Travel plans – a good practice guide for developers

May 2024

SURREY
COUNTY COUNCIL

Contents

Glossary

Chapter 1 – Introduction

Chapter 2 – Background

Chapter 3 – An overview of travel plans and the planning process

Chapter 4 – Travel plan thresholds

Chapter 5 – Travel plan content

Chapter 6 – Travel plan management and implementation

Chapter 7 – Securing travel plans

Chapter 8 – Objectives and targets

Chapter 9 – Measures and action plan

Chapter 10 – Remedial measures

Chapter 11 – Monitoring and review

Chapter 12 – Audit fees

Chapter 13 - Enforcement

Appendix 1 – Policy Context

Appendix 2 – Examples of on-site travel plan measures

Appendix 3 – Travel plan checklist

Appendix 4 – Example employee travel questionnaire

Appendix 5 – Example residential travel questionnaire

Appendix 6 – Recommended content for travel information packs

Glossary

LPA	Local Planning Authority (this function is undertaken by all 11 boroughs and districts, as well as the County Council on their own developments and minerals and waste matters in Surrey)
Modeshift	UK travel organisation which shares best practice in sustainable travel delivery
Modeshift STARS	Nationally recognised travel plan scheme which awards accreditation to schools, businesses and other organisations (STARS stands for Sustainable Travel Accreditation and Recognition Scheme)
NPPF	National Planning Policy Framework
NH	National Highways (manage and improve motorways and major A roads; formerly known as Highways England)
S106	Section 106 Agreement
SAM	Standard Assessment Methodology
SCC	Surrey County Council
TDP	Surrey County Council's Transport Development Planning team
TPC	Travel plan coordinator
TRICS®	Trip Rate Information Computer System

Chapter 1 - Introduction

This version of Surrey County Council's travel plan guide has been updated to align with the latest relevant national and Council policies, which are described in detail in Appendix 1.

Surrey County Council (SCC) are committed to becoming a net-zero county, including achieving net zero emissions on our transport networks, by 2050. This guide has been produced to support this aim.

The content is intended to be used by developers and other stakeholders during the planning application process and during the operation/use of the development on an on-going basis.

There is a two tier system of local government in Surrey, consisting of the county council and 11 district and borough councils. In planning matters, SCC act as the highway authority, providing advice on the potential transport impact associated with planning applications to the districts and boroughs, who act as the local planning authorities (LPAs). The content of this guidance has therefore been developed in consultation with the 12 LPAs in Surrey.

Summary of key changes from the July 2018 travel plan guidance

- workplace travel plan thresholds are no longer based on land use class, but on the employee numbers and on the location being suitable to achieve modal shift;
- residential thresholds have also been updated, taking into account that sites without parking spaces are unlikely to require travel plans;
- the two different travel plan audit fees, which were based on development size and were related to land use class, have now been combined into one fee of £5,000;
- relevant national and Council policies, strategies and guidance which link to travel plans are described (please see Appendix 1);
- the use of travel statements (travel plans without any monitoring requirements) has been replaced by the use of planning conditions to secure specific measures which support the take-up of sustainable travel;
- the Healthy Streets for Surrey design code is referenced;
- references to Highways England have been changed to National Highways;
- monitoring requirements for residential developments have been changed to improve the quality of monitoring data; formal monitoring is now required, since questionnaires generally result in response rates which are too low to be meaningful;
- the requirement for residential targets to relate to weekday, peak hours only has been removed, to reflect different working styles since the pandemic;
- wording has been included which requires school travel plans to be produced and maintained using the Modeshift STARS platform;
- the layout has been formatted in line with SCC's accessibility guidance;

Chapter 2 – Background

What is a travel plan?

A travel plan is a document which describes the actions necessary to reduce vehicle travel to and from a workplace, school or residential site. Travel plans include targets, which are used to measure progress.

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;
- potential contribution towards achieving climate change objectives; and
- increased returns for developers where less land is used for parking.

Why are travel plans important?

They support national planning policy which sets out that planning should actively manage patterns of growth in order to make the fullest possible use of public transport, walking and cycling, and focus significant development in locations which are or can be made sustainable. There are various local and national policies which support the use of travel plans. These are described in Appendix 1.

When are travel plans required?

Paragraph 117 of the National Planning Policy Framework (NPPF) states that all developments that will generate significant amounts of movement should be required to provide a travel plan.

