



10 DECEMBER 2013

LATE ITEMS

**Ordinary Meeting of Council Meeting No. 25/13
TUESDAY, 10 DECEMBER 2013**

**Council Chambers, Level 6, Civic Centre,
1 Devlin Street, Ryde - 7.30pm**

English

If you do not understand this letter, please come to the Ryde Civic Centre, Devlin Street, Ryde, to discuss it with Council staff who will arrange an interpreter service. Or you may ring the Translating & Interpreting Service on 131 450 to ask an interpreter to contact Council for you. Council's phone number is 9952 8222. Council office hours are 8.30am to 4.30pm, Monday to Friday.

Arabic

إذا كنت لا تفهم محتويات هذه الرسالة، فالرجاء الاتصال بمركز مجلس بلدية رايد Ryde Civic Centre، وعنوانه: Ryde، Devlin Street، لمناقشتها مع العاملين في المجلس عن طريق مترجم، يستعين به العاملون لمساعدتك. أو يمكنك، بدلا من ذلك، أن تتصل بمكتب خدمات الترجمة TIS على الرقم 131 450 وأن تطلب من أحد المترجمين أن يتصل بالمجلس نيابة عنك. رقم تليفون المجلس هو 9952 8222، وساعات العمل هناك هي من الساعة 8.30 صباحا إلى 4.30 بعد الظهر من يوم الاثنين إلى يوم الجمعة.

Armenian

Եթէ այս նամակը չէք հասկնար, խնդրեմ եկէք՝ *Րայդ Միսիք Սենթըր, Տելվին* փողոց, Րայդ, խօսակցելու Քաղաքապետարանի պաշտօնեաներուն հետ, որոնք թարգմանիչ մը կրնան կարգադրել: Կամ, կրնաք հեռաձայնել Թարգմանութեան Սպասարկութեան՝ 131 450, եւ խնդրել որ թարգմանիչ մը Քաղաքապետարանին հետ կապ հաստատէ ձեզի համար: Քաղաքապետարանի հեռաձայնի թիւն է՝ 9952 8222: Քաղաքապետարանի գրասենեակի ժամերն են՝ կ.ա. ժամը 8.30 - կ.ե. ժամը 4.30, Երկուշաբթիէն Ուրբաթ:

Chinese

如果您看不懂這封信，請到位于 **Devlin Street, Ryde** 的禮特區市府禮堂 (**Ryde Civic Centre**) 與區政廳工作人員討論，他們將會給您安排傳譯員服務。或者您自己打電話給“翻譯及傳譯服務”，電話：131 450，請他們替您與區政廳聯係。區政廳的電話號碼是：9952 8222。區政廳工作時間是：周一至周五，上午 8.30 到下午 4.30。

Farsi

اگر این نامه را نمی فهمید لطفاً به مرکز شهرداری رايد در **Devlin Street** مراجعه کنید. کارمندان شهرداری ترتیب استفاده از يك مترجم را براي شما خواهند داد. یا ميتوانيد به سرويس ترجمه کتبي و شفاهي شماره 131 450 تلفن بزويد و بخوايد که يك مترجم از جانب شما با شهرداری تماس بگیرد. شماره تلفن شهرداری 9952 8222 و ساعات کار از 8.30 صبح تا 4.30 بعد از ظهر مي باشد.

Italian

Le persone che hanno difficoltà a capire la presente lettera, sono pregate di presentarsi al Ryde Civic Centre in Devlin Street, Ryde, e parlarne con gli impiegati municipali che provvederanno a richiedere l'intervento di un interprete. Oppure possono chiamare il Translating & Interpreting Service al 131 450 e chiedere ad uno dei loro interpreti di mettersi in contatto con il comune di Ryde. Il numero del comune è 9952 8222. Gli uffici comunali sono aperti dalle 8.30 alle 16.30, dal lunedì al venerdì.

Korean

이 편지를 이해할 수 없으시면 Ryde의 Devlin Street에 있는 Ryde Civic Centre로 오셔서 카운슬 직원과 상담하여 주십시오. 저희 직원이 통역 서비스를 연결해 드릴 것입니다. 아니면 131 450번으로 통번역 서비스(TIS)에 전화하셔서 통역사에게 대신 카운슬에 연락해 주도록 부탁하셔도 됩니다. 카운슬 전화 번호는 9952 8222번입니다. 카운슬의 업무 시간은 오전 8:30부터 오후 4:30, 월요일에서 금요일까지입니다.

