Hertfordshire's Travel Plan Guidance
for
Business and Residential Development

Contents

List of Figures

List of Tables

Appendix

Section 1: Introduction

1.1   Travel plans are an essential tool for enabling development by creating sustainable transport access to, from and around the site. They are effective in managing travel demand, with the potential to contribute to significant reduction in national and local traffic. Travel plans need to be submitted with planning application, however existing developments can also voluntarily write and submit a travel plan.

1.2   These travel plan guidelines are aimed at developers and consultants and are intended to set out the best practice to produce high-quality, robust travel plans. The suggested steps are recommendations only. The guidelines are intended for use by local authority planning, transport and travel plan officers, as well as developers and consultants. For the most up to date version of this guidance, and any templates and supporting documents, please check the website www.hertsdirect.org.

1.3   There have been several recent changes to the planning process nationally, specifically to the National Planning Policy Framework[1] (NPPF) and Community Infrastructure Levy[2] (CIL) which highlight the importance of travel planning for new developments.

1.4   At a local level, Hertfordshire County Council (HCC) published Hertfordshire's Local Transport Plan 3[3] (LTP3) in April 2011 which sets out the County Council's vision and strategy for long term sustainable transport development across the county. A daughter document of LTP3 is Hertfordshire's Active Travel Strategy[4] which sets out how the County Council and its partners will identify, deliver and promote interventions to increase the amount of people walking and cycling in Hertfordshire. These are two key documents which encourage and support the use of travel plans.

1.5   Many local authorities are faced with the challenge of meeting the housing growth demand whilst trying to create accessible and connected communities but minimising the generation of traffic and reducing the effect on the network and environment. Economic growth is a key driver and where there is opportunity to provide employment it is vital to integrate sustainable travel.

1.6   Due to a greater understanding of climate change it is fundamental that progress is made towards a lower carbon community to ensure targets on CO2 emissions are achieved. There is also growing awareness of obesity and the need to promote healthy lifestyles, particularly through encouragement of active travel. Individuals and communities are encouraged to be proactive through the travel planning process which

---

[1] National Planning Policy Framework, Department for Communities and Local Government (March 2012).
[2] Community Infrastructure Levy (Amendment) regulations, Department for Communities and Local Government (2011)
[3] Hertfordshire's Local Transport Plan 3, Hertfordshire County Council (2011)
[4] Active Travel Strategy, Hertfordshire County Council (2013)

can promote social inclusion and community cohesion as well as healthier communities.

The Situation in Hertfordshire

1.7 In mid-2012 there were roughly 1.1 million people living in Hertfordshire, making it the 6th largest population of any highway authority in the country. Results from the 2011 census showed that around 84% of residents were using the transport network everyday, around 60% of trips are made by car, the remaining 24% are made by passenger transport, bicycle and walking[5]. The proximity to London creates large community flows, distorting the provision for local transport and adding pressure to the network. Currently 54% of trips around Hertfordshire, across all modes, are less than 5 miles. Many of these trips can be made by passenger transport, walking or cycling[6].

1.7.1 The county has a very good north to south transport network however east to west routes are limited. London-Luton and London-Stansted airports both border the county, generating their own significant travel pattern across the county. Any further development that would have a significant impact on the transport network will have an impact across Hertfordshire. Travel plans can help to reduce this impact.

1.7.2 Hertfordshire accounts for 2% of the entire UK economy and has the 5th largest economy in the UK outside of London. There has been an increasing focus on the role of transport in supporting economic growth and productivity since the Eddington Report[7] in 2006. Congestion and overcrowding on Hertfordshire's transport network will cost £0.44 billion by 2021 if it is not reduced[8].

1.7.3 Research amongst Hertfordshire's business leaders has demonstrated that traffic congestion is an economic issue of concern, 81% of them say that being in Hertfordshire is disadvantageous with regards to congestion[9]. A clear need exists to focus investment into reducing congestion in the county, which includes sustainable transport.

---

[5] Hertfordshire's 2012 Traffic and Transport Data Report, Hertfordshire County Council (October 2013)
[6] Hertfordshire's 2012 Traffic and Transport Data Report, Hertfordshire County Council (October 2013)
[7] The Eddington Transport Study: The case for action: Sir Rod Eddington's advice to government, HM Treasury (2006)
[8] Local Sustainable Transport Fund Business Case, Hertfordshire County Council (December 2011)
[9] Local Sustainable Transport Fund Business Case, Hertfordshire County Council (December 2011)

1.8 These guidelines are structured as follows:

- **Section 1**: Introduction: Explains what this guidance is for and the need for travel plans across Hertfordshire.
- **Section 2**: What are Travel Plans?: Outlines the travel plan development process and explains the different types and benefits of travel plans.
- **Section 3**: The Policy Framework: Sets out the framework for securing travel plans referring to policies developed at national and local levels.
- **Section 4**: Travel Plans and the Planning Process: Informs when a travel plan is required, explains the different roles and responsibilities of parties involved and illustrates the overall planning process.
- **Section 5**: Travel Plan Design and Content: Illustrates the different sections that need to be included in the travel plan and examples of how to present relevant information.
- **Section 6**: Securing the Travel Plan: Informs about the legal mechanisms for securing travel plans through planning applications.
- **Section 7**: Implementation and management: Sets out the critical factors to secure implementation and long term responsibilities.
- **Section 8**: Monitoring and Review: Explains the systems in place to be used for monitoring and any last resort enforcement actions.

1.9 For any further information about travel plans please contact: travelplan@hertfordshire.gov.uk

Section 2: What are Travel Plans?

2.1   A travel plan is a long-term management strategy for an occupier or site that seeks to deliver sustainable transport objectives through positive action and is articulated in a document that is regularly reviewed[10]. It is legal and enforceable due to being secured through a Section 106 Agreement under then Town and Country Planning Act 1990.

2.2   Travel plans are unique and specific to each development site, but guided by a framework of common principles and components. A travel plan must identify a package of measures that can be applied at the specific location to ensure accessibility and encourage use of sustainable modes of travel – walking, cycling, passenger transport and car sharing.

2.3   A travel plan is a dynamic living document. It is an ongoing process which requires regular monitoring, reviewing and adjustment to make sure that it is achieving its set targets. It will normally be prepared alongside a Transport Assessment (TA). TAs are required for all development proposals that are likely to have a large impact on the transport network and help to provide evidence which supports the outcomes and measures in the travel plan.

2.4   Travel plans are required in Hertfordshire to support a number of national and local policy objectives for the following areas:
- Reducing pressure on highway capacity, particularly at peak times;
- Cutting carbon emissions and their contribution to climate change;
- Reducing road danger and protecting vulnerable road users;
- Improving local air quality;
- Encourage behavioural change towards passenger transport, walking, cycling and other forms of active travel;
- Enabling children to travel independently;
- Improving staff morale in the targeted organisation;
- Creating more attractive and liveable neighbourhoods, strengthening the local communities;
- Reducing business and logistics costs;
- Increasing business profitability and functionality of the development through increased accessibility;

2.5   A travel plan will offer a choice of different travel modes to and from a site and encourage the use of more sustainable travel. A travel plan will only be successful if there is a good partnership approach between businesses, council officers and travel planning developers whilst the

---

[10] Good Practice Guidelines: Delivering Travel Plans through the Planning Process, Department of Communities and Local Government (2009)

plan is being drawn up, followed by a combination of robust management, effective monitoring and realistic targets whilst it is in operation.

2.6 It should be noted that the submission of a travel plan as part of a planning application does not guarantee the grant of planning permission if the travel plan is approved.

Types of Travel Plan

2.7 There are five different types of travel plan:
- Full Travel Plans
- Interim Travel Plans
- Framework Travel Plans
- Travel Plan Statements
- Area-Wide Travel Plans

These are explained in further detail below. Table 2 illustrates the types of travel plans that are needed for different types of development. Some of these can cross over in areas where the development may be mixed use. If there is any doubt as to which type of travel plan should be used, always contact HCC at travelplan.hertfordshire.gov.uk.

Table 2: Travel plans for different development					
Development Types	Size*	Full Travel Plan	Framework Travel Plan	Area-wide Travel Plan	Travel Plan Statement
Food Retail	Large	✓			
	Small				✓
Non food retail	Large	✓	✓		
	Small				✓
Financial and professional services	Large	✓			
	Small				✓
Restaurants and Cafés	Large	✓			
	Small				✓
Drinking Establishments	Large	✓			
	Small				✓
Hot-food Takeaway	Large	✓			
	Small				✓
Business	Large	✓	✓		
	Small				✓
General Industrial	Large	✓	✓		
	Small				✓
Storage or Distribution	Large	✓			
	Small				✓
Hotels	Large	✓			

Development Types	Size*	Full Travel Plan	Framework Travel Plan	Area-wide Travel Plan	Travel Plan Statement
	Small				✓
Hospitals/nursing homes	Large	✓			
	Small				✓
Residential Education	Large	✓			
	Small				✓
Institutional Hostels	Large	✓			
	Small				✓
Dwelling – houses	Large	✓		✓	
	Small			✓	✓
Non-residential institutions	Large	✓		✓	
	Small			✓	✓
Assembly and Leisure	Large	✓		✓	
	Small			✓	✓
Existing/historic trip generation	Large	✓			
	Small				✓
Above and below size thresholds	Above	✓			
	Below				✓
Equality of Access	Large	✓		✓	
	Small			✓	✓
Town Centre Development	Large	✓	✓	✓	
	Small			✓	✓
Mixed Use Development	Large	✓	✓		
	Small		✓	✓	✓
* Size specifications can be found in Appendix B					

Full Travel Plans

2.8 When a travel plan is required, a Full Travel Plan should normally be prepared and submitted with the planning application. Robust plans will include clear outcomes, all relevant targets and measures to ensure that these can be achieved, as well as monitoring and management arrangements.

