



St Johns Manchester Ltd

St Johns Campus, Manchester City Centre Framework Travel Plan

September 2023



St Johns Manchester Ltd

St Johns Campus, Manchester City Centre Framework Travel Plan

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1. Introduction

1.1 Preamble

- 1.1.1 This Framework Travel Plan (FTP) has been prepared by Mode Transport Planning ('Mode') on behalf of St Johns Manchester Ltd, a subsidiary of HBD, and is submitted in support of an application for full planning permission at land bound by New College Street, New Quay Street, NCP car park and Gartside Street, otherwise known as "St John's Campus". The description of development is as follows:

"Demolition of the existing buildings and structures and the erection of a 16-storey office building (Use Class E(g)), with flexible ground floor uses (Use Class E), rooftop amenity space and works to facilitate public realm improvements."

- 1.1.2 The proposals seek to demolish the existing on-site buildings and structures to deliver a 16 storey office building plus rooftop amenity space of sustainable construction and high quality design. The building will offer flexible office accommodation which will meet the needs of a range of tenants and also provide ground floor commercial uses which will activate the ground floor frontage creating a unique arrival experience.

1.2 Overview of the Travel Planning Process

- 1.2.1 A Travel Plan (TP) is a long-term management strategy for integrating proposals for sustainable travel into the planning process. The TP provides a strategy for managing travel demand and involves a dynamic process of implementation, monitoring and review to ensure that it is sustainable over the long-term.
- 1.2.2 The underlying aim of any TP is to minimise the number of single occupancy private car trips generated by a development, by encouraging a shift to more sustainable modes of transport, and as a result mitigating the impact of travel.
- 1.2.3 A successful TP can be established by the Travel Plan Pyramid shown in [Figure 1.1](#).

Figure 1.1 : Travel Plan Pyramid (Source: Department of Transport)



1.2.4 This FTP forms the starting point in providing the following:

- Details of the provision for cyclists, pedestrians, and public transport users;
- An example toolkit of sustainable travel measures;
- Potential milestone targets that could be developed for on-going implementation; and
- A strategy for ongoing monitoring and review would be developed and this would include the appointment of a designated Travel Plan Co-ordinator (TPC) who would take on specific responsibility for progressing and reviewing the uptake of measures.

1.2.5 The key objectives of the FTP will be taken forward by a TPC who will seek to:

- Reduce the need to travel by car to and from the site;
- Promote the health and cost benefits of cycling, walking and using public transport;

- Promote the cost benefits of car sharing;
- Provide clear information to staff on sustainable modes of travel to and from the site; and
- Provide information to staff on the alternative sustainable modes of travel.

1.3 Report Structure

1.3.1 Following this introduction, the Framework Travel Plan has been structured as follows:

- **Chapter 2** reviews the sustainable accessibility to the site;
- **Chapter 3** outlines the overarching aims, objectives and benefits of the plan;
- **Chapter 4** outlines the methodology for the baseline data collection;
- **Chapter 5** sets out FTP targets;
- **Chapter 6** sets out the FTP management;
- **Chapter 7** identifies the measure and initiatives;
- **Chapter 8** outlines how the plan can be monitored and reviewed; and
- **Chapter 9** presents an action plan for the implementation and delivery of the plan.

2. Sustainable Accessibility

2.1 Introduction

- 2.1.1 Current Government policy and guidance places significant emphasis on the promotion of sustainable transport modes for all new developments. This forms part of a long-term strategy to reduce the reliance on private car trips.
- 2.1.2 This chapter considers accessibility via sustainable modes of transport to the proposed development site, including access by public transport, cycle and on foot.

2.2 Pedestrian Accessibility

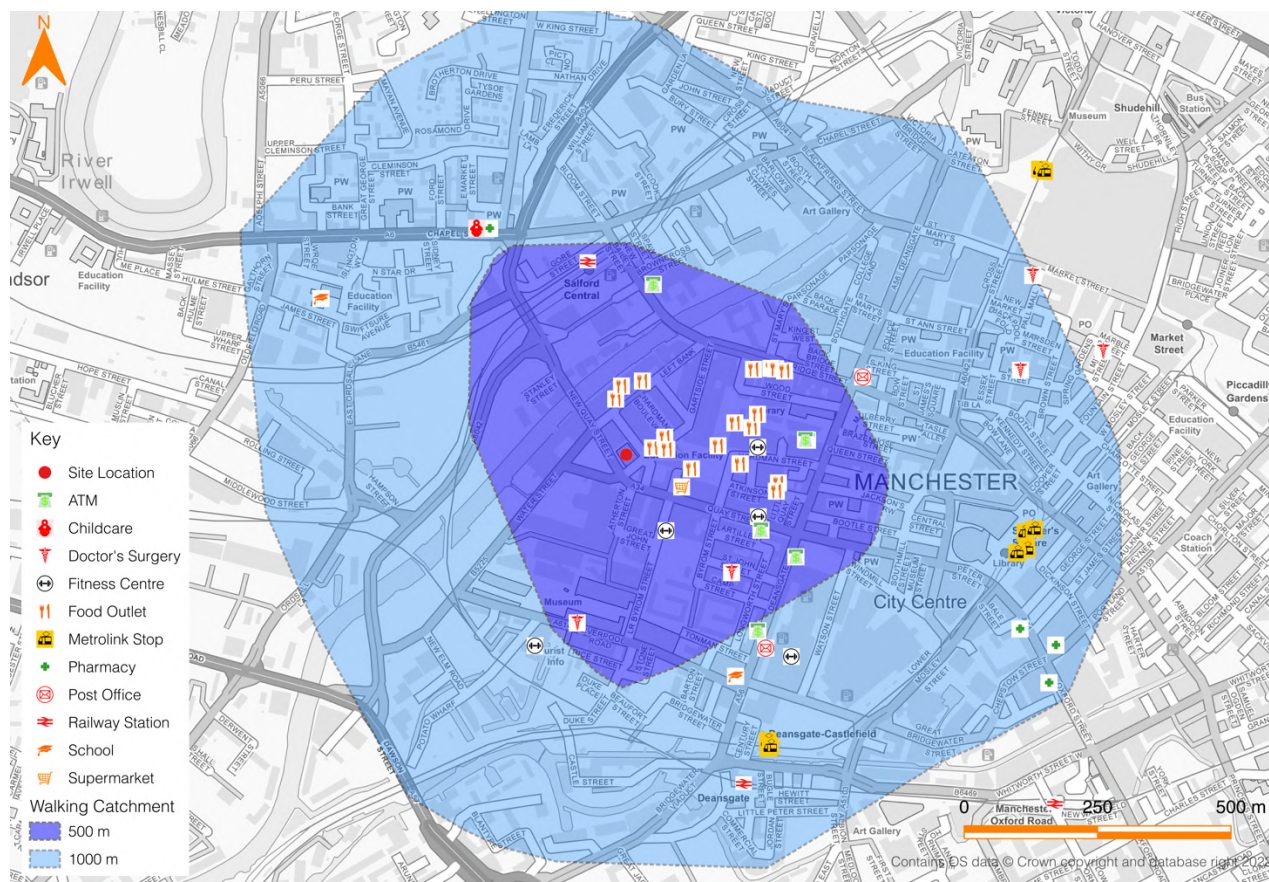
- 2.2.1 It is widely recognised that walking is the most important mode of travel at the local level and offers the greatest potential to replace short car trips, particularly those under 2km.
- 2.2.2 Guideline walking distances provided in the Chartered Institution of Highways and Transportation (CIHT) document '*Guidelines for Providing for Journeys on Foot (2000)*' are shown in [Table 2.1](#).

