



## Jolly Boatman Site, East Molesey Surrey

### Framework Travel Plan

August 2012

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## 1. Introduction

### Overview

- 1.1. This Framework Travel Plan (“Framework TP”) has been prepared by Waterman Transport & Development on behalf of Gladedale and Network Rail (the “Applicant”) for the proposed re-development at Hampton Court station and the Jolly Boatman site at East Molesey in Surrey (the “Site”). The Site location is shown on Figure 1
- 1.2. The proposals are for major re-development of the Site to provide 66 residential units (including 61 flats and 5 maisonettes), 603sqm retail floorspace, a 46-bed hotel, a 61-bed care home, refurbished railway station, new transport interchange, new areas of public open space, car parking and associated highway works.
- 1.3. The development proposals were given planning approval on 16<sup>th</sup> June 2009 (Planning Ref. 2008/1600).
- 1.4. Condition 18 of this planning consent required a travel plan to be submitted for written approval by Elmbridge Borough Council (“EBC”) prior to the commencement of the development.
- 1.5. Surrey County Council (“SCC”) are responsible for monitoring the implementation of Travel Plans in Surrey as part of the 'Surrey Travel Plan Network'.

### General Strategy

- 1.6. In line with the Department for Transport (DfT) Good Practice Guidelines (Delivering Travel Plans through the Planning Process), a Framework TP has been prepared as this is appropriate for large mixed-use developments with multiple occupants. **Please note that at this stage of the scheme development it is not possible to prepare a final Travel Plan as the occupiers are not yet identified.**
- 1.7. A Framework TP is an overarching travel plan that embraces a large development with mixed uses. It outlines the general strategy for managing multi-modal access to the Site as a whole whilst focusing on promoting access by sustainable modes.
- 1.8. Where appropriate, specific travel plans i.e. Subsidiary Travel Plans, would be created for developments within the Site, which would be consistent with the wider targets and requirements of the overall Framework TP.
- 1.9. The requirement for a Subsidiary Travel Plan or Travel Statement is influenced by the scale of development (as set out in Figure 3.1 in Surrey County Council’s Good Practice Guidelines). Assessing each of the uses individually gives the following requirements:

• 603sqm mixed retail uses	Travel Statement
• 66 residential units	Travel Statement
• 46-bed hotel	No requirement
• 61-bed care home	Travel Plan
- 1.10. A travel plan is a strategy for managing access to a development site, helping to meet the travel needs of the site users, in particular reducing the impacts of car travel, encouraging greater use of public transport, cycling and walking, and where possible reducing the need to travel.
- 1.11. It sets out sustainable travel objectives that occupants must commit to achieving through various measures. Typically measures include promotion of car sharing, public transport, walking and cycling. It also includes how success in achieving travel objectives will be measured with targets

and a monitoring plan.

- 1.12. A travel statement, which is for smaller scale development, has the same purpose as a travel plan but it has a smaller scope and does not have a compulsory monitoring requirement.
- 1.13. Albeit that the hotel falls below the threshold for preparing a Subsidiary Travel Plan or Travel Statement, it is proposed to incorporate it as part of the Site-wide measures and initiatives set out in this Framework TP.
- 1.14. The Occupier of the care home will be required to prepare their own bespoke Subsidiary Travel Plan, which would be tailor-made to suit the specific requirements of their business. It will be prepared in line with the general contents of this Framework TP including adoption of the Site-wide modal split targets. It will be submitted to **EBC** and SCC for approval prior to first **occupation**.
- 1.15. The Site-wide measures and initiatives set out in this Framework TP would be led by the Site specific Management Company who will be appointed by the Applicant before the development is occupied (discussed in more detail in Section 3). The Framework TP also includes initiatives aimed specifically at the occupying Tenants (“Occupiers”).
- 1.16. The Applicant will highlight the requirements of the Framework TP to all Occupiers through their lease arrangements who will be encouraged to sign up with the contents of the Framework TP.
- 1.17. Modal split estimations have been made for the Site and are set out in Section 6. These estimations will be compared with the actual modal split obtained as part of the Travel Surveys.
- 1.18. The Monitoring Report (discussed in Section 7) will identify specific targets appropriate to the Occupier’s business (for example, if all employees already use sustainable travel modes then a target to switch to healthier travel would be sought).
- 1.19. The Framework TP (and Subsidiary Travel Plan) will be a continuous process for improvement, requiring monitoring, review and revision to ensure it remains relevant to those using the Site.
- 1.20. **An Interim Principle Travel Plan Coordinator (ITPC) will be appointed to manage travel planning activities before and during the construction works. The responsibilities of the ITPC are set out in section 3.**
- 1.21. Whilst preparing this Plan reference has been made to the following useful information sources :-
  - SCC’s Travel Plans Good Practice Guidelines (July 2010);
  - Department for Transport (DfT) Planning Policy Guidance Note 13 (PPG13);
  - Government’s Energy Efficiency Best Practice Programme - Travel Plan Resource Pack for Employers;
  - DfT The Essential Guide to Travel Planning;
  - Dft Cycle to Work Schemes;
  - DfT Best Practice Guidance on using the planning process to secure travel plans;
  - ACT TravelWise - an organisation working to promote travel behaviour change, in particular to reduce the economic costs of congestion, the environmental damage of traffic pollution and the personal health consequences of the car;
  - Campaign for Better Transport – an independent national body concerned with sustainable transport, which comprises two organizations: a trust, which undertakes research, and a campaigning arm, which lobbies and campaigns for better transport policies and programmes.
- 1.22. As set out in SCC’s Travel Plans Good Practice Guidelines, the Applicant is required to contribute



