

Palmerston North Regional Freight Hub Social Impact Assessment

Prepared for:

KiwiRail

Prepared by:

**Kirsty Austin
Independent Consultant
MNZPI, MEIANZ**

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Executive Summary

A social impact assessment was undertaken to assess the effects (positive and adverse) on people and communities from the activities that will be enabled by the Notice of Requirement (NoR).

The categories of social effects applied to the assessment were based on the IAIA principles for social impact assessment. A scale of effect ranging from high positive to high negative was applied. The relevant categories were:

- quality and amenity of the environment
- people's way of life
- the community
- income and employment

Social effects were considered at two levels to reflect the different types of social effects that communities will experience. The local impact area incorporated the Freight Hub where the community will be directly affected by land-take, and area surrounding the Site where the community will be affected by changes in amenity and connectivity. The wider impact area covered the area most likely to experience employment-related, housing supply and connectivity effects, without the amenity effects the local impact area will experience (Palmerston North City and Manawātū District).

Construction phase

A high-level assessment of social effects from the construction phase was undertaken and a conservative approach applied to determining the significance of construction effects, using the concept design prepared for the NoR.

The main social effects anticipated from the construction phase are:

- a reduction in the quality and amenity of the environment as a result of increased noise levels and changes to the landscape / visual character over a lengthy construction phase. Uncertainty remains about the extent and duration of effects anticipated for individual properties until detailed design and mitigation is finalised (**moderate negative** for the local impact area).
- effects on resident's wellbeing from the uncertainty about the land acquisition process, relocating to a new home, and uncertainty about the extent of effects for neighbouring landowners (**moderate negative** for the local impact area).
- disruption and frustration to people's way of life if increased noise and reduced connectivity occurs. This will be exacerbated if residents cannot anticipate when / where to expect noisier periods or roading changes and traffic delays (**low-moderate negative** for the local impact area; **low negative** for the wider impact area).
- potential for housing supply issues in the short-term, if some of the construction workforce chooses to move close to the site (**low negative** for the local and wider impact areas).
- employment opportunities for residents who may gain access to construction jobs (**low positive** for the local and wider impact areas).

Operational phase

The main social effects anticipated during the operational phase are:

- reduction in the amenity of the environment due to increase noise level and changes to the landscape/visual character that will be felt across most of the local impact area. Residents that experience the most significant change will experience both noise and visual effects (and will have experienced these throughout the construction phase). While noise and landscape mitigation can be implemented, the changes will still impact on values of importance to the local community and there is still uncertainty on the final design and associated mitigation (**high negative** for the local impact area).
- the character of the community will change due to a community that largely consists of rural-residential homeowners being replaced by an industrial workforce, and the loss of the quiet, rural 'feel' that characterises the area. It is uncertain whether residents whose land will be acquired will remain living locally or whether residents close to the freight hub will choose to move away once it is operational (**moderate negative** for the local impact area).
- a noisier environment may affect residents' daily patterns at home, and possibly at work and school. This would be most severe if night-time activities occur at the freight hub. (**moderate-high negative** for the local impact area).
- improved safety for people using roads and footpaths as a result of improvements to the roading network (**low positive** for the local and wider impact areas).
- employment opportunities for residents who gain access to jobs at the freight hub (**low positive** for the local and wider impact areas).

Recommended mitigation

The recommended mitigation is focussed on ensuring there is sufficient information available for the community throughout the course of the project (as designs are finalised and Outline Plan of Works and regional resource consents processes undertaken), to understand how they will be affected by construction, and how they can remain informed and/or involved as construction details are finalised and construction occurs. Other mitigation is required to assist in addressing specific effects on amenity and concerns for the knock-on effect to property values.

The following mitigation is recommended to be included as part of the conditions of the Notice of Requirement:

- Identify a primary point of contact for the community to engage with. The purpose of identifying this person is to provide the community with ease of access to someone within KiwiRail (or its delivery partner) who has accountability for responding to questions and concerns.
- Prepare and implement an engagement plan prior to construction beginning. The purpose is to establish the procedures for a two-way flow of information between the project team and community until the Freight Hub is operational.
- Establish a forum for community liaison. The purpose is to provide a mechanism for regular and interactive discussions between the project team (KiwiRail and its delivery partner) and representatives of the community (including key service providers) to ensure the community is kept informed of and can respond to construction-related matters, final project details and monitoring.
- Establish a project/construction 'hotline' and complaints management register.

- Provide clarity for the community about the night-time activities that will be undertaken at the Freight Hub and ensure night-time noise effects are appropriately managed.
- Maintain ongoing site management when properties are acquired and throughout the construction phase to minimise the potential for vandalism and the appearance of a “vacant site”.
- Where appropriate, commence mitigation screening and planting prior to construction so the construction site is screened prior to works beginning, and noise and visual mitigation is effective in time for the site becoming operational.

Contents

Executive Summary	i
Glossary of abbreviations	vi
1 Introduction	1
1.1 Purpose and scope of assessment	1
1.1.1 Social impact methodology.....	1
1.1.2 Applying a framework for assessing social effects.....	2
1.1.3 Defining the affected area	3
1.2 Assumptions and exclusions in this assessment.....	3
2 Project description	5
2.1 Operational activities at the freight hub.....	5
2.2 Associated changes to the roading network.....	6
2.3 Other design elements.....	7
2.4 Property acquisition.....	7
2.5 Finalising design details (Outline Plan of Works and resource consents)	7
2.6 Construction timeframe for the freight hub	7
3 Existing environment	8
3.1 Local impact area	8
3.1.1 Bunnythorpe township	8
3.1.2 Rural and rural-residential areas.....	8
3.1.3 Industrial area	9
3.1.4 Community values and aspirations.....	9
3.1.5 Population characteristics.....	10
3.2 Wider impact area	13
3.2.1 Population size and households	13
3.2.2 Home ownership and housing supply.....	13
3.2.3 Economic values and employment	14
4 Methodology for assessing effects	16
4.1 A framework for social effects	16
4.2 Scale of effect.....	16
5 Assessment of effects	17
5.1 Construction phase	17
5.1.1 Local impact area	17
5.1.2 Wider impact area	20
5.2 Operational phase.....	22
5.2.1 Local area	22

5.2.2	Wider impact area	29
6	Proposed mitigation measures	31
6.1	Identify a primary point of contact for the community to engage with.....	31
6.2	Prepare an engagement plan.....	31
6.3	Establish a forum for community liaison	32
6.4	Initiate a project/construction ‘hotline’ and complaints management register	33
6.5	Mitigating amenity-related effects	34
7	Summary and conclusions	35
7.1	Summary of social effects and recommended mitigation.....	36
Appendices.....		41
Appendix 1 – Demographic statistics.....		41
Appendix 2 - Findings from engagement activities.....		44
Appendix 2.1 - Summary of meetings with property owners and tenants		44
Appendix 2.2 - Summary of public engagement activities		45

Glossary of abbreviations

Abbreviations

Abbreviation	Term
AEE	Assessment of Effects
CTMP	Construction Traffic Management Plan
MDC	Manawatū District Council
NIMT	North Island Main Trunk
NoR	Notice of Requirement
NZTA	Waka Kotahi NZ Transport Agency
OPW	Outline Plan of Works
PNCC	Palmerston North City Council
PWA	Public Works Act
RMA	The Resource Management Act 1991

1 Introduction

1.1 Purpose and scope of assessment

The purpose of the social impact assessment is to assess the social effects (positive and adverse) on people and communities from the activities that will be enabled by the NoR. The assessment includes effects anticipated from the construction and operational phases.

Social effects can occur from the time that the concept of a project is announced. For example, the uncertainty of a proposed development can lead to speculation, and people's choices and behaviours may be influenced by that speculation. This is different to other environmental effects that typically do not start until the development actually starts (such as construction works)¹. Therefore, the scope of this assessment includes effects that are anticipated during the pre-construction / planning stage and includes mitigation that should commence when the NoR is confirmed (ie, prior to construction beginning).

The social impact assessment is based on the four principle elements of social impact methodology, and the use of an appropriate assessment framework as outlined below.

1.1.1 Social impact methodology

Scoping

The scoping phase provides an initial assessment of the geographical area within which social effects are likely to be experienced and the nature of those effects. This provides a focus for analysing the nature and scale of effects.

Information for this initial assessment was gathered through a review of engagement outcomes and media coverage of the proposal prior to selecting a preferred site (November 2019 - March 2020), assessments on noise, connectivity, landscape and visual effects for the multi criteria assessment process applied to the short-list of potential sites, and observations made during a site visit to the study area in July 2020.

Profiling

Project profiling and community profiling are required to explicitly identify those aspects of the project that may affect people and communities, and to construct a picture of the potentially affected communities (the baseline for the assessment) to understand how they function and to identify particular characteristics that might influence the extent to which they are affected.

A project profile was compiled from the NoR documents provided by KiwiRail that describe the purpose and extent of the designation and construction-related matters. Those aspects of the project that are relevant to an assessment of social effects are described in section 2.

A community profile provides a picture of the potentially affected communities, to understand how they operate and to identify particular characteristics that might influence how they are affected. This is provided in section 3. The community profiles were compiled using information from:

¹ Vanclay F, 2015, *Guidance for assessing and managing the social impacts of projects*, International Association of Impact Assessment

- statistical data from the 2018 Census of Population and Dwellings², 2018 New Zealand Deprivation Index, annual building consent approvals
- publicly available material on community values and strategies (such as the Bunnythorpe Village Plan 2018)
- review of Palmerston North City Council's (PNCC) engagement events with the Bunnythorpe community
- discussions with, and review of feedback from, community members attending project engagement events in February, July and September 2020, and meetings with landowners in July and August 2020
- observations during site visits to the local area in July and September 2020.

The quality of data provided by the 2018 Census was lower than other Census years because of a lower than expected response rate and uneven response rate across population subgroups (for example, from Pacific populations). Of particular note is the data on the years that residents have lived at their usual residence which is rated as “poor quality”. Data on household tenure and income and on the main means of travel to work and education is rated as “moderate quality”. Where this data was used to describe the existing environment, it was tested against with information sources (such as meetings).

Analysis of potential social effects

Potential social effects are identified through a process of overlaying the information gathered for the community profile with the pertinent aspects of the proposed project, to identify the main effects on communities identified as being potentially affected.

The analysis is based on feedback from engagement activities undertaken in July and September 2020, interviews with representatives of key service providers, experience from other large-scale infrastructure projects, and a review of technical reports commissioned by KiwiRail. The technical reports of most relevance to the assessment were those that focused on changes to the physical environment that could affect community values, enjoyment and safety of that environment (such as acoustic, landscape/visual, integrated transport assessments) and changes to employment opportunities (economic assessment).

Identifying measures to address effects

Measures are identified to avoid, remedy or mitigate adverse effects³. These measures are based on feedback from engagement activities undertaken in July and September 2020, interviews with representatives of key service providers and experience from other large-scale infrastructure projects.

1.1.2 Applying a framework for assessing social effects

Different frameworks are available to guide an assessment of social effects. The principles endorsed by the International Association of Impact Assessment (IAIA) have been applied to determine the relevant social impact categories for the purpose of this assessment. The IAIA describes social impacts as changes to one or more of the following:

² Unless otherwise noted the 2018 Census data for the local impact area consists of Statistical Area 1 (units 7018285, 7018286) and Statistical Area 2 (units Newbury, Palmerston North Airport).

³ Best practice social impact process also includes identifying measures to enhance positive effects. However, the Resource Management Act 1991 (RMA) does not require applicants to consider enhancements to positive effects, so this aspect of social impact practise is not commonly undertaken for RMA purposes.

- people's way of life – that is, how they live, work, play and interact with one another on a day-to-day basis
- their culture – that is, their shared beliefs, customs, values and language or dialect
- their community – its cohesion, stability, character, services and facilities
- their 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
- their 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
- their health and wellbeing – health is a state of complete physical, mental, social and spiritual wellbeing and not merely the absence of disease or infirmity
- their personal and property rights – particularly whether people are economically affected, or experience personal disadvantage which may include a violation of their civil liberties
- their 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 children⁴.

Section 4.1 describes the social impact categories of relevance to the NoR. Section 4.2 describes the scale of effects that is applied.

1.1.3 Defining the affected area

For the purposes of this assessment, the affected area is defined at two levels to reflect the different types of social effects that communities will experience:

- The “local impact area” covers the designation footprint (Designation Extent) and extends approximately 1 kilometre from the Designation Extent. The size of the local impact area is based on incorporating the area where the community will be directly affected by land-take, and the area surrounding the Designation Extent where the community will be directly affected by changes in amenity and connectivity (for example, as a result of changes to noise and traffic levels and landscape during construction and/or operational phases of the project) The location of the local impact area is illustrated in Figure 1.
- The “wider impact area” covers the territorial local authority jurisdictions of Palmerston North and Manawātū District. This is the area most likely to experience employment-related, housing supply and connectivity effects, without the amenity effects the local impact area will experience.

