

TRAVEL PLAN UPDATE REPORT

YPP Investments

11 St James Square, Manchester

June 2021

VN91454

Travel Plan Update Report

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Report control

Document:	Travel Plan Update Report
Project:	11 St James Square, Manchester
Client:	YPP Investments
Job number:	VN91454
File origin:	N:\Vectos Job Data\2021\VN91454 11 St James Square\Docs\Reports\Travel Plan Update 2021

Document checking

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Issue	Date	Status	Checked for issue
1	01/06/21	V1	MR

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1 Introduction

Background

- 1.1 This report has been prepared by Vectos on behalf of YPP Investments and provides an update to the development's framework Travel Plan that was submitted as part of the planning application (reference: 122770/P3OPA/2019). The report has been prepared in order to discharge the outstanding criteria listed as part of Condition 4b attached to the site's original planning consent.
- 1.2 The Condition is worded as follows:
- "...within six months of the first occupation of the development, a revised Travel Plan which takes into account the information about travel patterns gathered as set out in Section 5.2 (Monitoring) and 6 (Action Plan) of the approved Framework Travel Plan (VN91232 February 2019), shall be submitted to and approved in writing by the City Council as local planning authority. Any Travel Plan (or subsequently revised Travel Plan) which has been approved by the City Council as local planning authority shall be implemented in full at all times when the development hereby approved is in use."*
- 1.3 A Framework Travel Plan was completed by Vectos in February 2019 and the initiatives outlined in that document have been reviewed.

Scope of Report

- 1.4 This Travel Plan update identifies a forward strategy in ensuring the Plan's future success and has been prepared in continuation of the aforementioned Framework Travel Plan produced in February 2019. The report is therefore set out the following:
- Section 2 outlines the accessibility of the site by sustainable modes of travel;
 - Section 3 outlines the success of 11 St James Square existing initiatives designed to both encourage and promote sustainable travel amongst residents;
 - Section 4 analyses the results of a 2021 resident travel survey;
 - Section 5 summarises the outcomes of the survey analysis and where there is scope to refine; and
 - Section 6 outlines the next steps of the Travel Plan, including how it will continue to progress and the implementation of any further initiatives.

2 Accessibility by Sustainable Modes of Travel

Introduction

2.1 The accessibility of the development by the following modes of transport have been considered:

- Accessibility on Foot;
- Accessibility by Cycle;
- Accessibility by Bus;
- Accessibility by Rail.

Accessibility on Foot

- 2.2 Given the City Centre location of the proposal, pedestrian accessibility to the surrounding area is excellent. The site is well connected on foot to the surrounding bars, restaurants, convenience stores, Central Library and general retail opportunities within the wider city area.
- 2.3 The site is also very well connected to key transport hubs within the City Centre with Victoria, Deansgate, Oxford Road and Piccadilly all situated within a 0.8 – 1km walk from the development. In addition, the St Peter's Square Metrolink Tram Stop, which serves all routes, is situated within a 250m walk to the south east along Princess Street.
- 2.4 Pedestrian infrastructure in the vicinity of the site is good with all roads having footways on both sides of the carriageway. Immediately adjacent to the site the junction of John Dalton Street, Albert Square, Princess Street and Cross Street features signalised crossing facilities across all arms facilitating safe pedestrian access in all directions.
- 2.5 Furthermore, all of the traffic signals in the surrounding area benefit from pedestrian crossing facilities with dropped kerbs and tactile paving.

Accessibility by Bicycle

- 2.6 MCC has developed strategic cycle routes throughout the City Centre in order to encourage cycling. There is cycle parking close to the site located on Mulberry Street, King Street & John Dalton Street.
- 2.7 The City Tower Cycle Hub is less than a five minute walk from the site and has around 200 cycle parking spaces along with lockers and showers. The facility can be used on both a 'pay as you go' basis as well as with seasonal memberships. The Hub is open every day from 6am to 8pm Monday to Friday and from 8am to 5pm at weekends and public holidays.
- 2.8 **Figure 2.1** presents the cycle infrastructure which lies within the immediate vicinity of the site. As can be seen from this plan, on road cycle routes with cycling facilities are provided along many of the surrounding roads including Princess Street, Portland Street and Oxford Street. Whilst these routes do not extend directly up to the development building, all roads in the vicinity are flat and feature 20mph speed limits and are considered suitable for use by cycles.



