Intervention 5 – Guidance and framework for delivering mobility hubs

1 Description of Package

As outlined in the UK Mobility Hubs Guidance[1] a mobility hub is *"A recognisable place with an offer of different and connected transport modes supplemented with enhanced facilities and information features to both attract and benefit the traveller"*. It is recommended that best practice guidance and an appraisal framework for mobility hubs in Scotland is developed in collaboration with stakeholders, building on work developed elsewhere, to facilitate the creation of high quality mobility hubs across Scotland which would produce outcomes aligned with the sustainable travel and investment hierarchies and National Transport Strategy outcomes.

Mobility Hubs: Common Components (Source: CoMoUK)

The best practice guidance could build on available international best practice tailoring it to the Scottish geography and policy context. Available guidance[2] sets out key aspects to be considered in developing mobility hubs as being; accessibility, safety, furniture, weather protection, information, services, placemaking, car interface, bike interface, and enhanced operations. UK guidance by the shared transport charity Collaborative Mobility UK (CoMoUK) highlights common characteristics to be considered in developing mobility hubs including:

- the co-location of public and shared mobility modes;
- the redesign of space to reduce private car space and improve the surrounding public realm; and

[1] CoMoUK, Mobility Hubs Guidance, https://como.org.uk/wp-content/uploads/2019/10/Mobility-Hub-Guide-241019-final.pdf
[2] University of British Columbia, Identifying Best Practices for Mobility Hubs, February 2019, https://sustain.ubc.ca/sites/default/files/Sustainability%20Scholars/2018_Sustainability_Scholars/Reports/2018-71%20Identifying%20Best%20Practices%20for%20Mobility%20Hubs_Aono.pdf

- clear signage identifying the space as a mobility hub which is part of a wider network (ideally providing digital travel information).

Further mobility hub quality standards defined by CoMoUK's Mobility Hub Accreditation[3] cover; visibility and accessibility; safety; a choice of sustainable modes; ease of switching between modes; practical features; and visual, social and community appeal.

The guidance highlights that mobility hubs are not just a point of convergence for multi-modal transport options, they comprise several different components which overall contribute to the hub being an interface between the transport network and the surrounding environment. Hubs achieve this through their utilisation of both mobility and non-mobility urban improvement components. For example, a generic hub may contain 3 mobility related components such as shared mobility (i.e. bike share), EV charging points and public transport stops/platforms. These would be complemented by urban improvements such as urban landscaping improvements, outdoor cafes/co-working spaces and phone charging points. Multi-modal transport hubs could be developed into existing transport hubs (e.g. bus and rail stations, and ferry terminals) as well as other appropriate sites within cities, towns and villages across Scotland.

To inform the future development and roll-out of mobility hubs across the country, demonstrator projects could be introduced within the timescales of Phase 1, with a range of different sites/localities selected (both urban and rural) and monitoring undertaken to determine impacts and maximise learning opportunities. A number of mobility hubs are currently being considered or in development by a number of Regional Transport Partnerships and local authorities and work should focus on understanding lessons learned from these schemes to enhance the delivery of future schemes. Lessons can also be learned from the network of Park & Ride sites across the country.

There is no "one-size fits all" model for the hubs, as the form must take cognisance of the local environment and existing active travel and public transport provision. The preparation of a Scottish guidance document and appraisal framework would provide a coordinated and consistent approach to determining the most suitable locations and facilities to meet local and regional objectives whilst contributing to the outcomes of the NTS2.

2 What we have heard?

The need for integration as a means to encourage modal shift from private vehicle use was highlighted in NTS2[4]. Deterrents/barriers identified which discouraged commuters choosing sustainable travel modes included lack of connections or

[3] CoMoUK, Mobility Hub Accreditation: Setting Quality Standards, https://como.org.uk/wp-content/uploads/2020/11/Mobility-Hub-Accreditation-111120-1.pdf
[4] Transport Scotland, National Transport Strategy 2 (NTS2), February 2020, https://www.transport.gov.scot/media/47052/national-transport-strategy.pdf

accessible modes of transport, long wait times and the need for multiple tickets. The Draft Infrastructure Investment Plan (DIIP) published by the Scottish Government also recognised the need to invest in a sustainable, resilient and integrated strategic transport system as a means strengthen connectivity and also drive inclusive economic growth[5].

