

# Franklin Road Improvements Engagement Report for January – October 2016

November 2016



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## Executive Summary

Auckland Transport has been consulting with the community on the options to improve Franklin Road to best meet the needs of all users since October 2014.

Following extensive engagement between October 2014 and November 2015, Auckland Transport confirmed the design concept below was to be progressed to preliminary design.

### Concept for Franklin Road



Between January and October 2016, Auckland Transport has been progressing the preliminary design and continued to inform the community and stakeholders of design progress, and consult regarding the design of specific aspects of the design.

The following engagement activities took place between January and October 2016:

- April 2016 consultation
- Ongoing consultation with the CLG
- Ongoing updates to the Waitemata Local Board
- Ongoing updates to the wider community.
- Specific engagement regarding:
  - Vehicle accesses
  - Relocation of P5 parking
  - New bus stop

### Communication during construction

Communication with Franklin Road residents, the wider community and stakeholders has already begun with the Stage 1 Utility Works being undertaken by Watercare through their contractor.

Ongoing communication about construction activities, includes:

- Ongoing engagement with individual residents as required

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- Ongoing CLG meetings
  - Weekly updates to the project webpage
  - Monthly updates (memorandum) to the Waitemata Local Board
  - Newsletters/letters (as required)

In addition, a static display is to be erected at the Victoria Park New World supermarket in the next month. This will be a permanent display for the duration of the project, regularly updated as works progress.

Communication with Franklin Road residents, the wider community and stakeholders will continue through the stages of construction, with feedback from the CLG taken into consideration throughout the construction process.

# 1. Introduction

## 1.1 Purpose of the report

The purpose of this report is to provide a description of the consultation and engagement activities undertaken with regard to the Franklin Road Improvements Project between January and October 2016.

## 1.2 Summary of engagement

The purpose of the engagement between January and October 2016 was to inform stakeholders and receive feedback to inform the ongoing design for the Franklin Road Improvements Project.

AT undertook a number of different engagement activities between January and October 2016:

- April 2016 consultations
- Ongoing consultation with the CLG
- Ongoing updates to the Waitemata Local Board
- Ongoing updates to the wider community through the project webpage.

# 2. Confirmed concept design

In December 2015, after extensive consultation between October 2014 and November 2015, Auckland Transport confirmed the concept shown in Figure 1 would progress to preliminary design.

**Figure 1: Key design features**



The key features of the design include:

- 3.5m wide footpaths

- On-street car parking
- Tree pits
- More pedestrian crossing facilities at No.14 Franklin Road and at the Wellington St roundabout
- Slightly raised cycle path on both sides of the road
- 2.1m wide painted median
- A new roundabout at the Wellington St / England St / Franklin Road intersection
- Raised speed tables at all side road intersections.

### 3. Engagement tools

A range of tools are used for the engagement of stakeholders and the community for the project, including:

- Project webpage
- Letters
- Community Liaison Group
- Memo's
- Windshield flyers
- Hui.

#### 3.1.1 Project Webpage

The [at.govt.nz/projects-roadworks/franklin-road/](http://at.govt.nz/projects-roadworks/franklin-road/) webpage has been maintained since October 2014. The project webpage is updated regularly with design information. It is also updated weekly with information about the Stage 1 (utilities) construction currently underway.

#### 3.1.2 Letters

Letters are letterbox-dropped to residents and posted to non-resident owners with project information, and requests for feedback.

#### 3.1.3 Community Liaison Group

A Community Liaison Group (CLG) was formed in October 2015 and includes representatives from:

- Auckland Transport
- Watercare Services
- Vector
- Waitemata Local Board
- Freemans Bay Residents Association
- Franklin Road and Collingwood Residents
- Bike Auckland

- Freemans Bay Primary School
- Stage 1 construction contractor (from September 2016)

The CLG was established to engage key stakeholders in the development and delivery of the Franklin Road Improvements Project. They:

- Represent the key stakeholders in the development and delivery of the project
- Receive regular updates provided by the Franklin Road Project Team on design and construction progress
- Circulate project-related information through member networks and gather feedback from member networks as required
- Provide feedback on the design as it evolves.

To date 8 CLG meetings have been held. Presentations and minutes of CLG meetings are published on the project website [at.govt.nz/projects-roadworks/franklin-road/franklin-road-community-liaison-group](http://at.govt.nz/projects-roadworks/franklin-road/franklin-road-community-liaison-group)

#### 3.1.4 Memo's

Monthly project update memo's are circulated to the Waitemata Local Board.

#### 3.1.5 Windshield flyers

Prior to construction of Stage 1 utility works, flyers were placed on windshields of vehicles parked on Franklin Road on a few separate occasions. This let people who parked in Franklin Road, especially visitors and commuters, know that works were starting soon and further information was available on the website.

#### 3.1.6 Hui

A hui was held with mana whenua in September 2016.



## 4. Engagement activities and feedback

### 4.1 April 2016 Consultations

Following confirmation of the concept design in December 2015 and further investigations in early 2016, the community was asked in April to provide any final comments on the concept.

