

To: Pamela Santos – Barker & Associates Limited
From: Cam Wallace – Barker & Associates Limited
Date: 12 December 2024
Re: Updated CPTED Review - Pūmanawa Downtown West

1.0 Introduction

An initial CPTED review of the proposals for Pūmanawa Downtown West was undertaken by Frank Stoks in September 2023. I understand Mr Stoks has now retired. I have reviewed this document and am in general agreement with the analysis and recommendations contained therein. I note that some of the recommendations relate to matters that are more commonly addressed at later design stages (e.g. building consent) and it is common to include this detail as a condition of resource consent (e.g. final lighting or wayfinding strategies).

As such, my review has focussed on the key physical design changes to the proposal which have CPTED implication. In addition, I have considered whether the proposed changes give rise to any new issues that may not have existed at the time of Mr Stoks 2023 review. Key recommendations by Mr Stoks included:

- Revisiting the location, approach and design of the secluded public lift lobby beneath the undercroft on the north side of Te Uranga Hau, the Urban Room;
- Improving safety and perceived safety of the service lane which is expected to continue to be used by pedestrians as a convenient north-south short-cut - albeit it bypasses the significantly greater environmental amenity of the public spaces and north-south route (with steps) within the Project;
- Reviewing provision of public toilets as collateral essential to have people stay; and
- Making safer and screening the recessed vehicle entrance to the rear of the MSocial Hotel for its proximity to the Auckland Transport (AT) Bike Store entrance and the Western entrance.

2.0 Key Changes

Since September 2023 a number of design changes to Level 00 and Level 01 have been proposed to CPTED issues identified in addition to other design reviews undertaken (e.g. those undertaken by Eke Panuku TAG). This updated assessment addresses changes made to the design in December 2024. The location of key changes relevant to this CPTED review are identified in Figures 1 and 2 and are discussed further overleaf.

