

COACH PARK POLICY

MINIMUM SAFETY REQUIREMENTS FOR PASSENGER AND COMMERCIAL VEHICLES OPERATING WITHIN MILFORD SOUND VISITOR TERMINAL - COACH PARK

Background

Milford Sound Tourism Limited (“MSTL”) holds a licence with the Department of Conservation for the coach park area adjacent to the Visitor Terminal at Milford Sound (“Licensed Area”) (DOC Licence 14-06-129, “the DOC Licence”). Under the DOC Licence, MSTL is authorised to set terms and conditions for the use of passenger and commercial transport vehicles in the Licensed Area.

The Licensed Area is not exclusive and is used by all visitors to Milford Sound, including a range of passenger and commercial vehicle operators, and other visitors to Milford Sound, including a large number of foreign tourists. This creates a much wider health and safety obligation for Milford Sound Tourism Limited and tourism operators.

For the purposes of these Minimum Safety Requirements (“MSR”), the Licensed Area is a ‘road’ as defined in the Land Transport Act 1998, being a place to which the public have access, whether as of right or not.

Statement of Purpose

The safety of visitors and staff in Milford Sound is paramount to MSTL and forms part of its obligations under the Health and Safety at Work Act 2015 (“HSWA”) and associated regulations.

The purpose of these MSR is to promote:

- safe and efficient passenger and commercial transport operations in the Licensed Area;
- the safety and protection of passengers, pedestrians and other users of the Licensed Area; and
- minimisation and reduction of health and safety risks within the Licensed Area.

It is also based on sound operating standards and Code of Practice.

Application

These MSR are mandatory and apply to all passenger and commercial transport vehicles and operators that wish to utilise the Licensed Area. Passenger and commercial transport operators who do not abide to the MSR may be issued with a breach notice and or their vehicles may be clamped, or drivers and or relevant companies may have trespass proceedings carried out (refer to Enforcement below for detail).

By entering into the Licensed Area the user is subject to the full terms and conditions of the MSR for all users.

Attached is an outline of the Licensed Area to which the MSR apply.

Review and monitoring

MSTL will review these MSR annually and will notify passenger and commercial transport vehicle operators who have provided their contact details of the findings of its review, including any amendments to these MSR following each annual review.

Prior to annual reviews, MST may amend these MSR from time to time and such variations shall be effective upon MST distributing via email to the passenger and commercial transport vehicle operators.

Minimum Requirements

The Minimum Safety Requirements for the Licensed Area are as follows:

1. **Forward in, reverse out parking only:** All vehicles parking within the Licensed Area must park in designated parking spaces in a forward in, reverse out, manner, in accordance with the design of the Licensed Area. Reversing into parking bays creates an unacceptably dangerous situation for passengers disembarking vehicles in the middle of the coach park and therefore is not permitted;
2. **Reversing cameras:** Reversing cameras must be used by all vehicles when reversing within the Licensed Area. Where an operator wishes to use a vehicle in the Licensed Area that is not fitted with a reversing camera:
 - a. the operator must seek consent from MSTL in advance; and
 - b. if MSTL grants its consent, the operator must ensure that a co-driver of the vehicle, tourism guide or coach park attendant aids the vehicle driver when reversing the vehicle by standing to the rear of the vehicle in view of the driver's rear vision mirror, to ensure that it is safe to reverse;
3. **Designated parks to be used:** If a designated coach park is available within the Licensed Area, it must be used before any other part of the Licensed Area is used to park a vehicle. Drivers must not park in front of the Milford Sound Visitor Terminal to disembark passengers unless no designated coach parks are available; or unless by permission of the MSTL safety representative. An MSTL safety representative is any MSTL staff member who identifies themselves as a current safety representative employee of MSTL.
4. **5 minute maximum parking in front of Terminal:** Where no designated coach parks are available, vehicles may park in front of the Milford Sound Visitor Terminal for a maximum of 5 minutes at a time to disembark passengers;
5. **Passenger direction:** Operators must take all reasonable steps to ensure that passengers disembark vehicles and proceed directly to the covered walkways adjacent to the designated parking area. Drivers must point out to passengers the safest pedestrian route and take all reasonable steps to ensure passengers do not take shortcuts across the designated parking area. If required by MSTL, operators must use road cones, guidance ropes/lines and other appropriate safety equipment to facilitate passenger disembarkation;
6. **Speed limits:** Milford Sound has a speed limit of 30 kilometres per hour south of the airport entrance to the entrance of the coach park. The entirety of the coach park, including the top loop road back to South Highway 94 has a speed limit of 15 kilometres per hour. Speed limits must be complied with at all times;

