



**Starwood House,
Letchworth Garden City**

Site-wide Travel Plan

April 2025

Prepared on behalf of

Letchworth Investment LLP

Document:	Site-wide Travel Plan
Project:	Starwood House, Letchworth Garden City
Client:	Letchworth Investment LLP
Job Number:	25034

Issue	Date	Status	Prepared	Reviewed	Approved
1	April 2025	Draft	DS	SM	SM
2	April 2025	Final	SS	SM	SM

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1 INTRODUCTION

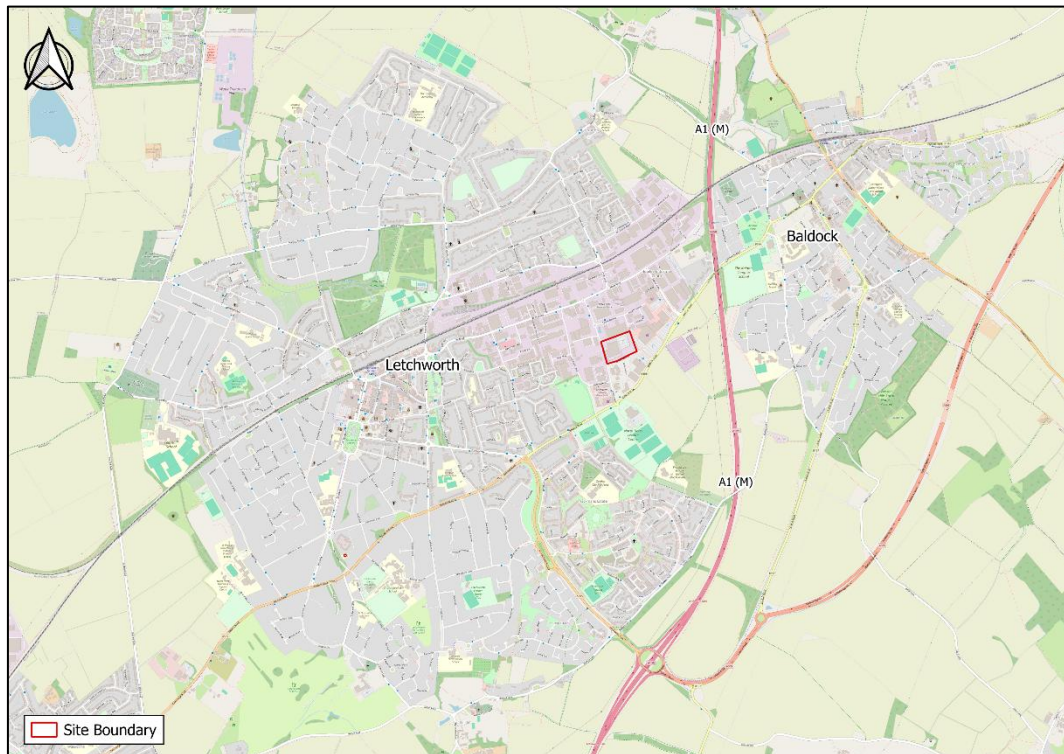
1.1 Overview

- 1.1.1 KMC Transport Planning Ltd ('KMC') has been commissioned by Letchworth Investment LLP (the 'Applicant') to provide transport planning consultancy services for the redevelopment of Starwood House ('the site') in Letchworth Garden City, Hertfordshire.
- 1.1.2 This Site-wide Travel Plan (SWTP) supports a planning application for the redevelopment of Starwood House and should be read in conjunction with the Transport Assessment (TA) for the scheme also prepared by KMC.
- 1.1.3 This SWTP sets out the overarching principles to be adopted to promote sustainable travel which will include elements of the site's design. It also sets out a range of measures to be considered by future occupiers of the development as part of a Full Travel Plan, once the basis of their intended use and working patterns are known. It is envisaged the requirement for a Full Travel Plan could be secured via a planning condition if planning permission is granted.

1.2 Site location

- 1.2.1 The site is located approximately 1.5 km east of Letchworth Garden City town centre, with the A1(M) running in a north-south direction along the town's eastern side. Junction 9 of the A1(M) is accessible circa 1.9 km to the south of the site. The location of the site is presented in Figure 1.1.