Meeting Date: Tuesday 10 December 2013
Location: Council Chambers, Level 6, Civic Centre, 1 Devlin Street, Ryde
Time: 7.30pm

*Council Meetings will be recorded on audio tape for minute-taking purposes
as authorised by the Local Government Act 1993.*

NOTICE OF BUSINESS

Item **Page**

LATE ITEMS

16 WEST RYDE DEVELOPMENT - COLES REVISED CAR PARK
MANAGEMENT PLAN 1

LATE ITEMS

16 WEST RYDE DEVELOPMENT - COLES REVISED CAR PARK MANAGEMENT PLAN

Report prepared by: Acting General Manager
File No.: GRP/09/7/6 - BP13/1793

REPORT SUMMARY

This report advises Council of the current status of the West Ryde public car park and advises that Coles have submitted a revised Car Park Management Plan ('CMP') for Council's consideration. As Council is a joint land owner, this matter is presented to Council to endorse the revised CMP.

The key change to the CMP is to move from a 2 hour free car park monitored by Council Rangers, to a paid parking arrangement with the first 2 hours free.

The report recommends for Council to adopt the revised CMP subject to Coles obtaining any other required statutory approvals. Due to the short time in having this matter reported to Council, it is recommended for Council to delegate to the Acting General Manager to finalise and execute the revised CMP.

RECOMMENDATION:

- (a) That Council adopt the revised Car Park Management Plan forming **ATTACHMENT 2** to this report, subject to Coles obtaining any other required statutory approvals, and
- (b) That Council delegate to the Acting General Manager the authority to finalise and execute the revised Car Park Management Plan, noting that further changes may be necessary.

ATTACHMENTS

- 1 Carpark Management Plan - 15 May 2009
- 2 Revised Car Park Management Plan - December 2013

Report Prepared and Approved By:

Roy Newsome
Acting General Manager

ITEM 16 (continued)**Discussion**

As a brief background to this matter, Coles' assumption and assignment of Remo's rights & obligations in respect of the West Ryde development is as follows;

On 1 December 2009, Council resolved to enter into a tripartite deed granting Coles Property Group Developments (Coles) a charge over the Development Deed between Council and Remo West Ryde Pty Limited (Remo).

For all intents and purposes, Coles exercised its rights under the Charge on 7 December 2009 and took control of the project by assuming all of Remo's rights and obligations under the development deed dated 7 November 2006 and, took an assignment of all of Remo's interest in the voluntary planning agreement between Remo and Council dated 23 November 2007.

A copy of the Car Park Management Plan dated 15 May 2009 that was adopted by Council is **ATTACHMENT 1**. The Plan was submitted to Council by Remo with the Section 96 Application and was approved in Council resolution on 20 October 2009. The Section 96 Application amended, inter alia, Condition of Consent 162 by reducing the number of Council car parking spaces from 172 to 145 and added the words "*A review of the Car Parking Management Plan must be undertaken by an appropriately qualified traffic engineer at six (6) months post completion and yearly thereafter up to three (3) years post completion.*"

In assuming the rights and obligations of Remo under the tripartite deed on 7 December 2009, Coles was bound by the CMP dated 15 May 2009 attached to the Section 96 Application and adopted by Council on 20 October 2009.

Coles now seek to amend the CMP approved by Council on 20 October 2009.

Over the past 12 months, Council staff have made a number of efforts with Coles in securing the return of Council's public car park and plaza.

As Council is aware, Council's priority has been the car park. Due to a number of delays by Coles, earlier this year, they, in good faith, allowed for the plaza to be opened up for use by the community in providing pedestrian access between Market Street and Anthony Road.

Recently while the car park was nearing completion, the issue of the CMP became a significant issue. The following key points are made;

- Coles, due to an administrative oversight on their part, had not been working off the Council 2009 approved CMP. This plan allowed for a 2 hour free car park monitored by Council Rangers.

ITEM 16 (continued)

