Wilson Parkwatch

Pedestrian Safety in Car Parks
Introduction

Simon Pearce
Business Manager Wilson ParkWatch:
  - 24 hour, 365 day a year Customer service operation.
  - Established in 2005 to support all Wilson Parking operations.
  - Wilson ParkWatch controls and monitors 71 sites Nationally from a secure facility in Melbourne.
  - Wilson ParkWatch winner of 2 national business awards.
Introduction

Wilson History

Key Information:
- The Wilson Group has been a family-owned business for nearly 50 years.

- Established in Perth in the 1960s.

- Wilson has grown to become Australia's premier provider of integrated parking, security and access control technology services.

- The Wilson Group has parking and technology operations throughout Australia and New Zealand, and parking operations in Singapore, Korea and Hong Kong.
Introduction

Wilson Parking Victorian Operations

Key Information:
- A Victorian portfolio of 59 Car Park.

- Car park operations include Multi level, open air, basement and event car parks.

- Wilson Parking has been first to integrate automation and remote monitoring into the Car parking industry in Australia.

- Victorian Portfolio highlights include:
  » Eureka Tower Car Park
  » Royal Women’s hospital Car Park
  » Southern Cross Station Car Park
  » Melbourne Convention Centre Car Park
  » South Wharf Precinct Car park
Current Hierarchy of Control techniques used by Wilson Parking to assist in ensuring Pedestrian Safety in Car Parks.

Through these design advancements and operating techniques within our Car Park sites, pedestrian safety has improved; however, all measures implemented can only work in conjunction with users following the instructions within the sites.
The Construction of car parks (Engineering Control)

How does construction affect Pedestrian Safety:

- There is distinct safety advantage in new custom built car parking facilities.
- Technology and advancements in design have improved safety of all Car park users.

constructed circa 1938

Ability for greater support separations provides:

- Wider Car bays
- Dual direction lanes
- Improved lighting levels
- Less impediments to visibility

constructed circa 2006
The Presentation of car parks

How does Presentation effect Pedestrian Safety:

Wilson Parking have strict presentation standards at all sites.

These standards are designed to create a safe and inviting environment for Car Park users.

Wilson Parking ensure that our presentation standards assist in ensuring the safety of our Car Park users.
Wilson Parking use these presentation standards to provide the following:

Greater visibility through lighting levels –
(Engineering / Administrative Controls)
**Defined separation areas**

The concept of these areas either incorporating barriers or line marked defined walkways is an initiative to separate the Pedestrians from vehicle thoroughfares.

Wilson Parking look to ensure that these forms of separation enable safe movement through the Car Park sites.

Areas where individuals or groups may gather are of particular importance to provide protection. These areas are more common in more recent buildings where improved design techniques can provide greater protected spaces.
Wilson Parking use these presentation standards to provide the following:

Greater controlled environment in traffic management – speed controls, pedestrian crossing points, protected payment points, refuge areas (Isolation Controls)
Wilson Parking use these presentation standards to provide the following:

Separation of pedestrians from vehicle thoroughfares
(Isolation Controls)
Signs (Administrative Control)

Signage is a easy alternative to communicate the dangers of surrounds but without attention and adherence by users it is difficult to measure its effectiveness.
Speed humps (Engineering Controls)

These can work to slow traffic at key locations, but should not be relied upon alone. They can, if hit at speed, create some loss of control and will only work if the Car Park user adheres to the recommended speed limits at that point. They also require regular maintenance to assist with their effectiveness.
Wilson ParkWatch

Existing Facility

New Facility Open October 2009
Wilson ParkWatch Statistics:

- 71 Car Parks monitored Nationally
- 36 Wilson Parking Victorian Car Parks
- Over 300 Cameras images monitored
- Over 340 Customer contact Intercom points
- Over 36,000 Parking bays controlled daily
- Daily average of 1,100 intercom calls per day
The Remote Monitoring of car parks – Wilson ParkWatch

How does Remote Monitoring assist with Pedestrian Safety:

More Customer contact points:

• Intercom points throughout the Car Park now provide greater and more immediate contact opportunities

• ParkWatch has on average 5.42 intercoms per site.

• Compared to a staffed car park with an attendant at one location.
Traditional Car Park
Booth operation
1 contact point at Exit

Automated Car Park operation
Remote monitored by ParkWatch
12 Customer contact points
The Remote Monitoring of car parks – Wilson ParkWatch

How does Remote Monitoring assist with Pedestrian Safety:

Can control and monitor multiple areas of the Car park:

• Through automation ParkWatch can control Car Park Traffic flows
• Open entry and exit points
• Close entry and exit points
• Initiate customer intercom contact
• Respond to customer intercom contact
• Monitor pedestrian activity
• Identify suspicious activity
• Contact Emergency services
The Remote Monitoring of car parks – Wilson ParkWatch

Examples of activity identified by Wilson ParkWatch within Car Parks:

A Bag Snatcher acting suspicious
The Remote Monitoring of car parks – Wilson ParkWatch

Examples of activity identified by Wilson ParkWatch within Car Parks:

Car Fire in unmanned site
The Remote Monitoring of car parks – Wilson ParkWatch

Examples of activity identified by Wilson ParkWatch within Car Parks:

Car Fire in unmanned site aftermath and clean up
The Remote Monitoring of car parks – Wilson ParkWatch

Examples of activity identified by Wilson ParkWatch within Car Parks:

**Car Park Misuse at Unmanned site**
Pedestrian Safety Recommendations:

Engineering controls

Pedestrian walkway surfaces:

- Like street footpaths are a hazard when wet, any pedestrian walkway should be a roughened surface and where possible should be a raised platform, separating the path from vehicle areas.

Painting of Car Parks:

- Car park lighting can be enhanced by the reflective qualities of a painted walls and ceilings. The traditional concrete finish of Car parks absorbs light and creates a dim environment.
Pedestrian Safety Recommendations:

Engineering controls

Speed reducing features (Speed Humps / round about):

• The installation of speed reducing features in a Car Park will reduce the speed in the selected areas. Although not a physical barrier they will reduce the damage or severity of injuries caused by impact.
Pedestrian Safety Recommendations:

Isolation Controls:

Separation of Pedestrians from vehicle traffic areas:

• Designated areas are vital and should be in all sites providing clear directional access to Payment points, vehicles, stairwells and entry/exit points.

Refuge locations of Pedestrians from vehicle traffic areas:

• Protected areas within a Car park where pedestrians can stop and wait to cross or identify best direction which is protected from vehicles.
• The areas should have extensive view of area particularly on coming traffic or hazards.
• These areas can also include the payment locations within Car parks where groups may congregate safely while waiting or making payment.
Pedestrian Safety Recommendations:

Administrative Controls:

Shared access Signage:

• This should be consistent from operator to operator. By creating uniformed signage it will ensure that users identify the signage and act as instructed. It removes the need to identify the message from the sign as the users will be consistently exposed to it and its warning.

• A method of education could also be including such uniformed signage in License testing through Vic Roads for both Learner and full drivers permits. This would enhance the identification of these signs and their meaning and instruction.
Pedestrian Safety Recommendations:

Administrative Controls:

Australian Standards:

Rather than relying on the Australian standards to enforce compliance it would be more beneficial to design a system of Regulations that would be enforceable and would carry penalties to allow an even greater consistency across all car parks, and to provide greater incentive to comply to these regulations.

Defined entry points, paths and protective refuges should be included in design and architectural regulations utilising the expertise of the architect to control pedestrian flows through a Car Park.

This would then ensure that as operators we would have the structural design features to enable Pedestrian safety within the confines of a Car Park environment.
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