



Operational Traffic Management Plan

Heartland Motors, Castle Hill

27/05/2022

1367r03v06

Document Control

Project No	P1367
Project	Heartland Motors Castle Hill
Client	Heartland Motors
File Reference	1367r03v6 OTMP Heartland Motors Castle Hill.docx

Revision History

Revision No.	Date	Details	Author	Approved by
-	10/03/2022	Draft	S. Bandaranayake	D. Choi
I	29/03/2022	Revised Draft	D. Choi	D. Choi
II	12/04/2022	Revised Draft – In response to comments	D. Choi	D. Choi
III	12/05/2022	Revised Draft – In response to comments	D. Choi	D. Choi
IV	23/05/2022	Revised Draft – In response to comments	A. Ji	D. Choi
V	24/05/2022	Final	D. Choi	D. Choi
VI	27/05/2022	Revised Final	D. Choi	D. Choi

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1 Introduction

1.1 Overview

Ason Group has been engaged by Heartland Motors to prepare a Operational Traffic Management Plan (OTMP) relating to the partial redevelopment of the existing Heartland Motors (the Dealership) site at 1 Packard Avenue, Castle Hill (the Site). The Site consists of frontages to Packard Avenue, Windsor Road and Victoria Avenue. The existing Heartlands Motors has a total site area of 22,740 square metres.

It is proposed to incorporate a pub to be known as The Range Hotel (the Pub) at the north-western corner of the Site, which currently consists of a sealed car park and is used as a vehicle display area fronting onto Packard Avenue and Victoria Avenue.

As a result of the introduction of the Pub, the site area associated with motor vehicle sales and servicing will be reduced to a total of 14,982 square metres.

1.2 Exclusions

This OTMP does not cover the following:

- Traffic and pedestrian management associated with construction activities. Reference should be made to relevant Construction Traffic Management Plans (CTMP) or Traffic Guidance Schemes (TGSs) specific to those works, as required.
- Transport of Dangerous Goods is not covered by this OTMP. A Transport Emergency Response Plan (TERP) is required prior to transport of any Dangerous Goods. It is expected that such plans will be prepared by contractors / building tenants involved in the transport of Dangerous Goods to/from the individual businesses within the Site.

2 Site Details

2.1 Site overview

The Site is located at 1 Packard Avenue, Castle Hill NSW 2154. The Site has three (3) street frontages to Packard Avenue, Windsor Road and Victoria Avenue.

The Site is shown in its local context in **Figure 1**, and in the broader context of the Showground Precinct in **Figure 2**.

