

A close-up, front-facing photograph of a yellow Kiwi Rail locomotive. The locomotive is on a railway track, and its headlights are illuminated. The number '5114' is visible in black boxes on the top front. Below the windshield, the 'Kiwi Rail' logo is displayed. At the bottom front, the identifier 'DXB5114' is visible. The locomotive is pulling a red and white passenger train car.

COMMUNITY ENGAGEMENT SUMMARY REPORT

PREPARED FOR KIWIRAIL

October 2020

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Engagement Highlights

Our Approach

It was important that KiwiRail Holding Ltd (KiwiRail) ensured stakeholders and the public were kept informed of the Regional Freight Hub (Freight Hub) as it developed and that they have an opportunity to provide input at appropriate stages of the project. KiwiRail also engaged with iwi to develop a better understanding about the history of the study area, any issues and how the Freight Hub could best integrate with mana whenua interests. The project team wanted to develop a strong understanding of all groups' broad and localised concerns so that these could be effectively mitigated where possible.

KiwiRail has undertaken a multifaceted approach to community engagement, from in person meetings and drop-in sessions to online zoom sessions and an online interactive map. KiwiRail has also engaged directly with affected landowners, key stakeholders as well as iwi and freight partners.

We Asked

The project team sought feedback (at events, via an online feedback form and interactive map) on:

- Support for the Freight Hub
- Relocating the existing rail yard out of the city
- The proposed location
- The proposed Freight Hub activities
- The effects the Freight Hub might have.

The project team received a wide range of feedback relating to the road network, flooding, property, cultural, visual/landscape and noise/vibration impacts, which has helped to shape the Freight Hub.

Feedback Summary

6937 total online visits

2158 unique online users

85 unique stakeholders

135 Social PinPoint comments

41 Survey responses and

440¹ Attendees at July community events.

¹ This is an approximate number.

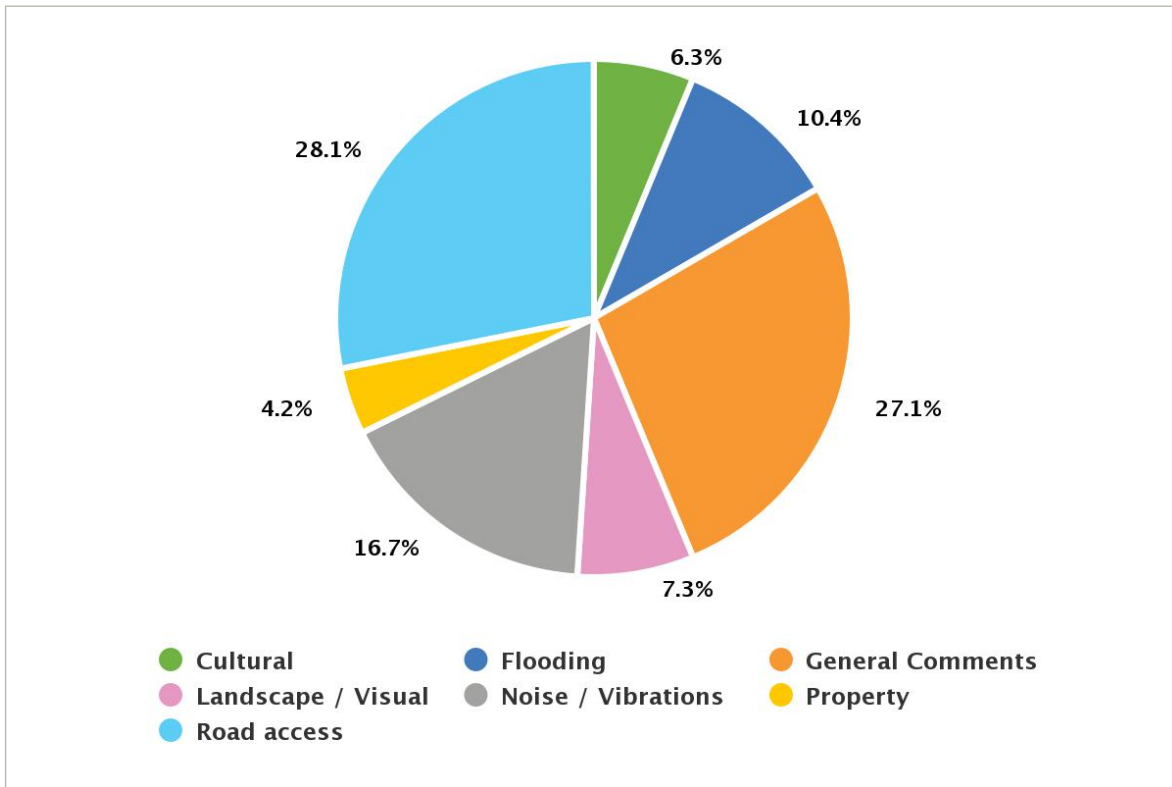


Figure 1: Breakdown of Comments by Type (July)

1. Purpose of this Report

This report describes the process used to engage with stakeholders, including iwi and the public in relation to the Freight Hub.

2. Engagement Overview

2.1 Engagement Purpose and Objectives

KiwiRail wanted to ensure stakeholders and the public were kept informed of the Freight Hub as it developed and that they had an opportunity to provide input at appropriate stages of the project. The project team wanted to develop a strong understanding of local and regional concerns so that these can be effectively mitigated where possible. The project team asked for feedback from stakeholders and the Palmerston North community. Their input along with technical information helped shape the outcomes for this project.

Iwi groups were engaged both through this process and individually, and it would be fair to say that timeframes and COVID-19 restrictions have had a limiting effect on progress. Iwi relationships are not as fully developed as the project team would have liked by lodgement. However, the team will continue this engagement to develop ongoing protocols, and to address and mitigate culturally viewed impacts, and to nurture potential benefits.

