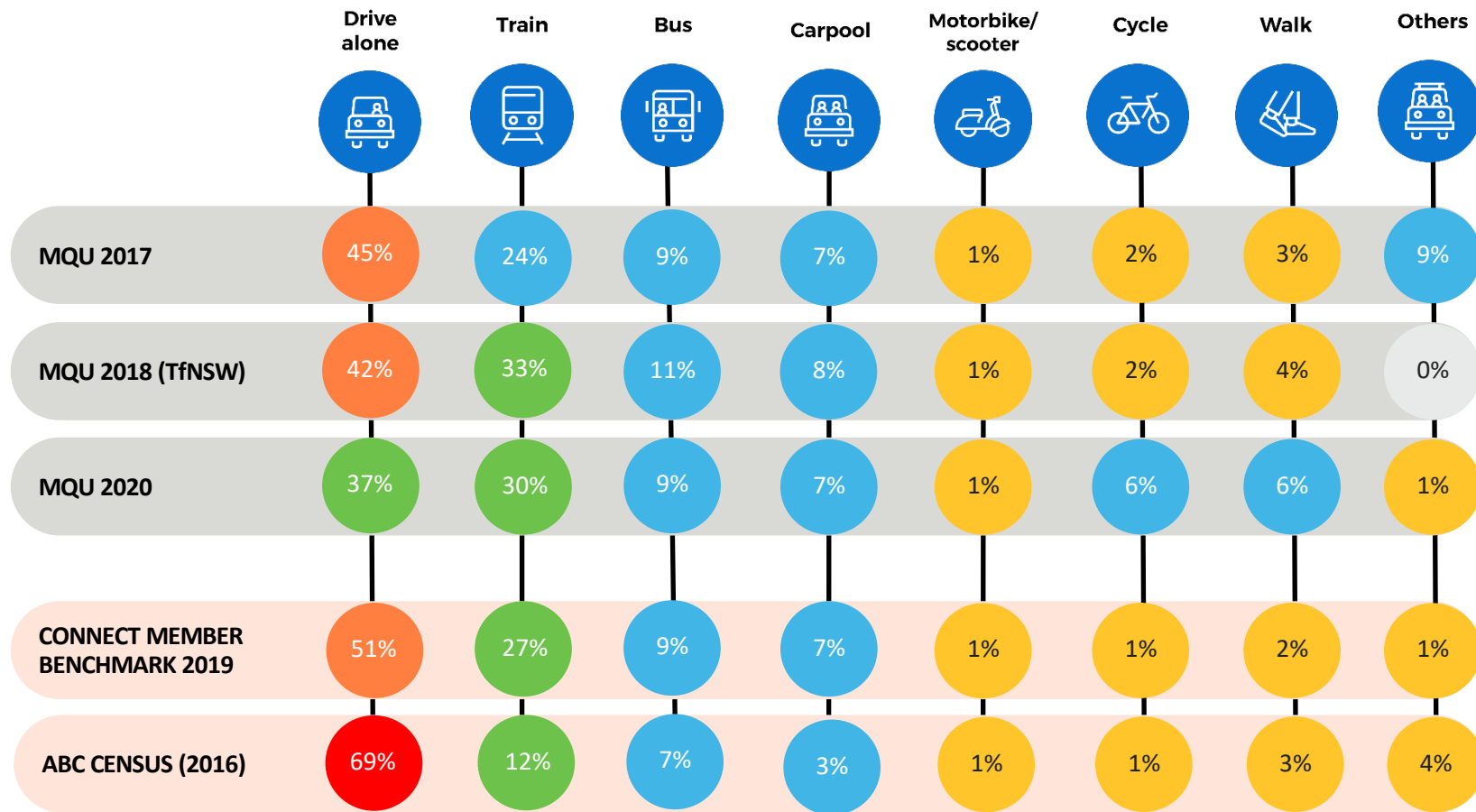
● Employees ● Students

Heat Map

Compared to other organisers in the area, commuters are more concentrated, with 26% living in Ryde. 70% of employees and students living in Ryde, the Hills District and Lower North Shore travel via public or active transport.

