

Community and Stakeholder Engagement Report

Electric vehicle charging locations:

Lagoon Street Carpark, Lagoon Street, Narrabeen, Ocean Street, Narrabeen and Winbourne Road, Brookvale

Consultation period: Friday 28 October 2022 to Sunday 27 November 2022

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1. Summary

This report summarises the outcomes of community and stakeholder engagement as part of a proposal to increase Electric Vehicle (EV) charging station locations across the Northern Beaches. The proposal identified three locations: Winbourne Road Brookvale, Ocean Street Narrabeen, and Lagoon Street Carpark Narrabeen.

The feedback received indicated a high level of support for the proposed conversion of car parking spaces to EV charging spaces as it would encourage the uptake of EVs and contribute to the reduction of carbon emissions.

While the majority of respondents supported the proposal, several concerns were raised including the placement of the proposed charging bay in each location and opposition to advertising on the charging stations.

Respondents who were not supportive of the proposal felt that publicly owned land (carparks) should not be used for a commercial enterprise and that Council should not be supporting or subsidising EV owners who are only a small minority of total drivers.

1.1. Key outcomes

Lagoon Street Carpark, Lagoon Street, Narrabeen

Total unique responses	29	
How responses were received	Submission/Comment form Written responses (email/letter)	Completions: 17 Number received: 12 ¹
Online sentiment question: ² Do you support the proposal?	12% 12% 71%	 Yes Yes with changes No Unsure/Prefer not to say Total responses = 17
Feedback themes	Additional Locations Cost to ratepayer Charging infrastructure	Enforcement Loss of parking Why is this a free service to EV owners?

¹ Includes 10 submissions made regarding all three proposed locations.

² Only submissions made via the online form answered this question.



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Ocean Street, Narrabeen

Total unique responses	22		
How responses were received	Submission/Comment form Written responses (email/letter)	Completions: 12 Number received:10 ³	
Online sentiment question ⁴ : Do you support the proposal?	92%	 Yes Yes with changes No Unsure/Prefer not to sav Total responses = 12 	
Feedback themes	Cost to ratepayer	Charging infrastructure	

Winbourne Road, Brookvale

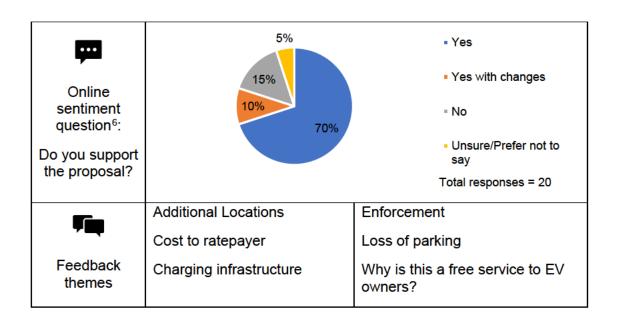
Total unique responses	31	
How responses were received	Submission/Comment form Written responses (email/letter)	Completions: 21 Number received:10 ⁵

⁵ Includes 10 submissions made regarding all three proposed locations.



Community and Stakeholder Engagement Report **Electric Vehicle Charging Locations**

³ Includes 10 submissions made regarding all three proposed locations.
⁴ Only submissions made via the online form answered this question.



1.2. How we engaged

Lagoon Street Carpark, Lagoon Street, Narrabeen

Ţ	Visitors: 264	Visits: 287	Average time onsite: 1 min 4 secs
Have Your Say: visitation stats			
Ŕ	Community Engager newsletter: 2 editions		Distribution: 22,000 subscribers
Electronic direct mail (EDM)	Council (weekly) e-N	lews: 1 edition	Distribution: 180,000 subscribers

Ocean Street, Narrabeen

	Visitors: 212	Visits: 239	Average time onsite:
Have Your Say: visitation stats			
Q	Community Engagement (fortnightly) newsletter: 2 editions		Distribution: 22,000 subscribers
Electronic direct mail (EDM)	Council (weekly) e-N	lews: 1 edition	Distribution: 180,000 subscribers

⁶ Only submissions made via the online form answered this question. Not all respondents answered this question.



