

# Mount Pleasant Site

Framework Delivery and Service Plan

Project Number VN50127 | April 2013

Mount Pleasant

Document Title: Framework **Delivery and Service Plan**

Version: Final

Date: 23 April 2013

Prepared by: Ian Gardner / Upinder Ubhi

Approved by:

**Sinclair Knight Merz**

New City Court  
20 St Thomas Street  
London  
SE1 9RS

Tel: +44 (0)207 939 6300  
Fax: +44 (0)207 939 6301  
Web: [www.skmcolinbuchanan.com](http://www.skmcolinbuchanan.com)

**COPYRIGHT:** The concepts and information contained in this document are the property of Sinclair Knight Merz (Europe) Ltd. Use or copying of this document in whole or in part without the written permission of Sinclair Knight Merz constitutes an infringement of copyright.

**LIMITATION:** This report has been prepared on behalf of and for the exclusive use of Sinclair Knight Merz (Europe) Ltd's Client, and is subject to and issued in connection with the provisions of the agreement between Sinclair Knight Merz and its Client. Sinclair Knight Merz accepts no liability or responsibility whatsoever for or in respect of any use of or reliance upon this report by any third party.

### Document history and status

| Revision   | Date issued | Reviewed by | Approved by  | Date approved | Revision type                     |
|------------|-------------|-------------|--------------|---------------|-----------------------------------|
| FINAL      | 18.04.2013  | Jenny Baker | Jenny Baker  | 18.04.2013    | Amendments following M3 comments  |
| FINAL rev2 | 23.04.2013  | Ian Gardner | Upinder Ubhi | 23.04.2013    | Amended following Lawyer comments |
|            |             |             |              |               |                                   |
|            |             |             |              |               |                                   |
|            |             |             |              |               |                                   |
|            |             |             |              |               |                                   |
|            |             |             |              |               |                                   |
|            |             |             |              |               |                                   |

### Distribution of copies

| Revision   | Copy no    | Quantity | Issued to                                     |
|------------|------------|----------|---|
| DRAFT      | Electronic |          | Project team                                  |
| FINAL      | Electronic |          | Project Team                                  |
| FINAL rev2 | Electronic |          | Project Team / LB Islington / LB Camden / TfL |
|            |            |          |   |
|            |            |          |   |
|            |            |          |   |
|            |            |          |   |
|            |            |          |   |

|                              |   |
|------------------------------|---|
| <b>Printed:</b>              | 23 April 2013   |
| <b>Last saved:</b>           | 23 April 2013 11:29 AM                                  |
| <b>File name:</b>            | VN50127- Mount Pleasant Delivery and Service Plan FINAL |
| <b>Author:</b>               | Upinder Ubhi  |
| <b>Project manager:</b>      | Project Manager   |
| <b>Name of organisation:</b> | RMG Ltd   |
| <b>Name of project:</b>      | Mount Pleasant  |
| <b>Name of document:</b>     | Construction Strategy                                   |
| <b>Document version:</b>     | Final   |
| <b>Project number:</b>       | VN50127   |

## MOUNT PLEASANT – ERRATA NOTE

This note has been prepared by DP9 on behalf of the Royal Mail Group Ltd. The note should be read in conjunction with all documents and plans submitted in support of the following planning applications:

- The Calthorpe Street planning and associated conservation area consent applications to the London Borough of Islington; and
- The Phoenix Place planning application to the London Borough of Camden.

The above applications were submitted simultaneously to the relevant Local Planning Authority on 1 May 2013. Following the submission of the applications the London Borough of Camden requested that the redline application boundary for the Phoenix Place application was re-drawn to mirror the administrative boundary down the centre of Phoenix Place.

As a consequence, the redline boundary for both applications has been withdrawn and amended plans submitted to the relevant Local Planning Authority, alongside this Errata Note. The redline boundary change affects the site areas as follows:

- Calthorpe Street Site – From 2.22 ha to 2.36 ha
- Phoenix Place Site – From 1.31 ha to 1.17 ha

For the avoidance of doubt, the application proposals for the Mount Pleasant Site as a whole are unaffected and the documents submitted in support of each application remain valid and robust.

The table below lists the application documents submitted for each planning application and whether, other than plans showing the respective redline boundary and resultant site areas, this change affects the documents or conclusions.

| APPLICATION DOCUMENT  | EFFECT OF THE REDLINE BOUNDARY CHANGE |
|---|---------------------------------------|
| <i>Documents submitted in support of the Calthorpe Street Site application only</i>             |                                       |
| Planning Application Form, Land Ownership Certificate A and Agricultural Holdings Certificates; | Unaffected                            |
| The Covering Letter   | Unaffected                            |

|   |  |
|---|--|
| Design and Access Statement: Volume 2: Calthorpe Street Development   | Density calculations on page 45 amended to 1,036 habitable rooms within a site area of 2.36ha to provide a density calculation of 438 habitable rooms/hectare. |
| Calthorpe Street Waste Management Plan  | Unaffected   |
| Calthorpe Street Framework Travel Plan  | Unaffected   |
| Calthorpe Street Operational Waste Plan   | Unaffected   |
| Calthorpe Street Sustainability Statement including Code for Sustainable Homes Pre-Assessment and BREEAM Pre-Assessment | Unaffected   |
| Calthorpe Street Energy Strategy including Overheating Report   | Unaffected   |
| <b><i>Documents submitted in support of the Phoenix Place Site application only</i></b>                                 |  |
| Planning Application Form, Land Ownership Certificate B and Agricultural Holdings Certificates                          | Unaffected   |
| The Covering Letter   | Unaffected   |
| Design and Access Statement: Volume 3: Phoenix Place Development  | Density calculations on page 31 amended to 1,077 habitable rooms within a site area of 1.17 to provide a density calculation of 921 habitable rooms/hectare.   |
| Phoenix Place Waste Management Plan   | Unaffected   |
| Phoenix Place Framework Travel Plan   | Unaffected   |
| Phoenix Place Operational Waste Plan  | Unaffected   |
| Phoenix Place Sustainability Statement including Code for Sustainable Homes Pre-Assessment and BREEAM Pre-Assessment    | Unaffected   |

|  |   |
|--|---|
| Phoenix Place Energy Strategy including Overheating Report   | Unaffected  |
| <b><i>The application documents which assess the Development across the Site are set out below</i></b>         |   |
| Planning Statement which includes the Economic and Regeneration Statement and draft Section 106 Heads of Terms | Density calculations for Calthorpe Street (page 37) amended to 1,036 habitable rooms within a site area of 2.36ha to provide a density calculation of 438 habitable rooms/hectare.<br>Density calculations for Phoenix Place (page 38) amended to 1,077 habitable rooms within a site area of 1.17 to provide a density calculation of 921 habitable rooms/hectare. |
| Design and Access Statement: Volume 1: Mount Pleasant  | Unaffected  |
| Environmental Statement: Volume 1: Main Text   | Unaffected  |
| Environmental Statement: Volume 2: Figures   | Unaffected  |
| Environmental Statement: Volume 3: Townscape, Visual and Built Heritage Assessment                             | Unaffected  |
| Environmental Statement Volumes 4A to 4F (Appendices)  | Unaffected  |
| Environmental Statement Non-Technical Summary  | Unaffected  |
| Public Realm and Playspace Strategy  | Unaffected  |
| Housing Statement  | Unaffected  |
| Internal Daylight and Sunlight Assessment  | Unaffected  |
| Residential Travel Plan  | Unaffected  |
| Delivery and Servicing Plan  | Unaffected  |

|                                       |            |
|---------------------------------------|------------|
| Framework Construction Logistics Plan | Unaffected |
| Parking Management Plan               | Unaffected |
| Health Impact Assessment              | Unaffected |
| Community Involvement Report          | Unaffected |

**DP9**

**4 June 2013**

## Contents

|     |   |    |
|-----|---|----|
| 1   | Introduction.....   | 1  |
| 1.1 | Background .....  | 1  |
| 2   | Existing Delivery and Service Vehicle Strategy .....                          | 2  |
| 2.1 | Introduction.....   | 2  |
| 2.2 | Existing Delivery and Servicing Access Points .....                           | 2  |
| 3   | Proposed Servicing and Delivery Trips.....                                    | 4  |
| 3.1 | Introduction.....   | 4  |
| 3.2 | Proposed Delivery and Servicing Accesses .....                                | 4  |
| 3.3 | Schedule of Development .....   | 5  |
| 3.4 | Servicing Trip Rates.....   | 5  |
| 3.5 | Vehicle Types.....  | 7  |
| 3.6 | Access Routes.....  | 8  |
| 3.7 | Hours of Operation.....   | 9  |
| 4   | Proposed Qualitative Measures.....  | 10 |
| 4.1 | Introduction.....   | 10 |
| 4.2 | DSP Responsibility .....  | 10 |
| 4.3 | Residential and Commercial Delivery and Service Timing .....                  | 10 |
| 4.4 | Consolidation and Backloading.....  | 11 |
| 4.5 | Safe Loading Strategy.....  | 11 |
| 4.6 | Encourage Best Practice Amongst Suppliers .....                               | 11 |
| 5   | Future Development .....  | 12 |
| 5.1 | Introduction.....   | 12 |
| 5.2 | Travel Plan Incorporation .....   | 12 |
| 6   | Conclusions.....  | 14 |
|     | Table 3.1: Schedule of Development.....                                       | 5  |
|     | Table 3.2: Monday-Friday TRAVL Selected Sites for Delivery and Servicing..... | 5  |
|     | Table 3.3: Monday – Friday 24 Hour Servicing Vehicle Trip Generation .....    | 6  |
|     | Table 3.4: Monday to Friday AM Peak hour servicing trips .....                | 7  |
|     | Table 3.5: Monday to Friday PM peak hour servicing trips.....                 | 7  |
|     | Table 3.6: Monday – Friday 24 hour Service Vehicle Type .....                 | 8  |
|     | Table 5.1: Data Collection Problems and Solutions.....                        | 12 |



# 1 Introduction

## 1.1 Background

1.1.1 SKM Colin Buchanan (SKM CB) has been appointed by Royal Mail Group Limited (RMG) to provide a delivery and servicing plan (DSP) in relation to the proposed redevelopment of their Mount Pleasant Sorting Office, in Clerkenwell, London.

