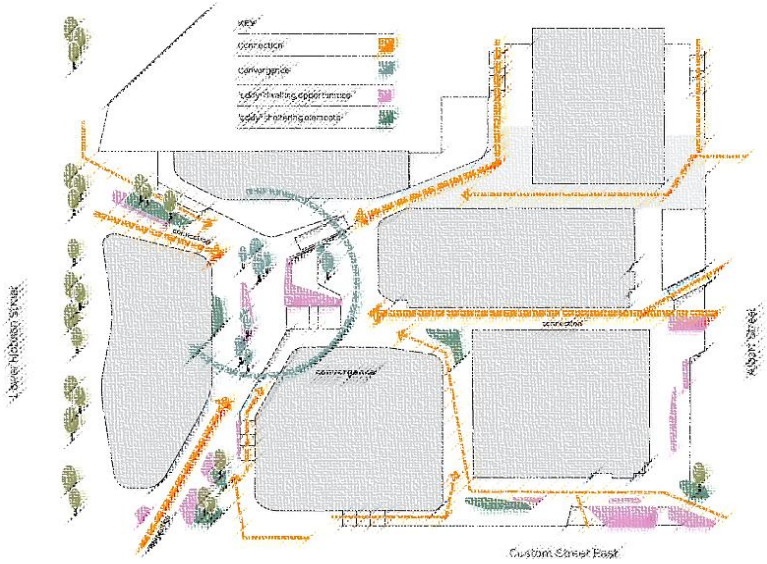
PŪMANAWA DOWNTOWN WEST

LANEWAYS CPTED REVIEW



Courtesy of Warren and Mahoney. 07-07-2023

Prepared for

PRECINCT PROPERTIES NZ LIMITED

by:

STOKS LIMITED

CPTED • CORPORATE SECURITY • RISK MANAGEMENT

Marlborough, New Zealand

DRAFT V1. 1 September 2023

PŪMANAWA DOWNTOWN WEST. AUCKLAND CBD

LANEWAYS CPTED REVIEW

CONTENTS

PŪMANAWA DOWNTOWN WEST: Laneways CPTED Review.

1. SUMMARY

1. This CPTED review of the Laneways through the Pūmanawa Downtown West project on the Auckland Waterfront was prepared for and requested by Precinct Properties Limited.
2. The review is based on: *Warren and Mahoney 'Pūmanawa Downtown West 90% Concept Design Issue'* drawings, TAG presentations, and related referenced documents; day and night visits to the site and environs; exploration of the crime profile for the area; and assessed against CPTED criteria mainly from Auckland City Council, Eke Panuku, and Ministry of Justice.
3. The Project Area is well connected to a maturing pedestrian, cycle and micromobility network in the Auckland CBD. The Project laneways will form an important part of this network.
4. The Project Area is not considered a crime hotspot although there are low level concerns about vehicle crimes, and intoxication. The precinct and any laneways through it are expected to be influenced by the night-time economy and late-night entertainment activities nearby.
5. There are three principal laneways through the development: 'Eastern' from Lower Hobson Street to Lower Albert Street; 'North-south' from Customs Street West to Quay Street; and 'Southwest diagonal' from Customs Street West to Quay Street. There are also connections to secondary internal feeder pathways.
6. The three laneways converge on a large Urban Room - Te Uranga Hau, which is a highly activated, four stories high, skylighted public space. The lanes themselves are wide and highly activated, mainly with retail and F&B outlets flanking them. There are also intermediate activated public pause spaces. The street entrances to the laneways are highly articulated, mostly flared, and contain excellent nodal orientation and transition spaces between the street and the short, highly activated distance to the central Urban Room and smaller intermediate public spaces.
7. The laneways themselves are showcased and brought forward as premium generous and proud quality space – they are not narrow, confined and circuitous, and they do not disappear under isolated parts of the building. Rather, they help form the spine of the public space within the premium lower two levels of the building. Being integrated contributes significantly to their safety.
8. Internationally recognised CPTED /audit criteria along with the Auckland Council's, Eke Panuku's, NZ CPTED Guidelines and good practice are all achieved (cf. summary **Table 2, p.18**), principally:- being publicly accessible 24 x 7; pedestrian amenity and safety; multiple, diverse and extensive activation strategies, and mixed use (for natural supervision); elimination of entrapment zones; safe movement pathways with intermediate exit choices; clear sightlines towards intermediate nodes if not exits themselves; legible layout and architectural articulation of the lane's entrances and direction (aided by the obvious alignment between buildings and glass day-lighting canopies); provision and intent for embedding expressions of ownership and stewardship through cultural and other practical narratives (Ka Uru, Ka Rongo and other principles - still under

consideration); projection of a quality environment (mentioned in **7** above) for the laneways themselves and the building's host environment; and expectations of complementary technical security (e.g. lighting and CCTV) and security facility management programmes to be developed in subsequent design stages.

9. While it is considered that at the present stage of Concept Design the laneways achieve and satisfy the CPTED audit/review criteria very well, recommendations made for optimisation *within the Project Area* include:
    - Revisiting the location, approach and design of the secluded public lift lobby beneath the undercroft on the north side of the Urban Room;
    - Making laneways access *controllable* for emergencies and special maintenance;
    - Reviewing provision of public toilets as collateral essential to have people stay;
    - 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;
    - Refining the planting plan (currently shown indicatively for presentation purposes);
    - Developing a Security Access Plan to benefit subsequent design stages;
    - Lighting, wayfinding, technical security and a security facility management plan to complement and support security *by-design* achieved to date, to assist the next stage of design.
10. Recommendations for optimisation that impact upon the success of the Laneways and the Project *outside* and adjacent to the Project Area are:
    - Support for removal of the Lower Hobson Street flyover [barrier and undercroft], not only to provide a highly desirable connection to the Viaduct Basin Precinct (continuing the mid-blocks North-South stitch), but also for the Project - and the location of Tower 2 and the eastern lane in particular - to optimise the point at which the eastern laneway injects onto Lower Hobson Street;
    - Making safer and screening the recessed vehicle entrance to the rear of the MSocial Hotel for its proximity to the AT Bike Store entrance and the Western entrance.
    - Confirming and resolving CBD connections south of Downtown West currently challenged by Fanshawe Street, plus improving perceived safety of Sturdee St. Reserve should feeder pathways to Downtown West continue through or adjacent to it.
11. Further to the instructions for this review, it can be confirmed that *"….the public realm and laneway network design can be supported from a CPTED perspective".* Moreover, with suitable security facility management support, the laneways are expected to significantly contribute to the success of the Downtown West development.

2. INTRODUCTION

Purpose

2.1. This Crime Prevention Through Environmental Design (CPTED) review supports a Resource Consent application prepared for Precinct Properties New Zealand Limited for

a proposed city block development known as Downtown West on the waterfront in Auckland's CBD.

2.2. CPTED principles have already been considered during the design process to date. None the less, an independent specialist review of through-site laneways was requested by Precinct Properties and the Design Team. Its purpose is to outline CPTED strengths, any concerns, any opportunities and any suggestions regarding any mitigations or dependencies such as may be required. And specifically to form the view as to whether *"….the public realm and laneway network design can be supported from a CPTED perspective*".[1]

Project location and description

2.3. In essence 'Downtown West' involves redevelopment of an Auckland CBD Waterfront city block currently bounded by Quay Street, Lower Hobson Street, Customs Street West and Albert Street as shown in the Project Area Plan **FIG. 1.** [within the orange boundaries].