Integration was a key issue highlighted by respondents to the STPR2 Online Survey with 68% of all respondents stating they were either dissatisfied or very dissatisfied with integration between modes of transport. Opportunities to encourage interchange between travel modes at existing rail and bus stations through the provision of improved information, services and facilities was also a strong message raised across many of the national and regional stakeholder engagement sessions carried out for STPR2.

3 The evidence base to support a case for change

One of the major barriers to public transport uptake historically has been connectivity and lack of convenient end-to-end travel options. Between 2014 and 2018, 52.6% of people who travelled to work by car or van said that they could not use public transport[6]. When asked their reasons for not using public transport, 23% of those who could use public transport but did not said there was no direct route, and 20% said it was inconvenient. When those who could not use public transport were asked why they could not, 35% said there was no direct route, and 13% said it was inconvenient. This suggests that there is an opportunity to encourage more people to use public transport by making it more convenient and better connected.

Mobility Hub in Vienna (Source: CoMoUK)

Figure 1 presents results from the Scottish Household Survey, showing ease of interchange to other forms of transport from bus according to people who used the bus in the previous month, and ease of interchange to other forms of transport from rail according to people who used the train in the previous month, by urban rural classification. Satisfaction with ease of interchange was higher for bus than for rail and was broadly

[5] Scottish Government, A National Mission with Local Impact Draft Infrastructure Investment Plan for Scotland 2021-22 to 2025-26, https://www.gov.scot/publications/national-mission-local-impact-draft-infrastructure-investment-plan-scotland-202122-202526/
[6] Transport Scotland, Transport and Travel in Scotland, Social Survey Table 14, 2018, https://www.transport.gov.scot/publication/transport-and-travel-in-scotland-results-from-the-scottish-household-survey-1/

similar across all urban/rural classifications, highlighting the importance of pilot studies to determine where mobility hubs could deliver the greatest benefits.

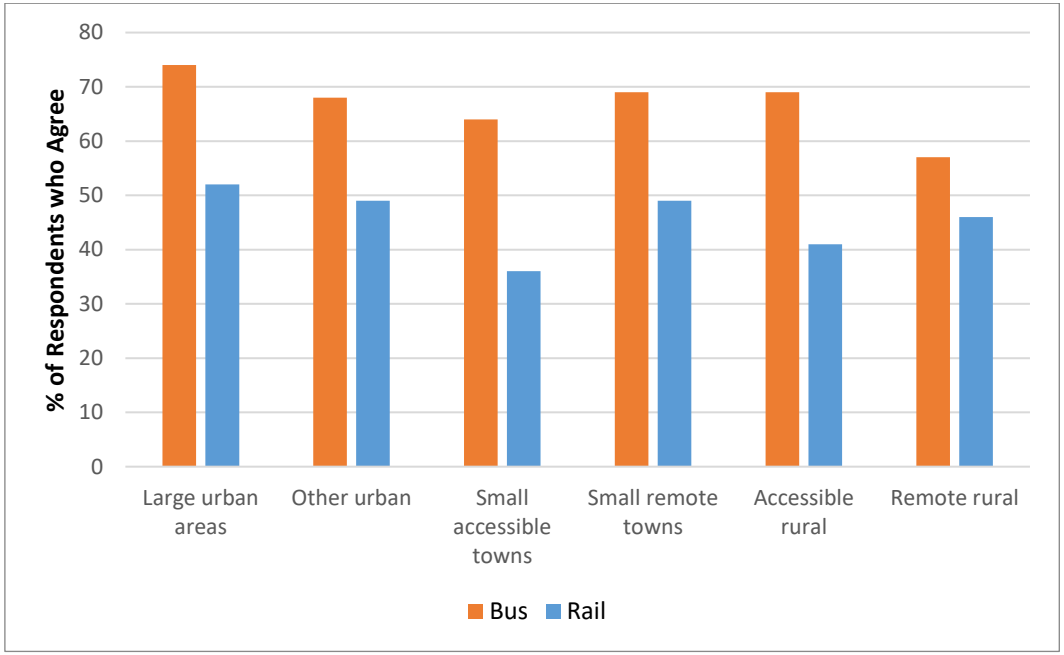

Figure 1 - Scottish Household Survey Responses to statement that It's easy changing to other forms of transport from bus/rail (by urban/rural classification)[7]

