

Report

City Rail Link Notice of Requirement: Social Impact Assessment

Prepared for Auckland Transport (Client)

By Beca Carter Hollings & Ferner Ltd (Beca)

19 April 2011



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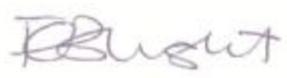
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Executive Summary

The City Rail Link Project (CRL or the Project) comprises a 3.4km underground passenger railway (including two tracks and three underground stations) running between Britomart Station and the North Auckland Line (NAL) in the vicinity of the existing Mount Eden station, and an additional 850m of track modifications within and adjacent to the NAL. Auckland Transport (AT) is seeking to designate via six (6) Notice of Requirements (NoR) the construction, operation and maintenance of the CRL. The designations are being sought with a 20 year lapsing period (i.e. 20 years for AT to give effect to the designation). This time period has been sought by AT to provide for the following works to be undertaken while giving certainty that the CRL can be built in the future:

- Further investigations and design;
- Negotiation and acquisition (where necessary) of any property or property rights it needs to give effect to the CRL works; and
- Construction of the CRL.

During construction of the CRL there are two key types of construction work proposed: from the surface and below ground. Surface construction will be undertaken between Britomart and Aotea Stations; at Karangahape and Newton Station locations; and at the southern end where the CRL connects to the NAL. The identified adverse social effects during construction include (but are not limited to):

- Disruption to people's way of life and community cohesion as a result of the loss of community facilities and social services. This is a potential adverse effect dependent on the ability for such facilities and services to successfully relocate prior to construction commencing. If relocation is successful, there remains potential for the relocation to result in some 'displacement' effects for the communities that use these facilities;
- The potential for disruption to people's way of life and community cohesion as a result of construction works occurring on sites or within the road reserve and affecting access and creating social severance issues for community facilities, businesses and residents in some instances;
- Potential impacts on people's health and well-being particularly during construction as a result of physical environment effects, such as vibration during the construction period, (eg creating uncertainty/annoyance and/or disturbance for residents and people working in affected areas);
- Impacts on individuals for those tenants and landowners on land identified for acquisition, as a result of feelings of uncertainty from these groups as to how this acquisition process works, as well as fears about relocation and displacement.

For the mitigation of potential adverse effects, a number of mitigation methods have been identified. For several specifically identified social impacts, the development of a Social Impact Management Plan (SIMP) is recommended, in conjunction with on-going consultation with key stakeholders and communities of interest.

Once operational the station entrances and ventilation plant will be the only surface features. A number of positive effects are anticipated once the Project is operational, including the following that have positive social impacts (but not limited to):

- Provision for more train movements on the Auckland rail network through unlocking the capacity constraint of Britomart which will improve accessibility and mobility to, from and within the central city area for commuters, which will have a positive impact on people's way of life;
- Increase commuter access to the city centre which provides the opportunity to stimulate economic development and as a result enhance community well-being;

- Provide a catalyst for inner city re-development by creating new major transport hubs around the underground rail stations, stimulating land use intensification and regeneration of central city areas. Potential social effects of this include improved quality of environment, economic opportunities and opportunities for increased community development in the city centre area. This is consistent with the wider urban transformation process and aspirations for the central city as identified in the Auckland Plan.

1 Introduction

1.1 Project Description

The City Rail Link Project (CRL or the Project) comprises a 3.4km underground passenger railway (including two tracks and three underground stations) running between Britomart station and the North Auckland Line (NAL) in the vicinity of the existing Mount Eden station, and an additional 850m of track modifications within and adjacent to the NAL. For ease of reference in this report, the stations located along the alignment have been temporarily named Aotea Station, Karangahape Station, and Newton Station. The stations will be formally named in the future.

1.2 The Notices of Requirement

Auckland Transport (AT) is seeking to designate via six (6) Notices of Requirement (NoR) the construction, operation and maintenance of the CRL. The NoR relate to surface (land), sub-strata (below the ground surface) or strata (protection area between activities on the surface and the sub strata designation) designations. There will therefore be effects relating to property rights or the loss of land for those properties which are within the CRL designation footprint.

The designations are being sought with a 20 year lapsing period (i.e. 20 years for AT to give effect to the designation). This time period has been sought by AT to provide for the following works to be undertaken while giving certainty that the CRL can be built in the future:

- Further investigations and design;
- Negotiation and acquisition (where necessary) of any property or property rights it needs to give effect to the CRL works; and
- Construction of the CRL.

The designations will also ensure that the land required for the CRL is clearly delineated in the district plan to provide the local community and affected landowners with certainty as to the general nature and location of the Project. No final decision has been made with regard to funding for the CRL. It is intended that construction will be completed by 2021.

During construction of the CRL there are two key types of construction work proposed: from the surface and below ground. Surface construction will be undertaken between Britomart Station and Aotea Station; at Karangahape and Newton Station locations; and at the southern end where the CRL connects to the NAL. All other works for the rail tunnel are proposed to be constructed below surface using a tunnel boring machine (TBM).

Once operational the station entrances and ventilation plant will be the only surface features. At the southern end, where the CRL tracks integrate with the NAL tracks, the tunnel portals themselves will be located in trenches (retained wall structures) and the tracks will rise to merge at surface level within the existing NAL rail corridor.

1.3 Organisation of this Report

This report is organised into a number of main sections as follows:

- Section 2 outlines the scope of this Social Impact Assessment (SIA) report and the adopted approach;
- Section 3 describes the proposed phases for the delivery of the CRL Project and the relevance of this to the assessment of effects on the social environment;
- Section 4 describes the key stakeholders and communities of interest for the Project;

- Section 5 provides a description of the social environment, which includes the wider study area as well as areas of localised impact;
- Section 6 provides an assessment of the effects on the social environment; and,
- Section 7 provides recommendations to manage and respond to the social impacts of the CRL project.

2 SIA Scope and Approach

2.1 Scope of this SIA

The purpose of this SIA is to provide a further assessment of the likely social effects (benefits and disbenefits) of the CRL Project, at its current NoR phase.

A further information request has been received from Auckland Council, requesting a “*more comprehensive SIA, prepared in accordance with international guidelines*”. The Council consider that a comprehensive report outlining the social impacts is important for the entire route, but is of particular importance for the areas that are within or adjacent to the designation footprint, including the southern end of the CRL, the Newton Station, and the connections to the NAL.

This SIA has been prepared in response to this further information request. Sitting alongside the Assessment of Effects on the Environment (AEE)¹, the SIA will provide commentary on how the project has responded (and through management can continue to respond) to social aspects of the Project. In this regard, it is recognised that the conclusions of the SIA will be broader than those specifically reported in the CRL NoR AEE.

This SIA forms one part of the overall environmental assessment and contributes to the wider decision making process. This SIA considers the relevant sections of Part II of the Resource Management Act (RMA), being the following:

- Section 5(2): Enabling ‘*people and communities to provide for their social, economic and cultural wellbeing*’;
- Section 7(b): In achieving the purposes of the Act, all persons ‘*shall have particular regard to... the efficient use and development of natural and physical resources*’; and
- Section 7(c): “*the maintenance and enhancement of amenity values*”.

2.1.1 SIA Process and Framework

The International Association for Impact Assessment (IAIA) states that SIA is:

‘Analysing, monitoring and managing the social consequences of development. Social impact assessment includes the processes of analysing, monitoring and managing the intended and unintended social consequences, both positive and negative, of planned interventions (policies, programs, plans, projects) and any social change processes invoked by those interventions.’

The IAIA notes that SIA can be undertaken in different contexts and for different purposes, but that the following principle is important across all SIA:

‘The improvement of social wellbeing of the wider community should be explicitly recognised as an objective of planned interventions, and as such should be an indicator considered by any form of assessment. However, awareness of the differential distribution of impacts among different groups in

¹ Volume 2 CRL NoR suite of documents.

society, and particularly the impact burden experienced by vulnerable groups in the community should always be of a prime concern.’

The IAIA outlines the key potential areas to consider when undertaking a SIA. In summary, these areas include:

- **People’s Way of Life:** How people live, work, play and interact;
- **Culture²:** People’s shared beliefs, customs, values and language or dialect;
- **Community:** The cohesion, stability, character, services and facilities;
- **Political Systems:** The extent to which people are able to participate in decisions that affect their lives, the level of ‘democratisation’ that is taking place, and the resources provided for this purpose;
- **The Environment:** The quality of the environment that people live, work and socialise in (eg. air and water that people use, the availability and quality of the food they eat, the level of hazardous risk, dust and noise they are exposed to, the adequacy of sanitation, their physical safety, and their access to and control over resources);
- **People’s Health and Wellbeing:** The state of physical, mental, social and spiritual wellbeing;
- **People’s Personal and Property Rights:** Particularly whether people are economically affected, or experience personal disadvantage which may include a violation of their civil liberties; and,
- **People’s Fears and Aspirations:** This relates to perceptions about people’s safety, their fears about the future of their community, and their aspirations for their future and the future of their children.

Based on consideration of the above, as well as the other information sources that have been used to inform this SIA (outlined within Section 2.2.1 of this report), this SIA assesses the proposal in light of three key themes – being, ‘Community Cohesion and People’s Way of Life’; ‘People’s Health and Wellbeing’; and ‘People’s Personal and Property Rights’. This is discussed further in Section 5 (description of the social environment), Section 6 (assessment of social effects), and Section 7 (recommendations to manage and respond to the social impacts).

2.1.2 Exclusion and Assumptions

The following exclusions and assumptions apply to the scope of this SIA:

- The SIA is informed by relevant technical specialist assessments, which were prepared in support of the CRL NoR. All assessments of effects in these specialist areas have been carried out by relevant technical specialists and are cited in this report where relevant to potential social impacts.
- The SIA is informed by consultation carried out to the date of report preparation. It is recognised that the process of consultation is on-going. The consultation that has informed this SIA is summarised in Section 2, with more detail provided in the Key Stakeholders and Communities of Interest Section (Section 4).

2.2 SIA Approach

Social assessment methodology is typically undertaken in phases. The approach for this SIA has been undertaken in two phases, namely:

- Profile and scoping,
- Assessment and reporting.

² We note that as part of the assessment of actual and potential effects to support the CRL NoR, a Cultural Values Assessment has been prepared and this is contained in Appendix 6: Volume 2 CRL NoR suite of documents.

This SIA has been prepared in response to Auckland Council's further information request (outlined in Section 2.1, above). Significant information (including the AEE, supporting technical assessments and consultation activity) was already available and could be utilised for the preparation of this report.

Phase One (profile and scoping) can be determined as the information gathering phase, with Phase Two (assessment and reporting) as the analysis, assessment and reporting stage.