Figure 1.1 – Site location



1.3 Planning policy

- 1.3.1 This SWTP has been prepared in accordance with the latest Department for Transport (DfT) and Hertfordshire County Council (HCC) guidance, in addition to the following planning policy:
- National Planning Policy Framework (NPPF) (December 2024);
 - Planning Practice Guidance (PPG); and
 - Hertfordshire County Council: Travel Plan Guidance (March 2020).
- 1.3.2 This SWTP has been prepared in response to paragraph 118 of the NPPF which requires the provision of a Travel Plan for all developments that are likely to generate significant amounts of movement.
- 1.3.3 The PPG identifies Travel Plans as providing long-term management strategies for integrating proposals for sustainable travel into the planning process. Travel Plans should set measures to promote and encourage sustainable travel (such as promoting walking and cycling).

1.4 Report structure

- 1.4.1 The remainder of this report is structured as follows:
- Section 2: Travel opportunities
 - Section 3: Objectives and targets
 - Section 4: Travel Plan management
 - Section 5: Travel Plan measures
 - Section 6: Monitoring and review
 - Section 7: Action Plan

2 TRAVEL OPPORTUNITIES

2.1 Overview

- 2.1.1 This section sets out the travel opportunities of the site and the transport network found in the surrounding area. It considers the site and its immediate surroundings, with the hierarchy of travel in accordance with policy, which places an emphasis on walking, cycling and public transport travel over private vehicle use.

2.2 Pedestrian access

- 2.2.1 Infrastructure that supports efficient travel on foot helps promote sustainable and active travel. Almost all trips are at some point a walking trip, which often forms the start and end mode of any linked trips.

- 2.2.2 Within the vicinity of the site, walking is facilitated by footways on several surrounding streets. These include:

- Avenue One;
- Second Avenue;
- Third Avenue; and
- Fourth Avenue

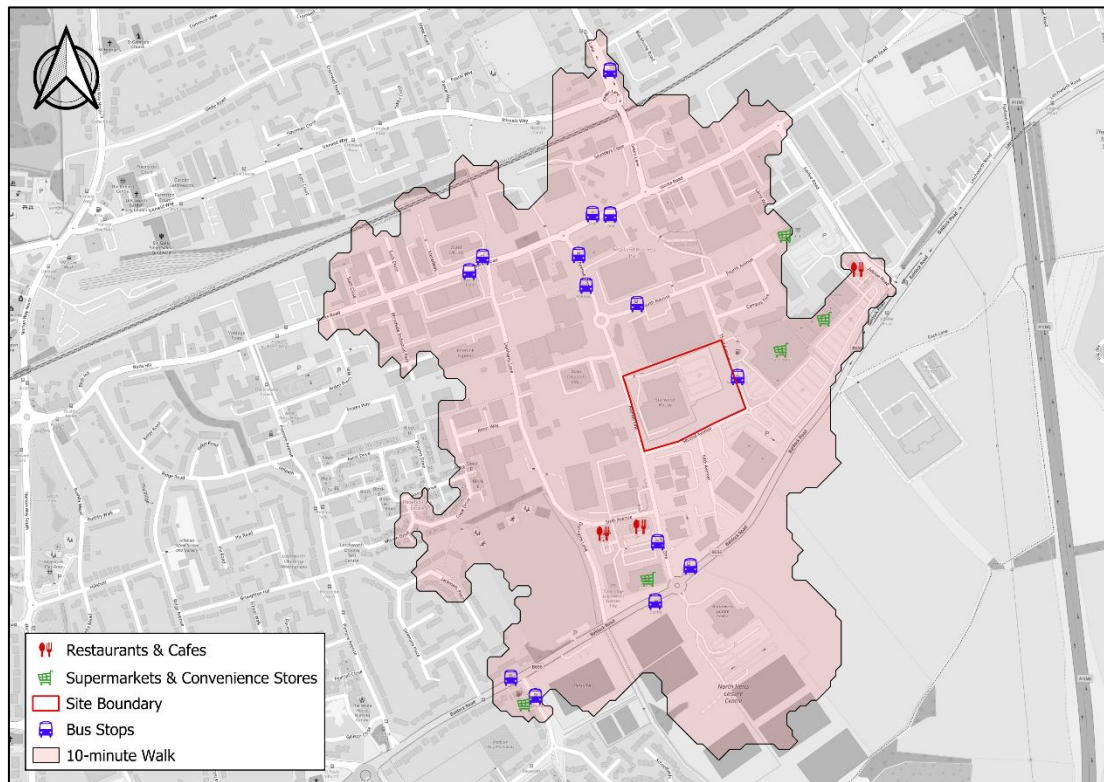
- 2.2.3 Footways are situated on both sides of these carriageways. Dropped kerbs are situated at the junctions surrounding the site with tactile paving incorporated at some junctions.