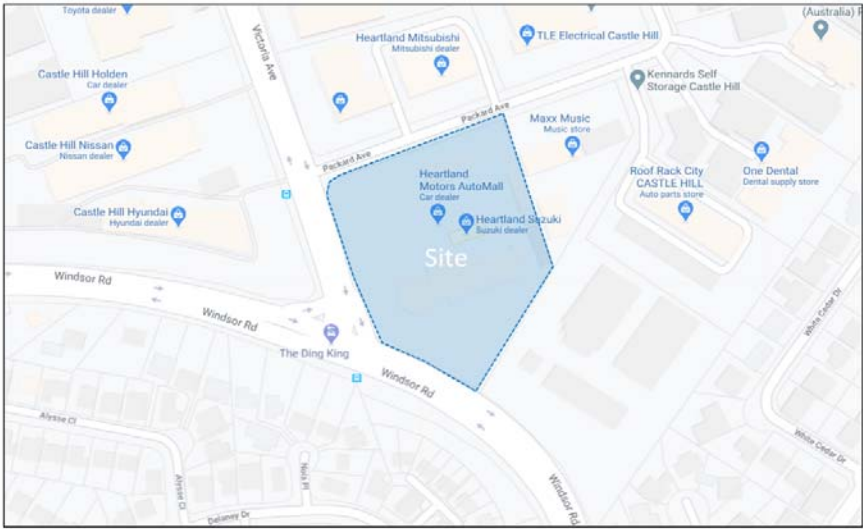


Figure 1: Site Overview

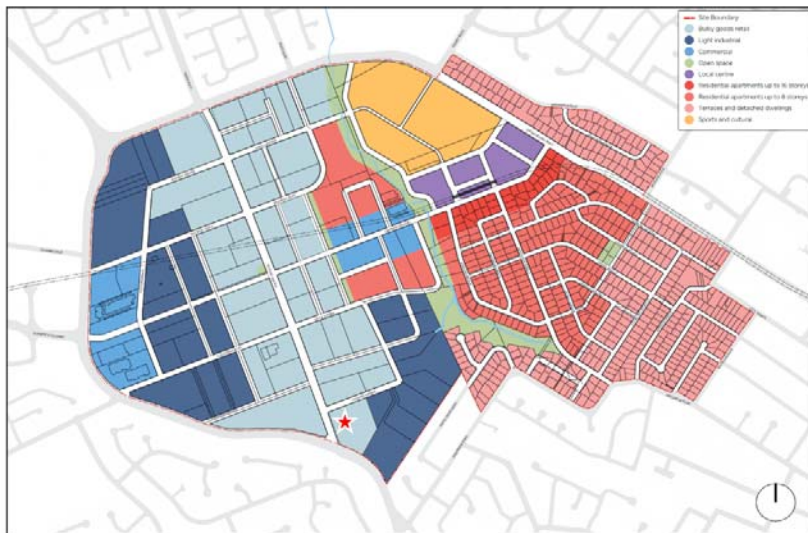


Figure 2: The Site and Showground Station Precinct

2.2 Motor Vehicle Sales and Servicing – Operational Hours

The hours of operations for motor vehicle sales and servicing are as follows:

- Motor vehicle sales – Monday to Saturday, between 8:30am – 5:30pm
- Motor vehicle servicing – Monday to Friday, between 7:30am – 5:30pm

2.3 Proposed Pub – Operational Hours and Capacity

The proposed hours of operations and patron capacity for the Pub is as follows:

- Pub Hours of Operations – Monday to Saturday: 10am to 12 midnight, Sunday: 10am – 10pm
- Maximum Patron Capacity:
 - Monday – Saturday, 550 patrons between 10am – 5:30pm
 - Monday – Saturday, 850 patrons between 5:30pm – 12 midnight
 - Sunday – 850 patrons between 10am – 10pm

2.4 Motor Vehicle Sales and Servicing Operations – General

The existing motor vehicle sales operations comprise of:

- New Vehicles Sales and Display
- Used Vehicles Sales and Display
- Customer Parking
- Vehicle Servicing Parking (inside and outside of workshop buildings), and valet service arrangement
- On-site vehicle storage

The existing site provide 18 hoists within the main workshop. The smaller workshop is for parking and washing of vehicles, ancillary to the vehicle sales and servicing functions of the site

Coinciding with the proposed Pub Development is modifications to the Motor Vehicle Sales operations on-site, comprising:

- Reduction in used vehicle sales operations and associated vehicle display from the existing display of approximately 100 vehicles to 5 vehicles outside of the dealership buildings;
- Reduction in on-site storage of new vehicles. New vehicle storage will rely on the storage yard of Heartland Motors at 18 – 20 Chicago Avenue, Blacktown and other sites for unsold or extra vehicles that require off-site storage. Heartland Motors' Blacktown site has current approvals and the capacity to store vehicle stock;
- Reduction in motor vehicle sales and servicing site area to 14,982 square metres.

2.5 Motor Vehicle Servicing

The site provides for a total of 18 hoists in the main workshop, with an additional smaller workshop building used for parking and washing of vehicles, ancillary to the vehicle sales and servicing functions of the site.

Records provided by Heartland Motors found that the site services an average of 33 vehicles per day with the 18 hoists on-site over a three-month period between December 2021 to February 2022.

Further records provided by Heartland Motors for the period between January 2018 to December 2019 (refer to Appendix A for details) found:

- In the 2018 calendar year, an average of 37.5 vehicles per day were serviced;
- In the 2019 calendar year, an average of 29.9 vehicles per day were serviced.

A total of 7 loan cars are available for motor vehicle servicing customers.

Heartland Motors also provide a shuttle service from the dealership to selected key destinations.

Details of Vehicle Servicing Operations are outlined in Section 3.1.2 of this report.

2.6 Site Access

Proposed site access arrangements comprise of two access driveways, with both providing access and egress along the Packard Avenue frontage of the Site, on the eastern and western sides respectively.

2.6.1 Light Vehicle Access and Circulation

Light vehicle access to each of the tenancies is provided below.

The Pub

- Ingress and egress to the Pub will be provided via the western driveway along the Packard Avenue frontage of the Site.

The Dealership

- Ingress and egress to the Dealership will be provided via the eastern driveway along the Packard Avenue frontage of the Site.

Site access and circulation arrangements based on different times are outlined in the following Figures 3 to 9.

- Figure 3: Motor Vehicle Sales & Servicing Operations, between 7:30am – 10:00am, Monday to Friday
- Figure 4: Motor Vehicle Sales & Servicing Operations plus Hotel, between 10:00am – 5:30pm, Monday to Friday
- Figure 5: Hotel Operations, between 5:30pm – Midnight, Monday to Friday
- Figure 6: Motor Vehicle Sales, between 8:30am – 10:00am, Saturday
- Figure 7: Motor Vehicle Sales plus Hotel, between 10:00am – 5:30pm, Saturday
- Figure 8: Hotel Operations, between 5:30pm – Midnight, Saturday
- Figure 9: Hotel Operations, between 10am – Midnight, Sunday

