



Royal Horticultural Society (RHS)  
Gardens, Wisley

Travel Plan

for

RHS Wisley

May 2016

## Document Control Sheet

Travel Plan

Royal Horticultural Society (RHS) Gardens, Wisley

RHS Wisley

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## Executive Summary

This Travel Plan has been prepared by Motion on behalf of RHS Gardens, Wisley in order to encourage and facilitate more sustainable travel to and from the RHS Gardens. It is designed to encourage staff and visitors to have a genuine choice of travel mode and to promote access to the site by sustainable modes of transport. A staff travel survey was undertaken in November/December 2015 to establish how staff travel to work at present. The outcome of the 2015 staff survey, revealed that 87% of respondents regularly travelled to the site by Single Occupancy vehicle and 2.4% travelled by car share. Over a third of respondents expressed interest in car sharing if they were given help in finding potential partners.

This Travel Plan has been prepared to accompany the planning application for the proposed development works and represents a long-term strategy for reducing the dependence of staff and visitors on single occupancy private car travel. The aims of the strategy are to (a) increase the awareness of staff and visitors to all the transport options available to them and to the potential for travel by more sustainable modes, and (b) introduce a package of both 'hard' (physical) and 'soft' (behavioural) measures that will facilitate travel by other modes.

A number of measures are included in the Travel Plan, such as:

- ▶ Encouragement of car sharing;
- ▶ Provision of travel information;
- ▶ Provision of cycle parking;
- ▶ Provision of travel notice boards for staff and visitors;
- ▶ Investigating the possibility of facilitating direct bus access to the site; and
- ▶ Encouraging coach use for large groups of visitors.

A Travel Plan Coordinator (TPC) will be appointed to implement and manage the Travel Plan. The TPC will also oversee the monitoring of the Travel Plan through travel surveys to ensure that satisfactory progress is being made towards Travel Plan Targets.

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## 1.0 Introduction

- 1.1 This Travel Plan has been prepared by Motion, on behalf of the Royal Horticultural Society (RHS), Wisley in relation to the development proposals at the RHS Gardens Wisley, Surrey.
- 1.2 The application site is located adjacent to the A3, just to the south of the village of Wisley, approximately 1.5 kilometres west of Junction 10 of the M25 and falls within the administrative boundaries of Surrey County Council (SCC) and Guildford Borough Council (GBC).
- 1.1 In June 2014, the RHS announced a 10 year Strategic Investment Programme across its UK projects with the aim of helping more people (a wider audience) to access the charity which exists to enrich life through plants and make the UK a greener and more beautiful place.
- 1.2 The RHS has undergone a comprehensive master-planning process exploring the suitability of the existing facilities and infrastructure at Wisley to meet the RHS's objectives as set out within the Masterplan Vision. This identified improvements to existing facilities that are necessary to accommodate the projected increase in visitor numbers. The following projects have been identified through the masterplanning process as being necessary to accommodate growth at Wisley:
- ▶ Improvement to the garden entrance and retail facilities;
  - ▶ Enhancement of the Laboratory buildings;
  - ▶ A new centre for science, education and learning;
  - ▶ New office accommodation;
  - ▶ Improve horticultural support (machinery yard and glass houses; and
  - ▶ A new staff car park to maximise space for visitors in the main car park.
- 1.3 The Travel Plan seeks the implementation of measure to help manage the increase in visitor numbers associated with three planning applications that form part of the overall masterplan, for the redevelopment of areas known as "Front of House", "Hilltop" and "The Barn".
- 1.4 The Front of House application will enable the RHS to improve their visitor facilities to this Grade II\* listed historic park and garden. This will enable the Society to showcase the garden and the original Laboratory buildings (Grade II listed) whilst improving the existing visitor and retail facilities.
- 1.5 The proposed development is for the:
- Demolition of the existing plant centre, the extensions to the listed building, toilet blocks, Aberconway Cottage and part of Aberconway House. Erection of new part one part two storey building accommodating retail, restaurant, entrance facilities and other uses associated with garden, making good of the Grade II listed building, car parking, hard and soft landscaping and other works*
- 1.6 The development will comprise the following:
- ▶ Demolition of approximately 5,050 sqm of (GEA) existing buildings;
  - ▶ The construction of a new building of approximately 5,705 sqm (GEA);
  - ▶ Landscaping; and
  - ▶ Car parking.
- 1.7 The Hilltop refers to the new centre for science, education and learning. The application proposals will enable the RHS to significantly improve their science, research and visitor facilities commensurate with the Society's international significance as a leader in horticulture. The proposals will also provide modern facilities for visitors to the attraction.
- 1.8 The proposed development is for the:

*Demolition of the existing buildings and erection of a two storey building accommodating science, education, research and restaurant facilities, associated landscaping including a landscaped bund and other works associated with the development.*

- ▶ The development will comprise the following:
- ▶ Demolition of approximately 5,700 sqm (GEA) of existing buildings;
- ▶ The construction of a new building of approximately 6,300 sqm (GEA); and
- ▶ Landscaping including earthworks,

1.9 The Barn application is for the:

*Erection of a new single storey building for offices ancillary to the use of RHS Wisley and associated works.*

1.10 Overall, these development proposals aim to increase the annual visitor attraction of the site from approximately 1 million visitors per annum to 1.4 million visitors per annum over a 10 year masterplan period.

1.11 RHS Wisley currently employs 400 staff on a permanent basis with proposals to increase this to number to 435 permanent staff. The site also has approximately 200 volunteers each of which work one day per week (excluding weekends).

1.12 The Travel Plan has been produced with reference to DfT's 'Good Practice Guidelines: Delivering Travel Plans through the Planning Process' (April 2009), Planning Practice Guidance on Travel Plans (March 2014) and Surrey County Council's Travel Plans Good Practice Guide (July 2010). It has been developed using data recorded in the staff questionnaires, which were carried out at the site in late November/early December 2015.

1.13 A Travel Plan is a management tool that provides a coordinated strategy to identify daily travel issues and promote more sustainable travel. A successfully implemented Travel Plan can offer substantial gains towards the sustainable transport objectives of central and local Government. A Travel Plan can bring a range of benefits, not only to staff and visitors, but also to the local community. Travel Plan benefits include a healthier, more productive work force, cost savings to staff, reduced demand for on-site parking and less congestion locally.

1.14 This Travel Plan has been prepared to accompany the planning application for the proposed development works and represents a long-term strategy to support sustainable growth in the charity and reduce the dependence of staff and visitors on single occupancy private car travel. The aims of the strategy are to (a) increase awareness among staff and visitors of all the transport options available to them and to the potential for travel by more sustainable modes, and (b) introduce a package of both 'hard' (physical) and 'soft' (behavioural) measures that will facilitate travel by other modes.

1.15 This document aims to provide a 'manual' for the Travel Plan Coordinator (TPC) who will be appointed to oversee the implementation and development of the measures set out.

1.16 The remainder of this document is divided into eight sections;

- ▶ Section 2 commences with a review of transport policies and sets out the objectives of this Plan;
- ▶ Section 3 describes the existing provision of transport infrastructure and services and identifies the opportunities for different modes of travel;
- ▶ Section 4 provides further detail on the development proposals;
- ▶ Section 5 gives detail on the existing visitor and staff patterns;
- ▶ Section 6 explains the role of the Travel Plan Coordinator (TPC);
- ▶ Section 7 provides detail of the proposed Travel Plan measures;

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- ▶ Section 8 discusses Travel Plan targets;
  - ▶ Section 9 sets out the methodology for updating and review of the Travel Plan; and,
  - ▶ Section 10 provides a summary of the Travel Plan.

## 2.0 Policy Context and Travel Plan Objectives

### Introduction

2.1 There are a number of documents that contain planning policies and guidance relevant to transport and the preparation of Travel Plans. The key documents that set the context for the Travel Plan are as follows:

- ▶ National Planning Policy Framework (2012);
- ▶ Planning Practice Guidance on Travel Plans (2014);
- ▶ Good Practice Guidelines – Delivering Travel Plans through the Planning Process (2009);
- ▶ Surrey County Council - Travel plans good practice guide (July 2010);
- ▶ Guildford Borough Council - Adopted Local Plan Saved Policies (2003); and
- ▶ Guildford Borough Council - Emerging Local Plan (2014).

### National Policy

#### *National Planning Policy Framework (2012)*

2.2 The National Planning Policy Framework (NPPF) was published in March 2012, and replaces the previous national planning policies and the associated Planning Policy Guidance (PPG) notes. With regard to transport, the NPPF replaces policy contained within PPG13 - Transport.

2.3 The NPPF sets out a presumption in favour of sustainable development that recognises the importance of transport policies in facilitating sustainable development, and that planning decisions should have regard to local circumstances. With regard to new developments the NPPF states (at paragraph 17) that planning should:

*"Actively manage patterns of growth to make the fullest possible use of public transport, walking and cycling, and focus significant development in locations which are or can be made sustainable".*

2.4 In respect of Travel Plans, paragraph 36 of the NPPF also states:

*"All developments which generate significant amounts of movement should be required to provide a Travel Plan."*

#### *Planning Practice Guidance on Travel Plans (2014)*

2.5 The Planning Practice Guidance on Travel Plans largely replaces previous national guidance on Travel Plans and sets out the key principles to be taken into account in preparing these documents. The guidance states that Travel Plans should be:

- ▶ *"Proportionate to the size and scope of the proposed development to which they relate and build on existing information wherever possible;*
- ▶ *Established at the earliest practicable possible stage of a development proposal;*
- ▶ *Tailored to particular local circumstances; and*
- ▶ *Brought forward through collaborative ongoing working between the Local Planning Authority/Transport Authority, transport operators, Rail Network Operators, Highways Agency where there may be implications for the strategic road network and other relevant bodies. Engaging communities and local businesses in Travel Plans, Transport Assessments and Statements can be beneficial in positively supporting higher levels of walking and cycling (which in turn can encourage greater social inclusion, community cohesion and healthier communities)."*

### **Good Practice Guidelines – Delivering Travel Plans through the Planning Process (2009)**

- 2.6 Whilst the document 'Good Practice Guidelines – Delivering Travel Plans through the Planning Process' has been superseded by the Planning Practice Guidance referred to above, it is referenced here as it provides useful information on the processes involved in the preparation of Travel Plans.
- 2.7 The guidelines also cite thresholds from the document 'Guidance on Transport Assessment' for when a Travel Plan should be required. Furthermore, the guidelines provide advice for the design and content of Travel Plans with the following key messages:
- ▶ *"The Travel Plan should take the form of a single integrated document containing all key information;*
  - ▶ *Each site is unique, so will be each travel plan: it needs to reflect the activity and its location;*
  - ▶ *Different travel plans are needed for different types of development;*
  - ▶ *Establish clear agreed objectives and outcomes specific to the site through early discussions on the Travel Plan;*
  - ▶ *Link the measures proposed and the targets to the outcomes required;*
  - ▶ *The Travel Plan should contain 'hard' and 'soft' measures together in a complementary way where explicit measures are included;*
  - ▶ *All parties need to ensure that the outcomes are stretching but realistic and the measures are deliverable;*
  - ▶ *The Travel Plan should consider both 'stick and carrot' measures; and,*
  - ▶ *All parties should ensure that the implementation, monitoring and management aspects are fully addressed in the Travel Plan."*

### **Regional Policy**

#### **Surrey County Council - Travel plans good practice guide (July 2010)**

- 2.8 The Good Practice Guide provides a recommended structure for Travel Plans and provides guidance on appropriate measures for different types of development. The guidance defines a Travel Plan as;
- "A strategy for managing access to a larger site, particularly by sustainable modes and reducing the need to travel, in order to deliver trip rate or modal share targets set in a Transport Assessment. Compulsory monitoring and submission of results to Local Authority is standard for development required travel plans"*

### **Local Policy**

#### **Guildford Borough Council Local Plan Saved Policies (2003)**

- 2.9 The Local Plan for Guildford Borough Council (GBC) was adopted in January 2003 setting out the planning framework for the region until 2006. In 2007, the Secretary of State for Communities and Local Government gave a direction that Local Plan policies are saved and remain in effect, with exception of a few policies.
- 2.10 The detailed objectives of the Local Plan relating to movement are:
- 1. To minimise the impact of traffic on the environment generated by new development;*
  - 2. To concentrate major new development in locations accessible by means other than the private car;*
  - 3. To manage the availability of car parking provision to discourage reliance on the car especially for journeys to work;*

4. *To give priority to development which encourages walking, cycling and public transport;*
5. *To encourage improvements to public transport;*
6. *To improve accessibility for non-car users and people with disabilities."*
- 2.11 With regard to parking provision, Policy G1 (1) outlines that parking must be provided in accordance with parking policy and parking standards. No specific parking standards are outlined for Public Gardens such as RHS Wisley and as such parking provision should be assessed on its own merits. This is in accordance with Surrey County Council's Vehicular and Cycle Parking Guidance document dated January 2012.
- 2.12 Policy G13 outlines that major travel generating developments will need to be complemented by a Green Travel Plan. It is stated that:
- "The Green Travel Plan will help to address a particular local traffic problem associated with a planning application, which might otherwise have to be refused on local traffic grounds."*
- 2.13 With regard to the provision for buses, Policy M4 states that:
- "Major new development shall be designed to allow access and, where appropriate, give priority to bus services."*
- 2.14 Policy M6, relates to the provision for cyclists and pedestrians and outlines that:
- "Major travel generating development, including residential developments, will be expected to make provision for cyclists and link with existing and planned routes. All new developments will be expected to make provision for cycle parking in accordance with the standards.*
- Major new development will not be permitted where it interrupts established or proposed cycle routes.*
- Permission will not be granted that would prejudice established or proposed pedestrian routes or pedestrian priority schemes."*
- Guildford Borough Council Draft Local Plan (2014)**
- 2.15 The Draft Local Plan was submitted for consultation in July 2014 and once adopted will form the basis against which planning applications will be assessed in the future. The Draft Local Plan also sets out the identified need and location for housing, employment, supporting infrastructure and environmental policies for the borough up to 2031.
- 2.16 Policy 18 of the Draft Local Plan relates to sustainable transport for new developments:
- "We expect that new developments will contribute to the enhancement and delivery of an integrated and accessible transport system to facilitate sustainable development and prosperity.*
1. *We will expect new developments to:*
- a) *Provide high-quality, safe and direct routes within permeable layouts that strengthen, facilitate and encourage short distance trips by walking and cycling;*
  - b) *Provide secure, accessible and convenient cycle parking;*
  - c) *Protect, enhance and improve existing cycle and walking routes, to ensure the effectiveness and amenity of these routes;*
  - d) *Secure appropriate improvements to public and community transport, including infrastructure and park and ride requirements;*
  - e) *Provide off-street vehicular parking for both residential and non-residential developments at a level commensurate to the Vehicular Parking Standards Supplementary Planning Document;*
  - f) *Facilitate the use of ultra-low emission vehicles; and,*

- g) Protect from development the route of the proposed sustainable movement corridor in the town of Guildford.*
- 2. We will expect new developments to demonstrate adequate provision to mitigate the likely impacts, including cumulative impacts, of the proposals on the performance of the Local Road Network and Strategic Road Network. This provision should include the mitigation of environmental impacts, such as noise and pollution, and impact on amenity and health. This will be achieved through direct improvements and/or Section 106 contributions and/or the Community Infrastructure Levy (CIL), to address transport impacts in the wider area including across the borough boundary.*
- 3. We will expect new larger developments, defined as:*
- ▶ 20 or more dwellings or 0.5 hectares or more for residential development, and/or*
  - ▶ One or more hectares for other development*

*To demonstrate that they have maximised the opportunities for sustainable travel and will make adequate provision to mitigate the likely impacts through provision of a Transport Assessment and a Travel Plan. All other developments will be required to submit a Transport Statement.”*

### **Travel Plan Objectives**

2.17 The principle objectives of the Travel Plan have been drafted to reflect relevant policy and guidance. These are set out below:

- ▶ To promote awareness of transport issues and the impact of traffic on the local environment;
- ▶ To reduce traffic generated by the development;
- ▶ To promote travel by Public Transport;
- ▶ To promote walking and cycling as a health benefit to staff and visitors;
- ▶ To promote greater participation in transport related projects throughout the area; and
- ▶ To reduce car dependency.

