

Auckland Transport

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# Lincoln Road Improvements

Social Impact Assessment

18 June 2016

## Quality Information

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# Acronyms

Acronym	Explanation
AEE	Assessment of Environmental Effects
CCO	Council Controlled Organisation
IAIA	International Association for Impact Assessment
LGACA	<i>Local Government (Auckland Council) Act 2009</i>
LTMA	<i>Land Transport Management Act 2003</i>
NOR	Notice of Requirement
NZTA	New Zealand Transport Authority
PWA	<i>Public Works Act 1981</i>
RCA	Road Controlling Authority
RMA	<i>Resource Management Act 1991</i>
SIA	Social Impact Assessment

# Executive Summary

The purpose of this Social Impact Assessment (SIA) is to inform the Notice of Requirement (NOR) for the Lincoln Road Improvements Project (the 'Project'). The SIA is one of the technical assessments for the Assessment of Environmental Effects (AEE). Although the SIA is a 'stand-alone' document, it should be read in conjunction with other technical reports included in the AEE.

At the request of Auckland Transport, the SIA focused on impacts and benefits that can be addressed through the NOR process, via project conditions. We acknowledge that other social impacts and benefits will occur and these will be addressed outside the NOR process, e.g. impacts on property owners will be addressed through the *Public Works Act 1981*.

The SIA has identified the potential social impacts and benefits of the Project during construction and operation and based on these, appropriate management strategies have been recommended.

Based on the literature review undertaken for the SIA, a review of the data from Auckland Transport consultations for the preliminary design, other technical studies for the NOR and AEE, and feedback from the Henderson-Massey Local Board, a list of potential impacts and benefits are set out in the table below. The list of impacts and benefits are not presented in any particular order and has not taken into consideration any management or mitigation strategies to reduce impacts or to enhance positive benefits.

## Potential social impacts and benefits

Impact or benefit	Construction		Operation	
	Regional	Local	Regional	Local
<b>Connection to community</b>				
Change in personal attitudes	✓	✓	✓	✓
Change in transport network use	✓			
Change in visual amenity				✓
Change in community severance				✓
<b>Change in business</b>				
Increase in business		✓		
Decrease in business	✓	✓		
Increased demand on parking		✓		✓
Change in road use			✓	
<b>Community wellbeing</b>				
Increased demand on parking		✓		
Increased employment opportunities	✓	✓		
Change in access and mobility				✓
Improved safety				✓

Based on our experience in undertaking SIAs for projects in other areas, it is considered likely that the measures outlined below will assist in the mitigation and management of potential social impacts and benefits for this Project. However, as the impacts and benefits identified in this SIA are heavily influenced

by consultations undertaken by Auckland Transport on the preliminary design, it is recommended they be used as a guide for discussions during further, more specific consultation regarding the potential social impacts and benefits and how best to manage them.

It is recommended that the following management plans incorporate the findings of these consultations to address potential social impacts and benefits:

- Communications and Consultation Plan
- Community Facilities and Local Business Management Plan
- Construction Environmental Management Plan
- Construction Traffic Management Plan.

# 1. Introduction

## 1.1. Purpose and objectives

The purpose of this Social Impact Assessment (SIA) is to inform the Notice of Requirement (NOR) for the Lincoln Road Improvements Project (the 'Project'). The SIA is one of the technical assessments for the Assessment of Environmental Effects (AEE). Although the SIA is a 'stand-alone' document, it should be read in conjunction with other technical reports included in the AEE.

At the request of Auckland Transport, the SIA focused on impacts and benefits that can be addressed through the NOR process, via project conditions. We acknowledge that other social impacts and benefits will occur and these will be addressed outside the NOR process, e.g. impacts on property owners will be addressed through the *Public Works Act 1981*.

The SIA has identified the potential social impacts and benefits of the Project during construction and operation and based on these, appropriate management strategies have been recommended.

## 1.2. Assumptions, limitations and exclusions

At the request of Auckland Transport, the SIA focused on impacts and benefits that can be addressed through the NOR process, via project conditions. We acknowledge that other social impacts and benefits will occur and these will be addressed outside the NOR process, e.g. impacts on property owners will be addressed through the *Public Works Act 1981*.

The following assumptions have been made during the development of the SIA:

- The SIA is based on the information as at June 2016
- The results of consultation undertaken by Auckland Transport for the preliminary design (refer to Section 6).

The SIA has been informed by technical reports attached to the AEE.

The potential economic, cultural and health impacts and benefits of the Project have not been addressed in this SIA.

In this Project, it was not the role of the SIA to inform residents, businesses or the wider community of the detailed design or other specifics of the Project such as Project timelines or expected environmental impacts. The SIA was not able to undertake detailed consultations required for more accurate impact and benefit prediction. Because of this limitation, the SIA should be read as a guide to inform further discussions with SIA stakeholders.

We acknowledge that there are a number of different stakeholder groups/communities who use, access and rely on Lincoln Road. Within these stakeholder groups, each individual will be impacted differently depending on their particular situation. One resident who will have their home acquired for the Project may welcome the opportunity to relocate whereas another may not. One business may benefit from the increased access (due to the location of their business) where as others may struggle to keep and attract customers due to reduced access.

## 2. Project Summary

The Project applies to a 1.3 kilometre length of Lincoln Road, between its intersection with Te Pai Place / Pomaria Road to the south and the State Highway 16 on ramp to the north. The Project will upgrade Lincoln Road to maintain two lanes for general traffic in each direction, while also providing for a transit lane, dedicated cycle lane and footpath in each direction. Additional and/or longer turning lanes will be constructed at controlled intersections. A raised median will be installed in the centre of the road, and U turns will be enabled at controlled intersections. The improvements will be integrated with the New Zealand Transport Agency's upgrades of State Highway 16 at the Lincoln Road interchange.

The Project also involves the collection and treatment of stormwater generated from the road at 312 Lincoln Road and discharge to a new coastal outfall at Daytona Strand (the resource consents necessary to undertake this part of the Project will be applied for at a later date). There will be a new public road formed to the rear of 300-312 Lincoln Road, which will provide access to Daytona Reserve and existing properties that will be unable to be accessed directly from Lincoln Road.

In order to construct the improvements, the existing road reserve will be widened by varying amounts on each side (generally around 2 to 3 metres, up to approximately 8 metres). A greater area of land is required in the vicinity of intersections.

A fuller description of the Project is provided in the AEE which supports the NOR.

