During October and November, 2015, Wodonga Council held a series of activities aimed to consult with and inform key stakeholders, residents and business owners in regards to upcoming works in the Wodonga CBA.

The council has received National Stronger Regions Funding from the Federal Government to conduct the works in the CBA, which will include:

- The Havelock St extension from Reid St to Osburn St;
- Completion of works in High St, including landscaping. This would be from the water tower in High St to the area of the new works in Elgin Boulevard and then from Bond to South streets;
- Completion of South St between High and Smythe streets, including landscaping; and,
- Richardson Park and The Promenade at Junction Place in partnership with Places Victoria.

While the work won’t start in the CBA until approximately July, 2017, the council has begun consultations in recognition of the level of interest and the need for careful planning on this project, particularly given the wide cross-section of the community it has the potential to impact.

Works on The Promenade are under way and due to be completed over the summer.
ABOUT THE ACTIVITIES

Three main activities were held as part of the initial consultations in October and November, 2015.

It is intended these will be the first in an extensive program before, during and after the works.

BUSINESS OWNER AND OPERATORS’ BREAKFAST

A business breakfast was held on October 21, 2015 to which all Wodonga business owners were invited.

This event was the first opportunity that business owners had to see the proposed plans for the works.

The breakfast also was the launch of the Business Strengthening Guide, which provides practical tips for businesses about how they can maximise opportunities for patronage and sales.

OPPORTUNITIES FOR BUSINESS SKILL ENHANCEMENT

Visits were conducted by small business adviser Linda Hailey to seven businesses to talk to them about maximising their promotions during roadworks, as well as ways in which they can improve their appeal to shoppers.

The visits were supported by the council’s economic development team, who reported that one of the biggest benefits was having her actually go into their business, as opposed to running a workshop or such.

She was able to give specific advice for each business individually and it was beneficial to have someone independent of the council doing this.

In terms of themes, there was some apprehension from business around works, mostly around the unknown.

Many are keen to get it over and done with. In general, seems to be some businesses reluctant to sign long term leases because of this.

Linda also attended a meeting of the Wodonga Chamber of Commerce, where there were 30 people in attendance and a number of guest speakers, with Linda being one of these.

It was similar talk to that held at the breakfast and was well received.

The Business Strengthening Guide is available from the council offices.
ABOUT THE ACTIVITIES

CITY HEART SHOPFRONT

A shopfront was open in High St for two weeks from October 21, 2015.

The shopfront included displays of the concept designs for the works, how the works link to the Wodonga CBA Revitalisation Plan, information about the council's ongoing support for the Love Wodonga marketing campaign, details on forthcoming consultation activities, an artist's impression of what the works might look like and a 3D video presentation on the works.

The shopfront also saw the distribution of a Community Consultation Information Kit, which was given to all people who came into the shopfront seeking information. There was also the opportunity for people to ask about other council projects and give feedback on wider council issues.
KEY OUTCOMES

- In total, 54 people attended breakfast at Café Grove for launch of the Business Strengthening Guide. The guide and copies of the Consultation Kit used at the shopfront were later distributed to all businesses in the CBA.

- Seven businesses were part of the Linda Hailey (small business specialist) workshops.

- A total of 30 people attended a Wodonga Chamber of Commerce luncheon where Linda Hailey was among the guest speakers.

- The shopfront was open for an average of 7.5 hours on weekdays and for three hours on Saturday. It was open late on a Thursday and by appointment if required.

- In total, there were 304 visits from people to the shopfront. This included the after hour events for landlords and real estate agents, the Chamber of Commerce executive and former High St Reference Group.

- Of those who visited the shopfront, 102 people gave feedback at the time, while others took the consultation kit to look at in more detail and provide feedback if they considered it necessary. Reply paid envelopes were also given to people if required.

- Consultation kits were provided to everyone who came into the shopfront and those they thought might be interested in the project. In all, 400 consultation kits were handed out.

- Of those who gave immediate feedback, 84 were residents of Wodonga, and 18 were business owners.

- Many people chose to give multiple feedback on issues.

- The most feedback provided came from those in the 46-60 and 61-75 age groups.

- The younger age brackets were the most under-represented in the feedback.

- The 3D video of the works attracted significant attention and many favourable comments. Teamed with the artist’s impressions, it gave people an interesting overview of how the work may look upon completion.

- All events were widely promoted, using traditional methods of media, such as newspaper and radio advertising.

- Social media was also used as a promotional tool and the sessions were featured on the website.

- There was media about the shopfront in the newspapers, TV and radio in the lead-up to the event and a Border Mail article about the shopfront appeared in the second day of its operation. The coverage was largely positive.

