

British Airways Pension Trustees Limited

**PROPOSED DISCOUNT FOODSTORE,
HAYES BRIDGE RETAIL PARK,
HAYES, GREATER LONDON**

Full Travel Plan

VN201717

September 2020

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Primary Author	Tim Ashley	Initialled:	TA
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Contributor	-	Initialled:	-
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Review By	Adam Smith	Initialled:	AS
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PLANS

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Plan 2	Site Location (Local Context)
Plan 3	Pedestrian Walking Catchment
Plan 4	Cycling Catchment

APPENDICES

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1 INTRODUCTION

1.1 Introduction

- 1.1.1 Vectos has been commissioned by British Airways Pension Trustees Limited to provide advice on the traffic and transportation issues associated with the development of a discount foodstore within Hayes Bridge Retail Park in the London Borough of Hillingdon.
- 1.1.2 This Travel Plan has been prepared as a requirement of the S106 pursuant to planning permission reference 71371/APP/2019/2699, relating to the conversion and extension of Unit 7B for use as a foodstore.
- 1.1.3 The site is located within Hayes Bridge Retail Park in the London Borough of Hillingdon. Hayes Bridge Retail Park is accessed off Uxbridge Road and is located west of Hayes Town centre and east of Southall town centre.
- 1.1.4 The location of the site in relation to the wider area is shown in **Plan 1**, with **Plan 2** showing the site location in a more local context.

1.2 The Travel Plan

- 1.2.1 The preparation and adoption of a Travel Plan is an important element in managing the demand for travel to all modern developments. The Department for Transport issued a guide on the preparation of such Travel Plans in April 2009 in a document entitled “Good Practice Guidelines – Delivering Travel Plans through the Planning Process”.
- 1.2.2 The revised National Planning Policy Framework (NPPF) document (February 2019) also highlights the role that Travel Plans can play in facilitating sustainable travel, stating that:

“All developments which generate significant amounts of movements should be required to provide a Travel Plan”.

- 1.2.3 The Travel Plan is a dynamic and ‘living’ document that will be updated regularly to reflect changes in its environs. It should be noted that a Travel Plan starts with writing the paper document and will evolve over time. The Plan will be monitored, reviewed, and improved as it evolves.
- 1.2.4 The principal strands of the Plan are set out as follows;

- Appointment of a Travel Plan Co-ordinator.
- Encourage travel awareness.
- Ensuring the availability of travel information for staff.
- The promotion of car sharing amongst staff.

1.2.5 This Travel Plan has also been prepared in accordance with the Transport for London (TfL) Guidance on the preparation of Travel Plans.

1.3 Plan Administration

1.3.1 The occupier will designate a Travel Plan Co-ordinator prior to occupation who will be responsible for implementing the Travel Plan. Upon appointment details of the nominated Travel Plan Co-ordinator will be submitted to the London Borough of Hillingdon.

1.3.2 The Travel Plan Co-ordinator will be the first point of contact for staff and other outside organisations in all matters regarding travel. He/she will maintain an up-to-date file containing all correspondence to and from staff relating to the Travel Plan.

1.3.3 Any change in the Travel Plan Co-ordinator will be notified to the pertinent authorities.

1.3.4 The Travel Plan Co-ordinator position will last a minimum of 5 years following occupation of the development to ensure that the Travel Plan is adopted as an integral part of the site.

1.4 Key Responsibilities

1.4.1 The key responsibilities of the Travel Plan Co-ordinator include:

- To implement and review the Travel Plan;
- To raise awareness of sustainable transport among staff;
- To promote and organise publicity and awareness events such as Walk to Work Week (May), Bike Week (June) and Liftshare Week (October);
- To provide Personal Travel Planning advice for any staff requiring transport information;
- To liaise with the pertinent authority and employees in order to successfully implement Travel Plan Actions;
- To monitoring and update Travel Plan measures; and
- To update any noticeboards located in staff and visitor areas with up-to-date travel information (such as walking and cycling maps and bus timetable information).

1.5 Budgetary Requirements

- 1.5.1 The occupier will allocate a sufficient budget to enable the Travel Plan Co-ordinator to undertake the day-to-day running of the Travel Plan appropriately, including providing the necessary promotional information.
- 1.5.2 A Travel Plan bond of £20,000 will be paid to the London Borough of Hillingdon prior to the occupation of the retail unit.

2 ACCESSIBILITY BY SUSTAINABLE MODES OF TRANSPORT

2.1 Introduction

2.1.1 National and local planning policy guidelines emphasize the importance of development being sited in sustainable locations.

2.1.2 It is important that both customers and staff employed on the site have the opportunity to use sustainable modes of travel if possible, and to this end the accessibility of the site by the following modes of travel has been considered:

- Accessibility on foot.
- Accessibility by cycle.
- Accessibility by public transport.

2.2 Accessibility on Foot

2.2.1 The site and its surrounding area benefits from an extensive existing pedestrian and cycling network with a shared footway and cycleway provided along both sides of the A4020 Uxbridge Road. Footways are provided on both sides of all local roads.

2.2.2 Signal-controlled pedestrian crossings are provided at the retail park access junction, which enables safe crossing of the A4020. There are pedestrian path leading around the retail park to enable safe pedestrian access through and around the retail park car park.

