

Haringey Civic Centre

Travel Plan

HCC-BHE-XX-XX-RP-YT-000003

0044501

12 April 2023

Revision P02

Revision	Description	Issued by	Date	Checked
P01	First DRAFT	NM	14/03/23	CM
P02	Final Issue for Planning	NM	12/04/23	CM

[https://burohappold.sharepoint.com/sites/044501/05_Discipline/33_Transport Engineering/03 Reports/Travel Plan/230412 Haringey Civic Centre Travel Plan.docx](https://burohappold.sharepoint.com/sites/044501/05_Discipline/33_Transport%20Engineering/03_Reports/Travel%20Plan/230412%20Haringey%20Civic%20Centre%20Travel%20Plan.docx)

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1 Statement of Support

- 1.1.1 The London Borough of Haringey (LBH) are striving to become one of London's greenest boroughs and seek to deliver a wide range of activity designed to create a 'Greener Haringey', tackle climate change and embed environmental sustainability into everything they do.
- 1.1.2 One of their priorities is to promote sustainable travel with the key aim to reduce car-based journeys and encourage workers, residents and businesses to switch to walking, cycling and public transport.
- 1.1.3 LBH is committed to improving the quality of life for everyone in the borough and is keen to lead by example and act as a role model to residents and the business community by adopting best practice environmental management standards and procurement principles in their own operations.
- 1.1.4 LBH promote sustainable travel options to employees and visitors and support low carbon and active travel transport options for commuting trips and business trips between their office locations.
- 1.1.5 The Council recognises that the majority of their employees reside in the borough and by providing limited car parking and promoting more sustainable modes of transport this will support its strategic priority to make a sustainable difference to the health and wellbeing of Haringey's residents.
- 1.1.6 In accordance with its stated aims, LBH are fully committed to the implementation of this Travel Plan at Haringey Civic Centre and will ensure that sufficient funding and resources are provided to support the implementation, monitoring and progress reporting of this Travel Plan.

2 Introduction

2.1.1 Buro Happold have prepared this Travel Plan on behalf of the London Borough of Haringey (LBH), hereafter referred to as “the Applicant”, for the refurbishment of Haringey Civic Centre (the Site).

2.1.2 The Travel Plan has been prepared in support of an application for full planning permission and listed building consent for the following description of development:

“Refurbishment of existing Civic Centre and redevelopment of the existing rear car park for the erection of a three storey building (plus roof enclosure); 2 x two storey links; creation of central courtyard; and associated landscaping.”

2.1.3 The Site is located at the junction of the High Road and Trinity Road, at the northern edge of Wood Green Metropolitan Centre. The southern boundary of the Site is formed by the Wellman Place Travellers Site, Bounds Green Road and 247 High Road, beyond which is the Church of St Michael. Trinity Primary Academy school forms the west boundary of the Site. Crescent Gardens is an open space directly to the east of the Site.

2.1.4 The Site location is shown on Figure 2.1.

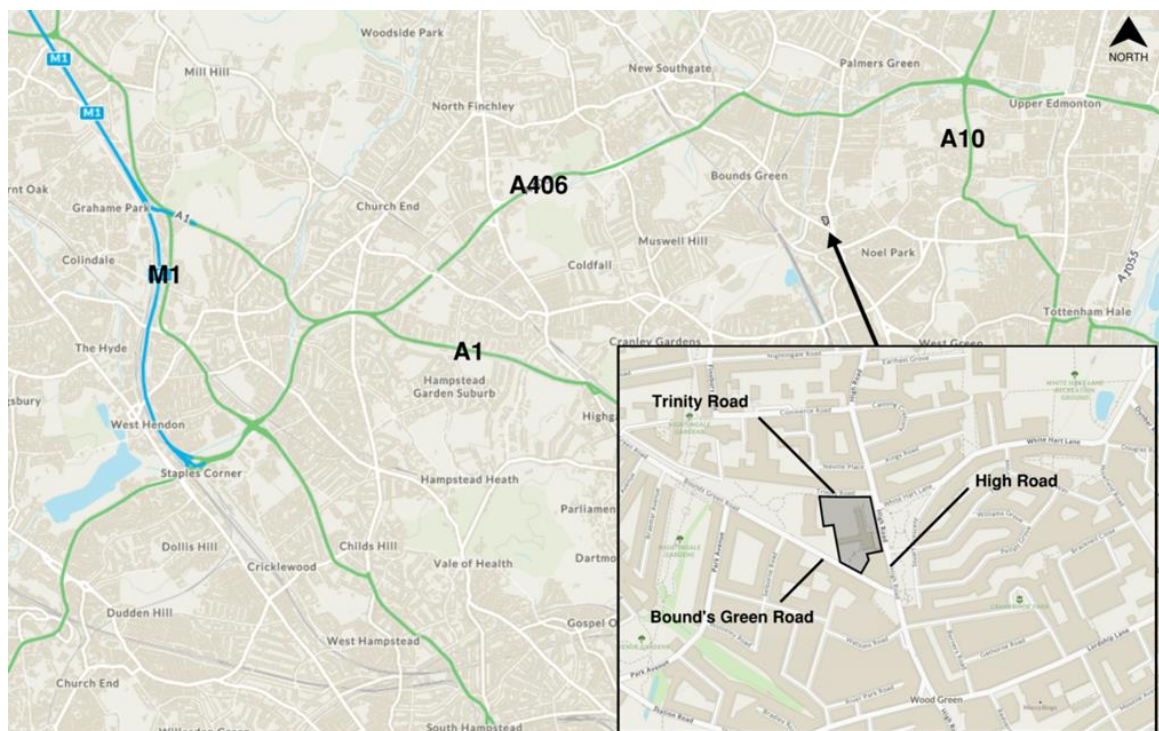


Figure 2.1 Strategic Site Location

2.1.5 Should the application be consented, the proposed development is expected to be operational in late 2026.

2.2 Benefits and Objectives of the Travel Plan

2.2.1 A Travel Plan is a package of practical measures tailored to the needs of individual sites and aimed at promoting more sustainable travel choices and reducing reliance on the car for both regular commuting and business

travel.

2.2.2 The typical benefits of a Travel Plan include:

- The business can benefit from increased productivity generated by healthier, more motivated workforce, potential cost savings, reduced congestion, reduced demand for car parking and improved access by employees, visitors and deliveries;
- By encouraging walking and cycling it will provide opportunities to build healthy exercise into daily life;
- The local community can enjoy lower pollution levels, reduced congestion, reduced journey times, improved public transport services and energy savings; and
- The environment generally can benefit from improved air quality, less noise, and reduced impact of other national and global environmental problems such as global warming.

2.2.3 Through a range of initiatives, the Travel Plan will help the Applicant manage the travel needs of employees and visitors and to increase the range of travel options by which the Site can be accessed. Moreover, the promotion of walking and cycling initiatives will bring environmental and health benefits.

2.2.4 The primary objective of the Travel Plan is to reduce unnecessary vehicular trips to and from the Site, primarily single occupancy private car travel, where suitable alternative modes of travel are available.

2.2.5 The objectives of the Travel Plan include:

- Specify measures to encourage employees and visitors to use travel modes other than the car, especially travel in the car alone i.e. to minimise the number of Single Occupancy Vehicle (SOV) trips;
- Promote the use of public transport, motorcycles, car sharing, walking and cycling when getting to and from the Site;
- Ensure the Site is accessible to all and respects the needs of vulnerable groups such as those with mobility problems;
- Where appropriate, reduce the need for unnecessary travel and ensure that those that do have to travel do so in a way that is sustainable;
- Reduce the environmental impact of travel demand by raising awareness amongst employees and visitors and by encouraging environmentally friendly behaviour; and
- Minimise delivery vehicle trips by appropriate scheduling and/or through emission reduction initiatives.