- Coles had been working on a paid parking arrangement. Council explained this arrangement may require a Section 96 application to amend the current CMP. Council staff had encouraged Coles some months ago to open the car park and operate it generally in accordance with the approved CMP. This would be on a short term basis while they apply for a Section 96 approval and any other statutory approvals.
- Coles did not approve of this approach as they would continue to carry the insurance liability of the total car park.
- To overcome Coles' concern, Council staff proposed a Deed of Variation whereby on the completion of the car park, Council would accept the handover of the car park together with the insurance liability.
- The Deed of Variation was then prepared and what should have been a simple process became complex and to a point, that Coles were proposing to only open their level of the car park on 7 December 2013.
- Council staff took appropriate action based on previous discussions with Coles that resulted in both levels of the car park being opened on 7 December 2013.
- The understanding between both Council and Coles, is for the car park to operate on an interim basis for parking of a 2 hour limit, with no parking entry tickets being issued. If Council endorses the revised CMP and Coles secure all approvals ie: Roads and Maritime Services ('RMS'), then there will be a period where the boom gates are fitted and tickets issued. This is anticipated to be undertaken in January 2014 when appropriate notice will be given by Coles to introduce the new paid parking arrangements and fees. The new paid parking arrangements will then apply from a future date.
- In the revised CMP, the principle of Coles being required to meet all costs of capital equipment are retained. Also, Coles will meet all of the operating costs associated with the car park. Under the previously adopted CMP, Council was required to pay its proportion of certain statutory charges including insurance, council rates, water rates, land tax and other.
- Under the revised CMP, it is proposed all car park operating costs are to be met by Coles with the exception of Council paying its proportion of insurance costs and any other statutory fees. It is also proposed that Council share on an equal basis with Coles, the net car park revenue.
- A copy of the revised CMP is **ATTACHMENT 2**. It should be noted that due to the time constraints, the marked up areas of the CMP are still subject to Coles' agreement. This will be finalised under delegated authority if Council endorses the recommendations of this report.

ITEM 16 (continued)

The key consideration for Council to note is that Council's original car park was 2 hours free and monitored by Council Rangers. The Council in 2009 did not support a paid parking arrangement as that may have encouraged commuter car parking. Due to Coles now taking over this development, they believe if they do not move to a paid parking arrangement then it would result in their Coles Supermarket not being a viable business operation.

It is for this reason that it is recommended that Council support the revised CMP.

Financial Implications

The currently endorsed CMP restricts Council's ongoing costs to its proportion of statutory charges which include insurance, water rates, council rates, land tax and other.

In the revised CMP it is proposed, due to the introduction of a paid parking arrangement, that Council's only cost will be its proportion of insurance. It is also proposed for Council to share on an equal basis with Coles, the net car park revenue.

Options

1. Council endorse the revised CMP as detailed in this report. This is the preferred option for Council to endorse
2. Council endorse the revised CMP, however Council may want to increase to a 3 hour free parking arrangement. This is not supported in the interest of encouraging vehicle turnover to support West Ryde businesses
3. Council not support the revised CMP and retain the currently approved CMP, being 2 hours free car parking monitored by Council Rangers

Other Approvals

Due to the CMP moving to a paid parking arrangement, consideration of whether a Section 96 application is required needs to be assessed. Also under Section 68 of the Local Government Act, it is understood that Coles will require the approval of the RMS

ITEM 16 (continued)

ATTACHMENT 1



West Ryde Village – Car Park Management Plan

May 2009

**Car Park Management Plan
West Ryde Village**

Prepared for: Remo West Ryde Pty Limited
Attention: Ian Mirels

15th May 2009

ITEM 16 (continued)

ATTACHMENT 1



West Ryde Village – Car Park Management Plan

May 2009

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ITEM 16 (continued)

ATTACHMENT 1



West Ryde Village – Car Park Management Plan

May 2009

1. Introduction

1.1 Development Information

The proposed West Ryde Village is a mixed use development comprising retail and residential components, plus an underground car park. The retail element will comprise NLA of 3726.51m² on Ground Level, and the residential element will be made up of 213 one and two-bed apartments over 7 levels.

The Retail Tenant will be responsible for maintaining the public/retail car park (levels B1 and B2). In order to encourage use of the retail centre, and provide accessible parking for residents using nearby council facilities, the car park will offer two hours free parking, in line with that afforded by the car park at the adjacent Woolworths Store. Infringement notices will be issued to vehicles overstaying the allowable time period.

The Retail Tenant operating hours will be 7am – Midnight, Monday – Saturday, 7am – 10pm on Sunday. The car park will be open 30 minutes prior to commencement of the operating hours and will close 30 minutes after the end of the operating hours.

The car parking at the development will be over 4 Levels (B1, B2, 1 and 2) with designated areas for public/retail and residential parkers. We are advised that 145 spaces on level B2 are to be strata titled and owned by City of Ryde Council (“Council”). In addition there will be 21 on-street parking spaces in New Betts Street which will also be owned by the Council.

The development site is located between Anthony Road and Chatham Road, West Ryde. Adjacent to the site is a Woolworths store, which has an underground car park, and West Ryde Train Station is approximately 5 minutes walk from the site.

We further understand that Council require that long term parking in the car park be discouraged, so that shoppers have priority for spaces. We have therefore assumed that there will only be a small number of staff parking spaces in the public/retail car park (B1 and B2), for the use of the Retail Tenant.

