

TRAVEL PLAN UPDATE

X1 Developments Limited

X1 Plaza, Manchester

March 2021

VN211884

Report control

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1 Introduction

Background

- 1.1 This report has been prepared by Vectos on behalf of X1 Developments Limited and provides an update to the development's Travel Plan. The report has been prepared in order to discharge the outstanding criteria listed as part of Condition 22 attached to the site's original planning consent.
- 1.2 The Condition is worded as follows:

"The following information has been submitted in respect of this planning condition:

- Travel Plan stamped as received by the City Council, as Local Planning Authority, on the 2 July 2020.

The above information has been considered and is acceptable. The Travel Plan shall be implemented and within 6 months of first occupation further details and survey analysis shall be submitted for approval."

- 1.3 A Framework Travel Plan was completed by Vectos in August 2015 which formed an obligation to promote sustainable travel at the site. As such, that document aided X1 Developments Limited in the formulation of a Travel Plan which was submitted in December 2018.

Scope of Report

- 1.4 The Travel Plan identifies a forward strategy in ensuring the Plan's future success and has been prepared in continuation of the aforementioned Travel Plan produced in December 2018. The report is therefore set out as follows:
- Section 2 outlines the success of X1 Development Limited's existing initiatives designed to both encourage and promote sustainable travel amongst residents;
 - Section 3 analyses the results of a resident travel survey and parking audit;
 - Section 4 summarises the outcomes of the survey analysis and where there is scope to refine; and
 - Section 5 outlines the next steps of the Travel Plan, including how it will continue to progress.

2 Review of Existing Measures

Introduction

- 2.1 The existing initiatives that X1 Developments 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.

Preliminary Measures

Use of the Enterprise Car Club

- 2.2 As set out in the 2018 Travel Plan, residents have been encouraged to join and make use of the Enterprise Car Club at the X1 building adjacent to the site.

Cycle Parking

- 2.3 In regards to encouraging sustainable travel, quality and easily accessible cycle storage was also ensured onsite to encourage the use of cycling as a suitable means of transport to access the wider area of Manchester. The cycle parking is well lit and covered by CCTV. Cycle usage will be monitored and residents will be allocated specific cycle parking. It is also noted that a high percentage of available cycle parking in order to encourage the use of cycles by residents.

Recently Introduced Measures

The Provision of Travel Information

- 2.4 Management at the X1 Plaza have now confirmed that in order to encourage the use of local public transport services, a noticeboard has been installed, including service routes, frequencies and ticketing options for residents.

Emerging Measures

- 2.5 As stated within the approved Travel Plan prepared in 2018, numerous measures are to now be implemented including the following:

- Establishing a dedicated sustainable travel website for residents to visit. A site-specific Travel Plan Website Framework has been prepared by Vectos in **Appendix A**.
- Offering of a visit from a personal travel adviser for residents who can help provide information about sustainable travel;
- The provision of mapping showing local walking and cycling routes in relation to local facilities; and
- The provision of information on the aforementioned Enterprise Car Club.

- 2.6 It was stated that feedback from the initial resident travel survey would help gather information about perceived transport choices, the impact of the Travel Plan and ways of improving the Travel Plan. The next section of the report therefore analyses residents' initial recorded travel habits.

3 Analysis of Travel Patterns

Travel Survey Methodology

- 3.1 In order to record resident travel habits, a travel survey was coordinated during a period of two weeks running from 3rd to 17th March. As part of the design process the questions and method of survey distribution were agreed with X1 Developments.
- 3.2 It was deemed the most effective method in receiving resident travel patterns was to distribute the travel survey electronically via use of SurveyMonkey, given the current Covid-19 restrictions. A survey weblink and QR code were provided to residents via email and X1 Development's MailChimp facility. A copy of the travel survey is included in **Appendix B**.

Response to the Travel Survey

- 3.3 The travel survey was completed by 19 out of 142 residents currently residing in the development, equating to around 13% of all residents living at X1 Plaza.

Resident Demographics

- 3.4 All residents completing the survey were aged between 18 and 35, representing a relatively young demographic residing at the development.
- 3.5 It is also noted that no resident completing the survey stated that they had a mobility impairment that stopped them travelling by sustainable modes at the X1 Plaza.

Mode Share

- 3.6 One of the most important questions included in the travel survey asked residents of their main mode of travel to and from their respective apartment. This question was asked in order to decipher the overall resident mode share, with results summarised in **Figure 3.1**.
- 3.7 It is noted that 16% of respondents stated that they worked from home. As such, these responses have been excluded from the overall mode share summary.

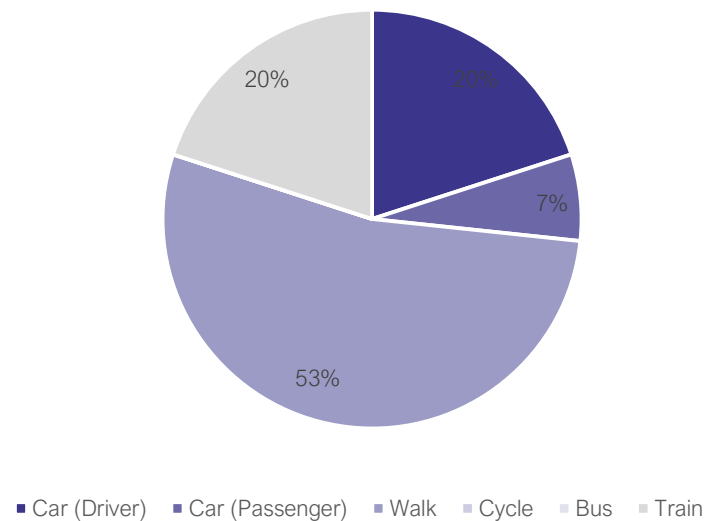


Figure 3.1: Mode Share (Travelling to Work)

- 3.8 As can be seen in **Figure 3.1** the prominent method of travel amongst residents is by walking which equates to 53% of residents surveyed. A total of 20% travel by train or as a car driver respectively, with 7% travelling as a car passenger.
- 3.9 It is important to note that this question asked residents what their main mode of travel is to various categories, including work, shopping and health appointments. The results shown are summarised for trips to work as this is considered to be the most prevalent trip amongst residents, as shown in **Figure 3.2**.

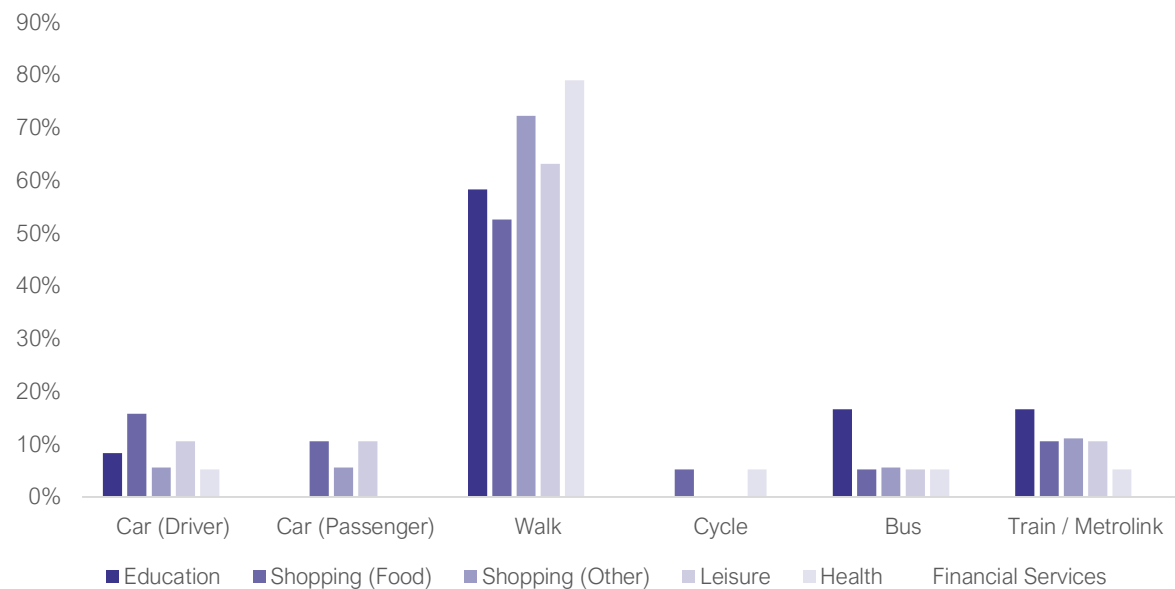


Figure 3.2: Mode of Travel to Other Facilities

- 3.10 As can be seen in **Figure 3.2**, the predominant main mode of travel amongst residents when undertaking trips to destinations other than work is by walking. This mode of travel represents the majority of trips amongst residents for all the above destinations.
- 3.11 The second main mode of travel residents choose when travelling to other destinations is by Metrolink or Train. However, as shown in **Figure 3.2**, travelling on foot is by far the dominant mode. Recent Mode Change
- 3.12 It is useful to establish whether there are any existing trends showing residents changing from one particular mode to another since they moved to the X1 Plaza. Of those that answered this question, a total of 33% stated that they have done so in the last year. Unfortunately only a third of respondents to this question stated the mode of travel they changed to, however all were from driving a car to either walking or cycling.

