

Date of email	Question	Council response
2/7/20	1. When is this Report to be completed and what does it aim to do/ information it will contain?	<p>The intent is to present a report to the 27th August 2020 Ordinary Council meeting to present information on the following matters:-</p> <ul style="list-style-type: none"> • Concept plans for Council works on Broken Head Reserve Road and Seven Mile Beach Road. • A proposed management plan that addresses day to day operations, the integration of works and a list of longer term actions. • A proposed memorandum of understanding that will help inform the Management Plan and compliance regime i.e. between NPWS, Police, Council etc • Statistics relevant to the matters under consideration along Seven Mile Beach Road and Broken Head Reserve Road. • Details on the Fixing Local Roads Grant • Any additional relevant background information
	2. Compliance - please can Council provide as per my request last year the compliance enforcement parking budget for the past 5 years with breakdown of how many rangers are working on parking enforcement across the Shire per day and the hours of operation.	<p>We are unable to advise how many rangers are working on parking enforcement each day and hours of operation due to operational reasons - i.e. advising members of the public of those particulars would decrease our ability to patrol. Please note, we no longer have "rangers". We have:-</p> <ul style="list-style-type: none"> • Animal Enforcement Officers • Community Enforcement Officers • Parking Enforcement Officers.
	3. What happened to the work that was being done on paid parking carparks for both Seven Mile and Broken Head - surveying can you confirm how many spots council legally has in each area and what work has been done.	<p>The potential introduction of paid parking to Seven Mile Beach Road and Broken Head Reserve Road is still being progressed. Council's existing paid parking contract comes to an end in December 2020. In anticipation of this Council has recently awarded a new contract.</p> <p>Preliminary planning has already begun with the new contractor to investigate if and how pay parking could be introduced to the Seven Mile Beach Road and Broken Head Reserve Road given their remote location.</p> <p>There are currently approx. 60 legal spaces on Seven Mile Beach Rd and 60 spaces on Broken Head Reserve Rd.</p> <p>It is understood from our discussion with Minister Kean that NPWS objective would be that all NPWS and Council spaces are Paid</p>

		Parking Spaces.
	4. Why has Broken Head been shelved and there had been no substantial budgets set for resolving the issues that are impacting Nature Reserve high biodiversity and safety?	While some may have the opinion that Broken Head proposals has been shelved this is not the case. Council has a clear intention to develop a detailed design for parking management within the Broken Head Reserve Road precinct (incl 7 Mile Beach Road). Where possible Council will look for opportunities to fast track works in this area and intends to develop plans that allow works to be undertaken in stages. Options for upgrades will be considered as part of the August 2020 Council Report.
	5. When are the carparks to reopen and what is the strategy to manage traffic and parking	It is noted the car parks have already been opened. This occurred on 10 July 2020, relevant signage was amended at the time to reflect the changed parking arrangements.
	6. Additional questions raised in the email: As you are aware I and others have spent years working with Council to propose solutions whilst I appreciate it is complicated it is has been long overlooked and could have been paying for itself for years as well as having a management plan in place. Please can you advise me as to why budget was not put aside for this it has been 6 years and the road dangers presented then.	Noted, Council has many and differing problems, many of which regard public safety including issues on some of our busier and higher speed roads. Council has been actively working with the Community, Agencies in an attempt to resolve the issues. Whilst Council acknowledges the community commitment to resolving issues in the Broken Head Reserve area generally, staff focus is to prioritise works based on budgets approved by the elected Council. Staff will continue the consultation process to the extent possible within approved budgets to ensure we are across the whole community's needs and desires to determine the best outcome for all as best possible within standards and legislation. Provided Council adopt the current draft budget, the project delivery planning is expected to begin in August 2020.
23/06/20	1. Now there are cars everywhere even with carparks closed	Car parks have reopened with additional clarifying signs and Council staff have been patrolling the area daily.
	2. daily abuse and drive poor roads while tourists laugh at us	Noted. Council is not able to enforce or monitor this matter. Abusive behaviour is a matter for

