

Hayes Bridge Retail Park

Framework Travel Plan

Client: OXW Hayes S.à.r.l.

19 May 2023

Document Reference: C21096/TP01



This document is formatted for double sided printing.

© Apex Transport Planning Ltd.

All Rights Reserved.

Registered Office:

30 Summerfield Avenue

Cardiff

CF14 3QA

QUALITY MANAGEMENT

REPORT DETAILS

Issued by	Apex Transport Planning Ltd 11-13 Penhill Road Cardiff CF11 9PQ	Tel: 02920 619 361 info@apextp.co.uk www.apextp.co.uk	
Client	OXW Hayes S.à.r.l.		
Project Name	Hayes Bridge Retail Park		
Report Title	Framework Travel Plan		
Report Ref.	TP01		
Project No.	C21096		
Date	19/05/2023		

ISSUE HISTORY

Issue No.	Status	Date	Approved	Revision Details
1	Draft	05/01/2022	DC	For Review
2	Draft	09/05/2022	DC	For submission
3	Final	19/05/2023	DC	Third Version

NOTICE

This report has been prepared for OXW Hayes S.à.r.l. in accordance with the terms and conditions of appointment. Apex Transport Planning Ltd cannot accept any responsibility for any use of or reliance on the contents of this report by any third party.

The material presented in this report is confidential. This report has been prepared and is intended solely for OXW Hayes S.à.r.l. for use in relation to the Hayes Bridge Retail Park project.

CONTENTS

<u>1. INTRODUCTION</u>	1
1.1 Overview	1
1.2 Travel Plan Approach and Commitment	1
1.3 Policy	1
1.4 Site Location and Context	2
<u>2. THE DEVELOPMENT</u>	3
2.1 Summary and Overview	3
2.2 Site Layout and Access	3
2.3 Parking	4
2.4 Deliveries and Servicing	6
2.5 Design Measures to Encourage Sustainable Transport	7
<u>3. SUSTAINABLE CONNECTIVITY</u>	8
3.1 Introduction	8
3.2 Walking	8
3.3 Cycling	10
3.4 Proximity to Accessibility Amenities (TRA01)	12
3.5 Public Transport	13
3.6 Sustainable Transport Solutions (TRA 01)	14
<u>4. OBJECTIVES AND BENEFITS</u>	17
4.1 Aims and Objectives	17
4.2 Benefits	17
<u>5. MANAGEMENT</u>	18
5.1 Travel Plan Coordinator	18
5.2 Induction Process	18
<u>6. MEASURES AND INITIATIVES</u>	19
6.1 Travel Plan Measures	19
6.2 Plan Promotion and Information Dissemination	19
6.3 Encouraging Walking	20
6.4 Encouraging Cycling	21
6.5 Encouraging Use of Public Transport	22
6.6 Encouraging Car Sharing	22
6.7 Awareness and Events	22
<u>7. TARGETS</u>	24
7.1 Introduction	24
7.2 Output Targets	24
7.3 Outcome Targets	24
<u>8. MONITORING</u>	26
8.1 Overview	26
8.2 Surveys	26
8.3 Update Plan	26
<u>9. ACTION PLAN</u>	27

Tables

Table 3-1: Local Bus Services	13
Table 3-2: Accessibility Index / PTAL Calculation - Buses	15
Table 7-1: Baseline and Target Modal Split	24
Table 9-1: Action Plan	27

Figures

Figure 1-1: Indicative Site Location	2
Figure 3-1: Pedestrian Isochrones (25 minutes at five minute intervals)	10
Figure 3-2: Quietway Cycle Route within vicinity of the site	11
Figure 3-3: Cycle Isochrones (25 minutes at five minute intervals)	12
Figure 3-4: Paddington to Heathrow Airport and Reading Rail line	14
Figure 3-5: TfL WebCAT PTAL mapping output	15

1. INTRODUCTION

1.1 Overview

- 1.1.1 This Framework Travel Plan (FTP) has been prepared by Apex Transport Planning in relation to a proposed Class E(g)iii, B2 and B8 warehousing development at the Hayes Bridge Retail Park, Uxbridge Road, Hayes.
- 1.1.2 The site is located to the south of Uxbridge Road and north of Bullsbrook Road with access obtained from both locations. It is a brownfield site with an existing retail use with a number of buildings located on the site.
- 1.1.3 The proposals comprise the demolition of existing buildings and the erection of a single commercial building for employment purposes Class E(g)iii, B2 and B8, along with ancillary offices, gatehouse, associated infrastructure including; service yard, car parking, drainage and hard and soft landscaping.
- 1.1.4 A separate and standalone Transport Assessment (TA) has been submitted with the planning application and this assesses the impact of the development on the highway network. In addition a Transport Assessment Addendum has been produced and submitted in relation to the proposals being revised. This FTP sets out measures to encourage the use of sustainable modes of transport and reduce the reliance on private car use for trips to and from the site. This has utilised information from within the TA (and Addendum), where appropriate and should be read alongside the submitted TA and Addendum.
- 1.1.5 This FTP has also been produced to ensure compliance with the 2018 BREEAM guidance for criteria TRA01 and TRA02. The TA and the FTP cover all aspects of TRA01, although where required, reference to specific criteria have been set out in this FTP. This relates to criteria 2d and 2f in relation to accessibility to amenities and a public transport accessibility level.

1.2 Travel Plan Approach and Commitment

- 1.2.1 This FTP sets out measures and an action plan which will be adopted by the site occupant. A final Travel Plan will be produced as a full version prior to occupation and agreed with the London Borough of Hillingdon (LBH) once an end occupier is known. This would be due to potential changes in the background conditions between submission of the application and the operational start on the site. A Travel Plan Coordinator will be appointed to ensure that the plan and measures are promoted appropriately to all staff.
- 1.2.2 This FTP considers measures for positively influencing staff and visitor travel patterns to encourage sustainable modes of transport and reduce the reliance on private car use for trips to and from the site. The implementation of measures will also assist in constraining vehicle trips.
- 1.2.3 The applicant is committed to minimising the negative impacts of travel on the local environment, community and economy and recognise the importance of reducing the reliance on the car, providing sustainable travel choices for employees and visitors and promoting greener, cleaner travel.
- 1.2.4 Travel Plans are evolutionary documents that should be regularly updated, ensuring they consider and respond to ongoing changes in travel patterns. As such, this Travel Plan will be reviewed and updated on a bi-annual basis.

1.3 Policy

- 1.3.1 This TP has been prepared considering national and local policy and guidance, namely:

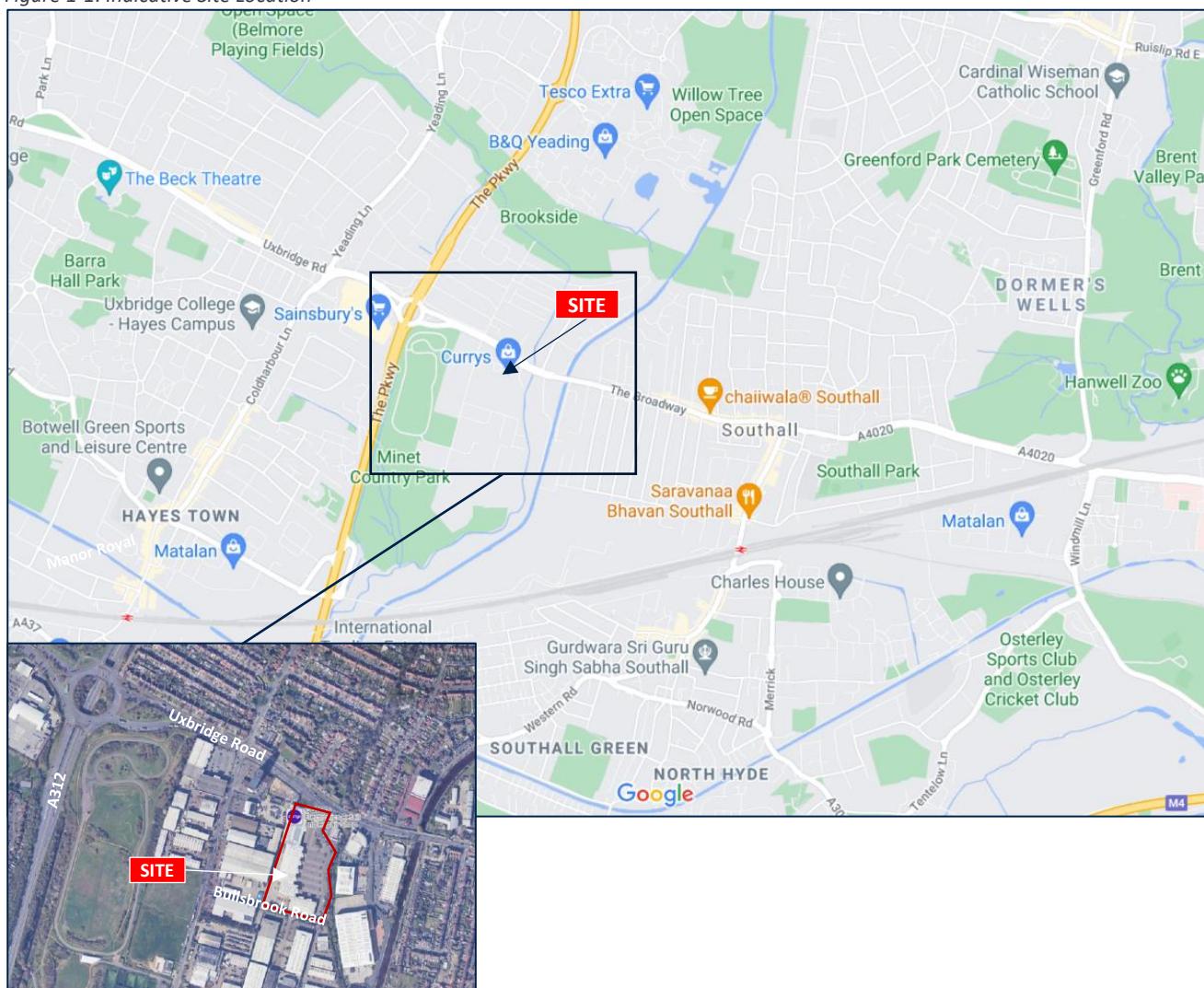
- National Planning Policy Framework (July 2021) and Planning Practice Guidance
- The London Plan
- Transport for London (TfL) Travel Plan guidance
- Manual for Streets 1 and 2
- The LBH Local Plan – in particular Policy DMT1

1.4 Site Location and Context

1.4.1 The site is located approximately 1.2 km to the west of the centre of Southall High Street, to the south of Uxbridge Road and north of Bullsbrook Road. The existing use is as a retail park with a number of different occupiers and it is surrounded by other similar uses as well as industrial units. The site location is shown indicatively in Figure 1-1.