2.3 General Strategy

2.3.1 This Travel Plan outlines the general strategy for managing multi-modal access at the Site, with a particular focus on promoting access by sustainable modes.

2.3.2 The aim of this Travel Plan is to provide employees and visitors with all the information they need to make sustainable travel choices easier from the outset, before travel habits become entrenched.

- 2.3.3 The Applicant will be responsible for taking this Travel Plan forward and for ensuring that employees are made aware of its contents.
- 2.3.4 This Travel Plan is a 'living document', which will be actively promoted with employees and will be reviewed and revised over time in consultation with the travel planning team at LBH. It will be a continuous process for improvement, requiring monitoring, review and revision to ensure it remains relevant to those using the Site.
- 2.3.5 The Applicant will ensure that sufficient funding and resources are provided over the 5-year timeframe of the Travel Plan to implement the measures and ongoing monitoring required as part of this Travel Plan.
- 2.3.6 Interim baseline modal split estimations have been made for the Site and are set out in Chapter 5, which will be compared and reviewed against the actual modal split obtained from the baseline Travel Survey to be undertaken once the Site is occupied.
- 2.3.7 The Applicant will appoint a Travel Plan Co-ordinator who will act as the promoter of this Travel Plan to secure its implementation, as well as being the key contact for employees and visitors at the Site. The Travel Plan Co-ordinator's role is described in Chapter 3.
- 2.3.8 Whilst preparing this Travel Plan, reference has been made to the following information sources:
- National Planning Policy Framework (NPPF) (July 2021);
 - London Borough of Haringey's Local Plan: Strategic Policies and Development Management DPD (July 2017);
 - London Borough of Haringey's Transport Strategy (March 2018);
 - London Borough of Haringey's Walking and Cycling Action Plan (2022);
 - Transport for London (TfL's) Travel Planning Guidance (November 2013);
 - Greater London Authority (GLA) The London Plan 2021;
 - Government Guidance on Travel Plans, Transport Assessments and Statements (March 2014); and
 - Department for Transport (DfT) Cycle to Work Scheme Implementation Guidance (June 2019).

3 Travel Plan Management

3.1 Travel Plan Co-ordinator

- 3.1.1 Time will be needed to allocated by the Applicant to set up and run the Travel Plan. This is best achieved by appointing a Travel Plan Co-ordinator who will be responsible for the management and maintenance of the Travel Plan.
- 3.1.2 The Travel Plan Co-ordinator will act as the promoter of the Travel Plan to secure its implementation, as well as being the key contact for employees at the Site.
- 3.1.3 The Travel Plan Co-ordinator role can be fulfilled by a nominated representative accommodated alongside their other duties within LBH, or an appropriate consultant could be appointed by the Applicant. It would ideally be someone located either on-Site or making regular visits to the Site. In this way, they can become a familiar face, and someone known to 'champion' the sustainable measures of the development.
- 3.1.4 The Travel Plan Co-ordinator is responsible for:
- Overseeing the development and implementation of the Travel Plan and for promoting the objectives and benefits of the Travel Plan;
 - Designing and implementing effective site-wide marketing and awareness raising campaigns to promote the Travel Plan and encourage employees and visitors to use more sustainable means of transport, particularly active travel modes wherever possible;
 - Highlighting the objectives and philosophy of the Travel Plan to all employees and visitors;
 - Obtaining and maintaining commitment and support from senior managers, staff etc;
 - Co-ordinating the necessary data collection required to develop the Travel Plan, which includes arranging for the Travel Survey to be carried out to establish travel patterns at the Site (discussed in Chapter 7) and devising possible incentives for employees to complete and return their questionnaires;
 - Agreeing the Travel Survey questionnaire format with the travel planning team at LBH and devising possible incentives for employees to complete and return their questionnaires;
 - Collation of all the Travel Survey information and entering it onto a database to help identify travel requirements and set targets for reducing single occupancy car trips and increasing sustainable travel modes;
 - Offer Personalised Travel Planning guidance to employees;
 - Acting as a point of contact to all employees and visitors requiring information in relation to sustainable travel as well as for exchanging ideas and best practice with other organisations;
 - Liaising with the travel planning team at LBH and local public transport operators; and
 - Co-ordinating the monitoring programme of the Travel Plan and producing Monitoring Reports (as discussed in Chapter 7).

3.2 Travel Plan Steering Group

- 3.2.1 The Travel Plan Co-ordinator will set up a Travel Plan Steering Group (Green Group Forum) open to all employees at the Site. Meetings will be undertaken at a convenient time to ensure that all employees who wish to attend are able to do so.
- 3.2.2 The Travel Plan Steering Group is intended to allow the Travel Plan Co-ordinator and employees to discuss and share information relating to travel planning.
- 3.2.3 The Travel Plan Co-ordinator will extend the invitation for attendance to local organisations, such as cycle groups, cycle shop traders and car club/public transport operators. These groups will be encouraged to feed into the future direction of the Travel Plan.

3.3 Securing the Travel Plan and Funding

- 3.3.1 The baseline modal split will be reserved for agreement with the travel planning team at LBH after the initial baseline travel survey has been undertaken.
- 3.3.2 The Applicant will ensure that the Travel Plan Co-ordinator is provided with sufficient funding and resources to implement and monitor this Travel Plan.
- 3.3.3 It is envisaged that the Applicant's commitment to the Travel Plan strategy would be secured through a suitably worded planning condition and s106 obligation.

4 Site Accessibility

4.1.1 This chapter describes the accessibility of the Site.

4.2 Site Location

4.2.1 The Site location is shown on Figure 4.1 in the context of the local transport network (Underground and rail stations and the highway network)

