



Innovation and Partnerships Committee

Date of meeting: 8 November 2022
Location: Council Chambers
Time: 5:00 p.m.

BUSINESS PAPER

INNOVATION AND PARTNERSHIPS COMMITTEE

Meeting Date: 8 November 2022

AGENDA

- **WELCOME**
- **APOLOGIES**
- **DECLARATION OF INTERESTS**
- **SECTION 1 - Confirmation of Minutes**
- **SECTION 2 - Reports for Determination**

INNOVATION AND PARTNERSHIPS COMMITTEE

Meeting Date: 8 November 2022

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TABLE OF CONTENTS

ITEM	SUBJECT	PAGE
SECTION 1 - Confirmation of Minutes		7
	ROC - Innovation and Partnerships Committee Minutes - 24 August 2021 - (79351, 151939)	7
SECTION 2 - Reports for Determination		15
Item: 1	IPC - Election of Chairperson - (79351, 151939)	17
Item: 2	IPC - Economic, Investment and Tourism - (95498, 151939)	19
Item: 3	IPC - Heavy Vehicle Movement Investigation in the Hawkesbury Local Government Areas - (95495, 79346, 151939)	25

INNOVATION AND PARTNERSHIPS COMMITTEE

Meeting Date: 8 November 2022

Innovation and Partnerships Committee

Section 1

Confirmation of minutes

INNOVATION AND PARTNERSHIPS COMMITTEE

Meeting Date: 8 November 2022

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SECTION 1 - Confirmation of Minutes

ROC - Innovation and Partnerships Committee Minutes - 24 August 2021 - (79351, 151939)

Minutes of the Meeting of the Innovation and Partnerships Committee held by Audio-Visual link, on 24 August 2021, commencing at 4:02pm.

ATTENDANCE

Present: Councillor Sarah Richards, Hawkesbury City Council (Chairperson)
Councillor Patrick Conolly, Hawkesbury City Council
Councillor Amanda Kotlash, Hawkesbury City Council
Councillor Nathan Zamprogno, Hawkesbury City Council.

Apologies: Nil.

In Attendance: Ms Elizabeth Richardson, Hawkesbury City Council
Mr Jeff Organ, Hawkesbury City Council
Ms Suzanne Stuart, Hawkesbury City Council
Ms Tracey Easterbrook, Hawkesbury City Council
Ms Amy Birks - Minute Secretary, Hawkesbury City Council.

Member	9/02/2021	3/08/2021	24/08/2021
Councillor Patrick Conolly (Mayor)	✓	✓	✓
Councillor Amanda Kotlash	✓	✓	✓
Councillor Sarah Richards (Chairperson)	✓	✓	✓
Councillor Nathan Zamprogno	✓	✓	✓

Councillor Zamprogno entered the meeting at 4:03pm.

DECLARATIONS OF INTEREST

There were no Declarations of Interests made.

CONFIRMATION OF MINUTES

RESOLVED on the motion of Councillor Conolly seconded by Councillor Zamprogno that the Minutes of the Innovation and Partnerships Committee held on the 3 August 2021, be confirmed.

INNOVATION AND PARTNERSHIPS COMMITTEE

Meeting Date: 8 November 2022

Item: 1 **IPC - Telecommunications - Meeting at Bilpin - (79351, 151939)**

Previous Item: 2, Innovation and Partnerships (9 February 2021)
 1, Innovation and Partnerships (3 August 2021)

Directorate: General Manager

The Chairperson, Councillor Sarah Richards tabled community member submissions received from Council through YourHawkesbury-YourSay, these are attached as Attachment 1 to Item 1

The Mayor, Councillor Patrick Conolly tabled a submission from the Member for Macquarie, Susan Templeman MP, it is attached as Attachment 2 to Item 1.

OFFICER'S RECOMMENDATION:

That the information in this report regarding submissions received be received and noted.

COMMITTEE RECOMMENDATION:

RESOLVED on the motion of Mayor, Councillor Conolly, seconded by Councillor Kotlash.

The Committee recommends to Council that:

Council write to the Minister for Communications, detailing the extensive challenges that our community has in regards to telecommunications, requesting a meeting to discuss the issues and how we might work together to plan for them to be addressed.

For the Motion: Councillors Conolly, Kotlash, Richards and Zamprogno.

Against the Motion: Nil.

Absent: Nil.

INNOVATION AND PARTNERSHIPS COMMITTEE

Meeting Date: 8 November 2022

AT - 1 Tabled submissions received from Council through YourHawkesbury-YourSay

	Your feedback
70	Mobile phone blackspot areas need to be fixed. We have zero reception in our house and little to no reception outside. I've recently had a baby and this has made this experience isolating. As well as this, we are trying to run a business from home as well as work from home. But the communication services in our community make these tasks practically impossible
71	I have live in Neptune Crescent Bligh Park for 3 years now and the phone connection and internet connection is shocking. 90% of phone calls I get drop out numerous times and I or the person calling need to call back. My Telco which is Telstra has been unable to improve my issues. I would appreciate any help that council can offer.

Page 1 of 2

	Your feedback
72	<p>Phoned Council to advise that they have no internet access to complete submission.</p> <ol style="list-style-type: none"> 1. Lives in Kurrajong Heights 2. No internet service available & very limited mobile service (sometimes 1 bar) 3. During the recent bushfire they had to rely on 2 way radio to keep in touch with her husband who was helping fight the fires. 4. Advised that when tradesmen pull out their eftpos machines for payment, they have to have cash or cheque available for payment. 5. Her husband has a mobile with the QR code access when shopping or medical visit, but if they were contaminated they would not receive any message once they returned home. 6. Family can only contact on the home phone but unable to hear when they are in the paddock. 7. Also advised that truckies lose reception on their phones for a short while when they are near Cut Rock. 8. Home phone is XXX.
73	<p>Mobile Black Spots in areas of Wilberforce. Providers tell us its the tree canopies that interfere with the signals from the towers. We need sufficient towers to cope with all types of terrain. We've lived in the Wilberforce area over 15 years the mobile coverage has not significantly improved in coverage or capacity in that time, for example no matter which mobile phone company you use there are black spots on bells line of road or the putty rd within 5 minutes of Wilberforce. Even before Covid the mobile service became so slow or even died during peak times as more people use the network for data.</p> <p>We have been advised that the only way to get coverage at our property is to install a private booster which we cannot do as these are illegal!</p> <p>Happy to discuss with you further.</p> <p>Thank you.</p> <p>June Notley.</p>
74	<p>I live on Laws Farm Road. I pay for fixed wireless NBN from Telstra but experience continual and significant service issues that have been unremediated for months.</p>

AT - 2 Tabled submission from the Member for Macquarie, Susan Templeman MP



SUSAN TEMPLEMAN MP
FEDERAL MEMBER FOR MACQUARIE

Clr Patrick Conolly
Mayor
Hawkesbury City Council
Mayor@hawkesbury.nsw.gov.au

Dear Mayor Conolly

Thank you for the invitation to address the Innovations and Partnerships Committee on 24 August 2021. Unfortunately, as the meeting coincides with a sitting of Federal Parliament, I am unable to attend in person and I trust this letter will be of assistance.

