

Ballarat Station bus interchange concept design

Summary of community feedback
June 2018



VicTrack



Overview

On behalf of the Victorian Government, VicTrack developed a concept design for Ballarat Station's new bus interchange.

On 15 February 2018, VicTrack hosted a community information session for the Ballarat Station bus interchange concept design in partnership with Transport for Victoria, Regional Development Victoria and Public Transport Victoria. The information session was held at Ballarat Station and provided attendees with information on the concept design and the opportunity to provide feedback.

An online survey was also available at [Get Involved](#) between 15 and 25 February 2018.

Scope of this report

This report concentrates on feedback relating specifically to the design of the Ballarat Station bus interchange. Feedback relating to other Victorian Government projects, in Ballarat or elsewhere, that was given during this consultation has been referred on to the relevant government agency.

We received sustained feedback about the broader Ballarat precinct redevelopment, with concerns raised about the precinct's overall plan and accessibility within the station. This feedback has been given to Regional Development Victoria and Transport for Victoria for consideration.

We received feedback on the recent changes to the Ballarat bus network. This feedback has been passed onto Transport for Victoria for its consideration.

Who we heard from

This report summarises feedback from approximately 100 attendees at the community information session at Ballarat Station and from 61 survey responses.

We heard from local residents, business owners, community groups and commuters.

What we heard

A practical, functional and attractive bus interchange will be appreciated by the Ballarat community. The main themes in the feedback include a preference for maintaining heritage values, providing suitable weather protection, improved accessibility for people of all abilities, safety and security improvements, as well as better signage, landscaping and effective traffic management.

The community would like to see an interchange and bus network that not only accommodates the needs of Ballarat's current population, but also ensures capacity for future growth.

Next steps

A reference design has been developed for the Ballarat Station bus interchange, which will be used to seek heritage approval and by the contractor to inform the detailed design.

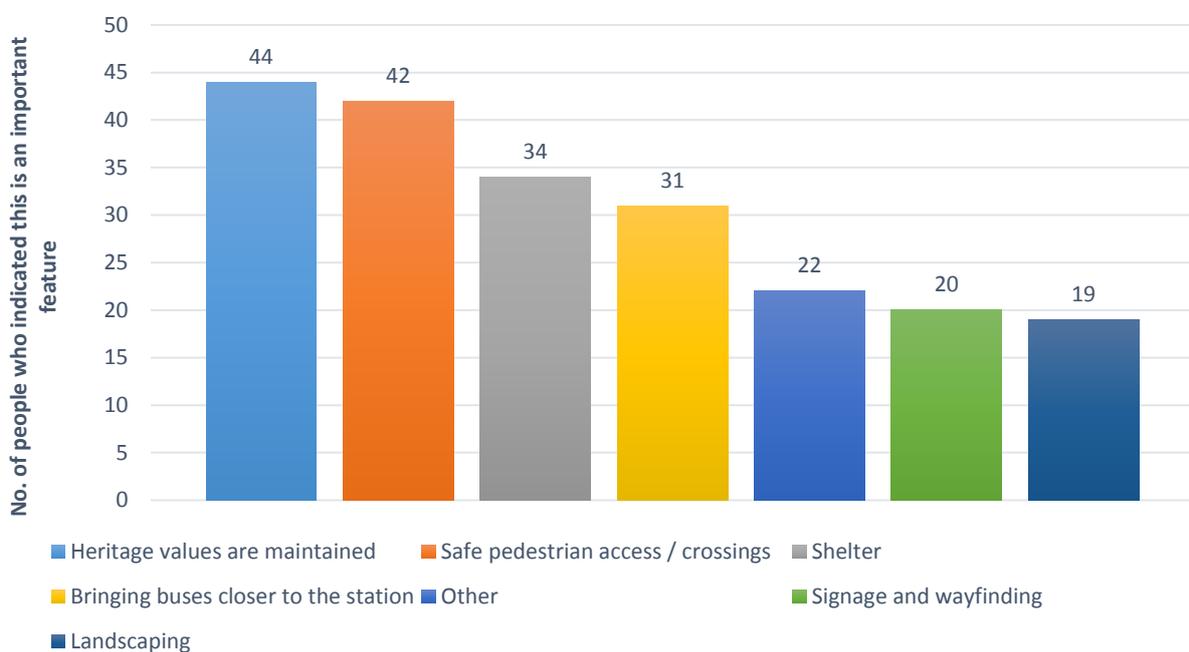
Feedback from the community information session, surveys and advice from our project stakeholders will also be used to inform the detailed design.

Further information will be available at victrack.com.au as the project progresses.

Survey Summary

This section outlines responses to the survey questions. Further details about feedback received at the community information session is included in the next section.

What features of the Ballarat Station bus interchange are most important?



Survey participants indicated the most important features of the new bus interchange are that heritage values are maintained (44) and there is safe pedestrian access and crossings (42).

Ensuring adequate shelter for Ballarat weather (34) and bringing buses closer to the station (31) are also considered important.

Some participants also prioritised signage and wayfinding (20) and landscaping (19).

Other (22) important features include security, commuter comfort, ensuring minimum noise pollution generated by buses, and traffic management. Many local residents are in favour of removing buses from Lydiard Street North, where temporary bus bays are currently located.

The 'other' category included further suggestions for re-locating the bus interchange, to improve accessibility for people with disabilities and improve connectivity between the interchange and the station. Ensuring the Ballarat Station precinct is an attractive gateway to the city was also raised as an important consideration.

There were also some concerns, that the proposed location of the bus interchange does not allow the bus interchange to expand to accommodate future population growth of the city.

What could be improved about the Ballarat Station Bus Interchange?