1.1.2 The DSP has been produced with reference to:

- The London Freight Plan
- TfL guidance on DSPs
- DfT guidance on Delivery Plans

1.1.3 TfL guidance states that a DSP can help organisations:

- Manage deliveries to reduce the number of trips, particularly during the morning peak, thereby reducing congestion
- Identify where safe and legal loading can take place to reduce the potential risk of accidents
- Commission delivery companies who can demonstrate their commitment to best practice and allow the site to achieve environmental goals including reducing CO2 emissions
- Save money by reducing the unit cost of travel through consolidation

1.1.4 The DSP is therefore structured as follows:

- Section 2 details the sites existing delivery and servicing strategies in terms of existing access points
- Section 3 provides a brief summary of the redevelopment proposals and considers how they will impact upon the existing delivery and service management strategies.
- Section 4 details a number of qualitative measures that the developer could introduce mitigate the impacts of servicing and deliveries.
- Section 5 details a future strategy in terms of integrating the DSP into the site Travel Plan.
- Section 6 provides a summary and conclusion.

## 2 Existing Delivery and Service Vehicle Strategy

### 2.1 Introduction

2.1.1 This section of the report identifies the existing arrangements for Royal Mail operational vehicles. It should be noted that this DSP does not cover these existing operational movements, but focuses on the proposed residentially led mixed use development. Goods vehicles ranging from pool cars, transit vehicles and medium goods vehicles to larger rigid vehicles and articulated vehicles currently serve the site as part of Royal Mail's operation.

2.1.2 This section identifies the existing delivery and servicing strategy in terms of access points, and set down areas.

### 2.2 Existing Delivery and Servicing Access Points

2.2.1 The site currently benefits from off-street servicing only for the Royal Mail operation. As such, delivery vehicles to this site do not disrupt the throughflow of traffic along any local roads through on-street parking / loading.

2.2.2 As identified in the Mount Pleasant Transport Assessment, the service yard to the north of the Sorting Office building occupies the north-eastern part of the Site (the Calthorpe Street site) and is used for the unloading and loading of deliveries to the Royal Mail Sorting Office. This service yard comprises two levels, with upper and lower level parking and loading areas connected by ramps.

2.2.3 The Calthorpe Street site is divided into three distinct servicing and delivery areas:

- Calthorpe Street Site 'Bathtub' operational parking, and vehicle wash and refuelling facility - The 'bathtub' is accessed via a one-way ramp leading down from the Farringdon Road access. Once in the 'bathtub' car park, drivers have the option of parking, or accessing the loading / unloading area on the southern side of the Calthorpe Street Site. The loading / unloading area is accessed via a ramp leading up from the 'bathtub'. On exiting the loading / unloading area, vehicles continue in an anti-clockwise direction to exit the Site via the Farringdon Road access. Vehicles exiting the bathtub area also have the option of exiting via the Phoenix Place junction.
- Calthorpe Street Site ground floor operational parking and loading areas (on the northern boundary of the Site, accessed via Farringdon Road). Drivers have the option of parking in this area, or continuing anti-clockwise to enter the loading / unloading area at the southern end of the Calthorpe Street Site. On exiting the loading / unloading area, vehicles continue in an anti-clockwise direction to exit the Site via the Farringdon Road access. They also have the option of making use of the Phoenix Place exit.
- EC Delivery area which is within the basement of the existing building; this accommodates 23 loading bays and is used by vans only. This area is accessed via the corner of the Mount Pleasant/ Phoenix Place junction, with an exit provided onto Phoenix Place.

2.2.4 These various vehicle access points are illustrated on **Figure 1**.

- 2.2.5 The Phoenix Place site is used as a car park for Royal Mail staff and is accessed directly off Phoenix Place. Occasionally it is used to park operational vehicles however its main function is as a staff car park.

## 3 Proposed Servicing and Delivery Trips

### 3.1 Introduction

3.1.1 It should be noted that the operational vehicles which access the Royal Mail Sorting Office are not considered in this DSP since this does not form part of the planning application. Therefore, this section describes the servicing and delivery strategy for the proposed land uses which form part of the planning application. The servicing and delivery accesses for each plot are discussed as well as the likely traffic generation of delivery and service vehicles for the proposed land uses.

### 3.2 Proposed Delivery and Servicing Accesses

#### ***Calthorpe Street Site***

3.2.1 The servicing entrance to the Calthorpe Street site will be via a new priority junction off Calthorpe Street. This provides access to the basement car park as well as an internal route running through the site. Access to this route is to be controlled through the use of automatic bollards, which would be managed by the on-site concierge, therefore only allowing access for delivery and servicing vehicles. The bollards would also ensure that any cars exiting for the basement car park do not access the internal route through the site. The on-site concierge would be responsible for all delivery drop-offs to the residential units.

3.2.2 Refuse and delivery /servicing vehicles to the Calthorpe Street site will continue through a one-way route through the site, which then exit onto Farringdon Road. Within the site there are a number of areas which can accommodate a 10m rigid vehicle adjacent to the vehicle route, whilst the vehicle route can accommodate vehicles up to an LB Islington Refuse vehicle (the largest vehicle anticipated to access the site). It should be noted that these are not formal loading bays but simply areas which can accommodate large vehicles making deliveries to the residential/commercial uses without blocking the internal vehicle route. All of these vehicles would exit via Farringdon Road and be restricted to making left turns only into Farringdon Road, and the kerb radii of this servicing exit has been designed to discourage a right turn. An automatic bollard would also restrict any vehicles trying to enter the site from Farringdon Road. Figure 2 illustrates the overall scheme and access strategy.

3.2.3 In order to incorporate the servicing route exit through the Calthorpe Street site, the existing bus stop cage markings on Farringdon Road would require amendments, and this is discussed further in the Transport Assessment. Swept paths are also provided in the Transport Assessment.

3.2.4 It is intended that any deliveries to the residential units fronting onto Calthorpe Street take place within the site itself.

#### ***Phoenix Place Site***

3.2.5 Refuse, deliveries and servicing for the Phoenix Place are proposed to take place from Gough Street, Phoenix Place and Mount Pleasant, and this has been agreed with highways officers at LB Camden. The parking on these roads has been rationalised to incorporate dedicated loading bays – a total of 4 are being provided. Two located on Phoenix Place, one on Mount Pleasant,

and one on Gough Street – details of which can be found in the Design and Access Statement. It should be noted that the existing number of on-street parking spaces is to be retained. Figure 2 illustrates the overall scheme and access strategy. Swept paths are provided in the Transport Assessment.

### 3.3 Schedule of Development

3.3.1 Table 3.1 displays the proposed schedule of development per plot. The development schedule for the two sites is summarised in **Error! Reference source not found.** It should be noted that a flexible permission is sought for all of the commercial uses (with the exception of the B1 Office use). The land use which would generate the highest level of delivery vehicle trips for this flexible commercial use would be A1 food and therefore this has been assumed in the DSP to consider the worse case scenario.

Table 3.1: Schedule of Development

| Site name        | Plot number | Residential Units | Office (sqm GFA) | Flexible commercial use sqm GFA |
|------------------|-------------|-------------------|------------------|---------------------------------|
| Calthorpe Street | C1          | 181               | 0                | 835                             |
|                  | C2          | 155               | 4701             | 737                             |
| Phoenix Place    | P1          | 214               | 0                | 604                             |
|                  | P2          | 131               | 0                | 283                             |
| Total            |             | 681 Units         | 4701 sqm GFA     | 2459 sqm GFA                    |

3.3.2 In order to gain an appreciation of the proposed levels of servicing and deliveries at the Site, the predicted level of delivery and servicing vehicle trips produced by the residential and commercial parts of the development has been investigated and is discussed in further detail below.

### 3.4 Servicing Trip Rates

3.4.1 The TRAVL database was interrogated to find similar sites to the proposed development, which contain servicing information. The sites displayed in Table 3.2 were selected for the weekday analysis. No TRAVL data was available for the weekend analysis. Therefore, weekend delivery and servicing trips are assumed to be the same as in the weekday.

Table 3.2: Monday-Friday TRAVL Selected Sites for Delivery and Servicing

| Land Use       | Site                       | Borough     | Survey Date | PTAL |
|----------------|----------------------------|-------------|-------------|------|
| A1 Food Retail | Waitrose                   | Westminster | 10/06/2010  | 6    |
| Residential    | Albion Wharf (Affordable)  | Battersea   | 19/04/2005  | 4    |
|                | Exeter Road / Edison Close | Walthamstow | 03/02/1999  | 3    |

| Land Use | Site                           | Borough        | Survey Date | PTAL |
|----------|--------------------------------|----------------|-------------|------|
|          | Grosvenor Waterside            | Westminster    | 22/10/2008  | 2    |
|          | Merryweather Place             | Greenwich      | 03/11/2011  | 4    |
|          | Osier Crescent                 | Muswell Hill   | 02/05/2007  | 1    |
|          | Parliament View Apts (Private) | Lambeth        | 23/11/2004  | 4    |
| Office   | Assoc of London Gov            | Southwark      | 02/12/2004  | 6    |
|          | Baltic Exchange                | City of London | 08/02/2005  | 6    |
|          | Buckingham Palace Road         | Westminster    | 26/03/2007  | 6    |
|          | Ecclestone Place               | Westminster    | 26/03/2007  | 6    |
|          | Highbury House Coms            | Islington      | 23/04/2001  | 6    |
|          | MVA Transport Consultancy      | Westminster    | 14/06/2006  | 6    |
|          | Windsor House                  | Westminster    | 26/03/2007  | 6    |

3.4.2 The resultant 24 hour Monday-Friday servicing vehicle trips generated by the TRAVL selected sites are displayed in Table 3.3 below. The full set of 24 hour (0000-2400) servicing trip rates are contained within Appendix A.

