

CONSULTATION SUMMARY REPORT  
AUGUST 2018 MONTHLY COMMUNITY INFO DAY

1. Overview of the AUGUST info day:

Event	Date/Location	Staff present	Approx. number attended	Notification of Events
SH18 and Paul Matthews Road update	Wednesday 22 August C3 Church Unit 12 65 Paul Matthews Road	<b>Communications and Stakeholder Engagement Team</b> Trish Viall, Jo Anslow, Alex Elton-Farr, Keelin Flynn, Emma Cushnie, Hariata Ngatai.  <b>Construction Team</b> Sam Best (Zone Project Engineer)	60	<ul style="list-style-type: none"> <li>• <a href="#">Herald online app advert</a></li> <li>• <a href="#">E-newsletter to Zone 1 and Zone 2 databases</a></li> <li>• Business North Harbour networks</li> <li>• Project website</li> </ul>

2. Key topics

At the last Info Day in July, there were a number of enquiries from motorists and local business owners about construction timings and the changes to their journey once the work on SH18 and Paul Matthews Road is complete. In response to those enquiries, the August Info Day was held at C3 Church and sought to provide project neighbours with more information and in a more convenient location for them to attend.

Existing general arrangement maps and information posters ([Constellation Station](#), [What's Planned](#), [Harbour Hockey facility](#), [General Project Overview](#)) were on display as well as a series of [progress photos](#) for the public to view .

Advertising the events

Advertising was targeted at people living or working in the SH18/Paul Matthews Road area. An NZ Herald online advert delivered 128,761 impressions to residents living on the North Shore with a 0.91% click through rate (1666 click throughs). An email invitation was sent to over 1,500 people on the project databases. Business North Harbour advertised the event through their social media, newsletter database and quarterly magazine.

3. Feedback main points

The majority of attendees were positive, aware of the project and either wanting a refresher, specific information relevant to their journeys, detail on how construction would affect them or an update on any design changes.

Key feedback themes included:

- **The new Paul Matthews Road intersection** – concerns were raised about traffic queues forming on the motorway off-ramp from people turning left onto Paul Matthews Road and right to head to the city. What journeys from Paul Matthews Road to SH1, Caribbean to SH1 and from Greenhithe area to SH1 (heading south) would look like once the project is complete.
- **Construction effects of Paul Matthews Road extension** – Whether Paul Matthews Road will be closed during construction, when Caltex would be closing, when buildings would be demolished, noise and vibration effects.
- Whether direct connections to and from SH1 (city) to SH18 (west) were part of the project.
- **Public transport** – There continues to be huge interest in bus services, Rosedale Busway Station and whether additional parking at the stations is part of the project.
- **Busway extension** – The extension continues to be a positive among the community members who attend the info events with many looking forward to it and the benefits it will bring. There were queries about whether it would extend further north in the future towards Silverdale.
- **Shared use path** – queries around where the path would be built and its access points.
- **Unsworth Drive Closure** – queries regarding the closure date.
- **Communications and info events** – Compliments were received about keeping people informed and hosting regular info events.

4. Key social impacts and future project mitigation recommendations for project team:

- There was misunderstanding among some of the attendees who were seeking information on changes to the design aspect of the project. It would be helpful to clarify that the project is well into the construction phase in any future communications, and that any major changes to the design will be communicated as necessary

19 September 2018

Keelin Flynn

Communications and Engagement Team Manager, Northern Corridor Improvements Alliance