

HERTFORDSHIRE COUNTY COUNCIL

TRAVEL PLAN GUIDANCE

March 2020

**Passenger Transport
Environment and Infrastructure**

Web: www.hertfordshire.gov.uk/travelplans
Email: travelplans@hertfordshire.gov.uk



Version control

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Version 2 (updated March 2020)

Contents

1. Introduction.....	3
2. What is a Travel Plan?	4
3. Planning process.....	7
4. Implementation and management	10
5. Monitoring.....	14
6. Enforcement.....	17
7. Appendix A: Development thresholds requiring Travel Plans.....	18
8. Appendix B: Flowchart of Travel Plan stages	19
9. Appendix C: Travel Plan Red-Amber-Green evaluation form.....	20
10. Appendix D: Travel Plan Evaluation and Support Contributions.....	25
11. Appendix E: Example Travel Plan measures	27
12. Appendix F: Example Travel Plan targets	31
13. Appendix G: Multi-modal count monitoring methodology	33

Summary of Travel Plan content

Site details	•Brief overview of site background, location and nature, baseline travel patterns and ownership
Objectives	•Summary of why the Travel Plan exists and what it seeks to achieve
Travel Plan management	•Appointment of a Travel Plan Co-ordinator and other arrangements such as annual review
Measures	•Package of substantial measures which together can achieve the objectives and targets
Targets and monitoring	•A methodology for monitoring the effects of the Travel Plan and realistic targets for mode shift
Action plan	•A clear implementation programme, detailing who, what, when and how activity will happen

1. Introduction

[National Planning Policy Framework 2](#) (Feb 2019), paragraph 111:

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.

Hertfordshire County Council [Local Transport Plan 4](#) (May 2018), Policy 5 – Development Management

Hertfordshire County Council will work with development promoters and the district and borough councils to:

- *Ensure the location and design of proposals reflect the Local Transport Plan Transport User Hierarchy and encourage movement by sustainable transport modes and reduced travel demand*
- *Require a Travel Plan for developments according to the requirements of the county council's Travel Plan Guidance.*

- 1.1 This guidance is intended to support people who are involved in planning for new developments and is aimed at developers, transport consultants and planners.
- 1.2 Travel Plans are an important tool in Hertfordshire County Council's strategy to achieve the goals and objectives set out in Local Transport Plan 4. Travel Plans are required by planning authorities for a wide range of development proposals, including commercial, educational institutional and residential developments.
- 1.3 This document explains Hertfordshire County Council's requirements for Travel Plans, ensuring developments across the county support sustainable transport and minimise their negative impacts.
- 1.4 Contact the Network and Travel Planning Team to discuss Travel Plan development at: travelplans@hertfordshire.gov.uk.
- 1.5 To discuss the development of Travel Plans for educational establishments contact the Active and Safer Travel Team at: activeandsafertravel@hertfordshire.gov.uk.

2. What is a Travel Plan?

- 2.1 The Department for Transport defines a Travel Plan as a long-term management strategy for an organisation or site which seeks to deliver sustainable transport objectives, and which is regularly reviewed.
- 2.2 Travel Plans are unique to each development and identify a package of measures for a specific location to improve accessibility and encourage use of sustainable modes of travel. Travel Plan implementation is an ongoing process requiring regular monitoring, review and adjustment to ensure agreed objectives are delivered.
- 2.3 Travel Plans should be produced to support all developments generating significant amounts of movement and/or where other local circumstances make one necessary. Travel Plans may also be advantageous for changes in occupier or land-use involving a new set of travel patterns, particularly where the previous occupants did not have a Travel Plan. They can also be prepared on a voluntary basis.

Travel Plans will be required for all development proposals exceeding the county council's thresholds (**Appendix A: Development thresholds requiring Travel Plans**), and in other circumstances where local factors make one necessary.

- 2.4 Evidence of a site's likely impact provided in a Transport Assessment or Transport Statement should be used to inform the objectives, targets and measures in the Travel Plan, ensuring considerations given to each stage of the application are equivalent. Travel Plans for existing sites can also provide evidence to inform Transport Assessments and Transport Statements for new developments.
- 2.5 To ensure a Travel Plan meets the county council's requirements and is realistic in its expectations, it should be developed in partnership between the developer (together with their consultants), future occupants and the local authorities. The strategy of the Travel Plan, including its measures and targets should be developed to deliver an agreed set of objectives.

Travel Plan objectives may be to:

- Improve accessibility by non-car modes
- Reduce the need to travel
- Minimise single occupancy car travel
- Support commercial viability of public transport
- Reduce congestion
- Improve the local environment (including air quality and climate change)
- Reduce the cost of travel
- Improve health and wellbeing
- Improve road safety

Types of Travel Plan

- 2.6 The type of Travel Plan to be prepared should be discussed at the outset. **Appendix A: Development thresholds requiring Travel Plans** provides guidance on thresholds by land use to determine which type of Travel Plan is needed.

“Travel Plan” is used generically in this guidance to refer to all types of Travel Plan. Hertfordshire County Council recognises six specific types of Travel Plan:

- Draft Travel Plan
- Full Travel Plan
- Travel Plan Statement
- Framework Travel Plan
- Area Wide Travel Plan
- [Modeshift STARS – National Accreditation Scheme](#) Travel Plan

- 2.7 A Draft Travel Plan should be submitted with relevant planning applications. It should set out objectives, measures and targets linked to the analysis contained within the Transport Assessment. It could, for example, use the maximum permissible trip rates to inform target setting. It should also explicitly state the agreed trigger points for producing and submitting a Full Travel Plan, including baseline monitoring.
- 2.8 For residential developments trigger points for baseline monitoring and Full Travel Plan submission will be agreed in relation to anticipated build out schedule and development size. For workplace and visitor developments the trigger point for baseline monitoring and submission of a Full Travel Plan will typically be within three months of first occupation.
- 2.9 Educational establishments are required to submit Draft Travel Plans and Full Travel Plans in line with the requirements above. Following first occupation it will be mandatory for the plan to be updated and transferred to the [Modeshift STARS – National Accreditation Scheme](#) online system or another accreditation scheme recognised by the county council.
- 2.10 For smaller developments a Travel Plan Statement will be required instead of a Full Travel Plan. It will contain less detail to reflect the scale of development and focus primarily on implementing site measures and action targets, and monitoring is generally more limited.
- 2.11 With mixed-use or phased developments with multiple occupants, a Framework Travel Plan will be appropriate. It should clearly outline overall objectives, targets and indicators for the entire site but to be administered centrally. It should summarise the involvement required of site occupiers as part of the plan, and the timescales for individual units or phases to prepare and implement their own Full Travel Plans or Travel Plan Statements. The Framework Travel Plan should highlight any important links between phases or parts of the development.