I welcome Council's interest in improving telecommunication services across the Hawkesbury. I look forward to your suggestions and to you joining with me in continued advocacy for more fibre, better mobile coverage and stronger network infrastructure that can withstand the challenges of a changing climate, with increased natural disasters.

Overview

Since first being elected in 2016 as the Member for Macquarie, the need for improved telecommunications has featured as a constant issue in the electorate. I've spoken with your predecessors – Mayor Ford, Mayor Lyons-Buckett and Mayor Calvert – about these matters, in Parliament, and in the media many, many times about the appalling mobile reception in our communities and how dangerous this is for us given how prone to flood and fire we are.

This document will address three issues: mobile coverage, NBN rollout, legacy network and disaster resilience.

1. Mobile coverage

While the Federal Government provides a regulatory framework, the provision of mobile networks is a commercial matter for the private mobile network providers.

The Federal Government introduced the Mobile Blackspots Program (MBSP) following the 2013 election. This program has seen a number of mobile base stations constructed to improve coverage in the Hawkesbury local government area.

At various times in the intervening 8 years, the Federal Government has invited stakeholders, including Council, and the wider public to suggest mobile blackspot locations. As Federal Member I've publicised these opportunities, urged Council to provide your input, identified locations for new towers and reminded the Minister about past commitments made and delays endured.

MBSP Round 1 saw sites at Colo Heights, Kurrajong and Webbs Creek announced and constructed. It also announced Mount Tomah (BMCC area) which would have improved Bells

1

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Line of Road connectivity but was not proceeded with and funding was transferred some years later to the Central West.

Round 2 was announced in early 2016. St Albans was promised but is still not constructed.

Round 3 is known as the Priority Round and the only tower committed to and built in the Hawkesbury was at Grose Vale.

As part of Round 4, in September 2018, the Federal Government opened the National Mobile Blackspot Database for nominations. This round was to target Public Interest Premises including economic centres, emergency service facilities, health facilities, educational facilities, Indigenous community organisations, local government facilities, and not-for-profit organisations.

I publicised this round, spoke in Parliament, invited feedback from residents and nominated a spreadsheet of sites across the electorate which was submitted to the then Department of Communication and the Arts. Only two sites were subsequently awarded in the Hawkesbury - Macdonald Valley Public School and Upper Colo.

Under Round 5, the Federal Government awarded sites at Central Colo, Colo and Putty.

Council was invited to nominate sites for Round 5A. I also wrote to you on 18 December 2020 enclosing the Minister's letter and inviting Council's response. I publicised Round 5A inviting residents to nominate sites. The information I received was collated into a map and provided to the Minister and the mobile network providers on 11 February 2021. The only Hawkesbury blackspot site to subsequently receive funding in Round 5A was at Lower Macdonald.

No details are available yet for the \$80 million Round 6.

The Mobile Blackspot program has excluded parts of the Hawkesbury such as Oakville and Maraylya. I have advocated strongly for peri-urban parts of my electorate to be included in programs to improve coverage. The Federal Government recently announced the Peri-Urban Mobile Program <https://www.communications.gov.au/what-we-do/phone/mobile-services-and-coverage/peri-urban-mobile-program> and consultation on draft guidelines close this week.

2. NBN rollout

Richmond and Windsor were fortunate to access Fibre to the Premise (FTTP) under the initial NBN rollout in August 2013.

The change of government in September 2013 led to other areas of the Hawkesbury designated as Fibre to the Node (FTTN), Fixed Wireless and satellite. As the flaws of FTTN became evident, another technology - Fibre to the Curb (FTTC) - was deployed to FTTN areas not yet built and extended into some Fixed Wireless designated areas.

Luckily for some residents NBNCo was unable to secure sites for many Fixed Wireless towers and, consequently, it extended the fixed line footprint. I've spoken many times in Parliament and in the media about the NBN rollout in the Hawkesbury where, standing on one street corner in some areas you could have 3 or 4 NBN technologies connecting neighbouring houses.

Last year, when thunderstorm season began, my office was inundated with complaints about FTTC boxes failing. This was particularly acute in Bowen Mountain. Many people lost NBN services when lightning caused surges and damaged the NBN boxes. There was a reluctance by NBNCo to acknowledge the extent of the problem, but investigations were undertaken. With 10,000 boxes taken out during the summer of storms across my electorate, NBNCo responded to the public exposure of the flawed boxes, conceding there was a problem and posted this consumer advice on its website <https://www.nbnco.com.au/utility/lightning-strikes-and-damage-to-nbn-equipment>

The remaining issues with NBN connectivity are in the Fixed Wireless areas where signal strength is poor and in fixed line areas where the fixed line stops before the end of a road relegating those residents to the satellite. Rural areas remain dependent on NBN satellite as service providers withdraw ADSL broadband from the old copper network.

It is important to recognise that satellite and Fixed Wireless do not, and cannot, provide the fast speeds and capacity that many households need to support working from home, schooling from home and streaming services. These people are left paying for an inferior service compared to a fixed line service. They deserve better.

I also wrote to you in December 2020 enclosing a letter from the Minister inviting local councils to leverage co-investment for higher-speed NBN services. I'm interested in Hawkesbury City Council's response to the Government's initiative and what improvements to NBN services Council would like to see across its area.

Councillors can view the NBN rollout map at <https://www.nbnco.com.au/learn/rollout-map> to check the status of the network for any address.

3. Legacy network and disaster resilience

The Hawkesbury is well known for being disaster-prone, whether bushfires, storms or floods. Historically its electricity network and copper telephone network are frail. The rural areas of the Hawkesbury still have a legacy copper network that many people are reluctant to give up for NBN satellite services. These areas also have poorer mobile reception. Some communities like Bilpin and St Albans have been wanting better and more resilient services for many years.

In relation to St Albans, I continue to advocate that Telstra repair and maintain its copper network and that Optus deliver the blackspot project it was awarded five years ago.

In relation to Bilpin, reliable power supply for the Bilpin exchange and mobile tower is vital. This has been an issue the community engaged in with me well before the 2019 bushfires and since. Telstra has taken steps to upgrade the reliability of the batteries but to date has not agreed to install a generator.

