

ENGAGEMENT



9.0 Engagement

Overview

Consultation and engagement has been undertaken from 2013 to 2016 on key issues in the Project area and to get feedback on various options proposed for the Project corridor, and more recently for the Preferred Alignment in 2016. Engagement has been ongoing with Project partners including Auckland Council, Auckland Transport and Mana Whenua, as well as key stakeholders including representative groups (for the community, business and freight communities) and the wider public/community. Engagement has involved a number of methods, as appropriate, including one-on-one meetings, workshops, hui, public open days, newsletters and online material. Engagement has been undertaken in accordance with recognised good practice and feedback has been important in developing various options as the Preferred Alignment design has progressed.

9.1 Introduction

This section provides an overview of partner, stakeholder and public engagement⁴⁷ for the Project. It summarises engagement during each phase of the Project including the tools and activities implemented, the parties engaged and the engagement outcomes. To guide engagement, a *Community and Stakeholder Engagement Plan*⁴⁸ was developed and implemented in accordance with the Transport Agency's *Draft State Highway Public Engagement Guidelines 2016* (Public Engagement Guidelines). The plan sets out the key objectives and principles for engagement and is consistent with the International Association for Public Participation (IAP2) industry best practice guidelines.

The purpose of the engagement process and the common issues and themes raised by partners, stakeholders and the community are briefly summarised in this section.

9.2 Relevant legislation and policies

Reflective of the Transport Agency's policy⁴⁹, substantial consultation with potentially affected parties, partners, key stakeholders and the wider community has been undertaken for the Project. The engagement has extended through the issues identification, corridor evaluation and preferred corridor identification and alignment assessment processes.

9.3 Engagement strategy

In accordance with the Transport Agency's *Public Engagement Guidelines*, the need for and scope of public engagement for this Project has recognised the potential for both positive and adverse social, environmental, economic and cultural effects, that there is a high level of public interest in the Project and that there is significant scope for the feedback and input received through engagement to assist in the decision making on the corridor, alignment and design of the Project.

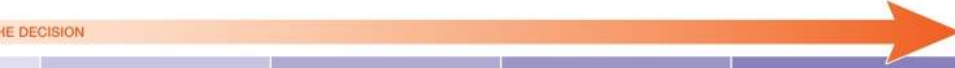
⁴⁷ As the Project has been undertaken following the IAP2 spectrum of public participation, the overall term of 'engagement' has been used in respect of the process of public and stakeholder participation on this Project. The engagement process been a mix of 'informing', 'consulting', 'involving' and with some partner organisations (including Auckland Council) this has also included 'collaboration'.

⁴⁸ East West Link Alliance, 2016.

⁴⁹ NZ Transport Agency, Transit's Public Engagement Manual, 2008.

For each phase of the Project, the level of partner, public and stakeholder participation has been guided by the IAP2 participation spectrum approach. This approach specifically seeks that engagement transparently identify the goal or outcome of the engagement process and determine how this outcome can best be delivered through a spectrum of engagement processes ranging from informing (providing information and education), through to empowering (whereby decision making is handed to parties in the engagement process). The strategy acknowledges that there are both different levels of interest in the Project by different parties, and different outcomes being sought from those being engaged. It is also recognised that there are different outcomes being sought at different stages of the Project development from the various parties involved in the engagement process. The spectrum of engagement is summarised in Figure 9-1.

Figure 9-1: Engagement approaches used on the Project⁵⁰

		INCREASING IMPACT ON THE DECISION 				
		INFORM	CONSULT	INVOLVE	COLLABORATE	EMPOWER
PUBLIC PARTICIPATION GOAL		To provide the public with balanced and objective information to assist them in understanding the problem, alternatives, opportunities and/or solutions.	To obtain public feedback on analysis, alternatives and/or decisions.	To work directly with the public throughout the process to ensure that public concerns and aspirations are consistently understood and considered.	To partner with the public in each aspect of the decision including the development of alternatives and the identification of the preferred solution.	To place final decision making in the hands of the public.
	PROMISE TO THE PUBLIC	We will keep you informed.	We will keep you informed, listen to and acknowledge concerns and aspirations, and provide feedback on how public input influenced the decision. We will seek your feedback on drafts and proposals.	We will work with you to ensure that your concerns and aspirations are directly reflected in the alternatives developed and provide feedback on how public input influenced the decision.	We will work together with you to formulate solutions and incorporate your advice and recommendations into the decisions to the maximum extent possible.	We will implement what you decide.

Source: IAP2, Participation Spectrum 2014

9.3.1 Engagement principles

All communication and engagement has been guided by a set of engagement principles that draw from the Transport Agency’s Public Engagement Manual but have been specifically developed for the Project.

The principles for this Project are:

- Targeted, thorough, proactive, respectful and honest communication;
- Clear, understandable language and tone;
- Open, transparent engagement with all stakeholders;

⁵⁰ It is noted that the NZ Transport Agency guidelines group Consulting and Involving from the IAP2 phases set out in this figure.

- Timely engagement to enable the views and values expressed to input into the design and technical assessment programme;
- Be clear about what decisions have been made and what people can influence;
- Make information accessible to different stakeholders, acknowledging the different needs and expectations of stakeholders;
- Maintaining a no surprises environment; and
- Demonstrating responsiveness.

9.3.2 Engagement objectives

The objectives of engagement varied depending on the Project phase of development and the desired outcomes of engagement during that phase. However, in general the overarching engagement objectives for the Project are:

- To comply with the policy requirements and organisation commitments of the Transport Agency in respect of consultation;
- To increase stakeholder and public awareness of the Project, what it seeks to achieve, timeframes and next steps (informing);
- To allow partner and stakeholder input into issues and opportunities within the Project area (consulting and involving);
- To enable targeted stakeholder input into developing the design for the Project alignment (collaborating);
- To enable targeted stakeholder and landowner input into mitigation of effects on the environment and conditions (involving and collaborating); and
- To allow for early landowner negotiations to help achieve the Project objective of being construction ready by October 2018 (involving and in respect of property mitigation collaborating).

9.3.3 Communication and engagement tools

A range of communication and engagement tools were used during different stages of the Project. This included informing the community and stakeholders, surveys, focused design workshops and receiving meeting, written, email and phone feedback. Table 9-1 provides a summary of the engagement and communication tools implemented on the Project.

