

Elizabeth Street Bus Interchange Shelter Upgrade

Public Engagement

Your Say Results and Stakeholder submissions

Engagement Activities

Public and stakeholder engagement of the concept designs for the Elizabeth Street bus interchange passenger waiting facilities occurred using the City of Hobart's YourSay site from 12 September until 1 October 2018. Social media and posters in the existing bus interchange were used to alert individuals to the engagement.

Meetings were held with officers of Metro Tasmania and the Department of State Growth to examine and confirm the suitability of the proposal. Both organisations are supportive of the proposal.

Meetings were held with representatives from the business operations at 9 Elizabeth Street (GPO) and 11 Elizabeth Street (Salvos stores).

Engagement Results

Meetings

Metro Tasmania and the Department of State Growth are supportive of the proposal.

Business operations representatives of the GPO and Salvos Store are aware of the proposal and the associated works.

YourSay

The YourSay survey attracted 56 respondents. Not every question or free text field was completed by each respondent.

Questions were asked about individual's satisfaction with the existing new Franklin Square shelters and the proposed new passenger waiting shelters for Elizabeth Street.

Half of the respondents supported the proposed new shelters in Elizabeth Street.

The principal reasons given for not supporting the concept shelter design (presumably from those people who were not supportive) were:

1. More seating – about half of the respondents providing comments in relation to what was not right about the concept design noted that more seats are important.
2. Not enough shelter- “The weather is terrible in Hobart” - this was the other dominant theme, with respondents concerned that there was insufficient weather protection provided by the concept design.

3. A variety of other comments related to “placing the entire bus mall underground”, Metro service frequency, the provision of real time bus information, the colour of the shelter frame (black) and improved policing of the No Smoking restrictions.

The detailed YourSay comments are attached to this report.

Officer responses to address concerns for the concept designs are contained in the body of the Council report.

Survey Report

12 September 2018 - 03 October 2018

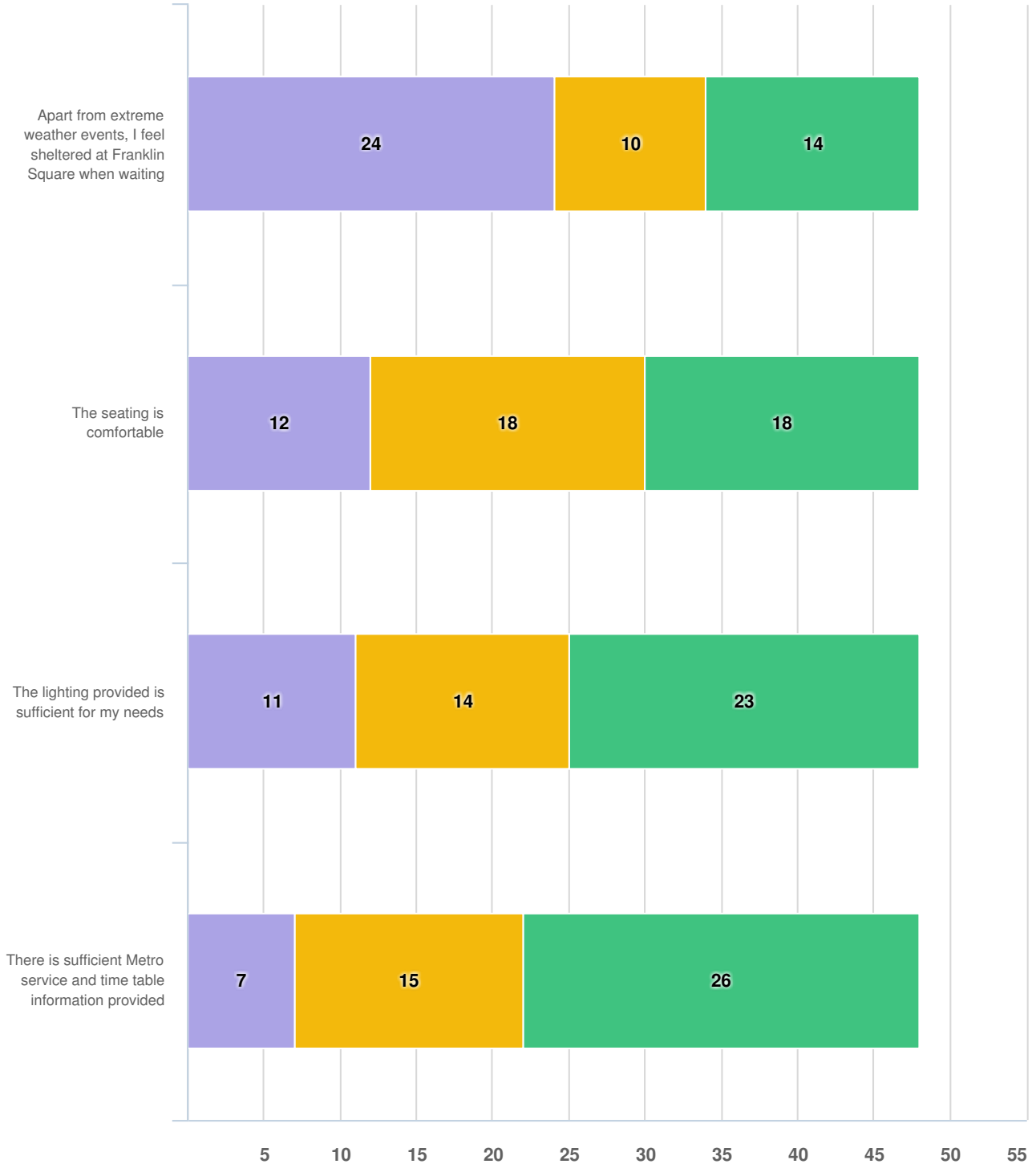
Feedback form - bus shelter concept design