- 2.2.4 Manual for Streets (MfS) states that:

"Walkable neighbourhoods are typically characterised by having a range of facilities within 10 minutes' (up to about 800 m) walking distance of residential areas which residents may access comfortably on foot. However, this is not an upper limit and PPG13 states that walking offers the greatest potential to replace short car trips, particularly those under 2 km."

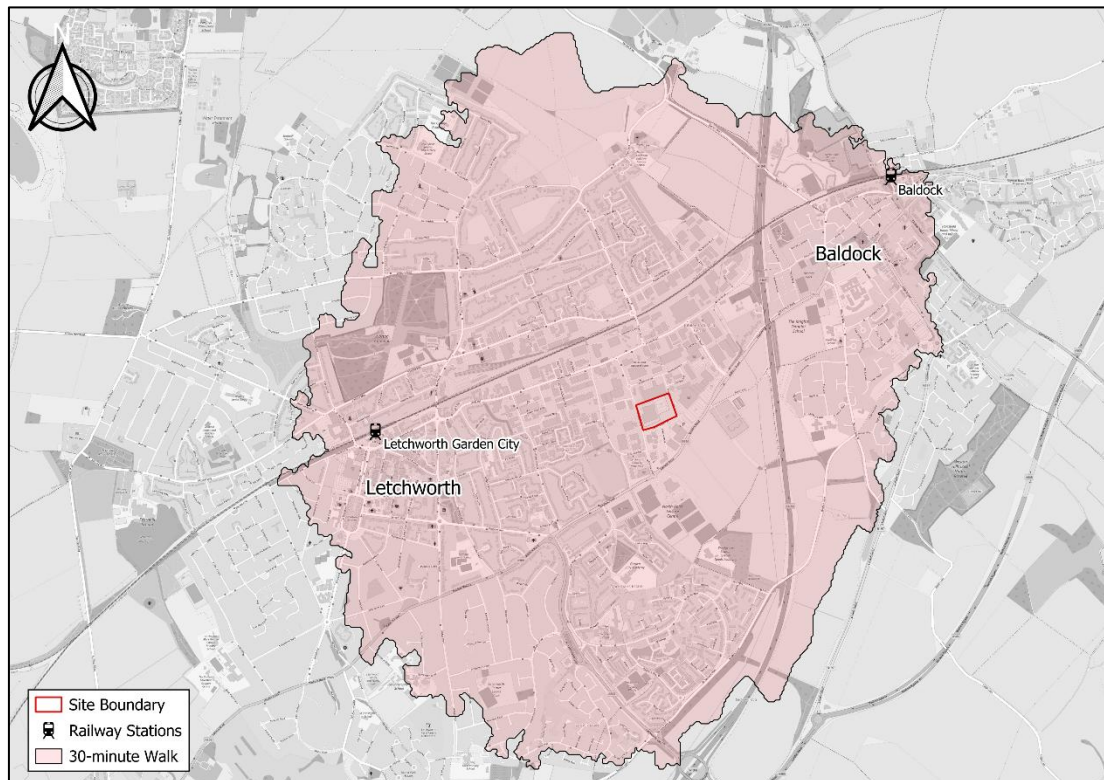
- 2.2.5 **Figure 2.1** and **Figure 2.2** provide a 10 and 30-minute walking isochrone from the site, which equates to a circa 800m and 2.4km walking distance, respectively.

Figure 2.1 – 10 and 30-minute isochrone from the site



2.2.6 **Figure 2.1** shows a number of amenities are accessible within a 10-minute walk of the site including various supermarkets, restaurants and cafes. Several bus stops are also accessible within this range including 'Third Avenue', which is approximately a 230m walk from the site.

