



TRAVEL PLAN

FOURTEEN LOCKS VISITOR CENTRE
CWM LANE, ROGERSTONE, NEWPORT, NP10 9GN

On behalf of **Newport City Council**
Report Reference: **25/520/TP/C**
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CONTENTS

1	INTRODUCTION	1
1.1	Purpose Of Report	1
1.2	Planning Policy	1
1.3	Travel Plan Scope	1
2	SITE CHARACTERISTICS	2
2.1	Site Location	2
2.2	Accessibility	3
3	PROPOSED DEVELOPMENT	7
3.1	Visitor Centre	7
3.2	Access and Parking	7
3.3	Delivery & Servicing	7
4	BASELINE TRAVEL INFORMATION	8
4.1	Baseline Modal Split	8
4.2	Travel Survey	9
5	OBJECTIVES AND TARGETS	10
5.1	Objectives	10
5.2	Targets	10
6	TRAVEL PLAN MANAGEMENT	12
6.1	Travel Plan Coordinator	12
6.2	Monitoring and Review	12
7	STAFF – TRAVEL PLAN INITIATIVES	14
7.1	Staff Travel Pack	14
7.2	Reducing Single Occupancy Car Trips	14
7.3	Promotion of Electric Vehicles	15
7.4	Flexible Working	15
7.7	Promotion of Walking	15
7.8	Promotion of Cycling	16
7.9	Promotion of Public Transport	18
7.10	Personalised Travel Planning	18
7.11	Remedial Measures	18
8	VISITORS – TRAVEL PLAN INITIATIVES	19
8.1	Information and Awareness	19
8.2	Public Transport Accessibility	19
9	ACTION PLAN	20
9.1	Summary	20
APPENDIX 1. EXAMPLE STAFF TRAVEL SURVEY QUESTIONNAIRE		21
APPENDIX 2. EXAMPLE VISITOR TRAVEL SURVEY QUESTIONNAIRE		22

1 INTRODUCTION

1.1 Purpose Of Report

1.1.1 Magna Transport Planning Ltd has been commissioned by Newport City Council to prepare this Travel Plan (TP) to support the redevelopment of the Fourteen Locks Visitor Centre.

1.1.2 This TP outlines sustainable transport strategies aimed at encouraging staff and visitors to travel by walking, cycling, and public transport while reducing reliance on private cars.

1.2 Planning Policy

Planning Policy Wales Technical Advice Note 18: Transport (2007)

1.2.1 Regarding Travel Plans, paragraph 9.12 states the following:

“A Travel Plan should be integrated into the TA process where significant additional trips are likely or significant effects on the surrounding transport networks could occur.”

1.2.2 As the proposal would generate significant amounts of movement, a Travel Plan has been provided to encourage sustainable travel and reduce single occupancy car travel.

Newport Local Development Plan

1.2.3 Policy SP15 (Integrated Transport) requires significant development proposals to be accompanied by Travel Plans.

1.2.4 Whilst the proposed redevelopment of the visitor centre may not be classed as ‘significant’, the Applicant recognises the importance of promoting sustainable travel and has proactively prepared this Travel Plan to align with local and national transport policies. This demonstrates a commitment to reducing car dependency, enhancing accessibility, and encouraging staff and visitors to utilise active and public transport modes, thereby supporting the wider sustainability objectives of Newport City Council.

1.3 Travel Plan Scope

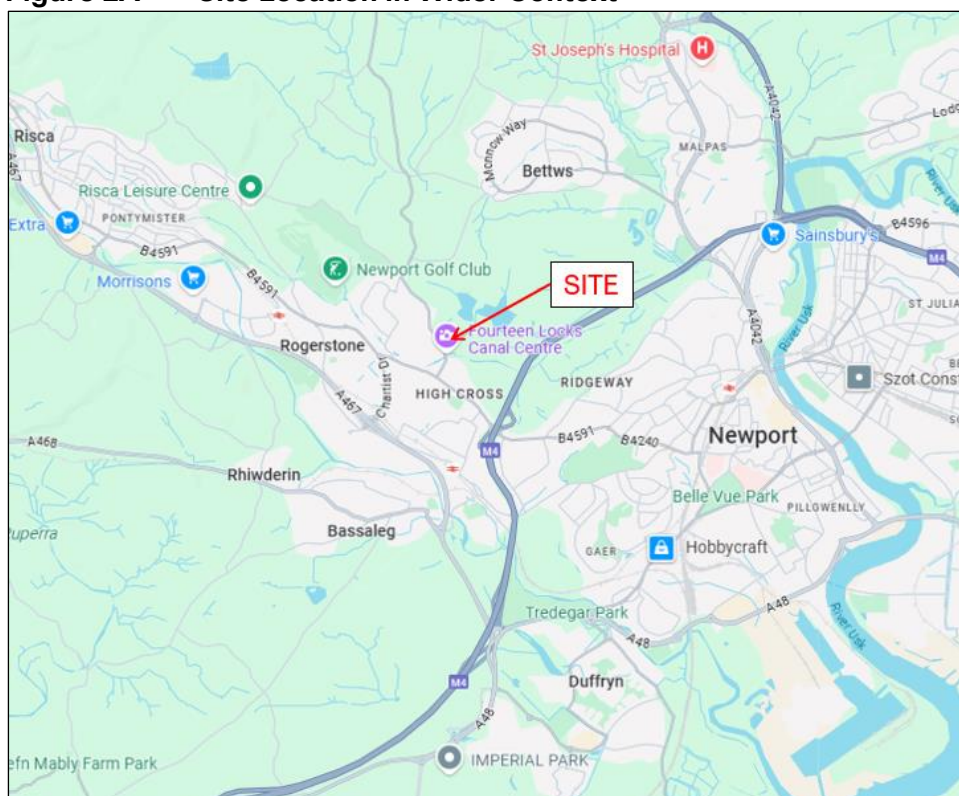
1.3.1 The Travel Plan (TP) sets out a strategy towards the sustainable travel options and measures for the staff and visitors at the proposed development.