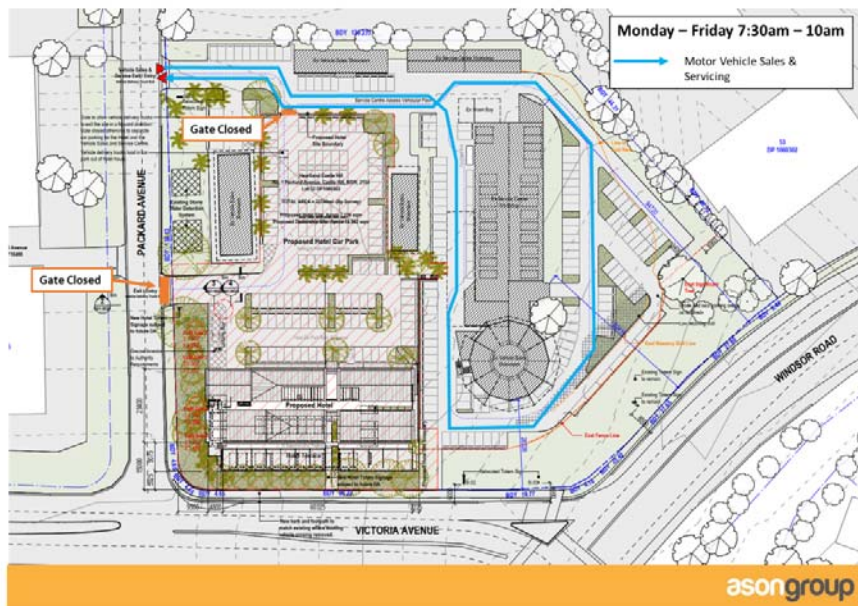


Figure 3: Light Vehicle Access - Monday to Friday, 7:30am to 10am

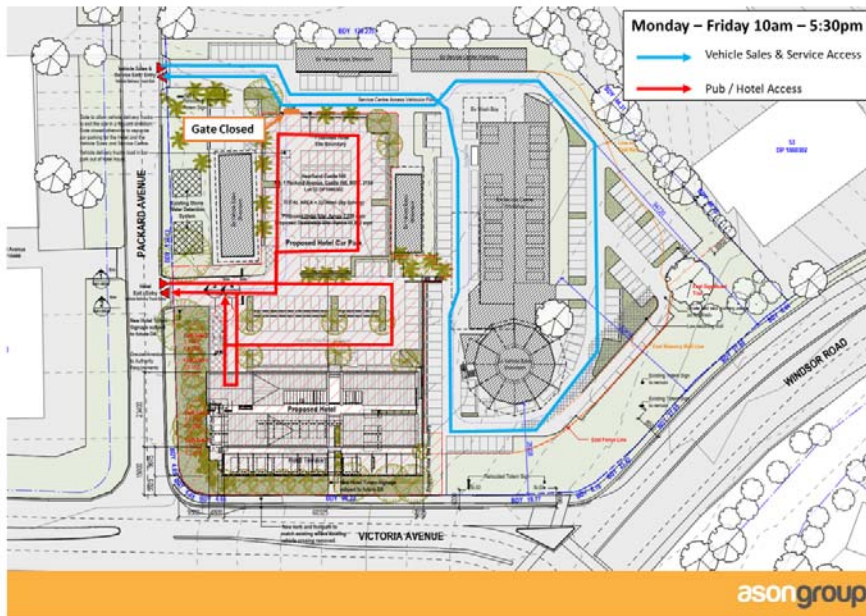


Figure 4: Light Vehicle Access - Monday to Friday, 10am to 5:30pm

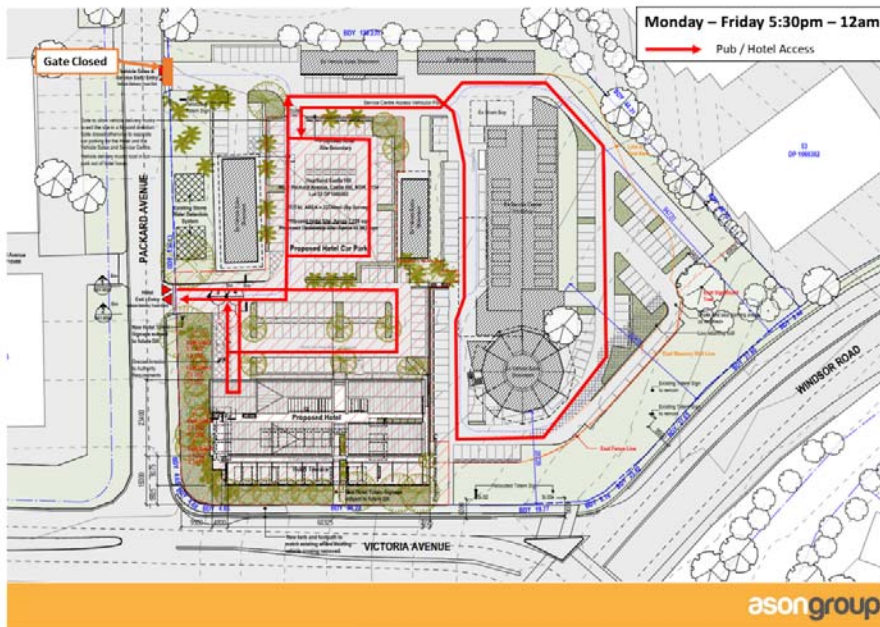


Figure 5: Light Vehicle Access - Monday to Friday, 5:30pm to 12am

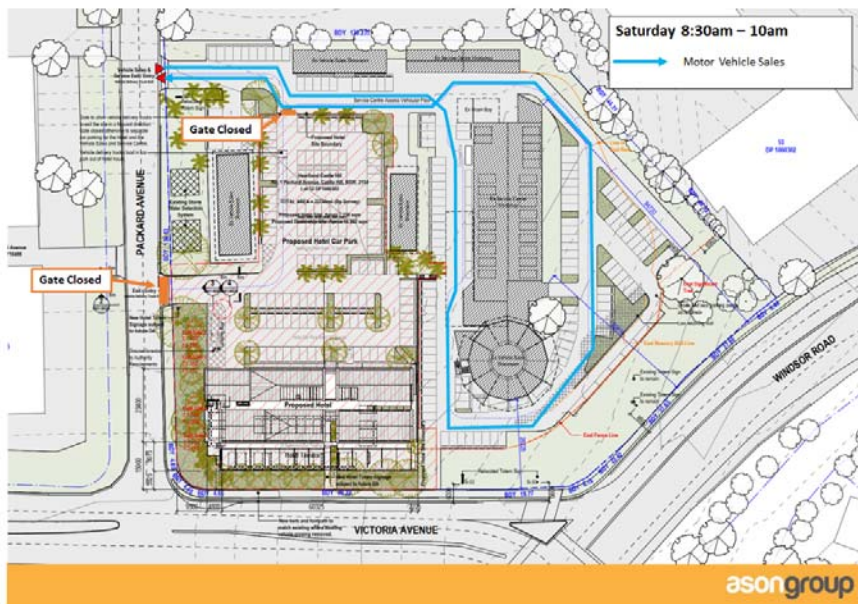


Figure 6: Light Vehicle Access - Saturday, 8:30am to 10am

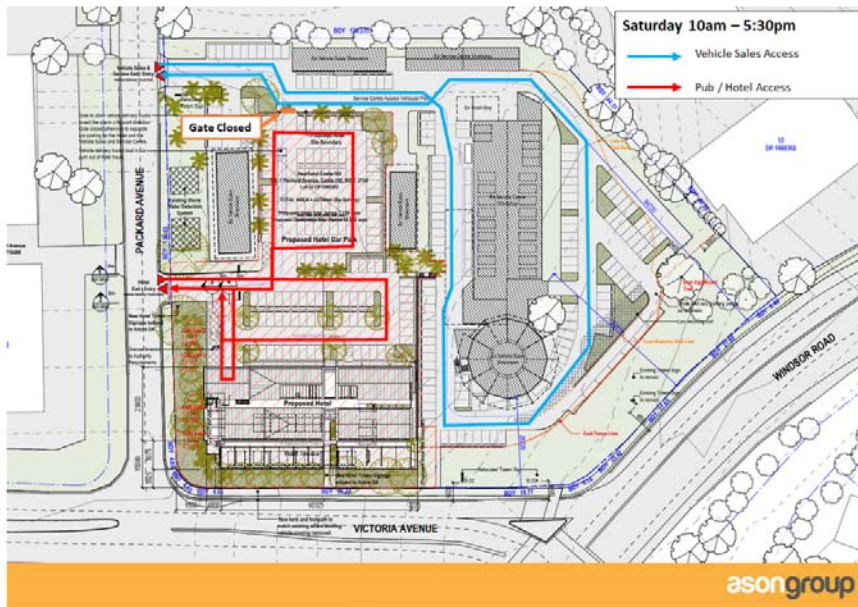


Figure 7: Light Vehicle Access - Saturday, 10am to 5:30pm

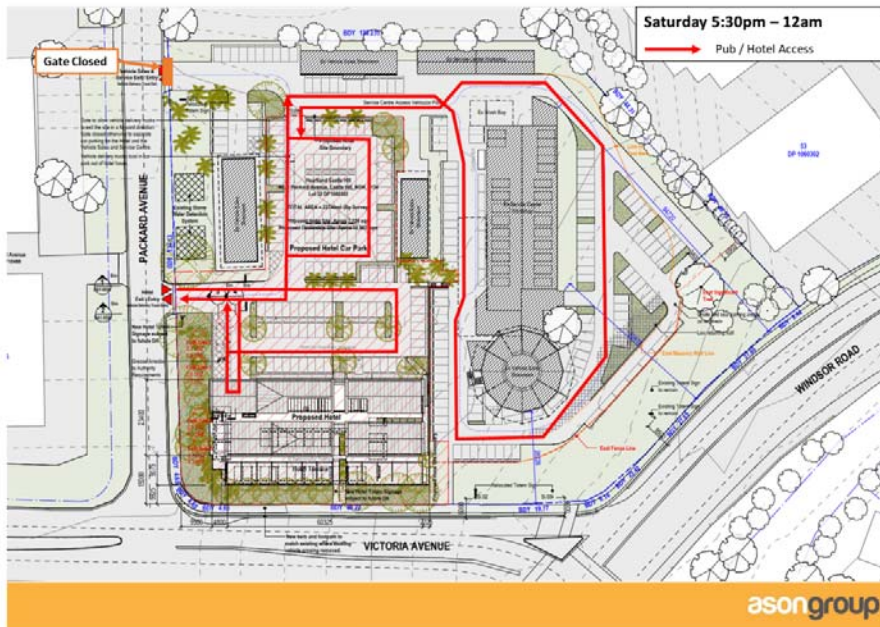


Figure 8: Light Vehicle Access - Saturday, 5:30 to 12am

2.6.2 Heavy Vehicle Access and Circulation

