Twickenham Rediscovered Programme –
Riverside Project
Reference number 106125

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FRAMEWORK COMMERCIAL TRAVEL PLAN

LONDON BOROUGH OF RICHMOND UPON THAMES

SYSTRA

TWICKENHAM REDISCOVERED PROGRAMME – RIVERSIDE PROJECT

FRAMEWORK COMMERCIAL TRAVEL PLAN

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1. INTRODUCTION

1.1 General

1.1.1 SYSTRA Ltd ('SYSTRA') has been commissioned by the London Borough of Richmond upon Thames ('LBRuT', 'the Applicant') to provide transport and highways advice relating to the proposed redevelopment of 1A, 1B King Street and 2/4 Water Lane, the site of the remaining former swimming pool buildings at the corner of Water Lane and The Embankment and the river-facing parcel of land on the Embankment in front of Diamond Jubilee Gardens in Twickenham, London, TW1 3SD ('the Site').

1.1.2 The Site currently comprises 1,217sqm of retail floorspace (A1/A2), 226sqm of office floorspace and a private car park.

1.1.3 The Proposed Development entails the demolition and removal of all existing buildings and structures, to provide a mixed-use development comprising:

- Lower Ground Floor Level: a new vehicular access from the Embankment, parking for 23 cars and 68 cycles and three seasonal units (201sqm);
- Ground Floor Level: 505sqm A3, 250sqm B1, 244sqm A1 and 62sqm flexible commercial floor space, a new public square and areas of public realm;
- First, Second and Third Floors: 39 residential units (18 no. 1 bedroom, 19 no. 2 bedroom and 2 no. 3 bedroom, including 6 no. affordable units); and
- Public realm improvements, reconfiguration of on-street parking, improved pedestrian access and landscaping and an amendment of service vehicle access.

1.1.4 This BREEAM compliant Framework Travel Plan (FTP) accompanies the planning application submitted to the London Borough of Richmond upon Thames, who act as the Local Planning Authority and Local Highway Authority. It should be read alongside the following documents which accompany the application:

- Transport Assessment;
- Delivery and Servicing Plan (DSP);
- Inclusive Access Statement; and
- Residential Travel Plan.

1.2 Scope of Report

1.2.1 This FTP has been prepared in accordance with the Communities and Local Government Planning Practice Guidance and the general requirements of the Transport for London (TfL) 'Travel Planning Guidance' and local policy.

1.2.2 This FTP aims to demonstrate the commitment to creating a sustainable development, which promotes the use of walking, cycling and public transport and reduce the reliance on vehicular travel.

1.2.3 It should be noted that the FTP will cover all commercial elements of the Site, and that a separate FTP has been produced for the residential Site elements. The FTP will be updated to a full Framework Travel Plan upon completion of the project in order to include the results of the baseline travel surveys for the Site.

1.3 Travel Plan Structure

1.3.1 Following this introduction, the FTP is structured as follows:

- **Section 2: Policy Review** – Outlines the policy context of the development of the FTP;
- **Section 3: Baseline Conditions** – Provides an overview of the existing transport conditions prevailing at the Site and in the immediate surrounding area;
- **Section 4: Development Proposals** – Presents the land use, access, parking and public realm proposals;
- **Section 5: Aims, Objectives & Targets** – Outlines the aim, objectives and targets associated with the TP;
- **Section 6: Travel Plan Measures** – Outlines the proposed measures that will be implemented in relation to the commercial elements of the Site;
- **Section 7: Monitoring Strategy** – Describes the commercial monitoring strategy;
- **Section 8: Action Plan** – Sets out the Action Plan for delivering the TP;
- **Section 9: BREEAM Compliance** – Sets out the BREEAM Tra 05 conditions and where they are addressed in the TP; and
- **Section 10: Summary and Conclusions** – Outlines the main conclusions drawn from the FTP.

1.3.2 All technical appendices, referenced throughout the FTP, can be found at the end of the report.

2. POLICY REVIEW

2.1 General

2.1.1 This section of the TP reviews and analyses the relevant current and emerging national, regional and local integrated land use and transport planning policy and guidance in the context of the Site.

2.1.2 The policies reviewed within this section demonstrate the ways in which the Site is consistent with policy objectives at all levels. Relevant policies identified include the following:

National Policy

- Government's National Planning Policy Framework (NPPF), 2012

Regional Policy

- The London Plan (Consolidated with Alterations, 2016);
- The Mayor of London's draft Transport Strategy, 2017;
- Travel Planning for New Developments, Transport for London, 2013;
- ATTrBuTE; and
- iTRACE.

Local Policy

- London Borough of Richmond upon Thames Local Plan (Publication Draft), 2017
- London Borough of Richmond upon Thames Core Strategy, 2009

2.2 National Policy

Government's National Planning Policy Framework (NPPF) (2012)

2.2.1 The final version of the NPPF was published on 27 March 2012. It came into effect immediately superseding the 2011 draft and all other planning guidance e.g. PPGs, PPSs (except on waste).

2.2.2 The NPPF sets out the Government's expectations and requirements from the planning system. It is meant as high level guidance for local councils to use when defining their own, local and neighbourhood plans. This approach allows the planning system to be tailored to reflect the needs and priorities of individual communities.

2.2.3 The NPPF defines the delivery of sustainable development through three roles:

- Planning for prosperity (an economic role);
- Planning for people (a social role); and
- Planning for places (an environmental role).

2.2.4 It notes that to achieve sustainable development, these roles should be sought jointly and simultaneously through the planning system.

2.2.5 At the heart of the NPPF is a presumption in favour of sustainable development which 'should be seen as a golden thread running through both plan making and decision-taking.' (Paragraph 14).

2.2.6 Paragraph 15 goes on to say that: 'Policies in Local Plans should follow the approach of the presumption in favour of sustainable development so that it is clear that development which is sustainable can be approved without delay.'

2.2.7 NPPF recognises that transport policies have an important role to play in wider sustainability and health objectives as well as their direct influence on development. It seeks to ensure that the transport system is balanced in favour of sustainable transport modes giving people a real choice about how they travel.

2.2.8 Paragraph 32 states that all developments that generate significant amounts of movement should be supported by a Transport Statement or Transport Assessment. It goes on to mention that plans and decisions should take account of whether:

- 'The opportunities for sustainable transport modes have been taken up depending on the nature and location of the site, to reduce the need for major transport infrastructure;
- Safe and suitable access to the site can be achieved for all people; and
- Improvements can be undertaken within the transport network that can cost effectively limit the significant impacts of the development. Development should only be prevented or refused on transport grounds where the residual cumulative impacts of development are severe.'

2.2.9 Paragraph 34 seeks to ensure that: 'developments that generate significant movement are located where the need to travel will be minimised and the use of sustainable transport modes can be maximised.'

2.2.10 It notes, however, that this needs to take account of policies set out elsewhere in the Framework, particularly in rural areas. It goes on to mention that: 'Plans should protect and exploit opportunities for the use of sustainable transport modes for the movement of goods or people.' Therefore, developments should be located and designed where practical to:

- Give priority to pedestrian and cycle movements, and have access to high quality public transport facilities;
- Create safe and secure layouts which minimise conflicts between traffic and cyclists or pedestrians, avoiding street clutter and where appropriate establishing home zones;
- Incorporate facilities for charging plug-in and other ultra-low emission vehicles; and
- Consider the needs of people with disabilities by all modes of transport.

2.2.11 The Site is in line with this policy due to its location in close proximity to pedestrian links, cycle routes, bus routes and local amenities.

2.3 Regional Policy

The London Plan (Consolidated with Alterations, 2016)

2.3.1 The London Plan sets out the Mayor's vision for the development of London up to 2031. On 10 March 2015, the Mayor published the Further Alterations to the London Plan (FALP). From this date the FALP are operative as formal alterations to the London Plan. The London Plan also incorporates the Revised Early Minor Alterations (REMA) which were published in October 2013.

2.3.2 The Mayor's overarching vision for London is that is should (para 1.49):

> 'Excel among global cities – expanding opportunities for all its people and enterprises, achieving the highest environmental standards and quality of life and leading the world in its approach to tackling the urban challenges of the 21st century particularly that of climate change'.

2.3.3 Enabling sustainable modes of transport is considered to support this vision. The Plan notes that London should be (objective 6):

> 'A city where it is easy, safe and convenient for everyone to access jobs, opportunities and facilities with an efficient and effective transport system which actively encourages more walking and cycling and makes better use of the Thames, and supports delivery of all the objectives of this Plan'.

2.3.4 Strategically the Mayor intends to work with all relevant parties to (Policy 6.1):

- Encourage patterns of development that reduce the need to travel, especially by car;
- Improve the capacity and accessibility of sustainable travel modes such as public transport, walking and cycling;
- Support development with high levels of trips only in areas of high public transport accessibility;
- Improve interchange between different forms of travel;
- Encourage the use of the River Thames for passenger and freight use;
- Minimise the impact of freight on the transport network;
- Encourage shifts to more sustainable forms of transport; and
- Promote walking by ensuring an improved urban realm.

2.3.5 Car Parking standards are highlighted in Table 6.2 of the London Plan.

2.3.6 The Mayor's commitment 'to improving the environment by encouraging more sustainable means of transport, through a cycling revolution, improving conditions for walking, and enhancement of public transport' (para. 6.2) is noted.