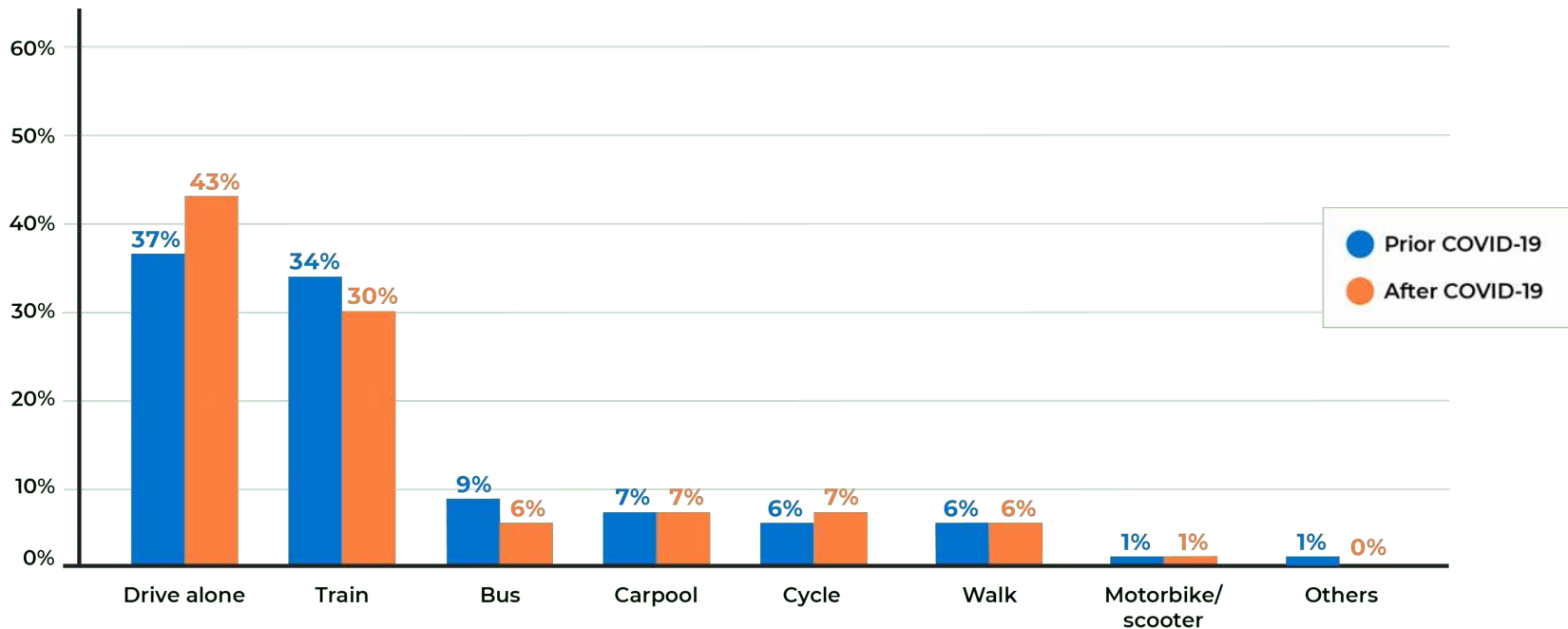


Travel Mode Over Time



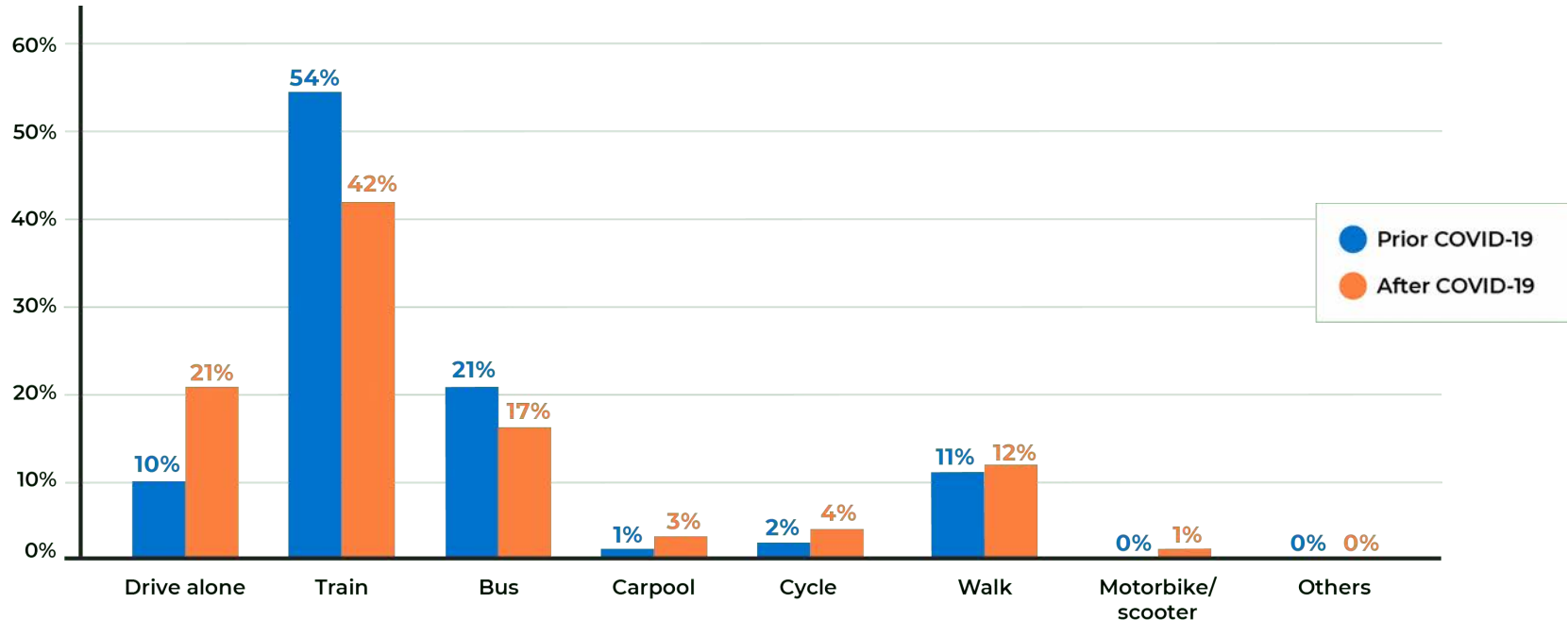
Employee travel mode before and after COVID-19

Employees say they will drive more when COVID-19 restrictions ease (+6%) – this is consistent with Connect’s recent COVID-19 survey of employees across the rest of Macquarie Park (+7%)



Student travel mode before and after COVID-19

Convenience (72%), time (44%) and cost (39%) are the top 3 factors influencing choice of travel mode. Concerns around COVID-19 impact the travel choice for 19% of commuters. Employees and students prefer to drive primarily due to convenience (75%) and time (61%).



