

Auckland City Rail Link

SOCIAL IMPACT AND BUSINESS DISRUPTION DELIVERY WORK PLAN

Connectus Document Ref: 650-Y002-2719

Revision: 07

11th July 2017



CONNECTUS

AECOM



McMILLEN
JACOBS
ASSOCIATES

**PARSONS
BRINCKERHOFF**



COMMERCIAL IN CONFIDENCE

This page intentionally left blank.

DOCUMENT INFORMATION

Organisation:	Connectus
Document Title:	Social Impact and Business Disruption Delivery Work Plan
Connectus Document Number	650-Y002-2719
Client:	City Rail Link Limited
Project:	CRL Enabling Works Contract 2
Location:	Auckland CBD
Project No:	2719

REVISION HISTORY

Rev	Date	Details	Author	Reviewer	Approver
01	24/11/2015	1 st Draft – Sent to AT as Rev01	A.Howard-Smith T. Lepper K. Sullivan		C. Hind
02	18/12/2015	Draft for Consultation	A.Howard-Smith T. Lepper K. Sullivan		C. Hind
03	19/01/2016	Draft for Peer Review – incorporating CLG comments	A.Howard-Smith T. Lepper K. Sullivan		C. Hind
04	25/02/2016	Draft for AT and Connectus review – incorporating Peer Review comments and updated methodology	A.Howard-Smith T. Lepper K. Sullivan		C. Hind
05	21/03/2016	Final	A.Howard-Smith T. Lepper K. Sullivan		C Hind
06	01/06/2016	Final – Revised to incorporate Auckland Council comments.	A.Howard-Smith T. Lepper K. Sullivan		C Hind
07	11/07/2017	Annual Review		A. Howard-Smith	C. Powell

This document remains the property of Connectus. Its contents are confidential and shall not be reproduced, destroyed or given away without the express, written permission of Connectus. The electronic version of this document in iTWOcx on designated folder is the Master Copy and is a controlled document. Unless specifically noted thereon, other copies of this document are uncontrolled.

This page intentionally left blank

GLOSSARY

Term	Definition
AQ DWP	Air Quality Delivery Work Plan
AT	Auckland Transport
BPO	Best Practicable Option
CCP	Communication and Consultation Plan
CEMP	Construction Environmental Management Plan
CFA	Continuous Flight Auger
CLG	Community Liaison Group
CNV DWP	Construction Noise and Vibration Delivery Work Plan
CRL	City Rail Link
CRM	Customer Response Management
CSA	Construction Support Area
DWP	Delivery Work Plan
HC DWP	Historic Character Delivery Work Plan
NOR	Notice of Requirement
SIA	Social Impact Assessment
SIBD DWP	Social Impact and Business Disruption Delivery Work Plan
SSCNVMP	Site Specific Construction Noise and Vibration Management Plan
TAP DWP	Transport Access and Parking Delivery Work Plan

This page intentionally left blank.

Table of Contents

1	INTRODCUTION	9
1.1	OBJECTIVE OF SOCIAL IMPACT AND BUSINESS DISRUPTION DELIVERY WORK PLAN 11	
1.1.1	Principles of engagement.....	11
1.1.2	Management of Communication issues and risk	12
1.2	CONSENT REQUIREMENTS.....	12
1.3	SIBD DWP AUTHOR.....	16
1.4	ROLES AND RESPONSIBILITIES.....	16
2	PROJECT DESCRIPTION.....	18
2.1	SUMMARY OF METHODOLOGY.....	18
2.1.1	Utilities Relocation and Exposure	19
2.1.2	Piling and Capping Beam Construction within Albert Street	19
2.1.3	Customs Street Intersection – Piling and Road Deck Construction	20
2.1.4	Trench Excavation and Spoil Handling.....	21
2.1.5	Waterproofing and Tunnel Construction	21
2.1.6	Trench Backfilling	22
2.1.7	Temporary Pavement	22
3	SUMMARY OF CRL NOR: SOCIAL IMPACT ASSESSMENT	23
4	CONSULTATION	24
4.1	ESTABLISHING AN “AFFECTED AREA”.....	25
4.2	AFFECTED AREA / COMMUNITY FOR CONSTRUCTION WORKS	26
4.3	CONSULTATION WITH AFFECTED PARTIES	28
5	IMPLEMENTATION PLAN.....	46
5.1	GENERAL.....	46
5.2	NOISE AND VIBRATION.....	46
5.3	BUILDING AND STRUCTURAL STABILITY	46
5.4	UTILITY DISRUPTION	47
5.5	TRAFFIC DISRUPTION.....	47
5.5.1	Access.....	48
5.6	AIR QUALITY	48
5.7	ECONOMIC OPPORTUNITY / IMPACT	49
5.8	LANDSCAPE AND VISUAL AMENITY IMPACTS	49

5.9	SAFE PROJECT ENVIRONMENT	49
5.9.1	Specific Mitigation Measures for the Project	49
5.10	DISRUPTION TO BUSINESS VISIBILITY.....	50
5.10.1	Signage	50
5.10.2	Wayfinding.....	50
6	ONGOING IMPLEMENTATION.....	51
6.1	MONITORING	52
7	COMPLAINTS	52
7.1	24/7 HELPDESK	52
7.2	COMPLAINTS PROCESS	53
7.3	DISPUTES	54
8	REPORTING.....	54
	APPENDIX A: RECORD OF CLG AND INDEPENDENT PEER REVIEW COMMENTS	55
	APPENDIX B: AFFECTED PARTIES PLAN AND SCHEDULE	62
	APPENDIX C: SIGNAGE EXAMPLE	65

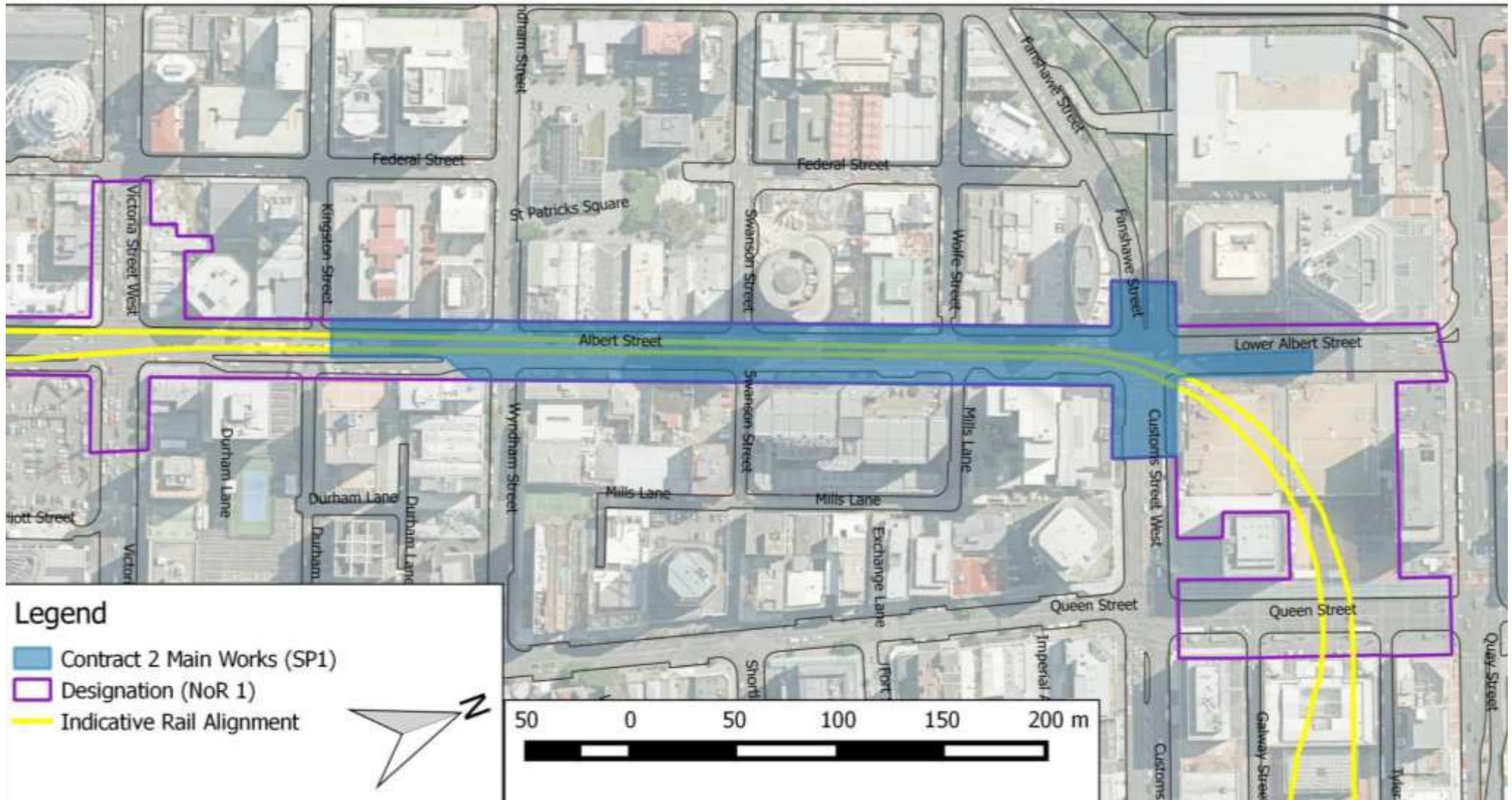
1 INTRODUCTION

The City Rail Link (CRL) project comprises the construction, operation and maintenance of a 3.4 km underground passenger railway, running between Britomart Station and the North Auckland Rail Line in the vicinity of Mt Eden station. The works relating to this Social Impact and Business Disruption Delivery Work Plan (SIBD DWP) constitute part of the enabling works for the CRL. The works (the Project) involve the construction of twin rail tunnels within the Albert Street road corridor from Customs Street West to Wyndham Street. The tunnels will be constructed using a staged cut and cover method and are expected to take 33 months to complete. Figure 1 outlines the extent of works for the Project.

This SIBD DWP has been prepared by AECOM New Zealand Limited (AECOM) and forms part of the Construction Environmental Management Plan (CEMP) for the Project. The SIBD DWP forms part of the environmental management controls to manage and mitigate potential adverse social effects of construction. The SIBD DWP outlines specific measures for affected parties as well as cross-referencing other Delivery Work Plans which outline mitigation measures for issues such as noise, air quality and traffic, access and parking.

This report follows the recommended structure and content of the Draft Outline Social Impact and Business Disruption Delivery Work Plan (Attachment A to Amelia Joan Linzey's Statement of Evidence for the CRL Notice of Requirement hearing).

Figure 1 Extent of Project works



1.1 OBJECTIVE OF SOCIAL IMPACT AND BUSINESS DISRUPTION DELIVERY WORK PLAN

The objective of this SIBD DWP is to avoid, remedy or mitigate the adverse effects arising from disruption to businesses, residents and community services/facilities so far as reasonably practicable.

It identifies mitigation measures that will be undertaken with regards to the following potential adverse social impact and business disruption effects:

- Disruption to access;
- Disruption effects that result or are likely to result in the loss of customers to businesses as a result of construction activities;
- Loss of amenity for residents, community services and businesses as a result of construction activities;
- Disturbance to affected parties (i.e. noise and vibration, traffic/access, dust); and
- Severance of road ways.

A Project Communication and Consultation Plan (CCP) has been prepared for the Project (Appendix O of the Project CEMP). This SIBD DWP should be read in conjunction with the CCP. The CCP is in place to present 'one face' for the Project, while ensuring a positive reputation and support is maintained amongst stakeholder groups. This will be achieved by minimising disruption, ensuring the public and affected communities are well informed, involved in the process, and feel safe and responding to feedback, queries and complaints within the allocated timeframes.

This SIBD DWP has been prepared in consultation with the community, community facility operators, business owners, affected parties and affected in proximity parties. It will be implemented throughout the entire construction period and for up to 12 months following the completion of the Project if required, and will be the primary tool for the Project's management of Social Impact and Business Disruption.

This SIBD DWP has been prepared in consultation with a Community Liaison Group (CLG) and reviewed by Independent Peer Review (IPR) prior to submission to Auckland Council (as per designation conditions 7 and 11). A record of consultation outcomes (CLG and IPRP) is included in Appendix A.

An annual report will be prepared by Auckland Transport (AT) on the identification, monitoring, evaluation and management of the effects outlined in the SIBD DWP together with a summary of matters raised by the community and how these have been responded to.

1.1.1 Principles of engagement

Connectus' principles of engagement for the Project are:

- Understanding and addressing the needs and expectations of all stakeholders.
- Present one face to the public and to all stakeholders for the project.
- To be the point of contact for complaints and enquiries with a coordinated response in accordance with AT's agreed guidelines.

1.1.2 Management of Communication issues and risk

Connectus will align with AT's Communication guiding principles for the management of issues and risk as follows:

Prevention – Connectus will anticipate potential community impacts and manage risk at the source through effective process design, clear and open communication between the various participants and the community;

Planning – Connectus will conduct detailed planning for known issues, such as noise, traffic and commuter disruptions, which have specific impacts on particular stakeholders or sectors of the community;

Proactive behaviours – Connectus' approach to community relations is predicated on being proactive and engaging early and actively with people and groups who may be affected by the Project works. This will assist our team to prevent potential risks from becoming issues and also enable community feedback to inform planning and prevention strategies; and

Active listening – Connectus will listen to the community to understand specific issues and concerns and work with stakeholders and community members to develop practical and targeted mitigation measures that address those issues.

1.2 CONSENT REQUIREMENTS

Table 1 outlines the relevant CRL designation conditions and how these are addressed within the SIBD DWP.

