

Lennox Village Vision (LVV) Project

Community survey report

June 2018

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Key findings

- Support for changes to Lennox Head village centre are grounded in a commitment to the look and feel of the village centre. The essential character and experience of the village centre is highly valued.
- There is a recognition that there are traffic and parking issues but a concern that addressing these issues should not take precedence over the needs of people and the community. It's people who use the village centre, not cars.
- There is no consensus about how traffic and parking issues should be addressed. There is solid support for the investigation of a one-way traffic flow, however, there is also strong feeling against this option and its impact of specific businesses and community activities.
- There is strong support for overall improvements to be made, especially in the areas of facilities, particularly toilets and seating; green spaces and greening generally; playgrounds; and pedestrian accessibility.
- Beautification or a 'freshen-up' of the village centre is welcomed on the understanding that any upgrades or changes are in keeping with the small, beach-side atmosphere and do not reflect a generic, off-the-shelf coastal stereotype.
- The shops and businesses and the access to goods, services and experiences they provide are valued by the people who use the village centre. The 'localness' of the shops and business is a positive feature. There is a desire for more and more diverse shops.

Background

Ballina Shire Council commenced the *Lennox Village Vision: The Future of Lennox Head Village Centre (LVV)* project to gather community feedback on issues and ideas for the Lennox Head village centre (defined as the area indicated in the image below). The information gathered through the consultation process will be used to guide Council decision making in regard to the future planning and development of the village centre's public spaces.

The community was invited and encouraged to have input into the LVV Project via an online survey as well as being able to call or email the project team. The survey was based on meetings with community stakeholders.

Additional and supporting information concerning the project, preliminary streetscape designs and concepts was made available on Ballina Shire Council's website.

There were 502 respondents to the survey. In addition, there were six written submissions.

The findings detailed below summarise the views expressed by these people. While there are some areas where there is widespread agreement, there are others where there are quite disparate views.

The project team offers their sincere thanks to the community members who participated and provided input into this project.



Findings

The information below is a summary of the views expressed by respondents. There were other themes and issues raised by small numbers of respondents. Full listings of comments and suggestions are provided in the Appendices.

How Lennox Head village centre is used

Main use of the Lennox Head village centre (Q1)

The main use of the village centre is access to services and places in the village centre (businesses/ shops/ restaurants/ parks/ beach) (78%). Just over 30% of respondents also indicated they live within the LVV project area. The majority of the 'Other' related to people who lived in Lennox Head but outside the LVV Project area or Skennars Head.

Frequency of visits (Q2)

64% of respondents visited the village centre every day and this rose to 88% when those who visited 2 to 3 times a week were included. Only 12% of respondents visited once a week or less frequently.

Timing of visits to the Lennox Head village centre (Q3)

Just over 50% of respondents either lived or worked in the village centre and therefore were there every day. Equal numbers either visited only during the week or only on weekends. The number of people using the village centre in either the week or weekend evenings were very similar (Figure 1).

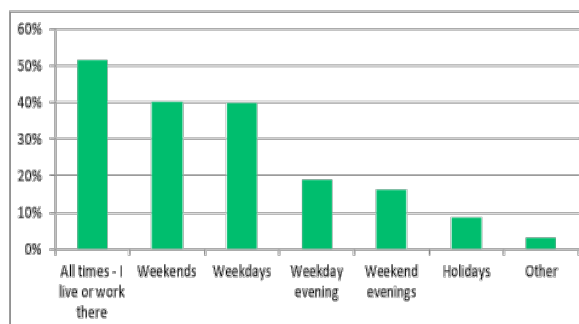


Figure 1: Timing of visits

Duration of visit to the Lennox Head village centre (Q4)

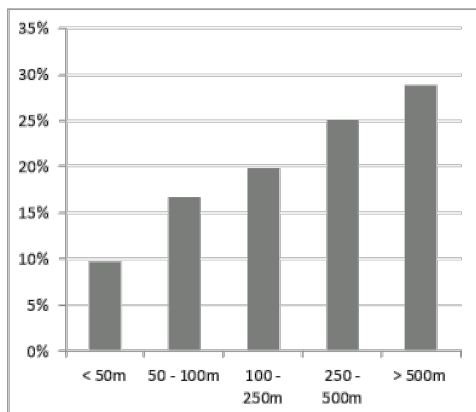
Just over a quarter (28%) of respondents would typically be in the village centre for less than an hour; the majority (55%) for 1 to 4 hours. About 16% would usually be there for more than 5 hours.

How people access the village centre

Mode of transport used to visit the Lennox Head village centre (Q5)

The majority of visits to the village centre were made by car (83%). Around 50% of trips to the village centre were made on foot while just over a quarter of trips were done by bicycle.

Distance willing to walk to the village centre destination (Q6)



The length of the study area is about 500m and this was referenced as part of the question to give people a sense of distance. 29% of respondents indicated they are willing to walk more than 500m to reach their village centre destination. An additional quarter indicated a willingness to walk 250 – 500m metres. Less than 10% were unwilling (or unable) to walk more than 50m (Figure 2).

Figure 2: Distance willing to walk

The most valued aspects of the Lennox Head village centre

The community was asked what aspects of the Lennox Head village centre they **value most (Q7)**, what aspects of the Lennox Head village centre they would **like to see improved (Q8)** and what features/ elements would make the village **a more appealing place** to visit, shop, work or live (Q9).



Figure 3: The aspects of Lennox Head village centre valued by survey respondents. (The size of the word in the cloud indicated the number of times it was mentioned.)

The Lennox Head village centre is valued for its look and feel and its accessibility (Figure 3). The key aspects of its look are: proximity to and views of the beach, smallness, low-rise buildings, green-space and foreshore, and casualness. The key aspects of ‘feel’ include: the village atmosphere, friendliness, community and social interaction, local shops and local people, being child/ family-friendly and safety.

Accessibility has two elements, the first of which is access to shops, facilities and services.

The diversity of shops, the local nature of the shops (as opposed to chain stores), the supermarket, and especially the cafes and restaurants were highly valued. As was access to specific facilities such as the Post

Office and the library. The second element of accessibility referred to the physical: availability of parking, wide footpaths, walkability, and the ease of getting to the beach.

Overall, Lennox Head village centre is seen as an accessible and amenable place that is easy, convenient and friendly.

The aspects of the Lennox Head village centre respondents would like to see improved are summarised in Figure 4.

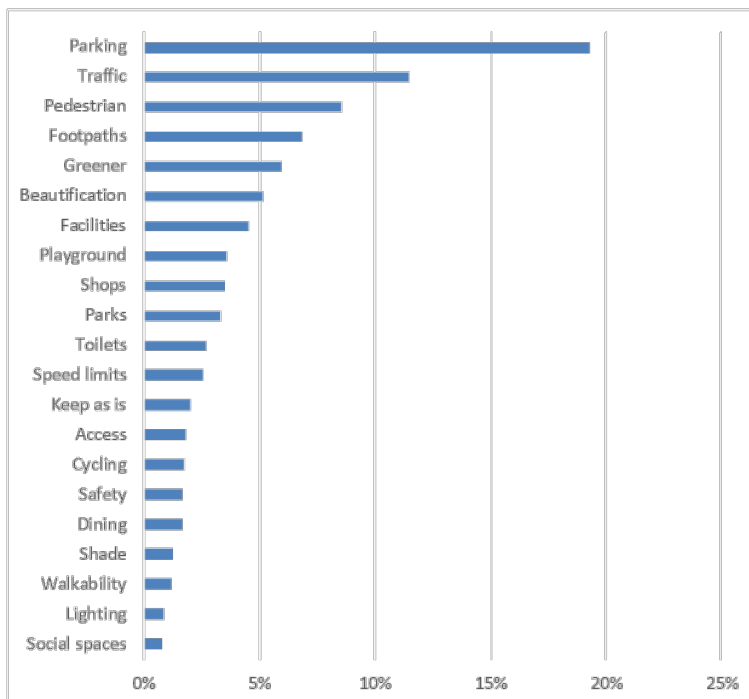


Figure 4: Things respondents would like to see improved.

Within ‘parking’ the dominant concern is for more availability. ‘Traffic’ improvements related to generating less traffic and improving flow. Reduction of speed limits was listed separately. ‘Pedestrian’ issues focussed on the provision of more / improved pedestrian crossing and ensuring safety. ‘Walkability’ is related to this but also includes frequent mention of removing traffic altogether and creating pedestrian only areas.

Concern for pedestrians was linked to the improvement to footpaths.

More trees, plantings and overall beautification were also things respondents would like to see occur. Increased shade is also desirable.

Improvements to facilities in general, and toilets in particular, was clearly desired, as was the increased availability of seating. Playgrounds were mentioned as a separate category, requiring improvement in general as well as provision for older children, safety, and allied facilities (such as toilets). Bicycling related improvements included access (bike paths) and bike parking.

The availability of more shops or improved shops was indicated. More cafes, improved supermarket, more venues serving alcohol, and longer trading hours were specifically noted. The increased availability of alfresco dining is allied to this.

Safety and lighting are also inter-related.

For some, it was important to note that the village centre needed to be kept as it is, or not lose what was valued in undertaking any improvement. This included ensuring low-rise and low-impact development.

The responses to the question about what features or elements would make the village a **more appealing place** to visit, shop, work or live (Q9) mirrored what respondents valued (Q7) and what they wanted to see improved (Q8):

- More and easier parking.
- Less and slower traffic.
- More trees, gardens, landscaping and greenery.
- More and improved parks and facilities, including seating, toilets, footpaths and playground equipment.
- More and improved areas for people, including pedestrian crossings, 'walkability', shade and meeting places.
- More shops, with the call for both 'more' and 'no more' cafes expressed. Local and diverse shops with a commitment to contributing to the look and feel of the village centre was thought to be appealing.

While a 'freshen up' was indicated, the continuation of 'Lennox' with its own look and feel was important.

Respondents were also asked how **important** the following specified elements were for the Lennox Head village centre (Q10):

- Pedestrian safety and comfort (wider footpaths/ pedestrian road crossings points/ shade/ seating/ footpath gradient/ wider pathways/ accessibility)
- Cyclist safety and comfort (shared path connections/ slower traffic/bicycle parking)
- Traffic calming elements (restricted speed zones/ shared pedestrian zones/ narrower roads)
- Access to public transport (bus stops/taxi ranks)
- Car parking spaces (in the village centre)
- Street ambience (street trees/ landscaping/ street furniture)
- Street vibrancy (footpath dining/ pop up spaces/public art)
- Pathway connections to other areas in Lennox Head village centre (foreshore areas, Park Lane, Williams Reserve, Surf Club)
- Inclusion of a 'village green' (open air public gathering/event/ performance space)

The results are shown in Figure 5.

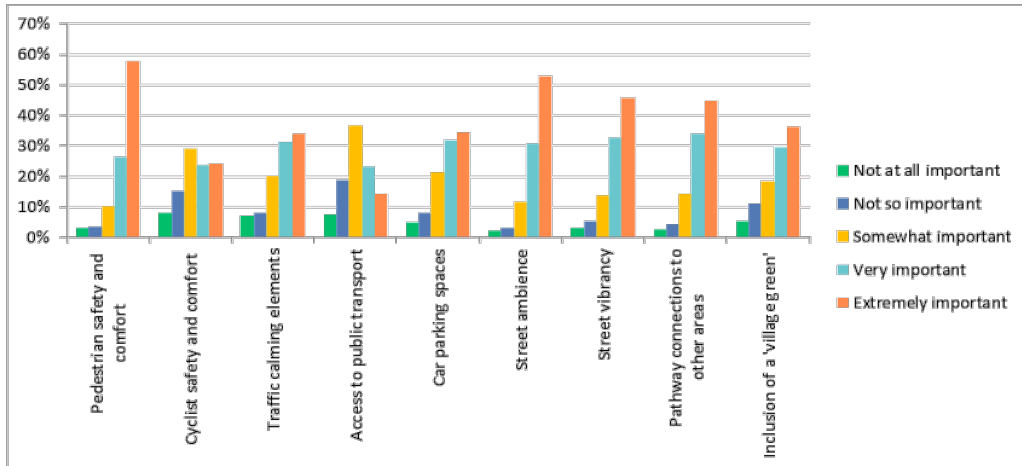


Figure 5: The relative importance of specific elements of the Lennox head village centre.

Simplified (Figure 6), the only elements that were not extremely or very important to the majority of respondents were 'cyclist safety and comfort' and 'access to public transport'.