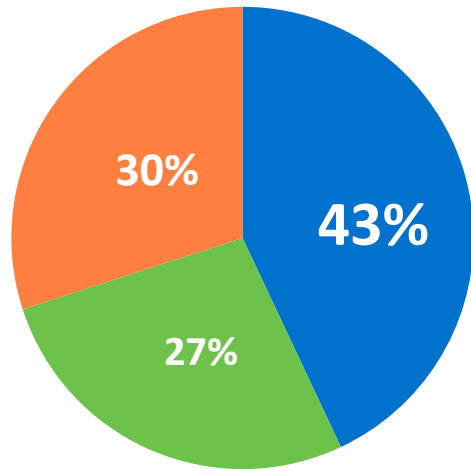
2017 vs 2020 Employee Commute Satisfaction

Commute satisfaction is high with 78% of employees satisfied with their commute.

Commute satisfaction among employees has risen significantly from 2017, when concern about the closure of the rail line was increasing.

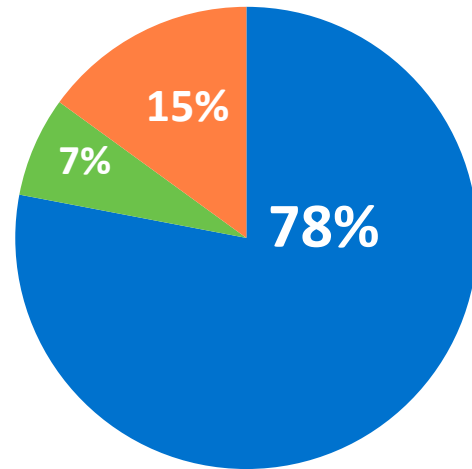
72% of employees are satisfied with their daily commute today – a 43% increase since 2017.

EMPLOYEES (2017)



- Satisfied
- Neutral
- Unsatisfied

EMPLOYEES (2020)



- Satisfied
- Neutral
- Unsatisfied

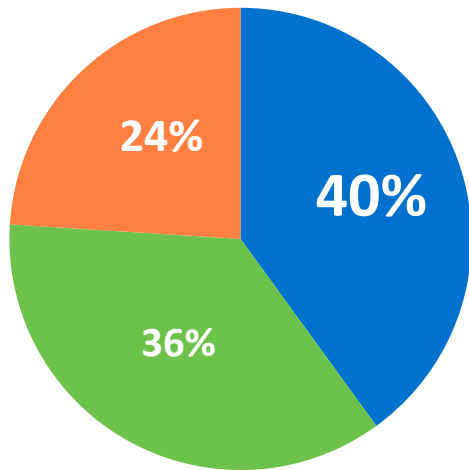
2017 vs 2020 Student Commute Satisfaction

Commute satisfaction among students at Macquarie University has also shifted significantly since 2017.

While not the same group of students surveyed, these figures are indicative of sentiment.

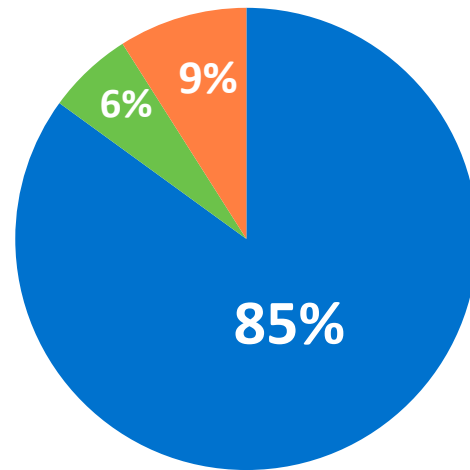
A higher proportion of students utilise public transport and are much more satisfied with their commute than employees who drive alone to campus.

STUDENTS (2017)



- Satisfied
- Neutral
- Unsatisfied

STUDENTS (2020)



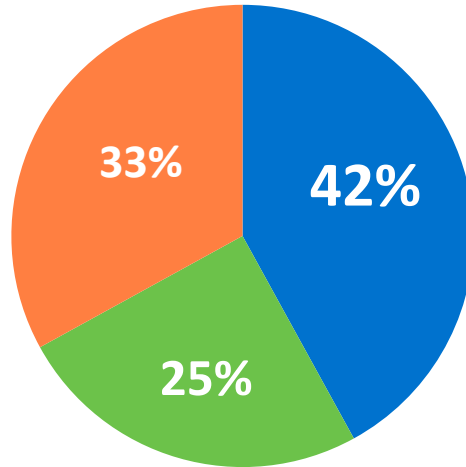
- Satisfied
- Neutral
- Unsatisfied

2017 vs 2020 Employee Commute Stress

Despite significant improvements to employee commute satisfaction, some employees still say they feel stressed commuting to Macquarie University.

