**Appendix:**

**Interview Questions**

Introductory Questions

Could you give a brief overview of your organisation and the duties and responsibilities of your department?

What are the major issues facing transport in your area?

What are you aiming to achieve in relation to (future) transport in your organisation? And specifically, with respect to Mobility Hubs?

What is the transport culture for your area/country?

Implementation Decision

How would you define a Mobility Hub?

Could you explain a little as to why Mobility Hubs been identified/or not as a means of achieving your future transport aims?

Do you believe that Mobility Hubs will fit in with your transport culture? Or are they trying to change it?

If not Mobility Hubs, are there other solutions that have been identified in place of Mobility Hubs to achieve (x – depending on what they identify as their objectives)?

Can you provide details (size, scale, modes, value) for the other identified solutions and why these were chosen instead of Mobility Hubs?

What role did consultation play in the development of your Mobility Hub plans? Who was consulted (local community etc.) and how?

How much progress has been made in implementing your Mobility Hubs? (Numbers implemented, planned)

Choice of Location

How many Mobility Hubs do you have/are you planning on having?

Is each hub going to be the same size? If not, why not? (e.g. are you using a tiered system of Mobility Hub?)

What were the criteria used for site selection?

Have you encountered any issues with site selection?

Design and Mobility Options

How have you decided which modes of transport will be available at each site?

What amenities are you planning on having? And what is the reasoning behind these choices?

What are the key factors that you are considering with the design of your Mobility Hubs? And why have you chosen these?

What is your plan for operating the Hubs? What is the thinking behind this choice?

What challenges have you encountered so far?

What considerations have been made for safety? And for accessibility?

Have you or are you planning ion undertaking any marketing or advertising? If so, what form will this take?

Evaluation

In your opinion what are or have been the most important factors in ensuring success of Mobility Hubs?

Are you undertaking an evaluation of the Mobility Hubs?

What will be the format of this evaluation? Are you following an Evaluation Model?

How was evaluation integrated into the design of the mobility hub implementation?

Are you undertaking a process evaluation for the implementation?

Over what period are you (or planning to) evaluating mobility hubs?

Additional

How has Covid affected the implementation of your Mobility Hubs?

Is there anything you would like to add, such as your personal reflections on Mobility Hubs?