Introduction

iTRACE is the Council's preferred method for creating and managing a workplace travel plan. Information about workplace travel plans can be found here
https://www.plymouth.gov.uk/workplacetravelplans

1. Registering
To become an iTRACE user you will need to have an account created for your organisation by the Authority. Each iTRACE user's access is secured with a user name and password. These will be sent to your named Travel Plan Coordinator (TPC) by the Council once an account has been created.

Contact the Transport Smarter Choices Team to request access to iTRACE

- Email: travelplans@plymouth.gov.uk
- Tel: 01752 304585

2. Starting a site audit & survey
The TPC will receive an email containing a link to the site audit and a second link which will take them straight to the staff survey.

2.1. Site Audit:
A site audit is a questionnaire for you as travel plan coordinator to fill in about facilities at your workplace such as number of parking spaces, facilities for cyclists etc

- You (the TPC) must complete and submit the site audit within 3 months
- The completed site audit must be submitted so that it can be approved by the Council.

Completing the site audit:
- Follow the link within the email - this will take you to a login screen
- Log in with the username and password provided by the Council. Upon logging in for the first time iTRACE will ask you to change the password. If you forget your password at a later date you can request a new one from the Council
- Once you have logged in you will come to a main screen which gives an overview of your Audit History. Click on ‘Manage’ to begin completing your site audit:
iTRACE will ask you to ‘complete the audit questionnaire’. The audit questionnaire is divided into sections which look like this:

You do not have to complete the entire audit questionnaire in one go (just remember to click ‘save’ once you have completed a section!)

Once a section is complete and has been saved the icon on the main audit menu will change from a red 🚧 to a green ✅

Upon completing the site audit, iTRACE will prompt you to submit it to the Council for approval. You must do this before you can begin your travel plan.

2.2. Staff Survey:

If all staff have access to email the link to the survey can be copied into a new mail message and sent to all staff to complete and submit online

For staff without email access there is a printable version of the survey which can be distributed in paper format. The completed paper surveys must then be returned to the TPC to be entered manually into iTRACE via the original email link

The printable (paper) version of the survey looks like this:
Surveys included in the system:

- Site Audit
- Staff Survey
- NHS Staff Survey
- NHS Visitor Survey
- Higher Education Staff Survey
- Higher Education Student Survey

The Staff Survey will generally be used unless you are part of an NHS or Educational establishment, in which case the relevant survey will be chosen. The council will advise you which is the most suitable survey.

3. Next steps

Once your site audit and surveys have been completed and approved by the Council you will have the option of generating several reports to help you with your travel plan.

3.1. Workplace Reports

- Travel Plan Report Template
- Travel Survey Summary Report
- Staff Postcodes data
- Mode of Transport Usage

The Travel Plan Report Template will be generated in MS Word format.

The TP Report Template contains:

- Site audit data
- Staff survey data
- Guidelines on how to complete each section in different coloured text.

The TPC must download this template and complete the missing information following the guidelines provided within the document. This will then be your travel plan which you can email to us as in section 4 below.

4. TP Submission

Once the TP Report Template has been completed you must submit a copy to the Council for approval.

You can submit an electronic copy by emailing it to travelplans@plymouth.gov.uk

If the completed document is too large to be sent electronically it can be sent by post to:

Linda Greene
Travel Plan Officer, Transport Smarter Choices Team
Plymouth City Council
Ballard House, West Hoe Road
Plymouth
PL1 3BJ
If there are any changes needed or help needed with this first draft, the Council will work with you on this, and any subsequent drafts, until the final Travel Plan document is created and approved. For a small organisation this will be simpler than a larger more complex organisation.

5. Other features
Many travel plans will need to be monitored. By this we mean that we will ask you to repeat your travel survey from time to time, most likely annually or every two years and submit this data to the council.

You can also use iTRACE to:
- Map staff modes of travel by postcode - this information is fed into the iTRACE mapping tool from the completed Staff Surveys
- Renew and update your TP

For further advice on travel plans and use of iTRACE contact:
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Plymouth City Council
Ballard House, West Hoe Road
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PL1 3BJ
T 01753 304585  E: travelplans@plymouth.gov.uk