

# Travel plans – a good practice guide for developers

November 2018

DRAFT for Approval



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## 1. Introduction

Surrey is one of the most densely populated counties in the UK with traffic on A roads almost double the national average. Increasing congestion and growing concerns about the environment are a major concern for people living and working in Surrey. Travel plans feature in both local and national transport policy, allowing developers to address these concerns by reducing reliance on single occupancy car travel.

Surrey Transport Plan is the third transport plan for Surrey. It sets out a strategy for transport which will improve the economy, the environment and quality of life in Surrey. The four objectives of the plan are:

Effective transport	to facilitate end-to-end journeys for residents, business and visitors by maintaining the road network, delivering public transport services and, where appropriate, providing enhancements;
Reliable transport	to improve the journey time reliability of travel in Surrey;
Safe transport	to improve road safety and the security of the travelling public in Surrey; and
Sustainable transport	to provide an integrated transport system that protects the environment, keeps people healthy and provides for lower carbon transport choices.

Within the Surrey Transport Plan, the Travel Planning Strategy delivers against all four objectives.

The revised National Planning Policy Framework (NPPF) was published on 24 July 2018 and sets out the government's planning policies for England and how these are expected to be applied. The NPPF states that all developments which generate significant amounts of movement should be required to provide a Travel Plan.

This guidance replaces previous guidance produced in 2010. It has been produced for use by developers and occupiers, their agents and transport consultants and sets out what Surrey County Council requires from development-related travel plans.

## 8 2. What are travel plans?

A travel plan is a document which comprises a strategy for reducing car use to a development site, combined with a package of measures for implementing the strategy. They are required through the planning process for a broad range of land uses, including residential, retail, employment, education, leisure and health. Travel plans are living documents which require regular monitoring and review. The benefits of successfully implemented travel plans include:

- reduced traffic congestion, demand for parking spaces and travel costs;
- improved health for site users through the use of active travel and better air quality in the area around a development site; and
- increased returns for developers where less land is used for parking.

## 3. Travel plans and the planning process

The following describes the planning process with regard to travel plans, and a summary flowchart is provided in Appendix A.

Planning application stage	Activity
Scoping	Applicant establishes the requirement for a transport assessment (TA) and travel plan (TP) by referring to the thresholds in this guide and through discussion with the council's Transportation Development Planning (TDP) officers.
Pre-application	<p>Applicant and Surrey County Council, acting as the highway authority, negotiate any highway requirements and mitigation measures with input from Highways England, where appropriate. Details of the pre-planning application service, including associated charges, can be found on Surrey County Council's website <a href="https://www.surreycc.gov.uk/environment-housing-and-planning/planning/transport-development-planning">https://www.surreycc.gov.uk/environment-housing-and-planning/planning/transport-development-planning</a></p> <p>Local planning authority, Surrey County Council and applicant agree draft terms of legal agreement, and extent of any conditions, if appropriate.</p> <p>Applicant may submit a draft TA/TP for initial evaluation by TDP, who provide feedback to the applicant to enable revision of the TA and TP.</p>
Submission	<p>Applicant submits final transport assessment and travel plan alongside the planning application to the local planning authority.</p> <p>The local planning authority undertakes statutory consultation, which includes consulting with Surrey County Council in their capacity as the local highway authority.</p> <p>TDP carries out a further evaluation of the travel plan, and feeds back to the local planning authority. This could include advising the local planning authority about the wording of planning conditions relating to the travel plan.</p>

	<p>The local planning authority and applicant agree any amendments to the travel plan and any legal agreement and finalise supporting documentation.</p> <p>The s106/conditions relating to the travel plan will be agreed and signed by all parties to ensure that the travel plan document is legally enforceable.</p>
Post permission	<p>Applicant/occupier to update the travel plan in accordance with conditions/planning obligations, if appropriate at this stage.</p> <p>Applicant/occupier to implement measures prior to occupation, if appropriate.</p> <p>On appointment, travel plan co-ordinator (TPC) to send contact details to TDP.</p>
Post occupation	<p>Occupier TPC to undertake baseline surveys, update the travel plan with the survey results and send to the local planning authority and TDP, implement travel plan measures and undertake monitoring according to this guide.</p>

#### 4. Travel plan thresholds

Surrey County Council has set development scale thresholds above which a travel plan should be produced. This requirement applies to both new developments and extensions of existing sites and is based on the Department for Transport's Guidance on Transport Assessments (March 2007). In cases of extensions to existing sites, a travel plan will usually only be requested if the area of new development exceeds the threshold.

Educational establishments, including schools, are required to submit travel plans when expansion results in increased published admission numbers.

Applications are assessed on an individual basis, so other factors may require the submission of a travel plan, for example:

- developments likely to have an adverse effect on heritage, conservation or air quality management areas
- developments likely to exacerbate on-street parking, congestion and safety problems
- phased developments where the initial phase doesn't reach the specified threshold but future phases will reach/exceed the threshold.

**Travel statements** are required for smaller developments, where there is a need to promote sustainable travel but where monitoring is not required. A travel statement should include a description of a site's location and associated transport links and set out objectives and measures to encourage sustainable travel.

Please refer to Table 4.1 for thresholds based on size or scale of land use. The table also refers to the user of transport assessments and transport statements.



To clarify, a transport assessment (TA) is a comprehensive review of transport issues related to and arising from a development proposal, set out in a full written report. A transport statement (TS) is also a review of transport issues related to and arising from a development proposal, set out in a smaller written report.

TAs are used for larger scale development proposals, or where there are complicated transport matters to consider. TSs are used for smaller scale development proposals than TAs, or for developments where the transport issues to be reviewed are straight forward. The coverage of TAs and TSs is decided on a case by case basis, depending on the nature of the development proposals and the transport network it is served by.

