



Travel Plan Update Report October 2019

X1 Lettings

Travel Plan Update

Introduction

A report prepared by X1 Development to detail the on-going monitoring of the Travel Plan for X1 Eastbank and summarise our findings and conclusions.

The report is based upon Travel Plan dated August 2016. The aim of the Travel Plan is to promote, encourage and, in part, facilitate sustainable travel for residents of X1 Eastbank.

In preparing the Travel Plan and monitoring its effectiveness, reference has been made to the National Planning Policy Guidance (PPG13). The objectives stated in this guidance are to:

- Promote more sustainable transport choices for residents and the local community
- Promote accessibility to shopping, leisure facilities, schools and services by public transport, walking and cycling
- Reduce the need to travel, especially by car.

The key initiatives of the Travel Plan included:

- Appointment of a Travel Coordinator
- The promotion of walking, cycling (mobility permitting) and public transport and realistic alternatives to the car where appropriate
- Maintaining the availability and awareness of relative up-to-date travel information
- The promotion of, and assistance with, local car-sharing schemes.

Key Initiatives

Appointment of Travel Coordinator

The Travel Coordinator role is assigned to the Block Manager who has overall responsibility for the implementation and monitoring of the Travel Plan. During the initial review (2017), the Travel Coordinator was Alana Ogilvy. For the second stage review (2019), the Travel Coordinator was Ciara McGilloway.

The Travel Coordinator reports on the use of the X1 Car Club annually as part of the Management Review - refer to Appendix 5 for copies of the 'Compliance Section' of the reports for 2017-2019.

Promotion of Walking, Cycling and Public Transport

X1 Eastbank is located less than 1 kilometer from local amenities at Central Retail Park and Urban Exchange. The development is well connected by public transport links to the City Centre and wider area. As the development is conveniently located on the border of the City Centre this provides good opportunities for employment within the area.

The core trips made by residents of the development are to and from work and to local shops and public transport. These journeys were surveyed as part of the Travel Plan monitoring.

The development has 112 cycle spaces – 74 located in the car park and 38 in a bike store located at the front of the building. Use of the cycle spaces and bike usage in general were surveyed as part of the Travel Plan monitoring.

The development is located within walking distance of major tram, rail and bus routes therefore provides a good alternative to both short and long distance journeys. Manchester Piccadilly Rail Station is located a short walk from the development providing local and national services across the UK and there is a tram stop situated on Pollard Street. Use of public transport was surveyed as part of the Travel Plan monitoring.

Availability and Awareness of relative up-to-date Travel Information

The Travel Coordinator is responsible for ensuring that sustainable transport measures are promoted to residents of X1 Eastbank. This is facilitated using the notice board within the building to ensure that the information is available to all residents.

Promotion of, and assistance with, local Car-Sharing Schemes

Residents are provided with information about the two on-site Electric Cars and the procedures and booking options available. This is included within initial welcome packs and also advertised on the building notice board. Refer to Appendix 1 for Electric Car poster as displayed at X1 Eastbank. Refer to Appendix 3 for Resident Email Notification.

Information on Manchester's Car Club scheme operated by Enterprise Car Club is also advertised to residents. Refer to Appendix 2 for Enterprise Car Club poster as displayed at X1 Eastbank.

Review and Monitoring

The Travel Plan Update documents the two reviews of the implementation of the Travel Plan. The two stage assessments were carried out as follows:

- Review 1: March 2017. Survey of residents upon full occupancy of the building
- Review 2: March 2019. Survey of residents two years after initial survey.

The Travel Plan included a proposed timescale for the monitoring and recording of initiatives. This has been updated to reflect the reviews completed to date:

Task	Timeframe
Appointment of Travel Coordinator	Complete <i>Updated to new Block Manager</i>
Issue of Travel information in Welcome Packs	When residents move into the property and included on block notice boards (only rental residents receive Welcome Packs)
Initial Travel Surveys	Complete – <i>March 2017</i>
Review of Survey and Travel Plan Performance issued for review	Internal Review complete (refer to Eastbank Management Report) <i>Implementation of Travel Plan and uptake of electric car rentals to be reviewed as part of annual Management Review.</i>
2 year monitoring survey and review of report	Survey Complete – <i>March 2019</i> <i>Report to follow - September 2019</i>

Travel Surveys

X1 Developments prepared and issued travel surveys for building residents based upon the contents of the initial Travel Plan. The surveys were issued to residents via SurveyMonkey and emailed using MailChimp.

Review 1 Results

The Initial Travel Plan Survey was issued to residents in March 2017. A copy of the report produced by X1 following receipt of responses is included on the next pages.

The percentage of responses to the initial survey was surprisingly high, potentially as the survey was issued to rental residents as part of the initial welcome pack and followed up by the Travel Coordinator / Block Manager.

The survey results show that car ownership is less than 50%, but car usage was the main mode of transport for work and the main mode of transport used generally for those who returned the survey form.

Bike usage was not particularly high, despite a large amount of bike storage provided at X1 Eastbank. This is something that was monitored and encouraged following the results of this survey.

The car clubs were not included within this report due to how relatively recently the scheme had been introduced at X1 Eastbank and some initial teething problems with booking processes and key collection. The schemes were subsequently advertised at the block and the booking process simplified. These modes of transport were then included in the 'follow-up' survey.