7. **Large/Small coach sections:** The designated coach park within the Licensed Area is separated into two distinct areas and must be used as follows during the summer season between 1 October and 30 April:

- a. *Main Coach Park:* The main coach park is to be used for large coaches (25 seats and above) only;
- b. *Secondary Coach Park:* The secondary coach park is accessed through the Main Coach Park and beside the hydro shed. It is to be used for small coaches (less than 25 seats), minivans and limousines. Vehicles are to be parked two per park, one behind the other.

Outside the summer season (between 1 May and 30 September), the two car park areas should be used as follows:

- a. *Main Coach Park:* The main coach park should be used by large coaches (25 seats and above) in the first instance;
- b. *Secondary Coach Park:* The secondary coach park should be used for small coaches (less than 25 seats), minivans and limousines, in the first instance (with vehicles to be parked two per park, one behind the other),

provided large coaches may park in the Secondary Coach Park and small coaches, minivans and limousines may park in the Main Coach Park if their first instance parking areas are fully occupied;

8. **Safety Staff:** As part of operations MSTL Safety staff may be on duty. Operators and drivers must follow the instructions and directions of any MSTL Safety staff. Disputes or verbal abuse, gestures or threatening behaviour will not be tolerated toward MSTL safety or visitor terminal staff. Enforcement will be applied, as per the steps indicated at 'Enforcement' below.
9. **Reporting of incidents, accidents or near misses:** All Incidents, Accidents or Near Misses within the Licensed Area must be reported by operators to MSTL (in the form attached at Appendix 2) as soon as practicable and all operators shall provide all reasonable assistance to MSTL in relation to the investigation and/or response to any Incident, Accident or Near Miss;
10. **CCTV monitoring:** The Licensed Area will be monitored by close circuit television cameras (CCTV) and MSTL will use any data from these cameras for the purposes of monitoring compliance with these MSR, making complaints to relevant regulatory authorities or New Zealand Police, investigation or prosecution or any other matter concerning the health and safety of operators, passengers and the public; and
11. **Compliance with laws:** Operators and drivers must at all times comply with all applicable laws relating to the Licensed Area, including the Land Transport Act 1998 and associated regulations. The requirements set out in these MSR are not in substitution for other operator standards set out in the Land Transport Act 1998 or associated regulations, or any conduct concerning the safety of passengers and members of the public using the Licensed Area.

Enforcement

MSTL will not tolerate or accept any breach of these MSR. Without prejudice to all of MSTL's rights under the DOC Licence and at law, any breach of these MSR could result in MSTL taking any of the following steps:

1. Issuing a breach of contract notice, up to \$750 per violation. This process is managed by Stellar Ltd who are a parking management entity engaged by MSTL.
2. Denying or restricting access to the Licensed Area to an operator or driver(s) by way of a Trespass notice under the Trespass Act 1980;
3. Making a formal complaint to the New Zealand Police, including concerning operator behaviour and/or conduct;
4. Bringing civil proceedings for recovery of any damage to property;
5. Making a complaint or notification to Worksafe under the HSWA and associated regulations; and
6. Assisting the New Zealand Police, Worksafe, Waka Kotahi New Zealand Transport Agency or any other relevant regulatory authority in relation to an operator's behaviour or conduct.

Definitions

In these MSR, the following words have the following meanings:


Incident: An incident is an instance of something happening – an event or occurrence in breach of the MSR or which is an offence under the Land Transport Act 1998 and regulations or Health and Safety at Work Act 2015 or associated regulations.