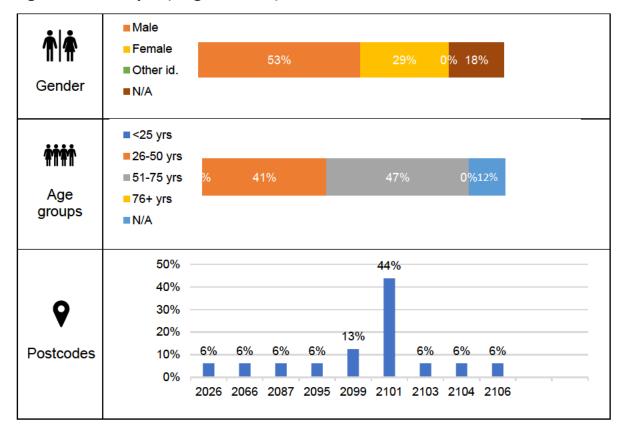
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Winbourne Road, Brookvale

	Visitors: 291	Visits: 291	Average time onsite: 1 min 3 secs
Have Your Say: visitation stats			
Ŕ	Community Engagement (fortnightly) newsletter: 2 edition s		Distribution: 22,000 subscribers
Electronic direct mail (EDM)	Council (weekly) e-News: 1 edition		Distribution: 180,000 subscribers

1.3. Who responded⁷

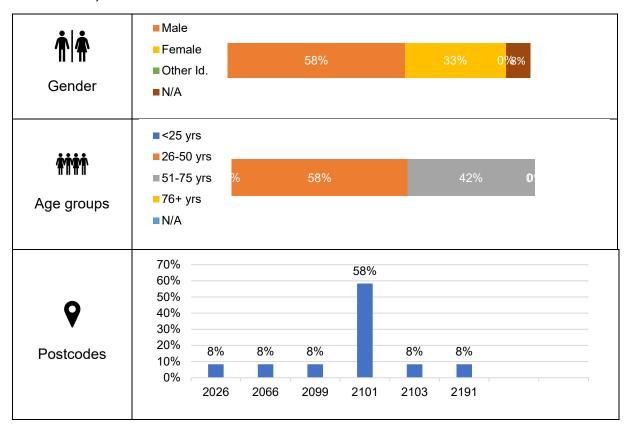
Lagoon Street Carpark, Lagoon Street, Narrabeen



⁷ Demographic data was gathered by online request only.



Ocean Street, Narrabeen



Winbourne Road, Brookvale





2. Background

In line with our Transport Strategy - Move 2038, Northern Beaches Council supports the uptake of electric vehicles (EV) and has partnered with Ausgrid and JOLT (a vehicle charging network company) to install free, 15-minute public EV charging stations in selected locations across the Northern Beaches. Customers can continue to charge beyond 15 minutes at \$0.40 per kWh thereafter.

There are currently Electric Vehicle charging station locations in Dee Why, Forestville and Freshwater as they met the requirements in the adopted EV Charging Infrastructure Plan and were in close proximity to existing Ausgrid infrastructure to supply electricity to the EV charging stations.

To further expand the available EV charging bays, Council proposed three locations where existing parking spaces could be converted into EV charging bays. Parking restrictions would need to be implemented from the existing 1 hour parking at Winbourne Road and 2 hour parking at Lagoon Street Carpark, Lagoon Street, Narrabeen.

Community consultation was conducted between 28 October 2022 to 27 November 2022 to gauge the level of support for these proposed changes at each of the following locations:

- Lagoon Street Carpark, Lagoon Street, Narrabeen
- Ocean Street, Narrabeen
- Winbourne Road, Brookvale.

3. Engagement objectives

Community and stakeholder engagement aimed to:

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

4. Engagement approach

Community and stakeholder engagement for the Electric Vehicle Charging locations was conducted from 28 October 2022 to 27 November 2022.