**Figure 4.1 Thresholds based on size or scale of land use**

Land use	Use / description of development	Transport Statement and Travel Statement required (Gross Floor Area, unless stated otherwise)	Transport Assessment and Travel Plan required (Gross Floor Area, unless stated otherwise)
A1 Food retail	Retail sale of food goods to the public – food superstores, supermarkets, convenience food stores.	>250 <800sq. m	>800 sq. m
A1 Non-food retail	Retail sale of non-food goods to the public; but includes sandwich bars – sandwiches or other cold food purchased and consumed off the premises, internet cafés.	>800 <1500 sq. m	>1500 sq. m
A2 Financial and professional services	Financial services – banks, building societies and bureaux de change, professional services (other than health or medical services) – estate agents and employment agencies, other services – betting shops, principally where services are provided to visiting members of the public.	>1000 <2500 sq. m	>2500 sq. m
A3 Restaurants and cafés	Restaurants and cafés – use for the sale of food for consumption on the premises, excludes internet cafés  (now A1).	>300 <2500 sq. m	>2500 sq. m
A4 Drinking establishments	Use as a public house, wine-bar or other drinking establishment.	>300 <600 sq. m	>600 sq. m

A5 Hot food takeaway	Use for the sale of hot food for consumption on or off the premises.	>250 <500 sq. m	>500 sq. m
B1 Business	(a) Offices other than in use within Class A2 (financial and professional services) (b) research and development – laboratories, studios (c) light industry	>1500 <2500 sq. m	>2500 sq. m
B2 General industrial	General industry (other than classified as in B1), The former 'special industrial' use classes, B3 – B7, are now all encompassed in the B2 use class.	>2500 <4000 sq. m	>4000 sq. m
B8 Storage or distribution	Storage or distribution centers – wholesale warehouses, distribution centers and repositories.	>3000 <5000 sq. m	>5000 sq. m
C1 Hotels	Hotels, boarding houses and guest houses, development falls within this class if 'no significant element of care is provided'.	>75 <100 bedrooms	>100 bedrooms
C2 Residential institutions - hospitals, nursing homes	Used for the provision of residential accommodation and care to people in need of care.	>30 <50 beds	>50 beds
C2 Residential institutions – residential education	Boarding schools and training centers.	>50 <150 students	>150 students
C2 Residential institutions – institutional hostels	Homeless shelters, accommodation for people with learning difficulties and people on probation.	>250 <400 residents	>400 residents
C3 Dwelling houses	Dwellings for individuals, families or not more than six people living together as a single household. Not more than six people living together includes – students or young people sharing a dwelling and small group homes for disabled or handicapped people living together in the community	>50 <80 units	>80 units
D1 Schools, Colleges and Universities	Educational establishments for young people and adults	>250? <500 sq. m	>500 sq m

D1 Other Non-residential Institutions	Medical and health services – clinics and health centers, crèches, day nurseries, day centers and consulting rooms (not attached to the consultant's or doctor's house), museums, public libraries, art galleries, exhibition halls, training centers, places of worship, religious instruction and church halls.	>500 <1000 sq. m	>1000 sq. m
D2 Assembly and leisure	Cinemas, dance and concert halls, sports halls, swimming baths, skating rinks, gymnasiums, bingo halls and casinos. Other indoor and outdoor sports and leisure uses not involving motorised vehicles or firearms.	>500 <1500 sq. m	>1500 sq. m
Others	For example: stadium, retail warehouse clubs, amusement arcades, launderettes, petrol filling stations, taxi businesses, car/vehicle hire businesses and the selling and displaying of motor vehicles, nightclubs, theatres, hostels, builders' yards, garden centers, POs, travel and ticket agencies, hairdressers, funeral directors, hire shops, dry cleaners.	Pre-application discussion required to determine if a Transport Statement and Travel Statement	Pre-application discussion required to determine if a Travel Plan is required

Schools are required to provide travel plans if a school site's proposed development will result in increased pupil numbers. School travel plans should be produced using the nationally recognised school travel plan accreditation scheme, Modeshift STARS. More information can be found in the Guide to School Travel Plans, which can be accessed via Surrey County Council's TravelSMART site – [https://www.travelsmartsurrey.info/data/assets/pdf\\_file/0018/85104/Draft-TP-Guide-Appendix-E.pdf](https://www.travelsmartsurrey.info/data/assets/pdf_file/0018/85104/Draft-TP-Guide-Appendix-E.pdf)

## 5. Travel plan categories

The submission of a **framework travel plan** is required when the ultimate occupier of a development is unknown during the planning phase. This type of travel plan is not expected to contain baseline data or targets, but should indicate likely modal split and aspirational targets. Measures which will need to be incorporated into the design of the development, regardless of the end occupier, are required to be included in a framework travel plan. After first occupation, the document would then be updated to include actual baseline data and associated targets, resulting in the production of a full or final travel plan.



A **full travel plan** (sometimes referred to as “final”) includes actual baseline data and targets. Framework travel plans submitted with planning applications are expected to be updated into full travel plans, once first occupation of developments has taken place.

The term **umbrella travel plan** refers to travel plans for mixed use developments, or developments where outline planning permission is being sought, and the types of occupiers are unknown. (NB: they can be presented as framework or full travel plans). An umbrella travel plan should include a commitment for an overall travel plan coordinator to be appointed and for measures to be delivered across the whole site. As units become occupied, the following details of each occupier should be drawn up and added as an appendix to the travel plan:

- name of the occupier
- description of operations to be undertaken
- hours of operation
- number of staff
- number of parking spaces
- details of initiatives already implemented by the occupier at other sites, if appropriate
- whether visitors, customers or tradespeople will be the predominant travellers to the site
- how often deliveries or dispatches will arrive or leave the site
- a commitment to the travel plan from the organisation’s management
- specific travel plan contact details.

## 6. Securing travel plans

Travel plans can be secured by planning condition, Section 106 Agreement or Unilateral Undertaking. The method for securing travel plans will depend on the size and complexity of developments; each planning application will be assessed separately to determine the most suitable way of securing the travel plan.

Where the developer and occupier are from different organisations, participation in the travel plan should be a requirement of occupation within the terms of the lease. This is especially important in multi-occupier sites where the participation from a range of tenants is necessary.

