
Sent: 1/03/2021 3:06:32 PM
Subject: Re: DA2020/1247 Child hit by car 7 Eleven Dee Why

On Mon, Mar 1, 2021 at 3:03 PM Richard Buzas <richardabuzas@gmail.com> wrote:
Dear Concerned Parties,

On Feb 9, 2021 at 823am my son was struck by a car as it exited the 7 Eleven petrol station on the corner of Pittwater Road and Hawkesbury Avenue, Dee Why. I have identified a number of preventable factors as concerns that led to this accident happening. Thankfully my son only sustained what appears to be soft tissue damage at this stage, however this accident could have been a far worse outcome as he was thrown onto the road. It was just lucky the cars that were driving along Hawkesbury Ave saw him and had time to stop. This could have been completely avoided if 7 Eleven had taken action for an issue that had been identified and raised on a number of occasions by the franchisee, dating back 10 years. You only need to stand on the corner for 15 minutes, any day of the week, to get an understanding of how high the rate of vehicles driving through the site is, and how this high risk activity was identified and raised but ignored until there was an accident. There needs to be immediate action, with proper risk assessments and implementation of risk mitigation controls. I understand there is current DA at council, however making changes to reduce the risks of this accident happening again should not wait until the works have started.

The factors I have identified that led to this accident:

- Vehicles illegally driving through the site to avoid the congestion or redlight. In this case the accident has been reported to the police and they are undertaking their investigations in relation to the driver.
- Vehicles easily drive through the site to avoid the congestion or red lights. There is nothing to discourage this behaviour or make it safe for pedestrians, particularly on Hawkesbury Avenue.
- Vehicles travel through the site at an unsafe speed with nothing to slow them down, particularly at exit entry points. I believe there should be at least 1 speed hump at each access point on Pittwater road and 2 speed humps at the access to Hawkesbury Avenue. I have been told that there may be an issue for the fuel tankers who use the Hawkesbury Avenue driveway to access the site, however I am not sure if that's a concern if they can get over the dip in the road as they cross the foot path then speed humps should not be an issue to get over. There are options for speed humps that don't create a trip hazard.
- The angle of the access from the 7 Eleven to Hawkesbury avenue is similar to a merging lane from the petrol station on the to road. This also makes the drivers look even further right than normal, making it even more unlikely to easily look left. The driver of the vehicle that hit my son didn't look left at all and neither did all the other drivers I observed when standing and watching the driver behaviour in subsequent days. The wall near the corner also makes it a blind spot when it comes to pedestrians coming up the street and I'd be surprised if there haven't been previous, unreported incidents or close calls. The design/layout of that access point can also be changed to make it a less desirable way to go while still maintaining the access.
- Another concern, aside from the site being used as a shortcut, is the fuel tanker access, I have been told they drive the back streets through the built up area of Dee Why (east side of Pittwater road) to enter the petrol station to deliver fuel. This is

something that should be looked at as part of the DA as the tankers shouldn't be driving that way with that load type. I recently observed one of the tankers, dual trailer parked near the corner facing towards Pittwater road, aside from driving the back streets, the tanker couldn't have parked in that position. I don't believe it could have turned right off Pittwater Rd into Hawkesbury Ave and left into the driveway.

In a 15 min period when I stood and filmed from the corner, I observed no less than 5 vehicles drive through the site without stopping. This is obviously a historic and ongoing issue that needs to be addressed. When looking at it from a risk assessment point of view, the likelihood of a vehicle driving through the site to use it as a shortcut is almost certain and the consequences could be moderate to catastrophic, giving a high to critical risk outcome, which should be actioned immediately.

Considering the seriousness of this incident and the stress and anxiety we have experienced as a family since our son was hit by the car, I have been very disappointed with the response from 7 Eleven since the incident 3 weeks ago. When I initially called the customer service hotline I was told I wouldn't be able to speak with anyone and that the info would be simply passed on and I would have no further information on the matter. I was insistent that someone called me who could address this situation properly. I spoke with Howard Nelson and Charles Griffin briefly in the days following and the only thing I have heard since was from Charles to say I wasn't allowed to get a copy of the footage of the accident and that I wasn't entitled to be kept informed of what the risk mitigation and control measures were going to be or when they might happen. To this date, 3 weeks later, there have been no changes at the site to resolve this issue.

As this issue was raised and not addressed for many years and the dismissal by 7 Eleven of me as a resident, customer, council rate payer and parent only leads me to believe that 7 Eleven has a lack of care for the general public and their safety. As I have said to both Mr Nelson and Mr Griffin, I hold 7 Eleven primarily accountable for this situation as it could have been avoided had action been taken a long time ago. I believe some other sites with similar drive through issues have had proper risk assessments completed and risk controls implemented however the same issue hasn't been addressed at many other locations including the Dee Why store.

Could the council also have the above identified concerns included in the current DA #2020/1247 for this site, so the necessary safety issues are addressed. I understand submissions have closed however this is an important issue that needs to be addressed as part of the DA. Any work to reduce the risk of cars driving through the site should not wait for any development to commence.

My motivation at this point is to hold 7-Eleven accountable for their lack of action and to have this issue resolved at this site and any other sites with similar access points so this doesn't happen again especially with the potential for a far more serious accident. I would appreciate, and expect an adequate response to my concerns.

Regards
Richard Buzas