

**CONSULTATION SUMMARY REPORT  
MAY 2018 MONTHLY COMMUNITY INFO DAYS**

**1. Overview of the May 2018 consultation info day:**

Event	Date/Location	Staff present	Approx. number attended	Notification of Events
Constellation Station pop-up info hub	1 May 2018, 6.30am – 9am and 4pm – 6pm Constellation Station, Parkway Drive	<b>Community and Engagement Team</b> Trish Viall Jo Anslow Hariata Ngatai Keelin Flynn <b>NCI Team</b> Raj Unka <b>AT New Network Team</b> Helen Griffin Sam Stephenson	8 (approx.) approached the display area. Over 900 flyers were distributed to commuters throughout the event.	<ul style="list-style-type: none"> <li>• <a href="#">Poster</a></li> <li>• <a href="#">Herald online app advert</a></li> <li>• <a href="#">Facebook post</a></li> <li>• <a href="#">E-newsletter to NCI Zone 1 and Zone 2 databases</a></li> </ul>

**2. Key topics**

The key topic for this month’s event was around upgrades to Constellation Station. A condition of consent, SCP7d, requires targeted events to be held at least one month prior to construction commencing in specific work areas. Constellation Station is one of those areas. Work to lengthen the southbound platform is scheduled to begin in mid-June and it was identified that commuters using the station would be most affected. Accordingly a Pop-Up Info Hub was held at Constellation Station.

An information poster and flyer were compiled for the event. The information poster was on display alongside a general information poster, and the flyer was distributed to commuters passing through the station.

- [Constellation Station Upgrades \(NEW poster\)](#)
- [Constellation Station Upgrades \(NEW flyer – see right\)](#)
- [General info poster](#)

**Advertising the events**

A variety of tools were used to notify the public and users of Constellation Station. A poster was put up at the Constellation Station the week before the event. An online advert was placed with NZ Herald which delivered 45,468 impressions to people on the North Shore and Albany. A post on the NZTA Auckland and Northland Facebook page reached 7,493 people. An email invitation was sent to over 1500 people on the e-newsletter, Zone 1 and Zone 2 databases.



**3. Feedback main points**

General feedback was very positive about the upgrades to the station and how it will look once work is complete. There were a few concerns around the impact of construction work on the bus services and it was communicated that construction would be carried out in such a way that it would not impede on bus services and timetables.

It was anticipated that the top topics of interest would be around **parking at Constellation Station** and the **New Network for the North Shore**. For that reason, Auckland Transport were invited to attend the sessions to help answer any queries about the two topics. This proved to be very beneficial to ensure the correct information was clearly communicated to commuters.

Other key feedback themes received included:

- Additional parking at Albany Bus Station
- When will the new busway be extended to Silverdale

**4. Key social impacts and future project mitigation recommendations for project team:**

By holding the pop-up info session on site it gave the project team an understanding of the workings of the station at peak commuter times.

14 May 2018

Keelin Flynn  
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