

Q-Park Oxford Street, London

EPA Award 2014

Category 2: Renovated Projects

Q-Park Oxford Street City Environment

- Cavendish Square was founded in 1717 by the Earl of Oxford to provide homes for wealthy Londoners
- Affluent area of London
- Q-Park took operation of the 444 space parking facility in 2011
- With over 200 million visitors a year Oxford Street is London's busiest shopping street
- In partnership with John Lewis flagship store
- Convenient parking for shoppers

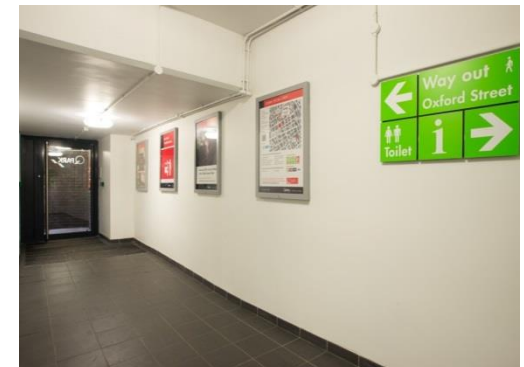


Q-Park Oxford Street Identification & Access

- Q-Park have spent an estimated £2.2m since beginning the refurbishment
- Q-Park have improved:
 - Structure and layout
 - Access in and out of the facility
 - Incorporated Q-Park house style signage
 - Installed key security features
 - Parking equipment



Before



After

Q-Park Oxford Street Identification Cont.

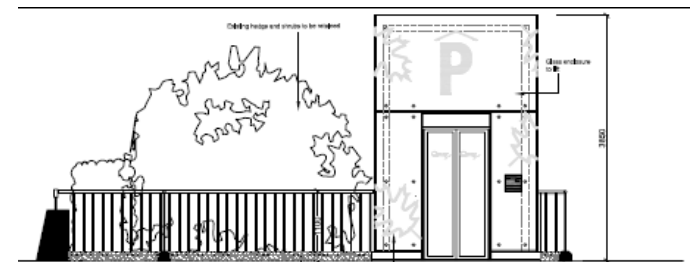
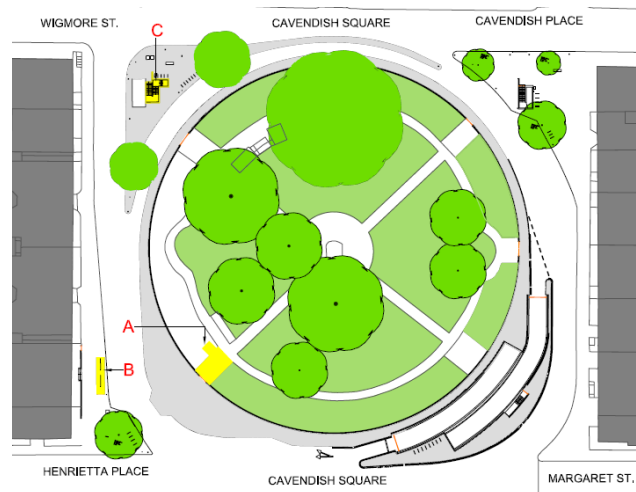
- All pedestrian areas have been transformed:
 - Signage
 - Parking equipment
 - Floor tiling
 - New lighting
 - New ceilings
 - Re-plaster & paint walls
 - New fully glazed doors



Q-Park Oxford Street Improved Access

- Previously there was no disabled access into the car park
- Installed a spacious 13 person lift – glass enclosed elevator
- Project started August 2014 and completed December 2014
- The lift travels to all 3 sub levels of the car park
- DDA compliant

A: New lift
B: Oxford Street pedestrian entrance
C: Harley Street pedestrian entrance



Q-Park Oxford Street Improved Access Cont.

- Innovative design of the external envelope is very unique as it is **etched with trees to match the surrounding area**
- **Utilising natural lighting** helps to sustain energy usage
- Using entrance railings and glazed glass increases visibility into the surrounding area
- Enhanced authorised customer access by installing entry door node system at the lift and entrance points



Before



After

Q-Park Oxford Street Safety, Security & Lighting

- **Sensor Controlled Lighting** installed reducing 50% of wasted energy and provides an improved lighting experience throughout the facility
- **Additional security features** have enhanced customer safety such as:
 - Staff patrols and onsite hosts
 - 24 hour CCTV
 - Direct connection to the Q-Park control room
 - Speed gates to stop unauthorised access



New Payment Machine

Q-Park Oxford Street Layout, Routing & Orientation

- Applied floor coating, black parking pads for instructional safety
- **Additional lighting & zebra paths** for safety
- **One way circulation route** when entering and exiting the facility
- **Use of angled bays** help to increase the width of the aisles



Before



After

Q-Park Oxford Street Supervision & Management

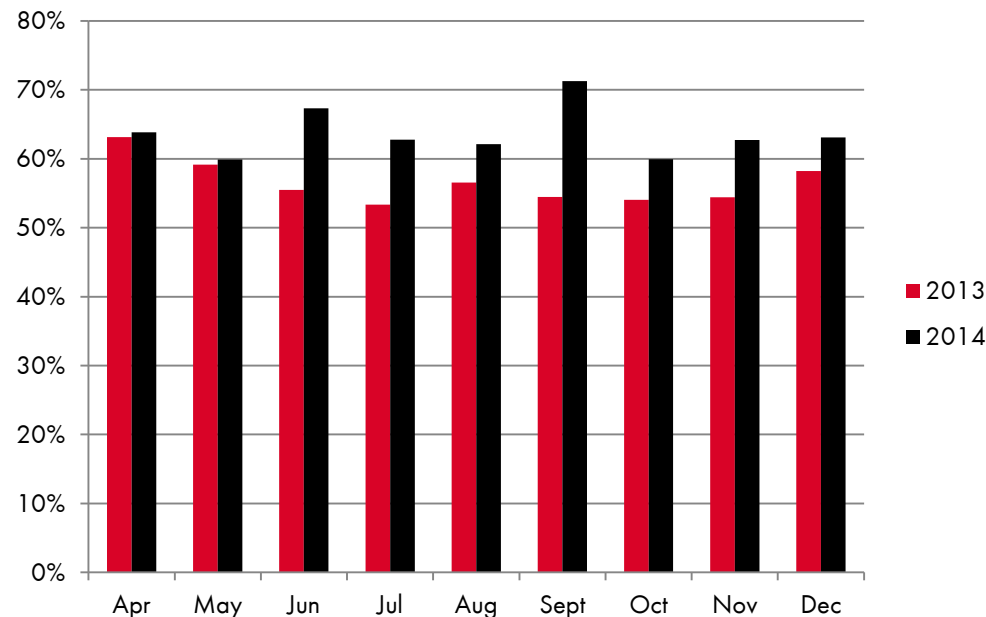
- Glass fronted lodge installed in our welcoming lobby area
- **Trained hosts** are on hand 24 hours a day, patrols and CCTV
- Direct connection to the Q-Park control room
- **Meet & greet service** at peak times
- **Q-Park convenient services** introduced e.g. buggy hire and umbrellas
- **4 electric charging points** installed



Q-Park Oxford Street Usage Information

Customer Satisfaction

- Customers were asked to judge the facilities in 8 key areas including safety, security, cleanliness and value for money
- Significantly improved since the refurbishment
- Scoring increased by 13% in 2014**





Quality in parking