<u>Community Feedback</u> (as noted in the Traffic & Transport Infrastructure Register and Content Manager, excluding Your Say survey responses)

Project No. 24.2018.57.1 CM No. E2021/47646

Date Received	Street Location	Locality	Contact Type	Contact Method	Nature	Recorded In	Subject/ Description	Details of Enquiry/Complaint
26/02/2019	Ewingsdale Road at Bayshore Drive	Byron Bay	resident	Email	Request	TTIR	Bus Zone	I am writing to enquire as to whether or not there are plans for a bus shelter on the southern side of Ewingsdale road, heading west. I have spent the last 4 years catching an afternoon bus home at this stop and was hoping with the recent upgrade there may be the possibility of some shelter from the weather. If there are no plans in place could you please advise me of how to make this a more formal request.
18/04/2019	Whian Road	Eureka	resident	Phone	Request	TTIR	Bus Zone (School)	Opp driveway at 308 Whian Rd, Eureka there used to be a flat surface on the Council verge where the school bus could turn but road fill has been left there and Lantana is growing all over it. Resident always used to maintain the area but can't mow it anymore. The area needs to be scraped back because buses can't turn/park there any longer. Will be good land fill.
27/06/2019	Myocum Road	Mullumbimby	community	Email				School bus stop at Corner Coolamon Scenic Dr & Myocum Rd, Mullumbimby (on Myocum Rd at the back of the golf course) Water pooling on roadside, creating mud & preventing cars from pulling off the road safely. Creating environment where primary school children have to walk on the road to get to parent's cars. 5-15 cars here every day. Opposite side of road is gravelled & not an issue
21/08/2019	Johnson Street	Byron Bay	bus company	Email	Complaint	СМ	Email from Skybus - Parking concerns at Bus Stop near Mercato in Jonson Street Byron Bay	I am writing in regards to the New Bus Stop outside the Mercato on Johnson Street. I have two issues that I would like the opportunity to discuss: 1. The first concern is the Motor Bike Bays. Our Buses have to pull right up the front in order to allow enough space behind them for another coach. If they pull right up the front and another bus comes in behind, it makes it extremely tight to swing out especially if there is a Motor Bike parked in the very first bay. 2. My Other concern is that when pulled up to the front of the bus stop, with another coach behind and a bike in front there is a large tree that hangs over the road and has been collected with the bus a few times. I am wondering if it is at possible to have the council trim the tree back from the road side? Please see attached photo's.

3/09/2019	Tweed Street	Brunswick Heads	resident	Phone	Request	TTIR	ACCESSIBILITY - BUS STOP	Resident Cheryl Turnbull requesting repair to footpath and accessible bus stops in Brunswick Heads. Resident uses electric wheelchair and is having difficulties accessing bus from footpath on Tweed Street. Accessible bus stops needed on both sides of Tweed Street. Resident lives at 3/9 Teven Street.
9/12/2019	Bangalow Road	Binna Burra	resident	Email	Request	TTIR	PED X (SCHOOL BUS)	outside The Buttery on Bangalow Road. At present when children are catching the school bus or being dropped off after school there is no safe place to cross the road and this is a particularly dangerous area because both approaches are blind. In order to keep our children safe when being dropped off or collected by the school bus there needs to be improved signage warning drivers that children are crossing, a safe place to cross with possibly an island in the
20/12/2019	Mill Rd, ?	Huonbrook, Main Arm	resident	Email	Complaint	СМ	Has this been done? Proposed Replacement of Mill Rd Huonbrook bus stop - thanks but no thanks CRR 101	Do not remove community built bus shelters in Huonbrook and Main Arm (refer emails for full details).
28/01/2020	Motts Road	Upper Main Arm	community	Email	Request	СМ	24.2018.57.1 - Email from Matthew Lambourne RE: Upper Main Arm bus shelter	The bus shelter at Motts Road at Upper Main Arm was built by the local community about 28 years ago, and I believe there were other shelters of some type there for some time before that. The present shelter has served the community well, and is considered part of the local community heritage. It has recently had some damage, which has been temporarily repaired, and may be considered due for a 30 year service. We note that the Mayor has said that 'If the local communities wished to create new or maintain current shelters we would certainly be happy to see how we may be able to assist.' (echo.net.daily 7 November 2019), and has asked staff to meet with us on site to see if any issues can be resolved.
31/01/2020	Bangalow Road	Binna Burra	resident	Email	Request	TTIR	PED X (SCHOOL BUS)	It was my daughters first day of senior school yesterday. She caught the bus to Lismore from opposite The Buttery, which was easy for her to do as we live on the south side of Bangalow road, on Friday Hut Road. However on her return from school she had to cross this busy road and was nearly hit by a car trying to overtake another car that had stopped to let cross. Cars speed through this section even though the limit is 50km/h, but even so there needs to be a crossing to allow our children to get home safely. I know several residents have emailed the council about this, and now I have witnessed first hand how dangerous it is for our children, it's critical something is done to address this before a more serious incident occurs. Please let me know what the council proposes.
25/05/2020	River Terrace	Mullumbimby	community	Email	Request	СМ	River Terrace bus stop	Would it be possible to get some gravel rolled into these large water filling pot holes in the gravel shoulder near the bus stop at Terrace St Mullum. Opposite the Telstra phone tower protest. When we park to drop off and pick up, it helps to prevent saturated wet shoes when parking spots and time are at a premium and we don't have much choice where to park.