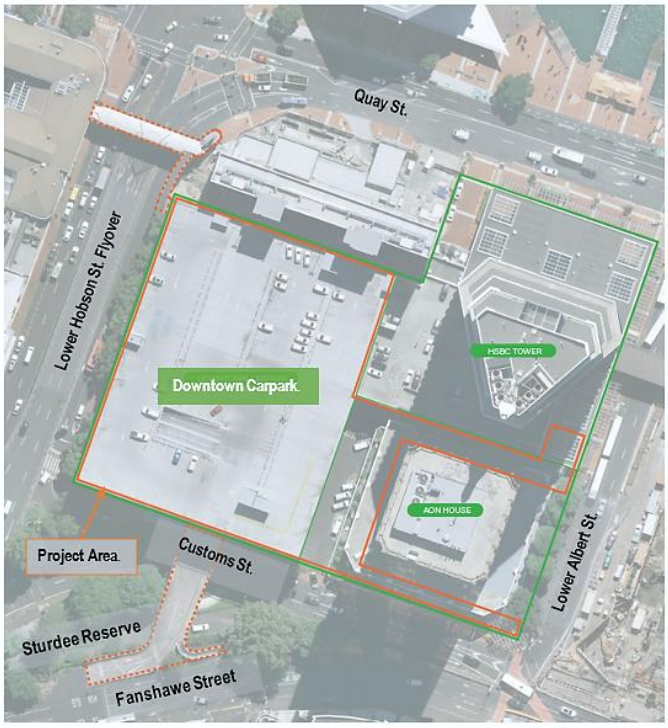


FIG. 1. Project Area Warren and Mahoney 20-07-2023.

2.4. The wider street-bounded block is currently and principally occupied by the Downtown Carpark, MSocial Hotel [western half], Aon House and HSBC Tower [eastern half].

2.5. The redevelopment proposal comprises removal of the present "Downtown Carpark", and construction of a new below-grade car park and two new tower blocks on the Downtown West Site. The scheme also includes new public realm between the new Downtown West site buildings, plus redeveloped spaces between HSBC and Aon buildings which are linked to the surrounding street network by upgraded north-south and east-west laneways – these being the subject of this CPTED review. The Project is

[1] RCP request for proposal. 13 April 2023.

described in further detail in the Architect's Design Report and associated drawings[2] for Resource Consent, and the diagrams in this CPTED review Report.

Scope of review

2.6. This CPTED review relates to the Project Area only, and includes:

a. the proposed north-south and east-west *laneways* network through the Project Area more or less at the level of the respective adjoining streets;

b. public realm landscape works, 'indoor rooms' and pause spaces adjoining or intercepting the laneways within the Project Area;

c. connections between the Project Area and the adjoining streets, and pathways, and

d. commentary of the landscape/streetscape immediately adjoining the Project Area where it may have a CPTED impact upon the Project or vice versa.

2.7. This review does not cover parts or levels of the rest of the development other than the laneways-specific or laneways-related scope mentioned above.

CPTED Review Criteria

2.8. The principal CPTED review criteria and mandates for CPTED referenced below are:

a. **Resource Management Act 1991** (RMA). Statutory obligation to promote the sustainable management of natural and physical resources which enables people and communities to provide for their social, economic, and cultural well-being and for their health and safety.

b. Auckland Council.
Auckland Design Manual. (2023). 'Design for Safety'.

District Plan. 'Annexure 16 Safety Guidelines'. Within the District Plan, the focus of CPTED is on the interface between public and private spaces and the layout and design of private developments. (s.3.4).

Auckland Operative Unitary Plan. Principally sections: E.24 Lighting; E.26.1.1; E.26.1.2 (a) and (b) Infrastructure Policies (health, safety and quality); H8. Objective 3(c). Business – City Centre Zone; I205. 1), I205.6.2 1. a) to e); 2) – redevelopment of Project Area. Downtown West Precinct [sub-precincts A, B].

Auckland City Centre Masterplan. (2020). 'Transformational Move 8. Harbour Edge Stitch'. S.8. Vision for the waterfront harbour edge stitch. Outcome 5 regarding safe laneway network.

c. **Eke Panuku** Development Auckland. (2022). 'Downtown Carpark Development Auckland. Essential Outcomes and Design Guidance Rev. E'.
Essential Outcomes directly[3] related to CPTED (p.17):

"4 Providing Pedestrian Laneways:

e. Be publicly accessible 24 hours a day

g. Follow best practice CPTED principles.

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2 Warren and Mahoney. Pūmanawa Downtown West 90% Concept Design Issue. 15-08-2023.

3 Noting that the majority of the 17 Essential Outcomes have indirect relationships and CPTED interdependencies.

> *14 Ensuring Safety in Design: Best practice CPTED (Crime Protection through Environmental Design) principles must be applied to all aspects of the development."*

d. **Auckland Transport** (2020). 'Engineering Design Code: Footpaths and the Public Realm' (p.18).

e. **Ministry of Justice** (2007). 'Crime Prevention Through Environmental Design – Draft New Zealand Guidelines'. (Part of the New Zealand Urban Design Protocol);

f. **Ministry for the Environment** (2005). 'New Zealand Urban Design Protocol'.

Other references

2.9. This CPTED review is also informed by:

a. day and night-time revisit to the Project Area and immediate environs on 26 May 2023;

b. project familiarisation workshop with the Project Design Team on 26 May 2023;

c. review of evolving design documentation, correspondence and presentations to Auckland Council's Technical Advisory Group along with TAG01 to TAG03 meeting minutes;

d. Resource Consent drawings and reports[4];

e. reference to Auckland Council District Plans, guidelines and other CPTED publications[5].

f. discussion with Precinct Properties regarding their post occupancy CPTED experiences since completion of Commercial Bay development in a similar location to the immediate east of the Project Area;

g. identification of the crime profile for the Project Area from Police.

3. CPTED ATTRIBUTES of the PROJECT AREA.

Site Description

3.1. The City and Waterfront context of the Downtown West Project Area as described in detail in MacIndoe Urban's Urban Design Report[6], is characterised by:

a. *Waterfront proximity*, which includes the Jellicoe Precinct within Wynyard and the Eastern Viaduct to the west and Commercial Bay and Britomart to the east;

b. *Core city centre location,* intensifying along the line of the Albert/Hobson Street ridge as well as to the east of Queen Street in the vicinity of Fort and Shortland Streets;

c. *Proximity to* [but not of itself] *intensive retail* to the east which is primarily focused in Commercial Bay, across Customs Street East and along Queen Street.

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4 Warren and Mahoney Architects. S.04. Landscape Design. 09-06-23. Pūmanawa Downtown West 90% Concept Design Issue. 15-08-2023.
5 Refer s.1.5 above.
6 MacIndoe Urban. Downtown Carpark Project. Urban Design Report . 20 August 2023.

d. *Proximity to public transport* due to the City Rail Link (CRL), the bus interchange and to the ferries which together with new high-rise buildings will are expected to intensify occupancy and activity in and adjoining the Project Area.

e. *Expectation of public connection and high-quality public realm* provided by a fine-grained lane network. (MacIndoe Urban. pp. 3, 4.)

