



H
Crime Prevention
through
Environmental
Design Strategy

LET'S GET WELLINGTON MOVING THE GOLDEN MILE CPTED STRATEGY

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PREPARED FOR LET'S GET WELLINGTON MOVING



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EXECUTIVE SUMMARY

The Golden Mile project is one of the key projects for Let's Get Wellington Moving (LGWM) in transforming how people move through and spend time in the centre of Wellington. This project will be the most significant and high-profile public realm project for Wellington in many years. Extensive public consultation found that people want visionary change for the Golden Mile, opting for the most ambitious of the three short-listed options. People want the Golden Mile to be easily accessible and a place for people.

The centre of Wellington is/will continue to experience ongoing change, with a greater focus on central city living. The Te Aro area is the fastest growing residential area in New Zealand and this project provides an opportunity to support this change in land-use and urban intensification. Creating a safe place for central city residents is critically important and CPTED plays a role in delivering this outcome.

Crime Prevention through Environmental Design (CPTED) aims to create safe places for people by reducing opportunities for criminal and antisocial behaviour through a range of methods. Key National CPTED Principles align with the vision for the Golden Mile and will assist the design team in delivering these. One of the key objectives for the Golden Mile is to create a 'Safe Place'. The success of this objective will be a key factor in determining if people choose to spend time along the Golden Mile or not, and CPTED can help achieve this objective.

This Strategy is the first piece of CPTED work for LGWM and sets-out how CPTED can add value to this project and be meaningfully integrated into the process to maximise the benefits of a range of design outcomes. The process identifies future CPTED work needed to fully understand the site and to inform the project goals as the process evolves. A highly collaborative approach with key stakeholders and groups (such as the Pōneke Promise) is recommended to understand the complexity of the issues and challenges the Golden Mile faces. This project provides an opportunity to create real change for a significant part of central Wellington and provides an opportunity to use CPTED to create a safe and vibrant city.

1. INTRODUCTION AND PURPOSE OF THIS CPTED STRATEGY

The Let's Get Wellington Moving (LGWM) project will transform the way people move around Wellington's central city. The intent of LGWM is to shift the focus from private vehicles to a public transport model about and for people. Investment in street improvements will promote active transport modes for pedestrian and cyclists and public transport priority with a safety and place focus.

As part of the LGWM project, three design options with differing levels of intervention have been consulted on for the transformation of the Golden Mile. Following extensive consultation, option three was identified as the preferred option. This option opted for the most extensive change to the Golden Mile corridor with people seeking a visionary transformation of the way the Golden Mile is used.

LGWM have engaged Boffa Miskell to prepare a high-level Crime Prevention through Environmental Design (CPTED) Strategy for the Golden Mile project to promote and achieve best practice CPTED principles.

This Strategy is based on a desktop analysis and high-level review of the project and known information. It draws on information from other work streams, such as the Social Effects Assessment and outlines how CPTED can assist in achieving the project vision and key objectives.

This CPTED Strategy for the Golden Mile is the first piece of work relating to CPTED as part of the wider LGWM project and sets out how CPTED will be integrated into the project going forward. As such, the Strategy establishes a CPTED framework for reviewing the project at key design stages, in promoting best practice CPTED outcomes.

This document includes the following;

1. Introduction of CPTED principles and how these can add value to the design process and resulting public realm environment.
2. Identification of relevant CPTED-related goals and aspirations for the Golden Mile and the Lets Get Wellington Moving project.
3. Identification of current high-level CPTED issues, risks and opportunities for the preferred option and strategies to address these.
4. Establish a way forward for how CPTED is embedded into the project to maximise crime reduction and elimination for all users of the Golden Mile.



LETS GET WELLINGTON MOVING IMAGE

2. WHAT IS CPTED?

“Crime Prevention through Environmental Design is a crime prevention philosophy based on proper design and effective use of the built environment. The use of CPTED is intended to reduce crime and fear of crime by reducing criminal opportunity and fostering positive social interaction among legitimate users of space.”

NATIONAL GUIDELINES FOR CRIME PREVENTION THROUGH ENVIRONMENTAL DESIGN IN NEW ZEALAND PART 1: SEVEN QUALITIES OF SAFER PLACES

CPTED aims to create safe places and communities through the application of a range of principles, strategies and methods. There are three key interrelated factors which can create a ‘safe place’ these are; the design of the environment (CPTED), mechanical security (cameras, access control etc) and management (security teams, hours of operation etc). CPTED’s primary focus is the design of the environment, however it is acknowledged that this is one factor and that security and management need to be considered in parallel to make a place truly safe. Research shows that crime and the fear of crime can be significantly reduced by implementing appropriate environmental design strategies in the community.

The New Zealand National Guidelines for CPTED were established in 2005 as part of the Urban Design Protocol. The National Guidelines for CPTED establishes the key CPTED principles which include:

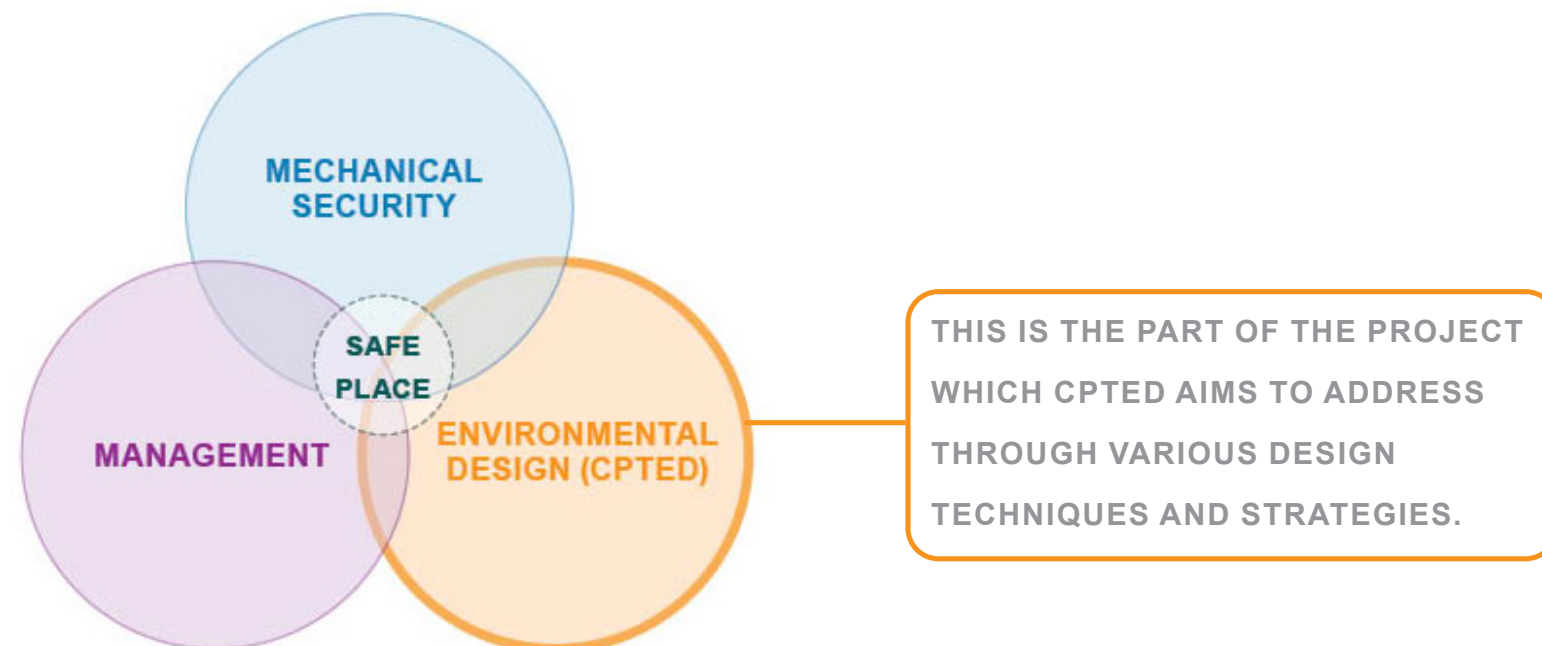
1. **Surveillance** – People are present and can see what is going on.
2. **Access management** – Methods are used to attract people and vehicles in some places and restrict them from others.

3. **Territorial reinforcement** – Clear boundaries encourage community ‘ownership’ of the space.
4. **Quality environments** – Good quality, well maintained places attract people and support surveillance.

The National Guidelines also define seven qualities that characterise well designed, safer places. These qualities broaden the view of CPTED to include additional factors which result in both good CPTED outcomes and a ‘high-quality urban design’. These seven CPTED qualities include:

1. **Access:** Safe movement and connections. Places with well-defined routes, spaces and entrances that provide for convenient and safe movement without compromising security.
2. **Surveillance and sight lines:** See and be seen. Places where all publicly accessible spaces are overlooked, and clear sight lines and good lighting provide maximum visibility.
3. **Layout:** Clear and logical orientation. Places laid out to discourage crime, enhance perception of safety and help orientation and way-finding.

4. **Activity mix:** Eyes on the street. Places where the level of human activity is appropriate to the location and creates a reduced risk of crime and a sense of safety at all times by promoting a compatible mix of uses and increased use of public spaces.
5. **Sense of ownership:** Showing a space is cared for. Places that promote a sense of ownership, respect, territorial responsibility and community.
6. **Quality environments:** Well designed, managed and maintained environments. Places that provide a quality environment and are designed with management and maintenance in mind to discourage crime and promote community safety in the present and the future.
7. **Physical protection:** Using active security measures. Places that include necessary, well designed security features and elements.



3. WHY IS CPTED IMPORTANT TO THE GOLDEN MILE?

PUBLIC REALM AND CPTED

The Golden Mile is an integral part of the Wellington street network, moving thousands of people to, from and through the central city daily. The Golden Mile is one of the key projects for 'Let's Get Wellington Moving' and will guide how Wellington will develop in the future. The Golden Mile will be one of the most significant public realm projects that Wellington has seen since the development of the waterfront. It has the potential for visionary change to Wellington to improve the way people live, work and play in the heart of the city.

Safe, accessible and attractive streets are at the core of what CPTED aims to achieve. The LGWM project objectives reflect these core CPTED values. CPTED will be a key design driver which can influence the success of this project. If a place is not safe then people will not choose to spend time there for positive social activities.

THE GOLDEN MILE PROJECT VISION AND PRINCIPLES

A unique vision for the Golden Mile has been developed and is informed by the Wellington City Councils 'Our City Tomorrow' goals and the LGWM Vision, Objectives and Key Performance Indicators (see opposite). This policy context provides a mandate for promoting and achieving

VISION:

“Connecting large numbers of people to and through the central city with reliable and efficient public transport while providing safe, accessible and attractive streets and spaces.”

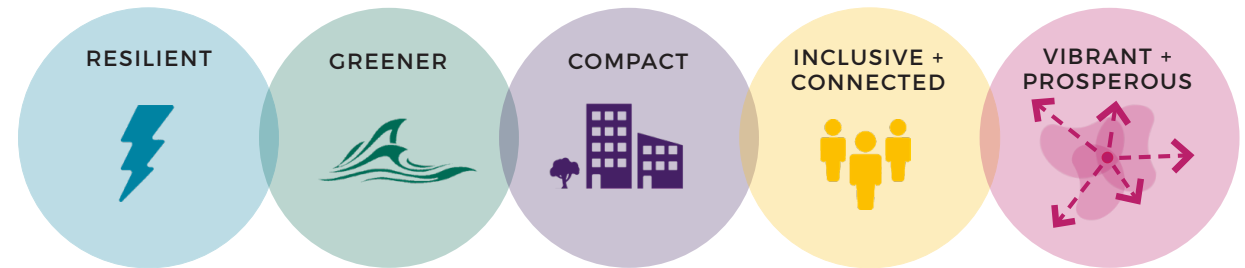
GOLDEN MILE DESIGN PRINCIPLES:

These principles provide direction for the development of the Single Stage Business Case.

- TRANSITIONING
- VIBRANT AND PROSPEROUS
- INCLUSIVE AND CONNECTED
- GREENER
- RESILIENT

Strategic Influences that Informed the Golden Mile Vision and Design Principles

OUR CITY TOMORROW GOALS



LGWM VISION



A great harbour city accessible to all with:

- Attractive places
- Shared streets
- Efficient local and regional journeys

To realise our vision we need to move more people with fewer vehicles.