		the Police
	3. Reserve used as a toilet.	Noted. Council can not force NPWS to construct toilets, the issue of the public defecating and urinating in the reserve has been raised with NPWS previously
22/06/20	1. The abbreviation can't say simply 7 Mile Beach as it doesn't work and is again confusing. 2. What needs to be there is No parking anytime Seven Mile Beach rd. All Parking Closed.	Refers to VMS sign. Car parks have now re-opened and signs modified.
	3. Sign across the road saying the same residents access only walk and cycle.	As car parks are now open and 7 Mile Beach Road is a public road, Council does not support restricting of wider community access as this is likely to result in community complaints and the perception within the wider community that there is special treatment for some local residents. Council has received calls from resident who are elderly and find the long walk to beaches too difficult. Preventing such access could be considered to be discrimination. NPWS now have approved a Plan of Management for Broken Head Reserve that includes a pedestrian link from the caravan park to Kings Beach car park. Pedestrians will have a dedicated walkway.
	4. Reports have said that residents want car parks to remain closed. This is not true. We just want a management in place that is clear and limits parking to those areas adjacent official entry to beaches and limits this to a safe capacity.	Council agrees that a issues within the area need to be resolved and has implemented parking modifications in accordance with LTC approvals and following ongoing consultations with stakeholders of a number of years. Council will be receiving a report in August to further consider actions.
	5. Main Beach is a disaster - the erosion has revealed rubbish which has been in dunes and it is coming up on beach. There is bottles etc and glass which have surfaced and still fires in the areas from people camping further down from Captain Cook. 6. Tourist And locals are totally ignoring signs and walking on dunes and unstable ground.	Council is fully aware of issues at Main Beach. The continued actions by tourists and other, reflects the limited impact more signs have when people want to ignore the signs. In relation to dunes Council issues regular warnings and advice to the community of potential hazards along our beaches.
	7. South American travellers having huge BBQs against bush in the Reserve last year.	The advice is noted however, Council only has delegated authority within the road reserve and

		not NPWS car parks and Reserve area.
	8. This area should be top of the pile as it directly threatens biodiversity and is very difficult to access for fire and emergency services.	<p>Council acknowledges the Biodiversity value of the reserve and also the potential impacts to access for fire and emergency services through inappropriate and illegal parking.</p> <p>RFS have participated in meetings with the Community in relation to concerns raised in the Broken Head Reserve/7 Mile Beach Precinct.</p>
	9. Council to also have these conversations with Matt Kean as clearly there is not the attention been given locally.	<p>Council followed up on November 2019 Council meeting (I2019/1717) that resolved to investigate transfer road ownership.</p> <p>Council has received advice from the Minister Kean that NPWS will not take responsibility of the road.</p> <p>In early July 2020 Council representatives met with Minister Kean, Ben Franklin MLC and NPWS representatives onsite to review and highlight the issues relating to the precinct.</p>
	10. National Parks are barely getting any revenue for their carpark at Broken Head and this once again is adding to visitation issues (degradation road) and lack of respect along with lost revenue. The illegal campers are returning there nightly.	<p>The comments and advice are noted.</p> <p>Council has always been open to working collaborative with NPWS to manage parking in the precinct and to undertake enforcement.</p> <p>With respect to enforcement within the reserve this is a matter for NPWS or the Police.</p> <p>Council is aware that Police have been notified of local community concerns due to numerous meetings, emails and phone calls.</p> <p>Council has no authority to direct Police actions.</p> <p>Council is unable to comment on NPWS revenue matters.</p> <p>Council has met with Minister Kean both in Sydney and onsite to discuss ongoing issues.</p>
	11. All that is required is an integrated paid parking model for both Council and National Parks.	<p>If Pay Parking is introduced by Council to the Broken Head Precinct area there may be an opportunity to approach NPWS and offer to manage their PP scheme as well in the Broken Head area. Minister Kean has indicated a preference for all NPWS and Council carparks to become Paid Parking areas.</p>
	12. Let me know when you envisage carparks reopening.	<p>Council car parks on 7 Mile Beach Road reopened on 10 July 2020 including Kings Beach Carpark (NPWS)</p>
	13. Why Police branding cannot be included in signage along with a reporting number.	<p>Council is not authorised to use Police branding without their written approval.</p> <p>The use of Police logos and branding is outlined in their Corporate Branding Policy and Standards. Requests must be approved by the Commissioner's Executive team and require</p>