2.2.3 The Chartered Institution of Highways and Transportation document entitled 'Providing for Journeys on Foot' provides guidance on what are considered to be acceptable walking distances. Table 3.2 within this document outlines that a 1km walk represents the maximum walking distance for pedestrians to local facilities and amenities. For commuting trips, 2km represents the maximum walking distance for pedestrians to work.

2.2.4 With this guidance in mind, **Plan 3** demonstrates the 1km and 2km walking catchments from the site access on Uxbridge Road. **Plan 3** indicates that the extensive residential areas surrounding the site are accessible within a 2km walk from the site.

- 2.2.5 The existing pedestrian facilities in the local area make walking to the site an attractive option for employees or visitors living in close proximity to the site. The site is therefore considered to be highly accessible on foot.

2.3 Accessibility by Cycle

- 2.3.1 Cycling is becoming an increasingly popular mode of transport and is an effective mode for short trips. The Department for Transport's Local Transport Note 2/08 'Cycle Infrastructure Design' (2008) states that many utility cycle journeys are under 3 miles (5 kilometres) although for commuters a trip distance of over 5 miles (8 kilometres) is not uncommon.
- 2.3.2 With this guidance in minds, **Plan 4** displays a 5 kilometre cycle catchment from the site. This would equate to a journey of around 25 minutes using a leisurely cycle speed of 12 km per hour. Based upon the above guidance this catchment represents the lower threshold of the potential cycle catchment.
- 2.3.3 **Plan 4** highlights that the 5km cycle catchment encompasses the residential areas of Hayes, Southall and Greenwood and parts of Northolt and Ealing.
- 2.3.4 To the west of the site there is a segregated cycle lane provided on both sides of Uxbridge Road in the vicinity of the site. To the east of the site there is an intermittent off-road and on-road cycle lane provided along both sides of the carriageway. The bus lane provided along Uxbridge Road can also be used by cyclists accessing the site by cycle.
- 2.3.5 The existing cycling facilities in the local area make cycling to the site an attractive option for employees or visitors living within 5km of the site. Therefore, the site considered to be highly accessible by cycle.

2.4 Accessibility by Public Transport

- 2.4.1 The closest bus stops to the site are located on the A4020 with the westbound stop immediately in front of the retail park and the closest eastbound stops both less than 200m from the site.
- 2.4.2 The 207 bus service, which operates between Hayes Bypass (A312) and White City, runs from the early morning to past midnight, seven days a week with a daytime frequency of about every 4 to 8 minutes.
- 2.4.3 The 427 bus service runs between Uxbridge and Acton from the early morning until past midnight, seven days a week. It also provides a high frequency service with buses running every 6 to 10 minutes during the daytime.

- 2.4.4 Finally, a night bus (service N207) runs along Uxbridge Road between Uxbridge and Central London (Holborn). This provides a high frequency service from Sunday night operating four times an hour through to Friday morning. On Friday night, through to Sunday morning the service operates every 10 - 11 minutes.
- 2.4.5 The closest railway station is Southall, approximately 1.6km walking distance from the development site. There are four services an hour toward London Paddington from Southall, two an hour to Heathrow Airport and one service an hour to both Reading and Oxford. These services call at intermediate stops at other local stations including Hayes and Harlington, Hanwell, West Ealing and Ealing Broadway.
- 2.4.6 The existing public transport facilities in the local area make public transport an attractive option for employees or visitors. Therefore, the site considered to be readily accessible by public transport.

3 MANAGEMENT MEASURES

3.1 Introduction

3.1.1 This section of the Travel Plan outlines the management measures which will be undertaken to encourage and promote sustainable travel to employees at the site.

3.1.2 The following measures will be delivered through the Travel Plan by the Travel Plan Co-ordinator:

- Travel Awareness;
- Staff 'Welcome Pack';
- Car Sharing;
- Cycle Measures;
- Walking Measures;
- Public Transport Measures;
- Sustainable Travel Promotions; and,
- Measures to Promote Sustainable Customer Travel.

3.2 Travel Awareness

3.2.1 All members of staff at the proposed development will be made aware of the existence of the Travel Plan and a copy of the plan will be made available to the Council.

3.2.2 Noticeboards will be located in staff areas to provide up-to-date travel information (such as walking and cycling maps and bus timetable information) and information on useful websites to encourage sustainable travel. The noticeboards will also include contact details for the Travel Plan Co-ordinator and news on any sustainable travel initiatives which the occupier may be running.

3.3 Staff 'Welcome Pack'

3.3.1 Prior to occupation a 'Welcome Pack' will be provided to staff starting work at the site. The 'Welcome Pack' will subsequently be provided to all new staff prior to them commencing work.

3.3.2 The 'Welcome Pack' will include a Travel Information Brochure. This will provide a background on the aims of the Travel Plan and includes information for staff on sustainable travel options including walking, cycling and public transport.

3.3.3 The packs will include current information on safe walking and cycling routes in the area and will promote the health benefits of these forms of travel. The pack will also include details on facilities provided on site to promote these forms of travel, including the locations of cycle parking.