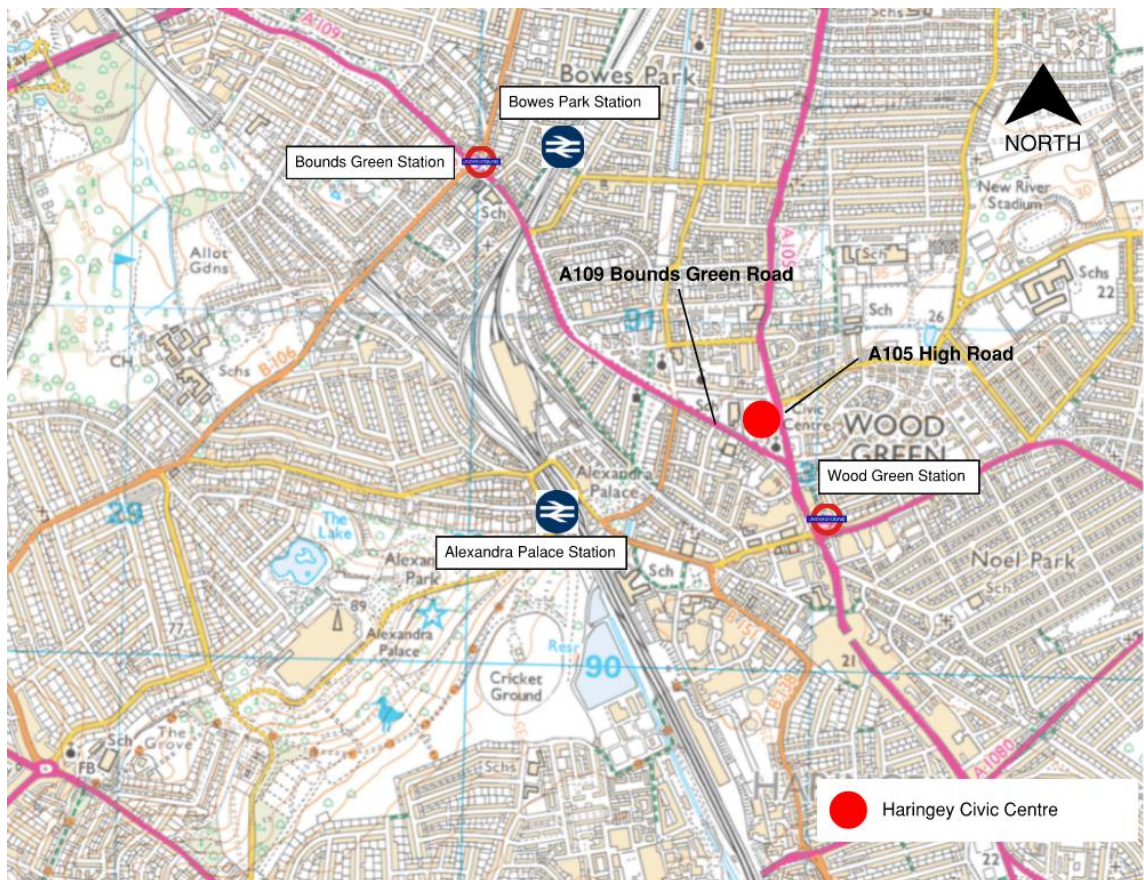


Figure 4.1 Site Location

4.3 Walking and Cycling Accessibility

4.3.1 The pedestrian / cycle network in the vicinity of the Site is indicatively shown on Figure 4.2.

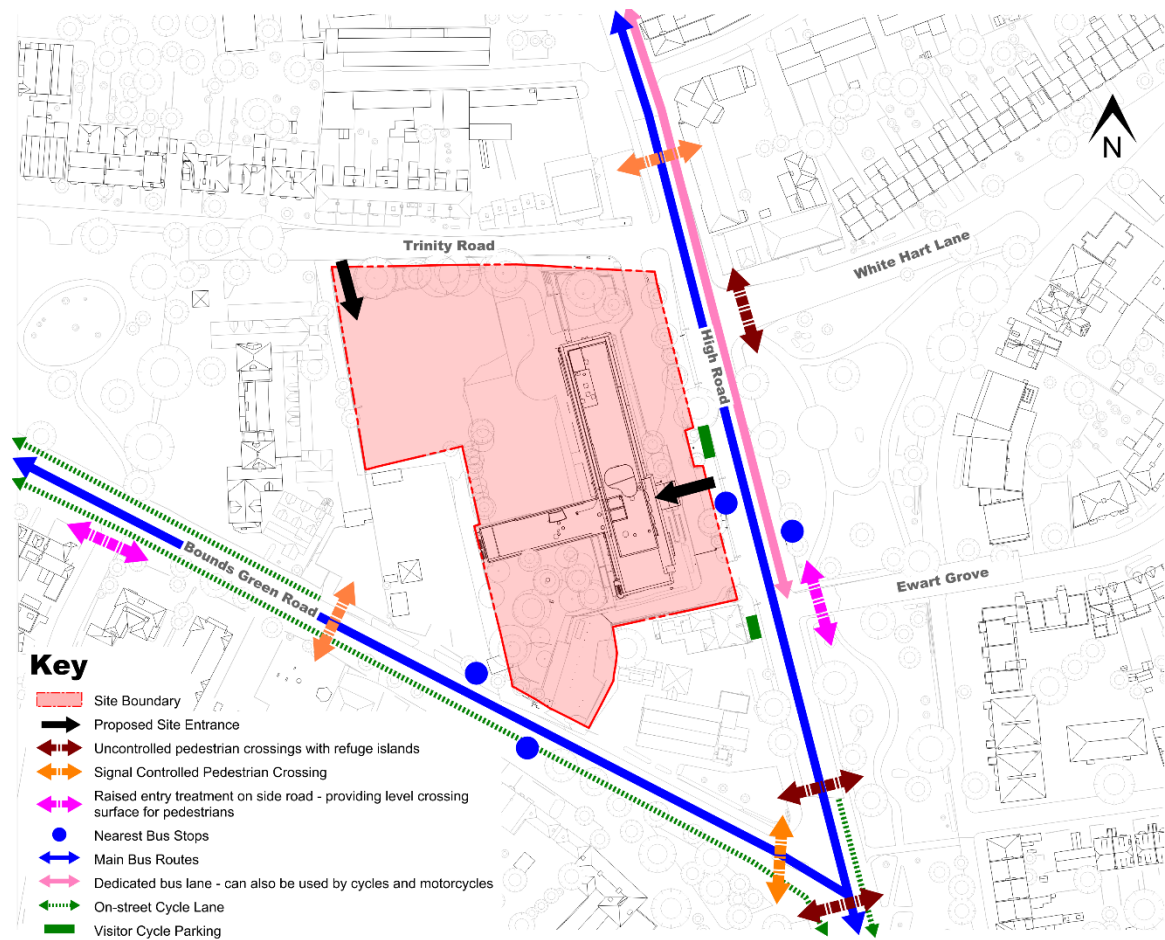


Figure 4.2 Pedestrian / Cycle Accessibility in the Vicinity of the Site

4.3.2 Figure 4.3 shows the areas that can be reached within a 5, 10 and 15-minute walk based on typical walking speeds.



Figure 4.3 Walking Journey Time Isochrones

- 4.3.3 The Site is within a few minutes' walk of Wood Green Underground station and around 10 minutes' walk from Alexandra Palace national rail station.
- 4.3.4 It is also in close proximity (within a few minutes' walk) from the numerous amenities situated along High Road as well as the local bus routes along both High Road and Bounds Green Road.
- 4.3.5 Figure 4.3 shows the areas that can be reached within a 10, 15 and 20-minute cycle based on typical cycling speeds. TfL consider a 20-minute cycle to be the maximum journey time to support active travel.

