
From: official information
Sent: Monday, 19 July 2021 16:19
To: [REDACTED]
Cc: official information
Subject: Response: LGOIMA 21186 - [REDACTED] - Innovations Streets Programme (Ward and Tristram St) and Significance and Engagement Policy
Attachments: REDACTED- LGOIMA 21186- Appendix 1 HKIS - Communication and Engagement plan - April 2021.PDF; LGOIMA 21186- Appendix 2- Partnership agreement.PDF

Kia Ora,

I refer to your **information request below**, Hamilton City Council is able to provide the following response.

Request (1)

what level did the HCC assess the degree of significance of the Ward Street proposal/decision to be?

Response (1)

In May 2020 Hamilton City Council applied to Waka Kotahi NZ Transport Agency's Innovating Streets for People Programme (Innovating Streets). Four applications were tested with and approved by the [Infrastructure Operations Committee Meeting](#), Item 8, held on 26 May 2020. The projects were identified as low significance in the Council report requesting for funding based on Council's Significance and Engagement Policy.

Two of the four projects were successful in receiving funding – Ward Street (Tristram to Anglesea Streets) and Rostrevor Street (Norton Road Roundabout to Tristram Street).

On March 24 2021, a report was presented to the [Hearings and Engagement Committee \(Traffic Matters and Korikorikori Green\)](#), Item 8, pages 83 - 91. Paragraphs 53 to 55 identified the Level of Significance for Hamilton Kirikiriroa Innovating Streets programme as low based on Council's Significance and Engagement Policy.

Request (2)

What level did the HCC assess the degree of significance of the Tristram Street proposal/decision to be?

Response (2)

See Response 1, as both projects are part of the Hamilton Kirikiriroa Innovating Streets programme.

Request (3)

Please provide me with a copy or copies of the HCC's working documents which evidence that the HCC applied all of the 8 "key considerations" appearing in Schedule 1 of the HCC's Significance and Engagement Policy (copied below for ease of reference), and that further evidence the significance level accorded to each by the HCC ... in relation to the Ward Street proposal/decision and the Tristram Street proposal/decision.

Key considerations	Alteration of a service which comes under the Council's significant activities (see significant activities listed in the definitions table).
<i>How different will the service be?</i>	Involves the transfer of ownership or control of strategic assets to or from the Council.
<i>How much ownership or control will be given to others?</i>	Level of financial consequences in relation to unbudgeted operating cost or capital cost in the 10 year plan.
<i>How substantial is the cost of the proposal/decision?</i>	

Response (3)

While an assessment of the level of significance were undertaken, there was no formal working documentation recorded for the two successful projects.

Both projects are trials under a partnership agreement with Waka Kotahi NZ Transport Agency. Hamilton City Council applied the relationship principles contained within the partnership agreement regarding engagement activities associated with both projects. The partnership agreement was supplied in LGOIMA 21133 on 24 May 2021, Appendix 2, pages 1 and 2.

Request (4)

Please provide me with copies of the Council or Committee reports relative to the level of significance (high, medium or low) ... in relation to the Ward Street proposal/decision and the Tristram Street proposal/decision.

Response (4)

The "Level of Significance" was determined based on Council's [Significance and Engagement Policy](#) and was reported at the 26 May 2020 [Infrastructure Operations Committee Meeting](#), Item 8 and at the 24 March 2021 [Hearings and Engagement Committee \(Traffic Matters and Korikoriki Green\)](#), Item 8. The Level of Significance was assessed as being of low significance in both reports.

The engagement approach the Council takes is determined on a case-by-case basis using Schedule 2 – Determining engagement for guidance of the Council's [Significance and Engagement Policy](#). A low level of significance identified above meant that no feedback was actively sought and the public may attend public forum of the meeting when the item is being discussed. Despite this, as the The Innovating Streets programme is a tactical urbanism trial, engagement and feedback on the initial changes to each was gained through an extensive community co-design process. Once the trials had started, feedback and engagement could be provided through a variety of channels.

Request (5)

Please provide me with copies of all other documentation and other forms of information relevant to the assessments referred to above ... in relation to the Ward Street proposal/decision and the Tristram Street proposal/decision.

Response (5)

See Response 3, as both projects are part of the Hamilton Kirikiriroa Innovating Streets programme.

Request (6)

Was the HCC required to use or adopt the special consultative procedure provided under S83 of the Local Government Act 2002? ... in relation to the Ward Street proposal/decision and the Tristram Street proposal/decision.

Response (6)

No, Hamilton City Council was not required to use or adopt the special consultative procedure provided under S83 of the Local Government Act 2002 for both proposals.

Request (7)

In the absence of the HCC being required to use the abovementioned procedure, please confirm or deny that the HCC applied the Principles of Consultation provided under S82 of the Local Government Act 2002 ... in relation to the Ward Street proposal/decision and the Tristram Street proposal/decision.

Response (7)

Yes, Hamilton City Council applied the Principles of Consultation provided under S82 of the Local Government Act 2002 for both proposals.

Request (8)

please provide me with copies of the Council or Committee reports relative to the proposed level of engagement and the proposed engagement method/s in relation to the Ward Street proposal/decision and the Tristram Street proposal/decision.

Response (8)

A Communication and Engagement Plan was approved in January 2021 and updated in April 2021, this is provided as Appendix 1.

Request (9)

Should the answer to request 5 above be "no", then further to request 6 above, and, in relation to S82A of the Local Government Act 2002, did the HCC - for the purposes of sub-sections 82(1)(a) and (c) make the following publicly available:

- the Ward Street proposal and the reasons for it
- the Tristram Street proposal and the reasons for it
- and
- an analysis of the reasonably practicable options, including the abovementioned proposals, identified under sub-section 77(1) of the Local Government Act 2002 ... in relation to the Ward Street proposal/decision and the Tristram Street proposal/decision

Response (9a)

Yes, information can be found on our [Hamilton Kirikiriroa Innovating Streets](#) web page

Request (9b)

And if a plan or policy or similar document was or is proposed to be adopted, a draft of the proposed plan, policy, or other document ... in relation to the Ward Street proposal/decision and the Tristram Street proposal/decision

Response (9b)

Access Hamilton on a Page, is a high-level outline of Hamilton City Council's Access Hamilton Strategy and is referenced in paragraph 14 at the 26 May 2020 [Infrastructure Operations Committee Meeting](#). Additional information relating to plans and policies can be found on our [Hamilton Kirikiriroa Innovating Streets](#) web page and [Waka Kotahi NZ Transport Agency Innovating Streets](#).

Request (9c)

And if a plan or policy or similar document was or is proposed to be amended, details of the proposed changes to the plan, or other document.

Response (9c)

As both projects are tactical urbanism trials, engagement has been ongoing and information will be available in the monitoring and evaluation report to be supplied to Waka Kotahi at completion of the trial. Findings of the trials is scheduled to be presented at the 17 August 2021 Infrastructure Operations Meeting. The agenda for this meeting will be uploaded to our website here on 11 August 2021.

Request (10)

Please provide me with copies of all of the documents made publicly available as outlined above

Response (10)

Information and further links can be found on our [Hamilton Kirikiriroa Innovating Streets](#) web page

Request (11)

In reference to Section 83AA of the Local Government Act 2002, please provide me with a copy or copies of the summary of information contained in the Statement of Proposal, and, which must include where the Statement of Proposal was or is available to the public and the period within which persons interested in the proposal could or may (still) present their views to the local authority ... in relation to the Ward Street proposal/decision and the Tristram Street proposal/decision.

Response (11)

Hamilton City Council was not required to use or adopt the special consultative procedure under S83 of the Local Government Act 2000, therefore the Statement of Proposal was not required.

If you have any concerns with the decision referred to in this response, you have the right to request an investigation and review by the Ombudsman under section 27(3) of the Local Government Official Information and Meetings Act 1987.

For your information, the Ombudsman's contact details are:

Email: info@ombudsman.parliament.nz

Post: PO Box 10152, Wellington 6143

Telephone: 0800 802 602

Appendix 1 – HKIS Communication and Engagement Plan

Appendix 2 – Partnership Agreement – Innovating Streets – Central City Rostrevor and Ward Streets - as supplied LGOIMA 21133 on 24 May 2021

Kind Regards,

Tatiyana | Official Information & Legal Support Advisor
Legal Services & Risk | People and Organisational Performance
Email: officialinformation@hcc.govt.nz



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From: official information <officialinformation@hcc.govt.nz>

Sent: Wednesday, 9 June 2021 3:44 pm

To: [REDACTED]

Cc: official information <officialinformation@hcc.govt.nz>

Subject: LGOIMA 21186 - [REDACTED] - Innovations Streets Programme (Ward and Tristram St) and Significance and Engagement Policy

Kia Ora,

I write to acknowledge your information request of Sunday 6 June 2021 as below.

Please be advised that your request has been passed on to the relevant team within Council and you will be informed of the outcome.

The Local Government Official Information and Meetings Act 1987 requires that we advise you of our decision on whether the Council will provide the requested information as soon as reasonably practicable, and no later than 20 working days after the day we received your request. We will respond to you no later than Monday 5 July 2021.

Kind Regards,

Tatiyana | Official Information & Legal Support Advisor
Legal Services & Risk | People and Organisational Performance
Email: officialinformation@hcc.govt.nz



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From: [REDACTED]

Sent: Sunday, 6 June 2021 6:07 pm

To: official information <officialinformation@hcc.govt.nz>

Subject: Information request - Significance and engagement policy

Dear Sir/Madam

RE: Ward Street and Tristram Street proposals/decisions under the Innovating Streets Programme

This is a two part information request made in relation to sub-section 76AA(1)(d) - Significance and Engagement Policy - of the Local Government Act 2002.

Part 1 deals with how the HCC determined the significance of the two abovementioned proposals/decisions, while Part 2 deals with how the HCC determined the requirement to engage or not a) through the process of seeking information from the community to inform and assist decision making and b) through a formal process where the community can present their views to the Council on a proposal/decision.

Part 1:

The HCC was required to assess the degree of significance of the Ward Street and Tristram Street proposals/decisions so as to determine the level (high, medium or low).

Request 1 - what level did the HCC assess the degree of significance of the Ward Street proposal/decision to be?

Request 2 - what level did the HCC assess the degree of significance of the Tristram Street proposal/decision to be?

Request 3 - please provide me with a copy or copies of the HCC's working documents which evidence that the HCC applied all of the 8 "key considerations" appearing in Schedule 1 of the HCC's Significance and Engagement Policy (copied below for ease of reference), and that further evidence the significance level accorded to each by the HCC ... in relation to the Ward Street proposal/decision and the Tristram Street proposal/decision.