towards the costs of supervising and auditing travel plans for up to nine years after occupation. The auditing fee is a one off payment made before building works begin on-Site. The Auditing fee for this Site is £4,600 and the Applicant will provide this payment accordingly.



## 2. Benefits and Objectives

2.1. The benefits of the Framework TP are as follows:-

- The business/organisation can benefit from increased productivity generated by healthier, more motivated workforce, potential cost savings, reduced congestion, reduced demand for car parking and improved access for employees, visitors and deliveries;
- Employees can benefit from improved health, cost and time savings, reduced stress and a general improvement in quality of life;
- The local community can enjoy lower pollution levels, reduced congestion, reduced journey times, improved public transport services, energy savings and reduced overspill parking in residential areas;
- The environment generally can benefit from improved air quality, less noise, and reduced impact of other national and global environmental problems such as global warming.

2.2. The Plan is not designed to deny the freedom of car use, rather it seeks to resolve and relieve congestion, poor air quality and parking issues affecting the Site and in its immediate environs. Through a range of initiatives, the Framework TP will help all Occupiers at the Site to manage the travel needs of their employees and visitors and increase the range of travel options by which the Site can be accessed.

2.3. The objectives of the Plan are to :-

- To reduce the number of single occupancy drivers arriving at the Site;
- Minimise the impact of congestion, noise and pollution on local residents;
- Where appropriate, reduce the need for unnecessary travel and ensure that those that do have to travel (both employees and visitors) do so in a way that is sustainable;
- Specify measures to encourage management, including all employees and visitors, to use travel modes other than the car, especially travel in the car alone;
- Promote the use of public transport, motorcycles, car sharing, walking and cycling when getting to and from the Site;
- Reduce the environmental impact of travel demand by raising awareness amongst employees and visitors and encouraging environmentally friendly behaviour;
- Minimise delivery vehicle trips by appropriate scheduling and/or wherever practical with emission reduction initiatives.