30/07/2020	Federal Drive, Myocum Rd, Myocum Rd	Federal, Ewingsdale, Mullumbimby	community	Letter	Complaint	СМ	Further update to CRR 101.2020.443.1 Mycoum Rd Federal Village Bus Stops FW: COORABEL SCHOOL BUS STOPS	Refer letter
3/08/2020	New Brighton Road	New Brighton	resident	Email	Request	TTIR	TRAFFIC	There is a bike/pedestrian path from sth golden beach running past our cross over. There is also a speed hump on the road a few meters north of our driveway, it is common for speeding drivers to weave between the white marker posts onto the path and then back to the road to avoid the speed bump. It is a regular occurrence and not only reckless in a legal sense but dangerous to all path users, particularly my children who get on the school bus there and my elderly neighbors and neighbors with small children. The installation of a solid bollard on the bike path would remove the option of detouring the speed hump, cheaply and quickly. It would keep path users and residents safe whilst going about their business. This is an urgent matter, this morning my son was sent scampering to avoid a car on the path as he waited for the bus to school. He is 8 yrs old and was lucky his older brother was present enough to alert him.
3/08/2020	Teven Street	Brunswick Heads	resident	Email	Request	TTIR	TRAFFIC	I have sent previous emails re the inconsisttof road management in TEVEN St Brunswick Heads; our DA we had to install a turning circle in the front yard the only house in the street, even cars on street park nose to kerb & reverse into street. The weekly school bus double parks in the middle of the road. I'm not trying to deprive children of swimming, I am requesting consistency in traffic management & safety, we had to incur extra cost to install turning circle because of gym yet there are no traffic rules for the gym! Note the bus is double parked on the driveway entrance to the Gym! Children are stepping off footpath & walking 2-3 metres to the bus
6/08/2020	Mafeking Road & Repentance Creek Road	Goonengerry	bus company	Email	Request	CM9	Bus Shelter-Cnr of Mafeking Road and Repentance Creek Road	I write in support of Williams Bus Service request for a bus shelter on the corner of Mafeking and Repentance Creek roads, Goonengerry. This location is an important connection point for both Williams Bus Services and Northern Rivers Buslines with 2 daily connections between the two bus services. Northern Rivers Buslines also collects/drops students and passengers at this location. These connections are an integral piece of the public transport system in the Federal-Goonengerry region with connections to Mullumbimby, Bangalow, Byron Bay and Lismore. A bus shelter would provide much needed shelter and security for the students/passengers who use our bus services in this area. If you have any further enquiries please feel free to contact me on the below number.
11/08/2020	Byron Street	Bangalow	business	Letter	Request	TTIR	SIGNS/LINEMARKING - BUS STOP	Bangalow Primary School requesting linemarking to delineate the bus stop - as well as signage change
18/08/2020	Broken Head Road	Suffolk Park	resident	Email	Request	СМ	24.2018.57.1 - Email from Nancy Tarlao re: new bus shelter for Broken Head Rd, Suffolk Park	Thanks for the email update in relation to local bus- stops I am a local resident on broken head rd Suffolk park – No. 145 (northern end- near beech drive round about), the new footpath is currently being constructed on the west side of the rd (heading into Byron). Could you please advise if this bus stop is receiving a shelter? It's a packed bus stop (up to 20 kids per bus between 8 and 9 am) and very awful in summer heat and rain to shelter with the kids. With increased urban densities in this area, it would be beneficial to have a shelter on this bus stop. Any advice or feedback would be kindly appreciated.