3.2. Other nearby and adjoining landmarks are the recreation, food and beverage and entertainment precinct east of the site around the Viaduct; a small reserve in the southwest corner below and between Fanshawe Street and Sturdee Street; the undercroft formed by the Lower Hobson Street Flyover; and pedestrian cycling and transit streets – Refer **FIG.2**.

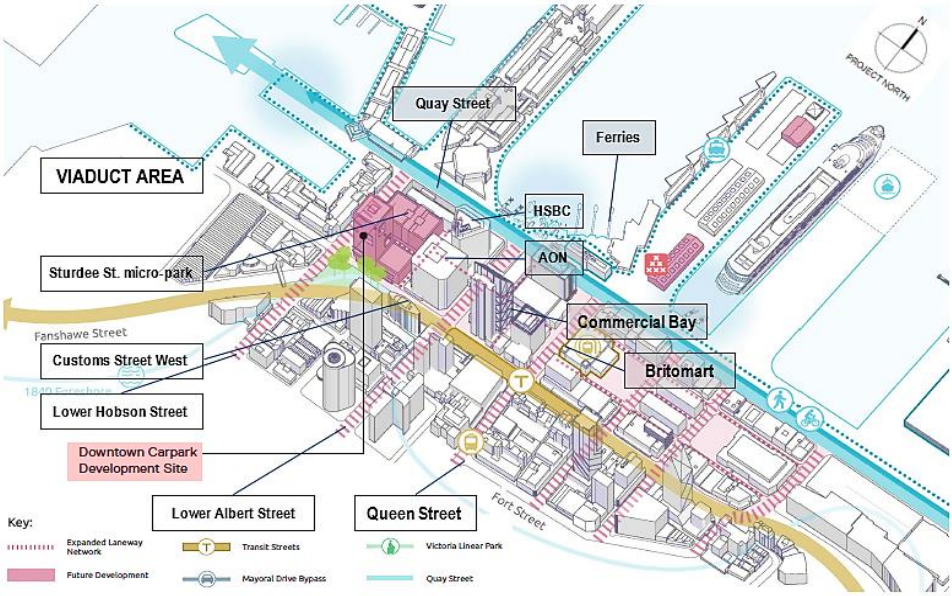

FIG.2. Project Locality Plan

Local Crime Profile

3.3. Information about the existing crime profile of the site and its immediate environs[7] was obtained from Police Crime Data[8] for the twelve months from 1 June 2023 to 31 May 2023, and from discussions with the Police Auckland Central Area [Crime] Prevention Team (21 August 2023). Both sources help with understanding latent crime risk – i.e. the *why*, *what* and *where* CPTED should be considered for the Project.
The table below shows reported incidence of crime according to five types of crime that most applicable to CPTED, relative to adjoining meshblocks – see **Table 1** and **FIG.3** (next page).

3.4. Comments and observations from the crime statistics are that:

a. Statistics are indicative for general comparisons between mesh blocks;

b. Meshblock 0432800 [blue column in Table and 'DTW' in Fig.3] conveniently covers the entire Project site / city block exactly – no more and no less;

7 Within and up to approximately 200 metres of the Project Area perimeter.

8 https://www.police.govt.nz/about-us/publications-statistics/data-and-statistics/policedatanz/victimisation-time-and-place involving blocks including and surrounding the Project Area.

c. The Commercial Bay development site covers well less than half of Meshblock 0432900 as it extends up Queen Street and includes a lot of open space - hence the relatively larger incident numbers.

Mesh block / Offence	0433001 Viaduct area	**0432800 ☆ Downtown Project Site**	0432900 Commercial Bay block
Assaults [non injury, common]	25	**9**	74
[Serious with injury]	7	**3**	10
[Sexual assault]	2	**-**	3
Unlawful entry [Burglary]	3	**7**	17
Theft of car	-	**47**	5
Theft from car	1	**17**	2
Theft incl. from retail premises	30	**265**	112
Other	3	**~47**	~25
Approx Total for 12 months 1/6/22 to 31/5/23.	~71	**~395**	~248

TABLE 1. Comparison of offences for Project Area and adjoining areas.

Assaults | Vehicle related offences | Theft offences

The darker the shading, the greater the number of offences.

FIG.3. Offences relative to the DTW Site

d. At the Downtown site:

- most offences involve retail theft and car related theft as expected with the car park: and mostly occur between 8am and 6pm, peaking on Mondays and Tuesdays;
- there is the lowest number of assaults which is noteworthy for public realm, including laneways;
- moderate levels of vehicle related offences – unsurprisingly because of the car park.

e. At the Viaduct meshblock, most offences involve assaults and mostly occur between 9pm Saturday and 3am Sunday. This is significant if and when the same offenders (likely alcohol influenced) move through or around the Project Area.

f. At the Commercial Bay+ meshblock, most assaults occur between 11pm on Saturday and 3am on Sunday.

3.5. The Police (Auckland Central Area [Crime] Prevention unit) confirmed the meshblock statistics align with their local knowledge of the Project Area not being a ‘crime hotspot’.

Low level concerns were expressed around motor vehicle crime (unlawful taking), rough living, taxis blocking service lanes, speeding electric scooters on footpaths (mainly on weekends), occasional tensions amongst pedestrians on the Quay Street footpath when crowded, intoxicated persons on Customs Street West and the micro park (Sturdee Reserve) below Fanshawe Street, and soiling in public places.

Other CPTED related features of receiving environment.

3.6. Other features of the immediate receiving environment within which the existing Project Area is located, that may also be significant for the Project from the CPTED perspective include:

a. The influences of the nighttime economy and the entertainment precinct associated with the Viaduct and the Downtown Waterfront area generally, that promote pedestrian travel demand (often late and after dark) in an east-west direction and north-south direction – such as 'bar hopping', commuting to and from work from waterfront, CBD, and other noteworthy places nearby[9] connected by the waterfront edge and/or a network of laneways.
These connections for *"…a comprehensive, integrated, design-led redevelopment of the entire city block to create a connected, inclusive and sustainable mixed-use community on the harbour's edge."* (s.2.2.1 TAG Presentation April 2023) are well illustrated in **FIG.4**. These connections together with the mandates to keep access open through the site at all times[10], show how extensive the expectations and activation potential are for pedestrian movement through the Project Area.