Key considerations	Alteration of a service which comes under the Council's significant activities (see <u>significant activities</u> listed in the definitions table).
<i>How different will the service be?</i>	Involves the transfer of ownership or control of <u>strategic assets</u> to or from the Council.
<i>How much ownership or control will be given to others?</i>	Level of financial consequences in relation to unbudgeted operating cost or capital cost in the 10 year plan.
<i>How substantial is the cost of the proposal/decision?</i>	
Ability to reverse the decision.	
<i>How hard is it to change things back to</i>	

how they were?

Consistency with a prior decision or decisions (i.e. proposal or decision which is consistent with current policies and strategies).

How consistent is this proposal with earlier decisions?

Levels of public interest known.

How interested might the public be in this proposal/decision?

Impact on proportion of the community.

How many people are impacted (i.e. Breadth)?

Degree of impact on affected people in the community.

How impacted are relevant people (i.e. Depth)?

Request 4 - please provide me with copies of the Council or Committee reports relative to the level of significance (high, medium or low) ... in relation to the Ward Street proposal/decision and the Tristram Street proposal/decision.

Request 5 - please provide me with copies of all other documentation and other forms of information relevant to the assessments referred to above ... in relation to the Ward Street proposal/decision and the Tristram Street proposal/decision.

Part 2:

Request 5 - was the HCC required to use or adopt the special consultative procedure provided under S83 of the Local Government Act 2002? ... in relation to the Ward Street proposal/decision and the Tristram Street proposal/decision.

Request 6 - in the absence of the HCC being required to use the abovementioned procedure, please confirm or deny that the HCC applied the Principles of Consultation provided under S82 of the Local Government Act 2002 ... in relation to the Ward Street proposal/decision and the Tristram Street proposal/decision.

Request 7 - please provide me with copies of the Council or Committee reports relative to the proposed level of engagement and the proposed engagement method/s ... in relation to the Ward Street proposal/decision and the Tristram Street proposal/decision.

General:

The HCC was required, in the course of the decision making process, to seek to identify all reasonably practicable options for the achievement of the objective of the decision and assess the options in terms of their advantages and disadvantages.

Request 8 - should the answer to request 5 above be "no", then further to request 6 above, and, in relation to S82A of the Local Government Act 2002, did the HCC - for the purposes of sub-sections 82(1)(a) and (c) make the following publicly available ---

- the Ward Street proposal and the reasons for it
- the Tristram Street proposal and the reasons for it
- and
- an analysis of the reasonably practicable options, including the abovementioned proposals, identified under sub-
- section 77(1) of the Local Government Act 2002 ... in relation to the Ward Street proposal/decision and the
- Tristram Street proposal/decision
- and
- if a plan or policy or similar document was or is proposed to be adopted, a draft of the proposed plan, policy, or
- other document ... in relation to the Ward Street proposal/decision and the Tristram Street proposal/decision
- and
- if a plan or policy or similar document was or is proposed to be amended, details of the proposed changes to the
- plan, or other document.

Request 9 - please provide me with copies of all of the documents made publicly available as outlined above.

Request 10 - in reference to Section 83AA of the Local Government Act 2002, please provide me with a copy or copies of the summary of information contained in the Statement of Proposal, and, which must include where the Statement of Proposal was or is available to the public and the period within which persons interested in the proposal could or may (still) present their views to the local authority ... in relation to the Ward Street proposal/decision and the Tristram Street proposal/decision.

Regards



Partnership Agreement – Innovating Streets – Central City Rostrevor and Ward Streets

New Zealand Transport Agency (Waka Kotahi)

Hamilton City Council (Recipient)

Agreement number: ISPA-R1-129

PARTNERSHIP AGREEMENT – INNOVATING STREETS

Date: 2 February 2021

PARTIES

New Zealand Transport Agency (Waka Kotahi), a Crown entity established on 1 August 2008 by Section 93 of the Land Transport Management Act 2003.

Hamilton City Council (Recipient).

BACKGROUND

- A Waka Kotahi has established the Innovating Streets for People pilot fund to build capability and fast-track tactical urbanism (*Fund*). Successful projects will make temporary or semi-permanent physical changes to urban streets, in advance of future permanent upgrades to deliver on the Government's wish to make our towns and cities safer and more liveable.
- B On **19 March 2020** the Waka Kotahi Board resolved to establish a 90% targeted funding assistance rate for the Fund where councils could apply to Waka Kotahi to support projects up until 30 June 2021 that meet the objectives of the Fund.
- C The Recipient is undertaking the Project(s) as described in Schedule One to this Agreement (*Projects*) and has successfully applied to the Fund for a funding contribution in respect of the Projects.
- D Waka Kotahi has agreed to contribute funding to the Recipient for the Projects and the Recipient has agreed to accept such funding, on the terms and conditions set out in this Agreement.

THE PARTIES AGREE as follows:

1 RELATIONSHIP PRINCIPLES

- 1.1 The parties agree that the following principles will guide actions and behaviours of the parties throughout the Term:
 - (a) working together as partners in a spirit of trust and co-operation;
 - (b) collaborative behaviour, active learning and following best practice guidance;
 - (c) openness, promptness, consistency and fairness in all dealings and communications;
 - (d) learning from, and engaging in peer reviews with, other recipients of the Fund; and
 - (e) non adversarial dealings and constructive mutual steps both to avoid differences and to identify solutions.

1.2 Waka Kotahi and the Recipient will, and will ensure that their representatives, in their day to day interactions and in performing their obligations, act in a manner entirely consistent with the relationship principles set out in clause 1.1.

2 FUNDING

2.1 Subject to the terms of this Agreement, Waka Kotahi agrees to pay the Funding, up to the Total Funding Amount, to the Recipient in order for the Recipient to undertake and complete the Projects.

2.2 The Recipient acknowledges and agrees that:

- (a) it may only claim the Funding to the extent necessary to cover actual costs incurred by the Recipient for the purpose of carrying out the respective Projects;
- (b) the Funding paid by Waka Kotahi will represent 90% of the Total Project Cost for each Project and the Recipient shall pay the balance of the Total Project Cost for each Project; and
- (c) Waka Kotahi will have no obligation to contribute any funding to the Recipient following the Completion Date of a Project including in respect of any ongoing maintenance costs for the Project.

3 PAYMENT OF FUNDING

3.1 The Recipient acknowledges that Waka Kotahi is looking to actively manage the Fund and in order to assist Waka Kotahi to achieve this objective, the Recipient will provide details on costs as set out in clause 3.2.

3.2 During the Term the Recipient will be entitled to submit monthly invoices to Waka Kotahi (via email at APinvoices@nzta.govt.nz) for the payment of Funding in respect of each Project (*Invoice*). Each Invoice received by Waka Kotahi must state:

- (a) the amount of Funding requested to be paid by Waka Kotahi; and
- (b) the WBS code assigned to the applicable Project;

and must be accompanied with a completed table (a template of which will be provided by Waka Kotahi) which will contain the following information in respect of the applicable Project:

- (c) a breakdown of costs incurred on the Project since the last Invoice (or since execution of the Agreement in respect of the first Invoice) including evidence of such costs (such as copies of invoices from contractors and suppliers or hourly charge out rates of project staff);
- (d) an explanation of how the contingency is included in the Invoice (i.e. the difference between actual costs incurred and estimated costs to date);
- (e) an analysis of the actual progress of the Project against planned progress;

- (f) a summary of Project expenditure to date including an analysis of the anticipated Project expenditure against the Total Project Cost;
- (g) a valid GST invoice complying with the Goods and Services Tax Act 1985 with a breakdown of the costs claimed in the Invoice;
- (h) a summary of previous Invoices issued to Waka Kotahi in accordance with the terms of this Agreement; and
- (i) any other information regarding the Project that is reasonably requested by Waka Kotahi in writing to the Recipient.

3.3 Waka Kotahi is not required to pay any Funding to the Recipient in respect of an Invoice (but may elect to do so in its sole discretion):

- (a) if the Project expenditure for that Project exceeds the Total Project Cost;
- (b) if payment will result in the total amount paid to the Recipient exceeding the Total Funding Amount in respect of that Project; or
- (c) where this Agreement has expired or has been terminated.

3.4 Subject to the terms of this Agreement, Waka Kotahi must pay each valid Invoice by no later than the 20th of the month after the month the Invoice is dated, and if such day is not a Business Day, on the next Business Day.

4 RECIPIENT'S RESPONSIBILITIES

4.1 The Recipient must undertake the Projects as described in this Agreement. In doing so, the Recipient must:

- (a) comply with all applicable laws, regulations, rules;
- (b) ensure that during the Term the Funding is applied towards the Projects;
- (c) deliver and complete the Projects to the high standard proposed in its funding application to Waka Kotahi;
- (d) use reasonable endeavours to ensure that the Projects are progressing so that they can be completed before 30 June 2021 and advise Waka Kotahi as soon as reasonably practicable of any material delay to the Projects;
- (e) use reasonable endeavours to ensure that the final expenditure for a Project does not exceed the respective Total Project Cost subject to any variations to this figure as agreed in accordance with clause 5.1 below;
- (f) advise Waka Kotahi as soon as reasonably practicable if the forecast final expenditure for a Project will be less than the respective Total Project Cost or when it will or is likely to exceed the respective Total Project Cost;
- (g) receive and manage all Funding received in accordance with good financial management and accounting practices and to a high standard that demonstrates appropriate use of public funds;

- (h) prepare a monitoring and evaluation plan for the Projects (including the collection of baseline data) and submit the plan to Waka Kotahi before implementation of a Project;
- (i) participate in the webinars and workshops about the design, communications and engagement, monitoring and evaluation of the projects in the Fund that Waka Kotahi will make available over the next few months; and
- (j) work with Waka Kotahi to develop a case study based on the Projects to share lessons learnt about the Projects with other participants in the Fund, and more broadly, and that can be made available on Waka Kotahi's website.

4.2 The Recipient shall as soon as reasonably practicable, notify Waka Kotahi in writing when a Project has reached completion and submit a final Invoice to Waka Kotahi for the Project in accordance with clause 3.2.

4.3 If requested by Waka Kotahi, the Recipient will include a representative of Waka Kotahi on the steering group for a Project.

5 VARIATION PROPOSAL

5.1 The Recipient may, at any time, submit to Waka Kotahi a written proposal to vary a Project which will, if adopted, ensure the outcomes of the Project continue to meet the objectives of the Fund. The proposal shall contain an adequate explanation and details of the necessary changes sought including:

- (a) a summary of the variation including a breakdown of the necessary changes to the Project;
- (b) a breakdown of any increase to the respective Total Project Cost; and
- (c) the extent of and reasons for any delay which the variation will have on the Project.