Survey participants made suggestions for improving the concept design for the new bus interchange, including:

- Increasing the shelter available and making the shelter more suitable for protecting commuters from Ballarat weather conditions
- Sheltered walkways, or a pedestrian bridge, between the bus interchange and the station
- More pedestrian crossings to improve access and safety
- Improving access for people with mobility issues, including providing DDA compliant access to both platforms from the interchange
- More bus bays to accommodate the number of buses arriving at the station at the same time
- Increasing the size of the interchange and the land available, making room for regional and airport buses, and the future growth of the network
- Relocating the bus interchange
- Ensuring suitable traffic management, including the interchange having a separate entry and exit for buses and for commuter/private vehicles.

The details – Ballarat Station bus interchange concept design feedback

What we heard: key themes

This section outlines feedback we received on key themes identified through the community information session at Ballarat Station on 15 February 2018.

HERITAGE VALUES

What we heard

Protecting the heritage values of the station and precinct is a priority.

This includes ensuring the design of shelter that, while modern, is sensitive to the historic elements of the precinct.

It would be good if the heritage rail and all other heritage features within the precinct could be retained.

What we are doing and why

The concept design for the Ballarat Station bus interchange project aims to respect and preserve the historical significance of the precinct.

The precinct is subject to the *Victorian Heritage Act 1995*. We are working closely with Heritage Victoria to minimise impacts on the heritage values of the area.

As the design is refined, we will seek to design a shelter that it appears as a neutral structure among the surrounding heritage structures.

PEDESTRIAN CROSSINGS

What we heard

Safe and convenient access is important.

There needs to be improved pedestrian connections between the bus bays and the car park and the station, by adding more weather protected pedestrian crossings.

This is particularly important for people with mobility challenges.

What we are doing and why

We have taken this feedback on board and added another pedestrian crossing to the design.

Two pedestrian crossings will now provide safer access between the car park and station entrance and ensure more convenient access for people of all abilities.

Weather protected pedestrian crossings will be considered, although are unlikely across the interchange due to minimum height clearance requirements for buses.

DISABILITY ACCESS

What we heard

A DDA-compliant underpass or overpass at the station would improve access for people with disabilities. A ramp or lift is also required to service interchange for people with disabilities, the elderly, and those with prams or luggage.

What we are doing and why

We have advised our transport partners of the need to improve access between Platform 1 and Platform 2 for people of all abilities.

All design and works for the new bus interchange will comply with the *Disability Discrimination Act (2010)* and disability standards for public transport.

SHELTER

What we heard

Weather protection

Design of the shelter needs to adequately protect commuters from Ballarat weather conditions.

More sheltered areas are needed in the interchange to ensure weather protection for pedestrians and commuters.

What we are doing and why

We understand the importance of this feedback and of ensuring the shelter provides adequate weather protection for Ballarat weather conditions.

We have added seating and wind breakers to the reference design for the shelter. Ensuring the shelter is functional will be an important consideration in the detailed design.

Appearance and maintenance

The design of the shelter should be consistent with the rest of the precinct.

The design of the shelter needs to allow for easy cleaning and maintenance, to maintain its attractiveness and to ensure it can drain properly.

We are working to ensure the shelter meets Heritage Victoria's design requirements, is an attractive feature in the precinct and provides adequate weather protection.

While the ongoing maintenance of the shelter is beyond the scope of this project, ease of cleaning will be considered in the detailed design.

Seating

The shelter needs seats. Seating should be robust and comfortable.

We have added seating under the shelter to the reference design, which will also be included in the detailed design.

SAFETY

What we heard

CCTV and lighting

The bus shelters and the pick-up / drop-off areas need to be suitably lit for winter and evening services. These areas should also have security cameras / CCTV.

What we are doing and why

Ensuring commuter safety in the precinct is a priority for the design of the bus interchange. CCTV and lighting will be included in the detailed design for the bus interchange.

We are currently assessing CCTV and lighting upgrade requirements for this project.

CAPACITY

What we heard

Regional and airport buses

The new bus interchange needs to include regional and airport buses.

The choice to accommodate staff parking ahead of regional and airport buses does not meet community needs.

What we are doing and why

A bus interchange for local bus services in Ballarat is considered a priority.

Staff car parking serves an important function in the precinct, allowing station and bus company staff safe access to their workplace.

This ensures that transport facilities in the precinct can run smoothly.

Local buses

The size of the bus interchange needs to cope with the existing number of buses and allow for expansion of the network.

The site should be flexible enough to allow more local buses to enter the site at the same time, for commuter convenience.

The new bus interchange will be functional for current bus services, while also allowing for future population growth in Ballarat and any potential changes to the bus network.

An assessment of the bus network has been carried out and considered in the design of the interchange, to ensure the right number of bus bays are provided for buses arriving at the station.

The current location and design also allows for future expansion of the bus interchange.

WAYFINDING / SIGNAGE

What we heard

There should be clearly marked bays for separate bus routes, and clear provision of timetables and maps.

The interchange should include well marked wayfinding to other areas in the precinct.

What we are doing and why

Our aim is to ensure that the bus interchange is functional and user-friendly.

Clear wayfinding signage will be included in the detailed design for the interchange.

TRAFFIC MANAGEMENT

What we heard

Traffic management plans for Nolan Street need to be clear.

The entry/exit to the precinct needs signalisation and to ensure safe passage with minimum disruption to traffic flow.

What we are doing and why

A traffic impact assessment has been conducted for the intersection. Transport for Victoria is working with RDV, PTV and Ballarat City Council, to review options, including signals, to ensure the safety and efficiency of the intersection.

LANDSCAPING

What we heard

Landscaping should be easy to maintain, with vegetation that can survive Ballarat weather conditions.

What we are doing and why

Landscaping will be included in the detailed design and will be easy to maintain, with plants that can survive Ballarat weather conditions.