



CANARY WHARF  
GROUP PLC

NQ.PA.12

# North Quay Residential Travel Plan

Steer  
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# 1. Introduction

## Background

- 1.1 This Residential Travel Plan (“RTP”) has been prepared by Steer on behalf of Canary Wharf (North Quay) Ltd (“the Applicant”) in support of the:

*“Application for outline planning permission (all matters reserved) for the redevelopment of the North Quay site for mixed use comprising:*

- *Demolition of existing buildings and structures;*
- *Erection of buildings and construction of basements;*
- *The following uses:*
  - *Business floorspace (B1)*
  - *Hotel/Serviced Apartments (C1)*
  - *Residential (C3)*
  - *Co-Living (C4/Sui Generis)*
  - *Student Housing (Sui Generis)*
  - *Retail (A1-A5)*
  - *Community and Leisure (D1 and D2)*
  - *Other Sui Generis Uses*
- *Associated infrastructure, including a new deck over part of the existing dock;*
- *Creation of streets, open spaces, hard and soft landscaping and public realm;*
- *Creation of new vehicular accesses and associated works to Aspen Way, Upper Bank Street, Hertsmere Road and underneath Delta Junction;*
- *Connections to the Aspen Way Footbridge and Crossrail Place (Canary Wharf Crossrail Station);*
- *Car, motorcycle, bicycle parking spaces, servicing;*
- *Utilities including energy centres and electricity substation(s); and*
- *Other minor works incidental to the proposed development.”*

- 1.2 The full Site address is North Quay, Aspen Way, London, E14. The Site is situated in the London Borough of Tower Hamlets (“LBTH”).

- 1.3 The Proposed Development offers an opportunity to make better use of underdeveloped land in an area with excellent public transport accessibility.

- 1.4 At the time of making the OPA, the Applicant is unable to determine exactly how much of the Proposed Development is likely to come forward in which land use. For this reason, the description of development provides the Applicant with flexibility as to the uses that could be undertaken on the Site.
- 1.5 However, in order to ensure that the level of flexibility is appropriately restricted, the OPA seeks approval for three Control Documents which describe the principal components of the Proposed Development, define the parameters for the Proposed Development (the "Specified Parameters") and control how the Proposed Development will come forward in future. They provide the parameters, design principles and controls that will guide future reserved matters applications ("RMAs"). These Control Documents are – (1) the Development Specification; (2) the Parameter Plans; and (3) the Design Guidelines:
- The Development Specification sets out the type and quantity of development that could be provided across the Site (including setting a maximum floorspace across the Site);
  - The Parameter Plans set the parameters associated with the scale, layout, access and circulation and distribution of uses classes and public space for the Proposed Development. They also establish the Development Zones and Development Plots across the Site; and
  - The Design Guidelines set the design principles and controls for future development.
- 1.6 Together, these documents set out the information required to allow the impacts of the Proposed Development to be identified with sufficient certainty as future RMAs will be required to demonstrate compliance with the Specified Parameters and controls in these Control Documents.
- 1.7 In order to test and validate the OPA, an Indicative Scheme showing the potential location of buildings, uses and open spaces has been produced. This scheme provides a vehicle for examining the possible architectural, environmental, operational and social impacts of the project. It remains schematic but it conforms to the development parameters as defined in the Development Specification, Parameter Plans and Design Guidelines. It has been essential in testing these development parameters. The Indicative Scheme is not a design template or submitted for approval; it represents one possible way the principles as defined in the above listed documents could be interpreted/achieved and developed into a design. The Development Specification, land use floorspace ranges and Indicative Scheme schedule are summarised at Table 1.1 and the Indicative Scheme residential unit mix is provided in Table 1.2. This Indicative Scheme and its Development Plots have been used to generate the images and diagrams for the Design Guidelines. In some instances, these Development Plots are used as reference in the Guidelines to help illustrate the point.
- 1.8 The Indicative Scheme demonstrates one interpretation of the Specified Parameters but is used throughout this RTP to illustrate the type of mixed-use development that could come forward and the associated car and cycle parking, servicing and delivery and waste storage requirements. The Indicative Scheme basement 1/2 and ground level plans can be found at **Appendix 1**.

- 1.9 The maximum Site wide total floorspace permitted within the Development Specification is 355,000m<sup>2</sup> (GIA) and the Indicative Scheme floor area totals 354,927m<sup>2</sup> (GIA).

**Table 1.1: Development Specification and Indicative Scheme Area Schedule**

Land Use	Minimum Floorspace (GIA)		Maximum Floorspace (GIA)	Indicative Scheme
A1-A5 Retail	Total 10,000	A1-A5 5,000	20,000	13,681
D1 Community			20,000	-
D2 Leisure			20,000	-
B1 Business	150,000		240,000	174,653
C1 Hotel	-		150,000	44,081
C3 Residential	-		150,000	84,736
C4 Co-Living	-		150,000	-
Sui Generis: Student Housing	-		150,000	-
Sui Generis: Private Members Clubs, Conference Centres, Theatres, Casinos and Launderettes	-		25,000	-
Below Ground				
A1-A5 Retail	-		5,000	-
B1 Business	-		20,000	-
D1 Community	-		5,000	-
D2 Leisure	-		10,000	-
Ancillary floorspace comprising Business, Back of House, Enclosed Plant, Storage, Servicing, Car and Cycle Parking Areas, Energy Centres, Electricity Sub Stations etc.	-		No maximum	Above ground: 9,730 Below ground: 28,047

**Table 1.2: Indicative Residential Unit Mix**

Type	Number of Units
Studio	30
1 bed	159
2 bed	316
3 bed	141
4 bed	56
Total	702

## Travel Plan Context and Scope

- 1.10 This RTP has been prepared in accordance with the relevant policy and Transport for London's ("TfL's") latest best practice guidance; published in November 2013. Further guidance is expected to be released by TfL in Autumn 2020 and further updates to this RTP would be prepared in accordance with guidance available at the time.
- 1.11 The RTP has been produced in conjunction with the following documents:
- Transport Assessment ("TA") – submitted as a standalone report.
  - Framework Travel Plan ("FTP") – appended to the TA.

- Delivery and Servicing Plan (“DSP”) – appended to the TA.
- Site Waste Management Plan – appended to the TA.
- Parking Design and Management Plan – appended to the TA.
- Environmental Impact Assessment (“EIA”), of which Transport Chapter forms a part – submitted as a standalone report.

1.12 This RTP considers all aspects of residential travel behaviour to, from and within the Site, for:

- Travel to/from Site by residents;
- Travel to/from Site by residential visitors; and
- Residential servicing and deliveries (in conjunction with the DSP).