There were many issues with the Telstra copper network from storms and bushfires in 2019 and 2020 and the floods of 2021. My staff and I were in constant contact with Telstra to repair and restore the network. It is fair to say that the 2019-20 bushfires were a wake-up call to telecommunication network providers to lift the resilience of their networks and harden their infrastructure.

INNOVATION AND PARTNERSHIPS COMMITTEE

Meeting Date: 8 November 2022

I was pleased that, at my request, Telstra staff visited the Hawkesbury after the bushfires in March 2020 just prior to the first Covid lockdown and spent a day each at Bilpin, Colo and St Albans where they took resident complaints and gained a better understanding of the telecommunication issues facing rural and isolated communities. That on-the-ground experience for Telstra staff contributed to the nomination and awarding of Round 5 blackspot spots to Telstra at Central Colo and Colo. Optus was successful in gaining the site at Putty.

In response to the bushfires and the Royal Commission the Federal Government introduced the Strengthening Telecommunications Against Natural Disasters (STAND) <https://www.communications.gov.au/what-we-do/phone/communications-emergencies/what-government-doing-strengthen-telecommunications-resilience> with applications for Round 2 closing on Thursday.

Conclusion

There are multiple issues to be resolved before the Hawkesbury has adequately robust and reliable telecommunications.

There have been promises made over the last 8 years by numerous Liberal Governments that have not been delivered.

The need is urgent, and it is not too dramatic to say that lives depend on it.

The years of neglect cannot be turned around overnight.

There are multiple issues to be resolved before the Hawkesbury has adequately robust and reliable telecommunications. There have been promises made over the last 8 years by numerous Liberal Governments that have not been delivered.

The need is urgent, and it is not too dramatic to say that lives depend on it.

The years of neglect can not be turned around overnight.

I would welcome a long-term commitment from Council to join with me in advocating for genuine solutions to these matters with the telecommunications companies and at a Federal and State Government level.

Yours sincerely



Susan Templeman MP
Member for Macquarie
24 August 2020

The meeting terminated at 4:18pm.

oooO END OF REPORT Oooo

Innovation and Partnerships Committee

Section 2

Reports for determination

INNOVATION AND PARTNERSHIPS COMMITTEE

Meeting Date: 8 November 2022

INNOVATION AND PARTNERSHIPS COMMITTEE

Meeting Date: 8 November 2022

Item: 1 IPC - Election of Chairperson - (79351, 151939)

Directorate: General Manager

PURPOSE OF THE REPORT:

The purpose of this report is to outline the process for the election of a Chairperson of the Innovation and Partnerships Committee.

EXECUTIVE SUMMARY:

Under the terms of the Council Committee Constitution, it is a requirement that at the first meeting of the committee, that a Chairperson be appointed from the members of the committee for a period of twelve (12) months, and then for each twelve (12) month period thereafter.

RECOMMENDATION:

That a Chairperson of the Innovation and Partnerships Committee for the period from October 2022 to October 2023, be determined.

BACKGROUND

Clause 5(b) of the Council Committee Constitution adopted by Council on 25 January 2020, is in regard to the election of a Chairperson, and is as follows:

"b) *Membership and voting rights of the Committee shall be as follows:*

Community Services, Environment and Innovation and Partnerships Committees

The Committee shall, at its first meeting following appointment, and each twelve (12) month period thereafter, elect one of its Members from those appointed under Clause 5 to be the Chairperson of the Committee. The Chairperson is responsible for;

- *The management of the Committee functions and operations, including managing conflicts of interest.*
- *To ensure the Committee fully discharges its responsibilities under the Act, the Code of Conduct, and the Constitution.*
- *The good and orderly conduct of the Committee. The Chairperson may do all things necessary to fulfil this responsibility."*

At its Meeting on 11 January 2022 Council resolved as follows:

"That the following Councillors be appointed as Committee Members to the Innovation and Partnership Committee:

- *Councillor Conolly*
- *Councillor Calvert*
- *Councillor Reardon*
- *Councillor Veigel*
- *Councillor Zamprogno"*

INNOVATION AND PARTNERSHIPS COMMITTEE

Meeting Date: 8 November 2022

DISCUSSION

This meeting of the Innovation and Partnerships Committee will be its first meeting following appointment of members. In accordance with Clause 5(b) of the Council Committee Constitution, the nomination and appointment of a Chairperson for the next twelve (12) months by Committee members from those appointed is to be carried out at this meeting.

ATTACHMENTS:

There are no supporting documents for this report.

oooO END OF REPORT Oooo

Item: 2 **IPC - Economic, Investment and Tourism - (95498, 151939)**

Directorate: City Planning

PURPOSE OF THE REPORT:

The purpose of this report is to provide a response to the Council resolution from the 25 January 2022 Council meeting in relation to Council's role in tourism.

EXECUTIVE SUMMARY:

At its meeting of 25 January 2022 Council resolved that staff report back through the Innovations and Partnerships Committee on:

- "1. *A review of actions already taken by Council to increase engagement;*
2. *Options and recommendations for further engagement with the business and tourism community, that may include the establishment of an Economic, Investment and Tourism Reference Group, and;*
3. *Draft Guidelines, and the process for establishing any Economic, Investment and Tourism Reference Group."*

This report provides a response to the Council resolution, as well as an overview of the Destination Management Plan.

RECOMMENDATION:

That:

1. The Committee receive and note the information provided in this report and the presentation.
 2. The Committee adopt a process for developing a terms of reference for establishing an Economic, Investment and Tourism Reference Group
-

BACKGROUND

In late 2019 an Economic Development function within Council's staffing structure was re-established (following a period of several years without a dedicated resource) through the appointment of a City Design and Economic Development Manager role. Since the appointment of this role, there has been an increase in business engagement activity, successful delivery of a range of business support initiatives and the development of key strategic plans associated with business development, including the Business Recovery Plan (adopted by Council at its Ordinary meeting 25 May 2021) and the Destination Management Plan (adopted by Council at its Ordinary meeting 13 September 2022).

INNOVATION AND PARTNERSHIPS COMMITTEE**Meeting Date:** 8 November 2022**DISCUSSION****Actions Undertaken to Increase Engagement**

The following table outlines activities and initiatives that Council has delivered in recent years to increase engagement within the business community and to promote tourism across the Hawkesbury LGA.

