
Community and Stakeholder Engagement Report

Proposed lease for building in front of Warriewood B-Line Car Park

Impact level: four

Consultation period: 29 September 2021 to 28 October 2021

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1. Summary




This report outlines the outcomes of community and stakeholder engagement conducted between 29 September 2021 to 28 October 2021 as part of a proposal to grant Keolis Downer (ABN 51 165 343 680) a new five (5) year lease of the small building in front of the Warriewood B-Line Car Park on Pittwater Road and 12 car spaces within the Council portion of the car park.

The feedback collected during consultation indicated a high level of support for the proposed lease of the empty building at the Warriewood B-Line carpark. Respondents who were supportive of the proposal indicated that it provided a much-needed service for the community and additional security.



Feedback also suggested Council should consider incorporating a coffee outlet into the business.

Respondents who were not supportive of the proposal felt that the loss of 12 car spaces would have a negative impact and take up valuable space for other transport commuters not using the Keoride service.

1.1. Key outcomes

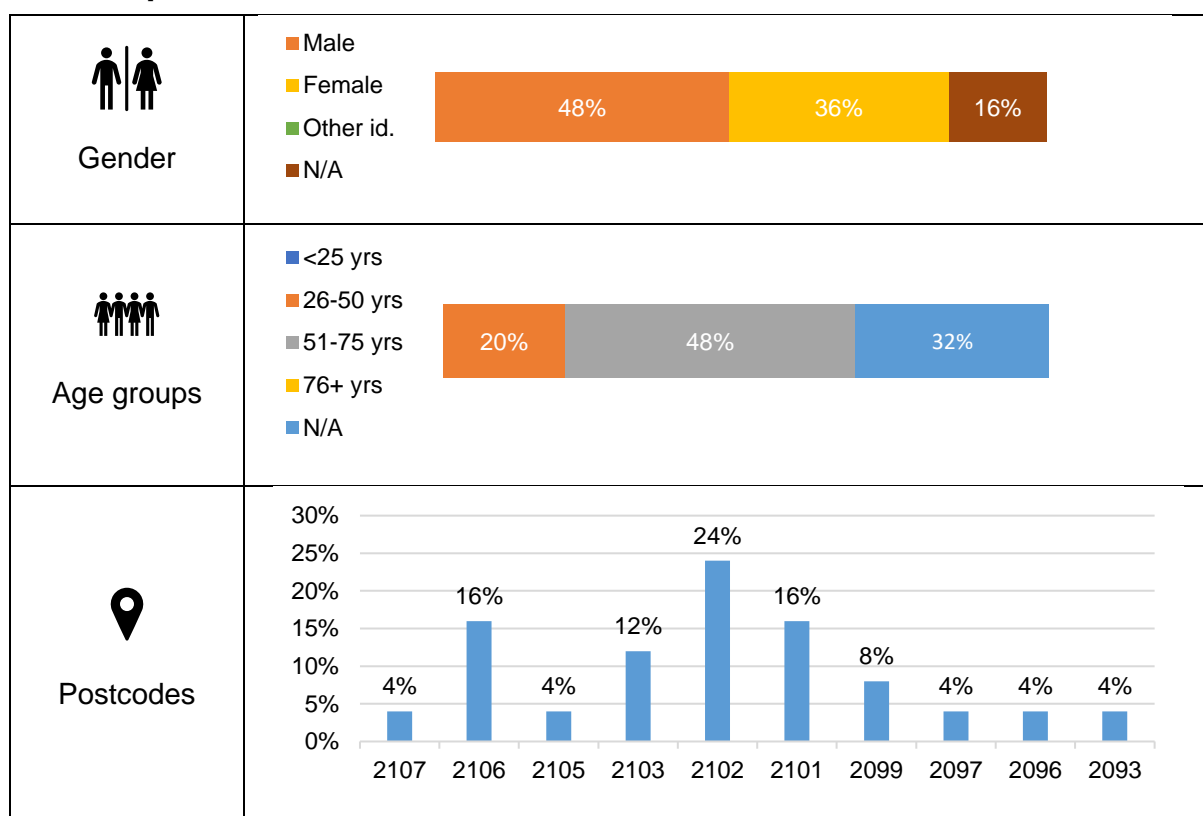
 Total unique responses	24	
 How responses were received	Online submission form Written responses (email/letter)	Completions: 23 Number received: 1
 Feedback themes	Expected community benefit. Additional security. Loss of parking spaces. Transport and commuting.	Increased wait times. Structural and landscape changes.