1.13 The Applicant will appoint a Travel Plan Coordinator (“TPC”) prior to occupation who will work with and liaise directly with residents to promote and encourage sustainable travel. The appointed TPC will work with LBTH and any subsequent Residential Management Company (“RMC”) appointed by the Applicant to update the interim RTP targets within 6 months of the completion of baseline surveys. Baseline surveys will occur within 6 months of first occupation of the first residential building or 75% residential occupation. Once the TPC has been appointed, their contact details will be made available to occupiers of the Proposed Development and to LBTH, prior to occupation.

1.14 This RTP includes proposed interim measures which will be developed further and updated once a TPC has been appointed, the Proposed Development has been occupied and baseline surveys have been undertaken.

### **Travel Plan Benefits**

1.15 This RTP is a ‘living document’ which, as such, will be actively promoted with occupiers, reviewed and updated over time. This RTP is an interim plan setting a framework for the Proposed Development and it is envisaged that the full RTP will be secured via an appropriately worded planning condition or s106 obligation and will provide the basis for sustainable travel prior to and following occupation of the Site.

1.16 The overarching aim of this RTP is to influence residents to travel by active modes (walking and cycling) and public transport, wherever possible, in order to maximise benefits to public health and minimise the impacts of the Proposed Development on the environment. This is in accordance with the Mayor’s Transport Strategy, adopted London Plan and the latest Intend to Publish London Plan.

1.17 It is expected that the successful delivery of the RTP will:

- improve accessibility of the Proposed Development for all users;

- increase travel options to and from the Proposed Development and encourage the use of non-car modes such as walking, cycling and public transport;
  - improve the health and wellbeing of users through encouraging active travel and reducing air and noise pollution;
  - reduce the demand for parking; and
  - help in meeting local and regional policy targets and objectives.
- 1.18 The Applicant recognises the value of sustainable travel, including for deliveries and servicing, and the importance of producing travel plans.

### **Travel Plan Structure**

- 1.19 This RTP is divided into seven chapters as follows:

- **Chapter 1:** Introduction
- **Chapter 2:** Policy and Guidance Context
- **Chapter 3:** Existing and Proposed Site Context
- **Chapter 4:** Baseline Travel Surveys
- **Chapter 5:** Objectives and Targets
- **Chapter 6:** Travel Plan Management
- **Chapter 7:** Measures and Action Plan
- **Chapter 8:** Monitoring and Review

## **2. Policy and Guidance Context**

- 2.1 The following list outlines the transport policies and guidance documents that are relevant to this RTP and the Proposed Development.

### **National Policy and Guidance**

- National Planning Policy Framework (2019)
- National Planning Practice Guidance (2014)
- Good Practice Guidelines: Delivering Travel Plans through the Planning Process (2009)
- Smarter Choices - Changing the Way We Travel (2004)

### **Regional Policy and Guidance**

- The London Plan – Consolidated with Alterations since 2011 (2016) (the London Plan)
- The London Plan – Intend to Publish (2019) (the Draft London Plan)
- Mayor’s Transport Strategy (2018)
- Travel Planning for New Development in London (2013)

### **Local Policy**

- London Borough of Tower Hamlets Local Plan 2031: Managing growth and sharing the benefits (2020);
- London Borough of Tower Hamlets Planning Obligations Supplementary Planning Document (2016); and
- London Borough of Tower Hamlets Transport Strategy 2019-2041 (2019).



### 3. Existing and Proposed Site Context

#### Site Location

- 3.1 As presented in **Figure 3.1**, the North Quay Site is bounded by Canary Wharf Elizabeth Line (also referred to as Crossrail in other supporting documentation) station to the south, Aspen Way (A1261) to the north, Hertsmere Road to the west and Billingsgate Market to the east. The West India Quay Docklands Light Railway (DLR) station and Delta Junction are located on the western side of the Site and the Site also incorporates parts of North Dock, Upper Bank Street and Aspen Way.

**Figure 3.1: Site Location**



## **Pedestrian Accessibility**

- 3.2 Walking is the most important mode of travel at the local level and offers the greatest potential to replace short car trips, particularly under two kilometres. Walking also forms an often-overlooked part of all longer journeys by public transport.
- 3.3 The Site has good pedestrian accessibility to surrounding retail, employment, leisure and public transport nodes. All public transport nodes in the vicinity feature step-free access, for ease of movement in the area.
- 3.4 The walking times from the Site to local amenities are as follows:
- 1 minute to Canary Wharf Elizabeth Line station (adjacent to the Site)
  - 1 minute to Poplar and West India Quay DLR stations (adjacent to the Site)
  - 2 minutes to shopping and entertainment facilities
  - 5 minutes to Canary Wharf Jubilee Line station
- 3.5 The Aspen Way Footbridge (which the southern approach forms part of the Site boundary) provides an important link to the Site, connecting North Quay to the Poplar DLR station and the wider South Poplar area. Opportunities to improve the footbridge and link to Poplar High Street have been explored to enhance the pedestrian environment and overall movement experience. and further details are provided in the Design and Access Statement. Any improvements to Aspen Way Footbridge and, hence, the connection to Poplar High Street are key enhancements for the local community, vital to meeting the objectives of the Local Plan.
- 3.6 To the east is Billingsgate Market, which can be accessed by crossing Upper Bank Street via a staggered pedestrian priority crossing. Immediately to the west of the Site is West India Quay DLR station, which can be accessed from the North Dock waterfront by a staircase and a lift.
- 3.7 There is a waterfront promenade – Dockside walkway, which starts at the western Crossrail Place access and continues westwards along the North Dock towards Hertsmere House/Museum of London Docklands.
- 3.8 Significant improvement will be made to the pedestrian network within the Site to encourage active travel to and from the Proposed Development.
- 3.9 All pedestrian crossings in the area are suited for people with mobility impairments; they have lowered kerbs, tactile paving, and where signalling is present, there are rotating cones.

## **Cycle Accessibility**

- 3.10 The Site benefits from being in a close proximity to strategic and advisory cycle routes.
- 3.11 Cycleway 3: Barking to Tower Gateway (previously Cycle Superhighway 3) operates in an east-west direction north of the Isle of Dogs, running along Poplar High Street at the northern boundary

of the Site. Cycleways are cycle routes running from outer London into and across London, providing safer, faster and more direct journeys into the city.

