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## Community and Stakeholder Engagement Report

### Wharf Upgrades Bell and Carols Wharf, Scotland Island (Stage 1 of 1)

Impact level: Three

Report date: 15 May 2020

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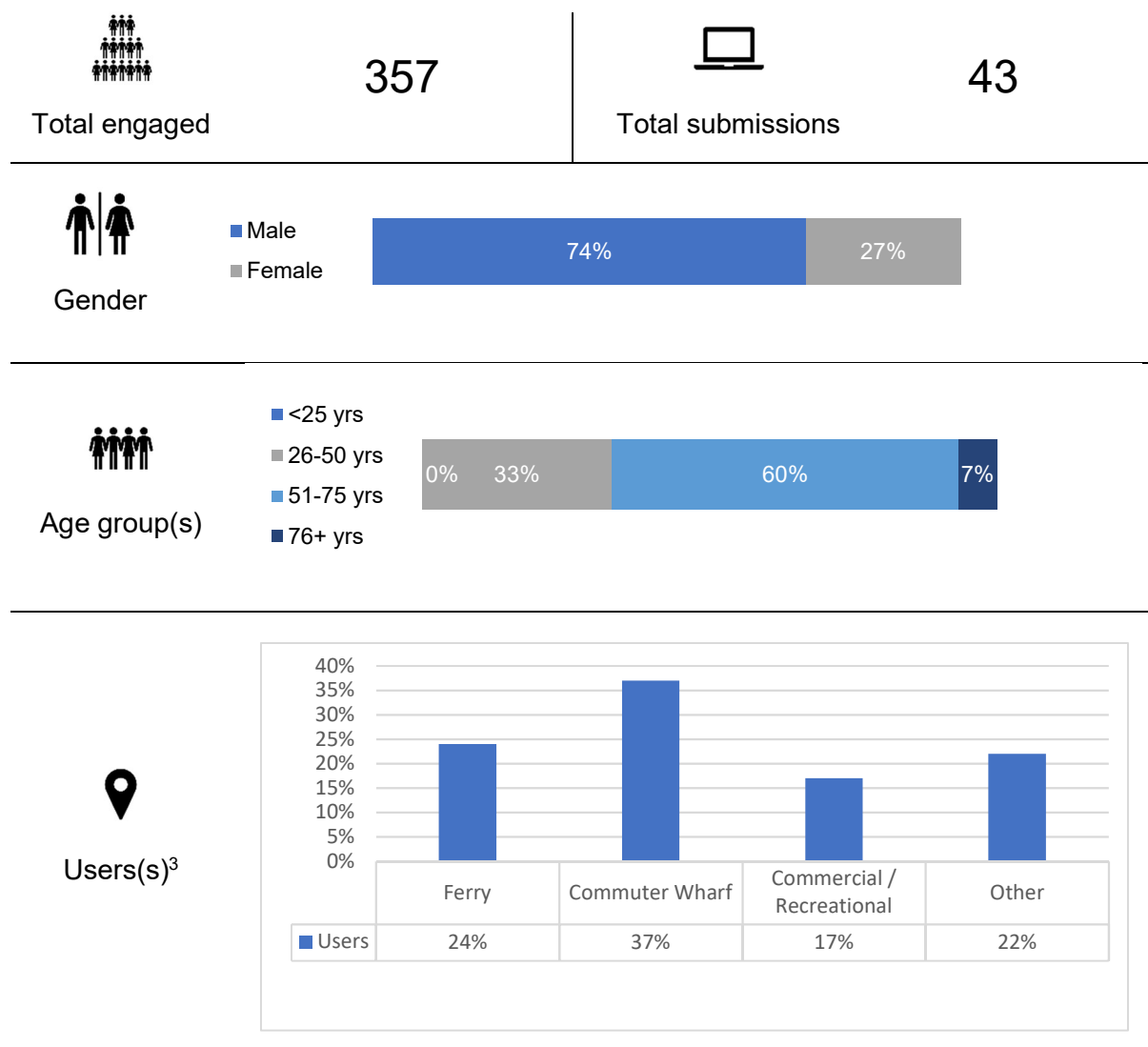
# 1. Summary<sup>1</sup>

This report outlines the community and stakeholder engagement conducted as part of the Bell and Carols Wharf Upgrades.

