

# Operational Plan of Management

## On Course Tours and Travel

11 Tepko Road, Terrey Hills

Lot 14 DP 255912

## PRELIMINARIES

### A. Development to Which this Plan Applies

This plan applies to the *bus depot* at 11 Tepko Road, Terrey Hills. The property is legally described as Lot 14 in Deposited Plan 255912.

### B. Description of development

Development consent is for a *bus depot and signage*.

### C. Objectives and Scope

The primary purpose of this plan is to ensure that the *bus depot* maintains appropriate operations that satisfy the development consent and in accordance with the environmental characteristics of the property. To achieve this, the following matters have been considered:

1. Hours of operation
2. The nature of the business / land use
3. The nature of onsite parking demand
4. Bus parking and manoeuvring
5. Allocation and management of onsite bus staff car and parking
6. Acoustic management
7. Induction of new bus drivers
8. Annual certification
9. Complaints management
10. Plan of Management Review

A copy of the development consent for the operation of the bus depot and this Operational Plan of Management will be kept on-site and made available to Council Officers upon request.

The Applicant will accept compliance with this Operational Plan of Management as a condition of Development Consent.

Staff, as part of their induction, are to be advised of the Operational Plan of Management will be reasonably expected to know of its requirements

## **1 Hours of operation**

- Office operations 8 am to 6 pm Monday to Friday
- Bus operations seven days per week 7 am to 6 pm involving departure and arrival by each bus driver.

## **2 The nature of the business / land use**

On Course Tours and Travel is a charter bus travel company offering a small fleet of 10 buses for group and individual travel.

The core services of the business are divided into two broad categories being local chartered bus trips, mainly within the Greater Metropolitan Region and regional, interstate travel.

Local trips typically involve providing bus services for various Probus groups, local sporting clubs and teams, local retirement villages including trips to local shopping centres and excursions, School trips and excursions etc.

Regional and interstate trips for extended time periods and involve bus-based travel packages for both groups and individuals. A schedule of months and destinations are available at this link: [http://www.oucursetours.com.au/extended\\_tours.html](http://www.oucursetours.com.au/extended_tours.html)

The business has other related services like:

- a day tour 'club' offering day bus trips tours for individuals and groups within the community
- an extended tours program involving trips further afield (e.g. Western Australia) for up to 6 weeks duration. In these instances, vehicles are away from the depot for 1, 2 or up to 6 weeks at a time.

The bus fleet comprises a total of 10 buses including four coaches, two buses, four minibuses including 22 seater, 21 seater, 13 seater, and 11 seater

Due to the nature of the business this small-scale *bus depot* is significantly different to, for example, the STA depot at Brookvale or the Forest Coach Lines depot at Terrey Hills. It does not operate daily time tabled bus routes – therefore it has a low frequency and volume of trips to and from the site. Extended tours (range from approximately 1 – 6 weeks) to regional areas and interstate meaning that these buses have extended periods away from the depot.

### 3 Supply and demand of onsite parking

#### On-site parking configuration plan

A total of ten (10) bus parking bays will be made available to accommodate the 10 buses and six (6) linemarked staff car parking spaces will be provided at the property in accordance with the layout indicated on Figure 1.

To accommodate the infrequent need to ‘shuffle’ vehicles within the property, spaces no.5 and 6 will be allocated as ‘standby’ parking spaces.

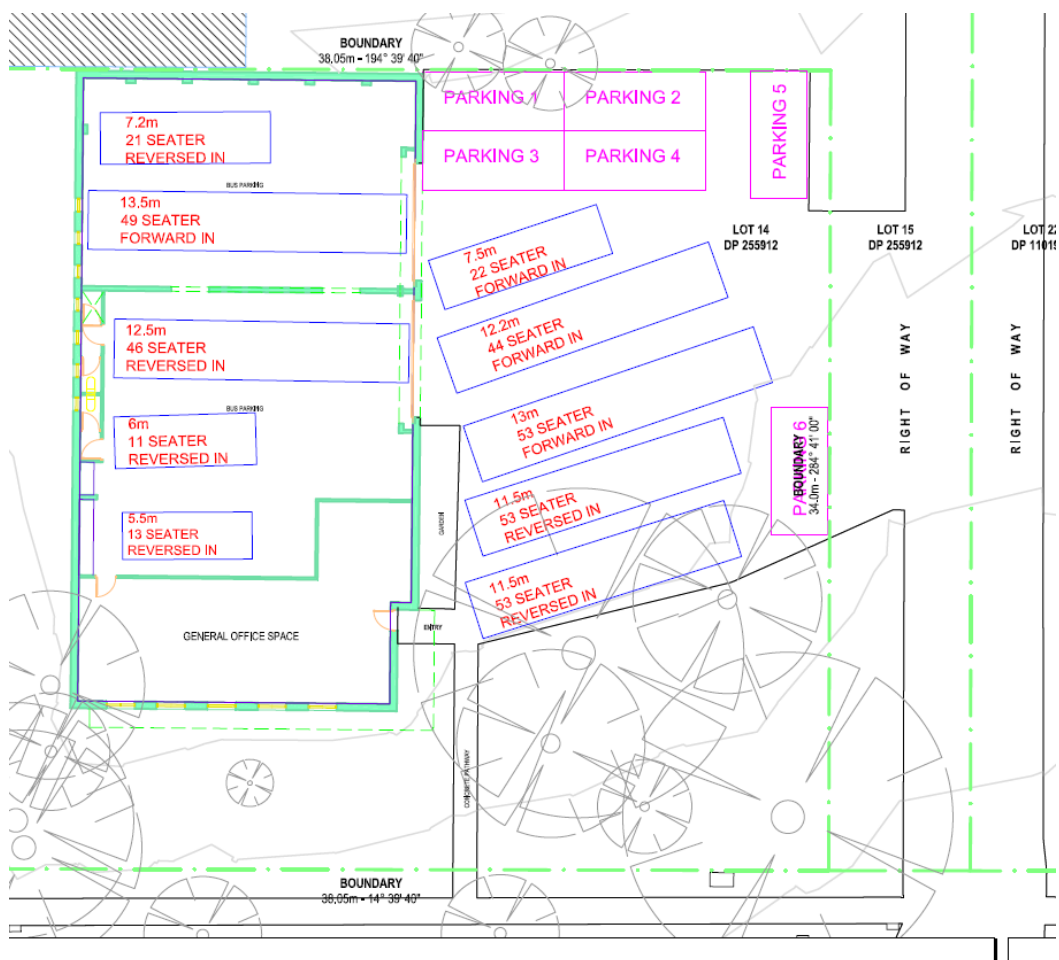


Figure 1 – onsite parking configuration

### **On-site parking operation/demand**

During regular operations, as buses depart from the property, the demand for staff parking for bus drivers progressively increases as the need for Bus parking diminishes. When this occurs, bus drivers' cars replace the buses that are going into use. When all buses are in operation / use, the demand for staff parking for bus drivers will be at its peak (i.e. all drivers' cars parked on the allocated bus spaces or the available dedicated staff spaces).

Conversely, as buses return to the property, the demand for staff parking for bus drivers progressively diminishes, to the point that, when all buses are on-site, the demand for staff parking for bus drivers is nil (i.e. each driver departs from the property by his/her own vehicle as they return the buses to the allocated space).

As there will be 10 bus spaces available at the property for drivers to park their own cars as they assume duty, there will be 6 spare staff parking spaces available for the occasional need to shuffle parked vehicles.

## **4 Bus parking and manoeuvring**

As a bus depot there is no need for separately accessible parking spaces for either buses or staff parking. There is an acceptance that staff will be employed to coordinate the bus arrivals/departures in accordance with bus trip scheduling and the on-site parking configuration plan.

Bus parking and manoeuvring will be undertaken on the site in the manner described within Section 5 below.

This parking configuration will be displayed on a plan in a suitably visible location within the office and internal parking area of the property.

## **5 Management of onsite car and bus parking**

The allocation and management of onsite car and bus parking within the depot will adopt the following principles:

- i. Staff parking spaces No. 1 to 4 will be prioritised for office staff.
- ii. Standby spaces No. 5 and 6 may only be occupied temporarily by the arriving drivers' cars while they or an office staff manoeuvre the allocated buses away from their allocated bays.
- iii. Once the buses are vacated from the allocated bays, the staff drivers' cars must be moved to the vacated bus bays.
- iv. The staff drivers must inform the office staff to vacate their vehicles from the bus bays prior to approaching the property, and park their

vehicles in the standby/staff spaces to allow the buses to enter and exit the property/depot with minimal delays.

- v. The operator will endeavour to schedule its bus arrivals/departures with a minimum interval of 20 minutes to prevent the concurrent arrival/departure of more than two (2) buses and make allowance for on-site vehicle parking manoeuvres.
- vi. The management will commit to undertake an annual review of its onsite parking management strategy and make adjustments as necessary to ensure the amenity of its staff members and surrounding road users.

## **6 Acoustic Management**

Potential for acoustic impacts have been considered in the operation of the proposal.

It is noted that the business has been operation upon the site since October 2010 and operated without any concerns being raised in relation to amenity impacts from neighbouring property owners or residents. Notwithstanding, the following acoustic mitigation measures are to be implemented and maintained:

- Signs will be erected on the site to remind staff of minimising noise before 7am and after 6pm.
- Usual bus operations  
On a typical day there would be no buses or coaches leaving the depot before 7.00am. In a typical week there may possibly be up to 2, and in a typical month, up to 8 buses departing the depot before 7AM.
- Early start-up  
Most bus departures occur after 7AM.  
Buses starting up before 6AM is rare. It would be difficult to envisage more than 1 per month and to minimise any noise impact it is manoeuvred to ensure an easy exit the day prior. Rarely the business may be requested by State Rail to help in an emergency if trains are not able to operate which may occur early in the morning.
- Buses have minimal idling time  
As per our operating and driver induction manuals, noise is to be (and has been for the last 10 years) kept to a minimum. Start-up procedures allow

for an idling time of 3 minutes prior to departure and 2 – 3 minutes on return.

- Frequency / Times when all buses parked at the Depot?

Usually the only time that all buses would be parked at the depot would be over the Christmas / New Year break. During this time our office is closed therefore there is no requirement for staff car parking

## **7 Induction of new bus drivers**

A program of inducting new bus drivers and office staff will be undertaken in relation to onsite parking arrangements and noise minimisation as described above. As a minimum this will include instructions as to:

- Bus and car parking configuration on the property
- Operations in relation to on-site manoeuvring for staff vehicles and buses.
- Noise minimisation measures

## **8 Annual Certification and Maintenance**

Annual certification of Fire Safety Equipment to be carried out by an appropriately qualified fire consultant.

Emergency systems are maintained as part of a maintenance contract by a qualified company. All equipment will be tested and checked in accordance with the relevant Australian Standards. Any faults are documented and rectified immediately. These checks take place, weekly, monthly, bi-annually or annually depending on the required frequency.

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## **9 Complaints Register**

The manager will be available between the hours 9:00am to 3:00pm, Monday to Friday, to deal with any complaints or incidents that occur on the premises.

A complaints register will be established and maintained. The register will contain: -

- Complaint/Incident date and time
- Name of person/police/council making the complaint or notifying of the incident
- Contact details

- Nature of the complaint/incident
- Action taken (by whom and when)
- Outcome and/or further action required

All complaints shall be dealt with by management with 48 hours of notification.

The complaints register is to be made available to Council, Police or other authorised person upon formal request.

## **10      Operation Plan of Management Review**

This Plan will be reviewed on an annual basis. Management will be responsible for overseeing each annual review and making changes to the Plan as necessary. The review will be commenced one month prior to the end of each financial year and will be completed by June 30 of each year.

The review process will incorporate any operational changes which have been adopted throughout the preceding year. At the time of preparation of the review consideration will also be given to the environmental controls in place to ensure that each is still relevant to the activities being conducted on the premises.

Following the initial review, a draft copy of the Plan, as amended, will be forwarded to Council for comment. Any comments/ recommendations will be incorporated prior to formal adoption. Reasons for alterations to the Plan will be documented.