1.2. How we engaged

 Have Your Say: visitation stats	Visitors: 1718	Visits: 1920	Av. time onsite: 53s
 Site signs used: Yes	Mailout to residents: postcode 2101		Distribution: 32
			Number of signs: 2

Print media and collateral		
 Electronic direct mail (EDM)	Community Engagement (fortnightly) newsletter: 2 editions Council (weekly) e-News: 1 edition Stakeholder email: 1 sent	Distribution: 22,000 subscribers Distribution: 150,000 subscribers Warriewood Resident Association

1.3. Who responded¹



2. Background

In November 2017, Keolis Downer started operating the Keoride On Demand Transport service in the Northern Beaches, as part a two-year pilot program led by the NSW Government. Since then, Keoride has successfully connected over 500,000 customers from a pickup point close to their homes to three B-Line stops at Mona Vale, Warriewood, and Narrabeen.

¹ Demographic data was gathered by request only. The data represented only includes those respondents who provided this detail.

The NSW Government has made Keoride a permanent transport service to complement bus services on the Northern Beaches from 31 October 2021.

To support this transport service for the area, we proposed to grant Keolis Downer (ABN 51 165 343 680) a new five (5) year lease of the small building in front of the Warriewood B-Line Car Park on Pittwater Road and 12 car spaces within the Council portion of the car park.

The lease will enable Keolis Downer to run their OnDemand Transport services and information centre from Warriewood, and securely store their vehicles onsite.

The lease is subject to the payment of a market lease fee.

In accordance with Section 47 of the Local Government Act 1993, we gave notice of our intention to lease the land formally known as Part Lot 1 DP 1250192 and Part Lot 2 in DP 1250192.

3. Engagement objectives

Community and stakeholder engagement aimed to:

- build community and stakeholder awareness of participation activities
- provide accessible information so community and stakeholders can participate in a meaningful way
- identify community and stakeholder concerns, local knowledge and values.

4. Engagement approach

Community and stakeholder engagement for the Proposed lease for building in front of Warriewood B-Line Car Park was conducted over a four-week period, from 29 September 2021 to 28 October 2021, and consisted of a series of activities that provided opportunities for community and stakeholders to contribute.

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

A project page² was established on our have your say platform with information provided in an accessible and easy to read format.

The project was primarily promoted through onsite signage, resident and stakeholder notifications, Council's E-News and our Have Your Say community engagement newsletter.

Feedback was captured through an online submission form with an open-field comments box embedded onto the have your say project page.

Email and written submissions were also invited. Contact details for the project manager were provided as a channel for the community to ask any questions about this project.

5. Findings

The feedback collected during consultation from residents and community members indicated a majority level of support for the proposed lease of the empty building at the Warriewood B-Line, Pittwater road, North Narrabeen. Respondents who were supportive of the proposal indicated that they felt the on demand transport service provided a community

² <https://yoursay.northernbeaches.nsw.gov.au/proposed-lease-warriewood-b-line-car-park>

benefit by enabling people to be picked up from their doorstep and taken directly to the B-Line bus service.

We also heard from the community that having the empty building occupied while the B-line bus service is running could provide additional security for the site.

Respondents who were not supportive were mainly concerned that an additional 12 car spaces would be lost from the carpark, thus impacting on other bus commuters.

Issues raised during the consultation are outlined in the table below.

Feedback also suggested Council should consider incorporating a coffee outlet into the business.

There was a question about the hours of operation for the Keoride service. The proposed hours of operation for Keoride will be complimentary to the current B-Line service and are proposed as follows:

- Monday to Wednesday 6am – 10pm
- Thursday and Friday 6am – 11.30pm
- Saturday 7am – 11.30pm
- Sunday 7am – 9pm

Table 1: Issues raised and responses

Theme	What we heard	Council's response
Loss of car spaces	<p>The removal of 12 car spaces would make it more difficult for commuters to find a parking space.</p> <p>Concern that the 12 car parking spaces were going to be used by a private business and not available for general commuters.</p> <p>Mobility parking spaces may be removed.</p>	<p>Council acknowledges that the parking is well used at Warriewood, however the Keoride on demand service to Warriewood provides a significant benefit to all community members by reducing their reliance on their car.</p> <p>The 12 parking spaces will be used to provide a key drop off location for Keoride passengers as well as driver changeover and amenity stops.</p> <p>The Transport NSW parking spots for commuters using the B-Line will not be impacted.</p> <p>The existing mobility parking spaces are not impacted by this proposal. They will remain in their current position.</p>

Increased wait times	Moving the service to Warriewood may increase wait times for the Keoride service for people north of Mona Vale.	The Keoride drop-off point at the B-Line stop in Mona Vale will remain. Only the Keoride information centre is moving to Warriewood.
Transport and commuting	Concern that the B-Line service and bus stop is being removed from Warriewood.	The B-Line service and bus stop will be remaining at Warriewood and there is no change to these services.
Structural and landscape changes	Requests to not make changes to the structure of the building or remove or modify existing landscaping/trees.	Keolis Downer will not be making any amendments to the existing exterior structure of the building and will not be removing any trees from the site. Their occupation of the building is for administrative/ information services only to support their On Demand Transport service.

