

# **Pitt Street South OSD**

Service Delivery Plan

(Appendix A)

**Pitt Street Developer South  
Pty Ltd**

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# Document control record

Document prepared by:

**Aurecon Australasia Pty Ltd**

ABN 54 005 139 873

Level 5, 863 Hay Street

Perth WA 6000

Australia

**T** +61 8 6145 9300

**F** +61 8 6145 5020

**E** perth@aurecongroup.com

**W** aurecongroup.com

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<b>Name</b>	Iris Brkic	<b>Name</b>	Adam Reynolds
<b>Title</b>	Senior Transport Engineer	<b>Title</b>	Urban Mobility Section Lead

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# 1 Introduction

The purpose of this document is to provide context associated with the service delivery plan for South OSD as defined during the Pitt Street Over Station Development South Stage 2 Design process. The information provided in SMCSWSPS-AUR-OSs-PL-REP-000001 provides detailed information to the referenced information provided in this Service Delivery Plan.

## 1.1 The Site

The site is located within the Sydney CBD, on the corner of Bathurst Street and Pitt Street. It has two separate street frontages, Pitt Street to the west and Bathurst Street to the north. The area surrounding the site consists of predominantly residential high-density buildings and some commercial buildings, with finer grain and heritage buildings dispersed throughout.

The site has an approximate area of 1,710sqm and is now known as Lot 10 in DP 1255507. The street address is 125 Bathurst Street, Sydney as shown in Figure 1-1.

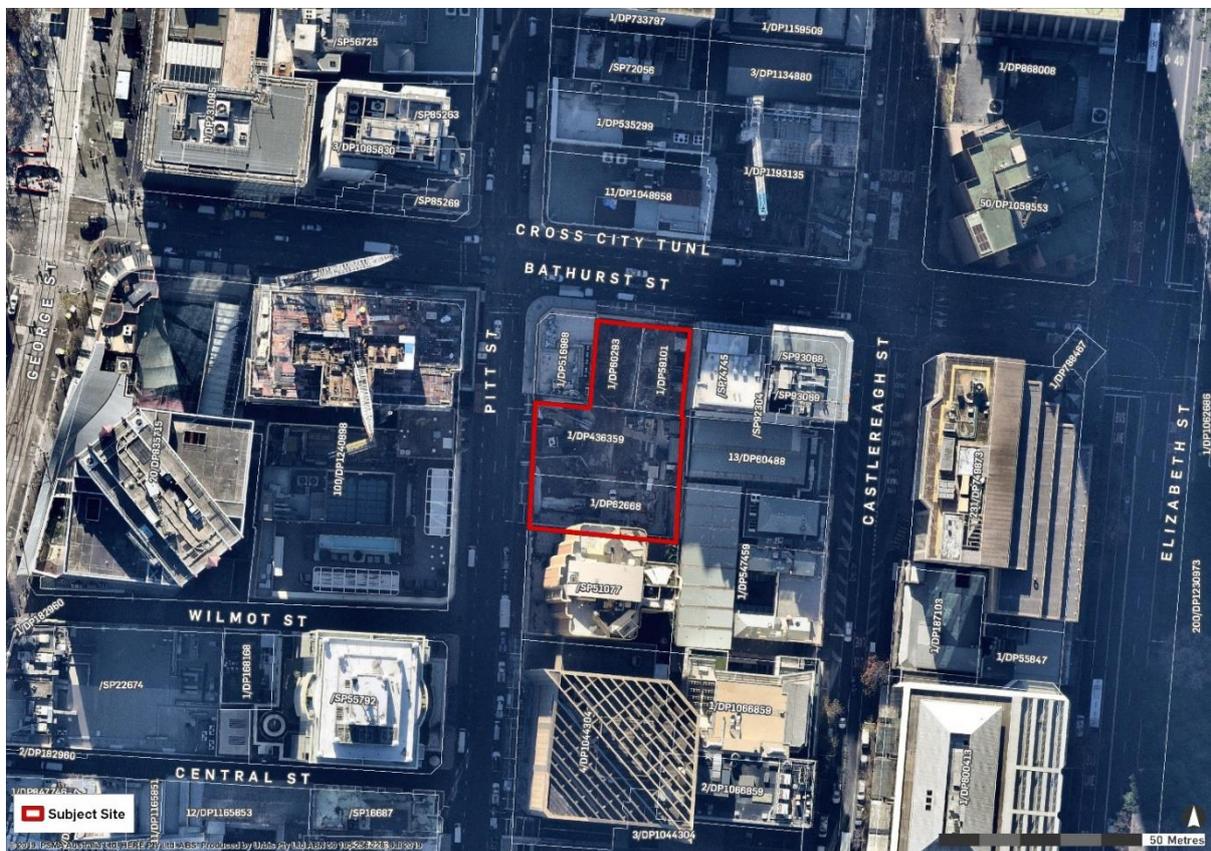


Figure 1-1: Location Plan (Reference: Urbis)

## 2 South OSD Vehicle Access

### 2.1 South OSD Vehicle Access Overview

The South OSD is proposed to have one right-in, right-out only vehicle access point, located on Pitt Street, as shown in Figure 2-1. This access will lead to the loading area and as such will be restricted to service and authorised vehicles only. Bike access will occur through the loading dock via a dedicated cycle access door.

The lobby entrance on Pitt Street will provide pedestrian access for South OSD residents and visitors, while retail area can be accessed from Bathurst Street, adjacent to the Pitt Street Metro Station access, as shown Figure 2-1.

Cyclists will access the residential development through the loading dock via a dedicated cycle access door on Pitt Street as indicated in Figure 2-1, sharing with the loading access.

As the pedestrian and cyclist access is proposed to be located close to the vehicle access to the south, the users are exposed to some safety risks, particularly the on-street cyclists who travel in a northbound direction will ride across the vehicle access crossover from Pitt Street to access the development. Hence, it is suggested some awareness improvements be implemented in the area to minimise the risk, such as a warning system and convex mirror as shown in Figure 3-5.