- 2.12 Each subsequent Travel Plan should comply with, and be consistent with, the wider targets and requirements of the Framework Travel Plan. Potential occupiers should be advised of the Travel Plan requirements at an early stage.
- 2.13 In some situations it is essential to consider an Area-Wide Travel Plan rather than Travel Plans for individual sites if the objectives sought are to be delivered, for example where there are a number of developments in a particular area such as development of a business park or town centre. It would enable all new and existing developments within the designated area to produce effective outcomes.

Type of travel targeted

2.14 Travel Plans will generally target one or more of the following four travel types:

Workplace Travel Plans	Primarily address the transport impact generated by employees commuting to and from the site and during their work. They should also consider how visitor, freight and delivery movements can be more sustainable.
Residential Travel Plans	Address travel generated by residents of housing developments and deal with the journey origin rather than destination. The development’s location, design and amenities within the development should reduce car use, the need to travel, and be supported by site permeability and connectivity to alternative modes. They incorporate personalised travel planning and travel information for each home.
Visitor Travel Plans	Relate to a variety of leisure, retail, sports, entertainment and other visitor attractions. The primary consideration is the end user but should also consider staff travel and deliveries. Key areas to be considered are promotion, access, facilities and car park management.
Education Travel Plans	Implement a package of initiatives to promote active, safe and sustainable travel to education settings and encourage the whole school community to consider road safety, environmental and health issues. They include road safety initiatives such as pedestrian skills and cycle training, in addition to Safer Routes to Schools walking and cycling infrastructure improvements.

- 2.15 Programmes to build new schools and to redevelop or expand existing ones are an opportunity to ensure sites are well designed to support active and sustainable travel. All educational establishments are encouraged to create a Travel Plan using the [Modeshift STARS – National Accreditation Scheme](#) online system on a voluntary basis at any time.
- 2.16 There are clear links between all four types of travel a Travel Plan may target (for example where a new school is integrated into a large new residential development), and opportunities to align their objectives, targets and measures should be pursued.

3. Planning process

- 3.1 Local government in Hertfordshire follows a two-tier structure and planning powers for most residential and commercial developments rest with the ten district and borough council Local Planning Authorities. Highways and transport responsibilities are with the county council, and there are some instances where the county council is the planning authority, such as for minerals, waste, and some school applications.
- 3.2 The county council, as the Local Transport Authority, is a statutory consultee on all planning applications with highway considerations, including for access, public transport and travel planning matters.
- 3.3 **Appendix B: Flowchart of Travel Plan stages** illustrates the full process from pre-application planning discussions to completion of Travel Plan implementation, while **Appendix C: Travel Plan Red-Amber-Green evaluation form** sets out the detailed evaluation tool the county council will use to assess Travel Plans.

Policy framework

- 3.4 A clear understanding of the policy framework is essential in securing effective Travel Plans which link coherently from national to local level.
- 3.5 [National Planning Policy Framework 2](#) (2019) – paragraph 111:

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 the likely impacts of the proposal can be assessed.

- 3.6 [National Planning Practice Guidance](#) (as current), Travel Plans, Transport Assessments and Transport Statements – paragraphs 003 and 006:

Travel Plans 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.

Where there may be more effective or sustainable outcomes, and in order to mitigate the impact of the proposed development, consideration may be given to travel planning over a wider area.

- 3.7 Hertfordshire County Council's [Local Transport Plan 4](#), adopted May 2018, and supporting documents and strategies set out objectives, policies, and key schemes to encourage a mode shift from private car to sustainable transport and active travel. Local Transport Plan 4 (2018), Policy 3 – Travel Plans and Behaviour Change:

The County Council will encourage the widespread adoption of Travel Plans through:

- a) *Working in partnership with large employers, businesses and other organisations to develop Travel Plans and implement Smarter Choices measures.*
- b) *Seeking the development, implementation and monitoring of Travel Plans as part of the planning process for new developments.*
- c) *Supporting school Travel Plans, and working closely with parents, pupils, teachers and local residents to deliver a network of more sustainable transport links to school.*

The application of personalised travel planning techniques, marketing and behaviour change initiatives will be considered when delivering physical transport improvements to maximise the potential to achieve modal shift.

3.8 Each of Hertfordshire's district and borough councils have Local Development Frameworks which provide policy support for Travel Plans and these should be referred to in developing a Travel Plan.

Securing Travel Plans

3.9 Wherever the three planning tests are met, Travel Plans should be secured by section 106 planning obligation. These allow the county council and developer to enter into a legally binding agreement to deliver mitigations, where they are:

- Necessary to make the development acceptable in planning terms
- Directly related to the development
- Fairly and reasonably related in scale and kind to the development

3.10 A planning obligation is the most appropriate mechanism for securing a Travel Plan, because obligations:

- Allow for a greater level of detail to be agreed than could reasonably be achieved by a planning condition, for example the timetable for implementation and monitoring of the plan
- Support the need to secure specific objectives, targets and commitments including details of survey methods, responsibilities for funding these, and commitment to engage and involve third parties
- Are the only mechanism to secure Travel Plan Evaluation and Support Contributions

3.11 The type, size and scope of the Travel Plan is different for each development, so other relevant aspects may be secured. Standard clauses predominantly used are provided in the county council's [Developer Contributions Guidance](#) (as current), although depending upon the application more specific clauses may be used.

Travel Plan Evaluation and Support Contributions

3.12 To enable the ongoing auditing and supervision of Travel Plans by the county council, an Evaluation and Support Contribution must be secured by Section 106 obligation, linked to the size of development. In the absence of agreed Evaluation

and Support Contribution, the county council would be unable to supervise and assess the long-term implementation the Travel Plan.

Section 93 of the [Local Government Act 2003](#) gives the power to local authorities to charge for discretionary services. These are services that an authority has the power for, but not the duty to, provide.