27/08/2020	All	Ocean Shores	community	Email	Request	СМ	Bus Stops	Dear Councillors, thank you for the new bus shelters, they are great and we appreciate them. I would like to suggest another improvement for the bus stops in Ocean Shores. I think it would be great if we could have bike racks near the bus stops so children can ride their bikes to the bus stops and lock them up during the day then ride home in the afternoon. This would be greatly appreciated by parents and children who drive or walk to the bus stop. Juliette Adlard (Aspiring Prime Minister) 169 Shara Boulevard Ocean Shores Aged 11, Year 6, Ocean Shores Public School
31/08/2020	Coopers Creek Road	Main Arm	resident	Email	Request	TTIR	BUS ZONE (SCHOOL)	Buses are too large for the conditions in Coopers Lane South. They are turning on a restricted corner on a dirt surface. These buses regularly hit obstacles ie garbage bins, road signs and telegraph poles trying to turn these large coaches. Today at 3pm the school bus hit the telegraph pole taking wood off the surface of pole and destroying signs. We have reported to the Electricity company and by 3:45pm they have someone out here inspecting the pole! We have spoken to this bus company in the past after other incidents but they are non-responsive! There is a safe turning circle for buses at Durrumbul School which is 1KM down the road. We have pointed out to the bus company that most families drive their child to catch the bus and would probably drive 1km extra distance for safety. Also when the conditions are very dry and dusty it is almost impossible for vehicles to be seen through the dust.
7/09/2020	Mafeking Road & Repentance Creek Road	Goonengerry	bus company	Email	Request	СМ9	Bus shelter on the corner of Mafeking and Repentance Creek Roads	Thankyou for this input . Position 1. Approximately 12 passengers No person with Disabilities, however that could change in future. Both passenger and school. No route number for Williams bus service Bus stop has been in use for approximately 15 yrs Regards Sharon and Michael Williams
22/09/2020	Browning Street	Byron Bay	community	Email	Request	СМ	Bus Stop on Browning St next to Spell Gypsy Collective	I am writing about you designating a bus stop on Browning St More than 30 school children already catch the bus every day to St Finbarr's, Byron High & Xavier Schools - There will be more children next year The bus needs a designated bus top on this street for the safety of the kids and for the easy access for the Bus Driver It is the perfect time to do this as road construction is already underway These are currently no parking areas anyway There really should be a bus stop on both sides of this road Already there are no cars parking there It has the required two lane width This area does not need street parking as it interferes with the bin pickup etc due to accom houses & gated communities of Seadrift etc

