



**THE COUNCIL OF THE CITY OF
COVENTRY (CITY CENTRE SOUTH)
COMPULSORY PURCHASE ORDER 2022**

**INSPECTORATE REFERENCE
APP/PCU/CPO/U4610/3299063**

**APPENDICES TO PROOF OF EVIDENCE
OF ALEC PHILPOTT IN RESPECT OF
SERVICING**

DECEMBER 2022



the journey is the reward

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DECEMBER 2022

Job code:	RLAMCorporationSt.1
Prepared by:	Alec Philpott
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APPENDIX AP1: Centre Manager Note

Lower Precinct Shopping Centre, Centre Managers Office,
Coventry CV1 1NQ
Telephone: 02476 634710

29th December 2022

Current Servicing Arrangements

Service Yards A and B

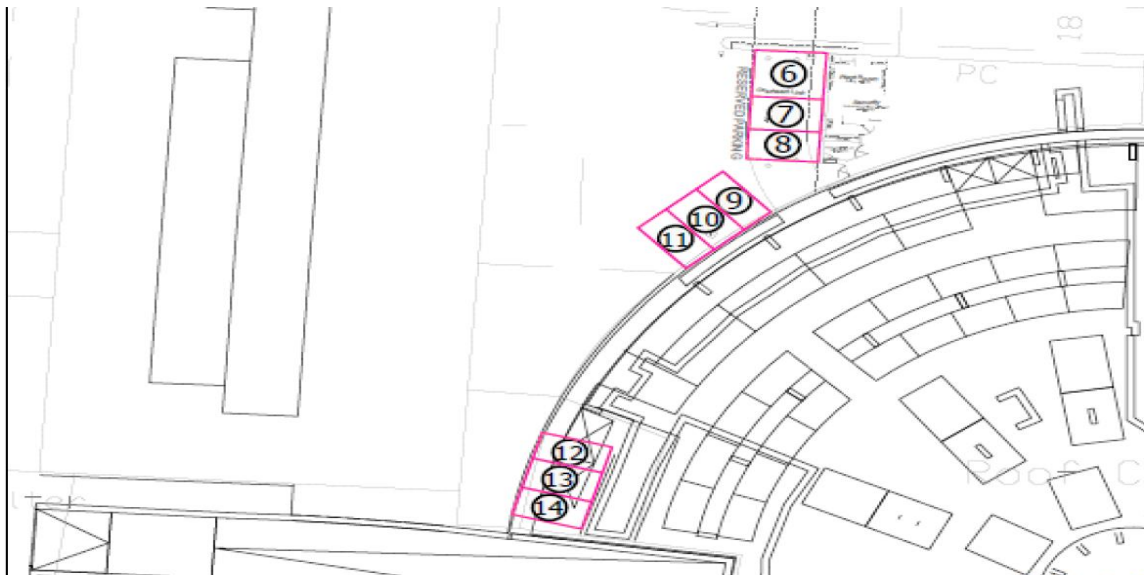
1. Service yards A and B are used to service market traders, market contractors, centre retailers, contractors and for other city centre retailers such as Boots, Poundland and Sports Direct. Royal London has a long leasehold interest over Service yards A and B and the entrance Queen Victoria Road, via an underpass.



2. Within the underpass is an intercom system which is connected to security control. Once at the intercom the reason for the visit is relayed by the driver to security who will then remotely raise the barrier.



3. Drivers of vehicles entering Service yards A and B are required to visit security control and obtain a parking permit which is valid for 30 minutes loading and unloading for deliveries only. Access to these yards is not permitted for pickups or drop-offs, taxis or long stay parking without approval.
4. Any stay over 30 minutes without approval will result in a parking charge notice being issued. To ensure this is adhered to a contract is in place with UKPC who arrange for a warden to patrol the service yard area and issue parking charge notices. The warden also patrols the market and the multi storey car parks. Usually, the warden attends site only twice a day, in the morning and late afternoon and will remain on site for just a couple of hours. The warden is not permanently based on site.
5. Security is in place 24 hours a day. Drivers do not currently book delivery time slots and turn up to deliver as and when. General vehicle sizes to this area are transit vans and cars.



6. Within Service yard A there are 6 parking bays in regular use by the market traders and contractors – numbered 6-11 on the diagram above. Lower Precinct contractors complete and submit a permit for works in advance to Centre management and security are made aware of their visit and any parking requirements so parking spaces can be reserved.

7. There is the continual issue with market traders parking transit vans and cars outside of the designated spaces, which can result in obstructing access for other vehicles.
8. Contractors on behalf of the Centre, market and retailers are required to park for lengthy periods within the bays in order to load and unload their materials. On average about 2-3 vehicles a day park for lengthy periods. More dependent on shop fits and Planned Preventative Maintenance (PPM) works. This means a number of the allocated bays are used by vehicles for the whole day for parking.
9. Access equipment is required for PPM repairs and seasonal activities throughout the year. The vehicles require a number of the designated bays; an example is we currently have two cherry pickers for the installation of the Christmas decorations.
10. Spaces 12-14 are used by market contractors and market deliveries. Due to how narrow the access is to bays 12-14, they are only used for cars, or one van and a car. Three vans will not fit in these spaces.
11. Opposite spaces 12-14 is the area where the general waste bins and refuse equipment is stored. Staff and refuse workers require access for disposal and collection of refuse collections with unrestricted hours which is available now.



12. There is an ongoing issue where the Council are not securing the doors leading into the market for deliveries, which is resulting in members of the public and market traders accessing and wandering around the service yard. This has been documented and regular discussions at quarterly meetings are held with the Council. The Council have fitted a door alarm which activates when the doors are open but it's very rarely turned on, resulting in the Centre and security staff having to direct members of the public back into the market with staff experiencing incidents of verbal abuse. The market staff also do not stop market traders on bikes or on foot from exiting and riding across the service yard, which again when approached has resulted in verbal abuse.

13. General vehicle sizes to service yard A are transit vans and cars. Service yard B is visited by transit vans, cars and large artic vehicles as well as refuse vehicles for Boots refuse bins.
14. This underpass will allow one large delivery vehicle to enter or exit at one time. From experience, large vehicles who drive into the underpass cannot reverse out as they take up both lanes leading into and out of the service yard. They would require a banksman to reverse out onto the public highway due to vehicles and pedestrians, so once they are at the entrance barrier there is no alternative but to let them in to turn around. Once let in, if unauthorised the majority of the drivers ignore any security instruction and drive over the bridge to Market Way, which is not under the Lower Precinct Shopping Centre's (the "Centre") control or park up and when security speak to the driver this typically results in receiving verbal abuse.

Service Yard C

15. Vehicles who require access to Service yard C drive into Service yard A and over the bridge to Service yard B where there is a barrier. This will raise when the vehicle sits on the loop, giving access to this area. Users of Service yard C include Council tenants (refuse collection), cash collections, postal deliveries and the servicing of market traders and Market Way retailers.
16. Service yard C is managed by the Council. Drivers of vehicles entering for access to Service yard C should complete a Market Way access request form obtained from the market manager. Their details are then added onto the ANPR system by security, which allows the main barrier to raise without the intercom being pressed. As the forms are not updated there are a limited number of vehicles on the system and a lot of vehicles pressing the intercom claiming to be for Market Way. They are let in by security and they park up in Service yard C area. The majority park all day – captured by the survey carried out by Mayer Brown. There are Counter Terrorism bollards in place for access into the City Centre but in my experience any emergency vehicles would be unlikely to gain access from Service yard C to the city centre due to issues with vehicles entering and parking up on the kerb shown on the left on the photo below between Service yards B and C. There is no permit system or enforcement in place within this service yard.

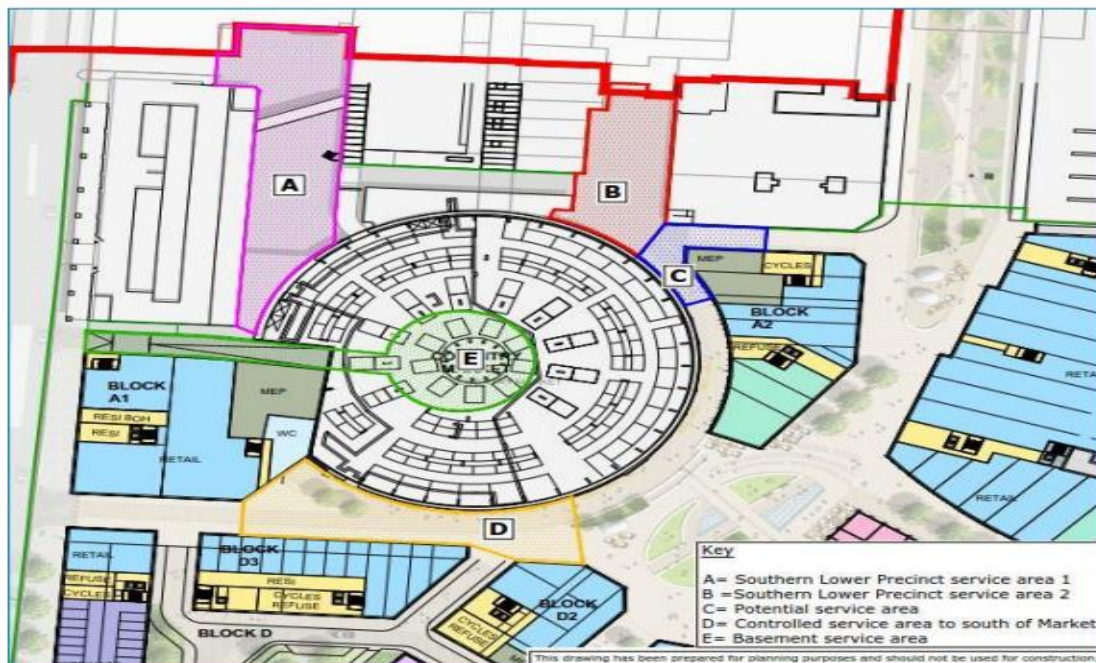


Figure 2.1: Service Yard Overview (Source: TPP DSMP)

17. Service yard D and the basement ramp is managed by the Council and has unrestricted access to all vehicles and pedestrians. This area contains a number of disabled parking bays. I have no day-to-day involvement with the running of these areas.

Servicing Arrangements under the Proposed Scheme

Time Restrictions for vehicles on Service Yard D

18. It is proposed that vehicles will be restricted to deliveries on the service yard by Rover Road Service yard D to 6am/7am – 10am.

Impact and Solution

19. The time restrictions proposed will result in vehicles being displaced and requiring access to Service yard A or B to make deliveries after this timeframe. We have a total of 9 spaces, used on a daily basis, to accommodate deliveries and parking for contractors completing remedial repairs [bays 6-14 identified above].
20. The security control room is manned by one security guard. The duties carried out by the security officers' who are based in the control room is extensive. The duties include:
- a. Fire testing from 7am – 10am 3 days a week
 - b. Responding to any calls via the intercom from the pay machines
 - c. Intercom for the service yard barriers
 - d. Issuing parking passes to any contractor or delivery
 - e. Monitoring cameras and responding to any city centre issues
 - f. Responding to any intruder alarms
 - g. Issuing equipment for each cleaner
 - h. Key signing in and out
 - i. Logging issues in DOB
 - j. Accepting any telephone calls and dealing with enquiries
 - k. Responding to the doorbell for any signing in of mall promotions
 - l. Contractor signing in and out and inductions
 - m. Dealing with any lift alarms
 - n. Dealing with any fire activations
21. Any increase in vehicle numbers and movements will require an additional security staff member to man the control room to respond to the intercom and to help manage any booking system.
22. It is not clear who is going to pay the ongoing costs for the additional staff required to manage the additional traffic. It would also require regular reviews and if necessary further changes made.

Booking System – Service Yard A

23. It is proposed to implement a booking system to manage parking within the bays as a result of the increase in vehicles for the limited parking bays.

Impact and Solution

24. The contract in place with UKPC is for a warden to patrol Service yards A and B, the market and the multi storey car park. Usually, the warden attends the site only twice a day, in the morning and late afternoon and will remain on site for just a couple of hours. The warden is not permanently based on site.

25. The potential changes will require a full-time enforcement officer on site so prevent security staff encountering additional abuse, ensure the permit system is adhered to, manage the correct use of the marked parking bays and to help with the booking system.
26. It is not clear who is going to pay the ongoing costs for the warden or the booking system required to manage the additional traffic.
27. The booking system may have an impact on the retailers. Many vehicles are on a designated delivery route with set size vehicles. To change this would result in additional costs. There are also concerns about what the process is if a vehicle misses their designated time slot due to traffic or other delays. If they go over the booking system time slot this could result in the retailers or market traders not receiving their goods or backlog of vehicles

Allocated parking bays – Service Yard A

28. The Centre is concerned that access could not be accommodated for the collection of Citizen waste bins if there is a booking system in place and Bays 2 and 3 are occupied. Access is required for Citizen to place the bins in the service yard by Bay 2 ready for collection. This occurs twice a week with additional bulk rubbish collections and emergency repairs as and when required regulated by a license agreement.
29. Despite signage, vehicles park up behind the compactor. The compactor is emptied on a regular basis and this becomes more frequent during busy periods. If a vehicle parks behind the compactor this prevents the compactor being emptied and results in abortive visit costs from the refuse company.
30. Access is required to the Centre waste store throughout the day for the use of the electric truck to ensure all refuse from our retailers is collected and disposed of correctly. This waste storage area is located opposite the 3 parking bays – see picture on page 3. If a vehicle blocks access the Centre staff cannot dispose of the refuse and if our refuse collector cannot access the general waste bins for emptying which happens twice a week, abortive costs are charged in addition to weight charges as the bins become overloaded.
31. Any vehicle that parks behind the compactor also creates an issue for any large vehicle leaving Service yard B to exit. The reality is large vehicles struggle to manoeuvre out of the service yard without swinging around to drive over the exit loop, which activates the traffic lights and exit barrier. If there is a vehicle sitting behind the compactor or a vehicle entering the yard this impedes on their ability to access and exit the yard.
32. If Bays 1 – 5 are used for loading and unloading there are concerns about pedestrians moving around the service yard. If delivering for the market they would have to pallet or trolley goods across the service yard with vehicles moving around them and no designated pedestrian routes in place. There are also a number of fire escapes located in this area.

Impact and Solution

33. The collection of Citizen waste bins and parking for their emergency callouts will need to be accommodated by allocating Bay 2 just for their use or relocating this so not to impede access.
34. If Bays 1 – 5 are to be used for market trader deliveries then clear designated pedestrian routes will need to be installed as well as appropriate signage.

35. Allocated bays should not be positioned where they impact on fire escapes which should be kept clear at all times. The proposed warden, who is to be on site at all times would need to ensure this is adhered to.
36. Any allocated bays should not include a bay behind the compactor or should be controlled via a booking system.
37. If there is any parking in the area behind the compactor then changes to the configuration of the traffic lights, loop, barrier arm and ANPR cameras will need to be made.
38. In reality the proposal to implement a booking system may not work. If the delivery vehicle misses their time slot due to traffic or as they have specific delivery routes then the retailers and market traders will not have their stock delivered. If they are delayed making their delivery this will create a backlog of vehicles and delays for deliveries to other retailers.
39. This could also impact on any potential lettings of stores and market stalls. By imposing a booking system which dictates vehicle sizes, timings for deliveries and delivery areas this restricts their options for delivery routes and vehicles to be used which could increase costs.

Vehicle limitations – Service yard A

40. Mayer Brown's proposal states that vehicles up to 13.6m in length can turn within Service yard A, as shown on Figure 3.1 from the Plan below. Signage will be required.
41. As Mayor Brown's proposal outlines, there are limitations with regards vehicle lengths, heights and sizes which we have to deal with on site. If a vehicle turns up and has not booked, or is too large, they will need to be let into the service yard to enable them to turn around and leave. This would require a member of security to be permanently watching via the CCTV as the vehicle would be unable to drive over the exit loop which reactivates the traffic lights and lifts the barrier arm.
42. From experience, large vehicles who drive into the underpass cannot reverse out as they take up both lanes leading into and out of the service yard. They would also require a banksman to reverse out onto the public highway due to vehicles and pedestrians, so once they are at the entrance barrier there is no alternative but to let them in to turn around.

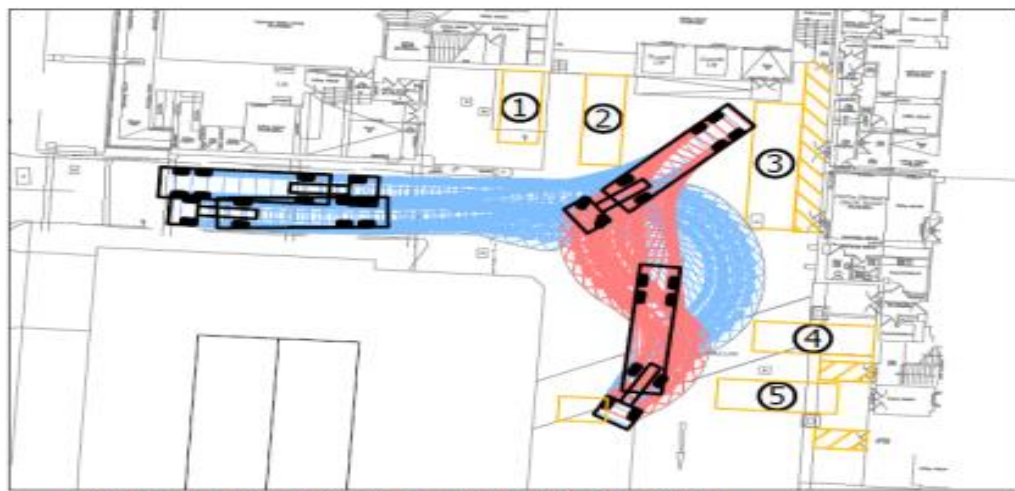


Figure 3.1: Vehicle Rejection Routing (Service Yard A&B)

Impact and Solution

43. Appropriate prominent signage confirming the correct size of vehicle will need to be installed.
44. Coventry City Council highways department will need to provide details if vehicles can be held on the public highway to prevent issues of large vehicles accessing the area and being unable to turn around or another solution.
45. Any restrictions implemented will require changes to the configuration of the traffic lights, loop, barrier arm and ANPR cameras, which may involve the addition of more cameras and barriers and have associated costs.

Allocated parking bays – Service Yard B

46. Service yard B services Next, River Island, O2, Pandora, The Entertainer, Tiger and those in Sherbourne Arcade that require access to their rear service corridor – Merlins, Bean and Brunch, Red Point, Coventry Exchange, Embrace Hair as well as any non-tenants that have unrestricted access as per the head lease such as Sports Direct, Poundland, Boots etc.
47. The Mayer Brown proposal makes reference to vehicles parking on Service yard B and then people to pallet goods to the Market or other retailers who would use Service yard C. The Centre is concerned about vehicles entering Service yard B for this purpose and removing the ability for other vehicles to manoeuvre.
48. The plan above shows three designated bays for this area. In reality the vehicles will park as close to the stores to which they are delivering to enable deliveries to be as quick and easy as possible. For example, in my experience vehicles delivering to Poundland will park as close as possible to the entrance to the store, not necessarily in the designated parking bay. This will create an issue of blocking other areas and require enforcement.
49. There are a number of bins stores within this service yard under license agreements. To service these bins, refuse vehicles require access to this area as well as retailer staff who require a safe route of access via the pedestrian crossing which should not be blocked by delivery vehicles.
50. There are fire escape doors leading from Sherbourne Arcade and if members of the public had to evacuate due to a fire they would require unimpeded access.

