

Changing places and bike hub location

ENGAGEMENT SNAPSHOT

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WHEN: Wednesday, July 26 to Tuesday, August 15, 2023.



ENGAGEMENT METHODS: To encourage residents to get involved, we promoted the opportunity for people to have their say through our communication channels, including public notices, emails, social media, foyer displays, a have your say page on makewodongayours.com.au and attendance at a Wodonga Community Access Advisory Committee meeting,



WODONGA COMMUNITY ACCESS ADVISORY COMMITTEE MEETING

1

Meeting

10

meeting attendees



RESPONSES

62

submissions through
Make Wodonga Yours

30

relevant comments
on social media



COMMUNICATIONS



4228
emails



45.5%
average
open rate



25
click-
throughs



4
Facebook
posts



4897
reach



71
likes and
reactions



3
Instagram
posts



1492
reach



17
likes and
reactions



2
LinkedIn
posts



1441
impressions



24
likes and
reactions



329
website visits

236

unique pageviews



1
public notices

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FEEDBACK SUMMARY

QUICK POLL

A poll was undertaken to gauge community support for the proposed Mulga Car Park location of the multi-use facility.

Do you support the proposed location of the multi-use amenities facility?



50 votes were received.

84 per cent of respondents voted 'Yes, I would like to see the multi-use amenities facility installed at the Mulga Car Park location'.

16 per cent voted 'No, I would like to see the multi-use amenities facility installed somewhere else'.

WODONGA COMMUNITY ACCESS ADVISORY COMMITTEE FEEDBACK

The Wodonga Community Access Advisory Committee were very supportive of the proposed location. Felt it was better than Junction Square - thought Junction Square was the wrong place. The group liked that it does not include tables and chairs as it makes it more comfortable to go and use the facility. They're eager to see a Changing Places facility installed - "the sooner the better".

COMMENTS

Community members were also given the opportunity to provide comments on the location. These can be read in full on the following pages.

Key themes of community commentary

- Three comments expressed support of the location, two expressed a lack of support
- 10 people who commented expressed concerns over the loss of the three car parking spaces
- Two people who commented preferred the Junction Square location
- One person suggested consideration of a location on the northern side of Junction square on Church St (between Good Shed car park and Church St Hotel)
- 10 people suggested considerations not specific to the location
 - Pursue a more attractive design
 - Consider a wider ramp to accommodate two passing wheelchairs
 - Allow for access to the facility from the KFC side without the need to enter the car park and come back up the ramp
 - Inclusion of CCTV and lighting for safety and night-time use
 - Will there be access to lockers for people experiencing homelessness?
 - Ensure adequate provision for eBikes eg. Charging stations
 - Inclusion of a dedicated bicycle lane along Elgin Boulevard

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COMMENTS IN FULL

LOCATION

- Albury Wodonga Pedal Power (AWPP) is a local bicycle user group which promotes cycling and its benefits to both individuals and the broader community. The proposed bike hub and changing place will overcome some of the barriers which discourage people from using bicycles as a regular form of transport and as a means for commuting to work. This facility is a positive step for our future and we congratulate Council for its vision and efforts to bring the project to this stage.
- Good facility and well located. Please don't let people that don't know what they're talking about to persuade you that we need more car parks. We're supposed to be moving away from car dependence and this is a step in the right direction. This facility will encourage biking as an alternative form of transport and reduce the need for car parking anyway. Great job, Wodonga Council.
- Bike hub appears to address "some" issues however I have three concerns
1/ Will still require people (children being the concern) to cross road from Junction to use facilities
2/ As facilities are away from main areas people congregate, concern is that this will become another "gathering point" for under engaged persons (refer Hume st Park Toilet Block @ Woolworths entry). This in turn puts people off using the facility.
3/ Does not cover the lack of toilet facilities @ Junction Square. Current Facilities are not sufficient for size and amount of people that use Junction Square. The current facility location is not obvious enough for visitors, Why is the area on the northern side of Junction Square on Church St not suitable (between Good Shed carpark and Church st Hotel) I appreciate some government department will have control of it however it is part of the Junction precinct and is not currently used, if utilised future planning can reflect this. The extra development of cafes/food providers by the McPhail Family puts extra emphasis on requirement for extra dual use facilities in this area. I appreciate bike riders are the primary focus but achieving a result that results in facilities that are accessed by a larger number of people in a busier area has to be better from a security & safety perspective.
- Why would you place a bike hub away from Junction Place where there are coffee shops, kiosks, etc and people have to cross Elgin Blvd. The original proposal at Junction Place was over the top in size and expensive but having a smaller hub based in the vicinity of the pods where there are coffee shops would be more appropriate. Who are you targeting with this bike hub, families that cycle to Junction Place, people from out of town riding the rail trail or local people. It seems this proposal is devised by people who do not ride and is most certainly opposed by activist groups who have never climbed on a bicycle. Link Junction Place with a better solution to the rail trail than the current setup that ends in the middle of nowhere, have a lockup facility at Junction Place so people can then go to the restrooms, restaurants, coffee shops etc after riding. I cannot imagine too many people commuting to work in Wodonga by car will suddenly utilise the bike hub to do so. There is a huge disconnect between the proposed location, Junction Place and the rail trail.
 - Reply: It's only across the road from Junction Place from what I understand...not that far from the first proposal, in which case still makes everything including the pods accessible but removes the hideous toilet block from the middle of eateries. I do agree though, that car users aren't going to suddenly start riding bikes and Council should consider links to trails... I think Wodonga Council needs to continue to work on links in general...links between initial thoughts/bright ideas to community needs, expectations, to our economy, health and sustainability...
- Aging population and putting in a bike hub. I think a multi-story car park would be more useful to bring people into the CBD.



