

2014 Monitoring Report

for

LEGOLAND Windsor Resort Hotel

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1.0 Introduction

- 1.1 This Travel Plan Monitoring Report has been prepared by Motion Transport Planning for LEGOLAND Windsor Resort. It should be read in conjunction with the Final Travel Plan developed in June 2012.
- 1.2 The Travel Plan contained a package of measures designed to improve opportunities for travel to the site by means of travel other than single occupancy car use. In June 2012 the Travel Plan began to be implemented and the five year monitoring period commenced, in order to satisfy a planning obligation of the development of a 150 bedroom hotel based at LEGOLAND Windsor.
- 1.3 The objectives of the Travel Plan were:
- ▶ To reduce the overall need to travel, particularly during peak periods
 - ▶ To promote awareness of transport issues and the impact of traffic on the local environment
 - ▶ To show a commitment to improving traffic conditions within the local area
 - ▶ To influence the level of private car journeys to and from the site in order to reduce air pollution and the consumption of fossil fuels
 - ▶ To reduce the number of single occupancy trips to and from the site
 - ▶ To increase the proportion of journeys to and from the site by sustainable modes of transport such as walking, cycling, public transport and car sharing
 - ▶ To promote walking and cycling as a health benefit
 - ▶ To promote greater participation in transport related projects in the area.
- 1.4 This report provides an update of the implementation of the Travel Plan as part of the monitoring process. It details the results of the recent staff travel survey undertaken in order to evaluate the progress of the Travel Plan at the site in relation to the targets:
- ▶ To reduce the percentage of staff travelling to site by car from 62% to 52% by 2016;
 - ▶ To achieve a reduction in the number of staff travelling to site by Single Occupancy Vehicle (SOV) from 27.04% to 18% by 2016;
 - ▶ To achieve an increase in the percentage of staff travelling by public transport from 23.6% to 33.5% by 2016; and
 - ▶ To achieve an increase in the percentage of staff travelling by bicycle from 4.98% to 7% by 2016.
- 1.5 The main aim of this report is to review current staff travel patterns and to report on the measures that have been implemented across the Travel Plan period so far. These measures have helped to achieve the Royal Borough of Windsor and Maidenhead's (RBWM) objectives, set out in the Local Transport Plan (LTP) of improving safety for all users, improve journey reliability and address congestion, to reduce the impact of transport on the environment; and to improve access to everyday facilities.
- 1.6 Following on from this introduction, Section 2 of the report contains details of the monitoring process and a summary of the staff travel survey results. Section 3 assesses the success of the Travel Plan measures, and Section 4 outlines future measures that will be undertaken. Section 5 summarises the progress and future developments of the Travel Plan.

2.0 Monitoring Method and Survey Results

Introduction

- 2.1 The staffing patterns at LEGOLAND change seasonally. Whilst the hotel is operational year-round, staff are employed on a seasonal basis to cover peak periods of business. This includes the hotel staff, where the majority work shifts including early starts or late finishes. As of the end of June 2014, there were 233 members of staff of whom 55 were permanent and 127 temporary.
- 2.2 LEGOLAND produced a travel questionnaire and all staff within the Hotel were asked to complete this in July 2014. A copy of the survey can be seen in **Appendix A** at the back of this report.
- 2.3 All staff within the hotel were asked to complete the questionnaire, and 96 responses were received, achieving a response rate of 41.2%.
- 2.4 Due to staffing changes at LEGOLAND, there has been variance in the groups of staff surveyed. These are as follows:

Year	No of respondents	All staff	Temporary Hotel	Permanent Hotel	Permanent Site-wide
2012	941	✓	✓	✓	✓
2013	97			✓	✓
2014	96		✓	✓	