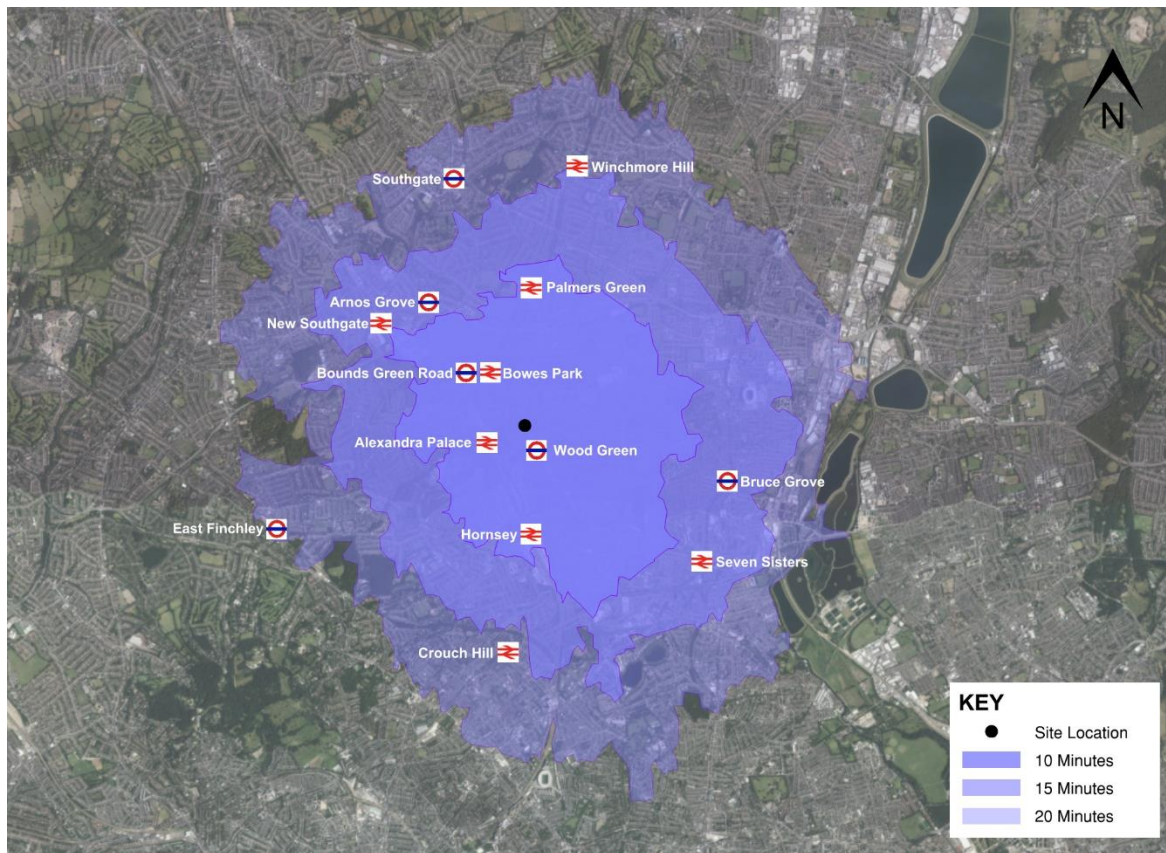


Figure 4.4 Cycle Journey Time Isochrones

- 4.3.6 Key destinations that can be reached within a 10 to 15-minute cycle include Muswell Hill, Palmers Green, Tottenham and Hornsey, and a 20-minute cycle from Crouch Hill, East Finchley, Southgate and Edmonton.

4.4 Public Transport Accessibility

- 4.4.1 Public Transport Accessibility Level (PTAL) is a measure of connectivity by public transport used as a means for measuring access to the public transport network. PTAL indicators range from 1 to 6 where 1 is 'very poor' and 6 is excellent'.
- 4.4.2 Figure 4.5 shows an extract of the Public Transport Accessibility Level (PTAL) map for the Site (taken from Transport for London's WebCAT tool). It shows that the majority of the Site has an excellent level of accessibility to public transport (PTAL 6a / 6b).

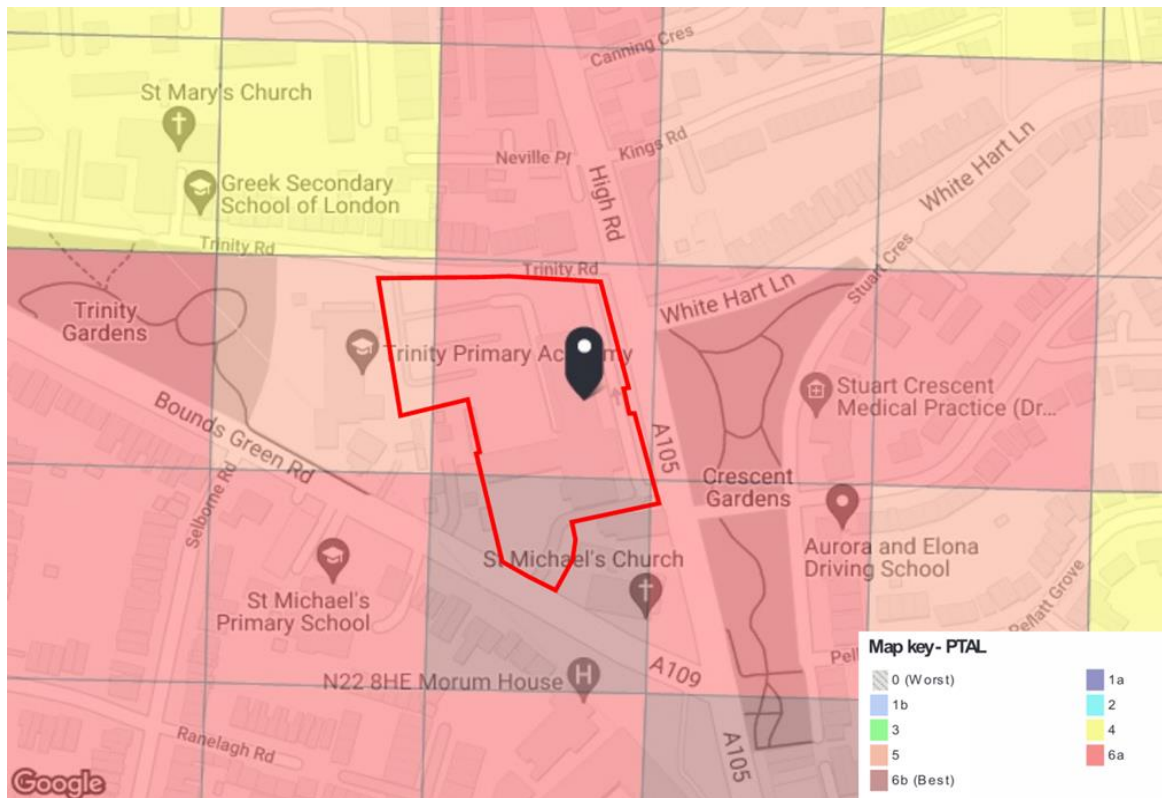


Figure 4.5 Public Transport Accessibility Level (PTAL)

Bus

- 4.4.3 A bus spider map is included in Appendix A, which is a schematic diagram showing the bus services serving the Site and surrounding area.
- 4.4.4 Figure 4.6 shows the location of bus stops within easy walking distance of the Site (5-minute walk or less) and the bus routes that serve them.



Figure 4.6 Nearest Bus Stops in the vicinity of the Site

- 4.4.5 Bounds Green Road and High Road form the main bus route corridors in the vicinity of the Site with a total of 35 bus services along Bounds Green Road and seven bus services along High Road in each direction. A summary of the bus service frequencies is shown in Table 4.1.

Table 4.1 Bus Services and Frequencies in the Vicinity of the Site

Bus Route Corridor	Bus Route Number	No. Bus Services in AM/PM Peak Hours (Typical Weekday per direction)
High Road Northbound	121, 141, 232, 329, 629, N29, W4	35
High Road Southbound	121, 141, 232, 329, 629, N29, W4	35
Bounds Green Road Eastbound	221, N91	7
Bounds Green Road Westbound	221, N91	7
Total Buses in Peak Hour =		84 *

*N29 and N91 are Night Bus services which do not run during the AM/PM peak hours so are not included in the total bus numbers

National Rail and London Underground

- 4.4.6 The Site is located around 300 metres (2 to 3 minutes' walk) north of Wood Green Underground station.
- 4.4.7 Wood Green is on the Piccadilly Line, with services northbound towards Cockfosters via Arncliffe Grove and southbound via Kings Cross and Piccadilly Circus to Heathrow Terminals 2, 3, 4 and 5. Services are every five minutes approximately.

