

## Appendix 26

### Social Impact Assessment

# Eastern Busway

# EB3 Commercial and EB4 Link Road

Social Impact Assessment

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## List of Abbreviations

Abbreviation and Definitions	Description
AEE	Assessment of Effects on the Environment
AUP(OP)	Auckland Unitary Plan (Operative in Part) (Updated 20 July 2023)
CCP	Communication and Consultation Plan
CEMP	Construction Environmental Management Plan
CNVMP	Construction Noise and Vibration Management Plan
CPTED	Crime Prevention Through Environmental Design
CTMP	Construction Transport Management Plan
EB1	Eastern Busway 1 (Panmure to Pakuranga)
EB2	Eastern Busway 2 (Pakuranga Town Centre)
EB3C	Eastern Busway 3 Commercial (Gossamer Drive to Botany)
EB3R	Eastern Busway 3 Residential (SEART to Gossamer Drive)
EB4L	Eastern Busway 4 Link Road (link between Tī Rākau Drive and Te Irirangi Drive)
EBA	Eastern Busway Alliance
ETBP	East Tāmaki Business Precinct
GIS	Geographic Information Systems
HWCN	Howick Walking and Cycling Network
IAP2	International Association for Public Participation
ITA	Integrated Transport Assessment
km	Kilometre(s)
LBA	Local Board Area
LBP	Local Board Plan
m	Metre(s)
m <sup>2</sup>	Square Metre(s)
m <sup>3</sup>	Cubic Metre(s)
MCA	Multi Criteria Analysis
NPS - UD	National Policy Statement for Urban Development 2020
NoR	Notice of Requirement
PTCMP	Pakuranga Town Centre Masterplan 2015
PWA	Public Works Act 1981
RTN	Rapid Transit Network
RMA	Resource Management Act 1991
THAB	Terrace Housing and Apartment Buildings

## List of Definitions

Terms	Descriptions
Culture	The material and non-material aspects of a way of life that are shaped and transmitted among members of a community or a larger society. Sometimes referred to as the shared beliefs, values, norms, behaviours, language, and material objects that are passed from one generation to the next (Vanclay, Esteves, Aucamp, & Franks, 2015)
Cumulative impacts	The successive, incremental, and combined impacts of one or more projects (existing, current and foreseeable future projects) on society, the economy or the environment. They can result from the aggregation and/or interaction of impacts within a social or environmental system and are defined from the perspective of the people or environment experiencing them (Vanclay, Esteves, Aucamp, & Franks, 2015)
Social (community) infrastructure/assets	Public and private services and facilities that contribute to the general quality of life (e.g., health, transportation, power, education, water and water quality, sanitation services) (Vanclay, Esteves, Aucamp, & Franks, 2015)
Vulnerable groups	Groups of the population who are more vulnerable and more likely to be harmed, such as the economically deprived, indigenous groups (i.e. Māori), children and women, the elderly, the disabled, as well as to the population most exposed to risks arising from the planned intervention (Vanclay F. , 2003)

## Executive Summary

This Social Impact Assessment (SIA) has been prepared to support the Assessment of Effects on the Environment (AEE) for the Eastern Busway 3 Commercial (EB3C) and Eastern Busway 4 Link Road (EB4L) sections of the Eastern Busway Project (the Project). It assesses the potential social impacts from the construction and operation of the EB3C and EB4L stages of the Project and recommends mitigation and management measures.

The Eastern Busway Project (the Project) is a package of works focusing on promoting an integrated, multi-modal transport system to support population and economic growth and deliver improved public transport infrastructure for the existing community in southeast Auckland. This involves the provision of a greater number of improved public transport choices and aims to enhance the safety, quality and attractiveness of public transport and walking and cycling environments. The Project will be delivered in several stages.

This Assessment addresses EB3C – Gossamer Drive to Botany, including Bridge A, Bridge B, the Burswood Bus Station and EB4L, connecting EB3C to Te Irirangi Drive and Town Centre Drive.

Key elements of the EB3C works include the construction of two bridge structures (Bridges A & B), noise and retaining walls, associated stormwater drainage, and a shared path. The EB3C bridge structures, new and upgraded stormwater outfalls and two areas of reclamation require works in the coastal marine area (CMA).

EB4L traverses Guys Reserve and Whaka Maumahara Reserve and includes road widening at the intersection of Te Irirangi and Town Centre Drive. The works include a bridge structure (Bridge C), retaining walls, associated stormwater drainage, and a new walking and cycling pathway.

This SIA has been prepared based on the methodology set out in the International Principles for Social Impact Assessment prepared by the International Association for Impact Assessment (IAIA). The SIA has been informed by stakeholder and community consultation undertaken for the Project as well as the community profile of the study area. Vulnerable groups identified for the SIA included lower socio-economic groups, Māori and other cultural groups, children and young people, older people and people with disabilities.

The SIA has assessed the potential benefits and social impacts from the construction and operation of the EB3C and EB4L stages of the Project.

A summary of the findings and the mitigation is provided in the table below.

Table 1 Summary of Social Impact Ratings and Mitigation

Impact Category	Construction impacts			Operational impacts		
	Impact and rating prior to mitigation	Mitigation	Impact rating with mitigation	Impact	Mitigation	Impact rating with mitigation
Way of life	<ul style="list-style-type: none"> <li>Disruption to access employment, education and social opportunities due to congestion and changed road conditions (moderate -ve)</li> <li>Community severance* (moderate -ve)</li> </ul>	<ul style="list-style-type: none"> <li>Construction Environmental Management Plan (CEMP)</li> <li>Communication and Consultation Plan (CCP)</li> <li>Construction Transport Management Plan (CTMP)</li> </ul>	Low adverse	<ul style="list-style-type: none"> <li>Improved reliability of bus services (+ve)</li> <li>Improved station facilities and access to stations (+ve)</li> <li>Reduced community severance* (+ve)</li> </ul>	n/a	Positive
	<ul style="list-style-type: none"> <li>Community severance† (high -ve)</li> </ul>	<ul style="list-style-type: none"> <li>Construction Environmental Management Plan (CEMP)</li> <li>Communication and Consultation Plan (CCP)</li> <li>Construction Transport Management Plan (CTMP)</li> </ul>	Moderate adverse	<ul style="list-style-type: none"> <li>Parking and access for the new station (moderate -ve)</li> <li>Community severance† (low -ve)</li> </ul>	<ul style="list-style-type: none"> <li>AT to monitor and if appropriate implement parking restrictions</li> </ul>	Low adverse
Community	<ul style="list-style-type: none"> <li>Supporting cultural groups in the local community study area (moderate -ve)</li> </ul>	<ul style="list-style-type: none"> <li>Communication and Consultation Plan (CCP)</li> </ul>	Low adverse	<ul style="list-style-type: none"> <li>Improved access to schools and community facilities (+ve)</li> </ul>	n/a	Positive
	<ul style="list-style-type: none"> <li>Changes in access to schools due to school bus detours* (high -ve)</li> </ul>	<ul style="list-style-type: none"> <li>Communication and Consultation Plan (CCP)</li> <li>Construction Transport</li> </ul>	Moderate adverse	<ul style="list-style-type: none"> <li>Changing community character (moderate -ve)</li> </ul>	<ul style="list-style-type: none"> <li>Urban Design and Landscape Plan (UDLP)</li> </ul>	Moderate adverse

		Management Plan (CTMP)				
Environment	<ul style="list-style-type: none"> <li>Impacts on the Coastal Management Area* (low -ve)</li> <li>Change in the environment or amenity due to air quality effects (moderate -ve)</li> <li>Change in the environment or amenity due to visual effects* (moderate -ve)</li> </ul>	<ul style="list-style-type: none"> <li>Construction Environmental Management Plan (CEMP)</li> <li>Communication and Consultation Plan (CCP)</li> </ul>	Low adverse	<ul style="list-style-type: none"> <li>Improved legibility and urban form (+ve)</li> <li>Improved safety for road users and particularly pedestrians (+ve)</li> <li>Change in the environment or amenity due to air quality effects (+ve)</li> </ul>	n/a	Positive
	<ul style="list-style-type: none"> <li>Change in the environment or amenity due to noise effects (high -ve)</li> </ul>	<ul style="list-style-type: none"> <li>Construction Environmental Management Plan (CEMP)</li> <li>Construction Noise and Vibration Management Plan (CNVMP)</li> </ul>	Moderate adverse	<ul style="list-style-type: none"> <li>Severance of Burswood Esplanade Reserve (low -ve)</li> <li>Impacts on the Coastal Management Area* (low -ve)</li> <li>Change in the environment or amenity due to visual effects (low -ve)</li> </ul>	<ul style="list-style-type: none"> <li>Urban Design and Landscape Plan (UDLP)</li> </ul>	Low adverse
	<ul style="list-style-type: none"> <li>Change in the environment or amenity due to visual effects (high -ve)</li> </ul>	<ul style="list-style-type: none"> <li>Communication and Consultation Plan (CCP)</li> <li>Construction Transport Management Plan (CTMP)</li> </ul>	Moderate adverse	<ul style="list-style-type: none"> <li>Change in the environment or amenity due to noise effects (moderate -ve)</li> </ul>	<ul style="list-style-type: none"> <li>Low-noise road surface and noise walls where appropriate</li> </ul>	Low adverse
Health and wellbeing	<ul style="list-style-type: none"> <li>Ability to access and use open space for recreation, exercise and social</li> </ul>	<ul style="list-style-type: none"> <li>Communication and Consultation Plan (CCP)</li> <li>Construction Transport</li> </ul>	Low adverse	<ul style="list-style-type: none"> <li>Improved active modes (walking and cycling) (+ve)</li> </ul>	n/a	Positive

	<ul style="list-style-type: none"> <li>connection* (moderate -ve)</li> </ul>	<ul style="list-style-type: none"> <li>Management Plan (CTMP)</li> <li>Urban Design and Landscape Plan (UDLP)</li> </ul>		<ul style="list-style-type: none"> <li>Improved park facilities and access to parks (+ve)</li> </ul>		
	<ul style="list-style-type: none"> <li>Stress and anxiety caused by uncertainty and change generated by the project (high -ve)</li> <li>Ability to access and use open space for recreation, exercise and social connection† (moderate -ve)</li> </ul>	<ul style="list-style-type: none"> <li>Communication and Consultation Plan (CCP)</li> </ul>	Moderate adverse			
Personal and property rights	<ul style="list-style-type: none"> <li>Provision of local employment opportunities (+ve)</li> </ul>	n/a	Positive	<ul style="list-style-type: none"> <li>Provision of local employment opportunities (+ve)</li> </ul>	n/a	Positive
	<ul style="list-style-type: none"> <li>Business Disruption (moderate -ve)</li> </ul>	<ul style="list-style-type: none"> <li>Communication and Consultation Plan (CCP)</li> <li>Construction Transport Management Plan (CTMP)</li> </ul>	Low adverse	<ul style="list-style-type: none"> <li>Business Disruption due to loss of carparking* (low -ve)</li> </ul>	n/a	Low adverse
	<ul style="list-style-type: none"> <li>Property acquisition (moderate up to high* -ve)</li> </ul>	<ul style="list-style-type: none"> <li>Property Strategy</li> </ul>	Low up to moderate adverse			
Fears and aspirations	No impact identified during construction	n/a	n/a	<ul style="list-style-type: none"> <li>Reduced carbon emissions / climate change (+ve)</li> </ul>	n/a	Positive
				<ul style="list-style-type: none"> <li>Safety and increased antisocial behaviour (low -ve)</li> </ul>	<ul style="list-style-type: none"> <li>Urban Design and Landscape Plan (UDLP)</li> </ul>	Low adverse



				<ul style="list-style-type: none"> <li>Fear of community change<sup>†</sup> (low -ve)</li> </ul>	<ul style="list-style-type: none"> <li>Communication with local Police and other relevant organisations</li> </ul>	
Political Systems	Concerns over participatory processes* (moderate -ve)	<ul style="list-style-type: none"> <li>Communication and Consultation Plan (CCP)</li> </ul>	Low adverse	No impact identified during operation	n/a	n/a

\* EB3 only

† EB4L only

# 1 Introduction

## 1.1 Overview of the Eastern Busway Project

The Project is a package of works focusing on promoting an integrated, multi-modal transport system to support population and economic growth in southeast Auckland. This involves the provision of a greater number of improved public transport choices and aims to enhance the safety, quality and attractiveness of public transport and walking and cycling environments. The Project includes:

- 5km of two-lane busway
- Two new bridges for buses across Pakuranga Creek (Bridges A & B)
- A new bridge for buses crossing Guys Reserve and Whaka Maumahara Reserve (Bridge C)
- Improved active mode infrastructure (walking and cycling) along the length of the busway
- Three intermediate bus stations
- Two major interchange bus stations.

The Project forms part of the previous Auckland Manukau Eastern Transport Initiative (AMETI) programme (the programme) which includes a dedicated busway and bus stations between Panmure, Pakuranga and Botany town centres. The dedicated busway will provide an efficient rapid transit network (RTN) service between the town centres, while local bus networks will continue to provide more direct local connections within the town centre areas. The Project also includes new walking and cycling facilities, as well as modifications and improvements to the road network.

The programme includes the following works which do not form part of the Project:

- Panmure Bus and Rail Station and construction of Te Horeta Road (completed)
- Eastern Busway 1 (EB1) - Panmure to Pakuranga (completed).

The Project consists of the following packages:

- Early Works Consents - e.g. William Roberts Road extension from Reeves Road to Tī Rākau Drive
- Eastern Busway 2 (EB2) - Pakuranga Town Centre, including the Reeves Road Flyover (RRF) and Pakuranga Bus Station
- Eastern Busway 3 Residential (EB3 Residential) - SEART to Gossamer Drive, including Edgewater Bus Station
- Eastern Busway 3 Commercial (EB3C) - which commences from Riverhills Park along Tī Rākau Drive to Botany, including Burswood bus station, two new bridges and an offline bus route and cycle way through Burswood (**this Assessment**)
- Eastern Busway 4 Link Road (EB4L) - Guys Reserve to the Botany Town Centre, including a link road through Guys Reserve and Whaka Maumahara Reserve to Te Irirangi Drive/Town Centre Drive intersection (**this Assessment**).

The overall Project is shown in Figure 1 below.

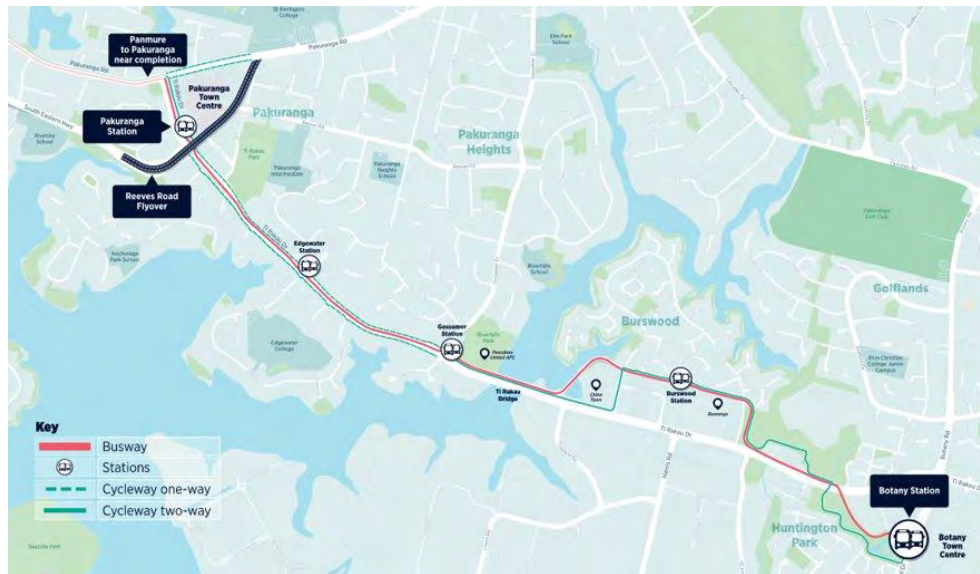


Figure 1 Project alignment

The indicative construction timings for the Project are provided in the construction methodology lodged with the applications for EB3C and EB4L. A separate SIA covering both EB2 and EB3R has been prepared and was lodged with the applications related to those stages.

## 1.2 Project Objectives

The Project Objectives are:

1. Provide a multimodal transport corridor that connects Pakuranga and Botany to the wider network and increases choice of transport options.
2. Provide transport infrastructure that integrates with existing land use and supports a quality, compact urban form.
3. Contribute to accessibility and place shaping by providing better transport connections between, within, and to the town centres.
4. Provide transport infrastructure that improves linkages, journey time and reliability of the public transport network.
5. Provide transport infrastructure that is safe for everyone.
6. “Provide or Safeguard future” transport infrastructure at (or in the vicinity of) Botany Town Centre to support the development of strategic public transport connection to Auckland Airport.

## 2 Proposal Description

The following sections provide a brief description of both EB3C and EB4L. These descriptions consist of the construction and operation of both EB3C and EB4L packages, with further details provided in the AEE and Notices of Requirement (NoRs). A full set of proposed plans is attached to the AEE.

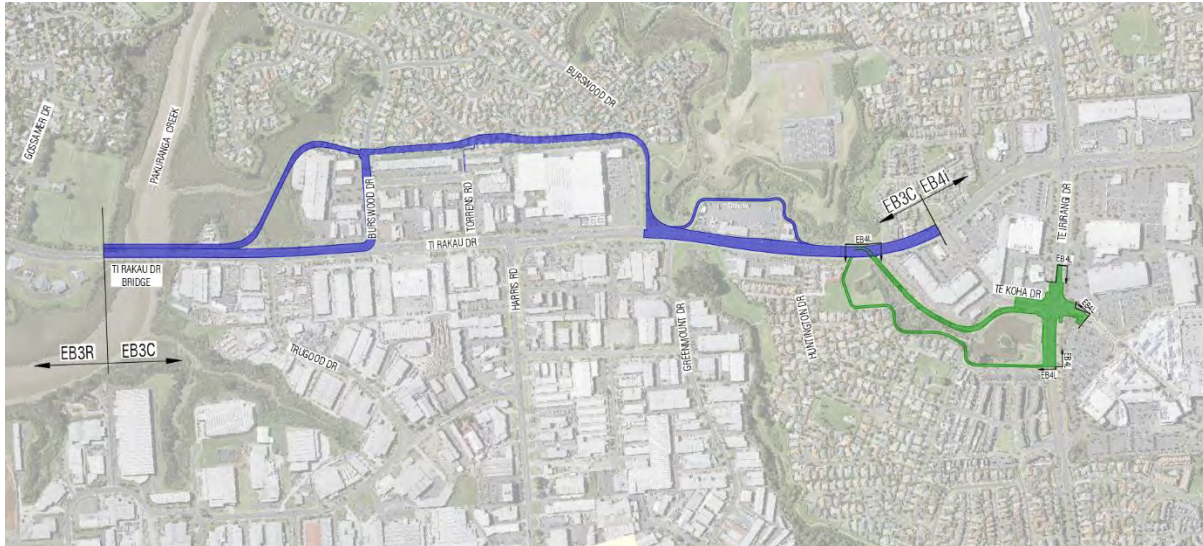


Figure 2 Eastern Busway 3 Commercial and 4 Link Road Project Extent

### 2.1 Eastern Busway 3 Commercial

The proposed EB3C works will involve the establishment of an ‘off-line’ busway, cycleway, and associated stormwater upgrades. These works will take place within existing road reserves, Council reserves<sup>1</sup> and privately held land. The extent of works for EB3C runs between Riverhills Park (i.e., adjacent to the terminus of the EB3R package) in the west to Guys Reserve in the east, through the suburbs of Burswood and East Tāmaki.

The busway will be largely off-line (i.e., outside the current Tī Rākau Drive corridor), first crossing Pakuranga Creek by way of a new two-lane bridge (Bridge A) including abutments<sup>2</sup> and scour protection. It will then cross a coastal headland at 242 Tī Rākau Drive (a Mobil branded service station), and then an embayment within which a retaining wall, and a 4m<sup>2</sup> coastal reclamation will be constructed. The busway will cross a second headland at 254 Tī Rākau Drive (currently occupied by a pet store), before crossing a mangrove filled bay to the west of 262 Tī Rākau Drive (the ‘Chinatown’ retail business) via a second bridge (Bridge B). Bridge B will include two abutments with scour protection. Bridge B will require construction of a reinforced embankment at its northern end which includes imported fill, rip rap and permanent wick drains, and 549m<sup>2</sup> coastal reclamation. In parallel, a retaining wall will be constructed to the eastern side of the embankment. Following this, the busway runs between the commercial area and residential area north of Tī Rākau Drive, crossing several residential sites. The busway also crosses Burswood Drive twice, with raised signalised crossings established to control both the busway and road traffic.

A new ‘intermediate’ style bus station will be established at Burswood, before the busway then crosses over Burswood Esplanade Reserve and onto a widened Tī Rākau Drive (by the Howick and Eastern bus

<sup>1</sup> Including Burswood Esplanade Reserve and Bard Place Reserve

<sup>2</sup> The western abutment and associated scour protection was included in the EB3R consenting package

depot). The busway will then run beside the eastbound lanes of Tī Rākau Drive, before crossing over Tī Rākau Drive to connect with EB4L at Guys Reserve.

The busway will include a new shared path, which will largely run parallel to the busway for most of this section of the Project. The exceptions to this include Bridge B, between 254 Tī Rākau Drive and Burswood Esplanade (west) – for this section the shared path will continue along Tī Rākau Drive before turning into Burswood Drive West, as well as where the shared path runs behind the Howick and Eastern bus depot.

Other works included in EB3C are the relocation of existing utility services, the provision of new or upgraded stormwater infrastructure and open space upgrades. Stormwater works will involve new outfalls discharging to Pakuranga Creek (and its tributaries) and rain gardens.

Lastly, EB3C involves the establishment of two laydown areas, one at 242 Tī Rākau Drive and the other within the boundaries of Burswood Esplanade Reserve. Both laydown areas are located on land that will be occupied by the Project upon its completion.



Figure 3 Eastern Busway 3 Commercial Project Area

## 2.2 Eastern Busway 4 Link Road

The EB4L works will involve the establishment of an ‘off-line’ dedicated two-way busway, shared pathway and stormwater upgrades. These works will take place in Guys Reserve, Whaka Maumahara Reserve, existing road reserve and Botany Town Centre land for the intersection improvements on Town Centre Drive.

EB4L commences south of Tī Rākau Drive, crossing through Guys Reserve, Whaka Maumahara Reserve and ending at the intersection of Te Irirangi Drive/Town Centre Drive.

The works will primarily involve the construction of a new two-way busway corridor which will run along the eastern side of Guys Reserve and Whaka Maumahara Reserve to provide access for bus services between Pakuranga and Botany. The two-way busway is designed to integrate with EB3C and be a continuation of the EB3C busway.

This section of the busway will feature a viaduct approximately 350m long. This viaduct is needed due to the sloping topography of the Reserves.

The busway will then connect to Te Irirangi Drive, following alterations to the existing Te Irirangi Drive/Town Centre Drive intersection.

A shared pathway and minor retaining walls will also be constructed along the southern and western boundaries of Guys Reserve and Whaka Maumahara Reserve. The shared pathway will connect to existing walkways and will terminate at Te Irirangi Drive.

A new shared pathway and retaining wall will also be constructed along the western boundary of Te Irirangi Drive and is partially located within the Whaka Maumahara Reserve.

A new stormwater outfall (including riprap) will be constructed within Guys Reserve. The outfall will discharge stormwater over scour protection prior to its entry into a tributary of Pakuranga Creek. Additionally, a new stormwater connection will be constructed in Whaka Maumahara Reserve, adjacent to Te Irirangi Drive. This new connection will discharge via an existing outfall into the existing stormwater pond within the Reserve.

A construction laydown area will also be established within Guys Reserve, adjacent to Tī Rākau Drive and 47C Huntington Drive. A second laydown area will be established in Whaka Maumahara Reserve, between the existing stormwater pond and Te Irirangi Drive. Construction access will also be gained from Te Koha Road beside VTNZ’s vehicle inspection premise located at 451 Tī Rākau Drive.



Figure 4 Eastern Busway 4 Link Road Project Area

### 3 Specialist Assessment

Chapter Summary
<p><i>The Social Impact Assessment (SIA) will:</i></p> <ul style="list-style-type: none"> <li>• Provide an understanding of the community and existing social environment in sufficient context to assess the social impacts of the Project specifically related to EB3C and EB4L</li> <li>• Identify social impacts that are to be addressed in the planning and development of this Project, specifically related to EB3C and EB4L</li> <li>• Identify any positive or adverse social impacts of EB3C and EB4L and whether they are: <ul style="list-style-type: none"> <li>○ Prior to and during the construction or operation stages</li> <li>○ Temporary (e.g. short term during construction) or long term / permanent (when the alignment is operational)</li> <li>○ Cumulative over time or in combination with other projects</li> <li>○ Considered to have an extreme, high, moderate or low risk rating of social impact</li> </ul> </li> <li>• Recommend appropriate measures to avoid, remedy or mitigate the social impacts identified.</li> </ul>

#### 3.1 Assessment Content

This report describes the assessment of social impacts associated with the construction and operation of EB3C and EB4L sections of the Project.

Its purpose is to inform the AEE relating to the Notices of Requirement (NoRs) for the EB3C and EB4L sections of the Project, as well as identifying the ways in which any adverse impacts will be appropriately managed for both application packages.

The Social Impact Assessment (SIA) will:

- Provide an understanding of the community and existing social environment in sufficient context to assess the social impacts of the Project specifically related to EB3C and EB4L
- Identify social impacts that are to be addressed in the planning and development of this Project, specifically related to EB3C and EB4L
- Identify any positive or adverse social impacts of EB3C and EB4L and whether they are:
  - Prior to and during the construction or operation stages
  - Temporary (e.g. short term during construction) or long term / permanent (when EB3C and EB4L are operational)
  - Cumulative over time or in combination with other impacts
  - Considered to have an extreme, high, moderate or low risk rating of social impact
- Recommend appropriate measures to avoid, remedy or mitigate the social impacts identified.

The sections of the report where these points are addressed are set out in Table 2 below.

Table 2 Assessment Content

Element of Assessment	Section of this report
Review of the Project description and construction methodology	Section 1
Site visits 9 February 2023 and 10 February 2023	Section 4.2 and Appendix 2
Review of social impact assessment guidance	Section 4
Review of relevant literature to inform an understanding of likely social impacts, including: <ul style="list-style-type: none"> <li>• Social literature</li> <li>• SIAs and related documents for transport infrastructure in Auckland</li> </ul>	Section 5

<ul style="list-style-type: none"> <li>• Policy and planning documents for the study area</li> </ul>	
Community engagement and outcomes	Section 6
<p>Review of relevant technical assessments which accompany the EB3C &amp; EB4L AEE, including:</p> <ul style="list-style-type: none"> <li>• Air quality</li> <li>• Traffic and transport (ITA)</li> <li>• Noise and vibration (construction and operation)</li> <li>• Landscape and visual impact</li> <li>• Open space</li> </ul>	
Identification of the area of social influence for EB3C and EB4L	Section 7.1
Development of a social baseline which identifies stakeholders that may be impacted by EB3C and EB4L including vulnerable groups	Section 7
Identification and assessment of social impacts that may occur as a result of EB3C and EB4L on stakeholders during construction and operation	Section 8
Identification of mitigation and monitoring to address social impacts of EB3C and EB4L during construction and operation	Section 9



## 4 Methodology and Analysis

### Chapter Summary

The SIA has been prepared based on International Association for Impact Assessment (IAIA) principles. The assessment of social impacts for EB3C and EB4L has involved the following steps:

- Desktop assessment to ascertain the social baseline, namely identification of existing:
  - Social infrastructure including education, health, recreation and other essential services in proximity to the project
  - Communities with the potential to be directly and indirectly affected by the project
- Identification and assessment of social impacts based on environmental issues with the potential to generate effects on social infrastructure and communities identified in the desktop assessment
- Assessment of the magnitude of social impacts during construction and operation including positive and adverse impacts
- Identification of mitigation strategies and measures for managing and monitoring the impacts during construction and operation of the Project
- The SIA is informed by stakeholder and community consultation undertaken for the Project. The community consultation has been undertaken in accordance with International Association for Public Participation (IAP2) principles.

### 4.1 Introduction

This SIA has been prepared based on the methodology set out in the International Principles for Social Impact Assessment prepared by the International Association for Impact Assessment (IAIA) (Vanclay F., 2003), which is recognized as a best practice framework for SIA. The SIA has been further informed by the IAIA SIA guidance document for projects (Vanclay, Esteves, Aucamp, & Franks, 2015).

The IAIA notes that SIA is a process that can greatly assist in ensuring the achievement of benefits and the avoidance of harm, through the identification, assessment and as required mitigation of social impacts across the life of a project.

Reference has also been had to the Waka Kotahi Social Impact Guide (NZ Transport Agency (Waka Kotahi), 2016) and the New South Wales Social Impact Assessment Guideline (NSW Department of Planning and Environment, 2021). Based on these guidelines the identification, assessment and mitigation of social impacts across the construction and operation of the project has been scaled to be proportionate to the overall EB3C and EB4L stages of the Project.

### 4.2 Methodology Overview

To determine the social impacts assessed in this report, the following steps have been undertaken:

- Review of the Project description, as detailed in Sections 2.1 and 2.2, the construction methodology, project briefing and site visits
- Review of transport related social impact assessments and relevant literature to inform an understanding of likely social impacts and the project's area of social influence
- Identification of the study areas for EB3C and EB4L stages of the project and a social baseline for those study areas
- Review of community engagement outcomes and attendance at community information sessions
- Review of social and environmental effects with potential for social impacts. This includes a review of the technical assessments prepared to inform the AEE for the Project

- Identification and assessment of social impacts on the community, including social infrastructure prior to and during construction and operation, including positive and adverse impacts, and cumulative impacts
- Identification of mitigation for reducing, managing and monitoring impacts from the construction and operation of the Project.

### 4.3 Review of relevant social impact assessments, literature and data sources

To inform the assessment of social impacts and also to identify the project's area of social influence a review of the following was undertaken:

- Social impact assessment guidance
- SIAs and related documents for selected transport infrastructure in Auckland
- Other literature relevant to social impacts of transport projects to inform the impact assessment
- The AEE and technical assessments (Construction Noise, Operational Noise, Landscape and Visual, Air Quality, Transport and Open Space) for EB3C and EB4L
- Local policy relevant to the social environment and potential impacts including Howick Local Board Plans
- Community sentiment through:
  - Consultation outcomes
  - Attendance at briefing sessions from the EBA Planning and Community Engagement team
  - Attendance at community events to hear from the impacted community directly
- Additional data sources including:
  - New Zealand 2018 Census data
  - Site visits to the local community study area on 9 and 10 February 2023

Cultural values are captured through a separate engagement process with mana whenua. Please refer to the AEE for details of the outcomes of engagement with mana whenua and commentary on cultural impacts.

### 4.4 Social Impact assessment framework

The IAIA identifies a range of social impact categories, as a guideline the social impact of a Project is a change to one or more of these.

- **People's way of life** - that is, how they live, work, play and interact with one another on a day-to-day basis
- **Community** - its 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
- **Environment** - the quality of the air and water people use; the availability and quality of the food they eat; the level of hazard or risk, dust and noise they are exposed to; the adequacy of sanitation, their physical safety, and their access to and control over resources
- **Health and wellbeing** - health is a state of complete physical, mental, social and spiritual wellbeing and not merely the absence of disease or infirmity
- **Personal and property rights** - particularly whether people are economically affected or experience personal disadvantage which may include a violation of their civil liberties

- **Fears and aspirations** - their perceptions about their safety, their fears about the future of their community, and their aspirations for their future and the future of their children.

#### 4.4.1 Risk Assessment and Impact Rating

Social impacts can be real or perceived depending on their nature. The likelihood and consequence of social impacts can vary between people and groups. To ensure a robust assessment process the impact rating approach from the IAIA has been adopted.

Risk rating is a way of determining significance and establishing priorities for action, this involves assigning a consequence score and a likelihood score for each risk. The likelihood level (A - E) and consequence level (1 - 5) combine to determine the overall 'risk rating' being either low, moderate, high or extreme. The risk assessment framework is shown in Figure 5.

In determining the overall impact rating (scale) of the impacts the IAIA refers to the use of empirical (quantitative) measures to determine the actual assignment of likelihood and consequence. This involves a qualitative assessment of the likelihood, and scale (consequence) of the impact relative to the existing environment and likely future environment.

Likelihood Level	Descriptor	Consequence Level				
		1 Insignificant	2 Minor	3 Moderate	4 Major	5 Catastrophic
A	Almost certain	A1	A2	A3	A4	A5
B	Likely	B1	B2	B3	B4	B5
C	Possible	C1	C2	C3	C4	C5
D	Unlikely	D1	D2	D3	D4	D5
E	Rare	E1	E2	E3	E4	E5

**Risk Rating**    ■ Low    ■ Moderate    ■ High    ■ Extreme

Figure 5 IAIA Risk Assessment Framework

(Vanclay, Esteves, Aucamp, & Franks, 2015)

The likelihood of the impact occurring was considered using the criteria described in Table 3. The overall consequence level is determined from the duration of the effect, its spatial extent, the number of people impacted and the severity of change. Duration criteria are described in

Table 4, severity criteria are described in Table 5 and the consequence criteria are described in Table 6.

Table 3 Likelihood criteria

Likelihood	Description
Almost certain	Expected to occur in most circumstances
Likely	Will probably occur in most circumstances
Possible	Might occur at some time
Unlikely	Could occur at some time
Rare	May occur in exceptional circumstances

Table 4 Duration criteria

Duration	Description
Short term	Less than six months
Short-medium term	Between six months and two years
Medium term	Between two and five years
Medium-long term	Between five and ten years
Long term	More than ten years (effect likely to be irreversible)

Table 5 Severity criteria

Severity	Description
Neutral	No discernible change to baseline condition
Small	Small change to baseline condition
Medium	Medium change to baseline condition
Large	Large change to baseline condition

Table 6 Consequence criteria

Consequence levels	Consequence descriptors
Insignificant	No discernible positive or adverse changes to baseline condition.
Minor	Small change to baseline condition, generally short-medium term, confined to a locality or suburb and are able to be mitigated or enhanced.
Moderate	Medium change to baseline condition that may be short, medium, or long term. The spatial extent may vary; however impacts will usually respond to mitigation or enhancement.
Major	Large change to baseline condition usually resulting in medium to long-term impacts. Spatial extent is generally at an LGA or regional level with the potential for substantial impacts on the social or economic environment. Adverse impacts will require extensive mitigation.
Catastrophic	Irreversible, wide-spread and long-term, with limited response to mitigation.

#### 4.4.2 Assessment against social baseline

The assessment is based on the existing community identified through the social baseline (as described in detail in section 7 of this assessment), as well as any anticipated changes to this baseline which are expected to occur including:

- Policy changes and plan changes, for example the aspects of the proposed intensification plan change 78 to the AUP(OP) (PC78) that have taken immediate legal effect (such as aspects of the Medium Density Residential Standards in relation to specified residential zones)
- Properties which have already been or will be acquired i.e. those properties will not be there during construction and operation.

## 5 Review of Social Impact Assessments for Transport Projects and Relevant Literature

### 5.1 SIAs for other transport projects

A review has been undertaken of selected social impact assessments for transport projects in Auckland including the AMETI project (precursor to Eastern Busway). This was undertaken to understand the range of social impacts and mitigation identified with those projects at both the construction and operational stages. These have been reviewed to inform the understanding of the range of potential effects associated with EB3C and EB4L. The documents reviewed include:

- The Social Impact Assessment for the City Rail Link (Beca Carter Hollings & Ferner Ltd (Beca), 2011)
- The Social Impact Assessment for the Northern Corridor Improvements Project (Aurecon NZ Ltd, 2016)
- The Social Impact Assessment for AMETI Stage 2a (Opus International Consultants Ltd, 2016)
- The Social Impact Assessment for AMETI Stage 4 (an earlier unimplemented project for a busway with a similar scope of works to EB2 / EB3R) (GHD Limited (GHD), 2014)

Social Impact Management Plans and Annual Reports for City Rail Link have been reviewed to understand the impacts anticipated by the community post designation and experienced by the community during construction:

- The Social Impact and Business Disruption Delivery Works Plans (Link Alliance, 2020)
- The Social Impact and Business Disruption Annual Reports for the City Rail Link (Link Alliance, 2021)

A summary of the review is provided in Table 7.

Table 7 Summary of Review of Impacts from other transport projects

Impact	Stage	Impact Category
Permanent impacts on social and community infrastructure, including sports facilities and places of worship, resulting in a loss of these facilities for the community	Operation	Community
Cumulative impacts in terms of works being carried out by third parties, such as utility providers	Construction	Cumulative
Impacts on residential and visual amenity (from noise, vibration and dust) during construction	Construction	Environment
A change in local character during the period of construction works. Note that whilst construction activity was seen to contribute to an adverse change in character and amenity, it was also seen as an opportunity, i.e. new customers for local business	Construction	Environment
Changes in outlook and amenity impacts on occupiers of residential properties in close proximity to the new transport infrastructure	Operation	Environment
Safety improvements generated by transport infrastructure improvements, particularly for pedestrians and cyclists through dedicated facilities, and through the adoption of 'Crime Prevention Through Environmental Design' (CPTED) measures in urban design	Operation	Environment
Concerns and anxiety over upcoming construction works and ongoing uncertainty over the nature and timing of works, and the level of impacts that will be experienced	Planning / Construction	Fears and Aspirations, Health and Wellbeing
Anxiety and uncertainty for property owners and occupiers (businesses and residents) over property acquisition and the need to relocate	Planning / Construction	Fears and Aspirations, Health and Wellbeing

Impacts on people’s health and wellbeing (including stress and anxiety) from the presence of prolonged construction works	Construction	Health and Wellbeing
Dedicated and quality facilities that support the patronage of public transport and use of walking and cycling facilities	Operation	Health and Wellbeing
Impacts on business viability from the presence of construction works, including loss of loading bays, access and parking for customers, staff and deliveries	Construction	Personal and property rights
Access impacts on those navigating around construction sites, including vulnerable groups such as those with physical disabilities	Construction	Way of Life
Disruption and delays for the local community and those passing through an area including both those using private vehicles and public transport	Construction	Way of Life
Increased accessibility and connectivity within and between communities and to important destinations such as towns and city centres. Key benefits of this included improved access to employment opportunities and social and cultural infrastructure.	Operation	Way of Life
Proposed new transport stations supporting urban development around stations and improvements in the public realm, directly as part of proposed transport infrastructure upgrades and indirectly as a result of development surrounding transport stations/corridors	Operation	Way of Life
Improved journey efficiency for car users, freight and public transport users	Operation	Way of Life
Improved journey efficiency for public transport and active mode users allowing users to plan their journeys with more certainty and spend less time commuting	Operation	Way of Life
Severance from increased transport infrastructure and changes to how the community move around their local area and access services	Operation	Way of Life
Reduced number of vehicles on roads whilst also reducing air pollution, congestion and accident rates	Operation	Way of Life

## 5.2 Social Scientific Literature

Selected relevant social scientific literature has been reviewed to support the identification and understanding of likely social impacts arising from strategic transport projects including the positive and negative effects for communities.

A summary of the review is provided in Table 8 and a list of references is provided in Section 11.