2 SITE CHARACTERISTICS

2.1 Site Location

- 2.1.1 The Fourteen Locks Visitor Centre is located in Rogerstone, Newport, adjacent to the Monmouthshire and Brecon Canal, at approximately one kilometre north of the M4 Junction 27 and five kilometres west of Newport City Centre.
- 2.1.2 The location of the application site in wider context is shown in Figure 2A.

Figure 2A Site Location in Wider Context



- 2.1.3 The site is bound by Cwm Lane to the west, the access road to Ynysyfro Reservoir to the north, field to the east and Monmouthshire and Brecon Canal to the south. The immediate development to the west and south of the site is residential in nature.
- 2.1.4 The visitor centre is leased and operated by the Monmouthshire, Brecon and Abergavenny Canals Trust (MBACT). The Fourteen Locks Canal Centre, Shop, Museum and Dadford Tea Room is open 7 days a week 10am to 4pm.
- 2.1.5 There are a total of 50 car parking spaces on site, including three disabled bays and two electric vehicle (EV) parking bays. There are four cycle hoops.

Figure 2B Site Location in Local Context



2.2 Accessibility

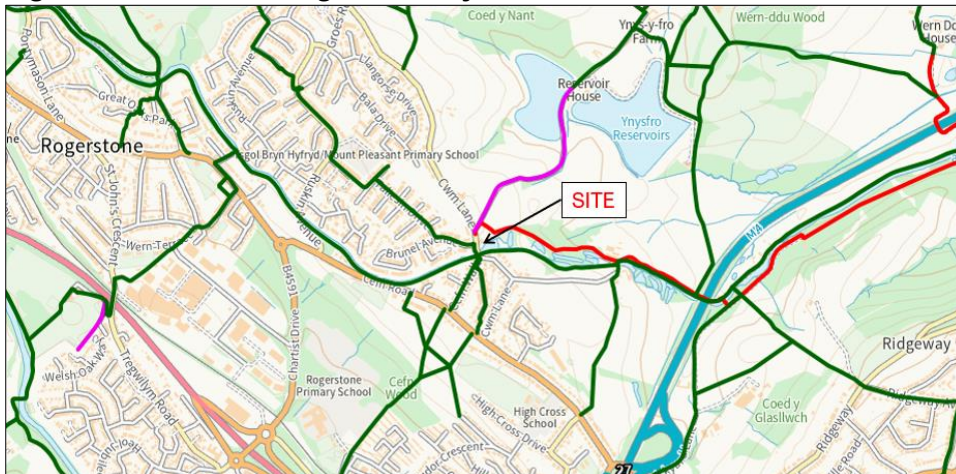
- 2.2.1 The vehicular access is via Cwm Lane, located at approximately 25 metres north of the junction with Brunel Avenue. The streets surrounding the site are subject to a 20 mph speed limit, and benefit from street lighting.
- 2.2.2 A public right of way (ref: 406/39/1) runs along the site's southern boundary. This footpath is also a part of National Cycle Network (NCN) 47. The pedestrian (and cycle) access into the site is off a public footpath via two pedestrian bridges over the canal on either side of the pond, as shown in Figure 2C.