## 7. Travel plan management

The following information must be included in all travel plans:

- clarification of who has (or will have) overall responsibility for implementing the travel plan – either developer or occupier - both before and after occupation of the site, including during construction, if appropriate
- details of how responsibility will be handed over from the developer to the occupier, identifying:
  - who will be responsible for communicating the existence, content and requirements of the travel plan to the occupier; and
  - how the developer will support the occupier in achieving the travel plan targets.
- a description of the travel plan co-ordinator’s (TPC) role, including the amount of time to be allocated to implementing the travel plan, a timescale for when the TPC is likely to be appointed and in place, how they will be appointed, funded, managed and supported, as well as full contact details where known

- an explanation of any other related management arrangements, such as the intention to set up travel plan working groups, steering groups and/or partnership working (with other TPCs at local schools or businesses, for example).

## 8. Travel plan coordinator role

Where the developer and occupier of a site are the same organisation, it is clear that this organisation will be responsible for appointing the TPC. Where the developer and occupier are different, the developer may be expected to appoint the TPC in order to instigate the travel plan, although the full implementation would then be the responsibility of the occupier.

The role of the TPC should be assigned to a member of staff within a business or organisation who, ideally, has knowledge of sustainable transport and is able to influence the users of the development. It may be preferable for a member of staff with strong links to management to undertake this role, to facilitate decision-making on working practices and provision of resources as required by the travel plan.

In the case of residential developments, a site management company could act as the TPC, or a specialist provider could be employed by the developer. This role should not be assigned to a residents' association alone whilst in the initial occupation stage, although the association may take this on once 5 year targets have been achieved.

A single, named point of contact, along with full contact details, is required to be included in each submitted travel plan.

## 9. Travel plan content

All development related travel plans must describe the following (a checklist is available in Appendix C):

- the proposed development, location and associated transport links
- details of associated highway schemes to be provided as part of the planning application
- the approximate number of people expected to use the development, for example, the number of employees, residents, customers, visitors etc
- likely future travel to the site
- details of proposed facilities which will encourage the take-up of sustainable travel, for example, the number of parking spaces, cycle storage spaces, washing and changing amenities, lockers etc
- the travel plan co-ordinator's role (see Section 7)
- who the measures are targeted towards, for example, employees, patients, residents etc
- objectives, which should comprise a list of intended outcomes (see Section 9)
- SMART modal share targets, which link to the objectives (see Section 9)
- measures, which aim to achieve the targets (see Section 10 and Appendix B)
- an action plan, each measure to have a completion date and to state who will be responsible for implementation (ie developer or occupier)
- a list of remedial measures, for implementation if targets are not achieved by Year 3 (see Section 11)
- how the travel plan will be monitored (see Section 12).

## 10. Objectives and targets

### Objectives

The aim of all travel plans is to reduce the amount of vehicular traffic generated by a site, which in turn will both improve local air quality and site users' health, as well as reduce safety issues associated with higher levels of traffic. This aim does not need to be repeated, but it should be supported by specific objectives, or outcomes, which ensure that the travel plan:

- complies with any associated planning conditions or legal agreements;
- addresses any issues identified in the associated transport assessment;
- is relevant to the site and site users; and
- reinforces the objectives of Surrey's Transport Plan.

Examples of objectives could be:

- the amount of staff cars being driven to and from the office will be reduced;
- staff parking to cease along Acacia Avenue;
- all parking associated with the care home to be accommodated within the car park and not on neighbouring roads;
- the amount of single occupied vehicles entering/leaving the site during peak periods will be reduced; and
- the amount of passengers using the bus service through Rose Bush Gardens will increase.

### Targets

These are indicators which allow a travel plan's progress to be measured. They put a value on a travel plan's objectives. They should be:

- linked directly to the objectives of the travel plan;
- set over a minimum of five years, with interim targets at year one and year three;
- SMART (specific, measurable, attainable, realistic and time bound). An example would be to reduce single occupancy vehicle trips by x% by x date;
- clear about which journeys are being assessed (all trips/peak trips only). Residential developments should focus on weekdays, peak hours only; and
- focused on reducing the amount of single occupied vehicles generated by the development.

The travel plan should state that if targets haven't been met by year 5, then monitoring will continue until year 9.

There is a need to be aware of the difference between *percentage* reduction and *percentage point* reduction. For example, where baseline single occupied vehicle travel is 60%:

- a **10%** reduction will result in SOV travel of **54%**; and
- a **10** percentage point reduction will result in SOV travel of **50%**.

To avoid confusion, targets should be expressed as follows:

**Figure 6.1: Example of targets relating to a workplace**

Target	Baseline	2018 (year1)	2020 (year 3)	2022 (year 5)
Reduce the proportion of employees travelling to work in single occupied vehicles.	68%	64%	61%	58%
Increase the proportion of lift sharers.	7%	9%	10%	11%
Increase the proportion of public transport users.	15%	17%	19%	21%
Increase proportion of employees cycling to work	3%	4%	6%	8%
Increase proportion of employees walking to work	4%	5%	6%	7%

**Figure 6.2: Example of targets relating to a residential development**

Target	Baseline	2018 (year1)	2020 (year 3)	2022 (year 5)
Reduce the proportion of residents travelling between 8.00-9.00am and 5.00-6.00pm on weekdays in single occupied vehicles.	67%	64%	60%	57%
Increase proportion of lift sharers during peak hours	8%	9%	10%	11%
Increase the proportion of public transport users during peak hours	13%	14%	15%	16%
Increase proportion of cyclists during peak hours	3%	4%	5%	5%
Increase proportion pedestrians during peak hours	9%	9%	10%	11%

## 11. Measures and action plan

Measures are introduced to achieve the targets set out in the travel plan and should be tailored to the specific requirements of the site.

If the travel plan relates to the expansion or alteration of an existing development, then measures currently in place should be described. Similarly, if an organisation with sustainable travel initiatives at other sites develops at a new location, then these initiatives should be described.