## 3. SIA Methodology

### 3.1. Key steps in the SIA methodology

In summary, the SIA methodology for this Project included:

1. Develop an appropriate conceptual framework for identifying social change processes, impacts and benefits of transport projects
2. Undertake a literature review of other SIAs for roading projects undertaken in New Zealand to identify potential social change processes, impacts and benefits
3. Review documents/reports to inform understanding of the Project including Auckland Transport's Project webpage, drawings of the preliminary design and results of Auckland Transport's consultations on the preliminary design
4. Identify the SIA study areas
5. Develop desktop community profile and social baseline
6. Undertake a site visit
7. Meet with the Henderson-Massey Local Board
8. Review previous SIA decisions based on information provided by the Henderson-Massey Local Board
9. Review other technical reports for the Project
10. Identify potential social impacts and benefits for Project construction and operation
11. Identify relevant management plans.

### 3.2. Statutory framework and standards for the SIA

#### Local and Regional

##### **Henderson-Massey Local Board Plan 2014**

The Henderson-Massey Local Board Plan summarises community's concerns and aspirations, and subsequently sets out the framework to guide the Henderson-Massey Local Board's decision-making and actions. The vision of the Plan is to create a liveable place to grow, work and have fun, and a place of growth and opportunity.

In relation to transportation in Henderson-Massey, local residents have indicated that they are willing to walk and cycle but the car-dominated environment and the lack of safety measures, e.g. on Lincoln Road, have resulted in local residents feeling uncomfortable and unsafe to walk or cycle. The lack of pedestrian and cycling facilities has also made it difficult for residents to get to the places they want to go.

As a response, the Board supports dedicated pedestrian and cycle paths and lanes to separate cyclists and pedestrians from vehicles in the road corridor to provide a safer environment and encourage more people to walk and cycle. With several schools in the area, this is particularly important to ensure the safety of children who walk to and from schools. The Board is also developing a continuous network of walking and cycle paths between parks and open spaces.

Moreover, local residents have also raised concern in regard to community safety, especially violence and crime in the area. The Board seeks to assist the Auckland Plan in achieving a fair, safe and healthy Auckland through holistic community safety solutions.

The Project will improve walking and cycling infrastructure and provide more efficient public transport services making a significant contribution towards the aspirations of the community.

## **The Auckland Plan**

The vision of the Auckland Plan is to make Auckland the world's most liveable city. From a social aspect, this means creating a strong, inclusive and equitable society that ensures opportunity for all Aucklanders, creating well-connected towns and neighbourhoods, and providing quality infrastructure. The Auckland Plan aims to create places where people feel safe, have a strong sense of community and feel proud of the way their neighbourhoods look and feel. To achieve these ambitions, it requires putting the well-being of children and young people first, working with local communities, improving access to opportunities and participation, ensuring good design in all development, and improving the public transport system and safety and attractiveness of walking and cycling facilities.

Within Chapter 13 "Auckland's Transport", the Plan aims to improve the resilience of the public transport system, and improve the safety and attractiveness of walking and cycling facilities to encourage people to use non car-based form of transport. These measures will also help Auckland to build healthy communities and enable more active lifestyle choices.

## **Regional Land Transport Plan**

The Regional Land Transport Plan is prepared by Auckland Transport to set a programme of transport improvements for Auckland that focuses on reducing congestion, improving freight reliability and increasing the attractiveness of public transport travel. The Project is included in the Regional Land Transport Plan.

## National

### **Resource Management Act 1991**

The purpose of the RMA is to 'promote the sustainable management of natural and physical resources.' 'Good practice' planning to achieve this is based upon a premise of public involvement in the resource management process and consultation in relation to such mechanisms as designation requirements and resource consent applications.

### **Land Transport Management Act 2003**

The Land Transport Management Act 2003 (as amended by the Land Transport Management Amendment Act 2008) (LTMA). The purpose of this legislation is 'to contribute to an effective, efficient and safe land transport system in the public interest. Auckland Transport must prepare a Land Transport Plan that contributes to the purpose of this Act.

## International

The International Association of Impact Assessment (IAIA) published the *Social Impact Assessment: Guidance for assessing and managing the social impacts of projects* in 2015<sup>1</sup>.

IAIA considers a social impact to be something:

*"... that is experienced or felt in either a perceptual (cognitive) or corporeal (bodily, physical) sense, at any level, for example at the level of an individual person, an economic unit (family/household, a social group (circle of friends), a workplace (a company or government agency), or by a community/society generally. These different levels are affected in different ways by an impact or impact causing action." (IAIA 2015:2)*

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<sup>1</sup> This 'guidance document' is an update to the 2003 IAIA *Social Impact Assessment: International Principles*.

IAIA explain:

*“... because a ‘social impact’ is conceived as anything linked to a project that affects or concerns any impacted stakeholder group, almost anything can potentially be a social impact so long as it is valued by or important to a specific group of people. Environmental impacts, for example, can also be social impacts because people depend on the environment for their livelihoods and because people may have place attachment to the places where projects are being sited. Impacts on people’s health and wellbeing are social impacts. The loss of cultural heritage, important habitats or biodiversity can also be social impacts because these are valued by people. SIA therefore should address everything that is relevant to people and how they live. This means SIA can not start with a checklist of potential impacts, but must identify the social impact from an awareness of the project and an understanding of how the project will affect what is important to the project’s stakeholders.” (IAIA 2015:2)*

## 4. SIA Study Area

### 4.1. Context

The SIA study area is the geographical area where people live, work and/or play and who are expected to experience the benefits and impacts of the Project. There have been two main considerations when defining the study area for the Project:

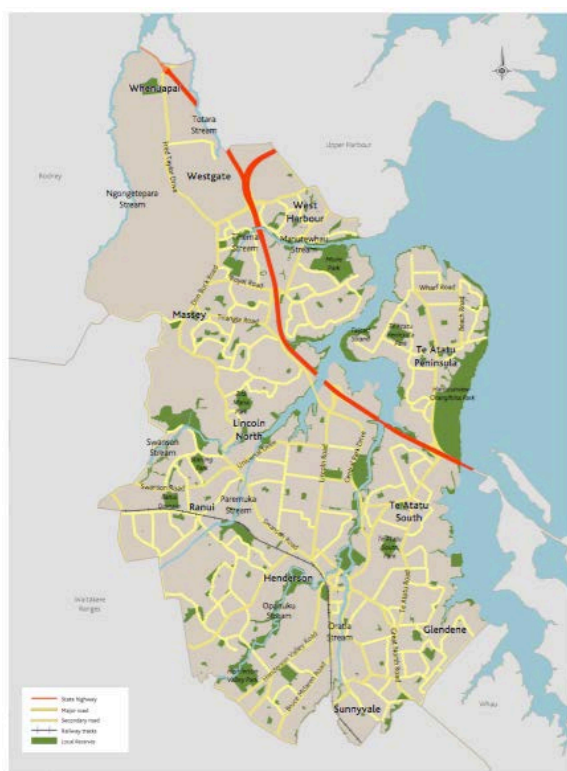
- Lincoln Road is both a destination (e.g. residential, commercial or recreation) and a way of getting to other places (e.g. link to SH16), the Project's social area of influence is geographically broad
- The people who will experience the highest number, frequency and types of negative impacts of the Project live, work or play within a close geographical area of Lincoln Road.