Table 2.1 Staff surveyed

- 2.5 As shown in table 2.1 above, the consistent group of staff surveyed across the three years has been the permanent Hotel staff. Whilst we can isolate the hotel staff from other areas of the site, we do not know the split between temporary and permanent staff. Notwithstanding this, there were just five responses in 2013 from hotel staff, meaning this comparison would not be statistically significant in any case.
- 2.6 The following charts show two key demographics of the respondents in the 2014 survey. Chart 2.1 shows that 61.5% of the respondents were female, whilst just 38.5% were male. This is in contrast to the previous surveys carried out in 2012 and 2013, where the proportion of female respondents were 53.2% and 48.5% respectively. The nature of the work carried out within the hotel could indicate a reason for the difference in the high proportion of female respondents and is consistent with the ratios of staff employed within the hotel.
- 2.7 Chart 2.2 shows the age of respondents in the 2014 survey. Again, there is a significant difference between these results and those of 2012 and 2013, whereby 34.4% of respondents in 2014 were under 20 against 70.2% in 2012 and 9.3% in 2013. It is noteworthy that the combined age groups of under 20's and 20-24 make up 62.51% in 2014, whilst this was 86.4% in 2012 and just 24.7% in 2013.

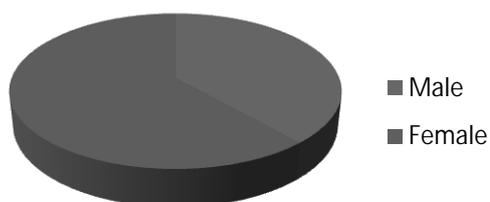


Chart 2.1 Gender of respondents

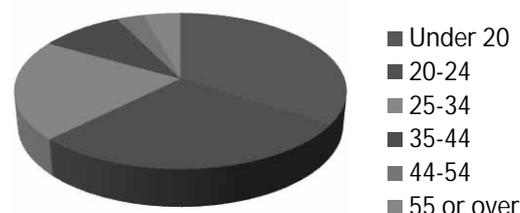


Chart 2.2 Age of respondents

2.8 The results of the staff travel survey reveal some key information including:

- ▶ Modes of transport to work;
- ▶ Alternative modes of transport to work;
- ▶ Reasons why staff travel to work by car; and
- ▶ Measures which would encourage employees to try other modes for their journey to work.

Modal Split

2.9 The breakdown of the main modes of transport used by Hotel staff to travel to and from LEGOLAND is shown in Table 2.1 and chart 2.1 below. Chart 2.1 shows the results of the 2014 survey alongside the targets for 2012-2016.

Mode	Responses	Percentage
Car Share: Driver	8	6.50%
Car Share: Passenger	18	14.63%
Car Share: Total	(26)	(21.13%)
Single Occupancy Vehicle	43	34.96%
Total Car	(69)	(56.09%)
Train	5	4.07%
Walk	13	10.57%
Bicycle	6	4.88%
Motorcycle/Scooter	5	4.07%
Bus	17	13.82%
Taxi	8	6.5%
Total	123	100%

Table 2.1 Questionnaire results 2014: How do you normally travel to work?