When describing proposed measures, developers should note the following:

- measures should contribute to achieving the targets and objectives
- definite wording should be used as much as possible (ie replace “We will investigate the provision of showers for staff use”, with “We will provide showers for staff use”)
- only known measures should be included (suggested measures for the occupier to implement should not be included, unless the developer can ensure that they will be implemented by the occupier)
- infrastructure and facilities, both existing and proposed, should be included (for example, changing facilities, pedestrian/cycle routes through a development and the number of lockers, showers and cycle parking spaces)
- similarly, details of “soft” measures, such as season ticket loans or travel noticeboards, should also be described
- details about the funding of measures is also required.

A list of measures that could be considered for inclusion in travel plans is attached at Appendix B.

An action plan should be included, setting out measures to be implemented along with corresponding timescales and responsibilities. The action plan should differentiate between measures to be implemented by the developer and those to be implemented by the occupier.

## 12. Remedial measures

It is important to include remedial measures in travel plans from the outset. In the event that Year 3 targets are not met, these measures should be implemented as soon as possible in order to help get the travel plan back on track.

The remedial measures will depend upon the nature, scale and severity of the transport impacts if the objectives and targets are not achieved and must be of a greater intensity (duration, extent, frequency or scope) compared to the original, proposed measures.

Remedial measures may mean an additional expense to the developer as a commitment to making the travel plan a success. Examples of possible remedial measures are:

- public transport taster tickets provided to staff/residents free of charge
- further funding allocated to provide support to the travel plan coordinator
- car parking bays replaced with lift sharing parking bays
- the amount of personalised travel planning on offer increased
- additional changing facilities provided
- financial incentives paid to employees who find alternatives to the car.

## 13. Monitoring and review

### Establishing a baseline

Travel plan progress is usually measured by comparing baseline travel data with the mode share targets set in each travel plan. In order to do this effectively, the inclusion of baseline data in a travel plan is essential. (Non-mode share targets may also be included in a travel plan, but it is important that these targets are set in a way which allows them to be measured.)

Where the future occupier of a development is unknown – and this applies in most cases - an estimate of likely, future mode share is required. This can be based on the latest census journey to work data or by interrogating the TRICS database (referred to below). This applies to both residential and non-residential sites.

When a development consists of an extension to an existing place of work, employees currently located at the site should be surveyed in order to establish an accurate baseline. This also applies when the applicant knows the future occupier of a site.

Post occupation, accurate baseline data is usually required:

- 3 months after first occupation, for workplace and other travel plans; and
- at 50% occupation, for residential travel plans.

If the occupation rate is likely to be too low to be meaningful, a timescale should be negotiated with the council's Travel Plan Officer.

Baseline data should then be used to update the travel plan and to set targets. The updated travel plan should then be sent to the local planning authority and to Surrey County Council within 3 months.

### Data gathering methods

There are several different methods of gathering the data required to monitor travel plans:

- Standard Assessment Methodology (SAM) of TRICS®  
TRICS® (Trip Rate Information Computer System) is a national database of trip rates for developments which is used to obtain the trip generation of new developments.

SAM has been developed by TRICS® in order to monitor travel plan implementation. The TRICS® methods of multi-modal data collection are combined with information from travel plans to evaluate progress.

TRICS SAM, or TRICS SAM compatible surveys, should be undertaken at the following land uses:

- B1 including offices
- B2 industrial
- C3 Housing
- D1 community facilities (hospitals and GP centres + colleges and universities only).

The suitability of sites for this type of survey should be negotiated with the council early in the planning process.

Most sites will require three of these formal surveys, which must be funded by developers. In the case of residential developments where a management company is responsible for implementing the travel plan, these costs will be borne by the management company. For freehold sites, the developer will be required to make an upfront payment for formal monitoring to be undertaken on separate occasions.

- Travel questionnaires aimed at staff, customers, residents, patients etc  
Examples of employee and residential travel questionnaires are provided at Appendices D and E. This type of monitoring is sometimes referred to as informal monitoring and is required for all land uses. The aims of the questionnaire are to obtain:
  - an overall modal split for the site, on a specific day, which will be used to monitor travel plan progress; and
  - the potential for increasing site users' take-up of sustainable modes of travel.

A minimum response rate of 30% is required in order for this type of survey to be meaningful. The survey response rate should be included in the travel plan.

- On site vehicle counts  
Manual counts of vehicles parked in car parks, or the analysis of barrier technology, can be used in car parks which are only used by drivers to the development. However, this type of survey will not differentiate between single and multi-occupied vehicles and should only be used in conjunction with either a formal or informal survey. The number of bikes and motorcycles stored on site should also be collected at the same time.



## Frequency of monitoring

Type of development	Survey requirements	
Non residential, TRICS SAM compatible sites	Baseline at 3 months occupation Year 1 (on baseline anniversary) Year 3 (on baseline anniversary) Year 5 (on baseline anniversary)	- TRICS SAM survey - questionnaire survey - TRICS SAM survey - TRICS SAM survey
Residential TRICS SAM compatible sites	Baseline at 50% occupation Year 1 (or 100% occupation) Year 3 (on Yr1 anniversary) Year 5 (on Yr1 anniversary)	- questionnaire survey - TRICS SAM survey - TRICS SAM survey - TRICS SAM survey
All non TRICS SAM compatible sites	Baseline at 3 months occupation/ 50% occupation Year 1 (on baseline anniversary) Year 3 (on baseline anniversary) Year 5 (on baseline anniversary)	- questionnaire survey - questionnaire survey - questionnaire survey - questionnaire survey

All monitoring reports are required to be submitted to the local planning authority and Surrey County Council within 3 months of survey completion, and should describe and evaluate progress against targets and actions.

## 8 14. Audit fees

The County Council requires planning applicants to contribute towards the costs of supervising and auditing travel plans for up to nine years after occupation. Travel statements do not require monitoring to be submitted, so no auditing fee is charged.

The auditing fee is a one-off payment.

Where an application is for a mixed development, the development type with the greatest amount above the threshold will be used to decide the fee. For example, the fee for a site with 2,700sqm of B1 Office and 160 residential units will be £6,150. The maximum fee is £6,150, even if more than one land use is at the higher rate.