Parking Consultants International (PCI) has been requested to formulate a car park management plan to address the requirements of the Development Consent and in particular the way in which access to the car park and the specifically allocated spaces will be managed. The plan is also to include the details and locations of the appropriate access control equipment.

The car park management plan is based on the latest drawings provided to us, being DA 201C (Mar 09), DA 210C (Mar 09), DA 202C (Mar 09), DA 211C (Mar 09) and DA 212C (Mar 09).

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ATTACHMENT 1



West Ryde Village – Car Park Management Plan

May 2009

1.2 Car Park Information

The allocation of spaces in the car park will be as follows:

Level B2	– 145 spaces (all Council-owned)
Level B1	– 132 spaces (all owned by Remo West Ryde)
Ground (Anthony Street)	– 21 at-grade spaces (all Council-owned)
Level 1	– 123 spaces (76 resident spaces and 47 visitor spaces)
Level 2	– 111 spaces (all resident spaces)
Total	– 532 spaces (166 owned by Council and balance by Remo West Ryde).

The public/retail car park will comprise those spaces on levels B1 and B2 i.e. 277 spaces in total.

The vehicular entrances and exits per the plans provided are as follows:

- Public/Retail entry only – via ramp on northern side of New Market Street (Ramp 2)
- Public/Retail exit only – via Ramp on eastern side of Chatham Road (Ramp 1)
- Residential & Visitor entry and exit – via Ramp on southern side of New Betts Street (Ramp 3)

The next section of this report details the customer experience and procedures for each category of parker.

2. Customer Experience and Procedures

2.1 Residents

Residents will enter and exit using Radio Frequency keys (RF key).

Residents with allocated spaces on Level 1 will proceed up Ramp 3 from New Betts Street. Upon entering Level 1 they will proceed along the aisle, then use their RF key to open the roller shutters located to their left or directly ahead. Residents will then proceed to drive through the appropriate open roller shutter and park in their allotted space.

Residents with allocated spaces on Level 2 will also use their RF key at this point, to open the barrier gate located just before the base of Ramp 4. They will then proceed up Ramp 4 and turn left. Just beyond this point there will be a roller shutter on Ramp 5, which will have already been activated through the residents' initial use of the RF key. The residents will then proceed up Ramp 5 and park in their allotted space.

To exit, residents with spaces on Level 2 will proceed down Ramp 5, using their RF key to open the roller shutter ahead of them. They will then turn right, and then turn right again proceeding down Ramp 4. The barrier gate at this point will open automatically. At the base of Ramp 4, they will turn left and proceed down Ramp 3. Upon exiting the building the resident will be directed in a south-westerly direction along New Betts Street.

Residents who have allocated spaces on Level 1 will proceed to either of the roller shutters on that Level and use their RF key to open them. They will then proceed down Ramp 3 and exit the building in the same manner as Level 2 residents.

ITEM 16 (continued)

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West Ryde Village – Car Park Management Plan

May 2009

2.2 Visitors to Residents

Visitors will access their allocated area on Level 1 using an intercom system linked back to residents units.

Visitors will proceed up the Ramp from New Betts Street. At the top of the Ramp will be an intercom system which they will use to contact the resident whom they are visiting. Once the visitor is identified, the resident will press a button on the intercom unit in their apartment to open the barrier gate, which is located at the base of Ramp 4. The visitor will then travel up Ramp 4 and proceed to find a parking space in the designated visitor parking area.

Static signage will be deployed to instruct visitors to use the intercom system to gain access to the designated visitor parking area, and also direct them to that area.

Should a resident not answer the intercom, the visitor will be required to drive straight ahead and turn around before the barrier gate at the base of Ramp 4. They will then proceed down Ramp 3 and exit the building.

Visitors will be prevented from accessing the resident parking areas on Levels 1 & 2 by roller shutters located throughout the car park.

To exit the car park visitors will proceed from the designated visitor parking area down Ramp 4, automatically activating the barrier gate, turn left and proceed down Ramp 3 to New Betts Street.

2.3 Retail Customers

Retail customers, including public parkers, will park in the car park using a ticket system. In order to allow faster entry and egress there will be no barrier gates at the entry or exit.

Customers will enter the car park from the northern end of New Market Street, where they will proceed down Ramp 2 into Level B1. At the bottom of the ramp they will take a ticket from the ticket dispenser and proceed into the car park. They will locate a vacant space on this level or proceed down Ramp 6 to level B2 and locate a space there.

The ticket which customers took at entry to the car park will need to be displayed on the dashboard of the vehicle, and will show the date and time of entry to the car park, for purposes of control and enforcement (see Section 2.4 for more details on car park control and enforcement).