- 3.13 The Evaluation and Support Contribution enables the county council to engage in a proactive manner in the development, evaluation and support of Travel Plans. A partnership approach between the county council, developer, Travel Plan Co-ordinator and occupants increases the effectiveness of Travel Plans.
- 3.14 While there is no specific Evaluation and Support Contribution associated with Framework Travel Plans themselves, each Full Travel Plan within the site framework will be expected to contribute a separate Evaluation and Support Contribution.
- 3.15 Travel Plan Statements require less input from the county council and an Evaluation and Support Contribution will not generally be sought. It may therefore be acceptable in some cases to secure Travel Plan Statements by planning condition.

The standard level of Travel Plan Evaluation and Support Contribution for residential, workplace, visitor and other Full Travel Plans is £1200 per year of Travel Plan implementation, as set out in **Appendix D: Travel Plan Evaluation and Support Contributions**. Contributions will be index-linked to RPI dated from May 2014 (date of first adoption of this guidance).

The standard level of Travel Plan Evaluation and Support Contribution for Education Travel Plans is £1500 per year of Travel Plan implementation, as set out in **Appendix D: Travel Plan Evaluation and Support Contributions**. Contributions will be index-linked to RPI from March 2020 (date of updated guidance).

Additional contributions

- 3.16 As stated in Hertfordshire County Council's [Developer Contributions Guidance](#) (as current), the county council may seek additional contributions by section 106 agreement for large developments to deliver additional sustainable travel initiatives over and above the Travel Plan, if the objectives or targets of the Travel Plan are not being met, or to otherwise mitigate observed impacts of the development. Such additional contributions may include but are not limited to area wide travel planning and Smarter Choices initiatives.
- 3.17 The need for and specific measures delivered with such contributions would be determined on a case-by-case basis. Developers are encouraged to discuss this with the county council at an early stage.

4. Implementation and management

- 4.1 Before approval, there needs to be clarity about where the responsibility for the Travel Plan and its full implementation and management lies at stages, to ensure that it is effective in delivering its objectives.
- 4.2 The actions to be taken will vary depending on the type of Travel Plan and the nature of the site. Before construction starts, it will be important that the developer:
- Identifies a lead person (the Travel Plan Co-ordinator)
 - Concludes any discussions with third parties
 - Ensures any changes required in the Travel Plan are clarified in accordance with review mechanisms
 - Develops a clear action plan for implementation
 - Establishes any governance arrangements required
 - Ensures final site design is consistent with the approved Travel Plan
 - Establishes liaison arrangements with the county council
- 4.3 As stated in Hertfordshire County Council's [Developer Contributions Guidance](#) (as current) developers should fund delivery of all aspects of the Travel Plan, such as managing and delivering measures, monitoring and employing the Travel Plan Co-ordinator. These commitments should be written into the Travel Plan.

Travel Plan Co-ordinator

A Travel Plan Co-ordinator should be appointed to cover all stages of every Travel Plan.

- 4.4 It is essential that a Travel Plan Co-ordinator is appointed to manage the delivery of all Travel Plans. The Travel Plan Co-ordinator should be appointed at an early stage of the Travel Plan process to inform the development and implementation. They should have knowledge and experience of sustainable travel initiatives and have authority and funding for expenditure on Travel Plan matters.

The developer needs to identify the Travel Plan Co-ordinator who will be responsible for the implementation of the plan, including transition from construction to occupation, and how any future handover to subsequent owners and occupiers of the site will take place.

Contact details for each person appointed to this responsibility should be provided including:

- Name and role within the organisation
- Postal address
- Telephone number and email address

It is good practice to also provide multiple points of contact to maintain continuity in case of changes of personnel.

- 4.5 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 them to undertake the role on a part-time basis alongside other duties in a small development. In circumstances where the development is larger or employs a significant number of employees, it may be necessary for the individual to be employed on a full-time basis. The role of the Travel Plan Co-ordinator will evolve with the Travel Plan, as will the amount of time required to fulfil its obligations.
- 4.6 In some cases a consultancy may be commissioned to act as Travel Plan Co-ordinator. It is important that the consultants are familiar with the site and expect to visit regularly. The developer should remain closely engaged as they will ultimately be responsible for the success of the Travel Plan.

Travel Plan Co-ordinator responsibilities may include:

- Managing the implementation of measures set out in the Travel Plan
- Promotion and marketing of the Travel Plan and its measures, including producing marketing material for incoming site users
- Setting up appropriate management arrangements such as a Travel Plan steering group
- Acting as a point of contact for site occupiers and other stakeholders in respect of the Travel Plan and related issues
- Liaising with the county council in implementing the Travel Plan
- Collecting data and other information relevant to the implementation and future monitoring of the Travel Plan
- Submitting monitoring reports to the county council

Other management arrangements

- 4.7 Other management arrangements or governance structures may be appropriate to oversee the Travel Plan before and after occupation, such as establishment of a steering group, working group or community trust.
- 4.8 Setting up a steering or working group with representatives from a range of site users ensures the Travel Plan meets a full range of requirements and viewpoints and has wide-ranging support. Depending on the travel targeted by the Travel Plan and local context, useful representatives may be from:
- Finance, Human Resources and Facilities Management departments
 - Staff representatives and trade unions
 - Residents' Associations or other committees
 - Local businesses
 - Other local organisations

- Public transport operators
- Senior Leadership Team, pupils or student council, Governors and parents/carers in educational establishments

Information that should be outlined in the Travel Plan includes:

- A description of the group terms of reference
- The purpose of the group
- Membership of the group
- Frequency of meetings
- Responsibility for organising and chairing meetings

The role of Hertfordshire County Council

- 4.9 The county council offers support to developers and Travel Plan Co-ordinators in terms of Travel Plan evaluation, development, implementation and review.
- 4.10 The county council's ability to engage fully with the Travel Plan process is dependent on resource availability, including securing appropriate developer contributions. For Travel Plans required for planning purposes, the level of support provided will depend on receipt of a Travel Plan Evaluation and Support Contribution, to be secured by section 106 agreement.
- 4.11 The following support will be offered to Travel Plan Co-ordinators and those preparing Travel Plans:
- Pre-application and scoping advice for the Travel Plan
 - Evaluation of Draft Travel Plans
 - Assistance and advice on available sustainable travel resources, services and initiatives of relevance to the Travel Plan
 - Monitoring the implementation of Travel Plans
 - Managing Travel Plan monitoring data collected and submitted by the Travel Plan Co-ordinator
 - Participating in the Travel Plan annual review process, including attendance of an annual review meeting
 - Assessment of proposed revisions to approved Travel Plans
 - Promotion, partnering and Travel Plan development opportunities

Measures and action plan

- 4.12 Measures to be implemented vary depending on the type of travel being targeted (workplace, residential, visitor or education), the type of Travel Plan and local conditions including the results of site infrastructure audits and Travel Plan monitoring. Suggested measures to address the objectives of each travel type are provided in **Appendix E: Example Travel Plan measures**.