On 27 April 2016, a letter presenting the concept design was distributed to residents of Franklin Road, Collingwood St and adjacent streets. It was also posted to owners who do not live locally. The project webpage was also updated with the information and an online survey embedded in the project page. Owners and occupiers were given until 10 May 2016 to provide their feedback. Feedback could be provided either in hard copy or online. A copy of the letter and feedback form is provided in Appendix 1.

Questions on the feedback form were:

- Question 1 – What aspects of the design do you like, and why?

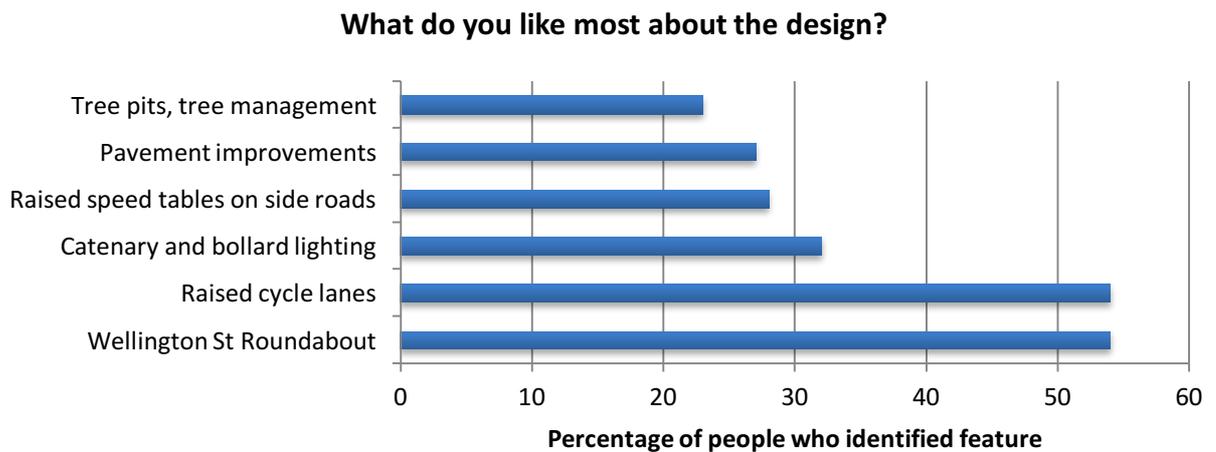
- Question 2 – What aspects of the design would you change, and why?
- Question 3 – What have we missed? Do you have any other comments?

A total of 87 responses were received.

#### 4.1.1 Question 1 - What aspects of the design do you like, and why?

Question 1 was an open question, the 79 responses were categorised into key themes. The top 6 aspects of the design respondents liked are shown in Figure 2.

**Figure 2: Responses - What aspects of the design do you like, and why?**



When asked what aspects of the design they liked and why, participants predominantly commented on the Wellington St roundabout, and the raised cycle path (both 54%). People felt the Wellington St roundabout would slow traffic and provide options for cyclists to better negotiate the intersection, which would improve safety for both cyclists and pedestrians. Having a raised cycle path on both sides of the road was also seen as being safer for cyclists, and/or providing a good compromise solution.

*“The catenary lighting system looks like it could be an amazing addition to Franklin Road, a really interesting and artistic solution. I think it would be worth the extra cost in the long run.”*

Over a quarter of participants (28%) liked the raised speed tables at all side road intersections, saying it would slow traffic and make it safer for cyclists and pedestrians to cross, while a similar number (27%) supported the plan for improved footpath surfaces and felt it would lead to greater pedestrian safety and comfort.

One in four participants (25%) commented on the lighting Option C – the Catenary and bollard combination, saying it would provide a good coverage of lighting for the road and footpath.

*“I think this is an excellent design given the constraints imposed by the Plane trees and the character of Franklin Road. I think it will be safe for cars, cyclists and pedestrians and stylish too!”*

Another sizeable group of participants (23%) liked the treatment of the trees/tree pits and felt the design protected the trees and maintained the attractiveness and character they bring to the street.

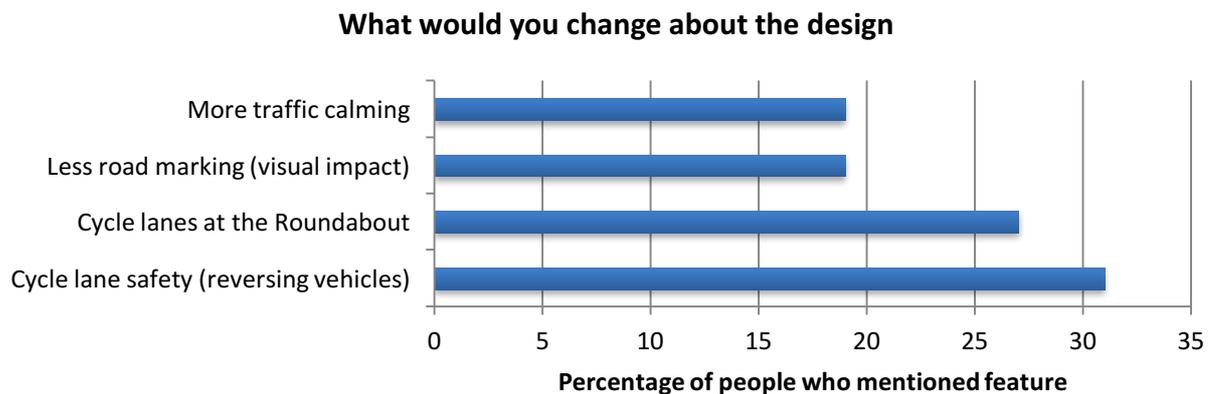
**As a result of this feedback, Auckland Transport confirmed:**