2.8.1 Full Travel Plans are appropriate for full planning applications where the proposed use and accessibility needs are known. They may also be appropriate with outline applications where the scale of uses is known. Wherever possible, a full travel plan should be developed rather than an interim plan. It is important that continued operation is passed on to respective occupiers.

Interim Travel Plans

2.9 Interim Travel Plans will be agreed with HCC when under some circumstances where it may not be possible to complete a Full Travel Plan, although this should be the aim. In such circumstances, the

developer can prepare and submit an Interim Travel Plan, covering all substantive elements, to be completed at an agreed time.

2.9.1 These plans should include outcome targets for maximum allowable levels of car trips and the key elements. Some aspects of the travel plan and some measures may be provisional. Nevertheless, the interim plan should set out a timeframe for completion of the Full Travel Plan once the position is apparent.

Framework Travel Plans

2.10 In the case of large mixed-use developments with multiple occupants, it will be appropriate to prepare a Framework Travel Plan. The Framework Travel Plan should set overall outcomes, targets and indicators for the entire site.

2.10.1 It should set the guidelines for the requirements of individual sites within the overall development to prepare and implement their own subsidiary travel plans. These should comply with, and be consistent with, the wider targets and requirements of the Framework Travel Plan. Potential occupiers need to be advised of the travel plan requirements.

2.10.2 The Framework Travel Plan should clarify as far as possible the timeframe for completion of individual travel plans and the implementation of specific measures within them as the development proceeds, including management and review.

Travel Plan Statement

2.11 Small applications may not validate a Full Travel Plan. Instead, a Travel Plan Statement can deal with any issues raised in the TA. A Travel Plan Statement is likely to focus on site measures encouraging sustainable travel, or contribution towards a more strategic scheme. For example, the developer/occupier might be required to join a local travel forum or similar travel plan network to promote use of sustainable modes.

Area-Wide Travel Plan

2.12 In some situations it is essential to consider an Area-Wide Travel Plan rather than an individual site if the outcomes sought are to be delivered. The approach is suitable where there are a number of developments in a particular area, e.g. a redeveloping commercial area. It also suits areas where no single site travel plan can effectively respond to the outcomes required, e.g. in a rural area or a major complex development.

2.13 School Travel Plan
Travel plans that are created for schools are for nursery, primary, middle, secondary and independent schools. For further information on School Travel plans please contact ssj.schools@hertfordshire.gov.uk. Travel plans for colleges and universities need to get in contact with travelplan@hertfordshire.gov.uk.

Benefits of a Travel Plan

2.14   Travel plans provide benefits for business, staff, developers, residents, schools, local communities and the environment. Table 2.1 sets out the different benefits for each sector.

Table 2.1: The Benefits of a Travel Plan	
Sector	**Benefits**
Business	• Reduces congestion on and around the site which improves staff punctuality. • Increases staff productivity by improving staff health and wellbeing. • Reduces travel related costs. • Enhances the image of the company/organisation. • Attracts and retains staff.
Staff	• Provides less stressful options for travelling to work. • Creates opportunities for healthy exercise. • Reduces journey time to work. • Reduces the cost of travel to work.
Developers	• Makes the site more accessible. • Helps smooth the planning process. • Improves future marketability of the development.
Residents	• Improves access to essential services and jobs. • Improves travel options. • Creates opportunities for healthier lifestyles.
Local Communities	• Enhances passenger transport. • Improves walking and cycling routes. • Reduces peak time congestion.
Environment	• Makes areas less noisy and polluted. • Improves air quality. • Improves the built environment.

Development of a Travel Plan

2.15   Figure 2.1 and 2.2 outline the main stages in the development of a travel plan as part of the planning process. These stages are outlined further in the following sections.

2.16   Research from the document 'Securing Community Benefits through the Planning Process (DCLG, 2004)' indicates that inclusion and application of the stages set out in Figures 2.1 and 2.2 is likely to help achieve effective travel plans and associated planning obligations.

Figure 2.1: **Key stages in securing a travel plan for new development; Scoping to Submission**

Scoping

> Applicant establishes the need for a Transport Assessment and Travel Plan.

> Applicant and HCC* agree type of Travel Plan required.

> Applicant agrees the requirements for the Travel Plan with Local Planning and Transport authorities.

> Applicant and HCC* agree how the Travel Plan will be integrated.

Pre-Application discussions

> Applicant submits draft Travel Plan for initial evaluation by HCC*.

> HCC* gives feedback to applicant enabling review and assessment of the Travel Plan.

> Applicants undertake informal consultation on the proposed application.

> Applicant and Local Planning Authority undertake negotiations.

> HCC* and applicant agree draft terms of legal agreement and conditions.

Submission

> Developer submits the final transport assessment and travel plan with the planning application.

> HCC* carries out further/final evaluation of plan.

> Local Planning Authority undertakes statutory consultation.

> HCC* and applicant agree any amendments to the Travel Plan, legal agreements and finalise supporting documents.

* Hertfordshire County Council

Figure 2.2: Key stages in securing a travel plan for new development; post granted planning permission

Post determination of planning application and pre-occupation

- Lead authority to enter details of Travel Plan into database.
- HCC* to ensure collection of baseline data for monitoring in a standardised format.
- Developer/Occupier commences implementation of measures.

Occupation

- Occupier/Developer ensures full implementation of Travel Plan.
- HCC* agrees that Travel Plan requirements have been met, enabling occupation to take place.
- HCC* checks that all necessary data prior to occupation has been collected.
- HCC* and developer/occupier agree any necessary handover of responsibilities from developer to occupier.

Post-Occupation

- Occupier monitors Travel Plan outcomes as set out in a planning condition or agreement and in line with HCC's requirements.
- Occupier collects data at appropriate times in agreed forms.
- HCC* ensures any on-going measures continue to be delivered.
- Occupier and HCC* undertake review process to agreed timescales.

Enforcement

- Local Planning Authority in consultation with HCC* leading on Travel Plan measures considers use of enforcement if outcomes are not delivered and amendments cannot be agreed with the developer/occupier.

* Hertfordshire County Council

Section 3: The Policy Framework

3.1 A clear and robust integrated policy framework is essential to secure effective travel plans. The policy framework required should link coherently from the national through to the local level. The local policy framework needs to be comprehensive, integrated and explicit.

3.2 Hertfordshire's Local Transport Plan 3[11] has five broad goals for delivering a sustainable transport system across the county. Travel plans can help to achieve the goals, which are:
1. Support economic development and planned growth;
2. Improve transport opportunities for all and achieve behavioural change in mode choice;
3. Enhance quality of life, health and the natural, built and historical environment for all Hertfordshire residents;
4. Improve the safety and security of residents and other road users; and
5. Reduce transport's contribution to greenhouse gas emissions and improve its resilience

3.3 Travel plans are a key document to provide sustainable, more environmentally friendly travel modes and they are referred to in national and local policy. Each relevant policy and/or guidance document is outlined below, further information can be found in Appendix A.

National Planning Policy and Guidance

3.4 National policy is explicitly supportive of travel planning and securing travel plans through Section 106 Agreements[12] and through the use of CIL[13]. It provides a clear policy framework through a wide range of policy documents relevant to travel planning.

<u>National Planning Policy Framework, Department of Communities and Local Government (2012)[14]</u>
3.5 National Planning Policy Framework (NPPF) replaces Planning Policy Guidance Notes and Planning Policy Statements. In doing so it has replaced over 1,000 pages of guidance with approximately 50 pages. It reflects the need to achieve sustainable development by meeting the needs of the present without compromising the ability of future generations to meet their own needs. This is in line with the UK Government Sustainable Strategy which sets out the five main principles to aid UK sustainability:

---

[11] Hertfordshire's Local Transport Plan (2011-2013), Hertfordshire County Council (2011)
[12] Section 106 of the Town and Country Planning Act (1990)
[13] Community Infrastructure Levy Regulations (Amendment), (2013)
[14] National Planning Policy Framework, Department of Communities and Local Government (2012)

1. Living within environmental limits;
2. Ensuring a strong, healthy and just society;
3. Achieving a sustainable economy;
4. Promoting good governance;
5. Using sound science responsibly.

<u>Good Practice Guidelines: Delivering Travel Plans through the Planning Process, Department of Communities and Local Government (2009)</u>[15]

3.6   This document supersedes the 2002 best practice guidance 'Using the Planning Process to Secure Travel Plans'. It comprises technical guidelines and brings together the key principles and mechanisms that have been found to help secure effective travel plans in England. It is primarily a reference document for practitioners with chapters that start with the development of effective policies to require travel plans and deal with events chronologically through the whole planning process.