Council Initiative	Description
Business Recovery Plan	The Business Recovery Plan has been developed in response to the impact of bushfires, floods and the COVID-19 pandemic on businesses and the local economy. The Business Recovery Plan was formally adopted by Council in May 2021.
Hawkesbury Business database	The establishment of a business database of almost 4,000 Hawkesbury local businesses.
Hawkesbury Business e-newsletter	Established a direct email newsletter which is sent with relevant business information on a monthly basis to all businesses listed on the database.
Hawkesbury Business Hub	An online platform the 'Hawkesbury Business Hub' captures all business information in a centralised location.
Business Events Calendar	A monthly Business Event Calendar has been developed for the business community to access a range of both workshops, business education opportunities, business events and webinars.
Hawkesbury Local Jobs Board	This initiative promotes local jobs for local people. An initiative where local businesses can advertise their job vacancies and recruit locals at no cost.
Various Business Support Programs	<ul style="list-style-type: none">• A Small Business Mentoring Program launched with Western Sydney Advisory to assist up to 100 local small business owners.• A Business Women Mentoring Program launched with Western Sydney Women.• A 'Pilot Place Based Mainstreet Recovery Program' for Windsor Mall and South Windsor.• A 'Getting Women Back to Business' Support program launched with How to job Search and Western Sydney Business Centre.• The 'Pilot Business Bounce Back Mentoring Program for Tourism Operators' launched with Sparrowly Group.• The Smart Farms Program working with Regional Development Australia.• Biz Rebuild Team providing business support and financial assistance.• The Hawkesbury Business Directory / Interactive map project• Council continues to promote and actively connect businesses to the local Business Connect Advisors funded by NSW Government.
Engage with business to support business needs and priorities	Council works with: <ul style="list-style-type: none">• Western Sydney University• TAFE• RAAF• Hawkesbury Precinct AgEd• Service NSW• Western Sydney Business Centre (Business connect)• Australian Taxation Office• Hawkesbury Harvest.
Annual Economic Wellbeing business survey	An Economic Wellbeing business survey was undertaken in 2020 and 2021. The responses generated data to define how Council can further support the business community and served as a wellbeing check on the impact that all of the disasters have had on businesses.
Small Business Month Initiatives	Each year in October Council applies for grant funding and runs a small business initiative. Due to COVID-19 Council delivered an online webinar. This webinar was presented by Robert Gerish and was recorded for businesses to view for up to twelve months in 2020.

INNOVATION AND PARTNERSHIPS COMMITTEE

Meeting Date: 8 November 2022

	<p>In March 2022 (in lieu of October 2021 small business month) Karen Lebsanft from Kurrajong kitchen recorded her story to share with local businesses about her business journey and how she grew her business. This is available on Council's website to view.</p> <p>Council applied for and was successful in receiving a grant of \$5,000 under the Small Business Month grants program for 2022.</p>
Implementation of the 2015 Destination Management Plan	<p>Implementation of the 2015 Destination Management Plan.</p> <p>Ahead of the 2015 State election the Government committed \$3 million to be invested over four years to promote and encourage tourism to the Hawkesbury region. The NSW Government established the Hawkesbury Visitor Economy Advisory Committee (HVEAC), which in partnership with Destination NSW, oversaw the development and delivery of initiatives to boost the visitor economy in the Hawkesbury region and increase overnight visitation.</p> <p>The activities included:</p> <ul style="list-style-type: none"> • development and implementation of the Destination Management Plan • delivery of a new destination brand positioning and integrated marketing program • a product and experience audit and development plan • creation of an extensive suite of content and media assets • a program of industry development workshops as well as a stakeholder engagement and communications plans.
Tourism Business Mentoring Program and Industry Engagement Sessions	<p>As part of the implementation of the Business Recovery Plan, Council has been delivering a tourism business mentoring program in 2022 as well as four Industry Engagement sessions tailored specifically to the business community.</p>
Destination NSW – The River's Just the Beginning' campaign and Love the Hawkesbury Campaign	<p>Council & Destination NSW launched a marketing campaign in August 2020 to encourage people to travel to the Hawkesbury and boost tourism in the area. The campaign showcased some of Hawkesbury's most loved locations including a variety of visitor experiences, amazing outdoor adventures, authentic field to fork dining options, and relaxing places to stay.</p> <p>Link: https://www.youtube.com/watch?v=VRZQeVrrKIM</p>
Tourism Operator Business Engagement	<p>A comprehensive Tourism Operator Business engagement analysis was undertaken in 2020, 2021 where all operators were contacted to assess if they were open and trading and if not, identify when they planned to be.</p> <p>95% of all Tourism Operators contacted were trading (some with reduced trading hours / days) and 100% of all businesses contacted confirmed they were ready to enable and welcome visitors.</p>
Bushfire Local Economic Recovery Fund Stage 2	<p>In October 2021 Council applied for and was successful in receiving a grant of \$200,700 under the Bushfire Local Economic Recovery Fund Stage 2. The submission was for a Business Support and Resilience Program (to follow on from Stage 1 which was the Business Bounce Back Program with Sparrowly Group).</p> <p>This Program included:</p> <ul style="list-style-type: none"> • Expansion of Business Bounce Back Mentoring Program; • Business training, support and industry networking sessions; and • Development of a Visitor Economy Action Plan. <p>Sparrowly Group have been engaged for a period of 12 months starting 1 November, 2021 to deliver this program.</p>
Event Grants Funding	<p>Council applied for a series of grants for events under the Regional Tourism Bushfire grant program.</p> <p>Council received \$30,000 from the Regional Tourism Bushfire Recovery Grant and a \$6,500 grant from the NSW Government's Destination Sydney</p>

