Mobility hubs toolkit

Contents

How to use this toolkit

This mobility hubs toolkit is designed as an addition to other guidance on mobility hubs that CoMoUK has produced. It can be read from beginning to end for those who are unfamiliar with mobility hubs and want to develop an understanding on how to go about setting one up.

For those who are more familiar with the concept but want specific advice on particular areas, individual sections are designed to be freestanding and easily navigable. For ease of use, each section has a short checklist that covers the points that will be dealt with in it.

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Introduction

The 2020 National Transport Strategy (NTS2) presented a vision for Scotland's transport system looking forward over the next 20 years. It envisages a sustainable, inclusive, safe and accessible transport system. This vision is underpinned by four priorities: reducing inequalities, taking climate action, helping deliver economic growth, and improving health and wellbeing.

Mobility hubs can help deliver on all of these priorities. As the second Strategic Transport Projects Review recognises, high-quality mobility hubs across Scotland can increase connectivity, improve links between public transport modes, active travel and shared transport options, and promote seamless travel opportunities, particularly for those without access to a car.

The delivery plan for NTS2 makes clear how the development of best practice guidance that draws on experience from Europe and elsewhere can help inform future decisions on the development of mobility hubs. This toolkit is designed to help form part of that guidance, supporting both professionals and communities who are considering setting up a mobility hub.

Why mobility hubs

The concept of mobility hubs has developed in mainland Europe and the USA over the last 20 years. There has been growing interest in mobility hubs in the UK in both urban and rural locations, and the first ones appeared in Scotland in 2021. By encouraging more sustainable travel choices through easy access to and awareness of the alternatives to the private car they can help meet various policy goals. There are many reasons why travel and use of the public realm needs to be rethought. These include the pressing need to decarbonise the transport sector; to tackle air quality issues; to use land more efficiently and allow for greater housing densities; and to reduce congestion and allow for the revitalisation of cities by reclaiming space from the private car and returning it to the public realm.

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Role of mobility hubs

Mobility hubs can fulfil a number of roles. These can include:

- reducing the dominance of the private car and problems that are associated with them, such as congestion, carbon emissions, air quality and social exclusion

- helping facilitate multi-modal trips, allowing the possibility of seamless switches and improved links between different types of transport

- helping to meet 'first or last mile' connections to bus or railway services

- raising the profile and visibility of the range of shared and sustainable travel modes that are available, and encouraging people to consider different choices for journeys

- creating a new community focal point by converting land currently dominated by private parking to green space, recreational facilities, waiting areas and additional facilities

- helping improve the nation's health by increasing the opportunity for active travel choices

- providing grounds for reducing parking provision in new developments, and therefore allowing more land for housing

- managing "street clutter" from free-floating micro-mobility bike share or e-scooter services, and provide a home for electric vehicle charging points

Through mobility hubs, shared transport and active travel behaviour can be embedded in local communities and help achieve both behavioural change in transport choices, and a high quality, people-centred sense of place in the public realm. This approach is ideal for supporting the '20-minute neighbourhood' supported by the Scottish Government, where people can reach the facilities and services they need within easy walking distance.

What this toolkit does

This toolkit aims to provide both transport professionals and interested individuals in communities with a plan on how to deal with many of the issues faced when considering the setting up of mobility hubs.

It builds on previous mobility hub guidance from CoMoUK, such as 'An Introduction to Mobility Hubs for Planners and Developers in Scotland', and 'How to Plan for Mobility Hubs: A Guide for Planners and Developers in Scotland'.

The main areas it deals with are as follows:

Guidance on hub feasibility and viability

- What to consider in the design stage

- Key factors for a successful hub

- Types of sites and their different requirements

- Branding and signage

- Ongoing maintenance

Business models

- Procurement options

- Operating and managing the hub

- Planning for capital and operating costs

- Funding opportunities and income

Community engagement and consultation

- Establishing clear aims

- Developing a community engagement plan

- Running a successful consultation process

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Mobility hubs – what are they?

Characteristics

Broadly speaking, mobility hubs create space for public and shared mobility modes whilst also improving the public realm.

A more detailed definition is that they are highly visible, safe and accessible spaces where public, shared and active travel modes are co-located alongside improvements to public realm and, where relevant, enhanced community facilities.