### 4.2. Definition

#### Regional Study Area

The regional study area is defined as the Henderson-Massey Local Board Area. The regional study area has been defined to capture both the positive benefits and negative impacts during the construction and operation of the Project at a regional scale. Figure 1 shows the regional study area.

*Figure 1 SIA Regional study area – the Henderson Massey Local Board area*



Source: Henderson-Massey Local Area Board Plan 2014:11

## Local Study area

The local study area is defined as the area within approximately 500m of Lincoln Road. The local study area is planned to include those people who are directly impacted by the Project or who live, work and play within close proximity to the Project. The local study area has been defined to capture both the positive benefits and negative impacts during the construction and operation of the Project at a local scale. Figure 2 shows the local study area.

*Figure 2SIA Local study area*



# 5. Community Profile and Social Baseline

## 5.1. Regional Study Area

### Overview

The Project is located within the Henderson-Massey Local Board area of Auckland Council. Lincoln Road is classified as a regional arterial road in the area. Figure 2 shows the Henderson-Massey Local Board area.

The Henderson-Massey Local Board describes the area as:

*“Pre-European mana whenua had numerous resource- gathering and fishing settlements along the Waitematā Harbour coastline of Henderson-Massey. Early European settlement saw timber mills, orchards, vineyards and farms developed further inland. Today the local board area has two metropolitan centres at Henderson and Westgate and includes the suburbs of West Harbour, Massey, Ranui, Glendene, Lincoln, Henderson South, Sunnyvale, Te Atatu Peninsula, Te Atatu South and part of Kelston. Henderson-Massey is ethnically diverse and a key feature of our area is the 16 per cent of people who identify as Māori (compared with 10 per cent for the whole of Auckland). Our area also has a young population, especially in Ranui where almost 36 per cent of the population is under 20. More recently the population has continued to grow at a faster rate than the rest of Auckland. That population growth looks set to continue in our area, with the development of Westgate as a new metropolitan centre and the redevelopment of Henderson to take advantage of its location close to public transport.” (Henderson-Massey Local Area Board Plan: 10)*

### Key Demographics

Key demographic indicators relevant for transport projects were identified for this Project based the literature review undertaken for this Project. Results for these indicators in the Henderson-Massey Local Board Area are provided in Table 1.

Table 1 Key Demographic Indicators

Indicator	Henderson-Massey Local Board Area
Population	<p>The 2013 usually resident population count for Henderson-Massey was 107,685, constituting 7.6 per cent of Auckland’s total population.</p> <p>The usual resident population of Henderson-Massey increased by 8,898 (9.0%) since the 2006 Census. As in Auckland as a whole, growth has slowed in Henderson-Massey from an average annual rate of change of 2.6 per cent between 2001 and 2006 to an average annual population change of 1.2 per cent between 2006 and 2013.</p> <p>(Source: Auckland Council 2014:2)</p>
Language	<p>English was the most common language in which people could hold a conversation about everyday things, with 1,233,633 speakers in Auckland (95.6% of the usually resident population) and 92,850 speakers in Henderson-Massey (95.5%).</p> <p>Samoan was the next most common language in Auckland (58,200 speakers; 4.5% of usual residents) and in Henderson-Massey (6,156 speakers; 6.3%). Te reo Māori was more common in Henderson-Massey (3,591 speakers; 3.7% of usual residents) than in</p>

Indicator	Henderson-Massey Local Board Area
	<p>Auckland as a whole (30,927 speakers; 2.4%).</p> <p>Hindi was equally prevalent in Henderson-Massey and Auckland as a whole (3.8%), whereas the Sinitic (Chinese) languages were slightly less prevalent in Henderson-Massey than in Auckland.</p> <p>(Source: Auckland Council 2014:7)</p>
Internet use	<p>78.6% of households in Henderson-Massey Local Board Area have access to the Internet, compared with 76.8% of households in New Zealand.</p> <p>In Henderson-Massey Local Board Area, 83.8% of households have access to a cellphone, compared with 83.7% of households for New Zealand as a whole.</p> <p>(Source: Statistics New Zealand 2015:19)</p>
Employment	<p>At the time of the 2013 Census, there were 650,610 employed adults (usual residents aged 15 years and over) in Auckland as a whole and 45,909 in Henderson-Massey. In Auckland, those who were employed made up 61.5% of adults, down from 64.7% in 2006. In Henderson-Massey the proportion of adults who were employed was lower and had declined from 63.7% in 2006 to 58.9% in 2013.</p> <p>The unemployment rate increased between 2006 and 2013, from 5.6% (of those in the labour force) to 8.1% in Auckland, and from 6.3% to 9.7% in Henderson-Massey. Changes in employment and unemployment reflect the economic slowdown that resulted from the GFC.</p> <p>A third of Auckland adults (349,923 usual residents aged 15 and over) were not in the labour force in 2013. The proportion of adults not in the labour force was slightly higher in Henderson-Massey, at 34.8% (27,117).</p> <p>(Source: Auckland Council 2014:11-12)</p>
Businesses	<p>A total of 7,723 business units were recorded in Henderson-Massey in 2014, up 3.6% from a year earlier. The number of business units in New Zealand increased by 2.3% over the same period.</p> <p>Among detailed industries Health Care &amp; Social Assistance was the largest in Henderson-Massey in 2014 accounting for 9.7% of total. The second largest was Education &amp; Training (6.4%) followed by Wholesale Trade (5.6%).</p> <p>(Source: Infometrics 2014:5 and 16)</p>
Transport	<p>The most common means of travel to work on census day for people in Henderson-Massey Local Board Area was driving a private car, truck or van (69.4% of people who travelled to work used this form of transport).</p> <p>This was followed by driving a company car, truck or van (12.9%) and passenger in a car, truck, van or company bus (5.8%).</p> <p>For New Zealand as a whole, the most common means of travel to work was driving a private car, truck or van, followed by driving a company car, truck or van, and walking or jogging.</p> <p>(Source: Statistics New Zealand 2015:20)</p>

## 5.2. Local Study Area

### Development history of Lincoln Road

The area surrounding Lincoln Road has been changing over time, from traditional lands to semi-rural with market gardens, orchards, wineries, and associated residences (Waitakere City Council, date unknown). There has been an increase in urban development with residential, commercial and light industrial growth more recently.