Table 2.1 : CIHT Guideline Acceptable Walking Distances

Criteria	Town Centre	Commuting	Elsewhere
Desirable	200m	500m	400m
Acceptable	400m	1,000m	800m
Preferred Maximum	800m	2,000	1,200

- 2.2.3 The CIHT guidelines shown in [Table 2.1](#) suggest that for commuting purposes up to 500m is a desirable walking distance, up to 1,000m is considered an acceptable walking distance and 2,000m is the preferred maximum walking distance.
- 2.2.4 Appropriate walking distances are dependent upon the location of the specific development. Similarly, appropriate walking distances are also dependent upon the standard of existing pedestrian infrastructure provision, with further walking distances achievable in locations with extensive and high- quality pedestrian footways, crossings and pedestrianised areas.
- 2.2.5 As specified within CIHT guidance, walking catchment areas from the centre of the site have been produced to show local amenities within a 500m, 1000m and 2000m catchment area. The results are shown in [Figure 2.1](#).
- 2.2.6 As shown in [Figure 2.1](#), based on the site's city centre location it is surrounded by an array of key amenities including bus stops, train stations and Metrolink stations.

Figure 2.1 : Walking Catchment Area and Amenity Plan



2.2.7 Table 2.2 provides an indication of the distances and approximate walking times to local amenities. The distances have been measured from the site, and the times are based on an average walking speed of 1.4 metres per second and do not allow for waiting time to cross junctions.

Table 2.2 : Local Amenities – Distance and Walking Times

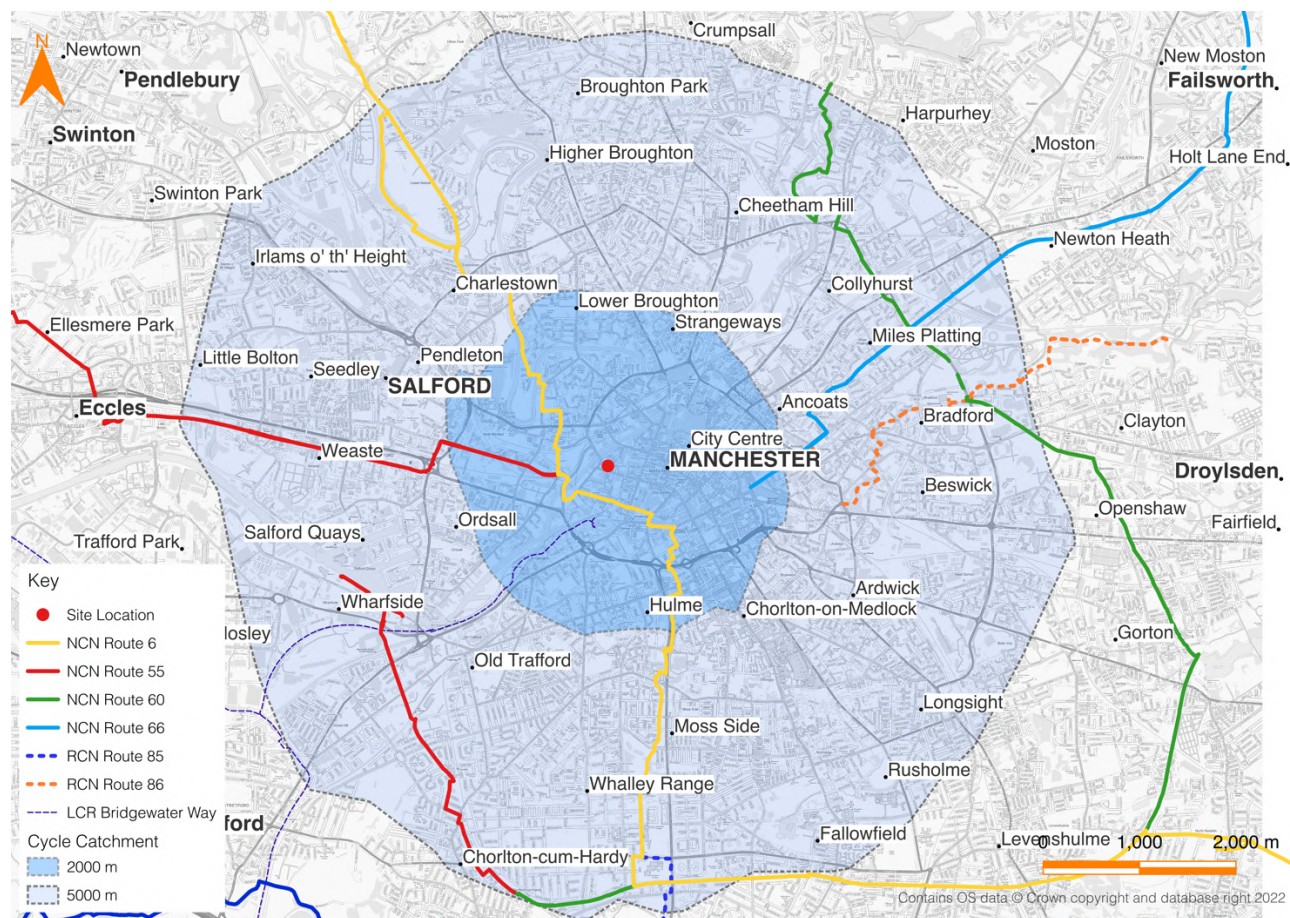
Amenity	Distance (m)	Average Walking Time (mins)
Restaurant	100m	1 minute
Marks and Spencer	150m	2 minutes
Bus Stop – Gartside Street	190m	2 minutes
Cash Machine	300m	4 minutes
Bus Stop – Bridge Street	350m	4 minutes
Salford Central Railway Station	550m	7 minutes
St Peters Square Tram Stop	750m	9 minutes

- 2.2.8 As summarised in [Table 2.2](#), the site is well positioned in Manchester City Centre, with two bus stops located within a **4-minute** walk of the site. Several restaurants, a cash machine and convenience store within a **4-minute** walk of the site. Salford Central Railway Station is located within a **7-minute** of the site, and St Peter's Square Metrolink Station within a **9-minute** walk of the site.
- 2.2.9 In summary, it has been demonstrated that the site complies with CIHT guidance for commuting walking distances. The site is well-placed in terms of pedestrian connectivity, with walking representing a realistic alternative to car trips. Based on the site's location, proximity to local bus service, local Metrolink Stations and connectivity to local footways, walking can be considered to be a realistic method of travel for commuting trips, particularly as an alternative to private car trips.

