

Lessons learned from one of New Zealand's most challenging civil engineering projects: rebuilding the earthquake damaged pipes, roads, bridges and retaining walls in the city of Christchurch 2011 - 2016.

Through Their Eyes toolbox outline

Story: Business Support Programme

Theme: Communications and Community

A tool, including an outline, resources and a survey sheet, used by SCIRT's Transport Planning Manager when delivering a series of toolboxes to SCIRT traffic staff about working around businesses.

This document has been provided as an example of a tool that might be useful for other organisations undertaking complex disaster recovery or infrastructure rebuild programmes.

For more information about this document, visit www.scirtlearninglegacy.org.nz



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Through their Eyes – Toolbox

Audience

SCIRT Traffic Managers and STMS employees

Timing

3rd August 2015 – 30th October 2015

Purpose

To encourage SCIRT's traffic staff to be more mindful of the impact that traffic management has on suburban businesses and increase attendees capability and drive to minimise their impact on businesses where possible.

Overview

This is an informal toolbox talk to be presented to traffic staff. It will be presented by SCIRT's Transport Planning Manager, Colin Hey. The talk will take no longer than 15 minutes and will involve talking the attendees through the "Five easy steps to minimise impact on businesses" handout which is also available as a laminated A5 card for staff to keep in their vehicles.

One toolbox will be held at each Delivery Team between August and November 2015.

This toolbox alone will not instantly "fix" SCIRT's relationship with business owners, but it should increase our traffic staff's capability to make small changes to their traffic management for the benefit of business owners.

The Bigger Picture

The *Through their Eyes* toolbox is just one piece of a four part strategy to improve SCIRT's relationship with businesses owners. The three other strategies include activities to challenge and upskill the Management Team and Delivery Leadership Team, SCIRT's Delivery Team engineers, and sub-contractors.

Evaluation

There will be an attendance sheet at each toolbox. 2-3 weeks after the toolbox a short Survey Monkey survey will be sent to staff that have email addresses. The survey will ask what the attendee remembers from the workshop and if they keep the A5 card in their vehicle. A prize for filling in the survey will be discussed with SCIRT's Executive General Manager.

Resources needed

- The "Five easy steps to minimise impact on businesses" handout (A4)
- The "Five easy steps to minimise impact on businesses" card (A4)
- Attendance sheet
- Pictures of traffic management that could be improved

Suggested talking points

- Introduce yourself and why you are here
- Ask them to fill in the attendance sheet
- Share some market research or stories about the challenges of working with businesses. (74% of Christchurch residents are satisfied with the rebuild process compared to 51% of business owners.)
- Share some positive stories about STMS staff working near businesses (inspire them!)
- Talk them through the handout
- Give them the A5 cards and encourage them to keep them in their vehicles.
- Ask them to share their thoughts on working near businesses.

Reporting

Please complete the brief form on page 6 of this document after each toolbox and give to the IST.

Thank you for your support.

Resources

Handout – A4



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Five easy ways to minimise impact on businesses

The traffic management edition

- 1 Look for businesses - they aren't always where you expect**
 - Get to know your site
 - Do the businesses have any special requirements?
- 2 Provide as much access to businesses as possible**
 - Set up your TM carefully to allow access to businesses
 - Can you leave space for customers to park?
- 3 Make sure access to businesses is clearly sign-posted**
 - Work with the communication team to make business signage
 - Can customers easily see how to get to the business?
- 4 Talk to business owners about changes that affect them**
 - Speak politely to business owners about TM changes
 - Can you help businesses receive their deliveries?
- 5 Get your timing right**
 - Plan your TM deployment to occur immediately before work starts on site
 - Can you disestablish your site as soon as work finishes too?

\$ Each day traffic management is in place can mean reduced income for business owners; especially if the work site impacts on customer parking or makes access to their business more difficult.



SCIRT staff discussing a pedestrian refuge with a business owner on Pages Road.

If in doubt, direct business owners to your communication team



Card – A5



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Five easy ways to minimise impact on businesses

- 1 Look for businesses - they aren't always where you expect
- 2 Provide as much access to businesses as possible
- 3 Make sure access to businesses is clearly sign-posted
- 4 Talk to business owners about changes that affect them
- 5 Get your timing right - set up your TM right before work starts on site



Each day traffic management is in place can mean reduced income for business owners; especially if the work site impacts on customer parking or makes access to their business more difficult.

If in doubt, direct business owners to your communication team



Contact the SCIRT communication team

Thanks for taking care of businesses near your site. If a business owner wants more information about SCIRT works, refer them to your communication team.



0800 632 889 or scirt@citycare.co.nz



0800 400 310 or eqinfo@downer.co.nz



0800 444 919 or cirinfo@fcc.co.nz



0800 277 3434 or rebuildinfo@fultonhogan.com



0508 718 719 or christchurch.comms@mcdgroup.com

Record of site visit

Through their Eyes toolbox presentation

Date	
Name	
Delivery Team	
Contractors in attendance	
Number of attendees	

Please provide a brief summary of your toolbox presentation

What was the general mood of the attendees? (Positive? Uninterested?)

Did the attendees have any comments or questions about working near businesses?

Do you have any other comments about the toolbox?