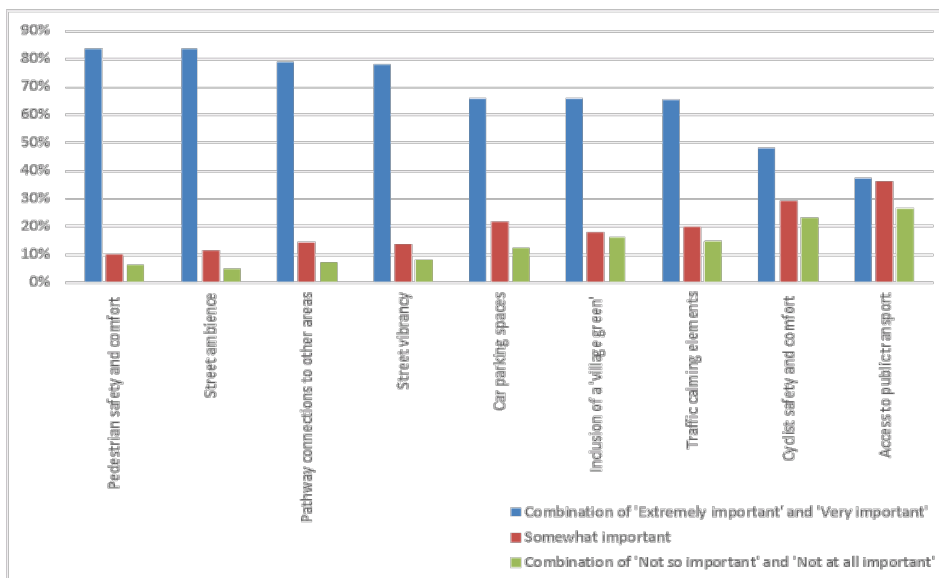


Figure 6: Simplified graph of the relative importance of specific elements of the village centre.

Respondents could also nominate other important aspects. The most common comment related to the retention of Williams Reserve (Note: although Williams Reserve has been identified and is no doubt a feature of the village, the Reserve itself is outside the study area). Additional facilities, most commonly toilets and a playground, and parking and traffic issues / options were also raised (see Appendix 1).

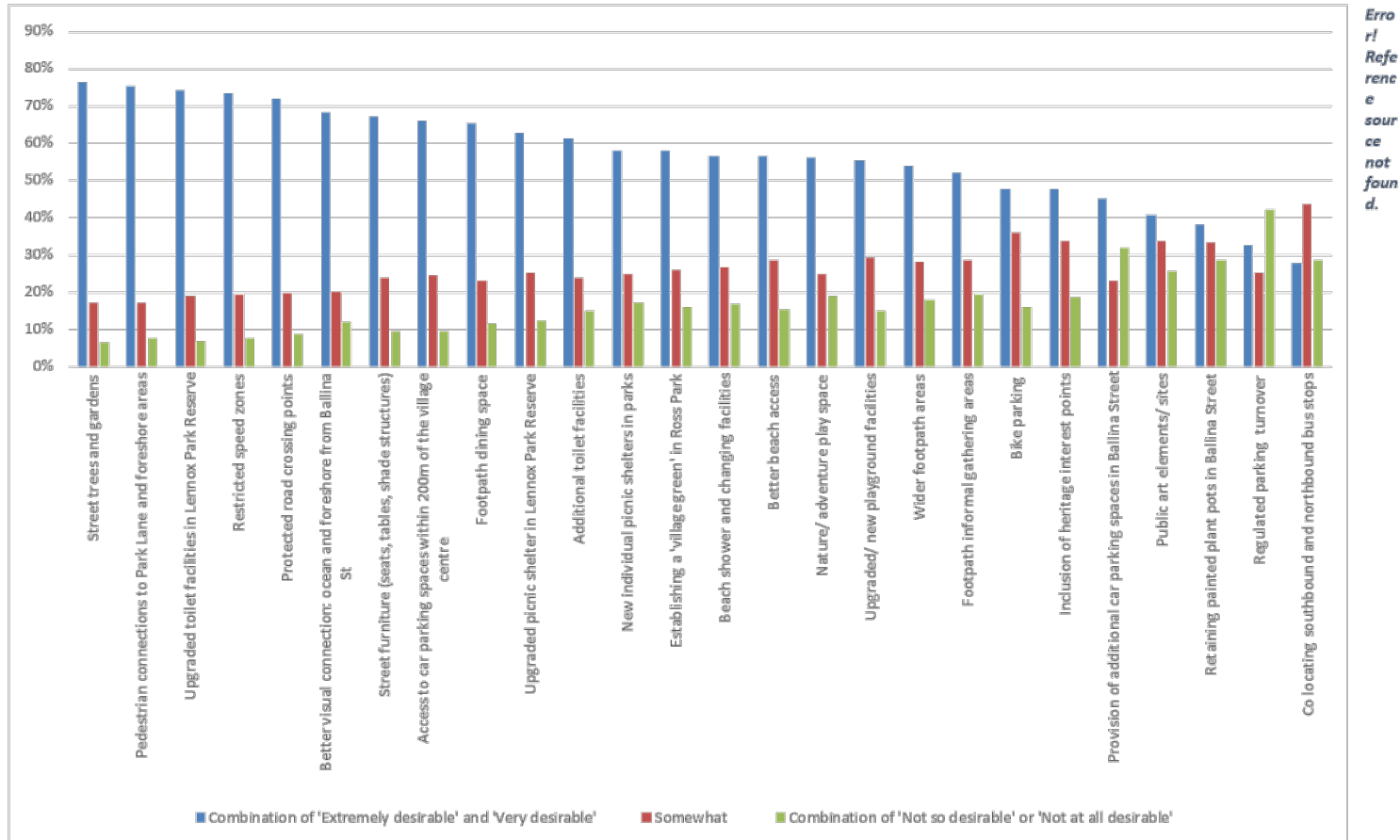
Respondents were also asked how **desirable** the following specific elements were for the for the public space areas of the Lennox Head village centre (**Q11**):

- Wider footpath areas
- Protected road crossing points
- Restricted speed zones
- Pedestrian connections to Park Lane and foreshore areas
- Footpath dining space
- Footpath informal gathering areas
- Street furniture (seats, tables, shade structures)
- Street trees and gardens
- Co locating southbound and northbound bus stops
- Provision of additional car parking spaces in Ballina Street
- Access to car parking spaces within 200m of the village centre
- Regulated parking turnover in the Lennox village centre (timed/accessible/designated parking)
- Better visual connection with the ocean and foreshore from Ballina Street
- Upgraded/ new playground facilities
- Nature/ adventure play space
- Upgraded picnic shelter in Lennox Park Reserve
- New individual picnic shelters in parks
- Upgraded toilet facilities in Lennox Park Reserve
- Additional toilet facilities
- Beach shower and changing facilities
- Establishing a 'village green' in Ross Park
- Public art elements/ sites
- Retaining painted plant pots in Ballina Street
- Bike parking
- Better beach access
- Inclusion of heritage interest points

A graph showing this is given in given in Appendix 3, with a simplified version below (**Error! Reference source not found.**). Respondents could also nominate other important aspects they felt were desirable (Appendix 2).

Most of the elements listed were felt to be desirable, with over two-thirds of respondents responding positively to: Street trees and gardens; Pedestrian connections to Park Lane and foreshore areas; Upgraded toilet facilities in Lennox Park Reserve; Restricted speed zones; Protected road crossing points; Better visual connection: ocean and foreshore from Ballina St; Street furniture (seats, tables, shade structures); and Access to car parking spaces within 200m of the village centre.

'Regulated parking turnover in the village centre (timed/accessible/designated parking)' was the element with the highest percentage of respondents ranking it 'Not at all desirable' (25%). The elements that were the least favoured (combination of 'Not at all desirable' and 'Not so desirable') were: 'Regulated parking turnover' (42%); 'Provision of additional car parking spaces in Ballina Street' (32%); 'Co locating southbound and northbound bus stops' (29%); 'Retaining painted plant pots in Ballina Street' (28.5%) and 'Public art elements/ sites' (25.5%).



Specific aspects of the village centre

Street trees

Respondents were asked if they have a preference about the type of street trees that would be appropriate for the village centre (Q12). 43% of the respondents who indicated a preference stated that native species are desirable. 'Native' was expanded to include coastal, shady and endemic to the area, with less frequent mentions of small sized, bird attracting or with edible fruits / nuts. Specific species mentioned included: Tuckeroo (the most frequent), Banksia (for and against), and Figs (both for and against).

Other preferences were for characteristics, either as desirable (in order of frequency):

- shade
- evergreen
- shrubs
- low-maintenance
- edible / small / large / flowering / non-flowering / 'modern'.

Characteristics to be avoided (in order of frequency):

- avoid leaf / fruit drop;
- avoid impact on views;
- avoid root problems; and
- avoid allergenic / bat attracting / dense canopy / impact on car spaces / impact on pedestrians (line of sight).

In relation to specific species, the most common mention was of Pandanus, with 20 respondents indicating a preference for it and 6 specifically saying that it was not desirable. Similarly for 'Palms', with 9 'for' and 1 against; and 'Pines' (referring chiefly to Norfolk pine), with 4 'no' and 1 for. Poincianas were also nominated as an option.

Play equipment

50% of respondents felt that Ross Park was the best place for children's play equipment, with 37.5% saying Lennox Park Reserve was preferable (Q13). Additional comments ranged from having play equipment at both sites; at the skate park; wherever there were toilets; or somewhere else on the outskirts to avoid crowding or user-conflict.

Streetscape design

While 57% of respondents were familiar with the three streetscape designs and concepts that have been prepared for this project, 36% were not (Q14).

There were three concept designs:

- Design A (two-way traffic flow with parallel parking)
- Design B (one-way traffic flow with angle parking)
- Design C (one-way traffic flow with parallel parking).

There was not a majority preference for any one of these designs (Q17). Design A was preferred by 21%; Design B by 42.4%; and Design C by 10.4% (Figure 7). 21% of respondents either had no preference or didn't know.

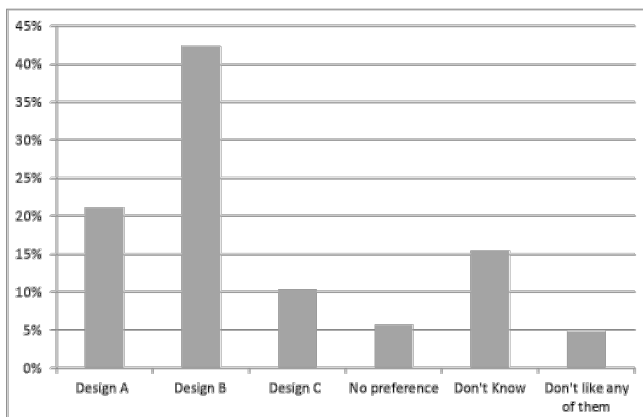


Figure 7: Preferred concept for street design.

When these results are filtered by the response at Q14 (whether the respondents were familiar with the three streetscape designs and concepts that have been prepared for this project) (Figure 8), there is little change except for more of the people who were unfamiliar with the designs indicating that they did not know what their preference might be. Design B was preferred regardless of whether people were familiar with the streetscape design concepts.

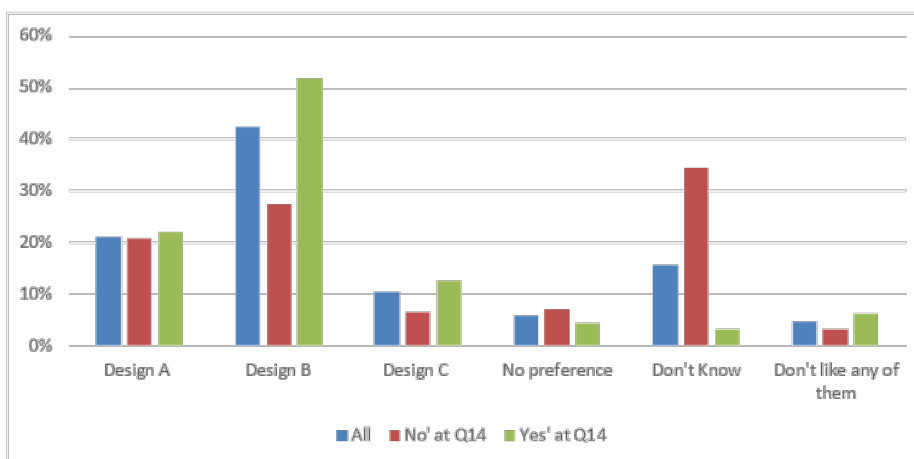
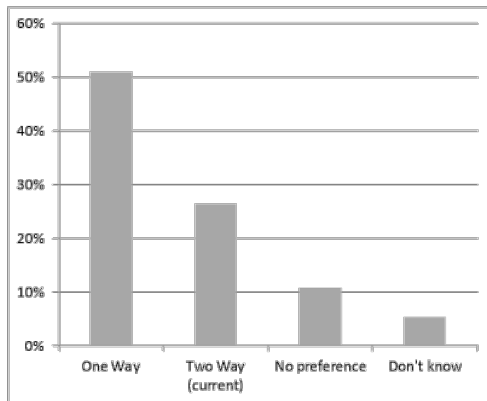


Figure 8: Preferred concept for street design filtered by familiarity with the design concepts.

Traffic flow

68% of respondents indicated that a one-way traffic flow option should be explored for street upgrade works for the Lennox Head village centre. 23% disagreed and 9% didn't know (Q15).