### **Means of Achieving Objectives**

2.18 The Travel Plan is a strategy for implementing change in staff travel patterns and promote the use of sustainable transport to customers and visitors. The main objective of the Plan is a reduction in private car mileage in favour of more sustainable modes of travel. This objective reflects, and is intended to achieve, current Government and local policy in respect of transport.

## 3.0 Baseline Conditions

### Site Description

- 3.1 The Royal Horticultural Society's Gardens, Wisley are located adjacent to the A3 just to the south of Wisley village, approximately 1.5 kilometres west of Junction 10 of the M25. The site falls within the administrative boundaries of Surrey County Council (SCC) and Guildford Borough Council (GBC). The location of the site is shown in **Figure 3.1**.
- 3.2 The gardens were given to the Royal Horticultural Society (RHS) in 1903 and, at that time, only 60 acres of the estate was cultivated as garden and the remainder was wooded farmland. The site now comprises of over 240 acres of gardens and attracts approximately 1 million paying visitors per year. The site includes several glass houses, formal and informal gardens, a plant centre, a visitor centre, an extensive arboretum and a laboratory for both scientific research and training.
- 3.3 The busiest period with regard to visitors to the site is during the summer months. However, the site also hosts a number of large events throughout the year such as the Flower Show and the Butterfly Show which can attract between 6000 and 10,000 visitors per day.
- 3.4 RHS Wisley employs approximately 400 permanent staff who work a variety of shift patterns and approximately 200 volunteers each of which work one day per week (excluding weekends).

### Site Accessibility by Sustainable Modes

#### Accessibility by Foot and Cycle

- 3.5 RHS Wisley is accessible by foot via a public footpath (Footpath 6) which runs on a north to south alignment through RHS Wisley Gardens, adjacent to the front of house. The footpath connects to the north with further footpaths which provide access to Wisley Village and Byfleet. The footpath continues to the south of the gardens across a footbridge over the A3 and provides access to the village of Ockham, Wisley Airfield and further residential areas to the south of the A3. Pedestrian access from the overflow car parks is provided to the gardens via a pedestrian access to the north of the site.
- 3.6 The Sustrans interactive cycle route map highlights that local off-road cycle routes are available along both sides of the A3 adjacent to RHS Wisley Gardens and Wisley Common. These cycle routes provide access to the Ockham Interchange and from there to roads which provide access to the residential areas of Ockham, Ripley and Horsley.
- 3.7 The existing pedestrian and cycle routes in the vicinity of the site are shown in **Figure 3.2**.

#### Accessibility by Train

- 3.8 The closest station to the site is West Byfleet, which is located approximately 6 kilometres north of the gardens. West Byfleet station is operated by South West Trains and is served by regular trains to destinations such as London Waterloo, Guildford, Woking, Alton and Clapham Junction.
- 3.9 Horsley train station is located approximately 6 kilometres southeast of the site and is served by trains twice per hour to London Waterloo via Oxshott and Surbiton, twice per hour to London Waterloo via Epsom and Leatherhead and four times per hour to Guildford.
- 3.10 Further services to destinations such as Portsmouth Harbour, Yeovil Junction, Exeter St David's and Guildford are provided from Woking station which is located approximately 10 kilometres northwest of the site.

#### Accessibility by Bus

- 3.11 The nearest bus stops to the site are located on the eastbound and westbound carriageways of the A3 immediately south of the site. These bus stops are served by the 515 service which runs between Guildford and Kingston once per hour Monday-Sunday. A bus timetable is attached at **Appendix A**.

- 3.12 The bus stops are accessible via Footpath 6, which runs on a north to south alignment through Wisley Gardens. The westbound bus stop on the A3 is accessible by the pedestrian footbridge over the A3.
- 3.13 During the Flower Show, a shuttle bus operated by RHS Wisley runs between the site and Horsley train station. The shuttle bus transports approximately 200 people per day between Horsley station and the gardens. The shuttle bus runs to and from Horsley station as opposed to West Byfleet station as access to West Byfleet station via Wisley Lane has a weight restriction of 7.5T Maximum Vehicle Weight at the bridge across the River Wey.
- 3.14 RHS Wisley is actively seeking ways in which to increase the number of visitors using the shuttle bus service and to operate it throughout the summer season and during other high attendance events as necessary. RHS Wisley is also currently engaged in conversations with the bus operator Abellio and Woking Borough Council with regard to the possibility of routing the northbound 515 service through RHS Wisley.

### Local Highway Network

- 3.15 The site is bound to the south by the A3, to the east by Wisley Lane and Wisley Common, to the west by Mill Lane and to the north by the River Wey Navigation and The Wisley Golf Club.
- 3.16 Vehicular access to the site is provided from Wisley Lane, a single carriageway road subject to a 40mph speed limit in the vicinity of the site. Wisley Lane provides access to Wisley Village to the north and to the A3 to the south. Access onto the A3 is provided via a slip road junction onto the eastbound carriageway of the A3.
- 3.17 To the east, the A3 provides access to southeast London including the areas of Richmond and Twickenham. The A3 to the north of the site also provides access to Junction 10 of the M25.
- 3.18 Vehicles approaching the site from the westbound carriageway of the A3 (or from the M25) are required to travel westbound past the site, leaving the A3 at the Ockham Interchange and re-join the A3 travelling eastbound to access Wisley Lane.
- 3.19 Mill Lane to the west of the site provides access to the Wisley Golf Club and to a service access to the RHS Wisley Gardens. Mill Lane is lightly trafficked and is predominantly used by visitors to the Golf Club.

### Vehicle Access Arrangements

- 3.20 Vehicular access to the main site car park is provided from Wisley Lane, approximately 100 metres north of the junction between the A3 and Wisley Lane. Immediately inside the entrance to the site, visitors bear right onto an internal access road which runs parallel to Wisley Lane and provides access to the three car parks located adjacent to the main visitor entrance to the gardens. Visitors leave the site via the central point of access from the car parks onto Wisley Lane, which operates two-lanes outbound only. The site access and egress routes are shown in **Figure 3.3**.
- 3.21 The site has two overflow car parks which are located to the north of the site, both take access from Wisley Lane via Wisley Village. The use of these car parks is restricted by planning condition to 28 days per year.

### Parking

#### Visitor and Staff Parking

- 3.22 The site has three main car parks which are located to the west of Wisley Lane. These car parks provide approximately 1,400 spaces and are accessible via the southern point of access from Wisley Lane. The majority of car parking is provided on an informal gravel surface with no defined parking bays. A total of 37 marked spaces are provided for use by disabled users adjacent to the front of house and 4 spaces are fitted with electric vehicle charging points. The existing layout of the car park with the approximate location of parking bays is attached at **Appendix B**.

- 3.23 A signed staff parking area is located adjacent to the café/restaurant which has space for approximately 74 vehicles. This area is only designated for staff use Monday-Friday and as such is available for use by both staff and visitors over the weekend as staff numbers over the weekend are typically lower.
- 3.24 Overspill parking for the site is provided on two pieces of land (car park 4 and 5) to the northeast of the site as shown in **Figure 3.4** which have capacity for approximately 1,000 and 1,500 cars respectively. The use of these car parks is restricted by planning condition to 28 days per year. It is understood that the use of the overspill car parks generally only occurs when large events such as the Flower Show are held at the site.
- 3.25 On busy event days, car park attendants (Topher) are employed to ensure that the car parks are used as effectively as possible. The car parking is managed so that when the main car park becomes 50% full, cars are also directed towards the overflow car park. Topher staff direct visitors directly to available spaces to as to ensure that vehicles are parked as quickly as possible limiting the number of vehicles queueing to access the main car park and therefore preventing queues building up on the A3.

#### **Coach Parking**

- 3.26 Coach parking for 19 coaches is provided adjacent to the main pedestrian entrance to the Gardens. Access to the coach parking area is provided directly from the access road and coaches leave the site via the car park 1 exit route. The RHS advises that the existing provision of coach parking in the main car park significantly exceeds demand on all but the busiest event days, approximately 6 days per year, when coaches will park on site and within overflow car park 4.

#### **Cycle Parking**

- 3.27 Cycle parking for visitors is provided in a dedicated area adjacent to the front of house providing cycle parking for approximately 12 cycles. Cycle parking for approximately 20 cycles is provided within the site for use by RHS Wisley staff.

## 4.0 Development Proposals

- 4.1 The development proposals are described in section 1 of this report. Further detail in relation to the transport aspects of the development proposals are provided in this section.

### Parking

#### Visitor Parking

- 4.2 The main car park has been rationalised to provide a total of 1,484 spaces. Of the 1,484 spaces, 79 spaces will be available for use by disabled users which will be located adjacent to the front of house. It is also proposed that 3 click and collect bays will be provided to the north of the Plant Centre and a pick up drop off point for cars and taxis provided, with capacity for 3 cars. To enable visitors to park efficiently in the car park, unsurfaced areas that will not have white lines demarcating parking bays, will have white vertical wooden posts located at the far end of the bay to define the parking space.
- 4.3 The reconfigured car park proposes the closure of the existing access point to car park 1 to all vehicles. Cars wishing to enter car park 1 will now pass along the next aisle to the north and either turn left to enter car park 1, or right to enter Car Park 2. Cars leaving car park 1 will do so by way of existing accesses at the southern end of the car park. This change seeks to address congestion that can occur at the existing access to car park 1.
- 4.4 The new front of house proposals result in the entrance to the gardens being located further north, which provides better access to the gardens from Car Park 2. This car park has numerous points of access from the main car park aisle, which will enable cars to quickly access and egress all areas of that car park.
- 4.5 The proposed layout of the car park is provided at **Appendix C**.
- 4.6 The provision of 4 electric vehicle charging points is considered adequate to meet the current demand for electric vehicle parking at RHS Wisley. The demand for electric vehicle charging points will be monitored as part of the Travel Plan and the provision increased as appropriate.
- 4.7 Overspill car parking will continue to be provided as per the existing arrangement, and in accordance with the 28 day limit, within designated land to the north of the site.
- 4.8 During event days, some vehicles will be permitted to exit the main car park via the concrete service road so as to reduce congestion at the main car park exit when high volumes of people are leaving the site.
- 4.9 The reconfiguration includes the retention of an existing bus stop off the car park access road. This stop is not currently used although RHS Wisley is currently engaging with local bus companies with regard to the possibility of running a bus service through the site.

#### Staff Parking

- 4.10 It is proposed that the existing staff parking area within the main car park will be relocated to the southwest of the site with access provided via the existing service access from Mill Lane. The proposed staff car park does not form a part of this planning submission and will be the subject of a separate planning application. The location of the new staff car parking area is shown in **Figure 4.1**.
- 4.11 It is proposed that a total of 74 staff car parking spaces will be provided within the Mill Lane car park which will be allocated preferentially to staff who work at the Hilltop, the Mill Lane machinery yard and those who drive the site via Ockham Road North or Portsmouth Road. Any staff who would normally access the site from Wisley Lane and the remaining staff who are not allocated a parking space within the Mill Lane car park will still be permitted to park within the main car park. This allocation of parking is proposed so as to limit any unnecessary trips on the A3 and M25.

### Coach Parking

- 4.12 The development proposals include the reduction in capacity of the existing coach park to 11 coaches, which will park at the northern tip of the car park. A new pick up/drop off area will be located adjacent in car park 2, adjacent to the new plant centre. As noted, the existing coach parking area is underutilised for the vast majority of the time and the RHS considers that the provision of parking for 11 coaches on site would accommodate masterplan visitor numbers, allowing for an increase in the percentage of visitors travelling by coach, on all but the busiest event days. On these busy event days, additional coach parking will continue to be provided for in overflow car park 4. So as to minimise movement of large vehicles on these event days, any coaches dropping off on site before travelling to park car park 4, will leave using the concrete road, which can be accessed directly from the main car park. This route is shown on the plan provided at **Appendix C**.

### Cycle Parking

- 4.13 The RHS will actively seek to increase the proportion of visitor trips by cycle and therefore, cycle parking for visitors is proposed to increase to a maximum of 30 stands, sufficient for 60 cycles. These stands will be located close to The Barn, near to the southern boundary of car park 1. The use of these spaces will be monitored through the Travel Plan and additional spaces provided where necessary.
- 4.14 Based on the data extracted from the staff travel survey, it has been calculated that approximately 4.1% of staff cycle to the site each day. As such, it is considered that a provision of 40 secure cycle parking spaces (10% of permanent staff) will be sufficient to meet the likely demand for parking associated with staff. These spaces will be provided in secure shelters inside and outside of the garden and the demand monitored through the Travel Plan and provision increased as necessary.

### Service Vehicle Access and Routes

- 4.15 The main service vehicle area following implementation of the front of house proposals will be located at the end of the concrete road to the north of the site. The concrete road is narrow and tree lined and so as to minimise traffic flows along it, it is proposed that access to the new service area will be taken from a new route around the perimeter of the car park. Service vehicles will leave the service area via the concrete road. The new service area will be utilised by a range of vehicles including articulated and draw-bar heavy goods vehicles (HGVs). Swept path analysis demonstrating articulated and draw-bar HGVs accessing the proposed service yard is attached at **Appendix H**. Deliveries will be scheduled so as to avoid HGVs arriving at the site during peak periods. On event days, no deliveries will be scheduled.
- 4.16 The Hilltop will typically be serviced by light vans that will deliver to the café facilities proposed at this location. It is proposed that service access will be via a track leading to the Hilltop from the existing access from Mill Lane. This route in part follows the alignment of an existing track that passes through the site, which is used by vehicles that currently access the Hilltop from the south. This service track will be the subject of a separate planning application, which will be submitted shortly.
- 4.17 On occasion, events will be held at the Hilltop and this could make it necessary for a rigid HGV to access the Hilltop. It is proposed that the track will be constructed to accommodate large vehicles once the Hilltop is operational (and by construction vehicles during development work) whilst having the appearance of a rural track rather than a road. Vans of up to 8 metres in length (7.5 Tonnes) will also need to access laboratory facilities on the east side of the building. Access will be via the existing access route from the Barn, then along the eastern side of the building where a turning head will be provided. The proposed service vehicle routes are shown in **Figure 4.2**.

### Pedestrian and Cycle Routes

- 4.18 It is proposed that 'Footpath 7' which currently runs adjacent to the front of house is relocated as shown in the site plan attached at **Appendix C**. Access to the front of house for coach passengers will be provided via footpath 7.

- 
- 4.19 Pedestrian access to the main gardens from the overflow car parks will continue to be provided through the gardens themselves as is the case at present.

## 5.0 Baseline Staff and Visitor Travel Habits

### Visitor Travel Habits

- 5.1 The RHS Gardens, Wisley is open all year round and currently attracts approximately 1 million visitors per year. Data provided by RHS Wisley indicates that summer is the busiest time of the year in terms of visitor numbers, attracting 40% of the annual visitors to the site. The remaining visitors are split as follows: 32% in spring, 19% in autumn and 9% in winter. The gardens also host a number of large events which can attract circa 10,000 visitors per day.
- 5.2 Data provided by RHS Wisley indicates that 94% of visitors arrive at the site by car, 3% arriving at the site by coach, bus or minibuss and 2% of visitors arriving by other means of transport. The data also indicates that 6% of people arrive alone, 59% are a party of two, 13% a party of three, 10% a party of four and 12% a party of 5+ (which includes bus or coach), which has been illustrated in Chart 5.1 below. Based upon data provided it has been calculated that the average car occupancy is 2.25 people per car.