Table 9-1: Engagement and communication tools

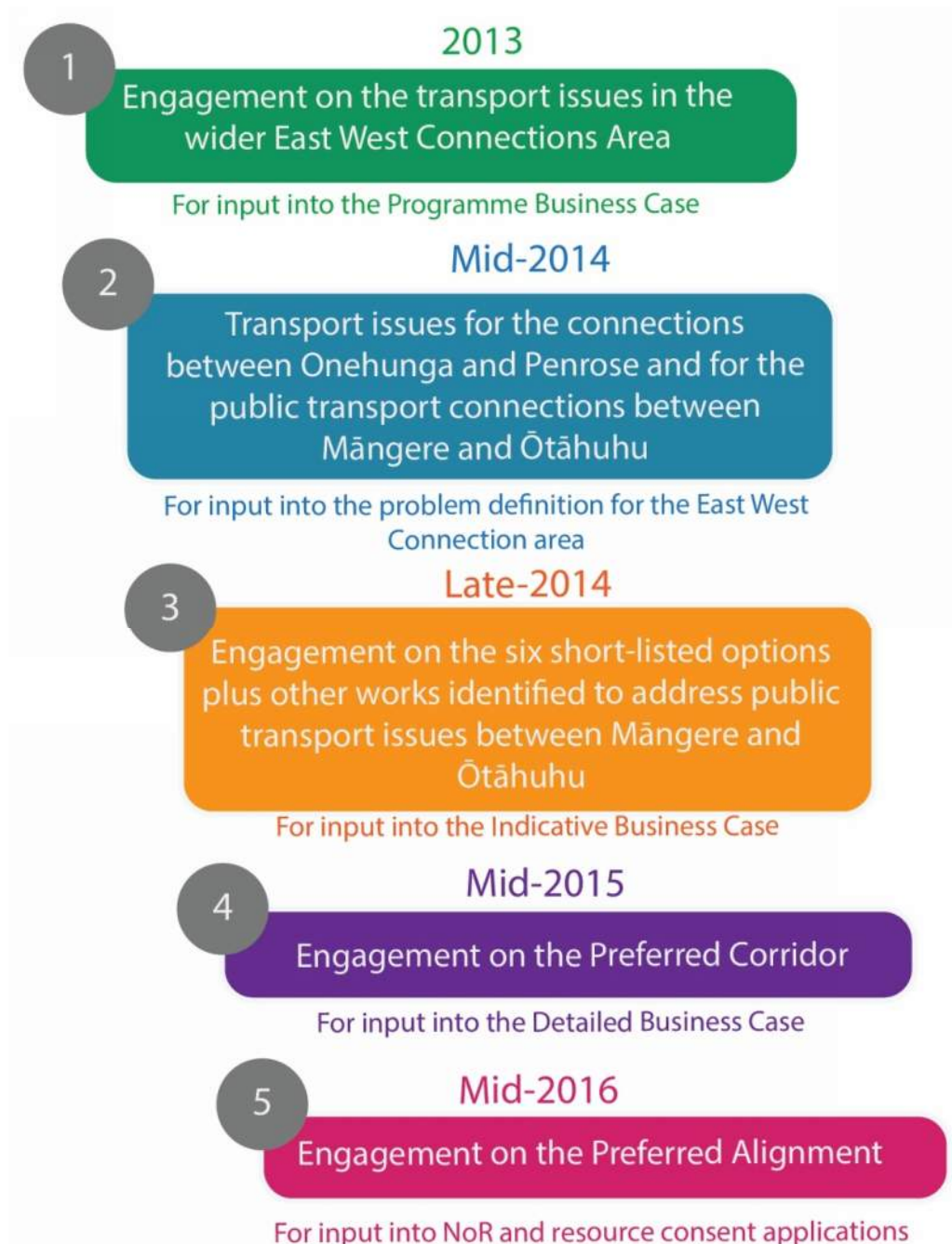
Communication tool	Description
Project telephone number	A toll-free telephone number was set up so members of the community could provide feedback or ask questions directly of the Project team, including setting up and arranging meetings. This number has run (and continues to run) over the course of the Project.
Project website: https://www.nzta.govt.nz/projects/projects/8528	A Project-specific webpage was set up on the Transport Agency’s website where Project information was regularly updated. This included a general overview of the Project, updates on the current phase of the Project, Project publications and the latest news. The website provided feedback questions and invited members of the community to provide electronic feedback to the Project team.
Media releases and advertisements	A combination of media releases and paid advertisements were used (including print and radio media) to keep the community informed of key Project milestones and upcoming opportunities to obtain more information (open days) and provide Project feedback.

Communication tool	Description
Community Open Days	At different stages of the Project open days were held within the local Project area (e.g. on each event a series of open days were held in each round of engagement in both the Onehunga and Ōtāhuhu areas). Open days provided the community opportunities to ask face to face questions to members of the Project team and to provide their feedback. This included access to Project specialists from the design, planning and environment teams as well as representatives from the Transport Agency.
Stakeholder Workshops	Over the Project, a number of meetings and stakeholder workshops have been held to discuss particular elements of the Project and to involve different stakeholder groups. These have included workshops on transport issues, corridor and alignment options and design options for interchanges and local road connections.
Project hui	With Mana Whenua as key stakeholders, a number of hui have been undertaken, both as a Project-specific hui (with those Mana Whenua groups that have chosen to participate) and with the Southern Integration Group (a forum established by the Transport Agency to address a number of southern transport projects). Hui have been held to identify transport and cultural issues, to input to and participate in option evaluation processes (including MCA) and to inform and gather feedback on the Project design / mitigation design measures.
Letter box drops	Door knocking and follow up letterbox drops were undertaken to provide Project information to directly affected property owners along the alignment. This was either to inform them of upcoming opportunities to meet face to face with the Project team or to formally notify them of key Project information. Letterbox drops (if landowners were not home) were followed up with phone calls to arrange face to face meetings.
Face to face meetings	Face to face meetings were held to gather property specific information from business and residential property owners as well discuss potential property-specific impacts associated with the Project.

9.4 Previous engagement on the Project

Prior to the recent engagement on the Project in 2016, engagement was undertaken between 2013 and 2015. This is summarised in Figure 9-2 and outlined in more detail below.

Figure 9-2: Summary of previous engagement from 2013-2016



9.4.1 Transport issues in the East West Connections area

In 2013 the Transport Agency and Auckland Transport undertook public and stakeholder engagement in relation to the Business Case for East West Connections⁵¹. The purpose of this phase of engagement was to help the Transport Agency understand the transport issues of the area and confirm what (if any) investment was needed to address transport problems and opportunities in the Project area.

