

## **/// FALLS 1617 – Traffic & Transport Debrief Notes**

12noon – Tuesday 31<sup>st</sup> January 2017

Location: Boardroom @ Byron Shire Council Offices, 70-90 Station Street, Mullumbimby NSW 2482

### **Invited:**

Vincent Lo Coco <[vincent.lococo@altustraffics.com.au](mailto:vincent.lococo@altustraffics.com.au)>, Alderson Associates <[office@aldersonassociates.com.au](mailto:office@aldersonassociates.com.au)>, Neil Gendle <[neil.gendle@rms.nsw.gov.au](mailto:neil.gendle@rms.nsw.gov.au)>, David Mullen <[david@fallsfestival.com](mailto:david@fallsfestival.com)>, Mat Morris <[mat@northbyronparklands.com](mailto:mat@northbyronparklands.com)>, "Shannon.Manning@byron.nsw.gov.au" <[Shannon.Manning@byron.nsw.gov.au](mailto:Shannon.Manning@byron.nsw.gov.au)>, "McGarry, Claire" <[Claire.McGarry@byron.nsw.gov.au](mailto:Claire.McGarry@byron.nsw.gov.au)>, "Blunden, Gray" <[Gray.Blunden@byron.nsw.gov.au](mailto:Gray.Blunden@byron.nsw.gov.au)>, "Jasmine.YEOW@rms.nsw.gov.au" <[Jasmine.YEOW@rms.nsw.gov.au](mailto:Jasmine.YEOW@rms.nsw.gov.au)>, "Victor.SETIADI@rms.nsw.gov.au" <[Victor.SETIADI@rms.nsw.gov.au](mailto:Victor.SETIADI@rms.nsw.gov.au)>, BALDWIN Michael J <[Michael.BALDWIN@rms.nsw.gov.au](mailto:Michael.BALDWIN@rms.nsw.gov.au)>, events <[Events.Mailbox@byron.nsw.gov.au](mailto:Events.Mailbox@byron.nsw.gov.au)>, Rob Doolan <[rob@balancedsystems.com.au](mailto:rob@balancedsystems.com.au)>, Mal Kentwell <[kent1mal@police.nsw.gov.au](mailto:kent1mal@police.nsw.gov.au)>, Gary Cowan <[cowa1gar@police.nsw.gov.au](mailto:cowa1gar@police.nsw.gov.au)>, Brandon Saul.

### **OVERVIEW**

- Clip - <https://www.youtube.com/watch?v=ksCS217qfFs>



- Externally – meetings and consultation with:
  - 1) Traffic Engineers (Aldersons)
  - 2) Traffic Control Company (Altus)
  - 3) RMS (through Neil, Michael, Victor & Jasmin)
  - 4) BSCouncil (Claire, Shannon, Gray, Dominic, Jess); and Tweed (Ray Clarke)
  - 5) Venue (NBP)
  - 6) Police (feedback from Gary, Mal)
  - 7) In addition: Rob, Others, Bus Companies, Taxis, Suppliers accessing the site.
- Need to continue to remind all parties, we are Falls. There appears to be a continual push to manage or put regulation or recommendations on this event, based on what has occurred at other events (in particular SITG). While the data will assist in some decision making, they are fundamentally 2 different events (and should be treated as such). Not just difference in size, but type of event, % of campers; how they use the site.
- Wins in 201617 (in my opinion):
  - Thanks to Mat Morris, Dave and Brandon, investment in bitumen road from Gate C to the tunnel was very helpful (for pedestrians, road users; esp given the heat during this event).
  - Public Transport worked well (buses North and South of venue operated well).
  - Created new drop off pick up zone in Southern Car Park
  - Better staffed and managed the Southern Car Park (day patrons).
  - Limited impact on the external road network (including Yelgun rest area to other areas)
  - 2 lane egress only on bump out day.

### **PRE-EVENT**

- Thanks to all stakeholders, agencies, contractors and people in this room for their assistance.
- Created various plans and operational documents for management of various areas and times – gives clarity and focus. Thanks to Stuart/Hayden at Aldersons. New also this year included: Pedestrian Access Management Plan; Parking Operational Plan; Ingress Plan; and Egress Plan.
- Challenge to address for next year – dates for LTC to RMS to Falls (close this year with deadlines).

- VMS boards – batteries stolen – delay in erecting (very quick turnaround for Coates for replacements). Also need padlocks and leads for towing upon delivery.

## INGRESS

- Ingress – getting all campers into site. 80% of the festival are campers. Historically we have typically had a 60/40 split of campers coming in the first day versus second day. This year was more like 85-90% on the first day. Put extra pressure on the “mobile processing teams” – such as redemption, security team, waste crew having to keep up – but in all – the queue of the snake was always monitored and did not cause major concerns. Some sections of processing were missed therefore need to consider further improvements for future events.

