

NOTICE OF MEETING



TRANSPORT AND INFRASTRUCTURE ADVISORY COMMITTEE MEETING

A Transport and Infrastructure Advisory Committee Meeting of Byron Shire Council will be held as follows:

Venue	Conference Room, Station Street, Mullumbimby
Date	Thursday, 13 June 2019
Time	9.00am

Phillip Holloway
Director Infrastructure Services

I2019/891
Distributed 06/06/19

CONFLICT OF INTERESTS

What is a “Conflict of Interests” - A conflict of interests can be of two types:

Pecuniary - an interest that a person has in a matter because of a reasonable likelihood or expectation of appreciable financial gain or loss to the person or another person with whom the person is associated.

Non-pecuniary – a private or personal interest that a Council official has that does not amount to a pecuniary interest as defined in the Local Government Act (eg. A friendship, membership of an association, society or trade union or involvement or interest in an activity and may include an interest of a financial nature).

Remoteness – a person does not have a pecuniary interest in a matter if the interest is so remote or insignificant that it could not reasonably be regarded as likely to influence any decision the person might make in relation to a matter or if the interest is of a kind specified in Section 448 of the Local Government Act.

Who has a Pecuniary Interest? - a person has a pecuniary interest in a matter if the pecuniary interest is the interest of the person, or another person with whom the person is associated (see below).

Relatives, Partners - a person is taken to have a pecuniary interest in a matter if:

- The person's spouse or de facto partner or a relative of the person has a pecuniary interest in the matter, or
- The person, or a nominee, partners or employer of the person, is a member of a company or other body that has a pecuniary interest in the matter.

N.B. “Relative”, in relation to a person means any of the following:

- (a) the parent, grandparent, brother, sister, uncle, aunt, nephew, niece, lineal descends or adopted child of the person or of the person's spouse;
- (b) the spouse or de facto partners of the person or of a person referred to in paragraph (a)

No Interest in the Matter - however, a person is not taken to have a pecuniary interest in a matter:

- If the person is unaware of the relevant pecuniary interest of the spouse, de facto partner, relative or company or other body, or
- Just because the person is a member of, or is employed by, the Council.
- Just because the person is a member of, or a delegate of the Council to, a company or other body that has a pecuniary interest in the matter provided that the person has no beneficial interest in any shares of the company or body.

Disclosure and participation in meetings

- A Councillor or a member of a Council Committee who has a pecuniary interest in any matter with which the Council is concerned and who is present at a meeting of the Council or Committee at which the matter is being considered must disclose the nature of the interest to the meeting as soon as practicable.
- The Councillor or member must not be present at, or in sight of, the meeting of the Council or Committee:
 - (a) at any time during which the matter is being considered or discussed by the Council or Committee, or
 - (b) at any time during which the Council or Committee is voting on any question in relation to the matter.

No Knowledge - a person does not breach this Clause if the person did not know and could not reasonably be expected to have known that the matter under consideration at the meeting was a matter in which he or she had a pecuniary interest.

Participation in Meetings Despite Pecuniary Interest (S 452 Act)

A Councillor is not prevented from taking part in the consideration or discussion of, or from voting on, any of the matters/questions detailed in Section 452 of the Local Government Act.

Non-pecuniary Interests - Must be disclosed in meetings.

There are a broad range of options available for managing conflicts & the option chosen will depend on an assessment of the circumstances of the matter, the nature of the interest and the significance of the issue being dealt with. Non-pecuniary conflicts of interests must be dealt with in at least one of the following ways:

- It may be appropriate that no action be taken where the potential for conflict is minimal. However, Councillors should consider providing an explanation of why they consider a conflict does not exist.
- Limit involvement if practical (eg. Participate in discussion but not in decision making or vice-versa). Care needs to be taken when exercising this option.
- Remove the source of the conflict (eg. Relinquishing or divesting the personal interest that creates the conflict)
- Have no involvement by absenting yourself from and not taking part in any debate or voting on the issue as if the provisions in S451 of the Local Government Act apply (particularly if you have a significant non-pecuniary interest)

RECORDING OF VOTING ON PLANNING MATTERS

Clause 375A of the Local Government Act 1993 – Recording of voting on planning matters

- (1) In this section, **planning decision** means a decision made in the exercise of a function of a council under the Environmental Planning and Assessment Act 1979:
 - (a) including a decision relating to a development application, an environmental planning instrument, a development control plan or a development contribution plan under that Act, but
 - (b) not including the making of an order under Division 2A of Part 6 of that Act.
- (2) The general manager is required to keep a register containing, for each planning decision made at a meeting of the council or a council committee, the names of the councillors who supported the decision and the names of any councillors who opposed (or are taken to have opposed) the decision.
- (3) For the purpose of maintaining the register, a division is required to be called whenever a motion for a planning decision is put at a meeting of the council or a council committee.
- (4) Each decision recorded in the register is to be described in the register or identified in a manner that enables the description to be obtained from another publicly available document, and is to include the information required by the regulations.
- (5) This section extends to a meeting that is closed to the public.

BUSINESS OF MEETING

1. APOLOGIES

2. DECLARATIONS OF INTEREST – PECUNIARY AND NON-PECUNIARY

3. ADOPTION OF MINUTES FROM PREVIOUS MEETINGS

- 3.1 Transport and Infrastructure Advisory Committee Meeting held on 8 March 2019
- 3.2 Extraordinary Transport and Infrastructure Advisory Committee Meeting held on 12 April 2019
- 3.3 Extraordinary Transport and Infrastructure Advisory Committee Meeting held on 14 May 2019
- 3.4 Extraordinary Transport and Infrastructure Advisory Committee Meeting held on 17 May 2019

4. STAFF REPORTS

Infrastructure Services

- 4.1 Update: Development of the Integrated Transport Management Strategy4
- 4.2 Buildings Asset Management Plan - Community Level of Service Survey9

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STAFF REPORTS - INFRASTRUCTURE SERVICES**Report No. 4.1 Update: Development of the Integrated Transport Management Strategy**

5 **Directorate:** Infrastructure Services
 Report Author: Daniel Strzina, Project Engineer
 File No: I2019/797

Summary:

10 This report provides an update on the development of the Integrated Transport Management Strategy (ITMS), previously known as the Shire-wide Transport Strategy.

15 Extraordinary meetings of TIAC (functioning as the Transport Strategy Working Group) have been held to expedite the development of the ITMS. This report provides an update that summarises the outcomes of recent extraordinary meetings and progress to date.

RECOMMENDATION:

20 **That the update on the development of the Integrated Transport Management Strategy be noted.**

Attachments:

- 25 1 TIAC Comments on the RFQ for the Integrated Transport Management Strategy at TIAC Extraordinary Meeting held 17 May 2019, E2019/39511 , page 8 [↓](#)

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Council at it's meeting on 28 March 2019, resolved as follows:-

19-127 **Resolved** that Council adopt the following Committee Recommendation(s):

Report No. 4.5 Development of a Shire-wide Transport Strategy

File No: I2019/80

Committee Recommendation 4.5.1

1. That the Council note the following sections including amendments of a Shire-wide Transport Strategy:
 - a) Scope and context
 - b) Vision
 - c) Principles
 - d) Issues and challenges
2. That Council note the formation of a Transport Strategy Working group under the guidance of TIAC:
 - a) To develop a RFQ for the engagement of a specialist consultant to undertake the preparation of the Shire-wide Transport Strategy
 - b) To consider the method of consultation
 - c) To meet as frequently as required (Lyon/Ndiaye)

In accordance with this resolution, a draft RFQ has been prepared for the engagement of a specialist consultant to undertake the preparation of the Integrated Transport Management Strategy (ITMS), using the outcomes of workshops and meetings to date as a foundation for the development of the Strategy.