Table 1 SIBD DWP conditions from the CRL designation and the relevant sections of this document

Condition Number	Condition	Relevant Section
61.1	The Requiring Authority shall prepare a Social Impact and Business Disruption DWP. The objective of the Social Impact and Business Disruption DWP is to avoid, remedy or mitigate the adverse effects arising from disruption to businesses, residents and community services/facilities so far as reasonably practicable.	1.1
61.2	To achieve this objective the Requiring Authority shall engage a suitably qualified specialist(s) to prepare a Social Impact and Business Disruption DWP to address the following specific issues:	1.3
	a. 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;	5, 4.3
	b. 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;	5, 4.3
	c. How the loss and/or relocation of community facilities and the loss or change to catchments associated with these facilities as a result of the property acquisition process particularly to the Chinese Community Centre and Life Centre Church and the temporary loss of car parking at Hopetoun Alpha will be mitigated; and	N/A
	d. How loss of amenity for residents, community services and businesses as a result of construction activities will be or has been mitigated through the CEMP and other DWPs.	5 Project Urban Design DWP
61.3	The Social Impact and Business Disruption DWP shall be prepared in consultation with the community, community facility operators, business owners, affected parties and affected in proximity parties to:	
	a. Understand client and visitor behaviour and requirements and operational requirements of community facilities and businesses;	4.3
	b. Identify the scale of disruption and adverse effects likely to result to businesses, residents and community services/facilities as a result of construction of the City Rail Link;	4.3
	c. Assess access and servicing requirements and in particular any special needs of residents, community facilities and businesses; and	4.3
	d. To develop methods to address matters outlined in (b) and (c) above, including:	5

Condition Number	Condition	Relevant Section
	I. The measures to maximise opportunities for pedestrian and service access to businesses, residents and social services/facilities that will be maintained during construction, within the practical requirements of the Transport, Access and Parking conditions (Conditions 25 to 30) and the Transport, Access and Parking DWP;	5, 4.3 Project Transport, Access and Parking (TAP) DWP
	II. The measures to mitigate potential severance and loss of business visibility issues by way-finding and supporting signage for pedestrian detours required during construction;	5, 4.3 Project TAP DWP
	III. The measures to promote a safe environment, taking a crime prevention through environmental design approach;	5.9
	IV. 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;	5, 4.3
	V. Other measures to assist residents, businesses and social services/facilities to provide for service delivery requirements;	5, 4.3 Project TAP DWP
	VI. The process (if any) for re-establishment and promotion of normal business operation following construction;	N/A
	VII. 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); and	N/A
	VIII. 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.	N/A

Condition Number	Condition	Relevant Section
61.4	<p>The Social Impact and Business Disruption DWP shall include:</p> <ul style="list-style-type: none"> a. A summary of the findings and recommendations of the Social Impact Assessment report (2013); b. A record of the consultation undertaken with the community including specific access and operational requirements of individual businesses and residents including, if relevant, consultation on the necessity for, and the feasibility of, options and requirements for temporary relocation during construction and/or assistance for relocation); c. An implementation plan of the methods to mitigate the disruption effects (as developed in 61.3 above); d. Reference to any site/business specific mitigation plans that exist (though these may not be included in the DWP); e. Cross reference to detail on how the CEMP and DWPs have responded to the issues of resident, business and social service/facility accessibility and amenity; f. Details of on-going consultation with the local community through the Community Liaison Groups to provide updates and information relating to the timing for project works and acquisition; g. Details of best endeavors steps undertaken with regard to acquisition and/or relocation of the Chinese Community Centre and Life Centre Church under the Public Works Act 1981; and h. The process for resolution of any disputes or complaints in relation to the management / mitigation of social impacts (including business disruption impacts). 	<p></p> <p>3</p> <p>4</p> <p>5</p> <p>N/A</p> <p>5</p> <p>6</p> <p>N/A</p> <p>7</p>
61.5	<p>In relation to the site at 32 Normanby Road, the Requiring Authority shall consult with sub-lessees in the presence of the landowner and head lessee when developing site/business specific mitigation plans, unless the sub-lessee(s) request otherwise.</p>	N/A
61.6	<p>The Social Impact and Business Disruption DWP shall be implemented and complied with for the duration of the construction of the City Rail Link and for up to 12 months following the completion of the Project if required.</p>	1.1
61.7	<p>Suitably qualified independent specialists for the social impact and business disruption mitigation (whose appointment shall be agreed by the Council) shall peer review the Social Impact and Business Disruption DWP pursuant to Condition 11.</p>	1.1
61.8	<p>The Requiring Authority shall prepare an annual report on the identification, monitoring, evaluation and management of the effects outlined in the Social Impact and Business Disruption DWP together with a summary of matters raised by the community, and how these have been responded to. The report shall be presented to the Community Liaison Groups.</p>	6, 8

1.3 SIBD DWP AUTHOR

This SIBD DWP has been prepared by Alan Howard-Smith, Stakeholder Communications Manager for the City Rail Link for Connectus, and Teryll Lepper, a Planner at AECOM. Alan has eight years' in communications and stakeholder management and has a Doctorate in Philosophy.

The SIBD DWP has also been prepared with input from Kelli Sullivan, a specialist social impact consultant contracted by AECOM. Kelli has 12 years' experience in stakeholder engagement and communications including preparing the Social Impact Assessment for the Redoubt Road- Mill Road Corridor project. Kelli holds a Post Graduate Certificate in Social Impact Assessment (Macquarie University), GradDipPRComms, B.Ed, and is a member of the International Association of Public Participation (IAP2).

1.4 ROLES AND RESPONSIBILITIES

The key personnel responsible for this SIBD DWP are identified from the following Table 2. However, all site personnel are responsible for following the requirements of the SIBD DWP.

Table 2 Key Personnel

Organisation	Role	Responsibilities
Auckland Transport	Carol Greensmith – CRL Communications Manager	<ul style="list-style-type: none"> • Manager of CRL Communications for AT and responsible for communicating key aspects of Project to stakeholders, affected parties and general public. • Manages AT Communications Strategy and is point of contact for AT.
	Richard Jenkins - CRL Principal Planner	<ul style="list-style-type: none"> • Main point of contact for implementation of, and compliance with CRL designation and resource consent conditions. • Provide updates on the property acquisition process and management strategy for properties acquired.
Connectus	Alan Howard-Smith Stakeholder Communications Manager	<ul style="list-style-type: none"> • The main point of contact for anyone affected by or interested in the CRL project until the commencement of the construction phase of the project and the establishment of a 24-hour contact service. • Immediately report high risk issues to the AT Communications team. See “Reporting high risk issues” above. • Report weekly to AT on all key community relations and stakeholder management issues. • Work with AT to assist in communicating with all stakeholders. • Inform the community of project progress and likely commencement of construction works and programme. • Work with the AT CRL Communications Manager (Carol Greensmith) to manage and track stakeholder relations and risks. • Brief the subcontractors at the mandatory site inductions regarding the standards and requirements for community relations. Include the protocols to follow if they are approached by a member of the public or the media. • Ensure that subcontractors follow project protocols on a day-to-day basis and that they behave appropriately in and around the site parameters. • Provide communications collateral and strategic advice to the Connectus Project Director on critical stakeholder engagement, communications and relationship building. • Coordinate with key communications contacts at lead organisations including AT, Downer, Precinct Properties. • Assist in delivering communication activities to stakeholders as required. • Assist AT with media enquiries. • Manage stakeholder enquiries and complaints.
	Chris Powell - Project Director	<ul style="list-style-type: none"> • Overall responsibility for site environmental management. • Review and approve CEMP and relevant sub-plans including this SIBD DWP.

Organisation	Role	Responsibilities
	John Surphlis Environmental and Sustainability Manager	<ul style="list-style-type: none"> • Inspections, auditing and checking of environmental management practices and procedures. • On-site compliance with consent conditions and other requirements and tracking compliance information. • Report to AT changes to construction techniques or natural environmental changes which require alterations to existing consents or new resource consents. • Prepare, review and update of CEMP and relevant sub-plans. • Facilitate and oversee environmental monitoring. • Update and maintain the environmental portion of the Project Risk Register. • Training of all staff including subcontractors. • Key contact for monitoring compliance. Attendance at monthly meetings with Connectus 'Key contact' and Auckland Council Consent Monitoring Officers.
	Subcontractors	<ul style="list-style-type: none"> • Adherence to the CEMP and Sub-plans (including this SIBD DWP). • Must be fully briefed by Connectus on the standards and protocols to be followed for this Project.

2 PROJECT DESCRIPTION

This section presents a summary of the Project works that relate to the matters required to be addressed by the SIBD DWP. A detailed description of the construction methodology is provided in the Project CEMP.

2.1 SUMMARY OF METHODOLOGY

Connectus will use a cut and cover method to construct two parallel rail tunnels within the Albert Street road corridor between Customs Street and Wyndham Street. The total length of the tunnel for the Project will be 340m. A number of utilities are required to be removed, relocated, or supported during construction.

The Project works undertaken will comprise:

1. Utilities relocation and exposure
2. Piling and capping beam construction within Albert Street
3. Piling and road deck construction within the Customs Street Intersection
4. Trench Excavation, including using shotcrete and Rock Dowelling
5. Construction and waterproofing of the rail tunnels
6. Backfill of the trench, including construction of the new road pavement.

2.1.1 Utilities Relocation and Exposure

The location of utilities cables/pipes/ducts (gas, electricity, phone, wastewater, stormwater) (*herein collectively referred to as utilities*) within the Project footprint have been identified through site inspections and liaison with Network Utility Operators, including Vector Electricity, Vector Gas, Vector Communications, Chorus, Auckland Council and Vodafone. It is not feasible to completely avoid all utilities, although wherever possible piling locations and other construction activities have been selected to avoid conflict with utilities. This CNV DWP covers only those utility works within the designation footprint and separate provision has been made for utility works required outside of the designation footprint.

Utility relocation works required for Project construction includes works both inside and outside of the trench alignment. All works outside of the trench will be completed prior to excavation works, while the works within the trench will be completed during trench excavation or as the trench is being backfilled on completion of tunnel construction.

Further detail on utilities relocation can be found in the Project CEMP.

2.1.2 Piling and Capping Beam Construction within Albert Street

Piling is required as the initial stage of construction for the Project. It includes the installation of cased continuous flight auger (CFA) piles and the construction of the pile cap on the western side of Albert Street. Figure 2 shows the location and staging of the piling. The asphalt surface of the road carriageway will be removed and the utilities relocated. Piling will then occur, and a Pile-Cap constructed to connect the piles along the western side of Albert Street. Reinforcing will be installed and concrete placed.

2.1.2.1 Continuous Traffic Deck

Continuous steel traffic decks will be installed along each side of the main trench along Albert Street during the piling and capping stage of construction. The traffic deck along the western side of the trench will extend between Swanson Street and Customs Street, and will be used by general traffic along Albert Street. The traffic deck along the eastern side of the trench will extend between Wyndham Street and Customs Street and will be limited to use by construction traffic only. The eastern deck (construction traffic deck) will provide continuous access into the excavation along the length of the trench and additional construction site set down and plant space to supplement the southern and northern compounds. In addition to the continuous traffic decks, two pedestrian bridges will span the trench, located on the north side of the Wyndham Street and Swanson Street.

As a result of the traffic deck, pedestrian and vehicular access will be maintained to properties adjacent to Albert Street. A traffic lane in each direction will remain open for general traffic and a minimum footpath width of 1.5m will be maintained at all times throughout the Project.

Figure 2 Piling Stages



2.1.3 Customs Street Intersection – Piling and Road Deck Construction

Piling and construction of a temporary deck structure at the Customs Street/Albert Street intersection that permits traffic to cross over, while tunnel construction occurs underneath. The deck will be constructed in four stages as shown in Figure 3. This will enable traffic to utilise the intersection during construction and avoids closing the intersection completely.

Each stage requires pile installation and jet-grouting followed by excavation to approx. 2m depth to allow the construction of the concrete deck. Once all four piling and deck sections are complete, excavation and tunnel construction can commence beneath the live intersection.

In addition to supporting the traffic deck, the piles and jet-grout columns hold back the soil during excavation beneath the deck and stop water from entering the excavation site. After tunnel construction, the area under the deck will be backfilled, and the deck structure 'buried' (i.e. the deck will no longer be a separate deck structure and will be incorporated in the area immediately below the intersection pavement).

Figure 3 Staged construction of road deck – sections of the deck will be constructed in 4 stages (sequentially)



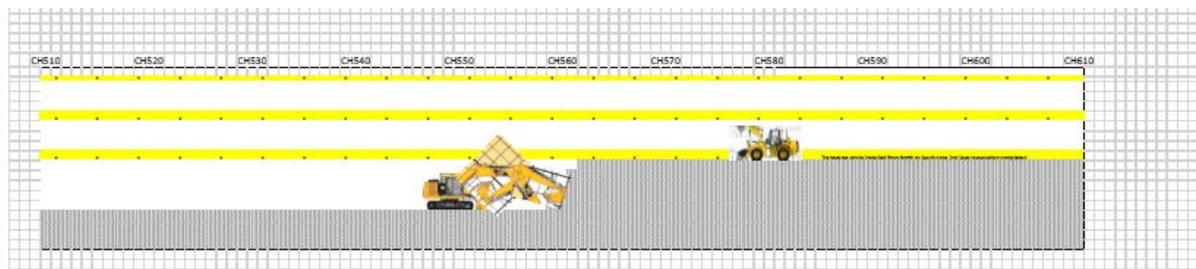
2.1.4 Trench Excavation and Spoil Handling

Trench excavation will be carried out in layers (starting at the southern end) as shown in Figure 4 with installation of temporary struts and ground anchors as the depth increases.

As excavation progresses, steel water beams and struts will be installed in combination with ground anchors to support the piled trench walls. In addition, shotcrete and/or rockfall mesh with pins will be applied to the sides of the trench to stabilise the excavation face. Shotcrete will be spray applied, rockfall mesh is installed by driving short pins into the soil and attaching the mesh to the pins.

As the trench becomes deeper, excavators and loaders will be located inside the trench to break material from the natural face of the trench and transport material to stockpiles. On the construction deck above, cranes and excavators will reach down to remove material from the trench to load onto trucks for offsite disposal.

Figure 4 Excavation – Layers



2.1.5 Waterproofing and Tunnel Construction

The construction of the rail tunnels will be a rolling process with multiple work faces progressing simultaneously. The tunnel works will start at the southern end of Albert Street when the excavation plant is clear of the base of the tunnel.

Tunnel construction will be broken into 12m lengths, and comprises the following tasks:

- Base drainage and blinding.
- Waterproofing.
- Base foundation and construction.
- Wall construction (side walls and dividing walls will be poured at the same time).
- Roof construction.
- Roof waterproofing.

Figure 5 shows a typical cross section for the cut and cover tunnels.