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

A landing page⁸ was established on our have your say platform with links to individual project pages for each proposed location, where information was provided in an accessible and easy to read format.

The project was primarily promoted through our regular email newsletter (EDM) channels.

⁸ https://yoursay.northernbeaches.nsw.gov.au/electric-vehicle-charging-locations



Feedback was captured through an online submission form embedded onto each have your say project page. The forms included a question that directly asked respondents for their level of support on the proposal.

An open-field comments box provided community members a space to explain or elaborate on their support, not support or neutral sentiment as well as any other feedback they wished to contribute.

Email and written comments were also invited.

5. Findings

Those who supported the proposal did so primarily as they believed there would be environmental benefits including the reduction of carbon emissions.

Some respondents added that this initiative should be rolled out through the entire Local Government Area, which included areas such as beach and reserve carparks.

Several respondents supported the proposal but disagreed with having an EV charging bay in the proposed locations as they felt that these were busy and already congested shopping areas.

The respondents that did not support the proposal raised concerns around how the infrastructure is funded, why this is a free service to EV owners, and unsightly advertising.

5.1. Lagoon Street Carpark, Lagoon Street, Narrabeen

Table 1: Issues, change requests and other considerations.

Theme	Issues, change requests and other considerations raised	Council's response
Financial	Concerns around Council funds being used to cover cost of electricity for select group of residents.	The 15 minutes free charging will be funded by paid advertising on Ausgrid's existing infrastructure.
	residents.	Customers can continue to use the charging beyond 15 minutes (as the parking bay is for one hour), current prices being the first 7kWh free, then \$0.40 per kWh thereafter. A \$5/hr idle time also applies if vehicles are parked longer than the 1 hour limit.
Enforcement	Concerns around non-electric vehicles parking in the spaces, and vehicles over-staying the allowed parking times.	Signage provided will be a standard Transport for NSW sign and enforceable under NSW Road Rules 2014.
		Council Rangers can enforce the proposed timed parking restrictions.



Theme	Issues, change requests and other considerations raised	Council's response
Infrastructure	Different vehicles require different chargers. One charging bay may not provide enough capacity for the area.	The charging connectors that service all EV models available in Australia (including all Tesla models) will be installed at these locations. The chargers themselves are 'fast 25kW DC Chargers. Council is continuing to work with EV charging providers and the community for the possibility of
		community for the possibility of installing additional EV charging facilities.
Advertising	Concerns around size of advertising on the EV charging unit.	The use of advertising by any provider is to be disclosed to Council in the initial application process and disclosed as part of the community engagement process. Separate planning approvals may be required for the presence of advertising. All advertising must comply with the relevant standards.
		Advertising that contains tobacco, nicotine, alcohol and gambling will be prohibited from any EV charging infrastructure and site in the Northern Beaches LGA.



5.2. Ocean Street, Narrabeen

Table 1: Issues, change requests and other considerations

Theme	Issues, change requests and other considerations raised	Council's response
Financial and commercial interests	Concerns around Council funds being used to cover cost of electricity for select group of residents, and the commercial interests of the supplier.	Any provision of EV charging stations on public land will be subject to licensing/ leasing arrangements, or similar, between the provider and Council. These fees are detailed in Councils Annual Fees and Charges report.
		Licence and/or lease terms shall be in accordance with Council's related Policies.
		The use of advertising by any provider is to be disclosed to Council in the initial application process and disclosed as part of the community engagement process. Separate planning approvals may be required for the presence of advertising.
		All advertising must comply with the relevant standards.
		Advertising that contains tobacco, nicotine, alcohol and gambling will be prohibited from any EV charging infrastructure and site in the Northern Beaches LGA.
		All electricity provided for charging of EVs will be from a renewable energy source.



5.3. Winbourne Road, Brookvale

Table 1: Issues, change requests and other considerations.