## 1.1. Engagement date

Wednesday 11 September 2019 to Monday 7 October 2019

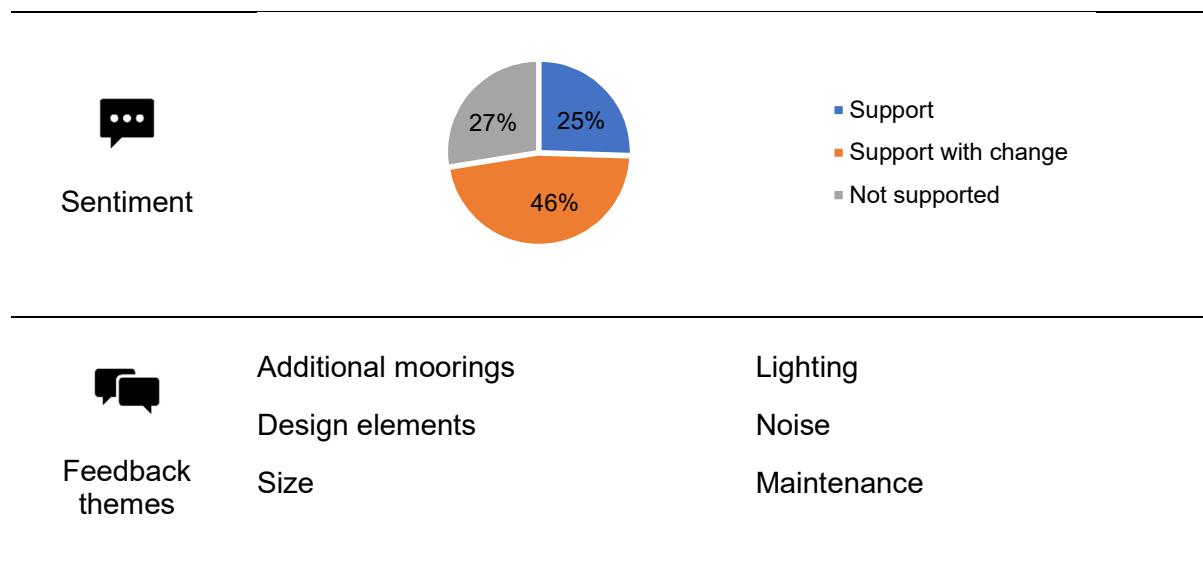
## 1.2. Who we engaged<sup>2</sup>








<sup>1</sup> Community and stakeholder views contained in this report do not necessarily reflect the views of the Northern Beaches Council or indicate a commitment to a particular course of action.

<sup>2</sup> Only submissions received via YourSay were included in the statistics

<sup>3</sup> Top three users – some responses nominated multiple uses



### 1.3. How we engaged

 <b>Your Say</b>	<p>Visitors: 337</p>	<p>Visits: 449</p>	<p>Av. time onsite: 1.93sec</p>
 <b>Print media and collateral</b>	<p>Letter drop: 2105</p> <p>Site signs: Yes</p>		<p>Number: 317</p> <p>Number: 2</p>
 <b>Electronic Direct Mail EDM(s)<sup>4</sup></b>	<p>Community Engagement newsletter: 2</p>		<p>Distribution: 22,000</p>
 <b>Face-to-face</b>	<p>Information session: 2</p>		<p>Attendance: 20</p>
 <b>Key stakeholder engagement</b>	<p>Church Point Ferry Services</p> <p>Roads and Maritime Services</p> <p>Church Point Wharves Working Group</p>		

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<sup>4</sup> Electronic direct mail

<sup>5</sup> Multiple meetings were held with key stakeholders prior to formal engagement period.

## 2. Background

This report outlines the community and stakeholder engagement conducted as part of stage one of a one stage engagement process.

Proposed upgrades to Bell and Carols wharf will provide improved public transport access as well as commuter and recreational boating berths. The upgrades, jointly funded by Council and the Roads and Maritime Services, proposed to include a floating ferry pontoon at Bell and Carols wharf, DDA accessible gangway and commuter pontoon berths and repairs to the existing wharves.

In consultation with key stakeholders and the community, draft concept plans were developed for Bells Wharf and Carols Wharf and placed on public exhibition for broader community comment in September and October 2019.