- The roundabout
- Raised cycle lanes
- Raised speed tables on side road
- Improved pavement surfaces would result
- Confirmed catenary lighting for the road and continued further investigations and design development of bollards for the footpaths.

**4.1.2 Question 2 – What aspects of the design would you change, and why?**

Question 2 was an open question, the 67 responses were categorised into key themes. The top 4 aspects of the design respondents would change are shown in Figure 3.

**Figure 3: Responses - What aspects of the design would you change, and why?**



***“The roundabout needs to be much clearer for bikes - why not keep the cycle lane separated - or at least clearly marked with a surface treatment - all the way through instead of turning it into a shared path?”***

When providing feedback on what they would like to be changed and why, a number of participants (31%) had concerns about the safety of the proposed cycleway, saying it looked dangerous for pedestrians and reversing cars and that it could result in collisions. Some thought the raised nature of the lane could be hazardous and/or suggested slowing traffic (both cars and bikes) or other measures (e.g. clearly defining cycle lane from parking) to deal with the perceived dangers.

Just over a quarter of participants (27%) called for changes to the cycle path at the roundabout saying that it needs to be wider (especially at curves), safer (plenty of traffic calming) and have a more consistent pathway for cyclists to follow.

One in five participants (19%) were concerned about the visual impact of the various road markings, signage and contrasting colours for the different aspects of the design, while others called for stronger traffic calming measures - particularly at the roundabout (19%).

A few participants (13%) wanted a design that would retain maximum parking spaces (even at the expense of the trees), or simply stated they disliked the loss of parking (10%), while some said the design looked great and didn't require any changes (12%).

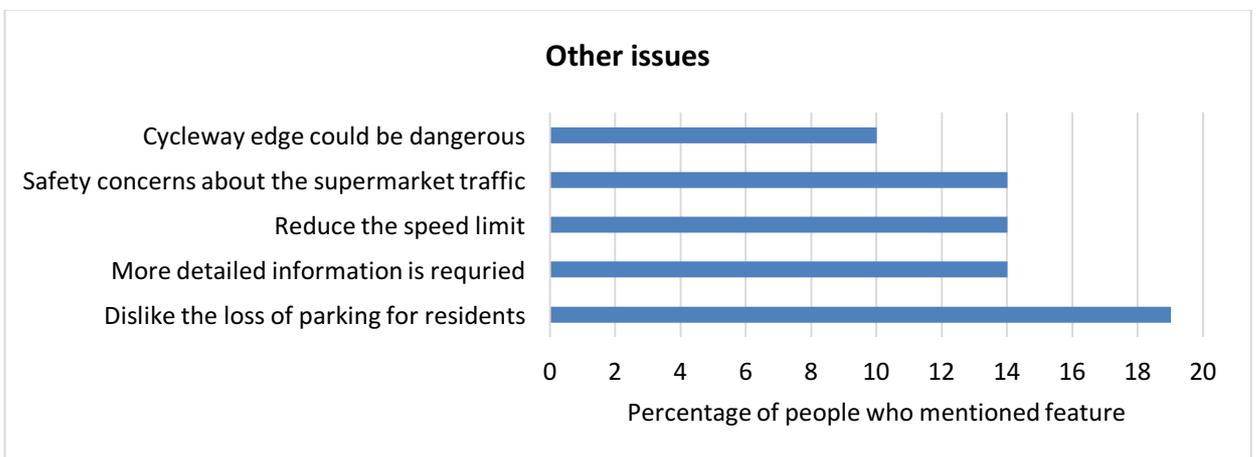
**As a result of this feedback, Auckland Transport confirmed:**

- The roundabout would act as a traffic calming measures as people would need to slow to safety navigate it. In addition, raised speed tables would be investigated for the Middle St, Napier St, Franklin Road intersection to provide further traffic calming.
- Road marking in accordance with the relevant standards would be installed. Where possible, materials would be used to define design features
- Further consideration of how cyclists could safely navigate the new roundabout
- As part of detailed design, each driveway would be looked at and the design developed to provide as much visibility as possible for reversing vehicles.

