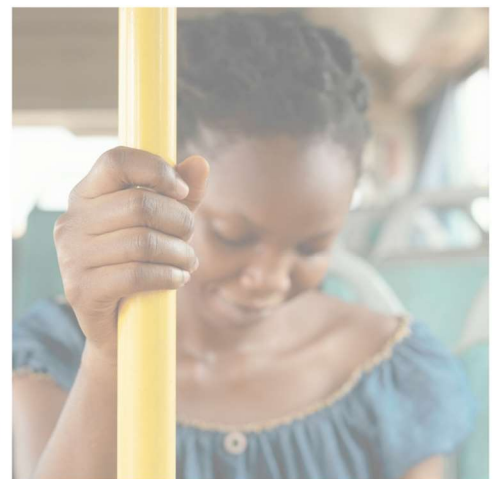
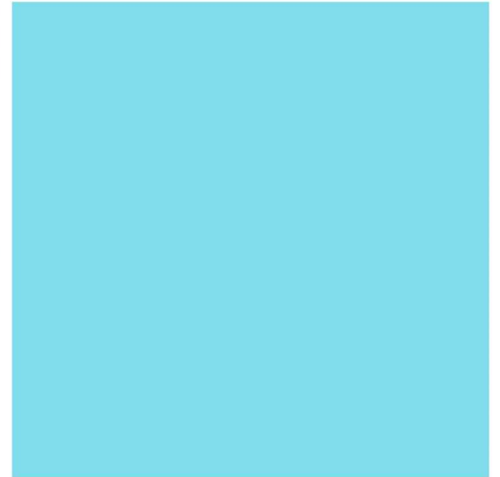


When is a bus shelter needed?

Bus shelter guidelines



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Why do we need bus shelters?

Bus shelters provide passengers with a safe and comfortable place to wait for public transport, including protection from wind, rain and the sun.

Bus stops are often the first point of contact a passenger has with public transport, so the provision and design of bus shelters contributes to the overall customer experience and enhances the attractiveness of the public transport system.

All new general access bus stops and shelters are required to be *Disability Discrimination Act 1992* (DDA) compliant. There is also a requirement that if a bus stop is being substantially upgraded then if there is an existing bus shelter it should also be upgraded or replaced with a DDA (accessible) compliant shelter, provided the site continues to warrant a shelter.

Additional information on DDA compliance and bus shelter design will be covered in other guidelines produced by the Department of State Growth.

Why do we need a bus shelter guideline?

The Tasmanian Government has allocated funding to upgrade bus stops to be DDA compliant and to provide all-weather all-access bus shelters. A guideline is required to determine where bus shelters should be provided based on the greatest need. This ensures that funding is allocated to providing shelters where there is the greatest community benefit.

Typically bus shelters should be provided at stops where there are high numbers of passengers boarding such as CBD interchanges and major bus stops. They are not typically provided at locations where the majority of passengers are getting off the bus.

This guideline is based on demand, but consideration also needs to be given to site specific issues such as site characteristics and available space and the type of public transport service(s) which stop at a particular bus stop.

It is also important to consider the needs of regional towns and communities, which may have stops with fewer services and passenger boardings but still require access to an all-weather all-access shelter.

Existing bus shelter guidelines

Metro Tasmania already has some existing principles regarding the provision of bus shelters which it applies to the areas where it provides services in Hobart, Launceston and Burnie. This guideline is designed to complement Metro's existing principles.

When should a bus shelter be provided?

The following factors need to be considered when determining when the provision of a bus shelter is warranted:

- **Passenger demand:** the number of passengers using the stop and future potential demand.

- **Type of public transport service:** for example, integrated services, where a stop is used as an interchange point at which passengers transfer between buses, or higher frequency and faster services on key corridors where passengers are typically prepared to walk further for this level of access.
- **Site footprint and characteristics:** availability of space at the site to practically and cost effectively fit in a bus shelter which is DDA compliant.

Passenger demand

Passenger boarding volumes are a key indicator in determining whether a bus shelter is warranted at a location – this is typically measured by the average number of passengers boarding per weekday and is focused on passengers using general access services as opposed to student only services.