Table 8 Summary of Impacts from social scientific literature

Summary of impacts	Source	Stage	Impact Category
Investing in public transport and reducing the need for car usage can stimulate more compact, walkable communities as well as a greater community connection. People living in walkable neighbourhoods were significantly more likely to know their neighbours, participate politically, trust others, and be socially engaged.	Leyden, 2003 Kamruzzaman et al., 2014	Operation	Community
Traffic noise can have short and long term health effects on receptors. Although the busway is likely to reduce road traffic by providing enhanced public transport opportunities, it will be located in proximity to certain receptors that could be adversely affected if proper mitigation is not put in place.	Dratva et al., 2010	Operation	Environment
Public transport stations can also bring with it more localised negative impacts such as parking on local streets. This was the case at Sydney’s Southwest Rail link which provided dedicated station carparks for commuters but these were over capacity and cars spilled out into nearby residential streets, causing annoyance and disruption to residents.	Mottee et al., 2019	Operation	Environment
A number of groups are more likely to be fearful of crime at transport stations including older people, people with disabilities and visible minority groups. When designing transport hubs it is	Loukaitou-Sideris	Operation	Fears and aspirations

therefore important to consider Crime Prevention Through Environmental Design principles (CPTED).	Fink (2009) and Smith (2008)		
<p>The perception of risk from crime at public transport hubs has a negative effect on levels of use, and it is therefore important to address these concerns to increase the chances of a successful modal shift towards public and active transport</p> <p>There are important gender differences to the perception of fear and personal safety at public transport hubs, with women more likely to limit or alter their travel behaviour based on their fears and concerns as passengers.</p> <p>Five key issues in regard to fears and concerns:</p> <ul style="list-style-type: none"> <li>• Adequate lighting and visibility at transport stops and stations</li> <li>• The appearance of stations including cleanliness and facilities</li> <li>• Reliability of service</li> <li>• The presence of CCTV cameras versus police officers (with women preferring the latter)</li> <li>• Previous experience with crime.</li> </ul>	Cozens et al., 2004 Yavuz and Welch (2010)	Operation	Fears and aspirations
Active and public transport creates more opportunities for members of the community to interact with one another than a car would, while participating in active modes, walking to and from bus stops, waiting for buses and while on the bus itself.	Currie and Stanley, 2008 Kamruzzaman et al., 2014	Operation	Health and Wellbeing
<p>Having regular and reliable bus services and active transport routes close to residential and commercial areas encourages the use of these forms of transport. The increased use of active modes is likely to result in improved health and wellbeing.</p> <p>Mental wellbeing benefits also arise from having a less stressful, more relaxing commute when compared to congested car journeys.</p>	Wild et al., 2021	Operation	Health and Wellbeing
<p>Levels of psychological distress in NZ communities, including increased noise pollution and neighbourhood severance, and declining levels of active transport use resulting from a rise in private car use.</p> <p>Traffic conditions supportive of good mental health: social interaction in low-stress traffic conditions, low-cost and accessible transport systems which enable people to access essentials such as employment, medical care, food, and social support without needing to incur debt or experience financial hardship.</p>	Wild et al., 2021	Operation	Health and Wellbeing
<p>Increased transport equity by providing increased mode choice and more reliable service to Eastern suburbs. Transport poverty and inaccessible environments, which are considered to be a source of psychological distress particularly for people living with a disability and low-income households in New Zealand.</p> <p>Inclusive and accessible active transport routes and public transport can contribute to more connected communities. They can enable a wider variety of people to gain access on an equal basis to others to their town, city, region or beyond and connect them to other people.</p>	Wild et al., 2021 Advancing Public Transport, 2020	Operation	Personal and property rights
Traffic congestion typically decreases following the development of public transport stations. During peak commuting times, buses and bicycles that have their own designated lanes are typically a faster, more reliable option than car travel. This typically reduces the number of vehicles on roads whilst also reducing air pollution, congestion and accident rates.	Mottee et al., 2019 Burinskienea, 2014	Operation	Way of Life

<p>Increased accessibility and connectivity within and between communities and to important destinations such as town centres and the city centre.</p> <p>The loss of bus services can cut people off from jobs, services and education, damage local shops and businesses, and affect people’s physical and mental health. It especially affects women, single parents and vulnerable people including those on low incomes, the young and the elderly.</p> <p>Key benefits of this included improved access to employment opportunities and social and cultural infrastructure.</p>	<p>Department for Transport, 2013</p>	<p>Operation</p>	<p>Way of Life</p>
<p>A lack of available bus services was the most common challenge mentioned by respondents as part of the Waka Kotahi research report on disabled people in Aotearoa. Buses were either not provided, not close enough to walk to, or too inconvenient to catch. This resulted in the following:</p> <ul style="list-style-type: none"> <li>• Missing out on recreation and leisure activities</li> <li>• Not fulfilling daily needs such as going to the supermarket or haircut</li> <li>• Missing out on Whanau and friends’ gatherings</li> <li>• Not being able to obtain medical and health needs from missing GP appointments to surgery.</li> </ul>	<p>Waka Kotahi, August 2022</p>	<p>Operation</p>	<p>Way of Life</p>

### 5.3 Review of Policy and Strategic Documents

#### 5.3.1 Growth in Auckland

The Auckland Region is projected to account for approximately half of New Zealand’s population growth between 2018 and 2048, with an increase of 648,000. This equates to a population of just over 1.6 million to just over 2.3 million (medium projection) during this period. The Howick Local Board Area (LBA) had a population of 140,970 people in 2018 or 9% of Auckland’s total population and is expected to grow to 180,000 by 2051 (Howick Local Board , 2020).

The Howick Local Board Plan (LBP) recognises the strategic east-west corridor between Howick, Botany and Highland Park through to Pakuranga and the rest of Auckland (Figure 6). This corridor will continue to form an important function for transport and access into the future. The area is likely to be subject to further intensification and changing land use, driven by the planning framework including the National Policy Statement on Urban Development 2020 (NPS-UD), PC78, and Howick LBP.





Figure 6 Strategic network source: Howick LBP

### 5.3.2 National Policy Statement on Urban Development 2020 (NPS-UD)

The NPS-UD seeks to deliver well-functioning urban environments by encouraging denser residential development within a walkable distance around city centres and rapid transit stops. The NPS-UD requires local authorities to enable greater building heights and density in specified areas of high demand and with good accessibility.

### 5.3.3 Auckland Council notified Plan Change 78 on 18 August 2022 to respond to the NPS-UD.

Auckland Council’s proposed approach to meet the requirements of the NPS-UD includes a 10-minute walking catchment around metropolitan centres, as well as existing and planned rapid transit stops (approximately 800m). There is further work planned by Auckland Council to refine the walkable catchments noting this will be based on actual pedestrian networks. PC78 was notified in August 2022. As well as implementing the NPS-UD, it also seeks to implement the requirements of the Resource Management (Enabling Housing Supply) Act 2021. Although certain PC78 topics have proceeded to hearings, others remain on hold pending investigations of planning responses to address natural hazard risks (flooding) and the Auckland Light Rail corridor.

### 5.3.4 Auckland Council Plans and Strategies

#### 5.3.4.1 Auckland Plan 2050: Development Strategy, July 2018

Auckland is anticipated to need an additional 319,000 dwellings, 6,098,000 m<sup>2</sup> of commercial floor space, 3,600,000 m<sup>2</sup> of light industrial floor space and 1,397,000 m<sup>2</sup> of heavy industrial floor space by 2046 (Auckland Council, 2018).

The Auckland Plan 2050’s Development Strategy (the Development Strategy) sets out how this will be achieved, including the provision of sufficient development capacity for this growth. The Development Strategy also seeks to align infrastructure investment with planned development capacity. Highland

Park, Pakuranga Corridor and Pakuranga are identified as growth areas, all of which will benefit from increased transport network capacity provided by the Project.

#### 5.3.4.2 Auckland Economic Development Action Plan (EDAP) 2021-24, July 2021

Auckland is identified as the most economically significant region in Aotearoa New Zealand, accounting for 40% of national GDP and employing over 900,000 people. The EDAP notes the impact of COVID-19 restrictions, with lockdowns responsible for decreases in GDP and an increase in unemployment during 2020. Following 2020, key economic challenges identified by the EDAP include achieving public transport patronage growth, increased wealth inequality and resultant income disparity. The EDAP includes an objective to support infrastructure that enables economic development, in particular infrastructure to encourage a modal shift away from private vehicles.

### 5.3.5 Local and Community Plans

The local planning framework identifies community values, aspirations and goals. The key local plans that relate to the study area and the Project objectives are set out in Figure 7.

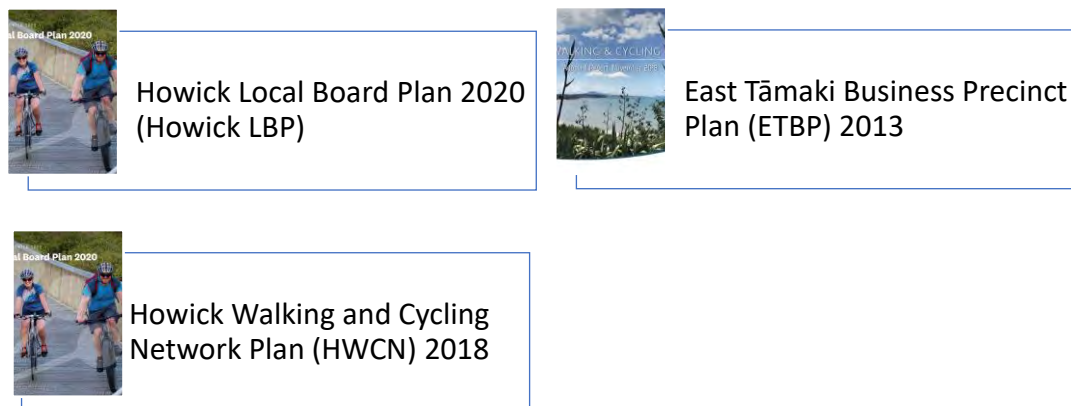


Figure 7 Local policy documents

#### 5.3.5.1 Howick Local Board Plan 2020 (Howick LBP)

The Project is located in the Howick LBA. The Howick LBP includes a number of outcomes which are important for SIA. These are detailed in Table 9.

Table 9 Outcomes and objectives of the Howick Local Board Plan

Outcome	Objective
Outcome 1: People in our communities feel safe, engaged and connected.	<ul style="list-style-type: none"> <li>• People actively contribute to their community.</li> </ul>
Outcome 2: Well-planned public spaces that support active, healthy and sustainable lifestyles.	<ul style="list-style-type: none"> <li>• Parks, open spaces and coastal areas support a wide variety of recreational activities</li> <li>• Sports and recreational opportunities respond to the needs of our communities.</li> </ul>
Outcome 3: Heritage, local arts and cultural diversity are valued.	<ul style="list-style-type: none"> <li>• Enable people to engage with local history and share their diverse cultures.</li> </ul>
Outcome 4: Our natural environment is protected, restored and enhanced.	<ul style="list-style-type: none"> <li>• Our large natural areas are enhanced and protected.</li> </ul>

<p>Outcome 5: A prosperous local economy supporting business growth and opportunity.</p>	<ul style="list-style-type: none"> <li>• Grow the number of businesses locating in the Howick Local Board area’s key industrial and commercial areas</li> <li>• Generate business activity and employment by increasing visitor numbers to the Howick Local Board area.</li> </ul>
<p>Outcome 6: Effective and accessible transport choices.</p>	<ul style="list-style-type: none"> <li>• Public transport services that people can easily access</li> <li>• Active transport infrastructure enables connection with schools, key community facilities and transport hubs</li> <li>• Our road network enables local economic prosperity.</li> </ul>

### 5.3.5.2 Howick Walking and Cycling Network Plan, November 2018 (HWCN Plan)

The HWCN Plan defines the long-term walking and cycling network plan for the Howick LBA. The HWCN Plan aligns with the outcomes and objectives of the Howick LBP, including around connectivity, active sustainable lifestyles and accessibility to transport. The Project aligns with the HWCN Plan’s main aim which is to improve the network of safe walkways and shared paths in Howick, while encouraging these modes of transport as practical, healthy options for local and regional connections.

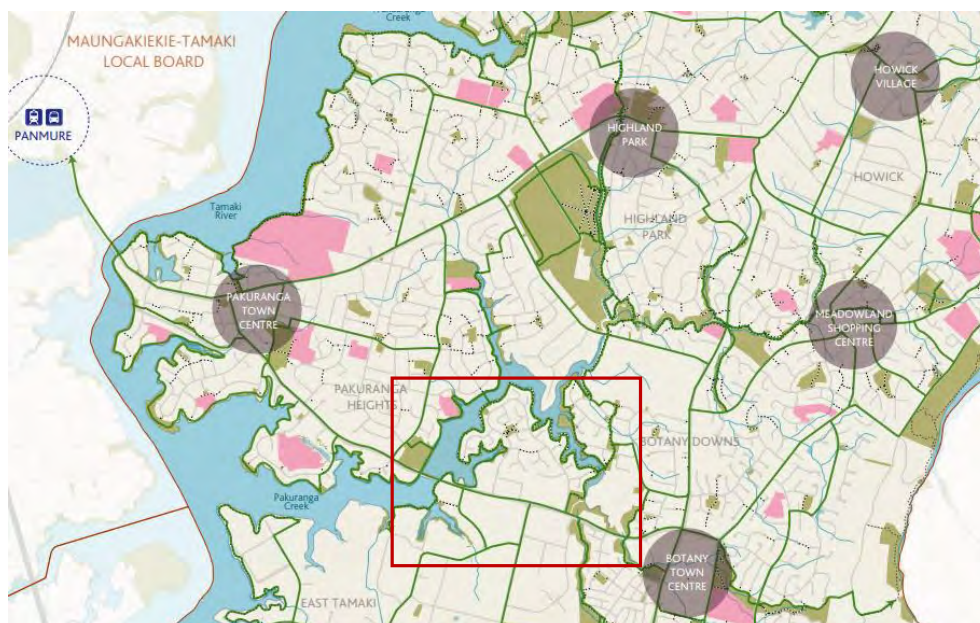


Figure 8 HWCN Plan for existing and proposed connections in the Project Area source: HWCN

### 5.3.5.3 East Tāmaki Business Precinct (ETBP) Plan, July 2013

East Tāmaki is a key employment area in the Auckland Region accounting for 4.5% of total employment in the region (ETBP, 2013). The ETBP Plan recognises that an improved connection between Auckland and Manukau will help support employment growth and improve access to the precinct. It also notes that 35% of employees live within 5 km and 70% live within 10 km of the Precinct, with the majority of these employees residing in the Eastern Suburbs.

The outcomes for the East Tāmaki Business Precinct, as set out in the ETBP include:

- Infrastructure needs are delivered for anticipated business growth and quality. Reliable and continuous services are delivered
- The majority of the workforce continue to live locally
- Sustainable business practices are adopted by all businesses in East Tāmaki leading to cost efficiencies in energy, transport and other uses. Impacts on the natural environment are reduced
- Connections are provided that promote business to business activities and land uses both within the precinct and beyond
- The efficient movement of both goods and people is facilitated
- An environment that is attractive for businesses to locate and employees to work.

The ETBP area is shown in Figure 9 below.



Figure 9 East Tāmaki Business Precinct Plan

## 6 Community engagement

### Chapter Summary

*Community engagement has been undertaken on the proposed route between Pakuranga and Botany, including sections EB3C and EB4L in 2021.*

*In 2022 engagement on EB3C was undertaken with the purpose of informing communities of the Project, discussing the requirement to purchase properties in Burswood and seeking feedback on the design. The engagement also included focused meetings with project neighbours to discuss their concerns.*

*Throughout engagement activities in 2021 and 2022 project information for EB4L has been shared. Detailed EB4L engagement is currently underway and will continue throughout the planning, design and construction phases of EB4L*

### 6.1 Overview

#### 6.1.1 Overview of engagement to date

The identification of community values, aspirations and goals assists in the assessment of potential social impacts by providing an insight into how the community may perceive impacts and how impacts may be felt differently between various demographics and stakeholders.

This section summarises the findings from the community engagement activities undertaken in relation to EB3C and EB4L to date.

Based on the feedback from the 2021 consultation, in which some residents expressed opposition to the proposed section of the busway through Burswood, additional time was taken for further review of the proposed design, to fully understand the issues raised and consider ways to respond.

Between March and June 2022, members of the EBA's Customer and Community team, Property team and Design team held independently facilitated community information sessions specifically for affected property owners and residents and community members around Burswood. This focused on the proposed section of the busway that will extend through part of Burswood, between Tī Rākau Drive Bridge and Guys Reserve.

Following a review of feedback, the AT Board decision in July 2022 confirmed the proposed alignment for EB3C. Following this decision further community engagement was undertaken. This engagement sought to:

- Provide clear rationale regarding the AT Board's decision
- Provide neighbours (residents and businesses) with opportunity to further discuss their concerns with the Project team
- Acknowledge the difficult process and challenging time it has been for the local community and build a constructive relationship
- Provide clear and timely information to property owners setting expectations about the Project's early site investigation works and construction.

In November and December 2022 engagement was focused on Burswood project neighbours, those that were likely to be close to construction works and more impacted during the construction and operation of the project.

Throughout EB3C engagement, the high-level proposals for EB4L have been shared. Detailed engagement for EB4L commenced in July 2023 and will continue through the planning, design and construction phases of the project.

### **6.1.2 Methods of engagement**

For the engagement that has been carried out to date this has used a range of channels including online and in person events. The methods of engaging with the community included:

- Social pinpoint
- Drop in sessions
- Landowner meetings
- Website
- Feedback forms

### **6.1.3 Reporting of consultation outcomes**

Engagement was reported back via regular outcomes reports which were made available on the public website<sup>3</sup>. The reports relevant to this SIA include:

- Summary of consultation undertaken in 2021 (EB3C and EB4L)
- Summary of community information sessions from March to June 2022 (EB3C)
- Summary of community meetings held in March and April 2022 (EB3C)
- Summary of community information sessions held in May 2022 (EB3C)
- Summary of community information sessions held in July and August 2022 (EB3C).

Engagement was also carried out in November and December 2022 with properties not being acquired but in close proximity to the proposed works. These outcomes have not been reported in the same manner but are considered within this report.

### **6.1.4 Social Impact Assessment Engagement**

The social impact assessors identified stakeholders and community members for the Customer and Community Team to engage with. The social impact assessors were briefed by the Customer and Community Team on consultation outcomes. In addition, the social impact assessors reviewed the consultation outcome reports and information collected via social pinpoint. The process for this is shown in Figure 10.

The social impact assessors attended community pop-in sessions both in person and online to inform their understanding of community sentiment and community feedback. Details of these sessions are included in Appendix 5. The SIA has used the feedback taken from face-to-face sessions, the briefings and the review of reports and social pinpoint data to inform the assessment of social impacts.

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<sup>3</sup> <https://www.easternbusway.nz/your-views-count/give-feedback>

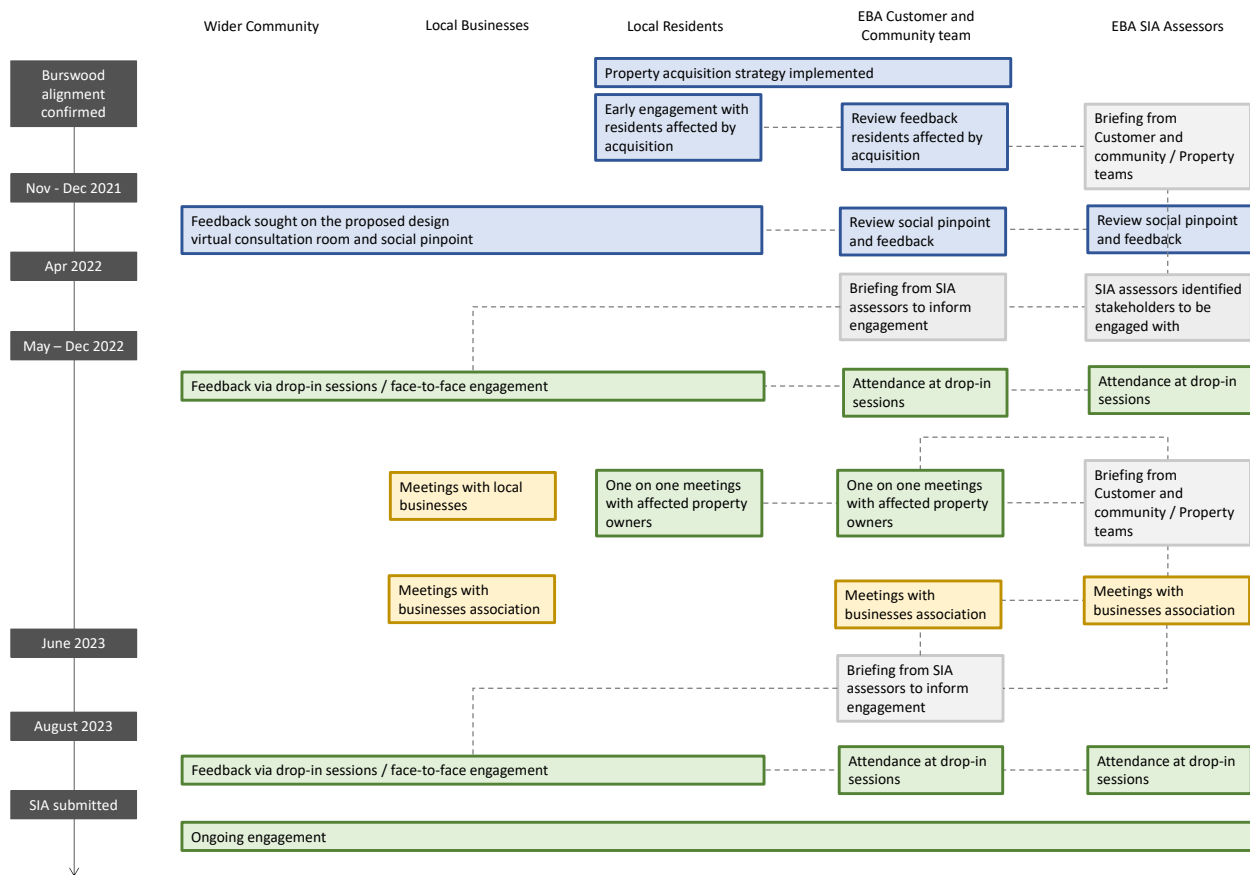


Figure 10 Engagement Process and Linkages to the Social Impact Assessment

### 6.1.5 Key stakeholders

Key stakeholder groups for EB3C and EB4L included:

- Property owners and occupiers of directly impacted properties
- Project neighbours: affected residents (including tenants and owner occupiers) adjacent to the alignment and on adjacent streets
- Local Resident Groups including Howick Residents and Ratepayers Association and Burswood Resident Collective, Huntington Park Residents Association
- Local business owners and business tenants, including their customers and suppliers
- Local commercial property owners, including their customers and suppliers
- Local community facilities including schools, early childhood centres, health providers, places of worship
- Stakeholders and advocacy groups including Bike East Auckland, Greater Auckland Blog, environmental interest groups, recreational space users, road user groups, Automobile Association (AA), Howick Local Board, elected representatives, Business East Tāmaki, Howick and Eastern Buses Limited
- Project partners: Auckland Transport (AT), Auckland Council, Eke Panuku<sup>4</sup>, mana whenua, Waka Kotahi NZ Transport Agency.

A full list of those stakeholders who have been identified are set out in Appendix 4. Details of stakeholder engagement carried out are set out in Appendix 5.

## 6.2 2021 EB3C and EB4L

### 6.2.1 Summary of engagement undertaken

The EBA proceeded with engagement during the COVID-19 pandemic at the end of 2021 through the use of a virtual consultation room and social pinpoint tool. The approach was aligned with Auckland's alert level restrictions as at this time face to face meetings were not possible.

Community engagement was widely advertised on digital and traditional media channels. The Virtual Consultation Room had a total of 13,136 page views and 5,966 unique page views. There were 3,111 web visits to the Social Pinpoint tool to provide feedback. This resulted in:

- 362 comments and pins dropped on the online interactive mapping tool
- 56 comments on the online ideas wall
- 209 responses to the feedback form, including both online and hard copy forms
- A further 19 emails from members of the community with detailed feedback, plus ongoing correspondence with stakeholders and property owners.

Examples of the virtual consultation room and social pinpoint is included in Appendix 5.

A report was produced detailing the engagement undertaken between November and December 2021 and the feedback received. The full report can be found on the Eastern Busway website<sup>5</sup>.

### 6.2.2 Feedback from Members of the Public, Residents and Resident Associations

Feedback from members of the public, residents and resident associations was obtained through a number of engagement sessions set out in Section 6.1. The outcomes from this engagement are set out below under the relevant social impact category. It is noted that engagement is ongoing and will continue to occur throughout construction.

#### 6.2.2.1 Way of life

Some feedback represented a desire to maintain access to residential areas and properties and commercial and community facilities during the construction period. Other responses expressed confusion and uncertainty with accessing schools, shops and community facilities during construction.

There were mixed views on the Burswood alignment with some respondents opposing the alignment due to land take due to property acquisition, while others supported it due to it providing improved access to the Burswood community and reducing impacts on Tī Rākau Drive.

Positive comments related to the provision of more convenient, reliable, faster and improved connections for public transport and active transport.

*“Faster more reliable public transportation as a passenger and likely easing of traffic along Tī Rākau Drive as a driver”. (Source: Eastern Busway Pakuranga to Botany Report of consultation feedback dated February 2022)*

Some respondents raised the importance of connectivity of the route to other active mode routes in the area, and within Burswood while others noted that these interfaces e.g. pedestrian /cycle crossings could be a safety concern.

<sup>5</sup> <https://easternbusway.nz/attachments/docs/consultation-feedback-repo-dt20220928125441937.pdf>



Some people with mobility issues had concerns about how they would get to the busway stations along the corridor without a park and ride.

*“Where are the park and rides, this is needed if you want to get people using the buses... What about people who are disabled and want to go to the shops”. (Source: Eastern Busway Pakuranga to Botany Report of consultation feedback dated February 2022)*

#### 6.2.2.2 Community

Of the Burswood residents who responded, some showed support for the proposed alignment due to it providing more reliable public transport options.

Other Burswood residents expressed opposition to the proposed Burswood alignment and station and the impact it would have on existing homes and the existing community. The concerns included the need to move home and uproot families, as well as the change that the Project would have on neighbourhood amenity values. Feedback from the Burswood community is discussed further in 6.3.

#### 6.2.2.3 Environment

The consultation process identified concerns about construction impacts including traffic and congestion, noise and vibration, impacts on native flora and fauna and the coastal marine area and the length of time for construction. Some respondents expressed concern that the route would impact open space and parks in the Burswood area, which were considered to have aesthetic and environmental values.

There were several amenity concerns raised by the Burswood community, including:

- Noise levels during the day and night
- Loss of privacy due to double decker buses
- The residential streets being filled with cars left by bus commuters
- Security of properties with more people being around all hours of the day.

An example of comments made by the community included:

*“As a resident who will back on to the bus lanes it means more noise day and night, loss of privacy due to double decker buses and bedrooms being on that side, our street will be filled with cars left by bus commuters not allowing access for service vehicles such as rubbish, recycling and garden bags. Security will also be a concern. Not to mention the 18 months (at a minimum) of demolition and construction going on right behind us.” (Source: Eastern Busway Pakuranga to Botany Report of consultation feedback dated February 2022)*

However, consultation also identified potential benefits for the environment including safety, legibility and reduced congestion.

*“Definitely a lot more convenient for residents and safer for locals without having to add to congestion on the main road.” (Source: Eastern Busway Pakuranga to Botany Report of consultation feedback dated February 2022)*

#### 6.2.2.4 Health and wellbeing

Some respondents expressed concern for residents directly impacted by property acquisition in Burswood. Potential impacts included impacts on residents' mental health and uncertainty about the property acquisition process and timing.

*"It means dislocation in a settled, but relatively new community, and offers very little benefit to current residents. The proposal has been poorly communicated and timed to cause maximum distress."* (Source: Eastern Busway Pakuranga to Botany Report of consultation feedback dated February 2022)

Several responses raised concerns with impacts to greenspaces and open spaces used by the community for recreation and amenity both during construction and once operational, regarding them as a critical community and amenity space.

*"The bus route should not be going through parks. Buses should have priority along all main roads instead, not destroying the environment."* (Source: Eastern Busway Pakuranga to Botany Report of consultation feedback dated February 2022)

Some respondents expressed that the loss of greenspace through development would negatively impact residents, including the extra noise and air pollution in the remaining greenspace.

*"Please don't take land from this greenspace - with increased housing density the few remaining greenspaces we have will become critical."* (Source: Eastern Busway Pakuranga to Botany Report of consultation feedback dated February 2022)

#### 6.2.2.5 Personal and property rights

There were some concerns from Burswood property owners and their ability to relocate during the 'housing crisis' in Auckland. Some responses expressed concern that people would not be able to find a suitable replacement home elsewhere and the lack of affordable alternatives in the East Auckland area.

*"Noise, strange people at a bus station all hours, traffic congestion, and the most sickening of all, 50 people losing their houses in a housing crisis with no hope in this market of finding another close by."* (Source: Eastern Busway Pakuranga to Botany Report of consultation feedback dated February 2022)

*"It may seem simple for you to draw over and soon demolish our property but please reconsider that it is more than just a roof over our heads that can easily be replaceable. Not with the crippling Auckland housing crisis, especially with prices of our area and the rest of East Auckland."* (Source: Eastern Busway Pakuranga to Botany Report of consultation feedback dated February 2022)

#### 6.2.2.6 Fears and aspirations

Other respondents expressed concern that the busway would increase crime and anti-social behaviour in the area, particularly due to the introduction of the station at Burswood and additional users of public transport in what is perceived as a quiet residential neighbourhood.

*"I would suggest it is going to provide an out of the way /sight station, that will provide an increase in social crimes, assaults, bullying and most likely more break ins to local homes and vehicles."* (Source: Eastern Busway Pakuranga to Botany Report of consultation feedback dated February 2022)

### 6.2.3 Feedback from Businesses and Business Associations

#### 6.2.3.1 Personal and property rights

Generally, there was support from businesses in the area for the proposed alignment. Specifically, business groups preferred the proposed alignment over an option which continued along Tī Rākau Drive, which they felt would have severe impact on business viability.

*“We are pleased to see consideration has been given to maintaining the viability of a large number of directly affected businesses. There are more than 180 businesses that would be impacted if the initial plan was followed. Previous road works in the area have produced a 30% downturn in turnover and this would likely be greater given the magnitude of the current project. ...Additionally, the original plan to acquire 10 metres of road frontage from the businesses on Tī Rākau Drive would have resulted in the relocation or demise of those entities as there would be no onsite parking for customers. This would have had a detrimental effect on the large number of people who shop and do business in this area and would mean travelling further afield. We feel this is sufficient justification for the re-routing through the residential access in Burswood, which also gives residents greater proximity to the bus stops.” (Source: Eastern Busway Pakuranga to Botany Report of consultation feedback dated February 2022)*

### 6.2.4 Feedback from Community Facilities and Social Infrastructure

Engagement with educational facilities (Riverhills School and Early Learning Centre) raised the need for a safe pedestrian connection between Burswood and Riverhills. This included how to provide an easier and safer commute for primary school-aged children walking and cycling from the Burswood community to Riverhills School.

### 6.2.5 Feedback from Advocacy Groups

EBA engaged with regional advocacy groups and stakeholders during November and December 2021. This feedback was also collated in the Eastern Busway Pakuranga to Botany Report of consultation feedback dated February 2022. Their feedback included:

- General support for planning for a high-quality rapid transit network that improves transport efficiency, reduces carbon emissions, and tackles congestion, while providing for increased urban development
- Did not agree with the diversion through Burswood and considered that both busway and shared path should go directly along Tī Rākau Drive
- Encouraged the use of grade separated crossings to ensure safe crossings for cyclists and pedestrians by ensuring vehicles slow down
- Design of bus stations and facilities to be inclusive and safe spaces which provide adequate shelter and amenities
- Questions around the provision of park and ride facilities.

## 6.3 EB3C consultation 2022 onwards

### 6.3.1 Summary of engagement undertaken

#### 6.3.1.1 March and April 2022

The EBA held three online and one in-person sessions in March and April 2022, aimed at affected property owners and community members around Burswood, and focused on the proposed section of the busway between Bridge A and Guys Reserve:

- 22, 24 and 26 March 2022, independently facilitated online community information session
- 20 April 2022, independently facilitated in-person community meeting at the East City Wesleyan Church

#### 6.3.1.2 May 2022

The EBA held two further in-person community information pop-in sessions in May 2022 to provide further opportunity for EB3C community members, residents, businesses and affected property owners to talk directly with the EBA and raise questions and voice concerns:

- 19 May 2022, East City Wesleyan Church
- 21 May 2022, East City Wesleyan Church

#### 6.3.1.3 June 2022

The EBA held two further in-person community information pop-in sessions in June 2022 to provide further opportunity for EB3C property owners, residents, businesses, and stakeholder groups to engage directly with the EBA and to pass on their feedback and have their questions answered.

- 15 June 2022, East City Wesleyan Church
- 18 June 2022, East City Wesleyan Church

#### 6.3.1.4 July 2022

The EBA held an additional pop-in session for EB3C property owners, residents, businesses, and stakeholder groups to engage directly with the EBA and to pass on their feedback and have their questions answered.

- 13 July 2022, East City Wesleyan Church

#### 6.3.1.5 November to December 2022

The EBA held additional engagement sessions which was to provide a space for community members based between Bridge A and Burswood Reserve to further discuss the issues, challenges, and opportunities they raised during previous consultation.

- 30 November 2022, East City Wesleyan Church
- 3 December 2022, East City Wesleyan Church

As well as the drop-in sessions listed above residential project neighbours were invited to one-on-one meetings. Between 17 November and 5 December 2022, the EBA met with 22 landowners whose properties neighbour the proposed busway and station in Burswood. These properties were identified as those which would not need to be acquired to build the project, but were positioned adjacent to those which would be acquired. An additional meeting was held with another landowner on 27 March 2023. Some meetings were held online and others in-person at East City Wesleyan Church.

### 6.3.2 Feedback from Members of the Public, Residents and Resident Associations

#### 6.3.2.1 Way of life

Some Burswood property owners and residents requested the provision of connections between existing walking and cycling paths in the Stonedon Drive and Highbrook areas. Other property owners

and residents queried whether the proposed Burswood station location would be convenient for businesses on the south side of Tī Rākau Drive.

There were concerns raised about the ability of the busway to deliver reliable transport and the frequency of services, and others queried how people with mobility issues would get to the stations without a park and ride.

During the June 2022 sessions there was also support from some Burswood residents, who were looking forward to improved access to a bus station and/or improved cycle paths. In particular connections to Stonedon Drive to Highbrook, from Kenwick Place and into Golfland Drive and Corta Bella Place, and south along Ti Irirangi Drive and through Botany to Flat Bush.

#### 6.3.2.2 Community

Many affected property owners and residents strongly opposed the proposed route through Burswood and the perceived impact it would have on their homes, families and wellbeing. Some highlighted the need to provide further clarity around the design options that were considered and the rationale for the proposed design of the busway through the Burswood community.

#### 6.3.2.3 Political systems

Some property owners and residents stated that they felt they had not been given sufficient opportunity to participate in the development of the Burswood proposals. Some people commented that they had not received the invitation to the April and May 2022 community engagement events.

The participatory process and the transparency of EBA regarding the Burswood alignment was raised. Some people provided feedback on the communications and consultation process, including asking why the community was not consulted on potential design options earlier. There was a general sense that AT and the EBA were not listening to residents' concerns, as well a sense that that both organisations had decided the design outcome, despite community opposition.

#### 6.3.2.4 Health and wellbeing

Respondents expressed stress and frustration at the uncertainty generated by the property acquisition process. In particular, those affected by potential property acquisition and the valuation process for owners of properties that had not yet been acquired. Affected residents felt they could not plan their future and were concerned about how changes in the property market would affect them.

Linked to the above, there was concern about the impact of the proposed route on residents' mental health. Several participants requested clarification on the project decision-making process and timing and expressed a desire for certainty with *"impacted residents [wanting] a decision to be made either way"*, alongside this there were requests that the decision be made without delay. *"We just want a decision made, is it yes or no? The market is volatile, people are stressed."*

#### 6.3.2.5 Environment

During the June 2022 sessions, the following concerns related to the effects of construction were raised by residents:

- Traffic and congestion
- Noise and vibration

- Ecology including impacts to trees and native fauna including banded rail, pekapeka / longtailed bats

There were also questions raised around the ongoing noise of the busway during operation and whether there would be noise barriers or other mitigation in place to reduce these impacts.

During the November and December 2022 sessions further concerns were raised by residents regarding the effects from construction such as:

- Noise and vibration
- Air quality and dust
- Reduced privacy
- Reduced safety / increase in anti-social behaviour
- Impact on traffic, particularly given the congestion near Bunnings

#### *6.3.2.6 Personal and property rights*

During the May 2022 sessions there remained significant concerns regarding the impacts to property and property owners in the Burswood area given affordability concerns. In addition, concern was raised about not being able to access and/or afford a mortgage to purchase an alternative property in the current financial and housing climate. There were ongoing questions around the valuation process and the timing of that given the changing housing market.

In the June 2022 sessions this tension continued to be reflected with the lack of a decision cited as causing significant stress. This effect was exacerbated by the changing property market and concerns that property owners would be negatively financially impacted by the valuation process.

Landowners of properties not being acquired expressed concern that their property values would be negatively impacted due to their proximity to the busway and station and worried that they could lose tenants during construction. Those who had tenants questioned whether financial compensation would be made available.

#### *6.3.2.7 Fears and aspirations*

The community felt that there was a lack of information available about the future plans for the suburb of Burswood. There were concerns about the potential for urban development or intensification. This included concerns that neighbouring properties would be acquired and replaced with intensive developments and/or Kāinga Ora affordable housing. Also reported through the consultation feedback were concerns around the role of Eke Panuku and Kāinga Ora in the management of properties in Burswood and who properties would be let to between acquisition and demolition.

As with other consultation feedback ongoing concern around safety and security during construction and operation of the busway was raised. In particular, fears around a potential increase in crime and antisocial behaviour around Burswood Station.

### **6.3.3 Feedback from Businesses and Business Associations**

#### *6.3.3.1 Personal and property rights*

Generally, there was support from businesses in the area for the proposed alignment. Specifically, business groups felt the proposed alignment was preferred over an option which continued along Tī Rākau Drive, which they felt would have severe impact on business viability.

Businesses' feedback in 2022 continued to reflect a preference for the Burswood alignment over the 2018 Tī Rākau Drive alignment, based on the potential impact of the online option on business performance. Concern was raised for construction impacts which while temporary “would be devastating, especially to small business owners in the area”.

Businesses were also concerned that the online option would create severance issues for a number of commercial properties along both sides of Tī Rākau Drive and affect business performance.

## 6.4 EB4L consultation

Unlike EB3C, construction of EB4L will not be immediately progressed once the necessary statutory approvals have been obtained. Instead, the proposed NoR and resource consent applications are intended to provide route protection for the EB4L corridor so that it can be delivered in the future once the necessary funding has been secured.

High-level consultation was carried out on EB4L during the early stages of the Project and more specific consultation and engagement on EB4L proposals took place between August and September 2023. This will continue throughout the planning, design and construction phases.

An engagement plan has been prepared to inform neighbouring residents and business owners/tenants of the proposed alignment and designation boundary for EB4L. The engagement strategy includes:

- Face-to-face meeting with property owners in ‘the Hub’ commercial development
- Letter drop to residents and businesses in the area
- Information session held at ‘the Hub’ commercial development for business owners
- Pop-in information sessions for the wider community held in the local area
- One-on-one meetings as requested by stakeholders.

Specific engagement for the local community study area for EB4L in relation to the requirements and impacts of this community is currently underway.

Given the area’s demographic profile (high proportion of residents identifying as Asian ethnicity) all communication will be translated into Simplified Chinese, and translators will be available for all in-person meetings.

Following consultation EBA will report back to the community through their consultation outcomes report which will be publicly available on the EBA website. EBA will also identify ways in which feedback can be addressed, and opportunities realised through the next stage of the design, and the conditions.

This SIA recognises that engagement has been undertaken on a project wide basis including drop-in sessions and virtual consultation which has been widely advertised and available for those impacted by all sections of the project including EB4L.

It also recognises that the social impacts in the EB4L area have the potential to be higher than other stages of the project as the community will not have benefited from detailed and specific engagement, meaning there is likely to be increased uncertainty and a lack of understanding of the proposals.

The EB4L engagement strategy is tailored to a designation with a longer lapse date meaning construction may not occur in the short term. In line with the EB4L engagement strategy, engagement will be ongoing through future project stages of EB4L including detailed design, outline plan of works and construction. This will provide additional opportunities for the community to provide feedback on

the project. The limited specific engagement for EB4L is mitigated by the limited extent of property acquisitions and the expectation of further engagement in the future.

#### **6.4.1 Feedback from Members of the Public, Residents and Resident Associations**

Feedback from members of the public, residents and resident associations will be obtained through a number of engagement sessions. At the time of writing feedback had been received from the Huntington Park Residents and Ratepayers Association. Drop-in sessions for residents at local venues are planned for August – September 2023. Letters will be sent to neighbouring properties and include offers for one-on-one meetings.