Mobility hubs can be said to have the following essential characteristics:

1. **a mix of public and shared mobility modes** such as buses, light rail, shared bikes, car clubs, cargo bikes and e-scooters

2. **provision of facilities other than transport** that are appropriate to the area

3. designed to **reduce private car space** and add improvements to the public realm

4. provide **cycle and walking routes** into the hub to encourage active travel

5. **good quality street design**, enabling easy access through appropriate paving, drop kerbs and crossings

6. **clear identification** of the space as a mobility hub, often with a 'pillar' or sign that identifies the hub as being part of a wider network and that may also provide digital travel information.

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'Early adoption'

The city of Bremen, Germany has been a beacon for shared mobility development since 2003. The transport policies laid out by the city of Bremen for free-floating bike sharing and e-scooter sharing have set a precedent for micro-mobility policies throughout Germany and the Low Countries.

Policy makers in Bremen recognise carsharing as a valuable method for reducing parking pressure on neighbourhood streets and improving sustainable transport options available to the local population. The city began to plan mobility hubs on public street space that link several modes of transport and further provide a highly visible, easily accessible space for carsharing as early as the year 2003. These hubs are called mobil.punkte (or mobil.pünktchen in the smaller format).

The hubs include clearly marked, reserved spaces for carsharing vehicles and secure bicycle parking places in a visible, easily accessible location by bike or on foot. The larger hubs host 4-12 carsharing vehicles and are located near a public transport stop and occasionally feature a taxi stand and other local amenities.

The smaller hubs are in residential areas where parking pressure is high and feature 2 to 3 carsharing vehicles. In the planning process, Bremen also considers traffic safety and manoeuvrability for large vehicles in narrow neighbourhood streets, improving barrier-free access for children, the visually and physically impaired at and around the hubs. Some hubs feature charging facilities for electric carsharing vehicles and all new mobility hubs are future-proofed with the necessary infrastructure for easy retrofitting electric vehicle charging.

Every year, plans are developed to expand the network with the goal of a maximum distance of 300 metres between hubs as an overall target. The services available at the mobility hubs are provided by mobility operators and managed by the City of Bremen. Providers must meet national environmental standards for carsharing and assure that their service reduces private car ownership. The mobility hubs and carsharing in Bremen have contributed to getting rid of more than 6,500 privately owned cars in the city.

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Feasibility and viability

What will be covered in this section:

- What to consider in the design stage
- Key factors for a successful hub
- Ongoing maintenance
- Types of sites and their different requirements
- Branding and signage

Design concept

The mobility hub was originally conceived to 'reclaim the kerb' for sustainable modes of transport. The goal is to reduce the dominance of the private car and the associated problems. What criteria and aspirations should be put on the placemaking objectives of hubs?

Social and environmental aspirations

- **Climate emergency**
  The hub should be designed with a minimal carbon footprint, use local materials and deploy renewable technology to enhance its credibility. Concrete should be avoided where possible due to its high carbon content.

- **Accessible for all**
  Remove barriers to use and encourage all users to interact with shared transport.

- **Sustainable travel promotion**
  The hub should act as a gateway to sustainable travel options for users and non-users.

- **Social value**
  It should offer opportunities to engage with and embrace the local community.

Design aspirations

- **Aesthetics**
  There should be cohesive design language and aesthetics promoting a sense of place.

- **Localised**
  Use local materials in context.

- **Public realm quality**
  Multiple modes require a strong focus on commonality of material and public engagement and repeatable design principles.

- **Innovate**
  Sustainable technology including real-time data, possibly powered by solar panels, and access control technology.

- **Green/blue infrastructure**
  Such as rain-gardens that enhance the public realm and establish the environmental nature of the hub.

- **Community**
  What do users need from their mobility hub? Community engagement and participation should shape the design process.

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Formulating the brief

CoMoUK has created a set of standards linked to the following design criteria. These six factors need to be considered for a successful mobility hub, and are the means by which CoMoUK assesses mobility hubs when accrediting them.

a. Visibility and accessibility - being a clear part of the transport network with services easily accessible by all

b. Choice of sustainable modes - including public and shared modes, along with proper consideration of the needs of pedestrians

c. Ease of switching between modes - designed and organised to facilitate easy access between different modes, and ensuring the modes are linked both physically and digitally

d. Safety - the design and facilities should ensure traveller safety is a key factor

e. Practical facilities - the inclusion of non-transport additions, such as cafes or workspace

f. Visual, social, and community appeal - being a positive addition to the area, and providing a contribution to the social and community fabric

The scheme design requirements interact with location typology. Six potential hub settings have been identified by CoMoUK.

