

## MINUTES

### Peak Tourist Season - Impacts on Hyams Beach Village

#### Meeting of Stakeholders

**Tuesday 6 March 2018**

The meeting opened the time being 3.30pm

Those present:

<b>Councillors</b>	<b>Staff</b>	<b>Community</b>
Clr Findley	Russ Pigg – General Manager	Dean Hargreaves
Clr Cheyne	Gordon Clark	Noel Webster
Clr Levett	Paul Keech	Moses Raudino – HMAS Creswell
Clr Gartner	Colin Wood	Lynn Locke – STAG
Clr Kitchener	Jodie Parnell	Mark Crowther
Clr Proudfoot	Mick Jarman	Kate Friis
Clr White	Tony Fraser	Chris Alison
Clr Wells	Brad Davis	David Campbell
Clr Gash	Daniel Dunstan	Ken Renwick
	Jessica Rippon	Lois Sparkes
	Madelaine North	Bob Clark

#### **1. Welcome – Mayor and General Manager**

Russ Pigg – General Manager welcomed all that came back from the first session, staff have put together notes from the last meeting along with a Draft Action Plan which has focus areas for Easter time initially and what can be achieved in the next few weeks and then we can discuss forward long term planning if time permits.

Today we will hold an interactive discussion along with staff presentation.

#### **2. Temporary Measures – Easter Action Plan**

##### **a. Council Staff Presentation of Proposed Council Actions**

**Daniel Dunstan provided a presentation in relation to Traffic Controls and the following comments were made:**

Since the last meeting, staff have conducted a walk around the village with the CCB and considered options for the Easter Long Weekend and have proposed the following measures.

Traffic control measures on Naval College Road

Controlled parking at Hyams Beach Village

Southern end will close then will divert traffic to the northern end.

A roundabout will be in place at the corner of Navel College Road and Booderee Avenue

A trial Resident Access via a slip lane

Q: Can we create a better turning circle at top of upper Hyams Road?

A: Better signage this time should help alleviate this problem. If signage is not followed we can use enforcement

There will be traffic control and have cones in place. Nowra Shoalhaven Traffic Control have sent through plans. Cones will be in place at the fire trail.

There will be traffic regulatory signage and the one-way system will be installed the Thursday prior to Good Friday when visitors arrive.

Q: Can traffic control set up on the Thursday before Good Friday, prior to the traffic getting congested

A: Where possible we will have controls in place on the Thursday – this is actually a reduced cost (not public holiday) so of benefit.

Council will need to add it to the budget as this is the correct one-way.

Further to this, staff have had an idea to implement a drop off / pick up (DOPU) zone in 3 locations being: at Seamans in front of the boat ramp, Little Hyams and down near Chinamans.

Q: Will people be allowed to access those zones when the parking is full?

A: This is a trial period for the DOPU zones and an honesty system. There is a risk if the people in the area don't have a car to leave the area.

Tourism staff will be located at the top near the closure (Booderee Avenue/Naval College Road)

Q: When allowing visitors to use drop off zones, will we have maps made available to provide to visitors like previously... and allow drivers to circulate looking for parks?

A: Certainly, one of the options we can look at trialling at Easter if there is consensus – Coralie may wish to make comment on the tent proposed to be set up at the top of Booderee.

Comment from CCB: Safety concerns re speed of vehicles coming down Booderee – witnessed during experience counting traffic. There is a safety issue for Tourism.

A: Signage to indicate reduced speed approaching the turnaround intersection – traffic to be managed on site. Part of the traffic control will be to reduce the speed from 80km-40km and it is something that will have to be managed on site.

Q: John Wells: If drivers are utilising drop off zones, drop off passengers, then park at the top of the hill, they then need to walk down the hill again – Booderee Ave. This is a danger to pedestrians.

A: Yes, it is, so we need to think about this and make a decision about whether we want the drop off zones to operate when village full?? Traffic control will have to use discretion

Jessica Rippon: We can trial an honesty system to allow residents and holiday home users into the village. No time to implement resident permit system for Easter but could be used as a long-term solution.

Q: As a representative of holiday home owners, how will the back up of traffic that is going to occur at the temporary turn around going to be managed? This is going to impact holiday home customers, and this is unacceptable.

A: There will still be the PUDO zones and/or some sort of shuttle, and the current resources and budget can't facilitate the shuttle. Vehicles will be spoken to and turned around or let through. 40 km zone will slow traffic down, but road should allow more room than previously to move traffic on.

If this meeting agrees that the PUDO doesn't work then it will be added to the long term action plan

Q: What is the legal position of Council/traffic controllers ordering drivers and traffic?

A: Traffic controllers can issue orders under the Roads Act – Police can issue fines (if present). Same with one-way road system proposed.