Theme	Issues, change requests and other considerations raised	Council's response
Loss of Parking	Lack of existing on-street parking	Council has recently completed multiple timed parking proposals to remove boat trailers, box trailers and caravans and improve parking turnover in Brookvale.
		There is a free Council carpark adjacent to the proposed location. Council will continue to explore options and additional infrastructure to support e-bikes and electric car share opportunities.
Social	Benefit to community/ratepayers	Spaces are available for EV's for up to one hour which will include 15 minutes free charging. The 15 minutes free charging will be funded by paid advertising on Ausgrid's existing infrastructure.
		Customers can continue to use the charging beyond 15 minutes (as the parking bay is for one hour), with the prices currently being the first 7kWh free, then \$0.40 per kWh thereafter. \$5/hr idle time.
		Operational costs will be recovered from the EV customers. These locations are deemed suitable, as they are in high turnover town/strategic centres. This allows and attracts EV users to the town centres, which will support local businesses.
		These spaces also need to be located within proximity to existing Ausgrid distribution kiosks to allow for the charging infrastructure.
		Feedback received from the recently installed Mona Vale EV spaces supports usage and boosting the local economy (food, beverages and shopping while waiting for vehicle to charge).



Theme	Issues, change requests and other considerations raised	Council's response
Environmental	Electricity to charge EVs still comes from burning coal.	Council currently utilises renewable energy or all buildings and facilities. All electricity provided for charging of EV's will be from a renewable energy source.
		As part of the adopted EV Charging Infrastructure Plan, we will initially consider locations that are in strategic and tourism destinations for EV charging infrastructure. This will include strategic centres such as Mona Vale, Brookvale/Dee Why, Frenchs Forest and Manly, some sporting grounds, as well as tourist areas such as Palm Beach. We will consider sites based on the location having: an existing and/or potential demand for EV charging.
		A desirable location for the user to stop, spend time in the area or use local amenities.
		A safe location for access to the proposed charging infrastructure.
		Access to a suitable power supply. Any provision of EV charging stations on public land will be subject to licensing/ leasing arrangements, or similar, between the provider and Council.
Supporting data	Evidence from bays already installed to support installing more bays.	Data sharing arrangements are in place between Council and Ausgrid, however are subject to confidentiality and we are not able to make this information public.
		Council will continue to liaise with Ausgrid to release information to the community on current usage of the EV charging stations.



Appendix 1 Verbatim community and stakeholder responses*

Lagoon Street Carpark, Lagoon Street, Narrabeen

Number	Comment/submission	
1	I am in full support of expanding EV charging stations across Northern Beaches in a push to meet Australia and COP Carbon Emission Requirements. Urgent change is needed.	
2	Expanding EV charging capabilities will promote a cleaner future for Northern Beaches residence while removing a common barrier of purchasing an Electric Vehicle about charging concerns and range anxiety	
3	Great initiative! Please install more 50kw+ DC fast chargers or partner with fast charging providers.	
4	There is no such thing as FREE.	
	Charges will be passed on to either ratepayers or Ausgrid customers. Make these recharging points a "user pays" service.	
5	I'm very supportive of this proposal to install EV charging at the Lagoon St carpark. I regularly use the Jolt chargers at Mona Vale and they work very well. I enthusiastically support council to continue the building of more charging infrastructure to encourage greater and faster uptake of EVs.	
6	Great - this will hopefully ensure more people may consider purchase an EV	
7	Thanks for installing charging stations anywhere. An essential initiative for now to encourage uptake of electric cars.	
8	This a great initiative and the location is very suitable.	
9	Strongly disagree with any more advertising on the Jolt unit. The unit does not need to be any where the size of the obscenely large one in Forestville. Very disappointed the size of the Jolt unit is not shown clearly on the site plan. I want less advertising, not more.	
10	Why are my rates providing free electricity to wealthy electric vehicle owners. I have to pay for fuel for my car. Electric car owners should pay to charge their cars or charge them with their own home electricity supply.	
11	I support all the currently proposed electric vehicle proposed charging stations. They are needed especially now that the use of electric cars is growing	
12	Please install more EV charging stations!	
13	This is an excellent location of EV charging - I travel near here on the weekend and will be using it very often. Thanks Council for being on the front foot with this, we appreciate your hard work with climate change	
14	Submission 1: It would be great to see 2 charging locations offered. The two Mona Value locations have become already quite busy.	
	Submission 2: Great to see more charging stations. I hope the council will not tie them to JOLT and ensures the charging locations can be moved to other providers if needed. I would prefer to have no advertisement screens installed. Screens should not disturb neighbors at night.	

