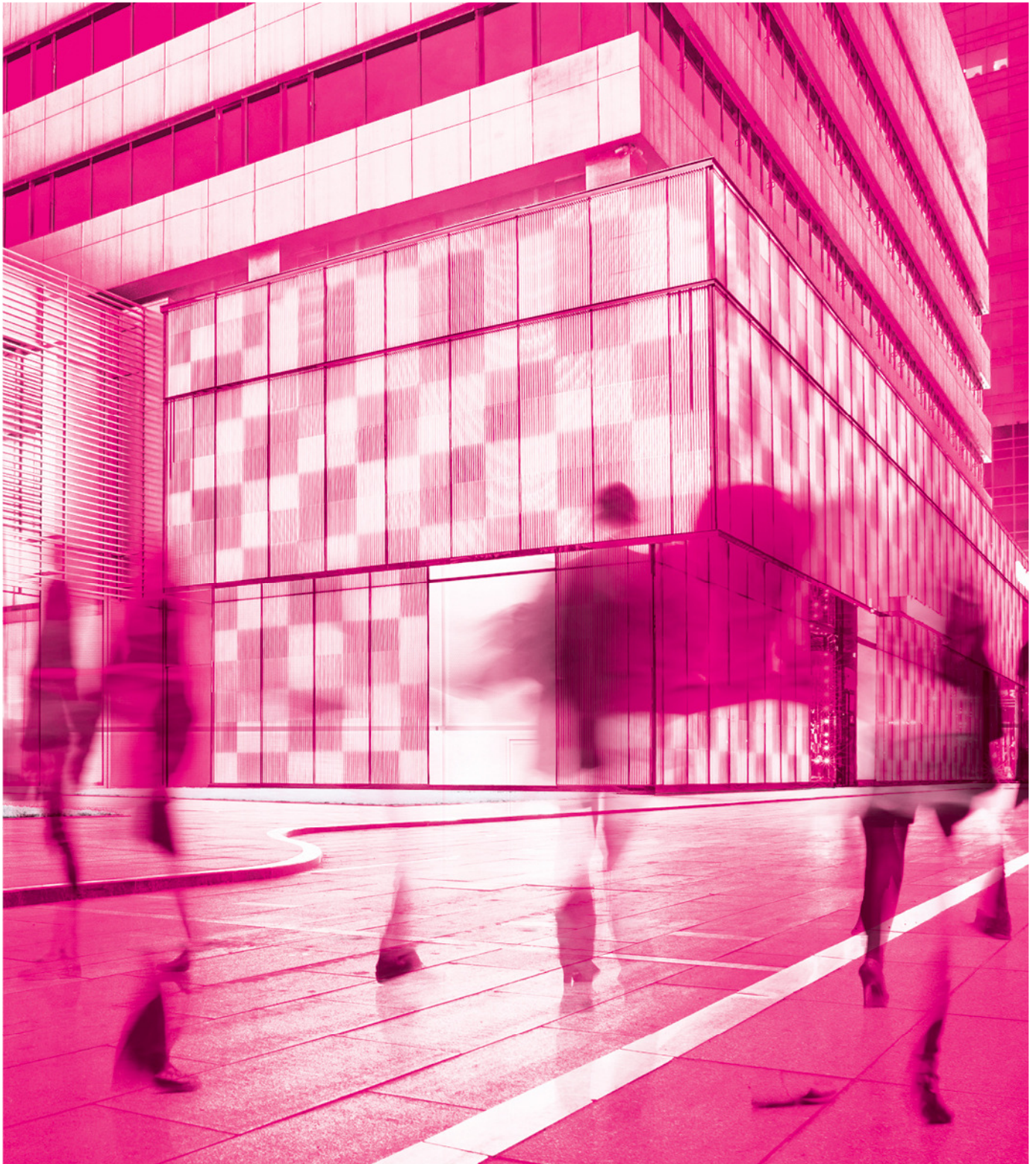




Operational Management Plan;

Dee Why Grand Car Park

For ISPT

16 December 2020

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Document Control

Dee Why Grand Car Park, Operational Management Plan

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1. Introduction

This Operational Management Plan ("OMP") governs the operations of the public car park located within the Dee Why Grand development ("Dee Why Grand") located at 834 Pittwater Road, Dee Why.