The project team engagement objectives were:

- Transparency in the process – keeping stakeholders informed as the Freight Hub progresses; raising awareness of next steps and how stakeholders/public can be involved; clearly explaining how/why decisions have been made.
- Welcoming stakeholder/public feedback as the Freight Hub progresses and actively seeking input from stakeholders/ public at particular points.
- Develop relationships and encourage feedback about how cultural values may be recognised and provided for, and how any impacts on those values may be appropriately addressed.
- Support stakeholders/community to understand of the value of rail, the economic and social benefits of the Freight Hub and how it fits in to the development of transport infrastructure for Palmerston North and the lower North Island.

2.2 Engagement Approach

KiwiRail has undertaken a multi-faceted approach to community engagement. This has involved:

- Community meetings with the local Bunnythorpe community
- Letter drops to affected landowners
- Provision of an email address for email enquiries
- Meetings with affected landowners
- Ministerial announcement of the preferred site from a technical perspective
- In-person drop-in sessions with the Palmerston North and Bunnythorpe communities with technical experts and KiwiRail personnel
- Online zoom meetings with the community and interested parties
- Meetings with partners and other key stakeholders
- Developing relationships with iwi
- KiwiRail project website
- Social media updates, such as Facebook and LinkedIn

- An online interactive map and feedback form
- StoryMap to provide feedback on the Freight Hub.

During 2020 the country had to respond and react to the global COVID-19 pandemic. The project team adapted the engagement approach in response to COVID-19, as necessary. The project experienced some delays, as a result of nationwide Alert Level restrictions. Several scenarios were developed to ensure the project team could engage with interested parties in a safe and appropriate manner during the various Alert Levels. Our approach expanded to include online zoom sessions, alongside face-to-face opportunities under Alert Level 1.

3. Who We Engaged With

KiwiRail engaged with a wide range of stakeholders and interested parties, including the following:

Ministers

- Interested in progress and milestone events (Ministers were kept informed through Minister's weekly reports and quarterly stakeholder meetings).

Waka Kotahi NZ Transport Agency (Waka Kotahi) / Ministry of Transport

- Project alignment (regional road network)
- Link with broader Government transport objectives (e.g. mode-neutral decision making, emissions reductions).

Palmerston North City Council (PNCC)

- Regulatory (designation)
- Partner (aligns with strategic planning, District Plan, the City's economic growth aspirations).

Horizons Regional Council (HRC)

- Partner (regional economic growth).

Regional Economic Development Agencies (Accelerate 25, CEDA, Spearhead Manawatu)

- Partner (Provincial Growth Fund).

Iwi/ hapū (mana whenua)

- Interest in site location, impact on environment (kaitiaki)
- Partnering and inclusion in development in project lifecycle
- Potential for expression, training, environmental oversight, initiative and employment opportunities.

Directly affected landowners

- Affected by the Notice of Requirement process
- Potential land purchase/negotiations (once preferred site was selected).

Site neighbours, road users, local community

- Impact of the Freight Hub in the local area
- Opportunity for landowners/occupiers to benefit e.g. existing distribution centres in North East Industrial zone (NEIZ).

Freight transport groups

- Specific interest in the supporting road network and connections into the site.

Wider Palmerston North community / business community (NEIZ)

- Benefits of the Freight Hub, working in conjunction with other projects to deliver economic growth.

Customers (existing and potential)

- Seeking feedback from existing/potential customer regarding Freight Hub design, investment plans in Palmerston North/Manawatu
- Informing existing customers at Palmerston North site.

Utilities

- Specific interest in the supporting development of the site or with assets crossing the Freight Hub site.

3.1 Engagement with Iwi

KiwiRail engaged with iwi early in the project and reached out to several iwi groups with interests in the wider Palmerston North area. This resulted in the identification three main groups with whom KiwiRail directly engaged to varying degrees with throughout the development of the Freight Hub. These groups are:

- Ngāti Kauwhata
- Rangitāne ki Manawatu
- Ngāti Raukawa ki te tonga.

The project team kept all wider iwi contacts up to date with the Freight Hub project, including informing them of the site location and inviting them to comment during community feedback processes.

Iwi engagement on the Freight Hub project formally commenced when the Provincial Growth Fund funding was announced in November 2019. There has been regular contact between the parties (working in with COVID-19 restrictions) and once Alert Levels were reduced, KiwiRail could resume face-to-face meetings. For example, a Zoom hui was held on Monday 17 August 2020 between KiwiRail and Ngāti Kauwhata to discuss site selection process for the Freight Hub, in particular site 3 and 4 options and local road issues (acknowledging a recent fatality on Railway Road). At that meeting there was agreement that continuing the discussions will help both parties carry on with the objective of continuing to work together constructively on the project for mutual benefit. An action was noted for Ngāti Kauwhata and KiwiRail to undertake a site visit / walk through of the site along Railway Road by end of September 2020 to gain better local and cultural insights. This was followed on 18 September 2020 with a site visit with the project team to Fielding, Bunnythorpe and environs, and on 8 October 2020 a visit to Aorangi Marae to discuss the reasons for the selected site for the Freight Hub, issues of concern about Aorangi Marae and how the mutual relationship should be formalised.

Since the conclusion of the Multi-Criteria Analysis process, engagement has been less frequent with Rangitāne. A Zoom hui was held on 2 October 2020 followed up by a hui held in Palmerston North on 22 October 2020 and it is anticipated that productive engagement will continue.

Ngāti Raukawa ki te tonga have also been commissioned to prepare their cultural values assessment review of the Freight Hub site.

Iwi engagement will continue throughout the development of the Hub project as part of KiwiRail's ongoing commitment towards developing effective and productive iwi partnerships.



Figure 2: Hui at Aorangi Marae, 8 October 2020

3.2 Engagement with Key Stakeholders and Partners

KiwiRail has been regularly engaging with stakeholders and partners by way of phone calls and email correspondence to invite stakeholders to workshops and update them on the progress of the Freight Hub. Face-to-face meetings were also held on a number of occasions, including the following key meetings summarised in the table below.

