09 July 2020

Marcel Batrac Dee Why RSL 932 Pittwater Road Dee Why NSW 2099

Dear Marcel

## 1. Dee Why RSL Car Wash

#### 1.1 Background

**ptc.** have been engaged by Dee Why RSL to review the existing car wash facility located at 825-831 Pittwater Rd, Collaroy NSW 2097. This review takes into account a number of factors, including the physical arrangement in reference to relevant Australian Standards (AS2890 Series), driver communication through signage and line marking, as well as driver behaviour.

It is understood that the facility generates some vehicle queueing during peak business hours, affecting the internal operations of the site, as well as the operation of Pittwater Road, a state-controlled arterial road. This is attributed primarily to the highly limited trafficable area on-site available for vehicles to wait, combined with the following items:

- Minimal or unclear signage and line marking to clearly instruct drivers on their course of action based on their desired service (autowash or selfwash);
- The current queue arrangement is not based on 'first-come-first-serve', but rather a 'luck of the draw' scenario, based on which washbay you chose to park behind, and how quickly that particular washbay becomes available. As a result, rather than moving forward to a parking bay and risk selecting a slower option, drivers tend to wait in the driveway to take the first available washbay and congest the site.

### 1.2 Proposed Arrangement

The proposed arrangement involves a number of measures, including physical alterations to the site, simple signage and line marking and a revision of the brand-based signage design. Figure 1 illustrates the proposed arrangement.

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ptc.



Figure 1 - Proposed Arrangement

The new arrangement will increase the capacity by approximately 80% - 100% before obstructing internal functions. This will assist in reducing the risk of queueing onto Pittwater Road. Furthermore, this arrangement also represents a first-come-first-serve solution, which will improve customer satisfaction and change the current behaviour of waiting at the driveway.

To achieve this arrangement, the landscaping is to be reduced to allow for a separate lane to be created for auto wash bays 1 and 2 and the driveway will need to be widened to 6m.

A swept path assessment was undertaken for the new lane and is provided in Attachment 1.

### 1.3 Conclusion

It has been observed that the current Dee Why Car Wash generates some queueing extending beyond the driveway and onto Pittwater Road, blocking the bus lane during peak times. By widening the driveway and reducing the landscaping to increase the hardstand area this allows a separate lane to be created for the auto wash bays 1 and 2. This along with an improved queuing system will assist in reducing on street queueing at peak times.

Yours faithfully

Aaron Pau

Document Control: Prepared by AP on 9 July 2020. Reviewed by AM on 9 July 2020.

# Attachment 1– Vehicle Swept paths





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