Figure 2C Pedestrian Accesses



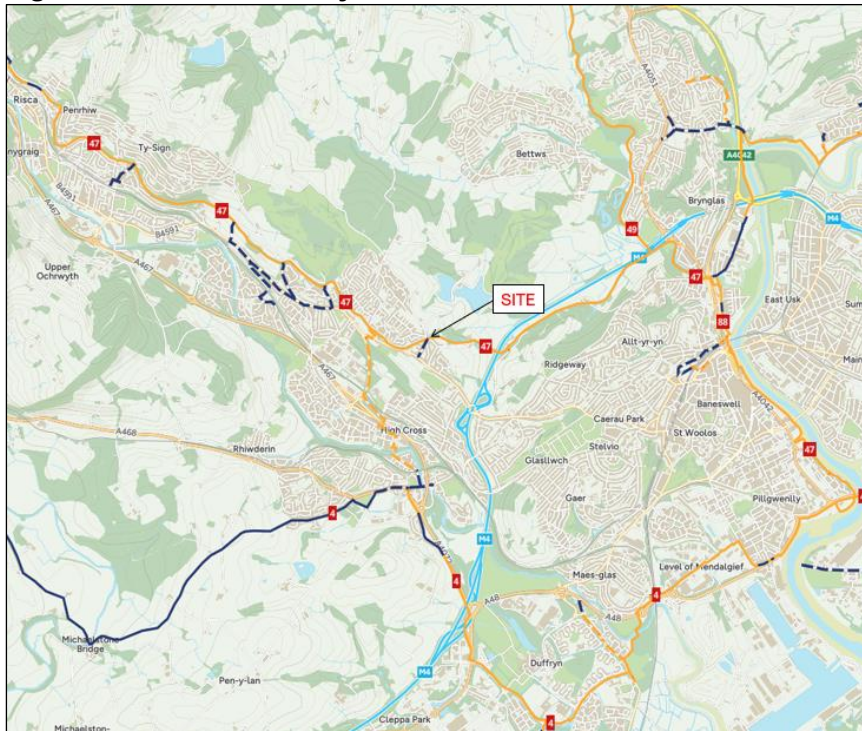
2.2.3 The footpath 406/39/1 runs along the south side of the canal, which offers traffic-free pedestrian links to Rogerstone to nearby residential areas, as shown in Figure 2D.

Figure 2D Public Rights of Way



2.2.4 NCN 47 is long-distance cycle route which runs between Newport and Fishguard via Neath and Carmarthen. In the vicinity of the site, it provides cycle links to High Cross, Risca, and Ystrad Mynach to the east and Newport city centre to the west. It also provides connection to NCN 88 at Crindau and NCN 49 near M4 Junction 26. The cycle network is shown in Figure 2E.

Figure 2E National Cycle Network



- 2.2.5 As such, the site benefits from a highly accessible and well-connected active travel network. The presence of NCN 47 and its links to key destinations, including Newport city centre, High Cross, and Risca, ensures safe, convenient, and largely traffic-free cycling opportunities.
- 2.2.6 Additionally, the adjacent footpath along the canal enhances pedestrian connectivity, providing a scenic, direct, and pleasant walking route to Rogerstone and beyond. These high-quality walking and cycling links reinforce the site's strong sustainability credentials and support active travel for commuting, leisure, and everyday trips.
- 2.2.7 The bus stops are located on High Cross Road, at a distance of 370 metres (or five-minute walk) from the site, as shown in Figure 2F.

Figure 2F Bus Stop Locations



2.2.8 These bus stops are served by routes 1, 56 and R1:

- Route 1 runs between Newport City centre and Rogerstone; approximately one service per hour per direction,
- Route R1 runs between Newport City centre and Pontymister; approximately one service per hour per direction
- Route 56 runs between Newport City centre and Tredegar; approximately one to two services per hour per direction.

3 PROPOSED DEVELOPMENT

3.1 Visitor Centre

3.1.1 The proposed development comprises redevelopment of Fourteen Locks Visitor Centre. The visitor centre will comprise a reception, small café, craft shop, museum, meeting rooms and ancillary space.

3.2 Access and Parking

3.2.1 The existing access points will be retained. No changes are proposed.

3.2.2 A total of 43 car parking spaces will be provided on site as follows:

- 3 x disabled parking spaces
- 2 x EV parking spaces
- 38 x standard parking spaces

3.2.3 Given the site's proximity to National Cycle Network 47, it is proposed to increase the number of cycle parking provision on site as follows:

- 10 x cycle spaces adjacent to building. Covered, secured & lockable (for staff/ long stay use)
- 3 x. new Sheffield hoops for visitor use (6 bike spaces), located on the canal side of the building with good visibility to the cafe and entrance
- Retain 3 x Sheffield hoops on the east of the car park site

3.3 Delivery & Servicing

3.3.1 The development would be serviced by smaller goods vehicles, typically either transit vans or 7.5 tonne vehicles (typically eight metres in length).

3.3.2 The site layout has been designed to accommodate various type of vehicles, including typical transit vans, refuse collection vehicle and fire appliance.

4 BASELINE TRAVEL INFORMATION

4.1 Baseline Modal Split

Staff

- 4.1.1 In order to estimate how the staff are likely to travel to and from the site, the 2011 Census has been used to ascertain how people travel to the Super Output Area in which the site is located in, i.e., W02000355: Newport 009.
- 4.1.2 The travel to work information from the recent 2021 Census does not provide an accurate representation of how people travel to work due to the fact that the Census was carried during COVID restrictions when there was a significant proportion of population who worked from home and the Census asked people how they travel to work at the time instead of how they would travel in future.
- 4.1.3 Hence, the 2011 Census still remains the relevant source which allows users to determine the travel mode split to a particular workplace location.