In the event that the customer fails to take a ticket on entry, an additional ticket dispenser will be located adjacent to the foot of the travelator on level B1. Signs will be located at this point to remind customers that they must display a valid ticket on the dashboard of their vehicle.

To exit, customers on level B1 will proceed to the exit ramp (Ramp 1) located in the north-western corner of the car park, drive up the ramp and emerge onto the eastern side of Chatham Road at ground level.

Customers on level B2 will proceed to the northern end of the car park and drive up Ramp 6 to level B1. They will then proceed to the exit described in the paragraph above.

ITEM 16 (continued)

ATTACHMENT 1



West Ryde Village – Car Park Management Plan

May 2009

2.4 Overview of Control and Enforcement System

Parking in the public/retail car park is to be free of charge, with a maximum stay of 2 hours.

Control of the car park is to be by way of ticket taken at entry (or from the ticket machine at the foot of the travelator on level B1), which is to be displayed on the dashboard of a customer's vehicle. The ticket will display the date and time of entry to the car park. Enforcement officers provided by Council will patrol the car park checking for displayed tickets and vehicles overstaying the allowed 2 hour parking period. Infringement notices will be issued to vehicles not complying with these conditions, and Council will receive the revenue from such notices.

In order for this system of control to work and to also deter long stay parkers such as commuters using the nearby West Ryde Train Station, it will be important for the following key points to be addressed:

1. The tickets used in the car park must be of a type which allows easy reading of the date and time of entry through the windscreen of a vehicle
2. Enforcement officers will need to patrol the car park frequently. In our experience, where a time-restricted parking area is only patrolled infrequently, long stay parkers will risk paying a fine if they think they will only incur this occasionally.
3. Appropriate signage should be displayed throughout the car park, clearly stating that tickets must be displayed in vehicles and that the maximum stay is 2 hours, with fines incurred if these conditions are not adhered to.

We recommend that the car park be secured outside normal operating hours (7am – Midnight) through the use of roller shutters on Ramps 1 and 2.

2.5 Staffing

To help create a user-friendly, customer-focused car park it is important to have a personal presence, at least during peak hours. Therefore, customer service staff will be deployed in the public/retail car park to assist customers with queries and also provide a reassuring presence. It may be possible for centre security staff to undertake these duties as part of their job description.

When the centre first opens it may be appropriate to employ an additional number of roving customer service staff for an initial period, to assist retail customers with any queries they may have. After this initial period parkers should be more familiar with the car park and these additional staff would no longer be required.

ITEM 16 (continued)

ATTACHMENT 1



West Ryde Village – Car Park Management Plan

May 2009

3. Car Park Equipment

A summary of the locations of the various elements of car park access control equipment is as follows. **Appendix A** sets out a detailed equipment schedule, including locations.

3.1 Residential Car Park Equipment

Barrier Gate

- One situated 1 metre from the base of Ramp 4, on Level 1 – covering both lanes

Roller Shutters

- Two on Level 1 between points D5 and E5, and E5 and E6
- One on Level 1 securing Ramp 5

RF Key readers

- Five in total. One between gridlines 5 and 6 on Level 1, one at the base of Ramp 5, and one at each roller shutter exit

RF Controllers

- Three in total. One controller required per roller shutter for in/out operation – connected to the management computer

Intercom System

- An intercom unit should be placed on the equipment island at the top of Ramp 3 to enable communication between visitors and residents.

3.2 Public/Retail Car Park Equipment

Entry Ticket Dispensers

- Two (one for each lane), at the base of Ramp 2, on Level B1
- One adjacent to the foot of the travelator on level B1

The Retail Tenant will, at its expense, provide CCTV cameras and monitoring throughout the public/retail car park, to improve customer safety and security.

ITEM 16 (continued)

ATTACHMENT 1



West Ryde Village – Car Park Management Plan

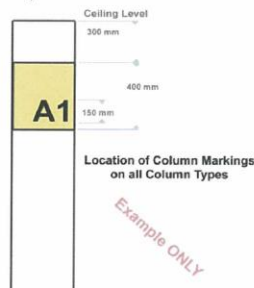
May 2009

4. Wayfinding and Signage

To assist the different categories of parkers, particularly retail customers, we recommend the following package of wayfinding and signage.

4.1 Public/Retail Car Park appearance

Within level B1 and B2, columns should display aisle letters and space numbers, to help parkers in identifying where they have parked in the car park and to assist them in finding their vehicle at the end of their stay (see image below).






Each level may also be identified through a system of colour coding to further assist customers in remembering on which level they are parked e.g. B1 Red Level, B2 Blue Level. The background colour on which the aisle letter and space number is painted should match the colour of the particular level.