A standard set of fees is applied to travel plans secured through the planning process. These may be paid to the county council through an appropriate planning agreement.

The fees are as follows:

<b>Land use</b>	<b>Standard £4600</b>	<b>Large £6150</b>
A1 Food retail	≥ 800 sq. m	≥ 1200 sq. m
A1 Non-food retail	≥ 1500 sq. m	≥ 2250 sq. m
A2 Financial and professional services	≥ 2500 sq. m	≥ 3750 sq. m
A3 Restaurants and cafés	≥ 2500 sq. m	≥ 3750 sq. m
A4 Drinking establishments	≥ 600 sq. m	≥ 900 sq. m
A5 Hot food takeaway	≥ 500 sq. m	≥ 750 sq. m
B1 Business	≥ 2,500 sq. m	≥ 3,750 sq. m
B2 General industrial	≥ 4000 sq. m	≥ 6000 sq. m
B8 Storage or distribution	≥ 5000 sq. m	≥ 7500 sq. m
C1 Hotels	≥ 100 bedrooms	≥ 150 bedrooms
C2 Residential institutions – hospitals and nursing homes	≥ 50 beds	≥ 75 beds
C2 Residential institutions – residential education	≥ 150 students	≥ 225 students
C2 Residential institutions – institutional hostels	≥ 400 residents	≥ 600 residents
C3 Dwelling houses	≥ 80 units	≥ 120 units
D1 Schools, Colleges and Universities	≥ 500 sq. m	≥ 750 sq. m
D1 Other non-residential Institutions	≥ 1000 sq. m	≥ 1500 sq. m
D2 Assembly and leisure	≥ 1500 sq. m	≥ 2250 sq. m

## 15. Enforcement

Surrey County Council will only consider enforcement action as a last resort where the requirements of a travel plan have not been undertaken or met. In such instances the council will aim to work with developers and occupiers in a positive and mutually productive manner in order to achieve the measures and/or outcomes sought by the requirements of the travel plan without the need to undertake such action.

If such negotiations fail to achieve a satisfactory resolution enforcement action will then be considered by the council or the local planning authority.

If the travel plan contains specific sanctions for non-compliance with any of its terms or requirements and if such sanctions have been triggered by a failure to comply with its terms or requirements the county council will pursue such sanctions to ensure the remedy is achieved.

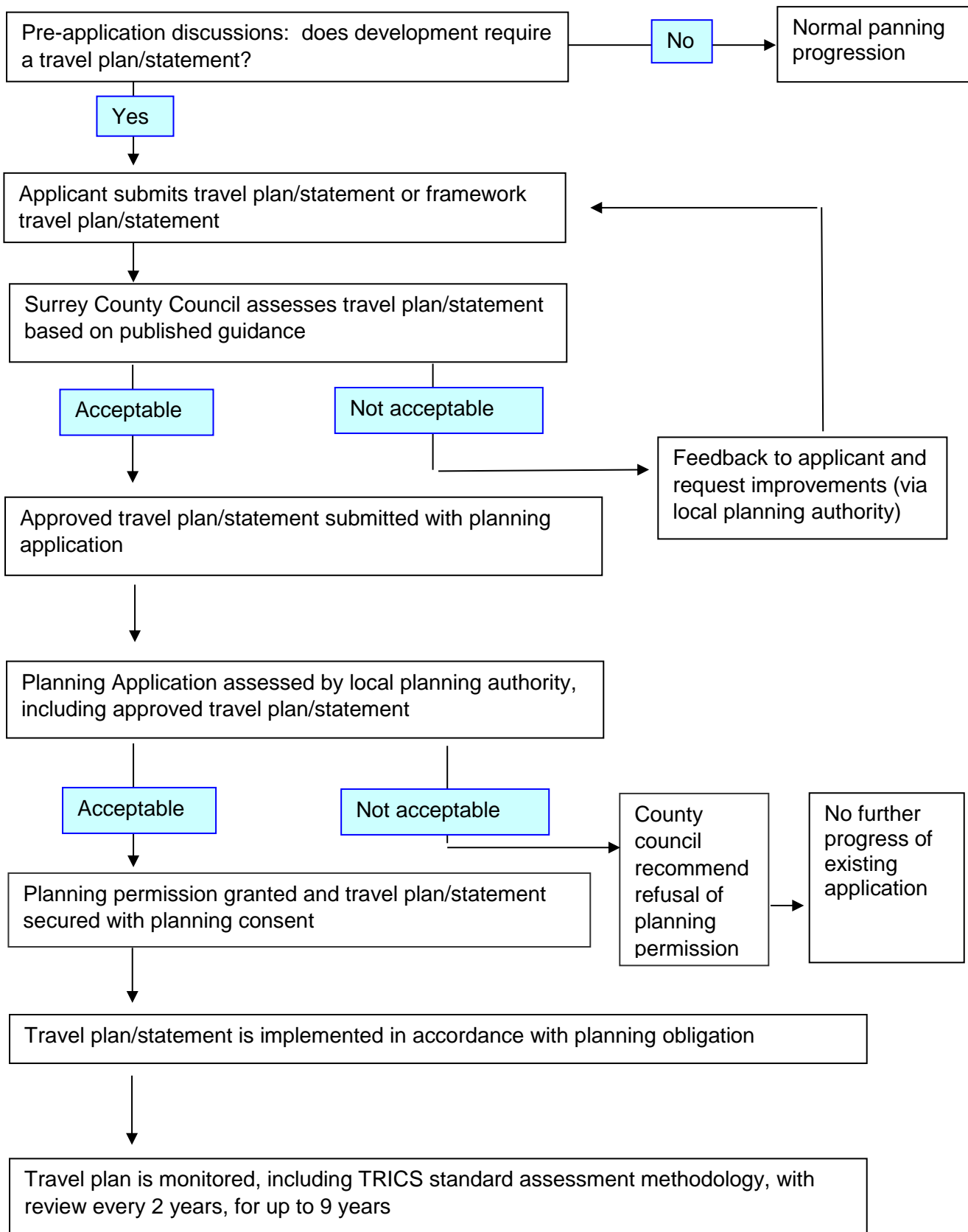
If the travel plan is secured by a Section 106 Agreement, enforcement action by way of injunction proceedings pursuant to Section 106 (5) of the Town and Country Planning Act 1990 will be considered by the county council and/or the local planning authority. This will be dependent upon the specific terms of the obligations contained in the agreement and the scale of the non-compliance when weighed against the remedy sought.

