



Reference: 11.041I05v01

12 August 2016

Gentle Dental Care
c/o
Geoform Design
Suite 145-H Moore Park Gardens
780 Bourke Street
Redfern NSW 2016

Attention: Katja Gavran

Re: Proposed Commercial Development, 84-86 Kiora Road, Miranda – Section 75w

Dear Katja,

We refer to the additional information provided by the manufacture of the proposed automated parking system (Klaus Multiparking) for the subject site. In particular we have assessed the implications of the maximum parking provision able to be provided by the manufacturer, being 38 vehicle spaces and one bicycle palette. Accordingly, we now advise as follows in relation to these matters.

On Site Parking Provision

Current Approval

The on-site parking of 40 spaces had previously been assessed based upon the known operational requirements of Gentle Dental Care, having regard for their staffing levels and rosters and visitation patterns. This is arguably the preferred method of assessment and the resulting assessment included a provision for 30 staff spaces and 10 visitor spaces, with the latter making use of a full-time valet service. The latter allocation also takes account of the limitations presented by the site whereby an automated parking system is proposed due to the site constraints. The use of a valet parking assistant is exclusively for the use of visitors and it was considered that turnover associated with 10 spaces is the maximum volume that could be properly managed.

Revised Proposal

The revised parking provision of 38 vehicle spaces results in the reduction of two vehicle spaces. These have initially been allocated as a loss of one staff space and once visitor space for operations purposes. The management of this restrained parking provision has been supported by the preparation of a detailed Operations Management Plan, which can be viewed in **Attachment 1** for reference.

Patient parking will be by reservation only, that is, patients will have to request to park on site with reception whom will confirm availability. It is essential that patients are made aware of this parking arrangement when booking their appointment with reception, including as to whether they will

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require the waiting bay to be in an accessible parking format if they have a disability. This information should also be posted on the website for the hospital, which may also include guidance on public transport alternatives.

In relation to staff parking, staff are to log their arrival with the valet desk and are not to remove a vehicle until the arrival of the valet to ensure maximum efficiency during the peak arrivals period. The resulting loss of one parking space will have a positive impact on the potential for queuing to occur, the proposed reduction in a potential arrival during the peak arrival period will reduce the likelihood of the 98th percentile queue being reached and queues forming in Urunga Lane.

In order to undertake a parking assessment a comparison of the revised parking provision with requirement of the Council's DCP has been made. The provision of 38 spaces compares with 60 spaces based on Council's DCP, which we note is a generic rate that applies across the entire LGA and takes no account of the fact that the subject development is located immediately adjacent to the Miranda Railway Station. The DCP requirement is thus stated to be a maximum level of provision, with the expectation that it would be reduced for sites that are not only well served by public transport, but are also within an established commercial centre, where many visitors will walk.

The provision of 29 staff spaces is intended to serve the 86 staff who will be employed. This is equivalent to a rate of 1 space per 3 staff and it is noted that this is a substantial reduction of 33% from the typical parking rate for staff of 1 space per 2 staff as embodied in the RMS document entitled "Guide to Traffic Generating Developments." This is also a significant reduction having regard especially for the nature of the operations, where a high proportion of the specialised staff have associations with other medical practices, with a higher level of reliance on private car usage than would occur with full time site on the subject premises. In this regard, an adherence to the parking logs referenced in the Operational Management Plan is to be maintained, enabling an efficient management of the available parking provision.

Notwithstanding the above, it is intended that the Operational Management Plan attached be used as the basis for parking allocation and management within the subject development to encourage these parking efficiencies. The effectiveness of this plan is to be reviewed periodically and adjusted as necessary to ensure the optimal balance of staff and visitor parking. It is therefore considered desirable that the proposed mix of the 38 spaces to staff and visitors not be prescribed by condition, but rather remain flexible to enable the development to respond to circumstances as they change over time.

Yours faithfully,

Traffix

Geoff Higgins
Senior Engineer



Attachment 1

Operations Management Plan

OPERATIONAL TRAFFIC MANAGEMENT PLAN

MIRANDA DENTAL HOSPITAL

84-86 Kiora Road, Miranda

Development Application D/2014/797 for Mixed-use Development

Version 1.4

Dated: 12 August 2016

Contents

1. Introduction.....	3
2. Description of Facilities and Hours	4
2.1 Parking Related Areas.....	4
2.1.1 Automated Parking System	4
2.1.2 Parking Space Allocation	4
2.1.3 Car Lift and Turntable	4
2.1.4 Waiting Areas.....	5
2.2 Hours of Operation.....	7
3. Procedures	10
3.1 Staff Arrivals (6:00am to 8:30am).....	10
3.2 Valet Duty (8:30am to 5:30pm)	10
3.3 Staff Departures (5:30pm – 9:00pm).....	11
3.4 Accessible Parking (9:00am – 9:30am & 10:30am – 11:00am).....	12
3.5 Loading Bay (4:30pm – 9:00pm).....	12
4. Communication, Training & Maintenance	14
4.1 Reception and Valet.....	14
4.2 Training	15
4.3 Maintenance and Review.....	16

1. Introduction

This Operational Traffic Management Plan (OTMP) has been prepared by TRAFFIX on behalf of Geoform Design to govern the day to day traffic operation of the Miranda Dental Hospital (Hospital) at 84-86 Kiora Road, Miranda.

The primary objective of this OTMP is to outline the management procedures in place for operation of the on-site Car Park. The Car Park will accommodate vehicles for staff and visitors to the dental hospital, as well for staff of the café/retail shop.

The passage to these parking spaces is aided by mechanical installations, including a single vehicle lift transporting vehicles between levels, three turntables and an automated parking system shifting vehicles into one of 38 storage spaces for cars and one bicycle rack palette for bikes.

A Valet Service will be required to facilitate all parking during the hours of operation for the Hospital. The Valet will ensure that patients visiting the Hospital can conveniently drop off and pick up their vehicle at the ground level waiting area accessed directly off Urunga Lane. Staff, with the necessary training, may also operate the mechanical installations when the Valet is off-duty.

These mechanical installations have been integrated and designed to perform a single vehicle storage or retrieval manoeuvre at any one time. The operation and communication procedures in this OTMP are therefore critical in ensuring that waiting areas can be effectively managed and that any delays are within acceptable timeframes.

The OTMP may be amended by Miranda Dental Hospital from time to time with the written agreement of the Sutherland Shire Council and without the need to seek modification from Council to the existing development consent. However, any such amendments to the OTMP must be designed to – and be likely to maintain or improve – the standards set out in this original plan, which may be derived from ongoing feedback or maintenance.

2. Description of Facilities and Hours

2.1 Parking Related Areas

The Car Park at Miranda Dental Hospital comprises of mechanical installations and waiting areas as described below.

2.1.1 Automated Parking System

There are three basement levels of car parking, each incorporating an automated parking system that stores and retrieves vehicles between the Car Lift and designated parking space. Up to 38 vehicles can be stored in total, with a typical level shown in **Figure 1**. The automated parking system is to be controlled and monitored externally from the valet desk on the ground level, with no persons to enter basement levels during regular operation of the car park.

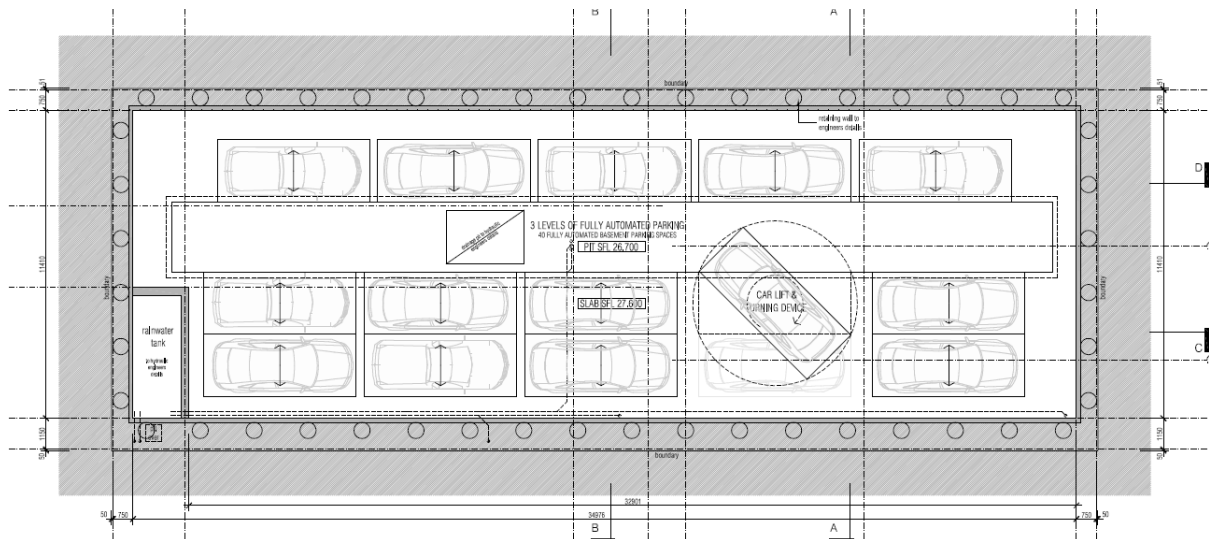


Figure 1: Typical Basement Level Layout

2.1.2 Parking Space Allocation

The allocation of the 38 motor vehicle parking spaces for each type of user for the hospital is as follows:

- A maximum of 28 parking spaces for staff of the dental hospital;
- A maximum of nine (9) parking spaces for visitors to the dental hospital; and
- A maximum of one (1) parking space for staff of the café/retail shop.

2.1.3 Car Lift and Turntable

The Car Park accommodates a single vehicle lift, which will transport vehicles between levels. The lift operates between four levels, connecting the ground level waiting area to the three basement levels. Cars must be driven into the car lift by the valet (or by staff when

valet is off-duty) and vacated before operating the lift from the valet desk on the ground level. A turntable, integrated with the lift on each level, must also be used when retrieving the vehicle to ensure that it can be driven out in a forward direction. The doors for the Car Lift will only open when engaged from the Valet Desk to ensure that no patients will inadvertently drive in unauthorised. The location of the car lift on the ground level is highlighted in **Figure 2**, which lies directly ahead of the waiting area.

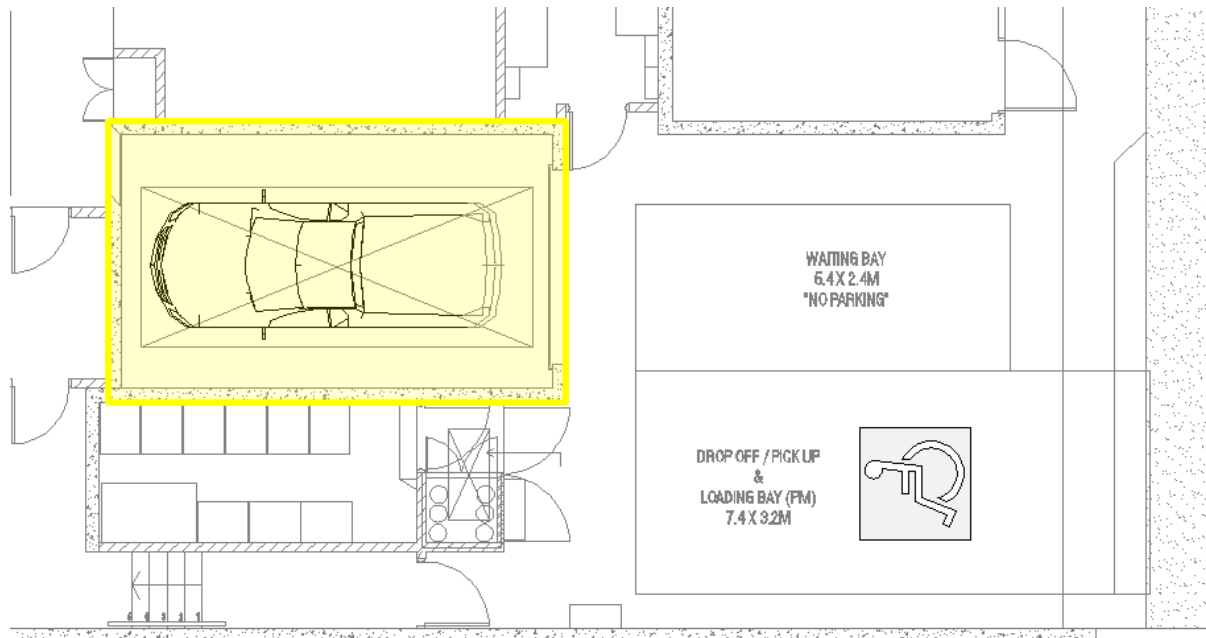


Figure 2: Car Lift on Ground Level

2.1.4 Waiting Areas

The waiting areas consist of two undercroft parking bays accessed directly from Urunga Lane. These waiting areas primarily are to accommodate queues formed when the Car Park is already in use and can be configured to accommodate specific demands as shown below:

- Two separate waiting bays for entry into the vehicle lift as shown in **Figure 3**;

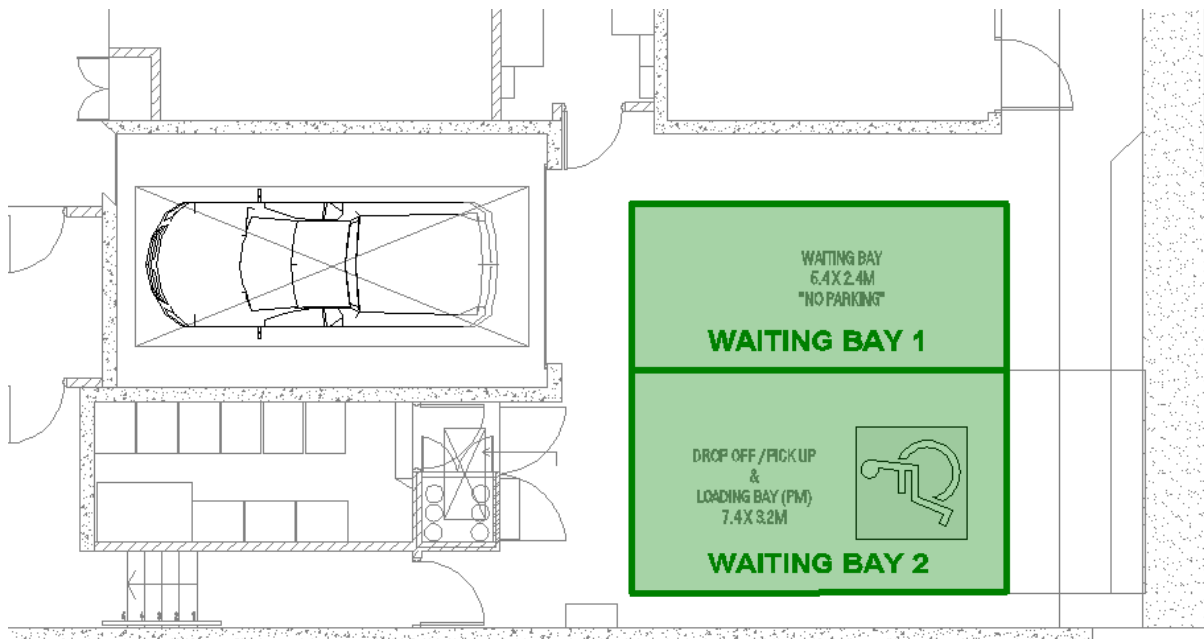


Figure 3: Dual Waiting Bays

- A single waiting bay and single loading bay as shown in **Figure 4**; or

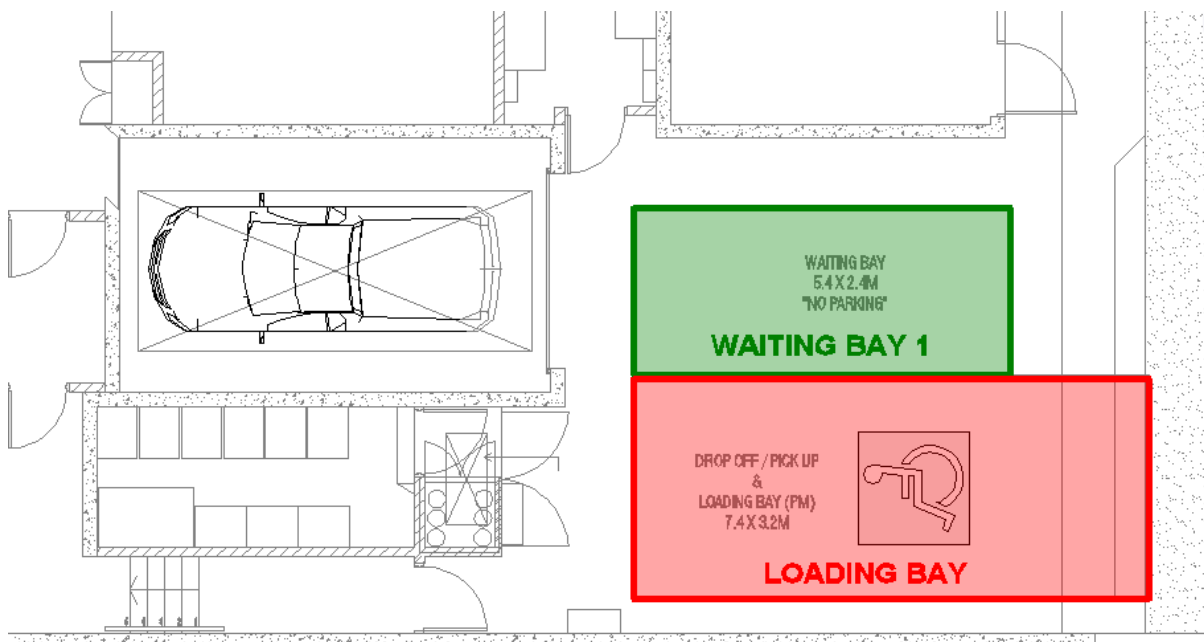


Figure 4: Loading Bay Configuration

- An accessible parking space with an adjacent shared area in accordance with AS2890.6 (2009) as shown in **Figure 5**.

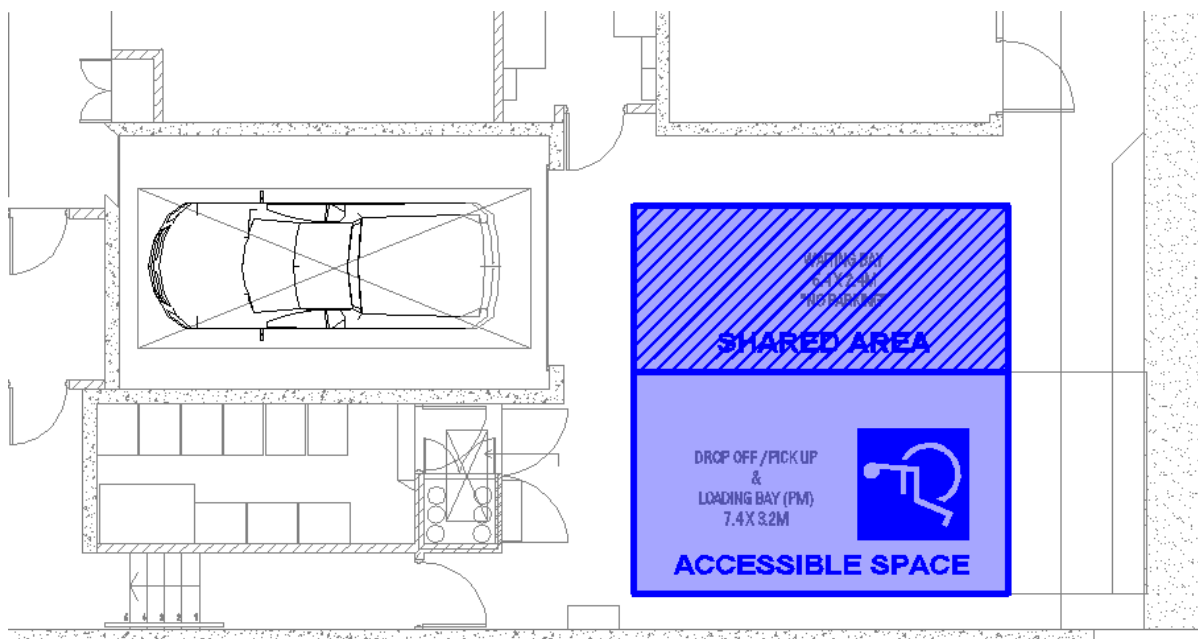


Figure 5: Loading Bay Configuration

2.2 Hours of Operation

The regular hours of operation for the hospital, where consultations with patients will take place, is between 9:00am to 5:00pm Mondays to Fridays. Staff are expected to arrive at the site no earlier than 6:00am and depart the site only after 4:30pm. The configuration of waiting bays during the course of the day is summarised in **Table 1** to reflect these times.

Table 1: Waiting Configurations

Time Period	Car Park Users	Valet	Movement	Waiting Configuration
6:00am – 8:45am	Staff	Off-Duty	Entry Only	Two Waiting Bays
8:45am - 9:00am	Patients	On-Duty	Entry Only	Two Waiting Bays
9:00am – 9:30am	Patients	On-Duty	Entry Only	Two Waiting Bays (or Accessible Parking Configuration when required).
8:45am - 9:00am	Patients	On-Duty	Entry Only	Two Waiting Bays
9:00am – 10:30am	Patients	On-Duty	Entry & Egress	
10:30am – 11:00am	Patients	On-Duty	Egress Only	Two Waiting Bays (or Accessible Parking Configuration when required).

11:00am – 4:30pm	Patients	On Duty	Entry & Egress	Two Waiting Bays
4:30pm – 5:30pm	Staff & Patients	On-Duty	Egress Only	Single Waiting Bay and Loading Dock
5:30pm – 8:00pm	Staff	Off-Duty	Egress Only	Single Waiting Bay and Loading Dock

Table 1 also outlines the duration where the Valet will be on-duty. This correlates with the time period that patients will be parked on-site, from the time they arrive for the first consultations of the day and when they depart after the last consultations in the evening as summarised in [Figure 6](#).

3. Procedures

3.1 Staff Arrivals (6:00am to 8:30am)

This time period will account for the bulk of staff arrivals to the site with no patients to enter the Car Park. The Valet will not be on-duty and therefore all staff will observe the following directions:

1. Staff must park their vehicle in Waiting Bay 1 (north), or if already occupied park in Waiting Bay 2 until such time that Waiting Bay 1 is available to park again.
2. All staff are to attend to the Valet Desk and take note of whether the system is currently in use and whether sufficient storage spaces are available for use. The first arrival to the site will be responsible for disengaging the security system, which involves unlocking the car lift door and switching on the mechanical installations from the Valet Desk.
3. Once the system is available for use, Staff in Waiting Bay 1 will drive their vehicle into the Car Lift and exit the vehicle.
4. Staff will return to the Valet Desk and;
 - a) Close the door to the Car Lift;
 - b) Transport the vehicle to the desired basement level
 - c) Engage the Automated Parking System to shift the vehicle to the available storage space.
5. Staff will remain at the Valet Desk until the operation has been completed successfully and log their entry.
6. Under no circumstances will staff retrieve their vehicle until the Valet arrives for duty.

3.2 Valet Duty (8:30am to 5:30pm)

This time period will account for all regular hours of operation of the Hospital. The Valet will be on-duty during this time and will be the sole person to operate the mechanical parking installations. Whilst also noting the specific accessible drop-off

1. The Valet is to remain stationed at the Valet Desk when possible, monitor operation of the mechanical installations and be on call to be notified of impending departures.
2. The Valet must direct incoming vehicles as follows:
 - a) If no vehicles are being retrieved then incoming vehicles will enter Waiting Bay 1;
 - b) If a vehicle is already standing in Waiting Bay 1 then incoming vehicles will enter Waiting Bay 2; or
 - c) If a vehicle is in the process of being retrieved then incoming vehicles will enter Waiting Bay 2.
3. When receiving a driver, the Valet must:
 - Identify the patient and confirm the booking number and duration of stay;
 - Advise whether sufficient capacity is available and of approximate waiting times;
 - Obtain the keys for the vehicle and direct the patients to the reception area.
4. When storing a vehicle the Valet will:
 - Ensure that no vehicles are being retrieved and sufficient capacity is available;
 - Drive the vehicle in the lift and egress the vehicle;
 - Operate the Car Lift to the desired level where the intended parking space is located;

- Engage the automated parking system to shift the car into the available parking space;
 - Confirm that the procedure has been completed successfully, then store the vehicle key in a designated space and update the log.
5. When retrieving a vehicle the Valet will:
- Take receipt when reception advises that a patient is departing and retrieve their key;
 - Ensure that any vehicle already on Waiting Bay 1 is stored before retrieving the vehicle;
 - Engage the automated parking system to shift the car onto the lift;
 - Operate the turntable so that the vehicle can be driven out in a forward direction;
 - Record the exit time of the vehicle in the log;
 - Operate the Car Lift to transport the car to ground floor, and drive the car onto Waiting Bay 1;
 - Receive the patient and handover their key for them to drive out of the Car Park;
 - If a vehicle is standing in Waiting Bay 2, direct them to Waiting Bay 1.

3.3 Staff Departures (5:30pm – 9:00pm)

This time period will account for the bulk of staff departures to the site with all patients to have retrieved their vehicle from the Car Park. The Valet will not be on-duty and therefore all staff will observe the following directions:

1. Staff will attend the Valet Desk and observe whether another car is in the process of being retrieved.
2. Staff will then operate the mechanical system from the Valet Desk by:
 - Engaging the automated parking system to transport the cars onto the lift;
 - Operating the turntable so that the vehicle can be driven out in a forward direction;
 - Recording the exit time of the vehicle in the log;
 - Operating the Car Lift to ground floor
 - Opening the lift door
 - Driving the car out
3. The last departure from the site will be responsible for engaging the security system, which involves locking the car lift door and switching off the mechanical installations from the Valet Desk.
4. Under no circumstances will staff store a vehicle during this period.

3.4 Accessible Parking (9:00am – 9:30am & 10:30am – 11:00am)

The accessible parking layout shown in **Figure 5** will require full use of the ground floor waiting areas and will be a set-down and pick-up service assisted by the Valet. As such, a designated set-down period will be allocated between 9:00am and 9:30am, whilst a designated pick-up period between 10:30am and 11:00am will allow for the undivided attention of the Valet.

To ensure that the waiting bays remain available, appointments for persons with a disability must only be scheduled between 9:30am and 10:30am, with the Valet to be informed by reception of an impending disabled visitor.

In the event of a rear loading wheelchair van being required to load on site the van is able to stand wholly within site, utilising the shared area and disabled space to angle the van on site perform the unloading manoeuvre on a compliant 1:40 grade, as confirmed by the access consultant. See **Figure 7** for details.

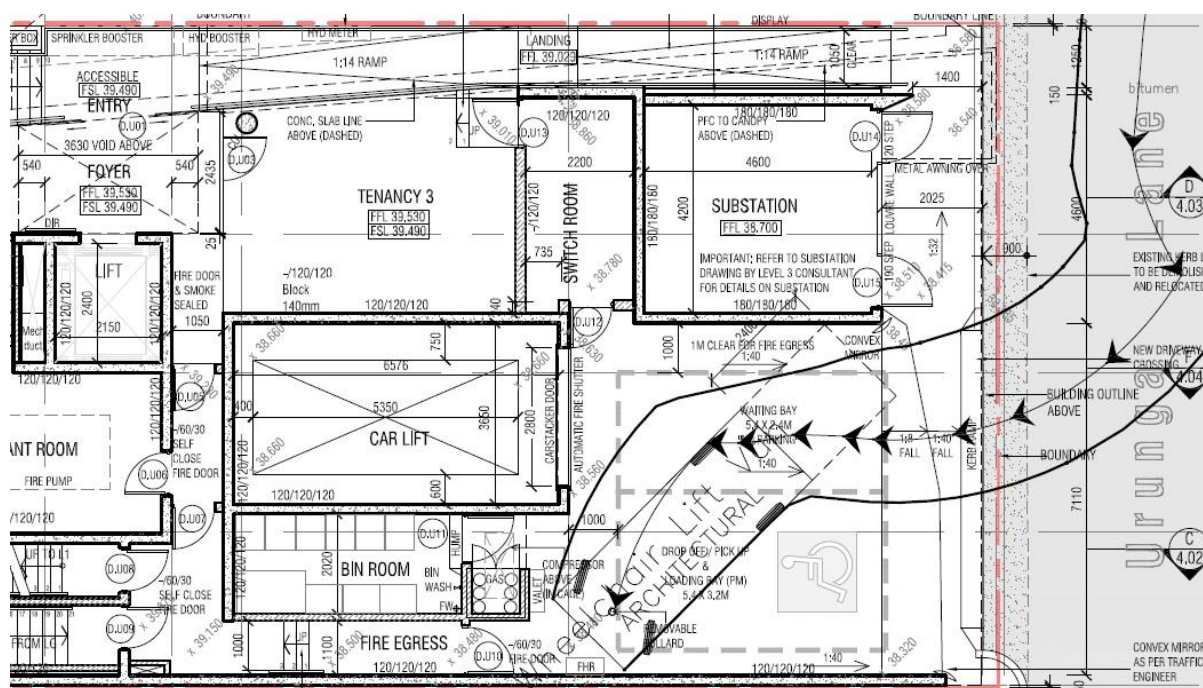


Figure 7: Rear Loading Chair Lift Vehicle

3.5 Loading Bay (4:30pm – 9:00pm)

The loading bay must only be used by service vehicles after regular hours of operation for the hospital, effectively when no further patients will arrive for the day, between 4:30pm and 9:00pm. This ensures that a window is provided for reception to facilitate casual deliveries, where regular deliveries may be afforded after-hours access to the hospital at the discretion of management. All drivers of delivery vehicles must observe the following directions:

1. Drivers will not arrive at the site prior to 4:30pm and/or in a vehicle exceeding 5.4 metres in length.
2. Drivers will reverse the vehicle into the Loading Bay, unless otherwise directed by the Valet.
3. All loading activities will take place without obstruction to Waiting Bay 1.
4. Deliveries should be transported as efficiently as possible to the intended location within the Hospital.
5. Drivers should exit the Car Park in a forward direction.
6. Under no circumstances should any driver or courier enter the basement car park unless they are an authorised person attending to maintenance issues for the mechanical installations.

