

Policy Title:	SERVICE AND COMMUNITY FACILITY SIGNS POLICY
Policy Subject:	Roads
Policy No:	#3989815-v4 – CP063
Directorate:	Infrastructure Services
Department:	Engineering Services
Section:	Roads
Responsible Officer:	Executive Manager Engineering Services
Authorised by:	Director Infrastructure Services
Adopted Date:	23 September 2020
Review Date:	23 September 2021
Amended Date:	
Risk Assessment:	Medium

OBJECTIVE

The objective of this policy is to provide a framework and direction for the management of service and community facility signs (also known as blue fingerboard signs) throughout the Council road network. It provides a definition for service and community facility signs and sets out eligibility criteria, ownership and administration process to guide the Community and Council when dealing with requests for new service or community facility signs. The policy aims to provide consistency and avoid sign proliferation.

POLICY

Philosophy

To ensure that service and community facility signs are managed to provide consistency to the travelling public, reduce signage proliferation and ensure the equity of provision of this type of signage, it is necessary to establish eligibility criteria and limit the types of service or community facilities that will be approved for the installation of this type of sign. The policy will provide a framework for the licensing of all approved signs to ensure ongoing standards and compliance requirements are met.

Council recognises that service and community facility signs are not intended to provide advertising for commercial enterprises. Rather, this type of signage is intended to provide guidance to commercial services for the use of the casual travelling public, typically on short notice, or in unexpected circumstances (for instance, after an unplanned delay in travel plans) and to non for profit community facilities utilised by large number of visitors from outside the local area.

A full list of eligibility criteria for Service and Community Signage recipients is listed in the *Traffic and Road Use Management, Volume 3 – Signing and Pavement Marking, Part 7: Tourist, Service and Welcome Signs* (TRUM Vol. 3 Part 7) and later in this policy.

It is also recognised that the amount of information that can be safely read and interpreted by a motorist is limited and the provision of too many signs of any kind can reduce the overall effectiveness of all signs, resulting in decreased safety of our road networks.

Role

The role of the policy is to set clear parameters and rules around the application, assessment, installation and ongoing management of service and community facility signage.

Authorities & ResponsibilitiesCouncil's Responsibilities

The Director of Infrastructure Service is responsible for assessing applications for service and community facility signs within Council's road network in line with this policy and other relevant legislation.

Due to legislative requirements relating to works within the Council controlled road reserve, Council shall be responsible for the installation, maintenance and replacement of approved signs under this policy, with all the costs for supply and installation recoverable from the licensee through the applicable fees.

Sign Licensee/Applicant Responsibilities

The applicant and licensee of a sign under this policy is responsible for:

- applying for the installation of a new service or community facility sign and paying the applicable application fee as detailed in Council's Schedule of Fees and Charges (adopted from time to time);
- all costs associated with Council's supply and installation of the requested sign upon approval of the application by Council;
- promptly notifying Council in writing of any changes to the nature of the facility the approved sign is related to, such as changes in name, or eligibility under the relevant guidelines. The licensee will also be responsible for the costs of any alterations required due to a change in facility name;
- promptly notifying Council of any damage to the sign or maintenance required to the sign;

ScopeService and Community Facility Sign Guidelines and Eligibility Criteria

Council has adopted the guidelines and criteria for service and community facility signage as developed by the Department of Transport and Main Roads (DTMR), published in their manual, *Traffic and Road Use Management, Volume 3 – Signing and Pavement Marking, Part 7: Tourist, Service and Welcome Signs* (TRUM Vol. 3 Part 7). A copy of this manual is available from the DTMR's website at <https://www.tmr.qld.gov.au/>.

In addition to the specific criteria outlined in the TRUM Vol. 3 Part 7, the following general requirements and criteria will apply to all applications for service or community facility signs.

- A maximum of three service and community facility signs will be installed at any one intersection;
- A maximum of two service and community facility signs will be installed for any one destination;
- All signs approved under this policy must comply with the Manual of Uniform Traffic Control Devices (MUTCD), Part 5: Street Name and Community Facility Signage as harmonised with Australian Standard AS 1742.5-2017.

Application

Initial application fee will apply for all service or community facility signs, and the applicant will be responsible for the costs of the manufacture, installation and any replacement costs. Costs of any maintenance required during the life of the sign (graffiti removal, or minor damage) will be at Council's expense. Non-for-profit facilities may have their fees waived through application of the Fees and Charges Waiver or Reduction Policy.

The application fees are linked to Council's annual fees and charges review and the current fee amount can be found in Council's Schedule of Fees and Charges.

Relocation of Existing Approved Community Facility Sign(s) due to Change of Facility Address

Where a facility with an existing, licensed service or community facility sign relocates to a new address, the applicant shall notify Council in writing of the change, and shall submit a new application for the relocation of the signs (with payment of the applicable application fee). The existing approval and license is not transferrable to a new location, as site conditions at a new location may not be suitable for the relocation of the existing sign. Where the service or community facility sign is no longer required, the applicant shall advise Council in writing and shall be responsible for Council's costs to remove the sign.

Unapproved Service and Community Facility Signs

Where a sign is installed without approval, Council will attempt to identify the facility the sign refers to and make contact with the owners to discuss options. Where an unapproved sign is installed that would not meet the eligibility requirements outlined in this document, the sign will be removed by Council's operations crews as soon as practical. Where an unapproved sign may meet the eligibility criteria, the facility owner will be given the opportunity to submit an application to approve the sign through the payment of the applicable application fee.

Council Discretion

As road manager, Council reserves the right to install and remove any service or community facility sign approved under this policy at Council's discretion. Reasons for removal may include, but are not limited to:

- changes or upgrades to the road network;
- changes to eligibility criteria as set by the DTMR;
- failure of a licensee to complete the required renewal process within the defined timeframes;
- changes to the operation of the facility that alter eligibility;
- the permanent closure of the facility.

Where removal of an existing approved sign takes place due to the reasons listed above, all reasonable efforts will be made to advise the sign owner prior to the removal of the sign.

To ensure compliance with this policy and other relevant conditions, Council will at times conduct an audit of service and community facility signage in Council road reserves.

Variations and Exclusions

Any variance from this policy may only be approved by the Council or a nominated delegate. The Council or nominated delegate when considering a variance of this policy will assess;

- the nature of and reason for the variance;

- that there are such circumstances or conditions that the strict application of the provisions of this policy would clearly be impracticable or unreasonable;
- that the granting of the specified variance will not be detrimental to the public welfare or injurious to other property in the area;
- that such variance will not violate other Council policies or legislative requirements.

A permit or application under this policy cannot authorise work that is;

- the installation of a community facility or service sign on a state controlled road (contact the DTMR for advice);
- the installation of a community facility or service sign on private property or land that is not under Council's ownership, control or custodianship.

Reporting Standards

Council will develop and hold a register of approved community facility or service sign locations, the related property details, the purpose of the signage and the entity that is responsible for the payment of the sign(s) for the purposes of auditing and recovery of fees.

Relationships

Nil

HEAD OF POWER:

Local Government Act 2009

RELATED LEGISLATION:

Local Law 1 – Administration

Local Law 4 – Local Government Controlled Areas, Facilities and Roads

RELATED DOCUMENTS (LOCAL LAWS, POLICIES, DELEGATIONS, ETC):

DTMR's Traffic and Road Use Management, Volume 3 – Signing and Pavement Marking, Part 7: Tourist, Service and Welcome Signs

DTMR's Manual of Uniform Traffic Control Devices, Part 5: Street Name and Community Facility Signage

Australian Standard AS 1742.5:2017 - Manual of uniform traffic control devices - Street name and community facility name signs

Fees and Charges Waiver or Reduction Policy (EDoc Ref: #3399073)

ATTACHMENT TO POLICY:

Application for Service/Community Facility Signage

DEFINITIONS:

Service Sign – means signage, primarily used to guide tourist to their destination. Service signs are not intended for use at facilities that motorists can see well in advance and with the ability to erect property signs or that are located in areas where it is reasonable to expect such services. Australian

Standard AS 742.6 has a number of standard symbols for use on service signs to describe the service. These symbols are an effective way of communicating with drivers and, in many cases, these standard symbols are used instead of words. Refer eligibility criteria below

Community Facility Sign – means signage that is used for facilities that are generally non-commercial based, which are likely to be sought by a significant number of visitors. Refer eligibility criteria below

State Controlled Road – means a road under the management authority of the State of Queensland – as per the Transport Infrastructure Act 1994.

TRUM – means the Manual for Traffic and Road Use Management, Queensland Transport and Main Roads.

SERVICE SIGNS**Eligibility Criteria****Accommodation**

Directional signing for accommodation is provided to inform casual travellers that suitable facilities are available to meet their overnight needs (that is, for informational, not marketing, purposes). Directional signs are not intended to promote an accommodation facility or to enable the accommodation industry to increase patronage.

To ensure consistency, accommodation businesses seeking signs must meet the core criteria outlined at Section 6.2.1.1, of TRUM Vol. 3 Part 7 while also satisfying all specific criteria outlined in the relevant category of Section 6.2.1.3 TRUM Vol. 3 Part 7.

Core criteria

Signs may be provided to accommodation facilities that comply with the following conditions:

- dedicated to providing for the needs of short-term tourists (allow overnight stays)
- well-established, have been operating for at least six months and open daily
- available to the general public (that is, not exclusively for coach tours and other organised groups)
- pre-booking must not be required
- meet all statutory state and local government regulations and planning requirements
- located within suitable distance of a state or regional road (the distance along a side road to the establishment should not exceed five kilometres), and
- be distinctly signed at the property entrance, so that the facility is easily identifiable by passing motorists.

Desirable criteria

Operators of accommodation facilities wishing to obtain signs are also encouraged to meet the following:

- be quality assured – accommodation providers should aim to be assessed by an independent accreditation program (for example, AAA Tourism, Eco Tourism Australia, and so on)
- be a member of a recognised local, regional or peak sector tourism organisation
- show a location map of the property on brochures and other marketing collateral (for example, website), and
- be listed on the database of the nearest Accredited Visitor Information Centre.

Specific criteria

Refer to TRUM Vol. 3 Part 7 for details of the specific criteria related to the following uses;

- Caravan sites
- Camping sites
- Backpacker accommodation
- Bed and Breakfast (B and B)
- Farm stays / host farms
- Self- contained

Tourist / visitor information radio - Refer Section 6.2.2 in TRUM Vol. 3 Part 7

Minor airports / aerodromes - Refer Section 6.2.3 in TRUM Vol. 3 Part 7

Tourist information facilities - Refer Section 6.2.4 in TRUM Vol. 3 Part 7

COMMUNITY FACILITY SIGNS

Eligibility Criteria - Community facility signing is used for facilities that are generally non-commercial based, which are likely to be sought by a significant number of visitors. To ensure consistency, community facilities seeking signs must be included in the list following and meet the relevant requirements as outlined in the Table below taken from Table 6.2.5(A) of TRUM Vol. 3 Part 7 - Tourist, Service and Welcome Signs

Community facility	Specific requirements
Churches	These may be provided on request from the church where it is not readily visible from the road. A denominational name may be included on the sign.
Civic centres and town halls	These may be signed by name.
Tertiary educational institutions	These may be signed by name. Primary and secondary schools should only be signed if they have some special facility sought by significant numbers of visitors to the area.
Golf courses	These may be signed where the golf course is not readily visible from the road or the route to the entrance is not obvious, and caters for members of the public. Golf courses are to be signed using the symbol S28 (as shown in Table 6.2.5(B)) in the TRUM Vol. 3 Part 7, and not the golf course name.
Hospitals	These may be signed by name. Symbol S1 in the TRUM Vol. 3 Part 7 is only to be used where the hospital provides a 24-hour emergency service.
Libraries	These may be signed where the library is not readily visible from the road or the route to the entrance is not obvious.
Non-profit institutions	These may be signed where the institution is not readily visible from the road and they are used by a significant number of visitors to the area.
Parks	These may be signed where the park is not readily visible from the road and they are used by a significant number of visitors to the area.
Police stations	These may be signed where the police station is not readily visible from the road.
Post offices	These may be signed by name where the post office is not readily visible from the road.
Public toilets	These may be signed whereby the toilet facilities are accessible 24 hours per day / seven days per week.
Railway stations	These may be signed by name where the station is not readily visible from the road.
Recreation centres (for example, tennis courts)	These may be signed where the recreation centre is not readily visible from the road and they are used by a significant number of visitors to the area
Rural fire stations	No criteria apply.
Shopping centres	These may be signed where the centre is not readily visible from the state or regional road, or where the centre is visible from the state or regional road, but the route to the centre is not obvious. Signs are only provided if the distance from the state or regional road to a regional shopping centre is not greater than 2 km or the distance from the state or regional road to a local shopping centre is not greater than 1 km. The name of the shopping centre would only be shown on the sign if there could be confusion as to which shopping centre the sign references. The destination town centre is preferred in towns and smaller provincial cities.
Sports facilities	These may be signed by name, if they are used by a significant number of visitors to the area.
Swimming pools	These may be signed where the swimming pool is not readily visible from the road or the route to the entrance is not obvious, when it caters for members of the public and is open to casual visitors, and is used by a significant number of visitors to the area.
Theatres / performing arts centres	These may be signed where the centre is not readily visible from the road.

Refer to Table 6.2.5(B) of the TRUM Vol. 3 Part 7 for symbols that illustrate and give the meaning of all standard symbols, which are specified for use on white on blue service signs.

Service and Community Facility Signage Application

INFORMATION SIGN APPLICATION - NEW

Use this form when:

Requesting a new information sign

Requesting the relocation of an existing information sign

Requesting the replacement of an existing information sign

Name of Applicant
Or Company, Association
Address of Applicant
Contact Telephone Number	(Home)..... (Work).....
Has Applicant read Information Sign Policy	<input type="checkbox"/> YES <input type="checkbox"/> NO
Location of Information Signs Requested	1 2
Text required on sign/s	

Please provide a sketch of the locations and signs in the space on the back of this form:

NOTE:

Information Signs are provided in accordance with Council Policy, the Manual of Uniform Traffic Control Devices (MUTCD) and is subject to the availability of position. The time taken for the works to be carried out is dependent upon the resources of the Fraser Coast Regional Council.


Please draw sketch of proposed sign and location:

OFFICE USE ONLY

	Date		Date
Date Inspected		Date Processed	
Date Ordered WR NO.			
	Yes/No		Yes/No
Commercial		Community	
Local Road		State Road	
Meets Policy Specifications			
Request Approved			

PREFERRED RESPONSE METHOD: Mail OR Email OR Fax

Methods of Payment

<p>In Person At a Council Office Present this form intact with cash, cheque, EFTPOS or credit card at Council offices between 8.15am-4.30pm Monday – Friday</p>		<p>By Mail Post with cheque/money order only to:- Chief Executive Officer Fraser Coast Regional Council PO Box 1943 HERVEY BAY QLD 4655</p>
--	---	---

OFFICE	USE	ONLY
Receipt to: <i>1rRoads Income</i>	Amount: _____ R/Number: _____ Date: _____	