3.3.4 The 'Welcome Pack' will provide up-to-date information on bus services, including suggested walking routes to local bus stops, up-to-date timetable information and website addresses to allow them to access real-time travel information.

3.4 Cycle Measures

3.4.1 The Travel Information Brochure will include information on cycling to the site, including the location of designated cycle routes and where these can be accessed. Similar information will also be provided on staff noticeboards. All members of staff will be made aware of the location of onsite cycle parking spaces.

3.4.2 Staff will also be provided with information on any local initiatives which are run to promote cycling.

3.5 Walking Measures

3.5.1 The Travel Information Brochure will include information promoting the benefits of walking, in particular the health benefits. Staff will also be provided with information on suggested walking routes in the surrounding area, local amenities which are within walking distance of the site, and the location of suggested safe crossing points.

3.6 Public Transport Measures

3.6.1 Public transport timetable information will be provided on noticeboards located in staff areas, whilst plans to show suggested walking routes to local bus stops will also be distributed to employees.

3.7 Car Sharing

3.7.1 The benefits of car sharing will be promoted to staff. The Travel Information Brochure will outline the environmental and cost saving benefits of travelling with other people and will include information on details of websites such as www.liftshare.com which provides a database of people wishing to car share on certain journeys.

3.7.2 As well as the potential to use websites to find car share companions, the Travel Information Brochure will highlight the opportunity to find car sharing companions amongst work colleagues. Information of staff looking to car share will be provided on staff notice boards, and the Travel Plan Co-ordinator will, if necessary, act as a point of contact to unite potential car sharers.

3.8 Sustainable Travel Promotions

3.8.1 A number of sustainable travel promotions are held nationally throughout the course of the year. These include:

- Bike Week.
- Walk to Work Week.
- Liftshare Week.

3.8.2 The Travel Plan Co-ordinator will publicise these events on the staff noticeboard and will encourage staff to participate wherever possible.

3.9 Emergency Service

3.9.1 The Travel Plan Co-ordinator will ensure that an emergency 'get you home' service in the event of emergency/sickness is provided for staff travelling by sustainable forms of transport.

3.10 Measures to Promote Sustainable Customer Travel

3.10.1 Although it is difficult to control the travel behaviour of customers to the development, upon request, customers will be provided with information on accessing the site by sustainable modes of travel.

4 PLAN MONITORING AND REVIEW

4.1 Introduction

4.1.1 This section of the report outlines the targets for the Travel Plan and how it will be monitored and reviewed.

4.2 Indicative Mode Split Targets

4.2.1 The following targets have been set to help to monitor and measure the success of the Travel Plan in meeting the objectives. These targets are 'SMART' in nature, which is described as follows:

- **S**pecific, to say precisely what is being achieved;
- **M**easurable over the duration of the target;
- **A**ppropriate and linked the overall objectives of the local authority accessibility strategy;
- **R**ealistic in terms of the potential for being achieved; and
- **T**ime bound - the target

4.2.2 Baseline travel mode information cannot be established until the unit has been occupied. Therefore, to inform this Travel Plan indicative modal split targets have been based upon results from the 2011 Census for the Hillingdon 026 MSOA area, which incorporates Hayes Bridge Retail Park. The mode splits have been generated based on how current residents within the local area travel to work. On this basis the indicative mode split targets are provided in **Table 4.1** overleaf.

4.2.3 The staff travel surveys will provide an understanding of the baseline travel patterns that are bespoke to employees, including the existing modal split of employees. This information will then be used to set bespoke travel targets for the site that will supersede the indicative targets shown in **Table 4.1**. This process will be undertaken in consultation with the Council.

Mode	Census Mode Split	Year 1	Year 2	Year 3	Year 4	Year 5
Car Driver	53%	51% (-2%)	49% (-2%)	47% (-2%)	45% (-2%)	43% (-2%)
Car Passenger	4%	5%	5%	6% (+1%)	6%	7% (+1%)
Motorcycle	1%	1%	1%	1%	1%	1%
Walking	7%	8% (+1%)	9% (+1%)	9%	10% (+1%)	10%
Cycling	1%	1%	2% (+1%)	2%	3% (+1%)	3%
Bus	23%	24% (+1%)	24%	25% (+1%)	25%	26% (+1%)
Train	11%	11%	11%	11%	11%	11%

Table 4.1: Indicative Staff Mode Split Travel Targets

4.2.4 The mode split targets have been set for the first five years of the store's occupation. Targets have been set taking into consideration the location of the store and access to local services.

4.2.5 The targets outlined in **Table 4.1** are aimed at reducing single car occupancy trips by 2% a year with the overall aim of reducing single car occupancy trips by 10% over the 5-year period of the Travel Plan.

4.3 Staff Travel Surveys

4.3.1 To ensure the modal split targets meet the 'SMART' criteria it is proposed that within 2 months of occupation a staff travel survey will be undertaken. The baseline surveys will seek to identify:

- The current mode of travel for journeys to work;
- The reasons for use of current mode;
- The potential willingness of site users to travel by sustainable modes;
- The potential opportunities to encourage the use of sustainable modes; and
- Other transport-related issues.