1.4.2 The site has an existing retail use and is occupied by a number of units including Tapi, AHF, Argos Extra, Staples, Dreams, Harveys, Halfords and Currys / PC World. The site has 489 car parking spaces at the frontage of the units and is accessed from Uxbridge Road to the north via a three armed signal controlled junction. The service area is at the rear of the buildings and all HGVs access the site from the south via a priority junction onto Bullsbrook Road.

Figure 1-1: Indicative Site Location



Source: Google Maps

2. THE DEVELOPMENT

2.1 Summary and Overview

2.1.1 The proposals are for demolition of existing buildings and the erection of a single commercial building for employment purposes Class E(g)iii, B2 and B8, along with ancillary offices, gatehouse, associated infrastructure including; service yard, car parking, drainage and hard and soft landscaping.

2.1.2 In summary, the scheme consists of the following:

	Proposals
Warehouse Area (GIA)	13,987 sqm
Ancillary Office Two Storeys (GIA)	1,411 sqm
Ancillary Office Three Storeys (GIA)	805 sqm
Ancillary Transport Office (GIA)	319 sqm
Total GIA	16,522 sqm
Car Parking Spaces	91 (inc. 5 accessible)
Cycle Spaces	50
Dock Loading Doors	16
Level Access Doors	2
HGV Parking	16
Site Area	2.88 Ha

2.1.3 Although there are offices within each unit, these are ancillary to the main B2/B8 warehousing use.

2.2 Site Layout and Access

Layout

2.2.1 The site layout has been designed to accommodate HGV traffic and separate pedestrians and light vehicles from operational vehicle movements. The site would use the existing retail park access road which links to a signal controlled junction with Uxbridge Road at its northern end. This junction can accommodate all vehicle movements in all directions appropriately.

2.2.2 The on-site car park is situated at the northern end of the site and the HGV / operational entrance would be at the southern end of the internal access road to separate manoeuvring operational vehicles and light vehicles.

2.2.3 The aisle widths within the car park and the service yard area are appropriate to accommodate all movements. Swept path analysis is provided in Appendix B to demonstrate movements can be undertaken safely.

Vehicular Access

2.2.4 The vehicular access into the site will be obtained from the existing signal controlled junction onto Uxbridge Road. The junction has been amended to remove the two lane exit from the site. This has been reduced to a single lane exit for all movements so that vehicles can not queue side by side to minimise the potential of collisions for vehicles exiting the site. The lane width has been maintained at a minimum of 4m in width to ease vehicle movements and the radii has been amended onto Uxbridge Road to 15m. This has improved the ability for HGVs to turn out of the site appropriately.

2.2.5 As such, this access can accommodate all movements safely and suitably. All HGV movements would travel to and from the west to connect to the TfL network which will minimise the impact of larger vehicle movements to the east of the site. HGVs can be accommodated at this junction appropriately.

- 2.2.6 A further emergency site access is provided from the southern end of the site directly into the service yard area from Bullsbrook Road. This can accommodate an articulated vehicle, if needed. The emergency access provides appropriate visibility along Bullsbrook Road to the west, with at least 43m achievable to the nearside kerb and this can be accommodated within the site or the adopted highway, which is contiguous with the site boundary.
- 2.2.7 The access arrangements have accommodated a high level of vehicle movements to and from the site over an extended period and would remain appropriate for the proposed development. Vehicle movements along the site access road would be slow due to the cul-de-sac nature of the road and its alignment.
- 2.2.8 Full details have been set out in the Transport Assessment Addendum.

Pedestrian and Cyclist Access

- 2.2.9 The access arrangements show a 3m wide shared footway / cycleway connecting to the existing footway / cycleway route along the northern boundary of the site on Uxbridge Road. There will be a 3m wide route connecting to the building and cycle parking area from Uxbridge Road, as well as a separate 2m route for pedestrians, as such cyclists can be accommodated within the site connecting to the cycle parking. If needed, pedestrians can also be separated from cyclists via the separate 2m route.
- 2.2.10 Signage will be provided on exit from the site requesting cyclists give-way to pedestrians as they cross the footway to the cycleway, or alternatively dismount as they cross this short section of footway. There is sufficient space for cyclists to pass any waiting pedestrians at the site access crossing. To incorporate this connection, a short section of guardrail (9m in length) will be removed from between the footway and the cycleway on Uxbridge Road and the central kerb removed at this location as well. The full details of this arrangement and the signage / line markings will be discussed and agreed as part of the S278 technical approval.
- 2.2.11 Pedestrians accessing the building from the car parking area will connect to the entrance separately from operational traffic, with the main entrances to the buildings adjacent to the car park. Pedestrians can therefore be accommodated appropriately and safely away from large vehicle movements.
- 2.2.12 The access arrangements are considered safe and suitable for accommodating all movements to and from the proposed development. There are suitable crossings provided and there would be low vehicle speeds and flows. This is in accordance with BREEAM TRA02.

2.3 Parking

Car Parking Provision

- 2.3.1 The parking standards within LBH are provided within the Local Plan Development Management Policies Appendix C (Jan 2020). For B2-B8 uses, the standards are suggested as two spaces plus 1 space per 50 – 100 sqm of GFA.
- 2.3.2 Applying the standards to the proposed development (16,522 sqm) would equate to a maximum requirement for between 165 and 330 spaces.
- 2.3.3 The proposals are for 91 car parking spaces, which is well within the maximum LBH levels.
- 2.3.4 However, the London Plan was adopted in March 2021, which was after the Local Plan, and this sets out revised car parking standards.

- 2.3.5 The London Plan suggests parking standards of up to 1 space per 100 sqm for office use in an Outer London borough (there are no specific B2 / B8 standards). Applied to the floorspace of 16,522 sqm, this equates to a provision of 165 car parking spaces.
- 2.3.6 Considering the level of potential employees, the PTAL of 2, the constraint target modal split in the Travel Plan for vehicles (30% of all movements) and the shift working nature of the site, the proposed level of parking is considered appropriate for the use and location and still well below the maximum level based on the parking standards within the LBH Local Plan.
- 2.3.7 The applicant considers the proposed level of 91 parking spaces to be the minimum required to ensure the site is operationally viable for this location and this also allows appropriate flexibility for staff changeover times, particularly for overnight shifts. This is consistent with the view of The Mayor of London in the *Land for Industry and Transport SPG* (2012) paragraph 5.23.
- 2.3.8 The proposed parking provision is suitable for the use and provides a balance between requests for parking provision from TfL and the LHA, is appropriate for the location and in accordance with the LBH standards. The reduction from the LBH maximum parking levels and constraint target for modal share of journeys is in accordance with the Mayor's Transport Strategy for reducing car use. Measures within the Travel Plan would also encourage sustainable transport and car sharing to minimise any impact from potential overspill parking.
- 2.3.9 The proposed car parking provision is also a significant reduction from the existing use of the site. This demonstrates that the proposals could generate a significant reduction in vehicle movements generated to and from the site compared with the existing use, particularly considering the existing uses would have a shorter length of stay and a greater turnover of spaces.

Car Park Design and Management

- 2.3.10 All spaces on the site have dimensions of 2.4m x 4.8m, in accordance with the LBH standards. Swept path analysis has been undertaken to demonstrate that vehicles can turn into and out of spaces within the car park appropriately. This is provided in the Transport Assessment Addendum.
- 2.3.11 Car parking will be managed through a permit scheme, for example by all employees providing number plates to the site manager, to ensure that only employees are able to park on the site. In addition, all visitor spaces will be required to be booked through reception and number plates provided in advance. This will ensure that members of the public do not use the car park. Private car park signage will also be provided at the car park entrance and the car park monitored, as needed.
- 2.3.12 In addition, all employees and visitors will be informed of the parking provision and encouraged to travel by sustainable modes through measures set out within this Travel Plan. This will minimise the demand for parking on the site and ensure the provision is appropriate and does not lead to overspill onto the highway.

Disabled Parking

- 2.3.13 The site provides five disabled parking bays, which is 5.5% of the total provision. The spaces allow for an additional 1.2m hatched area around the side and rear of the space to enable safe access to vehicles for people with mobility impairments. The spaces are situated close to the building entrance and will have step free access from the spaces to the building entrance.
- 2.3.14 The disabled parking provision is therefore considered to be acceptable.