<u>Guidance on Transport Assessment, Department for Transport (2007)</u>[16]

3.7   Guidance for Transport Assessment provides an important framework for securing travel plans, identifying them as the principal output of the assessment process.

Local Planning Policy and Guidance

3.8   The policy framework is most effective when it includes explicit reference to issues at a local level. Local Transport Plans are an important statutory document. Hertfordshire's Local Transport Plan 3 (LTP3) sets out the local transport strategies and policies across the whole of Hertfordshire.

3.9
       The 10 districts and boroughs within Hertfordshire have Local Plans and Development Frameworks which should be referred to when creating a planning application. Many of the districts and boroughs are currently developing new Local Plans that will be adopted in 2015 but do have a list of saved policies which can be view online at each of the districts websites.

---

[15] Good Practice Guidelines: Delivering Travel Plans through the Planning Process, Department of Communities and Local Government (2009)
[16] Guidance on Transport Assessment, Department for Transport (2007)

3.10   LTP3 is a statutory document that sets out the County Council's vision and strategy for the long term development of transport in the county. It provides the framework for transport's support of the economic and social development of Hertfordshire over the next 20 years, and will influence funding, not only for the County Council but for all who are engaged in development and in the provision and use of the transport network. LTP3 is made up of 3 volumes and around 20 daughter documents.

Daughter Documents

3.10.1 There are 3 main daughter documents that relate to travel plans; the Active Travel Strategy[18], the Bus Strategy[19] and the Rail Strategy[20]. The Bus and Rail Strategies are documents that may be of relevance to developers as a way to understand schemes within Hertfordshire, whereas the Active Travel Strategy makes constant reference to travel plans. These 3 documents, along with LTP3 can be found on www.hertsdirect.org/ltp.

3.10.2 The Active Travel Strategy provides a joined-up approach to ensuring active travel modes. It is necessary to deliver active travel as a package – that is by the provision of physical infrastructure and education, promotion and information provision to ensure that people who live and work in Hertfordshire are fully aware and motivated to identify and exploit active travel opportunities. This strategy contains information on the ways in which travel plans and active travel are beneficial to one another.

Passenger Transport in New Developments, Hertfordshire County Council, (2008)

3.11   The purpose of this document is to identify principles of design in the planning process that can improve facilities and services for passenger transport users. It provides an understanding of the passenger transport issues which must be taken into account in the early stages of planning and development. As travel plans encourage the use of sustainable modes of transport, this is an important document to refer to and understand as it relates directly to passenger transport within Hertfordshire.

---

[17] Hertfordshire's Local Transport Plan (2011-2031), Hertfordshire County Council (2011)
[18] Hertfordshire's Active Travel Strategy (2011-2031), Hertfordshire County Council (March 2013)
[19] Hertfordshire's Bus Strategy (2011-2031), Hertfordshire County Council (June 2011)
[20] Hertfordshire's Rail Strategy (2011-2031), Hertfordshire County Council (April 2011)

Section 4: Travel Plans and the Planning Process

4.1 Travel Plans are now regularly required by planning authorities in relation to a wide range of development proposals, including commercial, office, institutional, leisure and residential developments.

4.2 The Guidance on Transport Assessment[21] indicates that travel plans should be pursued as a mechanism for the delivery of sustainable transport within the planning approval process.

4.3 Table 4 sets out a basic outline of the thresholds above which travel plans and travel plan statements would normally be expected. Developments which are much larger than the stated thresholds would need to consult with HCC to help establish and create the correct type of travel plan that would suit the site. A full table including land use descriptions can be found in Appendix B.

Table 4: National guidance on the thresholds requiring a travel plan or travel plan statement		
Land Use	**Travel Plan Statement**	**Travel Plan**
A1 Food Retail	>250<800 sq. m	>800 sq. m
A1 Non-food Retail	>800<1500 sq. m	>1500 sq. m
A2 Financial and Professional Services	>1000<2500 sq. m	>2500 sq. m
A3 Restaurants and Cafés	>300<2500 sq. m	>2500 sq. m
A4 Drinking Establishments	>300<600 sq. m	>600 sq. m
A5 Hot-food Takeaway	>250<500 sq. m	>500 sq. m
B1 Business	>1500<2500 sq. m	>2500 sq. m
B2 General Industrial	>2500<4000 sq. m	>4000 sq. m
B2 Storage or Distribution	>3000<5000 sq. m	>5000 sq. m
C1 Hotels	>75<100 sq. m	>100 sq. m
C2 Residential Institutions - Hospitals, Nursing homes	>30<50 beds	>50 beds
C2 Residential Institutions - Residential Education	>50<150 students	>150 students
C2 Residential Institutions - Institutional Hostels	>250<400 residents	>400 residents
C3 Dwelling Houses	>50<80 units	>80 units
D1 Non-residential Institutions	>500<1000 sq. m	>1000 sq. m
D2 Assembly and Leisure	>500<1500 sq. m	>1500 sq. m

---

[21] Guidance on Transport Assessment, Department for Transport (2007)

The Planning Process

4.4   Travel plans are a fundamental part of the development management process and they must be submitted with the planning application wherever possible to ensure that the access arrangements are clear at the time of the approval. This will assist with the speed of validation of the application, which is in both the developer's and authority's interests.

4.5   Local government in Hertfordshire follows a two-tier structure, with planning responsibilities largely lying with the Local Planning Authorities (LPAs), which are the District and Borough Councils and highways and transport responsibilities with the County Council.

4.6   HCC, acting as the Local Highways Authority (LHA), is a statutory consultee on all planning applications with highway considerations, including taking responsibility for access and travel planning matters.

4.7   As part of the LHA's role, HCC assesses and coordinates the implementation of travel plans prepared as part of planning applications on behalf of LPAs. This coordinating function is fulfilled by the LHA's Travel Plan Coordinator. The LPA, after considering advice and representations from all parties, determines planning applications, which includes deciding whether to secure the travel plan and its elements in any legal agreement or by setting travel plan conditions.

4.8   If the development is likely to have an impact on the Strategic Road Network, which, within Hertfordshire consists of part of the M25, M1 and the A1M, the Highways Agency is also consulted on the planning application and travel plan. The Highways Agency has the power to direct consideration of the planning application and impose conditions which the LPA must accept if the planning permission is granted.

4.9   The County Council's Transport, Access and Safety unit (TAS) will be consulted on developments which have a direct impact on existing bus stop infrastructure, residential developments of more than 10 units, employment developments with more than 50 employees, retail developments of more than 2000m² and any leisure or community facilities. It is important to obtain the views of TAS at the earliest stage in the development process to identify any difficulties with serving the site by passenger transport. After planning permission has been granted, TAS will still need to be consulted and informed of any issues relating to passenger transport.

4.10   Passenger transport operators will also need to be consulted from the start as they will be involved in:
- Planning of services for proposed developments;
- Identifying opportunities to expand/extend passenger transport networks;
- Supporting the delivery of measures within the travel plan;

- Coordinating and providing incentives to encourage passenger transport use.

4.11 Figure 4.1 illustrates the application process for submitting a travel plan. The process is further explained in the following sub-sections.

<u>Preparation of the Travel Plan</u>

4.12 The first stage of preparing the travel plan is to scope what is required. This is a key stage of the planning application process. It may be necessary for there to be one or more meetings at this initial stage to agree:
- The key issues;
- The policy framework – regionally, sub-regionally and locally;
- The timetable and process to be followed;
- The key information required;
- The type of travel plan that would be suitable, its scope and the content required.

4.13 Once the need for a travel plan has been established, developers should contact HCC's Highways Development Management and HCC's Travel Planners before submitting the planning application to discuss the travel plans requirements. Contact details can be obtained from travelplan@hertfordshire.gov.uk

4.14 Pre-application discussions allow time between the submission and determination of the planning permission to formally agree the travel plan document. Matters that need to be discussed are:
- Work to be done in advance of travel plan submission (e.g. site audits and traffic counts for all modes of travel);
- The content of the travel plan (e.g. types of measures to be included in the travel plan);
- Outcomes sought;
- Draft terms for any legal agreement;
- The mechanism to be used to secure the adoption and implementation of the travel plan.

<u>Gaining Approval of the Travel Plan</u>

4.15 For developments requiring a travel plan, the document should be submitted with the planning application. Travel plans must show integration with the transport assessment, design and access statement, environmental statement and the proposed layout of the development.

4.16 HCC will use an assessment tool that evaluates all sections of the travel plan. Travel plans must cover all key elements, address site specific issues and tip the balance in favour of sustainable travel. These components are checked against a red, amber or green

checklist and based on judgement of the travel plan in relation to the local area. Travel plans will be assessed by HCC Travel Planning Officers.

Refusal of an Application

4.17   If the travel plan has not reached a sufficient standard by the end of the formal consultation period on the planning application, HCC may recommend refusal of the application to the LPA. It is ultimately a matter for the LPA to decide whether the principle of development outweighs transport policies that seek to reduce reliance on the private car and ensure quality of access by alternative modes of transport.

