

Little Bridge Street Bus Stop Redevelopment

CITY OF BALLARAT

**Community Engagement
and Evaluation**



Background

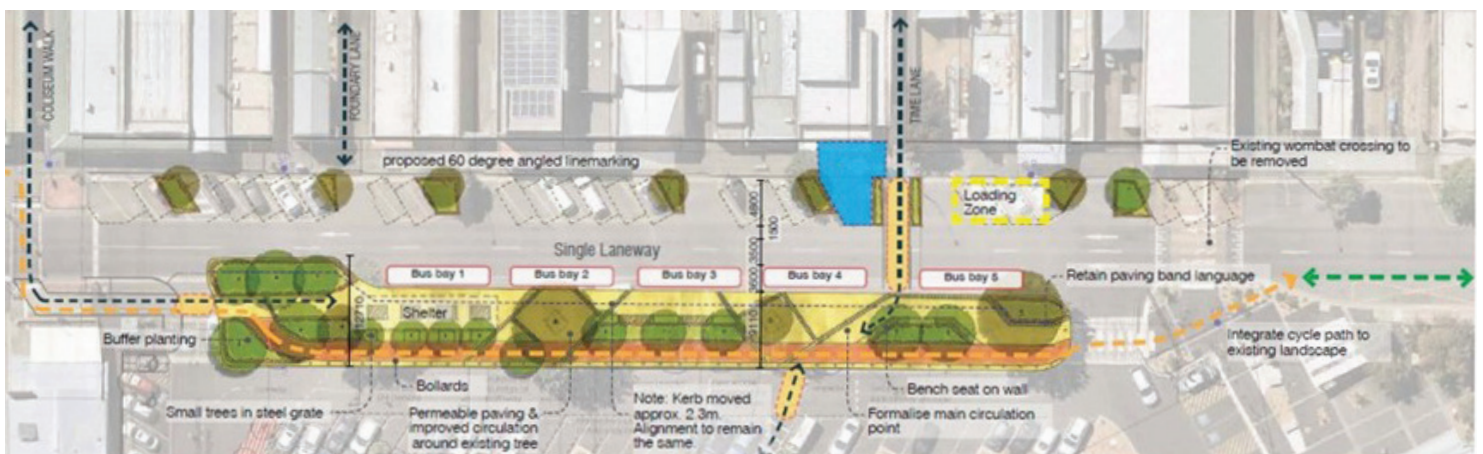
The City of Ballarat is upgrading the Little Bridge bus stop as part of the Bakery Hill Urban Renewal Project and to provide better connections and facilities for bus patrons and pedestrians and improved streetscape amenity as a key entrance to Ballarat.

The Little Bridge bus stop services the majority of bus routes in Ballarat, accommodating 14 of the current 15 bus lines. The bus stop provides CBD access and departure for patrons and receives articulated buses and school buses from Damascus College during the morning and afternoon periods. The bus stop is well patronised but suffers from antisocial behaviour that discourages many from using public transport and a negative perception of the area.

The bus shelters and surrounds are tired, frequently tagged with graffiti and due for replacement. To increase the appeal and safety for legitimate public transport users the entire space needs to be rethought and redesigned. Working with traders, Victoria Police and the Department of Transport and Planning a detailed concept design has been developed that is ready to share with public transport users and the wider community.

The project scope includes:

- Relocate existing raised zebra crossing from current position to align with Time Lane
- Addition of outdoor dining at Wen and Ware
- Reduce Little Bridge Street to single lane to provide safe reversing space for parking
- Modify parking to 60 degrees, and realign as per design plans
- Remove existing bus shelters and replace by larger single shelter at western end
- Upgrade CCTV, lighting and install bollards to address safety concerns from Victoria Police and Traders
- New 2.5m exposed aggregate shared user path to rear of bus interchange which ties into wider bicycle network at Grenville Street to the west and Porter Street to the east
- New streetscape planting, tree planting and amenity upgrades



Community Response

Public engagement and feedback via was open for approximately nine weeks starting in December 2023 and was advertised to the public via posters at the Little Bridge Street bus stop, and a media release on the City of Ballarat website, which was picked up by the local radio. A video was voiced by the mayor that was shared via social media and links to the consultation was included in the Ballarat Times Public Noticeboard.

