

NATS

February 2010

National Air Traffic Services Case Study

“At NATS we are committed to reducing all parts of our carbon footprint. It is always a challenge to change culture and influence travel behaviours, that’s why our transport plan is diverse and seeks to be responsive to the needs of our staff.”

Ian Jopson, Head of Environmental & Community Affairs

Summary

National Air Traffic Services (NATS) provides air traffic control services to aircraft flying in UK airspace, and over the eastern part of the North Atlantic. Safety is NATS' first and foremost priority but the environment plays a large part in the way NATS manages its operations. The company has become the first air traffic provider in the world to commit to reducing ATM carbon dioxide emissions by an average of 10% per flight by 2020. In addition NATS has pledged that its estate will be carbon-neutral by 2011. NATS employs around 5000 people at locations across the country. This case study describes the travel plan used at our Corporate and Technical Centre in Whiteley, Hampshire, which employs 1100 people. This site was experiencing parking problems as the car park was operating at capacity and the relocation of 100 additional employees from Hurn, near Bournemouth, could have exacerbated this. Issues resulting from this included overspill on to the local roads, double parking, blocked entrances, employees parking in visitor and disabled bays. NATS travel plan has successfully remedied these problems and reduced the travel carbon footprint by providing a modal shift onto green travel alternatives.

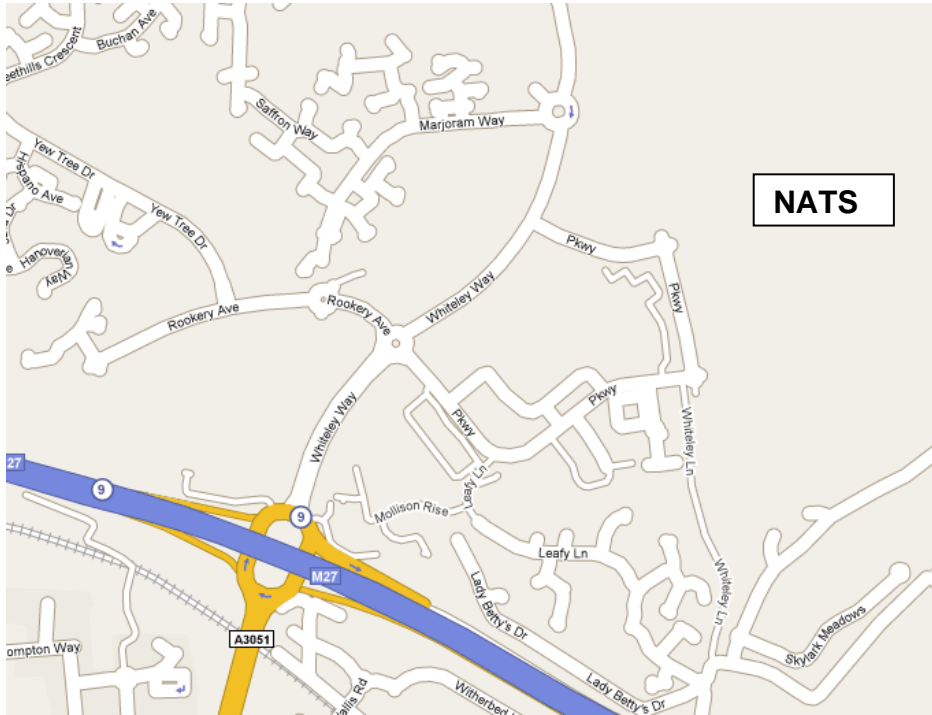
Strategic Context

- As part of their commitment to carbon neutrality NATS are striving to reduce their commuting carbon footprint by 30%.
- Due to the nature of the core business it is important that employees arrive on time for work and delays are minimal.
- NATS employed a transport planning consultancy to provide a travel plan that would bring about greatest modal shift from car to sustainable travel habits.
- NATS were provided with a travel plan that works as a project management strategy to help them fulfil their environmental aspirations and implement travel plan related measures at four main sites across the UK.

The work site

The Corporate and Technical Centre is situated on Solent Business Park in Whiteley, near Southampton with a population of 1100 staff. Solent Business Park has poor public transport accessibility.

Figure 1 Site Location



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Measures / policies in place

- **Parking** – NATS have reviewed the parking on site to provide 51 designated parking spaces to car sharers registered on their private car share database (NATS carshare).
- **Business travel** – an intersite shuttle bus service has been provided at regular intervals throughout the day for staff travelling between their two main sites in Southampton (CTC and Swanwick Centre). This helps to reduce reliance on the private car.
- **Cycling** – NATS support the Cycle to Work Salary Sacrifice Scheme for employees with almost 200 cycles being purchased through the scheme to date, improvements have been made to drying rooms, the number of lockers on site has been increased and a local cycle map has been created by the Cycling User Group. The provision of pool bikes and annual Bike Week events including Doctor Bike visits, Police Security marking, and inter-site rides attract approx 100 staff.
- **Walking** – local walking maps and good facilities are provided on site to support staff walking to work. Walkers can also use the facilities provided for cyclists. Postcode analysis highlighted 27% of employees were living within walking and cycling distance of the CTC and the Transport Co-ordinator has promoted measures to help these staff choose an active mode for their journey to work.
- **Public transport** – a shuttle bus service has been provided for staff commuting via neighbouring train stations as they are not within a suitable walking distance. A shuttle bus is also provided from Bournemouth daily to assist those recently relocated.
- **Car sharing** – a private car sharing database has been set up linked in with HANTS car share. Staff car sharing at least 3 days a week are allocated a space in the car park

which will guarantee they are able to find a space when they arrive at work. This promotion has helped to reduce the number of employees driving to work on their own and has helped alleviate the parking problems on site.

- **HR / Corporate policies** – season ticket loans, flexible / home working option with line manager approval, car sharers are provided with designated spaces in the car park and various events related to promoting alternatives to the car such as Bike Week, Walk to Work day and Car Share events.

The pictures below are some of the NATS staff during the Bike Week event held earlier this year.

Figure 2 – NATS Bike Week





Benefits realised

- Primary benefits
 - a) Reduction in SOV travel from 80% to 66% in 14 months
 - b) Reduction in CO₂ emissions from commuting of 20% in 14 months
 - c) Reduction in staff parking demand with an average of 120 available parking spaces a day during September for visitors
- Secondary benefits
 - a) Reduced travel costs for staff
 - b) Facilities attract high calibre candidates
 - c) Improved health and fitness of staff

Costs

- Set up – circa £250k including Cycle to Work Scheme
- Annual running costs – circa £200K

Co-ordination and management

- Roles and responsibilities
 - Transport Co-ordinator ensures the travel plan measures are being put in place.
 - Transport User Group in place with representatives from all modal groups. The TUG researches and promotes sustainable travel, is involved in the formulation and implementation of the Transport Plan and also monitors and reports on the progress of the Plan.
 - A representative of the TUG sits on a Transport Steering Group along with the Transport Co-ordinator. The Steering Group make decisions on any changes that would improve staff travel habits to and from the site e.g. car sharing policy and changes to the car park to increase car share spaces.

Future initiatives

- Regular promotion and events to sustain improvements.
- Working on partnerships with other local businesses to improve the cost effectiveness of shuttle bus services.