

Working with our local community

We have been working with the community over several years, using local insights shared with us as we design the Papakura to Drury project.

Now moving in the construction phase, while still partly in design, we are focused on timely communications to people living with and experiencing our activities, and engaging with neighbours.

We're sharing updates in a range of ways with the local community and working more directly with landowners in the immediate area to minimise any impacts and resolve any issues or concerns.

We'll keep this up as we get on with both design and construction work and you will be able to connect with our team 'on the ground' letting you know what to expect and when. Potential impacts on our neighbours will be communicated in advance, and we'll be ready to answer any queries you may have.

As a member of the local community, you can expect to hear from us through:

- Catching up in person
- E-txt work notifications
- Project updates and e-newsletters (you can sign up to get these by email)
- Construction works notification letters
- Text and phone, including 2 x 0800 numbers staffed 24/7
- Community group meetings
- Community information events
- Information campaigns

As an affected landowner, you can expect to hear from us directly through:

- Face-to-face meetings — to talk with you about potential impacts to your property
- Online meetings (if this is your preferred option)
- Phone calls
- Emails
- Project updates and e-newsletters (you can sign up to get these by email)
- Traditional post/letters

We are committed to working with you to get the best outcome for the project, our neighbours and the local community, leaving a positive legacy for future generations.



WHERE TO GO FOR MORE INFORMATION:

Visit our website to sign-up for our regular e-newsletter and project updates or traffic notices and to find out more about the project.

You can also view our monthly progress by checking out our photo gallery.

Visit www.nzta.govt.nz/p2b



For further information about the project, please contact our team on:

Phone:

0800 796 796 - for construction-related enquiries

0800 741 722 - for general project enquiries

Email: p2b@nzta.govt.nz

Website: www.nzta.govt.nz/p2b

In person: Papakura to Drury Project site office: 25 Tegal Road, Drury (open 8am to 5pm on normal business days).

Working with you

Waka Kotahi is a member of the International Association of Public Participation (IAP2) and is committed to using best practice for all community engagement. The following engagement principles have been developed and apply to all our project communications:

- **Timely and responsive:** We will provide timely information and responses that are full, empathetic, helpful, frank and detailed. We will share what information we can as we have it.
- **Honest:** We will be upfront and transparent and provide as much information as possible. Our engagement will be transparent – clear in scope and purpose. We will be honest about what we can't share and what we don't know yet.
- **Empathetic:** We will understand and consider the impact that the project may have on communities and stakeholders it passes through. We will seek to understand views and concerns and enhance our reputation for listening – even when agreement cannot be reached. We will promote dialogue and open genuine discussion.
- **Authentic:** We will be genuine in our approach to communications and engagement. We will follow through and do what we say we are going to do.
- **Inclusive:** Our engagement will be accessible and balanced and will capture a full range of values and perspectives. We will undertake communication and engagement activities in a way that enables a broad range of people to participate in the process.

Project milestones and engagement activities to date:

As the project progresses from concept through to construction our engagement becomes more targeted to focus on those most impacted. In the early days we cast our net wide to get as much feedback from the community as possible to help shape our designs. As the designs become more advanced, we tailor our engagement activities to support those living next to/near to construction activities and consult with directly affected landowners whose properties may be impacted by our designs.

Who did we engage with?

Since 2017 we have consulted and engaged with a wide range of stakeholders including:

- Mana Whenua
- Local community
- Landowners/developers
- Community members who participated in the Supporting Growth consultation
- Auckland Council
- KiwiRail
- Auckland Transport
- Local business associations
- Bike Auckland
- Local Boards
- Service and utility providers (including Watercare and emergency services)
- Freight industry
- Heritage NZ
- Department of Conservation

How did we engage with them?

A range of engagement tools and activities were used to engage with stakeholders and the wider community, such as:

2017

- 27,000 project flyers
- Dedicated phone number and email address
- Project newsletter distributed at local libraries, local board offices and public information days
- A feedback form was available online and at the information days
- Advertising online and in three local newspapers
- 2,900 visitors to the project webpage
- Three public information days
- 25 meetings and briefings with stakeholders
- We received 138 pieces of feedback

2018

- Eight workshops with local boards in the south
- 140 people attended the Southern Corridor Improvements community information evening where progress on wider southern plans was shared
- Six languages advertising the project on the radio
- 42,000 flyers sent to households and people at local public transportation stations
- Seven open days
- 500 people attended in conjunction with the Supporting Growth Programme

2019

- Regular engagement begins with Mana Whenua partners
- Information shared at local transport open days
- Affected landowner meetings begin
- Regular local board updates begin

2020

- Six community open days
- 300 people spoken to
- Ongoing landowner meetings

2021 / 2022

- Four community open days
- Four community updates, shared electronically and in print
- Monthly e-newsletter updates
- Ongoing landowner meetings