The OMP is prepared in accordance with Condition 2 of Warringah Council's ("Council's") Notice of Determination for Application Number DA2010/0917 ("Notice of Determination"). The determination was made on 16 December 2010 and operated from 18 January 2011 and was amended by the Land and Environment Court in proceedings No. 10273 of 2012.

Condition 2 reads as follows:

Operational Management Plan for Pay Parking Scheme

The applicant is to prepare an Operational Management Plan (OMP) for the Pay Parking Scheme, specifically addressing the following:

- a) The pay parking scheme is to provide for a 3 hour minimum free parking period,*
- b) A minimum of 53 spaces shall be provided for staff carparking,*
- c) Parking rates as per Condition 1(c) of this consent,*
- d) The OMP is to incorporate the measures and recommendations contained in the report entitled "Proposed Carpark Access Control, Dee Why Grand, Dee Why" by Transport and Traffic Planning Associates, dated May 2010,*
- e) The OMP shall be complied with at all times,*
- f) A record is to be kept of complaints and contacts by residents and lessees including dates, times, contact person, resident details and issues raised in relation to the operation of the parking scheme.*
- g) The OMP can only be amended after consultation with and approval by Council.*

The OMP is to be submitted to Council within forty (40) days of the date of this consent.

Reason: To ensure an orderly and efficient use and management of parking facilities

The current owners of the development, ISPT, have submitted an application to Council to amend the free parking period to 2 hours and to implement revised parking rates.

Council has requested an updated OMP reflecting these amendments (this document).

2. Development Information

Dee Why Grand is located within the Dee Why commercial strip on the northeast corner of Pittwater Road and Sturdee Parade, also having frontage to Pacific Parade.