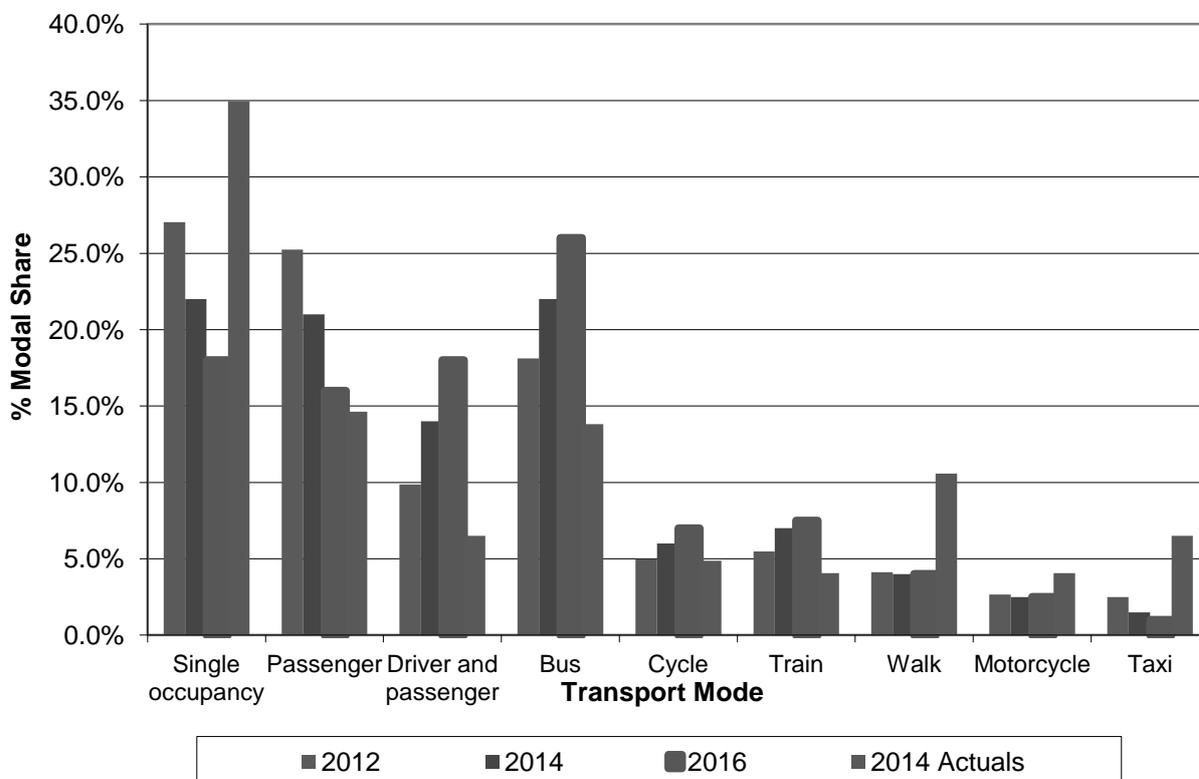


Chart 2.3 Travel Plan targets by mode alongside 2014 actuals.

- 2.10 As can be seen in chart 2.3, the target has not been met for the percentage of staff travelling by single occupancy vehicle, which is considerably higher than the 2014 figure for this year. However, this is offset by staff travelling as passengers and those driving with passengers, as well as exceeding the targets for walking and motorcycling.
- 2.11 It should be noted that whilst staff were asked how they normally travel to work, a number chose multiple modes. This may be due to a number of reasons, such as:
- ▶ multi-modal travel – for example walking to meet a car-share partner, or using the shuttle bus from the rail station;
 - ▶ different modes being chosen for different days or shifts, particularly if perhaps public transport or walking is not viable at a particular time of day (i.e. for shift-workers);
 - ▶ one of the modes chosen may be the longest in distance, whilst the other is the longest in journey time.
- 2.12 Based on an assumption that each of the chosen modes carry equal weight, these choices have been added to the cumulative totals and no adjustment had been made to the responses.
- 2.13 It is noteworthy that a number of respondents chose both car share and single occupancy vehicle as the modes they normally use to travel to work. Whilst this artificially inflates the 'car' mode, this is consistent with the data from 2012 and 2013.
- 2.14 Table 2.2 compares the modal split of the main travel methods in July 2014 with those recorded in previous travel surveys and against the targets that were set in the Travel Plan. Aggregated totals for car travel have been calculated.

Mode	2012 baseline	2013 target	2013 survey	2014 target	2014 survey	Target 2016
Car (including single occupancy vehicles and car share – drivers and passengers)	62.15%	60%	78.70%	57%	56.09%	52%
Bus	18.11%	20%	3.70%	22%	13.82%	26%
Cycling	4.98%	5.5%	5.56%	6%	4.88%	7%
Train	5.49%	6%	0%	7%	4.07%	7.5%
Walking	4.12%	4%	7.41%	4%	10.57%	4%
Motorcycle/Moped	2.66%	2.5%	2.78%	2.5%	4.07%	2.5%
Taxi	2.49%	2%	1.85%	1.5%	6.50%	1%

Table 2.2 Comparison of Staff Modal Split

Travel by Car

- 2.15 Despite the inconsistency in the data, the 2014 results in table 2.2 show that the percentage of (Hotel) staff travelling by car – the primary goal of the Travel Plan being to reduce this - is within the target range.
- 2.16 It is significant to note that the large increase in the percentage of staff travelling by car reported in the 2013 survey may be due to the differences in demographic between temporary and permanent staff, where just 9% of staff in the 2013 survey were under 20 years old compared to 70% in the 2012 survey.