Lincoln Road plays an important role in providing access to the area directly around it but also as a thoroughfare to Henderson, the SH16, Massey and Ranui. Lincoln Road itself has also undergone a number of developments and upgrades. From information gained during Auckland Transport

consultations on the preliminary design, some property owners impacted by this Project have had land acquired as part of previous upgrades of Lincoln Road.

## How people use the area

Auckland Council and Henderson-Massey Local Board planning documents identify this area as one of the busiest areas in west Auckland. People use the local study area for a variety of uses including their home, their workplace, where they access goods and services, where they go to relax, for education and/or to seek assistance from medical or social services.

Under the Proposed Auckland Unitary Plan, the current model of land use is set to continue with an increased focus on commercial development immediately adjacent to, and to the east of Lincoln Road, and residential development to the west to support the growing population of the Henderson-Massey Local Board Area.

*Photo 1: Commercial development along Lincoln Road*



The Henderson-Massey Local Board described the people living in the local study area as having a strong attachment to their community and to the area. They explained that although there was a high transience in and out of the area (usually based on employment opportunities), families usually returned. Local residents use the schools and churches as their community hubs and where people congregate to discuss any issues that are relevant to the area.

## 6. Consultation undertaken by Auckland Transport

### 6.1. Auckland Transport Consultation

Auckland Transport undertook Project consultation in 2013, 2015 and 2016 and has committed to ongoing consultation. Prior to submitting the NOR, Auckland Transport focused their consultation on Mana Whenua, directly affected landowners and the Henderson-Massey Local Board. The NOR is based on the MWH preliminary design. Consultation undertaken in late 2015 and 2016 was based on this design.

The information in this section of the SIA is based on the Auckland Transport *Lincoln Road Corridor Improvements: Consultation Report* (May 2016).

### 6.2. Summary of consultation with landowners, tenants and the wider public

Auckland Transport undertook consultations with landowners and the wider public in October and December 2013 and further consultation was undertaken between February and May 2016.

#### Consultation with directly affected commercial/business landowners and tenants

Auckland Transport identified directly affected private landowners and tenants (commercial/business) as business properties on both eastern and western sides of Lincoln Road between SH16 interchange and Te Pai Place / Pomaria Road intersection (on the eastern side of Lincoln Road from 159 Lincoln Road up to 329 Lincoln Road, and on the western side of Lincoln Road from 158 Lincoln Road to 326-330 Lincoln Road; 366-370 Triangle Road; 31-35 Preston Avenue; 190-198 Universal Drive; 1-5 Pomaria Road.

A summary of the consultation process and outcomes is provided in Table 2.

*Table 2 Consultation with directly affected commercial/business landowners and tenants*

Date of consultation	Form of consultation	Summary
September 2013	Letters	Letters contained Project information and invited affected landowners to attend an individual meeting to discuss the Project.
October and November 2013	One on one meetings	Meetings were held with 38 affected business owners / land owners. The key areas of comment and/or concern included: <b>Raised Median</b> A large number of business owners expressed concern over the proposed raised median and the subsequent lack of right-turn access to and from their businesses. Some business owners identified that the U-turn at the lights would not be sufficient to remedy the lack of access for traffic coming from the opposite side of the road. Loss of business through reduced clients and customers was identified as a key impact as a result of this reduced access. Some made

Date of consultation	Form of consultation	Summary
		<p>suggestions to keep the soft median. However, there were several business owners that thought a raised median would be beneficial as it would increase safety and reduce traffic accidents as a result of traffic turning across oncoming traffic.</p> <p><b>Driveway access</b> Some landowners discussed a possible need for alternative access to their properties, of which they were willing to undertake. Three business owners expressed concern that with the proposed upgrade the grade of their driveways will be altered, and subsequently become too steep.</p> <p><b>Loss of signage</b> A number of business owners described that the expansion of the road will result in the removal of the signage outside their properties. For some businesses this is their only form of exposure.</p> <p><b>Land take</b> A number of businesses were concerned about loss of land, and the potential impacts this would have to the running of their businesses, or the business currently tenanted on their land. Some identified the necessity that if the land was to be taken, it would need to be bought at a fair market rate.</p> <p><b>Land Values</b> Several business land owners explained concerns over the lowering in the value of their land due to the proposed Project.</p> <p><b>Loss of parking</b> Concern over removal of parking options, alternative car parking options need to be investigated - it was of particular concern for businesses where car parking was a part of their resource consent.</p> <p><b>Bus stop locations</b> A number of business owners identified that the location of bus stops in front of their businesses will be detrimental, while others supported the location of the bus stops outside their businesses.</p> <p><b>Construction impacts</b> Concern over traffic direction during construction, and if their land will be used as a thoroughfare while construction is occurring. Concern was expressed about temporary loss of access and therefore loss of customers/business during the construction period. Impacts of increased noise were also of concern. Some landowners highlighted the need to mitigate and manage potential impacts from the construction phase.</p> <p><b>T2/T3/Bus lanes</b> Some business owners felt the new T3 lanes will not do anything to reduce traffic congestion, as there would still only be two lanes for general traffic.</p> <p><b>Pedestrian crossings</b> One business owner described the need for additional pedestrian crossings to be incorporated into the design.</p>
March 2016	Letter	Letter provided to directly affected landowners and tenants containing Project updates and information on land requirements for the NOR. Eight different categories of letters were sent depending on nature of effect on property.