Figure 2.1 - Cycle Infrastructure Close to the Site

Accessibility on Bus

Main Bus Services

- 2.9 The location of the site within Manchester City Centre means that it benefits from the many bus services that originate and terminate in the city. 400m is regarded as the ideal maximum walking distance to bus stops. Bus stops within this distance from the site include those on Cross Street, John Dalton Street, Albert Square and Princess Street.
- 2.10 The extensive number of bus services which can be reached within 400m of the site provide connections to key destinations within the Greater Manchester conurbation including Altrincham, Sale, Chorlton, Stockport, Media City, Wigan, Oldham, Bury, Denton and Hyde amongst many others.
- 2.11 As illustrated in **Figure 2.2**, the Manchester City Centre 'Free Bus' (formerly Metro-shuttle) services cover most of the city centre and provide convenient access to major activity centres in the City.

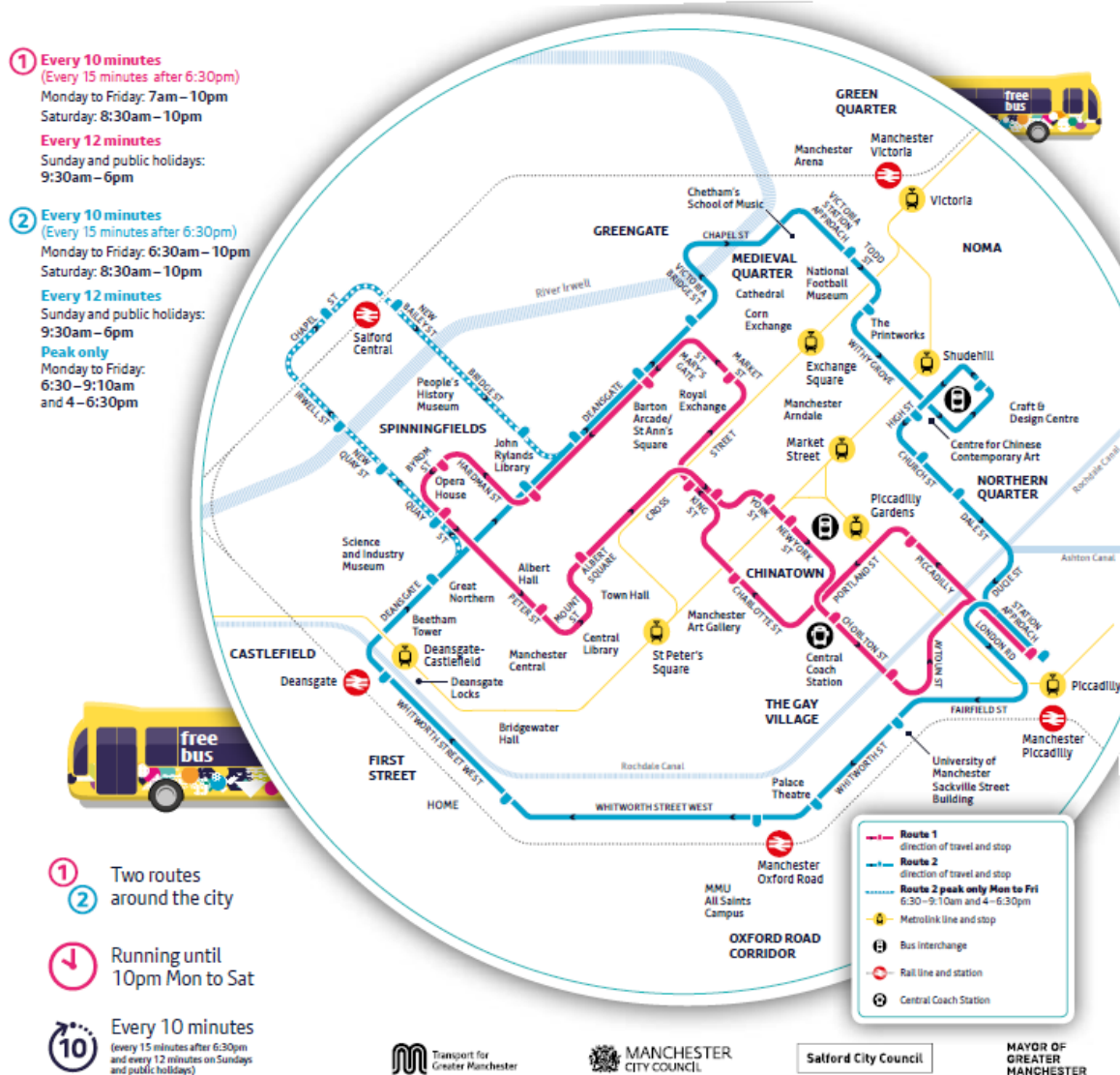


Figure 2.2: Manchester City Centre ‘Free Bus’

- 2.12 Both Free Bus services can be easily accessed from the site with Route 1 (red route) passing along Cross Street and stopping at Albert Square. Route 2 (blue route) passes along Deansgate which is a short walk (170m) walk from the site.
- 2.13 Free Bus is a free of charge bus service linking all the main destinations across Manchester City Centre. Free Bus buses are highly branded, are accessible by disabled users and run on a 10 minute daytime frequency between 07:00-22:00 and 08:30-22:00 on Saturday with the Sunday & Public Holiday service operating 09:30-18:00.
