

# Transport for South Hampshire Evidence Base TfSH Modelling Suite Guide for Applicants

April 2011



## Document Control

Project Title: Transport for South Hampshire Evidence Base

MVA Project Number: C39344

Document Type:

Directory & File Name: J:\C39344\_Transport\_For\_SOUTH\_HAMPSHIRE\_Model\_Suite\MVA\_Docs\Workingpapers\WP27 Model Uses\Version3\V3b\Report Version\Tfsh\_Model\_Guide\_Cover\_V3b\_040411.Doc

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## Distribution

Issue	Date	Distribution	Comments
3b	04/04/2011		

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## 2 Introduction

- 2.1 The Transport for South Hampshire (TfSH) Sub-Regional Transport Model (SRTM) is an evidence based Land-Use and Transport Interaction model. It contains a suite of transport models and an associated Local Economic Impact Model (LEIM).
- 2.2 The SRTM provides a robust tool that provides a consistent and evidenced approach to the identification of transport needs and an objective analysis of the impact of both transport and land-use interventions across the sub-region.
- 2.3 The model suite can assist in the investigation and assessment of different policies and strategies on land-use and transport provision, use, management and investment. It provides TfSH with the ability to respond to transport funding opportunities as they arise (for example through the Regional Growth Fund, the Local Sustainable Transport Fund, or funding associated with the Local Enterprise Partnership).
- 2.4 The potential uses of the model could be development-driven, policy-driven or infrastructure-driven. For each of the potential model drivers a consistent set of model outputs can be produced for the user.
- 2.5 This guide contains details on what applications can be undertaken with the SRTM, along with details of the process for applying to use the model output. These processes are designed to standardise the request procedure, and help ensure widespread, cost-effective and consistent use of the model, to assist effective decision making relating to a wide range of policies and measures.
- 2.6 The guide is structured as follows;
  - Section 3 - Definition of Parties;
  - Section 4 - Contact Details;
  - Section 5 - TfSH Modelling Suite;
  - Section 6 – Application for Model Runs and Output;
  - Section 7 - Terms of Use;
  - Section 8 - Intellectual Property Rights and Ownership
  - Section 9 - Model and Reference Case Updates;
  - Section 10 - Costing;
  - Section 11 - Model Outputs; and
  - Section 12 – Restrictions.
- 2.7 The appendix to this guide provides the following forms for use in applying for model runs and output:
  - TfSH Request for Use Form; and
  - TfSH User Satisfaction Form.

### 3 Definition of Parties

#### Transport for South Hampshire

- 3.1 Transport for South Hampshire is an enabling and delivery body formed in 2007 for the South Hampshire sub-region, bringing together local transport authorities, transport operators, business interests and government agencies to deliver change. The organisation is a partnership made up of the highway authorities of Hampshire, Southampton and Portsmouth.
- 3.2 The TfSH Vision seeks to develop improved transport for the sub-region to address current shortcomings and to support long term economic growth objectives.

#### TfSH Evidence Base Steering Group

- 3.3 A Steering Group has been established including membership from TfSH, Hampshire County Council, Southampton City Council, Portsmouth City Council, Department for Transport, Highways Agency, Network Rail and the Partnership for Urban South Hampshire (PUSH).
- 3.4 The aim of the Steering Group is to develop and maintain an Evidence Base, consisting of WebTag compliant analysis and forecasting tools providing a shared resource for partners to define current and future challenges and develop practical solutions and transport interventions to solve them, in order to achieve local, regional and national objectives.

#### TfSH Modelling Consultants

- 3.5 MVA Consultancy was commissioned, as part of a wider team, to support Transport for South Hampshire with the development and application of the Sub-Regional Transport Model Suite.
- 3.6 Full details of the scope of the contract between TfSH and the modelling consultancy team are given in Section 1 of the TfSH tender document<sup>1</sup>.

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<sup>1</sup> TfSH Tender for the Development and Use of a Sub-Regional Transport Model Suite

#### 4 Contact Details

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*TfSH Project Director & Head of Strategic Transport HCC:*