### 3. Travel Plan Co-ordinator

- 3.1. A Site-specific Management Company will be appointed by the Applicant prior to occupation. This company will take on the role as Principal Travel Plan Co-ordinator to lead the travel plan initiative for the Site as a whole and act as the main point of contact between EBC, SCC and the individual Occupiers. The Site Management Company will levy service charges on tenants to fund their on-going operations.
- 3.2. The Site Management Company will appoint an individual prior to occupation to specifically manage the travel plan and take it forward. Details of this named representative will be given to EBC and SCC upon their appointment (SCC Community Travel Advisor for Elmbridge [lynne.howard@surreycc.gov.uk](mailto:lynne.howard@surreycc.gov.uk) Tel. 0208 541 7387. EBC do not currently have a similar officer responsible for Travel Plan matters.
- 3.3. Three months prior to the appointment of the main contractor an Interim Travel Plan Co-ordinator (ITPC) will be appointed. The role of the ITPC will be to ensure that the main contractor is required to implement measures to be agreed with EBC and SCC to minimise traffic disruption during construction. These measures may include provision of crew buses, limiting delivery times to after 9.30am and before 5.15pm and liaising with third parties to manage the impact on any special events.
- 3.4. In advance of the commencement of the main works contract the ITPC will make available to all relevant stakeholders information on alternative parking provision for cars and coaches during the construction works. The ITPC will encourage the relevant stakeholders to make this information available to public. Network Rail will display the information on site and on their web site. The ITPC will liaise with the Historic Royal Palaces to seek their agreement to include the information on their web site and publicity material for the benefit of their visitors. Please note that in accordance with the planning consent the completed development will re-provided and enhanced car parking at the station but the coach parking will not be replaced.
- 3.5. The Occupier of the care home will appoint their own individual travel plan co-ordinator (“Travel Plan Co-ordinator”) prior to occupation at the Site to take on the role in relation to their bespoke business requirements. This role does not need to be full time and can be carried out alongside an employee’s existing job. Their role will include the responsibilities set out over the page and they will work closely with the Principal Travel Plan Co-ordinator to ensure a co-ordinated approach to travel planning for the Site as a whole. EBC and SCC will be notified of their appointment within 2 months of first occupation.
- 3.6. All other Occupiers at the Site will nominate a Travel Plan Representative to liaise with the Principal Travel Plan Co-ordinator. Given that the residential element of the site will most likely be built by the Applicant it is anticipated that the Principal Travel Plan Coordinator will fill the Travel Plan Representative role for the residential element.
- 3.7. Depending on the scale of their operation (i.e. whether they are a local independent trader or part of a larger group) the retail units may also prefer to nominate the Principal Travel Plan Coordinator as their Travel Plan Representative. This choice will be reflected in their contribution to the overall service charge.
- 3.8. As stated in section 1.9 the hotel is below the SCC threshold to require either a travel plan or a travel statement. However it is anticipated that the hotel will be part of a larger group and as such is likely to have existing policies on sustainability and travel planning. The hotel will be required to nominate a Travel Plan Representative and to participate in the site wide travel plan initiatives.
- 3.9. Occupiers will ensure that their Travel Plan Representative/Co-ordinator has sufficient funding and

resources to implement the requirements of the travel plan. Any funding for mitigation measures that may arise out of the travel planning process will be secured and managed via the Site Management Company.

3.10. The Principal Travel Plan Co-ordinator will be responsible for:-

- Ensuring the successful delivery of the Travel Plan through implementation of measures and effective monitoring;
- Delivery of Site-wide measures and initiatives to encourage employees and visitors to use more sustainable means of transport;
- Being the main point of contact with EBC and SCC as well as the Occupier's Travel Plan Representatives/Co-ordinator;
- Arranging regular steering group forums with the Occupier's Travel Plan Representatives/Co-ordinator to discuss and share information relating to travel planning;
- Arrange annual meetings with EBC and SCC's Community Travel Advisors to review travel plan performance and discuss future actions;
- Ensuring that the most up to date information relating to Site-wide measures and initiatives are provided to the Occupier's Travel Plan Representatives/Co-ordinator;
- Designing and implementing effective Site-wide marketing and awareness raising campaigns to promote travel planning;
- Liaising with EBC and SCC to ensure that Travel Surveys are undertaken using the Standard Assessment Methodology (SAM) used for formal monitoring of travel plans in Surrey. Responsible for confirming travel survey details to the Occupier's Travel Plan Representatives/Co-ordinator;
- Co-ordinate the personalised travel planning service offered to all employees at the Site;
- Liaising with EBC, SCC and the Occupier's Travel Plan Representatives/Co-ordinator to discuss/agree annual targets for increasing the percentage of non-car modes.

3.11. The Occupier's Travel Plan Representative will be responsible for :-

- Obtaining the most up-to-date information relating to Site-wide measures and initiatives from the Principal Travel Plan Co-ordinator and passing this on to all employees;
- Delivering measures and initiatives aimed specifically at the Occupier;
- Highlighting the objectives and philosophy of the travel plan to all their employees;
- Obtaining and maintaining commitment and support from senior managers, staff etc;
- Acting as a point of contact for all employees requiring information as well as for exchanging ideas and best practice with the Principal Travel Plan Co-ordinator;
- Ensuring that employees are aware of the Travel Survey requirements and the importance of taking part;
- Liaising with the Principal Travel Plan Co-ordinator to agree annual targets for reducing single occupancy car trips and/or promoting healthier travel whichever is more appropriate to their business.