Q: From the top of the hill, 400 cars per hour travel to Hyams in peak periods. What is the plan for traffic control, who is doing a drop off, who is staying and who is a resident? The traffic will back up and people will come as a continuous stream.

A: Traffic control will have to use discretion

Q: What is the legal position with turning people away and refusing entry?

A: Under the Roads Act drivers must take direction from Traffic Control Staff. They can also be sent to Booderee where there is plenty of parking.

Q: Lynn Locke suggested that Council "Ping" peoples phones in the area

A: This may have to be looked at as a long term action as it would need investigation as many people in the area may not have any intention to travel to Hyams Beach.

Q: Lynn Locke stated that a lot of the items in the Action Plan state "Budget Required" etc. Where is the budget coming from?

Russ Pigg: Essentially the ratepayers will need to fund this. From today's session staff will have to put all actions into a report to Council which will adopt a strategy and allocate a budget.

Chris Alison: Traffic Plan is a disaster, can't expect visitors to be satisfied with a 2 second conversation and sent away from the destination they are wanting to visit. They come to Hyams because they want to visit Hyams, nowhere else. They don't want to go to any other beach, they only want to go to Hyams. The backed-up traffic this plan is going to cause is unacceptable. This will hold up traffic which will go beyond the roundabout on The Wool Road which will hold up residents and cars as well as people going to other various locations in and around Booderee including Erowal Bay. There is no provision for any additional parking and some parking has been taken away but no provision for additional parking.

Daniel: Council and staff understand there are issues with queues and access to businesses and café access, however the one-way solution will retain parking.

This plan is a trial to be proven or disproven. The Naval Collage Rd turn around has not been trialled before. Previously the congestion was right down in the village. This plan admittedly may just push the congestion back to Booderee/Naval College road, but at

least then it is out of the village, which allows for better management of parking and traffic in the village without the road blockages. This is a far more acceptable and workable solution. Also, previously we took away parking by implementing solutions. This time we are increasing parking (by implementing one-way traffic system through streets. So, it is not perfect, but it is still a big improvement.

Comment: In the last meeting it was asserted that visitor amenity and experience was important but now it has been forgotten about

At Christmas the southern end fills up first, Cyrus was also full but there wasn't a lot of traffic/parking in the northern end, the public can drop off and then park at the back of the village. As a means to get people spread evenly throughout the village.

Lois Sparkes - CCB: CCB congratulate Daniel Dunstan on the plan and effort, time and staff resources that have gone into the workshops and site meetings everyone in the room recognises that this solution isn't perfect.

We need to look at other long term solutions, or park and ride. At the end of the day we should agree to this, it may not be perfect, it is a trial, we have concerns for the safety of Tourism staff. This is not to rule out any park/ride solutions. Let's give it a go. If it rains it won't be an issue. **We should definitely trial the drop-off zones.**

Jessica Rippon addressed the meeting and advised that this is a trial and a temporary solution for Easter. We need to look at what is temporary and what is permanent and what we can all achieve for Easter. The Park'n'Ride hasn't been taken off the table. I think we should use the DOPU points and trust people will do the right thing, we need to give it a go.

Clr Gash: Once its full its full and we shouldn't let cars get any further and advise cars accordingly. Its costly but it can be done.

Clr Levett: We could put a sign at the top to say parking full and provide an alternative way of getting down to the village. If we are saying Hyams is full then we need to provide an alternative way of getting there.

A: Premier Bus Service have put in a bid to Transport NSW to provide a shuttle bus for summer which if successful could provide our long-term solution. Jessica Rippon: We have to look at what we can achieve by Easter

Daniel Dunstan: Council can hire buses and have a shuttle service, but we also need to look at how do we fund that.

A: It was suggested that it will have to be a user pays system to go on the shuttle

Clr Levett: Has there been quotes/costings done?

Daniel: We are (using Mark's) information provided estimating the cost at \$80/hr, but its whether we have the budget to fund a service.

Mark: You can cancel a bus with 48 hours' notice and hire a bus with a minimum of four hours hire. We usually know what the weather is going to be like 3 days ahead, so the service could be cancelled if needed.

Coralie Bell: We need to consider how we will get tourists OUT of Hyams should something occur making them all want to leave at the same time (e.g. shark sightings, blue bottles, storm, emergency etc).

Clr Wells: So, we could run this service for \$3-4,000 for Easter?

Q: How do we make it safe for people to walk down?

A: At less than 6m wide? providing a safe access will be a longer term solution

Q: For bus hire, you can cancel a bus within 12 hours notice, and hire for a minimum of 4 hrs, for this period we probably only need 2 full days hire as a trial

Coralie Bell: Advised that it is a concern and a safety issue for Council for the Park'n'Ride and how do we get people out if evacuation is required, it's not just a \$600 question it's how can we safely get them out

Clr Wells: Has staff obtained costings on bus hire?