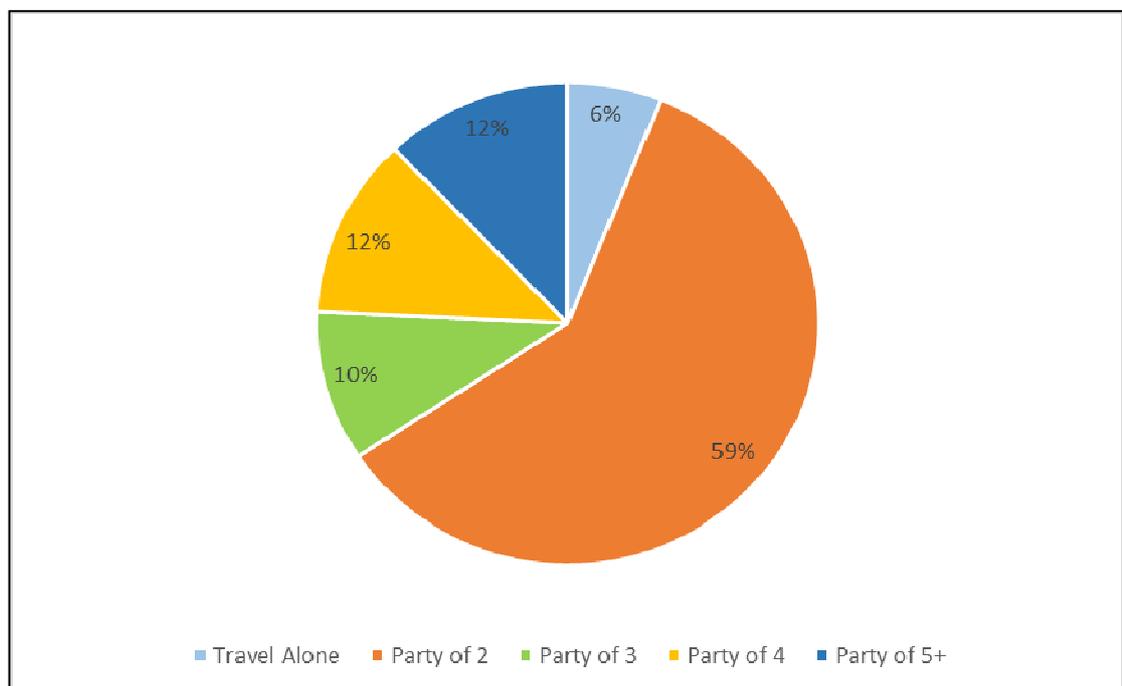


Chart 5.1 – Vehicle occupancy rates of visitors who Travel to RHS Gardens, Wisley

- 5.3 The development proposals aim to increase the annual visitor attraction of the site from approximately 1 million visitors per annum to 1.4 million visitors per annum over the 10 year masterplan period. Based on the calculations presented within the Transport Assessment, it is predicted that in the future, during the peak month of April, the site could attract approximately 6,044 visitors on a weekday. On a Sunday, the site could attract approximately 7,382 visitors.
- 5.4 Based on the modal split data presented above and the arrival and departure profiles as presented in the Transport Assessment a predicted vehicular trip generation of visitors to the site has been calculated and is presented in Table 5.1.

| Time Period        | Vehicle Trips – 1.4 Million Visitors per Year |              |              |              |              |              |
|--------------------|---|--------------|--------------|--------------|--------------|--------------|
|                    | Wednesday                                     |              | Saturday     |              | Sunday       |              |
|                    | Inbound                                       | Outbound     | Inbound      | Outbound     | Inbound      | Outbound     |
| 09:00-10:00        | 146   | 26           | 243          | 21           | 326          | 9            |
| 10:00-11:00        | 678   | 63           | 444          | 51           | 573          | 53           |
| 11:00-12:00        | 542   | 151          | 409          | 132          | 600          | 186          |
| 12:00-13:00        | 372   | 279          | 344          | 199          | 509          | 317          |
| 13:00-14:00        | 297   | 365          | 317          | 228          | 455          | 362          |
| 14:00-15:00        | 290   | 444          | 386          | 290          | 434          | 446          |
| 15:00-16:00        | 193   | 504          | 232          | 388          | 228          | 484          |
| 16:00-17:00        | 90  | 430          | 110          | 495          | 82           | 587          |
| 17:00-18:00        | 32  | 248          | 67           | 481          | 20           | 542          |
| 18:00-19:00        | 7   | 135          | 22           | 288          | 4            | 246          |
| <b>09:00-19:00</b> | <b>2,646</b>                                  | <b>2,646</b> | <b>2,574</b> | <b>2,574</b> | <b>3,232</b> | <b>3,232</b> |

Table 5.1 – Predicted Total Two-way Vehicle Trips – 1.4 million visitors per year - April

- 5.5 Data provided by RHS Wisley indicates that approximately 85% of visitors to the site are members of RHS Wisley Gardens. Data provided by RHS Wisley indicates that the 68% of members come from the Guildford and Kingston-upon-Thames postcode areas (36% and 32% respectively). A further 4% visit from the Redhill (RH) postcode area, 4% from the southwest London (SW) postcode area, 4% from the Twickenham (TW) postcode area and 7% from the remainder of London. The remaining 13% come from the rest of the UK.

### Staff Travel Habits and Travel Survey Results

- 5.6 It is considered that approximately 35 new jobs will be created at RHS Wisley as part of the development proposals. Based on the calculations presented within the Transport Assessment, it is considered that during the busy summer months the site could have up to 290 staff on site each weekday, with fewer at weekends.
- 5.7 A staff travel survey took place at RHS Gardens from late November to early December in 2015, which received in excess of 250 respondents. A summary of the modal split of RHS Wisley staff is provided in Table 5.2 whilst a summary of survey results is attached at [Appendix D](#).

| Mode of Travel   | Modal Split | Future Staff Numbers by Mode |
|--|-------------|------------------------------|
| Car driver (alone)   | 87.0%       | 252                          |
| Car driver with passenger (car sharing with RHS Colleague) | 2%          | 6                            |
| Car driver with passenger (car sharing with someone else)  | 0.8%        | 2                            |
| Car passenger (car sharing with RHS colleague)             | 1.2%        | 3                            |
| Car passenger (car sharing with someone else)              | 1.2%        | 3                            |
| Bicycle  | 4.1%        | 12                           |
| Motorcycle   | 0.4%        | 1                            |
| Walk   | 0.8%        | 2                            |
| Bus  | 1.6%        | 5                            |
| Train  | 0.8         | 2                            |
| <b>Total</b>   | <b>100%</b> | <b>290</b>                   |

Table 5.2 – Staff Modal Split and Future Summer Staff Numbers by Mode

- 5.8 The postcode data indicates that 44% of RHS Wisley's staff live within the Guildford (GU) postcode area and 27% within the Kingston (KT) postcode area. Approximately 4% of staff live in Wisley village.

- 5.9 Staff at RHS Wisley work a variety of shift patterns which vary dependent on the day and season however information extracted from the travel survey relating to the 'normal' arrival and departure times of staff has been used to determine an arrival and departure profile for staff. A summary of the arrival and departure profiles is provided in Table 5.3.

| Arrival Time  | Arrival Profile | Total Person Trips | Departure Time | Departure Profile | Total Person Trips |
|---------------|-----------------|--------------------|----------------|-------------------|--------------------|
| Before 7:30   | 18.6%           | 54                 | Before 16:00   | 13.0%             | 38                 |
| 07:30 - 08:00 | 13.4%           | 39                 | 16:00 - 16:30  | 30.0%             | 87                 |
| 08:00 - 08:30 | 19.0%           | 55                 | 16:30 - 17:00  | 8.9%              | 26                 |
| 08:30 - 09:00 | 19.4%           | 56                 | 17:00 - 17:30  | 29.6%             | 86                 |
| 09:00-09:30   | 13.0%           | 38                 | 17:30 - 18:00  | 12.6%             | 37                 |
| After 09:30   | 16.6%           | 48                 | 18:00 - 18:30  | 3.2%              | 9                  |
|               |                 |                    | After 18:30    | 2.8%              | 8                  |
| <b>Total</b>  | <b>100%</b>     | <b>290</b>         | <b>Total</b>   | <b>100%</b>       | <b>290</b>         |

Table 5.3 – Staff Arrival and Departure Profiles and Total Person Trips

- 5.10 The staff survey highlighted a proportion of staff that would be interested in sustainable travel schemes if incentivised by RHS Wisley. A total of 57% of respondents would be interested in a shuttle bus from a local railway station, 35% in a work based car share group if RHS Wisley were to help organise it and another 35% in on site showers and clothes drying facilities, so that they could walk and cycle to work and 17% of staff would be interested in the VAT free bicycle purchase through the government cycle2work scheme.

## 6.0 Travel Plan Coordinator

6.1 RHS Wisley has appointed a Travel Plan Coordinator (TPC). The duties of the TPC will be permanent and the site management will be committed to ensuring that there are sufficient resources available to the individual so as to be able to fulfil the role. The contact details of the TPC are provided below:

Name: Stephanie Fudge – Head of Site

Email address: stephaniefudge@rhs.org.uk

6.2 The TPC will be responsible for the administration of the Travel Plan, implementation of measures, for consultation with staff and for promoting the Travel Plan. The TPC will be assisted by the Green Team, an internal group at Wisley brought together from the breadth of divisions at Wisley to focus on sustainability and therefore reduction of negative impact of operating the site. The group look at social, economic and environmental impacts. They are both creative and operationally focused and look at practical ways to reduce things like energy and water consumption, waste reduction, composting and recycling as well as raising awareness amongst visitors and staff who are naturally motivated to work and visit by the beauty of the Wisley environment. They are united by the drive to make Wisley as green a place as it can be. Guildford Borough Council will be informed in the event of a change of personnel.

6.3 The main responsibilities of the TPC will be:

- ▶ To lead in the implementation of the Travel Plan;
- ▶ To have responsibility for raising awareness of and increasing the uptake of sustainable transport;
- ▶ To implement and promote schemes which aim to reduce the use of the private car;
- ▶ To organise and promote Travel Plan related publicity and awareness events such as Bike Week, Liftshare Week and National Walking Month;
- ▶ To act as the point of contact within the organisation for anyone requiring transport advice or information;
- ▶ To conduct travel surveys to establish how staff and visitors travel to the site and why they travel the way they do;
- ▶ To be responsible for keeping the Travel Plan document up-to-date, including preparation of monitoring reports;
- ▶ To work to improve on site facilities for those who choose to come by sustainable transport; and,
- ▶ To proactively manage visitor travel patterns through influencing the arrivals / departures of visitors during peak periods in order to minimise the impact on the local highway network.

### *Consultation*

6.4 The success of the Plan will rely on the support of the staff and senior management. The TPC will work with site management regarding issues relating to the Travel Plan. The role will also involve liaising with outside bodies, including public transport operators and the Local Authorities.

### *Marketing and Communications*

6.5 The TPC will be actively involved in the promotion of the Travel Plan and will make staff aware of its existence. This will be done by the following means:

- ▶ All new permanent and seasonal staff will be given an induction on the commencement of employment. They will be informed of the existence of the Travel Plan and opportunities for sustainable travel. The details of the Plan, its objectives in enhancing the environment and the role of individuals in achieving the objectives of the Plan will be explained to employees;

- ▶ Details of the TPC will be advertised on notice boards so that new employees and visitors know who to contact if they wish to discuss specific matters. The notice boards may also be used to publicise travel related events, facilities, timetables. Notice boards will also display useful information relating to travel to and from the site such as local walking and cycling routes and public transport; and,
- ▶ The RHS website will provide a summary of bus, train and coach services that provide access to the gardens. It will be maintained so as to ensure that information about all of the various modes of transport is available to visitors. Details of relevant on-site facilities including electric vehicle charging points and cycle parking provision will also be promoted.

#### *Updating*

- 6.6 The Travel Plan is a strategy for the indefinite future and as such will evolve over time. Although the objectives of the Plan will not change, it may be possible to refine the targets and amend the measures set out herein. The Travel Plan will be updated in consultation with the Travel Plan Officers at Guildford Borough Council.
- 6.7 The ongoing monitoring programme and in particular the annual review (outlined in Section 9) will provide updated information that will allow the Plan to be revised, refined, improved and updated.

## 7.0 Travel Plan Measures

7.1 This section of the Travel Plan outlines the specific physical and management measures to be implemented by the Travel Plan Coordinator. The initiatives outlined below are designed to be suitable for review and monitoring. The list is not exhaustive and the Travel Plan Coordinator will be free to investigate other potential initiatives that are suitable for achieving the Travel Plan objectives.

### Travel Information Packs

7.2 The TPC will prepare Travel Information Packs for staff which will be issued to all existing staff and will be issued to all new staff on the commencement of employment. The Travel Information Pack will contain up to date details of the walking and cycling routes in the vicinity of the site, details of car sharing schemes, train and bus time tables. The Pack will also include details relating to the health benefits of walking and cycling to work. The Travel Information Pack will also contain contact details of the Travel Plan Coordinator.

7.3 Travel Information Packs will also be prepared for and circulated to RHS Wisley Members and up to date travel information will be made available to staff and visitors via the RHS Wisley website.

### Personalised Travel Planning

7.4 The TPC will offer a personalised travel planning service for all staff. The TPC will be able to draw on advice from journey planning websites such as nationalrail.co.uk and traveline.info. Personalised travel planning will help to achieve the objective of reducing the number of staff single occupancy trips to and from the site.

### Travel Information Notice Boards

7.5 Notice boards within public and staff areas will display public transport, walking and cycling information, including maps, Travel Plan Coordinator contact details and other relevant information. The TPC will be responsible for updating the information on the notice board regularly.

7.6 The TPC will also investigate the possibility of providing digital notice boards on site providing details of real-time traffic information on the A3 and M25.

### Car Sharing

7.7 Car sharing represents a relatively convenient form of travel. It is considered that there is significant potential to reduce the total private mileage of staff by promoting car sharing. Car sharing will be promoted via notice boards placed in staff areas through the personalised travel planning service to achieve the objective of greater participation in car sharing by staff.

- ▶ The results of the staff travel survey indicate that 35% of the staff would be interested in a work base car share group;
- ▶ Car share websites such as [surrey.liftshare.com](http://surrey.liftshare.com) will be promoted to staff and RHS Wisley members. Liftshare is the UK's largest car share database with around 300,000 registered members. Liftshare operates over 1,200 car share schemes around the UK and it is typical for 45% of registered members to be part of a car share group which regularly travel together. The service is free to sign up to and provides the opportunity for staff to search for potential car sharing partners in their locality. The service enables a private group to be set up that only staff would be able to join and the TPC will investigate the viability of using this facility to set up a members group;
- ▶ The TPC will make staff and RHS Wisley members aware of and promote participation in 'National Lift Share Week' which takes place annually in October; and,
- ▶ The TPC will investigate ways in which to encourage use of car sharing by staff and visitors.

### Electric Vehicle Charging Points

- 7.8 A total of 4 electric vehicle charging points are provided on site. Staff and visitors to the site will be made aware of this provision through travel leaflets, notice boards and the RHS Wisley website and intranet. The benefits of using electric vehicles will also be promoted. The demand for electric vehicle charging points will be monitored by the TPC and provision increased if necessary.

### Public Transport

- 7.9 Many of the respondents who completed the staff survey highlighted the lack of alternative modes of transport from the car and were unhappy with the bus services around the site, saying they were infrequent or unreliable. Train travel also poses a good alternative, however it is not being utilised to its capacity, with only 2 out of the 251 respondents travelling by train, but finding travel to and from stations difficult and expensive. The staff survey highlights that 57% of respondents would be interested in a shuttle bus from a local railway station if RHS were to provide one.

- ▶ RHS Wisley is actively progressing measures to increase the number of visitors using the shuttle bus service from Horsley train station and to operate it to cater for other high attendance events as necessary. RHS Wisley is also actively seeking ways to provide a rail shuttle service which will operate permanently;
- ▶ To continue to provide an 'accessible' bus service from Woking Station during the Flower Show;
- ▶ Discounted tickets will be provided to visitors that travel to the site by public transport, bicycle or on foot;
- ▶ The TPC will investigate ways in which to incentivise sustainable travel to the site by members who do not pay to enter the site;
- ▶ Provide up-to-date details of bus and train services which will be displayed on staff information notice boards;
- ▶ Staff will be made aware of journey planning websites such as [nationalrail.co.uk](http://nationalrail.co.uk) and [traveline.info](http://traveline.info);
- ▶ The TPC will monitor the use of public transport by staff;
- ▶ The TPC will investigate the potential for staff benefits such as season ticket loans;
- ▶ The TPC will continue discussions with the bus operator Abellio and Woking Borough Council with regard routing bus service 515 through RHS Wisley;
- ▶ The TPC will investigate the possibility of providing a park and ride scheme; and,
- ▶ The TPC will encourage large groups such as schools to travel via coach.