• Large interchange or city centre hub

• Transport corridor or smaller interchanges or linking hubs

• Business park or new housing development hub

• Suburbs or mini hubs

• Small market town or village hub

• Tourism hub

The interaction between the six scheme design factors and the location typologies establish a brief for the project for each component part. More details on how to achieve this can be found in our "Mobility Hub Accreditation: setting quality standards" document.

A network of shared transport opportunities

Mobility hubs are best realised when operating as part of an interlinked series of hubs. For optimal impact, mobility hubs should be planned as a network integrated with public transport. In many areas the development of mobility hubs may be an incremental upgrade of sites as new shared transport opportunities arise, such as new developments and refurbishment of existing nodes and routes.

A radial plan would allow for a city centre location to act as focal point for a series of hubs along transport corridors to business parks and suburban hubs. Rural hubs can operate in a network of their own with links to public transport as the main generator of location. This picture is enhanced when these hubs also include a network of tourism hubs which can cater for visitors and locals alike.

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Site selection

The process of site selection is rarely a choice between locations but rather an assessment of the viability, visibility and the connectivity of a pre-determined location within a development or existing urban setting.

Whilst a desire to push for the 'best' siting within a location is understandable, the project team will have to assess and weigh several design constraints to locate the hub, such that the overall development works.

New settlements and developments are important locations for inclusion of a mobility hub, as recommended in the fourth National Planning Framework (NPF4) and the second Strategic Transport Projects Review (STPR2). The hub should be located within a new or existing development based on the following design considerations.

Viability

The viability of the hub location will be determined by several factors including brief, budget, and site availability. The design team play an important part in the viability of the hub by ensuring that it is central to the transport offer in a location.

In the event of a hub being planned as part of a brand-new development, should participants feel that the hub is an afterthought then its viability may be challenged from the outset.

When considering a site, factors that are likely to help make them viable include the following:

- Areas with high density of people living or passing through

- Public transport nodes

- Gaps in provision of transport and facilities which need addressing

- Trip generators such as large employers, university sites, tourism activity or shops

- Areas with restricted car parking

- Cycling paths or cycle friendly roads

- Sites marked for redevelopment

- Areas with air quality issues

- Areas which have good visibility and accessibility

- Areas identified as priority through community consultation

- Areas which have suitable utilities

Visibility

The hub is both a service centre and a promotional tool for mobility hubs generally. The visibility of it as a service centre encourages an ongoing usage through ease of access and understanding of place. Hubs need to be part of the clearly identifiable overall transport network with services easily accessible by all.

The hub should be seen as a promotional tool to encourage new participants and the visibility of the hub should provide participants with both a recognisable single location and an understanding of the shared transport opportunities offered there.

Network and connection

The location of the hub must ensure a clear connection to existing active travel routes that encourage safe and easy usage for participants, including ease of switching mode.

Additional design parameters that should be considered include user density and existing transport issues such as parking, road safety and lack of cycle storage. The provision of existing and new utilities should be assessed prior to choosing a site.

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Additional design considerations

Branding and signage

Branding and signage play an important part of how a hub is perceived and utilised by users. The use of a strong cohesive brand on the signage and units across a network will help to raise the profile of mobility hubs, provide a uniform identity and ultimately promote a shift to a multi-modal transport.

Maintenance and avoiding vandalism

Consideration should be given to how maintenance might be achieved, including the carbon footprint of the installation. A maintenance plan should include the following.

• Access and safe space for working

• Equipment

• Water and electricity

• Funding

• Responsibility

• Materials including spare part replenishment

As with all public realm infrastructure, mobility hubs are likely to attract some level of vandalism, dependant on their location. There are opportunities to design out negative interventions by carefully considering measures that will deter opportunistic vandalism.

• Lighting provision

• CCTV provision

• Passive surveillance from surrounding properties

• Crime prevention initiatives and police liaison

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'A regional approach'

Developed in conjunction with SEStran, this hub includes car club bays, bike-sharing facilities, public transport, wayfinding, and streetscape elements all under the new brand of Journey Hub. The pilot project is based in Musselburgh and is intended to be the first of many hubs around East Lothian for multi-modal shared transport.