2.2.1 Phase One: Profile and Scoping

A range of information sources have been used to inform this SIA, including relevant SIA case studies and literature, the consultation and feedback received to date, public submissions on the NoR, and the other technical assessments that have been prepared for the CRL NoR. The information sources used are described in further detail below.

a. Literature Review and Internet Research

A review of relevant literature (including case studies) and internet research (including social media research) has provided information and context to guide this SIA. For example, by helping to identify local communities and their values, the statutory and strategic social planning context for the CRL Project, and to assist in scoping the potential social impacts associated with the project. The following information was reviewed as part of the SIA:

- Social/environmental impact assessments of similar projects overseas and in New Zealand³;
- Auckland Council policies, strategies and plans (outlined further in Section 2.2.1b);
- Print media coverage of the CRL Project; and
- 2006 Census of Population and Dwellings and 2010 Projections (Statistics New Zealand).

b. Review of Policy Context

Understanding community outcomes and themes within statutory and strategic documents is important in considering a Project's likely social impacts, on a regional scale. In this instance, documents relating to transport, accessibility and connectivity are particularly relevant.

The CRL Project is being developed in the context of a number of relevant statutory and non-statutory policy documents. A number of documents signal the need for the CRL Project and/or the need for improved transport options in Auckland City. For example, the Auckland Council's spatial plan (the "*Auckland Plan*") seeks to confirm the central city area as the key employment and economic hub of Auckland, well connected to the Auckland region. The *Auckland Plan* identifies that "*The CRL is the top priority transport project for Auckland, with a targeted date to become operational in 2021⁴*". This policy framework is therefore considered of importance to this report, as it demonstrates that there is an expectation for a project of this nature.

A complete assessment of the CRL Project against all the relevant statutory and non-statutory policy documents is contained within the AEE⁵, and provides a summary of the overarching policies within which and in support of which the CRL Project is being delivered.

³ Being social/environmental impact assessments for the North West Rail Line (Transport for NSW, 2012); The North Auckland Line (Quigley and Watts Ltd. 2012); Christchurch Southern Motorway (Taylor Baines and Associates, 2012); Regional Rail Link, Victoria (KBR/Arup, Australia 2010); Portland-Milwaukie Light Rail Project (U.S Department of Transportation, 2010); Ho Chi Minh City Metro Rail System Project (MVA Asia Limited, 2009); and, Delhi Metro Rail (RITES Ltd, 2006)

⁴ The Auckland Plan: Chapter 13 Auckland Transport. Refer box 13.2 The City Rail Link

⁵ Volume 2 CRL NoR suite of documents

c. Community and Stakeholder Consultation

Community and stakeholder consultation for the CRL Project has been carried out by Auckland Transport and previously KiwiRail and ARTA⁶ during 2009-2010. Consultation prior to serving a NoR is not required under the RMA. However, consultation is a key principle in terms of “best practice” for completing a robust AEE particularly in relation to Iwi and directly affected landowners.

A brief summary of consultation undertaken to date can be described as follows:

- KiwiRail and ARTA consultation (2009-2010): Consultation was focused on stakeholders and specific landowners who were known at that time to be directly affected by the CRL alignment (based on the 2008 alignment). Consultation with other potentially affected landowners was proposed for the future, after further investigations had been undertaken.
- Auckland Transport consultation (2011-2012): A “CRL team” was established to progress the NoR, and a Communications Manager was appointed for the consultation and engagement process. Consultation focused on Iwi, directly affected landowners, stakeholders, and government agencies.
- Following the serving of the NoR the focus has shifted to tenants of directly affected properties, in proximity landowners and those with wider interests. Seminars, public open days and displays were held for the period following the notification of the NoR (February and March 2013).
- Consultation and discussion will be an on-going process through both the NoR process and into the future stages of design, consenting and construction. The Environmental Management Framework (EMF) developed as part of the CRL NoR includes provision for the preparation of a Communications Plan, which will be supported by conditions on the CRL designation.

Consultation and engagement undertaken is discussed further in the ‘Consultation Section’ of the AEE⁷ (Section 5) and within the ‘Consultation Report’ (Appendix 5) of the AEE⁸.

d. Public Submissions on the NoR

In addition to the consultation undertaken above, the NoR was open for public submission from Friday 23 January 2013 until Tuesday 19 March 2013. 262 submissions have been received⁹, with the majority of these in support of the project. At the time of writing this report these were still being processed by Council and AT, and therefore specific numbers received in support or in opposition are not included here.

Those submissions which have raised social impacts have been reviewed as part of the assessment included in this report. The issues raised within these submissions are discussed in Section 2.2.2 below, as part of ‘Assessment and Reporting’.

⁶ ARTA is the former Auckland Regional Transport Authority

⁷ Volume 2: CRL NoR suite of documents

⁸ Ibid

⁹ This was the number at the time of writing this report

e. Review of Technical Assessments

Other technical assessments that were prepared to support the CRL NoR process have been reviewed, to provide a technical base and understanding of the other actual and potential environmental effects of the CRL Project. Of particular relevance to this SIA are the following technical reports:

- Noise and vibration – Marshall Day ‘*City Rail Link Noise and Vibration Assessment: Report 001R072012068A*’ (December 2012);
- Urban Design – Jasmax ‘*City Rail Link Urban Design Framework*’ (December 2012);
- Air Assessment – Beca ‘*Technical Report to support Assessment of Environmental Effects (Notice of Requirement): Air Quality Assessment*’ (December 2012);
- Cultural Values Assessment – Atkins Holm Majurey Limited ‘*Cultural Values Assessment in Support of the Notices of Requirement for the Proposed City Rail Link Project*’ (December 2012);
- Integrated Transport Assessment – Flow Transportation Specialists ‘*City Rail Link Integrated Transport Assessment*’ (December 2012); and,
- Environmental Management Framework – Auckland Transport (July 2012).

f. Site Visit

As part of the scoping phase, site visits were undertaken. This was to understand the physical dimensions and size of the Project, as well as to understand the social infrastructure and nature of the landuse in the area.

A site survey was also undertaken by the assessment team, to inform this SIA. This site survey was specifically undertaken to understand the land use and tenancy details for each of the properties identified as being on land earmarked for surface designation. The current use/industry classification of each building was recorded, with industry classifications based on the Australian and New Zealand Standard Industrial Classification (ANZSIC) 2006. The results of this survey are discussed in Section 5.5.6 of this SIA. A copy of the site survey template, including the industry classification list, is attached to this SIA as Appendix A.

2.2.2 Phase Two: Assessment and Reporting

On the basis of the information scoped from above, the assessment has included consideration of community/stakeholder views for the Project and our technical assessment. This includes:

a. Views and Concerns expressed in Consultation and Submissions (on the CRL NoR)

The following issues were most commonly identified, all of which are recognised as having an associated social impact:

- Noise and vibration effects (during construction and when operational);
- Effects on structural stability of buildings (during tunnel excavation and when operational);
- Concerns around disruptions to utility services, such as water and wastewater (during construction);
- Management of traffic effects (particularly in the vicinity of the construction yards); and
- Effects on air quality;
- Economic opportunities and opportunities for increased community development in the city centre area;
- Access:
 - Improvements to the efficiency of the wider transport network
 - Reduced access for pedestrians and vehicles, during construction
 - Physical ‘barrier’ created by the trenching of Albert Street, during construction.

- Health impacts (relating to air quality and to the disruption of utilities, such as water supply), during construction;
- Disruption, during construction to businesses and community facilities (access and noise and vibration);
- Economic impacts (concerns that construction period will be detrimental to rental incomes);
- Effects on landscape, visual and amenity values, during construction;
- Uncertainty around the timing of construction and impacts for residents/businesses; and
- Uncertainty around the land acquisition process and therefore impacts of landowners, businesses and other tenants, particularly those directly in the CRL designation footprint.

b. Social Effects Assessment

Section 6 of this SIA draws on the information from the above sources and presents an assessment of the social effects of the CRL Project. This involves:

- An analysis of the data and information collected, to identify and describe the social effects (positive and adverse) in the short term, medium term, and long term.
- Identification of mitigation options and methods for management and response, including requirements for on-going consultation with interested parties and the local community.

3 Phases of CRL Project delivery

The Project is anticipated to involve further work as it moves from investigation through to the operational stage. For the purposes of describing that work, phases of work packages have been outlined in the AEE (Section 2.1). A summary of the physical works proposed within each of the designated sites is also outlined within the AEE. This information has been used as the primary source information for this assessment report.

The purpose of this Section is to identify how this SIA is of relevance to each of the proposed phases of project development and how these phases can contribute to the on-going management of the social aspects/impacts of the CRL Project.

3.1 Phase One

Phase One is the current design phase, and is comprised of the following:

- Protection of the CRL for future construction, operation and maintenance via a designation;
- Engineering and architectural design to a concept design level;
- Initial site analysis and investigations;
- Development of an Environmental Management Framework to manage the effects of the CRL through the next phases of design, construction and operation; and
- Consultation.

On this basis, it is considered that this SIA should be viewed as a screening and initial assessment of the social effects of the CRL Project. Following this and dependent on the outcomes of this assessment, it is acknowledged that further specific assessment (e.g. through Social Impact Management Plans) may need to be prepared eg as the specific details of construction effects or further site investigations and design have been undertaken (e.g. during subsequent phases).

In terms of its contribution to the on-going management of the social aspects/impacts of the CRL Project, the intention of this SIA is to sit alongside the overall AEE that has already been completed, to provide commentary on how the Project has responded to social aspects of the Project to date, and how a

management framework could work at future stages of the Project to ensure continual response to these issues.

3.2 Phase Two and Phase Three

Phase Two is expected to comprise of the following:

- Further site investigations, preliminary design, preparation and obtaining of resource consents, and on-going consultation.

Phase Three is expected to comprise of the following:

- Any further site investigations, detailed design, preparation and obtaining resource consents (if not undertaken in Phase Two), and on-going consultation.

As noted, this SIA is prepared as a screening social assessment for the designation process. It is considered that during Phases Two and Three further social impact assessment or specific social impact management responses may need to be prepared in response to any social issues identified as a consequence of the resource consent matters. It is expected that any such assessment would build on the information provided in this SIA, including recommendations and suggested management options for social effects, but will also include information derived from further site investigations and from on-going consultation.

3.3 Phase Four

Phase Four is expected to comprise of the following:

- Construction site investigations and final construction design, any ancillary/minor resource consents, preparation of Outline Plans, tender and award of the construction contract, preparation of management plans to manage the effects during construction, on-going consultation, and on site construction of CRL.