		<i>"compelling reasons"</i> .
	14. explain in the sign that rewards are to be provided for information regarding damaged signage or removed barricades.	Council has not resolved to offer rewards.
	15. There are signs from both stakeholders bent and out of the ground at different areas of Seven Mile. This should be a Police matter and us not helping upholding respect	It is unclear who is removing the signs. Matters reported to Police are for them to handle as they see fit. This action gave rise to A Restricted Parking Area being created. Robust signage has been installed and is completely enforceable even when "No Stopping" signs are removed along the road. These "No Stopping" signs are therefore redundant. The purpose of Area Signs is to permit signage ONLY at the entrance and to allow all other signs to be removed if necessary. (This should reduce ongoing costs to Council)
	16. The VMS sign wasn't working and hasn't been on Broken Head Reserve rd.	Car parks now open and no access restrictions are in place (i.e. bush fires or Covid restrictions). Evan Elford has previously advised that the VMS Boards being controlled by SMS and that when a signal is lost the VMS are programmed to display a blank screen and then require to be reset. The reactivation of the VMS signage must be done remotely by the service provider and this in some cases has caused delay. Council staff inspect the signs regularly and respond asap to Community advice if the VMS boards are malfunctioning or blank.
	17. Council makes things more complicated than they need to be and it ends up costing more. Wasting money on sign that is not working – VMS.	Noted
	18. Sign in wrong location should have been in front of entrance the Seven Mile and working.	Car parks now open and VMS signage modified following discussions with yourself.
	19. All that was required as I keep saying was a sign saying <i>carparks closed no parking anywhere along Seven Mile walk and cycle.</i>	Modified signage is now in place.
	20. Current sign: when it was working it didn't make sense. "Seven Mile closed. Stay home if you feel unwell"	Car parks now open and VMS signage modified following discussions with yourself.
	21. Road is so dangerous and will continue to get worse.	Road has been recently regraded and considered to be in good condition. Traffic counts do not indicate speed is a concern or traffic volumes excessive.
	22. The parking needs to get issued at the entrance to Seven Mile.	Assumed to refer to pay parking being managed at road entrance. Not considered functional as

	It is the only beach surf with no parking and yet it is one of the best areas.	can't guarantee a free space by the time cars get to car park. Recommended manage PP at each car park. TfNSW (RMS) justification for paid parking along 7MB Rd required.
	23. Council to present the complexity of issues and that the management required due to tourism and risk of fire etc to State so that the public road status can be amended or at least assessed in light of the issues that can't be managed	Council has done this on numerous occasions. NPWS confirmed they will not take ownership of the road.
	24. The carparks are closed at Seven Mile and yet there is endless traffic. It is so disappointing as all this called for was a sign saying Carparks closed no parking anywhere along Seven Mile walk and cycle park at Seven Mile Residents access 10km	Car parks now open and VMS signage modified following discussions with yourself. The road is a public road and should be available for access by the public. Council does not support restricting vehicle access to only residents while there are no emergency's due to community complaints and public perception of special treatment.
	25. confusion there is with the jurisdiction It is really time that whilst the road is public it was taken to the State to see if on the grounds of its proximity to a high biodiversity Nature Reserve the laws can be changed to safeguard and protect	Noted but intent unclear Minister Kean has confirmed that NPWS will not take ownership of the road.
	26. the Reserve is full of toilet paper	Noted, this is matter for NPWS
	27. issues and traffic management to be addressed	Council is committed to improving traffic management in the area and has been consulting on the potential solutions with Community and other agencies. Issues are complex with conflicting uses of the road.
19/06/20	1. Traffic data is old Requested new traffic data to show National Parks the impact on visitation as they have no information.	Traffic data sent to residents not considered old by industry standards. Traffic counters remained in place with data collected up to July 7 th 2020 – this can be made available. In respect of traffic counts, Seven Mile Beach Road is the most surveyed road in the shire, even more than Ewingsdale Road.
	2. Request staff to explain the data.	This request was unknown to staff however an explanation can be provided.
	3. Issues should be resolved many years ago	A number of options have been canvassed, investigated and found to be either illegal, not practicable or not supported by either community or Government over a period of time such as toll gates, shared zones etc and this has slowed the overall process.
	4. Lack of clarity where the parking is	Car parks have reopened with additional signage and barriers to improve clarity. Council