Figure 2.2 – 30-minute walking isochrone from the site

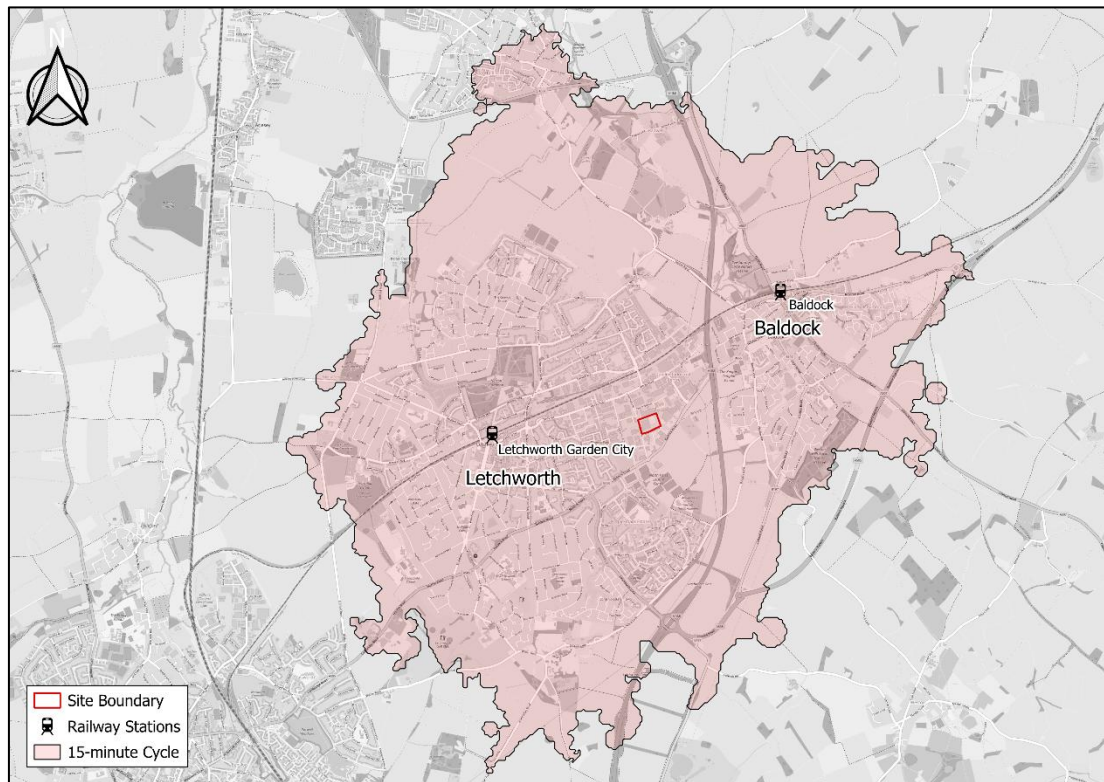


- 2.2.7 **Figure 2.2** shows that the majority of Letchworth Garden City and Baldock are accessible within a 30-minute walk of the site. Two railway stations, 'Letchworth Garden City' and 'Baldock' also fall within this range.

2.3 Cycle access

- 2.3.1 National Cycle Network (NCN) route 12 runs in a north-south alignment to the east and west of the site. To the east, the route is accessible via a circa 1.3km cycle, equivalent to approximately 5 minutes. To the west, the route is accessible via a circa 1.9km cycle, equivalent to approximately 6 minutes.
- 2.3.2 Research states that cycling has the potential to substitute for short car trips, particularly those under 5km, and to form part of a longer journey by public transport. Cycling is an attractive form of travel, and it is reasonable to expect that for able-bodied people a cycle distance of 5km is readily achievable and attractive.
- 2.3.3 **Figure 2.3** shows a 15-minute cycle isochrone from the site, which equates to a circa 5km cycling distance.

Figure 2.3 – 15-minute cycling isochrone from the site



2.3.4 **Figure 2.3** indicates the entirety of Letchworth Garden City and Baldock are accessible within a 15-minute cycle of the site.

2.1 Local amenities

2.1.1 Several local amenities and public transport services surrounding the site are accessible via active travel. A selection of these local amenities, including the approximate distance from the site and walking and cycling times using existing infrastructure, are summarised in **Table 2.1**.

Table 2.1 – Summary of local amenities

Amenity	Name	Walking distance (metres)	Approximate walking time (minutes)	Approximate cycling time (minutes)
Supermarkets	Sainsburys	500	7	2
	Lidl	1,000	14	3
	Aldi	500	6	1
Restaurants and Cafes	Costa Coffee (Avenue One)	180	3	1
	Costa Coffee (Sixth Avenue)	450	6	1
	McDonalds	350	4	1
Gyms	PureGym	550	7	2
Public Transport Services	'Third Avenue' Bus Stop	230	3	1
	'Letchworth Garden City' Railway Station	1,800	25	6
Access to cash	ATM	230	6	1

2.1.2 As shown in **Table 2.1**, several amenities and public transport services are available within a short walking and cycling distance from the site.