Date of consultation	Form of consultation	Summary
April – May 2016	One on one meetings	<p>Meetings were held with 10 affected business owners and several tenants. The key areas of comment and/or concern included:</p> <p><b>Raised median</b> The majority of business owners expressed concern over the proposed raised median and the subsequent lack of easy access to and from their businesses when coming from the other side of the road. Some business owners identified that the U-turn at the lights would not be sufficient to remedy the lack of access for traffic coming from the opposite side of the road, as it is not widely known that U-turns are legal at lights and also the distance to the nearest intersection would deter some people. Loss of business through reduced numbers of clientele being able to access the properties was a concern. Several business owners considered a raised median would be beneficial as it would increase safety and reduce traffic accidents as a result of traffic turning across oncoming traffic.</p> <p><b>Loss of land</b> A number of businesses were concerned about loss of land, and the potential impacts this would have to the running of their businesses, or the business currently tenanted on their land. Some were particularly concerned that this was the second time their property had been subject to a land take for road widening.</p> <p><b>Land values</b> Several business land owners explained concerns over the lowering in the value of their land due to the proposed Project, primarily because of restricted access.</p> <p><b>Loss of parking</b> Concern over removal of parking spaces and the impacts on the viability of businesses.</p> <p><b>Bus stop locations</b> Several business owners identified that the location of bus stops in front of their businesses will be detrimental, mainly due to the resultant loss of parking spaces. One business owner supported the close proximity of a bus stop to their business.</p> <p><b>Construction impacts</b> Impacts of increased noise and dust were of concern.</p> <p><b>T2/T3/Bus lanes</b> One business owner was concerned about the safety of elderly having to cross the cycle lane to alight and enter buses.</p> <p><b>Loss of trees</b> One business owner was opposed to the removal of a tree planted on the property.</p> <p><b>Compensation</b> Several business owners raised concerns at how compensation would be calculated for impacts on the business or as a result of not being able to lease buildings as a result of the works. One business owner was interested in the potential to relocate and how this could be accommodated in the compensation package.</p>

Source: Auckland Transport Lincoln Road Corridor Improvements: Consultation Report (May 2016)

## Consultation with directly affected residential landowners and tenants

Auckland Transport identified directly affected residential landowners and tenants as Residential properties on both eastern and western sides of Lincoln Road between SH16 interchange and Te Pai Place / Pomaria Road intersection (on the eastern side of Lincoln Road from 159 Lincoln Road up to 329

Lincoln Road, and on the western side of Lincoln Road from 158 Lincoln Road to 326-330 Lincoln Road; 366-370 Triangle Road; 31-35 Preston Avenue; 190-198 Universal Drive; 1-5 Pomaria Road.

A summary of the consultation process and outcomes is provided in Table 3.

*Table 3 Consultation with directly affected residential landowners and tenants*

Date of consultation	Form of consultation	Summary
September 2013	Letter	Letters contained Project information and invited affected landowners to attend an individual meeting to discuss the Project.
October and November 2013	One on one meetings	<p>Meetings were held with 20 affected residential land owners. The key areas of comment and/or concern brought up by directly affected landowners included:</p> <p><b>Raised median</b> Mixed reactions on the proposed raised median were received, with some supporting and other unsupportive due to the impacts to access to their properties.</p> <p><b>Land take</b> A number of landowners were concerned about the land take process, how much land, what would be paid, and how this would occur.</p> <p><b>Pedestrian crossing</b> One landowner held a concern over the lack of pedestrian crossings along the Project area. Since this consultation a mid-block signalised crossing located between Paramount Drive and Daytona Road was incorporated into the preliminary design.</p> <p><b>Parking</b> Some landowners were concerned about the land take required and how this would affect the number of parking spaces on their properties.</p> <p><b>Noise</b> One landowner expressed concern about potential noise, specifically whether noise barriers would be installed.</p>
March 2016	Letter	Letter provided to directly affected landowners and tenants containing Project updates and information on land requirements for the NOR. Eight different categories of letters were sent depending on nature of effect on property.
May 2016	One on one meetings	<p>Five affected residential land owners requested to meet. Issues included:</p> <p><b>Land take and compensation</b> A number of landowners were concerned about the land take process, particularly where full acquisition is now proposed compared to partial acquisition under the 2013 concept design. Concerns were also raised around the length of time until acquisition (mid 2020-2022) and the uncertainty around being able to find another property, given the current housing market.</p> <p><b>Tax implications</b> One landowner queried whether there would be tax implications arising from full acquisition, given the property was purchased in the last six months.</p> <p><b>Change of land use</b> Two landowners noted the zoning is proposed to change to mixed use in the Proposed Auckland Unitary Plan and that they had plans to establish commercial activities at their properties.</p>

Date of consultation	Form of consultation	Summary
		<p><b>New service lane at Daytona Reserve and property access</b> Two landowners were concerned about the alignment of the service lane and the impact on parking configuration or resultant full acquisition.</p> <p><b>Safety</b> Several land owners considered the raised median would improve safety and noted the high number of accidents.</p> <p>Brochures with information related to the acquisition process were distributed to each stakeholder that a meeting was held with.</p>

Source: Auckland Transport Lincoln Road Corridor Improvements: Consultation Report (May 2016)

## Consultation with the general public

A summary of the consultation process and outcomes with the general public is provided in Table 4.

Table 4 Consultation with the general public

Date of consultation	Form of consultation	Summary
October and November 2013	October and November 2013	Newsletters sent out all affected landowners describing the Project and how feedback could be provided.
December 2013 - present	Project Website	<p>Project website for general public access since 2013 has provided Project information including benefits, features, consultation outcomes and preliminary design plan.</p> <p><a href="https://at.govt.nz/projects-roadworks/lincoln-road-upgrade/">https://at.govt.nz/projects-roadworks/lincoln-road-upgrade/</a></p>
5 and 7 December 2013	Open Days for consultation on the Preliminary Design 2013	Open Days were attended by over 80 people. Attendees were invited to provide feedback on the Project either while in attendance or via postal or online submission (see next box below). The verbal feedback received at the open days was generally supportive of the Project. Attendees appreciated the opportunity to talk through the Project details and have their questions answered. There were also some people concerned about the effect of the changes on their street. Specifically, several residents from Preston Avenue were concerned that the proposed service road, from Preston to Lincoln Road, would be frequently used as a shortcut from Daytona Road to Lincoln Road.
Feedback period closed on February 7 2014	Postal and electronic feedback on the preliminary design available from the Open Days	Submissions were made available through online and postal means on the GHD Preliminary design. 89 online submissions and 73 postal submissions received. Of the postal returns 24 people stated specifically that they liked most aspects of the Project. Of the on-line forms four people stated that they liked most aspects of the Project. This is an interesting comparison of group responses initially indicating that people that had an opportunity to speak with the Project team, personally at the Open Days and during private meetings, were more likely to understand more fully the implications of the Project and to provide a