## DURING EVENT

- During The Event: Camping With Cars Vehicles were prohibited from leaving site. Worked well again. Reports of some vehicles driving around in camp grounds – Infront were on to it straight away. Also reports of people driving from back of campsite to entry gates (to drop off friends) – do we need to consider internal shuttle bus/trailer to minimise occurrence. Small charge to cover costs (inc guard). Several patrons were offering campers and people on mules/scooter cash for help.
- First Day – Guard (isec) at Staff/Vollie HQ Gate not allowing access to patrons to enter campgrounds (without their festival ticket). Sending 200+ people on a walk to Guest Services (which wasn't open until later). Would not listen or standdown unless call came from “someone he knew”. Caused people to spill onto road and vehicle traffic to stop.
- Yelgun Rest Area report – InFront monitored this area throughout the festival. Limited number of Falls patrons here, mostly New Years traffic.

### New DropOff/PickUp Point:

- Worked well
- More infrastructure down here – can be long waits. Consider more toilets, shade structures, catering etc...
- Taxis on New Year Eve very hard to get (long delays of people waiting in SCP with little/no facilities)
- When storm hit on last night – drop off pick up arrangements were modified to allow some parents access to Northern car park (plus taxis)
- Some shuttle buses who purchased the “transit area” pass also had pickups at the Southern Car park. They need to be instructed to pick up from both locations before exiting.
- Remove volunteers or younger traffic staff in Drop Off area. Needs better support from Infront or other staff in similar form to the Bus Transit Area.
- Open gate D for exiting patrons only - suggested for DropOff/PickUp –rather than coming back up and through gate C.

### Transport Comments

- Buses - in Gate A – out Gate C worked well. (Reports of speeding buses/drivers to be discussed).
- Bus patronage was impacted again by heat (people looking for beach; one morning in particular) – was well handled on the ground to ensure minimal waiting times.
- One schedule was changed to assist with “moving the masses” – the “less of 2 evils” - this caused minor issue as the change was not communicated to the ECC (therefore sms messaging going out to patrons with queries was incorrect). Consider not advertising bus times in future (?) but rather a generic guide (i.e. every 30mins, but with disclaimers). Ensure ECC is updated on changes.
- Bus Shades – feedback was awesome – well done. Also, the addition of “free water” point worked well.
- Bus “Sold Out” signs on their windows – did this assist? Less fence jumpers being brought to site.
- Gate A Sticker Accreditation – great help in “identifying” accredited vehicle therefore less delays/stops to check. We should look at providing other areas?
- Small number of cars still parking outside gate – walking across road at end and leaving site (no fines).
- Pedestrians – small number of pedestrians hopped on trailer to Southern car park, walked to gate D, to meet mum and dad, to get picked up at bridge, to go back to rest stop/other.
- Thanks to Infront for assistance at Yelgun Rest Area – up to 20 people daily seem to walk from location to festival site. Some car pool from here, some meet up for pre drink then walk, most are legitimate ‘rest stop’ users.
- Review \$5/\$10 bus ticket on Northern Route (wooyung)
- Review Kingscliff last drop off point (many left here with need to get taxi to Gold Coast).
- More windows open for bus ticket selling (have the flexibility). Roving bus ticket selling was a good idea but placed some staff in dangerous position with large amounts of money and no guard (or lights). Tent moved here helped.
- Shuttle trailer worked well. Would be good to have a roof (for rain/sun shade) if used again. Better signage for trailer.

## EGRESS

- 1) Egress: 2 lane exit strategy worked very well, with all patrons out by 11.30am. The early warning of “left lane SOUTH” and “right lane NORTH at the tunnel helped; also stopped last minute changes / diving in. One corner of road began to breakdown but guys on ground simply changed the “route”. Area near Toilet Block 7 was identified as key area where patrons crossed over each other and tried to break the line. Rope/Mark better for next year.

## FUTURE

- Better understanding from my perspective of who is who and timelines (BSC, LTC, RMS etc).
- Work on No Stopping Signs & Yelgun rest Area (enforcement).

- Work on better educating patron (no walkins; easy drop off etc).

**FURTHER COMMENTS:**

- RMS noted the event was a success from a queuing perspective, but they would like to see more input and management surrounding separation of traffic from spectators, marshals, and event volunteers.
- Further consideration is to be undertaken with regards to 'no stopping' and people parking in these areas.

**Buses/Taxi/Limos Direct Feedback regarding traffic and drop off area:**

"Hi Shane, I think all went pretty smooth....well done...Chris"  
[www.PickYouUp.com.au](http://www.PickYouUp.com.au)

"I think it was really good for Falls but I think Splendour will be a big test. It is so much better than the old system and for this I thank you. Doing a good job. Thank you for contacting me."  
Seamus  
Kingscliff Coast Limousines

"Hi Shane, My name is Murray Spence, manager of Kingscliff and Tweed taxis. I have spoken to my drivers and they haven't any issues with the Falls Festival pick ups or drop offs. Thanks."  
Kingscliff and Tweed Taxis

Feedback from Falls was very positive our Drivers did not have any problems dropping off and picking up in the new location. Made the congestion a lot better from previous years.  
Matthew Dokter