5.2 Within 15 Business Days of receipt of a proposal in accordance with clause 5.1, Waka Kotahi will notify the Recipient in writing of its decision in respect of the proposal. Waka Kotahi can withhold approval of a proposal if:

- (a) Waka Kotahi is not satisfied (in its reasonable opinion) that the objectives of the Fund will continue to be met as a result of the variation;
- (b) the Recipient does not have an adequate source of alternate funding for the additional costs;
- (c) Waka Kotahi does not have additional funding available in the Fund for the additional costs; or

(d) Waka Kotahi is not satisfied (acting reasonably and in good faith) that the Recipient has appropriately project managed the delivery of the Project to meet the original Total Project Cost.

6 TERMINATION

6.1 A party may terminate this Agreement by written notice to the other party if the other party has breached the terms of this Agreement and has failed to remedy such breach within 20 Business Days of receipt of such notice.

6.2 Expiry or termination of this Agreement does not affect any accrued rights, including any rights in respect of a breach of this Agreement that occurred before expiry or termination.

7 DISPUTES

7.1 Where a dispute or disagreement arises between the parties out of or in connection with this Agreement, either party may give notice to the other outlining the dispute and requesting a formal meeting between the respective Chief Executives of each party with a view to resolving the dispute, in which case the representatives will promptly meet and attempt to resolve the dispute in good faith.

8 MEDIA RELEASES AND OIA REQUESTS

8.1 The Recipient will consult with Waka Kotahi prior to releasing any media releases in respect of the Fund or responding to any requests for information under the Official Information Act 1982 or the Local Government Official Information and Meetings Act 1987 in respect of the Fund.

8.2 Waka Kotahi will consult with the Recipient prior to releasing any media releases in respect of the Project or responding to any requests for information under the Official Information Act 1982 or the Local Government Official Information and Meetings Act 1987 in respect of the Project.

8.3 When discussing or promoting the Projects, the Recipient will reference the Fund, the objectives of the Fund and will comply with Waka Kotahi branding guidelines (as advised by Waka Kotahi from time to time).

9 GENERAL

9.1 Notices

Any notice or other communication given under this Agreement to a party must be in writing addressed to that party at the address or email set out below (or any new address or email notified by that party in writing to the other party):

Waka Kotahi Contact Details:

Name: Kathryn King

Address: 50 Victoria Street Wellington, 6011

Phone Number: 09 928 8789

Recipient Contact Details:

Name: Martin Parkes

Address: 260 Anglesea Street, Hamilton, 3240

Phone Number: 027 272 7594

9.2 Delivery may be effected by hand, or by post with postage prepaid, or (subject to the limitation below) by email. A notice or other communication will be deemed to have been received:

- (a) in the case of hand delivery, at the time of actual delivery to the recipient's address;
- (b) in the case of delivery by pre-paid post, on the 5th Business Day after posting;
- (c) in the case of delivery by email, on receiving an active response from the addressee (not being an automatically generated response such as an out of office notification or a read receipt).

However, if a notice or other communication is received or deemed to have been received after 5pm on a Business Day in the place to which it is sent, or on a day which is not a Business Day in that place, it will be deemed not to have been received until the next Business Day in that place.

9.3 **Counterparts**

This Agreement may be executed in any number of counterparts. Once the parties have executed the counterparts, and each party has received a copy of each signed counterpart which that party did not execute, each counterpart will be deemed to be as valid and binding on the party executing it as if it had been executed by all the parties.

9.4 **No waiver**

No failure, delay or indulgence by a party or its respective officers, employees and advisers in exercising any power or right under this Agreement shall operate as a waiver of that power or right. A single or partial exercise of any such power or right shall not preclude further exercises of that power or right or the exercise of any other power or right under this Agreement.

9.5 **Severability**

If any part of this Agreement is held by any court or administrative body of competent jurisdiction to be illegal, void or unenforceable, such determination shall not impair the enforceability of the remaining parts of this Agreement which shall remain in full force.

9.6 **Governing law and jurisdiction**

This Agreement shall be governed by and construed in accordance with the New Zealand law and the parties irrevocably and unconditionally submit to the non-exclusive jurisdiction of the Courts of New Zealand in relation to any disputes or proceedings arising out of or in connection with this Agreement.

10 **DEFINITIONS**

10.1 **Defined terms**

In this Agreement, unless the context requires otherwise:

Agreement means this agreement and includes the schedules to this agreement.

Business Day means a day on which banks are open for general banking business in New Zealand (not being a Saturday, Sunday or public holiday in New Zealand).

Completion Date means the earlier of 30 June 2021 or the date that the respective Project is completed by the Recipient as notified to Waka Kotahi in accordance with clause 4.2.

Funding means the funding or any part of the funding (as the context requires) payable by Waka Kotahi to the Recipient in accordance with the terms of this Agreement, subject to the Total Funding Amount for each Project.

GST means goods and services tax payable under the Goods and Services Tax Act 1985.

Term means the period commencing on execution of this Agreement and ending on the last Completion Date, subject to any earlier termination of this Agreement in accordance with clause 6.1.

Total Project Cost means the estimated total cost of the respective Project, as set out in Schedule One to this Agreement, which includes a 15% contingency for the respective Project.

Total Funding Amount means the total funding amount payable by Waka Kotahi to the Recipient under this Agreement in respect of a Project (being 90% of the Total Project Cost for that Project), as set out in Schedule One to this Agreement, and as may be varied in accordance with the terms of this Agreement.

EXECUTION

Signed by and on behalf of
The New Zealand Transport Agency:



Authorised Signatory

Signed by and on behalf of **Hamilton City Council:**



Authorised Signatory

Eeva-Liisa Wright: General Manager - Infrastructure Operations

SCHEDULE ONE

	Item	Details
1	Project	<i>Central City - West Town Belt, Rostrevor Street</i>
2	Project description	<p>This project presents an opportunity to utilise 'playful' tactical urbanism approaches to promote innovation through fun and creativity. Our response would follow the '48 x 48 x48' concept to trial temporary and semi-permanent options, collaboration with the community and find a solution that will be supported by the community long term. Our approach will include:</p> <ol style="list-style-type: none"> 1) 48 hours – Opening A 'pop up' demonstration event over a weekend (48 hours) 2) 48 Days –Trial Implement an interim design (or series of designs) that align with the outcomes of this project. 3) 48 hours – Closing A 'pop up' closing event over a weekend (48 hours). 4) 48 Weeks or permanent solution Following robust testing and monitoring (quantitative and qualitative), a decision to either move to the '48 week' phase or straight to the implementation of permanent design solution will take place.
3	Total Project Cost	\$362,250, which includes a 15% contingency
4	Total Funding Amount	\$326,025, plus GST (if any)

	Item	Details
1	Project	<i>Central City - Ward Street</i>
2	Project description	<p>Ward Street has a fantastic opportunity to become a place for people to connect and exchange as opposed to a vehicle dominated street. In creating a street that encourages people to walk and bike, play, sit outside and generally spend more time in realises many of Hamilton's strategic outcomes.</p>

	Item	Details
		<p>Initial ideas include:</p> <ul style="list-style-type: none"> • Increasing space for people through temporary widening of footpaths and • Trialling new pedestrian crossing points • Utilising parking spaces for places to stop, rest and connect and/or bike parking amongst other things • Increasing the number and variety of facilities • Activate the space by working with local artists, musicians and education providers • Increase ecological opportunities • Reducing vehicle speeds to 30km/h • Pop up cycle lanes – trial a variety of cycle lane options.
3	Total Project Cost	\$540,500, which includes a 15% contingency
4	Total Funding Amount	\$486,450, plus GST (if any)

COMMUNICATION AND ENGAGEMENT PLAN

NAME OF PROJECT	Hamilton Kirikiriroa Innovating Streets
PROJECT OWNER	Jennifer Parlane
COMMUNICATION AND ENGAGEMENT ADVISOR	[REDACTED]
SPOKESPERSON	Councillor Angela O'Leary
DATE OF PLAN	21 January 2021
VERSION STATUS	FINAL for sign off

WHAT'S HAPPENED SO FAR:	3
WHAT'S HAPPENING NOW:	4
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WHO'S INVOLVED (PROJECT TEAM)	7
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WHAT'S HAPPENED SO FAR:

Waka Kotahi NZ Transport Agency (Waka Kotahi) has a vision of New Zealand being a place where towns and cities are constantly improving their streets, so it's easier and safer for people to walk, cycle and catch the bus. They want our suburbs and town centres to be welcoming, vibrant places where people can connect with each other and feel relaxed.

Waka Kotahi also has a vision that local authorities can make progress by quickly testing and piloting projects to help demonstrate their value to the community, building confidence in new street layouts and getting feedback in real time, rather than off paper plans.

In 2018, Waka Kotahi identified an opportunity to foster and develop nationwide capability for delivering tactical urban street projects. In response, the Innovating Streets for People Programme (Innovating Streets) was established.

Innovating Streets delivers on the Government's wish to create liveable cities and thriving regions, and is a flagship programme of [Keeping Cities Moving](#), Waka Kotahi's national mode shift action plan.

In March 2020, Waka Kotahi invited local authorities to apply to the Innovating Streets for People pilot fund (the pilot fund) to deliver transformational change in their towns and cities. The pilot fund provides a 90% funding assistance rate (FAR) as well as capability building support for successful applicants, including participation in a community of practice and communication and engagement guidance.

In May and July 2020, Hamilton City Council made a total of five applications to Waka Kotahi. The applications were tested with and approved by the Infrastructure Operations Committee. Two were successful: Ward Street (Tristram to Anglesea Streets) and Rostrevor Street (Norton Road Roundabout to Tristram Street).

The Ward and Rostrevor Street projects were successful in part because they had clear strategic mandates from key council plans and strategies: Access Hamilton, the West Town Belt Masterplan, the Play Strategy and the Central City Transformation Plan. The Ward Street project also includes a pathway to permanent change in the future.

The fund requires that the projects are completed by June 2021. Council demonstrated in the application that tactical urbanism for both streets could be delivered within this timeframe. Council also demonstrated that the project will be developed and delivered based on co-design with key stakeholders and the community, have an appropriately resourced team to complete the project, milestones will be met, costs with key risks and mitigation actions identified, and both projects have clear processes for monitoring and evaluation to demonstrate success of delivery.

WHAT'S HAPPENING NOW:

Elected members have been clear that they want to see these types of projects succeed in Hamilton Kirikiriroa and are excited about the opportunities, both immediate and future, that the tactical urbanism approach will bring.

These programmes of work are part of Council's broader strategic approach and goal of making Hamilton a 20-minute city, one where we are well connected by a variety of safe and accessible transport options.