PROJECT: Hobart Bus Mall - Concept Design

Your Say Hobart

engagement 
by Bang the Table

Q1 | The proposed new passenger waiting shelters for the GPO side of Elizabeth Street Bus Mall draw many of their features from the recently completed Franklin Square shelters on Macquarie Street. If you have used the Franklin Square shelters could y...



Question options

- Agree
- Neutral
- Disagree

Optional question (56 responses, 0 skipped)

Q2 | **Would you like to tell us anything else about the Franklin Square shelters?**

Anonymous

9/13/2018 04:37 PM

Insufficient sheltered seating has been provided. During peak times, commuters have to sit on the uncomfortable, cold exposed stone retaining walls.

Anonymous

9/18/2018 04:13 PM

they need to be close to the curb. no one uses the space between shelter and curb. the recent changes have not improved flowthrough of pedestrians

Anonymous

9/18/2018 05:40 PM

Mabey make a whole new bus mall underground to future proof Hobart it would really make sense and some many people would be for it.

Anonymous

9/19/2018 04:28 PM

Electronic updated time tables and large undercover space. Separation between cyclist and busses. Wider footpaths for people not waiting for buses to get past.

Anonymous

9/19/2018 04:34 PM

The transparency of the shelters I think has contributed to less anti social behaviour than I expected. Timetable info could be easier to see - when people are queuing for a bus its hard to get to timetables. resort to my device.

Anonymous

9/19/2018 04:36 PM

Too exposed for Tasmanian conditions .

Anonymous

9/19/2018 05:16 PM

waste of more money. Poor rate payer yet again

Anonymous

9/20/2018 12:29 AM

The new shelters seem to have been copied from those in tropical climates and are not suitable to low latitudes such as Hobart. Our sun angle is lower, our rain is often horizontal and for nine months of the year the tall buildings flanking Hobart streets channel wind onto pedestrians. Too often we have to climb the wall behind the shelter to escape rain.

Anonymous

9/20/2018 01:06 AM

Rain always comes right in. Useless. And what are the end bits for? Would have looked better without.

Anonymous

9/20/2018 10:00 AM

I don't think they are any better or worse than the old ones.

Anonymous

9/20/2018 01:50 PM

It's not so great when it's windy, but I don't know what you could do to fix that

Anonymous

9/20/2018 10:58 PM

I have not used these shelters but I have looked at them. They do not have much shielding from the wind.

Anonymous

9/21/2018 09:19 AM

I don't often travel at peak times but when I do there has always seems to be sufficient waiting room under the shelter.