- 3.12 Additional cycle routes, including the National Cycle Network Route 1 and the London Docklands and Lee Valley regional route, can be accessed from Westferry Circus, approximately 500m west of the Site.
- 3.13 In 2019 consultations began to assess cycling and walking improvements between Hackney and Isle of Dogs, a scheme led by TfL in partnership with LBTH and London Borough of Hackney. The proposed Cycleway 37 would connect with Cycleway 3 at West India Dock Road, approx. 400m west of the Site, Cycleway 2 at Mile End Road and former Quietway 2 north of Victoria Park. The route would offer future North Quay users a safe and direct connection across East London.
- 3.14 The Proposed Development will comprise a network of orthogonal cycle routes throughout the Site, allowing for an easy access on the east to west and north to south corridors. The east-west footpath along Aspen Way is proposed to be strengthened with a new cycle route, with a secondary cycling route traversing the Site along North Quay Way.
- 3.15 On the western approach to the Site, a landscaped area – The Delta – an area of open space located under the existing elevated DLR tracks at the western end of the site, between the edge of the Hertsmere Road and Aspen Way, will be enhanced to increase the east-west connectivity of the Site.
- 3.16 These improvements will support active travel amongst employees and visitors, contributing to the mode shift towards more sustainable transport modes advocated by the Mayor of London.

### **Cycle Parking**

- 3.17 Residents of the Proposed Development will benefit from short- and long-stay cycle parking in accordance with the Draft London Plan comprising 1,312 spaces for the Indicative Scheme (of which 18 are short-stay). Further detail is provided in the TA.
- 3.18 As a whole, the Canary Wharf estate provides a large number of private cycle parking spaces. As of 2018, there were 1,134 free cycle parking spaces located at street level across the estate, 208 free cycle parking spaces at basement level, 405 secure cycle parking spaces where a charge is applied, and 3,715 private cycle parking spaces located within tenant buildings.
- 3.19 Moreover, there are 10 Santander Cycle Hire stations present within a 10 minutes' walk of the Site, with a total capacity of 346 cycles. A new docking station with capacity for 32 cycles is proposed as part of the Development as agreed with TfL through pre-application discussions. It will be located at Delta Junction.

## Public Transport Accessibility

- 3.20 A 'Public Transport Accessibility Level' ("PTAL") assessment has been undertaken for the Site. PTAL is a measure of the accessibility of a location to the public transport network, taking into account walk access time and service availability. PTAL is categorised in 6 levels, 1-6 where 6b represents the highest level of accessibility and 1a the lowest level of accessibility.
- 3.21 The Site's PTAL varies from a 5 ('very good') to a 6a ('excellent'); with improved PTAL closer to Upper Bank Street. The score is expected to improve to 6a across the entire Site by 2021 according to TfL's forecast owing to the planned opening of the Elizabeth Line, immediately south of the Site. The detailed PTAL calculation report is provided at **Appendix 2** and local public transport services are described below.

### London Underground and London Overground

- 3.22 Canary Wharf underground station is the closest London Underground station and is served by the Jubilee line. The Jubilee Line connects to key destinations across London including London Bridge, Waterloo and Bond Street to the west, and North Greenwich, West Ham and Stratford to the east. The Jubilee line is very accessible for all users; step-free access is provided at Canary Wharf underground station and all stations between Green Park and Stratford. Jubilee line frequencies in trains per hour ("tph") during the busiest periods are shown in **Table 3.1**.

**Table 3.1: Existing Peak Jubilee Line Frequencies (tph)**

AM peak (08:00-09:00)	PM peak (17:00-18:00)
30	30

- 3.23 The Jubilee Line is a part of the Night Tube network, with 24-hour services running on Friday and Saturday nights. The introduction of 24 hour services on the Jubilee Line increased the public transport accessibility of the Site outside peak hours, and provides night-time connectivity with destinations across London.

### DLR

- 3.24 West India Quay and Poplar Stations are located within the immediate vicinity of the Site. Line frequencies during the busiest periods are shown in **Table 3.2**. All DLR stations provide step-free access, facilitating public transport accessibility for all users. The DLR provides connections to key London destinations including Bank, Stratford, Canning Town and Lewisham.

**Table 3.2: Existing Peak DLR Frequencies (tph)**

From	To	AM peak (08:00-09:00)	PM peak (17:00-18:00)
West India Quay	Stratford	15	15
	Bank	15	15
	Lewisham	7	-
	Canary Wharf	15	15
Poplar	Stratford	15	15
	Woolwich Arsenal	7	8
	Bank	7	8
	Tower Gateway	8	7
	Beckton	8	7
	Lewisham	8	-
	Canary Wharf	15	15
Stratford	West India Quay	15	15
Bank		-	-
Lewisham		8	-
Canary Wharf		15	15
Stratford	Poplar	15	15
Woolwich Arsenal		8	7
Bank		8	7
Tower Gateway		7	7
Beckton		7	8
Lewisham		8	-
Canary Wharf		15	15

**Elizabeth Line**

3.25 Elizabeth Line is expected to open in 2021, before the planned completion of Phase 1 of the Proposed Development. Canary Wharf Elizabeth Line station, located in Crossrail Place is located immediately to the south, within a one-minute walk. Expected line frequencies during the busiest periods are shown in **Table 3.3**. The new service will facilitate connections to key destinations including Paddington and Tottenham Court Road within central London and Reading and Shenfield outside Greater London. All Elizabeth Line station will be accessible for all users, with step-free access.

3.26 The Elizabeth Line will cut journey times to key destinations. The journey time between Paddington and Canary Wharf is expected to reduce from 49 minutes to 29 minutes, whilst the journey time to Heathrow Airport (Terminal 4) is expected to reduce from 70 minutes to 45 minutes.

**Table 3.3: Expected Peak Elizabeth Line Frequencies (tph)**

AM peak (08:00-09:00)	PM peak (17:00-18:00)
12	12

**National Rail**

3.27 The nearest National Rail station to the Site is Limehouse, which is a 2.2 km walk to the west or an 8-minute DLR journey from the neighbouring DLR stations.

- 3.28 Limehouse station provides access to c2c services to/from London Fenchurch Street and Grays, Pitsea, Southend and Shoeburyness. Step-free access is available via lift to Platform 2 (trains towards Shoeburyness) and via DLR station to Platform 1 (towards London Fenchurch Street). Line frequencies during the busiest periods are shown in **Table 3.4**.

**Table 3.4: Existing Peak National Rail Frequencies (tph)**

From	To	AM peak (08:00-09:00)	PM peak (17:00-18:00)
London Fenchurch Street	Grays	4	8
	Pitsea	6	8
	Southend Central	8	9
	Shoeburyness	6	9
Grays	London Fenchurch Street	8	6
Pitsea		8	8
Southend Central		6	7
Shoeburyness		4	5

### Bus Services

- 3.29 The Site is located within the vicinity of 8 daytime and 4 dedicated overnight bus routes, connecting North Quay to the wider Canary Wharf area, as well as key locations around London – City of London, the West End and Stratford.
- 3.30 The bus routes and a summary of these services is provided in **Table 3.5**.