LGWM OBJECTIVES & KEY PERFORMANCE INDICATORS

A transport system that:

- Enhances the liveability of the central city
- Provides more efficient and reliable access for users
- Reduces reliance on private vehicle travel
- Improves safety for all users
- Is adaptable to disruptions and future uncertainty

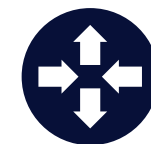


LIVEABILITY

Amenity

Carbon emissions

Urban development potential



ACCESS



REDUCED CAR RELIANCE

Travel time reliability

Network catchment

System occupancy



SAFETY

Level of service walking

Level of service cycling







Safety for walking and cycling



RESILIENCE

HELPING TO ACHIEVE THE VISION

The following table outlines the relevant LGWM Objectives and Key Performance Indicators along with the Golden Mile Design Principles and how CPTED can assist in achieving these. These Objectives, KPIs and Design Principles will also inform the CPTED Goals for the Golden Mile, which are discussed in more detail later in this Report.

LET'S GET WELLINGTON MOVING PROGRAMME OBJECTIVES & KEY PERFORMANCE INDICATORS		THE GOLDEN MILE PROJECT VISION AND DESIGN PRINCIPLES	
PROGRAMME OBJECTIVES	HOW CPTED CAN ACHIEVE THESE?	DESIGN PRINCIPLES	HOW CPTED CAN ACHIEVE THESE?
 LIVEABILITY	In creating a place which is safe, has high-levels of amenity to attract people, feels comfortable and fosters a sense of well-being, you are promoting a liveable community.	VIBRANT AND PROSPEROUS	This Design Principle aligns with the KPI around Urban Development potential. Creating environments which are safe and attractive can encourage development of complimentary land-uses and support economic growth. In creating an attractive, safe place people will want to spend time there.
 ACCESS	CPTED promotes high-levels of legibility and ease of access, allowing all people to safely move through a place and find their way around instinctively.	INCLUSIVE AND CONNECTED	CPTED principles promote places which are highly accessible for all. This is not limited to universal access, but also providing the supporting facilities required to allow people to comfortably spend time in a place, for example public toilets. Allowing people to instinctively and easily move through and around a place will mean this is not daunting for people and will diversify the user groups spending time in a place.
 SAFETY	People will only choose to spend time in a place if they feel safe. CPTED promotes places which are safe for people to dwell and move through without fear or risk of antisocial or criminal behaviour occurring.		
KEY PERFORMANCE INDICATORS	HOW CPTED CAN ACHIEVE THESE?		
 Amenity	Amenity is essential to attract people and activate a place, providing a safe environment through surveillance. Places which are well-cared for promote positive social responses and foster a sense of ownership and pride from locals.		
 Urban development potential	Creating environments which are safe and attractive can encourage development of complimentary land-uses and high-quality outcomes which can further activate and provide surveillance of a place.		
 Safety for walking and cycling	In providing safe environments for active travel modes, usage increases the levels of activation and surveillance, making places safer. This KPI promotes not just the safety of people from traffic incidences, but also allows people to move through the area without fear or risk of antisocial or criminal behaviour occurring.		

4. OVERVIEW OF THE PREFERRED OPTION

SUMMARY

The development of a design response for the Golden Mile has been iterative, having involved a Long List of options and a Short List evaluation process. A 'Preferred Option' has been selected and a summary of the key elements of the concept are set out below.

SHORT LIST OPTIONS:

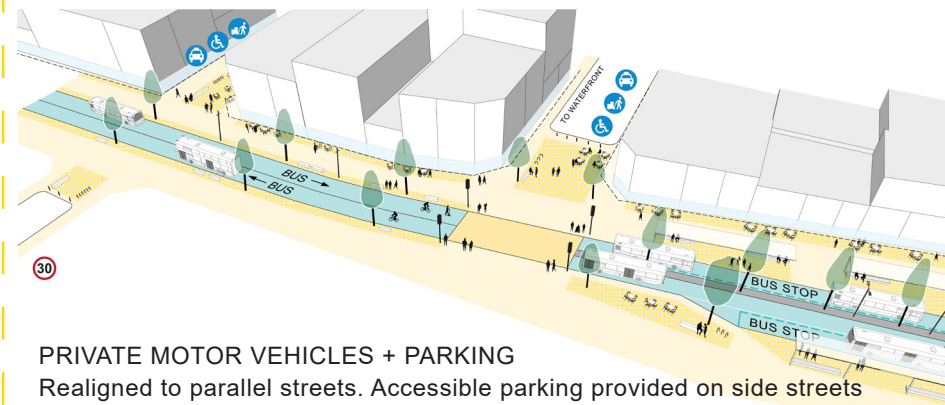
1 STREAMLINE

2 ENHANCE

3 TRANSFORM

SUMMARY OF OPTION 3: THE PREFERRED OPTION

This option sees the narrowing of the carriage way to 2-lanes with the remaining space reallocated to pedestrians, active mobility, people accessing the bus service and public space. The most significant change occurs at either end of the corridor where the street is wider - North Lambton and Courtenay Place.



PRIVATE MOTOR VEHICLES + PARKING

Realigned to parallel streets. Accessible parking provided on side streets

SIDE ROADS

Closed to general traffic, open for active modes, service and emergency access.

SERVICING AND TAXI

Relocated to side streets, some access out of peak hours.

BUS OPERATIONS

Step change in bus operations with buses generally the only vehicles permitted.

PEDESTRIAN / URBAN AMENITY / ACTIVE MODES

Significant improvements through in-fill of loading and parking bays, side street closures and reallocation of vehicle lanes to pedestrian space

