



## **Submission of Civic Trust Auckland**

### **City Centre Masterplan**

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## Introduction

(1) Civic Trust Auckland (CTA) is a non-profit public interest group, incorporated in 1968, with activities and interests throughout the greater Auckland region.

The aims of the Trust include:

- Protection of natural landforms
- Preservation of heritage, in all its aspects
- Encouragement of good planning, for the city and region.

(2) CTA provided a 17-page submission (with 8-page appendix) on the discussion document "Auckland Unleashed" on 31 May of this year. We also submitted on the Annual Plan on 1 April. Other recent relevant submissions have been on the Victoria Quarter Plan on 9 April 2010, the Lorne and Rutland Streets Upgrade on 8 February 2010 and the Draft Auckland Regional Transport Plan on 24 December 2009. CTA was heavily involved in the Save Britomart Project in 1996 regarding the successful protection of heritage buildings in this precinct.

(3) Our submission on the City Centre Masterplan answers sequentially the questions posed in the discussion document, "Towards Delivering an Auckland City Centre Masterplan", with a final section, "Additional Comments" on aspects that have not been covered by the questions. Quotes from the discussion document are in italics.

(4) CTA supports Council's overall vision for the city centre, particularly in terms of walkability and cyclability, enhancing public open space, improving public transport, protecting heritage places and areas, and protecting views of them and of the harbour.

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## The Mayor and Council's vision is for a city centre that feels like the heart and soul of the Auckland region

**1. What do you think of the ideas for creating a city centre that feels like the heart and soul of the Auckland region?**

**2. What else would make the city centre a place you visit regularly, and that feels like the heart and soul of the Auckland region?**

(5) CTA supports the ideas outlined in this section of the discussion document.

(6) To "*strengthen the Queen Street Valley as the primary retail district*" could be achieved by improving both the access within the area (walkability) and the access to it (public transport) as well as the quality of the shops. Instead of multiple fast food outlets and convenience stores in Queen Street, there should be a variety of interesting shops with quality merchandise. Quality local shops should be supported and proposed new ones should take into account whether there is already adequate provision in the area. There could be rates reduction for small businesses in the city centre which support a quality retail district.

(7) The theatre district is already in existence and could benefit from increased patronage following improvements in public transport and the public spaces surrounding it. CTA supports restoring the St. James (as indicated in our submission on the Lorne and Rutland Sts upgrade).

(8) For people to visit the theatre district at night or to experience other aspects of the city centre nightlife, there needs to be an improvement in the safety or perceived safety of the city after dark. For example, some people do not want to walk some distance alone in the dark to where they have parked their car.

(9) Priority / free parking could be made available for those who use a private vehicle to transport people to places such as The Edge for arts events.

(10) New open spaces and plazas can more readily be established and enjoyed if car usage is minimised within the city centre.

(11) *“The vibrant nightlife experience of restaurants, bars, nightclubs and cultural events”* should not impinge on the quality of life of the residents, particularly in terms of the noisy behaviour of drunk people.

(12) For families with young children to visit the city centre, there would need to be things to see and do that are unique or events that are low cost or free.

(13) For people who are already in the city centre, i.e. the residents, most would probably feel that the city centre *is* the heart and soul of the Auckland region: they have chosen to live here to benefit more readily from the facilities and activities on offer.

(14) Residents of the city centre list as reasons for living where they do: the proximity to their place of work (meaning that they can walk to work), the proximity to the theatre district, ease of travel to the urban villages on the fringe, either by walking, cycling or by public transport. A number of people who live in the city centre do not own a car, or, if they do, they do not use it every day.

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### **The Mayor and Council's vision is for a city centre that is walkable and well connected**

#### **3. What do you think of the ideas for creating a city centre that is walkable and well connected?**

(15) CTA strongly supports the ideas for a city centre that is walkable and well-connected, *“a network of high quality safe streets where walking comes first”* which prioritise walking and cycling. We note, quoting the National Congress of Pedestrians Advocates - USA, 2001, that *“humankind has shaped its cities for 8,000 years by walking, and for only 50 years by driving [and that] a single automobile generates more noise than 10,000 pedestrians”*.

(16) We consider that safety is the first issue that should be addressed, in terms of protection of pedestrians and cyclists from motorised traffic. Ideally motorised traffic would be gradually removed from and/or minimised in the city centre. In the meantime, changes can be made to improve safety and the overall pedestrian and cycling experience.

(17) The pedestrian crossings which allow motorised traffic to turn while pedestrians are crossing should be changed to barn dance style crossings where all traffic comes to a halt while the pedestrians cross. Safety for pedestrians at crossings is a city-wide issue but in the city centre it seems to be more of a problem, perhaps because of time pressure on people arriving for work, meetings and events.

(18) One particularly dangerous pedestrian crossing is that at the Franklin Rd/Victoria Street intersection as there are now two large permanent columns that obscure the view for the motorist of pedestrians crossing the road.

(19) Another dangerous crossing is at the Victoria Street / Lorne Street / High Street intersection. Many drivers coming from the east to the west are looking ahead to the traffic lights in Queen Street and are unaware of the red light to stop them proceeding down Victoria Street. There have been many times when pedestrians have been placed in danger at this point.