##### *6.4.1.1 Political systems*

The Huntington Park Residents and Ratepayers Association responded positively to being engaged early in the process and requested to continue to be engaged throughout the planning, design and construction phases. In particular requests were made for EBA to attend future meetings and community events held by the Association to provide further information on the Project.

#### **6.4.2 Feedback from Businesses and Business Association**

Feedback from local businesses will be obtained through a number of engagement sessions. At the time of writing feedback had been received from the Piccolo Park and AMP / Dexus.

Feedback from local businesses and business associations will be obtained through a number of engagement sessions. At the time of writing feedback had been received from Piccolo Park (early childhood education facility), AMP / Dexus (property owners within Botany Town Centre) and Business in East Tāmaki (relevant Business Association). One-on-one meetings are planned with businesses adjacent to the proposed EB4L corridor. Specifically, future meetings are planned with:

- AMP / Dexus
- Kāinga Ora
- Amara Place Businesses
- NZ Police
- The Hub property owners and businesses located within the Hub
- Bunnings

##### *6.4.2.1 Way of life*

AMP / Dexus raised concern about the impacts on the road layout during construction and operation and the impact this would have for customers including delay and frustration in accessing the centre. AMP / Dexus raised specific concerns for loss of unrestricted left hand turns into the Botany Town Centre site and the impact this might have on traffic movements.

##### *6.4.2.2 Environment*

Piccolo Park, an ECE facility located at 415 Tī Rākau Drive, Huntington Park, raised concerns around noise generated during construction. Specific questions were around the levels of noise to be expected and what kind of mitigation would be in place to reduce these impacts. For example, whether there would be noise barriers in place and how these would function. The centre has internal and external noise limits in place as part of the Ministry of Education’s licensing criteria for centre based ECE services which need to be met.



There were also issues raised around safety and security. Specifically how the busway will be designed in a way that provides natural surveillance, and considers lighting and security cameras etc. The centre was concerned about the ability of footpath and shared path users to see into the centre, and the safety issues this could create.

#### 6.4.2.3 *Personal and Property rights*

Piccolo Park was concerned about reduced privacy during construction and operation and in particular the proximity of the shared path to the facility and how this would impact the operation of their centre and public viewing into the centre. There was also a desire to maintain visibility for children to the surrounding environment.

AMP / Dexus were concerned about the impacts to businesses during peak trading periods such as Christmas and requested disruptive works avoid October to January. Preferred timing was February and March.

AMP / Dexus were supportive of the proposed upgrades to pavements and improvements to the Botany Town Centre road conditions that are proposed as part of EB4L, and AMP/Dexus had already raised the need for these works with AT.

## 6.5 **Mana whenua**

Mana whenua are project partners. A separate engagement process has been undertaken with mana whenua and will continue throughout the course of the project.

Regular engagement with mana whenua partners has taken place through the AT and mana whenua Southern Forum. The forum includes representatives from Ngāti Whanaunga, Ngāi Tai ki Tāmaki, Te Akitai Waiohua, Ngāti Maru, Ngāti Tamaoho, Te Patukikkiri, Ngāti Paoa, Ngāti Paoa Trust, Ngāti Te Ata Waiohua, Te Ahiwaru, and Ngāti Tamaterā.

Mana whenua have played a key and valued role in the development of the design of both EB3C and EB4L, including urban design and landscape, stormwater management, construction methodologies and sustainability and procurement strategies and policies.

## 7 Social Baseline

### Chapter Summary

- *The area of social influence for EB3C and EB4L has been separated into the following categories:*
  - *Local Community Study Area - is the area located adjacent to the project informed by SA1 boundaries. The local community study area is likely to experience the direct impacts of the Project, for example construction noise and vibration or construction dust. This includes properties being acquired, properties immediately adjacent to the corridor and those areas which are accessed via local roads crossed by the Project*
  - *Wider Community Study Area - are areas outside the local community study area which may be indirectly affected by the Project, particularly in terms of access and connectivity between their homes and places of work, study, recreation and essential services and facilities. The wider community study area is informed by SA2 boundaries.*
  - *Regional Community Study Area - the regional area which encompasses a number of community areas and is more likely to be affected indirectly by the Project, particularly users of the strategic and arterial transport network. This regional community study area is informed by the Local Board Area and the territorial authority area.*
- *A social baseline has been derived for these study areas using statistics sourced from the Statistics New Zealand Census data (2018).*
- *Further information on land use zoning information and site visit information has been used to better understand the local community study area.*

### 7.1 Area of Social Influence

The Project area and its surrounds were analysed to identify the area of social influence to inform the SIA. The IAIA guidance (Vanclay, Esteves, Aucamp, & Franks, 2015) defines the ‘area of influence’ as:

*“The physical area (and components such as air, water, soil) over which a project creates impacts (including abiotic, biotic and socioeconomic) caused by a project (and its associated activities). Thus it includes not only the land surface area but also the functioning of any marine and terrestrial ecosystems; airsheds and watersheds (surface or underground); and all social groupings including individuals, communities, companies (especially SMEs), organizations and governmental agencies.”*

However, the IAIA guidance notes the social area of influence is likely to be much larger than the physical area of influence due to the mobility of people.

The area of social influence for EB3C and EB4L has been separated into the following categories:

- **Local Community Study Area** - is the area located adjacent to the project where the community will experience the direct impacts of the Project, for example construction noise and vibration or construction dust. This includes properties being acquired, properties immediately adjacent to the corridor and those areas which are accessed via local roads crossed by the Project
- **Wider Community Study Area** - areas outside the local community study area which may be indirectly affected by the Project, particularly in terms of access and connectivity between their homes and places of work, study, recreation and essential services and facilities
- **Regional Community Study Area** - the regional area which encompasses a number of community areas and is more likely to be affected indirectly by the Project, particularly users of the strategic and arterial transport network.

The most significant social impacts, particularly those relating to community wellbeing and amenity values, are anticipated to occur in proximity to the project’s footprint. Other transport projects have found that while significant accessibility benefits may exist, appropriate consideration should be given to local-level negative social impacts (Mottee, Arts, Vanclay, Miller, & Howitt, 2020).

Indirect impacts both positive and negative will occur for people in the wider area who visit the area to access community facilities, retail units and employment opportunities etc. EB3C and EB4L sections of the Project have only a limited extent of work on Tī Rākau Drive (compared to EB2 and EB3R), but nevertheless Tī Rākau Drive is a major arterial road with strategic importance as a regional transport corridor. Therefore, any construction disruption along Tī Rākau Drive may impact a large geographic area. Operational benefits also positively impact the local and wider community area and a larger regional area.

### 7.1.1 Local Community Study Area

The local community study area consists of those residents, community facilities and businesses that are most likely to be directly impacted by the Project due to their proximity informed by SA1 boundaries<sup>6</sup>. The local community study area is shown in Figure 11. Due to works on the access points to the peninsula the area to the north of EB3C is considered to be within the local community study area.

Similarly, for EB4L impacts on Guys Reserve and the loss of connectivity through the reserve has resulted in a study area which extends south and west of the alignment.

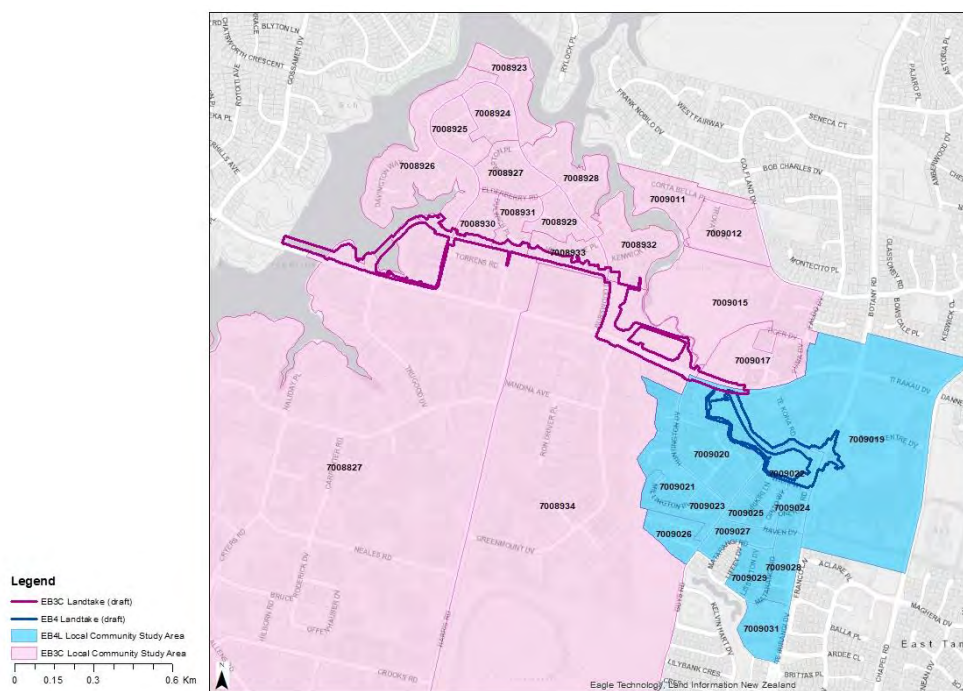


Figure 11 Local Community Study Area for EB3C and EB4L based on SA1 areas

#### 7.1.1.1 EB3C

##### Properties acquired or to be acquired

The properties that have been acquired or will need to be acquired consist of both commercial buildings and residential dwellings. Some partial areas of sites are also required to facilitate EB3C and EB4L, including some land to the rear of the Chinatown building. Permanent occupation of Auckland Council owned reserves is also needed.

The location of properties to be acquired for the project are shown in Figure 12.

<sup>6</sup> SA1 is an output geography that allows the release of more detailed information about population characteristics. SA1s have an ideal size range of 100–200 residents, and a maximum population of about 500.

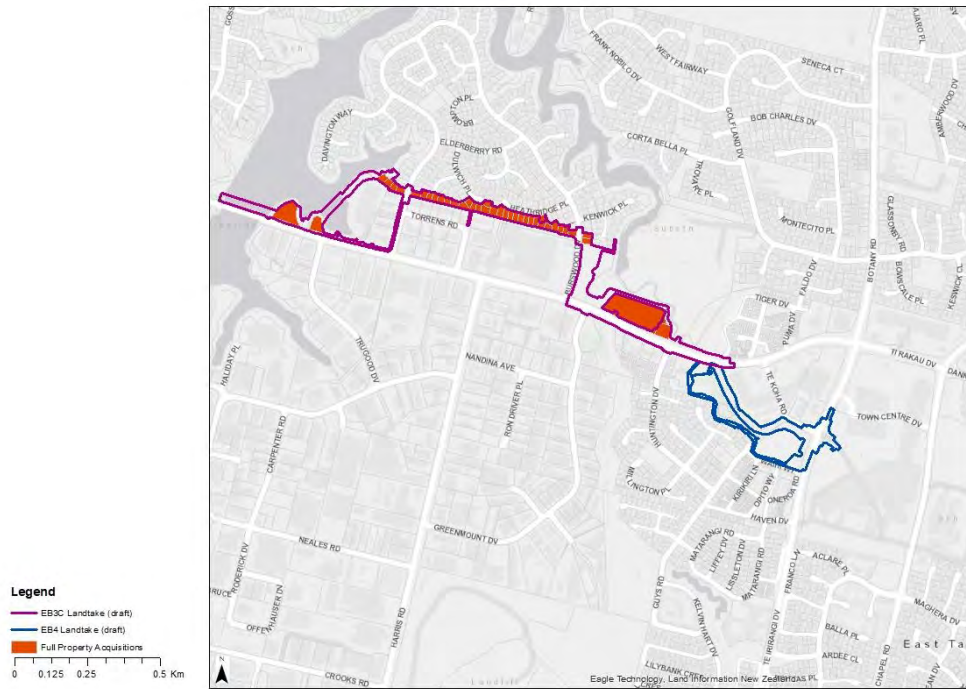


Figure 12 Map of full property acquisitions (orange) for EB3C and EB4L

The number and types of properties that need to be acquired are set out in Table 10.

Table 10 Properties to be acquired for EB3C

Type of property	Full		Partial		Subtotal
	Under negotiation	already acquired or agreement signed	Under negotiation	already acquired or agreement signed	
Commercial	2	7	2	0	11
Residential	1	37	0	1	39
<b>Total</b>	<b>3</b>	<b>44</b>	<b>2</b>	<b>1</b>	<b>50</b>

In considering the social baseline, it should be noted that residents/occupiers of properties that are fully acquired will not be present at the construction and operational stages, with those residents/occupiers relocating beforehand.

### Neighbouring Properties

Project neighbours consist of those residents, community facilities and businesses that are most likely to be directly impacted by construction works and the operation of the Project due to proximity. Consideration has been given to the range of impacts from construction and the operational impacts e.g. noise, dust, visual, traffic effects to identify those project neighbours which will experience the most direct effects.

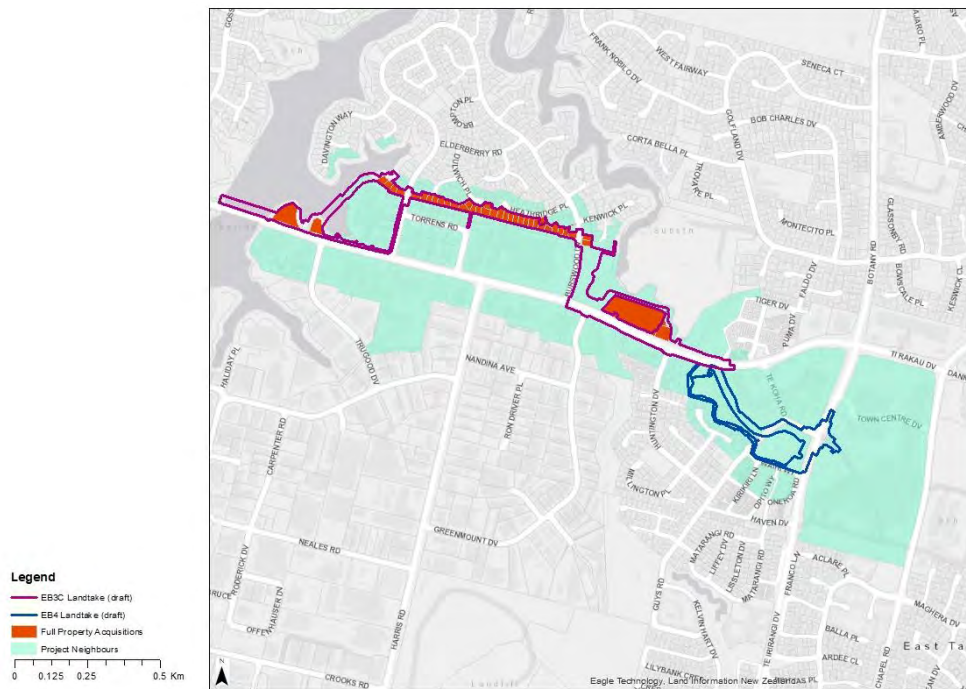


Figure 13 Properties identified as project neighbours (aqua) for EB3C and EB4L

### 7.1.2 Wider Community Study Area

The wider community study area has been identified in accordance with Statistical Area 2 (SA2) boundaries. SA2 boundaries have been shown as they represent a larger geographical boundary compared to SA1 boundaries and represent the larger catchment that has the potential to be impacted (positively or adversely) by the construction or operation of the Project. The SA2 boundaries of relevance to the Project are shown on Figure 14.

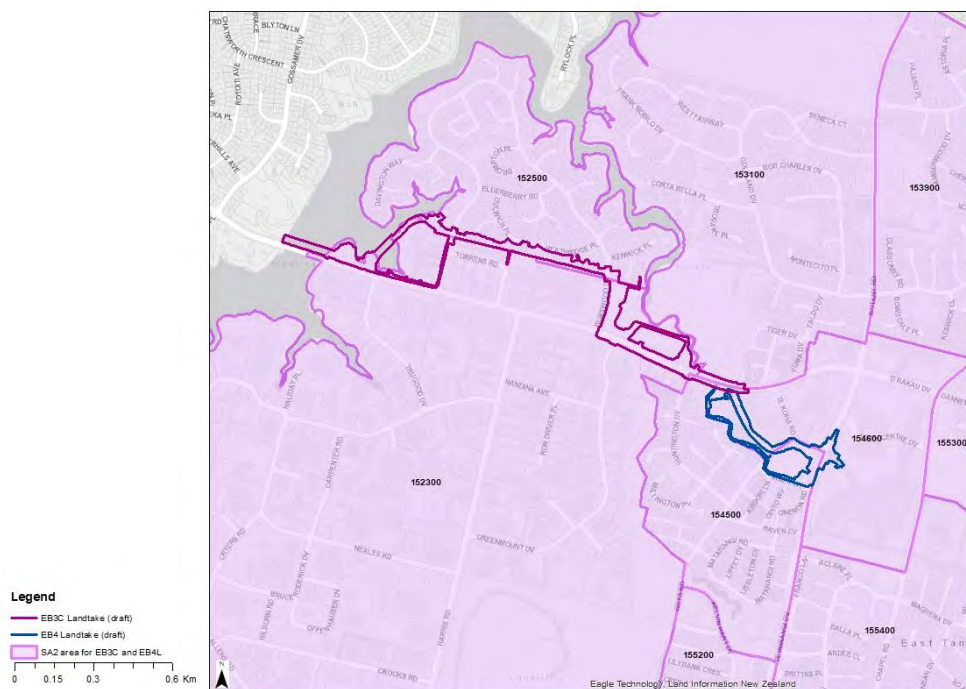


Figure 14 Wider Community Study Area for EB3C and EB4L based on

The wider community study area includes properties that are not located near EB3C and EB4L but have the potential to experience indirect effects. The wider community study area includes Huntington Park, Pakuranga Heights, East Tamaki, Northpark and Golflands which have the potential to be impacted by changes to the access and connectivity between their homes and places of work, study, recreation and essential services and facilities.

### 7.1.3 Regional Community Study Area

There is the potential for some effects to extend beyond the local and wider community area, and be experienced at the Local Board or Regional level, notably in relation to strategic trips along the impacted transport corridors and includes the Howick LBA (Figure 15) and up to wider Auckland Region (Figure 16).

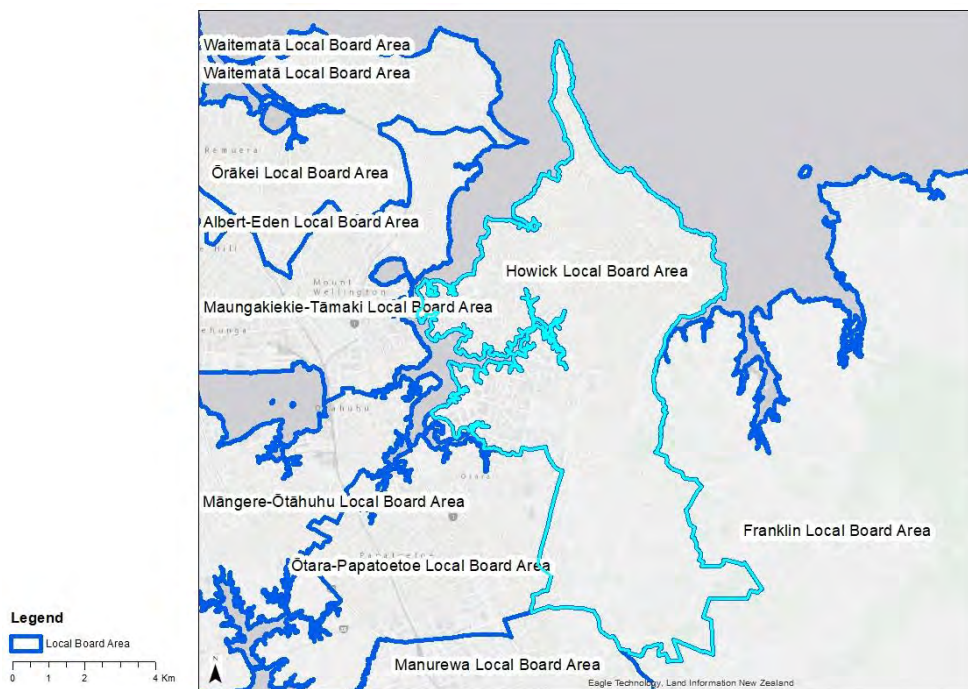


Figure 15 Howick Local Board Area (LBA)

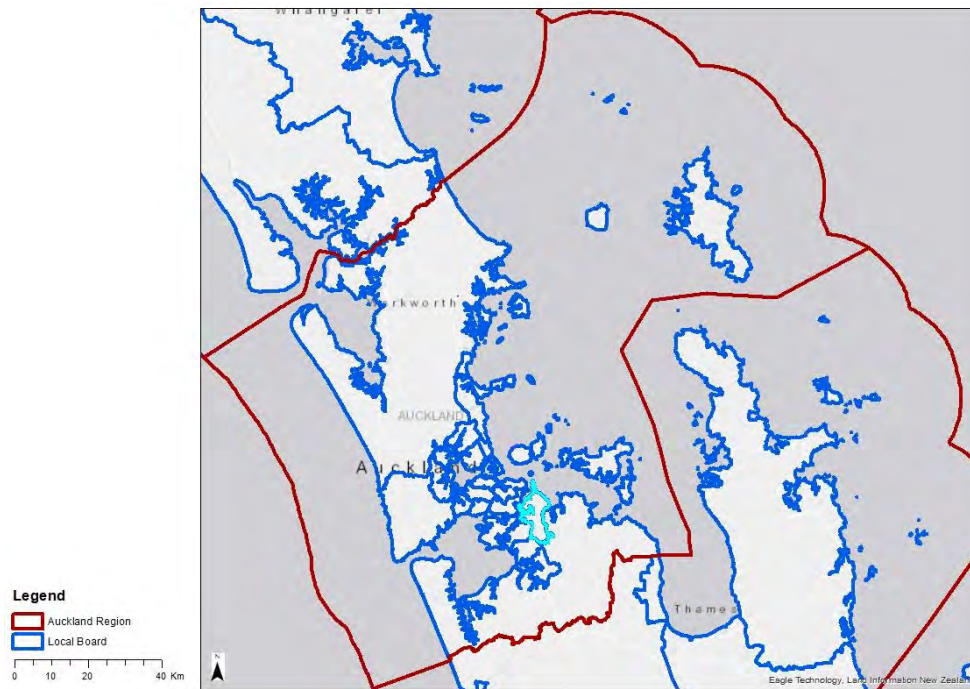


Figure 16 Auckland territorial authority

## 7.2 Demographic profile

The demographic profile has been informed by statistics sourced from the Statistics New Zealand Census data (2018). The demographic profile is based on SA1 boundaries for those mesh blocks which most closely align with the local community study area. The results for the local community study area (SA1 areas) have been compared against the wider community study area (SA2) and regional community study area (Howick LBA and Auckland Region) to provide context for the project within the broader setting and to enable direct and indirect social impacts of the project to be identified at different community levels. Full analysis of statistics is provided in Appendix 3.

### 7.2.1 Population, Age Profile and Ethnicity

- The total population of the EB3C SA1 is approximately 2745 people and for EB4L SA1 approximately 1806 people. This compares with approximately 5,181 people in the SA2, 141,000 in Howick LBA and 1,572,000 in Auckland Region
- The median age of EB3C SA1 (38.3), EB4L SA1 (41.7) and SA2 (39.1) were older than the Auckland Region (34.7)
- Both the EB3C SA1, EB4L SA1, and SA2 had a higher proportion of residents born overseas (57%, 57% and 56.1% respectively) compared to the Auckland Region (42%)
- A high proportion of people in EB3C SA1 (46%), EB4L SA1 (45%) and SA2 (42%) identified as Asian ethnicity compared to the Auckland Region (21%).

### 7.2.2 Dwellings

- There are a higher proportion of people who own or partly own their home in EB3C SA1 (51%), EB4L SA1 (46%) and SA2 (49%) compared to the Auckland Region (34%)
- Very few properties were unoccupied, 2% in EB3C SA1, 2% in EB4L SA1 and 4% in SA2, compared to the Auckland Region (7%). No properties were identified as under construction in either the SA1 or SA2 areas

- Generally, most landlords are private landlords (97% in EB3C SA1 and SA2 and 98% in EB4L SA1). The median weekly rent is \$548 in EB3C SA1, \$541 in EB4L SA1 and \$556 in SA2 which is higher than the Auckland Region (\$450)
- Three-bedroom homes are the most common in Auckland. There is a significantly higher proportion present in EB3C SA1 (67%) and SA2 (52%) than the Auckland Region (39%).

### **7.2.3 Employment and commuting**

- Employment rate in EB3C SA1 (58%) was slightly higher than SA2 (51%) and Auckland Region (52%)
- The most common occupations of those living in EB3C SA1 were Clerical and Administrative Workers (68%), Technicians and Trades workers (12%) and Professionals (7%)
- SA2 had a higher proportion of professionals and managers (25% and 20% respectively) than EB3C and EB4L SA1
- The average median personal income for EB3C SA1 was \$34,920 similar to SA2 (\$34,850) and slightly higher than Auckland Region (\$34,400). EB4L had an average median personal income of \$35,100
- Only 3% of households in EB3C SA1 and SA2 had no car compared to 7% in the Auckland Region
- A higher proportion of residents in the EB3C SA1 and SA2 (69% and 67% respectively) indicated they drove a private vehicle to work compared to the Auckland Region (60%).

### **7.2.4 Deprivation Index**

The New Zealand Index of Deprivation 2018 (NZDep) is an area-based measure of socio-economic deprivation in New Zealand. It measures the level of deprivation for people in each area and is displayed as a decile with Decile 1 being the least deprived and Decile 10 being the most deprived.

The median deprivation index for the EB3C SA1 study area is 4 and for the EB4L SA1 area is 5. These areas are relatively prosperous in comparison to the wider Pakuranga area. Parts of the area have a deprivation index of 3. The most deprived scores in the EB3C SA1 study area are 7 and for the EB4L study area 8. The majority of areas closest to the proposed Burswood alignment have a deprivation index of 5 of 6, apart from one area north of Bunnings Warehouse which has a deprivation index of 3.

NZDep is a useful indicator but does not identify individual needs and is only a snapshot in time. The current NZDep is based on 2018 information which does not reflect changes in community composition post-COVID.



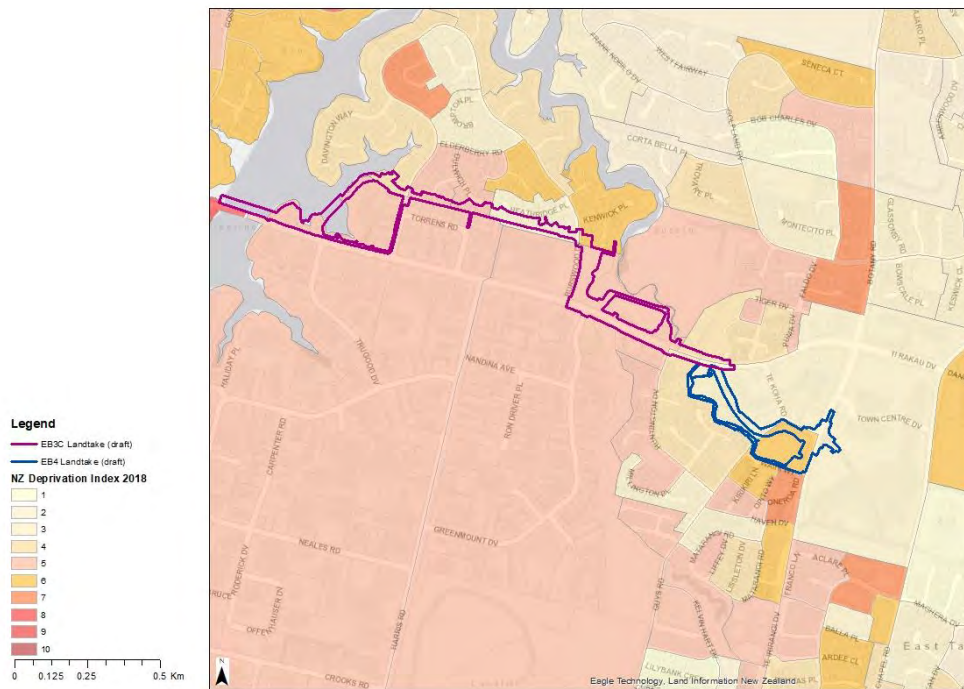


Figure 17 Social Deprivation Index (NZDep) for study EB3C and EB4L

## 7.2.5 Disability Groups

### 7.2.5.1 New Zealand Disability Survey

The New Zealand Disability Survey is completed every ten years and follows the national census. While the census collects area-based data, this data is not available for the New Zealand Disability Survey. Much of the information known about this group of people is aggregated at a national level.

The 2013 New Zealand Disability Survey is the most recent survey conducted. The survey found an estimated 1.1 million New Zealanders had a disability, approximately 24%. Disability and age are related, more older people reported as having at least one disability. There are a number of statistics which provide information on people with disabilities including wellbeing<sup>7</sup> and labour market statistics<sup>8</sup>. These show that there are inequalities in employment, tenure of housing and social isolation.

### 7.2.5.2 Wellbeing statistics

The wellbeing statistics (based on 2021 General Social Survey (GSS)) for August 2021 found 53.9% of people with disabilities of ages 15-64 reported having enough or more than enough money to meet every day needs compared with 67.9% of the non-disabled population. Moreover, people with disabilities reported levels of loneliness and increased levels of anxiety compared to non-disabled populations.

### 7.2.5.3 Census Data

Census data was retrieved for EB3C based on the SA2 for Burswood<sup>9</sup> and for EB4L based on the SA2 for Huntington Park<sup>10</sup> for activity limitations as shown in Figure 18.

<sup>7</sup> [Wellbeing statistics: 2021 | Stats NZ](https://www.stats.govt.nz/tools/2021-general-social-survey)

<sup>8</sup> [Labour market statistics \(disability\): June 2022 quarter | Stats NZ](https://www.stats.govt.nz/tools/2022-quarterly-labour-market-statistics)

<sup>9</sup> <https://www.stats.govt.nz/tools/2018-census-place-summaries/burswood#activity-limitations>

<sup>10</sup> <https://www.stats.govt.nz/tools/2018-census-place-summaries/huntington-park#activity-limitations>

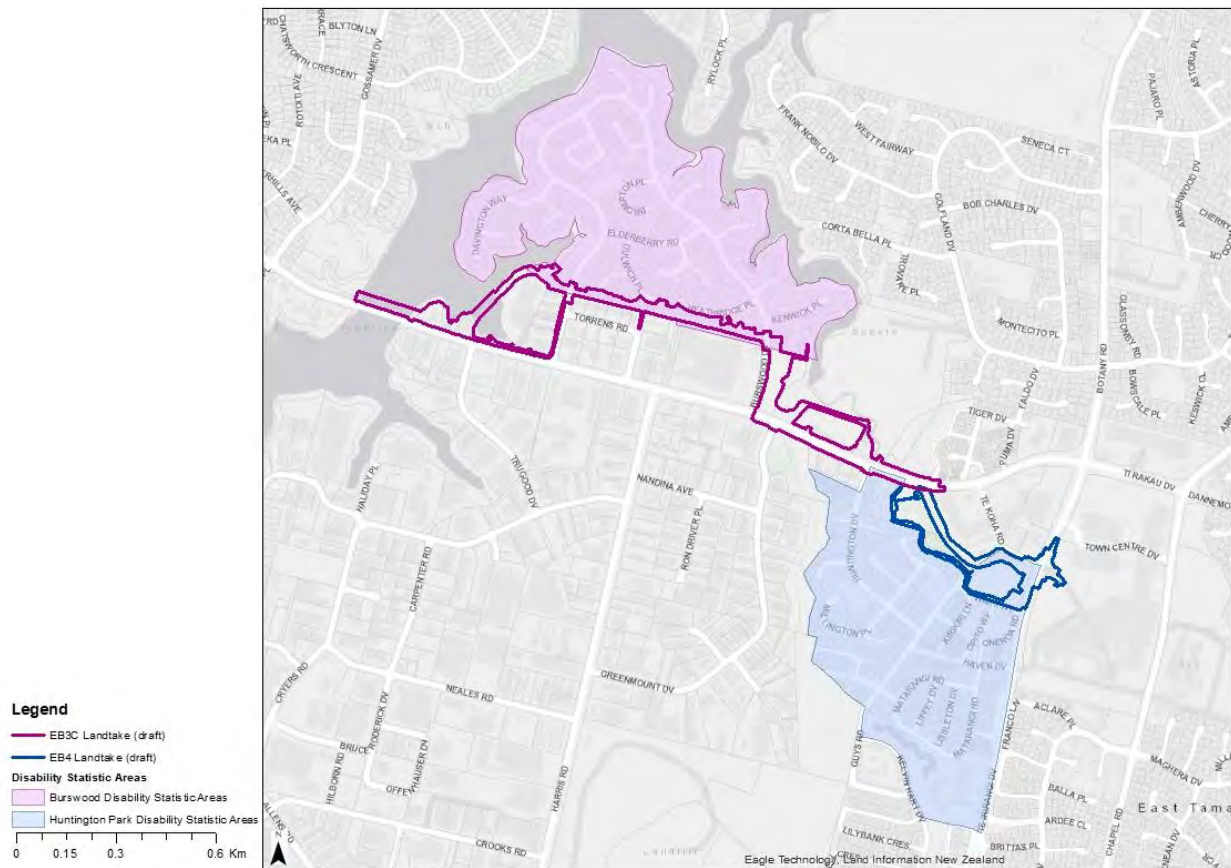


Figure 18 Boundaries for Burswood and Huntington SA2.

The information available for these areas is summarised in Table 11.

Table 11 Activity limitations identified for EB3C and EB4L populations

EB3C (SA2 boundary for Burswood)	EB4L (SA2 boundary for Huntington Park)
<ul style="list-style-type: none"> <li>5% of people in the area live with one or more activity limitations.</li> <li>4% of people under 5 years old had one or more activity limitations, compared to 3% across the Auckland region</li> <li>4% of people between the ages of 15-29 had one or more activity limitations, compared to 3% across the Auckland region</li> <li>3% of people between the ages of 30 and 64 had one or more activity limitations compared to 4% across the Auckland region</li> <li>16% of people over the age of 65 had one or more activity limitations compared to 17% across the Auckland region</li> </ul>	<ul style="list-style-type: none"> <li>7% of people live with one or more activity limitations</li> <li>2% of people under 5 years old had one or more activity limitations, compared to 3% across the Auckland region</li> <li>4% of people between the age of 15 and 29 had one or more activity limitations compared to 3% across the Auckland region</li> <li>5% of people between the age of 30 and 64 had one or more activity limitations compared to 4% across the Auckland region</li> <li>16% of people over the age of 65 had one or more activity limitations compared to 17% across the Auckland region</li> </ul>

## 7.3 Vulnerable Groups

### 7.3.1 Who are vulnerable groups

A review of the demographic profile and consultation carried out to date has been used to identify the potential vulnerable groups for EB3C and EB4L. Details of the statistics are included in Appendix 3 and summarised below.

Table 12 Summary of vulnerable groups

Vulnerable Group	Vulnerable Groups Overview
Lower socio-economic groups	<p>The unemployment rate in the EB3C and EB4L SA1 areas was 3% and 4% respectively similar to the Auckland Region (4%) and a lower proportion 6% in EB3C and 3% in EB4L receive a means tested benefit compared to the Auckland Region (10%).</p> <p>NZDep saw most areas within the study area scoring a 5 or 6. However, it is recognised that there will still be people within the area who are more deprived.</p>
Māori	<p>Based on census information 5% of the EB3C SA1 and 3% of the EB4L SA1 identified as Māori. While this figure was lower than the Auckland Region value of 10%, this group would fall under the IAIA definition of vulnerable groups.</p>
Other cultural groups	<p>Based on census information, local services and attendance at drop-in sessions.</p> <p>Census information indicated a higher proportion of people identified as Asian ethnicity including 49% in EB3C, 45% in EB4L compared to 28% in the Auckland Region. In addition, 41% in EB3C and 42% in EB4L spoke a language other than English, Māori, Samoan or New Zealand Sign Language (NZSL) compared to 33% in the Auckland Region.</p>
Children and young people	<p>Children and young people were identified based on community infrastructure in the area and feedback provided during consultation. There were a lower proportion of people under the age of 15 in the EB3C and EB4L SA1 areas (17% and 14% respectively) compared to the Auckland Region (21%).</p> <p>There are a number of schools, including Riverhills School, Sommerville Specialist School and early learning facilities in the area.</p>
Older people	<p>A slightly higher proportion of older people were identified in the EB3C and EB4L SA1 with 12% and 13% of residents being over the age of 65 compared to wider Auckland (11%). In addition to the demographic data there is the Dannemora Gardens - Metlifecare Retirement Village south of EB4L.</p>
People with disabilities	<p>Those with disabilities were also identified based on SA2 data. For Burswood 5% and for Huntington 7% of residents identified as having one or more activity limitations compared to 6% in the Auckland Region.</p> <p>Riverhills School also has two satellite classes from Sommerville Specialist School for students with special educational needs.</p>

## 7.4 Land use and zoning

### 7.4.1 AUP(OP) zoning

The Project follows the line of Tī Rākau Drive from the East towards Botany, albeit in part parallel to Tī Rākau Drive through the Burswood community area to the north of Burswood commercial area. EB3C is therefore located in or close to Residential - Mixed Housing Suburban Zone with the Burswood community to the north, Business - Light Industry Zone either side of Tī Rākau Drive as well as the Howick and Eastern Bus Depot. Open space - Conservation Zone can be found on the route nearest the existing bridge over Pakuranga Creek and Open Space - Informal Recreation Zone at Burswood Esplanade Reserve. The busway crosses the General Coastal Marine Zone.

EB4L traverses Open Space – Informal Recreation Zone and Open Space – Conservation Zone closer to Tī Rākau Drive (Guys Reserve). EB4L runs adjacent the Botany Downs Commercial Centre which is a Business – Mixed Use Zone. There are areas of Business – Light Industry Zone to the north and west of the alignment. On the Southwestern side of EB4L is Huntington Park, an area of Residential Terrace Housing and Apartment Buildings Zone.



Figure 19 Land Use and AUP(OP) zoning in EB3C and EB4L Project area

## 7.4.2 Land use

The route is predominately located within or adjacent to residential, light industrial and open space land uses. A section also crosses Pakuranga Creek and associated Coastal Marine Area (CMA). Site visit photos showing these uses are in Appendix 2.

Between Burswood Drive West and Burswood Drive East, the busway will run immediately to the north of the commercial area, which includes Chinatown and businesses such as Bunnings (See Figure 19). It will also run to the south of the Burswood residential community which is predominately detached dwellings.

East of Burswood Drive East, the busway will run along the western part of Burswood Esplanade Reserve, before re-joining Tī Rākau Drive on its north side adjacent to the bus depot. To the north land uses consist of residential, open space and the bus depot and to the south (southern side of Tī Rākau Drive) businesses and open space (Guys Reserve).

The route of EB4L travels through Guys Reserve and Whaka Maumahara alongside The Hub Botany, a busy retail centre before ending at Town Centre Drive - an entrance to Botany Town Centre off Te Irirangi Drive. To the south of the route is Huntington Park, a residential area.

## 7.5 Existing Transport Network

A review of the transport network is provided in the ITA. The transport network is relevant to the SIA as it shapes how people are able to move about and determines how readily they can access places like work, school, shops and recreational or social activities and is a key contributor to “people’s way of life”.

### EB3C

Tī Rākau Drive is a major arterial road providing an important connection between Botany and Pakuranga (and onwards to Auckland Isthmus). Burswood peninsula is accessed from Tī Rākau Drive via Burswood Drive. Burswood Drive and Torrens Road are local roads used by the Burswood community. Parking in Burswood includes on street parking at some locations and parking at commercial premises.

Currently the nearest bus stop(s) are on Tī Rākau Drive near Harris Road (Stop 6139 and Stop 6188) Burswood Drive east (Stop 6137 and Stop 6142). There is a stop at Tī Rākau Drive/Trugood Drive

heading west (Stop 6141). These stops are serviced by the 70 (Botany to/from Britomart), 351 (Botany to/from Highbrook) and 353 (Botany to/from Manukau).

The pedestrian network consists of footpaths along the side of Tī Rākau Drive. There are limited crossing facilities, with signalised crossings on both Burswood Drive East and West, running east to west. There is no formalised crossing on Torrens Road. Cycling facilities along Tī Rākau Drive and Burswood Drive are limited.