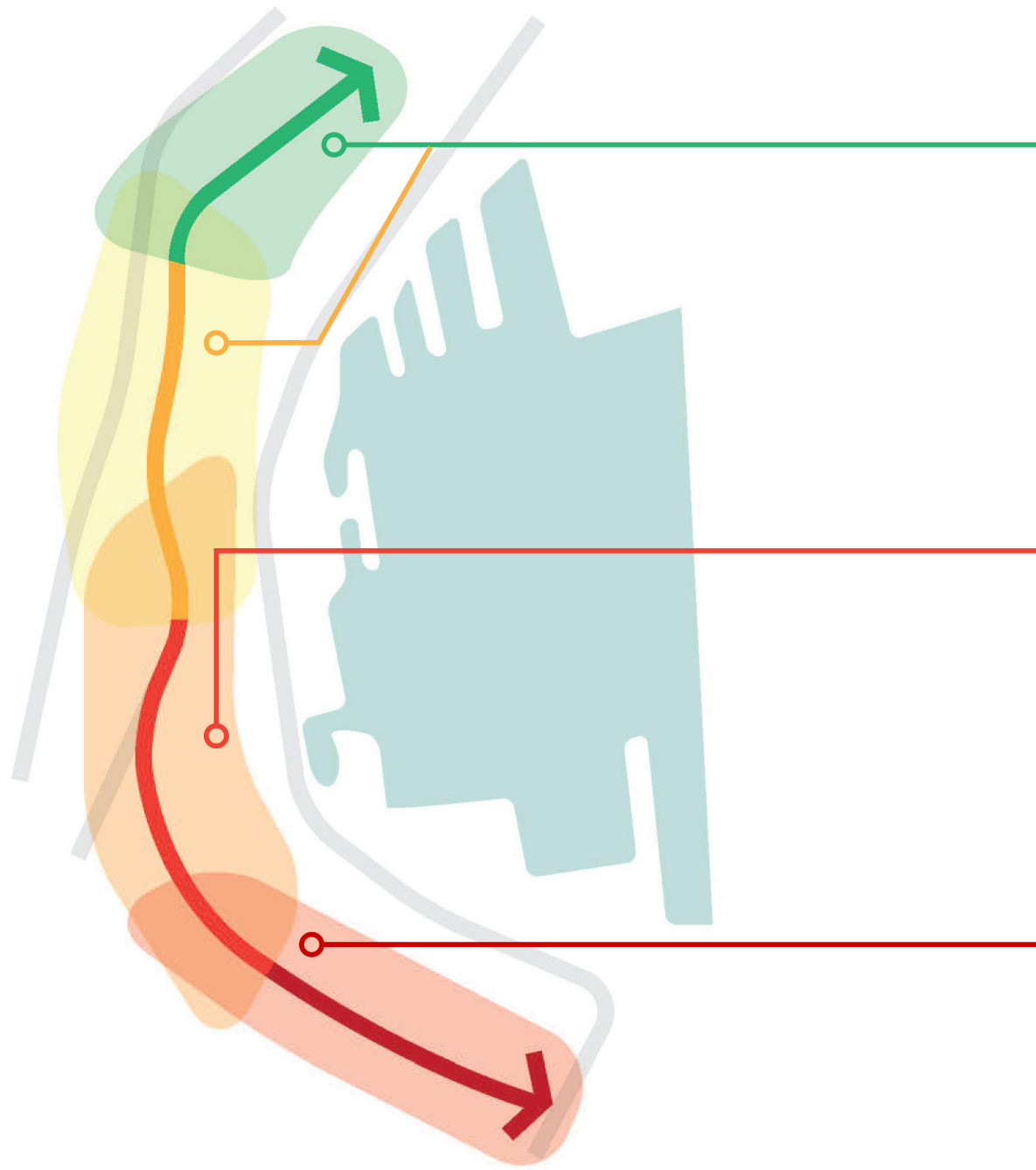
BUS STOPS

Some bus stops removed/relocated to gain efficiency.



LETS GET WELLINGTON MOVING IMAGE

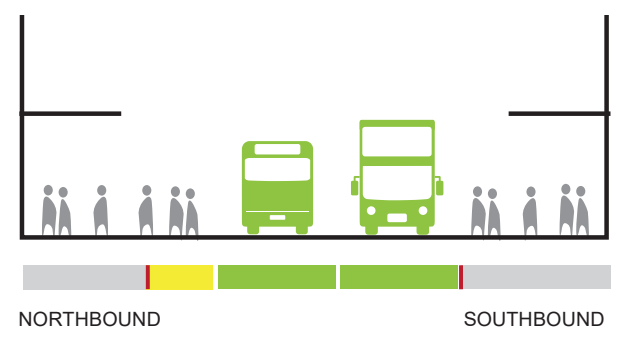
DIAGRAMMATIC CROSS SECTIONS



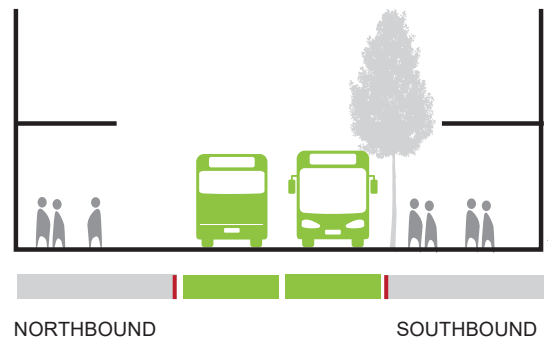
LAMBTON QUAY



WILLIS STREET



MANNERS STREET



COURTENAY PLACE



Footpath widening

5. WHAT DO WE ALREADY KNOW?

CRIME PROFILE

The Golden Mile stretches through a significant cross-section of Wellington's Central City. The neighbourhoods along Golden Mile have very different land-uses and characteristics, which results in a range of different challenges and risks in relation to crime and antisocial behaviour.

From a high-level review of the Police crime data, two key hot-spots have been identified as presenting elevated levels of crime. These two 'hot-spots' coincide with two of the signature projects for the Golden Mile, Courtenay Place and Midland Park, presenting an opportunity to improve the risks relating to crime for these areas. The following graphic sets out the types of incidences that are occurring along the Golden Mile.

CRIME MAP

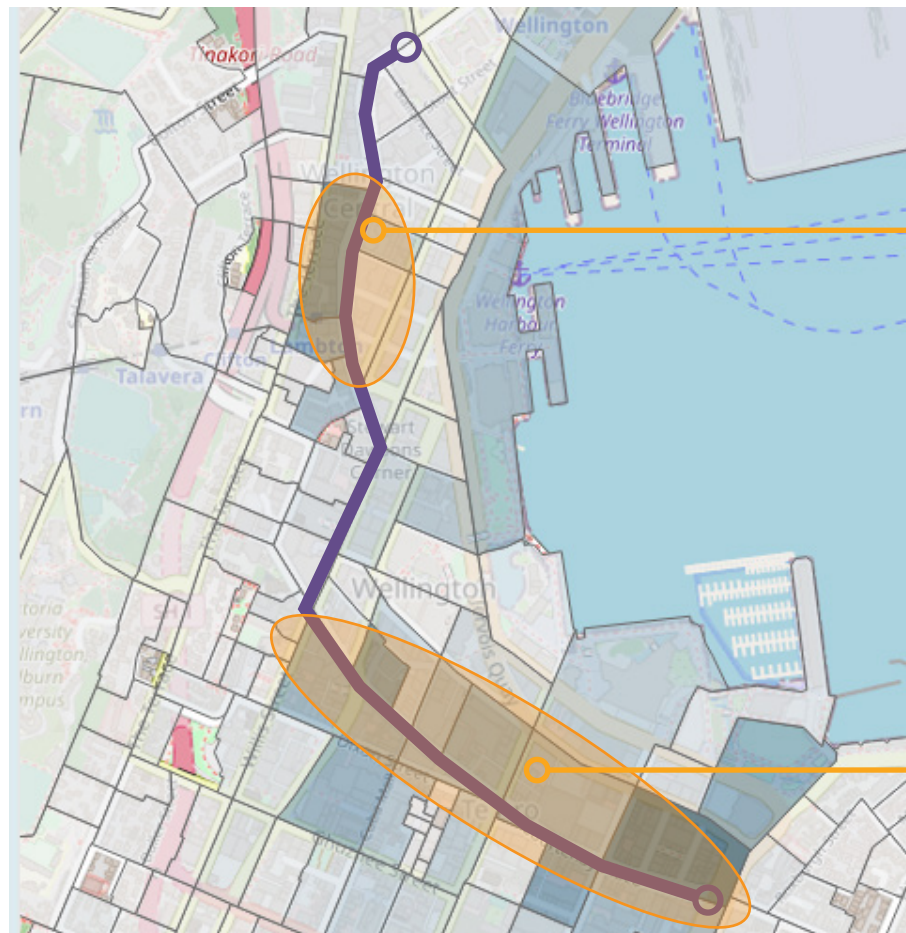


FIGURE 2: NEW ZEALAND POLICE VICTIMISATION TIME AND PLACE DATE FOR PERIOD 1 MAY 2020 TO 30 APRIL 2021 WITH EXTENT OF GOLDEN MILE NOTED IN PURPLE

A more detailed review of the receiving environment will be needed to fully understand the issues, risks and inform the design of these places and this is proposed to be undertaken at the next stage of the project.

The Wellington City Council has been aware of the challenges Courtenay Place has been facing for many years and as a result have commissioned a CPTED report specifically for the area. This report should be reviewed before commencing the next phase of design.

LAMBTON QUAY

The majority of crime incidents were theft related from retail premises. There were a few assault related incidences, some of which were of a serious or sexual nature.



COURTENAY PLACE AND TE ARO PARK

Very high levels of crime data are outlined, even for an urban environment. Many of these are potentially linked to alcohol and drug use.

High levels of assault related incidences including; sexual assault, common assault, armed robbery and abduction/kidnapping.

There were also significant levels of theft related incidences.



EXISTING CPTED DOCUMENTS

The Te Aro Park Assessing Harm document was prepared by Wellington City Council in September 2020. The recommendations for this document focus on Te Aro Park only, which is outside of the scope of the Golden Mile project. The crime profile data which informed this document draws on data for the wider Courtenay Place area between Taranaki Street and Victoria Street, the following conclusions can be drawn from this data:

- Consistently increasing rates of antisocial behaviour in the area compared with previous years.
- Concentrations of graffiti in Te Aro Park and the surrounding Courtenay Place area.
- Significant levels of 'breach of the liquor ban'.
- Perceptions that the Courtenay Place and Te Aro Park area is unsafe at night.

The findings from this document confirm assumptions drawn from the brief review of Police crime data (earlier), that the Courtenay Place area presents significant CPTED risks.



SOCIAL CONTEXT IMPLICATIONS ON CPTED

A Social Effects Assessment has been prepared by WSP to review the preferred option for Golden Mile. This includes consideration of:

‘the effect on equitable access to social and economic opportunities..... and ‘the effect on social connectedness’

The Assessment concluded that there were different needs for different user groups in achieving equitable social effects for the groups. However, there were consistent commonalities across all user groups. From a CPTED perspective it is desirable to diversify the types of people who choose to spend time and move through the Golden Mile. Greater diversity of visitors encourages positive use of the public realm at different times of the day/night.

Many of the findings focused on transportation related solutions, particularly for the traveller and ‘non-private motor vehicle users’ (Taxi, Uber etc). However, for the people who choose to live or spend time in the city, environmental factors and facilities become critically important to their social experience of the place.

CPTED PRINCIPLES IN RELATION TO USERS

The adjacent table summarises the different requirement of each user group and considers at a high-level which of the National CPTED Principles are relevant to achieving the needs outlined.

- Access
- Sense of ownership
- Surveillance and sight lines
- Layout
- Activity mix
- Quality environments

Refer to page 2 for full description of the CPTED principles. Note ‘Physical Protection’ is not part of this list, because the focus of the design is on the environment.

	YOUTH	FAMILY GROUPS	MOBILITY IMPAIRED (DISABLED, IMPAIRED, CHALLENGED)	INNER CITY RESIDENTS, PARTICULARLY THOSE IN AFFORDABLE HOUSING:	NON-PRIVATE MOTOR VEHICLE (PMV) USERS:	TRAVELLERS TO HOSPITAL, UNIVERSITY, AIRPORT DESTINATIONS BEYOND THE CBD:
ALL GROUPS	Increased PT reliability More space for public realm Improved pedestrian level of service Separation between modes and speeds					
TRANSPORTATION RELATED NEEDS	<ul style="list-style-type: none"> Getting to their destinations in and through the Golden Mile, e.g., schools, university, casual/part time work 	<ul style="list-style-type: none"> Affordable, safe options for moving around as a mixed ability group (in keeping with the “8yrs – 80yrs” principle) 	<ul style="list-style-type: none"> Ease of moving along the Golden Mile pavement - having enough space to navigate comfortably and smoothly Ease of using private and public transport Ease of getting around the CBD in vehicles (private & public) smooth passage, reduced stopping and starting 	<ul style="list-style-type: none"> Affordable and effective AT & PT connections to services and destinations beyond the CBD 	<ul style="list-style-type: none"> Safe, comfortable, efficient routes Facilities to support active, shared, and public transport modes in the right places Viable mode choice (affordable, reliable, accessible, safe) 	<ul style="list-style-type: none"> Reliable travel time Easy changes Affordable AT & PT mode choices
ENVIRONMENTAL NEEDS AND FACILITIES	<ul style="list-style-type: none"> Sense of belonging to Wellington and the CBD as a place to meet and gather in groups that is affordable, comfortable, and legitimate Able to engage with places in different ways - resting, actively, explore and enquire 	<ul style="list-style-type: none"> Facilities to rest, recreate, play Access to services (toilets etc) Attend events affordably and reliably 	<ul style="list-style-type: none"> Comfort for lingering and mingling - providing multiple opportunities 	<ul style="list-style-type: none"> Quality public places to balance smaller private space to enhance the liveability of the CBD Reduced noise and congestion 		

CURRENT OBSERVATIONS

This following outlines a summary of the high-level CPTED observations, based on a site visit and knowledge from the design team.



1 NORTH LAMBTON - PARLIAMENT TO MIDLAND PARK

This section of the corridor connects between Parliament and the popular Midland Park, the area is associated with the Government sector, corporate offices and retail. There are scattered cafés and pubs with a lunch-time focus. During business hours traffic is congested and slow. The footpaths are congested and walking speeds are high. Footpaths are also busy on the weekend, but not so congested. There are intermittent pedestrian connections to the Terrace, providing access to a concentration of high rise offices and apartments.

HIGH-LEVEL CPTED OBSERVATIONS:

- There are few places to stop out of the flow of movement and rest. The space could be challenging for a range of people. Choice of movement is restricted - channelled along the footpaths. Street furniture and vehicle congestion impedes pedestrian desire lines across the street. Vehicle noise is loud and reduces comfort.
- Customers waiting for the bus are often mixing with people walking due to a lack of dedicated, comfortable space.
- There is a lack of activation/surveillance at night by businesses, however there is an emerging night-time economy on the adjacent Featherston Street. After hours there are few pedestrians, mostly passing through to the Rail Station or apartments and nearby residential suburbs.
- This area has potential to provide for more residential apartments in the future given the pressure on housing, The project should anticipate this and be designed in such a way that supports land use change and provides amenity for inner city residents.
- There is fair, but a dated environment, generally with good sight lines and reasonable lighting. At night it feels relatively safe when vehicle and pedestrian congestion is reduced, enabling clear sight lines and space to avoid people if desired.

2 SOUTH LAMBTON - MIDLAND PARK TO OLD BANK ARCADE

This section is similar to North Lambton, however the cross section tapers from four lanes to one and is 'bus only' in some areas. Land use is characterised by ground floor retail and high rise offices, hotels, apartments and a supermarket. There are late night venues accessed from laneways.

HIGH-LEVEL CPTED OBSERVATIONS:

- Footpaths are crowded during the day due to high levels of pedestrian traffic and relatively narrow footpaths.
- Footpaths are narrower and more cluttered with street furniture and bollards increasing risks of people bumping into each other and reducing accessibility.
- Quality is degraded in places, but generally fair, albeit dated.
- At night it feels relatively safe when vehicle and pedestrian congestion is reduced, enabling clear sight lines and choice of movement. Lighting is reasonable. The supermarket provides oversight and activity while foot traffic is generated from hotels and occasional bars.
- There is low traffic at night, but there is generally someone around.

3 WILLIS AND MANNERS STREETS

Willis Street is a narrow street with high pedestrian volumes. It is retail dominant with few businesses open after hours. There is pressure on bus stops with high volumes of customers, particularly at the evening peak.

HIGH-LEVEL CPTED OBSERVATIONS:

- The northern half is reasonably clear of clutter, while the effective footpath width in the southern half is constrained by street furniture designed to deter informal crossing - there are minimal opportunities for respite. Pavement quality is good and well maintained.
- Customers waiting for the bus are often mixing with people walking due to lack of dedicated, comfortable space.
- There are good sight lines and reasonable lighting. The supermarket provides eyes on the street until 10pm. After this time, there is no business activation and with occasional pedestrians passing through.
- It is unlikely that this street will support a night time economy given the strong retail presence.

• TE ARO PARK

- This area is not considered to be within scope of the Golden Mile project, due to the investment objectives. Access for vehicles from Courtenay Place to Dixon is closed, while still allowing for cycles and micro mobility. The public toilets and poor performance as a public space are contributors as well as the isolation of the space by vehicle movement and parking.

4 COURTENAY PLACE

This area is the primary night-life destination in Wellington with bars dominating the eastern side of the street and takeaway/food focused to the west. During the day many businesses are closed. There are high numbers of pedestrians commuting in the morning and evening, with some lunch time activity. The street transforms on the weekend when bars are full and footpaths are heavily congested. The area has well-documented issues with crime, violence, sexual violence and antisocial behaviour, which is perceived to have increased in recent years, particularly during the day.

HIGH-LEVEL CPTED OBSERVATIONS:

- Environmental quality is poor with empty shop fronts, low quality streetscape, dated aesthetic and noticeable graffiti/damage. Street furniture, low walls and vegetation restricts sight lines and choice of movement.
- Bars extend trading area onto the footpath, which is generally well defined, although there are issues with passing alcohol in from the street.
- Footpaths are heavily congested at night causing friction between people and inability to avoid contact with people when feeling unsafe. While some enjoy the atmosphere, others may feel uncomfortable due to sensory aggravation and inability to move through while retaining personal space.
- There is a trial to use the service lane as a taxi stand, which is reported to be working well in the current street configuration.
- The street is under-utilised in the day, particularly at the southern end.
- Side streets are well activated and level, however full of parked cars restricting surveillance.
- Te Aro has a rapidly increasing residential population, mostly in apartments. Many transitional and temporary housing has been developed recently. Noticeable presence of homeless that can feel threatening to some people.
- Heavy, noisy traffic during the day reduces levels of pedestrian comfort.
- Lack of activation during the day due to dominance of bars only open at night, creating an uncomfortable pedestrian environment by day.
- Significant levels of commuter traffic at peak times during the day and into the evening. People are moving through, but not lingering for legitimate uses.
- After 10pm on weekends Courtenay Place experiences over-crowding, high-levels of intoxication and significant levels of physical and sexual violence. There is a perception that this area is not safe at night, this is supported by the crime statistics.
- Conflicts between Uber, buses and taxis can occur at night.