2.3 Cycle Accessibility

- 2.3.1 It is generally accepted that cycling has the potential to replace short car journeys, particularly those under 5km. *'Local Transport Note 2/08: Cycling Infrastructure Design'*, published by DfT, states that many utility cycle trips are less than three miles (approximately five kilometres), but for commuter journeys a distance of over five miles (approximately eight kilometres) is not uncommon.
- 2.3.2 As with pedestrian accessibility, the level of a site's cycle accessibility depends upon a combination of the distance from local amenities and the standard of existing cycle infrastructure. It should, however, be noted that the cycle infrastructure can include facilities shared with vehicles and pedestrians as well as dedicated cycle infrastructure.
- 2.3.3 [Figure 2.2](#) presents the cycling catchment area around the proposed development site for 2km and 5km.

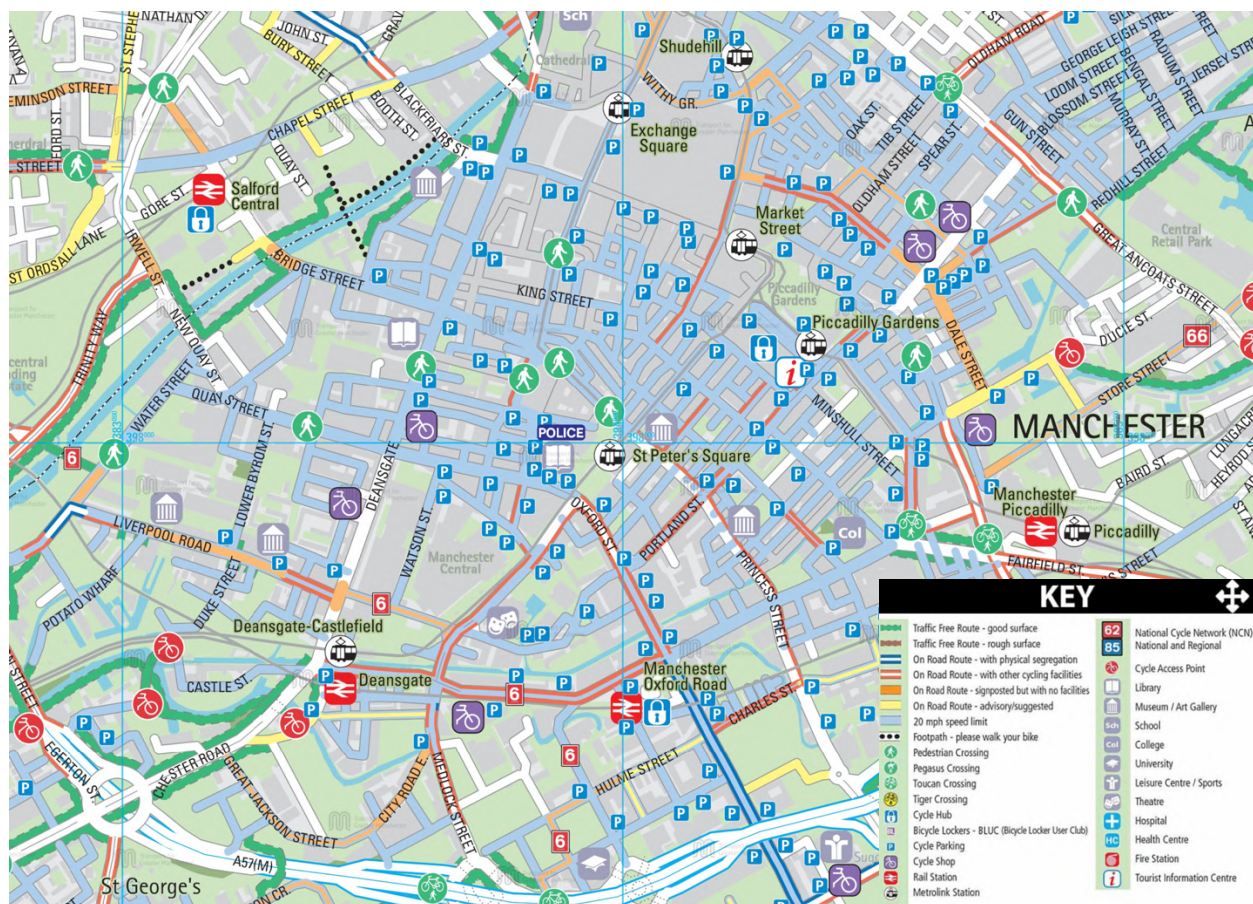
Figure 2.2 : Cycling Catchment Area



2.3.4 A review of cycle routes shows that there are six National Cycle Routes (NCR) within a 5km radius of the site, and therefore have the potential to be utilised by the site. Residential areas such as Ordsall, Lower Broughton and Hulme are located within a 5km catchment area of the site and therefore have the potential for commuting by cycling to the site.