A slim majority (51%) had a preference for a one-way traffic flow design for Ballina Street and Park Lane (Figure 9) (Q16). Additional comments included suggestions that Ballina Street be closed to cars altogether or to have Ballina Street one-way and Park Lane two-way.



If a one-way traffic flow option is chosen, additional space could be provided for other elements. Respondents were asked for their preference in how this space is used (Q18). 60% indicated a preference for public space for pedestrian/cycle pathways, landscaping, footpath dining, public art or street furniture. 26% indicated that car parking would be preferable. Suggestions included that it be a combination of both.

Figure 9: Preference for traffic flow design

Other comments and suggestions

Respondents were given the opportunity to include any further comments or suggestions (Q22). These are listed in Appendix 4: **Other comments or suggestions**.

The comments and suggestions largely reiterated earlier responses. There is a clear concern that the Lennox Head village centre remain recognisable and the things that people value about it are not lost in any changes that may occur. While there is recognition that there are things that need improving, a key concern was about balancing change with character and the various needs of the people who live, work and play in the village centre.

A concern that was reiterated by many was a perceived focus on traffic and parking. While these issues are recognised as important and needing to be addressed, it was felt by many that people and community needs should be put first, then work changes to traffic and parking around that.

There were several comments relating to Rayn2r Lane and the potential impact of changes to traffic flow, as well as underlying issues relating to the Lane and the uses of the village centre. Suggestions included closing off sections and/or making it residents only and/or improving flow / signage / connection between the Lane and Ballina Street.

About the respondents

458 of the 502 respondents (91%) lived in the 2478 postcode (Q19). The age distribution of respondents was: less than 16 years: 0.6%; 17 – 24 years: 2.8%; 25 – 44 years: 32%; 45 – 54 years: 25%; 55 - 75 years: 38%; over 75 years: 2% (Q20).

Respondents were given the option (Q21) to be kept informed on the progress of the Lennox Village Vision project by providing their email address. 313 respondents supplied an email address for this purpose.

Submissions

Submissions adjunct to the survey were provided by several organisations and individuals (Appendix 5).

The submissions reflected the input from the survey. The perspective of the Lennox Head village centre business community was sourced via a telephone poll conducted by the Lennox Head Chamber of Commerce (see submission in Appendix 5). 49% of businesses supported one-way traffic flow, however 21% did not, saying they supported two-way traffic. An additional 30% were unsure or had no preference.

The support of one-way or two-way traffic flow appears to reflect the specific needs of individual businesses and their customers / clients. The Post Office outlined the ways in which one-way flow would disadvantage their customers.

The submissions also reflect a concern with not losing what is essentially 'Lennox Head village centre' in any changes.

Appendices

- Appendix 1: Q10: 'Other' elements thought to be important for the Lennox Head village centre
- Appendix 2: Q11: full graph of relative importance
- Appendix 3: Q11: 'Other' elements thought to be desirable for the Lennox Head village centre
- Appendix 2: Other comments or suggestions
- Appendix 3: Submissions
- Appendix 4: Survey information and instrument

Appendix 1: Q10: 'Other' elements thought to be important for the Lennox Head village centre

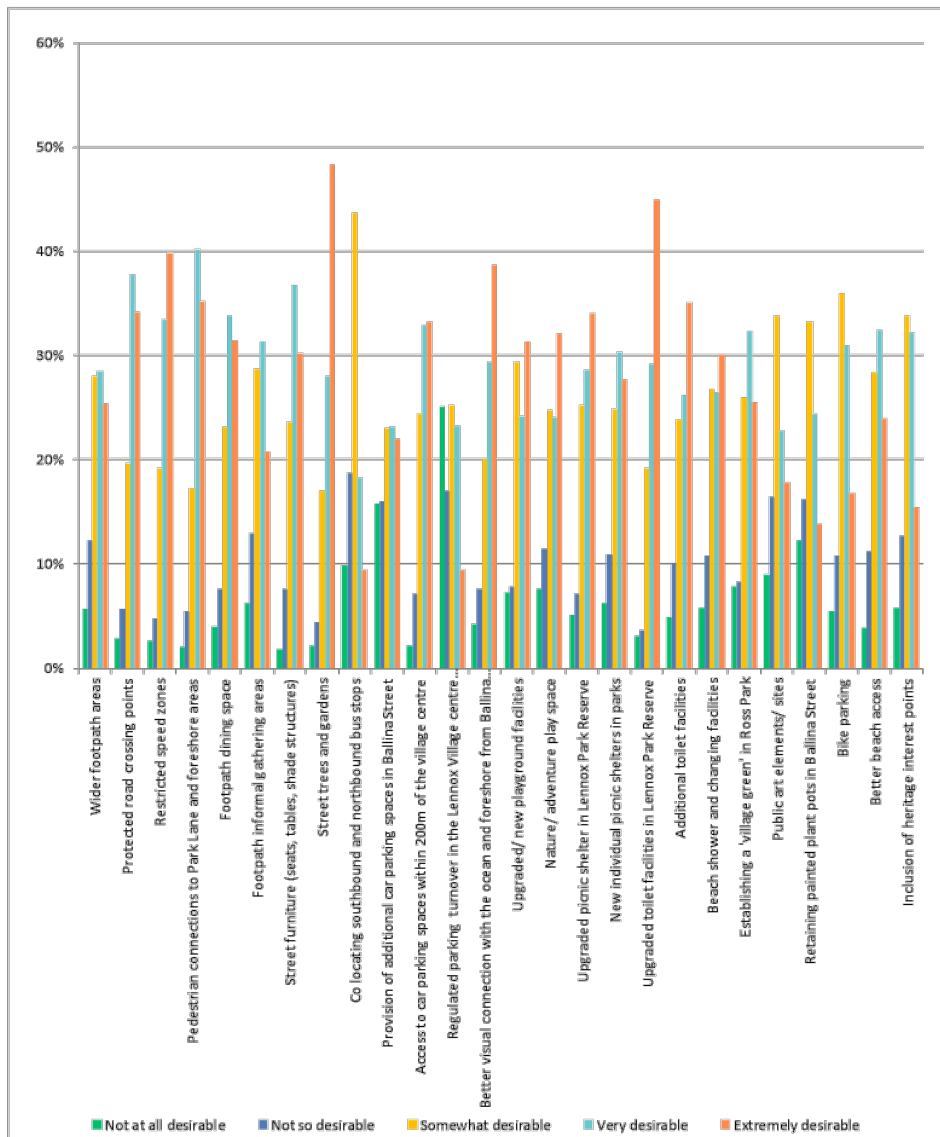
Other element
(Note: edited for spelling only. Emphases such as capital letters and other punctuation unedited)
I feel uncomfortable answering these questions because of the wording of the answers.
Street ambience without loss of parking spaces
Please enhance all aspects of the existing casual ambience
A village green sounds good.....but utilising the wonderful beach backdrop available, not taking the reserve that should be for the sporting community.....which is opposite unattractive shop backs.
Clean beaches
easy cycleway between ballina & lennox (not over nth creek hill)
Ballina has cycle paths along the waterfront this path should be extended along the beachfront all the way to Lennox
4) Educate people about feeding the birds. The birds in town are starting to take food off children in the park.
fix up boat channel parking
Council needs to allow wider scope of building design and architecture to bring it in line with other iconic beach towns.
Opportunities for social interaction (kind of already covered if people are walking to the centre instead of isolating themselves using a car)
Revamp community centre to make the main room more useable.
Would be great to see the Community Centre better utilised.
It needs a strong connection to community and community engagement
dog control
3) Dog poo is a major problem in the village. It should be a dog free area. Dog owners are hopeless at cleaning up after their animals. The dogs outside the pub and the supermarket are a hazard to passing children.
I've said extremely important to a lot of these points because I believe that the current design of Lennox village is what makes it unique and special. We need to accommodate more people however it's important not to retract from the things that make it special (night life, design, trees and plants etc).
This seems to assume there will be no ocean encroachment to this zone in the foreseeable future.
2) Major erosion issues will develop on the beachfront over the next few years. The council needs to have a plan to prevent erosion of the beachfront land and property. including the parkland in the village plan. It would only take one large storm to wash away everything from the beach to the main road in the area near the pub.
Foot path exercise equipment maintain the road all the way to Lake Ainsworth camp
Outdoor gym area e.g. pull up bars, filtered water bubblers
Exercise facilities along the beachfront
shelter, bbq, seats, toilets near skate park
Toilet Facilities, BBQ/picnic areas at the boat channel
Utilisation of foreshore areas with free bbqs seating and lighting
more toilets and cleaner spaces, do not put in electronic toilets in like byron bay, refuse to use
Public toilets especially with good baby change rooms
Toilets near the playground.
Improve the toilet /shower facilities in town near beach such as in park and keep clean. Currently too old dingey and dark, leaves a bad impression for tourists.
Improved public toilets
The Foreshore
Leave the green spaces natural

Other element
(Note: edited for spelling only. Emphases such as capital letters and other punctuation unedited)
Lennox has an interesting history which extends back only 96 years to when it was first named Lennox Head. Interpretive signage at heritage POIs (Points of Interest) provide character and some context as to the village environment and culture.
Park lane is an uninviting "back rump" of the village. Williams park, the community centre and library are important parts of the village yet they are really "disconnected " and should be considered as an integral part of more attractive amenity across the whole village. They need to be "knitted in"
5) Some interpretive information about the water dragons and birds visible in the park would be great.
Facilities and landscaping
it aint broke don't interfere
We have many of these things - please, please don't ruin Lennox Head.
Stop allowing 3-4 houses on each block which is drowning the town
We don't need 'vibrancy' here to encourage masses of people to the village. We need businesses to make money but do not need to replicate the Gold Coast.
Attract other businesses to the village centre to improve the shopping experience of the public
I feel strongly that the nature strips all along Pacific Parade should be turned into parking.
Maintain natural beauty & simplicity
More trees and flora
do not want to see loss of parkland to provide car spaces
cars can park outside of village and people can walk in
Do not put in parking Meters it will kill the local businesses.
No shared zones!! Only pedestrian crossings please. Shared zones are confusing whereas the right of responsibility on pedestrian crossings is clear. With caravans and other tourists using the village pedestrian crossings are clearer/safer. Port Macquarie's central shared zone space is a confusing and concerning for a high tourist use area with a non- standard car/pedestrian area. Don't do shared zones here please.
We do NOT need "traffic calming" items. they OBSTRUCT traffic.
No traffic calmers/ speedbumps because of NOISE
All of this sounds good on paper. But it's very tricky not losing the focus. Look at Sawtell who has done this well. Also look at the north stradbroke gorge walk who have spent money on building a fantastic path and captured the essence of the environment around it.
Parking - get in get out parking, bike and pedestrian friendly, open spaces
Perhaps push cars in to Gibbon Street got parking instead of parking on nature strips in front of houses. Very congested.
Solve the parking problem and other problems will diminish
10) The 90 degree angle parking just north of the pub is not very safe. Lots of people have close calls when people back out blind to the on coming traffic. 45 degree angle parking would be safer on pacific pde.
Pedestrian use Ballina Street to make it a place for people and not for cars
7) The most dangerous place for pedestrians in lennox is the crossing between lois bucket and the pub. Their needs to be a pedestrian crossing in at the intersection.
kids playground
safer place for kids to play - currently right by a car park and busy road
Childrens playground
an upgraded and weather protected children's playground with fencing to protect children from the road
Better playground
Children's playground and play area that is shaded

Other element
(Note: edited for spelling only. Emphases such as capital letters and other punctuation unedited)
Children's play zone
A better playground!
Lennox head needs a new updated playground immediately. The facilities the young families have to use are ridiculous.
Preferably power lines underground.
Rutherford Street improvement - traffic and footpath to beach
more shade trees near at beach front and landscaping
Introducing some shady areas around the Community Centre
variety of more appealing stores (to suit the growing younger demographic)
Better and bigger skatepark would attract more people to come to lennox
8) The smoking area at the pub leads to smoke on the street and it should be move to the back car park or some other area of the pub. It's not a nice thing to walk past.
30 km/h speed limit and ENFORCE it.
Use street fittings; furniture, lighting, bike racks, paving etc that enhances comfort and a low key natural feel - not a glossy, modern urban feel. Local craftspeople where possible
Street furniture similar to south end main beach Noosa-natural form hardwood.
1) The plan needs to include the library, skate park and Williams reserve. These are vital elements of the village centre. The parking issues in town are interrelated to the use of these parts of the village, as are many other issues.
Park Lane - 2 way from Byron St to Mackney Lane for easier access to sports field, schools, library. The rest of Park Lane one way. Pacific Parade one way between Byron St and Park Lane
No more traffic past sport field, skate park, library already dangerous. Traffic going south would then need to negotiate two intersections to get back onto Ballina Rd
Smoother flow of traffic and I don't think shade and landscaping is the big problem, if anything the traffic island/gardens that have been built have caused more problems.
Improve traffic with one-way system
Traffic plan
Pacific parade near shelter and Williamsburg - no parking opposite parking bays. Stewart street lake end needs traffic calming devices - people fly down too fast
9) The pub drive through bottle shop exit is very dangerous and needs a pedestrian crossing and mirrors to assist pedestrians to see cars exiting. The mirrors only suit the drivers at this time. Also the lighting of the exit is very poor.
It seems to work quiet well as it is as far as traffic movements, can't remember last time some had a car accident.
6) To reduce traffic flows in the village centre council should consider connecting the southern end of Greenwood Place with Byron Bay Rd so that local traffic can turn left out of greenwood place onto byron bay road, thus allowing locals to avoid the area.
We already have a vibrant little town with public spaces & great ambience- don't try & manufacture what already exists. We do need to get cars out or reduce them. Walking & disability access is more importantly than setting up as a flycatcher for tourists & Queenslanders. Do not go the terrible way of Noosa or Byron Bay
Byron Bay Road 'Bypass' decrease from 80km/h to 60km/h 'residential area' now approx 3km length no need to be 80km/h.
Reducing speed of cars, people drive too fast. Road so narrow people open doors and you have to swerve & buses come over onto the wrong side of road heading straight towards you, its dangerous (especially outside icecream shop).
One way traffic south in ballina road and north in park lane
Lernnox already has a village green which extends all the way down Pacific Parade for a couple of kilometres
A village green is serviced by our community centre and market area.

