ROAD SAFETY COMMITTEE

Discuss Pedestrian Safety in Car Parks

Sydney—5 August 2009

Members

Mr J. Eren  Mr B. Tilley
Mr S. Leane  Mr P. Weller

Chair—Mr J. Eren

Witness

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CHAIRMAN'S WELCOME

Mr BRISCOE-HOUGH—My name is Greg Briscoe-Hough. I'm a senior consultant with Luxmoore Parking Consulting which is the Parking Division of the Australian Road Research Board Group.

I've been in the both the local government and the state car parking area for over ten years and my particular focus is on the parking policy and development of parking provisions mainly in the local government but also other state authorities as well.

That's my background and I think my presentation today will be from that perspective.

As you can see there from the title page, "Designing for safety or just parking provision compliance?" My experience is we tend to rely on documents. You people being in Parliament would know that the law spells out a lot of things and I think that's how a lot of the planners and people in the industry approach things.

The terms of reference, quite simply stated, what are the current rules and what are the potential measures we can take?

The current rules, just to give you a bit of background and you're probably very clearly aware of this, carparks are generally low speed environments so the incidence is not huge. Statistically it's hidden because a lot of times the statistics refer to off-road areas, of which carparks are just one of a number of areas, including private driveways and things like that.

Most sensible drivers effectively treat them as shared zones where the pedestrian would get priority. However, that is not necessarily the legal position or the way carparks are sign posted.

Unfortunately, the serious outcomes that do occur in carparks are usually to the most vulnerable, the elderly and children. So those who have, because of their age, certain dependence, because of their awareness, and obviously children just don't have the ability or maturity and it is an inherently dangerous place.

The CHAIR—Just before you go off this slide, when you say "incorporated with other off-road areas", I know that in Victoria, for example, the fatalities that occur are not part of the broader road fatalities statistics?

Mr BRISCOE-HOUGH—That's right.

The CHAIR—Because it's actually off-road. Do you think it would be taken more seriously if it's actually incorporated into the broader statistical data?

Mr BRISCOE-HOUGH—As I said, most of the fatalities in the off-road area are actually private driveways, unfortunately, and that is an area that's been of some concern in safety circles and road safety circles for over fifteen, twenty years. Particularly now in terms of the numbers of cars, the multiple cars on particular sites, people have two or three cars now. Also, the size of the vehicles, in terms of 4 wheel drives or mini vans and those sorts of things.

So that area, unfortunately because it is such a small statistic, it's like your classic miscellaneous and other items in your own budget sort of thing. It just gets thrown in there.

I think in terms of your question as to would it be better to include it, it's such a small element, I'm not sure whether it would improve people's awareness of it.

I think, as we see later in the presentation, we need to get this idea of what a Shared Zone is. It's probably something which would be more useful in terms of media, or at least in terms of the government providing information that way.
But as I said, there it is. Obviously, very dangerous for the children. Just the sheer shape and the size and immaturity and, from their point of view, they've just walked out of a shopping centre. It's a natural extension, it doesn't have that road perception.

You would probably be aware of the standards that are involved and there are also guidelines there. These are very technical documents. These are the things saying how many centimetres or metres or millimetres, what kind of turning circle etc.

So in terms of their utility for people who are designing carpark facilities, or a developer, or the man in the street, they're not very friendly in the sense they're black and white technical compliance and you do a perfunctory sort of yes, tick, that's wide enough. It's not really addressing the road safety or the pedestrian safety elements very much at all.

It cross references other documents in the other Standards that do address things like road markings, signage and that sort of thing and visual clearance. But in terms of those two major documents, the guide is that thick and the standard is about that thick, there's only three pages on pedestrian issues. So you can see it's not a high priority.

The other document that most of us are more likely to come into contact with is a Local Council Development Control Plan, which I've just quoted from one of the ones in Sydney and you'll see "applicants who require car parking as part of their development", and you can see the rest, "with information and specifications on ways to design their car park". Then they list a number of criteria, attractive; visually and functionally subservient to the building they serve and the environment in which they are set", and you'll see there the last thing it says "and are safe". It's an afterthought, “By the way, we better make it safe…”.