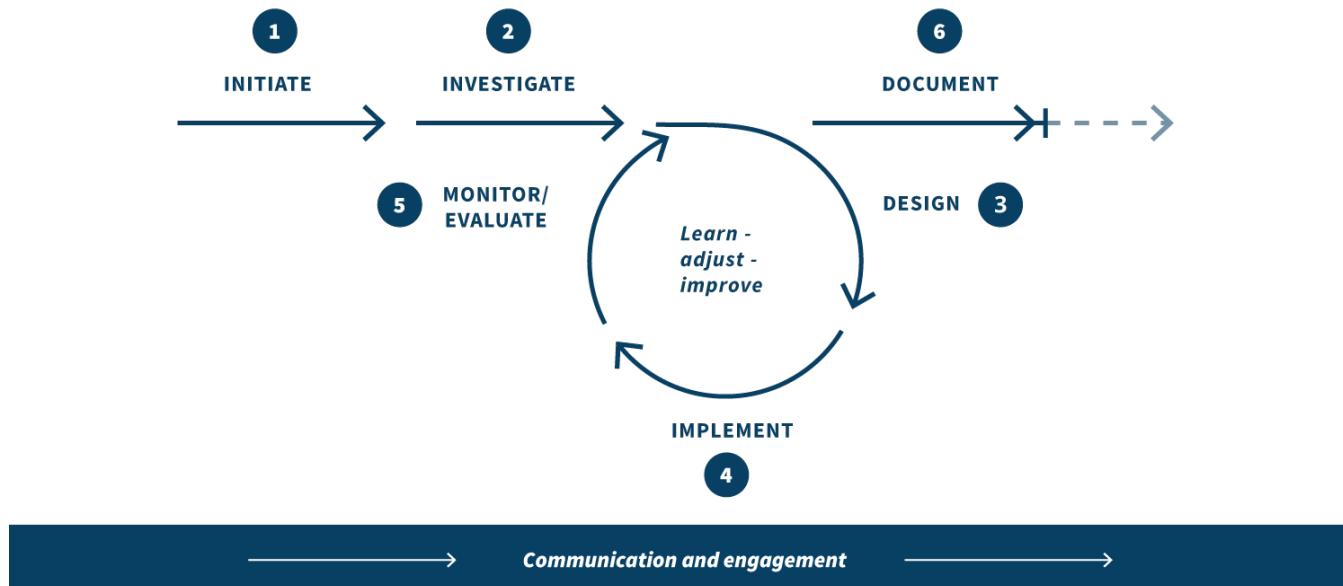
Ward Street is an important collector road and key pedestrian route in the central city. On paper, it connects the Western Rail Trail and West Town Belt to the central city and the river path. It also connects Wintec, Hamilton Girls' High School, Centre Place shopping mall and the Bus Interchange. Future commercial, retail and residential development at the Tristram Street end will see a significant increase in people using the street. In reality, Ward Street is dominated by private vehicles with a disproportionate amount of space allocated to vehicles (67% including parking) and no safe, easy connection with the Western Rail Trail. This results in a space that is not inviting, pleasant, equitable or safe for pedestrians, cyclists and micro-mobility. The Innovating Streets programme presents an opportunity to test different street arrangements to address these issues.

Rostrevor Street is located in the heart of the West Town Belt; a large 54-hectare green space in the central city that links Lake Rotoroa with the Waikato River. Rostrevor Street is located between Boyes and Hinemoa Parks; two parks that are underutilised and have significant potential for future recreation and walking and cycling connectivity. The current predominant use for Rostrevor Street is for free commuter parking and vehicle access between Frankton and the City Centre.

Through the West Town Belt Masterplan, the community supported Boyes and Hinemoa Park becoming the heart of the West Town Belt and an important destination open space in the central city for recreation and activities. They also supported Rostrevor Street becoming a more pedestrian and recreation friendly street. As one of many streets that cut through the West Town Belt, and as a street that severs the park space, the Innovating Streets programme creates an opportunity to test how important Rostrevor Street is to the surrounding network and whether new recreation-based uses will help to generate an enhanced park space.

ENGAGEMENT SCOPE

Community participation is one of the foundational elements of the tactical urbanism methodology used by Innovating Streets projects. Rather than consult on a design, the community of streets users is brought into the design process as codesign workshop participants. And instead of reacting to installed permanent changes, the temporary and moveable street elements used in tactical urbanism gives a community of users the opportunity to experience and test out proposed changes in the real-world. The graphic below is from Waka Kotahi's *Tactical Urbanism Handbook for Aotearoa* and indicates their expectation that project teams thread communication and engagement across all stages of the project.



WHO'S INVOLVED (PROJECT TEAM)

PROJECT MEMBER	INVOLVEMENT
Core team	
Cllr Angela O'Leary	Spokesperson
Business Owner – Martin Parkes	Key sign-off for all communication, key liaison.
Internal Project Manager – Jennifer Parlane	Day-to-day internal project management, input into communication collateral, key liaison.
External Project Manager – [REDACTED]	Day-to-day project management and team management of external consultants.
Lead Communications and Engagement Advisor – [REDACTED]	Create and implement communication plan.
Community relationships specialist lead - Dujon Cullingford	Responsible for relationships with and participation by key community players and input into engagement methods.
Monitoring and Evaluation Lead – [REDACTED]	Responsible for design and oversight of monitoring and evaluation and analysis.
Lead Hamilton City Council Communications and Engagement Advisor – Rebecca Robinson	Internal and external communications support and some written communications, approval for stakeholder communications sign off.
Lead Urban Designer – [REDACTED]	Lead design-thinking work and incorporate feedback into street design.
Support/Advisory	
Team Leader - Great River City - Lauradanna Radisic	Senior communications sign off and approval of Comms and Engagement Plan and public facing collateral.

Events Manager – Tracey Wood	Liaise with core project team to coordinate and align city-wide and/or existing events with the Innovating Streets programme. Support core team with event-based contacts, relationships, resources and materials. Lead events if required.
Community Relationships Specialists - Support - Daynah Eriepa, Judy Small	Support project team with community relationships and participation by key community players. First-equal port of call for their networks' inquiries about the project (supported by team).
Digital Communication Specialist – Social – Nicola Jeffries	Responsible for the digital marketing and communication elements / social media content and sharing, social campaigns / adverts.
Research and Insights Analyst – Preeta Chitre	Support with survey and engagement questions, feedback gathering, reporting and analysing.
Technical Specialist – Website – Liam Blackwell	Webpage creation and website support.
Business Support Coordinator – Raewyn Napier	Have Your Say (feedback platform) support.
Communication and Engagement Coordinator -Morgan Whitaker	Assist with collateral creation, advertising bookings / support with advertising bookings (radio, press, etc).
Project Champions – Angela O’Leary (Elected Member champion), [REDACTED] (Central city business champion)	Ambassadors for the project who champion it externally (note [REDACTED] is not an official spokesperson for the project). [REDACTED] is first-equal port of call (with Jen) for business inquiries about the project.

HOW WE WORK TOGETHER

The project team and HCC Communication & Engagement team will work together so that:

- Communications and collateral are swiftly created and approved to keep up with the fast pace of the project (while accommodating workloads and essential timeframes)
- Internal processes can be easily navigated to ensure high standards are maintained and risks are reduced, and
- The unique aspects of tactical urbanism are approached with creativity and flexibility so that the project can succeed.

Both partners need to be proactive, responsive and clear with each other so that the project succeeds.

The following three diagrams outline the proposed approvals process for the Communication and Engagement Plan, and two broad areas of collateral.

Communication and Engagement Plan approval process



External, public facing communications approval process



External, codesign stakeholder communications approval process



WHAT WE WANT TO ACHIEVE (PURPOSE, GOALS, OBJECTIVES)

Purpose of this communication and engagement plan

This document is a charter for our collaboration on this project:

- To set direction for how the project team and Councils Communication & Engagement team work together.
- To ensure we meet HCC expectations and manage risk.
- To ensure we meet Waka Kotahi expectations in relation to community engagement, communications and codesign.

- To articulate for HCC how we're navigating this first outing in a new-ish process.

Goals

As described on page 3, the communication and engagement dimension of tactical urbanism projects is a foundational part of the wider project process. Our communication and engagement activity therefore serves broad project goals:

- Hamilton City Council and its communities have a positive experience of tactical urbanism and an appetite for more.
- Ward Street and Rostrevor Street start serving people much better than they did pre-project, and there's a mandate to maintain most (if not all) of those improvements longer-term.

Objectives

The objectives of our engagement and communication are to:

1. Increase people's understanding of why we are doing this – why transport in an urban context and how important good multi-modal access and quality public space is, when building vibrant communities where people want to live, work and play.
2. Keep our stakeholders informed, engaged and where necessary, involved in discussions about the future state and how we will support them to get there.
3. Keep our key stakeholders and partners informed, engaged and involved in delivering changes to the public realm and how we will support them to get there.
4. Increase people's understanding and experience of tactical urbanism and the value it brings to the community, public spaces and the city – and demonstrate that Council is doing things differently and being innovative in our approach to street design and community engagement.
5. Build social licence for the shift in focus towards mode neutrality and integrated land use and transport planning which will ultimately support decision makers to make tough decisions.
6. Connect the dots for people between Council plans, strategies and projects such as the Biking and Micro-mobility Programme, Play Strategy West Town Belt Masterplan and the Central City Transformation Plan which will contribute to ultimately creating better places for people, not just cars.

7. Ensure that a broad and diverse sector of HCC staff are involved in the development and delivery of the project so that we are building capability within HCC to deliver tactical urbanism in the future.
8. Raise awareness of Waka Kotahi's new priorities and that the Hamilton City Council is taking a leadership role in relation to urban mobility.
9. Ensure stakeholders involved in the codesign workshops feel supported to bring their best selves and ideas when codesigning.
10. The communities around both sites (e.g. those who live, work, play, and regularly pass through) feel Council and the project team have acted with authenticity and integrity.
11. Community groups we collaborate with feel more deeply and creatively involved in a street change project than ever before and feel a stronger sense of cooperation with council.
12. Key elected members understand and support the project and are able to give authentic and accurate information about the project to the community.
13. People from groups who are normally less heard (iwi and mātā waka, young people, those with impairments, less affluent people, new migrants) feel more involved or catered for than normally.
14. Mana whenua partners think Council and the project team have acted with authenticity and integrity, making reasonable efforts to partner and collaborate.
15. Project Champions feel well supported to talk about the project with integrity, being honest about its scope and its potential.