Depending on the potential effects identified in this SIA, and the details of construction it is anticipated that further social assessment may be required to address and manage the effects identified in this SIA. Such assessment and management would be completed within Phase Four, based on final construction design and finalisation of all the works required. On-going consultation throughout these Phases will identify issues or concerns from the community to enable them to be considered and as appropriate adequately addressed within the management plan process.

3.4 Phase Five

Phase Five is expected to comprise of the following:

- CRL commissioning and operation, preparation of any management plans required during the operational phase.

On-going consultation throughout the previous Phases will ensure that issues of concern from the community are adequately addressed within any management plans that are required for the operational phase.

Best practice SIA indicates that monitoring and management of social issues/outcomes should be undertaken, beyond the completion of the Project (i.e. once it is operational). Therefore, once management plans are completed within Phase Five, on-going monitoring of their effectiveness could be undertaken, if deemed that the nature of the social impacts would warrant this. In most instances this is a community based practice, involving affected parties and local councils. This may be in the form of a community liaison group, and/or a public reporting/complaints mechanism, as well as on-going information/communication systems for the Project.

4 Key Stakeholders and Communities of Interest

Community and stakeholder consultation for the CRL Project has been carried out by Auckland Transport. A brief summary of consultation undertaken to date is outlined within Section 2.2.1c of this SIA. A comprehensive outline of the consultation and engagement undertaken, and a detailed list of the key stakeholders for the CRL Project is provided in the 'Consultation Section' of the AEE¹⁰ (Section 5) and within the 'Consultation Report' (Appendix 5) of the AEE¹¹.

Consultation has been undertaken with the following groups, since 2009:

- Government and statutory agencies
- Elected community representatives
- Mana Whenua
- Landowners (surface and sub-surface)
- Tenants/occupiers of directly affected properties
- 'In proximity'¹² landowners
- Utility operators.

As outlined in Section 2.2.1d, the CRL NoR was also open for public submission from Friday 25 January 2013 until Tuesday 19 March 2013. This public notification period resulted in the receipt of 262 submissions¹³. Seminars, public open days and displays were held for the period following the notification of the NoR (February and March 2013). Over this period, consultation has been broadened to the wider community interested in the Project.

For the purposes of preparing this SIA, the details of this consultation outlined above as well as the public submissions and feedback from the open days have been analysed and the key issues raised by each group have been considered for further investigation. This is especially pertinent for the communities in those areas of the Project that will be subject to construction impacts and/or areas with a greater resident population; being the southern end of the CRL and the connections to the NAL, including the areas subject to and adjacent to the designations for the Newton Station. The social issues identified are discussed in the Assessment of Social Effects (Section 6).

Consultation and discussion will be an on-going process through both the NoR process and into the future stages of design, consenting and construction. The EMF developed as part of the CRL NoR includes provision for the preparation of a Communications Plan, which will be supported by conditions on the CRL designation.

¹⁰ Volume 2: CRL NoR suite of documents

¹¹ Ibid

¹² These are landowners whose properties are not within the designation footprint but who bordered it.

¹³ This was the number known at the time of writing this report

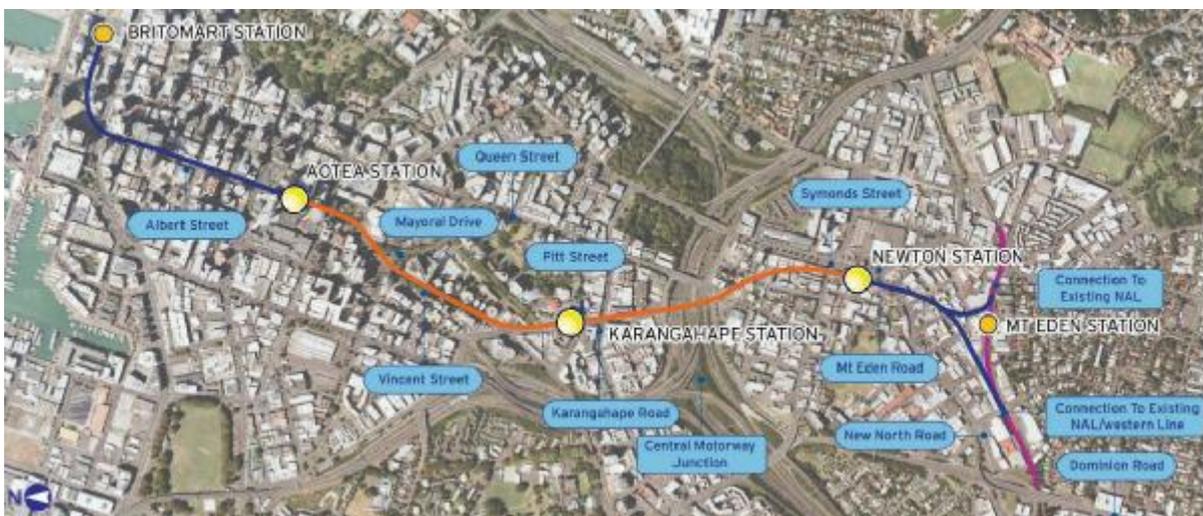
5 Description of the Social Environment

The following section provides a description of the existing social environment of the CRL Project. This includes baseline demographic and socio-economic data to profile the communities of interest and provides mapped summaries of these communities in terms of their relevant socio-economic and political boundaries¹⁴.

5.1 Establishing the Assessment Area

The existing environment for this SIA has been identified as the land on which the proposed CRL designations lie, as well as the areas and communities surrounding the proposed designations. Figure 1 illustrates the proposed CRL network, and includes areas / features of reference surrounding the project.

Figure 1: Proposed City Rail Link Network



The CRL Project is located in Auckland City and it is recognised that the project will contribute to and impact on the City overall (City Wide area of social assessment). A local ‘area of assessment’ has also been defined. This area is broadly defined by the communities through which the Project crosses. To establish a profile of this community, the boundary of the existing social environment has used the Statistics New Zealand’s Census Area Units (CAUs), which are described further in Section 5.3.

This description of the existing environment will provide detail on the Auckland City context, before providing baseline demographic and socio-economic detail at a more localised level (the local area of assessment).

5.2 Auckland City

Once operational, the CRL Project will be largely underground, located within the Auckland central city area. This is a built up urban environment and New Zealand’s largest city centre and commercial/business area.

¹⁴ A more wide ranging description of the existing environment for the CRL Project, incorporating detail on issues such as geology, archaeology and heritage, Maori cultural values, trees, groundwater, air quality, noise and vibration, contaminated land, and utilities, can be found in Section 6 of the AEE Report: Volume 2 CRL NoR suite of documents

The CBD of Auckland City is bound by its topography. The area is contained within ridges and valleys (the Queen Street valley is flanked by the Symonds Street ridge and the Albert/Vincent/Pitt Street ridge, with the Karangahape ridge at its southern end). Beyond these ridges are the valleys which contain the motorway system (Grafton Gully to the east and Freemans Bay to the west with the Central Motorway Junction to the south). To the south of Central Motorway Junction is the Newton area. This area is defined by the Symonds Street ridge and slopes to the west (Newton gully area) and east (Khyber Pass area). Further to the south from the Symonds Street ridge the topography slopes down again, with the NAL running north to south at the base of Mt Eden.

5.2.1 Existing Transport Network in Auckland City¹⁵

The transport network of Auckland City is relevant to this SIA as it shapes how people move through the City to places where they live, work and recreate (in other words, it is a key contributor to “people’s way of life”)¹⁶.

a. Existing Train Network

The current Auckland passenger rail network comprises four routes (south via the southern line; south to Manukau via eastern line; southwest to Onehunga; and to the west via Newmarket), totalling approximately 110 kilometres of line with 41 stations. The 2011 AT public transport patronage survey showed over 5,600 passengers entered the city centre during the morning peak period (7 am to 9 am) by train, on 35 train services.

b. Existing Road Network

Most of the roads in the vicinity of the CRL designation are zoned ‘Level 2 High Density’ as they carry more than 10,000 vehicles per day. Road designations under the Auckland Council District Plan: Central Area and Isthmus sections are classified using seven different categories ranging from Motorway to access way. Existing designations for these roads are described in more detail within the AEE (Section 6.3.14).

c. Existing Bus Network

The Rapid Transit Network (RTN) and Quality Transit Network (QTN) services are operating in the city centre. The RTN offers the most frequent, reliable service as it is on its own right of way eg train or busway, and has one route within the Auckland City Centre (Fanshawe Street from the Northern Motorway (SH1) to Britomart).

The QTN also offers a frequent service (minimum fifteen minute frequency) but utilises the general road network (albeit with priority measures) eg buses. The QTN routes within Auckland City Centre Area are:

- Symonds Street and Anzac Avenue
- Great North Road, Karangahape Road, and Grafton Bridge
- Fanshawe Street west of Nelson Street
- Lower Hobson Street

¹⁵ This section is summarised from the AEE (Section 6 ‘Existing Environment’: Volume 2 CRL NoR suite of documents), incorporating information from the Integrated Transport Assessment Appendix 5: Volume 3 of the CRL NoR suite of documents.

¹⁶ In 2004-08, New Zealanders spent an average of 7½ hours per week travelling, with 4¾ hours travelling by car, and less than half an hour per week travelling by public transport. This time is greater in urbanised areas, such as Auckland (in excess of 8 hours travel per week, with some 6 hours per week travelling by car) (Ministry of Transport, *How New Zealanders Travel*, 2009, <http://www.transport.govt.nz/research/Documents/How%20New%20Zealanders%20travel%20web.pdf>)

- Quay Street west of Queen Street
- Queen Street
- Mayoral Drive between Queen Street and Vincent Street
- Pitt Street, Vincent Street, and Albert Street.

d. Existing Cycle and Pedestrian Network

Cyclists entering the city centre area can utilise cycle only lanes, shared (cycle pedestrian lanes), bus lanes and public roads. Recent cyclist counts by AT show around 850 cyclists entering the city centre in the morning peak. The highest pedestrian activity is located in the downtown area, with Queen Street providing a key central spine through the city centre. The 2010/2011 pedestrian counts undertaken show that around 5,300 pedestrians enter the city centre in the morning peak.

Grafton Bridge is the location with the highest observed levels of pedestrians and cyclists with over 1,500 pedestrians and cyclists during the morning peak, and Karangahape Road motorway over bridge is the second busiest site.

e. Existing Public Transport Network (Train and Bus Passenger mode share)

During the peak period public transport travel into the city centre mode share is currently 44%. Across the Auckland region the public transport mode share is 3.4%, and nationally it is 2%. Almost 60% of public transport work-trips and 68% of all daily public transport trips are focussed on the city centre. The 2011 AT public transport patronage survey showed a total of nearly 32,400 people entering the central area on public transport during the morning peak period (7am to 9am).