3.12. The Travel Plan Co-ordinator for the care home will be responsible for :-

- Ensuring the successful delivery of their bespoke Travel Plan through implementation of measures and effective monitoring;
- Highlighting the objectives and philosophy of their bespoke Travel Plan to all employees;
- Obtaining and maintaining commitment and support from senior managers, staff etc;
- Acting as a point of contact for all employees requiring information as well as for exchanging ideas and best practice with the Principal Travel Plan Co-ordinator, EBC and SCC;
- Liaising with the Principal Travel Plan Co-ordinator to ensure a co-ordinated approach to travel planning for the Site as a whole;
- Designing and implementing effective Site-wide marketing and awareness raising campaigns to promote their bespoke Travel Plan;
- Liaising with the Principal Travel Plan Co-ordinator regarding the Travel Survey requirements and ensuring that employees are aware of the importance of taking part;
- Liaising with the Principal Travel Plan Co-ordinator regarding the personalised travel planning service offered to all employees at the Site and to discuss/agree annual targets for reducing single occupancy car trips and/or promoting healthier travel whichever is more appropriate to their business;
- Obtaining the most up-to-date information from the Principal Travel Plan Co-ordinator relating to Site-wide measures and initiatives and passing this on to all employees.

3.13. The Principal Travel Plan Co-ordinator or where appropriate, the Travel Plan Co-ordinator for the care home, shall arrange for the Travel Survey to be carried out for the development to establish travel patterns (as discussed in Section 7).

## 4. Site Accessibility

### Public Transport

- 4.1. The most obvious advantage of the Site in terms of public transport accessibility is that it is situated around Hampton Court railway station.
- 4.2. The station is served by 2 to 4 trains an hour to/from London Waterloo and the local rail network map is shown on Figure 2.
- 4.3. The Site also benefits from the bus interchange adjacent to the station, which is to be upgraded as part of the development proposals (discussed in Section 5).
- 4.4. The local bus routes are indicated on Figure 4.
- 4.5. There are nine bus routes within easy walking distance of the Site namely the R68, 111, 216, 267, 411, 451, 461, 513 and 641 (school service).

### Pedestrian and Cycle Access

- 4.6. The proposed development is within easy walking distance of local bus and rail services given its location adjacent to Hampton Court railway station and the bus interchange.
- 4.7. The main pedestrian routes in this area are to the west (to/from the centre of East Molesey) and to the north (to/from Hampton Court Palace on the northern bank of the River Thames). There are footways provided along both these routes, which are generally well lit and in a good state of repair.
- 4.8. The local cycle routes in the area are indicated on Figure 4. The nearest designated cycle route is the National Cycle Network (NCN) Route 4, which runs alongside the River Thames and the route that runs along the east of Hampton Court Way. On the western side of Hampton Court Bridge NCN4 runs along the southern bank of the River Thames while to the east of the bridge it runs along the northern bank, through Hampton Court Park.
- 4.9. There is also a designated route on 'quieter roads' along Bridge Road (refer to Figure 4).
- 4.10. There are existing cycle parking stands at Hampton Court railway station on the redundant west platform. At the time of writing the Transport Assessment in support of the planning application there were 100 cycle spaces. In the period since the planning consent a further 19 Sheffield loop type cycle stands have been provided towards the southern end of the redundant platform taking the total number to existing cycle parking spaces to 138. These 138 cycle parking spaces will be re-provided in a new secure location near the platforms.

### Car Parking

- 4.11. A new basement car park is proposed at the Site with 287 spaces including 15 disabled spaces.
- 4.12. The majority of this car parking (238 spaces) will be allocated to for public use. The remainder (49 spaces) will be dedicated for use by the other components of the development as follows:
  - 16 car parking spaces for the care home;
  - 33 car parking spaces for the residential development.
- 4.13. There will be no car parking spaces dedicated for the retail and hotel uses at the Site. They will be able to use the public spaces.
- 4.14. The parking provided within the new car park will be designed in accordance with current guidance

to ensure an attractive, accessible and secure environment for pedestrians and drivers.