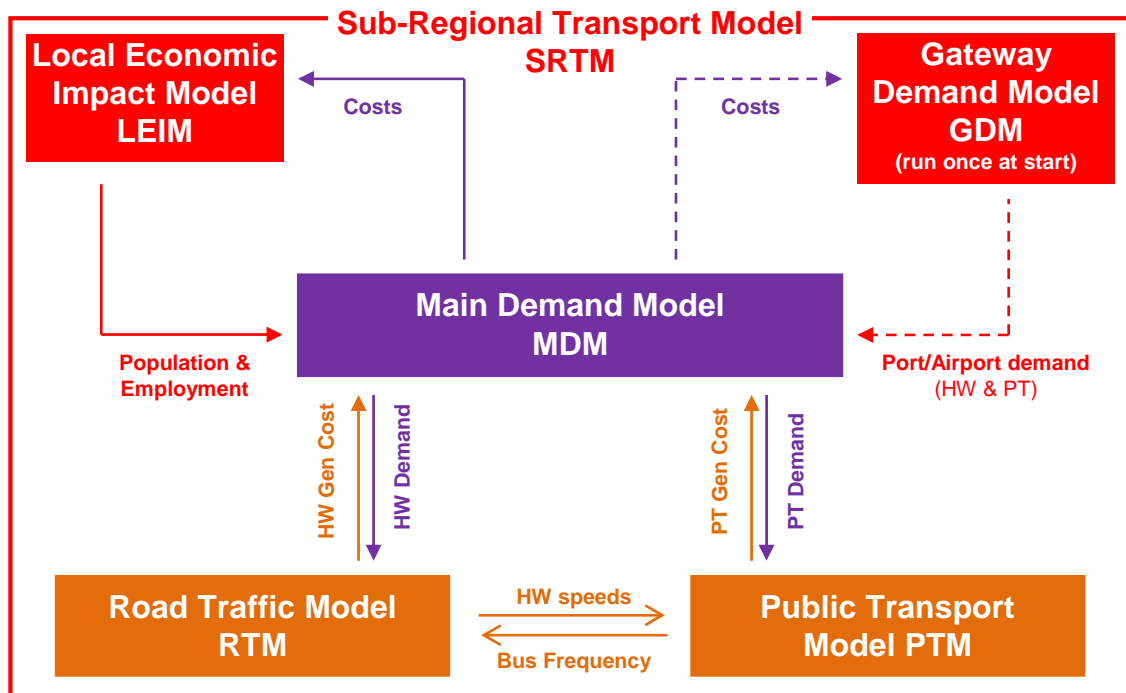
**Keith Willcox**

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SO23 8UD  
01962 846997  
keith.willcox@hants.gov.uk

## 5 TfSH Modelling Suite

- 5.1 The TfSH Sub-Regional Transport Model (SRTM) is an evidence based Land-Use and Transport Interaction model. It contains a suite of transport models and an associated Local Economic Impact Model (LEIM). The suite of transport models comprises the Main Demand Model (MDM), the Gateway Demand Model (GDM), Road Traffic Model (RTM) and Public Transport Model (PTM).
- 5.2 Figure 1 shows the interaction of the various models within the SRTM. The LEIM takes transport costs from a converged run of the MDM and feeds back population and employment data, which is converted into demand matrices. The public transport and road traffic demand are assigned to the public transport and road traffic networks to estimate travel costs, which are then passed back to the MDM to re-estimate demand. The demand and cost calculations are run iteratively, until convergence.

**Figure 1 TfSH Sub-Regional Transport Model**



- 5.3 The SRTM can assist in facilitating decision-making with regard to transport services and investment across a range of policy areas, including land-use planning, the transport-related environment, demographics, along with other development-type policies. The design of the TfSH modelling suite, makes it a powerful tool for assessing these policies across South Hampshire in a consistent fashion.

### When should the SRTM be used?

5.4 The SRTM would be appropriate to assist in the following fields:

- Undertaking the appraisal of various road and public transport improvements (including Park and Ride);
- Undertaking the appraisal of a range of transport-related policies such as the use of private non-residential parking;
- Undertaking assessment and comparison of impacts of various planning policies such as changes to the housing location and density for new development; and
- Forecasting and testing future land-use and demographic changes and the interaction between future land use and transport provision.

5.5 In addition the following outputs can be generated by the SRTM:

- Environmental analysis, including projection of transport based emissions;
- Accessibility analysis;
- Economic, financial and cost-benefit analysis of schemes; and
- Inputs into micro-simulation models or other models for more detailed local / junction analysis.

5.6 In general due to their size and strategic nature, land use and transport models are focused towards investigating the effects of significant policy changes and/or major interventions, rather than individual minor changes to the transport system. Also, the model can be used to provide input to more detailed analysis of, for example, detailed junction modeling and design tasks associated with a development.

### Who can apply for SRTM runs and output?

5.7 Output from the SRTM is available to a wide range of existing and potential users, including:

- Hampshire County Council, Southampton City Council, Portsmouth City Council and District and Borough Councils within Hampshire;
- Highways Agency (HA);
- Department for Transport (DfT) and other government departments;
- Network Rail;
- Public Transport Operators;
- Partnership for Urban South Hampshire (PUSH);
- The Solent Local Enterprise Partnership (LEP);
- Chambers of Commerce;
- Other interested organisations, including academia, developers and health boards; and

- Consultancies working on behalf of any of the above.

5.8 It should be noted that at present the model will only be available to use on a bureau basis, run by the TfSH modelling consultants.