### EB4L

EB4L is located between two major arterial roads Tī Rākau Drive and Te Irirangi Drive. The nearest bus stop is The Hub which has connections to Britomart (70) Highbrook (351) and Manukau (353). Botany Town Centre acts as a hub for a number of frequent bus services to Mangere (31), Manukau (35), Britomart (70) and Panmure (72C, 72M and 72X) and less frequent services to Highbrook (351), Manukau (353), Mission Heights (355), Bucklands Beach (733), Half Moon Bay (734), Cockle Bay (735) and Maraetai (739).

The pedestrian network includes continuous footpaths on both sides of Tī Rākau Drive and within ‘The Hub’ commercial development. There are also pedestrian connections within Guys Reserve from Cottesmore Place and Kirikiri Lane. There are limited cycling facilities in the area.

## 7.6 Social infrastructure

Social infrastructure in the vicinity of the Project includes education facilities, community and recreation facilities, as well as religious spaces. The social infrastructure identified within the Local Community Study Area is shown in Figure 20 and a detailed list is provided in Appendix 4.

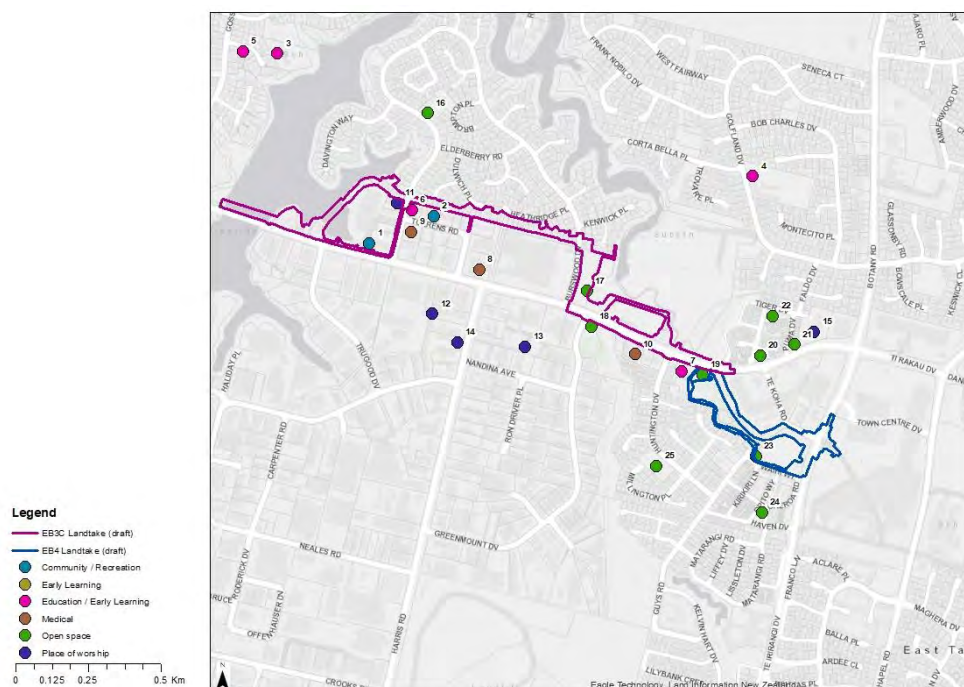


Figure 20 Location of identified social infrastructure surrounding the EB3C and EB4L project

## 7.7 Local Businesses

### 7.7.1 East Tāmaki Business Precinct

East Tāmaki Business Precinct currently occupies approximately 900 ha zoned for light and heavy industry under the AUP(OP) zoning (See Figure 9). Land uses include large industrial activities, retail premises, offices and cafes. The precinct provides good connection to the wider region due to its location close to the motorway network and arterial routes.

This precinct has approximately 4,000 businesses and a mix of business sizes. It is a major commercial industrial employment hub for over 30,000 people and a key economic contributor, both regionally and nationally<sup>11</sup>.

Business East Tāmaki (formerly Greater East Tāmaki Business Association (GETBA)) undertakes an annual survey of local businesses. The key issues raised by businesses in the East Tāmaki area were<sup>12</sup>:

- Finding quality staff who live nearby
- High level of traffic congestion
- Crime
- Parking for staff and customers
- Transport for staff and customers
- Connections to the motorway network and main arterials.

### 7.7.2 Local Businesses

A site walkover on 9 and 10 of February 2023 was used to identify local businesses in the area including the broad category of business, the businesses' key activities and any aspects of the business operation which were considered necessary to understand when considering the social impacts associated with construction activities. A summary of the businesses is shown in Figure 21 and the full list of businesses is provided in Appendix 4.

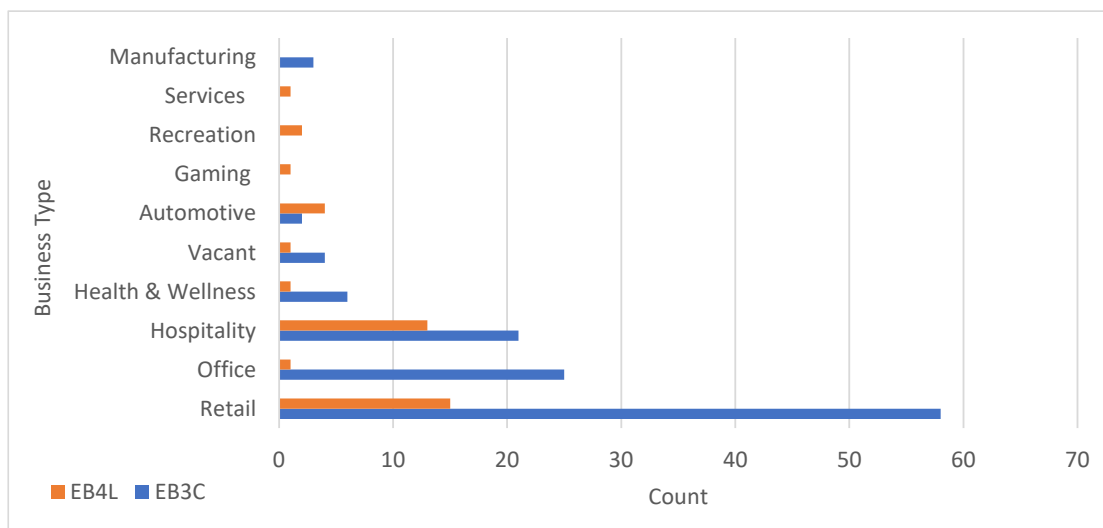


Figure 21 Type of businesses identified in EB3C and EB4L

<sup>11</sup> <https://getba.nz/uploads/d5b79bc533feb324179f5e93aa60fb50.pdf>

<sup>12</sup> <https://getba.nz/uploads/d5b79bc533feb324179f5e93aa60fb50.pdf>

## 8 Assessment of Social Effects

### Chapter Summary

- *Positive Impacts*
  - *Once operational the busway and active transport routes will result in better trip times and improved access to the local and regional area associated with better connectivity for residents, businesses, and social infrastructure*
  - *The project seeks to promote sustainable transport options and reduce vehicle emissions to support a reduction in carbon emissions in line with national climate change policy objectives*
  - *Improved walking and cycling infrastructure will support increased opportunities for uptake of active modes and greater mode choice*
- *Construction Impacts*
  - *During the construction stage there will be temporary transport impacts, including traffic diversion and re-aligned access points to open spaces which have the potential to create adverse social impacts by reducing connectivity and accessibility*
  - *During construction there may be adverse social impacts associated with detours, closures and alternative access arrangements which can result in delays and cause stress, anxiety and frustration for the community*
  - *The Project will result in the acquisition of residential and commercial properties. The acquisition of this land will displace both people and businesses, creating adverse social impacts*
  - *There is the potential for adverse impacts on amenity as a result of construction works (noise, dust, visual and traffic) which can result in adverse impacts on people's health and wellbeing and the enjoyment of their local area*
- *Operational Impacts*
  - *There will be a loss of open space as a result of the Project both within Burswood Esplanade Reserve and Guys Reserve. There will also be severance effects for Burswood Esplanade Reserve. Mitigation in the form of additional recreational activation, new connections and safe crossings will be provided*
  - *During operation there are a range of potential environmental effects including the level of dust and noise people are exposed to. These effects can result in adverse impacts on people's health and wellbeing and the enjoyment of their local area.*

### 8.1 Positive Impacts

#### 8.1.1 Way of life

The busway and active mode facilities will result in more reliable transport connections to and from local and regional areas. As a result, there will be a positive social impact associated with better connectivity for residents, businesses, and social infrastructure in proximity to the Project. This will increase access to additional employment, educational and social opportunities for the local community. The wider, and to an extent regional community, will also be able to access businesses within East Tāmaki with greater ease and convenience.

Improving accessibility to public transport and active modes enables people, including vulnerable groups, to travel more sustainably, regularly and for less cost (Waka Kotahi, August 2022). This can promote greater social inclusion (Waka Kotahi NZ Transport Agency, 2020) and travel equity for the community. Particularly it will have benefits to those on lower incomes and from areas identified in the NZDEP 2018 as being more deprived.

At a local level, EB3C will provide the Burswood community with additional connectivity with pedestrian access to commercial land use between Chinatown and Bunnings, via new laneways. It will provide increased accessibility to businesses within the commercial area between Chinatown and Bunnings. It will enhance access to employment opportunities along the route and in wider Auckland, accessed via the public transport network.

In EB4L a new shared pathway (walking and cycling facilities) will also be constructed in the Guys Reserve and Whaka Maumahara Reserve to provide access from Tī Rākau Drive to Te Irirangi Drive. The

existing pedestrian pathway in the reserves will be realigned to avoid the piers for the EB4L Bridge C and to maintain access for residents at Cottesmore Place and Kirikiri Lane. The impact of the new walking and cycling connections will be positive.

Business East Tāmaki continue to engage with Eastern Busway and others seeking improved connections to the East Tāmaki business precinct. Business East Tamaki has advised that having a new bus station with more reliable services is expected to provide benefits for employees within the precinct. It was felt this would be particularly beneficial for graduates who were less likely to own a car.

### **8.1.2 Community**

The busway and Burswood Station will provide an important transport service for the community, particularly as the Project becomes established and mode shift occurs. There is the potential for the station to become a hub improving connectivity within the local area, via the two laneway connections.

EB3C and EB4L will provide alternative transport modes and improved reliability of transport. Better public transport will support sustainability outcomes for the community. This will also provide more opportunities for a wider variety of users, including vulnerable groups, to access community and cultural facilities. Improved access to community facilities can provide additional opportunities for the community to connect.

Improvements to cycle and pedestrian routes will provide an easier and safer commute for primary school-aged children walking and cycling between Burswood and nearby education facilities (e.g., Riverhills School).

### **8.1.3 Environment**

The proposed active mode facilities will provide a more legible route and safer crossings for pedestrians and cyclists. In particular it is expected that pedestrian amenity and safety will be improved through upgraded footpaths and crossings in the vicinity of Burswood Esplanade Reserve.

Improved legibility, as well as safety, will positively impact vulnerable groups. This includes children travelling to and from school or early learning, and for older people as result of improved connectivity.

The air quality assessment identified lower rates of emissions of vehicle exhaust pollutants into air imparting a beneficial impact to both local and regional air quality. The social impact rating of improved air quality will support people's health and wellbeing and enjoyment of their local environment. Impacts will be positive.

### **8.1.4 Health and wellbeing**

The community may experience improved mental health from avoiding the stress and frustration associated with the current traffic congestion that the community faces.

Improved shared paths and footpaths will support greater uptake of active transport improving health and wellbeing. Safer and more legible routes being delivered as part of the project<sup>13</sup> not only make active modes more attractive but more accessible to those vulnerable members of the community including children and older people.

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<sup>13</sup> Identified as benefits of the project in the Integrated Transport Assessment (ITA)



The Project will impact upon existing reserve land and introduce transport infrastructure to an open space that is enjoyed by the community (see Section 8.2.2.4 and Section 8.2.3.3). However, the Project is seeking to not only mitigate effects, but also improve facilities within the local community area.

Potential mitigation and improvements include:

- Provision of shade and or shelter within areas of open space
- Improved play elements to cater for all abilities and ages
- Better planned space for the community.

Further consultation with Auckland Council Parks Team is underway to determine the final design for these improvements and this will be subject an agreement in principle arrangement as set out in the Open Space Assessment. This will enhance the health and wellbeing of the local community, but particularly will provide social and recreational opportunities for families with children, those on lower incomes and other open space users.

### **8.1.5 Personal and property rights**

Personal and property rights includes whether people are economically affected.

AT has a sustainable procurement programme which focuses on creating quality employment opportunities for local people whilst also getting supplies from local sources within the neighbourhood or local board area. The construction of the Project will result in benefits for the local community, including local jobs and procurement opportunities from local businesses.

The EBA sustainability strategy will seek to promote a diverse and inclusive construction industry providing training and employment for target groups and business opportunities for diverse and local businesses including identified vulnerable groups. Target groups<sup>14</sup> include the following:

- Māori and Pasifika peoples
- long-term unemployed
- people that are not in education, employment, or training (NEET)
- people who have experienced long-term or cyclical joblessness, particularly young people
- people with a disability
- refugees
- people re-entering the workforce from childcare commitments, ill-health, injury or a correctional sentence
- older workers transitioning from other sectors in the workforce
- people that are underemployed or under-utilised
- women in male-dominated roles and/or industries.

### **8.1.6 Fears and aspirations**

Aspirations identified from community engagement included reducing carbon emissions. The Project includes an overarching sustainability strategy to encourage sustainable public transport and support for a modal shift away from private vehicles to more sustainable transport options<sup>15</sup>. The Project is considered to meet the community's aspirations in terms of sustainability.

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<sup>14</sup> <https://at.govt.nz/about-us/procurement/sustainable-procurement/>

<sup>15</sup> <https://easternbusway.nz/attachments/docs/eastern-busway-sustainabil-dt20221011152536916.pdf>

It is recognised that some community feedback queried the route, however the Project route will provide safe, reliable and legible public transport and active mode facilities. It will also meet aspirations for general connectivity improvements.

### 8.1.7 Summary of Positive Social Impacts Identified

Table 13 Summary of Positive Social Impacts Identified

Impact	Stakeholders affected	Effects rating prior to mitigation
Way of life - Improved reliability of bus services	Residents of Burswood, users of Public Transport, users of Tī Rākau Drive, businesses, employees / commuters within East Tāmaki Business Precinct. Vulnerable members of the community including children going to Riverhills school, families dropping young children at daycare. Economically deprived people who work and study or travel to the area for goods and services.	Positive  Extent - Wider community  Likelihood - Almost certain - expected to occur in most circumstances  Consequence - Moderate - medium change to baseline condition  Severity - Large  Duration - Long term  <b>Overall impact rating - Positive</b>
Way of life - Improved station facilities and access to stations	Residents of Burswood, users of Public transport, employees / commuters within East Tāmaki Business Precinct. Vulnerable members of the community including those with disabilities or less mobile, older people, women and economically deprived who use public transport.	Positive  Extent - Wider community  Likelihood - Almost certain - expected to occur in most circumstances  Consequence - Moderate - medium change to baseline condition  Severity - Large  Duration - Long term  <b>Overall impact rating - Positive</b>
Way of life - Reduced community severance	Residents of Burswood, users of public transport, employees / commuters within East Tāmaki Business Precinct. Vulnerable members of the community including those with disabilities, older people, women and economically deprived.	Positive  Extent - Wider community  Likelihood - Almost certain - expected to occur in most circumstances  Consequence - Moderate - medium change to baseline condition  Severity - Large  Duration - Long term  <b>Overall impact rating - Positive</b>

Community - Improved access to schools and community facilities	Residents of Burswood, children and their families, Users of public transport. Vulnerable members of the community including children going to Riverhills school, families dropping young children at daycare.	<p>Positive</p> <p>Extent - Wider community</p> <p>Likelihood - Almost certain - expected to occur in most circumstances</p> <p>Consequence - Moderate - medium change to baseline condition</p> <p>Severity - Large</p> <p>Duration - Long term</p>
<b>Overall impact rating - Positive</b>		<p>Positive</p> <p>Extent - Wider community</p> <p>Likelihood - Almost certain - expected to occur in most circumstances</p> <p>Consequence - Moderate - medium change to baseline condition</p> <p>Severity - Large</p> <p>Duration - Long term</p>
Environment - Improved legibility and urban form	Residents of Burswood, users of public transport, employees / commuters within East Tāmaki Business Precinct. Vulnerable members of the community including children, those with disabilities, older people, women and economically deprived.	<b>Overall impact rating - Positive</b>
<p>Positive</p> <p>Extent - Local community</p> <p>Likelihood - Possible – might occur at some time</p> <p>Consequence - Minor – small change to baseline condition</p> <p>Severity - Small</p> <p>Duration - Long term</p>		<b>Overall impact rating - Positive</b>
Environment - Change in the environment or amenity due to air quality effects from operation of the project	Residents of Burswood, recreational walkers and cyclists. Vulnerable members of the community including children, those with disabilities, older people, women and economically deprived.	<p>Positive</p> <p>Extent - Wider community</p> <p>Likelihood - Almost certain - expected to occur in most circumstances</p> <p>Consequence - Moderate - medium change to baseline condition</p> <p>Severity - Large</p> <p>Duration - Long term</p>
<b>Overall impact rating - Positive</b>		

Health and wellbeing - Improved active modes (walking and cycling)	Residents of Burswood, recreational walkers and cyclists. Vulnerable members of the community including children, those with disabilities, older people, women and economically deprived.	Positive  Extent - Wider community  Likelihood - Almost certain - expected to occur in most circumstances  Consequence - Moderate - medium change to baseline condition  Severity - Large  Duration - Long term  <b>Overall impact rating - Positive</b>
Health and wellbeing - Improved park facilities and access to parks	Residents of Burswood, users of parks. Vulnerable members of the community including children, those with disabilities, older people, women and economically deprived	Positive  Extent - Wider community  Likelihood - Almost certain - expected to occur in most circumstances  Consequence - Moderate - medium change to baseline condition  Severity - Large  Duration - Long term  <b>Overall impact rating - Positive</b>
Personal and property rights - Provision of local employment opportunities	Local businesses, employees Vulnerable members of the community including those with disabilities, women and economically deprived	Positive  Extent - Local community  Likelihood - Possible - Might occur at some time  Consequence - Moderate - medium change to baseline condition  Severity - Medium  Duration - Long term  <b>Overall impact rating - Positive</b>
Fears and aspirations - Reduced carbon emissions / climate change	Residents of Burswood, Users of Public Transport, Users of Tī Rākau Drive, Businesses, employees / commuters within East Tāmaki Business Precinct Vulnerable members of the community including children, those with disabilities, women and economically deprived	Positive  Extent - Wider community  Likelihood - Almost certain - expected to occur in most circumstances  Consequence - Moderate - medium change to baseline condition  Severity - Large  Duration - Long term  <b>Overall impact rating - Positive</b>

## 8.2 Construction Impacts

### 8.2.1 Construction methodology

While construction impacts are temporary, the Project's duration means that works will occur over several years. Further details of construction timing are provided in the construction methodology lodged with the application.

The Project will be undertaken over several stages and impacts will typically be contained to live work areas. This means that impacts experienced by individual receivers are likely to be for a shorter period (e.g., weeks or months) compared to the overall construction duration (years). This does not include laydown areas which will typically remain in place until these sites are required for permanent works. The duration of the construction works will affect the level of consequence and the potential social impact (as set out in Section 4.4.1).

### 8.2.2 EB3C

#### 8.2.2.1 *Way of life*

#### Disruption to access employment, education and social opportunities due to congestion and changed road conditions

##### *Impact Assessment*

Road closures along sections of Tī Rākau Drive and on Burswood Drive have the potential to cause traffic disruption and congestion resulting in frustration and stress for the local and wider community study areas accessing the range of social, commercial and employment opportunities in the area. This would be more acutely felt by Burswood Residents, given that both access points are crossed by the Project. However, works will be staged and access for the community will be retained as per the requirements of the Construction Traffic Management Plan (CTMP).

Changes to road conditions, particularly where they result in delays, will affect young children and their families travelling to and from school or early childhood education centres. Potentially impacted facilities include Wonderkids Childcare and Preschool, Fulton Swim School. Families travelling from Burswood to Riverhills School and Early Learning Centre will also be affected. In addition, there would be impacts on the East City Wesleyan Church, which would include increased travel time for people attending services.

The commercial land use between Chinatown and Bunnings has a number of businesses owned by the Chinese community which serve members of that community. These businesses are largely avoided by the busway route and therefore impacts from their displacement that could affect the wellbeing of the community are avoided. Impacts on business disruption are discussed in Section 8.2.2.5.

Access to "The Doctors Tī Rākau" at 316 Tī Rākau Drive is not directly impacted by the project however may be disrupted due to wider congestion issues during construction. People accessing these facilities may be pregnant, have young children with them, be older or less mobile, or have a disability. Similarly, Chinese Medicine Practitioners (Yan's Chinese Medicine) may be affected by nearby works which would impact upon the Chinese community. There are no changes to the parking or entrance to the sites which would impact these vulnerable groups.

The social impact from the traffic disruption and inconvenience to accessing commercial and employment areas, community and cultural facilities in the EB3C area, without mitigation, is considered to be up to moderate adverse.

There is likely to be temporary disruption associated with construction works within the Burswood Drive road corridor. Alternative access arrangements will be provided so that appropriate access is maintained during the works. This will be provided for via the CTMP (refer to the conditions).

In addition, the proposed mitigation measures include a specific Community Communication Plan (CCP) (refer to the conditions) which will include ongoing communication with the local community, and educational and childcare facilities including Wonderkids Childcare and Preschool, Fulton Swim School, and Riverhills School and Early Learning Centre.

### *Mitigation*

To address impacts to the local community on being able to get to their places of work, education or to carry out other daily activities the CCP should include:

- How advance notice of the timing and programme of works including construction traffic routes and hours will be communicated to stakeholders
- Details of the timing of disruptive works supported by an explanation of how the works programme has been set
- Key contact points for stakeholders and the local community during design, construction, and operational phases
- An onsite information point within the local area for the project.

To address impacts to the local community on being able to get to their places of work, education or to carry out other daily activities the CTMP should include:

- Adequate alternative access arrangements for all impacted property owners and occupiers
- An adequate detour route into the Burswood community must be provided for intersection works on Burswood Drive.

### *Conclusion*

With mitigation, including the CTMP and CCP in place, and advance notice and signage for road changes (through the CCP) the social impacts associated with access and connectivity are expected to reduce from moderate adverse to low adverse.

### Community severance

#### *Impact Assessment*

Construction is expected to impact movements from the community onto Tī Rākau Drive due to the need to construct new intersections on both arms of Burswood Drive. This is expected to result in short-term, highly localised impacts for those north of the new alignment (within the Burswood peninsula). The construction of the new intersections will be staged, meaning that road access for this community will be maintained and managed via a temporary detour. The ITA has identified that the longest detour would add approximately 2 minutes to the trip.

The construction works could result in severance effects if viewed as a barrier by the community. However, in considering potential severance effects it is noted:

- works will occur largely offline
- on-line works are limited to sections of Burswood Drive and Tī Rākau Drive between Burswood Esplanade Reserve and Guys Reserve
- works will be managed to maintain access and connectivity for the local community.

As a result impacts are likely to be localised to the local community study area.

Within the local community study area fencing, hoardings and barriers will likely be required around construction areas on Tī Rākau Drive and localised points on Burswood Drive due to the presence of active work zones. These barriers have the potential to result in temporary severance and access impacts for pedestrians.

Vulnerable groups have the potential to be more impacted by the works, including those with a disability, young children, parents with prams and older people who may have difficulty navigating temporary arrangements. Requirements for accessibility have been considered through engagement with AT Capital Projects Accessibility Group and are covered within the conditions.

The social impact based on the potential for community severance including more vulnerable groups is moderate adverse.

Mitigation includes measures for managing changed road conditions and detours for road and footpath users including vulnerable users are specifically outlined in the conditions.

#### *Mitigation*

To mitigate impacts of community severance consideration of detours which are safe and easy to navigate for all users must be in place. The CTMP should include:

- Details of detours for pedestrians must consider the use of fencing, hoardings and barriers to provide safe and efficient access for users
- How road and footpath changes have considered accessibility for vulnerable groups including, but not limited to, with a disability, young children, parents with prams and older people.

#### *Conclusion*

With the recommended mitigation measures in place (as required by the conditions) including alternative access arrangements (particularly for pedestrians) and increased engagement around changes the community severance effects felt by the community would reduce to low adverse.

## Summary of impacts

Table 14 Summary of social Impacts identified for way of life during construction of EB3C

Impact	Stakeholders affected	Effects rating prior to mitigation	Mitigation	Effects rating with mitigation
Disruption to access employment, education and social opportunities due to congestion and changed road conditions	Residents of Burswood, users of public transport, users of Tī Rākau Drive, businesses, business owners, employees / commuters within East Tāmaki Business Precinct.	Negative Extent - Wider community Likelihood - Possible - might occur at some time	Early and ongoing communication with affected stakeholders as required by the CCP. Access and parking are maintained as required by the CTMP.	Negative Extent - Wider community Likelihood - Unlikely - might occur at some time
	Vulnerable members of the community including children and their families travelling to school. Pregnant women and those with small children attending Kotahi centre classes. Families and older people attending church services. Disabled and less mobile people who work and study or travel to the area for goods and services. Local cultural communities including the Asian community. Economically deprived people who work and study or travel to the area for goods and services.	Consequence - Minor - small change to baseline condition Severity - Medium Duration - Medium term <b>Overall impact rating - Moderate adverse</b>	Engagement with vulnerable groups on construction traffic routes as required by the CTMP.	Consequence - Minor - small change to baseline condition Severity - Small Duration - Medium term <b>Overall impact rating - Low adverse</b>



Community severance	Residents of Burswood, users of Public Transport, Users of Tī Rākau Drive, businesses and their customers. Vulnerable members of the community including children and their families travelling to school. Pregnant women and those with small children attending Kotahi centre classes. Families and older people attending church services. Disabled and less mobile people who work and study or travel to the area for goods and services. Local cultural communities including the Asian community.	Negative  Extent – Wider community  Likelihood - Possible - might occur at some time  Consequence - Minor - small change to baseline condition  Severity - Medium  Duration - Medium term  <b>Overall impact rating - Moderate adverse</b>	Early and ongoing communication with affected stakeholders as required by the CCP.  Access and parking are maintained as required by the CTMP.  Engagement with vulnerable groups on detour routes as required by the CTMP.	Negative  Extent – Wider community  Likelihood - Unlikely - might occur at some time  Consequence - Minor - small change to baseline condition  Severity - Small  Duration - Medium term  <b>Overall impact rating - Low adverse</b>
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### 8.2.2.2 Community

#### Supporting cultural groups in the local community study area

##### *Impact Assessment*

Based on the community profile developed in Section 7.2 there is a large proportion of Asian ethnicities in the local and wider community area, which is reflected by local services and facilities. As noted above, the majority of these facilities will be unaffected by construction works. There will be construction activities in the local area, however for speciality shops or those serving the community limited business disruption is anticipated due to the limited acquisition of commercial property and the construction being mainly offline.

There is, however, the potential for Asian ethnicities to experience heightened uncertainty and anxiety, and not be able to build resilience if they are not aware of or understand the nature of the construction works. It is therefore important for information related to the timing of construction works to be available in other languages such as Chinese (simplified).

The social impact rating if information is not communicated effectively to these communities, including via community languages, is moderate adverse.

##### *Mitigation*

To ensure that impacts on vulnerable communities within the local community study area are mitigated information needs to be accessible to these communities. To achieve this the CCP should:

Outline details for the provision of an easy to understand description of works, results of technical studies, mitigation and details of any residual effects likely to be experienced in Te Reo Māori, English and community languages (including Hindi and Chinese (simplified))

### *Conclusion*

With mitigation, i.e. information being shared in community languages, the social impact rating is considered to reduce to low adverse.

Access to schools due to changes to school bus routes

### *Impact Assessment*

There are two school bus services which will be disrupted during the construction of the new intersections of the proposed busway and existing Burswood Drive. These are:

- S013 – Otara to Edgewater College
- S421 – Burswood to Farm Cove Intermediate, St Marks School and Wakaaranga School

During the construction of the new intersection a detour and alternative bus stop locations have been proposed within the ITA which would increase travel time for students.

The detour route taken by the bus would add up to 1.7 minutes in travel time for the bus. However, the location of the proposed alternative bus stops would increase walking distances by up to 670m. The ITA noted the proposed alternative boarding and alighting bus stops are still expected to be within the recommended 5-10 minute walking catchment<sup>16</sup> for the majority of students in the Burswood residential area.

However, the additional distances identified in the ITA may be difficult for primary aged children and those who collect them e.g. grandparents to walk. The location of the alternative bus stop includes locations on Ti Rākau Drive which is a busy road and may not be considered safe by those families particularly those with younger children.

The social impact, prior to mitigation, based on the potential for community severance including more vulnerable groups is high adverse.

### *Mitigation*

To mitigate potential community severance effects for parents and students impacted by the changed school bus routes and stops the CCP should include:

- Details of specific engagement to be undertaken with the relevant schools including students and parents, Ministry for Education and AT for any altered school bus routes and bus stop locations.

### *Conclusion*

The transport effects are anticipated to be short-term. To mitigate the effect the ITA recommends the alternative bus stops and detours are implemented alongside consultation with the affected schools and AT Metro to agree the locations of bus stops prior to construction of the intersections / implementation of the detour. The ITA notes this will be achieved through the conditions which require preparation of a CTMP.

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<sup>16</sup> <https://www.nzta.govt.nz/walking-cycling-and-public-transport/public-transport/public-transport-design-guidance/getting-to-and-from-public-transport/walking/>

As part of the preparation of the CTMP, the conditions require additional engagement with the schools, parents and students. This engagement will be undertaken in accordance with the conditions for the CCP.

The objective of the mitigation measures i.e. the requirements of the CTMP and CCP is to ensure convenient access to the school bus and effective communication with users. As access to school routes will be maintained at stops provided in suitable locations the impact, with mitigation, is expected to be moderate adverse for the short term.

### Summary of impacts

Table 15 Summary of social Impacts identified for community during construction of EB3C

Impact	Stakeholders affected	Effects rating prior to mitigation	Mitigation	Effects rating with mitigation
Supporting cultural groups in the local community study area	Residents of Burswood, businesses and their customers. Vulnerable members of the community including local cultural communities including the Asian community.	Negative	Targeted messages in community languages as required by the CCP.	Negative
		Extent - Local community		Extent - Local community
		Likelihood - Possible - might occur at some time		Likelihood - Unlikely - might occur at some time
		Consequence - Minor - small change to baseline condition		Consequence - Minor - small change to baseline condition
		Severity - Medium		Severity - Small
		Duration - Medium term		Duration - Medium term
		<b>Overall impact rating - Moderate adverse</b>		<b>Overall impact rating - Low adverse</b>
Access to schools due to changes to school bus routes	Vulnerable members of the community including children and their families travelling to school.	Negative	Engagement with vulnerable groups on detour routes as required by the CTMP.  Early and ongoing communication with affected stakeholders as required by the CCP.	Negative
		Extent - Local community		Extent - Local community
		Likelihood - Possible - might occur at some time		Likelihood - Unlikely - might occur at some time
		Consequence - Moderate - medium change to baseline condition		Consequence - Moderate - medium change to baseline condition
		Severity - Medium		Severity - Medium
		Duration - Short term		Duration - Short term
		<b>Overall impact rating - High adverse</b>		<b>Overall impact rating - Moderate adverse</b>

#### 8.2.2.3 Environment

#### Change in the environment or amenity due to construction activities and vehicles

The effects of construction activities on amenity can negatively impact people's environment this includes air emissions from excavations, plant, equipment and trucks.

## Noise

### *Impact Assessment*

The construction noise assessment prepared for the EB3C stage of the Project identified that with mitigation in place noise levels at surrounding receivers were expected to comply with the relevant criteria for the majority of the construction works.

However, due to the proximity of homes and limited screening from noisy equipment, there was the potential for some properties to be impacted by elevated noise levels intermittently specifically receivers on Burswood Drive, Dulwich Place, Heathridge Place, Tullis Place and Torrens Road. The construction noise assessment also identified exceedances for night-time noise criteria as a result of night-time works such as pavement and bridge construction works.

Construction noise can impact the quality of people's lives and cause stress, disturb sleep and affect concentration. Effects will be more severe for those closer to noise sources and to people and businesses who are more sensitive to noise and vibration.

While effects are likely to be short-term and within acceptable limits (as confirmed in the Construction Noise and Vibration Assessment), the social impact rating is considered to be high adverse where exceedances occur prior to mitigation.

### *Mitigation*

To mitigate impacts on the liveability of residential properties, including the ability of people to work from home, and usability of businesses and community facilities, near construction works the CNVMP should include:

- Identification of specific thresholds for sensitive receivers and measures such as adjusting construction times to avoid sensitive times where practicable
- Details of engagement and communication to allow the impacted community to plan ahead and to anticipate noisy works, and to set out sensitive times to inform construction times
- Details of training to ensure the construction team operate as a 'good neighbour' and are aware of potential impacts on neighbouring residential, businesses and community receivers during construction.

### *Conclusion*

The construction noise assessment recommends a Construction Noise and Vibration Management Plan (CNVMP) be prepared. The plan will include specific thresholds for sensitive receivers and measures such as adjusting construction times to avoid sensitive times where practicable. Alongside the CNVMP, engagement and communication will allow the impacted community to plan ahead and to anticipate noisy works, and to set out sensitive times to inform construction times.

The conditions require preparation of both a CNVMP and a CCP (covering engagement and communication) and for works to be staged. With this mitigation in place the social impact rating is considered to be up to moderate adverse for residential properties in proximity to the construction works and the nature of the receiving environment which is of a suburban nature.

## Air quality

### *Impact Assessment*

An air quality impact assessment has been prepared for the EB3C stage of the Project. The report has identified that during construction the main adverse effects are dust and particulate emissions from bulk earthworks, demolition of structures, excavation, handling and stockpiling of materials.

The social impact of poor air quality includes increased incidences of respiratory and cardiac illnesses including childhood asthma and the impact this has on people's quality of life and the flow on effects on the healthcare system to look after people when they are sick.

Discussions with property owners and residents adjacent to the proposed alignment identified young families with children who raised concerns about asthma and who are considered a vulnerable group.

Without mitigation in place homes on Midvale Place, Kenwick Place and Burswood Drive near Burswood Esplanade Reserve were identified as having a medium-high risk of objectionable dust, and homes to the north of the alignment (on Tullis Place, Dulwich Place and Heathridge Place) were considered to have a medium risk of objectionable dust. The social impact rating is considered to be moderate adverse prior to mitigation.

### *Mitigation*

The air quality assessment identifies that the environmental effects on air quality can be satisfactorily managed through the conditions which require preparation of an Erosion and Sediment Control Plan (ESCP). The ESCP will include requirements for:

- Dust control measures to maximise the mitigation of dust emissions
- Air quality monitoring
- Adaptive management and proactive management to modify activities and mitigation measures based on:
  - forecasted wind conditions and in response to air quality monitoring
  - feedback and complaints received from the community.

### *Conclusion*

The air quality impact assessment identified residual impacts arising as a result of dust emissions from the construction of EB3C which were considered to be low. With this mitigation in place and engagement with property owners and residents the social impact rating is considered to be low adverse.

## Landscape and Visual

### *Impact Assessment*

A landscape and visual impact assessment has been prepared for EB3C and included an assessment of visual effects which may impact the local community's amenity. The landscape and visual impact assessment confirmed during construction there would be landscape and visual impacts associated with construction works including earthworks, demolition of buildings, construction of stormwater outfalls and retaining and noise walls and removal of vegetation.

During construction it was considered that there is the potential for an up to high adverse visual amenity effect for residents immediately adjacent to the works (including properties on Burswood Drive, Tullis Place, Dulwich Place, Heathridge Place and Midvale Place). For residential properties that do not directly interface with the works the potential visual amenity effects could be up to low-moderate effect which will be generated during construction.

People using Burswood Esplanade Reserve for passive recreation would also experience some visual amenity effects due to the presence of the construction yard, plant and equipment, earthworks, and other construction activities within the park. The visual amenity effects for recreational users were identified as being adverse during construction.

Visual effects impact people's perceptions of a place and limit their enjoyment, this is particularly relevant in areas like parks and reserves where people have come to enjoy the natural environment which is reflected in the landscape and visual impact assessment. The social impact rating is considered to be moderate adverse. These effects are likely to be for the short-medium term but may be longer if views are impacted by proposed new structures or the new road design (see Section 8.3.2.3).

### *Mitigation*

The CEMP should also include measures to ensure construction areas and activities are well-managed to reduce environmental effects and impacts on amenity for the local community. This includes:

- Details of construction hoardings, including their location, materials and the inclusion of any interpretive panels.

### *Conclusion*

Landscape and visual impacts will be mitigated through the conditions which require limiting works areas to the smallest extent practicable and installing construction hoardings with interpretive panels in certain areas to provide information about the Project and its progress. Additional mitigation measures to manage visual effects during construction are also outlined in the conditions. With this mitigation in place the social impact rating is considered to be low adverse.

### Environmental Management

In addition to the mitigation above good site management is needed to minimise adverse environmental effects. This includes through the use of environmental management plans to control emissions from construction sites.

The CEMP should include measures to ensure construction areas are safe for health and safety of the local community including nearby residents and pedestrians and cyclists e.g. avoiding slip and trip hazards, noise, air emissions and other hazards.

The CEMP should also include measures to ensure construction areas and activities are well-managed to reduce environmental effects and impacts on amenity for the local community. This includes:

- Measures to maintain the site in tidy condition in terms of disposal / storage of rubbish, storage and unloading of construction materials and similar activities
- Measures to mitigate air quality effects through an erosion and sediment control plan or similar
- Processes for regular site audits and proactive measures to address issues e.g. broken or moved fencing, litter, dust or debris being tracked onto the road
- Training for contractors and staff e.g. 'good neighbour' behaviours.

To mitigate impacts on the liveability of residential properties, including the ability of people to work from home, and usability of businesses and community facilities, near construction works the CCP should include:

- How advance notice of the timing and programme of high impact works (e.g., noisy works) that may result in amenity impacts will be communicated to stakeholders including neighbouring properties who will remain during construction
- Provide details of locations within the local area for quiet / respite
- Providing a dedicated contact point to raise issues including those that may require a timely response

In order to identify and respond to environmental issues during construction the CCP should include:

- Provide a grievance procedure during construction phase which includes:
  - mechanisms for the community to provide feedback or raise concerns or complaints
  - a clear and transparent process to manage and respond to complaints, including an explanation when alternative mitigation is not practicable.

### Impacts on the Coastal Marine Area

#### *Impact Assessment*

Pakuranga Creek provides a potential outlook and coastal setting for the Burswood community and those who use the existing Tī Rākau Bridge. There is no direct access to Pakuranga Creek from the vicinity of the project, although there is a walkway further north near 147 Burswood Drive. During consultation the community raised concern about impacts to the Coastal Marine Area (CMA).

The new bridges for the busway are likely to further alter the landscape introducing a new transport corridor. However, Pakuranga Creek is already modified by existing infrastructure (e.g. Tī Rākau Drive Bridge and a pipe bridge) and commercial activities (e.g. the Mobil service station and Pet Stop pet store). The impact of the construction of the new busway crossing is a further reduction in the amenity and coastal value of the creek. The social impact rating of the reduced enjoyment of Pakuranga Creek is considered low adverse.

There is also the potential for Pakuranga Creek to have cultural value. As noted, mana whenua have been engaged through the southern hui forum and directly through the MACA process. See the AEE for further details on the assessment of cultural value.

