Bus shelters & other public transport infrastructure

Moreton Bay Regional Council, in conjunction with Translink is committed to the process of continual improvement to public transport within the Region.

Public transport infrastructure provided by council, such as a bus shelter or seat, is generally installed at all commuter route bus stops and at school route bus stops where a long term bus requirement is demonstrated. School route bus stops that are not long term stops are generally not provided with bus shelters or seats, as the number of patrons on these routes can alter greatly each year as students commence or complete their schooling.

In addition, it is generally undesirable to force the installation of bus shelters adjacent to residences in local or built up areas due to the perceived loss of amenity associated with such installation. Great care is exercised to locate shelters where they have the least impact on local residents, and as such it may be more appropriate for seats only to be installed at bus stops in neighbourhood areas.

Bus shelter requests

Council receives a high number of requests for bus shelters or seats at bus stops each year. These requests are assessed on individual merit taking into consideration the number of passengers and services, the safety of passengers, how the stop will fit into the wider public transport network and the likely effect of the installation of a shelter or seat on the amenity of adjacent residents.

Once a bus shelter or seat request has been assessed, it is then queued in a priority installations program. This process ensures that council funds are expended on requests for infrastructure that provide the highest benefit to the community.

Frequently asked questions

Who determines bus routes?

Bus routes are set by Translink, a branch of the Queensland Government, in conjunction with individual bus companies. For all your public transport needs, including feedback and complaints, contact the Trans Info hotline 13 12 30 or visit www.translink.com.au

Can I have a shelter installed at my stop?

All bus shelters requests are assessed for suitability and are prioritised in order from the highest community value to the lowest. Shelters are installed as funds become available in this order and accordingly, not all requested sites receive bus shelters each financial year. In fact, it may take a number of years for your bus stop to receive a shelter or seat.

My shelter needs repair. Who do I call?

The first point of call for maintenance requests in the region is council. If your shelter or seat has been damaged, defaced or vandalised, please contact council’s Customer Service Centre on (07) 3205 0555.

Can I request bus stop relocations?

Bus stops are generally located at regular spacing and in locations where all safety requirements have been met. Council is planning to ensure 90% of all residents, who live in an urban area, will have access to public transport within 400m of their home, or a train station within 800m of their home. Requests for new bus stops or for the relocation of a bus stop/shelter are generally only approved where there are potential safety gains or other significant benefits to the bus service.