Mobility Hubs Guidance for new developments

Draft

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1. Introduction

The role of mobility hubs in delivering sustainable transport, improving travel choices and enabling place-based development is increasingly being recognised by local authorities. Buckinghamshire Council considers the deployment of mobility hubs as a core part of transport infrastructure for new developments and regeneration schemes across the county.

Mobility hubs can be delivered in ways that are appropriate to the scale of development, ranging between large interchange hubs in strategic developments to small nodes connecting developments to existing public transport and active travel networks. These hubs also have a role to play in addressing transport gaps and improving accessibility in areas where the current services are underutilised.

This document outlines our approach to delivering well designed, accessible, adaptive and resilient hubs as part of new developments across the county. It supports our Local Transport Plan (LTP5) and Local Plan (LP4B) development management policies and works alongside our Parking Standards for New Developments to encourage and facilitate access to the right mix of sustainable travel options.

The deployment of mobility hubs in existing sites and where delivery is not associated with new developments is outside the scope of this guidance. These opportunities will be determined and addressed on a case-by-case basis in line with our Local Transport Plan (LTP5) objectives.

2. Definition of mobility hubs

A mobility hub is a centralised physical location that integrates various modes of transport such as public transport, car sharing, bike sharing and e-scooters. These transport services are supplemented with community amenities and information features to attract and benefit the traveller.

Mobility hubs form a critical element in supporting high frequency public transport services, enhancing active travel infrastructure and introducing shared transport options.

2.1 Components of a mobility hub

The elements that make up a mobility hub are known as components. Individual mobility hubs usually have a bespoke mix of components depending on the location and scale of the hub as well as the specific transport needs of the users.

Some typical components include:

- Public transport components e.g. bus stops with shelters and rail stations
- Shared transport components e.g. car clubs, cycle hire, e-scooter hire

- Active travel components e.g. cycle parking,
- Parking components: Car parking, Electric vehicle charging points
- Amenity components: Café, seating, parcel lockers
- Information components: Wayfinding, community boards, passenger information displays

2.2 Purpose and benefits of mobility hubs

Mobility hubs provide a recognisable network of access points for various modes of transport and services. This can make it easier for people to navigate their local transport system by providing easy, seamless, attractive and connected sustainable transport options. Most people walk, wheel or cycle at either end of their public transport journey, so it is important to improve the experience of changing between these modes.

A network of large hubs in towns, local centres, and strategic locations within developments, supported by a network of small hubs across residential neighbourhoods can improve travel choices, make journeys easier and enable more people to choose to walk, wheel, cycle or use public transport. This contributes to wider efforts to reduce traffic congestion, emissions and social exclusion.

Some mobility hub components such as car clubs may also be used to incentivise and support high density developments where parking provision may be limited due to land availability constrains.

Mobility hubs can facilitate the redesign of public space to create a more pleasant public realm such as the addition of greenspace, sitting areas, respite facilities and first and last mile facilities to offer a more attractive travelling experience for all users.

In Buckinghamshire, mobility hubs will facilitate and enhance connections between new developments, existing rail and bus interchanges, key destinations and employment zones.

3. Buckinghamshire context

Buckinghamshire has a mix of large towns and a network of market towns and rural villages. This means that the level of demand and travel behaviours varies by location, impacting on where and how mobility hubs can be viably implemented. The roll out of mobility hubs in new developments will be guided by the policies outlines in appendix 1.

4. Implementation of mobility hubs

This chapter sets out Buckinghamshire Council's preferred approach to mobility hub site selection and the minimum requirements for the types of mobility hubs being delivered.

While the outlined approach provides a strategic framework based on best practice and current policies, it is acknowledged that mobility hubs will need to be context-sensitive to

reflect specific characteristics of urban and rural settings, as well as the scale and nature of the development.

It will be the developer's responsibility to review and present mobility hub implementation and sustainable transport opportunities during the planning process. All mobility hub proposals will need to demonstrate compliance with the required minimum standards to ensure consistency, accessibility, and operational effectiveness of hubs across the county.

Our mobility hub implementation objectives are:

- To integrate with public transport: either by hosting a service directly or enabling connections to a high-quality/high frequency main service.
- To enable seamless transfers between different transport modes.
- To support the prioritisation of active travel.
- To enable first/last mile connections.
- To contribute to community wellbeing and placemaking.
- To make sustainable travel options visible, accessible, and attractive for everyday journeys.

4.1 Site selection

Mobility hubs must be considered and implemented as appropriate, in all developments that require a Transport Assessment and Travel Plan.

Priority consideration should be given to locations with high footfall, proximity to existing transport nodes and areas with limited access to sustainable modes.

