

6 Implementing, Managing and Monitoring the Travel Plan

The measures agreed in the travel plan must be implemented and their effects monitored. The operation of the plan should be managed and supervised throughout the life of the development. This section outlines the requirements and responsibilities for the ongoing operation and management of the travel plan.

6.1 Long Term Management of the Travel Plan

The Travel Plan Co-ordinator for the site should be responsible for reporting against the travel plan targets and action plan entered via www.iontravel.co.uk.

Travel plan responsibilities:

The management (TPC) function will need to be fulfilled at least throughout the construction of the development, to occupation and for the agreed monitoring period (normally between 5-20 years after 80% occupation). In many instances, travel plan measures will be expected to remain in place in perpetuity.

Should the development be failing to deliver against the travel plan targets by the end of the monitoring period, it is reasonable to require the travel plan coordinator role to be extended. The travel plan coordinator role can be handed on to successive organisations during such time period, e.g. from developer to management company, residents' association or occupiers.

- Managing residential travel plans:

The responsibility for the travel plan lies with the developer in the case of residential travel plans. Where management of the travel plan is allocated to a site management company or a contracted consultant, a named individual must be nominated as the travel plan coordinator. All costs are payable by the developer holding the freehold.

- Managing non-residential travel plans (excluding schools):

For all land-uses other than housing, the developer, owner or occupiers must accept responsibility for implementing and monitoring the travel plans. Participation in the travel plan is a requirement upon all occupiers (where they are not landowners), and this should be included within the terms of the lease; however, where such terms are not included, the requirement will still apply. Ongoing costs may be payable by the developer or owner holding the freehold, or the leaseholder or management company.

- Management of multi-occupier and mixed-use sites:

On large developments with a range of uses and more than one occupier, one coordinator or manager (or Travel Management Organisation or TMO) must be employed to coordinate the travel plan for the development or areas.

6.2 Monitoring the Travel Plan

The travel plan must be monitored regularly to ensure:

- the measures agreed in the Action Plan/planning permission are being implemented (and remedial measures identified are being implemented if not)
- it is delivering the modal shift required by the targets
- it is up-to-date and effective as possible as situations change and new opportunities emerge e.g. new transport facilities are created, attitudes change, new development occurs, employer/employee needs change, staff and residents move on

As with the management of the rest of the travel plan, the responsibility for monitoring all travel plans lies with the developer, owner or occupier of the development. This includes collecting and reporting data as required by the travel plan (see also section 3).

Note: Any proposed alterations to the agreed content of the travel plan must be agreed by all parties. These include actions being removed from the action plan, and the addition of measures that might act to negate or render ineffective measures agreed in the action plan.

Evidence retention:

Evidence of implementation of soft or ephemeral measures will need to be kept for inspection by the LHA as proof that measures have been implemented; examples include where travel plans have required jobs to be advertised with travel information included, or copies of past newsletters etc.

Length of monitoring period:

The standard monitoring period applies between the first and 80% occupation of the development plus the five years following the 80% occupation of the development (or each identified phase within the development).

For large developments the length of the monitoring period required may be extended beyond the standard monitoring period of five years after 80% occupation. This requires commitment from occupiers and owners. Monitoring for 9 or up to 20 years or more is reasonable where failure to continue to manage travel would result in unacceptable outcomes in terms of traffic or other considerations.

Monitoring will be required until it can reasonably be demonstrated that the travel plan is consistently meeting its targets; after this has been demonstrated, the frequency of monitoring may be reduced following the initial period. The developer/owner shall maintain contact with the LHA via the online tool (iOnTRAVEL), and must update it with survey data as surveys are implemented.

- Carrying out actions in the travel plan

Developers using iOnTRAVEL will receive reminders of their commitments (which refer to the approval, preparation and operation of their travel plan) via automated emails, triggered by the schedule of actions entered at the start of the travel planning

process (see Figure 2). Confirmation/evidence that the agreed actions have been carried out must be uploaded to iOnTRAVEL to be checked and approved by the LHA via the same system.

- Collection, calculation and presentation of modal split survey data

The submission by the developer of survey data is carried out using iOnTRAVEL. Questionnaire surveys (on paper or online) are the main method of monitoring a travel plan, though other methods may be used to supplement this data (see Appendix 11). Automatic counts of vehicle trip rates will, in particular, be used to corroborate modal share evidence collected through questionnaire surveys. A mean average of counts and questionnaire data may be taken as a definitive modal split.

In all cases, the method and schedule of monitoring must be agreed with the LHA as part of the travel plan process. The LHA produces a series of standardised survey forms and questionnaires which must be used where relevant to enable cross-comparison of data across the county.

TVS 15

Permanent Automatic Traffic Counters must be installed at all developments exceeding the thresholds for Full Travel Plans. All developments must comply with the LHA's monitoring requirements in order to get consistent and comparable data over time across all developments with travel plans in Somerset.

- Monitoring at the end of the agreed initial travel plan period

In all cases, the LHA reserves the right to carry out a sample survey itself to ensure that monitoring is being carried out correctly, and to request an independent audit of the data collected from standard surveys at the developer's or owner's expense.

TVS 16

A fresh, updated travel plan must be prepared and approved at the end of any monitoring period agreed as part of the planning permission for a development. This will lead to a Statement of Travel Plan Compliance being issued by the LHA.