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DRAFT OPERATIONAL TRAFFIC MANAGEMENT PLAN

Project: Proposed Pambula Supermarket

Description: Development Application

Property: Lots 19 & 20 Section 33 DP758825 and Lot 15 DP1204078 Quondola Street Pambula

This Operational Traffic Management Plan comprises:

- Existing delivery operations; and
- Proposed delivery operations and Loading Dock Management.

VEHICLE INDEX

- Articulated Vehicle (**AV**) 20m long (refer Fig. 1).
- Heavy Rigid Vehicle (**HRV**) 12.5m long (14 pallet) - Fig. 2.
- Small Rigid Vehicle (**SRV**), 6.4m long (6-8 pallet) - Fig. 3.
- Small Van (eg. Toyota HiAce van).

EXISTING DELIVERY OPERATIONS

Existing Supermarket Delivery Details

- The existing Supermarket ("Foodworks" at 19 Quondola Street) currently has no dedicated loading dock and as such, deliveries occur within the adjoining Pambula Medical Centre car park or on Quondola Street (via double parking with any parked cars).
- The majority of the deliveries occur prior to 8am, except for independent deliveries (i.e., Bega Valley Eggs, In the Mix Bakery, Tilba Milk) which may occur during the early afternoon.
- The following schedule demonstrates a typical week.

Day	Delivery	Type of Vehicle
MONDAY	Dairy Farmers	SRV
	Norco	SRV
	Buttercup Bakeries	SRV
	Tip Top	SRV
	In the Mix Bakery	Toyota HiAce van
TUESDAY	Grocery/Perishable/Freezer	HRV
	Buttercup Bakeries	SRV
	Tip Top	SRV
	In the Mix Bakery	Toyota HiAce van
	Baiada Chickens	SRV
	Produce	Toyota HiAce van
WEDNESDAY	Dairy Farmers	SRV
	Norco	SRV

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Day	Delivery	Type of Vehicle
	Buttercup Bakeries	SRV
	Tip Top	SRV
	In the Mix Bakery	Toyota HiAce van
	Tilba Milk	Toyota HiAce van
THURSDAY	Dairy Farmers	SRV
	Buttercup Bakeries	SRV
	Tip Top	SRV
	In the Mix Bakery	Toyota HiAce van
	Bega Valley Eggs	Toyota HiAce van
FRIDAY	Dairy Farmers	SRV
	Norco	SRV
	Buttercup Bakeries	SRV
	Tip Top	SRV
	In the Mix Bakery	Toyota HiAce van
	Baiada Chickens	SRV
SATURDAY	Dairy Farmers	SRV
	Tip Top	SRV
	In the Mix Bakery	Toyota HiAce van
SUNDAY	Buttercup Bakeries	SRV
	Tip Top	SRV

- The Grocery/Perishable/Freezer delivery occurs once a week on a Tuesday morning via a 12.5m long HRV (refer example image at Fig. 2). The duration of the delivery is approximately 15 – 20 minutes (maximum) utilising a fork-lift.
- The bread and milk deliveries are via a SRV (refer example image at Fig. 3), except for the independent bread and milk deliveries (i.e., In the Mix Bakery and Tilba Milk), which utilise a Toyota HiAce Van (or similar). The deliveries are wheeled in by hand using hand trolleys / dolly carts. The duration of each delivery is approximately 5 – 10 minutes (maximum).
- Additional independent grocery deliveries occur every 3-4 weeks and only when direct orders are placed (maximum 10 cartons). These independent groceries are from small, specialised providers that Foodworks cannot get through their regular suppliers. The direct orders are placed so as to ensure that they are delivered at the same time (i.e., within the same week). These deliveries are made via a SRV typically during the early afternoon. At a maximum there would be two (2) independent truck deliveries every 3 – 4 weeks. The duration of each delivery is approximately 10 – 15 minutes (maximum).
- There is currently no need for deliveries via a 20m long AV as the Supermarket operates as per the above set schedule. The current freight company brings the goods down from Sydney and stores the goods at a local depot prior to delivery to the supermarket on a HRV prior to 8am.
- The deliveries are tightly managed, and no two deliveries occur at the same time.

