

1 December 2022



# Meeting Minutes

## Northern Business Liaison Group

Date	1/12/2022	Time	5.30 PM to 7.30 PM
Chair	Jeni Coutts	Meeting no.	7 of 2022
Location	Watsonia RSL	Minute taker	Jacqueline Weedon

## Attendees

Attendees			
Name	Organisation	Name	Organisation
Jeni Coutts(JC)	Independent Chair	Jeremy Richards (JR)	Watsonia Optical
Hesham Mobarek (HM)	Watsonia Pharmacy / Watsonia Traders Association	Noella Jacobs (NJ)	Greensborough Chamber of Commerce
Renato Marnich (RM)	NELP	Matt Guest (MG)	Watsonia RSL
Hannah English (HE)	Spark	Collin Brooks MP (CB)	Member of Parliament
Luke Minton (LM)	Spark	Jim Needham (JN)	NELP
Apologies			
Name	Organisation	Name	Organisation
Derek Ephrem (DE)	Banyule City Council	Sarah Maguire (SM)	Watsonia Traders Association
Danielle Phyland (DP)	Nillumbik Shire Council	Yvette Stanfield (YS)	Macleod Traders Association

## Actions – previous

No.	Action	Owner	Due	Status	Update
10.3	AB to provide information re: Traders Association (or similar) to RM to pass onto JR	Amy Billings (AB) and Renato Marnich (RM)	13/10/22	OPEN	CLOSED No specific Traders Association known for the area JB has left LXRP and RM is working with Amy Billings from LXRP to get trader

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					information to pass onto JR AB has confirmed there is no Trader Association and is going to approach a business owner who was part of the Stakeholder Liaison Group to see if she can pass their details on
10.6	LM to work with NELP/DoT on development of promotional/branded artwork for hoarding	Luke Minton (LM)	13/10/22	OPEN	OPEN Working with NELP & DoT to understand what constraints will be for barriers/hoarding once Greensborough Rd realignment is complete. Update to be given at next meeting Meeting will be held on 06.12.22 with Spark and Chris, NELP Head of Design, to discuss what can be done in relation to hoarding and branding.
10.7	SM & JR would like to meet with NEL and Spark to discuss options to alleviate the lack of carparking at the south end of the shopping strip.	LM and RM	01.12.2022	OPEN	OPEN LM and RM to arrange meeting RM has contacted Banyule CC who have responded they will look into the 1hr restriction and limitations of parking in that area. RM to update HM & JR when response received
10.8	JR has formally requested access to northern construction timelines	RM	01.12.2022	OPEN	OPEN RM to arrange Update on the Northern Program will be provided at today's meeting. It is expected that the AMA consortium will be in a position to regularly attend the NBLG from March next year.

## Key discussion points/decisions

Owner	Action
Jeni Coutts (JC)	<p><b>Welcome and outstanding business</b></p> <ul style="list-style-type: none"> <li>• Welcomed the Northern Business Liaison Group attendees</li> <li>• Confirmed that these will be in-person meetings going forward as it is more beneficial for the group.</li> <li>• Introduced agenda items.</li> <li>• Apologies noted</li> <li>• Addressed previous meeting's actions as above.</li> </ul>
Jim Needham (JN)	<p><b><u>MTM Rail Works Update</u></b></p> <p>MTM has met with YS as this is the same weekend as the Macleod Christmas Fair.</p> <p><b>JR: How are traders feeling about the works?</b> <i>They seem happy they were given a chance to provide feedback. VMS will be in place from next week to notify people and information will be on socials regarding detours around rail crossing closure.</i></p> <p><b>MG: The 16-19 of December isn't ideal to be doing these works, why not do these in January when the area is quieter?</b> <i>MTM had an occupation planned for this time and to have our works coinciding with LXRP works, this means there will be one shutdown of the line instead of two. We will share feedback with MTM that timing to shut a major rail line in December is not ideal.</i></p>
Luke Minton (LM)	<p><b><u>Tunnel Update</u></b></p> <p>Provided a project snapshot overview, update on the Greensborough Road realignment works, TBM launch box construction update, Vent Tunnel construction update, Winsor Reserve compound update and a Yallambie construction update.</p> <p>Watsonia Hub to be refreshed with more updated information in early 2023.</p> <p>There has been a drop off in complaints regarding worker parking around Yallambie Road and surrounding streets since workforce has been monitored and followed up. Spark Senior Leadership Team is looking into alternatives as workforce increases.</p> <p><b>HM: What disruptions are expected next year due to asphaltting?</b> <i>Works start again on 9 January, with hopefully only one or two nights of work during that week. Timing to be confirmed.</i></p> <p><b>HM: Why did it take so long to get simplified plans for the last weekend blitz? We were left handing out maps to customers on Wednesday for a Friday night closure.</b> <i>Due to the adverse weather experienced, we were working hard to understand what we needed to re-program and what was possible to achieve on that weekend.</i></p> <p><b>HM: I received a phone call from a trader at the southern end saying that customers couldn't do a u-turn to visit their store which would have been in the plans but we were not aware.</b> <i>Spark provided one-on-one briefings to traders to step them through the access changes and adjusted VMS signage based on feedback from businesses.</i></p> <p><b>HM: Acknowledges that responsiveness has improved but detail and consultation around upcoming works still needs work. Hopefully moving forward there can be more openness.</b> <i>Noted</i></p> <p><b>JR: Is it correct to assume that once the asphaltting is completed in the second or third week of January that the Watsonia Rd and Greensborough Highway intersection works are completed?</b> <i>Yes, Spark works are then complete at the intersection. Works north of Watsonia Rd will be completed by AMA. Likely be 2026 when disruption will occur again in this area due to Spark works.</i></p>

