

Santry Avenue LRD, Santry, Dublin 9

Delivery and Servicing Plan

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TRANSPORTATION



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1 INTRODUCTION

1.1 CONTEXT

DBFL Consulting Engineers (DBFL) has been commissioned by Dwyer Nolan Developments to compile a Delivery and Servicing Plan (DSP) in support of a planning application for proposed Large-scale Residential Development (LRD) on a site of c. 1.5 hectares, located at the junction of Santry Avenue and Swords Road, Santry, Dublin 9. The development site is bounded to the north by Santry Avenue, to the east by Swords Road, to the west by Santry Avenue Industrial Estate, and to the south by the permitted Santry Place development (granted under Dublin City Council Ref's. 2713/17 (as extended under Ref. 2713/17/X1), 2737/19 & 4549/22).

The proposed development provides for 321 no. apartments, comprised of 104 no. 1 bed, 198 no. 2 bed, & 19 no. 3 bed dwellings, in 4 no. seven to thirteen storey buildings, over basement level, with 3 no. retail units, a medical suite / GP Practice unit and community/arts & culture space (total c.1,483sq.m), all located at ground floor level, as well as a one storey residential amenity unit, facing onto Santry Avenue, located between Blocks A & D.

A basement level car park (c.5,470.8sq.m) will accommodate 161 no. car parking spaces and 664 no. bicycle parking spaces. Internal access to the basement level is provided from the cores of Blocks A, B, C, D, E, & F. External vehicular access to the basement level is from the south, between Blocks B & C. Additional 33 no. car parking spaces & 58 no. bicycle parking spaces will also be provided at surface level.

Vehicular access to the development will be via 2 no. existing / permitted access points: (i) on Santry Avenue in the north-west of the site (ii) off Swords Road in the south-east of the site, as permitted under the adjoining Santry Place development (Ref. 2713/17).

1.2 SCOPE

The Delivery and Servicing plan outlines how deliveries and servicing activities at the subject mixed use development will be managed on-site to ensure efficient, safe and sustainable movement of goods to and from the site while minimizing the impact on the local environment, road safety, community and the overall operation of the business and adjoining residential areas.

This DSP is prepared to establish the management measures that will be implemented at the subject development site to ensure that the daily operations related to the delivery and servicing do not have any negative impact on the operation of the road network in terms of both safety and



operational performances. The geographical scope of the DSP considers the proposed building blocks, internal access roads and associated parking areas in-addition to the site access arrangements with the external public road network.

1.3 DSP OBJECTIVES

The key objectives of the DSP can be summarised as provided

- To present/illustrate how delivery and servicing activities within the proposed development are to be managed and have been accommodated within the scheme design;
- To minimise the impact of delivery and servicing movements at proposed development's site access points on both Swords Road and Santry Avenue corridors;
- To demonstrate that deliveries can be delivered and waste can be removed in a safe, efficient and sustainable manner without affecting the safety of residents, visitors and employees;
- To reduce the number of deliveries and servicing activities during the network peak hour periods;
- To identify the scale of potential delivery trips generated by the scheme proposals and associated land uses.
- To ensure that loading and unloading requirements have been accommodated within the scheme design and will take place in the designated areas.

1.4 STRUCTURE OF REPORT

Chapter 2 of this report describes the relevant policies which influence the delivery and servicing of the subject development whilst **Chapter 3** provides the description of the proposed development scheme from a transportation perspective.

Chapter 4 outlines the DSP servicing and delivery strategy that will be implemented at the subject site. The potential vehicle trip generation associated with delivery, collection and servicing activities at the LRD described.

The proposed DSP measures and associated monitoring exercises are discussed in **Chapter 5** of this report.

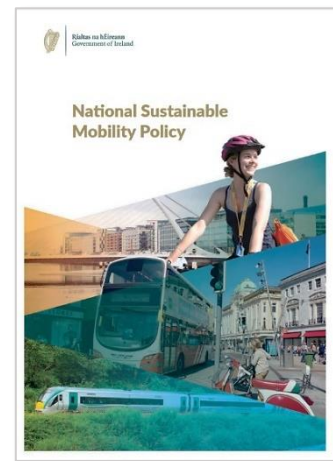
2 POLICY CONTEXT

In the context of delivery and servicing, the subject site policy framework is influenced by the following key documentations. The relevant objectives from national and local policies related to the delivery and servicing for the proposed development are summarised below.

2.1 NATIONAL POLICY

2.1.1 National Sustainable Mobility Policy 2022

The National Sustainable Mobility Policy was published in April 2022 by the Department of Transport and replaces Smarter Travel (2009). The overall aim of the Policy is to “set out a strategic framework for 2030 for active travel and public transport to support Ireland’s overall requirement to achieve a 51% reduction in carbon emissions by the end of this decade”.



The Policy is a direct response to the fact that continued growth in demand for road transport is not sustainable due to the resulting adverse impacts of increasing congestion levels, localised air pollution, contribution to global warming and the additional negative impacts to health through promoting increasingly sedentary lifestyles. The following 3 key Policy areas and 10 goals form the basis of the National Sustainable Mobility Policy:

Safe and Green Mobility

- Improve mobility safety
- Decarbonise public transport
- Expand availability of sustainable mobility in metropolitan areas
- Expand availability of sustainable mobility in regional and rural areas
- Encourage people to choose sustainable mobility over the private car

People Focuses Mobility

- Take a whole journey approach to mobility, promoting inclusive access for all
- Design infrastructure according to Universal Design Principles and the Hierarchy of Road Users model
- Promote sustainable mobility through research and citizen engagement

Better Integrated Mobility



- Better integrate land use and transport planning at all levels
- Promote smart and integrated mobility through innovative technologies and development of appropriate regulation

The policy is accompanied by an Action Plan with a total 91 actions organised by goal to be completed by 2025. Each action has been assigned to a specific government department or body with the hope of creating accountability for their implementation. The success of the policy will be measured using an annual National Household Travel Survey administered by the National Transport Authority.