Site: X1 Eastbank

Report: Initial Survey for Travel Plan

Travel Plan Coordinator: Alana Ogilvy

Date: 28th March 2017

Introduction:

As part of the planning conditions for the above development a Travel Plan was created with the following aims:

- To reduce the number and length of journeys by car
- To establish walking, cycling and the use of public transport and car sharing as feasible and realistic alternative methods of traveling for the residents of the development
- To be ongoing and adaptive, monitoring impacts and learning from experience and above all proactive
- To create awareness of the benefits, in terms of sustainable travel and also raise awareness of the responsibility to the local and wider environment and community

An initial survey has been carried out now that the development is at 80% occupancy (89 occupied apartments)

A survey was issued to all residents via SurveyMonkey on the 8th March 2017. 2 weeks were given for the collection of results and collated on the 24th March 2017. The survey was sent to 117 residents, we had responses from 53 residents (45%).

The next survey will be carried out in March 2019.

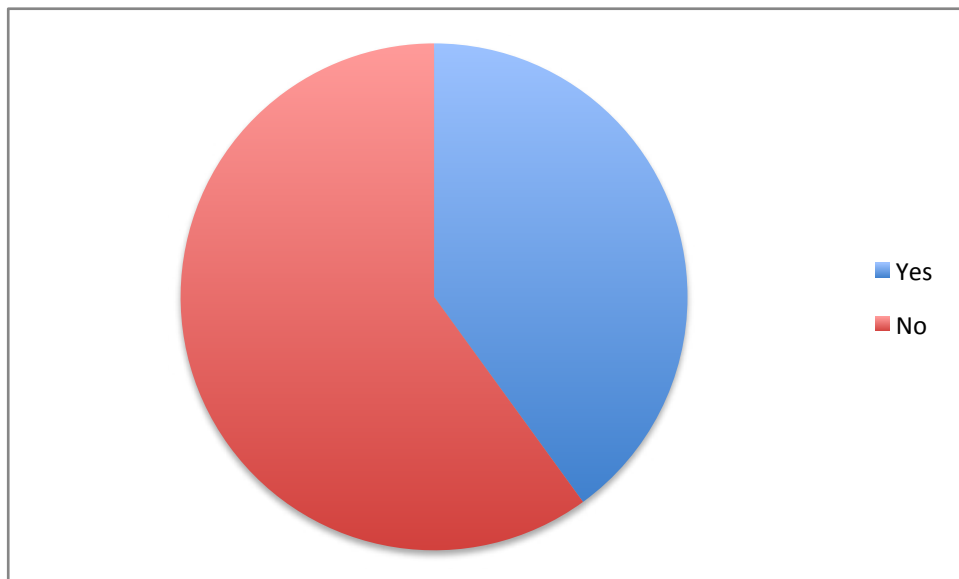
Aims:

As this is an initial survey to gather data on the current residents we have put forward questions to gather information on the following points:

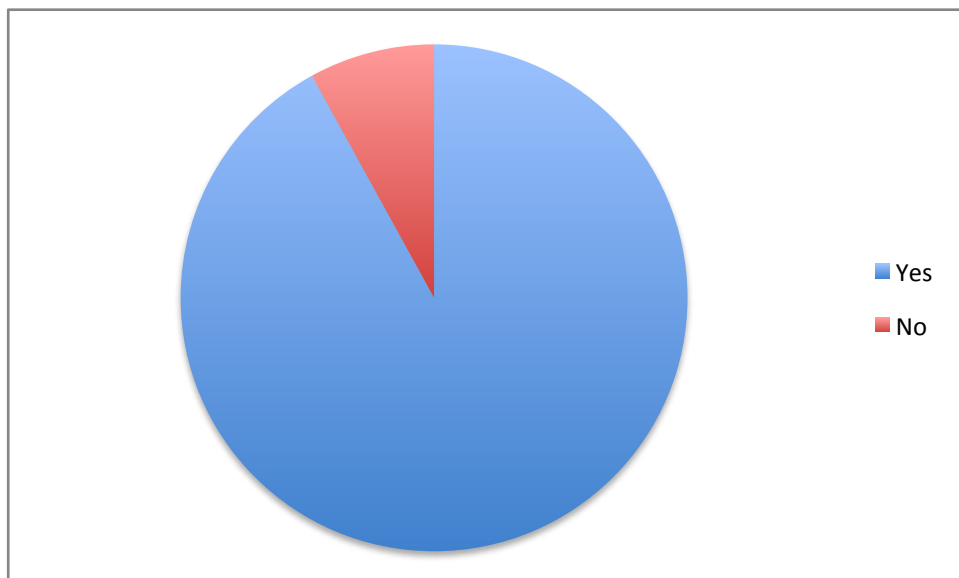
- 1) Levels of car ownership
- 2) Preferred method of transport
- 3) Frequency of Travels
- 4) Travel Destinations

Survey:

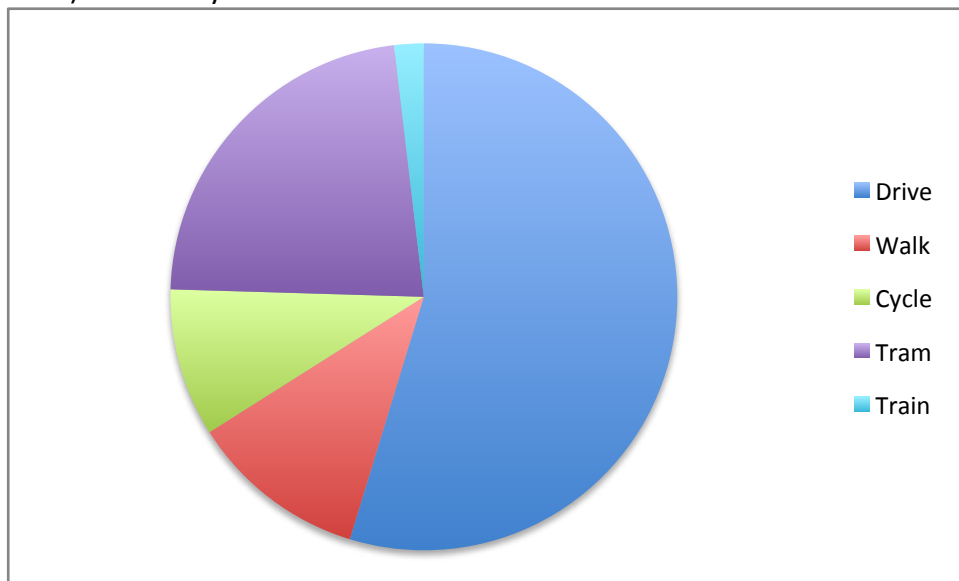
1) Do you own a car?



