

# Feedback form

## REGIONAL STATION UPGRADES COMMUNITY CONSULTATION - TOWNSVILLE

Feedback forms can be handed in to any railway station office or scanned and emailed to [stationsupgrade@qr.com.au](mailto:stationsupgrade@qr.com.au)

1. **How did you hear about this round of community consultation?**

- |   |  |
|---|--|
| <input type="checkbox"/> Newspaper  | <input type="checkbox"/> At Townsville railway station   |
| <input type="checkbox"/> Social media                                     | <input type="checkbox"/> Letterbox flyer                 |
| <input type="checkbox"/> Queensland Rail / Queensland Rail Travel website | <input type="checkbox"/> Flyer I received with my ticket |
| <input type="checkbox"/> Word of mouth                                    | <input type="checkbox"/> Other (specify) _____           |
| <input type="checkbox"/> Email  |  |

2. **Which of the following applies to you? (Select as many as applicable):**

- I use Townsville railway station to travel on Queensland Rail Travel trains
- I work near Townsville railway station
- I use the station to drop someone off/pick someone up
- I am a local resident
- Other: \_\_\_\_\_

3. **When you travel to Townsville railway station, what method of transport do you usually use?**

- Drive and park (car or motorbike)
- Get dropped off
- Bicycle
- Walk
- Bus
- Taxi or rideshare (e.g. Uber)
- Other (specify) \_\_\_\_\_
- I don't travel to Townsville railway station

4. **How long do you usually spend at Townsville railway station?**

- Less than 15 minutes
- 15 minutes to 45 minutes
- 45 minutes to 1 hour
- Over 1 hour
- I don't visit Townsville railway station

5. **When you travel with Queensland Rail Travel, how do you usually make a booking?**

- Online
- At a travel centre
- Over the phone
- Travel agent
- Other (please specify) \_\_\_\_\_

6. What facilities and services are the most important to provide at Townsville railway station?

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7. Using the below scale, please rate how important the following internal station facilities are to you at Townsville.

	0 - Not at all important	1	2	3	4	5	6	7	8	9	10 - Very important
Temperature controlled customer lounge											
Toilet facilities											
Luggage check in facilities											
Presence of Travel Centre (i.e. a facility where you can buy rail tickets from Queensland Rail Travel staff and make enquiries)											
USB charging points and power points											
Platform seating											
Café or store where you can buy food and drinks											
Vending machine that supplies food and drinks											
Screens that display train timetable information											
Entertainment options (i.e. TV, radio, books, magazines)											
Free Wi-Fi											

8. Using the below scale, please rate how important the following external station facilities are to you at Townsville.

	0 - Not at all important	1	2	3	4	5	6	7	8	9	10 - Very important
Undercover carparking											
Electric vehicle charging											
Interconnectivity to other transport and tourism (i.e. bus terminal / taxis / local tourism providers)											
Bus terminal with covered access to the railway station											
Dedicated drop off and pick up zone											

9. **What elements of Townsville as a city should be reflected in the design of the railway station? And how could these elements be incorporated into the design of the railway station?**  
*This could include things such as the history of Townsville, Indigenous culture, Townsville rail history or tourism related drawcards in the region (i.e. the gateway to Magnetic Island or celebrate the rich military history).*

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10. **When considering the look and feel of Townsville railway station, how important are the following to you?**

	0 - Not at all important	1	2	3	4	5	6	7	8	9	10 - Very important
The history of the Townsville region is displayed at the station											
The rail history of Townsville is displayed at the station											
The station experience is a premium customer experience											
The atmosphere / feel of the station aligns to the overarching train travel experience											
The unique features of Townsville as a tourism destination are displayed at the station											
A heritage look is reflected on the outside of the station, while modernising internal layout and features.											

11. **What features, colours or images do you feel best reflect Townsville?**

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12. **How would you like to see acknowledgement of the Traditional Owners and Aboriginal and Torres Strait Islander culture represented in the station design?**

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13. **Do you have any additional feedback that should be considered when designing an upgraded Townsville railway station?**

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14. **Would you like to provide your contact details and subscribe to project updates in relation to Townsville railway station?**

Yes - Name: \_\_\_\_\_  No  
 Email: \_\_\_\_\_

Please note: Queensland Rail will not provide your personal information to any other entity. Queensland Rail manages personal information it collects in accordance with its privacy statement, which is available at [queenslandrail.com.au](http://queenslandrail.com.au)