The draft RFQ was reviewed at an extraordinary TIAC meeting on 17 May 2019 (*File No: I2019/706*) and is currently being revised to incorporate amendments suggested during the meeting, which are summarised in the following sections of this report.

Consultation and Engagement

A Communication and Engagement Plan will be developed by Staff and proposed with the RFQ. It will involve the following stages:-

- Stage 1 – General online survey to inform general public and attract key stakeholders.
- Stage 2 – Targeted consultation and engagement with key stakeholders through meetings/workshops organised by Council Staff, facilitated by consultant.
- Stage 3 – Public exhibition of draft document.

The revised RFQ will include a requirement for the Consultant to participate in all engagement processes to inform, consult and gain feedback for use in the development of the strategy.

Key Stakeholders

Key stakeholders will include representatives from transport providers and community groups, as well as any users identified by the proposed ITMS principles. Such stakeholders include Social Futures, Tony Davies, Damien Brown (TA Group), Blanches, operators (tourism, busses, taxis, community transport, etc), Chambers of Commerce, Progress Associations, manufacturers (BusTech, sustainable option suppliers), Zero Emissions Byron, etc.

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Stakeholder representatives involved in the consultation will ideally be across a range of technologies and services, not just representing a particular industry or business.

- 5 The revised RFQ will include a requirement for the Consultant to work with BSC to compile a stakeholder list that includes and builds upon those mentioned.

Literature Review

- 10 The RFQ will be revised to ensure that the literature review includes:
- The High Speed Rail project (including 2010 and 2017 studies); and
 - The Northern Rivers Freight and Supply Chain Report.

Other Amendments

- 15 The following amendments will be incorporated into the RFQ:
- Quotes shall be split into comparable stages/portions.
 - The final strategy must incorporate degrees of feasibility. E.g. social and environmental, not just economics.
 - 20 • The final strategy must consider accessibility and users with restricted mobility, especially with respect to regulations imposed on transport providers that cater to this group of users.
 - An inception meeting should be included to meet with the working group.

Meetings

- 25 The revised RFQ will include a requirement for the Consultant to attend the following meetings with TIAC/Working Group:
- Inception Meeting.
 - Post-consultation Meeting (presentation of findings-to-date and proposed strategic direction including objectives and actions).
 - 30 • Presentation of the Draft Integrated Transport Management Strategy.
 - Presentation of the Final Integrated Transport Management Strategy.

- 35 Additionally, the RFQ will include a requirement for the Consultant to present the Final Integrated Transport Management Strategy to the Strategic Planning Workshop.

Project Timeline

- 40 The following Project Timeline is approximate and subject to change based on the requirements of the project, the consultant and the availability of TIAC/working Group.

Date	Action
August 2019	Engage consultant.
September 2019	Inception meeting with TIAC/Working Group.
October 2019	Consultation Stage 1 – General online survey to inform the community and attract key stakeholders.
November 2019	Consultation Stage 2 – Targeted consultation and engagement with key stakeholders through meetings/workshops organised by Council Staff, facilitated by consultant.
December 2019	Post-consultation meeting with TIAC/Working Group (presentation of findings-to-date and proposed strategic direction including objectives and actions).

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March 2020	Presentation of the Draft ITMS to TIAC/Working Group.	
April 2020	Revision and preparation of the final Draft ITMS for Public Exhibition.	
May 2020	Final Draft ITMS goes to Council for endorsement for Public Exhibition.	
June 2020	Consultation Stage 3 – Public exhibition of Draft ITMS.	
July 2020	Preparation of the Final ITMS.	
August 2020	Presentation of the Final ITMS to TIAC/Working Group.	
September 2020	Council adoption of the Final ITMS.	
October 2020	Presentation of the Final ITMS to the SPW.	

Next steps

Date	Action
31 May 2019	Staff to update RFQ as per above for reporting to the 27 June Ordinary Council meeting.
27 June 2019	Council endorse RFQ at their ordinary meeting and allocate funding for the engagement of a Consultant to undertake the work.
28 June 2019 to 26 July 2019	RFQ goes live – Consultants invited to submit quotations.
9 August 2019	Working Group to meet at extraordinary TIAC meeting to review submissions and choose a preferred consultant.
9 August 2019	Successful consultant notified and engaged.

5 STRATEGIC CONSIDERATIONS

Community Strategic Plan and Operational Plan

Objective: 1:	We have infrastructure, transport and services which meet our expectations
Strategy: 1.3:	Support, through partnership, a network of integrated sustainable transport options
Action 1.3a)	Ensure an integrated and accessible transport network (SP)
Activity:	Prepare an Integrated Transport and Movement Plan (ITMP)

10 Legal/Statutory/Policy Considerations

There are no negative legal, statutory or policy compliance implications associated with this report.

Financial Considerations

15

Funding of \$75,000 exists, of which there is \$58,000 remaining (as of 29/05/2019).

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RFQ for the Integrated Transport Management Strategy

TIAC Comments on the RFQ for the Integrated Transport Management Strategy at TIAC Extraordinary Meeting held 17 May 2019

28/05/2019

TIAC Comment	Staff response
Consultation and Engagement shall be proposed in the RFQ for direction and comparison of quotes: - Stage 1: General online survey to inform general public and attract key stakeholders. - Stage 2: Targeted consultation and engagement with key stakeholders through meetings/workshops organised by Council Staff, facilitated by consultant. - Stage 3: Public exhibition of draft document.	A Communication and Engagement Plan will be written to reflect this Comms strategy. The RFQ will be revised to reflect that Council has developed a Communication and Engagement Plan, and that the Consultant will participate in the engagement process to inform, consult and gain feedback during the development of the strategy.
Key stakeholders include transport providers and community groups as identified in principles e.g. Social Futures, Tony Davies, Damien Brown (TA Group), Blanches, operators (tourism, busses, taxis, community transport, etc), Chambers of Commerce, Progress Associations, manufacturers (BusTech, sustainable option suppliers), Zero Emissions Byron, etc... Representatives to be across a range of technologies and services, not just representing their business.	The RFQ will be revised to include a requirement for the Consultant to work with BSC to compile a stakeholder list that includes and builds upon those mentioned.
Include mention of High Speed Rail in RFQ .	The RFQ will be amended to ensure the High Speed Rail project (including 2010 and 2017 studies) is included in the literature review.
The literature review includes a large number of reports, plans, strategies and documents that may take a long time for a consultant to review, which will likely be expensive.	The literature review is necessary for the Consultant to understand and correctly convey the context of the work done to date, as well as to ensure integration of all existing Council and Non-Council plans and strategies with the Strategy being developed. This being said, responses will be vetted to ensure that an appropriate amount of time and cost has been allocated to the lit review to ensure costs are managed.
An inception meeting should be included to meet with the working group.	The RFQ will include a requirement for the Consultant to attend the following meetings with TIAC/Working Group: - Inception Meeting - Post-consultation Meeting (presentation of findings-to-date and proposed strategic direction including objectives and actions) - Presentation of the Draft Integrated Transport Management Strategy - Presentation of the Final Integrated Transport Management Strategy Additionally, the RFQ will include a requirement for the Consultant to present the Final Integrated Transport Management Strategy to the Strategic Planning Workshop.
Quotes shall be split into stages for comparison.	The RFQ will be revised to ensure that quotes returned are split into comparable portions.
RFQ must take freight into consideration: Include Northern Rivers Freight and Supply Chain Report in literature review.	RFQ will be amended to ensure the Northern Rivers Freight and Supply Chain Report will be included in literature review.
The final strategy must incorporate degrees of feasibility. E.g. social and environmental, not just economics.	The RFQ will be revised to include this as a requirement.
The final strategy must consider accessibility and users with restricted mobility, especially with respect to regulations imposed on transport providers to cater to this group of users.	The RFQ will be revised to include this as a requirement.
Immediate Next Steps - TIAC agree revised RFQ to go directly to Council (June meeting) for endorsement.	Staff to update RFQ as per above by 31 May 2019 to allow for reporting to June meeting.
Next Steps - 31 May 2019: Staff to update RFQ as per above to allow for reporting to June meeting. - 27 June 2019: Council endorse RFQ at their ordinary meeting and allocate funding for the engagement of a Consultant to undertake the work. - 28 June 2019: RFQ goes live for 4 weeks - 26 July 2019: RFQ open period ends, all submissions received. - 9 August 2019: Transport Strategy Working Group meet at extraordinary TIAC meeting to review submissions and choose a preferred consultant. - 9 August 2019: Successful consultant notified and engaged.	