4.18   Should an application be refused on the basis of a travel plan, developers have the right to appeal against a refusal through a written representation, informal hearing or public enquiry. Reasons for the refusal might include (note that this is not an exhaustive list):
- Travel plan not complying to the definition and content of a travel plan document and providing insufficient detail to make a full assessment of the traffic impacts of the proposal;
- Over-supply of car parking spaces against modal share targets or Countywide Parking Standards;
- Lack of accessibility by alternative forms of transport – walking, cycling or passenger transport;
- Lack of potential for modal shift and lack of scope for an effective travel plan given the size of the development.
- Content of travel plan otherwise insufficient to deliver outcomes to address highway impacts.
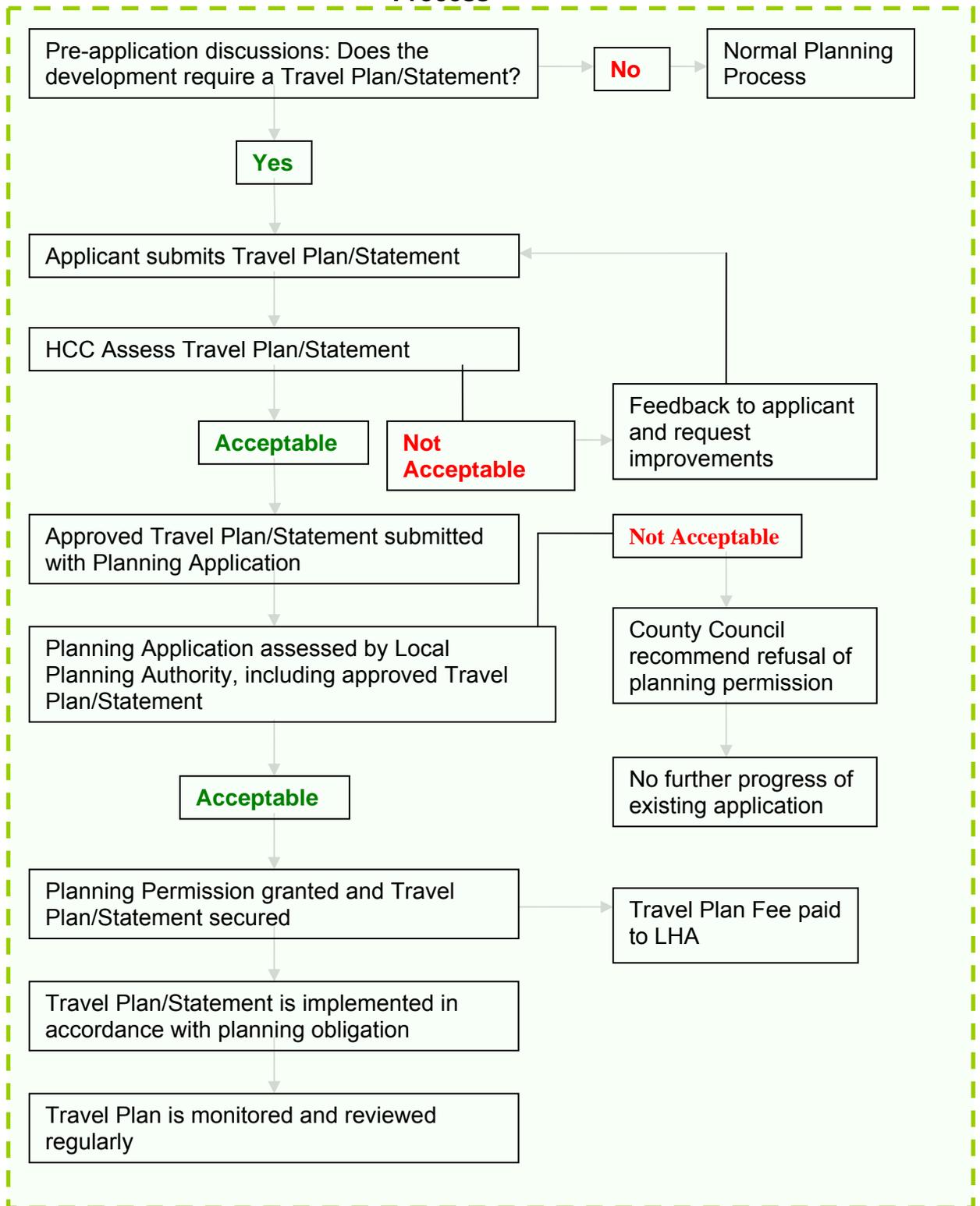
Travel Plan Monitoring Fees

4.19   HCC requires applicants/developers to commit to a long-term management framework and monitoring strategy for their travel plans in order to achieve sustainable and lasting results. A successful travel plan must be a long-term management strategy that is constantly monitored, updated and performance reviewed. DfT state that:

"The plan continues for the life of the development and requires commitment from occupiers and partners. It is not simply a means of securing planning permission."

4.20   To enable the ongoing auditing and supervision of operational travel plans, a standard set of fees are applied to travel plans secured through the planning process. Fees are payable through legal agreement and cover non-statutory services provided. Fee scales can be found in Appendix E, however HCC will always discuss fess in the early stages of the travel plan process as they are subject to change and development type and size.

4.21 The Travel Plan Monitoring Fee is required to be paid following the granting of permission. The Travel Plan Monitoring Fee is linked to the size of development, and applied at two levels, with the threshold between the upper and lower fee determined by DfT's travel plan thresholds.

4.22 In the event of any dispute over payment of the fee, HCC would be unable to supervise and assess the long-term viability and impact of the travel plan, and would need to call into question the applicant's commitment to its future operation.

Figure 4.1: The Travel Plan Application Process

```
┌─────────────────────────────────────────────────────────────────────────────────┐
│                                                                                   │
│  ┌──────────────────────────────────┐          ┌──────┐    ┌──────────────────┐  │
│  │ Pre-application discussions: Does │ ──────►  │  No  │──► │ Normal Planning  │  │
│  │ the development require a Travel  │          └──────┘    │ Process          │  │
│  │ Plan/Statement?                   │                      └──────────────────┘  │
│  └──────────────────────────────────┘                                            │
│                    │                                                              │
│              ┌─────────┐                                                          │
│              │   Yes   │                                                          │
│              └─────────┘                                                          │
│                    │                                                              │
│  ┌──────────────────────────────────┐                                            │
│  │ Applicant submits Travel          │ ◄──────────────────────┐                  │
│  │ Plan/Statement                    │                        │                  │
│  └──────────────────────────────────┘                        │                  │
│                    │                                          │                  │
│  ┌──────────────────────────────────┐                        │                  │
│  │ HCC Assess Travel Plan/Statement  │                        │                  │
│  └──────────────────────────────────┘                        │                  │
│          │                    │                   ┌──────────────────────┐       │
│   ┌────────────┐      ┌──────────────┐            │ Feedback to applicant │      │
│   │ Acceptable │      │     Not      │ ─────────► │ and request           │      │
│   └────────────┘      │  Acceptable  │            │ improvements          │      │
│          │            └──────────────┘            └──────────────────────┘       │
│  ┌──────────────────────────────────┐    ┌──────────────────┐                    │
│  │ Approved Travel Plan/Statement    │    │ Not Acceptable   │                    │
│  │ submitted with Planning           │    └──────────────────┘                    │
│  │ Application                        │             │                             │
│  └──────────────────────────────────┘     ┌────────────────────────┐             │
│                    │                        │ County Council         │            │
│  ┌──────────────────────────────────┐      │ recommend refusal of   │            │
│  │ Planning Application assessed by  │      │ planning permission    │            │
│  │ Local Planning Authority,         │      └────────────────────────┘           │
│  │ including approved Travel          │                │                          │
│  │ Plan/Statement                     │     ┌────────────────────────┐            │
│  └──────────────────────────────────┘      │ No further progress of │            │
│                    │                        │ existing application   │            │
│            ┌────────────┐                   └────────────────────────┘           │
│            │ Acceptable │                                                          │
│            └────────────┘                                                          │
│                    │                                                              │
│  ┌──────────────────────────────────┐      ┌────────────────────────┐            │
│  │ Planning Permission granted and   │ ───► │ Travel Plan Fee paid   │            │
│  │ Travel Plan/Statement secured     │      │ to LHA                 │            │
│  └──────────────────────────────────┘      └────────────────────────┘           │
│                    │                                                              │
│  ┌──────────────────────────────────┐                                            │
│  │ Travel Plan/Statement is          │                                            │
│  │ implemented in accordance with    │                                            │
│  │ planning obligation               │                                            │
│  └──────────────────────────────────┘                                            │
│                    │                                                              │
│  ┌──────────────────────────────────┐                                            │
│  │ Travel Plan is monitored and      │                                            │
│  │ reviewed regularly                │                                            │
│  └──────────────────────────────────┘                                            │
│                                                                                   │
└───────────────────────────────────────────────────────────────────────────────┘
```

Section 5: Travel Plan Design and Content

5.1 Each development site is unique, as is each travel plan; each one needs to reflect on-site activity and its location. Different travel plans are needed for different types of development. The travel plan needs to take the form of a single integrated document that contains all the key information needed to implement a robust and effective long-term management strategy. For any help or further advice, please contact HCC by emailing travelplan@hertfordshire.gov.uk

5.2 TAs set out and analyse the likely travel movements to be generated by all modes of transport and assess whether these can be carried sustainable on the current transportation network. The travel plan will use this evidence, in combination with other objectives and targets, to produce an ongoing management framework to increase the use of alternative modes of transport to the private car and, where this is not possible, lessen the impact of private vehicle use.

