

# Frequently Asked Questions (FAQs)

*See last page for useful terms and definitions.*

## **1. What is a Mobility Hub under the National Mobility Hubs Pilot (NMHP)?**

A Mobility Hub is a clearly identifiable, well-located space that brings together a range of sustainable shared mobility options. These typically include shared e-bikes, e-scooters, e-cargo bikes and electric vehicle (EV) car-share services, supported by EV charging infrastructure, consistent Mobility Hub branding, and local promotion.

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## **2. What are the objectives of the National Mobility Hubs Pilot?**

By 2030, the National Mobility Hubs Pilot aims to:

- Contribute to the goals of the Climate Action Plan by increasing active travel journeys and decreasing private car journeys, targeting reduced CO2 emissions within the NMHP areas.
  - Increase the number of trips accessing education, healthcare, community, retail and leisure sites by sustainable modes within the NMHP areas.
  - Contribute to improved health and wellbeing by increasing physical activity within the NMHP areas.
  - Foster the development of more liveable, accessible neighborhoods and enhance urban vitality and densification within NMHP areas by reducing car use and reallocating space to improve connectivity for sustainable travel modes.
  - On completion of the NMHP in 2030, report real-life, on the ground learnings of the pilot to inform the future delivery and roll-out of mobility hubs across Ireland.
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## **3. What are the key benefits and features of the National Mobility Hubs Pilot?**

Mobility Hubs are designed to:

- Be located within easy walking distance of where people live and work.
  - Encourage and enable more sustainable travel choices, including:
    - Short trips within urban areas
    - First- and last-mile connections to public transport
    - Reduced reliance on private cars and second cars
  - Improve access to local services, amenities and employment opportunities
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#### **4. How long will the National Mobility Hubs Pilot operate?**

The National Mobility Hubs Pilot is expected to operate for **four years**.

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#### **5. How can people use e-bikes, e-scooters and EV car-share services?**

- **E-bikes and e-scooters** will be available at most mobility hubs. These can be picked up at one hub and returned to another hub within the same local authority area.
- **EV car-share vehicles** will be available at selected hubs only. These operate on a round-trip basis and must be returned to the same hub.
- **E-cargo bikes** will be available at some locations and will also operate as a round-trip service.

Users will be able to access the services via the different operators' smartphone apps. The National Mobility hubs will also include an information pole to help users identify hub locations and available services.

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#### **6. Can people park their own bikes or scooters at the Mobility Hubs?**

Parking of private bikes and scooters will not be encouraged to prevent overcrowding and ensuring the hubs remain available for shared vehicles. Green road markings will clearly outline the hub areas and indicate that the space is reserved for shared mobility services.

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#### **7. How much will it cost to use e-bikes, e-scooters and EV car-share services?**

Pricing will be confirmed following the tender process for service providers. There will be a range of tariffs possibly including Pay-As-You-Go and offers for more frequent users.

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#### **8. What happens to the infrastructure after the National Mobility Hubs Pilot ends?**

The National Mobility Hub Pilot lasts for 4 years. Monitoring and evaluation will be carried out during the 4-year pilot, after which a decision will be made to carry on with the pilot or remove or repurpose the infrastructure.

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## **9. How have the needs of all users been considered during design development of the mobility hubs?**

Accessibility has been considered throughout the site selection and design development of the National Mobility Hubs Pilot. Key considerations include:

- The Mobility Hubs have been designed to align **ZEVI Universal Design Guidance** where feasible.
  - Dropped kerbs have been provided to allow safe and inclusive access between footpaths and the carriageway.
  - Green road markings have been proposed to clearly outline the mobility hub area.
  - Tapping rails have been provided at the front and back Sheffield stands to improve accessibility.
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## **10. What will the speed limits for e-scooters and e-bikes be?**

- The e-scooters will be limited to a maximum speed of 20km/h, in line with the Road Traffic (Electric Scooters) Regulation 2024.
  - The e-bikes assisted speed motor would be cut off before the vehicle speed reaches 25km/h in line with the Road Traffic and Roads Act 2023.
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## **11. Can I charge my own Electric vehicle at a mobility hub?**

No. The EV charging bays at a mobility hub are for car sharing vehicles only.

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## Useful Terms and Definitions:

- **Car-sharing** refers to a system whereby a driver can pick up a car at a designated location and pay to use it for a short period of time, usually for a period of hours or over a few days, as frequently as is needed. This is often membership-based and may also be referred to as a car club.
- **Micromobility** refers to small and low-speed personal transportation devices. These may be either manual (such as a push bike or scooter) or electrically propelled/assisted (such as an e-scooter, e-bike or e-cargo bike).
- **Shared mobility hub** refers to a prominent location that brings together different shared mobility modes such as bikes, e-scooters, cargo bikes, and cars, and often co-locates these shared mobility modes with existing public transport infrastructure or may be standalone or form part of a shared mobility hub network. Shared mobility hubs can be of varying sizes, bringing together some or all of the shared mobility modes referred to above.
- **Shared mobility** can be broadly defined as transportation services and assets that are shared among users, either concurrently as a group (e.g. buses, trains, car-pooling etc.) or one after another (e.g. shared bikes, e-scooters, cargo bikes, or cars). For the purposes of this Part 8, shared mobility refers to the latter, namely transport assets (e.g. bikes, e-scooters, cars etc.) that are provided for shared use on a private rental basis, as distinct from the sharing of journeys with other users via public transport services or car-pooling. It covers shared mobility services that can provide users with short-term access to a variety of modes of travel as and when needed.
- **Shared mobility hub network** refers to multiple mobility hubs, often of different sizes, which are located within a specific area, forming a comprehensive matrix of hubs which facilitates flexible travel between a large variety of different origins and destinations hubs.
- **Shared mobility operator** is a company that provides shared mobility services to the public in the public realm, under State procured contracts or under license or agreement with local authorities for permission to operate in a designated area.

Source: [National Policy Statement on Shared Mobility and the Provision of Hubs 2025.pdf](#)