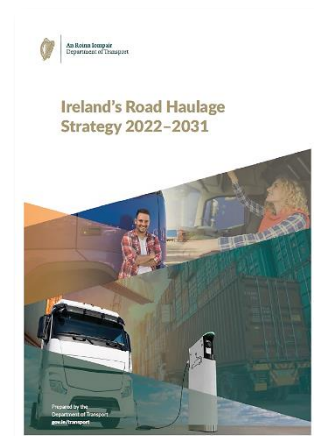
As part of this Policy, the Department of Transport has also published the National Sustainable Mobility Policy Action Plan 2022-2025. This documentation aims to improve and expand sustainable mobility options by providing safe, green, accessible and efficient alternatives to car journeys. Demand management and behavioural changes measures have been included to manage daily travel demand more efficiently to reduce the journeys taken by private car. Action plans include;

- Continue to protect and renew road infrastructure for all road users including sustainable mobility users.
- Transition Dublin Metropolitan PSO bus services to low/zero emission bus fleet.
- Develop pedestrian enhancement plans.
- Expand the operation of bike share schemes (including electric bikes).
- Deliver additional cycling infrastructure projects.
- Commence delivery of BusConnects network redesign.
- Ensure all transport operators are contractually obliged to put in place operational procedures to assist people with mobility difficulties

2.1.2 Ireland's Road Haulage Strategy 2022-2031

The following policies and objectives as outlined in the Ireland's Road Haulage Strategy 2022-2031 are of particular relevance to the proposed development:

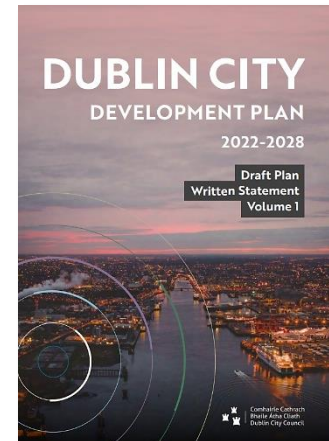
Action 23: NTA to lead, in consultation with key stakeholders, the development of Strategies for Sustainable Freight Distribution for the Greater Dublin Area and the Metropolitan Areas Cork, Galway, Limerick and Waterford



2.2 LOCAL AND REGIONAL POLICY

2.2.1 Dublin City & County Development Plan 2022 – 2028

The following policies and objectives as outlined in the Dublin City Council Development Plan 2022-2028 are of particular relevance to the proposed development:



- **“SMT6: Mobility Management and Travel Planning** - To promote best practice mobility management and travel planning through the requirement for proactive mobility strategies for new developments focussed on promoting and providing for active travel and public transport use while managing vehicular traffic and servicing activity.”
- **“SMT15: Last-Mile’ Delivery** - To seek to achieve a significant reduction in the number of motorised delivery vehicles in the City through supporting and promoting the use of the ‘last-mile’ delivery through the development of micro hubs and distribution centres”
- **“CCUV06: Car Parks and Last Mile Delivery** - To investigate the potential of the use of multi-storey car parks in the city centre for micro hubs and distribution centres for ‘last-mile’ delivery as part of the preparation of a Servicing / Logistics Strategy for the city.”
- **“SMT06: Servicing/Logistics Strategy** - To prepare a Servicing/Logistics Strategy for the city in collaboration with relevant stakeholders to ensure the continued viability of the city and urban villages.”
- **“SMT34: Street and Road Design** - To ensure that streets and roads within the city are designed to balance the needs and protect the safety of all road users and promote place making, sustainable movement and road safety providing a street environment that prioritises active travel and public transport whilst ensuring the needs of commercial servicing is accommodated.”

2.2.2 Greater Dublin Area Transport Strategy 2022-2042

Section 15.7 of the 2022 GDA strategy sets the objectives to manage the increase in delivery and servicing which are as follows:

- *“Examination of the case for urban or micro-consolidation centres within the GDA, particularly within Dublin City Centre and other major town centres, to reduce the number of last-mile trips being made by larger goods vehicles - for example, examining the case for small electric vans delivering to restaurants and shops”;*
- *“Examining the case for increased use of cargo bikes for delivery in Dublin City Centre and other towns in the GDA.”*
- *“Examining the feasibility of out-of-hours delivery and servicing through the use of low-noise vehicles like Electric Vehicles (EVs) and the imposition of planning conditions where appropriate”;*
- *“Examining the feasibility of using smaller and non-motorised vehicles for delivery and servicing to reduce noise and air pollution and enable more street space to be given to pedestrians and cyclists”;*
- *“Minimising empty return trips by taking inspiration from innovative practices such as the Utrecht Cargohopper and Gothenburg’s Stadleveransen city delivery system”;* and
- *“Supporting the placement of local ‘Click and Collect’ facilities at rail stations, new residential developments and Park and Ride facilities, to reduce the amount of individual personal deliveries to workplaces and homes where the recipient is often absent.”*



The following policies and objectives as outlined Greater Dublin Area Transport Strategy 2022-2042 are of particular relevance to the proposed development:

- **“Measure FREIGHT 1: Strategy for Sustainable Freight Distribution** – It is the intention of the NTA, in collaboration with other authorities, including TII and Irish Rail, and stakeholders to prepare a Strategy for Sustainable Freight Distribution for the Greater Dublin Area – to inter alia, support the decarbonisation of the freight sector, to seek to further integrate smart technologies in logistics management and to reinforce the important role that the strategic road and rail network play in the efficient movement of freight.”
- **“Measure FREIGHT 2 – Planning Policy and Freight** It is recommended that local authorities in the GDA, with the input of the NTA and TII, identify appropriate locations for freight-intensive developments in their Development Plans.”