**Table 3.5: Local Bus Services**

Bus Route	Route	Nearest Bus Stop	Peak Hour Headway (mins)
135	Old Street – Crossharbour	Canary Wharf Station (Stop F)	9-12
277	Dalston Junction – Mudchute		5-9
D3	Bethnal Green – Leamouth		9-11
D7	Poplar – Mile End		5-7
D8	Stratford – Crossharbour		11-14
N277	Angel – Mudchute		Two to four services per hour between 00:52 and 06:08 (towards Mudchute) and 00:23 and 04:45 (towards Angel)
N550	Trafalgar Square – Canning Town Station	Upper North Street (Stop F Westbound; Stop C Eastbound)	Two to four services per hour between 00:54 and 05:52 (towards Canning Town) and 23:59 and 06:00 (towards Trafalgar Square)
15	Trafalgar Square – Blackwall Station		6-10
115	Aldgate – East Ham		7-11
D6	London Fields – Mudchute		6-8
N15	Oxford Circus – Romford		Four to eight services per hour between 01:04 and 05:48 (towards Romford) and 01:06 and 05:19 (towards Oxford Circus)
N551	Trafalgar Square – Beckton		Two services per hour between 00:38 and 06:04 (towards Beckton) and 23:48 and 06:21 (towards Trafalgar Square)

### Local Highway Network and Car Parking

- 3.31 The Site is well connected to the local and regional road network and is currently accessed via Hertsmere Road and Upper Bank Street. It is partly bounded by the A1261 Aspen Way to the north, and Hertsmere Road and Upper Bank Street to the west and east respectively.
- 3.32 The A1261, Aspen Way, is an east-west road link forming part of the Transport for London Road Network (“TLRN”). Aspen Way diverges into West India Dock Road and the Limehouse Link Tunnel in the west. West India Dock Road provides connections with Westferry Road at the junction next to Westferry DLR station, and the east-west A13 East India Dock Road. The A13 is a major London through route connecting central and east London and south Essex. The road is subject to 40mph speed limits.
- 3.33 In the Proposed Development, North Quay Way will form the key spine route running through the Site in an east-west orientation, providing vehicular and pedestrian access and connectivity

between Upper Bank Street and Hertsmere Road. Its eastern end will be a secondary entry point into North Quay and will also help connect the Masterplan to Billingsgate in the future. The street will act as a spine of the Proposed Development connecting all of the building plots and open spaces together.

- 3.34 North Quay Way will provide access for taxis, servicing and emergency vehicles, with three bays provided on-street. However, the vehicular traffic volume on the road is expected to be low, maintaining the road as a key pedestrian route.
- 3.35 The Site is situated within a Controlled Parking Zone (“CPZ”) “D”. The CPZ restrictions apply Monday to Friday, between 8.30AM and 5.30PM.
- 3.36 The Site is not located within the Congestion Charge Zone. The Site will be included within the expanded Ultra-Low Emission Zone, which the Mayor proposes to expand to cover all areas contained within the North Circular and South Circular by October 2021.
- 3.37 The minimum requirement for 3% accessible car parking for residential dwellings will be provided from the outset as per Policy T6.1 of the Draft London Plan (2019) and 23 Blue Badge spaces will be provided on this basis. This has been based on 702 residential units assumed in the Indicative Scheme.



## 4. Baseline Travel Surveys

- 4.1 As the occupiers of the Proposed Development are unknown at this stage, no baseline surveys have been undertaken to determine travel patterns at the Site. A robust trip generation assessment has been carried out as part of the Transport Assessment work. This information forms the interim baseline mode share figures.
- 4.2 Future year person trips by mode have been assessed for the residential element of the Proposed Development Indicative Scheme.
- 4.3 Further details of how the trips have been calculated are provided in the Transport Assessment.
- 4.4 A full travel survey is proposed to be undertaken within 6 months of first occupation of the first residential building or at 75% residential occupancy. The baseline surveys will include multi-modal counts including delivery and servicing data together with resident and visitor questionnaires.
- 4.5 This baseline survey will inform the development of this RTP and assist in determining any site-specific measures to reduce car use to/from the Site and encourage sustainable travel modes.
- 4.6 To gain an insight into the travel characteristics and attitudes, the survey will identify the following key topics:
- Mode of travel by trip purpose (work, school, leisure, etc.) and emissions data analysis;
  - Where residents work;
  - Business travel requirements;
  - Flexible working arrangements;
  - What improvements can be made to the main mode of travel;
  - What prevents residents walking/cycling;
  - What would encourage residents to walk/cycle;
  - Car ownership and parking arrangement;
  - What facilities/initiatives are residents aware of; and
  - What facilities/initiatives residents would use.
- 4.7 Results of the travel surveys will be collated and analysed to identify relevant measures for the development. Mode share information derived from the surveys will be used to review and set targets for the future.

## Forecast Residential Mode Share and Trip Generation

- 4.8 The forecast residential mode share is set out in **Table 4.1**. Further detail on how this has been derived is provided in the Transport Assessment.

**Table 4.1: Forecast Residential Mode Share**

Mode	Mode Share
London Underground	19%
DLR	19%
Elizabeth Line	19%
Bus	4%
Taxi	1%
Motorcycle	0%
Car Driver + Passenger	3%
Cycle	2%
Walk	31%
Other (inc. Riverbus)	2%
Total	100%

- 4.9 The forecast trip generation for the residential element of the Proposed Development's Indicative Scheme is provided within **Table 4.2**.

**Table 4.2: Forecast Residential Trip Generation (Indicative Scheme, 702 dwellings)**

Mode	AM Peak			PM Peak			Daily		
	In	Out	Total	In	Out	Total	In	Out	Total
London Underground	15	73	88	39	24	63	338	352	690
DLR	15	73	88	39	24	63	338	352	690
Elizabeth Line	15	73	88	39	24	63	338	352	690
Train	0	0	0	0	0	0	0	0	0
Bus	3	15	18	8	5	13	71	74	145
Taxi	1	4	5	2	1	3	18	19	36
Motorcycle	0	0	0	0	0	0	0	0	0
Car	2	11	14	6	4	10	53	56	109
Cycle	2	8	9	4	3	7	36	37	73
Walk	24	119	143	64	39	103	551	574	1125
Other (inc. Riverbus)	2	8	9	4	3	7	36	37	73
Total	78	383	461	207	126	333	1,779	1,851	3,630

*Note: May not sum due to rounding.*

- 4.10 Regarding delivery and servicing trips, further detail is provided in the TA and DSP, however it is expected that the residential component of the Proposed Development will generate 234 trips per day on average.

## 5. Objectives and Targets

### Overview

- 5.1 This chapter outlines the overarching objectives and targets of the RTP for the Proposed Development.
- 5.2 Objectives are the high-level aims of the RTP. They help to give the RTP direction and provide a clear focus.
- 5.3 The objectives are supported by a set of SMART (Specific, Measurable, Achievable, Realistic and Timed) targets to enable progress towards achieving them to be measured.
- 5.4 Targets are the measurable goals by which progress will be assessed. The RTP sets out targets to be achieved within the timeframe of the RTP.