## 3. Engagement objective(s)

- Build community and stakeholder awareness of participation activities (inform)
- Provide accessible information so community and stakeholders can participate in a meaningful way (inform)
- Identify community and stakeholder concerns, local knowledge and values (consult)

## 4. Engagement approach

Community and stakeholder engagement for the Bell and Carols Wharf Upgrades was conducted over a four-week period, from 11 September until 7 October 2019. Engagement consisted of a series of activities that provided opportunities and platforms for community and stakeholders to contribute.

The engagement was planned, implemented and reported in accordance with Council's [Community Engagement Matrix](#) (2017).

## 5. Findings<sup>6</sup>

Theme	What we heard
Overall support	<p>Many respondents were supportive of the concept overall, or parts of the concept generally.</p> <p>Sentiment reflected, additional berths would provide much-needed tie-ups for residents and safer access to commuter boats, resulting in a reliable option for residents to return home.</p>
Design elements	<p>Some respondents raised concerns over pontoon design in relation to catering for rough weather and specific locality conditions.</p> <p>Comments reflected that the extension of the ferry pontoon into Pittwater may increase its susceptibility in rough weather.</p> <p>Other comments from ferry wharf users preferred the ferry be moved further offshore.</p>
Size	<p>Some comments identified the scale of the proposed developments were not consistent with the area, and extended too far out into Pittwater.</p> <p>Concern was also raised that the larger scale would impact the stability of the pontoons, particularly the ferry.</p>
Noise	Some respondents raised concern for the potential noise increase generated from additional commuter boats.
Lighting	Respondents requested adequate, non-invasive lighting for the pontoons.
Maintenance	Comments highlighted required maintenance, referencing the poor condition of other wharves in Pittwater

## 6. Next steps<sup>7</sup>

- Release of the construction portion of the project via Open Tender
- Confirm final scope of works with the community (in particular if works will be staged over several financial years) once Tenders have been received and accepted

<sup>6</sup> Note: This analysis does not include any 'late' feedback received after the advertised closing date for consultation.

<sup>7</sup> As at publication of this report – June 2020

## 7. Appendix A: Full summary of community and stakeholder responses<sup>8</sup>

Contribution ID	What do you like about the proposed upgrades?	What, if anything, would you change about the proposed upgrades?
19924	I like the design overall. I think it is compact, yet provides a lot of tie up spaces.	I wouldn't change it
19928	I think the upgrades are both very necessary	it would be good if they provided more boat parking.
19973	I like the increase in capacity, the safety improvements to the wharves and the pontoon access to boats - which will allow me to access my boat all the time, as opposed to when the tide is right - which is the situation at the moment	I would like to see tie ups being available on both the eastern and western sides of Bell Wharf - as opposed to just the west which is currently shown in diagrams.
19974	A floating pontoon is easier for boat owners and the improved access for the ferry.	<p>Please can we retain steps at the site of the old wharf. For safety and for accessing deep water for swimming.</p> <p>I note a change in safety with new wharf at the point. If you fall in now there is no way of getting out without swimming a long way, not always possible in an emergency. I have fallen in at commuter and had to scramble up a boat with steps off the back to get out. A child couldn't do this.</p> <p>The wharfs play a key role in facilitating access to the beach area for summer fun. Having somewhere to sit and enter deep water is a bit of a tradition on the island and lots of fun. Can we please retain some way of getting in and out of the water via steps from the end of the old wharf?</p>

<sup>8</sup> Comments are published as verbatim and inclusive of spelling and grammatical errors. Clear spelling errors are highlighted with (sic). Some minor formatting is corrected by Council.

Contribution ID	What do you like about the proposed upgrades?	What, if anything, would you change about the proposed upgrades?
19994  19994	Regarding Bell Wharf, the single arm extension ticks all the boxes the earlier mini marina does not and would anger near by waterfront residents. Proper lighting should be included which does not reflect back on near by waterfront properties.	The existing pedestrian shed on the existing wharf is past its used by date and is often used as a late night urinal whilst customers wait to embark or disembark transport after social outings. A new Perspex kidney shape shelter with adequate lighting situated on the floating would negate the problem. The additional space made available with the removal of the old existing shed could be used to beautify, enhance and enclose the existing small space allotted to garbage collection. Use of multi recycling bins, community library box and visual screens would further enhance the main gateway onto the island. In short the existing shed is 20yrs old and ugly.
20006		Their materials. The current wooden wharves have lasted very well, and look for suitable to the local vernacular.