Figure 2 and Figure 3 provide a more detailed breakdown of results at a local authority level. Of people who used bus services in the previous month in City of Edinburgh, 86% said it was easy to change to other forms of transport from bus, compared to only 50% in Aberdeen City. Other local authorities which had a low satisfaction with bus interchange included Argyll & Bute, Clackmannanshire, Falkirk, Angus, West Lothian, Dumfries & Galloway and Eilean Siar. Satisfaction with rail interchange was generally lower than for bus. Of people who used rail services in the previous month in East Lothian, 66% said it was easy to change to other forms of transport from rail, compared to only 35% in East Renfrewshire. Other local authorities which had a low

[7] Transport Scotland, Transport and Travel in Scotland Local Authority Table 14a & Table 14b, 2018, https://www.transport.gov.scot/publication/transport-and-travel-in-scotland-results-from-the-scottish-household-survey-1/

satisfaction with rail interchange included Perth & Kinross, Fife, and Inverclyde.

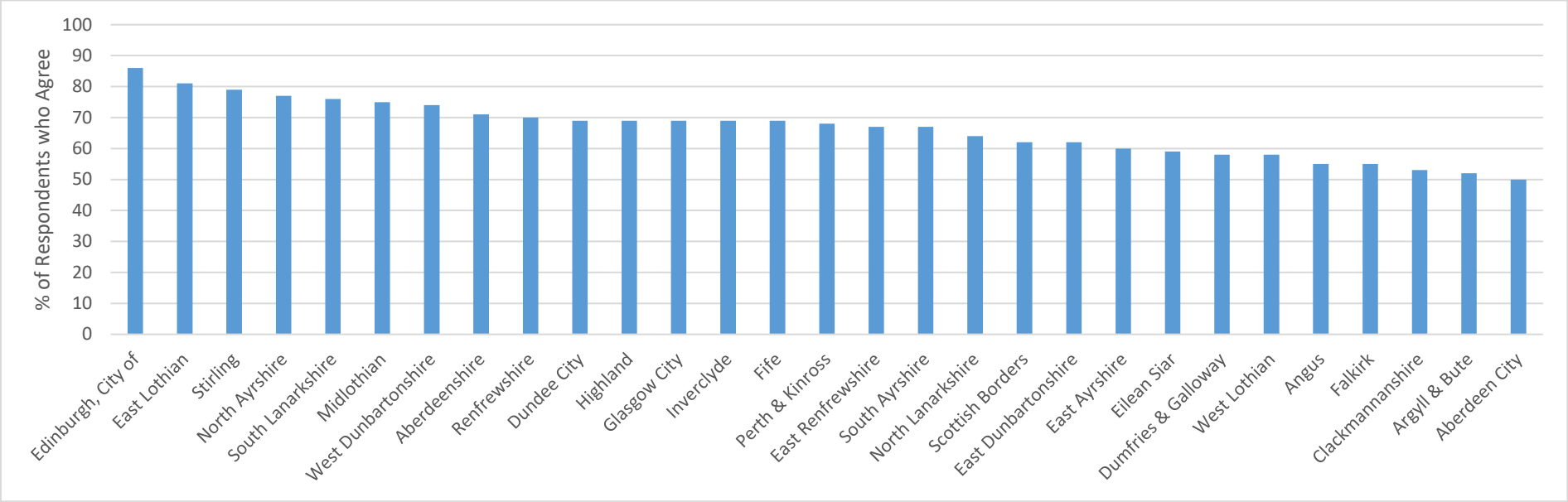

Figure 2 - Scottish Household Survey Responses to statement that It's easy changing to other forms of transport from bus (by local authority)[8]