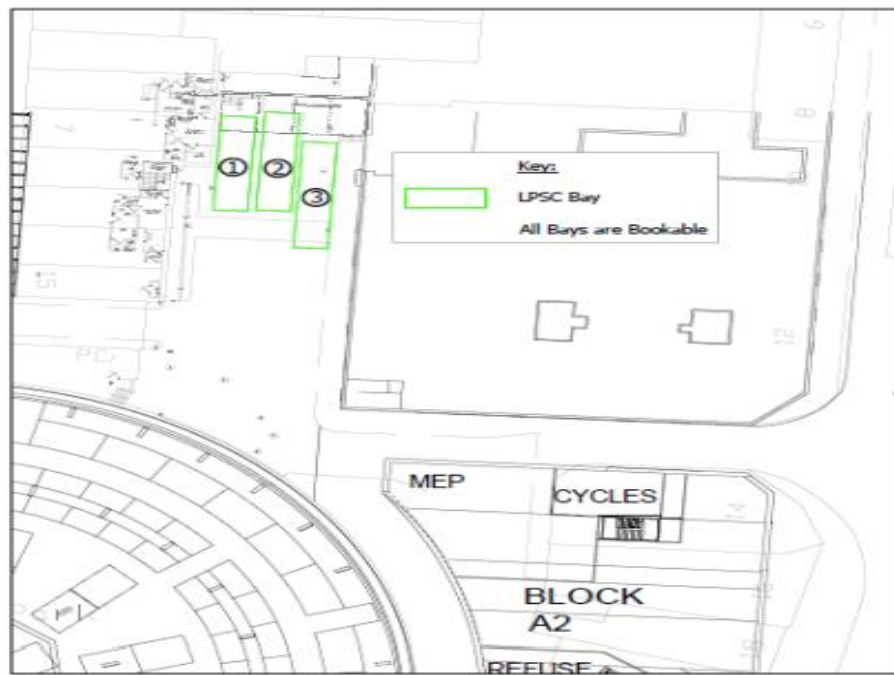


Figure 2.3: Service Yard B Loading Bay Arrangement

Impact and Solution

51. No vehicles should be able to park in the area blocking the fire escapes.
52. If a large vehicle is parked on this service yard, such as one that services Poundland or Sports Direct, these vehicles will be unable to reverse and manoeuvre to get out of this service yard.
53. In reality the proposal to implement a booking system may not work for these retailers and if there are only three designated spaces controlled by a booking system, they may not be able to accommodate their large vehicles at the same time. If the delivery vehicle misses their time slot due to traffic or as they have specific delivery routes then the retailers will not have their stock delivered. If they are delayed making their delivery this will create a backlog of vehicles on the bridge and delays for deliveries to other retailers.
54. This could also impact on any potential lettings of stores. By imposing a booking system which dictates vehicle sizes, timings for deliveries and delivery areas this restricts their options for delivery routes and vehicles to be used which could increase costs.

Allocated parking bays – Service Yard C

55. The proposal makes reference to allocated bays on Service yard C.
56. There are concerns about the new residents of Block A2 within this area requiring access for servicing, which would result in a high volume of vehicles parking in this area. There is also a main pedestrian entrance to the market and a route required into the City Centre for emergency access, servicing for others (cash collections / postal services) and access equipment to the centre for emergency repairs / Christmas decoration installation etc.



Impact and Solution

57. This yard is managed by the Council. There are already health and safety concerns about the lack of involvement the Council have in managing the access systems that should currently be in place, such as preventing pedestrians entering service area A or enforcing authorised vehicles for Service yard C. The continual issues regarding unauthorised vehicles and parking have been highlighted to the Council on a number of occasions. They do not impose any parking restrictions or utilise council enforcement to address the issues.
58. As agreed with the Council, currently there should be a process in place that anyone requiring access to Market Way completes a form, which is signed off and approved by the Market Manager and passed back to Lower Precinct staff to put on the ANPR system to enable permitted access without the need to press the intercom.
59. This process has not been enforced by the Council despite repeated requests that they manage it and provide the necessary information. This has resulted in a number of unauthorised vehicles that remain in place in Service yard C for long periods of time. This also results in vehicles parking along the pavement preventing access into the City Centre (via Council bollards) for emergency services.

60. Access to this area for vehicles should be limited. Any process put in place for Service yard A and B also needs to be put in place for Service yard C to ensure the same system works and that there is one booking system and that the agreed conditions are enforced.

Time Restrictions for vehicles using the market basement

61. There are concerns about the usage of the market basement parking. The proposal states four vehicles can be accommodated with time restrictions for usage. During busy periods this will result in vehicles backed up on the public highway which could then have an impact on vehicles exiting the Lower Precinct car park.
62. On a recent site visit to the basement on the 30th November 2022 there were pallets from deliveries stacked up blocking the exit route. Vehicles had to enter and exit via the same lane.

Impact and Solution

63. A booking system would need to be implemented for the management of the number of vehicles accessing this area.
64. Details need to be agreed of how queuing on the public highway will be managed to prevent blocking other road users and preventing vehicles from exiting the car park. There are already extensive road works at Junction 7 which is causing traffic issues throughout the day.

Summary

65. In my view and based on past experience, a booking system is unlikely to work in practice for this site. I am not confident the proposed vehicle spaces will be able to accommodate the number of large vehicles we have on site at the same time. If the delivery vehicle misses their time slot due to traffic or as they have specific delivery routes then the retailers will not have their stock delivered. If they are delayed making their delivery this will create a backlog of vehicles on the bridge and delays for deliveries to other retailers.
66. This could also impact on any potential lettings of stores. By imposing a booking system which dictates vehicle sizes, timings for deliveries and delivery areas this restricts their options for delivery routes and vehicles to be used which could increase costs.
67. Any new plan is untested and may be subject to changes required. If changes are made this could involve ongoing costs.

The Council would need to respond quickly to any changes or issues faced; which is not the current experience.

Kind regards



N Cormell
Centre Manager

APPENDIX AP2: Draft SMP (TPP) May 2022

Shearer Property Regen Limited

Draft Servicing Management
Plan for Coventry Market and
Block A2
May 2022

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1 INTRODUCTION

1.1 Background and context

- 1.1.1 Transport Planning Practice (TPP) has been commissioned by Shearer Property Regen Limited (SPRL) to provide transport planning advice with regard to the development of Coventry City Centre South (CCS).

1.2 Proposed development

- The proposed development is the CCS scheme and this Draft Service Management Plan (SMP) relates to Coventry City Market and Block A2 as part of the proposed development.

1.3 Report purpose

- 1.3.1 A SMP is used to inform the local and regional authorities of the intent of SPRL in managing delivery and servicing trips to and from the development in order to minimise the impact of these trips on the service yards and the surrounding local highway network.
- 1.3.2 This report has been prepared to set out the proposed delivery and servicing arrangements and the measures which will be in place to ensure that deliveries are undertaken safely and efficiently. This report will be further reviewed, and a final version will be submitted for approval as part of the final discharge of planning requirements. The final document can be secured either by a section 106 obligation or by a planning condition to ensure compliance.

1.4 Report Structure

- 1.4.1 This report is structured as follows:
- **Chapter 2: Aims and objectives** – sets out the objectives of this SMP.
 - **Chapter 3: Proposed delivery and servicing arrangements** – outlines the design proposals for delivery and servicing activities within the relevant part of the CCS development.
 - **Chapter 4: Delivery and servicing trips** – outlines the number of trips associated with deliveries and servicing measures activities

anticipated to be generated by the proposals for this part of the CCS development.

- **Chapter 5: Impact of servicing trips** – assesses the impact of the predicted servicing movements.
- **Chapter 6: Vehicle routes** – describes the key routes expected to be used by delivery and servicing vehicles to arrive to / depart from this element of the proposed development.
- **Chapter 7: Delivery and servicing plan measures** – describes the measures of mitigation that will be implemented to minimise the impact of deliveries and servicing.
- **Chapter 8: Monitoring and enforcement** – provides a framework for monitoring the SMP and how this will be enforced.

2 AIMS AND OBJECTIVES

2.1 Introduction

2.1.1 This chapter sets out the overarching objectives of this SMP for this element of the proposed development, namely Block A2 and Coventry Market.

2.2 Objectives

2.2.1 The aim of this SMP is to commit to support a sustainable and well managed development with regards to deliveries and servicing, with minimal disruption to the existing service areas and the local highway network.

2.2.2 This SMP will therefore seek to achieve the following objectives:

- Demonstrate that goods and services can be delivered, and waste removed, in a safe, efficient and environmentally-friendly way;
- Demonstrate how the service areas can be managed to minimise any negative impact of the proposals; identify deliveries that could be reduced, re-timed or even consolidated, particularly during busy periods;
- Improve the reliability of deliveries to the site;
- Reduce the operating costs of building occupants and freight companies; and
- Reduce the impact of freight activity on other users and the environment.

3 PROPOSED DELIVERY AND SERVICING ARRANGEMENTS

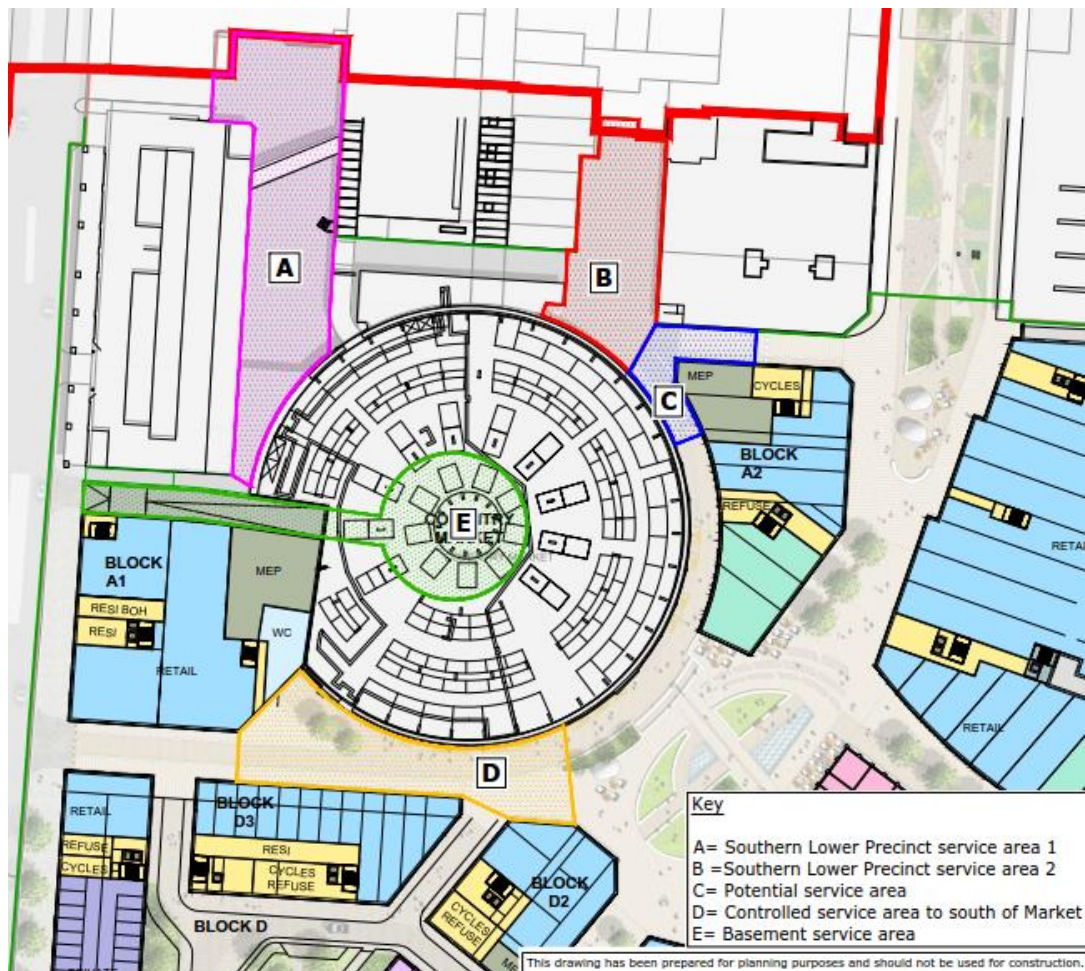
3.1 Introduction

- 3.1.1 This chapter sets out the proposed arrangements of deliveries and servicing to the proposed development, including the design of the development and the expected level of vehicle trip generation.

3.2 Site layout

- 3.2.1 The site comprises the existing market and two new blocks (Blocks A1 and A2) to the west and east respectively. This SMP relates to servicing the Market and Block A2 of the development only, and their impact on the neighbouring sites.

Inset 2 – Proposed Site layout



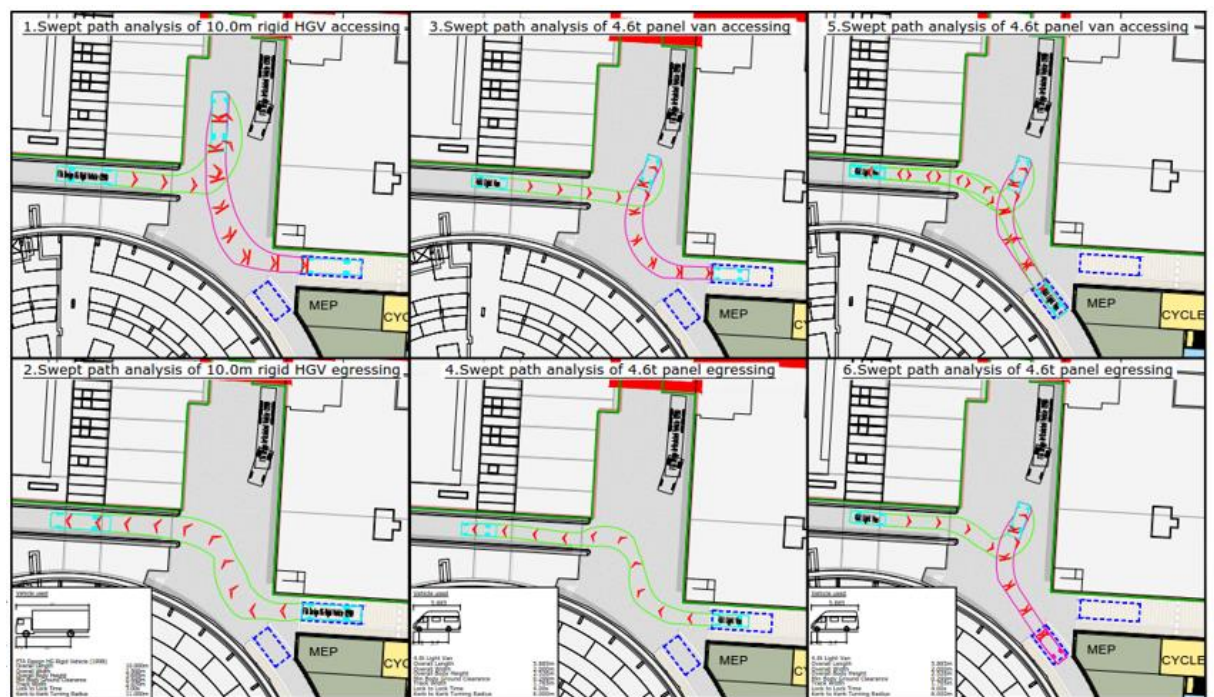
3.3 Servicing arrangements

Service yard descriptions

3.3.1 This will describe the 5 separate service areas as indicated in Inset 2 above:

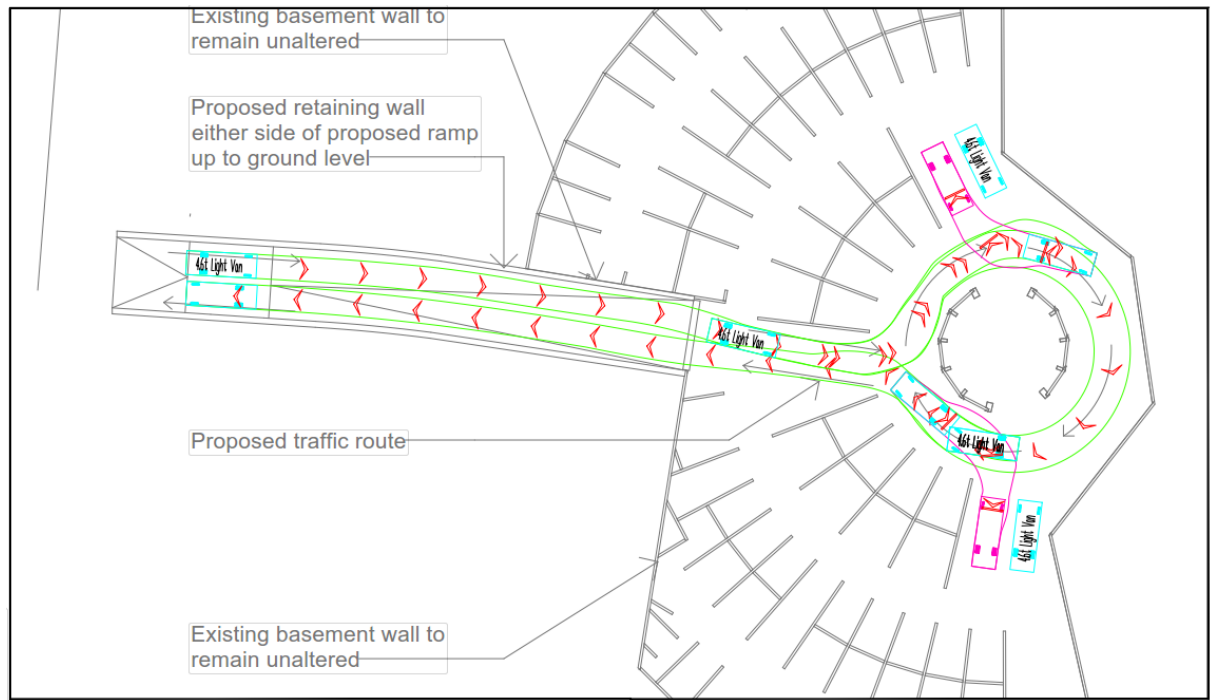
- Zone A remains and can also service the market
- Zone B remains and can also service the market
- Zone C can be used to service the market and Block A2
- Zone D has restricted access for servicing the market as is described further below
- Zone E New ramp provided to service the market basement

3.3.2 A full set of updated swept path analysis will be undertaken for the proposed servicing arrangement related to the site's service yards as part of the discharge of planning requirements and will be provided in Appendix A. Examples of the analysis are included below.



3.3.3

3.3.4



Zone A, B, C

3.3.5 This will describe the proposed use of the existing service areas to the north of the market.

Zone D

3.3.6 This will explain how the service area to the south of the market will operate and be managed

Zone E

3.3.7 This will explain the operation of the new basement ramp and the use of the existing Market basement service area.

4 DELIVERY AND SERVICING TRIPS

- 4.1.1 This Chapter sets out the proposed servicing trip generation methodology for the existing and proposed development.

4.2 Existing Development – servicing vehicle trip methodology

Retail units

Weekday

- 4.2.1 As part of the Transport Assessment for the planning application for the CCS development, servicing surveys were undertaken of the City Arcade, Market (north and south) and the Barracks (northern and southern sections) servicing yards. As the City Arcade and southern section of the Barracks service yards specifically serve parts of the CCS development, servicing vehicle trip rates have been derived from the servicing vehicle trips and the existing retail floor area. These trip rates are considered robust as they include trips for all land uses within the areas serviced but the retail floor area only has been used to derive the trip rates.

Saturday

- 4.2.2 The same methodology to derive servicing trip rates for retail on a Saturday has been used as the weekday but using survey data obtained for the Saturday.

Coventry City Market

- 4.2.3 The survey data for the service area to the south of the Market is reviewed in TPP document D008a, which showed that the number of deliveries taking place during an average weekday and Saturday are 63 vehicles and 44 vehicles respectively.
- 4.2.4 It should be noted that in both instances the split between the AM (i.e. before 12.00) and PM (after 12.00) was circa 70% to 30%.
- 4.2.5 The tables (replicated below) also indicate that the weekday is busier both in the morning and overall, and on this basis the weekday was reviewed in greater detail.

SERVICE YARD 2 – ROVER ROAD – SOUTH OF MARKET – WEEKDAY

Table 5 shows the number and type of service vehicles that accessed Service Yard 2 – Rover Road – South of Market during the surveyed weekday.

Table 5: Service Yard 2 – Daily Vehicles

Type	Vehicles	%
LGV	55	87%
OGV1	7	11%
OGV2	1	2%
Total	63	100%
Average Dwell Time	00:44:56	

Table 6 shows the number and type of service vehicles that accessed Service Yard 2 – Rover Road – South of Market during the weekday AM.

Table 6: Service Yard 2 – AM Vehicles

Type	Vehicles	%
LGV	40	89%
OGV1	5	11%
OGV2	0	0%
Total	45	100%
Average Dwell Time	00:49:38	

Table 7 shows the number and type of service vehicles that accessed Service Yard 2 – Rover Road – South of Market during the weekday PM.