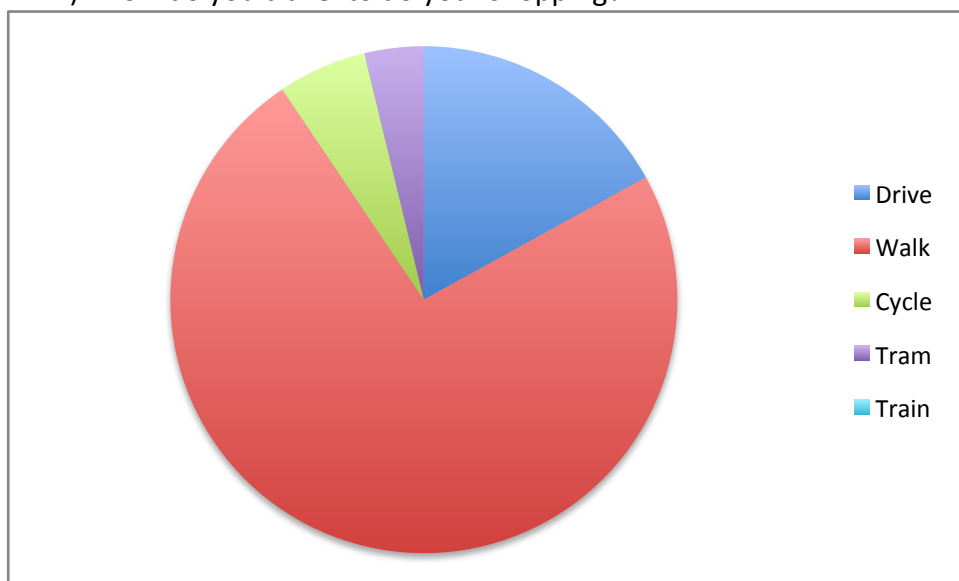
2) Do you park the car in the Eastbank car park?



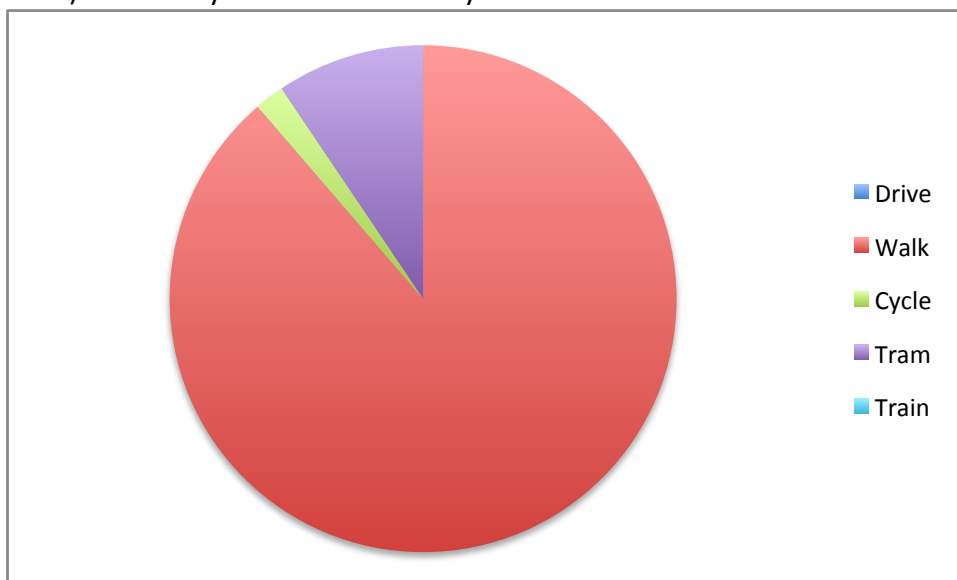
3) How do you travel to work?



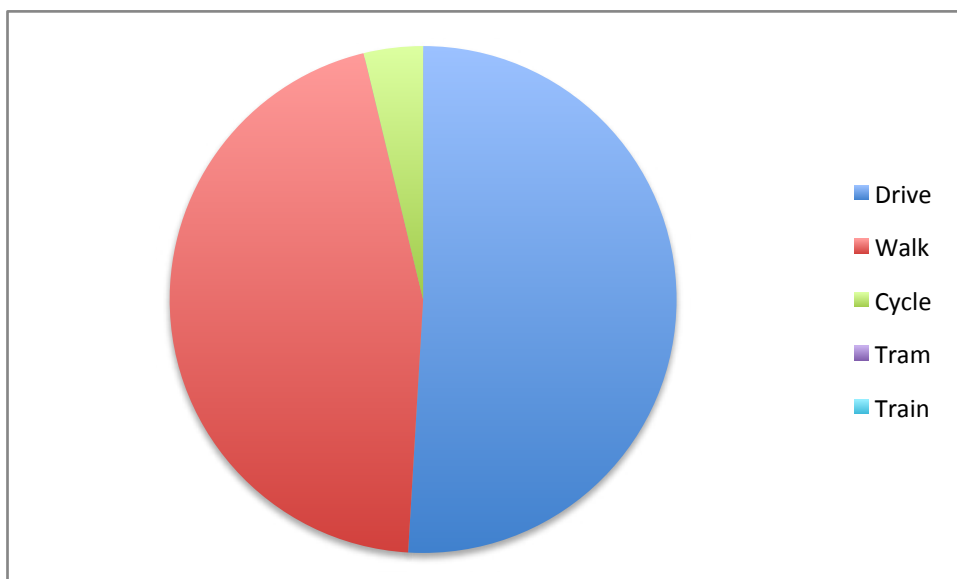
4) How do you travel to do your shopping?