Table 3.3: Monday – Friday 24 Hour Servicing Vehicle Trip Generation

| Plot Number | Monday – Friday 24 hour servicing trips per land use |     |        |     |         |     | Total servicing trips over 24 hours |     |
|-------------|--|-----|--------|-----|---------|-----|-------------------------------------|-----|
|             | Residential  |     | Office |     | A1 Food |     | In                                  | Out |
|             | In   | Out | In     | Out | In      | Out |                                     |     |
| C1          | 11   | 11  | 0      | 0   | 8       | 7   | 19                                  | 18  |
| C2          | 9  | 10  | 27     | 27  | 7       | 7   | 43                                  | 44  |
| P1          | 13   | 13  | 0      | 0   | 6       | 6   | 19                                  | 19  |
| P2          | 8  | 8   | 0      | 0   | 6       | 6   | 14                                  | 14  |
| Total       | 41   | 42  | 27     | 27  | 28      | 25  | 95                                  | 94  |

3.4.3 Table 3.3 shows that sites C1 and C2 produce a combined total of 62 inbound and 62 outbound vehicles. Site P1 produces 19 inbound and 19 outbound service vehicle movements. Site P2 produces 14 inbound and 14 outbound movements during the weekday 24hour period.

3.4.4 Table 3.4 displays the resultant AM peak hour servicing trips.

Table 3.4: Monday to Friday AM Peak hour servicing trips

| Plot Number  | AM Peak Hour Servicing Trips (0800-0900 for Residential, 0830-0930 for all other uses) |          |          |          |          |          | Total servicing trips over 24 hours |           |
|--------------|--|----------|----------|----------|----------|----------|-------------------------------------|-----------|
|              | Residential  |          | Office   |          | A1 Food  |          | In                                  | Out       |
|              | In   | Out      | In       | Out      | In       | Out      |                                     |           |
| C1           | 1  | 1        | 0        | 0        | 0        | 1        | 1                                   | 2         |
| C2           | 1  | 1        | 4        | 4        | 0        | 1        | 5                                   | 6         |
| P1           | 1  | 2        | 0        | 0        | 0        | 0        | 1                                   | 2         |
| P2           | 1  | 1        | 0        | 0        | 0        | 0        | 1                                   | 2         |
| <b>Total</b> | <b>4</b>   | <b>5</b> | <b>4</b> | <b>4</b> | <b>0</b> | <b>2</b> | <b>8</b>                            | <b>12</b> |

3.4.5 Table 3.4 demonstrates that the whole development is likely to create only 8 inbound and 12 outbound service trips during the Mon-Fri AM peak hour.

3.4.6 Table 3.5 displays the resultant Monday – Friday PM peak hour servicing trips.

Table 3.5: Monday to Friday PM peak hour servicing trips

| Plot Number  | PM Peak Hour Servicing Trips (1800-1900 for all uses) |          |          |          |          |          | Total servicing trips over 24 hours |          |
|--------------|---|----------|----------|----------|----------|----------|-------------------------------------|----------|
|              | Residential   |          | Office   |          | A1 Food  |          | In                                  | Out      |
|              | In  | Out      | In       | Out      | In       | Out      |                                     |          |
| C1           | 0   | 0        | 0        | 0        | 0        | 0        | 0                                   | 0        |
| C2           | 0   | 0        | 1        | 1        | 0        | 0        | 1                                   | 1        |
| P1           | 0   | 0        | 0        | 1        | 0        | 0        | 0                                   | 1        |
| P2           | 0   | 0        | 0        | 0        | 0        | 0        | 0                                   | 0        |
| <b>Total</b> | <b>0</b>  | <b>0</b> | <b>1</b> | <b>2</b> | <b>0</b> | <b>0</b> | <b>1</b>                            | <b>2</b> |

3.4.7 Table 3.5 demonstrates that the whole development is likely to create only 1 inbound and 2 outbound service / delivery trips during the Mon-Fri PM peak hour.

### 3.5 Vehicle Types

3.5.1 Table 3.6 displays the proposed service and delivery vehicle types at the Site, based on the vehicle types as used in the TRAVL surveys, over a 24 hour period.

Table 3.6: Monday – Friday 24 hour Service Vehicle Type

| Type of Vehicle            | Residential |      | Office |      | A1 Food |      |
|----------------------------|-------------|------|--------|------|---------|------|
|                            | In          | Out  | In     | Out  | In      | Out  |
| Car deliveries             | 0%          | 0%   | 17%    | 17%  | 7%      | 8%   |
| Motorcycle deliveries      | 0%          | 0%   | 10%    | 10%  | 0%      | 0%   |
| Small Van deliveries       | 0%          | 0%   | 0%     | 0%   | 0%      | 8%   |
| Transit 2 axle <7.5 t      | 0%          | 0%   | 7%     | 7%   | 7%      | 8%   |
| Transit (single rear tyre) | 88%         | 87%  | 23%    | 23%  | 21%     | 15%  |
| Rigid 2 axles              | 0%          | 0%   | 0%     | 0%   | 14%     | 15%  |
| Rigid 3 axles              | 12%         | 12%  | 43%    | 43%  | 14%     | 8%   |
| Rigid 4 axles              | 0%          | 0%   | 0%     | 0%   | 7%      | 8%   |
| Artic 3-4 axles            | 0%          | 2%   | 0%     | 0%   | 29%     | 31%  |
| Total                      | 100%        | 100% | 100%   | 100% | 100%    | 100% |

- 3.5.2 Table 3.6 indicates that approximately 88% of the residential servicing and delivery trips for the site are likely to be made by a transit vehicle. Only 12% of residential servicing and delivery trips are expected to be made by an HGV.
- 3.5.3 For the office use, 43% of delivery and servicing trips are predicted to be made by HGVs (Rigid 3 axle vehicles) and 30% by transit. Car and motorbike deliveries account for 27% of office delivery and servicing trips.
- 3.5.4 A1 food retail attracts approximately 65% HGVs (4 axle articulated vehicles, 2 – 4 axle rigid vehicles) and 35% smaller delivery vehicles (car, small vans and transit vehicles). However, articulated delivery vehicles for residential and commercial uses will not be entitled to access the site. Therefore, deliveries must be managed to avoid articulated vehicle deliveries.
- 3.5.5 The TRAVL analysis has shown that a significant amount of delivery and service vehicle movements to the site can be undertaken by smaller vehicles (car and transit).
- 3.5.6 The developer will make all reasonable endeavours to appoint delivery companies where the type and size of delivery vehicle can be specified.
- 3.5.7 Table 3.4 and Table 3.5 have shown that a minimal amount of delivery and servicing trips are proposed at the site during Monday – Friday peak hours. Comparison between these tables and Table 3.6 show that very few HGVs are expected to access the site during the peak hours.

### 3.6 Access Routes

- 3.6.1 Where possible, service delivery access routes will be limited to the principal road network, namely Farrington Road and Kings Cross Road. Smaller streets and residential streets, apart



from the site access roads (Gough Street, Phoenix Place, Calthorpe Street, Rosebery Avenue), are not recommended as delivery and servicing routes to the site.

3.6.2 All suppliers will be provided with detailed information regarding the site location, routes and site access, to ensure that deliveries are made as efficiently as possible.

### 3.7 Hours of Operation

3.7.1 TRAVL analysis has revealed that all delivery and servicing for the proposed residential and commercial land uses is expected to occur between 0700-1700.

## 4 Proposed Qualitative Measures

### 4.1 Introduction

4.1.1 This section outlines qualitative measures that could be implemented by the occupiers / management company to manage access by servicing and deliveries vehicles. These qualitative measures are relevant to all residential and commercial land uses on site.

4.1.2 Subsequent sections will detail how the success of implementing these measures will be assessed through both Residential and Commercial Travel Plan updates.

4.1.3 The strategy will apply to:

- Deliveries and collections
- Servicing trips including maintenance
- Cleaning and waste removal
- Catering and vending

### 4.2 DSP Responsibility

4.2.1 The responsibility for all aspects of the DSP, including the baseline delivery and servicing vehicle survey, will fall within the remit of the Travel Plan Coordinator (TPC) who will be employed on site. The TPC role will be part of an existing full time role, with the TPC primarily based on site in order to deal with any travel plan issues.

### 4.3 Residential and Commercial Delivery and Service Timing

4.3.1 The majority of freight delivery activity to commercial organisations takes place during traditional working hours of 0700-1700. Fewer movements occur during the evening peak period.

4.3.2 Inviting flexibility in delivery timing allows delivery and service vehicles to access the site outside of peak hours, removing its contribution to local congestion.

4.3.3 The flexibility of delivery timing is typically dependent on the recipient, requiring an individual to be on-site to accept receipt. A concierge will be present on site at the residential units (for the Calthorpe Street site). Therefore the potential exists for certain deliveries to be received outside of peak periods.

4.3.4 A quick win in terms of spreading arrival profiles is investigating whether the servicing of the commercial and residential land use proposals can be done outside of traditional working hours, particularly as servicing vehicles often generate a longer set-down period.

4.3.5 Part of the Travel Plan Coordinator's role will be to investigate with regular suppliers which goods can be delivered outside of traditional working hours and set up a collection procedure using on-site security staff.

#### 4.4 Consolidation and Backloading

4.4.1 Consolidation is the act of transporting several part loads in one vehicle to reduce the number of required journeys or by adopting backloading where spare capacity on vehicle return legs is utilised. It can be done between different commercial organisations who are aiming to reduce their delivery vehicle impact and gain economic benefits by reducing the unit cost of transportation. Reducing the number of vehicle movements similarly reduces associated emissions and congestion and is therefore supported by surrounding residents.

4.4.2 Consolidation requires an effective communication strategy to be in place where administrators can highlight that they are about to place a specific order to other departments and allow them to share the delivery where possible.