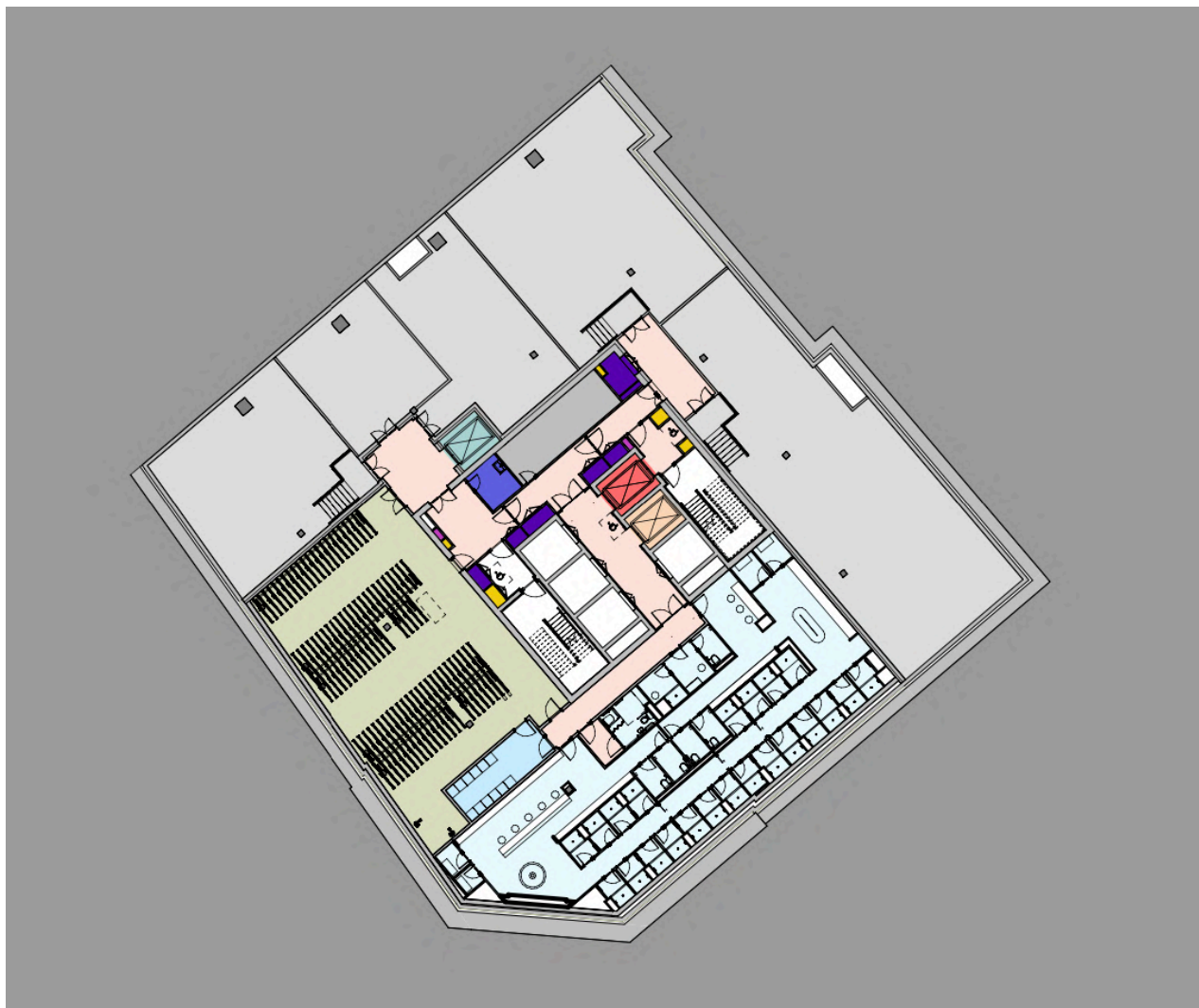
2.3.5 The local cycle routes which are available in the vicinity of the site, including traffic free routes and advisory cycle routes are shown in [Figure 2.3](#).

Figure 2.3 : Local Cycle Routes (source: TfGM)



- 2.3.6 As demonstrated, there is a very good network of cycle routes and infrastructure in vicinity of the site, which will facilitate and encourage cycling.
- 2.3.7 Manchester's recently proposed 'Bee Network' scheme will expand on the existing cycle infrastructure in the city by providing 1,800 miles of cycling and walking network. The scheme will create safe routes to be used by two modes of sustainable transport; walking and cycling. Manchester Northern/ Eastern Gateway infrastructure is being developed and will provide access to new eastern destinations by sustainable modes of travel.
- 1.1.1 The development site will provide all the facilities mentioned above including 210 lockers, 11 airing stations, 24 showers and separate changing areas (male, female, non-binary & accessible) which will be located in the basement of the building as shown in Figure 2.4. The site will include 230 standard bicycle spaces and additional space for electric bike charging points and storage for handcycles. The cycle parking provision exceeds MCC Parking Standards.

Figure 2.4 : Cycle Facilities Located in Basement (source: EPR Architects)



2.4 Public Transport Services

Local Bus Services

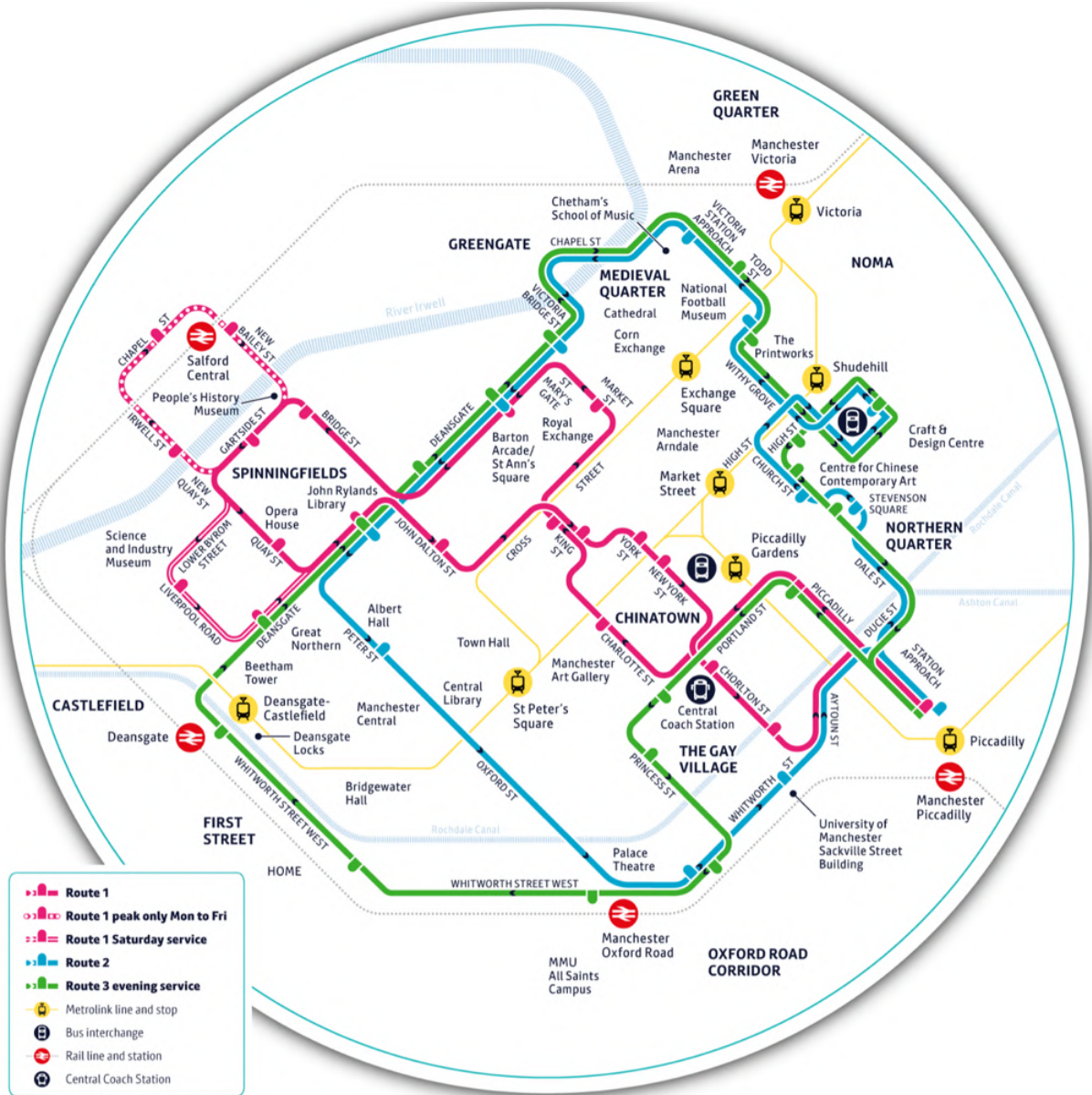
- 2.4.1 The nearest bus stop is located 190m on Gartside Street providing access to one of the City Centre free bus services (No. 1). The next closest stops are located 350m from the site on Bridge Street and serves the 8, 12, 36, 37, 38 and 50 bus service. The bus stops benefit from the provision of a shelter, seating, litter bin and bus timetable information.
- 2.4.2 Piccadilly Bus Station is also located approximately 750m from the site and provides regular frequent bus services to a range of destination across Greater Manchester and locations further afield such as Blackburn and Burnley.
- 2.4.3 Details of the local bus services from the bus stop on Bridge Street and their frequencies are shown in [Table 2.4](#).