If the travel plan is secured by a planning condition, enforcement action by way of the issue of a Breach of Condition Notice pursuant to Section 187A of the Town and Country Planning Act 1990 or a Breach of Condition Enforcement Notice pursuant to Section 172 of the Town and Country Planning Act 1990, will be considered by the local planning authority.

The decision as to whether any of the above courses of action are pursued will be taken following consultation between the county council and the local planning authority and any other interested or affected parties, should negotiations with the developer and/or occupier fail to achieve a satisfactory remedy.

The above courses of action do not restrict, bind or fetter the county council in any way and it remains able to consider any alternative legal remedy that it sees fit in the specific circumstances of a particular case.

## 8 Appendix A: Travel plans in the planning process



Based on ‘Using the Planning Process to Secure Travel plans – Best Practice Guide (July 2002) Department for Transport

## Appendix B: Examples of on-site travel plan measures

Subject	Measures	
	Facilities and physical measures (these are often provided as part of the development, during construction)	Soft measures
<b>Walking</b>	<ul style="list-style-type: none"> <li>• Drying areas for wet clothing</li> <li>• Storage areas for buggies/ pushchairs in nurseries</li> <li>• Improvements to pedestrian access/quality (eg safe crossings, tactile paving, dropped kerbs, disabled access, CCTV, lighting)</li> <li>• Provision of signage/ wayfinding</li> </ul>	<ul style="list-style-type: none"> <li>• Maps and general information about local walking routes for both leisure and to local services, for inclusion on websites, noticeboards, in newsletters, in induction/welcome packs etc.</li> <li>• Inclusion of link to <a href="http://www.walkit.com">www.walkit.com</a> (walking route planner) on development website</li> <li>• Promotion of health benefits associated with walking - <a href="http://www.walk4life.info/">http://www.walk4life.info/</a></li> <li>• Walking events such as led walks at lunchtime or after work, pedometer challenges and Walk Doctor events</li> </ul>
<b>Cycling</b>	<ul style="list-style-type: none"> <li>• Cycle routes around the site</li> <li>• Changing facilities, eg showers, lockers, changing rooms, drying areas</li> <li>• Secure, covered cycle parking</li> </ul>	<ul style="list-style-type: none"> <li>• Provision of cycle route maps - <a href="https://www.cyclestreets.net/">https://www.cyclestreets.net/</a> and</li> <li>• Cycle training - Surrey County Council runs customised cycle training, for anyone who requires it (there is a charge for this service) - (<a href="http://www.travelsmartsurrey.info/cycling/training">http://www.travelsmartsurrey.info/cycling/training</a>)</li> <li>• Discounts at local cycle shops (possibly via vouchers) are often negotiated for new developments.</li> <li>• Promotion of Cycle to Work scheme to staff; this tax exemption scheme allows staff to buy bikes at a reduced price.</li> <li>• Establishment of a Bicycle User Group (BUG)</li> <li>• Provision of cycle maintenance equipment, eg bike pump, puncture repair kit etc.</li> <li>• Provision of cycle maintenance training (local bike shops may charge for this service.)</li> </ul>

		<ul style="list-style-type: none"> <li>• Provision of pool bikes, including electric bikes, if appropriate.</li> <li>• Guided cycle rides at lunchtime, or at weekends for residential developments.</li> </ul>
<b>Lift sharing</b>		<ul style="list-style-type: none"> <li>• Establishment of a lift share scheme, possibly using <a href="http://www.liftshare.com/uk/community/surrey">www.liftshare.com/uk/community/surrey</a></li> <li>• Car parking spaces allocated for lift share only vehicles.</li> <li>• A guaranteed lift home scheme for employees.</li> </ul>
<b>Public transport</b>	<ul style="list-style-type: none"> <li>• Provision of bus stops</li> <li>• Improvements to existing bus stops</li> <li>• Extension to existing bus services</li> </ul>	<ul style="list-style-type: none"> <li>• Interest free season ticket loan</li> <li>• Provision of travel information (eg website link to Journey Planner Traveline or bus real time information, notice board, newsletter, travel advice to visitors)</li> <li>• Provision of shuttle bus service to nearest rail station</li> </ul>
<b>Car park management</b>		<ul style="list-style-type: none"> <li>• Provision of car club vehicles – <a href="https://www.travelsmartsurrey.info/driving/car-clubs">https://www.travelsmartsurrey.info/driving/car-clubs</a></li> <li>• Provision of EV charging points – <a href="https://www.surreycc.gov.uk/_data/assets/pdf_file/0005/155660/January-2018-Parking-Guidance-for-Development.pdf">https://www.surreycc.gov.uk/_data/assets/pdf_file/0005/155660/January-2018-Parking-Guidance-for-Development.pdf</a></li> </ul>
<b>Reducing the need to travel</b>		<ul style="list-style-type: none"> <li>• Policy on flexible/smart working (eg teleworking, home working, flexi-time, hot desking)</li> <li>• Local recruitment strategy</li> <li>• Incentives for staff to relocate closer to work</li> <li>• On-site services for employees (eg cafe, ATM, creche, shops, dry cleaners etc)</li> </ul>
<b>Promotion of sustainable travel</b>		<ul style="list-style-type: none"> <li>• Statement about the organisation's aim to increase the take up of sustainable travel on staff intranet</li> </ul>