HIGH-LEVEL CPTED CONSIDERATIONS AND RECOMMENDATIONS



ALL STREETS

- Wide, clear footpath environments to provide space for people to choose how they move without conflict or pressure. Simplify and dedicate space for street furniture, vegetation and waiting spaces for transport facilities to provide sufficient effective footpath width and sight-lines up and down the street.
- People feel safer in places that are well occupied and have a good level of sober oversight. Amenity is also a basic requirement of a successful public space, there needs to be a balance of movement and pause spaces with elements such as seats, planting, feature lighting, playful elements,
- It is important that people feel that they are legitimately welcome, particularly youth, and even if they are not spending money. This encourages a sense of ownership and belonging and is a positive influence on behaviour, with a universal design approach to encourage use by the whole community.
- Well considered design is needed to integrate different modal movement zones. Environmental cues have a stronger influence on behaviour than control measures, so design to encourage considerate interaction between users is important.
- At points of interaction between modes, design for the most vulnerable user.
- Express a unique sense of place that reflects local culture to increase sense of ownership, pride and belonging, and encourage respectful behaviour.
- Allow for practical servicing for business and residential activity.
- Encourage businesses to create positive edges and activate the street.

1 NORTH LAMBTON - PARLIAMENT TO MIDLAND PARK

- Changes to the cross section are positive, particularly the reduction in traffic, dedicated space for bus customers, provision for active modes, welcoming dwelling space and wide clear footpaths. The ability for people to follow desire lines is supported.
- Removal of traffic could reduce passive surveillance at night, some vehicle access, particularly servicing is positive. Frequent side streets support taxi use.
- Care will required when integrating cycles into the pedestrian realm. Encourage slow speeds and consideration towards pedestrian as the most vulnerable user.
- The space will be a more desirable place to spend time - this should support businesses to diversity and cater to the large working population at lunch and after work, as well as inner city residents.

2 SOUTH LAMBTON - MIDLAND PARK TO OLD BANK ARCADE

- Decluttering and opening up the space for pedestrian movement is beneficial - supporting accessibility, clear sight lines, choice of movement and comfort.
- Reduced vehicle traffic makes a more relaxing atmosphere. Provide opportunities for respite at the end of streets which have been closed if space is not available in the cross-section.
- Dedicated space for bus customers to wait is an improvement.
- Some vehicle access at night is encouraged, at least for service vehicles as side streets provide regular opportunities for taxi/uber access.

3 WILLIS AND MANNERS STREETS

- Due to the narrow cross-section, changes are minimal. Footpaths should be as clear and as wide as possible to relieve pedestrian congestion. The provision of dedicated space for bus customers to wait is positive, aligning with the natural location to wait, improving accessibility for both people using the bus or on foot.
- Closing access to Cuba and Mercer Streets will have a significant impact, allowing respite clear of movement, businesses to activate space, and active travel connections to the waterfront. Lighting, quality and amenity will be important in this area.
- After business hours, some vehicle access would be beneficial to provide natural surveillance. Taxi access should be considered (not necessarily on these streets) to support Cuba Street and popular late-night laneways.

• TE ARO PARK

There are significant, well recognised CPTED concerns with this space, and a strong alignment between the aspirations of the Golden Mile project and the work of the Pōneke Promise, which seeks to improve the social and physical environment in the precinct.

- Any future project should seek to integrate from building edge to building edge and include surrounding laneways. Removal of parking from Dixon Street between Cuba and Courtenay Place could be beneficial to promote better integration of Dixon Street businesses with the space, opportunities to spill out, and create a sense of custodianship.

4 COURTENAY PLACE

- This area has historically been a destination for additional forms of entertainment (theatre, movies, dining etc.), which are less focused on alcohol. It would be beneficial to encourage more diverse activity in the future, as well as community services to support the rapidly growing residential population.
- This area requires community services for the increasing residential population. Collaboration with the Pōneke Promise team in regards to this is encouraged.
- Encourage collaborative management of licensed premises, such as the Alcohol Accord Association in Christchurch.
- The footpath widening reduces crowding and provides space for people to move around each other. Align street furniture, trees, lighting and transport facilities to retain sufficient pedestrian effective width and sight-lines up and down the street.
- Providing a space where people can move faster than pedestrians on scooters and cycles is positive for the pedestrian experience. Care needs to be taken through design to promote considerate behaviour from all users.
- Define liquor licensing areas with restaurant partitions, creating a clear, continuous edge to the movement corridor to support accessibility.
- Encourage active engagement at the built edge to provide sober passive surveillance, supporting diversification of businesses.
- Well-considered provision of street trees and furniture will provide amenity and promote a sense of belonging for inner city residents and the general public.
- Establish clear access management for servicing and unsafe environments.
- Allow safe tax/uber access, at least to pick-up drop off. Take care not to cause people to walk too far to access these services, separating people from their group. Ensure there is good business oversight in these locations and co locate taxi areas with late night support services. A focus on improving public transportation for late night trips should be a long-term goal to provide travel options.

6. THE PROCESS AND NEXT STEPS

ESTABLISHING CPTED GOALS

For the Golden Mile to be truly successful and promote a safe, healthy environment for all users, the following project-wide CPTED goals are recommended. These goals align with the project vision and objectives and the National Guidelines for CPTED as best practise. These goals will form the basis of CPTED reviews for the course of the project and will need to be refined as more detailed investigations of the receiving environment are completed.

 LGWM OBJECTIVE / KPI
 THE GOLDEN MILE DESIGN PRINCIPLES
 CPTED GOAL

ACCESS

Promote safe and efficient access for all people and modes of transportation (with a particular focus on active modes).

- Promote instinctive way-finding within the public realm which is clear and logical.
- Safe movement and connections for both public and active transportation modes.
- Comfortable and safe environments for resting and waiting, which are well overlooked and supported by facilities.

VIBRANT AND PROSPEROUS (and Reflecting of Place)

Create a place which reflects Wellington and it's people. This will attract a diverse range of people to spend time in the Golden Mile for positive social experiences, not just to travel through. A diverse range of people reduces risk for antisocial behaviour.

- Engage with the local community to create a place which reflects uniquely Wellington. Encourage an engaging place to gain a sense of ownership.
- Create and encourage places for people to dwell, linger and feel part of the city.
- Reflect needs of all members of the community, including mobility impaired, youth and family.

AMENITY

High levels of amenity are essential to this project and not just a 'nice to have'. Amenity creates environments where people want to be and promotes activation/surveillance. It creates a quality environment to deter people damaging or disrespecting the place.

- Create a place that reflects the community will help to foster a sense of ownership to maintain its quality.
- Well designed, managed and maintained environments.
- High-quality, durable and robust materials.
- Creation of places with interest and intrigue.

INCLUSIVE AND CONNECTED

Create places for positive social experiences and interactions. Ensure the needs of all users are met and the design fosters ease of living and working along the Golden Mile.

- Provide the required facilities for the different users.
- Allow ease of loading, servicing and deliveries - get the practicalities right for residents and businesses.
- Promote places for people to meet and greet, getting to know the neighbours can reinforce CPTED principles.

OVERALL GOAL



SAFE PLACE

To achieve the overall goal of safety we need to create a safe environment which promotes well-being, a sense of belonging and reduces opportunity and risks for antisocial and criminal behaviour.

SURVEILLANCE

Achieving high-levels of surveillance throughout the Golden Mile by encouraging activation and facilitating clear views.

- Clear sight lines between building frontages.
- Minimise clutter within the public realm (poles etc).
- Promote complimentary and diverse land-uses to create activation/surveillance at different times of the day and night.
- Welcoming warm, white light to all areas to promote a feeling of well-being at night and to ensure no dark-spots.
- Eliminate entrapment areas.

DIVERSITY OF ACTIVITY

It is acknowledged that the scope of the Golden Mile is not to change land-uses. However, creation of a high-quality environment will encourage complementary and diverse land use activities during the day and night.

- Create a high-quality environment to attract complimentary diverse land uses. This will assist with activating a place providing surveillance and a positive environment.
- The public realm reflects the diversity of users within the central city and encourages a sense of belonging and ownership.

AREA SPECIFIC GOALS

Following detailed investigations into the receiving environment, specific CPTED goals and aspirations will be developed based on the results of the receiving environment analysis.

- For example; late-night drinking related issues have been identified for Courtenay Place - specific goals to assist with addressing these issues will be identified in the concept stage.

WELL-MANAGED

To create a safe environment, other techniques which support CPTED principles are required. Effective management of a place and formal security techniques are required in some locations.

- Use active security measures to prevent access to areas where it is not safe/appropriate for public access, e.g.: servicing areas.
- Use access-control to prevent access to areas where it is not safe/appropriate for public access.
- Collaborative approaches to management of the Golden Mile with key stakeholders.

HOW CPTED WILL BE INTEGRATED INTO THE PROCESS?

To maximise the benefits CPTED can have for the project, properly integrating CPTED into the design process is key. Working from the broadest scale through to the detailed scale, just like the design process will allow various aspects to be considered at the appropriate stage. Below summarises the next-steps in each phase of the project in relation to CPTED.

	BUSINESS CASE	CONCEPT	PRELIMINARY DESIGN	DEVELOPED DESIGN	DETAILED DESIGN	POST OCCUPANCY
CPTED GOALS	To establish any CPTED mandates of policies the client needs/wants to include on the process.	To review the Receiving Environment in detail and establish broad-scale CPTED issues and risks for the project. Establish broad-scale CPTED concepts.	To refine the design to achieve good CPTED principles and begin to focus on the detail.	To refine the design to achieve good CPTED principles and begin to focus on the detail. Checking Value Engineering process considers CPTED implications.	Refine design to achieve CPTED principles established in early stages of the project.	Visit site, gain feedback from tenants to understand if CPTED goals have been met. Make refinements if needed.
KEY CONSIDERATIONS	<ul style="list-style-type: none"> Understand the needs of the site from a high-level. Identify any known complimentary information, data or CPTED reports relevant to the project. High-level strategies around access for different modes of transport and user groups. This should be tested and confirmed at concept design stage. 	<ul style="list-style-type: none"> Understand land use activity mix. Understand key neighbourhood connections and activity generators. Hierarchy to entrances/ key established building and landscape conceptually supports this. Establish engagement process and how a sense of ownership 	<ul style="list-style-type: none"> High level surveillance strategy. Understanding of hours of use and movement and night activity to encourage legitimate night time use. Public, semi-public, private serving areas. Public spaces designed to high-quality with appropriate level of legitimate activity. 	<ul style="list-style-type: none"> Ensure safe movement around site, elimination of entrapment spots/concealed spots. Eliminate opportunities for offenders to go unnoticed, e.g. make conspicuous. Maximise surveillance from within buildings. Lighting strategy established to inform design. Way-finding strategy established. 	<ul style="list-style-type: none"> Maintenance/management plans established to achieve good environmental quality. Security measures discussed. Active management (CCTV security) considered. Material selection reviewed for robustness, quality and consideration given to target hardening, e.g. entrances. 	<ul style="list-style-type: none"> Post occupancy site visit to assess site against the CPTED mandates/policies/goals for the project. Report on and make adjustments to environment should this be required. Review maintenance standards.
CPTED DESIGN REVIEWS	<ul style="list-style-type: none"> Review at each design stage to review the 50% design drop drawings to identify any CPTED issues, opportunities and risks. Review 100% design drop to confirm CPTED matters are addressed. 					
ENGAGEMENT	<ul style="list-style-type: none"> Project team 	<ul style="list-style-type: none"> Local Police Wellington City Council Stakeholders groups (businesses, residents etc.) 	<ul style="list-style-type: none"> Project team 			<ul style="list-style-type: none"> Local Police Wellington City Council Stakeholders groups (businesses, residents etc.)
CPTED KEY TASKS/PROJECTS	<ul style="list-style-type: none"> Confirm CPTED mandates of policies for the project moving forward. Establish how CPTED will fit into the engagement process 	<ul style="list-style-type: none"> Review the Courtenay Place CPTED Report (WCC). Carry out detailed CPTED Assessment for the other parts of the Golden Mile. Including stakeholder engagement to understand the challenges. Identify key goals for the Golden Mile Project. 				<ul style="list-style-type: none"> Post occupancy site visit to assess site against the CPTED mandates/policies/goals for the project. Report on and make adjustments to environment should this be required. Review maintenance standards.

About Boffa Miskell

Boffa Miskell is a leading New Zealand professional services consultancy with offices in Auckland, Hamilton, Tauranga, Wellington, Christchurch, Dunedin and Queenstown. We work with a wide range of local and international private and public sector clients in the areas of planning, urban design, landscape architecture, landscape planning, ecology, biosecurity, cultural heritage, graphics and mapping. Over the past four decades we have built a reputation for professionalism, innovation and excellence. During this time we have been associated with a significant number of projects that have shaped New Zealand's environment.

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