Anonymous

9/21/2018 11:01 AM

I have not used the shelters

Anonymous

9/21/2018 11:49 AM

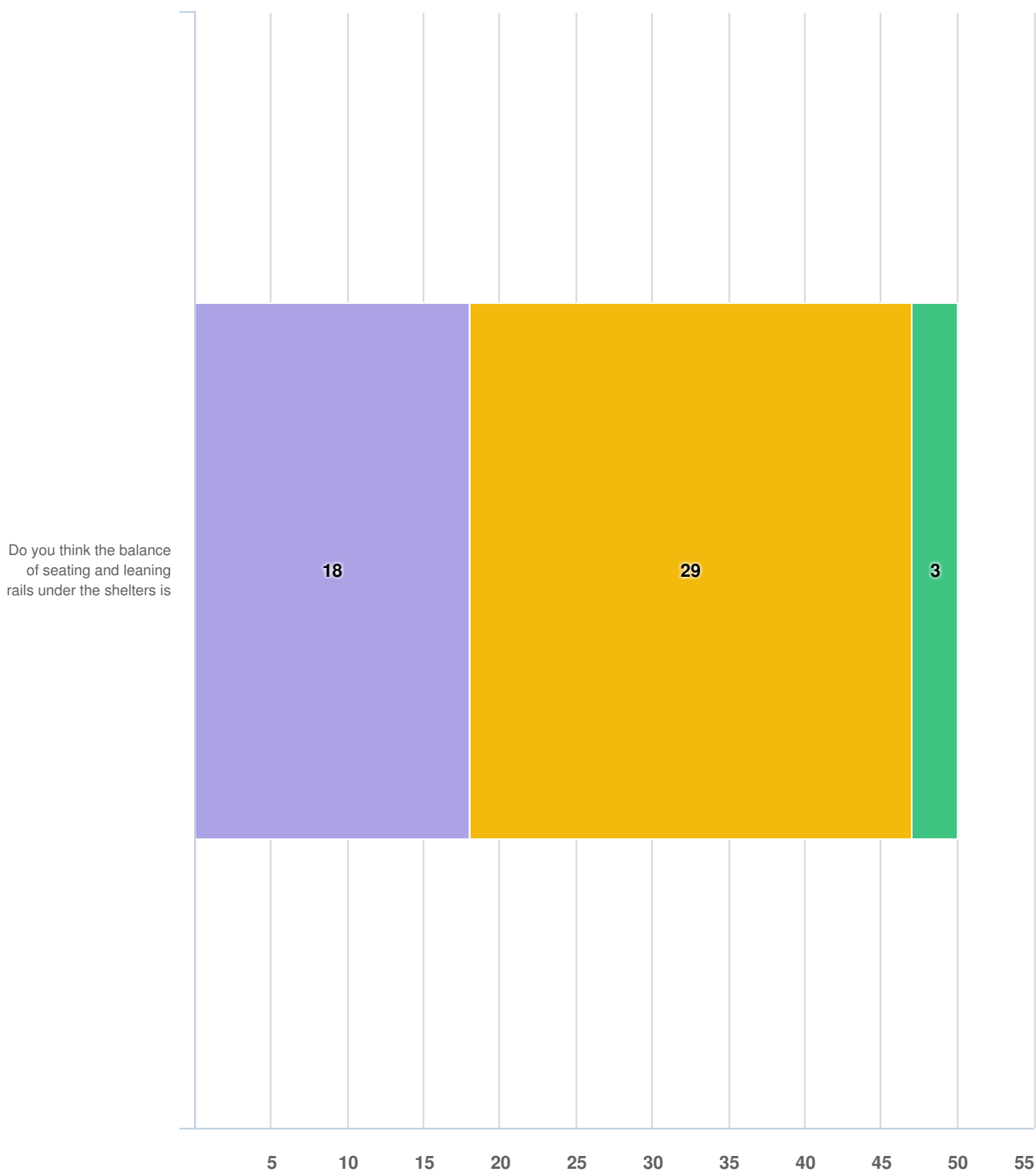
They do not provide shade, no sun protection as far as I am aware. The prevailing Westerly wind blows into the shelters and also blows cigarette

	smoke down into the shelters from smokers standing uphill (west) of the shelters. Smokers sit against the "no smoking" signs bench seats inside the shelters and continue to smoke.
Zoe-6 9/21/2018 01:55 PM	Sometimes not enough seating especially after school (around 4)
Anonymous 9/22/2018 08:00 AM	Insufficient arm rests for elderly people to use to stand with.
rafamolina 9/23/2018 06:01 PM	There is still some confusion about the departure stops of the various bus routes. Shelters could have bigger, more visible, signs clearly indicating which stop number/letter they correspond to and the routes departing from each stop/shelter.
rafamolina 9/23/2018 05:22 PM	There is still some confusion about which stop each shelter corresponds to and what routes depart from each stop/shelter. There could be bigger/more visible signs on each shelter indicating which stop they correspond to and which routes depart from each stop/shelter.
Anonymous 9/24/2018 10:54 AM	Should be underground
Anonymous 9/25/2018 09:27 AM	More metro bus service - Like every 10-15min for all routes Better architecture for shelter and functionally
Anonymous 9/25/2018 04:31 PM	The very old ones that had backs facing the street were so much better at keeping the cold wind and rain out. The new ones look fancy but already dated and offer no protection.
ad19 9/26/2018 09:50 AM	These are not aesthetically sympathetic to the surroundings.
Anonymous 9/26/2018 05:52 PM	they are rubbish
Anonymous 9/26/2018 09:55 PM	No drinking fountains.
Anonymous 9/27/2018 11:12 AM	I have not yet had the need to use these shelters however one cannot fail to notice them because they clash with the surroundings and they appear to offer very little shelter in a city that is so windy.
Hobart4Life 9/27/2018 04:01 PM	I like the Elizabeth St ones. Glass is great and they face away from the mountain so keep me dry. Macquarie St ones are too open to the elements so it's best to wait in Elizabeth Street and walk around the corner when the bus comes.
Anonymous 10/01/2018 01:46 PM	The shelters roof heights are too high to prevent rain from entering the 'shelter' area on windy days. Since the bus stops were relocated this year, there are too many people waiting for buses at Stop P between 5 and 5.30pm to be able to shelter if it's raining. It's common to stand under these 'shelters' and get wet. I have stood under the shelters on rainy, winter days and have had difficulty getting out to catch my bus due to the number of people tightly packed under the shelter near stop P. The size and positioning of the shelter means that there are few wind break zones, unless you stand

in the corner where the timetable is displayed, ie blocking the display. The shelter situated closest to Elizabeth Street has become redundant, as buses don't stop near it, and is often taken over by bible society people with their stands.

Optional question (28 responses, 28 skipped)

Q3 Thinking about the proposed concept design for the new shelters for the Elizabeth Street Bus Mall shown in the attachment.



Question options

- Just right
- About right
- Not right

Optional question (56 responses, 0 skipped)

Q4 | If not right, please tell us why?