4.4.8 Typical journey times from Wood Green station via the Piccadilly Line are indicated below:

- Kings Cross St Pancras = 15 minutes
- Piccadilly Circus = 25 minutes
- Earls Court = 35 minutes
- Heathrow Terminals 2, 3 and 4 = 1 hour 10 minutes

4.4.9 The nearest national rail station to the Site is Alexandra Palace, which is located around 800 metres (10-minutes' walk) south-west of the Site (refer to Figure 4.3).

4.4.10 Alexandra Palace station is managed by Great Northern with services towards Stevenage, Moorgate, Welwyn Garden City, Hertford North and Gordon Hill. Typical peak hour train frequencies from Alexandra Palace are shown in Table 4.2.

Table 4.2 National Rail Services from Alexandra Palace Station

Destination	Weekday Peak Hour Services (trains per hour)
Welwyn Garden City	5
Moorgate	10
Stevenage	2
Hertford North	5
Gordon Hill	2
Total	24

4.4.11 Typical train journey times from Alexandra Palace station are indicated below:

- New Barnet = 8 minutes
- Highbury & Islington = 12 minutes
- Moorgate = 20 minutes
- Welwyn Garden City = 30 minutes
- Stevenage = 45 minutes

4.5 Access Provision for the Mobility Impaired

4.5.1 All public bus services operating in the vicinity of the Site are wheelchair accessible with low floor access and have at least one wheelchair accessible space as well as suitable handrails and priority seating.

4.5.2 Local crossing facilities in the vicinity of the Site generally provide suitable drop kerbs and tactile paving to assist the mobility impaired and signal-controlled crossings have rotating tactile cones on the pushbutton units to assist the partially sighted.

4.5.3 In terms of train travel, Wood Green and Alexandra Palace stations are not currently accessible to wheelchair users due to the escalators / steps provided between the platforms and street level.

4.5.4 Three accessible car parking bays are proposed to adjacent to the main entrance to the Civic Centre building

on High Road, which will incorporate the 1.2-metre-wide safety zone at the rear and the side of the bay to allow for boot access and cars with rear hoists. A further five enlarged parking spaces are also provided in this location that can be used by people with disabilities, should additional spaces be required.

5 Mode Split and Targets

5.1 Site Users

- 5.1.1 The proposed development would see Haringey Civic Centre being refurbished and developed in order to bring it back into use by the Council.
- 5.1.2 On a typical weekday, there will be approximately 800 office employees during the core hours of 08:30 to 18:00 plus a number of external visitors that attend meetings by appointment, which would include 100 to 120 visitors and community groups of 70 to 100 people. It is therefore reasonable to assume that up to 1,030 people may be in the building at any one time.
- 5.1.3 The ancillary café proposed at the Site will not be open to the general public and would therefore only be used by employees/visitors associated with the Civic Centre i.e. linked trips by those already on-Site working or attending a meeting or function.
- 5.1.4 In addition to typical Weekday operations at the Site, there will also be a certain number of evening events that take place at the Site on Weekdays, including monthly cabinet meetings, planning committee meetings and other Council-related meetings/functions. These evening events typically operate between 18:00 and 22:00 and up to 350 people could attend these events although many of these will include employees / visitors already working at the Site during the day.
- 5.1.5 Weekend operations at the Site would be less frequent, with the reception, meeting rooms and welcome space at the ground floor likely to be the only areas that would be in use at weekends and/or when an occasional event takes place in the Council Chamber. A worst-case has been assumed that up to 350 people could be on-Site at the weekend, noting that generally there wouldn't be anyone in attendance after 20:00 at the weekend.

5.2 Baseline Mode Split

- 5.2.1 The estimated modal split of person trips at the Site has been extracted from the Transport Assessment submitted with the planning application, which is set out below in Table 5.1.

Table 5.1 Baseline Mode Split (Interim)

Main Mode	Mode Split
Car Driver	5%
Car Passenger	3%
Taxi	0%
Motorcycle	0%
Bus	39%
Underground	19%
Train	12%
Cycle	4%
Walk	18%
Total	100%

- 5.2.2 Table 5.1 represents the interim baseline modal split for the purpose of this Travel Plan. This will be compared and reviewed against the actual modal split obtained from the baseline Travel Survey that will be undertaken once the Site becomes occupied (monitoring surveys are discussed in Chapter 7).
- 5.2.3 The interim baseline modal split shows that 92% of trips are expected to be made by sustainable travel modes.
- 5.2.4 The total number of person trips by each mode is shown in Table 5.2, which has been extracted from the Transport Assessment submitted with the planning application.

Table 5.2 Total Trip Generation by Mode (AM/PM Peak Hours)

Mode	AM Peak (08:00-09:00)			PM Peak (17:00-18:00)		
	In	Out	Total	In	Out	Total
Car Driver	23	1	24	1	22	22
Car Passenger	13	1	13	0	12	12
Taxi	0	0	0	0	0	0
Motorcycle	0	0	0	0	0	0
Bus	182	8	190	7	170	177
Underground	88	4	92	3	82	85
Train	56	2	59	2	53	55
Cycle	19	1	20	1	18	18
Walk	82	4	85	3	76	79
Total	462	20	482	17	432	449

5.3 Targets

- 5.3.1 Modal travel targets provide the Travel Plan Co-ordinator and the travel planning team at LBH a means to measure the performance of the Travel Plan and to adjust the range of initiatives accordingly.
- 5.3.2 In line with the Mayor's Transport Strategy and LBH's general sustainable strategies to promote the use of public and greener transport and in particular to encourage greater levels of walking and cycling, Table 5.3 sets out preliminary/interim targets for Years 1, 3 and 5, which seeks to increase cycling from 3% to 10% and walking from 18% to 20% over the 5-year timeframe of the Travel Plan. These targets are considered to be SMART (Specific; Measurable; Achievable; Realistic and Time-bound).
- 5.3.3 Whilst it may be appropriate to encourage locally-based employees to walk, the full potential for the 20% target would need to be determined once the baseline Travel Survey has been undertaken. Similarly, the percentage of car driver trips are expected to be low (5%), and whilst the intention would be to lower this where possible, the full potential for a target reduction of 2% would need to be determined once the baseline Travel Survey has been undertaken. The Travel Plan Co-ordinator will nevertheless seek to reduce unnecessary vehicular trips to and from the Site, primarily single occupancy private car travel.

Table 5.3 Interim Mode Split Targets

Mode	Mode Split			
	Year 0 (Baseline)	Year 1	Year 3	Year 5
Increase Cycling by 6%	4%	6%	9%	10%
Increase Walking by 2%	18%	18%	19%	20%
Reduce Car Driver mode by 2%	5%	4%	4%	3%

- 5.3.4 These interim targets would be subject to review with the travel planning team at LBH once the baseline Travel Surveys have been completed following occupation.

6 Travel Plan Initiatives and Measures

- 6.1.1 This chapter of the Travel Plan outlines the measures and initiatives that will be implemented to encourage a mode shift towards more sustainable travel, in particular active travel and reduce car driver and SOV trips.
- 6.1.2 The Travel Plan Co-ordinator can draw upon a wide range of supporting initiatives offered by the travel planning team at LBH, public transport providers, charities and community support groups, some of which have been included. The Travel Plan Co-ordinator will be responsible for reviewing and updating these measures as part of their ongoing role in relation to the Travel Plan.