1.2 Assumptions and exclusions in this assessment

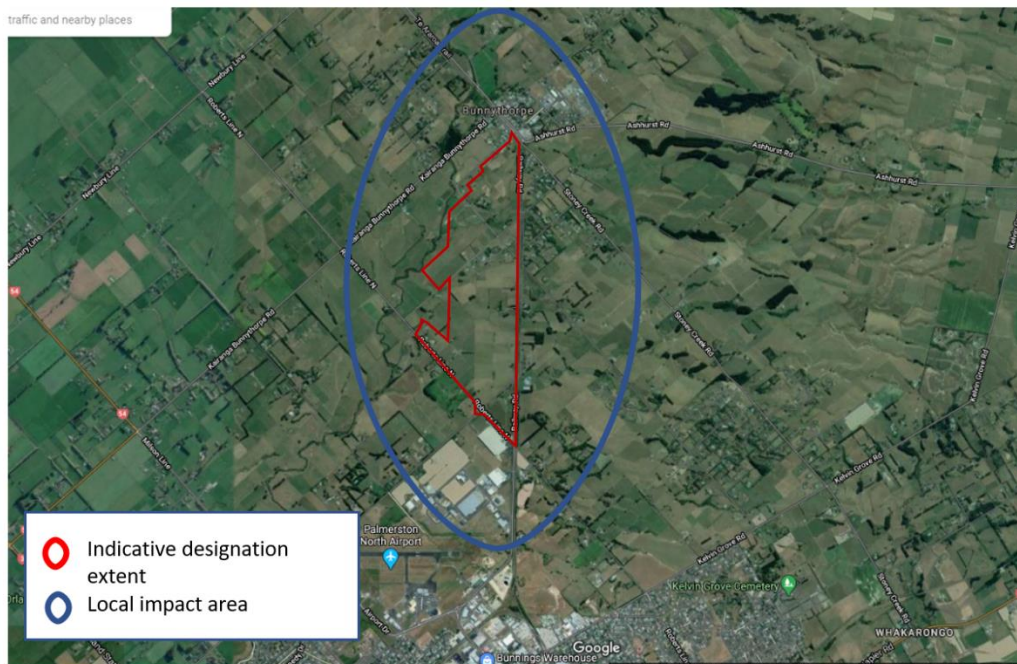
This social impact assessment has been undertaken for the purposes of applying for a NoR. A NoR establishes the acceptable land uses and geographic extent of those land uses. It does not include matters relevant to regional resource consents, and typically it does not provide the same level of design detail that is provided for district council consents. These details are usually provided later when regional resource consents are sought, and Outline Plan of Works (OPW) are submitted.

⁴ Vanclay F, 2003, *International Principles for Social Impact Assessment*, International Association of Impact Assessment

The assessment of construction effects in particular is high-level because it was based on a concept level design. It was not informed by detail on construction workforce, construction traffic routes and volumes and associated assessments on transport and visual effects.

This assessment excludes the effects on the community surrounding KiwiRail's Tremaine Avenue site (Existing Freight Yard) when those activities are relocated to the freight hub. It was unclear what the replacement land use/s would be and timeframes for some of the existing activities relocating (particularly KiwiRail's commercial partners).

Figure 1 – Local impact area



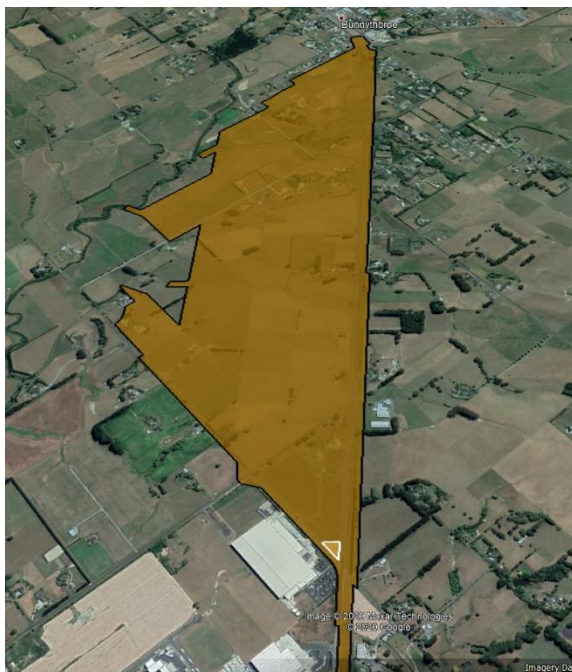
2 Project description

The NoR seeks approval for KiwiRail to designate 177.7 hectares of land. The purpose of the designation is to enable KiwiRail to construct and operate the Freight Hub. The Freight Hub is an intermodal freight facility that connects the rail network with the road transport system.

The NoR includes associated works to the railway line and roading network. The current North Island Main Trunk Line (NIMT) will run through the project site but will be shifted approximately 20 metres west. Part of Railway Road will be closed, a new Perimeter Road will be constructed, and intersections upgraded.

The Designation Extent is illustrated in Figure 2. It extends from Sangsters Road west towards Mangaone Stream, and from Roberts Line north to the rear of properties on the southern side of Maple Street (refer to the NoR for drawings of the Designation Extent).

Figure 2: Designation extent



The main components of the NoR that are relevant to an assessment of social effects are summarised below.

2.1 Operational activities at the freight hub

The Freight hub is designed to accommodate trains up to 1,500 metres in length and will include a range of facilities:

- container terminal, wagon storage, maintenance and network services facilities, freight forwarding facilities, log handling, bulk liquid storage, train control and rail operation centre
- administrative office buildings, staff facilities, access roads, associated carparking, external lighting and other activities ancillary to the Freight Hub; and
- stormwater and noise management areas with associated planting.

Some activities will be relocated from KiwiRail's Existing Freight Yard such as marshalling activities, log handling and freight forwarding operations, network services and maintenance facilities. The Freight Hub will not include the passenger terminal and network communications centre (these will remain at the Existing Freight Yard).

The Freight Hub will operate 24 hours a day, seven days a week. The number or frequency of trains using the NIMT will not alter as a result of the Freight Hub.

2.2 Associated changes to the roading network

A number of changes are proposed to the roading network to enable the development of the Freight Hub as illustrated in Figure 3.

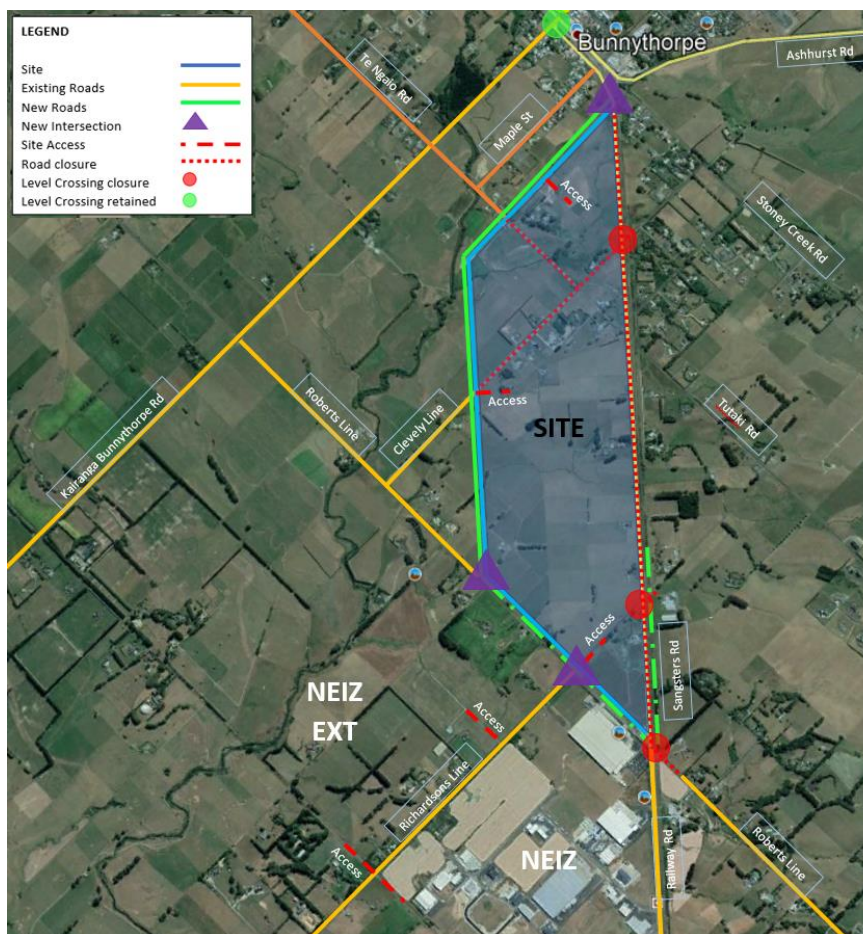
The main changes involve the closure of the existing Railway Road (between Roberts Line and south of Maple Street) and construction of a new Perimeter Road extending approximately 4km along the western side of the Freight Hub between Roberts Line and Maple Street. Other road closures include parts of Clevely Line, Te Ngaio Road and Roberts Line.

Access to the Freight Hub will be created via the new Perimeter Road, including a new roundabout at the Roberts Line/Richardsons Line intersection.

Two level-crossings along Sangsters Road will be closed.

The concept design incorporates the continued use of Sangsters Road for the Te Araroa Trail.

Figure 3 Proposed roading and access changes



Source: Freight Hub Integrated Transport Assessment

2.3 Other design elements

The design of the Freight Hub incorporates design measures to reduce off-site effects from the built form and operation of the hub. These include:

- noise barriers in the form of earth bunds (such as between Maple Street and the Perimeter Road and Freight Hub) and 3-5m high walls. The noise wall on the eastern side will be constructed in an area currently occupied by the NIMT. At the southern end, the noise wall will extend over the closed eastern end of Roberts Line and along the eastern boundary of the NIMT.
- planting with a mix of shrubs and trees will be used in association with the noise barriers and further landscaping and planting will be installed outside key working areas for visual mitigation and to assist with stormwater management.
- stormwater attenuation and treatment wetland ponds to capture, treat and retain stormwater discharged from the Freight Hub before it discharges to the Mangaone Stream.

2.4 Property acquisition

The Designation Extent covers approximately 41 properties that would need to be acquired by KiwiRail. As a result, it is anticipated that approximately 24 homes will need to be acquired. KiwiRail has engaged with the property owners whose land will be directly affected and will need to be acquired under the Public Works Act.

Property acquisition typically occurs once a NoR is confirmed (the designation is in place). KiwiRail has indicated that earlier acquisition will be considered on case-by-case basis.

2.5 Finalising design details (Outline Plan of Works and resource consents)

The NoR is based on a concept design and “reasonably likely” construction methodology on which to base an assessment of effects on.

Before construction commences, KiwiRail will submit an OPW to PNCC to provide greater details on certain matters (such as the height, shape and bulk, vehicle access and parking, and landscaping) and any other information required by the conditions of the designation. A series of management plans will be submitted with the OPW to outline, for example, details related to construction and the management of construction related effects. These plans are to ensure that KiwiRail appropriately manages the effects of the project and to keep the community and PNCC informed as the detailed design progresses.

KiwiRail will also apply for relevant regional resource consents at a future stage.

2.6 Construction timeframe for the freight hub

Based on an indicative construction programme, construction is currently estimated to take approximately six years to enable the freight hub to initially open for operation (which is anticipated around 2030). After 2030, construction work will continue to increase the capacity of facilities at the Freight Hub. It is anticipated to be fully developed by approximately 2050⁵.

⁵ *Regional Freight Hub Design, Construction and Operation Report*

3 Existing environment

The existing social environment (community profiles) is described for the local impact area and wider impact area, focussing on the characteristics that are relevant to assessing potential social impacts.

3.1 Local impact area

The local impact area is characterised by rural and rural residential land uses, with Bunnythorpe township at the northern end and an industrial area at the southern end. The proposed site of the Freight Hub covers rural, rural residential and industrial land uses.

The local area is bisected by the NIMT railway line and several local roads which provide important connections for residents, as well as communities from further afield. Connectivity between Bunnythorpe township (and surrounding rural area) and Palmerston North is important for accessing work, services and facilities (such as schools and doctors) and shopping (such as supermarkets).

Bunnythorpe is situated at the intersection of several main roads: Campbell Road, Railway Road, Ashhurst Road, Kairanga-Bunnythorpe Road. These roads provide important links between Fielding and Palmerston North (including to Palmerston North airport), Fielding and Ashhurst (and across the ranges), and to State Highways 3 and 54.

3.1.1 Bunnythorpe township

Bunnythorpe has a population of approximately 687 residents⁶. The township provides a few retail facilities (such as a small supermarket with NZ Post services, a takeaway shop and a tavern), commercial facilities (such as construction/building contractors and garage) and Bunnythorpe recreation ground. A volunteer fire brigade is based in the township. There is a significant substation for the lower-central North Island in the township and operated by Transpower.

Bunnythorpe School has been part of the community since the 1880s. It caters for students in Years 1 to 8 and had 21 students in 2019⁷. There are no secondary schools in Bunnythorpe or elsewhere in the local impact area. Secondary school students primarily travel to Palmerston North⁸ and secondary schools are also available in Fielding and Longburn.⁹ There are no pre-school facilities in Bunnythorpe, but there is one at the southern end of the local impact area.¹⁰

3.1.2 Rural and rural-residential areas

Much of the central and eastern parts of the local area consist of rural and rural-residential land uses. In addition to farming, this area has a few commercial activities (such as a farm equipment and a firewood business). Mangaone Stream runs along western side.

The Designation Extent currently consists of rural and rural-residential land uses. It includes residents who have lived there for decades through to those who have moved there in the past two

⁶ Based on 2018 Census data for Statistical Area 1 (units 7018280, 7018281, 7018282, 7018283, 7018284)

⁷ Education Counts, Ministry of Education, July 2019

⁸ Palmerston North Boys' High School, Palmerston North Girls' High School, Awatapu College, Freyberg High School, Queen Elizabeth College, St Peter's College

⁹ Feilding High School, Longburn Adventist College

¹⁰ BestStart Railway Rd

years. Similarly, some homes have been there for over a hundred years and some have been built recently or are currently being built¹¹.

3.1.3 Industrial area

The southern end of the local impact area is part of Palmerston North city and is predominantly industrial. Current land uses include large warehousing, distribution, transportation and construction / contractor premises. A childcare facility is also situated in this area.

While it is zoned for industrial land uses, not all of it has been developed for this purpose yet; some remains rural / rural-residential. Building consent data indicates that over the past 10 years, most development in this area and the vicinity of the airport has been for factories, industrial and storage buildings (21 new buildings and 19 altered buildings) and for houses (9 new houses and 10 altered houses).¹²

3.1.4 Community values and aspirations

The predominant community values in the local impact area are associated with Bunnythorpe. These are identified in the Bunnythorpe Village Plan and are consistently raised in engagement exercises undertaken for the application and undertaken by PNCC for their purposes.¹³

Residents value the quiet village and rural lifestyle. This is cited as the reason that people chose to live in Bunnythorpe¹⁴. Residents also like the easy access they have to nearby facilities and services in Palmerston North and Feilding. The strong sense of local community is also valued.