Daniel Dunstan: Council hasn't internally done the costings; however it would be approximately \$80 per hour possibly.

## **b. Confirmation and Agreement of Proposal**

**Russ: Asked if all in agreeance that a Shuttle Service should be trialled at Easter... Asked if all present agreed and accepted that the Traffic Management Plan should be implemented and that it is for a trial.  
The meeting agreed.**

## **c. Waste – Action Discussion**

*Displayed map found in Daniel's presentation*

Tony Fraser: Council is making arrangements for extra 660lt bins, roughly where shown on the map. Council can possibly try to pick up earlier depending on access, it could be mid morning.

Pick up schedule not to change due to impact on pickup timetable that also service other towns and villages. Too expensive to change this or add a special service. Also, unnecessary, as observations from previous peak periods found that some bins are not full, but because others are overflowing there is an assumption that all bins are at capacity. Hopefully with extra bins there won't be any overflowing.

**Jessica Rippon asked the meeting if it was agreed for the Extra Bins in the Action Plan?  
The Meeting agreed.**

## **d. Rangers – Action Discussion**

Colin Wood advised that the Rangers do great work. The Rangers have a 7 day rotating roster and there will be 4 rostered on the Easter weekend. One (1) Ranger and one (1) Parker in this area.

The shifts are early and late shifts and will have a Parker there all day (on Monday the Parker will be in Husky – but can travel to Hyams if needed).

Objective is to assist the Tourism team and with the management of:

- Illegal camping
- Illegal Parking
- Littering
- Dogs off leash
- Advise of overflowing bins
- Advise on toilets and facilities

It is very difficult to get everyone, as they may move on and then come back after Rangers have gone. Rangers will also monitor littering and dogs on/off leash. People at Hyams will be aware of their presence.

Council is looking at Friday, Saturday and Sunday for a Parker, which will be working in Huskisson and will move them across to Hyams.

The Rangers and Parker will provide advice through to Tourism and Traffic Control on the issues they are dealing with and the toilets.

Q: What is the difference between a Ranger and Parker?

A: A Ranger has a broad job range of issues on public land, dogs etc and protection of environment. A Parker just concentrates on parking and road rules. People who are parking on driveways and too close to the edge of the road on a corner and people who are impacting on the traffic flow.

Lois - CCB rep: Expressed her reservations that one Parker is sufficient. But acknowledged that Rangers do an incredible job. Biggest problem by far is parking across driveways and in places that create congestion, i.e. intersections and corners. Hopefully one-way flow will assist with the parking and visual impacts on corners.

In relation to the Rangers – They did a sterling job at Christmas and as mentioned as one of the things at the last meeting is the extent to which local residents might be able to do some of the work at night and be given authority to point out signs for illegal parking/camping. Can there be some sort of formal recognition or authority? I would like it left on the table to be explored and an ongoing suggestion. I've noticed illegal stays in the car park, can it be closed at 9pm each night over Easter? Residents are not having a good experience; can National Parks and Council Rangers have a cross delegation of Authority and can the closure of the car park be put in place?

Colin Wood: The jurisdiction is a Government Policy, it would need to change. Council does have a relationship with National Parks and will talk to them about illegal camping. Our Rangers are trained and would not condone vigilante approach. Staff have investigated and parking in the car park is technically not a breach. We can enforce no parking between 8pm-7am. It is a public area and have reservations about cutting off the car park. We do hear you when it comes to the overnight parking and noise issues. We could look at signage in the future.

Lynn Locke: Can Council investigate installing parking meters?

Seamans Car Park discussed - problems around noise and disturbances from car park users.

Q: Can the car park be closed? Or closed for overnight stays?

A: Colin: Possible to physically close the car park after, i.e., 8pm – could use signage (but don't want to turn Hyams into the town of signs). Our Director Phil Costello has advised that signage method has been successfully in Kiama. Jessica Rippon confirmed that this has been successful at Bombo Beach – an area previously popular with the campervan fraternity using the location for overnight stays.

Could also consider Rangers patrolling later in the evening.

Mick Jarman and Rangers have been looking into this and have found this area of legislation problematic... we think that it's not technically illegal to park overnight...not technically a breach.

Discussion regarding the success of VMS signage deterring illegal camping in Bendalong/Manyana over Christmas.

