

# Travel Audit Guide



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**Guidance note:**

For more information and additional resources and support, please see [www.keepingcardiffmoving.co.uk](http://www.keepingcardiffmoving.co.uk) or contact Cardiff Council's Travel Plan Officer on [travelplans@cardiff.gov.uk](mailto:travelplans@cardiff.gov.uk) or 02920 873722.

Acknowledgement: This document is based on a site audit checklist in 'A Travel Plan Resource Pack for Employers' (DfT). Photo Credits - J. Bewley, Sustrans.

## 1. Introduction

Carrying out a site audit is a key part in the process of developing a travel plan. The information provided by the site audit will help to provide an overview of the travel options available for employees and visitors to your site. It will assist you in:

- assessing and promoting opportunities for using sustainable modes of travel
- identifying barriers to the use of sustainable modes of travel
- identifying and recommending potential improvements and measures to support the use sustainable modes of travel.

Each section of the guide provides a 'checklist' of useful information. The nature of your audit will depend on the particulars of your individual site(s), so the list is not exhaustive and some sections may not be relevant, but should help as a starting point.

The site audit will also provide a useful starting point for developing a travel survey, which is also an essential element in developing a travel plan. The results of the travel audit and travel survey will help to build a picture of the travel options which are available for your particular site, whether these options are currently used and which measures can be put into place to encourage a change in travel behaviour.

**Guidance note:**

Cardiff Council can provide bespoke online or paper travel surveys to organisations. More information, as well as sample travel surveys, are available from

[www.keepingcardiffmoving.co.uk](http://www.keepingcardiffmoving.co.uk).



## 2. Resources

You will probably be able to find much of the information that you will need to complete the audit by looking around the site(s) you are reviewing, identifying relevant documents such as policies and employee handbooks etc and consulting with key departments such as estates/facilities management and Human Resources. Information about the travel options available (e.g. the bus routes which serve the site) should be readily available. There are a number of helpful resources listed below.

### Guidance note:

The following resources may be useful when completing your site audit:

[www.keepingcardiffmoving.co.uk](http://www.keepingcardiffmoving.co.uk)

[www.cardiff.gov.uk/cycling](http://www.cardiff.gov.uk/cycling)

[www.sustrans.org.uk](http://www.sustrans.org.uk)

[www.traveline-cymru.info](http://www.traveline-cymru.info)

[www.nationalrail.co.uk](http://www.nationalrail.co.uk)

[www.carshare2cardiff.com](http://www.carshare2cardiff.com)

[www.sewtacarshare.com](http://www.sewtacarshare.com)

A comprehensive information resources guide is available from

[www.keepingcardiffmoving.co.uk](http://www.keepingcardiffmoving.co.uk).

### 3. Background Information

- a. How many people are employed at your site and what patterns of work do they have (e.g. full-time/part-time/shift workers)?
- b. What are the hours of operation? (e.g. Are shifts worked? Are there specific hours for deliveries?)
- c. Which roads serve the site?
- d. Where does the main entrance link into the road network?
- e. Where are the other entrances?
- f. Do you share the site with other organisations?
- g. Are there any specific operational issues which impact on movement around the site (e.g. routes for deliveries)?

**Guidance note:**

Working hours and patterns can impact upon how employees travel. For example, shifts which start early and/or finish late may make using public transport difficult but making car sharing arrangements may be easier when start and finish times are standard.

## 4. Walking

- a. Are pedestrian routes direct to bus stops and other important locations - do pedestrians need to take any long detours either outside or within the site?
- b. Are routes pleasant/ comfortable, e.g. good surfacing, greenery, no over-hanging foliage, away from traffic?
- c. Are there any conflicts between vehicles and pedestrians? Are any crossing points provided either outside or within the site?
- d. Are pedestrian routes well signed? Is the most direct route signed?
- e. Are footways serving the site and within the site in a good state of repair?
- f. Are footways to and within the site well lit?
- g. Are employees, visitors etc provided with information about walking routes or the health benefits of walking? For example:
  - o Are leaflets and promotional material easily accessible (e.g. displayed in the Reception area)?
  - o Are travel notice-boards available?

### Guidance note:

Sustrans have produced a very useful guide, 'How to produce active travel directions for your visitors and staff', which is available from their website ([www.sustrans.org.uk](http://www.sustrans.org.uk)). A downloadable, bilingual Active Travel Toolkit is also available. For more information and advice on promoting active travel in your organisation, contact Sustrans on [activetravelcymru@sustrans.org.uk](mailto:activetravelcymru@sustrans.org.uk).