Electric Vehicle Charging

2.3.15 The LBH standards require electric vehicle charging to be provided at a minimum of 5% of the total car parking provision (equating to 5 spaces) with an additional 5% providing passive provision (an additional 5 spaces). The site provides 20 electric vehicle charging points which is in excess of 20% of the overall provision, and in excess of the LBH standards.

Cycle Parking

2.3.16 The cycle parking standards are also provided in the LBH Local Plan Development Management Policies Appendix C. For B2-B8 uses the standards are suggested as one space per 500 sqm of GFA.

2.3.17 Applying the standards to the proposed development (16,522 sqm) would equate to a minimum requirement for 33 spaces.

2.3.18 The London Plan suggests the same provision for long stay parking and additionally suggests short stay parking for visitors at 1 space per 1,000 sqm, which would equate to an additional 16 cycle parking spaces. This would equate to a total of 49 spaces.

2.3.19 The proposals are for 36 secure and covered cycle parking spaces, internally within the main building. The site will also accommodate four adaptive cycles as part of this provision. There will also be 8 Sheffield Stands provided for short stay use (16 spaces). This would therefore total 52 cycle spaces overall, which is in excess of the minimum standards for a B2 / B8 use in LBH and the London Plan.

2.3.20 The cycle parking will be provided in accordance with the guidance contained in the London Cycling Design Standards, including where provision is made for adapted cycles for disabled people.

2.3.21 The cycle parking will be monitored as part of this FTP and, if demand dictates, additional provision will be considered.

2.3.22 The level of cycle parking is in accordance with the London Plan standards and is therefore considered to meet the criteria in BREEAM TRA 02 – Option 7.

2.3.23 To further encourage cycling, within the building there will be showers provided. This also meets the criteria in BREEAM TRA 02 – Option 8.

2.4 Deliveries and Servicing

2.4.1 The site has been designed to accommodate service vehicles appropriately and provides a safe, clean and efficient site for accommodating freight. Vehicles are able to reverse against each proposed service bay throughout the site and a turning area is provided at the southern end of the site, if needed.

2.4.2 Swept path analysis has been provided in the TA Addendum to demonstrate the suitability of the layout.

2.4.3 There are 16 HGV parking spaces within the service yard to appropriately accommodate vehicles within the site without overspill onto the access road or onto the highway network.

2.4.4 The servicing arrangements are in accordance with the LBH standards which state that “*sufficient space for the standing and manoeuvring of all goods and service vehicles likely to serve the development at any one time is essential.*” And that “*Development layouts should allow all vehicles to load/unload and enter and leave the site in a forward gear.*”

- 2.4.5 Within the servicing area, in accordance with the London Plan, a rapid electric vehicle charging point will be provided for operational vehicles.
- 2.4.6 In addition, electric vehicle charging points will be provided for each of the HGV bays, as requested by TfL, to ensure that these could be utilised by electric vehicles, to encourage their use by a future occupier.
- 2.4.7 The proposals provide marked pedestrian routes within the yard to ensure safe crossing for pedestrians, where needed. The bin stores can be accessed from the building without crossing the yard within the vicinity of reversing HGVs, which would minimise the need for pedestrians to walk within the yard space.
- 2.4.8 Measures will be set out within a DSP which will seek to minimise the impact of servicing movements on the wider highway network, in particular through encouraging sustainable last-mile deliveries, where feasible, as well as cargo bikes.

2.5 Design Measures to Encourage Sustainable Transport

- 2.5.1 The layout encourages walking and cycle movements within the site as follows:

- A shared footway / cycleway is provided connecting to the building within the site
- Crossings are provided at the car park access
- The internal layout will have low vehicle speeds as the access road is a cul-de-sac
- Secure and covered cycle parking is provided, in excess of guidance levels
- Electric vehicle charging points are provided
- Pedestrian routes provided throughout the service yard

3. SUSTAINABLE CONNECTIVITY

3.1 Introduction

- 3.1.1 The site has an existing use for a retail park which generates sustainable movements onto the network. In addition, the site is surrounded by other industrial and employment uses. As such, the sustainable transport links are considered appropriate for this existing retail use and surrounding employment uses and therefore should remain appropriate for the proposed use.
- 3.1.2 This accessibility to sustainable transport networks will be helpful for minimising the vehicle movements on the network and encouraging sustainable travel, therefore assisting to reduce the impact of the scheme on the network.
- 3.1.3 Further details of the sustainable travel modes available are set out in this section.

3.2 Walking

- 3.2.1 Walking is the most important mode of travel at a local level and offers the greatest potential to replace short car journeys.

Infrastructure

- 3.2.2 The site is well connected by good pedestrian routes and facilities and is within a well-established industrial and retail area, adjacent to existing residential areas.
- 3.2.3 The surrounding streets have footways (and cycleways) on both sides, as would be expected in an existing urban area. There are continuous walking routes in all directions which connect to residential areas, facilities and public transport stops. There are also signal controlled pedestrian crossings at the site access junction with Uxbridge Road to enable crossing to eastbound bus routes and the residential areas to the north of Uxbridge Road. There is also a signal controlled crossing over the site access itself to enable movements from east to west. The crossings are staggered with pedestrian refuge islands provided in the centre of the carriageway.
- 3.2.4 On the southern side of Uxbridge Road to the west of the site access, there is a segregated footway / cycleway with the footway approximately 2m wide and the cycleway approximately 3m wide. There is a similar arrangement on the northern side of the carriageway, although to the west of the site this becomes a shared arrangement in places. To the east of the site access is a c.3m wide footway on the southern side of the carriageway and a shared footway / cycleway which connects to Delamere Road on the northern side of the carriageway. To the east of Delamere Road are wide footways on both sides of Uxbridge Road.
- 3.2.5 The footways adjacent to Uxbridge Road connect to South Road and other routes to the south which link to Southall Rail Station.
- 3.2.6 The gradients are relatively flat on the routes surrounding the site which is conducive for walking.
- 3.2.7 As such, there are suitable and continuous pedestrian routes linking the site to the closest bus stops and rail station. At all crossing points, there is good visibility between vehicles, HGVs, pedestrians and cycles and the accident data did not show any specific road safety issues for pedestrians crossing at the site access or on the key routes to public transport stops.
- 3.2.8 As such, the site is well situated to encourage walking for potential employees and visitors.

Distances

3.2.9 To enable an assessment of the viability of walking between the site and residential areas, it is appropriate to establish the maximum distance that people are generally prepared to walk for work purposes.

3.2.10 There are a number of publications which suggest guidance for appropriate and acceptable walking distances. For reference, these have been summarised as follows.

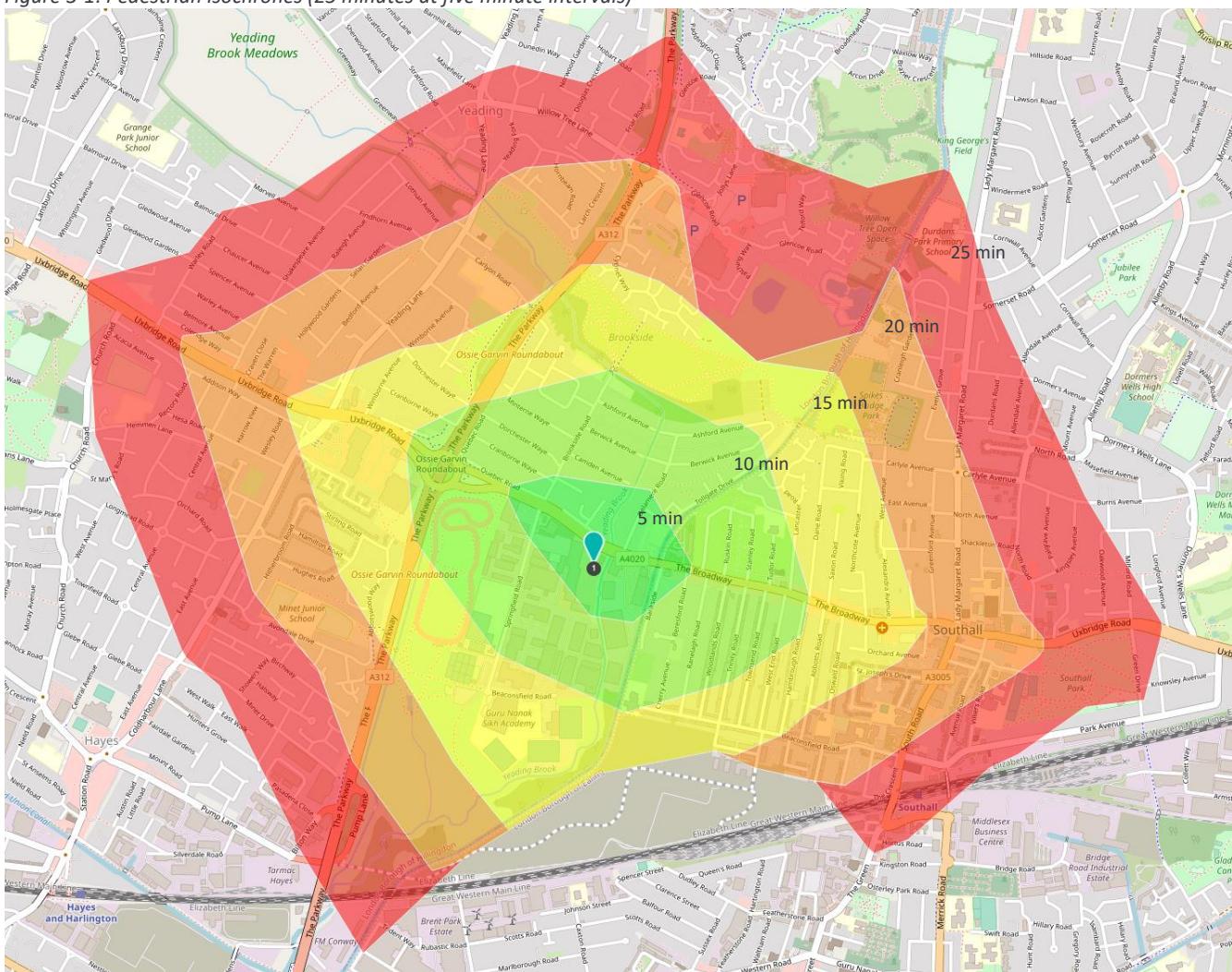
- CIHT - Guidelines for Providing for Journeys on Foot (2000): suggests preferred maximum distances for commuting are up to 2km.
- Department for Transport (DfT) – Manual for Streets (2007): MfS states that '*walkable neighbourhoods*' are typically characterised by having a range of facilities within 10 minutes walking distance (c. 800 metres) – i.e. this would include employment uses. MfS also acknowledges that this is not an upper limit and references previous planning policy guidance in that it is generally acknowledged that walking offers the greatest potential to replace short car trips, particularly under 2km.
- CIHT (2015) – Planning for Walking: In relation to shorter trips in particular, (section 2.1) states that across Britain about '*80% of journeys shorter than 1 mile (1.6km) are made wholly on foot*'.
- DfT – National Travel Survey 2016 Report (NTS2016)– This suggests on page 16 that 80% of all trips under 1 mile (1.6km) were made by walking.
- DMRB – Although recently superseded by CD143, TA91/05 Provision for Non-Motorised Users provided useful guidance on walking and cycling distances, which remains helpful in this regard. Paragraph 2.2 of TA91/05 states that 2 miles (3.2km) is '*a distance that could easily be walked by the majority of people*'. Paragraph 2.3 also continues by stating that '*Walking is used to access a wide variety of destinations including places of work, normally within a range of up to 2 miles*' (3.2km).