**4.1.3 Question 3 – What have we missed? Do you have any other comments?**

Question 3 was an open question, the 69 responses were categorised into key themes. The top 5 key things that were missed or other comments were:

**4.1.4 Figure 4: Responses - What have we missed? Do you have any other comments?**



Other comments focused on a dislike of the loss of carparks (19%), and the need for further consultation on this part of design to potentially retain more carparks (14%). A few participants expressed safety concerns in regard to the supermarket traffic crossing the cycleway or pedestrian footpaths, while others urged AT to reduce the speed limit to 30-40kph (14% respectively).

Additionally, a few said the cycleway would be dangerous for reversing cars and pedestrians alike, and that the cycle access to the path should be seamless for the length of the cycleway.



**As a result of this feedback, Auckland Transport confirmed:**

- Further investigations would be undertaken into the New World entry/exit
- The most amount of parking would be provided as part of the design. A residential parking zone is also being implemented and will improve parking availability for residents and visitors in Freemans Bay.
- There could be potential for a reduced speed limit depending on decisions at a national level
- The safety of all road users, including residents reversing from driveways, pedestrians, and cyclists was paramount.

## 4.2 April – October 2016

### 4.2.1 Community BBQ

With construction of Stage 1 works scheduled to commence in September, a community BBQ was held on Sunday 14 August 2016 to celebrate the beginning of construction and introduce the construction contractor for Stage 1 Utility works. This also provided an opportunity for residents to discuss the project in an informal environment.

A number of residents took the opportunity to catch up with the team and discuss the design development.



### 4.2.2 Community Liaison Group discussions

Since October 2015 representatives from the community and stakeholders have been actively involved in the design through the Community Liaison Group. Design details including the design of cycle lanes, side road treatments, location of carparking, management of trees, location of pedestrian crossings and pedestrian refuges, and extent of the painted median have all been discussed and refined as a result of CLG input.

At various stages of the design strip plans have been made available to CLG members for discussion with residents. Particular design aspects discussed that resulted in significant changes included:

- Redesign of the entry/exit to the New World carpark (in conjunction with New World)

- How the cycle lanes tie-into Victoria St and Ponsonby Rd at either end
- Location of P5 parking near the childcare centre
- Location of additional carparking on Scotland St (as a result of removing one traffic lane)
- Including textured surface on the cycleway to slow cyclists as they leave the cycle lanes and join the shared path at the roundabout.

In addition to the above, other design aspects were discussed in some detail and further investigations undertaken to confirm the proposed design was the most appropriate solution. Safety Audits undertaken as the design has progressed have also been discussed with the CLG.

#### **4.2.3 Targeted engagement**

Between August and October, the design was refined and targeted consultations were undertaken in regard to:

- Vehicle crossings
- Relocation of P5 parking
- New bus stop and shelter.

##### ***Vehicle crossings***

In June 2016, the project team contacted Franklin Road residents and property owners via letter (a copy is provided in Appendix 2) to identify those owners who have plans to develop their properties in the next two years. Gaining this information enabled the team to discuss plans with property owners and incorporate new vehicle crossings into the design.

##### ***Relocation of P5 parking from Wellington Street***

The design of the roundabout removed the existing P5 parking on Wellington St from outside Freemans Bay Play Centre. An alternative location was identified on the opposite side of the road further down Wellington St. After discussion with the CLG and further investigations, an alternative location on Collingwood Street (still outside Freemans Bay Play Centre) has been identified.

The relocation of the P5 parking to Collingwood St has been discussed with the Freemans Bay Play Centre and residents from adjacent properties on Collingwood Street. Feedback from all parties was positive. Formal communication to property owners on Collingwood St where P5 parking is to be installed is taking place.

##### ***New bus stop on Franklin Road***

As a result of the redesign of the Central Suburbs New Network Public Transport routes (separate project), a new bus stop is required on Franklin Road. The new bus stop, expected to be outside 97/99 Franklin Road will replace the existing bus stop at the top of Franklin Road near Ponsonby Road. The new bus stop and shelter will be delivered as part of the Franklin Road Improvements Project.

The CLG were first notified of the potential changes to the bus network at their July 2016 meeting and were provided with an update at their meeting in September 2016.

Property owners have been contacted regarding the bus stop and shelter and further discussions are currently taking place.

### **4.3 Hui**

A hui was held in September 2016 where the project was presented and discussed with mana whenua.

Overall mana whenua is happy with Auckland Transport's approach of co-ordinating works with the key utility providers and engaging with the local community through regular Community Liaison Group meetings.

Mana whenua is supportive of the improvement works, including the proposed drainage upgrade works. In addition to a new upgraded public storm water pipe from Wellington Street to Victoria Street, more than 40 new catch pits (fitted with tetra traps) will be installed, which is a significant improvement from the current situation.

Concerns were raised regarding catch pit cleaning, tree pruning and high leaf fall during autumn which creates a slip hazard in wet weather. Auckland Transport followed up with the Council arborist and the Auckland Transport maintenance team regarding the frequency of maintenance.