### Cycling

- 7.10 Cycling is a cheap, quick and sustainable mode of transport that also provides benefits for personal health as well as reducing road congestion. The RHS will actively seek to increase the proportion of visitor trips by cycle and therefore, cycle parking for visitors is proposed to increase to a maximum of 30 stands, sufficient for 60 cycles. These stands will be located in the Barn development area, adjacent to the southern boundary of car park 1. The use of these spaces will be monitored through the Travel Plan and additional spaces provided where necessary.
- 7.11 Based on the data extracted from the staff travel survey, it has been calculated that approximately 4.1% of staff cycle to the site each day. As such, it is considered that a provision of 40 secure cycle parking spaces (10% of permanent staff) will be sufficient to meet the likely demand for parking associated with staff. These spaces will be provided in secure shelters inside and outside of the garden and the demand monitored through the Travel Plan and provision increased as necessary.
- ▶ The demand for staff and visitor cycle parking will be monitored by the TPC;

- ▶ The TPC will encourage staff to participate in annual events such as 'Cycle to Work Week';
- ▶ The TPC will continue to make cycles available to staff under the Cycle2Work tax relief scheme;
- ▶ Staff and visitors will be made aware of the health benefits associated with cycling;
- ▶ Staff and visitors will be provided with information and advice concerning safe cycle routes to and from the site, with indicative cycling distances and journey times shown; and,
- ▶ The TPC will investigate ways to increase the provision of shower and locker facilities for staff.

### Walking

- 7.12 Walking will be promoted to staff and members as a healthy and inexpensive means by which to travel. In order to encourage travel to the site on foot:
- ▶ Conditions for pedestrians will be examined through discussion with staff and visitors to determine whether improvements would encourage walking as a mode of transport. Feedback would be provided from the Travel Plan Coordinator and passed onto the Council;
  - ▶ Promotional information will be produced (i.e. leaflets/website, etc.) advising staff, and visitors, of safe pedestrian routes to and from the site with indicative walking distances and time shown; and,
  - ▶ Staff and visitors will be made aware of the associated health benefits of walking.

### Other Measures

- 7.13 Throughout the year, the Travel Plan Coordinator will promote a number of national sustainable travel events such as National Walking Month/Walk to Work Week, Green Transport Week, Bike Week, Car Free Day, Liftshare Week and Commute Smart Week.
- 7.14 The TPC will investigate the potential merit of flexible working hours and home working to enable staff to avoid travelling during peak hour periods and to reduce the need to travel. The TPC will also promote the benefits of conference calling to reduce the need to travel for meetings.
- 7.15 The TPC will also investigate the possibility of increasing the use of tele-conferencing so as to reduce the need to travel between sites and to allow some staff to work regularly from home.
- 7.16 The RHS will look to extend opening hours on days when attendance will be high so as to enable trips to and from the site to be spread over a longer period so as to reduce peaks in travel.

### Deliveries and Servicing

- 7.17 To limit the impact of delivery and servicing activity, the TPC will work with relevant logistics managers to implement the following:
- ▶ All deliveries shall be pre booked and allocated set arrival times;
  - ▶ Deliveries will also be scheduled to occur outside of gardens opening hours as far as possible and it will be ensured that no HGV deliveries are scheduled to occur during event days.
  - ▶ All deliveries will be provided with a map detailing the dedicated entry and exit route they must take;
  - ▶ Delivery instructions shall be sent to all supplier when deliveries are booked in; and,
  - ▶ Investigate the possibility for combining smaller deliveries onto larger vehicles so as to limit the number of delivery vehicles accessing the site.

## 8.0 Targets

8.1 To assess the extent of success of the Travel Plan, targets have been set out in Table 8.1 below. These are introduced in order to monitor the achievement towards the objectives of reducing travel in single occupancy vehicles and increase use of public transport, car sharing, walking and cycling.

### Visitor Targets

8.2 The targets are set out with regard to the modal split of visitors are summarised in Table 8.1 and 8.2.

| Mode                                  | Existing Modal Split | Year 2        | Year 4        | Year 6        | Year 8        | Year 10       |
|---------------------------------------|----------------------|---------------|---------------|---------------|---------------|---------------|
| Driver: Single Occupancy Vehicle      | 6.00%                | 5.85%         | 5.70%         | 5.55%         | 5.40%         | 5.25%         |
| Driver: Multiple Occupancy Vehicle    | 38.00%               | 38.00%        | 38.00%        | 38.00%        | 38.05%        | 38.05%        |
| Passenger: Multiple Occupancy Vehicle | 50.00%               | 50.05%        | 50.05%        | 50.05%        | 50.05%        | 50.10%        |
| Coach                                 | 5.00%                | 3.30%         | 3.35%         | 3.40%         | 3.40%         | 3.40%         |
| Public Bus                            |                      | 0.05%         | 0.10%         | 0.15%         | 0.20%         | 0.25%         |
| Private bus/Mini bus                  |                      | 1.70%         | 1.70%         | 1.70%         | 1.70%         | 1.70%         |
| Walk and Cycle                        | 1.00%                | 1.05%         | 1.10%         | 1.15%         | 1.20%         | 1.25%         |
| <b>Total</b>                          | <b>100.0%</b>        | <b>100.0%</b> | <b>100.0%</b> | <b>100.0%</b> | <b>100.0%</b> | <b>100.0%</b> |

Table 8.1 – Percentage Visitor Modal Split Targets

| Mode                                  | Existing Modal Split | Year 2           | Year 4           | Year 6           | Year 8           | Year 10          |
|---------------------------------------|----------------------|------------------|------------------|------------------|------------------|------------------|
| Driver: Single Occupancy Vehicle      | 66,000               | 67,860           | 69,540           | 71,040           | 72,360           | 73,500           |
| Driver: Multiple Occupancy Vehicle    | 418,000              | 440,800          | 463,600          | 486,400          | 509,870          | 532,700          |
| Passenger: Multiple Occupancy Vehicle | 550,000              | 580,580          | 610,610          | 640,640          | 670,670          | 701,400          |
| Coach                                 | 55,000               | 38,280           | 40,870           | 43,520           | 45,560           | 47,600           |
| Public Bus                            |                      | 580              | 1,220            | 1,920            | 2,680            | 3,500            |
| Private bus/Mini bus                  |                      | 19,720           | 20,740           | 21,760           | 22,780           | 23,800           |
| Walk and Cycle                        | 11,000               | 12,180           | 13,420           | 14,720           | 16,080           | 17,500           |
| <b>Total</b>                          | <b>1,100,000</b>     | <b>1,160,000</b> | <b>1,220,000</b> | <b>1,280,000</b> | <b>1,340,000</b> | <b>1,400,000</b> |

Table 8.2 – Annual Visitor Modal Split Targets

8.3 The headline targets over the 10 year masterplan period are to:

- ▶ Decrease the proportion of people who drive to the site by 8%;
- ▶ Increase the proportion of people who travel to the site as a passenger in a car by 5%;

- ▶ Increase the proportion of visitors who travel to the site by foot and cycle by 0.3%; and,
- ▶ Increase the proportion of people who travel to the site by coach or bus by 3%.

### Staff Targets

8.4 The targets with regard to the modal split of visitors to the site are summarised in Table 8.3.

| Mode of Travel | Existing Modal Split | Year 2      | Year 4      | Year 6      | Year 8      | Year 10     |
|----------------|----------------------|-------------|-------------|-------------|-------------|-------------|
| Car driver     | 89.80%               | 88.3%       | 87.2%       | 85.9%       | 84.5%       | 82.8%       |
| Car passenger  | 2.40%                | 2.8%        | 3.4%        | 4.1%        | 4.8%        | 5.9%        |
| Bicycle        | 4.10%                | 4.5%        | 4.5%        | 4.8%        | 4.8%        | 5.2%        |
| Motorcycle     | 0.40%                | 0.3%        | 0.3%        | 0.3%        | 0.3%        | 0.3%        |
| Walk           | 0.80%                | 1.0%        | 1.0%        | 1.4%        | 1.7%        | 1.7%        |
| Bus            | 1.60%                | 2.1%        | 2.4%        | 2.4%        | 2.4%        | 2.8%        |
| Train          | 0.80%                | 1.0%        | 1.0%        | 1.0%        | 1.0%        | 1.4%        |
| <b>Total</b>   | <b>100%</b>          | <b>100%</b> | <b>100%</b> | <b>100%</b> | <b>100%</b> | <b>100%</b> |

Table 8.3 – Staff Modal Split Targets

8.5 The headline targets over the 10 year masterplan period are to:

- ▶ Decrease the number of staff who drive to the site by 7%;
- ▶ To more than double the proportion of staff who car share;
- ▶ To increase the proportion of people who cycle by 1.1%;
- ▶ To increase the proportion of people who walk to the site by 0.9%; and,
- ▶ To increase the proportion of people who travel to the site by bus by 1.2%.

## 9.0 Monitoring and Review

- 9.1 A programme of monitoring and review has been designed to generate information by which the TPC will evaluate the success of the Travel Plan. The key objectives of the Travel Plan are;
- ▶ To reduce the number of staff travelling by car to the site and to decrease the proportion of journeys in single occupancy vehicles; and,
  - ▶ To proactively manage visitor travel patterns through influencing the arrivals / departures of visitors during peak periods in order to minimise the impact on the local highway network.
- 9.2 A suitable indicator of the success of the Plan is therefore the modal split of staff and visitor travel. Staff and visitor surveys will be undertaken one year after implementation of the plan and thereafter, every other year.
- 9.3 Other less direct objectives of the Plan are to increase the awareness of staff about the environmental and health implications of travel mode choice, and these will be measured by the volume and type of feedback from staff and visitors, both at the outset and as the strategy evolves.

### Monitoring

- 9.4 The monitoring measures outlined below incorporate both the collection of 'quantitative' analytical data and 'qualitative' data in the form of general feedback and correspondence.
- ▶ Monitoring demand for additional cycle parking and provide more if necessary;
  - ▶ Monitoring demand for shower and locker facilities for those staff travelling on foot or by cycle;
  - ▶ The demand for electric vehicle charging points;
  - ▶ Monitoring awareness of the Travel Plan and the measures within it;
  - ▶ Monitoring the up-take of car sharing;
  - ▶ Recording comments received from management, staff and visitors relating to the travel options available; and,
  - ▶ Ongoing, regular, multi-agency working group meetings to review both staff and visitor travel.
- 9.5 Information gathered through the monitoring process will be recorded for input to the annual review (outlined below). The information will be made available to the Local Planning Authority, visitors and employees.

### Biennial Review

- 9.6 One year after implementation of the Travel Plan, and every two years thereafter the Travel Plan Coordinator will undertake a comprehensive review of the Travel Plan. The objective of the review will be to assess the success of the Plan and to identify the potential for future refinement of the details of the Plan, including additional measures that may help towards meeting the targets of the Plan.
- 9.7 The Travel Plan Coordinator will compile a Monitoring Report outlining the results of the review. The report will also incorporate the results of on-going monitoring through the preceding period. The Monitoring report will include the following information:
- ▶ A summary of the Travel Plan objectives and targets;
  - ▶ How and when the information has been gathered;
  - ▶ Modal split of staff and visitor travel;
  - ▶ Progress towards meeting targets;
  - ▶ Corrective measures in the event that targets are not met; and

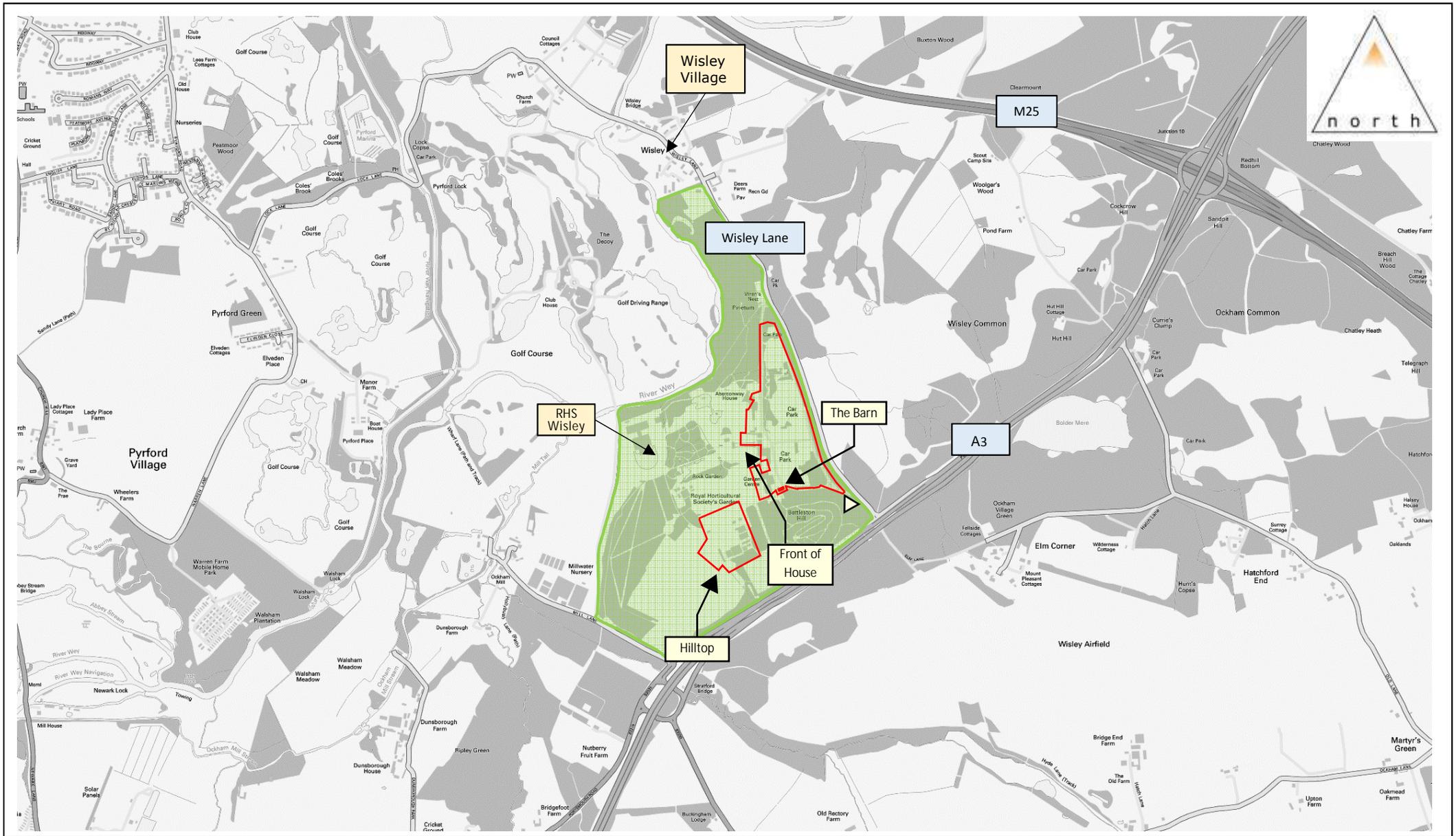
- ▶ Future proposals for further refinement of the Travel Plan.

9.8 Using feedback gathered from the surveys, and from stakeholders, the Travel Plan will be updated where necessary and amendments made to the measures to be implemented and targets that have been set for modal split.