Other element
(Note: edited for spelling only. Emphases such as capital letters and other punctuation unedited)
No performance space near our peaceful village! If Council insists on adding more noise and buildings please locate them where they do not impact the village or residents.
Sun and rain protection
Under cover walking in rain. The IGA complex is designed to pour water on pedestrians. The main street shops have inconsistent awning sizes that don't join up and generally leak badly.
and making pathways and sidewalks more wheelchair friendly.
Don't stuff with Williams Reserve. Find another area for village green.
Williams Reserve is adequate so can operate as a village green.
Williams Reserve is great for sports and our kids
Williams Reserve already is the public event area
We already have Williams Reserve as a sporting ground/public event space
Not if it involves restricting sport at Williams reserve
Williams reserve should also maintain its sporting purpose, being an integral part of the village spirit
Retain Williams Res for Sport
Continued use of Williams Reserve as a sporting venue
Leave Williams Reserve as a sporting venue is a must.
Williams Reserve to stay as for senior rugby and golden oldies rugby
Williams Reserve must be retained as our "village green/open air public gathering/event space"
We already have green space, it's called Williams reserve
Williams reserve fulfills the open village space
williams reserve is a village green and sporting field and should be maintained as such
Williams reserve must remain as a sporting space
Keep the rugby/sports field do not ruin it
We have Williams Reserve for performance space and the area in front of the hotel

Appendix 2: Q11 full graph of relative importance



Appendix 3: Q11: 'Other' elements thought to be desirable for the Lennox Head village centre

Other element
(Note: edited for spelling only. Emphases such as capital letters and other punctuation unedited)
Retain plant pots - need repainting with more vibrant colours
WHEN CARS CAN'T PARK THE VILLAGE CENTRE DIES AND CUSTOMERS GO TO MAJOR SHOPPING CENTERS
I feel uncomfortable answering these questions because of the wording of the answers.
No paid parking
Reverse parking in Park Lane, immediately. The day of Love Lennox closure of Ballina Street was terrific but chaos reigned supreme in Park Lane and it was extremely hazardous with vehicles reversing into the roadway. Ultimately, although probably not in this scope until additional nearby parking is available, would be to have only the eastern side of Ballina Street available for one way traffic flow (shared zone) just to residences and businesses on that side with the balance of Ballina Street being a wide pedestrian mall.
Do not put timed parking in or meters. It kills business. I have stopped going to Byron Bay to shop and eat because of this. Bangalow will suffer the same fate.
relocate parking closer to community centre (park lane or extend community centre parking)
Picnic shelter in Lennox Park to be PRESERVED & renovated.
Retain the naturally beautiful landscape of foreshore along Pacific Parade. Do not clutter with extra toilet blocks, picnic shelters etc. Leave as is and maintain.
include exercise facilities
maintaining vehicle access to the CBD. Expansion for more businesses for Lennox Head. The town has enough hairdressers coffee shops and eateries. We need to attract other businesses to the town.
keep pot pants but repaint... informal dining areas and gathering spaces, on foreshore-not footpath.... co locating bus stops at south end of town could free up busses in main street... no metered parking, but timed ok....
I would prioritise proper street tree planting rather than pots. I would strongly prefer good quality hardwood street furniture and bollards with less quantity to achieve budget. I like the low impact stainless steel showers further north on Pacific Parade but am frustrated with the new beach shower in Lennox Park Reserve which has heavy fencing and blocks the view of the point when seated.
Hot showers
Street information and directory point. Making the street reflect the beauty of the town and community. With trees, landscaping, beautiful shops and public transportation for all to enjoy
It seems these focus points are good, however the council overview is entirely based on cars and parking and a few trees, which is ridiculous.
Better signage regarding fishing licences/ urchin collection for visitors. I had gusts visit who breached the rules but had no idea because the signs were small/ faded/ hard to see
Access east west between ice cream shop and the park opposite needs to be a wombat/zebra crossing . Get rid of the barriers that obstruct motorists view .Ensure that pedestrians have right of way over motorists on Ballina St , a shared zone . crossing
Water filter filling stations like in Lismore
Not keen for Ross Park to be taken over for commercial use
Even footpath areas- some are starting to break down
The foreshore area needs some more shaded areas
Parking times should not be less than 2hrs

9.3 Lennox Head Village Centre Renewal - Community Engagement.DOC

Rayner lane change in one way traffic direction to north
Disallow street parking in laneway behind shops, surfshop etc. People park both sides constantly and it's hard to get past.
Village Green to be located across Ballina St from the Church - near the bus\picnic shelter
All covers by above
No paid parkin
All covered above
The above points are prescriptive.
include people with their dogs, as we are many and elderly
Village green at lennox park reserve or Lake Ainsworth
If you put timed parking or regulated parking in then what is the point of having all these picnic shelters, access to foreshore, gathering places?
don't fiddle with it
Festoon lights
Encouraging and retaining permanent residential uses in village centre (mixed use/shop top/retain existing single dwellings) to reinforce village/community feel and pride. Tourist accommodation will not generate the same feeling and care for the town.
I would like a pedestrian only mall so some choices above are second choices
* aboriginal history interpretation is extremely desirable, & disabled access to the beach (water) at the surfclub & lake water should be mandatory for any progressive inclusive town/village.
making the park set up sae for swing use families and use seating around and between areas for adult to sit while watching the children
More colour
Council needs to work much harder on improving, and maintaining, undergrowth on the path along the southern end of the beach and all the way to the Pat Morton Lookout. It is badly overgrown. One member of the public has planted shrubs and maintained the area in front of Quarterdeck and has embarrassed the Council workers
Someway for pedestrians and kids to get in and out of village centre to the north
Interpretive signs (e.g. plants, animals, plus above mention heritage including indigenous history, post settlement history) and town maps
Shared zone at Ross Park
All covered in above list.
Walking path from Lennox Point through to Lake Ainsworth so you don't have to walk with traffic along Rayners Lane (it's busy lots of people walking and it's dangerous with traffic).
Pots could be replaced with consistent well designed planters of earthen/ stone materials
Rutherford beach access - not sure this is included but is greatly needed as it's the main access
Police presence on bicycles during peak times
The encouragement of outdoor dining
The painted plant pots in Ballina Street are an eyesore, we can do better than this, surely.
Toilets at Boat Channel
Inclusion of dogs on main beach and small dog areas only (currently no safe small dog exercising areas available)
Retain & expand natural picnic places & protect dunes. Not overdesign. Keep designers of community hall away from anything

9.3 Lennox Head Village Centre Renewal - Community Engagement.DOC

Solar lighting.
Continuous strip of restaurants cafe and shops
Better ambience/street lighting on Ballina St and basic street lighting in Rayners lane which is really DARK....
Council should take note of areas such as Coffs Harbour and Sunshine Coast foreshore treatments
Ballina street already narrow/ dangerous so no further narrowing required
Furniture needs to be on foreshore not on the sidewalk. Existing restaurants do not need additional footpath dining, they struggle to serve food within a reasonable amount of time during busy periods already, kitchens too small for increasing seating.
More trees
Bigger, better skatepark
Lennox currently has excellent access to the beach (approximately six kilometres) all of which is accessible via public areas (village green), parking is currently adequate and any increase in parking spaces will only lead to increased congestion as illustrated by this type of planning approach in other parts of the shire and State. Predominately residents of Lennox and visitors to the village want to be able to move about the village without the threat of speeding cars and over development.
More garbage bins!
Williams Reserve to stay as sports
make ballina rd downtown pedestrian
make it more accessible as possible for people with a disability & aged people
An ocean pool would be wonderful
welcome signage with a lennox motto i.e. slow down and enjoy
Maybe move the kids playground down to the bigger area and make Ross park more open.
Parks are adequate at present
Classy, low key and comfortable seats in all locations. Not visually eye catching they should blend into the visual
Toilets at playground
Keeping dogs out of the children's playground, especially off-leash ones
One-way traffic system
Traffic direction. One way
It is difficult to desire these things as they are often so tastelessly done. They are now often soulless modern eyesores,
Shade trees please. By the river in Ballina is awful because there are no shade trees
No shark nets
Less traffic on Rayner Lane, pedestrians are at high risk and it's an embarrassing eyesore for a main village area
nicer footpaths and signages, more shops
include aboriginal heritage interest points in the entire shire. Every overseas tourist is searching for these.

Appendix 4: Other comments or suggestions

Note: Comments such as 'No' and 'Thank you' were removed from the list for brevity.

Any improvements to the main street would certainly make a big difference to the bland appearance it is at the moment.

Addition night lighting of trees, etc, would add a beautiful night vibe. The feature of Lennox is the ocean. To make sure that is framed rather than obstructed is what will make Lennox Head more beautiful.

I have been wanting more "zebra crossings" for years, including in Park Lane and near the LH Pub, as these are very dangerous areas to cross.

There are no areas in Lennox Head families can have small dogs off the lead where it is safe for the dogs. Dog beach is a concentrated area of dogs off lead and small dogs are regularly attacked (and sometimes even killed) by the larger dogs, and there is nowhere else to take them off lead in Lennox Head!

I know this is a survey about the village centre but only 1 park in Lennox Head is covered - and Australia is supposed to be sun safe aware! Please let Lennox head be pioneers and prioritise shaded areas for all our parks. Thank you.

No shared zones due to unclear onus of responsibility and vague pedestrian activity.

Opening up of shopfronts (retail and dining) with streetscaping overlooking Williams Reserve with street art and plants.

Keep low rise and open village feel.

A heritage information board describing the significance of Lennox Head in the Bundjalung aboriginal history

A new playground is vitally important. One that is safe, and not made of plastic. Please don't order playground out of a catalogue, we can work together to build something that is unique to Lennox and fun for kids.

A pedestrian crossing is urgently needed on road outside IGA. Only one pedestrian crossing in Lennox too far down near chemist.

A survey is the least effective means of contributing to a better outcome. Design thinking and user centred design should be utilised (a survey is a lazy, public service approach) - get out of your brown cardigans! The design should not be an engineered solution simply conforming to 'standards' - LENNOX is unique an any design should reflect that unique identity - Ballina Council has no vision for the future!

A trial of one way streets with water barriers from October onwards (do it when visitor numbers are better, winter time will cause grief for struggling business owners).

All good. Just get it cracking

All these options assume the retaining of ballina street as the main access. It should be restricted traffic for service vehicles at limited times. Rayner lane is impossible to widen as the cost involved in purchasing properties would be prohibitive. One can enter from rutherford and turn around at the end. A new car park should be built adjacent to the community centre and every one can walk from there. all these options are short sighted and are not good value for money

Any further knocking down of any old homes/buildings etc should have a two storey height limit! This is so that the view wherever it might be is not blocked out to the beach from anywhere in the village.

Apart from younger families we have a huge aging population who require adequate access to shops and services. They require close parking, safe level footpaths and seats to rest on and enjoy the people passing by.

Basically I wish to see the slow paced, friendly, low key atmosphere retained. A happy place. Rather than madly changing things, for bigger scale shopping areas, etc. do this with new facilities, such as with Epiq, keeping busier places away from the village, a form of decentralisation separate from the CBD.

being mother of five and grandmother of five and moved from Northern Beaches I have witnessed many poor decisions in town planning coastal suburbs. After living in Lennox for five years I think adding pedestrian crossings that link skate park/sports field / library also crossing near bakery to beach would make Lennox safer and an option better for everyone.

Bigger, better or new skatepark as the one we have now is no good, too small and isn't a good skatepark

Business owners and residents must be consulted in relation to time frames for work and hours of the day work will be undertaken.

Clearing a nice swimming spot in the beach opposite village. Remove rocks and make little protected swimming spot

Closing the road and making it a pedestrian area would be ground-breaking and would create a Spanish style town square vibe. More quality landscaping

Concerned about impact on traffic in Parklane which is already a danger zone for children and their activities

Consistency in pavement treatments, landscaping, street furniture, street bollards etc needed to create connectivity between Byron and Rutherford streets. Bollards require replacement overall to improve visual aspect of foreshore area.

Council need to employ a good coastal architect and keep the engineers away from the design of the town centre.

Council should consider reducing hurdles for commercial developments in the village precinct. In particular building design and parking contribution charges. For reference, I own 86 Ballina St (next to Fishy Fishy) and have decided for the time being NOT to develop it because of the restrictive design code and huge parking contributions. So the site remains a run down dwelling house in the village centre. How about Council proactively approaches the property owners in the Lennox Village and works with them?

Council should look closely at similar coastal areas such as Moffets Beach in the Caloundra area, Sunshine Coast and around the Coffs Harbour areas

Do it tastefully ... some great examples in other towns

Do something about the community centre...it's so unuseable....eg can't play netball because the lines are too close windows...the stage area is really ugly....the library needs a makeover...it's cold it's ugly no one uses it...it's not a community centre.....I think you need to look up the definition of community....????

Don't be dictated to by the vocal minority.

Don't break the village. Retail being built and in planning will take up growth and take off some pressure. The seaside village in place is the attraction for the village

Don't over develop our village. Keep buildings low key. Listen to the people not the developers. Keep it honest and clean.

Don't turn us into Byron Bay. Let locals have a voice.

Enclosed kids play park and bbq areas on beach front

Enough safety for when people park, open their car doors and reverse out of parking spaces.... everyday there are 'near' misses with these. Don't wait until there's a serious incident

Feel that the cart has been put before the horse. Learnt today that there is yet another land development approved adjacent to epique. Development is relatively massive, yet the Council has no concrete plan allowing for the village centre to cope with the huge population increase, nor the access to and from Lennox. Ross Lane is already struggling, and heading North via Byron Bay is not an option (Byron access is already way worse than Lennox is becoming). Development first, Infrastructure second, is hardly "planning". The ball has been dropped!

finish what you've started

Get the public consultation over quickly - the council is paid to get things done appropriately and not run a death by public consultation for whinging old people and green extremists. Make a decision or go get another job

Good luck with getting a consensus- this is not the first time that one-way streets have been proposed. Be careful it could end up like Lake Ainsworth plan.

good planning process. we need to take control of Lennox future or visitor numbers will become out of control and take away the very things Lennox has as advantages. integrating the two will keep it vibrant yet unspoilt.

Please retain Lennox Heads charm as a sea side village.

Great to have the debate. But let's make something happen this time. We have been talking about for over 20 years.

Would be refreshing if feedback was used as a basis for planning rather than a ""process"" of planning!

Hotel needs to have less events at night

I am against the one way street option because of the heavy traffic in Park Lane where children play sport and use the skate park, the library, Community Centre and older people use those facilities plus attend clubs and groups.

I am an older person and walking my dog is important for me. I feel discriminated as I am banned from walking with her along to the foreshore area.

I am fearful of Lennox Head appearing too uniform if paving is the same throughout- unless something really friendly and suitable is chosen. I think the risk is too high of it appearing sterile and would retain status quo in terms of paving (There is a strong sentiment in Lennox against uniformity, sterility, taking away village feel).

Concept B didn't provide any advantage for the change to One Way, since the areas of footpath widening were tokenistic and not big enough for any value e.g. gathering or dining. I had imagined larger spaces between the groups of angled parks.

The choice of finishes is vital including paving, bollards and street furniture. Lennox has a definite style- casual and irregular/imperfect with natural finishes. The plastic white bollards were disrespectful of all the time people spent giving comments and feedback in the Lennox Community Aspirations Strategic Plan (Big theme- we don't just want to be an extension of Ballina-we want to be a unique village).

The laminated hardwood bollards are only a slight improvement, and I think it is reasonable to use solid hardwood bollards where they are needed and solid hardwood picnic tables and benches.

Please do not put futuristic seating as per some of the plans which don't look like Lennox and which don't look ergonomic or comfortable-with backs angled back so far that you might as well not have a seat back. Furnishings such as the classic hardwood benches (along Pacific Parade and at the Lake and the Point) and the timber seating at Pat Morton have wide appeal in Lennox and are likely to be uncontroversial.

Lennox Village desperately needs street trees, which will better be able to retain a natural habit if the power lines are underground.

I applaud the council for the sensitive consultative approach and excellent design process. I feel happy that council is doing an excellent job and I can trust in a good outcome for our community

I believe that the foreshore north of Byron Street should be improved at the same time.

I have a few comments; Please work on the foreshore it is potentially the best part of our village. Even though the dream of surf club to village foreshore landscaping may be a while off this project should be the kick start of it. Parking: people don't come to Lennox for the parking so we should keep our focus on the elements that make it a more inviting beautiful space to be in. However if they can't park they won't come. Council needs to have the foresight to plan for the future growth of our town and its growing popularity with tourists all good

things. Please investigate any possibilities for providing larger scale parking areas just outside the designated village area. Frankly I think you should have moved the sporting fields out along the Byron road and reclaimed the Williams reserve area that would have allowed for two way traffic along park lane angle parking both sides of the street and a larger parking lot and there still would have been some room left over for green space.

I have been around Lennox since 1965. Yes it has to grow but please no one- way nose- in parking. You cannot see to reverse when parked next to 4WD and that is more dangerous to children than leaving it as parallel parking. Give us public transport /shuttle bus to other areas where people can park when it is busy.

I hope any changes are minor. I love Lennox the way it is

I hope the village atmosphere of Lennox can be retained with the changes; I don't want Lennox to become just another generic seaside town that could be anywhere.

I like town how it is. fix a few things but don't ruin it.

I think a slow traffic zone, with less traffic, one way, more green space, paths, more shrubs and landscaping , and a classy sophisticated spacious layout for casual seaside cafe dining will serve locals, the region and tourists for decades to come, if done right. Fingers crossed.

I would just hope that the paid professional council designers get to override the noisy mob that will start up due to the notion of change.

I would like to be involved in any public committee / planning group etc.

I have considerable experience in Town Planning, Urban design and architecture in different parts of the world.

I would like to know how much the proposed upgrade of the Lennox Village centre is likely to cost & how much property owners are in that precinct are expected to contribute.

I would like to see a mall option

I would like to see the eastern side of Park Lane opened up for retail development & Williams Reserve to remain a sporting field

I would like to see traffic in Rayner Lane reduced greatly. Perhaps closed to traffic at Ross Park so that traffic cannot turn into Rayner Lane from Ballina street and then find that they cannot get out without driving all the way down the Rayner lane and turning right into Rutherford to get back to Ballina street. So many angry drivers speeding down Rayner in order to get out!! And no footpaths for pedestrians to get out of the way of traffic! Perhaps better to access Rayner Lane from Rutherford street. This works well on Love Lennox Days and effectively reduces traffic in Rayner Lane if closed at Ross Park end. Otherwise perhaps a small roundabout/turning circle near Ross park but as it is a children's play area my preference is to close that small section of Rayner from Ballina street corner to the beach access point. Traffic to enter Rayner from Rutherford street. Rayner would become two way perhaps residents only?? This would also effectively reduce a lot of traffic in Rayner which is becoming a major problem. Whatever is decided Rayner is effectively just a lane and something must be done to reduce the traffic in it not increase it. This sentiment also applies to all of Lennox Centre - steps should be taken to slow the traffic and reduce it, not increase it.

I would strongly urge council to open the plan up to include the library and williams reserve as well as the boat channel car park and kids park as these are vital areas at the heart of the village and any plan for the village centre needs to account for these elements of the village centre.

If the council goes down the path of having one way traffic on the ballina road then they should do the same in Park Lane (in opposite direction of travel) so that there is a clean loop of traffic. The council could also open up other ways of accessing Byron Bay Rd such as Greenwood place and Pinnacle Row.

I've worked on many urban renewal projects as a security risk consultant and it's rare that we're presented with such opportunities for change. The safety of people should be paramount in this discussion instead of the focus on cars. Kingscliff is probably the nearest example of a well thought out redesign but even so, cars still take precedence over pedestrians. It's such an easy place to walk let's celebrate that!

If one way Ballina st traffic needs to go Sth

Need more parking nth of pub on Ballina st. there are 2 extra restaurants along that road that monopolies parking.

Need to keep Williams reserve and Not turn it into parking and shops.

if park lane is going to be one way, south to north

one can only imagine the instant traffic congestion, with all the trucks supplying goods to the IGA, Bottle shop, Bakery, Butcher Shops etc, then you have all the traffic been pushed down park lane, including large caravans trying to make there way to caravan park, as well as waste collection trucks, all this activity all around the skate park

If the decision is to go one-way along Ballina Street then consideration needs to be given for an alternative entry to Lennox from the south, otherwise Park Lane is going to become a terrible bottleneck where it meets Byron St. Need to plan for 20-30 years ahead.

If the one way flow model is adopted I would like to see both extra carparking and more streetscaping introduced.

If you're going to change to landscape of our town don't fuck it up. Don't make it look like Kingscliff please. Be really careful how you go about this please.

I'm happy with suggestions to increase parking in the village, however there need to be better enforcement of parking times, and a serious plan to provide a decent size car park somewhere closer to the village (football oval)

Improved entrance facade/gateways into village from both nth & sth roads.

Improvements to be done sooner rather than later, needed now for the towns growth and development. Lennox is the best community ever and the most beautiful town.

In my experience widening of paths etc lessens parking and traffic ease

Infrastructure upgrades and measures to mitigate traffic congestion not cause it! Take down ugly bus shelter, improve this space with relaxing areas and improve view to water from Quattro and other restaurants.

It would be great if Ballina could look into a similar project as the main street is in desperate need of a revamp and a community like feeling.

It would be great to make the village more pet friendly. A lot people have dogs and it would be great if we had like a dog park or if the dog beach was a bit closer to the surf club. It would also be great to have a lot of trees and flowers around the village.

It'd be great to have an easy to navigate path for walking / cycling to Lake Ainsworth where there's less crossing of roads and maybe even walking alongside the ocean... that would be fantastic.

I've lived here for 43 years in the Lennox Village.

I'm a rate payer and live in the area of these changes.

Design A - is the only one that will work with the least disruption and rate payers expense to us and the public who use Lennox Village (Ballina St and Park Lane)

People stop briefly in Lennox Village and get a coffee or a few groceries then go off to work or home, in the mornings and afternoons especially. You have a one way doesn't matter which direction.... shops will lose customers.....go to somewhere else, where it is more convenient and easy.

By having one way you'll double the traffic on both Ballina St and Park Lane (which you have already said).

All your service vehicles including Council Rubbish Truck pick up and deliver the opposite direction in what's being proposed! By having it two ways it gives them the options in coming and going in Park Lane.

Rear parking instead of front in parking would be a better proposal in Park Lane (as cars, utes etc) can't see when reversing out into traffic (maybe a car stopper on the road so cars don't go into the footpath! (when reversing back).

People generally are travelling slower than the speed limit in Park Lane and Ballina St now.

A new pedestrian crossing at 90-92 Ballina St would most probably be a good idea.

I don't think widening the footpath in Ballina St is a good idea....In the eating areas as this would cause crowding and congestion for traffic...and it is often cold and windy...the customers look for shelter inside or behind clear screens, the businesses have erected. A good example is 90-92 Ballina St...Mi Thai, Coast Cafe to name a few.

Also the proposal of redoing all the footpaths seems an extreme expense as a lot of businesses shops have gone to a lot of expense in making the footpath in front of their shops individual and functional...maybe upgrade the ones that need it.

Proposal of more trees/landscaping/pot plants....I find a concern...cars don't always see pedestrians and it is not due to speed but obstacles in front of them like the proposal above.

The person/persons who put this Lennox Village Vision together... do they live where they are trying to change OR do they live elsewhere and it won't effect them personally!

I hope my thoughts, are considered in the Lennox Village Vision.

Keep current 2 way do not increase parking make park lane parking times. Traffic calming (chicanes - open space - speed humps to a 10 km / hr limit on both Ballina and park lane

Keep it people friendly rather than car friendly along the lines of the emerging global push towards "compassionate" cities that encourage and nurture community building.

Keep the village feel in Lennox - it makes it a unique town

Keep the village small with low buildings.

Green space for family friendly people.

No more than we have of footpath dining

Kids playground at Ross park is one of the best located in the region in terms of its proximity to food and drink provision (surrounded by cafes). Its location helps activation of village centre bring a range of ages (kids, parents and grandparents to the centre) Wouldn't be the same if it was moved up to Lennox Park.

Get rid of the car dominance in the village centre. We will always rely on cars living in a regional area but we can get more cars out of centres if we use peripheral carparking wisely, make it easier, safer and more enjoyable walk and ride into the centre. Our behaviours need a shake up!!

landlords should be made to keep the premises of shop frontage nicer, by painting or rendering,

Largely just leave it the way it is. How about sinking some money into putting a foot path/cycle way from the point to the sport n rec camp, fix the road the whole way and add some play or exercise equipment along the way. Don't go filling up car parks with gardens. Add a few trees over on the green spaces and let it be

Larger Playground and Toilets at Boat Channel.

Leave Lennox alone

Leave things alone, we are not byron

Lennox is a beautiful town facing huge growth. These won't necessarily be easy challenges or decisions, however the main goal must always remain as the top priority: To keep the atmosphere of the town as it currently is. This is all that ultimately matters.

The Lennox markets are a perfect example of this. There are many failed attempts at markets and it takes many years to build what lennox had. Yet some very rushed and silly decisions changed that in a heartbeat. Lennox was a destination just to see the market. We enjoyed it for more than 10 years yet it was completely destroyed in 1 week.

If the same decision makers are doing this project then it is a big concern...as they are not the correct people making decisions because they do not understand what has made Lennox what it is, and they do not value the very things that make Lennox a special place.

The following should simply be a by-product of maintaining the current town's atmosphere:

Public spaces - only if they will benefit what currently works

Parks - also only if they will benefit what currently works

Cafes and restaurants - help them offer relaxed, casual seating and space for their customers

Beach showers and facilities - actually get someone to watch usage over a few months and only upgrade facilities that are used well and not for the sake of it. Spend money on these because everyone uses them. Do it properly the first time.

Traffic - it is important but not the key focus

Parking - also a necessity, but must fit in with the community needs

If in doubt with any decision, keep the primary goal of keeping the atmosphere of the town

It is much easier to ruin this than improve or enhance it.

Make decision makers accountable so they take the project seriously.

Lennox is growing so fast, impossible to park in the village ctr during holiday periods. The restaurants need to be opened every night. More restaurants and alfresco cafes needed. Also more colour and art/furniture. Seeing the beach from down town would be good. The village is looking a little dated, needs a bit of rejuvenation.

Lennox park reserve include pathways to the beach access points and park facilities eg BBQs

These pathways should be connected to Ballina Street and pacific parade at points to allow access for the trailers for the Lennox Longboarders, the All Girls and LeBa to run events. Key access could be allowed for those groups under agreed controls. This could also include the Grom Fest. This would remove some of the vehicles obstruction during these events. I also suggest that the foreshore screening and beach access be improved as part of this process."

Lennox traffic is extremely light. Maintaining a 40km zone and adding a extra pedestrian crossing is the only street engineering required. Save the funds for street beautification trees gardens and parks. Lennox needs no new parking spots.

less cars, more people

Let's get it happening this time no more consultancy action is required

Long overdue proposal and I really hope some meaningful changes are implemented. Most progressive and modern towns/cities around the world would love a blank canvas like Lennox to develop into a world class destination that this could and deserves to be

Look at other town upgrades. Such as bangalow, brunswick, cleveland, noosa etc

Love a better kids park with toilet facilities!!

Maintaining the village atmosphere is extremely important to me. Having grown up here I have seen the incredible changes and transformation of our once sleepy town. Some good changes but also some that have

put intense pressure on residents and our village. Don't try to make it into another Byron and sell its soul to the highest bidder. Keep our community unique

Make it happen.

Make Park Lane also one way with angle parking

Make Rayner Lane resident only - close off at top near park - keep it to residents and all the many many people who use it to walk down

Make to village more people friendly. Cars < People!

Many of our club members have expressed that they would ride to Lennox more and stop more often for coffee etc, but for the traffic and limited footpath space to access cafes.

More carparks are important. But away from Ballina street with easy pedestrian access between carparks and Ballina street.

Most people who live in the village area would like the village atmosphere to be retained and further growth in facilities to go the Epic/ Hurley Drive area

Move the bus stop area opposite Quattro. Get buses out of Ballina St. More pedestrian crossings.

My family and I have lived in a small Spanish town of Ordizia. Their town planning was exceptional and the inclusive nature of the village was enviable. There was a multipurpose town square that was used by young kids to run around, markets, concerts and it was surrounded by local bars, restaurants and cafes that were reasonably priced. The entire town was included 80 year olds at rock concerts and 2 year olds at cultural expos. I would love to see this.

No just do the one way traffic - it is a nightmare some days and a wonder there are not more accidents.

no paid parking or I'll be furious thanks

No traffic in Ballina St

No traffic lights @ Skennars Head, scale down development proposal for the coastal land near Sharpes Beach - Good luck!!

None of these concepts consider Rayner Lane residents, or Park Lane residents.

1. changing Rayner Lane to a one way, moving northbound and opening it onto 'shared zone' will make it almost impossible for residents to get out of the lane (especially in an emergency).
2. Rayner Lane cannot take the extra traffic of extra driveways being opened onto it plus these private driveways will become small laneways for the public to shortcut through.
3. Residents from Rayner Lane will have to go a long way around to get to the northern end of town. No more direct access to move north.

A lot of people get to the village by car, as in tourists (Sunday drivers), residents living in outer subdivisions. So they will need to park, None of these visions really help with extra parking, they are aimed at trying to make people hang out in the village centre, what's the point if they can't park anywhere?

Not in current scope, but for our strategic plan consideration might be given to a multi-level car park on the existing site behind the Comm Centre and the Fire Station site once the Fire Station is relocated. Both buildings should be no higher than the Comm Centre. My recommendation for the bus interchange would also be one of those sites allowing buses to drive in off the street and close access for bus travellers to the village centre, food, toilets and accommodation.

One way is the best option but not sure why the current design goes North South. Needs a cycle path.

One way streets have been very unsuccessful in many places most revert back to two way due to the traffic jams with people parking either parallel or angle parking cause from a one way street. There is already plenty of areas for pedestrian you just have to make them better.

One way traffic flow will create some congestion points & defer negative traffic impacts. Prefer no parking in Ballina St & the study area is too restrictive- need to consider at least to campgrounds & vehicle access & parking to all foreshore spots up to Dress Circle & Rutherford. Need to be part of bigger plan not done in isolation.

One way traffic is a good idea, but one way to the north on Ballina st, because almost all of the shops are on the left hand side.

park lane commercial development options

Please enforce the Disabled Parking and No Stopping areas. These are abused by locals and visitor vehicles. This attitude shows a disrespect to our community. The Disabled spaces are few and need to be available when needed. The No Stopping areas are positioned to safeguard the majority and need to be respected and obeyed.

Please get on with the lake foreshore plans = must remove eastern road + enhance green space there

Please get some Christmas spirit

Please look at speed hump or methods to slow traffic coming down the hill into Lennox. I walk this everyday and it is frightening. no one sticks to 50km

Please NO paid parking

Please plant more trees, for shade and for pleasant cooler environment.

Please Remove the Kids play swings in Ross Park,

Way too much stress on parking, My question are kids the only ones that can enjoy this park? The park should be for people to sit and enjoy the QUIET surrounds, Kids park this close to the beachfront is a waste. Get the kids play facilities at the back away from the beach or on outskirts of town.

Please seriously consider the removal of permanent vehicle from Ballina street. It should be very limited access. There are a few residences and holiday units but that issue can be worked through with a much better result. I find these designs limiting and will be short lived.

Please try and keep the small village atmosphere of Lennox whilst upgrading some public facilities eg footpaths, toilets, playgrounds. It's a great place just as it is but could do with a face lift.

Please upgrade the park/play area facilities. It is over crowded and in desperate need of an upgrade.

Put the traffic speed sign south of Park Lane on Ballina Street to prevent traffic flying around the corner where sick and those with mobility issues are often crossing the road. Alternatively, move the parking to the southern side of Park Lane for those visiting all the medical / dental facilities. Traffic-calming devices needed in Park Lane.

Rayner Lane is a potholed pedestrian thoroughfare that connects the boardwalk with Lennox Head village. It is dangerous with the amount of traffic and speed of traffic for a road that is simply not built for it.

Someone is going to get hit by a car in this lane if something is not done. (There are near misses on a regular basis)

Changing the traffic flow to one way northbound and removing the carparks at Ross park would minimise the dangers. It would also make Ross park a beautiful village green at the centre of the village"

Rayner lane should be open to residents only from the Rutherford st end.

rayners lane and Rutherford st and boat channel car park are totally overlooked especially with traffic flows and car parking and traffic calming devices

Re parking, I'm mostly concerned about Park Lane. The front-in system I find dangerous, plus there are no pedestrian crossings. I'd like to see both of these issues addressed, regardless of whether or not the one-way system is implemented.

Reverse parking not front in.

Put the bollards in the concrete not the grass so that the maintenance person doesn't have to whipper-snipper around them.

Ross Park is great for kids, needs to be upgraded with toilets, park lane needs a crossing, informal parallel parking on Byron St needs marking. Thanks

Should consider a pedestrian mall

Speed up the development of shopping centre at epiq

Stop cars parking on nature strips in front of houses and businesses on Pacific Parade. It makes Lennox look tired and messy. Parking and traffic need to be improved along the whole road to the lake.

Stop trying to change the town so much. It's really not that bad. If you do anything, ensure current parking facilities are not reduced. Lennox is home for people in The Headlands, Ross Lane, and North Creek Road - all residents who DRIVE into town

Strongly oppose the proposal for a one-way traffic flow as it will, in essence, close the village centre to vehicle access and directly have a negative effect on the viability of the Lennox Head Post Office and other businesses as a majority of our customers need easy, quick, short time vehicle access to the village centre.

The public of Lennox Head like to do all their business in Lennox Head and do not want to have travel outside the town to do so. The main street should not be reserved and catered for street side dining alone. There are enough dining areas and the town should be expanded to take other businesses. The footpaths should give good egress for the public.

Strongly support the project to upgrade but not convinced either way about traffic flow at this stage.

Successful local strip shopping centers evolve over time. Lennox Village is one of those. Then council steps in with "Pedestrianisation" and stuffs it all up. Customers go to major shopping centers where there is convenient free close parking. The village shops close. Council then spends millions on mall upgrades. Often it is the major shopping center proposed or existing that push for these changes especially timed and then paid parking. They know how to kill the local village shops. The examples of successful local villages destroyed by these changes are well known along the coast.

Suggest that the rugby field be used as a new commercial centre, with MORE parking

Supply disabled access to pedestrian areas

That one way be trialled first both north on Ballina Street and south to see which functions better or if two way ultimately is preferred

The area is overpopulated already - stop bringing more people into the area

The biggest current issue is traffic and parking. Provision of more offstreet parking close to village centre required. But NOT Williams Reserve. If there is something on at the community centre often no spaces available there at the moment.

The children play park should be fenced off with toilet, water & picnic facilities.

The Lennox Head Festival is a great indication of improving local business for food and retail.

The population is growing and you can't stop people wanting to come here. As a member of the Residents Association, I am acutely aware of the wish of people who live within walking distance to have traffic excluded - "we're lucky enough to be here, now lock it up". We own property in town which we will soon move to but this is grossly unfair to all others who have to drive here. The congestion will be self-regulating as it is in Noosa

and Sydney for that matter, but it needs all existing 4 lanes around and through the town. As long as the speed is kept to 30 km/h or lower its relatively safe - as already demonstrated. There isn't many incidents. Plant some trees back in the footpaths where they were originally, DON'T take up parking spaces with "beautifying" garden beds you won't maintain - Arrange for the Residents Association to water the trees then leave it like it is...AFTER you fix the storm water problem.

The proposed changes are not needed and in particular shade trees which would block driver and shopper viewing. Awnings and existing trees provide shade.

There doesn't seem to be any gain in making Park lane one way. maintaining two way in Park Lane would provide residents North of Byron Street with a better option if travelling to Ballina or anywhere south of Lennox Head.

There is a 4th one way option with traffic NOT using Rayner Lane. Rather incorporate Park Lane and upgrade it further. A little slice off the cricket ground would not be hard

There will be a serious accident, or a fatality, in Park Lane unless speed humps are erected as a matter of urgency. Drivers speed along the Lane constantly

think of atmosphere at love lennox festival. so great to have no cars in village, was easy to park close enough and just walk in with entire village people in town at same time. cannot be too hard to do, a much more modern approach to living in lovely beachside town

This is a flawed survey that statistically gives more weight to a one way traffic flow option and also suggests that extra car parking places and extra landscaping can both be achieved when in fact they are competing options.

This is long overdue. I hope on this issue Council actually listens to the community and goes ahead with something in a timely manner

to make Ballina St one way would make park Lane very very dangerous with all the trucks & cars that would use it, where would the delivery trucks park? its bad enough now!!!