Previously, extensive consultation regarding the Lt Bridge bus stop had been undertaken with the surrounding traders. This engagement was aimed at getting input from the actual users of the bus stop. This was practical engagement to find out what amenities needed to be upgraded or added to make the user feel more comfortable, safe and secure.

Feedback from the community came through in-person sessions, and the City of Ballarat’s MySay page. In total, 3 members of the public attended the 3 community sessions, 3 traders attended the trader meeting, and 76 responses were received via MySay.

An overview of the engagement received for the project on the MySay platform is shown in Figure 1. During the consultation phase MySay was migrated from one web-based platform to a new platform. This did not affect the input from the community but accounts for the spike in the data from mid-January.

The respondents to the survey had extensive knowledge of the location. A particular user group that we had difficulty surveying was the school cohort. School students dominate the bus stop for a short period in the morning and a longer period after school. The influx of school children, in the afternoon, brings other individuals to the Lt Bridge bus stop often causing anti-social behaviour and loitering.

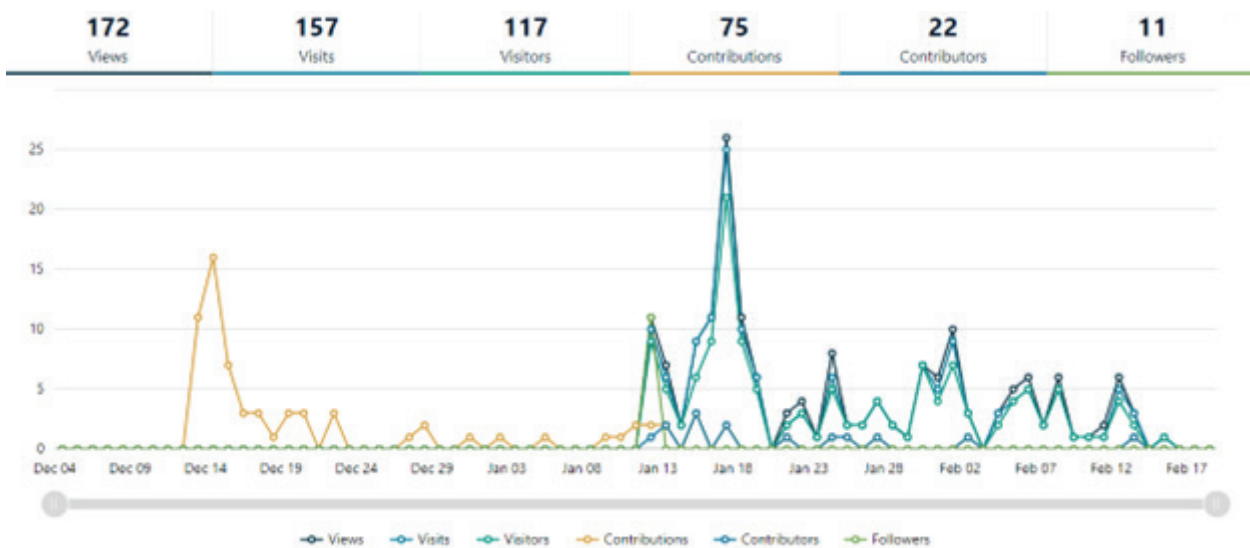


Figure 1: Engagement Overview

Feedback Received

Public Feedback

- **Increased safety** – CCTV, better lighting, information boards that have live data and tracking, paint bus stop colours that make you feel safe, clear signage, increased police presence
- **Shelter** – More shade. Increased shelter from wind, rain, and sun, extend the shelter
- **Seating** – Offering alternative seating options
 - > Accessible seating
 - > Individual seats
 - > Remove bench or block seating
- **Cleanliness** – This focused predominantly around the need to maintain the number of rubbish/ recycling bins currently installed in the space, pressure washing of concrete, seats and shelter, removal of graffiti
- **Traffic** – keep two lanes of traffic.
- **Landscaping** – New garden beds, floral arrangements, multi-purpose transport hub, upgrade foot path, adding more accessible features – tactile paving
- **Parking** – reduction of parking on the north side due to ample parking in supermarket
- **WIFI** – support and opposition for free VicWIFI