### Objectives

- 5.5 The main objective of this RTP is:

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*“To minimise vehicle use and maximise active travel for residential trips.”*

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- 5.6 To support the realisation of this overarching objective, several sub-objectives have been set:
  - To ensure the Proposed Development is accessible to all users and that the needs of vulnerable groups, for example those with mobility problems, are met and respected.
  - To promote and encourage users to travel by sustainable modes including walking and cycling as an alternative to private car, taxi or public transport use.
  - To increase awareness of the RTP and its constituent measures.
  - To encourage the most efficient use of cars and a reduction in single occupancy car use.
  - To promote smarter working and living practices that reduce the need to travel overall or in the peak periods.
  - To improve the safety of persons travelling to and from the Proposed Development on foot or by cycle and provide relevant on-site facilities.
  - To improve the health of residents and minimise impacts on the environment.
  - To encourage the best use of taxis and private hire vehicles.
  - To increase awareness of sustainable transport initiatives and events such as RideLondon, Car Free Day, etc.

## Targets

- 5.7 The results of the baseline travel survey, discussed in **Chapter 3**, will be used to form targets which can be measured against the achievement of the set objectives.
- 5.8 Once the baseline data is collected there will be a better understanding of what is achievable and suitable measures can be determined. Targets will then be developed and quantified in line with the following principles:
- Identify a percentage increase in walking and cycling
  - Ensure that all residents are aware of the RTP and its objectives
- 5.9 Interim mode share targets (based on the mode share data in **Table 4.1**) have been identified for the 3<sup>rd</sup> and 5<sup>th</sup> year as shown in **Table 5.1**. It is envisaged that the car-free nature of the scheme will encourage sustainable travel from the outset, nonetheless some minor modal shift is targeted from public transport to more active modes.

**Table 5.1: Proposed Residential Mode Share Targets**

Mode	Proposed Mode Share	3rd Year Target	5th Year Target
London Underground	19%	18%	18%
DLR	19%	18.5%	18%
Elizabeth Line	19%	19%	18%
Bus	4%	4%	4%
Taxi	1%	1%	1%
Motorcycle	0%	0%	0%
Car Driver + Passenger	3%	2.5%	2%
Cycle	2%	3%	4%
Walk	31%	32%	33%
Other (inc. Riverbus)	2%	2%	2%
Total	100%	100%	100%

- 5.10 It is anticipated that the targets above will be revised following the completion of the baseline travel surveys. The scale of change between the baseline year and the 5<sup>th</sup> year target will remain broadly the same and be re-profiled following the findings of the initial travel surveys.

## **6. Travel Plan Management**

### **Travel Plan Delivery**

- 6.1 Effective management of the RTP, combined with clearly defined roles and responsibilities, is recognised as being fundamental to achieving the overarching and tenant specific objectives.
- 6.2 The TPC will implement and administer the RTP on a part-time basis, upon appointment one month prior to the Proposed Development's first residential occupation. The TPC will likely be an independently appointed consultant who will manage and operate the Site on a day-to-day basis.
- 6.3 The TPC's responsibilities will include:
- Obtaining and maintaining commitment and support from residents.
  - Implementing an effective marketing campaign of the RTP and its specific measures.
  - Giving advice and information on transport-related subjects to residents and their visitors.
  - Coordinating the necessary data collection exercises and monitoring the programme of the RTP.
  - Attending relevant residential meetings to discuss transport matters when invited.

### **Securing and Funding the Travel Plan**

- 6.4 It is envisaged that this RTP will be secured via an appropriately worded planning condition or s106 obligation. A series of sustainable transport measures will be implemented as part of the Proposed Development; demonstrating the commitment to this RTP by the Applicant. These measures will include:
- Cycle parking provision in accordance with the Draft London Plan.
  - Electric vehicle charging infrastructure in line with the Draft London Plan.
  - No residential car parking provision beyond the required accessible parking spaces.
- 6.5 The Applicant will ensure that suitable funding and a sufficient budget for the RTP is provided. This will ensure future commitment and on-going monitoring and review.

## **Travel Plan Awareness and Marketing**

- 6.6 The success of the RTP is dependent on the implementation of an effective marketing strategy to be developed by the Applicant. The TPC, once identified, will continue to support this and will offer transport-related information for inclusion in marketing material.
- 6.7 To increase awareness of the RTP, residents and visitors will be given information regarding travel to and from the Site.
- 6.8 It is essential that residents are involved in the implementation and evolution of the RTP. The travel surveys and pre-survey marketing will contribute to raising awareness at the outset.
- 6.9 The TPC will work to develop an RTP strategy with LBTH, including:
- The provision of local transport information on a website or smartphone application.
  - The provision of RTP information on the Applicant's resident website or smartphone application with links to relevant external websites, e.g. real-time travel information.
  - An annual review of all marketing information and material updated as appropriate.

## **Encouraging Walking and Cycling**

### **Cycle Parking**

- 6.10 There will be secure and accessible cycle parking for residential users, in accordance with Draft London Plan. Take up of spaces will be monitored and opportunities for additional provision considered if necessary.

### **Cycle Training**

- 6.11 The TPC will promote local cycle training opportunities and cycle maintenance workshops with residents, to promote active travel modes. Cycle training is provided free of charge by LBTH to anyone who lives, works or studies within the borough. LBTH offers courses for all types of cyclists – *Family cycle training course*, *Cycle skills for adults* and *Cycle commuter training*.

### **Walking**

- 6.12 Appropriate footways will be provided as part of the Proposed Development. Information packs or websites for residents will identify leisure walking routes in addition to walking routes to nearby schools and public transport facilities. The benefits of walking will also be set out.

## **Encouraging the Best Use Motorised Vehicles**

- 6.13 This RTP recognises that the use of private cars varies based on many factors and whilst this can be reduced (through encouraging other modes) it cannot be totally eradicated, for various (sometimes personal) reasons such as shift patterns, mobility issues, children, etc.

- 6.14 The RTP will encourage residents and visitors to make informed decisions about how they travel, encouraging the use of sustainable and active travel options and the rational use of private cars.
- 6.15 In addition, this RTP advocates good access for servicing, deliveries and emergency services, to avoid congestion and minimise safety risk in and around the Proposed Development.

#### **Car Club Use**

- 6.16 Car clubs offer flexibility and affordability for residents. They also reduce car ownership which means a reduction in emissions caused by every day running of private vehicles. Car clubs allow members to only use a car when they need to in order to reduce the overall demand for car parking.
- 6.17 Two car club locations offering a total of three vehicles are present within a 10-minute walk of the Site, with further eight proposed as a part of the Wood Wharf development.

