

# **Proposed Extension of Chatswood Chase Shopping Centre**

## **Response to Traffic Matters Raised in Willoughby Council's Letter of 12 August**

### **Preliminary**

#### **1. Inclusion of traffic generation of the Chatswood Transport Precinct Project**

A traffic allowance was made for this to err on the side of caution. In fact the retail space over the railway is unlikely to generate significant additional car visits.

The cautious approach means that the traffic analysis conducted for Chatswood Chase was conservative.

#### **2. Civic Place Hotel site traffic generation**

The Chatswood Chase DA report allowed for this site to generate 161veh/hr on a Thursday evening and 95 veh/hr on a Saturday morning.

The Development Application for the Civic Place Hotel indicates that expected traffic generation is much lower than this with evening peak hour traffic generation expected to be 84 veh/hr.

Thus because the Chatswood Chase analysis allowed higher traffic generation the results are again conservatively high.

No further analysis is considered necessary as in each case "worst" case i.e. higher than expected traffic generation estimates were incorporated in the Chatswood Chase analysis.

### **Detailed Items**

#### **Item a) Levels of service of some intersections not compatible with expected delay**

It is acknowledged that there are some discrepancies in Table 3.3. These arose through transcription errors and are corrected on an amended version of the table which is attached.

#### **Item b) Increase in the number of boomgates from Victoria Avenue**

An additional boomgate is shown on the Victoria Avenue entrance plans.

#### **Item c) No right turn from Daisy Street to Archer Street south**

This is an issue for Council to determine as it may concern some residents of Daisy Street.

#### **Item d) Raised median in Archer Street opposite the site access**

Agreed. It is suggested that the following condition be imposed:

"The applicant shall construct a central median in Archer Street opposite the Chatswood Chase car park access to prevent right turns into and out of the site. The design of the median shall be approved by Council's Director of Technical Services."

**Item e) Provision of a right turn phase at Neridah Street (south)/Victoria Avenue and Malvern Avenue (north)/Archer Street**

It is suggested that phasing of these traffic lights be agreed with the RTA. To achieve this it is suggested that the following condition of consent be applied:

"The applicant shall investigate the most appropriate phasing of traffic signals at the intersections of Neridah Street (south) with Victoria Avenue and of Malvern Avenue with Archer Street. The investigation shall include examination for the potential for separate right turn phases in Neridah Street and Archer Street and as appropriate involve consultation with RTA and Council officers. The applicant shall implement any phasing changes determined as being appropriate in the investigation."

**Item f) Removal of right turn to exit west from the Victoria Road exit**

Agreed. This would be examined as part of e) above.

**Item g) Bicycle Phase at Archer/Malvern**

This should be investigated as part of e) above.

**Item h) Kerb narrowing of Mills Lane at Archer Street**

Agreed in principle but will need to be subject to detailed design to ensure that large trucks can still turn left in and out. We suggest a condition as follows:

"In conjunction with Council's engineering department the applicant shall investigate the potential to narrow the throat of Mills Lane at its intersection with Archer Street. The applicant shall implement any narrowing deemed appropriate."

**Item i) Provision of 18 motorcycle spaces**

Agreed and suggest the following condition:

"A minimum of 18 motorcycle spaces shall be provided within the car park of the Centre."

**Item j) Provision of in the order of 10-12 bicycle spaces at each entrance**

As previously discussed this may be difficult as there may be implications for pedestrian access or landscaping. We suggest the following condition to cover this:

"Prior to the issue of the construction certificate, the applicant shall investigate in conjunction with Council officers the potential to provide 10 to 12 bicycle parking spaces at each of the three main pedestrian entrances to the Centre. The applicant shall provide the bicycle parking agreed in the investigation."

**Item k) Provision of secure bicycle parking**

We suggest the following condition:

"The applicant shall provide secure caged or locker bicycle parking for 26 bicycles within the Centre."

**Item l) Car park design**

The car park design is likely to change slightly as detailed structural and services design takes place. We accordingly suggest the following condition to ensure that the design is satisfactory:

"The car park layout shall be generally as indicated on Buchan Group's plans ? to ?. Parking spaces on new structure shall have geometry generally in accordance with the requirements of Australian Standard AS 2890.1-2004."

**Item m) Redesign of Malvern Avenue driveways**

The design has been modified to separate the driveways as suggested by Council. The potential for improved delineation of movements in Malvern Avenue is being investigated in conjunction with landscaping plans.

**Item n) Confirmation of adequacy of the Malvern Avenue car park access**

A plot indicating vehicle access movements is attached.

**Item o) Narrowing of left turn from Victoria Avenue exit into Victoria Avenue**

Any change to this will need to meet RTA requirements because of the relationship of the left turn to the adjacent traffic signals. We suggest the following condition in relation to this:

"The applicant shall consult the RTA in relation to the potential to narrow the free left turn lane from the Chatswood Chase Victoria Avenue car park exit into Victoria Avenue with a view to making the crossing of the left turn easier for pedestrians. If the RTA is agreeable to the left turn lane being narrowed, the applicant shall implement such narrowing."

**Item p) Pedestrian crossing refuge in Havilah Street**

It is proposed to replace the existing speed hump with a raised pedestrian crossing.

**Item q) Coles loading area**

A draft management plan prepared by Coles is attached as Attachment 4.

**Item r) Clarification on Mills Lane loading area**

See attached plan.

**Concluding Issues**

New spaces are located on Level 2 and are proposed to have a vertical clearance of 2.5m above them. Because of the need to match existing floor levels it will not be possible to provide such headroom elsewhere in the car park.

Headroom in the new Coles loading area will be a minimum of 4m.