Our principles:

- We emphasise the newness of the process and the kaupapa of tactical urbanism: that communities are codesigners of the street changes, and the installations will be adapted based on the feedback from people's experiences of them.
- We make sure people expect things to be more "roughly right" than perfect
- We are proud and unequivocal about what we're not here for. We are clear and upfront about our facts and design parameters.
- We always acknowledge that people are affected as much by their environment as by their personal preferences and we always focus on the potential for positive change.

- We actively and meaningfully engage with our stakeholders and the community and make the projects more inclusive and exploratory than normal transport infrastructure projects. We then use their feedback to genuinely inform our process and outcomes.
- We communicate with our stakeholders and the community in a way that is responsive, accessible and clear

Our communications persona

1. Hamilton Kirikiriroa Innovating Streets projects are being led by Hamilton City Council.

The project will manifest the good practice principles of communication and engagement for which Hamilton City Council is well regarded, maintaining Council's reputation and only ever enhancing it.

2. Innovating Streets Hamilton Kirikiriroa are a first go at a different approach to street change that Council is trying out.

It's important for the projects to emphasise this through their communications. Hamilton Kirikiriroa Innovating Streets projects sound, look, and feel like the younger, less professional but funkier cousins of regular Council transport infrastructure projects – more comfortable exploring and testing ideas, and a bit more comfortable inviting critique.

The manner in which the communications manifest must be agreed and delivered on by all those contributing to communication. It must adhere sufficiently to Council brand guidelines and style guide and support control of the project's message of exploring a new process.

WHEN ARE WE GOING TO DO IT

The dates listed below are indicative as implementation dates for street treatments are still to be finalised (dependent on aspects such as contractor and materials availability).

Any changes to programme will be communicated to the project team, of which Rebecca Robinson is a member and will be the conduit to the wider HCC Communication & Engagement team.

An up-to-date project schedule is available here: [D-3598424](#)

Timeline

- September - October Team creation. Planning and research
- November - January Commence codesign workshops
- January Design
- February Monitoring starts
- March Design + approvals
- April Delivery
- May - June Trial underway
- July Evaluation and storytelling

Key milestones

- 18 November - Introductory EM workshop
- 25 November - 1st Codesign workshops with community
- 25 November and ongoing – Mana whenua workshops
- 9 December - 2nd Codesign workshop
- 25 January - 3rd Codesign workshop
- 10 February - Final Codesign workshop
- 11 March - Design endorsed by Council
-
- Late Feb - internal Council launch
- Mid April (19 April approx.) - Interim installation implementation on the Rostrevor Street and events (for two months). Rostrevor closed to vehicles for 2.5 months
- Mid April (22 April approx.) - Interim installation implementation on the Ward Street and events (for two months)
- End of June - projects completed. Rostrevor Street opened to vehicles. Any successful elements used during the trial may remain on the streets for a longer time period. This depends on the monitoring and evaluation findings.

WHO'S INVOLVED (TARGET AUDIENCES)

TARGET AUDIENCE	THEIR LEVEL OF INTEREST	PLACE ON THE IAP2 SPECTRUM	COMMENTARY
The wider public	MEDIUM-HIGH	Consult	We aim to show a better way to change streets in a more experimental, participatory fashion (which will raise their expectations for future transport projects).
The communities around both sites	HIGH	Consult (where possible involve)	We aim to demonstrate a more participatory process, raising their expectations for future transport projects.
The people involved in the codesign workshops	HIGH	Collaborate	
People from groups who are normally less heard (iwi and mātā waka, young people, those with impairments, less affluent people, new migrants)	MEDIUM	Consult, invite to be involved in codesign	Only traditional transport project expectations at this stage We aim to demonstrate a more participatory process with more dedicated outreach and effort to involve them, raising their expectations for future transport projects
Iwi partners	Medium	Involve	Expectations of involvement as established through West Town Belt Masterplan
Community groups we collaborate with during implementation phase	High	Involve	They expect to be involved but we hope will feel more deeply and creatively involved in a street change project than ever before, and feel a stronger sense of cooperation with council

Elected members	High	Inform	Interested in the details and setting the direction of street design and the central city. The decision makers particularly around what projects are funded in the LTP (Rostrevor Street) and what the final street design.
Project Champions- Cllr O'Leary and Cllr Gallagher	High	Inform	Interested in detail in order to advocate for project. expect to feel well supported to talk about the project with integrity, being honest about its scope and its potential.
SLT (Senior Leadership Team in HCC)	High	Inform	
Internal HCC staff: <ul style="list-style-type: none">- Transport- Parks and open spaces- H3- Infrastructure Alliance- Community Development- City Planning / Heritage- Transformation team- Central City Place manager- Communications	High Ultimately responsible for implementing the Plan and its vision.	Consult	Details of the project will impact work Staff feel enabled to go out to their networks and be advocates for the project
Waka Kotahi IS team	Expectations as per contract with Council	n/a - Delivery partner	
Waikato Regional Council	Medium	Involve and Consult (see commentary)	As future neighbour: Involve (invitation to codesign via GM). As public transport folks: Consult

Hamilton Central Business Association (HCBA)	High	n/a - Delivery partner	██████████ is closely involved.
Media (local and regional)	High	Inform	Need to be briefed early to ensure they understand the scope of the project, its kaupapa, and what is in and out, who's benefiting and impacted etc.

WHAT WE'RE GOING TO SAY

Organisational messaging

- Hamilton is buzzing. We're working hard to build and support a resurgence and Hamiltonians should be rightfully proud of their city's success.
- We're investing \$2B in the city's biggest-ever 10-Year capital programme to set the platform for planned, sustainable growth and to look after Hamilton's future transport, infrastructure and community facilities.

Transport/Mode shift messaging

- The Council and key partners are ensuring the city's economic, residential, social and cultural growth is sustainable.
- This is not just about vehicles, this is about people.
- We must look ahead 20, 50 or even 100 years to ensure Hamilton's liveability is maintained.
- The projects form part of Hamilton's mode shift programme – to improve and urbanise roading and transport options across the city, including city centre revitalisation projects.

Relevant community outcome key messages

- Being a great river city – a city that embraces growth and a Council delivering the best outcomes for the city.
- Improving the wellbeing of Hamiltonians and making our city a great place to live, work, play and visit.
- We support a growing movement of more sustainable travel and designing streets that prioritise people over vehicles.
- We have an ongoing focus to provide a transport network that connects people and places in a safe, accessible and smart way.
- We want people to be readily able to walk, cycle and get around independently
- We have a goal of making Hamilton a 20-minute city, one where we are well connected by a variety of safe and accessible transport options.

Project key messages (note - these may differ amongst stakeholder)

Why we're changing streets

The street environments of Rostrevor and Ward streets have potential to better serve Hamiltonians and the city at large.

Currently, because they're not being very good places for people, these street environments are deterring Hamiltonians from doing things we want to do more of throughout the city – like getting around in the fresh air and buying local. The streets are also failing to contribute properly to the neighbourhoods they're in, where there's lots of great stuff happening now and even more happening in the future.

There's a movement nationwide

Waka Kotahi-NZTA is encouraging councils to use tactical urbanism to change streets like Ward and Rostrevor to make them better for people. They have given Council funding from a special programme in 2020-21 that funds 90% of project costs and supports councils nationwide to use this more exploratory approach to improve streets for people.

Ward St needs it

Ward Street between Anglesea and Tristram streets is a great place to improve. It's currently pretty inhospitable to people, yet it's surrounded by places that lots of people go to and from, it's in the heart of the city centre, and major developments mean there'll be even more people using it soon. All this means there's loads of potential benefit to neighbours, street users, and Hamilton at large, from making it a much better space for people.

Rostrevor St needs it

Rostrevor Street between Norton Roundabout and Tristram Street is okay if you're driving or parking, but is an inhospitable space for people and cuts a swathe across the heart of the West Town Belt, a barrier between park areas. As nearby Founders park and K'aute Pasifika develop as destinations, Rostrevor Street has potential to support this whole West Town Belt neighbourhood to be a fantastic place for people.

We're using a new process - tactical urbanism - to change them

We'll be using a tactical urbanism process to change the streets rather than a traditional transport infrastructure process. This means using in-street mock-ups, designed with local people, to try out reconfigurations of a streetscape that everyone can experience. It's a great method for quickly finding the best ways to make a street better, for the long term.

Why tactical urbanism?

Tactical urbanism is better than the normal ways we do change in streets for several reasons:

- there's more involvement from Hamilton locals early on. What's trialled is more likely to be roughly right, with more local creativity and identity.
- wider Hamilton communities can feel, see, experience the proposed improvements in prototype before giving feedback, rather than having to imagine from looking at pictures.
- "lighter, quicker, cheaper" installations let us easily swap them out, or nudge them here or there, and see how the updated configuration works for people – meaning "roughly right" improvements to streets quickly get even better.
- street space formerly dominated by cars becomes a canvas for showcasing local creativity and neighbourhood identity in the street – art, sculpture, greenery, events.

What changes are likely to appear?

For each street we'll be exploring improvements that have been co-designed with our communities to let the streets put people first, rather than motor vehicles. Broadly speaking this means:

- Adding stuff for people to sit, socialise, enjoy shade and shelter, be entertained, cross easily, meet friends, enjoy looking around, window-shop, and linger.
- Adding stuff that makes it feel safer and more legitimate to bike, scoot, skate, walk and wheel.
- Converting some of the space that's currently only usable by cars (moving or stored) to be used by people (moving or hanging out).

How we'll get there

- Design of the "roughly right" street improvements is done by a community co-design process, whereby a cross-section of Hamiltonians workshop with support from specialist designers.
- Wider public consultation happens by people coming down and trying out the trial improvements in person, experiencing them and giving feedback.
- Constant monitoring and evaluating, using people's feedback and street observations, enables quick changes to aspects of the prototype street improvements.
- More feedback and data comes from people trying out the new tweaks, and so on.
- Ultimately the city decides how it wants the streets to move forward from their tactical urbanism experience.

LANGUAGE ESSENTIALS

Good practice from "Talking About Urban Mobility" / Common Cause Communication as applied to transport, and from engagement practice .

