



Stockland Glendale

Car Park Management and Operational Plan – Proposed Redevelopment
June 2015 – DA 746/2014



Stockland Glendale Car Park Management Plan

Introduction

Background

Stockland is currently proposing to redevelop the Stockland Glendale Shopping Centre, located at Lake Road Glendale. The development will include the addition of approximately 7,700sqm of additional retail space achieved by enclosing the existing colonnade mall as well as the addition of a 1,900sqm dining precinct.

Works to the existing Centre will include remixing of existing retailers and refurbishment of existing Major tenants including Coles and Woolworths. Façade upgrades to parts of the Centre not included in the main development zones will also be carried out at the time.

A significant part of the works will also include reconfiguration of the internal roadways and roundabouts as well as the addition of drop off zones and loading areas to accommodate the additional traffic and loading requirements the expanded Centre will experience.

Car Parking and Staff security

As a result of the works, Stockland intends to maintain the existing number of car bays, although a proportion of these bays will be removed and replaced at various locations around the site. Some of these replacement bays will be located along the southern and south western facades of the existing building behind Coles, Woolworths and Target (**"The Rear Bays"**.) Access from these bays to the Centre will occur via the existing pedestrian connections to from the rear of the site.

To effectively manage the relocation of car bays to the rear of the site, this **Car Park Management** plan is to be put in place on an ongoing basis to ensure long term parkers, (particularly staff) are using the bays. The Car Park Management plan will also focus on ensuring safety and security of parties using the Rear Bays is maintained as paramount.

Loading

With the expansion of the Centre, additional pressure will be placed on the existing loading docks and facilities. This **Operational Management Plan** will be put in place to address concerns surrounding the conflict of vehicle and pedestrian traffic and to mitigate any increase in noise particularly along the southern interfaces with residential. The Plan will be put in place in conjunction with the development in order to manage deliveries and/or restrict delivery times within the existing and new loading areas as required. It also details management of these drop off/loading zones to minimize conflict with customer vehicular movements and maintain high levels of pedestrian safety.

Objective of the Plan

The intent of this plan is to create an environment where customers and staff attending Stockland Glendale have the ability to park as conveniently, efficiently and safely as possible as the case may be. In addition, this plan is specifically aimed at maintaining high levels of safety for those parkers using the Rear Bays at the Centre, as well as to ensure that any additional loading pressure put on the existing facilities does not impact surrounding residents from a noise point of view.

These objectives are to be met through a combination of staff, commuter and customer parking controls, as well as some operational strategies, the details of which are further outlined in the document below.

Current Provision

There is currently over 2,280 car spaces in total on site all on grade. The total number of bays increases slightly to over 2,300 bays on completion of the development.

The car park is currently untimed and unpatrolled.

Vehicular Access and loading

Vehicular access to the site will remain via Lake Road, but will be supplemented by the proposed extension to Stockland Drive connecting it to Glendale Road and Main Road near Cardiff.

Internal vehicular access is also modified as a result of the proposed development, including reconfiguration of existing roadways and roundabouts, realignment of existing parking to maximise car park efficiency as well as introduction of new at grade parking particularly the "Rear Bays".

Additional loading zones are being constructed during the development to accommodate the increased load being placed on the existing facilities. These loading areas are proposed to be shared loading and drop off zones so that deliveries, as well as customer drop offs can be accommodated. Clear signage will be used in each of these zones to identify loading time. More information on loading times can be found in the following sections.

Hours of Operation

The car park will operate in line with the centre trading hours (which may vary from time to time) but which are currently 7am to 10pm with parking in the "Rear" car parks not being permitted after 10pm. Further information on restricting parking in the "Rear" car parks can be found in the 'Staff Parking Strategy' table below.

Loading docks also operating in line with original consent conditions. Further information regarding house of operation of the loading docks can also be found in the tables below

Pedestrian Access

The on grade car park is connected to the Centre by a series of covered pedestrian thoroughfares joining the parking to the centre, along with a number of clearly marked pedestrian crossings.

Current access and thoroughfare points will change significantly as a result of the development. Firstly, the internalisation of the malls will create new 'entries' to the centre and remove the broad access points characteristic of the open layout. Secondly, the new entry points to the Centre will align with the covered walkways and dedicated pedestrian crossings resulting in a safer access to

the centre and reducing the pedestrian and vehicular conflicts currently experienced with customers crossing to the Centre in an ad hoc fashion.

Staff Parking Control measures

The car park is currently untimed and unpatrolled allowing both staff (and commuters) to take advantage of the most convenient bays at the Centre. At present, staff are not actively encouraged to park offsite or in specific staff parking zones.

Strategies to be implemented;