4.4.3 Part of the Travel Plan Coordinator's role will be to establish an effective communication strategy between administrators who are responsible for ordering goods that are common across the commercial and residential land use proposals. They will also need to identify which goods generate a return demand and strengthen potential for backloading by liaising with suppliers.

#### 4.5 Safe Loading Strategy

4.5.1 It is essential that the set-down areas identified for service and delivery vehicles are maintained. This will ensure there is no service vehicle parking abuse is created in terms of blocking the through flow of vehicles through the site and creating hazards in terms of restricting pedestrian visibility along the internal road network.

4.5.2 It will be important to ensure that all suppliers are aware of the appropriate access point and area from which they will be servicing a particular plot. It is therefore essential that, where possible, a communication channel is created between the supplier and Travel Plan coordinator through which this information can be sent.

4.5.3 On-site congestion can be mitigated by reducing the time a supplier spends on-site. This could be achieved through the adoption of a booking system where the supplier or collector details an estimated time of arrival on-site.

4.5.4 This practise could extend to the pre-positioning of bins for waste collection at the appropriate set down points.

#### 4.6 Encourage Best Practice Amongst Suppliers

4.6.1 As part of the DSP, the Travel Plan Coordinator will encourage regular suppliers to join a best practice scheme such as TfL's Freight Operator Recognition Scheme (FORS) and investigate whether deliveries and collections to the site can be undertaken using electric or hybrid vehicles.

4.6.2 FORS helps suppliers across London to be safer, greener and more efficient with organisations needing to fulfill certain criteria to gain membership.

## 5 Future Development

### 5.1 Introduction

5.1.1 This section details the future strategy in terms of integrating the DSP into both the Residential and Commercial Travel Plans.

### 5.2 Travel Plan Incorporation

5.2.1 A travel plan survey will need to be conducted at the end of the 1st, 3rd and 5th year after occupation of the proposed residential and commercial land uses.

5.2.2 The survey will record the following information:

- The number of deliveries to the site.
- The classification of the DSV.
- The arrival time of the DSV.
- The length of stay of the DSV.
- The set down area from which the delivery/collection is made.
- The purpose of the trip including item description.
- The department that was being serviced.
- Whether the supply company is a member of any best practice scheme, such as FORS.

5.2.3 TfL guidance details the following problems that are typical of the data collection process, many of which are likely to be experienced at this particular land use, and suggested solutions, indicated in Table 5.1.

Table 5.1: Data Collection Problems and Solutions

| Problem   | Solution   |
|---|--|
| No central receiving point – goods are received on an ad-hoc or individual basis                                      | Ask staff to record details of the deliveries they receive, and collate all of the information at the end of the survey period   |
| Staff unwilling to accurately or diligently record information on the nature of all delivery and servicing activities | Early engagement of staff to help them understand the advantages of freight-related activity<br>Implement a dedicated data collection process for a specified period of time |
| Lack of resources to collate the information coming from disparate parts of the organisation                          | Early engagement with senior management to promote the benefits of a DSP   |

***Target Setting and Reporting***

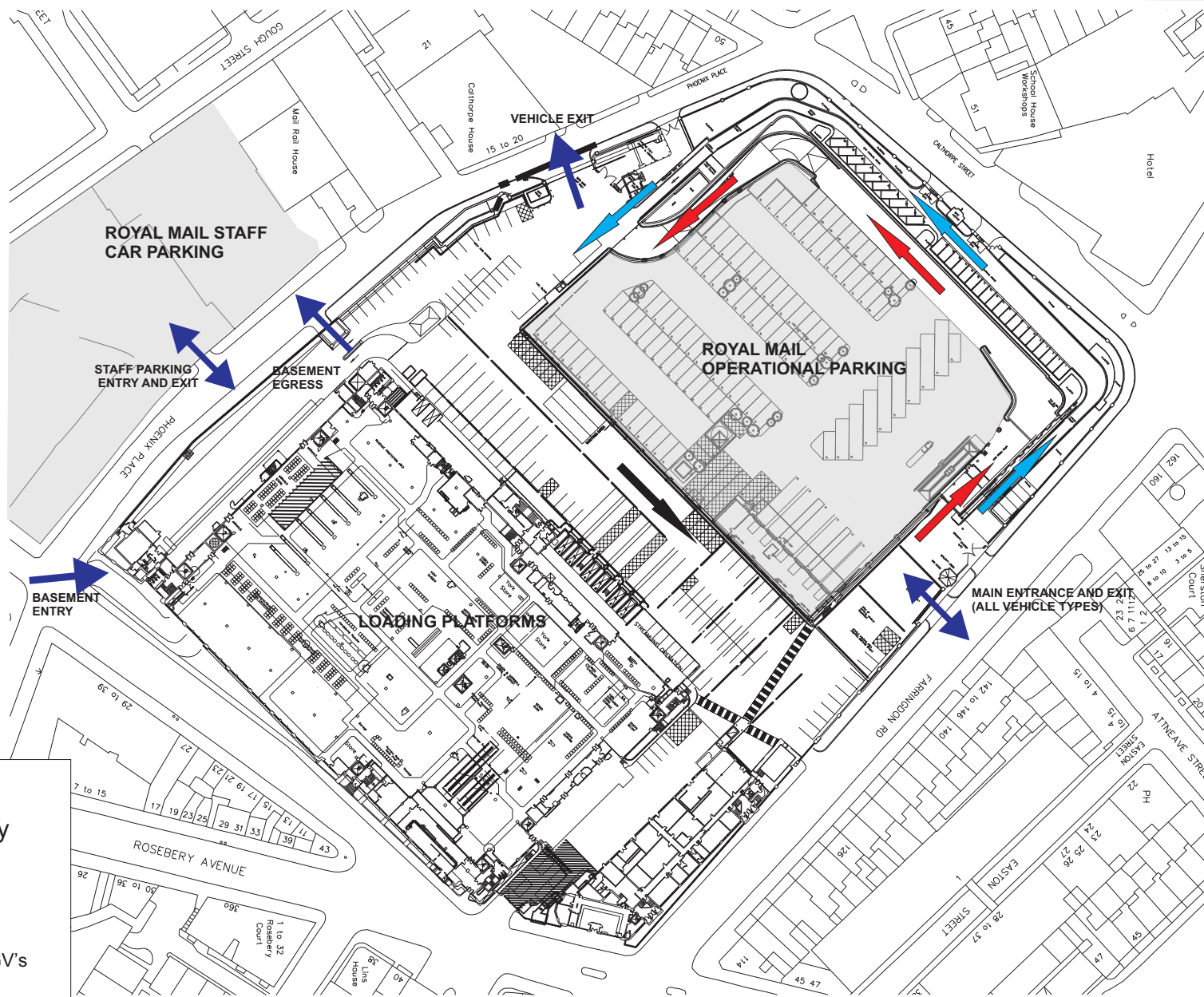
- 5.2.4 Subsequent targets in terms of trip reduction, time of arrivals, consolidating similar trips will be based on the results of this survey and set out in the site's Travel Plan update.

***Monitoring***

- 5.2.5 Subsequent monitoring of the success of the DSP will be measured by undertaking update surveys at the same time as the wider Travel Plan surveys.

## 6 Conclusions

- 6.1.1 This Framework Delivery and Service Management Plan has been produced to generate an understanding of the delivery and servicing proposals on site to aid the full DSP. In addition, this framework DSP identifies how delivery/service vehicle movements will be managed for the development proposals.
- 6.1.2 This framework DSP has also identified that the majority of delivery and service vehicles for the residential and commercial land uses will occur between 07:00 and 17:00. The developer will make all reasonable endeavours to reduce the level of delivery and service vehicle trips through a number of measures including integration between the Travel Plan Coordinator and the delivery companies, consolidation and backlogging.
- 6.1.3 The occupier / management companies will also make all reasonable endeavours to utilise delivery vehicles that are able to service from within the site access and indeed it has been demonstrated that the types of vehicle that are anticipated to undertake delivery /servicing movements can successfully access the site.
- 6.1.4 It is anticipated that the development proposal will not generate a significant number of delivery /servicing movements and the site is suitably located to make use of the strategic road network rather than local roads.