- 2.17 The distance travelled to site is also a noteworthy factor and a comparison can be drawn between the results of the surveys in the mode of travel when set against the distance travelled amongst the respondents. Table 2.3 shows that a greater percentage of staff travelled by car in 2013 which would be consistent with a much higher percentage of staff living further away from the site. In this case, of the 81 staff that came by car in 2013, just 21 (26%) lived within 5 miles of the site.

Year	Percentage of staff travelling by car (including car share)	Distance travelled <5 miles (from total responses)	Distance travelled >5 miles (from total responses)
2012	62.15%	53.63%	46.38%
2013	78.7%	33.67%	66.33%
2014	56.09	41.05%	58.95%

Table 2.3 Distance travelled

- 2.18 It is encouraging to see that the results of the 2014 survey show that a greater proportion of staff surveyed live more than five miles from the site than those surveyed in 2012, but that the mode share of those arriving by car has reduced.
- 2.19 The main reason cited for travelling by car was 'convenience', but significant number of staff stated that their reasons were that they got a lift to work or there was a lack of alternatives. Both of these factors were consistent with the 2012 survey. Results of the 2013 survey showed again that convenience and lack of alternatives were key factors, but also that a car was essential to perform their job or that a car was required to run errands before, during or after work.

Car sharing

- 2.20 The main aim of the Travel Plan is to reduce all car travel to the site. One of the ways that this can be achieved is to increase the occupancy of cars travelling to the site, and thus reducing the total number vehicles by one, for each member of staff that car shares with another.
- 2.21 Of those staff that normally travel by single occupancy vehicle (i.e. by car on their own), 60% said that they would consider car sharing with a fellow worker. The majority of these staff said that they would be encouraged to car share if they had help in finding a car share partner. A number of staff also said that they would be encouraged to car share if they knew there was the option of a complimentary taxi if they were let down by their car share partner (e.g. where their partner has had to leave work unexpectedly).

Alternatives to car travel

- 2.22 Table 2.4 shows the alternative modes that staff would be likely to use for their journeys to work for the staff that normally travel by car (inclusive of single occupancy vehicles and those staff car-sharing as a driver or a passenger).

Mode	Responses Percentage
Walk	6%
Bicycle	8%
Motorcycle/Scooter	4%
Bus	17%
Train	8%
Car	34%
Taxi	20%
Other	3%

Table 2.4 Alternative modes likely to be used by staff who normally travel by car

- 2.23 The high response rate for those choosing 'car' as an alternative to their current method of travel also being by car can be explained by a potential shift in:
- ▶ those who currently drive with passenger/s may drive on their own
 - ▶ those who currently drive with passenger/s may car share as a passenger
 - ▶ those who currently drive by car on their own may drive with passenger/s
 - ▶ those who currently drive by car on their own may car share as a passenger.

Walking

- 2.24 The 2014 survey found that a higher than average number of staff chose walking as a mode they normally use to travel to work. Of those staff that gave their postcode (77%), all were residents of Windsor and Eton, or Slough. Half the respondents reported travelling by multiple modes, choosing bus (generally Slough residents) or car (generally Windsor and Eton residents) as their other modes.
- 2.25 This data would be consistent with staff travelling from Slough by bus, but walking to a bus stop, and with those travelling from Windsor and Eton perhaps on foot in fine weather, but choosing to drive or car share some of the time.
- 2.26 When asked which two modes they would be most likely to choose as an alternative for their journey to work, staff who chose walking as their normal mode of transport said that they would be likely to come by bike, as a passenger in a car, in a taxi, or by bus. Just one of the 13 who whose walking as their normal mode said that they would be likely to come by single occupancy vehicle.