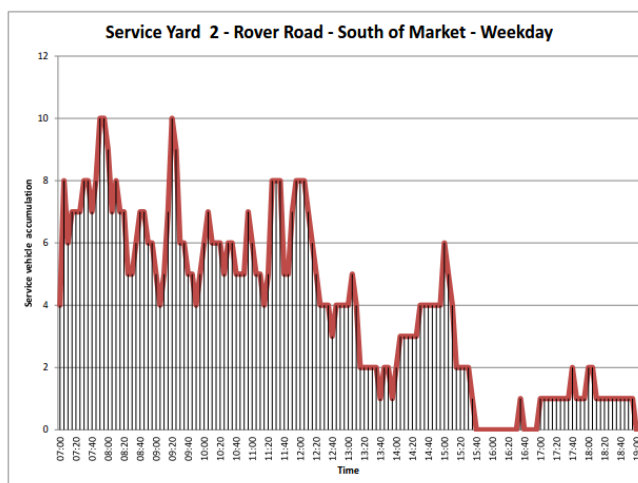
Table 7: Service Yard 2 – PM Vehicles

Type	Vehicles	%
LGV	15	83%
OGV1	2	11%
OGV2	1	6%
Total	18	100%
Average Dwell Time	00:33:09	

Table 8 shows the percentage split between service vehicles accessing Service Yard 2 in the AM and PM on the weekday.

Time Period	Servicing Vehicle %
AM	71%
PM	29%
Total	100%

The chart below shows the service vehicle accumulation across the surveyed weekday. The maximum accumulation has been calculated as 10 vehicles.



There were no vehicles recorded with a dwell time of more than 5 hours. Therefore, no vehicles have been removed from the service vehicle count.

SERVICE YARD 2 – ROVER ROAD – SOUTH OF MARKET – SATURDAY

Table 25 shows the number and type of service vehicles that accessed Service Yard 2 – Rover Road – South of Market during the Saturday surveyed.

Table 25: Service Yard 2 – Daily Vehicles

Type	Vehicles	%
LGV	41	93%
OGV1	2	5%
OGV2	1	2%
Total	44	100%
Average Dwell Time	00:36:50	

Table 26 shows the number and type of service vehicles that accessed Service Yard 2 – Rover Road – South of Market during the Saturday AM.

Table 26: Service Yard 2 – AM Vehicles

Type	Vehicles	%
LGV	30	97%
OGV1	1	3%
OGV2	0	0%
Total	31	100%
Average Dwell Time	00:40:29	

Table 27 shows the number and type of service vehicles that accessed Service Yard 2 – Rover Road – South of Market during the Saturday PM.

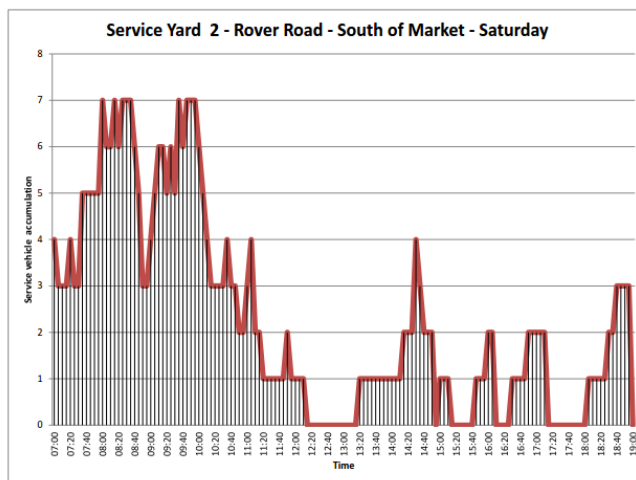
Table 27: Service Yard 2 – PM Vehicles

Type	Vehicles	%
LGV	11	85%
OGV1	1	8%
OGV2	1	8%
Total	13	100%
Average Dwell Time	00:28:08	

Table 28 shows the percentage split between service vehicles accessing Service Yard 2 in the AM and PM on the Saturday.

Time Period	Servicing Vehicle %
AM	70%
PM	30%
Total	100%

The chart below shows the service vehicle accumulation across the surveyed Saturday. The maximum accumulation has been calculated as 7 vehicles.



There were 4 vehicles recorded with a dwell time of more than 5 hours. Therefore, these have been assumed to be parked vehicles and have been removed from the service vehicle count.

4.3 Proposed Development – servicing vehicle trip methodology

4.3.1 Based on the TRICS data the proposed Block A2 is expected to generate the following number of servicing trips.

Block A2

Table 4.1: Proposed servicing trip generation Block A2 - Weekday

Time	Arrivals		Departures		Total		Total
	LGVs	HGVs	LGVs	HGVs	LGVs	HGVs	
07:00-08:00	0	0	0	0	0	0	0
08:00-09:00	1	0	0	0	1	0	1
09:00-10:00	1	0	1	0	2	0	2
10:00-11:00	2	0	1	0	3	0	3
11:00-12:00	2	1	2	1	4	2	6
12:00-13:00	2	0	2	0	4	0	4
13:00-14:00	2	1	1	1	3	2	5
14:00-15:00	0	0	1	0	1	0	1
15:00-16:00	1	0	1	0	2	0	2
16:00-17:00	1	0	1	0	2	0	2
17:00-18:00	1	0	1	0	2	0	2
18:00-19:00	0	0	0	0	0	0	0
Total	13	2	11	2	24	4	28

Table 4.2: Proposed servicing trip generation Block A2 - Saturday

Time	Arrivals		Departures		Total		Total
	LGVs	HGVs	LGVs	HGVs	LGVs	HGVs	
07:00-08:00	0	0	0	0	0	0	0
08:00-09:00	1	0	0	0	1	0	1
09:00-10:00	1	0	1	0	2	0	2
10:00-11:00	2	0	1	0	3	0	3
11:00-12:00	1	1	2	1	3	2	5
12:00-13:00	2	0	2	0	4	0	4
13:00-14:00	2	1	1	1	3	2	5
14:00-15:00	0	0	1	0	1	0	1
15:00-16:00	1	0	1	0	2	0	2
16:00-17:00	1	0	1	0	2	0	2
17:00-18:00	1	0	1	0	2	0	2
18:00-19:00	0	0	0	0	0	0	0
Total	12	2	11	2	23	4	27

4.3.2 As can be seen from Table 4.1 and 4.2, it is predicted:

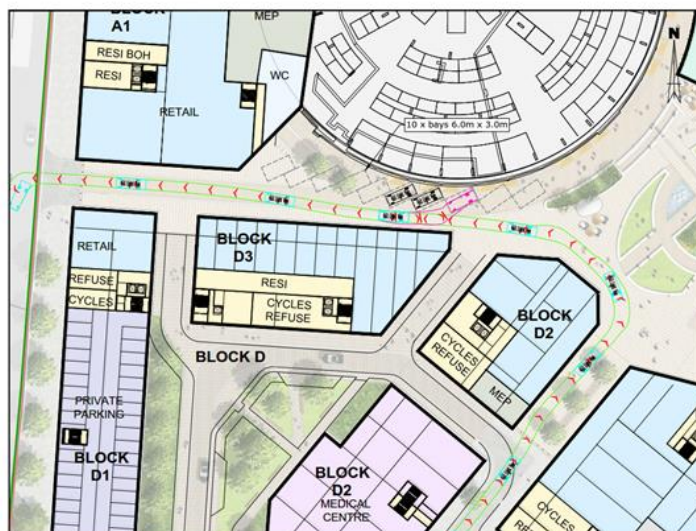
- That there will be a total of two LGVs and one HGV arriving in any one hour.

- Therefore Block A1's loading area will be sufficiently sized to accommodate at least one HGV, which can also accommodate two LGVs.

Proposed Market Servicing southern side

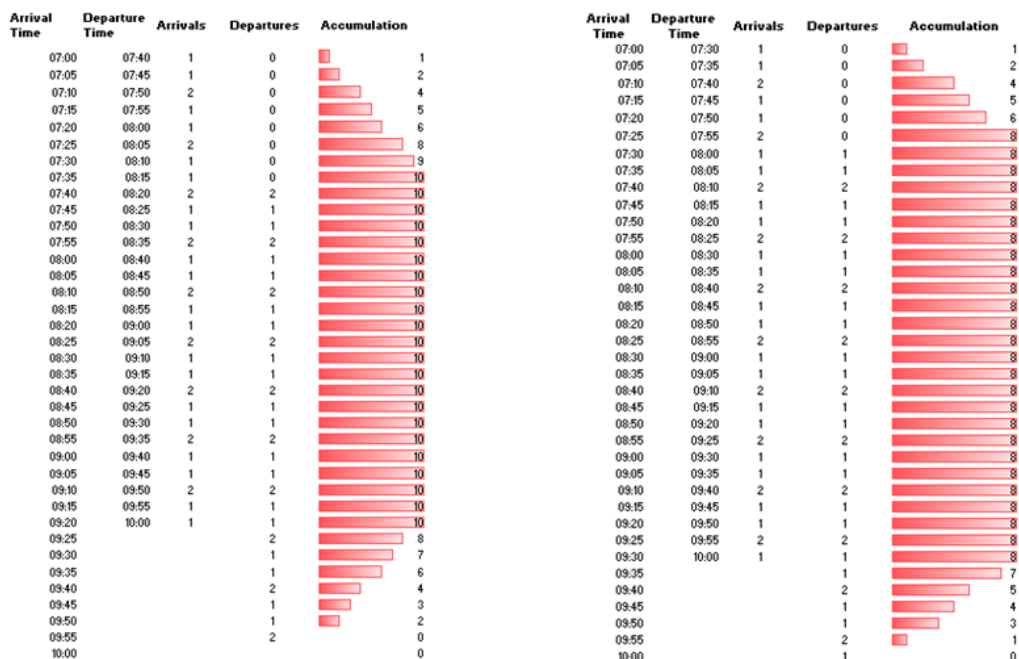
- 4.3.3 The servicing data for the weekday was reviewed further, and it was noted that there were a number of purported 'service' vehicles that were staying in excess of two hours, and for the purposes of the detailed assessment these were removed as they clearly were not legitimately servicing the market for this prolonged period. Notwithstanding this if these vehicles were added back into the analysis but with a more realistic servicing period they could be accommodated in the future scenario.
- 4.3.4 The use of the southern side of the Market (Rover Road service area) has been assessed for the future scenario, based on vehicle access being restricted during the morning to between 7.00-10.00am as indicated below. As part of monitor and review of the arrangements described further below, there is the option for the servicing period to start from 6.00am if required.

- Direct access into the market is provided
- Access via Lower Market Way, exiting via Rover Walk.
- Vehicle access to be restricted – possibly 7-10am
- Servicing would need to be closely managed but space for a number of independent bays



- 4.3.5 This assessment has been undertaken based on a servicing dwell time of 40 minutes (the first column) and 30 minutes (the second column). The 40 minute dwell time is well in excess of the normal duration of stay for a service vehicle and accords with the dwell time calculated, taking into account a reduction in dwell time if the two hour plus duration vehicles are excluded.

4.3.6 The assessed profile assumes that access to the southern service area is managed and dwell times are controlled.



4.3.7 Depending on the dwell time, between eight and ten separate loading bays are required to accommodate the existing servicing.

4.3.8 Whilst allowing service vehicles to access the southern area in the evening to assist with the removal of goods etc has not been ruled out, it should be noted that if all service vehicles currently arriving before 12.00 use the southern loading area then only 18 vehicles would need to service elsewhere during the PM.

4.3.9 Spread over 9 hours this equates to two vehicles an hour, or spread over 6 hours it equates to three vehicles an hour.

4.3.10 Based on a dwell time of circa 30 minutes (the dwell time is shorter in the PM) these deliveries would require two bays during the PM period. These can therefore be accommodated in the basement loading area which will provide direct access into the Market and will be open for extended periods to accommodate additional deliveries.

5 IMPACT OF SERVICING TRIPS

- 5.1.1 SPRL is keen to minimise the impact of the proposed servicing on the surrounding developments. Therefore, as well as reviewing the ability of the proposed service areas to accommodate the expected deliveries, they are also looking at other ways to minimise the impact.
- 5.1.2 An adequate servicing area for use by the market traders is provided prior to 10am, and there are three main ways in which the expected vehicle trips and resultant accumulation after 10am can also be accommodated, although it is expected that the solution will be a mixture of all three. These are:
- 5.1.3 Given the relative ease of servicing before 10am, when Rover Way is open for servicing, market traders will choose to deliver earlier in the morning, between 7am and 10am. This will be marketed as such and encouraged by the Market Management team, and the proposals have been designed so that, within the three hour delivery period, they can accommodate all the existing Rover Road servicing trips that currently occur up until 12 noon (i.e. trips currently associated with a five hour period). The re-timing of deliveries is expected to be a natural change that is driven by the hours of access to the southern side of the market, i.e. people are likely to adjust their delivery times to allow them to be accommodated between 7am -10am when this service area is open.
- 5.1.4 Some traders may however not be able to readily adjust their timings and so will continue to need to deliver outside the 7am to 10am morning delivery slot. In this case they will be directed to use the basement, accessed via the new ramp off Queen Victoria Road. Based on the questionnaire returned by the market traders currently 50% use the basement, and circa 65% intend to do so in the future. The basement can accommodate LGVs and will have adequate loading areas to initially accommodate at least four vehicles simultaneously, although additional servicing bays could be provided in the basement if it becomes clear that more bays are needed.
- 5.1.5 It is possible that some traders, either due to vehicle size, stall location or personal preference may exercise their existing right regarding the flexible servicing locations and choose in the future to use the Lower Precinct service area instead of Rover Road. If, on a conservative basis, it was assumed that this applied to 40% of the current accumulation for Rover Road, (excluding the parked cars and the 7-10am trips) this would only equate to an accumulation of up to two vehicles.

The timings of these additional vehicles can occur when there are troughs in the existing Lower Precinct accumulation; meaning that the existing peak accumulation is not reached. Notwithstanding this, it should be noted that the areas of the service yards used by the Market are the southern elements and therefore tend to have minimal impact on the Lower Precinct service bays on the northern edge of the service yard so any small increase in vehicles should not have a detrimental impact on the existing use of the service area by Lower Precinct service vehicles.

- 5.1.6 The above proposals, based on the service area survey data and the Market Trader questionnaire, indicate that there is adequate provision to successfully service the Market without having a detrimental impact on the existing use of the Lower Precinct service area, the proposed new servicing areas or the public highway.

6 VEHICLE ROUTES

- 6.1.1 In the above context, the final vehicle routes and access arrangements will be included and tracked following agreement on the final preferred highway and scheme designs as part of the discharge of the planning and highways requirements for the CCS scheme.
- 6.1.2 The appropriate use of the local road hierarchy has already been agreed with CCC and will be adhered to. This involves vehicles using the strategic highway (such as the Ring Road and radial routes) where possible and minimising travelling on the more local roads or those with adjacent residential properties.

7 DELIVERY AND SERVICING PLAN MEASURES

7.1 Introduction

7.1.1 This chapter outlines the proposed measures and initiatives which will be implemented to achieve a sustainable and well managed development with regard to deliveries and servicing, with minimal disruption to the local highway network.

7.1.2 The measures and initiatives have been grouped into the following areas:

- Site Management;
- Design;
- Procurement Strategy; and
- Waste Management.

7.2 Site Management

7.2.1 In order to further ensure the successful management of the Market servicing, a number of the following further intervention options are also available should they be required, and the extent to which any are needed can be determined as continued further engagement with traders takes place and a monitor and review approach will be followed to monitor the smoothness of the Market servicing arrangements:

- Information booklet to be issued to the Market traders (and all new traders) setting out the timings, vehicle sizes and locations for servicing. These will encourage the use of the service areas in the following sequential order:
 1. Rover Way between 7-10am
 2. Basement service area for LGVs at all other times
 3. Lower Precinct if required.
- Increased management of the service areas by the Market Management Team. This could include reviewing access request forms for vehicles accessing the market from the north.

- Commencing servicing from Rover Way at 6am instead of 7am if required to allow more times for deliveries and to better meet the needs of the traders.
- The use of automatic number plate recognition (ANPR) to monitor delivery duration and to avoid the service areas being used for parking.
- Improvements to the Variable Message Signs (VMS) to direct drivers to the correct car parks to avoid cars turning up / parking in the service areas.
- Rationalisation of basement storage units so more goods can be stored on site, reducing deliveries.
- Option of a delivery booking system for certain periods – Whilst this may well not be required, this is an option which could be incorporated if there are issues with vehicle numbers/ accumulation during certain periods, or for larger vehicles outside 7-10am.
- Setting up of regular 'working meetings' between the Market Management Team and Lower Precinct to resolve issues relating to the impact of servicing the market

7.2.2 A suite of these options can be discussed and agreed with traders and Royal London at the time of Reserved Matters approvals for the CCS scheme and/or subject to a monitor and review mechanism.

7.2.3 A monitor and review mechanism as discussed in Chapter 8 will be implemented. Following this ongoing monitoring, review and assessment, the appropriate interventions can be selected and implemented.

7.2.4 Additional management measures which could be deployed are set out below. Those measures associated with Block A2 will be implemented by the Site Management Team, with those pertaining to the Market will be implemented by the Market Management Team.

- **Centralised pre-booking system:** All regular deliveries associated with Block A2 can pre-book a timeslot in advance of arriving. Limited slots will be offered during the AM and PM peak periods to minimise

impact on the public highway. This will also help to manage the capacity of the loading facilities available.

- **Communication of delivery procedures** - Freight operators associated with Block A2 can contact the Site Management Team prior to their arrival, so that they can discuss access arrangements if required and any procedures they should undertake to deliver goods and services to the site safely and efficiently. Similarly, Freight operators associated with the Market can contact the Market Management Team for assistance and advice.
- **Accommodating special deliveries** - Any special deliveries to Block A2 or the Market, will need to be pre-arranged and discussed with the Site Management or Market Management Team respectively. The delivery time and duration will be negotiated with the development management to minimise the impact upon the routine daily servicing requirements of the development.
- **Removal of parking** - Vehicles will not be able to use the service areas and traders will be informed of alternative parking arrangements in the surrounding car parks. This is as per the existing situation but will be better enforced using the previously discussed interventions as required.
- **Staff and training** - All staff who may be assisting in the loading area will receive appropriate training related to the delivery and servicing processes and procedures in operation.
- **Security measures** - Vehicles accessing, manoeuvring and egressing Block A2 or the Market will be monitored by relevant Management Team to ensure that deliveries and servicing are being undertaken in a safe and secure manner.

7.3 Design

Control of vehicle sizes

- 7.3.1 Different servicing areas will be subject to restrictions on vehicle sizes due to their individual constraints. These restrictions will be communicated with both the market traders and the occupiers of Block A2.

Abnormal deliveries

- 7.3.2 Any abnormal deliveries would need to be specifically assessed by the relevant Management Team for appropriate means of accessing the site and any essential temporary mitigation that may be required to cater for the weight or size of the vehicle / load. These would be treated as exceptional circumstances.

Risk assessment of servicing area

- 7.3.3 Risk assessments will be undertaken by suitably trained management staff prior to use. This will be undertaken by the Site Management for Block A2 and the Market Management Team for the Market. This assessment will examine the following issues.

- Adequate manoeuvring space for the vehicles;
- Interaction with pedestrians;
- Adequate unloading area;
- Level route from vehicle to destination; and
- Interaction with vehicles.

- 7.3.4 Access to Block A2 will be reviewed to ensure that the proposal is safe for pedestrians, and, if required, further management will be used to ensure the vehicle manoeuvres are safe.

7.4 Procurement strategy

- 7.4.1 As part of the procurement process for deliveries to the site, an awareness of all vehicle activity associated with the site, its impacts and appropriate measures to reduce it should be taken into account.

Consolidation of Suppliers

- 7.4.2 The opportunities to consolidate deliveries will be reviewed with suppliers on a regular basis by the relevant Management Team.

Freight Operator Recognition Scheme

- 7.4.3 Both Management Teams (associated with Block A2 and the Market) will be encouraged to contract suppliers registered with a best practice scheme, such as the Freight Operator Recognition Scheme (FORS). Full details of the benefits associated with FORS can be found at www.tfl.gov.uk/fors.

Low Emission / EV Goods Vehicles

- 7.4.4 Suppliers of goods to the site will be encouraged to use Low Emission / Electric Vehicles to deliver to the site.