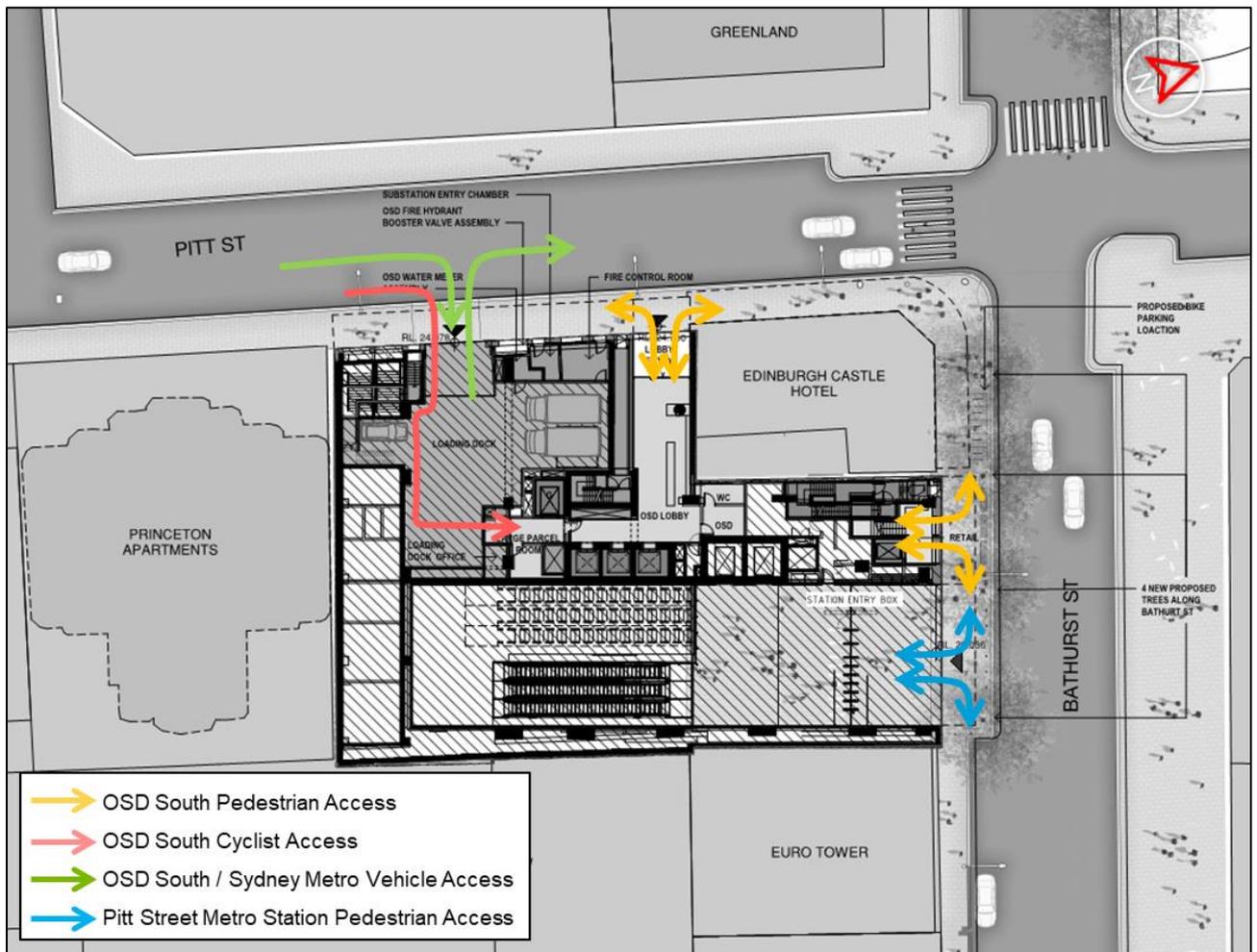


Figure 2-1: South OSD access locations on the ground floor (drawing no: SMCSWSPS-BAT-PSS-AT-DWG-910041)

## 2.2 Loading Dock and Service Vehicles

With reference to Figure 2-2, the South OSD loading dock will provide a total of four on-site service vehicle bays with the bays designed to mainly accommodate the vehicle types below:

- 2 x Small Rigid Vehicle (SRV); and
- 2 x light commercial vehicles (B99, 99<sup>th</sup> percentile of class of cars). One of these bays is a dedicated Sydney Metro bay.

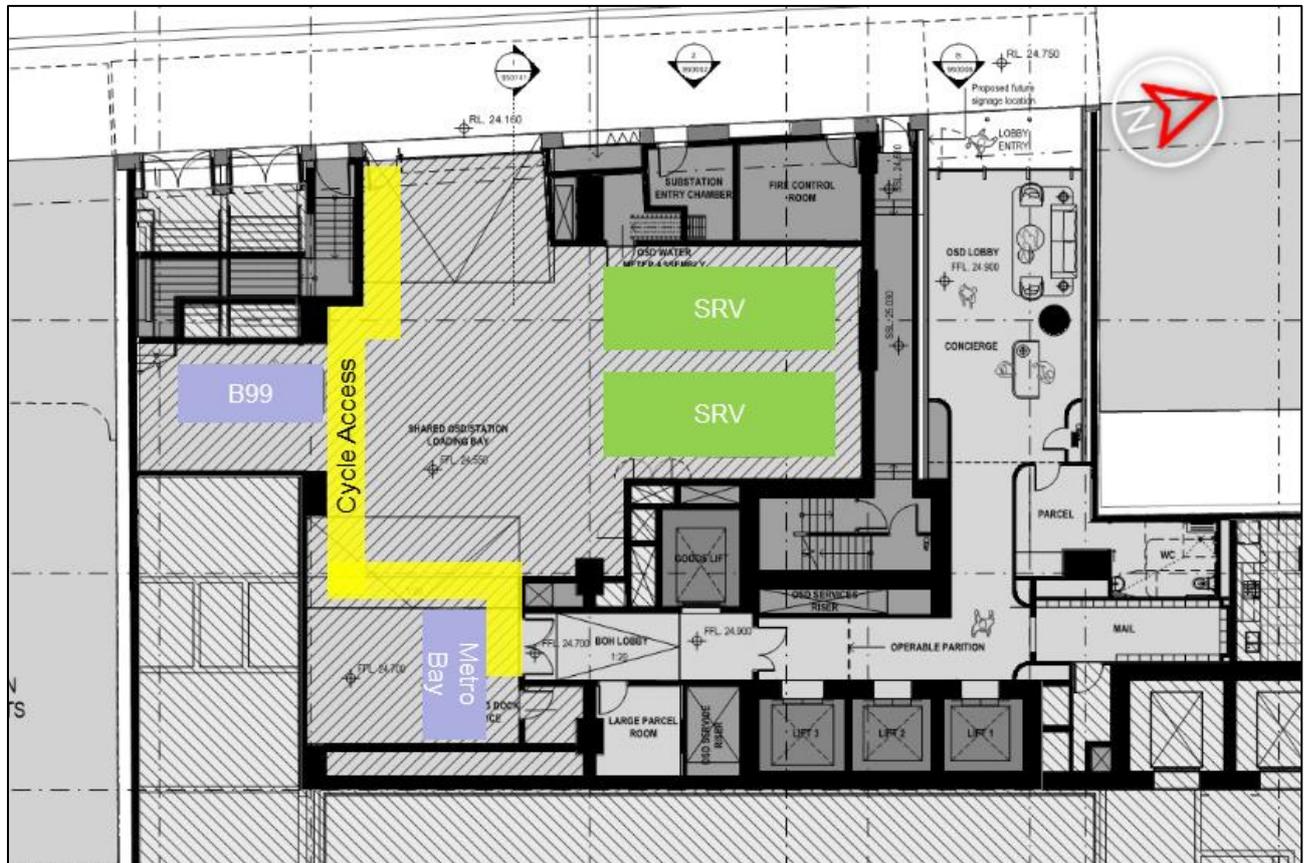


Figure 2-2: South OSD Loading Dock (reference: Bates Smart)

The loading dock is estimated to be receive the following services via those bays, but not limited to:

- Grocery deliveries (regularly);
- Goods deliveries for retail (weekly);
- Furniture delivery (prior to opening and rarely occur after opening);
- Waste collection (daily);
- Cleaning and maintenance service (regularly);
- Building maintenance service (occasionally);
- Mail and parcel delivery (irregular and non-manageable); and
- Metro transformer replacement service (emergency).

## 2.3 Metro Loading

The Metro Operation bay (see Figure 2-3) will be occasionally occupied to undertake maintenance services for the Pitt Street Station. For the service occasion that requires major possession, for example a transformer replacement, the possession will be undertaken outside of peak periods and on street level due to the limited height space within the loading dock. This limited height is due to the combined height of a MRV / SRV truck and the station transformer. However, such services are extremely rare, and the operation will be well planned for prior to service to ensure the impact on the surrounding can be kept at minimal.

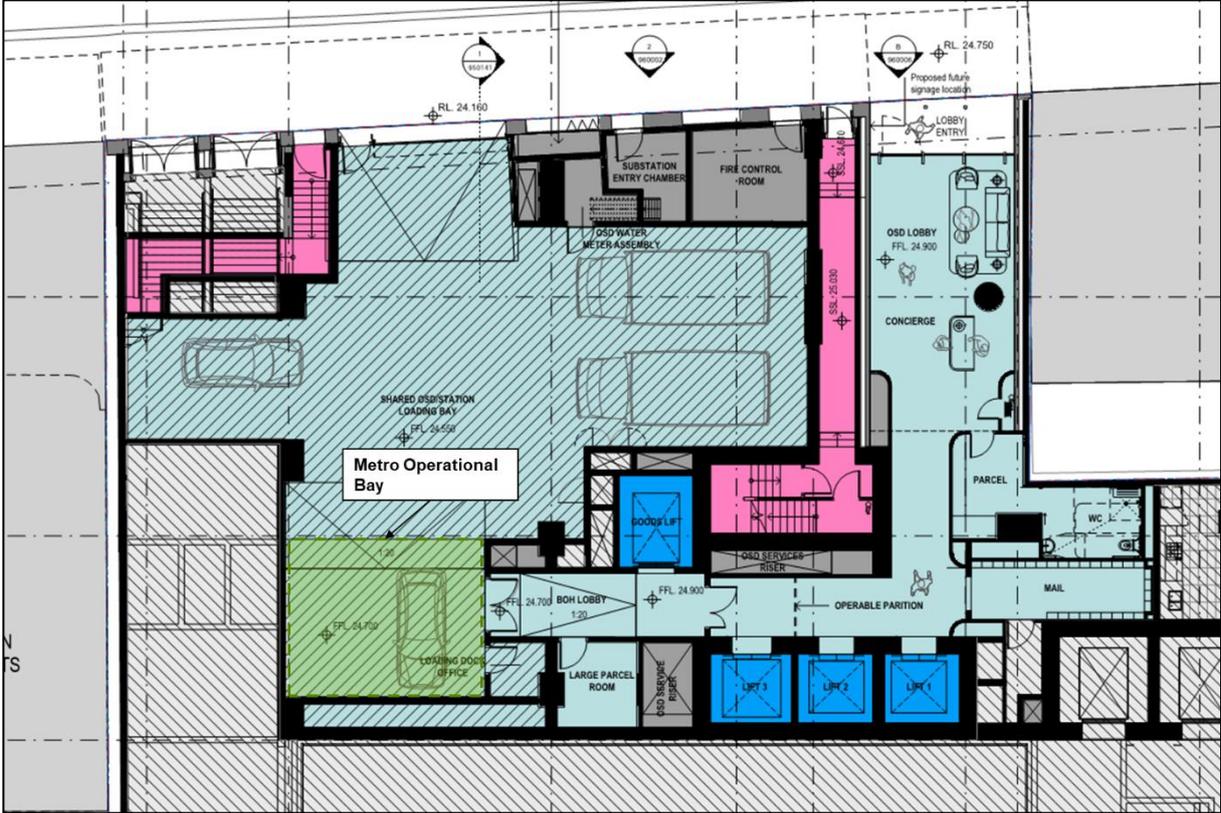


Figure 2-3: Metro operational bay at loading dock area

## 2.4 Waste Management

For waste management requirements, refer to the Waste Management Plan in SMCSWSPS-TTM-OSS-PL-REP-000001.

## 2.5 Furniture Trucks

Furniture trucks are likely to be used by residents to move in and out of the residential apartments. As part of the 'move in' and 'move out' packs, residents need to be advised the furniture truck size limitation to a vehicle no greater than 6.4m (SRV vehicle).

# 3 Loading Dock Management

The Delivery Service Plan will be managed by a dedicated on-site loading dock master through an integrated loading dock digital system, notifying when deliveries are arriving and the time allocations for each specific loading requirement. To assist with the development of the Delivery Service Plan, a high-level assessment has been undertaken for the loading dock.

The South OSD loading dock is used by two customer types: the residents and the retail tenants. For both user groups, access to the loading dock will need to be booked in advanced via a dedicated booking system. For this, the following governing principles are recommended to be incorporated as part of the loading dock Delivery Service Plan:

- Prioritise the arrival of residential tenants during dedicated time periods, such as over weekends when residents are likely to be moving in and out of the apartments. This time period to be determined by the loading dock manager.
- Outside of the dedicated time periods allocated to residential tenants, the loading dock will be prioritised for general loading for retail and waste management activities.
- Waste management will need to be prioritised such that both SRV loading bays are available for the waste collection vehicle for the nominated time period as provided in the Waste Management report and further consulted with the City of Sydney upon operation.

To understand the maximum capacity of the loading dock, it is assumed that each individual vehicle requires approximately 5 minutes to undertake the action of parking in the nominated parking bay and has then been allocated 25 minutes for loading requirements. As there are three dedicated parking bays for all South OSD loading usage (two SRV and one B99 bay), this equates to a maximum of 6 vehicles accessing the loading dock per hour (which includes parking time). Based on studies undertaken of similar sized loading docks (refer to main South OSD Traffic and Transport Accessibility Report SMCSWSPS-AUR-OSS-PL-REP-000002), the peak loading time is generally in the morning between 8:00am and 11:00am and again between 2:00pm and 4:00pm, with an average dwell time of 24 minutes. As such, during this 5-hour time period a total of 30 loading vehicles (excluding waste) may undertake loading activities.

If loading is required for a longer period for a particular bay, it is suggested that this is scheduled in for periods of the day when the regular demand to use the loading dock is reduced and additional time may be more easily accommodated.

Increasing the loading dock operating hours allows for additional vehicles to access the loading dock, which may be required to manage peak periods of operation or during times where bays are potentially unavailable due to Metro loading requirements.

A combination of various time allocations for loading vehicles may be possible such that a different time allocation is provided for the two SRV bays compared to the single B99 bay.

## 3.1 Booking System

A digital booking system will be implemented to manage loading dock operations. This section to be updated by the loading dock manager once the formal loading dock booking system is known.

## 3.2 Swept Path Analysis

A swept path analysis was undertaken for a 5.2m length B99 vehicle and a 6.4m length SRV. As advised by the waste management plan (refer to document SMCSWSPS-TTM-OSS-PL-REP-000001), 2.0m clearance should be provided from the northern wall to the SRV loading bays, and the swept paths should be undertaken in reverse-in and forward-out movements. While for SRV undertaking forward-in and reverse-out movements, it has been advised that the service vehicles will occupy two bays within the loading area. Therefore, the vehicle will not be restricted by the dedicated parking lines. It has also been advised that the access will be restricted while waste collection is being undertaken on the site. This will be managed by the loading manager and incorporated in the Delivery Service Plan.

Figure 3-1 to Figure 3-4 illustrate that the design layout can adequately accommodate the designed vehicle movement to service the loading dock. However, the SRV accessing the western loading bay, will be required to undertake a three point turn upon exit. This is considered acceptable as there is sufficient visibility and the movement is achievable. The swept paths show that the vehicles do not require more than three points turn to manoeuvre in and out from the bays. It should be noted that the Pitt Street Metro Station vehicle (B99) is able to reverse into the allocate parking area when the loading bays are vacant.

As recommended in AS2890.1:2004 – Parking Facilities Part 1: Off-street car parking, a minimum of 2.2m height between floor and any overhead obstruction is required for standard passenger vehicles and light vans. The stair adjacent to the B99 southern service bay has a headroom of approximately 2.6m height, which is the limiting headroom within the loading bay area.

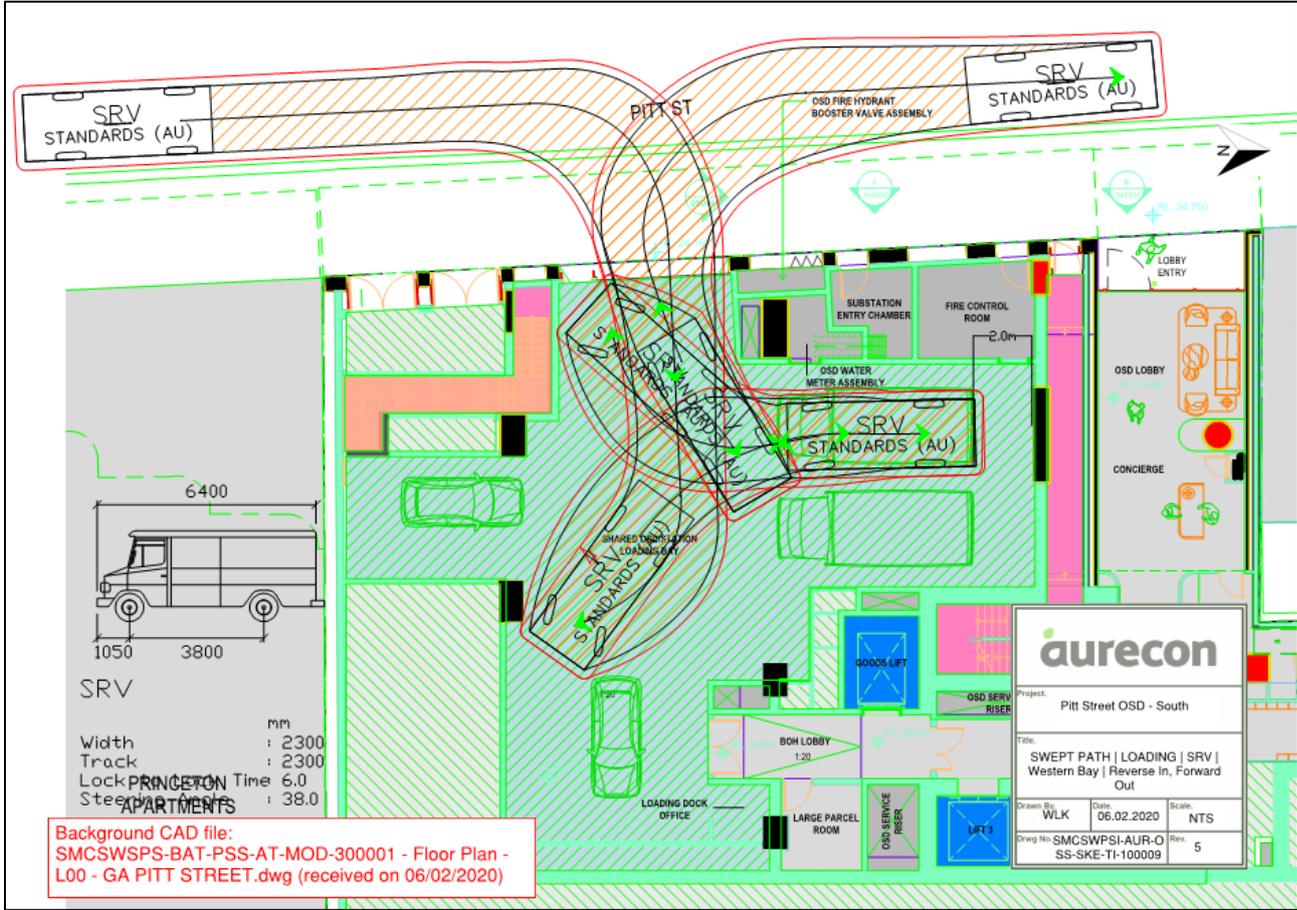


Figure 3-1: Vehicle swept path analysis for the SRV western bay – reverse in and forward out from bay

