

Transforming Cities Fund – Eastleigh Town Centre & Southampton Airport Parkway Travel Hubs

Frequently Asked Questions

Q1. What is a Travel Hub?

A travel hub is a recognisable place which offers different and connected transport modes supplemented with enhanced facilities and information features that appeal to and benefit the traveller. This could include facilities such as cycle hire and e-car club vehicles and other services such as WiFi and parcel collection point

Travel hubs can support the economic centre of Towns, such as Eastleigh by bringing additional people into the area. Public space becomes activated and enriched by bringing communities to one point to start their journey on public transport or to use services that have sprung up around the hub.

By providing quality infrastructure and services, inexperienced users can be enticed to try the hub and leave the car at home.

Q2. What does it look like and what is in it?

There is no “one-size fits all for Travel Hubs. They can be located anywhere from City Centres to rural areas. They may comprise of one single component, or several components placed over a wider area, including a parklet (a small seating area or green space created as a public amenity on or alongside a pavement).

Travel Hubs may contain electric or conventional car club bays, electric or conventional bike share schemes, Electric Vehicle Charging (EVCP) bays, electric cars (E-cars) or e-cargo bikes. Where demand is identified, Travel Hubs can also offer facilities such as Wi-Fi, phone charging, ‘click and collect’ points for parcels or shopping, refreshment kiosks or digital pillars to display ticketing, transport information, local service information or wayfinding.

Q3. Why are you doing this?

Within the Eastleigh to Southampton corridor, two Travel Hubs are proposed. These facilities have a focus on providing affordable, convenient, and inclusive access to public transport, walking, cycling and low carbon transport options (such as electric bikes and cars).

Local Travel Hubs can offer a combination of electric bikes (e-bikes) electric cars (e-car) car club vehicles and electric vehicle charging alongside high-quality cycle parking and public transport services. Where demand is identified, Travel hubs can also offer facilities such as Wi-Fi, Cafes, ‘pop-up’ retail, as well as ‘click and collect’ points for parcels or shopping.

Q4. Why have these two locations been chosen?

Initial feasibility work identified seven potential locations. An assessment was then undertaken on these locations to consider their visibility and proximity to the existing train and bus station and the proposed new cycle network from Eastleigh to Parkway as well as town centre shops, restaurants, and other amenities. Based on the outcomes of that assessment, the list was refined to three preferred component areas: Market Street; Sainsburys precinct; and Romsey Road Car Park.

Q5. Where is the money for these schemes coming from?

Hampshire County Council and Southampton City Council were awarded £57 million in a joint bid from the Department of Transport. This funding is for capital investment in infrastructure to support and encourage active and sustainable travel from the outlying residential areas to key economic drivers near the City Centre.

[Funding bids | Hampshire County Council \(hants.gov.uk\)](https://www.hants.gov.uk)

Q6. How much does a Travel Hub cost to build?

The cost varies widely, due to factors such as the number and types of components included.

Q7. Are the schemes permanent or temporary?

Permanent.

Q8. What Government and/or Council Policies or Strategies do the schemes support? *(Please click on the hyperlinks).*

- [Department for Transport 'Transport Decarbonisation Plan'](#)
- [Department for Transport 'Future of Mobility: Urban Strategy'](#)
- [Government Gear Change: a bold vision for cycling and walking](#)
- [Hampshire 2050 Vision](#)
- [Hampshire Climate Change Strategy](#)
- [Hampshire County Council Cycling Strategy](#)

Q9. How do the schemes support long term aspirations for Eastleigh?
(Please click on the hyperlinks)

- [Eastleigh Borough Council Corporate Action Plan 2021/22](#)
- [Eastleigh Borough Council Air Quality Strategy](#)
- [Eastleigh Borough Council Climate Change Strategy](#)

Q10. Can we spend the money on other needed facilities in the area instead?

No. This scheme is being funded and governed by the [Southampton Transforming Cities Fund](#) investment to bring about improvement to cycleways, footways and road crossings to help more people to walk and cycle locally and further afield, as well as improving bus travel and connecting different types of transport through Travel Hubs in Eastleigh and Southampton Parkway.

Q11. The pavements and roads in these areas require repairs. Will this be included as part of this project?