5/10/2020	Myocum Road	Mullumbimby	business	Email	Complaint	СМ	School Bus pickup area at corner Coolamon Scenic Dr. and Myocum Rd.	and highlighted various safety issues. We suggested 2 far better locations for the "bus stop", and both parties agreed to take the matter up with the school, bus company and council. It seems as though communication has broken down and now Council have constructed an Accident waiting to happen. I am happy to discuss this situation with you, if you share my concerns.
23/10/2020	Myocum Road	Mullumbimby	community	Email	Complaint	СМ	Snap Send Solve 744301	Constantly flooded bus stop for Coorabell Public School at Mullumbimby Golf Course. Also no protection from Golf balls. Dangerous pick up and drop off point.
2/12/2020	Tallowood & Left Bank Road	Mullumbimby	community	Walk In	Complaint	СМ	School Bus Pickup on the corner	The school bus stop on corner of Tallowood and Left Bank Rd is a high risk safety issue for children and residents. Up to 20 young children wait on the corner for the bus. Some children sit in the gutter. When the bus pulls up the exit from Tallowood is blocked to cars coming to and from Left Bank Rd. Next year this concern for safety will escalate as more children will be catching the bus.
8/12/2020	, and the second	Byron Bay	resident	Phone	Complaint	TTIR	PARKING	She is right near the General Store and there was also a bus stop near her before the new road works. Now she has a parking spot outside her house and she has the café society crowd blocking her driveway and making it hard for her to get out safely as she cant see. And as it is such a busy road she feels very unsafe trying to enter traffic.
4/01/2021	Broken Head Road	Byron Bay	resident	Facebook	Request	TTIR	PATHS	No footpath near bus stop - accessibility
12/02/2021	Shara Boulevard	Ocean Shores	resident	Email	Request	СМ	Email from Susan Nancarrow - Safety concerns with Traffic Risk at the Bus Stop Shara Boulevard, Ocean Shores (cc: Councillor Support)	I would like to suggest 4 changes that would make that intersection safer: (1) reduce speed on the first section of Shara Boulevard from 80kmh to 60kmh (2) make Shara Boulevard a school zone from the start of the residential area to Ocean Shores Public School (which would also cover the preschool) (3) put a pedestrian crossing across Shara Boulevard just beside / in front of the church (where people already cross) and (4) get bike racks at the bus stop to reduce the number of cars dropping off / picking up. Any or all of these would make that bus stop much safer. I would be happy to discuss.
8/04/2021	All	All	community	Email		СМ9	Re: Bus Stop Upgrade Program	Arakwal would be keen to look at artwork on the bus shelters if this is something that BSC was considering????

8/04/2021	Shirley St, Jonson St	Byron Bay	bus company	Email	СМ9	RE: Bus Stop Upgrade Program	I'd like to mention a few stops on behalf of SkyBus. •Jonson St, outside the Mercato (Woolworths). This is an absolute waterfall when it rains, with the torrent of water directly over the seating making the stop unusable and unsafe. I have reported this many times in the past two years to the building manager with no results. •Shirley St near Milton St exiting Byron. The slope of the road mean coaches (and buses) cannot get close to the actual stop. The new interchange is going to be open soon. Do you have a planned date for the opening? When it is, SkyBus services will be moving to there.
9/04/2021	Various	Ocean Shores	resident	Email	CM9	BUS STOPS	Bus Companies in the Byron Shire have a Hail & Ride policy, so we don't have a lot of specific bus stops and shelters. Just put your hand out and the bus stops for you anywhere on the route. Ocean Shores for instance has 7 routes each way from Billinudgel, through Ocean Shores (Nth & Sth) South Golden, New Brighton, Bruns, Mullum, Byron and on to Ballina and Lismore if you choose to. Seniors and Pensioners have a \$2.50 Red Ticket that provides travel all day across NSW, and that's much cheaper than taking the car out for the day. Having a mobile Library truck in a designated bus zone on Rajah Rd, Ocean Shores on Tuesdays each month is impractical, and can cause trip hazards. Maybe it needs to park back in the upgraded OS Community Centre beside the new front walkway where it used to be. Many buses park in this bus bay for the Shopping Centre each day (23+ per day) which includes town buses, School buses and Train Link buses. The public bus service here is far busier and regular than people who drive think. The few Bus Shelters that we have in Ocean Shores are always targeted by graffiti vandals, and currently they all have large graffiti tags inside them. Regular graffiti cleaning/painting would make these shelters look like Council care and hopefully the community will respect Council maintenance programs across the Shire. Kind Regards, Tina P.S. My Husband, Stan is a School Bus Driver P.S.S. Council have done a good job of upgrading and moving some bus shelters eg. South Golden Beach and Bruns. Thankyou.
12/04/2021			community	Email	СМ9		I visited the "talk area" where the bus stop should be outside the newsagent in Stuart Street and was appalled at the dangerous construction on the area. An accident waiting to happen. I was also appalled at the area now designated for buses. A traffic hold up after a pedestrian crossing !!!!!!!

