

20 August 2019

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Attention: Thomas Lay

**Re: 2-6 Hassall Street, Parramatta – Response to Submissions**

Dear Thomas,

I refer to the Site at 2-6 Hassall Street, Parramatta and the Submissions received from City of Parramatta Council (Council) and Transport for New South Wales (TfNSW), regarding the State Significant Development 9670 for the Western Sydney University Innovation Hub (Proposal).

The following presents each of the Submissions with regard for the traffic and transport items raised and provides our response.

### **Council Comments**

#### Comment (Stormwater)

*Must ensure that adequate sight distance in accordance with AS2890.1-2004 is achieved at the basement entry driveway.*

#### Ason Group Response

Noting that Hassall Street is a one-way street in a westbound direction, adequate sight distances can be achieved at the basement entry, in accordance with AS2890.1. This would be confirmed at Construction Certificate stage of development and is expected to form a Condition of Consent.

#### Comment (Urban Design (Public Domain))

*The bollards shown at the driveway crossover of Hassall street footpath are not recommended. These should be replaced with warning TGSIs.*

#### Ason Group Response

These bollards have been provided to ensure the required sight splays are achieved for appropriate driver visibility of pedestrians walking across the driveway, in compliance with Figure 3.3 of AS2890.1. It is necessary to ensure that pedestrians do not occupy this area, therefore it is deemed appropriate to provide a physical barrier in this location to prioritise pedestrian safety.

### **TfNSW Comments**

#### Pedestrian Impact Assessment Comment

*TfNSW requests that the Applicant undertake further assessment of the adequacy of pedestrian facilities including:*

- *Fruin analysis of walkways and any pedestrian pinch points along desire lines to public transport nodes.*
- *Measures to improve any constraints or pedestrian safety concerns.*

The analysis should have regard to the potential bunching of pedestrians due to nearby signalised pedestrian crossings and interaction of passengers alighting from public transport and the nearby railway station and interchange.