- 4.15. The disabled car parking provision will conform to the appropriate design standards and will be distributed in groups close to the main pedestrian routes.
- 4.16. No occupation of the site shall commence until the car parking has been laid out in accordance with the approved plans.
- 4.17. The proposed car park will be accessed via a new priority junction on Hampton Court Way (refer to Appendix A).
- 4.18. **The car park is likely to be operated as a 'Pay on Foot' system with entry and exit barriers situated at the bottom of the access ramp.** The car park is likely to be managed/maintained by South West Trains.
- 4.19. A ticket machine with an automatic barrier will be provided at the entrance and exit from the car park. It is envisaged that these machines will incorporate a proximity card reader for season ticket/Smart Card holders associated with the residential development and care home.
- 4.20. Anyone with a smart card/season ticket will gain automatic entry and exit to the car park. Residents/employees will not be given preferential rates for car parking.
- 4.21. In terms of public parking, a ticket will be dispensed from the machine on entry and the relevant tariff will need to be paid at the 'pay on foot' machines provided within the railway station.
- 4.22. The car parking will be used as drop off and pick up for railway passengers. It is proposed that a the charging tariff is set such that the first, say, 10 minutes is free, after which charges will apply. This will allow drop off and pick up of railway passengers without incurring parking charges but will not encourage short to medium stay parking.
- 4.23. The design and operation of the car park, including the length of the free period, will be reviewed at the detailed design stage.
- 4.24. **Since the original planning consent parking technology has progressed considerably. It is now possible to reliably use Automatic Number Plate Recognition (ANPR) systems to log entry times and specify payments. The main advantage of ANPR systems is that they do not require barriers on entry or exit. These systems will continue to evolve and improve over time. At the time the car park is to be fitted out the Applicant will investigate the latest systems that will be available and agree with EBC and SCC which is the most appropriate.**
- 4.25. The Principal Travel Plan Co-ordinator will encourage the Occupier of the care home to issue parking permits to employees on a restricted basis in the following order of priority:
  1. Employees/residents with disabilities/special needs;
  2. Car sharers;
  3. Employees that do not have a viable public transport or car sharing alternative (this could be established from the results of the Travel Survey).

## 5. Proposed Measures

- 5.1. The section describes the package of measures that will help to achieve the targets set out in Section 6.
- 5.2. The Principal Travel Plan Co-ordinator will provide the Travel Plan Representatives/Co-ordinator with a 'Travel Information Pack', which highlights the objectives and philosophy of the travel plan and provides information on sustainable travel modes including bus and rail timetables. Facilities such as local car share schemes will also be promoted.
- 5.3. The Principal Travel Plan Co-ordinator will encourage Occupiers to forward this information to all employees prior to occupying the Site, and to any newly hired employees within the first week of their employment.
- 5.4. This 'Travel Information Pack' will be updated annually where appropriate.
- 5.5. The Principal Travel Plan Co-ordinator will ensure that up-to-date local bus, cycle and rail information is provided at fixed points within the building (s) on Site and where appropriate, within any marketing material. This package of information will include the following (current at July 2012):-
  - Reference to the Traveline weblink ([www.travelinesoutheast.org.uk/](http://www.travelinesoutheast.org.uk/)) and SCC's weblink ([www.surreycc.gov.uk/roads-and-transport/buses-and-trains](http://www.surreycc.gov.uk/roads-and-transport/buses-and-trains)) for local public transport information including access to timetables and journey planner;
  - A plan showing bus stop locations within easy walking distance of the Site;
  - A plan showing the key pedestrian routes to the Site including crossing facilities and pedestrianised areas;
  - Details of nearby cycle shops including location, contact information and those that may offer discounts on cycles and repairs/maintenance;
  - Details of any Bus/Rail promotional offers;
  - Contact details of taxi operators and locations of nearby taxi ranks;
  - Cycle route information which can be obtained from [www.surreycc.gov.uk/roads-and-transport/cycling-and-driving/cycling/](http://www.surreycc.gov.uk/roads-and-transport/cycling-and-driving/cycling/);
  - Promotion of the local car share scheme [www.SurreyCarShare.com](http://www.SurreyCarShare.com);
  - List of car clubs available via [www.carplus.org.uk/car-clubs/list-of-car-clubs/](http://www.carplus.org.uk/car-clubs/list-of-car-clubs/).

### Public Transport

- 5.6. As part of the development proposals, it is proposed to improve the existing substandard bus interchange adjacent to Hampton Court Railway station, which will include for the provision of a taxi lay-by. **Provision for bus services at the station will be maintained throughout the construction period.**
- 5.7. A new bus lay-by is also proposed on the western side of Hampton Court Way.
- 5.8. In addition, Hampton Court Railway station itself will be refurbished as part of the development proposals, which will include internal upgrades to meet the modern demands of customers at the station. It is envisaged that this would include an improved ticket hall with small kiosk type retail units, as well as improved staff facilities and public toilets.
- 5.9. These facilities are indicatively shown on the drawings in Appendix A and will significantly enhance public transport accessibility at the Site. The detailed layout for these proposals is to be agreed as

part of the Section 278 Agreement for the off-site highway works.