Table 1: Key Meetings

Who	What	Purpose / outcomes
HRC	Zoom meeting to discuss the Freight Hub	KiwiRail provided an overview of the project to date and discussed potential effects of the Freight Hub as well as iwi consultation and future planning.
PNCC	Freight Hub Transport Meeting – at PNCC Committee Room	KiwiRail provided an overview of the project to date and discussed potential effects of the Freight Hub as well as other matters relating to transport, zoning and future planning.
PNCC	Roading Network Changes at Hub locations	Discussed potential roading network changes for emerging preferred site options new Freight Hub.
PNCC	CNI Freight Hub Flooding and stormwater meeting – at PNCC Committee Room	KiwiRail provided an overview of the project to date and discussed potential effects of the project relating to flooding and stormwater.

Who	What	Purpose / outcomes
PNCC	CNI Freight Hub meeting – Transport	Discussed the scope and assumptions related to the development of the Transport Assessment for the NoR.
Foodstuffs	Meeting to discuss the Freight Hub	KiwiRail provided an overview of the Freight Hub project to date and discussed the potential traffic effects and roading upgrades. An outcome of the meeting was that Foodstuffs is looking at doing a traffic survey to understand current and future traffic for their site as well as the option connect via rail with KiwiRail.
HRC	Utilities / Asset Teams meeting	KiwiRail provided an overview of the project and NoR work to date as well as to discuss HRC's main asset interest which is the flood and river management network.
First Gas	Utilities / Asset Teams meeting	KiwiRail provided an overview of the proposal to First Gas regarding gas pipeline alignments and connection points.
Waka Kotahi	Transportation Teams meeting	KiwiRail provided an update of the NoR work to date.
Waka Kotahi	Teams meeting	Catch up on progress on respective projects.
Accessing Central New Zealand PBC, and the Palmerston North Integrated Transport Improvements DBC	Meeting to discuss accessing Central New Zealand PBC, and the Palmerston North Integrated Transport Improvements DBC	KiwiRail project staff attended options assessment for Accessing Central New Zealand PBC, and the Palmerston North Integrated Transport Improvements DBC.
PNCC	Meeting with PNCC and Project team	Discussed wider NEIZ integration issues and integration of the Freight Hub with transport links.
NEIZ owners and developers	Meeting(s) to discuss the Freight Hub	KiwiRail is working with NEIZ stakeholders who are keen to develop strategies and practical options to amplify the wider benefits of the Freight Hub for nearby commercial operations.

Workshops

From mid-2019, a series of workshops were held as part of the Multi-Criteria Analysis (MCA) process to which key stakeholders and partners were invited to attend.

The workshops are explained in detail in the MCA report and summarised in the table below.

Table 2: Workshops

Workshop	When	Who	Purpose
Workshop 1 Project introduction and assessment criteria setting	Palmerston North on 30 August 2019	KiwiRail Team (Project Manager, Planning, Properties, Legal, Asset Manager) Stantec Team (Project Manager, Planning, Technical Specialists, Engagement Specialist), Waka Kotahi and PNCC	To provide an overview of the project and the multi-criteria assessment process to be followed and to determine the assessment criteria to be used to evaluate the options for choosing a location for the Freight Hub. A site visit of the existing KiwiRail Terminal and potential locations for the future Freight Hub along the NIMT corridor was also undertaken in conjunction with the workshop.
Workshop 2 Long list assessment	Wellington on 25 September 2019	KiwiRail Team (Project Manager, Planning, Properties, Legal, Asset Manager) Stantec Team (Project Manager, Planning, Technical Specialists, Engagement Specialist), Waka Kotahi, PNCC, Horizons Regional Council, Accelerate 25, Ngāti Kauwhata and Rangitāne ki Manawatu.	To reduce the long list of area options to a short list of site options for further investigation.
Workshop 3 Short list assessment	Palmerston North on 20 November 2019	KiwiRail Team (Project Manager, Planning, Properties, Legal, Asset Manager) Stantec Team (Project Manager, Planning, Technical Specialists, Engagement Specialist), Waka Kotahi, PNCC, HRC, Manawātū District Council, CEDA, Ngāti Kauwhata and Rangitāne O Manawatu	To identify from the short list, a preferred site location to recommend to KiwiRail to be taken forward through the NoR process.

4. Community Engagement Activities

4.1 Overview

There were several activities undertaken over the past 12 months to bring the community on the Freight Hub journey and ensure they had an opportunity to provide feedback. From the Master Plan development and initial community meetings in February 2020 to a series of community drop-in sessions (held in July 2020) and further community updates during September 2020. The project team has been committed to providing Freight Hub updates and hearing community input in the period leading to the lodgement of the NoR.

4.2 Master Plan Announcement

In November 2019, Regional Economic Development Minister Shane Jones unveiled the Master Plan concept for the new KiwiRail Freight Hub.

The Master Plan was developed to guide the development of future intermodal freight hubs within New Zealand. The Master Plan enabled KiwiRail to identify the indicative size for a new hub, plan the location of the different site components and adapt the design to different parts of its national network. The Master Plan provides for a container terminal, freight forwarding facilities and forestry loading operations along with KiwiRail's train operations and maintenance facilities.

4.3 February Engagement

On Tuesday 18 February 2020, KiwiRail held a drop-in session and two presentations at Bunnythorpe School to provide the community with an overview of the project, the Master Plan and the site selection process. Approximately 300 people attended these sessions.

Table 3: Community Engagement

Who	What	When	Number
Potentially interested and affected parties	Face to face community meetings	Tuesday, 18 February 2020 <ul style="list-style-type: none">Drop-in session 3.30pm – 6pmPresentation 6pm – 7pmPresentation 7pm – 8pmContinuation of the drop-in 8pm – 8.30pm	300

For many, it was the first formal notification of the Freight Hub, and even though further information was still to be provided to the community such as the preferred site location and footprint of the designation (Designation Extent); it was positive for the community to be able to hear what is proposed, how they could become involved and gain more knowledge on the Freight Hub moving forward.

4.4 July Engagement

Engagement with landowners

Prior to the announcement of the preferred site for the Freight Hub from a technical perspective (as a result of the Multi-Criteria Analysis) and wider community engagement, letters were sent out to landowners who were identified as being within or immediately adjacent to the Designation Extent. The letters included information about the Freight Hub, site identification and offered a meeting with a KiwiRail team member and a property specialist. Meetings took place during the first weeks of July and a few in August 2020.