A lot of the technical documents do treat it that way and I think that's one of the issues that we should possibly address.

One of the key factors I see that influences a lot of poor design outcomes is the impact of the council's parking provision rates. We are operating on the old "predict and provide" model which is basically provide the maximum parking on the site to cater for the worst case scenario that might occur once or twice a year.

But in more contemporary planning approaches, is it traffic or transport demands management, which is to use the spaces you have more effectively.

So the outcome is if you've got very stringent "you must provide X number of spaces based on your floor area", you then have an architect who will go to the latest software. You punch in the parameters and it will say okay, well this is how you can fit it in.

That's all well and dandy. It will say yes, we can get the 202 spaces that you require, or whatever, but it doesn't take into account pedestrian amenity, and these are the things that it's pretty hard for planners, again because they too are operating from pretty black and white guidelines. They don't want to be seen as favouring one particular applicant one way or another.

It's not so much a safety or comfort factor but they can come back to the document and say—Look, we've only done what the planning code permits.

My perspective on this is that I think we can free up some of those stringent sort of conditions in terms of what you have to provide, and I've put it in later on, change it from being quantity to quality.

Mr LEANE—That's very interesting. Is that a standard bit of software, a standard tool most architects will have?

Mr BRISCOE-HOUGH—Yes. It will calculate the number of bays. One software package I have access to, you can tell it whether you're using US standards, Australian standards, UK standards, and it will
redesign a carpark so you can have the same footprint and just put the different standards in and it will give you different results.

Mr LEANE—And that will give you a result as in maximising space as far as getting as many spaces?

Mr BRISCOE-HOUGH—It will make sure that the aisle width and circulation aims meet the standards and that the turning circles are possible.

The CHAIR—So which would be the safest?

Mr BRISCOE-HOUGH—In terms of those three different standards, well they're just giving space and turning circles. So really, the Americans have a slightly wider, because they're catering for larger vehicles so they have, but even within their own circles over there, they do have a dual standard in the sense that they will also have a separate standard for small cars.

In terms of parking design, they're all aimed at the same outcome which is to get as many spaces, as long as the turning circles and the widths are okay. They're not worried about anything else beyond that.

Within the codes there are a number of gradings for different types of parking. So the provisions for a residential tower, which may have a car only going in once or twice a day, has a smaller threshold to get over. If it's a shopping centre that's got multiple carpark movements a day, then obviously they start to broaden the scope and make the bays wider and that sort of thing to facilitate that more frequent movement.

However, the point there that I've made is that this failure of planners to see parking management as a tool that can address their concern, trying to get cars and people and everything happening, parking management - I've done too many studies to tell you but you can see carparks that don't have any parking control. You'd have 70 to 80 percent of them occupied by day long parking all day which is not a shopping centre parking facility.

But in the absence of any controls, if I went to the planners and said they want to put in boom gates and they want to control this carpark to keep the commuters out or whatever, they'd say oh well, they need to provide the queuing space as per the code, which they would do. The only problem is they might lose 10 or 15 park spaces and the council would say they can't comply with their development consent any more because they've lost those 15 places.

The fact that they're going to free up 70 percent of their carpark and increase the number of bays available, the proper parking usage escapes them. I think from my perspective and perhaps maybe one of the recommendations you can take away is that this is an area that could be something that you could look at, reforming the planning provisions

Mr TILLEY—So as a consultancy and user pays, the customer being local government seeking a consultant's report on a particular space they wish to develop into a carpark, so just working around the parameters of the standard 2890 and Austroads guide, they're the only two references that Luxmoore deals with?

Mr BRISCOE-HOUGH—To get technical compliance, yes. Unfortunately, I was only mentioning this to someone yesterday, we get called in once a carpark is open and not working properly. We're now moving to the stage where people have built it and asking us to come in before they open it. So we want them to get to the next phase where they come and see us when they want to design it and then it would be.