5.3 Study Area – Census Area Units

As outlined above, the existing local area of assessment or social environment for this SIA, has been identified as the land on which the proposed CRL designations lie, those properties and businesses ‘in proximity’ and the areas and communities surrounding the proposed designations. The definition of the localised areas by Census Area Units is considered appropriate for this level of social impact assessment (as area units are typically defined by geographic like areas (eg residential suburbs)).¹⁷

5.3.1 Study Area - Census Area Units

The boundary of this social environment has been drawn from the Census Area Units (CAUs) included on the Statistics New Zealand website. The relevant CAUs are listed as follows, and identified on the map on the following page (Figure 2), to demonstrate how they are located within the context of the study area:

- Auckland Harbourside (purple)
- Auckland Central West (yellow)
- Newton (green)
- Eden Terrace (red)
- Grafton West (pink)

¹⁷ It is also noted that the most current Census data available at this time is from the 2006 Census. As such, it is considered that further more detailed meshblock analysis is not warranted at this time.

Figure 2: Census Area Units



5.3.2 Localised Impact Areas

As mentioned above, the further information request from Auckland Council outlined that the identification of the social impacts was particularly relevant for the areas subject to and adjacent to the designations, including the southern end of the CRL, the Newton Station, and the connections to the NAL. These areas are predominantly located within the Eden Terrace CAU.

It is also considered that the areas where land is required for the CRL Project (the areas of surface designation) have the potential for increased social impacts. Land is required as surface designation in relation to NoR 1 (in Auckland Harbourside and Auckland Central West CAUs), NoR 4 (in Newton CAU), NoR 5 (in Eden Terrace CAU) and NOR 6 (in Eden Terrace and Grafton West CAUs).

5.4 Population

This section of the report provides a summary of the trends of the population surrounding the Project, with a particular focus on the areas where the population will be directly affected, ie where land is required.

This information provides an important element of the existing social environment in terms of the people who live in the area and its broad socio-economic characteristics. Understanding the demographic composition of the study area provides context for the potential impacts of the proposed activity for this SIA.

5.4.1 Population Size and Location

Table 1 below shows the usually resident population statistics for the study area CAUs, comparing the 2006 population and the 2026 projected population¹⁸. In particular, it summarises the following:

- The 2006 usually resident population in each of the CAUs (identified in Section 3.1) and in Auckland City¹⁹;
- The projected population for each CAU and in Auckland City (2011 to 2026);

¹⁸ Due to the Canterbury earthquakes, the most recent census information held by Statistics New Zealand is from 2006. However, we have also accessed population projections from the Statistics New Zealand website to 2026, which were updated in 2010.

¹⁹ Auckland City' is the Territorial Authority Description, from the 2006 Census. This description is for the jurisdiction of the former Auckland City Council, that is, before the Auckland Council amalgamation occurred.

- The change in population (in percent) from the 2006 population to the projected 2026 population; and,
- The combined study area population in 2006 and its projected population.

Table 1: Population Size and Projections

CAU	2006 Usually Resident Population	2011 Projected Population	2016 Projected Population	2021 Projected Population	2026 Projected Population	Projected Change 2006-2026 (%)
Auckland Harbourside	2,793	4,080	6,240	8,450	10,700	283%
Auckland Central West	7,986	11,350	13,500	15,750	17,950	125%
Newton	1,176	1,600	2,270	2,970	3,670	212%
Eden Terrace	1,965	2,370	2,870	3,390	3,910	99%
Grafton West	2,247	3,070	3,540	4,020	4,500	100%
Combined Study Area Population	16,167	22,470	28,420	34,580	40,730	152%
Auckland City Population	404,658	458,200	490,400	522,900	554,500	37%
% of Study Area as ratio of City Population	4%	5%	6%	7%	7%	n/a

5.4.2 Population Characteristics

Table 2 on the next page provides a summary of the characteristics of people living within the study area CAUs, in terms of the local communities' median age, median personal income and the number of households in the area. This information is shown for each of the CAUs individually, and then provides a combined summary of the information for Auckland City.

Table 2: Population Characteristics

Area	2006 Usually Resident Population	Median Age	Percentage (%) Younger than 15 Years	Median Personal Income	Number of Households	Average Number of People/ Household
Auckland Harbourside (NoR 1)	2,793	32	4.19%	\$38,900	1302	2
Auckland Central West (NoR 1)	7,986	26	2.85%	\$19,100	3735	2
Newton (NoR 4)	1,176	27	3.32%	\$32,900	513	2
Eden Terrace (NoR 5/NoR 6)	1,965	28	7.18%	\$31,600	846	2
Grafton West (NoR 6)	2,247	25	3.07%	\$17,700	1017	2
Study Area Total	16,167 (total)	27.6 (average)	4.12% (average)	\$28,040 (average)	7,413 (total)	2
Auckland City Total	404,658	33	18.80%	\$28,100	143,007	3

5.4.3 Key Demographic Observations of Community in Project Area

- The areas have witnessed growth over the last decade, with an increasing population that is in line with wider central business district residential growth (though relatively faster);
- The resident community is dominated by ‘young working age’ and ‘tertiary education age population’ and as a reflection, has smaller household sizes and lower than average household income; and
- There is a small percentage of children (younger than 15 years), compared to the Auckland City total.

5.5 Landuse and Social Infrastructure

Land uses above ground for 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. Included in this are some heritage buildings and character overlay areas (identified in the Auckland Council District Plan: Central Area Section – Planning overlay Map 6).

The following sections outline the key landuse and social infrastructure within the designation footprint, as well a selection of the social infrastructure in closest proximity. Those facilities or activities noted with a * refer to submissions received in respect of the NoRs.

5.5.1 Health Services

There are a range of health services/providers that service the people living and working within the assessment area. Although there are no health services providers within the surface designation, there are a number of health services in the local social impact assessment area, including (but not limited to):

- Auckland City Medical Centre and CityMed Physio (8 Albert Street) (adjacent to surface designation NoR 1)
- Albert Street Physio (23–29 Albert Street) (adjacent to surface designation NoR 1)
- Active Physio Downtown Auckland (Quay Towers, Lower Albert Street: adjacent to surface designation NoR 1)
- Proudmouth Dentistry (85 Albert Street: adjacent to surface designation NoR 1)
- K Road Health Centre (283 Karangahape Road) (adjacent to surface designation NoR 4)
- 280 Medical Limited (280 Queen Street)
- Physio Solutions (184 Karangahape Road)
- Newton Centre LTD Medical (353 Karangahape Road)
- St Benedict's Health Centre (40 St Benedict's Street)
- Auckland City Hospital (including Starship Children's Hospital) (Grafton)
- Symonds Street Medical Centre (57 Symonds Street)
- Wesley Village (Hospital and Rest Home) (227 Mt Eden Rd)
- Mt Eden Medical Centre (457 Mt Eden Road).

5.5.2 Education

There are education facilities in multiple locations in Auckland City. There are two educational facilities within the surface designations:

- Newton College of Business and Technology (3/5 Porters Avenue), within NoR 6;
- Sir George Seymour Travel and Tourism College (within the Downtown Shopping Centre), within NoR 1*.

There are also a number of facilities that are in the assessment area for this SIA, including (but not limited to):

- Pre-school education and childcare centres:
 - Bear Park Early Childhood Centre (32 Akiraho Street)*
 - Kindercare Learning Centre (29 Customs Street West)
 - KiNZ Myers Park (381 Queen Street)
 - TopKids Virginia Ave (13-17 Virginia Ave East).
- There are no primary schools/intermediates in close proximity. However, the following schools have enrolment zones that draw children from within the assessment area:
 - Newton Central School (Monmouth Street, Grey Lynn)
 - Mount Eden Normal Primary School (Cnr of Valley Road and Sherbourne Road, Mount Eden)
 - Kowhai Intermediate (Onslow Road, Kingsland).
- There are no high schools in close proximity. However, the following schools have enrolment zones that draw children from within the assessment area:
 - St Peters College (Mountain Road, Grafton/Epsom)
 - Auckland Grammar School (Mountain Road, Grafton/Epsom)
 - Auckland Girls' Grammar School (Howe Street, Freemans Bay).

- Tertiary Institutes and other educational facilities:
 - University of Auckland (Symonds Street)
 - Auckland University of Technology (AUT) (Wellesley Street)
 - Media Design School (92 Albert Street)
 - Espresso Coffee School (15 Swanson Street)
 - Tai Poutini Polytechnic (150 Victoria Street West)
 - The Professional Bar and Restaurant School (144 Hobson Street).

5.5.3 Places of Worship

There are a number of places of worship within the assessment area. Those that are located within the designation footprint have been identified first, followed by those in the assessment area identified for the CRL project:

- Life Church - Central (95 Mt Eden Road) – Within designation footprint (surface): NoR 6*.
- St Benedict's Catholic Church (corner of St Benedict's Street and Alex Evans Street). Within designation footprint (strata/sub-strata)*.

Within the area of assessment:

- St Patrick's Catholic Church (Wyndham Street)*
- St Matthews in the City (Federal Street)
- Elim Christian Centre (Cook Street)
- Pitt Street Methodist (Pitt Street)*
- The Church (Karangahape Road)
- Church of Jesus Christ of Latter Day Saints
- Auckland Hebrew Congregation (Greys Avenue)
- Auckland Chinese Presbyterian Church (Vincent Street)
- St David's Presbyterian Church (Khyber Pass Road)
- Seventh Day Adventist Church (Brentwood Avenue).

5.5.4 Emergency Services

Emergency services (St Johns Ambulance, New Zealand Police and the New Zealand Fire Service) are widely distributed across Auckland City. In the area of assessment, or within the designation footprint, are the following emergency services:

- Central Fire Station (Pitt Street) – within the designation footprint (strata and/or sub-strata): NoR 2
- St Johns Ambulance Station (Pitt Street) - within the designation footprint (strata and/or sub-strata): NoR 2
- Auckland Downtown Police Station (Corner Jean Batten Place and Fort Street)
Auckland Central Police Station (Corner Cook Street and Vincent Street).