Date of consultation	Form of consultation	Summary
		<p>positive response.</p> <p><b>Shared Path versus Cycleway</b> A large number of submissions received discussed the proposed shared path and instead supported the segregation of the cycle lane from the pedestrian pathway. A couple of submissions suggested the widening of the shared pathway. Auckland Transport agreed to investigate segregated cycleways, and subsequently separated cycleways and pedestrian paths have since been included in the preliminary design.</p> <p><b>Solid Median</b> A number of submissions were received on the median. The majority favoured the solid median option, while a number opposed it.</p> <p><b>Preston Avenue</b> A large number of submissions were received directly responding to the service lane connection between Preston Avenue and Lincoln Road that was proposed in the GHD preliminary design. There was a majority opposition to this option. The service lane option subsequently went through a design option process, which ultimately removed the connection between Preston Avenue and Lincoln Road.</p> <p><b>T3 and Bus lane</b> A large number of submissions discussed the T2/T3 and bus lane option. The responses were mostly in support of at least one of the three options. Some suggested that if the road were to be widened that a bus lane should be installed, and not a T3, but some also suggested that the new lane be a T2. There were also a number of submissions that suggested turning an existing road lane into a T3 rather than widening the road.</p>
August 2014	Letter	Communication with past submitters to share results of earlier consultation.

Source: Auckland Transport Lincoln Road Corridor Improvements: Consultation Report (May 2016)

## Changes to the preliminary design based on the 2013 – 2014 consultation process

Auckland Transport initially undertook consultation on the preliminary design in 2013 and 2014. An updated preliminary design was developed based on the feedback during this consultation process.

Principal changes in the upgraded preliminary design were:

- At the Universal Drive intersection the eastbound approach provides a single traffic lane with a high entry angle 'Give Way' control for the left turn movement
- The Lincoln Road northbound approach to the State Highway 16 Interchange is four lanes of traffic without a 'T3' traffic lane
- The cycle facilities along both sides of Lincoln Road are in the form of Copenhagen style cycleways
- The Universal Drive Extension has been realigned to avoid the Washworld building on the north eastern corner of the intersection of the Lincoln Road and Universal Drive Extension

- The addition of a mid-block signalised crossing on Lincoln Road, located between Paramount Drive and Daytona Road. The general principles of the design remain the same, including the transit lanes, solid median and intersection upgrades. However the exact land requirement for individual properties is likely to have changed between the two designs.

# 7. Potential Social Impacts and Benefits

## 7.1. Overview

A list of potential impacts and benefits has been identified for the local and regional study areas and across the construction and operational stages of the Project.

The social impacts and benefits are based on the literature review undertaken for the SIA, a review of the data from consultations undertaken by Auckland Transport (as described in Section 6), other technical studies for the NOR and AEE, and feedback from the Henderson-Massey Local Board.

The list of potential impacts and benefits are not presented in any particular order and have not taken into consideration any management or mitigation strategies to reduce negative impacts or enhance positive impacts.

### Note:

SIA is based on the premise that a social impact is anything that is valued by or important to a specific group of people (IAIA 2015:2). As specific SIA consultations have not taken place, it is recommended the impacts and benefits identified in this report be used as a guide to further discussions.

## 7.2. Construction

### Regional study area

#### Connection to community

##### Change in personal attitudes

People living, working and playing in the regional study area will form attitudes about the Project. The formation of attitudes toward the Project (positive and negative) influence actions people take about a project. Attitudes are often based on a range of emotions from fear, pessimism and anger through to hope, expectation and confidence.

Attitudes toward the Project will depend on how impacts and benefits are managed during the construction stage.

##### Change in transport network use

People may change how they use Lincoln Road based on their perception of construction impacts. These perceptions may lead to people avoiding the Lincoln Road area and finding alternatives in the wider area because of actual or perceived changes to:

- Access to public transport (e.g. temporary bus stops)
- Congestion as road works take place
- The ease of access to businesses and residents, etc
- Safety for cyclists and pedestrians (especially the young, less confident and the elderly)
- Attachment to community and place as people may choose to avoid the construction area
- Attachment to place due to actual or perceived visual, air and noise impacts.

## **Change in business**

### Decrease in business

People who currently use the shops and services in the Lincoln Road area may choose to use shops and services outside the Project area because of the actual or perceived change in access to the shops and services along Lincoln Road. This impact maybe increased because of the opening of the Westfield Shopping Centre at Westgate.

## **Community wellbeing**

### Increase in employment opportunities

There may be employment opportunities associated with the construction of the Project, and some of those people looking for work may take up these opportunities.

## **Local study area**

## **Connection to community**

### Change in personal attitudes

People living, working and playing in the local study area will form attitudes about the Project. The formation of attitudes toward the Project (positive and negative) influence actions people take about a project. Attitudes are often based on a range of emotions from fear, pessimism and anger through to hope, expectation and confidence. Attitudes toward the Project will depend on how impacts and benefits are managed during the construction stage.

## **Change in business**

### Decrease in business

Where some commercial operations may benefit from having the Project occurring, others may have reduced business associated with Project construction. Some tenants may choose to not to renew their leases or customers may choose to find other suppliers in other areas to avoid the impacts of construction.

Closely associated to the reduced or changed physical access to properties is the reduced access to commercial operations along Lincoln Road and the associated loss of business because of it. This impact maybe increased because of the opening of Westfield Shopping Centre at Westgate. Many of the businesses along Lincoln Road have resource consents with associated access and onsite parking requirements, and compliance with these may also be impacted during construction.

### Increase in business

The presence of the construction workforce may lead to an increase in business activity for certain commercial operations along Lincoln Road, in particular those providing food and fuel. There may also be opportunities for commercial operations along Lincoln Road to formally provide goods and services during the Project's construction (e.g. under contract).

### Increased demand on parking

The presence of the construction workforce may lead to a reduction of on and off street parking. If the workforce parks their cars within the local study area, this will lead to a reduction in the number of available parking spaces. The reduction of available parking spaces may have flow on impacts to residents, customers and staff being able to park their cars along Lincoln Road and associated side streets.

## Community wellbeing

### Increased demand on parking

The presence of the construction workforce may lead to a reduction of on and off street parking. If the workforce parks their cars within the local study area, this will lead to a reduction in the number of available parking spaces. The reduction of available parking spaces may have flow on impacts to residents, customers and staff being able to park their cars along Lincoln Road and associated side streets.

### Increased employment opportunities

There may be employment opportunities associated with the construction of the Project, and some of those people looking for work in the local study area may take up these opportunities.