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Report No. 4.2

13 June 201

Buildings Asset Management Plan - Community Level of Service Survey

Directorate:

Infrastructure Services

Report Author:

Blyth Short, Asset Management Coordinator

File No:

I2019/860

Summary:

The development of the Buildings Asset Management Plan (BAMP) is a 2018/19 Operations Activity – 1.2.2.1.

In preparation for the BAMP a Community Levels of Service Survey was conducted from 8th March to 12 April 2019.

The attachments to this report provide the results of the survey and a summary infographic.

RECOMMENDATION:

That the committee note the Community Levels of Service survey associated with the preparation of the Building Asset Management Plan (BAMP).

Attachments:

- 1 Buildings Asset Management Plan Community Levels of Service Report, E2019/39855 , page 12 [↓](#)
- 2 Buildings Asset Management Plan Customer Levels of Service Infographic, E2019/39854 , page 38 [↓](#)

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- 5 In preparation for the Buildings Asset Management Plan a Community Levels of Service Survey was conducted from 8th March to 12 April 2019. The findings from this community engagement have been uplifted into the Levels of Service section of the plan. The draft BAMP is currently undergoing internal review.

The BAMP details information about infrastructure assets including actions required to provide an agreed level of service in the most cost effective manner while outlining associated risks.

- 10 The plan defines the services to be provided, how the services are provided and what funds are required to provide the services over a 10-year planning period.

The purpose of the Buildings Asset Management Plan is to **inform** the Long Term Financial Plan.

Byron Shire Council's (BSC) building assets enable the community to access and enjoy a range of services and facilities that Byron has to offer.

- 15 It has an asset replacement value of \$74.3M for buildings as at 30 June 2018.

The efficient management of the building assets is vital to the community.

Buildings are defined as being a roof structure with walls; they do not include shelter or shade structures.


- 20 The plan includes the following **166** building categories from the general fund assets class (this excludes Caravan Parks where funds are restricted and 3 State owned toilets at Brunswick Heads – scheduled for renewal in 2019/20):

	25 Public toilets / Recreation (& 3 State Owned at Brunswick Heads)		12 Bangalow Showground buildings
	3 Libraries		17 Tyagarah Airfield buildings (Commercial leases)
	20 Community Halls / Centers		3 Commercial leases (eg. Fish Heads Restaurant)
	29 Community / Recreation leases (preschools, SLSC, scouts)		11 Emergency service buildings
	8 Swimming pool buildings		17 Council Operations (General Fund)
	21 Recreational / sport facilities		

25

STRATEGIC CONSIDERATIONS

Community Strategic Plan and Operational Plan

CSP 2028 10yr Objective/Strategy	Link to Wellbeing Framework*	Delivery Program 4yr Action (2017-2021)	Operational Plan Yr2 Activity (2018-2019)	Responsibility	Measure (2018-2019)	Due Date (2018-2019)
1.2 Provide essential services and reliable infrastructure which meet an acceptable community standard		a) Deliver infrastructure maintenance services in line with Community Solutions Panel values (SP)	Implement planned maintenance program for asset classes: <ul style="list-style-type: none"> Buildings Water and Sewer Resource and Recovery Operations 	Managers Open Space and Resource Recovery, Utilities, Community Development	>95% completion on planned maintenance activities in program	30-Jun-19
		b) Develop infrastructure asset renewal and upgrade program in line with Community Solutions Panel values (SP)	Prepare a Buildings Asset Management Plan	Manager Assets and Major Projects	Draft presented to Council for adoption	30-Jun-19

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Asset Levels of Service Buildings Community Engagement

Executive Summary

The Byron Shire Council is currently developing a Buildings Asset Management Plan and have sought feedback from the community in relation to the community buildings and public toilets within Byron Shire.

An online survey was conducted from 8th March 2019 to 12th April 2019 and the results are presented in this report.

Within the Shire there are currently 25 toilet blocks owned and managed by Byron Shire Council and 3 facilities owned by the State of NSW (Reflections Holiday Parks) and cleaned by Byron Shire Council (at Brunswick Heads). There were 168 responses to the survey which is a relatively low number given the comprehensive marketing of the survey on social media, print, website and direct email to selected groups.

Graphs of public toilet ratings are provided on pages 13 and 14. It is interesting that the three state owned facilities rated the poorest (page 14).

The survey sought perceptions of the performance of community buildings against key criteria (page 17) and the importance of criteria when selecting or using a building (page 18). A cross comparison of performance against importance is presented on page 19.

Quantitative Analysis

- **Public toilets** rated on average of **3.6 (1 Excellent - 5 Poor)**;
- **Community buildings** rated an average of **2.2**;
- **168 surveys** completed;
- **90% (152)** of respondents had used a council managed public toilet in the last 12 months;
- **50% (84)** had used at least one community building within the last 12 months;
- **45% (75)** respondents provided information on whether more public toilet blocks should be built in Byron Shire;
- **23% (38)** respondents made further comments on public buildings in the shire.

Key Findings

- Public toilet maintenance and cleaning is the key area of public dissatisfaction in this survey.
- A third of people who provided a response on public toilets felt there were adequate toilet facilities or preferred a focus on upgrading existing facilities over provision of new facilities.
- Brunswick Heads was an area that attracted a lot of negative comments and is the location of the three State owned public toilets in the shire. It is noted that these toilets will be renewed in 2019/20 by the State Government.
- In the general comments section, the majority of comments related to public toilets rather than other community buildings within the shire.
- There were a number of negative comments on the newer/self-cleaning/ Unisex toilets. There does not appear to be a high level of satisfaction with these facilities.
- A number of respondents indicated unfavorable comparison with facilities on the Gold Coast which could impact tourist visitation to the region.
- The public appears to be generally satisfied with community buildings (other than public toilets).

Recommendations

- ➔ Initial focus on upgrading existing toilet facilities rather than installation of new facilities.
- ➔ Prioritise upgrades, particularly disability access upgrades based on individual building performance (page 20-21).
- ➔ Public safety should be a priority area for maintenance (e.g. locks on doors, lighting).
- ➔ Council review public toilet locations in relation to playground facilities in parks. Toilets may have been situated prior to playground development and may not be convenient for parents with young children.
- ➔ The mix of traditional toilet facilities with newer self-cleaning facilities needs to be considered as there appears to be a high level of dissatisfaction with the self-cleaning model.
- ➔ Brunswick Heads was a clear priority area. The scheduled renewal of the 3 State owned toilets will address community dissatisfaction.
- ➔ Consider a public awareness campaign for online reporting of issues with community buildings and public toilets in particular.