Anonymous

9/13/2018 04:37 PM

The premise of including leaning rails is beyond ridiculous! Consider the kind of people who use public transport, and for heaven's sake, PROVIDE MORE ACTUAL SEATING!

Anonymous

9/16/2018 08:52 AM

There's leaning rails? All seriousness though, there just aren't enough seats to accommodate people most of the time. It would be nice to have more.

Anonymous

9/18/2018 04:13 PM

there should be no gaps in shelter between stops. seats are fine, though

Anonymous

9/18/2018 05:40 PM

There needs to be so much more that's another reason an underground bus mall would make sense cause you could have it similar to an airport seating and have an electric but time table system with all buses coming within the next 20mins as well as having the standard one.

Susannef

9/18/2018 05:44 PM

More seats are important for those less able bodied.

Anonymous

9/19/2018 04:28 PM

There are peak times where people will still be out in the rain. Why not place the whole lot undercover over the whole street, make the buses electric so people won't die from diesel fumes. make the footpath wider so people can get past the people sitting in the shelters.

Anonymous

9/19/2018 04:34 PM

I said OK but I do think the roof or panelling could be more protective for wind and rain here, not sure how without spoiling the good minimalist design. My experience of waiting at franklin square is roof height is OK but in the bus mall the wind, in some directions gets funnelled more because of the buildings either side. Franko has trees which help to moderate the wind and rain. More big canopy trees please. Don't have to be tall (might block out GPO), but wide is good.

Anonymous

9/19/2018 04:36 PM

Any bus mall would be better to be like a transit area, undercover , with security, and amenities. Tasmanian weather can be insufferable , irrespective of the season . If there were a transit center ,I'm sure more people would use public transport. The thought of waiting in wind rain or sweltering heat is a real turn off when choosing how to travelling.

Anonymous

9/19/2018 06:28 PM

All seating please.

Anonymous

9/20/2018 12:29 AM

Proportion seems fine but the orientation is impractical for the location.

Anonymous

9/20/2018 01:06 AM

Why encourage kids to lean? We are an ageing society and more of us need to sit down.

Anonymous

9/20/2018 12:18 PM

The leaning rail area also offers another spot for wheelchair users to keep out of the weather. A sign explaining that may make them welcome and other users aware of that potential use.

Anonymous

Leaning rails aren't so useful - if someone needs support, then seats are

9/20/2018 01:50 PM

better. But there needs to be enough standing room

Anonymous

9/20/2018 04:11 PM

I feel like the leaning rails could be better placed. Is there also enough space on footpath to have separate leaning rails?

Anonymous

9/21/2018 09:19 AM

I have never seen leaning post in use

Zoe-6

9/21/2018 01:55 PM

There is a lot of people before school waiting to catch a bus on PTO side, need more seating areas at that time

Anonymous

9/22/2018 08:00 AM

Do not like standing rails at all. Better to have all seats, and on front and back of glass screens. Otherwise there is a lost opportunity for shelter from wind and rain.

Anonymous

9/22/2018 06:23 PM

While there needs to be adequate space for wheeled items (prams/pushers and wheelchairs) there seems to be extra unused space that could be made into seating. The roof over shelters 1 & 2 should be continuous. There is no need for a break. The timetables should also be duplicated on the inside. The shelter roof needs to extend out over the top of the bus so that maximum weather protection is obtained. If there is seating to the rear then care must be taken that the sitters' bags and feet do not project into the path of pedestrians. All panels should be transparent wherever possible for personal safety reasons. Shelter 1 could be made longer, going towards Collins St. The idea is to promote bus travel and therefore actions need to be taken to make room for far more passengers than now, not just a few more. Also, consider a couple of automated (and self cleaning/drying) public toilet cubicles on the Collins St corner. Those in Franklin Square are too far away in inclement weather.

Anonymous

9/25/2018 04:31 PM

These can get quite crowded when it rains so the more space the better.

Anonymous

9/26/2018 08:54 AM

There never seems to be enough seating that's under cover

ad19

9/26/2018 09:50 AM

I doubt the coverage at the front is enough for these seats to be used year round.

Anonymous

9/26/2018 05:52 PM

i don't sit

Anonymous

9/26/2018 09:55 PM

More seating and more leaning rails and please provide drinking fountains.

Anonymous

9/27/2018 11:12 AM

I tend to stand, perhaps because school children always seem to take the seats, but wait times are typically no more than 20 minutes so seating is not a concern. If it is sunny I would be outside anyway.