- There was also the opportunity to give feedback on the council’s Make Wodonga Yours website.

- This page received 101 views during the consultation period and was widely used by people to give feedback. Of these, it was the first time that 83 people had viewed Make Wodonga Yours.

- Facebook posting reached 600 people and received 33 likes. No paid advertising on the project was done via this medium.
These key themes are based on the feedback forms which were filled out in the shopfront, as well as general commentary which was provided to staff manning the shopfront.

1. Timing of the work appears not to be huge area of concern, with the general view that the works schedules allow adequate preparation/notification time.

2. The extension of Havelock St is welcomed and seen as an important asset to assist with the city’s traffic movements.

3. There are community concerns regarding High St in its current form, particularly around pedestrian safety, ease of parking and congestion.

4. Landscaping amenities are highly regarded in the public realm.

5. The concept of a shared zone in High St, which would allow pedestrians to have right of way to vehicle, was met with a good support, with some work still required to define the concept and to get to majority support.

6. People appear to have limited awareness of the council’s vision for the CBA, including how the council is working with potential business operators to negate the loss of major businesses to the main street once Mann’s Central shopping centre opens. This presents council with a range of opportunities which will be included in further engagement with the community.
key matters for further consideration

Given the feedback which was received during the shopfront sessions and at other activities, key themes have been developed which should be taken into account when developing further plans for the works.

1. Timing of the works does not seem to be an issue. Most business owners are appreciative of the notice given in regards to the works. Community members had little concern about timing. Continual efforts to promote more precise times will be necessary where they are known, particularly for the benefit of business owners.

2. Many people are experiencing difficulties with the current traffic format in High St. In particular, it was mentioned on many occasions that people experience difficulties in backing out of the parking spaces, particularly when traffic does not wait for them or when they are parked next to a higher vehicle which reduces visibility.

3. People are greatly appreciative of shade environments in a city landscape, as well as adequate and well positioned seating. Many people commented about Junction Square being a ‘hard’ environment and felt that High St needed to be a shady oasis in Wodonga’s warm summers.

4. The shared zone concept received many favourable comments, although many people felt differently about the concept. This has been further addressed in recommended actions.

5. When it was explained to people about why the council was trying to make Wodonga’s CBA a shopping destination, rather than a traffic thoroughfare, most people agreed with the concept. This has been further addressed in recommendation actions.

6. There were concerns that the High St area would become barren with the relocation of major tenants, including Coles, the post office and banks in the area. People generally consider that the council needs to play a more active role in retaining businesses in the High St area.
KEY RECOMMENDATIONS

Given the feedback received and the themes of this feedback, the following are recommendations in the lead-up to the roadworks taking place.

1. That council seek alternative ways in which to receive feedback. The shopfront, while effective, did not comprehensively attract a wide cross-section of age groups and a different format may help achieve this.

Suggestions for future consultation on this project could be:

- A mobile trailer which is placed where works are occurring or is moved around the CBA to make it easier for the community to engage with council staff about the project;
- A street stall arrangement where council staff are available to respond to any enquiries about the project;
- A pop-up information booth which can be moved around the central business area as required. This could be a shipping container or a smaller booth, much the same as examples used in Bourke St, Melbourne for visitor information services; or
- That the consultation activities be accompanied by out-of-hours activities, which may include more business breakfasts or small evening events where the opportunity for business-owners to attend is maximised.

2. The next engagement session, due to take place in February 2016 could potentially look at exploring the shared zone concept, including examples of where it has been used in other cities and how it could be implemented in Wodonga. This would serve as further defining the community’s thoughts on the shared zoned given that the shopfront feedback on this matter showed considerable support for the concept.

3. That the council explores new and innovative ways in which to raise awareness of the project. Suggestions include a dedicated project website and billboard signage around the CBA and in other locations around the city.

4. Council plans an events schedule to activate areas where works are occurring to ensure that these areas remain activated and vibrant and that businesses within these area are supported by the public.

5. That council continues with its avenues of support through economic and business development perspectives. This could include another round of Survive and Thrive workshops or by bringing in small-business experts to provide practical tips for business owners on how to make the most of opportunities to encourage business support.

6. That council continues its efforts to attract new businesses to Wodonga to ensure High St remains a shopping destination. Where appropriate, these efforts should be shared with the community, particularly when new or expanding businesses come into the CBA.

7. That the council develops a comprehensive four-year communications and marketing plan for the project. A 12 month project plan has already been developed and this should now be expanded to include the entire four years of the project, which will provide a working document for staff and ensure that communications and marketing messages remain consistent and well-timed.
WHAT DO YOU LIKE ABOUT THE PROPOSED PLANS FOR THE WORKS IN WODONGA’S CITY HEART?