**Access Points**

Exit / Entry  
 All

**Traffic circulation**

All Vehicles  
 Artics and HGV's  
 LGV's

Drawing Title  
**Existing Site Vehicular Access Points**

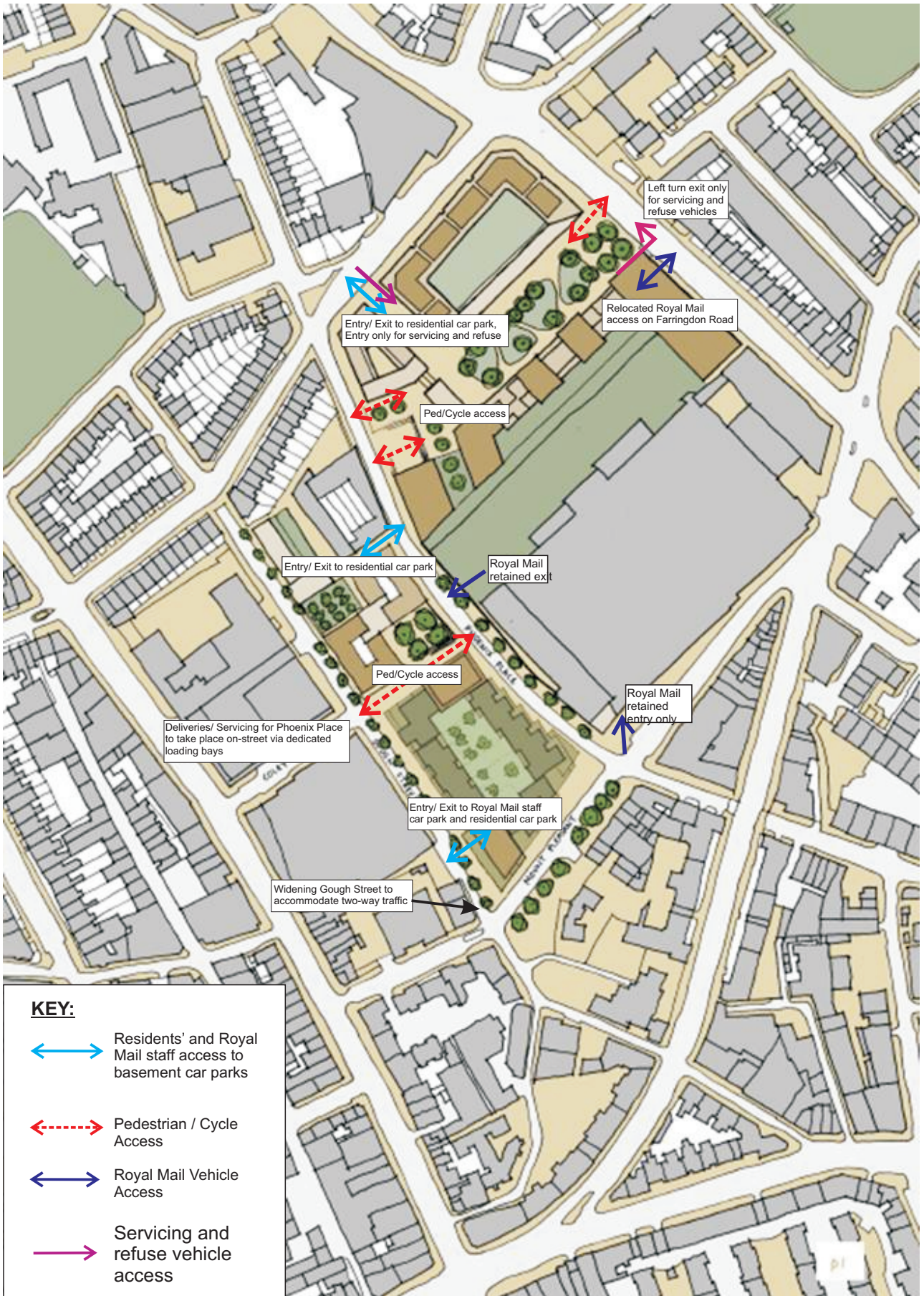
Client  
**ROYAL MAIL GROUP LIMITED**

Job Title  
**MOUNT PLEASANT**

|              |    |             |          |
|--------------|----|-------------|----------|
| Designed by: | UU | Scale:      | NTS      |
| Drawn by:    | RS | 1st Issued: | JAN 13   |
| Ckd/Appd:    | UU | Job No:     | VN 50127 |

File Extension:

Drg No: **FIGURE 1**



|  |   |              |                      |                 |
|--|---|--------------|----------------------|-----------------|
| Drawing Title<br><b>PROPOSED DEVELOPMENT AND ACCESS POINTS</b> | Client<br><b>ROYAL MAIL GROUP LIMITED</b> |              |                      | File Extension: |
|  | Job Title<br><b>MOUNT PLEASANT</b>        |              |                      | Designed by: RS |
|  |   | Drawn by: RS | 1st Issued: JAN 2013 |                 |
|  |   | Ckd/Appd: UU | Job No: VN 50127     |                 |







**TRAVL - Deliveries By Time**

Address: Waitrose  
The Colonnades, 30 Porchester Road, Bayswater, Paddington, W2 6ES  
Business Class: Supermarket A1 - Supermarket  
Location: Central  
Gross Floor Area (sq 1210)  
PTAL: 6

SurveyCo: 889  
Survey Date: 10/06/2010  
Article: 3-4 axles

| Time         | In       | Out      | % In      | % Out     |
|--------------|----------|----------|-----------|-----------|
| 07:00-07:30  | 1        | 0        | 7         | 0         |
| 08:00-08:30  | 0        | 1        | 0         | 7         |
| 11:30-12:00  | 2        | 2        | 13        | 14        |
| 14:00-14:30  | 1        | 0        | 7         | 0         |
| 15:00-15:30  | 0        | 1        | 0         | 7         |
| <b>Total</b> | <b>4</b> | <b>4</b> | <b>27</b> | <b>29</b> |

Car

| Time         | In       | Out      | % In     | % Out    |
|--------------|----------|----------|----------|----------|
| 10:30-11:00  | 1        | 0        | 7        | 0        |
| 11:30-12:00  | 0        | 1        | 0        | 7        |
| <b>Total</b> | <b>1</b> | <b>1</b> | <b>7</b> | <b>7</b> |

Rigid 2 axles

| Time         | In       | Out      | % In      | % Out     |
|--------------|----------|----------|-----------|-----------|
| 08:00-08:30  | 1        | 0        | 7         | 0         |
| 08:30-09:00  | 0        | 1        | 0         | 7         |
| 10:30-11:00  | 1        | 1        | 7         | 7         |
| <b>Total</b> | <b>2</b> | <b>2</b> | <b>13</b> | <b>14</b> |

Rigid 3 Axles

| Time         | In       | Out      | % In      | % Out    |
|--------------|----------|----------|-----------|----------|
| 08:00-08:30  | 1        | 1        | 7         | 7        |
| 16:30-17:00  | 1        | 0        | 7         | 0        |
| <b>Total</b> | <b>2</b> | <b>1</b> | <b>13</b> | <b>7</b> |

Managed by MVA Consultancy on behalf of Transport for London  
Printed On: 14/01/2013 Predictor Type: Gross Floor Area (100 sq m) TRAVL Version: 8.16

**TRAVL - Deliveries By Time**

Address: Waitrose  
The Colonnades, 30 Porchester Road, Bayswater, Paddington, W2 6ES  
Business Class: Supermarket A1 - Supermarket  
Location: Central  
Gross Floor Area (sq 1210)  
PTAL: 6

SurveyCo: 889  
Survey Date: 10/06/2010  
Article: Rigid 4 axles

| Time         | In       | Out      | % In     | % Out    |
|--------------|----------|----------|----------|----------|
| 16:30-17:00  | 1        | 1        | 7        | 7        |
| <b>Total</b> | <b>1</b> | <b>1</b> | <b>7</b> | <b>7</b> |

Small Van

| Time         | In       | Out      | % In     | % Out    |
|--------------|----------|----------|----------|----------|
| 00:00-00:30  | 1        | 0        | 7        | 0        |
| 11:00-11:30  | 0        | 1        | 0        | 7        |
| <b>Total</b> | <b>1</b> | <b>1</b> | <b>7</b> | <b>7</b> |

Transit (2 axle < 7.5 Tonnes)

| Time         | In       | Out      | % In     | % Out    |
|--------------|----------|----------|----------|----------|
| 08:30-09:00  | 0        | 1        | 0        | 7        |
| 15:30-16:00  | 1        | 0        | 7        | 0        |
| <b>Total</b> | <b>1</b> | <b>1</b> | <b>7</b> | <b>7</b> |

Transit (Single rear tyre)

| Time         | In       | Out      | % In      | % Out     |
|--------------|----------|----------|-----------|-----------|
| 00:00-00:30  | 0        | 1        | 0         | 7         |
| 12:00-12:30  | 2        | 1        | 13        | 7         |
| 14:00-14:30  | 0        | 1        | 0         | 7         |
| 15:30-16:00  | 1        | 0        | 7         | 0         |
| <b>Total</b> | <b>3</b> | <b>3</b> | <b>20</b> | <b>21</b> |

Managed by MVA Consultancy on behalf of Transport for London  
Printed On: 14/01/2013 Predictor Type: Gross Floor Area (100 sq m) TRAVL Version: 8.16

Report ID 3

The screenshot shows the TRAVL 8.16 software interface. The main window displays a list of surveys with columns for Survey Code, Name, Borough, Survey Date, PTAL, GFA (sq m), RFA, Area, Total Parking, Survey Hrs, Inc. Trip Rates, and Travel Plan Info. A detailed view of a survey is open, showing 'Land Use A1 - Supermarket' with various filters and a table of results. The detailed view includes a table with columns for Select, Survey Code, Name, Borough, Survey Date, PTAL, GFA (sq m), RFA, Area, Total Parking, Survey Hrs, Inc. Trip Rates, and Travel Plan Info. The detailed view also includes a 'Filter Results' section and a 'Search' button.

Page 1 of 2

Report ID 3

Page 2 of 2



| Site         | Code | Location       | Survey Date | PTAL | GFA  |
|--------------|------|----------------|-------------|------|------|
| Assoc of Lc  | 404  | Southwark      | 02/12/2004  | 6    | 3066 |
| Baltic Exch. | 409  | City of London | 08/02/2005  | 6    | 3809 |
| Buckingham   | 835  | Westminster    | 26/03/2007  | 6    | 5337 |
| Ecclestone   | 512  | Westminster    | 26/03/2007  | 6    | 6323 |
| Highbury H   | 324  | Islington      | 23/04/2001  | 6    | 1000 |
| MVA Trans    | 473  | Westminster    | 14/06/2006  | 6    | 509  |
| Windsor Hc   | 836  | Westminster    | 26/03/2007  | 6    | 5468 |

### TRAVL - Deliveries By Time

Report ID 3

**Address:** Assoc of London Government  
59.5 Southwark Street  
Southwark  
SE1 0AL

**Business** Government  
**Class** B1 - Office  
**Location** Central  
**Employees** 100  
**PTAL** 6

**SurveyCoc**404

**Survey Date**02/12/2004

Rigid 3 Axles

| Time         | In       | Out      | % In       | % Out      |
|--------------|----------|----------|------------|------------|
| 10:30-11:00  | 1        | 1        | 25         | 25         |
| 11:30-12:00  | 1        | 1        | 25         | 25         |
| 12:00-12:30  | 2        | 2        | 50         | 50         |
| <b>Total</b> | <b>4</b> | <b>4</b> | <b>100</b> | <b>100</b> |