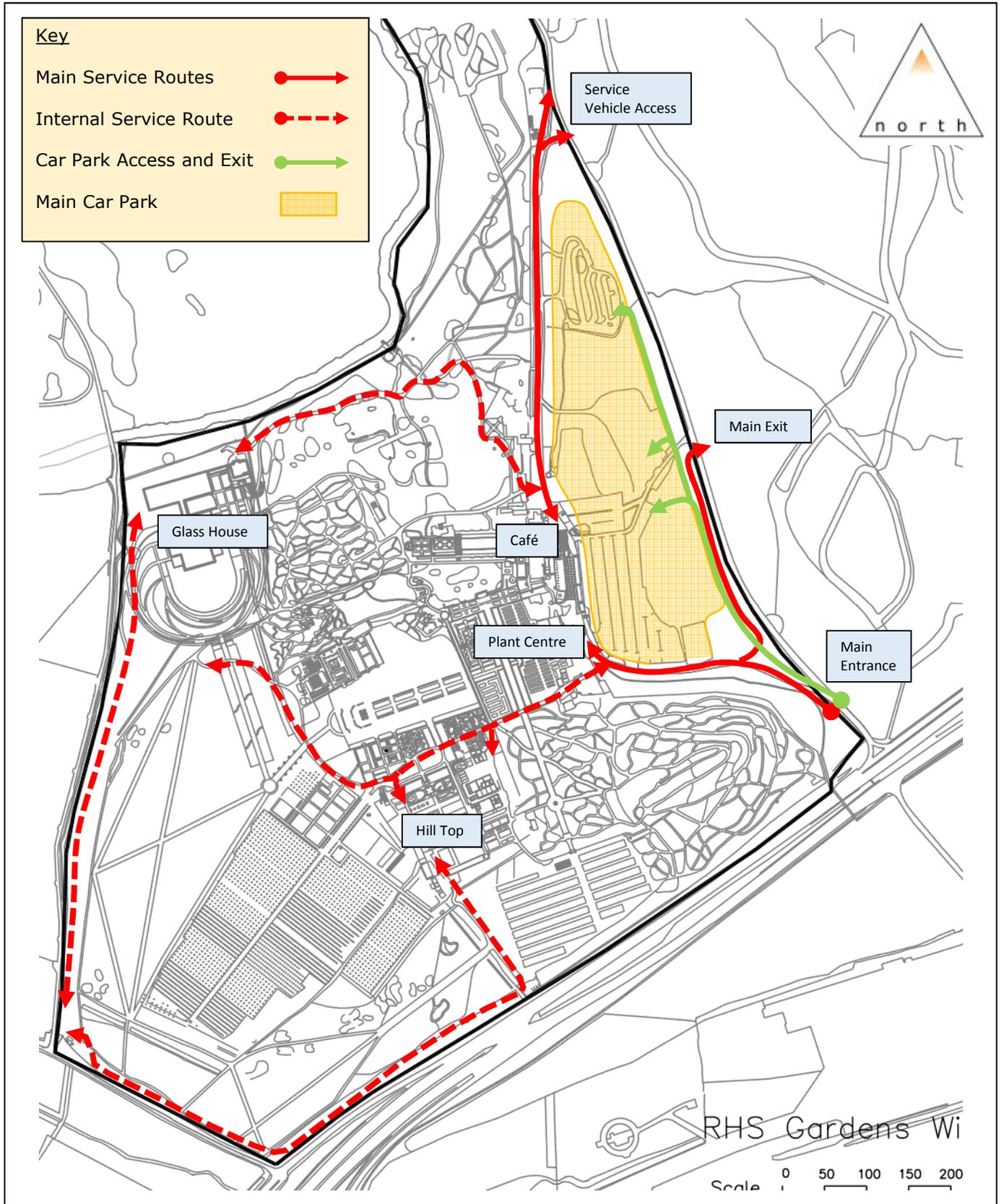
## 10.0 Summary

- 10.1 This Site Wide Travel Plan has been prepared by Motion on behalf of RHS Gardens, Wisley in order to encourage and facilitate more sustainable travel to and from the RHS Gardens. It is designed to encourage staff and visitors to have a genuine choice of travel mode and to promote access to the site by sustainable modes of transport particularly car sharing.
- 10.2 The Royal Horticultural Society's Gardens, Wisley are located adjacent to the A3 just to the south of Wisley village, approximately 1.5 kilometres west of Junction 10 of the M25. The site falls within the administrative boundaries of Surrey County Council (SCC) and Guildford Borough Council (GBC).
- 10.3 The outcome of the 2015 staff survey, revealed that 87% of respondents regularly travelled to the site by Single Occupancy vehicle and 2.4% travelled by car share. Over a third of respondents expressed interest in car sharing if they were given help in finding potential partners.
- 10.4 A number of measures are included in the Travel Plan, such as:
- ▶ Encouragement of car sharing;
  - ▶ Provision of travel information;
  - ▶ Provision of cycle parking;
  - ▶ Provision of travel notice boards for staff and visitors;
  - ▶ Investigating the possibility of facilitating direct bus access to the site; and
  - ▶ Encouraging coach use for large groups of visitors.
- 10.5 A Travel Plan Coordinator has been appointed to implement and manage the Travel Plan. The TPC will also oversee the monitoring of the Travel Plan through travel surveys to ensure that satisfactory progress is being made towards Travel Plan Targets.

## **Figures**



RHS Gardens Wisley  
**Figure 3.1 - Site Location Plan**  
*Not to Scale*



RHS Gardens Wisley  
**Figure 3.2 - Service Routes and Main Car Park Access and Exit**

*Not to Scale*



**Key**

RHS Gardens Wisley



Main Car Park (Car Parks 1-3)

- Capacity: Approx. 1400 cars



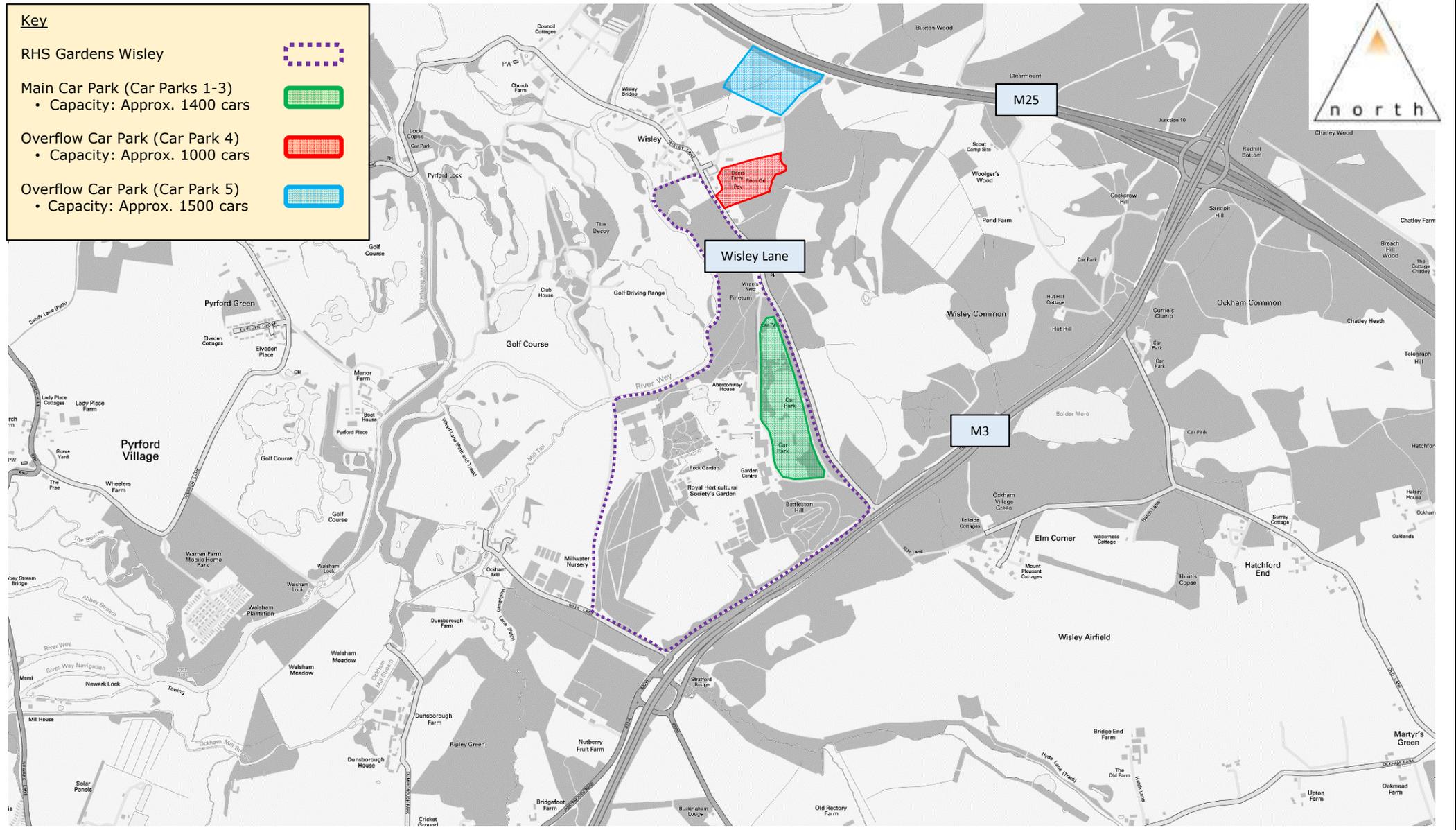
Overflow Car Park (Car Park 4)

- Capacity: Approx. 1000 cars



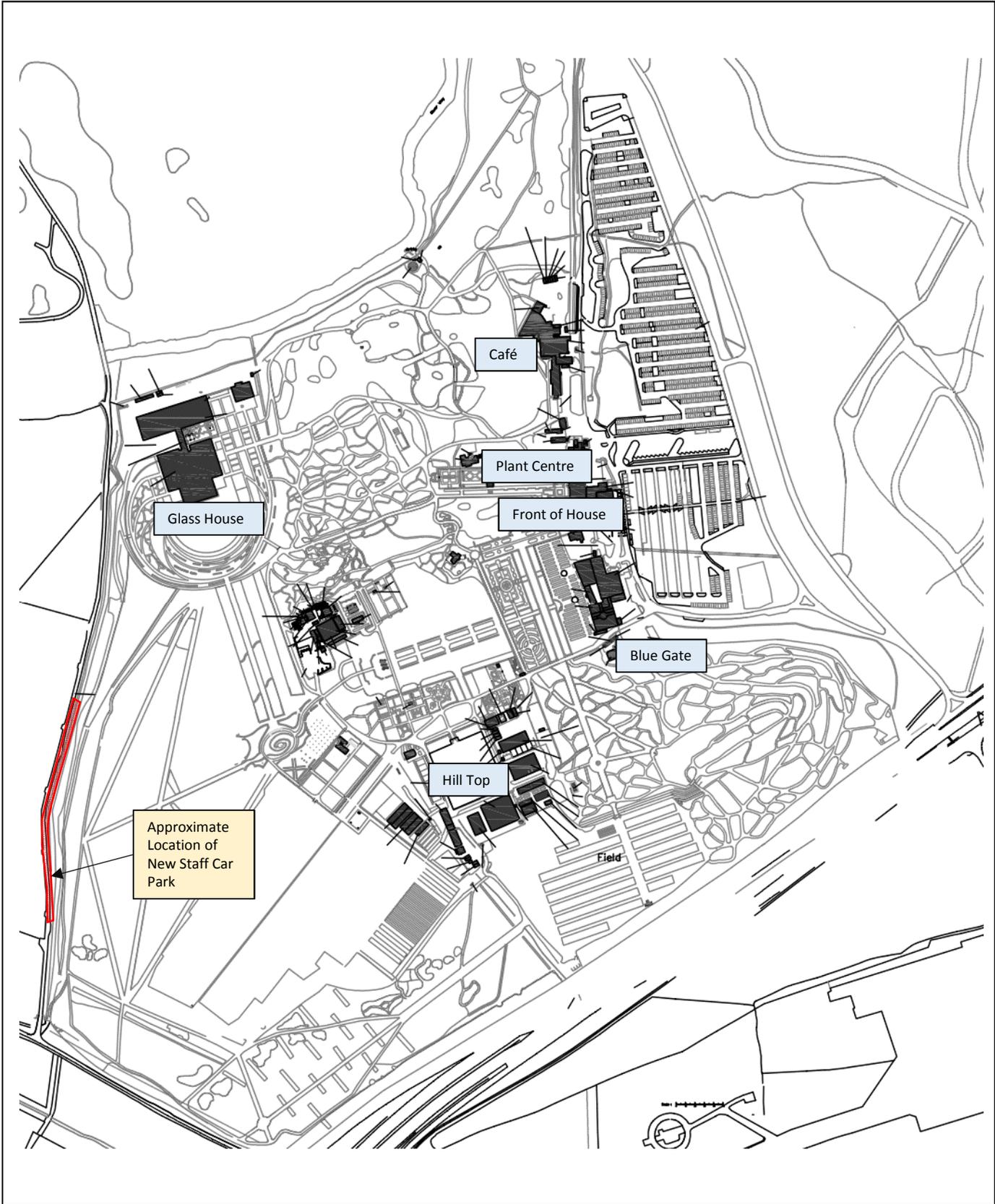
Overflow Car Park (Car Park 5)

- Capacity: Approx. 1500 cars



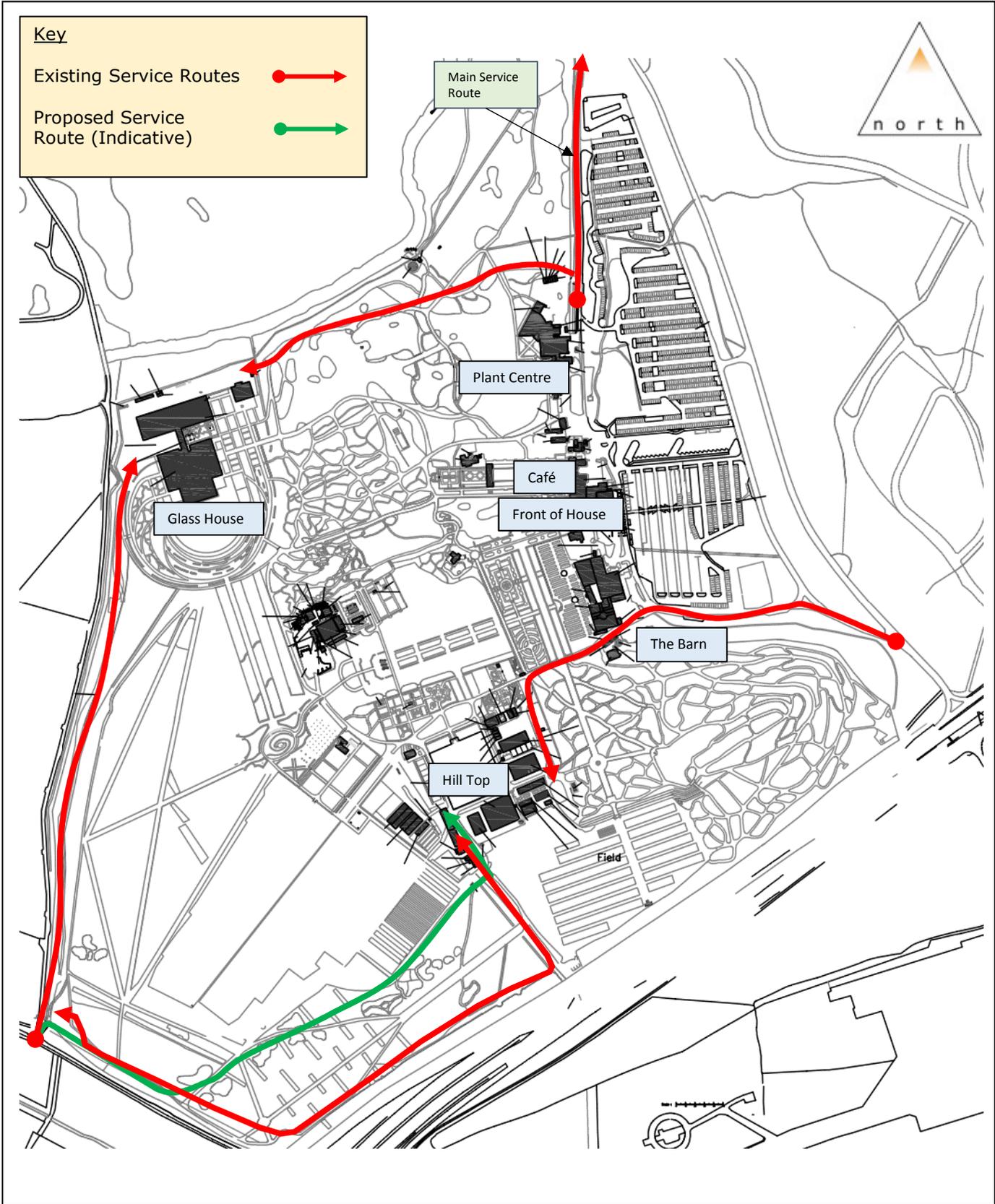
RHS Gardens Wisley  
**Figure 3.4 - RHS Wisley Car Park Location Plan**

*Not to Scale*



RHS Gardens Wisley  
**Figure 4.1- Proposed New Staff Car  
Park Location**

*Not to Scale*



**motion**

RHS Gardens Wisley  
**Figure 4.2 - Proposed Service Routes (Indicative)**  
*Not to Scale*

## **Appendix A**

Service 515 Bus Timetable

# 515 Bus Times

## Kingston to Guildford



### 24 hour clock

This is used on this timetable for am and pm times.