If a travel plan is required, then it should be included when submitting a planning application. Once an application has been determined, and if appropriate, a travel plan will generally be secured by condition or as part of a legal agreement. This will depend on the specifics of the application, so early consultation with SCC is advised.

Who is involved in travel plans?

SCC, in its role as the highway authority, is a statutory consultee to local planning authorities for highway matters. SCC's Transport Development Planning (TDP) team advises developers when travel plans should be submitted during the planning application process, and/or when travel plans might be required by way of a planning condition or legal agreement. TDP assesses travel plan content and provides a response to the local planning authorities.

Where can travel plan content be viewed?

A travel plan can be viewed on local planning authorities' planning webpages, along with feedback provided by SCC.

Chapter 3 – An overview of travel plans and the planning process

The following describes how each stage of the planning process relates to the development and implementation of travel plans.

Pre-application discussions

The applicant and SCC, acting as the highway authority, establish whether a travel plan is required for the proposed development. The terms of any legal agreements and conditions may also be discussed at this stage. If appropriate, the applicant may wish to submit a draft travel plan for initial assessment.

Submission of planning application

If the requirement for a travel plan has been established, an initial version of the travel plan should be submitted as part of the planning application to the local planning authority (LPA). The travel plan should refer to the expected mode share/shifts as set out in the transport assessment/statement, and should be the method and delivery process for ensuring these levels of sustainable targets are achieved and hopefully exceeded.

The LPA will consult with SCC on the content of the travel plan, who in turn will provide feedback to the LPA. Once the content of the travel plan has been agreed, the wording of any related legal agreements or conditions can be confirmed, so that implementation of the travel plan becomes legally enforceable.

Post determination of planning application and prior to occupation

The applicant or occupier will update the travel plan in accordance with any associated legal agreement or planning condition, and begin implementation as described in the travel plan's action plan.

The applicant or occupier will provide SCC and the LPA with the contact details of the travel plan coordinator (TPC).

Post occupation

TPC will arrange a baseline survey, as specified in the travel plan, and will continue implementation of the action plan, undertaking further surveys as specified. The TPC will submit travel plan monitoring reports to SCC and the LPA. SCC will then audit the monitoring reports and provide feedback. Remedial measures will be implemented if targets are unlikely to be met, and additional monitoring reports submitted as necessary.

Enforcement

The LPA may consider enforcement action, in consultation with SCC, if monitoring reports aren't received by SCC or if targets aren't met.

Chapter 4 – Travel plan thresholds

Surrey County Council will usually require travel plans to be produced for the following developments:

- **Workplace**:
  - where 50 or more employees are proposed to be on site at any one time, and in the case of an extension to an existing workplace, where the total number of employees will be 50 or more on site at any one time; and
  - where adequate infrastructure and transport links exist in the vicinity of the site and are likely to facilitate a modal shift;

- **Residential** - where 80 or more dwellings are proposed. However, at sites where parking space hasn't been proposed, combined with limited opportunities for parking on local roads and good local transport links, it's unlikely that a travel plan will be required. Planning conditions maybe applied instead to ensure facilities are provided which promote the take-up of sustainable transport, for example, cycle storage;

- **Schools** – a travel plan is required for all new schools, and for existing schools where the published admission numbers will increase as a result of expansion. A travel plan may also be required when new facilities are built at a school which result in additional non-school traffic – this could be because facilities will be used by the wider community, for example. School travel plans should be produced using the nationally recognised school travel plan accreditation scheme, Modeshift STARS Education. This applies to maintained schools, academies, free schools and independent schools.

These thresholds should be treated as guidance – travel plans may still be required where a development will have a significant impact on local roads or where there are existing transport or air quality problems.

At sites where a travel plan is not required, consideration should be given to the provision of measures which will promote the take-up of sustainable travel, and which could be secured by planning condition or legal agreement. This applies to the provision of amenities such as cycle parking and changing facilities, as well as to initiatives such as travel information packs and other promotional content.

Travel statements

Previous guidance referred to the use of travel statements (travel plans without monitoring requirements). These are no longer required, so instead of submitting travel statements, developers will need to consider providing the types of amenities and initiatives described above.

It is important that developers engage with SCC's Transport Development Planning team and the LPA early in the planning process, so that travel plan requirements are established from the outset.