The Bunnythorpe community has also articulated aspirations through the Bunnythorpe Village Plan and various engagement exercises.¹⁵ Residents want to see roading improvements in and around Bunnythorpe to improve the safety for people using roads, footpaths and railway crossings. There is a desire for a community centre to create a hub for the community to come together, and a desire to retain the village feel of Bunnythorpe.

Specific historic features of value to the community in the local impact area include:

- Bunnythorpe cemetery on Maple Street
- the Bunnythorpe war memorial in Bunnythorpe Recreation Grounds, which commemorates soldiers from the area who died during World War 1
- the Old Glaxo Building on Campbell Road where the 'Glaxo' brand of baby milk products began in 1904 and Glaxo Laboratories began in 1937
- nine houses, house sites or buildings within the freight hub site that pre-date 1900 and/or have connections to pioneer families of Bunnythorpe.¹⁶

¹¹ Information sourced from meetings with landowners and tenants within or adjacent to the project site (refer appendix 2a)

¹² PNCC, Annual building consent data for Statistical Area 1 (unit 7018272)

¹³ *Bunnythorpe Village Plan 2018* (PNCC, 2018), *Bunnythorpe Public Hall Society and Bunnythorpe Community Committee Survey* (July 2015), *City Council Village Plan Survey* (PNCC, September 2016), *Bunnythorpe Wishing Tree* (PNCC, March 2016), and NoR engagement activities as summarised in appendix 2.

¹⁴ *Bunnythorpe Village Plan 2018* (PNCC, 2018)

¹⁵ *Bunnythorpe Village Plan 2018* (PNCC, 2018) *Bunnythorpe Public Hall Society and Bunnythorpe Community Committee Survey* (July 2015), *City Council Village Plan Survey* (PNCC, September 2016), *Bunnythorpe Wishing Tree* (PNCC, March 2016), and informed by project engagement as summarised in appendix 2.

¹⁶ *Regional Freight Hub Archaeology Assessment*

Specific recreation and leisure features of value to the community in the local impact area include:

- sports fields and Bunnythorpe Rugby Football Clubrooms at the Bunnythorpe Recreation ground
- a shared cycling and pedestrian path between Bunnythorpe and Palmerston North, that is both a PNCC resource and part of Te Araroa Trail (a New Zealand resource). The pathway is partly complete and the council has budget for further development¹⁷
- Mangaone Stream, in the vicinity of Te Ngaio Road bridge, is a local fishing spot

The values differ at the southern end of the local impact area which is situated at the boundary of Palmerston North city. This area is identified for growth ('Sustainable growth – industrial') in PNCC's spatial plan and was rezoned to apply the North East Industrial zone in PNCC's District Plan¹⁸.

Māori cultural values are not included in this assessment, as they are most appropriately addressed in cultural values assessments.

3.1.5 Population characteristics

Population size and households

The local impact area had a population of 2,655 residents at the time of the 2018 Census, consisting of 906 households¹⁹. The local area experienced an increase in population between the 2006 and 2018 Census of 13%. This increase was less than the increase across New Zealand (17%).

Age

At the time of the 2018 Census, the percentage of residents in the local impact area who were children and young adults, was similar to the percentage for New Zealand. The local impact area had 21% of residents under 15 years of age and 13% who were 15 - 24 years of age. In comparison, 20% of New Zealand residents were under 15 years of age and 13% were 15 - 24 years of age.

The local impact area had a lower percentage of residents in the 25 - 44 year age bracket (22%) compared to New Zealand as a whole (27%), but a greater percentage of residents in the 45 - 64 year age bracket (30% of residents in the local impact area compared to 25% in New Zealand as a whole). This higher percentage of residents of 45 - 64 years of age may explain the higher median household income in the local impact area; these residents are likely to be more established in their careers (refer to 'income' below).

The local impact area had a lower percentage of residents of retirement age compared to New Zealand as a whole. Census 2018 statistics show that 14% of residents in the local area were 65 years or older, and 18% received income from a superannuation scheme²⁰. In comparison, 15% of New Zealand's population was 65 years or older and 20% received income from a superannuation scheme.

¹⁷ PNCC, *Palmerston North 2028: 10 Year Plan 2018-2028* indicates funding for the shared path in the 2021/22 – 2023/24 financial years. These works to the pathway are also referenced in Bunnythorpe Village Plan 2018.

¹⁸ The spatial plan is included in PNCC's *Palmerston North 2028: 10 Year Plan 2018-2028*. A change to the District Plan to extend the North East Industrial zone became operative in 2019.

¹⁹ Referred to as 'households in occupied dwellings', which includes residences attached to a business or institution (such as boarding schools and universities).

²⁰ This figure includes Census 2018 counts for New Zealand Superannuation or Veteran's Pension and Other superannuation, pensions, or annuities (other than NZ Superannuation, Veteran's Pension or war pensions).

Gender

At the time of the 2018 Census, there were more male than female residents (1,347 male residents compared to 1,311 female residents). While it is not common to have a larger male population, the percentage difference is not significant. For example, the percentage of male residents in the local impact area was 51%, compared to 49% in the Manawātū-Wanganui Region and New Zealand as a whole. Conversely, the percentage of female residents in the local area was 49%, compared to 51% in the Manawātū-Wanganui Region and New Zealand as a whole.

Ethnicity

Residents in the local impact area are predominantly of European and Māori ethnicity. At the time of the 2018 Census, 75% of residents classified their ethnicity as European and 31% as Māori.

The ethnic diversity of the local impact area differs to New Zealand in whole. For example, nearly twice the percentage of residents in the local impact area were of Māori ethnicity (31% in the local area compared to 17% across New Zealand), whereas the local impact area had significantly smaller percentages of residents of Asian and Pacific ethnicities. The local impact area also had a significantly larger percentage of 'other' ethnicities (9%) compared to New Zealand as a whole (0.3%)²¹.

Of note, a significant percentage of residents' ethnicity in the local impact area were classified as 'not elsewhere recorded'. This means residents either refused to answer, did not know their ethnicity, or their answer was unidentifiable (10% of residents compared to 0% for New Zealand as a whole).

Years at usual residence and home ownership

2018 Census data indicated that residents in the local impact area moved homes less frequently than New Zealand residents as a whole. For example, nearly a third of residents in the local impact area had lived in their current home for 10 or more years (29% of residents in the local impact area, compared to 24% for New Zealand as a whole). Forty one percent of residents in the local impact area had lived in their current home for less than 5 years, compared to 45% of residents in New Zealand as a whole.

Home ownership is significantly more common in the local impact area compared to New Zealand as a whole. At the time of the 2018 Census, 82% of households in the local impact area owned their own homes, compared to 65% of households in New Zealand. Conversely 20% of households in the local impact area did not own their homes, compared to over one third of households in New Zealand as whole.

Income

At the time of the 2018 Census, the median annual household income in the local impact area (\$97,433) was significantly higher than the median annual household income for New Zealand (\$75,700). Nearly half the households in the local impact area earned \$100,000 per year, which was a larger percentage than households in New Zealand; (47% of households in the local impact area earned more than \$100,000 per year, compared to 37% of households in New Zealand).²²

²¹ 'Other ethnicity' includes 'New Zealander', Mauritian, Sechellois, South African and 'other ethnicity nec'.

²² The local area covers a larger geographic area for statistics on household income, because some 2018 Census data was not available at the smaller unit level (SA1) at the time of preparing the SIA.

Conversely, the local impact area had a smaller percentage of households earning low incomes²³. The 2018 Census indicates that 11% of households in the local impact area earned \$30,000 or less per year, compared to 19% of households in New Zealand as a whole.

Employment

At the time of the 2018 Census, the local impact area had 2,112 residents of employment age²⁴.

The local impact area has a higher percentage of residents participating in the workforce compared to residents in New Zealand as a whole. Fifty six percent of residents in the local impact area who were of employment age at the time of the 2018 Census were employed full time and 16% employed part time, compared to 50% and 15% respectively in New Zealand. The local impact area had a lower percentage of residents of employment age who were not in the labour force (for example retired or providing unpaid family/care services); 25% compared to 31% in New Zealand as a whole. The local impact area also had a slightly lower percentage of unemployed residents (3%) compared to New Zealand (4%).

The main industries that residents in the local impact area were employed in at the time of the 2018 Census were education and training (11%) and health care and social assistance (11%). The local impact area had a greater percentage of residents employed in these industries than the workforce across New Zealand as a whole. The type of employment that would be associated with the freight hub is 'wholesale trade' and 'transport, postal and warehousing' (collectively referred to as distribution and logistics). At the time of the 2018 Census, the local impact area had a higher percentage of residents employed in distribution and logistics (11.8%) compared to the New Zealand workforce as a whole (9.2%).

A break down across the main industry sectors is provided in Table 1.

Table 1: Workforce by industry classification for the local impact area

Industry classification	Local impact area		New Zealand
	# residents	% residents	% residents
Education and training	171	11.2%	8.1%
Health care and social assistance	168	11.0%	9.5%
Manufacturing	144	9.4%	9.8%
Construction	141	9.2%	9.2%
Retail trade	129	8.4%	9.0%
Public administration and safety	111	7.2%	5.4%
Agriculture, forestry and fishing	102	6.7%	5.9%
Wholesale trade	96	6.3%	4.9%
Professional, scientific and technical services	90	5.9%	9.9%
Transport, postal and warehousing	84	5.5%	4.3%
Other services	84	5.5%	3.9%
Food services	66	4.3%	6.5%
Administrative and support services	63	4.1%	4.6%
Financial and insurance services	27	1.8%	2.7%
Rental hiring and real estate services	21	1.4%	2.0%
Arts and recreation services	18	1.2%	1.8%

²³ For the purposes of this assessment, low household income is defined as Census 2018 data on households that earned \$30,000 or less per year. The 2018 NZ Deprivation Index sets household equivalised income for deprivation at \$34,023 or less per year. People living in a household with an equivalised household income below \$34,023 are considered to be income-deprived (*NZDep2018 Index of Deprivation*, December 2019).

²⁴ Defined by the 2018 Census as the usually resident population count aged 15 years and over.

Electricity, gas, water and waste services	15	1.0%	0.7%
Information media and telecommunications	9	0.6%	1.6%
Mining	3	0.2%	0.2%

Source: 2018 Census, industry by usual residence address for the employed census usually resident population count aged 15 years and over

Travel to work and places of education

At the time of the 2018 Census, most residents in the local impact area who attended school and other education facilities, travelled there by private or company vehicles (72%). This was significantly greater than the percentage of residents in New Zealand as a whole (50%). Public transport was the next most common form of travel to school / education facilities for residents in the local impact area (11%), which was lower than the percentage of residents in New Zealand as a whole (19%). 8% of residents in the local impact area walked or jogged to school / education facilities (compared to 21% in New Zealand) and 2% biked to (compared to 4% in New Zealand).²⁵

Most residents in the local impact area who were in the workforce at the time of the 2018 Census, travelled to work using private or company vehicles (80%). This is higher percentage than the workforce in New Zealand as a whole (73%). Walking or jogging (2%) and cycling (2%) was the next most common form of travel to work by residents in the local impact area (compared to 5% and 2% respectively in New Zealand). Significantly fewer residents in the local impact area used public transport to get to work (0.4%) compared to residents in New Zealand as a whole (7%). 15% of residents in the local impact area who were in the workforce, worked at home (compared to 12% of the workforce in New Zealand as a whole).

3.2 Wider impact area

The wider impact area incorporates the territorial local authority areas of Palmerston North City and Manawatū District. It is located within the Manawatū-Wanganui Region.

Palmerston North city is the main urban area in the wider impact area, housing the majority of residents and providing key health, education, public administration and retail services for the region. Fielding township is the next largest urban area, providing the main administrative functions and community services for Manawatū District. The remainder of the wider impact area is largely rural with a number of small townships.

3.2.1 Population size and households

The wider impact area had a population of 114,804 residents at the time of the 2018 Census, consisting of 41,724 households²⁶. The area experienced an increase in population between the 2006 and 2018 Census of 11%. This increase was less than the increase across New Zealand as a whole (17%).

3.2.2 Home ownership and housing supply

The percentage of households in the wider impact area that own their own homes is similar to households in New Zealand as a whole. At the time of the 2018 Census, 66% of households in the wider impact area owned their own homes, compared to 65% of households in New Zealand.

²⁵ Seven percent of residents in the local impact area who attended school / education services studied from home and therefore did not travel. This compares to 5% in New Zealand as a whole.

²⁶ Referred to as 'households in occupied dwellings', which includes residences attached to a business or institution (such as boarding schools and universities).

Conversely 35% of households in the wider impact area were not owned by residents in them, which was similar to New Zealand households as whole (36%).

PNCC's Housing and Business capacity assessment concludes that sufficient housing supply can be provided in the short-term. The housing supply targets to meet projected demand over the medium-term (2018-2028) and long-term (2028-2048) are reproduced in Table 2.²⁷ The council has indicated locations throughout the city that will be developed to meet housing demand (refer to figure 8 of the Housing and Business Development Capacity Assessment). The council notes that there will be a short-fall in land to meet these targets and is addressing housing growth options through its Future Development Strategy.

Table 2: Housing supply targets

	Medium-term	Long-term
Target for housing growth	5,520	10,440
Housing preference:		
Greenfield (50% of supply)	2,760	5,220
Infill (38% of supply)	2,098	3,967
Rural / rural-residential (12% of supply)	662	1,253

Source: Housing and Business Development Capacity Assessment (PNCC, 2019)

3.2.3 Economic values and employment

Palmerston North provides a significant employment base for the wider area and the region as a whole. PNCC's Long Term Plan notes that while the city has 34% of the regional population, it provides 48% of the jobs in the region.²⁸ PNCC's Housing and Business Development Capacity Assessment cites more affordable housing in districts surrounding Palmerston North as a contributor to this trend²⁹.

At the time of the 2018 Census, the wider impact area had 91,812 residents of employment age³⁰.