Concrete will be pumped to the works by pump machinery that is initially located at the compound on the southern side of Albert Street. The pump machinery is moved onto the construction deck as the works proceed further north.

3 SUMMARY OF CRL NOR: SOCIAL IMPACT ASSESSMENT

A Social Impact Assessment (SIA)¹ was prepared in 2013 as part of the Notice of Requirement (NoR) for the CRL designations, with the purpose of identifying and assessing the likely social effects (benefits and dis-benefits) of the CRL Project.

The SIA performed a literature review, review of policy context, and was informed by community and stakeholder consultation undertaken by AT (and previously KiwiRail and Auckland Regional Transport Authority). A site visit and a review of the relevant technical assessments prepared to support the CRL NoR were also undertaken.

In considering the social effects of the Project, the SIA report identified four potential areas of adverse effect arising from the construction of the CRL:

1. That the loss or disturbance of community facilities and social services as a result of the proposed works could disrupt people's way of life and community cohesion;
2. That severance between communities, facilities, residents and businesses, particularly during construction, could impact on people's way of life and community cohesion;
3. That the physical impacts of construction works could impact on people's health and wellbeing (e.g. as a result of nuisance or disturbance from construction noise, vibration or other discharges, or from the uncertainty/frustration arising from changes in accessibility for people living and working in the areas affected by construction activity); and
4. That there are impacts on individual tenants and landowners, resulting from issues associated with property purchase, relocation and/or displacement.

The SIA identifies the current social environment within which the CRL will be constructed and operated, with particular regard to the current transport network and also the demographic cross-section of inner-city Auckland.

Land uses adjoining or within the CRL designation footprint include commercial and office buildings, apartments and visitor accommodation, warehouses and storage facilities, entertainment centres and restaurants, civic buildings and community centres, and residential accommodation.

The SIA identified the following key land uses adjoining the CRL designation in the area covered by the Project works:

- Auckland City Medical Centre and CityMed Physio (8 Albert Street)
- Albert Street Physio (23-29 Albert Street)
- Active Physio Downtown Auckland (Quay Towers)
- Proudmouth Dentistry (85 Albert Street)
- Sir George Seymour Travel and Tourism College
- St Patrick's Catholic Church (Wyndham Street – adjacent to NoR1)

The most commonly occurring land use identified was retail, with commercial accommodation and other (such as car parks, and open space areas) also identified within this area.

The following effects were identified in the SIA that relate to the Project:

¹ Crack, C. and Linzey, A (2013). *City Rail Link Notice of Requirement: Social Impact Assessment*.

Prepared for Auckland Transport as part of the CRL Notice of Requirement.

- Adverse temporary effects to the existing transport network during the construction of the two tunnels between Britomart and Aotea Station.
- The Project will also act as a 'physical barrier' and could result in social severance along Albert Street and the general negative impacts on people's businesses as a result of long-term construction works.
- The impacts of construction noise and vibration.
- Visual effects during construction.
- Health effects as a result of construction dust.
- However, once operational, the benefits from CRL could include an increase in public transport use, a decrease in road congestion due to increased modal choice, and improved safety and mobility for rail, and vehicles, pedestrians and cyclists across the rail corridor.

The SIA states it is anticipated that the majority of adverse effects to the social environment will occur during the period up to and during surface construction works being undertaken. The SIA also states that the most effective method for mitigating the adverse effects of the Project is regular and ongoing communication and liaison with those affected parties to provide certainty (where able).

4 CONSULTATION

Extensive consultation has been undertaken in preparing this SIBD DWP in order to understand the specific access requirements and other potential disruption issues for residents and individual businesses/services. The consultation process was progressed as follows:

1. Confirm buildings and businesses that will potentially be affected by construction works:
 - a. The SIA has provided the basis for establishing a list of properties and businesses specifically impacted by the Project (refer Section 4.1 and Appendix B of this SIBD DWP);
 - b. An initial site walk over was undertaken to confirm businesses as of September 2015;
 - c. The results of this process were tabulated and provided to the AT CRL Communications Manager to clarify existing relationships with building and business owners, including any previous communications and agreements that relate to the Project.
2. Programme of contacting and consulting with relevant parties:
 - a. Contacting affected parties for meetings:
 - I. Developing questions to obtain relevant feedback
 - II. Attendance at consultation meetings
 - III. Documenting feedback received
 - b. The purpose was to obtain feedback from parties on the matters identified in CRL designation condition 61.3;
 - c. The consultation involved representatives from AT (either Carol Greensmith) and from Connectus (the appointed Stakeholder and Communications Manager Alan Howard-Smith).

3. The feedback from the consultation meetings was documented (refer to Table 4 in this SIBD DWP).

4.1 ESTABLISHING AN “AFFECTED AREA”

The SIA prepared as part of the NoR for the CRL has been used to establish the “Affected Area” and subsequently the basis for developing the consultation strategy for this SIBD DWP. The approach taken by the SIA to determine the affected areas for consultation was to undertake the assessment in two phases; Phase 1 - Profile and scoping, Phase 2 - Assessment and reporting.

The ‘profile and scoping’ phase included a review of relevant literature, the consultation and feedback received to date (including public submissions on the NoR), and the other technical assessments that had been prepared for the CRL NoR. The purpose of this phase was to gather the relevant information required to adequately understand the social context for the project. Phase 1 concluded that the social environment for the SIA could be identified as the land on which the proposed CRL

designations lie, those properties and businesses ‘in proximity’² and the areas and communities surrounding the proposed designations – the definition of localised areas by Census Area Units being considered appropriate for the level of social impact assessment (refer Figure 6).

² These were defined as landowners whose properties are not within the designation footprint but who bordered it.

Figure 6 Census Area Units



The ‘assessment and reporting’ phase was commenced on the basis of the information scoped in Phase 1, and included consideration of community/stakeholder views for the project and technical assessments. The purpose of Phase 2 was to analyse the likely effects of the project within the social context, thereby establishing the potential social impact. Phase 2 concluded that the majority of the potential adverse effects to the social environment will occur during the period up to and during surface construction works being undertaken, with the key effects relevant to the current Project being³:

- The potential for disruption to people’s way of life and community cohesion as a result of construction works occurring within the road reserve and affecting access and creating social severance issues for community facilities, businesses and residents in some instances; and

- Potential impacts on people's health and well-being - particularly during construction as a result of physical environment effects such as vibration.

Having considered the social context and key potential social effects associated with the Project (supported through the assessments undertaken as part of the other DWPs and Management Plans – most notably the TAP DWP and CNV DWP), the scope of this SIBD DWP has been refined to those properties and businesses 'in proximity' of the works. Accordingly, the Affected Parties Plan (Appendix B) provides a register of those parties who are likely to be affected by the Project works and this has been used as the basis for consultation associated with the preparation of the SIBD DWP (refer also to the Project Communication and Consultation Plan).

It is noted that while not considered to be directly affected by the works, the St. Patrick's Cathedral at 43 Wyndham Street has been included in the Affected Parties Plan as it constitutes the only major social/community facility close to the Project area.

4.2 AFFECTED AREA / COMMUNITY FOR CONSTRUCTION WORKS

Table 3 identifies landowners and occupiers who are representative of those considered likely to be affected by the Project construction works (in the manner identified in Section 3 of this SIBD DWP).

³ These are the same social impacts and business disruption risks which were identified by the independent peer reviewer for the SIBD DWP – refer Appendix A.

Table 3: Identified affected parties to the Project

Address / Building Name	Building Use	Building Owner/Manager
22 Customs Street Old Customs House	Commercial	Bayleys Real Estate Ltd Cathy Lam
AMP House, 29 Customs Street West	Commercial	Precinct Properties Holdings Limited Tash Adams
3 Albert Street West Plaza	Commercial	Body Corporate Kane Tarrant
8a Albert Street Sebel Quay Street	Residential Commercial (ground floor)	Sebel Katie Scholes for the Sebel Hotel
22-26 Albert Street Stamford Plaza	Residential Commercial (ground floor)	Reese Leroy; Hotel and Apartments Bow Manoopong (Grasshopper Restaurant) Earl Guechhoy BaabaaBlackSheep
Swanson Street, Foodstuffs	Commercial	Steven Yin
12-26 Swanson Street, NZ Trade Centre	Commercial	Building Manager / Body Corporate Andrea Wong
46-58 Albert Street – NZME/Mansons	Commercial	Building Manager Paul Wilkinson
38 Wyndham Street, Wyndham Towers	Commercial	Building Manager Roy Mackessack
Albert Street, City Gardens Apartments	Residential	Building Manager Tony Russ
76-84 Albert Street, Wilson Parking	Commercial (car park)	Building Manager Ryan Orchard at Wilson's Parking
9-11 Albert Street Chandler House	Commercial	Chandler House Food Alley Rose Tickner
17 Albert Street	Commercial	General and Equity House Richard Maher
23-29 ANZ Tower	Commercial	Precinct Properties Tash Adams
31 Albert Street – Conrad Properties	Residential	Conrad Properties <i>Currently under construction</i> Grant Snell of Naylor Love
Prince Albert Apartments	Residential	Kathy Ross – Body Corporate Chair and Community Liaison Group rep. Bill Wardrup Kathy Ross
61a Albert Street - Shakespeare Hotel	Commercial Retail	Building owner Nick McIntyre Paul Murtagh
63a Albert Street - AMI House	Commercial Retail	Building Manager Mikayla Seinafo
65-69 Albert Street – Auckland District Court	Public Sector Commercial	Building Manager Mark Devereaux, Ministry of Justice
43 Wyndham Street – St. Patrick's Cathedral	Social/Community Facility - Church	Catholic Church Cathedral Projects Manager Kevin Sherlock

The CLG consists of affected parties and as a result, ongoing engagement is required. This has been undertaken through presentation of the SIBD DWP to the CLG, and the CLG is able to provide

comment on the DWP. Any comments received from the CLG are documented in Appendix A of the SIBD DWP and either incorporated into the DWP or written justification provided as to why the CLG comments were not included. Ongoing updates and information relating to the timing of the Project will also be provided via at least three-monthly CLG meetings that are scheduled throughout the duration of the Project.

4.3 CONSULTATION WITH AFFECTED PARTIES

Consultation has been undertaken by Alan Howard-Smith (Connectus Stakeholder Communications Manager), along with other Project specialists (i.e. Noise and Vibration). The purpose of the consultation was to identify the type and scale of disruption, specific access and servicing requirements, and client and visitor behaviour and requirements.

In order to ensure consistency across the consultation, a series of questions were asked:

- How many private vehicles do you estimate need daily access to your parking entrances?
- How many service vehicles need daily access to your freight parking areas?
- How many businesses and guests need daily access to your building entrances?
- How many bicycles need daily access to your building?
- Who might regularly need building access afterhours – e.g. security firms and cleaners?
- Are you planning a major fit out or alterations to your buildings between March 2016 and end- 2018?

These questions were posed in order to initiate meaningful conversation around specific issues that may be generated through the Project. As well as informing the SIBD DWP, these conversations provide a calibration with the SIA, ensuring the potential social impacts identified in 2013 remain valid in the Project's current social environment. Consultation was not limited to the above questions, but encompassed a range of access and other specific issues to the affected parties spoken with. The key issues raised by the affected parties in response to the questions are detailed in Table 4.

Table 4 key issues raised through consultation with affected parties

Property / Business	Affected Party	Key Points Raised	Mitigation to Address Concerns
29 Customs Street West	Interview on site with Property manager	Check of location of play area to construction area	Noted. Not close.
3a Albert Street – West Plaza	Interview on site with Building Manager	Utilities come to building through Federal Street rather than Albert Street; network disruption unlikely	Noted
		The Parking and courier access is generally at the rear of the building, rather than from Albert Street.	Noted – additional taxi loading spaces are being provided on Wolfe Street. Refer to Section 6.5 and Appendix O of the TAP DWP.
		No current alternative to wheelchair access from Albert Street.	Albert Street footpaths are open at all times to a minimum 1.5m width (wheelchair minimum dimension is 0.74m from Austroads) as is the southern footpath on Customs Street, therefore wheelchair access will still be maintained from Albert Street. Refer to Section 4.15.1 of the TAP DWP.
		Potential impact to TT Immigration Services on first floor from disruption to pedestrian access.	Refer Section 5.5.1 of this SIBD DWP; existing pedestrian access from footpath along Albert Street will be maintained at all times. Refer to Section 4.15.1 of the TAP DWP.
3a Albert Street – West Plaza – Bakery	Interview on site with business owner	Highest impact likely to be upon ground floor retail, particularly café/bakery, although this will be significantly ameliorated by the impending closure of the food court in the Downtown Shopping Centre (DSC).	Refer Section 5.5.1; existing pedestrian access from footpath along Albert Street will be maintained at all times. Additionally, wayfinding measures will be utilised to encourage pedestrians from Queen Street valley to use Albert Street for access to the Northern Busway services on lower Albert Street to mitigate potential changes in pedestrian movements. Refer to Section 4.15.1 of the TAP DWP.
		Concerned at the level of overall disruption to pedestrian traffic, which is at the core of their business.	Refer Section 5.5.1; existing pedestrian access from footpath along Albert Street will be maintained at all times. With the footpaths along the edge of the Downtown Centre closed and relocation of Northern Express (Busway) services to new platform on lower Albert Street, there is expected to be a notable increase in foot traffic at the south- western corner of Customs / Albert adjacent to this site. Refer to Section 4.15.1 of the TAP DWP.

