Mobility Hub Accreditation

Setting quality standards

November 2022

1. Introduction

The mobility hub is an emerging concept which is being used to create space designed specifically to house public, shared and active travel modes alongside other facilities.

Mobility hubs are taking different forms, from large city centre hubs to suburban mini stations; from those tailored to rural contexts to those centred on tourism.

CoMoUK, a charity supporting the development of shared transport, has worked with partners to

create a set of standards for assessing the quality of mobility hubs.

The standards incorporate six factors which should be considered for successful scheme design:
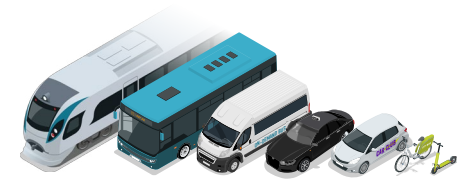

3D render of a business park hub design taken from the CoMoUK publication:
The design process - mobility hubs realised: Process, illustrations, and costings for five mobility hub types
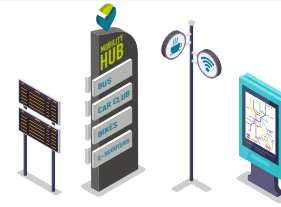
1. Visibility and accessibility

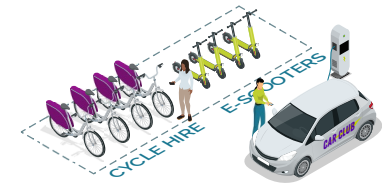Hubs need to be part of the clearly identifiable transport network with services which are easily accessible by all

2. Choice of sustainable modes

Including public and shared modes as well as consideration of pedestrians

3. Safety

The design and facilities should ensure traveller safety is a key factor

4. Ease of switching modes

Both in terms of physically and digitally linking the use of the different modes

5. Practical facilities

Good design will consider what non transport practical additions can be included

6. Social and community appeal

Finally, a successful mobility hub will enhance the area visually, and provide a contribution to the social and community fabric

Use of quality standards

It is envisaged that the standards can be used in two ways:

1

In the planning process

The quality standard can be used ahead of the hub implementation as a check list for the concepts and design mock-ups. A formal assessment from CoMoUK can then lead to accreditation.

2

Assessing impacts

After the hub is in place the standards can be used to assess the hub experience for those using the hub and for other stakeholder groups such as local residents.

Contact us to find out more about measuring impacts.

Images of a suburb hub design taken from the CoMoUK publication:
The design process - mobility hubs realised: Process, illustrations, and costings for five mobility hub types
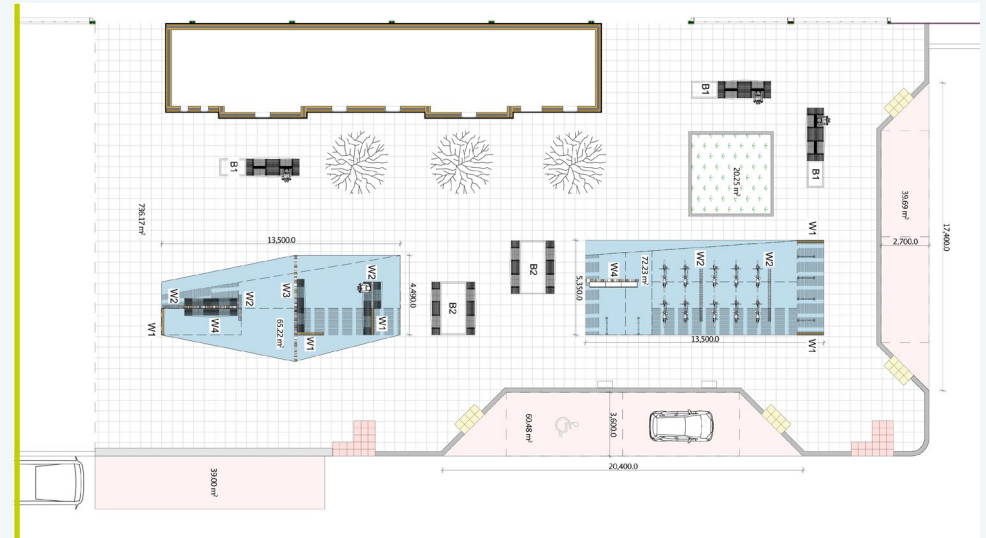
2. How to use the tool: for the planning process

For each of the 6 quality standards categories illustrated in section 2 (for example safety), there are different expectations depending upon the type of hub. Examples of how to satisfy the standards for each category are explored in the table for each type of hub in section 3.

