

Southern Links
Pre-Construction
Communications and
Consultation Plan (PCCP)
for Waipa District Designation
D156



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PCCP Document Approval

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PCCP Version Status

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v1.0	30 November 2016	Finalisation prior to Council certification

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1 Introduction

This Pre-Construction Communication and Consultation Plan (PCCP) has been prepared by the Transport Agency as the Requiring Authority (RA) in accordance with the conditions of the Southern Links designation D156.

This PCCP has been submitted to the Waipa District Council. A similar PCCP will be submitted to Waikato District Council relating to the Southern Links designation in their District Plan. Hamilton City Council has prepared its own PCCP.

2 Background

The Southern Links project aims to develop an effective transport network of well-connected state highway and urban arterial routes linking State Highway 1 from Kahikatea Drive in Hamilton to the Waikato Expressway at Tamahere and State Highway 3 from Hamilton Airport to central and east Hamilton.

The main aim of the project is to plan for the long-term needs of the city, and the southern peri-urban areas particularly the projected growth and development in the Peacocke, Tamahere and Hamilton Airport area. Identifying and protecting the future transport network will enable good long-term planning to be carried out for the City and the adjoining Districts.

The NZ Transport Agency and Hamilton City Council (HCC) are working together to ensure that the future state highway routes will be well integrated with local roads, and the planned residential and industrial developments. When constructed the Southern Links project will reduce congestion, improve safety on SH1 and SH3 in the Hillcrest and Melville suburbs of Hamilton, improve freight flows and be a key part of the city's urban arterial network integrated into the HCC Access Hamilton Strategy.

Southern Links will also complement the Waikato Expressway by providing the main southern access linking Hamilton city and the Expressway.



Figure 1: Southern Links Network

3 Objectives and Scope

3.1 Objectives of the PCCP

The objectives of this PCCP are to meet the requirements of the Designation conditions, which are:

“...to set out a framework to:

- a) Inform the community of Project progress and likely commencement of construction works and any proposed staging of works;*
- b) Provide general updates on property acquisition and management, while respecting the privacy and confidentiality of individual landowner negotiations; and*
- c) Determine how to engage with affected parties for identifying and implementing potential site specific mitigation measures.”*

3.2 Scope of the PCCP

This PCCP sets out how the Transport Agency will:

- a) Inform the community of Project progress and likely commencement of Construction Works and programme;*
- b) Engage with the community with an aim to fostering good relationships, and provide opportunities for learning about the Project; and*
- c) Provide general updates on the property acquisition process.*

And will include:

- a) A communications framework that details the Transport Agency’s communication strategies, the accountabilities and timeframes for responding to inquiries and complaints, frequency of communications and consultation, the range of communication and consultation methods to be used (particularly with regards to communicating and consulting with tangata whenua, the Community Liaison Groups , and the Concept Landscape Management Plan , and any other relevant communication matters;*
- b) Details of the Communication, Consultation and Property Liaison Manager for the pre-construction period including their contact details (phone, email and postal address);*
- c) Identification of directly affected or affected in proximity parties and stakeholders who will be consulted and communicated with; and*
- d) Measures to receive, record and respond (if necessary) to feedback.*

The scope of this PCCP does not include construction or post construction communications and consultation (e.g. Construction Management Plan, Noise and Vibration Management Plan) or other communications normally undertaken as part of delivering an infrastructure project (e.g. internal project team communications). Neither does it cover some aspects of design or pre-construction or design communications and consultation. This will be covered in subsequent PCCP update at the appropriate or conditioned time. The PCCP does not cover any communication with statutory authorities necessary for resource consent or other permits (e.g. Authority under the Heritage New Zealand Pouhere Taonga Act 2014). Such processes are prescribed by legislation and such authorities, consents or permits will be sought closer to pre-construction timing.

4 Protocols

4.1 Enquiries and complaints

All enquiries and complaints shall be directed to the Communication, Consultation and Property Liaison Manager (Manager) except when about construction works that is underway.

The Manager or nominee will:

- Acknowledge receipt of the enquiry or complaint within **3 working days**.
- Liaise with relevant staff or contractors (as required) and provide a response within a **further 5 working days**.
- Maintain a record of all contact received and actions arising which will be considered as if it were a minute from a Community Liaison Group meeting (Condition 4.3).