Where maintenance issues on the highway are located close to the scheme, this repair work will be included in the scheme works. Unfortunately, wider maintenance work cannot be included, as these schemes are being funded by TCF to deliver new infrastructure for cycling and walking.

Q12. Will emergency vehicles be able to retain access?

Yes.

Q13. Will the road be resurfaced during the construction?

No.

Q14. Will the construction works impact my journey?

The schemes propose phased works with potential lane closure(s) around the construction site(s) if necessary. This would be monitored and managed by temporary traffic lights. We recommend you allow more time for your journey. The scheme web pages would be updated with the latest traffic management during the works.

Q15. Within this proposal, there may potentially be a loss of parking. How will this be managed?

We recognise that people who choose to live in the city centre require cars for their daily life and work. But we are trying to make it more attractive to use sustainable transport and other forms of active travel while supporting the transition away from petrol and diesel. We will be collaborating with local stakeholders to ensure any loss of parking is minimised and appropriate.

Q16. If I wish to travel from my home to the travel hubs, will I be able to do so?

The operator will identify where there is available parking to start or end a ride. Some operators may allow for you to park outside of the parking locations which may incur an additional charge.

Q17. Will I need a smartphone to use a Travel Hub?

Yes, services available at the hub will be bookable using a Smartphone based app.

Q18. How much will individual services cost to use?

The operator will decide the service costs.

Example Tariffs

- Pay as You Go with charges for every minute, 20 mins or 30 min used.
- Daily, Monthly or Annual Subscriptions.

Q19. What are the opening times?

Operating hours will be dependent upon the operator.

Q20. Will anyone be available to help me use a service the first time?

Training, guidance, and familiarisation should be readily available for users, but this could be dependent on the operator.

Q21. Is the travel hub accessible?

Hubs need to be part of the clearly identifiable transport network with services which are easily accessible by all. The operators will be asked to consider how the services can help a wide range of people to travel by more sustainable means. The design will adhere to accessibility and inclusivity regulatory standards and best practice guidance.

Local accessibility and disability groups will be consulted during the engagement period.

Cars (electric / car club)

Q22. What types of E-cars will be available?

This will depend on the operator.

Q23. How do I get an e-car?

You will be able to book on an App and this will identify the best location from which to collect the vehicle.

Q24. How do I pay for an e-car?

The operator will define a range of options, e.g., by debit or credit card, Apple or Google Pay or Mobility credit scheme.

Q25. Will age limits apply? For example, for the use of car clubs

The operators often restrict to users under the age of 21 or 25 or based on number of years driving experience.

Q26. Will the vehicles need to be returned to their original location, or would we have access to the operator's wider network?

The operator will identify where there is available parking to start or end a ride. Some operators will allow you to park outside of the parking locations at a charge.

Q27. Will the vehicles be cleaned after use?

Operators must comply with Health and Safety legislation and Statutory Guidance (including business continuity when responding to pandemics). The operator will be required to regularly clean the vehicles.

Q28. Is there a helpline for the car club?

Operators will be able to provide assistance by some means, either online, in person or via telephone support. This will be clearly stated in the T's& C's.

Q29. Will there be a safety rating for the vehicles?

E-bikes must meet or exceed the requirements of the ISO 4210:2014 standards for bikes and BS EN15194:2017 for electric pedal assist bikes.

Bikes must also meet relevant UK safety standards, including Pedal Bike (Safety) Regulations 2010 and any other applicable laws, regulations, and industry standards.

Q30. What sort of insurance will I be required to purchase?

The operator will provide insurance.

Q31. What are the liabilities, and do I need additional insurance?

A full EU drivers' licence would be required for e-cars/car club.

Individual operators would have different requirements e.g., aged over nineteen and if under twenty-five they should have a clean licence with no endorsements

Q32. Are the vehicles accessible in the evenings/weekends?

We would expect the operators to provide services in the evenings and at weekends.

Q33. Can I book a vehicle last minute if one is available?

This would be subject to availability.

Q34. How do the batteries get charged? (EV's and e-bikes)

Many operators do battery swapping, or they will be charged at the Travel Hub docking stations.

Q35. How long does the battery last? (EV's and e-bikes)

This will depend upon the vehicle and the speed it has been driven. The range can be around 300 miles.