4.13 An action plan should be included in all Travel Plans clearly setting out the implementation stages of the plan from pre-occupation through handover to review and following occupation. The schedule should include actions to be delivered, timeframes, anticipated costs, and a named person responsible for delivery. It should also set out the monitoring regime and other aspects of Travel Plan implementation.

Residential travel vouchers

4.14 The developer of any residential site, including dwellings within a mixed-use development, must commit to providing a financial incentive on a per unit basis in line with **Table 1: Residential travel voucher incentives for residential developments**. The levels below are a suggested minimum and it may be appropriate to offer a higher level of incentive depending on local circumstances. Residential travel vouchers may relate to public transport and/or cycling incentives, for example free bus travel on new or existing services, vouchers towards bus or rail season tickets, vouchers for cycle equipment.

4.15 Provision of the incentives is the responsibility of the developer, not the county council unless expressly agreed and secured through a section 106 obligation with necessary developer contribution. However, the county council may be able to support with the management (negotiation, production and reimbursement mechanism) of multi-operator bus vouchers through its Intalink Enhanced Partnership at cost to the developer.

Table 1: Residential travel voucher incentives for residential developments

All residential developments (including in mixed-use development)	Unit type	Minimum value per unit
	Flat	£50
	House	£100
Voucher values will be index-linked to RPI dated from May 2014 (date of first adoption of this guidance).		

5. Monitoring

[National Planning Practice Guidance](#) (2014), Travel Plans, Transport Assessments and Statements, paragraph 012:

Travel Plans need to set out clearly what data is to be collected, and when, establishing the baseline conditions in relation to any targets.

Monitoring requirements should only cease when there is sufficient evidence for all parties to be sure that the travel patterns of the development are in line with the objectives of the Travel Plan.

- 5.1 The county council requires developers to commit to a long-term monitoring strategy for their Travel Plan in order to achieve sustainable and lasting results.
- 5.2 Review meetings between the Travel Plan Co-ordinator and the county council are needed to discuss monitoring results and agree any refinement to the Travel Plan that is required to ensure that targets and objectives are met.

Responsibilities

- 5.3 The developer is responsible for monitoring all Travel Plan activity and travel behaviour and reporting this to the county council. Monitoring should be in accordance with an agreed methodology, and the developer should make adequate resources available to the Travel Plan Co-ordinator to do so.
- 5.4 Monitoring is not a one-off activity and should take place on an annual basis for all Travel Plans. The county council's requirements for monitoring are based upon three specific variations:
 - Residential Travel Plans should be in place from first occupation until a minimum of five years following full site occupation
 - Workplace, visitor and other commercial Travel Plans are to be in place for a minimum of five years following first occupation
 - Educational establishments are required to have an accredited Travel Plan to be in place for a minimum of seven years following first occupation
- 5.5 The county council must ensure it has the necessary resources to oversee the ongoing implementation and monitoring of each Travel Plan and does so by securing a section 106 Travel Plan Evaluation and Support Contribution.

Methodology

- 5.6 Travel Plans can be monitored through a combination of methods and the requirements will depend on the Travel Plan type. It may comprise:
 - Multi-modal traffic counts in accordance with the county council's specification
 - TRICS [Standard Assessment Methodology for Travel Plan monitoring](#) ("SAM")

- Questionnaire surveys with an agreed minimum response rate
- Other monitoring approaches such as vehicle parking surveys

5.7 A standardised approach is essential to ensure the collection of consistent and robust data enabling the developer, Travel Plan Co-ordinator and local authorities to monitor progress in achieving Specific, Measurable, Attainable, Realistic, and Time-bound targets, and identify changes to be made to the plan if it is not on course.

5.8 Suggested Travel Plan targets are in **Appendix F: Example Travel Plan targets**.

Full Travel Plans

- Monitoring methodology for each site should be agreed with the county council in the Travel Plan prior to the baseline survey, in line with the monitoring specification in **Appendix G: Multi-modal count monitoring methodology**
- Strategic sites (identified in **Appendix A: Development thresholds requiring Travel Plans**) should undertake in accordance with the TRICS [Standard Assessment Methodology for Travel Plan monitoring](#)
- Multi-modal counts may be supplemented with questionnaire surveys to understand the reasons for travel behaviour

Travel Plan Statements

- Assessment primarily focuses on meeting targets for delivery of site measures and actions, to be monitored through relevant survey methods to be agreed with the county council

Education Travel Plans

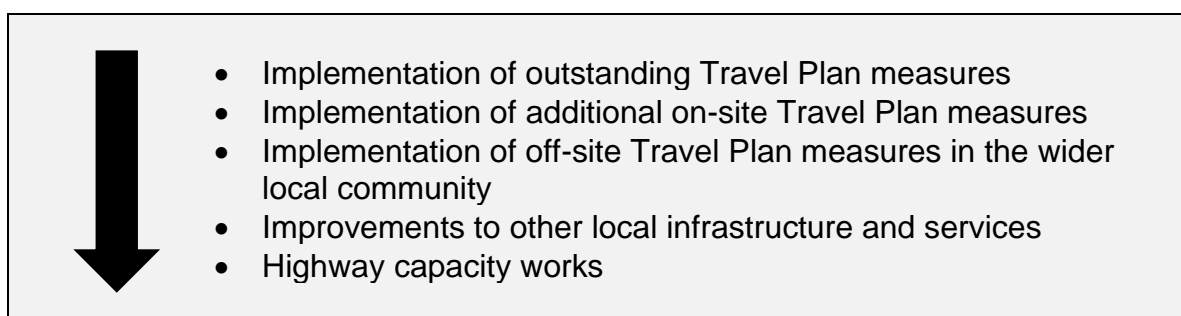
- Monitoring should capture students' travel to and from the location via "hands up" surveys with a minimum response rate of 80% for primary schools and 70% for secondary schools
- Monitoring of staff travel behaviour should be undertaken with questionnaire surveys, and a minimum response rate of 50% is required
- In both cases survey results should be uploaded to [Modeshift STARS – National Accreditation Scheme](#) (or other Travel Plan accreditation scheme recognised by the county council) within 30 days

Travel Plan Review

- 5.9 For workplace, residential and visitor Travel Plans, in all cases monitoring will be managed by the Travel Plan Co-ordinator, with results, implementation updates and recommended revisions shared with the county council within 30 days of data collection in a Travel Plan Review document. Adequate resources should be made available by the developer to commission monitoring to the appropriate standard.
- 5.10 The county council will assess the Travel Plan Review submitted and share comments with the Travel Plan Co-ordinator, including a meeting if required.
- 5.11 Hertfordshire's Travel Plan monitoring system is built into a bespoke database system. The database contains a monitoring application that supports the development and monitoring of Travel Plans in Hertfordshire. Data related to individual Travel Plans enables the county council to monitor the number, status and effectiveness of Travel Plans in Hertfordshire.