- ***“Measure FREIGHT 3 – HGV Management Consideration will be given to identifying specific HGV routes and / or time restrictions for deliveries, to improve the efficiency of while minimising the impact of HGV movements.”***
- ***“Measure FREIGHT 5 – Consolidation Centres It is the intention of the NTA, in collaboration with local authorities, to examine the feasibility of consolidation centres and break bulk facilities, to facilitate smaller vehicle delivering to Dublin City Centre and other major town centres.”***
- ***“Measure FREIGHT 6 – Environmental Measures for Freight It is the intention of the NTA, in collaboration with other authorities, to”:***
 - *“Seek the reduction of the amount of ‘last mile trips’ being made by motorised vehicles;”*
 - *“Facilitate the transition to zero-emission delivery vehicles such as cargo bikes and electric vehicles”; and*
 - *“Support local ‘Click and Collect’ facilities where appropriate to minimise trips to individual homes and workplaces.”*

3 PROPOSED DEVELOPMENT

3.1 SITE LOCATION

The proposed development is located to the south of R104 Santry Avenue Road corridor and west of R132 Swords Road in Santry (approximately 6.5km north of Dublin City Centre). The western boundaries are formed by existing commercial buildings and southern boundary is formed by the Santry Avenue mixed-use development. The general location of the subject site in relation to the surrounding road network is illustrated in **Figure 3.1** below whilst **Figure 3.2** indicatively shows the full extent of the subject site lands.



Figure 3.1 : Site Location (Source: Google Maps)

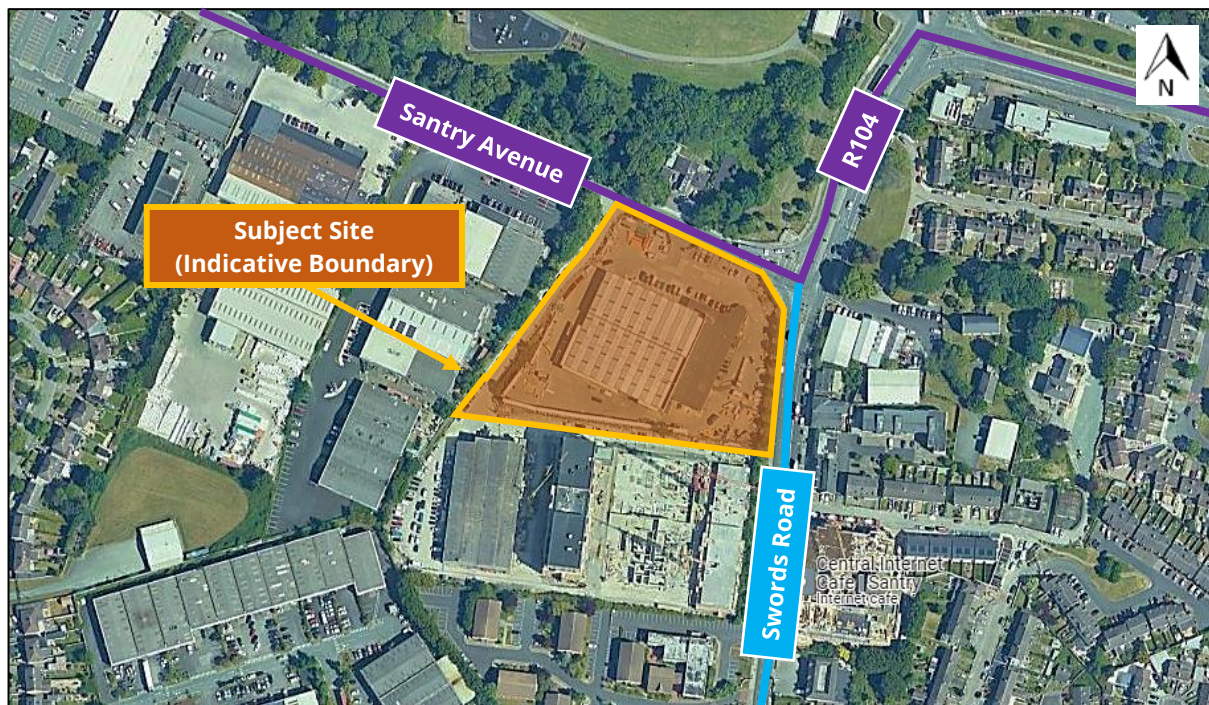


Figure 3.2: Indicative Site Boundary (Source: Google Maps)

3.2 LAND USE

The subject site is currently being used as a builders merchants (Chadwicks) comprising 4,196.8 m² of existing buildings and stores. The site has an approximate area of 1.49 hectares.