We say things like...	Instead of ...	Because ...
<i>Streets becoming people friendly / pro-people / people-first / nicer and safer to walk or bike or scoot on</i>	<i>...saying multi modal</i>	Multi-modal means nothing to normal people, strategic docs notwithstanding Alternative centres people and human experience
<i>Streets becoming Great places to be / use / hang out / linger / sit</i>	<i>... talking about More efficient</i> <i>Less congested</i>	"Efficiency" associated with smooth continuous vehicle movement / minimal delays, even if we're talking about people accessing shops "Congestion" centres driving as the privileged use of public realm, we want to centre non-driving activity. We may be increasing some congestion, short term, and that's just fine.
<i>People walking, people biking, people wheelchairing / people with impairments</i>	<i>...saying cyclists, pedestrians, drivers / motorists</i>	Tribalizes, makes people think they're different species, dyed-in-the-wool to that mode of movement "People" can be getting around all manner of ways in any given day
<i>Giving street space to people</i> <i>Converting / repurposing space that's only been usable by vehicles</i>	<i>...saying Removing parking</i> <i>...losing parking</i> <i>...less space for driving</i>	Don't want to trigger / give oxygen to the psychology of loss any more than it already will be Alternative emphasises the far greater number of people who can now make use of the space than the people "losing" something
<i>We got one!</i> <i>X person (from public) helped us find a tuff-up / mistake / slip up - and here's what we did about it super fast</i>	<i>...saying "..." (nothing for a while) then [eventually] "mistakes have been made"</i> or other defensive / dodging language	Projects feel like just another machination of the big, slow, mysterious, faceless council machinery Alternative: briskly leaning into the finding of mistakes incl by crowd-sourcing (credit to people for helping us find them), and quickly doing improvements
<i>We're codesigning with a set of people who bring experience from all walks of life in Kirikiriroa</i>	<i>Saying the R word</i> <i>"Representatives of the [business] community are helping us codesign... "</i>	Representativeness is commonly understood as "elected representatives" sense, not statistically representative. Therefore invokes obligations on those in the room, and rights for those not in the room. Plus queries about the "democracy" of our recruitment process – inappropriate for this kind of project

WHAT WE NEED TO BE AWARE OF (OPPORTUNITIES / RISKS)

OPPORTUNITY	WHAT WE WILL DO TO SEIZE IT
Showcasing to Hamilton a new approach to street design/change, in particular the codesign process and benefits	Include in our communication with people an explanation of the tactical urbanism process and the advantages it offers when compared with traditional transport project delivery.
Create knowledge and build capacity within HCC about a new approach to street design/change.	Involve a wide range of HCC staff in aspects of project delivery, and regularly share with staff the process being followed and lessons learned.
Opportunity to improve the perception of Hamilton City Council as an organisation that is forward thinking, innovative and solutions focused.	Telling our story far and wide

The table below summarises risks related to communication and engagement. These will be managed within the project's wider risk register.

RISK	Probability & Impact	MITIGATION
Internal actors' or external partners' misunderstanding the projects and /or TU means the integrity of codesign / Council's commitment to TU is undermined with others	MED MED	Have really clear messages that are relentlessly reiterated; test partners and internal actors on their understanding Have clear collateral that's easy to share, and chatty - image based as much as possible
We don't make good on council's formal Tiriti obligations for one reason or another	LOW LOW	Have multiple ways that people of Maaori connection are involved, not just relying on formal iwi relationships. We have early and consistent engagement with our mana whenua representatives.

		We develop some protocols with them for how our project will do this well. Note we are engaging with mana whenua (THAWK) and Waikato-Tainui via Te Ngaawha Whaka Tupu Ake Committee, and will proceed with engagement according to how these stakeholders wish.
Public complaints shared with Council staff and Elected Members	HIGH MED	<ul style="list-style-type: none"> Pre-empt parking conversations with strong people-centric v car-centric framing, public info on minor scale of change to parking and its benefits, in all layers of comms incl to neighbours etc Brief senior staff and elected members on the above, support them to have these conversations include parking info in media conversations Letter/flyer drops
People with impairments are dismissive of the street do-ups for one reason or another, and critique publicly	LOW MED	Engage well, engage early, be clear on parameters but also make sure that we're improving universal accessibility of the streets and parks (in the area around, if not immediately on the sites?)
Media critique projects due to their TU process, not realising it's what it is	HIGH HIGH	<ul style="list-style-type: none"> Sit down with key media folks to get them to grips with TU and know how to critique/hold HCC to account in a TU process Build up non-HCC partners' will and ability to speak for the project (incl critically but fairly)
Poor framing (by us or by media or allies / champions) reinforces transport-identity politics and undermines the perceived benefits of the projects for everyone including people who drive	MED MED	Be relentlessly and scrupulously hygienic about "people who xx" / "people arriving by xx" rather than "cyclists", "pedestrians" "motorists" (this is probably all we can do – can't control what media do in that respect)
People drop out of the group of people involved in codesign workshops, leaving a skewed representation of stakeholders	MED MED	<ul style="list-style-type: none"> Recruit early and well for codesign group/workshops from a large and diverse pool with multiple people as backups Project team have regular feedback sessions with our stakeholders so we know if we're at risk of people becoming disengaged

Parking conversion is the source of much angst and comes to dominate airtime in public discourse	HIGH HIGH	<ul style="list-style-type: none"> ● Do parking occupancy surveys beforehand and highlight parking available within very short walks ● Ensure the voices of those who use the streets /areas in other ways get platformed strongly throughout esp in public communication ● Ensure we don't inadvertently focus our own engagement attention (or councillors') on "affected" individuals
The timing of Rostrevor doesn't enable easy activation given the other things happening around it	LOW MED	<ul style="list-style-type: none"> ● Talk about the whole area as a [hub / heart / precinct] rather than focussing on the street itself ● Don't be afraid to "get a bit ahead of ourselves" (HCC) re future state of that set of parks – paint a strong future vision ● Working with the HCC events staff and creative stakeholders to deliberately activate the space and ensure it's enlivened between events
Installation processes (incl ordinary notification processes) result in an impression of "just another roadworks project but with no proper consultation"	MED HIGH	Make the installation look and feel different, and highlight the great bits: overnight installation of stuff that will create "worksite" type impression, and quick activation of spaces with events and beautiful stuff
Someone/s noisily critiques the project hard, and this gets lots of attention vs the many people who might quite like it	MED HIGH	<ul style="list-style-type: none"> ● Build interest and sense of ownership early and wide with people likely to be into it ● Create very shareable material (social media /MSM) stuff centring those people and implying this is a community-driven thing HCC is getting behind ● Support our partners to be profiled and speak about the project well, independently of us
Funding – we're coming into LTP where the community will be asked to make hard decisions on spending – we need to make clear this is majority funded by NZTA.	MED	<p>Clear comms messaging – be upfront about this point.</p> <p>Make sure ambassadors are relaying this information when they are talking about it.</p>

HOW WE'LL TALK ABOUT IT (COMMUNICATION TACTICS)

Note: Key dates are indicative. More detailed tactics and specific dates is set on in the Tactics Activity Plan (a live document)

Pink = collateral Natalie is required to produce

WHAT + WHY	TARGET AUDIENCE	CONTENT	RESPONSIBLE	KEY DATES	HOW WILL WE MEASURE SUCCESS?
External					
Project webpage Ensure people have a full understanding of the project, can keep up to date with changes in a reliable way, can learn more (if they choose) and can find inspiration for their own or similar projects (should they need to)	<ul style="list-style-type: none"> • Wider public • Key stakeholders • Co-design stakeholders 	<ul style="list-style-type: none"> • What the project is • Why we are doing it • Who has been involved • Key dates (Natalie) • How we've done it (co-design process and live trial) • Key updates • Basic information on Tactical urbanism • Innovating Streets Pilot programme • links to relevant websites (e.g. Waka Kotahi), facts about both streets and maps • Project vital stats • newsletter subscribe • How to give feedback (project email and on the street) 	Key: [REDACTED] and Liam Support: Rebecca, Jen, Martin, Rhyanna	15 March + regular updates: <ul style="list-style-type: none"> • prior to delivery (28 April) • Following key changes on the street (e.g. additional car parks) • During trial (14 May – June 30) 	<ul style="list-style-type: none"> • clicks/standard website monitoring
Physical collateral – on project sites and for local businesses	<ul style="list-style-type: none"> • Immediate neighbours 	<ul style="list-style-type: none"> • Posters and corflutes (A4, A3, A1) (pre-trial 'something is coming', during trial 'something is happening and go visit') • Including map of what is changing so people know what is happening. • Decals 	[REDACTED], Rebecca, Natalie	<ul style="list-style-type: none"> • 1 April: Pre-trial build up • 18 April: 'something is happening and go visit' 	<ul style="list-style-type: none"> • Enquiries and uptake from public • Responsiveness to putting up posters

<p>Physical collateral – off site at Council venues and advocate/stakeholder venues (e.g. Go Eco)</p>	<ul style="list-style-type: none"> • Wider public 	<ul style="list-style-type: none"> • Posters (A4, A3, A1) (pre-trial 'something is coming', during trial 'something is happening and go visit'). • Show where in the city it is happening. 	 Rebecca, 	<ul style="list-style-type: none"> • 18 April 'something is happening and go visit' 	<ul style="list-style-type: none"> • Enquiries and uptake from public • Responsiveness to putting up posters
<p>Project update newsletter (via email and handout)</p> <p>Programme updates for key stakeholders and local business and organisations.</p> <p>People feel easily and regularly well informed about the project at key times</p>	<ul style="list-style-type: none"> • Key stakeholders • Local businesses and organisations • Advocates of the project 	<ul style="list-style-type: none"> • Key dates • Key 'on the street' info including construction and events • Copy of the plan • Contact for support/complaints/giving feedback (website) • Project insights (co-design summary, co-designer quotes • Links to relevant websites, programmes 	Key:  and Jen, then Jen plus council staff	From start of codesign to July <ul style="list-style-type: none"> • 19 April (pre construction) • 26 April (pre construction) • 3 May (construction) • 10 May (construction) • 17 May (settle in period) • 31 May (general) • 14 June (general) • 28 June (close off) • 12 July (post-trial next steps/overview) 	<ul style="list-style-type: none"> • Clicks • People opting out or opting in
<p>Co-design Participant survey</p> <p>Feedback from process</p>	<ul style="list-style-type: none"> • Co-design participants 	<ul style="list-style-type: none"> • What went well, what could go better next time. • General perceptions 	 • Jen • Martin 	<ul style="list-style-type: none"> • 15 February (after last workshop) 	<ul style="list-style-type: none"> • Survey feedback predominantly positive
<p>Ward St Business survey</p> <p>Understand how existing businesses use the street.</p> <p>Ensure that they are informed about the project and we have heard their requirements and fed them into the design and trial</p>	<ul style="list-style-type: none"> • Ward Street neighbours 	<ul style="list-style-type: none"> • Hours of operation • Staff and customers • Perceptions of Street • Delivery and vehicle movements • Needs/desires 	 • Jen • Martin 	Three times <ul style="list-style-type: none"> • 02 February (pre construction) • 21 May (during trial) • 21 June (during trial) • 12 July (post-trial) 	<ul style="list-style-type: none"> • Survey feedback predominantly positive • Active support on the street from businesses