- Think it’s good. Like the shared zone but have some concerns about parking movements and pedestrians.
- Shared zone is a good idea and plans are good. Timing of the projects sounds good.
- Plans look good – like the beautification.
- Plans are good – pleased I came in to see what is planned. Non-committal on shared zone – neither for, nor against it.
- Like the plans and happy to get the information. Hovell St closure should be done as the infrastructure is in place to get around the city. Positive about the shared zone.
- Happy with the plans – shared zone would work.
- Plans look great and shared zone would work but needs to be activated by businesses fronting it, such as cafes and restaurants.
- Like the shared zone – think it would be good to slow traffic down.
- Roundabout at Church St is great and much needed.
- Overall think the roadworks are good for the town.
- Looking forward to seeing it happen.
- Angle parking in High St is great.
- Support the plans.
- Understand the benefits of the shared zone.
- Bypass routes are really good.
- Project timings are good.
- Think we are heading in the right direction.
- Plans look good.
- Shared zone would reduce traffic – it could work.
- Drivers should use bypass routes.
- Shared zone in High St would be good – just back from Bundaberg where shared zone in fantastic.
- Havelock St extension can’t come quickly enough – would like another ring road.
- Like the Havelock St ring road.
- Would like Hovell St closed to create the pedestrian area.
- Think the town is looking great. Love the development in Belvoir Park playground.
- We need this badly – Wodonga needs to change and grow with the times.
- Think the works in general are very good.
- Like what the council is doing.
- The shared zone would be more like how people cross High St now.
- Havelock St extension
- Like shared zone on High St
Like Havelock St ring road
Like Junction Square
Like South-Watson link
It's positive for Wodonga – am excited.
Like the idea of a shared zone
Like lots of trees and greenery
Want to see CBA be more pedestrian-friendly
Need to make sure minimum impact on businesses
Night works would be beneficial
Like the continuation of the theme that has been started previously
Like Richardson Park's location
Like the idea of getting traffic out of High St
Love the shared zone – three ticks
Can't wait for it all to be done – let's just get it moving.
It's all good – progress is always good
No shared zone in High St
Like Havelock St design
Positive for residential at the Promenade
Glad to have a roundabout, but think it’s too wide (Elgin/Smythe)
Ok with wombat crossings, think they will be good
Shared zone will force people to slow down
Liked option two with slower zone
Plans are overall good – like them and can't wait for it to be done.
Like to work the council is doing – the proposals are good and shared zone has merit.

Havelock will be used as a main street now

Prefer option one – no shared zone.
It all looks good – don't like overall plans.
Love all the vegetation and what not
Development/forward planning.
Love the open space
Like the shared zone.

Like pedestrian friendly zone. No traffic along High St, women with prams and children.
Love landscaping with trees and how many greens areas you can see.
Love that it's no longer Struggle Town.
The works proposed are great. Look forward to it.
Like the works to make pedestrians safer.
Think the work is great for the CBA
It will make Wodonga a better place to move around in – more people friendly.
It is an improvement on what we have got – like the fact we are modernising/update our city and thinking of the future
Wombats are good for pedestrians, no good for cars
Like progress
Looking forward to the works
Like the traffic calming and the street scape
Havelock St works are good
Shared zone is a good idea.
Like the revitalisation
Not sure about the shared zone
Prefer push button, not zebras as longer crossing time.
Roundabouts at Elgin/Smythe and Watson are a concern and hard to get around but generally like what you've presented
Concepts look nice
People forget what it was like when the railway crossing was here – there are lots of ways to get around High St if you don't need to be in here – people need to break old habits.
Like angle parking High St
Like proposal for Places Victoria land
Like Havelock St extension – would be wonderful to see it extend to freeway.
Looks good – would like to see the council do more to attract business.
Better for pedestrians
Need to get better variety of shops
Shared zone would work.
Shared zone is a good idea.
Shared zone is great – maybe extend the zone
Close Hovell St
Beautifying CBA is great
Lots of trees
Timing makes sense.
Generally in support of project and pedestrian crossings.
Like the angle parking in High St.
Keep the old railway buildings.
The shared zone could be good.
SHOPFRONT FEEDBACK