Table 4A Staff - Travel to Work Mode Split

Mode	Staff
Walk	7%
Bicycle	2%
Public Transport (Bus / Train)	11%
Driving a car or van	71%
Passenger in a car or van	9%
Total	100%

- 4.1.4 The mode split in Table 4A could be used as a starting point in order to set indicative TP targets for the staff.

Visitors

- 4.1.5 At this stage, it would be difficult to accurately estimate the travel mode split for visitors due to the lack of available data on their existing travel behaviours.
- 4.1.6 However, this Travel Plan adopts a proactive approach by incorporating measures to encourage walking, cycling, and public transport use among visitors. Future visitor surveys and ongoing monitoring will provide valuable insights, allowing for data-driven refinements to the Travel Plan and ensuring that sustainable travel initiatives remain effective and responsive to visitor needs.

4.2 Travel Survey

Baseline Travel Survey

4.2.1 The baseline travel survey will be undertaken to represent the start of the TP for monitoring purposes and will provide a basis for ratifying the adjusting the targets as set out in the TP. The mode shares shown in Table 4A will use used to derive the interim TP targets for staff.

4.2.2 The baseline surveys will be undertaken within six months of occupation.

Travel Surveys in Year 1 to Year 5

4.2.3 After the baseline staff travel survey at the proposed development, further travel surveys will be undertaken annually thereafter, up to Year 5.

4.2.4 The survey specification and dates will be discussed with the Council prior to undertaking such survey.

4.2.5 An example staff and visitor travel survey questionnaires are provided in Appendices 1 and 2.

4.2.6 A staff response rate of at least 40% would be required to ensure that the travel survey results are representative of the overall development.

4.2.7 After Year 5, the Travel Plan monitoring will become voluntary.

5 OBJECTIVES AND TARGETS

5.1 Objectives

5.1.1 The main objectives of the TP are to:

- Reduce single occupancy car, van and motorcycle trips;
- Increase staff and visitor awareness of TP targets and measures;
- Increase staff and visitor participation in/uptake of measures.

5.2 Targets

Staff

5.3 TP targets are measurable goals by which progress can be assessed. These targets should be reviewed through a programme of monitoring to ensure they remain SMART (Specific, Measurable, Achievable, Realistic and Timed).

5.4 The results of the baseline travel survey will be used to set targets to assist in achieving the objectives i.e., reduce single occupancy car, van and motorcycle trips. These targets will be used to evaluate future reviews.

5.5 The indicative targets for the TP are set over five-year period i.e., Year 1, 3 and 5 based upon mode split in Chapter 4 are provided below and these are subject to initial survey findings and Council's suggestions.

5.6 Indicative targets are provided in Table 5B.

Table 5B Staff Travel to Work Mode – Indicative Targets

Mode	Census	Year 1	Year 2	Year 3	Year 4	Year 5
Walk	7%	8%	9%	10%	11%	13%
Bicycle	2%	3%	4%	6%	6%	8%
Public Transport (Bus / Train)	11%	11%	12%	12%	13%	13%
Driving a car or van	71%	68%	65%	62%	59%	55%
Passenger in a car or van	9%	10%	10%	10%	11%	11%
Total	100%	100%	100%	100%	100%	100%

5.7 These are indicative targets. The definitive targets will be set following the surveys as discussed in Chapter 4.

5.8 Before setting the targets, the TPC will liaise with NCC for their suggestions/approval.

Visitors

- 5.9 At this stage, it would be more appropriate to set specific targets for visitor travel once baseline surveys have been undertaken, as this will provide a clearer understanding of visitor travel behaviours and preferences. However, as a starting point, indicative targets could be set to encourage a shift towards sustainable travel modes in the following format:
- An initial aim could be to increase the proportion of visitors arriving by walking and cycling by X% through active travel promotions.
 - Similarly, public transport usage could be increased by X% by enhancing travel information and working with local operators to improve service frequency.
 - Meanwhile, single-occupancy car trips could be reduced by X% through car-sharing promotions and incentives for sustainable travel choices.
- 5.10 These targets will be refined based on survey data to ensure they are both achievable and aligned with the long-term objectives of the Travel Plan.

6 TRAVEL PLAN MANAGEMENT

6.1 Travel Plan Coordinator

6.1.1 The Applicant will appoint a Travel Plan Coordinator (TPC) prior to the occupation of the proposed development. The details of the TPC will be provided to the NCC's Travel Plan Officer within one month of occupation.

6.1.2 Magna Transport Planning Ltd will act as the TPC in the interim; and when the TPC is appointed, Magna will hand over the TP to them.

6.1.3 The key role of the TPC will be to:

- Develop and implement the plan;
- Promote the TP; and,
- Monitor the TP.