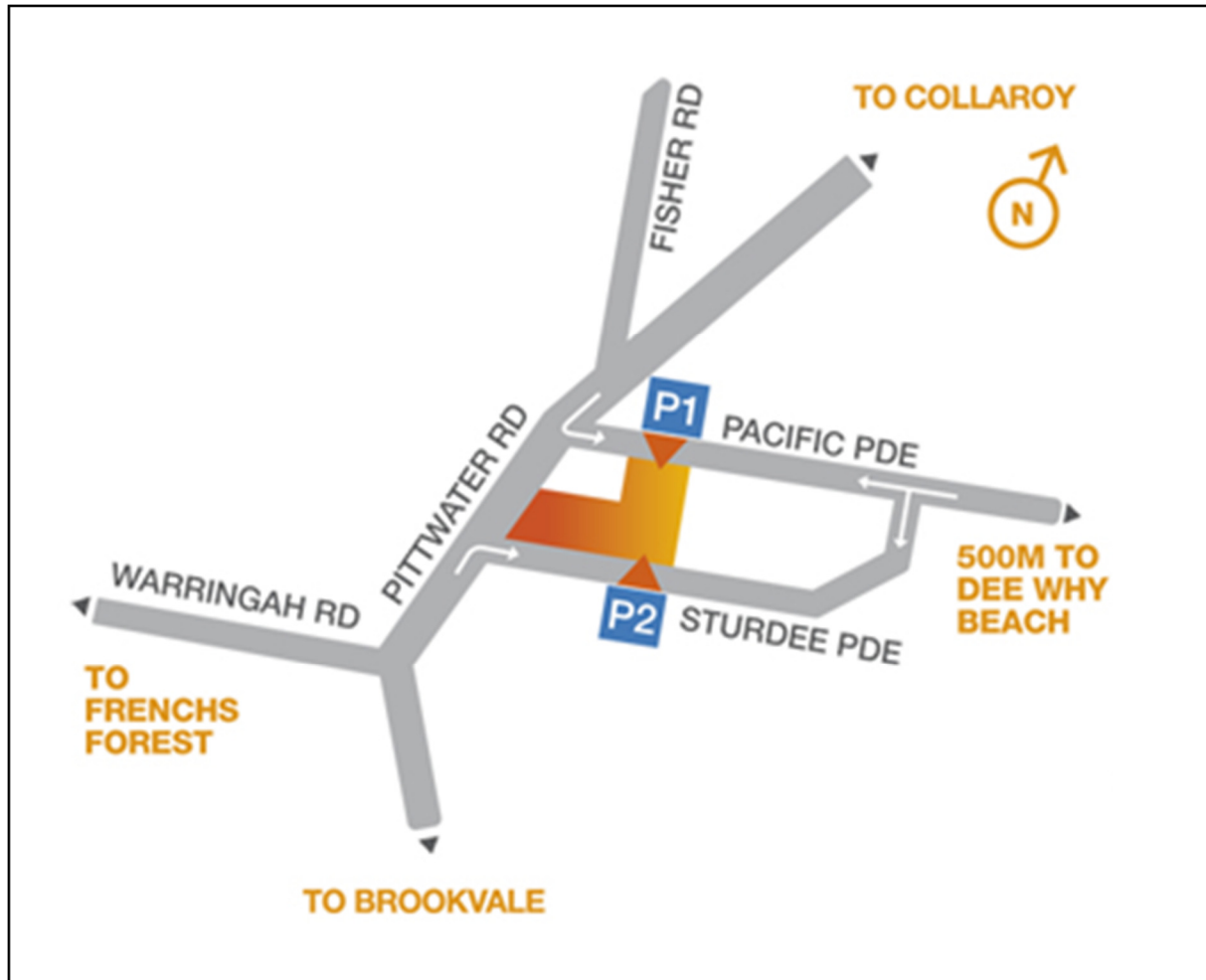


Figure 1 – Dee Why Grand Location Plan

The development accommodates a range of uses which are categorised as follows:

Table 1 – Development Details

Use	Area / Quantity
Retail	10,000m ²
Commercial	6,500m ²
Hotel & Bottle Shop	2,500m ²
Residential	161 apartments
Basement Car Park (3 levels)	775 spaces

Retail anchor tenants include Coles, Aldi and Bayfields Liquor Superstore.

3. Car Park Information

3.1 Car Park Access

Access to the entire car park is provided by two access driveways located adjacent to the eastern property boundary, which intersect with Sturdee Parade and Pacific Parade. The driveways connect to internal ramps which fall towards the centre of the site, where they intersect and form the primary entry and exit to the car park.

The next section of this OMP details the customer experience and procedures for those parking in the shopping centre car park. For completeness, an overview of the procedures for those parking in commercial and residential car parks is also provided.

3.2 Car Park Allocations

The car park contains a total of 775 parking spaces, provided over three basement levels (P1 to P3) as set out in the plans provided in Attachment 1.

Designated areas are set aside for the various categories of users, with the allocation of spaces in the car park as follows¹:

Table 2 – Car Park Allocations

User Group ID	User Group	P1	P2	P3	Total
1	Public (incl. Retail Customers & Hotel Patrons)	209	150		359
2	Commercial Tenants		71	77	148
2A	Commercial Tenants - Dee Why General Practice Patients		17		17
3	Residents			165	165
4	Residential Visitors			33	33
5	Retail Employees	9	44		53
	Total	218	282	275	775

The colour coding in the table above has also been used in Attachment 1 to indicate the spaces available to each user group.

¹ Note that while the parking levels are shown as Basement 1 - Basement 3 on the plans in Attachment 1, they are identified as P1 to P3 in the car park and in this OMP.

Nested areas, subject to additional access controls, are in place for:

- Commercial tenants
- Residents
- Residential Visitors

These areas are referred to respectively as the commercial car park and residential car park.

Patients of the Dee Why Grand Practice are able to access the allocated 17 parking spaces through the shopping centre car park.

4. Customer Experience & Procedures

4.1 General Information

Access control equipment is located at the primary car park entry and exit points; access to the entire car park (comprising the shopping centre, commercial and residential components) is controlled by various forms of access control equipment (primarily licence plate recognition technology but with wireless fob technology as a back-up/contingency for residents).

All users share the primary car park entries and exits. Users can approach the car park utilising driveways on either Pacific Parade or Sturdee Parade.

The Sturdee Parade driveway has two entry lanes (which merge into one on the downward ramp) and one exit lane. The Pacific Parade driveway has one entry lane and one exit lane. Both driveways lead to a downward ramp.

The merged entry lane from Sturdee Parade and the single entry lane from Pacific Parade converge to form one lane, with all vehicles in this lane proceeding down a ramp to the entry boom gate on level P1.

Two exit lanes, each with a boom gate, are located on level P1. All users of the car park can exit through either of these lanes. These two lanes merge into one after the boom gates. Vehicles then have the option to either turn left to proceed to Pacific Parade or right to proceed to Sturdee Parade before ascending the respective ramp to street level.

This arrangement is shown in the plan below.

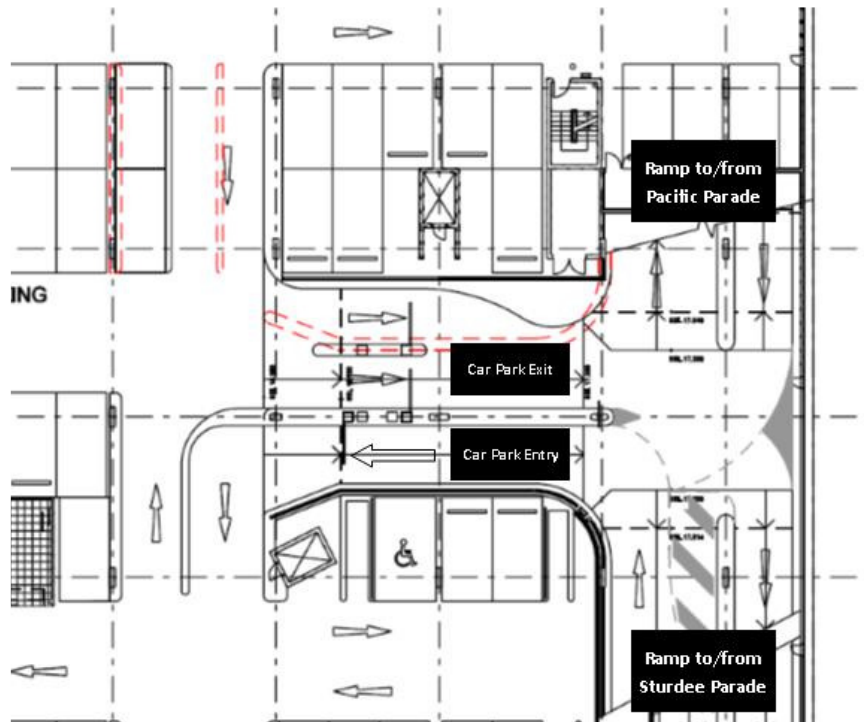


Figure 2 – Entry / Exit Arrangement

Further details on the method of access for the various user groups are included in following Sections of this OMP.

4.2 User Group 1 - Public (including Retail Customers & Hotel Patrons)

A licence plate recognition camera is located in proximity to the entry boom gate on level P1. The camera reads the licence plate of the vehicle and actions the opening of the boom gate, enabling access to the car park.

These users can park in shopping centre parking spaces located on levels P1 and P2 by. They follow the signs and line markings to locate a space.

Payment of a fee is required by all users in this group who stay for more than two hours².

Payment can be made using coins, notes or credit card at either of the two automatic pay stations located at the bottom of the travelators on levels P1 and P2.

Payment can also be made by credit card at either of the exit boom gates.

A licence plate recognition camera is located in proximity to each exit lane. The camera reads the licence plate of the vehicle and then one of the following occurs:

- If the vehicle has stayed for up to two hours the boom gate rises to allow exit; or
- If the vehicle has stayed for more than two hours and payment has been made at an automatic pay station, the boom gate rises to allow exit; or
- If the vehicle has stayed for more than two hours and payment has **not** been made at an automatic pay station, the access control equipment exit unit will display the required fee which the patron then pays via credit card (insert or tap & go), and the boom gate rises to allow exit.

4.3 User Group 2 - Commercial Tenants

Spaces in the car park are allocated to commercial tenants in accordance with strata plan entitlements and identified accordingly. The 165 spaces are located on levels P2 (88 spaces) and P3 (77 spaces) as shown in Attachment 1.

Commercial tenants access the shopping centre car park via the licence plate recognition technology noted in Section 4.2. Tenants' licence plates are pre-entered/stored in the system so that upon approach to entry and exit boom gates the cameras read the plate and permit entry / exit by the vehicle.