In situations where more time is needed to prepare an informed response the Manager will advise the customer of when a response can be provided and provide updates on progress as appropriate.

All enquiries and complaints relating to future construction works are beyond the scope of the PCCP. For completeness these would be directed to the contact person identified in the separate Construction Communication and Consultation Plan (CCCP) required by Condition 14. Complaints regarding construction would be then be managed separately under that CCCP and Construction Management Plan (Condition 15) in accordance with Condition 16 (Complaints Management). This would subsequently supercede this PCCP.

4.2 Correspondence branding

All correspondence by the Transport Agency as RA under this PCCP shall:

- Use the standard Transport Agency branding.
This may involve joint branding with Hamilton City Council, as joint project partner. It could also later include project branding with a specific logo.

4.3 Information and privacy

The Transport Agency as RA will manage any communication and information in accordance with the Official Information Act (OIA) 1982 and internal information policies.

This does not over-ride any of the Designation conditions and will not exclude any information publicly available eg on any of the Council websites or the Transport Agency website.

For further information about the OIA and/or Privacy /information policies, contact the nominated Manager in section 5.1 following.

Alternatively some guidance on the OIA is given in the following web-link

<http://www.nzta.govt.nz/about-us/news-and-media/official-information-act/>

5 Communication and Consultation framework

5.1 Communication, Consultation and Property Liaison Manager

The Transport Agency is required to appoint a Communication, Consultation and Property Liaison Manager (the Manager) who will be responsible for organising and ensuring all communications and consultation is carried out in accordance with the designation conditions and this PCCP.

The Manager will be the “*main and readily accessible point of contact for the community, stakeholders, directly affected parties, and affected in proximity parties for the duration of the Project*”. However, the separate CCCP will identify a 24/7 contact for the future construction component which would become the first point of contact for inquiries or complaints about those works.

Condition 4.2 requires that the contact details for the Manager are listed on Territorial Authority’s website and in the PCCP.

As at 1 September 2016 the Manager contact details listed on the Transport Agency website were:

Simon Brandon
Southern Links Communication, Consultation and Property Liaison Manager
NZ Transport Agency
Ph 07 958 7888
Email simon.brandon@nzta.govt.nz

It is expected that this contact will change over time. Any new Manager/s will update the contact details on the Transport Agency website and in this PCCP without further formality.

This contact change and any change to the PCCP will be notified to the Waipa District Council and other regulatory authorities (as per the Designation conditions).

5.2 Stakeholders

The designations pre-construction conditions establish the stakeholders that need to be covered by the PCCP. These are set out in Table 1 below.

Table 1

Group / Organisation	Contacts
A. Directly affect parties	<p>These are the owners and occupiers of land within the designation footprint. The rating database of Waikato District Council and Waipa District Council will be used to generate mailing lists for communication/ consultation letters. Letters “to the Occupier” will be sent to the physical address where the rates address is different to the physical address.</p> <p>As ownership and property boundaries may change over time these mailing lists should be generated from the rating data base no longer than 20 working days before correspondence is sent.</p>
B. Affected in proximity parties	<p>These are the owners and occupiers of land outside the designation footprint, but within 200m of the designation boundary. The rating database of Waipa District Council will be used to generate mailing lists for communication/ consultation letters. Letters “to the Occupier” will be sent to the physical address where the rates address is different to the physical address.</p> <p>As ownership and property boundaries may change over time these mailing lists should be generated from the rating data base no longer than 20 working days before correspondence is sent.</p>
C. Iwi / Tangata whenua	<p>The designation sets out how a Tangata Whenua Working Group (TWWG) would be (re)established to engage with iwi / tangata whenua. This is arranged via the Waikato Tainui Environment Manager and could include representatives from:</p> <p>Ngati Hauaa, Ngati Koroki Kahukura, Ngati Wairere, Ngati Maahanga, and the Transport Agency. Contact details will be established at the time of (re) establishing the group.</p> <p><i>Waikato Tainui Environment Manager PO Box 648 Waikato Mail Centre Hamilton 3240</i></p>
D. Waikato Regional Council	<p><i>Chief Executive and/or Senior Resource Officer – Land Development Private Bag 3038 Waikato Mail Centre Hamilton 3240</i></p>
E. Waikato River Authority	<p><i>Chief Executive PO Box 9338 Waikato Mail Centre Hamilton 3240</i></p>
F. Waipa District Council	<p><i>Chief Executive Private Bag 2402 Te Awamutu 3840</i></p>
G. Waikato District Council	<p><i>Chief Executive Private Bag 544 Ngaruawahia 3742</i></p>
H. Mangakotukutuku Stream Care Group	<p><i>Chair and/or Secretary P.O. Box 19104 Hamilton 3244 mangacare@gmail.com</i></p> <p>Also refer to www.streamcare.org.nz for up to date contacts</p>

