

Townsville City Bus Station – *qconnect* region

Monday 18 March

FAQs

Background

What is the Townsville City bus station?

It is a newly constructed bus station in the Townsville CBD located on Ogden Street.

When is the new bus station opening?

TBA – Mid 2019

What are the features of the new bus station?

- an architecturally designed sheltered bus station and waiting areas
- a safe, comfortable and accessible waiting environment for passengers
- capacity for four buses over two platforms
- improved lighting and security cameras with 24-hour monitoring
- six bus layover bays

What are the benefits of the new bus station?

- a centralised location for passengers to access buses in Townsville CBD
- cater for current and future demand
- improve the passenger waiting environment
- full compliant with the *Disability Discrimination Act 1992* – best practice
- passenger information signage to assist with journey planning

Will any stops be closed?

Yes. Three stops in the Townsville CBD will be permanently closed as part of the bus station opening.

- Walker Street near Stanley Street – Stop ID: 890676
- Stanley Street approaching Sturt Street (outside Police HQ) - Stop ID: 890345
- Stanley Street approaching Ogden Street - Stop ID: 890693

Why are these stops being closed?

The two stops on Stanley Street are located close to the new bus station and are now redundant.

Routes 202, 203, 204 and 207 no longer service the stop on Walker Street. These routes now travel via Flinders Street, providing a more direct route for passengers.

Will any other bus stops or services change?

Yes. The Stanley Street stop approaching Sturt Street (outside State Government Building) Stop ID: 890634 will remain open, but will no longer be serviced by routes 202, 203, 204, 207.

It will be serviced by routes 200, 201, 205, 206, 208, 209, 215.

How has the new bus station been delivered?

Townsville City Council in partnership with the Queensland Government have delivered the new station.

The Department of Transport and Main Roads contributed \$4 million towards its design and construction.

Are timetables changing?

Yes. There will be minor timetable changes to all routes across the Townsville bus network.

Most times will change by around 5-10 minutes. However, some services will have up to 15 minutes difference.

Passengers should visit www.qconnect.qld.gov.au or call their local bus operator, Sunbus, on 4771 9800 to replan their travel when the new station opens.

Why have you changed the timetable schedule?

This timetable change has been made to accommodate the new running times required to service the new Townsville City bus station and to address minor on-time-running issues.

Are any new bus routes?

No new bus routes are currently planned.

Does this mean Townsville is becoming a 'TransLink' region?

No. Townsville will remain a *qconnect* branded region.

Is this project related to 'new payment system' rollout (Next Generation Ticketing)?

No. This project is not related to the new payment system.