2.2 Proposed pedestrian and cycle arrangements

- 2.2.1 The footway on the southern side of the revised site access is proposed to be extended into the site to provide pedestrian access from Avenue One.
- 2.2.2 A new pedestrian access is proposed via Third Avenue which to provide direct pedestrian access to the 'Sainsbury's' bus stop and local amenities located to the east of the site, including Sainsbury's.
- 2.2.3 72 cycle parking spaces are proposed for staff and visitors across the site. These will be secure and sheltered.
- 2.2.4 Showers, changing areas and lockers are also provided ensuring end of journey facilities are in place for cyclists and facilities available for people walking or jogging.

2.3 Public transport

- 2.3.1 As shown in **Figure 2.1**, several bus stops are within a 10-minute walk of the site.
- 2.3.2 The nearest bus stops to the site access, 'Third Avenue' is located on Fourth Avenue approximately a 230m walk (3-minutes) from the site. A summary of the frequency of services from this stop is presented in Table 3.2.

- 2.3.3 A summary of the frequency of these services from these stops are displayed in **Table 2.2**.

Table 2.2 – Bus services from ‘Third Avenue’

Route No.	Route	Weekday	
		Peak frequency	First / last service
55	Letchworth – Stevenage	2 (per hour)	06:46 / 18:37
	Stevenage - Letchworth	2 (per hour)	07:03 / 19:18
90	Royston Bus Station – Letchworth Broadway	1 (per day)	10:13
	Letchworth Broadway – Royston Bus Station	1 (per day)	13:32
91	Letchworth Broadway – Royston Bus Station	1 (per day)	11:27
	Royston Bus Station - Letchworth Broadway	2 (per day)	13:08 / 14:48
96	Letchworth - Arlesey - Stotfold - Letchworth	4 (per day)	08:48 / 18:02
96A	Letchworth - Stotfold - Arlesey - Letchworth	4 (per day)	07:40 / 16:09
98	Hitchin to Baldock	1 (per hour)	06:52 / 18:17
	Baldock to Hitchin	1 (per hour)	07:23 / 17:45

- 2.3.4 As shown in **Table 2.2**, the ‘Third Avenue’ bus stop is well served by regular weekday and weekend services, providing connections to several nearby destinations such as Stevenage, Baldock and Hitchin.
- 2.3.5 Bus services 55 and 98, available from ‘Third Avenue’ bus stop, both stop at Letchworth Garden City railway station, located approximately 1.8km to the west of the site. A summary of the rail services provided are presented in **Table 2.3**.

Table 2.3 – Letchworth Garden City Railway Station services

Station	Peak frequency (per hour)	Approximate journey time
Stevenage	4	10 minutes
Cambridge	4	30 minutes
London Kings Cross	5	30 – 50 minutes
Kings Lynn	2 (PM)	1 hour, 20 minutes
Brighton	2	2 hours

- 2.3.6 As shown in **Table 2.3**, Letchworth Garden City railway station has direct rail services to a variety of destinations, including Cambridge, Stevenage and most frequently London Kings Cross where 5 services depart within peak hours.

2.4 Accessibility index

- 2.4.1 Based on the above, the Accessibility Index (AI) score of the site has been calculated. The score is summarised in **Table 2.4**, with the full spreadsheet contained at **Appendix A**.

Table 2.4 – Accessibility Index score

Building type	AI score
Office/industrial	5.56

2.5 Car parking

- 2.5.1 The existing vehicular site access from Avenue One is proposed to be reconfigured to serve the proposed development and will benefit pedestrians crossing the site access.
- 2.5.2 106 car parking spaces are proposed to serve the three units. This includes 7 spaces for disabled users and 7 car sharing spaces. Of the 106 spaces, 21 spaces will be equipped with EV active charging points with the remained proposed with EV passive charging facilities.

2.6 Motorcycle parking

- 2.6.1 One motorcycle parking space is proposed for each unit those who will travel to the site via motorcycle.

3 OBJECTIVES AND TARGETS

3.1 Objectives

3.1.1 This Framework Travel Plan has the following objectives:

- Establish sustainable travel principles;
- Increase the attractiveness and use of cycling and the associated cycle parking facilities;
- Encourage healthy and active travel; and
- Raise awareness of sustainable modes of transport available for employees and visitors.