(20) Residents report that motorists regularly drive through crossings between Nelson and Hobson Streets and intersecting streets in a dangerous manner while pedestrians are attempting to cross.

(21) There should be better monitoring of traffic lights and a faster response to complaints about ones that are not working.

(22) Traffic signalling should be more responsive to pedestrians so that when a pedestrian pushes the button to cross the road the traffic controls respond promptly to stop the traffic to allow the pedestrian to cross.

(23) There are some intersections in the city centre where there is no pedestrian crossing on one of the four streets and the pedestrian must make three separate crossings to get to the desired place. An example of this is the Hobson Street / Cook Street intersection.

(24) There are some streets where the pedestrian access simply runs out, a minor example being the footpath on the west side of Mayoral Drive on the approach to Wellesley Street and a major example being Wellesley Street East from Princes Street to Stanley Street, where pedestrian access is physically possible (and some people do walk here) but not catered for – and recently made illegal.

(25) A good start to making the city more walkable has been made with Darby Street, Fort Street and other shared spaces. More of these spaces and more one-way single-lane streets will make the city centre more attractive for pedestrians.

(26) Trials of closed roads at low usage times such as in the weekend could be carried out.

(27) More seating along streets to enable pedestrians to sit and rest would contribute to making the city centre more walkable.

(28) Shelter from the rain at key points needs to be considered, for example, filling in the gaps between awnings on primary retail streets such as Queen Street and High Street. These should always be appropriate to the heritage/design of the respective buildings.

(29) Bus lanes can be dangerous for people crossing the road because cars sometimes make sudden and dangerous manoeuvres to cross over bus lanes. Buses sometimes run red lights (as do cars). Bus lanes only work for cyclists when there are no buses in them

(30) Lowering the speed limit to 30kph for the approaches to Queen Street was a good move and such lowering of speeds could be extended to other parts of the city centre.

(31) A trial to allow cyclists to cycle through intersections while pedestrians are crossing if they keep to a speed that does not exceed that of the average pedestrian should be carried out in the city centre. This would speed up the journey for cyclists, deal to the issue of cyclists disturbing pedestrians by currently cycling through crossings and enable cyclists to be separated from motorised traffic for a bigger portion of their journey.

(32) To cater effectively for cyclists' needs, we would suggest that decision makers need to be aware of their needs by either getting on a bicycle themselves or consulting with groups such as Cycle Action Auckland. Cyclists' needs could be further addressed by Council appointing a "cycling champion", as advocated for by Cycle Action Auckland.

(33) *"A pedestrian mall on all or parts of Queen Street to encourage quality retail opportunities and outdoor dining"*. Malling of Queen Street has been advocated many times by many different people, including the mayor at the opening of Darby Street on 15 April. We suggest that as an experiment, to mall Queen Street from Wellesley Street to Customs Street from 10am - 4pm on Friday 9, Saturday 10 and Sunday 11 December. Some pre-Christmas activities could be planned and perhaps one of the days could include a fresh food market. Another street that could be trialled as a mall between certain hours of the day is High Street.

(34) Consideration should be given to the two-way redesign of Hobson and Nelson Streets with the addition of trees to screen the new-built environment.

(35) Undergrounding vehicular traffic along the same route as the inner city loop should be considered. Commuters who have difficulty walking to a train station or bus stop could then have the choice of leaving their vehicle at a park and ride at a train station or driving underground into the city centre and parking their vehicle in an underground parking lot.

(36) Cycle access from Customs Street through to Quay Street should be made possible either by allowing cycles through where currently only buses can go or allowing cycles to share the footpath with pedestrians from Customs Street through to Quay Street.

(37) Access for cyclists from Mayoral Drive down Wellesley Street to Queen Street should be allowed. Currently only buses are permitted on this part of the road.

(38) Some pedestrian lights should have longer phases to allow more time for crossing. The ones with the countdown of numbers do allow enough time, as does the crossing from Elliott Street across Wellesley Street.

(39) The intersections of Wellesley / Queen and Victoria / Queen allow pedestrians to cross twice as often as at other intersections. This pedestrian priority could be extended to other intersections in the city centre where there are large numbers of pedestrians, perhaps for certain times of the day such as the times people are arriving for or leaving from work or for shows in the evening.

(40) Council should consult with Walk Auckland with regard to pedestrian safety and also the current and potential walkability of the city centre.

(41) Another safety aspect for pedestrians is the quality of the footpaths. They need to be made physically safe to walk on, both in terms of the initial surface provided, the main criteria being non-slip, and the second being regular monitoring and maintenance to deal with damage such as potholes.

(42) Care needs to be taken that road works do not block the footpath for pedestrians nor make access difficult for cyclists.

(43) There is an opportunity with the new development in the Wynyard Quarter to make this area predominantly car free and undergrounding any vehicles that do need access to the area. This area can be a model for further car free parts of the city centre.

(44) There needs to be safe and easy pedestrian access to the waterfront and one way this could be achieved is to underground Quay Street (Ferguson Wharf through Hobson Street).

(45) As outlined in "Carfree Cities" by J.H. Crawford, many cities in Europe have made parts of their city centres carfree and these areas are popular with residents and tourists alike. The "walking streets" in cities all over the world have been successful, e.g. the parallel malls in Perth, the Leidsestraat in Amsterdam, Cuba Mall in Wellington, markets all over the world. These are the places people choose to go and shop or just to spend time.