20007	<p>I don't like anything about so called upgrades to Carols Wharf. Long time residents like myself are quite happy with the existing arrangements and believe the NEW COMERS need to understand that the existing system works well and has worked well for over 30 years.</p> <p>The new works will make us longtime residents have to put up with extra noise pollution and put extra pressure on the road system and parking above Carols Wharf that can't handle it. Why are we going to be happy about extra charges to pay for these so called upgrades.</p> <p>The NEW COMERS are going to use it for a while and then leave us older residents to continue paying for it for the rest of time when they move off.</p> <p>How about the council upgrades the commuter wharf at Church Point so we don't have a non moving 2 year waiting list to be able to use this facility. Is the council going to manage the new wharf upgrades in the same manner as they have at Church Point?</p> <p>Why is the Church Point waiting list from 2 years ago no smaller? Are they going to allow the spots and stickers to be sold on with the boat when someone moves off and sells their house, if so why?</p> <p>Council has already made additions to Tennis Wharf and Cargo Wharf so why don't they further improve these areas instead of upsetting other long time residents of the island.</p> <p>Carols Wharf is not a protected area and unless boats are secured at both front and back the noise and damage done to boats will be atrocious. Don't allow this to happen as this will affect the price of waterfront houses as well as clog up the road with cars from all over the island.</p> <p>The best way to fix the so called boat issues is to expand Tennis Wharf and Cargo Wharf areas.</p> <p>Both areas have a lot more parking and boats are protected from southerly storms and seas. Put the upgrades onto Bells Wharf if you have too but this area only has limited parking and protection</p>	<p>Everything.</p> <p>These areas should not be developed just to accommodate new islanders.</p> <p>As previously mentioned upgrade the existing upgraded areas and those that are too lazy to walk uphill should not be living here anyway.</p>
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Contribution ID	What do you like about the proposed upgrades?	What, if anything, would you change about the proposed upgrades?
	from southerly weather due to the sand bank that protrudes south of the wharf at Bells.	
20008	The ferry pontoon being further off shore is great. The Ferry wash as it is, is destroying the moored boats, foreshore, jetties and boat sheds. Also keeps the ferry out of the moorings. I prefer the design we received in the mail for Bells Wharf showing a U shape floating pontoon with all the boat tie ups in the middle and western side. Not the long straight floating pontoon pictured in this survey	Change Bells Wharf to the U shaped floating pontoon pictured in the flyer we received in the mail from NB council. This is a much safer and user-friendly set up. It will also limit storm damage for existing property on the western side of the wharf in the strong southerly weather.
20009	the formalised berths as well as the dual sheds	its pretty ideal as long as not costly
20023	More moorings will help the community with much needed access and safe boarding.	Hard to tell from the renderings. Are the spots assigned?
20042	These wharves need to be upgraded. The timbers are old and thin, and the stairs keep falling off.	
20054	Pontoons will be easier and safer to tie up to.  But please, retain the existing non-pontoon wharf tie-up spots that are permit-free for those residents who wish to hold on to them.	It appears that the existing steps at Carols will be removed. This is surely unnecessary. Alighting from a small boat it can be easier to step onto steps, rather than onto a floating pontoon that may well be 60 or 80cm above water level. This height can be a significant step up for a less mobile person, or a person carrying heavy shopping.
20135	new area is low set and variable with the tide	The extended location will be very exposed in rough weather and likely be damaged by moving boats or larger boats trying to dock ..it will also present a danger at night to boating in the area ..needs to be well lit but not such that it disturbs the residents . i have observed waves up to 1/2 meter or more during stormy weather .
20257	Nothing Doesn't help me or anyone in my household. We are all believe a bridge is a better option.	Build a bridge instead.