Figure 2: Bus Stop Preference

■ Double sided ■ Single sided ■ Other

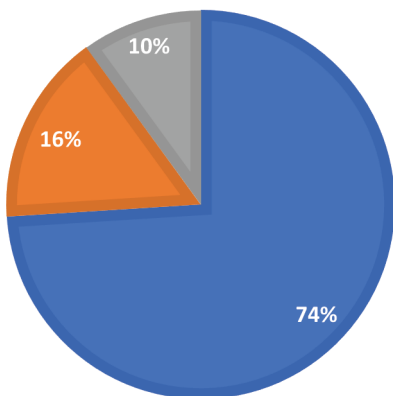
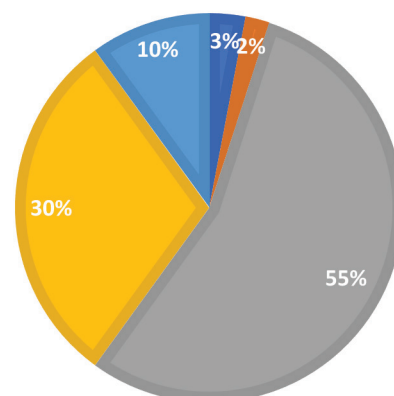


Figure 3: Preferred Seating Type

■ Standing only ■ Leaning rails ■ Mix of seating and leaning ■ Seating only ■ Other



Below is a ranking of the 10 most important features that need to be included in the redevelopment starting with the most important and working to the least important.

- 1. Upgrade to CCTV**
- 2. New bus shelter**
- 3. New and improved lighting**
- 4. Widening of the bus stop to incorporate shared user path**
- 5. New seating**
- 6. New tree plantings and garden beds**
- 7. Dedicated lane of traffic for cars and dedicated lane for buses**
- 8. Relocation of raised pedestrian crossing**
- 9. Bicycle path joining Bakery Hill to Grenville Street**
- 10. New exit from Little Bridge car park**

Trader Feedback

- Business were concerned that moving the head of the bus stop would place anti-social behaviour right out the front of their business and effect their viability. A decision has been made not to move the bus shelters to the head of the bus stop but keep them in their current location.
- Moving the raised pedestrian crossing to align with Time Lane will cause motorists to turn onto the crossing without looking first potentially causing conflict.

Recommendations

The feedback received from the community was largely supportive of the changes that were already incorporated in the design. The community were supportive of moving the raised pedestrian crossing to align with Time Lane. They were concerned that reducing the thru lanes to one lane would cause traffic to queue for unreasonable time. Everyone was after increased safety for all users of the bus stop. It was noted that many users of the bus stop have special needs that need to be taken into account when decisions are made on seating, shelter and footpath treatment. The public were particularly strong on cleanliness of the site and making sure adequate rubbish bins are provided.

A number of items were outside the scope of the project but will be pursued with the relevant authorities, these include live information boards that track when the bus will arrive.

- Requests for singular seating. Sitting separate but still at bus stop. Seating under tree canopies. Comments around removal of block seating.
- Rubbish bins were the most requested feature to keep. Need to consider location of bins.
- Choice of bus shelter. Clear, transparent shelter. Seating on both sides. Have a mix of seating and standing rails.
- Request for DoT to provide live information boards so customers know when to expect next bus.
- Widen footpath to decrease conflict between customers waiting for the bus and those getting onto buses.
- Increase green space on both north and south side of Lt Bridge. Make space more colourful.

Next Steps

Both external and internal information has been feedback to the design team to incorporate in the detailed design. The detailed design is expected to be received by end of May. The detailed design will be shared with the community, traders and the users of the Lt Bridge bus stop. Interested individuals will be alerted to the release of the design via the monthly MySay update page, consulting with immediate traders and placing posters up at the bus stop taking users straight through to finalised designs. Once the detailed design has been approved the designers will produce and deliver construction documentation suitable for tender.