## Summary of impacts

Table 16 Summary of social Impacts identified for environment during construction of EB3C

Impact	Stakeholders affected	Effects rating prior to mitigation	Mitigation	Effects rating with mitigation
Impacts on the Coastal Management Area	Residents of Burswood, recreational walkers and cyclists. Mana whenua	Negative	n/a	Negative
		Extent - Local community		Extent - Local community
		Likelihood - Unlikely - might occur at some time		Likelihood - Unlikely - might occur at some time
		Consequence - Minor - small change to baseline condition		Consequence - Minor - small change to baseline condition
		Severity - Small		Severity - Small
		Duration - Medium term		Duration - Medium term
		<b>Overall impact rating - Low adverse</b>		<b>Overall impact rating - Low adverse</b>
Change in the environment or amenity due to noise effects from construction activities and vehicles	Residents of Burswood, users of public transport, users of Tī Rākau Drive, businesses and their customers. Vulnerable members of the community including children and their families, older people and local cultural communities including the Asian community.	Negative	Measures for safety of the general public as required by Construction Environmental Management Plan (CEMP)  Good site management practices as required by Construction Environmental Management Plan (CEMP)  Measures for good neighbour behaviour required by the CNVMP	Negative
		Extent - Local community		Extent - Local community
		Likelihood - Possible - might occur at some time		Likelihood - Possible - might occur at some time
		Consequence - Moderate - medium change to baseline condition		Consequence - Minor - small change to baseline condition
		Severity - Medium		Severity - Small
		Duration - Medium term		Duration - Medium term
		<b>Overall impact rating - High adverse</b>	<b>Overall impact rating - Moderate adverse</b>	



Change in the environment or amenity due to air quality effects from construction activities and vehicles	Residents of Burswood, users of public transport, users of Tī Rākau Drive, businesses and their customers. Vulnerable members of the community including children and their families, older people and local cultural communities including the Asian community.	<p>Negative</p> <p>Extent - Local community</p> <p>Likelihood - Possible - might occur at some time</p> <p>Consequence - Minor - small change to baseline condition</p> <p>Severity - Medium</p> <p>Duration - Medium term</p>	Good site management practices including erosion and sediment control measures as required by Construction Environmental Management Plan (CEMP)	<p>Negative</p> <p>Extent - Local community</p> <p>Likelihood - Possible - might occur at some time</p> <p>Consequence - Insignificant - no discernible change to baseline condition</p> <p>Severity - Small</p> <p>Duration - Medium term</p>	
		<b>Overall impact rating - Moderate adverse</b>			<b>Overall impact rating - Low adverse</b>
Change in the environment or amenity due to visual effects from construction activities and vehicles	residents of Burswood, users of Public Transport, users of Tī Rākau Drive, businesses and their customers. Vulnerable members of the community including children and their families, older people and local cultural communities including the Asian community.	<p>Negative</p> <p>Extent - Local community</p> <p>Likelihood - Possible - might occur at some time</p> <p>Consequence - Minor - small change to baseline condition</p> <p>Severity - Medium</p> <p>Duration - Medium term</p>	Good site management practices as required by Construction Environmental Management Plan (CEMP)	<p>Negative</p> <p>Extent - Local community</p> <p>Likelihood - Possible - might occur at some time</p> <p>Consequence - Insignificant - no discernible change to baseline condition</p> <p>Severity - Small</p> <p>Duration - Medium term</p>	
		<b>Overall impact rating - Moderate adverse</b>			<b>Overall impact rating - Low adverse</b>

Impacts on Coastal Marine Area	Residents of Burswood, Recreational walkers and cyclists. Mana whenua	Negative	n/a	Negative
		Extent - Local community		Extent - Local community
		Likelihood - Unlikely - might occur at some time		Likelihood - Unlikely - might occur at some time
		Consequence - Minor - small change to baseline condition		Consequence - Minor - small change to baseline condition
		Severity - Small		Severity - Small
		Duration - Medium term		Duration - Medium term
		<b>Overall impact rating - Low adverse</b>		<b>Overall impact rating - Low adverse</b>

#### 8.2.2.4 Health and Wellbeing

##### Ability to access and use open space for recreation, exercise and social connection

###### *Impact Assessment*

There will be construction work within and adjacent to open space areas comprising parts of Burswood Esplanade Reserve.

Burswood Esplanade Reserve is primarily used for passive recreation and is well used for the coastal walk around the Burswood peninsula. The reserve forms part of a priority cycling connection to the wider area and provides connection to the parks network, including a green link to Pakuranga Golf Club and Lloyd Elsmore Reserve. Various community events are staged throughout the year including 'Christmas in Burswood' a popular local community event organised by the East Wesleyan Church in December.

The laydown area within Burswood Esplanade Reserve will occupy land adjacent to Burswood Drive where an existing footpath runs along Burswood Drive to Tī Rākau Drive. The laydown area is a permanent acquisition as once the laydown area is removed the footprint is used for construction of the busway adjacent to Burswood Drive.

Access to the remainder of the reserve will be maintained and the majority of the site will be unaffected. The laydown area within Burswood Esplanade Reserve has been situated to avoid the pedestrian link east to Golflands minimising the impacts on the functionality of the park and maintaining access for the community. However, construction works, and the eventual operation of the busway, within the Burwood Reserve will reduce the area of reserve available to the community to enjoy and introduce works that may reduce the level of amenity and enjoyment for reserve users. This may diminish the physical and mental health benefits from being able to exercise outdoors. These potential impacts would be particularly felt by those using the space for recreation.

There is the potential for a moderate adverse social impact rating as a result of construction effects adjacent to and within areas of open space prior to mitigation.

###### *Mitigation*

To mitigate impacts on community health and wellbeing the CCP should identify impacts on health and wellbeing services which are impacted by the project and include these services and their users within the identified list of stakeholders.

Where open space is affected the CCP should:

- Provide a resource to support users of these services with details of nearby commensurate alternatives

To mitigate impacts on community health and wellbeing due to reduced access to health and wellbeing services the CTMP should provide suitable alternative access, including consideration of any vulnerable groups e.g. people with physical or mental disabilities, older people, pregnant women, parents with prams.

Where there are impacts to access to open space the CTMP must include:

- Measures to maintain suitable access to open space during construction including a suitable quality of access for pedestrians including wayfinding signage.

### *Conclusion*

Proactive community engagement, wayfinding signage and other development responses, such as hoardings to screen the works and the provision of temporary facilities (such as pedestrian linkages) are set out in the conditions and will be important to mitigate impacts for the community on the reserve which is predominantly used for walking / passive recreation. Development response measures will include artwork and creative hoardings to screen construction works or temporary furniture and other installations to encourage activation of the reserve, further detail is provided in the open space assessment.

With mitigation in place the social impact rating is considered low adverse.

### Stress and anxiety caused by uncertainty and change generated by the project

#### *Impact Assessment*

The Project has the potential to cause uncertainty and stress which can adversely impact people's health and wellbeing. These effects will be felt most where people are directly impacted by the Project<sup>17</sup>. Aspects of the Project which are likely to generate anxiety include:

- Uncertainty around the nature and timing of the project
- The length of time for construction spanning multiple years
- Displacement associated with the acquisition or relocation processes
- Effects of the project on property prices, rental incomes or business operation.

The uncertainty generated early in the planning stage for property acquisition was a specific concern, and is discussed in Section 8.2.2.5. The impact has to a large extent been considered and managed, via the property acquisition strategy adopted by AT.

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<sup>17</sup> E.g., through land acquisition or close proximity to construction works.

Other concerns and worries associated with the construction stage are related to the uncertainty associated with the length of time and nature of construction works and the impact this will have on people’s lives.

A high adverse social impact rating is associated with this stress generated by the project and the potential for this to negatively impact people’s mental health.

### Mitigation

To address potential impacts on people’s mental health and wellbeing which can include additional stress caused by the project the CCP should include early and ongoing communication which provides timely information to the local community.

For mental health and wellbeing during construction the CCP should:

- Consider impacts on stakeholders’ mental health through additional development response measures such as mental health support or spaces within the local area for quiet / respite.

### Conclusion

The availability of clear information, in advance of disruption, is required to mitigate this impact. This will be undertaken by AT as part of the CCP which is required by the conditions. However, it may not be possible to completely mitigate the stress and frustration that the community may experience. It is likely that people will feel less anxious as information is made available in a timely and ongoing manner and relationships are developed with the Project. As such and with mitigation in place, the social impact rating is considered moderate adverse.

### Summary of impacts

Table 17 Summary of social Impacts identified for health and wellbeing during construction of EB3C

Impact	Stakeholders affected	Effects rating prior to mitigation	Mitigation	Effects rating with mitigation
Ability to access and use open space for recreation, exercise and social connection.	Residents of Burswood, users of public transport, users of Tī Rākau Drive, businesses.  Vulnerable members of the community including children and their families, older people and local cultural communities including the Asian community.	Negative	Early and ongoing communication with affected stakeholders as required by the CCP.  Design of suitable fencing and hoardings in CCP and CTMP to integrate with environment.  Access and parking are maintained as required by the CTMP.  Engagement with vulnerable groups on construction traffic routes as required by the CTMP.	Negative
		Extent - Wider community		Extent - Wider community
		Likelihood - Possible - might occur at some time		Likelihood - Possible - might occur at some time
		Consequence - Minor - small change to baseline condition		Consequence - Insignificant - no discernible change to baseline condition
		Severity - Medium		Severity - Small
		Duration - Medium term		Duration - Medium term
		<b>Overall impact rating - Moderate adverse</b>		<b>Overall impact rating - Low adverse</b>

Stress and anxiety caused by uncertainty and change generated by the project	Residents of Burswood, users of public transport, users of Tī Rākau Drive, businesses.  Vulnerable members of the community including children and their families, older people and local cultural communities including the Asian community.	Negative	Communication with affected stakeholders as required by the CCP.	Negative
		Extent - Wider community		Extent - Wider community
		Likelihood - Possible - might occur at some time	Access and parking are maintained as required by the CTMP.	Likelihood - Possible - might occur at some time
		Consequence - Moderate - medium change to baseline condition	Engagement with vulnerable groups on construction traffic routes as required by the CTMP.	Consequence - Minor - small change to baseline condition
		Severity - Medium		Severity - Small
		Duration - Medium term	Mitigation as proposed in the relevant specialist reports and management plans set out in Condition 1 including the CEMP and CNVMP	Duration - Medium term
		<b>Overall impact rating - High adverse</b>		<b>Overall impact rating – Moderate adverse</b>

### 8.2.2.5 Personal and property rights

#### Business disruption

##### *Impact Assessment*

During the consultation on the busway options Business East Tāmaki identified a downturn in revenue caused by previous smaller scale roadworks on Tī Rākau Drive. Businesses expressed concern with the construction impacts if an option along Tī Rākau Drive was selected. The current alignment for the Project has avoided more substantial and direct impacts on businesses along Tī Rākau Drive and for businesses within the commercial area between Chinatown and Bunnings and surrounding area.

The ITA has considered travel times from Botany to Pakuranga during construction and has identified adverse effects on Tī Rākau Drive as a result of the construction of EB2 and EB3R and the online portion of EB3C. Businesses will be impacted by general disruption including the small section of online works on Tī Rākau Drive which was identified as a key freight route<sup>18</sup>. Those potentially impacted include employees, suppliers and customers, by inconvenience and delay from travelling through construction areas.

For Chinatown, it is expected that 15 parking spaces and the current refuse area (the equivalent of approximately 14 parking spaces) will be occupied temporarily. Based on current parking utilisation and the level of available parking that would remain it was considered in the ITA that there would be limited disruption to these businesses.

One landowner raised concerns for their tenants who required large deliveries and the need to maintain their access from Burswood Drive East. During the closure of Burswood Drive east to construct the new intersection, the vehicle crossing will serve as a left-in and right-out access only. Access will still be suitable for large trucks and deliveries. The ITA identified a very low temporary effect.

<sup>18</sup> Tī Rākau Drive is a level 1B freight route . <https://at.govt.nz/about-us/transport-plans-strategies/auckland-freight-plan/>

The social impact rating of the disruption to traffic is considered to be moderate adverse prior to mitigation. The loss of parking and changed access is considered to be low adverse prior to mitigation. It is noted that engagement with commercial property owners and tenants is ongoing.

### *Mitigation*

The CEMP should include measures to ensure construction areas are safe for health and safety of the local community including business owners.

To minimise disruption to business and potential loss of customers due to changes in access or disruption outside businesses the CEMP should include:

- Measures to ensure barriers e.g. fencing minimise impacts to businesses visibility and are removed as soon as possible once no longer required
- Provide wayfinding signage which includes specific signage for businesses impacted by construction activities
- Develop hoardings, fencing and other screening that will integrate construction areas with the local environment and consider visibility of businesses.

To minimise disruption to business and potential loss of customers due to disruption outside businesses the CCP should include:

- Identify businesses and community infrastructure close to or likely to be impacted by construction works
- Develop a strategy to support proactive and early engagement with businesses and community infrastructure identified above
- Identify opportunities for local procurement and support local businesses through internal and external channels of communication.

To minimise disruption to business and potential loss of customers the CTMP should provide suitable alternative access, including consideration of any vulnerable groups e.g. people with physical or mental disabilities, older people, pregnant women, parents with prams.

The CTMP should include measures to:

- Maintain suitable access and parking for businesses and social infrastructure during construction including a suitable quality of access for pedestrians including wayfinding signage
- Wayfinding signage should be integrated with new structures and at decision points for cyclists, pedestrians, and drivers to support connectivity and encourage economic activity
- Provide alternative access for servicing, delivering, and loading areas for businesses impacted by construction works.

### *Conclusion*

Many of the businesses in the local community study area service the local Asian community. There is a need to specifically consider those businesses and their customers during the preparation of the CEMP, CTMP, CNVMP and CCP as an identified vulnerable group.

Mitigation, via the CTMP to manage effects on the road network and CCP to provide advance notice of construction works to businesses, will reduce the overall level of disruption. With mitigation in place the social impact rating is considered to be low adverse.

### Property acquisition

### *Impact Assessment*

The Project has resulted in the acquisition of residential and commercial properties, and as a result, displaced both people and businesses, creating adverse social impacts. Refer to Section 7.1.1.1 for details of the impacted properties.

The summary of consultation with the Burswood residents and businesses (see Section 6.3) sets out the level of opposition and concern that was experienced by those being impacted. In response AT implemented their Property Acquisition Strategy, with all residential properties and the majority of commercial properties having now been acquired or having signed an agreement. This strategy has reduced the level of social impact as it has provided certainty to residents and businesses.

Regardless, the impact of moving and the loss of those members of the community and the social impact of displacing residents and businesses prior to mitigation is considered to have a rating of moderate up to high adverse.

### *Mitigation*

It is acknowledged that the property acquisition strategy for directly impacted properties has already been implemented. The property acquisition strategy has included:

- A minimum 90 days advance notice to property owners and tenants affected by displacement to ensure that sufficient time is provided for tenants or owner occupiers to relocate
- An information package and contact information for housing advice for property owners and tenants affected by displacement
- Support for tenants who are required to relocate through waiving notice periods, providing discounted moving costs and providing real estate agent contacts. Consideration should be given to other practical measures that can assist with the stress and anxiety of relocating
- Mental health and wellbeing support for property owners and tenants affected by displacement this has already been offered to some residents through Pakuranga Counselling Service and could be continued or expanded as needed to provide support for those affected by displacement.

### *Conclusion*

A property strategy has been implemented and accounted for in the pre-mitigation impact rating. Ongoing mitigation that will assist with addressing remaining social impacts, include contact points for housing advice and the provision of mental health support for those who currently remain within the community but will be displaced in the short term. Over a longer timeframe, those that are displaced will benefit from enhanced accessibility to Burswood via the new busway. The social impact rating for impacted occupiers, following the implementation of the ongoing mitigation outlined above is considered to be low up to moderate.

## Summary of impacts

Table 18 Summary of social Impacts identified for personal and property rights during construction of EB3C

Impact	Stakeholders affected	Effects rating prior to mitigation	Mitigation	Effects rating with mitigation
Business Disruption	Business owners and operators, customers, deliveries. Vulnerable members of the community including children and their families, older people and local cultural communities including the Asian community.	Negative	Early and ongoing communication with affected stakeholders as required by the CCP.  Access and parking are maintained as required by the CTMP.	Negative
		Extent - Local community		Extent - Local community
		Likelihood - Unlikely - might occur at some time up to Possible - might occur at some time		Likelihood - Unlikely - might occur at some time
		Consequence - Minor - small change to baseline condition		Consequence - Minor - small change to baseline condition
		Severity - Medium		Severity - Small
		Duration - Medium term	Duration - Medium term	<b>Overall impact rating - Low adverse</b>
		<b>Overall impact rating - Moderate adverse</b>		
Property acquisition	Residents of Burswood. Vulnerable members of the community including children and their families, older people and local cultural communities including the Asian community.	Negative	Implement Property Strategy for both property owners and tenants to ensure impacts of displacement are avoided, remedied or mitigated as far as possible.	Negative
		Extent - Project neighbours		Extent - Project neighbours
		Likelihood - Possible - might occur at some time		Likelihood - Possible - might occur at some time
		Consequence - Minor up to moderate - small up to medium change to baseline condition		Consequence - Insignificant up to Minor - up to small change to baseline condition
		Severity - Medium		Severity - Small
		Duration - Medium term	Duration - Medium term	<b>Overall impact rating - Low up to moderate adverse</b>
		<b>Overall impact rating - Moderate up to high adverse</b>		

### 8.2.2.6 Political systems

#### Concerns over participatory processes

##### Impact Assessment

Burswood residents expressed distress over a lack of community participation in the selection of an 'offline option' through Burswood and that their concerns were not being listened to. These concerns were addressed through additional engagement with the Burswood Community between March and



June 2022. Engagement continued after the AT Board decision in July 2022 and, particularly for property owners, ongoing engagement and the adoption of a property acquisition strategy supported stakeholders through the acquisition process.

Ongoing communication with the community on construction works and mitigation methods, as required through the conditions which require preparation of a CCP, and ensuring feedback is listened and responded to, will be key to developing and maintaining a good relationship between the construction team and the community.

Acknowledging the engagement that has occurred and the property strategy that has been implemented, the social impact rating prior to mitigation is considered to be moderate adverse.

### *Mitigation*

To build trust it is important that communication for the project is accurate, honest, timely and easy to understand. To ensure the engagement strategy supports meaningful engagement the CCP should:

- Develop a strategy to support proactive and early engagement with stakeholders.
- Outline opportunities for stakeholders and the local community to input into the construction works programme, i.e., to take account of community events if practicable.

To provide for adequate engagement with stakeholders impacted by EB4L the CCP should include specific engagement to be undertaken with the local and wider community area for EB4L.

- A separate communication plan to be developed and included within the CCP. The action plan should include:
  - Identification of who needs to be engaged (stakeholder identification)
  - Information on how stakeholders will be engaged
  - Key community messages
  - FAQs specific to the event or activity
  - EBA roles and responsibilities (for the duration of the activity)
  - Detailed Implementation Plan
  - Recommendations and requirements (as applicable) that should be adopted by and/or inform the planning, design or construction.

### *Conclusion*

Ongoing engagement and providing opportunities for the community to provide feedback on construction and regular reporting of how this feedback has been actioned will ensure community views are being considered and help build trust with stakeholders. Post-mitigation the social impact rating reduces to low adverse.

## Summary of impacts

Table 19 Summary of social Impacts identified for political systems during construction of EB3C

Impact	Stakeholders affected	Effects rating prior to mitigation	Mitigation	Effects rating with mitigation
Concerns over participatory processes	Residents of Burswood, businesses and customers. Vulnerable members of the community including children and their families, older people and local cultural communities including the Asian community.	Negative	Early and ongoing communication with affected stakeholders as required by the CCP.	Negative
		Extent - Local community		Extent - Local community
		Likelihood - Possible - might occur at some time		Likelihood - Unlikely - might occur at some time
		Consequence - Minor - small change to baseline condition		Consequence - Minor - small change to baseline condition
		Severity - Medium		Severity - Small
Duration - Medium term	Duration - Medium term			
		<b>Overall impact rating - Moderate adverse</b>		<b>Overall impact rating - Low adverse</b>

### 8.2.3 EB4L

#### 8.2.3.1 Way of life

#### Community severance

##### *Impact Assessment*

Construction of the new busway will transect Guys Reserve including the existing footpath which connects Guys Road, Cottesmore Place, Waihi Way and surrounding streets (Opito Way, Oneroa Road, Kirikiri Lane, Lushington Place) to Botany Town Centre. During construction the footpath will not be passable and will require local detours to reduce severance effects.

The construction works may result in severance effects if equipment is viewed as a barrier by the community due to its size and location. In addition, if temporary paths are unsuitable this may result in adverse impacts for those with a disability, young children and parents with prams and older people who may struggle to navigate temporary arrangements. However, requirements for accessibility have been considered through engagement with AT Capital Projects Accessibility Group and is a requirement in the CTMP as required by the conditions.

The social impact based on the potential for community severance including more vulnerable groups is high adverse.

##### *Mitigation*

To address impacts to the local community on being able to get to their places of work, education or to carry out other daily activities the CCP should include:

- How advance notice of the timing and programme of works including construction traffic routes and hours will be communicated to stakeholders

- Details of the timing of disruptive works supported by an explanation of how the works programme has been set
- Key contact points for stakeholders and the local community during design, construction, and operational phases
- An onsite information point within the local area for the project.

To mitigate impacts of community severance consideration of detours which are safe and easy to navigate for all users must be in place. The CTMP should include:

- Details of detours for pedestrians must consider the use of fencing, hoardings and barriers to provide safe and efficient access for users
- How road and footpath changes have considered accessibility for vulnerable groups including, but not limited to, with a disability, young children, parents with prams and older people.

### *Conclusion*

With alternative arrangements in place through the CTMP and increased engagement with the community provided for in the CCP severance felt by the community would reduce to moderate adverse.

### Supporting cultural groups in the local community study area

#### *Impact Assessment*

Based on the community profile developed in Section 7.2 there is a large proportion of Asian ethnicities in the local and wider community area, which is reflected by local services and facilities. As noted above, the majority of these facilities will be unaffected by construction works. There will be construction activities in the local area, however for speciality shops or those serving the community limited business disruption is anticipated due to the limited acquisition of commercial property and the construction being mainly offline which avoids business frontages and access on Ti Rākau Drive and Torrens Road.

There is, however, the potential for Asian ethnicities to experience heightened uncertainty and anxiety, and not be able to build resilience if they are not aware of or understand the nature of the construction works. It is therefore important for information related to the timing of construction works to be available in other languages such as Chinese (simplified).

The social impact rating if information is not communicated effectively to these communities, including via community languages, is moderate adverse.

#### *Mitigation*

To ensure that impacts on vulnerable communities within the local community study area are mitigated information needs to be accessible to these communities. To achieve this the CCP should:

- Outline details for the provision of an easy to understand description of works, results of technical studies, mitigation and details of any residual effects likely to be experienced in Te Reo Māori, English and community languages (including Hindi and Chinese (simplified)).

### *Conclusion*

With mitigation, i.e. information being shared in community languages, the social impact rating is considered to reduce to low adverse.

## Summary of impacts

Table 20 Summary of social Impacts identified for community during construction of EB4L

Impact	Stakeholders affected	Effects rating prior to mitigation	Mitigation	Effects rating with mitigation
Community severance	Residents of Guys Road, Cottesmore Place, Waihi Way, Kirikiri Lane, Lushington Place, businesses in the Hub.  Vulnerable members of the community including children and their families, older people and local cultural communities including the Asian community.	Negative	Early and ongoing communication with affected stakeholders as required by the CCP.	Negative
		Likelihood - Possible - might occur at some time		Likelihood - Possible - might occur at some time
		Consequence - Moderate - medium change to baseline condition	Access and parking are maintained as required by the CTMP.	Consequence - Minor - small change to baseline condition
		Severity - Medium	Engagement with vulnerable groups on construction traffic routes as required by the CTMP.	Severity - Small Duration - Medium term
		Duration - Medium term		<b>Overall impact rating - Moderate adverse</b>
		<b>Overall impact rating - High adverse</b>		
Supporting cultural groups in the local community study area	Residents of Huntington Park, businesses, and their customers.  Vulnerable members of the community including local cultural communities including the Asian community.	Negative	Targeted messages in community languages as required by the CCP.	Negative
		Extent - Local community		Extent - Local community
		Likelihood - Possible - might occur at some time	Likelihood - Unlikely - might occur at some time	
		Consequence - Minor - small change to baseline condition	Consequence - Minor - small change to baseline condition	
		Severity - Medium		Severity - Small
		Duration - Medium term		Duration - Medium term
		<b>Overall impact rating - Moderate adverse</b>		<b>Overall impact rating - Low adverse</b>

### 8.2.3.2 Environment

#### Change in the environment or amenity due to construction activities and vehicles

The effects of construction activities on amenity can negatively impact people's environment this includes noise and dust emissions from excavations, plant, equipment, and trucks.

#### Noise

##### *Impact Assessment*

A construction noise assessment has been prepared for the EB4L stage of the Project. Construction noise can impact the quality of people's lives and cause stress, disturb sleep and affect concentration. Effects will be more severe for those closer to noise sources and to people and businesses who are more sensitive to noise and vibration.

While effects are likely to be short-term and within acceptable limits (as confirmed in the Construction Noise and Vibration Assessment), there are exceedances identified on Huntington Drive, Cottesmore Place and Guys Road. The social impact rating prior to mitigation is considered to be high adverse.

### *Mitigation*

To mitigate impacts on the liveability of residential properties, including the ability of people to work from home, and usability of businesses and community facilities, near construction works the CNVMP should include:

- Identification of specific thresholds for sensitive receivers and measures such as adjusting construction times to avoid sensitive times where practicable
- Details of engagement and communication to allow the impacted community to plan ahead and to anticipate noisy works, and to set out sensitive times to inform construction times
- Details of training to ensure the construction team operate as a 'good neighbour' and are aware of potential impacts on neighbouring residential, businesses and community receivers during construction.

### *Conclusion*

The construction noise assessment recommends a CNVMP be prepared. The plan will include specific thresholds for sensitive receivers and measures such as adjusting construction times to avoid sensitive times where practicable. Alongside the CNVMP, engagement and communication will allow the impacted community to plan ahead and to anticipate noisy works. Feedback can also be used to set out sensitive times to inform construction times. While detailed conversations with stakeholders in EB4L have not yet been completed the CNVMP includes provision for specific noise and vibration schedules to be developed where noise and/or vibration limits are predicted to be exceeded for a more sustained period or by a large margin. Preparation of a CNVMP and the associated noise and vibration schedules is required by the conditions.

With mitigation, i.e. the preparation of the CNVMP and its schedules, in place the social impact rating is considered to be moderate adverse.

### Air quality

#### *Impact Assessment*

An air quality effects assessment has been prepared for the EB4L stage of the Project. Residential properties on Tiger Drive / Spalding Rise as well as some commercial premises (e.g. VTNZ, Hunting & Fishing) and hospitality (Star Seafood) in the Hub were identified as having a medium risk of objectionable dust prior to mitigation. Residential properties to the west and south side of Guys Reserve were assessed as having a low risk of objectionable dust prior to mitigation.

The social impact rating prior to mitigation is considered to be moderate adverse.

### *Mitigation*

The air quality assessment identifies that the environmental effects on air quality can be satisfactorily managed through the conditions which require preparation of an Erosion and Sediment Control Plan (ESCP). The ESCP will include requirements for:

- Dust control measures to maximise the mitigation of dust emissions

- Air quality monitoring
- Adaptive management and proactive management to modify activities and mitigation measures based on:
  - forecasted wind conditions and in response to air quality monitoring
  - feedback and complaints received from the community.

### *Conclusion*

The air quality impact assessment identified residual impacts arising as a result of dust emissions from the construction of EB4L were considered to be low. The findings of the air quality impact assessment indicate with mitigation in place there is a low likelihood of dust and the social impact rating with mitigation in place is considered low adverse.

## Landscape and Visual

### *Impact Assessment*

During the construction of EB4L landscape and visual effects may include changes to the landform, vegetation, open space, landscape features and land use. The change in these attributes, in addition to the presence of elements and activities associated with construction (i.e. construction machinery and laydown areas, stockpiles etc.) can also temporarily change the character of an area.

The landscape and visual impact assessment identifies that construction of EB4L will impact the open space characteristics and functionality of Guys Reserve and Whaka Maumahara. The legibility and interconnectivity of the reserve and the adjacent land uses will be impacted by the occupation of the reserve by construction activities.

Both residential and recreational users are likely to experience adverse visual effects from construction works which will affect people's appreciation of these open space features. The social impact rating prior to mitigation is considered to be high adverse.

### *Mitigation*

The CEMP should also include measures to ensure construction areas and activities are well-managed to reduce environmental effects and impacts on amenity for the local community. This includes:

- Details of construction hoardings, including their location, materials and the inclusion of any interpretive panels.

Where open space is affected the CCP should:

- Provide a resource to support users of these services with details of nearby commensurate alternatives.

### *Conclusion*

The Landscape and Visual Effects assessment has included mitigation such as limiting the works area to the smallest extent practicable and including construction hoarding with interpretive panels. Effective communication through the CCP with the Huntington community, including residents on Cottessmore Place, Guys Road, Kirikiri Lane and Waihi Way, is necessary to minimise frustration for those who might regularly use connections through Guys Reserve.

With mitigation in place the social impact rating reduced to moderate adverse.

## Environmental Management

### *Impact Assessment*

In addition to the mitigation above good site management is needed to minimise adverse environmental effects. This includes through the use of environmental management plans to control emissions from construction sites.

The CEMP should include measures to ensure construction areas are safe for health and safety of the local community including nearby residents and pedestrians and cyclists e.g. avoiding slip and trip hazards, noise, air emissions and other hazards.

The CEMP should also include measures to ensure construction areas and activities are well-managed to reduce environmental effects and impacts on amenity for the local community. This includes:

- Measures to maintain the site in tidy condition in terms of disposal / storage of rubbish, storage and unloading of construction materials and similar activities
- Measures to mitigate air quality effects through an erosion and sediment control plan or similar
- Processes for regular site audits and proactive measures to address issues e.g. broken or moved fencing, litter, dust or debris being tracked onto the road
- Training for contractors and staff e.g. ‘good neighbour’ behaviours.

To mitigate impacts on the liveability of residential properties, including the ability of people to work from home, and usability of businesses and community facilities, near construction works the CCP should include:

- How advance notice of the timing and programme of high impact works (e.g., noisy works) that may result in amenity impacts will be communicated to stakeholders including neighbouring properties who will remain during construction
- Provide details of locations within the local area for quiet / respite
- Providing a dedicated contact point to raise issues including those that may require a timely response.

In order to identify and respond to environmental issues during construction the CCP should include:

- Provide a grievance procedure during construction phase which includes:
  - mechanisms for the community to provide feedback or raise concerns or complaints
  - a clear and transparent process to manage and respond to complaints, including an explanation when alternative mitigation is not practicable.

## Summary of impacts

*Table 21 Summary of social Impacts identified for environment during construction of EB4L*

Impact	Stakeholders affected	Effects rating prior to mitigation	Mitigation	Effects rating with mitigation
Change in the environment or amenity due to noise effects from construction activities and vehicles	Residents of Guys Road, Cottesmore Place, Waihi Way, Kirikiri Lane, Lushington Place, businesses in the Hub.	Negative Extent - Local community	Measures for safety of the general public as required by Construction Environmental	Negative Extent - Local community

	Vulnerable members of the community including children and their families, older people and local cultural communities including the Asian community.	<p>Likelihood - Possible - might occur at some time</p> <p>Consequence - Moderate - medium change to baseline condition</p> <p>Severity - Medium</p> <p>Duration - Medium term</p> <p><b>Overall impact rating - High adverse</b></p>	<p>Management Plan (CEMP)</p> <p>Good site management practices as required by Construction Environmental Management Plan (CEMP)</p> <p>Measures for good neighbour behaviour required by the CNVMP</p>	<p>Likelihood - Possible - might occur at some time</p> <p>Consequence - Minor - small change to baseline condition</p> <p>Severity - Small</p> <p>Duration - Medium term</p> <p><b>Overall impact rating - Moderate adverse</b></p>
Change in the environment or amenity due to air quality effects from construction activities and vehicles	Residents of Guys Road, Cottesmore Place, Waihi Way, Kirikiri Lane, Lushington Place, businesses in the Hub. Vulnerable members of the community including children and their families, older people and local cultural communities including the Asian community.	<p>Negative</p> <p>Extent - Local community</p> <p>Likelihood - Possible - might occur at some time</p> <p>Consequence - Minor - small change to baseline condition</p> <p>Severity - Small</p> <p>Duration - Medium term</p> <p><b>Overall impact rating - Moderate adverse</b></p>	<p>Good site management practices including erosion and sediment control measures as required by Construction Environmental Management Plan (CEMP)</p>	<p>Negative</p> <p>Extent - Local community</p> <p>Likelihood - Unlikely - might occur at some time</p> <p>Consequence - Minor - small change to baseline condition</p> <p>Severity - Small</p> <p>Duration - Medium term</p> <p><b>Overall impact rating - Low adverse</b></p>
Change in the environment or amenity due to visual effects from construction activities and vehicles	Residents of Guys Road, Cottesmore Place, Waihi Way, Kirikiri Lane, Lushington Place, businesses in the Hub. Vulnerable members of the community including children and their families, older people and local cultural communities including the Asian community.	<p>Negative</p> <p>Extent - Local community</p> <p>Likelihood - Possible - might occur at some time</p> <p>Consequence - Moderate - medium change to baseline condition</p> <p>Severity - Medium</p> <p>Duration - Medium term</p> <p><b>Overall impact rating - High adverse</b></p>	<p>Good site management practices as required by Construction Environmental Management Plan (CEMP)</p> <p>Access and wayfinding maintained as required by the CTMP.</p> <p>Early and ongoing communication with affected stakeholders as required by the CCP.</p>	<p>Negative</p> <p>Extent - Local community</p> <p>Likelihood - Possible - might occur at some time</p> <p>Consequence - Minor - small change to baseline condition</p> <p>Severity - Small</p> <p>Duration - Medium term</p> <p><b>Overall impact rating - Moderate adverse</b></p>

### 8.2.3.3 Health and Wellbeing

#### Ability to access and use open space for recreation, exercise and social connection

##### *Impact Assessment*



There will be temporary acquisition of Guys Reserve for construction laydown areas as well as construction works within the park. Access will not be available during construction and the reserve will be unavailable to the community to enjoy and will introduce structures, activities and works which will reduce the level of amenity and enjoyment for reserve users.

During site visits there was low visitation of Guys Reserve, however the connections to Botany Town Centre through the reserve provide direct access to shops, services and public transport. The reserve also provides an area of green space for nearby residents, particularly those living in Terrace Housing and Apartment Buildings (THAB).

There is the potential for a high adverse social impact rating as a result of restricted access to, and construction activity within, Guys Reserve.

### Mitigation

To mitigate impacts on community health and wellbeing the CCP should identify impacts on health and wellbeing services which are impacted by the project and include these services and their users within the identified list of stakeholders.

Where open space is affected the CCP should:

- Provide a resource to support users of these services with details of nearby commensurate alternatives.

### Conclusion

Proactive community engagement and wayfinding signage will be important to mitigate impacts for the community on the reserve. Development response measures being discussed with Auckland Council include activation of other reserves in the area e.g. Huntington Park or Haven Park to mitigate the loss of this space for the community. This will form part of the proposed mitigation package for EB4L (see open space assessment).

With mitigation in place the social impact rating is considered moderate adverse.

### Summary of impacts

Table 22 Summary of social Impacts identified for health and wellbeing during construction of EB4L

Impact	Stakeholders affected	Effects rating prior to mitigation	Mitigation	Effects rating with mitigation
Ability to access and use open space for recreation, exercise and social connection.	Residents of Guys Road, Cottesmore Place, Waihi Way, Kirikiri Lane, Lushington Place, users of Guys Reserve. Vulnerable members of the community including children and their families, older people and local cultural communities including the Asian community.	Negative  Extent - Wider community  Likelihood - Possible - might occur at some time  Consequence - Moderate - medium change to baseline condition  Severity - Medium	Early and ongoing communication with affected stakeholders as required by the CCP.	Negative  Extent - Wider community  Likelihood - Possible - might occur at some time  Consequence - Minor - small change to baseline condition  Severity - Small Duration - Medium term

Duration - Medium term	<b>Overall impact rating – Moderate adverse</b>
<b>Overall impact rating - High adverse</b>	

#### 8.2.3.4 Personal and property rights

##### Business disruption

###### *Impact Assessment*

There is the potential to impact businesses within ‘the Hub’ development in Huntington Park particularly those west of Te Koha Road. Businesses will be impacted by general disruption particularly on Tī Rākau Drive which was identified as a key freight route<sup>19</sup>. Those potentially impacted include employees, suppliers and customers through inconvenience and delay from travelling through construction areas. The impact will include stress and frustration and potentially a loss of revenue for local businesses. The social impact rating of this disruption is considered to be moderate adverse prior to mitigation.

###### *Mitigation*

The CEMP should include measures to ensure construction areas are safe for health and safety of the local community including business owners.

To minimise disruption to business and potential loss of customers due to changes in access or disruption outside businesses the CEMP should include:

- Measures to ensure barriers e.g. fencing minimise impacts to businesses visibility and are removed as soon as possible once no longer required
- Provide wayfinding signage which includes specific signage for businesses impacted by construction activities.
- Develop hoardings, fencing and other screening that will integrate construction areas with the local environment and consider visibility of businesses.

To minimise disruption to business and potential loss of customers due to changes in access or disruption outside businesses the CCP should include:

- Identify businesses and community infrastructure close to or likely to be impacted by construction works
- Develop a strategy to support proactive and early engagement with businesses and community infrastructure identified above.
- Identify opportunities for local procurement and support local businesses through internal and external channels of communication.

###### *Conclusion*

The conditions require mitigation, via preparation and implementation of a CTMP to manage impacts on the road network and CCP to provide advance notice of construction works to businesses, which will reduce the overall level of disruption. With mitigation in place the social impact rating is considered to be low.

<sup>19</sup> Tī Rākau Drive is a level 1B freight route . <https://at.govt.nz/about-us/transport-plans-strategies/auckland-freight-plan/>

There may be some partial acquisitions of business zoned land. It is not anticipated that this will impact on these businesses ability to operate. Furthermore, no direct impacts to business access are anticipated. Good communication and advance notice of any impacts to property is required to mitigate these additional impacts and engagement with these businesses, as set out in Section 6.3.3 of this report, is already being undertaken.

### Summary of impacts

Table 23 Summary of social Impacts identified for personal and property rights during construction of EB4L

Impact	Stakeholders affected	Effects rating prior to mitigation	Mitigation	Effects rating with mitigation
Business Disruption	Business owners and operators, customers, deliveries. Vulnerable members of the community including children and their families, older people and local cultural communities including the Asian community.	Negative	Early and ongoing communication with affected stakeholders as required by the CCP.	Negative
		Extent - Local community		Extent - Local community
		Likelihood - Possible - might occur at some time	Access and parking are maintained as required by the CTMP.	Likelihood - Unlikely - might occur at some time
		Consequence - Minor - small change to baseline condition		Consequence - Minor - small change to baseline condition
		Severity - Small Duration - Medium term		Severity - Small Duration - Medium term
		<b>Overall impact rating – Moderate adverse</b>		<b>Overall impact rating – Low adverse</b>

## 8.3 Operational Impacts

### 8.3.1 Positive Effects

A number of operational effects are positive as set out in Section 8.1 and summarised below.

For EB3C and EB4L positive impacts associated with the operation of the project include improved reliability of bus services to improve connectivity for the local community to places of education, employment, recreation and other services. The project will provide improved station facilities and access to stations to provide greater access for all.

New active modes infrastructure (walking and cycling) as a result of the project will provide mode choice and increased opportunities for an active lifestyle and create opportunities for positive impacts to health and wellbeing. Increased uptake of active modes and public transport will help to reduce carbon emissions. The project will improve resilience through upgraded transport infrastructure which is designed to address the impacts of climate change e.g. by building in additional redundancy or adapted to increased flood events.

Improved legibility and urban form will increase safety for road users and particularly pedestrians and cyclists. This will also reduce community severance in a number of locations through upgraded and additional crossings. The project will also provide improved park facilities and better access to parks e.g. through public transport and active modes.

Proposed enhancement to the Burswood Esplanade Reserve through the Project as set out in the open space assessment could result in positive impacts.

The positive impacts have been identified in Section 8.1.1, including improved accessibility from enhanced public transport and connectivity to commercial land use between Chinatown and Bunnings. The sections below focus on those residual / negative operational effects.

### **8.3.2 EB3C**

#### *8.3.2.1 Way of Life*

##### Parking and access for the new station

###### *Impact Assessment*

In terms of adverse impacts, during consultation Chinatown raised concerns regarding access for those who would need to cross the busway to access Chinatown. There will be a signalised crossing on Burswood Drive which will provide improved access for pedestrians crossing Burswood Drive. Travelling south from Burswood to Chinatown there would be an additional crossing. There was the potential for community severance due to the busway, however this has been minimised through design.