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Existing Bottle Shop (35 Quondola St) Delivery Details

- Bottle Shop deliveries are via an independent contractor and occur once a week on a Thursday morning prior to 9am.

Existing Waste/Recycling Servicing for the Supermarket and Bottle Shop

- The existing Supermarket utilises three (3) waste and (4) recycling bins supplied by Bega Valley Shire Council.
- The existing Bottle Shop utilises seven (7) waste and seven (7) recycling bins supplied by Bega Valley Shire Council. Waste and recycling generation is minimal on the basis that empty wine boxes are utilised by customers when purchasing unpackage bottles (i.e., wine and spirits). As such, only one to two recycling bins and one waste bin are utilised in any given week.
- As and if required, additional waste generated by the Supermarket that cannot be accommodated in the allocated bins is transferred to the empty Bottle Shop bins.
- Collection of the bins is weekly as per Council's existing collection schedule for Pambula Town Centre (Fridays).

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PROPOSED DELIVERY OPERATIONS AND LOADING DOCK MANAGEMENT

Proposed Hours of Operation

- Supermarket:
 - Monday to Sunday – 7am to 7pm (standard)
 - Monday to Sunday – 7am to 9pm (summer trade)
- Bottle Shop:
 - Monday to Friday – 8am to 9pm
 - Saturday – 9am to 8pm
 - Sunday – 10am to 7pm
- Licenced Premises
 - Unknown – subject to future DA.

Proposed Loading Dock Management

Proposed Supermarket

- The existing Supermarket (“Foodworks” at 19 Quondola Street) and Bottle Shop (at 35 Quondola Street) delivery program is transferred to the new Supermarket, Café & drive-through Bottle Shop premises at 35-37 (Quondola Street).
- All delivery vehicles associated with the Supermarket are required to enter and exit the site in a forward direction via Merimbola Street. No vehicles are permitted to enter or exit via Quondola Street.
- The proposed loading dock has been designed to cater for a 20m long AVk – similar to a ‘Bonaccord’ truck that services the locally based Woolworths/Coles stores (refer example image at Fig. 1).
- The maximum size vehicle that would be required to access the loading dock is a 20m long AV.
- Based on the proposed larger floor plate, it is expected that a 20m long articulated vehicle would deliver standard grocery products to the Supermarket once week on a Tuesday. Notwithstanding, it should be assumed that at least 1 x 20m long articulated vehicle will access the site 2 – 3 times per week to accommodate future demand (as needed).
- Other trucks that are required to access the loading dock include a 12.5m long HRV and a smaller 6.4m long SRV (refer example images at Fig. 2 and Fig. 3). Local and independent suppliers frequently use these types of trucks for existing delivery arrangements.
- The operating capacity of the loading dock will be one truck at a time.
- The Loading Dock Manager would co-ordinate the Supermarket delivery times and would supervise the unloading and loading trucks. The Loading Dock Manager would be responsible for securing access to the site and ensuring that the site is safe for truck access. The Manager would also be responsible for accepting the delivery, the storage of pallets safely and ensuring that the site is safe for the truck to egress.
- Deliveries to the Supermarket are expected to comprise:
 - Monday to Friday – up to 6 x deliveries per day. This would include 1 x delivery from a 20m long AV between 7am and 8am on a Tuesday (likely maximum of three deliveries per week, with the initial demand upon opening requiring one per week). The other deliveries would be via a mixture of HRV, SRV or small van. The HRV would deliver between 7am and 8am (with an

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occurrence of less than one per day) and the smaller SRV/Toyota HiAce vans would deliver at any time during the Supermarket trading hours.