In addition, this phase of engagement assisted in the identification of key stakeholders and decision makers and commenced the process of understanding their interests and issues with respect to the Project area. This led to a strategic forum being established, which included the Māngere-Ōtāhuhu, Otara/Papatoetoe, Maungakiekie-Tāmaki and East Tāmaki Local Boards. Initial discussions in this phase also began with an Auckland Council Project Reference Group, Mana Whenua Liaison Group and representative groups of businesses across the study area.

Following the wider engagement in relation to East West Connections, consultation was also undertaken in mid-2014 looking specifically at transport issues for the connections between Onehunga and Penrose and for the public transport connections between Māngere and Ōtāhuhu (being the two priority issues identified in the first phase of issues engagement). In addition to wider stakeholder engagement, this phase of issues identification included a survey of local residents on their travel patterns and transport modes.

The outcome was a better understanding of the transport and local issues in the East West Connections area. Key transport issues (across Onehunga, Penrose, Mt Wellington, Ōtāhuhu and Māngere) identified from feedback over this phase of engagement in the Project includes:

- Congestion between Queenstown Road and Neilson Street;
- Difficulty accessing SH20 at Onehunga Mall;
- Poor reliability at Neilson Street Interchange;
- Poor cycle access between Māngere Bridge and Onehunga Town Centre;
- 1 truck every 8 seconds (7am-4pm) on Neilson Street;
- 1 truck every 6 seconds (7am-4pm) on Church Street;
- Lack of reliable public transport between Onehunga and Sylvia Park;
- No signalised access to/from key freight hubs;
- Indirect connection to SH1 southbound;
- Bottleneck at Mt Wellington;
- Poor quality cycle route at the Manukau Foreshore East Walkway (at the connection into Hugo Johnston Drive);
- High demand for railway in Ōtāhuhu area;
- Area congested and poor public transport reliability on Walmsley Road between Ōtāhuhu and Māngere;
- Disconnect between Ōtāhuhu bus and train station and general lack of public transport facilities (shelters, lights, seats) in Ōtāhuhu and Māngere;

⁵¹ East West Connections is a joint NZ Transport Agency and Auckland Transport investigation. EWL is one of the Projects that followed that broader investigation.

- Lack of pedestrian and cycle access to Māngere Inlet;
- Poor access to Middlemore hospital from State highways;
- No access from Walmsley Road to SH20A;
- Increasing number of trucks on McKenzie Road; and
- Pedestrian and cycle safety issues on Massey Road due to high truck use.

9.4.2 Short list of corridor options

In 2014 an Indicative Business Case on the Project was prepared for the Transport Agency. This phase identified and assessed six shortlisted corridor options (with other works identified to address other priority issues in the East West Corridor). These options were developed in response to the transport and local issues identified in the Programme Business Case and earlier phase of engagement. Further information on the short-listed options is provided in *Part D: Consideration of Alternatives of this AEE*.

In late 2014 the six shortlisted corridor options were presented to a range of stakeholders, landowners and the public. In addition to informing on these options, the engagement process sought feedback on how well (or otherwise) people considered the options could solve the transport issues experienced and expected in the area (e.g. the issues that had been identified in the earlier engagement process). People were also asked to identify what they liked about the options and/or how the corridor options could be improved.

The key parties engaged during this period included Auckland Council, Mana Whenua, landowners (residential and business), business, community and environmental representative groups, utility providers, KiwiRail, government agencies and the wider public. Approximately 560 landowners were sent letters advising them that their property was identified as within the 'area of investigation' and were encouraged to attend a landowner meeting to hear more about the Project and give feedback.

The public engagement period formally ran over four weeks from 29 September 2014 to 31 October 2014. A variety of channels were used to lift the profile of the Project and make the public aware of the opportunity to provide feedback (including advertisements, website information, newsletters and letters to landowners/stakeholders). Over the public engagement period, the key opportunities for the public and stakeholders to receive information and provide feedback included:

- Website information;
- Four public open days in local areas along the alignment;
- A business focused stakeholder workshop;
- Four community workshops;
- Hui with Mana Whenua and mataawaka; and
- Individual and collective landowner meetings.

Meetings with key stakeholders included Auckland Council, utility providers and presentations to Auckland Council advisory panels. Alongside direct feedback received at the engagement events, about 170 written feedback responses were received in relation to the six shortlisted corridor options. Alignment workshops with Auckland Transport, Auckland Council and other key stakeholders also provided critical input.

Key feedback themes included:

- The majority of respondents in this phase of engagement did not consider the options that involved upgrading the existing transport routes to provide for an east-west connection would be sufficient to address transport problems in the area, though some acknowledged the works would be a good first step;

- Some respondents identified that the options that involved a section of new corridor to the east, but used Neilson Street for the western portion of the Project might be sufficient to address transport issues, but others did not consider it would be sufficient in the longer term and that the options would adversely impact important business land in the area;
- Some identified that the new link options would better address the transport problems of the area, though others expressed concern at the cost of these works; and
- Some supported the foreshore link corridors as they reduced impact on important business areas, others identified both opportunities and potential adverse effects of public access to the CMA and ecological values of the Anns Creek and foreshore areas in particular.

Other themes of the feedback included:

- The need to improve transport performance. Key themes in the feedback included the desire to reduce the number of traffic lights and intersections (particularly to assist with heavy vehicles movements), changes to the design of the Neilson Street Interchange and also south-bound ramps to SH1;
- The need for any new transport connections to ensure that future rail aspirations in the area are not precluded or are enabled, this included the proposals for mass transit to the airport;
- The need to improve access to Manukau Harbour and Onehunga Wharf;
- The importance of walking and cycling facilities to be provided along the seaward side of the foreshore (with connections back into Onehunga). Improved walking and cycling connections should also be provided to Māngere Bridge, Onehunga Mall, Mutukāroa-Hamlins Hill, Orpheus Drive and between Māngere, Ōtāhuhu and Sylvia Park;
- Natural features such as Anns Creek and Te Hōpua ā Rangi should be protected. The potential impacts from the Project on water quality, air quality, and noise need to be carefully considered and managed; and
- Support for bus priority lanes but some concerns about these being shared with freight vehicles on Massey Road.

The feedback from this process helped the Transport Agency evaluate these options and confirm a preferred approach.

9.4.3 Preferred Corridor Option

A further round of stakeholder engagement was undertaken between April and July 2015, including four weeks of public engagement. The aim was to inform the public and stakeholders on the preferred corridor (including how the feedback from engagement had assisted or informed the Transport Agency in their considerations).