For example  
6.00 am is shown as 0600  
6.00 pm is shown as 1800

abellio  surreybus

From 5th April 2014

#### MONDAY TO FRIDAY Kingston - Guildford

|                                     |      |      |      |      |      |      |      |      |      |      |      |      |      |      |      |      |
|-------------------------------------|------|------|------|------|------|------|------|------|------|------|------|------|------|------|------|------|
| Kingston, Cromwell Road Bus Station | ...  | ...  | 0641 | 0740 | 0850 | 0950 | 1050 | 1150 | 1250 | 1350 | 1450 | 1550 | 1700 | 1805 | 1900 | 2000 |
| Kingston, Eden Street, Stop D1      | ...  | ...  | 0643 | 0742 | 0853 | 0953 | 1053 | 1153 | 1253 | 1353 | 1453 | 1553 | 1703 | 1808 | 1903 | 2002 |
| Surbiton, Station                   | ...  | ...  | 0651 | 0751 | 0903 | 1002 | 1102 | 1202 | 1302 | 1402 | 1503 | 1604 | 1715 | 1820 | 1912 | 2010 |
| Dittons, Winters Bridge             | ...  | ...  | 0657 | 0757 | 0909 | 1008 | 1108 | 1208 | 1308 | 1408 | 1510 | 1612 | 1724 | 1829 | 1919 | 2016 |
| Thames Ditton, Home of Compassion   | ...  | ...  | 0659 | 0759 | 0911 | 1010 | 1110 | 1210 | 1310 | 1410 | 1512 | 1614 | 1726 | 1831 | 1921 | 2018 |
| Thames Ditton, Station              | ...  | ...  | 0704 | 0804 | 0916 | 1015 | 1115 | 1215 | 1315 | 1415 | 1518 | 1620 | 1732 | 1836 | 1926 | 2023 |
| Esher, Station, Lower Green Road    | ...  | ...  | 0709 | 0810 | 0922 | 1020 | 1120 | 1220 | 1320 | 1420 | 1523 | 1625 | 1739 | 1841 | 1930 | 2027 |
| Lower Green, Douglas Road           | ...  | ...  | 0712 | 0814 | 0925 | 1023 | 1123 | 1223 | 1323 | 1423 | 1526 | 1628 | 1742 | 1844 | 1932 | 2029 |
| Esher, High Street                  | ...  | ...  | 0716 | 0819 | 0930 | 1027 | 1127 | 1227 | 1327 | 1427 | 1530 | 1633 | 1748 | 1849 | 1936 | 2033 |
| Claremont Gardens, Entrance         | ...  | ...  | 0720 | 0823 | 0934 | 1031 | 1131 | 1231 | 1331 | 1431 | 1536 | 1638 | 1752 | 1852 | 1939 | 2036 |
| Cobham, Waitrose                    | 0525 | 0625 | 0727 | 0830 | 0941 | 1038 | 1138 | 1238 | 1338 | 1440 | 1547 | 1647 | 1801 | 1859 | 1945 | 2042 |
| Portsmouth Road, Wisley Gardens     | 0531 | 0631 | 0737 | 0840 | 0949 | 1046 | 1146 | 1246 | 1346 | 1448 | 1555 | 1655 | 1810 | 1908 | ...  | ...  |
| Ripley, Post Office                 | 0534 | 0634 | 0742 | 0845 | 0954 | 1050 | 1150 | 1250 | 1350 | 1452 | 1559 | 1659 | 1815 | 1913 | ...  | ...  |
| Burntcommon, Roundabout             | 0537 | 0637 | 0746 | 0849 | 0957 | 1053 | 1153 | 1253 | 1353 | 1455 | 1602 | 1702 | 1818 | 1916 | ...  | ...  |
| Burpham, Green Man                  | 0543 | 0643 | 0754 | 0857 | 1004 | 1059 | 1159 | 1259 | 1359 | 1501 | 1608 | 1708 | 1824 | 1922 | ...  | ...  |
| Guildford, Friary Bus Station       | 0551 | 0651 | 0804 | 0907 | 1013 | 1108 | 1208 | 1308 | 1408 | 1510 | 1618 | 1718 | 1833 | 1930 | ...  | ...  |

No service on Christmas Day and Boxing Day

#### MONDAY TO FRIDAY Guildford - Kingston

|                                     |      |      |      |      |      |      |      |      |      |      |      |      |      |      |      |
|-------------------------------------|------|------|------|------|------|------|------|------|------|------|------|------|------|------|------|
| Guildford, Friary Bus Station       | ...  | 0614 | 0705 | 0815 | 0924 | 1025 | 1125 | 1225 | 1325 | 1425 | 1525 | 1625 | 1725 | 1845 | 1940 |
| Burpham, Green Man                  | ...  | 0623 | 0717 | 0829 | 0934 | 1035 | 1135 | 1235 | 1335 | 1435 | 1538 | 1638 | 1738 | 1858 | 1949 |
| Burntcommon, Roundabout             | ...  | 0628 | 0722 | 0834 | 0939 | 1040 | 1140 | 1240 | 1340 | 1440 | 1543 | 1643 | 1743 | 1903 | 1954 |
| Ripley, Post Office                 | ...  | 0631 | 0725 | 0838 | 0942 | 1043 | 1143 | 1243 | 1343 | 1443 | 1546 | 1646 | 1746 | 1906 | 1957 |
| Portsmouth Road, Wisley Gardens     | ...  | 0633 | 0728 | 0843 | 0946 | 1046 | 1146 | 1246 | 1346 | 1446 | 1550 | 1650 | 1750 | 1908 | 1959 |
| Cobham, Waitrose                    | 0555 | 0640 | 0737 | 0855 | 0955 | 1055 | 1155 | 1255 | 1355 | 1455 | 1559 | 1659 | 1759 | 1915 | 2006 |
| Claremont Gardens, Entrance         | 0600 | 0645 | 0746 | 0903 | 1003 | 1103 | 1203 | 1303 | 1403 | 1502 | 1606 | 1706 | 1808 | 1921 | ...  |
| Esher, Church Street                | 0604 | 0649 | 0753 | 0909 | 1009 | 1109 | 1209 | 1309 | 1409 | 1508 | 1612 | 1712 | 1814 | 1926 | ...  |
| Lower Green, Douglas Road           | 0607 | 0652 | 0756 | 0912 | 1012 | 1112 | 1212 | 1312 | 1412 | 1511 | 1615 | 1715 | 1817 | 1929 | ...  |
| Esher, Station, Lower Green Road    | 0609 | 0654 | 0759 | 0914 | 1014 | 1114 | 1214 | 1314 | 1414 | 1514 | 1618 | 1718 | 1819 | 1931 | ...  |
| Thames Ditton, Station              | 0614 | 0659 | 0805 | 0920 | 1020 | 1120 | 1220 | 1320 | 1420 | 1520 | 1624 | 1724 | 1825 | 1936 | ...  |
| Thames Ditton, Home of Compassion   | 0618 | 0703 | 0810 | 0924 | 1024 | 1124 | 1224 | 1324 | 1424 | 1524 | 1628 | 1728 | 1829 | 1940 | ...  |
| Dittons, Winters Bridge             | 0621 | 0706 | 0813 | 0927 | 1027 | 1127 | 1227 | 1327 | 1427 | 1527 | 1631 | 1731 | 1831 | 1942 | ...  |
| Surbiton, Station                   | 0626 | 0712 | 0820 | 0933 | 1033 | 1133 | 1233 | 1333 | 1433 | 1533 | 1637 | 1737 | 1837 | 1947 | ...  |
| Kingston, Eden Street               | 0631 | 0720 | 0829 | 0941 | 1041 | 1141 | 1241 | 1341 | 1441 | 1541 | 1645 | 1745 | 1844 | 1954 | ...  |
| Kingston, Cromwell Road Bus Station | 0633 | 0722 | 0832 | 0943 | 1043 | 1143 | 1243 | 1343 | 1443 | 1543 | 1647 | 1747 | 1846 | 1956 | ...  |

No service on Christmas Day and Boxing Day

# 515 Bus Times

## Kingston to Guildford



**24 hour clock**  
 This is used on this timetable for am and pm times.  
 For example  
 6.00 am is shown as 0600  
 6.00 pm is shown as 1800



**From 5th April 2014**

| SATURDAY Kingston - Guildford       |      |      |      |      |      |      |      |      |      |      |      |      |      |      |      |
|-------------------------------------|------|------|------|------|------|------|------|------|------|------|------|------|------|------|------|
| Kingston, Cromwell Road Bus Station | ...  | 0659 | 0758 | 0854 | 0950 | 1050 | 1150 | 1250 | 1350 | 1450 | 1550 | 1650 | 1800 | 1900 | 2000 |
| Kingston, Eden Street, Stop D1      | ...  | 0701 | 0800 | 0856 | 0953 | 1053 | 1153 | 1253 | 1353 | 1453 | 1553 | 1653 | 1803 | 1903 | 2002 |
| Surbiton Station                    | ...  | 0709 | 0808 | 0905 | 1002 | 1102 | 1202 | 1302 | 1402 | 1502 | 1602 | 1702 | 1812 | 1912 | 2010 |
| Dittons, Winters Bridge             | ...  | 0715 | 0814 | 0911 | 1008 | 1108 | 1208 | 1308 | 1408 | 1508 | 1608 | 1708 | 1818 | 1918 | 2016 |
| Thames Ditton, Home of Compassion   | ...  | 0717 | 0816 | 0913 | 1010 | 1110 | 1210 | 1310 | 1410 | 1510 | 1610 | 1710 | 1820 | 1920 | 2018 |
| Thames Ditton, Station              | ...  | 0722 | 0821 | 0918 | 1015 | 1115 | 1215 | 1315 | 1415 | 1515 | 1615 | 1715 | 1825 | 1925 | 2023 |
| Esher, Station, Lower Green Road    | ...  | 0727 | 0826 | 0923 | 1020 | 1120 | 1220 | 1320 | 1420 | 1520 | 1620 | 1720 | 1829 | 1929 | 2027 |
| Lower Green, Douglas Road           | ...  | 0729 | 0828 | 0925 | 1023 | 1123 | 1223 | 1323 | 1423 | 1523 | 1622 | 1722 | 1831 | 1931 | 2029 |
| Esher, High Street                  | ...  | 0733 | 0832 | 0929 | 1027 | 1127 | 1227 | 1327 | 1427 | 1527 | 1626 | 1726 | 1835 | 1935 | 2033 |
| Claremont Gardens, Entrance         | ...  | 0735 | 0834 | 0931 | 1029 | 1129 | 1229 | 1329 | 1429 | 1529 | 1628 | 1728 | 1837 | 1937 | 2035 |
| Cobham, Waitrose                    | 0650 | 0744 | 0843 | 0940 | 1038 | 1138 | 1238 | 1338 | 1438 | 1538 | 1637 | 1737 | 1845 | 1944 | 2042 |
| Portsmouth Road, Wisley Gardens     | 0656 | 0750 | 0849 | 0947 | 1046 | 1146 | 1246 | 1346 | 1446 | 1546 | 1645 | 1745 | 1853 | ...  | ...  |
| Ripley, Post Office                 | 0659 | 0753 | 0853 | 0951 | 1050 | 1150 | 1250 | 1350 | 1450 | 1550 | 1649 | 1749 | 1857 | ...  | ...  |
| Burntcommon, Roundabout             | 0702 | 0756 | 0856 | 0954 | 1053 | 1153 | 1253 | 1353 | 1453 | 1553 | 1652 | 1752 | 1900 | ...  | ...  |
| Burpham, Green Man                  | 0708 | 0802 | 0902 | 1000 | 1059 | 1159 | 1259 | 1359 | 1459 | 1559 | 1658 | 1758 | 1906 | ...  | ...  |
| Guildford, Friary Bus Station       | 0716 | 0811 | 0911 | 1011 | 1110 | 1210 | 1310 | 1410 | 1508 | 1608 | 1707 | 1807 | 1914 | ...  | ...  |

No service on Christmas Day and Boxing Day

| SATURDAY Guildford - Kingston       |      |      |      |      |      |      |      |      |      |      |      |      |      |      |      |
|-------------------------------------|------|------|------|------|------|------|------|------|------|------|------|------|------|------|------|
| Guildford, Friary Bus Station       | ...  | ...  | 0720 | 0820 | 0920 | 1020 | 1120 | 1220 | 1320 | 1420 | 1520 | 1620 | 1720 | 1820 | 1920 |
| Burpham, Green Man                  | ...  | ...  | 0730 | 0830 | 0930 | 1032 | 1132 | 1232 | 1332 | 1432 | 1530 | 1630 | 1730 | 1830 | 1929 |
| Burntcommon, Roundabout             | ...  | ...  | 0735 | 0835 | 0935 | 1037 | 1137 | 1237 | 1337 | 1437 | 1535 | 1635 | 1735 | 1835 | 1934 |
| Ripley, Post Office                 | ...  | ...  | 0738 | 0838 | 0938 | 1040 | 1140 | 1240 | 1340 | 1440 | 1538 | 1638 | 1738 | 1838 | 1937 |
| Portsmouth Road, Wisley Gardens     | ...  | ...  | 0740 | 0841 | 0941 | 1043 | 1143 | 1243 | 1343 | 1443 | 1541 | 1641 | 1741 | 1840 | 1939 |
| Cobham, Waitrose                    | 0610 | 0700 | 0747 | 0848 | 0949 | 1052 | 1152 | 1252 | 1352 | 1452 | 1550 | 1649 | 1748 | 1847 | 1946 |
| Claremont Gardens, Entrance         | 0615 | 0706 | 0753 | 0855 | 0956 | 1100 | 1200 | 1300 | 1400 | 1459 | 1557 | 1656 | 1755 | 1853 | ...  |
| Esher, Church Street                | 0619 | 0711 | 0758 | 0900 | 1001 | 1106 | 1206 | 1306 | 1406 | 1505 | 1603 | 1702 | 1800 | 1858 | ...  |
| Lower Green, Douglas Road           | 0622 | 0714 | 0801 | 0903 | 1004 | 1109 | 1209 | 1309 | 1409 | 1508 | 1606 | 1705 | 1803 | 1901 | ...  |
| Esher, Station, Lower Green Road    | 0624 | 0716 | 0803 | 0905 | 1006 | 1111 | 1211 | 1311 | 1411 | 1510 | 1608 | 1707 | 1805 | 1903 | ...  |
| Thames Ditton, Station              | 0629 | 0722 | 0809 | 0911 | 1012 | 1117 | 1217 | 1317 | 1417 | 1516 | 1614 | 1713 | 1810 | 1908 | ...  |
| Thames Ditton, Home of Compassion   | 0633 | 0726 | 0813 | 0915 | 1016 | 1121 | 1221 | 1321 | 1421 | 1520 | 1618 | 1717 | 1814 | 1912 | ...  |
| Dittons, Winters Bridge             | 0636 | 0729 | 0816 | 0918 | 1019 | 1124 | 1224 | 1324 | 1424 | 1523 | 1621 | 1720 | 1816 | 1914 | ...  |
| Surbiton Station                    | 0641 | 0735 | 0822 | 0924 | 1025 | 1130 | 1230 | 1330 | 1430 | 1529 | 1627 | 1726 | 1822 | 1919 | ...  |
| Kingston, Eden Street               | 0646 | 0742 | 0829 | 0932 | 1033 | 1138 | 1238 | 1338 | 1438 | 1537 | 1635 | 1733 | 1829 | 1926 | ...  |
| Kingston, Cromwell Road Bus Station | 0648 | 0744 | 0831 | 0934 | 1035 | 1140 | 1240 | 1340 | 1440 | 1539 | 1637 | 1735 | 1831 | 1928 | ...  |