6.2 Travel Information Pack

- 6.2.1 The Travel Plan Co-ordinator will be responsible for the marketing and publicity of all travel information and Travel Plan initiatives at the Site in discussion with the Applicant and other key stakeholders.
- 6.2.2 The Travel Plan Co-ordinator will prepare a Travel Information Pack to be given to all employees highlighting the objectives and philosophy of the Travel Plan, which will include promotional information in relation to cycling and walking, as well as details relating to public transport and local car share schemes discussed later in this chapter.
- 6.2.3 The production of the Travel Information Pack will be funded by the Applicant and will be prepared at least 3 months prior to occupation. The Travel Plan Co-ordinator will ensure that it is given to all employees prior to their occupation of the Site.
- 6.2.4 A key role of the Travel Information Pack is to raise awareness of the sustainable travel initiatives being implemented through the Travel Plan including:
- **Access initiatives:** A map showing local cycling, walking and public transport routes to/ from the Site, together with the locations of any key local facilities (such as shops, cashpoint etc) within walking distance. Sources of further information will also be included such as Tfl's Journey Planner (<https://journeyplanner.tfl.gov.uk>).
 - **Promotion of key services and facilities:** Details of key services and facilities will be provided within the Pack, including a map indicating the location of cycle parking, cycle maintenance facilities, electric charging spaces etc.
 - **Promotion of car share clubs:** Details of London car sharing websites such as www.zipcar.co.uk and www.citycarclub.co.uk will be included within the Pack..
- 6.2.5 As part of the Travel Information Pack, the Travel Plan Co-ordinator will offer personalised travel planning guidance to employees. This will include help in providing localised, simplified travel information on their best option for use of other sustainable means of transport as an alternative to private vehicles. This will be combined with information regarding any incentives available to employees (such as public transport/cycle subsidies etc).
- 6.2.6 The Travel Information Pack will be reviewed annually by the Travel Plan Co-ordinator and updated where appropriate.

6.3 Measures to Promote Walking and Cycling

- 6.3.1 Encouraging walking and cycling gives opportunities to build healthy exercise into daily life.
- 6.3.2 The scheme will provide a total of 136 'long stay' cycle parking spaces for employees. This will include 26 spaces provided in standard Sheffield stands, seven larger size cycle spaces to accommodate non-standard / larger cycles, and 103 spaces in the form of two-tier cycle racks. The long-stay cycle parking is provided in two separate stores located to the front and rear of the Annex building close to building entrance points. The stores are secure (access controlled) and well-lit enclosures with full roofs to provide weather protection. Shower, locker and changing facilities within the building for employees at the Site who walk / cycle to work.
- 6.3.3 34 'short-stay' cycle parking spaces are provided for visitors at the Site in the form of Sheffield stands. The visitor cycle parking is located adjacent to the main entrance to the Civic Centre on High Road.
- 6.3.4 The Travel Plan Co-ordinator will monitor the cycle parking provision at the Site, in discussion with the Applicant, to ensure that the amount of cycle parking meets the demand and to ascertain whether any further improvements are necessary, including provision of additional cycle parking spaces, should demand require it.
- 6.3.5 As part of the Travel Information Pack, employees will be asked to express their interest in provision of a 'Bike Doctor' event to provide the opportunity for cyclists to meet informally and discuss cycling related issues and/or whether they may be interested in championing a Bicycle User Group (BUG), which will be set up by the Travel Plan Co-ordinator if required. The Applicant will also provide free cycle health checks at 'bike doctor' sessions (by appointment only) with details included in the Travel Information Pack.
- 6.3.6 The Travel Plan Co-ordinator will also investigate provision for an electric bike / scooter trial for employees.
- 6.3.7 The Travel Plan Co-ordinator will encourage employees to walk and cycle by circulating information on the following:
- 'Bike Week' during 5th to 11th June 2023 (www.bikeweek.org)
 - Local cycle training courses in Haringey, which are generally free for anyone living or working in LBH (further information can be found at <https://www.cycleconfident.com/sponsors/haringey/>)
 - Information on upcoming free or subsidised Dr Bike sessions or bike maintenance courses provided by LBH (<https://www.cycleconfident.com/sponsors/haringey/>)
 - National Walking Month, which includes 'walk to work' and 'walk to school' week (www.livingstreets.org.uk)
 - The location of nearby cycle docking stations and cycle retail shops (including contact details), and
 - The Cycle to work scheme provided by the Applicant. Cycling to work is encouraged by the Government's green transport plan, which introduced a tax exemption allowing employers to loan cycles and cyclists' safety equipment to employees as a tax-free benefit. Details of this are set out in the Department for Transport's (DfT) 'Cycle to Work Scheme Implementation Guidance', which can be found on the DfT's website at www.gov.uk/government/publications/cycle-to-workscheme-implementation-guidance.
- 6.3.8 The Applicant will also consider offering incentives periodically to employees to promote cycling such as loans, discounts and vouchers towards the cost of purchasing a bicycle and/or bicycle equipment.

- 6.3.9 The Applicant/Travel Plan Co-ordinator will also liaise with LBH to determine whether there are any local initiatives in place seeking to increase levels of physical activity and facilitate sustainable travel initiatives and where appropriate, will include details in the Travel Information Pack.

6.4 Measures to Promote Public Transport

- 6.4.1 The Travel Information Pack will include details on where to obtain current timetable information for local bus and rail services. This will also be displayed on notice boards (and/or through web-based informational material such as an employee Intranet), together with any new travel initiatives or events organised as part of the Travel Plan.
- 6.4.2 The Applicant provides interest free season ticket loans and subsidised travel passes for employees using public transport and this will be highlighted in the Travel Information Pack .

6.5 Measures to Promote Car Sharing

- 6.5.1 Initiatives like car sharing and car clubs can provide an effective alternative to car ownership. They save on the associated running costs of a car and can also save on charges such as parking and the Congestion Charge.
- 6.5.2 Car clubs work by giving member's access to a car on a short-term rental basis and charging by the hour or by the day. Members pay a membership fee which entitles them to have access to a car when they need it.
- 6.5.3 Car sharing schemes aim to encourage individuals to share private vehicles for particular journeys. They include informal arrangements for sharing trips between individuals at neighbourhood, workplace and even household level, as well as formal schemes with elaborate arrangements for trip matching, often focused on commuting journeys.
- 6.5.4 Details on car clubs/car sharing will be given in the Travel Information Pack and displayed as part of any travel information.
- 6.5.5 Where appropriate, the Travel Plan Co-ordinator will encourage employees to join a car-sharing scheme and will promote car sharing to minimise single occupancy vehicle trips.
- 6.5.6 The Applicant will consider the provision of dedicated or preferential car parking spaces at the Site for car sharers.
- 6.5.7 In the event of an emergency causing one of the car sharers to leave work unexpectedly, the car share passenger can use the 'guaranteed lift home' scheme provided by the Applicant. In the first instance the passenger should seek a lift from another colleague or take public transport; but if neither option is available, they can take a taxi and reclaim it through expenses.

6.6 Flexible Working

- 6.6.1 Flexible working is a way of working that suits an employee's needs, for example having flexible start and finish times, or working from home. By its very nature, flexible working makes an organisation more environmentally sustainable. Employees working from home for just one day per week for example would reduce the emissions associated with their commuter travel and the carbon footprint of the business.
- 6.6.2 The Travel Plan Co-ordinator will highlight the sustainability benefits of home working in the Travel Information Pack and will include details on any home working policies.

6.7 Electric and Low Emission Vehicles

- 6.7.1 To encourage the take up of electric vehicles and reduce carbon emissions, three car parking spaces at the Site will be provided with electric vehicle charging points. Additional electric vehicle charging points could be provided in the future if determined by demand.
- 6.7.2 In light of the Government's commitment to end the sale of new petrol and diesel cars in the UK by 2030, the Low Emission Zone (LEZ) in London, which operates to encourage polluting diesel vehicles to become cleaner, and the LBH's business ethos to prioritise low carbon transport and reduce pollution, it is envisaged that this will strongly influence the type of vehicles used at the Site and encourage the use of zero-emission vehicles.

