

Keeping our CBD inviting



The CBD says a lot about a city. It is the heart of the business community. It's where people go to work, to shop, to socialise, to be entertained. It is a reflection of a city's economic presence, lifestyle and strategic direction. That's why it's important to present it the best way we can. This fact sheet outlines what Council does to make the CBD inviting for locals and visitors alike.

CBD cleaning and maintenance programs

Council undertakes the following cleaning and maintenance works.

Street sweeping & footpath cleaning

Council has a street sweeper cleaning program for the CBD which operates 365 days a year, commencing at 3am each weekday and 2am each weekend. Depending on the location, whether it is a residential area or not, footpaths are cleaned with a broom or electric blower. The rubbish is directed into the gutter and then the gutter is cleaned by the street sweeper truck.

Footpaths in the CBD are high pressure cleaned. This cleaning schedule is undertaken based on the level of foot traffic. For example, the Shields Street spine that runs from the Esplanade to Cairns Central shopping centre is pressure cleaned once each year, while Florence Street and Wharf Street are pressure cleaned once every two years. Every footpath in the CBD is also attended to as part of the annual chewing gum removal program.

Rubbish collection

Rubbish bins in the CBD are emptied every day. Other highly utilised areas, for example, the popular Crystal Cascades recreational area at Redlynch, are also emptied daily. Suburban and park bins in surrounding areas are emptied every second day.

Public toilets

Highly utilised amenities are cleaned twice each day (this includes the public toilets at the transit mall and the northern Esplanade facilities). The public toilets and change room facilities at the Esplanade lagoon are cleaned and checked on an hourly basis. Other public toilets in the region, such as the Botanic Gardens and suburban parks, are cleaned once each day.

Usually in this order over a 9-hour day, every day of the year, Council CBD maintenance officers undertake the following tasks in key inner city public spaces:

- safety check and cleaning;
- rubbish collection and emptying bins;
- leaf blowing, collecting and disposing of litter;
- spot cleaning/hosing of paths and pavers;
- rubbish collection and emptying bins at transit mall;
- facility related works including cleaning, graffiti removal, lunchtime entertainment and event set up;
- rubbish collection and emptying bins at Lake, Shields and Grafton streets;
- rubbish collection and emptying bins at transit mall;
- safety check and cleaning.

After events, long weekends or public holidays, the focus is on rubbish removal and cleaning.

Garden maintenance

Council's inner city gardeners carry out safety checks and rubbish removal every morning. Usually taking approximately two hours, it can easily take twice that long following an event, public holiday or similar. Once this component is complete, other landscaping works including pruning and trimming, and mowing and mulching of garden beds are carried out throughout the CBD. There are 11 gardeners and maintenance officers allocated to the CBD area.



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City Centre Alive!



Cairns Regional Council wants Cairns to be the best regional city in Australia and the **Cairns City Centre Master Plan** can help us achieve that. The Master Plan provides a clear vision of what we want our city centre to be. It is the guiding tool to revitalise the CBD through an improved balance between pedestrian and traffic infrastructure, more green spaces and the defining of usage "hubs". The purpose of greening the city is to improve the overall amenity of public spaces, offering more shelter and shade.

The \$20 million **City Centre Alive project** completed in Lake Street, between Aplin and Spence streets, has brought new life into this vital area of the CBD through important traffic connectivity, bus service improvements and substantial streetscape enhancements. To find out more about the City Centre Alive project, visit Council's website. The **Shields Street Heart project**, is also complete which has created new and refreshed public space from Abbott Street to Grafton Street.



Various other CBD projects that are rolled out through a staged program include tree planting projects and streetscape upgrades including kerbing and footpath renewals.

CONDITION REPORTS

Condition reports rate the current condition of all CBD roads, footpaths, kerbing and lighting. They take many factors into account, for example, for footpath conditions, trip hazards, cracking, and water ponding issues are assessed. These reports help Council guide the prioritisation of works within annual infrastructure renewal programs. You can review these reports online by following this QR code.



If you find any problems while you are visiting our CBD, please report the issue to Council via the contact methods described below.



Cleaning and maintenance funding : Each year, Council allocates:

- ⇒ **\$767,000** for concrete or paved footpath maintenance;
- ⇒ **\$112,000** for high pressure footpath cleaning; and
- ⇒ **\$54,000** for the annual chewing gum removal program for CBD footpaths.

What can you do to help? If you notice a problem in the CBD, please report it by contacting Cairns Regional Council's customer service team on 1300 69 22 47. Alternatively, details can be logged via the Contact Us Online section of Council's website. It helps if you include a good description of the problem and the location of the issue. A service request can then be forwarded to the appropriate maintenance crew.