[8] Transport Scotland, Transport and Travel in Scotland Local Authority Table 14a, 2018, https://www.transport.gov.scot/publication/transport-and-travel-in-scotland-results-from-the-scottish-household-survey-1/

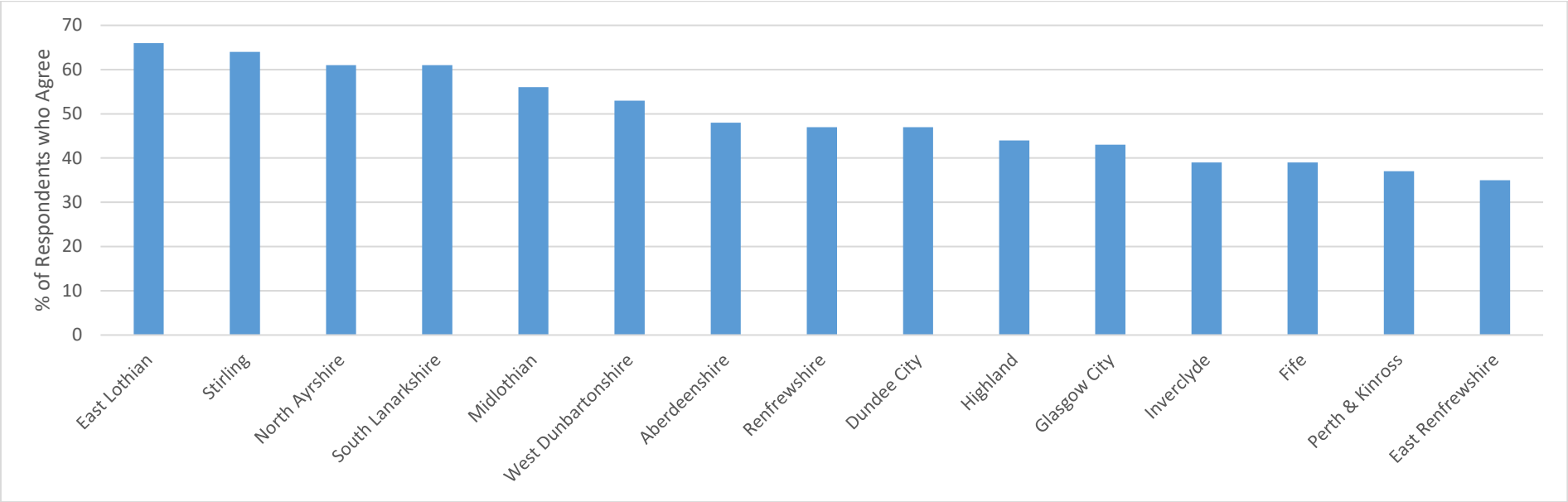

Figure 3 - Scottish Household Survey Responses to statement that It's easy changing to other forms of transport from rail (by local authority)[9]

[9] Transport Scotland, Transport and Travel in Scotland Local Authority Table 14b, 2018, https://www.transport.gov.scot/publication/transport-and-travel-in-scotland-results-from-the-scottish-household-survey-1/

The COVID-19 pandemic has changed travel behaviour significantly. There were 80% fewer rail journeys[10] in Scotland between 16-22 November 2020 than for the same period in 2019. There is a risk that this will lead to a shift to private car use in the long term, potentially threatening the viability of the public transport network.

In April 2020, 44% of employed people in Scotland did some work from home[11]. While this figure is likely to decrease to some extent as restrictions are eased, there is the potential that there will be some lasting increase in working from home in the future. One potential implication of this is an increase in shorter, more local trips, which presents an opportunity to improve connectivity at a local level. There may also be implications for the viability of town and city centres if people are no longer travelling to work.

Scotland's town centres were already facing significant challenges prior to the global pandemic; however, they have the potential to contribute a great deal in the response to climate change, and to meeting the future needs of our diverse population. In combination with walking, wheeling, and cycling, public transport provides a key mode of transport for replacing car journeys, with research showing that the average number of cars per household rises as public transport accessibility decreases[12]. Mobility hubs therefore have a role to play in reducing the need to travel unsustainably, whilst maintaining and enhancing the character and identity of Scotland's towns and villages, supporting place-based investment.