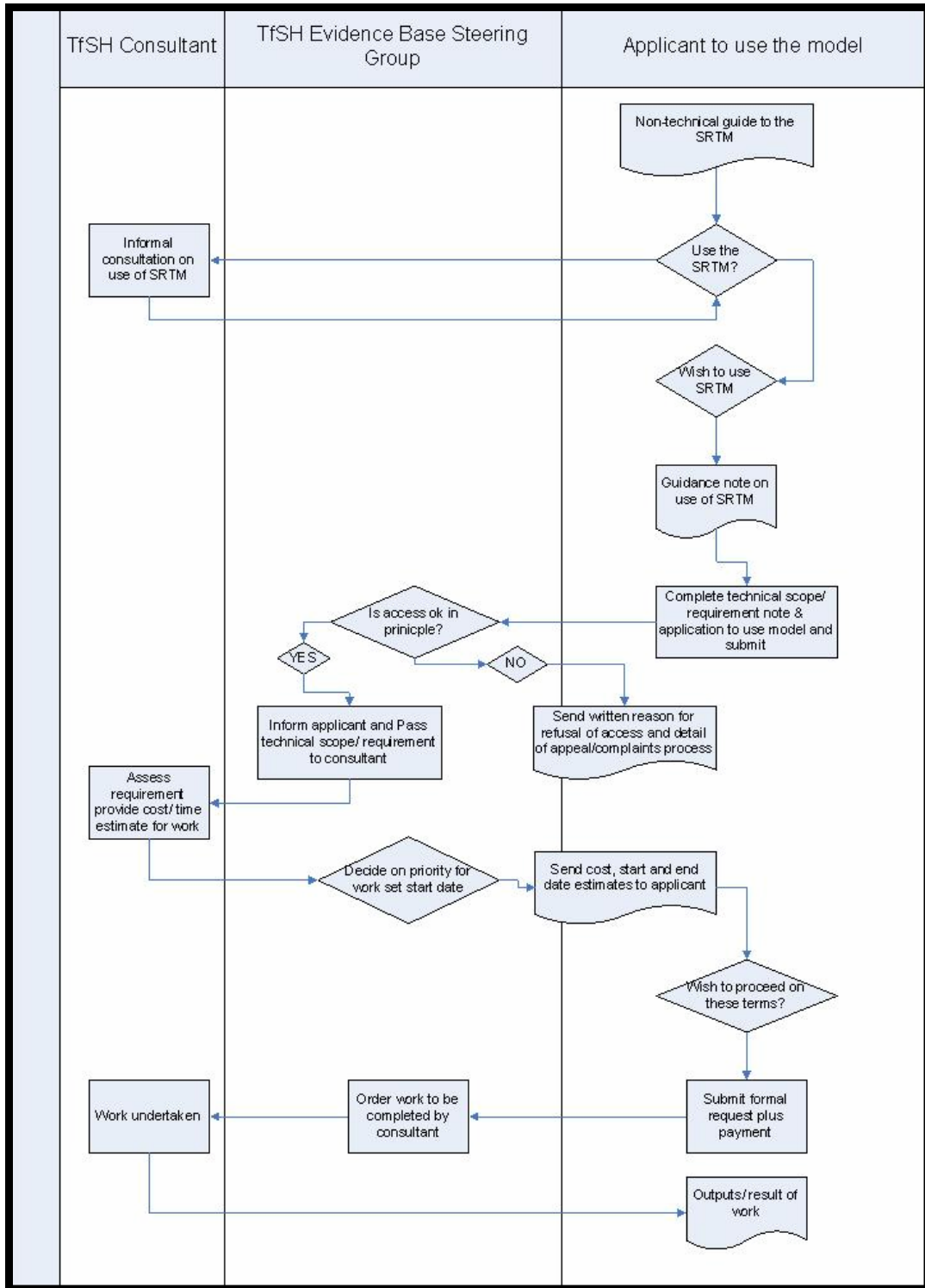
### Licences

5.9 The Transport for South Hampshire (TfSH) Sub-Regional Transport Model (SRTM) outputs are provided with a general agreement that they will only be used for projects authorised by TfSH.

## 6 Application for Model Runs and Output

6.1 The application process for SRTM runs and output is detailed in Figure 2 overleaf. The flow diagram shows the key components in the application process.

Figure 2 SRTM application to use process



### Initial Stages

- 6.2 The initial stages in the process of applying for model runs and output are to firstly to read this guidance document and the non-technical pamphlet, to determine if the SRTM can assist with your specific requirements.
- 6.3 If it is decided that the SRTM is the appropriate tool to use, then it is strongly recommended that the potential user contacts the TfSH modelling consultants to discuss their requirements. The consultants will be able to advise on the technical aspects of the model and whether or not it is indeed the appropriate tool for the proposed application.
- 6.4 At this stage it is useful to discuss as much of the technical detail as possible with the TfSH modelling consultants, for example forecast year, scenario assumptions etc., however it should be noted that this does not constitute any form of contractual agreement. The application can only be approved by the TfSH Evidence Base Progress Group / Steering Group following submission of the Request for Use Form, described below.