Developments for residential and employment uses should use mobility hubs to promote last mile active travel connectivity to existing public services on main routes.

Developers will be required to demonstrate how a proposed mobility hub can best maximise accessibility and convenience, address local transport demand and integrate their development with existing transport infrastructure. Opportunities to enhance the public realm through placemaking and community-focused design should also be considered.

Early engagement with Buckinghamshire Council will also help identify opportunities to address transport gaps, improve travel choice and enhance existing services.

Once a site has been selected, efforts should be made during the design process to ensure that the hub is located in an open and easily accessible part of the development where access priority is given to people walking, wheeling and cycling; taking into account user diversity and safety.

Hub components should be phased to coincide with Travel Plan milestones, ensuring minimum facilities are operational before baseline surveys when the site is either 6 months post occupation or at 50% occupation (whichever is sooner).

4.2 Types of mobility hubs and components

The specific types of mobility hubs (typologies) and components will vary depending on the location and available space as shown in figure 1.

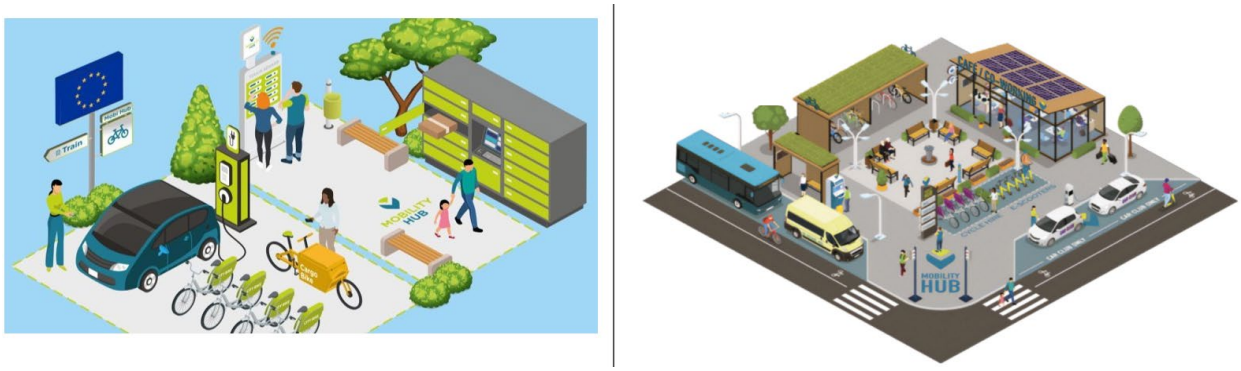

Figure 1, Different types of mobility hubs (ComoUK)

In Buckinghamshire, small, medium or large mobility hubs will be deployed based on location and scale of footfall expected. Developers will be required to adhere to the minimum transport modes, accessibility features and lighting requirements for each hub type as outlined in figure 2. Additional supporting amenities and logistics should also be considered to support the transport modes provided and community needs.

All mobility hubs will be expected to have clear wayfinding and signage, information displays and include safe, accessible and seamless connections to walking, wheeling and cycling infrastructure.

Modular and low-maintenance design and materials should be used to ensure affordability and long-term sustainability.

MOBILITY HUB TYPOLOGIES AND REQUIREMENTS			
Category	**1. Small Mobility Hub**	**2. Medium Mobility Hub**	**3. Large Mobility Hub**
Location / Context	• Rural or a single neighbourhood bus stop • Kerbside location • Last mile link to transport services	• Market town, employment zone or major development area • Serves as key node for multimodal local travel and some longer journeys	• Main urban areas or large new settlement • Key transport interchange for local and regional connectivity • Serves high-density areas with commercial developments • Central transport hub
Scale of Footfall	• Compact, serving local needs	• High levels of footfall	• High levels of footfall
MINIMUM REQUIREMENTS FOR EACH HUB TYPE			
Minimum Transport Modes required	• At least two different modes (e.g., bus, cycle)	• At least three different modes (e.g., bus, cycle, car club)	• Multimodal interchange (3 or more modes)
Minimum Accessibility Features	• Accessibility features (tactile paving, step-free access) • Safe pedestrian access with appropriate crossings and visibility	• Accessibility features (tactile paving, step-free access) • Safe pedestrian access with appropriate crossings and visibility	• Accessibility features (tactile paving, step-free access) • Safe pedestrian access with appropriate crossings and visibility
Minimum Location Visibility Features	• Lighting • Passive surveillance • Clear wayfinding • Branding	• Lighting • Passive surveillance • Clear wayfinding • Branding	• Lighting • Passive surveillance • Clear wayfinding • Branding
ADDITIONAL REQUIREMENTS **The list provided below is not considered exhaustive. Additional amenities and logistic features will depend on the transport modes provided in the hub and local needs. All mobility hubs should be strategically located to ensure maximum accessibility for all users, supported by surrounding infrastructure of a consistent and acceptable standard.**			
Amenities	• Sheltered seating • LTN 1/20 compliant cycle parking • Real-time passenger information displays	• Sheltered seating • LTN 1/20 compliant cycle parking • Real-time passenger information displays • EV charging points for a car club where applicable • Landscaping • App integration or ticket kiosks • Bins	• Sheltered seating • LTN 1/20 compliant cycle parking • Digital Real-time passenger information displays • EV charging points for a car club scheme or parking • Enhanced amenities to support dwell time (e.g., café, retail space, Wi-Fi) • Landscaping • App integration or ticket kiosks • Bins
Logistics	N/A	• Parcel lockers	• Enhanced last-mile logistics (e.g., cargo bike bays, parcel lockers)