A pedestrian accessway on the western boundary of 28 Torrens Road is proposed between the Burswood bus station to Torrens Road, improving station access for pedestrians and cyclists to the commercial area. While there is sufficient area to maintain the accessway and provide a reconfigured active mode facility, initial contact has been made with the Body Corporate at 28 Torrens Road to begin negotiations to secure the easement. The active mode facility, if delivered, will be a positive effect.

The community raised concerns about the potential for commuters parking their cars on residential streets surrounding the busway station. It was felt that this would not only impact people accessing their properties due to increased traffic on local roads but also detract from the character of the neighbourhood - see Section 8.3.2.2.

AT, as the transport authority, will be responsible for managing on street car parking. The streets surrounding the bus stations will be monitored and parking restrictions will be applied, if required, which is consistent with the approach elsewhere with new rapid transit stations. At the operational stage, residents will be able to make contact with AT directly to discuss issues such as on street car parking.

The social impact of future on street parking on residents' ability to access their properties, including for rubbish collection or on-street parking, prior to mitigation was considered to have an up to moderate adverse impact rating.

###### *Mitigation*

AT to monitor and apply parking restrictions, if required, consistent with elsewhere with new rapid transit stations.

###### *Conclusion*

Taking account of AT's role to monitor and if appropriate implement parking restrictions the impact rating reduces to low adverse on the basis that on-street parking will be appropriately managed at the operational stage.

## Summary of impacts

Table 24 Summary of social Impacts identified for way of life during operation of EB3C

Impact	Stakeholders affected	Effects rating prior to mitigation	Mitigation	Effects rating with mitigation
Parking and access for the new station	Residents of Burswood, users of public transport, users of Tī Rākau Drive, businesses, business owners, employees / commuters within East Tāmaki Business Precinct.  Vulnerable members of the community including disabled people and those with less mobility.	Negative	AT to monitor and if appropriate implement parking restrictions	Negative
		Extent - Local community		Extent - Local community
		Likelihood – Possible – might occur at some time		Likelihood - Unlikely - might occur at some time
		Consequence – Minor – small change to baseline condition		Consequence - Minor - small change to baseline condition
		Severity – Small		Severity - Small
Duration – Long term	Duration - Medium term			
		<b>Overall impact rating – Moderate adverse</b>		<b>Overall impact rating - Low adverse</b>

### 8.3.2.2 Community

#### Changing Community Character

##### Impact Assessment

The current land use zoning for Burswood Peninsula is Residential - Mixed Housing Suburban. The area consists of mostly single-detached dwellings, with small pockets of higher density semi-detached, two storey units at 28 Torrens Road (mixed commercial and residential) and detached townhouses at 17 Burswood Drive (near Bunnings). The community character has been described by residents during consultation as ‘quiet’ and ‘suburban’.

The potential for up-zoning and increased density through the NPS-UD and PC78 is considered under cumulative effects in section 8.4.1. However, the operation of the busway will also impact community character by introducing a new transport land use to the environment which has the potential to change the suburban character of the area.

Currently residential properties on Tullis Place, Dulwich Place and Heathridge Place back onto a vegetated berm which separates homes from commercial development on Torrens Road and the Bunnings development. Many of these properties have been acquired for the development but some will remain following construction for the busway and shared path. For residential properties which remain the shared path will provide some separation from the busway and supported by planting and landscaping treatments, will soften the presence of the busway.

Residents have also raised concerns about cars parking in suburban streets making them busier and reducing their amenity through additional vehicles parked on streets by commuters using the busway. AT will monitor on street parking during the operation of the busway and review the parking restrictions in place to address any identified issues (see section 8.3.2.1).

As well as commuters there were concerns about the potential of anti-social behaviour attracted by the busway and how this will impact the feeling of safety that residents currently enjoy (see Section 8.3.2.6 for fears and aspirations).

The integration of the transport corridor with the existing residential communities includes providing a shared path and vegetation buffer between the busway and these residential land uses.

### Mitigation

The project has considered crime prevention through environmental design (CPTED) principles during design and will incorporate features such as natural surveillance and CCTV at stations in detailed design as needed. A CPTED of the Burswood Bus Station and the new walking and cycling networks is proposed as part of the condition for the Urban Design and Landscape Plan (UDLP).

To address impacts on privacy and amenity for neighbouring receivers including identified residents on Heathridge Place the UDLP should include:

- Details of boundary treatments e.g. fencing and planting which will be implemented to manage privacy effects on residents and businesses.

To mitigate community concerns about the potential of anti-social behaviour attracted by the busway the UDLP should include:

- An assessment for Crime Prevention Through Environmental Design of the proposed Bus Station(s) and the new walking and cycling networks particularly at night.

### Conclusion

The social impact rating of the change in community character has been assessed as moderate. However, the design has sought to respond to the existing suburban environment and avoid impacts on the community been incorporated into the social impact rating.

### Summary of impacts

Table 25 Summary of social Impacts identified for community during operation of EB3C

Impact	Stakeholders affected	Effects rating prior to mitigation	Mitigation	Effects rating with mitigation
Changing community character	Residents of Burswood. Vulnerable members of the community including children and their families, older people and local cultural communities including the Asian community.	Negative	Integration of the transport corridor with the environment through design CPTED Assessment as required by UDLP	Negative
		Extent - Local community		Extent - Local community
		Likelihood – Possible – might occur at some time		Likelihood – Possible – might occur at some time
		Consequence – Minor – small change to baseline condition		Consequence – Minor – small change to baseline condition
		Severity – Small		Severity – Small
		Duration – Long term		Duration – Long term
		<b>Overall impact rating – Moderate adverse</b>		<b>Overall impact rating – Moderate adverse</b>

### 8.3.2.3 Environment

#### Impacts on the Coastal Marine Area

##### *Impact Assessment*

Pakuranga Creek provides a potential outlook and coastal setting for the Burswood community and those who use the existing Tī Rākau Bridge. There is no direct access to Pakuranga Creek from the vicinity of the project, there is however a walkway further north near 147 Burswood Drive. During consultation the community raised concern about impacts to the Coastal Marine Area (CMA).

Pakuranga Creek is already in a modified state due to the presence of existing infrastructure (e.g. Tī Rākau Drive Bridge and a pipe bridge) and commercial activities (e.g. the Mobil service station and Pet Stop pet store). The new busway bridges (Bridges A and B) are likely to further alter the landscape introducing a new public transport corridor. The impact of the new bridges is a further reduction in the amenity and coastal value of the creek. The social impact rating of the reduced enjoyment of Pakuranga Creek is considered low adverse.

Pakuranga Creek also has cultural value. As noted, mana whenua have been engaged through the southern hui forum and directly through the MACA process. See the AEE for further details on the assessment of cultural value and engagement undertaken with mana whenua.

#### Change in the environment or amenity during operation

##### Noise

##### *Impact Assessment*

During consultation concerns about noise from the busway and stations during operation was a concern raised by residents.

The operational noise assessment for the EB3C stage of the Project considered:

- Along Tī Rākau Drive noise from the road will dominate noise from the busway, and where the busway runs through the Burswood suburb noise emissions from it will be kept to levels that are similar to existing ambient noise levels
- There would be a negligible change for all but one receiver for road traffic noise. The exception was at Piccolo Park childcare where there would be a reduction in noise level
- Noise levels from buses idling and pulling away from Burswood Station were predicted to comply with the daytime noise criterion for all receivers.
- At night-time three residential receivers (on Heathridge Place and Dulwich Place) were predicted to exceed the noise criterion due to buses idling and pulling away from Burswood Station.

The social impact rating prior to mitigation is therefore considered moderate for certain receivers (on Heathridge Place and Dulwich Place), as the effects are expected to be unnoticeable for the majority of receivers.

##### *Mitigation*

Conditions have been included which provide for noise walls and low-noise road surface(s) where practicable.

### *Conclusion*

Mitigation will include noise barriers as shown on the NoR plans and low-noise road surface to be used to minimise operational noise. With mitigation in place i.e. noise barriers and low-noise road surface where appropriate, the social impact rating reduces to low adverse.

### Air quality

#### *Impact Assessment*

With both traffic volumes and congestion reducing slightly due to the implementation of the Project the air quality assessment identified lower rates of emissions of vehicle exhaust pollutants into air imparting a beneficial impact to both local and regional air quality. The social impact rating of reduced emissions and improved air quality will support people's enjoyment of their local environment and improved health outcomes. Impacts will be positive.

### Landscape and Visual

#### *Impact Assessment*

During the operation of the Project residents north of the commercial area will be adjacent to the new shared path and busway. Concerns from residents have been raised around privacy for those living in the properties given the proximity of the busway. Specifically, consultation identified concerns around privacy including the ability for upper levels of buses to view into adjacent properties.

The Project will be located alongside and/or adjacent to the rear yards of adjoining residential properties on Burswood Drive, Tullis Place, Dulwich Place, Heathridge Place and Midvale Place. Within the corridor the busway is located to the south, closest to the commercial zone, with the shared path, a vegetated greenway, a 2.4m high noise wall and footpath between the buses and residential properties which will provide some separation for these properties. The Landscape and Visual Impact Assessment noted the greatest effects at Heathridge Place due to a reduced landscape buffer and the location of the bus station platform. The Landscape and Visual Impact Assessment concluded the provision of a close board boundary fence in addition to a planted buffer will be implemented to manage privacy effects on these residents. The final treatment will be detailed in the UDLP.

#### *Mitigation*

To address impacts on privacy and amenity for neighbouring receivers including identified residents on Heathridge the UDLP should include:

- Details of boundary treatments e.g. fencing and planting which will be implemented to manage privacy effects on residents and businesses.

### *Conclusion*

The social impact rating of the concern for reduced privacy and change in landscape character is considered low adverse due to the limited extent of privacy impacts and the outcomes anticipated by the UDLP.



## Summary of impacts

Table 26 Summary of social Impacts identified for environment during operation of EB3C

Impact	Stakeholders affected	Effects rating prior to mitigation	Mitigation	Effects rating with mitigation
Impacts on the Coastal Management Area	Residents of Burswood, recreational walkers and cyclists. Mana whenua	Negative	n/a	Negative
		Extent - Local community		Extent - Local community
		Likelihood - Unlikely - might occur at some time		Likelihood - Unlikely - might occur at some time
		Consequence - Minor - small change to baseline condition		Consequence - Minor - small change to baseline condition
		Severity - Small		Severity - Small
		Duration – Long term		Duration – Long term
		<b>Overall impact rating - Low adverse</b>		<b>Overall impact rating - Low adverse</b>
Change in the environment or amenity due to noise effects from operation activities and vehicles	Residents of Burswood. Vulnerable members of the community including children and their families, older people and local cultural communities including the Asian community.	Negative	Low-noise road surface and noise walls where appropriate	Negative
		Extent - Local community		Extent - Local community
		Likelihood – Possible – might occur at some time		Likelihood - Unlikely - might occur at some time
		Consequence – Minor – small change to baseline condition		Consequence - Minor - small change to baseline condition
		Severity – Small		Severity - Small
		Duration – Long term		Duration - Long term
		<b>Overall impact rating - Moderate adverse</b>		<b>Overall impact rating - Low adverse</b>
Change in the environment or amenity due to visual effects from operation of the project	Residents of Burswood. Vulnerable members of the community including children and their families, older people and local cultural communities including the Asian community.	Negative	Integration of the transport corridor with the environment through design as required by UDLP	Negative
		Extent - Local community		Extent - Local community
		Likelihood - Unlikely - might occur at some time		Likelihood - Unlikely - might occur at some time
		Consequence - Minor - small change to baseline condition		Consequence - Minor - small change to baseline condition
		Severity - Small		Severity - Small
		Duration - Long term		Duration - Long term
		<b>Overall impact rating - Low adverse</b>		<b>Overall impact rating - Low adverse</b>

### 8.3.2.4 Health and Wellbeing

#### Severance of Burswood Esplanade Reserve

##### *Impact Assessment*

There is potential for severance issues for residents of Burswood to access the reserve as, once it's constructed, they will need to cross the busway to access the reserve. However, access will be provided through redirecting the existing footpath to a tie in at the signalised intersection with the Project at Burswood Drive. There will also be enhancements (raised table design) to pedestrian crossings on Burswood Drive making this safer and improving accessibility for the wider community, as a result of the busway and active mode facilities.

Impacts from the visual presence of the busway and the loss of visual access to the park, have the potential to impact on the level of enjoyment and use of the park. However, the busway will be located at the edge of Burswood Esplanade Reserve adjacent to, and within the context of, existing roads namely Burswood Drive and Tī Rākau Drive. This edge of the reserve is at the interface of existing commercial development. As a result, the busway will augment the existing road / urban uses rather than being a significant new feature which will impact on people's sense of open space and enjoyment.

Importantly, the walkway within Burswood Esplanade Reserve and the access to the Burswood Loop Path and wider green link network will be retained to allow passive recreation in the area to continue. Residual impacts from the encroachment of the busway can be mitigated through design measures, landscaping and other proposed environment mitigation within the UDLP required by the conditions.

##### *Mitigation*

To mitigate impacts from the encroachment of the busway into areas of open space e.g. within Burswood Reserve, the UDLP should:

- Include detailed design measures, landscaping, and other treatments to integrate the transport corridor into the environment.

##### *Conclusion*

The social impact rating with these design measures in place is considered to be low adverse.

#### Summary of impacts

Table 27 Summary of social Impacts identified for health and wellbeing during operation of EB3C

Impact	Stakeholders affected	Effects rating prior to mitigation	Mitigation	Effects rating with mitigation
Severance of Burswood Esplanade Reserve	Residents of Burswood. Vulnerable members of the community including children and their families, older people and local cultural communities including the Asian community.	Negative Extent - Local community Likelihood - Unlikely - might occur at some time Consequence - Minor	n/a	Negative Extent - Local community Likelihood - Unlikely - might occur at some time Consequence - Minor

- small change to baseline condition	- small change to baseline condition
Severity - Small	Severity - Small
Duration – Long term	Duration – Long term
<b>Overall impact rating - Low adverse</b>	<b>Overall impact rating - Low adverse</b>

### 8.3.2.5 Personal and property rights

#### Business Disruption due to loss of carparking

##### *Impact Assessment*

It is expected that 19 parking spaces (including a parking area used for storage and refuse) within Chinatown will require permanent acquisition by AT. A permanent parking layout, including the relocation of the current refuse area will be developed and agreed with the owners/tenants. A suitable condition has been included in the conditions. There will be some minor disruption to businesses as a result of this acquisition, however given the outcome of the parking surveys detailed in the ITA it is anticipated that ample parking for these businesses will be available. The social impact rating is considered low adverse.

#### Summary of impacts

Table 28 Summary of social Impacts identified for personal and property rights during operation of EB3C

Impact	Stakeholders affected	Effects rating prior to mitigation	Mitigation	Effects rating with mitigation
Business disruption due to loss of carparking	Business owners and operators, customers, deliveries. Vulnerable members of the community including children and their families, older people and local cultural communities including the Asian community.	Negative	n/a	Negative
		Extent - Local community		Extent - Local community
		Likelihood - Unlikely - might occur at some time		Likelihood - Unlikely - might occur at some time
		Consequence - Minor - small change to baseline condition		Consequence - Minor - small change to baseline condition
		Severity - Small		Severity - Small
		Duration – Long term		Duration – Long term
		<b>Overall impact rating - Low adverse</b>		<b>Overall impact rating - Low adverse</b>

### 8.3.2.6 Fears and aspirations

The community associated new transport infrastructure with more traffic, noise, crime and anti-social behaviour with “strange people at a bus station all hours”<sup>20</sup>.

#### Perceived impacts to safety and increased antisocial behaviour

<sup>20</sup> Report of consultation feedback February 2022 - [consultation-feedback-repo-dt20220928125441937.pdf](https://www.easternbusway.nz/consultation-feedback-repo-dt20220928125441937.pdf) (easternbusway.nz)

### Impact Assessment

Respondents during consultation identified a need to feel safe when travelling to and waiting at stations. Concerns around the potential for increased crime or anti-social behaviour due to the location of the bus station were also raised.

The design has considered safety by design principles and has sought to contribute to a safe environment through careful design including natural surveillance, lighting and amenities. The fear of the potential for crime will result in a low adverse potential social impact rating. Communication on the design and operational features to avoid crime, as far as practicable, alongside collaboration with New Zealand Police and other stakeholders, will reduce the social impact rating.

The social impact rating of the people’s fears prior to mitigation is considered low adverse.

### Mitigation

To mitigate community concerns about the potential of anti-social behaviour attracted by the busway the UDLP should include:

- An assessment for Crime Prevention Through Environmental Design of the proposed Bus Station(s) and the new walking and cycling networks particularly at night.

### Conclusion

The design includes safe and legible connections using CPTED principles and includes lighting for night-time and natural surveillance. A further CPTED review will be carried out as required by the conditions. The social impact rating with mitigation is low adverse.

### Fear of changing community character

#### Impact Assessment

The community identified Burswood as a small, quiet residential area and Burswood residents and the Burswood Resident Collective did not support increased densities. Displacement also has the potential to impact on the community character, although it is noted that the majority of the Burswood Community will remain. The change of character is considered in Section 8.2.2.2 and the potential for upzoning is discussed as a cumulative impact in Section 8.4.1.

### Summary of impacts

Table 29 Summary of social Impacts identified for fears and aspirations during operation of EB3C

Impact	Stakeholders affected	Effects rating prior to mitigation	Mitigation	Effects rating with mitigation
Perceived impacts to safety and increased antisocial behaviour	Residents of Burswood.	Negative	Ongoing communication with local Police and other relevant organisations as required by the CCP	Negative
	Vulnerable members of the community including children and their families, women, older people and local cultural communities including the Asian community.	Extent - Local community		Extent - Local community
		Likelihood - Unlikely - might occur at some time		Likelihood - Unlikely - might occur at some time
		Consequence - Minor - small change to		Consequence - Minor - small change to

baseline condition	baseline condition
Severity - Small	Severity - Small
Duration – Long term	Duration – Long term
<b>Overall impact rating - Low adverse</b>	<b>Overall impact rating - Low adverse</b>

### 8.3.3 EB4L

#### 8.3.3.1 Way of Life

##### Community severance

##### *Impact Assessment*

The operation of the busway will result in an additional signalised crossing on Tī Rākau Drive for pedestrians travelling between Huntington Drive and Te Koha Road. There will be an upgrade to the crossing at Te Koha Road and Te Irirangi Drive. The impact of these new and upgraded crossings is a safe and legible environment for pedestrians providing access between residential properties and the commercial area at ‘the Hub’ on Te Koha Road. However, there will be at least one additional crossing facility and the physical presence of the busway which could result in real or perceived severance for those who need to cross the busway to access these businesses.

The social impact rating prior to mitigation is considered low adverse.

##### *Mitigation*

To ensure all pedestrian and cycling connections, including areas where the active modes connections travel under the busway, are safe, well-lit and have good visibility the UDLP should include:

- Details of measures to ensure the safety for users of the pedestrian facility for Guys Road / Kirikiri Lane and Te Koha Road where it travels under the busway structure
- An assessment for Crime Prevention Through Environmental Design of the proposed Bus Station(s) and the new walking and cycling networks particularly at night.

##### *Conclusion*

Based on the design the connection from Guys Road / Kirikiri Lane and Te Koha Road will be maintained but will travel under the busway structure. There is a need for quality urban design and suitable integration between the footpath and the busway structure to ensure that the pedestrian facility is accessible, well-lit and safe, particularly at night in accordance with CPTED principles. A suitable condition addressing this effect has been included in the conditions.

Currently engagement is underway with the EB4L community and engagement will be ongoing as the project progresses. Pre-construction engagement should be used to inform the CEMP and any related management plans in accordance with the condition(s).

With this mitigation in place the social impact rating remains low adverse.

## Summary of impacts

Table 30 Summary of social Impacts identified for way of life during operation of EB4L

Impact	Stakeholders affected	Effects rating prior to mitigation	Mitigation	Effects rating with mitigation
Community severance	Residents of Guys Road, Cottesmore Place, Waihi Way, Kirikiri Lane, Lushington Place, Businesses in the Hub. Vulnerable members of the community including children and their families, older people and local cultural communities including the Asian community.	Negative  Extent - Wider community  Likelihood - Unlikely - might occur at some time  Consequence - Minor - small change to baseline condition  Severity - Small  Duration – Long term  Overall impact rating - Low adverse	Early and ongoing communication with affected stakeholders as required by the CCP.	Negative  Extent - Wider community  Likelihood - Unlikely - might occur at some time  Consequence - Minor - small change to baseline condition  Severity - Small  Duration – Long term  Overall impact rating - Low adverse

### 8.3.3.2 Health and Wellbeing

#### Access and enjoyment of Guys Reserve

##### Impact Assessment

Impacts from the visual presence of the busway and operational amenity impacts, have the potential to impact on the level of enjoyment and use of the park and to make it a less attractive place to visit.

Once the Project has been completed, there will be a permanent loss of open space on the eastern side of the Guys Reserve and on the edge of Whaka Maumahara. Active modes connections through to Te Koha Road will be maintained. However, the character of and area available in Guys Reserve will be altered which has the potential to reduce the community's enjoyment of the reserve.

The shared path and pedestrian facility will follow the western edge of Guys Reserve adjacent to the Piccolo Park early learning centre and residential uses on Cottesmore Place, Kirikiri Lane and Waihi Way. The location of active modes adjacent to residential users will provide residents with greater opportunity to connect with Guys Reserve and improve connectivity for users to and from Tī Rākau Drive.

The improved access for the community enables more opportunities to use Guys Reserve for passive recreation. Planting and other treatments could further enhance the interface between residential development and the reserve. The Urban Design and Landscape Plan will also include details of upgrades to open space delivered through the Project. The social impact rating, based on improved walking and cycling facilities, is considered to be positive.

In addition to the improved access and opportunities within Guys Reserve there is also planned investment for Huntington Park and Haven Park including improved play elements and wayfinding which will provide improvements to additional areas of open space.

## Summary of impacts

Table 31 Summary of social Impacts identified for health and wellbeing during operation of EB4L

Impact	Stakeholders affected	Effects rating prior to mitigation	Mitigation	Effects rating with mitigation
Access and enjoyment of Guys Reserve	Residents of Guys Road, Cottesmore Place, Waihi Way, Kirikiri Lane, Lushington Place, users of Guys Reserve. Vulnerable members of the community including children and their families, older people and local cultural communities including the Asian community.	Positive	n/a	Positive
		Extent - Wider community		Extent - Wider community
		Likelihood – Possible – might occur at some time		Likelihood – Possible – might occur at some time
		Consequence – Minor – small change to baseline condition		Consequence – Minor – small change to baseline condition
		Severity – Small		Severity – Small
		Duration – Long term		Duration – Long term
		Overall impact rating – Positive		Overall impact rating – Positive

### 8.3.3.3 Environment

#### Noise

##### Impact Assessment

PPFs along Cottesmore Place and Guys Road near the EB4L section of the busway are predicted to experience noise levels up to 48 dB  $L_{Aeq(15min)}$  during the AM peak in bus flows. However, the operational noise assessment for the EB4L stage of the Project considered current ambient noise levels in the area, including for residents on Waihi Way, Kirikiri Lane and Cottesmore Place, would be similar to noise generated from the EB4L section of the busway.

The social impact rating is therefore considered moderate for certain receivers, however, the effects are expected to be unnoticeable for the majority of receivers.

##### Mitigation

Conditions have been included which provide for noise walls and low-noise road surface(s) where practicable.

##### Conclusion

Mitigation will include noise barriers as shown on the NoR plans and low-noise road surface to be used to minimise operational noise. Clear communication and explanation of the changes in noise environment during the operation of the busway will help avoid uncertainty and anxiety from perceived operational noise effects.

Within mitigation in place i.e low-noise road surface where appropriate, the social impact rating reduces to low adverse.

## Air quality

### *Impact Assessment*

With both traffic volumes and congestion reducing slightly due to the implementation of the Project the air quality assessment identified lower rates of emissions of vehicle exhaust pollutants into air imparting a beneficial impact to both local and regional air quality. The social impact rating of reduced emissions and improved air quality will support people’s enjoyment of their local environment. Impacts will be positive.

## Landscape and Visual

### *Impact Assessment*

Piccolo Park ECE raised concerns around privacy and safety for children at the centre with the proximity of the active mode path. The final design including any landscape treatment will be detailed in the UDLP.

### *Mitigation*

To address impacts on privacy and amenity for neighbouring receivers including Piccolo Park ECE the UDLP should include:

- Details of boundary treatments e.g. fencing and planting which will be implemented to manage privacy effects on residents and businesses.

### *Conclusion*

The social impact rating of the concern for reduced privacy is considered low adverse due to the limited extent of privacy impacts and the outcomes anticipated by the UDLP.

The loss of open space and the changed nature of Guys Reserve is considered under section 8.3.3.2.

## Summary of impacts

*Table 32 Summary of social Impacts identified for environment during operation of EB4L*

Impact	Stakeholders affected	Effects rating prior to mitigation	Mitigation	Effects rating with mitigation
Change in the environment or amenity due to noise effects from operation of the project	Residents of Guys Road, Cottesmore Place, Waihi Way, Kirikiri Lane, Lushington Place, users of Guys Reserve. Vulnerable members of the community including children and their families, older people and local cultural communities including the Asian community.	Negative	Low-noise road surface and noise walls where appropriate	Negative
		Extent - Local community		Extent - Local community
		Likelihood – Possible – might occur at some time		Likelihood - Unlikely - might occur at some time
		Consequence – Minor – small change to baseline condition		Consequence - Minor - small change to baseline condition
		Severity – Small		Severity - Small
		Duration – Long term		Duration – Long term



		<b>Overall impact rating – Moderate adverse</b>		<b>Overall impact rating - Low adverse</b>
Change in the environment or amenity due to visual effects from operation of the project	Residents of Guys Road, Cottesmore Place, Waihi Way, Kirikiri Lane, Lushington Place, users of Guys Reserve. Vulnerable members of the community including children and their families attending the daycare.	Negative	Integration of the transport corridor with the environment through design as required by UDLP	Negative
		Extent - Local community		Extent - Local community
		Likelihood - Unlikely - might occur at some time		Likelihood - Unlikely - might occur at some time
		Consequence - Minor - small change to baseline condition		Consequence - Minor - small change to baseline condition
		Severity - Small Duration - Long term		Severity - Small Duration - Long term
		<b>Overall impact rating – Low adverse</b>		<b>Overall impact rating – Low adverse</b>

### 8.3.3.4 Fears and aspirations

#### Fear of changing community character

##### *Impact Assessment*

The current land use zoning around Guys Reserve is Residential - Terrace Housing and Apartment Buildings (THAB) and Business - Mixed Use. There are a number of new developments - mostly town houses - in the area. There are some properties on Guys Road and Cottesmore Place which are currently single-detached dwellings.

The busway itself is not proposing to acquire any properties in the Huntington Park area and it is not in close proximity to any residential dwellings. The location of the shared path on the edge of Guys Reserve between residential receivers and the reserve is unlikely to change the character of this area.

However, there is a consented Kainga Ora development on Guys Road for 48 new homes due to be completed late 2024. This development is for terraced homes which will be at a slightly higher density than is currently found in Huntington Park (albeit there are some existing terraced houses e.g. Waihi Way). There is likely to be some uncertainty generated by the Project for this community and what further changes it may bring to the community. The project itself will not change the character of the community as the busway is located adjacent to the commercial development and only the active modes path will be adjacent to residential receivers. The social impact rating is low adverse.

##### *Mitigation*

To ensure the effective management and mitigation of social impacts it is important that there is a clear process for the community to report on impacts and discuss mitigation. Monitoring will help develop mitigation which responds to people's fears for their community and aspirations for their future.

The CCP should include:

- Details of the process for ongoing review of social impacts, including key measures and the timing / programme to carry out the review.

- Details of opportunities for the community and stakeholders to provide feedback on impacts and their experience of mitigation.
- Report at least annually on feedback and concerns and complaints raised by the community and how these have been responded to.

### Conclusion

Mitigation required by the conditions includes targeted communication with this community prior to construction. It is recommended a specific communication plan for EB4L is prepared to identify opportunities for the feedback received to feed into the design and/or CEMP. With mitigation in place the social impact rating is considered low adverse.

### Summary of impacts

Table 33 Summary of social Impacts identified for fears and aspirations during operation of EB4L

Impact	Stakeholders affected	Effects rating prior to mitigation	Mitigation	Effects rating with mitigation
Fear of changing community character	Residents of Guys Road, Cottesmore Place, Waihi Way, Kirikiri Lane, Lushington Place, users of Guys Reserve.	Negative	Early and ongoing communication with affected stakeholders as required by the CCP.	Negative
		Extent - Local community		Extent - Local community
		Likelihood - Unlikely - might occur at some time		Likelihood - Unlikely - might occur at some time
		Consequence - Minor - small change to baseline condition		Consequence - Minor - small change to baseline condition
		Severity - Small		Severity - Small
		Duration – Long term		Duration – Long term
		<b>Overall impact rating - Low adverse</b>		<b>Overall impact rating - Low adverse</b>

## 8.4 Cumulative Effects

### 8.4.1 Changing character

Concern about the potential for future urban development or intensification was a theme in engagement with the community. This potential change in character is recognised, with the higher densities enabled by the NPS-UD around stations and proposed by Plan Change 78 (from Mixed Housing Suburban Zone to Mixed Housing Urban Zone) but the outcomes of PC 78 are still uncertain and it is currently on hold. It is also noted that these concerns relate to a separate legislative process and do not directly relate to EB3C.

An explanation of the policy direction is provided in the Eastern Busway Frequently Asked Questions<sup>21</sup> to assist discussion with the community in their understanding of the likely changes to community character.

<sup>21</sup> [\[STG\] Q & A - EasternBusway](#)

There is an opportunity for land-use transport integration with new development to be built to respond to the new transport corridor(s) and Burswood Station, which will potentially reduce the level of social impacts experienced by the future community. To facilitate this, ongoing consultation with developers is recommended.

Due to the acquisition process and normal patterns of migration the existing community may not be present in its current form during the construction and operation of the corridor and the impacts described in this assessment are based on an identified social baseline.

#### **8.4.2 Eastern Busway 2 and Eastern Busway 3 Residential Stages of the Project**

The Project is a linear construction project broken down into several stages. However, there is the potential for concurrent or sequential stages of EB2, EB3R, EB3C and EB4L to result in cumulative impacts for receivers for example traffic disruption along Tī Rākau Drive. As part of a single project the effects arising from concurrent construction areas can be coordinated and managed to minimise disruption to stakeholders. The use of project-wide management plans for noise, air quality, traffic effects support this approach.

Consistent communication and feedback channels also enable effective and ongoing communication with the community. These mechanisms enable clear updates of progress and upcoming works which will reduce the potential for cumulative effects between stages.

There are likely to be other works, including utility works, other road works or large construction projects, that can exacerbate effects. Ongoing consultation with developers, utility and infrastructure providers is recommended, particularly for any large-scale projects in the local or sub-regional area to coordinate works.

#### **8.4.3 Mitigation for cumulative effects**

Cumulative effects include the potential for additional impacts generated by other development, such as utilities works in the area, which may further disrupt stakeholders. EB has tried to minimise this disruption. The CCP should include provision to enable coordination of works. The CCP should:

- Identify any key developers, utility and infrastructure providers in the local community study area and endeavour to coordinate works.

## 9 Mitigation

### Chapter Summary

Mitigation measures Have been set out in Section 8 of the impact assessment. These measures will be implemented via the following management plans required by the conditions:

- Construction Environmental Management Plan (CEMP)
- Communication and Consultation Plan (CCP)
- Construction Transport Management Plan (CTMP)
- Construction Noise and Vibration Management Plan (CNVMP)
- Urban Design and Landscape Plan (UDLP).

There are other key mechanisms such as the Public Works Act 1981 and EBA strategies for development response which are not mitigation for social impact but which support delivery of the project.

### 9.1 Recommended Management and Response Measures

The measures outlined below will assist in the mitigation and management of potential social impacts and benefits for this Project. It is recommended they be used as a guide for further consultations and discussions on potential social impacts and benefits and how best to manage them.

The mitigation proposed within the SIA is encompassed within the proposed conditions. The recommendations assume the mitigation proposed within the relevant technical assessments and described in this Assessment will be implemented.

Mitigation measures Have been set out in Section 8 of the impact assessment these measures will be implemented via the following management plans required by the conditions:

- Construction Environmental Management Plan (CEMP)
- Communication and Consultation Plan (CCP)
- Construction Transport Management Plan (CTMP)
- Construction Noise and Vibration Management Plan (CNVMP)
- Urban Design and Landscape Plan (UDLP)

It should also be acknowledged that there are other legislative and policy frameworks, such as Public Works Act 1981 which will also be used to manage social impacts e.g. property acquisition.

There is also work being undertaken to deliver broader social outcomes for the community through a strategy focused on building partnerships and delivering lasting outcomes with community groups, such as volunteer days, collaborations on art and design projects, partnering on community initiatives such as community gardens or recycling projects, however, this is not mitigation required to address adverse effects but will support the positive effects of the project.

## 10 Conclusions and Recommendations

This SIA has been prepared to accompany the AEE for the EB3C and EB4L sections of the Project.

This SIA has been prepared based on the methodology set out in the International Principles for Social Impact Assessment prepared by the International Association for Impact Assessment (IAIA). The SIA has been informed by the literature review, stakeholder and community consultation undertaken for the Project as well as the community profile of the study area. Vulnerable groups identified for the SIA included lower socio-economic groups, Māori and other cultural groups, children and young people, older people and people with disabilities.

The SIA has assessed the potential benefits and social impacts from the construction and operation of the EB3C and EB4L stages of the Project.

A summary of the findings and the mitigation is provided in the table below.

Table 34 Summary of Social Impact Ratings and Mitigation

	Construction impacts			Operational impacts		
Impact Category	Impact and rating prior to mitigation	Mitigation	Impact rating with mitigation	Impact	Mitigation	Impact rating with mitigation
Way of life	<ul style="list-style-type: none"> <li>Disruption to access employment, education and social opportunities due to congestion and changed road conditions (moderate -ve)</li> <li>Community severance* (moderate -ve)</li> </ul>	<ul style="list-style-type: none"> <li>Construction Environmental Management Plan (CEMP)</li> <li>Communication and Consultation Plan (CCP)</li> <li>Construction Transport Management Plan (CTMP)</li> </ul>	Low adverse	<ul style="list-style-type: none"> <li>Improved reliability of bus services (+ve)</li> <li>Improved station facilities and access to stations (+ve)</li> <li>Reduced community severance* (+ve)</li> </ul>	n/a	Positive
	<ul style="list-style-type: none"> <li>Community severance* (high -ve)</li> </ul>	<ul style="list-style-type: none"> <li>Construction Environmental Management Plan (CEMP)</li> <li>Communication and Consultation Plan (CCP)</li> <li>Construction Transport Management Plan (CTMP)</li> </ul>	Moderate adverse	<ul style="list-style-type: none"> <li>Parking and access for the new station (moderate -ve)</li> <li>Community severance* (low -ve)</li> </ul>	<ul style="list-style-type: none"> <li>AT to monitor and if appropriate implement parking restrictions</li> </ul>	Low adverse
Community	<ul style="list-style-type: none"> <li>Supporting cultural groups in the local community study area (moderate -ve)</li> </ul>	<ul style="list-style-type: none"> <li>Communication and Consultation Plan (CCP)</li> </ul>	Low adverse	<ul style="list-style-type: none"> <li>Improved access to schools and community facilities (+ve)</li> </ul>	n/a	Positive
	<ul style="list-style-type: none"> <li>Changes in access to schools due to school bus detours* (high -ve)</li> </ul>	<ul style="list-style-type: none"> <li>Communication and Consultation Plan (CCP)</li> <li>Construction Transport Management Plan (CTMP)</li> </ul>	Moderate adverse	<ul style="list-style-type: none"> <li>Changing community character (moderate -ve)</li> </ul>	<ul style="list-style-type: none"> <li>Urban Design and Landscape Plan (UDLP)</li> </ul>	Moderate adverse

Environment	<ul style="list-style-type: none"> <li>Impacts on the Coastal Management Area* (low -ve)</li> <li>Change in the environment or amenity due to air quality effects (moderate -ve)</li> <li>Change in the environment or amenity due to visual effects* (moderate -ve)</li> </ul>	<ul style="list-style-type: none"> <li>Construction Environmental Management Plan (CEMP)</li> <li>Communication and Consultation Plan (CCP)</li> </ul>	Low adverse	<ul style="list-style-type: none"> <li>Improved legibility and urban form (+ve)</li> <li>Improved safety for road users and particularly pedestrians (+ve)</li> <li>Change in the environment or amenity due to air quality effects (+ve)</li> </ul>	n/a	Positive
	<ul style="list-style-type: none"> <li>Change in the environment or amenity due to noise effects (high -ve)</li> </ul>	<ul style="list-style-type: none"> <li>Construction Environmental Management Plan (CEMP)</li> <li>Construction Noise and Vibration Management Plan (CNVMP)</li> </ul>	Moderate adverse	<ul style="list-style-type: none"> <li>Severance of Burswood Esplanade Reserve (low -ve)</li> <li>Impacts on the Coastal Management Area* (low -ve)</li> <li>Change in the environment or amenity due to visual effects (low -ve)</li> </ul>	<ul style="list-style-type: none"> <li>Urban Design and Landscape Plan (UDLP)</li> </ul>	Low adverse
	<ul style="list-style-type: none"> <li>Change in the environment or amenity due to visual effects (high -ve)</li> </ul>	<ul style="list-style-type: none"> <li>Communication and Consultation Plan (CCP)</li> <li>Construction Transport Management Plan (CTMP)</li> </ul>	Moderate adverse	<ul style="list-style-type: none"> <li>Change in the environment or amenity due to noise effects (moderate -ve)</li> </ul>	<ul style="list-style-type: none"> <li>Low-noise road surface and noise walls where appropriate</li> </ul>	Low adverse
Health and wellbeing	<ul style="list-style-type: none"> <li>Ability to access and use open space for recreation, exercise and social</li> </ul>	<ul style="list-style-type: none"> <li>Communication and Consultation Plan (CCP)</li> <li>Construction Transport Management Plan (CTMP)</li> </ul>	Low adverse	<ul style="list-style-type: none"> <li>Improved active modes (walking and cycling) (+ve)</li> <li>Improved park</li> </ul>	n/a	Positive

	<ul style="list-style-type: none"> <li>connection* (moderate -ve)</li> </ul>	<ul style="list-style-type: none"> <li>Urban Design and Landscape Plan (UDLP)</li> </ul>		<ul style="list-style-type: none"> <li>facilities and access to parks (+ve)</li> </ul>		
	<ul style="list-style-type: none"> <li>Stress and anxiety caused by uncertainty and change generated by the project (high -ve)</li> <li>Ability to access and use open space for recreation, exercise and social connection* (moderate -ve)</li> </ul>	<ul style="list-style-type: none"> <li>Communication and Consultation Plan (CCP)</li> </ul>	Moderate adverse			
Personal and property rights	<ul style="list-style-type: none"> <li>Provision of local employment opportunities (+ve)</li> </ul>	n/a	Positive	<ul style="list-style-type: none"> <li>Provision of local employment opportunities (+ve)</li> </ul>	n/a	Positive
	<ul style="list-style-type: none"> <li>Business Disruption (moderate -ve)</li> </ul>	<ul style="list-style-type: none"> <li>Communication and Consultation Plan (CCP)</li> <li>Construction Transport Management Plan (CTMP)</li> </ul>	Low adverse	<ul style="list-style-type: none"> <li>Business Disruption due to loss of carparking* (low -ve)</li> </ul>	n/a	Low adverse
	<ul style="list-style-type: none"> <li>Property acquisition (moderate up to high* -ve)</li> </ul>	<ul style="list-style-type: none"> <li>Property Strategy</li> </ul>	Low up to moderate adverse			
Fears and aspirations	No impact identified during construction	n/a	n/a	<ul style="list-style-type: none"> <li>Reduced carbon emissions / climate change (+ve)</li> </ul>	n/a	Positive
				<ul style="list-style-type: none"> <li>Safety and increased antisocial behaviour (low -ve)</li> <li>Fear of communi</li> </ul>	<ul style="list-style-type: none"> <li>Urban Design and Landscape Plan (UDLP)</li> <li>Communication with local Police and other relevant</li> </ul>	Low adverse



				ty change <sup>†</sup> (low -ve)	organisatio ns	
Political Systems	Concerns over participatory processes* (moderate -ve)	<ul style="list-style-type: none"> <li>Communication and Consultation Plan (CCP)</li> </ul>	Low adverse	No impact identified during operation	n/a	n/a

\* EB3 only

† EB4L only

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## 12 Appendix 1: Scoping Exercise

Category	Description	Construction	Operation
<b>Way of life</b>	Including: <ul style="list-style-type: none"> <li>• how people get around</li> <li>• how people access housing, employment, recreational spaces, places of worship, key services e.g. daycare</li> <li>• how people interact with one another on a daily basis</li> </ul>	<ul style="list-style-type: none"> <li>• Disruption due to congestion and changed road conditions (-ve)</li> <li>• Community Severance due to the location of the busway (-ve)</li> </ul>	<ul style="list-style-type: none"> <li>• Community benefits from improved public transport access to social / community and employment areas (+ve)</li> </ul>
<b>Community</b>	Including its composition, cohesion and character, how it functions, and sense of place	<ul style="list-style-type: none"> <li>• Change to community due to displacement of residents and changing community character (-ve)</li> </ul>	<ul style="list-style-type: none"> <li>• Improved access to schools and community facilities (+ve)</li> </ul>
<b>Environment</b>	Including access to and use of the natural and built environment and the value of that environment, amenity, public safety and security	<ul style="list-style-type: none"> <li>• Amenity impacts (noise, dust, visual) and the change to the environment for residents and other receivers (-ve)</li> </ul>	<ul style="list-style-type: none"> <li>• Improved legibility and urban form (+ve)</li> <li>• Improved safety for road users and particularly pedestrians (+ve)</li> </ul>
<b>Health and wellbeing</b>	Including physical and mental health	<ul style="list-style-type: none"> <li>• Mental health impacts due to stress related to uncertainty of timing and project impacts (-ve)</li> <li>• Mental and physical health impacts due to presence of ongoing construction works (-ve)</li> </ul>	<ul style="list-style-type: none"> <li>• Changes to access to recreation including areas of open space and people using these facilities (+ve)</li> </ul>
<b>Personal and property rights</b>	Including whether their economic livelihoods are affected	<ul style="list-style-type: none"> <li>• Provision of local employment opportunities (+ve)</li> <li>• Property acquisition (-ve)</li> <li>• Business disruption (-ve)</li> </ul>	
<b>Political systems</b>	The extent to which people are able to participate in decisions that affect their lives	<ul style="list-style-type: none"> <li>• Concerns of process and transparency relating to corridor selection (-ve)</li> <li>• Opportunities for the community to provide feedback and to raise issues with construction (+ve)</li> </ul>	
<b>Fears and aspirations</b>	Including negative and positive feelings about the future and for future generations	<ul style="list-style-type: none"> <li>• Fear of increased crime and anti-social behaviour (-ve)</li> </ul>	<ul style="list-style-type: none"> <li>• Reduced carbon emissions / climate change (+ve)</li> </ul>

		<ul style="list-style-type: none"> <li>• Fear of changing community character due to presence of busway (-ve)</li> </ul>	<ul style="list-style-type: none"> <li>• Fear of increased crime and anti-social behaviour (-ve)</li> <li>• Fear of changing community character due to presence of busway (-ve)</li> </ul>
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## 13 Appendix 2: Site Visit Photos

### 13.1 Site visit area

A site visit was carried out on 10 February 2023 as shown on the figure below.