(46) The motorway onramp at the intersection of K' Road, Symonds Street and Grafton Bridge could be removed to lessen the number of vehicles that use K' Road. There is an alternative onramp at Wellesley Street East.

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#### **4. How else can we make it easier and more enjoyable for you to get into and around the city centre without a car?**

##### General Comments

(47) To get to the city centre the public transport options and cycle access need to be improved. We support all of the following: light rail, a rapid transport network, and hybrid electric buses.

(48) *“An integrated public transport system that connects the city centre to the wider region and beyond”* needs to be cheap, frequent and not compromise the city centre experience for pedestrians and cyclists in terms of safety, noise and waiting times at crossings.

(49) Integrated ticketing should go some way to improving transport into and around the city centre.

(50) A 24-hour public transport service (with 24-hour information about it available) would contribute greatly to providing the public with more transport choices.

(51) We advocate for the adoption of one region-wide free public transport day per month as a means to promote public transport.

(52) Public transport doesn't work for some people with disabilities. For example, someone who can't walk far needs to first get to the bus / train stop. If their usual means of mobility is a mobility scooter, this doesn't fit on the bus / train. If they are to park it near the bus / train stop then there needs to be secure parking for it e.g. undercover in a monitored / patrolled carpark.

(53) All new vehicles over which Council has purchase control should be electric or low emission.

##### Bicycles

(54) More dedicated cycle paths will encourage people to cycle who currently feel that on-road cycling is not safe enough.

(55) There should be a permanent easy-to-use public cycle hire service available in the city centre, particularly at the waterfront.

(56) In order to be able to get safely to the city centre from other parts of Auckland, cycleways need to be linked up, e.g. the north-western cycleway and the Tamaki Drive, as well as a link to the harbour bridge and the implementation of the cycleway / walkway over the bridge.

(57) Parking for bicycles should be under cover to protect them from rain.

(58) Cycleways and walkways should be properly landscaped, perhaps including water as a feature, and some areas should be for pedestrians only.

(59) The provision of free public showers would service cyclists who wish to commute but their place of work or study does not provide showers (at the same time as providing for the homeless members of our communities).

##### Scooters

(60) Motor scooters should be encouraged into the city centre in place of cars (as long as they emit low noise). There should be adequate parking provision for scooters and this could be free, as for bicycles.

## Cars

(61) Council could promote car sharing amongst neighbours, particularly those in apartment buildings, as well as car pooling, by including information about car pooling on its website and Auckland Transport's website, such as a link to <http://www.jayride.co.nz/> and by advertising car pooling on billboards.

(62) If the city centre were car free this would make it more enjoyable to get around. One of the attractions of suburban malls is that they are car free. People are prepared to walk long distances in malls and supermarkets. They need to be encouraged to rediscover their ability to walk and the benefits that this has not only individually and collectively.

(63) Council should promote the benefits (both personal and global) of leaving the car at home.

## Buses

(64) "*A high quality bus transport system*" should include quieter buses, preferably hybrid electric buses, and some smaller buses.

(65) Smaller buses could be gradually brought in to replace larger buses and to provide a more frequent service, especially at off-peak times.

(66) Buses should allow for the carriage of foldable bicycles, to assist residents / workers to get up out of the valleys to the ridges.

## Trams

(67) We support the reintroduction of some kind of tram, particularly following the historic routes. We would like to see an inner city tram loop, in the first instance, up Queen Street, along K' Road and Ponsonby Rd through 3 Lamps down College Hill and along Victoria St West back to Queen St. Longer term, trams would extend eastwards at first to Kelly Tarltons and later, to St Heliers.

(68) The installation of trams to connect with neighbouring parts of the city centre would both address the issue of what is steep terrain in some places and provide an attractive transport option. This would not only serve the interests of Aucklanders but also of tourists. Such a tram loop would enable cyclists to cycle safely, as there would be enough space on the road for them without two lanes being taken up for cars.

(69) Trams should allow for the carriage of foldable bicycles, to assist residents / workers to get up out of the valleys to the ridges.

(70) We prefer trams (or light rail) to buses in the city centre

(71) We would like to submit a lateral thought on public transport: '*Sky Waka*' - an overhead transport system bringing people to the city centre from the south, west and north. Running up the middle of and above the motorway, it takes no new land. Passing over motorway traffic jams, the public transport user is privileged with quick journeys and unparalleled views across a canopy of green to the volcanoes which Auckland could and should list as a World Heritage Site. Spaghetti Junction is the interchange, where 35ha of city centre real estate would help to fund this proposal (a whole city block was created in this way in Boston atop existing roading). Further funding would come from the park & drive malls to be built by existing motorway nodes. Arriving at Spaghetti Junction, travellers cross the plaza to K'Rd, where they may get on the tram making the K' Road - Queen Street - Victoria St - College Hill - Ponsonby Rd loop.

## Trains

(72) We should put more trains on the tracks we have already.

## Ferries

(73) We strongly support an extended ferry network, including to St Heliers, Panmure and Pakuranga, and also on the Manukau Harbour. Water transport does not require extensive infrastructure and has other benefits for the environment.