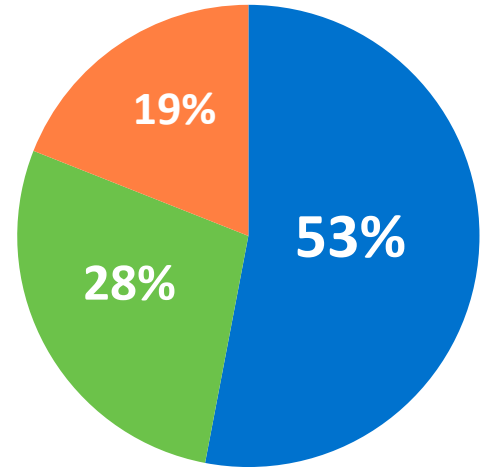
Nearly a fifth of employees feel they are still stressed, which leads to negative feelings about coming to campus.

EMPLOYEES (2017)



- Positive
- Neutral
- Negative

EMPLOYEES (2020)



- Positive
- Neutral
- Negative

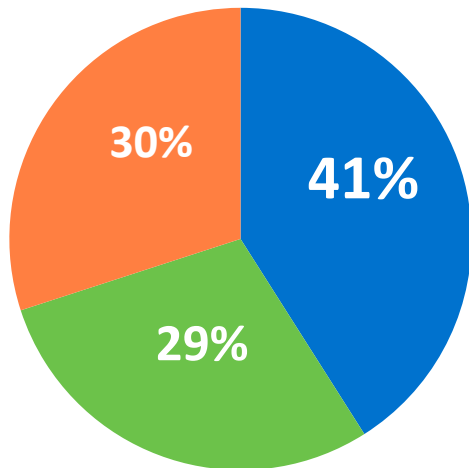
2017 vs 2020 Student Commute Stress

Students feel less stressed by their commute than employees – only 13% say they have a negative experience.

Students drive less, meaning they experience less congestion and other variables.

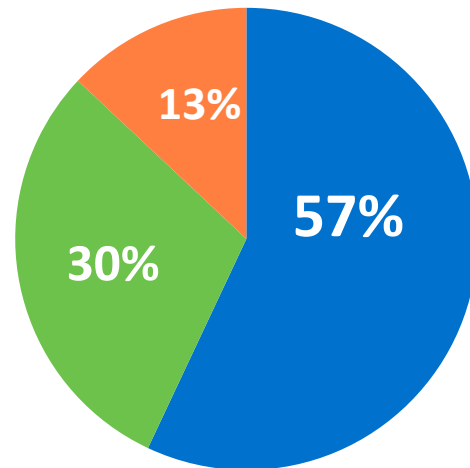
As we are seeing across Macquarie Park, stress about journeys has decreased significantly since the end of the rail closure and arrival of Sydney Metro.

STUDENTS (2017)



- Positive
- Neutral
- Negative

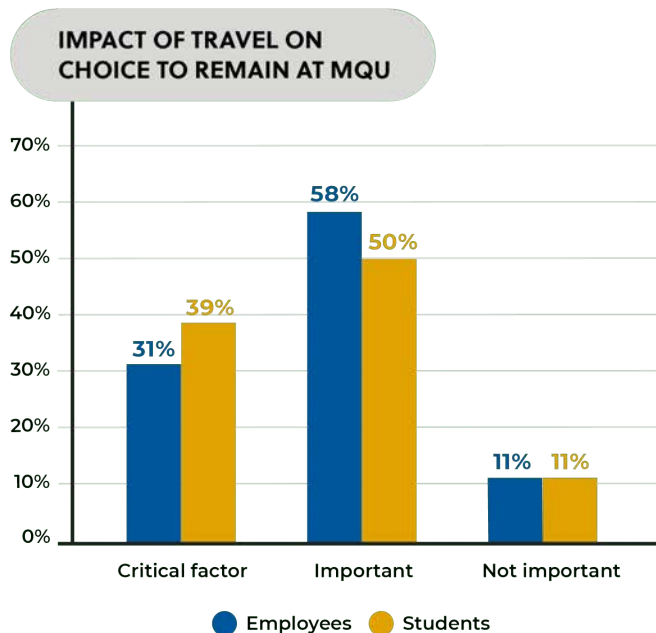
STUDENTS (2020)



- Positive
- Neutral
- Negative

Accessibility Impacts

Time, cost and accessibility influence employee and student. 89% report that it is an important factor in their decision to continue to work/study at Macquarie Park in the future.