Accident: An accident is an incident that happens unexpectedly and unintentionally typically resulting in damage or injury.

Near Miss: A near miss is an unplanned event that did not result in injury, illness or damage but had the potential to do so.

Issued: 4 September 2023
Updated: 4 December 2023
Milford Sound Tourism Limited

Contact details:
admin@milfordsoundtourism.nz

Coach Park Policy		Version: 2023.2	Review Date: 04 September 2024
Policy Owner: CEO			Effective Date: 04 December 2023
Approved by CEO	Sig: 		
MSTL Policies and Procedures			



FRESHWATER
BASIN

MILFORD SOUND HIGHWAY
(SH 94)

CLIENT:



PROJECT:

MILFORD SOUND TERMINAL,
MILFORD SOUND



SHEET TITLE:

COACH AREA

REV	REVISION DETAILS	DATE	SURVEYED:	JOB NUMBER	SCALE (p. A)
A	FOR CLIENT COMMENT	4/10/2023	DESIGNED:	TBC	1:500
			DRAWN: TJJ	04/10/2023	
			DRAWING CHECK:		
			DESIGN CHECK:		
			APPROVED:		

INCIDENT REPORT FORM - Milford Sound

MSTL Coach Park



Please complete this form within 24 hours of an incident occurring.

Incident Date and Time

Date: Time: Date Reported:

Incident Type

Collision Injury Mechanical Failure Vandalism Other
 Fire Anti-social Behaviour Spill Security/Theft

Driver Details

Name: Licence Number: Contact Number:

Company Details

Company Name, Address and Contact Number:

Incident Title (summary of the incident)

Detailed Description of Incident (please attach photos if available)

Location at the Site (eg. southern end coach park)

Task Being Undertaken (what was the task being undertaken at the time of the incident?)

Unplanned Event (what happened unexpectedly?)

Immediate Action Taken

Contributing Factors

Incident Cause

Treatment and Injury Details (only in case of injury)

Treatment Given:

- None
- Doctor
- Hospital
- First Aid

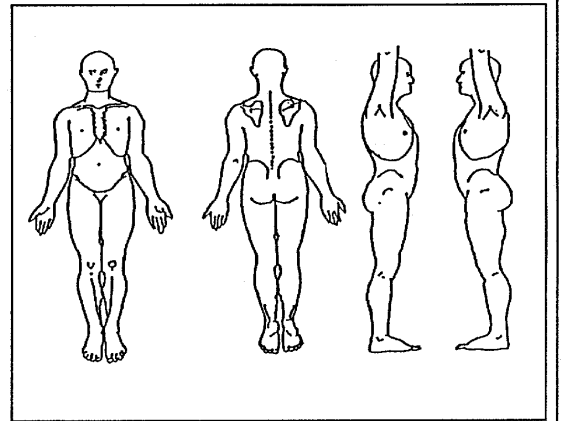
Treated By

Injury Location:

- Head/Face
- Neck/Shoulder
- Arm/Wrist
- Leg/Knee
- Eye
- Foot/Toe
- Internal
- Ankle
- Back/Trunk
- Hand/Finger

Injury Type:

- Fracture
- Strain/Sprain
- Dislocation
- Other.....
- Burn
- Concussion
- Laceration
- Amputation
- Illness
- Foreign Body
- Abrasion
- Multiple
- Confusion



Witnesses Details

Name:	<input type="text"/>	Company	<input type="text"/>
Position:	<input type="text"/>	Contact No.	<input type="text"/>
Name:	<input type="text"/>	Company	<input type="text"/>
Position:	<input type="text"/>	Contact No.	<input type="text"/>

Form Completed By:

Name	Signature	Date
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Completed Form Received By: (MSTL Duty Manager)

Name	Signature	Date
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Notification (to be completed by MSTL Duty Manager)

- MSTL Operations Manager
- MSTL CEO
- Coach Company Operations Manager (notified by MSTL Duty Manager)