Cycling

- 2.27 There was a lower than average number of staff reporting to cycle to work. However, of those that chose this mode (six employees), only two reported to normally travel by another mode, which was 'taxi'. All respondents choosing bicycle as their main mode of transport were residents of Windsor and Eton, or Slough, and all were over the age of 25.
- 2.28 When asked which two modes they would be most likely to choose as an alternative for their journey to work, just one employee stated that they would be likely to travel by single occupancy vehicle, with most choosing to walk (Windsor and Eton residents) or to take the bus (Slough residents).
- 2.29 Of all respondents, over a quarter stated that they would be prepared to cycle to work. The measures that were reported to be most likely to encourage staff to cycle to work were: improved information on cycle routes; improved quality of cycle routes; and improved cycle storage facilities.

Public Transport

- 2.30 It is optimistic to see that 17% of those staff that usually travel by car citing 'bus' as a mode they are likely to use as an alternative to the car. With over 70% of all respondents living in Slough, Windsor, Ascot or Bracknell, the majority of staff would have access to stops served by 191/701/702. However, these services are unlikely to be attractive to the majority of staff in the Slough/Windsor area, as the 701/702 runs only hourly from 16:23 to 20:23 in the direction of Slough/Windsor (with the first morning service from Slough arriving at the LEGOLAND staff entrance at 08:50). Route 191 runs from Slough via Windsor to LEGOLAND for just two services, arriving at LEGOLAND at 07:39 and 08:23.
- 2.31 The most frequently stated measures that would encourage staff to use public transport were discounts on fares (28.21%), followed by more frequent services (17.31%) and improved information on timetables and routing (16.03%).
- 2.32 Common remarks on Public Transport were regarding: the frequency of services – specifically relating to a lack of evening buses serving Slough; not being able to get direct buses and therefore the need to use multiple services; and the cost of tickets being unfeasible.

-
- 2.33 Other measures that were given as options within the survey but were *not* chosen by staff as likely to influence their decision to use public transport were: improved facilities (0.64%), cleaner and safer buses (2.56%) and other routes (3.21%).

3.0 Travel Plan Achievements

3.1 Table 3.1 outlines the Travel Plan measures and includes an update on the implementation of these at LEGOLAND since the Travel Plan was introduced. It also shows the date of implementation and the transport methods they have an effect on.

Action	Date	Details	Transport Mode Affected
Appoint Travel Plan Coordinator	Initial Occupation	Karl Phipp has now taken from Geoff Spooner over as Travel Plan Coordinator	All
Provide Travel Information to all staff and visitors (inc website)	Ongoing	All local public transport routes highlighted to staff in the staff handbook, on the notice boards in back of house areas. Guests have all travel information on pre-purchased tickets, Hotel bookings, via Social Media, the website and Mobile app.	All
Staff & visitor notice boards	Ongoing	All guests and staff notice boards highlight bus routes and times, along with train times from Windsor & Eton Riverside.	All
Provide and Monitor Cycle Parking	Counts took place in August 2014	40 cycle parking spaces are provided adjacent to the service building and 12 spaces are provided within the Mansion car park. Figures from the survey show that 6 people regularly cycle to work and a further 14 said that this was a mode that they would be most likely to choose as an alternative to their usual mode.	Cycling
Monitor use of and demand for motorcycle parking	Ongoing	Motorcycle parking and facilities to be monitored in 2014, ready for 2015 survey.	Motorcycling
Cycle to Work Scheme	Ongoing	Cycle surgery takes place at the Resort for all staff members that travel to work using their bicycle.	Cycling
Provide showers and changing facilities for employees	Upon initial Occupation	Showers and changing areas are provided for staff to encourage the use of cycling and walking as a mode of travel.	Walking, Cycling
Season ticket loans	Ongoing	Permanent team members can request a season ticket loan once the 3 month probation has been completed.	Train, Bus, Park and Ride