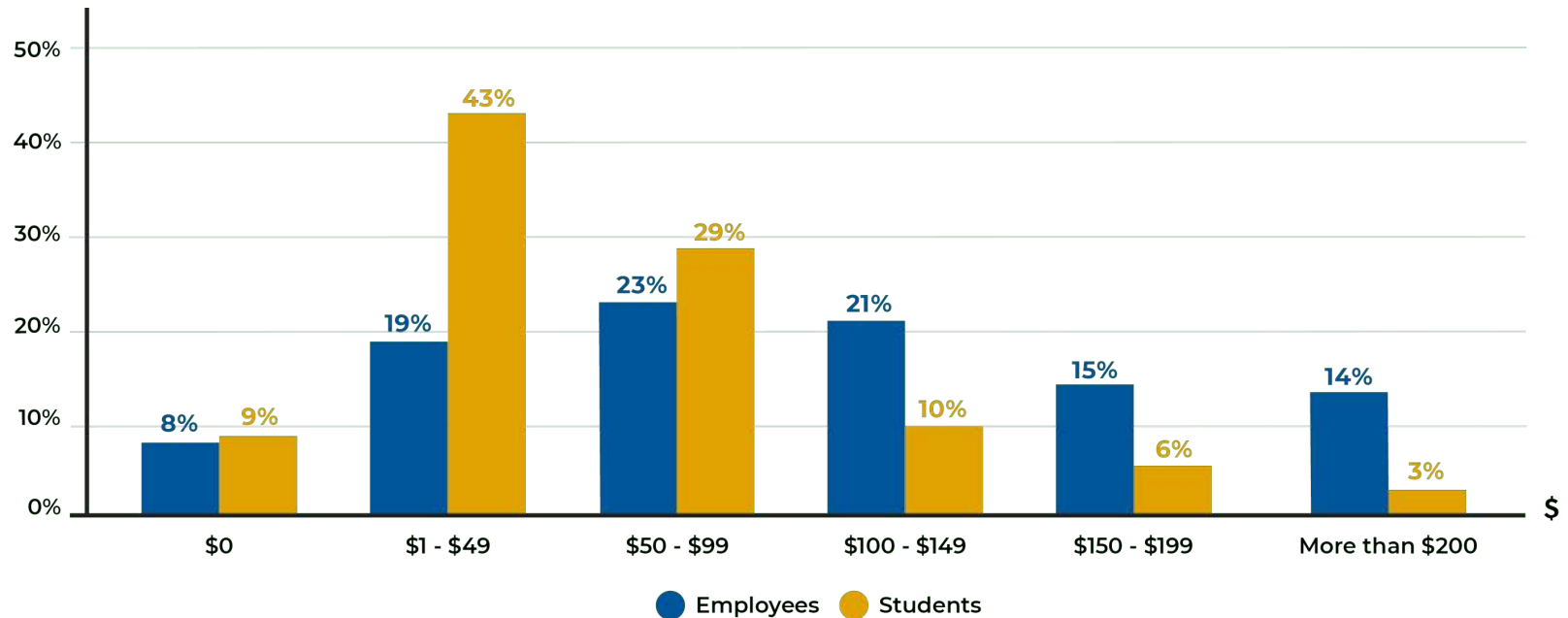


Around half of those who can use active transport to travel to campus say improved end of trip facilities would make them more likely to walk or cycle

– 45% of students, and 48% of staff.

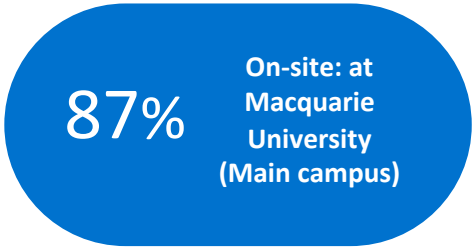
Travel Costs at Macquarie University

The average cost to travel to Macquarie University 5 days a week is \$50-\$99 per month. Macquarie University employees and students pay significantly less than workers in Macquarie Park.

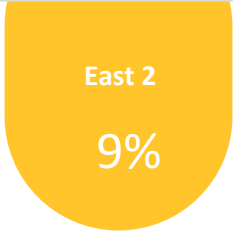
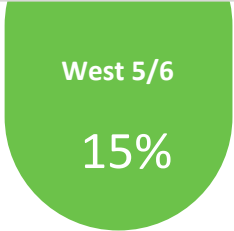
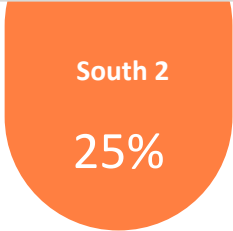


Car Parking

WHERE DO EMPLOYEES AND STUDENTS PARK?

