



# **Responses to Traffic Changes**

## **Guidelines for community consultation**

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## **1. Background**

These Guidelines for community consultation are based on research using project documents. They are aimed to assist in early identification of community effects and responses to transport infrastructure projects.

## 2. THE GUIDELINES

### 2.1. Define the problem

Identify clearly the (transport /access) issue to be addressed by the proposed works.

Future studies: interpret existing measurements /levels as ‘snapshots’ of ongoing dynamic change; identify and extrapolate these trends into the future to scope the scale and priority of the issue.

Gradual change and thresholds.

Problem for whom? Identify existing and future stakeholders who will gain from the problem being addressed.

- Road users: (relief from) increasing congestion, longer peaks, delays.
- Roadside: (relief from) increased noise /exhaust fumes /community severance /safety concerns.

### 2.2. Define optional solutions for comparison

Identify clearly a set of options for potential remedies to address the problem or issue.

RMA setting: evaluate effectiveness of potential solutions by comparison of options to show maximized benefit and minimized cost (ref. \$171 and exact wording).

- Engineering options: road construction /widening /re-alignment,
- Public transport options: bus lanes, light rail, ferry facilities, park and ride,
- Demand management: CBD restrictions, tolls, licensing fees /policies,
- The “do nothing” option: the existing problem and concerns extrapolated into the future.

### 2.3. The options are futures

The ‘options’ as futures - scenarios for what could (be brought to) happen. Effects on residents’ plans and expectations as clashing or incompatible visions for the future:

- development potential of low-use land,
- urban in-fill as retirement plan,
- empty lot VS subdivision vision.

#### **2.4. The options are projects**

The ‘options’ as projects - project scale; project cycle and ‘impact cycle’ as a sequence of types of effects:

- effects of the proposal – uncertainty /plans in limbo, property values /marketability effects; from time of public announcement of all options until selection and implementation of one of the options.
- construction effects – disruption; noise nuisance; dust nuisance, effects of construction traffic; for duration of construction phase.
- effects during operation – local and area benefits and dis-benefits of use of the facility after project completion.

### 3. Identify options' impact zones

For each of the options, identify impact zones – frequently an impact 'corridor' of direct physical effects for road construction projects, surrounded by a hinterland likely to experience area effects.

Ref. RMA focus on effects:

- Localised direct effects of construction of facility. Examples are removal of homes, or loss of land or access.
- Area /community effects of use of facility, diverse as mediated by localised activities. Examples are community severance, or traffic flow effects.

## 4. Identify community activities

Identify activities that take place in and surrounding the impact zone or corridor associated with each option.

The community as activities, not addresses.

Existing VS future activities.

Key question:

- What do people do? The range of people's activities to consider includes eating, sleeping, going to school, working, shopping, recreation, walking, driving.

### 4.1. Map impact zone activities in space and time

For each kind of activity that takes place in the community, locate it clearly in both space and time. Key questions:

- Where do people do these things? The range of locations are likely to include at home /school /work /shops /parks /sports grounds / roads.
- When do people do these things? The range of time cycles that may need to be considered are likely to include: diurnal /weekly /seasonal /life cycle and project cycle.

## 5. Identify potential effects on activities

Among the community activities mapped, identify which existing or future activities may potentially be affected by the proposed or projected changes/futures, as envisaged in the options scenarios.

Clearly identify the potential effects:

- of the proposed or projected changes /futures associated with each option; and
- on the mapped (existing /future) community activities.

## 6. Identify stakeholders for consultation

Identify affected community stakeholders by establishing who in the community engages in the activities mapped. Key question:

- Who does the activities?
  - Residential - families, life cycle groups; home owners /tenants;
  - Businesses - customers /clients, suppliers, employees, owners;
  - Transport - local drivers; commuters; residential services; parents; deliveries; trucks;
  - Special interests - sports, arts, environment, recreation, hobbies, culture /heritage.

Agenda:

- Identify whom to talk to in the consultation; and
- Identify whom to count in quantitative estimates when comparing effects between options.

## **7. Identify stakeholder responses**

Stakeholder responses generally take the form of aims or objectives to counter any perceived /projected effects. Cf. Romer's rule and restoration /preservation of values perceived as under threat - source of hypotheses about likely community responses.

## **8. Identify action to address responses**

This is one of the chief aims of the process. Early identification of mitigation /treatment costs – can affect project viability – cf. rate of return calculations.

Identify both existing community action and appropriate /potential future actions to pursue /achieve the stakeholder objectives formulated in response to the existing or projected changes.

This may include redefinition or addition of some options; and changes to design detailed to minimize adverse effects, as identified in the above.