Q36. What do I do if the e-car breaks down?

There will be emergency contact details.

Q37. Can I cancel my booking last minute if I need to?

This will be specific to the selected operator.

Q38. What type of driver's licence do I need?

Generally, the same as a rental car, but this could depend on the operator.

Q39. What happens if I have an accident/collision in the car?

This will depend on the operator.

Q40. Is this a 24/7 service?

This will depend on the operators.

Bikes**Q41. How do I get an e-bike?**

You will be able to book on an App and this will identify the best location from which to collect the vehicle.

Q42. How do I pay for an e-bike/e-car?

The operator will define a range of options, e.g., by debit or credit card, Apple or Google Pay or Mobility credit scheme

Q43. Are the vehicles accessible in the evenings/weekends?

We would expect the operators to provide services in the evenings and at weekends.

Q44. How do the batteries get charged? (EV's and e-bikes)

Many operators do battery swapping, or they will be charged at the Travel Hub docking stations.

Q45. How long does the battery last? (EV's and e-bikes)

This will depend upon the vehicle and the speed it has been driven. The range can be around 300 miles.

Q46. Will locks be provided for the bikes?

The operator will identify where there is available parking to start or end a ride and follow a simple procedure to lock and unlock bikes.

Q47. Do the e-bikes have lights?

The bikes will include lights.

Q48. Will cycle equipment (helmets, child seat(s) etc) be provided with the services?

The Travel hub operator has not been selected at this stage. Some operators provide helmets and child seats.

Q49. What happens if my hire bike/car gets stolen? Who do I report it to?

There will be emergency contact details. Any theft should also be reported to the police.

Q50. Can I cancel my booking last minute if I need to?

This will be specific to the selected operator.

Q51. Who will check proof of age and how do you check?

This will depend on the operators.

Q52. What is the minimum age that you can hire a bike? I.e., can my 16-year-old daughter hire this?

This will depend on the operator.

Q53. Do the e-bikes have carriers?

Some operators have baskets or racks on their bikes and some offer cargo bikes, depending upon demand.

Q54. Is this a 24/7 service?

This will depend on the operators.

Q55. Will e-scooters be available?

No, not until there is legislation in place to use them.

Q56. Who are you asking about this scheme and how are you getting their views?

This scheme has been advertised as part of the wider Southampton Transforming Cities Fund programme through Hampshire County Council Transport and Roads website as well as press releases and posters in the community.

There is the opportunity to complete a market research survey before midnight on Sunday 23 October 2022 to gather your views and opinions.

<https://hampshirecc.welcomesyourfeedback.net/eastleightravelhubs>

You can also contact Hampshire County Council's implementation team via implementation@hants.gov.uk

Or telephone 0300 555 1388

or write to Strategic Transport, Hampshire County Council, The Castle, Winchester, SO23 8UD.

Q57. After you have had my comments what happens next and how much notice will you take of comments made in the final design?

As part of the wider stakeholder engagement, for all significant transport investments, Hampshire County Council values network users,' residents' and local businesses' insights, views, and opinions.

Throughout this programme we have engaged with the public through multiple means such as: postcards, posters, bus stop advertising and social media. Officers within Hampshire County Council listen to your views, incorporating highlights and demand insights.

Q58. How long will construction take and when will it start?

The results from the public engagement survey will be analysed and will form part of the detailed design; from this an indicative start of works date can be decided. The web pages will provide status updates.

<https://www.hants.gov.uk/transport/transport schemes/tcf eastleigh mobility hub>

<https://www.hants.gov.uk/transport/transport schemes/tcf airport parkway travel hub>

Q59. How will it be maintained?

This will be decided when the operator(s) is procured. Hampshire County Council shall manage and maintain the Highway.

Q60. How will the success of any delivered scheme be monitored?

Monitoring and Evaluation will be conducted to establish impact and outcomes during and after completion of any physical works. It is proposed that monitoring of key data sets would be conducted until at least one year after TCF programme completion. This can be amended in line with Department of Transport's TCF Monitoring and Evaluation.

Q61. How long have I got to give my comments?

The public engagement survey is open between Monday 26 September and Midnight Sunday 23 October please contact us directly for enquiries outside of this window implementation@hants.gov.uk