6.8 Deliveries

- 6.8.1 The Travel Plan Co-ordinator will monitor servicing activity at the Site to ensure that service vehicles wait/stop at an appropriate location and do not create congestion. The Travel Plan Co-ordinator will also seek to minimise deliveries at non-peak times wherever possible.

7 Monitoring and Review

7.1 Monitoring Surveys

- 7.1.1 An important part of any Travel Plan is the ongoing monitoring of its effectiveness. Regular monitoring and reviewing will help to gauge any progress made towards achieving targets and objectives.
- 7.1.2 This Travel Plan will be monitored regularly by the Travel Plan Co-ordinator in close discussion with the Applicant and the travel planning team at LBH.
- 7.1.3 A baseline Travel Survey is an essential part of this monitoring process. It is carried out in order to identify the proportion of employees and visitors travelling by each mode of transport (i.e. the modal split).
- 7.1.4 The information gathered from this survey will also be used to understand the needs of employees and visitors and will form an evidence base for the measures that are developed by the Applicant/Travel Plan Co-ordinator.
- 7.1.5 The Travel Survey will take the form of a self-completion questionnaire and the Travel Plan Co-ordinator will agree the details of this in discussion with the Applicant and the travel planning team at LBH. Surveys may be undertaken online or via hard copy, whichever is considered to be the most appropriate to ensure a good and representative response.
- 7.1.6 The Travel Survey will establish the baseline mode split for the main mode of travel being used (i.e. mode used for the longest distance) and will define SOV car trips and car share trips separately. The Travel Plan Co-ordinator will also consider collecting other data such as home postcodes, working hours, reasons for travel choice and identification of any barriers to travelling, which will assist with providing a personalised travel planning service.
- 7.1.7 The baseline Travel Survey will be used to check against the interim mode split targets set out in Chapter 5 to determine if they are reasonable.
- 7.1.8 The Travel Plan Co-ordinator will consider providing a suitable incentive, such as a prize draw for retail vouchers, to encourage employees and visitors to complete and return their questionnaires and help maximise the response rate.
- 7.1.9 The Travel Plan Co-ordinator will seek a minimum Travel Survey response rate of 30% in order to obtain a representative survey sample and will try to ensure that surveys are undertaken at a similar time each year for consistency, year (for consistency) and in a 'neutral' month avoiding school / public holidays.
- 7.1.10 At the same time as this Travel Survey, the Travel Plan Co-ordinator will also monitor the car parking, coach parking and cycle parking usage.
- 7.1.11 This baseline Travel Survey will be undertaken within 6 months of first occupation or at 75% occupancy, whichever comes sooner and will then be repeated at Year 1, Year 3 and Year 5.
- 7.1.12 In addition, it is recommended that all trips to and from the Site would be monitored using the Standard Assessment Monitoring (SAM) process developed by TRICS (Trip Rate Information Computer System), which is the industry standard for measurement of trip generation from developments and for monitoring and assessing the effectiveness of travel plans (as recommended by TfL).

- 7.1.13 SAM uses long established TRICS methods of multi-modal data collection enhanced with comprehensive information on travel plan details to produce robust travel plan survey results. This SAM Survey would be undertaken following Site-wide full occupation at Year 1 and again at Year 3 and Year 5.
- 7.1.14 The SAM Survey would generally cover the following:
- Site audit;
 - On-Site parking supply and usage;
 - Inbound and outbound movements by all travel modes on a typical day;
 - Vehicle occupancy.
- 7.1.15 The multi-modal and parking surveys would generally be undertaken by the TRICS managers (currently JMP Consulting, acting on behalf of the TRICS database owners) to ensure consistency. The remaining survey items (i.e. Site audit and uptake of travel planning measures) could be undertaken by the Travel Plan Co-ordinator but could also be undertaken by JMP Consulting if required.
- 7.1.16 Following the SAM Survey, TRICS would produce an independent summary report detailing the analysis of the survey data, which would be submitted to the Applicant/ Travel Plan Co-ordinator and to the travel planning team at LBH who can use it to check the performance of the Travel Plan.
- 7.1.17 Typically, the cost of a SAM Survey is estimated to be between £1,500 and £7,000 (exclusive of VAT) depending on the complexity of the Site. The exact cost would be determined in discussion with JMP Consulting and the Applicant will cover these costs.

7.2 Reporting

- 7.2.1 The Travel Survey results will be used to monitor the implementation of the Travel Plan and to set targets for promoting sustainable and healthy travel.
- 7.2.2 The monitoring programme starts with the initial baseline Travel Survey (triggered at 75% occupancy or within 6 months of first occupation whichever comes sooner). Targets will be reviewed in line with the results of these monitoring surveys.
- 7.2.3 A Monitoring Report would be prepared by the Travel Plan Co-ordinator within 3 months of the initial baseline Travel Survey and again at Year 1, Year 3 and Year 5. This would be submitted to the travel planning team at LBH and should include the following:
- Details of the Travel Survey data collected with comparison to previous surveys and travel plan targets;
 - Detailed information on the measures implemented to promote the Travel Plan and its objectives;
 - Challenging but achievable targets to be met for each future time period;
 - An Action Plan setting out an annual programme for measures to achieve these targets; and
 - Discussion on any progress achieved in implementing measures against the modal shift targets.
- 7.2.4 Where targets are not met, the Travel Plan Co-ordinator, in consultation with the Applicant and the travel

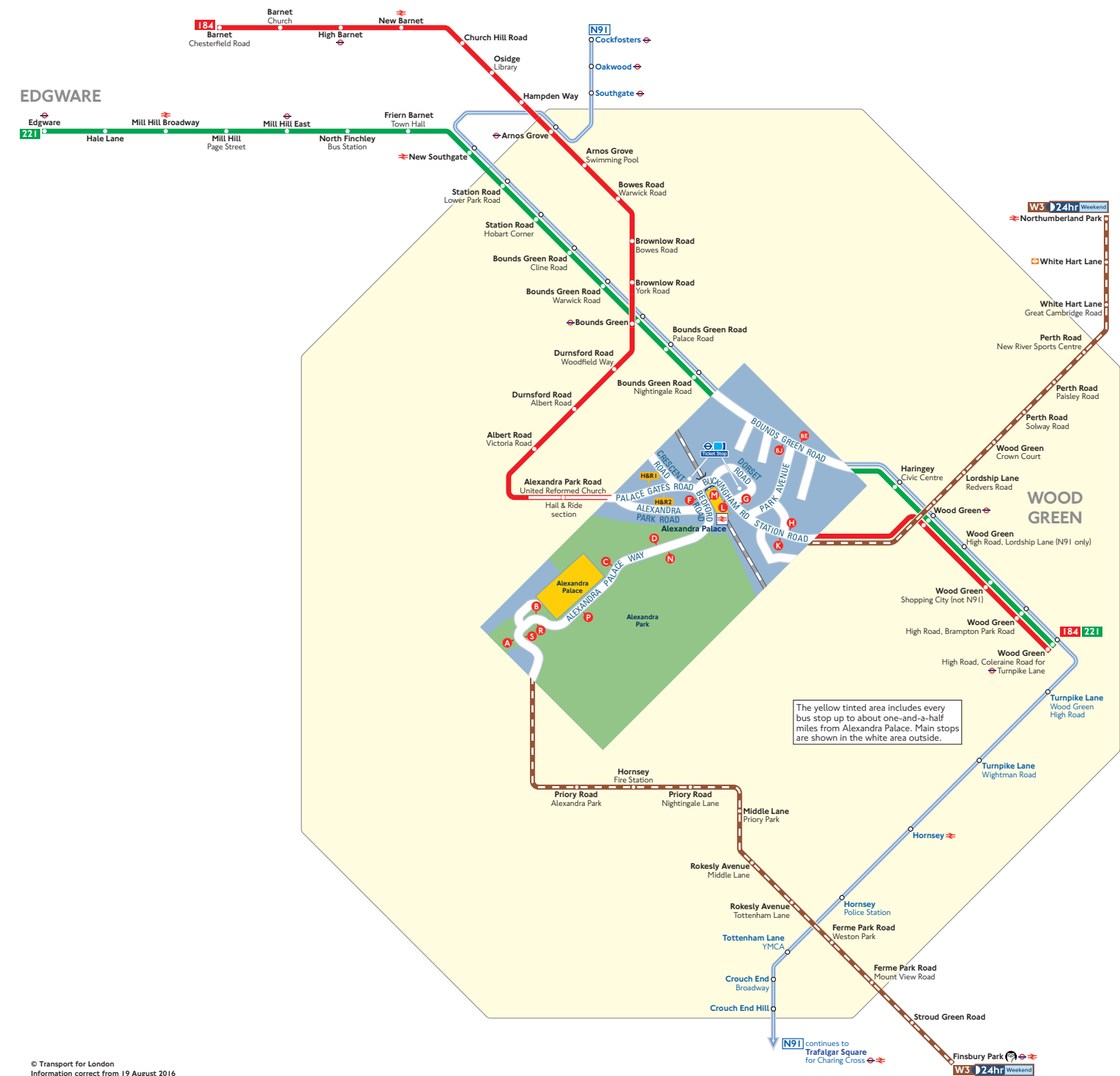
planning team at LBH will discuss and agree a plan of action, which will indicate how any deficiencies in the Travel Plan will be met.