5.3 Wide support will be necessary for the travel plan to deliver its potential. The Essential Guide to Travel Planning[22] points to three guiding principles that will help to achieve this:
- **Fairness**: The plan must be seen to be fair, across all levels of seniority and across the range of personal circumstances;
- **Concrete evidence of company commitment**: The company must be seen to be putting in serious support for change;
- **Communication**: The reasons behind the travel plan and how individuals can benefit from it must be given the highest possible profile and the company must be seen to be listening and responding to concerns.

5.4 The travel plan needs to:
- Be site-specific – the detailed choice of outcomes and specific measures will be partly determined by the opportunities and constraints offered by the site;
- Combine 'hard' measures – of site design, infrastructure and new services – with the 'soft' measures – of marketing, promotion and awareness-raising;
- Provide a package of measures that are integrated into the design and occupation of the new site;
- Support walking, cycling and passenger transport use and facilitate disabled access;
- Consider the options for parking provision.

5.5 Travel plans for businesses differ from travel plans for residential development. Table 5 briefly explains the content that is needed for each section in both business and residential travel plans. Further detail for each section is provided below.

---

[22] The Essential Guide to Travel Planning, Department for Transport (2008)

Table 5: Travel Plan content for business and residential developments		
Section	Business	Residential
Executive Summary	A summary of the travel plan with committed statement form senior management.	A summary of the travel plan with a committed statement from Developer senior management representative.
Introduction	Explain the reasons of the plan, site location, history of the site and on-site activities.	Explain the reasons of the plan, site location, history of the site and on-site activities.
Roles and Responsibility	Must include details of the business director, the travel plan coordinator and information on any steering groups.	Must include details for the person(s) in charge of the travel plan and the details of the people involved in the handover of the travel plan from development to occupation.
Objectives	Clear objectives of what the plan is trying to achieve.	Clear objectives of what the plan is trying to achieve
Site Audit	Site audit of the access for all modes of transport, staff surveys, business travel data, visitor surveys and a fleet audit.	Site audit for access of all modes of transport and visitor survey, detailed information on the build out process including the types of units to be built.
Action Plan	A package of measures to be implemented.	A package of measures to be implemented
Targets	SMART targets that can be monitored.	SMART targets that can be monitored.
Budgets and Finance	State the financial implications and funding streams of the plan.	State the financial implications and funding streams of the plan.
Monitoring and Evaluation	State the frequency of surveys and plan review, who is responsible for monitoring, collecting and publication of data.	State the frequency of surveys and plan review, who is responsible for monitoring, collecting and publication of data.
Publicity and Promotion	Explain how measures will be publicised and promoted to staff and visitors.	Explain how measures will be publicised and promoted to residents and visitors.
Securing and Enforcement	Details of planning obligations and conditions and any remedial actions.	Details of planning obligations and conditions and any remedial actions.

Executive Summary

5.6 Senior management support will be important to ensure the necessary resources are allocated to the travel plan. The executive summary needs to include a stated commitment to the travel plan from a member of senior management or board level representative.

5.6.1 This section will be a summary of the entire travel plan document. It needs to include all of the key points and conclusions made in the plan.

Introduction

5.7 The Introduction sets out the context of the plan. It needs to include:
- Reasons for the travel plan;
  - National and local relevant policy.
- The transport situation in the development location;
  - Site accessibility and existing travel options.
- A brief description of the location and organisation of the site;
  - Maps should be used to assist with location/access descriptions.
- A brief history of the site and organisation;
- A description of on-site activities.

5.7.1 An understanding of how the travel plan relates to national and local policy needs to be demonstrated, this should be done through an explanation of the need for the travel plan.

5.7.2 The site accessibility and existing travel options need to be described, detailing access by all modes of travel (walking, cycling, passenger transport and car). It is essential to understand current travel patterns as this will identify where the travel plan can have the biggest impact.

Roles and Responsibilities

5.8 The roles and responsibilities of all the people involved need to be clearly defined at the outset. Within this section set out:
- The Director responsible for the plan;
- The Travel Plan Coordinator, or post to which travel plan development will be assigned;
- Membership and information of the steering group.

5.8.1 It is essential that a Travel Plan Coordinator is appointed to operate the day-to-day delivery of the travel plan. The Coordinator needs to be appointed at an early stage of the travel plan process in order to influence the design and layout of the development. The Travel Plan Coordinator is responsible for:
- Promotion and marketing of the travel plan and its measures;
- Liaising with occupiers and supporting them in implementing their travel plan;

- Liaising with HCC in implementing the travel plan;
- Submitting monitoring reports to HCC.

5.8.2 The information on the Travel Plan Coordinator includes:
- Name;
- Postal address;
- Telephone number;
- Email address.

If the position has not yet been appointed at time of submission, a statement of commitment to HCC to supply the details at the earliest point needs to be included. If there is any change in details HCC need to be informed.

5.8.3 Setting up a steering group with representatives from different departments is a good way to ensure that the travel plan meets different requirements and viewpoints within the organisation and can help achieve cross-departmental support. Useful representatives can be from:
- Finance;
- HR;
- Facilities;
- Unions or staff representatives;
- Management.

5.8.4 Other information on the steering group that needs to be included is an outline of how frequently meetings will be held and the details of who is responsible for organising the meetings.

Objectives

5.9 Objectives need to be clear and provide direction for targets. It is essential that objectives are specific to, and relate directly to, the development and locality. Figure 5.1 provides examples of the kind of objectives that travel plans typically seek to meet.

5.9.1 It is important that the outcomes sought from the travel plan can be seen as a benefit to all parties, e.g. the developer, occupiers and site users, the community and the local authority as this will help gain widespread commitment.

<u>Figure 5.1: Examples of Travel Plan Objectives</u>

- To reduce the impact and frequency of car travel, especially single occupancy vehicle use.
  - To reduce the impact of the development on the local road network
- To enable all staff/residents of the development to have informed choice about their travel options.
- To improve the health and well being of the staff/residents of the development.
- To reduce the need for travel to and from the site.
- To promote healthy lifestyles and sustainable, vibrant communities.
- To reduce the pressure on highway capacity, particularly at peak times.
- To cut carbon emissions and their contribution to climate change.
- To encourage more active travel with gains for health.

<u>Audits and Surveys</u>

5.10   Surveys need to be conducted to obtain baseline data which can be used to help monitor the travel plan. Surveys that need to be conducted include:
- Site Audit;
- Staff Travel survey;
- Business survey;
- Visitor survey;
- Fleet survey.

5.10.1 A site audit assesses the ease with which the site can be accessed by different forms of transport, and the space and facilities provided for this. It will help to identify opportunities to improve links to the site for non-car journeys. Figure 5.2 is a simple example of how to display the site audit results in the travel plan. A full example can be found in the Travel Plan Pro Forma which can be obtained from HCC.

5.10.2 A staff survey is an essential foundation for a travel plan. It gives a numerical breakdown of the present travel patterns and collects information on what would help staff to travel differently. Paper-based surveys are essential to reach staff that are not online, however email and intranet surveys provide the best means to contact many staff. Figure 5.3 is an example of some of the questions and information that can be found in the staff survey. HCC can provide full blank surveys if needed.

5.10.3 A good rate of return will make the survey more valuable and the travel plan more site specific. Staff surveys should be undertaken in spring or autumn to avoid distortions that can be created by the summer holidays or extreme weather conditions more likely in winter.

Figure 5.2: A simple example of how to display the Site Audit results

Carried out by: …………………………..	Total number of parking places at the site ……………………..
Site Address ………………………………. ………………………………. ……………………………….	Pedestrian facilities ………………………………. ………………………………. ……………………………….
Site Size Building space, m²……………….. Land, ha ………………………..	Cycle facilities …………………………….. …………………………….. ……………………………..
Site Characteristics …………………………….. …………………………….. ……………………………..	Motorcycle facilities …………………………….. ……………………………..

Figure 5.3: A simple example of how to display Staff Survey results

Journeys to and from work

On average staff travel the following distances to work:

	Number of staff
Less than one mile	
1 - 2 miles	
2 - 5 miles	
6 - 10 miles	
11 - 25 miles	
Over 25 miles	

This journey generally takes:

	Number of staff
Less than 15 minutes	
16 - 30 minutes	
30 - 45 minutes	
45 - 60 minutes	
Over an hour	

Staff travel habits

The staff travel survey indicated that they usually come to work by the following modes:

	Number of staff
Drive in car alone	
car share	
bicycle	
walk	
bus	
train	
motorbike	

Secondary travel mode/s:

	Number of staff
Drive in car alone	
car share	
bicycle	
walk	
bus	
train	
motorbike	

5.10.4 Business travel data needs to be collected, total business vehicle mileage is generally available through staff mileage expense claims. If these are not available, simple mileage logs can be set up in each vehicle for a month.

5.10.5 If the development or organisation receives large numbers of visitors, a survey will need to be completed by visitors, enabling the travel plan to be visitor focused.

5.10.6 If the development has a large fleet, a separate audit of these vehicles is recommended.

Action Plan

5.11 All travel plans must include a package of measures which respond to the needs of the development. The Action Plan will need to present detailed information about the measures that are intended to be implemented to improve travel options for staff, customers and visitors.