COMMENTS IN FULL

PARKING

- I support the bike hub in principle, however, it does look like this location will mean losing car parks. As someone who has worked in the CBD, finding an all day car park can be really painful and Mulga Car Park is often the only place I can get a space, so long as I am there early enough. If the council wants to encourage more businesses to the CBD, they can't afford to lose a single all day car park for workers. If no car parks are lost, then there is no problem with the location.
- As long as car parks are not being lost this site is most appropriate
- Please don't remove any more long term car parks from the Wodonga CBD - our local small business struggle to find long term parking in Wodonga as it is - as well as our clients/ customers not having many spaces to choose from either - I believe this will drive people out of the CBD.
- Please don't take away our car park. I use it every day to work. It's always full.
- This all day carpark is full weekdays by workers and also weekends when there's something on at Junction Place. Please explain where will we park to work. I can't see our employment places allowing us to move cars every 2hrs. Does that mean council will take away the 2hr parking sign across the road so we can park there all day at Junction Place. Have council thought about building it in there carpark?
- I have moved from our Albury office in Dean St to work in our Wodonga office in High St. In Albury there are two undercover all day parking areas within walking distance. In Wodonga there are no long term under cover parking at all. The all day parking around Hume Street vicinity is full and never any availability so I park in the Mulga car park behind KFC. Now the council is looking at taking that away! Very short-sighted. If you want Wodonga to succeed build an all day car parking area!
- Please don't take another car park that is full most weekdays now! We need these so people can work and spend money at our retail and hospitality outlets!!
- This carpark is full most days, please don't remove any parks!
- I start work at 10am, 3 days a week. Even getting an all day park here at 9.45am sometimes it's down to 1-2 parks remaining. Where will we park then if that happens?
- Why not use some of the 2 hour car parking over closer to Junction Square ?
- Removing more CBD car parks from Wodonga would be detrimental to local businesses - parking in Wodonga is a huge issue and removing 15 car parks for another toilet block seems silly.

DESIGN

- The multi-use facility is a good idea, but should be a changing and charging hub. The use of eBikes, electric scooters etc will increase in coming years, it'd be a good idea to support that with secure charging options. This is happening elsewhere in Aus and I'd love to see it offered here.
- The location is great. The ramp appears like it needs to be wider, so two people with wheelchairs can pass each other (or a person walking and someone in a wheelchair can still pass without having to wait or be rushed to mobilise on the ramp).
The brown area at the top of the shorter ramp, I assume garden? Looks like the garden area needs to be not as wide to allow for more space at the top of the shorter ramp. Remember, even though it may be "compliant", it still may not be practical to use! The turning circle of some wheelchairs and scooters can be quite wide, or, like my son, may have difficulty turning and end up with wheels stuck in the garden.
Will there be access from the KFC carpark side also? As if we have to navigate say from the KFC side, down their driveway and around on the footpath, it could be problematic.
Lighting - will there be sufficient lighting that is actually bright at night?
CCTV - this would be another high priority. It is dangerous enough going out at night, let alone when having to mobilise with equipment. Unfortunately, we are often seen as an easy target for people wanting to rob us.
- It needs to have provisions for eBikes ie charging stations. This will be an amazing asset to the city of Wodonga.



COMMENTS IN FULL

- A great use of space! I'm very excited to see something like this coming to Wodonga and believe it will increase accessibility for everyone and encourage more bicycle use. It would be fantastic to see a dedicated (ideally protected) bicycle lane along this part of Elgin. It's a busy street. If the idea is to truly activate the street and direct more foot/bicycle traffic towards it, then we'll want to make sure all path/street users are safe.
- I think this is a wonderful idea. Although wish to raise the following questions:
Is the area going to have CCTV and lights for nighttime use?
Is the locker facility available to all the general public EG - Homeless?
Is the locker facility secure enough to place personal items?

OTHER

- As a regular user of the bike path network and Junction Place area, I would be unlikely to park my bike that far out of my view. The concept is ok, but needs to be closer to the riders end destination and unfortunately I don't think KFC is it ... Beyond the cyclists, the location doesn't make sense for public toilet facilities. Closer to (or within) Junction Square makes more sense. More of a convincing proposal as a necessary public toilet facility in a highly frequented area which happens to have cycle facilities rather than a "bike hub" with toilets attached. Hope you can come up with a suitable solution for all!
- What for, how many bike riders need a place to change in town, as they ride to that area for coffee etc and then continue to ride on from there, so the point of wasting this money on a small group of people is what?
- It's not a bike hub - the brief has been confused. The building is not attractive. Let's get a travellers/public transport hub - something that sets Wodonga apart. This proposal is very boring.
- What is the reason for this? How about put it in the new cinema building
 - Reply: A cinema is something that the Wodonga community has been wishing for. Wodonga would benefit from getting one but seems no one is listening.
 - Reply: Because some people ride bikes.
- All I have to say is what for? Thousands of dollars for a small group of people for an activity that primarily is a weeeeknd only past time.
- How about another pool ... so people can use waves when events are on
- We have major issues at the other toilet block (located near the entry of Woolworths only a matter of 50 meters away from this proposed to toilet block) with the colluding of drunks and drug affected people that happens there on a daily basis - how will this toilet block be any different?
- Let's just call it an expensive toilet block