



**SMEDTECH**  
TECHNICAL & STRATEGIC



## Bus Interchange Independent Advisor

Bus interchanges are critical to the success of a high-performing, modern multi-modal public transport system. Bus interchanges will play a critical role in future public transport system, facilitating access to rail services for residents throughout the metropolitan area.

### Project Scope

Victoria's Department of Transport (DoT) must ensure that the approach to the design and development of bus interchanges in the future is consistent and streamlined and meets the needs of the broad range of stakeholders involved in the use of bus interchanges.

The role of the independent advisor has included:

- Preparation of design guidelines for bus interchanges, such that all stakeholders who are involved in the design of bus interchanges adopt a common approach and apply a consistent set of design principles and standards; and
- Consideration of the impact changes to bus operations and increased use of technology-based applications in the future to support more efficient bus interchange design given the competition for space, particularly in urban settings.

### Our Services

SmedTech was engaged by DoT as a specialist expert advisor to provide independent technical and strategic advice and support.

The discrete activities included:

- A critical review of the existing approach undertaken to designing bus interchanges, which included consultation with staff from several divisions within DoT and mapping the different approaches. Recommendations were made to streamline the approach to be considered by DoT.
- Technical review of concept plans for interchange proposals, providing feedback to DoT officers on technical and operational issues and key risks.
- Participation in risk and technical workshops, providing advice on technical, operational, and commercial risks pertaining to bus services.