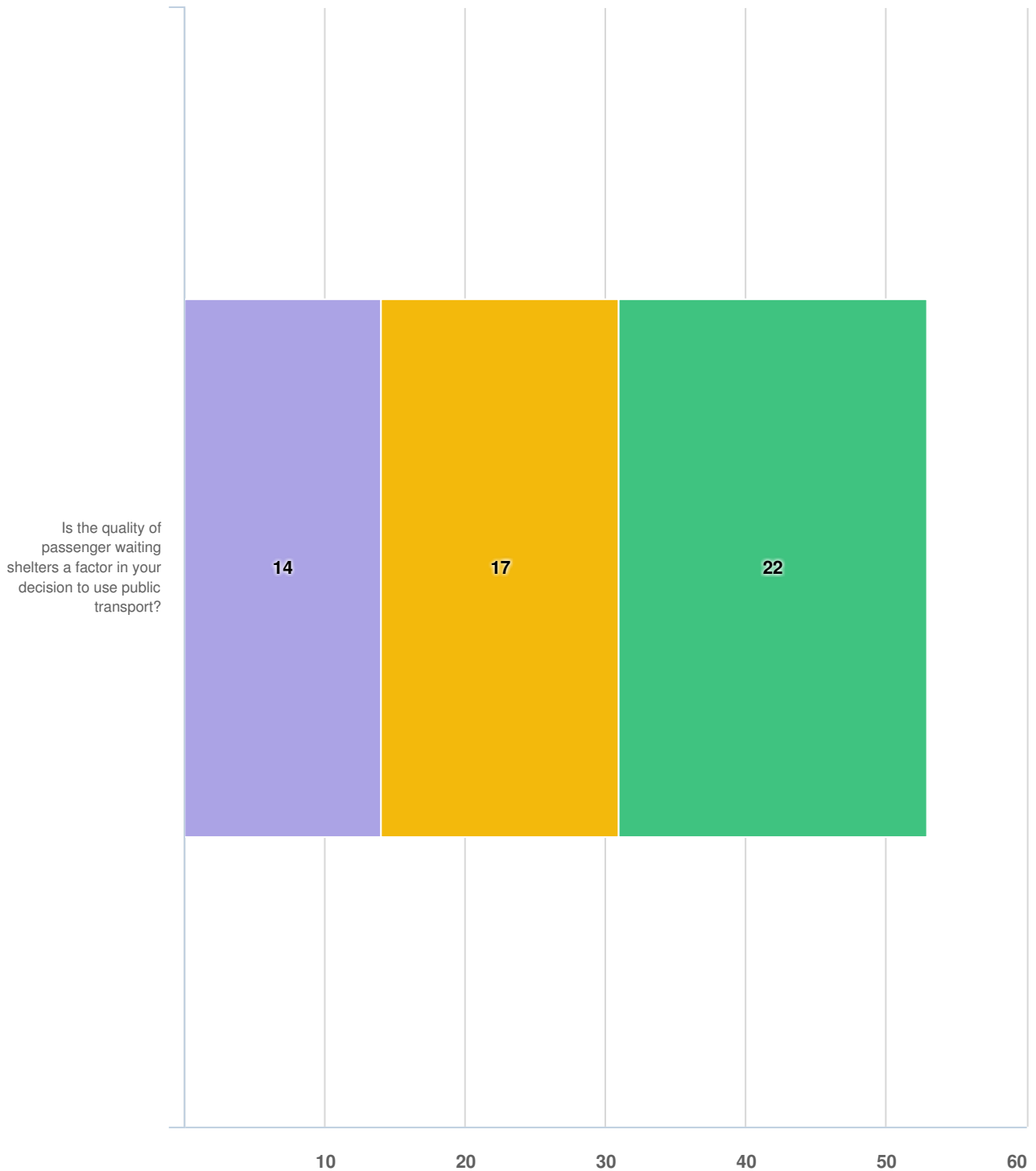
Anonymous

10/01/2018 01:46 PM

There appear to be not many seats, which is a problem for older passengers.

Optional question (25 responses, 31 skipped)

Q5 Thinking about the proposed concept design for the new shelters for the Elizabeth Street Bus Mall shown in the attachment.