(74) There is a need for more routes and higher frequencies

(75) We favour the development of park and ride facilities beside the ferry wharves departing for the city centre

## Harbour Crossing

(76) With regards to a third harbour crossing, CTA prefers a bridge. A new bridge should be built to the west of the existing harbour bridge. It would provide for vehicular traffic (and other transport as provided for). It should be designed by somebody of truly "world class" ability who could produce a truly iconic bridge, i.e. Santiago Calatrava (one of the world's finest architects/engineers: [www.calatrava.com](http://www.calatrava.com)).

(77) Concurrent with commissioning of a new bridge, the existing harbour bridge should have its "Nippon clip-ons" removed. This would both reveal the original design of the bridge as well as remove significant ongoing maintenance costs. Once reinstated to its original condition the original harbour bridge would be used for public transport, i.e. foot, bicycle, bus and future mass transport mode, e.g. trains.

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## **The Mayor and Council's vision is for a city centre that has a high quality urban and natural environment**

**5. What do you think of the ideas for creating a city centre that has a high quality urban and natural environment?**

**6. Do you have other ideas for creating a city centre that has a high quality urban and natural environment?**

(78) One of Civic Trust Auckland's main aims is "Preservation of heritage, in all its aspects". We therefore strongly support the mayor and Council's vision for the city centre as one that values its heritage. We also would like "*a rich history and heritage that is enhanced, revealed and protected*" and "*high quality development that responds to its built and natural heritage*" (pg 14).

## Natural Environment

(79) Auckland's city centre has a high quality natural environment. This natural environment needs to be preserved and celebrated. The features of the landscape need protecting both in themselves and the views of them, particularly the volcanic cones and the harbour.

(80) A network of green areas connecting open spaces and the harbour would act as walkways and cycleways. A good model for this is the Twin Streams project.

(81) Striving for good water quality is a worthwhile aim in itself whether people are able to touch the water or not. Good beaches are close by the city centre and transport across the water is available. Direct access to the water from the city centre in terms of being able to touch the water at the water's edge needs to be considered in terms of safety, particularly the risk of drowning of young children and slippery walking surfaces.

## Views

(82) Views referred to in the discussion document focus on views out to the harbour and from the harbour looking back at the City. The views that people experience and appreciate are more comprehensive and exist as a series of linked experiential views *within* the urban environment.

(83) The importance of viewshafts is, in CTA's view, insufficiently recognised and undervalued. A visual tool should be developed for recognising viewshafts. Although currently provided for in the District Plan (Auckland City), such planning provisions have been ineffective. The Auckland City District Plan (Central Area Section) contains Appendix 05d Central Area - Street Sight Lines. These don't work effectively, e.g. Viewshaft No. 17 view along Princes to the focal point of the North Shore is now blocked by the apartment block "Scene One".

(84) View's could be better protected, particularly those of the harbour. The park at the top of Emily Place, where the first settlers used to meet on Sundays at St Paul's church and look out the harbour of the newly founded town. Today, the only view of the harbour from where that in over the building at 1 Anzac Ave. This property needs planning flexibility to allow for extra development in lieu of providing an open view for the public from the spot where the founders of Auckland first gathered St. Paul's Church

(85) Views could be enhanced, i.e. by being proactive and enhancing views, e.g. *along High Street by protecting things 'within' the view shaft, refer to "Seeing the History in the View" just published by English Heritage in May, 2011*

(86) Quoting from the foreword of "Seeing the History in the View" (Chris Smith, National Planning Director, English Heritage May 2011): "The existence of [significant views], often containing well-known landmarks and cherished landscapes, enriches our daily life, attracts visitors and helps our communities prosper."

(87) Due to the presence of Skytower, our skyline is unique and internationally recognisable. Other aspects of this unique skyline are the volcanic cones of Rangitoto, Maungawhau (Mt Eden) and (Remuera) Mt Hobson.

## Heritage Identification

(88) The upcoming Heritage Plan should provide clarity as regards defining the character of neighbourhoods. Cumulatively, character contributes to and is an integral part of the city's heritage. Some parts of character neighbourhoods will be more special than others and so will require a different level of protection, but certainly "character" should be provided with an appropriate level of district plan protection.

(89) We believe that in order to protect heritage public input needs to be sought, responded to and celebrated. The public can provide valuable knowledge, perspectives and solutions. People representing the community generally have an agenda which can best be described as "public interest" as compared to the different agendas of the local authorities and developers.

(90) We are of the view that is an urgent matter for items and areas in the city centre deemed by either the community or Council to have heritage value (if they are not already scheduled) to be identified, assessed, and, where merited, protected, ultimately in the upcoming Unitary Plan.

(91) It is essential that identification of resources providing heritage amenity should be identified in a manner consistent within Auckland, and furthermore, across New Zealand, i.e. the discipline of identification should be able to be determined consistently across the country in accordance with the intent of RMA s.6(f).

(92) The parts of the city centre considered to be of a collective heritage character value sufficient to warrant protection should be identified to ensure new development if any must be sympathetic.

(93) Urgent measures are needed to protect unlisted buildings. Whilst some buildings may not have value worth scheduling, they *do* have character, and collective character *is* heritage.

(94) CTA considers that Council should complete a comprehensive assessment of heritage amenity in the city centre, and in the interim, adopt a precautionary approach to protect unidentified heritage by developing appropriate rules affording Council discretion to protect it.