## 5. Communication during construction

Stage 1 Utility Works being undertaken by Watercare through their contractor commenced in September 2016. A communications plan for construction has been developed and is being implemented. This includes:

- Ongoing engagement with individual residents as required
- Ongoing CLG meetings
- Weekly updates to the project webpage
- Monthly updates (memorandum) to the Waitemata Local Board
- Monthly E-news (not yet implemented as contact details are still be gathered)
- Newsletters (as required)
- A permanent display at New World. This is to be installed in the next few weeks. As well as providing regular updates to construction activities, the final design will also be displayed.

Appendix 3 contains the Communications Plan for construction.

Communication with Franklin Road residents, the wider community and stakeholders will continue through the stages of construction.

## Appendix 1

### Letter to Franklin Road and Freemans Bay residents (April 2016)

27 April 2016

The Resident

Dear Sir/Madam

### **Franklin Road Improvements – Construction Update and Final Have Your Say**

A lot has happened since the last time we were in touch. This letter provides an update on timeframes for construction activities and explains how you can have one last say on the design of the Franklin Road improvements before they are finalised.

#### **Construction Update**

Construction of Stage 1 works (underground services) was due to start in mid-April 2016. This has been delayed while we obtain the various approvals required to start the works. Construction of Stage 1 is now expected to start in May 2016.

Before construction starts we will provide more information about what that will mean for residents. We will also hold a community BBQ to celebrate the start of construction and provide an opportunity for residents to meet the contractor.

#### **Final Have Your Say**

Auckland Transport (AT) is undertaking a final round of targeted engagement to get your comments on the design for the Franklin Road improvements. The decision to implement Option 1 has been made and now we want your feedback on this design to ensure we haven't missed anything that would make it even better.

To provide feedback please either complete the attached freepost feedback form and return it to us by **4.00pm, Tuesday 10 May 2016** or go online and complete the same feedback form at [www.at.govt.nz/projects-roadworks/franklin-road/](http://www.at.govt.nz/projects-roadworks/franklin-road/). Once feedback has been considered, the design will be finalised for implementation.

#### **How did we arrive at Option 1?**

This project has been underway since around October 2014, and since that time we have had a number of consultations with residents, the wider community, stakeholders and technical specialists. All this feedback has resulted in the design we have now.

In December 2015 AT's Executive Leadership Team confirmed Option 1 as the preferred design for implementation. Since then the design has been progressed, including further consideration of side road intersections. Before we finalise the design, we want to make sure we haven't missed anything that might make it even better; this is why we have opened it up for one final round of community feedback.

## Key features of the design



Key features of the design include:

- 3.5m wide asphalt footpaths
- Asphalt vehicle entrances
- On-street car parking that uses contrasting coloured and permeable paving materials
- Tree pits
- More pedestrian crossing facilities at No.14 Franklin Road and at the Wellington St roundabout
- Slightly raised cycle path on both sides of the road
- 2.1m wide painted median
- A new roundabout at the Wellington St / England St / Franklin Road intersection
- Raised speed tables at all side road intersections.

### Cycleway

The cycle path on both sides of the road will be 1.5m wide and:

- Be raised slightly above the road by between 50mm to 70mm with a rounded kerb profile. This kerb profile is easy for people on bikes and vehicles accessing parking to negotiate
- Have 0.6m buffers each side
- Include cycle symbols at 60m intervals with a thin green line between cycle symbols adjacent to the buffer zone.

### Parking areas

Parking areas will be a contrast colour permeable pavement to help define the carpark areas and have lower ongoing maintenance costs. Timber wheelstops will allow water to runoff across the parking bays.

### Tree Pits and kerblines

We will have a ‘toolbox’ of approved tree pits and each tree will be assessed individually. Where possible, we will include some low planting around trees, but we won’t be able to achieve this for every tree because each tree is different.

Kerbs will be bluestone to maintain the heritage character of the area.

### Side Street treatments

All side streets will have raised speed tables at the same level as the footpaths. This increases safety for pedestrians and slows traffic entering and exiting side streets.

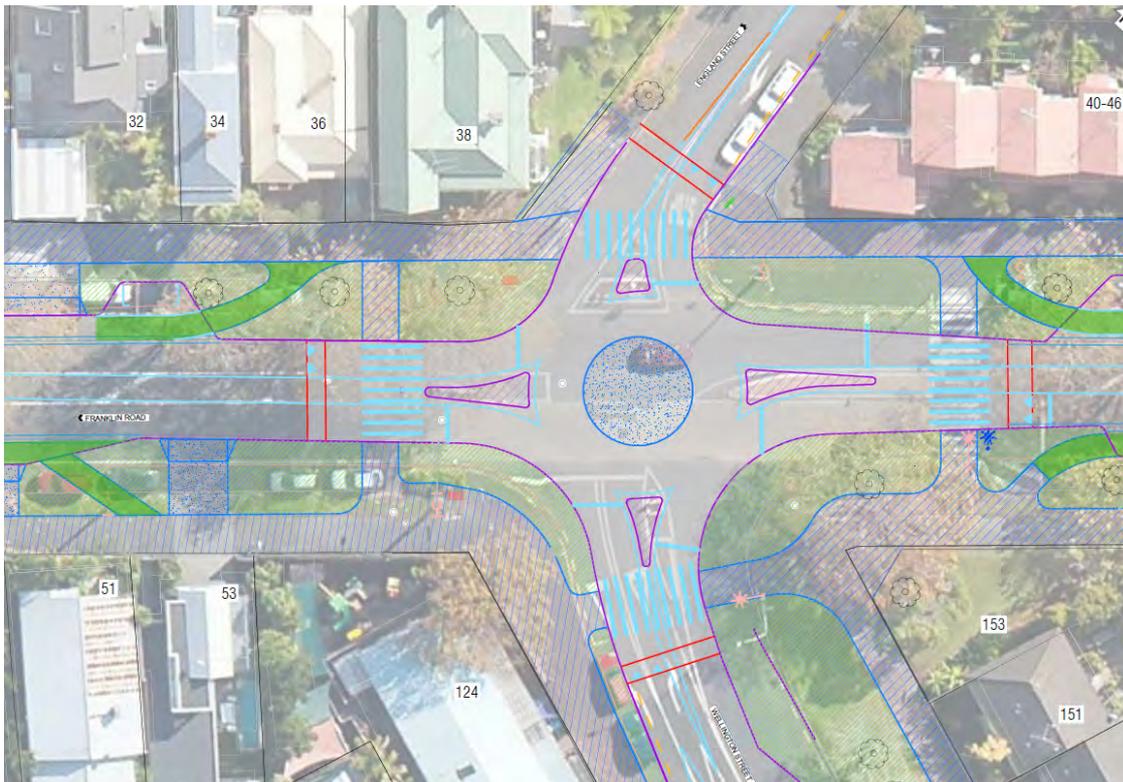
### Wellington Street intersection

A roundabout will be constructed at this intersection and will include:

- A small fully mountable central island so buses and trucks can easily manoeuvre through the intersection
- Raised speed tables on each approach to manage speed
- Pedestrian crossings on each leg.

A roundabout will be significantly better at managing queuing during peak times, be safer for pedestrians, and allow all movements from England St (currently restricted). Traffic signals were also considered but were not progressed for a variety of reasons, including the limited visibility of the signals due to trees overhanging the street.

Roundabouts are not as easy for people on bikes to negotiate. To address this we have developed two ways in which people on bikes can use the roundabout. The raised cycle path will stop just before the roundabout and connect to the footpath, it will re-join the road after the roundabout. People on bikes can choose to either join the traffic flow, staying on the road to get through the roundabout, or move up onto the footpath, cross the side road using the pedestrian crossing then re-join the cycle path once through the roundabout.



## Street lighting

Because of the trees, designing street lighting is challenging. Conventional lighting columns can be used at the Wellington St intersection, but along the rest of the street three options have been considered. The options are outlined below along with the advantages and disadvantages of each option. Option C is the preferred option as it provides good road lighting and footpath lighting without too many overhead wires.

Option	Advantages	Disadvantages
<p>Option A Conventional lighting columns</p>	<ul style="list-style-type: none"> <li>Cheaper to implement</li> </ul>	<ul style="list-style-type: none"> <li>The trees make it difficult to achieve good lighting coverage with this option as the lighting columns can't be evenly spaced. This will provide inconsistent lighting levels on road and footpaths</li> <li>There will be ongoing and frequent tree maintenance to ensure luminaires are clear of foliage</li> <li>Lighting columns for footpath lighting may need to be located close to property boundaries which increases the potential for light spill into properties.</li> </ul>
<p>Option B Catenary system across the road and footpath</p> <p>This system provides wires across the road supported on poles either side of the road. The light luminaire is then hung off the wires over the centre of the carriageway. There are examples of catenary footpath lighting in the Viaduct Quarter.</p>	<ul style="list-style-type: none"> <li>Provides consistent lighting along the whole road</li> <li>Uneven spacing of the wire support poles is OK so they can be located to avoid tree trunks and driveways</li> <li>The trees will be trimmed along the centre of the road above luminaires to provide maximum clearance above road level</li> <li>Significantly less ongoing tree maintenance</li> <li>Potential to utilise support poles for Christmas decorations</li> <li>Catenary lighting on footpaths will mean footpaths are clear of poles</li> </ul>	<ul style="list-style-type: none"> <li>Higher installation cost</li> <li>Overhead wires along the footpath and road</li> </ul>
<p>Option C Catenary on the road and bollard lighting on the footpath</p> <p>This option uses the catenary system to light the road the same as Option B, but low bollards (approx. 1.3m high) along the footpath about every 15m.</p> <p>This is the preferred option.</p>	<ul style="list-style-type: none"> <li>Provides consistent lighting along the whole road</li> <li>Uneven spacing of the wire support poles is OK so they can be located to avoid tree trunks and driveways</li> <li>The trees will be trimmed along the centre of the road above luminaires to provide maximum clearance above road level</li> <li>Significantly less ongoing tree maintenance</li> <li>Potential to utilise support poles for Christmas decorations</li> <li>No overhead wires over the footpath</li> <li>Can be located at the property boundary facing the footpath so no light spill onto properties</li> </ul>	<ul style="list-style-type: none"> <li>Would likely have uneven spacing due to driveways.</li> </ul>

## Further information

For further information please visit [www.at.govt.nz/projects-roadworks/franklin-road/](http://www.at.govt.nz/projects-roadworks/franklin-road/), or contact either myself or Paul Edmonds, the Stakeholder Management Specialist for the project, at [paul.edmonds@aucklandtransport.govt.nz](mailto:paul.edmonds@aucklandtransport.govt.nz).

Also look out for another project update shortly, which includes more information about the construction of Stage 1.

Yours faithfully

Ashwin Kumar  
**Principal Road Development Engineer**  
[ashwin.kumar@at.govt.nz](mailto:ashwin.kumar@at.govt.nz)



# Feedback form

## Franklin Road Improvements



You can also provide your feedback at [at.govt.nz/projects-roadworks/franklin-road/](http://at.govt.nz/projects-roadworks/franklin-road/)  
If you fill in this form please return it by **4pm Tuesday 10 May 2016**

### Personal Information

Providing your address and phone details is optional, however providing us with your postal or email address ensures that we can contact you with updates to the project following the close of consultation.

Name: .....

Street Address: .....

Suburb: .....

Post Code: .....

Email: .....

Phone: .....

### Q1) What aspects of the design do you like, and why?

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### Q2) What aspects of the design would you change, and why?

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### Q3) What have we missed? Do you have any other comments?

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Privacy: Auckland Transport recognises privacy is an important matter. You can be assured any information you share with us will be treated with strict confidence, and will only be used for the purpose of this proposal.

Find out more: visit [www.at.govt.nz/projects-roadworks/franklin-road/](http://www.at.govt.nz/projects-roadworks/franklin-road/)

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FreePost Authority No. 233462



Philippa Stokes  
Franklin Road Improvements  
Auckland Transport  
Private Bag 92250  
Victoria Street West  
Auckland 1142



## Appendix 3

### Letter to Franklin Road residents about vehicle access

16 September 2016

**To the Property Owner**

If you are a tenant, the property owner will have been sent this letter in the mail so you don't need to do anything with this.

**Are you planning to change or install a driveway?**

As part of the Franklin Road Improvements Project we are redesigning all existing driveway entrances (vehicle crossings) and we want to make sure we are getting the location of driveways correct.

We are already in discussions with some of you about specific issues associated with your properties. For those of you we are not already in discussions with, we would like to know if you have current or short-term plans to redevelop your property which include seeking a permit to potentially relocate the existing driveway or install a new one.

If you do, please respond via email to Paul Edmonds at [paul.edmonds@at.govt.nz](mailto:paul.edmonds@at.govt.nz) so we can get more information from you about your plans and potentially include the amended/new driveway as part of our design. If possible, please reply by Friday 30 September 2016.

**You only need to respond to this if you are planning to change or install a new driveway. If you are not planning on making any changes, no response is required.**

Further information about the Franklin Road Improvements Project can be found at [at.govt.nz/projects-roadworks/franklin-road](http://at.govt.nz/projects-roadworks/franklin-road).

If you have any queries about this request, please feel free to contact me on 027 240 9625 or my email address above.

Yours sincerely,



Paul Edmonds  
**Stakeholder Management Specialist**  
**CBD Roding & Development**

## Appendix 4

### Construction Communications Plan

# Franklin Road Improvement Project

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## Detailed Design and Construction Engagement Plan

February 2016

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### This Plan

This Plan outlines the engagement objectives and tools to be used for the detailed design and construction phases of the Franklin Road Improvements project.

It builds on the engagement undertaken to date to provide continuity in the level of engagement with various stakeholders. It also identifies potential risks and provides management measures for addressing these. It is to be used by all project partners included within the Project Coordination Agreement. It has been developed jointly by Engagement and Communications representatives from Auckland Transport, Watercare and Vector.

### Communications Roles and Responsibilities

Project Partner	Role and Responsibility
Auckland Transport	<ul style="list-style-type: none"><li>• Lead for community wide engagement activities across Stage 1 and 2 construction including:<ul style="list-style-type: none"><li>○ Coordination of the CLG</li><li>○ Preparation and distribution of Project newsletters, flyers</li><li>○ Management of community events</li><li>○ Manage a webpage providing information regarding all works</li></ul></li><li>• Managing public enquiries regarding Stage 2 construction activities, including response</li></ul>
Watercare	<ul style="list-style-type: none"><li>• Providing inputs to Project wide communications</li><li>• Construction signage for Stage 1 works that includes contact details for public enquiries</li><li>• Undertaking communications and engagement specific to Watercare works (such as property entry)</li><li>• Providing a first point of contact for public enquiries during Stage 1 works</li><li>• Managing specific queries regarding Stage 1 construction activities</li><li>• Attending communications coordination meetings as scheduled during</li></ul>
Vector	<ul style="list-style-type: none"><li>• Providing inputs to Project wide communications</li><li>• Undertaking communications and engagement specific to Vector works (such as property entry).</li></ul>