But yes, the current focus is on assessing how it complies. Really the main criteria is not a performance base, it's a technical compliance issue, and I think that's what I would be hoping, that we can get a system that appreciates, okay, we might lose 15 or 20 car spaces but we've got very good pedestrian facilities.
We've got better integration in terms of where the circulation lanes are.

If I was a developer and I turned up to the council and gave them best practice carpark, they're still going to say to me you're 20 spaces short, and because we like your design, we'll let you off but we're going to make you pay the $40,000 per space or whatever. So there's no incentive to do otherwise than what the industry is doing now which is basically look, there's the minimum rules, we've complied. Court can't complain, the council can't complain and they leave it at that.

Mr TILLEY—So there's some real deficiencies in terms of the standard 2890 and Austroads?

Mr BRISCOE-HOUGH—No, there are no deficiencies because they've been designed to look after cars and they've been designed to make a carpark. Where the problem is is in our mindset both as a community and also as developers and professionals, that that link is purely technical.

We're blinkered into that because we know we're in the comfort rules, that's what the law says, no-one can argue with it so we don't have any - if you do introduce performance measures to improve the carpark, there's financial penalties. So I think that again, as I said, later on, I'll tell you about quality rather than quantity. And the thing is too, if you've got the right performance management criteria in there, if you're operating your carpark properly rather than just leave it as is, then you can get those efficiencies that predict and provide the over provision of parking rules you're trying to address

Mr TILLEY—So do you see a place for regulation that includes pedestrian safety?

Mr BRISCOE-HOUGH—Yes. I think you should have that element there. A lot of councils, planning codes will say if you provide the parking off-side you can get a concession into a consolidated parking facility. Now that improves pedestrian amenity on the street because it means there's less driveways into individual buildings. So instead of having five driveways into five separate carparks, you've got one and probably a better located carpark. It may be separate to the rest of the streetscape and that sort of thing.

So you get concessions for that. I think there should be an element in people's planning to say if you're prepared to provide state of the art and best practice pedestrian facilities, then you should also get a concession as well.

Mr TILLEY—In your experience in Victoria, how often does our local government use Luxmoore as a consultancy?

Mr BRISCOE-HOUGH—In Victoria, ARRB took over Luxmore Parking Consulting. Luxmore was mainly used for financial audit and, as I said, we always get called in after the fact. So we will sometimes get employed by people who are having problems with the council because they can't meet and they need to create a solution or they need some way to comply. But as I said, we are really coming in at the wrong end of where we should ideally in the process come in.

Our business is more national. We do do work in Victoria and, as I said, a lot of that is audit, parking meters on the street as well. Most of the parking resources in terms of councils are at grade smaller scale carparks. So a lot of operations just run themselves and councils often wouldn't bother probably consulting half of their staff, let alone other people outside the organisation when they make a decision on those smaller scales.

Mr TILLEY—So you're saying their design would be done by themselves?

Mr BRISCOE-HOUGH—Yes, in-house. They would say well, here is the standard, here's the site, what can you make work? Obviously as a council authority they have greater option to say well, we can over provide in terms of, we might put more disabled spaces in or we might put more parking in, whereas a commercial developer might not have that interest in that regard.
Mr TILLEY—So in your expert opinion, do you think local government has the capability or the ability to be able to design carparks adequately incorporating and considering pedestrian safety?

Mr BRISCOE-HOUGH—In the current regime, there is no incentive to go that extra mile in terms of pedestrian safety. And again, it comes back to this factor, we're talking about a statistically small sort of outcome. It's also a low speed environment. But one injury, one death is more than that that person wants and certainly their families.

The CHAIR—Greg, I'm just having a look at the members of the ARRB Group. You've got all the major players in terms of VicRoads and the Traffic Authority of New South Wales, Transport Department. Is there any discussions that take place which would bring uniformity in terms of signage across the country?