Attitudes Towards Sustainable Travel Alternatives

- 3.13 As noted, 20% of residents stated they currently drive as a main mode of travel. These were asked whether they would consider travelling by a more sustainable mode. For those that stated they would do so, the mode they would choose was recorded.
- 3.14 Four predominant responses were provided when asking this question, as summarised below:
- I have no other realistic way of getting to/from work;
 - Driving gives me a much shorter journey time;
 - I'm concerned about personal safety when using public transport or cycling on local roads; and
 - Driving is my cheapest option.
- 3.15 As shown above, the main concerns amongst residents related to the ease of getting to and from work when residing at the development, such as benefits relating to cost short journey times. Another reason given related to residents feeling they had no other realistic way of travelling to work from the development and that they had personal safety concerns when travelling by certain sustainable alternatives.

Alternative Methods of Travel

- 3.16 Respondents that stated their main mode of travel to work from the site was a car driver were asked which other mode they would travel by if they were no longer able to travel by car. All respondents stated that they would travel using the Metrolink.

Measure to Encourage Sustainable Travel

- 3.17 Residents were asked whether there are any further measures that could be implemented or promoted. By asking this question, it is hoped that the Travel Plan gains a better understanding of what actions could be put into place to improve the overall mode share amongst residents at X1 Plaza, directly feeding into the strategy outlined in Section 5.

Car Sharing

- 3.18 The majority of residents stated that help in finding a car sharing partner who has similar travel patterns to themselves would aid would encourage them to start travelling this way, equating to 67%.
- 3.19 It is also noted that the provision of information on car sharing as a method of travel and any local providers would help residents travel this way, equating to 22% of respondents respectively.

Cycling

- 3.20 Many initiatives were stated by residents in encouraging the take up of cycling which were relatively evenly weighted. The introduction of cycle lanes in the local areas equated to 25% of responses, with the introduction of a local cycle hire scheme equating to 20% of responses. It is also noted that 18% of responses respectively stated that improvements to street lighting, CCTV and crossing facilities would encourage them to travel this way.
- 3.21 The reminder of responses stated that the provision of local cycle aps would help them travel this way, equating to 11%, with 7% stating that setting up a resident's cycle group would encourage them to cycle in the local area.

Walking

- 3.22 Equating to 66% of responses (33% respectively) stated that improvements to street lighting and CCTV, along with more traffic-free walking routes around the X1 Plaza would encourage them to travel on foot more. A total of 15% stated that the introduction of pedestrian safety features such as guard railings at the side of carriageways would also enable them to feel more comfortable traveling this way.
- 3.23 Smaller percentages stated that slower vehicle speeds (8%), wider footways (5%) and more traffic-free routes / the provision of local walking maps (3% respectively) would encourage them to travel around the X1 Plaza more on foot

Public Transport

- 3.24 Various measures would help residents travel by public transport. It was stated by 32% of respondents that better public transport links in the local area would help them travel by this mode, with 29% stating that more frequent public transport services in the local area would also enable them to start travelling this way.
- 3.25 A total of 26% of respondents stated that improved facilities on public transport services such as better seating would help encourage them to start travelling by public transport, with 13% stating the provision of local public transport information at the X1 Plaza would help them use local public transport services.

Key Findings

3.26 The survey's results have been summarised into key findings below:

- The dominant main mode of travel by residents to all destinations including work is by walking;
- 33% of residents stated that they had changed their main mode of travel in the last year since moving to the X1 Plaza and all available responses stated that they changed from driving a car to either walking or cycling;
- Residents that drive a car and are reluctant to change this mode of a more sustainable alternative stated reasons such as the ease of getting to and from work, as well as costs savings and quicker journey times;
- All respondents stated that they would travel using the Metrolink if they could no longer drive a car to and from the site;
- The majority of residents stated that help in finding a car sharing partner who has similar travel patterns to themselves would aid and encourage them to start travelling this way;
- The introduction of a local cycle hire scheme was a popular measure stated by residents in encouraging them to start cycling;
- Popular measures to encourage travelling on foot amongst residents includes improvements to street lighting and CCTV, along with more traffic-free walking routes around the X1 Plaza; and
- Popular measures for encouraging public transport use amongst residents includes better public transport links in the local area and more frequent public transport services.

4 Parking Audit

Introduction

- 4.1 In order to investigate how many parking spaces are occupied, a snapshot survey was undertaken. This studied the usage of both car parking and cycle parking spaces at the X1 Plaza. The survey was undertaken on Thursday 4th March 2021.

Car Parking Occupancy

- 4.2 A total of 114 car parking spaces are provided for residents at the X1 Plaza.
- 4.3 In order to ensure a robust survey was undertaken, the car parking area was visited three times during the day, one at 09:45, then at 14:45 and finally at 19:35. The number of car parking spaces occupied and the subsequent occupancy percentage is provided in **Table 4.1** below.

Visit	Time	No. Spaces Occupied	Percentage
1 st	09:35	38	33%
2 nd	14:45	32	28%
3 rd	19:35	57	50%

Table 4.1: Car Parking Occupancy (Thursday 4th March 2021)

- 4.4 As can be seen in **Table 4.1**, car parking at the X1 Plaza reaches 50% occupancy in the evening, with the remaining 50% of spaces being unoccupied.

Cycle Parking Occupancy

- 4.5 There are 160 cycle spaces located at basement level at the X1 Plaza. As with the car parking audit, the cycle parking audit was undertaken at the same three occasions in the day. The number of cycle parking spaces occupied and the subsequent occupancy percentage is provided in **Table 4.2** below.

Visit	Time	No. Spaces Occupied	Percentage
1 st	09:35	14	9%
2 nd	14:45	11	7%
3 rd	19:35	23	14%

Table 4.2: Cycle Parking Occupancy (Thursday 4th March 2021)

Summary

In summary, there is plenty of spare capacity in both the car parking and cycle parking areas at the X1 Plaza. The Travel Plan should therefore promote further use of cycling. However, it is positive that use of the private car at the site is around half of the total parking provision.

5 Next Steps

Introduction

- 5.1 This section of the report provides a description of the next steps at the X1 Plaza. In order to do so accurately, it summarises what has been shown to be successes, as well as the next steps in ensuring the Travel Plan remains effective in encouraging sustainable travel choices amongst residents.

Continuing Successes

- 5.2 This report has highlighted the following successes:
- The overall mode share for residents travelling to work and for other destinations is positive with the majority travelling on foot and only 20% driving a car as their main mode.
 - The proportion of residents driving a car as a main mode of travel and parking within the basement car park is lower than expected, as demonstrated in the analysis of overall mode share and the car parking audit.
 - The provision of a noticeboard providing residents with public transport information such as service timetables, frequencies and routes.

Next Steps

- 5.3 The next steps of the Travel Plan act upon the where it can be improved and draw on the specific feedback provided by residents at the development in encouraging the take-up of both active travel and public transport use, as set out in **Table 5.1** overleaf.
- 5.4 It should also be noted that although not noted in the table, establishing the Travel Plan Website represents a significant next step.