### Request for Use Form

- 6.5 The next stage in the application process is to complete a request form. The request form is included in the appendix to this document, and is also available from [TfSH@hants.gov.uk](mailto:TfSH@hants.gov.uk). Prospective users must complete and return the form to TfSH.
- 6.6 The form is designed to obtain sufficient information from the potential user to enable the TfSH Support Team to fully assess any application. The form should be completed by a senior member of the potential user's project team (preferably the modelling leader or project manager) and returned to [TfSH@hants.gov.uk](mailto:TfSH@hants.gov.uk).
- 6.7 The applicant should answer each of the questions in the form, providing:
  - the aims, objectives and scope of their project and what they plan to use the model outputs for;
  - a detailed specification of any required changes to the model assumptions and the schemes to be included;
  - details of the final deliverables from the TfSH consultants;
  - the timescales for the application, both the desired completion date and the latest acceptable completion date; and
  - an acknowledgement that the terms and conditions are agreed to and that upon provision of the final deliverable a satisfaction form will be completed.
- 6.8 It is vital that the user provides as much detail as possible to allow the TfSH Support Team to consider fully whether the SRTM is suitable for the specific application. The information provided in the request form provides the basis for quotations of likely timescales and costs. The information provided also forms the basis of the prioritisation of different applications.
- 6.9 Requests for a series of model runs can be segmented into a number of packages, where the selection of later packages can be dependent on the outcomes of earlier work. It is essential for

programming purposes that this is fully specified as far as possible at this stage, and the information will also feed into the payment plan. Payment for later packages can be deferred until earlier packages are complete.

6.10 Upon receipt of the request form:

- the request will be reviewed by TfSH and passed to the TfSH Support Team;
- potential risks in the application, along with a proposed solution, will be identified and communicated to the applicant;
- the applicant will be provided with feedback and additional information will be requested if required; and
- if the application is approved by TfSH, the TfSH Support Team's response will include confirmation of the main deliverables, timescales, and the cost of the required support or advice. Work will be carried out on a fixed fee basis, and as described in Section 10 of this document.

6.11 The Request for Use Form is included in the appendix to this document, and is also available from [TfSH@hants.gov.uk](mailto:TfSH@hants.gov.uk).

### **Successful Application**

6.12 Once the application process has been completed, and assuming it has been successful, the application will be progressed to the agreed timescales. Each application will be assigned a Project Manager by the TfSH modelling consultants, who will be able to provide support on the application and will keep the user regularly informed as to the progress of the project.

6.13 The required outputs will be made available to the applicant upon the completion of the work. If there are a number of deliverables then these will be released at pre-agreed stages throughout the application.

6.14 Any issues or problems which are encountered during the application, be they technical or contractual, will be communicated to the user by the TfSH project manager as soon as they arise.

### **User Satisfaction Form**

6.15 While ongoing user monitoring and support occurs throughout any application, a specific User Satisfaction Form has been designed, which must be filled in upon completion of each application.

6.16 Constructive suggestions for the improvement of the model(s) are welcome and where relevant, the modelling team will endeavour to implement practical enhancements based on these suggestions following consultation with TfSH. Priority would be given to those enhancement items required by upcoming applications of the modelling suite.

6.17 In the case where a form is returned with consistently low scores or particularly negative comments, the TfSH Consultant Project Manager or Project Director will follow up these results

by contacting the form respondent and establishing the detailed reasons for their dissatisfaction. Any comments made will be recorded and reported to TfSH and the team will attempt to rectify any areas of poor performance during future applications.

- 6.18 For applications that occur over a long time frame, a User Satisfaction Form will be requested at a predefined set of points throughout the applications, in order to monitor the ongoing levels of satisfaction with how the application is being undertaken.
- 6.19 The user will be expected to provide draft copies of any technical reports describing their use of the model outputs on a regular basis throughout each application. This will assist in minimising misuse or misunderstanding of the modelling capability.
- 6.20 Any requirement for the TfSH Support Team to review any documentation that is produced must be identified in advance of the application being undertaken and should be included in the request form.

### **TfSH Support Team Feedback**

- 6.21 Where necessary the TfSH Support Team will provide feedback to User Satisfaction Forms received from users. This feedback will be prepared by the Project Manager or Project Director and will be circulated to both the user and the TfSH Management team within Hampshire County Council.
- 6.22 The User Satisfaction Form is included in the appendix to this document, and is also available from [TfSH@hants.gov.uk](mailto:TfSH@hants.gov.uk).

## **7 Terms of Use**

- 7.1 It is a necessary precondition for the use of the SRTM that applicants accept both the conditions of the Terms and Conditions of Model Use, which are set out in a separate document, and that applicants have carefully read the contents of this 'Guide for Applicants'.
- 7.2 Any queries relating to the content of either the Terms and Conditions of Model Use or this guide should be directed to [TfSH@hants.gov.uk](mailto:TfSH@hants.gov.uk).

## **8 Intellectual Property Rights and Ownership**

- 8.1 The intellectual property rights (and copyright) of the SRTM, associated data, procedures and model outputs remain with Hampshire County Council, on behalf of TfSH. The intellectual property rights of the software used to construct the model and to present the output (e.g. CUBE and SATURN) remain with the software developers.
- 8.2 It should be noted that TfSH retain intellectual property rights for any additional work carried out under applicant contracts. In particular any scenarios developed through applicant contracts may be taken forward and incorporated into reference cases for the SRTM.