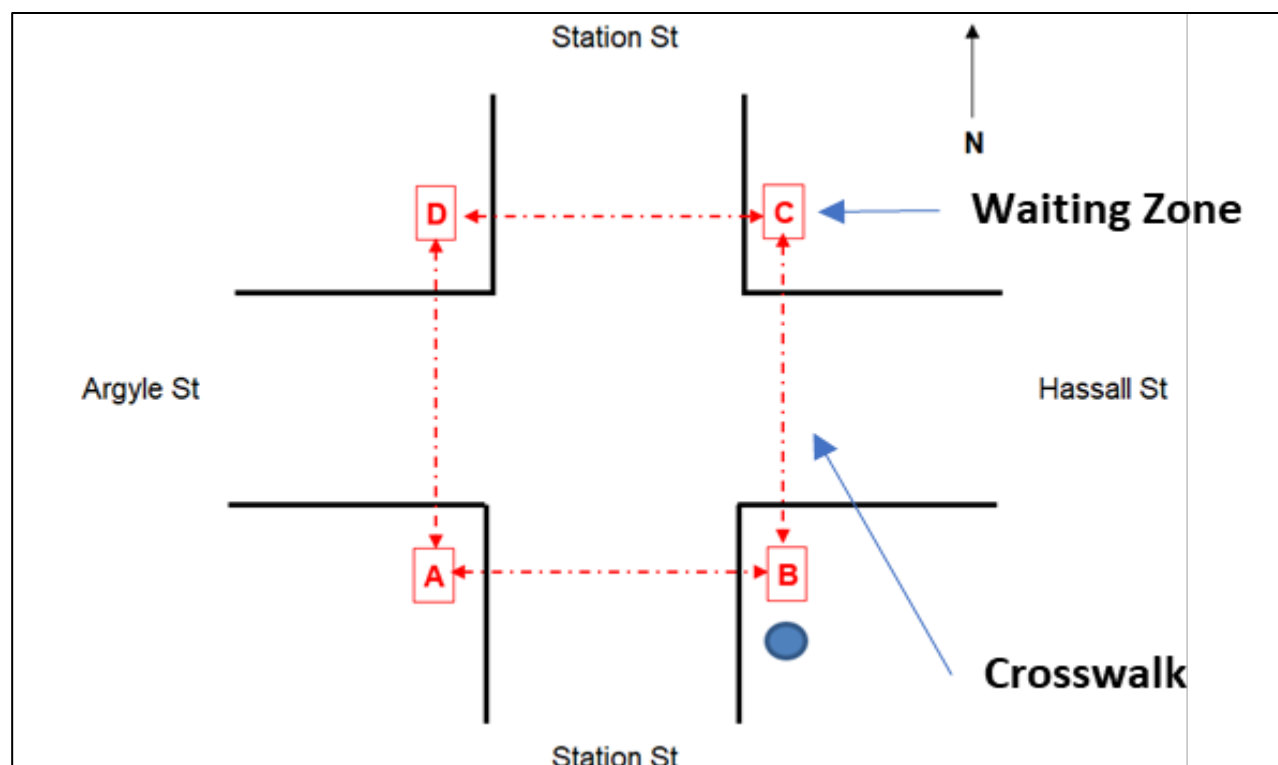
#### Ason Group Response

##### Hassall Street & Station Street East Intersection

As noted by TfNSW, the Ason Group transport assessment (reference: *Transport Assessment Report; Western Sydney University Innovation Hub 2-6b Hassall Street, Parramatta*, Issue 1, 12/04/2019 (Ason 2019 Report)), gave particular regard to the signalised intersection of Hassall Street and Station Street East due to it being the key pedestrian desire line and the key concern with regard to pedestrian impacts. The analysis forecast a Level of Service (LoS) C for this location. To further expand on this analysis, **Table 1** summarises the pedestrian results for the Hassall Street & Station Street East intersection, with the corresponding Zones and Crosswalks shown by **Figure 1** for reference.

**Table 1: Hassall Street & Station Street East Intersection Fruin LoS – AM Peak**

	Max Volume	Density (Ped/m2)	LoS
Waiting Zone A	15	0.38	A
Waiting Zone B	19	0.32	A
Waiting Zone C	38	0.46	A
Waiting Zone D	40	0.67	A
Crosswalk AB	4	0.07	A
Crosswalk BC	25	0.70	C
Crosswalk CD	57	0.67	C
Crosswalk DA	19	0.19	A



**Figure 1: Zones and Crosswalks Assessed**

As is shown by Table 1, the intersection is performing at acceptable levels with densities of LoS C for crosswalks and LoS A for walkways.

The crosswalks are performing at acceptable levels with the worst movements resulting in a Walkway LoS C between B/C and C/D. The LoS C found for Crosswalk C/D is most likely due to the opposing flow of pedestrians heading to the Interchange and to the Site. The performance of Crosswalk C/B is most likely due to the small crossing catering for moderate contra-flows of patronage.

The Waiting Zones all perform at acceptable levels, with LoS A. Unsurprisingly, the highest density of 0.67ped/m<sup>2</sup> found at Waiting Zone D was due to the high demand for access from the Interchange, to the Site. This greater acceptability for higher densities is due to the Queueing LoS scales facilitating a greater tolerance for a higher volume of pedestrians when they are standing and waiting compared to moving. Additionally, these measurements also consider pedestrians 'passing-by' the Waiting Zone of the opposite side. This is likely to occur as this is not a scrambled crossing of movements to C from D and B simultaneously.

### *Footpath Analysis*

With regard to analysis of footpath capacity, the Flow Rate has been considered with the findings for each of the key areas along the footpaths in the vicinity of the Site. The surveys undertaken for the assessment, and detailed in the Ason 2019 Report, demonstrated a peak flow factor of 31% (i.e. of the 730 pedestrian recorded in the AM peak by the surveys, 31% of these were recorded in a peak 15 minute period between 08:15-08:30AM). On this basis, **Table 2** summarises the LoS for each section of footpath, following the addition of pedestrians generated by the Proposal.

**Table 2: Footpath LoS**

	Footpath Width	Flow Rate (ped/m/min)	LoS
Station Street (Western Side)	2m	19	A
Hassall St near Intersection	4m	9	A
Hassall St past Site	3.8m	10	A
Hassall St East of Site	2.9m	5	A

The section of footpath along the western side of Station Street, as identified by TfNSW, has at least a width of 2m. On this basis, the peak flow rate of 19 has been recorded. This results in LoS A for this section of footpath.

As shown in Table 2, all locations are expected to operate with acceptable LoS, the Proposal is therefore acceptable and no further measures are required to improve conditions.

Finally, it is notable that the Proposal would improve the pedestrian infrastructure along the Site frontage, with provision of a plaza area on the Ground Floor which, traverses north-south through the Site, as well as running along the Site frontage with Hassall Street, effectively widening the footpath in this location by approximately 4m.