(95) CTA agrees that there should be such “no-go” areas as proposed in “Auckland Unleashed” and as each area is unique, an assessment of each should be undertaken, with strong community input, to determine what should be allowed.

(96) Council raises the need to maintain a regional cultural heritage database. CTA considers it essential that identification of resources providing heritage amenity should be identified in a manner consistent within Auckland, and furthermore, across New Zealand, i.e. the discipline of identification should be able to be determined consistently across the country in accordance with the intent of RMA s.6(f).

(97) The inclusion within Council’s computer system of information about individual sites should be accessible by the public via Council’s website as this this would solicit further valuable information form the public as well as assisting consenting processes by provide as much relevant information as is available to make appropriate decisions.

(98) CTA suggests an independent audit of Council’s process of heritage identification might be useful in determining what needs to be done to improve controls, processes and practices.

#### Process

(99) Due process needs to be followed as regards consents and all relevant information, including a heritage assessment, needs to be current and reliable, to be provided by an applicant and put before all affected parties and thereafter adequately recognized and provided for by Council.

(100) Civic Trust Auckland has long held the view that all resource consents within the Auckland region be publicly notified to affected parties. CTA further advocates that for the purposes of notification, the determination of parties “affected” by an activity should include *all* those whose enjoyment of amenity is affected by the effect of that activity, not just the occupant or immediately adjacent neighbour. In the case of heritage amenity for example, this is a collective asset, and its loss is a cumulative effect that affects the broader public. (To illustrate the point, it is clearly wrong to suggest that the residents of Manukau would not be *affected* by the destruction of every heritage building in the city centre just because they live 20kms away.)

(101) Whilst there is much heritage of significant value as yet unidentified, it is acknowledged that completing a comprehensive assessment of heritage amenity in the City will take some time. CTA considers that in the interim, Council should adopt a precautionary approach to protect unidentified heritage, firstly by considering the public potentially affected by any proposal with negative effects on any building which, although not scheduled, *does* prima facie have heritage value, and secondly, by developing appropriate rules affording Council discretion to protect it.

(102) Potential property buyers and/or developers need to be made aware of such heritage assessments, whether complete or pending, prior the point of purchase or resource consent application. Council needs to ensure that applications are complete, in accordance with RMA section 88 and consequently RMA Fourth Schedule, is the owner’s responsibility that an application for resource consent should be complete by properly assessing the heritage value of a building, its surrounds and views of it

(103) Signs should be placed on buildings and other sites when there are works proposed inviting the people affected (those who live or work in or visit the area) to make their comments on the proposals.

## Adaptive Re-use

(104) Page 14 states that, “*The city centre ... has the one of the greatest concentrations of heritage features in Auckland. The conservation and adaptive reuse of 17 heritage buildings for high quality offices, shops and apartments at Britomart is one stand out example of how we are keeping our history alive for future generations.*”

(105) CTA worked hard and contributed significant funds towards the conservation of this “stand out example”.

(106) Council also needs to be proactive in promoting the upgrading of significant heritage places.

(107) New infrastructure projects should support the heritage values of a city, for example, the new motorway extension through Victoria Park supported the park, and, to an extent, the Logan Campbell Kindergarten, but could have achieved a better outcome for the Birdcage.

(108) There needs to be further shift in attitude by Council and developers alike from “growth or heritage” to growth that incorporates sympathetically and adaptively reused heritage.

## Incentives

(109) In accordance with the purpose of the RMA, CTA would encourage Council to develop heritage programmes that *promote* sustainable management of Auckland’s heritage resource. This should include targeted incentives to encourage and facilitate positive and enhanced heritage outcomes.

(110) For this, there need to be better incentives for retention and restoration of heritage items, including:

- the establishment of historic districts
- rates relief for scheduled items
- rates reduction for building owners with a track record of building enhancements
- the use of transferable development rights
- a contestable fund for works on private property
- flexibility in planning rules as regards adaptive reuse
- encouragement of innovative development.

(111) Council should develop an effective mechanism whereby the costs and benefits of undertaking a seismic upgrade may be equitably shared between the public and building owners.

(112) CTA would like to see Council policy on the acquisition and restoration of significant heritage items, including the funding for this how this will be funded and also how the restoration of significant heritage items will be funded.

## Urban design today / tomorrow’s heritage

(113) The performance of Council needs to be subject to more scrutiny as regards resource consents, heritage protection and building a quality environment. The need for this is particularly so when developments are approved which are out of character with the areas for which they are proposed and their aesthetic value is low.

(114) Developments in general should be design led, not developer led. Minimum standards for sustainable and aesthetic design should be considered by Council in conjunction with independent experts. A city architect could be appointed to be responsible for overseeing new projects and assist in achieving high quality development.

(115) Major buildings and developments should be vetted by the Urban Design Panel, with heritage experts appointed where relevant.

(116) The membership and powers of the Urban Design Panel need to be reviewed. Its performance would be enhanced by making the documentary record of the UDP's consultation for a consent application public *following* the granting of consent.

(117) All development, from street furniture and road markings to symbolic public buildings should be the subject of considered design aesthetics.

(118) There should be standards for all new buildings which are for entertainment use to have superior exterior sound-proofing and double doors at the entrance.