Purpose

The Byron Shire Council is currently developing a Buildings Asset Management Plan. This report provides information from the community on their perceptions of selected performance criteria of buildings owned or managed by Council.

Performance criteria include:

- ➔ Are the buildings clean and safe?
- ➔ Are the buildings catering for disability access?
- ➔ Are there enough public toilets?
- ➔ How can we better look after our buildings to meet our community's needs?

Background

'Assets' refers to infrastructure that is managed by the

Byron Shire Council. The major asset categories are roads, footpaths, car parks, drainage, parks and reserves, buildings, and plant and fleet. This report relates to community buildings that are owned or managed by Byron Shire Council.

This includes the following buildings:

- | | |
|--------------------------------------|---------------|
| ➔ Public toilets | ➔ Showgrounds |
| ➔ Community centres and halls | ➔ Libraries |
| ➔ Recreation and sporting facilities | ➔ Pre-Schools |

Council assigns a Level of Service to buildings. This is based on what the community thinks is acceptable in terms of the quality, quantity and management of assets.

Council generally seeks public feedback on the current status of assets and community expectations. The results of all the feedback will also be used to guide the relevant asset management plans.

Location and maintenance of toilets

There is a wide range of toilet facilities within Byron Shire Council ranging from relatively new self-cleaning facilities to older toilet blocks that have been in operation for decades. Not all public toilets within Byron Shire are owned by council, the following facilities are owned by the State Government (Reflections Holiday Park Board) and only cleaned by Byron Shire Council (refer to map 1 on page 8).

- ➔ Brunswick Heads Torakina Park
- ➔ Brunswick Heads Banner Park
- ➔ Brunswick Heads Terrace Park

Note: These 3 facilities are scheduled for renewal in 2019/20.

Council reviews maintenance needs based on meeting three condition levels:

- ➔ **GOOD** (e.g. Railway Park Byron Bay) - 48%
- ➔ **FAIR** (e.g. Mullumbimby Civic Hall Park & Brunswick Heads The Terrace.) - 41%
- ➔ **POOR** (e.g. Clarkes Beach Byron Bay) - 11%



The following maps provide the location of all public toilets within Byron Shire.

**BRUNSWICK HEADS****MULLUMBIMBY****OCEAN SHORES, NEW BRIGHTON****SUFFOLK PARK**

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WEST BYRON BAY



BYRON BAY



BANGALOW



FEDERAL



TYAGARAH

Survey Methodology

An internet based survey was developed and posted on the Yoursay Byron Shire Website from 8th March 2019 to 12th April 2019. Overall there were 168 responses to the survey. Respondents were asked to rate any toilet facilities and other community buildings within Byron Shire Council that they have used within the last 12 months.

Public Toilets

- ➔ Have you used a council managed public toilet block in the last 12 months?
- ➔ Provide an overall rating from very poor to excellent for any public toilet block used in the past 12 months.
- ➔ Would you like to have more public toilet blocks built in Byron Shire? If so, where?

Community Buildings

- ➔ Have you hired or used a community building within the last 12 months?
- ➔ Select a building you have hired or used in the last 12 months.
- ➔ Rate this building according to its current performance from excellent to very poor, or not applicable in relation to selected criteria.
- ➔ How important were selected criteria when you hired or used this building?
- ➔ Up to four separate buildings could be identified and rated.
- ➔ Make further comment about public buildings in the Shire.

Marketing of Survey

The survey was promoted via Facebook, an advertisement in the Byron News and Byron Echo and via a link on the council website. Survey links were emailed to stakeholders including:

- ➔ all regular facility users groups;
- ➔ business commerce bodies;
- ➔ resident associations;
- ➔ community licencees and lease holders;
- ➔ council staff; and the
- ➔ Transport & Infrastructure Advisory Committee

Survey Results

There was a total of 168 surveys completed. Given the comprehensive marketing of the survey, this relatively low level of response for a community of around 34,000 signifies that there is probably not a high level of dissatisfaction with facilities.

Public Toilets

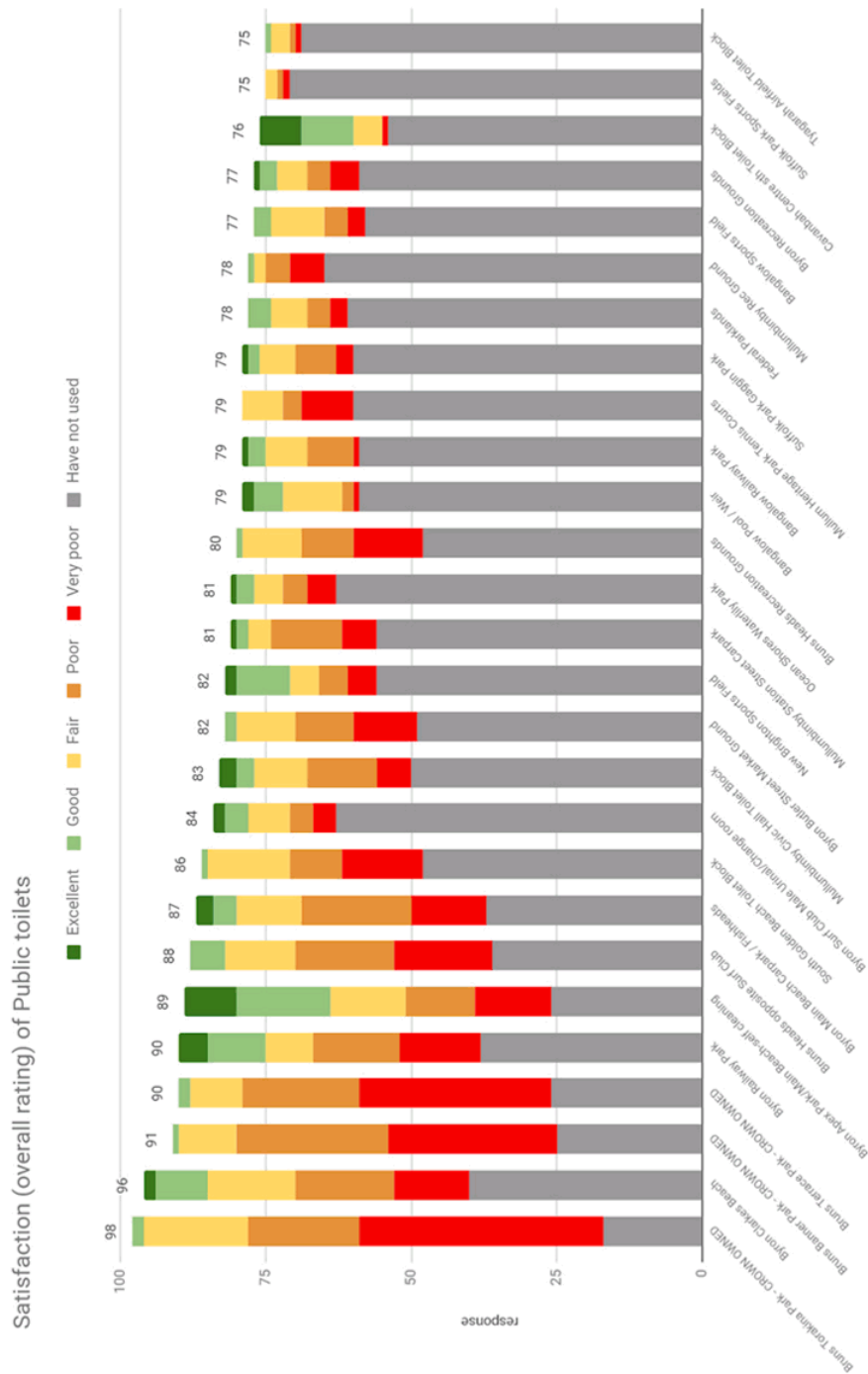
Almost all (152 of 168) respondents had used a council managed public toilet in the last 12 months.