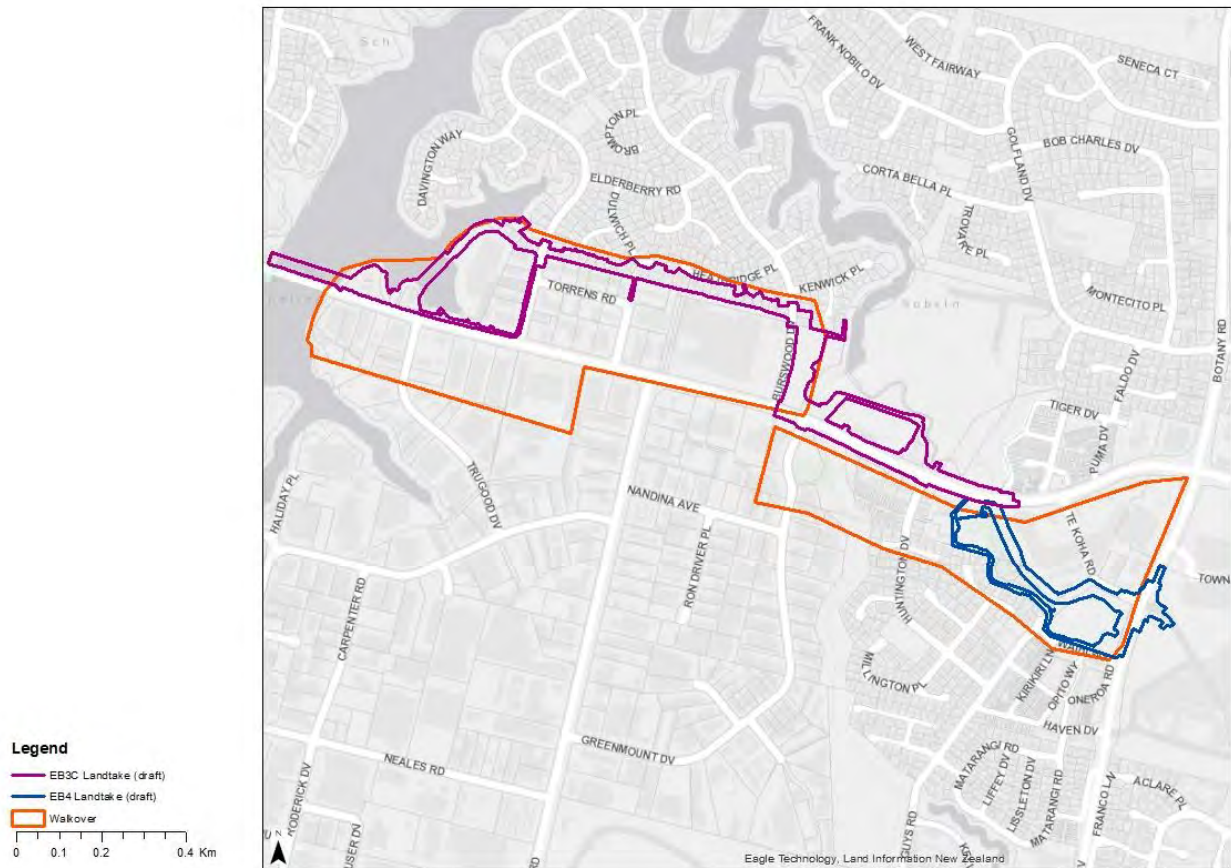


Figure 22 Site visit area

## 13.2 EB3C



*Image looking west across Burswood Drive with East City Wesleyan Church on the right*



*Image looking north across Torrens Road. Pictured: Fulton Swim School, Sam's Fukuyama and other restaurants 2-20 Torrens Road*



Image of WonderKids Childcare and Preschool front entrance and car parking, Torrens Road



Image showing the rear of WonderKids Childcare and Preschool and the existing berm area. View from Burswood Drive





*Image showing intersection of Burswood Drive and Torrens Road and current informal pedestrian crossing*



*Image showing the Kotahi community centre entrance at 272 Ti Rākau Drive*



Image showing a number of businesses west of Burswood Drive on Tī Rākau Drive



Image showing the outdoor seating area at Oh! My Chicken on the southern side of Torrens Road



*Image showing a variety of commercial businesses in Torrens Road*



*Image looking east across Burswood Drive, pictured is the Matrix Security offices and fleet cars*



*Image showing a mixture of stores at the eastern end of Torrens Road near the intersection with Tī Rākau Drive*



*Image looking west across Burswood Drive to Bunnings Warehouse from the existing pedestrian path in Burswood Esplanade Reserve.*



*Image looking east from Burswood Esplanade Reserve, Tī Rākau Drive and Amera Place can be seen in the background*



*Image of businesses along northern side of Tī Rākau Drive including Target Furniture distribution centre and Masport*



*Image looking south along Burswood Drive toward Tī Rākau Drive; the entrance to Bunnings Warehouse on the right and Burswood Esplanade Reserve in the foreground. This area will be used during the construction and operation of the busway.*

### 13.3 EB4L



*Image looking north across Whaka Maumahara park toward The Hub Botany retail zone*



*Image looking west along residential road Waihi Way, adjacent to Whaka Maumahara*



*Image looking across Whaka Maumahara reserve toward The Hub Botany and Tī Rākau Drive. View from existing pedestrian connection.*



*Image showing automotive businesses at The Hub Botany, 451 Ti Rākau Drive.*



*Image showing VTNZ and Whaka Mauhara and Guys Reserve. Footpath to be relocated as part of the Project.*





Image showing the private post office box lobby at The Hub Botany



Image showing Hunting & Fishing and wayfinding for Anytime Fitness at The Hub Botany

## 14 Appendix 3: Baseline Data

### 14.1 Demographics

Table 35 Population count and median age for EB3C and EB4L SA1 and SA2 study areas, with comparisons made to the Howick Local Board and Auckland Region.

Characteristics	Description	EB3C SA1*	EB4L - SA1	SA2*	Howick LBA	Auckland Region
Population count and median age	Population usually resident	2,745	1,806	5,181	140,970	1,571,718
	Median age	38.27	41.67	39.15	37.3	34.7

\* This is the average median age for the combined statistical boundary areas which make up the study area

Table 36 Age distribution for SA1 and SA2 study areas, with comparisons made to the Howick Local Board and Auckland Region.

Characteristics	Description	EB3C SA1	EB4L - SA1	SA2	Howick LBA	Auckland Region
Age distribution	Under 15 years	17%	14%	18%	19.4%	20%
	15-29 years	19%	17%	19%	20.2%	23%
	30-64 years	52%	46%	49%	46.9%	45%
	65 years and over	12%	23%	14%	13.5%	12%
	Total	100%	100%	100%	100%	100%

Table 37 Cultural diversity distribution for SA1 and SA2 study areas, with comparisons made to the Howick Local Board and Auckland Region.

Characteristics	Description	EB3C SA1	EB4L - SA1	SA2	Howick Local Board Area	Auckland Region
Population origin	Born in New Zealand	44%	41%	45%	46%	58%
	Born overseas	56%	58%	55%	54%	42%
	Total	100%	100%	100%	100%	100%

Table 38 Cultural diversity distribution for SA1 and SA2 study areas, with comparisons made to the Howick Local Board and Auckland Region.

Characteristics	Description	EB3C SA1	EB4L - SA1	SA2	Howick Local Board Area	Auckland Region
Cultural diversity	European	43%	48%	41%	43%	54%
	Māori	5%	3%	7%	5%	10%
	Pacific Peoples	6%	2%	5%	5%	13%
	Asian	49%	45%	42%	43%	21%
	Middle Eastern / Latin American / African	3%	5%	3%	2%	2%
	Other Ethnicity	2%	2%	2%	1%	1%
	Total	100%	100%	100%	100%	100%

## 14.2 Employment

It is noted that the statistics provided are from the 2018 Census and the economic and employment environment will have changed due to impacts from COVID-19. The impact of the COVID-19 pandemic on employment is uneven across sectors; some industries e.g. accommodation and food services and transport were negatively impacted and suffered high levels of job losses due to restrictions on people's movements and a lack of tourism while others such as healthcare increased due to demand for medical services. The high demand for housing has also increased the number of jobs in construction.

Table 39 Employment distribution for SA1 and SA2 study areas, with comparisons made to the Howick Local Board and Auckland Region.

Characteristics	Description	EB3C SA1	EB4L - SA1	SA2	Howick Local Board Area	Auckland Region
Employment (Population aged 15 years and over)	Employed full-time	58%	44%	51%	51%	52%
	Employed part-time	12%	12%	13%	13%	14%
	Unemployed	3%	4%	5%	3%	4%
	Not in the labour force	27%	40%	32%	32%	30%
	Total	100%	100%	100%	100%	100%

Table 40 Profession for SA1 and SA2 study areas, with comparisons made to the Howick Local Board and Auckland Region.

Characteristics	Description	EB3C SA1	EB4L - SA1	SA2	Howick Local Board Area	Auckland Region
Profession	Professionals	7%	9%	25%	25%	26%
	Managers	0%	0%	20%	20%	18%
	Clerical and Administrative Workers	68%	63%	15%	13%	12%
	Technicians and Trades Workers	12%	12%	12%	12%	11%
	Sales Workers	3%	3%	11%	11%	10%
	Community and Personal Service Workers	4%	3%	7%	8%	9%
	Labourers	2%	3%	6%	6%	8%
	Machinery Operators and Drivers	0%	1%	4%	5%	6%
	Total	100%	100%	100%	100%	100%

Table 41 Median Personal Income for SA1 and SA2 study areas, with comparisons made to the Howick Local Board and Auckland Region.

Characteristics	Description	EB3C SA1*	EB4L - SA1	SA2*	Howick Local Board Area	Auckland Region
Income	Median Personal Income (\$)	34,918	35,073	\$34,851	\$34,900	\$34,400

\* This is the average median income for the combined statistical boundary areas which make up the study area

## 14.3 Household and dwelling

Table 42 Dwelling and household ownership for SA1 and SA2 study areas, with comparisons made to the Howick Local Board and Auckland Region.

Characteristics	Description	EB3C SA1	EB4L - SA1	SA2	Howick Local Board Area	Auckland Region
Ownership Status	Own or partly own	51%	46%	49%	36%	34%
	Do not own and do not hold in a family trust	37%	43%	36%	52%	55%
	Hold in a family trust	12%	11%	13%	12%	11%
	Total	100%	100%	100%	100%	100%

Table 43 Weekly median rent for SA1 and SA2 study areas, with comparisons made to the Howick Local Board and Auckland Region.

Characteristics	Description	EB3C SA1*	EB4L - SA1	SA2*	Howick Local Board Area	Auckland Region
Weekly Rent	Median Weekly Rent (\$)	\$548		\$556	\$530	\$450

\* This is the average median weekly rent for the combined area

Table 44 Landlord Type for SA1 and SA2 study areas, with comparisons made to the Howick Local Board and Auckland Region.

Characteristics	Description	EB3C SA1	EB4L - SA1	SA2	Howick Local Board Area	Auckland Region
Landlord Type	Private person, trust, or business	97%	97%	97%	93%	93%
	Local authority or city council	2%	0%	0%	2%	2%
	Housing New Zealand Corporation	1%	0%	2%	3%	3%
	Other housing provider	0%	0%	1%	1%	1%
	Total	100%	100%	100%	100%	100%

Table 45 Dwelling occupation status for SA1 and SA2 study areas, with comparisons made to the Howick Local Board and Auckland Region.

Characteristics	Description	EB3C SA1	EB4L - SA1	SA2	Howick Local Board Area	Auckland Region
Occupation status	Occupied dwelling	93%	93%	96%	94%	92%
	Unoccupied dwelling	4%	7%	4%	5%	7%
	Dwelling under construction	2%	0%	0%	1%	1%
	Total	100%	100%	100%	100%	100%

Table 46 Number of Bedrooms at a property for SA1 and SA2 study areas with comparisons made to Auckland Region.

Characteristics	Description	EB3C SA1	EB4L - SA1	SA2	Auckland Region
Occupation status	One Bedroom	4%	10%	3%	7%
	Two Bedrooms	14%	39%	15%	20%
	Three Bedrooms	54%	32%	53%	39%
	Four Bedrooms	23%	16%	21%	24%
	Five or more Bedrooms	6%	2%	8%	10%
	Total	100%	100%	100%	100%

## 14.4 Travel

Table 47 Travel to work distribution for SA1 and SA2 study areas, with comparisons made to the Howick Local Board and Auckland Region.

Characteristics	Description	EB3C SA1	EB4L - SA1	SA2	Howick Local Board Area	Auckland Region
Travel to work (population aged 15 and over)	Work at home	6%		8%	8%	9%
	Drive a private car, truck or van	67%		67%	67%	60%
	Drive a company car, truck or van	12%		12%	12%	10%
	Passenger in a car, truck, van or company bus	3%		3%	4%	4%
	Public bus	4%		3%	3%	7%
	Train	3%		2%	2%	3%
	Bicycle	1%		1%	0%	1%
	Walk or jog	2%		3%	2%	4%
	Ferry	0%		0%	1%	1%
	Total	100%		100%	100%	100%

Table 48 Number vehicles per household distribution for SA1 and SA2 study areas, with comparisons made to the Howick Local Board and Auckland Region.

Characteristics	Description	EB3C SA1	EB4L - SA1	SA2	Howick Local Board Area	Auckland Region
Number Vehicles per household	No vehicles	3%	9%	3%	3%	7%
	One	27%	44%	29%	24%	30%
	Two	50%	34%	44%	44%	40%
	Three or more	14%	10%	24%	18%	23%

	Total	6%	4%	100%	100%	100%
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## 14.5 Safety

Road safety incident type	Fatal crashes	Serious injury crashes	Pedestrians involved	Cyclists involved	Motorbikes involved
Number of incidents	3	15	9	7	16



Figure 23 Location of road safety incidents in the Local Study area

Source: AT Vision Zero Map last updated on April 06, 2022

<https://atgis.maps.arcgis.com/apps/dashboards/e6478f0630eb4c27b184e07f39dfcb78>

## 15 Appendix 4: List of Stakeholders

### 15.1 Vulnerable groups

Table 49 Baseline data to support identification of vulnerable groups

Vulnerable Group	Who they are
Economically deprived	<p><u>EB3C SA1</u></p> <ul style="list-style-type: none"> <li>• Median personal income \$34,918</li> <li>• 6% of residents between the ages of 18-64 receive a means tested benefit,</li> <li>• 3% of residents between the ages of 18-64 receive a means tested benefit are unemployed</li> </ul> <p><u>EB4L SA1</u></p> <ul style="list-style-type: none"> <li>• Median personal income \$35,073 <ul style="list-style-type: none"> <li>• 3% of residents between the ages of 18-64 receive a means tested benefit,</li> <li>• 4% of residents between the ages of 18-64 receive a means tested benefit are unemployed</li> </ul> </li> </ul> <p><u>Howick Local Board Area</u></p> <ul style="list-style-type: none"> <li>• Median personal income of \$34,900</li> <li>• 5% of residents between ages of 18-64 receive an income tested benefit</li> <li>• 3% of residents between the ages of 18-64 receive a means tested benefit are unemployed</li> </ul> <p><u>Auckland Region</u></p> <ul style="list-style-type: none"> <li>• Median personal income of \$34,400</li> <li>• 10% of residents between ages of 18-64 receive an income tested benefit</li> <li>• 4% of residents between the ages of 18-64 receive a means tested benefit are unemployed</li> </ul>
Māori and other cultural groups	<p><u>EB3C SA1</u></p> <ul style="list-style-type: none"> <li>• 5% identified as Māori</li> <li>• 49% identified as belonging to an Asian ethnicity</li> <li>• 41% speak a language other than English, Māori, Samoan or New Zealand Sign Language</li> <li>• 56% were not born in New Zealand</li> </ul> <p><u>EB4L SA1</u></p> <ul style="list-style-type: none"> <li>• 3% identified as Māori</li> <li>• 45% identified as belonging to an Asian ethnicity</li> <li>• 42% speak a language other than English, Māori, Samoan or New Zealand Sign Language</li> <li>• 58% were not born in New Zealand</li> </ul> <p><u>Howick Local Board Area</u></p> <ul style="list-style-type: none"> <li>• 6% identified as Māori</li> <li>• 47% identified as belonging to an Asian ethnicity</li> <li>• 48% speak a language other than English, Māori, Samoan or New Zealand Sign Language</li> <li>• 54% were not born in New Zealand</li> </ul> <p><u>Auckland Region</u></p> <ul style="list-style-type: none"> <li>• 12% identified as Māori</li> </ul>

	<ul style="list-style-type: none"> <li>• 28% identified as belonging to an Asian ethnicity</li> <li>• 33% speak a language other than English, Māori, Samoan or New Zealand Sign Language</li> <li>• 42% were not born in New Zealand.</li> </ul>
Children and women	<p><u>EB3C</u></p> <ul style="list-style-type: none"> <li>• 17% of residents are under the age of 15</li> </ul> <p><u>EB4L</u></p> <ul style="list-style-type: none"> <li>• 14% of residents are under the age of 15</li> </ul> <p><u>Howick Local Board Area</u></p> <ul style="list-style-type: none"> <li>• 21% of residents are under the age of 15</li> </ul> <p><u>Auckland Region</u></p> <ul style="list-style-type: none"> <li>• 21% of residents are under the age of 15</li> </ul>
Older people	<p><u>EB3C</u></p> <ul style="list-style-type: none"> <li>• 12% of residents are over the age of 65</li> </ul> <p><u>EB4L</u></p> <ul style="list-style-type: none"> <li>• 23% of residents are over the age of 65</li> </ul> <p><u>Howick Local Board Area</u></p> <ul style="list-style-type: none"> <li>• 13% of residents are over the age of 65</li> </ul> <p><u>Auckland Region</u></p> <ul style="list-style-type: none"> <li>• <u>11% of residents are over the age of 65</u></li> </ul>
Disabled people	<p><u>EB3C</u></p> <ul style="list-style-type: none"> <li>• 5% of residents live with one or more activity limitation</li> </ul> <p><u>EB4L</u></p> <ul style="list-style-type: none"> <li>• 7% of residents live with one or more activity limitation</li> </ul> <p><u>Howick Local Board Area</u></p> <ul style="list-style-type: none"> <li>• 5% of residents live with one or more activity limitation</li> </ul> <p><u>Auckland Region</u></p> <ul style="list-style-type: none"> <li>• <u>6% of residents live with one or more activity limitation</u></li> </ul>

## 15.2 Social Infrastructure

Table 50 List of social infrastructure

Type of infrastructure	Name	Address	Details	Users
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Community and Recreation	Kotahi community centre (BotanyLife Community Trust)	272E Tī Rākau Drive, Burswood (Map Reference 1)	Multipurpose facility for gatherings, meetings, and events Hours vary Events include antenatal classes, mum and baby yoga, baby sensory classes, dance / fitness classes.	Women and children, Community who attend events
	Fulton Swim School	12 Torrens Road, Burswood (Map Reference 2)	Fulton Swim School is located on Torrens Road which provides swimming lessons for babies up to adults including competitive swimming. Hours vary, frequented by children	Wider community, including children, attending swim lessons
Education	Riverhills school including Somerville Special School class from local enrolment zone	13 Waikaremoana Place, Pakuranga Heights (Map Reference 3)	8:30AM - 3:30PM Monday to Friday. Primary School. Busy in morning and evening drop-off/pick-up times	Primary school aged children and their families  Children with additional needs
	Elim Christian College Golflands Campus caters for years 1 - 10	94 Golfland Drive, Golflands (Map Reference 4)	8:30AM - 3:30PM Monday to Friday. Junior campus. Busy in morning and evening drop-off/pick-up times	Children and young people
	Riverhills Early Learning Centre	13 Waikaremoana Place, Pakuranga Heights (Map Reference 5)	7AM - 6PM Monday to Friday. Preschool/day-care. Busy in morning and evening drop-off/pick-up times	Children under 5 and their families
	Wonderkids Childcare and Preschool	2 Torrens Road, East Tāmaki (Map Reference 6)	7:30AM - 6PM Monday to Friday. Preschool/day-care. Busy in morning and evening drop-off/pick-up times	Children under 5 and their families
	Piccolo Park Botany	415 Tī Rākau Drive, Botany (Map Reference 7)	Open 7AM - 6PM weekdays	Children under 5 and their families
Medical Services	The Doctors Tī Rākau	316 Tī Rākau Drive, Burswood (Map Reference 8)	8AM - 6PM Monday to Friday	Older people Children and parents  People with long term illness
	Unichem Pharmacy	316 Tī Rākau Drive, Burswood (Map Reference 8)	8AM - 6PM Monday to Friday	
	Auckland Radiology Group	316 Tī Rākau Drive, Burswood (Map Reference 8)	8:30AM - 5PM Monday to Friday	
	Yan's Chinese Medicine	262 Tī Rākau Drive, Burswood (Map Reference 9)	10AM - 6PM Monday to Friday	
	Lumino The Dentists	12 Amera Place, Huntington	Open 11AM - 7PM Monday, 9AM - 6PM Tuesday, 9AM - 7PM	

		Park (Map Reference 10)	Wednesday, 9AM - 5PM Thursday, 9AM - 4PM Friday, 9AM - 1PM Saturday, Closed Sunday	
Places of worship	East City Wesleyan Church (Map Reference 11)	219 Burswood Drive, Burswood	Sunday services, Office open 9AM - 4PM Tuesday to Friday	Community who attend services
	Korean Peace Church (Map Reference 12)	H/154-160 Harris Road, East Tāmaki	Sunday Services Office: 7:30AM - 8:30PM Tuesday to Friday	Community who attend services including the Korean community
	Stirredwater Christian Fellowship (Map Reference 13)	8/325 Tī Rākau Drive, Burswood	Church offices	Community who attend services
	EFCNZ Evangelical Formosan Church (Map Reference 14)	150C Harris Road, East Tāmaki	Place of worship	Community who attend services including Chinese community
	St Columba Presbyterian Church (Map Reference 15)	480 Tī Rākau Drive, Botany	Open 9AM - 5PM Monday to Thursday, 9AM - 12:30PM Friday, Closed Saturday, 8:30 - 12PM Sunday	Community who attend services
Parks and Reserves	Burswood Park (Map Reference 16)	170 Burswood Drive, Burswood		The community that make use or the reserves, including children and parents
	Burswood Esplanade Reserve (Map Reference 17)	Opposite Bunnings on Burswood Drive		
	Greenmount Drainage Reserve (Map Reference 18)	Greenmount Drive, Burswood		
	Guys Reserve (Map Reference 19)	Tī Rākau Drive, Burswood		
	Spalding Rise (Map Reference 20)	Nagle Pl, Golflands		
	Puma Park (Map Reference 21)	Puma Drive, Golflands		
	Tiger Park (Map Reference 22)	Tiger Drive, Golflands		
	Whaka Maumahara (Map Reference 23)	204 Guys Road, East Tamaki		
	Haven Park (Map Reference 24)	Haven Drive, East Tamaki		

	Huntington Park	17 Millington Place, Huntington Park, Auckland 2013		
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## 15.3 Local Businesses

Table 51 Local Businesses in the vicinity of the EB3C Project

Name	Address	Type of Business	Main activities	Business details
<b>Chinatown</b>	262 Tī Rākau Drive, Burswood	Retail	Shopping Mall	Open 10AM - 8PM Monday to Sunday
<b>Rio Kitchen</b>	262 Tī Rākau Drive, Burswood	Retail	Bakery	Open 9AM - 6PM Monday to Sunday
<b>JKD Combat Fitness</b>	262 Tī Rākau Drive, Burswood	Gym	Martial Arts Studio	Open 10AM - 9PM Tuesday, 10AM - 8PM Wednesday - Friday, 10AM - 5PM Saturday, 10AM - 4PM Sunday
<b>Lim Chhour Supermarket</b>	262 Tī Rākau Drive, Burswood	Retail	Grocery Store	Open 8AM - 6:30PM Monday to Sunday
<b>Saigon Kitchen</b>	262 Tī Rākau Drive, Burswood	Hospitality	Restaurant	Open 11AM - 9PM Tuesday - Sunday
<b>Chipmunks Playland and Café</b>	241 Tī Rākau Drive, Burswood	Hospitality	Children's playland and eatery	Open 9:30AM - 5PM Monday to Sunday
<b>Tenob Wholesale Marine</b>	241 Tī Rākau Drive, Burswood	Retail	Marine Equipment	Open 8:30AM - 5PM Monday to Friday, Closed weekends
<b>Woodbine Marine Limited</b>	245 Tī Rākau Drive, Burswood	Retail	Marine Equipment	Open 8AM - 5PM Monday to Saturday, Closed Sunday
<b>AFC Group Holdings</b>	1/245 Tī Rākau Drive, Burswood	Office	Office	Open 9:30AM - 6PM Monday to Friday, Closed weekends
<b>Battery Bill</b>	253 Tī Rākau Drive, Buswood	Retail	Battery Replacement	
<b>Family Boats</b>	249 Tī Rākau Drive, East Tāmaki	Retail	Boat Dealership	Open 8:30AM - 5PM Monday to Friday, 9AM - 3PM Saturday, By appointment only Sunday
<b>Swimart Pool and Spa Services</b>	249 Tī Rākau Drive, Burswood	Retail	Pool and Spa Shop	Open 9AM - 5PM Monday to Friday, 9AM - 4PM Saturday and Sunday
<b>Vacant</b>	257 Tī Rākau Drive, Burswood	Vacant	Vacant	Formerly a used car sales yard
<b>The Chocolate Cake Company</b>	257 Tī Rākau Drive, Burswood	Retail	Cake Store	Shop is now online only, Pick up times: before 12PM Monday to Friday
<b>Vacant</b>	257 Tī Rākau Drive, Burswood	Vacant	Vacant	Vacant corner site
<b>MM Brands</b>	263 Tī Rākau Drive, Burswood	Retail	Plumbing Supplies	Open 8AM - 5PM Monday to Friday, Closed weekends
<b>Vulcan Stainless</b>	269 Tī Rākau Drive, Burswood	Retail	Metal Supplier	Open 8AM - 5PM Monday to Friday, Closed weekends

<b>Bayleaf and Beyond Indian Restaurant</b>	272D Tī Rākau Drive, Burswood	Hospitality	Restaurant	Open Monday 11:30AM - 3PM, 5PM - 10PM, Closed Tuesday, Wednesday to Sunday 11:30AM - 3PM, 5PM - 10PM
<b>Achel Hot Yoga and Pilates</b>	272A Tī Rākau Drive, Burswood	Health and Wellness	Yoga and Pilates	Class times vary 7:30AM - 8PM Monday to Sunday
<b>Prodontics Specialist Orthodontic Dental Laboratory</b>	272 Tī Rākau Drive, Burswood	Health and Wellness	Orthodontist	
<b>The Bailey - Bar and Restaurant</b>	272B Tī Rākau Drive, Burswood	Hospitality	Bar and Restaurant	Open 10AM - 3AM Monday to Sunday
<b>etro Bar Pakuranga</b>	3/272 Tī Rākau Drive, Burswood	Hospitality	Bar and Restaurant	Open 9AM - 3AM Monday to Sunday
<b>Armstrong's Nissan East Auckland</b>	277 Tī Rākau Drive, Burswood	Retail	Vehicle Dealership	Open 8AM - 6PM Monday to Friday, 9AM - 5PM Saturday, 10AM - 4PM Sunday
<b>Z Service Station</b>	284 Tī Rākau Drive, Burswood	Retail	Petrol Station	Open 5AM - 10PM Monday to Sunday (staffed hours)
<b>Kiwitown Bakery</b>	1/284 Tī Rākau Drive	Retail	Bakery	Open 5:30AM - 4PM Monday to Friday, 6AM - 3PM Saturday, Closed Sunday
<b>Super Liquor Burswood</b>	2/284 Tī Rākau Drive, Burswood	Retail	Liquor Store	Open 10AM - 8PM Monday to Sunday
<b>The Cheesecake Shop</b>	3/284 Tī Rākau Drive, Burswood	Retail	Cake Store	Open 8AM - 7PM Monday to Sunday
<b>Fruit World</b>	290 Tī Rākau Drive, Burswood	Retail	Fruit Store	Open 8AM - 6PM Monday to Sunday
<b>Premium Seafoods</b>	290 E Tī Rākau Drive, Burswood	Retail	Seafood retailer	Open 9AM - 6:30PM Monday to Sunday
<b>Botany Barber Shop</b>	298 Tī Rākau Drive, Burswood	Hospitality	Barber	Access is via The Salvation Army Open 9AM - 5PM Tuesday to Sunday, Closed Sunday and Monday
<b>The Salvation Army</b>	298 Tī Rākau Drive, Burswood	Retail	Second Hand Store	Open 9AM - 5PM Monday to Saturday, Closed Sunday
<b>Paldo Korean Buffet</b>	298B Tī Rākau Drive, Burswood	Hospitality	Restaurant	Open 5:30PM - 9PM Tuesday - Friday, 11:30AM - 9PM Saturday and Sunday
<b>Lobster Palace</b>	3/298 Tī Rākau Drive, Burswood	Hospitality	Restaurant	Open 10:30AM - 2:30PM, 5PM - 10PM Monday to Sunday
<b>Auto Super Shoppe Pakuranga</b>	G/245 Burswood Drive, Burswood	Retail	Car Servicing	Open 8AM - 5PM Monday to Friday, Closed weekends
<b>Vacant</b>	239A Burswood Drive, Burswood	Hospitality	Vacant	

<b>Lucas and Max Limited</b>	B/212 Burswood Drive, Burswood	Office	Office	Open 9AM - 5:30PM Monday to Friday, Closed weekends
<b>BG Sails and Flags Ltd.</b>	212 Burswood Drive, Burswood	Retail	Sailmaker	Open 8AM - 4:30PM Monday to Friday, Closed weekends
<b>Matrix Security</b>	212 Burswood Drive, Burswood	Office	Office	Small fleet of cars moving in and out often. Open 24/7
<b>XVape</b>	212 Burswood Drive, Burswood	Retail	Vape Store	Open 10AM - 7PM Monday to Sunday
<b>Beijing Tong Ren Tang</b>	212 Burswood Drive	Health and Wellness	Chinese Medicine	Open 10AM - 5:30PM Monday to Sunday
<b>Superstart Batteries Ltd.</b>	212C Burswood Drive, Burswood	Retail	Battery store	Open 9AM - 5PM Monday to Friday, 9:30AM - 12PM Saturday, Closed Sunday
<b>A Plus Print and Banner</b>	5/212 Burswood Drive, Burswood	Retail	Print shop	Open 8:30AM - 5PM Monday to Friday, Closed weekends
<b>The Hope Shop</b>	219 Burswood Drive, Burswood	Retail	Second Hand Store	
<b>Vacant</b>	225 Burswood Drive, Burswood	Vacant	Vacant	
<b>iCurtain Ltd.</b>	239/B Burswood Drive, Burswood	Retail	Curtain store	Open 10AM - 5PM Monday to Saturday, Closed Sunday
<b>Temprecord</b>	239D Burswood Drive, Burswood	Manufacturing		
<b>Botany Carpets</b>	2 Torrens Road, Burswood	Retail	Flooring	Open 9AM - 4PM Monday to Friday, Closed weekends
<b>Amy's Selection</b>	Unit J 3/2 Torrens Road, Burswood	Retail	Japanese Grocery Store	Open 10AM - 6PM Monday to Sunday
<b>iSign it</b>	7/3 Torrens Road, Burswood	Retail	Signage Store	Open 8AM - 4:30PM Monday to Friday, Closed weekends
<b>MasTec Ltd.</b>	1/7 Torrens Road, Burswood	Office	Technology Distributer	Open 9AM - 5PM Monday to Friday, Closed weekends
<b>Xanox Design</b>	3/7 Torrens Road, Burswood	Office	Engineering Services	Open 7:30AM - 5PM Monday to Friday, Closed weekends
<b>Summit Coffee Roasters</b>	7/7 Torrens Road, Burswood	Office	Office	
<b>Fly Express Ltd.</b>	9/7 Torrens Road, Burswood	Office	Distributer	
<b>MFLAB Gym</b>	2/8B Torrens Road, Burswood	Health and Wellness	Gym	Open 24/7
<b>Hungry Head Café</b>	8C Torrens Road, Burswood	Hospitality	Restaurant	Open 11AM - 9PM Monday, Tuesday, Thursday - Sunday. Closed Wednesday

<b>Perfect Beauty Skin</b>	C/8 Torrens Road, Burswood	Retail	Beautician	Open 10AM - 6PM Wednesday to Sunday, Closed Monday and Tuesday
<b>Sam's Fukuyama</b>	Unit F/8 Torrens Road, Burswood	Retail	Butcher	
<b>Discovery Financial Services</b>	Unit F/8 Torrens Road, Burswood	Office	Office	
<b>Nishiki</b>	9 Torrens Road, Burswood	Hospitality	Restaurant	Open 12PM - 2PM, 5:30PM - 9PM Monday to Sunday
<b>New Zealand Live Fish Market</b>	14 Torrens Road, Burswood	Retail	Fish market	Open 9AM - 6PM Monday to Sunday
<b>XinFengMao Chinese BBQ</b>	14E Torrens Road, Burswood	Hospitality	Restaurant	Open 11AM - 3PM, 5PM - 12AM Tuesday to Sunday, Closed Monday
<b>Guangxing Fresh Noodles</b>	15B Torrens Road, Burswood	Hospitality	Restaurant	Open 11AM - 9PM Monday, Wednesday - Sunday, Closed Tuesday
<b>Zhu's Kitchen</b>	15C Torrens Road, Burswood	Hospitality	Restaurant	Open 5PM - 12:30AM Monday to Sunday
<b>GMB Automotive Services</b>	15D Torrens Road, Burswood	Automotive	Repair Shop	8:30AM - 5PM Monday to Saturday, Closed Sunday
<b>Oh! My Chicken</b>	15E Torrens Road, Burswood	Hospitality	Restaurant	Outdoor seating area Open 10:30AM - 10PM Tuesday - Sunday, Closed Monday
<b>Long Team Healthstar Ltd.</b>	F/16 Torrens Road, Burswood	Retail	Health Supplements	Open 10AM - 6PM Monday to Sunday
<b>Vacant</b>	Shop K 8 Torrens Road, Burswood	Vacant	Vacant	
<b>Try It Out Vietnamese Restaurant</b>	20 Torrens Road, Burswood	Hospitality	Restaurant	Open 11AM - 10PM Monday to Sunday
<b>Dae Jan Gaem Korean BBQ Restaurant</b>	22 Torrens Road, Burswood	Hospitality	Restaurant	Open 5PM - 10PM Monday to Sunday
<b>Sri Mahkota</b>	22D Torrens Road, Burswood	Hospitality	Restaurant	Open 11AM - 9PM Tuesday to Sunday
<b>B-Pampered Massage &amp; Beauty &amp; Medispa</b>	1/28 Torrens Road, Burswood	Retail	Beautician	
<b>Mortgage Zone</b>	2/28 Torrens Road, Burswood	Office	Mortgage Broker	Open 9AM - 5PM Monday to Friday, Closed Weekends
<b>Smart Eyecare</b>	5/28 Torrens Road, Burswood	Retail	Eyewear Store	Open 10AM - 5PM Monday, Wednesday - Friday, 10AM - 4PM Saturday, Closed Sunday
<b>Maincom</b>	8/28 Torrens Road, Burswood	Office	Office	
<b>ECART Ltd.</b>	9/28 Torrens Road, Burswood	Retail	Beauty Products	Open 11AM - 5:30PM Monday to Wednesday, 11AM

				- 7PM Thursday and Friday, 12PM - 5PM Saturday, Closed Sunday
<b>Skin Revolution</b>	13/28 Torrens Road, Burswood	Retail	Health and Beauty Shop	Open 9AM - 6PM Monday - Wednesday, 9AM - 7PM Thursday - Saturday, 1PM - 7PM Sunday
<b>Freshline</b>	15/28 Torrens Road, Burswood	Office	Distributor	
<b>Sweet Talk Cakery</b>	16/28 Torrens Road, Burswood	Retail	Bakery	Open 9AM - 3PM Monday to Sunday
<b>M &amp; L Associates</b>	17/28 Torrens Road, Burswood	Office	Office	
<b>VC Civil Consulting</b>	18/28 Torrens Road, Burswood	Office	Office	
<b>UPR</b>	19/28 Torrens Road, Burswood	Retail	Health Food Store	
<b>Karen Tatterson - Loan Market</b>	20/28 Torrens Road, Burswood	Office	Mortgage Broker	Open 9AM - 5PM Monday to Friday, Closed weekends
<b>Honda East Auckland</b>	32 Torrens Road, Burswood	Automotive	Car Dealership	Open 8AM - 5PM Monday to Friday, 9AM - 4PM Saturday, 11AM - 3PM Sunday
<b>Aussie Butcher</b>	312 Tī Rākau Drive, Burswood	Retail	Butcher	Open 7AM - 5PM Monday to Sunday
<b>Munch Snack House</b>	312B Tī Rākau Drive, Burswood	Retail	Takeaway Lunch Bar	Open 10AM - 6PM Monday to Sunday
<b>D.H. Supermarket</b>	312C Tī Rākau Drive, Burswood	Retail	Grocery Store	Open 9AM - 6:30PM Monday to Sunday
<b>Wang Mart Korean Grocery Store</b>	312D Tī Rākau Drive, Burswood	Retail	Grocery Store	Open 9AM - 7PM Monday to Sunday
<b>Healthway</b>	312F Tī Rākau Drive, Burswood	Retail	Supplement Store	Open 10AM - 6PM Monday to Saturday, Closed Sunday
<b>Bunnings Warehouse</b>	320 Tī Rākau Drive, Burswood	Retail	Home Improvement Store	Large, busy car park Open 6:30AM - 9PM Monday to Friday, 7AM - 7PM Saturday - Sunday
<b>Supercheap Auto</b>	320 Tī Rākau Drive, Burswood	Retail	Auto Store	Open 8:30AM - 5:30PM Tuesday to Saturday, 9AM - 5PM Sunday - Monday
<b>Masport New Zealand</b>	320 Tī Rākau Drive, Burswood	Manufacturing	Outdoor Equipment manufacturer	Frequent distribution trucks Open 8:30AM - 5PM Monday to Friday, Closed weekends
<b>Mana Law</b>	320 Tī Rākau Drive, Burswood	Office	Lawyers	Open 9AM - 6PM Monday to Friday, Closed weekends
<b>Solerati Ltd.</b>	320 Tī Rākau Drive, Burswood	Office	Importer	Open 8:30AM - 5PM Monday to