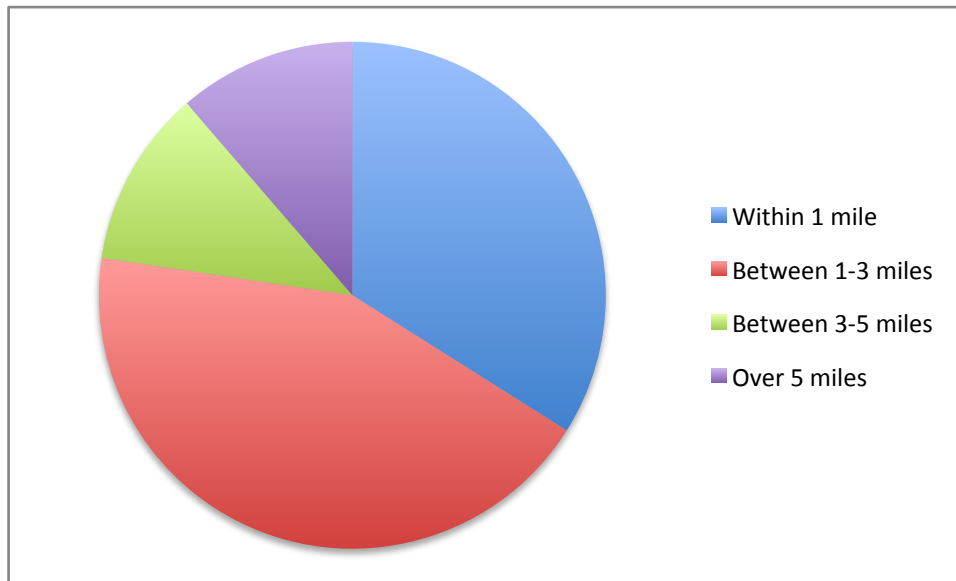
5) How do you travel to the city centre for leisure?



6) What mode of transport would you say you use the most frequently?



7) When travelling, what is your usual destination?



Conclusions:

From the initial travel plan survey the following results have been found. The majority of residents at X1 Eastbank do own a car however they are not used as the most frequent method of transport for either shopping or leisure. They are however the most frequent method of transport for getting to and from the workplace. The most common distance for travelling is between 1 – 3 miles which would correlate with the distance between X1 Eastbank and the City Centre.

The next survey will be carried out in March 2019 to establish the uptake of both the Enterprise car club and the X1 car club as well as use of the cycle store on site.

Review 2 Results

A second Travel Plan Survey was issued to residents in March 2019. A copy of the survey can be found at Appendix 5 and the report produced by X1 following receipt of responses is included on the next pages.

The percentage of responses to the initial survey was lower than the initial survey carried out in 2017, but still higher than anticipated.

The survey questions were different to the initial survey, as the focus was shifted to mode of transport rather than car ownership - so it is not very easy to directly compare the two sets of survey results.

In general, car usage was low within these results, with the outstanding primary mode of transport being 'walking'. The exception to this rule was for transport for work where car usage was still quite high, however, without further information about where residents work etc, it is fairly difficult to encourage specific alternate modes of transport - and this would be considered intrusive and beyond the intentions of the Travel Plan.

Bike usage appears to be relatively low for most journeys, and this is further assessed as part of the Parking Audit. There is ample secure indoors bike storage at X1 Eastbank which is well-lit and covered by CCTV.

The car clubs were added to this survey, having not been included in the initial survey. Uptake of the car clubs was quite low from those surveyed, especially the Manchester Enterprise Car Club. X1 will continue to monitor the X1 Car Club as part of the annual management review and will ensure it is continually advertised to residents.



Site: X1 Eastbank

Report: Follow up Survey for Travel Plan

Travel Plan Coordinator: Ciara McGilloway

Date: 15th March 2019

Introduction:

As part of the planning conditions for the above development a Travel Plan was created with the following aims:

- To reduce the number and length of journeys by car
- To establish walking, cycling and the use of public transport and car sharing as feasible and realistic alternative methods of traveling for the residents of the development
- To be ongoing and adaptive, monitoring impacts and learning from experience and above all proactive
- To create awareness of the benefits, in terms of sustainable travel and also raise awareness of the responsibility to the local and wider environment and community

Following the initial survey carried out in 2017, updated data is required to establish how the travel plan is performing.