- Shared zone can work – people will need to get used to it.
- Shared zone can be longer – needs to be bigger.
- Shared zone to extend from Woodland Grove to Bendigo Bank.
- Like shared zone.
- Junction Place will be great.
- Think these plans are in the right direction.
- Agree with the changes.
- Happy with the design – great opportunity to build CBA from scratch.
- Biggest trade is Easter/Christmas – wouldn’t want the street closed off in November/December.
- Key for business is people picking up large items in cars – potential to use laneways out back for client pick-ups.
- Paving coming up will stop business altogether – will potentially lose 50 per cent of businesses.
- Slope out front is presently too dramatic for older people – front would need levelling.
- Do we need shared crossing zone if Coles or post office not there?
- Centre of town is not centre of town as planning has pushed it out of centre.
- Need to slow down people coming off roundabout into High St.
- Love Wodonga – can’t wait.
- Excited by progress – town is dead on the weekend – need something on Sunday.
- Like the development, can’t happen fast enough.
- Like the shared zone.
- Great for the city to grow – happy to pay higher rates to make it happen.
- Great work on the gardens and parks in the CBA.
- Like that the pop-ups are not closing.
- Like the shopfront to have a look and ask questions.
- Landscaping on roads is excellent.
- Like the second bike path concept in Havelock St.
- Like the linkages.
- Like the landscaping – it is first class.
- Like to see mixed use, including residential.
- The shared zone is something new/modern to try.
- Proposals are good. Like the booklet information so can go away and look at it at your leisure.
- Would like give way signs for cars backing out as a courtesy reminder to others.
- Like it, make it happen, sooner.
- Glad that work is finally being done.
SHOPFRONT FEEDBACK

- Not in favour of shared zone but like the other proposed changes.
- Pedestrians should be fined if they don’t use the crossing points.
- Like High St works but would like cars to be able to access through the city quicker.
- Shared zone is a good idea.
- Works need to occur as quickly as possible – more contractors, no days off, weekend works are a must.
- Shared zone/mall section should be longer.
- Would like link from rail trail to High St – cycle/pedestrian link as part of these works.
- Like the no shared zone – think the wombats will be enough to slow traffic down. Understand it’s just got to happen.
- We walk everywhere – great to hear something will be improved at the Lawrence St crossing as it is dangerous for pedestrians.
- Plans are good – refreshes the city centre.
- Timing of projects are good.
- Shared zone may not be required with the wombats in place but a good idea.
- Shared zone is a great idea and timing of works is good.
- Congratulations on using the rail corridor as a shared walking/cycling pathway. When fully developed through the rest of the CBA, it will be a valuable, safe, off-road link to other pathways in Wodonga. When developing other roads crossing this corridor, appropriate safe crossings need to be put in place, such as Reid St and Thomas Mitchell Drive. Extend the shared pathway on the rail corridor beyond Reid St. Need off-road links to CBA, Junction Place, Mann’s Central from Reid St.
2. ARE THERE ANY ASPECTS OF THE PROPOSED PLANS FOR WODONGA’S CITY HEART THAT CONCERN YOU?

- Don’t like shared zone – it is not needed.
- Understand the shared zone concept but uncertain about it – will deter through traffic.
- Why not put your shared zone in Hovell St, better movement?
- Don’t want to spend the money – just do the basic upgrade works. No to the shared zone.
- Would like to see more and larger green spaces in Richardson Park and the Promenade with shade trees and seating, as well as bicycle/shared pathways through and linking up with existing pathways. Also like to see public facilities with easy access and parking to encourage people to stop and shop.
- In Havelock St, traffic lights will be needed at Osburn St to ensure there is a safe and easy right hand turn from Havelock St. Also provide a safe crossing for walkers and cyclists using the shared pathway on the rail corridor.
- Option one would be safer in High St if pedestrians have right of way on wombat crossings.
- I am concerned resources are being wasted by redoing recently completed works – repaying, landscaping, recently undertaken when parking in High St changed. Why is it necessary to remove existing trees and replace them with advanced species? Centre median parking already exists in South St, between Smythe and Church St.
- I don’t like the lack of a right turning lane at the High St and Elgin Boulevard intersection.
- Parking in High St is too hard when people don’t give way or if you are next to a SUV.
- People sometimes just walk across the wombat crossings without looking – need to be careful.
- Shared zone is a no go – bad idea.
- Not a fan of shared zone – wombats are sufficient.
- Would like Havelock St to be continued through to bypass.
- Not a fan of shared zone – wombats are enough and cause pedestrian confusion.
- Keep plane trees, we want greenery.
- Don’t like the lack of fast-flowing city bypass.
- Tables in Junction Square are required for people to have lunch on and read paper.
- Don’t like Hovell St/South St traffic lights.
- Need long vehicle parking, wikicamps to locate parking, toilets and water.
- High St is too dangerous as it is. Nearly been hit by cars reversing out of parking bays while waiting in traffic.
- Need shade. Need greenery. Junction Square is very hard/not green enough.
- Too much traffic for a shared zone, but a good idea.
- Get rid of centre median to create a bigger, safer backing our area for vehicles. Can’t see with 4WDs. Or make footpaths smaller.
- Would like more restaurants.
- Pop-ups shouldn’t be placed where they are now as they are not too far from existing (new) businesses – only should be around for short-term. Will cause mistrust among the business community in regards to further investment in businesses and not creating confidence in the council.
FEEDBACK REPORT