5.11.1 Table 5.1 is an example of how to present the Action Plan within the travel plan. A full list of measures can be found in Appendix C. The strategies that the Action Plan needs to address are:
- Passenger Transport;
- Walking and Cycling (Active Travel);
- Reducing the Need to Travel;
- Use of the Private Car;
- Other Programmes.

Table 5.1: Action Plan example

Strategy	Measure	Target Date	Cost	Method of Monitoring	Publicity and Promotion	Person Responsible
Passenger Transport	Financial incentives for day/season tickets					
	Encourage use of passenger transport					
Reducing the need to travel	Flexi-time					
	Work from home incentives					

Targets

5.12 Targets are the means of measuring the achievement of the objectives. They need to be clear, directly linked to the objectives and monitored and reviewed regularly. Targets need to be based on sound, up to date data from sources such as the most recent census, TRICS®, and the baseline survey. Targets need to be agreed with HCC.

5.12.1 Targets need to be **SMART**:
- **Specific:** Well defined and clear to those with basic knowledge of transport;
- **Measurable:** Concrete criteria for measuring progress;
- **Achievable:** Challenging and ability stretching, but still reasonable;

- **Realistic:** Within the availability of resources, time and knowledge;
- **Timed:** Grounded within a timeframe.

5.12.2 The timeframe in which targets need to be monitored and reviewed is annually for a minimum of five years. For large developments above the thresholds an extended monitoring period may be required and targets may need to be set beyond five years. This will need to be discussed with HCC.

5.12.3 Table 5.2 is an example of a travel plan target and also illustrates the format which can be used in this section of the travel plan. It should be noted that targets will be different depending on the type of development. Appendix D provides a list of target examples that can be used. For very large developments the targets should be discussed with HCC.

Table 5.2: Travel Plan target example						
Target	Baseline (From first Survey)	Year 1 2015	Year 2 2016	Year 3 2017	Year 4 2018	Year 5 2019
The number of cars entering the site at peak times will not exceed X.						

Budgets and Finance

5.13 It is important that the travel plan is transparent; therefore the financial implications of the plan need to be stated explaining where funding will come from. Tables 5.3 and 5.4 are examples of how to present the financial implications. Note that headings can be changed to suit the company's accounting system.

5.13.1 The income sources also need to be explained. This includes any funding, budgets, grants and ring-fenced costs.

Table 5.3: Cost of implementation of new measures (Capital)					
	Year 1	Year 2	Year 3	Year 4	Year 5
Staff resources					
Facilities					
Publicity					

Table 5.4: Cost of maintenance of existing measures (Revenue)					
	Year 1	Year 2	Year 3	Year 4	Year 5
Staff resources					
Facilities					
Publicity					

Monitoring and Evaluation

5.14   It is essential to monitor how people are travelling to site in order to see if the initiatives set out are having an impact on how people are travelling. Monitoring provides the basis on which remedial measures related to unsatisfactory progress will be applied. The travel plan needs to be evaluated and revised annually as a minimum.

5.14.1 This section needs to state:
- The frequency with which the travel plan will be reviewed;
- Frequency of repeat surveys;
- Who is responsible for ensuring monitoring continues;
- Who is responsible for ensuring collection and publications of data.

Table 5.5 illustrates how to present monitoring and evaluation data in the travel plan.

Table 5.5: Monitoring and Evaluation data			
Action	When	Achieved	Responsibility
Carry out regular transport surveys	Annually - October		Jim Smith
Review Travel Plan	Annually - November		Jim Smith
Set new targets	Annually - December		Jim Smith

Publicity and Promotion

5.15   The measures of the travel plan must be communicated to site users in an engaging way. Good promotion and marketing is vital to the success of the travel plan. Table 5.6 is an example of how to illustrate the different ways of publicising and promoting the Travel Plan.

5.15.1 A wide range of communication methods need to be used such as, site notice boards, company intranets and in-house publications. Promotional events can include competitions and prizes to help raise awareness and encourage sustainable travel.

5.15.2 Partnerships are key to marketing and promoting the travel plan. Partnerships should be created between the organisation and other

local businesses to offer discounts, incentives, training etc. These will all help to promote sustainable travel and the travel plan itself. The partnerships between organisations should be stated.

Table 5.6: **Ways of publicising and promoting the Travel Plan**					
	Year 1	Year 2	Year 3	Year 4	Year 5
Leaflets	Advertise car sharing in November				
Bike2Work Week		Offer discounts from local bike stores			

<u>Securing and Enforcement</u>

5.16 For the travel plan to be effective it needs to be legally secured. This can be done using a Section 106 agreement. Further advice on this can be found in Section Six.

5.16.1 If a travel plan is shown to be regularly underachieving targets, remedial actions will need to be implemented. Remedial actions should consist of measures which could help to get the travel plan on target and need to be identified in this section.

Section 6: Securing the Travel Plan

6.1   Section 106 agreements and unilateral undertakings are agreements governed by section 106 (S106) of the Town and Country Planning Act 1990. The purpose of these is to allow an LPA to enter into a legally-binding agreement with a landowner in association with a proposed development. They provide a way of delivering matters that are necessary to make a development acceptable in planning terms. They will be used to secure a travel plan.

6.2   The information contained in the Section 106 Agreement is dependent on the Local Planning Authority and the location, type and scale of development. This will be discussed in the early stages of the travel plan development.

6.3   Currently, some of the LPAs will also ask for the development to pay a contribution through the use of CIL, which is explained further into this section.

Section 106 Agreements

6.4   Planning Obligations are obligations relating to a person's land which bind the land and whoever owns it. They are made by deed under Section 106 of the Town and Country Planning Act 1990. Planning Obligations may be sought when planning conditions are inappropriate to ensure and enhance the quality of development and to enable proposals that might otherwise have been refused to go ahead in a sustainable manner.

6.4.1   A planning obligation is the most appropriate mechanism for securing an effective travel plan. This is because obligations:
- Allow for a greater level of detail to be agreed than could reasonable be achieved by a planning condition.
- Are the only mechanism which enables financial contributions to be secured such as contributions towards travel plan assessment monitoring.
- Support more effectively the need to secure specific outcomes and targets.

6.4.2   The following are examples of aspects of a travel plan that can be secured by a planning obligation:
- A timetable for the preparation, implementation, monitoring and review of all stages of the travel plan;
- The appointment and funding of a travel plan coordinator;
- Provision of transport infrastructure or services;
- Parking controls and management;
- Contributions towards other measures such as car and cycle clubs;
- Targets;

- Details of the travel planning requirements for occupiers and future occupiers;
- A monitoring and review programme, detailing the survey methods to be used and who is responsible for funding the surveys, undertaking and reporting results.

Note that this is not an exclusive list, the type, size and scope of the travel plan and development will be different, so aspects that can be secured will be too.

Community Infrastructure Levy

6.5   The CIL is a charge levied on buildings and extensions to buildings according to their floor area. In this way money is raised from development to help the Council pay for schools, leisure centres, care accommodation, roads and other facilities to ensure the county grows sustainably.

6.5.1   Unlike Section 106, CIL is non-negotiable, so applying and collecting it is purely an administrative process. CIL revenue from a particular scheme can be spent by the County Council on any community infrastructure required to support growth – it is not tied to a particular project. In almost all cases the CIL liability will be calculated when planning permission is issued. The trigger for payment is the commencement of development.

Section 7: Implementation and Management

7.1   A travel plan is a living document that needs to be updated and amended regularly. The travel plan needs to be capable of securing long-term action. It therefore needs to be implemented and managed as far as possible so that it becomes self-sustaining.

7.2   Travel planning is an ongoing process that can enhance a development and its place within the local area. This can be achieved by improving a site's accessibility for people and services, assisting in congestion reduction, providing opportunities for greater social inclusion, building community links and making the site more attractive to users.

7.3   Before planning permission has been granted, there needs to be clarity about where the responsibility for the travel plan and its full implementation lies. This is crucial to ensure that the travel plan is effective in delivering its objectives and needs to be clearly evident to the local planning and transport authorities. The legal mechanisms used to secure the travel plan need to clearly set out all those responsible for implementing each part of the travel plan.

7.4   Implementation of the travel plan will necessitate some financial costs which may be borne by the occupying organisation and/or developer, depending on the strategy set out within the document submitted to the local authority.

7.5   It is important that discussions about securing the funding stream for implementation of the travel plan occur in the early stages of the development process and that this is secured legally. It is also recommended that an estimated budget is also developed which sets out the costs of travel plan implementation.

The Role of the Developer

7.6   The nature of actions to be taken will vary depending on the type of travel plan and the nature of the site. Before development starts on site, it will be important that the developer:
- Identifies a lead person;
- Concludes any discussions with third parties;
- Ensures that any changes required in the travel plan are clarified in accordance with any mechanisms for reviewing the plan;
- Develops an Action Plan for implementation;
- Establishes any steering arrangements required;
- Ensures that the final site design is consistent with the approved travel plan;
- Establishes liaison arrangements with the local authority.

7.6.1   The developer also needs to identify who will be responsible for the implementation of the plan during the actual construction phase, and how any future handover to subsequent owners and occupiers of the site will take place – the Travel Plan Coordinator.