2.3.7 Policy 6.13 outlines the Mayor's policy on parking within London. It notes a wish to achieve a balance between promoting new development and preventing excessive car parking provision whilst highlighting the importance for features such as electric charging points and adequate cycle parking facilities.

2.3.8 Paragraph 6.35 of the Further Alterations to the London Plan (FALP) states that new developments should provide cycle parking and cyclist changing facilities for staff members. The minimum cycle parking standards detailed in Chapter 6, Table 6.3 of the London Plan.

Mayor of London's Draft Transport Strategy (2017)

2.3.9 The Mayor's Transport Strategy is the statutory document that sets out the policies and proposals of the Mayor of London to reshape transport in London over the next 25 years. It builds on the vision for a better London that the Mayor outlined in 'A City for All Londoners', and takes forward the approach set out in 'Healthy Streets for London'.

2.3.10 The vision of the strategy is to reduce the need for cars and encourage walking and cycling. By 2041 the strategy aims for 80% walking, cycling and public transport trips and 20% car trips. This is a significant change from today, when only 64% of journeys are made by healthy, efficient and sustainable forms of transport.

2.3.11 The strategy's visions are to:

- Create Healthy Streets and therefore healthy People;
  - All Londoners to do 20 minutes of activity a day;
  - No one is killed by a bus by 2030;
  - All taxis/private cars are zero emission by 2033; and
  - Reduce freight traffic in the morning peak by 10% and total by 10-15% a day.
- Create a good public transport experience;
  - Crossrail 2 by 2033;
  - Create a London suburban metro by the late 2020s; and
  - Improve accessibility and reduce journey times;
- Create new homes and new jobs;
  - Incorporate the transport principles of 'good growth' in regeneration and new development.

2.3.12 Each London borough will contribute towards the new strategy. During 2018, they will draft their Local Implementation Plans, demonstrating how they will achieve the aims of the strategy locally.

Travel Planning Guidance, Transport for London (2013)

2.3.13 `Travel Planning Guidance` (2013) supersedes `Travel Planning for New Development` in London (2011). TfL considers that the new guidance offers updated thresholds for when a 'full' travel plan is required, reduced focus on policy reviews and reduced reference to deliveries and servicing.

2.3.14 There is now a greater focus on the action plan, along with more information on measures, example targets and on how sanctions can be used.

2.3.15 A travel plan is described as:

> 'a long-term management strategy for an existing or proposed development that seeks to integrate proposals for increasing sustainable travel by the future occupier(s) into the planning process and is articulated in a document that is to be regularly reviewed by the future occupiers of the site.
>
> It is based on evidence in the transport assessment of the anticipated transport impacts of the proposal and involves the development of agreed and specific outcomes, linked to an appropriate package of measures aimed at encouraging sustainable travel'.

2.3.16 This travel plan is in line with wider London policy through its focus on encouraging all Site users to consider cycling and walking as a mode to access the Proposed Development. More details on the measures proposed to achieve this are included in Section 5.

ATTrBuTE

2.3.17 ATTrBuTE (Assessment Tool for Travel plan Building Testing and Evaluation) is a web-based application that guides both TP builders and evaluators through a series of questions to ensure that the TP is in accordance with TfL's published guidance on travel planning for new development in London.

2.3.18 By using ATTrBuTE it is hoped that all the common elements for TPs are included and are in the same order. Whilst ATTrBuTE will score the FTP, this score is only a value attributed to whether the FTP includes all the relevant information. The local authority will assess whether this information is relevant to the location, scale and type of development; also whether the FTP will assist in delivering sustainable transport or address other specific local issues.

2.3.19 This FTP follows guidance as outlined by ATTrBuTE.

2.3.20 An ATTrBuTE test has been completed as part of this TP and has been shown to pass the test. Full results can be found in **Appendix A**.

iTRACE

2.3.21 iTRACE is an online tool that supports the development and monitoring of travel plans in London, developed by iBASE systems Ltd and WESTRANS with funding from TfL. It provide a centralised software suite designed to monitor and report on the performance of Travel Plans It comprises two key elements:

- A range of tools which organisations may use to develop their TP; and
- A TP project management application for use by local councils' TP officers.

2.3.22 By ensuring that a robust, standardised approach is applied to the whole Travel Plan process, iTRACE allows like for like comparisons on Travel Plan data – from one year to the next, from one organisation to the next, from one borough/LA to the next. iTRACE is the new nationwide benchmark for data collection, management and reporting.

2.4 Local Policy

London Borough of Richmond upon Thames Local Plan (Publication Draft), 2017

2.4.1 LBRuT is currently preparing the new Local Plan for the borough, which will replace the existing policies within the Core Strategy and Development Management Plan, and will outline the development of the borough over the next 15 years.

2.4.2 The main policy relating to transport and development is LP44, which states that high trip generating development should be located in areas with good public transport, and should be designed to maximise permeability through the provision of safe and convenient walking and cycling routes.

2.4.3 The document also states that:

> 'Developments will be expected to continue travel planning after occupation to maximise travel by sustainable transport, including personalised travel planning.'

2.4.4 The plan is likely to be adopted in Spring 2018, and therefore will not be a material consideration for the assessment of this planning application.

London Borough of Richmond upon Thames Core Strategy, 2009

2.4.5 LBRuT's Core Strategy was adopted in 2009 and sets out three inter-related themes of sustainable future, protecting local character and meeting people's needs.

2.4.6 Paragraph 4.1.27 states that there is considerable pressure on parking, with many older properties not having off-street parking, and limited capacity for further on-street parking in most areas.

2.4.7 Spatial policy CP9 aims to revitalise Twickenham Town Centre, creating a high-quality district centre serving local residents, workers and visitors, founded on the principles of sustainability. Key transport considerations include improving pedestrian and cycle links to and from the centre, and improving traffic management to manage flows and reduce dominance of vehicles on the town centre environment.

3. BASELINE CONDITIONS

3.1 General

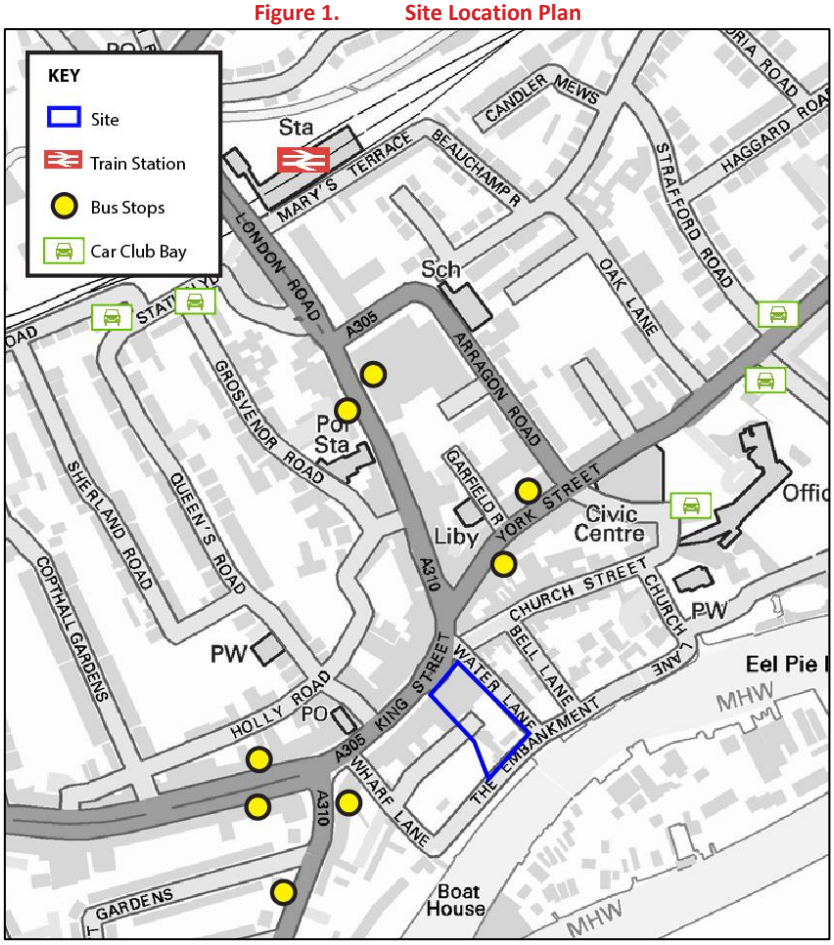
3.1.1 This section describes the existing transport conditions in the area surrounding the Site and summarises the committed public realm and transport improvements in the locality.

3.2 Site Location

3.2.1 The Site is in Twickenham Town Centre, and is bounded by King Street to the North, Water Lane to the east, the Embankment to the south and Diamond Jubilee Gardens to the west.

3.2.2 The Site and surrounding public transport infrastructure are shown in **Figure 1**.

Figure 1. Site Location Plan



3.3 Public Transport

PTAL

3.3.1 Public Transport Accessibility Levels (PTALs) measure accessibility of a point to the public transport network. The ratings range from 1a (very poor) to 6b (excellent) and are calculated using TfL's WebCAT tool.

3.3.2 The PTAL calculation takes into account bus stops that are within a walk distance of 640m (eight minutes' walk at 4.8kph) and railway and Underground stations within 960m (12 minutes' walk).