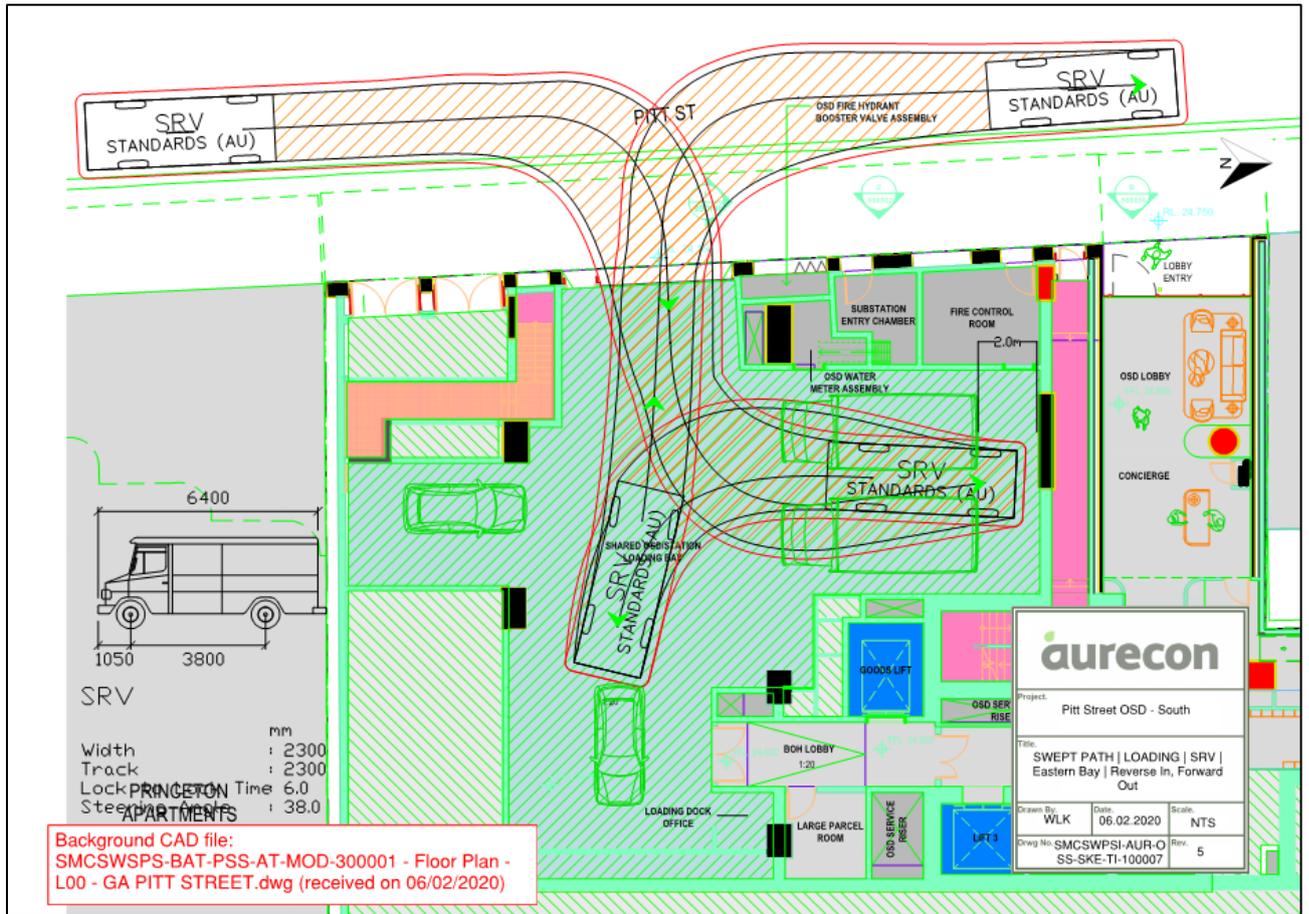


Figure 3-2: Vehicle swept path analysis for the SRV eastern bay – reverse in and forward out from bay

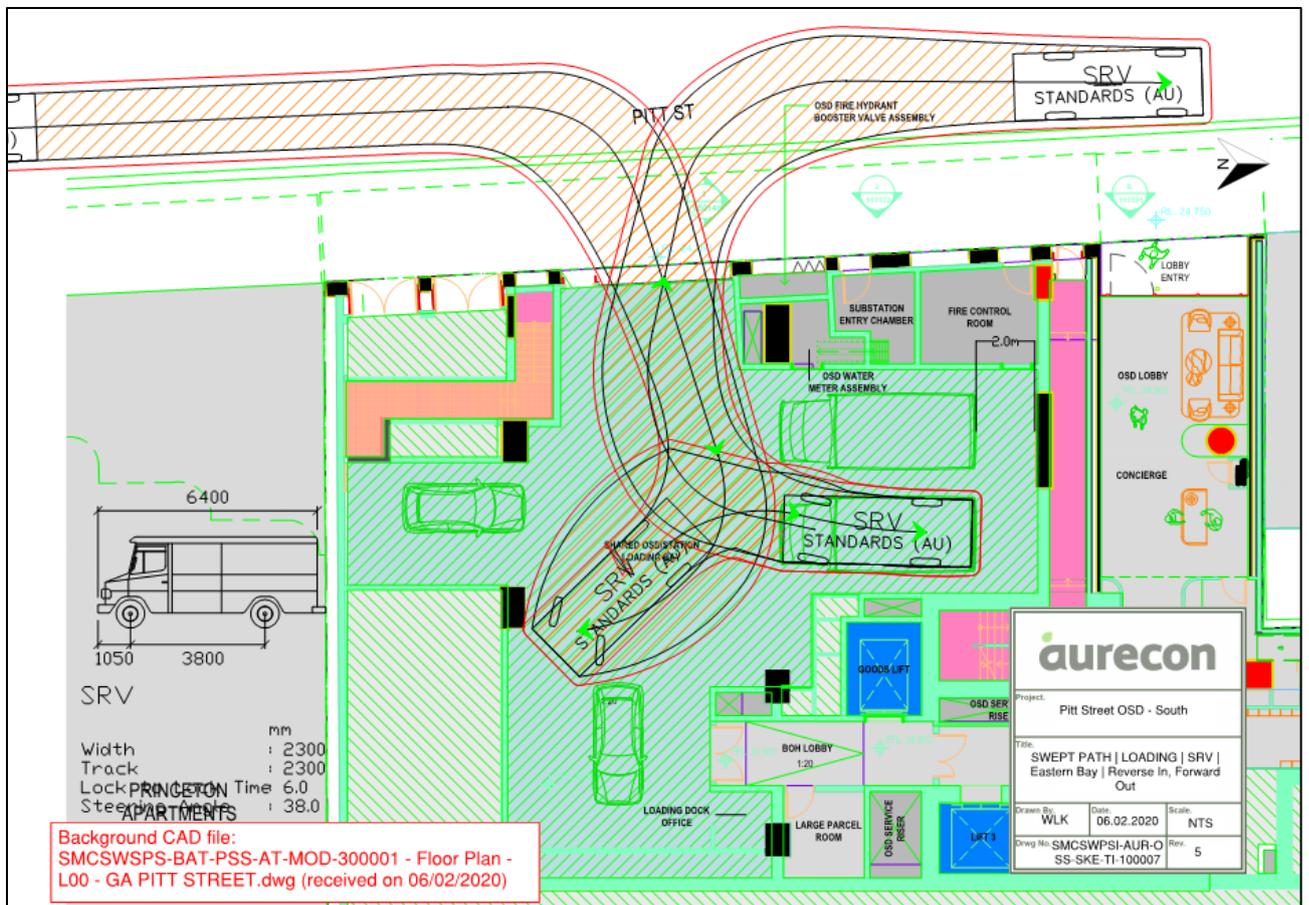


Figure 3-3: Vehicle swept path analysis for the SRV – forward in and reverse out from loading area