Managed by MVA Consultancy on behalf of Transport for London

Page 1 of 10

Printed On 26/06/2012 Predictor Type : Employees TRAVL Version : 8.16

### TRAVL - Deliveries By Time

Report ID 3

**Address:** Baltic Exchange  
38 St Mary Axe  
City of London  
EC3A 8BH

**Business** Various  
**Class** B1 - Office  
**Location** Central  
**Employees** 150  
**PTAL** 6

**SurveyCoc**409

**Survey Date**08/02/2005

Rigid 3 Axles

| Time         | In        | Out       | % In       | % Out      |
|--------------|-----------|-----------|------------|------------|
| 07:00-07:30  | 4         | 4         | 31         | 31         |
| 08:00-08:30  | 1         | 1         | 8          | 8          |
| 08:30-09:00  | 1         | 1         | 8          | 8          |
| 10:00-10:30  | 2         | 2         | 15         | 15         |
| 11:00-11:30  | 1         | 1         | 8          | 8          |
| 12:00-12:30  | 1         | 1         | 8          | 8          |
| 14:00-14:30  | 1         | 1         | 8          | 8          |
| 16:00-16:30  | 1         | 1         | 8          | 8          |
| 18:30-19:00  | 1         | 1         | 8          | 8          |
| <b>Total</b> | <b>13</b> | <b>13</b> | <b>100</b> | <b>100</b> |

Managed by MVA Consultancy on behalf of Transport for London

Page 2 of 10

Printed On 26/06/2012 Predictor Type : Employees TRAVL Version : 8.16

### TRAVL - Deliveries By Time

Report ID 3

**Address:** Buckingham Palace Road  
172 Buckingham Palace Road London  
Victoria  
SW1W 9TN

**Business** TfL Offices  
**Class** B1 - Office  
**Location** Central  
**Employees** 500  
**PTAL** 6

**SurveyCoc**835  
**Survey Da**26/03/2007

Car

| Time         | In       | Out      | % In     | % Out    |
|--------------|----------|----------|----------|----------|
| 07:30-08:00  | 1        | 1        | 6        | 6        |
| <b>Total</b> | <b>1</b> | <b>1</b> | <b>6</b> | <b>6</b> |

Motor Cycle

| Time         | In       | Out      | % In     | % Out    |
|--------------|----------|----------|----------|----------|
| 12:00-12:30  | 1        | 0        | 6        | 0        |
| 13:00-13:30  | 0        | 1        | 0        | 6        |
| <b>Total</b> | <b>1</b> | <b>1</b> | <b>6</b> | <b>6</b> |

Pedestrian

| Time         | In       | Out      | % In     | % Out    |
|--------------|----------|----------|----------|----------|
| 15:00-15:30  | 1        | 1        | 6        | 6        |
| <b>Total</b> | <b>1</b> | <b>1</b> | <b>6</b> | <b>6</b> |

Small Van

| Time         | In       | Out      | % In      | % Out     |
|--------------|----------|----------|-----------|-----------|
| 08:30-09:00  | 1        | 1        | 6         | 6         |
| 09:30-10:00  | 1        | 1        | 6         | 6         |
| 10:00-10:30  | 1        | 0        | 6         | 0         |
| 10:30-11:00  | 0        | 1        | 0         | 6         |
| <b>Total</b> | <b>3</b> | <b>3</b> | <b>19</b> | <b>19</b> |

Managed by MVA Consultancy on behalf of Transport for London

Page 3 of 10

Printed On 26/06/2012 Predictor Type : Employees TRAVL Version : 8.16

### TRAVL - Deliveries By Time

Report ID 3

**Address:** Buckingham Palace Road  
172 Buckingham Palace Road London  
Victoria  
SW1W 9TN

**Business** TfL Offices  
**Class** B1 - Office  
**Location** Central  
**Employees** 500  
**PTAL** 6

**SurveyCoc**835  
**Survey Da**26/03/2007

Transit (2 axle < 7.5 Tonnes)

| Time         | In       | Out      | % In      | % Out     |
|--------------|----------|----------|-----------|-----------|
| 08:00-08:30  | 1        | 0        | 6         | 0         |
| 10:00-10:30  | 0        | 1        | 0         | 6         |
| 10:30-11:00  | 1        | 0        | 6         | 0         |
| 11:00-11:30  | 0        | 1        | 0         | 6         |
| 17:00-17:30  | 1        | 1        | 6         | 6         |
| <b>Total</b> | <b>3</b> | <b>3</b> | <b>19</b> | <b>19</b> |

Transit (Single rear tyre)

| Time         | In       | Out      | % In      | % Out     |
|--------------|----------|----------|-----------|-----------|
| 09:00-09:30  | 1        | 1        | 6         | 6         |
| 10:00-10:30  | 1        | 1        | 6         | 6         |
| 11:00-11:30  | 2        | 2        | 13        | 13        |
| 11:30-12:00  | 1        | 1        | 6         | 6         |
| 12:00-12:30  | 0        | 1        | 0         | 6         |
| 12:30-13:00  | 1        | 1        | 6         | 6         |
| 13:30-14:00  | 1        | 0        | 6         | 0         |
| <b>Total</b> | <b>7</b> | <b>7</b> | <b>44</b> | <b>44</b> |

Managed by MVA Consultancy on behalf of Transport for London

Page 4 of 10

Printed On 26/06/2012 Predictor Type : Employees TRAVL Version : 8.16

## TRAVL - Deliveries By Time

Report ID 3

**Address:** Eccleston Place  
25 Eccleston Place, London  
Victoria  
SW1W 9NF

**Business** TfL Offices  
**Class** B1 - Office  
**Location** Central  
**Employees** 400  
**PTAL** 6

**SurveyCoc**512  
**Survey Da**26/03/2007

Rigid 2 axles

| Time         | In | Out | % In | % Out |
|--------------|----|-----|------|-------|
| 11:00-11:30  | 1  | 0   | 7    | 0     |
| 11:30-12:00  | 0  | 1   | 0    | 7     |
| <b>Total</b> | 1  | 1   | 7    | 7     |

Transit (2 axle < 7.5 Tonnes)

| Time         | In | Out | % In | % Out |
|--------------|----|-----|------|-------|
| 08:00-08:30  | 1  | 1   | 7    | 7     |
| <b>Total</b> | 1  | 1   | 7    | 7     |

Transit (Single rear tyre)

| Time         | In | Out | % In | % Out |
|--------------|----|-----|------|-------|
| 08:00-08:30  | 1  | 1   | 7    | 7     |
| 09:00-09:30  | 2  | 2   | 14   | 14    |
| 09:30-10:00  | 1  | 1   | 7    | 7     |
| 10:00-10:30  | 1  | 1   | 7    | 7     |
| 12:00-12:30  | 2  | 2   | 14   | 14    |
| 14:00-14:30  | 4  | 4   | 29   | 29    |
| 14:30-15:00  | 1  | 1   | 7    | 7     |
| <b>Total</b> | 12 | 12  | 86   | 86    |

Managed by MVA Consultancy on behalf of Transport for London

Page 5 of 10

Printed On 26/06/2012 Predictor Type : Employees TRAVL Version : 8.16

## TRAVL - Deliveries By Time

Report ID 3

**Address:** Highbury House Communications  
1 - 3 Highbury Station Road  
Highbury  
N1 1SE

**Business** Publishing business  
**Class** B1 - Office  
**Location** Inner  
**Employees** 160  
**PTAL** 6

**SurveyCoc**324  
**Survey Da**23/04/2001

Car

| Time         | In | Out | % In | % Out |
|--------------|----|-----|------|-------|
| 09:30-10:00  | 1  | 1   | 7    | 7     |
| 11:30-12:00  | 2  | 2   | 13   | 13    |
| 12:30-13:00  | 1  | 1   | 7    | 7     |
| 13:30-14:00  | 1  | 1   | 7    | 7     |
| <b>Total</b> | 5  | 5   | 33   | 33    |

Motor Cycle

| Time         | In | Out | % In | % Out |
|--------------|----|-----|------|-------|
| 09:00-09:30  | 1  | 1   | 7    | 7     |
| 14:30-15:00  | 1  | 1   | 7    | 7     |
| 15:00-15:30  | 1  | 1   | 7    | 7     |
| <b>Total</b> | 3  | 3   | 20   | 20    |

Transit (Single rear tyre)

| Time         | In | Out | % In | % Out |
|--------------|----|-----|------|-------|
| 08:00-08:30  | 1  | 1   | 7    | 7     |
| 08:30-09:00  | 2  | 2   | 13   | 13    |
| 09:00-09:30  | 1  | 1   | 7    | 7     |
| 11:00-11:30  | 1  | 1   | 7    | 7     |
| 11:30-12:00  | 1  | 1   | 7    | 7     |
| 13:30-14:00  | 1  | 1   | 7    | 7     |
| <b>Total</b> | 7  | 7   | 47   | 47    |

Managed by MVA Consultancy on behalf of Transport for London

Page 6 of 10

Printed On 26/06/2012 Predictor Type : Employees TRAVL Version : 8.16

### TRAVL - Deliveries By Time

Report ID 3

**Address:** MVA Transport Consultancy  
1 Berners Street  
Westminster  
W1T 3LA

**Business** Transport Consultants  
**Class** B1 - Office  
**Location** Central  
**Employees** 44  
**PTAL** 6

**SurveyCoc**473  
**Survey Da**14/06/2006  
Transit (Single rear tyre)

| Time         | In       | Out      | % In       | % Out      |
|--------------|----------|----------|------------|------------|
| 10:30-11:00  | 1        | 0        | 50         | 0          |
| 11:30-12:00  | 0        | 1        | 0          | 50         |
| 15:30-16:00  | 1        | 1        | 50         | 50         |
| <b>Total</b> | <b>2</b> | <b>2</b> | <b>100</b> | <b>100</b> |