3.3.3 The PTAL for the Site is calculated to be between 5 and 6a, indicating a Very Good to Excellent level of public transport accessibility. The full PTAL report is included in **Appendix B**, for reference.

Mainline Rail Services

3.3.4 The closest mainline railway station is Twickenham, 500m north of the Site. Key services and peak hour frequencies from this station are:

- London Waterloo (seven trains per hour);
- Reading (three trains per hour);
- Stratford (three trains per hour);
- Windsor and Eton Riverside (two trains per hour); and
- Wimbledon (two trains per hour).

Bus Services

3.3.5 The closest bus services are accessed from the York Street Twickenham bus stop, approximately 100m east of the Site. They include:

- 110 between Arragon Road and West Middlesex Hospital;
- 290 between Staines and Twickenham;
- 281 between Hounslow Bus Station and Tolworth Tower;
- 33 between Fulwell Station and Hammersmith Bus Station;
- 490 between Heathrow Terminal 5 and Pools on the Park (Richmond);
- R68 between Hampton Court Station and Kew Retail Park;
- R70 between Manor Road / Sainsbury's (Richmond) and Nurseylands Shopping Centre;
- H22 between Manor Circus and Bell Road / Bell Corner (Hounslow); and
- 267 between Fulwell Station and Hammersmith Bus Station.

Car Clubs

3.3.6 The closest car club space is the "Twickenham – York Street" space operated by Zipcar near the Arragon Road / Church Street junction, approximately 230m east of the Site.

3.3.7 There are two additional car club bays at the Richmond Road / Sion Road junction, 360m east of the Site, and two near Twickenham Station.

3.4 Walking and Cycling Infrastructure

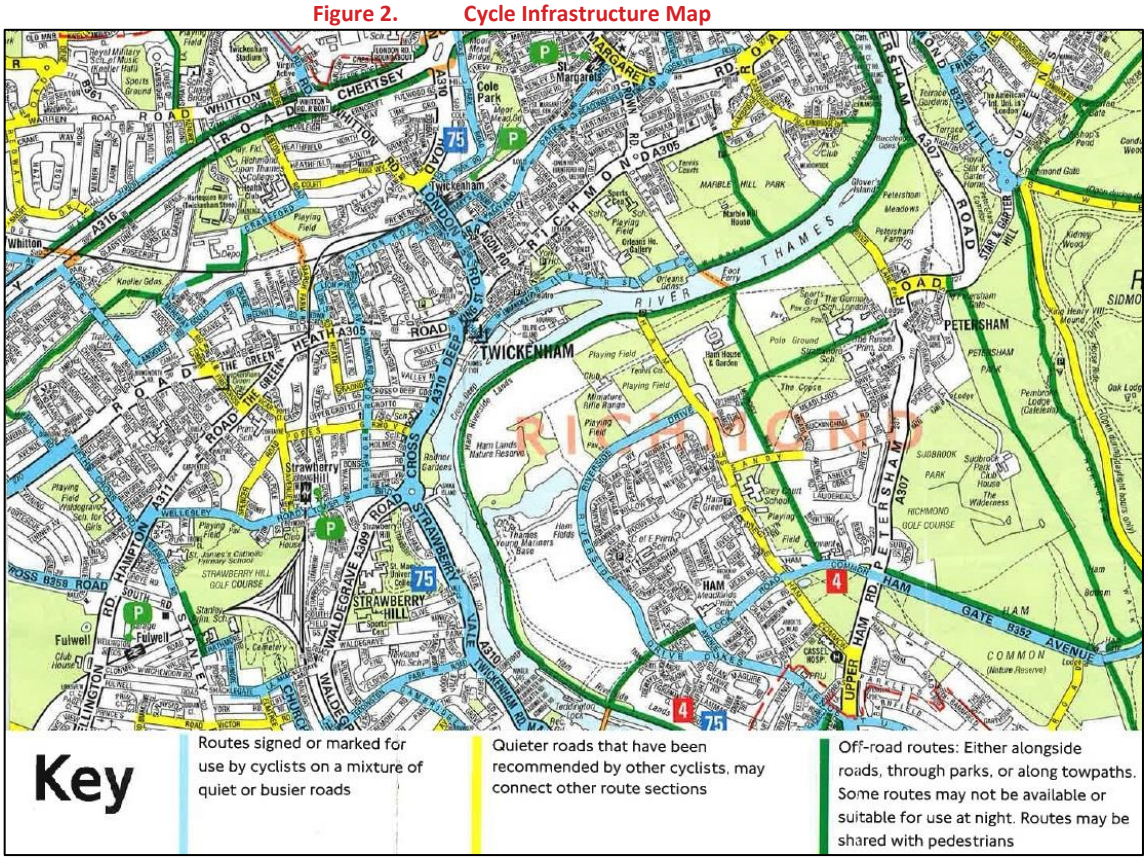
Pedestrian Links

3.4.1 The footways and raised tables are discussed in the Highways section of this baseline. Additionally, there is a pedestrian-only link onto Eel Pie Island from the Embankment, which fronts the Site. The riverfront promenade is part of the Thames Path, a national trail that follows the River Thames from Kemble in Gloucestershire to Charlton in south east London.

Cycle Routes

3.4.2 Transport for London (TfL) produces Local Cycling Guides which map the cycle infrastructure across London. An extract from Local Cycling Guide 6 (see **Figure 2**) shows that Church Street is labelled as a route signed or marked for use by cyclists. Other cycling routes in the area include the A310 and the path on the southern bank of the Thames.

Figure 2. Cycle Infrastructure Map



Transport for London, Local Cycling Guide 9

3.4.3 There is a southbound contraflow cycle lane on Wharf Lane, which connects to the shared footway further west, along Cross Deep.

3.4.4 There are eight Sheffield-style cycle stands on the southern footway of King Street, within 50m of the Site. There are an additional seven stands on the Embankment, just to the east of the Site.

Wayfinding

3.4.5 There is a Legible London totem pole on the Embankment, just to the east of the Site.

3.5 Local Highway Network

3.5.1 This section provides an overview of the local highway network surrounding the Site.

King Street

3.5.2 King Street, to the north of the Site, is part of the A310 which runs along the Thames from Teddington in the south to Isleworth in the north.

3.5.3 In proximity to the Site, it is a dual carriageway road with one lane of traffic in each direction, as well as advisory cycle lanes (see **Figure 3**). On the approach to the junction with Water Lane, there is a right turning pocket for eastbound vehicles, and the road bisects ahead of the junction with the A305.

Figure 3. Photograph of King Street, looking west (05/07/2016)

3.5.4 There are wide footways on both sides of the street (6m on the southern side and 3m on the northern side) which are in excellent condition, and there are double yellow lines with single blips on the footway indicating that waiting of vehicles is prohibited at any time and that loading or unloading is prohibited during the day. In the section of road closest to Wharf Lane, loading and unloading are prohibited at any time, to protect the left turn lane.

3.5.5 The two pedestrian crossings closest to the Site are approximately 60m away: one is at the junction with the A305 York Street (to the east) whilst the other is adjacent to the junction with Queen's Road (to the west).

Water Lane

3.5.6 Water Lane runs north-south along the eastern boundary of the Site, connecting King Street to the Embankment. It is a one-way road (southbound only) which slopes gently towards the River Thames (see **Figure 4**).

Figure 4. Photograph of Water Lane, looking south (05/07/2016)

3.5.7 The road width varies between 5.8m to the north and 7.3m to the south, and there are footways along both sides of the road. The northern part only has parking bays on the western side of the road, whilst the southern section has parking on both sides. At the southern end of the road, there is an access to a private car park which leads to a Service Road connecting Water Lane and Wharf Lane.

3.5.8 Towards the northern end, at the junction with King Street and Church Street, the road narrows down and there is a large raised table.

Service Road – Water Lane to Wharf Lane

3.5.9 There is a two-way Service Road which runs east-west through the Site, connecting Water Lane and Wharf Lane.

3.5.10 The road is between 3.5-4m wide and runs along the back of the residential / commercial units on King Street (see **Figure 5**). There is no footway on either side of the road and at the eastern end, adjacent to the car park, the road widens to provide a turning head / parking / passing area.

Figure 5. Photograph of Service Road, looking west (05/07/2016)

The Embankment

3.5.11 The Embankment runs along the River Thames waterfront between Wharf Lane and Church Lane (see **Figure 6**). It varies in width and has parking on both sides of the road, whilst there is a segregated promenade along the waterfront for pedestrians and cyclists.

Figure 6. Photograph of the Embankment, looking east (05/07/2016)

Wharf Lane

3.5.12 Wharf Lane runs parallel to Water Lane, to the west of the Site. It is a one-way 6m wide road (northbound only), with an advisory contraflow cycle lane along its entire length (see **Figure 7**).

3.5.13 The majority of the street is lined with car parking on the western side of the road. The road narrows at the northern end, where there is a raised entry treatment onto King Street. There are footways along both sides of the street for its entire length.

Figure 7. Photograph of Wharf Lane, looking south (05/07/2016)

3.6 Access

3.6.1 There is a significant level difference across the Site, with the land sloping towards the River Thames. This level change creates severance and limits the opportunities for permeability. The current access points to the Site are:

- King Street: entrances to shops;
- Water Lane: one entrance to the Santander and one vehicular entrance to the private car park, connecting through to the Service Road. A painted line demarcates the pedestrian access along the ramp to the car park.
- The Embankment: stepped accesses to the Site and to Diamond Jubilee Gardens
- Wharf Lane: step-free access to Diamond Jubilee Gardens, vehicular access to the Service Road and servicing access for the Iceland Supermarket.

3.6.2 The permeability of the Site is currently poor, with no step-free access from the Embankment and few access points to Diamond Jubilee Gardens. The Service Road provides east-west connectivity, but it is an unsafe environment for pedestrians and cyclists.

3.7 Parking

3.7.1 The Site and the surrounding area are part of Controlled Parking Zone (CPZ) D "Central Twickenham", which operates Monday-Friday 8:30-18:30. The CPZ map is included in **Appendix C**.

3.7.2 As stated above, the closest car parking spaces are on Water Lane, in the Water Lane car park, on the Embankment and on Wharf Lane. There is additional car parking further away, in locations such as Holly Road.

3.8 Summary

3.8.1 The Site is located in an area of excellent public transport accessibility, with a good walking and cycling network. King Street to the north of the Site is a strategic road with bus services, whilst the remained of the roads surrounding the Site are mostly access roads with low vehicle flows, presenting good opportunities for walking and cycling.

3.8.2 There is ample on-street car parking provision, controlled by the Central Twickenham CPZ, and the Site includes a private car park. The collision record indicates that no collisions took place in the past five years on Water Lane, Wharf Lane and on the section of the Embankment fronting the Site.

4. DEVELOPMENT PROPOSALS

4.1 Land Uses

4.1.1 The proposals entail the demolition of the existing buildings and the construction of two new buildings, linked with a bridge. The quantum of development presented in **Table 1**.

Table 1. Proposed Development Quantum

UNIT	LAND USE	QUANTUM
Unit 1	A1	244sqm
Unit 2	B1	250sqm
Unit 3	A3	274sqm
Unit 4	A1 / A3 / D1	62sqm
Unit 5	A3	231sqm
Residential	C3	39 units (18 no. 1-bed, 19no. 2-bed, 2no. 3-bed)

4.1.2 All the commercial uses will be on the ground floor, with residential units on the three upper floors. Given the level changes across the Site, a podium will be created, with the area beneath the buildings (lower ground floor level) hosting car and cycle parking.

4.1.3 As part of the development, a new public square will be provided, alongside improved access and permeability.

4.1.4 The Proposed Development will be constructed in two phases. Phase one is expected to take place from July 2018 to March 2020, and comprises the southern parts of the Site including commercial units 3, 4 and 5, as well as the 18 residential units above. Phase two will run from October 2019 until March 2021, and comprises commercial units 1 and 2, and the 21 residential units above.

4.1.5 The residential elements of the Site are expected to be occupied by 101 residents, while the employment elements are likely to be served by 40 staff in total.

4.2 Access Arrangements

4.2.1 The Proposed Development will be constructed on a podium, to align with the existing level of King Street and Diamond Jubilee Gardens.

4.2.2 The existing level accesses from King Street and Wharf Lane / Diamond Jubilee Gardens will therefore be retained and enhanced, with a wide footway along the eastern façade of the buildings. The proposed public square will also enhance the pedestrian environment, in line with the policy objectives.

4.2.3 A new step-free access to the Site / Diamond Jubilee Gardens will be provided from the Embankment, with a 1:20 ramp, improving north-south permeability.

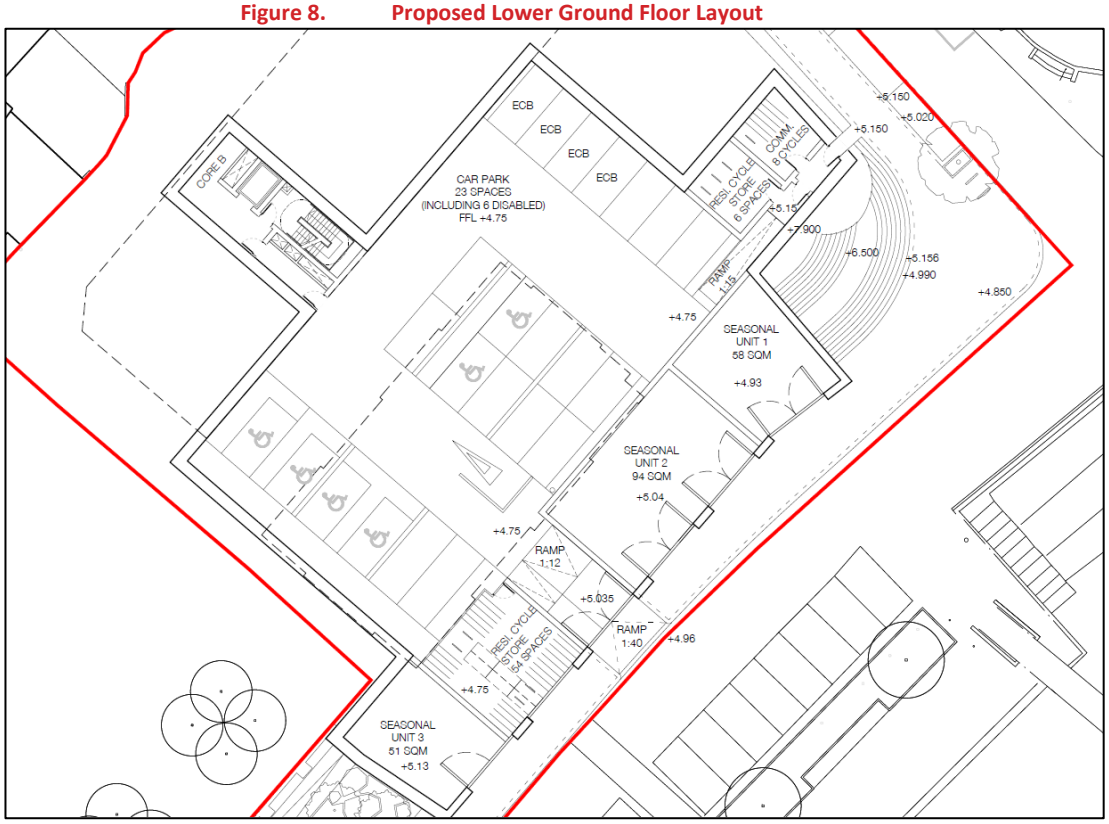
4.2.4 The existing vehicular access to the private car park will be extinguished, with a stepped access proposed in a similar location. Whilst it is not envisaged that this access will be heavily used, it retains east-west permeability through the Site.

4.2.5 A new feature staircase will be provided at the south-east corner of the Site, providing connectivity to the Embankment and to Eel Pie Bridge.

4.2.6 Vehicular access to the lower ground floor car park will be taken from the Embankment, as shown in **Figure 8**. This location was selected because it minimises excavation and ramp length, whilst maximising visibility of oncoming vehicles.

4.2.7 To minimise the visual intrusion of the vehicular access, it will be 4.5m wide. This is not deemed sufficient for two vehicles to safely pass each other, therefore signal controls and a stop line will be provided within the car park area. Incoming vehicles will be given priority, to ensure they do not obstruct the public highway.

Figure 8. Proposed Lower Ground Floor Layout



4.2.8 Cyclists and pedestrians will be able to access the lower ground level either from a dedicated access of Water Lane or via the vehicular access. A 1:15 gradient ramp is provided at the Water Lane access, ensuring it can be used by all.

4.3 On-Site Parking

Car Parking

4.3.1 In line with policy requirement, it is proposed to provide:

- One car parking space for each 2-bedroom or 3-bedroom unit, with the exception of the affordable units (19 spaces for 19 units). Four of these will be accessible, for the four adaptable wheelchair units (i.e. 1:1 provision);
- Two Blue Badge parking spaces for staff of the proposed commercial units; and
- Two spaces to be allocated either to residents or staff members, subject to future demand.

4.3.2 In order to encourage the uptake of electric vehicles, the Proposed Development will exceed the policy requirement for electric charging provision. All car parking bays will have passive electric provision, with 4 spaces (20%) provided with active provision from the on-set. The active charging bays are indicated with the EOB symbol on the plans.

Long-Stay Cycle Parking

4.3.3 The lower ground floor area will also host the long-stay cycle parking required to comply with London Plan requirements.

- A1 Retail: 2 spaces (1 per 175sqm)
- B1 Office: 2 spaces (1 per 150sqm)
- A3 Retail: 4 spaces (1 per 175sqm); and
- Residential: 60 spaces (1 per 1-bed, 2 per 2+ bed)
  Total: 68 spaces

4.3.4 The 68 long-stay cycle parking spaces will be provided at lower ground floor level, using a mixture of Sheffield-style stands and two-tiered Josta Stands. Separate, safe and secure stores will be provided for the residential and commercial elements of the Proposed Development.

4.3.5 A dedicated cyclist entrance will be provided on Water Lane, but cyclists will also be able to use the main vehicular entrance from the Embankment.

Short-Stay Cycle Parking

4.3.6 London Plan-compliant short-stay cycle parking will be provided on-site. The number of cycle parking spaces required for each land use is outlined below:

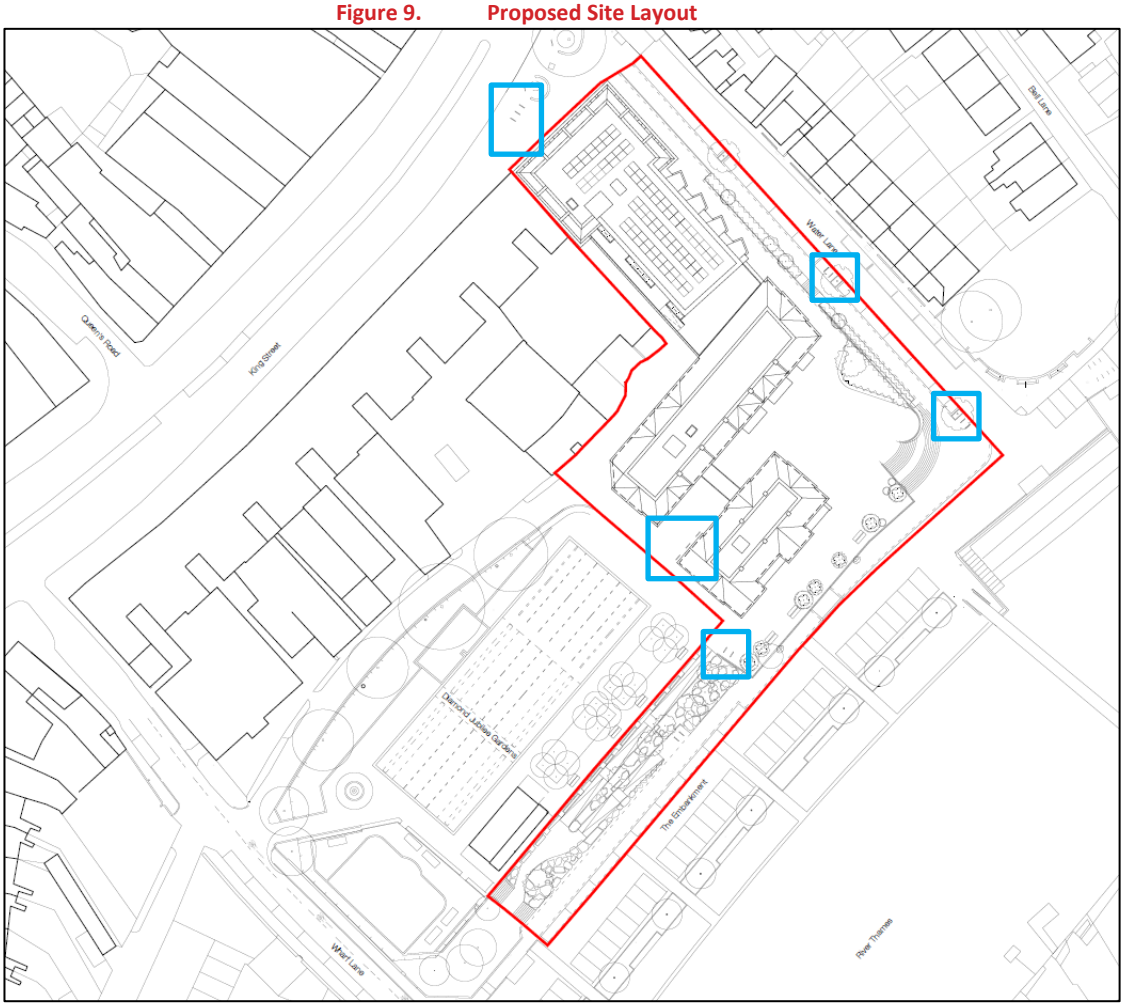
- A1 Food Retail: 7 spaces (1 per 40sqm);
- B1 Office: 1 space (1 per 500sqm);
- A3 Retail: 15 spaces (1 per 40sqm); and
- Residential: 1 space (1 per 40 units).
  Total: 24 spaces

4.3.7 The development will provide 13 Sheffield-style stands (26 spaces) on the footways and in the public realm, exceeding policy requirements and encouraging sustainable travel to and from the Site.

4.3.8 The proposed locations of short-stay cycle parking spaces (shown in **Figure 9**) are:

- Two stands at the top of the accessible ramp from the Embankment to the Site;
- Two stands at the southern end of on Water Lane, fronting the feature staircase;
- Two stands near the midpoint of Water Lane, fronting the steps to the podium;
- Four stands on King Street, fronting the development; and
- Three stands on the podium, at the rear of the loading area.

Figure 9. Proposed Site Layout



4.3.9 The spaces have been strategically located at the edges of the development, to discourage people from cycling through the main square. The location has been informed by the expected desire lines, with most cyclists expected to arrive from King Street, the Embankment and Wharf Lane / Service Road.

4.3.10 As agreed with LBRuT, all the short-stay spaces associated with the Proposed Development have been located on the footways adjacent to the Site. The spacing of the stands is in line with the London Cycling Design Standards.

4.4 Off-Site Parking

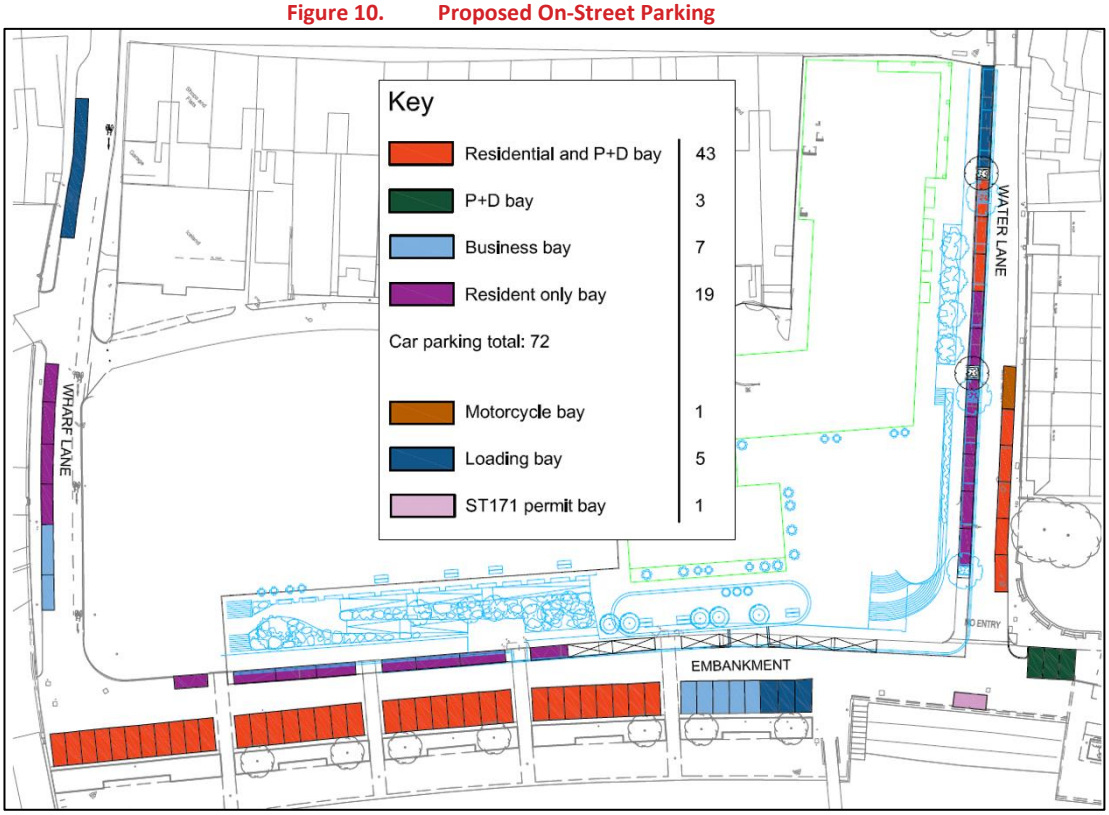
Car Parking

4.4.1 To accommodate the proposed access, provide the required loading bays and address the policy requirement to reduce car dominance, changes are proposed in relation to the off-street car parking surrounding the Site.

4.4.2 Eight pay and display bays and eight shared use bays will be removed, whilst five new resident bays will be created. Overall, the parking proposals will therefore result in a loss of 11 on-street car parking spaces.

4.4.3 The plan showing the proposed on-street parking arrangement is shown in **Figure 10**.

Figure 10. Proposed On-Street Parking



4.5 Walking and Cycling Improvements

4.5.1 The proposals aim to reduce dominance of the car and improve conditions for pedestrians and cyclists.

4.5.2 The formalised servicing arrangements on Water Lane and Wharf Lane will ensure footways and cycle lanes are kept clear at all times, minimising diversions and the potential for conflicts with vehicles.

4.5.3 The proposed access restrictions on the service cul-de-sac will create a largely pedestrianised environment, providing connectivity to the Site from Wharf Lane. This will be particularly convenient for cyclists, as they will have a level route without the need to enter Diamond Jubilee Gardens, dismount their bicycles or use ramps.

4.5.4 The removal of the vehicular through route and car park from Water Lane will increase pedestrian safety on Site.

4.5.5 The proposals increase footway widths wherever possible, in particular on the eastern side of Water Lane, on the corner with the Embankment and on the northern side of the Embankment.

4.5.6 A new ramp is provided from the Embankment, providing step-free connectivity for all users, and permeability is enhanced through the new steps from Water Lane and the Embankment.

4.5.7 A new ramp is provided from the Embankment, providing step-free connectivity for all users, and permeability is enhanced through the new steps from Water Lane and the Embankment.

4.6 Summary

4.6.1 The proposals entail the demolition of the existing buildings and the construction of two new buildings, linked with a bridge. The ground floors will comprise a mixture of retail and commercial uses, with 39 residential units on the upper floors.

4.6.2 The proposals aim to formalise servicing arrangements and minimise car parking dominance by converting the existing servicing road to a cul-de-sac with restricted access, providing two new loading bays and reducing or reallocating existing on-street parking.

4.6.3 The Proposed Development will be constructed on a podium, with the lower ground floor accommodating 23 car and 68 long-stay cycle parking spaces, in line with policy requirements.

4.6.4 To improve pedestrian and cyclist safety and permeability, traffic movements are restricted, new stepped and step-free connections are provided and footway widths are increased, particularly on Water Lane and on the Embankment.

5. AIMS, OBJECTIVES AND TARGETS

5.1 General

5.1.1 This section sets out the FTP aims and objectives for the Site. All objectives are in accordance with TfL and LBRuT policy, as well as contributing to the London Plan's aims of developing:

> *"A city where it is easy, safe and convenient for everyone to access jobs, opportunities and facilities with an efficient and effective transport system that actively encourages more walking and cycling…and supports delivery of all the objectives of this plan".*

5.2 Aim

5.2.1 The aim of this FTP is to support the essential travel needs of all users of the commercial elements of the Site, and to encourage them to adopt healthy and sustainable travel choices through walking, cycling and public transport, and subsequently reduce single occupancy vehicle trips.

5.3 Travel Plan Potential

5.3.1 The benefits of a well-managed TP extend beyond site users and contribute to improvements to local air quality, noise and vibration reduction, congestion and journey times. A reduction in car usage, especially single occupancy vehicles, has a role in the wider health agenda to reduce public obesity levels and associated illnesses caused by sedentary lifestyles.

5.3.2 The objectives below will therefore also seek to unlock the wider benefits associated with the development of a TP.

5.4 Objectives

5.4.1 Objectives are high level aims of the TP and help to give the TP directions and provide a clear focus. The specific objectives of this commercial FTP are:

- To raise awareness of sustainable 'smarter travel' modes available to all Site users, including all associated staff and visitors;
- To encourage active modes of travel, particularly walking and cycling, and to emphasise the healthy and financial benefits of these modes - particularly to staff making regular daily journeys;
- To reduce the amount of single occupancy car trips to the Site – especially customers and visitors who might pay to park on street; and
- To encourage good urban design that increases the permeability and vitality of the Site in order to improve the environment for walking and cycling.

5.5 Targets

5.5.1 Targets are measurable goals by which the progress of the TP will be assessed. Targets are essential for monitoring the progress and success of the TP. Targets should be S.M.A.R.T

(Specific, Measurable, Achievable, Realistic and Time-bound) and are widely adopted in travel planning good practice.

5.5.2 The monitoring and review programmes will enable progress of the plan to be checked, but progress must be assessed in the context of specific targets, both short term and longer term increases in active travel by Site users. **Table 2** sets out the objectives and targets for the Site.

Table 2. Site Objectives and Targets

OBJECTIVE NO.	OBJECTIVE	TARGET
1	To raise awareness of sustainable 'smarter travel' modes available to all Site users, including all associated staff and visitors.	Ensure all Site users are made aware of the TP through a welcome pack and staff induction.
2	To encourage active modes of travel, particularly walking and cycling, and to emphasise the healthy and financial benefits of these modes.	Ensure the welcome pack and staff induction has a cost calculator and weight loss calculator for travel modes such as walking and cycling.
3	To reduce the amount of single occupancy car trips to the Site.	Reduce single occupancy vehicle use from its current mode share, and increase levels of public transport, walking and cycling use within the first five years of the TP.
4	To encourage good urban design that increases the permeability and vitality of the Site in order to improve the environment for walking and cycling.	Implement the proposed public realm improvements within and around the Site.

5.6 Predicted Travel Patterns and Mode Share Targets

5.6.1 In order to understand the likely travel patterns of the daytime population at the Site, Census data has been used to provide a baseline modal split. The 2011 Census 'Travel to Work' dataset has been interrogated to obtain data for the Middle Super Output Area (MSOA) 'Richmond Upon Thames 014' where the Site is located.

5.6.2 As visitors to the commercial elements of the Site are likely to change on a daily basis, the mode share targets will be set for future staff members only. Nevertheless, the measures to encourage sustainable travel set out later in this document, as well as the design of the Proposed Development, are intended to positively influence how visitors travel to the Site.

5.6.3 The predicted modal split data for staff at the Site, extracted from the 2011 Census, is shown in **Table 3**. The data has been applied to the anticipated number of staff (40) for each mode in brackets.

Table 3. Method of Travel to Work Data for Commercial Staff

MODE	% (NO. OF STAFF)
Underground, Metro, Light Rail, Tram	4% (2)
Train	18% (7)
Bus, Minibus or Coach	17% (7)
Taxi	0% (0)
Motorcycle, scooter or moped	1% (0)
Driving a car or van	40% (16)
Passenger in a car or van	2% (1)
Bicycle	7% (3)
On Foot	11% (4)
Total	**100% (40)**

Source: www.nomisweb.co.uk

5.6.4 It can be seen from **Table 3** that 40% of the future staff at the Site are predicted to travel the Site by driving a car or van, 18% would travel by train and 17% would travel by bus. The anticipated modal split for active modes of travel are 7% for cycling and 11% by foot.

5.6.5 It should be noted that while the above data provides a good indication of likely travel patterns, a full Site travel survey will be undertaken upon occupancy of the Proposed Development. Nevertheless, interim targets have been set based on the above data taking into account the Site's location and sustainable travel characteristics.

5.6.6 The interim targets for years 1, 3 and 5 are shown in **Table 4** for the staff at the Site. The targets have been applied to the anticipated number of staff (40), in brackets for each mode.

Table 4. Staff Modal Split Targets

MODE	CENSUS DATA	YEAR 1	YEAR 3	YEAR 5
Underground, Metro, Light Rail, Tram	4% (2)	4% (2)	4% (2)	4% (2)
Train	18% (7)	18% (7)	18% (7)	19% (8)
Bus, Minibus or Coach	17% (7)	18% (7)	18% (7)	18% (7)
Taxi	0% (0)	0% (0)	0% (0)	0% (0)
Motorcycle, scooter or moped	1% (0)	1% (0)	1% (0)	1% (0)
Driving a car or van	40% (16)	38% (15)	36% (14)	35% (14)
Passenger in a car or van	2% (1)	2% (1)	2% (1)	2% (1)
Bicycle	7% (3)	8% (3)	9% (4)	9% (4)
On Foot	11% (4)	11% (4)	12% (5)	12% (5)
Total	**100% (40)**	**100% (39*)**	**100% (40)**	**100% (41*)**

**Not 40 due to rounding*

5.6.7 **Table 4** shows targeted increases of public transport usage as well as walking and cycling levels for the future staff at the Site, away from car and van use over the first five years of the TP. A 5% reduction in car or van use will be targeted (Objective 3), with a 1% increase to the use of train, bus and commuting by foot. Increases in the use of public transport to the Site have been included as they are already established as popular modes of travel within the borough (Objective 1). Cycling to work has been given a more ambitious target (2% increase) in order to make use of the proposed secure cycle parking facilities and infrastructure surrounding the Site (Objectives 2 and 4).

5.6.8 The target for cycling is also in line with TfL's recently-published Strategic Cycling Analysis (SCA), which identified a high cycling potential in the London Borough of Richmond. The analysis revealed the link between Twickenham and Richmond as one of the top 5% busiest

connections for potential cycling demand, based on existing trips undertaken on the corridor. The SCA also identified links to Kingston and Brentford as medium or high potential cycling connections.

5.6.9 As the development is coming forward in two phases with two of the five commercial units coming forward in the second phase, it is expected that two sets of surveys will take place for each element of the Site. The baseline surveys for each phase will take place within six months of initial occupation of the commercial developments in each phase. The future monitoring of the targets will then take place annually from the date of the respective baseline surveys.

6. TRAVEL PLAN MEASURES

6.1 Overview

6.1.1 The aim of the FTP is to provide information and to increase awareness of the options for travel available to users of the commercial elements of the Site, and to secure and promote incentives that encourage people to actively choose sustainable travel wherever practical.

6.2 General Site Measures

Travel Plan Co-ordinator

6.2.1 All Travel Plans are dependent on a nominated individual being allocated the time and resources for successful implementation. The role will not require full time involvement and would therefore be combined with the individual's other day to day activities.

6.2.2 The Travel Plan Co-ordinator (TPC) for the development will be a named individual, and LBRuT will be contacted at least six months prior to first occupation with the chosen person's contact details. The TPC is expected to be a member of staff from the management organisation for the Site, which will allow them to provide a consistent approach to implementation of the TP across all commercial and residential units.

6.3 TPC Roles and Responsibilities

6.3.1 The TPC will act as the day-to-day point of contact for enquiries, helping to develop and implement the measures proposed in this TP, and taking a lead role in the monitoring process.

6.3.2 The TPC will specifically be responsible for:

- Delivering TP initiatives across the Proposed Development;
- Reviewing data such as use of cycling facilities;
- Arranging for the submission of the Final TP and Travel Plan reviews in Year 1, 3, and 5.
- Reporting the findings of the travel surveys to LBRuT and for updating and refreshing the TP to take account of travel survey results; and
- Provision of information to staff prior to occupation (through the sales office/estate agent or similar); at occupation through the staff induction; and throughout the duration of the TP by way of regular newsletters and noticeboard displays informing staff of local travel arrangements, road works, travel events etc.;

6.3.3 It is not expected that the time spent by the TPC will be uniform throughout the lifespan of the TP, with the time varying from pre-occupation through to the organisation of travel planning activities and monitoring of the TP.

6.3.4 The provision of ongoing support and management are critical, and the provision of information and guidance to support sustainable travel choices will be an important element of the Site.

6.4 Staff Induction Packs

6.4.1 As part of the staff induction packs which will be given to all new members of staff in advance of starting their employment at the Site, the TPC will provide travel information to be included. Providing this information in advance ensures that staff become aware of the various modes of transport and existing services that are available to them at the earliest opportunity.

6.4.2 The packs would include the following information:

- Awareness of the health, economic and environmental benefits of walking and cycling;
- Safe and secure walking and cycling route maps, which will also highlight the walking distances from local public transport interchanges;
- Promotion of local cycle incentives: information about the availability of local cycle shops and any discounts or offers that may be available; and
- Information on third party car share and car club schemes, and links to websites.

6.4.3 The TPC will ensure that the travel information is provided to each new staff member through their staff induction pack and the cost of this will be borne by the Applicant.

6.5 Travel Events

6.5.1 Travel events are a way of encouraging staff to try alternative modes of transport that they may not currently use – specifically walking and cycling. Well promoted travel events can encourage sustainable modal shift away from public transport towards actives modes of travel which is in line with TfL policy.

6.5.2 The TPC will contact LBRuT for information on events happening in the local area and promote these to staff at the Site.

6.5.3 The following events are some that will be promoted to staff on site.

Walk to Work Week

6.5.4 Walk to Work Week is a nationwide event developed by Living Streets which takes place annually in May. Living Streets has developed a website and Commuter Challenge interface for Walk to Work Week, which is hosted at www.walktoworkweek.org.uk.

6.5.5 The TPC will also encourage uptake of Walk to Work Week Commuter Challenge.

Annual Bike Week

6.5.6 Bike Week is an annual opportunity to promote cycling, and show how cycling can easily be part of everyday life by encouraging 'everyday cycling for everyone'. Demonstrating the social, health and environmental benefits of cycling, the week aims to get people to give cycling a go all over the UK, whether this be for fun, as a means of getting around to work or school, the local shops or just to visit friends.

6.5.7 The TPC will promote events being held during Bike Week. The TPC will register with Bike Week as an event organiser. Once registered, the TPC will be able to download Bike Week promotional material and access event organiser guides.

6.5.8 The TPC will promote the annual Bike Week to all Site users via publicity documents and the notice boards.

6.6 Cycle Measures

6.6.1 Cycling is an efficient, cheap, healthy and non-polluting mode of transport. Encouraging cycling can help to improve mobility, reduce traffic congestion and improve health in the borough.

Cycle Parking

6.6.2 Secure cycle parking will be provided at the Site with 68 long-stay and 26 short-stay cycle parking spaces. Staff at the Site will have access to the lower ground floor car park to enable them to use the long-stay spaces. The proposed short-stay cycle parking is intended for use by visitors to the Site, and their prominent location will encourage usage. A key issue for cyclists is the safe and convenient storage of bicycles, and therefore this measure aims to meet this and encourage greater use of this mode.

Cycle Training

6.6.3 LBRuT provides heavy subsidised cycle training for people who want to learn how to ride a bike, or to regain their cycling confidence. 90 minute one-on-one sessions are available for people who live, work or study in the borough for the price of £10 per session.

6.6.4 Information is available on the LBRuT website, and staff will be made aware of the courses through the staff induction packs.

Cycle Maps

6.6.5 TfL has produced a series of cycle maps covering the majority of central London. The maps indicate all official cycle routes, as well as other cycle-friendly route options recommended by experienced cyclists.

6.6.6 Twickenham is included in Guide Number 9, and the maps can be ordered to UK addresses for free. Bulk ordering is also available (CycleGuideOrders@tfl.gov.uk), and the TPC will provide copies of the maps to management at the commercial units, to be distributed amongst staff.

Bicycle Purchase Schemes

6.6.7 The TPC will contact local bicycle shops to investigate opportunities for discounts on cycle equipment. Cycle Republic, located approximately 150m from the Site on King Street, currently operate a tax-free cycle to work scheme which could be advertised to staff.

6.7 Public Transport Measures

6.7.1 One of the main objectives of the TP is to encourage sustainable travel patterns. The following measure is proposed to maximise the potential of existing public transport services within walking distance of the Site.

Public Transport Map

6.7.2 Maps showing all the local railway and bus stations, bus stops and bus routes near the Site will be installed in prominent locations in each commercial building.

Travel Advice Promotion

6.7.3 The Travel Plan Co-ordinator should make staff aware of contact telephone numbers and websites which provide information on access to the Site by non-car modes of travel. The main relevant websites are listed below:

- www.tfl.gov.uk: Offers information on travel choices and public transport journey planning.
- www.traveline.info: National travel helpline to provide up to date public transport information. Tele. No. 0871 200 22 33.

6.8 Car Club Usage

6.8.1 There are a number of car club spaces in the vicinity of the Site (as shown in the location plan in **Figure 1**). These can present practical travel options for staff who need the use of a vehicle during the day, while still allowing them to commute by more sustainable modes of travel. The TPC will promote the use of these vehicles to staff at the Site.

6.9 Car-Free Development

6.9.1 The Proposed Development will not provide parking for the commercial elements of the Site, with the exception of two disabled spaces. It is considered that this will have a large impact on the travel choices of staff and visitors of the Site by making travel by sustainable and active modes more convenient than driving to the Site.

6.10 Summary

6.10.1 The measures outlined above are provided in order to encourage mode shift towards walking, cycling and public transport use. The Proposed Development includes no parking provision for the commercial elements of the Site, and so there is a good potential for staff choosing to travel by sustainable and active modes. The measures set out above aim to maximise this potential through a mix of information provision and imitative promotion.

7. MONITORING STRATEGY

7.1 Overview

7.1.1 An important part of the TP is the continual monitoring and review of its effectiveness. It is essential that the TP is not a one-off event, but a continually evolving process.

7.1.2 Regular monitoring and reviewing will help to gauge progress towards targets and objectives, and, if necessary, enable the TP to be refined and adapted in order to improve its progression.

7.2 Targets

7.2.1 The success of the TP will be determined by whether it succeeds in meeting its stated targets. The estimated modal split targets have been discussed in **Section 5**. These targets will be applied to the baseline surveys to be undertaken, and amended in line with policies and the challenges and opportunities of the Site if found to be unrealistic.

7.3 Monitoring

7.3.1 For the TP to be fully successful, its effects need to be recorded and assessed over time. A methodology for the monitoring of the TP is detailed below.

Survey of Staff Travel Patterns

7.3.2 The modal split of staff of the commercial units will be monitored over time. Sufficient time and resources will be allocated to carry out the necessary surveys and the Applicant commits to arranging the monitoring surveys as and when necessary.

Repeat Surveys

7.3.3 The baseline (Year 1) survey will be conducted within six months of initial occupation of the commercial units for each phase.

7.3.4 Further monitoring will take place annually for five years, with data presented to LBRuT's Travel Planning team immediately following the data analysis. This will be in the form of monitoring reports produced by the TPC.

7.3.5 The surveys will be analysed in order to establish the effectiveness of the TP in achieving the aims and targets stated within it and identify any required modifications. Full monitoring will take place in years 3 and 5 after year 1 baseline monitoring, in order to amend the measures or direction of the TP.

7.3.6 It is noted that surveys can be undertaken using the iTRACE or TRICS methods, outlined below, TRICS surveys are usually appropriate for larger and more complex sites where the borough considers that the absolute numbers of vehicles coming onto site may be as important as the mode split. All developments for which a full TP is required should have a TRICS compliant monitoring survey, and TfL recommend that all other TPs should have iTRACE compliant surveys. The type of survey should be agreed at planning and will be specified in the Section 106 or planning condition.

iTRACE

7.3.7 iTRACE is an online tool, supported by TfL, which contains a range of online tools and standardised reports covering a range of topics from project management to performance monitoring. iTRACE compliance means that the following activities must be undertaken as part of the TP:

- An iTRACE compliant baseline survey (usually within six months of first occupation or at 75% occupancy if end user is unknown, whichever is sooner) to establish the baseline modal split. For developments where the end occupier is known at application stage, iTRACE compliant surveys should be undertaken where possible (eg where a workforce from the same company exists at a different site) to inform the travel plan to be submitted as part of the planning application;
- Periodic (one, three and five years post implementation) iTRACE compliant monitoring surveys. This enables modal shift to be identified;
- An organisation may wish to develop its own tailored questionnaire to meet the specific requirements of its site. This is acceptable as long as main mode data is collected. The main mode of travel is the mode that the respondent uses for the longest distance on any journey leg. So, while respondents may be asked to provide information for all legs of their journey, and to record time spent travelling on each leg, this is not a prerequisite to ensure compliancy;
- The answers to the main mode question should be used to identify the mode split for the site;
- Other data collected might include:
  - Personal information such as home postcode, job type, nature of work and working hours
  - Reasons for choice of travel mode and barriers to travel by sustainable modes
  - Attitudinal information about measures which are likely to encourage a switch to sustainable alternatives
  - The amount of business travel undertaken during the working day and opportunities for switching to alternatives
- Surveys should ideally be undertaken at a similar time each year and in a 'neutral' month, avoiding school holidays

7.3.8 Surveys may be undertaken online or via hardcopy and organisations should aim to achieve a response rate of at least 30% to provide assurance to the local authority that the same is representative.