7.5 Waste management

- 7.5.1 On refuse collection days, refuse collection will be undertaken in a manner as to minimise impact on servicing and the local highway.
- 7.5.2 Refuse collection will be undertaken outside of the peak delivery hours where possible.

8 MONITORING AND ENFORCEMENT

8.1 Introduction

- 8.1.1 It will be important to understand how the servicing areas are being operated and any issues that may arise. This chapter sets out the surveys proposed to monitor the use of the service areas and identify any possible improvements.
- 8.1.2 It is accepted that the range of measures identified in the previous chapter are part of effectively managing the service area to ensure that it is only used by the correct people for the servicing of the market and adjacent buildings. To the extent that any interventions, including improved management, will involve additional cost, the additional cost can be agreed as part of a mechanism to reach agreement as part of the approval of the Servicing Management Plan in the CCS planning process. In the meantime, the principle is that the reasonable cost of any interventions directly attributable to the CCS scheme, save for betterment, will be, as agreed, borne by the CCS scheme promoters. To the extent that there is betterment arising from agreed measures, then the costs of such betterment can be appropriately shared between the existing Market owners and the CCS scheme promoters and this can be dealt with as part of the approval of the Servicing Management Plan in the planning process.
- 8.1.3 The range of intervention options will be reviewed following the monitoring surveys as discussed below.

8.2 Monitoring surveys

- 8.2.1 It is proposed that monitoring surveys will be undertaken on a periodic basis. The first delivery survey audit for Block A2 and the Market will be undertaken a maximum of 6 months after the new development is occupied or sooner if any issues are evident. The Site / Market Management Team (or appointed consultant) will undertake delivery monitoring surveys for all associated service areas on the third and fifth year after the initial survey.
- 8.2.2 The surveys should provide data such as the number of vehicles, dwell times, vehicle size, and where possible, the type of goods being delivered and the frequency of this delivery.

8.3 Review

- 8.3.1 The Management Teams will use the results of the surveys to identify particular trends, such as a number of different companies that deliver similar products. The results will then help both management teams assess the need for any additional measures to be put in place.
- 8.3.2 This process will provide the opportunity for current delivery operations and procedures on the site at the time to be reviewed and new management measures to be implemented (if necessary) to achieve the objectives set out within Chapter 3.

8.4 Enforcement

- 8.4.1 The contents of this outline DSMP have been prepared in order to inform the planning authority and the Market Management Team of the developer's intent for the planning application for this site. The measures set out in this document can be enforced via the planning process.

9 CONCLUSION

- 9.1.1 This Servicing Management Plan shows how the Market and Block A2 can continue to be serviced in the future, and the range of measures that could be used as part of the effective management the service area to ensure that it is only used by the correct people for the servicing of the market and adjacent buildings.
- 9.1.2 To the extent that any interventions, including improved management, will involve additional cost, it is noted that the additional cost can be agreed as part of a mechanism to reach agreement as part of the approval of the Servicing Management Plan in the CCS planning process.
- 9.1.3 This SMP commits to support a sustainable and well managed development with regards to deliveries and servicing to both Block A2 and the Market, with minimal disruption to the existing service areas and the local highway network.



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APPENDIX AP3: TRICS “Servicing” Trip Rates - Residential

Calculation Reference: AUDIT-807401-221104-1152

TRIP RATE CALCULATION SELECTION PARAMETERS:

Land Use : 03 - RESIDENTIAL
 Category : C - FLATS PRIVATELY OWNED
 MULTI-MODAL TOTAL VEHICLES

Selected regions and areas:

01	GREATER LONDON	
BM	BROMLEY	1 days
HM	HAMMERSMITH AND FULHAM	1 days

This section displays the number of survey days per TRICS® sub-region in the selected set

Primary Filtering selection:

This data displays the chosen trip rate parameter and its selected range. Only sites that fall within the parameter range are included in the trip rate calculation.

Parameter:	No of Dwellings
Actual Range:	160 to 194 (units:)
Range Selected by User:	6 to 493 (units:)

Parking Spaces Range: All Surveys Included

Parking Spaces per Dwelling Range: All Surveys Included

Bedrooms per Dwelling Range: All Surveys Included

Percentage of dwellings privately owned: All Surveys Included

Public Transport Provision:

Selection by: Include all surveys

Date Range: 01/01/11 to 28/06/22

This data displays the range of survey dates selected. Only surveys that were conducted within this date range are included in the trip rate calculation.

Selected survey days:

Monday	1 days
Tuesday	1 days

This data displays the number of selected surveys by day of the week.

Selected survey types:

Manual count	2 days
Directional ATC Count	0 days

This data displays the number of manual classified surveys and the number of unclassified ATC surveys, the total adding up to the overall number of surveys in the selected set. Manual surveys are undertaken using staff, whilst ATC surveys are undertaken using machines.

Selected Locations:

Town Centre	2
-------------	---

This data displays the number of surveys per main location category within the selected set. The main location categories consist of Free Standing, Edge of Town, Suburban Area, Neighbourhood Centre, Edge of Town Centre, Town Centre and Not Known.

Selected Location Sub Categories:

Built-Up Zone	2
---------------	---

This data displays the number of surveys per location sub-category within the selected set. The location sub-categories consist of Commercial Zone, Industrial Zone, Development Zone, Residential Zone, Retail Zone, Built-Up Zone, Village, Out of Town, High Street and No Sub Category.

Secondary Filtering selection:

Use Class:

C3 2 days

This data displays the number of surveys per Use Class classification within the selected set. The Use Classes Order 2005 has been used for this purpose, which can be found within the Library module of TRICS®.

Population within 500m Range:

All Surveys Included

Population within 1 mile:

25,001 to 50,000 1 days

50,001 to 100,000 1 days

This data displays the number of selected surveys within stated 1-mile radii of population.

Population within 5 miles:

500,001 or More 2 days

This data displays the number of selected surveys within stated 5-mile radii of population.

Car ownership within 5 miles:

0.5 or Less 1 days

0.6 to 1.0 1 days

This data displays the number of selected surveys within stated ranges of average cars owned per residential dwelling, within a radius of 5-miles of selected survey sites.

Travel Plan:

Yes 1 days

No 1 days

This data displays the number of surveys within the selected set that were undertaken at sites with Travel Plans in place, and the number of surveys that were undertaken at sites without Travel Plans.

PTAL Rating:

6a Excellent 1 days

6b (High) Excellent 1 days

This data displays the number of selected surveys with PTAL Ratings.

LIST OF SITES relevant to selection parameters

1	BM-03-C-01	BLOCKS OF FLATS	BROMLEY
	RINGER'S ROAD		
	BROMLEY		
	Town Centre		
	Built-Up Zone		
	Total No of Dwellings:	160	
	Survey date: MONDAY	12/11/18	Survey Type: MANUAL
2	HM-03-C-02	BLOCKS OF FLATS	HAMMERSMITH AND FULHAM
	GLENTHORNE ROAD		
	HAMMERSMITH		
	Town Centre		
	Built-Up Zone		
	Total No of Dwellings:	194	
	Survey date: TUESDAY	30/04/19	Survey Type: MANUAL

This section provides a list of all survey sites and days in the selected set. For each individual survey site, it displays a unique site reference code and site address, the selected trip rate calculation parameter and its value, the day of the week and date of each survey, and whether the survey was a manual classified count or an ATC count.

MANUALLY DESELECTED SITES

Site Ref	Reason for Deselection
CB-03-C-01	No servicing trips
GM-03-C-02	No servicing trips
GM-03-C-03	No servicing trips
HM-03-C-01	No servicing trips
HO-03-C-02	No servicing trips

TRIP RATE for Land Use 03 - RESIDENTIAL/C - FLATS PRIVATELY OWNED
MULTI-MODAL TOTAL VEHICLES
 Calculation factor: 1 DWELLS
 BOLD print indicates peak (busiest) period
 Total People to Total Vehicles ratio (all time periods and directions): 5.19

Time Range	ARRIVALS			DEPARTURES			TOTALS		
	No. Days	Ave. DWELLS	Trip Rate	No. Days	Ave. DWELLS	Trip Rate	No. Days	Ave. DWELLS	Trip Rate
00:00 - 01:00									
01:00 - 02:00									
02:00 - 03:00									
03:00 - 04:00									
04:00 - 05:00									
05:00 - 06:00									
06:00 - 07:00									
07:00 - 08:00	2	177	0.034	2	177	0.068	2	177	0.102
08:00 - 09:00	2	177	0.023	2	177	0.056	2	177	0.079
09:00 - 10:00	2	177	0.040	2	177	0.040	2	177	0.080
10:00 - 11:00	2	177	0.031	2	177	0.020	2	177	0.051
11:00 - 12:00	2	177	0.017	2	177	0.040	2	177	0.057
12:00 - 13:00	2	177	0.020	2	177	0.040	2	177	0.060
13:00 - 14:00	2	177	0.020	2	177	0.028	2	177	0.048
14:00 - 15:00	2	177	0.011	2	177	0.011	2	177	0.022
15:00 - 16:00	2	177	0.048	2	177	0.034	2	177	0.082
16:00 - 17:00	2	177	0.040	2	177	0.023	2	177	0.063
17:00 - 18:00	2	177	0.048	2	177	0.020	2	177	0.068
18:00 - 19:00	2	177	0.062	2	177	0.040	2	177	0.102
19:00 - 20:00	2	177	0.048	2	177	0.040	2	177	0.088
20:00 - 21:00	2	177	0.020	2	177	0.017	2	177	0.037
21:00 - 22:00									
22:00 - 23:00									
23:00 - 24:00									
Total Rates:			0.462			0.477			0.939

This section displays the trip rate results based on the selected set of surveys and the selected count type (shown just above the table). It is split by three main columns, representing arrivals trips, departures trips, and total trips (arrivals plus departures). Within each of these main columns are three sub-columns. These display the number of survey days where count data is included (per time period), the average value of the selected trip rate calculation parameter (per time period), and the trip rate result (per time period). Total trip rates (the sum of the column) are also displayed at the foot of the table.

*To obtain a trip rate, the average (mean) trip rate parameter value (TRP) is first calculated for all selected survey days that have count data available for the stated time period. The average (mean) number of arrivals, departures or totals (whichever applies) is also calculated (COUNT) for all selected survey days that have count data available for the stated time period. Then, the average count is divided by the average trip rate parameter value, and multiplied by the stated calculation factor (shown just above the table and abbreviated here as FACT). So, the method is: COUNT/TRP*FACT. Trip rates are then rounded to 3 decimal places.*

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Parameter summary

Trip rate parameter range selected:	160 - 194 (units:)
Survey date range:	01/01/11 - 28/06/22
Number of weekdays (Monday-Friday):	2
Number of Saturdays:	0
Number of Sundays:	0
Surveys automatically removed from selection:	0
Surveys manually removed from selection:	5

This section displays a quick summary of some of the data filtering selections made by the TRICS® user. The trip rate calculation parameter range of all selected surveys is displayed first, followed by the range of minimum and maximum survey dates selected by the user. Then, the total number of selected weekdays and weekend days in the selected set of surveys are shown. Finally, the number of survey days that have been manually removed from the selected set outside of the standard filtering procedure are displayed.

Mayer Brown Oriental Road Woking

Licence No: 807401

TRIP RATE for Land Use 03 - RESIDENTIAL/C - FLATS PRIVATELY OWNED

MULTI-MODAL TAXIS

Calculation factor: 1 DWELLS

BOLD print indicates peak (busiest) period

Time Range	ARRIVALS			DEPARTURES			TOTALS		
	No. Days	Ave. DWELLS	Trip Rate	No. Days	Ave. DWELLS	Trip Rate	No. Days	Ave. DWELLS	Trip Rate
00:00 - 01:00									
01:00 - 02:00									
02:00 - 03:00									
03:00 - 04:00									
04:00 - 05:00									
05:00 - 06:00									
06:00 - 07:00									
07:00 - 08:00	2	177	0.008	2	177	0.008	2	177	0.016
08:00 - 09:00	2	177	0.000	2	177	0.000	2	177	0.000
09:00 - 10:00	2	177	0.006	2	177	0.008	2	177	0.014
10:00 - 11:00	2	177	0.006	2	177	0.006	2	177	0.012
11:00 - 12:00	2	177	0.000	2	177	0.000	2	177	0.000
12:00 - 13:00	2	177	0.000	2	177	0.000	2	177	0.000
13:00 - 14:00	2	177	0.000	2	177	0.000	2	177	0.000
14:00 - 15:00	2	177	0.000	2	177	0.000	2	177	0.000
15:00 - 16:00	2	177	0.003	2	177	0.003	2	177	0.006
16:00 - 17:00	2	177	0.000	2	177	0.000	2	177	0.000
17:00 - 18:00	2	177	0.003	2	177	0.003	2	177	0.006
18:00 - 19:00	2	177	0.003	2	177	0.003	2	177	0.006
19:00 - 20:00	2	177	0.006	2	177	0.006	2	177	0.012
20:00 - 21:00	2	177	0.003	2	177	0.000	2	177	0.003
21:00 - 22:00									
22:00 - 23:00									
23:00 - 24:00									
Total Rates:			0.038			0.037			0.075

This section displays the trip rate results based on the selected set of surveys and the selected count type (shown just above the table). It is split by three main columns, representing arrivals trips, departures trips, and total trips (arrivals plus departures). Within each of these main columns are three sub-columns. These display the number of survey days where count data is included (per time period), the average value of the selected trip rate calculation parameter (per time period), and the trip rate result (per time period). Total trip rates (the sum of the column) are also displayed at the foot of the table.

To obtain a trip rate, the average (mean) trip rate parameter value (TRP) is first calculated for all selected survey days that have count data available for the stated time period. The average (mean) number of arrivals, departures or totals (whichever applies) is also calculated (COUNT) for all selected survey days that have count data available for the stated time period. Then, the average count is divided by the average trip rate parameter value, and multiplied by the stated calculation factor (shown just above the table and abbreviated here as FACT). So, the method is: $COUNT/TRP*FACT$. Trip rates are then rounded to 3 decimal places.

Mayer Brown Oriental Road Woking

Licence No: 807401

TRIP RATE for Land Use 03 - RESIDENTIAL/C - FLATS PRIVATELY OWNED

MULTI-MODAL OGVS

Calculation factor: 1 DWELLS

BOLD print indicates peak (busiest) period

Time Range	ARRIVALS			DEPARTURES			TOTALS		
	No. Days	Ave. DWELLS	Trip Rate	No. Days	Ave. DWELLS	Trip Rate	No. Days	Ave. DWELLS	Trip Rate
00:00 - 01:00									
01:00 - 02:00									
02:00 - 03:00									
03:00 - 04:00									
04:00 - 05:00									
05:00 - 06:00									
06:00 - 07:00									
07:00 - 08:00	2	177	0.000	2	177	0.000	2	177	0.000
08:00 - 09:00	2	177	0.003	2	177	0.003	2	177	0.006
09:00 - 10:00	2	177	0.006	2	177	0.006	2	177	0.012
10:00 - 11:00	2	177	0.000	2	177	0.000	2	177	0.000
11:00 - 12:00	2	177	0.003	2	177	0.003	2	177	0.006
12:00 - 13:00	2	177	0.000	2	177	0.000	2	177	0.000
13:00 - 14:00	2	177	0.000	2	177	0.000	2	177	0.000
14:00 - 15:00	2	177	0.000	2	177	0.000	2	177	0.000
15:00 - 16:00	2	177	0.000	2	177	0.000	2	177	0.000
16:00 - 17:00	2	177	0.000	2	177	0.000	2	177	0.000
17:00 - 18:00	2	177	0.000	2	177	0.000	2	177	0.000
18:00 - 19:00	2	177	0.000	2	177	0.000	2	177	0.000
19:00 - 20:00	2	177	0.000	2	177	0.000	2	177	0.000
20:00 - 21:00	2	177	0.000	2	177	0.000	2	177	0.000
21:00 - 22:00									
22:00 - 23:00									
23:00 - 24:00									
Total Rates:			0.012			0.012			0.024

This section displays the trip rate results based on the selected set of surveys and the selected count type (shown just above the table). It is split by three main columns, representing arrivals trips, departures trips, and total trips (arrivals plus departures). Within each of these main columns are three sub-columns. These display the number of survey days where count data is included (per time period), the average value of the selected trip rate calculation parameter (per time period), and the trip rate result (per time period). Total trip rates (the sum of the column) are also displayed at the foot of the table.

To obtain a trip rate, the average (mean) trip rate parameter value (TRP) is first calculated for all selected survey days that have count data available for the stated time period. The average (mean) number of arrivals, departures or totals (whichever applies) is also calculated (COUNT) for all selected survey days that have count data available for the stated time period. Then, the average count is divided by the average trip rate parameter value, and multiplied by the stated calculation factor (shown just above the table and abbreviated here as FACT). So, the method is: $COUNT/TRP*FACT$. Trip rates are then rounded to 3 decimal places.

Mayer Brown Oriental Road Woking

Licence No: 807401

TRIP RATE for Land Use 03 - RESIDENTIAL/C - FLATS PRIVATELY OWNED

MULTI-MODAL PSVS

Calculation factor: 1 DWELLS

BOLD print indicates peak (busiest) period

Time Range	ARRIVALS			DEPARTURES			TOTALS		
	No. Days	Ave. DWELLS	Trip Rate	No. Days	Ave. DWELLS	Trip Rate	No. Days	Ave. DWELLS	Trip Rate
00:00 - 01:00									
01:00 - 02:00									
02:00 - 03:00									
03:00 - 04:00									
04:00 - 05:00									
05:00 - 06:00									
06:00 - 07:00									
07:00 - 08:00	2	177	0.000	2	177	0.000	2	177	0.000
08:00 - 09:00	2	177	0.000	2	177	0.003	2	177	0.003
09:00 - 10:00	2	177	0.000	2	177	0.003	2	177	0.003
10:00 - 11:00	2	177	0.000	2	177	0.000	2	177	0.000
11:00 - 12:00	2	177	0.000	2	177	0.006	2	177	0.006
12:00 - 13:00	2	177	0.000	2	177	0.008	2	177	0.008
13:00 - 14:00	2	177	0.000	2	177	0.003	2	177	0.003
14:00 - 15:00	2	177	0.000	2	177	0.000	2	177	0.000
15:00 - 16:00	2	177	0.000	2	177	0.003	2	177	0.003
16:00 - 17:00	2	177	0.000	2	177	0.003	2	177	0.003
17:00 - 18:00	2	177	0.000	2	177	0.000	2	177	0.000
18:00 - 19:00	2	177	0.000	2	177	0.000	2	177	0.000
19:00 - 20:00	2	177	0.000	2	177	0.000	2	177	0.000
20:00 - 21:00	2	177	0.000	2	177	0.000	2	177	0.000
21:00 - 22:00									
22:00 - 23:00									
23:00 - 24:00									
Total Rates:			0.000			0.029			0.029

This section displays the trip rate results based on the selected set of surveys and the selected count type (shown just above the table). It is split by three main columns, representing arrivals trips, departures trips, and total trips (arrivals plus departures). Within each of these main columns are three sub-columns. These display the number of survey days where count data is included (per time period), the average value of the selected trip rate calculation parameter (per time period), and the trip rate result (per time period). Total trip rates (the sum of the column) are also displayed at the foot of the table.

To obtain a trip rate, the average (mean) trip rate parameter value (TRP) is first calculated for all selected survey days that have count data available for the stated time period. The average (mean) number of arrivals, departures or totals (whichever applies) is also calculated (COUNT) for all selected survey days that have count data available for the stated time period. Then, the average count is divided by the average trip rate parameter value, and multiplied by the stated calculation factor (shown just above the table and abbreviated here as FACT). So, the method is: $COUNT/TRP*FACT$. Trip rates are then rounded to 3 decimal places.