6. Enforcement

- 6.1 In the event a Travel Plan is failing to achieve its objectives, remedial measures should be implemented to address the shortcomings. Appropriate remedial action will depend on the nature, scale and severity of the impacts if targets are not met.
- 6.2 Enforcement may also be appropriate where the developer or occupier is not complying with a Travel Plan or associated planning obligation. Negotiation between the county council and developer is the preferred option before taking enforcement action. The aim will be to agree amendments to the Travel Plan as part of the review process to ensure it can meet the agreed objectives.
- 6.3 If negotiations fail to achieve a satisfactory remedy then enforcement action will be considered by the county council. The Travel Plan Co-ordinator will be notified in the form of a Travel Plan Remedial Measure Notice.
- 6.4 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 consistently not met, and remedial measures may include:
- Payments to the county council to cover the costs of implementing measures which were agreed but not implemented
 - Implementation of works expected to remedy the failure
 - Limitations on the way the site can be used in the future, such as partial occupation or restriction on future phases of the development
- 6.5 Remedial measures may be written into the planning obligation used to secure the Travel Plan itself. Inclusion in the planning obligation supports the county council in pursuing sanctions to ensure that remedies are made.
- 6.6 The hierarchy below will be used to determine what level of enforcement is required.



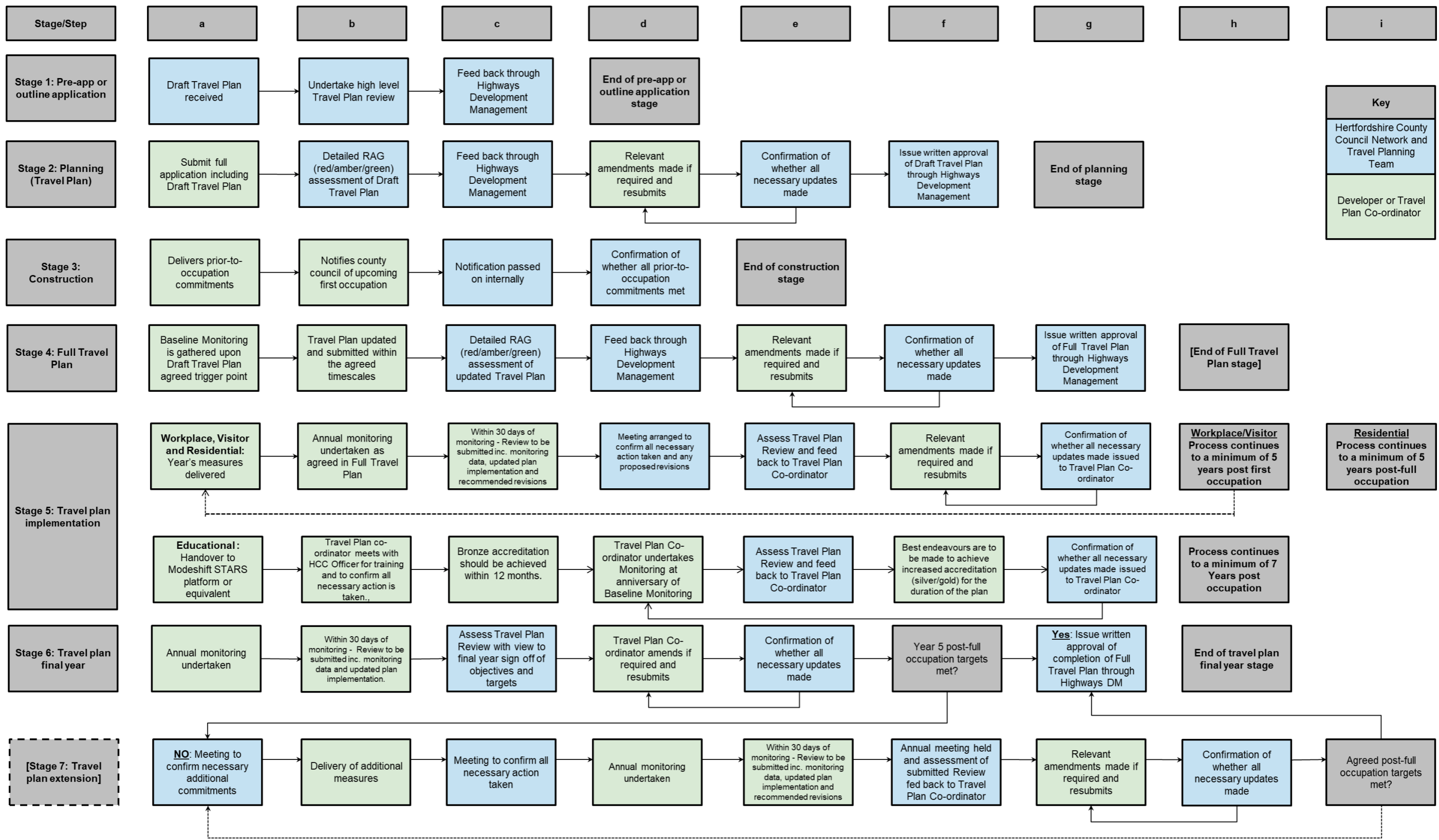
- 6.7 Enforcement action will be required until the impact of the development has been mitigated. Where Travel Plan targets are not met during the agreed monitoring period there will be a further time frame of up to ten years within which mitigation measures can be implemented.