- 2.14 The Free Bus services provide convenient access to major activity centres. In particular, it gives the site quick and convenient access to all mainline railway stations, principal car parks and retail centres.
- 2.15 As a consequence, it is considered that the site is highly accessible by bus.

Accessibility by Metrolink

- 2.16 The existing Metrolink services currently cover a broad area of Manchester and its outlying residential districts. The extent of the Metrolink network is presented in **Figure 2.3**.

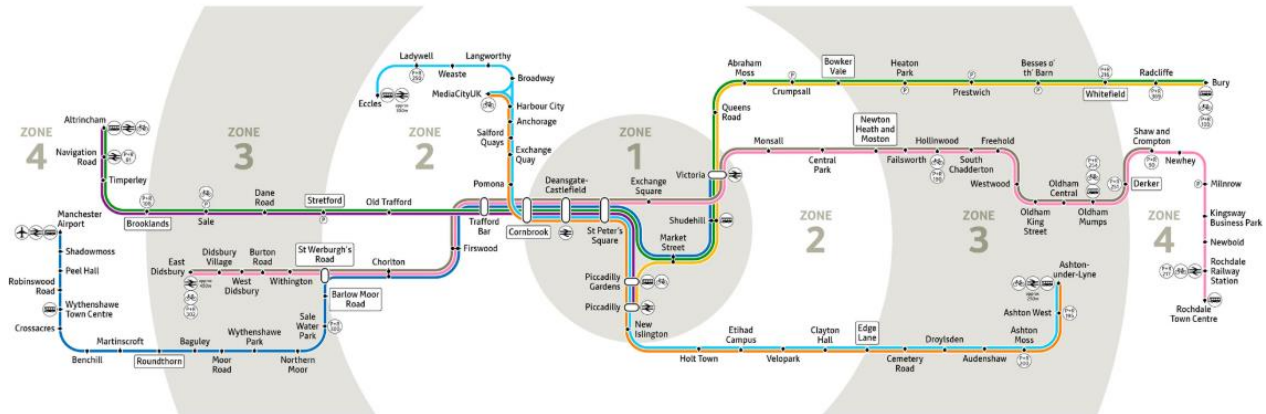


Figure 2.3: Metrolink Network

- 2.17 St Peters Square is the closest Metrolink stop to the site and can be reached within a 250m walk. As previously highlighted, this stop serves all routes of the Metrolink network, it is considered that it will offer an excellent transport option for residents and visitors to the proposed site.

Accessibility by Train

- 2.18 As previously highlighted, the proposed development is conveniently located to access all train stations within Manchester City Centre. The closest main station is Victoria Station situated approximately 800m to the north, which would typically take less than 10 minutes to reach on foot.
- 2.19 Services from Victoria provide links to regional destinations throughout northern England including Liverpool Lime Street, Manchester Airport, Huddersfield, Leeds and further destinations such as Newcastle, Middlesbrough and Scarborough.
- 2.20 The station also provides good links to the local areas within Greater Manchester including Ashton-under-Lyne, Stalybridge, Rochdale and Bolton.