Topic	Action
The 20% of residents that drive a car as their main mode of travel to work	This group should be targeted with promotional material informing them of the sustainable travel options available to them, specifically the Metrolink as all car drivers stated they would travel this way if they had to change modes.
The lack of residents using the Enterprise Car Club	This initiative needs to be further promoted to residents, including how it works from an operational perspective. As such, a member of the Enterprise Car Club team will be invited to discuss the scheme with residents.
Results of the cycle parking audit and mode share analysis	This demonstrates that the proportion of residents cycling to and from the site is currently too low for a site processing the accessibility credentials that the X1 Plaza does. This mode of travel should therefore be further promoted and if deemed appropriate the promotion campaign shall include the introduction of a local cycle hire scheme was a popular measure stated by residents in encouraging them to start cycling.
Personal Travel Advisor Day and the Provision of a Resident Welcome Pack	The Travel Plan is now at the stage where a Personal Travel Adviser can be brought in on an occasion to make residents aware of their specific travel options. A Welcome Pack should now be prepared ensuring the walking and cycling route maps relevant to the local areas, as highlighted by residents, are made available.
Car Sharing	Material should now be provided to encourage the take-up of car sharing (to be done in a post-Covid scenario. An internal initiative will therefore be established in order to match residents with a car sharing partner who has similar travel patterns to themselves. If this is not deemed appropriate for the management team at the X1 Plaza then CarShareGM will also be promoted to residents which also provides this initiative.
Walking	The Travel Plan should aim to maintain the high proportion of residents travelling on foot as a main mode as it progresses.
Public Transport	Residents suggested better public transport links in the local area and more frequent public transport services. 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.

Table 5.1: Summary of Next Steps

6 Summary

- 6.1 This report has been prepared by Vectos on behalf of X1 Developments Limited 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 part of Condition 22 attached to the site's original planning consent.
- 6.2 The success of existing sustainable travel initiatives designed to both encourage and promote sustainable travel amongst residents has been reviewed, before an analysis of a resident travel survey and car/cycle parking audit.
- 6.3 A strategy has then been established in order to set up the next steps of the Travel Plan and ensure it can be progressed.
- 6.4 A Travel Plan Website Framework has been prepared which is to read in conjunction with this report.
- 6.5 Given consideration to the above there is no reason why Condition 22 cannot bow be discharged.

Appendices

Appendix A

Sustainable Travel Website Guidance Note

X1 Plaza, Manchester

Travel Plan Website Framework

VN211884

Introduction

1. Vectos has been commissioned by X1 Developments to prepare a framework that sets out information to be included in the Travel Plan website for the X1 Plaza. The website will provide useful information on the various modes of travel available to residents which is envisaged to be navigated via a tool bar on the development's Homepage.
2. It is intended that the appointed Travel Plan Coordinator refers to this framework as part of ensuring sufficient sustainable travel content is provided. As such, each section of the Travel Plan website will therefore comprise the following sections which are to be presented as sub-webpages after a 'Travelling Around the X1 Plaza' introductory webpage that is discussed next.

Introductory Webpage – 'Travelling Around X1 Plaza'

Introductory Information

3. The 'Travelling Around X1 Plaza' webpage will be used as the general homepage on the Travel Plan website. On this webpage an interactive map should be made available to residents showing where the development is located, along with the following short heading:

"Your Home".

4. Following this, the different sustainable travel options available to residents should be presented under the example heading of:

"Explore Your Different Travel Options".

5. Furthermore, general text that gives residents a brief idea of where X1 Plaza is located. This text will be as follows:

"X1 Plaza is located close to Manchester city centre and you can benefit from a range of sustainable travel modes".

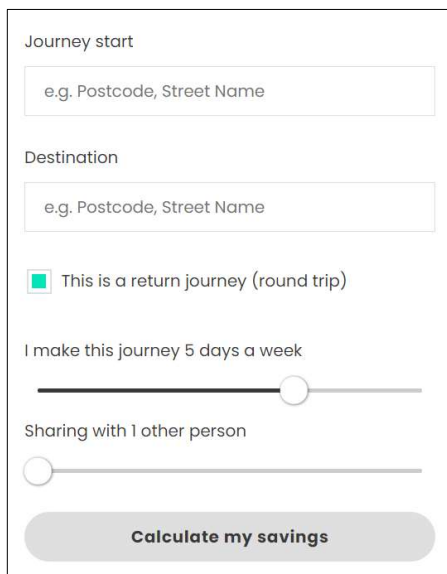
6. All icons should therefore be hyperlinked from hereon to the relevant sub-webpages along with a heading for each. To enable a user-friendly website, it is recommended that interactive icons are provided for each of the following travel modes outlined in this framework.

Links to Existing Social Media Accounts

7. It is also recommended that interactive links to X1 Plaza's social media accounts are on this introductory webpage.

Car Sharing

8. The heading on the car sharing webpage should encourage residents to consider this mode of travel from the offset, such as the following heading should be provided:
- “Save on fuel and make new friends by car sharing”.*
9. This mode of travel will only be promoted in a post-Covid scenario, but it is important that this sub-webpage summarises what car sharing is and therefore the following text should be provided:
- “You may live nearer than you think to a fellow car sharer. Car sharing is when two or more people share their journey and travel together. It allows people to benefit from the convenience of the car whilst saving money by reducing mileage and petrol costs, alleviating parking problems, congestion and pollution.”*
10. Car Share GM is a beneficial tool in encouraging car sharing amongst residents. This secure online matching service will enable residents to find local people who make a similar journey and will be able to match residents with others travelling on similar routes to work from the X1 Plaza.
11. Importantly, residents will be able to select car sharers that for example only residents at the X1 Plaza. The below is a link to the Car Share GM website:
- <https://www.carsharegm.com/index.html>
12. This sub-webpage should also include a car cost calculator allowing users to see how much residents would save if they were to start car sharing. For example:
- “How much would you save?”*
13. This facility is shown in **Figure 1** below.



The image shows a web form titled 'Savings Calculator'. It contains the following fields and controls:

- Journey start:** A text input field with placeholder text 'e.g. Postcode, Street Name'.
- Destination:** A text input field with placeholder text 'e.g. Postcode, Street Name'.
- Return journey:** A checkbox labeled 'This is a return journey (round trip)' which is currently checked.
- Frequency:** A label 'I make this journey 5 days a week' above a horizontal slider. The slider has a circular handle positioned at the 5-day mark.
- Sharing:** A label 'Sharing with 1 other person' above a horizontal slider. The slider has a circular handle positioned at the 1-person mark.
- Calculate my savings:** A grey button with white text at the bottom of the form.

Figure 1: Savings Calculator

14. This sub-webpage should also include a car sharing cost calculator by providing a link to the below facility provided by Liftshare:

- Liftshare Savings Calculator: <https://liftshare.com/uk/savings-calculator>.

Car Clubs

15. Residents may benefit from being a member of a local car club. Enterprise Car Club operates in Manchester City Centre where vehicles can be booked for as little as half an hour or up to 7 days through the Enterprise Car Club website or mobile app.
16. This will be a useful tool for residents that may wish to travel by car but still experience a city centre lifestyle that does not necessarily require one. This facility enables residents to search for and reserve a vehicle at a moment's notice, or weeks in advance at any time of the day or week.
17. Residents can unlock the cars with their smartphone app or contactless access card, retrieve the keys from the glovebox (protected with their own designated PIN) and drive off.
18. At the end of the reservation, the resident will return the vehicle to its original location for the next person to use after they have safely locked and ended their trip.
19. This is an important sustainable travel measure to promote as it will give residents a more eco-friendly, convenient, and cost-effective alternative to car ownership whilst aligning with Manchester City Council's objective in reducing congestion.
20. The Enterprise Car Club vehicles are located in and around the city including the city centre and New Islington. Details of the Enterprise Car Club facility should be provided on this webpage and are shown below:
- Website: www.enterprisecarclub.co.uk; and
 - The Clubhouse Team Details: 0345 266 9290 / email membership@enterprisecarclub.co.uk
21. A link to the live car club map provided by Enterprise Car Club should be provided, as shown in **Figure 2** overleaf.