^{*}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.



Number	Comment/submission	
15	This is very good - nice location. Can we get some more chargers around Manly and Mona Vale. I see that Council have installed 2 jolt chargers in Mona Vale which are fantastic but they are often occupied so a 3rd one would make sense	
16	What type of charger will be installed? I don't feel there is adequate capacity with only one bay. How will the bay be regulated? I can forsee this being a contentious space where only one vehicle can access the charger at a time and no way to queue. I beleive this is the only charging station for the entire suburb of Narrabeen; I live in a unit block and want to be able to purchase an EV but there is limited ability to rapid charge a vehicle in the area. Whom will pay for the cost of electricity and will it be sourced from an environmental supply network (zero carbon)?	
17	We live on and own an electric car and a hybrid car. We support the installation of charging infrastructure, which will not only be helpful for us but also encourage the uptake of electric cars by others, assisting with emissions reduction.	
18	Thank you for your letter dated 24th October re above proposal. I have a couple of questions if you do not mind.	
	Installer JOLT's website indicates that the user pays nothing for the first 7kWh every day – who is paying for this?	
	How is the charger to be powered? Is there going to be a wind tower in the middle of the carpark or will it use "normal" electricity from the sub-station?	
	What does a hatching space do?	
	How much will Council's contribution (rate payers) to this project be?	
	How is the 15 minute charging period going to be policed? If a timer is installed what is to stop the same person from staying there for a longer period if no one else is waiting?	
	I think you should inform people with a bit more detail. We will be looking at these spaces from our balcony.	
19	We support the proposed vehicle charging station at the Lagoon St Carpark	

Ocean Street, Narrabeen

Number	Comment/submission
1	I am in full support of expanding EV charging stations across Northern Beaches in a push to meet Australia and COP Carbon Emission Requirements. Urgent change is needed.
2	Expanding EV charging capabilities will promote a cleaner future for Northern Beaches residence while removing a common barrier of purchasing an Electric Vehicle about charging concerns and range anxiety
3	Great initiative! Please install more 50kw+ DC fast chargers or partner with fast charging providers.
4	I enthusiastically support the proposed installation of an EV charger in Ocean St. I regularly use the Mona Vale chargers and they work very well.
5	This will support our Community to have EV cars, accessible to recharge etc. Better for our environment.
6	This is a great initiative and the location is good.



Number	Comment/submission	
7	I support all the currently proposed electric vehicle proposed charging stations. They are needed especially now that the use of electric cars is growing	
8	GREAT location for a charger right near the beach, Thanks council	
9	Submission 1: Yes, I hope the 8m are big enough to support 2 vehicles charging. The pedestrians on the footpath should not be affected by this addition.	
	Submission 2: Great to see more charging stations. I hope the council will not tie them to JOLT and ensures the charging locations can be moved to other providers if needed. I would prefer to have no advertisement screens installed. Screens should not disturb neighbors at night.	
10	No comment provided	
11	I have commented on the lagoon st plan, before noticing this second site; which is closer to my residence in the southern part of Narrabeen. I have similar questions about the supplier of the electricity and the who bears cost of recharging. What are the costs for charging?	
12	We live on an electric car and a hybrid car. We support the installation of charging infrastructure, which will not only be helpful for us but also encourage the uptake of electric cars by others, assisting with emissions reduction.	