Property owners and tenants' initial reactions to the Freight Hub varied. Some were in support and others were opposed. Some wanted to sell their properties immediately while others wanted to take time to digest their options.

Table 4: Engagement with Landowners

Who	What	When	Number
Potentially directly affected landowners or occupiers	Face to face landowner meetings	Between 2 July – 15 August	52

Ministerial Announcement

On Thursday 2 July at the existing KiwiRail Tremain Avenue site, Shane Jones Minister for Regional Economic Development (at the time), announced the proposed site for the Freight Hub. This announcement confirmed the proposed location for the Freight Hub from a technical perspective and outlined an indicative site layout (as shown below).

While some of the details for the concept design and Designation Extent were still being developed at this stage, in line with its engagement objectives, KiwiRail wanted to continue the conversation with the wider community. To minimise uncertainty for affected landowners and in the interests of transparency, KiwiRail wanted to talk to the community about the preferred site and understand their concerns and feedback on the site, prior to developing undertaking further development of the design and Designation Extent.



Figure 3: Flyer Distributed as part of Ministerial Announcement



Online Interactive Map (Social PinPoint)

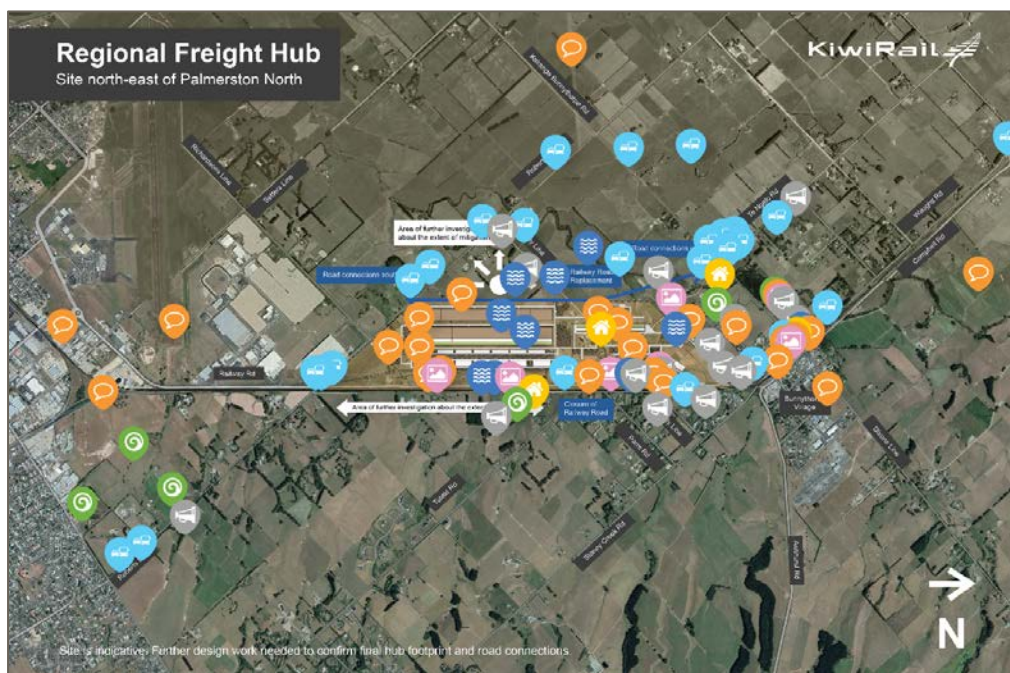
As part of the July engagement, Social PinPoint was set up to provide an online platform for people to give geographic comments related to certain issues. Participants could also view other people's comments and initiate discussions on a particular topic; like/dislike comments; and add their own views. The categories that people could submit their own comment on were:

- Cultural
- Noise / Vibrations
- Flooding
- Landscape / Visual
- Road Access
- Property
- General comments.

The site also hosted the online feedback form. The site was available for people to provide input from 2 July – 30 July.

The image below shows the site and the site is still live for people to view the content:

<https://kiwirail.mysocialpinpoint.com/regional-economic-freight-hub#/>



Feedback Form

A feedback form was developed as part of the July engagement period (2 July – 30 July), so the project team could understand issues and concerns. This was available both on the Social PinPoint site and in hardcopy forms at events.

The following questions were asked:

- Do you support the project?
- What do you like or dislike about relocating the hub out of the city?
- What do you like or dislike about the proposed location for the hub?
- What do you like or dislike about the activities that are proposed for the hub?
- How might you be affected by the proposed hub (positively or negatively)?
- Do you have any general comments?

Information gathered from these forms can be read in Section 6 below.

Emails to the community

Interested members of the community could request to receive regular project updates. Those who attended community drop-in sessions were also added to the list. Updates were sent out to let people know about the project and how they could get involved.

Regional Growth Hub Inbox

KiwiRail has a shared project email inbox that provides a point of contact for interested parties throughout the project stages. People could use the dedicated email address to submit feedback and questions to the team. The inbox was checked regularly, and replies provided to those who asked questions. It was a direct link to the staff in the project team.

Media

The project team issued media releases at key milestones to widely promote the project and its progress. Prior to the community engagement period, we used print advertising to locally promote the projects and associated engagement activities/events.

REGIONAL FREIGHT HUB

Community Engagement





KiwiRail is progressing plans for a new intermodal freight hub near Palmerston North. We have now identified a preferred site. This site is partially in the North East Industrial Zone, stretching over rural land north toward Bunnythorpe.

KiwiRail is seeking public feedback on the Hub as part of finalising the design and developing mitigations. More information can be found on our website:

<https://www.kiwirail.co.nz/what-we-do/projects/regional-freight-hub/>

You can meet the team to talk more about the project at our planned public engagement sessions.

We look forward to meeting you.