### Change in access and mobility

People may change how they use Lincoln Road based on their perception of construction impacts. These perceptions may lead to people avoiding the Lincoln Road area because of changes to:

- Access to public transport (e.g. temporary bus stops)
- Congestion as road works take place
- The ease of access to businesses and residents etc
- Safety for cyclists and pedestrians (especially the young, less confident, and the elderly).

Physical access to properties and public transport services (e.g. bus stops) will be impacted at some point during the construction of the Project. This includes both vehicular, cycle and pedestrian access for people who are travelling within or in/out of the Lincoln Road area. Particular attention will need to be paid to those businesses or residences that require access for people with special needs, including (but not limited to) wheelchair and pram access. Information from the preliminary consultation indicated there is a concern about the ability for emergency service vehicles to access the area during construction.

Project construction may cause adverse environmental impacts (or perceived environmental impacts) leading residents in the local area to alter their daily movement patterns and social habits to minimise exposure to Project related activity. This may include:

- Changing where and how they use (or no longer use) pedestrian crossing facilities on Lincoln Road and adjoining side streets
- Changing bus stops, so not using a temporary bus stop on Lincoln Road and choosing to use an unaffected bus stop elsewhere
- Leaving the area on a daily basis to avoid actual or perceived noise and air quality impacts.

## 7.3. Operation

### Regional study area

#### **Connection to community**

##### Improved connection to community

With the improvements to Lincoln Road, there may be an increase in community connectedness due to people wanting to travel to the area due to the decreased traffic congestion and increased access to public transport.

##### Change in people's attitudes

People living, working and playing in the regional study area will form attitudes about the Project. The formation of attitudes toward the Project (positive and negative) influence actions people take about a project. Attitudes are often based on a range of emotions from fear, pessimism and anger through to

hope, expectation and confidence. Attitudes toward the Project will depend on how well impacts were managed during construction and if the Project meets the individual's expectations.

## **Changes in business**

### Change in road use

The actual or perceived impact of decreased congestion after construction could lead to people continuing to use or attract new people to use Lincoln Road. This could provide increased business opportunities for commercial operations along Lincoln Road.

## **Community wellbeing**

### Increased access to public transport

The operation of a transit lane along Lincoln Road and associated bus stops may attract more people to use public transport to, from and within the Lincoln Road area, or carpool to increase the number of vehicle occupants.

## **Local study area**

## **Connection to community**

### Change in people's attitudes

People living, working and playing in the local study area will form attitudes about the Project. The formation of attitudes toward the Project (positive and negative) influence actions people take about a project. Attitudes are often based on a range of emotions from fear, pessimism and anger through to hope, expectation and confidence. Attitudes toward the Project will depend on how well impacts were managed during construction and if the Project meets the individual's expectations.

### Change in community identity

The Project adds to the ever-changing identity of Lincoln Road. For much of its history, the road has been a mix of residential and commercial land use. However, part of the land currently used for residential and commercial purposes will be used for infrastructure once the Project is completed. This change is not necessarily positive or negative from a social impact perspective, but people's attitudes towards the change is important and needs to be noted as it influences their attitude towards the Project and their connections to the area.

### Change in visual amenity

How Lincoln Road 'looks' will change once construction is completed. If there is an increased visual amenity, there may be an increase in the attachment to place for the people who live and work in the local study area.

### Change in community severance

With the widening of Lincoln Road, there may be an increase in community severance between one side of the road and the other.

## **Community wellbeing**

### Change in access and mobility

Access to properties will change once the Project is complete. Although the purpose of the solid median strip is to improve route efficiency by preventing drivers from making right hand turns onto or off Lincoln Road, there is concern that as drivers may have to travel further to get around the solid median they will no longer make purchases or procure services from businesses any more.

With the increase in the number of traffic lanes and the addition of a transit lane and formal cycling facilities, there is expected to be an increase in the number and type of vehicles using Lincoln Road. The

increase in number and type of vehicles will create indirect social and economic impacts associated with the actual or perceived environmental impacts, e.g. decrease in air quality and increased noise levels. Conversely, it could also increase business activity in the area with more efficient movement of people and vehicles through the area.

With the addition of transit lanes and associated bus stops, it is anticipated that the number of people accessing public transport will increase. It is possible that the increased access to public transport may contribute to an increase in the number of people working or studying in the local and regional study areas.

#### Improved safety

With the expected reduction in traffic congestion, addition of the transit lane and a dedicated pedestrian/cycleway, the Project is expected to improve the safety of all people using Lincoln Road.

### **Change in business**

#### Increased demand on parking

With the plans for land take and how this land is currently used, there is expected to be a reduction in the number of off-street parking associated with some businesses. This may impact business capacity and also have resource consent consequences for some businesses.

## 7.4. Summary of potential impacts and benefits

Table 5 shows a summary of impacts and benefits for the local and regional study areas across Project construction and operation.

*Table 5 Summary of potential impacts and benefits*

Impact or benefit	Construction		Operation	
	Regional	Local	Regional	Local
<b>Connection to community</b>				
Change in personal attitudes	✓	✓	✓	✓
Residential displacement				
Change in transport network use	✓			
Change in visual amenity				✓
Change in community severance				✓
<b>Change in business</b>				
Business displacement				
Increase in business		✓		
Decrease in business	✓	✓		
Increased demand on parking		✓		✓
Change in road use			✓	
<b>Community wellbeing</b>				
Increased demand on parking		✓		
Increased employment opportunities	✓	✓		
Change in access and mobility				✓
Improved safety				✓

## 8. Mitigation and Management of potential social impacts and benefits

### 8.1. Overview

Based on our experience in undertaken SIAs for project in other areas, it is considered likely that the measures outlined below will assist in the mitigation and management of potential social impacts and benefits for this Project. However, as the impacts and benefits identified in this SIA are heavily influenced by consultations undertaken by Auckland Transport on the preliminary design, it is recommended they be used as a guide for discussions during further, more specific consultation regarding the potential social impacts and benefits and how best to manage them.

It is recommended that the following management plans incorporate the findings of these consultations to address potential social impacts and benefits:

- Communications and Consultation Plan
- Community Facilities and Local Business Management Plan
- Construction Environmental Management Plan
- Construction Traffic Management Plan.

Management strategies set out in this section focused within the NOR framework (i.e. are able to be conditioned under the *Resource Management Act 1991*). We acknowledge that there will be other social impacts and benefits which will be mitigated through other legislative and policy frameworks, such as *Public Works Act 1981*.

### 8.2. Community Engagement

Community engagement to date has been focused on the preliminary design, in order to more accurately identify potential social impacts and benefits on businesses and residents, and develop appropriate management and mitigation strategies it is recommended further engagement be undertaken.

It is recommended a two-stage engagement process take place prior to construction commencing.

#### Stage 1

The Communication and Consultation Plan should be developed in consultation with local stakeholders and implemented to:

- Understand the impacts and benefits associated with the Project
- Identify and put in place management and monitoring strategies that address both the social impacts and benefits associated with the Project
- Identify what people would like to know about the Project, when, and the best communication medium to use, e.g. school/church meetings, letter box drops or information pieces in the local paper.

## Stage 2

Review the Communication and Consultation Plan to take into consideration the different impacts and benefits that could be experienced during construction. It is critical that the Communication and Consultation Plan include the development of management plans for both actual and perceived social impacts and benefits.

Another critical component of the Communication and Consultation Plan for the construction stage is to provide open and transparent information on the impacts and benefits, how they are being managed and the success or not of the management plans put in place.

Nearing the completion of construction, it is recommended that the Communication and Consultation Plan should make allowances for any public reporting on issues critical to stakeholders.

## 8.3. Mana whenua engagement

Auckland Transport has met with mana whenua for the area (as advised by Auckland Transport). At these meetings mana whenua has recommended to Auckland Transport engagement with specific community groups.

It is recommended that engagement continue with mana whenua as appropriate and those community groups recommended by mana whenua be included in the Communication and Consultation Plan above.

## 8.4. Disruption to businesses, residents and community services and facilities

### Community Facilities and Local Business Management Plan

As outlined previously, the potential impacts and benefits on businesses, residents and community services and facilities for this Project has not been identified through specific SIA engagement. It is recommended the engagement outlined above be undertaken to better understand the impacts and benefits and how they are best mitigated and managed.

Once these engagements have been undertaken, it is recommended that a Community Facilities and Local Business Management Plan be developed by Auckland Transport in consultation with those people likely to be impacted. The purpose of the Community Facilities and Local Business Management Plan should be to avoid, remedy or mitigate the negative social impacts arising from the disruption to businesses, residents and community services/facilities so far as is reasonably practicable.

As a way to begin discussions with impacted businesses, residents and community services/facilities, potential issues to be addressed in the Community Facilities and Local Business Management Plan may include (but not limited to):

- How disruption to access (including pedestrian, cycle, passenger transport and service/private vehicles) for residents, community services and businesses as a result of construction activities will, so far as is reasonably practicable, be avoided, remedied or mitigated
- How the disruption effects that result or are likely to result in the loss of customers to businesses as a result of construction activities will, so far as is reasonably practicable, be avoided, remedied or mitigated
- How loss of amenity for residents, community services and businesses as a result of construction activities will be or has been mitigated through the Construction Environmental Management Plan.

The Community Facilities and Local Business Management Plan should be prepared in consultation with the community, community facility operators, business owners, affected parties and affected in proximity parties to:

- Understand client, customers and visitor behaviour and requirements and operational requirements of community facilities and businesses
- Identify the scale of impacts likely to result to businesses, residents and community services/facilities as a result of Project construction
- Assess access and servicing requirements and in particular any special needs of residents, community facilities and businesses
- To develop strategies to address matters outlined above, including but not limited to:
  - How pedestrian and service access to businesses, residents and social services/facilities to be maintained during construction
  - How to mitigate potential severance and loss of business visibility issues during construction
  - How to promote a safe environment, taking a crime prevention through environmental design approach
  - Other measures to assist businesses and social services/facilities to maintain client/customer accessibility, including but not limited to client/customer information on temporary parking or parking options for access
  - Other measures to assist residents, businesses and social services/facilities to provide for service delivery requirements
  - The process (if any) for re-establishment and promotion of normal business operation following construction
  - If appropriate and reasonable, requirements for temporary relocation during construction and/or assistance for relocation (including information to communities using these services and facilities to advise of relocations)
  - The measures to remedy and mitigate the disruption impacts to the community as a result of any closure and/or relocation of community services and facilities required by the Project.

The Community Facilities and Local Business Management Plan should include:

- A record of the consultation undertaken to develop the Community Facilities and Local Business Management Plan
- An implementation plan of the methods to mitigate the negative impacts
- Cross reference to detail on how the Construction Environmental Management Plan have responded to the issues of resident, business and social service/facility accessibility and amenity
- Details of on-going consultation to Project updates
- The process for resolution of any disputes or complaints in relation to the management/mitigation of Project impacts.

The planning stage of the Project also presents an opportunity to either work with potential contractors or to develop policy to be included in construction tender documentation to consider if there are any opportunities:

- To employ people from the local area during the Project and/or any future long term employment after the Project
- For businesses in the Lincoln Road area to supply goods and services for the Project during construction under a formal arrangement (e.g. contract).

During construction, it is recommended that the construction contractor be mindful of the goods and services that are available in the Lincoln Road area and provide opportunities for these businesses to provide them.

## 8.5. Construction Management

### Construction Environmental Management Plan

The Construction Environmental Management Plan includes mitigation measures related to environmental impacts that can also mitigate potential social impacts, such as example noise and vibration.

### Construction Traffic Management Plan

The Construction Traffic Management Plans should include measures to:

- Ensure bus-stops are operational and easily accessible (and identifiable), and existing accessibility across Lincoln Road (for pedestrians and cyclists) are maintained, easily accessible and clearly identifiable
- Manage access to residential property along Lincoln Road
- Maintain access to businesses for the duration of the works.

To reduce the impact on existing on-street parking the contractor might have a/some mini buses transporting workers to and from site instead of workers arriving in private vehicles and occupying a high proportion of on-street carparks.

Comprehensive communication with residents and businesses along Lincoln Road is recommended to both ensure traffic management measures are appropriate to meet the needs of residents and businesses, and residents and businesses are informed of proposed changes during construction and are able to make decision to better help themselves to manage the impacts.

Particularly important will be understanding the needs of residents – especially those who are less mobile or have special needs (such as the elderly). Some businesses may also rely on heavy traffic movements at certain times (stock delivery, etc) and understanding what these needs are will enable them to be better accommodated lessening the impact on businesses and other traffic.

Communication methods could include:

- Flyers, leaflets, newsletters
- One-on-one conversations
- Group meetings
- Phone calls
- Emails.

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