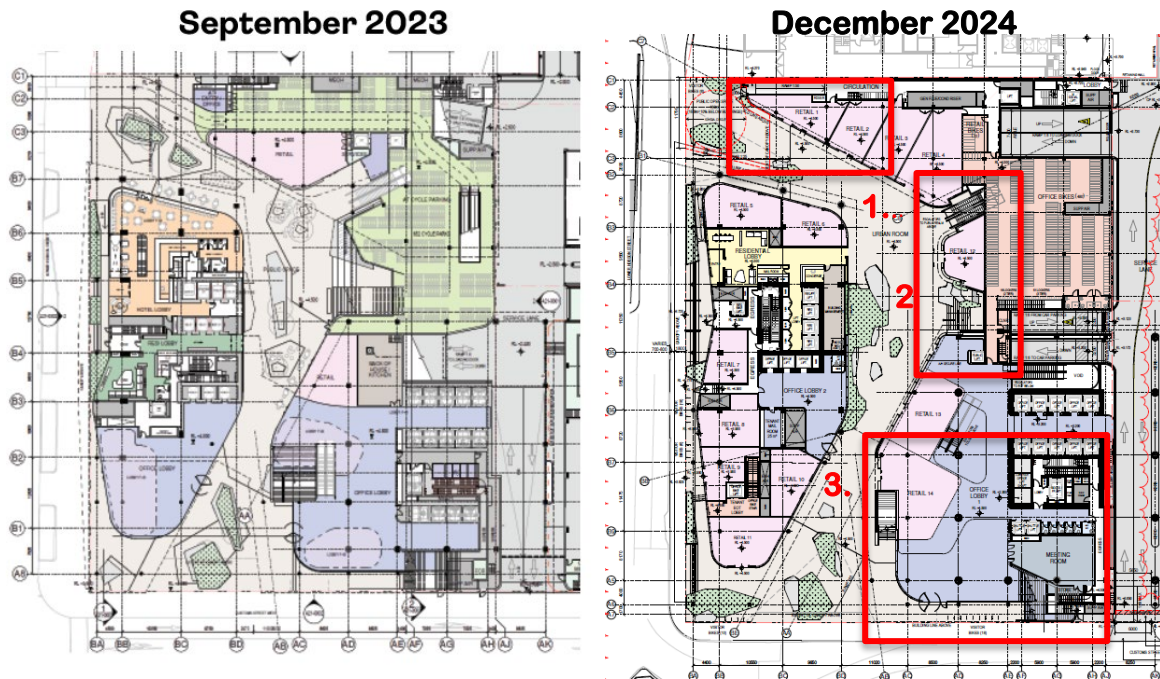


Figure 1 – Location of Key Changes to Level 00

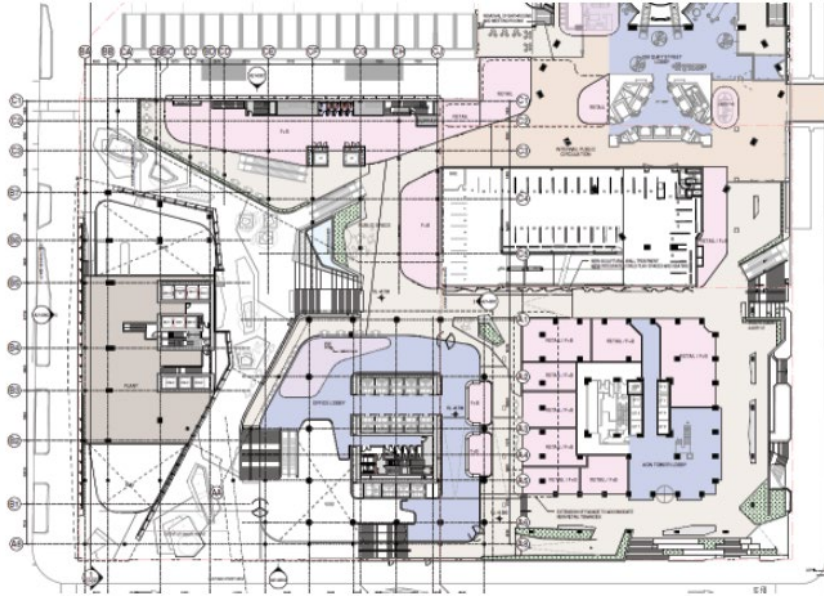
Key changes to the Level 00 Plan include:

1. Extension of ground floor retail spaces, removal of the AT Bike Store and reconfiguration of the main cyclist access point further to the west towards Lower Hobson Street in proximity to the MSocial rear access;
2. Shifting of the escalators further west and removal of the former public lift lobby. This lift lobby has now been shifted south adjacent to the main stairs leading from Level 00 to Level 01 and a reconfigured office lobby; and
3. Changes to the lobby in the south-east corner of the development adjacent to the existing service lane. This move includes reconfiguration of external stairs from Customs Street West to Level 01.

Key changes to the Level 01 Plan include:

4. Introduction of public toilets accessed off the northern east-west link and adjacent to a proposed food court / food market;
5. Reconfiguration of the office lobby and retail space (this is linked with matter #2 above);
6. Expansion of the retail space and removal of public balcony which extended west of the escalators (this is linked with matter #1 above); and
7. Reconfiguration of the external stairs from Customs Street West to Level 01 and a slight narrowing of the north-south pedestrian link (this is linked with matter #3 above).