13/04/2021	Various	Mullumbimby	resident	Email	CM9	Adding bus stops	Regarding the bus stop matter, please consider adding 3 stops on the Mullumbimby Rd - Argyle Street. From the end of the town to the next stop, either to Ocean Shores and Byron Bay, there are no stops for 5km. The road condition is not very good as potholes appear each time having heavy rain and traffic is very busy. There are lots of elderly residents in their 70s, 80s and even more in areas on/of back of the Argyle Street. It is way too much for local residents, who need to rely on public/community transportation, they are vulnerable people. They are mostly long-term Mullum residents, who contributed to this community and they deserve all goodness. Carlsberg Car Service, Near Paddock Kiosk and the may be near the corner of industrial area on this road, there are some spaces buses can stop easily. Also,cars are speeding too much in the winding narrow road, and accidents including deadly ones keep happening on the Mullumbimby Rd. I guess 50km/h for all this road is appropriate, and adding some protection to pedestrians is necessary. Please take action for it. I do not feel safe walking/riding a bike, and no one feels safe in this condition I suppose. Thank you for your consideration for the community we all love.
13/04/2021	Myocum Road	Mullumbimby	business	Email	СМ9	RE: Bus Stop Upgrade Program	Hi Katie Thank you for including Mullumbimby Golf Club in your community survey. The easy fix I suggested for the Coolamon Scenic Dr. – Myocum Rd. Bus stop is acceptable for us but you may wish to look at the option of using the Merge of McCauleys Lane with Myocum Rd. There is a lot more space there and appeals as a much safer option. Regards Joe Cullen
13/04/2021	Left Bank Road		community	Email	CM9	Byron Bus Stops - feedback	The Left Bank Road is, quite simply, dangerous. There are stretches of road there where the surface is so unstable, buses whizzing by and when you swerve to avoid a pothole it is almost head on collision territory. Some of the road between the high school and shearwater is good, but there is a patch (in the low lying bit and around blind corners) that is perhaps 500meters long and it drastically needs to be resurfaced before there is another serious accident involving buses, kids and parents. - ideally that road would be wider, to accomodate the volume of heavy BUSES that use it. Im surprised the council have not put an overpass/walkway at the high school so people can cross the road and not stop the trafficthe traffic would improve immeasurably if people could not cross the road thereif not an overpass, then a tunnel UNDER the road would work too.
							I'm also surprised there is not a pedestrian crossing at the swimming pool, also very dangerous in the summertime with a busy road and small children.

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									Existing Stops Park Street Information centre: Installation of platform at road level for disability access. Tweed Street, IGA southbound: No further upgrades required. Needs installation of bus zone, shelter and disability access platform on northbound side nearby. Tweed Street near the Terrace southbound: Installation of platform for disability access. Needs installation of bus zone, shelter and disability access platform on northbound side Between Short St and Galleon Ln. Also needs pedestrian crossing nearby. Non-existent stops
1	5/04/2021	Various	Various	bus company	Email		СМ9	Bus stops - Northern Byron Shire	Tweed Street, Caltex Service Station: Needs installation of bus zone, shelter and disability access platform on both sides of Tweed Street. Also needs pedestrian crossing nearby. Tweed Street near Bayside: Needs installation of bus zone, shelter and disability access platform on both sides of Tweed Street. Also needs pedestrian crossing nearby. A footpath from these stops into Bayside would also be of benefit. South Golden Beach
									Existing Stops Beach Ave near Miss Birdy's: Installation of platform for disability access and sealed bus zone. New Brighton Store: Installation of platform for disability access And Shelter (if there isn't one already).
1	9/04/2021	n/a	n/a	community	Email		СМ9	bus shelters	This is a bus stop in montreal.
2	1/04/2021	Friday Hut Rd		resident	Email		СМ9	Bus stops	I have completed the surgery regarding bus stops in the Byron Shire. Regarding bus routes - we live at 1006 Friday Hut Road and previously the buses would come down our road and pick children up along our road but this was ceased doe to the weight limit on Parker's Bridge. Now that the bridge has been replaced and there is no weight limit we are hoping that a bus route to Bangalow school can be reestablished along this road so that our children can also catch the school bus. Please can these comments be looked at in conjunction with the bus stop survey as it would be ideal to have a bus stop that our primary school aged children can also access.