For example, to take the first category (choice of sustainable modes), a city centre hub would be expected to have at least 2 high quality public transport options, as well as 1 high quality shared mode and large scale cycle parking – and it would then need the other essential items in each category to get bronze accreditation.

To achieve accreditation, for example, a city centre hub needs to have all the essential elements to get bronze accreditation; plus an additional 3 to gain silver; and a further 2 (5 total extras) to reach gold accreditation.

Each element would have to be deemed to be of sufficient quality.

CoMoUK has created a parallel Community Mobility Hub Accreditation for schemes led by community groups. Contact us for more details **info@como.org.uk**.

Seabrook Orchards Mobility Hub, Exeter - accredited by CoMoUK in November 2022

		City Centre	Transport Corridor	Business parks	New Housing Development	Suburban	Rural	Tourism
CoMoUK bronze accreditation	All essential elements							
CoMoUK silver accreditation	All essential elements plus...	3 desirable elements	3 desirable elements	3 desirable elements	3 desirable elements	2 desirable elements	1 desirable element	1 desirable element
CoMoUK gold accreditation	All essential elements plus...	5 desirable elements	5 desirable elements	5 desirable elements	5 desirable elements	3 desirable elements	2 desirable elements	2 desirable elements

3a. Large interchange / city centre mobility hubs

Choice of sustainable modes (including retrofit of existing sites)	Visibility & accessibility	Ease of switching modes	Safety	Practical facilities	Visual, social, community appeal
Essential • 2+ high quality public transport options • 1 high quality shared mobility option • Large scale cycle parking **Desirable** • Space to increase range and scale of services • Public transport: e.g. rail, tram, bus • On demand buses, taxi, private hire • Shared options: e.g. car club bay - electric and conventional, bike and e-bike share • Infrastructure: e.g. large scale cycle parking, EV charging bays • Plans for / a network of hubs	**Essential** • Clear signage with network branded totem • Information on what the hub is at site and in the community • Located in prominent, well-lit location • Safe crossings, well maintained pavements • Compatible with accessibility guidance* • Safe cycle routes **Desirable** • Consideration for hidden disabilities	**Essential** • Co-located or within waymarked 2 min walk • Real time transport information • Easily accessible transport timetable • Simple ticket purchase options • Staff support **Desirable** • Digital pillar (transport info, ticketing, way finding, walk distances, local services) • Immediate co-location • MaaS digital integration • Local tourism information	**Essential** • Street lighting • Staffing core hours • No hidden areas around the hub **Desirable** • Staffing 24/7 • CCTV	**Essential** • Indoor heated shelter • Toilets **Desirable** • Wi-Fi / phone charging • Kiosk for refreshments • Water fountain • Package delivery lockers • Freight consolidation	**Essential** • Modern clean infrastructure • Community consultation **Desirable** • Visual: e.g. greenery / parklet / statue / art • Environmental: measures to reduce impacts and increase biodiversity • Social: e.g. notice board, play area, exercise equipment • Community: café with seating or retail, edible garden, community art, shared books • Potential for human interaction • Shared workspace