Contribution ID	What do you like about the proposed upgrades?	What, if anything, would you change about the proposed upgrades?
20258	The provision of pontoons as this will improve safety.	Remove the finger pontoons. There is no requirement for dedicated pens. This is divisive; it creates a 'haves and have nots' situation where none existed.  Why are Bell and Carols Wharves any different to the redevelopment of Tennis and Cargo Wharves? Simple pontoons with first in, best dressed tie-up. Done.
20269	Everything	Nothing
20270	Very little. It seems that little consideration has been given to aesthetics or the visual impact of such a facility. Simply extending into an already crowded Pittwater is unacceptably invasive. Is this truly (sic). the best solution available to council?. I was horrified by the size of the facility and the extent it protrudes into pittwater. Better solutions and designs are required.	Substantially reduce the extent to which the jetty extends into pittwater. ensure there is a size limit of community vessels or vessels that use the jetty - suggest 5 metres (this has knock on effects at commuter wharf which is already congested).
20288	Nothing. As far as the residents are concerned all is well and any "improvement " is only seen as unnecessary expenditure by council to justify charges to users	The size, bulk and scale. Why not make it a little longer so we can walk across (sic). to Church Point and council can have a ranger stationed to collect further fees for entry to the "Church Point precinct?
20290	Nothing - the proposed new wharf at Carols, at least, seems to be motivated and driven by a small group with an inflated sense of self entitlement. It has a very real potential to be divisive and the only real winner will be Council who will have developed yet another source revenue from an already overly taxed offshore community.	I would not proceed with an upgrade that will require considerably more maintenance than the existing infrastructure (sic)..  I would focus on maintaining the existing infrastructure (sic)..
20354	Continual maintenance	Alot, the public wharf is first and foremost public. From your artist impressions you propose a marina. I would make the following changes; - scrape extension - simply maintain the common infrastructure; jetty walkway, steps, shed as proposed

Contribution ID	What do you like about the proposed upgrades?	What, if anything, would you change about the proposed upgrades?
20371	The only thing I like about these plans is the fact it will be slightly easier for a ferry to get it in. Apart from that, being a resident of 24 years, I do not like anything about the Carols Wharf plan.	I would not go ahead with the plans. They are a tremendous waste of money. A very small but potent group of residents who live behind the waterfront and up the hill, and have only been residents for under a few years are the people driving this thing.
20395	Provides much needed additional boat mooring. Good balance of aesthetics and functionality.	Definitely put finders of the eastern side at Bell wharf (as well as on the western side) because realistically people WILL definitely (100% for sure) tie up there regardless. The fingers will assist with tying up at the back of boats so they don't keep smashing the wharf.  I think you should do the same at Carols as people have for years tied up at Carols on the eastern side, despite being in the shallow water (ie bigger waves in shallow water), so I think the same reasoning applies as with Bell.
20407	I like the individual clear parking areas, using the 'fingers', which stops boats from being tightly packed on the wharf, which leads to boat and outboard damage from boats being able to knock together.	
20539	I like that there will be increased spaces to park dinghies safely without fear of tidal problems associated with the current infrastructure. Users will be able to park safely without having to climb over railings and up ladders (especially with small children). As the population ages it is also important that they can alight safely. Dinghies need to also be safe from the increment weather so that islanders do not have to bail their dinghies at night which is dangerous. The current wharf stairs are not easily accessible and not maintained well. This project should start as quickly as possible to assist the people that currently use these wharves.	I believe the residents should be guided by the experts as to providing the safest and strongest structure possible for those that actually use the facility. I would like to see a ramp for wheelchair and Pram accessibility and perhaps some kind of wheelchair elevator up the current wharf stairs.
20562	Carols: Increased number of mooring spaces. Fewer boats stranded on the hard South westerly impact ameliorated Pontoon for ferry	

