

# EPA: Q-Park Queen Square, Liverpool

Q-Park UK | EPA Awards | Category 2- Renovated parking structures







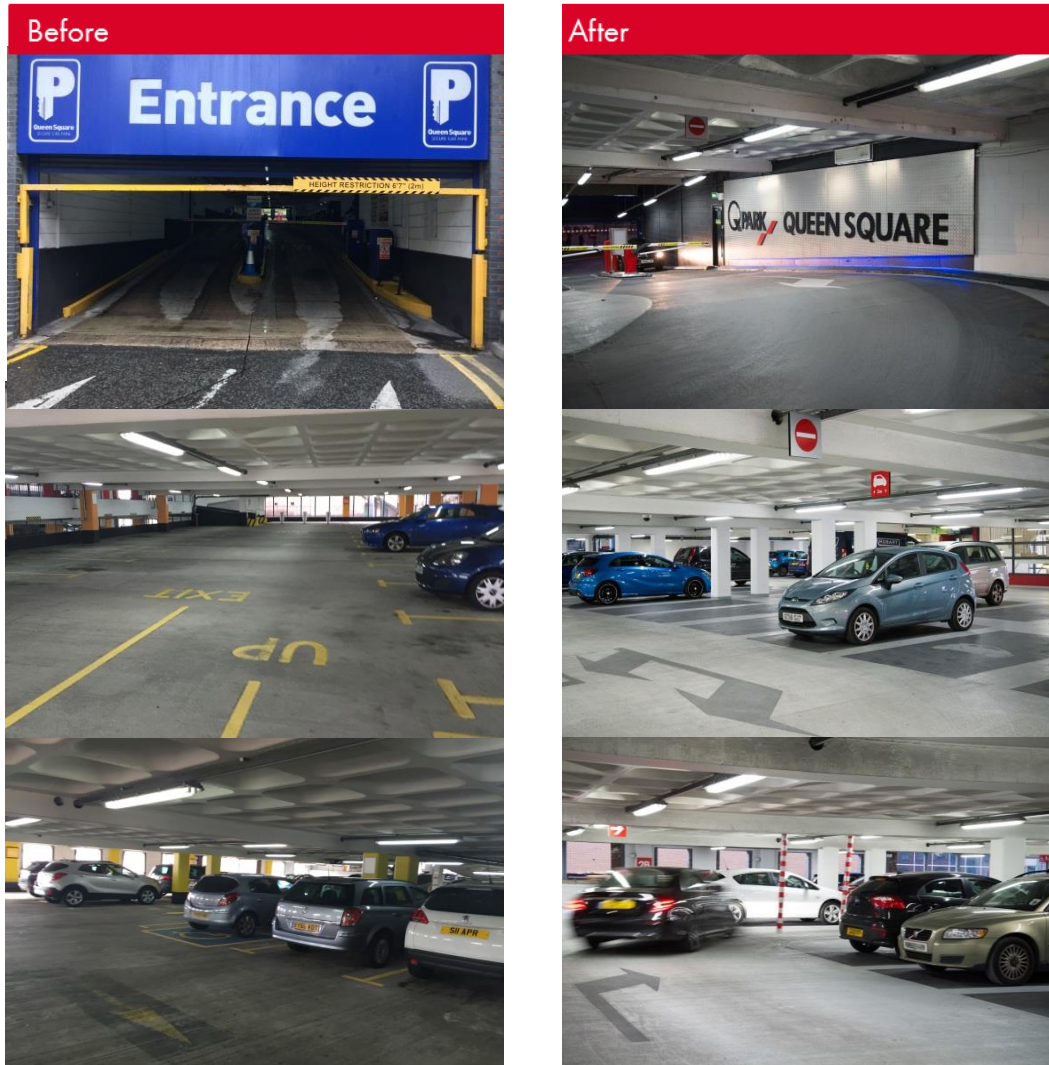
- Liverpool is a port city in the North West of England with an estimated population of 478k
- Q-Park Queen Square is located in one of the busiest shopping areas within the famous city
- The parking facility plays a pivotal role as the closest quality parking for the local theatres which includes the renowned Liverpool Playhouse and St Georges Hall. It also serves the surrounding restaurants
- Liverpool Lime Street Station is also located within a few hundred yards, making this facility a key transport hub for the city