Mr BRISCOE-HOUGH—Yes. All the standards are, and this is a difficulty that a lot of these off-road areas are in private hands. I know in say New South Wales, the Roads and Traffic Authority of New South Wales through the local council traffic committee is now saying when a carpark like this comes up, they want it assessed as if it's a public road. So prior to that, those sorts of approvals, it was more or less just left up to the developer. They could put a Westfield sign saying stop if they felt like it. A few of those will try to basically comply with standards but they will have their own versions of it.

Now here in New South Wales, the RTA, through the traffic committee, is saying on these sorts of things that they should comply with standard road provisions. Whilst there's an element of branding that they'll want with their carpark signage and that sort of stuff, there's a place for those sorts of signs and there's a place for the other regulatory signs.

Often when we deal with what we call a safety friendly environment audit of a carpark, that will be the first thing we would be looking at, the linemarking, is it consistent with standard and where the signage is? So quite often they'll have the right sign but they'll have it at such a point or location where it can't be seen. Sometimes instead of putting it on a column over there, you suspend it if from the roof, simple things like that so it does actually work.

I think that's one of the things as a driver we'd all experience, that you go into each carpark and there isn't that consistency. I think that may be an element, and I put in a later slide, developing hierarchy for signage and line marking within carparks so it's standard. If I go to one carpark or another carpark, as a driver I know what's happening and as a pedestrian I also know what's happening.

This next slide hasn't actually displayed as I wanted it to. If I can just go up to the screen it might be easier. Go to the paper on page 3, this is a carpark that's just been built by a major food retailer in cooperation with the local council. They've provided a new laneway into it; they've put a new roundabout in. It comes in and you'll see the star, which is in the wrong place on that drawing up there unfortunately, the star is the entrance to this new supermarket. No, sorry that drawing is just way out so you can't look at the screen but on the page here you'll see the star. That's the entry to this new shopping centre from the carpark.

You'll see opposite it it's got the main entrance going right past it. So every car that goes into that carpark goes past that main entry. If you come past that first lane heading south, you then run into two car spaces. You come out with your shopping trolley and you've got a couple of kids in tow, you're crossing every single car that's coming in, you then crash straight into two parked cars. This is really basic sort of design work that just hasn't been thought through.

Mr LEANE—Is this going back to squeezing as many spaces in as you can?

Mr BRISCOE-HOUGH—Exactly. The difficulty here is if this carpark was ever to have some sort of boom gate control put into it, it's just from day one never going to comply with queuing provisions or anything like that, because as soon as you do something like a boom gate anywhere near that, next to it
you'll see another little pedestrian crossing marking because that's another arm of the carpark. You've got a four way intersection there right on the very brink of a major supermarket's doorway.

You could not plan it as badly as this. This has probably just turned out this way. I would have to try really hard to get something as bad as this.

This is a building here in Sydney that is due for completion and opening in December. It is about 450 car spaces and to top it all off, the road that leads to the roundabout comes from the local primary school. You are going to have all the parents and all that.

As I said, you could not plan a disaster like this, but it is too common, it is all too common. In any number of shopping centres, as you know from your own experiences, you drive in and the first thing you do is drive past the main door, which means everyone, even with proper traffic considerations, ramps and pedestrian crossings and all that sort of thing. It is a bad impression as soon as you drive into the carpark.

It is poor pedestrian planning and poor planning for the drivers. As I said, unfortunately, this is all too common and can often be the result of them trying to comply with— I need to provide 220 bays, what does the computer tell me?

The CHAIR—Who do you think should be the lead agency so to speak in terms of implementing these guidelines, should it be through the Local Government planning process, should it be through the State Government or Federal Government?

Mr BRISCOE-HOUGH—I think it can come from the State level in terms of providing a guideline for local Councils and then let them adopt that. It gives them something to work from and also too it opens it up, as a State Government document, it also means that the development community, the local people in the street, everyone knows where it is coming from and that there is a good chance of it being applied equally over the whole process, whether it is in one municipality or another.

As I said, that earlier thing we saw, safety is a bit of an afterthought and in my business I always say to people is, parking is the first principle or second thought. Really, in terms of transport planning and all that sort of stuff, if you get your parking right, then everything else flows from it. If you don’t do that right, as I said, most people build everything else and come back to it and then say—What are we going to do about the parking and that is the problem, and that has impacts on not only the useability from the driver’s point of view but certainly from the pedestrian’s point of view.