The wider impact area has a similar employment profile to New Zealand as a whole. 50% of residents in the wider impact area who were of employment age at the time of the 2018 Census were employed full time and 15% employed part-time. 4% were unemployed and 32% were not in the labour force (for example retired or providing unpaid family/care services).

Similar to the local impact area, the main industries that residents in the wider impact area were employed in at the time of the 2018 Census were health care and social assistance (12%) and education and training (12%). The wider impact area had a greater percentage of residents employed in these industries, as well as public administration and safety (10%), than the workforce across New Zealand as a whole.

The wider impact area had a slightly higher percentage of residents employed in distribution and logistics at the time of the 2018 Census compared to the New Zealand workforce as a whole. PNCC's Long Term Plan indicates that logistics is one of six priority sectors that influence the city's economic wellbeing, and it is the council's goal to support and grow this sector³¹. The Economic Impact

²⁷PNCC, 2019, *Housing and Business Development Capacity Assessment*. Note that medium-term targets include an additional margin of 20% and long-term targets include an additional margin of 15%.

²⁸ PNCC, 2018, *Palmerston North 2028: 10 Year Plan 2018-2028* (pp 56, 168)

²⁹ PNCC, 2019, *Housing and Business Development Capacity Assessment* (pp 4,5)

³⁰ Defined by the 2018 Census as the usually resident population count aged 15 years and over.

³¹ PNCC, 2018, *Palmerston North 2028: 10 Year Plan 2018-2028* (p57)

Assessment provides more detail on employment in distribution and logistics and the importance of this for Palmerston North's economy.

A break down across the main industry sectors is provided in Table 3.

Table 3: Workforce by industry classification for the wider impact area

Industry classification	Wider impact area		New Zealand
	# residents	% residents	% residents
Health care and social assistance	6,900	11.8%	9.5%
Education and training	6,720	11.5%	8.1%
Public administration and safety	5,691	9.7%	5.4%
Retail trade	5,328	9.1%	9.0%
Manufacturing	5,046	8.6%	9.8%
Construction	4,257	7.3%	9.2%
Professional, scientific and technical services	4,248	7.3%	9.9%
Agriculture, forestry and fishing	3,303	5.6%	5.9%
Wholesale trade	3,273	5.6%	4.9%
Food services	3,252	5.6%	6.5%
Other services	2,430	4.1%	3.9%
Transport, postal and warehousing	2,385	4.1%	4.3%
Administrative and support services	2,031	3.5%	4.6%
Financial and insurance services	1,158	2.0%	2.7%
Rental hiring and real estate services	948	1.6%	2.0%
Arts and recreation services	840	1.4%	1.8%
Information media and telecommunications	405	0.7%	1.6%
Electricity, gas, water and waste services	315	0.5%	0.7%
Mining	42	0.1%	0.2%

Source: 2018 Census, industry by usual residence address for the employed census usually resident population count aged 15 years and over

4 Methodology for assessing effects

4.1 A framework for social effects

The categories of social effects that are applied to this assessment are listed below. These categories are based on the IAIA principles for social impact assessment and were selected in light of an initial review of likely social effects during the scoping phase.

- **Quality and amenity of the environment.** This category includes effects on people's wellbeing from changes to the physical environment (from dust and noise for example) and the amenity of that environment (people's appreciation of its pleasantness, aesthetic coherence, and cultural and recreational attributes). It also includes effects on people's physical safety from a change to the environment.
- **People's way of life.** This category includes effects on patterns of daily living at home, work, school, for social and recreation pursuits, and on connectivity.
- **The community.** This category includes effects on the community from changes to its character and community cohesion. It considers changes to the people who live and work in the impact areas, the feel of the impact areas, and community resources.
- **Income and employment.** This category includes effects on people's wellbeing from changes to employment or income opportunities, and from other financial implications.

4.2 Scale of effect

The following scale was applied to this assessment:

- high positive
- moderate positive
- low positive
- negligible
- low negative
- moderate negative
- high negative

Each social effect was given an overall rating. This is the rating without mitigation. The following factors were considered when applying the rating:

- stage of effect and length of time the effect will be experienced (operational or construction)
- who is affected (project site landowners, others in local impact area, wider impact area)
- likelihood of effect (high, medium, low)
- severity of effect (high, medium, low)
- importance of affected feature (local, regional, national)

In general, to rate highly (positive or negative) the effect would be highly likely to occur, severe, affect most of the particular impact area, or effect a regionally or nationally important feature.

5 Assessment of effects

5.1 Construction phase

The assessment of effects from the construction phase is high-level. This reflects the level of construction details available for the NoR and the extent to which other technical assessments are available that inform the social impact assessment³². KiwiRail has indicated it will provide construction details at the OPW stage, which will enable more detailed assessments (as stated in the project description - section 2).

Therefore, for the purposes of the social impact assessment at this NoR stage, a conservative approach has been applied to determining the significance of construction effects and the focus of mitigation has been to identify the types of information the community requires to understand how it will be affected by construction, and how the community can be informed and/or involved as construction details are finalised and construction occurs.

5.1.1 Local impact area

The main construction phase is estimated to last for approximately 6 years, starting in 2024. Once the Freight Hub is operational in 2030 there will be intermittent periods of construction works until approximately 2050, when the Freight Hub will be fully built out.

Quality and amenity of the environment

Construction will have an effect on people's wellbeing in the local impact area from a reduction in the quality and amenity of the environment, and a potential reduction in safety from temporary changes to roads and property access. This is rated as moderate negative.

Amenity

The construction will reduce the amenity for many residents in the local impact area as a result of a noisier environment and views of a construction site. While construction is a temporary activity, the main construction period of six years means that residents will experience effects over a lengthy period.

The Acoustics Assessment identified noise buffer zones of 200 metres and 50 metres from construction activities, within which people may be affected by construction noise at their properties.

The Acoustics Assessment concluded that construction activities should generally achieve accepted noise standards if standard good practice is applied, but residents in the 50 metre buffer zone may require enhanced mitigation. In concluding that there would be a minor adverse effect from noise, the Acoustic Assessment noted the following:

- construction activities occurring closest to houses (within 50 metres) are mostly to form the noise barriers and associated planting, which will be short-term and possible to do during daytime
- for houses on Te Ngaio Road that will be within 50 metres of construction activities, the noise wall and temporary hoarding should be constructed before construction of the new Railway Road starts

³² For example, construction-related transport and visual assessments were not available.

- advanced communication about the timing of construction activities will help to reduce effects on residents' normal activities
- there should not be significant night works near houses to limit potential sleep disturbance
- a construction noise and vibration management plan will be required

It is considered that views of a construction site, rather than a collection of rural / rural-residential properties will be a notable change to the environment and will change the amenity for residents who will see the Freight Hub site from their homes and for people who will view it from public areas. The negative effect of this for residents will be exacerbated if parts of the project site sit vacant for a long time and are not maintained or screened.

In considering the above, it is concluded that changes to the quality and amenity of the environment for residents in the local impact area will be a moderate negative effect from a social impact perspective. This is based on the uncertainty about which properties will be affected, when and for how long, and on the cumulative effect of experiencing noise, visual and potentially traffic safety effects. In particular:

- uncertainty remains for residents about which homes will experience construction-related noise at a level that will disturb them and whether specific mitigation will be required for them.
- uncertainty remains for residents about the significance of visual changes to expect during the construction. In addition, detail of some construction-noise mitigation (temporary noise mitigation hoardings) will not be available until the detailed design stage.
- residents will experience a lengthy construction phase
- it is uncertain how many months / years of the construction phase will affect individual properties (that is, will properties experience reduced amenity for a short period or the whole construction period?) and the intensity of construction post-2030.

Safety

There may be safety concerns for residents moving around the local impact area (on the road and footpaths) due to larger numbers of construction vehicles, detours, temporary lanes/roads and other unfamiliar roading changes. This can be assessed once a technical assessment of construction traffic effects is provided when the construction programme and methodology is developed further. However, it is noted that management plans to manage construction effects³³ will be prepared prior to construction and construction traffic management measures would form part of this.

People's way of life

The effect of construction on peoples' way of life in the local impact area is rated as a low-moderate negative social impact. In reaching this conclusion, uncertainty remains because a technical assessment of construction traffic effects and associated noise effects are not available at the NoR stage. It is anticipated that further assessment will be undertaken when this detail is available at later stages (such as the OPW and/or regional consents stages).

The daily pattern of residents in the local impact area may be disrupted due to effects on connectivity and from a noisier environment at home. For example, residents may find their usual patterns of movement disrupted at times when temporary road closures and detours are required, as intersection upgrades, and as private access ways are relocated. The movement of construction

³³ *Regional Freight Hub Design, Construction and Operation.*

traffic onto/off the Site may also affect road and footpath users and further assessment will be required in terms of construction traffic effects once detailed design has been undertaken.

Noise generated from construction activities at the Site (as described above) and from construction vehicles may have an impact on the way residents plan their days. Construction noise can be a source of disruption and frustration for residents who are home during the day, and particularly those who need sleep during the daytime (such as shift-workers and babies/infants). In considering the noise generated by construction at the Site, the Acoustic Assessment stated that *“most people should be able to continue normal domestic activities with only minor adjustments, particularly if there is effective advanced communication about when construction activities are due to occur³⁴”*.

The community

The effect on the local community from the construction phase is a moderate negative social impact. This is considered in terms of the impact of potential property acquisition and on the housing supply.

Impact of potential property acquisition

The project will require the acquisition of land. Approximately 41 properties will need to be acquired by KiwiRail. As a result, it is anticipated that there are approximately 24 homes (some of which accommodate both home and business) and some properties that are solely for commercial/investment purposes (including grazing for adjacent farms) that would need to be acquired. KiwiRail has engaged with the property owners whose land will be directly affected and will need to be acquired under the Public Works Act³⁵.

During the pre-construction and construction phase, it is anticipated that owners of these properties will be negatively affected by anxiety and stress while the extent of land take is confirmed and as properties are acquired. Comments made by property owners within and near the project site indicate they are already experiencing these feelings (as outlined in appendix 2.1). For example:

- people indicated their lives are in limbo and they cannot plan. They gave examples of not knowing whether to sell and move on or wait to see what happens, not knowing whether to finish property improvements that were underway, or they were hoping to start shortly.
- people expressed concern for their financial situation, particularly if the sale of their property to KiwiRail will not buy them a comparable property elsewhere, and because of concern that the value of their property may decrease due to the project
- people expressed anxiety from the uncertainty of where they will move to and whether it will be comparable.

Property owners' initial responses to the options available to them varied from those who indicated they will oppose the project through all statutory processes, to those who want their land to be purchased immediately so they can move on with their lives, to those who want to use the time to consider what is best for them, and to those who were not ready to indicate their position.

Appendix 2.1 provides further detail from initial meetings with landowners.

KiwiRail has adopted a strategy to minimise stress and anxiety that can arise over uncertainty about which properties will need to be acquired by:

³⁴ *Regional Freight Hub Acoustics Assessment*.

³⁵ Property acquisition typically occurs once a notice of requirement is approved (the designation is in place). KiwiRail has indicated that earlier acquisition will be considered on case-by-case basis once the total area of the designation is known.

- providing an early indication to the community that KiwiRail's preferred site would likely be located to the north east of Palmerston North;
- engaging with the community once the preferred site had been determined from the multi-criteria analysis process, rather than when there were a long list of 9 potential site options being considered (which could have had the potential to create greater anxiety for a larger number of landowners);
- providing a further update to the community in September 2020 prior to lodgement of the NoR to report back on additional work that had been done on the designation, including refining the extent of the designation in some locations; and
- initiating early property purchase to enable property owners to relocate as soon as possible if that is their preference.

While KiwiRail's approach does not alter the outcome for property owners whose land will be acquired for the project, it does remove some uncertainty that has been introduced to their lives and enables them to make future plans.

Social impacts associated with the acquisition of land are also discussed under the operational phase in section 5.2.1 (in relation to the remaining impacts on individuals and community character after construction).

Impact on resources in the community (housing supply)

No estimate on the size of the construction workforce was available at the time of preparing this assessment, although it is assumed that this will be sizeable given the scale of development proposed. This may result in an increased demand for housing, and housing supply issues, in the local impact area if some of the construction workforce chooses to move close to their work³⁶. However, because of the project's location to larger urban areas such as Fielding and Palmerston North, it is likely that the construction workforce will travel from a range of locations.

Income and employment

The effect on residents' ability to earn an income or access a job in the local impact area as a result of the construction phase is rated as low positive.

As previously noted, no estimate on the size of the construction workforce was available at the time of preparing this assessment. However, approximately 9% of residents of employment age in the local impact area currently work in construction and it is reasonable to assume that some may benefit from new opportunities for construction jobs. In addition, the proximity of a large construction workforce near Bunnythorpe may benefit business owners and employees of retail and service providers in the township.

5.1.2 Wider impact area

Quality and amenity of the environment

The effect of the construction phase on people in the wider impact area as a result of changes to the quality and amenity of the environment is rated as negligible. There may be road safety concerns for people traveling through the project site who encounter unfamiliar situations such as detours, temporary lanes/roads, and large numbers of construction vehicles accessing the project site.

³⁶ Monitoring data from other large scale construction projects indicates that the construction workforce typically lives in the wider area (district/s surrounding the construction site), with fewer living locally (close to the construction site) or in the region or beyond (refer to section 5.1.2 for examples).

However, it is noted that management plans to manage construction effects³⁷ will be prepared prior to construction and construction traffic management measures would form part of this.

The community

The effect on the wider impact area from construction of the Freight Hub is rated as negligible-low negative social impact.

As noted in relation to the local impact area, no estimate on the size of the construction workforce was available at the time of preparing this assessment, but it is reasonable to assume the construction workforce will largely be drawn from the wider impact area. Monitoring from two different types of large construction projects found that approximately 59% - 69% of the construction workforce came from the wider area³⁸.