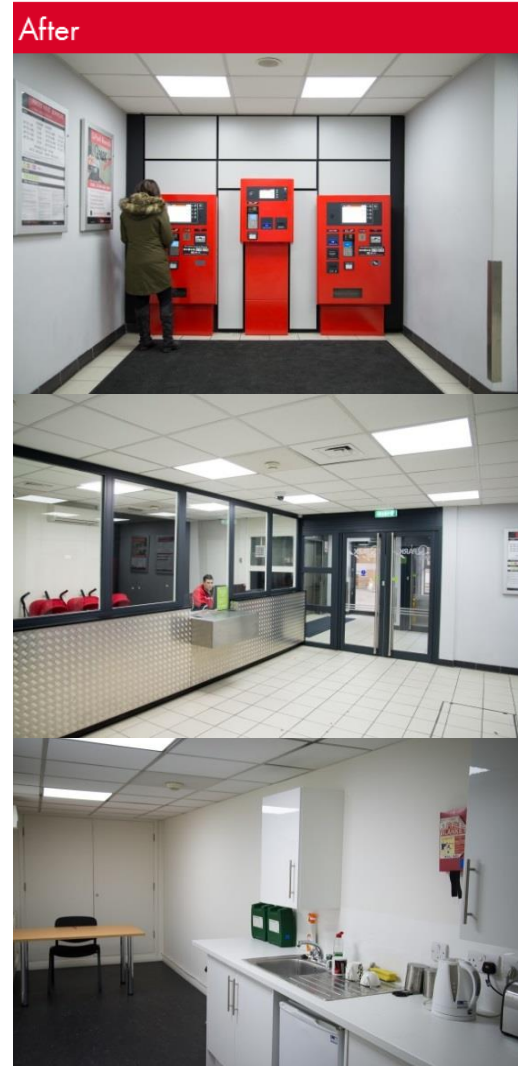
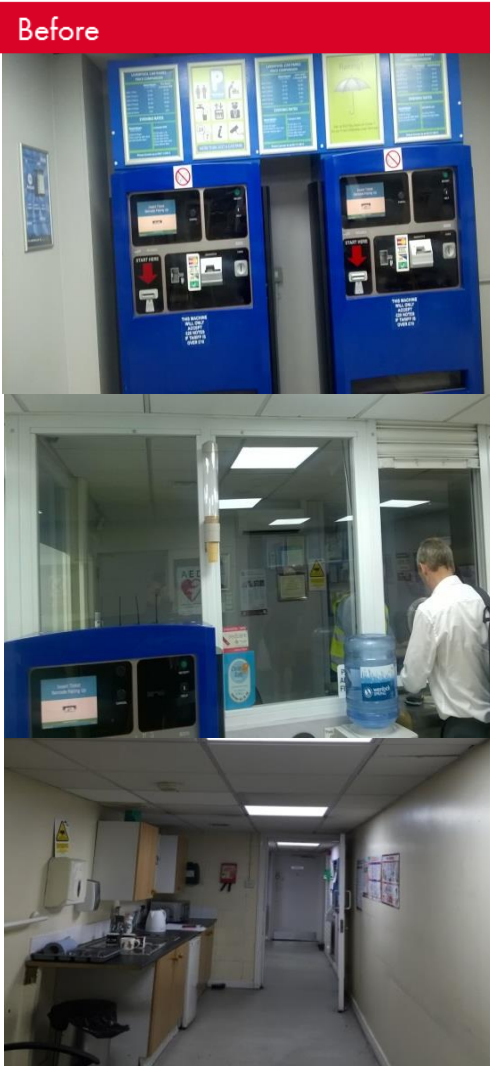
- The use of highway signage on main roads around the facility directs drivers directly to the parking facility
- All signage has been replaced with the highly recognised Q-Park house-style branding
- The parking facility incorporates a separate vehicle entrance for Marriott Hotel guests which is dual branded
- One pedestrian entrance at the front of the car park leading on to the public space