Winbourne Road, Brookvale

Number	Comment/submission
1	I fully support EV charging in the Northern Beaches, especially free fast DC chargers
2	I am in full support of expanding EV charging stations across Northern Beaches in a push to meet Australia and COP Carbon Emission Requirements. Urgent change is needed.
3	Expanding EV charging capabilities will promote a cleaner future for Northern Beaches residence while removing a common barrier of purchasing an Electric Vehicle about charging concerns and range anxiety
4	Great initiative! Please install more 50kw+ DC fast chargers or partner with fast charging providers.
5	I'm very disappointed to see council taking parking away from all in favour of rich EV private car owners and still doing nothing with carshare for the residents of Northern Beaches since amalgamation. Carshare policy needs to be put in place for the thousands of carshare members on the beaches before council wastes more time supporting a few hundred EV owners.
6	No comment provided
7	I support this plan. This will make use of EV easier for Northern Beaches residents and travellers
8	Have you any statistics on the take-up of the existing charging stations? Without evidence that these are being used, how do you know that this is effective use of resources? If you have evidence, why isn't this evidence included in this next round of proposals?
9	I enthusiastically support the proposed installation of an EV charger in Winbourne Rd Brookvale. I regularly use the Mona Vale chargers and they work very well. One



Number	Comment/submission	
	possible problem with the location could be with vehicles heading west and turning left into the carpark across the front of the car being charged. As long as there is enough room in the charging bay then this would be less of a problem.	
10	No comment provided	
11	I have an EV and there needs to be more charging stations/points around for fast charging. My car is not a Tesla, and so there is less available for us. I would like confirmation of the type of charging station it would be. Evie is very fast and uses energy from renewable sources, Jolt is convenient as it gives a free amount each day, but is slower to charge and I am unsure if any of the electricity comes from renewable sources.	
12	We need as many charging stations as possible. Not everyone (especially apartment dwellers) have access to electricity in their garage so it needs to be possible for them to be able to own an EV and charge it.	
13	Why not use the single parking bay in front of the toilet in the adjacent car park rather than using Winbourne road which is very busy thorough fare.	
14	I don't support the changes for the below reasons.	
	* The electricity is taken from the grid. This means it is not greener. It takes the energy from burning coal.	
	* For the above reason, the cost & energy outlay is not worth it.	
	* Car spots are hard enough to find on the Northern Beaches. This will make it harder.	
	* This only supports those who do not need supporting. The rich in their Tesla's.	
15	I read the previous report AND all the submissions and couldn't find out what the benefit of these charging stations are to the average ratepayer? It's all well and good to 'feel good' about doing things, but surely when you are spending our money or allocating our resources you need a sound business case? A tangible and identifiable cost/benefit?	
	I ride my bike past the Jolt station in Oaks Ave Dee Why almost every day and it is almost always empty. A usable parking space has been taken away from the community in exchange for a dream that doesn't add up. Meanwhile the significantly larger proportion of road users, eg motorbikes have no allocated spaces in Oaks or Howard Ave. Zero. This proposal will do the same damage to Brookvale. Remove a common space which will rarely be used by anyone, rather than provide more amenity for the majority.	
	3 of the 5 core themes of the Council's Transport Strategy 2038 are 1 Accessible & Liveable places, 2. Active travel, and 5. Smart Parking Management none of which are satisfied by taking up common spaces to dedicate to a special interest hobby for wealthy. Council should be ashamed of using our resources to chase these pipe dreams at the expense of everyone else.	
16	Do you have the available capacity to install 2x bays of EV charging. There are a lot of Evs on the road now and we need to scale this infrastructure.	
17	I support all the currently proposed electric vehicle proposed charging stations.	
	They are needed especially now that the use of electric cars is growing	
18	Another really good location for a charger – there is a gap here with not many other chargers so will be useful	
19	Lack of parking in Brookvale generally. Not fair to take spaces for a small minority	
20	More chargers are needed in many more locations	
21	No comment provided	



Other submissions received:

Number	Comment/submission
1	Yesterday I saw the electrical charging station recently installed in Dee Why.
	To say it is an eyesore is an understatement, surely a better location could have been chosen instead of right outside shops. All the work in upgrading Dee Why precinct is now marred by this ugly box on the footpath. Shame on those who decided this.
2	it is encouraging to see that the Northern Beaches are gaining momentum to electrify the transport and start the journey of installing chargers.
	We now have an Electric Vehicle in our household and this is actually great as we can charge on most days from our solar panel. However, from time to time we require a full charge at a public charger. i.e. the Jolt charger Mona Vale. These are great but I am afraid we need much more charging bays as more and more people embrace EV's.
	It would be great if Golf clubs, Surf Life saving clubs, Shopping centres, etc. would install multiple chargers (ie. 22kw is sufficient) to make it a normality to plug in while surfing, playing golf or shopping. We need plenty of charging bays.
	Not sure how I can help you but keep up the great work.
3	I would like to know how much Council has spent in the past, allocated this financial year and proposes in future years for electric vehicle charging stations.
4	Now common overseas pls could the NBC consider converting appropriate street lighting into EV charging stations while still retaining function as lights.
	Was amazed to see this in a very builtup London suburb recently - I'm sure we could (should) do same here.
5	While understanding that EV Charging stations will, in the future, become a common piece of furniture around communities and taking up very valuable parking areas for non electric vehicles I do not believe that Council should be wasting rate payers finances on this project.
	I strongly believe that all EV parking areas should be off street areas, much the same as Service stations are for allegedly polluting motor vehicles.
	Can council advise why they are involved in providing EV Charging stations for a very small percentage of vehicle owners when they do not provide the same attention to Petrol/Diesel vehicle owners?
6	Are there any charging stations planned in Manly?
7	What about Manly
8	I'm happy for the 3 new proposed EV stations.
	However I think you need to consider more in shopping centres especially the Mall. The 4 Tesla chargers there are usually taken.
	I don't know if there are any at Warriewood or Manly. EV owners find it convenient to charge while shopping or visiting the Library. We use the one at Freshwater when we go shopping there or have a coffee.
	A map showing the location of all EV chargers on the NB would be useful - if one doesn't already exist.
	Many thanks for trying to upgrade the EV infrastructure. With a current waiting list of 9-12 months to get a new Tesla there is obviously a huge demand for charging infrastructure that is only going to get bigger.
9	My husband and I, think that this is a good idea.



Number Comment/submission 10 I have no objection to the 3 extra EV charging stations located in Narrabeen (2) and Brookvale. I'm very much in favour of the installation of charging stations in the LGA. I do have some comments about Council's current EV charging program generally: 1. I think NBC is being rapidly overtaken by events. I'm noticing many more EVs on the road, and industry trends are showing the probability of a rapid uptake of EVs in the next few years. So I believe it's time NBC got serious and placed at least one charging station (or at least reserved space for them) in each locality, especially in or near shopping centres, sports fields, surf clubs, community centres, libraries, theatres etc. New retail developments should be required to have 1-2 charging stations in the plan. 2. The locations of current and projected stations has resulted in there being no charging stations north of Mona Vale. Has NBC done any survey work to determine i. where the current EV ownership is located within the LGA and ii. buying intentions by suburb? 3. EV charging in apartment blocks is a huge challenge. Has NBC started thinking about it yet? Whilst owners of standalone houses can have their own charging station installed, most strata bodies are resistant to the idea. Renters are also in an invidious position in terms of EV charging. Owners of rental properties and strata bodies are acting like the advisers to King Canute, as the tide is rising. In summary, while I support NBC's charging station policies in general, I think it is too little and in danger of being too late as well.



Document administration		
Version	1.0	
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Approval	Content provided and approved by Transport Network Team. Responsible manager: Phillip Devon	
Status	Final	
Related Projects	Charge Ahead! Electric Vehicle Charging Locations	
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.	