(119) One public space that could be returned to public use is QEII Square where the square was a wide open public space with a water feature, a sculpture (the Wind Tree) and there were generous and unimpeded views of the building that is now the Britomart Train Station. Its front edge (outside the Westfield Shopping Centre on the Customs Street edge) could become public space and made more attractive, perhaps by the return of the fountains that were an enjoyable feature of this square in years past.

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**The Mayor and Council's vision is for a city centre that is internationally renowned for business and excellence in research and learning**

**7. What do you think of the ideas for creating a city centre that is internationally renowned for business and excellence in research and learning?**

**8. Do you have other ideas for creating a city centre that is great for business, research and learning?**

(120) Council's role in this regard would seem to be to provide the infrastructure to support business, research and education and a quality environment in which to carry out these activities, as well as supporting a social environment that celebrates achievements in these areas.

(121) To that end, high quality and sustainable building standards should apply to all city centre buildings.

(122) High-speed broadband needs to be available for business purposes.

(123) The Queen Street Valley would benefit from better businesses (as well as better retail opportunities).

(124) Business and learning centres do not all have to be in the city centre. A concentration in the city centre means that there is more demand here for space and also higher transport needs than in the rest of the city.

(125) We already have convention centres in Auckland including in the city centre, being The Edge, the Vector Arena and the Viaduct Events Centre. Adding another one in the city centre would take business away from the current ones and use up scarce brownfield space.

(126) Currently much of the temporary accommodation in the city centre is low quality. Even if the occupants are satisfied with it, others who live and work in and visit the city are not.

(127) Much of the Auckland University buildings and some of the Auckland University of Technology buildings are part of our historic heritage and form part of the attractiveness of these campuses. These two universities share Albert Park as extensions of their campuses and benefit from this public open space.

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**The Mayor and Council's vision is for a city centre that is a great place to live**

**9. What do you think of the ideas for creating a city centre that will be a great place to live?**

**10. What else do you think would make the city centre a great place to live?**

(128) We offer this quote from "Growing Smarter - The Auckland Region in the 21st Century": "Research has found that while occupants of intensive housing are often highly satisfied with their home and lifestyles, there is some dissatisfaction with design, construction and appearance of many developments by both residents and neighbours".

#### Buildings

(129) Retro-fitting of some of Auckland's ugliest buildings to make them more attractive could be carried out, such as placing mosaic tiling or colourful paintwork on or below balconies and provision for greenery on balconies and other parts of buildings.

(130) New apartments can be good adaptations of already existing buildings. New apartments should contain communal areas for the purposes of people interacting, such as a common deck space or a meeting room, and adequate areas for neighbouring children to play and should, where possible, incorporate roof gardens, solar power and a place to hang washing that is open to the wind, protected from the rain and not visible from the street. Minimum space requirements (as per the District Plan) are important, as are double-glazing for exterior sound-proofing and heat retention; high standard internal sound-proofing and adequate fenestration to allow natural light penetration and outlook. Also important are adequate play areas for children.

(131) To cater for families, some new apartments need to be family-sized, with sufficient separate rooms. Onsite facilities such as swimming pools would assist in catering for some of the recreational needs of families.

(132) The most common positive responses of residents of higher-density housing across a range of surveys are location and access to services, safety and security, community identity and cohesion, and a low-maintenance lifestyle. The most common negative responses are noise, parking, design and amenity, and privacy.

#### Noise

(133) Noise is an issue of particular importance to residents in the centre city and often the first concern of those who express interest in moving to live in the city centre.

(134) Some issues regarding noise which create problems in the city centre are under Council control, including regulations regarding the night-time collection of rubbish, particularly glass, the hours of operation of cleaning machines including leaf blowers, the permitted hours of construction work under the District Plan and the timing of road works.

(135) We strongly advocate that leaf blowers should be replaced by brooms.

#### Trees

(136) CTA supports the greening of all buildings, both commercial and residential. New businesses and buildings should all be clean and energy efficient and Council should put regulations in place to ensure this.

(137) Renewable energy generation could be supported in the first instance by supporting solar energy generation, including making this a requirement for all new buildings.

(138) Streets can be planted with trees to create boulevards across the central city. Trees act as carbon sinks and also offer visual amenity, shade and supporting biodiversity. We support the planting of 2000 trees across the city. However, care should be taken that trees will not compromise views of heritage or character buildings or the harbour or other valued views.

(139) CTA advocates for smoke free parks and public open spaces and looks forward to a tobacco-free Aotearoa by 2020, which is well within the Masterplan (and Auckland Plan) timeframe. These places can be voluntarily smokefree in the first instance. Smokefree communities contribute to liveability on many levels including Council's stated aim of a city centre which is "*a healthier, safer and more enjoyable place to live*". (A tobacco-free New Zealand 2020 is the vision of a large number of New Zealand health organisations.)

(140) The quality of life for people who live in the inner city could be improved by the following:

- a community notice board in the city centre, e.g. in Lorne Street outside the library and perhaps administered by the Citizen's Advice Bureau
- more books made available in the central library i.e. brought up from the basement
- provision of a community centre for city centre residents
- protection of inner city parks from built developments
- an audit done of which apartment buildings receive delivery of Council publications - at same time as census
- reinstatement of the petanque playing area in Victoria Park.