		<ul style="list-style-type: none"> <li>• Induction pack for new employees, containing a package of incentives for sustainable travel</li> <li>• Marketing pack, containing sustainable travel information for residents, and training of sales staff for new residential developments</li> <li>• A travel plan page on the organisation’s website, with links to Traveline, public transport information etc</li> <li>• Advice to employees about sustainable travel initiatives in newsletters, magazines and the staff handbook</li> <li>• A travel noticeboard, including a map in the reception area which shows the organisation and surrounding area, including cycle routes, crossings and, if possible, walking/cycling times</li> <li>• Personalised travel planning</li> </ul>
<p><b>Participation in active travel events</b></p>		<ul style="list-style-type: none"> <li>• National Clean Air Day – free resources and ideas to get involved can be found at <a href="http://www.cleanairday.org.uk">www.cleanairday.org.uk</a></li> <li>• National Walking Month – Living Streets’ website suggests ways to encourage employees to walk more during May - <a href="http://www.livingstreets.org.uk">www.livingstreets.org.uk</a></li> <li>• Bike Week takes place annually, usually in June – <a href="http://www.bikeweek.org.uk">www.bikeweek.org.uk</a></li> <li>• Work Wise UK – promotes Smarter Working, such as Work Wise Week and Commute Smart Week - <a href="http://www.workwiseuk.org">www.workwiseuk.org</a></li> <li>• National Liftshare Week – takes place every October <a href="http://www.liftshare.com/uk">www.liftshare.com/uk</a></li> </ul>

## 8 Appendix C: travel plans checklist

The submission of a **framework travel plan** is required when the ultimate occupier of a development is unknown during the planning phase. This type of travel plan is not expected to contain baseline data or targets, but should indicate likely modal split and aspirational targets. Measures which will need to be incorporated into the design of the development, regardless of the end occupier, are required to be included in a framework travel plan. After first occupation, the document would then be updated to include actual baseline data and associated targets, resulting in the production of a full or final travel plan.

A **full travel plan** (sometimes referred to as “final”) includes actual baseline data and targets. Framework travel plans submitted with planning applications are expected to be updated into full travel plans, once first occupation of developments has taken place.

The term **umbrella travel plan** refers to travel plans for mixed use developments, or developments where outline planning permission is being sought, and the types of occupiers are unknown. (NB: they can be presented as framework or full travel plans). An umbrella travel plan should include a commitment for an overall travel plan coordinator to be appointed and for measures to be delivered across the whole site. As units become occupied, the details of each occupier should be drawn up and added as an appendix to the travel plan.

CONTENT	DETAIL REQUIRED	FRAMEWORK	UMBRELLA	FULL
Title page	Development or site name	√	√	√
	Developer/occupiers' names, where known	√	√	√
	Travel plan author	√	√	√
	Travel plan date (month and year) + version	√	√	√
	Whether framework or full travel plan	√	√	√
General information	Description of development – including: <ul style="list-style-type: none"> <li>land use class</li> <li>size in square metres</li> <li>number of dwellings, units, bedrooms etc</li> <li>location</li> <li>phasing details, if appropriate</li> <li>any known timescales</li> </ul>	√ √ √ √ √ √	√ √ √ √ √ √	√ √ √ √ √ √
	Planning information: <ul style="list-style-type: none"> <li>whether the travel plan accompanies a planning application, discharges a condition or is a S106 requirement</li> <li>planning application number</li> </ul>	√ √	√ √	√ √
	Details of infrastructure which will be delivered as part of the development	√	√	√
	Details of multiple land uses expected on site		√	

	Commitment for occupiers to develop individual travel plans/submit information to update the framework travel plan		√	
	Description of the local transport networks	√	√	√
Site facilities	Description of facilities, existing and proposed, where applicable: <ul style="list-style-type: none"> <li>• number of car parking spaces</li> <li>• number of cycle parking spaces, and a description of the storage</li> <li>• showers, changing facilities, lockers and drying areas</li> </ul>	√ √ √	√ √ √	√ √ √
Current sustainable travel initiatives	Description of initiatives at developments which are being extended, or at sites being developed by occupiers with other sites, for example, supermarket chains: <ul style="list-style-type: none"> <li>• car park policy</li> <li>• Cycle to Work scheme</li> <li>• cycle training</li> <li>• Eco-driver training</li> <li>• lift sharing</li> <li>• car club</li> <li>• pool cars</li> <li>• pool bikes</li> <li>• season ticket loans</li> <li>• freight policy</li> <li>• EV charging provision</li> </ul>	√ √ √ √ √ √ √ √ √ √ √ √ √ √ √	√ √ √ √ √ √ √ √ √ √ √ √ √ √ √	√ √ √ √ √ √ √ √ √ √ √ √ √ √ √
Travel plan co-ordinator	<ul style="list-style-type: none"> <li>• Details of who will appoint the TPC</li> <li>• Details of the appointed TPC</li> <li>• Wording to say TPC's contact details will be submitted to the council on appointment</li> <li>• Details of how the TPC will be funded</li> <li>• Description of role and responsibilities</li> <li>• Amount of time TPC will dedicate to implementing the travel plan</li> <li>• Details of how the TPC will liaise with different occupiers</li> <li>• If TPC role is to be undertaken by different organisations, (for example, in the case of pre- and post-occupation of residential developments) a description of the handover</li> </ul>	√ √ √ √ √ √ √	√ √ √ √ √ √ √	√ √ √ √ √ √
Baseline	<ul style="list-style-type: none"> <li>• Travel survey results in modal split form</li> <li>• Predicted modal split, based on the Transport Assessment, TRICS or Census 2011 data</li> </ul>	√	√ √	√
Objectives	A list of intended outcomes, which are relevant to both the site and link directly to any issues identified in the transport assessment	√	√	√
Targets	<ul style="list-style-type: none"> <li>• Targets link directly to objectives</li> <li>• Provisional, modal targets for Yrs 1, 3 and 5</li> </ul>	√ √	√ √	√