- 5.10. The Principal Travel Plan Co-ordinator will liaise with **EBC** and SCC to ascertain whether they can provide any appropriate posters, leaflets and timetables for display on notice boards/display units in communal areas.
- 5.11. The Principal Travel Plan Co-ordinator will review this information annually to ensure it remains up-to-date.
- 5.12. The Principal Travel Plan Co-ordinator will liaise with **EBC** and SCC as part of the Surrey Travel Plan Network regarding discounted rates and offers that may be available. This information will be relayed to the Occupier's Travel Plan Representatives/Co-ordinator as part of the steering group forum.
- 5.13. The Principal Travel Plan Co-ordinator will raise awareness of interest free season ticket loans, which can be organised on a bulk purchase deal between Occupiers and public transport operators in order to gain further savings.
- 5.14. The Occupier's Travel Plan Representatives/ Co-ordinator will offer employees personalised travel plan information to cover their individual journey when they are offered employment at the Site. The Principal Travel Plan Co-ordinator will co-ordinate this personalised travel planning service.

## **Pedestrian and Cycle Access**

- 5.15. Two new signal controlled crossing points are proposed on Hampton Court Way north and south of Creek Road. It is also proposed to extend the existing footway/cycleway on the eastern side of Hampton Court Way through to Hampton Court Bridge (refer to Appendix A).
- 5.16. These proposed improvements will enhance pedestrian and cycle accessibility at the Site.
- 5.17. The following cycle parking will be provided on site:-
  - 138 cycle spaces for rail users in a covered and secure location near the platforms.
  - 111 cycle spaces for residents in secure locations in the upper basement. These numbers are in accordance with the BREEAM requirements.
  - The care home operator has space within their parking area in the upper basement to provide parking for around 12 cycles.
  - A further 20 cycle parking spaces for other employees including the hotel. These spaces to be in secure locations in the upper basement.
  - Parking at ground level for a further 14 cycles near the lodges
- 5.18. The cycle parking provision will be kept under review as part of the on-going travel monitoring and will be increased in discussion with EBC and SCC if necessary.
- 5.19. Details in relation to the location of these cycle parking spaces are to be agreed prior to occupation of the development. Similarly the provision for shower and changing facilities is to be agreed as part of Condition 19.
- 5.20. Promoting healthy travel is a key measure of the travel plan and it will include provision for the cost of running additional incentives such as "Bike Week", "Walk to Work Week" etc.
- 5.21. Encouraging employees to walk and/or cycle wherever possible not only reduces the reliance on the car but it also brings environmental and health benefits. Walking and cycling will be encouraged as a transport mode for all local journeys.



- 5.22. The Cycle to Work Guarantee is a voluntary initiative from the DfT, challenging businesses to become cycle friendly employers by making it easy for employees to cycle to and from work. It includes details of tax free incentives to purchase a bicycle as part of the 'Cycle to Work Scheme'.
- 5.23. By signing up to this initiative, the business can signal its commitment by providing the facilities and incentives to help the workforce become healthier, greener and more productive. Details can be found at [www.cycletoworkguarantee.org.uk](http://www.cycletoworkguarantee.org.uk). The Principal Travel Plan Co-ordinator will raise awareness of this initiative to all Occupiers as part of the steering group forum.

### **Motorcycling**

- 5.24. To encourage motorcycling as a means of travel to the Site, 15 motorcycle parking spaces will be provided in the basement car park at the Site.
- 5.25. No occupation of the site will commence until these motorcycle parking spaces have been laid out in accordance with the approved plans.

### **Car Sharing**

- 5.26. The Principal Travel Plan Co-ordinator will promote the local car share scheme [www.SurreyCarShare.com](http://www.SurreyCarShare.com).
- 5.27. Through liaison with the Occupier's Travel Plan representatives/Co-ordinator, the Principal Travel Plan Co-ordinator will encourage 'mutual assistance' between employees in other units e.g. by identifying other car sharers who may live reasonably close by to ensure a guaranteed ride home. This will reduce the concern of being left stranded if the employees lift falls through during work time due to an emergency.