Communication detailing the preferred approach and seeking feedback was distributed widely. Media releases were published on the Transport Agency and Auckland Transport websites, alongside promotion through media outlets. Hard-copy brochures were distributed to a range of community facilities, while stakeholders and members of the public who had previously registered an interest in receiving updates were emailed directly. Landowners still in the area of investigation were sent letters before the public announcement, and residential properties were visited by members of the Project team. Those landowners who were no longer in the area of investigation following identification of the preferred corridor were sent letters of notification.

The engagement events undertaken during this phase included:

- Four public open days – attended by about 250 members of the public;
- A stakeholder briefing – attended by about 20 stakeholder representatives, including business and community stakeholders;

- Engagement with Auckland Council – including regular meetings with the Project Reference Group and a workshop with additional Council officers;
- Landowner meetings – a series of meetings where potentially affected commercial landowners were invited to attend meeting sessions (e.g. either single or multiple owner meetings);
- Door knocking – visiting residential landowners at their properties to give more information on the preferred approach;
- Hui – a number of hui with Mana Whenua were held as part of a wider engagement process, including a site visit and commentary on specific elements of the Project; and
- An independently facilitated workshop was held with community and business representatives, in particular discussing aspirations for the Neilson Street Interchange.

During this engagement period, 1,700 pieces of written feedback were received from stakeholders and members of the public. Almost 1,400 pieces of these were received via a standardised soft copy form (a mixture of pro-forma and free text components), which was developed by Generation Zero and available online for people to use as a template for responses.

Key themes from the engagement period reflected the diverse perspectives of stakeholders and the community. Details on the feedback are summarised in the *Consultation Summary Report – Engagement on the Preferred Approach*⁵².

In summary, the key issues and feedback received included:

- **Transport Performance and Provision for Transport Modes** – This feedback included comments on traffic and congestion in the Onehunga Penrose area (generally in reference to current transport problems in the area), the importance of freight for economic activity in the area, the need to provide for active transport modes (cycling and walking), support for public transport (including the need to provide or improve provision of public transport through the Onehunga and Penrose areas) and the importance of provision for rail (particularly the provision for mass transit to the airport);
- **Cost and Justification** – The feedback generally questioned the benefits of the financial investment for the Project when compared to public transport initiatives;
- **Environment and Community Impacts** – The included issues of public access to and along the foreshore and Māngere Inlet but also opportunities to improve these recreation connections and the importance of some areas for ecological value (e.g. Anns Creek). Other feedback identified the opportunity for the Project to address existing land use issues in the area and particularly the quality of discharges to the CMA from the adjoining land (stormwater and leachate discharges from landfilling);
- **Business Impacts** – This feedback related to the importance of efficient and safe traffic movement (particularly freight) for the economic functioning of the area and the importance and value of industrial land to Auckland (e.g. so that impacts on the industrial land should be avoided). However, a small number of respondents also identified the opportunity for the area to be developed for residential and commercial activity; and
- **Integration of Transport and Land Use** – The opportunity for the Project to support existing land uses, particularly the inland port and rail hub at Southdown. A number of other respondents also identified the importance of the provision of mass transit to the airport. In addition, the future development aspirations of the Onehunga Wharf was identified as an important consideration for the

⁵² The Transport Agency, 2015.

Project, with a number of respondents identifying the need for improved connections between Māngere Bridge and Onehunga (through and adjoining the Port area).

The feedback helped the Transport Agency refine and confirm the preferred approach for the Project. After that, the feedback was used to inform the design team on issues as they worked through the alignment option development and the assessment of alignment options.

9.5 Pre-lodgement engagement (2016)

Engagement continued in 2016 as the Project details were developed and documentation prepared in support of the application. Three phases of engagement occurred over this period, and is continuing and further engagement will continue post-lodgement. This engagement commenced in January 2016 and has been undertaken by the team preparing this AEE (as well as those completing the Social Impact Assessment (*Technical Report 11* in *Volume 3*)). Figure 9-3 provides an overview of these phases and the focus of the consultation / engagement during each phase.

Figure 9-3: 2016 Engagement in Project development phase



9.6 Project partners and key stakeholders

Key Project partners (see Table 9-2) and stakeholders (see Table 9-3) include a range of government and political representatives, business and freight groups, utilities community groups and potentially affected landowners. These groups have been involved since the early stages of the Project. This includes engagement relating to East West Connections of which EWL is a component.

Some local government organisations are those identified as having a role or potential role in the longer term management or operation of elements of the Project and are therefore listed as Project partners (e.g. Auckland Transport who will take responsibility for local roads connecting to the Project once constructed and operational or Auckland Council who (it is intended) will be responsible for the long term management of the stormwater wetland areas). Within Auckland Council the regulatory team have a separate relationship to the Project reference group and are engaged separately to officers so that they remain “impartial” and are therefore listed below as a key stakeholder. Political representatives are identified separately in our engagement planning processes (to recognise the specific management processes within the Transport Agency in respect of this group). DOC is recognised as a key stakeholder in respect of particular elements and outcomes of the Project (e.g. the conservation and biodiversity outcomes in the CMA).

Engagement with landowners focused on the potential business and freight impacts of the Project but also on more property specific issues. For example, understanding how individual properties that are directly affected or in close proximity to the alignment operate, as well as site access and egress.

Table 9-2 Partners for the Project

Project partners	
	Auckland Council, including Auckland Council Project Reference Group (officer representation from various departments at Council).
	Auckland Transport
	Mana Whenua: <ul style="list-style-type: none"> • Te Akitai Waiohuria • Ngāti Te Ata Waiohuria • Ngāti Paoa • Ngāti Maru Runanga • Te Kawerau ā Maki • Ngāi Tai Ki Tāmaki • Ngāti Whātua o Ōrākei • Te Runanga o Ngāti Whātua • Te Ahi Waru • Ngāti Tamaoho

Table 9-3 Key stakeholders for the Project

Key stakeholders	
Government	Panuku
	NZ Transport Agency
	Department of Conservation (DOC)
	KiwiRail
	Heritage New Zealand Pouhere Taonga

Key stakeholders	
	The Minister for Transport
Political	Auckland Council Mayor's Office
	Auckland Councillors (through the Auckland Council Development Committee)
	Maungakiekie-Tāmaki Local Board
	Māngere-Ōtāhuhu Local Board
Business / Freight Groups	National Road Carriers
	Auckland Business Forum
	New Zealand Council for Infrastructure Development
	The Onehunga Business Association
	NZ Heavy Haulage Association
	Penrose Business Association
Landowners	Residential landowners
	Business landowners
Utilities	Transpower
	Watercare
	Vector
Community Groups	The Onehunga Enhancement Society
	Bike Auckland
	Manukau Harbour Restoration Society

9.7 Engagement with Project partners

9.7.1 Auckland Council

Auckland Council is a key local government Partner for the Project; as noted in Section 6.8, the intent is that some assets to be created by the Project will be transferred to Auckland Council (e.g. in respect of stormwater, leachate management and amenity areas).