## Attachment 1 – Updated Table 3.3

**Table 3.3 - Traffic Modelling Results for Existing & Future Thursday PM & Saturday Midday Peak Hour Traffic Flows**

Intersection	Existing PM Peak (17:30-18:30)		Future 1 PM Peak (17:30-18:30)		Future 2 PM Peak (17:30-18:30)		Existing Sat Peak (12:00-1:00)		Future 1 Sat Peak (12:00-1:00)		Future 2 Sat Peak (12:00-1:00)	
	LOS	Av Delay	LOS	Av Delay	LOS	Av Delay	LOS	Av Delay	LOS	Av Delay	LOS	Av Delay
Help St / Railway St	B	18.8	B	19.4	B	19.4	B	16.9	B	17.3	B	17.3
Help St / Orchard St	A	12.2	A	12.5	A	12.5	A	12.4	A	12.5	A	12.7
Help St / Anderson St	D	45.0	D	48.6	D	50.5	B	21.7	B	21.9	B	23.2
Albert Ave / Orchard St	A	11.6	A	11.9	A	12.0	B	13.4	B	17.1	A	14.0
Albert Ave / Victor St	B	16.5	B	16.1	B	16.0	B	17.8	B	17.6	B	17.6
Albert Ave / Anderson St	A	14.2	A	14.1	A	14.1	B	14.8	A	14.4	A	14.3
Albert Ave / Spring St	B	14.5	B	14.7	B	14.8	B	17.0	B	17.2	B	17.0
Albert Ave / Archer St	C	37.3	D	42.8	C	37.8	C	32.7	C	37.2	C	36.1
Albert Ave / Neridah St	B	16.9	B	16.6	B	17.7	B	17.8	B	19.0	B	23.7
Albert Ave / Oscar St	B	17.5	B	20.5	B	20.5	B	18.3	B	21.9	B	22.3
Victoria St / Anderson St	A	25.9	A	25.6	B	25.6	B	25.3	B	25.8	B	25.7
Victoria St / Spring St	A	11.7	A	11.9	A	12.0	A	11.0	A	11.1	A	11.2
Victoria St / Archer St	C	30.3	C	30.7	C	31.6	C	33.4	C	39.5	C	39.6
Victoria St / Neridah St	B	15.8	B	16.2	B	16.8	B	17.2	B	22.0	B	22.3
Victoria St / Oscar St	C	38.1	D	43.0	D	50.9	D	49.0	D	52.8	E	70.1
Archer St / Chase	A	14.3	B	15.1	B	15.6	B	17.1	B	19.6	B	21.8
Archer St / Malvern Ave	B	18.0	B	16.5	B	19.4	B	21.7	B	21.1	B	22.6
Archer St / Daisy St	F	>100	F	>100	F	>100	F	>100	F	>100	F	>100
Archer St / Nicholson St	F	>100	F	>100	F	>100	F	81.6	F	>100	F	>100
Archer St / Ferguson Ln	D	52.6	B	17.1	B	16.7	C	35.3	B	18.2	B	14.7