Chapter 5 - Travel plan content

Workplace and residential travel plans

All development related travel plans must describe:

- 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 and visitors;
- likely future travel to the site;
- details of proposed facilities which will encourage the take-up of sustainable travel, for example, the number of car-sharing parking spaces, cycle storage spaces, lockers and washing and changing amenities;
- the travel plan co-ordinator's role (see Chapter 6);
- who the measures are targeted towards, for example, employees, patients or residents;
- objectives, which should comprise a list of intended outcomes (see Chapter 8);
- SMART modal share targets, which link to the objectives (see Chapter 8);
- measures and initiatives, which aim to achieve the targets (see Chapter 9 and Appendix 2);
- an action plan, which describes timescales and states who will be responsible for implementation (usually the developer, occupier or travel plan co-ordinator);
- a list of remedial measures, for implementation if targets are not achieved by Year 3 (see Chapter 10);
- how the travel plan will be monitored (see Chapter 11);

A travel plan checklist is available in Appendix 3.

School travel plans

When a school travel plan is required, SCC asks that schools produce these themselves using the Modeshift STARS Education platform. Modeshift STARS Education is used nationally, recognising schools which encourage the use of sustainable travel by awarding accreditation. The use of this platform in SCC has resulted in a steady increase in the number and quality of school travel plans, along with effective outcomes.

School travel plans which are not submitted using Modeshift STARS will still be assessed against STARS criteria, but this may result in a delay to the planning process.

SCC provides direct support to all schools who wish to produce their travel plans using Modeshift STARS, whether development-related or voluntary.

Bespoke travel plans will be required for Special Educational Needs and Disability (SEND) schools, which have unique travel demands.

Chapter 6 – Travel plan management and implementation

Each travel plan will need to be implemented and managed by a travel plan coordinator (TPC). This role could be allocated to a current employee, or an employee within a site management company. Some sites may benefit from the appointment of a transport consultant.

In either case, responsibility for appointing and funding the TPC rests with the developer, so travel plans must describe who has, or will have, overall responsibility for implementation at each stage of the site's development. This includes travel plans for sites which ultimately may be occupied by someone other than the developer; details are required of how responsibility will be handed over from a developer to an occupier.

A TPC should be in place for the life of the travel plan, and should make plans to handover this role once targets have been achieved. For this reason, TPCs should liaise with residents' associations, local interest groups and similar. The TPC's role must be described, 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, as well as full contact details where known, or a commitment to inform the local planning authority and SCC of these details on appointment.

The TPC role at residential developments should include liaison with TPCs at local schools, businesses and other residential sites as, appropriate. SCC will facilitate this where possible.

The developer is also required to include their contact details, in order to facilitate communication prior to the appointment of a TPC.

Chapter 7 – Securing travel plans

Travel plans are secured by either:

- a planning obligation – these relate to land, and they bind whoever owns it; they are made by deed under Section 106 of the Town and Country Planning Act 1990 and are the method used to secure the payment of a travel plan audit fee; or
- a planning condition – these are usually approved before a development is occupied.

Chapter 8 – Objectives and targets

Objectives

All travel plans aim to reduce the amount of vehicular traffic generated by a development, which then results in improved local air quality and road safety. This aim doesn't need to be repeated, but should be supported by specific objectives, or outcomes, which ensure that the travel plan:

- complies with any associated planning obligations or conditions;
- addresses any issues identified in the associated transport assessment;
- is relevant to the site and site users, and
- aligns with SCC's and the LPA's relevant policies.

Objectives should be worded as tangible, measurable outcomes, such as:

- the amount of cars being driven by staff to and from the office will be reduced;
- staff will no longer park along Acacia Avenue;
- all staff parking 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.

Targets

Targets are used to measure a travel plan's progress, and they should link to the objectives. They are required to be:

- set over a minimum of five years, with interim targets at year 1 and year 3;
- SMART (specific, measurable, attainable, realistic and timebound);
- inclusive of all modes of travel.

Targets should be set out in tabular form, showing baseline percentages for all modes of travel, interim targets for years 1 and 3 and final targets for year 5.

If targets haven't been met by year 5, then monitoring will continue until year 9. Wording to this effect is required to be included in residential and workplace travel plans.

Chapter 9 – Measures and action plan

The purpose of this section of a travel plan is to describe the planned package of practical initiatives and facilities to be implemented. It is essential that they link directly to the objectives and targets. Mandatory elements of this package are:

- a description of all facilities designed to support the use of sustainable travel, which could include showers, lockers, changing areas, drying rooms, cycle storage, provision of bike/e-bike/e-cargo bike hire projects, e-bike charging stations, cycle repair kits, pool bikes, car sharing parking spaces, car club vehicles, pedestrian/cycle routes through a development, bus stops, bus shelters and real-time passenger information;
- a description of all initiatives designed to promote and encourage more people to travel sustainably, which could include travel information via packs, webpages and noticeboards; promotion of season ticket loans, the Cycle to Work Scheme and lift sharing; a guaranteed lift home scheme, cycle training, participation in relevant national and local events, discounts at cycle shops and taster vouchers for public transport.