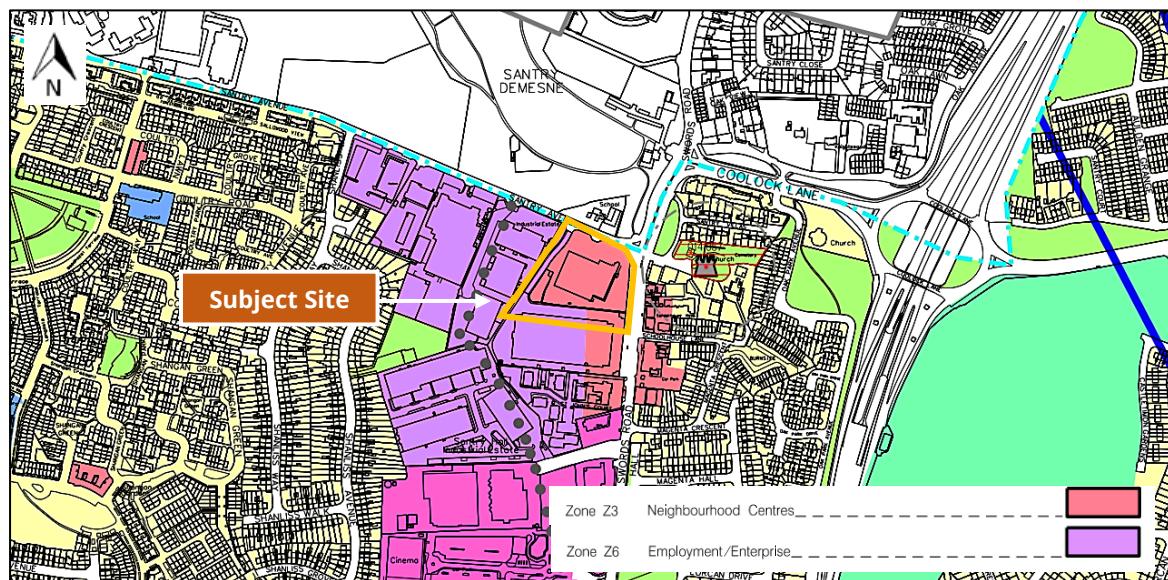


Figure 3.3: Land Use Zoning Objective (Source: Map B Dublin City Dev. Plan (2022 – 2028))

The site is located within Dublin City Council (DCC) development plan boundary and designated as both land use zoning Objective Z3 – ***“To provide for and improve neighbourhood facilities*** and



zoning objective Z6 – ***“To provide for the creation and protection of enterprise and facilitate opportunities for employment creation”.***

The subject site currently accommodates Chadwicks Building Merchants and benefits from having a dedicated site access junction directly onto Santry Avenue corridor. This existing onsite commercial operation currently generates some 675 two-way vehicle trips between 0700 and 1900 on a typical neutral weekday. This equates to 67 (including 10 HGV's) and 10 (including 1 HGV's) two-way vehicle trips during the local road networks AM and PM peak hour periods respectively.

3.3 PROPOSED DEVELOPMENT

3.3.1 Overview

The proposed development provides for 321 no. apartments, comprised of 104 no. 1 bed, 198 no. 2 bed, & 19 no. 3 bed dwellings, in 4 no. seven to thirteen storey buildings, over basement level, with 3 no. retail units, a medical suite / GP Practice unit and community/arts & culture space (total c.1,483sq.m), all located at ground floor level, as well as a one storey residential amenity unit, facing onto Santry Avenue, located between Blocks A & D. The development consists of the following:

- i. Demolition of the existing building on site i.e. the existing Chadwicks Builders Merchants (c. 4,196.8m²).
- ii. Construction of 321 no. 1, 2, & 3 bed apartments, retail units, medical suite / GP Practice, community/arts & culture space, and a one storey residential amenity unit in 4 no. buildings that are subdivided into Blocks A-G as follows:
 - a. Block A is a 7-13 storey block consisting of 52 no. apartments comprised of 22 no. 1 bed, 24 no. 2 beds & 6 no. 3 bed dwellings, with 2 no. retail units located on the ground floor (c. 132sq.m & c.172sq.m respectively). Adjoining same is Block B, which is a 7 storey block consisting of 44 no. apartments comprised of 22 no. 1 bed, 15 no. 2 bed, & 7 no. 3 bed dwellings, with 1 no. retail unit (c.164sq.m) and 1 no. medical suite / GP Practice unit located on the ground floor (c. 130sq.m). Refuse storage areas are also provided for at ground floor level.
 - b. Block C is a 7 storey block consisting of 53 no. apartments comprised of 14 no. 1 bed & 39 no. 2 bed dwellings. Adjoining same is Block D which is an 8 storey block consisting of 44 no. apartments comprised of 22 no. 1 bed, 15 no. 2 bed, & 7 no. 3 bed dwellings. Ground floor, community/arts & culture space (c.606sq.m) is



- proposed in Blocks C & D, with refuse storage area also provided for at ground floor level.
- c. Block E is an 8 storey block consisting of 49 no. apartments comprised of 7 no. 1 bed & 42 no. 2 bed dwellings. A refuse storage area, substation, & switchroom are also provided for at ground floor level. Adjoining same is Block F which is a 7 storey block consisting of 52 no. apartments comprised of 13 no. 1 bed & 39 no. 2 bed dwellings. Ground floor, community/arts & culture space (c.877sq.m) is proposed in Blocks E & F. A refuse storage area, bicycle storage area, substation, & switchroom are also provided for at ground floor level of Blocks E & F.
 - d. Block G is a 7 storey block consisting of 34 no. apartments comprised of 20 no. 1 bed & 14 no. 2 bed dwellings. A refuse storage area & bicycle storage area are also provided for at ground floor level.
- iii. Construction of a 1 storey residential amenity unit (c. 166.1sq.m) located between Blocks A & D.
 - iv. Construction of basement level car park (c.5,470.8sq.m), accommodating 161 no. car parking spaces and 664 no. bicycle parking spaces. Internal access to the basement level is provided from the cores of Blocks A, B, C, D, E, & F. External vehicular access to the basement level is from the south, between Blocks B & C. 33 no. car parking spaces & 58 no. bicycle parking spaces are also provided for within the site at surface level.
 - v. Public open space of c. 1,791sq.m is provided for between Blocks C-D & E-F. Communal open space is also proposed, located between (i) Blocks E-F & G, (ii) Blocks A-B & C-D, and (iii) in the form of roof gardens located on Blocks A, C, & F and the proposed residential amenity use unit, totalling c.3,116sq.m. The development includes for hard and soft landscaping & boundary treatments. Private open spaces are provided as terraces at ground floor level of each block and balconies at all upper levels.
 - vi. Vehicular access to the development will be via 2 no. existing / permitted access points: (i) on Santry Avenue in the north-west of the site (ii) off Swords Road in the south-east of the site, as permitted under the adjoining Santry Place development (Ref. 2713/17).
 - vii. The development includes for all associated site development works above and below ground, bin & bicycle storage, plant (M&E), sub-stations, public lighting, servicing, signage, surface water attenuation facilities etc

With reference to the Davey + Smith Architect's scheme drawings, the layout of the proposed development is illustrated in **Figure 3.4**.



Figure 3.4: Proposed Site Layout (Extract: Davey + Smith Architect Drawing No. D1809.P03)

3.3.2 Proposed Site Access

As part of the scheme proposals, the existing Chadwicks Building's site access onto Santry Avenue is to be closed. Accordingly, the proposed LRD will be accessed by vehicles via the two existing priority junction access points; (i) on R104 Santry Avenue to the north-west of the site and (ii) off R132 Swords Road to the south-east of the site (left-in and left-out configuration), as permitted under the adjoining Santry Place development (DCC Pl. Ref. 4549/22). **Figure 3.5** illustrates site layout and locations of the site accesses.

Vehicles (for residents only) will be able to access the proposed basement parking facility via a ramp located at the internal road on the southern boundary of the site (between Blocks B and C), west of Access 2 on Swords Road.

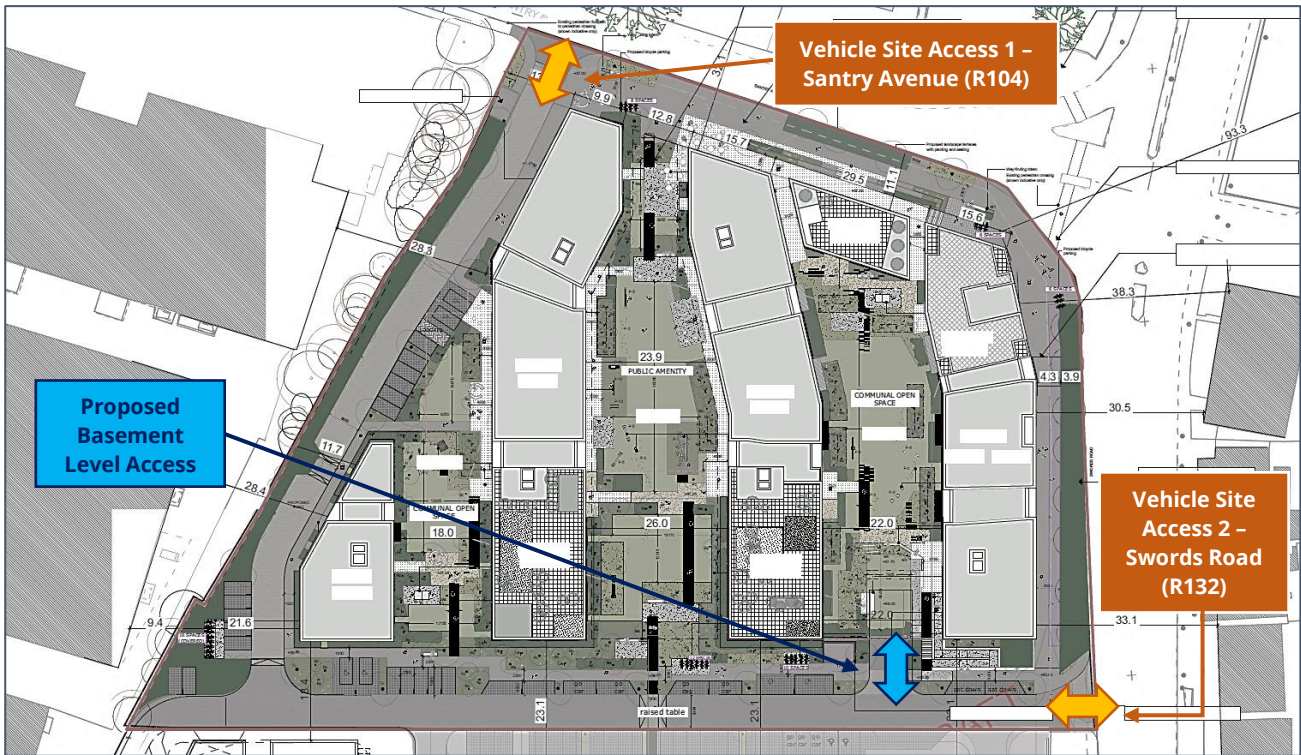


Figure 3.5: Proposed Development Vehicle Access Arrangements

4 SERVICING AND DELIVERY STRATEGY

This chapter outlines the delivery and servicing strategy that will be implemented to the proposed development. The delivery and servicing will be carried out efficiently with minimal impact on the road network within the vicinity of subject site.

4.1 PROPOSED DELIVERY AND SERVICING ARRANGMENT

All the delivery and servicing activities for the proposed development will be carried out within the subject site. The delivery and servicing activities includes refuse collections, LGV deliveries, bike deliveries, motorcycle deliveries and car based deliveries which are discussed in detail below.

4.1.1 Refuse Collection

With the objective of ensuring that waste collection is facilitated on-site within the development, specific design considerations have been adopted that will enable waste collection vehicles to conduct collection while safely gaining access/egress to and from the site. The location of all refuse areas (including the bin staging areas) within each block at both surface and basement level is illustrated in **Figure 4-1** and **Figure 4-2**, respectively.

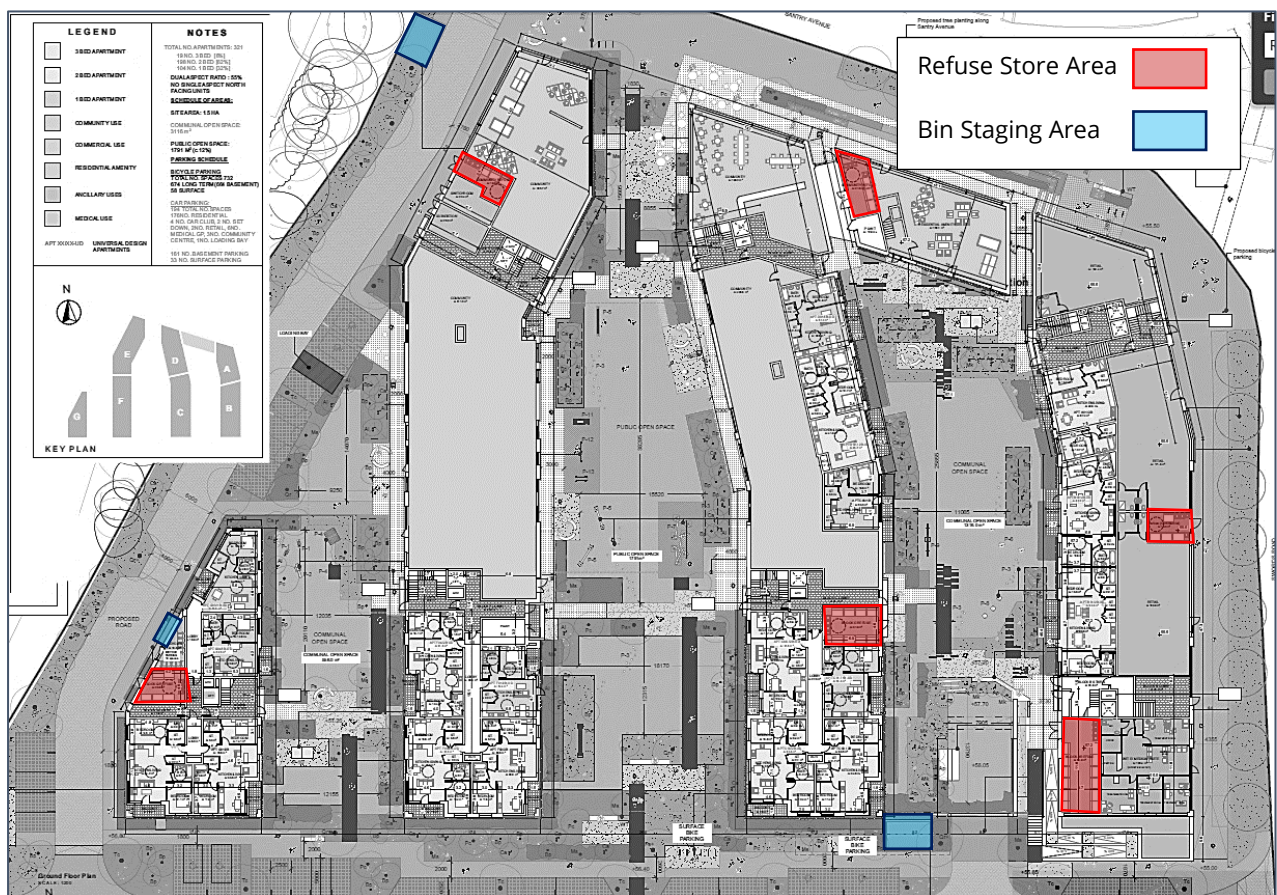


Figure 4-1: Refuse Area and Bin Staging Area Locations at Surface Level

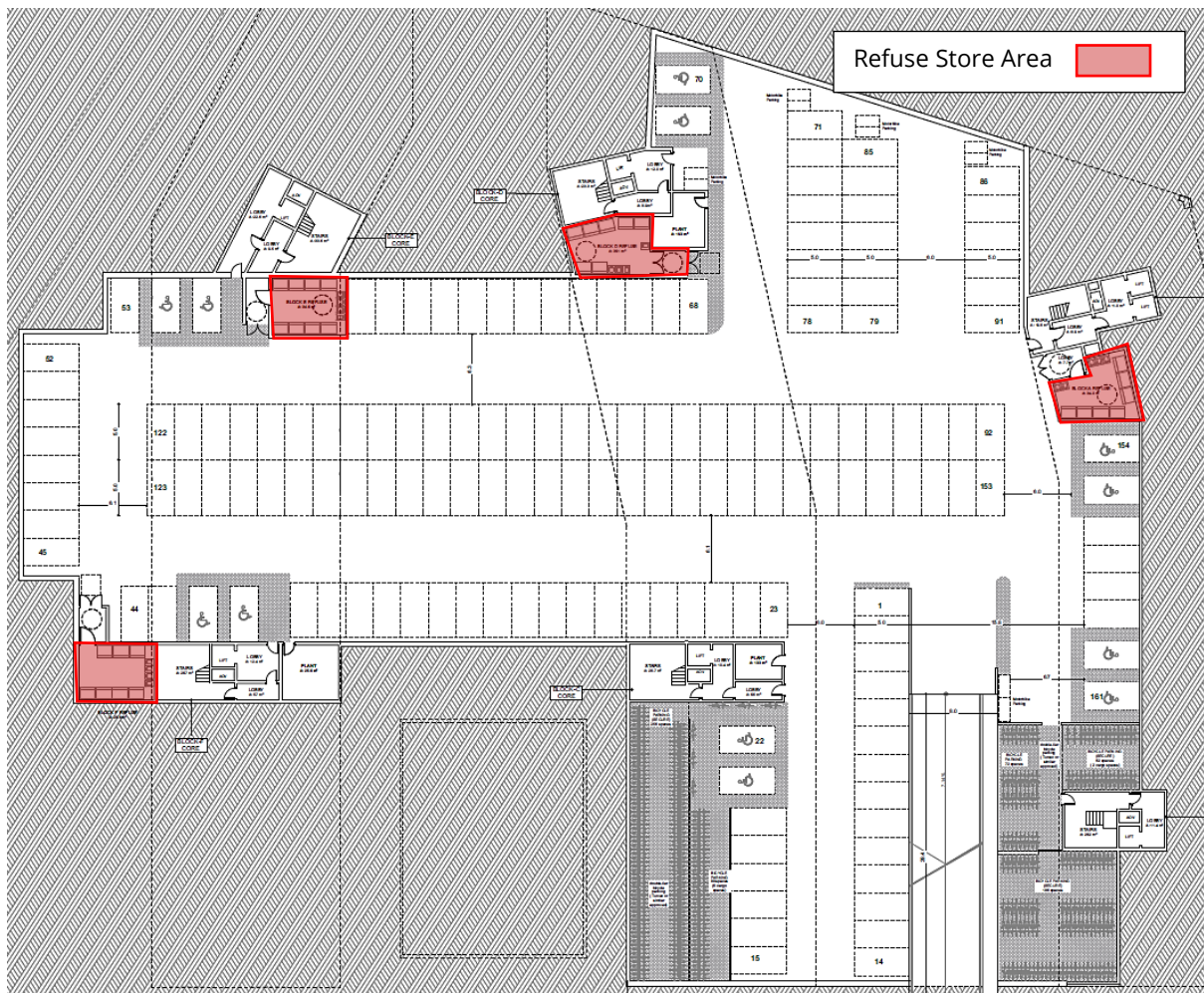


Figure 4-2: Refuse Area Locations at Basement Level

Furthermore, the swept path analysis a refuse vehicle is detailed in **Figure 4-3** below and in DBFL Drawing No: 230146-X-90-X-DTM-DR-DBFL-CE-1501 which accompanies this planning application.



Figure 4-3: Swept Path Analysis for Refuse Vehicle

It must be noted that the refuse collection would occur infrequently (e.g. not continuously throughout the day) and only on a couple of days per week. The collection will also be relatively short in duration considering that the refuse movement within the site will only occur one-way (either from Santry Avenue or Swords Road) and will be in close proximity to the staging bin areas located along the internal private road. No collections at the kerbside locations from either Swords Road or Santry Avenue will be permitted.

4.1.2 Vehicle Deliveries

LGV deliveries to the proposed retail element / community centre can use the dedicated loading bay situated to the west of Block E. Rigid lorries and LGVs (as well as deliveries by either cars or motorbikes) can also utilise the two proposed set-down spaces located to the south-east corner of the subject site, south of Block B.

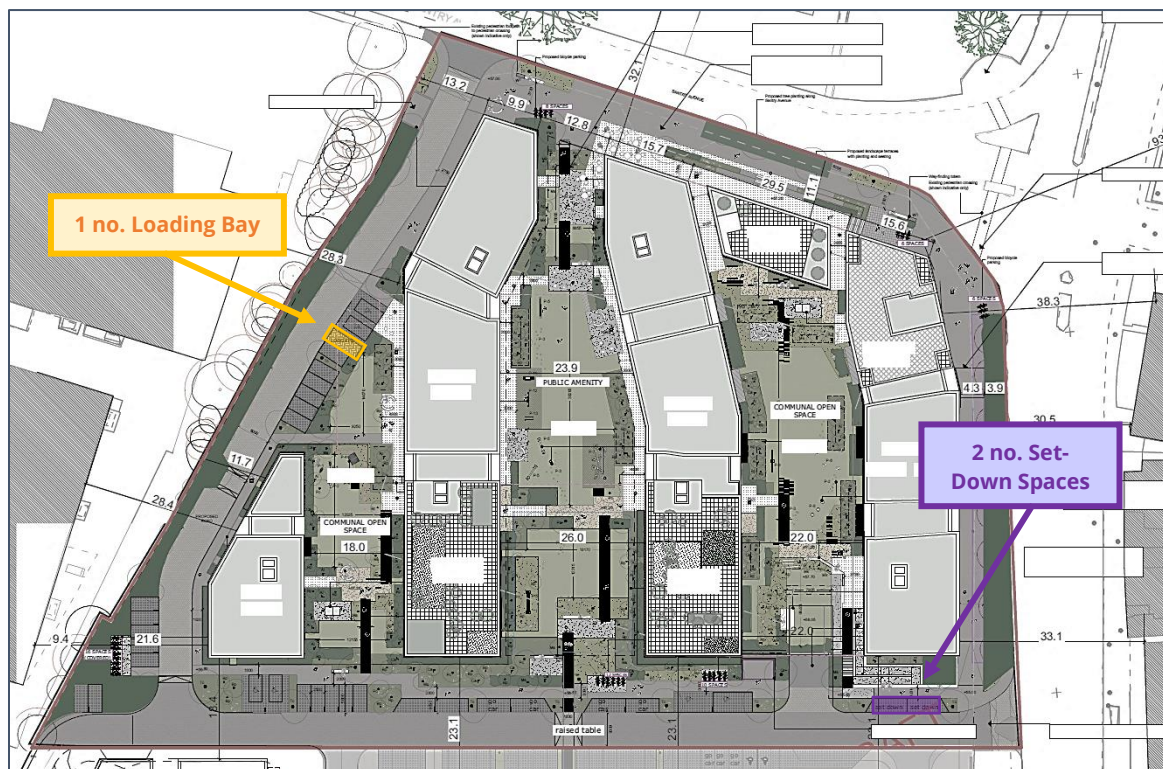


Figure 4-4: Location of Proposed Loading Bay and Set-Down Spaces

4.1.3 Emergency Vehicle

The proposed development's design accommodate the internal movement requirements of an emergency vehicle (i.e., ambulance/fire tender). **Figure 4-5** below illustrates the swept path and shows the fire tender access route from both the Santry Avenue and Swords Road. The swept path analysis can be referenced in DBFL Drawing No: 230146-X-90-X-DTM-DR-DBFL-CE-1501.



Figure 4-5: Swept Path Analysis for a Fire Tender

4.2 FORECAST DELIVERY / SERVICING MOVEMENTS

4.2.1 Residential Delivery / Servicing Trips

TRICS data was used to forecast the delivery trips for the proposed 321 no. residential units of the subject development. The estimated delivery and service trips associated with the residential units for each vehicle category is indicated in **Table 4-1**. The peak hours indicated below illustrate the trips during the busiest time periods as per TRICS.

Time Period	AM Peak Hour (08:00-09:00)			PM Peak Hour (17:00-18:00)			Daily (07:00-19:00)		
	Arr	Dep	Total	Arr	Dep	Total	Arr	Dep	Total
LGV	1	0	1	1	1	2	10	9	19
OGV	0	0	0	0	0	0	1	1	2
Motorcycle	0	0	0	0	0	0	1	1	2
Cyclist	0	1	2	1	0	2	5	6	11

Table 4-1: Potential Delivery / Servicing Trips for Residential Element

4.2.2 Retail Delivery / Servicing Trips

TRICS data was also used to forecast the daily delivery trips for the proposed retail unit (468 sq.m) located within the subject development. It has been assumed that the deliveries will be made outside the AM and PM peak hours **Table 4-2**.



Time Period	AM Peak Hour (08:00-09:00)			PM Peak Hour (17:00-18:00)			Daily (07:00-19:00)		
	Arr	Dep	Total	Arr	Dep	Total	Arr	Dep	Total
LGV	1	1	1	1	1	1	7	7	14
OGV	1	0	0	0	0	0	1	1	2
Motorcycle	0	0	0	0	0	0	2	3	5
Cyclist	0	0	0	0	0	1	5	5	9

Table 4-2: Potential Delivery / Servicing Trips for Retail Element

The scale of impact on the surrounding off-site road network, as a result of the proposed delivery and servicing trips that could potentially be generated by the proposed development on Santry Avenue will be negligible and significantly less compared to the existing onsite 'Chadwicks' operations.

Refuse vehicles are expected to conduct waste collection outside the AM and PM peak hours. It must also be noted that the proposed GP medical facility and the community arts / cultural space is not predicted to generate high number of trips on a typical weekday and as a result, these land uses will not have a material effect on the surrounding road network.



5 DSP MEASURES AND MONITORING

This section of the document outlines the SDP measure and monitoring that can be implemented by the appointed management company in coordination with the tenants.

5.1 MEASURES

- i. The management can appoint a DSP coordinator for ensuring efficient and effective delivery and servicing for the development. The DSP coordinator can be appointed one month prior to occupying the completed building.
- ii. The DSP coordinator will have the responsibility in managing and storage of bulky goods. They also have to take account of the implementation of the servicing strategy and ensure that the refuse is brought to the bin collection point each week and the containers are returned to the refuse storage.
- iii. DSP coordinator will establish and maintain a delivery and servicing schedule for the non-residential uses to ensure that the delivery and servicing requirements can be met without conflict within the site.
- iv. DSP coordinator will liaise with the residents and staffs to make them aware of the delivery and servicing arrangements of the DSP.
- v. The DSP coordinator will encourage delivery/collection activities outside network peak periods to reduce any impact on the local road network.
- vi. The management can provide training and support for staff to receive training on processes and procedures in regard to the DSP to ensure safe operation practices.
- vii. The Management will have the responsibility for the day-to-day management/coordination of deliveries, servicing and refuse. They will keep the records of the delivery/servicing/refuse activities and any incidents that may occur in the premise.
- viii. The management can reduce the time spent on deliveries and collections time by liaising with the suppliers and tenants.
- ix. The management will make residents aware of the delivery and servicing arrangements before the purchase and occupancy of the buildings.
- x. A delivery and servicing schedule will be produced and implemented by the DSP coordinator based on the regular deliveries anticipated by the non-residential occupiers. Residents will also be notified that they must give advance notice, where possible, of when deliveries are anticipated, which require vehicles larger than a light van. Refuse, and recycling collections will be included in the schedule.



- xi. Where applicable, the Management will coordinate delivery and servicing requirements to permit delivery/service activities outside normal permitted times. In general, these activities could be implemented during following time periods
 - Overnight: Between 21:00 - 07:00.
 - Sunday: All day.
 - Bank holidays: Treated as a normal weekday.
- xii. All new residents will be provided with welcome MMP packs which will also highlight the location of on-site refuse and recycle bins and associated DSP arrangements.

5.2 MONITORING

- i. The monitoring of the DSP will be conducted with the DSP coordinator in close collaboration with any other stake holders.
- ii. This DSP will be a live document and is intended to evolve over time say in 5 years period.
- iii. Monitoring surveys are to be undertaken on yearly basis.
- iv. In the interim period between reviews, the DSP coordinator will make continual checks that deliveries, maintenance visits and refuse collections are made in accordance with the strategy and schedule.
- v. In particular, the supplier, size of vehicles used, and location/timing of deliveries should be noted to enable review against any agreement with the supplier and the servicing strategy. This will allow the DSP coordinator to provide feedback to stakeholders should deliveries not be made at the appropriate location or time, in accordance with the servicing strategy.
- vi. The residents of the developments are requested to give feedback in regard to the DSP. Similarly, the coordinator will reach out and liaise with residents in response to occasions where the deliveries have caused issues and what measure should be taken to avoid it in the future. Feedback from the non-residential occupiers in relation to delivery and servicing demands must be also communicated between the DSP coordinator and management.
- vii. Any complaints received in relation to delivery and servicing activity and actions taken should also be reconsidered at the annual review. This is intended to identify potential requirements for new management measures in relation to deliveries and servicing to



ensure that the objectives of the DSP are met and enables continuous improvement in the management of deliveries and servicing.





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