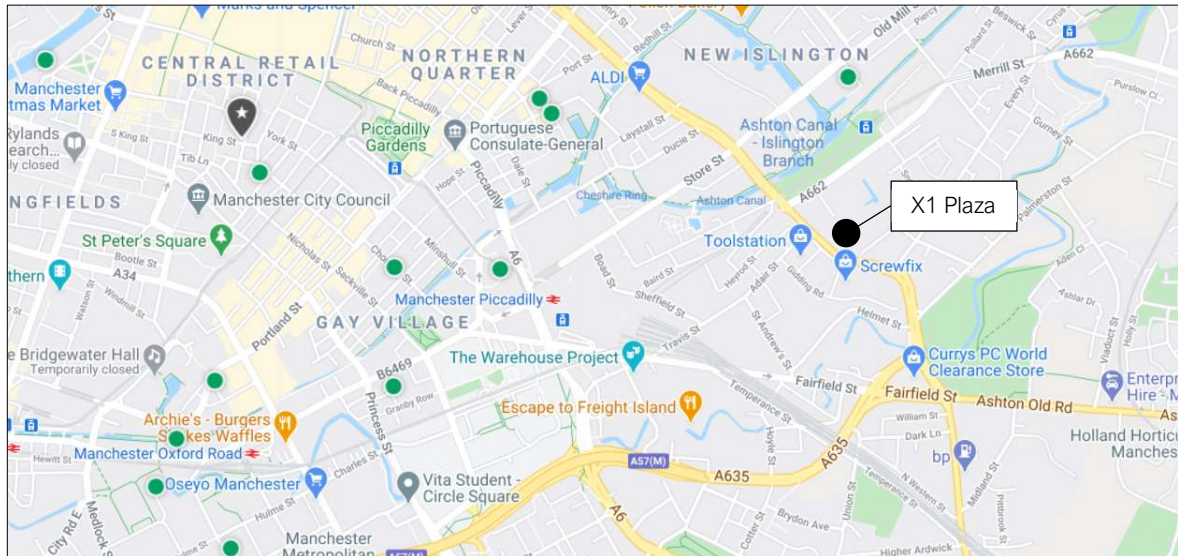


Figure 2: Enterprise Car Club – Manchester Map

Information on Local Facilities

22. Given the X1 Plaza's beneficial location for travelling on foot, it may also be deemed reasonable to highlight the amenities located in close proximity including coffee shops and food retail on a sub-website.
23. Furthermore, there are further facilities and services available within 1km of the site including food and non-food retail and healthcare facilities (i.e. GP and pharmacy). A sample of some of the local facilities in the vicinity could be highlighted to residents, including those summarised below:
 - Coffee Shop: 250 metres;
 - Café: 250 metres;
 - Food Take Away: 250 metres;
 - Office Development: 250 metres;
 - Primary School: 450 metres;
 - New Islington GP Surgery: 700 metres;
 - New Islington Pharmacy: 700 metres;
 - New Islington Dentist: 700 metres;
 - Central Retail Park (non-food retail): 800 metres; and
 - Food Retail (Aldi): 850 metres.

Provision of Bus Information

Bus Services

24. This sub-webpage will list the services accessible around the X1 Plaza and where residents can board these. The locations of the bus stops situated on Great Ancoats Street, Every Street and Pollard Street should be highlighted to residents on a plan.
25. This will link to information on the 216, 230 and 231 services provided by TfGM's as per the following links:
- 216 Bus Service:
https://assets.ctfassets.net/nv7y93idf4jq/CoLQivjBv671o9rfLw9ql/78a47e784e4c9cf7d425d298b4e67877/216_21-SC-0173.pdf; and
 - 230 / 231 Bus Services:
https://assets.ctfassets.net/nv7y93idf4jq/cIM2eNTH0P2TQNCCBNBst/bb2ef1c1d239a9fc1e85561c38ce0938/230_231_21-SC-0065.pdf
26. It is important that information is provided which shows residents how boarding these services will enable them to reach key transport nodes such as Manchester Piccadilly Station as well as local hospitals, Manchester City Centre and Ashton-Under-Lyne.

If the above links are not provided, then the frequency of the services and a general timetable should be provided.

Manchester Free Bus

27. It is noted that the X1 Plaza does not benefit from direct access to the Manchester Free Bus. Instead it is located approximately 900 metres from the nearest stops situated at Manchester Piccadilly Station.
28. However, Routes 1, 2 and 3 can be accessed for this station. Information should therefore be provided on the frequency of each route during both weekdays and the weekend via a link Manchester Free Bus Route Map as provided below. The Route Map is also shown in **Figure 3** for ease of reference.
- Manchester Free Bus Route Map:
https://assets.ctfassets.net/nv7y93idf4jq/2tAFsQltnRAdb61dTMjBP/995804c5e59d985bc9bd8de25c0a60c7/Free_Bus_July_2020.pdf.

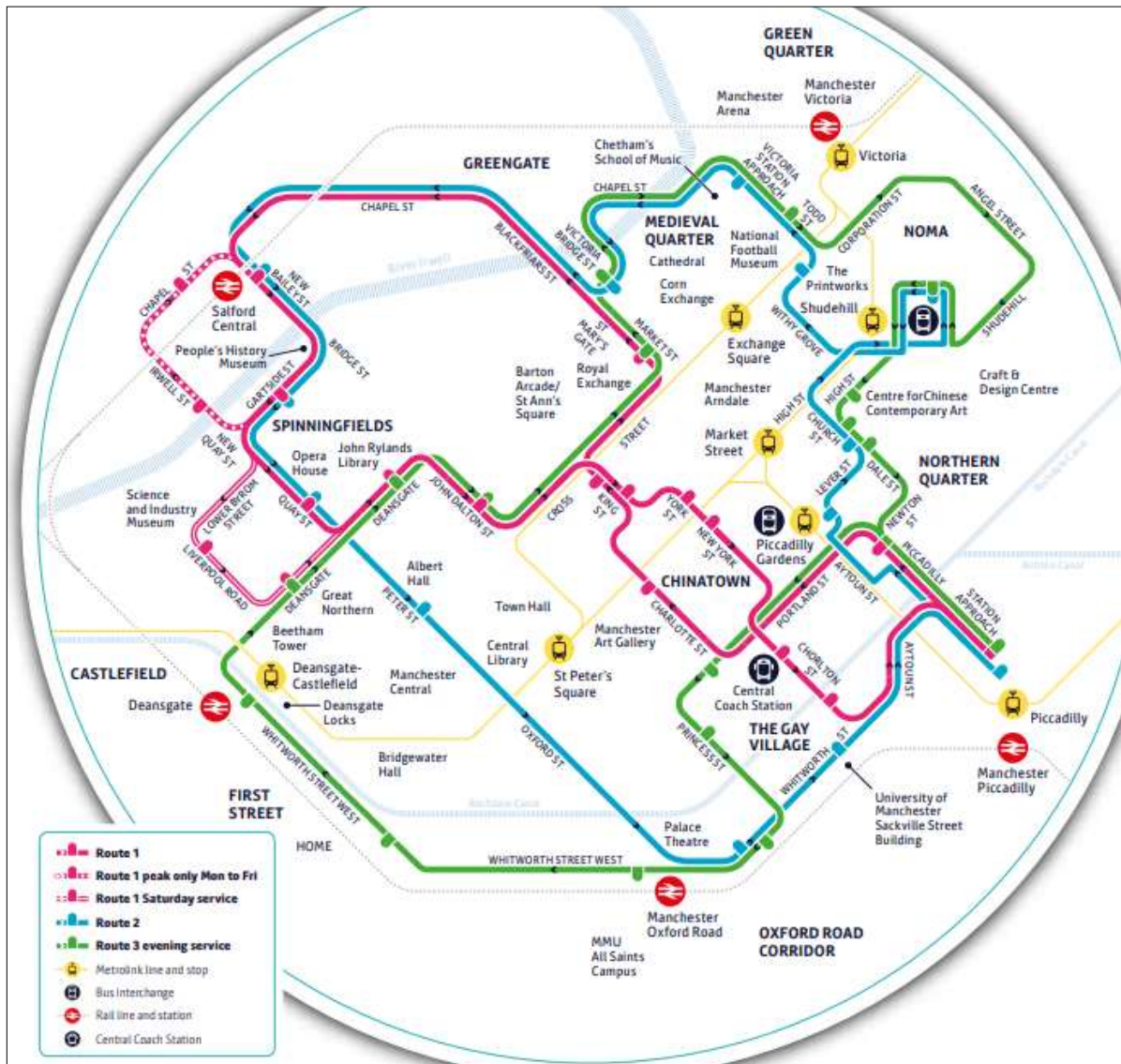


Figure 3: Manchester Free Bus Route Map

Bus Journey Planning Apps

29. Live Departure Information is offered on TfGM's website. A link should therefore be provided on the webpage for residents to check live service information any bus route, as provided below.
 - TfGM Live Departure Checker: <https://tfgm.com/public-transport>.
30. Weblinks to useful apps will also be provided on this webpage, specifically ones that are free to download and therefore avoiding any future cost to residents, such as UK Bus Checker. The Traveline website also allows residents to plan their journey by bus and a link to this is also provided overleaf.