The Council was primarily engaged through an Auckland Council Project Reference Group involving staff representation from various departments at Council and Panuku. Focused meetings were also held at regular intervals with Auckland Council teams regarding existing stormwater assets, proposed stormwater design and works in closed landfills along the Onehunga foreshore.

In addition, regular meetings have been held with Council's regulatory team (both consents and NOR), acknowledging the role they will have in support of the EPA/BOI process, and subsequently implementing any consents approved for the Project.

Panuku has been included in the engagement process since late 2015. Their focus has been on how the teams can collaboratively maximise integration of the Project with the future development and transformation programme in the Onehunga Town Centre (between Onehunga to Waikaraka Park) and more specifically at the Onehunga Wharf.

9.7.2 Auckland Transport

Auckland Transport (another CCO and partner during the Indicative Business Case and Detailed Business Case phases) is also a Project partner who is leading implementation of other projects in the

overall East West Connections Programme. Auckland Transport has been engaged specifically on EWL in respect of the design standards of the Project and particularly the integration of the Project with the rest of the existing local transport network (including road, pedestrian and cycleway elements) and the future programme for development projects including mass transit to the airport and AMETI.

9.7.3 Mana Whenua and Mataawaka

In February 2016, a new programme of hui with Mana Whenua was initiated which continued almost fortnightly during the year. This engagement was a continuation of Mana Whenua involvement in the Project which was originally initiated by the Transport Agency in early 2013 with the establishment of a EWL Mana Whenua group. The hui involved representatives of local iwi/hapū who discussed their aspirations for the Project area and helped characterise its cultural and environmental values.

During 2016, engagement focused on design options, minimising and avoiding adverse environmental and cultural effects, and maximising desired Project outcomes. This included Mana Whenua providing direct input to the MCA process through the analysis of cultural values. It is noted that in addition, Mataawaka⁵³ and the local marae (Te Puea Marae) have also been involved in engagement processes.

9.8 Engagement with key stakeholders

9.8.1 Department of Conservation

The DOC has been involved in various stages of the Project development and assessment. During 2016, meetings and site visits have been undertaken to provide staff with an understanding of the Project's general alignment and the existing environment that would be potentially affected. DOC provided feedback regarding issues that should be considered in the suite of technical environmental assessments that accompany the NoR and resource consent applications, specifically relating to the conservation and biodiversity outcomes of the Project. This has included input into characterising the values of the existing environment and reviewing and contributing to the formulation of mitigation and management measures to address potential adverse effects on conservation and biodiversity values (e.g. in sensitive environments such as Anns Creek).

Engagement with DOC staff will continue, particularly with regard to further development of ecological mitigation measures and opportunities.

9.8.2 Heritage New Zealand

Heritage New Zealand has been engaged during development and assessment of the Project. During 2016, meetings and site visits have been undertaken to provide staff with an understanding of the Project's general alignment and the historic heritage features that would be potentially affected and the potential effects of the work.

Engagement with Heritage New Zealand will continue, particularly with regard to further development of historic heritage mitigation measures and the additional approvals required for the Project under the HNZPT Act.

9.8.3 Network utility providers

The Project team has worked closely with utility providers throughout development of the alignment and design refinement to understand the location of existing services and the implications of asset relocation

⁵³ Mataawaka are Māori living in Tāmaki Makaurau who are in not in a Mana Whenua group (i.e. they may associate with an iwi elsewhere in New Zealand).

or protection. Utility providers that have been engaged include Transpower, Watercare (a CCO) and Vector. Engagement with utility providers is ongoing.

9.8.4 Directly affected landowners

Directly affected landowners are landowners with property located within the Project footprint (e.g. the planned extent of works)⁵⁴. Potentially affected landowners were identified in 2014 and 2015 and sent letters to let them know they were ‘in the area of investigation’. Immediately adjoining landowners have also been engaged.

In June 2016, the Project footprint was identified on the basis of the Preferred Alignment and included approximately 150 properties (of which approximately 90 were zoned residential and the remaining were zoned business or mixed use). As a result of further detailed design work, including response to the consultation and engagement feedback on the draft scheme design presented in June 2016, further amendments have been made to the Project footprint (which ultimately is reflected in the Project description in *Section 6.0 Description of the Project* in this AEE)⁵⁵.

In mid-June 2016, a letter was hand delivered or posted to all potentially affected landowners. The letter included some information about the Project, key messages and Frequently Asked Questions (FAQs). Project team members visited all residential properties and spoke with most of the landowners or tenants during June and July 2016. Business landowners were contacted by phone prior to letters being sent (if their information was available to the Project team).

Landowners were informed of the Preferred Alignment (the alignment developed at the time of this consultation) and how it may potentially affect their property and the potential scale of property requirement (whether it is likely a boundary impact, partial or full land requirement). Discussion also included the potential noise, visual and access effects during construction and operation, and in general the Public Works Act 1981 (PWA) process. Residents were provided with plans of the Preferred Alignment, the process for giving feedback and the Project team’s contact details for any further questions. All landowners were informed that there would be land requirement plans issued in September - October.

In November 2016, landowners further impacted by the grade separated EWL/Great South Road/Sylvia Park Road intersection were informed of the revised design and how it may affect their properties.

9.8.5 Other key stakeholder engagement

During the consultations phases, meetings and presentations have been held with representative stakeholder groups, including the business and community groups listed in *Section 9.6* of this AEE. These meetings have included one-on-one discussions to receive information from these groups on their issues, interests and aspirations and collective presentation meetings to update groups on response to these issues and on the development and consideration of alignment options.

9.8.6 Public engagement

The community includes those living or working within suburbs directly affected by the Project as well those from wider Auckland who potentially use the area from time to time. Community input assisted in

⁵⁴ Particular attention was given to ensuring property owners were engaged and informed prior to property tenants, by addressing all correspondence and initial contact to these parties. The exception to this was if commercial tenants had registered leases in which case they were treated the same as property owners.