Property / Business	Affected Party	Key Points Raised	Mitigation to address concerns
		Concerned that they do not appear to have freight access – usually from 6am.	All loading bays/ parking along Albert Street will be removed. It is noted there is currently no loading zone on Albert Street between Customs and Wolfe streets at present. A loading zone is proposed at 3 Fanshawe Street during Project works but this may be designated for the use of private tour coaches only (TBC). Additional short-term loading zone space is proposed for Wolfe Street. Refer to Section 6.5 and Appendix O of the TAP DWP.
		Sees closure of DSC food court as a significant business opportunity.	Noted
3a Albert Street – Speedy Signs	Interview on site with the business owner	2 car parks outside front of his business are a part of his lease from the building, and are key to the business	No evidence of legal access to these spaces from roadway. The kerbside space along this length of kerb may be established as loading zone during some or all of the project duration for the use of tour coaches or other service vehicles. Additional short-term loading zone space is proposed for Wolfe Street. Primary padding space for 3a Albert Street is from Federal Street.
		Much of the building is serviced by couriers onto the footpath right outside his business – it is important to him and to the building's businesses that this continues	Parking on the footpath by couriers or any others is strictly illegal and will be vigorously enforced during the project. Additional short-term loading zone space is proposed for Wolfe Street. Refer to Section 6.5 and Appendix O of the TAP DWP.
		Important that the Federal to Wolfe Street route not be disturbed, throughout construction	The Federal Street connection to Wolfe Street from Swanson Street will be undisturbed for the duration of the project however access to Swanson Street from Albert Street will be restricted in full or part during the project. Changes will be made to Federal and Wolfe Street (such as a reversal of the one-way direction of Wolfe Street), however, access for vehicles will be maintained along these two streets. Refer to Section 4.3 and Appendix F of the TAP DWP.
		Pedestrian access throughout the construction is very important	Refer Section 5.5.1; existing pedestrian access from footpath along Albert Street will be maintained at all times. Refer to Section 6.5 and Appendix O of the TAP DWP.
3 Albert Street – NZ Gifts	Interview on site with business owner	Concerned at the loss of visibility due to construction hoardings. Wants assurance that there will be access for the loading trucks. Most of his customers come from cruise ships, so is concerned about the ability of pedestrians to see where to go from the cruise ship terminal. Owns a number of	Signage discussion for AT CRL Communications to consider. Solid hoardings are required around the worksite for public and workforce safety (refer to Section 5.10. Visibility from the open footpath on the western side of Lower Albert St will be unaffected but other sightlines (e.g. from Customs Street will be impacted by necessity. Alternative access for freight via Federal

Property / Business	Affected Party	Key Points Raised	Mitigation to Address Concerns
		businesses on both lower Queen Street and the next block down.	Street. Referred to Downer consultants re consideration of other shops that are owned. Refer to Section 6.5 and Appendix O of the TAP DWP).
9 Albert Street	Interview on site with business owner	Visibility of business as food hall when full hoardings up. Freight access is from Federal Street.	Auckland Transport will propose advertising space for specific affected businesses on the permanent construction hoardings (refer to Section 5.10). The Federal Street connection to Wolfe Street from Swanson Street will be undisturbed for the duration of the project. Alternative access provided for freight via Federal Street (refer to Section 6.5 and Appendix O of the TAP DWP).
17a Albert Street	Interview on site with business owner	Not too worried by noise and vibration if kept to approximately existing levels	Noted
		Very vulnerable to disturbance to pedestrian traffic	Existing footpath width maintained adjacent this property. Some impact to pedestrian volume has already occurred through removal of bus stop from street Refer to Section 4.15.1 of the TAP DWP. Refer Section 5.5.1; existing pedestrian access from footpath along Albert Street will be maintained at all times. Refer to Section 4.15.1 of the TAP DWP.
7 Mart		Wants to ensure that courier and freight vans can always use Wolfe Street – even if only reversing in – due to no other alternative along Albert Street.	Access to Wolfe Street will be maintained throughout the duration of the Project, though a reversal of the one-way direction will occur for a period of time. The short-term loading zones to be established on Wolfe Street between Albert and Federal will continue to be accessible when Wolfe Street is closed for piling – reversing of vehicles with care may be required during this short period. Additional loading zone proposed on Wolfe Street. Refer to Section 6.5 and Appendix O of the TAP DWP.
17a Albert Street-General and Equity House	Interview at AT CRL Project Office with 9 occupier representatives	Building Manager concerned to have access to the freight parking on Wolf Street to enable building upgrades. Mechanical ventilation throughout the building operating during business hours only. Wants more precision about exactly when the piles will be driven outside their building. Understands that Wolfe Street and Swanson Street will alter in flow, direction and access throughout 2016, and that Albert Street will be one way and significantly constrained until the end of 2018	Access to Wolfe Street will be maintained throughout the duration of the Project, though a reversal of the one-way direction will occur for a period of time. The short-term loading zones to be established on Wolfe Street between Albert and Federal will continue to be accessible when Wolfe St is closed for piling – reversing of vehicles with care may be required during this short period. The delivery of large plant during this time may require specific TMP by the buildings contractor. Refer to section 4.3 and Appendix F of the TAP DWP. Programme will be provided once confirmed with AT.

Property / Business	Affected Party	Key Points Raised	Mitigation to Address Concerns
17a Albert Street - Idarts Akl	Interview on site with business owner	<p>Concerned that there will be a loss of car parking as apparently his customers strongly prefer to park very close by. Also concerned at the loss of street visibility.</p> <p>[Noises levels within the club were substantial due to relatively loud club music being played throughout the day]</p>	<p>Access to Wolfe Street will be maintained throughout the duration of the Project, though a reversal of the one-way direction will occur for a period of time. The pay and display parking on Wolfe Street (between Albert Street and Street Federal) will be reduced during the project and replaced with additional loading zones to serve local businesses. This kerbside space could be established as pay and display parking outside of normal business hours (i.e. the loading zone would revert to pay and display parking at night for use of local residents and business patrons). No parking will be available on Albert Street during the project period and this will be strictly enforced.</p> <p>Refer to Section 6.5 and Appendix O of the TAP DWP.</p>
23-29 Albert Street - ANZ Tower	Interview on site with operations manager	Concerned to ensure that all conditions within the designation and resource consent are adhered to.	Adherence to the Project CEMP and sub-plans as required by the conditions. Ongoing consent monitoring undertaken by Auckland Council.
Chapman Tripp		Wants easy and permanent pedestrian access.	Refer Section 5.5.1; existing pedestrian access from footpath along Albert Street will be maintained at all times. Existing footpath width will be maintained. Refer to Section 4.15.1 of the TAP DWP.
		Reassured that the piling will be screw-augur rather than driven piles.	Noted
		Important for their private and client parking that Federal Street and Wolf Street are uninterrupted throughout the construction process.	<p>Access to Wolfe Street and Federal Street will be maintained at all times from Albert Street or Hobson Street (as currently), allowing access to private and client parking.</p> <p>Taxi rank to be relocated to Wolfe Street during piling. Parking on Wolfe Street (and potentially Federal Street) converted to Loading Zone. No conflict is anticipated through directional flow change and the taxi rank.</p> <p>Refer to Sections 4.3 and 6.5 and Appendices F and O of the TAP DWP.</p>
Vero		Has similar concerns to Chapman Tripp	Noted
		Have full mechanical ventilation, and windows that do not open to the street.	Noted

Property / Business	Affected Party	Key Points Raised	Mitigation to Address Concerns
ANZ		Both have underground car parking access through Federal Street.	Access to underground car parking through Federal Street will be maintained at all times from Albert Street or Hobson Street (as currently).
		Wants easy and permanent pedestrian access	Refer Section 5.5.1; existing pedestrian access from footpath along Albert Street will be maintained at all times. Existing footpath width will be maintained. Refer to Section 4.15.1 of the TAP DWP.
		Has full mechanical ventilation, and windows that do not open to the street. Occupies Ground floor and first 30 floors of ANZ	Noted
		Has underground car parking access through Federal Street, for both senior staff and clients.	Access to underground car parking through Federal Street will be maintained at all times from Albert Street or Hobson Street (as currently).
41 Albert Street – Albert Street Apartments	Interview on site with building manager, Body Corporate Chair, and a further resident representative	Essential that pedestrian access from and to Albert Street be maintained throughout	Refer Section 5.5.1; existing pedestrian access from footpath along Albert Street will be maintained at all times. Existing footpath width will be maintained. Refer to Section 4.15.1 of the TAP DWP.
		Building is manually ventilated, so being able to open windows particularly during summer is important.	Air Quality and Noise and Vibration will be monitored and mitigated as per the Project CNV DWP and AQ DWP.
		Wants temporary drop-off access on Albert Street throughout construction	No parking will be available along Albert Street during Project works and this will be strictly enforced. A goods vehicle loading zone and normal city centre parking will be located on Wyndham Street between Albert and Federal Streets. Refer to Appendix O of the TAP DWP.
		Wants results of noise and dust surveys to be published.	Copies of the noise surveys will be provided to Auckland Transport through regular reporting
		Concerned about dust impact.	Dust will be monitored and mitigated as per the AQ DWP
		Wants site specific management plan.	Will either have its own Site-Specific Management Plan or be included in a grouped Site-Specific Management Plan
		Lift access is from Albert Street.	Refer Section 5.5.1; existing pedestrian access from footpath along Albert Street will be maintained at all times. Existing footpath width will be maintained. Refer to Section 4.15.1 of the TAP DWP.

Property / Business	Affected Party	Key Points Raised	Mitigation to Address Concerns
		Construction on 35 Albert Street Conrad Properties, together with planned demolition of building on other side, and construction on Albert Street for CRL, means that this apartment block will have disruption on three sides for over one year. This is a high degree of cumulative disruption.	E-updates and physical newsletters for the building noticeboard to be provided so that the residents have regular updates. Refer to Section 5.2 of the CCP.
		Preferred line of communication is through Body Corporate Chair	Noted
57 - 61a Albert Street – Shakespeare Tavern	Interview with business operator and staff member	Activities taking place on site are less sensitive to vibration.	Noted
		Quite sensitive to freight disruption due to a medium-scale brewery operating in the basement. Truck access for both bottling and deliveries very important. Current loading zone is Albert Street – the previous one on Wyndham Street is now a bus layover.	The previous loading zone on the northern side of Wyndham (between Federal Street and Albert Street) will be re-established. The current loading zone on the southern side of the road will become resident permit parking for 57 Albert Street if access to their garage is judged impractical because of the footpath and road narrowing required for the construction and operation of the trench.
		Business also operates 57 Albert Street as a car park. Shakespeare Tavern needs alternative access from Albert Street for their vehicles.	Access will be restricted from Albert Street. The current loading zone on the southern side of the road will become resident permit parking for 57 Albert Street if access to their garage is judged impractical because of the footpath and road narrowing required for the construction and operation of the trench. Refer to Section 6.5 and Appendix O of the TAP DWP.
		Up to 7 deliveries per day, many before 7am and others between 10am-3pm due to bus clearway.	Refer to comment above.
		Considering shifting bottle plant and distribution offsite in mid- 2016.	Noted
		Single glazed, 1890s building with single glazing and below earthquake code.	Building condition survey to be undertaken for building, and will also be monitored as per the Project Historic Character DWP (Section 3.5 and 3.6)
		No disability access at all.	Currently no disability access; general pedestrian access from footpath along Albert Street will be maintained at all times. Refer to Section 4.15.1 of the TAP DWP.
63 Albert Street – AMI Insurance	Interview with business operator on site	Refurbishment of building likely within 2017-2019, but would seek to integrate it with other large construction works occurring during this time.	Noted

Property / Business	Affected Party	Key Points Raised	Mitigation to Address Concerns
			There will be no on-street parking on Albert Street (western side) between Wyndham and Kingston) during this period due to reduction of road to accommodate required southern compound.
		Pedestrian business up to 30-40 per day, so important that this is maintained.	Refer Section 5.5.1; existing pedestrian access from footpath along Albert Street will be maintained at all times. Footpath will be narrowed to 1.5m wide, accesses to properties will be maintained. Refer to Section 4.15.1 of the TAP DWP.
		Windows do not open and building is mechanically ventilated.	Noted
		Parking entry is on Wyndham Street, opposite St Patrick's Cathedral.	Noted Wyndham Street will be closed at Albert Street for a period during the installation of the trench structures, however access will be continued at all times from Hobson Street and Federal Street. Refer to Section 4.3 and Appendix F of the TAP DWP.
		Most staff arrive by public transport.	Noted
65-69 Albert Street – Auckland District Court	Interview on site with Auckland Programme Manager	Potential for disturbance of recording of Hearings through the 'For the Record' recording system.	Refer to the Site-Specific Noise and Vibration Management Plan for this Property.
		Up to eight hearings per day.	Noted
		Courts not running 1-2pm	Noted
		Essential that pedestrian access from and to Albert Street be maintained throughout	Refer Section 5.5.1; existing pedestrian access from footpath along Albert Street will be maintained at all times. Existing footpath width will be maintained. Refer to Section 4.15.1 of the TAP DWP.
		Judge, Security, Police and staff entrances are not affected by Albert Street works	Noted
		Preferred line of communication is through Auckland Programme Manager	Noted
22 Customs Street – DFS Galleria Customs House	Interview on site with building owner representative, Australasian Operations Manager, and	Evident that there was likely to be very high business impact.	Addressed through below mitigation measures
		Business completely dependent upon organised conducted coach tours.	It is proposed to establish a loading zone for four coaches (and possibly other parties) on Customs St between the existing recessed bays and Federal Street. This bay will be long enough for approximately 1 standard tour coach or perhaps two smaller coaches

Property / Business	Affected Party	Key Points Raised	Mitigation to Address Concerns
	New Zealand Deputy Store Manager		Additional loading zones will be established on Wolfe Street during the installation phases. An additional loading zone may be established on Mills Lane during the long-term trench works when Mills – Swanson loop is operating as a southbound one-way. It is very unlikely that the Wolfe Street and Mills lane loading zone options will be restricted to Galleria use only due to the need to provide service and drop off access to other businesses and operations in the local area such as residents of Quay West, Stamford Residences, 3 Albert St etc. There is a possibility that some of the recessed bay on Customs Street between Albert and Federal streets could be converted from P5 drop off to loading zone although this will adversely impact on local residents potentially.
		Cleaners arrive from 6.30am, Contractors arrive 6.30am, Security from 8.30am, Cash collection via Security throughout the day.	Noted
		Peak operational times for customers is from 2pm.	Noted
		Operational hours are: 7days a week, 365 days a year, hourly operations 11am – 10pm, with winter hours to 9pm.	Noted
		Summer bus peak is from 1 December, with a spike of 6 weeks around Chinese New Year of up to 40 buses per day.	<p>Noted</p> <p>See previous response. It may be necessary for buses to drop their passengers and then wait off-site as is standard practice in other cities in NZ and globally as it is unlikely that provision will be legally possible for this volume of buses (as is the case now) given competing needs of neighbors.</p> <p>Alternate bus tour coach loading is being provided on Customs Street West and Wolfe Street.</p> <p>Refer to Section 6.5 and Appendix O of the TAP DWP.</p>
		Usually 17 buses per day at peak season. Winter average of 8 buses.	Noted
		Also, as important is the courier distribution of goods to the airport, to arrive prior to the purchaser arriving at the airport.	<p>Noted</p> <p>This confirms the need to keep access to loading zones in the local area open to general service use and not restrict to one business at expense of others.</p> <p>A goods vehicle loading zone is being provided on Wolfe Street.</p>