Figure 2. Types of mobility hubs and minimum requirements

4.3 Design and Branding

Mobility hubs should be easily recognisable to enable users to have an immediate sense of what it is, what is being provided and how to use the services available. Physical noticeboard should be included with arrangements to keep them updated agreed through the travel plan.

All mobility hub infrastructure including lighting and signage will be expected to meet relevant highway design standards and traffic signs regulations if they are to be adopted or located on adopted highway land.

Priority should be given to the integration of the local transport network, existing street layouts and available journey planning and wayfinding tools. There should be appropriate street lighting to enable safe movement by pedestrians, cyclists and vehicles, reducing opportunities for crime and enabling visibility of signage and information boards.

Individual components should be designed and placed in a way that connects with the highway without causing a distraction or danger to users. The design should not be to the detriment of the provision of other highway infrastructure required for developments (visitor parking, landscaping etc) and features should not contrast with the existing landscape and amenities.

Developers should engage early with Buckinghamshire Council to ensure appropriate infrastructure and design considerations are taken into consideration early in the development design process.

Figure 3, an example of a mobility hub space in a new development in Devon (CoMoUK Mobility Hub Roadshow)

5. Delivery and Funding

Some of the funding mechanisms that could be used to deliver mobility hubs include:

- Section 106 agreements (s106)
- Section 278 agreements
- Section 38 agreements
- Community Infrastructure Levy (CIL)
- Planning Conditions
- Concessionary agreements
- Strategic partnerships or funds

In Buckinghamshire, developers will be responsible for funding the delivery and implementation of mobility hubs and creating a self-funding mechanism for long-term operation and maintenance. Any delivery and funding arrangements will aim to ensure that the cost of infrastructure, installation and long-term operation is borne by developers (or third parties) rather than the Council.

Where specialist components such as EV charging points or car club schemes are proposed, developers must negotiate with relevant operators to ensure ongoing service provision and maintenance. These agreements should clearly define mechanisms for covering costs (e.g., ground rent, service charges), performance standards, and termination clauses to safeguard operational continuity.

It is expected that the delivery of mobility hub components will be integrated into the development design and aligned with development phasing and occupation timelines rather than retrofitted after completion.

Buckinghamshire Council will retain strategic oversight throughout the planning process to maintain consistency in design, branding, implementation, and management. Early engagement with the Council is strongly encouraged to ensure agreements are clear, efficient, and fit for purpose.

5.1 Revenue

Mobility hubs present multiple opportunities to generate revenue, including rental income, service charges, permits, and advertising. The distribution of any revenue will depend on the specific arrangements for development, ownership, and long-term management of each hub and its components.

Developers should aim to design for financially viable and self-funding schemes, so they do not require ongoing subsidies or additional funding from the council. This includes long term planning for operational costs, maintenance, and service continuity.

Where commercial operators provide vehicles, cycles, scooters, lockers, or similar services on adopted or adoptable highway, a ground rent will be payable to Buckinghamshire Council.

6. Management and Maintenance

Regular inspections, repairs and the management of infrastructure and service contracts for mobility hub components can be resource intensive. To ensure long-term functionality and avoid operational failure, developers must establish clear ownership, maintenance, and management responsibilities of each component at the earliest possible stage of the planning process.

As a minimum requirement, an Asset Management Plan must be produced during the design phase of any mobility hub proposal. This plan should:

- Define the roles and responsibilities for all parties involved in the operation and upkeep of the hub.