Toilets badly needed at Boat Channel!

traffic calming at southern end of Ballina St from roundabout to village centre

Ultimately the infrastructure beyond the village centre could relieve some of the "Love Lennox village to death" inevitability given the already approved developments. North Creek reconnection of the road to Ballina....new road to back of lake from Byron Rd...keep our quality of life... be creative!

Unfortunately is feel it is too late for Lennox village you can visit the center on any given day good or bad weather and the village is struggling to cope again with all the development taking place now and into the future the suggested ideas will not have any bearing on fixing the already problems it seems development has gotten out of hand and I feel sad for the community hat I live in

Utilise the parking at Epic sports fields when not being used with transport into the village to help with village parking. Get Epic supermarket built to take some pressure off th e village parking

Very good survey, seemed to cover 99 % of questions. If timed or restricted parking rate payers should be able to display a sticker, with some small extra benefit for shire rate payers

Water bottle refill stations should be provided (like on the gold coast) to reduce single-use plastic bottles.

We don't want another Noosa or Byron. Please allow Lennox to maintain its uniqueness & rustic charm. Isn't that why we liked it in the first place. It can't be all things to all people. As a long term local it is losing its appeal & becoming over developed.

We have been here since 1988 and this was all planned for then by the Community - Resident's Assoc and Chamber of Commerce. Plans drawn up by Planners North and submitted to Council.

Before any work starts -- underground power.

We love the feel of Lennox and would hate to see it become too 'touristy'

We need to be careful that we don't end up like the Gold Coast, where everything is concreted and landscaped. The nature beauty of Lennox needs to be preserved. we don't need to have constructed beautification, people live here and visit here because of the way it is, natural foreshore, sandy beach access and a layback feel.

We need to have better visibility of the ocean from Ballina street. Garden and trees need to be incorporated into the design. Outdoor dining spaces is a must.

Wet weather pedestrian protection in main street

whatever is suggested Do-gooders and chamber of commerce will interfere in an attempt to justify their existence

While I think it's important for the Council to canvas the view of residents on one-way / two-two way traffic flow it's logical that Ballina St and Park Lane should be made one-way. It's time for Council and councillors to listen to the advice of traffic engineers and an increasing section of the community seeking a calmer and more pedestrian friendly town centre. Continuing to push traffic down two opposing lanes of traffic in a commercial district with little space is a recipe for disaster. As new housing estates are approved and released traffic is going to get worse. If we keep two-way we'll see more accidents on Park Lane with cars reversing out of 90degree angle parks and an increased risk of a child or adult being seriously hurt in our main street.

Williams Reserve must remain a sporting venue for children and adult sports

Would like one way traffic flow from south to north

Please do not introduce one way traffic flow. It will be a disaster for the business owners of the village. It's hard enough to make a living here and one way traffic will be the final nail in the coffin for many businesses, as it will reduce the number of customers due to not enough parking

The residents of Rayner Lane are not being considered in any of these options.

1. The Lane is a mess and not likely to be ever fixed with councils promise of it being widened and renewed when they get their extra metreage off landowners to the West (never going to happen - besides that the corner shopping centre will lose its loading zone). Yet you are planning to push more traffic onto it.

2. The residents will be forced to do blockies to get to the Northern end of town.

3. Opening more driveways from Ballina Street onto Rayner Lane is contributing to congestion.

4. Rayner Lane Residents pay the highest rates in Lennox yet they are totally being overlooked in all Village Renewal options."

The one way flow suggestion is totally the wrong way----the traffic flow should come straight down the hill and continue in a northerly direction and not turn left to go around the shops--anyone who lives here knows that--what a mess it will be--more accidents for sure in not rectified

Appendix 5: Submissions



Attention:

25.06.2018

Skye McNamara

Sustainability Planner

Strategic and Community Facilities Group

General Manager

Ballina Shire Council

Submission by the Lennox Head Chamber of Commerce (LHCC) for **Lennox Village Vision: The Future of Lennox Head Village Centre (LVV)**

The Lennox Head Chamber of Commerce ask that councillors & staff consider seriously the views of the businesses operating in the town centre when making a decision regarding LVV.

To coincide with Ballina Council's Lennox Village Vision (LVV) community survey, the Lennox Head Chamber of Commerce telephone polled and visited the 86 businesses that operate in the area earmarked for upgrade works. 75 businesses (87%) were available for the poll.

Business owners were asked whether they *would like Council to explore a two-way or one-way traffic flow option?*

The results of the poll indicate that there is twice as much support amongst business owners for one-way than there is support for two-way.

35

Two-way	18	24%
One-way	40	53%
No preference	6	8%
Not sure	11	15%

Lennox Village Vision (LVV) poll of business owners. 87% of all businesses polled. 98% of ground floor retail businesses polled.

The one-way streetscape option with angled parking (Streetscape Design B) is preferred by most businesses.

Businesses wanting a one-way streetscape provided the following reasons:

- One-way streetscape will create additional parking
- Traffic calming & better pedestrian safety features
- One-way design will better prepare the centre of town for the future

Businesses wanting a two-way streetscape provided the following reasons:

- Two-way traffic flow makes it easier for my customers to get to my business
- One-way traffic North-to-South does not favour my business
- Two-way traffic flow works well, do not see the need to change it

The Chamber received a lot of feedback from businesses indicating their support for:

- A masterplan design that is creative, encourages community connections, promotes a village atmosphere and is produced by experienced designers, not engineers
- Greater optimisation of the existing car parking spaces in Ballina Street and in Park Lane, not paid parking
- Formalised untimed parking areas near the town centre, suitable for staff parking

- A masterplan design that encourages alternative forms of transport including bicycles & motorcycles
- Is a one-way trial necessary? Can recent traffic data collected confirm that one-way will work?
- Project, once started, needs to be implemented quickly or some businesses that are already struggling may find it hard to survive (Ballina town centre upgrade was expected to take 3 months, it took much longer)
- Businesses would like council to make a quick decision once community consultation and necessary studies have been completed. Business does not want a protracted decision making process to ensue as this creates uncertainty.

Themes

There are some themes emerging from the polling:

- Majority of restaurants, cafes prefer one-way streetscape because they expect one-way traffic flow will calm traffic and encourage people to stay in the town longer, eat, drink. They are also attracted to extra parking.
- Personal service based businesses (hairdressers, beauty, massage, gym, health services etc) are largely attracted to the one-way streetscape option because they want more car parking for their appointment based customers.
- For mixed businesses (grocery stores, fruit shops, newsagent, post office etc) poll results are mixed. Some are attracted to extra parking however there are equally as many businesses that are concerned one-way will reduce access/egress. Some have indicated that the direction of traffic flow on Ballina St (North to South) does not suit their business.
- Offices and professional service based businesses were attracted to one-way due to extra parking however many were less familiar with the streetscape options and were either 'not sure' or had 'no preference'.

Comments by businesses in support of One-Way

"Yes for one-way, North to South"

"Works well in other areas, thinks it'll work well here"

"Make a quick decision and implement quickly. Was a retailer when Ballina Street was upgraded and it killed turnover when upgrade works were happening. What was expected to take 3 months took 9 months."

"Safer and more parking, slow traffic"

"We need more parking"

"Safety should be the priority"

"Need to do a trial first"

"Town will not be able to cope with two-way traffic flow option going into the future. Many benefits to one-way design."

"Prefer one way with 45 degree angle parking"

"Trial it first"

"South eastern side of town needs a loading bay or two. Suggest driveway between Breamhole and apartments turned into a loading bay. This driveway is currently used as a loading zone by food delivery vans."

"Town centre needs parking optimisation. Employees from large businesses in town are parking in the main street and deterring people from stopping and shopping in my shop."

"Prefer Streetscape B : One way with angle parking. Would like Park Lane between Byron St and Mackney Lane kept two-way."

"One-way is better. Do not want paid parking"

Comments by businesses in support of Two-Way

"Keep two-way and devote any extra resources money to getting a good design"

"Don't want it to turn into yuppyville"

"Don't really like the one-way option"

"Beautification yes, one-way doesn't seem necessary, don't want more cars in main street."

"Something has to change, it's more than one way or two ways"

"Fewer people will visit my business with one-way north to south. Residents returning from Ballina will not stop any more to pick up groceries. Concerned it will destroy my business. More parking should not be added to main street. More area should be taken from the field to add more parking."

"Concerned it will mean more cars will go through main street. Large reservations about Council's ability to masterplan and implement an attractive main street. Put it out to a design competition."

"Saw what happened in Byron Bay and believes that as soon as streets are pedestrianised businesses lose out"

I wish to make the following points regarding Lennox Village Vision.

1. I support the retention of the village atmosphere.
2. It is important to provide a streetscape that ensures amenity and comfort in public areas.
3. Access and Safety are overriding considerations in structuring the plan.
4. To increase parking availability and to enable a wider common space at the centre (i.e Ross Lane area) Design B is most suitable. I must emphasise that this includes changing the direction of Rayner Lane to one-way North. Alternatively, it would be better to make Rayner Lane a Residents only two way street with a turning circle at the Ross Park end.
5. The removal of the hotchpotch of the existing pavements is essential. I favour pavement treatments that are uniform throughout the village.
6. Ross Park is centrally located and should become a community gathering point with the focus on landscaped amenities at the beachfront.
7. If possible electricity wires should go underground.
8. Lennox Park should stay as natural as possible.

9. Pandanus trees should NOT be planted in the main street. These trees are far too untidy.

Jill Goodman, [address removed]

With the population set to explode at LH I am thinking that traffic is going to be horrendous thru Montwood , Henderson and North Creek Roads. The roundabout at the top of Coast Rd and Ballina St is not going to cope. Also currently and it's winter it is so difficult to cross the street, with one pedestrian crossing. Mind you many drivers are not adhering to the speed zone. I think too much development has been allowed in Meadows Estate even with the intended infrastructure. The surrounding roads and arterial roads are going to be difficult to navigate.

Kind regards
Michele Brown

20 June 2018

Ref: Lennox Village Vision Phase 1

Dear Skye & colleagues

Lennox Head Residents Association (LHRA) appreciates the opportunity to make a further submission to this consultation process.

Common threads drawn from discussions at our meeting, anecdotal conversations and Love Lennox Festival feedback appear consistent with LHRA's initial consultation.

These are:

- 1) Simple relaxed natural village atmosphere. Avoid uniformity & sterile feel.
- 2) People friendly priorities over cars.
- 3) Of the traffic direction options there is no stand out and again discussions orientate around prioritising people's amenity such as socialising and safety.
- 4) More trees
- 5) Not too concerned about change.

There have been some attempts to incite controversy over the traffic direction options, but overall there seems an openness to understand which would be the best option. Therefore, LHRA supports a process that ensures Lennox residents have the best possible information to make an informed decision about one-way or two-way options, even if it requires experiential learning from a one-way trial.

Yours sincerely

Monica Wilcox

President, Lennox Head Residents' Association

for Lennox Head Residents' Committee.

For the attention of Skye McNamara.

Submission for a Two – Way Traffic Option For the Lennox Head Village Vision

As managers of the Lennox head Licensed Post Office, Debbie and Robert Weir would like to state that we are strongly apposed to the proposal of a one way traffic option.

As an integral part of the Lennox Head village community centre today more so than ever we will be directly adversely affected by the one – way traffic option because :

- a) It will inhibit customers posting and picking up parcels. Parcels are getting bigger and more numerous and predominantly access the PO by vehicle.
- b) it will deny our 550 private box holders quick easy access to their private Post Office boxes. Most drive to the PO as most do not live in the village centre
- c) as access will be reduced it will divert customers away from us and make it easier for them to stay at home and go online for instance for bill pay, banking etc, directing business away from us.
- d) inhibit the growing number of home businesses from quick easy access to the PO for mailing out their products at mail time

We envisage loss of revenue because by restricting public vehicle access will manifest in a reduction in patronage to the Lennox Head Post Office.

The one – way traffic option with its shared zone in front of the Post Office and 10 km/hr, will congest traffic (like a bottle neck), therefore no traffic flow, effectively shutting out vehicular access to the Lennox Head Village centre.

The traffic counts conducted by Ballina Shire Council would have shown the high use of vehicles to the Lennox Head village centre. The one – way traffic option will therefore have a dramatic effect on accessibility.

The few extra parking spaces from the one – way traffic option will be quickly filled. Driver frustration by the resulting traffic congestion after one circuit of the one way option will go south and shop elsewhere instead of doing a second round of the circuit.

Over the last eleven years of operating the Lennox Head Post Office we have come to realise that the people of Lennox Head want to do all their business in Lennox Head and do not want to travel to neighbouring towns to do so. The Lennox Head Village should therefore encourage a greater variety of businesses to enhance the shopping experience. The village centre should not just cater for coffee shops and alfresco dining from one end of town to the other. This would clearly be unviable as there is already enough to meet the current demand.

The one – way traffic option effectively shutting the village centre to traffic would not allow it to be an effective diverse business centre.

On an operational side, the one- way traffic will affect delivery by the Australia Post parcel contractors we have daily, daily Startrack parcel contractor parcel deliveries, AP motorbike posties who bring back their carded undeliverable letters; all of which use the Ballina Street entrance of the Lennox Head Post Office. All of which would be inconvenienced.