Property / Business	Affected Party	Key Points Raised	Mitigation to Address Concerns
		<p>Access of courier distribution to car parks via Mill Lane is essential for operational continuity of the business.</p>	<p>Refer to Section 6.5 and Appendix O of the TAP DWP.</p> <p>Access to Mills Lane will be maintained at all time (but restricted to a maximum of 11.5m rigid trucks). Mills lane will be closed to Albert Street for piling and installation of trench, deck and barrier structures but building access to the Mills – Swanson loop will be maintained at all times (i.e. by Swanson end of loop).</p> <p>Refer to Section 4.3 and Appendix F of the TAP DWP.</p>
		<p>Building owner wants on-site noise and vibration monitoring throughout construction.</p>	<p>There is unlikely to be continuous monitoring throughout the whole construction period. Connectus will monitor when noise and vibration measurements are predicted to be at their worst. The levels that are measured along with the construction programme will then determine how much more monitoring is required. When noise and vibration is predicted to exceed criteria monitoring will be conducted. They will be included in the site-specific plan for the customs street intersection works.</p>
		<p>Building owner representative will remain the primary point of contact.</p>	<p>Noted</p>
<p>8a Albert Street – Sebel Hotel</p>	<p>Interview on site with operations manager</p>	<p>Real concern that full frontage will be restricted at specific points in the construction</p>	<p>Pedestrian Access will be maintained. The recessed car parks on Albert Street will be removed for an extended period during installation. It is possible that these carparks may not be available for the entire duration of the project to vehicles above car size due to narrowing of adjacent road to service lane width of 3.3m only which generate adverse crossfall issues (i.e. the road dips towards parks which in turn dip towards road so there is a possibility of the corners of tall vehicles colliding – although currently expected to be suitable due to widening of service lane this will be checked on-site once final road surface is confirmed). Loading zones are to be established on Wolfe Street between Albert and Federal streets in place of the existing pay and display which will be available for general service and drop off use. Patrons using these bays will need to walk down to the signalized pedestrian crossing at Customs Street to cross Albert Street.</p> <p>Refer to Sections 4.3 and 6.5, and Appendices F and O of the TAP DWP.</p>
		<p>Very important to the hotel that there are alternative entrances for guest pickup and drop-off if Albert Street is not</p>	<p>Note previous item response</p>

Property / Business	Affected Party	Key Points Raised	Mitigation to address concerns
		available for extended periods of time	
8a Albert Street – CityMed Doctors	Interview with building owners and representatives	Activities taking place on site are sensitive to vibration, and these include surgery and blood collection.	Further consultation has been undertaken, which has provided comfort that sensitive instruments such as ECG, ultrasound, x-ray and other equipment will not be vulnerable to construction activities. A SSCNVMP, either one for the building itself or as part of a group, will be undertaken.
		Other activities include radiology, pharmacy and physiotherapy.	Noted. Interviewed radiographer, pharmacy, Practise Manager, and doctor on site.
		Main access for patients, and Disabled access, is through pharmacy on Albert Street, but there is another entrance from Mills Lane.	Refer Section 5.5.1; existing pedestrian access from footpath along Albert Street will be maintained at all times. Existing footpath width will be maintained Note also response to Sebel Hotel comments. The existing mobility park on CityMed's Albert Street frontage is to be moved to Mills Lane for the duration of construction, maintaining a level access to the medical centre. If possible the recessed bay on the Albert Street frontage may be open for mobility parking subject to field test of lane width and cross-fall. Refer to 6.5 and Appendix O of the TAP DWP.
		Surgery and Radiology are highly sensitive to continuity of electricity supply.	Electricity supply will not be disrupted by construction team unless there is a major event. Surgery will be alerted if there are any risks to that supply.
		Access from Mills Lane also important due to blood transfer	Access to Mills Lane will be maintained at all time (but restricted to a maximum of 11.5m rigid trucks – which are notably bigger than Ambulances) (refer to Sections 4.3 and 4.13.3, and Appendix F of the TAP DWP).
22/26 Albert Street – Stamford Plaza Hotel	Interviews with all business owners, and hotel General Manager	Espresso Coffee and Fitness center operate with doors open	Fitness centre is tucked around the back so no noise and vibration issues. The coffee shop may need to close their doors; alternatives for mitigating noise may be looked at
United Travel		Otherwise all have mechanical ventilation	Noted
Espresso Coffee School		All shops have laminated glass frontage to street.	Noted

Property / Business	Affected Party	Key Points Raised	Mitigation to address concerns
BaaBaaBlack Sheep Café		<p>Concern about possible generator noise; while there will be generators, the primary power source is from mains power</p> <p>All concerned about pedestrian access; confirmed that pedestrian access will be maintained throughout – although sometimes there will be temporary diversions.</p>	<p>The Project will primarily be powered through Mains power; generator use is expected to be minimal</p> <p>Refer Section 5.5.1; existing pedestrian access from footpath along Albert Street will be maintained at all times. Existing footpath width will be maintained</p>
Grasshopper Thai Restaurant		Hotel very interested in ensuring that the noise levels agreed with AT and Council are not breached.	A site-specific plan is being developed for the hotel in consultation with Stamford Plaza and this will also apply to the restaurant
Taiko Japanese Restaurant		Hotel has 100 internal car parks, and a further 150 vehicle movements on the forecourt	Tour coach and car access will be maintained for the forecourt of Stamford Plaza at all times, there will be minor loss of parking on the forecourt during the two stages to pile across the entry points (estimated as 3-5 carparks). Refer to Sections 4.13.2 and 4.13.3 of the TAP DWP for further detail.
Imagine Fitness		Service vehicles of 15 per day. 24/7 garbage removal required.	<p>Access to Mills Lane will be maintained at all time (but restricted to a maximum of 11.5m rigid trucks). Access to the Mills-Swanson loop may be from Swanson Street only at times. During the long-term trench works, the Mills-Swanson loop will be converted to a southbound one-way system only presenting opportunities for additional on-street parking, drop-off and loading zones. At present, it is only proposed to provide a loading zone on Mills lane to the east of the intersection with Albert Street during these long-term trench works. This parking will not be available until after the installation phases of the first year of construction are complete and the loop is made one-way for the remainder of the Project.</p> <p>Refer to Sections 4.3 and 4.13.3, and Appendices F and G of the TAP DWP.</p>
		Seeking to refurbish whole of ground floor front internally in April-August 2016.	Noted
22/26 Albert Street – Stamford Residences	Interview on site with building managers, resident representatives	Wants 24/7 parking access to their car park.	<p>The Stamford Residence carpark access on Mills Lane will be accessible throughout the project for vehicle up to 11.5m rigid (i.e. large) truck size. This may be from the direction of Mills Lane or Swanson Street connections to Albert Street at times.</p> <p>Will be significant constraints to usual access, but Albert Street will have signage requesting local traffic only.</p> <p>Refer to Sections 4.3 and 4.13.3 and Appendices F and G of the TAP DWP</p>

Property / Business	Affected Party	Key Points Raised	Mitigation to address concerns
		Pedestrian access to Mills Lane not possible from car park as there is no design for it.	Noted. Existing public pedestrian access to be maintained.
		Wants all parking taken off Wolfe Street and Federal Street for the duration of the works	Noted. Temporary Traffic scheme will be flexible to concerns throughout the construction period. The reason for this request is not clear. This has been noted as an existing issue. The changes to curb-side management during the project provide a balanced response to the competing needs of different residential and commercial uses in the area. It is noted that the city center parking scheme allows a 10-minute grace period on the use of pay-and-display car parks such as for drop-off activities. Refer to Section 6.5 and Appendix O of the TAP DWP for further detail.
		Moving trucks require access 4 per week. Rubbish trucks 2 per week at 6am	Noted Access to Mills Lane will be maintained at all time (but restricted to a maximum of 11.5m rigid trucks). Refer to Section 4.13.3 of the TAP DWP.
		Stamford Hotel loading zone very important to daily loading	Agreed and noted. Loading will continue to be from Mills Lane which will be accessible at all times. Couriers will be directed to Mills Lane freight entrance at rear. Parking in the traffic lanes or footpath will be strictly enforced. Courier companies are to be advised of works and 'no excuses' enforcement regime prior to the start of works. Refer to Sections 4.3 and 4.13.3, and Appendices F and G of the TAP DWP.
		Has full mechanical ventilation.	Noted
		Was shown the noise modelling with and without noise baffling mitigation.	Noted
		Wants temporary pickup for residences from Albert Street ideally, and if not from Wolfe Street	Temporary loading zones will be provided on Wolfe Street (between Albert and Federal) during piling stages. Part of these kerbsides could be considered for designation as drop off. Users will need to walk to the Swanson Street or Customs Street signalized pedestrian crossings to access these bays.

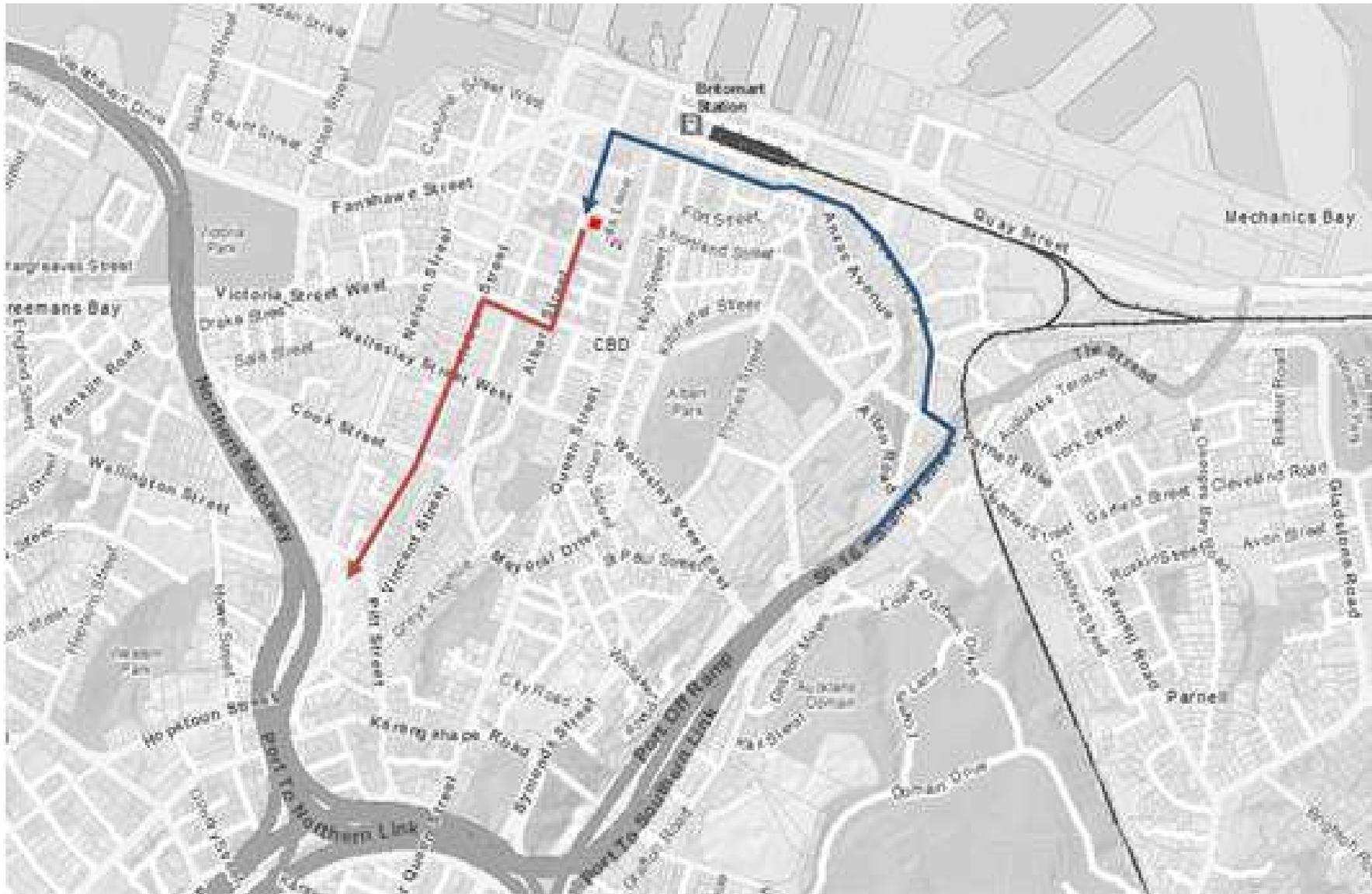
Property / Business	Affected Party	Key Points Raised	Mitigation to address concerns
			<p>Drop off bays may be possible in Mills Lane after the first year installation activities are complete and the trench and one-way loop established.</p> <p>At present the recessed taxi ranks outside the Stanford Hotel are intended to be re-established once piling works are complete. These could be changed to P5 drop off bays although this would impact on businesses in the local area such as in the office buildings opposite.</p> <p>Refer to Section 6.5 and Appendix O of the TAP DWP.</p>
		<p>Noise and vibration piling will be screw rather than jackhammer; but engine noise will be difficult to mitigate.</p>	<p>Noted</p>
		<p>Pleased that concrete vibrator during pouring will be at the bottom of the trench nearly 20 meters down</p>	<p>Noted</p>
<p>Queen Street/Mills Lane - New World Supermarket</p>	<p>Interview on site with business owner</p>	<p>Highly constrained for traffic delivering stock to supermarket.</p>	<p>Noted. Already significantly constrained due to demolition trucks from the full refit of the New World (ex-BNZ) tower.</p>
		<p>Overall building site (ex-BNZ Tower) has complete overhaul of all floors over the next 12 months, which will entail significant increase in demolition trucks via Mills Lane.</p>	<p>Noted</p>
		<p>Mills Lane is also the key un-loading point for all New World freight trucks, however these arrive between 5.30am and 6.30am on a weekday morning, so should not be too much of a constraint.</p>	<p>Noted</p>
		<p>Very sensitive to the cumulative effect of multiple construction activities occurring around supermarket operation; SAP car park redevelopment, NZME/Mansons, CRL, and his own building and own store redevelopment.</p>	<p>Access via Mills Lane will be maintained at all times, although restricted to 11.5m rigid trucks.</p> <p>Refer to Sections 4.3 and 4.13.3, and Appendices F and G of the TAP DWP.</p>
		<p>Wants good signage placement.</p>	<p>AT Communications Team will advise about any inquiry on commercial advertising placement on construction hoardings; all hoardings will be meet road safety and district plan requirements for signage within the carriageway</p> <p>Refer to Section 5.10.</p>
		<p>Has warned his delivery freight company that full-scaled reticulated trucks may be pretty impractical within the constricted Mills Lane environment.</p>	<p>Noted.</p> <p>Access via Mills Lane will be maintained at all times, although restricted</p>