				Friday, Closed weekends
<b>Land Development &amp; Engineering</b>	320 Tī Rākau Drive, Burswood	Office	Engineering	Open 8:30AM - 5PM Monday to Friday, Closed weekends
<b>Target Furniture</b>	320 Tī Rākau Drive, Burswood	Warehouse	Distribution Centre	
<b>Harts Chartered Accountants</b>	Level 1/320 Tī Rākau Drive, Burswood	Office	Accountants	
<b>Crombie Lockwood</b>	3B/320 Tī Rākau Drive, Burswood	Office	Insurance agency	Open 8:30AM - 5PM Monday to Friday, Closed weekends
<b>Lighting Direct</b>	333 Tī Rākau Drive, Burswood	Retail	Lighting Store	Open 9AM - 5:30PM Monday to Friday, 9AM - 5PM Saturday, 10AM - 4PM Sunday
<b>The Beauty Clinic</b>	335 Tī Rākau Drive, Burswood	Retail	Cosmetician	Open 9AM - 8PM Tuesday and Thursday, 9AM - 7PM Wednesday and Friday, 9AM - 3PM Saturday
<b>#1 Supreme Carwash</b>	347 Tī Rākau Drive, Huntington	Retail	Car Wash	Open 24/7
<b>Appliance Outlet</b>	355 Tī Rākau Drive	Retail	Appliance Store	Open 9AM - 5PM Monday to Sunday
<b>Flex Fitness Botany</b>	355 Tī Rākau Drive	Health and Wellness	Gym	Open 24/7
<b>Pack and Send Pakuranga</b>	3/355 Tī Rākau Drive, Burswood	Retail	Courier Service	Open 8:30AM-5PM Monday to Friday, 8:30AM - 12:30PM Saturday, Closed Sunday
<b>Bright Home Electrical and Lighting</b>	355D Tī Rākau Drive, Burswood	Retail	Lighting Store	Open 9AM - 5PM Monday to Sunday
<b>Warehouse Stationery</b>	Corner Greenmount and Tī Rākau Drive, Burswood	Retail	Office Supplies	Open 8:30AM - 6PM Monday, 8AM - 7PM Tuesday - Friday, 9AM - 6PM Saturday and Sunday
<b>Animates Vetcare Clinic</b>	12 Amera Place, Huntington Park	Retail	Pet Store	Open 8AM - 6PM Monday, Wednesday, Friday. 8AM - 5:30PM Tuesday and Thursday, 9AM - 5PM Saturday, Closed Sunday
<b>One World Café bar</b>	12 Amera Place, Huntington Park	Hospitality	Restaurant	Open 11AM - 9PM Wednesday to Sunday, Closed Monday and Tuesday
<b>Electrify NZ</b>	12b Amera Place, Huntington Park	Retail	Electric Bike Store	Open 10AM - 4PM Tuesday to Saturday, Closed

				Sunday and Monday
<b>Stewart Surveying</b>	Level 1, 12b Amera Place, Huntington Park	Office	Office	Open 8:30AM - 5PM Monday to Friday, Closed weekends
<b>Coffee and tea Lovers Botany</b>	12e Amera Place, Huntington Park	Hospitality	Café	Open 7:30AM - 4PM Monday to Friday, 8AM - 4PM Saturday, 8:30AM - 4PM Sunday
<b>MTF Finance</b>	12f Amera Place, Huntington Park	Office	Office	Open 9AM - 5:30PM Monday to Friday, 10AM - 2PM Saturday, Closed Sunday
<b>Franchise Accountants</b>	2 Amera Place, Huntington Park	Office	Office	Open 8:30AM - 5PM Monday to Friday, Closed weekends
<b>REMAX prestige</b>	2 Amera Place, Huntington Park	Office	Office	Open 9AM - 4:30PM Monday to Friday, Closed weekends
<b>Music Center</b>	2 Amera Place, Huntington Park	Retail	Music Shop	
<b>Winnie Hair Studio</b>	2H Amera Place, Huntington Park	Retail	Hair Salon	Open 9AM - 6PM Monday to Saturday, Closed Sunday
<b>Guan Café</b>	2a Amera Place, Huntington Park	Hospitality	Café	Open 11AM - 2PM Tuesday to Sunday, Closed Monday
<b>Superior Personnel</b>	371 Tī Rākau Drive, East Tāmaki	Office	Office	
<b>Lighting Plus</b>	Cnr Huntington and Tī Rākau Drive	Retail	Lighting Store	Open 8:30AM - 5PM Monday to Friday, 9:30AM - 4PM Saturday, 10AM - 4PM Sunday
<b>Signature Homes</b>	53 Huntington Drive, Huntington Park	Office	Office	Open 8AM - 5PM Monday to Friday, Closed weekends

Table 52 Local Businesses in the vicinity of the EB4L project

Name	Address	Type of Business	Main activities	Business details
<b>Eat Asian</b>	451 Tī Rākau Drive, Botany	Hospitality	Food Court	Open 11AM - 8PM Monday to Sunday

<b>Star Seafood Restaurant</b>	451 Tī Rākau Drive, Botany	Hospitality	Restaurant	Open 9AM - 3PM, 5:30PM - 9PM Monday, Tuesday, Thursday - Sunday
<b>Bedpost</b>	451 Tī Rākau Drive, Botany	Retail	Bed Shop	Open 9AM - 5:30PM Monday to Saturday, 10AM - 5PM Sunday
<b>Victor's Choice Furniture</b>	Unit C/451 Tī Rākau Drive, Botany	Retail	Furniture Store	Open 9:30AM - 5PM Monday to Friday, 9:30AM - 5:30PM Saturday, 10AM - 5PM Sunday
<b>Resene Color Shop</b>	451 Tī Rākau Drive, Botany	Retail	Paint Shop	Open 7AM - 5PM Monday to Friday, 8AM - 4PM Saturday, 9AM - 3PM Sunday
<b>Smart Supermarket</b>	Unit E/451 Tī Rākau Drive	Retail	Grocery Store	Open 8AM - 9PM Monday to Sunday
<b>Online Carpet</b>	451 Tī Rākau Drive, Botany	Retail	Carpet Store	Open 9AM - 5PM Monday to Thursday, 9AM - 4PM Friday, Saturday, 10:30AM - 2:30PM Sunday
<b>Harvey Norman Outlet</b>	Unit F/451 Tī Rākau Drive, Botany	Retail	Department Store	Open 9AM - 6PM Monday to Friday, 9AM - 5:30PM Saturday, 10AM - 5:30PM Sunday
<b>Early Settler</b>	451 Tī Rākau Drive, Botany	Retail	Furniture Store	Open 10AM - 5PM Monday to Sunday
<b>Carpet Court</b>	451 Tī Rākau Drive, Botany	Retail	Carpet Store	Open 9AM - 5PM Monday to Saturday, Closed Sunday

<b>Daruma Sushi-Go-Round</b>	451J Tī Rākau Drive, Botany	Hospitality	Sushi Train	Open 11:30AM - 3PM, 5 - 8:30PM Monday, Thursday - Sunday
<b>Oceanz Seafood</b>	451 Tī Rākau Drive, Botany	Hospitality	Seafood Store	Open 7AM - 7PM Monday - Thursday, Sunday, 7AM - 7:30PM Friday - Saturday
Taco Bell	451 Tī Rākau Drive	Hospitality	Fast Food Restaurant	Drive through lane Open 10AM - 10PM Monday to Sunday
Dunkin' Donuts	451 Tī Rākau Drive, Botany	Hospitality	Donut Shop	Drive through lane Open 7AM - 8PM Monday to Wednesday, 7AM - 9PM Thursday to Saturday, 8AM - 8PM Sunday
BurgerFuel	451 Tī Rākau Drive, Botany	Hospitality	Restaurant	Open 11AM - 10PM Monday - Thursday, Sunday, 11AM - 11PM Friday, Saturday
TAB	451 Tī Rākau Drive, Botany	Gaming	Betting	Open 11AM - 7PM Monday, Tuesday, Sunday, 11AM - 8PM Wednesday, 11AM - 10PM Thursday, Friday, 9AM - 8PM Saturday
Noodle Canteen	451 Tī Rākau Drive, Botany	Hospitality	Noodle Bar	Open 11AM - 10PM Tuesday - Sunday, Closed Monday
KFC	451 Tī Rākau Drive, Botany	Hospitality	Fast Food Restaurant	Drive through lane Open 10AM - 12AM Monday to Sunday
Daruma Ramen	451 Tī Rākau Drive, Botany	Hospitality	Restaurant	Open 11:30AM - 9PM Wednesday to Friday, 11AM - 9PM Saturday, Sunday, Closed Monday, Tuesday
New Zealand Drycleaners	451 Tī Rākau Drive, Botany	Retail	Drycleaning	Open 8:30AM - 5:30PM Monday to Friday, 9AM - 3PM Saturday, Closed Sunday

Harcourts Milestone	451 Tī Rākau Drive, Botany	Office	Real Estate Agency	Open 9AM - 5:30PM Monday to Friday, Closed weekends
Vacant	451 Tī Rākau Drive	Vacant	Vacant	Large store previously occupied by The Design Store
New Wing Curtains	451 Tī Rākau Drive, Botany	Retail	Curtain Supplier	Open 9AM - 5PM Tuesday - Saturday, 11AM - 5PM Sunday, Closed Monday
Pita Pit	451 Tī Rākau Drive, Botany	Hospitality	Fast Food Restaurant	Open 10AM - 8PM Monday to Saturday, 10AM - 7PM Sunday
Ballantynes Fashion Central	451 Tī Rākau Drive	Retail	Clothing Store	Open 9AM - 5PM Monday to Friday, 9:30AM - 5PM Saturday, Closed Sunday
The Rehab Co.	451 Tī Rākau Drive, Botany	Health and Wellness	Physiotherapist	Open 7AM - 7PM Monday to Thursday, 7AM - 4PM Friday, Closed weekends
Pizza Hut	451 Tī Rākau Drive, Botany	Hospitality	Pizza Shop	Open 11AM - 10PM Monday to Sunday
Repcos Botany	451 Tī Rākau Drive, Botany	Retail	Auto Parts Store	Open 8AM - 5:30PM Monday to Saturday, 9AM - 5PM Sunday
Pit Stop	451 Tī Rākau Drive, Botany	Automotive	Mechanic	Frequent vehicle movements Open 8AM - 5PM Monday to Friday, 8AM - 1PM Saturday, Closed Sunday
Bridgestone Tyre Centre	451 Tī Rākau Drive, Botany	Automotive	Tyre Shop	Frequent vehicle movements Open 8AM - 5PM Monday to Friday, 8AM - 1PM Saturday, Closed Sunday
VTNZ Vehicle Testing	451 Tī Rākau Drive, Botany	Automotive	Vehicle Inspections	Frequent vehicle movements Open 8AM - 5PM Monday to Friday, 8AM - 1PM Saturday, Closed Sunday
Hippo Playground	451 Tī Rākau Drive, Botany	Recreation	Children's Playland	Frequently visited by children Open 9:30AM - 5PM Monday to Sunday

Anytime Fitness	451 Tī Rākau Drive, Botany	Recreation	Gym	Open 24/7
Hunting & Fishing	5 Te Koha Road, Botany	Retail	Hunting and fishing store	Open 8:30AM - 5:30PM Monday to Sunday
New Zealand Post Private Boxes	201 Te Koha Road, Botany	Services	Post Office Boxes	Open 6AM - 5:30PM Monday to Wednesday, Friday, 6AM - 5PM Thursday, 8:30AM - 12PM Saturday, Closed Sunday
Countdown	475 Tī Rākau Drive, Botany	Retail	Grocery Store	Large, busy car park Open 7AM - 10PM Monday to Sunday
Paradice Ice Skating	490 Tī Rākau Drive, Botany	Retail	Ice Skating Rink	Open 10AM - 4:30PM Monday, 10AM - 3:30PM Tuesday, 10AM - 10PM Wednesday, 10AM - 10PM Thursday, 10AM - 10:30PM Friday, 12:30PM - 10PM Saturday, 12PM - 4PM Sunday
Burger King	550 Te Irirangi Drive, Botany	Hospitality	Fast Food Restaurant	Drive through lane Open 8:30AM - 10PM Monday to Sunday
Z Service Station	550 Te Irirangi Drive, Botany	Petrol Station	Petrol Station	Open 24/7

## 16 Appendix 5: Engagement

### 16.1 Community Consultation

Table 53 Meetings with local businesses and organisations for EB3C

Project	Stakeholder	Stakeholder type	Meeting dates	Key themes arising in feedback	Section
EB3C	Business East Tāmaki (previously GETBA)	Business Association	15 January 2021 18 May 2021 9 June 2021 4 August 2021 12 October 2021 17 November 2021 15 March 2022	<ul style="list-style-type: none"> <li>Wide demographic profile of businesses, from large footprint retailers like Target and Bunnings, car dealerships through to small businesses and ethnically diverse businesses. Businesses include retail, service, industrial, hospitality. There is some turnover with small businesses.</li> <li>Ti Rākau is a significant commercial freight route and not just a domestic route. Support for the improved transport network as South/East Auckland is severely under served for infrastructure and transport</li> <li>The new alignment (EB3C) avoids the impacts to businesses on Ti Rākau Drive and Torrens Road that the previous design had which is positive. However, crossing points from Burswood to the commercial section through the busway will be important.</li> <li>Attracting and retaining staff is already an issue in East Tamaki, concern that any disruption / further congestion / access issues caused by construction could exacerbate this</li> <li>Accessibility issues and congestion during construction affecting daily operations</li> </ul>	<ul style="list-style-type: none"> <li>Improved connections considered in Section 8.1.1</li> <li>Construction traffic and access considered in Section 8.2.2.5</li> <li>Opportunities for local businesses considered in Section 8.1.5</li> </ul>
EB3C	East Auckland Sustainable Transport Forum <ul style="list-style-type: none"> <li>Business East Tamaki</li> <li>Fisher &amp; Paykel</li> <li>Goodman</li> <li>Officemax</li> </ul>	Local business	15 March 2023 and 14 June 2023	<ul style="list-style-type: none"> <li>There needs to be greater recognition of the East Tāmaki area as an employment destination.</li> <li>General support for sustainable transport options to (and within) East Tāmaki</li> <li>There is a real need to consider 'last mile' transport options including</li> </ul>	<ul style="list-style-type: none"> <li>Improved connections considered in Section 8.1.1</li> </ul>

	<ul style="list-style-type: none"> <li>AT</li> </ul>			<p>how people will travel from stations (train or bus) to their place of employment this includes consideration of cycling, walking, car share etc. and the ways to facilitate this</p> <ul style="list-style-type: none"> <li>There are safety concerns for employees and this limits the ability for employers to promote sustainable transport e.g. cycling. Safety concerns include inadequate surfaces / infrastructure, busy roads.</li> </ul>	
EB3C	Fisher & Paykel	Local business	17 May 2023	<ul style="list-style-type: none"> <li>Fisher &amp; Paykel keen to see improved connections to their campus at Maurice Paykel Place, East Tāmaki.</li> <li>Concerns about the design of the active modes / cycle facility to provide safe and efficient access for pedestrians and cyclists into East Tāmaki. There is a focus on providing safe cycle connections.</li> </ul>	<ul style="list-style-type: none"> <li>Improved connections considered in Section 8.1.1</li> </ul>
EB3C	Argosy Properties Limited	Property owner	22 October 2022	<ul style="list-style-type: none"> <li>Concern for impacts to tenants (Bunnings, Masport and Target) particularly given the need for large delivery vehicles to access the site</li> <li>Interest in the timing and duration of works</li> </ul>	<ul style="list-style-type: none"> <li>Construction traffic and access considered in Section 8.2.2.5</li> </ul>
EB3C	East Wesleyan Church	Place of worship	27 April 2022	<ul style="list-style-type: none"> <li>The ECW Church &amp; Community Centre hosts a range of Church, Education, Community &amp; Worship activities serving in excess of 350 people every week.</li> <li>Generally supportive of the Project in principle.</li> <li>Additional information for pedestrian pathways to and from bus stops through residential and commercial areas.</li> <li>Concern that people using the busway would park in local streets or commercial parking spaces.</li> <li>Concerns for impacts on access and parking for the church site given the one-way parking area and existing entrance and exit.</li> <li>Concerns for noise during construction and operation of the busway given the</li> </ul>	<ul style="list-style-type: none"> <li>Improved connections considered in Section 8.1.1</li> <li>Disruption due to construction works is considered in Sections 8.2.2.1 and 8.2.3.1.</li> </ul>



				<p>alignment passes close to the church auditorium and request for details around construction hours and mitigation being considered.</p> <ul style="list-style-type: none"> <li>Information on how residual land will be managed following construction of the busway.</li> </ul>	
EB3C	Fulton Swim School	Local business		<ul style="list-style-type: none"> <li>The swim school operates 7 days per week with approx. 1000 customers per week</li> <li>Mornings are baby and pre-school classes, afternoons are school and preschool classes and adult learn to swim classes also offered</li> <li>Busy times are 3.30-7.30pm weekdays and 8.30am-1.30pm weekends, looking to extend to 4pm</li> <li>Customer catchment is local, Botany and Howick</li> <li>Improved public transport is likely to benefit staff, but uncertain of benefits for customers.</li> <li>The swim school was concerned about impacts of <ul style="list-style-type: none"> <li>Changed access during construction i.e. vehicles accessing the swim school from Torrens Road</li> <li>Parking for construction workers</li> <li>Noise and vibration effects during construction</li> </ul> </li> <li>The swim school also identified an opportunity to improve the berm area at the rear of the property e.g. through planting</li> </ul>	<ul style="list-style-type: none"> <li>Improved connections considered in Section 8.1.1</li> <li>Disruption due to construction works is considered in Section 8.2.2.1.</li> </ul>
EB3C	Kotahi Community Centre	Community centre	TBC	<ul style="list-style-type: none"> <li>Engagement is planned</li> </ul>	<ul style="list-style-type: none"> <li></li> </ul>

EB3C	Wonderkids	Early education	23 February 2022 TBC	<ul style="list-style-type: none"> <li>• Mostly local families from Burswood</li> <li>• Some families walk to the centre, most drive especially in the morning and drop their children off on the way to work</li> <li>• Good parking for parents is required</li> <li>• WonderKids is licensed for 45 kids but currently have around 27 attending per day</li> <li>• Opening hours are 7.30am - 6pm</li> <li>• Nap room is at the rear of the centre and the playground is fully fenced adjacent to Torrens Road</li> <li>• Children would probably be interested in the plant and equipment used on site</li> </ul>	<ul style="list-style-type: none"> <li>• Improved connections considered in Section 8.1.1</li> <li>• Disruption due to construction works is considered in Section 8.2.2.1.</li> </ul>
EB3C	Chinatown	Local business		<ul style="list-style-type: none"> <li>• Concerns for safe access to the site for people who need to cross the busway</li> </ul>	<ul style="list-style-type: none"> <li>• Improved connections considered in Section 8.1.1</li> <li>• Disruption due to construction works is considered in Section 8.2.2.1.</li> </ul>
EB3C	Ministry of Education	Early education	9 August 2023	<ul style="list-style-type: none"> <li>• During EB3C construction, some bus stops will need to be temporarily repositioned. Ministry of Education requested that these locations do not increase the length of people's walks between home and the bus stop (compared to the original bus stops) and are situated in safe locations.</li> </ul>	<ul style="list-style-type: none"> <li>•</li> </ul>

Table 54 Meetings with local businesses and organisations for EB4L

Project	Stakeholder	Stakeholder type	Meeting dates	Key themes arising in feedback	Section
EB4	Kāinga Ora	Government Agency	15 August 2023	<ul style="list-style-type: none"> <li>• Reassurance that elected representatives are fully engaged in the project's development</li> <li>• The need for clarity on consenting timeframes</li> <li>• Clarification on the design of Tī Rākau Bridge and the impact EB3C proposals would have on neighbouring businesses and properties</li> </ul>	

				<ul style="list-style-type: none"> <li>• Clarification on number of houses to be removed for EB3C proposals</li> <li>• Clarification on options assessed before determining proposed EB3C route</li> </ul>	
EB4	Piccolo Park	Early education	5 July 2023	<ul style="list-style-type: none"> <li>• Concerns relating to potential construction noise and the impact this could have on children using the facilities and the ability to meet their consented decibel limits</li> <li>• Concerns for children's safety with a footpath adjacent to the centre e.g., people being able to see into the centre</li> </ul>	
EB4	AMP / Dexus	Local business	4 July 2023	<ul style="list-style-type: none"> <li>• Concern around changes in road layout e.g. signalised left-hand junction from Te Irirangi Drive into the Botany Town Centre site affecting access for customers</li> <li>• Concern for timing of works, work to upgrade pavements, road condition and raised platforms etc. should avoid October to January which are the busiest time of year</li> <li>• Recognition of the need for upgrades to pavements and improving the site's road conditions with AT</li> <li>• Opportunity for buses to operate from the layover area at the rear of Botany Town Centre site while work takes place</li> <li>• Request for delay for lodgement of consent to allow AMP / Dexus more time to consider draft proposals and work with EBA</li> </ul>	
EB4	Huntington Park Rate Payers and Residents Association	Residents Association	21 July 2023	<ul style="list-style-type: none"> <li>• General appreciation at being engaged early in the process and a request to continue to be engaged throughout</li> <li>• Request for the Eastern Busway team to present the proposals to all members of the Association in a group meeting, and a request for the Eastern Busway team to attend future community events held by the Association.</li> <li>• Request for clarity on location of a future Botany Town Centre Station, which is outside the current scope of the Eastern Busway</li> <li>• Request for clarity on future proposals for Pakuranga Plaza, which is outside of the scope of the Eastern Busway</li> </ul>	
EB4	The Hub	Local business	TBC	<ul style="list-style-type: none"> <li>• Engagement is planned</li> </ul>	
EB4	VTNZ	Local business	TBC	<ul style="list-style-type: none"> <li>• Engagement is planned</li> </ul>	
EB4	Community pop-in session at St Columba	Local community	23 August 2023 and	<ul style="list-style-type: none"> <li>• General appreciation at being engaged early in the process</li> </ul>	

	Presbyterian Church, Botany		26 August 2023	<ul style="list-style-type: none"> <li>• Frustration at other development happening locally, specifically the Kāinga Ora Huntington Park development</li> <li>• Queries around the future design of the Scheme with some people asking what the flyover would look like and others trying to envisage the busway situated in the centre of Tī Rākau Drive</li> <li>• General sense of interest in the proposals coupled with a feeling that it will benefit other people, as most people in the area tend to be car users who could not imagine themselves walking, cycling or using a bus in the future</li> <li>• Concerns regarding the safety of a walking and cycling path being situated alongside residential properties and queries around how it would be maintained and how motorbikes would be prevented from using it</li> <li>• Comments that the rate of crime in the area has spiked in recent years and a concern that the busway, walkway and cyclepath could worsen this by creating new ways for people to get into and out of the area</li> <li>• Requests for the walking link between Huntington Park, Whaka Maumahara, Guys Reserve and The Hub to remain permeable and safe so people can easily walk from one side to the other</li> <li>• Support for an improved link between Botany, Pakuranga, Panmure and the city centre with many people commenting on the issue of car traffic, particularly at peak times</li> <li>• Queries regarding the timeframe for receipt of EB4L funding and the start of construction</li> <li>• Concern that the addition of the busway could create more traffic and parking issues locally as people may drive to access the busway</li> <li>• Request for clarity on location of the future Botany bus station and a request for it to avoid Huntington Park and The Hub</li> <li>• Queries around how construction impacts would be managed i.e. ensuring construction vehicles do not block driveways and traffic flows are maintained at all times</li> </ul>	
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Table 55 Feedback from drop in sessions and resident meetings

Date	Attendance	No. Attendees <sup>22</sup>	Type of stakeholder	Feedback	Section
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<sup>22</sup> Numbers are approximate based on counts undertaken for each event

November - December 2021	Online In Person (Following Online)	65 (online) 8 (in person)	Affected property owners	<ul style="list-style-type: none"> <li>Interest in the rationale and alternatives for the proposed design of the busway between Tī Rākau Drive Bridge and Guys Reserve, project decision-making, timing and funding</li> <li>Concern for property impacts, the potential acquisition process and potential future urban development in the Burswood area.</li> </ul>	<ul style="list-style-type: none"> <li>Property impacts considered in Section 8.2.2.5</li> <li>Environmental / amenity impacts considered in Section 0</li> <li>Consultation process considered in Section 8.2.2.6</li> </ul>
22 March 2022	Online	29	Affected property owners Burswood community members	<ul style="list-style-type: none"> <li>Concern for Environmental impacts and concerns around noise, dust, health effects and impacts to wetlands and native species.</li> </ul>	
24 March 2022	Online	19	Affected property owners Burswood community members	<ul style="list-style-type: none"> <li>Concern for Communications and consultation process.</li> </ul>	
26 March 2022	Online	8	Affected property owners Burswood community members	<ul style="list-style-type: none"> <li>Comments on bus station design and facilities, parking, the Reeves Road Flyover, and comments on the operational section of the busway between Panmure and Pakuranga.</li> </ul>	
20 April 2022	In Person	85	Affected property owners Howick Residents and Ratepayers Association Burswood Residents Collective Howick Local Board Elected Representatives		
19 May 2022	In Person	26	Burswood Residents and affected property owners Nearby businesses and commercial property owners Howick Residents and Ratepayers Association, Burswood Resident Collective, Greater East Tāmaki Business Association and Greater Auckland Mana whenua partners, elected representatives and Howick Local Board members	<ul style="list-style-type: none"> <li>Strong opposition to the proposed alignment through Burswood.</li> <li>Requests to reconsider alternative designs, especially the Tī Rākau Drive alignment that was previously consulted on in 2018, as well as an elevated structure amongst other options.</li> <li>Distress from affected property owners about losing their homes and potentially being unable to afford an alternative property of a similar standard and location as their existing home.</li> <li>Fears from residents about the potential</li> </ul>	<ul style="list-style-type: none"> <li>Property impacts considered in Section 8.2.2.5</li> <li>Environmental / amenity impacts considered in Section 0</li> <li>Distress for residents considered in Section 8.2.2.4</li> <li>Consultation process considered in Section 8.2.2.6</li> </ul>

19 May 2022	In Person - Private Room	92	Howick Residents and Ratepayers Association Burswood Residents Collective	<p>impacts that the Burswood Station would bring to their small and unique community including impacts on safety, crime and parking.</p> <ul style="list-style-type: none"> <li>• Suspicions and concerns about future urban development in the area and the extent to which this had influenced the recommended Burswood alignment.</li> <li>• Requests for a park and ride facility in the area.</li> <li>• Concerns around construction impacts.</li> <li>• Environmental concerns particularly questions about impacts to the coastal marine area, wetlands, and flora and fauna in the local area.</li> <li>• Questions around the decision-making process and when property owners would be given certainty.</li> <li>• Suggestions relating to the communication and engagement process and how the alliance informed the community of the sessions.</li> </ul>	
21 May 2022	In Person	66	Burwood Residents and affected property owners Nearby businesses and commercial property owners Howick Residents and Ratepayers Association, Burswood Resident Collective, Greater East Tāmaki Business Association and Greater Auckland Mana whenua partners, elected representatives and Howick Local Board members	<ul style="list-style-type: none"> <li>• Strong local community opposition, mostly from residents to the proposed alignment through Burswood.</li> <li>• Requests for alternative designs, especially the Ti Rākau Drive alignment that was previously consulted on in 2018, as well as an elevated structure amongst other options.</li> <li>• Some support for the proposed alignment from residents (especially during the June sessions) who could see the benefit of having a bus station within easy walking distance.</li> <li>• Distress from affected property owners about losing their homes and potentially being unable to afford an alternative property of a similar standard and location as their existing home.</li> </ul>	<ul style="list-style-type: none"> <li>• Property impacts considered in Section 8.2.2.5</li> <li>• Environmental / amenity impacts considered in Section 0</li> <li>• Distress for residents considered in Section 8.2.2.4</li> <li>• Consultation process considered in Section 8.2.2.6</li> <li>• Concerns around changing character considered in Sections 8.3.2.2 and 8.3.2.6</li> </ul>
15 June 2022	In Person	34	Burwood Residents and affected property owners Nearby businesses and commercial property owners Howick Residents and Ratepayers Association, Burswood Resident Collective, Greater East Tāmaki Business Association and Greater Auckland Mana whenua partners, elected representatives and Howick Local Board members	<ul style="list-style-type: none"> <li>• Strong local community opposition, mostly from residents to the proposed alignment through Burswood.</li> <li>• Requests for alternative designs, especially the Ti Rākau Drive alignment that was previously consulted on in 2018, as well as an elevated structure amongst other options.</li> <li>• Some support for the proposed alignment from residents (especially during the June sessions) who could see the benefit of having a bus station within easy walking distance.</li> <li>• Distress from affected property owners about losing their homes and potentially being unable to afford an alternative property of a similar standard and location as their existing home.</li> </ul>	<ul style="list-style-type: none"> <li>• Property impacts considered in Section 8.2.2.5</li> <li>• Environmental / amenity impacts considered in Section 0</li> <li>• Distress for residents considered in Section 8.2.2.4</li> <li>• Consultation process considered in Section 8.2.2.6</li> <li>• Concerns around changing character considered in Sections 8.3.2.2 and 8.3.2.6</li> </ul>
18 June 2022	In Person	30	Burwood Residents and affected property owners Nearby businesses and commercial property owners Howick Residents and Ratepayers	<ul style="list-style-type: none"> <li>• Distress from affected property owners about losing their homes and potentially being unable to afford an alternative property of a similar standard and location as their existing home.</li> </ul>	

			<p>Association, Burswood Resident Collective, Greater East Tāmaki Business Association and Greater Auckland Mana whenua partners, elected representatives and Howick Local Board members</p>	<ul style="list-style-type: none"> <li>• Requests from affected Burswood property owners for the decision to be made quickly, so they have planning certainty.</li> <li>• Feedback that the ongoing uncertainty is creating stress and impacting on property owners’ mental health and wellbeing, especially since property values are falling. There were also concerns that the alignment decision may be further delayed.</li> <li>• Support among businesses for the proposed alignment, and a concern about the impact on commercial premises of potentially reverting to the Tī Rākau Drive alignment. There were fears that a busway along Tī Rākau Drive would be devastating to local businesses</li> <li>• Fears from residents about the potential impacts that the Burswood Station would bring to their small and unique community including impacts on safety, crime and parking.</li> <li>• Suspicions and concerns about future urban development in the area and the extent to which this had influenced the recommended Burswood alignment.</li> <li>• Requests for a park and ride facility in the area.</li> <li>• Concerns around construction impacts.</li> <li>• Environmental concerns particularly questions about impacts to the coastal marine area, wetlands, and flora and fauna in the local area.</li> <li>• Questions and improvement suggestions relating to the communication and engagement process.</li> <li>• Questions around the design and construction of the busway between Pakuranga Town Centre and Tī Rākau Drive Bridge.</li> </ul>	
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23 July 2022	In Person	27	Community Information Day - Location: Pakuranga Baptist Church	<ul style="list-style-type: none"> <li>• Support and enthusiasm for the busway.</li> <li>• Interest in the design and construction methodology.</li> <li>• Suggestions on how to upgrade the playground in Tī Rākau Park, ensuring that it is accessible for all ages and abilities.</li> <li>• A desire to add a right-hand turn out of Edgewater Drive onto Tī Rākau Drive or extending the turning bay to cope with school and other traffic.</li> <li>• Suggestions for better connections between the shared paths, footpaths and existing facilities.</li> <li>• Other design suggestions, especially where congestion pain points currently exist.</li> <li>• Safety concerns for pedestrians at certain points on the route.</li> <li>• Questions and interest about the timeline and staging of construction.</li> <li>• Concerns about how construction may cause disruption to personal journeys and daily life.</li> </ul>	<ul style="list-style-type: none"> <li>• This feedback is more relevant for EB2/EB3R</li> <li>• Safety and legibility for pedestrians considered in Section 8.1.3.</li> <li>• Disruption due to construction works is considered in Sections 8.2.2.1 and 8.2.3.1.</li> </ul>		
23 July 2022	In Person	15	Community Information Day - Location: Riverhills Park - Fencibles				
25 July 2022	In Person	70	Community Information Day - Location: Pakuranga Plaza				
26 July 2022	In Person	5	Community Information Day - Location: Pakuranga Intermediate School				
27 July 2022	In Person	23	Community Information Day - Location: Te Tuhi Arts Centre				
27 July 2022	In Person	14	Community Information Day - Location: Anchorage Park				
30 July 2022	In Person	36	Community Information Day - Location: Tī Rākau Park				
2 August 2022	In Person	26	Community Information Day - Location: Edgewater College				
16 August 2022	In Person	70	Community Information Day - Location: Pakuranga Plaza				
17 August 2022	In Person	48	Community Information Day - Location: Pakuranga Plaza				
18 August 2022	In Person	6	Community Information Day - Location: Te Tuhi Arts Centre				
December 2022	In Person	22	Burswood property owners / project neighbours			<ul style="list-style-type: none"> <li>• Concerns there will be significant construction noise including noise from night works</li> <li>• Concerns for impacts to daily lives including access to properties, traffic and congestion</li> <li>• Concerns for property values and a decrease in the value of properties</li> </ul>	<ul style="list-style-type: none"> <li>• Concerns for construction noise impacts are considered in Section 0</li> <li>• Concerns for parking are considered in 8.3.2.2</li> <li>• Concerns for property values are considered in 8.2.2.5</li> </ul>



				<p>which are close to the busway</p> <ul style="list-style-type: none"> <li>• A number of properties were rental properties, and the owners expressed a concern for loss of income if tenants left</li> <li>• Concerns for a loss of privacy and reduced safety for residents</li> <li>• Concerns there is a lack of parking for construction teams and commuters</li> <li>• Interest in the development of residual land following completion of the busway</li> <li>• Keen to develop a relationship with key points of contact for the project</li> <li>• Interest in the project timeframes and length of construction period</li> </ul>	<ul style="list-style-type: none"> <li>• Concerns for privacy are considered in Section 8.3.2.3</li> </ul>
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## 16.2 Social Impact Engagement

Table 56 Meetings with local businesses

Session dates	Type of Stakeholder	Notes	Section
22 March 2022 24 March 2022 26 March 2022 20 April 2022	<ul style="list-style-type: none"> <li>• General Public</li> <li>• Burswood Residents</li> </ul>	<ul style="list-style-type: none"> <li>• Strong opposition to the proposed alignment through Burswood.</li> <li>• Requests to reconsider alternative designs, especially the Tī Rākau Drive alignment that was previously consulted on in 2018, as well as an elevated structure amongst other options.</li> <li>• Distress from affected property owners about losing their homes and potentially being unable to afford an alternative property of a similar standard and location as their existing home.</li> <li>• Some property owners had only recently purchased and moved (within 6 months) and the process had been stressful and they would now have to repeat.</li> <li>• Frustration regarding the time taken to make a decision and the impact of this uncertainty on people's mental health. Requests for a timely decision and action.</li> </ul>	<ul style="list-style-type: none"> <li>• Property impacts considered in Section 8.2.2.5</li> <li>• Environmental / amenity impacts considered in Section 0</li> <li>• Consultation process considered in Section 8.2.2.6</li> </ul>
13 July 2022 25 July 2022 26 July 2022 2 August 2022	<ul style="list-style-type: none"> <li>• General Public</li> <li>• Burswood Residents</li> </ul>	<ul style="list-style-type: none"> <li>• Fears from residents about the potential impacts of the Burswood Station including impacts on safety, crime and parking.</li> <li>• Concerns around construction impacts including noise and traffic.</li> <li>• Lack of understanding of the process for property acquisition and the valuation process.</li> </ul>	<ul style="list-style-type: none"> <li>• Disruption due to construction works is considered in Sections 8.2.2.1 and 8.2.3.1.</li> <li>• Concerns for parking are considered in 8.3.2.2</li> <li>• Property impacts considered in Section 8.2.2.5</li> </ul>

<p>30 November 2022 3 December 2022</p>	<ul style="list-style-type: none"> <li>• General Public</li> <li>• Burswood Residents</li> </ul>	<ul style="list-style-type: none"> <li>• One member of the public worked as an accountant at a firm in East Tāmaki south of Burswood and close to Tī Rākau Drive and raised the question around how useful the bus route would be for people south of Tī Rākau Drive.</li> <li>• Question around why the cycle route was not also along the bus route as was a better view for cyclists</li> <li>• Question why the route could not be put through the middle of the Burswood community to make it even closer for the residents.</li> <li>• Support for the project but concerns about traffic during construction</li> <li>• Torrens Road occupier (live and work unit) was pleased to see the addition of the bus station so close and the opportunities it provided to customers and them. Was concerned about construction noise late at night as Torrens Road isn't just businesses and previous works have been completed late at night. Felt sorry for the people that were being affected directly by the proposal and losing their homes at a challenging time economically.</li> </ul>	<ul style="list-style-type: none"> <li>• Improved connections considered in Section 8.1.1</li> <li>• Disruption due to construction works is considered in Sections 8.2.2.1 and 8.2.3.1.</li> </ul>
<p>15 March 2023</p>	<ul style="list-style-type: none"> <li>• Business East Tamaki</li> <li>• Fisher &amp; Paykel</li> <li>• Goodman</li> <li>• Officemax</li> <li>• AT</li> </ul>	<ul style="list-style-type: none"> <li>• General support for sustainable transport options to (and within) East Tāmaki demonstrated through survey information collected by employers e.g. F&amp;P, Goodman as well as attendance at EB/AT events</li> <li>• There is a real need to consider 'last mile' transport options including how people will travel from stations (train or bus) to their place of employment this includes consideration of cycling, walking, car share etc. and the ways to facilitate this</li> <li>• There needs to be greater recognition of the East Tāmaki area as an employment destination. Indicatively F&amp;P have 4,000 employees, Goodman 5,500 – 6,000 employees arriving to site.</li> <li>• A number of employers have three 'shifts' early morning to early afternoon, early afternoon to late evening/night and an overnight. During periods of peak production sites can operate 24/7. Office staff tend to align their hours with traffic times e.g. arrive early / leave early otherwise the commute times are significant.</li> <li>• Graduates and interns in particular would benefit from better public transport / sustainable transport options as they are less likely to have access to a private vehicle.</li> <li>• There are safety concerns for employees and this limits the ability for employers to promote sustainable transport e.g. cycling. Safety concerns include inadequate surfaces / infrastructure, busy roads.</li> <li>• The business association and employers are interested in / have used initiatives such as 'Share the Road' which supports safety for cyclists and drivers.</li> </ul>	<ul style="list-style-type: none"> <li>• Improved connections considered in Section 8.1.1</li> </ul>

		<ul style="list-style-type: none"> <li>• AT are looking at customer experience and how to promote, activate and get people using public transport in the area before and once the busway opens.</li> <li>• There is a role for this group in raising the profile of the need for transport options for the East Tāmaki business precinct. EBA would welcome feedback on how the busway would support additional travel mode e.g. being able to take bikes on the buses / safe cycle parking, connections to and from Burswood station to businesses.</li> </ul>	
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