⁵⁵ The outcome of this process is that the ‘directly affected’ landowners at this stage included approximately 55 residential properties and just over 60 business/commercial/other landowners (the largest being Auckland Council whose landholding includes business, commercial and open space).

understanding the Project area, how it is used by the community, the value of its various components and their aspirations for its future. Engagement with the community has included meetings and engagement with a range of representative groups with various interests including The Onehunga Enhancement Society, Bike Auckland and Manukau Harbour Restoration Society.

In addition, public consultation was undertaken between 24 June – 15 July 2016 which included website information, open days, open office sessions, distribution of newsletters to community facilities and media announcements. During this period, the public had multiple channels for providing feedback to the Project including:

- Verbally at open days (which were attended by over 150 people in the community);
- Written feedback via email or hardcopy feedback form (which tended to be from representative agencies or businesses – over 50 respondents provided this form of feedback, noting this does not include the recording meeting minutes from landowner/tenant meetings);
- Online feedback form (with receipt of over 100 individual pieces of feedback); or
- Phone through the 0508 number.

9.9 Summary of issues and engagement outcomes from pre-lodgement engagement

Partner, stakeholder and community feedback received throughout the engagement process has helped the Project team understand issues and opportunities associated with the Project area, allowing feedback to inform and refine the design. Feedback has also been used to better characterise the existing environment of the Project area and identify potential sensitive locations allowing potential adverse effects to be assessed and if necessary avoided and minimised.

The following sections provide a summary of the issues raised in consultation and references how this has assisted in development of the Project or in consideration of specific measures to avoid, remedy or mitigate adverse effects.

9.9.1 Feedback summary

Feedback on the Project has been received from a range of key stakeholders and partner stakeholders, local landowners (site-specific landowner feedback is not cited in this report) and the general public. The key feedback themes received from these groups are discussed in the sections below, focusing on engagement on the Preferred Alignment.

9.9.1.1 Importance of the Project

Most key stakeholders and Project partners recognised the importance of the Project. Auckland Council emphasised that the Project will need to be completed in a way that minimises adverse effects, and benefits more than just freight movements (particularly in recognition of the importance of the Onehunga Town Centre area, the sensitive coastal environment, and heritage areas).

Other stakeholders highlighted that the Project needs to meet freight movements for the next 30 years and be built earlier than was currently programmed. In particular, they raised issues related to the ability of the Project to provide sustained transport benefits in the area (capacity and efficiency of transport movements).

9.9.1.2 Cultural

Mana Whenua as Project partners have noted that they need to consider the economic and other impacts of the options, not just their impacts on cultural sites. In other words 'cultural effects' need to be considered holistically. As such, Mana Whenua have emphasised that the impacts on cultural values are not limited to just impacts on 'culturally significant sites' but also to the systems and functions of the wider environment (both natural and social). Mana Whenua have identified that the physical linkages and

connections provided by the Project (e.g. transport connectivity and support for land uses of trade and commerce) are a reflection of traditional portages and economic activities of the historic cultural landscape. In their view, these elements are relevant in considering the effects of the Project on Mana Whenua.

It is a priority for Mana Whenua that the principles of both partnership / collaboration (founded on Te Tiriti o Waitangi) and recognition of the relationship of Mana Whenua to the environment are recognised in the planning, design and delivery of the Project.

There is a need to recognise and provide for the relationship of Mana Whenua to key sites and areas of value, including but not limited to Mutukāroa, Te Hōpua ā Rangi and other areas. Mana Whenua clarified they prefer the proposal of new structures over reclamation on the Onehunga Foreshore (where there are lava flow remnants) and building over rather than cutting into these important sites and areas of value such as Te Hōpua ā Rangi.

Mana Whenua consider that the cultural significance of Mutukāroa and the Ōtāhuhu Portage in particular should be recognised. The opportunity to enhance the Ōtāhuhu Portage should be explored (with the current culvert on SH1 constraining this). This latter comment in particular was noted in the confirmation of the construction of a bridge at Ōtāhuhu Creek (rather than retaining the existing culvert features).

Mana Whenua noted the potential of finding cultural remains during construction and the need for management of this and recognition of these sites. In particular the area at SH1 / Mt Wellington, including significant and sensitive sites already identified and other significant features / elements that might not yet be identified. While design responses in this area are limited, specific management protocols are proposed in reflection of the sensitivity of this area.

9.9.1.3 Cost

A number of people have expressed concern over the Project's estimated cost of \$1.25 – \$1.8 billion which they consider to be "too expensive". This feedback also suggested that the Benefit to Cost Ratio is 'very low' and does not justify the Project. These respondents tended to indicate that a less expensive option should be progressed. Additionally, many of these respondents have requested that the money be spent on other modes of transport, such as public and active modes, as opposed to building another road to cater for motor vehicles. Response to this feedback is provided in the information presented in this AEE, particularly regarding this assessment of traffic and economic outcomes of the Project.

9.9.1.4 Alternative design features

A number of alternative design features were suggested by those stakeholders who gave feedback. In particular, some queried whether the speed environment along the Project was appropriate (specifically, the stop-start implications of traffic signals were raised as a concern and the potential need for higher speed limits on the route in the future). Alternative design elements suggested by stakeholders in response to these issues included:

- Making the EWL three lanes instead of two and provide a slip lane on the outside lane so that traffic flow could be continuous;
- Ensuring that appropriate truck turning circles are provided at the local road access points; and
- Removing signals and replace with either grade-separated interchanges or roundabouts (with a mix of design options from different stakeholders).

In regards to the Neilson Street Interchange proposal, a number of respondents were concerned with its complexity and wanted assurance that it is safe and efficient for all modes of transport. Emergency services providers sought confirmation on the design standards for movements at the interchange (this matter has been clarified and the design standards have been appropriately addressed). There was also concern around the amount/size of the structures required and the negative visual impact this would have on the surrounding community. A common alternative design suggested was to bury or tunnel the EWL at the interchange to avoid the need for structures.

An alternative design for the Neilson Street Interchange was put forward by some community representatives (led by the Onehunga Business Association). This design option included a number of wider transport and land development components (including an alternative light rail connection over the Manukau Harbour, new local road connections and expansion of the Taumanu Reserve coastal reclamation extending through to Onehunga Wharf). Those elements of the design option relevant to the EWL have been discussed in *Part D: Consideration of Alternatives* of this AEE. Consultation is continuing with the Onehunga Business Association and others in relation to this alternative and/or aspects of it.

A major design variant identified by key stakeholders (particularly Auckland Council) was that a section of the road going past the Onehunga Wharf area be trenched to maintain local road connectivity between the Onehunga Wharf and township. This design option has been incorporated into the Preferred Alignment forming part of this application.