- 8.3 Users are not permitted to copy any part of the model, data, procedures or outputs without prior agreement from Hampshire County Council on behalf of TfSH.

## 9 Model and Reference Case Updates

- 9.1 Information regarding updates or revisions to the models, associated data and procedures will be disseminated and discussed, and changes to reference cases approved by the Evidence Base Steering Group / Progress Group. A list of currently approved reference case scenarios will be available to prospective applicants for use in defining tests.

## 10 Costing

- 10.1 This section of the guide describes the fees associated with the different tests possible using the SRTM, and is designed to assist potential applicants assess a budget cost of their application before proceeding with the model application phase. The possible fees associated with the different types of test that can be undertaken through these models are detailed in Table 1. In the table, fee estimates are given for:
- Separate Highway (HW) or Public Transport (PT) assignment runs, that do not need a full run of the demand model, such as investigations into changes in routing due to small network changes in either the base year or one of the forecast years;
  - Park and Ride (P&R) model runs, which include forecasting levels of demand for a new park and ride site, and assessing the impacts of the site on the HW and PT networks;
  - Gateway Demand Model (GDM) runs, which include different assumptions of growth at the ports and assessing the impact on the HW and PT networks;
  - Main Demand Model (MDM) runs, which will also incorporate running the full suite of HW, PT, P&R and the GDM to investigate changes in demand due to significant changes in travel costs; and
  - Full SRTM runs which include all of the demand model functionality and the LEIM to investigate the interaction between land use changes and travel costs.
- 10.2 Differential charge rates will be used for the various types of applicants in order to reflect the financial contributions made to date. Administration costs incurred by HCC in managing the contract on behalf of TfSH in respect of a particular piece of work will be charged and paid for at cost regardless of the type of applicant.
- 10.3 Current public sector partners who have contributed financially to build and use of the model (including PUSH local planning authorities) will be charged the “at cost” rate of the work done by MVA Consultancy plus administration costs incurred by HCC in managing the contract.
- 10.4 Public sector organisations who have not contributed towards costs will be charged at 1.5 times cost rate plus administration cost incurred.
- 10.5 Private sector organisations will be charged at twice the cost rates including administration costs incurred.

Table 1 SRTM Approximate Fees (excluding administration costs and excluding VAT)

Type of test	Estimated Fee		
	Public Sector at cost	Public Sector x1.5	Private Sector x2
<b>A Highway Assignment Test (RTM)<sup>1</sup></b>			
• <i>Matrix Changes</i>	£1,500	£2,250	£3,000
• <i>Infrastructure Changes (e.g. new road scheme)</i>	£2,000	£3,000	£4,000
• <i>Both Matrix and Infrastructure Changes</i>	£3,000	£4,500	£6,000
<b>PT Assignment Test (PTM)<sup>1</sup></b>			
• <i>Matrix Changes</i>	£1,500	£2,250	£3,000
• <i>Infrastructure Changes (e.g. new rail service)</i>	£2,500	£3,750	£5,000
• <i>Both Matrix and Infrastructure Changes</i>	£3,500	£5,250	£7,000
<b>Park and Ride Test<sup>1</sup></b>	£2,000	£3,000	£4,000
<b>Gateway Demand Model Test (GDM)<sup>1</sup></b>	£1,500	£2,250	£3,000
<b>B Demand Model Run (MDM)</b> <i>(per single year<sup>1</sup> additional to tests A above)</i>			
• <i>Infrastructure Driven (highway, PT or Park and Ride scheme)</i>	£500	£750	£1000
• <i>Policy Driven (e.g. fuel cost changes)</i>	£500	£750	£1000
<b>C Full Land Use and Transport interaction run</b> <i>(additional to tests A&amp;B above)</i>			
• <i>Infrastructure Driven (highway, PT or Park and Ride scheme)</i>	£1,000	£1,500	£2,000
• <i>Policy Driven (eg fuel cost changes)</i>	£1,000	£1,500	£2,000
• <i>Land-use Driven (eg new land use development, planning policy or growth assumptions)</i>	£2,000	£3,000	£4,000