	<ul style="list-style-type: none"> <li>Actual, modal targets for Yrs 1, 3 and 5</li> </ul>			√
Measures	<p>NB: Appendix B includes a list of possible measures</p> <ul style="list-style-type: none"> <li>Description of measures to be provided by the developer as part of the planning application.</li> <li>Description of measures not included in the application but to be funded by the developer.</li> <li>Description of measures to be provided by the occupier, if the occupier is known</li> </ul>	√	√	√
Action Plan	<ul style="list-style-type: none"> <li>All measures described in the travel plan are listed in the action plan</li> <li>Timescales and person responsible included</li> </ul>	√	√	√
Remedial measures	<ul style="list-style-type: none"> <li>A list of measures to be implemented if Year 3 targets aren't met</li> </ul>	√	√	√
Monitoring and review	<ul style="list-style-type: none"> <li>Wording which states that the TPC will submit monitoring reports to both the local planning authority and to Surrey County Council (the highway authority)</li> <li>Monitoring timetable included</li> <li>Wording stating that if targets are not met in Yr5, then monitoring will continue to Yr9</li> <li>Description of monitoring of EV charging facilities, if more EV points are to be supplied according to demand</li> <li>Description of monitoring of car club vehicles, if a second vehicle is proposed following successful use of the first vehicle</li> </ul>	√	√	√

## Approving the Travel Plan

Developers and occupiers should ensure that their travel plans are produced in accordance with this guide, and in consultation with TDP officers and other stakeholders as appropriate, in order to achieve the required standard.

The submitted travel plan will be assessed to ensure that the travel plan conforms to the advice in the good practice guide. Feedback will be provided where necessary, with a view to achieving a feasible and effective travel plan.

## Appendix D - Example employee travel questionnaire

Thank you for taking the time to answer the following questions.

The aim of this questionnaire is to gain an understanding of staff travel habits, identify areas for improvement, reduce single occupancy car usage and in turn help reduce our carbon footprint. The results will be used to monitor the progress of our travel plan, which you can view here –link to be inserted here -.

**What is your home postcode?.....**

### **How far do you travel from home to work?**

- Less than 1 mile
- 1 to 2 miles
- 3 to 5 miles
- 6 to 10 miles
- 11 to 20 miles
- 21 to 30miles
- 31 to 40 miles
- Over 40 miles

### **How long does it take you to get to work?**

- Less than 15 minutes
- 16 to 30 minutes
- 31 to 45 minutes
- 46 to 60 minutes
- Over 60 minutes

### **How did you travel to work today? (If you used a combination of the following, eg if you took the train then walked, please choose the method which covers the greatest distance.)**

- Bus
- Bicycle
- Car (drive alone)
- Car (sharer)
- Motorbike
- Train
- Walk
- n/a – I worked remotely

### **How will you travel home from work? (If you are going to use a combination of the following, please choose the method you will use which will cover the greatest distance.)**

- Bicycle
- Car (drive alone)
- Car (sharer)
- Motorbike
- Train
- Walk
- n/a – I worked remotely

**8 If you drive, where do you usually park?**

Public Car Park (specify)

.....

Office Car Park

Nearby Street

Other (please specify)

.....

**If you usually drive to work, how do you travel on days when your car isn't available?**

I book the day off

I work from home

A friend/relative gives me a lift

A work colleague gives me a lift

I walk

I cycle

I use public transport

I ride my motorbike/scooter

I take a taxi

I use another car

Other - Please specify

.....

**Please indicate whether you are aware of the following benefits available at your workplace:**

Cycle to Work Scheme

Interest free season ticket loan

Discounts at local bike shops

Bicycle User Group

Pool bikes

Dr Bike sessions

Lift sharing scheme

Car club vehicles

Electric vehicle charging points

**Please indicate which benefits you have used in the past 12 months:**

Cycle to Work Scheme

Interest free season ticket loan

Discounts at local bike shops

Bicycle User Group

Pool bikes

Dr Bike sessions

Lift sharing scheme

Car club vehicles

Electric vehicle charging points



## Appendix E - Example residential travel questionnaire

This household travel survey has been produced as part of *xxname of sitexx's* travel plan (link to the travel plan could be included here) in order to gather information about residents' travel during the peak hours and to establish the take up of travel benefits on offer. We would be very grateful if you could take the time to answer this short questionnaire.

The questionnaire is for completion by residents who usually travel during the peak hours (approximately 7.00-9.00am and 4.00-6.00pm on weekdays.) Only one questionnaire should be completed per household. This questionnaire should be completed by the person in your household who travels the most at these times.

Please provide your house number and road name: .....

### Have you heard about any of the following benefits for residents:

*(Please amend as necessary, depending on the travel benefits on offer to residents)*

Travel information in the Welcome Pack  
Discount travel vouchers  
Car club vehicles  
Free personalised travel planning advice  
Regular travel newsletters

### Have you used any of these benefits since you moved here?

*(Please amend as necessary, depending on the travel benefits on offer to residents)*

Travel information in the Welcome Pack  
Discount travel vouchers  
Car club vehicles  
Free personalised travel planning advice  
Regular travel newsletters

**How do you usually travel during the morning peak hours?** (If you use a combination of the following, eg if you take the train then cycle, please choose the method which covers the greatest distance.)

- 01 Bus
- 02 Bicycle
- 03 Car (drive alone)
- 04 Car (sharer)
- 05 Motorbike
- 06 Train
- 07 Walk
- 08 I usually work from home

**How do you usually travel during the evening peak hours?** (If you usually use a combination of the following, please choose the method you use which covers the greatest distance.)

- 8 01 Bus
- 02 Bicycle
- 03 Car (drive alone)
- 04 Car (sharer)
- 05 Motorbike
- 06 Train
- 07 Walk
- 08 I usually work from home

**If you usually drive during the peak hours, how do you travel when your car is unavailable (for example, when it is being serviced)?**

- 01 I book the day off
- 03 I work from home
- 05 A friend/relative gives me a lift
- 06 A work colleague gives me a lift
- 07 I walk
- 08 I cycle
- 09 I use public transport
- 10 I ride my motorbike/scooter
- 11 I take a taxi
- 12 I use another car
- 13 Other - Please specify
- .....

If you would like to comment on travel to and around xxname of sitexx, please do so here: