TRAVELVISE.

Template Travel Plan



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1. Introduction

This document outlines the Travel Plan for _____. The overall objective of the Plan is to seek to ensure that staff and visitors use more environmentally friendly alternatives than driving alone. The Plan contains five specific objectives:

- to set out measures that will enable the organisation to meet the target car/employee ratio as agreed with Warwickshire County Council (WCC)
- to enhance the organisations corporate social responsibility and environmental image
- to encourage the use of more sustainable modes of transport
- to reduce unnecessary travel and
- to ensure that all staff are aware of the Travel Plan.

A clear monitoring strategy in line with WCC's Practice Note for Developers (May 2003) has been defined to assess our achievements. This travel plan covers staff and visitors travelling to the site for commuting journeys, business travel and deliveries.

1.1. What are the benefits of the Travel Plan?

Corporate responsibility: The Travel Plan aims to make significant changes to the way people travel to their place of work. This will result in a better local environment for pedestrians and cyclists and result in cleaner air and less congested local streets.

Positive Publicity: Producing a travel plan, and generating positive publicity will improve _____s' environmental image.

Increased travel choice: A wider range of travel options, savings and benefits will enhance the recruitment and retention of staff working for ______. The Travel Plan will lead to greater social inclusion enabling those who do not have access to a car to travel to work or visit the site more easily.

Health Benefits: Many alternative forms of travel include an element of exercise that will lead to a healthier workforce, possibly leading to improved morale and a reduction in health related absences.

A more accessible site: A decrease in the number of cars arriving at the workplace will reduce congestion both at the site itself and on the approach roads to the site. The site will become more accessible and safer for all staff, and visitors. It will also become a more attractive place for staff to work and nearby residents to live.

Financial Savings: A Travel Plan can reduce corporate transport overheads by minimising business mileage and the number of parking spaces needed.

Better Time Management: The automatic use of the car for business travel is not always the most cost effective or efficient option. Alternatives can be cheaper, faster (particularly for long journeys) and provide additional time in which to prepare for meetings or carry out work that would not be possible when sat at the wheel of a car.

2. Objectives

The objectives of the site Travel Plan are:

2.1. To set out measures that will enable the organisation to meet the target car/employee ratio.

will implement the measures as specified in the Travel Plan in order to facilitate the use of sustainable transport and achieve our target which has been agreed with Warwickshire County Council and is specified below:

Delete one of the targets as appropriate

(<u>%</u>%* car / employee ratio) (10% reduction on current car /employee ratio which is currently <u>%</u>) Therefore our target will be <u>%</u>.

*This figure should be no more than 65%

2.2. To enhance the organisations corporate social responsibility and environmental image

Demonstrating _____ commitment to Travel Plans and sustainable transport.

2.3. To encourage the use of more sustainable modes of transport

As part of the overall target, we are setting ourselves the following targets:

- To increase the number of employees travelling to work by public transport by % over 5 years (to % of workforce)
- To increase cycling and walking as main/usual travel mode to ____% of the workforce over 5 years
- To increase number of car sharers to <u>%</u>% of the workforce over 5 years

2.4. To reduce unnecessary travel

As part of the overall target, we are setting ourselves the following targets:

- To reduce the proportion of visitors driving to the site
- To reduce business mileage
- To encourage the use of more sustainable modes of transport for work related journeys.

2.5. To ensure that all staff are aware of the Travel Plan

As the Plan develops it will be appropriate to consider the adoption of further objectives and the setting of further targets.

3. Implementation

In order to implement the Plan the following will be established:

3.1. A Travel Plan Co-ordinator

The Practice Note for Developers (May 2003) specifies that "the occupier must appoint a Travel Plan Coordinator who works at the site and their name, office, address and telephone number supplied to the County Council".

The role of the Co-ordinator will be as follows:

- To oversee the development and implementation of the Travel Plan
- To obtain and maintain commitment and support from senior managers, staff, union representatives, etc.
- To design and implement effective marketing and awareness raising campaigns to promote the Travel Plan
- To set up and co-ordinate steering groups, working groups, etc.
- To co-ordinate the necessary data collection exercise required to develop the Travel Plan
- To act as a point of contact for all staff requiring information
- To liase with different departments, e.g. personnel, estates, facilities, etc. and external organisations, e.g. local authorities, transport operators, etc.
- To co-ordinate the monitoring programme for the Travel Plan
- To prepare a business case to secure a budget for Travel Plan development and ensuring its efficient and effective use.

3.2. The Travel Plan Working Group:

The Travel Plan Working Group will comprise of representatives from <u>(eg. each department)</u>. The group will be responsible for developing the Action Plan, implementing initiatives and the overall monitoring and review of the Travel Plan. Their role is to:

- Allocate staff to implement the schemes
- Set clear dates for action
- Ensure that the Travel Plan makes progress by holding twice yearly review meetings
- Report progress to Management
- Develop future initiatives
- Expand objectives and targets, and monitoring strategies as initiatives are developed and agreed.

3.3. Staff Focus Groups

The key to the success and implementation of _____ Travel Plan is to involve staff at all stages. This consultation will be partly achieved by the formation of staff focus groups to develop proposals for implementation. The focus groups that are formed will depend on the actions agreed by the Travel Plan working group.

3.4. Partnerships

will endeavour to form partnerships with:

- supporting organisations, e.g. WCC, Sustrans, Association of Commuter Transport, Cycle Touring Campaign, Pedestrians Association, Environmental Transport Association.
- local organisations, e.g. other employers, local retailers (for discounts)

will also seek to ensure that links are established with other relevant activities, e.g. Work-life balance, Recruitment and Retention strategy, Financial strategies.

4. Monitoring

4.1. Monitoring requirements

The Practice Note for Developers (May 2003) specifies that:

The occupier must carry out monitoring within one month of the occupation date and the first, second, third and fourth anniversaries of that date. The occupier may carry out additional monitoring on other dates if it wishes.

The occupier must obtain information from employees using a questionnaire specified by the County Council. The information required is that needed to determine and independently verify employees mode of travel to work.

The occupier must supply to the County Council copies of the information supplied by employees and a statement of its car employee ratio certified as correct by a Director of the Company.

Having supplied this information the occupier must ensure that it is audited and verified by an independent organisation agreed in advance between the occupier and the County Council. The occupier must pay the cost of the audit. The arrangements for auditing and verification must be approved by the County Council in advance. The audit organisation will be supplied with the certificate and questionnaires in advance and on an unannounced day will carry out an audit to verify that the certified car/employee ratio is correct.

will endeavour to comply with the monitoring requirements as specified above.

4.2. Staff survey

Delete one of the survey types as appropriate

will carry out monitoring by using (the travel survey template as specified by WCC (Appendix A)) (a travel survey that has been validated by WCC) and will seek to ensure a 70% response rate.

The survey will cover:

- Where people come from
- What mode of transport they use to get to work
- How long their journey takes them

- If they drop partners / children off on the way
- How often they need their own car for work purposes
- Suggestions to improve facilities/ initiatives at the site
- Awareness of the Travel Plan

4.3. Specific monitoring strategies

4.3.1. To set out measures that will enable the organisation to meet the target car/employee ratio (Objective 2.1).

• annual travel survey and independent audit

4.3.2. To enhance the organisations corporate social responsibility and environmental image (Objective 2.2).

- keep records of media releases on the Travel Plan and sustainable travel
- to monitor awareness of our Travel Plan with local organisations

4.3.3. To encourage the use of more sustainable modes of transport (Objective 2.3).

- the number of people on the car share database
- count the cars in the car parks (on the same day each month, e.g. first Tuesday of the month)
- count bicycles at various cycle stands (on the same day each month, e.g. first Tuesday on the month)
- quarterly snapshot staff surveys (random survey: meet staff on arrival with a short questionnaire to assess effectiveness of take-up, and specific surveys: targeting people in certain departments/certain levels)
- the number of people working from home (monitored by annual travel survey).

4.3.4. To reduce unnecessary travel (Objective 2.4).

- monitor payments made on business mileage
- Personnel to track car mileage vs. train/bus tickets & cycle mileage claims
- carry out a monthly check on pool bike use and keep records linked to any promotion of the pool bike system.

4.3.5. Staff awareness of the Travel Plan (Objective 2.5).

• monitored by annual travel survey.

5. Contributions

If the monitoring proves that the target is not met then the occupier will be required to pay a contribution. The Practice Note for Developers (May 2003) specifies that:

If the target is not met then the occupier will be required to pay a contribution towards sustainable transport in the vicinity of the site or towards other measures to reduce or offset actual levels of car usage. This payment is calculated according to a fixed formula. The payment is a unit sum (£4.50 as at January 2003) for each employee car by which the target is missed for each day on which it is deemed to be missed. A target is deemed to be missed by a certain number of employee cars from the day on which monitoring shows this until the day when further monitoring shows a different result. The occupier will also be required to pay a fee of 10% of the sustainable transport contribution to cover the extra administrative costs which arise when a target is not met. (...)

A daily contribution plus administrative fee will also be required to be paid if the developer does not meet the requirements with regard to the Travel Plan or Travel Plan Coordinator until the requirement is met.

6. Site Audit

In the following paragraphs please change **has** to **will have** and **is** to **will be** if the Travel Plan is for a future development

6.1. Car parking

The site has _____ entrances for car users. The main entrance is approached from ______. There are currently a total of ______ car parking spaces. There are ______ spaces available for staff, ______ spaces for disabled parking, ______ spaces for visitors. Demand for car parking space is very high. All staff with cars are allocated with a free parking permit. Currently there are concerns about the safety of the car park with a conflict between vehicles and pedestrians. This is covered by the Work Place (Health Safety & Welfare) Regulations 1992 and is being considered and ways of improving the situation are being appraised.

6.2. Car Sharing

There is currently no specific car parking for car sharers, although this will be addressed through the Travel Plan actions (section 10.5).

6.3. Rail

<u>Rail:</u>	I: The railway station is approximately						miles from the Site. The service			
from		and			runs approx. eve			very		hour. Services also run
from		every hour		urs),	rs), ((services a day),		
	().								

6.4. Bus

Bus: A range of bus services from around the county terminate at _____ bus station. The service ____ runs from _____ bus station via the Site. Services from _____ (Bus numbers: ____, ___), ____ (Bus number: ____), enter via the Site.

6.5. Cycling

The Site is linked to the _____ cycle network. The route is shown in the _____ guide , available in Main Reception.

- Cycle parking is provided at _____ (____ racks with _____ spaces for cycles) and by the _____ (____ racks with _____ spaces for cycles), there is additional, more secure parking, in the _____ with space for approximately _____ cycles.
- There is a Site Cyclists Group which holds yearly meetings to discuss

facilities and opportunities for improvement.

- Cyclists are able to claim business mileage in line with the tax threshold at 20p per mile.
- There are _____ pool bikes (one gent's and one ladies) with large pannier carriers, reflective cycle clips, adjustable cycle helmet and lock. These are currently stored in the ______. The bikes are booked out on average times _____ per month (used more frequently in the summer). The pool bikes are administrated by ______ who operate a bookings procedure. The pool bikes are serviced yearly which is organised by ______.

6.6. Information

In _____ 200 a "Travel to Work at the Site" leaflet was distributed to all site staff with details of bus routes, telephone information lines, pool bikes, the Travel Board and cycle facilities.

6.7. Visitors

On average the site has approximately _____ visitors each week to the _____. In addition, there are visitors arriving at the site to _____. On _/__200_, we carried out a visitor survey. We found that ____% of these visitors travel by car, and the majority of these as a single occupant in a vehicle, ____% arrive on foot, and ____% arrive by bike.

7. Staff Details

If the Travel Plan is for a speculative development, please estimate the following for each unit, inserting words like **will** and **approximately** where appropriate.

7.1. Employees

employs _____ staff. ____ full time employees, and _____ part time employees

7.2. Hours of Work

Staff can work between _____ and _____ hours. Flexible hours are between _____ and _____ hours.

7.3. Mileage Claims

In 200_ a total of _____ miles were claimed by staff in the course of their work.

8. Survey of Staff Travel

If the Travel Plan is for a speculative development, this section can be deleted.

A travel to work survey of ______ staff was undertaken in _____200_. The survey was completed by _____ employees, which was approximately _____% of the site based workforce at the time. A summary of the results is set out below. For further results of the staff survey see *Appendix* _____

8.1. How staff currently travel to work?

- ____% of staff mainly travel into work by car (single occupancy)
- ____% mainly use a car shared with others
- mainly walk to work
- mainly cycle
- ____% mainly used public transport
- However approximately <u>%</u> cycle or walk to work at some point.

8.2. Why do they choose to travel this way?

and _____were the main reasons given. _____or ____also scored highly. *See Appendix* ___

8.3. Where are they travelling from?

- ____% of respondents live within 2 miles of the site (easy walking and cycling distance)
- ____% live within $\frac{1}{2}$ a mile of a convenient bus stop for the site.

8.4. What measures would be most popular/effective?

See *Appendix* for more details of staff survey views.

- Improved _____, ____ and _____ for cyclists were the main factors given which would encourage cycling.
- More _____ and _____were the main factors given which would encourage use of public transport.
- ____% of respondents said that they were prepared to car share with a further ____% prepared to consider car sharing in the future.

9. Communication and Marketing

The target audiences for this Travel Plan are all staff, and visitors. It is essential that all aspects of this Travel Plan be effectively communicated to all based at the site. A vital part of the success of this Plan will also be in letting people know how we are doing. This will be done through the following means:

9.1. Posters

Posters on notice boards around the building will be used to highlight transport information and to keep staff informed of special days and events that are being organised.

9.2. Email

From time to time, emails will be sent out to key people (such as the Site Cyclists Focus Group) to help promote special days and events.

9.3. Staff Induction Manual

The Staff Induction Manual will be updated to inform new staff of the key aspects of the Travel Plan. This is especially useful, as research indicates that the best time for people to change travel habits is when they are changing jobs or moving house. Travel to Work information will be included during Induction Training sessions.

9.4. The Launch Event

The Travel Plan will be launched to staff, customers and the media to promote the work that ______ has carried out, and to inform people of their new travel choices. Following this, we aim to send regular media releases of how the Travel Plan is progressing to help raise awareness with general public.

9.5. Recruitment information

Alternative travel details regarding how to get to the site via public transport, walking and cycling will be sent out either with application forms or with information about coming to interviews.

9.6. The Intranet

9.7. The intranet will be used to outline specific promotional activities going on (such as Bike 2 Work day) and to provide staff with key information. The intranet will include relevant and up to date bus and train information, the cost of bus passes, maps of walking and cycling routes, information about getting to other

destinations for meetings by train or bus, details of the cycle business mileage allowance, guidance on home-working and flexible working and regular updates of the Travel Plan progress.

9.8. The Website

Public transport information and map of walking and cycling links will be included in more detail and more prominently on our website, which can be found at www.

9.9. Internal Publications/ Newsletters

Press releases with regular updates on Travel Plan measures that have been implemented will be supplied to internal publications and newsletters. This method of communication will also be used for general transport information and to promote any internal transport related activities.

10. Action Plan

Please delete or add measures as appropriate for your organisation.

The following measures will be implemented within the timescale for action: Short (S) = achievable within 6 months Medium (M) = achievable within 12-18 months Long (L) = achievable over next 5 years Ongoing (O) = ongoing

10.1. Measures to increase walking

- 10.1.1. Mark a pedestrian route around the building and through the car park with a green stripe. (M)
- 10.1.2. Put up signs showing the direction and distance or time it takes to walk to the site on key walking routes (e.g. town centre/ train station). (L)
- 10.1.3. Provide / improve shower facilities, changing rooms with hairdryers, hooks, mirror, lockers and drying facilities for wet clothes. (M)
- 10.1.4. On going promotion of walking, e.g. internal newsletters promoting health/ environmental benefits. (O)
- 10.1.5. Promote walking on special days, e.g. car free day, TravelWise week. (O)
- 10.1.6. Set up a site walkers group which can hold twice yearly meetings and set up a buddy scheme (confident walkers agree to assist less confident walkers on their route). (S)
- 10.1.7. Guaranteed free ride home for walkers in case of an emergency. (S)
- 10.1.8. Provide incentives for people to walk e.g. free fluorescent gear, pedometers, umbrellas, discounts at walking/ shoe shops, prize draws. (M)
- 10.1.9. Introduce a regular "casual clothes" day (e.g. last Friday of every month). (S)

10.2. Measures to increase cycling

- 10.2.1. Mark a cycle route on the route from the entrance and through the car park to the cycle parking with a red stripe. (M)
- 10.2.2. Put up signs showing the direction and distance or time it takes to cycle to the site on key cycling routes (e.g. town centre/ train station). (L)
- 10.2.3. Provide covered, secure cycle stands close to the main entrance for staff and visitors. (S)
- 10.2.4. Provide / improve shower facilities, changing rooms with hairdryers, hooks, mirror, lockers and drying facilities for wet clothes. (M)
- 10.2.5. Provide incentives for people to cycle e.g. free fluorescent gear, cyclometers, wet weather gear, discounts at cycle shops, prize draws, panniers. (M)
- 10.2.6. Introduce a regular "casual clothes" day (e.g. last Friday of every month). (S)
- 10.2.7. On going promotion of cycling e.g. internal newsletters promoting health/ environmental benefits. (O)
- 10.2.8. Promote cycling on special days e.g. bike2work day, car free day, TravelWise week. (O)
- 10.2.9. Set up a site cyclists group which can hold twice yearly meetings and set up a buddy scheme (confident cyclists agree to assist less confident cyclists on their route). (S)
- 10.2.10. Guaranteed free ride home for cyclists in case of an emergency. (S)
- 10.2.11. Provide free cycle training for staff. (S)

- 10.2.12. Purchase pool bikes for business and lunch time trips, ensuring that a regular maintenance programme is established. Also ensure:
- extra equipment is provided e.g. helmet, lock, lights, puncture repair kit
- an emergency service for stranded pool bike users is established
- a questionnaire to monitor pool bike usage is established
- a pool bike pack containing guidelines for use and maps is established
- small rewards are provided.

(M)

10.3. Measures to increase motorcycling

- 10.3.1. Put a sign in the car park directing motorcyclists to the motorcycle parking. (M)
- 10.3.2. Provide secure motorcycle stands close to main entrance for staff and visitors. (S)
- 10.3.3. Provide incentives for people to motorcycle e.g. free fluorescent gear, prize draws, advanced motorcycle training. (M)
- 10.3.4. Introduce a regular "casual clothes" day (e.g. last Friday of every month). (S)
- 10.3.5. Set up a site motorcyclists group which can hold twice yearly meetings. (S)

10.4. Measures to increase public transport usage

- 10.4.1. Interest free loans for season tickets. (L)
- 10.4.2. Investigate subsidies for bus/train tickets or free trial tickets for staff to try the bus/ train. (L)
- 10.4.3. Publicise public transport routes, timetables, travel information lines (Traveline: 0870 608 2 608) for staff and visitors by link to public transport information (<u>www.warwickshire.gov.uk/publictransport</u>) from inter and intra net and maintaining up to date bus timetables in the main reception area. (S)

- 10.4.4. Investigate demand and feasibility for a site work bus. This could be done in conjunction with other employers in the area. (M to L)
- 10.4.5. Encourage staff to use public transport for business travel. (S)
- 10.4.6. Set up corporate account with train companies for ticket purchase. (M)

10.4.7.For example, Central Trains offer a corporate account and can offer a discount (starting at 10%).

10.4.8. Guaranteed ride home for public transport users in case an emergency arises. (S)

10.5. Measures to increase number of car sharers

10.5.1. Mark <u>spaces close to entrance for those who car share.</u> (M)

10.5.2. To ensure these spaces are not abused, employ a car park attendant or simply sign the area to inform users that it will be spot checked. Alternatively car sharers could be issued with special permits, with 2 permits being visible when parked in car share spaces. If spaces not used by sharers by a certain time, then they can be opened up to all users.

- 10.5.3. Provide a car share database for staff, where employees can view offers and requests for lifts from their colleagues. (S)
- 10.5.4. Car share posters to be put up on all notice boards and displays in main reception. Particular promotion during TravelWise week. (S)
- 10.5.5. Offer incentives to car share, e.g. free car wash, free MOT, prize draws etc. (O)
- 10.5.6. Guaranteed ride home for car sharers in case of an emergency. (S)

10.6. Measures to manage/ reduce car use

10.6.1. Introduce car parking charges. (S)

10.6.2.By ring fencing the money gained organisations can cover costs of other Travel Plan initiatives. Car parking charges can either be daily, by charging for parking permit or by using a smart card with a cash value, each

time the smart card is used to enter the car park, the cash value diminishes. Any cash left on the card at the end of the year could be reimbursed or carried over.

- 10.6.3. Provide training or offer leaflets on safer and greener driving techniques. Offer course free or at a subsidised rate to all employees. (M)
- 10.6.4. Have a pool of cars available for employee use. Investigate the costs and possible savings through providing LPG or electric pool cars. (M)
- Review mileage allowances. Remove any cc differential to give a flat rate. This policy is inline with the Inland Revenue tax changes April 200_. (M)
- 10.6.6. Ensure that those who drive more energy efficient cars receive the same/ or better mileage rate than those with less efficient cars. (M)
- 10.6.7. Offer interest free loans to staff for conversion of their private car to cleaner fuel (e.g. LPG). A survey of potential take-up shall be carried out annually and an assessment of which cars would be eligible for loans. (L)
- 10.6.8. Introduce flexi-time so that:
 - staff do not have to start and finish at set times (thus making it easier to travel by alternative modes)
 - staff are encouraged to take full days rather than a half day off (thus reducing the need to travel to the site)

Managers may need training to help assess productivity for staff working from home. (S)

- 10.6.9. Introduce compressed working hours e.g., work 9 days per fortnight. (M)
- 10.6.10. Introduce remote working:
 - Develop terms and conditions for appropriate posts to formalise opportunities for remote-working
 - Provide equipment and facilities for remote-workers e.g. drop in centres at different locations
 - Inform staff of the remote-working opportunities to encourage staff to join the scheme (where appropriate)

(M)

- 10.6.11. Offer on site facilities so that staff do not have to make an extra journey to use such facilities:
 - day nursery for employees children
 - cash point
 - post office
 - canteen
 - gym/ well being centre

Undertake viability study for each facility (include a question in the next staff travel survey). These could also be a valuable staff recruitment feature. (L)

- 10.6.12. Invest in video-conferencing facilities to reduce the need for business travel:
 - Provide a video-conferencing suite within the Site
 - Set up training sessions for staff

• Arrange publicity sessions and an instruction pamphlet If video-conferencing suite is too costly - look into net-conferencing options with web-cams. (L)

- 10.6.13. Strongly encourage the use of public transport for business use (particularly meetings):
 - Encourage managers and staff to routinely question/discuss travel expense claims. Why was the journey not taken by public transport?
 - Produce official guidance on which journeys are appropriate by car, and which should be taken where ever possible by public transport
 - Time meetings to facilitate travelling by public transport , provide information to enable delegates to car share
 - Promote the advance booking of cheaper tickets. Offer a £10 cash back bonus for staff travelling by train
 - Introduce 1st class train travel for senior staff so that they can work on the train
 - Promote the use of public transport for business use (particularly meetings) and make it easier for staff to use alternative modes
 - Provide information on timetables, tickets, prices, routes of public transport services to common meeting destinations
 - Publish cost comparison table for staff to be included in the Induction handbook showing the cost by car and the cost by public transport to common destinations, (e.g. Birmingham and London).

(M)

- 10.6.14. Monitor business travel:
 - · Keep clear records on business mileage to monitor change
 - Mileage to be broken down to car users for each group within the

site.

A prize could be offered to the group which makes the least mileage claims

- Which modes of transport were used (including bike, bus, train) for which journey to identify where more efficient modes of transport could be used and which groups need to take the sustainable agenda more seriously. (O)
- 10.6.15. Encourage car sharing for business travel:
 - Develop a more formal system to encourage staff attending the same meeting to travel together
 - Provide delegate lists for those attending meetings to facilitate car sharing.
 - (S)

10.7. Measures to ensure staff/ visitors awareness of organisation's commitment to its Travel Plan

- 10.7.1. To inform new staff produce an induction manual which includes Travel Plan information (which needs to regularly updated). (S)
- 10.7.2. Travel to Work display at induction training. (S)
- 10.7.3. Travel Awareness Campaign targeting all staff at site
 - Regular updates to go to staff via Intranet
 - Use of staff notice board to promote initiatives
 - Articles on alternative modes of travel for internal magazine.
 (O)
- 10.7.4. Participate in Bike to Work Day & TravelWise week. (O)
- 10.7.5. Produce maps which are designed to give clear and concise information to visitors on travelling to Site on foot, by bicycle and on public transport. (M)
- 10.7.6. The "how to get to the Site" leaflet shall be updated to include more detail of public transport, walking and cycling. (S)
- 10.7.7. Alternative transport Information to be updated on the Internet. (O)

10.7.8. Distinct and prominent travel information leaflet holder to be sited in main reception. (O)