The following graph shows the overall rating of Public toilets. As there was a wide variance in the level of usage of public toilets, further analysis was conducted to just highlight perceived quality of the facilities ranked in order of overall rating from excellent to very poor in the second graph (page 14).

It must be pointed out that these are public perceptions on the day of their visit to the facilities and are therefore only indicative of overall quality. Many factors can influence public perceptions at a point in time including:

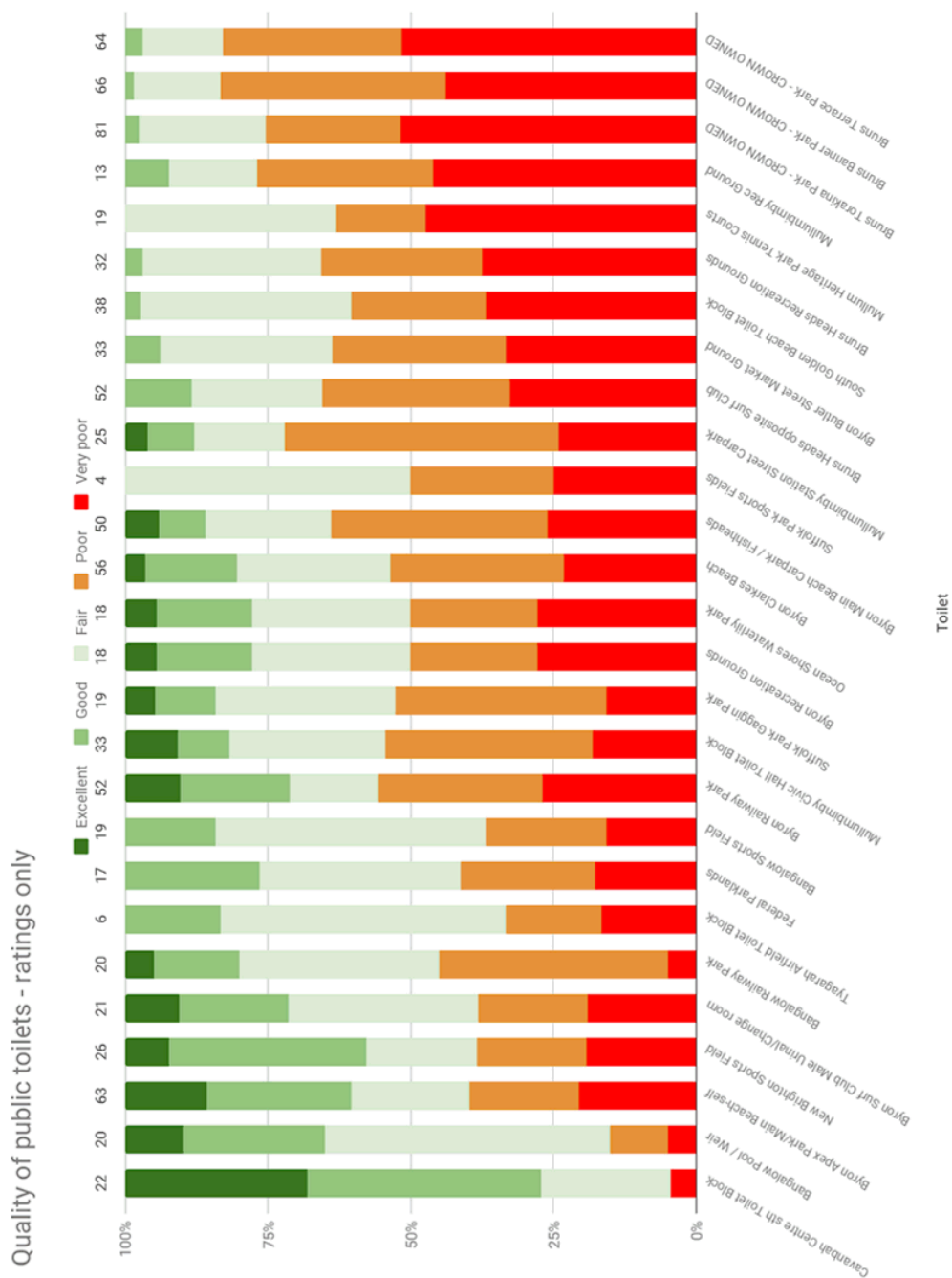
- How recently the facility was cleaned prior to the visit;
- Period of heavy use (e.g. during festivals, events etc.);
- Behavior of recent visitors to the facility.

Quality of public toilets (by public toilet facility)



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Community Buildings

Survey respondents were asked if they had used a community building in the Byron Shire in the past 12 months. Respondents were allowed to identify multiple buildings with no respondent identifying using more than three different public buildings (other than toilets) in the past 12 months. In each case they were asked to:

- Identify the building from the list provided;
- Rate the performance of the building from 1 - excellent to 5 - very poor in relation to the following criteria:
 - **Overall condition 2.34** - what was the condition of floor covering, lights, walls & ceilings?
 - **Overall Cleanliness 2.21** - was the kitchen, toilets, change rooms clean?
 - **Functionality 2.24** - did the spaces (rooms & kitchens) serve your purpose?
 - **Disability access 2.39** - did it have appropriate ramps, rails and toilets?
 - **Booking process 2.25** - how easy was it to book and pay for the building?
 - **Capacity 2.18** - did the building cater to the number of users?
 - **Cost 1.84** - was the building value for money in your opinion?
 - **Availability 2** - were there lots of date options for you to choose from?

➔ How important were the following criteria when you hired or used the building? Please rank in order from 1 (most important) to 8 (least important).