3.2.11 As such, based on guidance, it is considered that suitable walking distances could be up to 3.2km. This equates to around a 40-minute walk travelling at 3mph (4.8kph). However, distances of 2km are considered more likely for walking journeys and residential areas within 800 metres are considered to be within '*walkable neighbourhood*' distances.

3.2.12 Openroute Service has been used to generate pedestrian isochrones at five minute (c.400m) intervals from the site access, as shown in Figure 3-1. This is based on walking speeds of 5km per hour (c. 3mph) via the road network. It demonstrates a significant proportion of Southall, Hayes and Yeading are accessible within a 25 minute walk from the site (c. 2km).

3.2.13 The analysis within Openreach also suggests that c.48,500 people live within a 25 minute walk. This shows that potential employees could be situated within a suitable walking distance of the site. As such, there is a good potential for employees (and visitors) to travel to the site on foot and this would be an attractive option.

Figure 3-1: Pedestrian Isochrones (25 minutes at five minute intervals)



Source: Openroute Service

3.2.14 Travelling to the site by walking is considered a feasible and realistic option for employees of the site and visitors. As shown in Section 2, there are already journeys made by walking for work purposes in this area.

3.3 Cycling

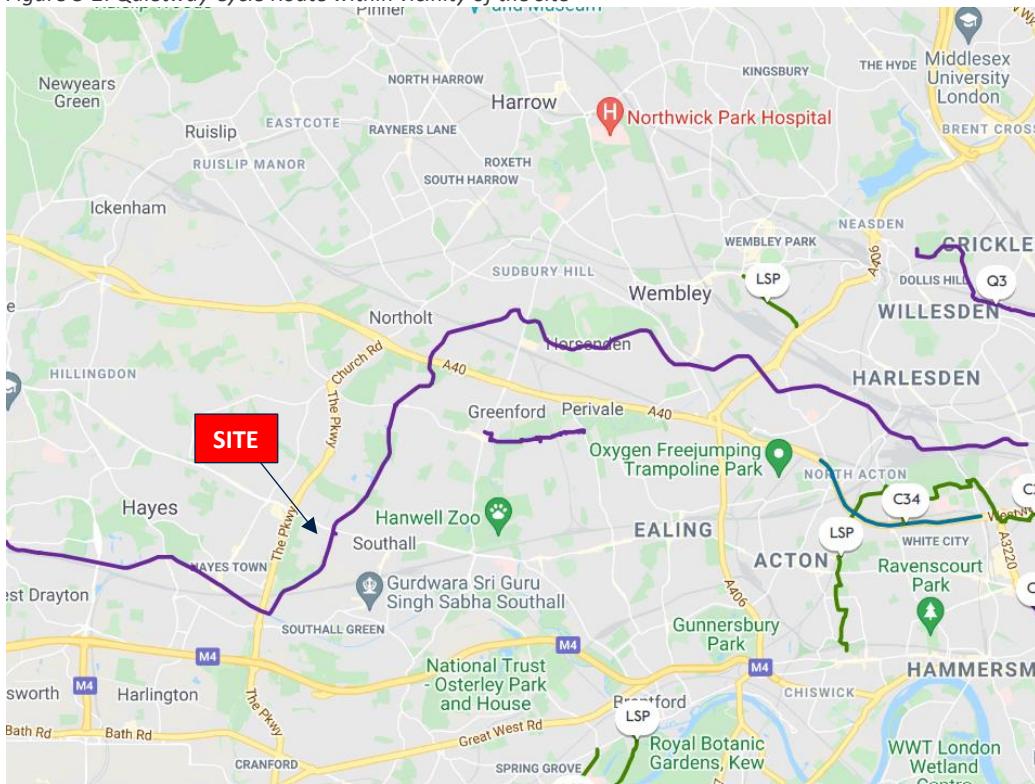
Routes

3.3.1 A segregated footway / cycleway routes to the west of the site on Uxbridge Road which connects to Hayes End to the west. To the east of the site access, this is provided as an advisory on-carriageway cycle lane which connects to Southall to the east. This route also connects to a quietway link which runs north to south between Hayes and Sudbury Hill along the Paddington Arm Canal towpath. This forms an attractive off-carriageway route for cyclists travelling from a number of areas.

3.3.2 As such, the site is well connected to the local cycle network and this would provide a feasible travel option for employees.

3.3.3 The quietway cycle link along the towpath within the vicinity of the site is shown in Figure 3-2.

Figure 3-2: Quietway Cycle Route within vicinity of the site



Source: TfL

Distances

3.3.4 There are a number of publications which suggest guidance for appropriate and acceptable cycling distances for commuting purposes. Two of the key guidance documents have been summarised as follows.

- DfT – LTN1/20 Cycle Infrastructure Design (paragraph 2.2.2) – states that “*Two out of every three personal trips are less than five miles in length, an achievable distance to cycle for most people*” (c.8km).
- Although recently superseded by CD143, TA91/05 states (paragraph 2.11) that ‘*Cycling is used for accessing a variety of different destinations, including places of work, up to a range of around 5 miles.*’ At paragraph 2.9, TA91/05 states that 5 miles (c.8km) is a distance ‘*that could easily be cycled by the majority of people*’.

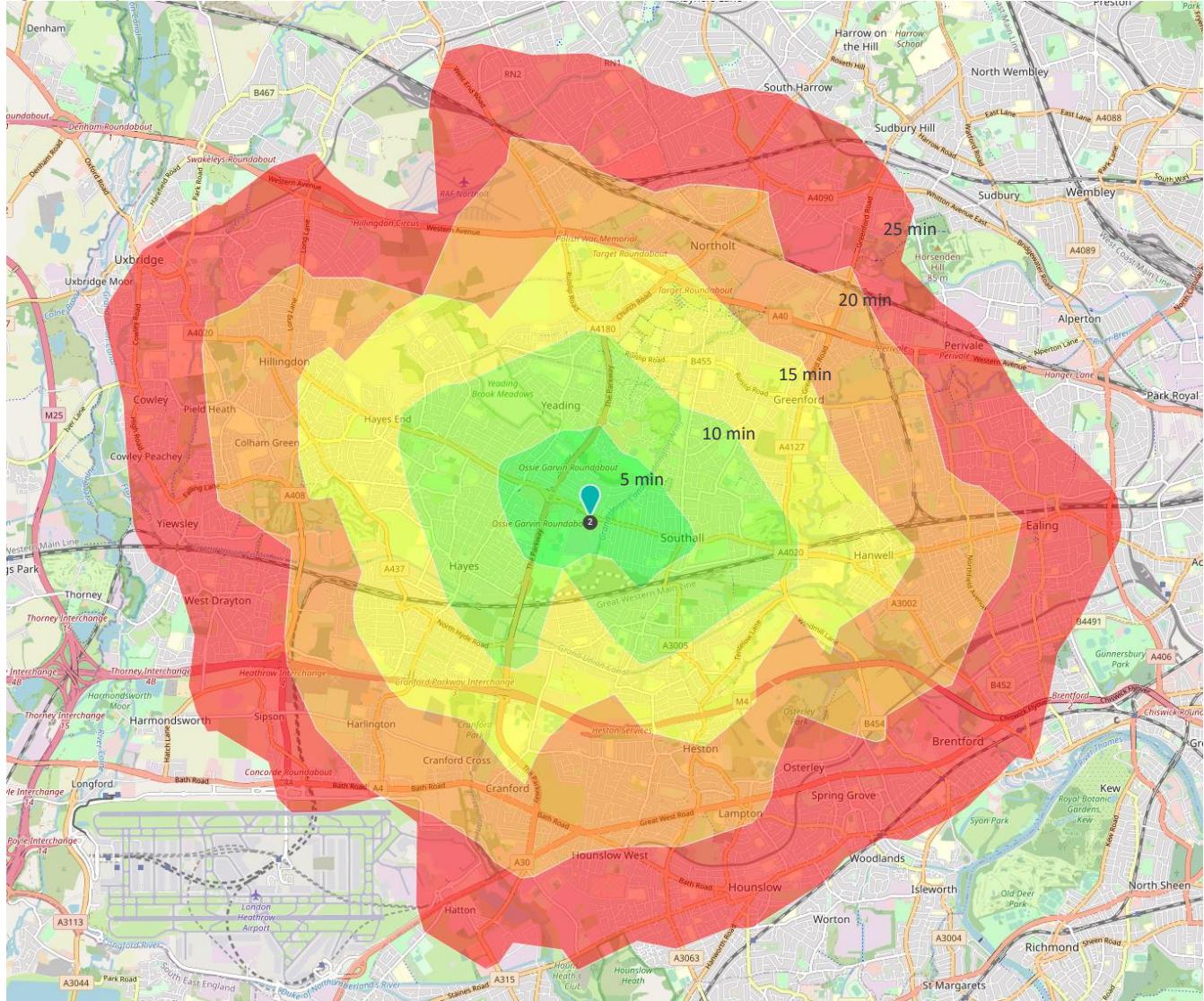
3.3.5 As such, based on guidance, it is considered that journeys of up to 8km are within an acceptable cycling distance. A cycling journey of 8km would equate to approximately a 25 minute trip.