INNOVATION AND PARTNERSHIPS COMMITTEE

Meeting Date: 8 November 2022

	<p>Surrounds North for Savour the Flavour Hawkesbury in 2022.</p> <p>Council received \$60,500 from the Regional Tourism Bushfire Recovery Grant and \$22,000 from Destination Sydney Surrounds North to create light projections on buildings in Windsor to contribute to the Light Up Windsor Festival in December 2021.</p> <p>Council received \$10,000 grant from the NSW Government's Festival of Place Summer Fund for special Easter celebrations held in March 2021.</p>
Visitor Information Centre	<p>The Visitor Information Centre had a complete refurbishment in 2019. Walk in numbers have been significantly impacted by the 2020 bushfires, COVID, international tourist restrictions, 2021 and 2022 floods. Other initiatives which are underway include:</p> <ul style="list-style-type: none"> • Creation of the Apple Pie Trail in 2021 which is a great opportunity for day trippers. All Bilpin businesses are familiar with the initiative, and many have been involved in the promotion. Facebook and Instagram pages have been created for the Trail. • A quarterly tourism business e-newsletter sent to 170 businesses • Display and sale of local retail items to support local businesses in the shop in the VIC. Most popular items continue to be snake bite bits and bush walking guides. • Attend famils with local businesses. • Development of an online shop for the sale of local merchandise. • Attend local events - Plant Show, Light Up Windsor, Hawkesbury Show, Caravan and Camping Show to promote the visitor opportunities.
Discover the Hawkesbury website	<p>The Discover the Hawkesbury website was established in 2015 and has 6300 visitors a month making it Council's second biggest website. More than 65% of people access the site using their mobile phone. The consistently high performing pages are What's On, camping, bushwalking, heritage, road trips. More than 50 trending articles (BLOGs) have been published on the site, promoting operators and attractions.</p> <p>The website provides a free listing service for local businesses.</p> <p>The website is used to promote Council events, Light Up Windsor and Savour the Flavour including itineraries for the area, event tickets, merchandise and promotions.</p>
Social Media	<p>Two social media pages, Visitor Information Centre Discover the Hawkesbury Instagram with 2395 followers and Visitor Information Centre Discover the Hawkesbury Facebook page with 1500 followers.</p>
Events	<p>Creation of events for locals and which also bring visitors to the region and activate businesses. Local businesses support the events through sponsorship.</p> <p>Light Up Windsor Festival – 22 December 2021 (and years preceding), an event to encourage visitors and business activation in Windsor town. Attendance of approximately 10 000 people, all local shops and restaurants open and 50 street stalls operated. People attended from Hawkesbury and surrounds. The event was an opportunity for Christmas shopping and was a major boost for local businesses on the eve of Christmas. Over the week of the event, lights were projected each night onto buildings in Windsor. Dedicated information was prepared for the event by the Visitor Information Centre and included on the Discover the Hawkesbury website and promoted on social media.</p> <p>Savour the Flavour – Food event held on 15 October 2022 to promote Hawkesbury as original food bowl. People sampled and purchased food, produce and beverages from local farmers and businesses and participated in cooking demonstrations. The Visitor Information Centre created a selection of guides for the region for daytrippers, couples and families, the itineraries are also available on the Discover the Hawkesbury website.</p>

INNOVATION AND PARTNERSHIPS COMMITTEE

Meeting Date: 8 November 2022

Western Parklands Authority	A group of eight Parkland Councils who work to deliver regional projects such as ED Blueprint and Regional Investment document.
Liveability Project – Revitalisation of Town Centres	<p>As part of the Liveability Project, Community and Stakeholder Engagement has been undertaken at pinnacle points throughout the project from inception to detailed design. This engagement will continue during the construction phase. The engagement has included:</p> <ul style="list-style-type: none"> • Business Street Walks • Stakeholder workshops (including Town Centre Working Group, Project Control Group, Chamber of Commerce, local businesses, clubs and education providers); • Dedicated Project Information Page on Your Hawkesbury Your Say • An interactive summary digital version of the Master Plan foundation document • Project fact sheets • Online surveys • Hard copy surveys and documents for perusal located at the main Library at Windsor, Richmond Library and at the Customer Service area in the administration building; • Face to Face engagement stalls in each town centre • Social Media posts • Direct email to the business database and inclusion in the Business Newsletter • Postcards (800 distributed). <p>Final Design packages placed on Your Hawkesbury Your Say</p>
Liveability Master Plan Town Centre Working Group	As required, separate project working groups have been formed on an as-needs basis. This occurred as part of the Liveability Project for the Master Planning. A Town Centre Working Group was established and met at regular intervals to provide direction and input into the project. This group was made up of Business Community Representatives and Councillors.
Destination Management Plan 2022 - 2024	Development of the Destination Management Plan is an action from the Business Recovery Plan. The Plan is for tourism businesses of the Hawkesbury region, the plan works with State agencies, neighbouring councils and association groups. The Plan is a combination of targeted short and long term actions to help the sector recover and thrive.

Options and recommendations for further engagement with the business and tourism community that may include the establishment of an Economic, Investment and Tourism Reference Group

Council officers engage with the business community via various mechanisms including:

- Drafting and distributing a monthly newsletter to over 4000 recipients
- Holding one on one discussions with business operators as they walk through the town centres
- Providing training programs and workshops
- Attending monthly meetings with the following local Business Groups such as Windsor Business Group, Hawkesbury Business Alliance, Hawkesbury Chamber of Commerce, Women with Altitude.

Previously Council has held business to business networking events which had to be placed on hold due to COVID-19. The intent is to reinstate these as they received positive feedback from the business community.

Economic, Investment and Tourism Reference Group

Staff have reviewed the terms of reference of a number of economic reference groups established by councils. Typically, councils establish economic reference groups for the express purpose of developing a strategy, or to implement a strategy already adopted by a council.

Common working arrangements of council economic reference groups that staff recommend could be included in a Hawkesbury Economic, Investment and Tourism Reference Group terms of reference include:

- the group is formed with the express purpose of implementing Council's adopted economic strategies (i.e. the Business Recovery Plan and Destination Management Plan);
- that the group is time-limited to align with the duration of the adopted economic development strategies;
- membership should be supported by a recommendation from the business community;
- members would be expected to represent a broad range of views that reflect the diversity of the community;
- members should have an ability to look beyond personal interests for the benefit of the community and residents, and;
- clear definitions of how Council will manage financial, commercial or economic conflict of interests of group members.

The recently adopted Destination Management Plan was developed following extensive engagement with local businesses and the community and reflects the strategic direction and associated activities that Council should deliver to support economic, investment and tourism initiatives. The consideration of establishing a reference group for the purpose of overseeing this Plan as well as the remainder of actions within Council's Business Recovery Plan is timely and will afford Council with access to local expertise to support Economic, Investment and Tourism recovery and growth.

Should the Committee endorse inclusion of the common working arrangements referenced in this report, it is proposed that the Committee recommend to Council the formation of a working group to oversee implementation of Council's Business Recovery Plan and Destination Management Plan. If resolved by Council to establish an Economic, Investment and Tourism Reference Group, staff will advertise an Expression of Interest for membership and proceed to establish a Reference Group.

ATTACHMENTS:

AT - 1 Business Recovery Plan - *(Distributed under separate cover)*.

AT-2 Destination Management Plan - *(Distributed under separate cover)*.

oooO END OF REPORT Oooo

Item: 3 **IPC - Heavy Vehicle Movement Investigation in the Hawkesbury Local Government Areas - (95495, 79346, 151939)**

Directorate: Infrastructure Services

PURPOSE OF THE REPORT:

The purpose of this report is to provide a response to the issues raised relating to heavy vehicle movements in the Hawkesbury Local Government Area (LGA).

EXECUTIVE SUMMARY:

The movement of heavy vehicles within the Hawkesbury LGA is in keeping with the overall area and its aspect.