3.2 Targets

3.2.1 The achievement of the Travel Plan objectives should be measurable using targets. All targets are SMART (Specific; Measurable; Achievable; Realistic and Time-Bound). The following types of targets are proposed:

- **Aim targets** are those which relate to outcomes achieved through the implementation of the Travel Plan.
- **Action targets** are actions that can be achieved by a set date.

Aim targets

3.2.2 Within the first 6 months following the first occupation of the site, initial baseline travel surveys will be undertaken. This will provide an early indication of travel patterns. The Travel Plan Coordinator (TPC) will be responsible for undertaking the baseline travel survey.

3.2.3 The principal target will be to achieve a car driver mode share across employees that is lower than the baseline. This principal target will be achieved by increasing other travel modes (relative to the baseline).

3.2.4 The target will be reviewed after subsequent travel surveys and will be set out as part of the Travel Plan review.

Action targets

3.2.5 The following Action Targets are proposed:

- Appointment of a TPC by the Facilities Management of the site prior to first occupation of the development;
- For each occupier to identify a Travel Plan Representative (TPR);
- Prepare a Travel Information Pack promoting travel opportunities;
- Provide suitable cycle facilities;
- Promote sustainable travel and travel days / weeks; and
- Undertake annual travel surveys.

4 TRAVEL PLAN MANAGEMENT

4.1 Travel Plan Coordinator

- 4.1.1 A TPC for the site will be appointed by the Facilities Management company to take responsibility for the management of the Travel Plan. They will act as the principal point of contact for Travel Plan matters and will coordinate its implementation.
- 4.1.2 The TPC will be appointed prior to occupation. Contact details will be provided to the approving authorities.
- 4.1.3 The TPC role will be funded as part of the Facilities Management of the site.

4.2 Travel Plan Representatives

- 4.2.1 To ensure that Travel Plan measures are implemented effectively, each building occupier will be required to nominate a TPR to communicate and promote these measures.
- 4.2.2 They will communicate with the TPC on travel matters, occupier specific travel issues and will act as a point of contact for staff regarding travel and assist the TPC in gathering monitoring data from within their organisation.
- 4.2.3 TPRs will be named as part of ongoing Travel Plan reviews.
- 4.2.4 **Figure 4.1** presents the relationship between the TPC and individual organisations representatives.

Figure 4.1 – TPC and TPR hierarchy



4.3 Responsibilities

4.3.1 The TPC will be responsible for the Travel Plan. The primary responsibilities of this role include:

- The implementation of measures as set out in the Travel Plan;
- Ensuring the structures for the ongoing management of the plan are set up and running effectively;
- Reporting to and consultation with stakeholders such as the local authority, regarding the implementation and progression of the Travel Plan;
- Managing the development and implementation of the Travel Plan measures;
- Working with the different occupiers at the site to develop any occupier-specific Travel Plan measures;
- Acting as a point of contact with occupier-specific TPRs;
- Promoting the objectives of the Travel Plan;
- Monitoring the success of the Travel Plan against the agreed targets; and
- Reporting the results of the Travel Plan to the stakeholders.

4.3.2 TPRs will provide a day-to-day contact for staff and visitors associated with individual tenant occupiers. TPRs will be best placed to implement and manage organisation specific initiatives such as cycle to work schemes and season ticket loans.

4.3.3 The TPR role will include:

- Being the main contact for staff;
- Offering advice and information on travel and transport-related subjects to staff;
- Managing membership of Smart Journeys;
- Management of workplace / organisation specific measures and initiatives; and
- Assisting the TPC in ensuring surveys and monitoring are undertaken.

4.3.4 The approach of designating a TPC and TPRs recognises the clear differing roles in respect of Travel Plan needs and those that can only reasonably be managed by individual organisations.

5 TRAVEL PLAN MEASURES

5.1.1 This section outlines the measures which will be implemented on-site in order to achieve the Travel Plan objectives and targets.

5.1.2 The measures have been categorised into three distinct types as follows:

- **Hard Measures.** Those that are incorporated into the design.
- **Soft Measures.** Including marketing, promotion and initiatives that encourage sustainable travel.
- **Occupier specific.** Measures that might be offered by future occupiers of the site.

5.1.3 This SWTP has been prepared pre-planning permission so potential occupiers are not yet confirmed. The Travel Plan will be updated as described in wider sections of the report.