- UK Bus Checker: <http://www.buschecker.com/app/UK/>;
- Stagecoach: <https://www.stagecoachbus.com/app?pid=website&c=mobile%20tickets%20page>; and
- Traveline: <https://www.traveline.info/>.

31. UK Bus Checker is a very useful app for residents and as shown in **Figure 4** below enables them to find their nearest stops and check live departure information.

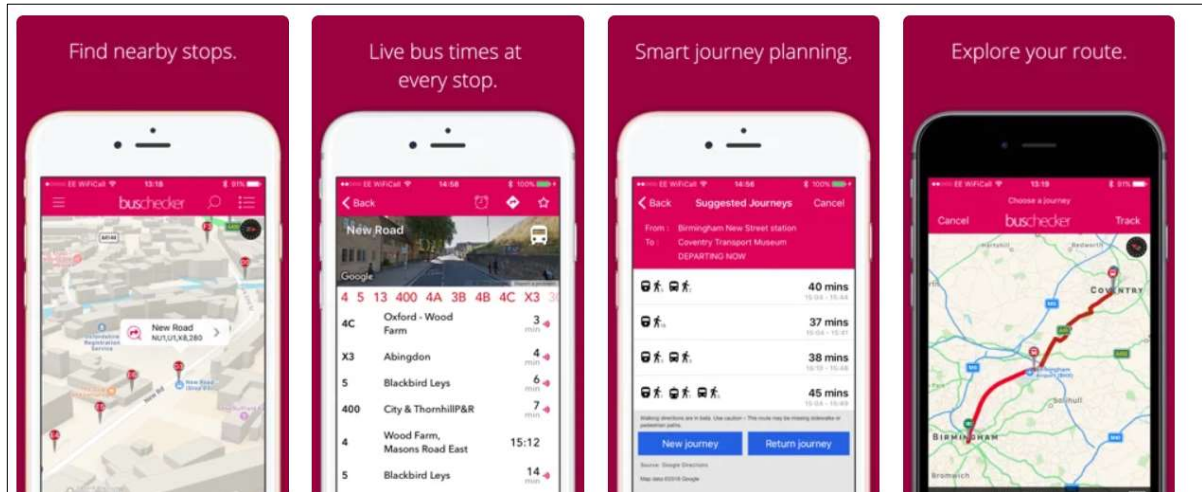


Figure 4: UK Bus Checker Example Screenshots

Discount on Bus Travel

32. If residents benefit from any discounts on bus fares in the future, based on the Travel Plan Coordinator's ongoing discussions with TfGM, this should be advertised in this section of the website.
33. An overview of the various types of tickets residents can buy that are made available by operators of accessible bus services should be provided. As all the aforementioned bus services are operated by Stagecoach, this may also include providing a link to the following ticket options:
- 'Megarider': allows residents to benefit from unlimited travel on Stagecoach buses in chosen zones; and
 - 'Mobile Tickets': allow residents to avoid using paper tickets and instead use their smart phones. Tickets can be bought securely on the aforementioned Stagecoach Bus App and will be available to use instantly.

Metrolink

34. Residents are able to board Metrolink services from New Islington approximately 350 metres to the north of the site. This provides access to tram services between Eccles and Ashton-under-Lyne, calling at stops within Manchester City Centre.

35. It should be highlighted to residents on this sub-webpage that stops within the City Centre (i.e. Piccadilly Gardens, St Peter's Square and Deansgate) can be accessed within a 10-minute journey time and connections can also be made with additional services to Manchester Airport and Salford Quays/MediaCityUK (via Cornbrook).
36. As such, live information on Metrolink services should be provided on the website, including a link to TfGM's service update webpage in order to ensure residents are able to check the current status of Metrolink services as provided by the link below:
 - TfGM Metrolink Service Update Facility: <https://tfgm.com/public-transport/tram>.
37. New Islington Metrolink Stop is located within Zone 1 of the network which is highlighted on the Metrolink Route Map provided in **Figure 5** below. It is important that this is provided this sub-webpage.
 - Metrolink Route Map: <https://tfgm.com/public-transport/tram/network-map>.

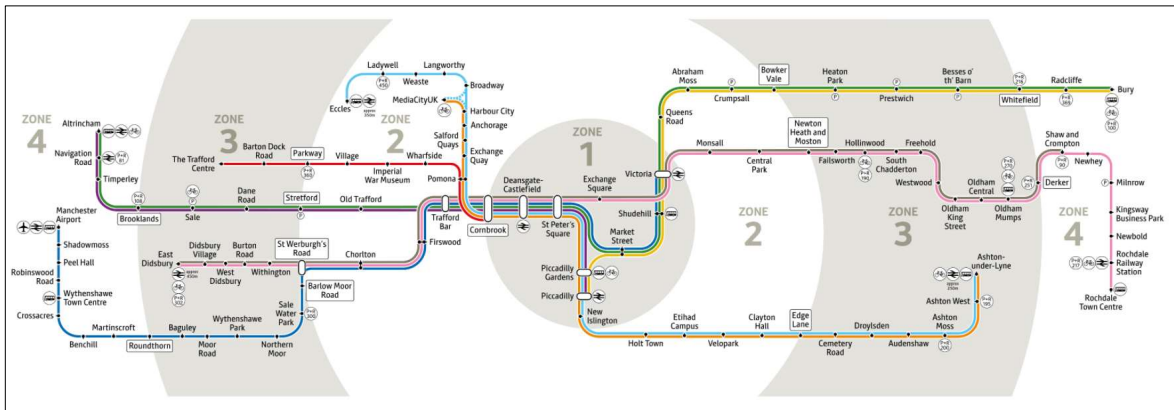


Figure 5: Metrolink Network Map

Rail Services

38. The nearest train station is Manchester Piccadilly which is located approximately 750 metres to the west of the site. This webpage should provide a visual walking route for residents from the X1 Plaza to this station as shown in **Figure 6** below:

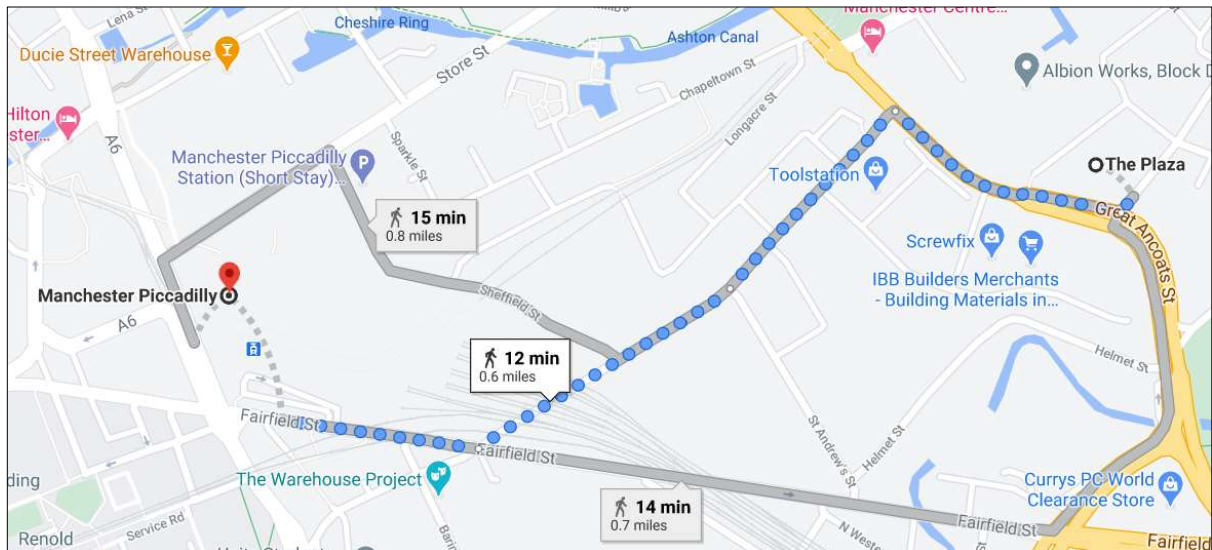


Figure 6: Pedestrian Route to/from Manchester Piccadilly Station

39. Text should be provided that informs residents that Manchester Piccadilly Station offers regular local and national services with destinations including Wigan, Blackpool, Liverpool, Leeds, Preston, Manchester Airport and London. Information should also be provided highlighting to residents that Manchester Piccadilly Station provides a ticket office and a wide variety of retail units including food retail, cafés and a bar.
40. Residents should also be informed that cycle parking is available, and a cycle hire scheme is also available with tariffs based on a standard annual or leisure membership.

Cycling

Highlighting Existing Infrastructure

41. Given that 160 cycle spaces have been provided at basement level at the X1 Plaza for residents to use, it is important that this mode of travel is promoted on this sub-webpage.
42. Access to regional routes should be highlighted including links to cycle maps produced by MCC and Transport for Greater Manchester (TfGM) that show Route 86 being the closest cycle infrastructure in the vicinity of the site. Regional Route 86 provides a link between Manchester city centre and Sports City. Residents should be made aware that this is a traffic-free route with good surfacing and signage to guide users.

43. This route along with other local routes in the local areas is shown on the link below which should be provided on the sub-webpage.
- TfGM Manchester Cycle Network Map:
https://tfgm.pindarcreative.co.uk/tfgm_interactive_mapping_county_map/?lat=53.49006064247496&lng=-2.21120098212398.

44. Cycle parking locations should also be highlighted at key locations (i.e. New Islington Metrolink station) to assist with the planning of multi-modal journeys.

Informing Residents of the Emerging Bee Network

45. Residents should be made aware of the emerging Bee Network that will affect the local area around the X1 Plaza. This will provide a positive contribution to cycling in the area, with planned infrastructure on Pollard Street which will link to existing infrastructure provided into Manchester City Centre.
46. Therefore, a link to the emerging Bee Network should be made available on the sub-webpage so residents become aware of this facility and are encouraged to use it when it is completed. An image could also be provided as shown in **Figure 7** below.

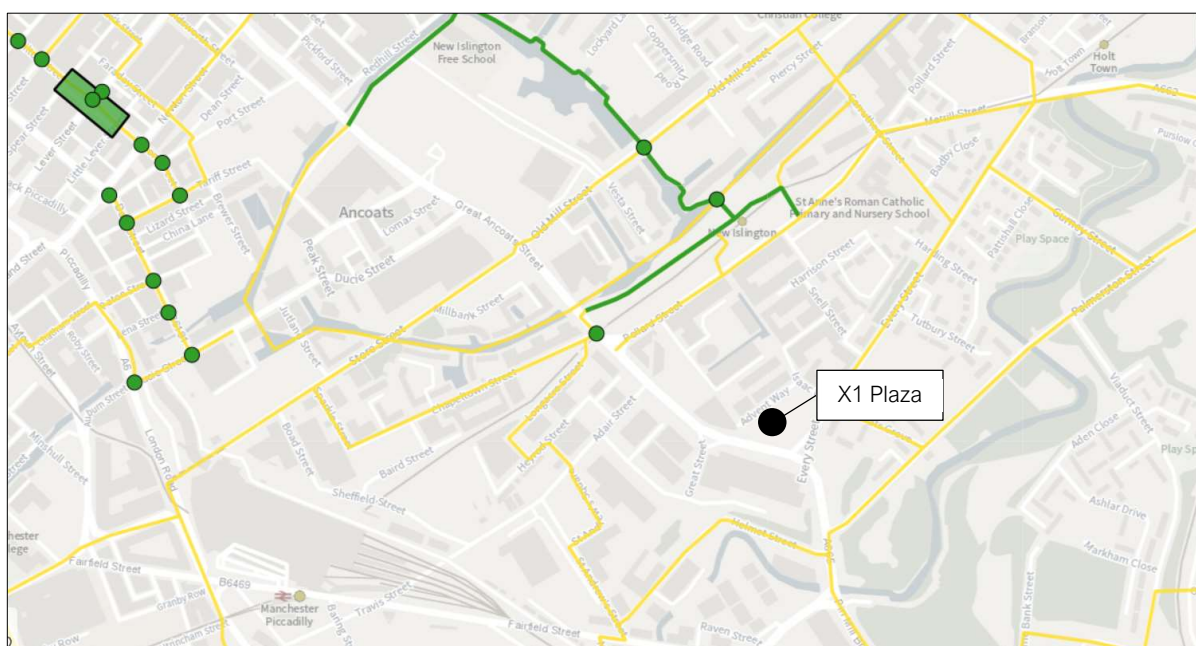


Figure 7: Emerging Bee Network

- Emerging Bee Network Map: https://mappinggm.org.uk/bee-network/#os_maps_light/16/53.4794/-2.2216

Cycle Riding and Maintenance Sessions

47. A total of 6 sessions are provided by TfGM in order to instil confidence in cycling. The provision of such information could be of benefit to residents no matter what their cycling ability is. As such, the following link should be included on this sub-webpage.
 - TfGM Cycle Sessions: <https://tfgm.com/cycling/confidence>.
48. By following the above link, residents will be able to book themselves on various sessions including the following:
 - Free Beginners Cycle Training;
 - Free Road Cycling Training;
 - One to One Session;
 - Family Confidence Training;
 - Basic Cycle Maintenance; and
 - Intermediate Maintenance.

Promoting Membership of the Bike Lockers Users Club

49. Residents that own a bicycle at X1 Plaza will be encouraged to join the TfGM Bike Lockers Users' Club (BLUC) to use any of the hundreds of lockers at rail stations, bus and tram stops across the Greater Manchester region.
50. Membership of the club costs £10 and the following contact information will be provided to ensure residents explore this option:
 - Phone: 0161 244 1000 / bluc@tfgm.com
51. Residents will also be able to complete an online form in order to become a BLUC member and as such the below link should be provided:
 - TfGM BLUC Application Form:
<https://assets.ctfassets.net/nv7y93idf4jq/1JBS8eLHDOOme46QW2AS0G/45a4def00b3afab48f40d63218dde8b7/BLUC-Application-Form.pdf>
52. Following this, information should be provided on how residents can use public cycle lockers in Manchester. When they have joined the BLUC they will be sent a padlock key which will open any of the TfGM bike lockers at rail stations, bus and tram stops. An example bicycle locker is shown in **Figure 6** overleaf.