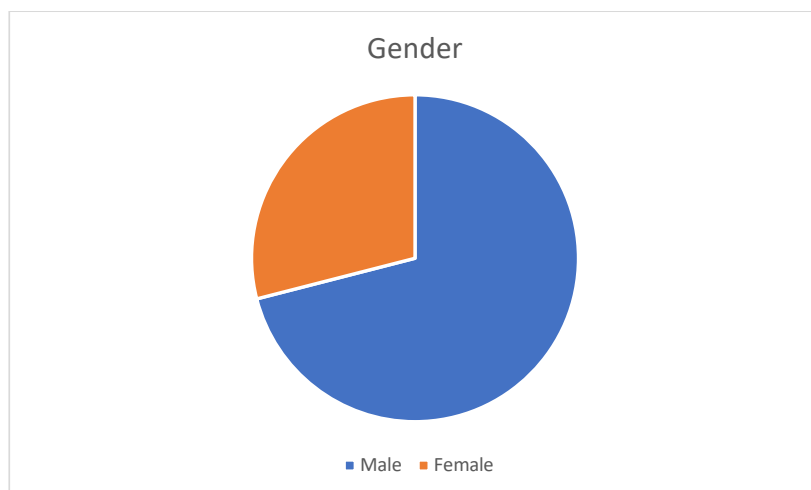
A survey was issued to all residents via SurveyMonkey on the 28th February 2019. 2 weeks were given for the collection of results and collated on the 13th March 2019. The survey was sent to 109 residents, we had responses from 38 residents (35%).

Aims:

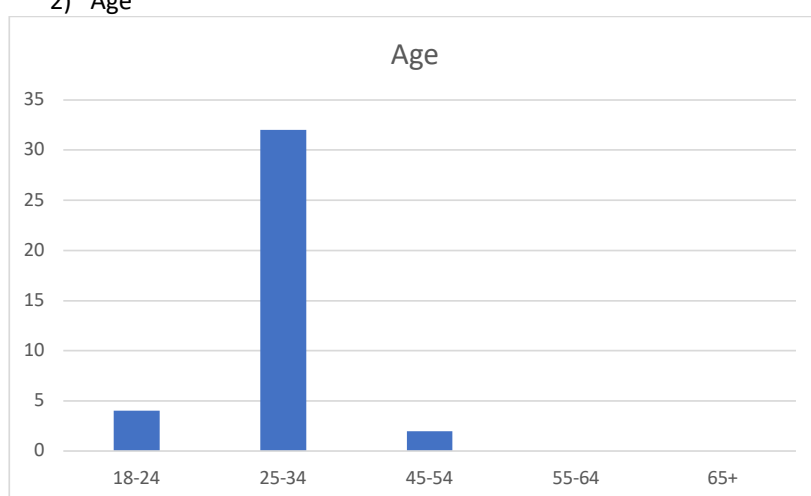
This survey was to establish how the travel mitigation methods have impacted the residents behaviour in relation to their travel habits.

Questions were asked around their vehicle ownership, use of the car share schemes and what would encourage them to use more sustainable travel methods.



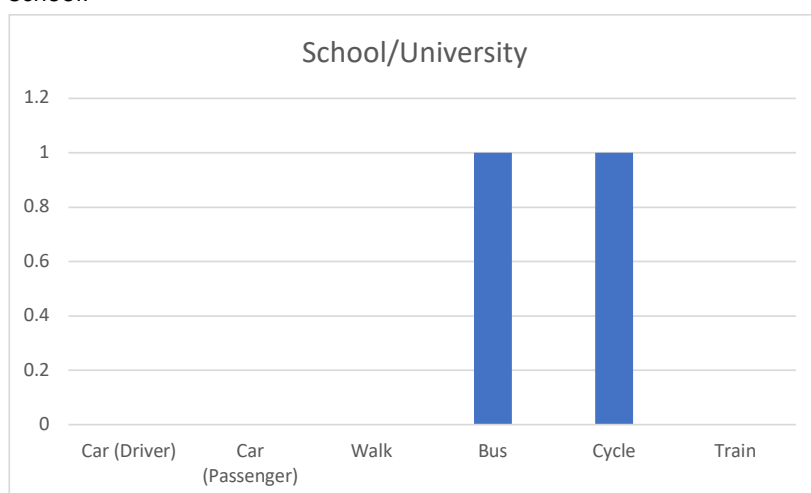


2) Age

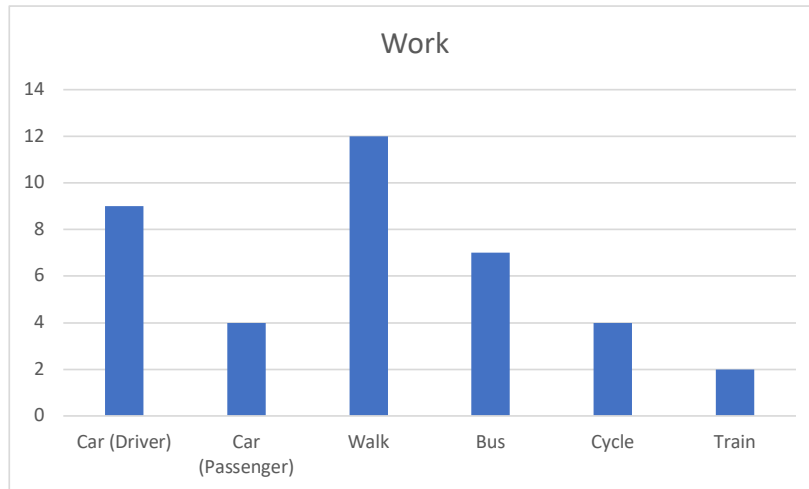


3) What is your main mode of travel to each destination?