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							We refer to your recent email calling for feedback on the shires bus stops and shelters.
							We have forwarded your email to our school community but I would like to draw your attention to a couple of issues that have been pointed out to me.
22/04/2021	Myocum Road x 2	Ewingsdale & Mullumbimby	community		CM9	Bus Stops and Shelters	The Bus stop on Myocum Road close to the Ewingsdale roundabout cannot or is not being used as when the bus pulls fully into the bus bay there is nowhere for the children to alight as it is a steep bushy embankment. See photos attached.
							The bus stop on Myocum Road at the Mullumbimby golf course end has no bus shelter and parents have been concerned about the possibility of golf balls striking the students as they wait.
							My name is Heather Devlin. I have lived at 4 sunrise lane, Ewingsdale since 1978.
							Noticed your article "looking at the condition and location of bus stops in Byron Shire"
							We had a bus stop at the end of Sunrise Lane and McGettigans Lane since 1984 when my children caught the Byron Bus to St Finbarrs, Byron Bay. There were at that stage 10 children who lived in Sunrise Lane.
19/05/2021	Sunrise Lane &					FW: BUS STOP PROJECT	Blanches Buses then used to stop to take my children to Trinity College in Lismore, until 1999 when my last son attended. It still has been stopping whilst other children from McGettigans Lane caught the bus from this area. There is a turn off area.
19/03/2021	McGettingans Lane	Byron Bay	resident		CM9	FW. BOS STOP PROJECT	Now, there are many more children in the area (including two of my grandchildren, who will be soon wanting to catch the bus)
							In your forthcoming projects, I would like to make a SUGGESTION (as requested in your advertisement in Echo)
							For a bus shelter to be placed in the turn in area on McGettigans Lane joining onto Sunrise Lane.
							2. This used to be a cleared area, but now has bushes/trees encroaching and maybe not the amount of children using it (at present).
							3. Safety and Accessibility concerns. As we have lived in Sunrise Lane
19/05/2021	Various	Brunswick Heads	community		CM9	FW: Bus Stop submission	for 43 years, (and there are also 2 other elderly people living in lane), we Refer letter attached to CM9 record

20/05/2021	Armstrong St	Suffolk Park	resident			FW: Existing Bus Shelter - 20 Armstrong Street Suffolk Park	Ive attached a streetview pic and some photos from today of the existing bus shelter at 20 Armstrong Street, Suffolk Park. This shelter is used every weekday by school kids from both Byron Public School and St Finbarrs and Byron High School. The shelter is also used 7 days a week by public transport patrons. The number of people using it is not huge, however it is seen as an essential shelter by residents and school children, particularly in wet weather. The "wear and tear" on the unsealed footpath in front of the shelter is a good indication of its regular usage. I am not aware if there are existing users of this shelter that require accessible/disabled access. As you can see the shelter itself would not comply with DDA requirements, nor the surrounding footpath area. If DDA compliance is required – then full replacement works would need to be carried out I guess? If Council can justify that this shelter does NOT need to be compliant with DDA requirements in the short term, then I would draw your attention to the following potential safety issues that might be rectified with some maintenance or minor capital works to extend the life of the existing asset: 1. Tree roots are exposed in the footpath area directly in front of the shelter (significant trip hazard). There is also significant wear and tear to the unsealed footpath area. Can works be programmed to repair the existing footpath area or reconstruct with new concrete footway between kerb & shelter?; 2. There is corrosion to supports of the bench seat – this should be looked at by Council as there may be risk of collapse of the bench seat; 3. There is corrosion to the shelter supports at slab level.
27/05/2021	Rifle Range & Lismore Roads	Bangalow	resident	ı	CM9	Bus stops	Hi - as per long standing and variously communicated community feedback - Bangalow kids desperately need a bus stop at the corner of Rifle Range & Lismore roads. I'm hoping/assuming that you are already well aware of this though kinda frustrating & annoyingly time consuming having to tell Council in so many varied ways & then be told we need to say it again.