5.5.5 Community Facilities/Sport and Recreation

There is a wide distribution of community facilities, as well as areas for sport and recreational activities, within Auckland City. These range from public service agencies (family planning, citizens advice bureau) to libraries, as well as community meeting places, halls and recreation centres. Those within the designation footprint are noted first, followed by others in closest proximity:

- Auckland Chinese Community Centre (Symonds Street)– within the designation footprint (surface): NoR 5
- Life Church Centre - (Mt Eden Road) within the designation footprint (surface) (see Section 5.5.3, above) NoR 6
- The YMCA complex (corner Vincent Street, Greys Avenue, Pitt Street) - within the designation footprint (strata and/or sub-strata) NoR 2 – though building is not required for construction
- Hopetoun Alpha function and event centre²⁰ (Beresford Square, western side of Pitt Street) – within the designation footprint (strata and/or sub-strata) NoR 4 – though building is not required for construction
- Green Party Auckland Office (17 Mercury Lane)– within the designation footprint (surface) NoR 4
- Mercury Plaza Food Court (23-31 Mercury Lane) – within the designation footprint (surface) NoR 4 (it is noted that this facility is ‘retail’ but it is considered that the wider communal space of the food court acts as a community meeting place and has been included in this assessment)
- Myers Park (in the vicinity of the Karangahape Station area)
- Basque Road Reserve (in the vicinity of the Newton Station area).

5.5.6 Land Use Survey - Results

As outlined in Section 2.2.1f, a site survey was undertaken to understand the land use and tenancy details for each of the properties identified as being on land earmarked for surface designation. The most commonly occurring land uses on this land - for each CAU/NoR - are outlined below:

Auckland Harbourside and Auckland Central West CAUs (NoR 1):

- The most commonly occurring land use identified was Retail (predominantly due to shopping precincts, such as the Downtown Shopping Centre)
- Commercial accommodation and ‘Other’ (such as car parks, and open space areas) were also identified within this area.

Newton CAU (NoR 4):

- The dominant land use identified in this area was Retail, including food establishments on Karangahape Road and in the Mercury Plaza food court
- Other activities included the Green Party headquarters for Auckland Central and Hopetoun Alpha, a ‘commercial’ event facility (eg wedding and event venue) and identified heritage building.

²⁰ The Hopetoun Alpha building is listed in ‘Appendix 1: Schedule of buildings, heritage properties, places, monuments and objects of special value and those subject to heritage orders’ of the City of Auckland District Plan – Central Area Section

Eden Terrace CAU (NoR 5/NoR 6):

- The most commonly occurring land use identified in this area was Retail (including shops and cafes), followed by Commercial Office.
- 'Other' activities (such as educational facilities and car parks) as well as the Chinese Community Centre also featured in this area.

Grafton West CAU (NoR 6):

- The most commonly occurring land uses identified in this area were Specialty Trade (such as panel beaters, security services and plasterers), Residential, and Commercial Office
- 'Other' activities also featured significantly in this area (such as a substation, carparks and vacant sites) as well as the Life Church on Mt Eden Road
- Manufacturing, Retail, and Film and TV, were also identified within this area.

A copy of the site survey template used, including the industry classification list, is attached to this SIA as Appendix A.

6 Assessment of Effects

6.1 Introduction

The assessment of social effects undertaken for this SIA is in relation to the current phase of the CRL Project, the NoR to designate the route and station locations. The primary intention of this SIA is as a response to Council's further information request, for a "*more comprehensive SIA, prepared in accordance with international guidelines*". Therefore, this assessment section will discuss the proposed Project in relation to the three key social impact themes determined in Section 2.1.1 ('Community Cohesion and People's Way of Life', 'People's Health and Wellbeing' and 'People's Personal and Property Rights'). This Section of the SIA relies on a combination of information; the existing social environment, the technical reports prepared for the CRL Project, as well as the consultation undertaken to date.

A secondary intention of this SIA is to identify how identified social impacts can be managed, including during future stages of the Project. The Phases within which this management framework would be established, fine-tuned, and finalised are explained within Section 3. Recommendations for the avoidance and management of social effects, and the ways in which the management framework will assist with this, are considered in more detail in the following Section (Section 7).

6.2 Community Cohesion and People's Way of Life

6.2.1 Road Transport and Connectivity Effects

An Integrated Transport Assessment has been prepared by Flow Transportation Specialists to support the CRL NoR²¹. This has assessed the actual and potential road transport effects, both positive and adverse, and identifies those that are permanent (likely to continue during operation) and temporary (generally will occur during the construction period).

²¹ Appendix 5: Volume 3 CRL NoR suite of documents

6.2.2 Construction Effects

The Integrated Transport Assessment has identified that the adverse temporary effects all relate to the management of the existing road transport network during the construction of the CRL. The extent of these effects will be the greatest where excavation works from the surface are proposed within road reserve, namely:

- The construction of the two tunnels between Britomart and Aotea Station (affecting Queen Street between Customs and Quay Streets; Albert Street between Customs Street and Mayoral Drive; and the intersections of Albert Street with Customs Street, Mills Lane, Wolfe Street, Swanson Street, Kingston Street, Durham Street West, Victoria and Wellesley Street) – Auckland Harbourside CAU/Auckland Central West CAU (NoR 1). Submissions have been received in relation to the ‘physical barrier’ this construction activity will cause along Albert Street;
- The construction of Aotea Station (affecting Albert Street, Victoria Street, Wellesley Street) – Auckland Central West CAU (NoR 1); and,
- The construction of Karangahape Station (affecting Beresford Square and Beresford Street and Pitt Street) – Newton CAU (NoR 4). The surface designation in this area will have direct effects on several community facilities, including the Hopetoun Alpha function and event centre (Beresford Square, western side of Pitt Street); Green Party Auckland Office (Mercury Lane) and the Mercury Plaza Food Court (Mercury Lane).

Adverse effects on the road transport network will occur elsewhere. However, these effects will be of a lesser extent than those excavation works occurring within the road reserve, as they will predominantly be from construction traffic using the road transport network to access the construction areas located outside the road reserve. Areas where excavation works are occurring outside the road reserve area include:

- The construction of Newton Station – Eden Terrace CAU (NoR 5);
- The construction of the connection of the CRL to NAL - Eden Terrace CAU (NoR 6).

The key adverse temporary effects are considered to be disruptions or inconvenience to emergency service vehicles, bus operators and users (public and private), private vehicles, couriers and delivery vehicles, freight vehicles, cyclists and pedestrians caused by:

- Temporary road closures and/or a reduction in road lanes resulting in a reduction in road network capacity;
- Restriction in access to private properties and businesses as a result of construction works occurring within the road reserve. The specific social effects relating to access way disruption for businesses and residential areas during the construction period are explored in Section 6.4.2 of this SIA ;
- The movement of construction vehicles to and from construction site areas along the length of the CRL.

6.2.3 Operational Effects

Road transport effects anticipated from the operation of the CRL include (but are not limited to):

- Increased use of public transport (especially rail patronage);
- Decrease in road congestion - increased modal choice along with an increase in rail service reliability and frequency is anticipated to move people from private vehicles to using the train;
- Removal of at-grade level rail crossings (both for vehicles and pedestrians/cyclists) at Normanby Road, Porters Avenue and Ngahuru Street (the latter of which is only an at-grade level pedestrian/cyclist crossing).
 - Positive effects: Improved safety and mobility for rail, and vehicles, pedestrians and cyclists across the rail corridor.

- Adverse effects: Confusion and unfamiliarity regarding altered road network, may become a health and safety risk (particularly at Normanby Road, Boston Road, Nugent Street, Fenton Street, Haultain Street, and Porters Avenue, NoR 6).

The traffic assessment report concludes that the adverse road transport effects generated from construction of the CRL Project can be managed and mitigated, primarily via the EMF and the implementation of the Construction Environmental Management Plan (CEMP). In addition to the conditions of implementation identified for traffic management, potential social impact issues are identified for social impact management response. This is further detailed in Sections 6.4.2 and 7 of this SIA.

6.2.4 Social Severance

Social severance effects occur when the movement of people is affected, and these effects can flow into social and economic life as people change their patterns, for example, to meet people or do business. Over time, severance effects change as communities adapt and create new patterns of movement.

During construction, the Project has the potential to create social severance. As outlined in Section 6.2.1 above, the extent of the effects in relation to access and connectivity will be the greatest where excavation works from the surface are proposed within the road reserve. Submissions have outlined concern around the ‘physical barrier’ that will be created by works along Albert Street, and in general, the negative impacts on people’s businesses as a result of long-term construction works. A submission was also received, indicating that the proposed works (during construction and once operational) would prevent the established (but informal) pedestrian access arrangement that allowed for workers at a childcare facility to enter from a side street. Further details around disruption to access during construction are outlined in Section 6.4.2.

The AEE²² outlines the proposed measures for mitigation proposed in relation to connectivity, which will in turn assist in ameliorating concerns around social severance. Some of the proposed mitigation measures include (but are not limited to):

- Footpath improvements along Albert Street, particularly the eastern side by Aotea Station
- Ability to provide, if required, a ‘Barnes dance’ (diagonal) crossing for pedestrians at the intersection of Albert Street and Victoria Street
- Ability to increase pedestrian crossing time at the Karangahape Road/Pitt Street intersection
- Ability to widen footpath on Pitt Street between Karangahape Road and Beresford Street
- Ability to provide for an additional pedestrian crossing at the Symonds Street/Mount Eden Road/New North Road intersection
- In terms of maintaining service to business during construction, provisions for service access are offered, such as maintaining access for the Crowne Plaza, on Albert Street.

In addition, from a social perspective, it is considered that such severance issues also require specific management planning to address social impacts. In particular, this includes the need for ‘operation’ management planning to be communicated appropriately to those businesses and residents affected and responsive to their concerns and needs. Providing scope for community involvement and some flexibility around when these changes will occur is also important, so that people have the opportunity to provide feedback and be engaged in the process. Recommendations for mitigating social severance issues are further detailed in Section 7 of this SIA.

²² Volume 2 CRL NoR suite of documents

Once the Project is operational, there are anticipated to be positive effects in relation to social connectivity and people's way of life. These include, but are not limited to, the following:

- Decrease in road congestion;
- Increased use of public transport (especially rail patronage), which will improve mobility and access for many in the community who otherwise have poorer mobility (eg those with limited access to private vehicles);
- Removal of at-grade level rail crossings (both for vehicles and pedestrians/cyclists), which will provide improved safety and mobility for the community (users of rail and vehicles, as well as for pedestrians and cyclists crossing the rail corridor).

6.2.5 Loss of Community and Cultural Facilities

The AEE report²³ outlines the effects of loss of land or property rights as a result of the proposed CRL designation. These effects relate to those properties which are within the CRL designation footprint (surface, strata, and sub-strata designations).