The Role of the Travel Plan Coordinator

7.7   Most successful plans have a Travel Plan Coordinator who will be responsible for ensuring the implementation of the individual measures in the plan or devising those measures to be implemented to achieve the approved outcomes.

7.7.1   The Coordinator should ideally have knowledge and experience of sustainable travel initiatives and should preferably have some seniority in the development/business. In some cases a consultancy may be commissioned to undertake this role, particularly during the construction stage of a mixed-use development.

7.7.2   The amount of time that the individual will spend on the travel plan will depend on the size of the development. For example, it may be possible for the individual to undertake the role on a part-time basis alongside other duties within the development or occupying organisation. However, in circumstances where the development is fairly large and/or employs a significant number of employees, it may be necessary for the individual to be employed on a full-time basis.

7.7.3   The role of the Coordinator will be likely to change and so will the amount of time required to fulfil the obligations as the site is developed and occupied. Other roles for the coordinator include:
- Managing the implementation of measures set out in the plan;
- Collecting data and other information relevant to the implementation and future monitoring of the plan;
- Preparing and producing marketing material for incoming site users;
- Setting up appropriate management arrangements such as a travel plan steering group.

Section 8: Monitoring and Review

8.1 An effective monitoring and review process is important to establish how successful the travel plan is. The monitoring should consider the agreed outcomes of the travel plan and the implementation of specific measures. As part of this process it is important to establish the baseline conditions in relation to the targets.

8.2 Monitoring is not a one-off activity. It needs to take place at regular, agreed intervals over a period of time, which will usually be five years, possibly more depending on the size of the development and the outcomes of the travel plan. The primary responsibility for collecting the data will lie with the developer or occupier.

8.3 Monitoring is an activity that incurs costs for the developer/occupier, LPAs and HCC. It is in the interests of all the parties to ensure that the agreed outcomes are achieved, or that the plan is adjusted to do this.

8.4 As travel plans are living documents they need to evolve as situations change. Reviewing the results of the monitoring process is therefore essential to ensure that the plan delivers the required outcomes. Review meetings between the developer and HCC are needed to discuss the results of the surveys and agree any refinement to the travel plan that is required to ensure that targets and outcomes are achieved.

A Standardised Approach to Monitoring

8.5 All travel plans for large developments should undertake monitoring surveys which are in accordance with the 'standardised approach to monitoring' (SAM). SAM surveys collect multi-modal count data which is supplemented by detailed information on each development's local environment and surroundings and on its operations and parking facilities. It also includes a unique data section detailing the various elements of a site's travel plan, including dates of implementation, costs and travel plan targets.

8.5.1 A standardised approach is essential in order to ensure the collection of consistent and robust data, enabling travel planning officers and developers to:
   - Monitor progress in achieving a travel plan's specific, measurable, attainable, realistic, time-bound targets – and identify refinements to be made to the plan if it is not on course for achieving what it set out to;
   - Assess the effectiveness of travel plans and specific measures implemented as part of a travel plan for encouraging sustainable travel.

8.5.2 To ensure consistency and reliability, SAM re-surveys should be carried out during a similar period of the year and on the same day of

the week as the original survey. Data from all surveys will then be input into Hertfordshire's travel plan monitoring system in HAPS (Hertfordshire Advanced Passenger System).

HAPS

8.6   HAPS is a computer software system which contains a monitoring application that supports the development and monitoring of travel plans in Hertfordshire. It enables a range of key data related to individual sites with workplace travel plans to be input by travel plan officers. This enables officers to monitor and keep track of the number, status and effectiveness of plans. Future developments will allow for developers/occupiers to enter monitoring results via an online system linked to HAPS monitoring application.

8.6.1 Information held on the monitoring system for an individual travel plan site includes:
- Site contact details and address;
- Business activity/land use type;
- Site description – including size of development;
- Planning related information such as financial contributions and Section 106/CIL details – including any legal requirement of the plan;
- Planning status of the site;
- Baseline mode split information;
- Travel plan targets and progress towards achieving these;
- Key measures/infrastructure in place on the site;
- Dates upon which monitoring surveys and travel plan reviews are due.

8.6.2 Monitoring needs to be managed by the developer/occupier, who will commission the surveys when they are due. HCC needs to be informed of who is conducting the surveys. Results need to be entered into HCC's monitoring system. HCC will review these results and any other output data.

Securing Funding for Monitoring Travel Plans

8.7   A monitoring fee will be agreed and secured through a Section 106 agreement; this will be paid to HCC to cover the costs of using the monitoring system and for monitoring the output data. Fee scales can be found in Appendix E. All fees will be discussed with HCC during the planning process as they will vary depending on the size, type and location of the development.

8.7.1 Section 106 agreements allow for the payment of money, whether as lump sums or through instalments. DfT states that local authorities can secure the contributions it needs for the monitoring process from developers in a manner that is reasonable.

Enforcement

8.8 Enforcement or remedial actions can be used to deliver specific outcomes/measures. The type of remedial action used will depend on the nature, scale and severity of the transport impacts if aims and targets are not achieved. Enforcement action will only be used as a last resort.

8.9 The preferred option to enforcement is negotiation. Negotiations will be between HCC, the LPA and the developer/occupier. The aim will be to agree amendments to the travel plan as part of the review process.

8.10 If negotiations fail to achieve a satisfactory remedy then enforcement action will be considered by HCC and the LPA. Any sanctions and payments that are enforced will be reasonable and proportionate. Enforcement is a last resort only to be used when travel plan requirements are regularly not undertaken or met.

8.11 Travel plans should contain the remedial actions within the planning obligations used to secure the travel plan. If this is the case HCC will pursue sanctions to ensure that remedies are achieved. There is a range of sanctions that might be used which include:
  - Implementation of works expected to remedy the failure to achieve agreed outcomes;
  - Payments to the local authority to cover the costs of implementing measures which were agreed but not implemented;
  - Payments to the local authority to cover the costs of taking action to deliver the agreed targets where these have not been achieved;
  - Limitations on the way the site can be used in the future, such as partial occupation or restriction on future phases of the development.

Appendix A: National and Local Policy

National Policy

National Planning Policy Framework Department of Communities and Local Government (2012)
Section 4, Paragraph 32
"All developments that generate significant amounts of movement should be supported by a Transport Statement or Transport Assessment."
Section 4, Paragraph 34
"Plans and decisions should ensure developments that generate significant movements are located where the need to travel will be minimised and the use of sustainable transport modes can be maximised."
Section 4, Paragraph 35
"Plans should protect and exploit opportunities for the use of sustainable transport modes for the development of goods or people."
Section 4, Paragraph 36
"A key tool to facilitate sustainable transport will be a travel plan. All developments which generate significant amounts of movement should be required to provide a travel plan."

Good Practice Guidelines: Delivering Travel Plans through the Planning Process, Department of Communities and Local Government (2009)
Section 1.3
"…travel planning has been shown to be effective in managing travel demand, with the potential to contribute to significant reductions in national traffic."
Section 1.7
"…travel plans have become an integral element in the planning process."

Guidance on Transport Assessment, Department for Transport (2007)
Section 4.79
"Smarter choices are techniques for influencing people's travel behaviour towards more sustainable options, such as encouraging school, workplace and individualised travel plans."
Section 4.80
"Travel plans are becoming an increasingly important tool in the delivery of sustainable outcomes. They provide, together with transport assessments, the mechanism for assessing and managing access to sites."
Section 4.82
"During the pre-application consultations the use of an area-wide travel plan and co-ordination with travel plans from adjacent developments should also be considered. The use of area and site-specific travel plans is an important mechanism in the underlying aim to manage vehicle trips at source."

Local Policy

Hertfordshire's Local Transport Plan 3 (2011-2031), Hertfordshire County Council (2011)
Volume One: The Strategy, 4.1 The Vision
Hertfordshire's vision is:
"To provide a safe, efficient and resilient transport system that serves the need of business and residents of Hertfordshire and minimises its impact on the environment".
Volume Two: The Policy Document, Section 3.28
 "Travel plans look to increase sustainable travel for an organisation or premises, and includes measures designed to reduce the impact of traffic congestion for commuter and business journeys."

Passenger Transport in New Developments, Hertfordshire County Council, (2008)
Paragraph 2.1
"The planning process within HCC is such that the Transport Planning and Policy (TPP) [now known as Development Management Unit] is the first point of contact for the planning authorities. The Transport Access and Safety (TAS) Unit act as consultees and work with TPP to ensure passenger transport is fully assessed."
Paragraph 5.1
"An assessment of existing bus service levels should be undertaken to establish whether they are appropriate for the site. This will be undertaken by either the developer as part of their TA or Design and Access Statement or by TAS."

