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## Mobility hubs keep cities moving

Mobility hubs are busy places where travellers arrive and depart by different modes of transport, such as bicycle, car, train, or plane. Mobility hubs help cities to be accessible and liveable. Q-Park wants to help customers complete their journey as conveniently as possible so this is the place to provide additional services for car parking customers.

Besides ample parking facilities with the Q-Park signature features, fundamental services such as AEDs and toilets are available too. These services contribute to the customers' sense of safety and convenience.

Mobility hubs also feature:

- Kiss + Ride zones:** Customers can park here for a brief period to drop off or pickup family and friends, or a ride share. These facilities have a longer grace period so customers don't have to worry about overstaying their welcome.
- Lockers:** Customers can leave luggage and shopping while using amenities in the vicinity.
- Parcel walls:** These are special lockers filled by parcel delivery services who give their customers a digital key to open the door and thus take delivery of their online purchase. This logistic facility contributes to reducing parcel delivery mileage and emissions, while offering added convenience to customers who order online.

Services increase accessibility and liveability include:

- Pickup points:** as a service, stores in the shopping centre can deliver shopping and/or bulky goods to the pickup point. The customer drives by to collect their goods on their way out.
- Refrigerated lockers:** for perishable goods. At some inner-city locations this service is used by restaurant suppliers to make early-morning deliveries, avoiding congestion.

Integrated mobility issues are becoming more important to municipalities. Their primary concern is how to improve accessibility and, at the same time, reduce congestion and emissions. Integrated off-street parking solutions with public transport and bicycle parking provide answers in the short and longer terms.

We also engage in talks with potential partners wanting to offer car sharing, e-bikes or car charging services.

## Results

Our proximity to alternative mobility options has increased further, particularly in France. We now have 160 owned and long-leased Park+Ride (P+R) parking facilities (2018: 110). The number of PFs with bicycle parking has increased considerably, from 11 in 2018 to 94 in 2019.

Chart 5: Park+Ride and bicycle parking

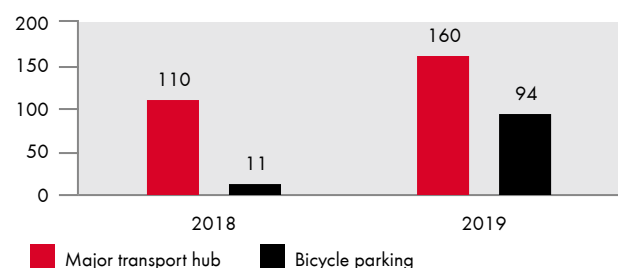


Figure 9: Mobility hubs with Lockers & Pickup points



Figure 10: Proximity to alternative mobility options



## 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.