# Franklin Road Improvement Project

## Engagement objectives, approach and tools

Stakeholder	Engagement Objectives	Strategic Approach	Engagement Tools
Waitemata Local Board	To maintain a high level of understanding of the Project and its progress by the Local Board.	No surprises approach.  Regular, consistent communication with the board managed through Priscilla Steel as the Elected Member Relationship Manager.	<ul style="list-style-type: none"> <li>Monthly memo to the AT Local Board Advisor using template as developed.</li> <li>Presentations to the Local Board at key milestones determined in consultation with the AT Board Advisor</li> </ul> <p><b>Community Liaison Group</b> Membership of the CLG to include representative/s from the Local Board.</p>
Franklin Road / Collingwood St residents	<p>To maintain the existing open and two-way communication relationship and network with community members.</p> <p>To ensure the residents of Franklin Road, Collingwood St and adjoining streets have a high level of satisfaction in respect to communication and consultation both overall and in terms of opportunity to obtain information.</p> <p>To ensure early identification of potential issues that may affect the Project and implement appropriate issues management strategies</p>	<p>No surprises – residents and businesses on Franklin Road and adjoining streets are actively engaged in the project.</p> <p>Residents are regularly and accurately informed of project progress and forthcoming activities.</p>	<p><b>Community Liaison Group</b> Membership includes:</p> <ul style="list-style-type: none"> <li>Auckland Transport PM, Comms lead, and secretariat</li> <li>Watercare Services PM and comms lead</li> <li>Vector</li> <li>Waitemata Local Board</li> <li>Bike Auckland</li> <li>Freemans Bay Residents Association</li> <li>Contractor/s rep (once contract/s awarded)</li> <li>Up to 3 x community reps elected/nominated by the community</li> <li>Freemans Bay Primary School contractor rep</li> </ul> <p><b>E-news</b> Fortnightly project newsletter emailed to people who register to receive the newsletter. Send this every month at the same time. Even if there isn't much to say, send it anyway as it maintains a connection. Humanise the newsletter by profiling contractor staff (helps residents develop a relationship with the contractor). Develop a template for the newsletter co-branded with AT and Watercare.</p> <p>Get to know building managers for apartments as well to ensure they are in the loop.</p>

# Franklin Road Improvement Project

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			<p><b>Newsletter</b> Hard copy newsletter as required</p> <p><b>Street BBQ</b> Street BBQ at construction kick-off to link the Watercare/AT design team and the contractor/s with the community. Invite residents to come along and meet the contractors informally, acknowledge the start of significant disruption to the community.</p> <p><b>Webpage</b> Maintain the Franklin Road project webpage on the AT website and update as required.</p> <p><b>Static display</b> Project display at New World to be regularly updated with construction news and design.</p> <p><b>Construction, TTM management</b></p> <ul style="list-style-type: none"> <li>• Advertising, Signage, etc</li> <li>• Possibly SMS notifications</li> <li>• Include info in e-news</li> </ul>
<p>Key interest groups – FBRA, Ponsonby Business Association, Bike Auckland</p>	<p>To ensure a high level of awareness and understanding of the Project, by key stakeholders including the Local Board, Bike Auckland, etc</p>	<p>Providing a two-way communication and information process that is easily accessible by the community and stakeholders</p> <p>Engagement with FBRA or residents should follow after LB has been engaged through the Elected Member Relationship Manager.</p>	<p><b>Community Liaison Group</b> Membership of the CLG to include representatives from FBRA and CAA.</p> <p><b>Webpage</b> Maintain the Franklin Road project webpage on the AT website and update as required.</p> <p><b>E-news</b> Monthly project newsletter emailed to people who register to receive the newsletter. Send this every month at the same time. Even if there isn't much to say, send it anyway as it maintains a connection.</p>

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			<p>Humanise the newsletter by profiling contractor staff (helps residents develop a relationship with the contractor)</p> <p><b>Construction, TTM management</b></p> <ul style="list-style-type: none"> <li>• Advertising, Signage, etc</li> <li>• Possibly SMS notifications</li> <li>• Include info in e-news</li> </ul>
People who park on the road (residents, visitors, and commuters)			<p><b>Windshield flyer</b> Advising people of impending construction works</p> <p><b>Project signage</b> to be erected early</p>
Wider public			<p><b>Webpage</b> Maintain the Franklin Road project webpage on the AT website and update as required.</p> <p><b>E-news</b> Monthly project newsletter emailed to people who register to receive the newsletter. Send this every month at the same time. Even if there isn't much to say, send it anyway as it maintains a connection. Humanise the newsletter by profiling contractor staff (helps residents develop a relationship with the contractor)</p> <p><b>Construction, TTM management</b></p> <ul style="list-style-type: none"> <li>• Advertising, Signage, etc</li> <li>• Possibly SMS notifications</li> <li>• Include info in e-news</li> </ul>
All	To ensure all issues raised by the community or stakeholders are responded to and 'closed' out within defined timeframes	Ongoing communication to the project team regarding the importance of processes and procedures	All queries managed by one person in the team and recorded in an excel spreadsheet (or similar).