If you have any questions, please email us at regionalgrowthhub@kiwirail.co.nz

Planned Engagement Sessions

Monday 13 July
Drop-in anytime 9am to 1pm at The Plaza, Palmerston North

Monday 13 July
Drop-in anytime 3pm to 7pm at Bunnythorpe School

Tuesday 21 July
Online Zoom session 7pm to 9pm (email to register)

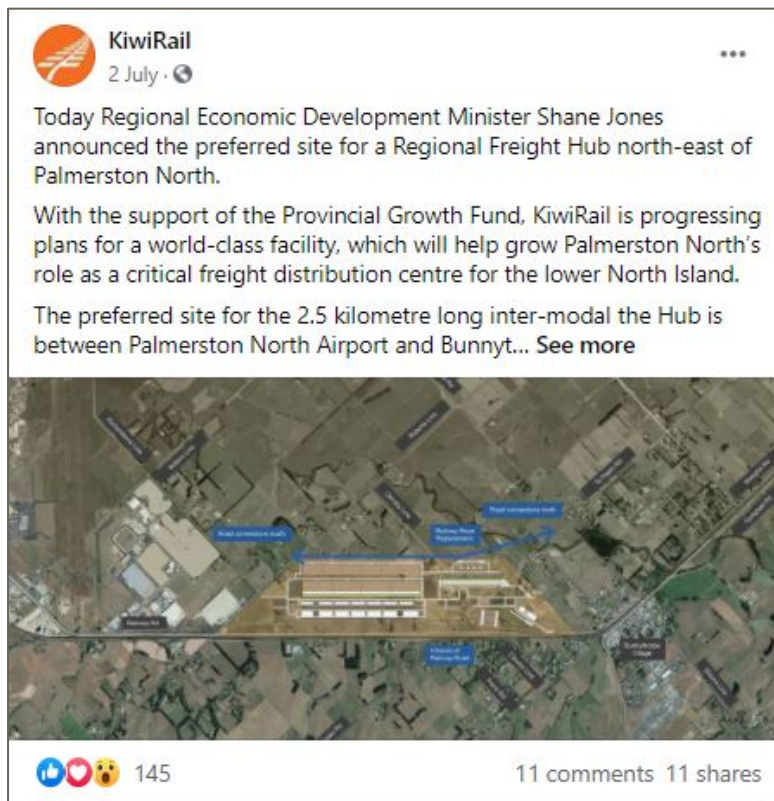
Wednesday 22 July
Drop-in anytime 3:30pm to 7:30pm at Bunnythorpe School

Saturday 25 July
6:30am to 11am at Albert Street Market, Palmerston North

Figure 6: Print Advert

Social Media

The project team utilised KiwiRail and partner's social media channels to post updates on the project and let people know when they can provide input, by linking back to the KiwiRail project website.



© KiwiRail Facebook page, 2 July 2020



© KiwiRail Facebook page, 10 July 2020

Figure 7: Facebook Posts

Website

The project page on the KiwiRail website has been regularly updated: <https://www.kiwirail.co.nz/what-we-do/projects/palmerston-north-freight-hub/>.

The webpage has hosted images, videos, FAQs and other digital tools that are used as part of the engagement process. Project collateral has also been shared on the website.

A link to an interactive map was also displayed on the website where people could provide comments tied to a specific location.

Community Drop-in Sessions

During the community engagement period, events were held for people to come and meet the project team and find out about the Freight Hub. In order to reach more people, the project team held a session in the Plaza mall in Palmerston North for a morning during the school holidays to socialise the Freight Hub and answer questions. A number of events were held at the local Bunnythorpe School and the community was invited. The project team also had a stall at the Saturday market in Palmerston North to reach more people from the wider community. An online public zoom meeting was held to provide another option for people to learn about the project and ask questions.

The engagement period was supported by a range of collateral in the form of factsheets and maps explaining the Freight Hub and topics of concern; and a feedback form to ensure the team could capture input from people.

The following table outlines the engagement activities which were undertaken. These aimed to provide options for people so we could reach as many people as possible.

Table 5: July Engagement Activities

What and Where	When	Approximate number
The Plaza Mall	Monday 13 July, 9am – 1pm	150
Bunnythorpe School	Monday 13 July, 3pm – 7pm	120
Virtual Zoom Meeting	Tuesday 21 July, 7pm – 9pm	40
Bunnythorpe School	Wednesday 22 July, 3.30pm – 7.30pm	30
Saturday Market Stall	Saturday 25 July, 7am – 11am	100



Figure 8: Plaza Drop-in Session, 13 July 2020



Figure 9: Bunnythorpe School Drop-in Session, 13 July 2020

4.5 September Engagement

Following the engagement period held in July, the project team further refined the concept design and Designation Extent, taking into account the input provided (see sections 6 and 7). KiwiRail then presented the updated site layout and Designation Extent to the community in September 2020 with a further opportunity for them to provide input directly to the project team. The following engagement activities were undertaken:

- Letters / emails to landowners within the Designation Extent offering face-to-face meetings
- Letters / emails to previously contacted owners outside the Designation Extent
- An event at Bunnythorpe School (drop-in style with specialists available for questions)
- Two digital events via Zoom with specialists to provide feedback and answer questions
- KiwiRail project website and other social media such as Facebook and LinkedIn
- A StoryMap (discussed below) provided an online platform for people to view the Freight Hub Story as well as feedback from KiwiRail and the project team:
(<https://storymaps.arcgis.com/stories/e97ac83c3d3049759f754e0e2b64b7e1>).

The project team adapted the engagement approach in response to COVID-19, as necessary.

As part this engagement, the following collateral was made available:

- Plans shown the Designation Extent
- Information posters (showing a landscape plan and noise contours)
- Cross-sections of the site.

Community Drop-in Sessions

Table 6: September Engagement Activities

What and Where	When	Approximate number
Virtual Zoom meeting	Tuesday 22 September, 7pm – 8pm	18
Bunnythorpe School	Wednesday 23 September, 3pm – 8pm	100
Virtual Zoom meeting	Thursday 24 September, 7pm – 8pm	10



Figure 10: Bunnythorpe School Drop-in Session, 23 September 2020

Online StoryMap

StoryMap provided an online platform for people to view the Freight Hub story to date, as well as feedback from KiwiRail and the project team specialists on the comments and information collated through the feedback forms, community sessions and landowner meetings. People could also view cross sections of the site at specific places for better context. Specialists further discussed key topics such as noise and flooding where they included a short video explaining what was found and how the impacts identified would be mitigated.

The images below show some of the content from the StoryMap:

<https://storymaps.arcgis.com/stories/e97ac83c3d3049759f754e0e2b64b7e1>



Figure 11: StoryMap images

5. Summary of feedback (July)

Meaningful feedback from the local community and wider community is a crucial part of the final design process. Below is a summary of feedback received, during the July engagement period, from the interactive map, feedback forms and emails.

Table 7: Summary of feedback

Method	#
Interactive map comments	135
Online feedback forms	37
Hard-copy feedback forms	4
Formal email feedback from key stakeholders	10
Total	181

In terms of email feedback from key stakeholders, the following was received:

- Central Economic Development Agency (CEDA) were supportive of the Freight Hub and the preferred site.
- PNCC were broadly supportive of the Freight Hub location on the western side of Railway Road alongside the NEIZ and noting that it is important that there is an integrated transport response to the Freight Hub by KiwiRail, Waka Kotahi and PNCC to ensure the safe and effective operation of the transport network. PNCC was keen to better understand any potential effects on its own assets and what may be required from Council's network infrastructure to service the development.
- HRC were broadly supportive of the Freight Hub and the site location, but were concerned about the flow-on effects on the local and inter-regional road network. HRC encouraged KiwiRail and Waka Kotahi to work together to plan, coordination and deliver their respective projects.
- Fire Emergency New Zealand (FENZ) – Manawatu Area noted it was advantageous for them to be involved early to support the development during the planning phase to provide adequate water supplies for firefighting, access to all points of the development suitable for fire appliances, and ensuring spillage control of any hazardous materials that will be trans-shipped through this site.

The project also received many emails (200+) containing queries, feedback or enquiries about progress. All queries and requests for information were answered.

5.1 Interactive Map Responses

The following graph shows the comment activity on Social PinPoint during the engagement period.

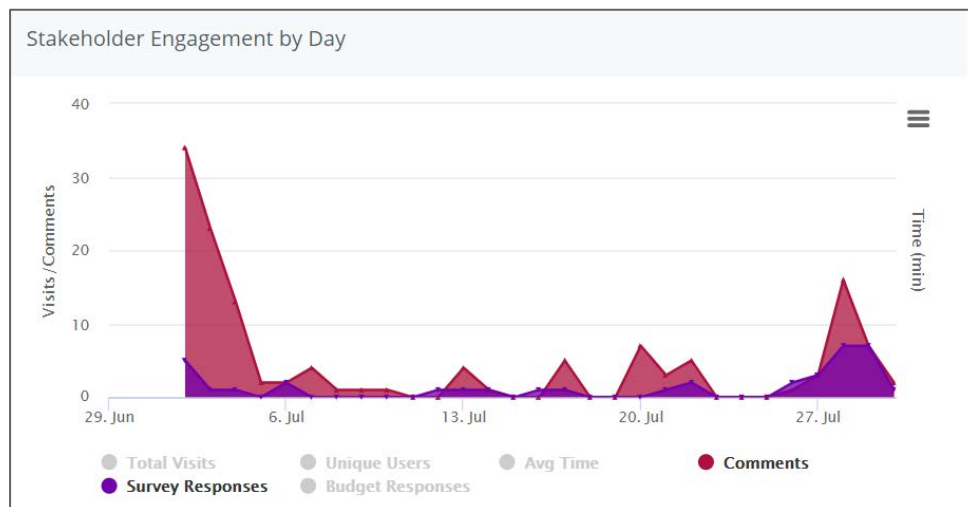


Figure 12: Comment activity on Social PinPoint

Top comments on Social PinPoint:

General comments

Will homeowners of Bunnythorpe be compensated for the loss of property value this will cause? You are taking away our peaceful little village and we have no chance to prevent it. Who will want to purchase a home down the road from that monstrosity? You should be building on the industrial waste land left at Longburn where you first planned. The impact is far greater than the land you will have to purchase.

Like (26) Dislike (7)

Road access

The roading networks are going to have to be added to these plans before everyone gets too excited about this. Of the 2 or 3 dozen people who will lose land over the rail hub there will be 10 times that many who will be directly impacted with the roading layout. Let's see the roading plans before this goes any further.

Like (24) Dislike (0)

Landscape / Visual

So what are the plans to screen the residential lifestyle blocks on Clevely line, Parrs Rd, Sangsters Line, Tutaki Road etc from this Hub? Will there be tree plantings and earthen noise buffers on the closed part of Railway road to try and visually retain our country lifestyle?

Like (22) Dislike (2)

Noise / Vibrations

We reside / own a property [on] Parrs Road and while the rail project would seem to be some distance from our property it would not be difficult to envisage the impact this installation will have on our quality of life i.e. noise / light /visual plus possible partial flooding along with the considerable loss of property value. We presume you are contemplating some compensation for the loss of value and a plan to mitigate our other concerns.

Like (20) Dislike (4)

Property

You are proposing to build right where our house is located on Clevely Line, which we only built two years ago. You are taking away our home!!!! How is this fair or acceptable?? This is our family home!!!

Like (20) Dislike (9)

Overall, from the interactive map there were 6,937 visits to the site. 135 comments were submitted. The pie chart below shows the most common themes of feedback received.