4.3.2 An example staff travel survey is provided in **Appendix A**.

4.3.3 Staff travel surveys will be distributed amongst staff in the manner which is considered to allow the best response rate. This could be paper copies, or the use of an on-line tool such as www.surveymonkey.co.uk or the iTRACE software provided by TfL.

4.4 Annual Monitoring and Review

- 4.4.1 Following the baseline travel survey, annual staff travel monitoring surveys will be undertaken by the Travel Plan Co-ordinator to demonstrate progress in promoting sustainable travel. To ensure consistency the surveys will be undertaken on or close to the first anniversary of the baseline travel survey.
- 4.4.2 The results of the monitoring surveys will be reviewed and input into annual monitoring reports to track the progress of the Travel Plan and identify any areas where measures could be updated. A copy of the monitoring reports will be provided to all relevant parties including the Council.
- 4.4.3 If targets are not being achieved, the Travel Plan Co-ordinator will consider additional actions to help achieve these targets. These actions will be outlined in the annual monitoring reports. It is suggested that any actions be targeted at those modes where the travel targets are farthest from being achieved.
- 4.4.4 Travel surveys, and the monitoring of the Travel Plan, will be undertaken for a five-year period. Travel targets may be reviewed on an annual basis if the travel surveys suggest this is appropriate.
- 4.4.5 In addition to staff travel surveys, the Travel Plan is a dynamic document and as such the information provided to staff needs to be monitored to ensure that it is up-to-date and remains relevant. If any feedback has been received from staff regarding the effectiveness of the Plan, including ways this could be improved, the Travel Plan Co-ordinator will consider ways to update documents or information to reflect this.
- 4.4.6 In addition to staff travel surveys the Travel Plan Co-ordinator will carry out an annual review of the following:
- Check Welcome Packs and Travel Information Brochures have been effectively issued to staff;
 - Check information provided in the Travel Information Brochure regarding pedestrian, cycle and public transport is up-to-date. In particular check that any timetable information provided is current;
 - Check that bicycle parking is well maintained;
 - Check that details of the sustainable travel events promoted are current and determine next event dates;
 - Undertake a staff travel survey to establish the usual mode of travel of staff to the site; and
 - Action any feedback received from staff over preceding year.

4.4.7 Staff will be notified of any significant changes to the Travel Plan or Travel Information Brochure.

4.5 Marketing and Communication

4.5.1 In addition to the initiatives already outlined within the Travel Plan, there will be on-going marketing and communication of information following occupation of the unit. This will be undertaken through means such as updating of travel information, leaflets and internal communication sessions.

4.6 Dissemination and Feedback

4.6.1 Information on the Travel Plan, for example new initiatives will be disseminated to staff. Charts and posters will be provided in communal staff areas to highlight the on-going activities.

5 TRAVEL PLAN ACTIONS

5.1.1 The Travel Plan Coordinator (TPC) will provide employees with the Welcome Pack and offer a travel planning advice when requested. In terms of operation, the schedule for Travel Plan actions is shown in **Table 4.1.**

Travel Plan Actions	Start Date	Responsibility
Appoint a Travel Plan Co-ordinator	Prior to Occupation	Occupier
Advise Hillingdon Council of Travel Plan Co-ordinator	Prior to Occupation	TPC
Prepare walking and cycling maps	Prior to Occupation	TPC
Collate Travel Information Brochure and other information to be provided in 'Welcome Pack'	Prior to occupation	TPC
Distribution of staff 'Welcome Pack'	When required to all new starters	TPC
Prepare and issue Travel Plan to Hillingdon Council	Within 2 months of development opening	TPC
Update of the Travel Plan notice board	Ongoing	TPC
Travel Plan measures promoted throughout development via noticeboards, email and posters	Ongoing	TPC
Monitoring of Welcome Packs and Travel Information Brochures distribution; Check information provided in the Travel Information Brochure and on staff noticeboards regarding pedestrian, cycle and public transport is up-to-date. In particular check that any timetable information provided is current; Check that bicycle parking is well maintained; Action any feedback received from staff over preceding year.	Ongoing	TPC