Licence plate cameras are also located at the entry and exit boom gates on level P2 and level P3, and at the roller shutter at the top of the ramp linking P2 and P3 to manage access. The cameras read the licence plate of the vehicle and permit entry/exit as appropriate.

² Currently 3 hours but proposed to change to 2 hours as per application to Council

4.4 User Group 2A - Patients of Dee Why Grand General Practice

17 of the 88 commercial spaces on level P2 are marked for "Dee Why General Practice Patient Parking Only" as shown in the photograph below.



Figure 3 – Dee Why General Practice Patient Parking Space

These spaces are accessed through the shopping centre car park in the same way as Public (see Section 4.2) with no requirement to progress through the commercial car park boom gate.

These spaces are highlighted in green in Attachment 1.

4.5 User Group 3 - Residents

Spaces in the car park are allocated to residents in accordance with strata plan entitlements and identified accordingly. The 165 spaces are located on level P3 as shown in Attachment 1.

Residents proceed through the shopping centre car park, with access via the licence plate recognition system (similar to that for commercial tenants).

Additional cameras are located at the roller shutter entry/exit to the residential car park located at the top of the ramp linking level P2 and level P3.

Residents' licence plates are entered/stored in the system so that upon approach to entry and exit boom gates / roller shutters the cameras read the plate and permit entry / exit by the vehicle.

As a back-up / contingency the roller shutter on P2 can also be raised using wireless push-button devices issued to each resident.

4.6 User Group 4 - Residential Visitors

Residential visitors are able to park on level P3 (via the shopping centre car park) and gain direct access to the residential apartments utilising the lift on that level.

Residential visitors enter and exit the shopping centre car park in the same way as Public (see Section 4.2). They then proceed to the roller shutter on level P2 and communicate with a resident using the intercom located at this point to gain access through the roller shutter. Whilst this communication is occurring the licence plate recognition camera installed at the roller shutter entry records the licence plate so that the plate is now in the system and exiting the car park is achieved seamlessly.

No time limits currently apply to parking by residential visitors.

4.7 User Group 5 - Retail Employees

A limited number of retail employees are able to access the car park using the licence plate recognition system. Their licence plates are pre-entered/stored in the system so that upon approach to entry and exit boom gates the cameras read the plate and permit entry / exit by the vehicle.

After entering the car park they proceed to one of 53 Nominated Parking Spaces located on level P2 and P3 that have been allocated to staff parking. These are shown in Attachment 1 (shaded purple) and are provided during the operating hours of the shopping centre for staff of operating leased facilities, free of charge. The spaces are identified as staff parking spaces by the inclusion of "SP" line marking, as shown in the photograph below.



Figure 4 – Staff Parking Space Line Marking

Centre management is responsible for ensuring that those employees, and only those employees, with valid permission are able to access the car park free of charge.

Each tenant is requested to inform their staff that staff parking is available subject to compliance with the nominated conditions set out below.

- Staff wishing to park within the Nominated Spaces are required to provide their car registration details to Centre Management, who arrange for these to be entered into the licence plate recognition system to permit access and to park within the car park's Nominated Spaces, without cost to such staff.
- Staff wishing to park within the Nominated Spaces will not be limited to the number of Nominated Spaces made available. Parking will be on a first come basis. Where no Nominated Spaces remain available staff will be required to park in those spaces furthest away from the travelators.
- Where a staff member is identified as having parked outside of the Nominated Spaces:
 - The first time this occurs a notice informing the staff member that they have parked contrary to nominated conditions is placed on their vehicle.
 - The second time that this occurs:
 - A notice informing the staff member that they have parked contrary to nominated conditions is placed on their vehicle, and
 - A notice is provided to the Lessee employing the staff member.
 - The third and every subsequent time that this occurs:
 - A notice informing the staff member that they have parked contrary to nominated conditions is placed on their vehicle.
 - A notice is provided to the Lessee employing the staff member.
 - The staff member's licence plate is removed from the licence plate recognition system.

The owner (or its appointed manager) monitors the car park to ensure that staff parking is carried out in accordance with the provisions of this OMP.