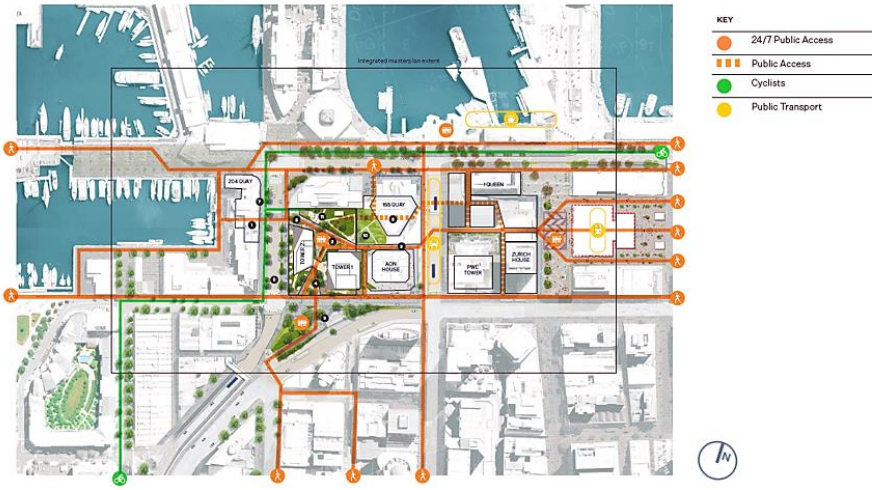

FIG.4 Laneways Network and Connections

Warren and Mahoney + Snohetta + LandLab + Haumi 30-03-2023

b. Other activation influences include travel nodes such as the ferries, bus interchange, and Britomart transport nodes, along with the activity drivers and aspirations mentioned previously in s.3.1 above and in the City Centre Masterplan[11]. See also '*Existing street edge activation at ground level'*. Fig. 4.5. (p. 67). MacIndoe Urban.

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9 For example: Te Wananga, Te Komititanga, Waitematā Plaza, and St Patricks Square. See MacIndoe Urban (p.66, 67) for more details.

10 Eke Panuku. (2020). Essential Outcomes 4 e). p.17.

11 Auckland Council. Transformational move 8: Harbour edge stitch. https://www.aucklandccmp.co.nz/transformational-moves/transformational-move-8-harbour-edge-stitch/.

c. Potential for perceived intimidation and fear of people living rough, not just in the Sturdee Reserve [outside of, but adjoining the Project Area] but in sheltered 'cardboard camps' setup around the columns and underneath the Lower Hobson Street Flyover – thus creating a significant perceptual barrier to safe transit between the Downtown West block and the eastern entrance to buildings and passages into the Viaduct and further westbound – similarly between Fanshawe Street and Sturdee Street / Customs Street West.

d. Lack of lighting along the footpath between the Downtown Carpark edge and the Lower Hobson Street; at road level on the flyover above (road lights were inoperative); or under the flyover.

e. The general gloominess, sense of enclosure (modest footpath), unfriendliness and seemingly second class 'rear service yard' quality of the street, footpath and public realm along Customs Street West. Compared with the brightness, openness, legibility and activation of the Quay Street frontage with its wider more promenade like footpath. Tension and lack of legibility are added to by recessed vegetation-framed building entrances and the service access lane – especially after dark.

f. Visual and physical complexity around the northeast west corner and standalone external stair. Also the adjoining vehicle access point recess with razor ribbon-topped gates failing to screen servicing arrangements at the rear of the MSocial Hotel.

4. CPTED OBSERVATIONS for the DOWNTOWN WEST LANEWAYS

4.1. Having explained the context the CPTED review of the Laneways themselves can now be presented. **FIG. 5** shows how the laneways, associated spaces and connectivity have been organised conceptually[12].

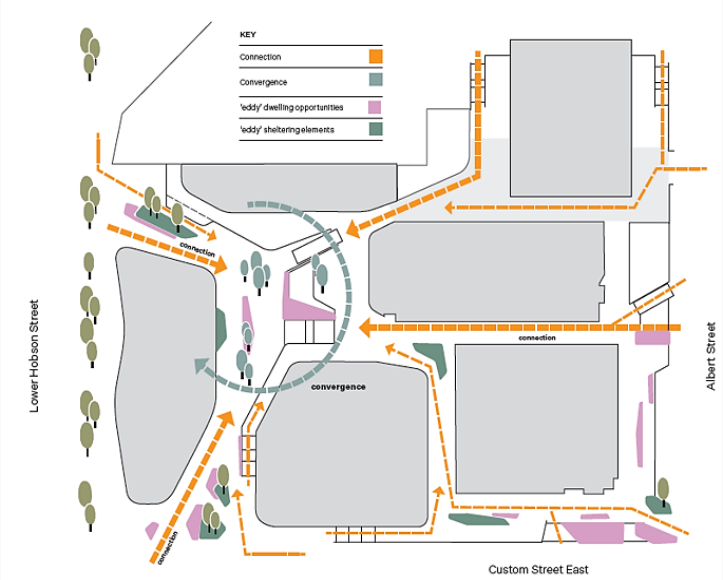


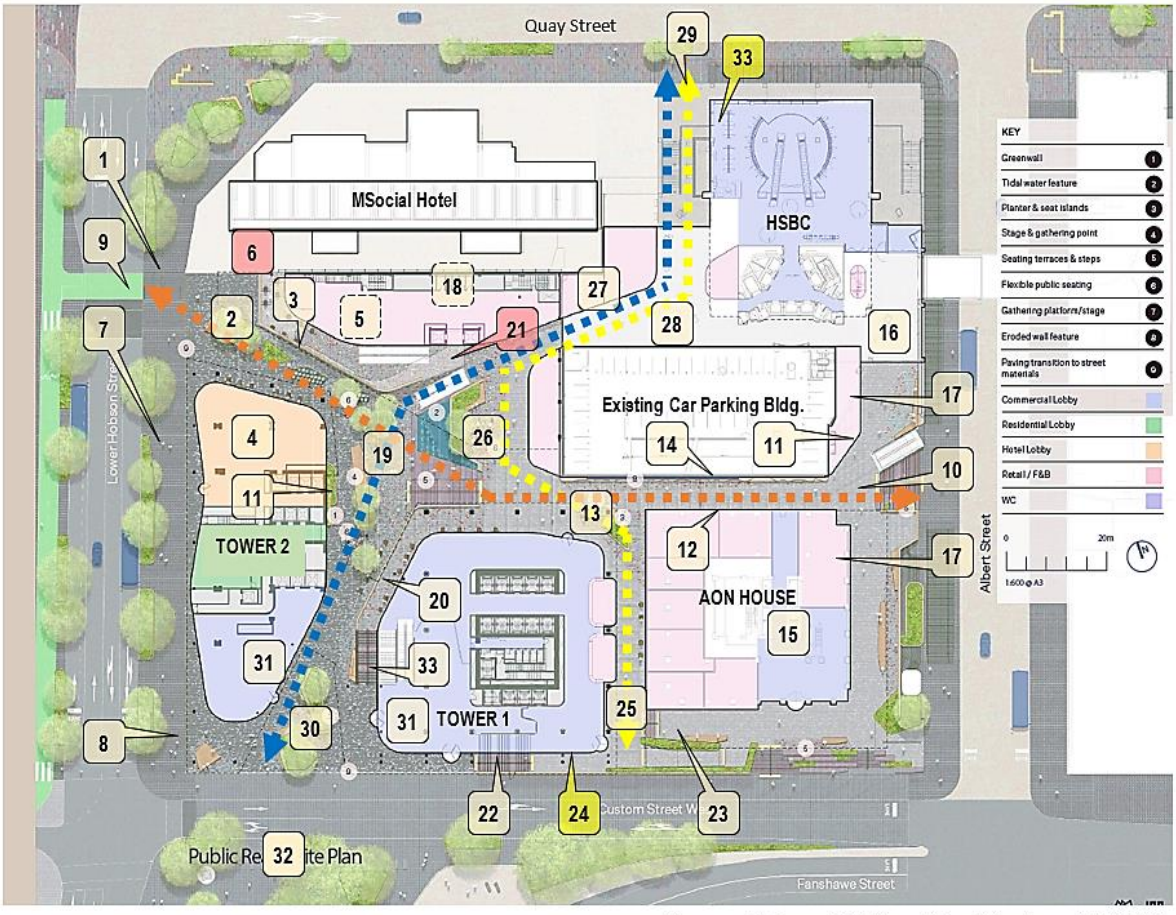
FIG.5 Laneways Concept Warren and Mahoney. TAG 03. S.2.3. 07-07-2023

