

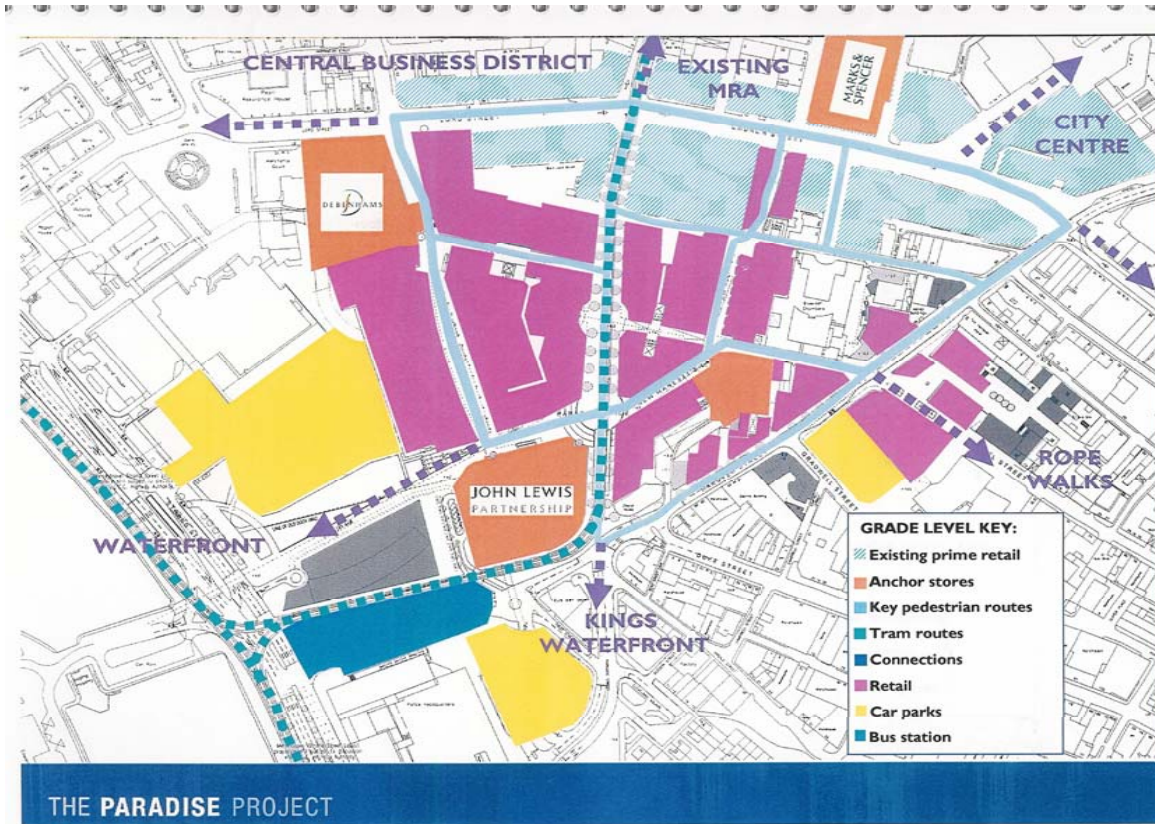
Q-Park Liverpool ONE Liverpool, UK

EPA Award 2009

New project

City environment

- Liverpool ONE car park has 2,000 spaces serving shoppers, tourists, leisure users, hotel customers and general visitors to the new city centre



Identification and access

- Static and Variable Message Signs are located on all approach roads into the city centre
- Vehicle entrance is conveniently accessed directly from the main road (Strand Street)
- There are 5 different pedestrian access routes
- Speed gates for vehicle entry/exit and secure pedestrian access/egress are in place during the evening



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Surrounding townscape

- The car park forms part of a major re-development scheme covering 42 acres that has re-shaped Liverpool city centre
- Situated underneath Chavasse Park, the car park and green space above provides a link between the waterfront and the city
- The park is a multifunctional space offering recreational opportunities



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Structure 1

- High ceilings, smart soft grey walls and stylish flooring give a sense of cleanliness, space, light and elegance



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Structure 2

- Light, airy and ultra modern with the entrance and lift lobbies providing the perfect introduction to the innovative design used throughout
- Contemporary design with atrium styling to give a cutting edge art gallery feel
- The central core has a spectacular spiral staircase, granite steps and dramatic lighting
- State of the art and user friendly payment machines



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Layout, routing & orientation

- A unique feature is different coloured lighting representing each parking level, making each level memorable to customers
- Different coloured signs for vehicles and pedestrians (red & green respectively)
- Rows and isles are in alphabetical order differentiated by black signage



Safety, security, lighting

- Bright, clean spacious environment
- Wide and well lit ramps
- Energy efficient light fittings
- Glazed pedestrian lobby doors
- Open view banisters on central staircase
- Clearly illuminated signage
- Speed gates at vehicle entrance/exit and secure pedestrian access during the evening
- CCTV throughout
- Glass fronted lodge
- Parking Host's on patrol



Supervision and management

- City Manager, Customer Service Manager and 4 Duty Managers – unique in the UK
- 24/7 operation with shift patterns aimed at maximising customer service levels
- Full range of Q-Park additional services for example free baby buggies and umbrellas
- Shopmobility, parent and child bays, secure bicycle store
- Q-Park lodge providing an information hub



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Special Features

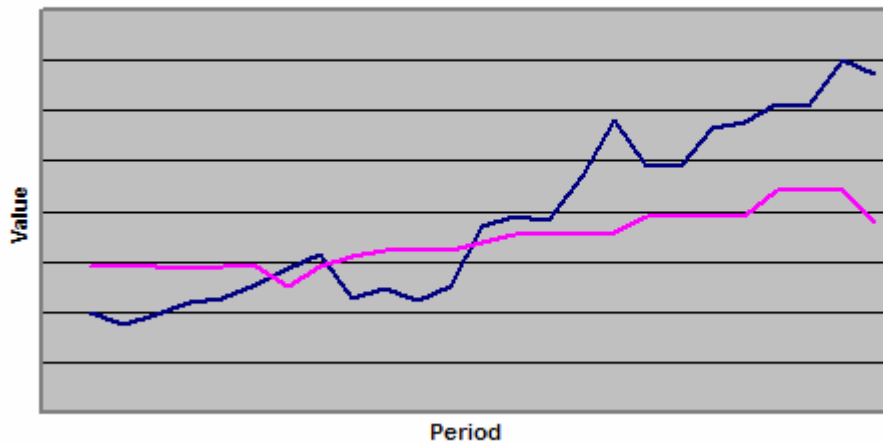
- Materials chosen for long-term durability, low maintenance and ease of cleaning
- Lights used within the lodge is controlled via movement sensors
- Smoke and CO ventilation system
- Surfacing is waterproof, highly robust and a skid-resistant coating with a light-reflective quality providing a brighter and more welcoming feel



Some usage information

- The car park has performed well since it opened in May 2008
- Typical peak hours are between midday and 4pm
- In 2009, the car park is expected to attract over 880,000 short term users

Weekly revenue - budget vs actual



— Weekly Total Casual Revenue 2008
— Weekly Total Casual Budget Revenue 2008

Day tariff:

1 hour - £2.00

2 hours - £4.00

3 hours - £6.00

4 hours - £8.00

5 hours - £9.00

6 hours - £10.00

8 hours - £12.00

12 hours - £13.00

24 hours - £14.00

Overnight (17:00-09:00):

1 hour - £2.00

2 hours - £4.00

2+ hours - £5.00



Quality in parking