Where appropriate, developers should consider facilitating the use of reward programmes, which allow people to earn points for using sustainable travel which can then be redeemed for high street rewards. Details of modal shift data, collected via reward programmes, can then be included in travel plan monitoring reports.

The measures should only include those which will genuinely be implemented, and an action plan is also required which sets out timescales, along with details of who will be responsible, for implementation.

Please also refer to Appendix 2 – Examples of travel plan measures.

Chapter 10 – Remedial measures

These are measures which are required to be implemented when year 3 targets are not met, in order to help get a travel plan back on track. The nature of these 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 and/or scope) compared to the original measures.

Remedial measures may result in an additional expense to the developer as a commitment to making the travel plan a success, and should be written into Section 106 Agreements to ensure that they are properly funded should they be needed. Examples of possible remedial measure are:

- public transport taster tickets provided to staff/residents free of charge;
- further funding to support the travel plan coordinator;
- an increase in lift-sharing only bays;
- increased promotion of personalised travel planning;
- provision of additional changing facilities;
- financial incentives paid to employees who use alternatives to the car.

Chapter 11 - Monitoring and review

SCC requires monitoring reports to be produced which describe travel plan performance, measuring progress against the modal shift targets specified in travel plans. Monitoring reports should also describe the measures which have been implemented, and subsequent outcomes, quantified where appropriate; for example, the number of staff who have used the Cycle to Work scheme, participate in a lift-sharing scheme or claimed public transport taster vouchers.

Travel plans are required to include details of how they will be monitored, with travel plan coordinators usually undertaking the monitoring role.

SCC, acting as the highway authority, is responsible for auditing submitted monitoring reports. Since this isn't a statutory function of the county council, developers are required to pay a travel plan audit fee for this service, details of which can be found in Chapter 12. SCC's requirements for travel plan monitoring are described below.

Residential and workplace monitoring

Formal monitoring is required as much as possible, with SCC's preferred method of formal data collection being TRICS®. TRICS® has developed Standard Assessment Methodology (SAM), which uses multi-modal travel surveys to assist travel plan monitoring.

For all non-school developments, SCC requires a formal baseline survey at 100% occupation, with further formal surveys in years 3 and 5 (exactly 3 and 5 years after the baseline survey.) In year 1 (exactly 1 year after the baseline survey), an informal survey may be undertaken, in the form of a questionnaire; an informal questionnaire should allow an opportunity for TPCs to engage with site users.

Developers should note that the results of an independently managed formal survey will need to be certified as TRICS® compliant. This means that the collected multi-modal data will need to go through the TRICS® input and validation testing processes; successful submission of compliant data will result in the issue of a certificate of compliance. Surveys which are undertaken but not forwarded for validation will not be considered TRICS® compliant.

The TRICS® system allows for travel plan monitoring reports to be generated, as part of the SAM process. These monitoring reports can then be submitted to SCC for auditing.

For phased developments, there should be whole site data collection, with whole site plans included in travel plans, identifying where counts will be taken. These developments will therefore require whole site travel plans, for implementation by a whole site TPC. To supplement this data, it is likely that SCC will request land parcel owners to undertake additional travel surveys, and may look to secure this at the planning application stage.

Any organisation can commission TRICS® to manage, undertake and deliver a TRICS® SAM survey. There are two survey windows, which run from March to June and September (after the school holidays end) to November each year. If the organisation is not a member of TRICS, it can still use the TRICS Bureau service to produce a Travel Plan Monitoring Report from the SAM surveys.

Schools

Monitoring of school travel plans is required annually. Upon successful submission of travel plans, schools are awarded accreditation via Modeshift STARS which lasts for one year. Schools need to update their travel plans with the latest travel data and information in order to renew or increase accreditation.

Chapter 12 – Audit fees

Monitoring travel plan progress isn't a statutory function of Surrey County Council, so in order for this work to be undertaken, a financial contribution is required from developers towards staff costs incurred by the County Council. Currently, the travel plan audit fee is £5,000, to be secured as a one-off payment via legal agreement.