In particular, from a social effects perspective, the most significant effects resulting from land required for the project are those where there is a community purpose/function on the affected site. This impact has the potential to be experienced by a wider community than the 'study area', as such facilities are a focal point for some residents (see those facilities and businesses identified in Section 5.5 of this report, particularly 5.5.2, 5.5.3 and 5.5.5). As an illustration, this potential impact is the case for the Chinese Community Centre in Newton which is on land identified for the construction, operation and maintenance of the Newton Station (NoR 5). The effect in this instance is the permanent loss of land and therefore closure or relocation of the facility. It is understood from discussions with Auckland Transport, that there may be an opportunity to permanently relocate this facility within the area, for example to land to the immediate south of the current site, which will be released post-construction of the CRL to NAL connection. However, if this option is progressed this is likely to necessitate a temporary shift of the facility while construction is taking place.

Similarly, in terms of impact, the Life Church on Mt Eden Road (NoR 6) is also earmarked as land required for surface works. In contrast to the site above, the scale of this activity means that it is unlikely that there is sufficient land available near their current site for relocation. Similar to the loss of property effects that are further described in Section 6.4 of this SIA, people will experience adverse social effects from the loss of this site: associated with displacement, loss of emotional attachment to places, feelings of uncertainty and anxiety from the acquisition and removal of these facilities.

For these and other community and cultural facility sites, while relocation may be possible it is not at this stage assured. Furthermore, some relocation (eg if it is some distance from the current site) may result in other social effects (disruption to the catchment community). As such, it is recognised that there are potential effects of displacement resulting from the relocation.

These effects are not able to be completely avoided. Methods to mitigate these effects include on-going and regular communications and liaison with those affected to provide (where able) certainty about timing for project works, relocation and acquisition. In addition to these methods, the social impact issues surrounding the loss of these facilities are identified as requiring further social impact management response. It is recommended that specific Social Impact Management Plans are progressed, as part of the overall Environmental Management Framework, to address these issues. Further details on this are outlined in Section 7 of this SIA.

²³ AEE Section 7.14 'Loss of Property': Volume 2 CRL NoR suite of documents

6.3 People's Health and Wellbeing

6.3.1 Amenity Effects

a. Noise Effects

Marshall Day Acoustics (MDA) prepared a noise assessment to support the CRL NoR AEE²⁴. The assessment identifies and quantifies issues associated with the construction and operation phases of the CRL, and recommends mitigation options to control the effects. An assessment of the existing noise and vibration environment has been undertaken at key positions along the route.

The potential noise effects of the Project are in relation to both temporary activities (construction) and permanent activities (the operational railway).

Construction Noise Effects

The greatest effects from noise will occur during the construction phase of the project (indicated to be 5-6 years in duration), in those areas where surface works are occurring, and particularly from night construction activities. These effects though temporary are potentially disruptive and adverse, but they will cease after construction and once the CRL is operational. However, they will be staged and typical of any construction of a large scale that may occur within the city centre.

Methods to manage these effects are proposed and include the development and implementation of the CEMP under the EMF, and the development and implementation of a Communications Plan for liaising and consulting with those parties who will be potentially affected by the noise effects during the various stages of construction.

Operational Noise Effects

The potential operational noise effects will be limited to noise emitted from trains operating in the NAL and CRL junction and from ventilation stacks in in QE2S, Aotea Station, Karangahape Station, and Newton Station.

There is no New Zealand noise standard for rail noise, and therefore an appropriate international noise standard has been identified for the project. Project noise criteria have also been developed to provide guidance as to acceptable levels of noise. For the operation of trains on the CRL, where the majority will be underground between Britomart and the NAL, the effects are expected to be negligible. The CRL NoR seeks to designate areas which adjoin the NAL designation to authorise the construction, operation and maintenance of tracks outside the existing NAL designation to accommodate the CRL. For the operational rail activities within the existing NAL designation and the widened corridor to accommodate the additional tracks, there will be no significant noise effect from the existing environment.

b. Vibration Effects

Construction Vibration Effects

The greatest potential effects from vibration will occur during the construction phase of the CRL Project. As outlined within the AEE²⁵, these vibration effects during the construction period will predominantly be generated from construction machinery delivering energy into the ground, potentially creating damage to buildings and annoyance and/or sleep disturbance to people. Although the construction of the CRL is temporary, it is also acknowledged that the main construction site area is anticipated to be in operation for

²⁴ Appendix 2: Volume 3 CRL NoR suite of documents.

²⁵ Volume 2 CRL NoR suite of documents

5 to 6 years (albeit that these effects will be limited to specific construction areas rather than along the entire project area). It is considered that during the specific periods of construction beneath buildings, there is potential for the effects of vibration to be significant to people's way of life, particularly for those buildings with residential activities in them (e.g. impacting on people's day to day living and enjoyment of their space).

The potential vibration effects generated during the construction period in relation to building damage are expected to be superficial damage (such as cracking in paint or plasterwork). The vibration caused by construction machinery is greater (in terms of both vibration effects to buildings and annoyance/sleep disturbance) than a train travelling past or below. This is because construction machinery is often located closer to the receiver than a train.

Methods to manage the physical effects of vibration are available and proposed and will be implemented through the CEMP to be developed under the EMF. In addition to this, the development and implementation of appropriate processes to communicate and engage with residents (e.g. a Communications Plan) will be important to assist in ensuring residents who will be potentially affected by vibration effects during this period are aware of and can expect anticipated vibration effects.

Operational Vibration Effects

The anticipated vibration effects once the Project is operational, are anticipated in relation to the two tunnels, resulting in potential disturbance to building occupants (ie annoyance or sleep disturbance) from re-radiated noise (vibration effect). Methods to manage these effects are available and include the use of floating track slab, resilient rail fasteners, or continuously welded rail in those locations where it is predicted that these effects will occur.

Methods to manage and mitigate the effects during construction and once operational are outlined further in Section 7 of this SIA.

c. Visual Effects

Visual Effects during Construction

The AEE²⁶ outlines that the visual amenity impacts for the CRL Project pertains to the views of the surface construction, including the main construction site area including the construction of the connections of the CRL to the NAL, and the station precinct areas.

The predominant visual effects will relate to the main construction site area (located between Nikau Street in the north, Mt Eden Road and Flower Street in the east, and Porters Avenue in the west where the CRL connects to the NAL). The topography in this area means that the construction site area will be overlooked by a number of surrounding properties. Although the construction of the CRL is temporary, it is acknowledged that the duration of main construction site area is anticipated to be in operation is 5 to 6 years. While the surrounding environment to this main construction site is predominantly commercial and light industrial, it is recognised²⁷ that there are a number of apartments and other bespoke residences in this 'mixed use' area.

As for any activity that has visual effects, the extent and appreciation of the construction site will vary between people. Some will find the view interesting while others will see it as visually unpleasing. Mitigation of these effects is difficult but could include such methods as attractive screening; screening with viewing platforms or windows (as construction activity to construct the tunnels and their connection to the NAL, along with works associated with the TBM, will be located within this site which may be of interest to

²⁶ Volume 2 CRL NoR suite of documents

²⁷ By visiting the site, in light of submissions received on the NoR, and identified through the land use site survey, undertaken in March 2013.

people); a high level of engagement with the local community through Project newsletters, site open days, establishment of a community liaison group. These methods have all been used with success on other recent infrastructure projects undertaken in the Auckland area (including Newmarket Viaduct replacement, Victoria Park Tunnel, and Waterview Connection).

Construction activity occurring at the other sites where surface works are proposed will potentially have some visual effect but be more typically in size of an inner city construction site and will occur over a shorter duration than the operation of the main site. Similar mitigation measures as outlined above could be implemented.

Visual Effects once Operational

The visual impacts likely to be generated from the Station precinct areas are anticipated to be positive as the design of these areas will be driven by the principles outlined in the Urban Design Framework (UDF)²⁸ and for the stations those principles outlined in the Concept Design Report (CDR)²⁹.

The visual impacts potentially generated from the existence of the tunnel portals where the CRL joins the NAL will be negligible. Each tunnel is only approximately 7m in external diameter (approximately 6m internal diameter), and due to the gradient requirements for rail, these will exist at some depth below the surface. The rail lines will leave the portals while still below surface level and will climb to the surface in an open trench. There will be no portal structures above ground. Additionally, the CRL tracks will rise to the surface within the existing NAL rail corridor to connect with the NAL tracks.

It is anticipated that once operational, the CRL Project will provide a catalyst for inner city re-development by creating new major transport hubs around the underground rail stations, stimulating land use intensification and regeneration of central city areas.

6.3.2 Health Effects

a. Air Quality

There will be potential adverse effects on air quality as a result of the construction of the CRL, resulting from surface construction works. The main adverse construction effects to manage are dust from excavations and odour/hazardous air pollutants arising from the disturbance of contaminated soil. The surface construction activities for the CRL are typical of many other large construction projects undertaken in the city centre area, and the management of construction effects is feasible and practical (e.g. wheel washes, covering of material and other site stabilisation methods). Standard techniques (as used on other projects) can be implemented via the air quality delivery work plan, implemented under the CEMP. This plan will include measures relating to dust control and dust monitoring, including visual monitoring. It is important that the Communications Plan also includes measures to liaise with neighbours and to address any complaints received.

It is recognised that sensitivity to dust is subjective and there are no specific assessment criteria for acceptable levels/amounts of dust. However, the MfE Dust GPG (MfE 2001) contains four different trigger levels for acceptability depending on the sensitive receiver. These are intended to be applied via the Air Quality delivery work plan to manage dust effects at the time of construction. The CEMP will also apply management options/ assessment criteria for hazardous air pollutants (ie hazardous contaminated soil which becomes air borne) at the time of construction of the CRL. Preliminary investigations have identified potential hazardous air pollutants at the NAL connection/main construction site area in Newton.

²⁸ Volume 3 of CRL NoR suite of documents

²⁹ Ibid

Key sensitive dust and odour receivers identified at each of the surface construction works areas include:

- Britomart to Aotea (Auckland Harbourside CAU/Auckland Central West CAU: NoR 1): childcare facility, hotels, residential and retail premises;
- Karangahape Station (Newton CAU: NoR 4): hotel (The Chatham), residential and retail premises (including food outlets);
- Newton Station (Eden Terrace CAU: NoR 5): residential and retail premises (including food outlets);
- NAL connection area and main construction site area (Eden Terrace CAU: NoR 5/NoR 6): Child care facilities, residential premises, TV 3.

There are not considered to be any operational effects in relation to air quality. There may be some cumulative positive effects experienced through decreased road congestion.

b. Disruption to Utilities

A potential health effect resulting from the CRL Project has been raised in a number of submissions and relates to the disruption to utilities (predominantly water utilities) during construction. There is concern amongst a number of the submitters, particularly in the Auckland Harbourside/Auckland Central West CAUs (NoR 1) that disruptions to key utility services will occur. This is described as an inconvenience, but could also be considered a health effect if the disruption to utilities is such that it restricts water/fundamental services to people's homes and/or workplaces.