Many properties across the LGA require services provided by heavy vehicles. These heavy vehicles can range from rigid trucks, truck and dog combinations and semi-trailers (largely classified as general access vehicles) and in some instances B-Doubles and other truck and dog configurations (largely classified as restricted access vehicles). The services provided include the delivery of potable water to fill water tanks, removal of Sullage from septic tanks, movement of building products, movement of agricultural products and raw construction materials and general truck movements.

The proportion of Heavy Vehicles overall along Hawkesbury Roads is in keeping with the road environment, land use and general trends for the area.

RECOMMENDATION:

That:

1. The information as contained in this report regarding heavy vehicles in the Hawkesbury Local Government Area (LGA) be received and noted, taking into account that the overall area and aspect of the Hawkesbury LGA, results in the Hawkesbury Community being reliant on the services provided by heavy vehicles and are also reliant on heavy vehicles for their livelihood.
 2. The demand of heavy vehicles be considered as a key driver in the development of the next Transport Asset Management Plan
 3. The outcome of this be reported back to an Ordinary Meeting of Council as part of the normal reporting process for Asset Management Plans
-

BACKGROUND

At its meeting on 15 March 2022, council considered a report on the Heavy Vehicle Movement in the Hawkesbury Local Government Area and resolved the following:

"That:

1. *The information as contained in this report regarding heavy vehicles in the Hawkesbury Local Government Area be received and noted.*
2. *This matter be forwarded to the Innovation and Partnerships Committee for consideration and further report back to Council*

The report was in response to Council's resolution of 27 February 2018 relating to Heavy Vehicle Movement Increase in the Hawkesbury LGA:

- "1. Subsequent to receipt of the soon to be received traffic study, council officers investigate the potential costs associated with road maintenance for local roads being used as thoroughfares, particularly for heavy vehicles.*
- 2. Upon completion of their investigations, Council Officers report their findings to the Infrastructure Committee."*

The catalyst for this were representations from residents regarding a progressive increase, perception or otherwise, in the number of heavy vehicle movements across Council's local road network and whether heavy vehicles were using alternate routes to the main roads. The concerns revolved around:

- Size and length of trucks
- Frequency of truck movements
- Noise associated with the truck movements including exhaust breaking
- Impacts of the heavy vehicles on the road network's condition, and
- The cost of maintaining Council's road network.

DISCUSSION

Context

The Hawkesbury LGA consists of residents living in urban and rural communities spread across an area of approximately 2,800 square kilometers, with a road network of over 1,000 kilometers, making it the largest local government area in metropolitan NSW.

The region has a long agricultural history and the area currently leads production in vegetables, cultivated turf, poultry, meat and eggs. The agricultural sector is heavily reliant on the movement of trucks within the LGA for both farm inputs and transport of product to market.

In addition to the agriculture sector, many properties across the LGA require services reliant on truck movements. These heavy vehicles can range from rigid trucks, truck and dog combinations and semi-trailers (largely classified as general access vehicles) and in some instances B-Doubles and other truck and dog configurations (largely classified as restricted access vehicles). The function of the trucks can range from general pickup and deliveries, vehicles passing through or vehicles being housed within the Hawkesbury itself. A heavy vehicle is defined as a motor vehicle or trailer that has a Gross Vehicle Mass (GVM) of more than 4.5 tonnes.

The urban and rural communities are reliant on environment health services such as potable drinking water, a sewage system and garbage services. Most urban areas within the Hawkesbury LGA have this infrastructure in place. The rural areas rely on the delivery of potable water to fill onsite water tanks and the removal of sillage from septic tanks. The rural areas are reliant on the movement of trucks to provide these services. In addition to this, truck movements are also required to provide garbage services to both urban and rural communities to ensure quality public health living.

The Hawkesbury Traffic Study undertaken recently looked at the movement of traffic across the LGA from a strategic point of view. This included traffic data at specific locations. This did not however track journey trips such as the origin and destination of vehicles and in particular heavy vehicles.

The Study did provide an overview of the movement of heavy vehicles across the network based on the data captured to input into the Traffic Model. The Traffic Study identified that the movement of vehicles across the Hawkesbury was along its State Road network with a contributing factor being the limited river crossing points. There is some cross regional traffic through areas such as Blaxlands Ridge, Kurmond, Scheyville and Yarramundi with some of these roads being Regional Roads. The distribution of Heavy vehicles and the ratio of Heavy Vehicles to Light Vehicles varied across the whole network.

Two key localities along the state road network were at Bridge Street in Windsor and Bells Line of Road in North Richmond, which are in the vicinity of the main river crossing points. At these localities Heavy Vehicles accounted for 10.6% and 5.5% of all traffic movements, respectively. This variation observed is consistent across the LGA and in keeping with the expected ratios for an area which has diverse land use.

Heavy Vehicle Regulation

The heavy vehicle fleet can be broadly categorised into two classifications: general access vehicles (rigid trucks, specific truck and trailer configurations and 19m articulated vehicles or semi-trailers) and restricted access vehicles (B-doubles, unorthodox truck and trailer configurations and other high productivity vehicles).

The former are legally permitted to travel across the road network (restricted only by signage such as weight limited roads or bridges), while the latter are limited to the restricted access vehicle network, a network of roads approved for specific restricted access vehicles. There are also various permit schemes that operate in various parts of the State.

Of increasing popularity with both regulators and the industry are performance-based specification vehicles (PBS vehicles), which are heavy vehicles that sit outside of the prescribed specification for heavy vehicles, but need to meet a number of performance criteria. There is a growing push to open more of the road network to these vehicles.

Heavy Vehicle Analysis

Traffic count data has been analysed for several sites across the Hawkesbury LGA. The sites include; Local, Regional and State Roads with data collected at intersections and along sections of certain roads between intersections (locations known as “mid-block”).

The data sourced and analysed was mainly in the time range of 2018 to 2020. Other data sourced, which was outside this time range, was utilised to guide the information mainly in relation to the proportions of heavy to light vehicles. Some of the data sourced in the time range of 2018 to 2020 was from the Hawkesbury Traffic Study and the TfNSW Richmond Bridge project.

To have undertaken specific counts for the locations listed in the report over a concurrent period of time would have cost in the order of \$100,000. To avoid this expenditure, the data was sourced in the manner described.

The data demonstrates that heavy vehicles account for between 5% and 15% of all vehicle movements across the road network within the Hawkesbury. This can be compared to and is in keeping with the traffic study data at key intersections such as Bridge/George Street at Windsor and Bells Line of Road/Grose Vale Road/Terrace Road, North Richmond.