No service on Christmas Day and Boxing Day

| SUNDAY & PUBLIC HOLIDAYS Kingston - Guildford |      |      |      |      |      |      |      |      |      |      |      |      |     |     |     |
|---|------|------|------|------|------|------|------|------|------|------|------|------|-----|-----|-----|
| Kingston, Cromwell Road Bus Station           | ...  | ...  | ...  | 1000 | 1100 | 1200 | 1300 | 1400 | 1500 | 1600 | 1700 | 1800 | ... | ... | ... |
| Kingston, Bental Centre and John Lewis        | ...  | ...  | ...  | 1001 | 1101 | 1201 | 1301 | 1401 | 1501 | 1601 | 1701 | 1801 | ... | ... | ... |
| Hampton Court Palace                          | ...  | ...  | ...  | 1011 | 1111 | 1211 | 1311 | 1411 | 1511 | 1611 | 1711 | 1810 | ... | ... | ... |
| Esher, Station, Lower Green Road              | ...  | ...  | ...  | 1016 | 1116 | 1216 | 1316 | 1416 | 1516 | 1616 | 1716 | 1815 | ... | ... | ... |
| Lower Green, Douglas Road                     | ...  | ...  | ...  | 1018 | 1118 | 1218 | 1318 | 1418 | 1518 | 1618 | 1718 | 1817 | ... | ... | ... |
| Esher, High Street                            | ...  | ...  | ...  | 1022 | 1122 | 1222 | 1322 | 1422 | 1522 | 1622 | 1722 | 1820 | ... | ... | ... |
| Claremont Gardens, Entrance                   | ...  | ...  | ...  | 1024 | 1124 | 1224 | 1324 | 1424 | 1524 | 1624 | 1724 | 1822 | ... | ... | ... |
| Cobham, Waitrose                              | 0739 | 0839 | 0936 | 1033 | 1133 | 1233 | 1333 | 1433 | 1533 | 1633 | 1733 | 1829 | ... | ... | ... |
| Portsmouth Road, Wisley Gardens               | 0744 | 0844 | 0943 | 1040 | 1140 | 1240 | 1340 | 1440 | 1540 | 1640 | 1740 | 1836 | ... | ... | ... |
| Ripley, Post Office                           | 0748 | 0848 | 0947 | 1045 | 1145 | 1245 | 1345 | 1445 | 1545 | 1645 | 1745 | 1840 | ... | ... | ... |
| Burntcommon, Roundabout                       | 0751 | 0851 | 0950 | 1048 | 1148 | 1248 | 1348 | 1448 | 1548 | 1648 | 1748 | 1843 | ... | ... | ... |
| Burpham, Green Man                            | 0757 | 0857 | 0956 | 1054 | 1154 | 1254 | 1354 | 1454 | 1554 | 1654 | 1754 | 1849 | ... | ... | ... |
| Guildford, Friary Bus Station                 | 0805 | 0905 | 1005 | 1105 | 1205 | 1305 | 1405 | 1505 | 1605 | 1705 | 1805 | 1856 | ... | ... | ... |

Buses on route 515<sup>A</sup> serve different stops in Kingston to the Monday to Saturday service.

No service on Christmas Day and Boxing Day

| SUNDAY & PUBLIC HOLIDAYS Guildford - Kingston |      |      |      |      |      |      |      |      |      |      |      |      |     |     |     |
|---|------|------|------|------|------|------|------|------|------|------|------|------|-----|-----|-----|
| Guildford, Friary Bus Station                 | 0815 | 0915 | 1015 | 1115 | 1215 | 1315 | 1415 | 1515 | 1615 | 1715 | 1815 | 1915 | ... | ... | ... |
| Burpham, Green Man                            | 0824 | 0925 | 1027 | 1127 | 1227 | 1327 | 1427 | 1527 | 1627 | 1725 | 1825 | 1925 | ... | ... | ... |
| Burntcommon, Roundabout                       | 0829 | 0930 | 1032 | 1132 | 1232 | 1332 | 1432 | 1532 | 1632 | 1730 | 1830 | 1930 | ... | ... | ... |
| Ripley, Post Office                           | 0832 | 0933 | 1035 | 1135 | 1235 | 1335 | 1435 | 1535 | 1635 | 1733 | 1833 | 1933 | ... | ... | ... |
| Cobham, Waitrose                              | 0841 | 0944 | 1047 | 1147 | 1247 | 1347 | 1447 | 1547 | 1647 | 1744 | 1844 | 1944 | ... | ... | ... |
| Claremont Gardens, Entrance                   | 0846 | 0951 | 1054 | 1154 | 1254 | 1354 | 1454 | 1554 | 1654 | 1751 | ...  | ...  | ... | ... | ... |
| Esher, Church Street                          | 0850 | 0956 | 1059 | 1159 | 1259 | 1359 | 1459 | 1559 | 1659 | 1756 | ...  | ...  | ... | ... | ... |
| Lower Green, Douglas Road                     | 0852 | 0958 | 1101 | 1201 | 1301 | 1401 | 1501 | 1601 | 1701 | 1758 | ...  | ...  | ... | ... | ... |
| Esher, Station, Lower Green Road              | 0854 | 1001 | 1104 | 1204 | 1304 | 1404 | 1504 | 1604 | 1704 | 1801 | ...  | ...  | ... | ... | ... |
| Hampton Court Palace                          | 0900 | 1007 | 1110 | 1210 | 1310 | 1410 | 1510 | 1610 | 1710 | 1807 | ...  | ...  | ... | ... | ... |
| Kingston, Bental Centre and John Lewis        | 0908 | 1015 | 1118 | 1218 | 1318 | 1418 | 1518 | 1618 | 1718 | 1815 | ...  | ...  | ... | ... | ... |
| Kingston, Cromwell Road Bus Station           | 0911 | 1018 | 1121 | 1221 | 1321 | 1421 | 1521 | 1621 | 1721 | 1818 | ...  | ...  | ... | ... | ... |

Buses on route 515<sup>A</sup> serve different stops in Kingston to the Monday to Saturday service.

No service on Christmas Day and Boxing Day

## **Appendix B**

Existing Car Park Layout

Total No. of Spaces - Circa 1400



**LEGEND**

Footpath



84 North Street  
Guildford  
Surrey  
GU1 4AU  
T: 01483 531 300

Golden Cross House  
8 Duncannon Street  
London  
WC2N 4JF  
T: 020 7031 8141

www.motion.co.uk

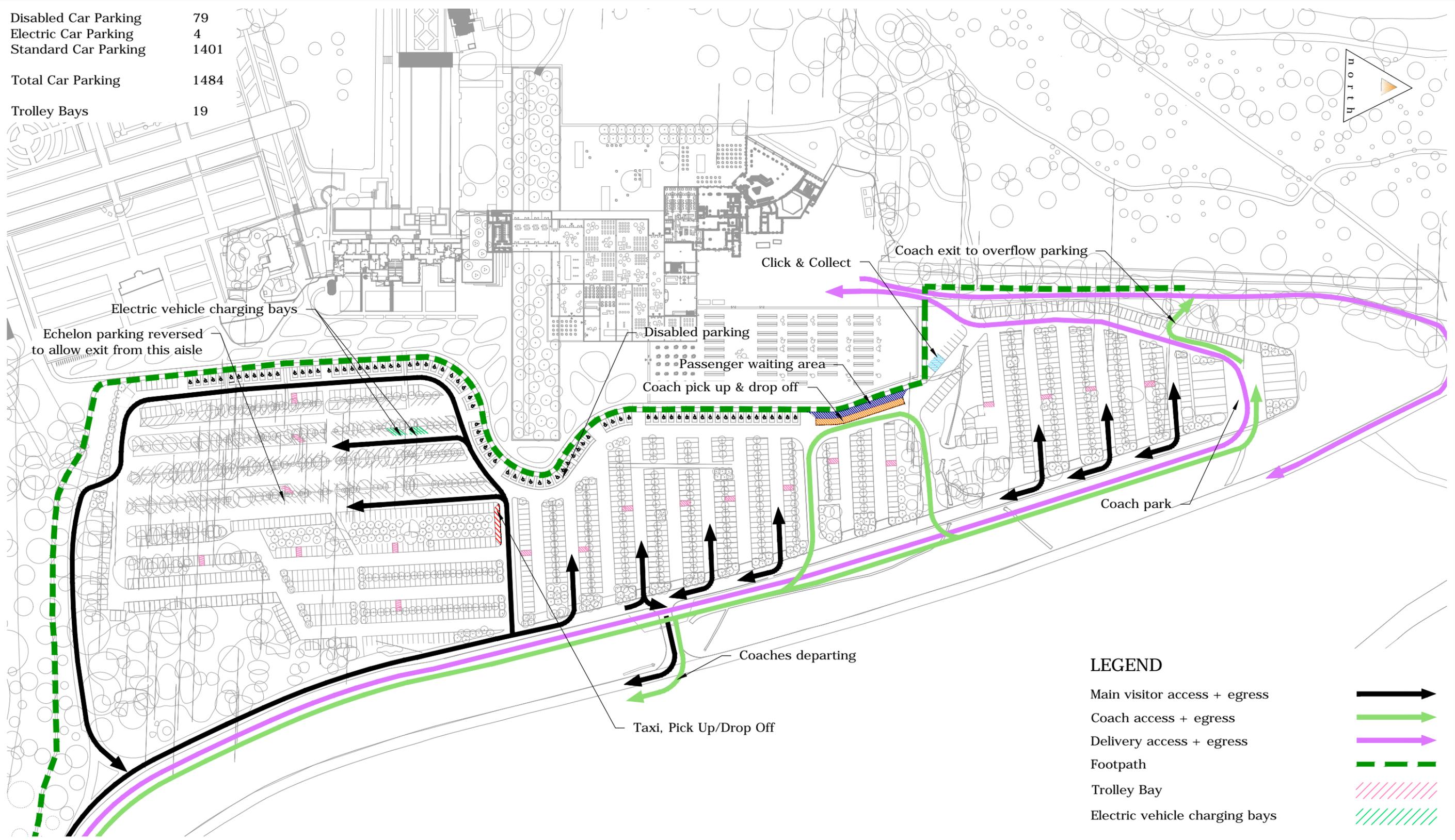
|   |                |
|---|----------------|
| Project:<br>RHS Wisley                  |                |
| Title:<br>Existing Car Park Arrangement |                |
| Scale: NTS (@ A3)                       |                |
| Notes:                                  | Revision:<br>A |
| Drawing:<br>150327-08                   |                |

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## **Appendix C**

Proposed Car Park Layout

|                          |             |
|--------------------------|-------------|
| Disabled Car Parking     | 79          |
| Electric Car Parking     | 4           |
| Standard Car Parking     | 1401        |
| <b>Total Car Parking</b> | <b>1484</b> |
| Trolley Bays             | 19          |



**LEGEND**

- Main visitor access + egress
- Coach access + egress
- Delivery access + egress
- Footpath
- Trolley Bay
- Electric vehicle charging bays

L:\Projects\rhisc 150327\Drawings\150327-20c.dwg



84 North Street  
Guildford  
Surrey  
GU1 4AU  
T: 01483 531 300

Golden Cross House  
8 Duncannon Street  
London  
WC2N 4JF  
T: 020 7031 8141

Project:  
RHS Wisley

Title:  
Proposed Car Park Arrangement

Scale: NTS (@ A3)

Notes:

Drawing:  
**150327-20**

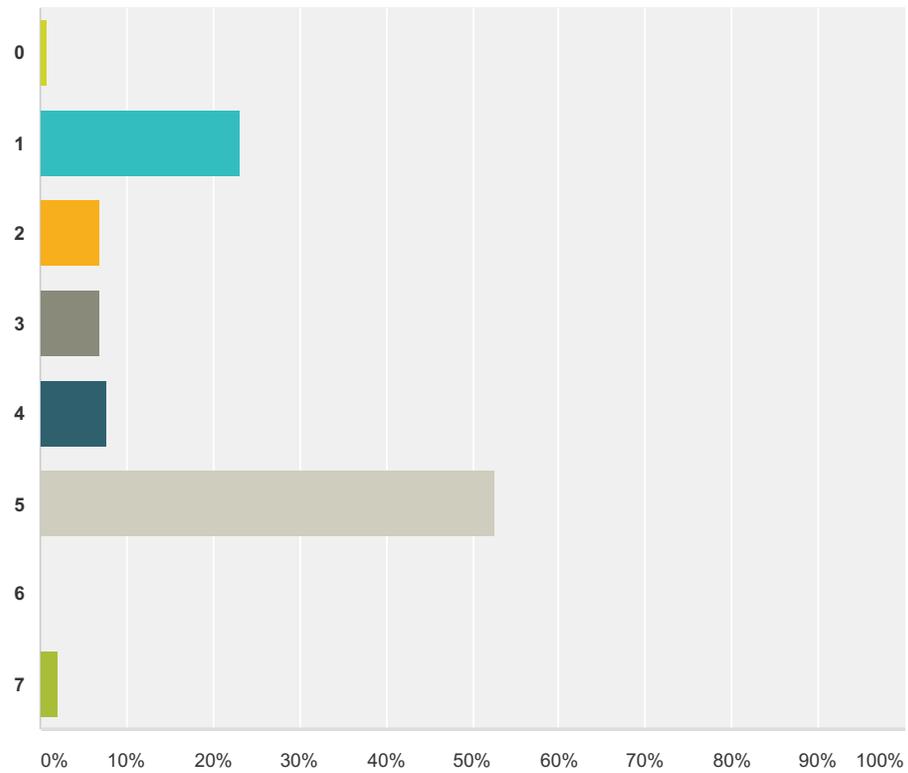
Revision:  
**C**

## **Appendix D**

Staff Survey Results Summary

### Q4 Across how many days a week do you normally work at RHS Wisley?

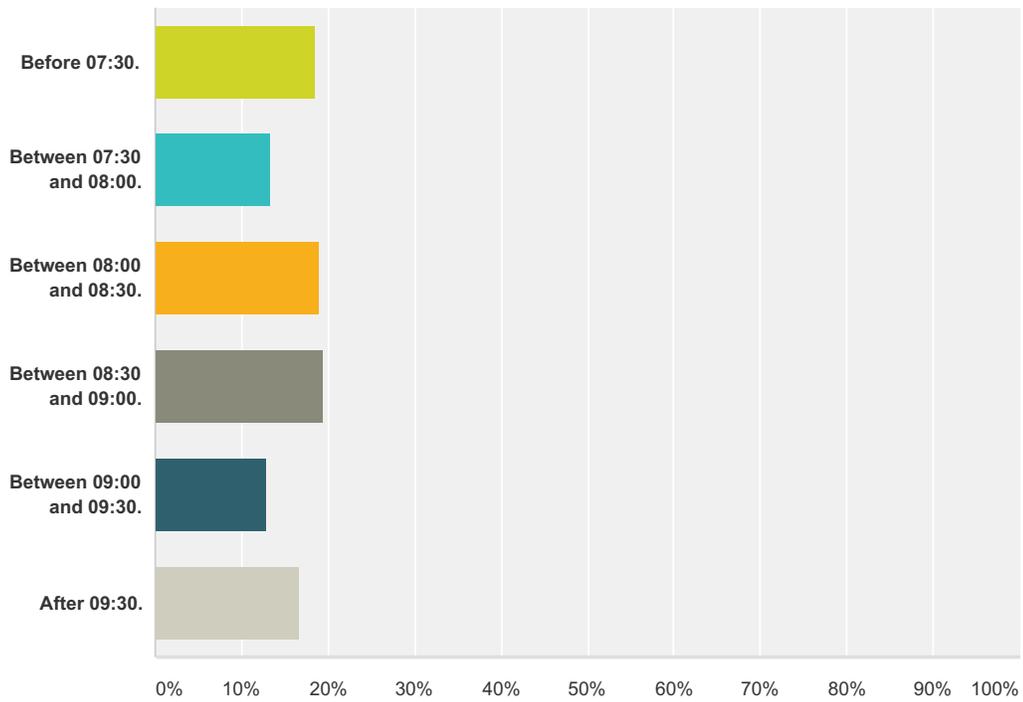
Answered: 247 Skipped: 4



| Answer Choices | Responses  |
|----------------|------------|
| 0              | 0.81% 2    |
| 1              | 23.08% 57  |
| 2              | 6.88% 17   |
| 3              | 6.88% 17   |
| 4              | 7.69% 19   |
| 5              | 52.63% 130 |
| 6              | 0.00% 0    |
| 7              | 2.02% 5    |
| <b>Total</b>   | <b>247</b> |