If a significant number of construction workers choose to move into Manawātū District or Palmerston North city it may result in an increased demand for housing in the wider impact area and in turn contribute to a housing shortage. There is potential for this to occur because of the large number of construction jobs that are likely to be needed at a similar time to other large construction projects in the wider impact area and neighbouring districts.³⁹

This matter was discussed with PNCC staff who indicated that housing supply for the construction workforce could be a challenge for all districts in the region in the short-term.

Peoples' way of life

The effect of construction on peoples' way of life in the wider impact area is rated as a low negative social impact.

The daily pattern of residents in the wider impact area who regularly travel to/from Palmerston North through the project site may be affected by disruptions to roads while detours are in place to enable the construction of the Perimeter Road which will also provide alternative access for the public once Railway Road is closed, replacement accessways and intersection upgrades. Additional traffic associated with construction works (for the movement of equipment and the workforce) may contribute to travel delays. Residents in the wider impact area may also find it difficult to anticipate when / where delays will occur, given that it is a lengthy construction phase and works are likely to happen in different locations at different times. It is not possible to assess this further without a technical assessment of construction traffic effects.

³⁷ *Regional Freight Hub Design, Construction and Operation*.

³⁸ Monitoring data from other large scale construction projects indicates that the construction workforce typically lives in the wider area (district/s surrounding the construction site), with fewer living locally (close to the construction site) and further afield (in the region or beyond). For example, the residential location of the construction workforce on:

- Peka Peka to Ōtaki Expressway: 26% (local area); 59% (wider area); 16% (region or beyond). Approximately 20% of the workforce moved to the local or wider area for this work (PP2O Social Impact Monitoring, 2019)
- Auckland South Corrections Facility: 14% (local area); 69% (wider area); 18% (region or beyond). Approximately 8% of the construction workforce living locally moved there for this work (Social Impact Monitoring: Auckland South Corrections Facility, 2015)

³⁹ The *Urban Development Capacity Indicators for Palmerston North: year ended 2019* (PNCC, 2019) lists major construction projects scheduled for 2019 to 2030. These include NZTA's Manawātū Gorge replacement highway, New Zealand Defence Force projects at Linton and Ohakea and Massey University projects, a number of others that are awaiting final approval (eg, Mid Central District Health Board projects), and projects located in close proximity to the wider impact area (eg, NZTA's Ōtaki to Levin expressway).

Income and employment

The effect of the construction phase on residents' ability to earn an income or access a job in the wider impact area is rated as low positive.

Approximately 7% of residents of employment age in the wider impact area currently work in construction. Therefore, existing residents in the wider impact area are expected to benefit from new opportunities for construction jobs.

In order to resource these jobs, the Freight Hub is expected to attract new residents to the wider impact area. This has the potential to benefit business owners and employees of retail and other service providers across the wider impact area⁴⁰.

5.2 Operational phase

5.2.1 Local area

The Site will occupy 177.7 hectares of land in the local impact area to operate the Freight Hub and to incorporate the land required to mitigate effects from the operation (such as noise bunds and landscape treatment). New roads, and changes to existing roads, intersections and private accessways are required to accommodate the Freight Hub. The freight hub will operate 24 hours a day, 7 days a week. Traffic is anticipated to increase by 6,900 vehicles per day⁴¹.

Quality and amenity of the environment

The predominant social impact from the operational phase is anticipated to be on the wellbeing of residents in the local impact area, from a change in the quality and amenity of the environment. This is rated as a high negative social impact.

The quality and amenity of the environment will be reduced by the creation of a noisier environment and a change in landscape from rural / rural-residential to industrial. There is also anxiety amongst residents in the local impact area that their property will be damaged if development exacerbates flooding. To a lesser extent, improvements to the environment (road and intersection improvements) will have a positive effect on people's physical safety. Each of these are described below.

Amenity

One of the main community values of the local impact area is the quiet village and rural lifestyle, as outlined in section 3.1.4. The effect of the freight hub on the amenity of the environment from noise and the visual changes was raised by numerous residents who provided feedback during engagement exercises (refer to Appendix 2). Some considered that it will change the peaceful, rural lifestyle of the area, as illustrated by the following comments:

"The additional noise, vibration, and lighting, 24/7, as well as changing the country view to the side of the hub, will negatively impact our family and farm." (Railway Road resident)

"The reason we brought out here was to have a semi-rural lifestyle and for the quiet. I work from home, and this not going to be ideal at all". (Te Ngaio Road resident)

⁴⁰ Positive socio-economic outcomes from the construction of Manukau Harbour Crossing (Auckland) and MacKays to Peka Peka Expressway included increased economic activity and vibrancy in town centres (cited in *Te Ahu A Turanga: Manawātū Tararua Highway Project Technical Assessment #3: Social Impact Assessment*).

⁴¹ *Regional Freight Hub Integrated Transport Assessment*.

"We are home all day and will have to endure noise during the construction and once the complex is up and running. I will miss the views across the road of green hills and field and trees that go with country living." (Clevely Line resident)

Some residents at engagement events, who are located close to the Site, indicated that if they have to live with reduced amenity from the freight hub they should be compensated. For example, a Parrs Road residents stated that *"... 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, ie 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."* There were also comments from some residents that they would rather their property was bought than having to live with a substantially different environment.

Detailed technical analysis on noise and landscape/visual effects is provided in the Acoustic Assessment and Landscape and Visual Assessment.

Noise mitigation has been incorporated into the project design as result of initial noise modelling as the project designs were evolving⁴². With this mitigation included, the Acoustic Assessment concluded that noise generated by activities at the Freight Hub would still have a large noise footprint, but with further mitigation it should be at reasonable levels and acceptable to the location. In particular the assessment found:

- in most locations the daytime noise would be compatible with residential activity (less than 55 dB $L_{Aeq(1h)}$)⁴³. This is similar to noise allowed in the North East Industrial zone albeit a change from the existing environment.
- in some locations along the eastern, southern and northern sides of the Freight Hub, daytime noise would be 55 - 60 dB $L_{Aeq(1h)}$.⁴⁴ At this level houses may need to be acoustically treated and mechanically ventilated to meet acceptable levels.
- night-time noise would likely exceed acceptable levels if all activities accommodated at the Freight Hub were undertaken during the night (such as log loading, workshops).⁴⁵
- Future noise modelling is required prior to each stage of development (and refinement of noise barrier heights as necessary), investigation of all houses predicted to exceed acceptable levels⁴⁶ to achieve acceptable internal noise levels, implementation of a noise management plan and permanent noise monitoring.

The Acoustic Assessment undertook a qualitative assessment of noise effects from the Perimeter Road and other traffic-related noise associated with traffic moving to / from the Freight Hub and

⁴² Without this integral noise mitigation, the assessment concluded the freight hub would create unacceptable noise effects. During the daytime it would be clearly audible and potentially disturb houses to the east, north and west of the freight hub. At night-time many residents would suffer from sleep disturbance due (*Regional Freight Hub Acoustics Assessment*)

⁴³ As indicated by the light blue (45-50 dB) and light orange (50-55 dB) areas in Figure 12 – Indicative noise contours with noise barriers in *Regional Freight Hub Acoustics Assessment*.

⁴⁴ As indicated by the dark orange (55-60 dB) areas in Figure 12 – Indicative noise contours with noise barriers in *Regional Freight Hub Acoustics Assessment*.

⁴⁵ Night-time noise would be exceeded across the whole area shaded in Figure 12 (contours from 45 – 65 dB) if all activities operate 24 /7 – Indicative noise contours with noise barriers in *Regional Freight Hub Acoustics Assessment*.

⁴⁶ Referred to as not achieving the 'Category A criteria' (described in table 5 of *Regional Freight Hub Acoustics Assessment*).

traffic using the realigned roads. The assessment identified three sections of road where material increases in traffic and corresponding noise will occur:

- Kairanga Bunnythorpe Road (from Roberts Line to Milsons Line) and Stoney Creek Road (from Ashhurst Road to Kelvin Grove Road) will have a significant increase in noise but will be within normal expectations for these types of roads.
- Roberts Line (from realigned Railway Road to Kairanga Bunnythorpe Road) will have a significant increase in heavy vehicles and is greater than might be expected for this type of road. Very few houses will be affected.

The Landscape and Visual Assessment considered visual and character effects of the Freight Hub (including noise and stormwater measures) and associated road realignments. It concluded that the operational phase would create a range of positive and negative effects and recommended that further mitigation (beyond the significant mitigation in the Landscape Plan) could be considered in future stages of the project, where necessary to mitigate residual effects, including:

- moderate positive effect on natural character as a result of planting associated with the tributaries of Mangaone Stream and stormwater ponds. Opportunities to enhance these benefits through additional planting, for example, could be investigated through future stages of the project, where required.
- moderate-high adverse effects on aspects of the natural landscape that contribute to rural amenity. It was recommended that attention to detailed building design measures would further reduce these effects at the detailed design stage.
- low-moderate adverse effect on the urban landscape (the interface with Bunnythorpe township and nearby rural-residential landuses). It was recommended that attention to the location, quality and planting associated with noise mitigation structures particularly along Sangsters Road, alongside Maple St and where they have an interface with the Bunnythorpe, would be required at the detailed design stage.
- negligible through to high adverse effects on visual amenity depending on the viewing location (the former being views from properties in the industrial zone and latter being views from residential properties with an open and close view to the Freight Hub). It was recommended that additional planting be investigated through further assessment in areas where residential properties are closest to the Freight Hub. The extent of the effect will depend how early the planting proposed under the Landscape Plan is commenced, as mature planting can better mitigate effects.

In considering the above, it is concluded that changes to the quality and amenity of the environment for residents in the local impact area will be significant from a social impact perspective for the following reasons:

- increased noise levels and changes to the landscape will be noticeable across most of the local impact area and are not consistent with the amenity values for much of the area;
- those residents that experience the most significant change will experience both noise and visual effects, and will also have experienced these throughout the construction phase;
- there is uncertainty for the community about the extent of noise and visual effects, which will remain until further design work is undertaken for the OPW / regional resource consent stages and the details of any mitigation is confirmed;
- while the noise and landscape specialists have identified measures to mitigate effects, the changes will still impact on values of importance to the local community; and

- residents who will look at and/or hear the Freight Hub may feel a sense of unfairness that they did not receive compensation but will have to live with the effects of the Freight Hub.

Safety

The new and aligned roads, and improvements to intersections and rail crossings will create a safer environment for people moving around and through the local impact area. The Integrated Transport Assessment concludes that the effect on safety would be minor to moderate positive. This addresses the community's aspirations for roading improvements as outlined in section 3.1.4.

In particular, the Integrated Transport Assessment concluded that safety would improve on Railway Road (the remaining and new lengths) and Richardsons Line. However, the assessment recommended mitigation to Roberts Line, Stoney Creek Road and Kairanga Bunnythorpe Road to adequately ensure road safety would not decrease on those roads.⁴⁷

Risk of property damage

The Site is partly situated in a flood prone area⁴⁸. Feedback during engagement activities indicated that some residents are anxious about the potential for their properties to be damaged if the development exacerbates flooding and changes the course of floodwater (see Appendix 2 for a summary of engagement feedback).

The Stormwater and Flooding Assessment recommends ponds to manage effects, and notes that additional detailed design and assessments will be undertaken when resource consents are sought. The assessment concludes that suitable measures can be contained within the Freight Hub boundary and recommends that a Stormwater Management Framework be produced. The purpose of the framework is to guide stormwater management principles and demonstrate that stormwater outcomes are being achieved at the regional resource consent stage.

It is acknowledged that there may still be anxiety over perceived property damage which could be mitigated by informing the community on the final design and any associated monitoring (refer section 6).

People's way of life

The effect of the operational phase of the project on peoples' way of life in the local impact area is rated as a moderate-high negative social impact. This impact is assessed in terms of the effect on residents' daily patterns at home, work, social/recreation pursuits, and getting to and from these places.

Local residents' way of life will most notably be negatively affected by the noisier environment created by the Freight Hub and associated changes to traffic routes and amounts of traffic, which may result in changes to their daily routines. Of most significance would be the effect from noise if night-time activities occurred at the Freight Hub which could negatively impact residents' sleep. To a lesser extent, increased day time noise will be experienced by most residents, to a greater or lesser

⁴⁷ The *Integrated Transport Assessment* recommended protection of rigid roadside hazards (Roberts Line) and further investigation of the level crossing (Kairanga Bunnythorpe Road). It is noted that the Transport Assessment identifies that some of these works are required to be delivered jointly with other roading authorities (ie, they are not solely required to mitigate the effects of the Freight Hub).

⁴⁸ As indicated in *Palmerston North City Council District Plan* and discussed in *Palmerston North Freight Hub Stormwater and Flooding Assessment*.

extent, depending on the proximity of their home to the Freight Hub. For residents in the more rural / rural-residential parts of the local impact area, this may also affect their workdays.

As a result of the new Railway Road, road closures and relocated entry/access points to properties, some residents' daily life may also be negatively affected by longer travel times to work, school and other services and facilities. The Integrated Transport Assessment calculated the average effect on travel time as being less than 2.5 minutes and considered this to be a minor negative impact. The assessment provided the following breakdown:

- Perimeter Road, which will be approximately 350 metre longer than the current Railway Road, will increase travel times by less than 30 seconds.
- Railway Road/Roberts Line level crossing closure is estimated to increase travel times between 1 to 4 minutes depending on direction of travel.
- Railway Road/Richardsons Line level crossing closure is estimated to increase travel time to Bunnythorpe by around 6 minutes (currently serving two properties).
- Partial Clevely Line road closure and Railway Road/Clevely Line level crossing closure is estimated to increase travel times by 2 minutes.
- Partial Te Ngaio Road road closure (no direct access onto Railway Road) is estimated to increase travel times between 2 to 4 minutes depending on direction of travel.

The project design enables the continued use, and potential enhancement of Sangsters Road for the Te Araroa trail and opportunities to integrate with PNCC's planned extension to shared cycling and pedestrian infrastructure. This will maintain the existing positive impact on residents' daily lives if they cycle to work, school or other facilities, or for recreational purposes. It also aligns with community values and feedback provided during engagement, and the desire to improve the Te Araroa trail between Feilding and Palmerston North.