Many respondents have voiced their opposition to the proposed four lane road along the northern edge of the Māngere Inlet and say that Neilson Street should be upgraded instead. Conversely, a number of those who supported the Project suggested that there should be fewer traffic lights, a faster speed limit and a free flow corridor to support business and economic activity. Upgrading Neilson Street as an alternative to the current EWL proposal has been considered in *Part D: Consideration of Alternatives* of this AEE.

There was general support for the additional lanes proposed along SH1, however it was suggested that the additional lanes be extended northward, including provision of north-facing ramps between the EWL and SH1. This also involves adding another lane at the Mt Wellington bottleneck.

The above design elements and issues have been provided to technical teams in their evaluation of the options and where relevant, design changes have been made to respond to issues (e.g. intersection designs to reduce the number of traffic signals along the Project). The layout at intersections (and other design features) will continue to be assessed in further Project development.

9.9.1.5 Onehunga Town Centre

Key stakeholders and Auckland Council expressed concern about the potential impacts of EWL on the Onehunga Town Centre and in particular through traffic flows (seeking these be reduced) and visual impacts between the centre and the foreshore and Onehunga Wharf. Areas of concern included noise and air pollution, the visual impact that the proposed Neilson Street Interchange structures will have and continued accessibility to Gloucester Park. It has been recommended that any structures be visually sympathetic to the future port uses proposed and that adequate local access points are provided. This feedback has informed both the specific assessments that have been undertaken in respect of the Project (e.g. noise, air quality and visual assessments) and in the design response (e.g. the urban design plans).

Some stakeholders also raised concerns regarding the extent of land impact associated with EWL, seeking both that tunnelling options be considered and that further reclamation and/or structures in the CMA be considered as alternatives to minimise these impacts. The land impacts identified included loss of potential land that might be suitable for residential activities (e.g. around Gloucester Park) and important business land (e.g. around the MetroPort). This feedback has been considered alongside the assessed potential impacts of these options.

9.9.1.6 Māngere Inlet

Overall, there was support from many key stakeholders (including a number of staff representatives within Auckland Council) regarding the proposed works along the Māngere Inlet. In particular, the capturing of contaminants in the proposed stormwater ponds and improving water quality outcomes for this area of the Manukau Harbour.

In principle, Mana Whenua reiterated that reclamation should be generally avoided, however noted conditional support for reclamation along the foreshore contingent on the contamination containment bund achieving environmental outcomes of stormwater treatment, containment and detention of

discharges going into the Māngere Inlet. They also recognised that reclamation provides the opportunity to naturalise the edge of the Inlet. It was noted there should be avoidance of the remnant lava flows along the coastline of the Māngere Inlet (this related to options for both the Neilson Street Interchange and the foreshore sector). They have consistently expressed the importance of the extent of reclamation being minimised or carefully justified in respect of the outcomes of the contamination containment bund being delivered.

Concerns from some Auckland Council staff included the capacity (and therefore ability) of these stormwater ponds to capture all the contaminants entering the Māngere Inlet from this area.

Many others also noted the importance of the design response to also provide for the re-naturalisation of the coastline and provide an inviting space for pedestrians and cyclists. Again, this feedback has both informed the design response and the technical assessments prepared for this AEE. There are ongoing discussions with Auckland Council as potential future asset owners on the operational outcomes of the foreshore (stormwater and leachate management) design.

9.9.1.7 Cycling and walking

There was support for the proposed walking and cycling route along the coastal edge of the Māngere Inlet. Specific issues raised in stakeholder engagement included:

- The need for more access points to the coastal pathway from the local community (in response pedestrian and cycle connections are provided at Onehunga Wharf/Onehunga Harbour Road, Alfred Street, Captain Springs Road, and Hugo Johnston Drive). It was noted that there should also be safe crossing points, especially over Neilson Street, for cyclists and pedestrians. The traffic and transport assessment contained in *Section 12.2: Traffic and Transport* of this AEE provides further specific consideration of the traffic safety outcomes for the cycling and walking proposals;
- The provision for dedicated cycle facilities to support commuter cycle facilities in a safe and efficient manner. In response to feedback from Auckland Transport, Auckland Council and Bike Auckland, the design provides for footpaths on both sides of the EWL, but with the majority of space provided on the southern side of the alignment (allowing for a 3.0m cycle lane and 1.8m path) and a 1.8m path on the northern side;
- Many respondents were happy that the proposed shared path would be on the coastal side of the Project. A common suggestion from respondents was that the shared path should be well separated from the Project and that the path be accessible via multiple crossing points across the Project. Instead of having a shared path, many respondents would like the shared path to be separated in to two paths; one for cycling; and the other for walking (for user safety);
- The opportunity for the shared paths to connect to other open spaces and walkways in and around the area, e.g. Mutukāroa-Hamlins Hill and Taumanu Reserve. These matters are addressed further in the Project description; and
- Appropriate features need to be provided along the coastal pathway such as seating, toilets and viewpoints to make this space more attractive for users, particularly for that section of the Project between Onehunga and Captain Springs Road (being the Panuku 'Onehunga Transformation' area). These issues have informed the scheme design and ULDF for the Project.

9.9.1.8 Local access

Many respondents were concerned about local access to the Onehunga Wharf and the foreshore of the Māngere Inlet being cut off by the Project. Some stated that the Neilson Street Interchange will restrict local residents from accessing the Onehunga Wharf area which Panuku is looking to rejuvenate. Many said that the access points proposed are unappealing and that the new roads will make the Onehunga Wharf an unattractive space. In regards to the Māngere Inlet, many respondents said the Project will cut local residents off from the foreshore and that there are not enough crossing points proposed for adequate access.

9.9.1.9 Physical environment and amenity values

Mana Whenua stated it was important to acknowledge that all the proposed options considered will have adverse effects on the environment, but that some of the options or aspects of the options included significant positive impacts. They noted that emphasis needs to be put on opportunities to restore the natural state of the environment as far as practicable, including changes to physical infrastructure and improved landscaping, biodiversity and riparian planting enhancement across the whole alignment.

Key stakeholders generally identified the need for best practice methods being implemented to avoid polluted stormwater runoff from the proposed roads entering the local waterbodies. Mana Whenua noted the Project should seek to maximise stormwater and water quality outcomes for receiving environments (not limiting design solutions to 'meeting' standards such as the level for total suspended solids removal, and instead focusing on the outcomes that can be achieved). A suggestion made was that greenways should be incorporated throughout the design to mitigate any environmental impacts and provide for better amenity.