6.1.4 The TPC will be responsible for:

- Implementation of the TP;
- Promotion of the TP to staff and visitors;
- Issuing Travel Information Packs to all staff;
- Acting as a point of contact for giving advice and information on transport related subjects to staff or will direct them to sources of further information such as the NCC's website;
- Co-ordinating the necessary data collection required to develop the plan;
- Co-ordinating the preparation of the required review reports.

6.2 Monitoring and Review

Year 0

6.2.1 Within six months of occupation, the TPC will undertake a baseline travel survey by distributing the travel questionnaires to staff and visitors. In addition to this, there will be monitoring surveys undertaken as discussed in Chapter 4 (Section 4.2).

6.2.2 Following the baseline surveys, the TPC will collect the answered questionnaires and analyse the results and pass them on to the Council within one month of undertaking the surveys.

- 6.2.3 The TPC will set the targets for mode shifts by liaising with the Council and update the TP to provide a 'Post-Occupation Travel Plan' and issue to the Council, within 3 months of undertaking the surveys.
- 6.2.4 In addition to these specific tasks the TPC has to act as a point of contact for the staff with regards to any transport related issues and initiate appropriate travel initiatives organised by local and national transport groups. Other duties include co-ordinating and promoting car-sharing schemes.

Stage 2.0: Subsequent TP Year 1 to Year 5 Updates

- 6.2.5 This process will need to be repeated 12 months after the first occupation, and then annually thereafter.
- 6.2.6 After Year 5, the Travel Plan monitoring would become voluntary.

7 STAFF – TRAVEL PLAN INITIATIVES

7.1 Staff Travel Pack

7.1.1 All staff at the development will be provided with a copy of a travel pack, when they are first employed at the development. Such packs can be critical in influencing travel patterns early on following occupation. The Pack will include following topics:

- Timetables and route maps for public transport. This should include isochrone maps showing schedules journey times and timetable information which correspond to schools opening hours;
- Cycling and walking maps for the local area and the contact details of local and national cycling organisations, such as Sustrans;
- Details of the carshare website;
- Details for any community travel sites and community forum sites; and,
- National travel initiatives and organise events such as national walk to work day and organised cycle rides.

7.2 Reducing Single Occupancy Car Trips

7.2.1 Details of local taxi firms will be provided on the staff noticeboard.

7.2.2 Staff who wish to car share can use several web-based, fully automated journey matching services, which, once registered, provide details of other members making similar journeys to your own. It then provides one with the ability to contact them to arrange an opportunity to share a journey, and any costs.

7.2.3 Such schemes are available to everyone and are free to all voluntary organisations and individuals. The organisation which provides matching in the local area is:

- <https://liftshare.com/uk>

7.2.4 The TPC will provide a link to Liftshare.com and advertise local car share opportunities on the staff noticeboard.

7.2.5 The TPC could also start an informal car sharing database amongst staff to help staff find their car sharing partners which align with their shift pattern and travel routes.

7.2.6 The TPC could designate four to five car parking spaces as car share bays. The demand for this will be regularly monitored, with a view to potentially designating more

car parking spaces for staff car sharers, thus giving staff who car share a priority parking.

7.3 Promotion of Electric Vehicles

- 7.3.1 At least 10% of the car parking spaces will be provided with electric vehicle charging points. The use of electric vehicles (EV) will be promoted.

7.4 Flexible Working

- 7.5 Flexible working arrangements are encouraged to support sustainable travel, if and when possible; and reduce the need for commuting during peak hours.
- 7.6 Where feasible, staff are provided with options such as flexible hours, compressed working weeks, and opportunities for home working. These measures aim to enhance work-life balance while contributing to reduced traffic congestion and improved air quality.

7.7 Promotion of Walking

- 7.7.1 The site will provide well-maintained and lit external areas that will create pleasant area for pedestrians by linking to the existing footpath and cycle network. The access into the building will be step-free.

Dissemination of Generic Information

- 7.7.2 The provision of generic information, such as directions to the bus stops, railway station, etc. which is available to staff, will be provided on staff noticeboard and within Staff Travel Pack.
- 7.7.3 The staff noticeboard will also include posters displaying health and environmental benefits of walking.
- 7.7.4 National Walk to Work Day will be promoted to the staff.
- 7.7.5 Existing public rights of way (footpaths) will be provided with the Staff Travel Pack as well as displayed on the staff noticeboard. More information on the footpath routes can be found at:

- <https://www.newport.gov.uk/our-city/see-and-do/green-spaces/public-rights-way>

7.8 Promotion of Cycling

Cycle Parking

- 7.8.1 A total of 16 cycle parking spaces will be provided on site to staff and visitors.
- 7.8.2 The access to this cycle store will be step-free and as direct as possible from the main access road.
- 7.8.3 The cycle parking demand will be regularly monitored. Should there be a need for further cycle parking, this will be reviewed internally with a view to providing safe and secure additional cycle parking spaces.

