Communications with Residents

Ways to improve Communication with Residents about Road Traffic Noise

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Outline

• Ways to improve communication with neighbours at different levels

• Practical use of auralisation of road traffic noise to support the understanding of noise maps and noise calculation

• Assessment of noise impact on human activities in recreational and natural areas
Purpose of communication

• Balance expectations of the projects
• Uncover objectives
• Set up key messages to stakeholders
• Choose info channels

• Feedback from residents:
  “Too much focus on nature instead of humans”
• Noise is the main subject when communicating with neighbours
Goals

1) To inform openly, objectively and professionally about the project, so the uncertainty about the future is minimized for the affected residents

2) To reduce the number of inquiries from residents later in the project and thereby provide a higher degree of peace to work for the project manager and others involved

3) Branding the Road Directorate as open (co-operative), objective (impartial) and professional (holistic and competent).
Different types of meetings

- Dialogue meetings during public consultation/hearing
- Information meetings
- Café meetings with smaller, local groups
- Coffee meetings with neighbours
- Presentation of the projects to the local politicians
- In the future: dialogue on social media like Facebook, Twitter and online meetings (via Skype)
How do we present noise?

- Noise effects are shown together with mitigating measures on noise maps.
- Noise maps can be difficult to understand.
- Auralisation is used to support the noise maps.
- Used on our homepage and in the coffee breaks at consultation meetings.
- Shows effects of different kind of mitigating measures, types of roads, traffic and weather.
Noise exposure of recreational areas
Background and Purpose

• “Why do you only talk about animals, birds and plants – we are here as well?”

• People are using the landscape for recreation and resting

• Access to (relatively) quiet areas matters to people

• Impacts on these areas must be included in environmental assessments of road projects

• A method to assess noise impact on human activities in recreational and natural areas
Sites for recreation
A practical, feasible method

- Identifying sites used for recreational activities
- Site characteristics
- Human activities
- Describing present soundscape
- Noise mapping; present and future road traffic noise
- Assessing noise sensitivity of human activities on each site
- Assessing sensitivity to changes in road traffic noise levels
Site visit

The site and its use

- The site (urban, rural, Forest, park, beach…)

- Type of activities identified (walks, cycling, bathing, hunting…)

- Extent of use (low, medium, high)

- Facilities (roads, paths, tents, tables…)
Site visit

Soundscape at the site

- Noise sources (road, rail, wind turbine, industry…)
- Soundscape indicators
- User expectations on present noise exposure
- Activities’ sensitivity to noise exposure (none, slight, medium, strong, extreme)
- Activities’ sensitivity to changes in noise exposure (none, slight, medium, strong, extreme)
Description of noise perception
# Final evaluation

<table>
<thead>
<tr>
<th>Nr.</th>
<th>Navn</th>
<th>Hoved-</th>
<th>Lokalitet</th>
<th>Anvendelses-grad</th>
<th>Brugernes forventninger om nuværende støj på lokaliteten</th>
<th>Aktiviteternes samlede støjfølsomhed</th>
<th>Aktiviteternes følsomhed overfor eget trafikstøj</th>
<th>Vurdering af løsningsforslagenes påvirkning af de rekreative aktiviteter på lokaliteten</th>
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Contribution to EIA

People and community

• Assessment of noise impact on dwellings

• Assessment of noise impact on areas used by people for recreational activities

• Part of an approach addressing impact on people and community as much as nature and habitats.
Key lessons

New method:
• A practical, feasible method
• We have to go out in the field
• Is the site evaluations too subjective - should we measure noise on the sites?

Communication:
• Communication is essential to involve people and it is essential for a good result
• It is time-consuming, and we need to simplify our messages. There are room for improvement