7. Appendix A: Development thresholds requiring Travel Plans

Land Use	Measure	Travel Plan Statement	Full Travel Plan
A1 Food retail	Gross Floor Area	>250<800 sq. m	>800 sq. m
A1 Non-food retail	Gross Floor Area	>800<1500 sq. m	>1500 sq. m
A2 Financial and professional services	Gross Floor Area	>100<2500 sq. m	2500 sq. m
A3 Restaurants and cafés	Gross Floor Area	>300<2500 sq. m	>2500 sq. m
A4 Drinking establishments	Gross Floor Area	>300<600 sq. m	>600 sq. m
A5 Hot-food takeaway	Gross Floor Area	>250<500 sq. m	>500 sq. m
B1 Business	Gross Floor Area	>1500<2500 sq. m	>2500 sq. m
B2 General Industry	Gross Floor Area	>2500<4000 sq. m	>4000 sq. m
B8 Storage or distribution	Gross Floor Area	>3000<5000 sq. m	>5000 sq. m
C1 Hotels	Bedrooms	>75<100 bedrooms	>100 bedrooms
C2 Residential institutions – hospitals, nursing homes	Beds	>30<50 beds	>50 beds
C2 Residential institutions – residential education	Students	>50<150 students	>150 students
C2 Residential institutions – institutional hostels	Residents	>250<400 residents	>400 residents
C3 Dwelling houses	Dwelling unit	>50<80 units	>80 units
D1 Non-residential institutions	Gross Floor Area	>500<1000 sq. m	>1000 sq. m
D2 Assembly and leisure	Gross Floor Area	>500<1500 sq. m	>1500 sq. m
Educational establishments	Increase in pupil numbers and/or further development of the site		
Others	Discuss with the county council		

Strategic sites	Larger developments for specified land uses require TRICS SAM monitoring
C3 Dwelling houses	>250 units
A1 food retail	>2000 sq. m

8. Appendix B: Flowchart of Travel Plan stages



9. Appendix C: Travel Plan Red-Amber-Green evaluation form

Site	
HCC reference	
LPA	
LPA reference	
Evaluation date	
Travel Plan date	
HCC Officer	
This evaluation is accordance with Hertfordshire County Council's Travel Plan Guidance (www.hertfordshire.gov.uk/travelplans). Queries may be directed to travelplans@hertfordshire.gov.uk .	

Overview of comments		
Any recommendations for inclusion in S106		
Plan approved?	Yes	No

Content	Comments		
	Red	Amber	Green
Site details			
Development type			
Use class changes <ul style="list-style-type: none"> • Future use class (and previous if change of use or directly relevant) • Gross floor area 			
Site owner <ul style="list-style-type: none"> • Not always relevant, e.g. workplace or expansion of existing site 			
Site developer <ul style="list-style-type: none"> • Generally residential development, or developer of commercial units without future tenants known 			
Travel Plan author <ul style="list-style-type: none"> • Usually a transport consultancy – although consider relevance if being written by consultants on developer’s behalf (i.e. future ownership) 			
Site location <ul style="list-style-type: none"> • Details of location and map 			
National and local policy background <ul style="list-style-type: none"> • Should be summarised in Transport Assessment – not essential to repeat 			
Travel Plan type <ul style="list-style-type: none"> • Draft Travel Plan • Full Travel Plan • Travel Plan Statement • Framework Travel Plan 			
Objectives			
Travel Plan objectives			

<ul style="list-style-type: none"> • What are the main issues the Travel Plan is seeking to address 			
Travel type targeted <ul style="list-style-type: none"> • Residential • Workplace • Visitors 			
Travel Plan management			
Travel Plan Co-ordinator contacts <ul style="list-style-type: none"> • Interim TPC details = Amber • Full TPC details = Green • No details = Red 			
Secondary contacts			
Statement of senior commitment <ul style="list-style-type: none"> • Statement from developer or management stating commitment to implementing Travel Plan 			
Travel Plan Co-ordinator duties			
Time allocated to role			
Frequency on site <ul style="list-style-type: none"> • Based on or off site 			
Steering group <ul style="list-style-type: none"> • Name • Frequency of meetings • Attendees 			
Other management arrangements <ul style="list-style-type: none"> • Will Travel Plan be handed over to a management company? 			
Internal stakeholders <ul style="list-style-type: none"> • Employees or residents • Mixed use • Large company with different departments 			
External partners <ul style="list-style-type: none"> • Local authorities • Public transport operators 			

<ul style="list-style-type: none"> • Other organisations 			
Package of measures			
General travel information			
Walking			
Cycling			
Public transport			
Reduce the need to travel <ul style="list-style-type: none"> • Home deliveries • High speed internet 			
Residential travel vouchers			
Parking controls (restraint and management)			
Appropriate levels of parking			
Parking management strategy			
Car share parking			
Electric vehicle parking			
Two-wheeler parking			
Freight or delivery measures			
Delivery			
Freight			
Construction			
Targets, monitoring and action plan			
Baseline mode split data <ul style="list-style-type: none"> • Estimated baseline = Amber • Estimates based on TRICS data from Transport Assessment • Actual = Green 			
Modal shift targets <ul style="list-style-type: none"> • Estimated baseline = Amber • Estimates based on TRICS data from Transport Assessment • Actual = Green 			
Monitoring method <ul style="list-style-type: none"> • Multimodal counts in line with methodology 			

<ul style="list-style-type: none"> • TRICS SAM monitoring for strategic sites • Questionnaire survey – to understand why they travel the way they do and what would facilitate change • Ad hoc surveys of facilities use or uptake 			
<p>Monitoring frequency</p> <ul style="list-style-type: none"> • Annual 			
<p>Travel Plan Review frequency</p> <ul style="list-style-type: none"> • Annual • Review report submitted within 30 days of monitoring 			
<p>Travel Plan Evaluation and Support Contribution</p> <ul style="list-style-type: none"> • Secured by section 106 • £1200/1500 per year of implementation 			

10. Appendix D: Travel Plan Evaluation and Support Contributions

- 10.1 Travel Plan Evaluation and Support Contributions should be proportionate and depend on factors including size and type of development, duration of build out, and anticipated transport impact.

Travel Plan Evaluation and Support Contributions for Workplace, Residential, Visitor and other Travel Plans

Size threshold	Contribution required
Full Travel Plans	£1200 per annum
Strategic sites	Subject to discussion with the county council
Other	
Contributions will be index-linked to Retail Price Index (RPI), dated from May 2014 (date of first adoption of this guidance).	