Table 2.3 : Local Bus Service – Routes and Frequency

Service No.	Route	Weekday			Weekday	
		AM Peak	PM Peak	Inter Peak	Saturday	Sunday
8	Bolton – Moses Gate – Farnworth – Pendleton - Manchester	15mins	12 mins	12mins	12mins	12mins
34	Leigh – Worsley – Monton – Pendleton - Manchester	30 mins	30 mins	30 mins	30 mins	30 mins
36	Bolton – Peel – Salford - Manchester	12mins	12mins	12 mins	20mins	Hourly
37	Bolton – Walkden – Salford – Piccadilly Gardens	12mins	12mins	12mins	20mins	Hourly
38	Swinton – Salford – Piccadilly Gardens	12mins	12mins	12mins	10mins	30mins
V1 / V2	Leigh – Tyldesley – Manchester - MRI	10mins	10mins	10mins	15mins	30mins

2.4.4 There are free bus services around Manchester. They operate between the train stations and cover Manchester City Centre; **Figure 2.5** shows the bus routes that operate around the city centre with one route accessed via Gartside Street and the remaining via Deansgate.

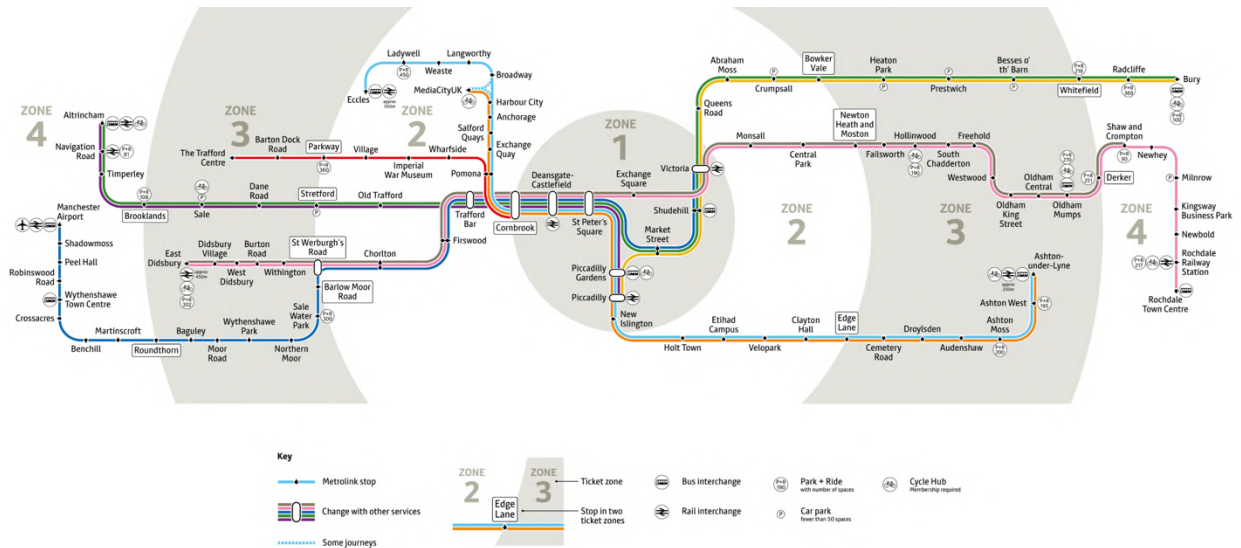
Figure 2.5 : Free Bus Services Route Map (source: TfGM)



Metrolink Services

2.4.5 The nearest Metrolink Stations are located at St Peters Square which is located 750m from the site. The Metrolink services which operate here are: Green Line (Bury – Altrincham); Yellow Line (Bury – Piccadilly); Dark Blue Line (Manchester Airport – Victoria); Orange Line (Ashton-under-Lyne – Media City); Light Blue Line (Ashton-under-Lyne – Eccles); and the Purple Line (Altrincham – Piccadilly). Figure 2.6 presents the Greater Manchester Metrolink Tram network.

Figure 2.6 : Metrolink Tram Network (Source: TfGM)



2.4.6 The trams services available operate on a 12-minute frequency throughout the day. All tram stops have step-free access to all platforms, help points and security camera coverage.

Rail Services

2.4.7 Salford Central Railway Station is located approximately 550m from the site.

2.4.8 The station provides regular and frequent train services to local destinations within Greater Manchester and destinations throughout the UK such as Blackburn, Leeds, Southport and Clitheroe.