<p>Community champions to talk in person about the projects in their communities and invite their feedback</p> <p>Community feel more informed and welcomed in to participate in this street change project than is usual</p> <p>Bringing a real/authentic and non-council voice. Demonstrating community ownership and approach of project.</p>	<ul style="list-style-type: none"> • Key stakeholders • Communities of interest incl. communities less heard 	<ul style="list-style-type: none"> • Street walk throughs with Vanessa • Letter drop to residents, business, shop owners, operational staff <p>Collateral:</p> <ul style="list-style-type: none"> • Letter drop (cover letter + maps. What, why, when, where, key contacts, Location map, illustrative proposed look) • Posters (A4, A3, A1) (pre-trial 'something is coming', during trial 'something is happening and go visit') 	<ul style="list-style-type: none"> • Jen, Martin, [REDACTED] 	<p>February - June.</p> <ul style="list-style-type: none"> • 15 March (once design finalised) • 19 April (pre construction). Deliver newsletter as well. • 26 April (pre construction) Deliver newsletter as well. • 3 May (construction) • 10 May (construction) • 17 May (settle in period) 	<ul style="list-style-type: none"> • Feedback from networks incl "trusted contacts", folks who keep their finger on the pulse in these communities • Willingness to participate compared with normal (via survey or interviews, TBC)
<p>Co-design participant profiles</p> <p>Celebrating and communicating the contribution the community has had in the early stage of the process</p>	<ul style="list-style-type: none"> • Wider public • Key stakeholders • Co-design stakeholders 	<ul style="list-style-type: none"> • Diverse participants • What they liked, disliked, learnt etc • How it is different to most projects <p>Collateral:</p> <ul style="list-style-type: none"> • Video interviews (to splice into introduction video and mid-trial video) • Poster profiles to use on street and at key venues • Recorded interviews and photos to use in press releases, website, social media 	<ul style="list-style-type: none"> • [REDACTED] • Rebecca • Nic (film and social) • [REDACTED] • [REDACTED] (film) 	<p>TO CONFIRM</p> <ul style="list-style-type: none"> • March • X April (pre-trial intro video) • 21 May (mid trial video) 	<p>-</p>
<p>Dashboards of feedback and monitoring results for trials</p> <ul style="list-style-type: none"> • People see what's "really" happening on streets and see it in context • People feel dynamism of streets and experimental vibe which builds momentum and triggers project enquiry • Transparent communication of change and data 	<ul style="list-style-type: none"> • Wider public • Key stakeholders • Co-design stakeholders 	<p>Website: Live and online (talk to Liam/Rhyanna)</p> <p>Physical dashboard on streets:</p> <ul style="list-style-type: none"> • Rostrevor Street: Location TBC • Ward Street: Leased space in PWC. <p>Example content:</p> <ul style="list-style-type: none"> • Sample of verbatim feedback • Volumes and numbers based on monitoring (e.g. speed counters, footfall, parking impacts), 	<ul style="list-style-type: none"> • HCC transport data team • MR Cagney Monitoring team • [REDACTED] and Rebecca • TBC: Community 	<p>Live on website and printed and on Streets by 15 May</p>	<ul style="list-style-type: none"> • Clicks • Feedback via project email • Dashboard/s being cited in media, social media

		<ul style="list-style-type: none"> opportunities to give feedback (see Engagement methods). 	<p>champion/Stakeholder</p> <ul style="list-style-type: none"> Liam Blackwell 		
<p>Radio advertising</p> <p>Up to date information to community about changes to streets, alternatives and activity</p> <p>Transport focus?</p>	<ul style="list-style-type: none"> Wider public 	<ul style="list-style-type: none"> Pre-trial warning about changes to Ward Street Pre-trial warning about closure to Rostrevor Street Vehicle access through roads during construction Alternative parking locations and any delays opportunities for walking and cycling) 	<ul style="list-style-type: none"> Rebecca Morgan [REDACTED] 	<ul style="list-style-type: none"> 19 April – pre trial 28 April – construction on Ward and closure to Rostrevor May – June – events advertising 30 June – opening of Rostrevor 	
<p>Radio interview</p> <p>Inform and advertise</p>	<ul style="list-style-type: none"> Wider public 	<ul style="list-style-type: none"> 	<ul style="list-style-type: none"> [REDACTED] and Rebecca Spokesperson (radio interview): Angela O'Leary or PM (Jen), or [REDACTED]? 	<ul style="list-style-type: none"> 26 April (pre construction 'something's coming), 3 May (something's happening) 	
<p>Our Hamilton story /media release</p> <p>Inform and advertise. Pre-empt process with positive stories</p>	<ul style="list-style-type: none"> Wider public 	<ul style="list-style-type: none"> Copy. Interview quotes. Site photos and any illustrations Piece on the co-designers and co-design process 	<ul style="list-style-type: none"> [REDACTED] and Rebecca 	<p>Multiple</p> <ul style="list-style-type: none"> 19 April (pre construction) TBC (during trial) TBC (during trial) TBC (post-trial) 	
<p>Media advertising</p> <p>Inform and advertise</p>	<ul style="list-style-type: none"> Wider public 	<ul style="list-style-type: none"> Various digital assets 	<ul style="list-style-type: none"> [REDACTED] and Rebecca 	<p>Multiple</p> <ul style="list-style-type: none"> 19 April (pre construction) TBC (during trial) TBC (during trial) 	

				TBC (post-trial)	
Week on our streets	●	●	●		
Regular EDM transport emails	●	●	●		
Social media TBC <ul style="list-style-type: none"> Up to date engagement. Opportunity to get feedback from other parts of community Up to date changes to streets (vehicle access, alternative parking locations etc) Opportunity for community to share stories and project on our behalf (e.g. 'sharing', hashtags') showcasing people who're not normally heard in transport projects (e.g. artists, children) <p>Demonstrating community focus of project</p>	● Wider public	<ul style="list-style-type: none"> Intro video community profiles During trial video Social media tiles Video Photographs of participants and process Drone shots of streets (moving and still) 	<ul style="list-style-type: none"> ● [REDACTED] and Rebecca ● Nicola J ● TBC: Community 		Standard social media monitoring
Launch and closure events and community events <p>Integral component of design and delivery. E.g. painting the street will become both an event and have a transport safety purpose</p>	<ul style="list-style-type: none"> ● Wider public ● Co-design participants 		[REDACTED], Rebecca and project team	March to June	TBC
STILL OUTSTANDING: Engagement techniques to stimulate street economy, get feedback etc	●		[REDACTED] Rebecca Jo G/ [REDACTED]	During trial. From 28 April – 30 June.	
Internal					
Exec update	Elected Members,	<ul style="list-style-type: none"> ● Ensure consistent information is communicated ● Awareness and visibility over project 	Martin and Jen	Weekly/Fortnightly depending on stage of project	

Weekly email update to elected members and Maangi Maaori with key updates	Maangi Maaori and SLT	<ul style="list-style-type: none"> Opportunity for them to feedback to project team 			
Elected Members Briefings/Workshops Present projects and to get feedback and direction.	Elected Members and Maangi Maaori	<ul style="list-style-type: none"> Ensure consistent information is communicated Opportunity for them to feedback to project team Ensure that they are aware of risks and concerns and vice versa Make project team aware of any key risks or opportunities 	Martin and Jen	November – IO briefing 11 March – Central City Advisory Group 27 April - GM report at IO Committee August – Evaluation reporting at IO committee	
Elected Member guided site tour and Q&A Present sites to EM's to ensure EM's have first-hand understanding and experience of project, allow them to ask questions and provide feedback. Celebration	Elected Members and Maangi Maaori (SLT if applicable)	<ul style="list-style-type: none"> Mega phone Basic map/pamphlet with before and after Somewhere/something to write down feedback 	Martin and Jen Eeva-Liisa, ████████ (Waka Kotahi)	Week starting 17 May. Time to be confirmed with Governance, IA and events team	
Drop in Sessions and updates via Sharepoint	Elected Members and Maangi Maaori	<ul style="list-style-type: none"> Ensure EM's and MM are aware project progress and have the opportunity to input where necessary 	HCC Staff (and project team)	TBC - may not be applicable	
Regular invitation to events to observe	Elected Members and Maangi Maaori	<ul style="list-style-type: none"> Demonstration of project 'in action' Visibility of community collaboration and codesign Where necessary, Cllr O'Leary and Gallagher act as spokespeople for the project so that community see political support for project 	HCC project team EM spokesperson /s	Codesign workshops (Nov-Jan) Implementation phase (including opening and closing events)	
Internal Council project launch	HCC Staff	Pre-trial 'something is coming': <ul style="list-style-type: none"> Posters (A4, A3, A1) 	Martin, Jennifer,	Thursday, 20 April	

<ul style="list-style-type: none"> ● Inform HCC staff about project and build momentum ● Project team can obtain feedback and answer questions ● Promote project and encourage staff to advocate to other staff, consultants and contractors 		<ul style="list-style-type: none"> ● What else? Any takeways? Vouchers? Prizes? <p>During trial 'something is happening and go visit')</p> <ul style="list-style-type: none"> ● Posters (A4, A3) 	Rebecca, [REDACTED]		
<p>Internal staff site guided site tours and Q&A (approximately 3 max. Lunch time/after work)</p> <p>Present sites to interested staff and key teams (e.g. customer services and Transport) to experience themselves, understand site and assist with supporting project, provide feedback</p>	<ul style="list-style-type: none"> ● Interested staff ● IO, Community and Customer services team. IA (minimum) 	<ul style="list-style-type: none"> ● Mega phone ● Basic map/pamphlet with before and after ● Somewhere/something to write down feedback ● Support with Moorena Mail 	Martin and Jen + project team	1. Week starting 17 May. Time to be confirmed. 2. Week starting 24 May 3. Week starting	
<p>Internal posters or a static stand in municipal building foyer or L3</p> <p>Inform HCC staff about project and encourage participation</p>	HCC Staff	<ul style="list-style-type: none"> ● Posters (A4, A3, A1) (pre-trial 'something is coming', during trial 'something is happening and go visit') 	Rebecca, [REDACTED]	Thursday, 20 April – 30 June	
<p>Velocity page</p> <ul style="list-style-type: none"> ● Inform HCC staff about project ● Highlight opportunities for HCC staff to engaging with, align with and/or contribute towards the project 	HCC Staff	<ul style="list-style-type: none"> ● Homepage takeover (top banner, feature spot, button) 	Rebecca, [REDACTED]	Thursday, 20 April – 30 June	
Moorena Mail	HCC Staff	<ul style="list-style-type: none"> ● (casual/fun style of newsletter, can incorporate competitions/fun facts, etc) 	Rebecca, Jen, Mihi	<ul style="list-style-type: none"> ● Thurs, 15 April (pre construction) ● Tues, 27 April (construction) 	