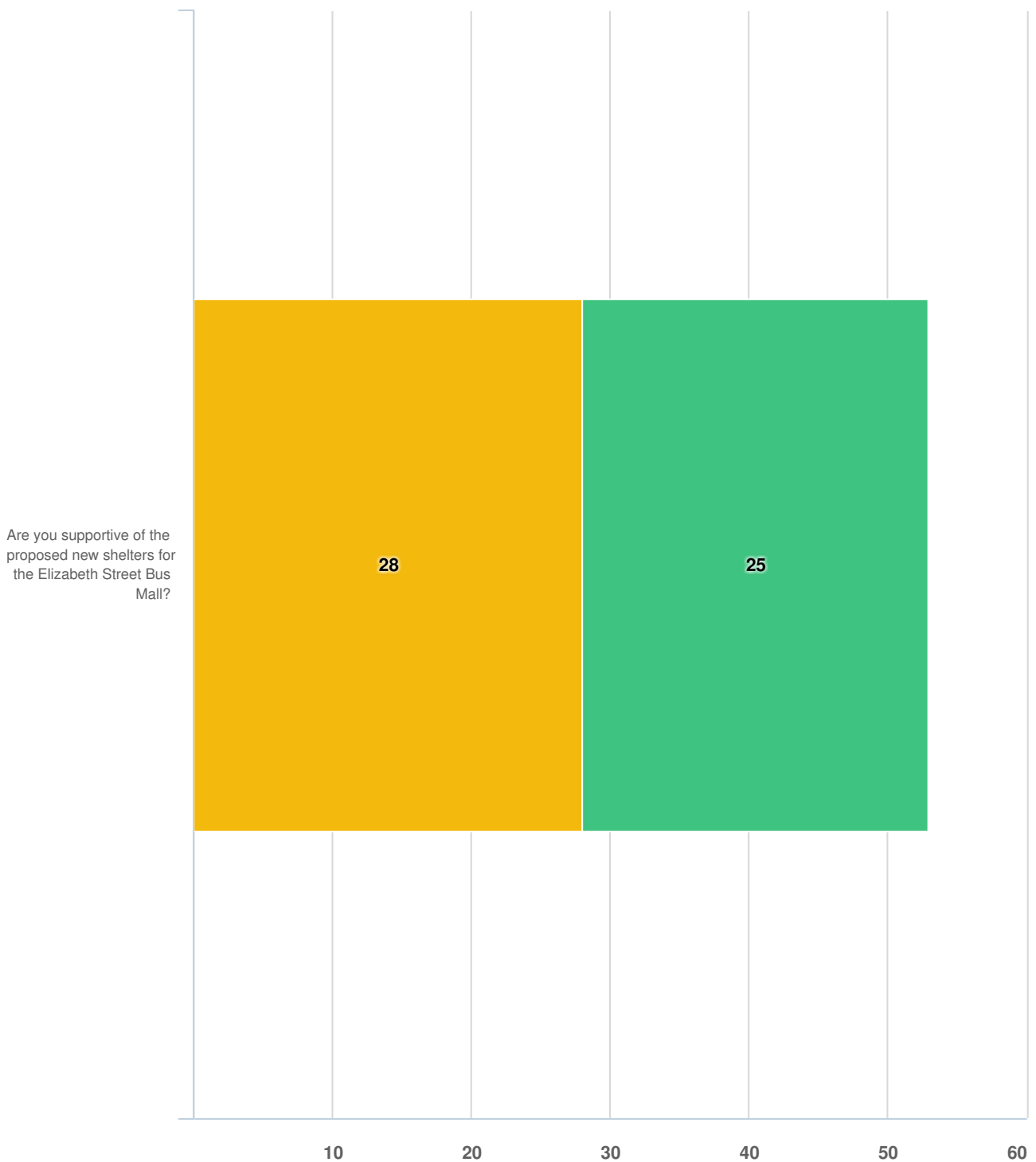


Question options

- Yes
- Somewhat
- No

Optional question (56 responses, 0 skipped)

Q6 Thinking about the proposed concept design for the new shelters for the Elizabeth Street Bus Mall shown in the attachment.



Question options

- Yes
- No

Optional question (56 responses, 0 skipped)

Q7 | If no, can you tell us why not?

Anonymous

9/13/2018 04:37 PM

The shelters, yes. The amount of seating (and the ridiculous notion of providing space for 'leaning')? Definitely not!

Anonymous

9/13/2018 05:42 PM

Can i simply say these are extremely ugly and do nothing to enhance the existing streetscape. Haven't we moved beyond plastic yet?

Anonymous

9/16/2018 08:52 AM

As I said before, seats. Currently there are about 4 seats per bench for thin people. These people often put bags on them. Larger people take up more space - there's no denying that - so that means with out obesity epidemic there are just not enough seats for the amount of people that go through. Nevermind discussing pregnant, with children, or disabled people - they're important too, this is just what I see everyday.

Anonymous

9/18/2018 05:40 PM

You really need something underground with more protecting from the wind with the amount of people that catch public transport it would really make sense

Anonymous

9/19/2018 04:28 PM

Still not good enough for night use.

Anonymous

9/19/2018 04:36 PM

Nowhere near enough weather protection

Anonymous

9/19/2018 05:16 PM

waste of money

Anonymous

9/19/2018 06:28 PM

Make them all seating. Leaning rails are a fail.

Anonymous

9/20/2018 12:29 AM

The layout is impractical, inefficient and, whilst obviously a budget design, does not reflect the high tech image the Council has been promoting.

Anonymous

9/20/2018 01:06 AM

They are much worse than the current shelters there because they face Mt Wellington and all the bad weather. Why spend money on something worse that what we already have? Even Rosny have a better bus shelter.

Anonymous

9/20/2018 10:00 AM

I think the old ones are better at shielding weather and these look like a cheap aluminium coffee table.

Anonymous

9/20/2018 11:24 AM

They clash with the heritage of the street.

Anonymous

9/20/2018 01:26 PM

The design detail, as mentioned below.

Anonymous

9/20/2018 03:11 PM

The black frames are out of date and not sympathetic to the area.

Anonymous

9/20/2018 04:11 PM

is this going to be the design for both side of the bus mall or just the post side?