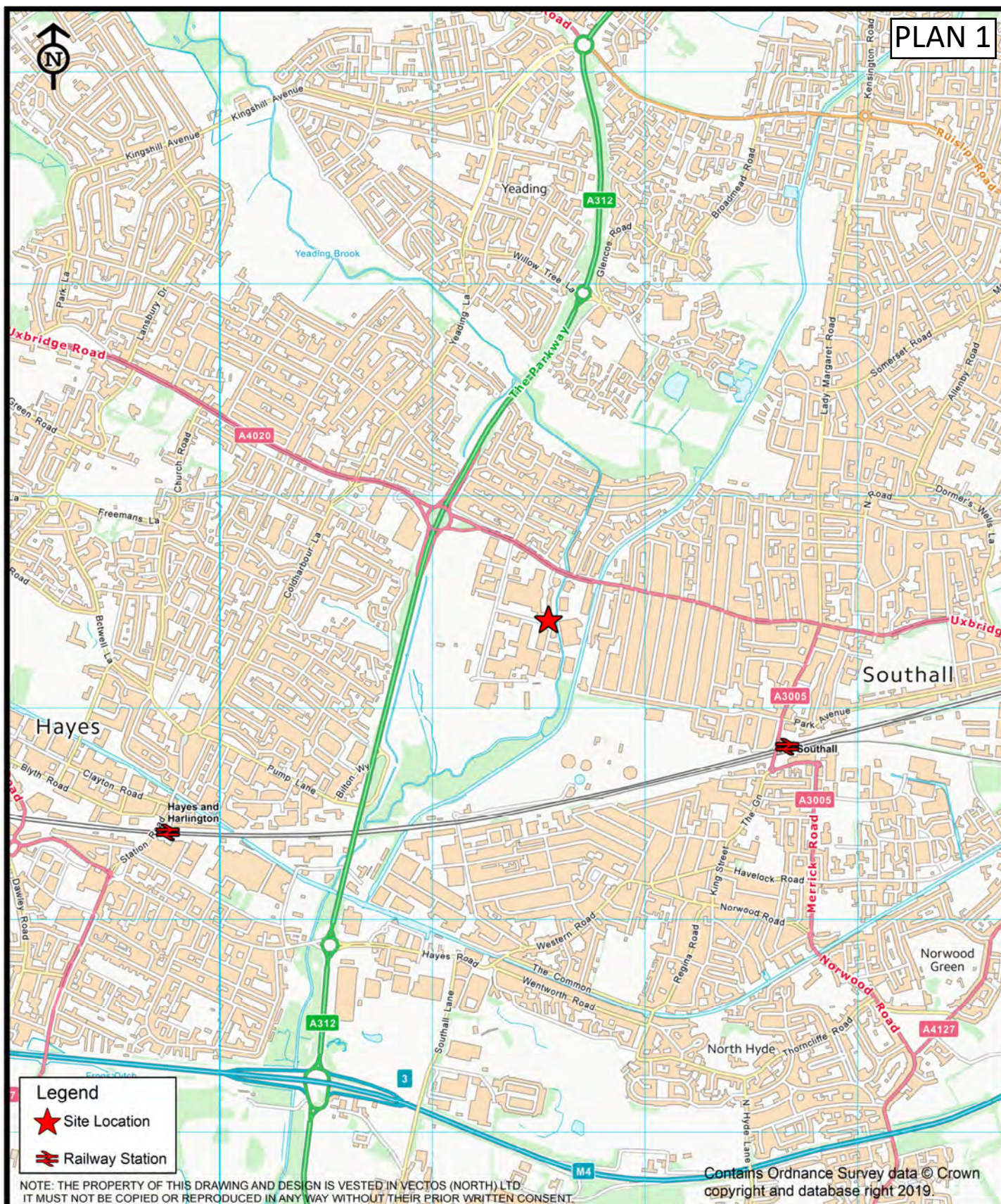
A revised Travel Plan will be submitted to Hillingdon Council if required.	When required	TPC
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Table 4.1 – Travel Plan Action Plan

- 5.1.2 The Review of the Travel Plan and supporting information will be undertaken for a 5-year period.
- 5.1.3 After the fifth year of the Travel Plans implementation all transport related concerns are likely to have been addressed, and sustainable travel practices amongst staff will have become entrenched. At this point the ethos and measures advocated by the Travel Plan will become self-sustaining.
- 5.1.4 Thereafter the strategy for its continuation will be discussed between the occupier and the London Borough of Hillingdon.



PLANS



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British Airways Pension Trustees Ltd

PROJECT TITLE:

Hayes Bridge Retail Park, Travel Plan

DRAWING TITLE:

Site Location - Wider Context

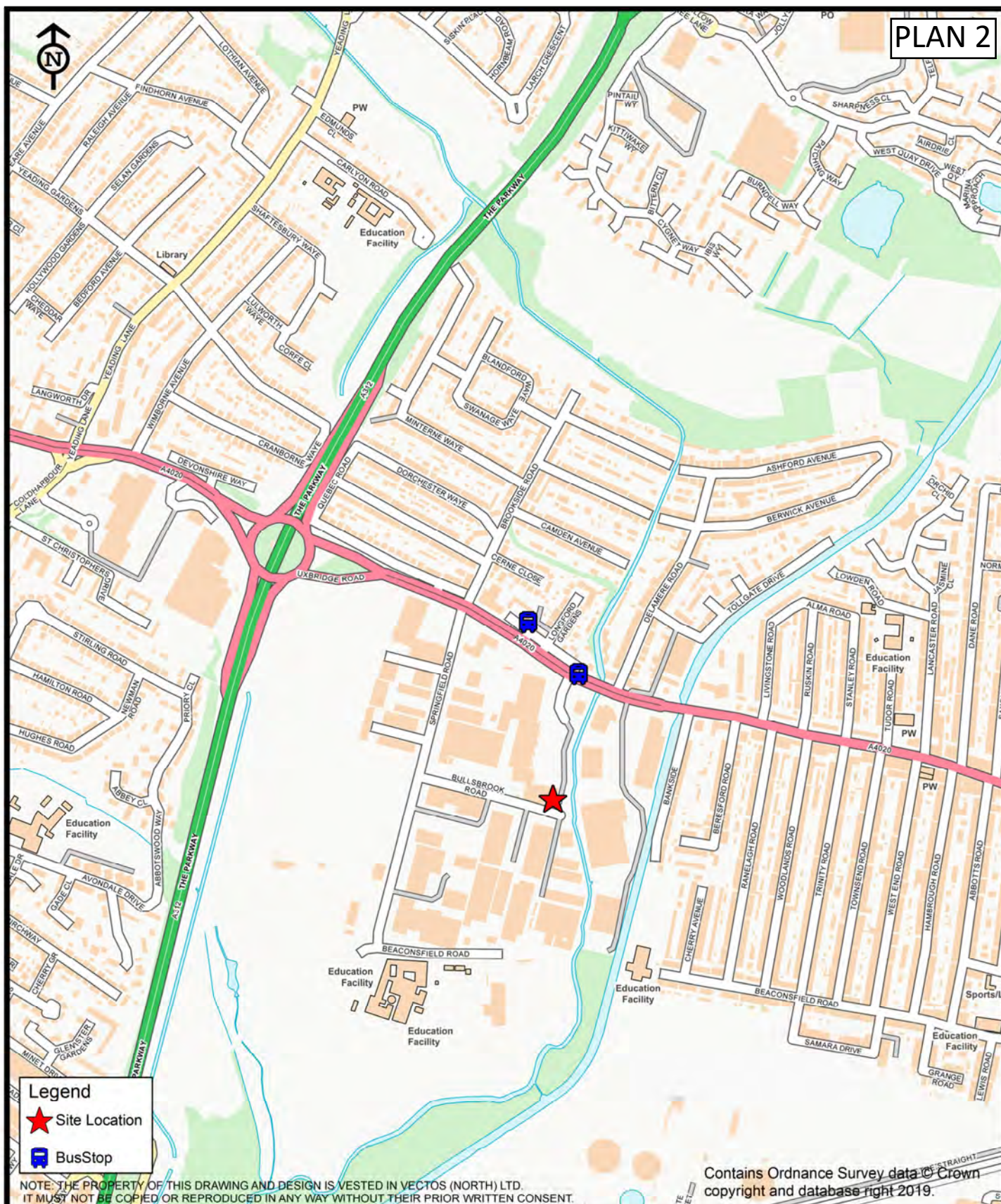


Oxford Place, 61 Oxford Street, Manchester M1 6EQ
t:0161 228 1008 e:manchester@vectos.co.uk

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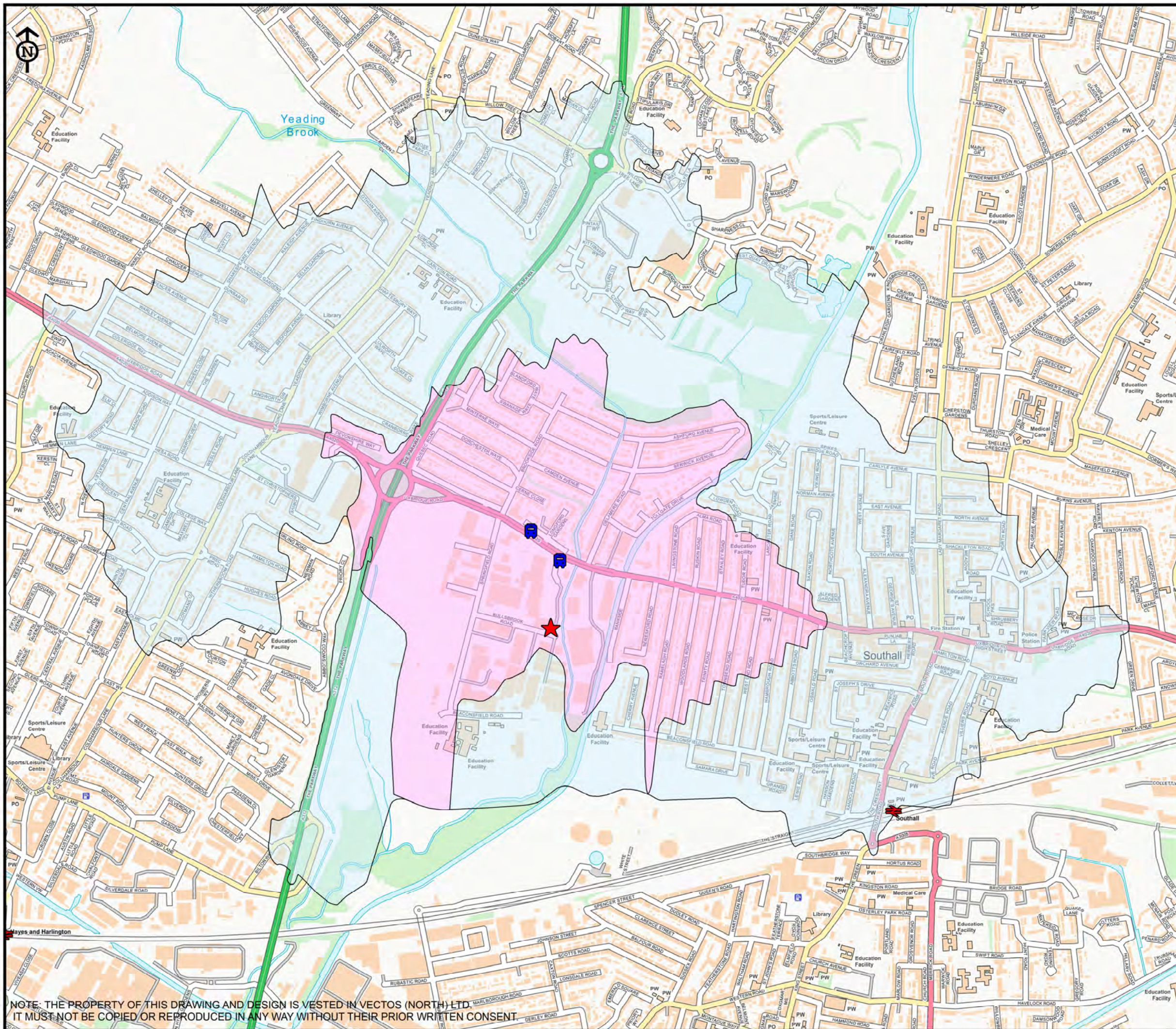
PROJECT TITLE:
Hayes Bridge Retail Park, Travel Plan