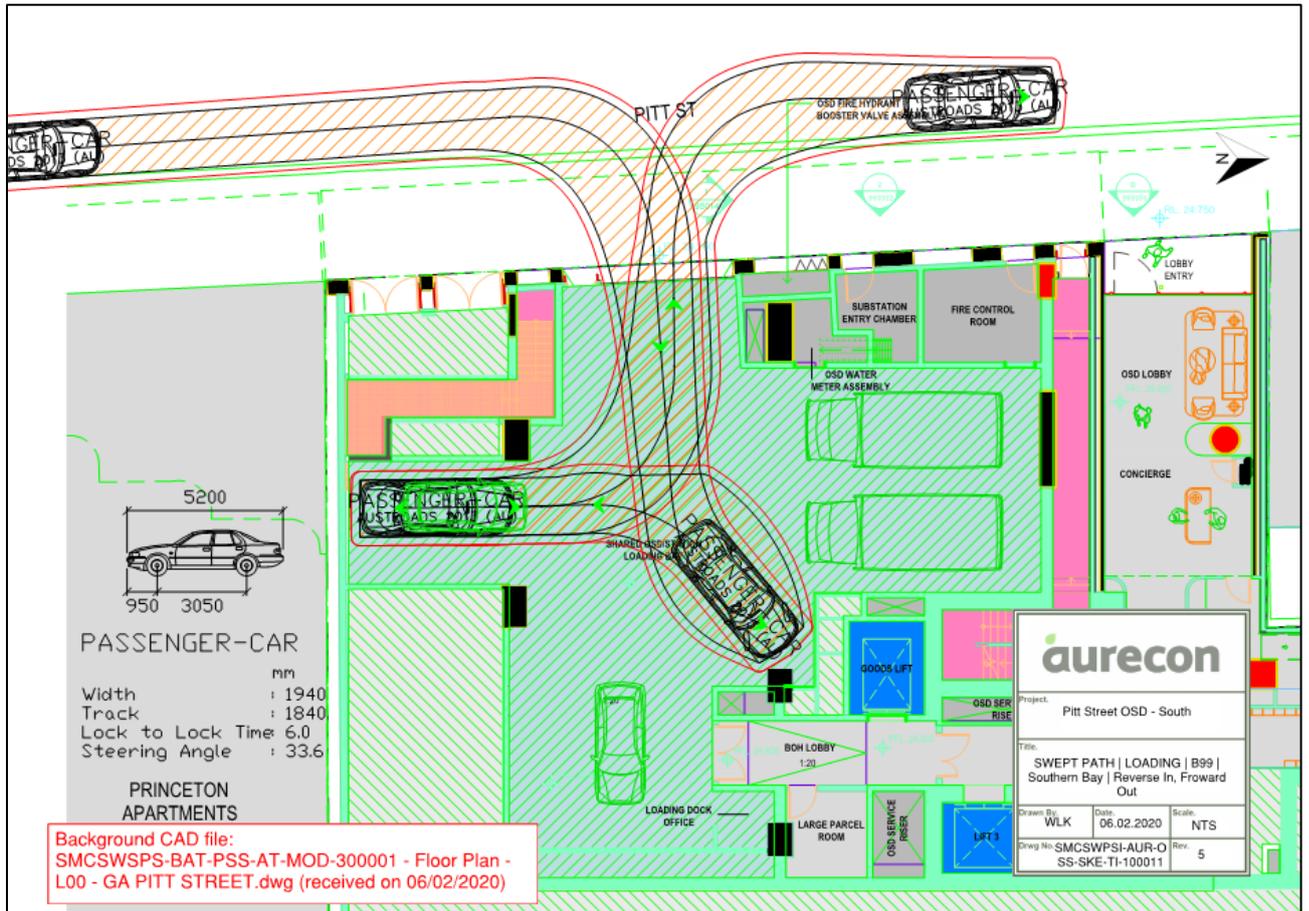


Figure 3-4: Vehicle swept path analysis for the B99 southern service bay – forward in and reverse out from bay

### 3.3 Safety Considerations

It is identified that the loading dock vehicle access will potentially pose some safety risks to the pedestrian and cyclists, particularly the on-street cyclists that might ride across the vehicle access crossover from Pitt Street to access the development. In order to minimise the risk, it is suggested to install some warning systems to alert the surrounding pedestrians and cyclists on the incoming commercial vehicles from the loading dock. In addition, convex mirrors can be installed adjacent to the access to improve the vehicle vision on the footpath prior exiting the access, and vice versa for the pedestrians.

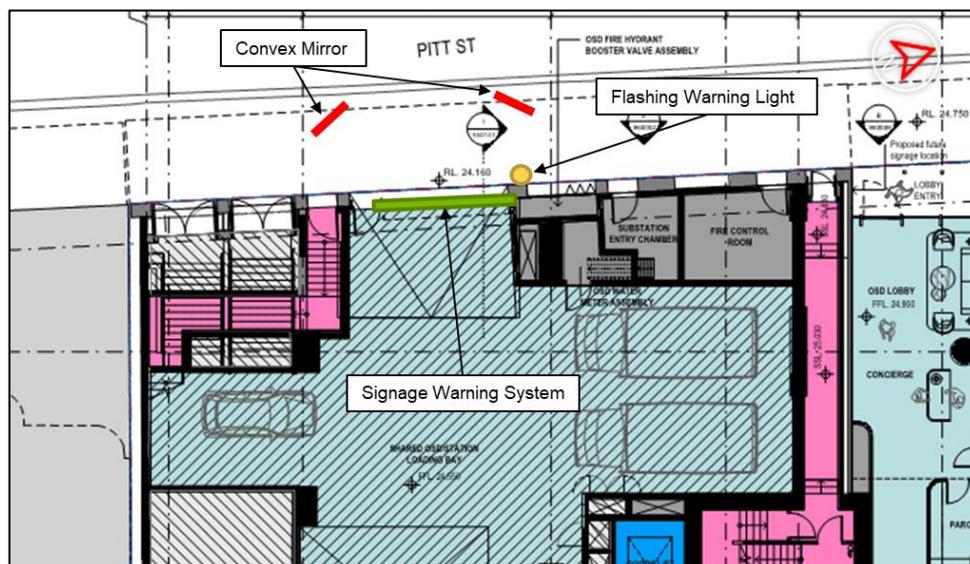


Figure 3-5: Suggested safety measures at loading dock access (reference: SMCSWSPS-BAT-OSS-AT-DWG-930041 Rev: C)

## 4 Contingency Response to Potential Incidents

A number of potential incidents may limit the operation of the loading dock. These are shown in Table 4-1.

