

Moving a bus stop as part of a construction project

Department of Transport (DoT) is an authorised representative of **Head, Transport for Victoria (Head, TfV)**, and the responsible authority legislated to provide accessible public transport infrastructure throughout Victoria. In selecting the location for a bus stop or a shelter, the Department of Transport (DoT), local councils/shires, and the relevant bus operator consider several factors to determine the most appropriate site. While DoT provides an improved service for the local community, including people who use wheelchairs or mobility devices, the location of bus stops can be a contentious issue.

If you are a property/landowner that has a bus stop or shelter at or near your property and you would like changes to the bus stop to help enable construction/development at your property. In that case, you will need to contact the Bus Infrastructure team, through the channels below.

Important note: It is an offence under the Road Management Act 2004 - SECT 48K to modify, change, remove, or relocate public transport infrastructure without the appropriate authorisation. Only DoT and/or their authorised representative of DoT are permitted to modify, change, or remove and relocate bus stop infrastructure. These must comply with current DoT standards and guidelines. Please be advised that there is a cost payable to DoT's authorised contractor associated with the necessary works relocating/reinstating a bus stop. For more information, please email to the addresses below.

- For the procedure and steps to follow for temporary changes (i.e., you would like a bus stop temporarily moved during a construction period and the bus stop returned to its original position when construction is complete) **please send your request to email maintenance@transport.vic.gov.au.**
- To request to permanently relocate a bus stop/shelter (at a new location within your property boundaries) email bus.stop.relocations@transport.vic.gov.au. You will need to provide the reasoning and supporting documents so that DoT can evaluate your request.

Moving a bus stop requires following established processes to avoid infringement and incurring costs to remediate a site. It also requires consultation with relevant authorities including the bus operator, roads authority and landowners / government agencies (e.g. Parks Victoria, Heritage Victoria) and residents who live where you propose to move the bus stop to.

Typically, the request to move a bus stop will require site surveys, preparation of construction drawings, organisation of a construction crew, traffic management and liaison with internal DoT stakeholders.

It is a good idea to contact DoT early in your planning stage of your project to get a clear idea of your responsibilities, costs and other obligations associated with making a change to a bus stop.

If your matter is urgent, please contact Customer Service on 1800 800 007 (6am - midnight Daily)

Department of Transport
www.ptv.vic.gov.au