SHOPFRONT FEEDBACK

- Reverse parking is not good for cyclists – turning right at High/Elgin is a death trap and not safe for cyclists.
- Angled parking causing visibility issues when backing out due to all the SUVs blocking views.
- Bike boxes really important for better visibility for cars, hence better safety for cyclists.
- Would like to see the speed limit faster.
- Concerned at the 20km/h shared zone, thinking wombat crossings will slow down traffic more than enough.
- Need to educate people how to move through the city.
- Concerned that reason to drive down High St will be reduced if shared zoned put in place.
- Make sure there is room for cyclists and connectivity.
- Cars should be at different angles (not 45 degrees) when parking so that can see cyclists when reversing.
- Is Hovell St going to close?
- The all pedestrian phase at Elgin Boulevard and High St doesn't work, there is too long to wait between pedestrian phases. Why is there no left hand turn lane? Get rid of the left turn arrow.
- Don't close Hovell St.
- Need a pedestrian crossing between Aldi and Centro to allow pedestrians to cross.
- Increase timing for right hand turn south from High St on South St.
- Like the road to remain at existing level to save costs, seems excessive to lower the road.
- Shared zones not safe unless created as a pedestrian mall the whole length.
- The council is spending too much money on this project.
- Trees should not be planted near roundabouts – at least 50m away – e.g. coming into High St.
- Two lanes in South St for bypass, rather than centre median parking.
- Concerned that the council doesn't listen to views.
- Coles leaving High St is a huge concern.
- The council needs to work actively on High St to make sure it doesn't empty.
- Would like to see night works.
- Focus on traders – works don't need to be done.
- More greenery needed.
- High and Elgin intersection is a concern with banking up of traffic.
- Existing shopfronts need a facelift.
- Need more food and hospitality businesses.
- Need more high density residential in CBA.
- Need more greenery and more parking.
- Bus stop locations are in wrong place.
- Slip road on High and Elgin, north and south bound.
- Move war memorial to Junction Square.
- Markets in Junction Square to attract adults (with food and wine).
- Botanic style park in central Wodonga.

Would like to see the speed limit faster

Coles leaving High St is a huge concern
SHOPFRONT
FEEDBACK

● Close Hovell St
● Through traffic in High St is difficult, as is parking
● Don't like angle parking – would prefer reverse angle parking
● No left turn lanes at High and Elgin
● Pedestrian crossing to be lined up with pedestrian laneways – e.g. post office crossing moved to laneway next to Westpac
● Pedestrian crossing near water tower to align with Tower Arcade
● Remain single lane until medical centre/Subway
● Don't like shared zone concept – too many old drivers and P platers
● Lack of parking – need additional parking in Jack Hore Place. Remove gravel sections now to create parking.
● Parallel parking is safer – angle parking in not safe as the road is not wide enough.
● Lowering road to do more roadworks is a waste of money.
● Cross fall too steep for older people on the footpath.
● Too much space for buses in High St
● Long vehicle parking in High St isn't well used
● Great designs – own property in South St so think it is looking good.
● Too much paving and not enough trees and garden in Junction Square. People want to take the kids there to play.
● Parking is important
● Pay too much in rates and council wastes a lot of money to make changes which aren't really required.
● Parking at Junction Place
● It's about time this gets done – we don't want to be the poor cousin any more. Great to see the roadworks come to fruition.
● Current Havelock St – priority movement area
● Shared zones
● Roundabouts are too high, can't see what's coming.
● Concerned about the parking area, especially near Summit Drive.
● Take the shared zone from High St and move it through to Hovell St – make it uncomfortable for them to drive down.
● When you're coming out of Church St on to Elgin Boulevard, there's no signage to turn right.
● No left hand turn at Hume St
● Less self-promotion.
● Hope the shared zone will be used.
● Would like a roundabout at Smythe/South St. Traffic congestion is unsafe.
● Bus stops at Manns to be provided.
● Hovell St/High St bus stops should remain. Required for access to town.
● Improvement to bus routes in town i.e: Only going in one direction at present makes it very long and difficult to travel around to city by bus, especially if you are old and cannot walk too far.