DRAWING TITLE:
Site Location - Local Context



Oxford Place, 61 Oxford Street, Manchester M1 6EQ
t:0161 228 1008 e:manchester@vectos.co.uk

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Legend

- ★ Site Location
- Bus Stop
- ✕ Railway Station

Walking Catchments

- 0 - 1 km
- 1 km - 2 km

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CLIENT:
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PROJECT TITLE:
Hayes Bridge Retail Park, Travel Plan

DRAWING TITLE:
Pedestrian Walking Catchment

SCALE:
N.T.S

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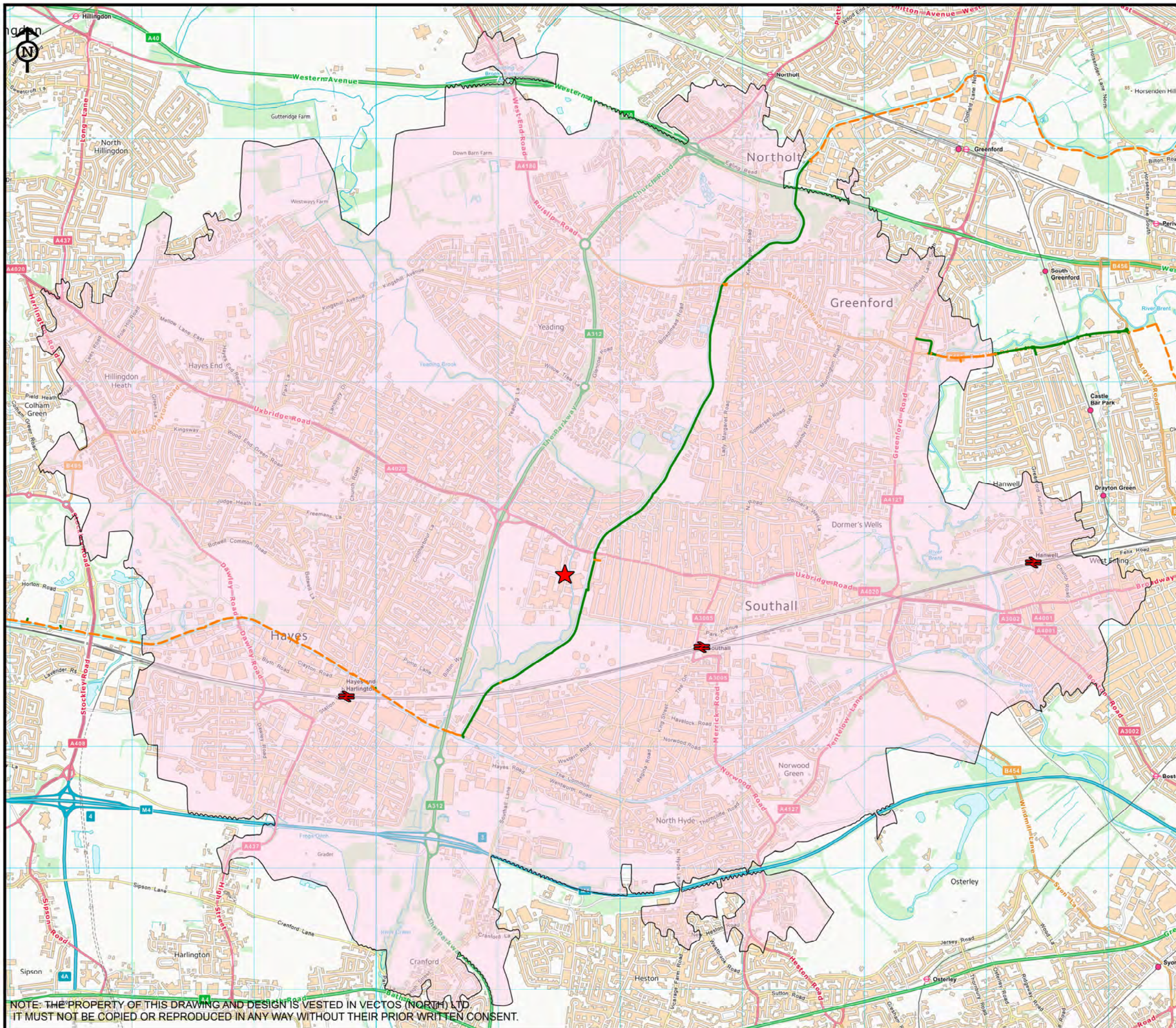