The travel plan audit fee is based on the following criteria:

- details of how the travel plan will be monitored will be set out in the agreed travel plan;
- all monitoring data must be provided by the developer at their expense;
- if targets are not achieved by year 5, then monitoring reports will be required in years 7 and 9;
- it may be necessary for travel plans at some major developments to extend over a longer timeframe.

The calculation for the travel plan audit fee is based on officer time over an initial 5 year period, possibly extending to a 9 year period if targets aren't achieved by year 5 and further monitoring is required. The fee is required to cover the following:

- assessment of a travel plan submitted as part of a planning application, or to discharge a relevant condition/obligation, with assessments of further iterations required as necessary until the travel plan content is agreed;
- review of travel plan monitoring reports submitted periodically across a 5-year timeframe (typically upon first site use and again at the 1st, 3rd and 5th years after this, extending to the 7th and 9th years if targets haven't been met by year 5)
- review of travel information packs and survey questionnaires
- meeting attendance/liaison with the applicant, agents, tenants, site users, travel plan co-ordinators and other stakeholders as required;
- maintenance of records for auditing purposes;
- pursuing cases where planning obligations are not complied with.

Schools who produce their travel plans on the Modeshift STARS system will not be required to pay the audit fee. This applies to both state-maintained and independent schools.

Chapter 13 – Enforcement

Where travel plan requirements haven't been undertaken or met, SCC will initially aim to work with developers and occupiers in a positive and mutually productive manner in order to achieve the travel plan's objectives.

In the event that a satisfactory resolution isn't achieved, SCC will consider pursuing enforcement action.

Where a travel plan has been 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, may be considered by the local planning authority.

Where a 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 SCC 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.

The decision about the course of action to be pursued will be taken following consultation between SCC and the relevant local planning authority, and any other interested or affected parties, should negotiations with the developer and/or occupier fail to achieve a satisfactory remedy.

Appendix 1

Policy and strategy context

National Planning Policy Framework (December 2023)

Paragraph 117 states: “All developments that will generate significant amounts of movement should be required to provide a travel plan, and the application should be supported by a transport statement or transport assessment so that the likely impacts of the proposal can be assessed.”

Guidance on Travel Plans, Transport Assessments and Statements on gov.uk

This relates to travel plans, transport assessments and statements in relation to decision taking.

Surrey’s Organisation Strategy 2023 to 2028

One of this strategy’s four priority objectives, Enabling a Greener Future, commits to increasing the use of public and active transport modes, and accelerating the uptake of zero emission vehicle options.

SCC’s Local Transport Plan (LTP4)

Our vision: A future-ready transport system that allows Surrey to lead the UK in achieving a low-carbon, economically prosperous, healthy and inclusive county with excellent quality of life for all residents, whilst seeking to enhance both the built and natural environments.

Surrey’s Climate Change Strategy

Transport ambition: Deliver and promote an integrated, accessible, affordable and reliable public and active (walking or cycling) transport system across the County, thereby reducing journeys and improving local air quality for improved health and wellbeing of our residents.

Local plans

There are eleven Local Planning Authorities in Surrey, and each has a local plan. These plans form the basis for planning decisions in the area, and typically describe how traffic impact should be addressed during the planning process. Please refer to these for specific policies regarding the promotion of sustainable travel.

Appendix 2

Examples of travel plan measures

Facilities and infrastructure which support the take-up of sustainable travel

The Healthy Streets for Surrey design code - Healthy Streets for Surrey (surreycc.gov.uk) – sets out SCC's requirements for creating streets which are safe, green, beautiful and resilient. Developers are advised to reference the code at the planning stage, in order to provide infrastructure which supports the take-up of sustainable travel.

The provision of these suggested facilities should also be considered to further encourage alternatives to the private car:

- changing facilities, such as showers, lockers, changing rooms and drying areas for wet clothing;
- cycle maintenance equipment, such as tyre pumps and puncture repair kits;
- pool bikes, including e-bikes;
- storage areas for buggies and pushchairs in nurseries;
- noticeboards, which can display sustainable travel information;
- bus service provision, or changes to existing bus/rail services;
- public transport infrastructure improvements;
- real-time passenger information;
- car parking spaces allocated to lift share only use;
- shuttle bus service;
- car club vehicles and associated telematics.