I think that is another thing I mention a little bit later on, is that we drive in there as drivers, but as soon as we get out of the car, we are pedestrians and I have implemented in one local Council’s carpark, it was originally a tower building and so the parking requirements were quite different for a tower building. It was just tenant parking but it then became a public carpark and what they do in that carpark, is they have a PA and it runs all the time and it says—Welcome, just remember you are a pedestrian now and it just goes through. You will not hear the whole message as you go from the car to the lift, but over a number of visits to that carpark hopefully it starts to sink in and really the reason we did that was because it was the Council’s own staff that was traversing the carpark as a pedestrian thoroughfare between different functions of the Council, to the print room, the store room or whatever and they were their own worst enemies. They were the people who instead of using the stairs they were walking down the single lane ramps and causing all sorts of problems.

This is just something I have pulled out of a report which is very typical of the kind of things that I will come across.

If we start from the bottom and work our way up just quickly, sometimes loading functions. You do not want rigid trucks in the middle of carparks where pedestrian are going to the shop, but you still see it.

Again, just a simple thing, pedestrian prohibition signs on ramps, just to remind people that they are doing something stupid or at least make them have a second thought. The number of times I have seen ramps and the stairwell next to it. The thing is though, aged people find the ramps easier. They are prepared to take on a
car rather than have to hobble up stairs.

This again may be something, in terms of design, where we maybe have to move away from stairwells and provide ramp access so that people are not forced onto the car ramp.

Again, the other thing about shopping trolleys, you can use a lift, and I have seen a place where they have put in over $1.5 million worth of these bay identification things to say where the parking spaces are, there are another 30 spaces downstairs. There were all these car spaces and I said to the lady—Why are you up here when it says there are 30 empty bays? She said—I can’t get the shopping trolley from Coles out on that level down there, so I’ll wait up here until I get a spot.

There are all these sorts of things that need to be thought about.

I think one of the things that we can all do in terms of being road safety professionals is to enforce in the community’s mind what a 10 km shared zone is all about. It is not just that pedestrians and cars are using it, it is to say that pedestrians have got right of way and I think most people are not aware of that.

Mr LEANE—As far as you are concerned, does the carpark automatically become an 10 km shared zone?

Mr BRISCOE-HOUGH—No it doesn’t, unless there is a sign. If the last sign you saw on the road was 60 km and you turn into that carpark, then it is up to you, if you want to choose to do 60 km, but there are some people that will.

The CHAIR—But it is not enforceable though?

Mr BRISCOE-HOUGH—No.

The CHAIR—So in terms of policing it, it cannot be done.

Mr BRISCOE-HOUGH—That’s right. You are dealing with the exception. Most people are not going to go in there and do 50 km. What you can do though by having the signage is to extend that road related use into the carpark.

Mr LEANE—I think in dealing with the exception, the exception is most motorists which John made a good point before, becomes a pedestrian once he parks his car, but most people when they are motorists do not understand that in the shared zones the pedestrians do have right of way.

Mr BRISCOE-HOUGH—That’s right and the thing we can do as a community is to get that knowledge out there, especially into the young drivers as they are learning and I think you would have to have it as a standard question when you are applying for your licence, because I know when I did my driver’s test, I didn’t know what a T2 is, where you can have two passengers, I had never seen one in my whole life and I think they are the kinds of questions you do need to ask, the ones that people may not immediately come across.

I think the other thing that I would like to offer the Committee here is just in terms of looking at some of the ways pedestrian treatments are used. You will see here the bottom two photos are a very sophisticated attempt at doing it, because they have even got a design that if the power goes out you can still see where you are going.

Mr LEANE—Where is that?

Mr BRISCOE-HOUGH—The bottom two are in a place in Holland.

Mr LEANE—That looks a little bit similar to if you go to a factory floor, the amount of effort to separate fork lifts from other areas, is huge.
Mr BRISCOE-HOUGH—Yes and that is what that top one is, it is an early version of that. That is across a loading dock at one of the shopping centres I visited.