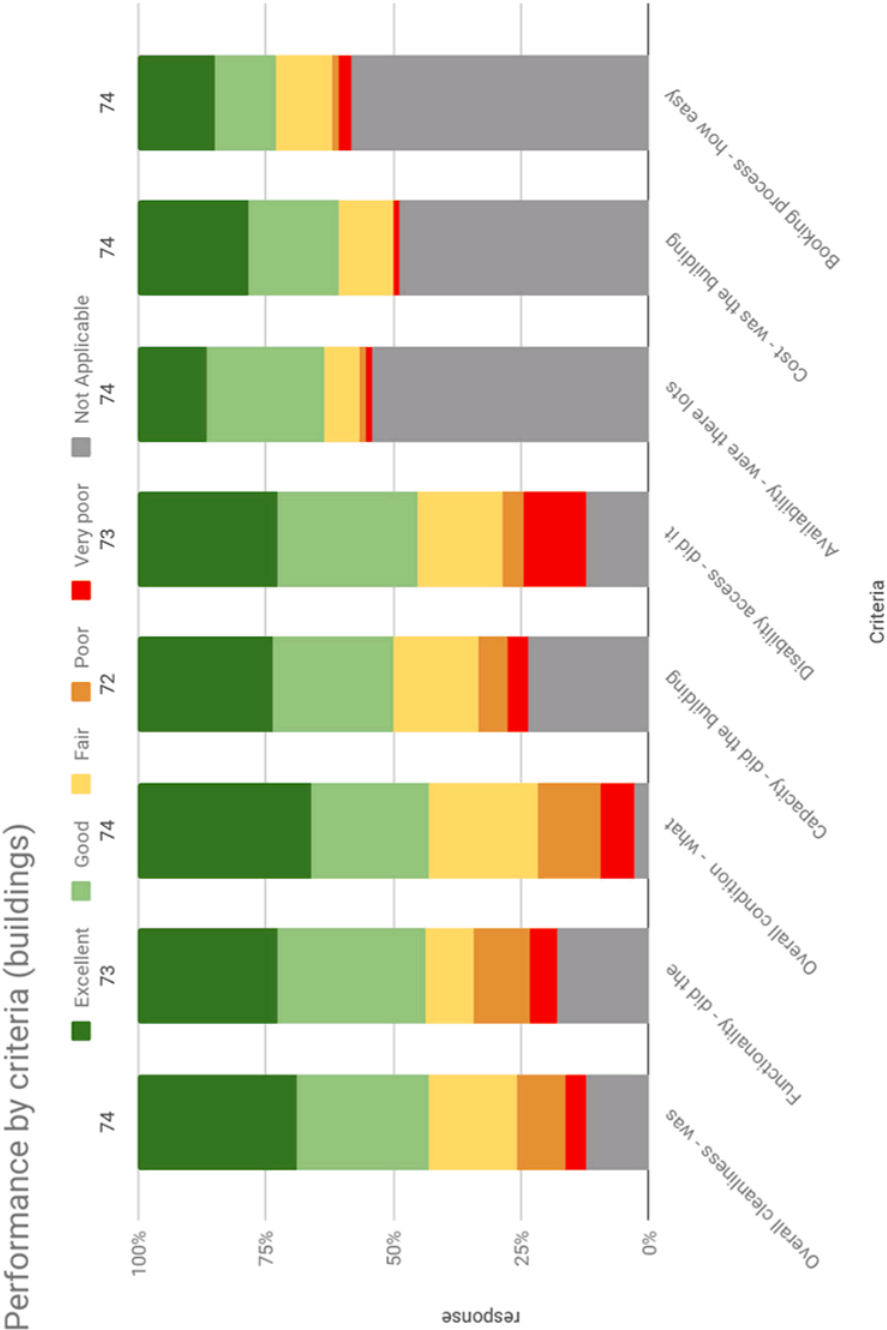
- ➔ Overall condition of floors, walls & ceilings.
- ➔ Cleanliness and maintenance of kitchen, toilets, change rooms etc.?
- ➔ Functionality of the building meeting your needs?
- ➔ Disability access having ramps, railings etc.?
- ➔ Booking and or payment process?
- ➔ Capacity sufficient for number of users?
- ➔ Cost and value for money?
- ➔ Availability for when I want it?

The following graphs identify performance of buildings by criteria and the importance of criteria when hiring or using a building.

Generally, performance was good across all categories with green areas greater than orange or red areas. Some categories had a much higher level of not applicable for buildings that attract no fee or require no booking.

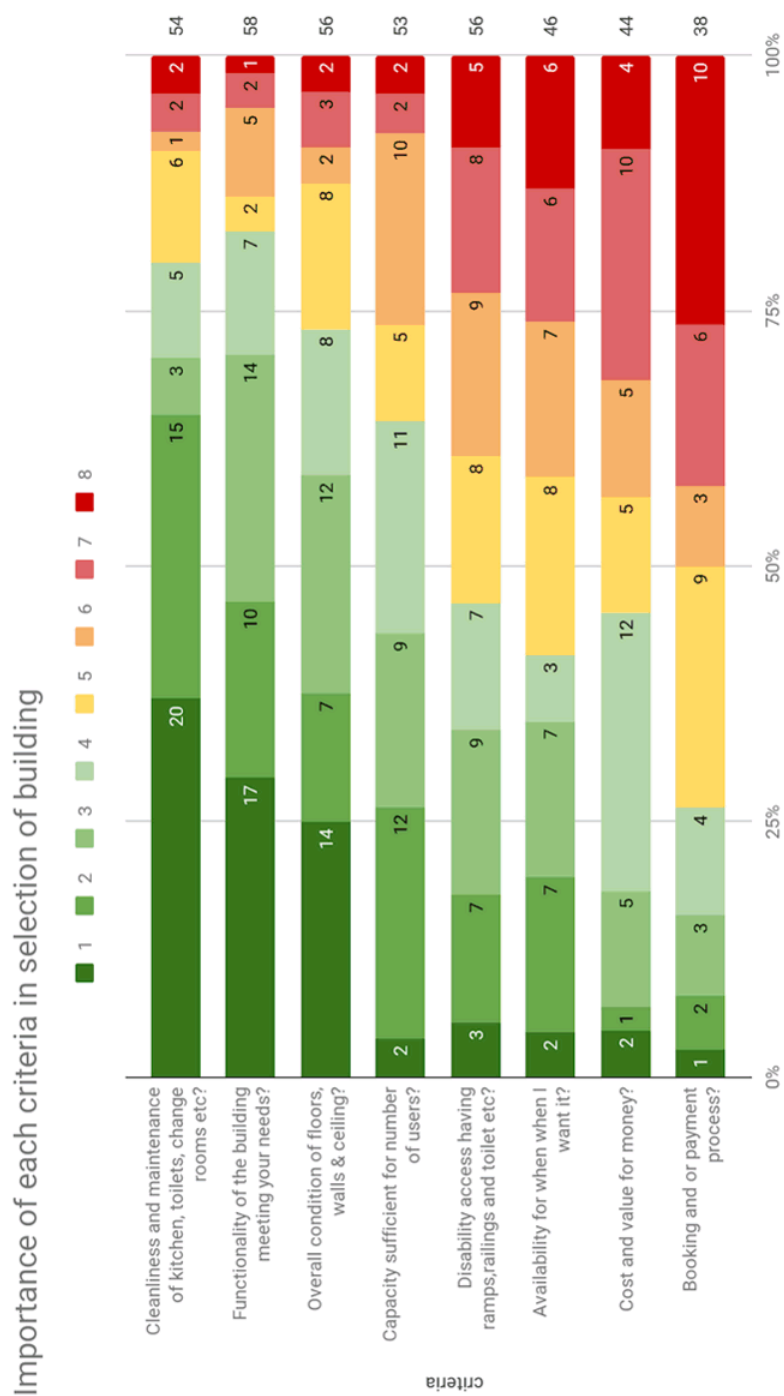
With respect to importance in selection of a building, the top three categories were:

- ➔ Cleanliness
- ➔ Functionality
- ➔ Overall Condition



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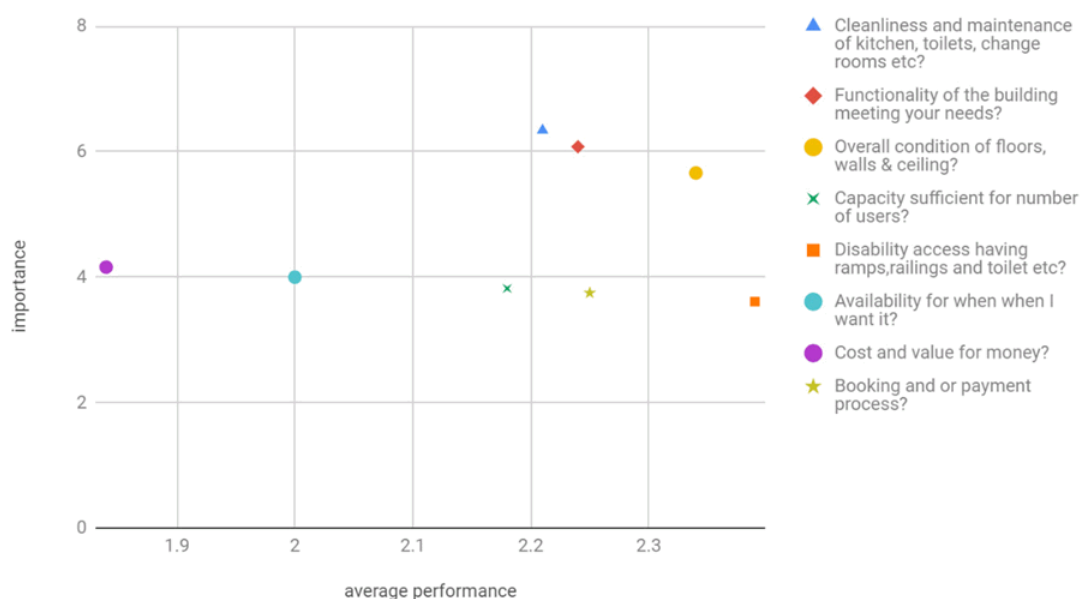
Cross comparison