- Saturday – up to 3 x deliveries per day via HRV or SRV/Toyota HiAce vans. Any deliveries via a HRV would be restricted to between 7am and 8am. The smaller SRV/Toyota HiAce vans would deliver at any time during the Supermarket trading hours.
- Sunday – up to 2 x deliveries (bread only) via a SRV. These deliveries would deliver at any time during the Supermarket trading hours – typically during the morning.
- A typical delivery from the largest delivery vehicle (i.e., 20m long AV) takes a maximum of 30 minutes. Deliveries from the smaller trucks take less time (typically anywhere between 5 – 20 minutes).

Proposed Bottle Shop

- Deliveries for the proposed Bottle Shop would be via the delivery bay adjacent to the Bottle Shop. Delivery trucks would enter the site via Merimbola Street and exit the site via Quondola Street.
- The Bottle Shop delivery bay has been designed to cater for a 12.5m long HRV. This vehicle would deliver to the Bottle Shop once a week on a Thursday morning between 7am and 8am – prior to the Bottle Shop trading hours.
- The Manager of the Bottle Shop would supervise the unloading and loading of delivery trucks. The Manager would be responsible for securing access to the delivery bay and ensuring that the area is safe for truck access. The Manager would also be responsible for accepting deliveries, the storage of pallets safely and ensuring that the area is safe for the truck to egress.

Proposed Licenced Premises

- Deliveries for the licenced premises is likely to be via a small 'Toyota HiAce' commercial delivery van (or similar) and/or a small SRV.
- It is expected that these vehicles would use the loading dock (if available) and/or park in one of the parking spaces underneath or to the rear of the building.
- The licenced premises would rely on the adjoining Supermarket for standard grocery items and the Bottle Shop for liquor. The Bottle Shop would be able to 'order in' liquor products for the licenced premises as needed. On this basis, the deliveries for the licenced premises are expected to be sporadic and minimal and associated with 'specialty items/products' only.

Proposed Site Access

- Vehicular access to the site for all delivery vehicles associated with the Supermarket and Bottle Shop is to be via Merimbola Street only. All Supermarket delivery/service vehicles are to exit via Merimbola Street. The delivery trucks associated with the Bottle Shop will be permitted to exit the site via a left-turn onto Quondolo Street.
- Due to the configuration of the site, the 20m long AV and 12.5m long HRV are required to reverse into the loading dock so that they may exit via Merimbola Street in a forward direction. As per the advice provided by McLaren's Traffic Engineering, the manoeuvring of the vehicles into the loading dock would take no more than 2 minutes.
- The Applicant proposes to install electronic gates to Merimbola Street, which can be opened via a keypad or remotely operated. The gates will secure the site after hours. All gates will remain open during the trading hours for the Supermarket and Bottle Shop and will be closed and secured after hours.
- The Manager of the Bottle Shop will be responsible for closing and securing the gates after hours.

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- The delivery plan will require truck drivers to contact the Loading Dock Manager/Bottle Shop Manager prior to delivery to ensure availability at the loading dock/delivery bay and that they can access the site.
- The delivery plan will discourage trucks from waiting in the vicinity of the site (i.e., parked on-street) if they arrive early or can't access the site.

Proposed Loading Zone Coordination

- The existing Supermarket operates under a delivery plan, which allocates specific times and days for each of the delivery companies. The delivery plan works well and will be transferred across to the new Supermarket (subject to minor scheduling changes/updates). The delivery plan will also detail the access/egress arrangements for the site and will clearly state that no delivery vehicle is to enter or exit the site via Quondola Street (the exception will be for the Bottle Shop delivery truck only, which will be able to exit onto Quondola Street).
- The delivery plan will ensure that there is only one delivery within the loading dock at one time.
- The delivery times for the 20m long AV trucks and HRV trucks will be restricted to between 7am and 8am and will be required to exit the site by 8am.
- The delivery plan will discourage trucks from arriving early and prior to their scheduled delivery window. No trucks will be permitted to stand idle within the site if they arrive early. No trucks will be permitted to stand (partly or wholly) within the Quondola Street or Merimbola Street verges.
- The use of the loading dock by small SRV during trading hours is not expected to create an unreasonable pedestrian safety risk and will be monitored closely by the Loading Dock Manager.
- The Toyota HiAce vans are able to park within a standard car parking space. As such, they need not rely on the loading dock if unavailable at the time of delivery/service.
- The delivery plan will be provided to all truck drivers/delivery companies and will detail the expected operations of the loading zone (as required).