While it is recognised that the Proposal would generate additional pedestrian demand, the Fruin analysis has demonstrated that the pedestrian infrastructure can accommodate these additional trips. Further, the Proposal would serve to improve the pedestrian environment in and around the Site. It is therefore concluded that the Proposal is acceptable from a pedestrian impact perspective.

### Freight & Servicing

*It is recommended that the Applicant provides an assessment of the projected freight and servicing movements (number and type by day) and a draft management plan to better understand the requirements for freight and how these movements would be managed.*

A Draft Loading Dock Management is provided as **Attachment 1**, which details the expected freight and servicing demands of the Proposal. It is noted that, based on the known operational data of 1PSQ, Western Sydney University has provided the servicing requirements for the Proposal, taking into account the maximum size vehicle that can access the Site. This suggests that 3 servicing vehicles could require access to the development in the servicing peak.

The recent data with regard to actual servicing requirements for commercial development is currently limited. Some data has been provided by the Sydney Coordination Office with regard to office developments with Sydney CBD. Application of this information to the commercial element of the Proposal suggests that 6 servicing vehicles could require access to the development in the servicing peak.

Therefore, in total, 9 servicing vehicles could require access to the basement during the servicing peak hour, which equates to approximately 1 vehicle every 15 minutes for each of the bays. Of these, it is anticipated that 3 would be couriers and 3 would be trucks. Noting that some Couriers, of who would become familiar with the development following regular servicing runs, would require less than this time to deliver goods; the proposed servicing bays are therefore deemed to be sufficient to accommodate the servicing demands of the development.

I trust the above satisfies the areas which have requested further information and addresses the recommendations and comments raised. Should you have any queries, please contact the undersigned.

Yours sincerely,

A handwritten signature in black ink, appearing to read 'RB Madden'.

**Traffic Engineer – Ason Group**

Email: [rebecca.bmadden@asongroup.com.au](mailto:rebecca.bmadden@asongroup.com.au)

## **Attachment 1**

### Loading Dock Management Plan

## Draft Loading Dock Mangement Plan

Western Sydney University Innovation Hub  
2-6 Hassall Street, Parramatta

Ref: 0772r02  
Date:2/08/2019

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# 1 Introduction

## 1.1 Purpose

Ason Group has been engaged by Solutions Consulting Australia on behalf of Charter Hall to prepare a Draft Loading Dock Traffic Management Plan (LDMP) in relation to the proposed Western Sydney University Innovation Hub located at 2-6 Hassall Street Parramatta (the Site). The Innovation Hub will provide for 30,440m<sup>2</sup> Gross Floor Area (GFA) including 15,337m<sup>2</sup> of tertiary education GFA, 12,981m<sup>2</sup> of commercial tenancy GFA and 211m<sup>2</sup> of retail GFA.

This Draft LDMP provides guidance and outlines the procedures and management principles which should be adhered to within the loading area associated with the Site with the overall objective to ensure safe and efficient movement of vehicles and personnel. This Draft LDMP would be developed further (if required) and is expected to be implemented as part of a Condition of Consent associated with any approval.

In particular, this plan details the following:

- Roles and responsibilities of key personnel in loading dock operations,
- The operational and safety measures that are to be followed while within the loading areas,
- Appropriate internal traffic control and signage to ensure the prevention of conflicts between private and commercial / service vehicles, and
- Details on the governance and administration of the plan.

The effective use of a LDMP would contribute to the minimisation of delays, prevention of accidents and meet customer expectations. Ultimately, this would result in reduced costs, higher productivity and a safer environment for all users of the loading dock.

The implemented Plan will be subject to ongoing review and will be updated as necessary in response to changing requirements or in response to any documented Work, Health and Safety (WH&S) issues. In particular, a review of the Plan may be required where a new business occupies a tenancy and has different operational requirements to that envisaged under this Plan. Where a change of businesses does not alter the underlying characteristics of the operation, no change to this Plan would be required.



## 2 Site Details

### 2.1 Site Access

Access to the Site is to be provided from Hassall Street (southern frontage of the Site). This access would provide access to the loading area, which allows shared access to the loading dock and the car park area. This driveway is shared with private vehicles and commercial / service vehicles. The designated access route into the loading area is provided in **Figure 1**.

### 2.2 Loading Facilities

The development provides a loading dock located within the basement level of the development. The internal loading dock provides for 2 servicing bays suitable for vehicles up to a 6.4m Small Rigid Vehicle (SRV).

The location of the loading area provided is shown in Figure 1.

### 2.3 Site Operations

The operating hours of the loading dock is to be between the hours of 7AM to 7PM, 7 days a week. These operating hours may vary in accordance with the requirements of the future business tenancies.