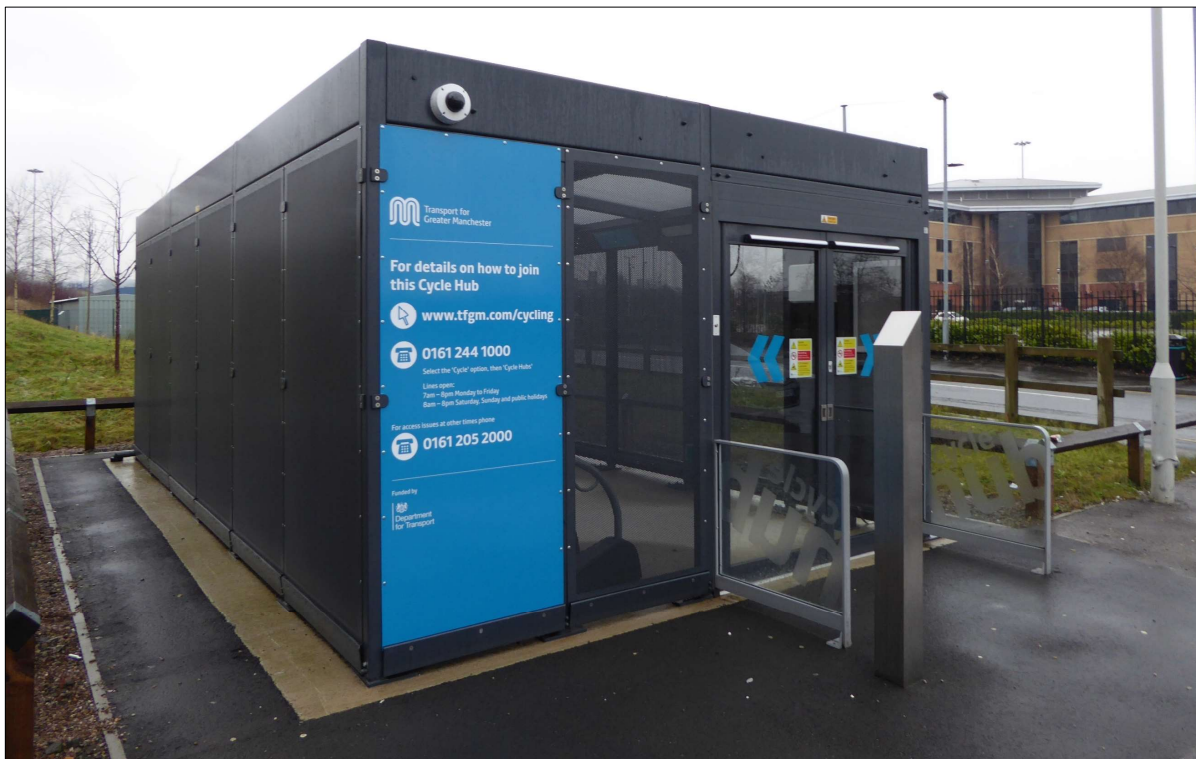


Figure 6: Example Public Bicycle Locker

Cycle Parking at Metrolink Stations

53. In order to ensure multi-modal trips are supported amongst residents, it is important that the cycle parking facilities on the local Metrolink network are highlighted. As shown in Figure 5, the Metrolink sub-webpage will provide an image of the Metrolink network across Greater Manchester. This will also show which stops accommodate cycle parking facilities. Text should therefore be provided highlighting this.

Walking

Greater Manchester Walking Hub

54. The Greater Manchester Walking Hub is available to help residents in joining a local walking group. A link to this website is provided below where tips and resources are provided to enabling travelling on foot more attractive, safe and supportive of walking.
55. This sub-webpage should note TfGM's ambition in regard to promoting walking as a main mode of travel. It is recommended that the following text is therefore provided:

"The local environment around the X1 Plaza has fantastic, diverse spaces to support you in exploring them as well as make walking part of your daily routine."

Information on Self-led Walks

56. Information on self-led walks will be provided in the form of local mapping and in particular the use of TfGM's different walking maps for the various regions across Greater Manchester. These provide information on safe crossing points and the extent of footway / footpath provision. Such maps can be accessed by following the link provided below.

- Self-led Walking Maps: <https://tfgm.com/cycling-and-walking/walking-maps/self-led>

Promoting the Benefits of Walking

57. The health benefits of walking in the local area of the site should be promoted to residents. Text should therefore be provided at the start of this webpage stating the following:

"Walking brings significant health benefits. The current adult recommendation is at least 30 minutes of moderate intensity activity on five or more days per week".

58. Examples of such benefits include reducing high blood pressure and mental health benefits. A weblink to Walking Works - a campaign run by the charity 'Living Streets' which advises and encourages people to start walking more throughout their daily lives should be provided, as below.

- Walking For Health: <https://www.walkingforhealth.org.uk/get-walking/walking-works>.

59. The health benefits for walking are also outlined on the NHS link below which may also be provided on this sub-webpage.

- NHS Health Benefits of Walking: [https://www.nhs.uk/live-well/exercise/walking-for-health /](https://www.nhs.uk/live-well/exercise/walking-for-health/).

60. In regard to wayfinding on foot, a subsection should be provided which focusses on route planning for walking, such as:

"Planning your Route?"

61. Here a link to Google Maps and also the G-Map Pedometer app/website could be provided.

-G-Map Pedometer: <https://gmap-pedometer.com/>.

62. TfGM have prepared a useful video explaining the benefits of walking rather than use of their private car in relation to health. It would be useful for residents to be able to view this video, therefore it should be provided on the webpage or via a link to TfGM's website, as follows.

- TfGM Walking Benefits Video: <https://tfgm.com/walking/benefits-of-walking>.

The Provision of Live Traffic Information

63. This webpage should provide a map displaying live traffic data from Google Maps. An example around the X1 Plaza is provided in **Figure 7**.

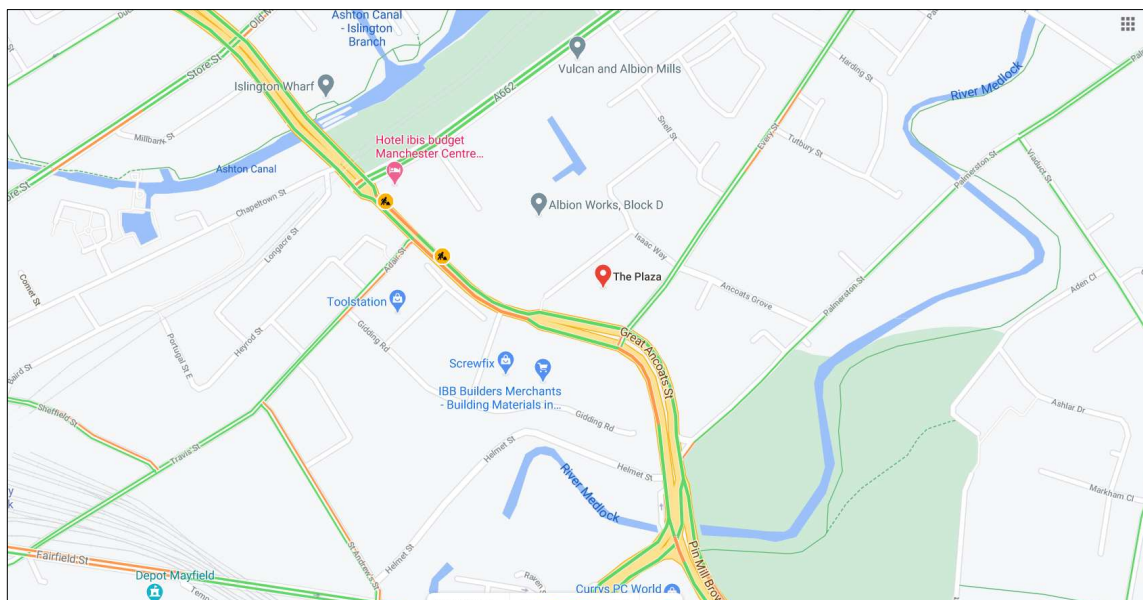


Figure 7: Google Live Traffic Data around X1 Plaza

64. Should electric vehicle charging points be fitted at the site in the future, a section should be provided on this webpage displaying their location and the type of chargers available, along with charging restrictions, for example:
- “up to 3 hours usage per day etc”.*
65. The popularity of electric cars in the UK has increased dramatically over the last few years, as more people choose to use these more environmentally friendly vehicles. It should there for be ensured that details on local electric vehicle charging points in the local area are included on this sub-webpage. These can be found using the following link:
- Zap Map's Local Charging Point Map: www.zap-map.com/live/.
66. Zap Map also provides a journey planning facility which should also be highlighted to residents that park electric vehicles at the X1 Plaza in the future. The Zap Map facility is shown in **Figure 8** overleaf.