The hub is promoted to support bus journeys, lift share, car clubs and e-bikes. Free wi-fi is available at the hub and there are discussions with Scottish Water to provide water bottle filling stations.

The hubs in the proposed scheme are looking to follow the East Lothian transport corridors, particularly around bus and train connections. The availability of connections along the various rail links in the area are varied. Stations such as Haddington, Wallyford and Longniddry could all benefit from mobility hubs as the concept roll-out progresses. Queen Margaret University campus outside of Musselburgh is also mooted as a future location for a journey hub.

East Lothian Council is looking to develop a journey planning app that will bring together the many different transport modes available through the Musselburgh hub to encourage users to plan their 'first and last mile' journey in a sustainable manner. There is an existing car club in Musselburgh run by Co Wheels and there are several electric vehicle charging points in the town.

The Musselburgh hub is a work in progress and additional features may yet be added.

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Pioneering hub development: international experience

The concept of mobility hubs has gained considerable traction internationally. Two recent examples of this enhanced engagement are the city of Bergen in Norway and the Flanders region of Belgium.

The Flanders project involves a study of the transport needs of the region to shape a shared mobility 'matrix', intended to encourage local and regional involvement in delivering a standardised mobility hub provision. Bergen on the other hand has taken the Bremen template of mobility hubs known as mobil.punkte and instigated a series of mobility hubs at important settings across the city. The Flemish government wished to understand the context of how mobility hubs might be rolled out cohesively across the Flanders region, whereas Bergen looked at a pre-defined roll-out model and sought to make it work for them.

The Bergen mobility hubs are a key element in the strategy to remove street parking for private cars. The concept revolves around a stricter parking management regime mitigated by implementing mobility hubs in suitable locations to ensure that people have good alternatives to reduced access to private cars.

The additional benefits of safer streets, improved air quality and a massive reduction in CO2 emissions are seen as major benefits of the policy change.

In Flanders four categories for their mobility hub roll-out have been defined: city, village, destinations, and periphery. This is very similar to the categories established by CoMoUK in the Mobility Hub Accreditation Scheme. Within each category there are sub-categories which establish viability of the shared mobility offering such as shared bikes, shared eBikes, taxi services and park & ride. The scheme was designed to ensure that mobility hubs in Flanders shared a common design and could be understood by users. It also sought to bring regional cohesion by setting out a clear set of planning tools for mobility hubs infrastructure.

The introduction of mobility hubs is seen in both Flanders and Bergen as being a key driver of shared transport uptake and a resultant reduction in private car use.

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Business models

What will be covered in this section:

- Procurement options
- Operating and managing the hub
- Planning for capital and operating costs
- Funding opportunities and income

Procurement

Mobility hubs can be procured, operated and managed in a variety of different ways. Procuring a mobility hub can either be done by the lead body, or can have either certain elements outsourced to a third party or all components outsourced so that the lead body can have a hands-off approach.

A local authority may provide funding for bike share infrastructure and have a contract with a bike share operator to provide an agreed service. Alternatively the local authority may not provide any funding and just give permission to schemes to operate from the mobility hub, without the need for a contract.

Procurement model options

- Direct control: in-house operation
- Service contract: fully funded, and tightly specified service delivered by a third party (commercial or voluntary sector)
- Procured operator: some elements specified or funded, and others left for the operator to control or fund
- Permission to operate: third party to operate with minimum standards set in a Concession agreement, Memorandum of Understanding (MOU) or Permit

Operation and management

The operation and management of a hub can be done solely by the lead body, or alternatively some or all of the components can be managed via a third body.

For example, a local authority may oversee all operations for the hubs, or each separate component can be managed by a separate private or public sector body such as a national chain running the coffee shop.

Management structure options

- **Lead body**
- **Independent third parties** specified by lead body working independently
- **Consortium:** collaboration between partners with limited or no sharing of finances or resources
- **Partnership:** contract or contractual arrangement between partners sharing finances or resources

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Costs

Capital costs

All mobility hubs will incur both capital and on-going operating expenditure. These can come in a variety of forms with different components, so capital costs will vary, and each component may be funded by either public or private investment.