Mayer Brown Oriental Road Woking

Licence No: 807401

TRIP RATE for Land Use 03 - RESIDENTIAL/C - FLATS PRIVATELY OWNED

MULTI-MODAL CYCLISTS

Calculation factor: 1 DWELLS

BOLD print indicates peak (busiest) period

Time Range	ARRIVALS			DEPARTURES			TOTALS		
	No. Days	Ave. DWELLS	Trip Rate	No. Days	Ave. DWELLS	Trip Rate	No. Days	Ave. DWELLS	Trip Rate
00:00 - 01:00									
01:00 - 02:00									
02:00 - 03:00									
03:00 - 04:00									
04:00 - 05:00									
05:00 - 06:00									
06:00 - 07:00									
07:00 - 08:00	2	177	0.000	2	177	0.000	2	177	0.000
08:00 - 09:00	2	177	0.000	2	177	0.006	2	177	0.006
09:00 - 10:00	2	177	0.000	2	177	0.000	2	177	0.000
10:00 - 11:00	2	177	0.003	2	177	0.008	2	177	0.011
11:00 - 12:00	2	177	0.000	2	177	0.000	2	177	0.000
12:00 - 13:00	2	177	0.000	2	177	0.000	2	177	0.000
13:00 - 14:00	2	177	0.000	2	177	0.000	2	177	0.000
14:00 - 15:00	2	177	0.006	2	177	0.003	2	177	0.009
15:00 - 16:00	2	177	0.000	2	177	0.000	2	177	0.000
16:00 - 17:00	2	177	0.006	2	177	0.000	2	177	0.006
17:00 - 18:00	2	177	0.003	2	177	0.003	2	177	0.006
18:00 - 19:00	2	177	0.000	2	177	0.000	2	177	0.000
19:00 - 20:00	2	177	0.006	2	177	0.000	2	177	0.006
20:00 - 21:00	2	177	0.003	2	177	0.003	2	177	0.006
21:00 - 22:00									
22:00 - 23:00									
23:00 - 24:00									
Total Rates:			0.027			0.023			0.050

This section displays the trip rate results based on the selected set of surveys and the selected count type (shown just above the table). It is split by three main columns, representing arrivals trips, departures trips, and total trips (arrivals plus departures). Within each of these main columns are three sub-columns. These display the number of survey days where count data is included (per time period), the average value of the selected trip rate calculation parameter (per time period), and the trip rate result (per time period). Total trip rates (the sum of the column) are also displayed at the foot of the table.

To obtain a trip rate, the average (mean) trip rate parameter value (TRP) is first calculated for all selected survey days that have count data available for the stated time period. The average (mean) number of arrivals, departures or totals (whichever applies) is also calculated (COUNT) for all selected survey days that have count data available for the stated time period. Then, the average count is divided by the average trip rate parameter value, and multiplied by the stated calculation factor (shown just above the table and abbreviated here as FACT). So, the method is: $COUNT/TRP*FACT$. Trip rates are then rounded to 3 decimal places.

Mayer Brown Oriental Road Woking

Licence No: 807401

TRIP RATE for Land Use 03 - RESIDENTIAL/C - FLATS PRIVATELY OWNED

MULTI-MODAL VEHICLE OCCUPANTS

Calculation factor: 1 DWELLS

BOLD print indicates peak (busiest) period

Time Range	ARRIVALS			DEPARTURES			TOTALS		
	No. Days	Ave. DWELLS	Trip Rate	No. Days	Ave. DWELLS	Trip Rate	No. Days	Ave. DWELLS	Trip Rate
00:00 - 01:00									
01:00 - 02:00									
02:00 - 03:00									
03:00 - 04:00									
04:00 - 05:00									
05:00 - 06:00									
06:00 - 07:00									
07:00 - 08:00	2	177	0.037	2	177	0.082	2	177	0.119
08:00 - 09:00	2	177	0.025	2	177	0.079	2	177	0.104
09:00 - 10:00	2	177	0.040	2	177	0.042	2	177	0.082
10:00 - 11:00	2	177	0.034	2	177	0.028	2	177	0.062
11:00 - 12:00	2	177	0.017	2	177	0.040	2	177	0.057
12:00 - 13:00	2	177	0.020	2	177	0.031	2	177	0.051
13:00 - 14:00	2	177	0.020	2	177	0.037	2	177	0.057
14:00 - 15:00	2	177	0.011	2	177	0.011	2	177	0.022
15:00 - 16:00	2	177	0.059	2	177	0.037	2	177	0.096
16:00 - 17:00	2	177	0.051	2	177	0.020	2	177	0.071
17:00 - 18:00	2	177	0.059	2	177	0.025	2	177	0.084
18:00 - 19:00	2	177	0.082	2	177	0.045	2	177	0.127
19:00 - 20:00	2	177	0.054	2	177	0.048	2	177	0.102
20:00 - 21:00	2	177	0.020	2	177	0.014	2	177	0.034
21:00 - 22:00									
22:00 - 23:00									
23:00 - 24:00									
Total Rates:			0.529			0.539			1.068

This section displays the trip rate results based on the selected set of surveys and the selected count type (shown just above the table). It is split by three main columns, representing arrivals trips, departures trips, and total trips (arrivals plus departures). Within each of these main columns are three sub-columns. These display the number of survey days where count data is included (per time period), the average value of the selected trip rate calculation parameter (per time period), and the trip rate result (per time period). Total trip rates (the sum of the column) are also displayed at the foot of the table.

To obtain a trip rate, the average (mean) trip rate parameter value (TRP) is first calculated for all selected survey days that have count data available for the stated time period. The average (mean) number of arrivals, departures or totals (whichever applies) is also calculated (COUNT) for all selected survey days that have count data available for the stated time period. Then, the average count is divided by the average trip rate parameter value, and multiplied by the stated calculation factor (shown just above the table and abbreviated here as FACT). So, the method is: $COUNT/TRP*FACT$. Trip rates are then rounded to 3 decimal places.

Mayer Brown Oriental Road Woking

Licence No: 807401

TRIP RATE for Land Use 03 - RESIDENTIAL/C - FLATS PRIVATELY OWNED

MULTI-MODAL PEDESTRIANS

Calculation factor: 1 DWELLS

BOLD print indicates peak (busiest) period

Time Range	ARRIVALS			DEPARTURES			TOTALS		
	No. Days	Ave. DWELLS	Trip Rate	No. Days	Ave. DWELLS	Trip Rate	No. Days	Ave. DWELLS	Trip Rate
00:00 - 01:00									
01:00 - 02:00									
02:00 - 03:00									
03:00 - 04:00									
04:00 - 05:00									
05:00 - 06:00									
06:00 - 07:00									
07:00 - 08:00	2	177	0.006	2	177	0.048	2	177	0.054
08:00 - 09:00	2	177	0.037	2	177	0.147	2	177	0.184
09:00 - 10:00	2	177	0.023	2	177	0.071	2	177	0.094
10:00 - 11:00	2	177	0.037	2	177	0.051	2	177	0.088
11:00 - 12:00	2	177	0.059	2	177	0.045	2	177	0.104
12:00 - 13:00	2	177	0.034	2	177	0.028	2	177	0.062
13:00 - 14:00	2	177	0.054	2	177	0.054	2	177	0.108
14:00 - 15:00	2	177	0.056	2	177	0.065	2	177	0.121
15:00 - 16:00	2	177	0.085	2	177	0.076	2	177	0.161
16:00 - 17:00	2	177	0.116	2	177	0.051	2	177	0.167
17:00 - 18:00	2	177	0.082	2	177	0.065	2	177	0.147
18:00 - 19:00	2	177	0.150	2	177	0.093	2	177	0.243
19:00 - 20:00	2	177	0.088	2	177	0.051	2	177	0.139
20:00 - 21:00	2	177	0.068	2	177	0.059	2	177	0.127
21:00 - 22:00									
22:00 - 23:00									
23:00 - 24:00									
Total Rates:			0.895			0.904			1.799

This section displays the trip rate results based on the selected set of surveys and the selected count type (shown just above the table). It is split by three main columns, representing arrivals trips, departures trips, and total trips (arrivals plus departures). Within each of these main columns are three sub-columns. These display the number of survey days where count data is included (per time period), the average value of the selected trip rate calculation parameter (per time period), and the trip rate result (per time period). Total trip rates (the sum of the column) are also displayed at the foot of the table.

To obtain a trip rate, the average (mean) trip rate parameter value (TRP) is first calculated for all selected survey days that have count data available for the stated time period. The average (mean) number of arrivals, departures or totals (whichever applies) is also calculated (COUNT) for all selected survey days that have count data available for the stated time period. Then, the average count is divided by the average trip rate parameter value, and multiplied by the stated calculation factor (shown just above the table and abbreviated here as FACT). So, the method is: $COUNT/TRP*FACT$. Trip rates are then rounded to 3 decimal places.

Mayer Brown Oriental Road Woking

Licence No: 807401

TRIP RATE for Land Use 03 - RESIDENTIAL/C - FLATS PRIVATELY OWNED

MULTI-MODAL BUS/TRAM PASSENGERS

Calculation factor: 1 DWELLS

BOLD print indicates peak (busiest) period

Time Range	ARRIVALS			DEPARTURES			TOTALS		
	No. Days	Ave. DWELLS	Trip Rate	No. Days	Ave. DWELLS	Trip Rate	No. Days	Ave. DWELLS	Trip Rate
00:00 - 01:00									
01:00 - 02:00									
02:00 - 03:00									
03:00 - 04:00									
04:00 - 05:00									
05:00 - 06:00									
06:00 - 07:00									
07:00 - 08:00	2	177	0.000	2	177	0.045	2	177	0.045
08:00 - 09:00	2	177	0.008	2	177	0.059	2	177	0.067
09:00 - 10:00	2	177	0.003	2	177	0.025	2	177	0.028
10:00 - 11:00	2	177	0.003	2	177	0.028	2	177	0.031
11:00 - 12:00	2	177	0.000	2	177	0.008	2	177	0.008
12:00 - 13:00	2	177	0.011	2	177	0.008	2	177	0.019
13:00 - 14:00	2	177	0.008	2	177	0.006	2	177	0.014
14:00 - 15:00	2	177	0.008	2	177	0.003	2	177	0.011
15:00 - 16:00	2	177	0.014	2	177	0.011	2	177	0.025
16:00 - 17:00	2	177	0.025	2	177	0.003	2	177	0.028
17:00 - 18:00	2	177	0.034	2	177	0.006	2	177	0.040
18:00 - 19:00	2	177	0.059	2	177	0.008	2	177	0.067
19:00 - 20:00	2	177	0.028	2	177	0.008	2	177	0.036
20:00 - 21:00	2	177	0.003	2	177	0.011	2	177	0.014
21:00 - 22:00									
22:00 - 23:00									
23:00 - 24:00									
Total Rates:			0.204			0.229			0.433

This section displays the trip rate results based on the selected set of surveys and the selected count type (shown just above the table). It is split by three main columns, representing arrivals trips, departures trips, and total trips (arrivals plus departures). Within each of these main columns are three sub-columns. These display the number of survey days where count data is included (per time period), the average value of the selected trip rate calculation parameter (per time period), and the trip rate result (per time period). Total trip rates (the sum of the column) are also displayed at the foot of the table.

To obtain a trip rate, the average (mean) trip rate parameter value (TRP) is first calculated for all selected survey days that have count data available for the stated time period. The average (mean) number of arrivals, departures or totals (whichever applies) is also calculated (COUNT) for all selected survey days that have count data available for the stated time period. Then, the average count is divided by the average trip rate parameter value, and multiplied by the stated calculation factor (shown just above the table and abbreviated here as FACT). So, the method is: $COUNT/TRP*FACT$. Trip rates are then rounded to 3 decimal places.

Mayer Brown Oriental Road Woking

Licence No: 807401

TRIP RATE for Land Use 03 - RESIDENTIAL/C - FLATS PRIVATELY OWNED

MULTI-MODAL TOTAL RAIL PASSENGERS

Calculation factor: 1 DWELLS

BOLD print indicates peak (busiest) period

Time Range	ARRIVALS			DEPARTURES			TOTALS		
	No. Days	Ave. DWELLS	Trip Rate	No. Days	Ave. DWELLS	Trip Rate	No. Days	Ave. DWELLS	Trip Rate
00:00 - 01:00									
01:00 - 02:00									
02:00 - 03:00									
03:00 - 04:00									
04:00 - 05:00									
05:00 - 06:00									
06:00 - 07:00									
07:00 - 08:00	2	177	0.014	2	177	0.240	2	177	0.254
08:00 - 09:00	2	177	0.014	2	177	0.257	2	177	0.271
09:00 - 10:00	2	177	0.020	2	177	0.054	2	177	0.074
10:00 - 11:00	2	177	0.028	2	177	0.028	2	177	0.056
11:00 - 12:00	2	177	0.017	2	177	0.037	2	177	0.054
12:00 - 13:00	2	177	0.031	2	177	0.034	2	177	0.065
13:00 - 14:00	2	177	0.028	2	177	0.031	2	177	0.059
14:00 - 15:00	2	177	0.028	2	177	0.020	2	177	0.048
15:00 - 16:00	2	177	0.011	2	177	0.017	2	177	0.028
16:00 - 17:00	2	177	0.020	2	177	0.040	2	177	0.060
17:00 - 18:00	2	177	0.088	2	177	0.020	2	177	0.108
18:00 - 19:00	2	177	0.192	2	177	0.023	2	177	0.215
19:00 - 20:00	2	177	0.147	2	177	0.006	2	177	0.153
20:00 - 21:00	2	177	0.059	2	177	0.003	2	177	0.062
21:00 - 22:00									
22:00 - 23:00									
23:00 - 24:00									
Total Rates:			0.697			0.810			1.507

This section displays the trip rate results based on the selected set of surveys and the selected count type (shown just above the table). It is split by three main columns, representing arrivals trips, departures trips, and total trips (arrivals plus departures). Within each of these main columns are three sub-columns. These display the number of survey days where count data is included (per time period), the average value of the selected trip rate calculation parameter (per time period), and the trip rate result (per time period). Total trip rates (the sum of the column) are also displayed at the foot of the table.

To obtain a trip rate, the average (mean) trip rate parameter value (TRP) is first calculated for all selected survey days that have count data available for the stated time period. The average (mean) number of arrivals, departures or totals (whichever applies) is also calculated (COUNT) for all selected survey days that have count data available for the stated time period. Then, the average count is divided by the average trip rate parameter value, and multiplied by the stated calculation factor (shown just above the table and abbreviated here as FACT). So, the method is: $COUNT/TRP*FACT$. Trip rates are then rounded to 3 decimal places.

Mayer Brown Oriental Road Woking

Licence No: 807401

TRIP RATE for Land Use 03 - RESIDENTIAL/C - FLATS PRIVATELY OWNED
 MULTI-MODAL PUBLIC TRANSPORT USERS
 Calculation factor: 1 DWELLS
 BOLD print indicates peak (busiest) period

Time Range	ARRIVALS			DEPARTURES			TOTALS		
	No. Days	Ave. DWELLS	Trip Rate	No. Days	Ave. DWELLS	Trip Rate	No. Days	Ave. DWELLS	Trip Rate
00:00 - 01:00									
01:00 - 02:00									
02:00 - 03:00									
03:00 - 04:00									
04:00 - 05:00									
05:00 - 06:00									
06:00 - 07:00									
07:00 - 08:00	2	177	0.014	2	177	0.285	2	177	0.299
08:00 - 09:00	2	177	0.023	2	177	0.316	2	177	0.339
09:00 - 10:00	2	177	0.023	2	177	0.079	2	177	0.102
10:00 - 11:00	2	177	0.031	2	177	0.056	2	177	0.087
11:00 - 12:00	2	177	0.017	2	177	0.045	2	177	0.062
12:00 - 13:00	2	177	0.042	2	177	0.042	2	177	0.084
13:00 - 14:00	2	177	0.037	2	177	0.037	2	177	0.074
14:00 - 15:00	2	177	0.037	2	177	0.023	2	177	0.060
15:00 - 16:00	2	177	0.025	2	177	0.028	2	177	0.053
16:00 - 17:00	2	177	0.045	2	177	0.042	2	177	0.087
17:00 - 18:00	2	177	0.121	2	177	0.025	2	177	0.146
18:00 - 19:00	2	177	0.251	2	177	0.031	2	177	0.282
19:00 - 20:00	2	177	0.175	2	177	0.014	2	177	0.189
20:00 - 21:00	2	177	0.062	2	177	0.014	2	177	0.076
21:00 - 22:00									
22:00 - 23:00									
23:00 - 24:00									
Total Rates:			0.903			1.037			1.940

This section displays the trip rate results based on the selected set of surveys and the selected count type (shown just above the table). It is split by three main columns, representing arrivals trips, departures trips, and total trips (arrivals plus departures). Within each of these main columns are three sub-columns. These display the number of survey days where count data is included (per time period), the average value of the selected trip rate calculation parameter (per time period), and the trip rate result (per time period). Total trip rates (the sum of the column) are also displayed at the foot of the table.

*To obtain a trip rate, the average (mean) trip rate parameter value (TRP) is first calculated for all selected survey days that have count data available for the stated time period. The average (mean) number of arrivals, departures or totals (whichever applies) is also calculated (COUNT) for all selected survey days that have count data available for the stated time period. Then, the average count is divided by the average trip rate parameter value, and multiplied by the stated calculation factor (shown just above the table and abbreviated here as FACT). So, the method is: COUNT/TRP*FACT. Trip rates are then rounded to 3 decimal places.*

TRIP RATE for Land Use 03 - RESIDENTIAL/C - FLATS PRIVATELY OWNED
MULTI-MODAL TOTAL PEOPLE
Calculation factor: 1 DWELLS
BOLD print indicates peak (busiest) period
Total People to Total Vehicles ratio (all time periods and directions): 5.19

Time Range	ARRIVALS			DEPARTURES			TOTALS		
	No. Days	Ave. DWELLS	Trip Rate	No. Days	Ave. DWELLS	Trip Rate	No. Days	Ave. DWELLS	Trip Rate
00:00 - 01:00									
01:00 - 02:00									
02:00 - 03:00									
03:00 - 04:00									
04:00 - 05:00									
05:00 - 06:00									
06:00 - 07:00									
07:00 - 08:00	2	177	0.056	2	177	0.415	2	177	0.471
08:00 - 09:00	2	177	0.085	2	177	0.548	2	177	0.633
09:00 - 10:00	2	177	0.085	2	177	0.192	2	177	0.277
10:00 - 11:00	2	177	0.105	2	177	0.144	2	177	0.249
11:00 - 12:00	2	177	0.093	2	177	0.130	2	177	0.223
12:00 - 13:00	2	177	0.096	2	177	0.102	2	177	0.198
13:00 - 14:00	2	177	0.110	2	177	0.127	2	177	0.237
14:00 - 15:00	2	177	0.110	2	177	0.102	2	177	0.212
15:00 - 16:00	2	177	0.169	2	177	0.141	2	177	0.310
16:00 - 17:00	2	177	0.218	2	177	0.113	2	177	0.331
17:00 - 18:00	2	177	0.266	2	177	0.119	2	177	0.385
18:00 - 19:00	2	177	0.483	2	177	0.169	2	177	0.652
19:00 - 20:00	2	177	0.322	2	177	0.113	2	177	0.435
20:00 - 21:00	2	177	0.153	2	177	0.090	2	177	0.243
21:00 - 22:00									
22:00 - 23:00									
23:00 - 24:00									
Total Rates:			2.351			2.505			4.856

This section displays the trip rate results based on the selected set of surveys and the selected count type (shown just above the table). It is split by three main columns, representing arrivals trips, departures trips, and total trips (arrivals plus departures). Within each of these main columns are three sub-columns. These display the number of survey days where count data is included (per time period), the average value of the selected trip rate calculation parameter (per time period), and the trip rate result (per time period). Total trip rates (the sum of the column) are also displayed at the foot of the table.

