

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.

Business support pack

Story: Business Support Campaign

Theme: Communications and Community

A document containing examples of items provided in a folder for businesses. These were taken to initial face-to-face meetings with business owners to discuss the impact and disruption of upcoming SCIRT rebuild works.

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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GO THE EXTRA MILE FOR BUSINESSES AFFECTED BY REBUILD ROADWORKS



Keeping your business ticking during SCIRT rebuild work

SCIRT plans its work to minimise impacts while still getting the rebuild done. Unfortunately the nature of the work means that some dust, noise, temporary traffic management and changes to access are unavoidable. Most underground services are located in the road corridor so roadworks will be a part of life in the Central City for several years.

SCIRT knows this work can be very challenging for businesses. This document explains our commitment to you as a business owner/operator. It also includes some ideas for how to keep your business ticking during rebuild work.



SCIRT will:

- Give you a checklist outlining when, where, why, and how our work will occur well in advance so you can prepare
- Ask you about your business needs e.g. parking and access
- Keep you updated about progress and changes
- Provide a key contact person and a hotline number
- Help you communicate with your customers by offering posters for your window and information hand outs for your counter
- Use advertising, website stories, signage and stickers to encourage people to support businesses affected by roadworks.

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Ideas to help you keep your business ticking

- Let your customers know about upcoming works in advance.
- Talk to your suppliers in advance to prepare for delivery changes.
- Contact your mailing list if you have one to let your customers know what is happening. Tell them about peak traffic times and suggest places that they can look for parking.
- Have a promotional deal to encourage customers into the store.
- Work with your neighbouring businesses to produce a newspaper advertisement promoting your businesses.
- Leave vouchers for your business at other shops/businesses in the area and offer the same service to them.
- Contact GrabOne or DailyDo to set up an online promotion with them.
- Contact walking groups, book clubs, or tourist groups to offer them a group discount if they come in to your business in a group.
- Sell your goods over the phone or on your website to make shopping easier for your customers.



New Zealand Government

Christchurch
City Council 

Shops are open for normal business

strongerchristchurch.govt.nz

 **SCIRT**
Rebuilding Infrastructure

0800 444 919  Fletcher

Have you considered a workplace travel plan? Christchurch City Council Travel Plan advisors can assist your business to look at a range of measures to help manage the challenges of traffic congestion, help increase travel choices for staff and encourage the use of sustainable travel. You can tailor your workplace travel plan to meet your business needs and achieve the outcomes that work best for you, your staff and customers. To find out more go to www.transportforchristchurch.govt.nz (search under 'travelling around' and 'travel planning').

Staying in touch

SCIRT is rebuilding this infrastructure for the people of Christchurch. If you have any questions please do get in touch.

For general SCIRT queries:

Phone: (03) 941 8999
Email: info@scirt.co.nz
Twitter: @SCIRT_info
www.strongerchristchurch.govt.nz

For project specific queries:

Contact the SCIRT Delivery Team constructing the project near you.
City Care: 0800 632 889
Downer: 0800 400 310
Fletcher: 0800 444 919
McConnell Dowell: 0508 718 719



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Repairing the Central City's horizontal infrastructure

It's a big job

SCIRT is rebuilding Christchurch's earthquake-damaged fresh water, wastewater and stormwater networks, roads and bridges.

There is about \$160 million worth of damage to the infrastructure in the Central City between Bealey Avenue, Fitzgerald Avenue, Deans Avenue and Moorhouse Avenue.

What's the damage?

- 26 km of wastewater pipe needs to be re-laid; 18km needs to be relined.
- 9 pump stations need to be constructed.
- 15 bridges require repair (8 of these are major repairs).
- 3 km of fresh water pipe needs to be re-laid.
- 5 km of roads need to be rebuilt; 14 km needs to be restored; and 43 km of roads need repair.

Rebuilding Christchurch's infrastructure is the biggest civil engineering programme ever undertaken in New Zealand.

How will we be working?

SCIRT is working closely with Council, CERA, utility providers, private developers and land owners to coordinate and schedule the horizontal rebuild as part of the wider recovery process. Work is being timed to support the delivery of other work such as the Anchor Projects and large private developments such as the Retail Precinct.

Work will increase from October 2013. From then there will be up to 40 SCIRT work crews in the Central City at any time until the 2016 finish date.

Generally wastewater will be fixed first as it is the deepest underground service. To minimize disruption, SCIRT will then repair the stormwater and fresh water pipes before repairing roads in a 'one pass' approach wherever possible.

Work will affect nearly every street in the Central City at some time. The time needed to finish each piece of work will depend on the level of damage, and the work required to fix it.