Table 3.1

Further Transport Measures

- 3.3 Whilst the main aim of the Travel Plan is to reduce staff car travel to the site, below is a summary of further measures that have been introduced at LEGOLAND which are having an impact on visitor travel to the site, particularly in reducing congestion in the local area:
- ▶ Following a successful signing trial to redirect visitors to minimise congestion on routes towards the site, this has now been formalised to provide permanent signage for alternative routes to the site
 - ▶ Travel directions are sent to Hotel guests prior to arrival – these give driving directions to help visitors choose the most suitable route to the site along with options for non-car travel such as rail and coach
 - ▶ LEGOLAND offers advice via social media, including the Park's mobile application – this means that visitors can ask what the best way of getting to the park is for their individual needs
 - ▶ Staff hand out leaflets upon departure to encourage the use of alternative routes in peak season
 - ▶ There is a car parking charge at LEGOLAND – this may discourage some visitors from travelling to the site by car. The current charge is £9 for a priority car park pass (£7 in advance) or £4 for a standard ticket. The car park operates a 'pay on exit' method to ensure an even flow of traffic off the Winkfield Road;
 - ▶ When it is anticipated that the Park will be busy, the online and phone booking facilities are switched off to discourage any further visitors. Those seeking to book tickets are then redirected to other Merlin Group attractions.
 - ▶ LEGOLAND offers a 'Kids Eat Free' initiative after 4pm – this encourages guests to stay longer and therefore avoids the evening peak hour traffic;
 - ▶ LEGOLAND closes at 8pm during the busiest summer months – this means that guests stay in the park longer and avoid evening peak hour traffic;
 - ▶ LEGOLAND sell afternoon only tickets at the Windsor tourist information centre – this contributes to reducing peak hour traffic in both the morning and evening;
- 3.4 In addition to the above measures, LEGOLAND is implementing further initiatives during 2014. These include:
- ▶ Trialling a peak pricing model to reduce visitor demand in August; and
 - ▶ Repeat a promotion in The Sun newspaper which enables the attraction to allocate non-peak dated tickets to guests.

4.0 Future Travel Plan Measures

- 4.1 LEGOLAND recognises the need to continually promote the Travel Plan in order to reduce the proportion of staff regularly travelling to work by car.
- 4.2 Following feedback from the travel survey amongst the Hotel staff, table 3.1 shows the measures that will be implemented to help further reduce car travel to the site.

Measure	Measure to be implemented	Mode affected
Car sharing scheme	As a number of staff have indicated they would be prepared to car share and would like help in finding a car share partner, a car-share scheme will be introduced at LEGOLAND. This will be site-wide in order to achieve a critical mass of users.	Reduce single occupancy vehicle travel
Guaranteed ride home	To complement the car sharing scheme and encourage an optimum number of users, an informal guaranteed ride home will be put in place in order to ensure that no employee is left stranded at their workplace.	Car share
Public transport services	Liaise with operators and discuss potential improvements to services to the site.	Public Transport
Season Ticket Loan Scheme	Most respondents said that reduced fares would encourage them to use public transport.	Public Transport
Cycle to Work	This measure was not given as a specific option within the survey. However, as with the above measure ('reduced fares for public transport'), providing a discount on the purchase of a bicycle may encourage more employees to cycle to work.	Bicycle
Promote national travel events via notice boards	Throughout the year, the Travel Plan Coordinator will promote a number of national sustainable travel events such as National Walking Month/Walk to Work Week, Green Transport Week, Bike Week, Car Free Day, Liftshare Week and Commute Smart Week	All
Provide route and timetable data on notice boards	The Travel Plan Coordinator will ensure that up to date routing information and timetables are provided on staff notice boards particularly for bus services, but also for rail services.	Public transport
Provide cycle route information on notice boards	As a result of the staff survey, a number of respondents cited a measure that might encourage them to cycle to work was better information on local cycle routes. As such	