Currently, public entities tend to fund the public realm and highways elements, while the individual transport operators would cover their own infrastructure and operating costs.

Government funding can help subsidise investments, especially as hubs can be shown to help facilitate a number of key policies such as reduce carbon emissions, congestion and pollution, and encourage active travel. There will also be the cost of project managing the whole development.

Typical capital costs:

- Construction costs including the installation of utilities such as electricity, water etc.

- Buying and retrofitting existing development

- Infrastructure such as lighting, bike parking, EV charging, bus shelter

- Safe routes – foot and cycle paths and signage

- Improved public realm such as seating and planters

Operating costs

After the initial capital set up costs, it is necessary to budget for ongoing costs.

This will also vary depending on the model of the hub, but could include some or all of the following:

- Maintenance including the upkeep and replacement of infrastructure and equipment

- Cleaning

- Staffing costs

- Marketing and promotion

- Service charges such as electricity and water

Ongoing financing

The financial model needs to ensure the hub is sustainable in the long term, with the income from the hub covering on-going costs including future upgrades and potential expansion.

Different components may either be revenue generators or revenue liabilities and may fall to different organisations. It is also important to understand that something that should be a revenue generator, could make a loss if it is under-utilised, meaning the component may withdraw from the hub.

Examples of different financial models include:

- Public realm and highway improvements may be paid for by hub budgets during development, but the operation and maintenance may be included in existing local authority budgets, such as contracts for street cleaning, lighting and gardening maintenance

- Service providers within a hub may incur permit fees which can contribute to revenue costs

- A housing developer may pay for the construction and initial operation of a hub and its components, but the long-term financial liabilities could fall on residents as part of an end user management fee

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Funding opportunities

There are various funding sources available for local authorities and communities to help with the initial investment needed for establishing a mobility hub.

Achieving funding from them will depend on the nature of the hub and its location.

Local government funding

- Existing local government programmes, e.g. for town centre regeneration

- Planning funding - developer or other contributions such as Section 75 planning obligations

- Cross-sectoral local authority grants, local transport funding or government grants such as local high street funds, regeneration capital grant, rural funds

- Government funding for electric vehicle (EV) infrastructure through the Energy Saving Trust

- Mobility as a Service (MaaS) investment fund (https://www.transport.gov.scot/our-approach/mobility-as-a-service/maas-investment-fund-mobility-as-a-service/) or Innovate UK funding (https://www.gov.uk/government/organisations/innovate-uk) if integrating mobility hubs with digital platforms

- Transport Scotland funding through active travel delivery partners for bikes and cycling equipment, electric vehicles and revenue funding

Communities funding

- Community Shares Scotland (https://communitysharesscotland.org.uk)

- Scottish National Investment Bank (https://www.thebank.scot) offer help to support Scotland's transition to net zero

- Transport Scotland funding through active travel delivery partners for bikes and cycle equipment, electric vehicles and revenue funding

- Grants: Local Enterprise Partnerships, Business Improvement Districts, lottery, charities etc.

More information on possible funding sources can be found in Table 1 on the next page.

Sources of income

There will be revenue streams that may provide on-going income once the mobility hub is operating. This again will very much depend on how the mobility hub has been structured and what features it has. Possible on-going sources of income include:

- User charges; fares or tariffs

- Revenue from operation of community and/or commercial functions, e.g. coffee shop

- Rent, concession and service charges, e.g. parking permits or rent from commercial activities

- Advertising and sponsorship – either physical on the hub or digital on operator or MaaS apps

- Parking revenues from car club bays

- Revenue from on-site energy generation

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Active travel delivery funding schemes

Some of the current available schemes that are potential sources for part-funding new mobility hubs

Organisation	Programme	Community scheme funding	Local authority funding
Paths for All	Smarter Choices, Smarter Places	£5000 - £50,000 match funded	£5 million
	Community Path Grants	tbc	
Visit Scotland	Rural Tourism Infrastructure Fund		Up to £500k
National Lottery	All Scotland	£300-£10k	£300-£10k
	Community Led	£10k-£15k	
	Bringing People Together	£300k over two years	
	Together for our planet	£1k-£10k	
Scotrail	Scotrail Cycle Fund	£100k	£100k
Cycling Scotland	Cycling Friendly Employer	£25k	£25k
	Cycling Friendly Communities	£20k	
	Cycling Friendly Social Housing Partnership Fund	£25k	
Energy Saving Trust	E-bike Grant Fund	£25k	
	E-bike Grant Fund	£200k	£200k
	E-bike Business Fund	£30k loan	
	On-street Residential Chargepoint Scheme		75% grant funding
	Business Charge Point Funding	50% grant funding	
	Low Carbon Transport Business Loan	£28k loan	£100k
	Low Carbon Travel and Transport Challenge Fund	tbc	tbc