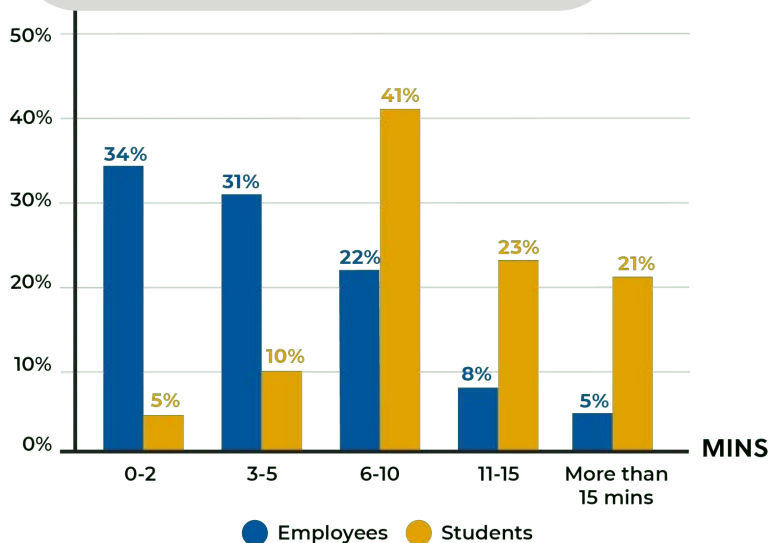


TOP 5 PARKING LOCATIONS AT MACQUARIE UNIVERSITY



Car Parking Costs

TRAVEL TIME FROM CARPARK TO DESTINATION ON CAMPUS

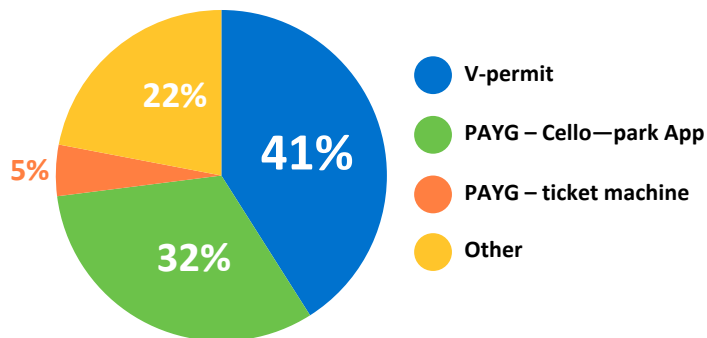


80% of employees and students pay for parking

AVERAGE COST OF PARKING PER DAY

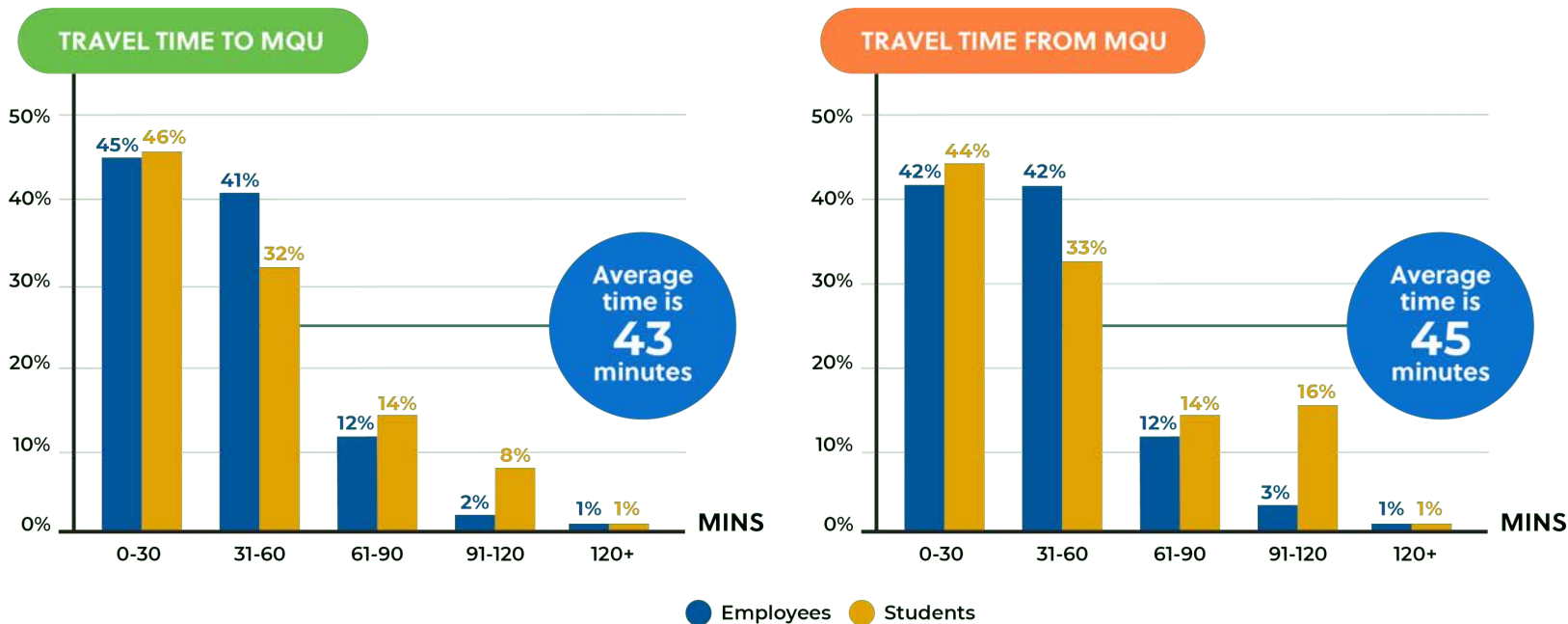


PAYMENT METHOD FOR PARKING



Travel time

Employees and students travel an average of 88 minutes to and from Uni each day. Students travel an average of 95 minutes, compared to employees who travel an average of 84 minutes per day. Both enjoy shorter trips than the Macquarie Park average of 97 minutes a day.