Anonymous 9/20/2018 11:42 PM	Clear glass is great so as to not hide the lovely building behind however the black makes them look like cheap flat-pack furniture.
Anonymous 9/21/2018 08:41 AM	The bus interchange should be underground
Anonymous 9/21/2018 11:01 AM	It is such a shame to position these shelters directly in front of one of the most beautiful and historic buildings in Hobart...has anyone thought about a different placement...eg in front of the....what I know as...the AMP building
Anonymous 9/21/2018 11:49 AM	The bus mall is one of the windiest places in Hobart due to the wind tunnel effect of the former AMP building. The shelters mostly face into the prevailing westerly weather conditions. The former Elizabeth St shelters were slightly better as they had their backs to the westerly weather. There is no indication whether there is sun protection in the roof. If the shelters are built to ground level (I can't see if this is so), rubbish and rain water will collect in the corners of the shelters.
Anonymous 9/22/2018 08:00 AM	Not sure if current green metal seats without shelters are to continue? There needs to be a lot more sheltered seats if they are not to still be there. We need seats on building sides of all shelters as well as front side for all shelters to protect people if rain and wind coming from the west.
Anonymous 9/22/2018 06:23 PM	The design might have suited the times of twenty years ago, but these days there needs to be more security, more weather protection, more comfortable seating and less chance of being vandalised.
Anonymous 9/24/2018 10:54 AM	The shelters should be underground
Anonymous 9/25/2018 04:31 PM	I would not risk using bus transport if I could not be sure I would be kept dry. Hobart's weather is very changeable and I would prefer to have someone drive me if the shelter is not provided.
Anonymous 9/26/2018 08:54 AM	They seem to have the same problem as all the improvements that have been done in recent years, such as pavements and seating along the waterfront. None of them reflect the fact that Hobart is supposed to be a historic city with a colonial architecture background. While better pavements and more seats are welcome as such, what they all do - as well as the bus shelters - is provide a design image that may be efficient but is blandly modern and together they further emphasize the steps away from Hobart's uniqueness. The city is just becoming another modern city as you might find anywhere.
ad19 9/26/2018 09:50 AM	The design is not sympathetic to Hobart and is visually low budget quality. The design does not seem to consider location, either visually, in terms of materials used, or practically, in terms of weather protection.
Anonymous 9/26/2018 05:52 PM	they look crap
Anonymous 9/26/2018 08:49 PM	Not needed more than 4 or 5 days per year.
Anonymous 9/27/2018 11:12 AM	The proposed new shelters clash visually with Hobart's surroundings and, to be frank, look a decade old.

Hobart4Life

9/27/2018 04:01 PM

On the other side of the road they may be OK but the GPO is so iconic to the city that having a black frame out the front of it isn't right. You need frameless glass or maybe old timber would be OK but not black and not metal.

Anonymous

10/01/2018 01:46 PM

They seem to follow the same design as Franklin Square shelters, which provide very little shelter from wind and only shelter from rain when there is no wind blowing. They're too high to effectively reduce rain coming into the shelter zone and don't provide sufficient wind breaks. Please reduce the height! Timetables need to be placed away from the sections of the shelters that provide the most shelter, so that they're not obscured.

Optional question (30 responses, 26 skipped)

Q8 | Is there anything else you'd like to tell us about the new shelters proposed for the Elizabeth Street Bus Mall ?

Anonymous

9/13/2018 04:37 PM

PROVIDE MORE SHELTERED SEATING.

Anonymous

9/13/2018 05:21 PM

I love the trees. The bus mall definitely needs more greenery. At the moment it is dominated by concrete and it is not very pretty.

Anonymous

9/16/2018 08:52 AM

It's not enough shelter. I would like it if there was more shelter. I'd also like active policing of the no smoking laws - particularly here over other places in the city because people can be waiting over an hour for a bus here and it's not fair that they be subjected to second hand smoke. This might be easier if the bus shelters were more indoor as it encourages people to think they're inside but also would provide really good shelter on hot, windy, and rainy days.

Anonymous

9/18/2018 05:40 PM

There not a good idea the breeze from the wharf is really bad.

Susannef

9/18/2018 05:44 PM

They should include real-time digitally tracked bus times.

Anonymous

9/19/2018 04:28 PM

Take over more of the road, give proper separation between bus stops have actual bays for buses, make it easier for buses to turn left into davey st particularly at peak hour move the buss stops away from the entrance to the post office.

Anonymous

9/19/2018 04:34 PM

Definitely more big canopy trees, please. There has been a study showing that people waiting at a bus shelter with a tree think the bus comes sooner than if they were at a shelter without a tree. Not sure how they measured that, but it rings true for me.

Anonymous

9/19/2018 04:36 PM

Waste of money , they will never make people feel comfortable nor safe. Need to also have security as well.

TassieDi

9/19/2018 05:17 PM

I'm wondering where the bike parking is. If I ride my bike to the bus mall to catch a bus, where can I safely park it (i.e. somewhere where I can lock securely to something and there is weather protection if it should rain)? What about adding a bike parking cage outside the AMP building, for example? BIG NO SMOKING signs please. Lots of rubbish bins please.

Anonymous

9/19/2018 06:28 PM

Elizabeth Street between Macquarie and Collins Streets is not the best location for a bus mall.

Anonymous

9/19/2018 06:36 PM

Anonymous

9/20/2018 12:29 AM

Shelter from wind and rain, particularly a combination of the two, has not been addressed. This design is used extensively in Queensland and countries closer to the equator but is both old fashioned and impractical for Elizabeth Street Hobart. I would give you an example of a better modern design but there seems to be no upload link.