Passenger boarding data is not always available for certain bus stops. There may be a need to gather more data if there is a specific request for a shelter at a certain location or look at the surrounding population catchment or number of nearby attractors such as schools and shops to determine the demand for a shelter.

If a bus stop does not meet the minimum passenger boarding volumes, there may be a need to look at the future boarding demand of a stop based on its proximity to major attractors such as shopping centres, educational facilities such as schools, UTAS and TasTAFE or major health facilities.

There is also a need to make a differentiation between urban and rural areas, as typically the major cities of Hobart and Launceston have higher passenger boardings than regional towns.

The following table provides a guide where shelters should be provided based on passenger boardings and by the type of population centre.

Passenger boarding volumes by population centre		
Population centre	Population centre examples	Average patronage boardings (weekdays)
Major urban centres	Hobart, Launceston, Devonport and Burnie	Minimum of 20 weekday boardings spread across the day or at least bus shelters at major attractors
Larger regional towns	Sorell, New Norfolk, Huonville Ulverstone, Latrobe, Legana, Deloraine	Minimum of 15 weekday boardings or at least two to three bus shelters at major stops within the town
Smaller regional towns	Sheffield, Port Sorell, Zeehan, St Helens, Westbury, Richmond, Cygnet	Minimum of 15 weekday boardings or at least one bus shelter per town
Rural areas and villages	Sandfly, Grove, Windermere, Wesley Vale, Crayfish Creek	Minimum of 10 to 15 weekday boardings

Type of public transport service

The type of public transport service which pick up at a stop can impact upon whether it is desirable for a bus stop to have a shelter. For example, integrated services where people may be required to interchange between buses and are therefore required to wait for the connecting bus or express or high frequency services where passengers may choose to walk further to access.

The following provides a guide where it is desirable to locate shelters from a public transport service perspective:

- **Interchanges:** shelters should be located at bus stops where there is a known interchange between different services. This can include CBD interchanges such as Hobart, Rosny, Glenorchy, Kingston, Launceston, Burnie and Devonport and at other locations where there is a formal interchange where passengers have to wait for a connecting service such as Epping Forest.
- **Park and rides:** shelters should be located at dedicated park and ride facilities such as Huntingfield, New Norfolk and Sorell. This mitigates against passengers waiting in their cars which can delay boarding.
- **Service type:** consideration should be given to putting in bus shelters where passengers are prepared to walk further to a public transport corridor which has more frequent and faster services such as a rapid transit system, express services or high frequency corridor.

Site footprint and characteristics

The surrounding environment in terms of available space can determine whether it is practical or cost effective to fit in a bus shelter which is DDA compliant. There may be situations where a shelter may not be able to practically fit into a space, but seating may be able to be provided to give passengers greater amenity or comfort.

The following site factors need to be considered in providing a shelter:

- **Availability of existing shelter:** where there is existing shelter available such as a building or shop awning, it is generally accepted that a bus shelter does not need to be provided. However, it may be desirable to provide seating so passengers have a dedicated space to wait comfortably without creating access issues for users of the premises.
- **Available space:** there needs to be enough space in the road reserve to fit a standard bus shelter, without land acquisition. Generally a minimum space of 4m x 2m is required. There is also a need to ensure that the shelter does not obstruct the movement of people including people in wheelchairs to get to and from the bus and also along the footpath. If the space is constrained, seating may be able to be provided as an alternative to a bus shelter.
- **Site characteristics:** the site also needs to be capable of supporting a hardstand area (usually concrete) for the base of the shelter.
- **Cost effectiveness:** the topography of the site in terms of slope and available road space can affect whether it is cost effective to provide a shelter. Ideally the cost of providing the base of the shelter (concrete pad) should not outweigh the cost of providing a standard bus shelter which usually costs between \$10,000 to \$15,000.
- **Prevailing weather conditions:** there may also be a need to consider how the site is exposed to weather conditions, for example a site which is exposed to strong winds can increase the desirability of having a shelter to increase the amenity and help protect passengers.



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