| Staff Parking strategy | |
|---|---|
| Staff Parking Control zone | <ul style="list-style-type: none"> • A new staff parking zone(s) will be identified to accommodate staff cars at the "REAR" of the Centre. • Parking in the 'Rear' of the Centre will not be permitted after 10.00pm. • Initial communication to be issued to staff explaining the new strategy and identifying zones. • Staff registration numbers to be recorded by Centre security as permitted under the leases. • Regular patrols to be carried out by Centre security to ensure staff are adhering to the staff parking policy and to ensure any concerns regarding safety and access are routinely addressed. • Courtesy notices will be issued to staff who continue to park outside the designated zone(s). • Stockland to fund incentives for staff, (eg. coffee vouchers for staff adhering to the policy, and/ or coffee voucher for users of public transport if valid bus ticket presented at CM office). • Ongoing communication with staff to maintain momentum behind staff parking zones. |
| Additional Security Presence | <ul style="list-style-type: none"> • Stockland will work closely with the retailers to ensure staff safety moving to and from the staff parking areas remains paramount. • Staff will also be provided with a 24 hour phone number to contact (Centre Security) to report any issues or where there are safety concerns. • Communication of the safety measures and contact numbers will formally be issued to tenancies at the commencement of trade as well as on an ongoing basis through Centre newsletters and retailer information sessions. • Each tenant also has their own OH&S policies to support staff access to and from work. |
| Safety and Security – Lighting and CCTV | <ul style="list-style-type: none"> • As part of the redevelopment, additional lighting and CCTV coverage will be put in place for coverage of the "Rear Bays" and where required. • Lighting levels will meet code requirements both in the external parking areas as well as the access corridors. • CCTV plan will ensure 100% coverage of the staff parking areas as well as the access corridors. |
| Duress Alarms and 24 hour security coverage | <ul style="list-style-type: none"> • Back to base duress alarms will be installed at various locations in the car park with a focus on key locations around the 'rear bays'. • Patrons can activate the duress call, which will dial direct to the 24 hours security mobile phone number. |

| | |
|---------------------|---|
| Secure Park Patrols | <ul style="list-style-type: none"> To supplement Centre security patrols, Stockland intends to engage an external service provider to periodically patrol the car parks. The dual purpose of these patrols is to ensure staff safety but also to ensure staff are effectively using the staff parking areas to park. |
| Incident Reporting | <ul style="list-style-type: none"> Stockland utilises a sophisticated incident reporting system that documents and tracks any safety breaches at the Centre. Stockland's security contractor reports regularly on the type and nature of any disturbances so that any patterns or areas of risk can be quickly and easily identified and addressed. Measures can be put in place to increase security measures as rapidly as required. |
| Working with LAC | <ul style="list-style-type: none"> Stockland has a strong working relationship with the Local Area Command. Regular communication occurs between Stockland and the LAC to improve crime prevention and ensure any operational issues are understood. Stockland routinely reports security breaches to the LAC and actively works with them to ensure issues are resolved. |

Loading Dock use and vehicular movements through the site

| Loading Dock use | Time restrictions for Noise mitigation |
|--|--|
| Existing loading areas at Rear of Centre | <ul style="list-style-type: none"> Stockland's tenants will continue to utilise the loading areas already identified at the rear of the Centre. Time of use for the loading areas will correspond with the conditions of consent from the original Centre Development Consent. Outside of these times, Stockland will chain off the access points to the rear loading areas to ensure strict adherence to the loading times. Retailers will also be issued with ongoing communication to ensure the loading times are understood. |
| Drop off Zone | Time restrictions |
| New drop off and loading zones | <ul style="list-style-type: none"> New drop off and loading zones are being provided as a part of the redevelopment. Restriction as to the times zones can be used as loading zones will be put in place via signage at each point. Loading in these zones will be restricted to the hours of 6am – 8.30am and 6.00pm - 10.00pm and for a maximum of 30 consecutive minutes at each time. Outside of these time, the zones are for customer drop off only and restricted to 15 minute parking only. Retailers will be instructed to use the loading zones at the restricted times. New tenants will also be bound to adhere to these restrictions under the disclosure statements in their leases. Regular security patrols will ensure adherence to the loading policy with courtesy notices being issued to delivery vehicles operating outside of the restrict Passive surveillance by customers and other tenants is also likely to occur. |

| Loading vehicle travel routes | |
|------------------------------------|---|
| Travel routes of delivery vehicles | <ul style="list-style-type: none"> • Tenants delivery providers will be required to adhere to vehicular path of travel requirements • A map of these preferred routes will be provided to existing and new tenants. • New tenants will also be bound to adhere to travel routes under the disclosure statements in their leases. • Regular patrols will ensure adherence to the travel paths and courtesy notices will be issued to those operators that are in breach of the requirements. |

Commuter Parking Control measures

Stockland Glendale will continue to promote the use of Public Transportation to its staff, contractors and customers. At present public transport to Stockland Glendale currently consists of:

- Bus Services
- Taxi Services

Bus Services

A major bus stop is situated adjacent to the Cinema. Bus services depart every 5-10 minutes and more regularly at peak times resulting in a high level of commuters parking in the prime bays. Commuters travelling to Newcastle for work are also regular users of the car park with this, and other key zones being at capacity before 9am..

Taxi Services

A taxi rank is located within the front car park at the Centre.

Commuter parking control strategies to be implemented as follows;

| Commuter Parking | |
|--|---|
| Chaining off key areas of the car park | <ul style="list-style-type: none"> • Discourage commuters from parking in key areas by chaining off parts of the car park until main trade begins at the Centre. |
| Improve communication regarding public transport options | <ul style="list-style-type: none"> • Develop a relationship with local bus services to improve the level of access to public transport information and timetables via the Centre Management office. • Monitor and continue to Consultation with the public transport providers to improve frequencies of services especially services during peak periods. • Encourage staff and retailers to engage in community based travel choice programs such as carpooling. |
| Commuter incentive program | <ul style="list-style-type: none"> • Encourage commuters to visit the Centre through incentives • Example – coffee vouchers issued to customers who present a valid bus ticket. |

Communication during the development

Prior to the commencement of the development and at various times throughout the works, Stockland Glendale will be advising all stakeholders of the new car parking arrangements that will be implemented at the Centre. Communication measures include;

- Retailer information sessions (meetings, information brochures and via the lease)
- Customer information sessions (meeting and flyers)
- Working with Stockland's security provider to optimise safety and security at the site
- Regular meeting with the Local Area Command to report incident and address concern
- An open invitation to Council to advise on any security related issues.