

Townsville City Bus Hub

Questions and Answers

PROJECT DESCRIPTION

What is the Townsville City Bus Hub?

Townsville City Council in partnership with State Government will be delivering a new Townsville City Bus Hub. The Hub will be situated in Ogden and Hanran Streets and will allow Sunbus services to pass through a single arrival and departure point in the CBD.

The Townsville City Bus Hub will provide available space for bus passenger set down and pick up, in close proximity to Flinders Street, Ross Creek, future waterfront redevelopments and the new stadium and will consolidate bus routes through a single location in the CBD.

Where will it be located?

The Townsville City Bus Hub will be located in Ogden Street and Hanran Street, Townsville City.

Why is it needed? What are the benefits of a Townsville City Bus Hub?

Presently, the bus service network is spread across several locations in the Townsville CBD, at times making it difficult for some bus users to find the correct bus stop. The Townsville City Bus Hub will create a centralised location for passengers to access Sunbus services in the Townsville CBD. The hub will also be a further catalyst for CBD activation, in particular in Ogden Street and the adjoining area and provide a public transport connection within walking distance of the new Townsville Stadium.

What other locations have been considered?

Assessments were undertaken by Translink (Department of Transport and Main Roads) and Townsville City Council in relation to other centrally located locations (Stanley Street, Sturt Street and Flinders Street) in the Townsville CBD. The final location was recommended due to available space for bus passenger set down and pick up, minimal disruption to CBD businesses during construction, proximity to interconnectivity with Ross Creek and proposed waterfront redevelopments and new stadium.

CONSULTATION

What consultation has occurred?

Consultation activities have been ongoing between the State Government and Townsville City Council for several years to identify a suitable location and to develop an initial concept plan for the Townsville City Bus Hub.

This concept plan was shared with the community in March 2017 via information sessions and meetings with businesses, property owners, service providers and resident stakeholders. These meetings will be ongoing to inform the design consultant during development of the detailed design.

What elements of the concept design can the community provide feedback about?

The confirmed location of the Bus Hub (ie Ogden and Hanran Street) has been finalised. The concept design is being publicly shared with the community to capture feedback about traffic flow, parking, security, service provider access, seating, lighting and pedestrian safety. The design consultant brief includes a requirement to address these matters with references to all submissions received to date.

When will the design consultancy be appointed?

A Request for Tender has been called for and advertised in late May. The tender submission and review process will take several weeks. Council anticipates appointing a design consultant by August 2017.

How can community members contribute to the Townsville City Bus Hub design?

The community can share its views about the project and design issues with Council via email to enquiries@townsville.qld.gov.au or request a face-to-face meeting with the project team. Information sessions have been held at Council and further sessions will be held to inform the detailed design process.

When and where will the next information sessions be held?

One-on-one briefing and information sessions are currently being held with residents, body corporate representatives, business operators and service providers who live or work in the proposed footprint of the Townsville City Bus Hub to hear issues and discuss design matters.

Once the detailed design consultant has been appointed, further information sessions for the community will be held, and are likely to be after August 2017.

Who do I speak with at Townsville City Council if I have a question about the Townsville City Bus Hub?

Queries about the Townsville City Bus Hub are to be directed to community consultation specialist Mary Balfour. Mary can be contacted on 0408 972 536 or email mary@balfourconsulting.com.au

Alternatively, contact Council's customer service team on 1300 878 001 or enquiries@townsville.qld.gov.au who will forward the information to the Townsville City Bus Hub project team.

CONSTRUCTION

When will the construction start?

The first construction activity will commence in July 2017 with the demolition of the building previously tenanted by a hardware business. Tenders have been called and a decision will be made by June.

Tenders have been called for a Design Consultant to undertake the detailed design for the bus hub. A design will be prepared that considers feedback from the consultation activities. Once Council has approved a final design, construction tenders will be called, with work expected to commence in early 2018. Works are expected to take six months.