- Appoint a named Travel Plan Coordinator three months prior to occupation of the site to consolidate hub monitoring data and submit it within the Travel Plan annual report.
- Set out inspection and maintenance schedules, including arrangements for repairs and replacement of individual components.
- Identify funding mechanisms and revenue streams to support ongoing management without reliance on additional council subsidies.
- Include contingency measures to safeguard service continuity and prevent withdrawal of essential components.

The Asset Management Plan will form part of the planning approval process and must demonstrate how the proposed hub will remain operational, safe, and accessible throughout its lifecycle. This is particularly relevant for locations outside of the public highway but will need to be established no matter the location of the components to avoid ambiguity and ensure consistency.

6.1 Adoption

Buckinghamshire Council will only adopt mobility hub components that align with standard highway and public transport infrastructure responsibilities. Adoption will be subject to compliance with highway regulations, technical approval processes and relevant design standards.

Real time passenger information associated with public transport services

The Council may consider taking ownership of additional mobility hub components by incorporating them into existing property portfolios or infrastructure maintenance contracts to ensure consistency of service and/or create opportunities for additional revenue streams.

However, local authority budgetary constraints mean that any transfer of ownership must be supported by viable funding models to cover asset costs and ongoing operational requirements without placing undue pressure on council resources.

Specialist infrastructure such as EV charging points, cycle docks, parcel lockers, and amenities like cafés and Wi-Fi will not be adopted by the council. These non-adoptable components must be maintained by developers (or third-party operators and management companies) ensuring long-term sustainability.

Real-time passenger information displays at bus stops will be funded by the developer but they must be procured through the Council's Public Transport team.

Where non-adoptable components are located on existing or future highway land e.g. an on-street Car Club scheme, the space is adoptable as part of the public highway, but the associated services will remain under private ownership and management. Traffic Regulation Orders (TRO), ground rents or permits will apply in such cases to regulate public road use and generate revenue for the council.

Table 2 sets out Buckinghamshire Council's position on which mobility hub components could be incorporated into the Council's business-as-usual asset maintenance regime, and which components require specialist or private maintenance arrangements.

Table 1, Adoptable and Non-adoptable mobility hub components

Component	Adoptable Elements	Non-Adoptable Elements	Notes
Bus stops and shelters	✓ Public transport bus stop or shelter		Adopted as part of public transport infrastructure and incorporated into existing maintenance agreements; digital boards require specialist procurement and maintenance through the council.
Public parking spaces (unrestricted)	✓ Unrestricted public parking spaces	✕ Restricted bays (e.g., private or permit-only)	Incorporated into existing management and maintenance regime
Access roads, footways and cycle paths leading to hubs	✓ If built to adoptable highway standards and approved		Developer to offer for adoption via Section 38 agreement. Must be integrated and connected to the existing adoptable or adopted highway network and walking cycling networks. Must comply with LTN 1/20 standards.
Street lighting and signage	✓ Where located on adopted/adoptable highway and compliant with highway design standards and traffic signs regulations	✕ Lighting and signage for private business/property	Maintained under existing highway contracts if adoptable.
EV charging points	✓ Physical parking space if on highway land	✕ EV charging infrastructure and service	Adoptable parking space only; charging equipment and service require specialist operator and maintenance; subject to ground rent.
Car club bays	✓ Physical parking space if on highway land	✕ Car club infrastructure	Adoptable parking space only; scheme requires external operator and specialist maintenance; subject to ground rent and TRO.
Cycle parking racks	✓Public cycle racks if on highway land	✕ Racks on private land	Adoptable if compliant with LTN 1/20 standards.
Cycle hire docks	✓Physical space for docks if on highway land	✕ Docking infrastructure and hire scheme	Adoptable space only; scheme requires external operator and specialist maintenance; subject to ground rent.
Parcel lockers	✓Physical space if on highway land	✕ Locker units and associated services	Requires specialist maintenance; space may be adoptable if on highway land; subject to ground rent.
Digital information boards	✓Real time passenger information associated with public transport services	✕ Commercial digital display units	Specialist procurement and maintenance required if serving the bus network; space may be adoptable if on highway land; subject to ground rent.
Amenities (cafés, Wi-Fi)		✕ All amenities beyond standard highway provision	Outside highway remit, managed privately.

7. Monitoring

All developments incorporating mobility hubs must integrate hub monitoring into the Travel Plan process. Travel Plan monitoring fees, as set out in the council's Travel Plan guidance, apply where a Travel Plan is required. Mobility hub monitoring should be integrated within Travel Plan reporting and does not replace these fees.