Appendix 1 Verbatim community and stakeholder responses*

A. Online submissions

Number	Comment/submission
1	As a user of the car park I feel that allocating twelve spaces to Keoride takes up valuable space for other cars used by public transport commuters as the facility does fill up when it is busy. I don't understand why permanent space in a public facility should be allocated to a private company when Keoride could store their vehicles elsewhere. Those using Keoride services can be dropped off at the bus stop. For those working at the facility a smaller number of spaces would be acceptable
2	Keoride has been integral to the public transport users north of Mona Vale. As a sporadic user but an appreciator nonetheless I have noticed the rides getting busier and busier. At time it's quite a wait and then after multiple other pick ups it could be quicker walking to Mona. My concern is that as you move the base further south the times will be blown out even more. This would penalise those north of Mona even more.
3	While I have no issue with the leasing of the office space, providing 12 car spaces seems excessive. After all the office is right on the B-Line. Perhaps reconsider decreasing the car spaces to 5.
4	Prior to COVID, parking at the B-line bus station was quite limited, it was difficult to park a car there during the weekdays. If Keoride are allocated on-site parking in the B-line carpark, this will detract from the parking available for those wishing to use the park and ride or other facilities in the area. Clearly they have been operating fine for the last 4 years without on-site parking. Having an office located at one of the many bus stops along the B line, and so far North on the line, would have limited benefit to the customers. The service has been working well for the last 4 years without using up a valuable space in close vicinity to Rat Park and the Boondah Street ovals. It would be my preference for a business to use the building whose physical presence at the B line stop will add a community feel and directly benefit locals frequenting the bus stop and the oval, such as a cafe or newsagent.
5	Will the proposed scheme ensure that the existing limited mobility parking spaces near the Bus Stop entrance to the car park be guaranteed to remain in the same spot?
6	Removing 12 spaces from people to park to catch the bus is too many, before covid the car park was always full and this will only make it worse.
7	Sounds like a good idea
8	Keoride has been such a valuable service and has enhanced the B1 route immensely. I wholeheartedly support this proposal.
9	It will be a little silly not to have the B line at Warriewood. Just because of a car lot. For crying out loud. Have a heart. You, mean to tell me and all the people, disregard the Warriewood Stop and All the commuters who use this Bus Stop, will have to walk to Mona Vale or vis versa. Are all of you thinking straight. Shame on you. My vote is to keep the B Line Bus Stop.
10	The proposal makes sense. I guess the trade off in losing 12 carparking spaces is providing on demand pickup from residents homes-so less cars on the road/carpark. The office should ideally be manned for extended hours to provide a security presence in the

*Personal details and inappropriate language have been redacted where possible. Spelling and grammatical errors have been amended only where misinterpretation or offence may be caused.

	<p>area which is totally lacking now.</p> <p>An incorporated coffee outlet would also get a lot of business and maybe a public phone outlet and locality map. It would be great if a first aider was also present on site....in an ideal situation.</p> <p>Thanks</p>
11	Great idea! Need to let them sublet for a coffee counter too! Bring on business!
12	I have used the Keoride service many times and found it to be a safe and efficient transport option for residents on the beaches. I have also spoken to both elderly residents and young residents, in the Mona Vale and Newport area, who do not own cars and find the service incredibly beneficial. I support this decision if it allows Keoride to continue operating as a safe transport option for people in our area.
13	I support the granting of a lease to Keolis Downer of the small building in front of the Warriewood B-Line Car Park on Pittwater Road and 12 car spaces within the Council portion of the car park
14	I support the project the northern beaches needs a variety of transport options available to the general public
15	I support the proposal on the proviso that Keoride cannot make any amendments to the existing structure, remove any trees.
16	I support the granting of the lease
17	Sounds good
18	I would support the proposal and ask that the service be reinstated to the southern end of the L.G.A i.e. Manly, Freshwater, Dee Why ,Curl Curl .
19	I think it's a Great idea. It's what we need in our area.
20	gets my vote!
21	Fantastic idea. Keoride is an invaluable asset. My family uses this often
22	Leasing to Keoride is a great idea
23	<p>Could you please provide any further information on this plan? The plan only shows an image of the location.</p> <p>Are there detailed drawings of the internal spaces, services and features. Hours of operation, access of public toilets and facilities?</p>

B. Emailed comments

1	<p>Can you confirm if Keoride driver parking for their personal cars has been considered a potential issue or has Keoride already confirmed that drivers will/must park "off-site" as I expect/hope.</p> <p>Crazy how currently most cars are parking outside the boom-gated area rather than inside boom-gate area. It costs users no more but they don't want to spend the additional time to entre and park behind the boom-gate.</p>
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Document administration	
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Notes	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.