Demographic breakdown

Figure 4: Age

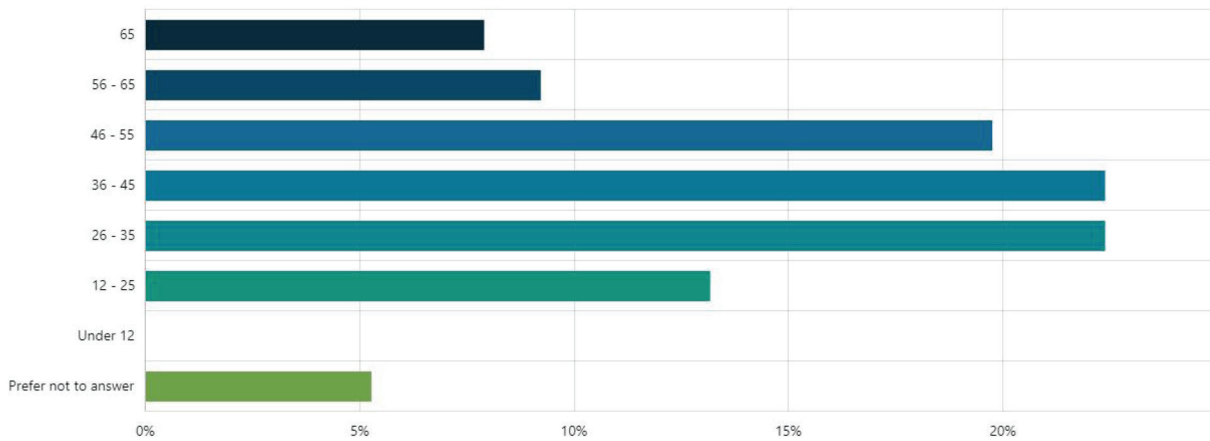


Figure 5: Gender

Gender

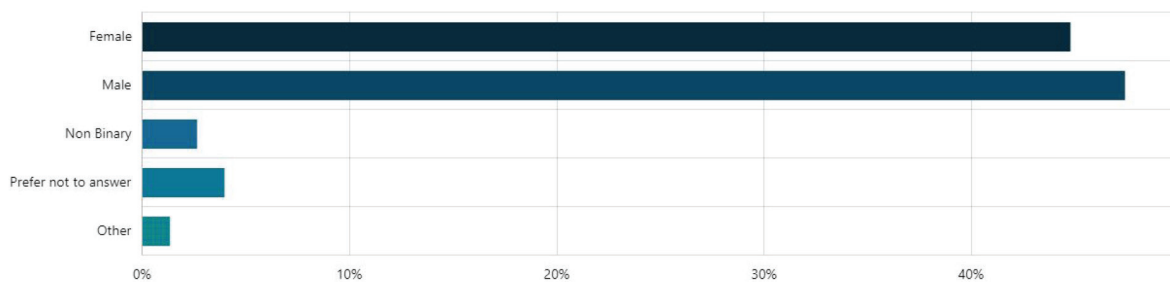
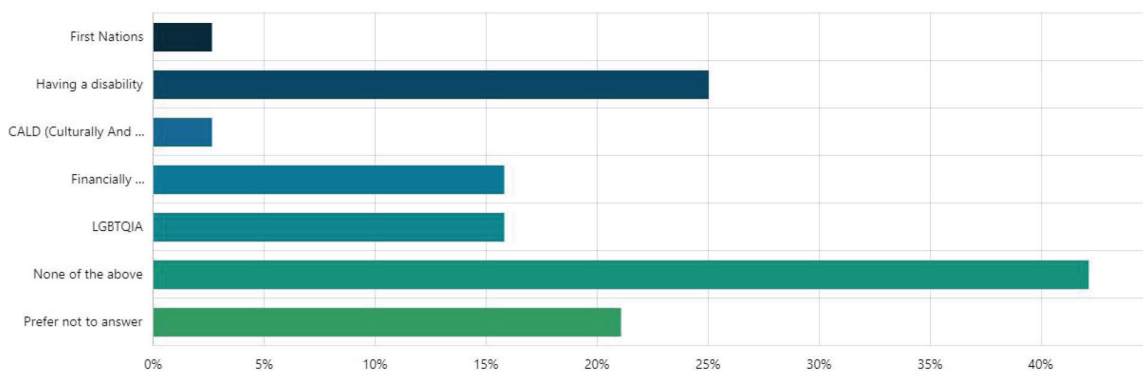


Figure 6: Identity

Identity (ie. First Nations, LGBTQIA+, Youth, Disability, ect)





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