The community

Effects on the community from the operational phase are rated as a moderate negative social impact. This considers changes in land use and feel of the local impact area (changing from rural-based living to an industrial workplace), changes to services and facilities, and to the wellbeing of individual property owners after they have relocated. These are discussed in turn.

Impact on community character

The change in land use on the properties within the Site will affect the character of the community in the local impact area. On the Site, a community that largely consists of rural-residential homeowners will be replaced with an industrial workforce.

It is not possible to determine whether residents whose land will be acquired will remain living locally. As previously noted, property owners are concerned whether there will be suitable houses available locally and at a price they can afford. It is reasonable to assume that not all will find new homes close by. For example, consents data indicates that the number of new rural / rural-residential homes per year across all of Palmerston North is currently similar to the number that will be displaced by the project⁴⁹. As summarised in section 3.2.2, Palmerston North's Housing and Business Development Capacity Assessment anticipates demand for rural/rural-residential homes

⁴⁹ Between 2016 and 2019 the number of residential dwelling consents for rural/rural-residential types ranged from 23 dwellings to 40 dwellings (*Urban Development Capacity Indicators for Palmerston North*, 2019)

and has set housing supply targets of 662 new rural/rural-residential homes by 2028. If property acquisition occurs in the short-term, this supply is unlikely to be delivered in time.

It is also uncertain whether residents close to the Freight Hub will choose to move away once it is operational. A number of residents indicated that they did not want to live next to a Freight Hub and wanted KiwiRail to acquire their property, rather than acquire it in-part, or mitigate effects on their property. If these residents choose to move, the character of the community may change further with a new resident base.

The residents who will be affected by land-take and who live close to the Site range from people who have lived in the area for many years through to those who have moved there recently. The demographic profile of the local area indicates that residents are typically settled (move less frequently). The implications are that the displacement of households may result in established families moving, or families moving who had planned to be part of the community for a long time. This will affect the character of the community.

The character of a community is also related to how it 'feels'; that is, it is not just the people who live in the area but how the area looks and operates. The existing character (quiet, rural living) is identified as a community value (refer section 3.1.4). As discussed under the category of 'quality of environment and amenity', the effect of the visual and noise changes will have an impact on the existing character. Concerns that this character will change as a result of the freight hub are illustrated in comments by residents, such as *"We moved out this way to get a rural feel and not to an industrial area."* and *"We live on Sangsters Road. The main reason we bought our lifestyle block was for the peaceful feel it held. The project would hugely change that."*

While it is acknowledged that the existing and valued characteristics of the area relate to the quiet and rural character of it, it is also noted that the southern end of the local impact area (including the southern part of the proposed site) is zoned for industrial purposes and identified in PNCC's Long Term Plan for growth. Therefore, some change of an industrial nature could have been anticipated as the city expands, and the social effects somewhat less, albeit that the scale of industrial development so close to Bunnythorpe would not have been anticipated.

Impact on resources in the community

No estimate on the size of the operational workforce was available at the time of preparing this assessment. However, it is reasonable to assume there is potential that a permanent workforce close to Bunnythorpe township would benefit retail and other service providers in the township and may create an opportunity for new businesses.

The operation of the Freight Hub also has the potential to attract people working there to relocate to live closer to their job, which may create demand for housing. It is not possible to estimate how much of the future workforce may relocate, and hence the effect on housing supply.

Housing affordability data indicates that homes at Bunnythorpe (and elsewhere outside Palmerston North city) are more affordable than in the city, which may make Bunnythorpe an attractive option. However, with the Freight Hub located close to larger urban areas (Fielding and Palmerston North) it is feasible that the workforce will be drawn from these locations as well. Therefore, it is likely that any additional requirements for housing would be spread across a wider area than Bunnythorpe township or the local impact area.

It is noted that PNCC will be considering the location for additional housing supply when it prepares its Future Development Strategy as required by the National Policy Statement on Urban

Development 2020 (beyond the locations already signalled for housing development in the Long Term Plan)⁵⁰. Discussions with council staff indicated that housing supply would not be a concern by the time the Freight Hub is operational.

Feedback from engagement activities raised concern that the Freight Hub would remove the potential to meet future housing needs of Bunnythorpe and Palmerston North city. For example, a Palmerston North city resident stated *“I dislike the fact that it is taking over land that could be used to start dealing with the current housing shortage in Palmerston North/Manawātū”*. In considering this matter, it is noted that there is no indication the project site is being considered for housing purposes and in fact the southern end of the project site is identified for industrial growth (refer sections 3.1.3 and 3.1.4).

The impact of the operational phase on social services is also uncertain. Bunnythorpe School could accommodate, and would be more viable, with a greater local resident base if the Freight Hub does create an increased demand for housing nearby.

Impact on individual property owners

As noted in relation to construction phase effects, the Freight Hub will require the acquisition of approximately 24 homes, some of which include homes and businesses. The relocation of households will create anxiety and stress for these residents, and their network of family and friends.

These residents will be compensated through the acquisition process, which will largely address financial concerns. However, wellbeing impacts for these individuals may remain. For example, compensation does not address feelings of loss associated with the emotional attachment to their home (or home/business). These feelings were illustrated in meetings and feedback from public engagement events with some residents whose land will be acquired. They noted they will lose their “dream home” or the home they planned to live in through retirement. One resident stated that this is *“... the only home my children have ever known and I had no intention of raising them elsewhere.”* (Refer to appendix 2 for further detail).

Similarly, financial mitigation does not necessarily address negative feelings that may remain once they have relocated, if they consider their new home (or home/business) is not comparable to what they had. Feedback from meetings and public engagement events noted they may not be able to replicate what they had because of:

- financial reasons (if the project results in their property being devalued or because similar properties elsewhere are more expensive)
- insufficient similar housing supply available
- the specifics of their property (for example if they are unable to find other properties adjacent to their family, or the property does not have the same facilities to continue to operate a home and business from it)
- established features that cannot be quickly replicated which will require them to “start over” (such as mature plants for agricultural-based businesses).

Notwithstanding the above, it is noted that the demographic profile of the local impact area indicates that in general, the area is characterised by a high proportion of home ownership and

⁵⁰ Recommendation 4.1.1 of PNCC’s *Housing and Business Capacity Assessment* (2019). The assessment was produced to meet requirements under the National Policy Statement Urban Development Capacity 2020.

above average household income (when compared to New Zealand as a whole). This suggests residents will have options available to them to make choices about their future living arrangements. Research from projects involving large scale relocations indicates that low socio-economic communities are significantly more vulnerable because factors such as low income and living in rental properties (who are therefore not compensated by property acquisition), limits people's ability to find a similar home elsewhere.

Income and employment

The effect of the operational phase on residents' wellbeing in the local impact area from changes to income and employment opportunities and from other financial implications is rated as a low positive social impact.

While there were no estimates available on the size of the operational workforce at the time of preparing this assessment, it is reasonable to assume that the Freight Hub will provide the opportunity for residents in the local impact area to access employment. It is noted that approximately 12% of local residents of employment age currently work in distribution and logistics, which will be the main sectors of employment associated with the Freight Hub.

The effect of the Freight Hub on property values in the local area has been raised as a concern during engagement. For example, a Te Ngaio Road resident stated that *"House prices will drop significantly, no-one will want to buy a house next to a rail yard."* Peoples' property is a major contributor to personal wealth and feelings of security. If the value of people's homes reduces, and therefore their equity, it can impact on their future opportunities.

Property value projections are not available to determine whether this is a real or perceived fear. It is noted that the local impact area is likely to experience demand for residential and non-residential development because of its location at the edge of Palmerston North and Bunnythorpe, and therefore it is unlikely that property prices would decline (or decline for long). Notwithstanding this, it is acknowledged that the fear and uncertainty for residents on this matter creates a negative impact in its own right.

5.2.2 Wider impact area

Quality and amenity of the environment

The effect of the operational phase on people in the wider impact area as a result of changes to the quality and amenity of the environment is rated as a low positive social impact.

Improvements to the roading network, including intersection and rail crossing upgrades, will improve the safety of residents in the wider impact area who travel along these roads. As noted previously, the Integrated Transport Assessment concludes that the effect on safety would be minor to moderate positive.

People's way of life

The effect of the operational phase of the project on peoples' way of life in the wider impact area is rated as a negligible-low positive social impact. This is anticipated to occur from improvements to the roading network and cycling and pedestrian provision.

It is anticipated that the daily lives of residents in the wider area who regularly travel to/from Palmerston North, will not noticeably alter when the new and realigned roads, intersections and rail crossings are operational. For example, the Integrated Transport Assessment concludes that travel from Fielding to Palmerston City via the new Railway Road will increase by less than 30 seconds (due to the new road being longer).

As noted in relation to the local impact area, the project design enables the continued use of Sangsters Road for the Te Araroa trail and opportunities for integration with PNCC's planned extension to shared cycling and pedestrian infrastructure. Residents in the wider impact area who commute to Palmerston North by bicycle, or walk or cycle for recreational purposes, will continue to have access to this infrastructure. Te Araroa Manawātū indicated that there would be a benefit to Te Araroa hikers if the project incorporates an off-road shared pathway between Feilding and Palmerston North.

Income and employment

The social impact on residents' ability to earn an income or access a job in the wider impact area as a result of the operational phase of the project is rated as low positive.

PNCC has identified the logistics sector as influential for Palmerston North's economic wellbeing⁵¹ and it is therefore reasonable to conclude that the freight hub will contribute positively to employment opportunities. It is noted that approximately 10% of residents of employment age in the wider impact area currently work in distribution and logistics, which suggests that residents in the wider impact area may benefit from new job opportunities at the Freight Hub (or associated with the Freight Hub). It is also noted that many residential areas in the wider impact area are located within short travel times of the Freight Hub which will enable easy access to work opportunities.

Community

Effects on the community in the wider impact area from the operational phase is rated as negligible.

The creation jobs at the Freight Hub may result in an increased demand for housing in the wider impact area if the workforce chooses to live closer to the hub, which may in turn exacerbate a housing shortage. Future housing supply was a concern raised during the public engagement, although this was usually raised in relation to removing land they saw as suitable for housing rather than an issue related to a new workforce (refer to appendix 2.1).

It is not possible to estimate how much of the future workforce may relocate to the wider impact area from districts outside Manawātū and Palmerston North, to then determine if the new workforce will have an impact on housing supply. However, taking into account the length of time before the Freight Hub is anticipated to become operational (approximately 10 years) and the additional housing supply that PNCC and MDC are planning for, it is considered that the effect of the project will be minimal.

⁵¹ PNCC, 2018, *Palmerston North 2028: 10 Year Plan 2018-2028*

6 Proposed mitigation measures

This section identifies measures to mitigate adverse effects. Most social effects identified in section 5 arise from changes to noise, landscape / visual and transport matters. Mitigation is recommended in the technical assessments specific to these matters. Many of these are important measures for mitigating social effects and are noted as relevant. Where necessary, additional measures are identified to address social effects more fully.

The mitigation recommended below is predominantly based on providing timely and appropriate information to communities, and opportunities for community feedback. Other mitigation is also recommended to assist in addressing some specific effects on amenity, daily patterns, and concerns for property values.

Mitigation that focuses on communication can address frustration and fear that arises from the uncertainty and unpredictability about a development (such as when, where and how long construction will occur near someone's house). It can be used to provide channels for distributing factual and timely information (for example noise monitoring data, planting plans, stormwater design, construction traffic routes), opportunities to have a say on problems that arise, and opportunities to influence aspects of a project that have not been decided but are important to the community. This latter point is important for most Notices of Requirement which have a subsequent detailed design process and outline plan of works. It is particularly important for the Freight Hub project because of the long construction phase until the hub becomes operational (2030) and further stages of development beyond that (until 2050), and because of the lack of detail on matters that will affect the community (such as construction traffic, operational lighting).

It is recommended that the mitigation be included as part of the conditions of the NoR to provide the community with confidence they will be actioned.

6.1 Identify a primary point of contact for the community to engage with

It is recommended that a specific person be appointed by KiwiRail as the primary point of contact for the community to engage with from the time that the NoR is confirmed until the first year the Freight Hub operates. The purpose of identifying this person is to provide the community with ease of access to someone within KiwiRail (or its delivery partner) who has accountability for responding to questions and concerns as project design details are finalised, as construction progresses, and as the Freight Hub starts operating.

Experience from other large-scale developments indicates that a person tasked with community liaison is effective for addressing and responding to construction-related concerns, and for building a relationship between the community and developer to enable constructive discussions (such as changes to design or finalising detailed designs). This role is particularly useful for projects with a long construction period and/or where project details are evolving.

6.2 Prepare an engagement plan

It is recommended that an engagement plan be prepared prior to construction beginning. The purpose of an engagement plan is to establish the procedures for a two-way flow of information between the project team and community until construction is complete.

The engagement plan should include:

- a. **Contact details** for the community so it is clear how they can engage with the project team (for example details the person who is the primary point of contact and the project/construction 'hotline').
- b. **A list of stakeholders** who the project team will include in engagement activities through the construction.
- c. **Construction information that will be provided to the community**, including but not limited to:
 - construction hours and location/s of work on the project site;
 - construction traffic routes, including times of the day/week to expect heavy vehicles;
 - timing of disruption/changes to the road network (including road closures, intersection and rail crossing upgrades, road detours) and implications for footpaths and pedestrian crossing points; and
 - updates on construction timeframes.
- d. **Opportunities for community feedback on design details.** The engagement plan should specify the design details that the community still has an opportunity to provide feedback on (for example, final landscaping plans for visual and noise mitigation, management plans addressing construction, noise, transport). It should also clarify how this feedback will be sought (public events, or as part of the remaining statutory processes such as regional resource consents), and the expected timeframes for each engagement activity.
- e. **The communication methods** that will be used to keep directly affected landowners and the local community informed, and which methods will be used for each. For example:
 - direct negotiation with affected landowners;
 - updates on the project website, information newsletters, Manawatū Standard and radio for the local community;
 - early notification of upcoming disruption to properties neighbouring the project site and other affected service / commercial providers (such as Bunnythorpe school and businesses); and
 - project team attendance (with relevant information) at relevant community forums or meetings.
- f. **Confirm the most appropriate means for delivering a forum for community liaison.** The purpose of the forum is discussed below.