Further links to funding sources:

Local Authorities – Place Based Investment Programme

https://www.travelknowhowscotland.co.uk/pages/view/funding-opportunities
https://funding.scot/search
https://scvo.scot/funding
https://www.visitscotland.org/supporting-your-business/funding
https://www.visitscotland.org/supporting-your-business/funding/rural-tourism-infrastructure-fund

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'Developing the concept'

Calderwood is a large-scale housing development to the north-east of East Calder in West Lothian by Stirling Developments. The development consists of new homes, business development units and community facilities. It is located 1 mile from Kirknewton station which provides good rail connectivity to Edinburgh, and the X27 express bus service runs through the site also providing strong connections to Edinburgh.

The hub at this new build development is served by two main bus routes, as well as having before EV car club provision, and cycle parking. There is also an aspiration to deliver bike sharing for the community.

The site is adjacent to the National Cycle Route 754 which runs from Clydebank in the West of Scotland, through Glasgow to Fountainbridge in the heart of Edinburgh, primarily following the route of the Forth & Clyde Canals – the potential for tourist connection, active travel and recreation coming together to activate the new development is clear. The developer has provided greenway access throughout the site to encourage active travel.

Feasibility was primarily driven by the developer's need to meet climate objectives and promote sustainable transport. The developer's aspiration was to ensure that these connections were well utilised on a 'first & last mile' basis and deliver an option that did not involve private cars.

Peter Stirling (Managing Director of Stirling Developments) said, "Delivering this mobility hub was not a requirement of our planning consent, but our business recognises the importance of sustainable growth and assisting the region to achieve climate change objectives."

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Community engagement and consultation

What will be covered in this section:

- Establishing clear aims

- Developing a community engagement plan

- Running a successful consultation process

Community engagement is a way of developing a working relationship between public bodies (such as local councils) and community groups. Community consultation for mobility hubs is a reciprocal process and a genuine partnership between the community and a service provider. Participants should come away from the process feeling like their input has been valued, their participation has been meaningful, and the process has been beneficial.

There are several factors to consider when developing a community engagement plan:

- **Develop a list of interested parties and stakeholders** - these may include local authorities, MPs, community councils, residents, businesses and transport operators

- **Identify their area of interest** – for example local authorities would be interested in reducing parking and improving community benefit, so businesses and residents may have concerns and wish to discuss the issues

- **Timing** – consider when to engage with stakeholders - if they are not initiating the process, local authorities would be contacted first to develop local political support

- **Identify the benefits** – outline the benefits for each stakeholder, e.g. the business community could benefit with sponsorship opportunities, the creation of a café and increased footfall in the area

- **Effective messages** – conclude the engagement process with an overview of the project, including environmental benefits, community benefits of increased accessibility, promotion of low carbon or zero carbon vehicles, and the potential to save residents money through increased shared transport options

Following all these points should result in an effective community engagement plan. The plan can be used as the first section of consultation on the need for a mobility hub in a community.

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Consultation process

A good community consultation will allow everyone to have their say and be accessible for all. It will close the 'feedback loop' by communicating the results to stakeholders with clear information on how conclusions were decided, along with an implementation plan informing people how their responses have been or will be acted upon.

A typical community consultation process will cover the following stages:

• Identify scope for the project

After developing contacts through community engagement, identifying the scope of the project is the first item to consider. The main objective of a scoping report is to thoroughly explain what is being proposed. For mobility hubs this might include developing documents on bike share, car share, public transport, electric vehicle parking, a bike repair station, proposed locations for cafés or other businesses. Identification of who will be running these schemes is also important and any cost implications of the project as a whole.