Too much space for buses in High St

Need more food and hospitality businesses

wodonga.vic.gov.au

our people • our city • our future
SHOPFRONT FEEDBACK

Hope the shared zone will be used

Roadworks at night would be a good option

- Would like the planning zones tidied up as it makes no sense to have an industrial zone next to commercial zone especially when putting all this effort into redevelopment of city.
- What is going to happen to the businesses in Wodonga?
- Don't like the wombats
- Intersection treatment at Smythe/South street - Can works be included there as there has been near misses and cars are travelling too fast as the road appears too undefined. Would like roundabout and traffic island and better line-marking to make intersection safer.
- Parking
- Not enough people know about alternate plans to get through the city.
- Need to explain the vision better so people understand what the council is trying to achieve
- Public awareness of alternate routes needs to be better.
- Issues – parking during construction for customers, deliveries.
- Request for before and after photos for damage for buildings. Access to the rear for private parking – this was an issue last time.
- Roadworks should be done in halves.
- No loss of parking in front of shops as there is no loss of rear parking.
- Roadworks at night would be a good option.
- Bond St- would like to know more about footpath levels and details
- Busy for shops in summer so would like works over winter.
- Concerned over what is under the road – would like this checked before digging it up.
- Need more support for local businesses during the works in terms of promotion.
- Would like to be involved with further consultation.
- Access to High St bad- angled parking is negative as is dangerous for bike riders
- High St traffic signals are too slow in terms of sequencing.
- Traffic lights holing everyone up.
- Diagonal crossing doesn't need to be there
- No right turn at Elgin Boulevard is ridiculous
- Don't think South St intersection works is required.
- Don't like shared zone, think it will be unsafe and drivers won't be aware of pedestrians.
- Think the rain gardens in Junction Place are too deep and people will fall into them.
- Seems a lot of money has already been spent.
- Not enough grass in Junction Square.
- Vehicles still turning right into Elgin Boulevard from Hume St.
- The shared zone.
- Concerned about the South and Hovell St traffic lights – preferred a roundabout.
- Annoying to get through High St as cars block way.
- No left turn lane to Elgins from High St, causing long queues on High St.
- Too narrow for caravans to turn at High/Elgin
- Take into account SUVs that block views when cars are reversing out.
Need to keep people out of High St – closing Hovell St won’t help with this.
Don’t like the traffic in High St.
Do works in smaller sections to have less impact on businesses
Safety needs to be a top priority
Not a fan of the shared zone – the ad on the radio said councillors will be here and they are not.
Close Hovell St – it would enhance the street so much. Once Havelock St is done, it would be great to do – it would open up Wodonga so much.
Shared zone not so great – just leave it the same as the rest.
The quicker the better.
Put up with the complainers, don’t try and please them, just do it.
Oversaturation of ‘sorry for your inconvenience’- just go ahead and tell people what’s going on.
Would prefer to do all the work for High and South streets at once – just get it done. Do the works as quickly as possible.
Haven’t recovered from previous works – timing of works seem fine. Do as quickly as possible.
Get in and get it done
Like the idea of Hovell St closing.
Want to see it all really cyclists-friendly in Wodonga’s CBA.
Being pedestrian-friendly is good for business.
Do not see any value in doing works in High St.
Concerned with left turn lanes at Elgin and High.
See post office as a key anchor in the CBA.
Should make High St a mall
Current High St bike treatment sends wrong message to motorists.
Activate Woodland Grove with markets, etc., during the roadworks.

Want to see it all really cyclist-friendly in Wodonga’s CBA
3. DO YOU HAVE ANY OTHER FEEDBACK FOR THE COUNCIL?

* These have been passed on to managers for action and information.