Heavy vehicles making deliveries to the Dealership will enter via the western access driveway on Packard Avenue. The heavy vehicle access and circulation are for delivery of vehicle stock using car transport trucks up to the dimension of a 20m Articulated Vehicle.

Typical delivery of vehicles are undertaken by tray trucks up to the dimension of a 12.5m Heavy Rigid Vehicle.

Vehicle deliveries will take place outside of the operational hours of the proposed Pub. Heartland Motor shall notify the Pub of the vehicle deliveries prior to the scheduled delivery. Staff from Heartland Motor will be responsible for opening and closing the gate at western access driveway on Packard Avenue as well as the gate between the pub car park and the parking for Heartland Motors on the day of vehicle delivery.

Deliveries to the Pub has been designed for vehicles up to 8.8m Medium Rigid Vehicle as per the Transport Assessment report.

Figure 10 highlights the proposed access and internal circulation for heavy vehicles for vehicle deliveries.

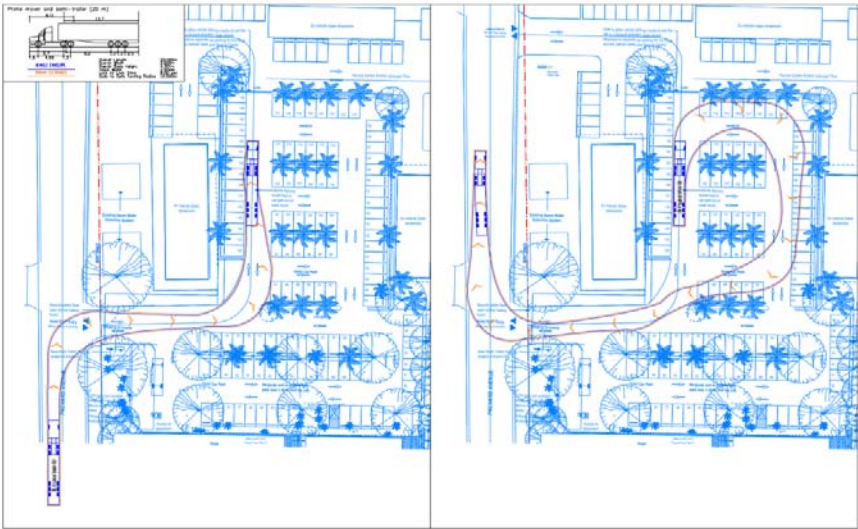


Figure 10: Heavy Vehicle Access – Based on 20m Articulated Vehicles for Vehicle Delivery

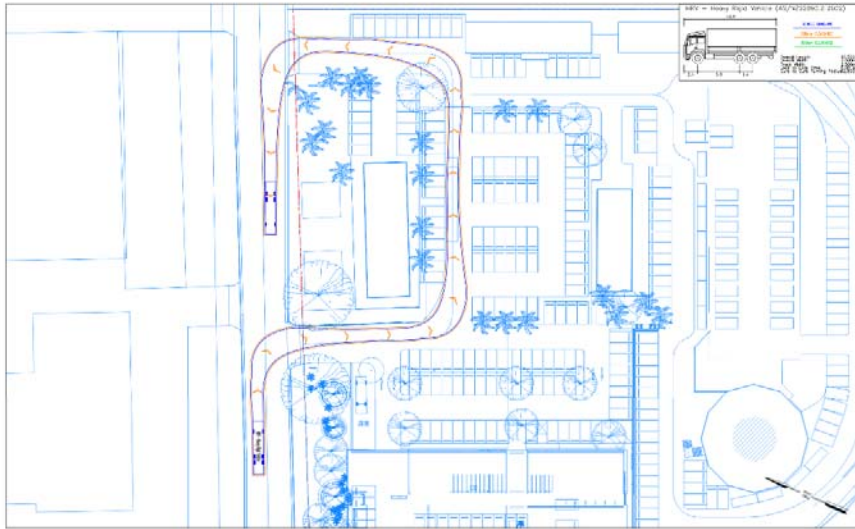


Figure 11: Heavy Vehicle Access – Based on 12.5m Heavy Rigid Vehicles for Vehicle Delivery