Table 3.1 – Measures to be implemented

5.0 Summary

- 5.1 Motion were commissioned by the LEGOLAND Windsor Resort to produce a monitoring report based on survey data collected by the resort in July 2014. With a response rate of 41.2%, it is reasonable to suggest that this provides an adequate sample of the Hotel staff's travel habits.
- 5.2 This is the third survey that has taken place since 2012 at LEGOLAND, and the second since the implementation of the Travel Plan, which was developed in 2012 for the Hotel.
- 5.3 Consistent with the Supplementary Planning Document 'A Developers Guide', the Travel Plan targets and primary goal were to reduce the percentage of staff travelling to site by car.
- 5.4 The results of the survey show that a total of 56.09% of respondents travelled to work by car. This included single occupancy vehicle travel, drivers with passengers and passengers in vehicles. The target for the hotel Travel Plan for 2014 was to reduce the number of staff travelling to the site to within 57%. As such, this target has been met.
- 5.5 The document also reports on the measures that have been provided to date and those initiatives that will be implemented over the next year. A number of the measures that have been introduced at LEGOLAND not only benefit the staff, but also give visitors better opportunities to travel to the site, including non-car modes of travel and ways of reducing congestion in the Borough. Together, these contribute to not only meeting the objectives of the Travel Plan, but also of those set out in the Royal Borough of Windsor and Maidenhead's Local Transport Plan.
- 5.6 As a result of the outcome of the survey, future measures that will be put in place include:
- ▶ setting up a site-wide car-share scheme, along with a guaranteed ride home in the event that a car share partner has had to leave work unexpectedly;
 - ▶ liaison with local public transport operators to discuss the outcomes of the survey;
 - ▶ cycle to work scheme;
 - ▶ promotion of sustainable travel events; and
 - ▶ provision of public transport information and details of local cycle routes.
- 5.7 As is evidenced in the results of the staff survey, the hotel Travel Plan measures and the further measures as set out in paras 3.3 and 3.4, LEGOLAND are committed to promoting sustainable transport and continue to encourage staff and visitors to consider the importance of travelling to the resort by alternative modes of transport. As such, the organisation, led by the Travel Plan Coordinator will continue to perform the role of actively promoting sustainable modes of transport to staff and visitors.

Appendix A

Staff Travel Survey

LEGOLAND Windsor
Staff Travel Survey 2012

Your Name

Department

1	Your full home postcode	
<i>Place an X in the box to the right of each question to indicate your answer</i>		
2	Gender	
	Male	
	Female	
3	Age	
	Under 20	
	20-24	
	25-34	
	35-44	
	44-54	
	55 or over	
4	Do you have a disability which affects your travel arrangements?	
	Yes	
	No	
5	How many days a week on average do you work at LEGOLAND	
	Do you normally work:	
	Normal working day e.g. 0900-1730	
	Day shift work including early starts and late finishes	
	Night shifts	
	Other please specify	
7	How do you normally travel to work?	
	Walk	
	Bicycle	
	Motorcycle or Moped	
	Bus	
	Train	
	Personal Car (driver, alone)	
	Personal Car (driver with passenger)	
	Car passenger	
	Taxi	
	Other please specify	
8	How far do you travel to work?	
	Up to 1 mile	
	Over 1 mile and up to 2 miles	
	Over 2 miles and up to 5 miles	
	Over 5 miles and up to 10 miles	
	Over 10 miles and up to 20 miles	
	Over 20 miles	
9	Do you have a mobility problem that dictates the use of this form of transport?	
	Yes	
	No	
10	Select 2 of the following forms of transport that you would most likely use as an alternative for your journey to work	
	Walk	
	Bicycle	
	Motorcycle or Moped	
	Bus	
	Train	
	Personal Car (driver, alone)	
	Personal Car (driver with passenger)	
	Car passenger	
	Taxi	
	Other please specify	
11	How long does it currently take you to get to work?	
	Up to 15 minutes	
	16-30 minutes	
	Longer than 30 minutes	