		developed concept signs that were not supported by residents. Alternate wording and map signs proposed by residents were not legal, lacked clarity and not affordable due to length of message, sign sizes, number of different signs and graphic design costs.
	5. Signage is constantly bought up BY council as being something that is ignored when in actual fact it can and does work if all the elements are considered Size, placement, colour, font, etc design and frequency as well as things like creating a mechanism that forces people to slow down at the point of the signage so that it can be read.	Signage has limited impacts in some circumstances where some motorist choose to ignore or don't consider consequences. Adhoc/no compliant signage is not enforceable On 8 th May, staff invited you to submit your design for Council to consider. Subsequent proposed wording and sign designs submitted to Council considered inappropriate for a number of reasons.
	6. Council to engage with community around this and we were to receive options	Council has been engaging with you mostly on behalf of the Seven Mile Beach Road Residents. Separately there has also been consultation with Broken Head Village community representatives. Council has been meeting with representative over a number of years including workshops and meetings with NPWS, Arakwal , Member for Ballina Tamara Smith, NSW Police, RFS, Councillors and staff. Outcomes have been developed and reported to Council for consideration.
	7. Reports take too long. Staff supplied something that was really basic and by now means a solution it was just words on a sign. Signs were incorrect.	Assumed that this is a reference to signs supplied in May 2020. A slightly modified version of these signs was installed in July and subsequent emails received on July 11 th indicated gratitude for the signs.
	8. Community believe that: National Parks need to be asked to place a boom gate at the entrance to their carpark or resources to ensure all cars purchase tickets which in turn results revenue, respect and turnover of carparks for other two enjoy. Their lack of resourcing is having a direct impact on numbers of people and the degradation of roads and the encouraging of free loaders.	Not considered a reasonable solution. NPWS can not be directed to take action by Council. Whilst not a matter for Council to maintain it is considered that, boom gate would be constantly vandalised and bent. NPWS resourcing is not a matter Council can manage. However, NPWS have indicated their desire to tie in with any works Council undertakes. Council intends to work with NPWS to coordinate parking management in the area.
	9. Replacement of signage National Parks as a priority to ensure the area looks attended to	Unclear which NP signage is being referred to or what is meant by "where one starts and ends".

	and cared for. Most people don't even know which where one starts and ends.	NPWS upgraded signage and bollards in June 2019. NPWS cannot be directed to take action by Council.
	10.Council to create formal designated car spots which are listed in numbers as per capacity and supportive signage so that it is clear there is no parking anywhere outside the areas	Council developed plans to formalise car parks and presented to Dec. 2019 Council meeting. Plans not adopted and resolution passed to potential change road ownership to NPWS. Council installed new signage in July 2020 to clarify parking areas. Additional parking technology being investigated as part of the new Pay Parking contract
	11.Tickets paid parking must be issued at the entrance to Seven Mile to avoid vandalising of meters and also have another further up the road.	Pay Parking is being investigated and once resolved to be implemented by council, will be rolled out as most appropriate for Council to maintain. Locating payment at the entrance to 7MB Rd not recommended. Can not guarantee a park will be free by the time a car gets to the car park.
	12.Introduce a road divider or something as has been recommended previously at the entrance to Seven Mile so that cars are forced to slow to a stop get their ticket and consume information before entering Seen Mile i.e. compliance, fine amount, dogs etc The cost will discourage people to save endless traffic	Formed part of the concept design that went to Council in December 2019 and currently remains part of the concept design. How Pay Parking is to be rolled out (once resolved) and where payments are best located (i.e. entrance or car parks) may further inform road and entrance design requirements.
	13.The combination of strategies including those with National Park's will collectively result in a reduction of vehicles and also revenue and a management plan.	Noted. This is understood to be referring to the combination of strategies outlined in the above items
	14.There needs to be the ability to Tow vehicles and actually enforce this along the road. Towing is used as it was used to remove a protests vehicle away so why then is it not enforced to send a message that the compliance is there for safety and will be upheld.	Council is not legally permitted to tow a vehicle unless it has been abandoned or parked in a clearway. Police have different delegations above those permitted by Council.
	15.Emergency access at all time	Agreed, Emergency access must be available at all times.
	16.paid parking	Council is actively investigating the option of