<sup>1</sup> Fee per single year. The model has four forecast years as standard

- 10.6 The fees shown are simply illustrative estimates of what a user can expect to pay for the types of tests listed. The actual cost will depend on the exact nature and complexity of the application being undertaken. For example very simple infrastructure changes may be very easy to code in the model, but detailed extensive changes would take longer and would potentially cost considerably more than the cost quoted.
- 10.7 Combinations of these tests can also be run using the model, for example it would be possible to undertake a full Land Use and Transport Interaction run for a number of different years, with infrastructure and / or policy changes in certain years. It is impossible to cost every possible combination of tests and in this case an initial consultation with the TfSH team would be required to get an idea of potential costs. It is also likely that economies of scale would be achievable if for example a significant series of tests covering all four years were to be commissioned.
- 10.8 In addition to variations in the type of test there is also scope for variation in the amount of analysis undertaken and indeed the extent of model results extracted. The estimates in Table 1 assume a reasonable set of "standard" model outputs with potential simple follow up queries. However, it may be necessary to augment the data extracted with a series of more detailed results acquired by drilling into the model detail using any number of analysis techniques. Standard model outputs and examples of additional more advanced model outputs are described in Section 11.
- 10.9 It may be possible to run other types of test with the SRTM, which are not included in the table overleaf. Similarly these would require discussion at the initial consultation stage and then, as with the combination tests, these would be costed up on a case by case basis.
- 10.10 All fees, client invoicing details and the corresponding scope of work necessary to produce the agreed deliverables will be clearly defined and agreed at the outset of the contract. As the submission of the formal request must be accompanied by payment it is essential that the initial costing process is as accurate as possible. It should be noted that any delay of payment may result in rescheduling.
- 10.11 The estimated fees shown in Table 1 are applicable at the date shown on the first page of this note and may be subject to occasional review. Users are encourage to confirm the currency of this document through the contacts identified in Section 4.
- 10.12 It should be noted that all the potential costs quoted do not include VAT, which would be charged at the prevailing rate, nor do they include administration costs.

## **11 Model Outputs**

- 11.1 Table 1 provides approximate costings for each combination of model runs. Associated with each model are a set of standard model outputs, which are listed below in Table 2. In addition more advanced model outputs can be provided which require a level of analysis. Examples of these are also provided in the table for each model.

**Table 2 Standard and Additional Model Outputs**

<b>Model and Associated Standard and Additional Outputs</b>
<p><b>Road Traffic Model (RTM)</b></p> <p><i>Standard Outputs</i></p> <ul style="list-style-type: none"><li>• Flow plots by user class</li><li>• Global statistics by Local Authority area within the TfSH area</li></ul> <p><i>Additional Example Outputs</i></p> <ul style="list-style-type: none"><li>• Flows on particular roads by user class</li><li>• Vehicle kms for a defined area</li><li>• Vehicle hours for a defined area</li><li>• Average speed for a defined area</li><li>• Travel times between A and B</li><li>• Plot of travel time bands from a zone</li><li>• Routings between A and B</li><li>• Routings of vehicles using a particular road</li></ul>
<p><b>Public Transport Model (PTM)</b></p> <p><i>Standard Outputs</i></p> <ul style="list-style-type: none"><li>• Loading plots</li><li>• Total boardings and alightings by Local Authority area within the TfSH area</li><li>• Boardings and alightings by route</li><li>• Passenger distance by route</li><li>• Passenger hours by route</li></ul> <p><i>Additional Example Outputs</i></p> <ul style="list-style-type: none"><li>• Loading profile by route</li></ul>
<p><b>Park and Ride Model</b></p> <p><i>Standard Outputs</i></p> <ul style="list-style-type: none"><li>• Usage of each park and ride site</li></ul>

### **Gateway Demand Model (GDM)**

*Standard Outputs*

- Usage of each port by user class and purpose

### **Main Demand Model (MDM)**

*Standard Outputs*

- Mode share by zone
- Trips to / from zones

### **Local Economic Impact Model (LEIM)**

*Standard Outputs*

- Households and population by zone
- Employment by zone
- Property related data by zone (occupancy, vacancy, rents etc)
- Built floorspace by zone (residential, office, warehousing, retail etc)

*Additional Example Outputs*

- Areas where development is likely to take place
- Areas that may grow or decline
- The impact of changes in policy or growth upon an area

### **Emissions Assessment Tool**

*Standard Outputs*

- Regional Emissions data by emission type / time period / link type / sector
- DELTA file for the Land use model

*Additional Example Outputs*

- Analysis of Greenhouse emissions due to transport schemes
- Emissions by link or subset of links
- Analysis of time lost due to congestion
- Local Air Quality Analysis
- Health Benefits Analysis

## 12 Restrictions

- 12.1 Hampshire County Council and MVA Consultancy shall not incur any liability under, or in connection with, the release of SRTM output, to the extent that any failure thereof has been caused by, or contributed to by, any force majeure event or circumstances beyond reasonable control of either MVA Consultancy or Hampshire County Council.
- 12.2 The provision of SRTM outputs are provided in good faith and the user accepts full responsibility to satisfy themselves of the accuracy, reliability and completeness of the information and no responsibility is accepted to any third party for the whole or any part of its content. No part of the contents nor any reference thereto may be included in any published document, circular or statement, nor published in any way without Hampshire County Council and MVA Consultancy's prior written agreement of the form and context of such text. Such agreement will not be unreasonably withheld.
- 12.3 Any documentation making use of SRTM outputs must reference SRTM and TfSH, and should be reviewed prior to publication by TfSH.
- 12.4 Hampshire County Council and MVA Consultancy will make all reasonable endeavours to provide the agreed deliverables within timescales agreeable to all parties on the condition that Hampshire County Council and MVA Consultancy have been provided with all necessary information to carry out the agreed tasks. Hampshire County Council and MVA Consultancy will not be liable for any costs, charges or losses sustained or incurred by the applicant that arise directly or indirectly from a delay in providing the agreed deliverables in the agreed timescales.
- 12.5 If Hampshire County Council, or that if its agents, subcontractors, consultants or employees is prevented or delayed by any act of omission of the applicant, its agents, subcontractors, consultants or employees, Hampshire County Council will not be liable for any costs, charges or losses sustained or incurred by the applicant that arise directly or indirectly from such prevention or delay.





