# Manaaki Tāngata – Its importance in Disruptions Management

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| As Aotearoa faces the disruptive challenges of climate change and rapid growth an increasing number of mass rapid transport infrastructure projects will be required. While crucial to ensuring equitable access, the construction of such infrastructure will itself be significantly disruptive. The rate of change involved is on a scale not previously experienced in Aotearoa. To face these challenges, we need well planned disruptions management to care for the affected communities.To date, large scale transport projects have typically involved motorways in greenfield areas. Future mass rapid transit projects are likely to be constructed in higher density urban environments, so we need to be increasingly innovative in how we manage the taha hinengaro of affected communities. We've got to get better at having conversations about how to mitigate disruptive effects of construction, and more honest about the scale, impacts and costs of those effects. A key lesson from both overseas projects and the City Rail Link (CRL) is that constant attempts to minimise disruption can in fact have the opposite effect.In this think piece, based on my experience of being part of the team managing the CRL disruptions, I suggest three guiding principles for planned disruptions management:1. Communication - Honest on-going communication with affected communities is crucial, giving them choices about what they can or can't do and providing the opportunity for individual and community agency.
2. Opportunity - disruptions provide an opportunity to try new things and to accelerate change. Community ownership of these opportunities can be powerful. Let's not squander that chance.
3. Sufficient Planning – Careful planning of how to ensure continuity of access around works sites takes time. Embracing public transport, walking and cycling infrastructure are key parts of the solution.
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