Recently a similar one – way traffic system was installed in the main street of Kingscliff. As a result the the businesses there, have been directly affected and suffered financially.

We are are against a trial not only because of the expense and waste of council funds, but that once a trial for a one – way traffic option was initiated it would make it harder to reverse a final decision for full implementation.

We wish to remain a viable business in the village centre, meeting the present and future needs of the community. We believe that we will in fact suffer financially from the loss of vehicle accessibility to the main street and therefore advocate that a two – way traffic option remain in the main street of the Lennox Head CBD.

Yours Sincerely
Robert and Debbie Weir
Licensees
Lennox Head Licensed Post Office
74 Ballina Street
Lennox Head

-----Original Message-----

From: Jane [REDACTED]
Sent: Wednesday, 20 June 2018 5:05 PM
To: Ballina Shire Council
Cc: Jane Burges
Subject: Re:Lennox Village Vision

Dear Skye,

Re: Lennox Village Vision

Thank you for spending the time to canvas community sentiment regarding the future of the village of Lennox Head.

I have completed a survey with comments to elaborate on my answers.

The main concern I have is that the village retain a low key, friendly feel.I would be very upset if in the process of attempting to enhance our village we lost the character and familiarity to which many residents feel a strong connection.Its' imperfection is a part of that.

In saying that, I am very aware and agree strongly with the continually developing understanding of the role urban design and planning play in fostering a happy and healthy community.I think it would be very positive to look at ways to enhance connectedness of the community, with strategies to improve walkability and opportunities for interaction within the village centre. I also feel the amenity would be greatly enhanced with street tree plantings (while being aware of retaining winter sun).

I have been involved in many opportunities for consultation during my 25 years as a resident of Lennox Head.I have found in general that consultation does not seem to include important details,such as the nature of street furniture and surfaces. An important part of Lennox Head's appeal is its astounding natural beauty. I believe enhancing the natural ambience through good quality hardwood seating/picnic tables and bollards (where thought to be necessary), with a less is more philosophy re minimise intrusiveness and jarring by having less built environment, maximise nature, allow built environment to sit comfortably with nature in its lines and materials.I also feel natural materials optimise emotional wellbeing.

I am also aware that at the next level of design detail, the nature of the brief given to the consultants is vital. I would be surprised if the themes I mention above in terms of optimising the naturalness and walkability of the village with prioritising the connections of people to each other and their place would not be important to many Lennox Head residents and if so, hopefully these will be conveyed to the consultants. Lennox definitely wants to retain its' village identity-it does not want to become an extension of Ballina and it does not want to become sanitised, but it has long awaited some street tree plantings, and would benefit from initiatives such as a large shared pedestrian zone and village green, possibly facilitated by one way traffic flow.

Thank you for your consideration of my thoughts,

Appendix 6: Survey information and instrument

Information

The survey was based on community meetings and past feedback.

The survey was available online via SurveyMonkey™ via a dedicated URL. The link was available on the Ballina Shire Council webpage for the project. The ways the community survey were promoted are listed in the table below. The survey opened on 6 June 2018 and closed at 3pm, 21 June 2018. 502 responses were collected.

Responses were collected anonymously and participation was deemed consent.

Respondents were asked if they wanted to receive further information about the project and given the option to ‘opt in’ and providing their email address. At this point they were asked to confirm their consent to receive project information.

Phase 1: Community Engagement Phase 1: March - June 2018

Date	Type	Who	Where	What
1-Mar	Face to Face	LHCC, LHRS, LHCSA (with facilitator Dr Liz Baker and Council Staff)	Council meeting room	Stakeholder meetings update on the project
26-Mar	Face to Face	LHCC (with Council staff)	CWA Hall LHCC	Community meeting update on the project
April - June	Electronic	All	Council website	Project information
April	Print	Subscribers and Lennox Community	Lennox Wave	Paid advertisement
17-Apr	Face to Face	LHCSA (with Council staff)	Sports Club Williams Reserve	Community meeting update on the project
6-Apr	Letter	Local community Groups	Lennox Head community groups	Invitation to meet with staff about project
9-Apr	Electronic	Subscribers	Wave Weekly E News	Article on project
May- June	Print/ Electronic	All	Council website, Council administration centre front counter, meetings	Project Booklet containing - concepts designs background information etc.

9.3 Lennox Head Village Centre Renewal - Community Engagement.DOC

Date	Type	Who	Where	What
May-June	Print	All	Display at LHCC	Engagement material - concepts designs background information etc.
7-May	Face to Face	LHRA ((with Council staff))	CWA Hall	community meeting update on the project
10-May	Face to Face	Business owners (with Council staff)	Businesses within study area	booklet delivery, talking about project and adding to group email list
21-May	Face to Face	Business owners (with Council staff)	Businesses within study area	booklet delivery, talking about project and adding to group email list
22-May	Electronic	All	Council's webpage	update with survey information
23-May	Electronic	All	Council's Face book	link to website and survey
24-May	Print	Property owners	Mail out to property owners in study area	letter, booklet and flyer promoting survey
23-May	Electronic	Project contact list	Email group	flyer promoting survey
23-May	Electronic	Lennox Head community groups	Email group	flyer promoting survey
23-May	Electronic	Peak Lennox Head community groups	Email group	flyer promoting survey
24-May	Electronic	Subscribers	Wave Weekly	promotion of survey
25-May	Electronic	Councillors	Councillor Bulletin	update on launch of community survey
30-May	Print	All	Ballina Advocate	paid advertisement - promoting survey
June	Print	Subscribers & Lennox Community	Lennox Wave	paid advertisement - promoting survey
2-Jun	Print	All	Love Lennox festival	distribution of flyer promoting survey by LHCC, LHRA and LH Heritage Committee
2-Jun	Print	All	Love Lennox festival	LHRA display of engagement material

9.3 **Lennox Head Village Centre Renewal - Community Engagement.DOC**

Date	Type	Who	Where	What
6-Jun	Electronic	Subscribers	Wave Weekly	reminder of survey
9-Jun	Radio	All	ABC Local	5 min interview with staff project overview and promoting survey
10-Jun	TV	All	NBN News	3 min story interview with Mayor, project overview and promoting survey
13-Jun	Print	All	Ballina Advocate	article -promoting survey
12-Jun	Print	All	Northern Star	article -promoting survey
14-Jun	Electronic	Peak community groups	Lennox Head community groups	reminder of survey
14-Jun	Electronic	Community groups	Lennox Head community groups	reminder of survey
14-Jun	Electronic	Project contact list	Email group	reminder of survey
14-Jun	Electronic	Facebook	Facebook Followers	reminder of survey
14-Jun	Print	Businesses and residents in study area (except Rayner Lane - east)	Letterbox drop	promotion of survey
13-Jun	Print	All	Byron Echo	article -promoting survey
16-Jun	Face to Face	B Ward Committee Members	B Ward Meeting	survey results update

Survey Instrument



Ballina Shire Council has commenced the Lennox Village Vision: The Future of Lennox Head Village Centre (LVV) project. The LVV project seeks to gather community feedback on issues and ideas for the Lennox Head village centre (defined as the area indicated in the image below). The information gathered through this consultation process will be used to guide Council decision making in regard to the future planning and development of the village centre's public spaces.

To assist with this process you are invited to complete this survey. This survey should take around 10 mins to complete. If you would like to be kept updated on the progress of this project, there is an option at the end of the survey to provide your email address.

Please see Ballina Shire Council's website www.ballina.nsw.gov.au for more information concerning the project, preliminary streetscape designs and concepts.



Responses to this survey will be used by Ballina Shire Council for the purpose of the LVV project. Email addresses if provided will only be used to give respondents ongoing information relating to the LVV project. Please refer to Council's website for information on how Council handles your submission and private information.

1 How do you use the Lennox Head village? (tick all that apply)

- I am a resident in the village centre
- I am a property or business owner in the village centre
- I use the services and places in the village centre (businesses/ shops/ restaurants/ parks/ beach)
- I work in the village centre
- Other (please specify)

2 How often would you visit the Lennox Head village centre?

- Every day
- 2-3 times a week
- Once a week
- Once a fortnight
- Once a month
- Holidays - more than once a year
- Once a year
- Less than once a year
- Never

3 When do you tend to visit the Lennox Head village centre?

- Weekdays
- Weekday evening
- Weekends
- Other (please specify)
- Weekend evenings
- Holidays
- All times - I live or work there

4 How long would you typically spend in the Lennox Head village centre?

- < one hour
- 1 - 2 hours
- 2- 4 hours
- > 5 hours

5 What mode of transport do you use to visit the Lennox Head village centre?

- Walk
- Bike
- Car
- Other (please specify)

6 How far are you willing to walk to your village centre destination?

- < 50m
- 50 - 100m
- 100 - 250m
- 250 - 500m (approximate length of the study area = 500 m)
- > 500m

7 What three aspects of the Lennox Head village centre do you value most?

- 1.
- 2.
- 3.

8 What three aspects of the Lennox Head village centre would you like to see improved?

- 1.
- 2.
- 3.

9 What three features/ elements would make the village a more appealing place to visit, shop, work or live?

- 1.
- 2.
- 3.

10 How important are the following for the Lennox Head village centre

3

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	Not at all important	Not so important	Somewhat important	Very important	Extremely important
Pedestrian safety and comfort (wider footpaths/ pedestrian road crossings, points/ shade/ seating/ footpath gradient/ wider pathways/ accessibility)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Cyclist safety and comfort (shared path connections/ slower traffic/bicycle parking)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Traffic calming elements (restricted speed zones/ shared pedestrian zones/ narrower roads)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Access to public transport (bus stops/taxi ranks)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Car parking spaces (in the village centre)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Street ambience (street trees/ landscaping/ street furniture)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Street vibrancy (footpath dining/ pop up spaces/public art)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Pathway connections to other areas in Lennox Head village centre (foreshore areas, Park Lane, Williams Reserve, Surf Club)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Inclusion of a 'village green' (open air public gathering/event/ performance space)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Other important aspects (please nominate)	<input type="text"/>				

11 How desirable are the following features or elements for the public space areas of the Lennox Head village centre?

	Not at all desirable	Not so desirable	Somewhat desirable	Very desirable	Extremely desirable
Wider footpath areas	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Protected road crossing points	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Restricted speed zones	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Pedestrian connections to Park Lane and foreshore areas	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Footpath dining space	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Footpath informal gathering areas	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Street furniture (seats, tables, shade structures)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Street trees and gardens	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Co locating southbound and northbound bus stops	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Provision of additional car parking spaces in Ballina Street	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Access to car parking spaces within 200m of the village centre	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Regulated parking turnover in the Lennox Village centre (timed/accessible/designated parking)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Better visual connection with the ocean and foreshore from Ballina Street	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Upgraded/ new playground facilities	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Nature/ adventure play space	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Upgraded picnic shelter in Lennox Park Reserve	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
New individual picnic shelters in parks	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Upgraded toilet facilities in Lennox Park Reserve	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Additional toilet facilities	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

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	Not at all desirable	Not so desirable	Somewhat desirable	Very desirable	Extremely desirable
Beach shower and changing facilities	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Establishing a 'village green' in Ross Park	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Public art elements/ sites	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Retaining painted plant pots in Ballina Street	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Bike parking	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Better beach access	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Inclusion of heritage interest points	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Other desirable elements or features (please nominate)	<input type="text"/>				

12 Do you have a preference about the type of street trees that would be appropriate for the village centre?

13 Where do you think is the best location for children's play equipment in the village?

- Ross Park
- Lennox Park Reserve
- Other (please nominate)

14 Are you familiar with the three streetscape designs and concepts that have been prepared for this project? (available on Council's [website](#))

- No
- Yes
- Not sure

15 Do you think a one way traffic flow option should be explored for street upgrade works for the Lennox Head village centre?

- Yes
- No
- Don't Know

16 Do you have a preference for a two way (current) or one way traffic flow design for Ballina Street and Park Lane?

- Two Way (current)
- One Way
- No preference
- Don't know
- Other (please specify)

17 Do you have a preference for any of the three streetscape designs provided as examples for this phase of the LVV?

- Design A (two way traffic flow with parallel parking) No preference
- Design B (one way traffic flow with angle parking) Don't Know
- Design C (one way traffic flow with parallel parking) Don't like any of them

18 If a one way traffic flow option is chosen, additional space could be provided for other elements. What would you prefer this space being used for :

- Car parking
- Public space for pedestrian/cycle pathways, landscaping, footpath dining, public art or street furniture
- No opinion
- Other (please nominate)

19 What is your postcode?

20 What is your age?

- <16 45 - 54
- 17 - 24 55 - 75
- 25 - 44 >75

21 If you would like to be kept informed on the progress of the Lennox Village Vision project, please include your email address below.

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22 Do you have any further comments or suggestions?

Thank you for taking the time to respond to this survey.