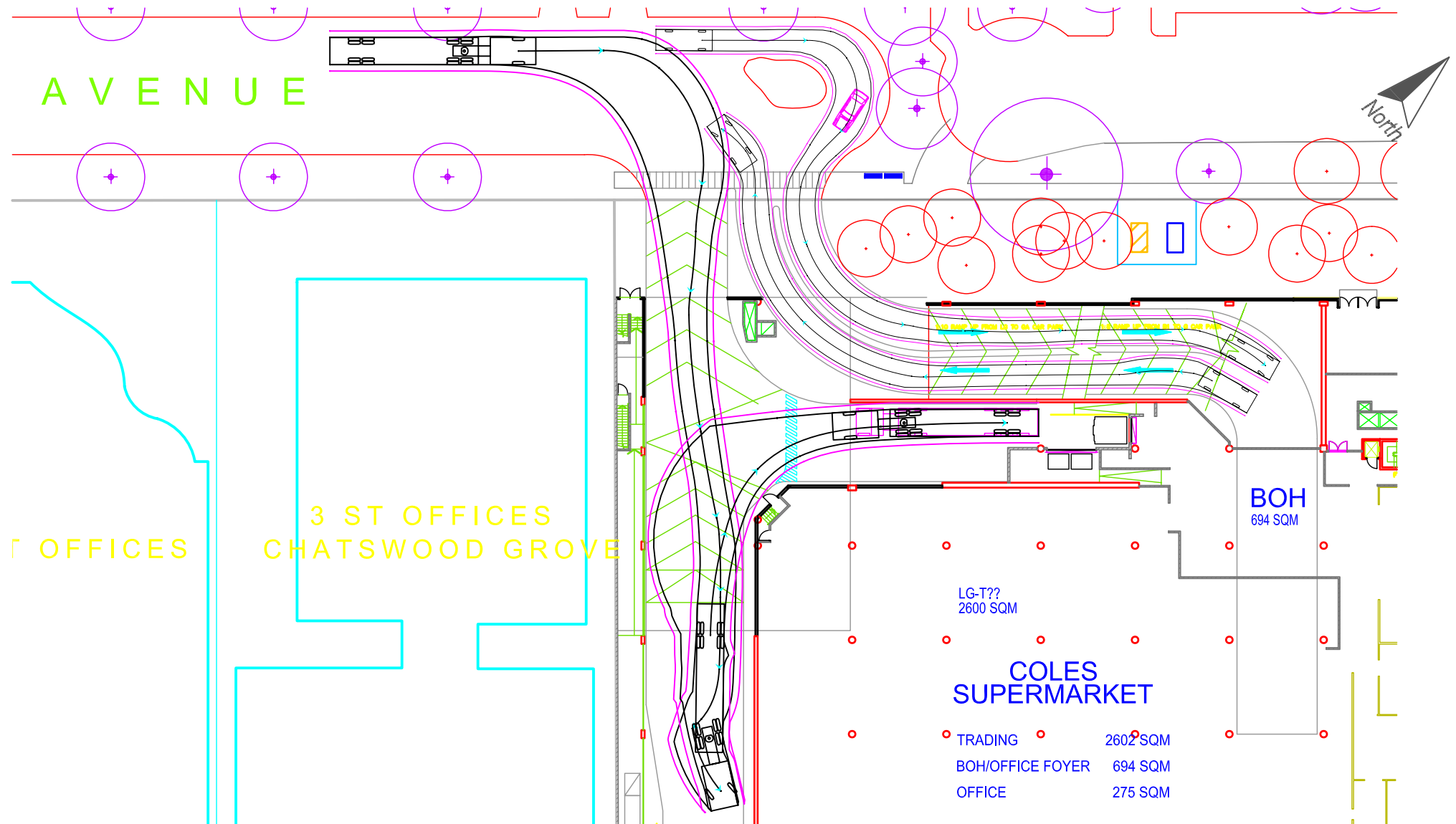
Note: LOS = Level of Service

Ave Delay = Average delay per vehicle for whole intersection when signalised and highest vehicle movement delay for priority intersections

