Victorian Parliament Road Safety Committee
Inquiry into the safety of pedestrians in car parks.

Bayswater North Community Renewal
Paths & Parking Action Group
Inquiry submission - June 2009
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This submission is provided by the Bayswater North Community Renewal project staff on behalf of the resident led Paths & Parking Action Group, which was formed in April 2008.

The Action Group was formed to address 5 issues identified by the community:
1) safe access for pedestrians at Canterbury Gardens Shopping Centre,
2) parking at Bayswater North Primary School,
3) pedestrian access through the Canterbury Gardens retarding basin,
4) installation of a right turn arrow at the corner of Leighton Rd and Canterbury Rd and
5) the footpath on the east side of Colchester Rd.

This submission is in regard to the resident concerns about the lack of safe access for pedestrians at Canterbury Gardens Shopping Centre – a privately owned shopping centre on the corner of Canterbury Rd and Colchester Rd, Bayswater North. The site includes a Woolworths, a small strip of mixed shops and the Kilsyth Club.

This submission is informed by the importance of owners/ managers of facilities understanding that car parks are used by cars, trucks, people with small children, people with prams, people in wheelchairs and scooters and that users of car parks may not use cars at all to access the facility.

Bayswater North Community Renewal

Community Renewal is a Victorian Government funded (2007-2013) place based initiative to address disadvantage. There are 8 projects within metro Melbourne and Bayswater North is the only project in Eastern Metropolitan Region.

Community renewal works with residents to identify what they want to celebrate or change and supports them to do that (as simple and as difficult as that is).
The project is driven by an Action Plan prepared by the steering committee which has >50% resident representation.

Principles of Community Renewal are:
- Place based
- Community participation
  - Active community participation in prioritisation, direction setting and the development of innovative proposals empowers participants and improves their well-being, enhances democracy and improves the quality and ownership of outcomes.
- Achieving tangible and measurable outcomes for communities
- Partnership led by DPCD and local government

The Bayswater North Community Renewal site is bounded by Canterbury Rd in the North, Colchester Rd in the East, Dandenong Ck in the South and Tarralla Creek in the West.

Canterbury Gardens Shopping Centre is in the top right corner of the site at the corner of Colchester Rd and Canterbury Rd, Bayswater North.

Paths and Parking – Action Plan (Jan 2009)

The following action plan was developed through a discussion between the Paths and Parking Action Group members and Council’s Senior Traffic Engineer in January 2009. The issues and actions were later discussed with the Canterbury Gardens Shopping Centre Property Manager.
<table>
<thead>
<tr>
<th>Issue</th>
<th>Possible solutions</th>
</tr>
</thead>
<tbody>
<tr>
<td>Limited visibility for trucks and pedestrians at the loading dock next to Safeway making it especially unsafe to small children.</td>
<td>Install two mirrors, one on each wall of the loading dock, so that pedestrians and truck drivers can see one another</td>
</tr>
<tr>
<td>Trucks reverse into loading dock during shopping hours.</td>
<td>Redirect footpath to curve away from loading dock (see attached drawing), together with plantings, that will slow down pedestrians and enable drivers to see pedestrian traffic</td>
</tr>
<tr>
<td>There are no visual or audible warnings for pedestrians.</td>
<td>Install signs (visible/audible) warning pedestrians of trucks entering/exitng loading bay</td>
</tr>
<tr>
<td>Improve access for pedestrians from the Canterbury Road (both east and west end) and Dorset Road footpaths into the shopping centre.</td>
<td>Redirect footpath through one car space or create new and safer pedestrian access to Canterbury Gardens shops</td>
</tr>
<tr>
<td>At the present time pedestrians must navigate their way into the shopping centre on the road along with vehicular traffic.</td>
<td>Paint pedestrian access ways in yellow, indicating walkway access to shops</td>
</tr>
<tr>
<td>Exit onto Colchester Road needs rethinking. Visibility obstructed by large Kilsyth Club sign. Difficult to determine traffic direction – lanes confusing.</td>
<td>Consider improved line marking / signage</td>
</tr>
<tr>
<td>Aprons are needed on footpaths from the Kilsyth Club to facilitate access for prams, wheelchairs, walkers, etc.</td>
<td>Install aprons on footpaths</td>
</tr>
<tr>
<td>Smoking zones of Kilsyth Club impinge onto footpaths and block pedestrian access. Unsure whether DDA compliant.</td>
<td>Review pedestrian access</td>
</tr>
<tr>
<td>Traffic congestion in shopping centre</td>
<td>Consider one-way entrance and exit onto Canterbury Road to facilitate improved traffic flow into/out of the shopping centre</td>
</tr>
<tr>
<td>Trucks travelling east along Canterbury Road from nearby industrial area use shopping centre car park to do U-turns, and then travel west along Canterbury Road.</td>
<td>As above</td>
</tr>
</tbody>
</table>
As outlined in the action plan - this photo depicts the two main issues that the residents are wanting addressed –
1) There is currently no pedestrian access in to the shopping centre from Canterbury Rd and Colchester Rd and
2) The shopping centre is divided in two by a loading bay for the Woolworths Store, which is constructed in such a way that visibility for truck drivers and pedestrians is difficult.

There are currently single parking bays parallel to Canterbury Rd, single parking bays parallel to the shops and double bays in the middle of the car park area.

There are no dedicated crossing zones for pedestrians from Canterbury Road or the Kilsyth Club to the shops. The CG Property Manager acknowledges that cars travel at excessive speed within the car park area and in Jan/ Feb 2009, as an outcome of a traffic study in 2007, installed some traffic calming but these works do not meet the scope of the works approved by Council don not address the resident concerns.

Designers of car parks and shopping centers need to understand that car parks and shopping centers are not only the domain of cars – the true users of car parks are people for whom car use is only one option.

As the position of the older lady in the background of the photo shows - the only way to travel from one side of the shopping centre to the other is through the loading bay.

Also, as the photo depicts if a truck is accessing the loading bay a second truck has no where to go but to sit in the car park and block all parked cars in their bays until the first truck has unloaded and moves on.
This is the view of the loading bay and the concern is that for small children and others there is nothing to visually indicate that you are entering the loading bay. Also, pedestrians cannot see into the loading dock until they are upon it and there is no visual or audible signal to pedestrians to indicate that trucks are leaving the bay.

As part of this process the action group has outlined possible solutions as well as identify the problems. The action group has recommended:
1) That the path veer out into the car park with a new path and garden as a visual reminder and creating a situation where the curve of the path would ensure better visibility,
2) The installation of mirrors to add visibility and
3) Prominent signage
It is felt that the cost of these changes would be minor compared to the associated safety benefits.

Although this issue is not identified within the action plan – concerns about access to Canterbury Gardens Shopping Centre were originally raised by a group of Mums who felt that they could not gain safe access to the centre.

This footpath outside Woolworths is not accessible for prams and scooters because of the trolley bays and trolleys. Due to the cars parked adjacent to the footpath, shoppers with prams and scooters must travel across the middle of the car park to gain access to Woolworths or the shops at the west of the centre.
As mentioned previously the above photos show:
1) That there is no pedestrian access into the centre from Canterbury Rd,
2) That there is no designated pedestrian crossings within the car park and
3) That there are limited cross overs for prams, wheel chairs and scooters.

The action group has been surprised that Council has no authority to ensure that centre management comply with DDA requirements to ensure access for all.

**Action Group process to influence change**

Dec 07 – Mothers Living Well project – identify concerns with access to Canterbury
Gardens Shopping Centre

   Mothers Living Well was a partnership between Knox CHS, Eastern Access
   CH, Woman’s Health East, Maroondah CC, Knox CC and other partner
   agencies to look at over coming barriers to walking within the Bayswater/
   Bayswater North communities.

   The project included community audits, a photo project and the development
   of local walking groups.

Oct 07 – MLW Photo Project/ display highlighting barriers to walking which featured
the shopping centre.

Dec 07 – ‘UnSafeway’ letter to Safeway Store Manager written by project participants
requesting
1) a mirror at the loading dock  
2) a system to warn when vehicles are entering or exiting the loading dock 
3) clearly marked crossings in the car park

No response to the letter received
Mar 08 – Community Renewal consultation – Paths and Parking Action Group formed

Bayswater North Community Renewal commenced in August 07. At the March 08 Community Consultation the shopping centre was raised as an issue and the action group was formed.

Apr 08 – first Paths and Parking Action Group meeting

July 08 – contact made with Safeway Property Manager and Canterbury Gardens Shopping Centre Property Manager – Dec 07 letter re-sent

Aug 08 – meeting with Canterbury Gardens Property Manager and Council Snr Traffic Engineer to discuss concerns of AG

Sept 08 – no response from property manager

Sept 08 - AG contacts David Hodgett MP to seek support

Dec 08 – David Hodgett writes a letter to the CG property manager outlining issues (with photos)

Jan 09 – AG meets with Council Snr Traffic Engineer and outlines issues and determines possible solutions (this list was more extensive than the Dec 07 letter and is shown on pages 2-3) and discuss with CG property manager

Jan-Feb 09 – CG owner completes traffic calming works within the central access point from Canterbury Rd

The vast majority of works which were approved by Council including ramps, a mirror for the loading bay, give way signs, removal of trolley storage bays and some tables and chairs and raised pavement outside Woolworths have not been completed or indeed commenced as of the date of this submission (based on 2007 traffic study – approved by Maroondah Council - Nov 07)

Feb 09 – reply from CG Property Manager to David Hodgett – expressing works commenced and should meet residents concerns and Kilsyth Club traffic study to be carried out

Apr 09 – David Hodgett passes on letter from CG

Jun 09 – indication from property manager to Council Snr Traffic Engineer that the traffic study was complete (study not distributed at the date of the Inquiry submission)

The key concerns of the action group have not been addressed by the traffic calming works done to date and although Council’s Snr Traffic Engineer is supportive of the residents concerns – Council and the residents have no power in this situation and are unable to influence the decisions of the property owner/s to complete what the action group members believe are minor works to significantly improve safety in the centre.
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Subject  Inquiry into the safety of pedestrians in car parks

Please find attached a submission to the Parliamentary Inquiry into the safety of pedestrians in car parks from the Bayswater North Community Renewal Paths and Parking Action Group.

Thank you

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