Arrival and Departure Times

Students are arriving on Campus later in the morning as a result of the new class timetables introduced in 2018. Employees tend to work a standard 8 hour day, from 8-9:00 am to 4-5:00pm.

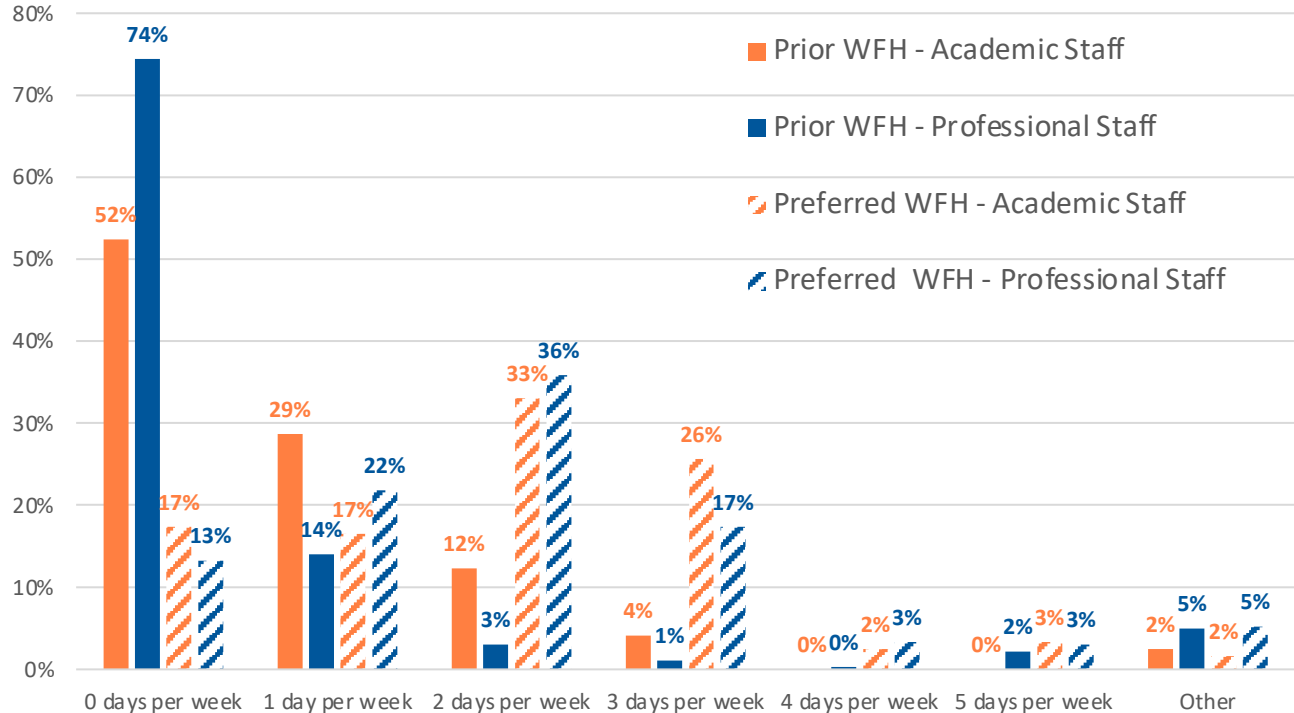


Working remotely

Prior to COVID-19, 69% of employees never worked remotely.

Following the working at home experience in recent months, 81% of employees say they would like to work remotely at least one day a week and 56% would like to do so 1-2 days a week.

WFH FREQUENCY BEFORE VS PREFERRED WFH FREQUENCY COMPARISON BETWEEN ACADEMIC AND PROFESSIONAL



Adapting to remote working



73%

of employees have adapted well to working from home. Professional staff are faring better than Academic staff with fewer issues to overcome. Social issues top the list for both groups bringing work/life balance to the forefront. Both groups indicate technology is sufficient to get the job done.

TOP ISSUES FOR ACADEMIC STAFF

Social interaction with colleagues

54%

Keeping work life and home life separate

45%

Distractions while working from home or a remote location

26%

TOP ISSUES FOR PROFESSIONAL STAFF

Social interaction with colleagues

42%

Keeping work life and home life separate

32%

Ergonomic working space

17%

Top 3 barriers to continuing working remotely



37% of employees see no barriers to them working from home in the future.