4.2. At the high / conceptual level the CPTED features of this are:

12 Eke Panuku. Essential Outcome 4.
noting the arrows/direction of travel opportunities are bi-directional in practice.

- ✓ Interconnectivity of the laneways converging at the central node, which -
- ✓ provides exit choices for safety, perceived safety and convenience;
- ✓ Several connections to the footpaths of the adjoining streets;
- ✓ 'Dwelling / pausing' opportunities which provide for alternative forms of activation of spaces and enhanced natural supervision potential;
- ! Poor quality of the connection and desire line from Lower Hobson Street to and from the Viaduct area caused by the flyover;
- ✓ Significant extent of shelter provided by buildings and their edges;
- ✓ Seemingly wide thoroughfares regulate personal space and minimise conflict.

4.3. CPTED matters are now reviewed at the more detail level with reference to **FIG.6.** below. While there are variations in the laneways and points of access and egress, the three principal laneways – shown as yellow, blue and orange in FIG.6 - are as follows.



Warren and Mahoney. S.2.1 Ground Plane & Landscape. 17-08-2023.

FIG.6 Laneways CPTED Key Plan

Eastern Laneway (orange)

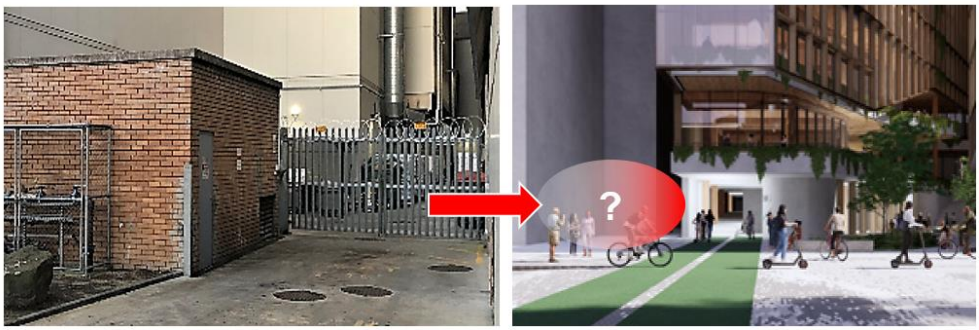
4.4. CPTED related aspects of the East-West (Eastern) Laneway are:

- ✓ Good wide open, obvious and legible, node-like connection [**1**] to the Lower Hobson Street footpath;

- ✓ The section between the west entry node [**1**] and the central 'urban room' [**2**] is also visually open and legible;
- ✓ It has an activated retail frontage [**3**] and provision for inside and outside edge dining and internal and external tables [**4**] associated with the hotel on the north edge of Tower 2;
- ✓ There is sufficient space between the adjoining building edges, planters and seating, and the pathways themselves to provide movement line choices and obviate encroachment into personal space for any of these activities - so as not feel like one is 'running the gauntlet' as can occur in tighter inflexible environments;
- ✓ The northeast entry section is also overlooked from the public space and dining spaces associated with F&B immediately above on Level 01 in the northeast corner [**5**].

4.5. Other related CPTED matters at the northwest entrance are:

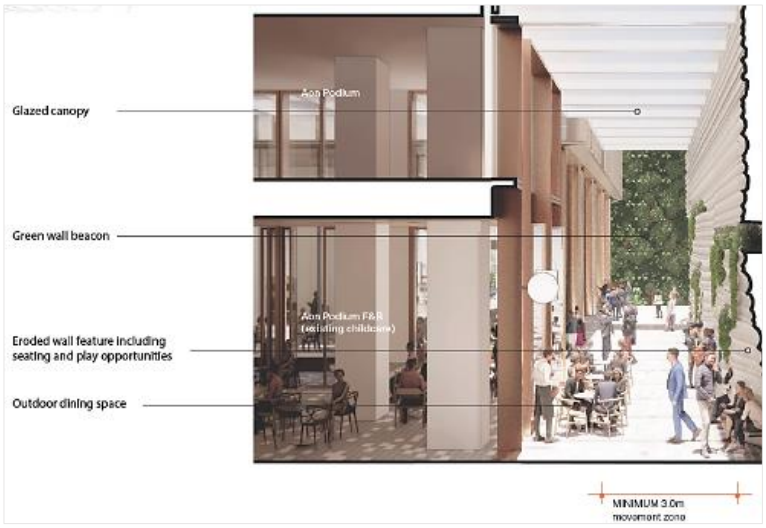
- R Improving the appearance and safety of the service entrance [potentially anti-social eddy] to the rear of the hotel [**6**] immediately adjoining and therefore affecting perceptions of quality, amenity and safety at this important part of the Project Area.



- R The quality of the connection beyond the Project Area, and therefore the extent of use and activation of the laneway and Project public realm will depend on improving the Lower Hobson Street footpath environment [**7**] through to Customs Street West [9], and across Lower Hobson Street to link with the Viaduct Precinct as anticipated in the design.
  Should the Flyover be removed, this would greatly improve connectivity, safety and perceptions of security-for-safety that are currently compromised by the dark, relatively impermeable undercroft and roadways.

4.6. The Eastern Laneway continues from the Urban Room discussed in **s.4.7** below between Tower 1 and AON House and the existing carpark to arrive at an eastern entrance node [**10**] at Albert Street. CPTED-related observations are:

- ✓ Clear views west to the exit on Lower Albert Street; and -
- ✓ in the east to west direction the green wall [**11**] acts as a useful orientation 'beacon';
- ✓ Glazed edge, proposed F&B outlets adjoin the southern edge of the laneway [**12]** providing a more generous sense of aisle width and activation and natural supervision;
- ✓ An intermediate node [**13**] which connects with the north-south laneway provides an exit choice. It also promotes more activation with centrally placed seating and planters. The Design Team promoting this as a dwelling eddy and pause point is supported from the CPTED perspective[13];
- ✓ Personal and disengagement space provided by a minimum 3 metres (net) clear movement zone, appears to be adequate;



- ✓ The 'eroded' feature wall of the existing car park along the northern side [**14**] of the laneway provides significant artwork, interest, pocket seating caves[14] and activation potential – devices which together with the [above-mentioned] node/exit point - can help to reduce perceptions of length – and transform the laneway into an interesting long room;
- ✓ This section of the laneway will also be significantly activated by people coming and going to the Aon House tower entrance [**15**] and lift lobby;
- ✓ The generously sized entry/exit node at the top of the steps and escalator from Lower Albert Street [**10**] is also overlooked and activated by foot traffic through into the public lobby and circulation area [**16**] of the HSBC. There are also F&B outlets [**17**].

13 WAM. TAG.03. Part 2. S. 2.12. (p.7). 07-07-2023.
14 Very much endorsed. Some arrangements will need to be made to discourage rough sleeping in these.