3.3.6 The Openroute Service has been used to generate cycle isochrones at five minute intervals up to a total of 25 minutes using roads and cycle routes (i.e. not straight line distances) from the site access. This has been shown in Figure 3-3.

3.3.7 The isochrones are generated based on speeds dependent on the surface and highway type. The majority (if not all) of the routes used would be paved and as such would be subject to an 18kph speed based on the parameters in the software. A five minute isochrone would therefore cover a distance of c. 1.5km, with a 25 minute isochrone covering a distance of c.7.5km. As such, this is broadly in accordance with the relevant design guidance (indeed, cycle journeys to the site could originate from slightly greater distances, up to 8km from the site).

3.3.8 The isochrones show significant areas of west London are accessible within an appropriate cycling distance including Uxbridge, Northolt, Ealing, Brentford, Hounslow, Hayes, Cranford and Hillingdon. Based on the analysis within Openroute Service, this would equate to approximately 219,500 people within a 15 minute cycling distance and just under 600,000 people within a 25 minute cycling distance. A number of residential areas can be accessed by suitable and recommended cycling routes.

Figure 3-3: Cycle Isochrones (25 minutes at five minute intervals)



Source: Openroute Service

3.3.9 Travelling to the site by cycle is considered a feasible and realistic option for employees and visitors. As shown in Section 2 of the TA, there are already journeys made by cycle for work purposes in this area.

3.4 Proximity to Accessibility Amenities (TRA01)

3.4.1 In relation to TRA01, it sets out the minimum that a site-specific travel assessment (or Statement) shall cover. This section provides an outline of the sites' proximity to amenities in accordance with 2d of the criteria.

3.4.2 In reference to the amenities within the proximity of the site, these are outlined within Table 7.1 of the BREEAM guidance and this has been reflected as follows, together with the walking distance from

the site for each facility (i.e. not straight line distances). If these are outside of the 500m distance, this has been stated.

- Appropriate food outlet: Convenience Store and Londis at 144 and 154 Uxbridge Road – 240m
- Access to cash: Metro Bank – 50m
- Access to an outdoor open space (public or private, suitably sized and accessible to building users): Hillingdon Cycle Track and Park – 500m
- Access to a recreation or leisure facility for fitness or sports: PureGym – 400m
- Publicly available postal facility: Southall Post Office – 1.2km
- Community facility: Sunrise Tamil Community Centre - 100m
- Over the counter services associated with a pharmacy: Woodland Pharmacy, Uxbridge Road – 450m
- Public sector GP surgery or general medical centre: Guru Nanak Medical Centre – 500m
- Childcare facility or school: Twinkle Tots Day Nursery – 800m

3.4.3 The site is situated within a short proximity from numerous facilities, most of which are situated within a 500m distance and the significant majority of which are situated within an 800m ‘walkable neighbourhood’ distance in accordance with Manual for Streets. In relation to a 500m BREEAM distance, seven of the criteria are situated within a 500m walk of the site.

3.5 Public Transport

Bus

3.5.1 The closest bus stops are adjacent to the site on Uxbridge Road. These stops are served by bus services 207 and 427 which link to Acton, White City, Hayes and Uxbridge. These have a high frequency of service with between 6 and 12 services per hour for each service.

3.5.2 In addition, further stops are available on Uxbridge Road at Trinity Road within a 550 metre walk from the site. Service 607 routes to these stops. This provides services between White City and Uxbridge.

3.5.3 From the bus stops it is c.7 minutes to Uxbridge, c. 10 minutes to Hayes End, c.12 minutes to Hanwell, c.20 minutes to Christchurch, c.30 minutes to Acton, c. 45 minutes to Shepherds Bush and c.50 minutes to White City.

3.5.4 A summary of the services within the vicinity of the site is provided in Table 3-1. These are shown in a single direction, with the other direction providing the same frequency of service.

Table 3-1: Local Bus Services

No.	Route Summary	Frequency		
		Monday-Friday	Saturday	Sunday
207	Hayes to White City	Every 5-8 minutes First Bus: 06:33 Last Bus: 00:40	Every 5-9 minutes	Every 7-11 minutes
427	Uxbridge to Acton High Street	Every 6-8 minutes First Bus: 05:13 Last Bus: 00:14	Every 7-10 minutes	Every 9-13 minutes
607	White City to Uxbridge	Every 8-11 minutes First Bus: 06:38 Last Bus: 22:40	Every 9-12 minutes	Every 11-13 minutes

3.5.5 The site has excellent connections by frequent bus services to a variety of destinations. This includes services which operate for the majority of the day on a weekday and are therefore suitable for employees’ working shifts.

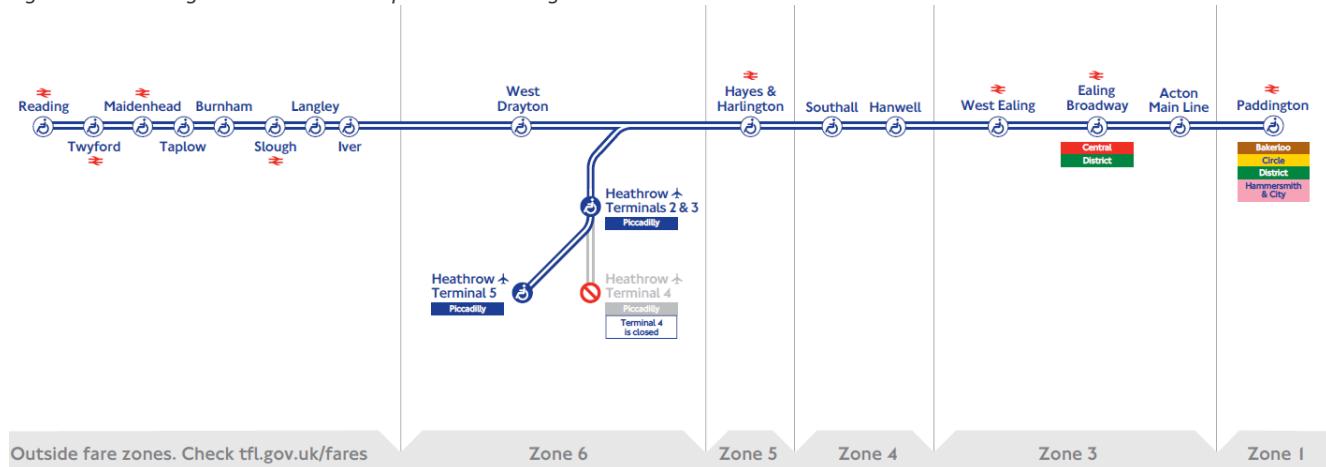
3.5.6 As such, travelling by bus would be suitable and very attractive mode for commuting journeys to and from the site by employees, as well as for visitors.

Rail

3.5.7 Southall Rail Station is situated approximately a 1.9km walk to the southeast of the site and is located on the Paddington to Heathrow Airport and Reading line. This can be accessed on foot by continuous footways linking to the site. This provides connections to London Paddington, Reading, Hayes & Harlington and Heathrow with approximately 12 trains per hour throughout the day. Southall Rail Station is situated within Zone 4 and connects with Ealing Broadway and Paddington which offer extensive interchange opportunities to the underground network (Central, District, Bakerloo, Circle, and Hammersmith & City lines) and other connecting overground services.

3.5.8 The stations served directly by Southall Rail Station are shown in Figure 3-4.

Figure 3-4: Paddington to Heathrow Airport and Reading Rail line



3.5.9 As such, travelling by rail and (and walking) to the site provides a reasonable alternative for some employees of the site, particularly those travelling longer journeys to the site.