## Attachment 2 – Vehicle Manoeuvring Diagrams

# 19m AV & B85 PASSING B99 ON RAMP

CHATSWOOD CHASE

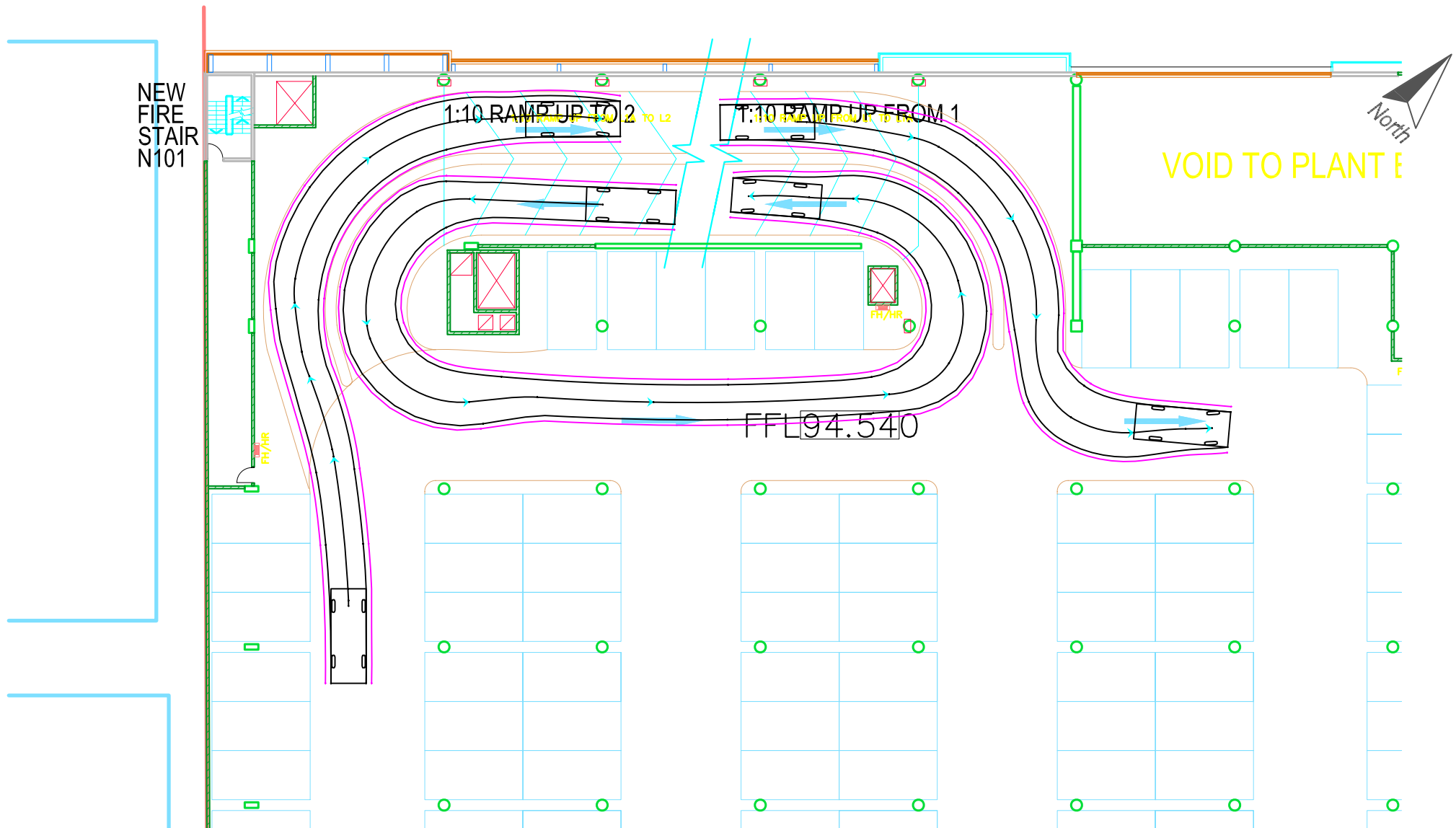


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# B85 & B99 ON RAMP

CHATSWOOD CHASE

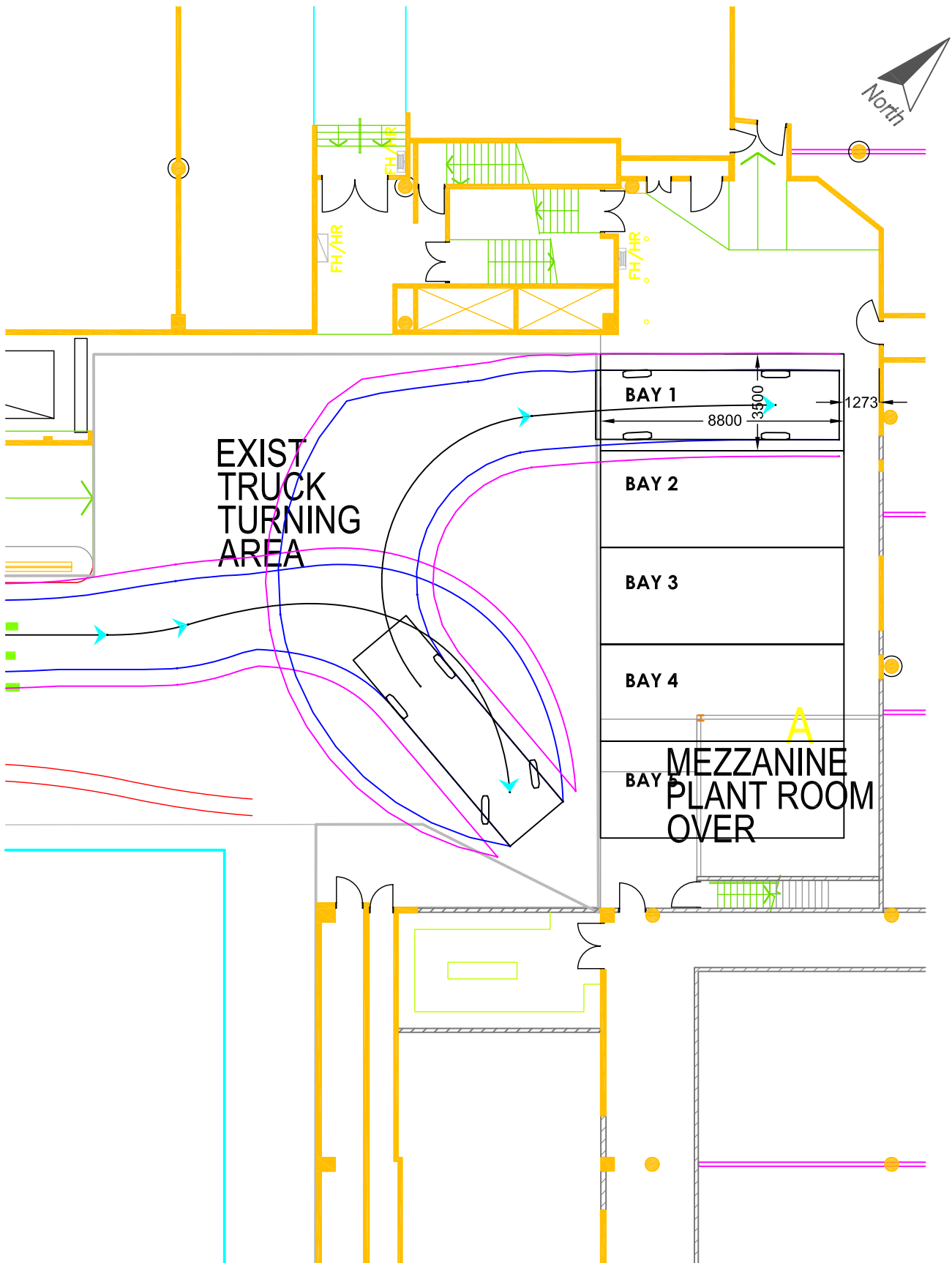


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## Attachment 3 – Plan of Mills Lane Loading Area

# CHATSWOD CHASE REDEVELOPMENT

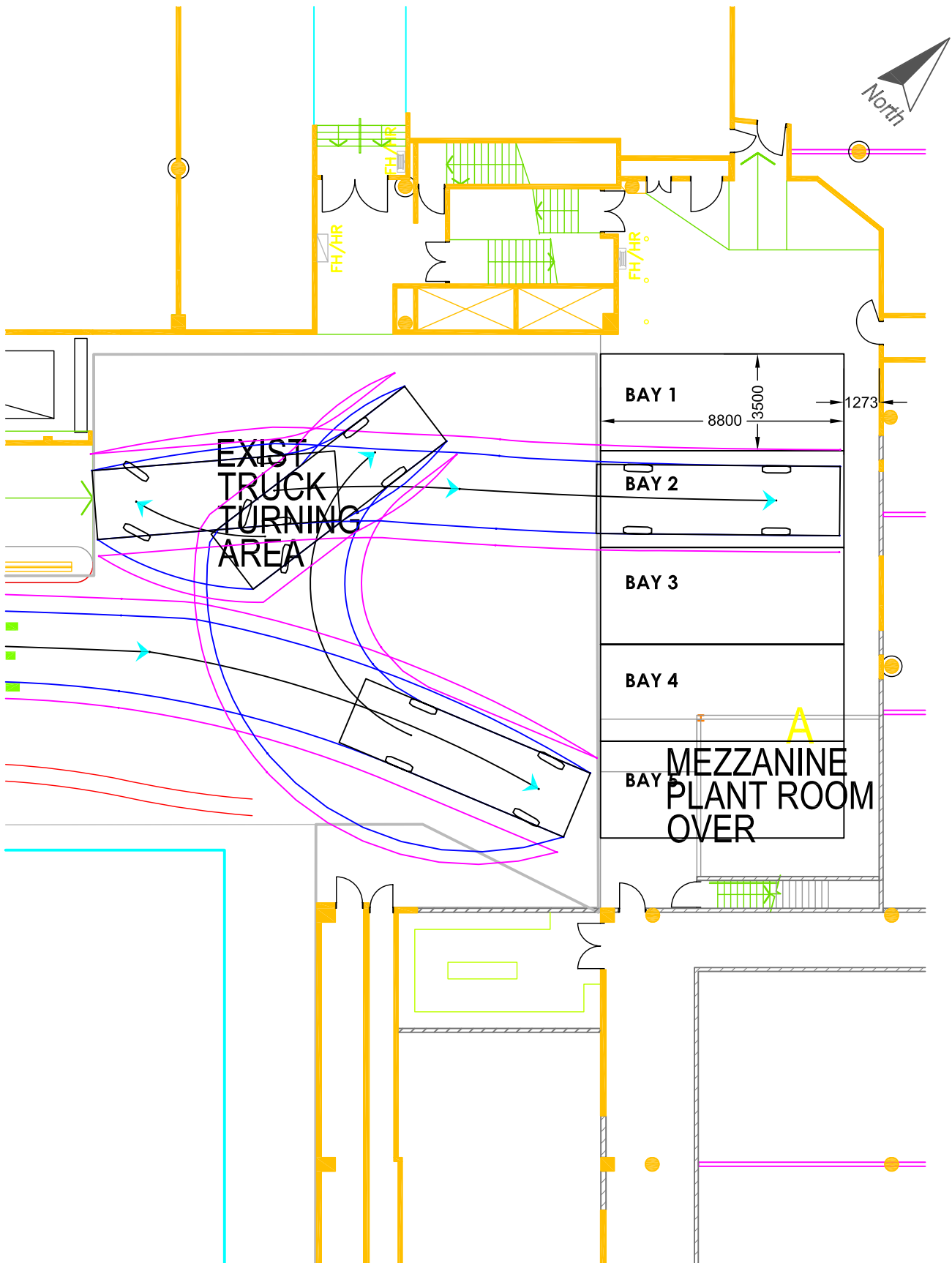
## PROPOSED MILLS LANE LOADING AREA



Scale: 1:200@A4

# CHATSWOD CHASE REDEVELOPMENT

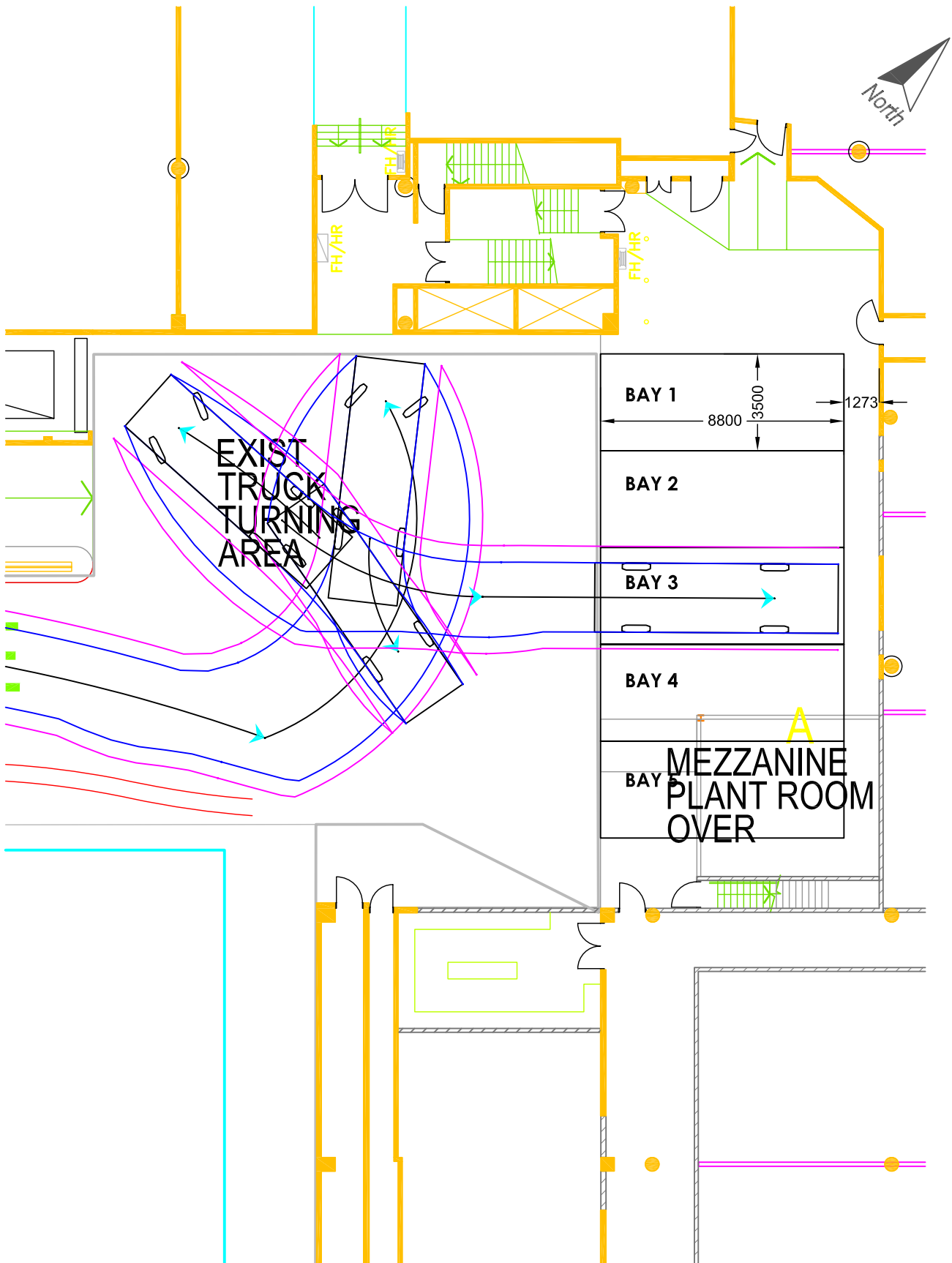
## PROPOSED MILLS LANE LOADING AREA



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# CHATSWOD CHASE REDEVELOPMENT