- ✓ For good views in advance of travel and preventing lurking at corners, the connections between straight sections and nodes are potentially transparent (depending on window treatments) and flared e.g. around AON House and Tower 1;
- ? Query whether good access to a public toilet would be an advantage to support the public realm and to minimise the risk of soiling afterhours? Are the five self-contained units in the northwest corner on Level 01 [Grids C1, C2 – CF, CG – [**18**]] intended to support the entire public realm on Levels 00 and 01? Toilets are essential collateral to support people staying within the building.

Central Urban Room – Te Uranga Hau

4.7. Physical boundaries established by perimeter buildings and edges have been set for the Urban Room – Te Uranga Hau [**19**]. While certain principles have been established – including 'Ka Uru', and 'Ka Rongo' with CPTED benefits - the design of the Urban Room, its architecture and overall environment are expected to evolve for some time and remain to be detailed and defined. An exploration of concept realisation and 3D visual renders provide initial indications of the space. (TAG.03, s.2.3. p.29 – 31).

4.8. The key CPTED-related principles the Design Team strives to achieve include:

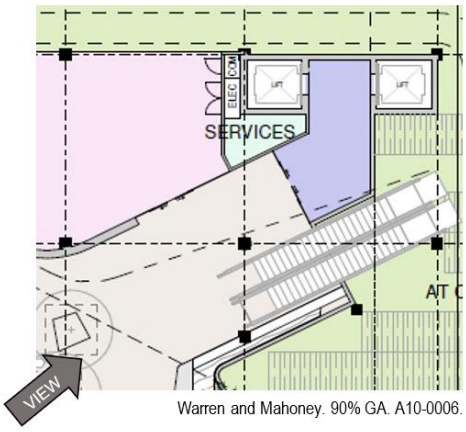
- *Ka Uru: Encounter: 2. To foster a feeling of pride and ownership within the local communities as they identify with, and develop a strong emotional connection with the space" -*
  which has potential benefits for promoting stewardship for safety and security, and maintaining a sustainable standard of quality which imbues respect and can minimise the risk of vandalism and graffiti.
- *Ka Rongo: Absorb and React. To encourage communities to actively engage with and utilise Te Urunga Hau across formal and informal programming, events and self-directed social activities. To promote a sense of inclusivity and community by facilitating interactions and collaboration among diverse groups within the space. To inspire local communities to meet, orientate and host visitors to Tāmaki with a sense of shared ownership*".
  Which also have potential benefits for stewardship, and subject to being sustainably organised, should also assist with activating the spaces with all the CPTED benefits that provides such as criminal deterrence, guardianship, natural supervision and perceptions of safety in numbers;

although how effective the embodiment of these principles into physical, final design - and how legible, well-appreciated, sustainable and how [positive] behaviour-influencing they are - remains to be seen.

4.9. CPTED related observations from the drawings for present level of design development renders (p.34, 36,38)[15] and General Arrangement Floor Plans[16], are:

[15] WAM. TAG.03. s.2.3. July 2023.
[16] Warren and Mahoney. 90% Concept Design. General Arrangement - Level 00; 01. 15-08-2023.

- ✓ Generous grand open space – with height and volume - commensurate with quality public realm;
- ✓ Spatial capacity to support and to activate in various ways e.g. pause, watch, listen, shop, eat, drink, meet, move through, be entertained, take shelter, etc.;
- ✓ Glazed edges to shop fronts and F&Bs facing into the Urban Room, plus the public balcony-like spaces on Level 01at the top of the stairs; in the northeast corner [**5**]; and beside the laneway in the southwest corner [**20**] all contribute potential for visual activation and natural supervision;
- ✓ Availability of edges which people like to occupy, physically detach from, but remain able to observe active flows of movement;
- ✓ Ability to visually assess forward pathways and to choose different exit paths and thoroughfares provided for by long clear and legible sightlines;
- ✓ Minimisation of visual clutter to maintain legibility;
- ✓ The sound of water and the sound absorption of the green wall are expected to soften the acoustic environment;
- ✓ Occupants in the buildings with windows that provide a view down into the Urban Room will provide a modest level of natural supervision *potential*, albeit this is a very weak CPTED benefit at this range, in these times, and reliance on blinds not being drawn, proximity to the window to see down, etc.
- ✓ A range of formal and informal seating options (including bleachers, planter edges) and the ability to sit comfortably alone or in small groups.
  Detailed seating layout and design later, will be important to minimise CPTED risks and issues experienced at a recently completed small park nearby, exploited by unwanted groups and rough sleepers.
- ! Public lift lobby [**21**] is generously spaced but has limited supervisory views due to the dogleg in plan and being beneath an undercroft – (see below).



Warren and Mahoney. 90% GA. A10-0006.


Warren and Mahoney. TAG03. S.2.3. (p.38).

- R Recommend reviewing the approach to and alignment of the frontage of the lifts – ideally to be part of and to face the urban room given the importance of the lifts for supporting the Eastern Laneway end-to-end.
- ? Query whether good access to a public toilet would be an advantage given that the F&B establishments, albeit few in number adjoining the Urban Room on Level 00, currently do not appear to have such facilities?

- ✓ There do not appear to be any entrapment spaces or significantly recessed doorways on the Urban Room perimeter.
- ✓ Materiality, particularly floor finishes, reinforce public realm zones as distinct from proprietary zones.

North-South Laneway (yellow)

4.10. The connection of public realm from Customs Street West and further south from Fanshawe Street and beyond, as part of a strong link between the CBD and the waterfront via the Project, has been the subject of discussion[17]. It affects the connection at Customs Street West [**22**] including the footpath and southern edge of the Tower 1 building, as well as use and activation of the North-South Laneway [**23**].

4.11. CPTED related aspects of the North-South Laneway are:

- ✓ Broad stairs clearly signal a major entrance – like the others off Lower Albert Street - and encourage access from Customs Street West; but –
- ? perhaps this relies on learned experience to relate the stairs to the entrance to the North-south lane - the glazed canopy between Tower 1 and AON House helping with this, but may not be read as such from street level;
- ✓ The undersides of the Customs St. West stairs are filled-in to eliminate undercrofts;
- ✓ The junction of the stairs and the footpath is well offset from the entrance to the service lane [**24**] [discussed later]; which gives greater clarity of purpose of occupants on or near them respectively;
- ✓ The Customs Street West entrance node [**25**] on Level 01 is also activated by and forms the western part of the southern podium [**23**] of AON House;
- ✓ The section from the southern node on Level 01 extends directly to the central node [**13**] shared with the eastern laneway, visually and physically bookended by its feature eroded wall [**14**].

- ✓ Both sides of this section of the laneway are clear and uncluttered, have no potentially problematic recessed doorways and are highly activated and naturally supervised by the glass shop-fronted F&B establishments on both sides;
- ✓ The laneway then extends via generous open space of the upper level of the urban room [**26**] - from which point there are movement choices, namely down to the lower at-grade level of the urban room: or around the F&B outlets on the west end of the existing car parking building through the generous HSBC

[17] WAM. TAG.03. Part 2. s.2.2. 07-07-2023.

public circulation space [**28**] flanked by F&B and retail frontages [**27**], towards Quay Street and the northern entrance [**28**].