3. Overarching Aim, Objectives and Benefits

3.1 Objectives

3.1.1 This FTP is targeted at combating over-dependency on cars by boosting and encouraging alternatives to private car use. In order to do this, the FTP has the following broad objectives:

- Working to promote sustainable and active travel to the site for all staff members;
- To instil a culture of sustainable travel behaviour amongst staff members on the site;
- To promote healthy lifestyles and raise awareness about the benefits of utilising sustainable travel opportunities;

3.1.2 By meeting the objectives, the FTP will bring about the following benefits:

Employee Benefits

- Health benefits associated with walking and cycling, including reduced levels of stress;
- The opportunity to save money using alternative modes of travel to the car; and
- Improved quality and reliability of employee journeys to and from work.

Operator Benefits

- An improved compliance with the planning context;
- A demonstration of any environmental credentials;
- An incentive to recruiting and retaining employees; and
- A healthier and more productive work force.

Wider Community Benefits

- On-going reductions in vehicular generated traffic on the local highway network;
- Increasing patronage on existing public transport modes;
- Health benefits associated with walking and cycling;
- A contribution to reduced traffic, congestion, air pollution and accidents; and
- Improving accessibility and travel choice for reaching local facilities.

3.2 Indicators

3.2.1 The, now superseded, Good Practice Guidelines: Delivering Travel Plans through the Planning Process highlights the importance of establishing clear indicators to monitor travel behaviour at the site. This information can subsequently be used to identify where the greatest potential for mode shift may lie and to inform the implementation strategy for the FTP over the coming year. A number of indicators will be measured at the proposed development.

3.2.2 The responsibility for measuring these indicators lies with the Travel Plan Coordinator, with support from Manchester City Council (MCC), and could include the following:

- Percentage of trips made by staff members and visitors on foot;
- Percentage of trips made by staff members and visitors by bicycle;
- Percentage of trips made by staff members and visitors using public transport; and
- Percentage of trips made by staff members and visitors car sharing and registered with a car sharing database.

4. Baseline Data Collection

4.1 Introduction

- 4.1.1 To provide an accurate representation of the modal split at the site prior to the baseline surveys being completed, the journey to work data for the population working in the site area has been reviewed. The modal split from the 2011 Census for the Manchester City Centre (Manchester 054, 055, 057 & 060) Middle Super Output Areas (MSOA) has been examined and is shown in [Table 4.1](#).

Table 4.1 : Census Travel to Work Data – Modal Split (Preston 004 MSOA)

Mode of Travel	Percentage
Driving a car or van	35%
Passenger in a car or van	4%
Taxi	0%
Metro, tram, light rail	6%
Train	17%
Bus, minibus or coach	23%
Motorcycle, scooter or moped	0%
Bicycle	3%
On foot	12%

- 4.1.2 [Table 4.1](#) indicates that currently 39% of people travel to work by car or van, of which 35% are drivers. The census data also shows that 51% of people travel to work using sustainable modes, including 23% by bus, 17% by train, 3% by bicycle and 12% on foot.

4.2 Baseline Travel Survey

- 4.2.1 A baseline employee travel survey will be undertaken within 6 months of first occupation. Further surveys will be undertaken during a 5-year period.
- 4.2.2 The baseline travel survey results will be used to inform updated modal split targets. The survey results will provide a valuable 'baseline' against which the success of the TP, in reducing car journey and increasing journey by walking, cycling and public transport, will be measured.
- 4.2.3 The travel survey is attached in [Appendix A](#). The attached survey will be distributed by the TPC to employees via hard copy form which are to be completed and returned to the TPC.

- 4.2.4 The travel survey will be circulated annually for a period of 5 years following the submission of baseline survey results to MCC. The survey results will be collated and analysed by the TPC and the TP will be updated to reflect the latest modal share results and any changes to the TP targets as necessary, along with any other changes from the previous monitoring period.
- 4.2.5 Travel surveys will be anonymous and the TPC will have access to all raw survey data and results. The TPC will ensure that MCC also have access to the results once these have been processed.
- 4.2.6 The updated TP will be issued to MCC for review and the TPC will amend the TP in response to any comments as necessary.

5. Travel Plan Targets

5.1 Purpose of Target Setting

- 5.1.1 Targets are the measurable goals by which progress will be assessed. The FTP sets out mode share targets that the site will seek to achieve via liaising with MCC. These mode share targets are **SMART**; that is **S**pecific, **M**easurable, **A**chievable, **R**ealistic and **T**ime related.

5.2 Mode Share Targets

Staff Mode Share Targets

- 5.2.1 The staff modal share targets are outlined in **Table 5.1**. Due to the limited control over modes of travel adopted by visitors to the site, targets are not set specifically for these site users. However, measures outlined in this FTP may also benefit visitors as well as staff members.

Table 5.1 : Pre-Survey Modal Share Targets

Mode of Travel	Mode Share Targets by Timescales				
	Year 1	Year 2	Year 3	Year 4	Year 5
Single Occupancy Vehicle (SOV)	35%	30%	28%	26%	25%
Sustainable Travel Modes (Walking, Cycling, Public Transport, Car Share)	65%	70%	72%	74%	75%

- 5.2.2 The targets outlined in **Table 5.1** aim to achieve a **10%** mode shift from SOV trips to sustainable travel modes (and corresponding **10%** uplift in sustainable modes). The actual baseline mode share will be confirmed as part of initial baseline travel survey. At this stage, these are interim percentages based upon the multimodal trip calculations from Census 2011 data. The mode share targets are subject to change on this basis.

5.3 Summary

- 5.3.1 It is recognised that it is not possible to set accurate targets far into the future, even when based on actual mode share data. Given this, it should be acknowledged that the targets will be reviewed once the initial surveys have been completed and existing travel behaviour is known.
- 5.3.2 All future data collection will be undertaken in accordance with local authority standards, to ensure the TP is being accurately monitored and that targets are being met.

6. Travel Plan Strategy

6.1 Overview

6.1.1 A Travel Plan Co-ordinator (TPC) will be appointed upon occupation of the building. The TPC will be responsible for overseeing the management, development, implementation, monitoring and review of their Travel Plan on behalf of the applicant. The TPC position will be in place for a minimum of 5-years.

6.2 Travel Plan Co-ordinator

6.2.1 The TPC will be a part time role (likely to be part of a day-to-day admin role of the business) whose responsibilities will include:

- Acting as a point of contact for all employees;
- Managing the development and implementation of the TP measures;
- Promoting the objectives and benefits of the TP;
- Monitoring the success of the targets outlined within this FTP; and
- Reporting the results of the monitoring to Officers at MCC as necessary.