*To obtain a trip rate, the average (mean) trip rate parameter value (TRP) is first calculated for all selected survey days that have count data available for the stated time period. The average (mean) number of arrivals, departures or totals (whichever applies) is also calculated (COUNT) for all selected survey days that have count data available for the stated time period. Then, the average count is divided by the average trip rate parameter value, and multiplied by the stated calculation factor (shown just above the table and abbreviated here as FACT). So, the method is: COUNT/TRP*FACT. Trip rates are then rounded to 3 decimal places.*

Mayer Brown Oriental Road Woking

Licence No: 807401

TRIP RATE for Land Use 03 - RESIDENTIAL/C - FLATS PRIVATELY OWNED

MULTI-MODAL CARS

Calculation factor: 1 DWELLS

BOLD print indicates peak (busiest) period

Time Range	ARRIVALS			DEPARTURES			TOTALS		
	No. Days	Ave. DWELLS	Trip Rate	No. Days	Ave. DWELLS	Trip Rate	No. Days	Ave. DWELLS	Trip Rate
00:00 - 01:00									
01:00 - 02:00									
02:00 - 03:00									
03:00 - 04:00									
04:00 - 05:00									
05:00 - 06:00									
06:00 - 07:00									
07:00 - 08:00	2	177	0.020	2	177	0.054	2	177	0.074
08:00 - 09:00	2	177	0.011	2	177	0.045	2	177	0.056
09:00 - 10:00	2	177	0.017	2	177	0.008	2	177	0.025
10:00 - 11:00	2	177	0.008	2	177	0.008	2	177	0.016
11:00 - 12:00	2	177	0.011	2	177	0.017	2	177	0.028
12:00 - 13:00	2	177	0.011	2	177	0.020	2	177	0.031
13:00 - 14:00	2	177	0.011	2	177	0.017	2	177	0.028
14:00 - 15:00	2	177	0.008	2	177	0.006	2	177	0.014
15:00 - 16:00	2	177	0.028	2	177	0.014	2	177	0.042
16:00 - 17:00	2	177	0.025	2	177	0.003	2	177	0.028
17:00 - 18:00	2	177	0.042	2	177	0.014	2	177	0.056
18:00 - 19:00	2	177	0.051	2	177	0.028	2	177	0.079
19:00 - 20:00	2	177	0.031	2	177	0.023	2	177	0.054
20:00 - 21:00	2	177	0.017	2	177	0.017	2	177	0.034
21:00 - 22:00									
22:00 - 23:00									
23:00 - 24:00									
Total Rates:			0.291			0.274			0.565

This section displays the trip rate results based on the selected set of surveys and the selected count type (shown just above the table). It is split by three main columns, representing arrivals trips, departures trips, and total trips (arrivals plus departures). Within each of these main columns are three sub-columns. These display the number of survey days where count data is included (per time period), the average value of the selected trip rate calculation parameter (per time period), and the trip rate result (per time period). Total trip rates (the sum of the column) are also displayed at the foot of the table.

To obtain a trip rate, the average (mean) trip rate parameter value (TRP) is first calculated for all selected survey days that have count data available for the stated time period. The average (mean) number of arrivals, departures or totals (whichever applies) is also calculated (COUNT) for all selected survey days that have count data available for the stated time period. Then, the average count is divided by the average trip rate parameter value, and multiplied by the stated calculation factor (shown just above the table and abbreviated here as FACT). So, the method is: $COUNT/TRP*FACT$. Trip rates are then rounded to 3 decimal places.

Mayer Brown Oriental Road Woking

Licence No: 807401

TRIP RATE for Land Use 03 - RESIDENTIAL/C - FLATS PRIVATELY OWNED

MULTI-MODAL LGVS

Calculation factor: 1 DWELLS

BOLD print indicates peak (busiest) period

Time Range	ARRIVALS			DEPARTURES			TOTALS		
	No. Days	Ave. DWELLS	Trip Rate	No. Days	Ave. DWELLS	Trip Rate	No. Days	Ave. DWELLS	Trip Rate
00:00 - 01:00									
01:00 - 02:00									
02:00 - 03:00									
03:00 - 04:00									
04:00 - 05:00									
05:00 - 06:00									
06:00 - 07:00									
07:00 - 08:00	2	177	0.006	2	177	0.006	2	177	0.012
08:00 - 09:00	2	177	0.008	2	177	0.006	2	177	0.014
09:00 - 10:00	2	177	0.011	2	177	0.014	2	177	0.025
10:00 - 11:00	2	177	0.008	2	177	0.003	2	177	0.011
11:00 - 12:00	2	177	0.003	2	177	0.011	2	177	0.014
12:00 - 13:00	2	177	0.008	2	177	0.008	2	177	0.016
13:00 - 14:00	2	177	0.008	2	177	0.008	2	177	0.016
14:00 - 15:00	2	177	0.000	2	177	0.003	2	177	0.003
15:00 - 16:00	2	177	0.014	2	177	0.011	2	177	0.025
16:00 - 17:00	2	177	0.011	2	177	0.014	2	177	0.025
17:00 - 18:00	2	177	0.003	2	177	0.003	2	177	0.006
18:00 - 19:00	2	177	0.003	2	177	0.003	2	177	0.006
19:00 - 20:00	2	177	0.006	2	177	0.006	2	177	0.012
20:00 - 21:00	2	177	0.000	2	177	0.000	2	177	0.000
21:00 - 22:00									
22:00 - 23:00									
23:00 - 24:00									
Total Rates:			0.089			0.096			0.185

This section displays the trip rate results based on the selected set of surveys and the selected count type (shown just above the table). It is split by three main columns, representing arrivals trips, departures trips, and total trips (arrivals plus departures). Within each of these main columns are three sub-columns. These display the number of survey days where count data is included (per time period), the average value of the selected trip rate calculation parameter (per time period), and the trip rate result (per time period). Total trip rates (the sum of the column) are also displayed at the foot of the table.

To obtain a trip rate, the average (mean) trip rate parameter value (TRP) is first calculated for all selected survey days that have count data available for the stated time period. The average (mean) number of arrivals, departures or totals (whichever applies) is also calculated (COUNT) for all selected survey days that have count data available for the stated time period. Then, the average count is divided by the average trip rate parameter value, and multiplied by the stated calculation factor (shown just above the table and abbreviated here as FACT). So, the method is: $COUNT/TRP*FACT$. Trip rates are then rounded to 3 decimal places.

TRIP RATE for Land Use 03 - RESIDENTIAL/C - FLATS PRIVATELY OWNED
 MULTI-MODAL MOTOR CYCLES
 Calculation factor: 1 DWELLS
 BOLD print indicates peak (busiest) period

Time Range	ARRIVALS			DEPARTURES			TOTALS		
	No. Days	Ave. DWELLS	Trip Rate	No. Days	Ave. DWELLS	Trip Rate	No. Days	Ave. DWELLS	Trip Rate
00:00 - 01:00									
01:00 - 02:00									
02:00 - 03:00									
03:00 - 04:00									
04:00 - 05:00									
05:00 - 06:00									
06:00 - 07:00									
07:00 - 08:00	2	177	0.000	2	177	0.000	2	177	0.000
08:00 - 09:00	2	177	0.000	2	177	0.000	2	177	0.000
09:00 - 10:00	2	177	0.000	2	177	0.000	2	177	0.000
10:00 - 11:00	2	177	0.008	2	177	0.003	2	177	0.011
11:00 - 12:00	2	177	0.000	2	177	0.003	2	177	0.003
12:00 - 13:00	2	177	0.000	2	177	0.003	2	177	0.003
13:00 - 14:00	2	177	0.000	2	177	0.000	2	177	0.000
14:00 - 15:00	2	177	0.003	2	177	0.003	2	177	0.006
15:00 - 16:00	2	177	0.003	2	177	0.003	2	177	0.006
16:00 - 17:00	2	177	0.003	2	177	0.003	2	177	0.006
17:00 - 18:00	2	177	0.000	2	177	0.000	2	177	0.000
18:00 - 19:00	2	177	0.006	2	177	0.006	2	177	0.012
19:00 - 20:00	2	177	0.006	2	177	0.006	2	177	0.012
20:00 - 21:00	2	177	0.000	2	177	0.000	2	177	0.000
21:00 - 22:00									
22:00 - 23:00									
23:00 - 24:00									
Total Rates:			0.029			0.030			0.059

This section displays the trip rate results based on the selected set of surveys and the selected count type (shown just above the table). It is split by three main columns, representing arrivals trips, departures trips, and total trips (arrivals plus departures). Within each of these main columns are three sub-columns. These display the number of survey days where count data is included (per time period), the average value of the selected trip rate calculation parameter (per time period), and the trip rate result (per time period). Total trip rates (the sum of the column) are also displayed at the foot of the table.

*To obtain a trip rate, the average (mean) trip rate parameter value (TRP) is first calculated for all selected survey days that have count data available for the stated time period. The average (mean) number of arrivals, departures or totals (whichever applies) is also calculated (COUNT) for all selected survey days that have count data available for the stated time period. Then, the average count is divided by the average trip rate parameter value, and multiplied by the stated calculation factor (shown just above the table and abbreviated here as FACT). So, the method is: COUNT/TRP*FACT. Trip rates are then rounded to 3 decimal places.*

Mayer Brown Oriental Road Woking

Licence No: 807401

TRIP RATE for Land Use 03 - RESIDENTIAL/C - FLATS PRIVATELY OWNED

MULTI-MODAL Underground Passengers

Calculation factor: 1 DWELLS

BOLD print indicates peak (busiest) period

Time Range	ARRIVALS			DEPARTURES			TOTALS		
	No. Days	Ave. DWELLS	Trip Rate	No. Days	Ave. DWELLS	Trip Rate	No. Days	Ave. DWELLS	Trip Rate
00:00 - 01:00									
01:00 - 02:00									
02:00 - 03:00									
03:00 - 04:00									
04:00 - 05:00									
05:00 - 06:00									
06:00 - 07:00									
07:00 - 08:00	2	177	0.014	2	177	0.093	2	177	0.107
08:00 - 09:00	2	177	0.014	2	177	0.144	2	177	0.158
09:00 - 10:00	2	177	0.017	2	177	0.020	2	177	0.037
10:00 - 11:00	2	177	0.028	2	177	0.023	2	177	0.051
11:00 - 12:00	2	177	0.017	2	177	0.028	2	177	0.045
12:00 - 13:00	2	177	0.023	2	177	0.028	2	177	0.051
13:00 - 14:00	2	177	0.023	2	177	0.014	2	177	0.037
14:00 - 15:00	2	177	0.023	2	177	0.017	2	177	0.040
15:00 - 16:00	2	177	0.006	2	177	0.014	2	177	0.020
16:00 - 17:00	2	177	0.006	2	177	0.017	2	177	0.023
17:00 - 18:00	2	177	0.031	2	177	0.017	2	177	0.048
18:00 - 19:00	2	177	0.090	2	177	0.017	2	177	0.107
19:00 - 20:00	2	177	0.051	2	177	0.006	2	177	0.057
20:00 - 21:00	2	177	0.037	2	177	0.003	2	177	0.040
21:00 - 22:00									
22:00 - 23:00									
23:00 - 24:00									
Total Rates:			0.380			0.441			0.821

This section displays the trip rate results based on the selected set of surveys and the selected count type (shown just above the table). It is split by three main columns, representing arrivals trips, departures trips, and total trips (arrivals plus departures). Within each of these main columns are three sub-columns. These display the number of survey days where count data is included (per time period), the average value of the selected trip rate calculation parameter (per time period), and the trip rate result (per time period). Total trip rates (the sum of the column) are also displayed at the foot of the table.

To obtain a trip rate, the average (mean) trip rate parameter value (TRP) is first calculated for all selected survey days that have count data available for the stated time period. The average (mean) number of arrivals, departures or totals (whichever applies) is also calculated (COUNT) for all selected survey days that have count data available for the stated time period. Then, the average count is divided by the average trip rate parameter value, and multiplied by the stated calculation factor (shown just above the table and abbreviated here as FACT). So, the method is: $COUNT/TRP*FACT$. Trip rates are then rounded to 3 decimal places.

Mayer Brown Oriental Road Woking

Licence No: 807401

TRIP RATE for Land Use 03 - RESIDENTIAL/C - FLATS PRIVATELY OWNED

MULTI-MODAL Overground Passengers

Calculation factor: 1 DWELLS

BOLD print indicates peak (busiest) period

Time Range	ARRIVALS			DEPARTURES			TOTALS		
	No. Days	Ave. DWELLS	Trip Rate	No. Days	Ave. DWELLS	Trip Rate	No. Days	Ave. DWELLS	Trip Rate
00:00 - 01:00									
01:00 - 02:00									
02:00 - 03:00									
03:00 - 04:00									
04:00 - 05:00									
05:00 - 06:00									
06:00 - 07:00									
07:00 - 08:00	2	177	0.000	2	177	0.003	2	177	0.003
08:00 - 09:00	2	177	0.000	2	177	0.000	2	177	0.000
09:00 - 10:00	2	177	0.000	2	177	0.003	2	177	0.003
10:00 - 11:00	2	177	0.000	2	177	0.000	2	177	0.000
11:00 - 12:00	2	177	0.000	2	177	0.000	2	177	0.000
12:00 - 13:00	2	177	0.000	2	177	0.000	2	177	0.000
13:00 - 14:00	2	177	0.000	2	177	0.000	2	177	0.000
14:00 - 15:00	2	177	0.003	2	177	0.000	2	177	0.003
15:00 - 16:00	2	177	0.000	2	177	0.000	2	177	0.000
16:00 - 17:00	2	177	0.000	2	177	0.000	2	177	0.000
17:00 - 18:00	2	177	0.000	2	177	0.000	2	177	0.000
18:00 - 19:00	2	177	0.000	2	177	0.000	2	177	0.000
19:00 - 20:00	2	177	0.000	2	177	0.000	2	177	0.000
20:00 - 21:00	2	177	0.000	2	177	0.000	2	177	0.000
21:00 - 22:00									
22:00 - 23:00									
23:00 - 24:00									
Total Rates:			0.003			0.006			0.009

This section displays the trip rate results based on the selected set of surveys and the selected count type (shown just above the table). It is split by three main columns, representing arrivals trips, departures trips, and total trips (arrivals plus departures). Within each of these main columns are three sub-columns. These display the number of survey days where count data is included (per time period), the average value of the selected trip rate calculation parameter (per time period), and the trip rate result (per time period). Total trip rates (the sum of the column) are also displayed at the foot of the table.

To obtain a trip rate, the average (mean) trip rate parameter value (TRP) is first calculated for all selected survey days that have count data available for the stated time period. The average (mean) number of arrivals, departures or totals (whichever applies) is also calculated (COUNT) for all selected survey days that have count data available for the stated time period. Then, the average count is divided by the average trip rate parameter value, and multiplied by the stated calculation factor (shown just above the table and abbreviated here as FACT). So, the method is: $COUNT/TRP*FACT$. Trip rates are then rounded to 3 decimal places.

Mayer Brown Oriental Road Woking

Licence No: 807401

TRIP RATE for Land Use 03 - RESIDENTIAL/C - FLATS PRIVATELY OWNED

MULTI-MODAL National Rail Passengers

Calculation factor: 1 DWELLS

BOLD print indicates peak (busiest) period

Time Range	ARRIVALS			DEPARTURES			TOTALS		
	No. Days	Ave. DWELLS	Trip Rate	No. Days	Ave. DWELLS	Trip Rate	No. Days	Ave. DWELLS	Trip Rate
00:00 - 01:00									
01:00 - 02:00									
02:00 - 03:00									
03:00 - 04:00									
04:00 - 05:00									
05:00 - 06:00									
06:00 - 07:00									
07:00 - 08:00	2	177	0.000	2	177	0.144	2	177	0.144
08:00 - 09:00	2	177	0.000	2	177	0.113	2	177	0.113
09:00 - 10:00	2	177	0.003	2	177	0.031	2	177	0.034
10:00 - 11:00	2	177	0.000	2	177	0.006	2	177	0.006
11:00 - 12:00	2	177	0.000	2	177	0.008	2	177	0.008
12:00 - 13:00	2	177	0.008	2	177	0.006	2	177	0.014
13:00 - 14:00	2	177	0.006	2	177	0.017	2	177	0.023
14:00 - 15:00	2	177	0.003	2	177	0.003	2	177	0.006
15:00 - 16:00	2	177	0.006	2	177	0.003	2	177	0.009
16:00 - 17:00	2	177	0.014	2	177	0.023	2	177	0.037
17:00 - 18:00	2	177	0.056	2	177	0.003	2	177	0.059
18:00 - 19:00	2	177	0.102	2	177	0.006	2	177	0.108
19:00 - 20:00	2	177	0.096	2	177	0.000	2	177	0.096
20:00 - 21:00	2	177	0.023	2	177	0.000	2	177	0.023
21:00 - 22:00									
22:00 - 23:00									
23:00 - 24:00									
Total Rates:			0.317			0.363			0.680

This section displays the trip rate results based on the selected set of surveys and the selected count type (shown just above the table). It is split by three main columns, representing arrivals trips, departures trips, and total trips (arrivals plus departures). Within each of these main columns are three sub-columns. These display the number of survey days where count data is included (per time period), the average value of the selected trip rate calculation parameter (per time period), and the trip rate result (per time period). Total trip rates (the sum of the column) are also displayed at the foot of the table.

To obtain a trip rate, the average (mean) trip rate parameter value (TRP) is first calculated for all selected survey days that have count data available for the stated time period. The average (mean) number of arrivals, departures or totals (whichever applies) is also calculated (COUNT) for all selected survey days that have count data available for the stated time period. Then, the average count is divided by the average trip rate parameter value, and multiplied by the stated calculation factor (shown just above the table and abbreviated here as FACT). So, the method is: $COUNT/TRP*FACT$. Trip rates are then rounded to 3 decimal places.

TRIP RATE for Land Use 03 - RESIDENTIAL/C - FLATS PRIVATELY OWNED
MULTI-MODAL Bus Passengers
Calculation factor: 1 DWELLS
BOLD print indicates peak (busiest) period

Time Range	ARRIVALS			DEPARTURES			TOTALS		
	No. Days	Ave. DWELLS	Trip Rate	No. Days	Ave. DWELLS	Trip Rate	No. Days	Ave. DWELLS	Trip Rate
00:00 - 01:00									
01:00 - 02:00									
02:00 - 03:00									
03:00 - 04:00									
04:00 - 05:00									
05:00 - 06:00									
06:00 - 07:00									
07:00 - 08:00	2	177	0.000	2	177	0.045	2	177	0.045
08:00 - 09:00	2	177	0.008	2	177	0.059	2	177	0.067
09:00 - 10:00	2	177	0.003	2	177	0.025	2	177	0.028
10:00 - 11:00	2	177	0.003	2	177	0.028	2	177	0.031
11:00 - 12:00	2	177	0.000	2	177	0.008	2	177	0.008
12:00 - 13:00	2	177	0.011	2	177	0.008	2	177	0.019
13:00 - 14:00	2	177	0.008	2	177	0.006	2	177	0.014
14:00 - 15:00	2	177	0.008	2	177	0.003	2	177	0.011
15:00 - 16:00	2	177	0.014	2	177	0.011	2	177	0.025
16:00 - 17:00	2	177	0.025	2	177	0.003	2	177	0.028
17:00 - 18:00	2	177	0.034	2	177	0.006	2	177	0.040
18:00 - 19:00	2	177	0.059	2	177	0.008	2	177	0.067
19:00 - 20:00	2	177	0.028	2	177	0.008	2	177	0.036
20:00 - 21:00	2	177	0.003	2	177	0.011	2	177	0.014
21:00 - 22:00									
22:00 - 23:00									
23:00 - 24:00									
Total Rates:			0.204			0.229			0.433

This section displays the trip rate results based on the selected set of surveys and the selected count type (shown just above the table). It is split by three main columns, representing arrivals trips, departures trips, and total trips (arrivals plus departures). Within each of these main columns are three sub-columns. These display the number of survey days where count data is included (per time period), the average value of the selected trip rate calculation parameter (per time period), and the trip rate result (per time period). Total trip rates (the sum of the column) are also displayed at the foot of the table.