2.6.3 Pedestrian and Cycling Access

Footpaths are provided along Victoria Avenue (2500mm width) and Packard Avenue (1300mm width) and meet the pedestrian footpath width as per Table 5.1 of *Austrorads Guide to Road Design Part 6A Paths for Walking and Cycling*.

There are currently no dedicated cycle paths in the vicinity of the Site.

The proposed Pub's main pedestrian entry is via the Victoria Avenue frontage of the site.

2.7 Parking

2.7.1 Site Car Parking

The site provides 332 on-site parking and vehicle servicing spaces, comprise of::

- Vehicle Sales – 113 parking spaces (including 5 spaces occupied by used cars), plus
- Vehicle Repair – 54 parking spaces (including 18 hoists and 7 workshop spaces).
- Hotel Parking (550 patrons) – 165 parking spaces
- Hotel Parking (850 patrons) – 273 parking spaces

The only vehicles for sale that will be stored outside will be the five (5) cars.

The breakdown of parking allocation based on different times of operations are represented in Figure 12.

Parking Schedule			
Weekday Daytime		Saturday Daytime	Weeknights, Saturday Night & Sunday
Vehicle Servicing <div>Workshop (18 Hoists)</div> 18 <div>Drop Off</div> 8 <div>Workshop</div> 7 <div>Courtesy Shuttle Bus</div> 1 <div>Courtesy Car</div> 7 <div>Parking</div> 7 <div>Customer Parking</div> 6 <div>Vehicle Servicing Total</div> 54		Vehicle Servicing <div>Workshop (18 Hoists)</div> - <div>Drop Off</div> - <div>Workshop</div> - <div>Courtesy Shuttle Bus</div> 1 <div>Courtesy Car</div> 7 <div>Parking</div> - <div>Customer Parking</div> - <div>Vehicle Servicing Total</div> 8	Vehicle Servicing <div>Workshop (18 Hoists)</div> - <div>Drop Off</div> - <div>Workshop</div> - <div>Courtesy Shuttle Bus</div> 1 <div>Courtesy Car</div> 7 <div>Parking</div> - <div>Customer Parking</div> - <div>Vehicle Servicing Total</div> 8
Vehicle Sales <div>Used Car Display</div> 5 <div>Staff Parking - Excl New Car Sales</div> 31 <div>Staff Parking - Incl New Car Sales</div> 11 <div>Customer Parking</div> 66 <div>Vehicle Sales Total</div> 113		Vehicle Sales <div>Used Car Display</div> 5 <div>Staff Parking - Excl New Car Sales</div> 31 <div>Staff Parking - Incl New Car Sales</div> 11 <div>Customer Parking</div> 66 <div>Vehicle Sales Total</div> 113	Vehicle Sales <div>Used Car Display</div> 5 <div>Staff Parking - Excl New Car Sales</div> - <div>Staff Parking - Incl New Car Sales</div> - <div>Customer Parking</div> - <div>Vehicle Sales Total</div> 5
Hotel (550 Patrons) <div>Hotel Patron Parking - On grade</div> 123 <div>Hotel Staff Parking - On grade</div> 7 <div>Hotel Patron Parking - Basement</div> 35 <div>Shared Hotel Patron Parking - On grade</div> - <div>Shared Hotel Staff Parking - On grade</div> - <div>Hotel Total</div> 165 <div>Grand Total</div> 332		Hotel (550 Patrons) <div>Hotel Patron Parking - On grade</div> 123 <div>Hotel Staff Parking - On grade</div> 7 <div>Hotel Patron Parking - Basement</div> 35 <div>Shared Hotel Patron Parking - On grade</div> - <div>Shared Hotel Staff Parking - On grade</div> - <div>Hotel Total</div> 165 <div>Grand Total</div> 286	Hotel (850 Patrons) <div>Hotel Patron Parking - On grade</div> 123 <div>Hotel Staff Parking - On grade</div> 7 <div>Hotel Patron Parking - Basement</div> 35 <div>Shared Hotel Patron Parking - On grade</div> 85 <div>Shared Hotel Staff Parking - On grade</div> 23 <div>Hotel Total</div> 273 <div>Grand Total</div> 286
Note: <ul style="list-style-type: none"> Shared parking spaces are only utilised by the hotel out of vehicle sales and/or service business hours Vehicles within enclosed showrooms have been excluded from this schedule Courtesy Bus and Courtesy Car Spaces are assumed to remain occupied out of Service Centre hours Workshop & Hoist spaces will be inaccessible out of Service Centre hours Used Car Display Spaces are assumed to remain occupied or inaccessible out of Sales Centre hours 			

Figure 12: Parking Schedule

Refer to Appendix A, Appendix B and Appendix C for corresponding site plan which details the parking allocation based on the three different operating times to meet the expected demand associated with both the Pub and the Heartland Dealership parking requirements.