Summary

- 2.21 It is considered that the site is located in an area of excellent accessibility towards sustainable modes of travel, as denoted by the site's proximity to rail, tram and bus services offering a feasible alternative to travel by private car.
- 2.22 The location of the site also allows provides residents the opportunity to travel on foot in order to reach a range of local employment, amenities and service.
- 2.23 On this basis, the site is considered appropriate for the proposed residential use.

3 Review of Existing Measures

Introduction

- 3.1 The existing initiatives that 11 St James Square have put in place at the development are now described. This includes measures brought in as the site was completed and measures introduced as the site has become occupied in recent months.

Preliminary Measures

On-site Cycle Parking

- 3.2 In regard to encouraging sustainable travel, quality and easily accessible cycle storage has been provided onsite to encourage the use of cycling as a suitable means of transport to access the wider area of Manchester.

Recently Introduced Measures

The Provision of Travel Information: Travel Information Pack & Communal Noticeboard

- 3.3 Management at 11 St James Square have confirmed that in order to encourage the use of the local sustainable transport services a Travel Information Pack (in the form of a Travel Information email) was provided to all residents upon occupation. This comprised of information on walking, cycling and public transport, including useful website links and sustainable travel routes.
- 3.4 Management at 11 St James Square have confirmed that in order to further encourage the use of local sustainable travel modes a communal noticeboard has been installed.

4 Analysis of Resident Travel Survey

Travel Survey Methodology

- 4.1 An early occupation travel survey has been undertaken to understand residents travel habits. Residents had been living in the premise since February 2021 and the travel survey was undertaken in April/May 2021, therefore the survey was undertaken within the first six months of occupation.
- 4.2 The travel survey was coordinated between Friday 23rd April 2021 to Monday 17th May 2021. As part of the design process the questions and method of survey distribution were agreed with YPP Investments Ltd.
- 4.3 The travel survey was designed and distributed electronically via SurveyMonkey. A survey weblink was provided to residents via email. A copy of the travel survey is included in **Appendix A**.

Response to the Travel Survey

- 4.4 The travel survey was completed by eight out of 66 residents currently residing in the development. As discussed, the travel survey link was first distributed by email, with a follow up/reminder email sent 10 days later, and then as a further attempt to increase response rates, physical copies were handed out at reception and in residents letter boxes. There was a great attempt by the TPC and the on-site management team to get as many responses as possible.
- 4.5 All completed travel surveys can be supplied upon request.
- 4.6 It is noted that no resident completing the survey stated that they had a mobility impairment that stopped them travelling by sustainable modes.

Mode Share

- 4.7 As the development is effectively car free (no one-site car parking provided), obtaining a mode share amongst residents was not applicable. As essentially none will be driving to and from the site, there is no need to shift people onto sustainable modes. The aim of this Travel Plan is about maintaining the promotion of sustainable travel modes, so residents are fully aware of their sustainable travel options.
- 4.8 The following subsections go through the travel survey questions, analysing the responses received:

Residents General Awareness of Sustainable Travel Options

- 4.9 A number of questions were asked in order to obtain information to understand how aware and knowledgeable residents were to the surrounding sustainable travel options. This helped to understand how effective the travel information email and communal noticeboard has been.
- 4.10 **Figure 4.1** overleaf shows responses to question 3 of the travel survey, which questioned residents on their awareness to the local cycle and walking infrastructure / services.

- 4.11 **Figure 4.2** overleaf shows responses to question 4 of the travel survey, which questioned residents on their awareness to the local public transport infrastructure / services. Respondents could tick as many applicable options as they deemed suitable.

