



Plan of Management



Controlled car parking at Westfield Warringah Mall

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connecting and enriching communities.*



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Summary of the controlled parking system

The proposal is to replace the existing ticketed car park control system with a ticketless car park control system at Westfield Warringah Mall, covering the entire site, including the pad site locations (i.e. Bunnings, Aqua Culture, Vale Medical Precinct etc)Warringah Mall.

The new system will incorporate a number plate recognition system, which would be installed at each of the entry and exit points to the car park.

It is intended that customers will continue to be offered a three hour period of free parking, with parking charges to apply at time increments in excess of the free period.

The system operates with automated pay machines, positioned at common access points to the centre, to validate and pay for parking, if required.

On arrival, customers will drive directly into the car park with the car park control system registering the number plate of their vehicle. There are generally no boom gates on entry lanes to the car park – however these are installed on some entry lanes to prevent vehicles intentionally leaving through the entry lane to avoid payment, which can create safety issues.

On exiting the car park, if the customer has stayed less than the period of free parking, then they are not required to go to an automated pay machine.

The number plate recognition system will note that the customer has stayed within the free time period and open the boom gate for the customer to exit without any interaction with the customer.

If the customer has stayed longer than the period of free parking, they have the choice of either pre-paying for parking at an automated pay machine as they walk to their car or completing the transaction at the exit to the car park, via the use of a

contactless credit/debit card reader at the boom gate.

The proposed car park control system will include 11 ticketless control entry lanes and 19 ticketless control exit lanes.

The introduction of the ticketless car park control system is designed to:

- improve access arrangements for customers, without the need for entry control gates and parking tickets;
- ensure a turnover of shopper parking spaces;
- improve car park efficiency and internal circulation;
- improve parking utilisation;
- enhance security;
- discourage long-stay parking;
- manage staff/tenant parking to less convenient shopper parking spaces.

Time Check

As customers do not receive a printed ticket on entry, the system can provide them with their elapsed time in several ways:

- All entry lanes are equipped with a digital display which confirms the time of entry.
- At all automated pay machines located at major access points to the centre, you can enter your number plate and it will confirm your elapsed time.
- At all centre directories located in the centre thoroughfares you can enter your number plate and it will confirm your elapsed time.

Payment Methods

If the customer's visit to the car park is within the free parking period provided, the customer can proceed directly to the exit gate. The parking system will



recognise their licence plate number and the boom gate will automatically open.

If the customer's visit to the car park is over the free parking provided, they can head to one of the many automated pay machines, enter their licence plate number and pay the parking fee. All automated pay machines are equipped with cash payment facility and a compliant EMV credit/debit card unit which allows customers to pay by inserting their credit/debit card or by using tap as you go.

Alternatively, the customer can drive to the exit gate where the system will recognise their registration plate and request any outstanding payment. The customer can make the payment via the compliant EMV credit/debit card unit through inserting their credit/debit card or by using tap as you go.

Additionally, customers also have the option to register a credit card against their vehicle through our Westfield App for any parking fee to be automatically deducted from their credit card.

Turnaround & Re-Entry Management

The ticketless car park control system has a turnaround prevention system that discourages long stay parkers from exiting the car park and immediately re-entering to 're-start the clock', as they could in a traditional ticketed parking environment. The system does this by combining the parking time accumulated in both trips and bases the charge on that aggregated time.

To allow genuine customers to visit the centre multiple times in one day the system has a programmable re-entry time – that is the minimum time the vehicle must be out of the centre before it will re-start the allowed free parking time.

The re-entry time will be set at 45 minutes which is the standard across the Scentre portfolio. This period can be altered by the Centre Management team to respond to

localised operating conditions if required. The re-entry period is advised to customers through the terms of conditions displayed at car park entries, and on the website of the centre.

Hours of Operation

The ticketless car park control system will operate 24 hours a day, however, it is intended for parking to be free for customers who enter after 6pm. This is intended to encourage evening trade in dining and entertainment and this concession is reviewed periodically.

All exit gate and pay machine devices are equipped with intercom functionality that connects them to our centralised Customer Care Centre where trained customer service representatives will assist with their enquiry. For after-hours, the intercom links to the overnight security team.

Security Measures

The ticketless carpark control system provides CCTV surveillance monitoring system to all devices and can be used to document vehicle accidents, vandalism, adverse behaviour and to assist police with any vehicles of interest.

All device intercom points will connect to a live person 24 hours per day.

Parking Guidance

The objective of parking guidance is to provide directional signage to guide customers to the available car parks and/or bays.

Warringah currently has a bay level parking guidance system in some high use areas of the existing car park. This will be supplemented with some area-based counting solutions and signage to help better connect customers to available parking areas.



Retail Staff Parking

Retail staff / tenants generally are encouraged to park in designated parking areas. These areas are generally located in areas that are easily separable, and which are less convenient parking locations for retail customers.

These parking areas are controlled by the number plate recognition system and a concessional fee structure is applied for eligible staff who park in the designated areas.

There will be four staff parking areas at Warringah Mall, as shown in Figure 1

Areas A, B, C, & D will be 'co-mingled' areas, where both customers and staff will be able to park in the area. Licence plate cameras at the entries and exits to the co-mingled areas will validate the

concessional parking rate for staff. As there are no boom gates on these areas there is no interaction or restriction for customers.

Co-mingled areas are utilised as they maximise the utilisation of parking spaces, whereas nested areas can cause vacant spaces at times when customer demand is high (for instance on weekends when customer demand is high, yet staff demand is low as there more casual retail staff, who tend not to drive in comparison to permanent retail staff).

Retail staff / tenants generally must register their details online to gain access to the concessional parking rates and nested areas. Westfield staff can also facilitate this registration at any concierge desk in the centre.

Figure 1: Retail Staff Parking Locations