3.6 Sustainable Transport Solutions (TRA 01)

3.6.1 In relation to BREEAM, TRA 01, criteria 2f requires a calculation of the Public Transport Accessibility Index (AI). This is also known as a Public Transport Accessibility Levels (PTALs) which are a measure of accessibility from a point of interest at a site to the local public transport network. The measure takes into account the walk access time to a station or stop as well as the wait time and reliability of local public transport services.

3.6.2 A site specific PTAL / AI has been ascertained through using the TfL calculation methodology and this demonstrates how accessible the site is by public transport services. The AI calculation includes all services to bus stops within 640m and rail stations within 960m of the site.

3.6.3 A summary of all bus services within these distances by stop is set out in Table 3-2. All rail services are situated outside of 960m of the site and have therefore been excluded from the calculation. A summary of the bus services and frequencies is set out within Table 3-2. The frequency shown is the number of services in one direction in the morning period of 8.15am to 9.15am.

Table 3-2: Accessibility Index / PTAL Calculation - Buses

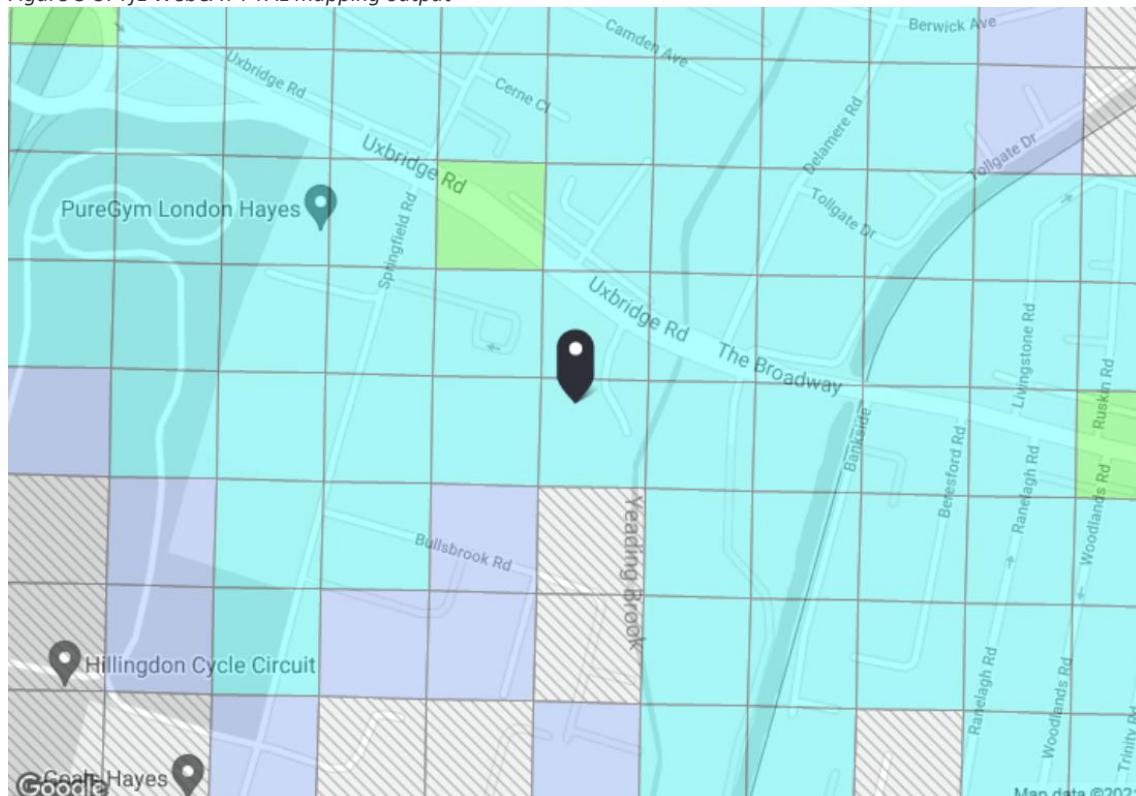
Stop	Route	Distance (metres)	Frequency (v/h)	Weight	Walk Time (mins)	Service Wait Time (SWT) (mins)	Access Time (mins)	Equivalent Doorstep Frequency (EDF)	Accessibility Index
Delamere Road	207	50	9	1.0	0.63	5.33	5.96	5.03	5.03
Delamere Road	427	50	9	0.5	0.63	5.33	5.96	5.03	2.52
Trinity Road	607	550	7	0.5	6.88	6.29	13.16	2.28	1.14
Total									8.69

* Calculated based on TfL calculation criteria in Section 2.5 of 'Assessing transport connectivity in London'

3.6.4 The Public Transport AI score is 8.69 which is classified as a PTAL of 2.

3.6.5 This is consistent with the PTAL score of 2 which is shown on the TfL WebCAT system, which is reproduced in Figure 3-5.

Figure 3-5: TfL WebCAT PTAL mapping output



PTAL output for Base Year

2

Easting: 511531, Northing: 180569



Source: TfL

- 3.6.6 Although the PTAL score is 2, it is considered that the proximity of the site to bus stops would offer an attractive alternative for potential future employees and visitors. There are a significant number of public transport services within a short walking distance of the site which provide regular services to a variety of destinations.
- 3.6.7 The PTAL score also does not consider the rail services which are within a walkable distance via good quality and continuous pedestrian routes.
- 3.6.8 The PTAL ratings also do not take into consideration the walking and cycling opportunities from a site or the proximity to residential areas and potential employees. The site is situated in a location which is accessible by walking and cycling links which connect to the surrounding residential areas, which will encourage active travel from these locations.

4. OBJECTIVES AND BENEFITS

4.1 Aims and Objectives

4.1.1 The overall aims and objectives of the TP are to:

- Reduce the dependence of staff and visitors on travel by private car
- Promote alternative modes of travel to the car
- Promote means of travel that are beneficial to the health of staff and visitors to the site
- Increase awareness of the advantages of more sustainable travel
- Comply with relevant policies and guidance in terms of reducing vehicle use, vehicle emissions and congestion, and promoting sustainable travel
- Ensure that the sustainable travel objectives of the TP are reflected in the daily travel patterns of all employees over the long term
- Constrain car parking demand
- Generate fewer vehicle trips than would otherwise have been the case

4.2 Benefits

4.2.1 The benefits of implementing a TP and increasing active travel are as follows:

- To an individual by improving their health, reducing everyday stress and cost savings
- To the workplace through improved access to the workplace and a healthier, less stressed and more motivated workforce
- To the community by everyone involved in the preparation and implementation of the TP demonstrating their commitment to sustainability and minimising the impact on local residents
- To the environment by enhanced local air quality with less noise, dirt and fumes brought about by fewer vehicular trips
- It will provide potential road safety benefits through a reduction in vehicular traffic, which in turn can lead to an increase in dedicated infrastructure for vehicles and a reallocation of space for active travel, public transport and green spaces
- Numerous households have no regular access to private vehicles and therefore the use of public transport, cycling and walking can play a significant role in improving accessibility and reducing social exclusion and ensuring the viability of public transport services for those that need it
- The burning of fossil fuels is widely considered to be altering the climate, with carbon dioxide emissions being a key contributor. The implementation of Travel Plans can assist in reducing the adverse impact of transport on climate change

5. MANAGEMENT

5.1 Travel Plan Coordinator

- 5.1.1 The management of the Travel Plan will be the responsibility of the occupier who will designate an employee/s as a Travel Plan Coordinator (TPC).
- 5.1.2 Where possible, the TPC will advocate travel by sustainable modes and would be a keen walker / cyclist. They would be encouraged to spread the word to colleagues about active travel and should look to gain assistance from other travel plan 'champions' throughout the company.
- 5.1.3 The designated TPC will be confirmed before occupation.
- 5.1.4 The TPC's contact details will be made available to all new employees as well as the Travel Plan Officer at the highway authority (where applicable).
- 5.1.5 The TPC would be responsible for implementing the plan, distributing information and promoting measures as well as surveying and data collection, where necessary.
- 5.1.6 The TPC will ensure that the measures are in place from the outset and that a final plan is produced adhering to this Framework prior to occupation.

5.2 Induction Process

- 5.2.1 The occupier will, through their induction processes, undertake a travel induction session (through the TPC or 'travel champions' if the TPC is based off-site) when employees start. This would cover the relevant aspects of the Travel Plan. The induction session will enable all staff to be fully aware of the aims and objectives of the Travel Plan. This could be incorporated into the general induction programme as required, which will also cover procedures such as identification of emergency exits, emergency fire evacuation procedures, health and safety, contact details etc.
- 5.2.2 The sustainable travel part of the induction would involve presenting the information within the TIP (details within Section 6).

6. MEASURES AND INITIATIVES

6.1 Travel Plan Measures

- 6.1.1 This FTP provides a set of measures which are intended to achieve the overarching aims and objectives set out in Section 4.
- 6.1.2 The measures outlined within this section are designed to be suitable for implementation by the occupier. The list of measures is not exhaustive and would be subject to review over time. Additional measures may be added following the bi-annual travel survey responses.
- 6.1.3 Once the TP commences, the TPC will be free to investigate and implement other potential initiatives to increase the attractiveness of journeys by non-car modes.
- 6.1.4 This section provides a summary of the key initiatives which the occupier would commit to providing. The initiatives reflect experience of other travel plans, the location of the site and travel planning guidelines.

6.2 Plan Promotion and Information Dissemination

- 6.2.1 All employees will be made aware of the Travel Plan and the responsibilities of the TPC. The aim is to maximise awareness of the Travel Plan initiatives and measures from the outset.

