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suppliers to make early-morning deliveries, avoiding congestion.

- Service desks:** at facilities which are part of a large amenities complex we have extended the Parking Host function to include a reception or service desk. Here we can give personal service and information, offer loyalty cards and tips for public transport and bike hire. We also look after lost property.

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 CO₂ emissions. Integrated off-street parking solutions with public transport and bicycle parking provide answers in the short and longer terms.

Results

Our proximity to alternative mobility options has increased further, particularly in France, Sweden and Norway. In total we have 119 owned and long-leased parking facilities near a major public transport hub. This means we achieved our 30 percent target in recent years and are right on track to achieve our new and ambitious 2020 target of 40 percent.

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. Places where they can enjoy nature, leisure and culture in its full glory.

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

Figure 13: Proximity to alternative mobility options



public spaces that were previously packed with parked cars can now be returned to the community, improving liveability for all.

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 events, 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.

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

Results

Of our 770 owned, in concession and long-leased car parks, more than half i.e. 427 (55%) are underground.

[!\[\]\(4fe57c3593bf1b21d272ae7ac8dfaf77_img.jpg\) Click here for our Passionate about space article.](#)



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 in a control room 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.

Results

In total we have 3,425 parking facilities offering 24/7 services.

Figure 14: Q-Park Control Room (QCR)