Methods to mitigate the potential disruption to utilities include provision of conditions within the CEMP around the management of utilities and within the Communications Plan, for on-going engagement with those that may be affected. Involvement with utility operators (such as Watercare) would also be of benefit, to ensure that detailed design takes these key utilities into consideration.

6.3.3 Community Values in respect of the Project

The consultation undertaken to date indicates that the community is generally supportive of the CRL Project. This is important from a social perspective, as the disruptions of change can be better accommodated by people if they see the work has a 'greater good'. While this overall support for the project is acknowledged it is also recognised that there is also uncertainty within the community (as is the case in planning for any large infrastructure project).

In this instance, consultation with the community, as well as the submissions received during public notification, show that the following issues/concerns and fears are commonly cited for this Project:

- People are concerned about the indicative length of time outlined for the construction period (5-6 years).
- For those that have been identified for land acquisition, there is a feeling of uncertainty from these groups as to how this acquisition process works, as well as fears about relocation and displacement.
- Anxiety about the effect of the Project (during construction) on businesses and/or rental incomes.

The most effective method for mitigating these type of effects is to ensure that there is regular and on-going communication and liaison with those affected to provide certainty (where able) about timing for project works, relocation and acquisition. This may be through a number of methods, including utilisation of the Project website, newsletters and information hand-outs, open days, on-going meetings within individual land owners. These methods will be outlined within the Communications Plan. Incomplete, inaccurate or infrequent information can compound feelings of stress and anxiety and lead to exaggerated negative perceptions of the Project.

6.4 People's Personal and Property Rights

6.4.1 Property Acquisition

As outlined in a number of the sections above, there will be property acquisition in relation to the CRL Project³⁰. A more comprehensive assessment of effects in relation to the loss of property, including a list of affected properties/locations, is provided in the AEE³¹ report. Property acquisition is considered a potential social impact issue as the process of selling and relocating property (particularly residential property) is considered a particularly stressful activity for people (impacting health and wellbeing).

From a social effects perspective, the most significant effect in terms of property acquisition relates to those properties where the land/property is currently used for a community purpose/function. This is the case for the Auckland Chinese Community Centre (NoR 5) and the Life Church on Mt Eden Road (NoR 6), as described in Section 6.2.3.

It is also of note that there will be impacts on property owners as well as on the tenants that occupy the property, during the property acquisition process. In many cases these will be different parties and the impacts on each of them may be felt differently. However, any property acquisition process will result in feelings of anxiety and uncertainty, as addressed in the Section above. People experience effects associated with displacement, loss of emotional attachment to places, feelings of uncertainty and anxiety from the acquisition and removal of these facilities. There will also be economic uncertainty; for property owners this may be in relation to compensation or finding new tenants, and for tenants, this may relate to a disruption in income or uncertainty around finding similarly priced accommodation in the same area. Property owners and tenants in properties that are identified for acquisition will also have (in many instances) road frontage access that will be disrupted by construction works (eg Beresford Street, Mercury Lane and in Mt Eden). It is acknowledged that the time period between designation and construction commencing creates both an opportunity and an impact in respect of this issue. The process of on-going property management (for land acquired for the project but remaining tenanted) will be important. AT is currently implementing a property management strategy that seeks to manage and mitigate potential impacts associated with this disruption and uncertainty³². The residual social impact issues for these properties are outlined in the Section below.

As previously mentioned, effects that may result from property acquisition are not able to be completely avoided. The most effective way to mitigate these effects is through meaningful consultation and communication, which will be documented within the Communications Plan. Other methods to address these specific social impacts are identified in Section 7.

³⁰ The serving of the Notices of Requirement trigger the identification of land required for the public work. This therefore also initiates the potential for landowners to seek land acquisition processes to commence. Once a designation is confirmed, the Requiring Authority can compel property acquisition processes (also through the Public Works Act). From a social perspective, this difference in process and the timing of these processes (e.g. initial opportunities for 'good faith' property negotiations compared to later more formal processes to compel purchase is considered important.

³¹ Volume 2 CRL NoR suite of documents

³² To be updated and cited once property report available

6.4.2 Property Access

Access to people's property has been discussed previously within this SIA, in Sections 6.2.1 (Road Transport and Connectivity Effects) and 6.2.2 (Social Severance). It has been identified that effects in relation to property access will predominantly be in relation to the construction effects of the Project.

The City Centre is a dynamic environment with a comparatively high rate of development and redevelopment activity. In this regard, it is considered that there is a higher acceptance—providing suitable management is in place - to land use and transport changes or disruption to 'normal' patterns. For example, within the CBD transport networks have been disrupted in the past for events (parades, protests, international conventions) and for construction activities (eg Sky Tower, infrastructure development and others). Despite this higher rate of acceptance for disruption within the CBD, it is considered that there will likely be effects on functioning (particularly related to access) for a number of properties (business and residential) during construction of the Project.

We have identified the following social impact issues for businesses and residents who have road frontage access that will be disrupted by construction works (eg Beresford Street, Mercury Lane and in Mt Eden):

- Severance for residents/businesses for access to operations;
- Potential loss of business vitality/viability if frontage is disturbed for extended periods (eg reduced customer visibility, reduced customer access). This is noted for café, food establishments (eg Beresford Street), 'walk-in retail operations' (eg fashion and high consumer retail operations), and high 'traffic' businesses (eg logistics, freight etc);
- Potential longer term disruption to business operations if businesses are required to 'shut-down' over construction (eg Hopetoun Alpha event centre). It is noted that the business use of the Hopetoun Alpha building is particularly cited as this current activity represents an economic use supporting the heritage values of that building;
- In some cases, potential loss of staff or viability of operations site due to staff/employment pressures if construction work results in loss of parking, staff amenities etc (eg around Mt Eden).

This SIA has identified the above social impacts. However, it is acknowledged that these are 'potential impacts' and will to some degree depend on the land use change and response that businesses take to the existence of the 'designation' prior to construction works commencing (in other words, there is a time envelope in which businesses may choose (or in collaboration with AT as part of property negotiations may establish) specific contingency/mitigation responses that suit them, for example relocating their businesses or arranging alternative access/parking facilities for their business operations).

Furthermore, our assessment identifies that the businesses operating in the Project Area are moderately changeable or temporal in nature (eg responsive to the gentrification and changing character of the built environment in these locations). This for example, is evident in the higher residential population growth, short term tenancies and other arrangements identified in the Study Area. Given this uncertainty, it is recommended that the above potential impacts are addressed through a Social Impact Management Plan (as part of the overall management framework) at the time of construction for the Project, detailing the specific communication/engagement required for business/residential disruption to access during construction. The recommendation for Social Impact Management Plan/s for these potential effects is discussed in Section 7 of this report.

The traffic assessment report concludes that the adverse road transport effects generated from construction of the CRL Project can be managed and mitigated, primarily via the EMF and the implementation of the CEMP. In addition to the conditions of implementation identified for traffic management, we consider a SIMP would effectively outline the specific communication/ engagement required for business/residential disruption to access during construction.

The AEE³³ also outlines the proposed measures for mitigation proposed in relation to connectivity, which will in turn assist in ameliorating concerns around social severance and access to people's property. These measures are also discussed within Section 7 of this SIA.

Following construction, it is anticipated that the Project will contribute to the *Auckland Plan* vision for uplift and development of the CBD. This project is identified as an important catalyst for this wider growth and change in the city. It is recognised that this change will have potential wider social effects (many positive). This is not considered **specific** to the CRL Project, but the contribution of the CRL project to this wider change is recognised.

6.4.3 Damage to Property

There were a number of submissions received during the public notification period relating to the potential for damage to property, and effects on structural stability, as a result of construction works, and once the Project is operational.

As outlined in Section 6.3.1(b) of this SIA, there is potential for structural damage during the construction. The vibration caused by construction machinery is greater (in terms of both vibration damage to buildings and annoyance/sleep disturbance) than a train travelling past or below. This is because construction machinery is often located closer to the receiver than a train. Methods to manage these effects are available and these will be implemented through the CEMP.

Operational effects are likely to result in disturbance to building occupants (ie annoyance or sleep disturbance) but are unlikely to result in any damage to property.

6.4.4 Local Business Activity

Construction activity associated with the project is likely to generate increased economic activity in local businesses within proximity to the identified construction areas. For example, support businesses (food establishments, entertainment and service businesses) often have increased productivity as a result of the increased employment focus of major construction projects (as evidenced in the construction of the Manukau Harbour Crossing for Mangere Village). This is a potential positive effect for these businesses over the construction period.

6.5 Summary of Effects

As discussed in previous sections of this SIA, as well as within the AEE report³⁴, the CRL will be predominantly located underground, once it is operational. Therefore, 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, including (but not limited to):

- Disruption to people's way of life and community cohesion as a result of the loss of community facilities and social services. This is a **potential** adverse effect dependent on the ability for such facilities and services to successfully relocate prior to construction commencing. If relocation is successful, there remains potential for the relocation to result in some 'displacement' effects for the communities that use these facilities;
- The potential for disruption to people's way of life and community cohesion as a result of construction works occurring on sites or within the road reserve and affecting access and creating social severance issues for community facilities, businesses and residents in some instances;

³³ Volume 2 CRL NoR suite of documents

³⁴ Ibid

- Potential impacts on people's well-being particularly during construction as a result of physical environment effects, such as vibration during the construction period, (eg creating uncertainty/annoyance and/or disturbance for residents and people working in affected areas);
- Impacts on individuals for those tenants and landowners on land identified for acquisition, as a result of feelings of uncertainty from these groups as to how this acquisition process works, as well as fears about relocation and displacement.
- Potential positive effects for local businesses as a result of increased local business activity with increased employment in the area (e.g. construction personell).

Once operational the station entrances and ventilation buildings will be the only surface features. A number of positive effects are anticipated once the Project is operational, including the following that have social impacts (but not limited to):

- Provision for more train movements on the Auckland rail network through unlocking the capacity constraint of Britomart which will improve accessibility and mobility in and through the CBD for commuters, which will have a positive impact on people's way of life;
- Increase commuter access to the city centre which provides the opportunity to stimulate economic development and as a result enhance community well-being.
- Provide a catalyst for inner city re-development by creating new major transport hubs around the underground rail stations, stimulating land use intensification and regeneration of central city areas. Potential social effects include improved quality of environment, economic opportunities and opportunities for increased community development in the CBD. This is consistent with the wider urban transformation process and aspirations for the CBD identified in the *Auckland Plan*.