Suggested Action: Jodie Parnell: VMS to change at 5pm to display an illegal camping message – i.e. No overnight stays

**Jessica Rippon: Does the meeting agree with the Actions for Rangers.  
The meeting agreed.**

#### **e. Tourism – Action Discussion**

Coralie Bell: Tourism are happy to help when needed and will help where they can on top of the hill. Posts and information in relation to Traffic is being prepared for media.

Q: Some residents have offered their driveways to the Rangers

Why do we not have a sign outside the village “no overnight stays” or limited parking etc

A: Council recently had a sign at Bendalong and the feedback was it worked well

**The meeting agreed for extra signage.**

#### **f. Toilets – Action Discussion**

Brad Davis addressed the meeting and advised that he is meeting with the CCB tomorrow and will be temporarily installing two (2) porta loos which will remain in place until the end of the school Holidays and will also increase the servicing.

Clr Jo Gash: Can't we put extra portaloos at Seamans Beach – there is always long lines there too.

Brad: We have engaged Interns to undertake surveys, however they only work during the week, not weekends. But we can look at this.

Jessica Rippon: asked if the meeting agreed to the screening of the toilets

The Meeting Agreed

Council will be happy to install extra toilets as part of the agreed action. Shade cloth to be used as screen.

## **g. Access**

Jessica Rippon advised that Kelie Clark was not present to provide comment in relation to access, however Kelie asked Jessica to advise that additional fill will be placed on access ways and will look at the access ways as a long term agreement.

## **3. Towards Permanent Solutions**

Jessica Rippon addressed the meeting and asked if there were any comments in relation to the Long Term Plan.

Q: We don't want a trial that failed. We need a Long Term plan that works. Hopefully it will be manageable at Easter.

Permanent stay parking, paid parking and shuttle bus, could look like a good solution for the future.

David - CCB: This is a trial package; therefore, we should not look at it as not working in full as a failure – as the plan is made up of many components, and some of these components may not work. If this happens, it does not mean the whole plan is a failure.

Mark Crowther: On previous occasions there have been flyers available to put under people's windscreen wipers advising that overnight stays incur a fine of \$110 – but this is cheaper than a night at Holiday Haven, so why wouldn't people risk it. Can't Council increase the number of penalty points?

Re Seamans car park – the car park was so full on one occasion where there was a fire on the beach the fire truck couldn't even gain access

Colin Wood: Closure of Seamans Beach carpark is being looked at as a long-term strategy.

Penalty notices are set by the State Government if we go down the route of higher penalties it is a court issued local court system – this is a very expensive way of dealing with fines – with time spent in court and legal fees, and the judge may not see the fine appropriate to the breach and give them a slap on the wrist – all at great cost to Council, so it's not recommended.

Daniel: We can explore an Area Parking Control which is available under the Roads Act. This could be a long-term solution and would mean that signal on the outskirts of town indicates that the whole village is a particular zone.

Q: How does the penalty work?

A: Penalty units is \$110 per unit, there is also a Penalty Notice system. We have to catch them camping there and have to catch the person. Council might even trial penalty notices. The max penalty is 10 penalty units. Penalty units are a Local Court issued fine.

Generally, there are penalty notices which is an on the spot fine.



Q: Is there an alternative method of contractors to issue fines etc for illegal parking?  
Easter is one of the worst periods

Colin Wood: It is on the table for the closure of the Seamans car park.

There are other options, Rangers can do a final patrol at 8pm.

The ultimate issue is there is not overnight stays in the village.

Daniel Dunstan: Council doesn't want to fill the area with signs, time restricted parking can be done through the traffic Committee.

Q: Is traffic counting being undertaken?

A: Daniel: Yes, we will be putting forward a budget bid to undertake a 4-day traffic study (of a cheaper type). Long term, however, this would need to be done over the peak summer period.

Q: At the top of Hyams Road there is not enough room for parking both sides, can we keep a turning circle for Easter? Can we get a load of road base or something put on the surface up there to make it appropriate?

A: Jodie Parnell: Suggested that perhaps this section is parked out first at the start of the day, and then closed to prevent other vehicles driving up there.

**All agreed this was a good solution.**

**Russ Pigg addressed the meeting and advised that we have run out of time. We have a fairly good result and a way forward for Easter. Council will see what we can do for Seamans carpark. All have the Action Plan document electronically. Over the next few weeks we invite everyone to make electronic comments to Jessica and we can collate and come back for another meeting in April some time and get feedback from the residents and operators and from a commercial side on what worked at Easter, what trialled well and what didn't. Then we can get into the long term plan for next summer.**

Thanked all staff and residents for a positive way forward and what doesn't work well will add it to the Long Term Action Plan.

Lois - CCB: On behalf of CCB, thanked staff and Daniel Dunstan, Rangers, Tourism and Jessica Rippon for the dialog and the collaboration.

The meeting closed at 4.55pm.