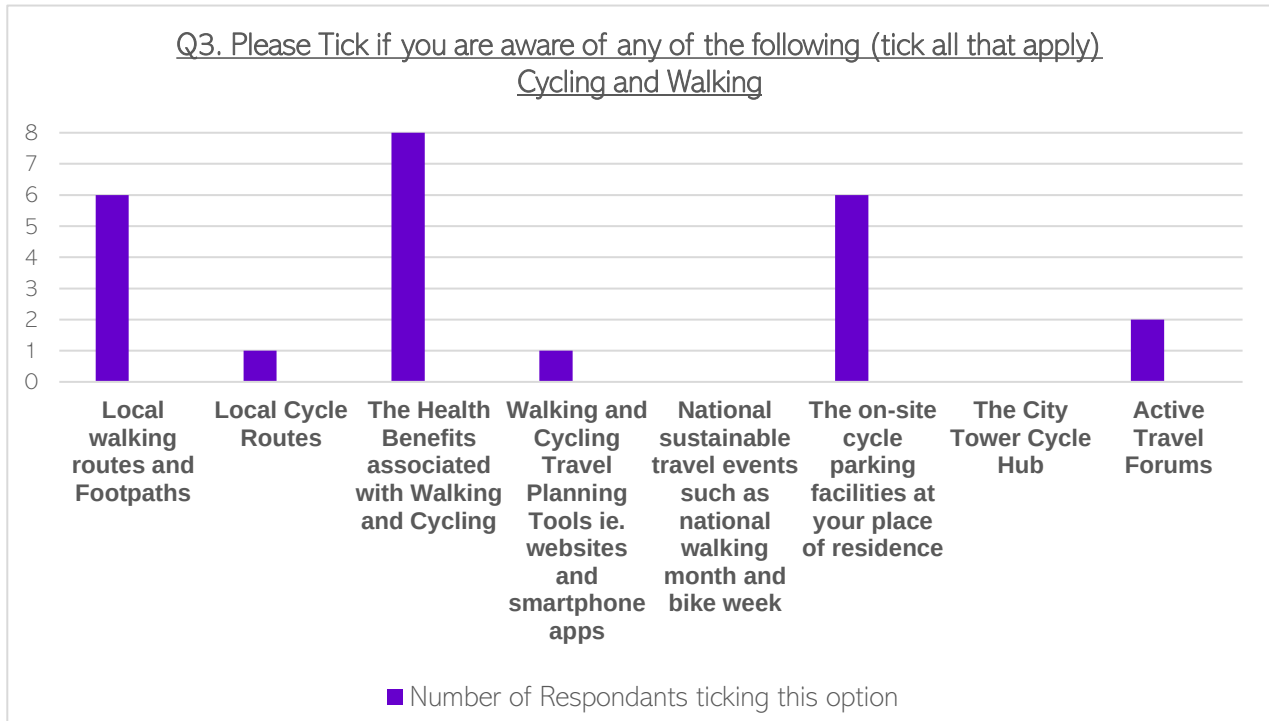


Figure 4.1 – Question 3 Responses

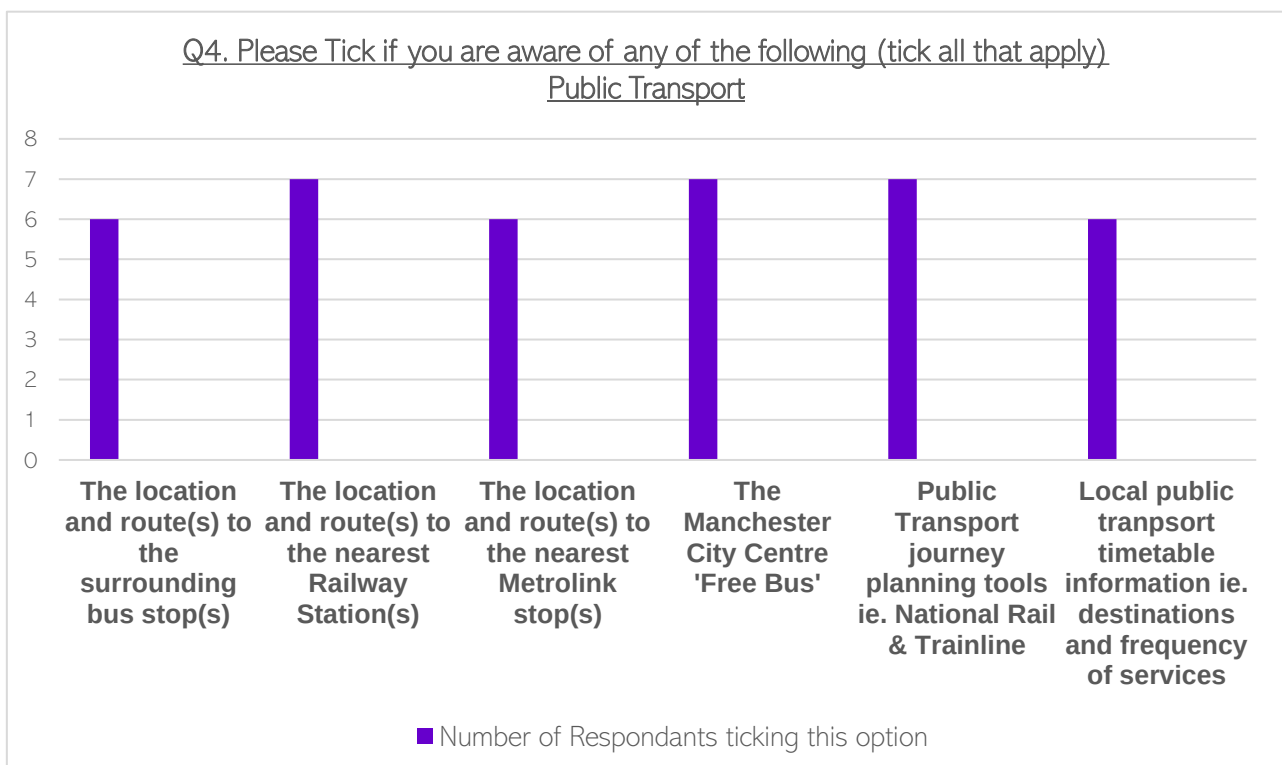


Figure 4.2– Question 4 Responses

4.12 The following positive conclusions can be deduced from the survey responses:

- All respondents had knowledge of the health benefits of walking and cycling;
- 75% of respondents had knowledge of the local footpaths / routes;
- 75% of respondents had knowledge of the on-site cycle parking facilities;
- The majority of respondents had knowledge of the surrounding public transport services / infrastructure and the routes to get there, including the Manchester City Centre 'free bus'.
- 88% of respondents had knowledge of public transport journey planning tools / apps.

4.13 The survey responses reveal that awareness of the following is currently limited:

- Only 13% of respondents had knowledge of the local cycle routes;
- Only 13% of respondents had knowledge of walking and cycling websites / smartphone apps;
- No respondent claimed to be aware of either national sustainable travel events or the City Tower Cycle Hub.

4.14 Question 8 of the travel survey asked residents *"how aware and knowledgeable would you say you are of all the available local sustainable transport options in the surrounding area?"*. The results to question 8 are summarised as follows:

- 25% said they were very aware;
- 63% said they were somewhat aware;
- 13% said they were not so aware.

Awareness of Car Clubs

4.15 The survey results show that only two respondents were aware of the nearby car clubs. Of these only one stated that they would be interested in using a local car club.

Awareness of Supermarket Food Delivery Services

4.16 All respondents were aware of online home supermarket food delivery services.

Measure to increase Awareness of the Surrounding Sustainable Travel Options

4.17 Residents were asked whether there were any measures that could be implemented or promoted to help residents with their sustainable travel journeys. By asking this question, it is hoped that a better understanding of what actions could be put into place to further promote sustainable travel could be achieved.

4.18 Despite 38% of respondents stating that they did not require any additional measures to increase their awareness of sustainable travel, some respondents did tick the following initiatives when asked what additional measures would increase their awareness to sustainable travel. These initiatives are summarised below:

- Better transport information;
- More up-to-date transport information;
- Better promotion of sustainable travel events; and
- More information on local cycle and walking routes.

Attitudes towards joining an Active Travel Forum

4.19 No respondent had an interest in joining an Active Travel Forum.

‘Hard’ measures to Improve the Surrounding Sustainable Travel Options

4.20 The following answers were selected as being beneficial to residents and would improve the quality of their sustainable trips:

- More reliable public transport services;
- Improved walking and cycling infrastructure;
- Improved crossing facilities;
- Having one payment for all travel options linking services;
- Cleaner services.