TRICS

7.3.9 TRICS is the national standard system of trip generation and analysis in the UK and Ireland and contains over 6,500 directional transport surveys at over 110 types of development. It is recommended by TfL as the standard method of measuring the likely trips generated by new developments.

7.3.10 Inclusion of travel plan monitoring information in TRICS will enable future transport assessments to incorporate more accurate predictions. This may clarify the impact that a travel plan will have on trip generation when introduced as part of a development proposal, such as the influence of the specific travel plan measures on mode shift.

7.4 Enforcement

7.4.1 The FTP will be secured via a or planning condition for the Proposed Development. The TPC will monitor the success of the FTP through the results of the TP monitoring surveys. In the case of the FTP not meeting the modal shift targets set out in **Section 5**, the TPC will adopt further measures for increasing sustainable and active travel to work.

8. ACTION PLAN

8.1 Action Plan Tables

8.1.1 This section of the FTP draws together the proposals for the TP implementation, monitoring and review. The actions that will be undertaken are summarised in the Action Plan tables, which indicate how the various elements of the TP will be organised and how actions will be prioritised. Details of those responsible for each action and the date it is due are also provided.

8.2 Funding

8.2.1 Sufficient budget and funding streams have been identified to carry out the measures in this TP, including the TPC post and monitoring programme. This will be fully funded by the Applicant.

8.2.2 The action plan for the commercial parts of the Site is shown in **Table 5**.

Table 5. Action Plan - Commercial

ACTION REF.	MODE	MEASURE	TASK	WHEN	BY WHOM
C1	All	Travel Plan Co-ordinator(s)	Identify and appoint Travel Plan Co-ordinator(s) for the commercial elements of the Site to carry forward all tasks within Action Plan.	Pre-Occupation	Applicant
C2	All	Staff Travel Induction	Collate travel information (cycle maps, timetables, routes and fares etc.) for all sustainable modes of transport and put into a pack to distribute to all members of staff.	Pre-Occupation	TPC
C3	Cycling	Cycle Parking Provision	Provide long-stay cycle parking for staff and short-stay cycle parking for visitors.	Pre-Occupation	Applicant
C4	Car	Car Share Scheme	Promote existing car club and car share schemes to staff of the commercial units.	Pre- Occupation	Applicant
C5	All	Notice Board	Provide and install a travel notice board in each commercial unit of the Site for staff members.	Upon Occupation	TPC
C6	All	Travel Events	TPC to arrange annual travel events including Bike Week, Walk to Work and TfL Commuter Challenge.	Upon Occupation	TPC
C7	All	Baseline Monitoring and TP update	Undertake monitoring over a period of five years.	Within 6 months of initial occupation of each phase of the Site.	TPC
C8	All	TP update	Update FTP and undertake TP introduction to new organisation and staff team	In the event of a new organisation taking over the commercial site element	TPC

9. BREEAM COMPLIANCE

9.1.1 The aim of BREEAM criteria Tra 05 is to:

> *"Recognise the consideration given to accommodating a range of travel options for building users, thereby encouraging the reduction of user reliance on forms of travel that have the highest environmental impact"*

9.1.2 This section outlines the BREEAM conditions of the Travel Plan and lists where they are addressed in the document **(Table 6).**

Table 6. BREEAM Compliance

BREEAM CRITERIA		PAGE ADDRESSED
1	A travel plan has been developed as part of the feasibility and design stages which considers all types of travel relevant to the building type and users	Entire Document
2	The travel plan is structured to meet the needs of the particular site and takes into consideration the findings of a site-specific transport survey and assessment that covers the following (as a minimum):	
	a. Where relevant, existing travel patterns and opinions of existing building or site users towards cycling and walking so that constraints and opportunities can be identified	Section 5.6, Tables 3 and 4.
	b. Travel patterns and transport impact of future building users	
	c. Current local environment for walkers and cyclists (accounting for visitors who may be accompanied by young children)	Section 3.4
	d. Disabled access (accounting for varying levels of disability and visual impairment)	Existing: Section 3.6 Proposed: Section 4.2
	e. Public transport links serving the site	Section 3.3
	f. Current facilities for cyclists	Paras 3.4.2 -

BREEAM CRITERIA		PAGE ADDRESSED
		3.4.4
3	The travel plan includes a package of measures that have been used to steer the design of the development in order to meet the travel plan objectives and minimise car-based travel patterns. This is demonstrated via specific examples such as:	
	a. Providing parking priority spaces for car sharers	n/a
	b. Providing dedicated and convenient cycle storage and changing facilities	Section 4.3
	c. Lighting, landscaping and shelter to make pedestrian and public transport waiting areas pleasant	Section 4.5
	d. Negotiating improved bus services, i.e. altering bus routes or offering discounts	n/a
	e. Restricting and/or charging for car parking	Para 4.4.2
	f. Criteria for lobby areas where information about public transport or car sharing can be made available	Para 6.7.2
	g. Pedestrian and cycle friendly (for all types of user regardless of the level of mobility or visual impairment) via the provision of cycle lanes, safe crossing points, direct routes, appropriate tactile surfaces, well-lit and signposted to other amenities, public transport nodes and adjoining offsite pedestrian and cycle routes.	Section 4.5
	h. Providing suitable taxi drop-off/waiting areas.	n/a
	i. Ensuring that rural buildings are located with appropriate transport access to ensure that they adequately serve the local community (where procured to do so e.g. community centre).	n/a

BREEAM CRITERIA		PAGE ADDRESSED
4	Where appropriate to the building type, size and intended operation, the travel plan includes measures tailored to minimise the impacts of operational-related transport e.g. deliveries of supplies, equipment and support services to and from the site.	Section 4.5. Information also provided in the DSP.
5	Where the building's final occupier is known, they confirm that the travel plan will be implemented post construction and supported by the building's management during building operation.	7.4.1

10. SUMMARY

10.1.1 SYSTRA Ltd ('SYSTRA') has been commissioned by the London Borough of Richmond upon Thames ('LBRuT', 'the Applicant') to provide transport and highways advice relating to the proposed redevelopment of 1A, 1B King Street and 2/4 Water Lane, the site of the remaining former swimming pool buildings at the corner of Water Lane and The Embankment and the river-facing parcel of land on the Embankment in front of Diamond Jubilee Gardens in Twickenham, London, TW1 3SD ('the Site').

10.1.2 The Site currently comprises 1,217sqm of retail floorspace (A1/A2), 226sqm of office floorspace and a private car park.

10.1.3 The Proposed Development entails the demolition and removal of all existing buildings and structures, to provide a mixed-use development comprising:

- Lower Ground Floor Level: a new vehicular access from the Embankment, parking for 23 cars and 68 cycles and three seasonal units (201sqm);
- Ground Floor Level: 505sqm A3, 250sqm B1, 244sqm A1 and 62sqm flexible commercial floor space, a new public square and areas of public realm;
- First, Second and Third Floors: 39 residential units (18 no. 1 bedroom, 19 no. 2 bedroom and 2 no. 3 bedroom, including 6 no. affordable units); and
- Public realm improvements, reconfiguration of on-street parking, improved pedestrian access and landscaping and an amendment of service vehicle access.

10.1.4 This BREEAM compliant Framework Travel Plan covers all commercial elements of the Site, and aims to demonstrate the commitment to creating a sustainable development in Twickenham which promotes the use of walking, cycling and public transport. The measures contained in the FTP should remain implemented at all times.

10.1.5 This FTP is in accordance with the national, regional and local policies by seeking to ensure sustainable transport to and from the Site.

10.1.6 Targets have been set for each mode of transport based on the predicted modal split of the Site. The actual baseline mode share will be determined following travel surveys that will take place within six months of initial occupation of each phase of the Site. The targets will need to be revised in light of these surveys and agreed with the LBRuT Travel Planning Team.

10.1.7 A package of measures has been developed to ensure the targets can be met. The measures will include travel information to be included in a staff induction pack, cycle parking, regular promotion of sustainable travel options via newsletter and a travel noticeboard, and a Travel Plan Co-ordinator.

10.1.8 The TP's progress will be monitored in accordance with LBRuT requirements.

SYSTRA provides advice on transport, to central, regional and local government, agencies, developers, operators and financiers.

A diverse group of results-oriented people, we are part of a strong team of professionals worldwide. Through client business planning, customer research and strategy development we create solutions that work for real people in the real world.

For more information visit www.systra.co.uk

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