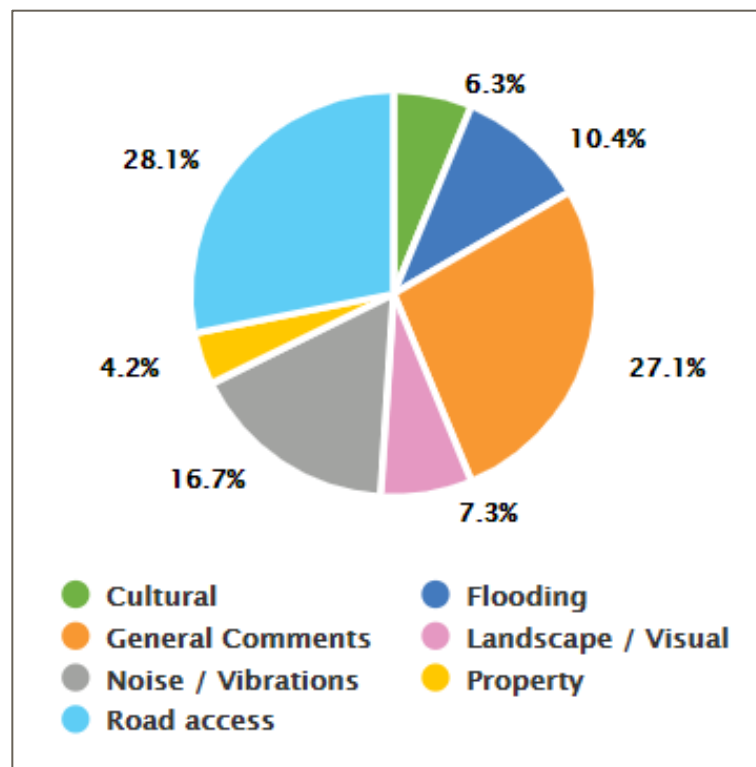


Figure 13: Comment themes from feedback received

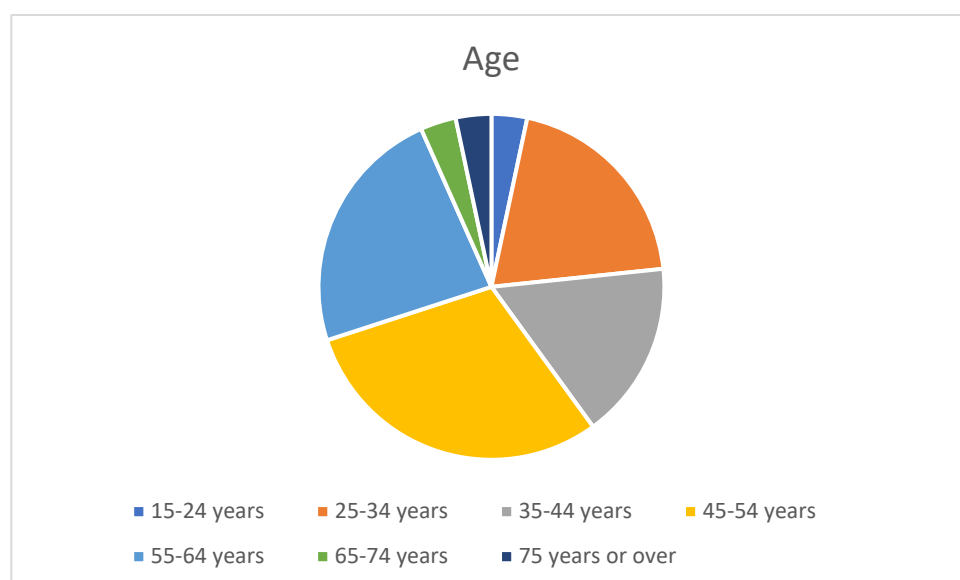
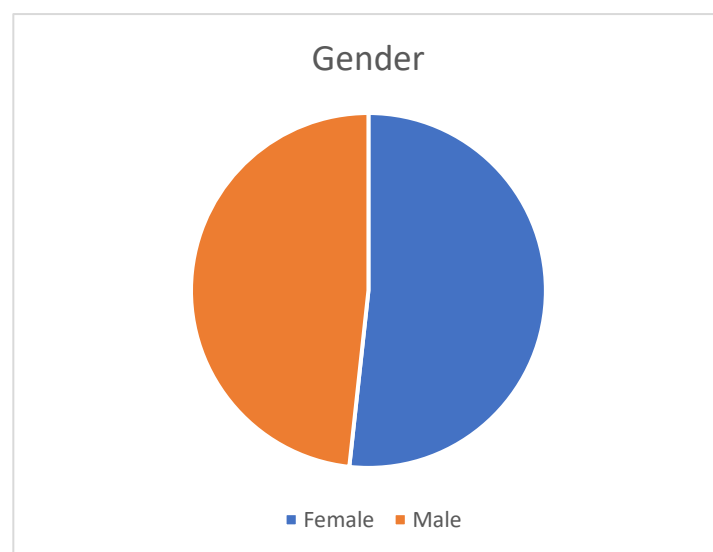
Table 8: Social PinPoint comment themes

Theme	Comments Received
Cultural	Comments related to the Bunnythorpe cemetery, Te Araroa walkway and Linklater Reserve.
Noise / Vibrations	The majority of comments expressed specific concerns related to noise and vibrations, and how they'll impact on various locations.
Flooding	Some areas of seasonal flooding and poor drainage were identified.
Landscape / Visual	Similar to the noise concerns comments focused on how the Freight Hub is going to change the current landscape and people are keen to know what the site, and any mitigations, would look like.
Road Access	Fifty comments were received relating to road access. Some pointed out issues with the roading network that need sorting out. Some highlighted current safety and access concerns. Many people expressed frustration at not being able to see the roading plans alongside the Freight Hub site.

Theme	Comments Received
Property	Comments relating to property mentioned timeframe on property purchase and how the Freight Hub will impact properties.
General comments	These comments tended to relate to all the topics covered above. In addition, some concerns were made about light pollution; the location of the main gas trunk line; and ideas for improvement to community cohesion.

5.2 Feedback Form Responses

There were 41 survey responses. Of those who chose to give demographic details, the majority of respondents identified as NZ European (with n=4 Māori and n=3 selecting other).