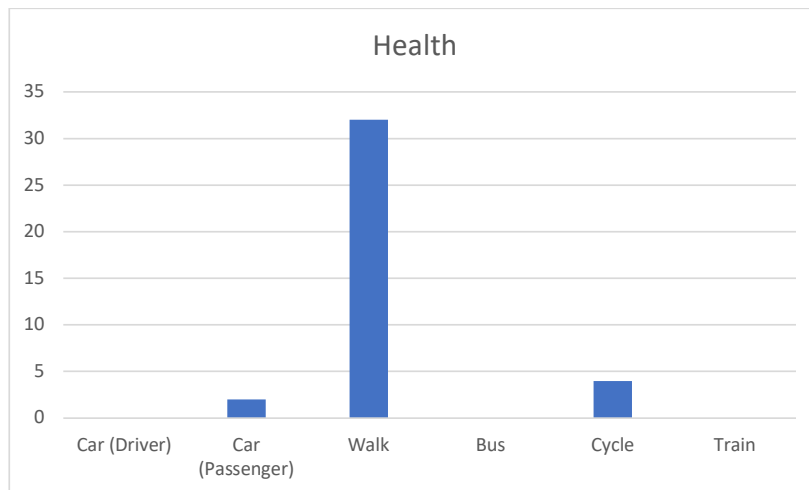
School:



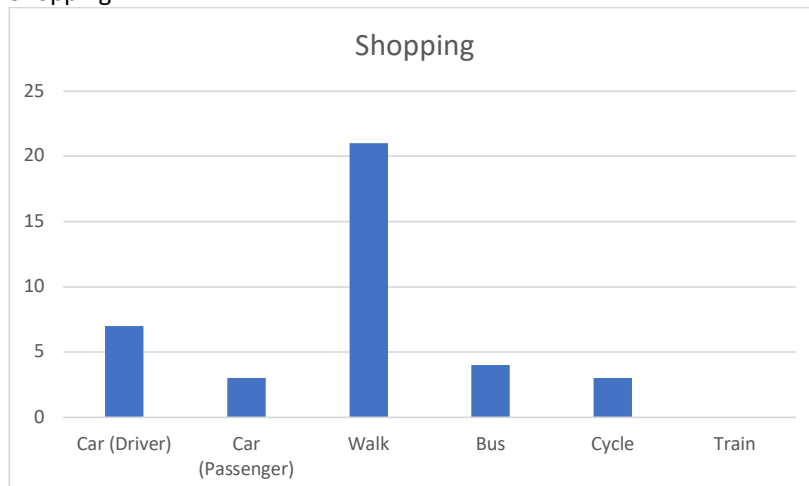
Work:



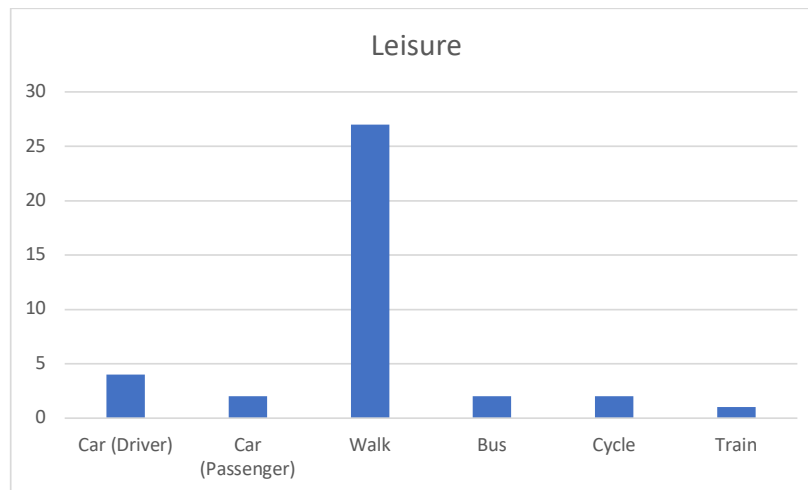
Health:



Shopping:



Leisure:

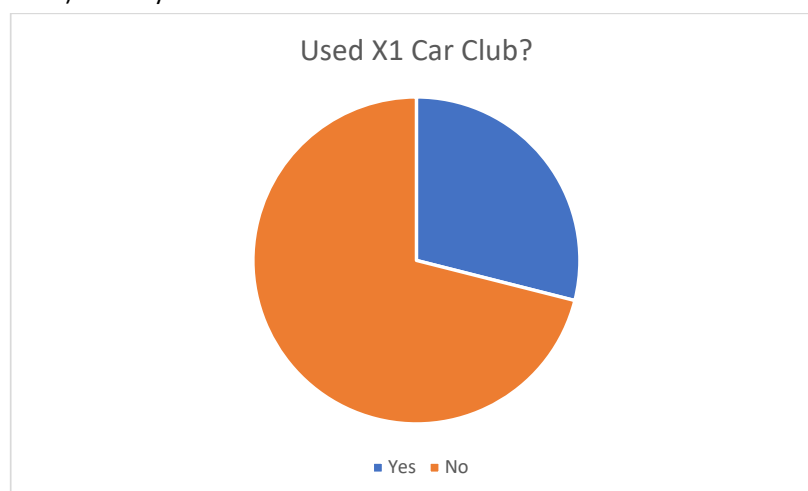


4) Since moving to X1 Eastbank has your main mode of travel changed?