Owner	Action
	<p><b>JR: Will the hoarding that is currently in place stay?</b> <i>Yes, there will also be steel barriers and the area around it will be cleaned up.</i></p> <p><b>MG: During the works will you still be able to get from Yallambie Rd to Watsonia or will this be cut off at times?</b> <i>There may be times when roads will need to be closed at night but largely Greensborough Rd will stay as it is with the realignment. Acknowledge these works have been disruptive for businesses. Spark's construction methodology to realign the road at the start of construction was to minimise disruptions to businesses throughout the construction program.</i></p> <p><b><u>Trader Engagement</u></b></p> <p><b>HE:</b> Provided an overview of trader feedback on the road realignment works and lessons learned to incorporate into future communications planning.</p> <p><b>MG: The timings of emails and phone calls are usually too late to communicate to people. eg: a notice at 5pm for that night or Thursday or Friday night for weekend works. HM: Why can't we be given the information earlier and then if changes happen be updated?</b> <i>We try to update you with information once things are certain but will take this feedback onboard.</i></p> <p><b>JR: Would it be possible to get a mock-up of a simplified plan, map or artist impression of what the TBM box, acoustic shed and Watsonia Rd intersection will look like once it's constructed? We could show this to other traders and customers to potentially ease some of the fear. Also, whilst appreciating the stability of Greensborough Rd only being realigned once there needs to be more of a focus on consultation before things happen.</b> <i>There is a detailed engagement piece and visual assets under development around the Winsor Reserve works and we are hoping to have a 3D render of the conveyor, acoustic shed etc as part of this.</i></p> <p><b>JR: We are happy to pass on the information onto our customers as they may have a different view with information coming from us as we are in this situation together.</b></p> <p><b>HE:</b> Provided an overview of the Spark's support of the Watsonia Traders Association's Watsyvania event. 28 businesses involved, 150 visitors to the Watsonia Hub, overall positive feedback from traders that the event is great for the community, NELP and Spark staff members were in attendance. <i>RM: Acknowledged SM's work as this is the 5<sup>th</sup> year of Watsyvania.</i></p> <p><b>CB: Will there be decals/designs that can go on the hoarding?</b> <i>RM: Yes, the 'open for business' signage that is currently shown can be interchanged. Imagery can be changed to suit the area. LM: Any treatment can be applied to the hoarding. We are restricted by DoT what can be put on the roadside hoarding but will work with the community on hoarding for other areas.</i></p> <p><b>HM: SM has asked if banners can be put on some of the hoarding.</b> <i>RM: Potentially but it needs to be holistic to the area.</i></p> <p><i>LM acknowledged that he appreciates the attendees taking time out of their day to attend these meetings.</i></p> <p><b>End of year shut down with Spark's last working day on Thursday 22 December and works will re-start on Monday 9 January. The call centre will operate during the construction shut down period.</b></p>
<p>Jim Needham (JN)</p>	<p><b><u>Northern Package Update</u></b></p> <p>AMA will be invited to present at each NBLG meeting from March 2023 (TBC)</p>
<p>Renato Marnich (RM)</p>	<p><b><u>Trader Engagement Update: The Year in Review</u></b></p> <p>Thanked everyone for attending and providing input to these meetings in their own time.</p>

Owner	Action
	<b>HM: Acknowledged that Spark has been responsive and communications have improved over the year.</b> <i>RM: This is in part due to lessons learned.</i>
Renato Marnich (RM)	<b><u>Presentation: North East Community Fund Update</u></b>
Jeni Coutts (JC)	<p><b>Other Business</b></p> <p><b>Nil</b></p> <p><b>Open Forum</b></p> <p><b>Nil</b></p> <p>Next Business Liaison Group Meeting: North Date TBA</p> <p>JC thanked the group and presenters for attending and closed the meeting at 6:50pm</p>

## Actions - new

No.	Action	Owner	Due	Status	Update
10.9	NJ has requested a copy of the Grimshaw St renders shown in the Northern Update	JN	09.12.22	Open	CLOSED Link sent to NJ 02.12.22
10.10	NJ has requested RM to present to her newly formed committee early in 2023	RM	March 2023	Open	OPEN RM to arrange