- ✓ The northern entrance [**29**] is well articulated by its placement between the tall ends of the MSocial Hotel and the HSBC Building, plus the node on the Quay Street footpath and the prominent almost ceremonially broad steps. And seemingly [from the render] identified by suitable lighting at night;
- ✓ The transition from the base of the steps to Quay Street transitions well, with physically and visually open corners, and –
- ✓ this useful orientation node at the base of the steps on the Quay St footpath is separate and legibly distinguished from the entrance into the service lane to the east. It would help legibility and visibility if all the plants in the central seat/planter were like the taller undercut trees shown in the render.

South-west to Northeast (blue)

4.12. CPTED related aspects of the North-South Laneway are:

4.13. Generous legible node at the Customs Street entrance [**30**] with flared sides and centrally placed trees to identify and link the laneway to the Urban Room [**19**]. The space between the tall buildings further articulates a natural entrance;

- ✓ The central urban room is clearly visible as a destination from the Customs Street West entrance and vice versa;
- ✓ The entrance is well activated and naturally supervised due to the adjacency and visual transparency of the entrances to Tower 2 and Tower 1 respectively [**31**];
- ✓ The entrance is also activated by the link [**32**] across Customs Street West and Sturdee Reserve to Fanshawe Street albeit that Fanshawe Street currently presents a significant barrier to the CBD to the immediate south (WAM. TAG.03. Part 2, s.2.12. (p.7);
- ✓ Stairs [**33**] are also provided near the entrance to allow direct access to the upper level (01) of urban room public space from which point there is a choice for continuance between the Eastern Laneway to Lower Albert Street, or the

remainder of the North-South Laneway to Quay Street - [as reviewed from **s.4.4** and from **s.4.10** respectively, above.]

Service Lane

4.14. The service lane [**24-33**] currently allows a poor-quality, informal, north-south pedestrian shortcut between Quay Street and Customs Street West. It is not designed as a pedestrian thoroughfare and is very utilitarian in character commensurate with the nature of servicing and predominantly vehicular, back of house access.

4.15. The service lane remains important for access to basement car parks, loading docks and service areas for the Project, as well as beneath AON House and HSBC. As such it is expected to have qualities and an appearance that are consistent with the high standards established for the new Project as a whole – bearing in mind also, the service lane is effectively *a customer interface* for people who have car parks in the basement.

4.16. There is no intention for, nor is there a connection between the service lane and the laneways network through the Project Area for members of the public. That is not to say that members of the public will all discontinue using the service lane as a shortcut.

4.17. Given that the service lane is expected to be used by pedestrians it would be prudent to consider:

- R expressing the entrances on both sides as service entrances by means, for example, of paving thresholds – ideally where the footpath paving 'masters' the vehicle surface;
- R eliminating or otherwise treating any entrapment spaces, cul-de-sacs and the like e.g. the AON corridor alongside the lane to the immediate right of Grid AK;
- R controlling access to private ramps and dockways;
- R support from security technology such as card access control and monitored CCTV;
- R lighting suitable for security and for a vehicular thoroughfare as distinct from encouraging public pedestrian thoroughfare;

acknowledging that some of these matters, like the aforementioned rear of the MSocial Hotel are outside of the Project Area but have potential impacts on personal safety and facility security.

Servicing

4.18. It is also noted that the public laneways do not encounter servicing and temporary storage facilities for incoming and outgoing goods, waste and recycling. If not reliably screened secured and maintained hygienically they can be problematic for personal safety risk and perceptions thereof.

5. OTHER MATTERS RELATED TO THE LANEWAYS.

5.1. Beyond the fundamental layout and design of the laneways commensurate with Concept Design, as discussed above, there are other elements which being more detailed, would normally be considered at the next design stage and recommended for later, namely:

Security Access Plan

a. R. A Security Access Plan which within the requirement to maintain 24 x 7 access to and through the laneways, considers access parameters for:

- secondary pathways that link to the principal lanes, e.g. through the HSBC public area;
- being able to lock down areas in the event of an emergency, or for maintenance that is hazardous to the public;
- access routes for afterhours F&B, including dignified, convenient and safe access to toilets;
- fire and emergency egress;
- use of stairs as informal seats where they are closed at the top (e.g. Tower 1. [**33, 22**])

Lighting and wayfinding

b. R A Lighting Plan that reinforces amenity, activation, wayfinding, security-for-safety, natural supervision and supports CCTV.

c. R. A Wayfinding Plan.

Security facility management

5.2. R Risk based security management arrangements should also be considered to ensure that the security-by-design, technical security and facility management for security are integrated and efficient for the Laneways and for the entire Project in-service. The 24 x 7 fully accessible nature of the three primary laneways together with the crime profile of the host environment within which Pūmanawa Downtown West will exist, must anticipate suitable formal and organised Security, including in-person walkthroughs by security staff/hosts, and the control and monitoring of technical security systems.

6. CHECK AGAINST CPTED REQUIREMENTS AND PRINCIPLES

6.1. How the Project has embedded CPTED design features with reference to the Eke Panuku Brief, Council requirements, good practice CPTED principles[18] and the seven qualities of safe spaces, *to this stage of design*, is summarised in **Table 2** below.

Table 2: CPTED Check.

***Eke Panuku** (2022). 'Downtown Carpark Development Auckland. Essential Outcomes and Design Guidance Rev. E'*	***Achievement***
Essential Outcomes directly related to CPTED (p.17): *Outcome 4. Providing Pedestrian Laneways:*	Pedestrian Laneways provided..
Outcome 4e. Be publicly accessible 24 hours a day.	Achieved.

[18] Ministry of Justice (2007). *Crime Prevention Through Environmental Design – Draft New Zealand Guidelines*. (Part of the New Zealand Urban Design Protocol).

	Recommended that laneways be access controllable when required for maintenance, and for emergency purposes (e.g. fire control, lockdowns).
Outcome 4 (g). Follow best practice CPTED principles.	Achieved thus far to Concept Design Stage.
Outcome 14. Ensuring Safety in Design: Best practice CPTED (Crime Protection through Environmental Design) principles must be applied to all aspects of the development;	Refer comments under heading of "CPTED Principles" below.
***Auckland Council** 'District Plan'*	***Achievement***
Annexure 16 Safety Guidelines. *s.3.4. interface between public and private spaces and the layout and design of private developments.*	Covered under following headings of "Auckland District Plan" and "CPTED Principles".
***Auckland Council** 'Operative Unitary Plan'*	***Achievement***
s. E.24 Lighting	Role of lighting is acknowledged but not described other than indicatively in 3D renders. Lighting plan expected for Preliminary Design Stage.
s. E.26.1.1; E.26.1.2 (a) and (b) Infrastructure Policies (health, safety and quality);	Contribution to the social, economic, cultural and environmental benefits, along with health and safety [and security-for-safety] are recognised and implicit.
s. H8.3. Objective (3) c). pedestrian amenity, movement, safety and convenience for people of all ages and abilities.	Considered achieved to this point of design.
s. I205. 1), I205.6.2 1. redevelopment of Project Area. Downtown West Precinct [sub-precincts A and B]. *(a) provide straight pedestrian routes between streets, with a clear pedestrian movement width of at least 5 metres;*	Considered achieved. Related to clear sightlines ahead for CPTED.
(b) protect pedestrians from the weather;	Considered achieved. Related to supporting activation to encourage natural supervision and guardianship for CPTED.