Contribution ID	What do you like about the proposed upgrades?	What, if anything, would you change about the proposed upgrades?
20572	I live near Bells Wharf and this project will allow me to tie up my boat near my house which is at the moment impossible because of very limited boat tie up space.	I believe it's a good project as is.
20619	They address a very pressing need for many many households and residents that can not reliably get home. The designs are compact and factor in concerns of neighbours. It is essential that money spent is done so efficiently, so it would be very wasteful to not be able to use the east side of Bell wharf pontoon. The designs provide safety and a good capacity (if Bell is fully utilised on both sides).	<p>There should be tie up cleats at the back of the little dividing fingers between the bays. This would allow boats to tie up front and back - essential if it gets rough. It would also allow extra demarcation of spots showing they are allocated to particular vessels.</p> <p>Ensuring the East side of Bell wharf is utilised for tie-up capacity. That is very wasteful otherwise. Ensure that capacity is not sacrificed due to threats as there are suggestions of legal threats by non-waterfront owners if this one chance to properly secure access to many many more residents is diminished and limited. We can not afford another situation like that at Cargo Wharf, Scotland Island as this is likely the last upgrades to the island wharves.</p> <p>ABSOLUTELY DO NOT CHARGE for the existing area on the existing wharves. This is a critical issue and will cause so much more angst than the additional revenue would bring in to the point that it would be absolutely not worth it and a massive headache for council. Please heed our advice and DO NOT CHARGE for tie-ups on the existing wharves. These may well have the benefit of a gap in the railings and a new ladder, but it is hardly like the safe, all tide pontoon access. More importantly, the ill-will this would generate between council and residents will end up being much more of a long-term issue. We would expect most existing regular users would move onto the new pontoon, leaving approximately 12 boats at the existing Carols wharf and 4 at Bell. If you are charging about \$150 pa per spot and apply this to the existing wharves, that would only bring in \$2400pa. This is a tiny amount and absolutely not worth the bad will and community angst this will create for neighbours and for the proponents of these projects. For the sake of a harmonious community, please DO NOT CHARGE the existing wharves tie-ups. I beg of you.</p>

Contribution ID	What do you like about the proposed upgrades?	What, if anything, would you change about the proposed upgrades?
20644	Additional space for all commuters Ease of access Improved safety for boats Improved safety for people entering and exiting boats!	Nothing, they look great!
20656	It's a totally inadequate design	There must be a Ferry Shed where the ferry docks. Some form of safety rails. It is very exposed to the wind especially westerlies. There has been no consultation with the ferry drivers.
20658	The extended wharf will improve safely getting in and out of boats. I currently tie up at bells and it can get a bit tricky climbing in and out of my boat.	
20660	Absolutely nothing - it does not increase boating experience but is a vehicle to pander to the life stylers on Scotland Island	
20664	I live 4 houses north of Bell Wharf & fortunately have our wharf & so will not effected by the upgrade. However, I often observe commuters accessing their boats at low tide by laying on their stomach on the walkway and lowering their feet into their boat( a drop of approx.1.5m) which restrict the use of this wharf to young & agile. The proposed upgrades will allow users of all ages to access their boats independent of the tides	I think the proposed upgrades are too long & extend out into very deep water which I would expect to greatly increase the cost of the project, as well as add to the visual pollution of the area. I can appreciate the concern of designers not wanting to have mooring on the southern side of the wharf exposed to the Southerly Busters however, this situation has existed for as long as I can remember (approx. 50 years )

Contribution ID	What do you like about the proposed upgrades?	What, if anything, would you change about the proposed upgrades?
20677	it is safer and catters (sic). for the community.	<ul style="list-style-type: none"> <li>- consider the wind direction (not just main wind)</li> <li>- no additional fees, between parking at Chrch Point and Commuters wharf, we pay more fees than our rates, it is not sustainable for a household and not fair compared to the rest of the LGA</li> <li>- ensure people don't use the new wharves as storage. The current system of annual stickers to remove dead boat is not very effective. Some people have 2-3 boats (unused and often in bad condition) on wharves. Only functionnal (sic). boats hould (sic). be allowed to be parked, sin=multeneously (sic). , the same rule should apply to people letting boats near wharves or in the island bays to rust. I.e. a maximum 1 month period to park an unused boat (which allows for the time to get rid of it ).</li> <li>-Need a few spots for visitor parking (or they can park along existing long wooden wharf)</li> </ul>
20700	I like that extra moorings are being provided, because there is currently a shortage of boat moorings for residents of Scotland Island who do not have a waterfront.	The proposed upgrades are great, no changes required.
20701	I like the new wharves at Bells and Carols because I plan to move to Scotland Island	The proposed upgrades are very good and no changes are required.