Initiatives which support the take-up of sustainable travel

- promotion of sustainable travel through travel information packs and travel webpages - these could include maps showing pedestrian and cycle routes, details of bus and rail services and timetables, information about lift-sharing, local car club schemes and the benefits of active travel;
- promotion of cycle training – SCC runs cycle training for all ages (there is a charge for this service);
- provision of discounts at local cycle shops and bus or rail taster tickets, possibly via a voucher scheme;
- introduction of the Cycle to Work Scheme for employees;
- introduction of interest free season ticket loans;
- provision of cycle maintenance sessions;
- a guaranteed lift home scheme for employees;
- participation in active travel events, such as Bike Week;
- provision of personalised travel planning;
- implementation of a points based reward programme.

Appendix 3

Travel plan checklist (residential and workplace)

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, before 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.

All travel plans should contain the following information:

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

Description of development

- land use class
- size in square metres
- number of dwellings, units, bedrooms etc
- location
- phasing details, if appropriate
- any known timescales

Planning application information

- whether the travel plan accompanies a planning application, discharges a condition or is a S106 requirement
- planning application number, if applicable
- details of infrastructure which will be delivered as part of the development
- description of the local transport networks

- umbrella travel plans should also contain details of the proposed multiple land uses and describe how future occupiers will participate in travel planning

Site facilities

- number of car parking spaces
- number of cycle parking spaces
- description of storage showers, changing facilities, lockers and drying areas

Current sustainable travel initiatives, if applicable

- car parking management plan
- Cycle to Work scheme
- cycle training
- eco-driver training
- lift sharing
- car club
- pool cars
- pool bikes
- season ticket loans
- freight policy
- EV charging provision

Travel plan coordinator (TPC)

- contact details of the appointed TPC, or of the person who will appoint the TPC
- where the TPC hasn't been appointed, wording to say the contact details will be submitted once known
- details of how the TPC will be funded
- role and responsibilities, including liaison with the TPCs at local schools and businesses and details of any expected handover arrangements
- amount of time TPC will dedicate to implementing the travel plan
- details of how the TPC will liaise with different occupiers, if appropriate

Baseline modal split

- travel survey results in modal split form, or
- predicted modal split, based on the Transport Assessment, TRICS data or census data

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

- targets which link directly to the objectives
- actual/provisional, modal targets for years 1, 3 and 5

Measures

- description of measures to be provided by the developer as part of the planning application
- description of measures not included in the application but to be funded by the developer
- description of measures to be provided by the occupier, if the occupier is known

Action plan

- all measures described in the travel plan are listed in the action plan
- timescales and person responsible included

Remedial measures

- a list of measures to be implemented if Year 3 targets aren't met

Monitoring and review

- wording which states that the TPC will submit monitoring reports to both the local planning authority and to Surrey County Council (the highway authority)
- monitoring timetable included
- wording stating that if targets are not met in Yr5, then monitoring will continue to Yr9
- description of how EV charging use will be monitored, if more EV points are to be supplied according to demand
- description of monitoring of car club vehicles, especially if a second vehicle is proposed following successful use of the first vehicle

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 the LPA 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 4

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

If you drive, where do you usually park?

Public Car Park (please 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

If you would like to comment further, please do so here.

Appendix 5

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 newsletter

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 newsletter

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.)

Bus
Bicycle
Car (drive alone)
Car (sharer)
Motorbike
Train
Walk

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.)

Bus
Bicycle
Car (drive alone)
Car (sharer)
Motorbike
Train
Walk
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)?

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)

If you would like to comment further, please do so here.

APPENDIX 6

Recommended content for travel information packs

Travel information packs provide residents and employees with all the information required about alternatives to the private vehicle, including a list of associated benefits.

They may form part of a travel plan's measures, but are sometimes required in their own right, and maybe secured by planning condition or legal agreement. The content should be agreed with SCC prior to distribution.

Distribution of these packs when residents move in, or new employees start, means that new habits are more likely to be formed from the outset.

Travel information packs can be in paper or electronic form, and should contain:

- an introduction, which explains the pack's purpose;
- the contact details of the travel plan coordinator;
- details of how residents or employees can access personalised travel plan advice;
- a map which shows the location of the site, along with nearby cycle routes, local bus stops, rail stations, car club locations (if applicable) and amenities such as shops and schools;
- walking and cycling information, including the approximate time it will take to walk and cycle to local amenities;
- public transport information, which includes services, routes and times;
- promotion of lift sharing;
- car club information, if applicable;
- EV charging information, if applicable;
- voucher information, if applicable;
- inclusion of links to any local initiatives, such as walking and cycling groups, walks for health and park and ride services.