6.3 Establish a forum for community liaison

It is recommended that a forum for community liaison be established in advance of management plans / detailed designs being finalised. The purpose of this forum is to provide a mechanism for regular and interactive discussions between the project team (KiwiRail and its delivery partner) and representatives of the community to ensure that the community is kept informed of, and can respond to, construction-related matters, final project details (such as the design of project mitigation) and monitoring. This includes involving key service providers to assist them in planning for future capacity (such as housing, schools and roading).

The scope of the forum should include the following:

- to keep the community (including key service providers) informed of construction progress;
- to provide an opportunity for the community (including key service providers) to raise and discuss construction-related issues;

- to keep the community (including key service providers) informed of project design details as they are finalised, and where appropriate⁵², to be provided an opportunity to feedback on these;
- to keep the community (including key service providers) informed of monitoring that is of relevance to concerns raised by the community (such as construction noise);
- for key service providers to provide updates on related matters (such as the strategic road network and housing supply); and
- for key community stakeholders to disseminate information to their interest groups.

This type of forum is commonly a ‘community liaison group’, which consists of invited representatives (local residents and businesses, key service providers and the developer) who meet in person throughout the construction. For the purposes of the Freight Hub, it may be more appropriate to consider another, relevant means of providing regular and interactive discussions because of the lengthy process before the Freight Hub is expected to become operational, and intermittent construction anticipated after it is operational. For example, rather than seeking specific representatives to commit to years on a group, it may be more effective to hold online engagement events, similar to those run by KiwiRail in the development of the NoR, that are open to all interested parties.

The preferred method for delivering this forum must be fully scoped when preparing the engagement plan. Whether it is based on an agreed membership, or open to anyone in the community, representatives from the following groups and organisations should be invited to participate:

- Bunnythorpe community, including residents, business owners and service providers (such as Bunnythorpe School);
- business owners in the industrial area;
- iwi;
- KiwiRail, including KiwiRail’s construction partners;
- PNCC and MDC (in relation to construction issues / monitoring, the wider strategic road network, housing supply);
- Waka Kotahi NZ Transport Agency (in relation to providing updates on the wider strategic road network); and
- Te Araroa Manawatū Trust.

Other details would be confirmed as part of developing the engagement plan.

6.4 Initiate a project/construction ‘hotline’ and complaints management register

It is recommended that that a project/construction ‘hotline’ be established and advertised from the time that property is acquired and maintained until the Freight Hub is operational. This could be the existing project email used during the NoR process and/or a phone number. In addition, a complaints management register should be established to record the date, location and nature of any issues raised by people using the ‘hotline’ as well as the action taken by the project team.

Early commencement of this mitigation (as property is acquired) is an effective way to identify and address potential issues, such as vandalism, as residents move from their properties. This is

⁵² “Where appropriate” means details of relevance to the community that were not available at the time of the notice of requirement, such as planting to mitigate and noise and visual effects. These matters should be specified in the engagement plan.

appropriate given that properties may be vacant well in advance of construction activities occurring across the full project site.

An update of the complaints register should be reported regularly to the forum for community liaison. This will provide transparency that concerns are being considered and actioned. It also provides an opportunity for participants at the forum to raise construction issues that may not have been reported by the public.

A complaints register is also a useful tool for monitoring construction effects (including social effects) and for adapting construction and communication activities to reduce issues arising again.

The hotline and register should be available until 12 months after the Freight Hub becomes operational. This will provide an opportunity for the community to raise unanticipated effects that arise when the Freight Hub starts operating (or effects they consider are not sufficiently mitigated) and will enable these to be considered in light of monitoring results on key aspects (such as noise, flooding, traffic management, lighting).

6.5 Mitigating amenity-related effects

It is recommended that the following mitigation be implemented to address amenity effects and concerns for the knock-on effect to property values:

- provide clarity for the community about the night-time activities that will be undertaken at the Freight Hub and ensure night-time noise effects are appropriately mitigated.
- maintain ongoing site management when properties are acquired and throughout the construction phase, to minimise the potential for vandalism and the appearance of a “vacant site”.
- where appropriate, commence mitigation screening and planting prior to construction so the construction site is screened as much as possible from public viewing areas prior to works beginning, and so noise and visual mitigation is effective in time for the site becoming operational.

7 Summary and conclusions

A range of social effects are anticipated during the construction and operational phases of the Freight Hub. Mitigation is recommended to address adverse effects. A summary of effects and mitigation is provided in Table 4 (construction phase) and Table 5 (operational phase) below.

Negative social effects are largely due to changes to the quality and amenity of people's environments and daily patterns of living from a noisier environment and different landscape, as well as the replacement of rural-residential homeowners with an industrial workforce. These are anticipated to predominantly occur within the local impact area.

Positive social effects are largely due to the employment opportunities generated during the construction and operational phases. These are anticipated to predominantly occur in the wider impact area.

Mitigation primarily focusses on providing timely and appropriate information to communities, and opportunities for community feedback. This includes identifying a primary point of contact for the community to the project team, preparing and implementing an engagement plan, establishing a forum for regular, interactive discussions between the project team (KiwiRail and its delivery partner) and representatives of the community (including key service providers), and establishing a project/construction 'hotline' and associated complaints management register. Other mitigation is required to assist in addressing specific effects on amenity, daily patterns, and concerns for property values.

7.1 Summary of social effects and recommended mitigation

Table 4: Summary of social effects from the construction phase and measures to address these effects

Social impact	Area and scale of impact	Measures to address adverse effects
Quality and amenity of the environment		
<p><i>Amenity</i> - changes to the amenity of the environment as a result of increased noise levels and changes to the landscape/visual character (views of a construction site) may be experienced by numerous properties and from public areas. The long construction phase will mean these effects will be experienced for a number of years. Uncertainty remains for residents about the extent and duration of effects anticipated for individual properties.</p> <p><i>Safety</i> - potential reduction in safety for road and footpath users due to increased traffic (construction vehicles, especially heavy vehicles), temporary detours and road closures.</p>	<p>Local impact area: moderate negative</p> <p>Local impact area: low negative Wider impact area: negligible</p>	<p>Support mitigation identified in the Acoustic Assessment, including implementing a construction noise and vibration management plan.</p> <p>Support development of management plans to manage construction effects as referred to in the Design, Construction and Operation report.</p> <p>In addition:</p> <ul style="list-style-type: none"> • where appropriate, commence mitigation screening and planting as soon as practical, so the construction site is screened as much as possible from public viewing areas prior to works beginning • maintain ongoing site management when properties are acquired and throughout the construction phase to minimise the potential for vandalism and appearance of a “vacant site” • ensure a regular flow of information between the community and project/construction team as designs are finalised, throughout construction, and during the first year of operation. This can assist in reducing uncertainty and fears by providing accurate and timely information, opportunities to feedback on design matters, recording and responding to issues, and answering questions. Specifically: <ul style="list-style-type: none"> ○ prepare an engagement plan upon the designation being confirmed ○ establish a forum for community liaison in advance of management plans/detailed designs being finalised, to provide a mechanism for keeping community representatives informed and to provide feedback on design and construction matters ○ establish a ‘hotline’ for the community to report construction-related and other project issues as they arise (this could make use of KiwiRail’s existing Freight Hub email used during the NoR process).

Social impact	Area and scale of impact	Measures to address adverse effects
Peoples' way of life		
<p><i>Connectivity</i> - Disruption and increased travel times from detours as new road(s), intersection upgrades and property access are constructed, and from construction vehicle movements. Potential frustration if residents cannot anticipate when/where to expect these delays over the lifetime of a long construction phase.</p> <p><i>Patterns at home and work</i> - disruption and frustration for residents if construction noise results in them changing their patterns at home and work (eg, for residents who are home during the day who are particularly susceptible to noise such as shift workers and babies/infants). Increased frustration is likely if residents cannot anticipate when/where to expect noisier periods over the lifetime of a long construction phase.</p>	<p>Local impact area: low-moderate negative Wider impact area: low negative</p> <p>Local impact area: low-moderate negative Wider impact area: low negative</p>	<p>Support mitigation measures recommended by transport and noise specialists.</p> <p>In addition:</p> <ul style="list-style-type: none"> • prepare and implement an engagement plan that establishes a regular flow of information during the construction phase • establish a project/construction 'hotline' (this could make use of KiwiRail's existing Freight Hub email used during the NoR process) and complaints management register.
The community		
<p><i>Impact of potential property acquisition</i> - effects on wellbeing (anxiety, stress) during the pre-construction and construction phases from:</p> <ul style="list-style-type: none"> • uncertainty about the extent of land-take • the land acquisition process and relocation for individual landowners • uncertainty about the effects that will be experienced for adjacent neighbours whose land is not acquired / acquired in full. <p><i>Impact on resources in the community (housing supply)</i> - potential for housing supply issues in the short-term if some of the construction workforce chooses to move close to the site.</p>	<p>Local impact area: moderate negative</p> <p>Local impact area: low negative Wider impact area: low negative</p>	<p>Adverse effects have been mitigated as far as practicable through:</p> <ul style="list-style-type: none"> • KiwiRail's approach to minimise uncertainty by 1) limiting publicity to a small list of site options considered operationally viable; 2) assessing the short-list options and announcing the preferred option within a short timeframe; 3) initiating early property purchase to enable property owners to relocate quickly if that is their preference. • The use of different communication methods to provide regular information flows between the project team and local community prior to lodging the NoR. <p>Ensure on-going engagement (eg, preparation of engagement plan, establish a primary point of contact for the community to engage with).</p> <p>Invite PNCC and MDC staff to participate in the community liaison forum to provide a flow of information on housing supply matters.</p>
Income and employment		
<p><i>Income and employment opportunities</i> - the construction workforce that will be required to build the Freight Hub provides employment opportunities for residents. It is noted that construction is one of the larger employment</p>	<p>Local impact area: low positive Wider impact area: low positive</p>	N/A

Social impact	Area and scale of impact	Measures to address adverse effects
Enabling the continued use of, and planned extension to, PNCC's cycling and pedestrian pathway and the Te Araroa Trail will maintain active transport options for commuting and recreation provision.	Local impact area: negligible Wider impact area: negligible	
Income and employment		
<i>Income and employment opportunities</i> - jobs created at the Freight Hub and from businesses associated with the Freight Hub provide an opportunity for local employment. Residents in the wider and local areas are currently employed in relevant sectors (transport, warehousing and the wholesale trade).	Local impact area: low positive Wider impact area: low positive	N/A
<i>Other financial implications</i> - fear of reduced property values	Local impact area: negligible	Where possible, initiate mitigation planting as soon as practical, so noise and visual mitigation is established in time for the site becoming operational.

Appendices

Appendix 1 – Demographic statistics

Table A1.1: Census usually resident population count

Usually resident population	2006 #	2018 #	% change 2006-2018
Local impact area	2,346	2,655	13.2%
Wider impact area	103,797	114,804	10.6%
New Zealand	4,027,947	4,699,755	16.7%

Source: 2018 Census

Table A1.2: Age in five-year groups for Census usually resident population

Age	0-4		5-14yr		15-24		25-44		45-64		65 +	
	#	%	#	%	#	%	#	%	#	%	#	%
Local impact area	135	5.1%	411	15.5%	345	13.0%	582	21.9%	801	30.2%	369	13.9%
Wider impact area	7,458	6.5%	15,534	13.5%	17,655	15.4%	29,088	25.3%	27,603	24.0%	17,457	15.2%
New Zealand	294,921	6.3%	628,482	13.4%	619,227	13.2%	1,248,243	26.6%	1,193,721	25.4%	715,170	15.2%

Source: 2018 Census

Table A1.3: Sex, for Census usually resident population

Gender	Male		Female	
	#	%	#	%
Local impact area	1,347	50.7%	1311	49.4%
Wider impact area	56,229	49.0%	58,575	51.0%
New Zealand	2,319,558	49.4%	2,380,197	50.6%

Source: 2018 Census

Table A1.4: Ethnic group (grouped total responses), for census usually resident population

Ethnic group	European		Māori		Pacific Peoples		Asian		Middle Eastern Latin American African		Other Ethnicity		New Zealander		Other Ethnicity nec	
	#	%	#	%	#	%	#	%	#	%	#	%	#	%	#	%
Local impact area	1,980	74.6%	816	30.7%	60	2.3%	285	10.7%	18	0.7%	252	9.5%	48	1.8%	240	9.0%
Wider impact area	91,161	79.4%	20,793	18.1%	5,085	4.4%	10,932	9.5%	1,347	1.2%	1,833	1.6%	1,602	1.4%	231	0.2%
New Zealand	3,297,864	70.2%	775,836	16.5%	381,642	8.1%	707,598	15.1%	70,332	1.5%	58,053	1.2%	45,330	1.0%	12,756	0.3%

Source: 2018 Census

Table A1.5: Years at usual residence, for census usually resident population

Years at usual residence	< 5 years		5-9 years		10+ years	
	#	%	#	%	#	%
Local impact area	1,080	40.7%	423	15.9%	780	29.4%
Wider impact area	54,177	47.2%	17,253	15.0%	28,062	24.4%
New Zealand	2,110,044	44.9%	682,623	14.5%	1,123,737	23.9%

Source: 2018 Census

Table A1.6: Total households in occupied private dwellings and tenure of household (level 1) for occupied private dwellings

Total Households in occupied private dwellings		Dwelling owned or partly owned		Dwelling not owned and not held in a family trust		Dwelling held in a family trust		Total stated	Not elsewhere included		Total owned	
	#	#	%	#	%	#	%	#	#	%	#	%
Local impact area	906	570	62.9%	183	20.2%	168	18.5%	915	0	0.0%	738	81.5%
Wider impact area	41,724	22,635	54.2%	14,442	34.6%	4,770	11.4%	41,850	3	0.0%	27,405	65.7%
New Zealand	1,653,792	851,853	51.5%	590,400	35.7%	221,226	13.4%	166,3479	834	0.1%	1,073,079	64.9%