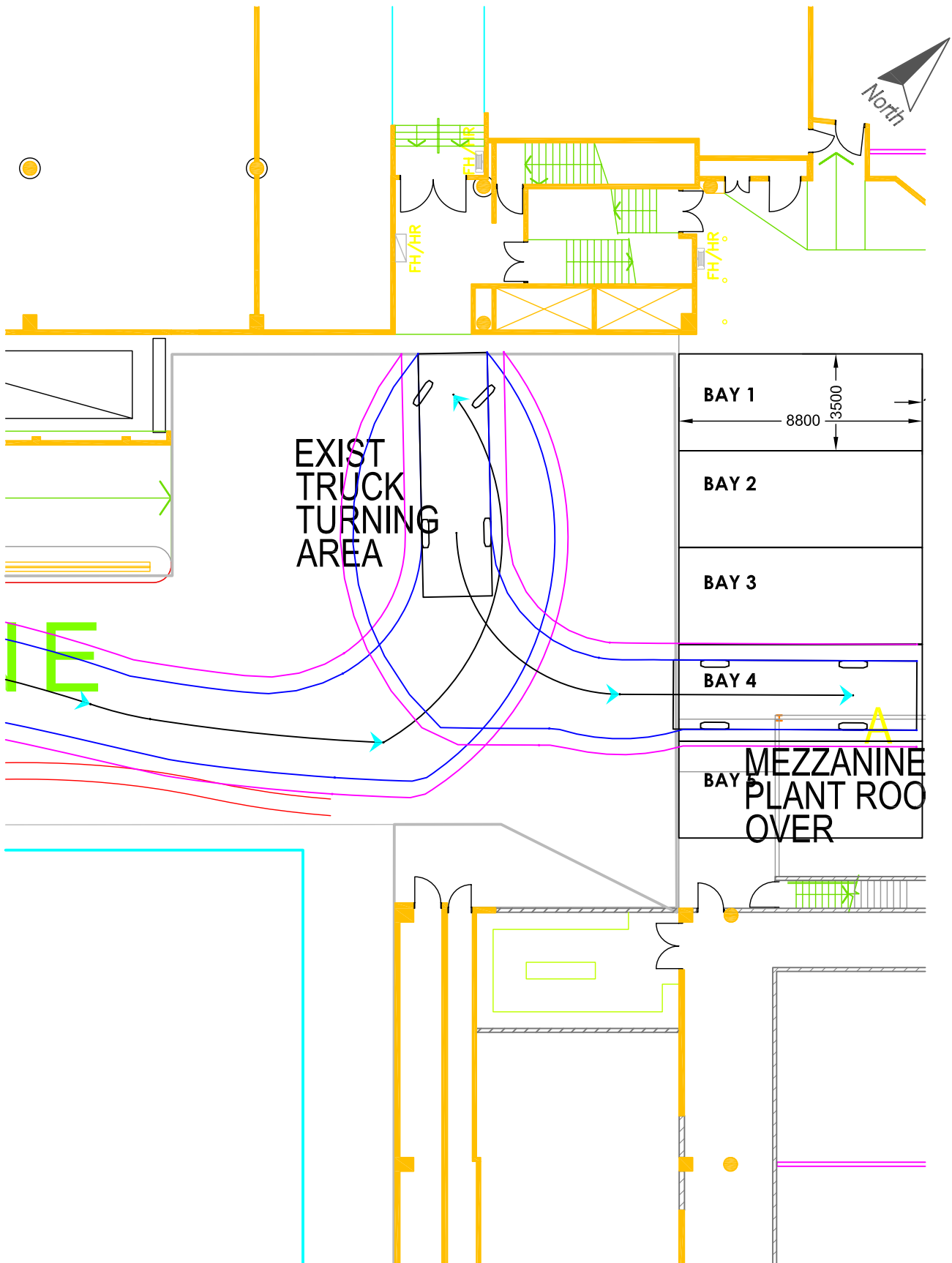
## PROPOSED MILLS LANE LOADING AREA



Scale: 1:200@A4

# CHATSWOD CHASE REDEVELOPMENT

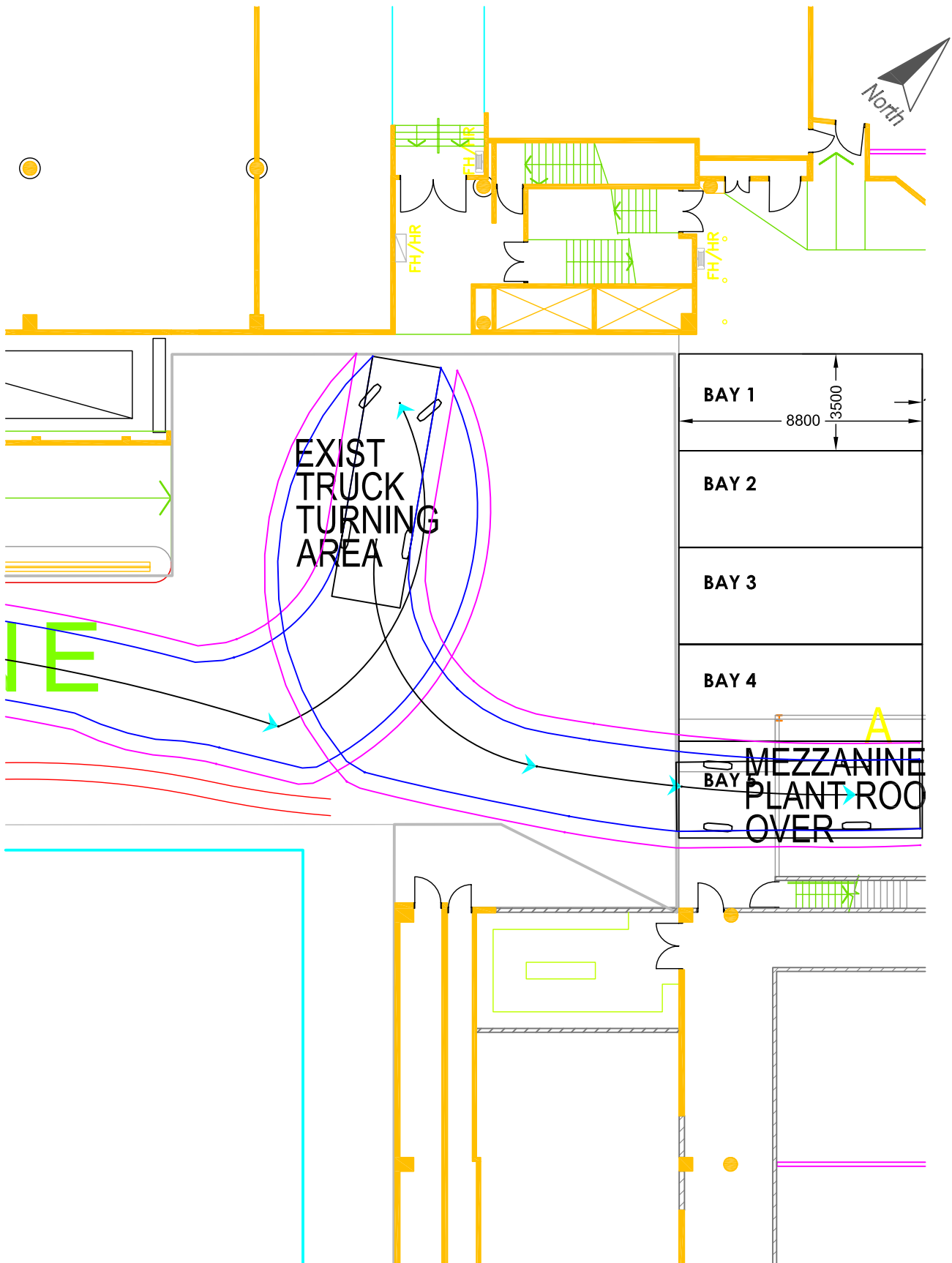
## PROPOSED MILLS LANE LOADING AREA



Scale: 1:200@A4

# CHATSWOD CHASE REDEVELOPMENT

## PROPOSED MILLS LANE LOADING AREA



## Attachment 4 – Draft Coles Loading Plan of Management



# Operation Management Plan

## INTRODUCTION

*Deliveries to the supermarket will be controlled by this **Operation Management Plan** that shall be complied with at all times.*

The plan contains a series of restrictions and delivery constraints to be imposed upon all vehicles delivering to Coles supermarket located at Chatswood Chase.

The aim of the Operation Management Plan is as follows:

- ❑ Confirm the Stockroom Manager's responsibilities.
- ❑ Provide specifics regarding the operation of the loading dock.
- ❑ Impose restrictions and constraints on all servicing carriers.

## LOADING DOCK MANAGEMENT

Coles has within the supermarket operation a position known as the Stockroom Manager. The Stockroom Manager is responsible for the effective management of service delivery and operational outcomes in relation to the loading dock and stockrooms.

It is the duty of the Stockroom Manager, in conjunction with the Store Manager to supervise the efficient unloading of deliveries and co-ordinate their arrival with dispatch from the warehouse located at Coles distribution centres.

### ❑ **Truck Deliveries:**

Truck deliveries to the supermarket will be restricted to 10 trucks over 10 metres in length (maximum 17 metres) and up to 15 small delivery vehicles.

- ❑ The Store Manager will be notified of the arrival of a delivery truck via an intercom system located in the supermarket. The Stockroom Manager will then ensure that the truck is unloaded immediately.

## CONTACT BY TRUCK DRIVER

- ❑ The large truck driver must contact the Stockroom Manager by mobile phone or radio (where appropriate), when the driver is within an estimated 5 minute further driving time from the site, if they are not able to meet the agreed delivery schedule.

❑ **Red Light to signal the loading dock is full:**