Anonymous

9/20/2018 01:06 AM

Just so long as the glass is clear and not frosted. The GPO is such a beautiful building that defines Hobart to locals and tourists. Perhaps the black frame should be coloured to match the window frames of the GPO behind. Obviously no thought has gone into where these are being used.

Anonymous

9/20/2018 10:00 AM

Anonymous

9/20/2018 11:24 AM

The wind gusts through here more than any other street in Hobart so these shallow and open shelters are not providing shade for summer and not providing shelter for any time of year.

Anonymous

9/20/2018 12:18 PM

Go for it guys, keep up the good work.

Anonymous

9/20/2018 01:26 PM

I feel that overall the shelters are well designed. I would question the design aesthetic and associated construction costs with the curved end sections of the shelters, they seem dated and the curve seems unnecessary. The cost to create this shape would also add considerable expense to the construction of the shelters. Other than the curved areas with the white perspex infill that looks cheap, the shelters are simple and contemporary and do not distract from the gardens (Franklin Square) and would have minimal visual impact when placed in front of heritage buildings. Some sort of strip recessed or hidden strip lighting along both sides of, or above the central dividing panel would work well instead of the panels at the end.

Anonymous

9/20/2018 03:11 PM

The design looks like the seating would be too exposed in winter.

Anonymous

9/20/2018 10:58 PM

The existing shelters have openings towards the buildings which should give more protection from wind driven rain. The proposed shelters look as if the openings are facing the road, which looks more exposed. Three sides of the proposed shelters have glass screening, which would be better than two as in the Franklin Square shelters.

Anonymous

9/20/2018 11:42 PM

Perhaps it would be better if we were given a selection of designs to choose from.

Anonymous

9/21/2018 08:41 AM

Waste of money, go underground

Anonymous

9/21/2018 11:01 AM

I am not opposed to the actual shelters...just the positioning of them...if the councils historic building section can object to red awnings on one of Hobart's historic buildings surely they would object to these bus shelters being placed directly in front of this Tasmanian treasure obscuring the view of it from street level...please don't allow these shelters to ruin something that is historically important and a part of Hobart's beauty.

Anonymous

9/21/2018 11:49 AM

Metro informs me that the "no smoking" signs are the responsibility of HCC; the signs regularly are removed by vandalism. . Unless the issue of policing smoking in bus shelters is resolved between Metro and HCC, they will continue to be a health hazard to those of us with asthma or other respiratory diseases. That isn't "shelter" in any sense of the word.

Anonymous

9/22/2018 08:00 AM

I like the elegant, simple lines. They do not detract from the building frontages around them. Do not allow advertising or paintings on them please.

Anonymous

9/22/2018 06:23 PM

Less is more, especially near the older buildings. Not sure why the finish to the seats is different to the ones in Franklin Square. I hope the seating, shelters etc for the opposite side of the square are to be the same to ensure a serenity of style, not a chaos of different styles.

Black is not the most suitable colour for the structural components. Either go for a green to reflect the tree foliage, or a tan shade close to the stone building facade behind. Consider the seating to have different seat heights. Say three different heights. But they must be made of hardwood and coated in hard-wearing clear finish. Steel and aluminium are too cold/hot, softwood is too easily damaged/vandalised. Plastic seating is a total no-no for many reasons.

Anonymous

9/25/2018 09:27 AM

more architectural seating, planting

Anonymous

9/25/2018 04:31 PM

These remind me of my 1980's hi-fi shelving. It wasn't a good look then and it isn't any better now. The black frame certainly looks very cheap.

Anonymous

9/26/2018 08:54 AM

The design should not feature those hard straight and black lines. What have they in common with sandstone colonial architecture? The opaque glass at the back doesn't fit in either, and provides a jarring note against the fine old PO behind them.

ad19

9/26/2018 09:50 AM

Get someone who has been catching the bus here for many years to design a shelter. This one needs to be put down.

Anonymous

9/26/2018 05:52 PM

might as well just do seats. it would look better. when did rain last come straight down? A: NEVER so what's the point? they are crap.

Anonymous

9/26/2018 09:55 PM

Please add drinking fountains.

Anonymous

9/27/2018 11:12 AM

Hobart seems to be torn between bringing in tourists to see the old world charm and bringing in tourists to see a technologically advanced city. The proposed shelters don't fit either. Go old or go new but don't go last decade. Whilst I personally like modern, like the bus shelters in Dubai that I visited recently, looking at the rendering images provided here I concede Hobart would benefit from "old world" style shelters to emphasise the heritage that remains the centre of our state.

Hobart4Life

9/27/2018 04:01 PM

Look up "Rochester Retro Bus Shelter" on the internet. They were glass with steel but were beautiful and would suit Hobart's GPO perfectly and have a very similar shape to the proposed ones so would tie in with Franklin Square shelters.

Anonymous

10/01/2018 01:46 PM

It's cold, wet and windy for many months of the year in Hobart, making it quite miserable for bus commuters when buses are delayed, which is unfortunately common. The most sensible shelters are those often used in European cities, at train and bus stations, that are completely enclosed to keep out all wind and rain.

Optional question (34 responses, 22 skipped)