## TfSH Request for Use Form

### Your Details:

**Name:** .....

**Position:** .....

**Organisation:** .....

**Address:** .....

**Telephone:** .....

**Email:** .....

**Your Role:** .....

It is strongly recommended that potential applicants contact the TfSH modelling consultants, MVA Consultancy, to discuss their requirements, prior to completing this form. The consultants will be able to advise on the technical aspects of the model and whether or not it is indeed the appropriate tool for the proposed application. The discussion should cover as much technical detail as possible, for example forecast year, scenario assumptions etc. It should be noted that this does not constitute any form of contractual agreement. The application can only be approved by the TfSH Evidence Base Progress Group / Steering Group following submission of this form.

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## Project Description and Model Use

**Q1** Please provide a project title and a description of the scope, aims and objectives of the application.

Title: .....

Description: .....

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.....  
.....  
.....  
.....  
.....

Aims and Objectives: .....

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**Q2** Please provide a description of how you plan to make use of the Sub-Regional Transport Model (SRTM) outputs.

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**Q3** If the client details above are not for the ultimate client, then please provide details of the ultimate client.

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.....  
.....  
.....  
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**Model Run Details**

**Q4** Please indicate in the table below which model component runs you require, including the period and modelled year. Possible periods and modelled years are shown below:

- AM peak (07:00-10:00);
- Inter peak (10:00-16:00);
- PM peak (16:00-19:00);
- Base year of 2010;
- Forecast years of 2014, 2019, 2026 or 2036

<b>Model Component</b>	<b>Period(s)</b>	<b>Modelled Year(s)</b>	<b>Comments</b>
Main Demand Model			
Local Economic Impact Model			
Road Traffic Mode			
Public Transport Model			
Gateway Demand Model			

**Scenario Details**

**Q5** A list of current reference cases is provided at the end of this form. Please provide details of which reference cases you require, and any changes that need to be made to them.

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**Dependencies**

**Q6** Requests for a series of model runs can be segmented into a number of packages, where the selection of later packages can be dependent on the outcomes of earlier work. Please provide details of any such dependencies, and the packages that work should be split into.

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**Required Deliverables and Timescales**

**Q7** Please provide a list of deliverables that you require in the table below, providing a description of the task and a desired and latest acceptable completion date for each deliverable. Be as explicit and comprehensive as possible as additional output deliverables may not be possible subsequently without re-running the test (at additional cost).

<b>Deliverable</b>	<b>Description</b>	<b>Desired Completion Date</b>	<b>Latest Acceptable Completion Date</b>
1			
2			
3			
4			
5			
6			

**Additional Information**

**Q8** Please provide any additional information that you think will aid your application.

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**Q9** How would you have undertaken this aspect of your project had the TfSH service not been available?

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**Please sign below to confirm that you have read and understood the TfSH Terms of Use and the Guide for Users. Also, that you agree to complete a user satisfaction form upon the completion of this application.**

Signature: .....

Print Name: .....

Date: .....

**Please return this completed form as a signed hard copy and as a PDF to TfSH. Your application will be dealt with as soon as possible.**

---

**For Internal Use Only**

Date Received: .....

Reference No: .....

**Signature on behalf of TfSH to accept the application**

Signature: .....

Print Name: .....

Date: .....

**Signature on behalf of MVA to accept the application**

Signature: .....

Print Name: .....

Date: .....