6.3 Marketing

6.3.1 Employees will be made aware of the existence of the TP upon commencement of their employment. The following methods could be used as a means of disseminating information to employees as well as promoting events / campaigns / promotions:

- Employee notice boards;
- Employee newsletters (where possible);
- Employee Travel Pack; and/or
- E-groups and forums.

7. Travel Plan Measures

7.1 Overview

7.1.1 This section of the report will outline the specific physical and management measures which should be undertaken as part of the Travel Plan.

7.2 Promotion and Marketing

7.2.1 Employees will be made aware of the existence of the TP upon commencement of their employment. The following methods could be used as a means of disseminating information to employees as well as promoting events / campaigns / promotions:

- TPC will utilise notice boards to promote the TP;
- Employee newsletters (where possible);
- The TP will be presented and promoted to staff members as an opportunity and possibly a challenge rather than as a chore;
- All staff members employed by the site will be provided with a Travel Pack upon starting employment at the site. This pack will inform staff of the information that they need to make an informed choice with regards to their travel options.
- E-groups and forums; and
- Other means of promoting the TP will also be investigated, which might take the form of staff newsletter or mailings.

7.3 Travel Information

7.3.1 For when new employees start their employment at the site, the TPC could look to prepare a Travel Pack or information notice boards which includes the following information:

- Location of nearest bus stops and train station(s);
- Up to date local bus timetables;
- Maps showing safe walking routes to the nearest key facilities including bus stops and train stations;
- Maps showing safe cycling routes to the site;

- Promotional material highlighting the health and financial benefits of walking and cycling;
- Promotion events, where applicable;
- Details of trip planning apps;
- Details of the community website for the proposed development;
- Details of national websites such as <https://www.enterprise.co.uk/en/home.html>;
- Details of car share services such as <https://liftshare.com/uk>;
- Details of journey planning websites such as <https://www.traveline.info/>; and
- Details of websites and apps where you can get the next departures from any bus stop sent to your mobile phone.

7.3.2 Incentives to staff members to travel by sustainable modes of transport could also be implemented to encourage a shift from single occupancy car travel to sustainable modes of travel.

7.4 Travel Database

7.4.1 The TPC will produce and maintain a travel database of the travel characteristics of the staff. The TPC will obtain travel data by asking staff to complete a travel questionnaire on year 2, 3 and 5 during the 5-year period.

7.4.2 The survey would request details of the following (this is not an exhaustive list):

- Normal working hours;
- Mode of travel to work;
- Car ownership;
- Reasons for driving;
- Reasons for not using public transport and other modes;
- Measures that would encourage car sharing, use of public transport or other non-car modes of travel to work;
- Estimates of public transport journey times and cost; and
- Staff profile, including age, gender etc.

- 7.4.3 All data collected in connection with the TP will be subject to the provisions of the Data Protection Act. In the interests of confidentiality, the TPC alone will hold the database and be responsible for the release of information.
- 7.4.4 The Travel Survey should be undertaken within 6 months of first occupation. The Travel Survey results also provide a valuable 'baseline' against which the success of the TP in reducing car journey and increasing journey by walking; cycling and public transport will be measured.
- 7.4.5 A sample Travel Survey that may be used as a starting point by the TPC is attached in **Appendix A**.

7.5 Encouraging Walking

- 7.5.1 In order to encourage walking at the site, the TPC will ensure that employees and workers have received information and advice concerning safe pedestrian routes to and from the site. Employees will also be encouraged to walk by promoting the benefits which include health, reduction in stress, cost and environmental benefits.
- 7.5.2 Walking routes can be planned via the following links:

- <https://www.google.co.uk/maps>
- <https://my.tfgm.com/#/planner/>

7.6 Encouraging Cycling

- 7.6.1 In terms of proposed operational measures, the TPC's role will include the promotion of cycling to employees, including providing details of the local cycle routes/ facilities accessible from the development and other relevant information such as bicycle purchase/repair.
- 7.6.2 Cycle journeys and routes can be planned via the following links:
- <https://www.cyclestreets.net>, cycle.travel/map
 - <https://my.tfgm.com/#/planner/>
 - <https://www.sustrans.org.uk>
- 7.6.3 In addition to planning journeys and routes, there are a number of initiatives in Manchester to encourage and support cycling in the city centre and beyond. These are as follows:
- Transport for Greater Manchester offer a range of cycle riding and maintenance sessions for beginners and experienced cyclists <https://tfgm.com/cycling/training>
 - The Ride Social website, provided by British Cycling, lets you organise bike rides or join other peoples' for free <https://www.letsride.co.uk/social>

- The cycling charity Cycling UK can offer a variety of training and mentoring opportunities to help less experienced cyclists build their confidence to travel on the road network <http://www.cyclinguk.org/courses-and-training>

7.7 Promoting Public Transport

7.7.1 The promotion of walking and cycling will encourage many employees to adopt these modes, but for those travelling further from the site, public transport provides a more suitable alternative to the private car. A lack of awareness of the facilities available is often cited as a reason for not using public transport facilities.

7.7.2 The TPC will therefore ensure that up-to-date public transport frequency information is available to employees to maximise the potential use of these modes.

7.7.3 Bus Service - Bus journeys and ticketing information can be accessed via the following links:

- <https://my.tfgm.com/#/planner/>
- <https://systemonetravel.co.uk/>
- <https://www.gonorthwest.co.uk/fares/>
- <https://www.diamondbuses.com/tickets/>
- <https://www.stagecoachbus.com/tickets>
- Metrolink Service - Tram journeys and timetables can be accessed at <https://tfgm.com/public-transport/tram>
- Rail Services - Rail journeys can be planned at <http://www.nationalrail.co.uk> or using the National Rail Enquiries app.

7.8 Promoting Car Sharing and Car Hire

7.8.1 Car sharing represents a convenient and alternative form of travel with significant potential to reduce the total private mileage and car parking demand.

7.8.2 The principal benefits associated with the introduction of a car sharing scheme are considerable and include:

- Reduced travel costs – drivers and passengers can split the costs of travel;
- Improved access – to areas which aren't accessible through public transport;
- Meet new people – sharing a car is a great way to meet colleagues, friends and neighbours;
- Reduced congestion – by sharing cars you can do your bit to help reduce congestion in the area;

- Reduced pollution – cutting congestion will also help to reduce pollution; and
- Reduced Carbon Dioxide emissions – which in turn will help to reduce the development of global warming.

7.8.3 Employees will be provided with details of publicly accessible databases and websites that provide the opportunity for people to car share in the wider area. These may include:

- <https://liftshare.com/uk>
- <https://www.enterprise.co.uk/en/home.html>
- <https://carsharegm.com/index.html>

7.9 Car Alternatives

7.9.1 It is understood that sometimes access by car is necessary. Staff members will also be provided the details of local minicab/ taxi firms, as necessary.