7 Recommendations for Avoidance and Management of Social Effects

7.1 Recommended Management and Response Measures

Table 4 below provides a broad summary of the social effects (as discussed in Section 6 of this SIA) and sets out recommendations to respond to these effects, with the current Phase 1 (NoR) Stage. Section 7.2 provides further discussion about how these recommendations could work and respond to the identified social effects.

Table 4: Summary of Social Effects for the CRL Project and Recommended Management Methods

Community Cohesion and People's Way of Life	People's Health and Wellbeing	People's Personal and Property Rights	RECOMMENDED Methods for Management/ Response
Construction (Positive and adverse effects)			
<ul style="list-style-type: none"> ■ Road Transport and Connectivity Effects –Adverse temporary effects all relate to the management of the existing road transport network during the construction of the CRL ■ Social Severance –Impacts on access and connectivity affecting people's day to day activities –Deter customers from shops/ businesses ■ Loss of Community and Cultural Facilities –Property acquisition and relocation of two well-utilised community facilities (Chinese Community Centre and Life Church) 	<ul style="list-style-type: none"> ■ Amenity Effects –Adverse noise effects from surface works –Adverse vibration effects from machinery within the ground, causing annoyance and/or sleep disturbance –Visual effects from views of surface construction and from main construction site area ■ Health Effects –from air quality issues from surface construction works –from the disruption to utilities during construction ■ Community Values in respect of the Project –Uncertainty about length of construction –Uncertainty about property 	<ul style="list-style-type: none"> ■ Property Acquisition –Loss of community facilities –Feelings of anxiety/ uncertainty ■ Property Access –Social severance –Connectivity ■ Damage to Property –Uncertainty of extent of vibration effects on the structural integrity of buildings 	<ul style="list-style-type: none"> ■ Prior to construction: Include a condition to provide for the availability of an AT staff member to respond to questions and provide updates of information, as required (for example, through the Project website) ■ Continue to carry out consultation throughout the construction stage. Note: The Outline Plan process (and the implementation of any conditions) may also respond to these issues and social impacts. ■ Maintain and continue to update a Communications Plan throughout construction phase ■ Include a condition to require a Social Impact Management Plan for specific identified issues (SIMP), to be developed to manage the effects of the Project ■ Building condition surveys to be undertaken as appropriate

Community Cohesion and People's Way of Life	People's Health and Wellbeing	People's Personal and Property Rights	RECOMMENDED Methods for Management/ Response
	acquisition process –Concern over impact to business/rental income		
Operation (Positive and adverse effects)			
<ul style="list-style-type: none"> ■ Road Transport and Connectivity Effects –Increased use of public transport –Removal of at-grade level rail crossings ■ Social Severance –Decrease in road congestion ■ Loss of Community and Cultural Facilities –Relocation of two well-utilised community facilities (Chinese Community Centre and Life Church) 	<ul style="list-style-type: none"> ■ Amenity Effects –Localised minor noise effects from trains and from ventilation stacks –Minor vibration effects from the operation of the tunnels, may result in annoyance to building occupiers above –Visual effects anticipated to be positive – increased urban design initiatives surrounding stations ■ Health Effects –Decreased road congestion may increase air quality ■ How People Feel about the Project –Feelings of displacement may remain once the CRL is operational. 	<ul style="list-style-type: none"> ■ Property Acquisition –Relocation of community facilities ■ Property Access –Increased use of public transport –Removal of at-grade level rail crossings –Decrease in road congestions ■ Damage to Property –Structural damage from vibration during operation is unlikely. 	<ul style="list-style-type: none"> ■ Once operational, communications in relation to CRL will be covered by Auckland Transport in their everyday running of passenger trains on the network (general and public transport enquiry forums) ■ Conditions to require that the SIMP and other mechanisms to control how construction is managed (CEMP) confirm how the environment and social environment is restored at the end of construction, EMF, UDF and EMP

7.2 Discussion of Recommended Methods for Management and Response

7.2.1 Ongoing Consultation with Interested Parties and the Local Community

Communication and clarification of relevant details of the Project to directly affected landowners, interested parties and the local community is an important way to continue to include people and increase understandings of the actual and potential (both positive and negative) effects of the CRL Project.

The consultation undertaken to date indicates that the community is generally supportive of the CRL Project. Inevitably, however, there is uncertainty within the community in the course of planning for any large infrastructure project. The most effective method for mitigating these type of effects is to ensure that there is regular and on-going communication and liaison with those affected to provide certainty (where able), particularly in the areas where the community is feeling uncertain (for example, in relation to the timing of project construction and on the property acquisition process). It is also important that any proposed mitigation methods are communicated appropriately to those businesses and residents affected. That is, any recommended physical changes need to be communicated to the surrounding communities to ensure that people know what changes are occurring and why they are being done. Providing scope for community involvement and some flexibility around when these changes will occur is also important, so that people have the opportunity to provide feedback and be engaged in the process.

On-going consultation through the identified phases of the Project may be undertaken through a number of methods, including: utilisation of the Project website, newsletters and information hand-outs, open days, and on-going meetings with individual land owners. These methods should be outlined within a Communications Plan, and updated as necessary. Incomplete, inaccurate or infrequent information can compound feelings of stress and anxiety and lead to exaggerated negative perceptions of the Project.

7.2.2 Social Impact Management Plans

This SIA has identified a number of social impacts. However, it is acknowledged that these are 'potential impacts' and will somewhat depend on changes in land use, as well as the response that landowners take to the existence of the 'designation' prior to construction works commencing (ie the window of time that may allow for landowners to establish/specify appropriate mitigation responses).

Given that the impacts are deemed to be 'potential impacts' at this stage of the Project, it is recommended that the specifically identified effects are addressed through Social Impact Management Plans (SIMP) (as part of the overall management framework) at the time of construction for the Project. Conditions may need to be applied in relation to the period before construction, for example; inclusion of a condition to provide for the availability of an AT staff member to respond to questions and provide updates of information, as required (for example, through the Project website).

We recommend the SIMPs be responsive to the following specific issues:

- Disruption to access during construction for a number of businesses and residences (particularly those businesses and services on Mercury Lane and Beresford that rely on passing traffic (pedestrian or vehicle) for operation;
- Disruption to access during construction for community facilities/services (e.g. Hopetoun Alpha); and
- The loss/relocation of community facilities as a result of the property acquisition process (particularly this relates to the Chinese Community Centre, Life Centre Church and potentially the Hopetoun Alpha business).

Based on a review of SIMP methodology³⁵, the SIMP for the CRL Project would cover the following:

- A reflection of the findings and recommendations of the social impact assessment, including consideration of the results of engagement with stakeholders. At this time a review of the socioeconomic data for the study area may be undertaken, particularly in light of updated Census information (2013 results).
- Engagement with identified parties to:
 - assess the access requirements and operational requirements of the businesses;
 - provide (where able) certainty and on-going information relating to the timing for project works, relocation and acquisition.
- Confirmation of suitable access during construction, including aspects such as the quality of access for pedestrians, requirements for additional signage, establishment of set hours of access for deliveries etc.
- The process for re-establishment and promotion of normal business operation following construction, to assist in getting ‘normal’ business back up and running – for example, assistance with marketing, a street event for retail/café businesses to celebrate road opening or other similar options.
- If appropriate, an annual report/review on the identification, monitoring, evaluation and management of the effects outlined in the SIMP, together with a summary of matters raised by the community, and how these have been responded to.

For disruption the SIMPs would cover the following:

- Engagement with identified parties to assess the access requirements and operational requirements of the facilities/businesses.
- Confirmation of suitable access during construction, including aspects such as the quality of access for pedestrians, requirements for additional signage, establishment of set hours of access for deliveries etc.
- The process for re-establishment and promotion of normal business operation following construction, to assist in getting ‘normal’ business back up and running – for example, assistance with marketing, a street event for retail/café businesses to celebrate road opening or other similar options.

For closure/relocation of community facilities, it is important to recognise that there is opportunity for landowners and businesses affected to plan for and respond to the impacts on their operations themselves. In other words, negotiation with landowners under the Public Works Act, might sufficiently address the concerns of these businesses such that the potential adverse social effects are sufficiently covered. In the event that this process has not been completed at the time of construction planning (e.g. Outline Plan of Works) it is proposed that the SIMPs would cover the following:

- Social impact assessment of the loss of the catchments of these social facilities including identification of alternative facilities within the wider City.
- Engagement with identified users, stakeholders and management parties to assess the feasibility of relocation options and requirements/assistance for relocation.
- The process for re-establishment and promotion of facility operation in new sites, to assist in getting ‘normal’ operations back up and running.

³⁵ Within: The Queensland Government report ‘Social impact assessment: Guideline to preparing a social impact management plan’ (September 2011); and ‘The Final Report and Decision of the Board of Inquiry into the Proposed Men’s Correctional Facility at Wiri’ (September 2011)

7.2.3 Other Management Plans/Methods

This SIA has identified a number of other methods that will assist in the management/response to social impacts. These are further detailed within the AEE report³⁶, as well as in the technical assessments, and include:

- **Environmental Management Framework (EMF):** The EMF provides an overarching framework within which mechanisms are developed to mitigate actual and potential adverse effects from construction and operation of the CRL. The EMF contains a hierarchy of documents and provides for the transfer of information between CRL Project phases. The documents are:
 - **Environmental Management Plan (EMP):** AT propose to prepare this document in the next design stage. This document will be a living, AT-internal document and will be updated as required throughout the Project lifecycle. The EMP will contain the conditions of the designation and in future any conditions of resource consents which relate to mitigating the adverse effects on the environment resulting from the project. The EMP is supported by a Communications Management Plan, a CEMP, and operational plan(s). If any of the identified social impacts fall outside the remit of the CEMP or Communications Plan, a separate condition/s for these impacts will be required.
 - **Communications Plan:** This plan is also a living document and will be the responsibility of AT to update as required throughout the Project lifecycle. It sets the framework, strategy and approach that AT are implementing with regard to communications and consultation for the CRL project (also outlined in Section 7.2.2 above)
 - **Construction Environmental Management Plan (CEMP):** This is the key plan which will be prepared at the time of construction to manage the environmental effects of the project for the duration of construction. It will provide to Auckland Council the specific details on how the contractor intends to manage the environmental effects of construction (in accordance with the designation and future resource consents).
- **Urban Design Framework (UDF):** The UDF for the CRL NoR provides a set of principles which will guide the future stages of the design of the public surface areas around the stations. A condition for this matter is proposed to be imposed on the relevant CRL designations.

³⁶ Volume 2 CRL NoR suite of documents

Appendix A

Landuse Site Survey



- N.** Professional Services (e.g. medical; legal; financial)
- O.** Specialty trades (e.g. lift servicing; security)
- P.** Others
- Q.** Commercial Accommodation