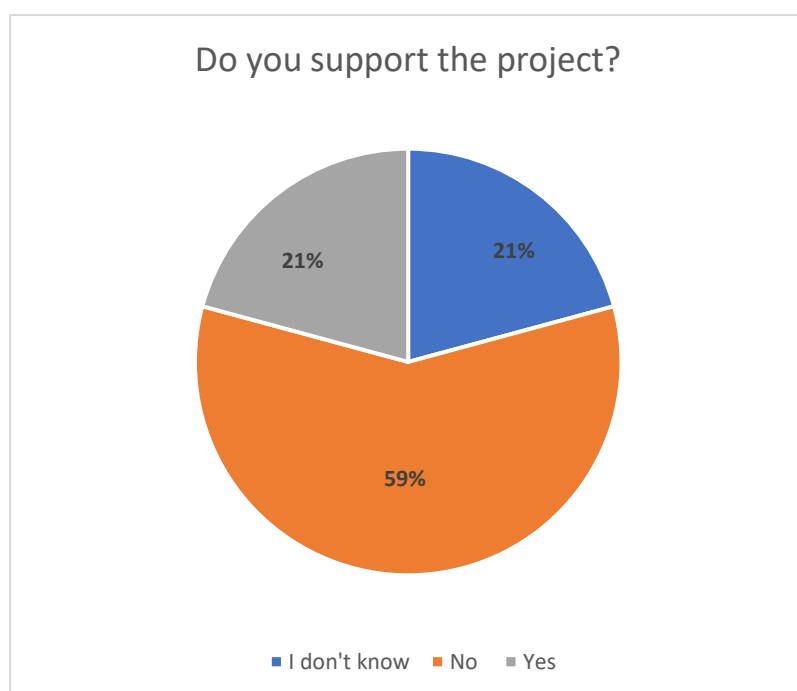
People heard about the Freight Hub, and engagement, through a variety of sources:

- Radio NZ (RNZ)
- Manawatū Standard

- Social media such as Facebook
- KiwiRail website
- Direct mail
- Email
- Word-of-mouth

Do you support the project?

In terms of project support, 23 people do not support the project, 8 support and the rest either don't know or did not respond to this question.



A summary of the responses to the questions in the feedback form is set out below.

Table 9: Feedback Form comment themes

Theme	Comments Received
What do you like or dislike about relocating the hub out of the city?	Like: Space and activity not suitable to the city Dislike: Effects on Bunnythorpe (semi-rural location).
What do you like or dislike about the proposed location for the hub?	Like: Central location for the country Dislike: Stunting the growth of Bunnythorpe; concern about the noise, light and increased activity on surrounding roads.
What do you like or dislike about the activities that are proposed for the hub?	Dislike: Concern about the noise and light; loss of beautiful rural vita.
How might you be affected by the proposed hub (positively or negatively)?	Negatively: Loss of property value; noise, vibration, light, access onto Railway Road.

Theme	Comments Received
Do you have any general comments?	<p>Look forward to seeing it progress.</p> <p>Alternative sites which will affect less people</p> <p>Planting required to provide screening</p> <p>More consultation required in regard to the roading in this area.</p>

5.3 Bunnythorpe School drop-in sessions

At the key topics raised at the school sessions were noise, stormwater and roading. There was a lot of concern expressed about noise effects. Discussions relating to flooding were held with interest from the community in how the stormwater from the site would be managed / treated as well as the development of the wetland. The primary concern relating to roading was the absence of Waka Kotahi's plans. Positive comments around the benefits to the region, such as local employment, relocating out of the city and better movement of freight around NZ, were noted.

5.4 Virtual Zoom event

There were a number of questions asked with responses provided by the project team. The questions related to decision for the preferred site, noise and vibration, lighting, flooding, erosion and sediment control, positive economic effects, traffic, roading, compensation for acquisitions, and decrease in property values.

6. Summary of Feedback (September)

As outlined above, following the engagement period held in July, the project team went back to the community in September with a further opportunity for them to provide input directly to the project team.

6.1 Virtual Zoom events

There were a number of questions asked during both zoom events with responses provided by the project team. The questions related to various impacts identified relating to noise and vibration, lighting, flooding, erosion and sediment control, positive economic effects, traffic, roading, compensation for acquisitions, and decrease in property values. People asked questions on the proposed mitigation measures and sought clarity on how these would be implemented to address their concerns.

6.2 Bunnythorpe School drop-in session

People were pleased to see more information from what they have seen during the July engagement and wanted to talk about what that meant for them. Some people arrived with a negative outlook but were appeased by conversations with the specialists. There were still some outstanding questions about Waka Kotahi's plans regarding the local roads, but most appreciated the response about the Freight Hub roading plans and the mitigation measures that has been proposed to deal with many of their concerns.

7. Conclusion

KiwiRail is grateful for all the kōrero and input received on the Freight Hub to date. Continuing to work with landowners and the community going forward will be important as the Freight Hub progresses beyond the lodgement of the Notice of Requirement. The Regional Growth Hub inbox will continue to be a channel for interested parties to contact the project team and ask questions.

Acknowledging the challenging and uncertainty that the COVID-19 pandemic has brought to 2020, the team aimed to take interested parties on the journey from presenting a Master Plan and to locating a preferred site, to working through effects and mitigation measures.

KiwiRail set out to be open and transparent with potentially affected landowners, iwi, key stakeholders, Bunnythorpe residents and the wider community. In order to achieve this the project team has held a variety of events (both face-to-face and online); issued information online; and contacted people directly to ensure they were aware of the project and aware of the opportunity to provide feedback.

There are a many people concerned about the effects of noise and vibration, lighting, increased traffic, stormwater / flooding and the loss of rural character. There was also a lot of concern from people about losing their homes and property to the Freight Hub, which includes the depreciation of property values in close proximity to the Freight Hub site.

While a large proportion of the July feedback opposed the Freight Hub location, the details given as part of people's responses have enabled the project team to develop a range of mitigation measures for the identified impacts on the proposed Freight Hub site. These mitigation measures and other concerns raised by the public have been followed-up with good feedback from the community after having the September engagement sessions where many concerns had been incorporated into the future plans for the Freight Hub.

Roading concerns remains one of the outstanding issues to be addressed.

Those who support the Freight Hub recognise the benefits it will provide to the economy as well as providing an integrated base contributing to the efficient movement of freight around New Zealand.

Feedback throughout the life of the Freight Hub so far has shaped the final location and site layout being presented in the NoR. KiwiRail has taken feedback on board and, along with technical input and information, altered the design of the site. KiwiRail is committed to continuing to engage with the community, key stakeholders and partners as the Freight Hub progresses.

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