8 Action Plan

- 8.1.1 The Action Plan sets out actions, timescales and responsibilities. A programme for implementing the measures set out in this Travel Plan is included in Appendix B and will be updated by the Travel Plan Co-ordinator as part of the Monitoring Report.

Appendix A Bus Spider Map

Buses from Alexandra Palace



Route finder

Bus route	Towards	Bus stops
184	Barnet	H&R2 K L
	Turnpike Lane	H&R1 G H
221	Edgware	B
	Turnpike Lane	BE
W3 24hr Weekend	Finsbury Park	K L M N P R S
	Northumberland Park	A B C D F G H

Night buses

Bus route	Towards	Bus stops
N91	Cockfosters	B
	Trafalgar Square	BE

Special note:
Buses between Alexandra Palace and Alexandra Palace Station and Wood Green serve stops B and C outside Alexandra Palace. Buses between Alexandra Palace Station and Alexandra Palace serve stops L and M outside the station.

Key

184	Day buses in black
N91	Night buses in blue
	Connections with London Underground
	Connections with London Overground
	Connections with National Rail
	Operates daily with 24-hour service Friday and Saturday nights
	Tube station with 24-hour service Friday and Saturday nights

Route 184 operates as Hail & Ride on the sections of roads marked H&R1 and H&R2 on the map. Buses stop at any safe point along the road. There are no bus stops at these locations, but please indicate clearly to the driver when you wish to board or alight.

Ways to pay

Top up your Oyster pay as you go credit or buy Travelcards and bus & tram passes at around 4,000 shops across London.

Appendix B Action Plan

Action	Timescale	Responsibility
OBJECTIVE: To put in place a mechanism for implementing and monitoring the Travel Plan		
Appoint a Travel Plan Co-ordinator (TPC) and advise the travel planning team at LBH of their appointment	One month prior to occupation	Applicant
Ensure that sufficient funding and resources are provided to implement the measures and ongoing monitoring requirements set out in this Travel Plan	Throughout the lifecycle of the Travel Plan	Applicant
Highlight the requirements of the Travel Plan to all employees/visitors	Prior to occupation	Applicant/ TPC
Establish a Travel Plan Steering Group with regular forums/meetings to discuss and share information relating to travel planning	Upon Occupation	TPC
OBJECTIVE: To ensure on-site facilities are of a standard that encourages sustainable travel		
Provide secure / sheltered cycle parking facilities	Prior to occupation	Applicant
Provide shower and locker facilities for employees	Prior to occupation	Applicant
Provide electric charging infrastructure	Prior to occupation	Applicant
OBJECTIVE: To inform employees and visitors of sustainable travel options		
Prepare the Travel Information Pack	At least 3 months prior to occupation	Applicant / TPC
Distribution of Travel Information Pack to all employees and review/update where appropriate	Prior to occupation / review annually	Applicant / TPC
Provide community notice boards in prominent locations within the building to display the Travel Information Pack and any other relevant travel and community information (as well as through web-based informational material such as an employee Intranet)	Prior to occupation	Applicant/TPC
TARGET: To increase the number of people walking and cycling		
Arrange free cycle health checks / 'bike doctor' sessions if demand requires it	Within first year of occupation	TPC
Raise awareness of the cycle to work scheme (tax-free bicycle loan scheme for employees)	Within first year of occupation	Applicant/TPC
Promote Bike Week through notice boards and/or web-based information	Annually	TPC
Investigate provision of a Bicycle User Group (BUG) for employees at the Site	Within first year of occupation	TPC
Investigate discounts with local cycle retailers	Within first year of occupation	Applicant/TPC
Promote National Walking Week through notice boards and/or web-based material	Annually	TPC
Distribution of a map to employees/visitors showing local amenities within easy walking/cycling distance and the location of on-Site cycle parking – to be included in the Travel Information Pack	Prior to occupation	TPC
TARGET: To reduce Car Driver / Single Occupancy Vehicle (SOV) trips		
Encourage employees and visitors to use travel modes other than the car, especially travel in the car alone – highlighting sustainable travel alternatives / environmental benefits through web-based informational material and/or flyers / leaflets	Within first year of occupation	TPC
Promote local car share schemes and highlight the 'guaranteed lift home' scheme to all employees	Within first year of occupation	TPC

Action	Timescale	Responsibility
Offer Personalised Travel Planning guidance and encourage sustainable travel modes wherever possible	Within first year of occupation	TPC
TARGET: To encourage the use of public transport		
Highlight the interest-free season ticket loan benefit available for rail/bus users and/or discounts with local public transport operators	Within first year of occupation	TPC
Current timetable information for local bus and rail services to be prominently displayed through web-based informational material and regular updates provided in relation to any public transport improvements in the area	Within first year of occupation	TPC
MONITORING AND SURVEYS		
Devise a suitable incentive for employees /visitors to complete the Travel Survey questionnaire	Prior to Travel Survey	TPC/Applicant
Undertake baseline Travel Surveys	Within 6 months of occupation or at 75% occupation, whichever is sooner	TPC
Undertake future employee/visitor Travel Surveys	At Years 1, 3 and 5	TPC
Undertake the multi-modal surveys using the Standard Assessment Monitoring (SAM) process developed by TRICS and agree the details timing of these surveys with the travel planning team at LBH	Following Site-wide full occupation at Year 1 and again at Year 3 and Year 5	TPC
Submit Monitoring Report to the travel planning team at LBH including the results from the Travel Survey, any proposed measures/targets and an Action Plan setting out an annual programme for measures to achieve these targets	Within 3 months of the baseline Travel Survey and then again at Year 1, Year 3 and Year 5	TPC

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