8. Monitoring and Review

8.1 Overview

8.1.1 Monitoring of the Travel Plan has the following key roles led by the TPC:

- To provide feedback to allow the Travel Plan to be developed; and
- To measure the level of success in meeting identified targets of this FTP using key performance indicators

8.1.2 A strategy for undertaking the monitoring and review is outlined in this section.

8.2 Monitoring Strategy

8.2.1 The Full Travel Plan once prepared by the TPC will be submitted to the Local Planning Authority, MCC. Once submitted, the Local Planning Authority will provide written comments on the report, which may lead to modifications to the original measures if required.

8.2.2 The monitoring programme will begin with the initial baseline employee travel questionnaire survey, to be undertaken within 6 months occupation. Further surveys will be completed within year 2, 3 and up to year 5 which will be carried out to monitor progress towards the interim and final targets of each Travel Plan.

8.2.3 The surveys undertaken will also confirm the number of employees surveyed, the number of respondents, the date of survey, the type of survey used and how the modal split has been calculated.

8.2.4 Monitoring of the following will also be useful to judge whether the implementation or proportion of certain measures would benefit from modification. The following will also be monitored as part of the programme:

- Usage of internal cycle parking, in order to inform views on its ongoing ability to satisfy demand.

8.3 Reporting

8.3.1 Travel Plan reviews will be undertaken at Year 3 and Year 5, following the opening of the building. These will provide an opportunity for each TPC to assess the progress of their Travel Plan. This will outline the results of the monitoring in the preceding period, measures that have been implemented and any suggested changes to targets and measures as a result of the survey data.

8.3.2 If the targets and measures outlined in the annual monitoring reports are not being achieved, the potential for introducing remedial actions will be explored. The actions could include increasing the working time allocated to the TPC position or offering personalised travel planning to staff.

9. Action Plan

9.1.1 **Table 9.1** sets out an Action Plan for how the TP will implement the various actions that would be required in order to establish and maintain the TP. These provide a context and a framework for the targets and measures that will be developed as part of the TP, which will include more accurate targets for achieving modal shift following the initial travel survey.

Table 9.1 : Travel Plan Action Plan

Activity	Description	Frequency for Review	Deadline for Completion After Occupation	Lead
Appoint Travel Plan Co-ordinator	Lead person identified to co-ordinate the development and implementation of the Travel Plan	Annual	At least 1 month prior to first occupation	Developer/ Occupier(s)
Baseline assessment of modes of travel and preferences and questionnaires	Engagement with staff through questionnaires in order to provide a baseline assessment.	Annual	On occupation of the building	TPC
Analysis of Baseline Information	Analysis of survey information in order to identify trends, make recommendations and develop action plan.	Annual	Within 2 months of occupation	TPC
Develop Action Plan	Information used to identify initiatives which are set out in a detailed action plan	Annual	Within 4 months following occupation	TPC
Sign Off Plan	Formal approval of Travel Plan and its activities by MCC	One-off sign off	Within 6 months following occupation	TPC
Promotion of Measures	General promotion of sustainable travel opportunities	Ongoing	On occupation of the building	TPC
Review, Update and Report	Review travel plan, results of surveys and questionnaires. Update action plan as required and submit progress report to MCC	Annual	Period to be agreed	TPC

APPENDICES

APPENDIX A

Example Travel Survey

Staff Travel Survey

The following questionnaire seeks to understand how staff currently travel to and from work, and how we can address your needs/concerns regarding sustainable modes of travel.

This questionnaire will only take a few minutes to fill in. We do not require any personal details.

1. How far do you typically travel to work?

- ☐ Less than 2km
- ☐ Between 2km and 5km
- ☐ More than 5km

2. How do you usually travel to work?

- ☐ Car as driver (Please answer Question 3 and 4)
- ☐ Car as passenger
- ☐ Motorcycle
- ☐ Train
- ☐ Bus
- ☐ Taxi
- ☐ Bicycle
- ☐ Walk
- ☐ Other (please specify) _____

3. If you drive, why do you usually travel to work by car?

- ☐ Essential to use a car during the working day
- ☐ Dropping off/collecting children
- ☐ Get a lift
- ☐ Health reasons
- ☐ Personal security
- ☐ Cost
- ☐ Lack of an alternative
- ☐ Reliability
- ☐ Other (please specify) _____

4. If you drive, where do you usually park?

- ☐ On-Site
- ☐ On the local highway
- ☐ Other (please specify) _____

5. Which of the following (if any) would encourage you to CAR SHARE for your journey to work?

(Please tick all that apply)

- ☐ Help in finding a suitable car share partner
- ☐ Alternative lift home if let down by the car sharer
- ☐ Parking permit for car sharers
- ☐ Other (please specify) _____

6. Which of the following (if any) would encourage you to use the BUS or TRAIN for your journey to work?

(Please tick all that apply)

- ☐ More reliable service
- ☐ More direct routes
- ☐ More frequent services
- ☐ Cleaner/smarter buses/trains
- ☐ Cheaper fares
- ☐ Annual season ticket loan
- ☐ Improved or more frequent park and ride service
- ☐ Better quality waiting environments at bus stops
- ☐ Better security at bus, train stations
- ☐ Cleaner/smarter bus, train stations
- ☐ Easier access to timetable information
- ☐ Having my journey planned for me
- ☐ Frequent shuttle bus to train station
- ☐ Other (please specify) _____

7. Which of the following (if any) would encourage you to CYCLE for your journey to work?

- ☐ Improved cycle path/lanes on the journey to work
- ☐ Improved and secure cycle parking
- ☐ Improved changing facilities, showers and lockers at work
- ☐ Improved street lighting
- ☐ Interest free loan to purchase a bicycle
- ☐ Discount at cycle shops
- ☐ Cycling refresher course
- ☐ Map of cycle routes
- ☐ Other (please specify) _____

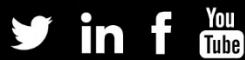
8. Which of the following (if any) would encourage you to WALK for your journey to work?

- ☐ Better quality footpaths
- ☐ Safer routes
- ☐ Improved road safety
- ☐ Availability of a walking partner
- ☐ Walking maps
- ☐ Financial incentives
- ☐ Improved road crossing facilities
- ☐ Other (please specify) _____

Thank you for your time. Please return your completed survey to the Travel Plan Coordinator



keep up with mode:



Birmingham
☎ 0121 794 8390

London
☎ 020 7293 0217

Manchester
☎ 0161 464 9495

Reading
☎ 0118 211 8180