If you go to the next slide you will see the bottom treatment is pretty good treatment, it is pretty clear. At one level, it probably does not technically comply, but Joan Public in the street can see that that is a pedestrian crossing, that is a pedestrian way, it is level, so if they have got a shopping trolley they can push through there.

In the guidelines there is a lovely picture of a beautiful pedestrian treatment like that, the only problem is that as you go across the pedestrian crossing and you get to the other side, there is a traffic island, which is about a six inch concrete kerb and even if you were to get your trolley up onto it, it is gravel.

Just little things like that, no one is thinking about.

You will see on the top right hand side, that is more along your industrial sort of OH&S sort of approach. That is doorways from a print room and a store room within a carpark and you will see the bollards there. It gives the person coming out that door unthinkingly an opportunity to remind them, visually the two bollards reminds them they are entering the carpark zone, but it also affords them some safety as well and keeps the cars away.

Again, a cheap solution and you will see that there is a line that runs next door, there is a designated pathway.

I was talking earlier about that tower building that was turned into a public carpark. You will see here there are two red lines, that is the boom entry and exit. This is about a 300 and something space carpark in the middle of a retail area and it has a Council tower building on top.

Over near A, you will see a doorway just south of that point. That is one entry point. There then is a footpath that you can see along the bottom of the page and what was happening was, everyone was walking past that first doorway because you had a lift down and another lift up to the mezzanine level, they would walk past that and they were just walking where the boom gates are.

In this plan that I have put there, we have opened up just next to where they were walking through where cars are coming in, we have opened up a pedestrian way and we are really trying to paint quite clearly where the pedestrians should be.

They are not going to follow it, not all of them but 80 per cent of them will and it just gives them better guidance. As I said, this is where all the cars are coming in and coming out, we have clearly defined a crossing point for them. As I said, people will choose it and I talk a little bit later on about the Desire Line, everyone’s shortest point, you will follow it.

Here too, one of the things that the Council had done earlier in the year, I have just put two bollards there, this is where they walk through and there are two bollards to give them a safe crossing point over to there. That takes them over to the public toilets and to the library and everyone came that way, or they came through there, they were just walking straight across.

This is a ramp coming up from the parking and the first thing the driver is going to see when he gets to the top landing, he is already two foot over them because they are walking across to the toilet or whatever, but here, over the years, the kerb had been pushed back, as you can see it is there now, so that the cars could come in and zoom around that and one of the things I said was that you want to make that turn as sharp as possible to slow vehicles down.

Again, the priority had been to the driver and not to the pedestrian. This is just an example of a way of treating, again, not an ideal scenario, because you have still got a lot of pedestrian traffic at the entrance point of your carpark, which is what you want to try and avoid.

Mr TILLEY—Say, for example a carpark is currently legislated by, in the case of Victoria, the Road Safety Act 1986, so if the Committee was talking about a scenario of creating carparks with shared areas, this
best practice that you are detailing to us is only complementary to legislation?

Mr BRISCOE-HOUGH—That is right, yes. The problem with it is the regulatory section of it. We can put as many signs up as we like, but unless you are in a position to enforce it and unless a regulatory scheme like that is feasible, then, as I said, from our point of view as professionals, what we can do is to say to people, here is the best way to do it and on another slide there, I said—You can’t install patience and you can’t install awareness.

Mr TILLEY—If the carpark is a shared area where pedestrians have absolutely right of way, by putting the complementary best practices in place, I mean, pedestrians are like trying to herd cats, so these types of practices, does that herd pedestrians into a particular area?

Mr BRISCOE-HOUGH—It does, it gets about 80 per cent of people to comply with it. The problem is and as I said in other sites like where the Council staff are, they the worst because familiarity breeds contempt, so you have really got to say from their point of view it is an occupational health and safety issue, and the way the occupational health and safety laws are constructed is that you have a responsibility, your employer has a responsibility, your manager has a responsibility, but at the end of the day it is a shared responsibility.