General Awareness about the implemented Travel Plan

4.21 No respondent knew the apartment block had an adopted Travel Plan.

4.22 The majority of respondents found the information provided in the Welcome Pack / email useful.

5 Monitoring & Next Steps

Introduction

- 5.1 This section of the report provides a description of the next steps at 11 St James Square, Manchester. In order to do so accurately, it summarises what has been shown to be successes, as well and the next steps in ensuring the Travel Plan remains effective in encouraging sustainable travel choices amongst residents.

Successes

- 5.2 This report has highlighted the following successes:
- The majority of the residents (75%) found the information provided in the welcome email/pack helpful and informative;
 - The overall awareness of the surrounding sustainable travel modes / services is positive with the majority of residents aware of the on-site cycle parking facilities and the location(s) and route(s) of the local public transport facilities;
 - The overall awareness of public transport planning tools / apps was very good;
 - The client has provided information that the on-site cycle parking facilities are working successful, with no capacity issues.

Next Steps

- 5.2 **Table 5.1** below provides a summary of the action required, as deduced from the Travel Survey data.

Topic	Action
Local cycle routes and the City Tower Cycle Hub	Residents should be targeted with promotional material including website links and maps, informing them of the surrounding local cycle routes and the City Tower Cycle Hub. A Sustainable Travel Update email will be distributed to residents which will provide information on the cycle routes / facilities and what benefits they have to offer. It will also be promoted on a communal noticeboard, if not done so already.
Walking and Cycling travel planning tools / apps	Walking and cycling websites / smartphone apps ie. Strava Cycling / Walk4Life will be further promoted to residents, including what features they have, their benefits etc. This information will be distributed to residents via a Sustainable Travel Update email, with the links to the relevant cycling and walking travel planning tools set up in the email and promoted on a communal noticeboard.

Sustainable travel events	Residents should be targeted with promotional material informing them of the sustainable travel events, such as the following.  The image shows three promotional banners for sustainable travel events. The first banner is for 'It's National Walking Month! Walk this May' featuring a cartoon character. The second banner is for 'Bike week 2017' delivered by 'we are cycling UK'. The third banner is for 'EUROPEAN MOBILITY WEEK' from 18-22 September, featuring a stylized flower logo. Below each banner is a corresponding text box: 'National Walking Month in May', 'Bike Week in June', and 'European Mobility Week in September'. Promotion of such events should be emailed to residents on the applicable months and displayed on a communal noticeboard. Information will include, how to get involved, national challenges and prize draws you can enter.
Transport Information	Residents suggested better up-to-date transport information. Being located in Manchester City Centre the public transport available to them is considered to be very good, therefore the strategy is to further promote the services, routes and frequencies to raise awareness. The TPC and on-site management will ensure information is up-to-date and that emails are distributed to residents when any changes are known.
Adopted Travel Plan	The Travel Plan will be promoted in a Sustainable Travel Update email. A physical copy of the Travel Plan and this Travel Plan Update will be made available at the site's reception.

Table 5.1: Summary of Next Steps and 2021 Action Plan

Future Monitoring

5.3 To enable the continued success of the Travel Plan, the Travel Co-ordinator (*Jamie Kearney* j.kearney@ypp.co.uk) will be responsible for the further monitoring of the Travel Plan on the following basis:

- From this point a review of the Travel Plan will take place annually or at least every two years to provide on-going information on the impact of the plan and the success of on-going initiatives. Monitoring should take place over a range of time periods to reflect the different pattern of journeys that can be generated by residential development. This review will establish if any further initiatives are required, compiled into a Travel Plan Update Report.

- 5.4 On-site cycle facilities will continuously be monitored by the TPC who will ensure that cycle stores are being used correctly and that there are sufficient cycle spaces to meet residents' demand. This can be reviewed as part of the ongoing Travel Plan process.

6 Summary

- 6.1 This report has been prepared by Vectos on behalf of YPP Developments and has provide an update to the development's Travel Plan. The report has been prepared in order to discharge the outstanding criteria listed as Condition 4b attached to the site's original planning consent.
- 6.2 The success of the existing sustainable travel initiatives designed to both encourage and promote sustainable travel amongst residents has been reviewed via information provided by on-site management and the results of the 2021 resident travel survey.
- 6.3 A strategy has then been established in order to set up the next steps and the current actions of the Travel Plan.
- 6.4 Given consideration to the above there is no reason why Condition 4b cannot now be discharged.