Highlight opportunities for HCC staff to engaging with, align with and/or contribute towards the project		<ul style="list-style-type: none"> ● 		<ul style="list-style-type: none"> ● Tues, 18 May (trial) ● Tues, 1 June (trial) ● Tues, 15 June (trial) ● Tues, 29 June (trial) ● Tues, 6 July (post-trial) 	
CE Update/Koorero and a Cuppa	HCC Staff	<ul style="list-style-type: none"> ● Highlight opportunities for HCC staff to engaging with, align with and/or contribute towards the project ● Demonstrate Connected framework and collaboration between Community and Transport groups 	Rebecca, [REDACTED] prepare content Jen and Martin present	Wednesday, 28 April at 11.30am	
Senior Leadership, 3LT and Business Unit meetings; Customer Services An opportunity to present key facts/info to management	HCC senior leadership and specific business units	<ul style="list-style-type: none"> ● Share project highlights, wins and challenges in order to get insights from SLT ● Enable SLT and 3LT to advocate for the project internally and externally ● Demonstrate opportunities for their projects (current or future) ● Demonstrate Connected framework and collaboration between Community and Transport groups 	Rebecca, [REDACTED] prepare content Jen and Martin present	Critical times: Jan/Feb (pre implementation) March/April (during implementation) June/July (Evaluation) Work with Rebecca to determine best times	<ul style="list-style-type: none"> ● Awareness and education ● Advocacy, support and buy in

HOW WE'RE GOING TO GET FEEDBACK & INPUT (ENGAGEMENT METHODS)

- Innovating Streets methodology is underpinned by community codesign and collaboration. The project will be developed and delivered based on co-design with key stakeholders and community. Methods for both are below.
- Most communication tactics listed in the table above also provide opportunity for feedback. For purposes of brevity, these are not separately included below.
- Engagement methods also closely relate to the monitoring and data collection techniques that will be developed for the project, e.g., intercept surveys. The Monitoring & Evaluation Plan will be developed in early 2021 once codesign workshops are complete.

METHOD	WHO	PURPOSE	RESPONSIBLE	KEY DATES	HOW WILL WE MEASURE SUCCESS? (indicators)
Codesign workshops to create the trialled layouts	<ul style="list-style-type: none">• location-specific stakeholders (e.g. neighbours),• demographically representative sample from community groups (child, youth, older people, disability,	Community develop the “roughly right” set of street changes that the project team and Council help to deliver.	HCC Project team, Comms Advisor. Resilio, Crank	Workshop 1: 25 Nov Workshop 2: 9 Dec Workshop 3: 20 Jan Workshop 4: TBC Jan	<ul style="list-style-type: none">• High attendance rate (across all workshops)• Interim feedback from participants• Final evaluation from participants at end of workshops.• Broad representation
‘Catch up’ Codesign briefings with absent but critical stakeholders	<ul style="list-style-type: none">• Critical codesign participants who cannot attend (all or some) workshops	<ul style="list-style-type: none">• Ensure that key stakeholders are heard and involved in the design development• Manage risk	Isabella (Zoom), Martin, Jen, Vanessa	Within a week after the above workshops (exact dates and times dependent on participants)	<ul style="list-style-type: none">• Interim feedback from participants• Final evaluation from participants at end of workshops.

Pre-implementation Street survey (Qualitative)	People walking, wheeling, driving (e.g. commuters) on both streets, business owners on Ward St and in proximity of Rostrevor, Park users for Rostrevor	Understand needs and aspirations of border public and users of the streets Inform Monitoring and data collection	Preeta, [REDACTED], [REDACTED] and [REDACTED] prepare Martin, Jen, [REDACTED], [REDACTED] to deliver	December to June 2021	Survey uptake
Street use survey of Ward Street businesses Face to face (with online option) – Vanessa go around	• Ward St business operators	• Make them feel their street needs and wants are being specially sought out and listened to • Understand any particularities of current street uses unlikely to surface in workshops	Jen [REDACTED] [REDACTED] [REDACTED] & [REDACTED]	Before codesign finishes	• Execution of survey
Targeted face to face conversation and follow up for the purposes of relationship management and community involvement Supported with appropriate collateral	Any of the below we consider worth targeting to meet project's engagement goals • Wider public • Key stakeholders • Co-design stakeholders • Pedestrians, cyclists, parked car users (e.g. commuters) on both streets, business owners on Ward St and in proximity of Rostrevor, Park users for Rostrevor	• Community feel treated respectfully and welcome to contribute • They feel catered for and looked after; are less likely to resist or seek to undermine the project due to fears about impacts on their business, commuting plan • Avoiding people falling through the cracks.	Jen, Martin, [REDACTED] [REDACTED] Judy, Lucy, and council staff	Start before Workshop 2, continue throughout	• Proportion of them engaged in codesign and responding to our engagement and communication • Willingness to help out (e.g. look after street games / host dashboard) • Proportion of angry media quotes from neighbours • Reliable feedback from councillors, trusted contacts • End-of-project survey (TBC by evaluation team)
Experiential consultation and survey on street changes, with visible monitoring and obvious tweaking Range of activities in the streets to get people to engage with, experience and give meaningful	• Wider public • Key stakeholders • Co-design stakeholders • Pedestrians, cyclists, parked car users (e.g. commuters) on both streets, business owners on Ward St and in proximity of Rostrevor	• Key component of programme is obtaining onsite feedback. This will be prepared as part of the monitoring and evaluation plan. • good experience of the tactical aspect of pro-people street change • feel how pro-people street change is desirable, and doable	Prepared by Preeta, Bridget, [REDACTED] and [REDACTED] Regular and frequent site visits by Project team members	Throughout the time installations are in the street (mostly in early months). Expected to be March-May.	• Tweaking embraced and promoted by council & Infra Alliance • Reliable feedback from people with finger on the pulse • End-of-project survey

feedback on physical street changes. <ul style="list-style-type: none"> • Staff in street at certain times (during events, during first weekend) • Feedback boards or similar <p>Feedback opportunities for street change also made available online</p>	Rostrevor, Park users for Rostrevor		over first 48 hours, responding visibly to needs.		
Active outreach to get people on the streets and at event days to experience the changes and inform 'tweaks' <p>Extending invitations (via community networks and community relationship experts) to events and activations e.g. offering yo bus people in to experience and give feedback (e.g. migrants, older people, primary kids)</p>	Communities that don't usually get involved with transport projects: new NZers, older people, younger people	Their voices are heard and seen more than normally (more proportionally to their representation in Hamilton population)	Dujon, Daynah, community champions from amongst codesign participants	March-May	<ul style="list-style-type: none"> • Uptake: observed presence of normally-underrepresented groups on site, and in feedback responses (where demographic details are visible)
Elected Members and Maangi Maaori					
Briefings and workshops, drop in sessions, Exec updates and Invitations to codesign workshops, event days					

DIGITAL ENGAGEMENT METHODS

Include the key digital methods you will use to capture feedback. Examples could include Your Ideas, social media

Digital engagement plan currently being prepared by Nicola Jefferies. Plan includes standard council digital methods and some additional methods that suit the project, e.g. video fly-through to depict the change on the streets.

STAKEHOLDERS	PURPOSE	METHOD (WHEN, WHERE)	RESPONSIBL E	KEY DATES	HOW WILL WE MEASURE SUCCESS?
		Social media - Talk to the Digital Communication Specialist – Social and content, to develop a social media plan and to capture all comments.			
All stakeholders and wider public who experience the streets	People can give their take on the layouts digitally	Online feedback mechanism/s during trials Have Your Say - Survey style (e.g. Social Pinpoint at least – need map) plus quick feelz – love, hate, ideas, wishes. Most accessible via QR code from the streets – need to discourage non-experiential feedback	Liam Rebecca	Live as long as installations in the street	Amount of feedback Demographic split of feedback (if possible to assess)

HOW MUCH WILL IT COST? (BUDGET / RESOURCING)

This step may be added after the Implementation Plan is costed and/or resources are determined [“consider opportunity before cost”]. Costs will need to cover required collateral (printed material, displays, presentations etc), venue hire, travel, focus groups, advertising, incentives etc.

METHOD / TACTIC	COST	STAFF RESOURCE REQUIREMENTS
List your key tactics here	Approx is fine but update as costs are confirmed.	High (20 hours plus)
		Medium (5 to 10 hours)
		Low (1 – 2 hours)
Video (including before and after, community profiles and interviews)	\$5,000	Medium
Social media (boosting posts)	\$1,000	Low
Presentation collateral (design, printing, survey sheets)	\$3,000	Medium
Public opening and closing events (x2 each street)	\$10,000	High
Activation events (smaller scale e.g. busking, games, art deployment) x25 both streets	\$15,000	High
On-street communications (including calendar, teasers, info signs, excluding live dashboards)	\$2,000	Medium
Web page	Free	Medium
Our Hamilton (media releases, stories, advert tile on home page)	Free	Medium
Radio advertising	\$2,000	Low
Print advertising	\$1,000	Low
Live dashboards (in situ) x2, including updating throughout trial	\$2,000	Medium
Codesign workshops x4, including venue hire, food, equipment, printing)\	\$2,000	High

HOW FAR DID WE REACH? (MEASUREMENT)

This section will be added to throughout the project as well as at completion.

Social media evaluation

The Digital Communication Specialist – Social and Content can provide a summary of the social media and digital marketing elements of your plan. This will include quantitative results as well as screen shots of relevant posts and comments.

Website / Our Hamilton evaluation

The Digital Communication Specialist – Technical can provide a summary of website and Our Hamilton coverage and engagement.

Media

Please include links and screenshots of any relevant media coverage.

Qualitative responses

Please include any feedback and comments you have had on the project – can include both internal and external.

Other

Include photos (of Open Days etc) or anything else that will show how the plan was implemented.

ENGAGEMENT TACTICS AND SUBMISSIONS INSIGHTS

Report the results and analysis of the engagement campaign in Council reports and to the Business Owner using the Engagement Tactics and Submissions Insights template: [D-3418598](#)

The Communication and Engagement Advisor completes the Engagement Tactics and Engagement Results sections. The Research and Insights Analyst completes the Submissions Insights and Demographic Comparison sections.

WAS IT SUCCESSFUL? (EVALUATION)

Please set up a debrief with the project team to discuss the following questions (feel free to add more). Make sure to record the answers and share with the wider Group.

- Did we achieve the goal and objectives that we set out in the beginning?
- What were the most successful, and least successful engagement methods we used?
- What were the most successful, and least successful communication tactics we used?
- Was there any informal feedback received on the process itself (rather than the project).
- What were the key take-aways from the process.