• Setting up the consultation

The documents from the scoping report can provide a backbone to delivering the consultation. The topics outlined and explained in the documents can act as topics for discussion in the consultation process. These topics can be discussed through meetings, surveys, forums, presentations, talks and Q&As. Consideration of both face-to-face and online consultation should be considered. As a mobility hub will be accessible for a lot of people, it is important to vary the timings of meetings and discussions to suit different consultees.

• Consider accessibility

It is vital to ensure all documents and presentations are easy to understand and concise. It is also best practice to have all documents and presentations in the same format. Consideration of converting documents into other languages could also be useful, for example Gaelic, and producing an 'easy read' version.

• Target audience

Depending on your topic, your target audiences will vary. Using the list from community engagement will develop a new list of targets during your consultation through social media, door-to-door interviews etc. These new targets will help scope the 'real' opinions and not just those already in the industry.

• Content

Ensure there is flexibility for respondents to give their view on how specific parts of the scheme should develop. For mobility hubs, this can include whether they would use the proposed transport provision, and what non-transport features (such as parcel lockers) they would like to have.

• Analysis

Analysing consultation responses is primarily a qualitative exercise. All responses from the consultation should be fully analysed using expertise, experiences and views of the respondents to develop a shared opinion of the project proposed.

• Results

Once the analysis has been completed, a report presenting the results of the community consultation should be written. Any problems highlighted through the consultation should be considered and solutions offered within the report. The report should be presented back to the community and key stakeholders, and a response form at the end of the report could be considered for further feedback or comment.

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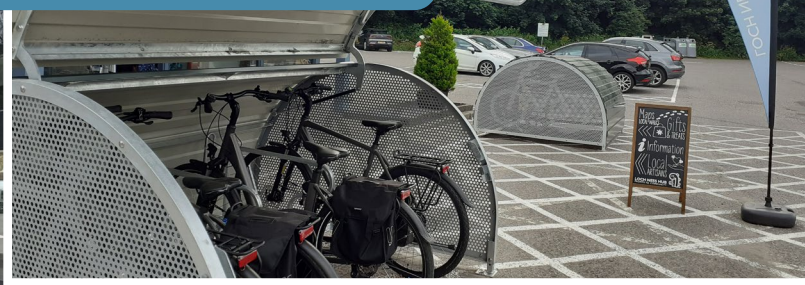
'A community asset'

Loch Ness Hub is located in Drumnadrochit in the Highlands of Scotland. The hub opened its doors in June 2021 and offers a combination of tourism information, baggage transfer and community. The hub is located in the former Drumnadrochit Tourism Information Centre situated in the village car park, which was previously occupied by VisitScotland and owned by Highland Council.

When VisitScotland moved out, the Highland Council decided to sell the building. GURCA Community Trust (Glen Urquhart Rural Community Association) took ownership of the building and Loch Ness Hub was set up as a social enterprise. The organisation purchased the existing Loch Ness travel baggage transfer business to enhance the offering of the hub.

The long-term vision for the community transport hub is to create it into a mobility hub for the area. The building has been refurbished and green initiatives such as air source heat pumps and Solar PV panels have been added to the property to reduce its carbon footprint and reduce running costs.

Currently the hub is home to a baggage transfer service for long distance routes, e-bike trials and hire, a digital public transport information point, a bike hanger, a campervan service point, toilets and tourist information.

Future plans for the hub include acquiring a community bus which is to be used for the local school children to transport them to school whilst outside school time be used for the community's use. They also plan to install EV charging points and will be looking into a community car scheme and lift share. As well as path development around the area and hosting an annual walking festival. All profits from the hub generate funds for the community and community share members.

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Case Study South Woodford mobility hub, London Borough of Redbridge

'Small is beautiful'

The South Woodford hub opened in 2021 and provides an opportunity for the London Borough of Redbridge to promote sustainable transport options and active travel opportunities.
The hub features an electric car club bay and an EV kerbside charging point. It also allows for seating and cycle parking along with some strong branding to enhance the user experience.

Whilst undoubtably small in scale, it is envisaged that this hub will be the first of a network of hubs planned across the borough. The opportunity to scale these operations relative to community requirements will hopefully encourage positive behaviour change to more sustainable forms of shared transport.

The borough is keen to support the transition away from the private car and see the hub as the first step in this transition. The hub also supports the re-allocation of public realm space from the private car to public use.