**Table 4-1: Contingency Responses for Potential Incidents at South OSD**

Incident	Impact	Response
Blocked Access to the Loading Dock	A vehicle has broken down within the loading facility limiting access to the loading dock, including a specific bay.	If the vehicle is broken down in a particular bay, then all vehicles scheduled to use that particular bay will need to be notified immediately. Towing of the vehicle may be required.
Blocked Access to Loading Dock	Loading Dock not available.	Towing Service to be called immediately to remove the vehicle. Any scheduled deliveries will need to be rescheduled to following when the broken-down vehicle is removed.
Delivery outside of nominated booking time	Vehicle blocking access to the loading dock.	If a bay is available, dock master to allow vehicle to undertake required loading in available bay.  If a bay is not available, vehicle to schedule in time when bay is available.
Loading taking longer than time limit	Arrival and delay of consecutive vehicles arriving to the loading dock.	If time is available, the bay may be utilised for the extra time required. If it is impacting the operations of other vehicles, then the loading dock master is to decide if this vehicle is to vacate the bay, or notify the next vehicle to come at a different time slot.

Furthermore, a contingency parking shortfall can be accommodated by the loading zones available on the adjacent road corridors as shown in Figure 4-1.

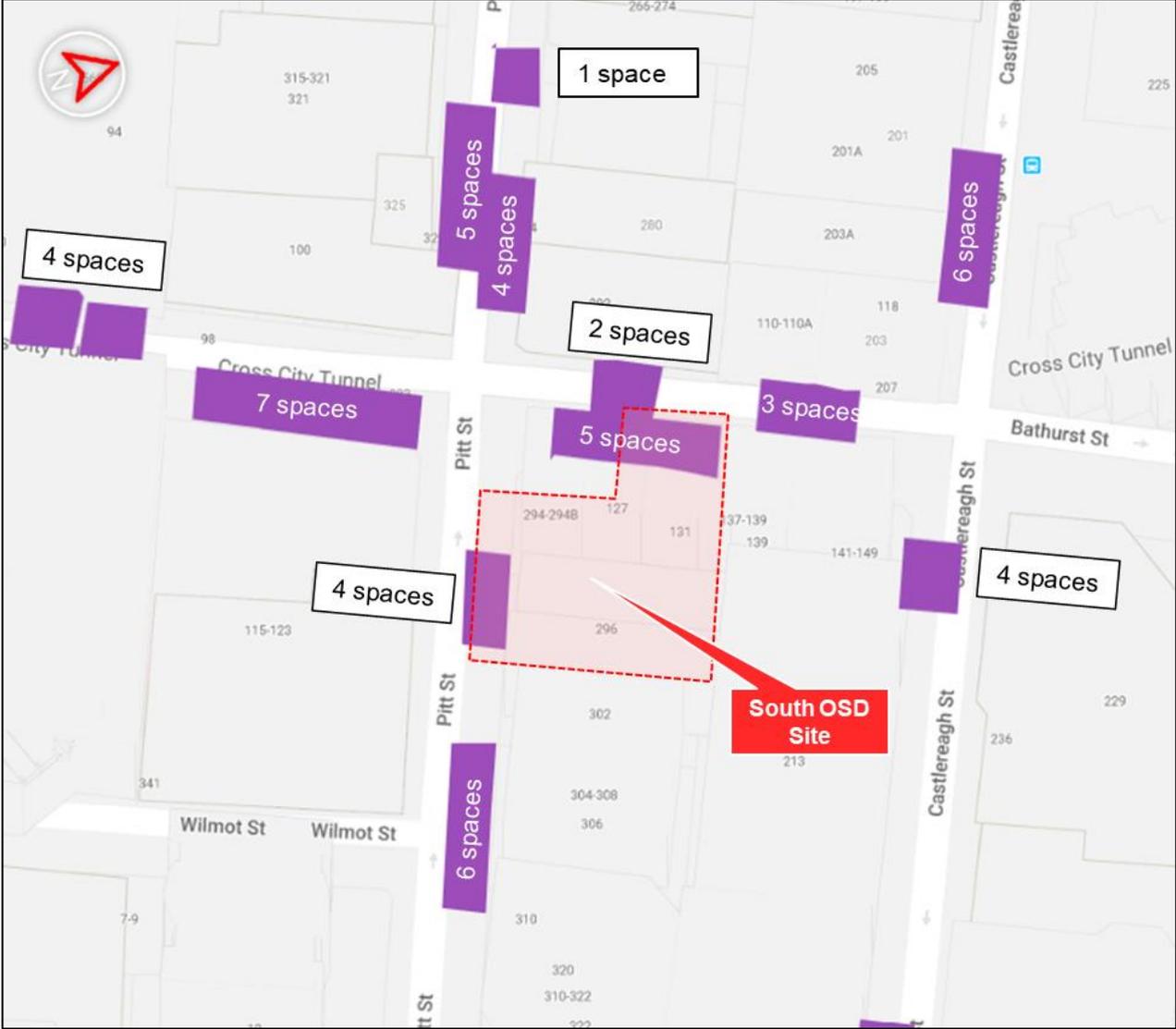


Figure 4-1: Nearby loading zones to South OSD (Source: TfNSW Tomorrow's Sydney Interactive Map, updated on 30/08/2018)

## 5 Next Steps

As the building becomes operational, the Delivery Service Plan will be updated accordingly to reflect any changes within the site, in particular as the commercial and retail tenants become known. This Service Deliver Plan is recommended to be updated once the Loading Dock master is appointed for South OSD.

**Document prepared by**

**Aurecon Australasia Pty Ltd**

ABN 54 005 139 873

Level 5, 863 Hay Street

Perth WA 6000

Australia

**T** +61 8 6145 9300

**F** +61 8 6145 5020

**E** perth@aurecongroup.com

**W** aurecongroup.com

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**Aurecon offices are located in:**

Angola, Australia, Botswana, China,  
Ghana, Hong Kong, Indonesia, Kenya,  
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