3 Operational Traffic Management Plan

3.1 Parking Management

3.1.1 General Arrangement

Parking areas will be provided with increased way-finding signage and pavement marking at each of the two site accesses to differentiate the pub parking access and car dealership access.

Each of the two access driveways will be provided with new signage, clearly identifying that the western access driveway is for the Pub, and the eastern access driveway is for Heartland Motors Group.

In addition to signage, pavement marking shall be provided as follows:

- Paint text "PUB CAR PARK" on the western access driveway
- Paint text "HEARTLAND MOTORS" on the eastern access driveway

Pub parking will be signed to reinforce the area is for pub patrons only.

Dealership parking areas will be signed to differentiate the parking arrangements, with daytime use for the Heartland Dealerships customers, and pub patron parking during the evening period.

A parking diagram will be included on the Heartland Dealership website to clearly outline the changes to parking and access arrangement to provide customers intending to visit the dealership with guidance information.

Each tenancy shall assign a 'traffic warden' to manage and ensure their respective access and parking areas adhere to the access and parking arrangements mentioned in Section 2.6.1. The traffic wardens will be responsible for the following.

The Pub

- Managing and ensuring patrons and staff only park in the assigned parking areas at the relevant times.
- Ensuring all gates relevant to the entire Site are locked at the conclusion of the operating day.
- Managing both access gates inclusive of the operation hours mentioned in Section 2.6.1, in accordance with the access diagrams (Figures 3 – 9) applicable to different operational hours.
- The traffic warden shall be responsible for monitoring parking on-site and patrol the parking area at least once every 2 hours.

The Dealership

- Managing and ensuring patrons and staff only park in the assigned parking areas at the relevant times.
- Ensuring the eastern access gate along Packard Avenue is open at the start of the business day.
- Managing both access gates inclusive of the operation hours mentioned above.

3.1.2 Peak Vehicle Servicing Operations

Vehicle servicing is offered between 7:30am to 5:30pm, Monday to Friday.

The following general management arrangement will be in place:

- Customers that intend to bring vehicles in for servicing typically make a booking either via the Heartlands website or by phone;
- Customers are provided with half hour time slots for vehicles to be dropped off on-site;
- Customers that are new to Heartland Motors Servicing at Castle Hill, or if they have not attended the site post completion of the Pub will be notified of changed access arrangement and be provided with a diagram, similar to Figure 3, to guide the customer to the servicing drop off area on-site;
- When customers make a booking for servicing, they will be asked to confirm if they will require a courtesy vehicle, the shuttle bus, or stay on-site to wait for the vehicle;
- Estimated time of servicing will be provided at the time of booking to ensure the peak PM load of vehicle pick-up is spread over a number of hours.

Specific arrangement for vehicle servicing parking management during peak drop off period will be as follows:

- Customers will access the servicing drop off area and be greeted by a Servicing Consultant;
- Customer typically will spend between 3 minutes to 5 minutes at the drop off area with the Servicing Consultant to confirm the servicing needs and associated paperwork;
- Customer that have a pre-arranged service vehicle, shuttle bus, or wait on-site will be directed into the Servicing Reception area by the service consultant;
- The Servicing Consultant will arrange for one of the mechanics to move the vehicle from the drop off area into the Main Servicing Building.

Specific arrangement for vehicle servicing pick up will be as follows:

- Once servicing is complete, the vehicle will be stored either within the Main Servicing Building, or the servicing parking area;
- The Servicing Consultant will make contact with the customer to advise that servicing is complete, and request likely pick-up time of the vehicle;
- If the customer express that they are likely to attend the site late (i.e., between 4:30pm – 5:30pm), the vehicle will be stored within the Servicing Building;
- Vehicles that are likely to be picked up the earliest will be moved to parking areas closest to the Servicing Reception Area.

3.1.3 Peak Pub Operations

The pub may experience known peak patronage due to special events (e.g., NRL Grand Final, AFL Grand Final, Premier League Finals, major booking of the venue). During these peak periods, it is recommended that the following parking management arrangement be implemented:

- Additional traffic warden be rostered on before the known peak date and time period to assist with management of traffic within the site;
- Traffic warden shall prioritize the usage of Pub basement parking and parking closest to the hotel until 90% parking capacity is reached, before directing vehicles to the pub parking area to the east of the main access aisle;

- Once the parking area to the east of the access aisle reach capacity, temporary traffic cones will be placed to prevent vehicles from accessing and circulating through the eastern parking area with the traffic warden directing traffic to the Dealership shared parking area.