Source: 2018 Census

Table A1.7: Total households - grouped total household income, median income

Household income	Total households	Median income
Local impact area	1,344	\$97,433
Wider impact area	41,724	\$67,900
New Zealand	1,653,792	\$75,700

Source: 2018 Census

Table A1.8: Total households - grouped total household income

Household income	\$30,000 or less		\$30,001-\$50,000		\$50,001-\$70,000		\$70,001-\$100,000		\$100,001-\$150,000		\$150,001 or more		Total households stated
	#	%	#	%	#	%	#	%	#	%	#	%	#
Local impact area	132	10.6%	159	12.8%	153	12.3%	222	17.8%	285	22.9%	294	23.6%	1,245
Wider impact area	7,911	20.2%	6,429	16.4%	5,862	15.0%	6,702	17.1%	7,383	18.9%	4,833	12.4%	39,120
New Zealand	287,382	18.8%	225,390	14.8%	204,597	13.4%	242,262	15.9%	295,119	19.3%	272,208	17.8%	1,526,961

Source: 2018 Census

Table A1.9: Work and labour force status, for the census usually resident population count aged 15 years and over

Usually resident population aged 15 years and over	Employed Full time		Employed Part time		Unemployed		Not in the Labour Force		Total stated
	#	%	#	%	#	%	#	%	#
Local impact area	1188	56.3%	339	16.1%	63	3.0%	519	24.6%	2112
Wider impact area	45198	49.2%	13380	14.6%	3930	4.3%	29304	31.9%	91812
New Zealand	1891371	50.1%	553770	14.7%	151035	4.0%	1180179	31.3%	3776352

Source: 2018 Census

Table A1.10: Main means of travel to work, by usual residence address, for the employed census usually resident population count aged 15 years and over

Usually resident population aged 15 years and over	Work at home		Private or company car, truck or van		Public transport		Bicycle		Walk or jog		Other		Total stated
	#	%	#	%	#	%	#	%	#	%	#	%	#
Local impact area	231	15.1%	1224	79.8%	6	0.4%	30	2.0%	36	2.3%	15	1.0%	1533
Wider impact area	6867	11.7%	45021	76.9%	816	1.4%	1611	2.8%	3426	5.8%	834	1.4%	58578
New Zealand	291135	11.9%	1785483	73.0%	158016	6.5%	47811	2.0%	127350	5.2%	35343	1.4%	2445141

Source: 2018 Census

Table A1.11: Main means of travel to education, by usual residence address, for the census usually resident population count attending, studying, or enrolled in education

Usually resident population attending, studying, or enrolled in education	Study at home		Private or company car, truck or van		Public transport		Bicycle		Walk or jog		Other		Total stated
	#	%	#	%	#	%	#	%	#	%	#	%	#
Local impact area	48	7.1%	486	72.0%	75	11.1%	12	1.8%	54	8.0%	3	0.4%	675
Wider impact area	2202	7.1%	16998	55.1%	4278	13.9%	1431	4.6%	5574	18.1%	381	1.2%	30861
New Zealand	61557	5.3%	577827	50.2%	218964	19.0%	41454	3.6%	235842	20.5%	15183	1.3%	1150833

Source: 2018 Census

Appendix 2 - Findings from engagement activities

Appendix 2.1 - Summary of meetings with property owners and tenants

During July and August 2020, 47 meetings⁵³ were held with property owners and tenants of properties that fall within the Freight Hub Site (will be acquired if the Freight Hub proceeds), may fall within the site depending on the final site layout or may be needed for site migration (may be acquired), or were otherwise located in close proximity to the site.

These meetings commenced shortly after KiwiRail's announcement of the preferred Site. It was therefore an emotional time for many people, who were processing the situation and asking for more detail to understand how exactly they will be affected and what their options are. The main messages from these meetings of relevance to social impact considerations are summarised below.

Property owners and tenants within the Freight Hub Site

The meetings included property owners and one tenant from approximately 30 properties that will fall within the Freight Hub Site, and therefore be acquired if the Freight Hub proceeds. They were mostly owner-occupiers, with many living and working at their property. In a few situations the landowners use the properties only for business or investment purposes.

People's initial reaction to the options available to them as a result of their land being required for the Freight Hub varied:

- two landowners supported the Freight Hub
- two landowners indicated they will oppose the Freight Hub throughout the various processes
- five landowners wanted to sell their land immediately so they can move on with their lives
- five landowners would rather sell their land than live next to the Freight Hub (they would not consider partial acquisition)
- other landowners indicated that they would spend time deciding when to relocate, or did not express an initial view about how they would proceed.

The main issues raised by people whose properties will be required for the Freight Hub Site were:

- the Freight Hub creates uncertainty which means that people's plans are on hold. A number of property owners gave examples of property improvements that were underway or they hoping to commence shortly, but they were no longer sure whether they should finish or pursue. Others noted that their lives were now in limbo; do they sell and move on or wait to see what happens?
- people will lose their ideal home or ideal location (for home or home / business). For example, some property owners referred to it being their dream home, the home they planned to live in throughout their retirement, the family home for life, and chosen because of the serenity. One home/business owner indicated it was the perfect location for them, their staff and customers.
- people are concerned for their financial situation. Some property owners were concerned that the financial package (purchase price, relocation and legal costs, and other compensation) would still not cover them buying a similar property because the purchase price is based on current market value and not the replacement value, and many were

⁵³ This figure was accurate at the time of drafting the SIA; meetings are ongoing with affected / potentially affected property owners.

concerned that their properties will be devalued now KiwiRail's plans are public. Some noted improvements they have done to their property that will not be reflected in their valuations. Others were unsure whether they should spend money finishing projects when they are unsure if it will be reflected in their valuations.

- people are concerned they will not find a similar property elsewhere. Property owners noted features of their current properties that they may find elsewhere. For example, adjoining properties for their extended family to live next door, properties that accommodate their living and business needs (including established planting, workshops), and specific housing requirements to accommodate their particular household.

Property owners close to the project site

Approximately 17 of the meetings were held with owners of properties in close proximity to the Site. For some of these properties, it was unclear at the time of meeting, whether they would fall within the Freight Hub Site. The remaining properties will most likely border the Freight Hub or be located close to it.

The main concerns expressed by these property owners were:

- increased noise levels which was noted by most property owners (some referred to the loss of their quiet rural area)⁵⁴
- the change to their views and the view of the area in general (some referred to the loss of their rural outlook)
- increased risk of flooding
- light pollution⁵⁵
- devaluation of their property
- dust pollution
- one or two property owners also referred to loss of bird life, loss of privacy and traffic issues.

Most property owners who mentioned compensation or mitigation indicated that they wanted KiwiRail to purchase their property. Many did not wish to live next to a Freight Hub and mitigation was not considered an acceptable option for them. Some property owners wanted KiwiRail to undertake mitigation at their properties. Most commonly they referred to mitigation in the form of visual and noise bunding, double glazing and forced ventilation.

Appendix 2.2 - Summary of public engagement activities

The Engagement Report provides a full description of public engagement events undertaken by KiwiRail, attendance and feedback. The following is a summary of feedback of particular relevance to social effects.

Thirty-nine people provided comments via the feedback form that was available on-line and at the engagement activities. An additional 132 comments were left on the Social Pinpoint site. This feedback provides a snapshot of views about the proposed freight hub. The main feedback of relevance to social considerations are summarised below.

⁵⁴ Some property owners were also concerned about the hours of operation, which is possibly related to concerns about noise and lighting too.

⁵⁵ Some property owners were also concerned about the hours of operation, which is possibly related to concerns about noise and lighting too.

Reasons for supporting the Freight Hub

Eight of the 39 people who completed the feedback form indicated support for the proposed freight hub. The basis for this support was the economic benefits for the region and improvements to rail infrastructure. Comments included:

“Good to have progress as it supports the economy.” (Fielding resident).

“It is a once in a lifetime opportunity to create an integrated base contributing to the efficient movement of freight around New Zealand.” (Fielding resident)

“100% support this program. While I am not personally impacted in terms of proximity, it would be great to see the improvement to the national rail system.” (South Island resident)

A good project in the wrong location

Eight respondents who completed the feedback form did not know whether they supported the proposed Freight Hub or not. These respondents typically supported the concept of a freight hub in the wider Palmerston North area but did not support the location that KiwiRail has selected. Some of the respondents who supported the project qualified their support by indicating that they believe the project is in the wrong location. For example:

“I support this as a project for Palmerston North’s growth, but I don’t support it having such a massive impact on so many peoples’ homes and lives. There are better places it could be built.” (Te Ngaio Road resident)

“It is on the fringes in the growth channel. I am concerned that very soon, the city will surround it again (already extensive development around it) and you will have the same issues again. Moving it further out would future proof it.” (Palmerston North resident)

Comments expressing opposition to the Freight Hub

Twenty-three respondents who completed the feedback form expressed opposition to the Freight Hub. The most common reasons for not supporting the Freight Hub were because of the loss of homes and displacement of people that the Freight Hub will create, and the disruption and effects on the community who will remain. Similar comments were received via Social Pinpoint.

The following summary provides further detail on common concerns:

- The project will change the peaceful, rural feel of the area.

“The reason we brought out here was to have a semi-rural lifestyle and for the quiet. I work from home, and this not going to be ideal at all.” (Te Ngaio Road resident)

“We are home all day and will have to endure noise during the construction and once the complex is up and running. I will miss the views across the road of green hills and field and trees that go with country living.” (Clevely Line resident)

“We live on Sangsters Road. The main reason we bought our lifestyle block was for the peaceful feel it held. The project would hugely change that.” (Sangsters Road resident)

“We moved out this way to get a rural feel and not to an industrial area.” (Bunnythorpe resident)

- People were concerned that properties will be devalued, which would affect their financial situation and/or may make it difficult to find a similar property elsewhere.

"I expect that our property value will also take a significant dive. This will have a financial impact on our future worth." (Roberts Line resident)

"House prices will drop significantly, no-one will want to buy a house next to a rail yard." (Te Ngaio Road resident)

"We will not be able to afford an equitable property in the current market so will have to compromise on this." (Roberts Line resident)

- People were concerned about the implications on housing supply for the residents who will be displaced and for future residents if this land is no longer available for new housing.

"Where are the 40-70 properties that you are going to take supposed to find a property to live, when there is nothing for sale?" (Whakarongo/Bunnythorpe resident)

I just think it affects way too many people who now will have to find a new home in a very difficult housing market." (Bunnythorpe resident)

"I am concerned about the affect it may have on house prices, and also how it will affect new house builds in Bunnythorpe (what land will they go on)." (Bunnythorpe resident)

"I dislike the fact that it is taking over land that could be used to start dealing with the current housing shortage in Palmerston North/Manawatū." (Kelvin Grove resident)

"... the proximity of this site to the city will impact long term residential expansion - in the last 10-15 years Palmerston North affordable residential housing has expanded toward Bunnythorpe, Whakarongo and Ashurst. The location at this site will have an adverse affect on the long term growth of the city." (Whakarongo/Bunnythorpe resident)

- Increases in noise, vibration and light were commonly raised as concerns arising from the activities proposed at the Freight Hub. To a lesser extent, people referred to effects from the additional traffic associated with the freight hub, particularly heavy vehicles.

"The additional noise, vibration, and lighting, 24/7, as well as changing the country view to the side of the hub, will negatively impact our family and farm." (Railway Road resident)

"It is a massive operation that will run 24/7. I'm not looking forward to the noise and light pollution plus the increased activity on the surrounding roads." (Bunnythorpe resident)

"If the land is not acquired then our property and lifestyle will be significantly affected by noise and traffic. Noise and traffic does not currently have an impact on our daily lives." (Roberts Line resident)

"We will be affected by prolonged exposure to noise and vibration (potentially fumes), ground water pollution, disturbed sleep, traffic changes, increased heavy traffic around residential areas, and unknown amount of financial impact due to loss in property value." (Whakarongo/Bunnythorpe resident)

"The noise, the vibrations. Because it is going to be busy, this is going to be constant. This is where I walk and I enjoy the surroundings. That is all going to change." (Maple Street resident)

"... 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 ie 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” (Parrs Road resident)

- Changes to the roading layout and adverse implications of this on connectivity between Palmerston North and Fielding were raised.

“I am concerned about the reduced access to Palmerston North.” (Bunnythorpe resident)

“The removal of the current Railway Road will take away a smooth and obvious link between Palmerston North and Fielding, creating further traffic flow problems on Camerons and Milson Lines.” (Fielding resident)

“There needs to consultation in regards to the roading in this area. The hub affects fewer people than the new roading that has to go in to support the hub.” (Maple Street resident)

“[Railway Road] is a main thoroughfare for Bunnythorpe and surrounding areas to access our local supermarket in Kelvin Grove (Countdown). Closing this would mean significant travel, or travel on dangerous roads such as Stoney Creek.” (Bunnythorpe resident⁵⁶)

- People noted the emotional affect that having to relocate will have on their families.

“This is also the only home my children have ever known and I had no intention of raising them elsewhere.” (Roberts Line resident)

- People noted other financial implications for them.

“It takes our lifestyle block and the location of our business which we have worked so hard on over the last 10 years.” (Bunnythorpe resident)

- The uncertainty created by the project means that people have to put their lives on hold:

“I also dislike that KiwiRail has signalled that they might take the land or they might not. The not knowing is the worst. Life as we know it is on hold” (Roberts Line resident)

- The Freight Hub will have an adverse effect on the community.

“It will damage our village’s community.” (Bunnythorpe resident)

“Seeing the heartbreak of so many of our local community also impacts us.” (Roberts Line resident)

- The construction will affect people for a long time.

“The setup of this site will also impact on this community before its up and running. No one wants to have 10 years of disruption.” (Roberts Line resident)

Two respondents did not indicate a position of support or opposition to the Freight Hub.

⁵⁶ Assumed location because comments left on Social Pinpoint do not specifically record locations.