#### **Visitor Travel**

- 6.18 The RTP aims to reduce the number of visitor journeys and to encourage journeys to be made by non-car modes. Visitors will be able to access guidance, possibly online, on how to reach the Site by sustainable modes of transport so that they can make an informed decision.

#### **Reducing the Need to Travel**

- 6.19 The proximity of the Site to local facilities and its excellent links to public transport provide opportunities for people to live, work and play in the surrounding area, thereby supporting travel on foot and by cycle.
- 6.20 To encourage localised patterns of sustainable travel, residents will be made aware of the full range of goods and services available and how to access them within the Proposed Development and the local area. The TPC will also promote local employment opportunities to encourage living and working in the local area. These combined initiatives will help to encourage travel by active modes and public transport.

#### **Action Plan**

- 6.21 The Action Plan in **Chapter 7** details measures that could be pursued in relation to encouraging more sustainable and active travel patterns such as greater use of cycling, walking, and the use of other non-single occupant car modes of travel.

## 7. Measures and Action Plan

- 7.1 This chapter details possible measures for the RTP that could be introduced to achieve the targets set. At this stage, some measures are proposed as interim as the TPC will need to develop and prioritise measures which relate directly to the needs of the residents after the baseline travel survey has been conducted.
- 7.2 The main aim of the Action Plan is to identify likely initiatives that can assist in meeting the targets. **Table 7.1** sets out the benefits of various measures and the timescale and responsibility for implementation. The initial Action Plan also includes some measures associated with delivery and servicing activity, which may be encompassed by the Delivery and Servicing Plan which is appended to the Transport Assessment.



**Table 7.1: Action Plan**

Measure	Initiative	Timescale for Implementation	Responsibility
Managing the on-going development and delivery of the RTP with residents			
Appoint Travel Plan Coordinator	The Applicant to identify a TPC.	Prior to occupation	The Applicant
Increasing Awareness of the RTP			
Feedback to residents	Regular feedback to residents when requested through meetings/ newsletters on progress of travel plan measures and site-wide transport issues.	Within first year of occupation then annually or as requested	TPC
Site information/Resident Information and Welcome Packs	The Applicant to provide information to residents such as access arrangements, walking, cycling, public transport including maps and real-time journey information through a website or smartphone application.	Upon occupation and ongoing	The Applicant
RTP information for prospective buyers	TPC to provide information on the details of the RTP and a summary of the benefits, targets and measures to prospective buyers through a sales website or other material.	Prior to occupation and ongoing	TPC
TPC to attend Canary Wharf Transport Forum Meetings	Existing Forum for Canary Wharf, Tower Hamlets, Transport for London, Transport Operators and Tenants.	Quarterly from occupation	TPC
Encouraging Walking and Cycling			
Cycle parking and facilities	To provide cycle parking provision in accordance with the Draft London Plan.	Prior to occupation of each building	The Applicant
Pedestrian facilities	To develop a high-quality pedestrian environment for users of the Site and local residents/passers-by.	Prior to practical completion	The Applicant
Encouraging the best use of motorised vehicles and servicing activity			
Accessible Parking	Provide accessible car parking at 3% of total residential units.	Prior to occupation	The Applicant
Car Parking	Do not provide residential car parking, coupled with ineligibility to apply for permits for any CPZ outside the Site.	Upon occupation and ongoing	The Applicant
Launch Event	TPC to hold a launch event to advertise the RTP, to promote sustainable travel and encourage efficient delivery and servicing activity.	Three months after full occupation of the first residential building	TPC

Measure	Initiative	Timescale for Implementation	Responsibility
Promoting smarter working and living practices			
Development Location	Highlight that the proximity of the Site to a range of public transport links can reduce the number of trips and the distance of those that are made.	Upon occupation and ongoing	The Applicant
Internet Connectivity	To allow for internet connections to be made available in each residential unit and promote the merits of remote working.	Upon occupation and ongoing	The Applicant
Encouraging Sustainable Delivery and Servicing			
Resident Awareness	Ensure all residents are made aware of the DSP and its primary objectives and measures in terms of personal deliveries.	Prior to first occupation	Facilities Management
Site Information	Publish details of servicing/delivery facilities and procedures to tenants and residents indicating preferred delivery times; delivery locations; preferred local suppliers.	Prior to first occupation of each building	Travel Plan Coordinator
Fleet Operator Recognition Scheme ("FORS")	Encourage the use of suppliers who are FORS members and encourage non-FORS members to sign up to the scheme.	Within 6 months of occupancy	Travel Plan Coordinator

## 8. Monitoring and Review

- 8.1 The Applicant and TPC will oversee the monitoring and review of the RTP to ensure that the targets remain relevant. This chapter sets out the proposals for monitoring and review of the RTP.
- 8.2 It is envisaged that LBTH will oversee the monitoring and review of this RTP to ensure that actions taken reflect the wider initiatives set out here and to ensure that the targets remain challenging.

### Monitoring Programme

- 8.3 The Applicant will ensure reasonable funding for the RTP is provided for monitoring and review. These funds will be secured in the S106 agreement associated with this OPA, to be agreed with LBTH.
- 8.4 This sum of money will cover the costs for the monitoring and review of the RTP in conjunction with LBTH. The Applicant will seek agreement with LBTH regarding how this sum of money can be best utilised to ensure the RTP is most effective.
- 8.5 **Table 8.1** provides an indicative programme for the monitoring and review of the RTP. On the basis that this is an OPA and further Reserved Matters Applications (RMAs) will be required, the precise timescales for monitoring and review may change due to the phased nature of the scheme. This will be discussed and agreed with LBTH during the RMAs for the respective development plots.

**Table 8.1: Plans and Timescales for Travel Plan Monitoring**

Action	Timescale
Baseline travel surveys	Within 6 months of first occupation of the first residential building or 75% occupation
Undertake audits of cycle parking, car parking (including accessible) and electric vehicle charging provision	6 months then annually
Future travel surveys	On 3rd and 5th year anniversaries from the date of first occupation of the first residential building
Feedback to residents	Annually
Undertake strategic review of all aspects of the RTP (including the objectives, targets, the action plan and the monitoring programme)	Following 6 month, 3rd and 5th year travel surveys

### Surveys

- 8.6 The surveys will be undertaken within 6 months of first occupation of the first residential building or at 75% residential occupation.
- 8.7 The surveys will be undertaken during the main operational hours of the Site on a single typical day during school term-time.