*See section 4

3b. Transport corridor, smaller interchanges / linking hubs

Choice of sustainable modes (including retrofit of existing sites)	Visibility & accessibility	Ease of switching modes	Safety	Practical facilities	Visual, social, community appeal
Essential • 1 high quality public transport option • 1 high quality shared mobility option • Cycle parking **Desirable** • Space to increase range and scale of services • Public transport: e.g. rail, tram, bus • On demand buses, taxi, private hire • Shared options: e.g. car club bay - electric & conventional bike share -electric & conventional • Infrastructure: e.g. large scale cycle parking, EV charging bays • Plans for / a network of hubs	**Essential** • Clear signage with network branded totem • Located in prominent, well-lit location • Safe crossings, well maintained pavements • Compatible with accessibility guidance* • Information on what the hub is at site and in the community **Desirable** • Safe cycle routes • Consideration for hidden disabilities	**Essential** • Co-located or within waymarked 2 min walk • Real time data • Easily accessible transport timetable • Simple ticket purchase options **Desirable** • Staff support • Digital pillar (transport info, ticketing, way finding, walk distances, local services) • Immediate co-location • MaaS digital integration • Local tourism information	**Essential** • Street lighting • Staffing or intercom and CCTV • No hidden areas around the hub **Desirable** • Staffing 24/7 • CCTV	**Essential** • Covered seating **Desirable** • Toilets • Indoor heated shelter • Wi-Fi / phone charging • Kiosk for refreshments • Water fountain • Package delivery lockers • Bike repair stand / pump	**Essential** • Modern clean infrastructure • Community consultation **Desirable** • Visual: e.g. greenery / parklet / statue / art • Environmental: measures to reduce impacts and increase biodiversity • Social: e.g. notice board, play area, exercise equipment • Community: café with seating or retail, edible garden, community art, shared books • Potential for human interaction • Shared workspace

*See section 4

3c. Business park

Choice of sustainable modes (including retrofit of existing sites)	Visibility & accessibility	Ease of switching modes	Safety	Practical facilities	Visual, social, community appeal
Essential • 1 high quality public transport option • 1 high quality shared mobility option • Shared fleets for business travel • Cycle parking **Desirable** • Space to increase range and scale of services • Local bus • On demand buses • Taxi • Back to base car club bay with choice of van / estate car • Bike share e.g. shuttle or back to base bike share, pool • E-cargo bike share / trailer • Plans for / a network of hubs	**Essential** • Clear signage with network branded totem • Located in prominent, well-lit location • Safe crossings, well maintained pavements • Compatible with accessibility guidance* • Information on what the hub is at site and in the community **Desirable** • Safe cycle routes • Consideration for hidden disabilities	**Essential** • Co-located or serving the development • Easily accessible transport timetable **Desirable** • Real time data • Digital pillar (transport info, ticketing, way finding, walk distances, local services) • Immediate co-location • MaaS digital integration • Local tourism information	**Essential** • Street lighting • No hidden areas around the hub • Not located in basement car park **Desirable** • Staffing 24/7 • CCTV	**Essential** • Covered seating **Desirable** • Toilets • Indoor heated shelter • Wi-Fi / phone charging • Kiosk for refreshments • Water fountain • Package delivery lockers • Bike repair stand / pump	**Essential** • Modern clean infrastructure • Community consultation **Desirable** • Visual: e.g. greenery / parklet / statue / art • Environmental: measures to reduce impacts and increase biodiversity • Social: e.g. notice board, play area, exercise equipment • Community: café with seating or retail, edible garden, community art, shared books • Shared workspace

*See section 4

3d. New housing development

Choice of sustainable modes (including retrofit of existing sites)	Visibility & accessibility	Ease of switching modes	Safety	Practical facilities	Visual, social, community appeal
Essential • 1 high quality public transport option serving the development • 1 high quality shared mobility option • Shared fleets for business travel **Desirable** • Space to increase range and scale of services • Local bus • On demand buses • Taxi • Cycle parking • Back to base car club bay with choice of van / estate car • Bike share e.g. shuttle or back to base bike share, pool • E-cargo bike share / trailer • Plans for / a network of hubs	**Essential** • Clear signage with network branded totem • Located in prominent, well-lit location • Safe crossings, well maintained pavements • Compatible with accessibility guidance* • Information on what the hub is at site and in the community **Desirable** • Safe cycle routes • Consideration for hidden disabilities	**Essential** • Co-located or within 5 minutes walk of the hub with linking signage • Easily accessible transport timetable **Desirable** • Real time data • Digital pillar (transport info, ticketing, way finding, walk distances, local services) • Immediate co-location • MaaS digital integration • Local tourism information	**Essential** • Street lighting • No hidden areas around the hub • Not located in basement carpark **Desirable** • Staffing 24/7 • CCTV	**Essential** • Covered seating **Desirable** • Toilets • Indoor heated shelter • Wi-Fi / phone charging • Kiosk for refreshments • Water fountain • Package delivery lockers • Bike repair stand / pump	**Essential** • Modern clean infrastructure • Community consultation **Desirable** • Visual: e.g. greenery / parklet / statue / art • Environmental: measures to reduce impacts and increase biodiversity • Social: e.g. notice board, play area, exercise equipment • Community: café with seating or retail, edible garden, community art, shared books • Shared workspace