- Think Bandiana Link is too far away
- Off road connection from Albury to Wodonga hills.
- Location of VIC is not good.
- Cenotaph should remain where it is.
- Landscaping on corner of High St and Stanley St need to enable outdoor dining.
- Reserve for road extension down the track.
- Too much proposed retail for Wodonga.
- Palm trees on Melbourne Rd are dangerous.
- Garden boxes are too high for some roundabouts.
- Link though Bandiana Link Rd to Chapple/Osburn St.
- Need to consider emergency services in road planning.
- The old railway line (particularly parkland areas) should be totally tree-lined and include seats.
- Put in how much it costs for rubbish dumping – how much time to clean up graffiti – publish vandalism in council newsletter. It wastes council money. People dump rubbish over back fence, council clean it up.
- Ensure pram crossings aren't too steep.
- Seat outside Coles causes social problems
- Hate seeing the shopping centres closer to Albury - double-up may be a problem.
- Barbecue at Junction Square
- Havelock St – adult fitness machines
- Make the decisions and just do it – stop asking so many people.
- Close Hovell St from the water tower to The Cube.
- Can we just compulsory require Milos land near Bandiana Link?
- A bridge going from the KFC side of Hume St to Places Vic land.
- House Creek cable bridge is a good example.
- Like to see artists’ area in old goods shed – so many good artists in this area and would be great to showcase them.
- A cinema would be great.
- Dump point needed in CBA – people will use this and then shop in the CBA
- Tie this in with big vehicle caravan parking.
- Possibility of a caravan park on the Causeway would be brilliant.
- Use river more/more interfaces with river.
- Make the city RV friendly.
- Make the vacant land look neat.
- Council rates are too high – keep increasing all the time.
- The Cube is a waste of money – should have refurbished the old civic centre.
- New swimming pool running at a loss – should have refurnished the old pool but was deal with White Box Rise.
- Council should be reducing level of debt first.
- Council should not have spent money at Logic and service centre.
- If put car parks at 25 or 20 degrees, then cars would see bikes when reversing out of angled car parks.
- Be mindful of bike paths and not putting them in wrong spots, like Melbourne Rd and Bunnings.
- Need to promote a cinema as will liven up city every night of week.
- More public toilets
- More seats in the shade.
- Annoying to go to Albury to entertained yourself, want to be entertained in Wodonga.
- Need somewhere to take kids in evening for dinner and then something to do afterwards.
- Concerned regarded energy going to big shopping centres and High St becoming just $2 shops.
- Cinema/more outdoor movies needed.
- Think parking could be better.
- See Port Arlington road works – events put on as an activator while works happening.
- Rate reduction for duration of works for retailers.
- Best to communicate via Facebook not email.
- Report back on themes from consultation to traders.
- Fridays on My Mind is a good event, could probably do more frequently. Potential to feature young musicians. FOMM brings atmosphere to city. Liked Lounging on High – great crowds.
- Businesses need to plan around the works and not be complaining to the paper.
- Trees and garden in South St (number 46) have mostly died. Wanting to get more planted and will look after them, even plant them and water then. Frank Dixon, phone 60241892. Don’t support Junction Square – Allowah Place would have been better.
- Build a beach. Waterslide at WAVES. Evening activation, like Church St, Melbourne.
- Water feature at Junction Square not working – it should be.
- Put a clock on the water tower.
- More street furniture and street art.
- The old railway line – lots of trees, tree lines this path and seat.
- VIC needs to move to Junction Place somewhere, in conjunction with the historical society.
SHOPFRONT
FEEDBACK

- 40kmh zone in Thomas Mitchell Drive ends too far towards Tower St.
- Rates are too high – need rate relief. Feel the council will do whatever they want anyway. Council’s debt is too high. Council shouldn’t apply for a variation to the rate capping.
- Preserve the hilltops – glad to hear they can’t be built on.
- Rail corridor should be used as a pedestrian/cyclist path.
- Watson St (between Elgin Boulevard and Stanley St) – would like to see a pedestrian crossing. As a business owner in Watson St, has had a number of customers complain about the lack of a pedestrian crossing and that it is unsafe to cross Watson St near Centro.
- South St parking should be angled in the centre median – easier to get in to and out of.
- Could there be some 15 minute parking as well as an hour long just to make sure there is more movement in and out of the street.
- Visitors to Wodonga want trees, trees, trees – can’t understand why taking out the plane trees. Good enough for City of Melbourne, should be good enough for Wodonga. Good to see how the city has changed.
- Would like an ice-cream shop for kids at Belvoir Park.
I like the shared zone but would like to see it extend further along High St (Woodland Grove to Junction Square). The shared zone would allow crossing at any point, so the pedestrian crossings wouldn't be required.

I'd like to see median strips removed and cycle lanes and pedestrian spaces widened. Wider landscaped pedestrian spaces would be a better allocation of space than landscaped median strips.

The on-road bicycle lanes lack continuity (ending at roundabouts) and their location between car parks and the road is dangerous and therefore unlikely to encourage cyclists to use them. The on-road cycle lanes feel like an after-thought noting their width and location.

Safer design of cycle lanes - road space allocation design - footpath, cycle lane, car park - road - to prevent cars back into/dooring cyclists.

I would like to see the road space reallocated to include off-road cycle lanes to encourage people, and particularly families to cycle in to the central business area.

Cycle ways should be family friendly not just for on road cycle use.

Roundabouts are not pedestrian friendly, make them signalized or pedestrian priority.

The shared zone in High St seems to focus on a store (Coles) that decided long ago to put its arse to the street. Why are you just placing shared zone in high street to this small area?

Please make it longer to encompass the whole street.

Take away the pedestrian crossings, and the centre median strip (to slow traffic down further) to make it easier for pedestrians to cross wherever they want. You will not get a driver's wallet out of his or hers pocket if they are sitting on it in a vehicle. Cycle way on the inside of parked cars please.