### **Reducing the need to travel**

- 5.28. The Principal Travel Plan Co-ordinator will encourage Occupiers to recruit employees locally to reduce travelling times and distances where appropriate.
- 5.29. During the construction phase, Site workers will be encouraged to use public transport given the close proximity of the bus and rail facilities. Alternatively, crewbuses will be provided, which will be deployed elsewhere during the working day. This will seek to minimise traffic impact in the area.
- 5.30. Where appropriate, the Occupier will endeavour to plan and distribute service vehicle movements to avoid highway peak periods and minimise the number of deliveries wherever possible.

## 6. Proposed Targets

### Modal Split

- 6.1. The approved Transport Assessment submitted with the planning application does not contain any details in relation to modal split. The number of employees and residents at the Site is also unknown at this stage as the occupiers are not known.
- 6.2. In order to assess the modal split of trips at the Site, reference has been made to travel to work patterns obtained from the Office for National Statistics (2001 Census).
- 6.3. Reference has been made to travel patterns in the Molesey East Ward, where the Site is located.
- 6.4. Data for the ‘resident population’ has been used to obtain the mode of travel used to get to work by residents. Data for the ‘daytime population’ has also been used to obtain the mode of travel by employees.
- 6.5. Figures relating to those who work mainly from home, are not currently working or use other non-specified modes have been excluded from the calculations.
- 6.6. The modal split obtained from the Census data is shown below in Table 6.1.

**Table 6.1: Modal Split Estimations for the Proposed Development**

Mode	Percentage Modal Split for Employees	Percentage Modal Split for Residents (Work Trips)
Car Driver	66%	57%
Car Passenger	4%	3%
Bus	4%	5%
Train	6%	22%
Walk	12%	7%
Cycle	7%	4%
Motorcycle	1%	2%

- 6.7. These modal split estimations will be compared with the actual modal split obtained as part of the Travel Surveys in year one (discussed in Section 7). This information will be set out in the Monitoring Report (also discussed in Section 7).
- 6.8. It is noted that for residents working shift work and/or evening shifts, car travel is often the most suitable means of travel. Nevertheless, information contained the Travel Information Pack will ensure that residents are aware of all the travel alternatives available to them.
- 6.9. It is intended that appropriate baseline modal shift targets would be set in discussion with EBC and SCC once the Travel Survey has been undertaken. It would be unreasonable to set modal shift targets prior to development given that resident and Occupier details are unknown at this stage.
- 6.10. However, a general target for reduction of single occupancy car drivers over the first 5 years of the plan might be 10 to 15%. The final targets would be agreed in accordance with 6.9 above.

## 7. Monitoring and Review

### Travel Survey

- 7.1. A Travel Survey is an essential part of a Travel Plan. It is carried out to establish travel patterns at the Site and to ascertain what would encourage employees and visitors to travel in a sustainable way.
- 7.2. The Travel Survey helps to identify the proportion of employees and visitors travelling by each mode of transport i.e. the modal split.
- 7.3. Within the first 3 months of full occupation **of each element of the Site (residential, hotel, care home and retail)** the Principal Travel Plan Co-ordinator shall arrange for a Travel Survey to be carried out for that element.
- 7.4. The Principal Travel Plan Co-ordinator will liaise with **EBC** and SCC to ensure that the Travel Survey is undertaken using the Standard Assessment Methodology (SAM), which relates to the TRICS database (Trip Rate Information Computer System). This methodology is a national standard adopted by SCC for monitoring travel plans.
- 7.5. SAM uses long established TRICS methods of multi-modal data collection enhanced with comprehensive information on travel plan details to produce robust travel plan survey results.
- 7.6. The surveys would generally cover the following :-
  - site audit;
  - on-site car parking supply and usage;
  - inbound and outbound movements by all travel modes on a typical day;
  - vehicle occupancy.
- 7.7. The Travel Surveys are generally undertaken by the TRICS managers (currently JMP Consulting, acting on behalf of the TRICS database owners) to ensure consistency.
- 7.8. TRICS will produce an independent summary report detailing the analysis of the survey data. This information is also submitted to **EBC** and SCC and used to check the performance of the Travel Plan.
- 7.9. The Travel Plan Co-ordinator for the care home will liaise with the Principal Travel Plan Co-ordinator regarding the Travel Survey requirements to ensure that it follows the same methodology as that agreed with **EBC** and SCC.
- 7.10. The Travel Survey will be carried out in years one, three and five from first occupation.
- 7.11. Typically, the cost of these surveys is £3,000 per Site but this may vary depending on the size and layout of the site and the operating hours. The Principal Travel Plan Co-ordinator would need to discuss/agree the exact cost with JMP Consulting. The Applicant will cover the cost of these surveys.
- 7.12. The Principal Travel Plan Co-ordinator, or where appropriate the Travel Plan Co-ordinator for the care home, shall arrange for the initial Travel Survey to be carried out within the first 3 months of occupation **of that element of the Site**.
- 7.13. The Travel Survey should be carried out around the same time of year for consistency.
- 7.14. For any employees appointed after completion of a Travel Survey, the survey questionnaire should form part of their induction process in order to raise awareness of the travel plan.