Appendix B: National Guidance on Requiring a Travel Plan Statement

Table A: National guidance on requiring a travel plan statement				
Land Use	**Description of Development**	**Size**	**Travel Plan statement**	**Travel Plan**
A1 Food Retail	Retail sale of food goods to the public – food superstores, supermarkets, convenience food stores	GFA	>250<800 sq. 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	GFA	>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	GFA	>100<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	GFA	>300<2500 sq. m	>2500 sq. m
A4 Drinking establishments	Use as a public house, wine-bar or other drinking establishment	GFA	>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	GFA	>250<500 sq. m	>500 sq. m
B1 Business	(a) Offices other than in use within Class A2 (b) Research and development – laboratories, studios (c) Light industry	GFA	>1500<2500 sq. m	>2500 sq. m
B2 General Industry	General industry (other than classified in B1)	GFA	>2500<4000 sq. m	>4000 sq. m
B8 Storage or distribution	Storage or distribution centres – wholesale warehouses, distribution centres and repositories	GFA	>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 car is provided'	Bedrooms	>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	Beds	>30<50 beds	>50 beds
C2 Residential Institutions – Residential education	Boarding Schools and training centres	Students	>50<150 students	>150 students

Table A: National guidance on requiring a travel plan or travel plan statement				
Land use	Description of development	Size	Travel plan statement	Travel plan
C2 Residential institutions – institutional hostels	Homeless shelters, accommodation for people with learning difficulties and people on probation.	Residents	>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.	Dwelling unit	>50<80 units	>80 units
D1 Non-residential institutions	Medical and health services – clinics and health centres, crèches, day nurseries, day centres and consulting rooms (not attached to the consultant's or doctor's house), museums, public libraries, art galleries, exhibition halls, non-residential education and training centres, places of worship, religious instruction and church halls.	GFA	>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 or casinos, other indoor and outdoor sports and leisure uses not involving motorised vehicles or firearms	GFA	>500<1500 sq. m	>1500 sq. m
Others	For example: stadium, retail warehouse clubs, amusement arcades, launderettes, petrol filling stations, taxi businesses, car/vehicles hire businesses and the selling and displaying motor vehicles, nightclubs, theatres, hostels, builders' yards, garden centres, Pos, travel and ticket agencies, hairdressers, funeral directors, hire shops, dry cleaners.	TBD	Discuss with appropriate highway authority	Discuss with appropriate highway authority
GFA= Gross floor area TBD = To be discussed with HCC				

Appendix C: Measures

Workplace		
	Active Travel	► Create a pedestrian and cycle friendly site. ► Provide walkers and cyclists changing facilities (showers, lockers). ► Improvements to the local walking and cycling network. ► Promotional walking and cycling events (Walk to Week, Cycle to Work Week). ►Provide walking and cycling maps (maps can be found on http://www.hertsdirect.org/services/envplan/countrysideaccess/walkcyclemaps/.) ► Provide a Pool Bike service. ► Sign up to Businesscycle (www.businesscycle.org.uk.)
	Passenger transport	► Improvements to the bus and rail infrastructure (through S278 works in on site, S106 contribution if off site). ► On-site promotion of passenger transport with information (information can be found via www.intalink.org.uk). ►Provide shuttle buses to passenger transport hubs. ►Provide real time information for bus stops/rail stations (through the use of Near Fields Communications (NFCs) and the Intalink App). ► Staff discounts and special offers for day and season tickets. ► Provide a guaranteed way home (taxi services, car sharers).
	Reducing the need to travel	► Create policy to enable home-working (Flexi-time). ► Provide video-conferencing/audio-conferencing facilities and training. ► Provide on-site services for employees (café, shop).
	Car Sharing	► Sign up to, and use www.hertsliftshare.org. (N.B. Herts lift share is subject to renewal). ► Car share promotional events. ► Provide free/guaranteed parking for car sharers. ► Provide additional perks (free car washes). ► Provide a Pool Car service.
	Parking Management	► Limit the parking allocation on site. ► Create a needs-based parking allocation scheme. ► Implement car parking charges.
	Promotion and Marketing	► Provide personal travel advice to employees (www.intalink.org,uk). ► Give welcomes packs to new employees which include maps and information on sustainable travel. ► Publicise the Travel Plan and travel information on the organisations website. ►Posters, competitions, flyers, events and road shows to promote sustainable travel.

Residential	Passenger Transport	► Improve bus stop infrastructure and rail services (through S278 works if on site, S106 contributions if offsite). ► Provide real time information for bus stops/at nearby rail stations (through S278 works if on site, S106 contribution if off site). ► Provide contributions towards new/improved local bus services, community transport and other demand responsive transport where appropriate (through S106 process)
	Reducing the need to travel	► Provide facilities to improve access to health, education, childcare, shopping, employment, leisure and community activities. ►Allow for home delivery drop off points.
	Sustainable Travel Services	► Car club services. ► Provide taxi service details. ► Cycle centres. ► Resident car share matching services (promote www.hertsliftshare.org).
	Promotion and Marketing	► Travel Plan training for sales/marketing staff. ► Travel welcome packs with incentives for sustainable travel. ► Free/discounted tickets for passenger transport, cycles and cycle equipment and car club. ► Cycle and walking maps (can be found on http://www.hertsdirect.org/services/envplan/countrysideaccess/walkcyclemaps/.) ►Community travel website and/or notice boards. ►Community travel events and forums.
	Site Design	► Cycle parking for residents and visitors. ► Parking restraints or car-free sites. ► Site speed limits. ► Pedestrian and cycle friendly infrastructure.

Educational	Active Travel	► Pedestrian and cycle friendly site. ► Walking and cycle clubs. ► Segregated cycle routes. ►Cycle/scooter/buggy storage. ► Cycle and road safety training. ► Maintenance classes. ► Park and Stride initiatives. ► Lockers for cycling equipment.
	Passenger Transport	►Ticket discounts. ► Promotion of bus and rail services around the site. ► Bus links to key rail stations.
	Promotion and Marketing	► Promotional events such as Environment Week. ► Sustainable transport seminars. ► Signage indicating low speed and traffic calming. ► Travel information boards/plasma screens. ► Travel information packs given to new parents/students/staff. ► Advertise HCC's Safe routes to School Journey Planner.

Leisure/Retail	Passenger Transport	► Provide new/improved bus infrastructure/facilities (through S278 works if on site, S106 if off site). ► Adjustment to time to fit in with existing services. ► Subsidised services for shoppers.
	Reducing the need to travel	► Offer free/home delivery services. ►Promote online shopping.
	On-site facilities	►On-site shuttle bus services. ► Left luggage/cloak-room facilities. ►Cycle-hire outlets.
	Promotion and Marketing	►Provide information on sustainable access in all promotional literature, posters and websites. ► Discounts on admission for visitors arriving by sustainable travel.

Appendix D: Targets

Travel Plan Type	Targets	Indicators
Workplace	% of employees driving to work will not exceed X%	% of employee trips made by walking. % of employee trips made by cycling. % of employee trips made by bus. % of employee trips made by train. % of employee trips made by 'car as passenger' % of employee trips eliminated by teleworking. Number of freight vehicle trips per day.
	Number of weekday vehicle trips generated by the site when fully occupied will not exceed X	
	Reduction in peak hour travel	
	Additional targets may be needed for visitor, business, freight and delivery travel where they generate significant traffic.	
Education Institutions	% of students travelling to the institution by car will not exceed X.	% of trips to the institution made by walking. % of trips to the institution made by cycling. % of trips to the institution made by bus. % of trips to the institution made by train. % of trips made by 'park and ride'.
	Number of weekday vehicle trips generated by the institution daily not to exceed X.	
	Percentage of students travelling to the institution by active modes – walking and cycling – will be X% or more.	
	Targets should cover staff working at the institution.	
Residential	Number of car vehicle trips per occupied unit per weekday will not exceed X.	Number of walking trips per unit per day. Number of cycling trips per unit per day. Number of bus trips per unit per day. Number of train trips per unit per day. Number of walking/cycling within development.
	Number of weekday vehicle trips generated daily by the site once fully occupied will not exceed X.	
	Number of peak hour trips.	
Leisure/Retail	Number of car vehicle trips per visitor/shopper trip will not exceed X.	% of visitor/shopper trips made by walking. % of visitor/shopper trips made by cycling. % of visitor/shopper trips made by bus. % of visitor/shopper trips made by train. % of visitor/shopper trips made as car passenger. % of trips eliminated by internet order/home delivery.
	Number of vehicle trips daily generated by the development once fully operational will not exceed X.	
	Targets should also cover staff working at the attraction.	

Appendix E: Travel Plan Costs

Travel Plan Type	Cost
Full Travel Plan	£6,000
Travel Plan Statement	£2,000
Other	Discretionary

It should be noted that all fees are subject to change and will need to be discussed will HCC as they are dependant on the size and type of development.

Residential Travel Plan Contribution	
Unit	Cost
Per House	£100
Per Flat	£50

The residential travel plan contribution will help to fund sustainable travel incentives through providing vouchers for cycling and passenger transport. There will also be the option of site specific sustainable modes of travel maps for occupiers to give to new residents which would incur additional costs.

Appendix F: List of Abbreviations

CIL	Community Infrastructure Levy
DCLG	Department of Communities and Local Government
DfT	Department for Transport
GFA	Gross Floor Area
HAPS	Hertfordshire Advanced Passenger System
HCC	Hertfordshire County Council
LHA	Local Highways Authority
LPA	Local Planning Authority
LTP3	Local Transport Plan 3
NPPF	National Planning Policy Framework
S106	Section 106 Agreements (under the Town and Country Planning Act 1990)
S278	Section 278 Agreements (under the Highways Act 1980)
SAM	Standardised Approach to Monitoring
TA	Transport Assessment
TAS	Transport Access and Safety
TBD	To Be Developed
TPP	Transport Planning and Policy
TS	Transport Statement