4.2 Static Signage

Static signage should be deployed to assist parkers in finding their way around the car park. These signs are in addition to normal signage to be provided throughout the car park (indicating speed limits, pedestrian crossings and marking visitor spaces on Level 1).

Attention to appropriate RTA guidelines and Australian Standards will be required for all signage, internal and external.

4.2.1 Residential Car Park

-  On level 1, signage will be utilised approximately half way down the aisle directing visitors up Ramp 4 to the visitor parking area
-  Signs on levels 1, and 2 directing residents and visitors towards the exit
-  Sign at base of Ramp 3 clearly indicating that only residents and visitors should use this entry

ITEM 16 (continued)






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West Ryde Village – Car Park Management Plan

May 2009

4.2.2 Public/Retail Car Park

-  Signs at the top of Ramp 2 indicating retail customers to proceed down to retail parking area. We would recommend this sign include the words "277 spaces undercover" The Retail Tenant may wish to have their branding incorporated into this sign
-  Signs throughout level B1 directing traffic to the exit
-  Sign at the base of Ramp 1 indicating car park exit
-  Signs throughout level B2 directing traffic to Ramp 6 and exit
-  Sign at the top of Ramp 6 indicating the direction to the exit

Externally, the public/retail car park entry should be signposted at all intersections around the site, including:

-  Intersection of Chatham Road and New Market Street
-  Intersection of Chatham Road and New Betts Street
-  Intersection of Anthony Road and New Betts Street

4.3 Pedestrians

Once people have parked in the public/retail car park they will find their way to the lift or travelator as efficiently and safely as possible. Therefore, static signage will be used throughout the car park clearly indicating the way to shops, lift and travelator. Appropriate crossing points will need to be created in the car park, and be painted in a non-slip, semi-gloss, heavy duty paving paint of a reputable brand.

5. Car Park Management

The public/retail car park, consisting of 277 spaces over 2 levels will be owned by Remo West Ryde and City of Ryde Council. Remo will own 132 spaces on level B1 and Council 145 spaces on level B2.

It is expected that the public/retail car park will be maintained and operated by The Retail Tenant.

Parking will be free of charge, with a maximum stay of 2 hours. The car park will be patrolled by Council enforcement officers and infringement notices issued to vehicles overstaying the prescribed time period, or not displaying a valid car park ticket. Revenue from the issue of infringement notices will accrue to Council.

As a result, the car park will not generate any revenue in terms of parking fees.

ITEM 16 (continued)

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West Ryde Village – Car Park Management Plan

May 2009

Operating Budget

We set out below an indication of the annual operating costs of the car park, based on our experience of similar car parks. Please note that these figures are only indicative and are subject to finalisation once the development is complete and all factors known with greater certainty.



EXPENSES	Basis	Year 1
Advertising & Marketing	Assume \$7 per space	\$1,946
Cleaning	Assume \$35 per space	\$9,730
Depreciation of Equipment		\$6,613
Electricity	Assume \$6 per space, per month	\$20,016
Insurance public liability	Assume \$5 per space	\$1,390
Repairs & Maintenance		
- Equipment	5% of equipment cost	\$4,065
- Other (lighting, painting etc)	Assumption	\$5,000
Signage maintenance	Estimate (excludes initial cap ex)	\$1,500
Telephone & Email	Assume \$7 per space	\$1,946
Tickets		\$8,523
Wages & On Costs	Assume car park duties will be carried out by Centre Security	\$0
Subtotal		\$60,729
Contingency / Miscellaneous	10% of expenses	\$6,073
Total Expenses		\$66,802

Note: We have included in the operating budget a contingency equal to 10% of expenses, which is our normal practice

The Retail Tenant will be responsible for the car park management and associated costs as the primary beneficiary of the car parking will be for the retail stratum.

Council will be responsible for its proportion of ownership expenses (statutory outgoings and insurance, see below).

Ownership / Stratum Budget

-  The cost of all Car Park Equipment will be borne by Remo West Ryde
-  Ownership expenses will be pro-rated based on the strata and will include the following:
 - o Council Rates
 - o Water Rates
 - o Land Tax
 - o Other statutory outgoings
 - o Insurance

Parking Consultants International

Kelvin Worthington

ITEM 16 (continued)

ATTACHMENT 2

**Car Park Management Plan
West Ryde Village**

Prepared by Coles Group Property Developments Ltd (CGPD)

10 December 2013

ITEM 16 (continued)

ATTACHMENT 2

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ATTACHMENT 2

1 Objective

- 1.1 This Car Park Management Plan for the West Ryde Village Development has been prepared by CGPD in satisfaction of condition 162 of Development Consent No. 559/2007 granted by City of Ryde on 11 December 2007 (and as modified) (**Development Consent**).
- 1.2 In particular, this Car Park Management Plan outlines the paid parking scheme proposed to be adopted for the underground basement public car parking levels of the West Ryde Village in order to:
 - (1) provide flexibility in respect of car parking provided to members of the public; and
 - (2) minimise on-street parking in the local area.
- 1.3 This Car Park Management Plan replaces the earlier version of the plan dated 15 May 2009.