What does this mean for you?

SCIRT plans its work to minimise impacts while still getting the rebuild done. Unfortunately, the nature of the work means that dust, noise, traffic delays, and changes to access are unavoidable.



Temporary traffic changes

Temporary traffic management (signs, cones, barriers and fences) helps keep road workers and road users safe. There will be lane reductions and sometimes a street will be temporarily closed. Often our work requires us to remove parking.

Careful thought goes into all traffic management decisions. SCIRT works with Council, CERA and NZTA to understand the traffic impacts for each worksite and also the combined impact of all worksites across the network. Detailed street level programmes are fed into a traffic model to help sequence the work. We liaise on a daily basis with the Christchurch Traffic Operations

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Centre (CTOC) based at Council offices in Hereford Street to ensure that the network is optimised to accommodate our work.

As a general rule, priority is given to maintaining the efficiency of more strategic routes. This will often mean that longer wait times are experienced by motorists on side roads (particularly at signals intersections).

The www.transportforchristchurch.govt.nz website provides information about traffic changes across the city. There is also a mobile version of the site available as an app on iPhone and Android. Further development for up-to-date traveler information is expected in the coming months.

Most underground services are located in the road corridor so roadworks will be a part of life in the Central City for several years.

Noise

Deep trenches are often needed to access the pipes for repair. Sheet piles may be needed to secure the sides of deep trenches so it is safe to work inside it. Inserting sheet piles into the ground can be noisy and create vibration. Where appropriate, other less invasive methods may be used to fix the pipes and support the trenches, such as pipelining.

In some areas of the city the water table is higher than the level of the pipes. Work crews will need to pump the water from the construction area to enable the repairs to be done. Dewatering pumps do make noise and must be located directly next to the construction area. There will also be noise from moving machinery and reversing beepers.

SCIRT crews work at night in particular situations when it is safe and critical to do so. For example, CCTV surveys inside pipes, or

brick barrel pipe lining often has to happen when the liquid level in pipes is low – when most people are in bed. Busy intersection work may also happen at night, but generally night work is limited because:

- Brightly-lit roadworks and noisy machinery at night are intrusive on the community, particularly when there are people living nearby.
- Night work is less productive, costs more and is more dangerous for both road users and workers. It is difficult to light trenches adequately at night.

Sometimes access routes for businesses and residents are compromised because of our work – where this occurs we will work hard to ensure work proceeds as fast as possible and that those affected are informed of progress.

Keeping you informed

SCIRT uses many types of communication to stay in touch about the rebuild work:

- Work notices in letterboxes
- Meetings with businesses and residents
- Vehicle access restriction notices
- Freecall hotlines
- Email
- Signage on work sites
- Advertising in newspapers
- E-newsletters (subscribe at www.strongerchristchurch.govt.nz)
- Twitter @SCIRT_info #chchtraffic
- www.strongerchristchurch.govt.nz website lists all SCIRT work throughout the city
- www.transportforchch.govt.nz website lists all traffic changes in the city
- Electronic message signs alert road users to traffic changes.

Staying in touch

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SCIRT Business Checklist

Summary of the work	
Why is it happening?	
How is it being done?	
When is it being done?	

Impacts on your business	
Effect on access to your business e.g. road work, lane closures etc	
Unique needs/requests from business <i>(We will make every effort to accommodate your requests but due to the nature of our work we may not be able to assist in every case.)</i>	
Effect on parking near your business	
Other impacts such as noise, dust, vibration	
Anything else	



Tools	
SCIRT has provided the following tools to help you communicate with your customers	Tick as appropriate:
A5 flyers	
A3 poster for your window/counter	
Stickers – “Go the extra mile for businesses affected by rebuild roadworks”	
“Businesses are open as usual” signage near your business	
A copy of the work notice which is distributed to affected residents /businesses/other stakeholders explaining the work (when available)	
Added you to the distribution list for email updates	

Key Contact- SCIRT

[insert Delivery Team name, contact person’s name, email address, telephone number/hotline number]

Key Contact- Business

Business:
 Name:
 Position:
 Email address:

Yes, I would like to receive email updates

We will update you about our work as required

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We Are Open For Business!

SCIRT is working in this street, repairing the [insert service]. This rebuild work will make it a little more difficult to get to us, but parking is available [insert location of parking].

We will remain open through this work, so please support us.



These road works will be finished [insert completion date].

If you would like further information about this project please contact SCIRT:

[insert Delivery Team name]
[insert contact person's name]
[insert email address]
[insert hotline number]