Property / Business	Affected Party	Key Points Raised	Mitigation to address concerns
			<p>to 11.5m rigid trucks.</p> <p>Refer to Sections 4.3 and 4.13.3, and Appendices F and G of the TAP DWP.</p>
<p>12 Swanson Street – New Zealand Trade House</p>	<p>Interview on site with building owner representatives , and representatives of all major tenants</p>	<p>Tour coach access to Stamford Plaza critical in order to offload and re-load tourist parties to the basement restaurant</p>	<p>Stamford Plaza Forecourt access will be maintained at all times for tour coaches.</p> <p>Refer to Sections 4.3 and 4.13.3, and Appendices F and G of the TAP DWP.</p>
		<p>Strongly wants private traffic access to the car park, via entrance on to Albert Street</p>	<p>Methodology has been improved to enable access to this carpark, except for two blocks of three days while piling is formed.</p>
		<p>Each level has its own cleaner, so there are 15 cleaners. Smaller trucks may be needed.</p>	<p>Mills Lane will be restricted to trucks 11.5m rigid or smaller.</p> <p>Refer to Sections 4.3 and 4.13.3 and Appendices F and G of the TAP DWP.</p>
		<p>Food service vans from Bid Vest may be too large to get through Mill Lane turning.</p>	<p>Noted. Design is for an 11.5m-metre length truck.</p> <p>Refer to Sections 4.3 and 4.13.3 and Appendices F and G of the TAP DWP.</p>
		<p>Would like to understand optimal route to get from building to North Shore and also from West Auckland</p>	<p>Figure 7 displays optimal routes to get to property during construction of the Project.</p>
		<p>Important that construction site is constricted as much as possible on Swanson Street, to decrease pedestrian disruption and decrease disruption to couriers.</p>	<p>Construction site is not proposed to be on Swanson Street (other than Pipejack work overlap and piling across Swanson Street). Works will remain within the Albert Street road reserve. Parking may be altered along Swanson Street due to tracking requirements of construction traffic.</p>
			<p>Footpath access for pedestrians will be maintained; construction will ensure that footpath removal to expose utilities is done 6 metres at a time.</p> <p>Refer to Section 4.15.1 of the TAP DWP.</p>
<p>Currently there are 62 tenant car parks.</p>	<p>Noted</p>		

Property / Business	Affected Party	Key Points Raised	Mitigation to address concerns
38 Wyndham Street – Hollywood Bakery	Interview on site with business owner	Inward freight loading during piling right outside their business of key concern.	The Wyndham Street approach to Albert Street will be temporarily closed for utility and piling works. On street loading will be available from the existing lane on the southbound slip/service-lane. Refer to Section 4.3 and Appendix F of the TAP DWP.
		Wants to ensure that there is temporary access for the business through the slip lane.	Will be one month in which there is full block-off from main Albert Street, but alternative freight access is from either Wyndham Street right outside the shop, or from Durham Lane. Pay and display parking will be removed from service lane to increase vertical clearance to carpark bridges above. Refer to Sections 4.3 and 4.13.1 and Appendix F of the TAP DWP.
		Wants to ensure that CRL construction staff on site are aware of the lunch business that they offer.	A list of the businesses in proximity to the Project to be collated and provided as part of initial site induction to inform Project staff of goods and services offered in proximity to the Project site.
		Concern that pedestrian access is maintained across Albert Street, even during the time that the large trench exists.	Refer Section 5.5.1; existing pedestrian access from footpath along Albert Street will be maintained at all times. Existing footpath width will be maintained. Existing pedestrian crossings will be maintained at all times at the Swanson and Wyndham Street intersections. Refer to Sections 4.15.1 and 4.3, and Appendix F of the TAP DWP.
		Pleased that new street design has a greater pedestrian focus.	Noted
60 Albert Street – City Gardens Apartments	Interview on site with Body Corporate Committee	Wants to ensure street access for vehicles during impending refit and rebuild of significant parts of the interior	Lower level Albert Street slip lane access will mostly be maintained, other than a few piling stages where street closure at one end is required. During the closure, can otherwise be accessed from Durham Street (off Queen Street). It should be noted that there will be additional demand placed on the existing street loading zones and exclusive use for vehicles associated with the refit and rebuild is unlikely to be accepted. Refer to Section 4.3 and Appendix F of the TAP DWP.
		Not too concerned about noise and vibration as they are set back from the street	Noted
		Pleased to hear piling is screw method rather than driven piles	Noted

Property / Business	Affected Party	Key Points Raised	Mitigation to address concerns
		Some concern about stopping of turn into Albert Street slip lane from Albert Street, during 3 rd quarter 2016.	Alternative access always available via Durham Street, with permanent exit via Albert Street left turn. Refer to Section 4.3 and Appendix F of the TAP DWP.
74 Albert Street – Barclay Suites	Franz Stauer franzs@blackstone.co.nz	Relatively recent construction. Mechanical ventilation with guest access to balconies via sliding doors. Some concern that Albert Street slip lane will be shut for 4-6 weeks in June, but otherwise fully accepts that the works need doing. Helpful that there is alternative access to car parks above via Queen Street and Durham Lane - similar situation to Wilson's Parking and City Gardens Apartments.	Access to Albert Street slip lane will remain. Alternative access via Durham Street. Refer to Section 4.3 and Appendix F of the TAP DWP.
76-84 Wilson's Parking	Ryan Bradley rbradley@wilsonparking.co.nz	Very concerned at potential constriction and temporary blockage of traffic at Albert Street sliplane. Keen to work with us throughout.	Access to Albert Street slip lane will remain. Alternative access via Durham Street. Refer to Section 4.3 and Appendix F of the TAP DWP.
43 Wyndham Street – St. Patrick's Cathedral	Interview on site with Cathedral Projects Manager and regular 'catch-up' meetings	Not concerned about the temporary construction impacts on the Cathedral or its operations. More concerned about the effects of development occurring on directly adjacent properties (not related to the CRL Project).	Noted

Figure 7 Optimal routes to 12 Swanson Street during Construction of the Project (from the North Shore and west Auckland)



5 IMPLEMENTATION PLAN

Social Impact and Business Disruption effects will be mitigated through the suite of Project Delivery Work Plans (DWPs) and Management Plans required under the CRL designation and resource consent conditions. Specific mitigation of affected parties' concerns are outlined in Table 4, while general mitigation measures that will be implemented for the duration of the Project are outlined in this section.

5.1 GENERAL

Concern regarding adherence to designation and resource consent conditions was raised by affected parties (refer Table 4). Compliance will be achieved via the CEMP and sub-plans (suite of DWPs and management plans), which address the designation and resource consent conditions for the Project. In addition, monitoring of compliance will be undertaken by Auckland Council as per their monitoring programme.

5.2 NOISE AND VIBRATION

Construction noise and vibration will be managed, monitored and mitigated through the Project Construction Noise and Vibration Delivery Work Plan (Appendix E to the Project CEMP). In addition, Site Specific Construction Noise and Vibration Management Plans (SSCNVMPs) will be implemented for receivers where construction noise or vibration does not comply with the Project Noise or Vibration Standards.

As outlined in Section 4 of the CNV DWP, construction noise will be measured and assessed in accordance with New Zealand Standard NZS6803:1999 "Acoustics – Construction Noise", while construction vibration will be measured and assessed in accordance with the German Standard DIN 4150-3:1999 "Structural Vibration – Part 3 Effects of Vibration on Structures".

Mitigation and management measures will be utilised to minimise or avoid exceedances and are outlined in Section 7 of the CNV DWP and also through the SSCNVMPs. Best Practicable Option (BPO) mitigation will be implemented throughout the construction programme to avoid exceedances of the noise and vibration criteria. These measures include training of construction personnel, traffic mitigation measures, utilisation of noise barriers and enclosures, and reducing noise and vibration through use of appropriate equipment and construction techniques.

5.3 BUILDING AND STRUCTURAL STABILITY

Building and structural stability will be managed and mitigated through the Project CEMP, Building Condition Surveys and the Historic Character DWP (HC DWP – Appendix F to the Project CEMP). Monitoring of buildings identified through the building surveys as sensitive receivers will occur throughout the Project to understand and mitigate the effects of construction on these buildings. The HC DWP identifies heritage buildings and outlines the management of potential damage to these buildings (Sections 3.7, 3.8 and 3.9 of the Project HC DWP)

5.4 UTILITY DISRUPTION

Utility disruption has the potential to affect both Network Utility Operators and the community in proximity to the Project.

Regular and ongoing communication and consultation with Network Utility Operators will ensure disruption to the operation of utilities will be minimised. A risk analysis for relocation and rebuilding of applicable network utilities has been undertaken and is included in Section 4.3.1.2 of the Project CEMP. Throughout the ECI phase Connectus has carried out detailed design and planning in conjunction with the relevant network utility providers, including Ground Penetrating Radar survey, slot trenching and desktop utility investigation works in order to manage and mitigate this risk. Should unknown utilities be encountered during utility relocation works, this will be dealt with on a case by case basis. There will be regular communication between onsite personnel and network utility providers throughout construction to ensure these situations are managed effectively and efficiently.

Network Utility Operator procedures for utility disruption will be followed in the event that a utility is disrupted as a result of the Project. It is considered that current practices by Network Utility Operators is best practice and will therefore be used as standard procedure for the duration of the Project. Through the Network Liaison Group, all utility operators have been alerted of their responsibility for utility continuity throughout the project.

5.5 TRAFFIC DISRUPTION

Disruption to traffic and access is addressed through the Project Traffic, Access and Parking DWP (TAP DWP – Appendix C to the Project CEMP). The TAP DWP provides for the level of connectivity and access required to be maintained by the CRL designation conditions and minimising the impact the Project has on the general traffic network. A minimum of a single vehicle lane and a footpath will be maintained in each direction along Albert Street on either side of the excavated trench.

Section 5 of the Project TAP DWP outlines the traffic management measures, and includes traffic sequencing, vehicle tracking to ensure vehicles are able to turn at each intersection, signage, traffic signal phasing (including pedestrian phasing), pavements, barriers and hoardings and public and active transport prioritisation.

Section 5.13 of the Project TAP DWP outlines the pedestrian and cyclist mitigation measures. All North-South pedestrian crossings will be maintained along the length of the Project, whilst three East-West crossings will be provided through pedestrian overbridges at the Customs Street / Albert Street intersection, Swanson Street / Albert Street intersection, and Wyndham Street / Albert Street intersection.

The footpath along the eastern side of Albert Street will not be reduced in width, whilst localised reductions in footpath width will occur along the western side. A minimum footpath width of 1.5m will be maintained at all times (refer to Figures in section 5.1.1 - Individual Traffic Management Sequencing Details of the Project TAP DWP for pedestrian widths and crossings for the different stages of the Project). In addition, footpath lighting will be provided along all the sites where the hoardings combine with canopies to block sunlight or streetlight, to discourage anti-social behaviour and improve the perception of potential users of the space that it is safe to use. In addition, exclusive pedestrian phases will be implemented at the intersections of Customs / Albert, Swanson / Albert, and Wyndham / Albert where possible.

Cyclists will be diverted towards the Nelson Street Cycleway and the Quay Street Cycleway once completed. Cyclists will also be encouraged to use Federal Street for North-South travel as an

alternative to Albert Street. Tactile urban improvements are planned for Federal Street. Where a safe environment for cycling cannot be provided, cyclists will be required to dismount and walk.

5.5.1 Access

Pedestrian and vehicle access along both sides of Albert Street will be maintained at all times as stated in Sections 5.11 and 5.13 of the Project TAP DWP. There are a limited number of properties that are directly accessed by vehicles from Albert Street, and access to these properties will be maintained (refer Section 5.11 of the Project TAP DWP):

- Stamford Residence “porte-cochere” access is directly adjacent to the work site.
- Piling works will be staged such that four-coach access to Stamford Plaza Hotel is maintained at all times.
- The establishment of construction zones along Albert Street will also restrict the practical size of trucks serving the Foodstuffs supermarket site on Mills Lane to 11.5m rigid trucks, due to vehicles turning in from the kerbside service lane. The following movements will be maintained during works:
 - Up to 12.6m truck (emergency vehicle access) into Mills Lane, when Mills Lane is not closed due to piling works.
 - Up to 11.5m truck exit from Swanson Street onto Albert Street (left out only) to allow delivery trucks to exit.
 - Mills Lane and Swanson Street will be restricted to a one-way loop system after piling works are complete (from Stage 10 onwards – refer Project TAP DWP). This includes left turn only into Mills Lane and left turn exit out of Swanson Street onto Albert Street.
 - Access to 56 and 57 Albert Street will be maintained via widening the existing driveways and removing street furniture. This will allow for the 99th Percentile of cars to maintain access.
 - Whilst Wyndham Street and Swanson Street (west) do not have CRL construction activity directly adjacent to existing properties, access to general traffic is restricted to these streets while piling takes place across the adjoining section of Albert Street. However, property access will be maintained.

5.6 AIR QUALITY

Air quality effects will be mitigated through the Air Quality DWP (AQ DWP – Appendix H to the Project CEMP), and this DWP includes procedures for ensuring that construction and earthworks activities do not result in offensive or objectionable dust or odours, or hazardous air pollutants.

As stated in Sections 5.1 and 5.3 of the Project AQ DWP, the overall approach to dust control is primarily based on visual monitoring in combination with targeted ambient dust monitoring; good management of the construction areas; and a rapid response to any monitoring triggers or complaints received. Continuous dust monitoring will be carried out alongside the trench on Albert Street in order to provide real-time information on dust levels that can be used for managing dust events as they occur. Sections 6.1 and 6.3 of the Project AQ DWP outline dust mitigation measures to be implemented for the Project and this includes controlling dust from stockpiles and exposed surfaces.

Odour monitoring will be undertaken when it is considered likely that odorous material will be encountered during excavations (such as the excavation of contaminated materials) (refer Section 5.7 of the Project AQ DWP).

5.7 ECONOMIC OPPORTUNITY / IMPACT

There are both economic opportunities and impacts that could result from the Project. All property and business owners who consider that their businesses may suffer negative financial impact are encouraged to seek their own independent advice regarding any compensation rights that may be available to them under the Public Works Act 1981.

Opportunities exist for the potential increase in patronage to Food Alley, Ronnies and other food providers on Albert Street as a result of the closure of the Downtown Shopping Centre food court.

5.8 LANDSCAPE AND VISUAL AMENITY IMPACTS

All consulted affected parties were shown images of the full extent of the piling works along Albert Street and the extent to which sight lines will change across the course of the project. At the time of preparing this SIBD DWP, the design of the new streetscape that will replace the existing streetscape on completion of CRL construction has not yet been finalised and will be done so through the Project Urban Design DWP. Residents, property owners and businesses will be advised of the evolving design process with regular updates on the AT website and communication through the CLG.

5.9 SAFE PROJECT ENVIRONMENT

This Project will promote a safe construction environment for members of the public by adopting a Crime Prevention Through Environmental Design (CPTED) Approach. This will ensure the Project does not negatively impact on either perceived or real dangers to the public, and also reduces the opportunity or perception of 'benefits' of crime in the Project area. The key principles for CPTED for this Project include:

1. Increasing the perception of risk to criminals by increasing the possibility of detection, challenge and capture.
2. Increasing the effort required to commit crime by increasing the time, energy of resources which need to be expended.
3. Reducing the potential rewards of crime minimising by removing or concealing "crime benefits".
4. Removing conditions that create confusion about required norms of behaviour.

5.9.1 Specific Mitigation Measures for the Project

The Project site layout will be implemented in accordance with the CPTED principles outlined above. In addition, Connectus will undertake the following measures to achieve a safe Project environment:

- Hoarding will be covered with logos and artwork to discourage graffiti, promote the team approach to the Project, and to reflect the values central to the construction of the Project
- Graffiti will be painted over quickly and in a timely matter
- Perspex windows will be included in the hoardings to improve sight lines for pedestrians and to provide public viewing of the Project (whilst being protected from potential hazards associated with construction sites).
- Increased lighting for pedestrian routes where hoardings reduce the effectiveness of street lighting

- Construction space and public space will be clearly demarcated, ensuring it is clear where the public should and should not be
- Access gates, storage and office facilities will be locked to reduce temptation and opportunities for theft and crime

5.10 DISRUPTION TO BUSINESS VISIBILITY

5.10.1 Signage

Where the 'visibility' of adjacent businesses, and access to these businesses, is impacted by construction works Connectus and AT will provide signage advertising the location and ongoing operation of the businesses in question.

Where practicable, and without contravening road and pedestrian safety requirements, signage may variously be placed on:

- Construction hoardings – generally this will include hoardings facing the footpath and hoardings perpendicular to traffic, but not parallel to traffic where the signage may cause distraction to drivers;
- Pedestrian crossing passageways – at the east-west crossings to be maintained at Swanson Street and Wyndham Street; and
- The surface of the footpath itself - using painted or 'stick-on' messages (but not 'sandwich boards' which would obstruct pedestrian movement).

The purpose of this signage is to highlight that local businesses are still open and to help minimise the temporary effects of road closures and traffic disruption. In addition to the consultation undertaken in preparing this SIBD DWP, feedback will continue to be sought from affected businesses with regard to the particular visibility and access requirements of the business, and which options best suit their needs.

An example of the type of signage which may be used is provided in Appendix C.

As part of the ongoing communication campaign for CRL, media such as the Project website, Facebook Page and fortnightly newsletter will also include messages to the effect that local businesses are operating as usual.

Additionally, wayfinding will be used to direct pedestrian traffic along Albert Street (refer Section 5.10.2 below).

5.10.2 Wayfinding

People seeking to use the Northern Express will be guided to the new location of this bus service in lower Albert Street. Wayfinding signage will be installed at key decision points on major approach routes. This includes wayfinding from Queen Street, along Swanson Street and down Albert Street. The purpose and benefits of this initiative are two-fold;

1. Pedestrian traffic is decongested around lower Queen Street; and
2. Pedestrian traffic is maintained along Albert Street, which benefits adjacent businesses.

Refer to Section 4.15.1 and Figure 25 of the TAP DWP for more detail.

6 ONGOING IMPLEMENTATION

This SIBD DWP will be implemented throughout the duration of the Project and will include ongoing consultation with the CLG and affected parties. Affected parties are able to contact a Project team member directly for concerns relating to the effects of the Project through the free number: 0800 CRL TALK (275 8255). This phone line is available twenty-four hours a day, seven days a week. Alternatively, Project team members can be contacted directly, with the contact details for those with key responsibilities in the implementation of the Project provided in Table 5.

A record will be kept of complaints received to inform the annual report of this plan and further DWPs where mitigation is sought beyond the plan, and also for any additional impacts identified. This record will include:

- A description of the complaint;
- The relevant DWP the complaint relates to;
- Mitigation measures undertaken in response to the complaint;
- Who is responsible for mitigation of the complaint;
- Timeframes for addressing the complaint, including when the complaint is resolved; and
- Any affected parties.

This documentation will inform the annual report (Section 8) to ensure continual alignment of the SIBD DWP with other DWPs, and ensure documentation of mitigation measures undertaken to address issues arising from the Project on affected parties.

In addition, an update meeting will be held with the CLG at least every three months, through which social impact and business disruption concerns can be raised (refer to Section 5.1.1.1 of the Project CEMP).

Table 5 Key Contacts

Area of responsibility	Contact
Project Director	Chris Powell (Key Contact) Connectus Project Director 021 596 036 chris.powell@mcdgroup.com
Trenching	Hugh Robinson Connectus Construction Manager 021 171 3839 hugh.robinson@mcdgroup.com
Environmental Controls and Effects (noise, traffic, air quality etc.)	John Surphlis Connectus Environmental Manager Ph. 021 723 589 John.surphlins@conenctus.net.nz
Main contact for construction enquiries	Alan Howard-Smith Connectus Stakeholder Communications Manager 09 980 2556 or 021 361 158 alan.howard-smith@hawkins.co.nz

Customer Response Management (CRM) system	Carol Greensmith AT CRL Communications Manager 021 569 211 carol.greensmith@aucklandtransport.govt.nz
---	--

6.1 MONITORING

Monitoring of the social impact and business disruption issues (and the subsequent process to ensure compliance with the CRL designation conditions) outlined in Sections 4 and 5 of this SIBD DWP will be undertaken through the relevant DWP:

- Noise and Vibration – CNV DWP;
- Air Quality – AQ DWP; and
- Traffic, Access and Parking – TAP DWP.

All complaints and subsequent mitigation measures will be documented to inform the annual report for Social Impact and Business Disruptions. Complaints will be received, documented and mitigated as per the process detailed in Section 7 of this SIBD DWP.

7 COMPLAINTS

Complaints procedures are described below and are also detailed within the Communication and Consultation Plan and the CEMP. All complaints will be recorded in the Project Enquiry and Complaints Register.

7.1 24/7 HELPDESK

There will be access to a member of the Project 24 hours a day, 7 days a week via the free phone number: **0800 CRL TALK (275 8255)**. This number will be available from April 2016.

Table 6 details the process that will be undertaken for all enquiries or complaints that are fielded through the Helpdesk.

Table 6 Helpdesk process for enquiries and complaints

Stage	Description
1	The CRM team member receives an enquiry or complaint.
2	The CRM team member contacts: <ul style="list-style-type: none"> • Alan Howard-Smith, the Connectus Stakeholder Communications Manager, if the issue is about construction activity, or • Carol Greensmith, the AT CRL Communications Manager, if it is a media enquiry, political enquiry, or enquiry about the costs, benefits or strategic fit of the project.
3	The Connectus Stakeholder Communications Manager or AT CRL Communications Manager responds in writing to the CRM team member as quickly as possible.

	The CRM team member contacts the enquirer with the response.
5	The CRM team member determines whether the enquirer is satisfied with the response, including any mitigation action taken if it is a complaint.
6	The CRM team member responds with further information or action as required.
7	For construction related complaints, the CRM team member determines if a specific mitigation response is required. If so, they refer to the specific DWP or Management Plan (e.g. Traffic, Noise and Vibration, Contamination), and contact the relevant responsible person or site supervisor.
8	Connectus Stakeholder Communications Manager will conduct surveys every six months to determine levels of satisfaction with the process of CRM responses.

7.2 COMPLAINTS PROCESS

The process for managing complaints is set out in Table 7 and the response timeframes are detailed in Table 8.

Stage	Description
1	All complaints are forwarded to the Connectus Stakeholder Consultation Manager and Connectus Project Director via the complaints/enquiry form. <i>AT CRL Communications Management have the relevant forms.</i>
2	The Connectus Stakeholder Communications Manager acknowledges the complaint immediately by phone or in writing. If the Connectus Stakeholder Manager is not available, the Connectus Project Director or another member of the project team acknowledges the complaint. <i>AT CRL Communications Management have the relevant templates.</i>
3	The contact details of the complainant and details of the complaint are entered into the AT CRL CRM database.
4	Acknowledgement of a complaint is provided within 2 hours of receipt. However, should the complaint demand a more detailed response, this will be provided within 2 working days. Major complaints such as building damage will be addressed as soon as is practicable. Note: See "Response timeframes" below.
5	The Connectus Stakeholder Communications Manager works closely with the Connectus Project Manager and delivery team to resolve complaints. They are proactive in keeping complainants informed of what action is being taken to address their concerns.
6	If a complaint cannot be resolved within the complaints process timeframe, the complainant is invited to a meeting with the Connectus Stakeholder Communications Manager and the Connectus Project Management team.
7	All meetings are recorded in the CRM database to ensure that a complete record of times dates and location of meetings is maintained.
8	When a complaint is resolved it should be 'closed out' as an action in the CRM. Each month a record of complaints activity will be reviewed by the Connectus Stakeholder Communications Manager to check that all actions have been closed out.
9	Complaints data will be reviewed regularly by the Connectus Stakeholder Communications Manager, together with the Connectus Project Director, to identify any trends. If required, improvements to project processes and mitigation strategies will be implemented to minimise future complaints.

Table 8 Complaints response timeframes

Complaint Channel	Response Timeframe
Written correspondence (letters)	Within 5 working days of receipt.
Written correspondence (including emails and faxes)	Acknowledged on day of receipt. Resolved within 2 working days, unless there are significant claims for damages or escalations due to scale or complexity (e.g. Health and Safety investigation)
0800 project information line calls	Within 2 hours of the same working day during business hours of 7am to 7pm. Within 24 hours for calls received outside of business hours.
Meetings	Response / resolution to be completed within the timeframes agreed in the meeting.

7.3 DISPUTES

Disputes can arise when complaints are not considered resolved by the stakeholder affected by the issue. In the context of this Project, disputes may arise relating to financial loss due to construction effects on businesses in proximity.

A claim for financial compensation under the Public Works Act 1981 is a possibility for affected parties who are significantly affected by the Project. The Public Works Act entitles affected parties to compensation for 'substantial injurious affection', which may include damage to property or losses to a business.

Affected parties are to contact AT directly to pursue any claims for financial compensation as a result of the Project (refer to Section 5.7 of this SIBD DWP).

8 REPORTING

Connectus shall prepare an annual report on the identification, monitoring, evaluation and management of the effects outlined in this SIBD DWP, along with a summary of any comments or complaints raised by the community, including how these have been addressed.

This information will be provided through the monitoring outlined in other DWPs, such as noise and vibration, air quality, and the traffic, access and parking DWP. This information will be available to affected parties through the annual report.