TOP BARRIERS FOR ACADEMIC STAFF

Perception of your manager

27%

Distractions while working from home or a remote location

19%

Working space

17%

TOP BARRIERS FOR PROFESSIONAL STAFF

Perception of your manager

30%

Perception of your colleagues

14%

Access to IT equipment and systems

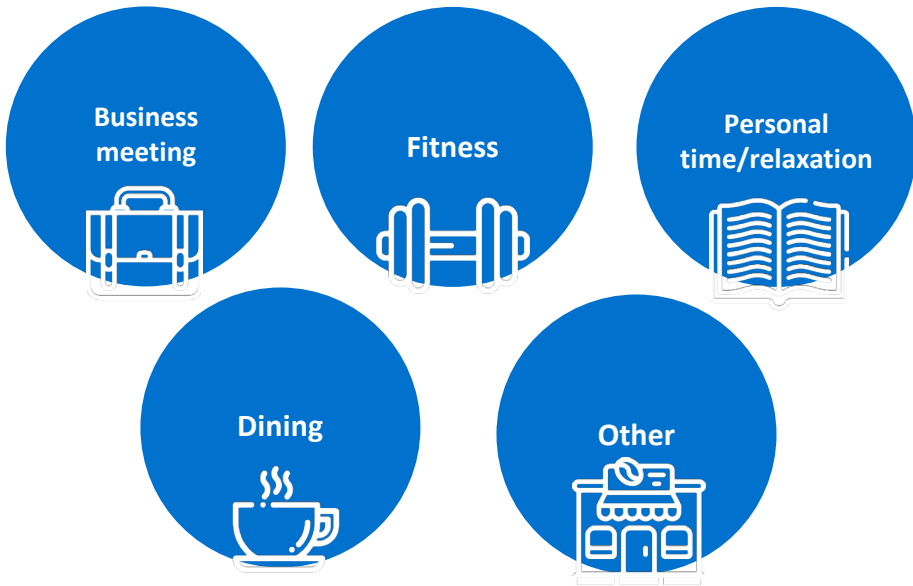
13%


Distractions while working from home or a remote location

13%

Macquarie Park employee travel to **Macquarie University**

TOP REASONS TO TRAVEL TO MACQUARIE UNIVERSITY



5% 

of Macquarie Park employees travel to Macquarie University during the work day.

TRAVEL FREQUENCY

15%

Of Macquarie Park employees who travel to the University, do so at least once a week

Employee and Student comments - **Commuting**

Due to COVID-19 I will be driving to Macquarie. This has deterred me in the past as parking is quite expensive.

I enjoy my train commute to/from the University. It gives me time to unwind and relax and I enjoy the daily fitness walk to/from the station across campus.

Off peak price reduction is a critical factor in my travel decisions. The extension of peak hours has significantly reduced the number of times I come to campus



If the bus didn't take an hour when I can drive in 20 mins, I would take it.

From Northern Beaches, especially where I live, by buses it takes 2.5hrs each way which is a big chunk of the day combined times by the amount of days I go to Uni

Employee & Student Comments - Campus Facilities

Getting out of the carpark in the evening can be a nightmare

If there were consistent bike lanes/paths all the way to campus I would definitely cycle year round

On-campus parking is way too expensive.

I like to commute using my bike

More lighting is needed around campus, especially when heading to the metro stations. A number of staff (not just in my team) have had issues getting around campus safely, particularly at night and some of the security guards have been very lecherous towards the female staff members.



Dedicated, and centralized end-of-trip facilities is critical to increase cycling to MQ

Cheaper parking would positively impact my time at the university

It would be great to have improved infrastructure/access to end of trip facilities. The bike hub is quite small and busy.

Employee Comments – Flexible & remote work

I think staff have demonstrated ability to work effectively from home during lockdown

It would be wonderful if the University considers a policy where WFH is a standard and not the request, as the perception and variation from Management seems to differ from Departments. This would allow for equal access for all staff that choose this.

I vary my travel times to avoid heavy traffic, whenever my teaching commitments allow this.

I think that more flexible working from home arrangements should be introduced.

My team all worked incredibly hard and were productive during lock down. I think we can continue to work well from home for 2-3 days a week. Making us come in 5 days a week seems counterproductive to me now that we have seen how productive we can be from home.



Hoping the university allows maximum flexibility with working from home, as well as adopting activity based working

Now that I am aware of life without commuting its very difficult to think positively about it. I spend 2 hours a day on the road when I could be spending that time at home. I was also more productive when working at home due to less distractions. I think MQ should seriously consider being more flexible with work arrangements, and the environment!

2020-21 Recommendations



Reduce

Following the recent experience of working from home during COVID-19, most employees say they would like to work remotely at least one day a week, with most wishing to work remotely at least two days a week.

- Leverage COVID-19 WFH experience to embed remote working culture across all employees
- Make all meetings digital by default, to enable multi-location decision making
- Work with IT to equip all new starters as flex by default
- Identify a senior remote work champion, and case study them to other managers

2020-21 Recommendations



Re-Time

1 in 5 employees arrive on campus between 8:30am and 9am

- Run a peak-spreading campaign, with clear direction, comms and incentives for arriving on campus outside of the peak
- Encourage trip planning, embed journey planning tools across campus
- Take advantage of Connect's Juggle Strategies consultation to work with HR and embed flexible working culture

-
- Soothe concern about travel on public transport – implement a "guaranteed ride home" scheme in the event carpool or active travel plans fail, or transport users cannot get home safely



Re-Mode

What mode share targets do you want to achieve next?

- Work with HR to include a sustainable TAG in new starter packs
- Hold an Active Travel orientation, with tours of EOTF and on-site bike mechanic
- "Socially norm" sustainable travel – create a "Commuter of the month" profile
- Continue to monitor mode share, consider a pulse survey when work patterns are less disrupted

Connect Concierge

- Promote the Connect Concierge service.

Transport expo / promotion

- Hold an employee Transport Expo on campus to report survey outcomes and promote transport options available

Congratulations!

The winners of 3 x \$100 Macquarie Centre vouchers are

Paul Howse

Prathap Graham

Katrina Clifford