Travel Plan Evaluation and Support Contributions for Education Travel Plans

Size threshold	Contribution required
Full Travel Plans	£1500 per annum
Strategic sites	Subject to discussion with the county council
Other	
Contributions will be index-linked to RPI from March 2020 (date of updated guidance).	

- 10.2 The indicative breakdowns below are estimates of annual costs to the county council to provide developers and Travel Plan Co-ordinators the typical level of support needed to verify and assist the proper implementation and success of a Full Travel Plan in a typical year.

Travel Plan Evaluation and Support Contributions for Workplace, Residential, Visitor and other Travel Plans

Support type		Cost per annum
Analysis and reporting	Analysis of submitted data, data entry, report production	£130
Annual review meeting		£175
Other support	Assisting plan development and implementation, advice on marketing, promotion and events, providing updates on products and services	£203
Technical support	Data analysis, mapping, monitoring visits	£692
Total annual cost		£1200

Travel Plan Evaluation and Support Contributions for Education Travel Plans

Support type		Cost per annum
Analysis and reporting	Analysis of submitted data, data entry, report production	£131
Review meetings each term	Including steering group attendance	£528
Other support	Assisting plan development and implementation, advice on marketing, promotion and events, providing updates on products and services	£841
Total annual cost		£1500

11. Appendix E: Example Travel Plan measures

Workplaces

Strategy	Example measures
Site design	<ul style="list-style-type: none"> • Access points to the site by all modes – greater accessibility options for sustainable travel modes
Reducing the need to travel	<ul style="list-style-type: none"> • Create policy to enable flexible working • Provide audio/video-conferencing facilities and training • Provide on-site services for employees
Active travel	<ul style="list-style-type: none"> • Create a pedestrian and cycle friendly site including cycle parking, routes and other facilities • Provide walkers and cyclists changing facilities • Improvements to the local walking and cycling network • Promotional walking and cycling events • Provide walking and cycling maps • Provide a pool bike service • Provide “Dr Bike” service
Passenger transport	<ul style="list-style-type: none"> • Improvements to local bus and rail infrastructure • Promotion of passenger transport with information • Provide shuttle buses to passenger transport hubs • Provide real time information for bus and rail departures • Financial incentives, including staff discounts and special offers for day and season tickets • Season ticket loans • Provide a guaranteed way home • Consider relationship between timetables and shift patterns
Car sharing	<ul style="list-style-type: none"> • Sign up to a car sharing scheme • Car share promotional events • Provide free, guaranteed or priority parking for car sharers • Provide additional perks • Provide pool cars
Parking management	<ul style="list-style-type: none"> • Limit the parking allocation on site • Create a needs-based parking allocation scheme • Implement car parking charges or other restrictions • Provide electric car charging facilities
Promotion and marketing	<ul style="list-style-type: none"> • Provide personal travel advice to employees • Give welcome packs and induction briefings to new employees, including maps and information on sustainable travel • Publicise the Travel Plan and sustainable travel information on the organisation’s website • Posters, competitions, flyers, events and road shows to promote sustainable travel

Residential developments

Strategy	Example measures
Site design	<ul style="list-style-type: none"> • Permeability of site for pedestrians and cyclists • Requirements for bus routing considered in road design
Improvements to off-site infrastructure	<ul style="list-style-type: none"> • On routes serving the site: <ul style="list-style-type: none"> ○ Creation and enhancement of walking and cycling links ○ Provision of off-site bus infrastructure/bus priority ○ Facilities to improve interchange
Reducing the need to travel	<ul style="list-style-type: none"> • Provide local facilities to improve access to health, education, childcare, retail, employment, leisure and community activities • Home delivery drop-off points • High speed broadband provision to enable homeworking
Active travel	<ul style="list-style-type: none"> • Cycle hubs • Cycle parking for residents and visitors • Pedestrian and cycle infrastructure • Site speed limits • Cycle and walking maps
Passenger transport	<ul style="list-style-type: none"> • Improve on and off-site bus stop infrastructure • Provide bus priority measures • Provide real time information for bus and rail departures • Pump prime new or improved local bus services, community transport and demand responsive transport • Provide financial incentives and taster tickets
Car sharing	<ul style="list-style-type: none"> • Resident car sharing scheme • Car club • Provide taxi service details
Parking management	<ul style="list-style-type: none"> • Parking restraints or car-free sites • Control impact to off-site parking through introduction of Controlled Parking Zones
Promotion and marketing	<ul style="list-style-type: none"> • Travel Plan training for sales and marketing staff • Travel welcome packs with incentives for sustainable travel • Free or discounted tickets for passenger transport, cycles and cycle equipment and car club • Community travel website and notice boards • Community travel events and forums

Visitor sites

Strategy	Example measures
Site design	<ul style="list-style-type: none"> • Accessibility by sustainable modes <ul style="list-style-type: none"> ○ Pedestrian and cycle infrastructure both on and off site, ○ Prominent and quality bus stops
Reducing the need to travel	<ul style="list-style-type: none"> • Offer home delivery services • Promote online shopping
Active travel	<ul style="list-style-type: none"> • Left luggage or cloakroom facilities • Cycle hire outlets • Orientation signage for those arriving by sustainable modes

Passenger transport	<ul style="list-style-type: none"> • Improvements to local bus and rail infrastructure • Pump prime new or improved local bus services, community transport and other demand responsive transport • Adjustment to timings to fit in with existing timetables • Subsidised services for shoppers • Shuttle bus services
Parking Management	<ul style="list-style-type: none"> • Revenue from car parking charges are ring fenced to support sustainable travel measures • Cost of parking is not included within the admission price
Promotion and marketing	<ul style="list-style-type: none"> • Provide information on sustainable access in all promotional literature, posters and websites • Discounts on admission for visitors arriving sustainably • Discounts for large groups travelling together • Developing entry discount packages with local public transport operators

Educational establishments

Strategy	Example measures
Site design	<ul style="list-style-type: none"> • Site permeability and access points to non-car modes • Parking provision/restriction • Wet weather waiting area for parents • Secure storage area for parents to leave pushchairs for linked journeys
Safer Routes to School	<ul style="list-style-type: none"> • On routes serving the school: <ul style="list-style-type: none"> ○ Traffic calming ○ Footpath improvements ○ Crossing points ○ Cycle infrastructure ○ School signage
Active travel	<ul style="list-style-type: none"> • Pedestrian and cycle infrastructure • Cycle and scooter storage • Road safety training • Cycle training and maintenance classes • Park and Stride • Lockers for cycling equipment • School crossing patrol • Walking buses • Showering facilities for staff who cycle
Passenger transport	<ul style="list-style-type: none"> • Ticket discounts • Promotion of bus and rail services around the site • Bus links to key rail stations
Promotion and marketing	<ul style="list-style-type: none"> • Promotional events such as Environment Week • Promote journey planning software • Events, competitions and regular focus weeks on sustainable travel themes • Inclusion of Travel Plan in induction sessions and included on school website