That is the same thing with the shared pedestrian zones, is that it does not give pedestrians carte blanch to run-a-muck and be stupid, but it does say to the drivers—Hey!

The CHAIR—That is what it is about, isn’t it, it is about the self preservation radar of certain people is off whack and those are the people who are most exposed, and it is a small percentage of the community that do things adversely, they do not see the consequences and what is going to affect their own health.

Mr BRISCOE-HOUGH—The day I was on site here there was a lady coming into the carpark, she had a mobile phone under this ear, was going through their purse and the reason she was in her purse was she was changing her sunglasses to normal vision glasses because the light changed, so I could see where she was coming from, but she was steering her rather large vehicle with her legs to negotiate that S turn down the first ramp.

Now that shows a bit of skill, but the phone, the glasses and the steering, as you say, you can legislate but you cannot force that kind of behaviour.

Mr LEANE—As you said, in the safe pedestrian zones 80 per cent of people will comply. I bet you within those 80 per cent there is a very large percentage of the people that are very vulnerable that have been identified as elderly and very young children with their parents would be in that 80 per cent.

Mr BRISCOE-HOUGH—And that is the thing, you keep anticipating me, I have got another slide there that says that children learn safety. As an adult we can get away with a lot more in a carpark and we would not consider it stupid because we know that that guy can see us, we make eye contact with the driver, we know that they have seen us. A kid will not be in a position to either be at the right elevation to make eye contact, or even if they did, they would not realise what that is about, they don’t have that communication skill.

Really, it is always coming down to that lowest common denominator, if you are with children, then you have got to be mindful of that. There are so many distractions and the number of people that I have seen in carparks, Ipod on, phone going, whatever, there are so many distractions, it really makes it very difficult to deal with this in a professional way.

As I said, their Line of Desire, all of us know, if there is a signalised intersection up there but we want to go to the shop there, a huge percentage of us, unless there is a fence or something physically preventing us from doing it, you will always do that. That is the behavioural sciences will always beat the technical approach.

Again, as I said, you cannot install patience and you cannot install awareness, and again that point, children’s behaviour in carparks and so as adults as members of the community, even if you are not a parent, as a
member of the community your example is witnessed so I think just as people we should have this consciousness of what it is all about.

If I could summarise what I said to you this morning, it's probably these three points—

1. To get the parking provision away from quantity and get quality so you can have pedestrian facilities put in.

2. There's a need to educate motorists that whilst they're drivers, they're also pedestrians. So effectively, it is in our own interests to act responsibly.

3. I know this sounds it's a bit self serving but it really would make my job a lot easier if they asked me a bit earlier. I think maybe that can be part of the consent approach. Council could do it in-house. They don't have to employ an outside party like us, but as long as it's part of the process to say have you looked at this beyond just that limited focus?"

The CHAIR—Any further questions?

Mr TILLEY—One very quick one, the safety treatments, cost prohibitive?

Mr BRISCOE-HOUGH—No. If you put the equation the other way around, if someone gets hit in your carpark, really, they're not cost prohibitive either. The problem is that it's a lot more expensive to do these things retrospectively than it is as part of the original process.

What I often find is that they'll do three separate treatments after the event to get what they should have had in the first place. They tinker at the edges and then they say it's still not working, and then you say well, if you did it holistically, it would have been better.

The CHAIR—But in terms of holistically, they need some guidance as well?

Mr BRISCOE-HOUGH—Yes.

The CHAIR—The minimum standards should be looked at, so people have an understanding of the cost that would be involved in going into such a venture?

Mr BRISCOE-HOUGH—Yes. As I said, the current guidelines are technical. What we probably need is a more general guideline which is “Ten things you should know about a carpark”. It would be a focus for developers, for councils, for whoever is in that consent stage to say ten things you should consider when you're building a carpark. That kind of way we get just the one pager and you know, you can reference it back to the technical documents and back to some more general reading. That's the way I would hope you get to.

The CHAIR—Thanks very much for your assistance.

Witness withdrew.