Information on Cycle Routes

- 7.8.4 Information on cycling will be promoted, including route planning websites/apps. This will be in the Staff Travel Pack and noticeboard.
- 7.8.5 Local cycle routes could be searched and viewed through Sustrans cycle network map or plan your cycle journey using Cycle Streets planners:

- <https://www.cyclestreets.net/journey/>
- <http://www.sustrans.org.uk/ncn/map/national-cycle-network>

Cycle Repair Kit

- 7.8.6 The TPC could provide cycle pump and repair kit which will contain patches, adhesive tubes, tyre levers, sandpaper, chalk and marker crayon.
- 7.8.7 There are a number of local cycle shops that offer bike repair services, such as:
- Leisure Lakes Bikes <https://www.leisurelakesbikes.com/>
 - The Bicycle Doctor <https://thebicycledoctor.weebly.com/>
 - Citizen Cycle <https://www.citizencycle.co.uk/>

- 7.8.8 The staff would be encouraged to use these operators and providers by displaying their links within the communal noticeboards.

Dr Bike Session

- 7.8.9 Bikeability Wales offer limited courses on bike maintenance and basic bike checks and sessions to groups on a bespoke basis.

7.8.10 The TPC could look into booking a session with them on annual basis by contacting Bikeability Wales at:

- <https://www.bikeabilitywales.org.uk/contact/>

Cycle Training

7.8.11 Bikeability Wales also offer onsite cycling training sessions for all ages and all abilities.

7.8.12 The TPC will promote this via Staff Travel Packs and displaying the information on noticeboard. More information on this can be found on:

- <https://www.bikeabilitywales.org.uk/>

Cycle to Work Scheme

7.8.13 NCC's Cycle to Work Scheme allows staff to purchase any bike through their monthly salary sacrifice. The payments are taken from their gross salary (before tax) which means that the staff pay less Income Tax and National Insurance.

7.8.14 At various points throughout the year, the TPC will offer the staff an opportunity to purchase a bicycle through the Cycle to Work Scheme.

Showering and Changing Facilities

7.8.15 Shower and changing rooms would be provided in the proposed building to allow staff to cycle and walk to work and be able to change on site, without unnecessary inconvenience. Furthermore, lockers will be provided to ensure the safety of staff belonging.

Bicycle User Group

7.8.16 The TPC will start a Bicycle User Group (BUG) within three months of occupation. The BUG will primarily promote cycling to work amongst staff and visitors.

7.8.17 The BUG will meet to discuss all cycling matters including, but not limited to, cycle parking, access, showers and changing facilities and the cycle to work scheme. The group will also hold quarterly meetings with the Council to discuss the state of the local cycle networks and on improvements.

7.9 Promotion of Public Transport

Dissemination of Routes

7.9.1 The Staff Travel Pack will provide details of the public transport website, which provides up to date local bus timetables. The site can be found at:

- <https://www.traveline.cymru/>

7.9.2 The bus route map and timetable will be displayed on the staff noticeboard.

7.9.3 The TPC will ensure that the bus timetable information remains accurate and up to date.

7.9.4 Should the baseline travel survey indicate that staff would be encouraged to travel by bus if there were increase in local service, the TPC could consider liaising with the bus operator with a view to discussing potential to increase services to specific local areas.

7.10 Personalised Travel Planning

7.10.1 Personalised travel planning (PTP) has been proven to have a positive effect on staff travel behaviour.

7.10.2 The TPC will offer a free travel planning service to all staff on request. This will also be offered on all inductions for new staff.

7.10.3 The TPC will be able to draw on advice from journey planning websites such as Transport Direct (<https://www.traveline.cymru/>)

7.11 Remedial Measures

7.11.1 The purpose of monitoring is to demonstrate if the targets that were set by the TPC have been met or not. If the targets are not met, the TPC will liaise with the Council to discuss various remedial measures to put the TP 'back on track'.

7.11.2 Such remedial measures could include:

- Bus vouchers
- Cycle vouchers

8 VISITORS – TRAVEL PLAN INITIATIVES

8.1 Information and Awareness

Visitor Website & Social Media Updates On Sustainable Travel Options

- 8.1.1 The Canal Trust's website will regularly feature updates on sustainable travel options, including walking and cycling routes and links to the public transport timetables.
- 8.1.2 This information will also be provided on the Council's Active Travel and PRow webpages.

Signage & maps at key entry points showing walking/cycling routes

- 8.1.3 High-quality, well-maintained signage and maps will be installed at key entry points, car parks, and main visitor access points, clearly illustrating walking and cycling routes to and from the site.
- 8.1.4 These maps will highlight connections to the National Cycle Network (NCN Route 47), pedestrian-friendly pathways, and nearby public transport links.

8.2 Public Transport Accessibility

Provision of Clear Public Transport Information

- 8.2.1 A web link to the local bus timetables will be provided on the Canal Trust website for an up-to-date information on bus and train services, including routes, timetables, fares, and ticketing options.
- 8.2.2 The website will also include link to the train station website for the information, such as step-free access at local train stations and bus stops, ensuring inclusivity for all visitors.