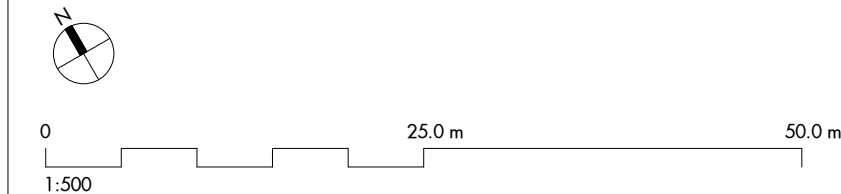
- 8.8 Additional residential blocks and plots would be incorporated into the monitoring as necessary upon occupation.

### **Review Process**

- 8.9 The RTP will be reviewed regularly. The data gathered by the surveys will be analysed by the TPC and LBTH. Following the baseline survey, the targets outlined in **Table 5.1** will be reviewed and updated to reflect the actual mode share observed. In the 3<sup>rd</sup> and 5<sup>th</sup> year, these targets will then be reviewed against new surveys.
- 8.10 If the results of these surveys were to identify that any targets were not being met, a review of the outcomes will be discussed with the TPC, LBTH and residents. Following this process mitigation measures may be identified that will be implemented by the TPC.

## **Appendix 1 – Proposed Plans**



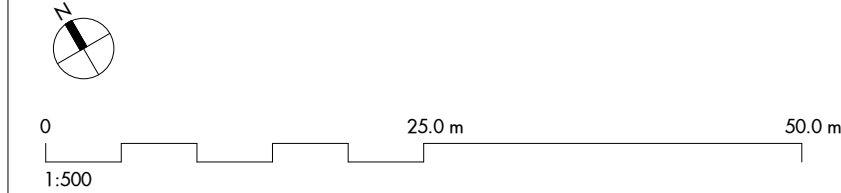


**Allies and Morrison LLP**  
85 Southwark Street  
London SE1 0HX  
telephone 020 7921 0100  
facsimile 020 7921 0101  
email [studio@alliesandmorrison.com](mailto:studio@alliesandmorrison.com)

North Quay Masterplan  
INDICATIVE SCHEME GROUND FLOOR LEVEL  
GENERAL ARRANGEMENT  
19141-00-07-100

SCALE 1 : 500 @A1 1 : 1000 @A3





**Allies and Morrison LLP** North Quay Masterplan

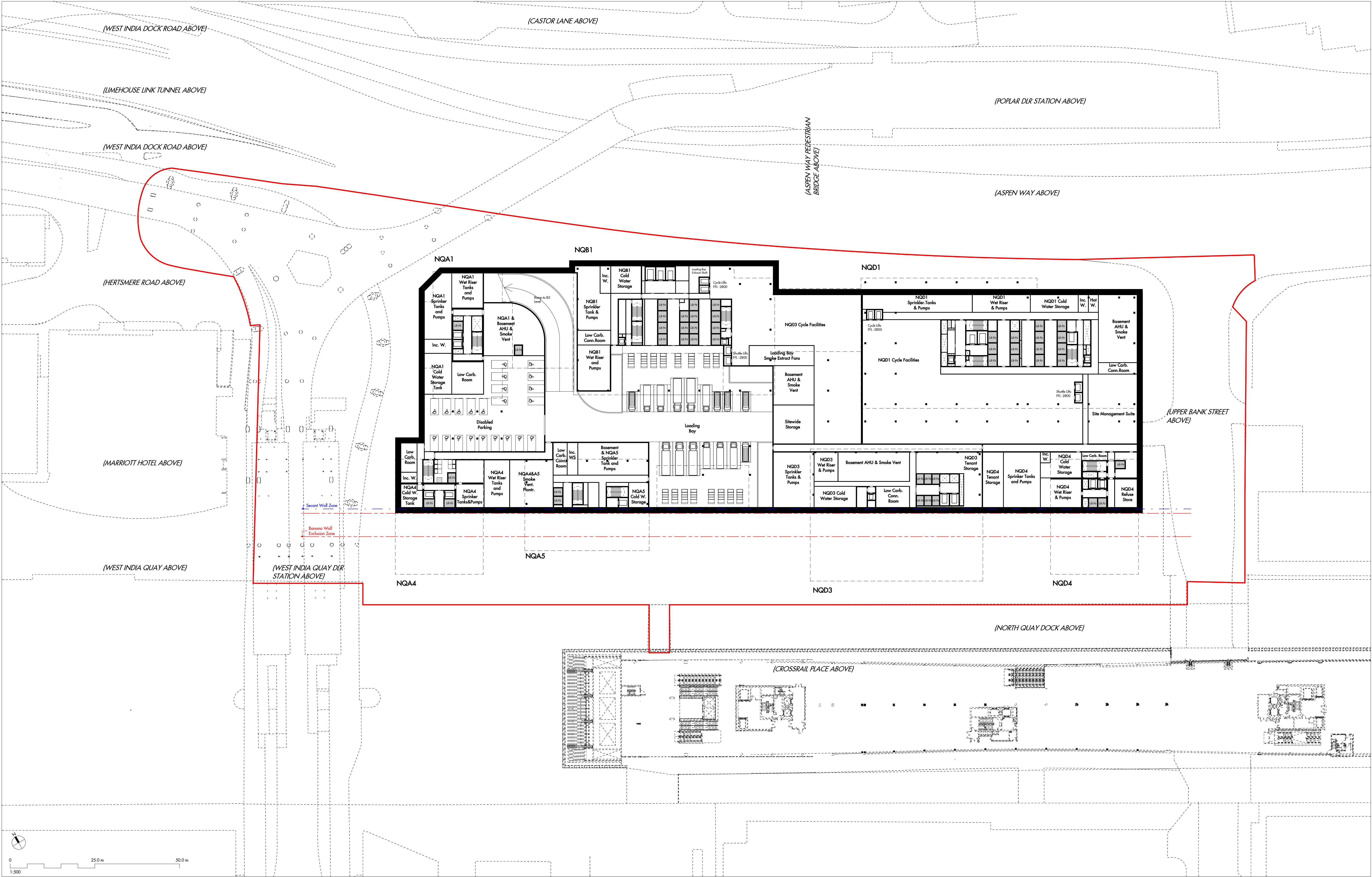
85 Southwalk Street  
London SE1 0HX  
020 7921 0100  
020 7921 0101  
studio@alliesandmorrison.com

**INDICATIVE SCHEME BASEMENT 1 LEVEL  
GENERAL ARRANGEMENT**

19141-00-07-099

SCALE 1 : 500 @A1 1 : 1000 @A3

**PO**  
Revision



REV	DATE	DESCRIPTION	CKD
PO	JULY 2020	PLANNING SUBMISSION	LP

**Allies and Morrison LLP**

85 Southwark Street  
London SE1 0HX  
telephone 020 7921 0100  
facsimile 020 7921 0101  
email studio@alliesandmorrison.com