*See section 4

3e. Suburbs / mini hubs

Choice of sustainable modes (including retrofit of existing sites)	Visibility & accessibility	Ease of switching modes	Safety	Practical facilities	Visual, social, community appeal
Essential • 1 high quality public transport option • 1 high quality shared mobility option • Cycle parking **Desirable** • Space to increase range and scale of services • Local bus • On demand buses • Car club e.g. back to base car club bay with range of vehicles • Bike share e.g. electric / cargo bikes • Plans for / a network of hubs	**Essential** • Clear signage with network branded totem • Located in prominent, well-lit location • Safe crossings, well maintained pavements • Compatible with accessibility guidance* • Information on what the hub is at site and in the community **Desirable** • Safe cycle routes • Consideration for hidden disabilities	**Essential** • Co-located or serving the development • Easily accessible transport timetable **Desirable** • Real time data • Digital pillar, (transport info, ticketing, way finding, walk distances, local services). • Immediate co-location • MaaS digital integration • Local tourism information	**Essential** • Street lighting • Safe crossings • Quality paving without obstacles **Desirable** • CCTV	**Essential** • Covered seating **Desirable** • Indoor heated shelter • Wi-Fi / phone charging • Kiosk for refreshments • Water fountain • Package delivery lockers • Bike repair stand / pump	**Essential** • Modern clean infrastructure • Community consultation **Desirable** • Visual: e.g. greenery / parklet / statue / art • Environmental: measures to reduce impacts and increase biodiversity • Social: e.g. notice board, play area, exercise equipment • Community: café with seating or retail, edible garden, community art, shared books • Shared workspace

*See section 4

3f. Small market town, village hubs

Choice of sustainable modes (including retrofit of existing sites)	Visibility & accessibility	Ease of switching modes	Safety	Practical facilities	Visual, social, community appeal
Essential • 1 high quality public transport option • 1 high quality shared mobility option • Cycle parking **Desirable** • Space to increase range and scale of services • Regional rail or tram • Local bus • On demand buses • Taxi • Car clubs e.g. back to base car club bay with choice of van / estate car • Bike share e.g. back to base bike share, e-cargo bike share / trailers • Plans for / a network of hubs	**Essential** • Clear signage with network branded totem • Located in prominent, well-lit location • Safe crossings, well maintained pavements • Compatible with accessibility guidance* • Information on what the hub is at site and in the community **Desirable** • Safe cycle routes • Consideration for hidden disabilities	**Essential** • Co-located or within waymarked 2 min walk • Easily accessible transport timetable • Simple ticket purchase options **Desirable** • Real time data • Digital pillar (transport info, ticketing, way finding, walk distances, local services) • Immediate co-location • MaaS digital integration • Local tourism information	**Essential** • Street lighting **Desirable** • Staffing (for information, or other services) or intercom and CCTV	**Essential** • Covered seating • Toilets **Desirable** • Indoor heated shelter • Wi-Fi / phone charging • Kiosk for refreshments • Water fountain • Package delivery lockers • Bike repair stand / pump	**Essential** • Modern clean infrastructure • Community consultation **Desirable** • Visual: e.g. greenery / parklet / statue / art • Environmental: measures to reduce impacts and increase biodiversity • Social: e.g. notice board, play area, exercise equipment • Community: café with seating or retail, edible garden, community art, shared books • Shared workspace