September 2023



December 2024

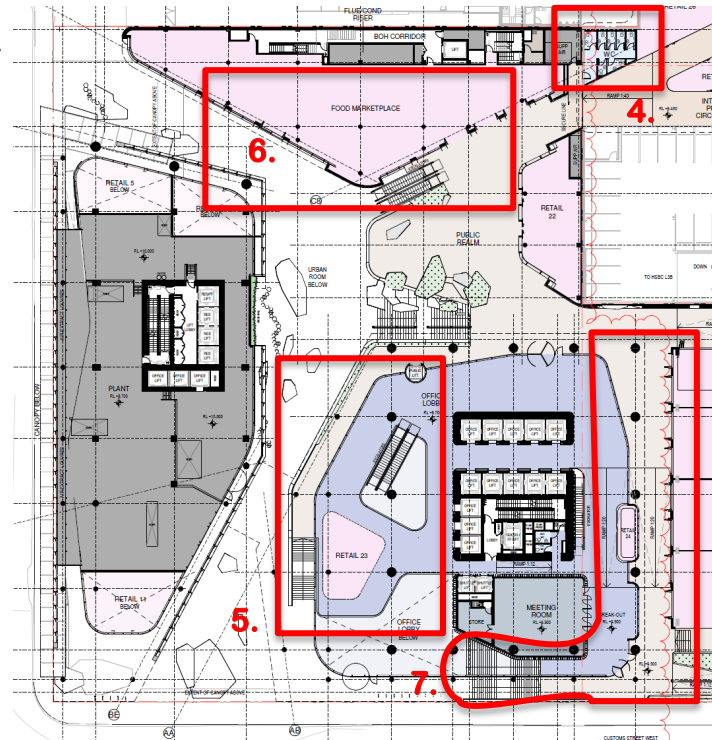


Figure 2 - Location of Key Changes to Level 01

3.0 CPTED Review

3.1 MSocial Rear Access

In general, the proposal including changes will result in a significant improvement to actual or perceived levels of safety along Lower Hobson Street. As noted by Mr Stoks, the existing appearance of the MSocial service access is poor and could create perceptions of risk. The changes proposed have resulted in increased screening of this space when viewed from within the development as well as Lower Hobson Street (when travelling north).

Views towards the MSocial service access are improved by the proposed placement of buildings and removal of pedestrian overbridge of Lower Hobson Street. Ideally the existing gate line on the MSocial site would be brought forward closer to the façade line of the new building, however I note that this is outside the control of the applicant.

Nevertheless, extended views towards the cycle entrance are available on approach from Lower Hobson Street. Low level landscaping is also shown in this location and this helps to provide a defensible edge to the cycle entrance.

No specifics are yet provided on the detail of this at this stage but should be confirmed as part of final landscaping plans secured through a condition of resource consent. The species chosen should generally be kept to a height of less than 800mm to avoid obscuring views and creating opportunities for concealment. In addition, it is expected that any specimen trees to be located in the general vicinity of this area would feature a clear stem of at least 1.8m.

Overall, I consider that the proposed changes in this location have adequately addressed the recommendations of Mr Stok in this location.

3.2 Public Lift Lobby / Escalators

The east-west escalator bank and public lifts have been repositioned to provide direct frontage onto the Urban Room. The movement of the east-west escalator bank further west towards the edge of the urban room provides for direct visibility of this route from Lower Hobson Street and also facilitates the removal of the former concealed lift lobby. The public lifts are still located within a lobby off Te Uranga Hau, the Urban Room. However, these are now positioned further to the south within the T1 office lobby. As indicated in Figure 3, clear glazing provides for direct views into and out of this space. This is now positioned in an area of high visibility that will assist with perceived levels of safety as well as legibility through the site. Clear signage directing the public to these lifts from the Urban Room will be important and should be addressed as part a detailed wayfinding / signage strategy for the site.



Figure 3 – Render showing location of new public lift lobby on Level 00

Overall, I consider that the proposed changes in the escalator bank and public lift are a noticeable enhancement of the scheme in terms of CPTED and appropriately address the recommendations of Mr Stok.

3.3 T1 Lobby

The lobby and its primary entrance is positioned in a highly visible location on Customs Street West. In addition, a meeting space has been provided that would contribute to activation.

The stairwell from Customs Street West and the north-south route on Level 01 has also been modified as part of changes in this location. These changes do not give rise to any additional concerns in my opinion. The highly glazed nature of the frontages in this location, along with proposed building entrances will support a sense of activity and openness throughout the day in these locations.

Overall, I am supportive of this change and consider that it further enhances CPTED benefits associated with the proposal.