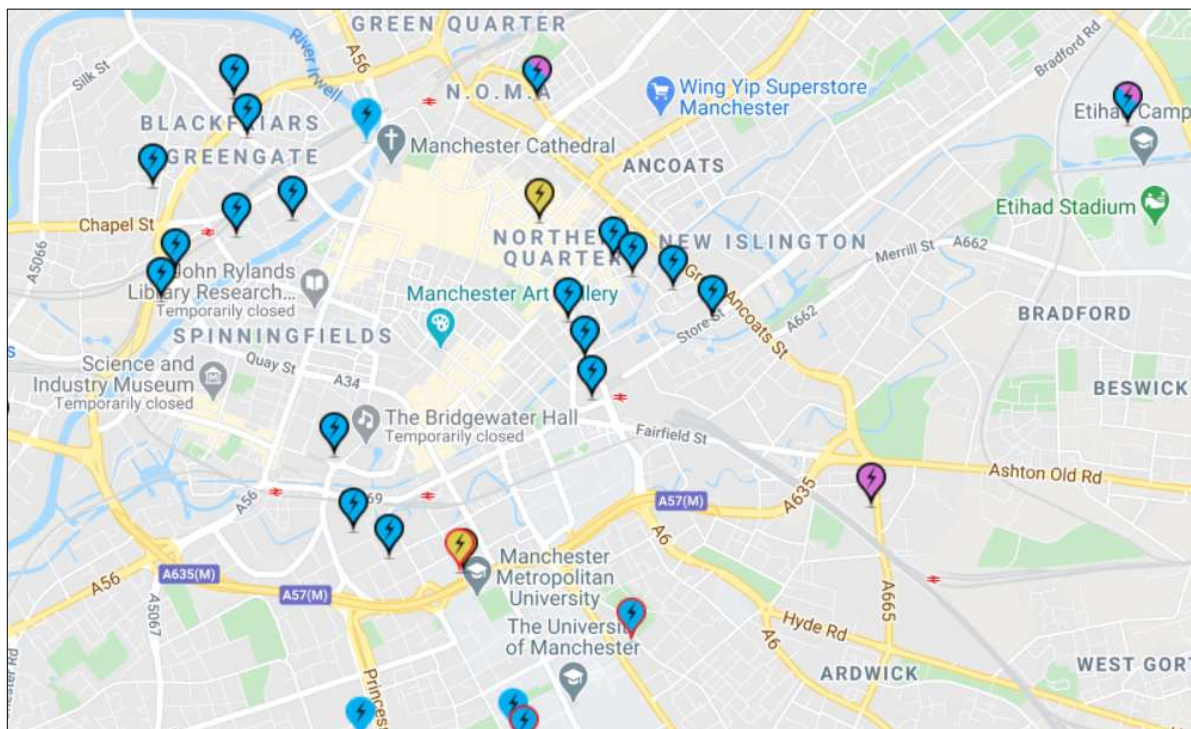


Figure 8: Zap Map Facility

Taxi

67. The Taxi sub-webpage should include a list of local taxi firms and their contact details, such as Street Cars – 0161 228 7878.

Our Travel Plan

68. This should be the final sub-webpage following the information provided on the various sustainable modes of travel available to residents. It will give residents an overview on what the Travel Plan is and why it is in place. A suggested heading for this webpage is as follows:

“A Plan to Improve Sustainable Travel at the X1 Plaza”.

69. A general image about sustainable travel at the X1 Plaza and the following introductory text should also be provided:

“As part of our commitment towards sustainability, we support those who wish to travel in a more environmentally responsible way. Travel Surveys are regularly undertaken and the results are used to analyse, progress and set new targets and initiatives. This helps to ensure all measures for our residents remain relevant and effective over time.”

70. Here a link should be provided to the Travel Plan, with a suggested sub-section entitled as follows:
"Download our Travel Plan".
71. Another 'Advice and Support' sub-section should be added to this webpage which includes the Travel Plan Coordinator's contact details ensuring who should be contacted regarding sustainable travel.

Summary

72. This framework has set out information to be included in the Travel Plan website for the X1 Plaza. As such, it provides material on a range of sustainable travel modes a different mode of travel available to residents of which will be navigated via a tool bar on the development's Homepage.
73. It is therefore aimed that the Travel Plan Coordinator uses this framework when setting up the sustainable travel website in order to ensure it is of best use for residents when exploring their sustainable travel options.

Appendix B

Resident Travel Survey

Resident Travel Survey

1. Your gender

2. Your age

☐

18-24

☐

55-64

☐

25-34

☐

65+

☐

45-54

3. Your address

House No.

Street/Road

Postcode

4. In a typical week, what is your main mode of travel to these key destinations?

	Car (Driver)	Car (Passenger)	Walk	Cycle	Bus	Train
Work	☐	☐	☐	☐	☐	☐
Education	☐	☐	☐	☐	☐	☐
Shopping (Food)	☐	☐	☐	☐	☐	☐
Shopping (Other)	☐	☐	☐	☐	☐	☐
Leisure	☐	☐	☐	☐	☐	☐
Health	☐	☐	☐	☐	☐	☐
Financial Services	☐	☐	☐	☐	☐	☐

Other (please specify)

5. If you drive as a main mode of travel, why do you do so?

- | | |
|---|--|
| ☐ I have no other realistic way of getting to/from work | ☐ Driving is my cheapest option |
| ☐ I drop off/collect children when travelling to/from work during weekdays | ☐ I'm concerned about personal safety when using public transport or cycling on local roads |
| ☐ I have a mobility impairment meaning I have to use a car | ☐ I'm not aware of any sustainable alternative travel modes |
| ☐ Driving gives me a much shorter journey time | |
| ☐ Other (please specify) | |

6. How would you travel if you were unable to use your current main mode?

7. Have you changed your main mode of travel to work since you have moved to this address?

8. Does your household have access to the following?

- ☐ 1 Car
- ☐ 2+ Cars
- ☐ Bicycle
- ☐ Motorcycle/Moped
- ☐ Other (please specify)

9. If you drive a car as your main mode of travel, which of the following changes would help encourage you to carshare with a neighbour? (if you already travel this way, what would encourage your neighbours to do so)

- ☐ More help finding car share partners who have similar work patterns
- ☐ Free taxi home if let down by car share partners
- ☐ More information on car sharing, i.e the cost saving benefits
- ☐ Other (please specify)

10. Which of the following would encourage you to cycle for journeys in the local area? (if you currently travel this way, which would you like to see the most)

- ☐ Safer, better lit cycle paths
- ☐ Improved crossing facilities for cyclists
- ☐ The introduction of cycle lanes in the local area
- ☐ Other (please specify)

11. Which of the following would encourage you to use public transport (if you already travel this way, which would you most like to see)

- ☐ More frequent public transport services
- ☐ Better public transport links to and from your place of work
- ☐ The provision of more public transport information
- ☐ Improved facilities on public transport services, e.g. better quality of seating.
- ☐ Other (please specify)

12. Which of the following changes would most encourage you to undertake journeys on foot in the local area? (if you already travel this way, what would you like to see the most)

- ☐ Slower speed limits around your neighbourhood
- ☐ Wider footways
- ☐ The introduction of pedestrian safety features, e.g. guard railings.
- ☐ More traffic-free walking routes in the local area.
- ☐ Other (please specify)

13. Did you know your neighbourhood has an adopted Travel Plan?

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

15. Are there any initiatives that would encourage you to travel more sustainably?

- ☐ Less crowded public transport services
- ☐ Better waiting areas for public transport
- ☐ Improved lighting around your neighbourhood
- ☐ Help when cycling in the local area
- ☐ Other (please specify)

16. Do you have any comments regarding your current travel habits and sustainable travel alternatives in the local area?

Contact

London

Network Building,
97 Tottenham Court Road,
London W1T 4TP.
Tel: 020 7580 7373

Bristol

5th Floor, 4 Colston Avenue,
Bristol BS1 4ST
Tel: 0117 203 5240

Cardiff

Helmont House, Churchill Way,
Cardiff CF10 2HE
Tel: 029 2072 0860

Exeter

6 Victory House,
Dean Clarke Gardens,
Exeter EX2 4AA
Tel: 01392 422 315

Birmingham

Great Charles Street,
Birmingham B3 3JY
Tel: 0121 2895 624

Manchester

Oxford Place, 61 Oxford Street,
Manchester M1 6EQ.
Tel: 0161 228 1008

Leeds

7 Park Row, Leeds LS1 5HD
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