9 ACTION PLAN

9.1 Summary

9.1.1 Action Plan is a key part of the document for the TPC and it's a programme for delivering the measures and a means of communicating this to the staff. A tabulated Action Plan is provided in Table 9A.

Table 9A Action plan

Steps	Measures	Timescales	Responsibility
1	Submit TP as part of the planning application	Planning Application	The Applicant (or their Agent)
2	Appointment of TPC	Within 1 month of occupation	The Applicant
3	Staff Travel Packs	During staff induction (new staff), upon occupation (existing staff)	TPC
4	Provision of safe and lit routes within site	As part of construction	Developer
5	Provision of high-quality signage and maps	As part of construction	Developer
6	Provision of cycle parking	As part of construction	Developer
7	Set up Bicycle User Group	Within 3 months of occupation	TPC
8	Feature updated on sustainable travel options on Visitor Centre's website	Prior to occupation and update the information every 6 months	The Applicant / TPC
9	Provide bus route maps and other information relating to public transport on staff and communal noticeboards	Prior to occupation and update the information every 6 months	TPC
10	Provide cycle route maps and other information relating to cycling on staff and communal noticeboards	Prior to occupation and update the information every 6 months	TPC
11	Promote Cycle to Work scheme	Twice a year	TPC
12	Promote Bikeability Wales cycle training and maintenance course	Twice a year	TPC
13	Health benefits of walking and walking cycling to be promoted via staff and communal noticeboards	Annually	TPC
14	Car sharing website to be promoted	Twice a year	TPC
	Introduce a staff car share database on site	Quarterly	TPC
15	Promote initiatives to encourage sustainable travel such as commute challenges and car-free days	Twice a year	TPC
16	Liaise with bus operators with regards to bus services/frequency	Annually	TPC
17	Explore bike hire partnerships	Annually	TPC
18	Undertake baseline travel survey and monitoring surveys	Within 6 months of first occupation	TPC
19	Analyse and Submit the results to the Council	Within 1 month of survey	TPC
20	Set targets in liaison with the Council and submit updated Travel Plan	Within 3 months of survey	TPC
21	Repeat steps 18 to 20	Year 1, 2, 3, 4 and 5	TPC
22	Be a point of contact for all staff and visitors with regards to travel matters	On-going	TPC

Appendix 1. EXAMPLE STAFF TRAVEL SURVEY QUESTIONNAIRE

Fourteen Locks Visitor Centre Travel Survey

We would appreciate it if you would take the time to fill this travel survey in. It is to fulfil the needs of the Visitor Centre Travel Plan which will look to improve the health and wellbeing of the staff. The results of this travel survey will be confidential and will only be used for the purpose of the travel plan – they will not be passed onto a third party. The survey should take no more than 5 minutes to complete. Thank you in advance for completing the survey.

1) What is your home postcode?

2) How far do you travel to work? (Mark with an X)

Distance (Miles)	Answer
0-2	
2-5	
5-10	
10-15	
15-20	
20+	

3) Do you have a disability that would affect your travel to and from work? (Mark with an X)

Yes ☐

No ☐

4) Which mode of transport do you use to travel to work, for the majority of your journey? (Mark with an X)

Travel Mode	Answer
Walk	
Cycle	
Bus	
Train	
Taxi	
Car	
Car Share	
Other (Please State)	

5) If you travel by bus, which bus number and bus stop you use?

6) If you travel by train, which station you use?

7) If you drive, where you park? (if you park on street/public car park, please specify its name)

8) If you drive, would you consider travelling to work using a different mode of transport? (Mark with an X)

Yes

☐

No

☐

9) If yes, what mode of transport would you like to use? (Mark with an X)

Travel Mode	Answer
Walk	
Cycle	
Bus	
Train	
Taxi	
Car Share	
Other (Please State)	

10) Why do you use the mode of transport you use at the moment? (Mark one answer with an X)

Reason	Answer
Convenience	
Cost	
Time Savings	
Poor Accessibility	
Safety	
Health Reasons	
Other (Please State)	

11) What would make **walking** a more attractive travel option for you? (Mark with an X)

Option	Answer
Improved Pavements	
Improved Street Lighting	
Safer Road Crossings	
Others to Walk With	
Better Changing Facilities	
Other (Please State)	
Nothing (Please State Why)	

12) What would make **cycling** a more attractive travel option for you? (Mark with an X)

Option	Answer
More Cycle Lanes	
Improved Street Lighting	
Safer Cycle Routes	
Improve Cycle Storage	
Better Changing Facilities	
Other (Please State)	
Nothing (Please State Why)	

13) What would make **bus/train** travel a more attractive travel option for you? (Mark with an X)

Option	Answer
Improved Reliability	
Improved Access to Stations/Stops	
Subsidised Tickets	
Others to Travel With	
Personal Travel Route Planning	
Other (Please State)	
Nothing (Please State Why)	

14) What would make **car sharing** a more attractive travel option for you? Mark with an X)

Option	Answer
A Reward Scheme	
Sharing with someone who lives near you	
Sharing with a friend	
Guaranteed lift home scheme	
Other (Please State)	
Nothing (Please State Why)	

Thank you for taking the time to fill in this travel survey.