7.15. The Principal Travel Plan Co-ordinator, the Occupier's Travel Plan representatives and the Travel Plan Co-ordinator for the care home shall jointly consider the results of the Travel Survey and within 6 months of the date of this survey, shall agree the following items with EBC and SCC :-

- Travel Plan objectives;
- Specific measures to reduce the number of car-borne trips for the Site as a whole, particularly single-occupancy car trips;
- Specific targets appropriate to the Occupier's business (for example, if all employees already use sustainable travel modes, then a switch to healthier travel would be sought).

7.16. The Travel Survey information will be included in the Monitoring Report, which is discussed below.

### **Monitoring**

7.17. The Principal Travel Plan Co-ordinator will arrange regular steering group forums with the Occupier's Travel Plan representatives and Travel Plan Co-ordinator for the care home in order to monitor and review the travel plan.

7.18. The initial Travel Survey in year one will provide a baseline situation for setting appropriate modal shift targets for each of the elements of the site (residential, hotel, retail and care home). This information will be included in the first Monitoring Report (to be prepared by the Principal Travel Plan Co-ordinator for the Site as a whole) and submitted to **EBC** and SCC.

7.19. The Monitoring Report should include the following :-

- Travel Survey information;
- Detailed information on the measures used and implemented to promote the travel plan and its objectives;
- Challenging but achievable targets to be met for each future time period together with an Action Plan setting out an annual programme for the measures to achieve these targets. Targets should be SMART (Specific, Measurable, Achievable, Realistic and Timed);
- Discussion on any progress achieved in implementing measures against the modal shift targets.

7.20. Following the initial Monitoring Report, one would then be prepared in the third and fifth years thereafter and submitted to **EBC** and SCC. If the travel plan is meeting or exceeding its targets after five years, no further reports need to be submitted. If the travel plan is not meeting its targets, **further surveys and monitoring reports will take place in years 7 and 9.**

7.21. The Principal Travel Plan Co-ordinator and the Travel Plan Co-ordinator for the care home will use the results from the Monitoring Report to assist with the implementation of the travel plan, to identify new targets and to identify any management barriers that restrict the implementation of a successful plan.

7.22. SCC will undertake its own monitoring and evaluation of the travel plan and liaise with the Principal Travel Plan Co-ordinator and the Travel Plan Co-ordinator for the care home accordingly. The Travel Plan auditing fee (discussed in Section 1) will be used for this purpose. **SCC will liaise with EBC in carrying out and reporting on this task.**

7.23. Where targets are not met, the Principal Travel Plan Co-ordinator and the Travel Plan Co-ordinator for the care home, in consultation with **EBC** and SCC will discuss and agree a plan of action, which will indicate how any deficiencies in the operation of the travel plan will be met. This action plan will include remedial measures and incentives.

### **Enforcement**

7.24. If necessary the actions resulting from the monitoring could be enforced in accordance with section 9 of the Surrey County Council Travel Plan Good Practice Guidance July 2010. The travel plan is secured by way of a planning condition so enforcement action would be by way of issue of a Breach of Condition Notice pursuant to the Town and Country Planning Act 1990.



## FIGURES





## **APPENDICES**

### **A. General Arrangement Plan**







services

buildings services  
civil engineering  
energy & environmental  
secondment & outsourcing  
structural engineering  
transport planning

sectors

aviation  
commercial  
communication & technology  
conservation / historic  
education  
energy  
government & defence  
healthcare  
highways  
hotels  
industrial  
marine  
rail  
residential  
retail  
sports & leisure  
transportation  
urban regeneration  
waste  
water

united kingdom

belfast  
birmingham  
brentwood  
bristol  
cardiff  
derby  
dundee  
edinburgh  
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