		paid parking in this precinct. Minister Kean has advised that NPWS parks be Paid Parking areas.
	17. Requested the road counters stats with details of rangers on for paid parking across the Shire and the budget allocated to this	Latest traffic counter stats have been attached. Details relating to rangers and budget allocated is not provided
18/6/20	1. Council has not responded to questions and done anything as yet regarding compliance and signage.	Council has installed additional signage in early July to help clarify permitted parking areas.
	2. Total confusion about the signage and compliance on Seven Mile and Broken Head Reserve rd is a complete chaos.	Signage has been installed as per LTC approvals. Staff have been consulting on a regular basis on additional signage to compliment the regulatory signage, Agreement on format or wording has not always been achieved.
	3. The purpose of keeping carparks closed was to manage issues that were occurring from over parking mainly because people are totally confused and to address social distancing as beaches small etc.	Noted
	4. Requested clear signage be placed at the entrance to Seven Mile stating that No parking anywhere along Seven Mile at any time except at carparks that are designated (this was up to Council to resolve and ideas were provided). The bay signage doesn't work.	Proposed to be done in May 2020 but not supported by residents. Signs have now been installed and residents indicate their appreciation for the signs. Ideas provided were not legal, enforceable or affordable.
	5. Council made a mistake with the times of the new night and day compliance by replacing the correct times in red. This is barely seen.	Sign has been replaced.
	6. community happy to design signs.	On 8 th May staff requested community to submit her design for Council to consider. Subsequent proposed wording and sign designs submitted to Council considered inappropriate for a number of reasons.
	7. There is also anger now as to why carparks remain closed.	Car parks now open. Noting the email dated 26 th June requested Council to keep car parks closed. Numerous community members local to the area contacted Council to ask why they were closed and asked to open them.
	8. To trial the road properly as walking, cycle or at least use it as for this purpose safely.	Limited opportunity to provide separate active transport paths as area is a known biodiversity hotspot. Previous consideration of a shared zone not supported through Local Traffic Committee
	9. The VMS in place is not seen and has at times been blank.	You have been advised of operational issues with the VMS and issue with SMS signals being

		intermittent causing the sign to go blank, VMS boards are controlled by the supplier. Staff inspect the VMS regularly and response asap to when alerted by community of any issues.
	10. Urgency to rectify situation as visitors and locals are getting very angry about getting tickets when they are confused by signs	Noted. Fines apply for illegal parking and camping
	11. Nature Reserve being driven in and new tracks being made through the Nature Reserve which is damaging the vegetation.	Unclear where this is happening. Council does not have the authority to enforce within the Reserve.
	12. To add to this a sign that says limited parking - park at National Park carparks and walk in could be added.	Upgraded signage has now been installed.
	13. I have not had a definitive answer from Council re National Park's decision to Acquire the road. Phil and Simon said they would come back to me and never have.	Minister Kean was requested to consider taking over the road in November 2019, Minister Kean has now confirmed that NPWS will not take ownership of the road.
	14. We are still waiting traffic data for both Seven Mile and Broken Head.	Traffic data has been provided. Staff can meet to review data with residents.
	15. Seven Mile carparks could and probably should be open if correct and effective signage was in place along with blocking off areas or ensuring they are not parking areas.	Car parks open with new clarifying signage and barriers
	16. in the interim Council to erect a temporary sign that says No car parking anywhere along Seven Mile carparks closed or if they open a temp sign communicating there is No parking anywhere except areas with water bollards or however you want to designate official carparks and stipulate the carpark capacity and that cars will be fined for exceeding this	Car parks now open