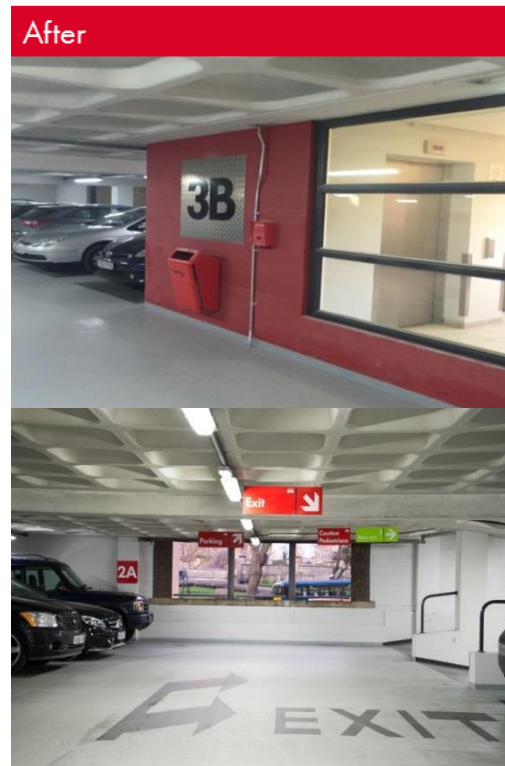
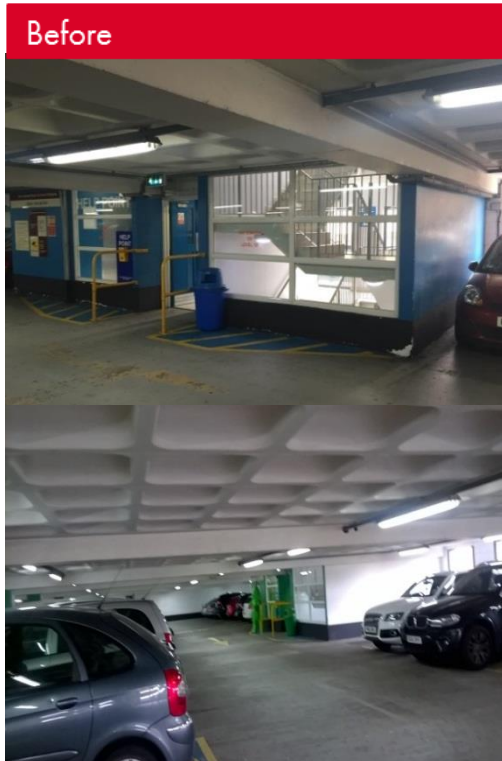
# Internal Improvements



- Improved internal vehicle entrance for easy manoeuvrability which was completed with a redesigned entrance and improved driving lanes. Encouraging drivers to merge into one lane to access the bend, avoid reversing and collisions into the side walls
- Concrete repairs and floor coating to improve the clarity of wayfinding
- Introduction of light reflective floor coatings, white walls and improved lighting provides a sense of cleanliness, space, light and elegance



- Safe and welcoming areas can now be located around the facility and feature the latest in payment on foot technology
- Pedestrian lobby area includes new glass doors for improved visibility and security
- The Q-Park Host Lodge has also been refurbished:
  - New kitchen furnishings, repainting for a clean finish and new vinyl flooring throughout
  - New meeting area for staff by combining two rooms into one



- The parking facility has a one way traffic flow system across 7 levels for safety and driver ease
- By reducing the number of parking spaces it has enhanced manoeuvrability for drivers
- Installation of new wayfinding signage has helped customers and drivers around the facility
- Pedestrian areas on all parking levels have been painted in Q-Park house style red for easy recognition and consistent with the brand