*To obtain a trip rate, the average (mean) trip rate parameter value (TRP) is first calculated for all selected survey days that have count data available for the stated time period. The average (mean) number of arrivals, departures or totals (whichever applies) is also calculated (COUNT) for all selected survey days that have count data available for the stated time period. Then, the average count is divided by the average trip rate parameter value, and multiplied by the stated calculation factor (shown just above the table and abbreviated here as FACT). So, the method is: COUNT/TRP*FACT. Trip rates are then rounded to 3 decimal places.*

Mayer Brown Oriental Road Woking

Licence No: 807401

TRIP RATE for Land Use 03 - RESIDENTIAL/C - FLATS PRIVATELY OWNED

MULTI-MODAL Servicing Vehicles

Calculation factor: 1 DWELLS

BOLD print indicates peak (busiest) period

Time Range	ARRIVALS			DEPARTURES			TOTALS		
	No. Days	Ave. DWELLS	Trip Rate	No. Days	Ave. DWELLS	Trip Rate	No. Days	Ave. DWELLS	Trip Rate
00:00 - 01:00									
01:00 - 02:00									
02:00 - 03:00									
03:00 - 04:00									
04:00 - 05:00									
05:00 - 06:00									
06:00 - 07:00									
07:00 - 08:00	2	177	0.008	2	177	0.008	2	177	0.016
08:00 - 09:00	2	177	0.011	2	177	0.008	2	177	0.019
09:00 - 10:00	2	177	0.017	2	177	0.017	2	177	0.034
10:00 - 11:00	2	177	0.011	2	177	0.006	2	177	0.017
11:00 - 12:00	2	177	0.006	2	177	0.014	2	177	0.020
12:00 - 13:00	2	177	0.008	2	177	0.008	2	177	0.016
13:00 - 14:00	2	177	0.011	2	177	0.011	2	177	0.022
14:00 - 15:00	2	177	0.000	2	177	0.000	2	177	0.000
15:00 - 16:00	2	177	0.014	2	177	0.011	2	177	0.025
16:00 - 17:00	2	177	0.014	2	177	0.017	2	177	0.031
17:00 - 18:00	2	177	0.003	2	177	0.003	2	177	0.006
18:00 - 19:00	2	177	0.006	2	177	0.006	2	177	0.012
19:00 - 20:00	2	177	0.006	2	177	0.006	2	177	0.012
20:00 - 21:00	2	177	0.000	2	177	0.000	2	177	0.000
21:00 - 22:00									
22:00 - 23:00									
23:00 - 24:00									
Total Rates:			0.115			0.115			0.230

This section displays the trip rate results based on the selected set of surveys and the selected count type (shown just above the table). It is split by three main columns, representing arrivals trips, departures trips, and total trips (arrivals plus departures). Within each of these main columns are three sub-columns. These display the number of survey days where count data is included (per time period), the average value of the selected trip rate calculation parameter (per time period), and the trip rate result (per time period). Total trip rates (the sum of the column) are also displayed at the foot of the table.

To obtain a trip rate, the average (mean) trip rate parameter value (TRP) is first calculated for all selected survey days that have count data available for the stated time period. The average (mean) number of arrivals, departures or totals (whichever applies) is also calculated (COUNT) for all selected survey days that have count data available for the stated time period. Then, the average count is divided by the average trip rate parameter value, and multiplied by the stated calculation factor (shown just above the table and abbreviated here as FACT). So, the method is: $COUNT/TRP*FACT$. Trip rates are then rounded to 3 decimal places.

APPENDIX AP4: Draft Delivery and Service Management Plan (Mayer Brown)
December 2022



**ROYAL LONDON MUTUAL INSURANCE
SOCIETY LIMITED
COVENTRY MARKET & LOWER
PRECINCT SHOPPING CENTRE**

**DRAFT DELIVERY AND SERVICE
MANAGEMENT PLAN**

DECEMBER 2022



the journey is the reward

**ROYAL LONDON MUTUAL INSURANCE
SOCIETY LIMITED
COVENTRY MARKET & LOWER
PRECINCT SHOPPING CENTRE**

**DRAFT DELIVERY AND SERVICE
MANAGEMENT PLAN**

DECEMBER 2022

Project Code:	RLAMCorporationStreet.1
Prepared by:	KC/GS
Approved by:	AP
Issue Date:	22nd December 2022
Status:	FINAL (Rev A)

**Royal London Mutual Insurance Society Limited
Coventry Market & Lower Precinct Shopping Centre**

DRAFT Delivery and Service Management Plan

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1 Introduction

Context

- 1.1 This Delivery and Servicing Management Plan (DSMP) relates specifically to Coventry City Market and the Lower Precinct Shopping Centre service areas.
- 1.2 The servicing of these developments requires a high degree of management to ensure that they operate in a safe and efficient manner. Not only is this necessary to preserve safety within the servicing areas, but to also safeguard against any possible impacts on the public highway.
- 1.3 Prior to the City Centre South (CCS) development coming forward, the service areas which this DSMP covers were observed to accommodate nearly 600 daily vehicle trips under a partially managed service yard system. It will not be possible for this level of activity to be accommodated post CCS development under the current arrangement.
- 1.4 The yards covered by this DSMP would need to be managed by a single control room which is appropriately resourced, as set out later.
- 1.5 This DSMP does not presently reference Yard C, adjacent to proposed Block A2, as it is not considered that it could operate safely in the proposed format. If the proposed CCS development can be amended to redress this deficiency, then this document should be updated to include measures to also control Yard C.

Report Purpose

- 1.6 This DSMP has been prepared for the benefit of site management staff, to provide a potential framework and guidance on the future operation of the site to inform the infrastructure to be implemented and maintained as part of the development proposals.
- 1.7 This report sets out potential delivery and servicing arrangements and measures with the aim of ensuring that deliveries could be undertaken efficiently and safely.
- 1.8 The remainder of this report is structured as follows:
 - Service Yard Layout and Restrictions
 - Access Control
 - Booking Arrangements
 - Waste Collection
 - Additional Measures and Initiatives
 - Enforcement
 - Office Duties, Resourcing, Monitoring and Review.

2 Service Yard Layout & Restrictions

Overview

- 2.1 This DRAFT Delivery and Service Management Plan (DSMP) relates only to the servicing of Coventry Market, the southern end of the Lower Precinct Shopping Centre and those units flanking Service Yard D illustrated below. Yard C is not covered by this DSMP. These areas are indicated in **Figure 2.1** below:

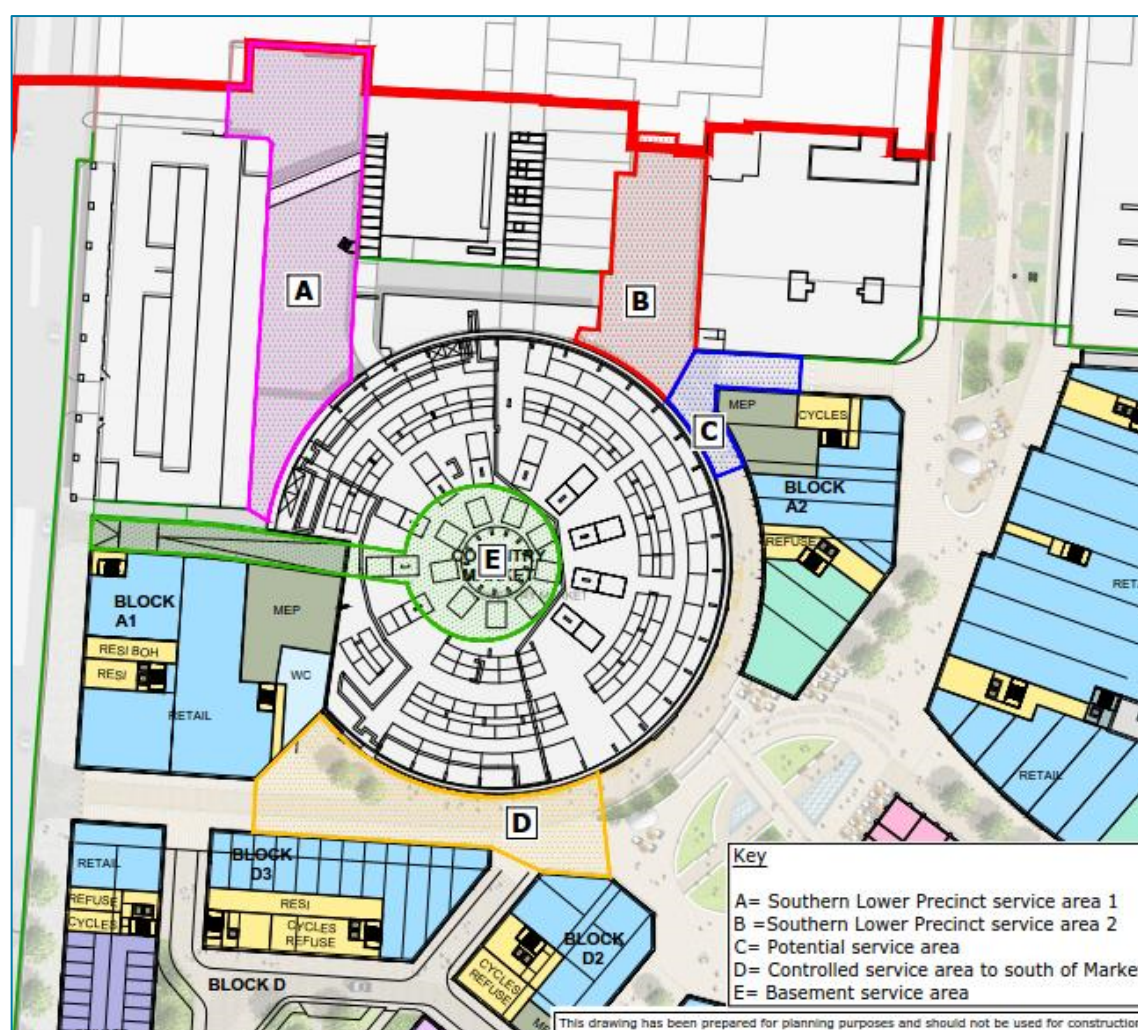


Figure 2.1: Service Yard Overview (Source: TPP DSMP)

Service Yard A

- 2.2 Service Yard A lies adjacent to Lower Precinct shopping centre and the north-western side of Coventry Market.
- 2.3 This area includes designated loading bays for Lower Precinct retailers and multi-purpose bays for Market traders & LPSC, delineated separately.
- 2.4 Access is achieved from Queen Victoria Road.
- 2.5 Access is permitted 24 hours a day.
- 2.6 There is restricted headroom in this area of 4.6m (15'11").
- 2.7 Vehicles longer than 13.6m are not permitted to access this yard. Smaller vehicles should be used if possible to ease manoeuvres.
- 2.8 It accommodates 14 loading bays numbered 1-14, as set out in **Figure 2.2** below.
- 2.9 All bays are subject to booking.
- 2.10 Market Traders can only have access to bays 6-14 subject to booking.
- 2.11 Lower Precinct retailers can have access to all bays, subject to booking.
- 2.12 No access is permitted for Market Way retailers or CCS Block A2.
- 2.13 Vehicles must park within a marked bay and keep fire escapes clear at all times.

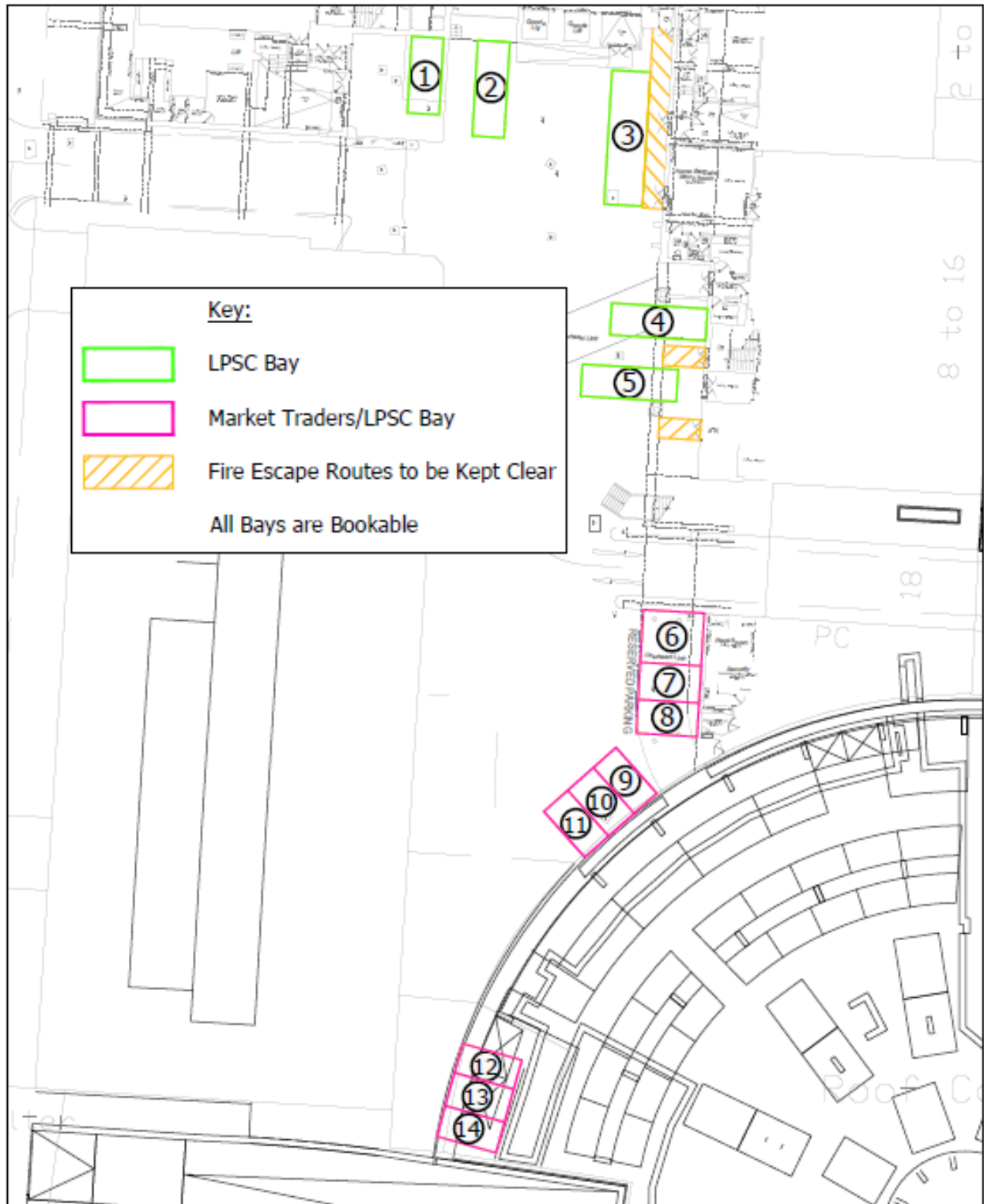


Figure 2.2: Service Yard A Loading Bay Arrangement

Service Yard B

- 2.14 Service Yard B lies adjacent to Lower Precinct shopping centre. This area serves only Lower Precinct retailers and is not to be used by others.
- 2.15 Access is achieved from Queen Victoria Road (via Service Yard A).
- 2.16 Access is permitted 24 hours a day.
- 2.17 Vehicles longer than 13.6m are not permitted to access this yard. Smaller vehicles should be used if possible to ease manoeuvres.
- 2.18 There is restricted headroom in this area of 4.6m (15'11").
- 2.19 It accommodates 3 loading bays numbered 1-3, as set out in **Figure 2.3** below.
- 2.20 All loading bays are for use by Lower Precinct shopping centre retailers only and subject to booking.
- 2.21 No access is permitted for Market Way retailers or CCS Block A2.
- 2.22 Vehicles must park within a marked bay.

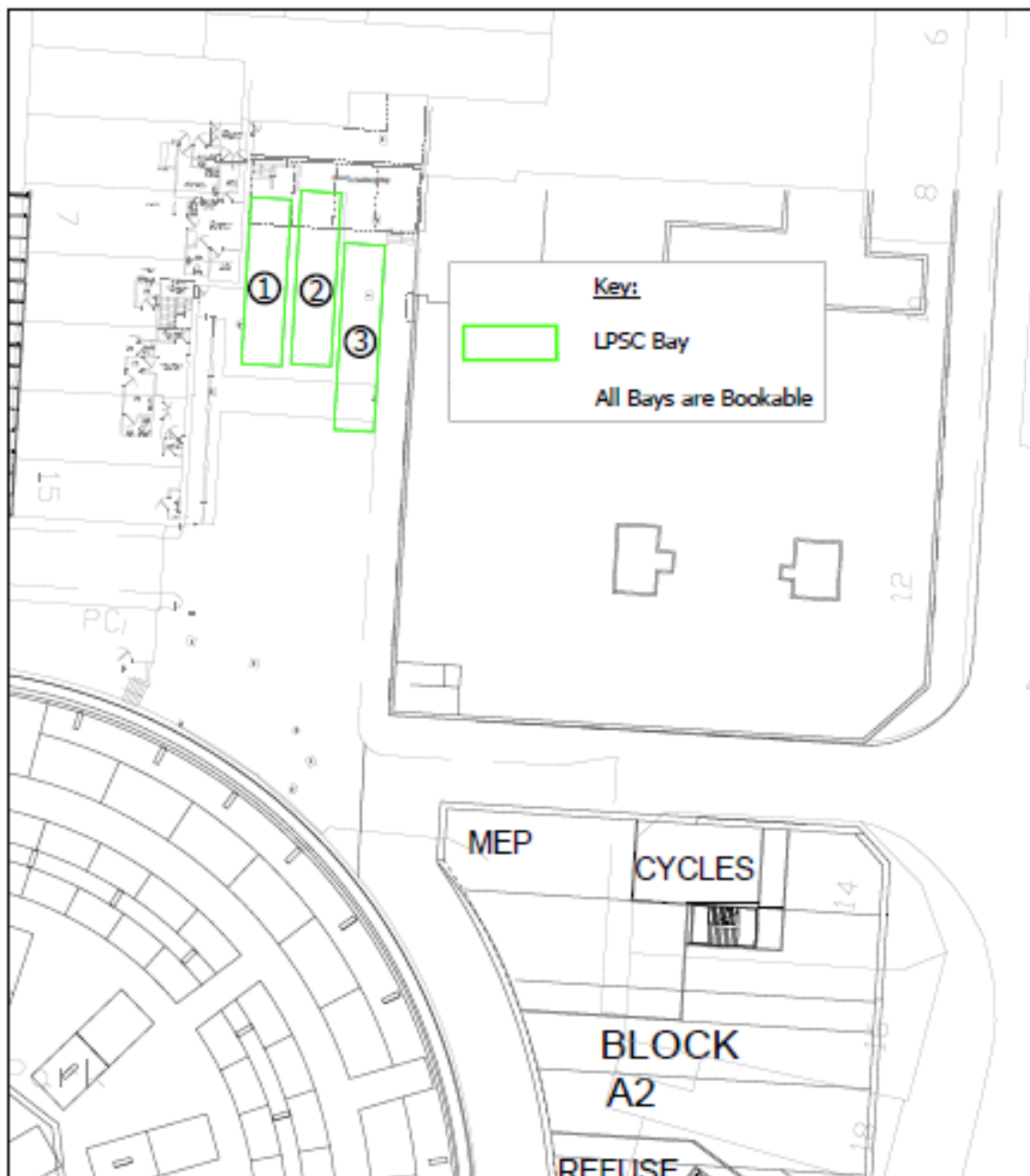


Figure 2.3: Service Yard B Loading Bay Arrangement

Service Yard D

- 2.23 Service Yard D lies adjacent to the southern side of Coventry Market.
- 2.24 This yard serves Market Traders and the flanking blocks.
- 2.25 Access is achieved from Greyfriars Road, with vehicles to exit onto Queen Victoria Road via Rover Way (renamed from Rover Road as part of the CCS development) – working as a one-way arrangement.
- 2.26 Access is only permitted between the hours of 0600 and 1000.
- 2.27 Vehicles longer than 10m are not permitted to access this yard. Smaller vehicles should be used if possible to ease manoeuvres.
- 2.28 It accommodates 10 loading bays numbered 1-10, as set out in **Figure 2.4** below.
- 2.29 All loading bays must be pre-booked.
- 2.30 Vehicles must park within a marked bay.