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t:0161 228 1008 e:manchester@vectos.co.uk

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Legend

- ★ Site Location
- 🚂 Railway Station
- 5 km Cycling Catchment
- Strategic Cycle Network
 - Existing
 - Proposed

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PROJECT TITLE:
Hayes Bridge Retail Park, Travel Plan

DRAWING TITLE:
Cycling Catchment

SCALE:
N.T.S

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Oxford Place, 61 Oxford Street, Manchester M1 6EQ
t:0161 228 1008 e:manchester@vectos.co.uk

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APPENDICES

Appendix A

Example Staff Travel Survey

COLLEAGUE TRAVEL SURVEY



Hello. [Store Name] are adopting the Travel Plan for the Hayes Bridge Retail Park Store. A Travel Plan Co-ordinator has been appointed who will be helping colleagues to arrange their travel to work and looking at the potential for improvements for cyclists, car sharing and public transport.

To help us understand your existing travel patterns please can you take a few minutes to complete this questionnaire.

All information submitted as part of this questionnaire will remain strictly confidential.

1. Your Name
2. What is your gender?
Male ☐ Female ☐
3. What is your current age?
a) Younger than 25 ☐
b) 25-34 ☐
c) 35-44 ☐
d) 45-54 ☐
e) Older than 55 ☐
4. Your full home postcode
5. Are you employed full time or part time?
Full Time ☐ Part Time ☐
6. What is your usual main mode of travel to work?
a) Car driver on your own ☐
b) Car share with other colleagues ☐
c) Car share/drop off with someone else (not a colleague) ☐
d) Walk ☐
e) Cycle ☐
f) Motorbike ☐
g) Bus ☐
h) Taxi ☐
i) Train ☐
j) Other (please specify) ☐
.....
7. How far do you travel for work?
a) Up to 2km ☐
b) 2 - 5 km ☐
c) 5 - 10 km ☐
d) Over 10 km ☐
8. How long does it normally take you to travel to work?
a) Less than 15 mins ☐
b) 15 – 30 mins ☐
c) 30 – 60 mins ☐
d) Over 1 hour ☐
9. If you drive to work on your own what are the main reasons?
Please choose what you consider to be the most important factors and mark these as 1 to 3 (with 1 being your highest priority).
a) Car essential to job ☐
b) Dropping/collecting children ☐
c) Guaranteed/flexible journey ☐
d) Health reasons ☐
e) Personal security ☐
f) Lack of alternative ☐
g) Cost of other travel ☐
h) Don't like public transport ☐
i) Convenience ☐
j) Available Parking ☐
k) Other (please specify) ☐
.....
10. Please tick if you know about any of the following:
a) Bus routes to the store ☐
b) Cycle routes to the store ☐
c) Walking routes to the store ☐
d) Other (please specify) ☐
.....

COLLEAGUE TRAVEL SURVEY



11. Which of the following changes would most encourage you to use public transport for your journey to work (if you already use public transport which would you most like to see)?

Please choose what you consider to be the most important factors and mark these as 1 to 3 (with 1 being your highest priority).

- a) More accessible bus route ☐
- b) More frequent services ☐
- c) Discount tickets/travel passes available from work ☐
- d) More convenient bus stops ☐
- e) Better connections with bus/train stations ☐
- f) Easier timetable/route information ☐
- g) Would not be willing to use public transport ☐
- h) Other (Please specify) ☐

-
12. Which of the following changes would most encourage you to car share for your journey to work (if you already car share which would you most like to see)?

Please choose what you consider to be the most important factors and mark these as 1 to 3 (with 1 being your highest priority).

- a) Help finding a car share partner ☐
- b) Free taxi home in the event of an emergency ☐
- c) Assistance in getting home if let down by partner ☐
- d) Reserved car parking for car sharers ☐
- e) Would not be willing to car share ☐
- f) Other (Please specify) ☐

.....

13. Which of the following changes would most encourage you to cycle to work, (if you already cycle which would you most like to see)?

Please choose what you consider to be the most important factors and mark these as 1 to 3 (with 1 being your highest priority).

- a) The provision of safe, well-lit cycle paths ☐
- b) Improvements to existing cycle paths ☐
- c) More information about local cycle paths ☐
- d) Improved cycle parking at the store ☐
- e) Improved facilities and lockers at the store ☐
- f) Having a bicycle user group at work ☐
- g) Free adult cycle training ☐
- h) Would not be willing to cycle to work ☐
- i) Other (Please specify) ☐

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14. Which of the following changes would most encourage you to walk to work, (if you already walk, which would you most like to see)?

Please choose what you consider to be the most important factors and mark these as 1 to 3 (with 1 being your highest priority).

- a) Better lighting and security ☐
- b) Safer crossings and improved pedestrian priority ☐
- c) Improved changing facilities and lockers at work ☐
- d) Would not be willing to walk to work ☐
- e) Other (Please specify) ☐

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Thank you for completing this survey