## 5. Cycling

### 5.1 On-site provision

- a. What cycle parking facilities are provided? For example:
  - How many cycle stands are available?
  - Are they covered?
  - Are they well lit and well maintained?
  - Are they visible, in an overlooked location and are CCTV cameras in use?
  - Are they conveniently located, close to building entrances? Can cyclists/ motorcyclists park closer to entrances than the car drivers?
  - How many cycles are generally parked (consider numbers parked in good and bad weather)?
- b. What other facilities are provided for cyclists? For example:
  - Lockers for lights, clothing etc.
  - Showers.
  - Laundry facilities and drying rooms.
  - Changing facilities.

**Guidance note:**

The 'on-site provision' checklist items in section 5.1 should also be applied to motorcycles/powered two wheelers.

### 5.2 Site access

- c. Are there any cycle routes/ lanes serving your site?
- d. Are they well signed and in a good state of repair?
- e. Are roads serving your site conducive to cycling? For example:
  - How busy are they?
  - Are there any busy junctions to cross?
  - Are crossings for cyclists provided in the vicinity of your site?
  - Are there any steep or long hills?
- f. Are employees, visitors etc provided with information about walking routes or the health benefits of walking? For example:
  - Are maps showing cycle routes and promotional material easily accessible (e.g. displayed in the Reception area)?
  - Are travel notice-boards available?
- g. Can cycles be taken on connecting train services?

## 6. Bus Services

- a. Where are the nearest bus stops located? If possible, it would be useful to indicate these on a map, along with other relevant facilities (e.g. cycle parking, rail stations etc).
- b. How well maintained are bus stop waiting facilities? For example:
  - Is a covered shelter provided?
  - Are seats provided?
  - Are bus stops well lit?
  - Are bus shelters free of vandalism/ graffiti?
  - Are bus times displayed at the bus stop?
  - Is real time information available at the bus stop?
- c. Which bus routes serve the site, at which times and how frequently? (This information can be found on Traveline Cymru or from individual operators). For example:
  - Are suitable morning and evening services provided to cater for the journey to work?
  - What time does the last bus depart in the evening?
  - Are services suitable for lunchtime trips to the nearest shopping area?
- d. Cost - what are the bus fares for typical journeys and for a season ticket? (This information can be

### Guidance note:

It isn't necessary to include extensive information such as bus timetables in your site audit: bus service/route numbers and an indication of frequency is enough. For example, "The site is served by the bay car which runs every 10 minutes during the day".

found on Traveline Cymru or from individual operators).

- e. Are employees, visitors etc provided with bus route/ timetable information? For example:
  - Are timetables, leaflets and promotional material easily accessible (e.g. displayed in the Reception area)?
  - Are travel notice-boards available?
  - Is travel information available on the employee intranet/internet (e.g. links to journey planners such as Traveline Cymru)?
- f. Are there any Park & Ride facilities (e.g. the new Cardiff East Park & Ride site) which could be used by staff/ visitors?
- g. Are there any local organisations that run private buses/ minibuses who may be willing to share services with your organisation?

## 7. Rail Services

- a. How far away is the nearest rail station?
- b. How can you reach your site from the rail station and how much does it cost? For example:
  - Walking
  - Cycling
  - By bus
  - By taxi
  - Any other modes.
- c. Which rail services are available and which operator runs the services?
- d. Which rail services are available, at which times and how frequently? For example:
  - Are suitable morning and evening services provided to cater for the journey to work?
  - What time does the last bus depart in the evening?
  - Are services suitable for lunchtime trips to the nearest shopping area?
  - Which operator runs the services? (e.g. local journeys in Cardiff include the Vale, Valley and City lines run by Arriva Trains Wales).

### Guidance note:

It isn't necessary to include extensive information such as train timetables in your site audit: an overview of services and an indication of frequency is sufficient. For example, "The Valley line stops at stations including Lisvane and Thornhill and Cardiff Queen Street every 15 minutes during the day".

- e. What is the cost of typical journeys/ season tickets by train? (This information can be found on National Rail - [www.nationalrail.co.uk](http://www.nationalrail.co.uk)).
- f. Are employees, visitors etc provided with rail information? For example:
  - Are timetables, leaflets and promotional material easily accessible (e.g. displayed in the Reception area)?
  - Are travel notice-boards available?
  - Is travel information available on the employee intranet/internet (e.g. links to journey planners such as Traveline Cymru)?

## 8. Vehicle Access

- a. Are there any congestion problems on/ around the site?
- b. Are there any concerns with safety on/ around the site arising from conflicts between motor vehicles and other road users?
- c. What information is provided to employees/ visitors for travel to/ from the site?
- d. How many cars enter/ exit your site daily?  
Including:
  - Employees.
  - Visitors.
  - Deliveries/ contractors.
- e. How many vehicles exit and return to the site over the lunchtime period?



## 9. Car Parking

### 9.1 Car parking availability

a. How many car parking spaces are provided for:

- Employees
- Visitors
- Disabled drivers
- Car Sharers
- Pool cars
- Others.

