14 July 2009

Ms Alexandra Douglas  
Executive Officer  
Road Safety Committee  
Parliament House  
Spring Street  
EAST MELBOURNE VIC 3002

Dear Ms Douglas,

Re: Inquiry into Pedestrian Safety in Car Parks (as they relate to Shopping Centres)

We refer to your letter of the 23 April 2009 seeking a submission into the above inquiry. In particular you have sought information on:

1. **The type and number of car parks we manage:**

   In Victoria we manage 13 CBD, Regional and Sub-Regional Shopping Centres (Nationwide 33) on behalf of Owners. Each of these centres would have Car Parks as part of the overall Centre. These Car Parks can be at-grade, multi-level structures or a combination of both.

   The number of Car Park spaces can vary from a few hundred up to over 9,000 dependent on the size and nature of the centre.

   Typically these Car Parks are free and maintained by us.

2. **The type and number of crashes that occur at each of these Car Parks:**

   Whilst detailed records are not maintained of all incidents that occur in Centre Car Parks, as a general response it is fair to say that the majority are “minor” and consist of the type expected where large volumes of vehicle movement occur, which includes entering and exiting Car Park bays.

   All Car Parks have restricted speed areas and adopt appropriate risk management practices as recommended by Australian Standards eg: line markings, highlighting of potential hazards, speed humps, designated pathways etc.
3. **Any measures that Colonial First State Global Asset Management has introduced to improve safety of pedestrians at car parks:**

As noted in (2.) above, Colonial First State Global Asset Management is guided by Australian Standards in this area. In addition and as part of our overall Risk Management Program, "hot spots" are monitored and appropriate safeguards put in place to mitigate the risk.

CCTV has played an important role in monitoring the overall safety aspect of our Car Parks and extensive capital expenditure funding has been provided in this regard. At peak times (e.g., Christmas) we do engage additional staff to assist and promote pedestrian safety and our incident database would suggest this has been successful.

At certain centres within our portfolio we also engage the assistance of local police to assist with traffic management, pedestrian safety and to foster relationships in assisting the local community.

A further measure we take to ensure safety is the engagement of external consultants to advise us on traffic movements, number of car spaces required, expected traffic movements per entrance, traffic light provisions, etc. Out of this process a detailed traffic management plan is developed and submitted to the relevant planning authority for their approval prior to any major development occurring at a centre. Once planning approval is received, again export consultants and contractors are engaged to carry out the works.

To state the obvious it is in the best interests of all stakeholders to maximise pedestrian safety in Car Parks and therefore considerable effort is taken to achieve this objective.

4. **Any suggestions Colonial First State Global Asset Management would like to make with the aim of improving safety in Car Parks:**

Generally we have been satisfied with the level of safety within our Car Parks. It is not an area we look to Government for legislative assistance, although we do call on Government and Local Government resources to police the limits and restrictions imposed on our properties in relation to motor vehicles.

The setting of speed limits for the car parks and supporting road infrastructure within the property requires application to the Road Traffic Authority and this can sometimes be lengthy and inconsistent dependent on the view of the parties involved. We do recognise however each Car Park can have its own individual set of circumstances and therefore to set a uniform speed limit or protection criteria may not address the issue involved for the particular property. Therefore we would continue to support a case by case analysis and approval process.
Please contact the undersigned if further information is required.

Thankyou for the opportunity to participate in your inquiry.

Yours sincerely

Justin Mills
General Manager - Strategy & Business Development