(141) Some controls are already in place to control the presence of dogs in the city centre in that many apartment buildings do not permit them. Dogs are a potential noise and fouling nuisance. There should be consideration given to banning dogs from particular parts of the city centre or doing this for at least some parts of the day in order to avoid the fouling problems that have beset cities such as Amsterdam. These controls could be put in place *before* potential city centre residents think about moving in. (These controls are not applicable to guide dogs for visually impaired people.)

(142) Street lighting for safety, informed by CPTED guidelines, is important part of the infrastructure.

(143) The Parnell Trust's proposed survey of the needs of city centre residents will be able to inform Council of the specific needs of people who are already living here. For example, Parnell Trust initial fact-finding has noted the difficulty for Plunket nurses of making house calls in the city centre and anecdotal evidence from the elderly is that it can be a very lonely place to live.

(144) The local shops in the city centre are often convenience stores and there are too many of them. The city centre needs shops with fresh fruit and vegetables, or markets for these.

(145) The safety of play spaces would be greatly addressed if the city centre were carfree.

(146) We note that schools don't have to be large institutions. They can be small centres of learning throughout the city that share resources and staff which each other so that the learners don't have far to go and can mostly walk there. There are several thousand school children in Auckland who are homeschooled. The homeschooling model works well in the city centre as these children are close to facilities such as the library, galleries, concert venues, the universities (where they can learn from older students) and attend public lectures, and places of work where they can learn firsthand from people in business.

(147) Open spaces in particular need protection from encroachment from developers and Council alike, and planning needs to put rules in place to prevent parkland such as Albert Park being further built on, as has recently occurred.

(148) As a tangible idea for the development of outdoor performance space, CTA supports the investigation of transforming into a live performance space, the natural amphitheatre at southern end of Myers Park, directly accessible to K'Road via St. Kevin's Arcade.

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**The Mayor and Council's vision is for a city centre that has a strong Auckland identity**

**11. What do you think of the ideas for creating a city centre that has a strong Auckland identity?**

(149) Auckland is a mixture of many different ethnicities and cultures and this needs to be reflected more in the city centre.

(150) As well as identifying places where change can happen, places where change *should not* happen need to be identified.

(151) As regards developing quarter plans, CTA sees these as important and notes that we submitted on the Victoria Quarter Plan. We presumably that there are further plans already in existence which could inform future plans.

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**12. What do you think are the city centre's most distinctive areas and surrounding urban villages – and why?**

(152) The most distinctive areas in the city centre are:

- K Road and Grafton Bridge including Symonds Street cemetery and Myers Park, due to an interesting mix of shops, heritage buildings and green open space
- Princes Street, University of Auckland and Albert Park, due to heritage buildings and green open space
- Viaduct and waterfront, due to access to the water and views of the harbour
- Vulcan Lane, High Street and O'Connell Street, due to heritage buildings and an intimate scale enjoyed by pedestrians
- The Britomart precinct, due to heritage buildings.
- The group of buildings comprising AUT, on account of their architectural merit

(153) Surrounding urban villages are:

- Parnell, as it is a heritage residential and business area
  - Ponsonby - Freemans Bay - Herne Bay, as it is a heritage residential area
  - Devonport, as it is a heritage residential area with a strong connection to the sea.
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**The Mayor and Council's vision is for a great harbour city.**

**13. What do you think of these ideas?**

**14. What are your ideas for transforming the waterfront into a world-class destination?**

(154) The Mayor's foreword says, *"That sparkling turquoise water is one of our greatest assets. We can make so much more of it"*.

#### Consultation

(155) *"A diverse and sustainable residential waterfront community"* should be sustainable if the planners and developers solicit the views of people who live there and listen to what their particular issues are, especially with regard to noise and drunken behaviour.

## Access

(156) There must be a long-term commitment to the separation of passenger and freight transport and that trams/light rail be technically compatible, standard, rather than narrow gauge and fully electric (this latter is underway but the system for suburban rail is not necessarily the best long term and is not compatible with present tramways and possibly with future tramway plans).

(157) Public access should not be at the expense of impeding commercial port operations. Neither should the International cruise ship facilities be at the expense of public access.

## Views

(158) We agree that the harbour is one of our greatest assets in our city of sails. For that reason, views of the harbour should not be blocked off from the rest of the city. These views need protecting and in some cases opening up so that we can be conscious of the harbour and enjoy it as we move around the city centre.

## Transport

(159) Apart from the visual amenity of the water, the harbour is one of our greatest assets in terms of the water providing the infrastructure for a great transport system that we only use a small percentage of. There should be many more ferries and smaller water taxis taking people not only across to Devonport but to other parts of the North Shore and to places along Tamaki Drive and further south.

(160) Public access is mostly pedestrian in the plans so far, but should encompass cycle, tram/light rail and industrial traffic.

(161) If cars have access to the waterfront, they should be at least one block back from it.

(162) On Te Wero Island, the carpark should also be removed, and the barge there blocks the view, is in a squalid state and should be removed from the waterfront.

(163) The tram should run from Teal Park to Westhaven with regular stops at Britomart.

## Trees

(164) The boulevard of trees in Jellicoe Street should continue right down Quay Street. Currently there are eight trees over two blocks. There needs to be 150 here, and also on North Wharf on the seaward side, some of the *"2000 new trees planted throughout the city centre and urban villages"*. Native trees should be the first consideration for new plantings.