Within the Hawkesbury, as expected, the majority of vehicle movements are on the State Road network (refer to the network map at Attachment 2), however there remain considerable vehicle movements on the Regional Road network and indeed some roads within the local road network such as Comleroy/Blaxlands Ridge Road, Kurmond Road, King/Sackville Roads and The Driftway, to name a few.

The proportion of Heavy Vehicles overall along the road network is in keeping with the road environment, land use and general trends for the area.

The road network with its pavement structure and treatment types considers the make-up of vehicle usage. This information is built into the asset system and accordingly is one of the inputs into the on-going maintenance and pavement rehabilitation treatments.

The traffic data is outlined in the table (refer to Attachment 1) with the locations presented spatially in Attachment 2 to this report.

ATTACHMENTS:

AT - 1 Traffic Data Light Vehicle (LV) and Heavy Vehicle (HV) Distribution.

AT - 2 Map of Vehicle Movements on the State Road network.

INNOVATION AND PARTNERSHIPS COMMITTEE

Meeting Date: 8 November 2022

AT - 1 Traffic Data Light Vehicle (LV) and Heavy Vehicle (HV) Distribution

Site No.	Road Name	Intersecting Road / Locality	Suburb	Road Status	LV % - Total	HV % - Total
1	Bells Line of Road	1km west of Val Wheeler Dive	Kurrajong Heights	State	92.1%	7.9%
2	Bells Line of Road	700m south of Grose Vale Road	North Richmond	State	93.8%	6.2%
3	Bells Line of Road	Comleroy Road	Kurrajong	State	94.4%	5.6%
4	Bells Line of Road	Mill Road	Kurrajong	State	94.5%	5.5%
5	Bells Line of Road	Terrace Road/Grose Vale Road	North Richmond	State	94.5%	5.5%
6	Blacktown Road	George Street	Bligh Park	State	92.8%	7.2%
7	Blaxlands Ridge Road	Putty Road to Titus Road	Blaxlands Ridge	Regional	92.0%	8.0%
8	Blaxlands Ridge Road	Weatherboard Ridge Road to Applegum Grove	Blaxlands Ridge	Regional	92.0%	8.0%
9	Bridge Street	200m north of George Street	Windsor	State	89.4%	10.6%
10	Castlereagh Road	180m north of Springwood Road	Agnes Banks	State	94.3%	5.7%
11	Castlereagh Road	Crowleys Lane	Agnes Banks	State	94.9%	5.1%
12	Comleroy Road	Merindah Way to Single Ridge Road	Kurrajong	Regional	90.0%	10.0%
13	Crooked Lane	Bells Line of Road to Slopes Road	North Richmond	Local	95.0%	5.0%
14	Crooked Lane	Kurmond Road to Maddens Lane	North Richmond	Local	95.0%	5.0%
14A	Crowleys Lane	Yarramundi Lane to Castlereagh Road	Agnes Banks	Local	95.0%	5.0%
15	Eldon Street	Cattai Road	Pitt Town	State	88.3%	11.7%
16	George Street	Colonial Drive	Bligh Park	State	92.2%	7.8%
17	Greggs Road	Grose Vale Road to Redbank Road	Kurrajong	Local	91.0%	9.0%

INNOVATION AND PARTNERSHIPS COMMITTEE

Meeting Date: 8 November 2022

Site No.	Road Name	Intersecting Road / Locality	Suburb	Road Status	LV % - Total	HV % - Total
18	Grose Vale Road	Buckett Place to Drummond Road	Kurrajong	Regional	92.0%	8.0%
19	Grose Vale Road	Elizabeth Street to Pecks Road	North Richmond	Regional	84.5%	15.5%
20	Grose Vale Road	Grose River Road	North Richmond	Regional	96.6%	3.4%
21	Grose Vale Road	Pecks Roads to Highland Estate	North Richmond	Regional	90.5%	9.5%
22	Hawkesbury Valley Way	550m east of Day Street	Windsor	State	92.3%	7.7%
23	Hawkesbury Valley Way	Macquarie Street	Windsor	State	93.2%	6.8%
23A	Inalls Lane	Yarramundi Lane to Drift Road	Richmond	Local	93.0%	7.0%
24	King Road	Putty Road to Castlereagh Road	Wilberforce	Regional	84.0%	16.0%
25	Kurmond Road	Creek Ridge Road to Gorricks Lane	Freemans Reach	Regional	90.0%	10.0%
26	Kurmond Road	Crooked Lane to Gadds Lane	Kurmond	Local	87.0%	13.0%
27	Kurmond Road	Martins Lane to Gorricks Lane	Freemans Reach	Local	87.0%	13.0%
28	Kurmond Road	Tennyson Road to Crooked Lane	North Richmond	Local	91.0%	9.0%
29	Kurmond Road	Terrace Road	Freemans Reach	Local	94.4%	5.6%
30	Kurmond Road	Terrace Road to Wire Lane	Freemans Reach	Local	88.0%	12.0%
31	Kurmond Road	Tierney Road to Bells Line of Road	Kurmond	Local	90.0%	10.0%
32	Kurrajong Road	Bosworth Street	Richmond	State	94.5%	5.5%
33	Kurrajong Road	Yarramundi Lane	Richmond	State	94.7%	5.3%
34	Londonderry Road	250m south of The Driftway	Londonderry	State	94.9%	5.1%
35	Macquarie Street	Argyle Street	South Windsor	State	91.7%	8.3%