General loading, dock activities, and truck movements during operational periods will be undertaken with the discretion and responsibility of the future building management.

However, to inform this Draft LDMP, Western Sydney University has provided expected servicing movements, based on known operational data of the nearby 1 Parramatta Square. This data shows that it is expected that a development of this size could require in the order of 13-19 servicing movements per day with 3 servicing vehicles in the busiest servicing hour. It is noted that around 50-55% of these are expected to be courier vans. This equates to a peak of around 1 SRV accessing the Site in any one hour.

Considering the commercial element of the scheme, recent data with regard to actual servicing requirements for commercial development is currently limited. Some data has been provided by the Sydney Coordination Office with regard to office developments with Sydney CBD. This data shows that it is expected that commercial GFA of this size could require in the order of 28 servicing movements per day with 6 servicing vehicles in the busiest servicing hour. Of these, it is expected that 3 would be trucks.

Therefore, the Proposal could require in the order of 41-47 servicing movements per day with 9 servicing vehicles in the busiest servicing hour. This equates to approximately 1 vehicle every 15 minutes for each of the bays provided. Of these, it is anticipated that 3 vehicles would be Couriers and 3 would be trucks.

Noting that some Couriers, of who would become familiar with the development following regular servicing runs, would require less than this time to deliver goods; the proposed servicing bays are therefore deemed to be sufficient to accommodate the servicing demands of the development.

The proposed booking system detailed in Section 3.2 would ensure that the arrivals and departures are managed and that servicing needs would not overlap.