4. Communication, Training & Maintenance

4.1 Reception and Valet

Due to the constrained parking supply and turnover of patients, communication between the valet and hospital is critical in order to manage parking demands. **Table 2** summarises the information required by each person:

Table 2: Communication Summary

From	Information	To	Reason
Valet	Number of Staff Spaces Filled	Reception	So that staff can enquire how many remaining spaces are vacant for use.
Reception	Arrival of Patients	Valet	So that the valet can anticipate arrivals for patient parking and coordinate exit movements efficiently.
Reception	Departures of Patients	Valet	So that the valet can organise the retrieval of patient's car in a timely manner.
Valet	Departures of Patients	Reception	So that reception are aware of number of vacant spaces available for emergency demands.
Reception	Disabled Patients	Valet	So that the valet can keep the second waiting bay clear to enable an accessible parking configuration.

It is anticipated that much of this information can be communicated passively via software such as a spreadsheet or shared calendar. An example of a spreadsheet is given below in **Figure 8** which indicates the number of expected patient arrivals, as well as entry and departure times. This information can also be used to monitor and review the performance of the parking facilities on-site. Nonetheless, the valet should also have access to a telephone in order for pressing circumstances such as the anticipated arrival of a disabled person.

9:00AM		Appointments					16-Mar-16	
Patient	Entry	Space	Make	Colour	Exit	Time	Disabled	
A	8:45 AM	1	Ford	Silver	9:49 AM	1:04	N	
B	8:47 AM	2	Toyota	Red	9:55 AM	1:08	N	
C	8:49 AM	3	Holden	Blue	10:00 AM	1:11	N	
D	8:55 AM	4	BMW	Black	10:05 AM	1:10	N	
E	8:57 AM	5	Mercedes	Silver	10:12 AM	1:15	N	

9:30AM		Appointments					16-Mar-16	
Patient	Entry	Space	Make	Colour	Exit	Time	Disabled	
F	9:12 AM	6	Mazda	Grey	10:31 AM	1:19	Y	
G	9:22 AM	7	Mitsubishi	Green	10:40 AM	1:18	N	
H	9:25 AM	8	Mercedes	Silver	10:42 AM	1:17	N	
I	9:26 AM	9	Ford	Blue	10:35 AM	1:09	N	
J	9:29 AM	10	Holden	Black	10:58 AM	1:29	N	

10:00 AM		Appointments					16-Mar-16	
Patient	Entry	Space	Make	Colour	Exit	Time	Disabled	
A	10:15 AM	1	Holden	Black			N	
B	10:18 AM	2	Audi	White			N	
C	10:22 AM	3	Subaru	Red			N	
D								
E								

Figure 8: Example Timesheet

Patient parking will be by reservation only, that is, patients will have to request to park on site with reception whom will confirm availability. It is essential that patients are made aware of this parking arrangement when booking their appointment with reception, including as to whether they will require the waiting bay to be in an accessible parking format if they have a disability. This information should also be posted on the website for the hospital, which may also include guidance on public transport alternatives.

4.2 Training

The automated parking system should at all times be operated by a trained person. This will principally be the valet whom will be on-duty during all times that patients will be at the hospital. It is anticipated that all staff using the car park will also be trained, in order to exit the site securely during evenings.

As a minimum, the valet must undertake any training offered by the manufacturer of the automated parking system or car lift. This includes introductory training provided after installation as well as any ongoing sessions to reflect updates or upgrades. The valet must familiarise themselves with all necessary functions to operate the car lift and automated parking system to account for all encountered scenarios, adopting the recommended methodologies of the manufacturer. The valet must be aware of all safety precautions and monitor whether the system is performing under acceptable limits.

All staff must be inducted on the necessary procedures to operate the automated parking system and car lift by the valet before using the basement car park. Staff must not operate the system whilst the valet is present or if any patients are anticipated to enter the site, as they are not expected to be capable of managing a conflict with an entering vehicle. Staff must be provided with emergency contact details, either for the valet (when off-duty) or the manufacturer of the car lift or automated parking system. Under no circumstances will a patient operate any mechanical parking installation on-site

4.3 Maintenance and Review

All mechanical installations shall be subject to regular maintenance as per the manufacturer recommendations, with repairs to be carried out by authorised personnel. Any incidences shall be recorded and brought to the attention of the manufacturer and hospital management.

Hospital management should also periodically review the log entries for the car park and consult with the valet to note whether the efficiencies achieved and delays experienced are within acceptable limits. Notwithstanding changes to the hours of operation for the hospital or patient numbers, any modifications to mechanical parking installations or waiting bay configurations will need to be approved by Sutherland Shire Council, however not necessarily require development consent.