Please return this questionnaire to the main reception.

Appendix 2. EXAMPLE VISITOR TRAVEL SURVEY QUESTIONNAIRE

Fourteen Locks Visitor Centre Travel Survey

We value your feedback! Please take a moment to answer the following questions about your visit to the Fourteen Locks Visitor Centre. Your responses will help us improve our services and make your next visit even better.

1) General Information

2) How did you hear about the Fourteen Locks Visitor Centre?

- ☐ Social Media
- ☐ Website
- ☐ Word of Mouth
- ☐ Signage
- ☐ Other (Please specify): _____

3) What was the main reason for your visit today?

- ☐ Leisure/Relaxation
- ☐ Educational Purpose
- ☐ Special Event
- ☐ Outdoor Activities (e.g., walking, cycling)
- ☐ Other (Please specify): _____

4) How often do you visit the Fourteen Locks Visitor Centre?

- ☐ This is my first visit
- ☐ Once a year
- ☐ 2-3 times a year
- ☐ More than 3 times a year

5) How did you travel to the Visitor Centre today?

- ☐ Car
- ☐ Public Transport (Bus/Train)
- ☐ Bicycle
- ☐ Walking
- ☐ Other (Please specify): _____

6) If you travelled by car, where did you park?

- ☐ Visitor Centre parking lot
- ☐ Nearby street parking
- ☐ Other (Please specify): _____

7) If you used public transport, what was your mode of transport?

- ☐ Bus
- ☐ Train
- ☐ Other (Please specify): _____

8) How convenient was the parking situation?

- Very convenient
- Somewhat convenient
- Not convenient
- N/A (Did not drive)

9) If you used public transport, how easy was it to get to the Visitor Centre?

- Very easy
- Somewhat easy
- Difficult
- N/A (Did not use public transport)

10) What would encourage you to travel to the Fourteen Locks Visitor Centre by bike?

(Select all that apply)

- Dedicated and safe cycling paths to the Visitor Centre
- Secure bike racks or bike storage facilities
- Availability of bike rentals at the Visitor Centre
- Availability of bike maintenance tools (e.g., air pump, repair kit)
- A cycling-friendly map or route guide
- Special events or cycling activities
- Discounts for visitors arriving by bike
- Other (Please specify): _____

11) What would encourage you to travel to the Visitor Centre on foot?

(Select all that apply)

- Clear walking paths or trails leading to the Visitor Centre
- Scenic walking routes or nature trails
- Improved signage directing walkers to the Visitor Centre
- Availability of seating or resting spots along the walk
- Group walking events or guided tours
- Educational or interactive walking tours
- Other (Please specify): _____

12) What would encourage you to use public transport to visit the Fourteen Locks Visitor Centre?

(Select all that apply)

- Improved bus or train services with more frequent routes
- A direct or shuttle bus from the nearest train station to the Visitor Centre
- Clear information on public transport options (e.g., timetables, routes)
- Discounts or promotions for public transport users
- Availability of a combined entry ticket that includes transport
- Designated public transport drop-off points near the Visitor Centre
- Better accessibility and facilities for people with disabilities on public transport
- Other (Please specify): _____

13) If you currently travel by car to the Visitor Centre, what would make you consider using alternative transport (e.g., bike, walking, public transport)?

(Select all that apply)

- ☐ Improved parking availability or more parking spaces
- ☐ More comfortable or convenient public transport options
- ☐ A greater focus on sustainable transport (e.g., eco-friendly incentives)
- ☐ Health benefits of walking or cycling
- ☐ Lower environmental impact of public transport or biking
- ☐ A chance to explore new walking or cycling routes
- ☐ Other (Please specify): _____

14) Would you be more likely to visit the Fourteen Locks Visitor Centre if there were incentives for using sustainable travel options (bike, foot, public transport)?

- ☐ Yes, I would definitely be more likely to visit
- ☐ Maybe, depending on the incentive
- ☐ No, I prefer using my car
- ☐ Not sure

15) What types of incentives would encourage you to use sustainable travel to the Visitor Centre?

(Select all that apply)

- ☐ Discounts on entry fees or activities
- ☐ Free or discounted rental of bikes or other equipment
- ☐ Special offers at the café or gift shop
- ☐ Recognition or rewards for visitors who use sustainable transport
- ☐ Free parking for sustainable transport (e.g., bike racks, scooter spaces)
- ☐ Special eco-friendly events or days
- ☐ Other (Please specify): _____

Thank you for completing our survey! Your feedback is invaluable to us and helps us provide a better experience for future visitors.