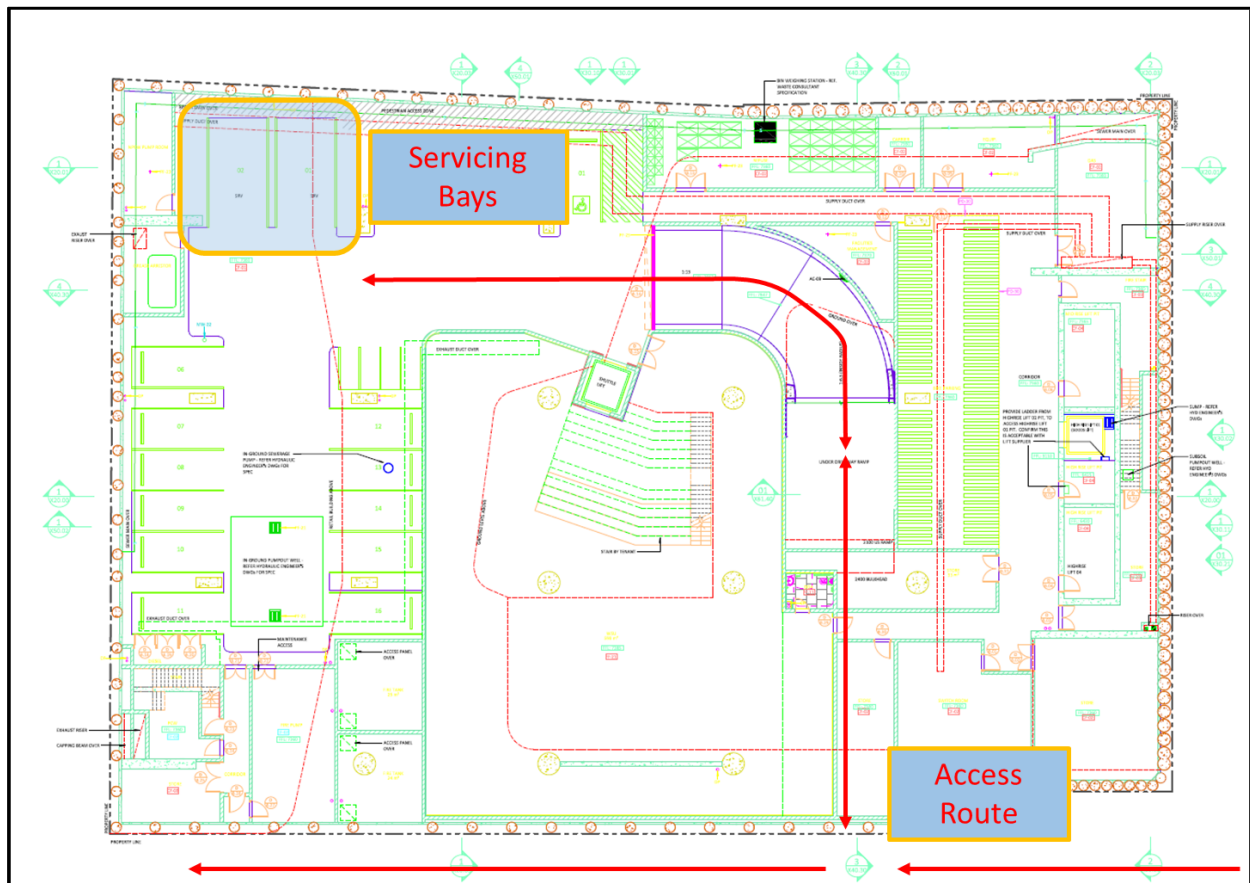


Figure 1: Loading Access and Loading Dock Location

## 3 Key Roles and Responsibilities

### 3.1 The Building Management

The future building management must ensure that, as reasonably practicable, adequate provisions have been made to ensure that all staff can operate within a safe environment. When considering the traffic movements through the loading area, the tenant must implement the following measures to reduce or eliminate risks.

Building management have the duty to exercise due diligence to ensure the loading dock operates within the Work Health and Safety (WH&S) Act and Regulations.

Management of the building shall:

- Ensure all staff and sub-contractors are provided with sufficient training to undertake the required tasks. This includes responsibility for measures to ensure that all staff and visitors are familiar with site specific rules through appropriate site induction procedures, including being inducted into this Draft LDMP.
- Conduct all business in a safe, professional and legal manner.
- Be familiar with and address their respective duty of care requirements in accordance with the applicable state WH&S legislation.
- Ensure WH&S Incident logbooks are maintained and undertake necessary action(s) in relation to any reported issues.
- Drivers must be afforded sufficient time to conduct trips in a legal, compliant and safe manner.
- Vehicles shall not, in any manner, be knowingly overloaded.
- Management must not, by their actions or requirements, force or coerce subcontractors or drivers to break the law.

The building management shall keep activity logs of all commercial / service vehicle movements within the loading area.

Furthermore, the building management is responsible for the inspection and appraisal of all plant equipment to ensure their worthiness. All plant equipment must not be used if they have been considered unworthy.

## 3.2 Booking System

The implementation of a booking system ensures commercial / service vehicles and other vehicles accessing the loading dock would not overlap in utilising the internal loading docks. To reduce potential conflict internally, vehicle congestion at the access point, and vehicle waiting times, regular deliveries and servicing (waste collection, commercial deliveries, etc.) will have an established time allocation thereby restricting the use of the loading area to that vehicle. Further consultation by the building management with Council and the commercial tenancies would allow for the creation of a suitable schedule for regular deliveries and servicing. It is expected that these times would be outside of peak traffic hours to avoid internal and external queuing as the commercial / service vehicle manoeuvres into position at the loading area.

For general uses of the loading area such as for moving vans, couriers, and commercial / retail waste collection, the building management is to be contacted beforehand, to coordinate a suitable appointment and timeframe for the visiting vehicle to use the loading dock.

Vehicles must adhere to their time allotted at the loading area and are to leave promptly before the end of their booking. Building management must ensure that there is a reasonable time for loading depending on the booked use of the loading area. Each appointment is to have sufficient “buffer” time in between each booking dependent on the purpose of the use of the loading dock to ensure that loading area is vacant before the next appointment begins arrives.

A booking system template has been provided in **Appendix A**.

## 3.3 General Staff

Employees, contractors and visitors are to take reasonable responsibility for their own health and safety when present in loading areas. All WH&S policies, procedures and instructions must be adhered to.

## 3.4 Drivers

All drivers are to operate in a manner consistent with the requirements of applicable Work Health and Safety (WH&S) legislation and other business specific policies.

All vehicle drivers are to be familiar with the Driver Code of Conduct before attending the Site attached in **Appendix B**. This details the requirements of vehicle operators while accessing the site.

### 3.5 Work Health and Safety (WH&S)

The following safety requirements must be adhered to by all staff who operate or move within the loading dock:

- Any incoming and outgoing vehicles must have appropriate clearances from the Building Management.
- All reasonable directions from the Building Management must be adhered to.
- Mobile equipment, machinery and vehicles must not exceed a 10km/h speed limit.
- Before being authorised to work within the loading dock, all personnel must undergo a site induction.
- All workers must wear high visibility vests.
- All personnel must have appropriate security clearances to access the loading dock. Any personnel found to not be permitted to be present at the loading dock must be escorted out of the area by security.
- Emergency exits must remain unobstructed at all times.
- All personnel must be fit to work and not under the influence of drugs, alcohol or certain medications that would impair their ability to work.
- A log must be kept of all incidents occurring on-site. All incidents are to be reviewed and measures must be implemented to reduce or eliminate the risk of the incident reoccurring.