In regards to the Anns Creek area, stakeholders including Auckland Council and DOC have said they would prefer for the structures to be optimised in size to minimise the adverse ecological impacts on this sensitive environment. This feedback has assisted the specialists in their assessments (particularly ecological and geological heritage) and the design response (e.g. identification of areas within Anns Creek where structures are to be excluded). Mana Whenua have expressed preference for options that avoid impacts on significant ecological areas, such as those at Anns Creek, which is considered to contain remnant features which represent those lost in the urbanisation of the wider Project environment.

The Auckland Council Project Reference Group has also provided specific input to the technical assessments for the Project (e.g. heritage and archaeology).

In terms of amenity, respondents expressed a preference for the Māngere Inlet to be "beautified". Strong support was shown for the naturalisation of the coastline with the proposed stormwater ponds and the capturing of contaminants in these ponds. A number of respondents expressed concerns over the potential destruction of the ecological and heritage features within the Anns Creek area and the lava flows located within the Māngere Inlet. Many respondents also requested that the Aotea Sea Scouts Hall be retained in its current location along Orpheus Drive. In contrast, others (including the Aotea Sea Scouts) expressed concern that retaining the hall in its current location would render the building and activities at the building 'invisible' and disconnected from the town centre. This matter is discussed further in the social impact and heritage assessments contained in *Sections 12.14 and 12.6* of this AEE respectively.

Many respondents have expressed both support for the Project and concern around air and noise pollution along the Project. The former support was largely around the existing SH1 alignment, where new noise walls are proposed, while concerns generally focused along the Māngere Inlet. It was suggested that the air and noise pollution emitted from trucks on the new road will negatively impact users of the proposed coastal shared path. Numerous respondents have requested that noise walls be built along the length of the Project to mitigate noise impacts on pedestrians/cyclists as well as nearby properties.

9.9.1.10 Integration of Projects

Another theme identified by key stakeholders was the importance and opportunity to integrate the Project with wider infrastructure and development proposals in the area (being delivered by other agencies). In particular, these included: mass transit to the Airport (Auckland Transport), rail improvements at Southdown / NIMT (KiwiRail), relocation of electricity transmission (Transpower), upgrading of sports fields (Auckland Council – Parks), development of the Onehunga Town Centre and future of Onehunga Wharf (Auckland Council, including Panuku). Numerous respondents have also requested that the Project be future proofed to connect with the AMETI and South Eastern Arterial extension projects to improve the efficiency of Auckland roads. This matter is discussed further in *Section 6.0: Description of the Project and Technical Report 1: Traffic and Transportation Assessment* contained in *Volume 3*.

Many respondents are concerned that the Project will restrict a number of other projects currently underway or proposed for the future. There has been ongoing discussion with these agencies and where considered practicable, provision or enabling of these elements has been provided in the Project design.

9.9.1.11 Engagement and Communication

Many respondents have stated that effective engagement needs to be upheld throughout the duration of the Project. In particular, communication with Mana Whenua, affected property owners and the local communities. A number of respondents were unhappy with the public engagement carried out by the Project team for several reasons. Some respondents believed that the public should have been informed at the same time as key stakeholders and some said that the Project has not been adequately advertised as some respondents have mentioned that they were unaware of the open days.

Others said that the information provided at the open days was insufficient and that more detailed design drawings should have been provided so that the true scale of the Project could be visualised. In particular, respondents were interested in seeing 3D modelling of the Neilson Street Interchange. This feedback has assisted the team in confirming the scope and presentation of information for the latter part of 2016 by making more of this information available.

9.9.2 Feedback from surveys

As noted in *Technical Report 11: Social Impact Assessment*, a series of community surveys were undertaken in Onehunga Town Centre, Māngere Bridge, Taumanu and the Manukau Foreshore West Walkway. Some of the key findings from the surveys revolved around local residents' feedback on access to recreational areas and spaces in and around Onehunga, the importance of the Onehunga Foreshore, the proposed extension of the Manukau Foreshore West and East Walkway travelling along the northern shoreline of the Māngere Inlet, the level of support for the possible extension of the Manukau Foreshore Walkway to Sylvia Park Shopping Centre as well as the proposal to connect the Walkway to Neilson Street via a shared path along Alfred Street.

While half of participants were happy with existing recreational areas and spaces in and around Onehunga, some made the following suggestions:

- Create better linkages between certain areas such as Favona, Māngere Bridge, Queenstown Road bridge and Hillsborough Road;
- Create better connections and access to Onehunga and the Onehunga Foreshore; and
- Need to improve Māngere Bridge area.

The Onehunga Foreshore was perceived to be an important asset to the Onehunga community, primarily for providing a recreational space. Participants would predominantly use the Manukau Foreshore Walkway travelling along the northern shoreline of the Māngere Inlet as a cycleway or walkway. Some also made some suggestions around the proposed initiative:

- Enhance the natural surroundings of the proposed extension;
- Extend and connect it to other areas such as Māngere Bridge, Stonefields and Ambury Farm; and
- Ensure it is well lit and safe for everyone to use.

There was strong support for the possible extension of the Manukau Foreshore West and East Walkway to the Sylvia Park Shopping Centre for the following reasons:

- Keeps cyclists off busy roads and making it safer for them;
- Encourages more people to cycle; and
- Connects to other areas such as Pakuranga, Mt Wellington and eastern suburbs.

There was a positive response towards the proposal to connect the Waikaraka Shared Path to Neilson Street for similar reasons:

- Encourages more people to cycle;
- Creates more opportunities to engage in recreation and training; and
- Provides a suitable area for walking and dog walking.

On the other hand, those who indicated they would not use this connection predominantly mentioned that Neilson Street was already too busy and it may be quite dangerous for cyclists to use this extended cycleway.

The majority of participants indicated they would use this proposed extension for recreational rather than commuting purposes.

9.10 Ongoing and future consultation

Ongoing communication will be undertaken post-lodgement of the resource consent applications and notices of requirement. This will include sharing Project information and providing updates via the Project website and local media. Consultation with key stakeholders will also be an integral part of the detailed design process.

The Transport Agency and the construction contractor will implement a comprehensive communication plan prior to and for the duration of construction works. The types of communication that the public could reasonably expect will be outlined in the CEMP prepared by the contractor(s) (refer to *Section 7.0: Construction of the Project* and *Part H: Management of effects on the environment* in this AEE respectively). The experience of the Transport Agency with other major construction projects around the country is that communication and information is one of the best ways to manage the effects of construction on people and communities.