5.2 Hard measures

5.2.1 Physical aspects of the design of the site, or hard measures, will influence travel patterns from the outset. These measures are set out in **Table 5.1**.

Table 5.1 – Hard Travel Plan measures

Type	Measure
Cycle parking	72 cycle parking spaces for site users.
End of journey facilities	Showers and lockers are provided as end of journey facilities that will aid active travel.
	The lockers and changing room will encourage active travel among other employees who may walk or run to work, rather than being solely for cyclists.
Limited car parking	106 car parking spaces are supported by the accessible location of the site in line with the parking standards SPD.
Car sharing spaces	7 of the 106 car parking spaces will be allocated for car sharers to prioritise this over single occupancy vehicle use.
Car parking management	The parking will be managed by future occupants and allocated for each unit, with disabled employees and car sharing spaces prioritised. Other employees will be encouraged to utilise sustainable modes.

5.3 Soft measures

- 5.3.1 Communication is key to the success of a Travel Plan, and this forms the main element of the soft measures that are proposed as presented in **Table 5.2**.

Table 5.2 – Soft Travel Plan measures

Type	Measure
Website	Clear information of travel opportunities by all modes
Car sharing	To promote car sharing and multiple occupancy car trips, specifically developing a network of people to car share with, the TPC will Investigate feasibility for the development of a car-sharing network/forum.
	Promotion of local car club facilities.
	Signposting staff to the Liftshare website (https://liftshare.com/uk) if feasible.
Travel promotion	A cycle to work week will be promoted by the TPC.
	Promote walk to work week.
	Establish a Bicycle User Group (BUG) that operates across all organisations.
Travel Information Pack	A Travel Information Pack will be made available electronically to tenants to distribute to their employees. The pack will be produced by the TPC.
Personal Travel Planning	The TPC will organise Personal Travel Planning. This focuses on individual employees and how they can make sustainable travel choices given their specific lifestyles and needs.

5.4 Occupier specific measures

5.4.1 Measures that the future occupier might consider are presented in **Table 5.3**. These measures will be encouraged by the TPC.

Table 5.3 – Occupier specific, potential Travel Plan measures

Type	Measure
Cycling	The TPC should investigate the feasibility of pool bikes which could include the provision of Brompton lockers.
	The National Cycle to Work Scheme enabling employees who wish to cycle to work to purchase a bike on a tax-free basis could be promoted.
	Offer of payment for cycle mileage for business trips
	Provide cycle and wheeler maintenance such as 'Dr Bike' days with free servicing
	The occupier will be strongly encouraged to take part in the national Bike Week each year (more details at https://www.cyclinguk.org/bikeweek)
Walking	Umbrellas for ad hoc use.
	Promotion of netwalking events
	Employees to be made aware of the benefits of walking to work in the Travel Information Pack
Public transport	Future occupiers will be encouraged to provide employee interest-free loans for the purchase of public transport season tickets. If offered, the provision of interest free season ticket loans could be communicated with employees through the travel leaflet.
	Provide up to date information on nearby public transport services (both by bus and rail) and signpost people to useful websites.
Flexibility	Agile working patterns encouraged, flexible hours, location, and video conferencing.
	Offer 'emergency ride home' for car sharers

6 MONITORING AND REVIEW

6.1.1 This SWTP is part of a continuous process for improvement and will require monitoring review and revision to ensure it remains relevant. This section sets out the proposals for monitoring and review of the Travel Plan.

6.2 Monitoring

6.2.1 Monitoring the Travel Plan will be undertaken through travel surveys to understand the changing nature of travel habits and the effectiveness of measures in working towards meeting the Travel Plan objectives and targets.

6.2.2 The first monitoring survey will take place 6 months after the first occupation. Following the initial survey, annual surveys will be undertaken each year.

6.2.3 Formal reporting of the Travel Plan will continue across the 5-year period following first occupation and may continue beyond this period. The surveys will be managed by the TPC, but TPRs will have a key role to play to ensure communication and access.

6.2.4 A summary of the survey types is presented in **Table 6.1**.

Table 6.1 – Survey types for monitoring

Survey	Frequency	Outline
Annual Travel Surveys	Annual	Survey of staff, and visitors in order to gather feedback from users of different modes of travel to consider level of satisfaction and identify constraints and opportunities.
Parking surveys	Monthly	Snapshot survey of cycle and car parking usage.