The development of multi-modal mobility hubs also has the potential to support the ambitions to develop more liveable neighbourhoods, reflected in the Government ambitions for 20-minute neighbourhoods, by improving access to an array of sustainable travel choices for everyday journeys, reducing private car dependency and increasing walking, wheeling, cycling and public transport use. It can also provide improved accessibility for those with limited transport choice or no access to a car. Improved placemaking including public realm improvements delivered through the creation of mobility hubs can also help deliver economic, health, social, environmental and safety benefits to town and village centres throughout Scotland.

4 The strategic rationale

According to the Transport and Travel in Scotland Travel Diaries[13], 58.6% of journeys where the main mode was ferry had multiple

[10] Transport Scotland, COVID-19 Transport Trend Data - 16 - 22 November 2020, https://www.transport.gov.scot/publication/covid-19-transport-trend-data-16-22-november-2020/
[11] ONS, Coronavirus and homeworking in the UK: April 2020, https://www.ons.gov.uk/employmentandlabourmarket/peopleinwork/employmentandemployeetypes/bulletins/coronavirusandhomeworkingintheuk/april2020#homeworking-by-region
[12] Residential Parking Provision in New Developments, Travel in London Research Report, Transport for London, 2012.
[13] Transport Scotland, Transport and Travel in Scotland, Travel Diary Table 2c, 2018, https://www.transport.gov.scot/publication/transport-and-travel-in-scotland-results-from-the-scottish-household-survey-1/

stages, 57.8% for aeroplane, and 42.7% for rail, as shown in Figure 4. This highlights the requirement for multi-modal interchange facilities at airports, ports and rail stations.