A cross comparison was made of average performance of building against the importance of key criteria in selecting a building. The importance comes from the ranking provided, with 1 being most important and 8 being least important. The five point scale for performance was converted to a numerical scale where 1 Excellent – 5 Very Poor. It is interesting to note that the three most important criteria for selection of buildings did not rate that high in performance being:

- ➔ Cleanliness
- ➔ Functionality
- ➔ Overall Condition

Disability access whilst not rated highly in terms of importance did score lowest in terms of performance.

Buildings cross comparison - average performance vs. importance



Buildings: performance by criteria

The following shows the responses per building which gives council an indication of public perceptions of individual buildings. Please note that sometimes this is based on only one response for buildings that are probably not utilised as frequently as others. This serves as a guide to council where to focus their maintenance efforts, particularly in relation to the key factors of overall condition, overall cleanliness and functionality. The colours are in a traffic light scale, from dark red (representing very poor) to yellow (representing fair) to dark green (representing excellent). Criteria marked as not applicable or not answered have been left uncoloured.

	Number of Responses	Overall condition	Overall cleanliness	Functionality	Disability access	Booking process	Capacity	Cost	Availability
Byron Bay Cavanbah Centre Canteen	1								
Suffolk Park Community Hall	1								
Ocean Shores Community Centre	1								
Byron Bay Cavanbah Centre	11								
Mullum Pool	2								
Byron Lone Goat Library	5								
Bangalow Heritage House	1								
Brunswick Valley Community Centre	1								
Mullum CWA Building	1								
Bangalow A & I Hall	7								
South Golden Beach Community Hall	4								
Mullumbimby Civic Hall	4								
Byron Bay Marvell Hall	1								
Mullum Neighbourhood Centre	1								
Brunswick Heads Memorial Hall	2								
Byron Bay Surf Club	2								
Federal Tennis Club Tennis Clubhouse	1								

Byron Bay Rec Grounds Scout Hall	1								
Mullum Jubilee Ave Netball Clubhouse	2								
Mullum Library	5								
Brunswick Heads Library	6								
Bangalow Showground	1								
Byron Bay Pool	6								
Brunswick Heads Surf Club	3								
Bangalow Sports Fields Tennis Shed	2								
Federal Community Children's Centre	1								
Byron Bay Rec Grounds Soccer/Netball Club	1								

Analysis

Quantitative Analysis

The majority of quantitative information is provided within the graphs. Other key statistics are:

- ➔ **168 surveys** completed;
- ➔ **90% (152)** of respondents had used a council managed public toilet in the last 12 months;
- ➔ **50% (84)** had used at least one community building within the last 12 months;
- ➔ **10% (17)** had used a second community building;
- ➔ **2% (3)** had used a third community building;
- ➔ No one had used a fourth community building.
- ➔ **Public toilets** rated at an average of **3.6** (1 Excellent – 5 Very Poor)
- ➔ **Community buildings** rated at an average of **2.2** (1 Excellent – 5 Very Poor)

Qualitative analysis

There were two key fields in the survey providing qualitative information:

- ➔ **45% (75)** respondents provided information on whether more public toilet blocks should be built in Byron Shire;
- ➔ **23% (38)** respondents made further comments on public buildings in the shire.

Public Toilets

The following comments were made in relation to public toilets. The number in brackets identifies how many responses if more than one. Please note that there were multiple items identified in a number of responses so the total will exceed the 75 respondents.

- No additional toilets needed (16)
- Improve existing toilets (11)
- Brunswick Heads (11)
- Central Byron CBD (7)
- New Brighton, Ocean Shores (4)
- Railway Park (4)
- Main Beach (4)
- Mullumbimby (3)
- South Golden Beach (3)
- Clarkes Beach (3)
- Belongil has nothing (2)
- Bangalow Fire Station Park
- Bangalow Jeff Schneider Field
- Federal Park closer to playground
- Billinudgel
- St Helena Lookout
- Suffolk Park
- Cricket field/ Football Oval
- Sunrise Beach
- Near Byron High School
- Near Library
- Do not like automated toilets (3)

- All public beach and recreation places with disabled and baby change facilities
- Metal toilets with no seat unpleasant in winter
- Don't want to share male and female
- New surf club Brunswick Heads – ensure public access maintained
- All toilets in Mullumbimby are in poor condition

General Comments on Public Buildings in the Shire

*I tend to sneak into hotels etc. to avoid using Councils public toilets
Ensure workers are actually cleaning the facilities and not just looking busy.*

I find the self cleaning toilets in Byron scary to use with small children & myself being a tad claustrophobic. Would be good to have at least one toilet as an option that you didn't feel locked inside of

I have not hired a public building but could not submit my survey without answering that question. Annoying;

They are all old and outdated, tired looking;

Brunswick toilets are a disgrace, all of them, dangerous, no lighting;

The toilets in Brunswick Heads and Mullumbimby are absolutely disgusting. They don't feel safe, no locks on the doors, dirty, no soap or hand dryer poor lighting. With so many tourists passing through the area you should be ashamed;

Don't need more amenity blocks, just need existing to be better maintained;

Ocean Shores and South Golden Beach need more infrastructure;

The toilet blocks at Brunswick Heads are shockingly unsanitary, unsafe & outdated. Why would people holiday at Brunswick Heads when they can enjoy paths, parks & modern facilities in practically every other coastal town in Australia. These revolting facilities are an embarrassment to the local community & need to be knocked down & replaced with toilets that can be safely used by families, the elderly, locals & tourists all year round. About time BSC started listening to the community they were elected to represent & finally do something about the Brunswick Heads toilet blocks!

The AFL community here is bursting at the seams, we really need a clubhouse located at the cav centre. Somewhere for us all to enjoy the footy on game day. At the moment we have these Awesome facility's at the cav with absolutely no atmosphere.

*Generally they have poor presentation and are in poor condition
Hiring can be way too expensive;*

the toilet block at SGB is in a very poor condition. it is regularly tagged with graffiti, has holes in the walls and the toilets are often closed for repair for extended periods. they are a very poor first impression for visitors to our village. the building needs to be replaced.

The toilets are NOT hygienic, inadequate and filthy. They are embarrassment when we have visitors. The toilets are third world. The Gold coast have quality clean toilets.