Mobility hub monitoring should include annual reporting of usage data, user feedback surveys, and correlation with modal shift targets as part of the Travel Plan review and Modeshift STARS accreditation process. Operators and/or site managers must supply annual usage data required for Travel Plan monitoring, irrespective of adoption or private management arrangement. Table 3 outlines hub monitoring metrics and reporting requirements which should be included in Travel Plan reports for at least 5 years.

Developers should refer to the Travel Plans Guidance for Developers for further travel plan monitoring and reporting requirements including the Travel Plan annual report guidance.

The number of mobility hubs delivered across the county, transport services provided by each hub, usage data and impact on the transport network will also form an essential part of measuring the impacts of Buckinghamshire's transport policies through LTP5 monitoring.

The parties in charge of operating of individual mobility components will be required to provide annual usage data to the council. Some operational data, including notice of when and where changes in services being provided are likely, will also be required and agreed. Hub monitoring outputs must be compiled using the Travel Plan annual report template and submitted alongside Travel Plan reporting.

Table 2, Mobility hubs and component monitoring requirements based on travel plan guidelines

Aspect	Data to Collect	Frequency	Data Source	Reporting Format
Baseline Data	Hub facilities (car club bays, EV chargers, cycle hire points) and initial capacity at occupation	Once (at 50% occupation or within 6 months of first occupation)	Baseline Travel Survey & Site Audit	Travel Plan baseline report
Hub Usage Data	Car club bookings; Bike hires; EV charging sessions	Annually	Operator usage data/ Travel Surveys & Site Audit	Annual Travel Plan report & Modeshift STARS submission
Connectivity Performance	Number of trips via Car Clubs, Bike Hire, Shuttles/Buses	Annually	Usage data	Annual Travel Plan report/ Operator user data
Impact on Mode Share	% of hub users arriving by walking/cycling; Modal shift indicators (e.g., reduction in single-occupancy car trips by 10%)	Annually	Survey results /Usage data	Annual Travel Plan report & LTP5 monitoring
User feedback	User/travel surveys	Annually (within 90 days of survey)	User surveys/Travel Survey results	Survey summary in Travel Plan report/Operator user data
Annual Reporting	Yearly hub usage trends; Hub usage vs reduction in single-occupancy car trips; Feedback on accessibility and reliability	Annually	Travel Plan Co-ordinator	Travel Plan report & Modeshift STARS submission
Component Provision	Car Club provision; EV Charging infrastructure; Cycle Hire availability	At Baseline & Annually	Developer/Site Audit/ Operator data	Baseline & Annual reports/ Operator data

8. Appendix 1- Policy context

- The Buckinghamshire Local Plan policy: T01 Transport requirements in new developments

Vision-led transport planning

1. All new developments are required to embed the principles of the transport sustainability hierarchy, the Council's vision-led approach to transport planning, and the Local Transport Plan. Where transport modelling is required, a range of plausible scenarios will need to be considered in line with a defined vision.

Delivering the vision

2. Transport Statements or Transport Assessments will be required to demonstrate how the development will positively contribute to sustainable travel and strategic access. Where appropriate, developments will be required to:

Mobility Hubs

j) deliver mobility hubs in accessible locations which are close to community facilities on site and provide sustainable transport connections to wider services, in accordance with the Council's guidance.

- The Local Transport Plan: Policy PT3 Mobility Hubs

We will:

a. Promote the delivery of a cohesive network of mobility hubs at transport interchanges and through new developments.

b. Work with developers to deliver mobility hubs in new developments as outlined in our Mobility Hubs Guidance

- Draft Parking Standards for New Developments outlines comprehensive parking standards for new developments including Electric vehicle and Cycle parking.
- Developer Travel Plans Guidance: Aims to mitigate the effects of new developments on the highway network and lessen the environmental impacts of travel through a package of actions designed to promote safe, healthy and sustainable travel options.
- Draft Highways Development Management Guidance (in development): to help developers create well-connected places and thriving communities and prepare successful development proposals.
- Parking Strategy provides a consistent approach to parking services across Buckinghamshire.

- Regeneration Framework and Strategies focus on Aylesbury, Chesham and High Wycombe with the aim of reviewing how public spaces and buildings are used in order to transform them into commercial investment opportunities.
- Climate Change and Air Quality Strategy aims to achieve net zero carbon emissions for Buckinghamshire by 2050.
- Electric Vehicle Action Plan (EVAP) aims to reduce carbon emissions and improve air quality by increasing EV charge points across the county.
- Bus Service Improvement Plan aims to improve services and establish buses as a key mode of travel provide in Buckinghamshire.
- Buckinghamshire Local Cycling and Walking Infrastructure Plan (LCWIP) identifies, prioritises and delivers safe, connected cycling and walking routes to increase update of active travel across Buckinghamshire.