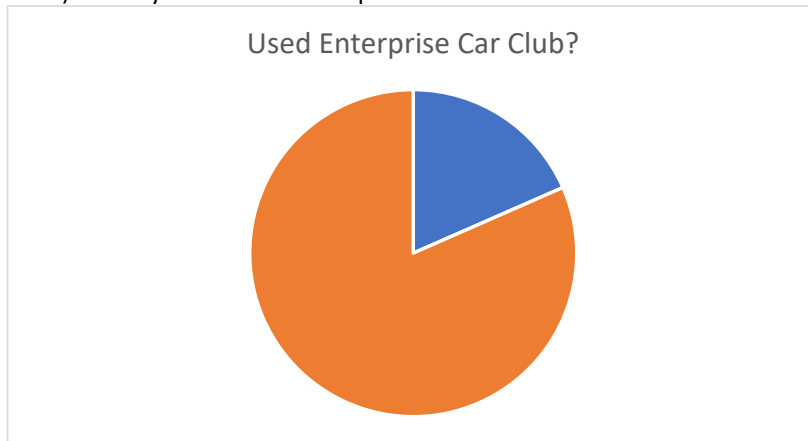


5) Which vehicles does your household own?

6) Have you used the X1 car club?



7) Have you used the Enterprise car club?



10) What would encourage you to use public transport more frequently?

- Nothing
- The cleanliness
- Cheaper monthly passes
- The cost
- I wouldn't use buses, I do use the tram and train though
- Closer bus stop to my office
- If it was cheaper
- It if was free
- If it was quicker

11) Did you find the travel information in your welcome pack useful? If not, what improvements would you make?

- Yes was helpful, most of the info can be found online though.
- Yes very useful as I am new to Manchester
- Yeah was great.

Parking Audit

X1 Developments Travel Coordinator carried out a review of car park usage as part of Review 2. This was carried out on Friday 29th March 2019.

The development has 40 parking spaces available in a secure ground floor parking area. Four parking spaces are allocated for disabled parking and two spaces will have electric car charging facilities. Vehicle access to the car park is on Advent Way/Isaac Way off Every Street.

The development has 112 cycle spaces – 74 located in the car park and 38 in a bike store located at the front of the building.



X1 Eastbank Car Park Plan

Car Parking Occupancy:

Visit	Time	Spaces Occupied	Percentage
Morning	09.15	18	45%
Afternoon	14.30	11	28%
Evening	19.40	30	75%

The car park was most used in the evening, as would be expected with 75% of the spaces in use. Even at the busiest time of the survey, the car park had 25% capacity spare with 10 or the 40 spaces available.

Despite the car park being at 75% capacity when surveyed in the evening, this is still a very low car usage relative to the size of the block - 111 units in total with only 30 cars parked on site.

Bike Stand Occupancy:

Visit	Time	Spaces Occupied	Percentage
Morning	09.15	17	15%
Afternoon	14.30	11	10%
Evening	19.40	35	31%

The bike storage within the block was at a relatively low level of usage during the survey with over 77 secure spaces available. There is potential to further advertise the availability of bike storage within the block, especially the secure bike storage room at the front of the building as this had the most spaces available during the survey.

Key Findings:

Key findings from both surveys and the annual management review have been summarised in the table below:

Finding	Suggestion
Car parking and bike storage facilities are sufficient for the building with additional capacity available for each according to the Parking Audit	Bike storage could be advertised more, especially the large bike storage room to the front of the building which is significantly under-used, and potentially better located for residents approaching from the Great Ancoats Street as it is in close proximity to the main entrance.
Low usage of the X1 Car Club	Continue to advertise the car club to all residents ensuring that all residents (owner occupiers and renting residents) are aware that they have access to the use of the cars. Ensure that the booking process is as simple as possible to encourage use. The car club is free to use, so there can be no issue with the 'cost' of the scheme.
Public Transport	Public transport usage will continue to be advertised with up-to-date bus routes and timetables available to residents on the notice board / at reception
Walking	Due to the location of the site and its close proximity to the City Centre and Manchester Picadilly, walking is currently a popular option. The notice board could be used to demonstrate local routes on foot and how long they would take to discourage driving for local journeys.
Car sharing	A significant number of residents use a car as their main mode of transport for work. Whilst car sharing is not always possible or practical, an advertising initiative to encourage car sharing could be considered.

Summary

This report details the on-going monitoring and review of the Travel Plan at X1 Eastbank.

- The existing sustainable travel initiatives in place at the development appear to be encouraging residents to favour sustainable travel with car parking numbers relatively consistent between surveys and capacity available within the car park and bike storage facilities
- The car club usage is relatively low with an average of 10 rentals each year by residents - these rentals can be anywhere from an hour to a few days at a time. A priority will be to advertise and incentivise the car club for Eastbank residents to encourage further uptake.
- The 2no. surveys show a consistent uptake in sustainable travel and do not highlight any requirements for further incentives or changes to the Travel Plan. As such, it is proposed that the management review will continue to monitor and report on the use of the car club and will also consider the initiatives of the Travel Plan generally to ensure future monitoring by X1 Lettings.
- The adjacent building, X1 Plaza, is due to complete in the next year. X1 Lettings will also be monitoring this block and will consider if there are any joint ventures between the blocks that could further enhance the X1 Eastbank Travel Plan once the X1 Plaza Travel Plan is confirmed.



Appendices

Appendix 1

X1 Eastbank Car Club Poster



X1 Lettings presents 'X1 Car Club', a car sharing service for tenants at X1 Eastbank!

There are no strings attached, we are simply providing **2 electric Renault Zoe vehicles** for our tenants at their disposal. It sounds too good to be true!

If that isn't good enough, before signing up to X1 Car Club, we are offering a **free half-day trial** for our tenants!

HOW DOES X1 CAR CLUB WORK?

After tenants have had their free half-day trial, they can then book the electric cars out and plan their adventures!

We are only charging our tenants **£15 per day** to hire the cars out.