### Q6 When working at RHS Wisley, at what time do you normally arrive?

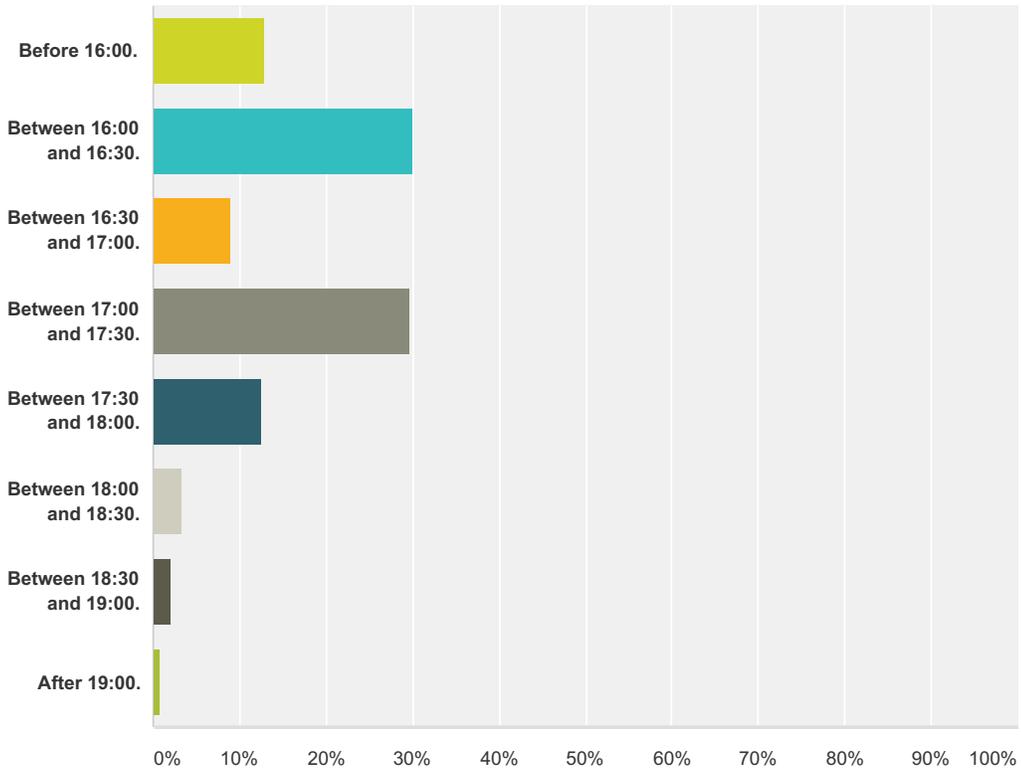
Answered: 247 Skipped: 4



| Answer Choices           | Responses  |
|--------------------------|------------|
| Before 07:30.            | 18.62% 46  |
| Between 07:30 and 08:00. | 13.36% 33  |
| Between 08:00 and 08:30. | 19.03% 47  |
| Between 08:30 and 09:00. | 19.43% 48  |
| Between 09:00 and 09:30. | 12.96% 32  |
| After 09:30.             | 16.60% 41  |
| <b>Total</b>             | <b>247</b> |

### Q7 When working at RHS Wisley, at what time do you normally leave?

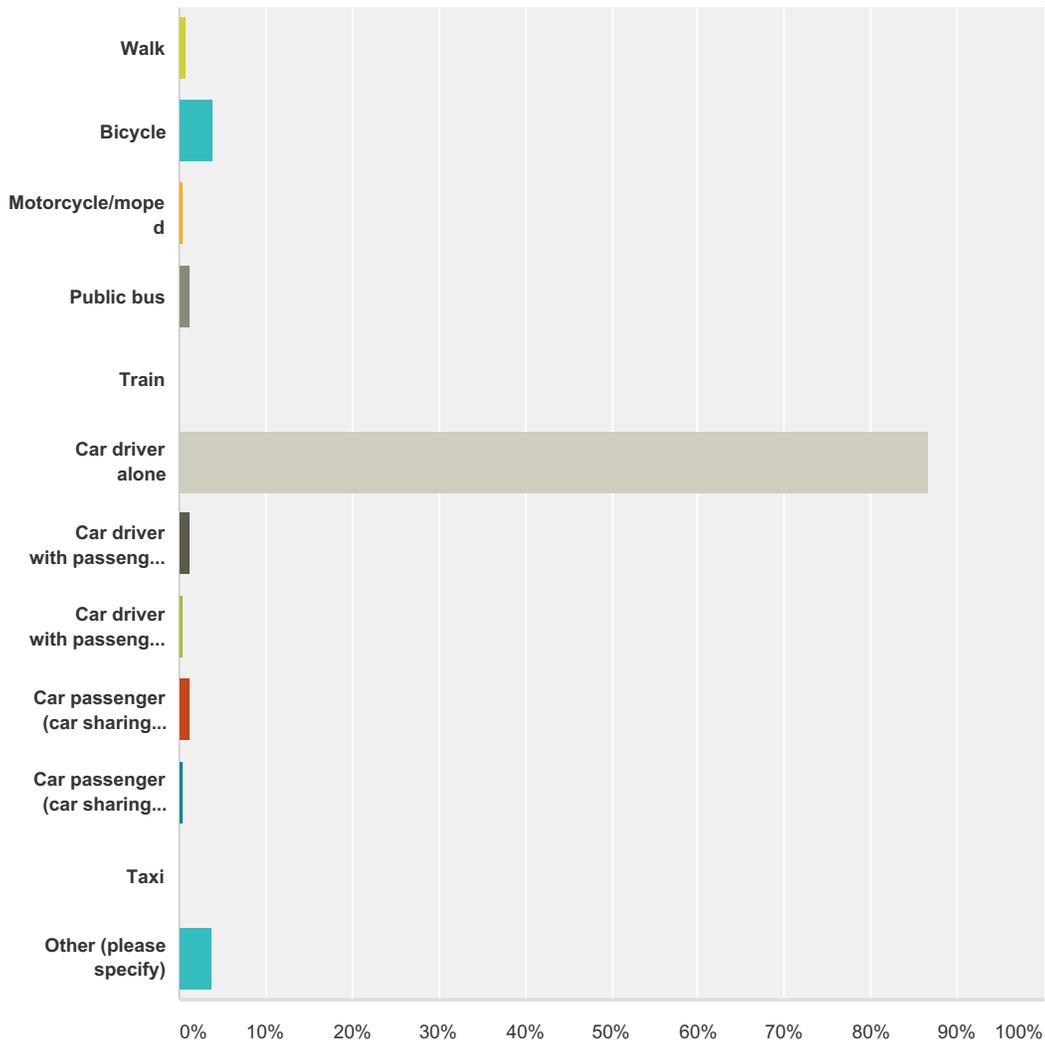
Answered: 247 Skipped: 4



| Answer Choices           | Responses | Count      |
|--------------------------|-----------|------------|
| Before 16:00.            | 12.96%    | 32         |
| Between 16:00 and 16:30. | 29.96%    | 74         |
| Between 16:30 and 17:00. | 8.91%     | 22         |
| Between 17:00 and 17:30. | 29.55%    | 73         |
| Between 17:30 and 18:00. | 12.55%    | 31         |
| Between 18:00 and 18:30. | 3.24%     | 8          |
| Between 18:30 and 19:00. | 2.02%     | 5          |
| After 19:00.             | 0.81%     | 2          |
| <b>Total</b>             |           | <b>247</b> |

### Q8 How do you most frequently travel to and from RHS Wisley?

Answered: 246 Skipped: 5



| Answer Choices   | Responses  |
|--|------------|
| Walk   | 0.81% 2    |
| Bicycle  | 4.07% 10   |
| Motorcycle/moped   | 0.41% 1    |
| Public bus   | 1.22% 3    |
| Train  | 0.00% 0    |
| Car driver alone   | 86.59% 213 |
| Car driver with passenger (car sharing with RHS colleague) | 1.22% 3    |
| Car driver with passenger (car sharing with someone else)  | 0.41% 1    |
| Car passenger (car sharing with RHS colleague)             | 1.22% 3    |

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|   |              |            |
|---|--------------|------------|
| Car passenger (car sharing with someone else) | <b>0.41%</b> | 1          |
| Taxi  | <b>0.00%</b> | 0          |
| Other (please specify)                        | <b>3.66%</b> | 9          |
| <b>Total</b>                                  |              | <b>246</b> |

| # | Other (please specify)   | Date                |
|---|--|---------------------|
| 1 | Train to West Byfleet station and then cycle   | 11/30/2015 1:56 PM  |
| 2 | I have to take 2 buses each way. None of the bus schedules are coordinated and I have one hour wait in Guildford between each leg of the journey! Each day constitutes 5.5 hours door to door commuting. | 11/27/2015 10:41 AM |
| 3 | Drive Car with passenger for half journey as far as Guildford  | 11/25/2015 11:29 AM |
| 4 | Car passenger being dropped off  | 11/24/2015 1:05 PM  |
| 5 | driven by husband  | 11/24/2015 12:01 PM |
| 6 | Driver alone or car-share as a passenger and driver  | 11/23/2015 4:13 PM  |
| 7 | Car sharing with RHS colleagues, either as a driver or as passenger  | 11/23/2015 3:54 PM  |
| 8 | Multi car share arrangement with three RHS colleagues  | 11/23/2015 3:50 PM  |
| 9 | Train to Woking and taxi from station to the garden  | 11/23/2015 3:45 PM  |

**STAFF TRAVEL SURVEY CALCULATIONS**

**Existing Staff**

| Mode of Travel   | Modal Split | Staff      |
|--|-------------|------------|
| Car driver (alone)   | 86.7%       | 221        |
| Car driver with passenger (car sharing with RHS Colleague) | 1.2%        | 3          |
| Car driver with passenger (car sharing with someone else)  | 0.4%        | 1          |
| Car passenger (car sharing with RHS colleague)             | 1.2%        | 3          |
| Car passenger (car sharing with someone else)              | 0.4%        | 1          |
| Bicycle  | 4.1%        | 10         |
| Motorcycle   | 0.4%        | 1          |
| Walk   | 0.8%        | 2          |
| Bus  | 1.2%        | 3          |
| Other  | 3.7%        | 9          |
| <b>Total</b>   | <b>100%</b> | <b>255</b> |

**Future Additional Staff**

| Mode of Travel   | Modal Split | Staff     |
|--|-------------|-----------|
| Car driver (alone)   | 86.7%       | 30        |
| Car driver with passenger (car sharing with RHS Colleague) | 1.2%        | 0         |
| Car driver with passenger (car sharing with someone else)  | 0.4%        | 0         |
| Car passenger (car sharing with RHS colleague)             | 1.2%        | 0         |
| Car passenger (car sharing with someone else)              | 0.4%        | 0         |
| Bicycle  | 4.1%        | 1         |
| Motorcycle   | 0.4%        | 0         |
| Walk   | 0.8%        | 0         |
| Bus  | 1.2%        | 0         |
| Other  | 3.7%        | 1         |
| <b>Total</b>   | <b>100%</b> | <b>35</b> |

**Existing Staff**

| Arrival Time  | Arrival Profile | Staff Arrivals | Departure Time | Departure Profile | Staff Departures |
|---------------|-----------------|----------------|----------------|-------------------|------------------|
| Before 7:30   | 18.60%          | 42             | Before 16:00   | 13.00%            | 29               |
| 07:30 - 08:00 | 13.40%          | 30             | 16:00 - 16:30  | 30.00%            | 67               |
| 08:00 - 08:30 | 19.00%          | 43             | 16:30 - 17:00  | 8.90%             | 20               |
| 08:30 - 09:00 | 19.40%          | 43             | 17:00 - 17:30  | 29.60%            | 66               |
| 09:00-09:30   | 13.00%          | 29             | 17:30 - 18:00  | 12.60%            | 28               |
| After 09:30   | 16.60%          | 37             | 18:00 - 18:30  | 3.20%             | 7                |
|               |                 |                | After 18:30    | 2.80%             | 6                |
| <b>Total</b>  | <b>100%</b>     | <b>224</b>     | <b>Total</b>   | <b>100%</b>       | <b>224</b>       |

**Additional Future**

| Arrival Time  | Arrival Profile | Staff Arrivals | Departure Time | Departure Profile | Staff Departures |
|---------------|-----------------|----------------|----------------|-------------------|------------------|
| Before 7:30   | 18.60%          | 6              | Before 16:00   | 13.00%            | 4                |
| 07:30 - 08:00 | 13.40%          | 4              | 16:00 - 16:30  | 30.00%            | 9                |
| 08:00 - 08:30 | 19.00%          | 6              | 16:30 - 17:00  | 8.90%             | 3                |
| 08:30 - 09:00 | 19.40%          | 6              | 17:00 - 17:30  | 29.60%            | 9                |
| 09:00-09:30   | 13.00%          | 4              | 17:30 - 18:00  | 12.60%            | 4                |
| After 09:30   | 16.60%          | 5              | 18:00 - 18:30  | 3.20%             | 1                |
|               |                 |                | After 18:30    | 2.80%             | 1                |
| <b>Total</b>  | <b>100%</b>     | <b>31</b>      | <b>Total</b>   | <b>100%</b>       | <b>31</b>        |

**Total Future**

| Arrival Time  | Arrival Profile | Staff Arrivals | Departure Time | Departure Profile | Staff Departures |
|---------------|-----------------|----------------|----------------|-------------------|------------------|
| Before 7:30   | 18.60%          | 47             | Before 16:00   | 13.00%            | 33               |
| 07:30 - 08:00 | 13.40%          | 34             | 16:00 - 16:30  | 30.00%            | 76               |
| 08:00 - 08:30 | 19.00%          | 48             | 16:30 - 17:00  | 8.90%             | 23               |
| 08:30 - 09:00 | 19.40%          | 49             | 17:00 - 17:30  | 29.60%            | 75               |
| 09:00-09:30   | 13.00%          | 33             | 17:30 - 18:00  | 12.60%            | 32               |
| After 09:30   | 16.60%          | 42             | 18:00 - 18:30  | 3.20%             | 8                |
|               |                 |                | After 18:30    | 2.80%             | 7                |
| <b>TOTAL</b>  | <b>100%</b>     | <b>255</b>     | <b>TOTAL</b>   | <b>100%</b>       | <b>255</b>       |