LEGOLAND Windsor
Staff Travel Survey 2012

CAR please only complete questions 12-14 if you travel to work by car

12	What are your main reasons for using a car to get to work?	
	Car essential to perform job	
	Dropping off / collecting children	
	Get a lift to work	
	Health reasons	
	Personal security	
	Lack of an alternative	
	Run errands before/during/after work	
	Convenience	
Other please specify		
13	Would you consider car sharing with a fellow worker?	
	Yes	
	No	
	I already car share	
14	Which of the following would encourage you to car share?	
	Help in finding a car share partner with similar work patterns	
	Reserved spaces for car sharers	
	Free taxi home if let down by the car sharer	
	Other please specify	
None of these		
15	Would you consider using public transport to get to work?	
	Yes	
	No	
	I already use public transport	
16	If you travel by bus which of the following services do you use?	
	701 / 702	
	191 / 200 (Windsor shuttle)	
	Other routes please specify	
17	Which of the following would encourage you to use or continue to use public transport?	
	Improved timetable / route information	
	More frequent services	
	Discounts on fares	
	Improves facilities (station or stop shelters, real time information)	
	More reliable services	
	Cleaner and safer buses	
	Other routes please specify	
None of these		
18	Would you be prepared to cycle to work?	
	Yes	
	No	
	I already cycle to work	
19	Which of the following would most encourage you to cycle to work?	
	Improved information on cycle routes	
	Improved signage on cycle routes	
	Improved quality of cycle routes	
	Provision of cycling equipment	
	Improved cycle storage facilities	
	Other please specify	
None of these		
20	Any other comments about your travel to work?	

Appendix B

Travel Information Example

ROYAL ASCOT TRAFFIC INFORMATION

Due to the high attendance at the Royal Ascot racecourse the local roads will be congested this evening. Please read the following information to ensure you choose the best route home today.



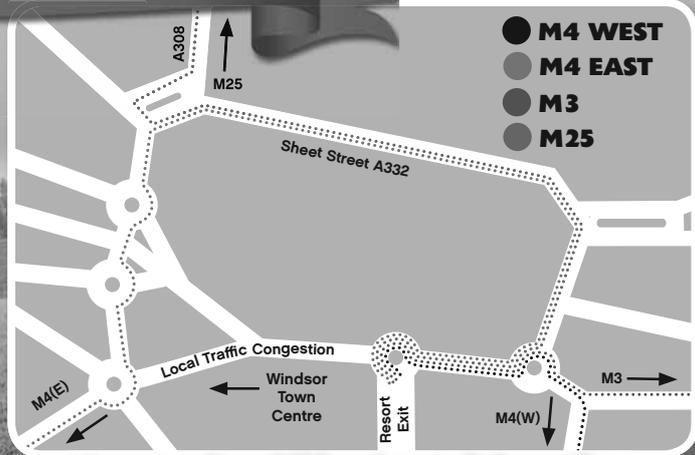
LAST ROYAL ASCOT RACE 5.35pm



There will be road closures from 4.30pm in the local area. We recommend all guests to turn right when exiting the resort.

If you leave the resort after this time please follow our directions below and keep in mind your journey may take longer than expected.

MAP



Turnover for additional route information

DIRECTIONS

M4 West

Turn right at the LEGOLAND® Windsor Resort roundabout. At next roundabout turn right and immediately take the next right onto Drift Road. Continue until roundabout and turn right towards Maidenhead (A330 Ascot Road). Follow signs to the M4 Junction 8/9.

M4 East/Windsor

Turn right at the LEGOLAND Windsor Resort roundabout. Go straight over next roundabout (B383). Turn left at the next roundabout (A332 Sheet Street). Follow signs for M4 or Town Centre.

M3

Usual route is closed due to Ascot Traffic. Turn right at the LEGOLAND Windsor Resort roundabout. At next roundabout turn right (B3022 North Street). Follow AA signs to the M3.

M25

Turn right at the LEGOLAND Windsor Resort roundabout. Go straight over next roundabout (B383). Turn left at the next roundabout (A332 Sheet Street). Turn right at next roundabout (A308 Albert Road). Follow signs to take you to the M25.

Please Note:

Due to the large number of cars being directed past the LEGOLAND Windsor Resort from Royal Ascot there will be traffic delays from 5.30pm. This leaflet is guidance to help assist you in your choice of route home. We cannot be held accountable for any additional closures or unforeseen accidents that may have occurred along the suggested routes.

Our car park team will do their best to assist you when exiting the resort. We will not tolerate any abusive language or violence towards our team.

Thank you for your patience

**We hope you have had a great day
at LEGOLAND Windsor Resort and
have a safe journey home.**

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