<p>I. Waikato Regional Airport Ltd ; Hamilton Airport</p>	<p><i>Chief Executive Waikato Regional Airport Ltd, Hamilton Airport Airport Road, RD 2 Hamilton 3282</i></p>
<p>J. Department of Conservation</p>	<p><i>Director-General of Conservation (C/O Planning Manager) Hamilton Shared Service Centre Private Bag 3072 Hamilton 3240 waikato@doc.govt.nz</i></p>
<p>K. Heritage New Zealand</p>	<p><i>Area Manager Lower Northern Area Office PO Box 13339 Tauranga 3141 info.lowernorthern@heritage.org.nz</i></p>
<p>L. Network Utility Operators</p>	<p>The contact details for relevant network utility operators will be identified once designs are progressed and potential effects on infrastructure services are established.</p>
<p>M. Community / Stakeholders</p>	<p>The designation conditions relevant to the PCCP also refer generically to the “community” and “stakeholders”. A specific contact list for these groups will not be created. Existing communication networks will be used – including via the Community Liaison Groups, refer to methods section (5.4) of this PCCP.</p>

5.3 Community Liaison Groups

The designation requires the establishment of a Community Liaison Groups (CLGs) for the Southern Sector-Airport/Rukuhia and Western Sector- Collins/Houchens Road.

Each CLG is open to all directly affected and affected in proximity parties and would continue through to the completion of construction (i.e. spanning the PCCP and CCCP).

The Southern Sector CLG is deemed to include a representative of Narrows Park Camp (as required by Condition 4.10a).

The purpose of the CLG is to:

- “a) Provide a means for receiving regular updates on Project progress including updates on the programme and staging;*
- b) Enable opportunities for individual and/or community concerns and issues to be reported to and responded to by the Requiring Authority, including access requirements that need to be addressed as part of the Construction Traffic Management Plan,*
- c) Enable the Requiring Authority to be informed of any existing or proposed ecological enhancement or restoration on private property to inform the development of any Concept Landscape Management Plan, Landscape Management Plan and/or Environmental Management and Monitoring Plan; and*
- d) Provide an opportunity for the Requiring Authority to receive requests from individual landowners to establish planting, including on private property, in advance of construction which may enable the early establishment of screening and landscaping to assist in addressing adverse effects on amenity.”*

The Communication, Consultation and Property Liaison Manager (the Manager) will be responsible for establishing and administering the CLG. This includes invitations, agendas, providing relevant information, minutes, and organising an appropriate meeting venue.

Minutes from the CLG become relevant consideration in developing the CCCP and detailed design (which may lead to future resource consent application). Some subject matter that is expected to arise through the CLG may only be relevant during construction.

5.4 Methods and frequency of contact with Stakeholders

External Stakeholder	Communication Methods and Frequency
<p>A. Directly affected parties</p>	<ul style="list-style-type: none"> • <u>Active communication to all directly affected parties - Initiation letter</u> – following certification of the PCCP an initial letter providing: <ul style="list-style-type: none"> ○ Summary information on the Southern Links project to date and a Frequently Asked Question (FAQ) ○ Contact details for the Communication, Consultation and Property Liaison Manager and what to contact them for ○ Website links for access to further information, the PCCP, and the Property Acquisition and Management Engagement Practice (PAMEP) ○ Update on programme timing and property acquisition, if any, and as appropriate ○ An outline of designation work currently underway or about to commence ○ Information on and an invitation for the establishment of Community Liaison Group, purpose, and agenda for first meeting ○ Reminder about the RMA requirements on owners of land affected by a designation • <u>Active communication to all directly affected parties - Annual letter / email</u> providing: <ul style="list-style-type: none"> ○ Summary of progress / changes since last correspondence ○ Updated contact information and/or website links ○ Invitation to Community Liaison Group meeting – with agenda • <u>Passive communication for all directly affected parties – Transport Agency Website</u>, (updated as required) – Containing project information, FAQ, contact information, designation details and documents, Community Liaison Group minutes and agendas. Including social media as appropriate. • <u>Active communication to all directly affected parties - Letter / emails on Landscape Management Plan (LMP)</u> <ul style="list-style-type: none"> ○ Provide a copy (or access to copy on website) to relevant specific properties at least 30 working days before the Transport Agency submits the LMP to the relevant TA for certification. ○ At least 20 working days will be provided for comments to be received. ○ Consideration will be given by the Transport Agency as to whether on-site meetings or open days will be effective and practicable. ○ Acknowledgements of comments will be provided (Letter or email). ○ Follow-up correspondence (Letter or email) will be sent informing any party that provided comments of the outcome of the certification process and where to access the final version. • <u>Active communication to specific directly affected property owners</u> - as required to initiate/respond to property acquisition – Letter / emails / phoning. To involve on-site meeting/s in most cases. • <u>Active communication to specific directly affected property owners – Letter / emails / phone</u> owners to arrange for access to properties for any investigation work required (e.g. archaeological investigation, ecological stream or bat surveys).

External Stakeholder	Communication Methods and Frequency
<p>B. Affected in proximity parties</p>	<ul style="list-style-type: none"> • <u>Active communication to all affected in proximity parties - Initiation letter</u> – following certification of the PCCP an initial letter providing: <ul style="list-style-type: none"> ○ Summary information on the Southern Links project to date and a FAQ ○ Contact details for the Communication, Consultation and Property Liaison Manager and what to contact them for ○ Website links for access to further information, the PCCP, and the Property Acquisition and Management Engagement Practice (PAMEP) ○ Update on programme timing and property acquisition, if any, and as appropriate ○ An outline of designation work currently underway or about to commence ○ Information on and an invitation for the establishment of Community Liaison Group, purpose, and agenda for first meeting • <u>Active communication to all affected in proximity parties - Annual letter / email</u> providing: <ul style="list-style-type: none"> ○ Summary of progress / changes since last correspondence ○ Updated contact information and/or website links ○ Invitation to Community Liaison Group meeting – with agenda • <u>Passive communication for all directly affected parties – Transport Agency Website</u>, (updated as required) – Containing project information, FAQ, contact information, designation details and documents, Community Liaison Group minutes and agendas. Including social media as appropriate. • <u>Active communication to all directly affected parties - Letter / emails on Landscape Management Plan (LMP)</u> <ul style="list-style-type: none"> ○ Provide a copy (or access to copy on website) to relevant specific properties at least 30 working days before the Transport Agency submits the LMP to the relevant TA for certification. ○ At least 20 working days will be provided for comments to be received. ○ Consideration will be given by the Transport Agency as to whether on-site meetings or open days will be effective and practicable. ○ Acknowledgements of comments will be provided (Letter or email). ○ Follow-up correspondence (Letter or email) will be sent informing any party that provided comments of the outcome of the certification process and where to access the final version. • <u>Active communication to specific affected in proximity property owners – Letter / emails / phone</u> owners to arrange for access to properties for any investigation work required (e.g. archaeological investigation, ecological stream or bat surveys).
<p>C. Iwi / Tangata whenua (via TWWG)</p>	<ul style="list-style-type: none"> • <u>Active communication to TWWG – Meeting</u> at least annually – to receive updates on project progress, including updates on programme and staging, and consider how to progress the mitigation measures set out in the Tangata Whenua Effects Assessment Report. • <u>Active communication to TWWG</u> – The TWWG will be specifically consulted with on the following: <ul style="list-style-type: none"> • Concept Landscape Management Plan • Landscape Management Plan • Ecological Management and Monitoring Plan • Heritage and Archaeological Site Management Plan (including the Accidental Discovery Protocol and any Conservation Plans) <p>This will be initiated by letter / email via a representative nominated by the TWWG, provision of draft documents, and may involve workshops or meetings.</p>

External Stakeholder		Communication Methods and Frequency
D.	Waikato Regional Council (WRC)	<ul style="list-style-type: none"> • <u>Active communication to WRC</u> – The WRC will be specifically consulted with in regard to the Ecological Management and Monitoring Plan This will be initiated by letter / email, provision of draft documents, and may involve workshops or meetings.
E.	Waikato River Authority (WRA)	<ul style="list-style-type: none"> • <u>Active communication to WRA</u> – The WRA will be specifically consulted with in regard to the Ecological Management and Monitoring Plan This will be initiated by letter / email, provision of draft documents, and may involve workshops or meetings.
F.	Waipa District Council	<ul style="list-style-type: none"> • <u>Active communication to Waipa District Council</u> – The Waipa District Council will be specifically consulted with on the following: <ul style="list-style-type: none"> • Concept Landscape Management Plan • Ecological Management and Monitoring Plan This will be initiated by letter / email, provision of draft documents, and may involve workshops or meetings. <p><u>Active communication to Waipa District Council</u> – Regular liaison meetings / emails between the Waipa District Council and NZ Transport Agency’s Communication, Consultation and Property Liaison Manager to provide updates on progress and to co-ordinate/integrate communications as appropriate.</p>
G.	Mangakotukutuku Stream Care Group	<ul style="list-style-type: none"> • <u>Active communication to the Mangakotukutuku Stream Care Group</u> – The Mangakotukutuku Stream Care Group will be specifically consulted with in regard to the Ecological Management and Monitoring Plan This will be initiated by letter / email, provision of draft documents, and may involve workshops or meetings. The designation conditions contain sequencing and timeframes to be complied with.
H.	Waikato Regional Airport Ltd, Hamilton Airport	<ul style="list-style-type: none"> • <u>Active communication to Waikato Regional Airport Ltd</u> - Letter / email to Chief Executive during the design phase seeking comment regarding effects on airport operations. • Meeting / workshop, work through any issues if required
I.	Department of Conservation (DoC)	<ul style="list-style-type: none"> • <u>Active communication to the Department of Conservation</u> – The Department of Conservation will be specifically consulted with in regard to the Ecological Management and Monitoring Plan This will be initiated by letter / email, provision of draft documents, and may involve workshops or meetings.
J.	Heritage NZ	<ul style="list-style-type: none"> • <u>Active communication to Heritage NZ</u> – Heritage NZ will be specifically consulted with on the Heritage and Archaeological Site Management Plan (including the Accidental Discovery Protocol and any Conservation Plans) This will be initiated by letter / email, provision of draft documents, and may involve workshops or meetings. <p>Archaeological authorities may be required for investigations. This requires an application process with Heritage NZ in accordance with the Heritage New Zealand Pouhere Taonga Act 2014.</p>
K.	Network Utility Operators	<ul style="list-style-type: none"> • <u>Active communication to network utility operators</u> - Letter / email to each representative during the design phase seeking comment regarding effects on network infrastructure. Meeting / workshop, work through any technical issues if required

External Stakeholder		Communication Methods and Frequency
L	Community / Stakeholders: All residents within Hamilton City, Waipa and Waikato districts and all users of the transport network	<ul style="list-style-type: none"> • <u>Passive communication to all – Transport Agency Website</u>, updated as required – Containing project information, FAQ, contact information, designation details and documents (e.g. conditions), and certified management plans. • <u>Active communication to all via media – Media releases & Social Media</u> – for the completion of significant tasks (e.g. EMMP) or programme timing (e.g. construction timing) • <u>Active communication to all</u> – Provision of information and invitation to submit on funding and timing of infrastructure to support growth