APPENDIX A: RECORD OF CLG AND INDEPENDENT PEER REVIEW COMMENTS

CLG COMMENTS

Comment ID	Date	Time	Forum	Commenter	Comment	Resolution
15	08/12/2015	1730-1900	CLG Meeting	Ross Boswell	Construction hours are 7am – 7pm, but complaint response time states complaints will be seen to during business days from 8am – 6pm. Is it possible to change the times to 7am – 7pm?	Yes. Text changed in Table 8 (section 5.7.2 Complaints process) to reflect a complaint response time frame between 7am- 7pm
16	8/12/2015	1730-1900	CLG Meeting	Kathy Ross	What would be done about alarms etc (Noise) going off after hours?	Those monitoring the hotline will have a list of the Security company contacts for such purposes. No change to the SIBD DWP
17	8/12/2015	1730-1900	CLG Meeting	Ross Boswell	How will complaints (both procedure and outcomes) be publicised?	The complaints procedure is outlined in the Stakeholder and Communications DWP. Written responses are proposed to be within 5 days from receipt. Acknowledgement in electronic form is to be within 2 days from receipt. Complaint responses becoming public are at the discretion of the complainant. The tracking of overall complaint resolution performance will be between AT CRL and Connectus. No change to the SIBD DWP
18	8/12/2015	1730-1900	CLG Meeting	Kathy Ross	Can members of the public gain access to the raw live data from the monitoring?	AT will provide regular updates to Auckland Council as the regulator about noise and vibration, not raw data. Auckland Council will make its own determination on the release of those reports. No change to the SIBD DWP

INDEPENDENT PEER REVIEW

Peer Reviewer: James Baines

Date: 9th February 2016

Full copy of Independent Peer Review provided below in this section

SIBD DWP Section	Comment	Resolution
<p>4 Consultation Process</p>	<p>In general, from what I have read, there has been a clear intention to adopt a pro-active approach to consultation with potentially affected parties. This is commendable. Nevertheless, I question several aspects, recommend some specific remedies, and suggest clarification of other aspects, including:</p> <ul style="list-style-type: none"> –the spatial scope of consultation related to an understanding of the social environment; –a sampling or census approach; and –engagement questions <p>The spatial scope of consultation related to an understanding of the social environment. I would assume the Affected Area is defined to be the area within which the direct and indirect effects of the enabling works are most likely to be experienced by other parties. The principal causes of potentially adverse effects during the enabling works are the physical activities that create excessive noise, vibration, dust, etc. in the existing environment and the changes in movement patterns of people (in vehicles and on foot) through and around the Project Area occasioned by the physical works and associated safety precautions. This DWP contains no clear definition of the Affected Area, nor an associated map or diagram. This is an omission which affects the rigour of the assessment work.</p> <p>The CRL SIA contains discussion of an “assessment area” and a “Study Area”- albeit for all NoRs - based on Census Area Units (CAUs). It is evident from the contents of Table 3 that the SIBD team for Contract 2 did not adopt the Auckland Central West CAU as the Study Area, as implied by the CRL SIA; nor would this necessarily have been appropriate, in my opinion for the reasons explained in the preceding paragraph. However, a strict focus on the narrow Albert Street corridor - as implied by Table 3 - is equally inappropriate. A sampling or census approach the effective scope of consultation also depends on whether a sampling or census approach was adopted. Section 4 of this DWP states “<i>Extensive consultation has been undertaken in preparing this SIBD DWP</i>” Given the relatively confined area adopted by the SIBD team, I would expect a census approach to have been adopted.</p>	<p>I agree with the reviewer that adopting the Auckland Central West CAU to inform the DWP would not have been appropriate. However, I disagree that the geographic reach has been insufficient. Construction noise and access impacts are considered the most significant (in terms of numbers of people affected) social impacts in C2. In my understanding, the buildings identified for acoustic monitoring were those captured in the DWP consultative exercise. While noise will not necessarily be contained within the “narrow Albert Street corridor” the DWP authors are informed by the relevant acoustic reports in identifying area of likely impact. Vehicle access impacts were limited to properties on Albert Street impacted by changes to access, as the beginning or end journey point. Vehicles coming into the area and using Albert Street as a through route are provided with a number of alternate routes and thus not considered as potentially impacted by access changes.</p> <p>No change to this SIBD DWP</p>

SIBD DWP Section	Comment	Resolution
	<p>Table 3 identifies 19 affected parties by building/address, while Table 4 records discussions with 33 occupants/businesses at 24 addresses. Even though the DWP states - <i>“The SIA identified the following key land uses adjoining the CRL designation in the area covered by the Project works:</i></p> <ul style="list-style-type: none"> - Auckland City Medical centre and CityMed Physio (8 Albert Street); - Albert Street Physio (23-29 Albert Street); - Active Physio Downtown Auckland (Quay Towers); - Proudmouth Dentistry (85 Albert Street); - Sir George Seymour Travel and Tourism College; and - St Patrick’s Catholic Church (Wyndham Street - adjacent to NoR1).” <p>Table 4 indicates that only one of these was consulted by the SIBD Team. Without further consultation, it is impossible to know whether or not this sample of consultees is truly representative. The issue of possible gaps in consultation is relevant to identifying sensitive receivers for significant adverse amenity effects, the associated need for site- specific management plans, developing a sufficient understanding of baseline social conditions, and identifying potential interest in membership of the CLG. I note that the SIA recommends updating the social profiling and SIA work at this time. As for Contract 1, I do not consider this issue to be necessarily critical, so long as provision is made in the monitoring activities and on-going consultation activities related to the Community Liaison Group (see Section 5 of this document). I would add in the case of Contract 2 that those entities in the list above which have not yet been consulted be included in future consultation activities. As a general comment, based on discussion with the Contract 1 DWP author, as well as review of this DWP, I acknowledge that the approach to consultation has been pro-active but conclude that its present geographic reach has not been sufficient.</p> <p><u>Engagement questions</u></p> <p>Section 4.2 lists a series of questions used in consultation interviews <i>“in order to initiate meaningful conversation around specific issues that may be generated through the Project.”</i> I endorse the use of such a semi-structured approach to consultation. The DWP further states <i>“Consultation was not limited to the above questions, but encompassed a range of access and other specific issues ...”</i></p>	<p>The engagement questions provided a platform for discussion with affected parties, and consultation spanned a greater range of issues and specific requirements for each affected party. Consultation with affected parties is outlined in detail within Section 4 of this document. No change to the SIBD DWP</p>

SIBD DWP Section	Comment	Resolution
	<p>I note that the range of themes listed in the corresponding section of the Contract 1 DWP is broader in coverage than those covered by the list in this DWP. So long as they have been canvassed - even if not listed in this DWP - then the approach is appropriate and thorough. The issue I raised in Section 3 regarding the risk/sensitivity to unplanned network utility outages is equally applicable here.</p>	
<p>4.1 Community Liaison Group (CLG) Process</p>	<p>Section 4.1 of the DWP states <i>“The Community Liaison Group (CLG) consists of affected parties and as a result, ongoing engagement is required. This has been undertaken through presentation of the SIBD DWP to the CLG, and the CLG is able to provide comment on the DWP. Ongoing updates and information relating to the timing of the Project will also be provided via at least three-monthly CLG meetings that are scheduled throughout the duration of the Project”</i></p> <p>This DWP provides no other information regarding the CLG process. Nevertheless, my understanding is that Contracts 1 and 2 for NoR1 are sharing the same CLG. Consequently, I will not repeat my commentary on the CLG process provided in Section 3 of this report.</p>	<p>It is considered that the mechanisms in place for affected parties to voice concerns and issues, and provide a forum for update on the Project is sufficient.</p> <p>Provision for the CLG to meet at least every three months will be provided throughout the duration of the Project as per the designation conditions and further provision has been made outside the CLG to raise complaints at any time regarding the Project.</p> <p>No change to the SIBD DWP</p>
<p>5 Particular Potential Social Impacts</p>	<p>In my opinion, three potential social impacts and business disruption risks require further attention than is provided for explicitly in the current DWP or related planning documents.</p> <p><u>Risks of Unplanned Network Utility Disruption</u></p> <p>I have commented already in Section 3 above on the issue of possible unplanned network utility outages. Section 5.4 of this DWP, under the topic of the treatment of Utility Disruption under the Implementation Plan states <i>“This section will be updated with updated utilities methodology for the Project.”</i> Such methodology will need to address the risk of unplanned utility outages as well as planned changes to utility infrastructure. This is potentially a critical piece of mitigation.</p> <p><u>Pedestrian Activity Patterns and Severance</u></p> <p>In her statement of evidence to the CLG NoR hearing36, Ms Linzey described severance effects on Albert St as potentially significant -</p> <p><i>“The severance between communities and specifically for pedestrian access to businesses and residents on Albert Street is a potentially significant impact and I concur with the conclusion of Mr Clark, that “... it is essential that access to properties is maintained along Albert Street during the construction period. While Mr Clark makes specific comment in respect of vehicle and service access, I consider this is equally important for pedestrian access to these properties. I conclude that this potential effect will require careful management as part of the construction planning process to ensure that the potential adverse effects of disruption are reduced.</i></p>	<p>Section 5.4 updated to include disruption to utilities in regard to Network Utility Operators and affected parties in proximity to the Project.</p> <p>It is not expected that regular and ongoing pedestrian counts during Project will provide a useful or practical tool with regard to pedestrian behaviour as a result of the Project.</p> <p>Footfall on Albert St will be affected by a number of factors such as building closures for site redevelopments along the corridor, other generator or destination closures, removal of buses and stops for implementation of permanent New Network and CRL in part (of which AT can do anytime), and weather and seasonal changes (not well understood in specific corridor due to lack of information).</p>

SIBD DWP Section	Comment	Resolution
	<p>At several places in the DWP reference is made to maintaining a minimum footpath width of 1.5m on Albert Street. Indeed the second reference identifies a suite of measures aimed at mitigating the risk that existing patterns of pedestrian activity will be disrupted significantly during the construction works: north-south pedestrian crossings; east-west pedestrian overbridges; no reduction of footpath width on the eastern side of Albert St; localised reductions of footpath width on the western side with a minimum width of 1.5m at all times; footpath lighting to discourage anti-social behaviour and improve user perceptions of safety; exclusive pedestrian phases at intersections. I agree that this reflects careful management as part of construction planning'. However, as noted previously, on their own, these measures provide little certainty that local businesses will not experience significant changes in pedestrian activity in their vicinity. I consider it essential that the baseline pedestrian counts be updated at regular intervals so that actual changes in pedestrian behaviour are revealed. These data will be important and relevant indicators of the significance of actual effects.</p> <p><u>Impacts on Business Revenue Section</u></p> <p>5.7 of this DWP, under the heading Economic Opportunity/Impact, states <i>“All property and business owners who consider that their businesses may suffer negative financial impact are encouraged to seek their own independent advice regarding any compensation rights that may be available to the under the Public Works Act 1981.”</i></p> <p>In my opinion, the position stated above on mitigation of this risk is an abdication of responsibility and is not good SIA practice. Nor is it consistent with any of the four principles outlined earlier in the DWP for the management of issues and risk. I found no evidence that the potential significance of such impacts has been analysed and assessed. It is highly likely, in my experience, that most affected parties will be unfamiliar with the Public Works Act and its procedures. In my opinion, the challenge of working through the Public Works Act processes in itself constitutes a significant impact which thus far does not appear to have been acknowledged as such. In summary, the existence of the Public Works Act is no excuse for not proceeding with rigorous impact assessment and mitigation planning at this stage. I repeat the need for a more pro-active and evidence-based facilitated response as outlined in Section 3 above.</p>	<p>In addition, pedestrian volume surveys provide limited information on pedestrian behaviour. The majority of issues are likely to be identified through site observation or complaint. Site conditions will be regularly / constantly observed by the Connectus STMS, Traffic Manager, Communications Manager, construction managers and others.</p> <p>In respect of the PWA process being referenced within the SIBD DWP, it is not an abdication of responsibility, but an acknowledgement that irrespective of the management or mitigation of potential social impacts, unplanned events and/or disputes may occur. The mechanism for compensation is the PWA.</p> <p>No change to the SIBD DWP</p>

SIBD DWP Section	Comment	Resolution
<p>6 Cross Referencing to other DWPs</p>	<p>In terms of ongoing implementation and monitoring Section 6 of this DWP cross references three other DWPs that are relevant to social impacts and business disruption -</p> <ul style="list-style-type: none"> - Noise and Vibration - CNV DWP; - Air Quality - AQ DWP; and - Traffic Access and Parking - TAP DWP. <p>Similar issues to those discussed in section 3.2.4 above require attention here.</p>	<p>Cross references to SIBD DWP included in AQ DWP, CNV DWP, and TAP DWP</p>

APPENDIX B: AFFECTED PARTIES PLAN AND SCHEDULE



Property Number	Main Business/Building Name	Other businesses	Street Side	Map Reference	Notes
29 Customs Street West	AMP Building	Multiple	West		1
3 Albert Street	West Plaza	Ronnie' Café and Bakery	West		2 Entrance on the corner of Customs and Albert
		West Plaza	West		2
7 Albert Street		1-3 Door	West		3 Residential?
		Souvenir and Gifts	West		3
		City Convenience Store	West		3 Very small store
9-11 Albert Street	Food Alley		West		25
12 Albert Street	Yates	No Entrance of Albert Street	West		4 Boarded up
15 Albert Street	Link House	No Entrance of Albert Street	West		5 Boarded up
17 Albert Street	Cohesive Technology [is this really the main business? There are a fair amount of businesses within the tower block]	7 Seven Mart	West		6
		17 Albert Street - tower block entrance	West		6
		Scorpio Bar	West		6
		Ramen, Curry, Sushi Takeaway	West		6
		iDarts Auckland	West		6
		Japanese Karaoke Geihinkan	West		6 Same entrance
	Japanese Restaurant Ichiban	West		6	
23-29 Albert Street	ANZ Centre		West		7
35-39 Albert Street	(under construction)		West		8
41 Albert Street	Prince Albert Apartments		West		9
53 Albert Street (51-53 Albert Street)		Vacant (previously Albert Leather Factory)	West		10 Boarded up and potentially used as a car park
55 Albert Street		Sumo Sushi	West		11 above, unsure of use
57 Albert Street		Ellice Road	West		12 Advertised as a social lounge/food place (bar)
61 Albert Street	Shakespeare Hotel		West		13 Also an entrance off Wyndham Street
63 Albert Street	AMI		West		14
65-69 Albert Street	Auckland District Court		West		15
11-19 Customs Street West	Downtown Shopping Centre	Multiple	East		24
12-14 Customs Street West	Old Customs House	Commonwealth Vault	East		23
		Galleria	East		23
		Prada	East		23 Entrance via Customs Street
8-12 Albert Street	Quay West	City Med	East		22
		Up Café	East		22
		The Sebel	East		22 Likely occupies upper floors of Quay West (Hotel)
2-26 Albert Street	Stamford Plaza and Stamford Residences	Baa Baa Black Sheep Espresso	East		21 Café
		Grasshopper Thai Cuisine	East		21 Restaurant
12-26 Albert Street	Affco House	NZ Trade Centre	East		20 Parking on higher levels
46-50 Albert Street	NZME		East		19
52-56 Albert Street	NZME		East		19
58 Albert Street	NZME		East		19
38 Wyndham Street	Wyndham Towers - potentially also called Wherescape Towers	Hollywood Café - entrance from Wyndham	East		18 Included as in close proximity and a building condition survey will be undertaken. Delete as necessary
74 Wyndham Street	City Garden Apartments		East		17 There is probably a café on the ground floor - Google Maps shows a shop front (The Gourmet: may have changed since then)
76-84 Wyndham Street	Wilson Parking		East		16
43 Wyndham Street	St Patricks Cathedral and Presbytery		West		26 Included as in close proximity and a building condition survey will be undertaken. Delete as necessary
125 Queen Street	Foodstuffs - Queen Street Metro		East		27 Uses Mills Lane for service vehicles

APPENDIX C: SIGNAGE EXAMPLE



Indicative signage on construction hoarding.