Travel Information Packs (TIP)

- 6.2.2 Travel Information Packs will be provided to all new employees at the site, which would be distributed by the TPC's in electronic format (or printed, on request) to ensure that all employees are fully informed of the travel choices available from the start of their employment.
- 6.2.3 The TIP will contain (albeit this list is not exhaustive):
 - Walking and cycling maps showing safe routes to local facilities, services and amenities (and residential areas)
 - A list of free to use route planners (walking, cycling, public transport) – i.e. websites such as TfL (<https://tfl.gov.uk/plan-a-journey/>), traveline, cyclestreets, and google maps
 - Public transport information showing bus and rail service information
 - A list of contacts for sustainable travel information (i.e. TfL)
 - Guidance on car sharing, the benefits of car sharing and information on car sharing websites such as liftshare (www.liftshare.com)
 - Information on sustainable travel initiatives available at the time, i.e. discounts available to employees (if applicable)
 - Information on where cycle parking facilities can be found
 - Contact details of the TPC

- 6.2.4 Employees will have the opportunity to discuss any elements of the TIP with the TPC. The TPC will maintain a record of all relevant comments made and adjust the TIP and / or Travel Plan, as necessary.

Visitor Travel Leaflet

- 6.2.5 A short visitor travel leaflet will also be produced which provides a brief overview of the travel options available to access the site. This would also include information on electric vehicle charging. This would be produced electronically for employees to send to visitors when confirming appointments or meetings on the site.

Noticeboards

6.2.6 Travel noticeboards (or similar i.e. electronic screens or information holders) will be provided in staff communal or reception areas. Information will likely include the following (albeit this list is not exhaustive):

- Walking and cycling routes and the health benefits of travelling by these modes
- Local bus times and maps of routes
- Rail / Underground timetable information
- Car Sharing Information and Leaflets
- Economical Driving information
- Cycle Training Information

6.2.7 It will be the responsibility of the TPC to ensure that all information is kept up to date.

Reducing the Need to Travel

6.2.8 The operator will reduce the need to travel through implementing home working and video-conferencing (although it is recognised that the level of home working will be minimal due to the type of use on the site). They will also be encouraged to be flexible with start and finish times to fit around public transport times, where possible, although it is recognised that bus and rail services are extensive and frequent throughout the day.

6.2.9 These working practices will be promoted and encouraged through the TPC.

6.3 Encouraging Walking

6.3.1 The TPC will encourage employees living within a reasonable distance (up to 3.2km) of the site to walk to and from the site by:

- Advising on suitable routes to and from residential areas
- Advising on the location of local facilities for use at lunchtimes and suitable routes to these
- Promoting the accessibility of the site by foot
- Promoting the health benefits of walking

6.3.2 The development of the site will also encourage walking through providing suitable crossings and routes through the site for pedestrians linking to the buildings. These connect to the existing good quality routes on the highway network.

6.3.3 Online route planners (and apps) which enable users to get a walking route between two points and provide, for example information on journey time, calories burned, steps taken and carbon saving, will be advertised and promoted within the TIP (such as <https://gb.mapometer.com/walking>). Any relevant posters or information will be displayed on the noticeboards within each occupier.

6.3.4 Local and national travel awareness campaigns and events relating to walking will be promoted including walk to work week and national walking month (Livingstreets #walkthismay).

6.3.5 The TPC will approach outdoor clothing shops seeking a discount for employees on the purchase of waterproof clothing to encourage walking in inclement weather conditions.

6.3.6 Promotional posters and leaflets highlighting the health benefits of walking will be posted in staff communal areas, as available. These can also be included within the TIP (where required).

6.4 Encouraging Cycling

6.4.1 The TPC will encourage employees living within a reasonable cycling distance (8km) to cycle to and from the site, by:

- Providing safe and secure covered cycle parking at the site
- Monitoring usage of cycle parking and providing additional parking if demand dictates it
- Providing employees with information and advice on safe cycle routes to and from the site
- Promoting the benefits of cycling
- Seeking to secure discounts with local cycle shops
- Promoting the accessibility of the site by cycle

6.4.2 As part of the TIP, employees will be provided with information and advice on safe cycling routes to local services and facilities (and residential areas) as well as the benefits of cycling as a viable form of transport.

6.4.3 The TPC will obtain feedback from employees and visitors on any potential issues in relation to the cycle network surrounding the site. They will discuss these with LBH and seek to ensure that the cycle network is maintained to a suitable standard. They will also encourage improvements to be delivered to further promote cycling.

6.4.4 The development will provide safe, secure and accessible covered cycle parking at the site in accordance with the London Plan standards. The TPC will monitor the usage of cycle parking and seek to provide additional parking if demand dictates it, where feasible.

6.4.5 The occupier will support a cycle to work scheme such as Bike2Work to enable employees to benefit from savings on bikes and equipment. This will be promoted by the TPC. This is applicable to employees whose place of residence is located within a reasonable cycling distance to the site. Providing information leaflets within the TIP will highlight their eligibility for the scheme and may increase uptake.

6.4.6 Many people would like to cycle to work or for pleasure but are put off by the traffic or because they feel out of practice. Cycle training is a great way of building confidence on a bike in a controlled environment. Cycle training and cycle maintenance advice is provided within the local area by LBH and a number of companies listed on the Bikeability website. Information on these services would be included within the TIP and the noticeboard to provide employees with more information on how to access this training if they should wish to do so. Cycle maintenance training is also provided by Bikeability and these courses will be promoted to employees and the occupier will consider bringing a trainer onto the site as part of a Travel Plan event day for employees to learn the basics of cycle maintenance.

6.4.7 The TPC will contact local cycling shops seeking to agree discounts on cycling products for employees of the site.

6.4.8 A puncture repair kit and/or spare inner tubes will be provided within a suitable staff area for use by employees. A puncture often becomes a barrier to people cycling to work as they do not repair the bike and it is often out of action for some length of time. It also means that if a tyre is punctured on the way into work (or visiting) then staff / visitors are still able to ride home. Staff will be informed of the location of the kit by the TPC or 'travel champions'. A 'How to Fix a Puncture' flyer will be displayed in communal staff areas.

6.4.9 Local and national travel awareness campaigns and events relating to cycling will be promoted to employees, including Bike Week and Cycle to Work Day.

6.5 Encouraging Use of Public Transport

6.5.1 Information on public transport routes and timetables will be included in the TIP including details of key public transport websites and route maps (mainly TfL). This will include the TfL, Traveline and Google Maps travel planning websites. Bus and rail timetables are usually available from stations and will also be provided on the noticeboard / information area, if needed, although the TfL information available online is extensive and would be more up to date.

6.5.2 Real time information public transport mobile apps and websites will be promoted to employees, where these are available at the time of site occupation. This will assist with improving the user experience and reduce waiting times at stops, thereby encouraging bus and rail use.

6.5.3 The TPC will liaise with LBH and TfL to promote the use of public transport services, including through any relevant marketing material they can provide. They will also discuss existing services with them and seek to increase the frequency of services in the local area, if feasible, to further improve access by public transport.

6.5.4 The occupier will consider flexibility in working hours for employees using public transport where this might co-ordinate better with existing bus and rail service timetables. Albeit it is recognised that there are frequent services operating across the significant majority of the day within the vicinity of the site.

6.5.5 The occupier will consider providing staff with interest free loans to purchase public transport season tickets (i.e. Oyster cards).

6.5.6 The TPC will obtain feedback from employees using public transport on potential issues and improvements and discuss this with LBH and TfL (where required).

6.6 Encouraging Car Sharing

6.6.1 Car sharing is an effective method of reducing vehicle generation and parking demand and will therefore be encouraged. The TIP will include information on car sharing, such as car sharing schemes in operation in the vicinity of the site such as www.liftshare.com.

6.6.2 The TPC will actively promote car sharing websites and assist employees who wish to join a car share scheme, if needed. Car sharing information and benefits will also be displayed on the noticeboard.

6.6.3 The TPC will also seek to informally encourage car sharing with staff, subject to GDPR restrictions.

6.6.4 Dedicated car-sharing spaces will be considered on the site, closest to the building entrance, where feasible. The TPC will monitor these spaces.

6.6.5 The occupier will provide guaranteed rides home for those who have car shared and their car share partner is unexpectedly called away/delayed. To avoid possible abuse of this facility, it should be restricted to exceptional circumstances of genuine need.

6.7 Awareness and Events

6.7.1 Promotional events will be organised, where required, in relation to specific aspects of the Travel Plan or to promote the introduction of any new initiatives. This will allow travel awareness to be maintained amongst employees and be used to raise recognition levels for initiatives that may have become less popular with time.

6.7.2 The TPC will investigate the feasibility of participating in national events such as Bike Week, walk to work week and World Car Free Day. These events will be actively promoted by the TPC.

7. TARGETS

7.1 Introduction

7.1.1 The targets set out within this section will provide a clear measure of the Travel Plan's progress towards meeting the objectives and benefits. These targets are shown as output targets, where specific actions are undertaken to successfully deliver or monitor the Travel Plan, and outcome targets which demonstrate the specific outcomes of the plan.