CoMoUK provided accreditation for the hub to its Gold Award level. In achieving the Gold Award, the hub met six key CoMoUK assessment criteria. It provides co-location of public and shared mobility modes - being adjacent to South Woodford Station; it redesigns public space to remove car parking spaces such that the public realm is improved; and it is clearly branded by signage as a mobility hub.

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Mobility hubs - the policy background

There are now a range of current Scottish Government policies for which setting up mobility hubs can help meet the policy goals. Local authorities and communities should consider explaining how mobility hubs can meet these policy goals when building the case for establishing them.

Climate change

The Climate Change (Emissions Reduction Targets) (Scotland) Act 2019 sets targets to reduce Scotland's emissions of all greenhouse gases to net-zero by 2045 at the latest, with interim targets for reductions of at least 56% by 2020, 75% by 2030 and 90% by 2040.

The 2019 Act embeds the principles of a just transition, which means reducing emissions in a way which tackles inequality and promotes fair work, at the heart of Scotland's approach to reaching net-zero.

A **Just Transition Commission** has been set up to advise on how to maximise the economic and social opportunities from meeting emissions reduction targets, whilst managing the risks and not unfairly disadvantaging vulnerable individuals or deprived communities. On the theme of transport, the commission has highlighted the need for well-considered and sustainable transport solutions that favour active travel. By offering a range of ways to access them, mobility hubs can encourage active travel whilst also helping reduce social exclusion.

Transport (Scotland) Act 2019

The Transport (Scotland) Act was designed to help make Scotland's transport network cleaner, smarter and more accessible than ever before – aiming to empower local authorities and establish consistent standards in order to tackle current and future challenges.

Low emission zones

Zones in Edinburgh, Glasgow, Aberdeen and Dundee will be introduced during 2022. They will apply to residents, commuters and visitors. Low emission zone entry will be based on the Euro emission engine classification standards – the proposed minimum criteria is:

• Euro 4 for petrol cars and vans (generally vehicles registered from 2006)

• Euro 6 for diesel cars and vans (generally vehicles registered from September 2015)

• Euro VI for buses, coaches and HGVs (generally vehicles registered from January 2013)

By offering a range of flexible transport solutions, mobility hubs can support those living and working within the zones to travel without facing penalty charges.

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Workplace parking

The Transport (Scotland) Act introduced a discretionary workplace parking licensing (WPL) power available to local authorities.

It will be for the local authority to decide whether they wish to use that power and to shape proposals to suit local circumstances. Mobility hubs can be attractive for businesses and individuals by supporting a range of viable, affordable transport alternatives to commuting by private car.

Bus service provisions

As the legislation from the Act is formalised, local authorities will be able to take on extra responsibilities relating to the provision of bus services in their area.

Mobility hubs can play an integral part in creating more attractive, joined up local transport solutions that help increase bus patronage.

Fourth National Planning Framework (NPF4)

The fourth National Planning Framework puts a focus on net zero emissions, resilient communities, a wellbeing economy and greener, better places.

Mobility hubs fulfil all four of these ambitions, providing transport solutions as well as wider social outcomes.

Second Strategic Transport Projects Review (STPR2)

The second Strategic Transport Projects Review points to how mobility hubs can increase connectivity, improve links between public transport modes, active travel and shared transport options, and promote seamless travel opportunities, particularly for those without access to a car and those in rural areas.

It adds that improving connectivity through the establishment of mobility hubs could also help mitigate any reduction in public transport use caused by the Covid-19 pandemic.

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Further reading

CoMoUK

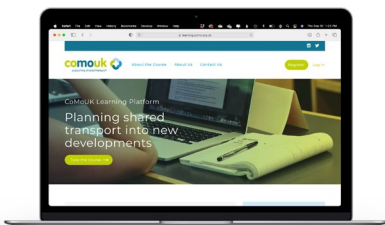[Mobility Hub accreditation](#)

[Communications: How to Increase Awareness and Support for Mobility Hubs](#)

[Mobility Hubs Guidance](#)

[How to Plan for Mobility Hubs: A Guide for Planners and Developers in Scotland](#)

[learning.como.org.uk](#)

SEStran

[Mobility Hubs: A Strategic Study for the South East of Scotland/SEStran region](#)

Find out more about CoMoUK
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at **www.como.org.uk**

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