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The toilets in Brunswick Heads need major attention. I have walked out and couldn't use as were absolutely disgraceful! Door lock broken so couldn't shut, aged, mouldy and just plain gross. Considering the amount of traffic using them its really embarrassing that they aren't maintained and need more due to influx of people;

If you compare our facilities with those on the Gold Coast - particularly around the beaches - Byron Shire's are sadly lacking;

Yes, No Parking signs at the Brunswick Heads surf club have been interfered with (presumably by 'locals') so that two short No Parking spots now appear like one long No Parking area. This was achieved by removing the right end limit of the left-hand area and the left end limit of the right-hand area, thus achieving one long but illegal No Parking area. Could you please reinstall the correct signage. You'll see the fixing points of the removed signs or email me and I'll submit photos;

Yes the hire fees for halls is too high and prohibitive;

*Brian from the A&I Hall has always been an absolute pleasure to work with;
The car park at the Mullum Rec Grounds is APALLING!!! Get the surface fixed!!!!!!!*

How on earth can the shire let tourists into Brunswick Heads and expect them to have a suit ? Joke of a council;

*The toilets at Torakina beach are a disgrace!!! Truly embarrassing ...
Cleaner toilets*

The toilets are old, grotty and dirty. You never feel safe using them.

Few toilet and bathroom amenities suitable for baby nappy change or breastfeeding;

Brunswick surf club is in need of a upgrade to a better facility for the community.

*It was difficult to book one of the halls and organise key collection as the person responsible did not answer their phone. Would be great to have a single database for seeing when halls are available and central place to get keys etc. rather than relying on the people who run the specific hall.
Halls should also be much cheaper to use. The public toilets need to have more light and look more inviting rather than run down and scary*

Make the public toilets like the ones on the Gold Coast where they are open and clean and not disgusting small and closed like the ones in the top park.

The public toilets on all the beaches are dreadful and I cannot understand why they are left in such disrepair. At Torakina they are dark, mouldy, dirty and generally very unpleasant. At the Main Beach the self-cleaning toilets are completely out of keeping with the shire. I understand the need for a small footprint, but surely and larger and less offensive building could have been built on the other side of the surf club. The same for the ones outside the Rails. Self-cleaning toilets are revolting and an embarrassment to our shire.

The toilets at Banner Park were locked at 11am on the day that Brunswick Heads Bakery had its first birthday and had a doughnut float day on the river for families. No one could use the toilets a real annoyance and inconvenience.

Key Findings

There were two key fields in the survey providing qualitative information:

- ➔ Public toilet maintenance and cleaning is the key area of public dissatisfaction in this survey.
- ➔ A third of people who provided a response on public toilets felt there were adequate toilet facilities or preferred a focus on upgrading existing facilities over provision of new facilities.
- ➔ Brunswick Heads was an area that attracted a lot of negative comments and is the location of the three state owned public toilets in the shire.
- ➔ The public appears to be generally satisfied with community buildings (other than public toilets).
- ➔ In the general comments section, the majority of comments related to public toilets rather than other community buildings within the shire.
- ➔ There were a number of negative comments on the newer/self-cleaning/ Unisex toilets. There does not appear to be a high level of satisfaction with these facilities.
- ➔ A number of respondents indicated unfavorable comparison with facilities on the Gold Coast which could impact tourist visitation to the region.

Recommendations

- ➔ Initial focus on renewing/upgrading existing toilet facilities rather than installation of new facilities.
- ➔ Prioritise upgrades, particularly disability access upgrades based on individual building performance (page 20-21).
- ➔ Public safety should be a priority area for maintenance (e.g. locks on doors, lighting).
- ➔ Council review public toilet locations in relation to playground facilities in parks. Toilets may have been situated prior to playground development and may not be convenient for parents with young children.
- ➔ The mix of traditional toilet facilities with newer self-cleaning facilities needs to be considered as there appears to be a high level of dissatisfaction with the self-cleaning model.
- ➔ Brunswick Heads is a priority area. Council needs to resolve provision of suitable facilities in the area including negotiation with State Government to to renew their facilities at Brunswick Heads.
- ➔ Consider a public awareness campaign for online reporting of issues with community buildings and public toilets in particular.



Asset Levels of Service Buildings Community Engagement

Council own and maintain a number of community buildings and toilet facilities within Byron Shire.



A **community survey** rating toilets and community buildings was posted between
8th March 2019 to 12th April 2019



168 people rated any **toilet facilities and other community buildings** within Byron Shire Council that they have used within the last 12 months.

PUBLIC TOILETS

3.6

Public toilets had an average quality rating of 3.6 (1 Excellent 5 Poor)

90% (152 respondents) had used a council managed **public toilet in the last 12 months.**

COMMUNITY BUILDING

2.2

Community buildings had an average quality rating of 2.2 (1 Excellent 5 Poor)

50% (84 respondents) had used at least one **community building within the last 12 months.**

25
Public Toilets

3
Public Toilets
owned by the State

Byron Shire Council owns and maintains 25 public toilets and cleans an additional 3 public toilets on Crown Land (owned by the State)



A third of people felt there were adequate toilet facilities or preferred a focus on **renewing existing facilities** over provision of new facilities.

141
Community Buildings

Byron Shire Council owns 141 community buildings.

- 25 Public toilets / Recreation**
(8 3 State Owned at Brunswick Heads)
- 3 Libraries**
- 20 Community Halls / Centers**
- 29 Community / Recreation leases**
(preschools, SLSC, scouts)
- 8 Swimming pool buildings**
- 21 Recreational / sport facilities**
- 12 Bangalow Showground buildings**
- 17 Tyagarah Airfield buildings**
(Commercial leases)
- 3 Commercial leases**
(eg. Fish Heads Restaurant)
- 11 Emergency service buildings**
- 17 Council Operations**
(General Fund)

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BYRON SHIRE COUNCIL

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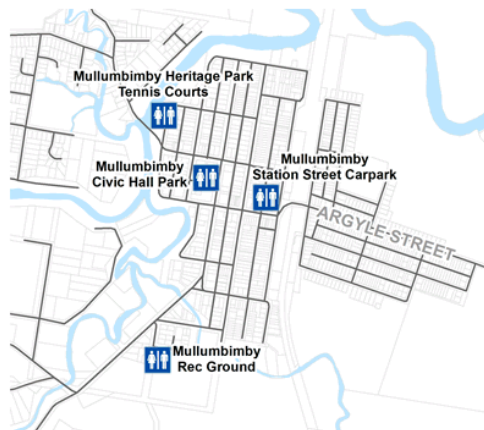
The following maps provide the location of all public toilets within **Byron Shire**.

BRUNSWICK HEADS

**Brunswick Heads Recreation Grounds**

toilets attracted a lot of negative comments and is the location of the three state owned public toilets in the Shire. These will be renewed in 2019/20 by the State Government.

MULLUMBIMBY



WEST BYRON BAY



OCEAN SHORES, NEW BRIGHTON



BYRON BAY



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BYRON SHIRE COUNCIL

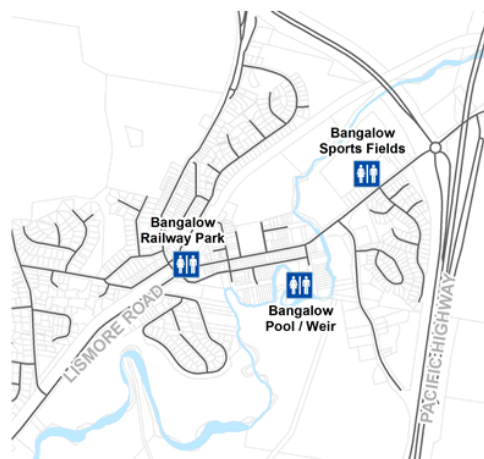
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The following maps provide the location of all public toilets within **Byron Shire**.

FEDERAL



BANGALOW



TYAGARAH



SUFFOLK PARK