Managed by MVA Consultancy on behalf of Transport for London

Page 7 of 10

Printed On 26/06/2012 Predictor Type : Employees TRAVL Version : 8.16

### TRAVL - Deliveries By Time

Report ID 3

**Address:** Windsor House  
Windsor House, 42 - 50 Victoria Street, Victoria, Westminster  
Victoria  
SW1H 0TL

**Business** TfL Offices  
**Class** B1 - Office  
**Location** Central  
**Employees** 333  
**PTAL** 6

**SurveyCoc**836  
**Survey Da**26/03/2007  
Motor Cycle

| Time         | In       | Out      | % In      | % Out     |
|--------------|----------|----------|-----------|-----------|
| 12:00-12:30  | 1        | 1        | 3         | 3         |
| 13:00-13:30  | 1        | 1        | 3         | 3         |
| 15:00-15:30  | 2        | 2        | 5         | 5         |
| 15:30-16:00  | 1        | 1        | 3         | 3         |
| 17:00-17:30  | 3        | 3        | 8         | 8         |
| <b>Total</b> | <b>8</b> | <b>8</b> | <b>20</b> | <b>20</b> |

Pedal Cycle

| Time         | In       | Out      | % In      | % Out     |
|--------------|----------|----------|-----------|-----------|
| 10:30-11:00  | 1        | 0        | 3         | 0         |
| 11:00-11:30  | 1        | 1        | 3         | 3         |
| 12:00-12:30  | 0        | 1        | 0         | 3         |
| 13:00-13:30  | 1        | 1        | 3         | 3         |
| 14:00-14:30  | 1        | 1        | 3         | 3         |
| 16:00-16:30  | 1        | 1        | 3         | 3         |
| 16:30-17:00  | 2        | 2        | 5         | 5         |
| <b>Total</b> | <b>7</b> | <b>7</b> | <b>18</b> | <b>18</b> |

Pedestrian

| Time         | In       | Out      | % In     | % Out    |
|--------------|----------|----------|----------|----------|
| 15:00-15:30  | 1        | 0        | 3        | 0        |
| 15:30-16:00  | 1        | 2        | 3        | 5        |
| <b>Total</b> | <b>2</b> | <b>2</b> | <b>5</b> | <b>5</b> |

Managed by MVA Consultancy on behalf of Transport for London

Page 8 of 10

Printed On 26/06/2012 Predictor Type : Employees TRAVL Version : 8.16

### TRAVL - Deliveries By Time

Report ID 3

**Address:** Windsor House  
Windsor House, 42 - 50 Victoria Street, Victoria, Westminster  
Victoria  
SW1H 0TL

**Business** TfL Offices  
**Class** B1 - Office  
**Location** Central  
**Employees** 333  
**PTAL** 6

**SurveyCoc**836  
**Survey Da**26/03/2007  
Rigid 2 axles

| Time         | In       | Out      | % In     | % Out    |
|--------------|----------|----------|----------|----------|
| 09:00-09:30  | 1        | 1        | 3        | 3        |
| 11:30-12:00  | 1        | 0        | 3        | 0        |
| 12:00-12:30  | 0        | 1        | 0        | 3        |
| 12:30-13:00  | 1        | 0        | 3        | 0        |
| 13:00-13:30  | 0        | 1        | 0        | 3        |
| <b>Total</b> | <b>3</b> | <b>3</b> | <b>8</b> | <b>8</b> |

Small Van

| Time         | In       | Out      | % In      | % Out     |
|--------------|----------|----------|-----------|-----------|
| 08:00-08:30  | 1        | 1        | 3         | 3         |
| 10:00-10:30  | 1        | 1        | 3         | 3         |
| 10:30-11:00  | 1        | 0        | 3         | 0         |
| 11:00-11:30  | 1        | 1        | 3         | 3         |
| 11:30-12:00  | 0        | 1        | 0         | 3         |
| <b>Total</b> | <b>4</b> | <b>4</b> | <b>10</b> | <b>10</b> |

Transit (2 axle < 7.5 Tonnes)

| Time         | In       | Out      | % In      | % Out     |
|--------------|----------|----------|-----------|-----------|
| 08:30-09:00  | 1        | 1        | 3         | 3         |
| 09:00-09:30  | 1        | 0        | 3         | 0         |
| 11:00-11:30  | 1        | 0        | 3         | 0         |
| 11:30-12:00  | 0        | 1        | 0         | 3         |
| 17:30-18:00  | 1        | 1        | 3         | 3         |
| 18:00-18:30  | 0        | 1        | 0         | 3         |
| <b>Total</b> | <b>4</b> | <b>4</b> | <b>10</b> | <b>10</b> |

Managed by MVA Consultancy on behalf of Transport for London

Page 9 of 10

Printed On 26/06/2012 Predictor Type : Employees TRAVL Version : 8.16



## TRAVL - Deliveries By Time

Report ID 3

**Address:** Windsor House  
Windsor House, 42 - 50 Victoria Street, Victoria, Westm  
Victoria  
SW1H 0TL

**Business**  
**Class**  
**Location**  
**Employees**  
**PTAL**

TfL Offices  
B1 - Office  
Central  
333  
6

**Survey Code** 836

**Survey Date** 26/03/2007

Transit (Single rear tyre)

| <b>Time</b>  | <b>In</b> | <b>Out</b> | <b>% In</b> | <b>% Out</b> |
|--------------|-----------|------------|-------------|--------------|
| 05:30-06:00  | 1         | 0          | 3           | 0            |
| 06:00-06:30  | 0         | 1          | 0           | 3            |
| 09:00-09:30  | 1         | 1          | 3           | 3            |
| 12:00-12:30  | 1         | 1          | 3           | 3            |
| 12:30-13:00  | 1         | 1          | 3           | 3            |
| 13:00-13:30  | 1         | 1          | 3           | 3            |
| 13:30-14:00  | 2         | 1          | 5           | 3            |
| 14:00-14:30  | 2         | 2          | 5           | 5            |
| 14:30-15:00  | 0         | 1          | 0           | 3            |
| 15:30-16:00  | 1         | 1          | 3           | 3            |
| 16:00-16:30  | 1         | 1          | 3           | 3            |
| 16:30-17:00  | 1         | 1          | 3           | 3            |
| <b>Total</b> | <b>12</b> | <b>12</b>  | <b>30</b>   | <b>30</b>    |

Managed by MVA Consultancy on behalf of Transport for London

Printed On 26/06/2012

Predictor Type : Employees TRAVL Version : 8.16

Page 10 of 10



| Site           | Code | Location     | Survey Date | PTAL | No of Dwellings |
|----------------|------|--------------|-------------|------|-----------------|
| Albion Wharf   | 417  | Battersea    | 19/04/2005  | 4    | 45              |
| Exeter Road    | 254  | Walthamstow  | 03/02/1999  | 3    | 84              |
| Grosvenor      | 680  | Westminster  | 22/10/2008  | 2    | 295             |
| Merryweather   | 1059 | Greenwich    | 03/11/2011  | 4    | 226             |
| Osier Crescent | 521  | Muswell Hill | 02/05/2007  | 1    | 116             |
| Parliament     | 399  | Lambeth      | 23/11/2004  | 4    | 190             |

### TRAVL - Deliveries By Time

Report ID 3

**Address:** Albion Wharf (Affordable)  
6 Hester Road,  
Battersea  
SW11 4AL

**Business Class** Residential Development  
**Location** C3 - Residential  
**No of Dwellings** Central  
45  
**PTAL** 4

**Survey Code** 417  
**Survey Date** 19/04/2005  
Rigid 3 Axles

| Time         | In       | Out      | % In       | % Out      |
|--------------|----------|----------|------------|------------|
| 08:30-09:00  | 1        | 1        | 33         | 33         |
| 09:30-10:00  | 1        | 1        | 33         | 33         |
| 10:00-10:30  | 1        | 1        | 33         | 33         |
| <b>Total</b> | <b>3</b> | <b>3</b> | <b>100</b> | <b>100</b> |

Managed by MVA Consultancy on behalf of Transport for London

Page 1 of 9

Printed On 26/06/2012 Predictor Type : No of Dwellings TRAVL Version : 8.16

### TRAVL - Deliveries By Time

Report ID 3

**Address:** Exeter Road / Edison Close  
Exeter Road  
Walthamstow  
E17

**Business Class** Residential  
**Location** C3 - Residential  
**No of Dwellings** Outer  
84  
**PTAL** 3

**Survey Code** 254  
**Survey Date** 03/02/1999  
Artic 3-4 axles

| Time         | In       | Out      | % In     | % Out      |
|--------------|----------|----------|----------|------------|
| 09:30-10:00  | 0        | 1        | 0        | 100        |
| <b>Total</b> | <b>0</b> | <b>1</b> | <b>0</b> | <b>100</b> |

Managed by MVA Consultancy on behalf of Transport for London

Page 2 of 9

Printed On 26/06/2012 Predictor Type : No of Dwellings TRAVL Version : 8.16

### TRAVL - Deliveries By Time

Report ID 3

**Address:** Grosvenor Waterside  
Gatliff Road Westminster  
Westminster  
SW1W 8QP

**Business Class** Residential  
**Location** C3 - Residential  
**No of Dwellings** Central  
295  
**PTAL** 2

**Survey Code** 680  
**Survey Date** 22/10/2008  
Transit (Single rear tyre)

| Time         | In        | Out       | % In       | % Out      |
|--------------|-----------|-----------|------------|------------|
| 07:30-08:00  | 1         | 0         | 2          | 0          |
| 08:00-08:30  | 1         | 1         | 2          | 2          |
| 08:30-09:00  | 2         | 3         | 5          | 7          |
| 09:00-09:30  | 1         | 4         | 2          | 9          |
| 09:30-10:00  | 2         | 2         | 5          | 5          |
| 10:00-10:30  | 4         | 4         | 9          | 9          |
| 10:30-11:00  | 6         | 5         | 14         | 11         |
| 11:00-11:30  | 5         | 2         | 11         | 5          |
| 11:30-12:00  | 3         | 6         | 7          | 14         |
| 12:00-12:30  | 3         | 1         | 7          | 2          |
| 12:30-13:00  | 3         | 4         | 7          | 9          |
| 13:00-13:30  | 5         | 0         | 11         | 0          |
| 13:30-14:00  | 1         | 1         | 2          | 2          |
| 14:00-14:30  | 1         | 2         | 2          | 5          |
| 14:30-15:00  | 1         | 0         | 2          | 0          |
| 15:00-15:30  | 2         | 2         | 5          | 5          |
| 16:00-16:30  | 0         | 2         | 0          | 5          |
| 16:30-17:00  | 0         | 2         | 0          | 5          |
| 17:30-18:00  | 2         | 2         | 5          | 5          |
| 20:00-20:30  | 1         | 0         | 2          | 0          |
| 20:30-21:00  | 0         | 1         | 0          | 2          |
| <b>Total</b> | <b>44</b> | <b>44</b> | <b>100</b> | <b>100</b> |