INNOVATION AND PARTNERSHIPS COMMITTEE

Meeting Date: 8 November 2022

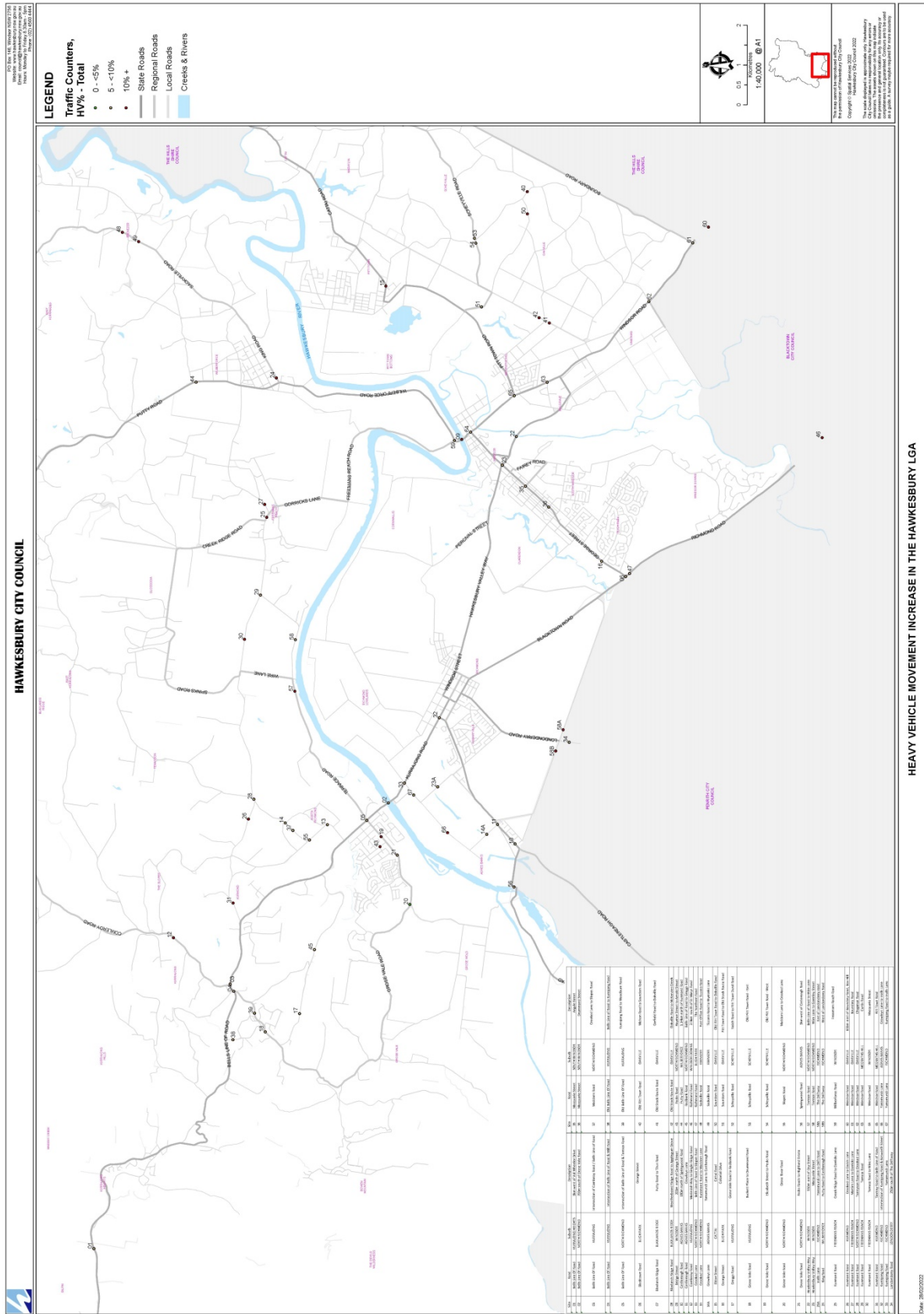
Site No.	Road Name	Intersecting Road / Locality	Suburb	Road Status	LV % - Total	HV % - Total
36	Macquarie Street	Drummond Street	South Windsor	State	90.2%	9.8%
37	Maddens Lane	Crooked Lane to Slopes Road	North Richmond	Local	95.0%	5.0%
38	Old Bells Line of Road	Bells Line of Road to Kurrajong Road	Kurrajong	Local	94.0%	6.0%
39	Old Bells Line of Road	Kurrajong Road to Woodburn Road	Kurrajong	Regional	91.5%	8.5%
40	Old Pitt Town Road	Midson Road to Saunders Road	Oakville	Local	86.1%	13.9%
41	Old Stock Route Road	Garfield Road to Oakville Road	Oakville	Local	89.0%	11.0%
42	Old Stock Route Road	Oakville Road to McKenzies Creek	Oakville	Local	89.0%	11.0%
43	Pecks Road	Hayman Street to Arnold Street	North Richmond	Local	87.0%	13.0%
44	Putty Road	1.14km north of Kurmond Road	Wilberforce	State	90.9%	9.1%
45	Redbank Road	Bells Line of Road to Greggs Road	North Richmond	Local	92.0%	8.0%
46	Richmond Road	2.5km south of St Marys Road	Windsor Downs	State	87.4%	12.6%
47	Richmond Road	The Northern Road	Bligh Park	State	92.2%	7.8%
48	Sackville Road	Post Office Road to Tizzana Road	Ebenezer	Regional	80.0%	20.0%
49	Sackville Road	Tizzana Road to Wymarks Lane	Ebenezer	Regional	90.0%	10.0%
50	Saunders Road	Old Pitt Town Road to Oakville Road	Oakville	Local	81.0%	19.0%
51	Saunders Road	Pitt Town Road to Old Stock Route Road	Oakville	Regional	93.0%	7.0%
52	Scheyville Road	Neich Road to Pitt Town Dural Road	Scheyville	Regional	90.0%	10.0%
53	Scheyville Road	Old Pitt Town Road - East	Scheyville	Regional	94.6%	5.4%

INNOVATION AND PARTNERSHIPS COMMITTEE

Meeting Date: 8 November 2022

Site No.	Road Name	Intersecting Road / Locality	Suburb	Road Status	LV % - Total	HV % - Total
54	Scheyville Road	Old Pitt Town Road - West	Scheyville	Regional	94.2%	5.8%
55	Slopes Road	Maddens Lane to Crooked Lane	North Richmond	Local	95.0%	5.0%
56	Springwood Road	1km west of Castlereagh Road	Agnes Banks	State	94.8%	5.2%
57	Terrace Road	Bells Line of Road to Wire Lane	North Richmond	Regional	90.0%	10.0%
58	Terrace Road	Wire Lane to Gormley Street	North Richmond	Local	95.0%	5.0%
58A	The Driftway	East of Londonderry road	Richmond	Local	90.0%	10.0%
58B	The Driftway	West of Londonderry Road	Richmond	Local	90.0%	10.0%
59	Wilberforce Road	Freemans Reach Road	Windsor	State	92.3%	7.7%
60	Windsor Road	600m east of Boundary Road	Oakville	State	83.5%	16.5%
61	Windsor Road	Boundary Road	Oakville	State	92.5%	7.5%
62	Windsor Road	Chapman Road	Oakville	State	92.1%	7.9%
63	Windsor Road	Curtis Road	McGraths Hill	State	92.6%	7.4%
64	Windsor Road	Macquarie Street	Windsor	State	92.2%	7.8%
65	Windsor Road	Pitt Town Road	McGraths Hill	State	92.2%	7.8%
66	Yarramundi Lane	Crowleys Lane to Inalls Lane	Agnes Banks	Local	89.5%	10.5%
67	Yarramundi Lane	Kurrajong Road to Inalls Lane	Richmond	Local	92.5%	7.5%

AT - 2 Map of Vehicle Movements on the State Road network





Innovation and Partnerships Committee Meeting

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