Contribution ID	What do you like about the proposed upgrades?	What, if anything, would you change about the proposed upgrades?
20712	Agree with the aim to provide additional amenity to address increasing demand. An upgrade to Bell Wharf is long overdue from the look of the existing facility .	<p>The following comments relate to Bell Wharf</p> <p>Bin storage: relocate and suitably screen the garbage bins to the end of the new wharf structure (it's not clear what is intended from the concept plan). Relocation will: enhance access for regular barge collections; help to keep the time spent occupying the ferry berth to a minimum; minimise the smell from the bins contents (soiled nappies etc) for neighbouring properties; and discourage vermin in the vicinity of the bins. Suitable screening, ideally a purpose built bin store, will: enhance the aesthetics of the amenity and remove the garbage bins as an eyesore and adverse focal point for residents and visitors in an area of outstanding natural beauty.</p> <p>Lighting: automatic and inobtrusive (sic). lighting solutions to minimise impact on neighbouring residences.</p> <p>Boat tie ups: must minimise noise for adjoining residents.</p>
20713	A pontoon for the ferry	<p>The structure is too big ie the connecting walkway to the pontoon is too long be usable in all weathers as it is further out into the wave stream. The ferry will have to wait for users to walk further along the wharf during high wind and rainy weather which will make the ferry late on its run, missing bus connections. Bad weather will mean that the ferry will not be able to dock at the pontoons as they will be moving too much in relation to the ferry therefore creating an unsafe situation.</p> <p>The pontoon should be attached to the end of the current wharves whilst also upgrading the commuter moorings.</p>
20714	Not much at all!!! A refurbishment of the existing structures at Bells and Carols Wharf is needed. There is no need for an extension to Carols Wharf. It will be noisy, unsightly and unsafe.	The existing structure at Carols Wharf is completely adequate and any type of "marina" extension is unnecessary.

Contribution ID	What do you like about the proposed upgrades?	What, if anything, would you change about the proposed upgrades?
20719	<p>Re Carols -Nothing.</p> <p>1.Basically - The design concept demonstrates an ignorance of local weather conditions.... and combine this with</p> <p>2.A lack of understanding of the practicalities of using Carols - eg for children , anyone with shopping or babies, the elderly.</p> <p>3. Following on from points 1 and 2 the extra length, the new gangway, the location of the new pontoon would be positively dangerous.</p> <p>4 Where will the additional boats tie up on the mainland?</p>	<p>See Above.</p> <p>There will be many occasions when the additional length combined with challenging weather conditions will make Carols difficult, dangerous and impossible for commuters to use.</p> <p>Water taxi and ferry drivers will confirm this.</p>
20729	<p>Good to see action at last to cater for additional boat tie ups at Bell and Carol's Wharves.</p> <p>This should enable the unsightly mess of boats tied up on the beaches at these wharves to be cleared.</p>	<p>The design of the wharf extension at Bell Wharf seems too long and would represent an increased risk to navigation in the area.</p> <p>Leaving the southern side without tie up facilities will not stop boats being tied up there. Better to provide tie up facilities on the southern side and shorten the wharf extension accordingly to still cater for the proposed increase in tie ups.</p> <p>The arrangements for the rubbish skips has not been shown - the ones at Bell Wharf in particular need to be screened to both improve the visual aspect and to contain the associated odours.</p>
20731	<p>Thank you for upgrading the Bells and Carols wharves. My parents are planning to move to Scotland Island and it will be great to have good wharves for the ferry and extra boat moorings, when I visit my parents.</p>	<p>the plans look great to me, so no changes required to the plans</p>
20733	<p>Firstly, that they provide a significant number of additional commuter tie ups, which are desperately needed. Thank you!!</p> <p>There is currently a large number of people with boats that have no where at all to tie up, so they either tie up illegally or beach their boats, so at low tide they can't use them.</p> <p>The upgrades seem to provide easily accessible, very safe tie ups.</p>	<p>Change the Bell upgrade back to that initially proposed by the consultant. That design provided safer, better commuter tie ups.</p> <p>I was told by a council rep that the design was changed to a straight wharf because of the Ausgrid cable, but I don't believe that. If the cable was an issue, the upgrade could not be done at all.... and I've been told why it was changed.</p>



Contribution ID	What do you like about the proposed upgrades?	What, if anything, would you change about the proposed upgrades?
20735	The floating pontoon for the ferry	<p>Raise the height of the floating walkway to the ferry wharf to lesson the splash in heavy weather</p> <p>Increase the size of the ferry waiting shed.</p> <p>Increase the size of the ferry floating dock to accommodate the amount of ferry passengers.</p> <p>Reduce the length of walk for ferry users</p> <p>Keep bells wharf close to shore as to maintain safe ferry use in heavy weather events. At the moment bells is protected from southerly weather by the sand bar to it south</p> <p>Provide use for off shore recreational users as the waterways grant for recreational boating community</p>