2 Introduction

2.1 Development Information

The proposed West Ryde Village is a mixed use development comprising retail and residential components, plus an underground public car park. The retail element will comprise NLA of 3726.51 m² on Ground Level, and the residential element will be made up of 213 1 and 2-bed apartments over 7 Levels.

The basement car parking at the development will be over 2 Levels (B1 – owned by CGPD and B2 – owned by City of Ryde Council (**Council**)).

The development site is located between Anthony Road and Chatham Road, West Ryde. Adjacent to the site is a Woolworths store, which has an underground boom gated fee based car park with the 1st 2 hours free and West Ryde Train Station is approximately 5 minutes' walk from the site.

It is proposed that a free parking period of up to 2 hours be provided for customers, in line with that afforded by the car park at the adjacent Woolworths Store. We further understand that Council require that long term parking in the car park be discouraged, so that shoppers have priority for spaces. We have therefore assumed that there will be no staff parking spaces in the retail car park (B1).

The hours of operation of the car parks will be: -

- 1. Interim period before the Retail Operations commence: 8:00AM – 11:00PM (7 days/week except Good Friday & Christmas Day); and
- 2. Upon opening of the Retail Operations: 6:00AM – 12:00 Midnight (7 days/week except Good Friday & Christmas Day)

The car park management plan is based on the drawings approved by Council as part of the Development Consent, notably being DA 201E (Mar 09), DA 210K (Feb 09), DA 211G (Mar 09) and DA 212G (Mar 09).

CGPD will obtain any other statutory approvals which are lawfully required to operate the car park as a public car park, if necessary.

2.2 Car Park Information

The allocation of spaces in the car park will be as follows:

Level B1	137 spaces (CGPD Stratum)
Level B2	170 spaces (Council Stratum)
Total	307 spaces

ITEM 16 (continued)

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The vehicular entrances and exits to the underground car park are as follows (in accordance with the plans approved as part of the Development Consent):

Retail Entry only – via Ramp from Market Street (Ramp 1)

Retail Exit only – via Ramp on eastern side of Chatham Road (Ramp 4)

3 Customer Experience and Procedures

3.1 Retail & Public Customers

Retail customers, including public parkers, will enter and exit the car park using a ticket system.

Customers will enter the car park from Market Street, where they will proceed down Ramp 1 into Level B1. At the bottom of the Ramp they will take a ticket from the ticket dispenser and the barrier gate will open. They will then proceed to locate a vacant space on either this Level or down to Level B2.

To exit, customers will firstly need to visit the paystation located in the Ground Floor Lift Lobby at the foot of the travelator in the Ground Floor Lift Lobby, insert their ticket and pay the required fee should their stay exceed the 2 Hr free parking timeframe. After payment of the fee (if any) they will receive their ticket back and can now proceed to their vehicle to exit the car park. Once in their vehicle the customer will proceed to the north western corner of the car park on Level B1 where the car park exit control points are located, at the base of Ramp 4. Upon inserting their ticket into the ticket reader, the barrier gate will open and they will proceed up Ramp 4 emerging onto Chatham Road at Ground Level with a left turn only.

In the event that a customer has forgotten to visit a paystation before exiting the car park, the exit unit at the base of Ramp 1 will provide the option to pay by credit card. The customer will insert their credit card in the ticket reader and pay the required fee. A receipt will be issued automatically.

3.2 Overview of Payment System

The access and revenue control system for the car park is to be configured for automatic pedestrian payment (cash or credit card) and for payment by credit card at exit.

It is proposed to deploy 1 automatic paystation, as follows:

Ground Floor Level one paystation with cash and credit card payment facilities, located adjacent to the travelators and passenger lift in the Ground Floor Lift Lobby

Based on the requirement for up to 2 hours free parking, it is proposed that the parking fee structure for West Ryde Village should be as follows:

Hours	Fee
0-2	Free
2-3	\$5
3-4	\$15
4-5	\$60
5-Over	\$75

These rates are arrived at after having regard to the pricing structures in the adjacent Woolworths store car park and in meeting the intent of Consent condition 162 whereby the proposed Fee structure also achieves the aims of:

- deterring long stay parkers such as rail commuters using the nearby West Ryde Train Station; and
- providing flexible parking options on site which will serve to minimise on-street parking in the local area.