*See section 4

3g. Tourism hubs

Choice of sustainable modes (including retrofit of existing sites)	Visibility & accessibility	Ease of switching modes	Safety	Practical facilities	Visual, social, community appeal
Essential • 1 high quality public transport option • 1 high quality shared mobility option • Cycle parking **Desirable** • Space to increase range and scale of services • Regional rail or tram • Local bus • On demand buses • Taxi • Car clubs e.g. back to base car clubs • Bike share e.g. shuttle bike share linking key sites, cargo and family friendly bikes	**Essential** • Clear signage with network branded totem • Located in prominent, well-lit location • Safe crossings, well maintained pavements • Compatible with accessibility guidance* • Information on what the hub is at site and in the community **Desirable** • Safe cycle routes • Consideration for hidden disabilities	**Essential** • Co-located or within waymarked 2 min walk • Easily accessible transport timetable • Simple ticket purchase options **Desirable** • Real time data • Digital pillar (transport info, ticketing, way finding, walk distances, local services) • Immediate co-location • MaaS digital integration • Local tourism information	**Essential** • Street lighting **Desirable** • Staffing (for information, or other services) or intercom and CCTV	**Essential** • Covered seating **Desirable** • Indoor heated shelter • Wi-Fi / phone charging • Kiosk for refreshments • Water fountain • Package delivery lockers • Bike repair stand / pump	**Essential** • Modern clean infrastructure • Community consultation **Desirable** • Visual: e.g. greenery / parklet / statue / art • Environmental: measures to reduce impacts and increase biodiversity • Social: e.g. notice board, play area, exercise equipment • Community: café with seating or retail, edible garden, community art, shared books • Shared workspace

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4. Accessibility and inclusion

The Equalities Act 2010 states that everyone should have equal access to facilities in their community and beyond.

CoMoUK believe that shared transport should be an inclusive experience for all regardless of age, ability, or background. Hub providers should promote inclusion as a central tenet of the hub's offering.

Accessibility involves designing places and services to optimise access whereas being inclusive is about giving equal access and opportunities to all users of the hub regardless of age, ability, or background.

Inclusive shared transport modes should be within the hub's offering to the community. The following information should be considered and implemented where possible to maximise the inclusivity of the hub through a process of community consultation and engagement with local accessibility and disability groups.

Some of the guidance below is general in nature but has specific accessibility and inclusion advice included.

We will continue to add suitable and relevant guidance to this page. If you think of guidance or best practice that you wish to share with us for inclusion in this document, then please do get in touch.

Guidance	Description
BS 8300 - 1:2018 - Design of an Accessible and Inclusive Built Environment Part 1: External Environment Code of Practice **BS 8300-2018 - Design of an accessible and inclusive built environment Part Buildings. Code of Practice**	BS 8300 Part 1 & Part are statutory guidance documents to achieve compliance with the **Equalities Act 2010** and should always be referenced by designers, organisations and operators when establishing and running an offering to the public in the external environment (Part 1) and the built environment (Part 2) to ensure accessibility and inclusivity for all.
Department for Transport; Cycle infrastructure design (LTN 1/20)	Guidance for local authorities on designing high-quality, safe cycle infrastructure
Department for Transport: Gear Change a Bold Vision for Cycling and Walking	The UK government's central policy document on active travel with guidance
Changing Places facilities	Changing places toilets are enhanced, fully accessible toilets designed to enable use by people with complex needs who cannot use standard accessible WCs.
Department for Transport: Inclusive mobility: making transport accessible for passengers and pedestrians	Guidance on designing and improving the accessibility and inclusivity of public transport and pedestrian infrastructure.
RNIB Seeing Streets Differently	Recommendations for Local Authorities and Department for Transport on how to make streets inclusive for blind or partially sighted persons.
Wheels for Wellbeing - Guide to Inclusive Cycling	An accessible guide on the basic principles of inclusive cycling.
Transport for All	Guidance on inclusivity in transport.
Cycling for All	Guidance on inclusivity in cycling.
Guide Dogs: Street design guidance for local authorities	Guidance and recommendations to designing streets that remain accessible for people with sight loss.

5. Awarding CoMoUK mobility hub accreditation

CoMoUK invites local authorities, housing developers, consultants and other organisations developing mobility hubs to contact CoMoUK about getting their hub or hubs assessed through our accreditation process.

We recommend beginning discussions during the design stages to explore how the hub fits into the typologies and how to decide upon the chosen elements. It is possible to apply for accreditation before a hub is built and gain provisional status. This can be converted to full status once the hub is in place. Contact us for an application form.

Mobility hubs awarded with a bronze, silver or gold standard will be advertised on our website and promoted as examples of best practice. A badge indicating which standard has been met will be issued which can be used in the promotion of the hub.

Each hub can be reviewed and their award increased to silver or gold as elements are added. Accreditation will last 24 months and will then need to be re-assessed.

To find out more contact **info@como.org.uk**

Redbridge Mobility Hub, London - accredited by CoMoUK in [MONTH] 2021