Are any of the spaces reserved parking?

b. Is demand close to/ exceeding supply? For example:

- How many cars are generally parked?
- Is the car park busier at certain times of the day?
- Does parking overflow into surrounding residential/ non-residential areas?

c. What is the ratio of users per space?

d. Is circulation of vehicles around the car park easy?

e. Do drivers have to queue for a space/ queue to get out? If so, for how long?

f. Are cars left overnight?

g. Are car parks well lit and secure, e.g. is CCTV provided?

h. Are car parks well signed?

### 9.2 Car parking policy issues

i. Is the car park owned or rented?

j. What are the costs associated with the car park, e.g. rent, management, maintenance?

k. How are car parking spaces allocated? For example, is allocation:

- Needs-based
- According to grade
- On a first come, first served basis.

l. Is access to the car park regulated? If so, how, e.g. is there a permit system in operation?

m. Are employees/ visitors charged for parking?

n. Do new recruits receive a car parking space?

o. Is there a cash alternative available for employees opting to surrender their parking space?

p. What is the cost of parking in adjacent areas compared with the cost of your own car park (if a charge is made)?

## 10. Travel-related Policies

### 10.1 General conditions of employment

- a. Are there contractual arrangements relating to, for example:
  - Provision of free car parking?
  - Assistance with travel costs?
  - Essential/casual car user allowances?
- b. Is there policy regarding company cars? For example:
  - Who is entitled to a company car?
  - What cars are offered?
  - Is there a cash alternative available if a member of staff chooses a smaller engine car - or even a bicycle?

### 10.2 Expectations given to new staff through the recruitment process

- c. What are staff told when they join regarding travel to work/ travel for business? Is information about travel provided at the recruitment/induction stage?

### 10.3 Opportunities offered to encourage/ discourage car use

- d. Are any of the following provided
  - Free rail/ bus season tickets
  - Subsidised rail/ bus season tickets

- Rail/ bus season ticket loans (Are these interest free?)
  - Cycle to work scheme
  - Clothing allowance for walkers/ cyclists
  - Equipment allowance for walkers/ cyclists.
- e. Does your organisation allow/support:
    - Flexi-time working? (If so, how does the system operate? What are the latest/ earliest start and finish times)
    - Compressed week working?
    - Job sharing?
    - Term-time working only?
  - f. Does your organisation support homeworking? If so:
    - How many staff work from home (permanently/ occasionally)?
    - How are homeworkers supported (equipment purchased, phone lines installed etc.)?
  - g. Does your organisation operate a policy of 'hot-desking' (whereby desks are shared amongst staff as and when they are in the office)?
  - h. Does your organisation have video-conferencing facilities available and are employees encouraged to use them e.g. through training sessions?

- i. Does your organisation offer on-site facilities, e.g. crèche facilities, holiday playscheme, gym?
- j. Does your organisation offer computerised travel planning facilities?
- k. Does your organisation provide car-sharing information?
- l. Does your organisation provide a 'guaranteed ride home' for car sharers?
- m. Are employees attending the same meeting officially encouraged to travel together?
- n. Is a guaranteed ride home provided for employees who may be required to work late?
- o. Is there a central contact for booking tickets for business travel?
- p. Are there policies detailing which transport modes should be used by different staff or for different types of journey?
- q. Does your organisation provide a shuttle/ taxi service to local rail/ bus stations?

#### **10.4 Incentives given to new staff moving into the area**

- r. What is your organisation's relocation policy for new employees? Is there a greater incentive for employees choosing to relocate closer to the workplace?

#### **10.5 Recruitment policy**

- s. Is there a policy to try to recruit locally?

#### **10.6 Payment structures and conditions for car use during the course of work**

- t. What are the existing mileage allowances for business use for travel by:
  - o Car (company/ private/ pool/ lease) - does it vary according to engine size?
  - o Cycle
  - o Public transport
  - o Walking
- u. Are any members of staff required to have their cars available during the working day?
  - o If so, how many and which type of staff?

#### **10.7 Policy affecting and advice given to visitors**

- v. What information is provided to visitors for reaching your site? Is information provided for transport to your site by all modes?

**10.8 Procedures for, and policy concerning, deliveries and collections**

w. Are contractors required to provide details of their own environmental policies?

**10.9 Procedures for, and policy concerning, fleet vehicles**

x. How many pool/ lease cars are available - who can use these?

y. How 'green' are pool/ lease cars, e.g. engine size, fuel type, age?

z. What is your organisation's policy on driver training?

aa. Are pool bikes available?

bb. Is cycle training provided for pool bike users?

cc. How often are vehicles serviced?

**10.10 Any future changes that will affect travel demand/ use of different modes of transport**

dd. Are there any imminent changes to company policy that may affect your organisation's travel demand/ use of different transport modes? If so, what are these changes and when will they be implemented?