

We  
Develop  
Quality

Urban liveability



## Off-street parking

We are passionate about space, about people and about the living environment. We are passionate about enabling people to move around.

We provide space to park cars at locations where people want to be. At places where they want to walk, cycle, exercise or play sports; where people want to socialise or just enjoy the surroundings and at places where they can enjoy nature, leisure and culture in its full glory.

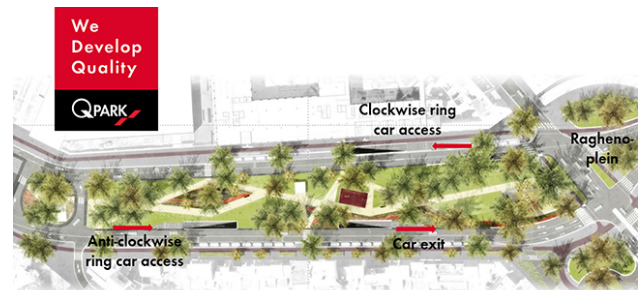
Figure 11: Israels Plads - Copenhagen (DK)



Off-street parking facilities reduce the amount of traffic searching for a place to park, which, in turn, has a positive impact on emissions and air quality in city centres.

Wherever possible, we give the public space back to the community and enable people to use space as they see fit. This means that parking facilities are constructed under parks and squares so that cars and coaches are off the streets and out of sight. And this means that public spaces that were previously packed with parked cars can now be returned to the community, improving liveability for all.

Figure 12: Bruul - Mechelen (BE)



The public space in squares and parks that are free of cars because parking is beneath the surface can be used by the local community for a wide variety of activities such as daily walks, weekly markets, monthly activities, as well as for annually recurring events such as music festivals and carnival parades.

By moving car parking to underground facilities we create value for public and private landlords, commercial partners, citizens and motorists who recognise that off-street underground parking is an essential link in the mobility chain.

- I By investing in off-street car parks we help maintain accessibility of urban areas.
- I By taking parked cars and bicycles off the streets we help enhance the liveability in cities and towns.

### Results

Of our 688 owned, in concession and long-leased car parks, two-thirds 383 (55%) are underground.

 Article: Can we replace grey with green? Yes we can!

 Article: Passionate about space.

## Functional quality

### 24/7 Service

Most Q-Park parking facilities are open 24/7 for motorists to park and retrieve their car.

That's why we offer an international help desk to motorists that is available 24/7. The QCR gives customers instant access to multi-lingual Parking Hosts centrally operated by Q-Park.



They provide help and support with queries relating to the payment system or to accessing or exiting the parking facility.

The QCR is in contact with Parking Hosts and Mobile Teams in the vicinity of the parking facility. If a customer needs assistance that cannot be given remotely, the

QCR will dispatch a Parking Host to assist at the location itself. For mechanical problems, the service department and service technicians can be called in to help.

Figure 14: Q-Park Control Room (QCR) - 24/7 service



### Results

In total we have 1,011 (2018: 962) parking facilities offering 24/7 services.

Figure 13: Parking Host on-site