(c) *incorporate natural daylight through glazed canopies of glazed roof structures;*	Considered achieved. Laneways have canopies over them which provides amenity for activation and helps to articulate their shape and direction.
(d) *be publicly accessible 24 hours a day, 7 days a week; and*	Achieved. Accessibility supports activation to encourage natural supervision and guardianship. Recommended that laneways should be access *controllable* when required for maintenance and emergency purposes.
(e) *incorporate active uses at ground floor level framing the pedestrian connection;*	Achieved with F&B, and retail frontages, plus other devices. This is a feature of the laneways, pause spaces and the Urban Room. Activation is essential for and encourages natural supervision and guardianship.
2) – Redevelopment of the block between Lower Albert Street and Lower Hobson Street must include an at-grade, north-south pedestrian laneway connection between Customs Street West and Quay Street. Purpose: To support pedestrian movement between the City Centre Core and the waterfront.	Achieved by the pedestrian usable, but discouraged service lane. Unable to be achieved by the north-south lane because of street levels and other constraints. However the objective of requirement (2) *"To support pedestrian movement between the City Centre Core and the waterfront"* is considered to be well achieved in practice due to escalators and ramps, with a great supportive experiential offset.
CPTED principle[19]	How principle is addressed for the laneways within the Project Area.
a. *Informal and formal surveillance, pedestrian sightlines – see and be seen, active (occupied) edges, appropriate lighting, minimisation of concealment opportunities, no obstructions from vegetation.*	Informal surveillance is assured by spaces that are highly activated both by the F&B and retail nature of the occupancies adjoining the laneways, along with activation of the pause spaces, including the Urban Room as the nexus of the laneways in particular. Activation is also promoted by showcased water and greening features, along with numerous and varied seating opportunities. There are no concealment opportunities and good clear sightlines except for the lift lobby on Level 00 in the corner of the Urban Room. Indicative planting plan may be refined later if needed to optimise sightlines in some areas. Suitable lighting commensurate with the purpose, activities, functions and prestige of this development is indicated in renders, and expected to be developed in the next stage.

19 Ministry of Justice (2007). 'Crime Prevention Through Environmental Design – Draft New Zealand Guidelines'.

CPTED principle *contd.*	How principle is addressed <u>for the laneways</u> within the Project Area.
b. *Safe movement and connections – avoidance of entrapment spaces and cul-de-sacs, elimination of long pedestrian movement predictors without frequent exit choices.*	Significant building recesses and potential entrapment spaces are not evident within the Project Area. Having three primary laneways and a number of secondary pathways converging at generous outdoor/indoor/room-like nodes eliminates long movement predictors and provides alternatives for route changes and exit points.
c. *Clear and logical layout – legible and uncluttered space for pedestrians (enhancing perception of safety) with easy way-finding, logical and obvious entrances and exits, and clarity of purpose between adjoining spaces having different intended uses.*	All satisfied by specific design features. Legibility and clarity of purpose maintained. Intermediate if not endpoint destinations of laneways are often visible or strongly suggested by architectural means upon commencement. Entries, intermediate nodes, exits and functions of spaces are obvious by specific design, including provision of thresholds, changes in materiality and other architectural wayfinding language.
d. *Activity mix, 'eyes on the street' – good use of public spaces and a mix of compatible uses appropriate to the location with extended hours of activity to maximise natural supervision and sense of safety in numbers.*	Achieved extensively. This is aided by a large source of 'eyes' attributed to the location and mixed use[20] complemented by an abundance of proven design mechanisms to capture these people within the generous activation-supporting public realm, amenities and facilities linked from the Downtown West block buildings and surrounding streets by its internal and external laneways. Intended and designed to both day-centric and night-centric to maximise legitimate use.
e. *Sense of ownership - showing spaces are cared for through clear indications of what is public, communal, semi-private or private space, plus expressions of key stakeholder involvement;*	The laneways pass through what has essentially been designed to be and be perceived as highly accessible public realm. That said, there is a clear transition between the public realm outside the Project Area and the so-called [privately owned] public realm-like space within for welcome public use and occupancy.

20 *"The proposed mix and intensity of commercial office, apartment, hotel, public bicycle parking, and related retail, mainly associated food and beverage along with a major new public space, the Urban Room, will contributing] to the intensity of occupation and enliven this part of the city centre"* (MacIndoe Urban. (p. 9)). Op cit.

	The laneways are practically segregated from the tenanted parts of the development being strictly confined to nominally public space.
e) Sense of ownership continued	Movement into 'common' or more private space such as that owned by retailers, foodies and other tenants occurs by supervised invitation (shops and offices) and clearly defined by whether doors are open or locked. As to expressions of stakeholder involvement for imbuing ownership and/or stewardship for the *laneways* as distinct from the Project overall – this has been and will continue to be considered and undergo design development[21]. The manifestations of Ka Uru, Ka Rongo and other principles will arguably, have different degrees of legibility and significance for prospective users of the laneways. And this may vary from recognising and appreciating franchisee branding (in the laneway corridors flanked by shops), through Mana Whenua cultural embodiment in works of art, ornamentation and decoration, and curated themes and special design features evident in the Te Uranga Hau and smaller public spaces. The cultural narrative in the design of the buildings and complex overall as artisan chiselled sculptures may not be obvious to laneway users – but intrinsically part of something special.
f. Quality environments - well designed, managed, and maintained environments necessary to sustain high standards of presentation and minimise vandalism and graffiti which engender a sense of risk; provision of a 'quality' environment designed with management and maintenance in mind;	The very nature, premium location, scale and occupancy of the Project convey high quality standards. The laneways themselves are showcased and brought forward as premium generous and proud quality space – they are not narrow, confined and circuitous and they do not disappear under isolated parts of the building – rather, they help form the public place spine within premium parts of the building. The 3D renders and other project documentation suggest that quality materials and finishes that are of a high quality and have good sustainable appearance retention qualities. Maintainability and appearance retention are expected to continue to be considered in the next design stages.

21 MacIndoe Urban (p.14). Op cit.

f. Continued	Ongoing facility maintenance is expected for Security supervision, security systems monitoring, servicing, and cleansing to sustain quality, amenity, security, and safety.
g. Physical protection – use of basic, active security measures such as access control and security lighting.	It is expected that a technical security programme will be developed post Concept Design, as is usual. This is expected to include lighting for safety and amenity, card access control, intercoms, monitored and recorded CCTV.

7. CONCLUSION

7.1. From the Table above and the preceding detailed review it can be concluded that the laneways within the Project Area, achieve and satisfy the CPTED audit/review criteria well, at the present stage of Concept Design to a level commensurate with a Resource Consent application.

7.2. Some potential optimisations described above as recommendations should be considered as the design evolves further.

7.3. Further to the instructions for this review, it can be confirmed that *".the public realm and laneway network design can be supported from a CPTED perspective"*. Moreover, with suitable security facility management support, the laneways are expected to significantly contribute to the success of the Downtown West development.

STOKS LIMITED

Director

Frank G Stoks

Frank Stoks

[ANZIA ret] B.Arch (1st Hons), M.Arch, PhD.

1 September 2023.