Appendix A

Resident Travel Survey

St James's Square: Resident Travel Survey

This travel survey has been created to understand residents' awareness of the surrounding sustainable travel options and understand the success of current travel initiatives implemented at St James's Square, Manchester. Responses to the survey will help determine the delivery of future travel planning strategies for residents.

1. Please state your gender...

- ☐ Male
- ☐ Female
- ☐ Prefer not to say

2. Please state your age range...

- ☐ Under 18
- ☐ 18-24
- ☐ 25-34
- ☐ 35-44
- ☐ 45-54
- ☐ 55-64
- ☐ 65+

3. Please tick if you ARE aware of any of the following? Tick all that apply.

- | | |
|--|--|
| ☐ Local walking routes and footpaths | ☐ National sustainable travel events such as national walking month and bike week |
| ☐ Local cycle routes | ☐ The on-site cycle parking facilities at your place of residence |
| ☐ The health benefits associated with walking and cycling | ☐ The City Tower Cycle Hub |
| ☐ Walking and cycling travel planning tools ie. websites and smartphone apps such as Sustrans and Walk4Life | ☐ Active Travel Forums |

4. Please tick if you ARE aware of any of the following? Tick all that apply.

- | | |
|--|--|
| ☐ The location and route(s) to the surrounding bus stop(s) | ☐ The Manchester City Centre 'Free Bus' |
| ☐ The location and route(s) to the nearest Railway Station(s) | ☐ Public Transport journey planning tools ie. National Rail & Trainline website/app |
| ☐ The location and route(s) to the nearest Metrolink stop(s) | ☐ Local public Transport timetable information ie. destinations and frequency of services |

5. Are you aware of any nearby car clubs?

- ☐ Yes
- ☐ No

6. If the answer to Question 5 is no, would you be interested in using a local car club?

☐ Yes

☐ No

7. Are you aware of online home supermarket food delivery services?

☐ Yes

☐ No

8. Considering all the above, how aware and knowledgeable would you say you are of all the available local sustainable transport options in the surrounding area?

☐ Very aware

☐ Not so aware

☐ Extremely aware

☐ Not at all aware

☐ Somewhat aware

9. Which of the following would make you more aware of surrounding sustainable travel options? Select all that apply.

☐ Better transport information

☐ Better promotion of journey planning tools

☐ More up-to-date transport information

☐ More information on transport services and frequencies, including timetable information

☐ More information on local cycle and walking routes

☐ Better promotion of the on-site cycle parking facilities

☐ Better promotion of sustainable travel events

☐ None of the above

Additional comments/ideas

10. Are there any initiatives that would specifically increase your awareness of the surrounding sustainable travel options or help you in planning journeys?

11. Are you interested in joining an Active Travel Forum? If your answer is yes please provide your email address or phone number in the comments box so we can get in touch with you. (*Active Travel Forum definition: A platform to communicate ideas around active and sustainable travel with people in your local area and a space to create collaborative walking / cycling groups*)

☐ Yes

☐ No

Additional Comments

12. Which of the following changes would improve travel to/from your place of residence?

- | | |
|--|---|
| ☐ Increased frequency of public transport services | ☐ Safer, better lit cycle paths |
| ☐ Better public transport operating hours | ☐ Improved crossing facilities |
| ☐ More reliable public transport services | ☐ The introduction of pedestrian safety features ie. guard railings |
| ☐ Safety improvements to public transport services | ☐ Slower speed limits around the neighbourhood |
| ☐ Better on-site storage space for bicycles | ☐ Improved lighting around your neighbourhood |
| ☐ Improved walking and cycling infrastructure | ☐ None of the above |

Additional Comments

13. Did you know your apartment block had an adopted Travel Plan?

- ☐ Yes
- ☐ No

14. Did you find the information provided in your Welcome Pack / Welcome email useful?

- ☐ Yes
- ☐ No

15. Do you have a disability that affects any of your travel choices?

- ☐ Yes
- ☐ No

Additional Information

16. Your views and ideas are important, so please add any other comments about your journeys and anything you would like us to be aware of and consider.

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