## 4 Traffic Management Plan

### 4.1 Dock Access

The loading dock has been designed in accordance with AS 2890.2. The largest vehicle the Site can accommodate is a 6.4 SRV. Swept path analysis indicates that there is sufficient space for this vehicle to reverse-into the bay and exit forward-out (forward entry and exit to and from the Site can be achieved).

After entering from Hassall Street, vehicles accessing the loading dock must turn left into the loading dock (in a forward gear), then traverse to the left before reversing into the loading dock. The spatial requirements and turning manoeuvres for a 6.4m SRV accessing the loading dock are shown in **Figure 2**.



**Figure 2: 6.4m SRV Vehicle Manoeuvres – Spatial Requirements**

### 4.2 Loading Procedures

Before entering the servicing bays, all drivers must ensure that they have reserved the correct time with the building management and have arrived on time for their allotted time slot at the loading dock. Any vehicles arriving are required to notify the building management once they have arrived and parked their vehicle in the loading area. Similarly, vehicles leaving the loading dock are to notify management of their departure. Layovers or stopovers along the public roadway are not permitted.

Private vehicles are to give-way to the commercial / service vehicles to allow them to perform their manoeuvres and exit first. This is to prevent the conflict between two commercial / service vehicles entering / exiting the development.

### 4.3 Signage and Line-marking

Warning signage is to be provided at the car park access and the site access driveway to caution drivers and pedestrians to watch for manoeuvring commercial / service vehicles before exiting the Site. The locations of these signs are to be confirmed at completion of the built development and an example of the sign has been provided below.



### 4.4 Pedestrian & Parking Management

Pedestrian access to the loading area used by commercial / service vehicles shall be restricted, as far as practicable, for safety purposes.

Pedestrians moving to different areas within the loading area to dispose of waste, are to wait until the scheduled loading times are finished. The weekly loading schedule is provided in the dock office to alert and notify residents and provide a schedule to all retail and commercial occupants of when loading dock is accessible to pedestrians. This schedule of the booked times is to be updated regularly as soon as the loading dock has been booked.

Employee or visitor parking is not permitted within the servicing bay area. All employees must use the designated car park within the development.

Private vehicles entering or exiting the development must wait until the service vehicle has completely entered the servicing bay confines or exited the development.

## 5 Conclusion

This Draft LDMP is to be implemented before the start of any loading operations commence. All codes of conducts and signages are to be adhered to ensure that loading operations minimize accidents and inefficiencies. Any new business tenancies are to be notified of this plan. This plan is to be regularly reviewed and updated when necessary whenever new business requirements or servicing needs are required.



# Appendix A

## Loading Area Booking Template

## Loading Dock Booking Form

[illegible]

## Appendix B

### Driver Code of Conduct

## - Driver Code of Conduct -

All vehicle operators accessing the site must:

- Take reasonable care for his or her own personal health and safety.
- Not adversely, by way of actions or otherwise, impact on the health and safety of other persons.
- Notify their employer if they are not fit for duty prior to commencing their shift.
- Obey all applicable road rules and laws at all times.
- Obey the applicable driving hours in accordance with legislation and take all reasonable steps to manage their fatigue and not drive with high levels of drowsiness.
- Obey all on-site signposted speed limits and comply with directions of traffic control supervisors in relation to movements in and around temporary or fixed work areas.
- Ensure all loads are safely restrained, as necessary.
- Operate their vehicles in a safe and professional manner, with consideration for all other road users.
- Hold a current Australian State or Territory issued driver's licence.
- Notify their employer or operator immediately should the status or conditions of their driver's license change in any way.
- Comply with other applicable workplace policies, including a zero tolerance of driving while under the influence of alcohol and/or illicit drugs.
- Not use mobile phones when driving a vehicle or operating equipment. If the use of a mobile device is required, the driver shall pull over in a safe and legal location prior to the use of any mobile device.
- Advise management of any situations in which you know, or think may, present a threat to workplace health and safety.
- Drive according to prevailing conditions (such as during inclement weather) and reduce speed, if necessary.
- Have necessary identification documentation at hand and ready to present to security staff on entry and departure from the site, as necessary, to avoid unnecessary delays to other vehicles.