When the loading dock reaches its Operating Capacity, or when having regard to Scheduled deliveries to the Loading Dock is about to reach its Operating Capacity, the red light to signal that the loading dock is full will be activated.

Drivers are not permitted to wait in the vicinity of the store to make a delivery if the loading dock is at full capacity.

❑ **A sign shall be placed in a prominent place, midway between the loading dock and Coles loading dock, stating:**

“The Loading Docks are open at the following times only”:

Monday to Friday	7.00am to 8.00pm
Saturdays	7.00am to 8.00pm
Sunday & Public Holidays	8.00am to 8.00pm

Trucks shall not enter Malvern Ave before 7.00am Monday to Saturday and before 8.00am on Sunday or Public Holidays.

❑ The collection of general waste shall also be restricted to the loading dock operating hours specified above.

### **THE LOADING DOCK OPERATING CAPACITY**

The Stockroom Manager will manage the loading dock in order to ensure that the operating capacity of the loading dock is not exceeded. The operating capacity of the loading dock is:

- ❑ One 17 metre articulated truck (“Large Truck”)
- ❑ 2 Vans;
- ❑ 1 Small Truck and 1 Van; or
- ❑ 2 Small Trucks.

### **VEHICLE SIZE**

- ❑ The size of delivery vehicles must not be greater than 17metre Articulated Truck.

### **DIRECT DELIVERIES**

The Store Manager is responsible for liaising with nominated representatives from the Store’s principal suppliers (Tip Top, Buttercup, National Dairy, Inghams, Arnott’s Lynch) and the direct delivery vendors (most direct delivery vendors do not own their own transport but individually task various carriers to complete respective deliveries). Each of these service providers is responsible for agreeing and adhering to a daily delivery time, in consultation with the Store Manager.

The Store Manager will ensure that all direct deliveries and pickups are co-ordinated so that truck movements in and out of the loading dock will not breach timing restrictions, and do not conflict with regular warehouse deliveries scheduled by the NSW Transport Manager and otherwise comply with the Management Plan.