North Quay Masterplan

**INDICATIVE SCHEME BASEMENT 2 LEVEL**

**GENERAL ARRANGEMENT**

19141-00-07-098

SCALE 1 : 500 @A1 1 : 1000 @A3

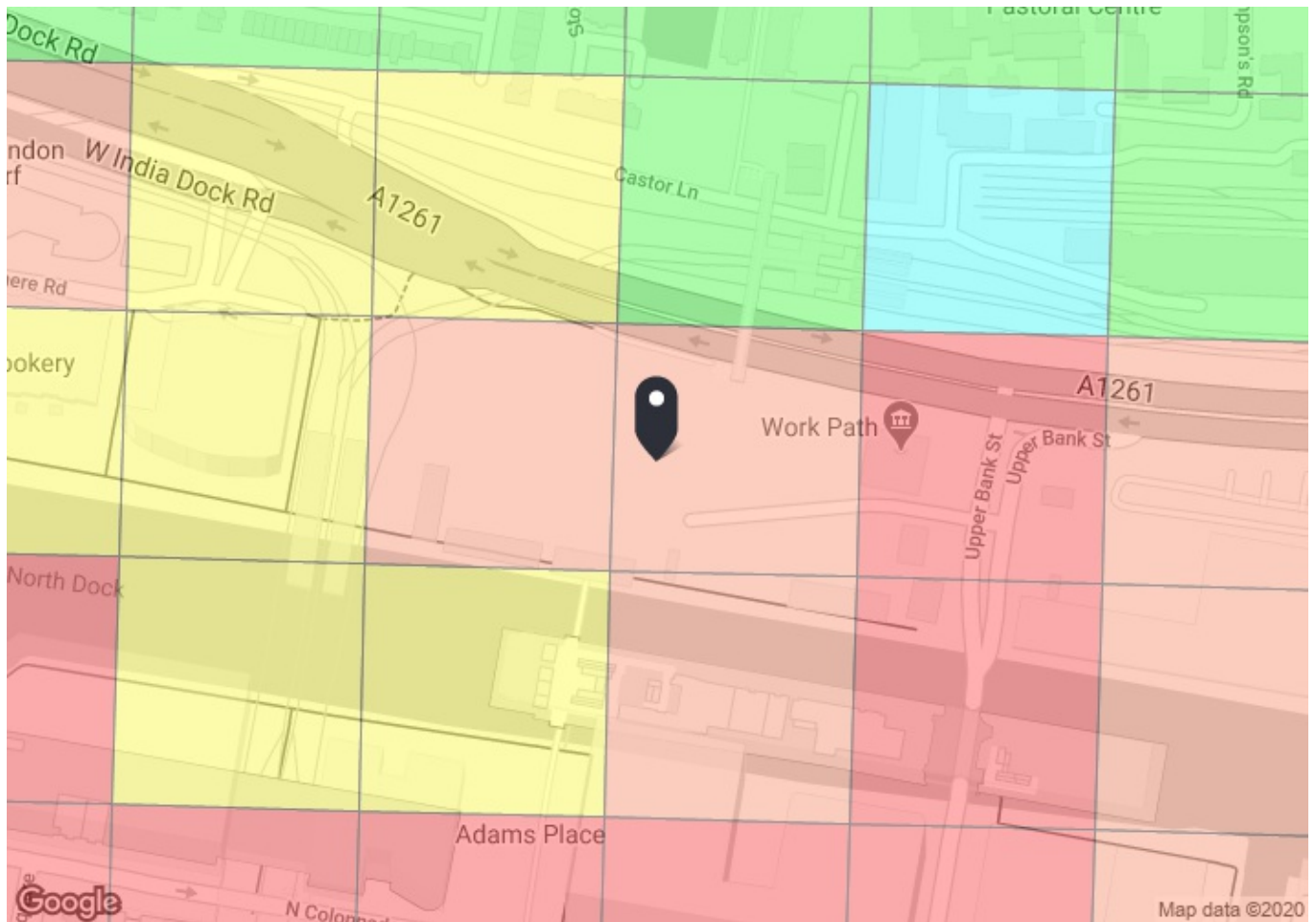
**PO**

Revision

**FOR INFORMATION**



## **Appendix 2 – PTAL Report**



### PTAL output for Base Year 5

Poplar, Poplar, London E14 0AF, UK  
Easting: 537615, Northing: 180539

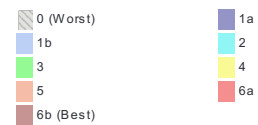
Grid Cell: 80889

Report generated: 12/03/2020

#### Calculation Parameters

Day of Week	M-F
Time Period	AM Peak
Walk Speed	4.8 kph
Bus Node Max. Walk Access Time (mins)	8
Bus Reliability Factor	2.0
LU Station Max. Walk Access Time (mins)	12
LU Reliability Factor	0.75
National Rail Station Max. Walk Access Time (mins)	12
National Rail Reliability Factor	0.75

#### Map key - PTAL



#### Map layers

PTAL (cell size: 100m)

# Calculation data

Mode	Stop	Route	Distance (metres)	Frequency(vph)	Walk Time (mins)	SWT (mins)	TAT (mins)	EDF	Weight	AI
Bus	Canada Square Canary Wharf	D7	410.03	9	5.13	5.33	10.46	2.87	0.5	1.43
Bus	Canada Square Canary Wharf	135	410.03	6	5.13	7	12.13	2.47	0.5	1.24
Bus	Canada Square Canary Wharf	D8	410.03	5	5.13	8	13.13	2.29	0.5	1.14
Bus	Canada Square Canary Wharf	D3	410.03	6	5.13	7	12.13	2.47	0.5	1.24
Bus	Canada Square Canary Wharf	277	410.03	9	5.13	5.33	10.46	2.87	1	2.87
LUL	Poplar	'WWARSL-BANK'	250.48	7.5	3.13	4.75	7.88	3.81	1	3.81
LUL	Poplar	'BECKTON-TWRGWAY'	250.48	7.5	3.13	4.75	7.88	3.81	0.5	1.9
LUL	Poplar	'STRATF-LEWMSHAM'	250.48	5	3.13	6.75	9.88	3.04	0.5	1.52
LUL	Poplar	'CNRYWH-STRATF'	250.48	5	3.13	6.75	9.88	3.04	0.5	1.52
LUL	Canary Wharf	'LEWMSHAM-BANK'	503.47	15	6.29	2.75	9.04	3.32	0.5	1.66
LUL	Canary Wharf	'WembleyPark-Stratfo'	503.47	3.67	6.29	8.92	15.22	1.97	0.5	0.99
LUL	Canary Wharf	'Stratford-Willesden'	503.47	4.33	6.29	7.68	13.97	2.15	0.5	1.07
LUL	Canary Wharf	'Stanmore-Stratford'	503.47	17.65	6.29	2.45	8.74	3.43	0.5	1.72
Total Grid Cell AI:										22.11