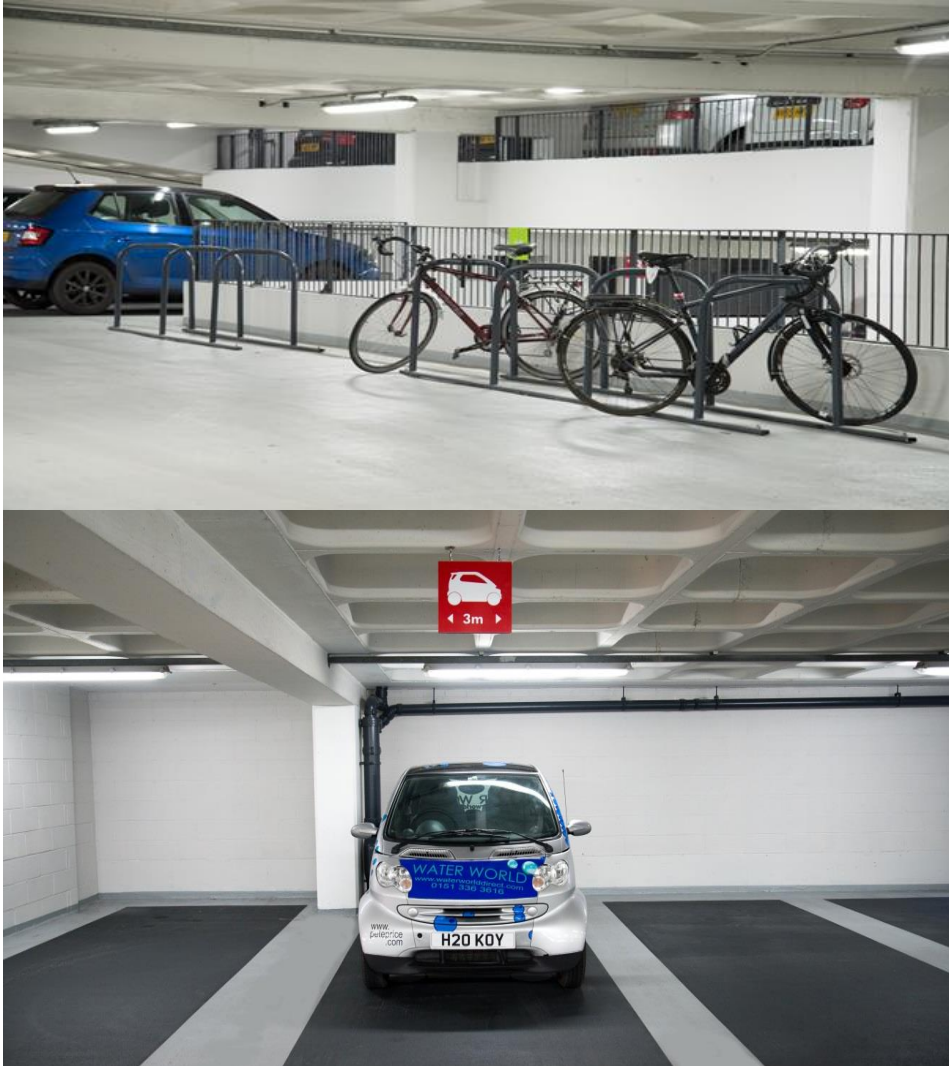


- Security has improved with the installation of:
  - Door node access control at the main entrance
  - Staff patrols throughout the day
  - 24 hour CCTV
  - 24 hour help points with direct connection to Q-Park's UK control room
- The vehicle entrance lighting has been lowered for improved visibility for customers entering the facility
- Installation of a maglock fire escape staircase



- Glass fronted lodge installed in our welcoming lobby area
- Trained Parking Hosts are on hand 24 hours a day patrolling, site maintenance and assisting customers
- Meet and greet service introduced at peak times to help manage traffic flow and provide customer service
- Q-Park convenient services introduced including baby buggy hire, toilets and umbrellas





- Q-Park Queen Square offers additional services such as:
  - Bike racks
  - Smart car bays
  - Disabled bays
  - Door Node Entry system
  - Lift access
  - Automatic pedestrian entrance door
  - WPS Park Advance, which includes CCV units at pay machines and at the barrier so customers can make payment by contactless card or cash



Quality in parking