6.3 Review

6.3.1 An updated Travel Plan will be prepared within three months of first occupation. Principally this is to confirm occupier details and the specific details of the TPC and TPRs.

6.3.2 The TPC will report the monitoring survey results within one month of the travel survey results being received.

Figure 7.1 – Travel Plan monitoring



- 6.3.3 If appropriate, the targets and measures will be revised, and the Site-wide Travel Plan updated. The results of the travel survey and revised targets will be included in the subsequent revisions of the Travel Plan.
- 6.3.4 The TPC will review the monitoring reports and determine if:
- The approach is meeting or on track to meet objectives and targets and no amendments are required;
 - The approach is not on track to meet its targets, but it is considered that no further action needs to be taken; and
 - The approach is not on track to meeting its target and the TPC considers that a review is necessary.
- 6.3.5 Where material or significant, the TPC will make recommendations to organisations and the Facilities Management company about any additional initiatives, remedial actions, or changes to the Transport Strategy which might be considered.

7 ACTION PLAN

- 7.1.1 The programme for the implementation of the Travel Plan including measures actions, targets, and responsibilities is set out in **Table 7.1**.

Table 7.1 – Summary of Action Plan

Action	Responsibility	Timescale
Install cycle parking	Developer	Prior to occupation
Install shower and lockers	Developer	Prior to occupation
Appointment of TPC	Facilities Management	Prior to occupation
Preparation of Travel Information Pack	TPC	First occupation
Travel surveys	TPC	Annually, for a minimum of 5 years following first occupation
Travel Plan review	TPC	Annually

Appendix A Accessibility Index Score

Using the drop down boxes make the relevant selections and press the 'Select' button

Building type

No. nodes required

NODE 1

Public transport type	Bus									
Distance to node (m)	130									
Average frequency per hour	Service 1	Service 2	Service 3	Service 4	Service 5	Service 6	Service 7	Service 8	Service 9	Service 10
	10.5	0.09	0.18	0.36	0.36	0.9	0.09			

NODE 2

Public transport type										
Distance to node (m)										
Average frequency per hour	Service 1	Service 2	Service 3	Service 4	Service 5	Service 6	Service 7	Service 8	Service 9	Service 10

NODE 3

Public transport type										
Distance to node (m)										
Average frequency per hour	Service 1	Service 2	Service 3	Service 4	Service 5	Service 6	Service 7	Service 8	Service 9	Service 10

NODE 4

Public transport type										
Distance to node (m)										
Average frequency per hour	Service 1	Service 2	Service 3	Service 4	Service 5	Service 6	Service 7	Service 8	Service 9	Service 10

NODE 5

Public transport type										
Distance to node (m)										
Average frequency per hour	Service 1	Service 2	Service 3	Service 4	Service 5	Service 6	Service 7	Service 8	Service 9	Service 10

NODE 6

Public transport type										
Distance to node (m)										
Average frequency per hour	Service 1	Service 2	Service 3	Service 4	Service 5	Service 6	Service 7	Service 8	Service 9	Service 10

NODE 7

Public transport type										
Distance to node (m)										
Average frequency per hour	Service 1	Service 2	Service 3	Service 4	Service 5	Service 6	Service 7	Service 8	Service 9	Service 10

NODE 8

Public transport type										
Distance to node (m)										
Average frequency per hour	Service 1	Service 2	Service 3	Service 4	Service 5	Service 6	Service 7	Service 8	Service 9	Service 10

NODE 9

Public transport type										
Distance to node (m)										
Average frequency per hour	Service 1	Service 2	Service 3	Service 4	Service 5	Service 6	Service 7	Service 8	Service 9	Service 10

NODE 10

Public transport type										
Distance to node (m)										
Average frequency per hour	Service 1	Service 2	Service 3	Service 4	Service 5	Service 6	Service 7	Service 8	Service 9	Service 10

Accessibility Index

5.56

BREEAM 2018/Version 6 Tra01/02 Accessibility Index calculator



Current Version	Release date	Description of changes/additions to previous version resulting in current version
3.10	14/06/2023	Calculator made applicable to UK New Construction Version 6.1
Previous Version	Release date	
3.00	30/09/2022	Calculate made applicable to UK New Construction Version 6.
2.00	14/09/2018	"Dedicated bus service" removed. Building in Greater London removed from drop down (KBCN1149).
1.00	20/03/2018	"Building in Greater London?" removed
0.00	09/03/2018	Release version.