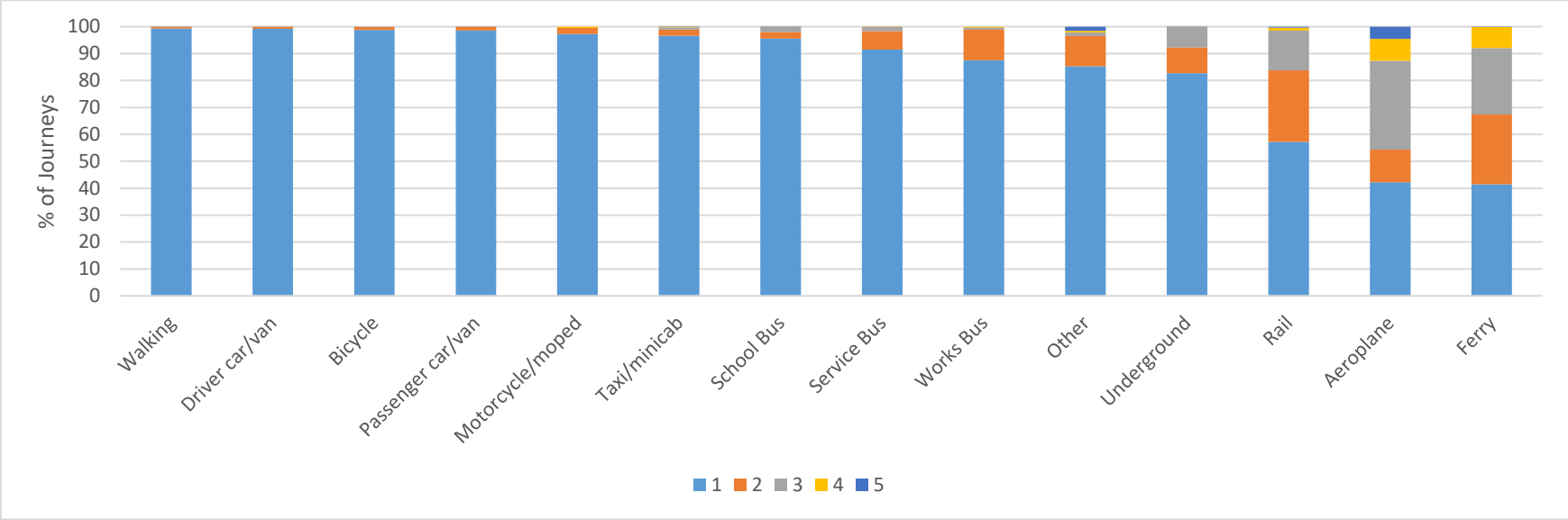

Figure 4 - Number of Stages in Journey by Main Mode

A European Environment Agency report[14] into the first and last mile of travel found that, for passenger transport, good first/last/only mile (F/L/O mile) options have the potential to modify the inherent characteristics of public transport and to reduce the overall costs of trips made by public transport (i.e. the sum of the monetary costs of a journey, such as fares, and non-monetary costs relating to the monetised value of travel time), thereby making it more attractive. In short, mobility hubs have the potential to make public transport more attractive relative to the private car, by making the first and last leg of public transport journeys more convenient and creating a more seamless travel experience.

[14] European Environment Agency, The first and last mile — the key to sustainable urban transport, Transport and environment report, 2019, https://www.google.co.uk/url?sa=t&rct=j&q=&esrc=s&source=web&cd=&ved=2ahUKEwjkxu3xrKDtAhUMilwKHebtCW0QFjAIegQIAhAC&url=https%3A%2F%2Fwww.eea.europa.eu%2Fpublications%2Fthe-first-and-last-mile%2Fdownload&usg=AOvVaw1dTm4-d4LsC3I0oKhIHrUa

Ultimately, by providing better options for and connections with F/L/O mile travel, mobility hubs have the potential to extend the reach of the public transport network, improving accessibility and connectivity, particularly for those without access to a car.

Why now?

- Development of multi-modal mobility hubs has the potential to reduce private car dependency and increase the use of sustainable modes including active travel and public transport, supporting low carbon choices and reducing emissions.
- They can improve accessibility for those with limited transport choice or no access to a car.
- The role of infrastructure investment in stimulating economic recovery is widely acknowledged and will be a key priority following the economic downturn resulting from the COVID-19 pandemic.
- Creation of mobility hubs has the potential to support place-making principles by reallocating space to urban realm improvements that help enhance the sense of place and community.
- They also have the potential to support the ambitions to develop more liveable neighbourhoods, including Government ambitions for 20-minute neighbourhoods where people can live, work and learn in communities close to home.
- The COVID-19 pandemic may result in increased home-working, reducing the number of trips to traditional places of employment within the larger town and city centres. Establishing multi-modal transport hubs at existing transport hubs (e.g. bus and rail stations, and ferry terminals) and potentially new sites in towns and villages could mitigate any economic disbenefits of loss of footfall due to home-working by improving local connectivity to residential areas, thereby increasing footfall in the local communities, as well as enhancing the interchange facilities for longer distance trips (i.e. to the cities and beyond). The role of infrastructure investment in stimulating economic recovery is also widely acknowledged and will be a key priority following the economic downturn resulting from the COVID-19 pandemic.
- There is also a risk that the COVID-19 pandemic will result in a long-term shift to private car use and it is more important than ever that public transport is attractive and competitive to ensure that the network remains viable for those who need it, and to minimise carbon emissions from transport.
- New technologies and business models (such as micromobility[15], ridesharing, car clubs, and MaaS) are presenting new options for F/L/O mile travel. These have the potential to improve the competitiveness of public transport journeys relative to the private car by providing a more seamless door-to-door travel experience.

[15] Micromobility is generally used as a term to define types of vehicles that are small including scooters, bicycles and skateboards, and come in many forms including those powered by electric motors and those powered by people.

The creation of high quality mobility hubs across Scotland will support the priorities of the NTS2 by increasing the attractiveness of public transport by increasing connectivity; improving links between public transport modes, active travel and shared transport options; and promoting seamless travel opportunities, particularly for those without access to a car. There is evidence that that the COVID-19 pandemic will result in a reduction in public transport use, with potentially long lasting impacts; establishing multi-modal transport hubs could mitigate this by improving connectivity. To ensure the effectiveness of the mobility hubs, guidance and an appraisal framework will be developed, building on work developed elsewhere, to facilitate the creation of a number of mobility hubs across Scotland.