3.4 Public Toilets

The reconfiguration of the Level 01 food market has also resulted in a reconfiguration of amenities in this location. This has included the placement of, what I understand will be, public toilets along the internal east-west circulation route through the HSBC building. This will have the benefit of improving overall accessibility for users at the site, thus helping to encourage people to visit (in general) as well as to stay longer. It would also be appropriate to ensure these toilets incorporate baby change facilities to support convenience for young families visiting the site (noting that baby changing facilities are also already provided within the nearby Commercial Bay development).

These toilets will be located behind the “secure line” off a small alcove with good forward visibility from main public areas. I understand that these public toilets will not be accessible for use outside of normal operating hours of the retail units. This is consistent with the approach at the Commercial Bay development and, in my opinion, is a sensible approach as extended opening hours (e.g. 24/7) may require frequent monitoring by security as well as cleaning to reduce opportunities for vandalism or other antisocial behaviour. These resources may be better used elsewhere across the development to support positive CPTED outcomes.

3.5 North South Service Lane

Mr Stoks also identified that improving safety and perceived safety of the service lane. He expected it to continue to be used by pedestrians as a convenient north-south short-cut. Architectural plans indicate a secure line for vehicles is proposed, with pedestrians and cyclist unencumbered. In my opinion, the proposed changes to the site as a whole (including the intensity of different uses), the enclosure of this lane raise some concern with the use and function of the north-south service lane for the general public.

In my opinion there is no obvious connectivity benefits in enabling the general public to be able to utilise the service lane as an unencumbered north-south route, noting it does not respond to any obvious desire lines and more amenable alternatives are provided in close proximity. I also note that the lane itself provides significant benefits to the wider area by internalising loading and servicing activities centrally within the site, enabling street level activation to be maximised.

I do not consider that my concerns require a fundamental redesign of any aspect of the proposal in this location. Rather, further consideration to the management of this space will need to be given. This includes the potential to secure the space through use of barriers, lighting, surveillance (e.g. CCTV) and wayfinding. In my opinion, it would be beneficial to actively encourage pedestrians, through design, to utilise the new north-south routes created through the site or existing Lower Hobson / Lower Albert Streets.



Figure 4 - Render showing changes to north-south service lane and stairs to L01 on Customs Street West

3.6 Other Recommendations

Other recommendations of Mr Stoks has made are not specifically addressed above in this review. This includes:

- (a) Refining the planting plan;
- (b) Making laneways access controllable for emergencies and special maintenance; and
- (c) Confirming and resolving CBD connections south of Downtown West currently challenged by Fanshawe Street, plus improving safety of Sturdee Street Reserve should feeder pathways to Downtown West continue through or adjacent to it.

With regard to item (a), I make general comments to landscaping where appropriate through my review but would expect that the level of detail required could be appropriately managed via a condition of consent relating to the provision of final landscaping plans (including maintenance requirements). In CPTED terms, species selection and location (including foliage and canopy heights) are critical elements to be considered. At this stage of the project, I consider that these issues have been sufficiently addressed to a level that does not raise any particular concerns.

With regard to item (b), I do not consider that implementation of this recommendations requires physical changes to the design of the proposal and could instead be addressed through active management by on-site personnel as needs arise (e.g. cones, temporary fencing, active security) which is the same approach as currently applied to the east-west link within the Commercial Bay development.

With regard to item (c), this recommendation largely sits outside of the project area on land under control of Auckland Transport / Auckland Council. The proposal will involve the removal of the existing vehicular ramp structure opening up this space, which combined with increased activation along Customs Street West will provide CPTED related enhancements to this space in terms of passive surveillance, visibility and use. Ultimately, the proposal will provide for future opportunities to further enhance the Sturdee Street Reserve.

4.0 Conclusions

Based on my review of the changes to the design of the Pūmanawa Downtown West, I consider that the scheme incorporates good CPTED principles throughout. The changes have, in my opinion, addressed the key physical recommendations of Mr Stoks from his September 2023 review.

It is expected that further design work will occur through to building consent which will help to address other recommendations raised by Mr Stoks. This would be in addition to likely resource consent conditions requiring submission of finalised landscaping and architectural plans as well as a signage / wayfinding strategy.