Extend pedestrian priority zone from the Grove to Elgin.

Havelock extension, should have off road cycle ways - not on road. Make road reserve for vehicles smaller if need be to accommodate pedestrian and cycle off road.
The shared zone idea on High Street is great and is a huge step forward to the right direction for the Wodonga CBA.

However being a resident of Wodonga who walks to the CBA frequently, I wish to see the shared zone concept extend to the entire length of High Street between the water tower and South Street, and Stanley Street. The same idea is proposed in the Wodonga Integrated Transport Strategy. This is essential if council want to let pedestrian and cyclists gain access to and in the city centre easily and safely. To make the CBA more pedestrian/bike friendly is also about social equity that allows all ability accessibility to services and facilities in order to create an accessible and inclusive community.

If the shared zone could not be provided right at the beginning, the design should be done in a way to future proof such need by allowing it to happen at a later stage without the need for more major works to take place. This is the only opportunity for decades to come to make High Street adaptable into a pedestrian friendly environment.

There should be more bike friendly features in these proposed road works in the CBA. These could include continuous bike paths, preferably off road, or at least physically segregated on road bike paths, throughout the CBA. At the moment, the designs either show no bike path provision, or narrow on road bike paths marked by a single white line. In particular, there is no bike paths provided on High Street, while in the Principal Bicycle Network in the Integrated Transport Strategy the streets in the CBA are proposed as a pedestrian priority area.

Council should provide more design features to make CBA a bike friendly area, e.g. as suggested above by extending the shared zone to cover High Street (between the water tower and South St); cancel the central median, to allow more space for off road or physical segregated bike paths in the CBA. Council should understand that a connected pedestrian/ bicycle network boosts independence for people who do not drive.

Bike paths also enable young people to be independent and develop healthy habits.
The High Street shared zone is a wonderful idea to improve pedestrian safety in the CBA. I saw the similar treatment in Canberra recently, and it works perfectly, whenever a pedestrian steps into the shared zone, cars give way to the pedestrian.

However, the proposed shared zone only spans between the post office and Sesame Lane, which is too short in my opinion. It does not allow people to cross safely beyond this shared zone, it should at least cover the entire length between the water tower and Elgin Boulevard.

This allows people to cross High Street easily to visit the shops on either side of High Street. This will definitely provide direct benefits to the businesses on High Street.

In council’s Wodonga Integrated Transport Strategy, High St (from Water Tower to South St), Elgin (from High St to Hovell), part of Stanley St and Hovell St are proposed pedestrian priority streets.

This is a once in decades, if not lifetime, opportunity to facilitate pedestrian priority and bicycle connectivity to happen in the CBA. If the concept of a pedestrian priority zone in the CBA from the Wodonga Integrated Transport Strategy could not take place immediately when the road is reconstructed in the next couple of years, it should be embedded into the design to allow incorporating them easily in the future.

Council should implement the CBA modal hierarchy (from the Integrated Transport Strategy) where pedestrian and bikes are of the highest tiers, that means more pedestrian and bike friendly features, in addition to the proposed shared zone on High Street, should be provided in the CBA.

We need a connected pedestrian/bicycle network in Wodonga, for all ages and ability to get access to the CBA, this is about social benefits to the community, as well as social, economic, age and disability equity. It is also about economic benefits to the CBA. Look at Albury, there are many cyclists who ride right into Dean Street for cafes.

This is an opportunity for Wodonga CBA to capture this group of users if the council could provide better bike connections to the CBA.
KEY LEARNINGS

Given the council has committed to quarterly updates regarding the project, the format in which this would take place forms part of the recommendation section of this report.

Generally, feedback from staff who manned the shopfront was as follows.

- People took the opportunity of the shopfront to present a wide range of issues which they may not have otherwise addressed with council officers.
- The duration of the shopfront needs to be reviewed, with two weeks considered to be too long with attendance dropping off in the second week.
- Statistics show that the Saturday mornings were poorly patronised and this should be considered.
- The shopfront didn't necessarily reach a good cross-section of people, with the younger age groups being under-represented. This may be due to the location of the shopfront.
- A smaller, more intimate, space may be more appealing to people.
- The consultation kits were widely supported and well received.
There are also various other ways you can contact the council including:

- Writing to the council at PO Box 923, Wodonga, 3689, Victoria or delivering it to the council at 104 Hovell St;
- Through the council’s social media channels;
- Emailing info@wodonga.vic.gov.au; and,
- Phoning the council on (02) 6022 9300.

Stay up-to-date by signing up to the council’s enewsletters at wod.city/wodenews