**Current Reference Cases as at April 2011:**

<b>Reference Case</b>	<b>Major Developments</b>	<b>Major Highway Schemes</b>	<b>Major PT Schemes</b>
2010 Base Case	Existing 2010	Existing 2010	Existing 2010
Central 2014 Reference Case	As 2010 Base Case plus: Initial Whitehill / Bordon Eco-Town development Initial West of Waterlooville MDA development Initial Bushfield Camp, Winchester development Dunsbury Hill Farm development	As 2010 Base Case plus: Road Widening - Newgate Lane, Fareham Junction Improvement – Totton Western Bypass / A326 New Road – Trafalgar Gate Link Rd Access Improvement - Platform Rd / Dock Gate 4	As 2010 Base Case plus: Fareham – Gosport BRT Phase 1A
Central 2019 Reference Case	As Central 2014 Reference Case plus: Additional Whitehill / Bordon Eco-Town development Initial Fareham SDA development Additional West of Waterlooville MDA development Additional Bushfield Camp, Winchester development	As Central 2014 Reference Case plus: New Junction – Tipner Interchange Maintenance – Northern Bridge Renewal Junction Improvement – Ph 2 of M27 J5 Automated Toll - Itchen Bridge Road Widening – Northam Rail Bridge replacement / dualling Road Reconfiguration –Town Quay area	As Central 2014 Reference Case
Central 2026 Reference Case	As Central 2019 Reference Case plus: Additional Whitehill / Bordon Eco-Town development Additional Fareham SDA development Additional West of Waterlooville MDA development Additional Bushfield Camp, Winchester development	As Central 2019 Reference Case plus: HOV Lanes – Bitterne Rd Park & Ride - M27 J5 & J8; Adanac Park / M271 J1	As Central 2014 Reference Case
Central 2036 Reference Case	As Central 2026 Reference Case	As Central 2026 Reference Case plus: Road Reconfiguration –Town Quay area Road Reconfiguration – Southampton Central Station	As Central 2014 Reference Case





**SECTION 3: TfSH Support Team**

**Q6a** Did you require a meeting / demonstration on any aspect of the SRTM? .....

**Q6b** If yes, please provide details of the type and level of advice received. Was the advice helpful?

.....  
 .....

For each of the following questions or statements, please indicate on the one to five scale provided, how well each describes your experience of the Support Team. (*Circle one number for each question only*).

**Project Management and Communication**

<b>Q7a</b>	Project Manager was easily accessible at all times.	<i>Strongly disagree</i>	1	2	3	4	5	<i>Strongly agree</i>	N/A
<b>Q7b</b>	How well were you kept informed on the progress of your application?	<i>Insufficiently</i>	1	2	3	4	5	<i>Appropriately</i>	N/A
<b>Q7c</b>	How innovative was the Project Manager User Liaison in dealing with difficulties?	<i>Not at all</i>	1	2	3	4	5	<i>Very innovative</i>	N/A
<b>Q7d</b>	How proactive was the Project Manager User Liaison in dealing with difficulties?	<i>Not at all</i>	1	2	3	4	5	<i>Very proactive</i>	N/A
<b>Q7e</b>	How quickly were enquiries and requests dealt with?	<i>Very slowly</i>	1	2	3	4	5	<i>Promptly</i>	N/A
<b>Q7f</b>	How efficiently were enquiries and requests dealt with?	<i>Very inefficiently</i>	1	2	3	4	5	<i>Very efficiently</i>	N/A
<b>Q7g</b>	Overall, how willing do you think the Support Team was to consult and offer advice during the application?	<i>Very unwilling</i>	1	2	3	4	5	<i>Very willing</i>	N/A
<b>Q7h</b>	How willing was the Support Team to listen to the views of the model user?	<i>Very unwilling</i>	1	2	3	4	5	<i>Very willing</i>	N/A

**TfSH Support Team Technical Work**

<b>Q8a</b>	To what extent were the needs and requirements of the project understood and subsequently met during the application?	<i>Not at all</i>	1	2	3	4	5	<i>Fully</i>	N/A
<b>Q8b</b>	How would you rate the technical quality of the work undertaken by the Support Team?	<i>Very poor</i>	1	2	3	4	5	<i>Very high</i>	N/A

**Deliverables (as set out in the request form)**

<b>Q9a</b>	Deliverables were produced on time and to specification.	<i>Strongly disagree</i>	1	2	3	4	5	<i>Strongly agree</i>	N/A
<b>Q9b</b>	How would you rate the technical content of deliverables?	<i>Very poor</i>	1	2	3	4	5	<i>Very high</i>	N/A
<b>Q9c</b>	How would you rate the style of deliverables?	<i>Very poor</i>	1	2	3	4	5	<i>Very high</i>	N/A

**Q10a** Overall, on a scale of one to five, how satisfied were you with the performance of the Support Team? (*Circle one number only*).

**Very dissatisfied**            1                            2                            3                            4                            5                            **Very satisfied**

**Q10b** If you have any additional comments on the Support Team please detail these:

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.....  
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**Q11** Please detail any recommendations you may have for ways in which the Support Team could improve its performance?

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.....

**OVERALL**

**Q12** Please provide an **overall assessment** of the experience of using the TfSH modelling suite and your interactions with the Support Team on a scale of one to five. (*Circle one number only*).

<b>Very dissatisfied</b>	1	2	3	4	5	<b>Very satisfied</b>
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**Q13** Would you use any part of the SRTM again in the future? .....

**Q14** Please use the space provided below to provide any comments that you may have regarding your experience of using the SRTM and / or its associated data that have not been covered elsewhere in this form.

.....  
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.....  
.....  
.....  
.....

Signature: .....

Print Name: .....

Date: .....

**Thank you for taking the time to fill in this questionnaire. Please return satisfaction questionnaire form as a pdf to [tfsh@hants.gov.uk](mailto:tfsh@hants.gov.uk)**



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