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Any change to the paid parking arrangement (as set out above in this clause 3.2) must be to the satisfaction of Council and RMS as required by condition 162 of the Development Consent (as that condition may be modified from time to time).

3.3 Staffing

As noted in the previous section, it is proposed that the car park be largely operated as an automated facility. Therefore any staff deployed in the car park will fulfil a customer service role rather than sitting in a booth, taking payment from parkers.

It may be possible for centre security staff to undertake these duties as part of their job description. Having security staff roaming the car park is also reassuring for customers using the car park.

When the centre first opens, -the need for the employment of an additional number of roving customer service staff for an initial period up to ~~2-the end of~~ January 2014 will be assessed and if ~~appropriate~~ **necessary** will be implemented, to assist retail customers with any queries they may have. After this initial period parkers should be more familiar with the car park and any such additional staff would no longer be required.

The automated car park access control equipment would include an intercom system linking back to either centre security or a car park operator's control centre (if an external operator was appointed to manage the car park). In this way, if a customer has a problem entering or exiting the car park they simply press the intercom button on the entry and exit equipment and are able to be assisted. The automatic paystation would also have a similar intercom system to assist customers who have lost their ticket or are having some other problem in paying for their parking fee if any.

4 Car Park Equipment

A summary of the locations of the various elements of car park access control equipment is:

Entry units (including barrier gate)

- Two at the base of Entry Ramp 1, on Level B1

Roller Shutters

- Two on Level 1 with 1 at the Entry and 1 at the Exit.

Exit units (including barrier gate)

- Two at the bottom of Ramp 4, on Level B1 (with Credit Card option)

Automatic Paystations

- One on Ground Floor Lift Lobby adjacent to the travelers

Car Park Management Computer

- One, to be installed in the Centre Management Office on Level B1

Intercom System

- A digital intercom system should be deployed, with a Master Station located in the Centre Management Office and slave units installed in each entry unit, exit unit and paystation (5 in total) to enable drivers and customers to seek help if they have a problem at the Entry, Exit or paystation.

CCTV System

- CCTV cameras will be deployed to cover each piece of car park equipment at all paystations, all entry units and exit units and equipment islands and generally throughout the carpark levels in strategic locations.
- The CCTV system is to be linked into centre security with remote dial-in capacity.

The car park access control equipment (described above) will be installed and maintained at the expense of CGPD.

5 Wayfinding and Signage

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To assist parkers, particularly retail customers, appropriate wayfinding signage throughout the Basement carpark levels will be installed and maintained by CGPD at its expense.

5.1 Pedestrians

Once people have parked in the car parks, they will need to find their way to the lift or travelator as efficiently and safely as possible. Therefore static signage will be used throughout the car park clearly indicating the way to shops lift and travelator. Appropriate crossing points will need to be created in the car park, and be painted in a non-slip, semi-gloss, heavy duty paving paint of a reputable brand.

6 Car Park Management

It is expected that the public car park will be operated by a reputable professional car park operator under a management agreement. The objectives of the operator would be to maximise customer convenience and service and to maintain a high level of efficiency in terms of revenue collection equipment (including maintenance) staffing and cost control.

~~However, in the instance that 2 hours free parking will be provided without validation (i.e. parkers do not need to demonstrate that they have spent any amount of money within the centre in order to take advantage of the free period) it is expected that only a small percentage of customers will actually pay for parking.~~

The car park operator will be paid a monthly fee for running the car park.

A suitable legal agreement will need to be entered into between CGPD and the operator, setting out all the requirements for the operation of the public car park.

The management agreement will include the necessary performance standards and measurable KPI's relating to qualitative outcomes to be achieved at the site and will require the operator to manage the public car park in accordance with this car park management plan.

It is expected that whenever CGPD requests additional staffing of the car park (e.g. at busy times such as Christmas) this will be attended to by the Operator.

6.1 Operating Budget

We would expect that the management fee payable to a car park operator would be initially in the region of \$18,000 per annum.

6.2 Net revenue sharing

The net revenue (if a positive number) derived from the use and operation of the car park, after deducting all costs, expenses, outgoings, charges, assessments, wages, duties, fees, rates, taxes, management fees (including repair and maintenance costs, replacement costs and capital expenses, but excluding council rates, water rates, land tax and administrative and sinking fund levies) incurred or payable by or on behalf of CGPD in relation to any aspect of the car park (which includes Level B1 and B2), will be shared in equal proportions between Council and CGPD.