Both vehicles can be booked out for a period of up to 7 days at a time. This gives our tenants enough time to achieve their desired road trips or even just to have the car as a run around for the week!

HELPING THE ENVIRONMENT

Electric cars are **100% eco-friendly with no emissions**.

Driving an electric car is a great way for you to **save money on fuel** as well as helping the environment!

It's a win win for you and the environment!

X1 ROAD TRIPS

At X1 Lettings, we are excited to see where X1 Car Club takes our tenants. It's time to get out of Manchester and explore other exciting cities.

Please tag us in your 'X1 Road Trips' on social media.

We will have a prize for the most adventurous X1 Car Club trip!

BOOKING THE CARS

Tenants can collect the keys for the electric cars from the X1 Manchester Office on their scheduled day: Mon-Fri at 9:30am, Saturday at 10am, Sundays not available.

Please contact Bibi Brown in X1 Manchester Office for more information and bookings.

X1 Manchester Office: The Exchange, 8 Elmira Way, Salford, M5 3NQ
0161 669 7070 www.x1lettings.com

**X1
LETTINGS**

Appendix 2

Enterprise Car Club Poster



X1 EASTBANK RESIDENTS



X1 has teamed up with Enterprise Car Club to offer residents a FREE 1 hour trial of the Enterprise Car Club scheme in Manchester!

 **Search 'Enterprise Car Club' online and sign up**

Then contact the X1 Manchester Office for information on what to do next



Appendix 3

Car Club Email Notification to Residents



X1 Eastbank - Car Club

1 message

Haymarket Management <Info@haymarketmanagement.com>

> Haymarket X1 Eastbank



X1 Car Club

Dear Residents,

X1 Lettings presents 'X1 Car Club', a car sharing service for tenants at X1 Eastbank!

There are no strings attached, we are simply providing **2 electric Renault Zoe vehicles** for our tenants at their disposal. It sounds too good to be true!

HOW DOES X1 CAR CLUB WORK?

After tenants have had their free half-day trial, they can then book the electric cars out and plan their adventures!

We are only charging our tenants **£15 per day** to hire the cars out.

Both vehicles can be booked out for a period of up to 7 days at a time. This gives our tenants enough time to achieve their desired road trips or even just to have the car as a run around for the week!

HELPING THE ENVIRONMENT

Electric cars are **100% eco-friendly with no emissions.**

Driving an electric car is a great way for you to **save money on fuel** as well as helping the environment!

It's a win win for you and the environment!

BOOKING THE CARS

Tenants can collect the keys for the electric cars from the X1 Manchester Office on their scheduled day: Mon-Fri at 9:30am, Saturday at 10am, Sundays not available.

Please contact Bibi Brown in X1 Manchester Office for more information and bookings.

X1 Property Management Limited t/a Haymarket Block Management
X1 Property Management Limited is a company registered in England and Wales. Registered Number: 10246071. Registered Office: **116 Duke Street, Liverpool, Merseyside, England, L1 5JW.**

Want to change how you receive these emails?
You can **update your preferences** or **unsubscribe from this list**.

haymarketmanagement.com

Appendix 4

Travel Plan Survey 2 Questionnaire

Male ☐

Female

18-24

25-34

45-54

55-64	
-------	--

65+ ☐

--

[illegible]

Health	☐	☐	☐	☐	☐	☐
Leisure	☐	☐	☐	☐	☐	☐

5) Since moving into X1 Eastbank, has your main mode of travel changed?

Yes ☐ No ☐

6) What vehicles does your household own?

Car (1) ☐

Car (2+) ☐

Motorcycle ☐

Bicycle ☐

7) Have you used the X1 Car Club?

Yes ☐ No ☐

8) Have you used the Enterprise Car Club?

Yes ☐ No ☐

9) What would encourage you to use the car sharing clubs available?

10) What would encourage you to cycle more frequently?

--

11) What would encourage you to use public transport more frequently?

--

12) Did you find the travel information in your welcome pack useful? If not, what improvements would you make?

--

Appendix 5

Extracts from X1 Lettings Annual Management Review in relation to X1 Car Club Usage

Building Compliance	
Date of Last FRA / HSRA	August 2016
Have all FRA & HSRA actions been completed or in the process of being actioned?	YES
Please detail any critical actions highlighted in the FRA or HSRA that remain outstanding.	None.
Date of last Asbestos Survey	N/A
Number of Storeys	8
Is the building over 18 meters tall?	YES
Is the Eastbank car club information visible and accessible to tenants in the building?	YES
How many users have taken part in the Eastbank car share over the previous 12 Months?	7 tenant hire bookings since September.

Have all FRA & HSRA actions been completed or in the process of being actioned?	YES
Please detail any critical actions highlighted in the FRA or HSRA that remain outstanding.	NONE
Date of last Asbestos Survey	N/A
Number of Storeys	8
Is the building over 18 meters tall?	YES
Is the Eastbank car club information visible and accessible to tenants in the building?	YES – Posters in place car club info also included in tenant move in packs.
How many users have taken part in the Eastbank car share over the previous 12 Months?	12 tenant hire bookings over 12 months.

Have all FRA & HSRA actions been completed or in the process of being actioned?	YES
Please detail any critical actions highlighted in the FRA or HSRA that remain outstanding.	NONE
Date of last Asbestos Survey	N/A
Number of Storeys	8
Is the building over 18 meters tall?	YES
Is the Eastbank car club information visible and accessible to tenants in the building?	YES – Posters in place car club info also included in tenant move in packs.
How many users have taken part in the Eastbank car share over the previous 12 Months?	9 tenant vehicle hires over 12 months.