5. Free Parking Period & Public Parking Rates

The pay parking scheme provides a free parking period of two hours.

The proposed public parking rates are as follows (all prices are inclusive of GST):

Table 3 – Dee Why Grand Public Parking Rates

Period	Public Parking Rates
0 – 2 hrs	Free
2 – 3 hrs	\$4
3 – 4 hrs	\$6
4 – 5 hrs	\$10
5 – 6 hrs	\$16
> 6 hrs	\$22
Evening, enter after 6pm	Free (0 – 2 hrs)
Evening, enter after 6pm (> free parking period)	\$10
Overnight / Lost Ticket	\$30

6. Automated Car Park Operation

The car park essentially operates as an automated facility with operating hours from 06:00 - midnight, seven days per week.

Roller shutters at the car park exit are closed at midnight, with any cars in the shopping centre car park at this time unable to exit using their tickets.

Residents can still access the car park after hours through the use of their wireless fob, presenting this to the reader located at the after-hours roller shutter.

In the period leading up to the introduction of controlled parking and in the early stages of the scheme, handouts were made available within the Centre advising customers of the timing and nature of the new parking conditions.

The car park access control equipment includes an intercom system, linking back to the appointed Car Park Operator's³ remote control room. In this way, if a user has a problem entering or exiting the car park they simply press the intercom button on the entry and exit equipment to gain assistance. The automatic pay stations have a similar intercom system, to assist customers who are having difficulty in paying for their parking or are having some other problem in the car park.

³ Currently Point Parking

7. Car Park Equipment

Zeag licence plate recognition (ticketless) access control equipment is in place to facilitate pay parking in the shopping centre car park.

The equipment comprises:

Table 4 – Access control equipment summary

Location	Quantity	Equipment
Entry	1	Entry Lane Licence Plate Recognition Camera
	1	Entry Lane Wireless Fob Reader
	1	Boom Gate / Barrier Arm
	1	Intercom Slave
	2	Loops
Exits	2	Exit Lane Licence Plate Recognition Camera (one on each lane)
	2	Exit Lane Unit (inclusive of graphic display and credit card payment facility)
	2	Exit Lane Wireless Fob Reader (mounted on Exit Lane Unit)
	2	Boom Gate / Barrier Arm
	2	Intercom Slave
	4	Loops
Bottom of the travelators on levels P1 and P2	2	Automatic Paystations (accepting credit cards, notes and coins, with change provided in notes and coins)
Car Park Office	1	Management System Computer with reporting software and diagnostics
	1	Intercom Server

Additional access control equipment is provided to facilitate access to the commercial and residential car parks, as summarised in Sections 4.3, 4.5 & 4.6 this OMP.

8. Wayfinding & Signage

Static signage and linemarking within the car park have been designed to assist drivers in finding their way around the car park. These signs include directions to the various sections of the car park, directions to shops, pedestrian crossings and speed limits.

Additional internal static signage assists pedestrians, with directions to lifts, travelators and emergency exits.

9. Compliance with Transport & Traffic Planning Associates' Report

This OMP incorporates the measures and recommendations contained in the report entitled "Proposed Carpark Access Control, Dee Why Grand, Dee Why" by Transport and Traffic Planning Associates ("TTPA") dated May 2010 with the exception that the access control equipment has been upgraded to a licence plate recognition (ticketless) system.

TTPA's report noted that 37 parking spaces would be made available to employees within the retail component. This was the number of spaces to be set aside for staff in Council's Report to Application Determination Panel on 16 December 2010. This number was increased to 53 by the Land and Environment Court in proceedings No. 10273 of 2012.

The 53 spaces have been designated as identified in the plans dated 4 June 2012 (as shown in Attachment 1).

10. Complaints / Contacts Register

A register is kept of all complaints and contacts by residents and lessees including dates, times, contact person, resident / lessee details and issues raised in relation to the operation of the parking scheme.

The register is available for review by Council, subject to a reasonable notice period.

11. General Provisions & Ongoing Requirements

The pay parking scheme became a permanent component of the development pursuant to Land and Environment Court proceedings No. 10273 of 2012.

This OMP shall be complied with at all times.

This OMP can only be amended after consultation with, and approval by, Council.

Attachment 1 Car Park Plans