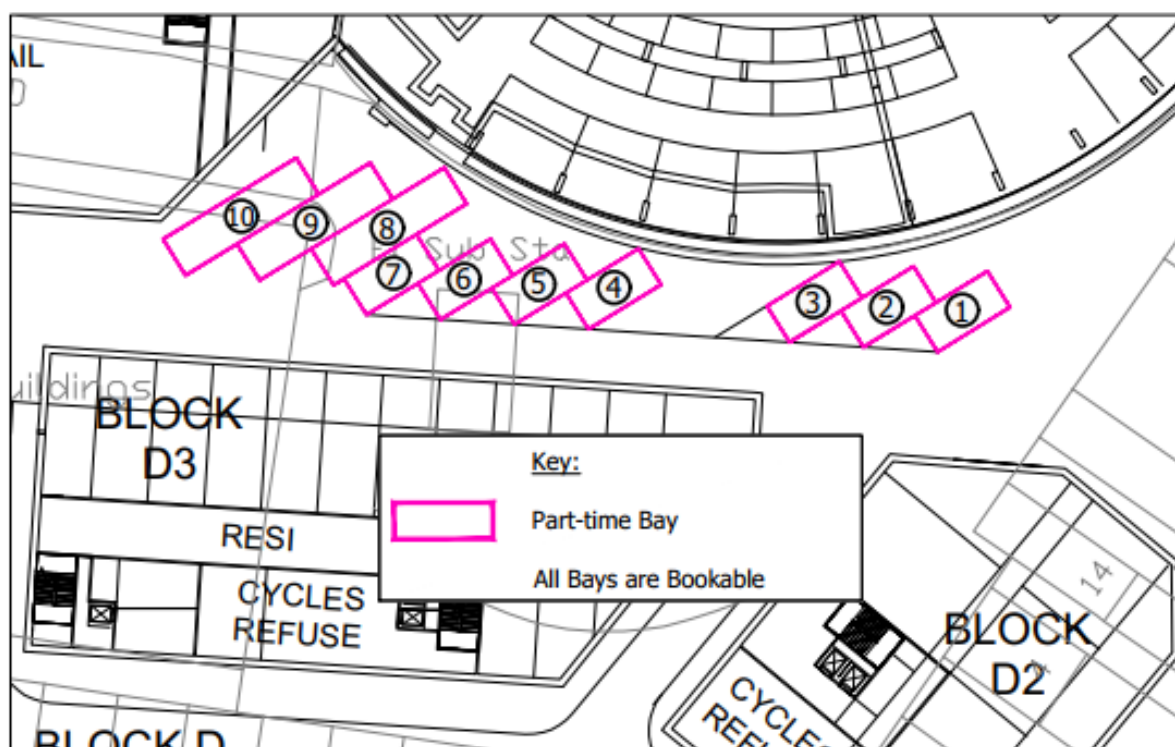


Figure 2.4: Service Yard D Loading Bay Arrangement

Service Yard E

- 2.31 Service Yard E lies beneath Coventry Market.
- 2.32 This yard serves Market Traders only.
- 2.33 Access is achieved from a dedicated ramp from Queen Victoria Road.
- 2.34 Access is permitted 24 hours a day.
- 2.35 Vehicles larger than a 4.6T panel van are not permitted to access this yard.
- 2.36 There is restricted headroom in this area of XXm (TBC by Acquiring Authority).
- 2.37 It accommodates 4 loading bays numbered 1-4, as set out in **Figure 2.5** below.
- 2.38 All loading bays must be pre-booked.
- 2.39 Vehicles must park within a marked bay.

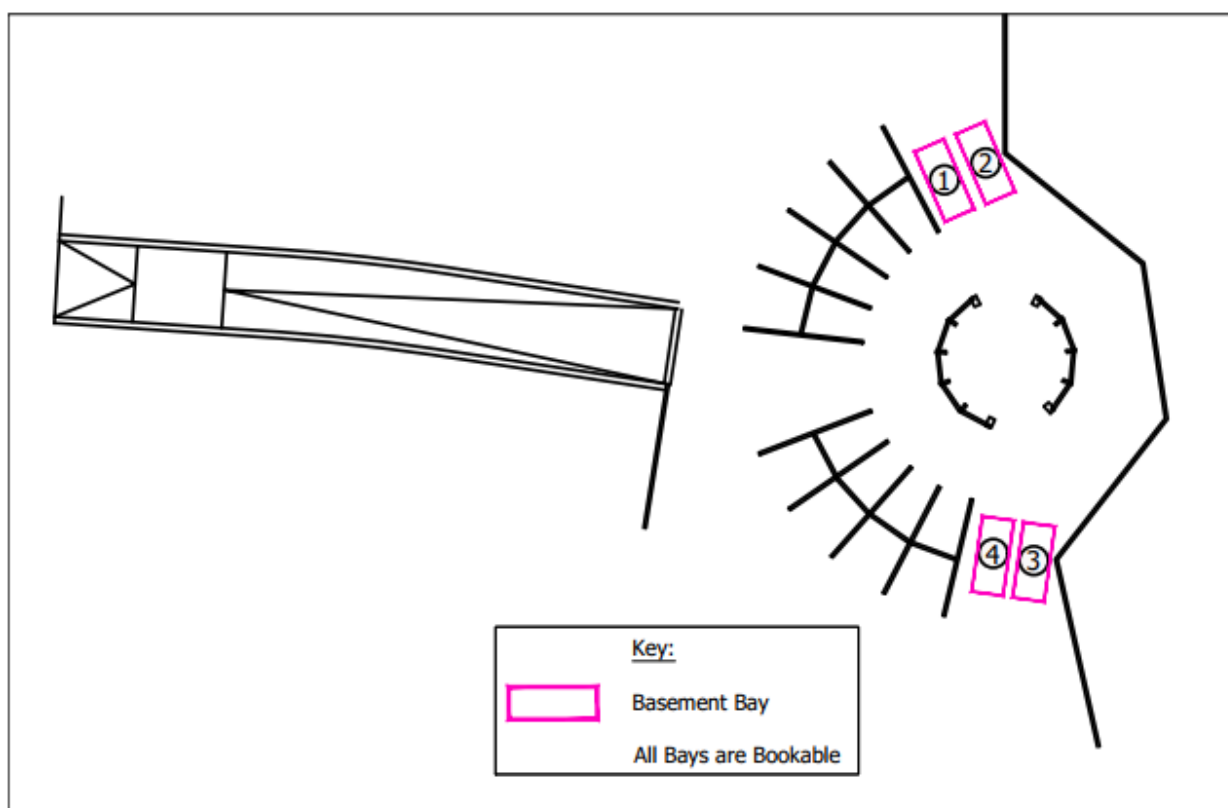


Figure 2.5: Service Yard E Loading Bay Arrangement

Service Yard Summary

Service Yard	Number of Loading Bays						
	Car Bay	LGV Bay (circa 6m length)	8m Rigid HGV Bay	10m Rigid HGV Bay	12m Rigid HGV Bay	12.6m Artic Bay	13.6m Artic Bay
A	1	9	3	1			
B					1	1	1
D		7		3			
E		4					
Total	1	20	3	4	1	1	1

Table 2.1: Loading Bay Summary (See Appendix A)

Service Yard	Loading Bay Restriction			
	Max. vehicle Length	Max. vehicle Height	Use by	Access Times
A	10m	4.6m	Lower Precinct and Market Traders	00:00 – 00:00
B	13.6m	4.6m	Lower Precinct	00:00 – 00:00
D	10m	N/A	Market Traders and flanking blocks	06:00 – 10:00
E	6m	TBC	Market Traders	00:00 – 00:00

Table 2.2: Service Yard Restrictions

3 Access Control

Service Yards A & B

- 3.1 Access and egress to Yard A must be physically restricted by way of a barrier. This will also control access to Yard B.
- 3.2 The barrier will utilise ANPR to provide automatic entry for pre-booked vehicles only.
- 3.3 At the barrier, an intercom must be provided and maintained on the drivers side, connected to the control room to allow for a manual over-ride of the barrier by the service yard manager.
- 3.4 If a vehicle arrives and is not pre-booked, the service yard manager should permit access, for the purpose of turning and leaving immediately only. **Figure 3.1** below identifies the area to be kept clear to permit this “rejection” manoeuvre.

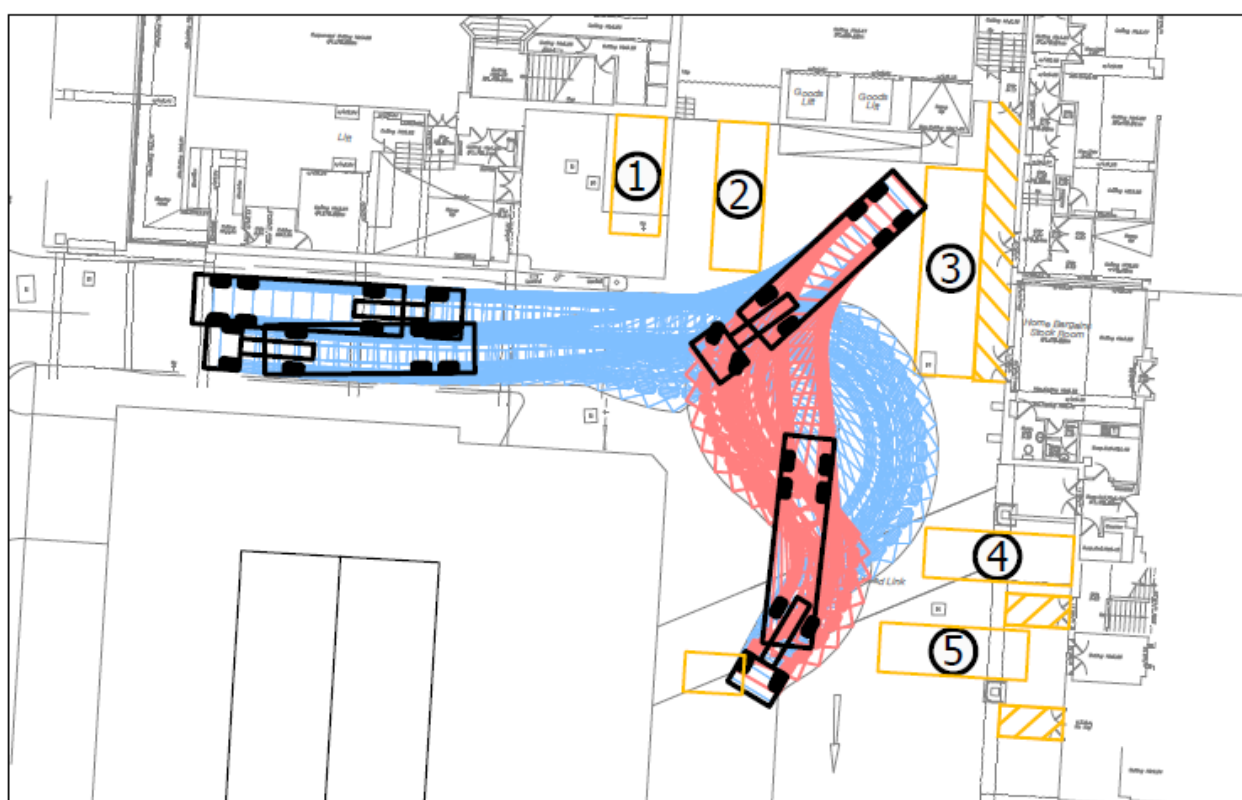


Figure 3.1: Vehicle Rejection Routing (Service Yard A&B)

Service Yard D

- 3.5 Access and egress to Yard D must be physically restricted by way of a barrier (or bollards). Rover Way access is only permitted 0600-1000 hours.
- 3.6 The barrier will utilise ANPR to provide automatic entry for pre-booked vehicles only.
- 3.7 At the barrier, an intercom must be provided and maintained on the drivers side, connected to the control room to allow for a manual over-ride of the barrier by the service yard manager, if needed.

Service Yard E

- 3.8 Access and egress to Yard E must be physically restricted by way of a barrier (or bollards).
- 3.9 The barrier will utilise ANPR to provide automatic entry for pre-booked vehicles only.
- 3.10 At the barrier, an intercom must be provided and maintained on the drivers side, connected to the control room to allow for a manual over-ride of the barrier by the service yard manager, if needed.
- 3.11 If a vehicle arrives early or without pre-booking the service yard manager should permit access, for the purpose of turning and leaving immediately only. **Figure 3.2** below identifies the area to be kept clear to permit this manoeuvre.

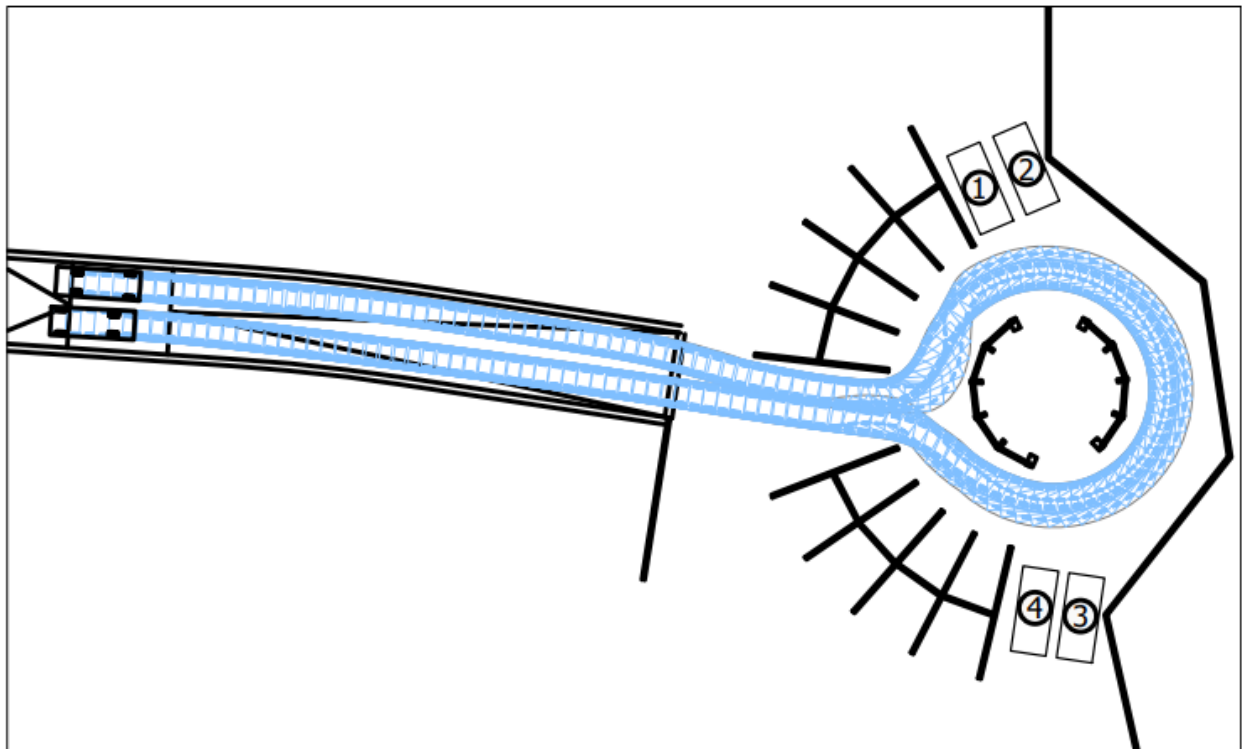


Figure 3.2: Vehicle Rejection Routing (Service Yard E)

4 Booking Arrangements

Application

- 4.1 Booking will be required for all bays:
- 4.2 Bookings will not apply to waste collection.

Booking Arrangements

- 4.3 Bookings must be made on-line in advance of any servicing activity taking place via the service yard portal.
- 4.4 The service yard booking portal will be a web-based system with access via computer and shall include mobile access (App access).
- 4.5 To aid accessibility to retailers/traders, booking access points (tablets/computers) will be placed throughout the LPSC and Coventry Market to provide the ability to easily book a delivery time.
- 4.6 Booking blocks will be 30 minutes long. In some cases it will be possible to book multiple half-hour blocks in order to conduct the required activity, but typically deliveries and the majority of trips into the Service Yards are expected to be able to be accommodated within this half-hour window.
- 4.7 Every bookable loading bay across the Service Yards will have a unique number/reference code with the maximum sized vehicle that can be accommodated in each loading bay. A plan indicating the location of each of the bays will be provided on the booking system, in the control room, at the entry barriers, and within each Service Yard.
- 4.8 Each booking made on the system must include:
- The half-hour slot(s) that have been booked
 - The delivery bay that has been booked
 - The number plate of the vehicle to be used
 - The size of the vehicle to be used
 - The name of the driver of vehicle (if known)
 - A phone number for the driver (or person booking)
 - The name of the company associated with the driver
 - A phone number for the company associated with the driver (if known)
 - The contact details for the person making the booking (i.e. retailer etc)

5 Waste Collection

- 5.1 Waste and compacted material collection is comparatively infrequent and should be permitted access on-demand.
- 5.2 Waste collection vehicles will be permitted access to all Service Yards.

6 Additional Measures and Initiatives

Clear Signing and Lining

- 6.1 Signs providing clear instructions will be maintained within the service yard.
- 6.2 All Loading Bays are to be clearly marked and maintained.

Information Packs

- 6.3 Information packs will be issued to market traders, and to retailers in Lower Precinct who use the Service Yards. These information packs include:
 - A summarised version of the information in this DSMP,
 - A site plan with all bays labelled and indicated,
 - Details of the Booking system
 - Specified hours of operation for each Service Yard,
 - Details of which bays and areas are accessible by which size of vehicle,
 - Contact number for the site management office,
 - A flow diagram explaining which Service Yard to use to and which entrance to use depending on where you are servicing,
 - Promotional material on the benefits of low emission vehicles and electric vehicles for deliveries,
 - A list of the possible infractions (e.g. overstaying agreed duration of stay, obstructing access) and their associated penalties; and
 - Enforcement procedures.
- 6.4 The production and distribution of these Information Packs is the responsibility of the site operators, not the on-site Service Yard staff.

Other Measures

- 6.5 Basement storage units (the areas around Service Yard E) will be rationalised to enable a greater level of storage on-site, with an aim to reduce the need for deliveries.
- 6.6 Regular (at a minimum, monthly) working meetings will be held between the management teams of Coventry Market and of the Lower Precinct in order to resolve issues relating to the impact of servicing.
- 6.7 Management of the site will engage with regular freight and servicing operators that travel to the site, especially including refuse collectors, to ensure that their journeys are accommodated. Site staff will be proactive as well as reactive in terms of communicating with delivery and servicing firms.

- 6.8 Management Teams will be encouraged to contract suppliers registered with a best practice scheme, such as the Freight Operator Recognition Scheme (FORS). Full details of the benefits associated with FORS can be found at www.fors-online.org.uk.
- 6.9 Site management will engage with market traders to identify if any deliveries from suppliers could be consolidated to reduce the number of vehicles arriving onto the site.
- 6.10 Suppliers of goods to the site will be encouraged to use low emission or electric vehicles to deliver to the site.

7 Enforcement

- 7.1 CCTV will supplement the access system, with a live feed to the control room in order that the management team can identify any operational issues.
- 7.2 A dedicated enforcement officer will be present for the opening hours of the yard to assist in the management of the yards.
- 7.3 On site enforcement of the rules and regulations of this DSMP is undertaken by:
- INSERT Contractor details**
- 7.4 The contractor has the right to issue an enforcement notice (financial penalty) for the following:
- Exceeding agreed dwell time;
 - Loading/unloading or stopping outside of a marked Loading Bay
 - Loading/unloading within an incorrect Loading Bay
- 7.5 The right of appeal of an enforcement notice should be directed to the contractor.

8 Office Duties, Resourcing, Monitoring and Review

Office Duties

- 8.1 The Service Yard Management office are responsible for a number of duties relating to the safe operation of the Market and Lower Precinct and their associated servicing areas.
- 8.2 These duties are considered to be (but not limited to):
- Fire testing from 7am – 10am 3 days a week.
 - Responding to any calls via the intercom from the pay machines
 - Intercom for the service yard barriers
 - Pre-booking any contractor bay
 - Monitoring cameras and responding to any city centre issues
 - Responding to any intruder alarms
 - Issuing equipment for each cleaner
 - Key signing in and out
 - Logging issues in DOB (Daily Occurrence Book)
 - Accepting any telephone calls and dealing with enquiries
 - Responding to the doorbell for any signing in of mall promotions
 - Contractor signing in and out and inductions
 - Dealing with any lift alarms
 - Dealing with any fire activations

Resourcing

- 8.3 Given the duties that are required to be fulfilled, a minimum of three service yard staff shall be available at any one time (including the enforcement officer). One should remain in the control room at all times.
- 8.4 This may comprise solely management team staff, or a mix of management team staff and contractors.

Monitoring and Review

- 8.5 The Management Team (or appointed consultant) will undertake delivery monitoring surveys for all associated service areas annually to ensure the measures contained in this DSMP remain appropriate.

- 8.6 The review should be undertaken in consultation with all affected parties, including Market Traders (or representative), CCS Operator, Enforcement Contractor and Royal London Mutual Insurance Society Limited.
- 8.7 Any review should include (but not be limited to):
- Whether the booking arrangements need to cover less/more bays;
 - A detailed consideration of any recorded accidents within the service yards and any required mitigation;
 - Whether bookings need to be limited or extended in duration;
 - Consideration of “buffer” times between bookings to allow for some flexibility; and
 - Consideration of whether the enforcement requires adapting.

APPENDIX A: Loading Bay Maximum Vehicle Size Plans