7.2 Output Targets

7.2.1 These show what will be undertaken and can be measured against to ensure the successful delivery of the Travel Plan. The output targets are as follows:

- Appoint a Travel Plan Coordinator prior to first occupation
- Provide a 'travel information pack' to all employees
- Contact local retailers seeking discounts
- Establish communication channels with the local highway authority
- Undertake a baseline monitoring survey
- Undertake monitoring surveys bi-annually

7.3 Outcome Targets

7.3.1 To be effective a Travel Plan is required to have targets which need to be Specific, Measurable, Achievable, Realistic and Time-bound, i.e. SMART. To be measurable, initial modal split figures should be identified as a starting point. This TP sets targets using a baseline obtained from the modal split data shown in the Transport Statement.

7.3.2 The overall aims of these targets are to constrain Single Occupancy Vehicle (SOV) trips and increase travel by sustainable modes.

7.3.3 Once the site is occupied, baseline monitoring surveys will be undertaken and the targets will be reviewed by the TPC and amended if considered necessary.

Baseline Travel Data and Targets

7.3.4 The targets can be agreed with LBH, however for this Framework TP baseline modal split and targets have been calculated using Census 2011 journey to work data for existing behaviour within the immediate vicinity of the site.

7.3.5 The site is located within the Hillingdon 026 middle layer super output area (MSOA). Census 2011 data has been analysed for the Hillingdon 026 MSOA to establish the journey to work modal split for the workplace population. This baseline modal split data and the target modal split is shown in Table 7-1.

Table 7-1: Baseline and Target Modal Split

Mode	Baseline %	Target %
Public Transport	26.9%	38.5%
Car Driver	55.4%	30.0%
Car Passenger	4.9%	10.0%
Motorcycle	0.4%	0.6%
Bicycle	1.6%	5.0%
On Foot	9.9%	15.0%
Other	0.9%	0.9%
Total	100.0%	100.0%

- 7.3.6 The primary objective will be to constrain vehicle driver trips (single occupancy vehicles) to 30% of the overall modal share. This is a significant reduction compared with the baseline in the surrounding area.
- 7.3.7 The Travel Plan and measures within it will be in place prior to the first occupation of the site. Sustainable travel will be promoted to staff from the commencement of their employment and ongoing. Employees will benefit from the measures and initiatives in place from the start of their employment.
- 7.3.8 As such, the targets will not aim for the development to provide a reduction in single car occupancy trips over time, as the travel plan will constrain car trips from first occupation. A target to constrain movements to 30% of the overall modal share from first occupation, is therefore considered appropriate.
- 7.3.9 On this basis, a baseline travel survey will be undertaken once the site is occupied.
- 7.3.10 If the initial baseline travel survey shows a lower level of car use than 30% of all trips, as per the targets against the Census, this lower figure will be reflected in revised targets for the scheme. The site would already be generating a lower level of vehicle trips than the surrounding area and any further reduction in vehicle use over time against this lower level is not considered to be appropriate.

8. MONITORING

8.1 Overview

8.1.1 Travel Plans are ‘active’ documents that must be reviewed on a regular basis to demonstrate that the measures implemented have met the agreed targets. It is the responsibility of the TPC to ensure that monitoring takes place and that the outputs are reported to LBH.

8.1.2 The objective of the monitoring process is to assess employees travel patterns and identify when/if the plan, or elements of the plan, may need to be changed or if further marketing initiatives are required.

8.1.3 A programme of monitoring and review will be implemented by the TPC to generate information by which the success of the Travel Plan can be evaluated.

8.1.4 Monitoring will involve the regular collection of analytical “hard” data and “soft” data in the form of feedback. The TPC will:

- Undertake a bi-annual travel survey of employees to determine whether the travel plan targets are being met and to provide information for the next iteration of the Travel Plan
- Seek feedback from LBH and TfL (where possible) to establish the perceived level of demand for services
- Record comments made by employees on the operation of the Travel Plan

8.1.5 The TPC will monitor the performance of the Travel Plan on a bi-annual basis for five years after the first occupation.

8.2 Surveys

8.2.1 Travel surveys to assess the existing travel patterns of staff and visitors will be completed three months after occupation and then as required to inform the travel plan process i.e. on a bi-annual basis for a total of five years (years 1, 3 and 5 after occupation). The survey day should reflect past surveys in terms of day of week and month, where feasible.

8.2.2 The results of the initial three month survey would inform and refine the targets within this FTP (if needed). The refined targets will be agreed in liaison with LBH and confirmed within a revised and final Travel Plan document submitted within one month of the surveys being completed, if needed.

8.2.3 The survey would take the form of a questionnaire either in electronic or hard copy form.

8.2.4 It is essential to maintain employee interest in the Travel Plan. It will need regular publicity drives to attract interest. As a result, employees will be kept informed of the results of the surveys which will act as additional promotional material to retain interest in the objectives.

8.3 Update Plan

8.3.1 Following each monitoring survey, the TPC will provide an update plan / monitoring report which will be submitted to LBH, as required. The update plan will include:

- Confirmation that travel information is available to staff/visitors
- Note any travel comments/suggestions received
- Any additional measures, or changes/refinements to existing measures
- Summary of actions completed and any key upcoming tasks
- Results of the travel surveys

9. ACTION PLAN

9.1.1 This section draws together the proposed measures, monitoring and review proposals into an Action Plan that identifies responsibilities for the delivery of each element of the Travel Plan. This is shown in Table 9-1.

Table 9-1: Action Plan

Type	Measure	Details	Responsibility
Prior to Occupation	Appoint a Travel Plan Coordinator	Appoint three months before occupation of the site	Occupier
Site Development	Cycle Parking	Provision of secure, covered cycle parking facilities	Occupier
	Notice Boards / Leaflet Information Area	To be placed within employee areas of the site, displaying walking / cycling / public transport / car sharing information and other relevant sustainable travel information. This allows employees and visitors to access up to date information on available public transport and transport infrastructure.	Developer to provide, TPC responsible for posting & maintaining information
	Lighting and Landscaping	Ensure pleasant pedestrian environment through the provision of lighting and landscaping on the site, which will connect to the existing good quality routes on the highway network.	Developer
Upon Occupation	Induction	The occupier will undertake a travel induction session.	TPC
Promotional Measures	Travel Information Pack	To include such information as walking / cycling maps and routes, information on the health benefits of walking / cycling, information on relevant car sharing websites and literature promoting travel awareness. In addition, they will provide information on public transport availability within the vicinity of the site.	TPC
	Visitor Travel Leaflet	Provides a brief overview of the travel options available to access the site and electric vehicle parking.	TPC
	Awareness Events	Promotional events will be organised around events such as car free day, bike week, walk to work week etc.	TPC
	Reduce the Need to Travel	Measures to reduce the need to travel such as homeworking and video-conferencing (albeit recognising this will be limited due to the site use)	TPC / Management
Walking and Cycling	Route Maps	Provide route maps showing the location of local facilities (for lunchtimes) and residential areas	TPC
	Posters and Leaflets	Promotional posters and leaflets highlighting the health benefits of walking will be posted in staff communal areas, where available.	TPC
	Walking Route Planners and Apps	Will be advertised and promoted to employees	TPC
	Walking Events	Instigate participation in local and national walking events	TPC
	Cycle literature	Provide and promote websites and literature promoting cycling	TPC
	Cycle to Work	Run a 'Cycle to Work' salary sacrifice scheme which provides an opportunity for employees to purchase a bicycle or cycling accessories at a reduced cost. This also allows employees to	TPC / Management

		purchase higher value items in manageable monthly increments.	
	Cycle Training	Promote to employees	TPC
	Discounts	Seek to secure discounts on outdoor clothing and cycling equipment with local retailers	TPC
	Monitoring	Monitoring usage of cycle parking and provide additional parking if demand dictates it	TPC
	Puncture Repair Kit	A puncture repair kit and/or spare inner tubes will be provided. Staff will be informed of their location and the TPC will be responsible for ensuring the kits are always obtainable.	TPC / Management
	Cycle Routes	The TPC will obtain feedback from employees and visitors on any potential issues in relation to the cycle network surrounding the site and discuss with LBH. This will ensure that the cycle network is maintained to a suitable standard.	TPC
Public Transport Measures	Information	Provision of up to date public transport information on the notice boards (via TfL)	TPC
	Travel route planner	Promote the use of travel route planner websites to provide information on travel choices (particularly TfL)	TPC
	Real time information apps	Promote apps and websites that improve the user experience of public transport by reducing wait times.	TPC
	Flexible Start / Finish times	Consider offering flexible start / finish times to coincide with the public transport timetable (where feasible)	TPC / Management
	Season Ticket Loans	Consider providing staff with interest free loans to purchase public transport season tickets.	TPC / Management
	Discussions with operators	Discuss existing services and seek to increase the frequency of services in the local area, if feasible, to improve access by public transport.	TPC
Car Sharing	Websites	Existing car share databases such as liftshare will be utilised and promoted.	TPC
	Manually match up car sharers	Seek to identify common journeys through matching up staff living within close proximity (considering GDPR).	TPC
	Cost Savings	The liftshare car share cost saving calculator will be advertised to staff through staff inductions (or other similar information). This will also be included within the travel information pack.	TPC
	Car Parking Spaces	Provide and monitor dedicated car sharing spaces on the site in the closest location to the building.	TPC / Management
	Guaranteed Ride Home	Provide guaranteed rides home for those who have car shared and their car share partner is unexpectedly called away/delayed.	TPC / Management
Monitoring / Surveys	Travel Surveys	Surveys of travel behaviour to be undertaken within 3 months after first occupation of the site then every two years thereafter for a five year period (at years 1, 3 and 5).	TPC
	Following surveys (and when required), update the Travel Plan.	Travel Plan update / monitoring report to be produced and sent to planning and highway authorities	TPC