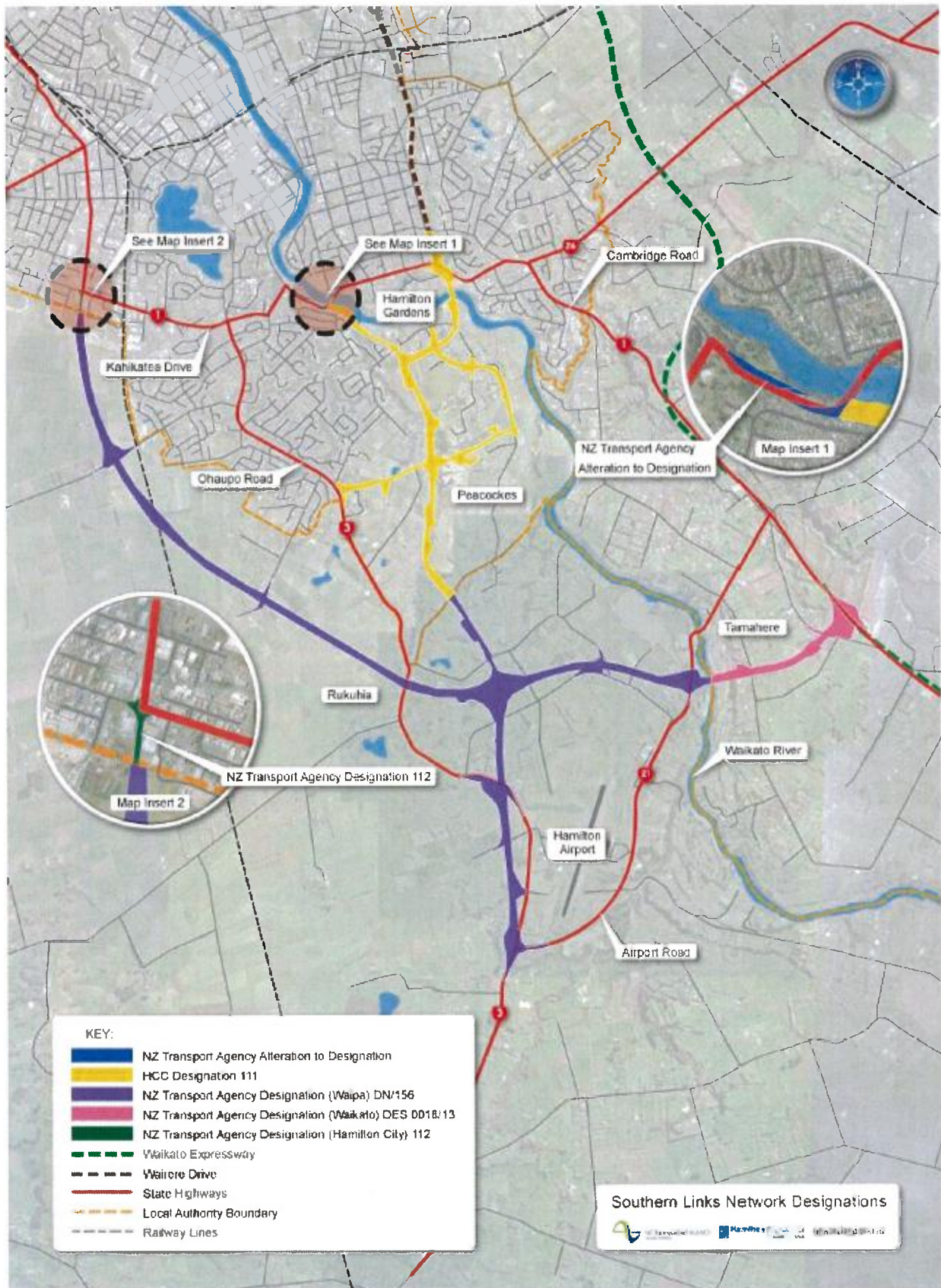
It is expected that more detailed engagement arrangements will develop over time with key stakeholders such as DoC, WRC, Network Utility Operators, Heritage NZ, WRA, TWWG.

Similarly the Communications methods and frequency for Community / Stakeholders may be enhanced over time as the Transport Agency further develops its public engagement and consultation policies.

If those policy reviews require a change in the PCCP, that will be formally advised via the communication channels above and formally to Waipa District Council; as well as being published on the project website which is currently –

<http://www.nzta.govt.nz/projects/southern-links/>

Documents such as the designation map on the following page – can be found on the project website.



Southern Links network Designation Plan - 2014