### **WAREHOUSE DELIVERIES**

The store receives deliveries on a daily basis from Coles controlled by warehouses throughout New South Wales.

It is the responsibility of the NSW Transport Manager, in conjunction with the Store Manager, to ensure that warehouse deliveries are co-ordinated. This ensures that heavy vehicle congestion does not occur either in the store's loading dock area or on Malvern Ave.

### **TRUCK MANAGEMENT IN MALVERN AVENUE**

The Store Manager shall ensure the Operation Management Plan is adhered to so that as far as possible the residential amenity in Malvern Ave is not adversely affected and traffic movement on the surrounding local road network is not impeded.

In the event that an unscheduled truck arrives and the loading dock is not free, the Stockroom Manager will instruct the driver to reschedule the deliveries and return at a later time to be agreed upon with the Store Manager.

### **ADVICE TO DELIVERY SERVICE PROVIDERS**

Each direct delivery service provider must be provided with a copy of this Operation Management Plan.

The Coles NSW Transport/Logistic Manager is responsible for providing this Operation Management Plan to all Coles warehouse Fleet Managers.

### **DRIVER CONDUCT**

For an initial one-week period and thereafter on a regular basis the store will provide every visiting driver a one-page Notice to Drivers (see attachment 1). The drivers servicing Chatswood Chase are required to adhere the following rules:

- ❑ Not to enter the loading dock before 7.00am Monday to Saturday and before 8.00am on Sunday or Public Holidays.
- ❑ To have departed the Coles dock before:
  - 8.00pm Monday to Saturday
  - 8.00pm Sunday and public holidays

No vehicle is to wait in the vicinity of the store if it is early or the loading dock is full. In those circumstances, the driver must move on and arrange a new delivery time.

- ❑ Direct delivery vehicles must arrange a delivery time with the store and be punctual.
- ❑ Vehicles must **not** queue in Malvern Ave.
- ❑ All loading or unloading will only be conducted in the loading dock area.
- ❑ A sign shall be erected in the loading dock stating, “This Loading Dock is within hearing of people’s homes. Please make as little noise as possible”.
- ❑ No public address system shall be used in the loading docks except for emergency fire evacuation.
- ❑ The driver shall apply all possible skill and care when driving into the loading dock and during the subsequent departure from the loading dock, to minimise the noise emission from the vehicle being driven.
- ❑ The driver shall ensure that when alighting from the truck, when unloading the truck or relocating the truck, that reasonable precautions are taken to minimise unnecessary noise emission.
- ❑ Drivers shall ensure that any radio and music systems are deactivated, or do not generate sound which may be audible to the adjacent residence.
- ❑ The driver shall ensure that neither he, nor the people with whom he may need to liaise or work within the loading dock area, shout or use language that could be considered offensive or generate other sources of noise, which may be audible or disturbing for residents opposite or adjacent to the loading dock.
- ❑ Coles shall ensure that all drivers under its control or drivers who work as contractors or suppliers, who are instructed to make deliveries, or are likely to make deliveries shall be provided with a copy of the conditions referred in attachment.
- ❑ Coles shall instruct its employees, contractors and/or agents to observe care in the use and control of equipment in the loading dock and access areas so as not to cause or allow to be caused any reasonable noise during the hours of operation of the loading dock and access areas.

### **COMPLAINT MANAGEMENT PROCEDURES**

It is most important that residents quickly bring any concern to Coles’ attention, at all times. The system to do this is described below:

- ❑ A Coles Customer Relations free toll call number has been devised to respond to all customer complaints.
- ❑ The toll free number is 1800 061 562.

- ❑ All complaints are registered and logged by an operator.
- ❑ It is Coles' policy to respond to each complaint that is logged.
- ❑ The turn-around time for responding to a complaint is 48 hours.

**ATTACHMENT**

**NOTICE TO DRIVERS**

*COLES SUPERMARKET*

**Malvern Ave, Chatswood Chase**

*The loading dock is adjacent to residents who live opposite the loading dock entrance on Malvern Ave. Drivers must conduct themselves in a manner that respects the nature of the surrounding area.*

You are advised that the following delivery constraints have been imposed upon the Chatswood Chase store:

1. Do not enter Malvern Ave before:  

7.00am	Monday to Saturday
8.00am	Sunday and public holidays.
2. You must have departed the Coles dock by:  

8.00pm	Monday to Saturday
8.00pm	Sunday and public holidays.
3. Delivery vehicles must not exceed 17 metres in length.
4. All loading or unloading will only be conducted in the dock area.
5. Vehicles must not queue in Malvern Ave or otherwise wait in the vicinity of the store.
6. Drivers shall ensure that any radio and/or music system is deactivated, or do not generate sound which may be audible to the adjacent residence.
7. Arrange a delivery time with the store and **STICK TO IT**.
8. The Store Manager is the driver's initial point of contact for all transport concerns. He may be contacted on the above telephone number (**TBA**).
9. The loading dock is within close proximity of the residence adjacent. Please make as little noise as possible.
10. No vehicle is to wait in the vicinity of the store if it is early or the loading dock is full. In those circumstances, the driver must move on and arrange a new delivery time.

11. All vehicles must enter and leave the loading dock in the forward direction.

**CONTACT BY TRUCK DRIVER**

- The large truck driver must contact the Stockroom Manager by mobile phone or radio (where appropriate), when the driver is within an estimated 5 minute further driving time from the site, if you are not able to meet the agreed delivery schedule. The driver must inform the Stockroom Manager of the vehicle's length.

Coles considers the above constraints to be our minimum “good citizen” responsibilities towards the residents.

Coles' staff will closely monitor this store, and will report all incidents. Driver failure to observe the above instructions will result in that driver being banned from entering Coles' sites.