Managed by MVA Consultancy on behalf of Transport for London

Page 3 of 9

Printed On 26/06/2012 Predictor Type : No of Dwellings TRAVL Version : 8.16

## TRAVL - Deliveries By Time

Report ID 3

**Address:** Merryweather Place  
Merryweather Place Greenwich High Road  
Greenwich  
SE10 8EW

**Business** Residential  
**Class** C3 - Residential  
**Location** Inner  
**No of Dwellings** 226  
**PTAL** 4

**SurveyCo:** 1059  
**Survey Da:** 03/11/2011  
Transit (Single rear tyre)

| Time         | In | Out | % In | % Out |
|--------------|----|-----|------|-------|
| 09:00-09:30  | 1  | 1   | 100  | 100   |
| <b>Total</b> | 1  | 1   | 100  | 100   |

Managed by MVA Consultancy on behalf of Transport for London

Page 4 of 9

Printed On 26/06/2012 Predictor Type : No of Dwellings TRAVL Version : 8.16

## TRAVL - Deliveries By Time

Report ID 3

**Address:** Osier Crescent  
Osier Crescent  
Muswell Hill  
N10 1QW

**Business** Residential  
**Class** C3 - Residential  
**Location** Inner  
**No of Dwellings** 116  
**PTAL** 1

**SurveyCo:** 521  
**Survey Da:** 02/05/2007

Rigid 2 axles

| Time         | In | Out | % In | % Out |
|--------------|----|-----|------|-------|
| 15:00-15:30  | 2  | 0   | 3    | 0     |
| <b>Total</b> | 2  | 0   | 3    | 0     |

Rigid 3 Axles

| Time         | In | Out | % In | % Out |
|--------------|----|-----|------|-------|
| 10:30-11:00  | 2  | 0   | 3    | 0     |
| 11:00-11:30  | 1  | 1   | 2    | 2     |
| <b>Total</b> | 3  | 1   | 5    | 2     |

Managed by MVA Consultancy on behalf of Transport for London

Page 5 of 9

Printed On 26/06/2012 Predictor Type : No of Dwellings TRAVL Version : 8.16

## TRAVL - Deliveries By Time

Report ID 3

**Address:** Osier Crescent  
Osier Crescent  
Muswell Hill  
N10 1QW

**Business** Residential  
**Class** C3 - Residential  
**Location** Inner  
**No of Dwellings** 116  
**PTAL** 1

**SurveyCo:** 521  
**Survey Da:** 02/05/2007

Small Van

| Time         | In | Out | % In | % Out |
|--------------|----|-----|------|-------|
| 07:00-07:30  | 1  | 1   | 2    | 2     |
| 07:30-08:00  | 1  | 1   | 2    | 2     |
| 08:30-09:00  | 1  | 1   | 2    | 2     |
| 09:00-09:30  | 2  | 1   | 3    | 2     |
| 09:30-10:00  | 4  | 2   | 6    | 4     |
| 10:00-10:30  | 1  | 1   | 2    | 2     |
| 10:30-11:00  | 1  | 3   | 2    | 6     |
| 12:00-12:30  | 1  | 0   | 2    | 0     |
| 12:30-13:00  | 0  | 1   | 0    | 2     |
| 13:00-13:30  | 1  | 0   | 2    | 0     |
| 14:30-15:00  | 2  | 1   | 3    | 2     |
| 15:30-16:00  | 1  | 0   | 2    | 0     |
| 16:00-16:30  | 1  | 1   | 2    | 2     |
| 16:30-17:00  | 0  | 1   | 0    | 2     |
| 17:00-17:30  | 1  | 0   | 2    | 0     |
| 17:30-18:00  | 1  | 2   | 2    | 4     |
| 18:00-18:30  | 1  | 0   | 2    | 0     |
| 18:30-19:00  | 0  | 2   | 0    | 4     |
| 19:30-20:00  | 1  | 0   | 2    | 0     |
| 20:00-20:30  | 1  | 0   | 2    | 0     |
| 21:30-22:00  | 1  | 0   | 2    | 0     |
| <b>Total</b> | 23 | 18  | 35   | 35    |

Managed by MVA Consultancy on behalf of Transport for London

Page 6 of 9

Printed On 26/06/2012 Predictor Type : No of Dwellings TRAVL Version : 8.16

## TRAVL - Deliveries By Time

Report ID 3

**Address:** Osier Crescent  
Osier Crescent  
Muswell Hill  
N10 1QW

**Business** Residential  
**Class** C3 - Residential  
**Location** Inner  
**No of Dwellings** 116  
**PTAL** 1

**SurveyCo:** 521

**Survey Da** 02/05/2007

Transit (2 axle < 7.5 Tonnes)

| Time         | In        | Out      | % In      | % Out     |
|--------------|-----------|----------|-----------|-----------|
| 10:00-10:30  | 0         | 2        | 0         | 4         |
| 10:30-11:00  | 1         | 0        | 2         | 0         |
| 11:00-11:30  | 1         | 1        | 2         | 2         |
| 12:00-12:30  | 1         | 0        | 2         | 0         |
| 14:00-14:30  | 1         | 0        | 2         | 0         |
| 14:30-15:00  | 0         | 1        | 0         | 2         |
| 15:00-15:30  | 0         | 1        | 0         | 2         |
| 15:30-16:00  | 4         | 1        | 6         | 2         |
| 16:30-17:00  | 1         | 0        | 2         | 0         |
| 19:30-20:00  | 1         | 0        | 2         | 0         |
| <b>Total</b> | <b>10</b> | <b>6</b> | <b>15</b> | <b>12</b> |

Managed by MVA Consultancy on behalf of Transport for London

Page 7 of 9

Printed On 26/06/2012 Predictor Type : No of Dwellings TRAVL Version : 8.16

## TRAVL - Deliveries By Time

Report ID 3

**Address:** Osier Crescent  
Osier Crescent  
Muswell Hill  
N10 1QW

**Business** Residential  
**Class** C3 - Residential  
**Location** Inner  
**No of Dwellings** 116  
**PTAL** 1

**SurveyCo:** 521

**Survey Da** 02/05/2007

Transit (Single rear tyre)

| Time         | In        | Out       | % In      | % Out     |
|--------------|-----------|-----------|-----------|-----------|
| 07:00-07:30  | 0         | 1         | 0         | 2         |
| 07:30-08:00  | 1         | 1         | 2         | 2         |
| 08:00-08:30  | 3         | 3         | 5         | 6         |
| 09:30-10:00  | 2         | 2         | 3         | 4         |
| 10:00-10:30  | 4         | 3         | 6         | 6         |
| 10:30-11:00  | 1         | 2         | 2         | 4         |
| 11:30-12:00  | 0         | 1         | 0         | 2         |
| 12:00-12:30  | 1         | 1         | 2         | 2         |
| 12:30-13:00  | 1         | 2         | 2         | 4         |
| 13:00-13:30  | 2         | 2         | 3         | 4         |
| 13:30-14:00  | 0         | 1         | 0         | 2         |
| 14:00-14:30  | 2         | 0         | 3         | 0         |
| 14:30-15:00  | 1         | 2         | 2         | 4         |
| 15:00-15:30  | 1         | 0         | 2         | 0         |
| 15:30-16:00  | 1         | 0         | 2         | 0         |
| 16:00-16:30  | 1         | 0         | 2         | 0         |
| 16:30-17:00  | 1         | 2         | 2         | 4         |
| 17:00-17:30  | 1         | 0         | 2         | 0         |
| 17:30-18:00  | 1         | 1         | 2         | 2         |
| 18:00-18:30  | 1         | 1         | 2         | 2         |
| 18:30-19:00  | 0         | 1         | 0         | 2         |
| 19:30-20:00  | 2         | 0         | 3         | 0         |
| 20:00-20:30  | 0         | 1         | 0         | 2         |
| 21:30-22:00  | 1         | 0         | 2         | 0         |
| <b>Total</b> | <b>28</b> | <b>27</b> | <b>42</b> | <b>52</b> |

Managed by MVA Consultancy on behalf of Transport for London

Page 8 of 9

Printed On 26/06/2012 Predictor Type : No of Dwellings TRAVL Version : 8.16

## TRAVL - Deliveries By Time

Report ID 3

**Address:** Parliament View Apts (Private)  
Albert Embankment  
Lambeth  
SE1 7XH

**Business** Parliament View Apartments  
**Class** C3 - Residential  
**Location** Central  
**No of Dwellings** 190  
**PTAL** 4

**SurveyCo:** 399

**Survey Da** 23/11/2004

Rigid 3 Axles

| Time         | In       | Out      | % In       | % Out      |
|--------------|----------|----------|------------|------------|
| 07:00-07:30  | 2        | 2        | 67         | 67         |
| 08:00-08:30  | 1        | 0        | 33         | 0          |
| 08:30-09:00  | 0        | 1        | 0          | 33         |
| <b>Total</b> | <b>3</b> | <b>3</b> | <b>100</b> | <b>100</b> |

Managed by MVA Consultancy on behalf of Transport for London

Page 9 of 9

Printed On 26/06/2012 Predictor Type : No of Dwellings TRAVL Version : 8.16