3.2 Speed Limit

The Site access driveways and external hardstand area has been designed for use by vehicles up to and including 20.0 metre Articulated Vehicles.

All vehicles on-site, including loading areas, and internal and external car parks will be subject to a general speed limit of 10km/h via sign posting and installation of repeater signs.

3.3 Pedestrian Management

Footpaths and pedestrian crossings shall be provided within the car park to facilitate safe pedestrian movement.

3.4 Loading and Unloading of Materials

All loading and unloading of materials will occur within the Site boundary. At no stage are vehicles to queue on internal or external roads.

All deliveries and servicing associated with Heartland Motors will be managed as follows:

- Deliveries to site shall be coordinated by the Dealer Principal and Servicing Manager to ensure deliveries are staggered. A centralised run sheet shall be maintained to ensure deliveries are scheduled to minimise multiple deliveries arriving on-site at the same time;
- Scheduled deliveries shall occur during daytime hours, Monday to Friday, between 7:30am – 10:00am;
- Smaller deliveries by car shall occur outside peak Vehicle Servicing drop off, which typically occurs between 7:30am – 9:30am.
- Waste collection from site to be scheduled with the Private Waste Collection Contractor to take place outside scheduled delivery times and the Pub opening hours.

All deliveries and servicing associated with the Hotel will be managed as follows:

- Deliveries to site shall be coordinated by the Hotel Manager;
- A delivery schedule shall be maintained, with each regular supplier to the hotel provided with a timeslot to minimise multiple deliveries occurring at the same time;
- The Hotel Manager is to ensure that the gates at the hotel access driveway be opened at least 30 minutes prior to scheduled deliveries;
- No deliveries to take place between 5:30pm and 12midnight, Monday to Saturday, and between 10am – 12 midnight on Sunday;
- Waste collection from site to be scheduled with the Private Waste Collection Contractor to take place outside scheduled regular delivery times.

"Regular Deliveries" refers to suppliers where a fixed / semi-fixed frequency of deliveries can be anticipated. In the context of the hotel operations, this will include:

- Beverage deliveries
- Meat, vegetables, typical food products deliveries
- Cleaning product deliveries

4 Plan Administration

4.1 Plan Maintenance

This Plan shall be subject to ongoing review and will be updated as necessary in response to changing requirements or in response to any documented WHS issues. A review of this Plan may be required where a new business occupies a tenancy and has different operational requirements to that envisaged under this Plan. Where a change of businesses does not alter the underlying characteristics of the operation, no change to this plan itself would be required.

Any changes to the Plan of Management including the Operational Traffic Management Plan are to be endorsed by Council.

4.2 Key Responsibilities

4.2.1 Management

Management of each respective business unit on-site shall:

- Appoint a staff member within the Heartland Motors Group as being responsible for the implementation of this OTMP relevant to the Motor Vehicle Sales and Servicing elements of the OTMP.
- Appoint a staff member within the Hotel as being responsible for the implementation of this OTMP relevant to the Hotel operations elements of the OTMP.
- Ensure all staff and sub-contractors are provided with sufficient training to undertake the required tasks. This includes responsibility for measures to ensure that all staff and visitors are familiar with site-specific rules through appropriate site induction procedures, including being inducted into this OTMP.
- Conduct all business in a safe, professional and legal manner.
- Be familiar with and address their respective duty of care requirements in accordance with the applicable state's Work Health and Safety (WHS) legislation.
- Ensure WHS Incident logbooks are maintained and undertake necessary action(s) in relation to any reported issues.
- Ensure a regular coordination meeting, initially on a weekly basis within the first 3 months of Hotel operations take place between the representatives of Heartland Motors Group and the Hotel to ensure any identified operational traffic and parking management matters are discussed and resolved.
- Ensure all traffic wardens are appropriately trained in accordance with traffic management requirement outlined in this OTMP prior to assignment of any traffic management duties.

Appendix A. On-Site Parking – Weekday Daytime

Appendix B. On-Site Parking – Saturday
Daytime

	Rev	Date	Amendment
ion Issue (Preliminary): Incorporating S.34 Conference			
ion Issue: Incorporating S.34 Conference			
ion Issue: Incorporating S.34 Conference			



Appendix C. On-Site Parking – Week Nights,
Saturday Night & Sunday

	Rev	Date	Amendment
ion Issue (Preliminary): Incorporating S.34 Conference			
ion Issue: Incorporating S.34 Conference			
ion Issue: Incorporating S.34 Conference			



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Rev	Date	Amendments
01	28/03/22	Development Application Issue (Preliminary): Incorporating S.34 Conference amendments
02	29/03/22	Development Application Issue: Incorporating S.34 Conference amendments
03	29/03/22	Development Application Issue: Incorporating S.34 Conference amendments

Rev	Date	Amendment
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