Proposed Operation/Management of the Loading Zone

A Draft Traffic Control Plan (TCP) has been prepared and is attached to the supplementary traffic advice provided by McLaren's Traffic Engineering (dated 8 November 2021). The TCP should ultimately form part of the formal Operational Management Plan / Loading Dock Management Plan.

The operation of delivery/service vehicles during 7am to 8am is as follows:

- The ten (10) staff car parking spaces within and adjacent to the swept path of the delivery vehicle are to be removed from the DA plans (namely spaces numbered 31 – 40). This is in accordance with Council's Assessment Report, whereby the removal of the spaces was recommended as the development would still provide a total of eighty (80) car parking spaces, which exceeds Council's DCP car parking requirements.
- Parking spaces numbered 27 – 30 are to be restricted from public use the night prior to the 20m long AV and HRV deliveries and are to be vacant the morning of delivery.
- Public vehicle access over the existing Council drain is to be restricted upon arrival of the delivery/service vehicle (i.e., any vehicle over 6.4m length SRV), such that all public parking will occur within the 50 spaces provided to the east of the existing Council drain. This will be enforced by a temporary barrier (including a staff member).
- Pedestrian access between the car parking to the east of the Council drain and the supermarket will be retained and permitted but will operate under the supervision of staff to ensure pedestrian safety during

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delivery/service vehicle manoeuvring. It is expected that some pedestrians will be inconvenienced, who will have to wait at most a minute or two for the delivery/service vehicle to reverse park into the loading dock.

This is considered acceptable, as the time frame for deliveries will be between 7am to 8am, when the supermarket is not operating at its peak and the bottle shop is not open.

- Public vehicle access into the undercover parking spaces (spaces numbered 1 – 26) will be restricted and public vehicle egress from the undercover parking spaces will be restricted towards Quondolo Street.
 - This will be enforced by a temporary barrier (including staff member)
- Once the delivery/service vehicle has manoeuvred into the loading bay, which may take up to 2 minutes, access into the undercover car park and spaces 27 to 40 will be restricted from use during the unloading time period. During this time all visitors to the site will be required to use the parking east of the Council drain. During the unloading period, the only access to the bottle shop will be reserved for delivery/service vehicles. Once the supermarket delivery/service vehicle has exited the site, which will occur prior to 8am, all access to the undercover car parking spaces and spaces 27 to 30 will be made available, with all temporary barriers removed.

Appropriate signage would be provided on site warning that the site is secured after hours (i.e., gates secured) and that vehicles would be towed if/as required.

Proposed Waste Management

- It is expected that an Operational Waste Management Plan be prepared and implemented. This would include investigation into possible participation in Council's commercial FOGO (Food Organics Garden Organics) scheme.
- A waste storage area is proposed to be contained within a dedicated area in the loading dock to ensure convenient servicing by waste collection vehicles.
- Council waste collection within the Pambula Town Centre occurs every Friday and is unlikely to impact on scheduled deliveries, which are likely to be via SRV/Toyota HiAce vans (during the Supermarket trading hours), which can park elsewhere on site if the loading dock is occupied by a waste collection vehicle. If continual conflicts occur in the future, Friday deliveries can be scheduled to not coincide with the waste service vehicle. Alternatively, a private waste contractor can be engaged to service the site at a specific time and frequency.

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Figure 1: AV - 'Bonaccord' Truck (example of 20m AV)



Figure 2: HRV - 'PFD Food Services' Truck (example of 14-pallet HRV)

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Figure 3: SRV - 'Woolworths Online' Delivery Truck (example of SRV (6-8 pallet delivery truck))