	<ul style="list-style-type: none">• Travel information board and screens• Curriculum work linked to Travel Plan objectives• Promote national campaigns such as Walk to School Week, the BIG Pedal, Clean Air Day, Road Safety Day, Anti Idling• Promotion of active and safer travel in prospectus packs and in home to school agreements• Further measures on Modeshift STARS – National Accreditation Scheme
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12. Appendix F: Example Travel Plan targets

Workplaces

Targets	Indicators
<ul style="list-style-type: none"> • % of employees driving to work will not exceed X% • 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 	<ul style="list-style-type: none"> • % 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

Residential developments

Targets	Indicators
<ul style="list-style-type: none"> • Number of car vehicle trips per occupied unit per weekday will not exceed X • Number of weekday vehicle trips generated daily by the site once fully occupied will not exceed X • Number of peak hour trips 	<ul style="list-style-type: none"> • 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

Visitor sites

Targets	Indicators
<ul style="list-style-type: none"> • Number of car vehicle trips per visitor/shopper trip will not exceed X • 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 	<ul style="list-style-type: none"> • % 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

Educational establishments

Targets	Indicators
<ul style="list-style-type: none">• % of students travelling to the institution by car will not exceed X• 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, cycling and scooting – will be X% or more• Targets should cover all staff working at the institution including support staff	<ul style="list-style-type: none">• % of trips to the institution made by walking• % of trips to the institution made by cycling• % of trips to the institution made by scooting• % of trips to the institution made by bus• % of trips to the institution made by train• % of trips made by park and stride

13. Appendix G: Multi-modal count monitoring methodology

- 13.1 Hertfordshire has numerous residential and employment developments which need to be monitored for adherence to the Travel Plan agreed between the developer and Hertfordshire County Council. In many the size of the developments means the TRICS (UK and Ireland national system of trip generation analysis) [Standard Assessment Methodology for Travel Plan monitoring](#) is not always financially proportionate.
- 13.2 This methodology has been designed as a cost-effective way to estimate trip rates generated by a specific development. These trip rates can then be compared to the Travel Plan agreed with the developer or site occupier. Development sites showing a significant discrepancy between the actual and planned trip rates can be further investigated.

Hertfordshire County Council requirements

- 13.3 For all sites (unless otherwise agreed) Hertfordshire County Council will require a multi-modal traffic count to be conducted, which may be supported by questionnaire surveys. The methodology outlined below should be considered when preparing a monitoring programme and this should be agreed with the county council. Once the process is agreed the dates when monitoring is to take place should be communicated to the county council for verification.

Methodology overview

- 13.4 This methodology is designed for simple sites with clearly defined site boundaries. It is designed primarily to survey residential developments but can be adapted to survey employment areas.
- 13.5 Monitoring carried out under this methodology are intended to show the number of trips generated in a typical day by a given development. Surveys can also show, approximately, what percentage of these trips do and do not use a car.
- 13.6 The following points should be taken into consideration when setting up a site survey and reference included within the proposed monitoring programme:
- 13.7 Site Assessment:
- Site location
 - Boundary
 - Map and/or photos
 - Identification of access points
 - All relevant points by which the site can be accessed by any mode should be included
 - Unofficial access points should be carefully considered
 - Site boundary integrity
 - If the site does not have a clear boundary then a TRICS survey may be more appropriate

- In busy town centres, it is highly likely that retail areas or primary schools will require a more complex survey than most other sites. In this instance, this simplified methodology is not appropriate and a TRICS survey should be used

13.8 When the monitoring should take place:

- For most sites, one survey day will be acceptable
- Most surveys for residential or employment areas can be carried out between Tuesday and Thursday
- For employment sites surveys should start one hour before the site opens and finish one hour after the site closes
- Residential and mixed-use sites may use 12-hour (07:00 to 19:00) or 18-hour (06:00 to 22:00) counts, the approach should be agreed with the county council

13.9 Type of count:

- Consideration as to the information which needs recording and what mechanism can best gather this:
 - Enumerator
 - Strips
 - Camera
 - Other vehicle sensors – innovative technological solutions may collect suitable multi-modal count data
- Different types of count are appropriate for different locations, including:
 - Basic modal count for traffic entering/exiting the site
 - Pedestrian and cycle counters which count pedestrian and cyclist movements, not vehicles
 - Queue counts which count the number of vehicles queueing to a junction
 - Junction counts which count turning movements
 - Manual directional counts which sort every pedestrian, cyclist or vehicle passing the enumerator location into one of thirteen categories

13.10 Parking provision and considerations:

- Onsite parking provision
 - Level of provision
 - Cars
 - Cycles
 - Motorcycles
- Any management or restrictions?
 - An understanding of the parking restrictions in place at a site will give an indication of the likelihood of parking by non-site users, including residents only parking areas or maximum stay limitations
- Use of site parking by non-site users
 - Any nearby facilities that people would park at and walk to the site; failure to take these trips into account will corrupt the results of the survey
- Off-site parking will need to be included in the survey specification if:
 - Parking is likely to be at capacity at any point during the survey

- On-site parking is not available or charged
- It may be possible for streets directly adjacent to the site to be monitored
- Enumerators can be placed in locations where they can observe vehicles parking and observe whether any drivers/passengers enter the site
- Off-site vehicle counts in an agreed local vicinity carried out at regular intervals throughout the survey day
- It should be decided whether vehicles that stop to drop-off/pick up should be distinguished from drivers who park and leave their vehicle to access the site, particularly if the site is near to a primary school or nursery

13.11 Public transport:

- Can public transport be included within the survey?
- Any public transport routes operating onto or through the site?
- Where are the transport hubs? Which exits are most likely to be used to access rail station or off-site bus stops?
- Depending on how close a bus stop is from the site it may be possible to observe pedestrians moving from the site to the bus stop
- Residential developments should with liaise bus operators and county council regarding uptake of residential travel vouchers and bus services established to serve the site