## Buildings

(165) One suggestion for *"a symbolic public building in Headland Park"* could be a Pacific cultures heritage centre.

(166) Queens Wharf should include public open space. The "Cloud" / (aka 'Slug') should be removed as soon as possible. It is a blight on the waterfront and the re-erection of the dismantled and stored Shed 11 should be considered for re-instatement there in conjunction with Shed 10.

(167) There should be an overseas cruise ship terminal but what is effectively a mobile 10 (or more) storey block should not be located centre-stage on Auckland's waterfront

(168) A public waterfront *"for all Aucklanders and visitors to Auckland"* needs to have ongoing public input. For example the \$9 million spent on the "Cloud" could have been better spent

upgrading the existing shed, even if only for temporary use, achieved in Sydney (amongst other places) with great results. This would have fitted within the idea of “*special areas that celebrate and protect the city centre’s unique history and heritage*” (page 15).

(169) The voice of the public represented by the Art Deco Society into the retention of particular heritage buildings in the Wynyard Quarter should be recognised and protected.

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### **15. How can we make it easier for you and your family to get to the waterfront on public transport?**

(170) Please see our answers to Q4

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## **Transforming the City Centre**

### **16. What do you think should be the key projects?**

(171) **1.** Identifying, assessing and protecting areas and places of **heritage** significance.

(172) **2.** Reducing **car use**.

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## **Additional Comments**

(173) The discussion document seems to be written from the point of view of a non-resident of the city centre. We note that none of the Council representatives for the Waitemata Local Board area live in this part of the city. We would be interested to know how many Council officers in the planning department live in the city centre.

(174) Page 7 of the discussion document states, “*We will need Aucklanders to help us prioritise which projects should be carried out first,*” and, to quote from the mayor’s foreword, “*Auckland is our place, and we should all be making the decisions about how it develops*”. It would seem that those who live and work in the central city, those who can make the strongest claim to the city centre being “our place” are those in particular whose views on all aspects of the Masterplan should be sought. This could be partly achieved through working closely with groups such as the CBD Residents’ Advisory Group, Heart of the City and the K’ Road Business Association as well as the Parnell Trust in terms of the information gathered in their *Inner City Connectedness* research project.

(175) The various ethnic groups which have a strong presence in the city centre surely need to be consulted and actively involved in order for the city centre to “*reflect the essence and energy of our Pacific, European and Asian cultures*”. This would include local iwi, particularly with regard to the protection of sites of significance to Māori.

(176) The current city centre residential population is stated in the discussion document as 22,000. This number is challengeable. The 35,000 city centre residents predicted for 2030 may already be in place.

(177) CTA would like to see stage 2 of the consultation more actively seek the views of people who reside in the city centre, especially those who have lived here for many years. Perhaps at the same time Council could do its own census to find out how many people are living in the city centre.

(178) There is a need to involve stakeholders early on in design process and redevelopment, e.g. such as in the next stage of consultation on the City Centre Masterplan. These stakeholders should include: NZHPT, cycling groups (such as Cycle Action Auckland), walking advocacy groups (such as Walk Auckland), local residents (including via the CBD Residents' Advisory Groups, retailers and local business associations (Heart of the City and the K' Road Business Association) and local iwi. Such consultation would include impact on historic heritage and ways to avoid, remedy or mitigate adverse effects.

(179) With a substantial and increasing number of Asian Aucklanders, it would seem that Council would do well to engage strongly with these ethnic groups in discussions about the Auckland Plan, both in 2011 and in its future revisions. Furthermore, as Māori are the tangata whenua / mana whenua their input to the Auckland Plan should be actively sought and strongly evident.

(180) Council could consider the disused old Nelson Street motorway offramp (running into Nelson Street at the southern tip of the Victoria Quarter) to connect the Victoria Quarter with neighbouring suburbs (e.g. Grey Lynn / Newton) and to the North Western cycleway. This piece of roading offers a magnificent view of the harbour and would serve well as a pedestrian route and cycleway, with the addition of planting along its edges and other landscaping. Currently the southern tip of the Quarter is most unfriendly for pedestrians from a visual, noise and safety point of view and such a development would have the effect of diffusing the effect of the motorway and the approaches to it.

(181) Skateboarders in the city centre constantly challenge the city street furniture (e.g. in Lower Khartoum Place) which suggests the need for more skateboarding opportunities, taking into consideration the desire of skateboarders to be "creative", i.e. to use the streets as well as sites set aside for their use. Rather than creating a large fixed skateboard area, Council could consult with skateboard users regarding a number of small areas of such a design that elements can be altered to maintain ongoing interest. Informing such considerations should be the noise caused by skateboard use. A sense of community can be achieved by members of communities participating in activities together, therefore the provision for such activities is important.

(182) Various disused parts of the city centre such as the underneath of bridges could be considered for development as climbing walls, with constantly changing configurations, as provided for in other cities, e.g. Melbourne.

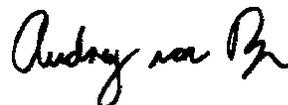
(183) Investment in existing infrastructure has been just as important as planning for new infrastructure. All infrastructure needs to be flexible enough to provide for the future.

(184) We trust that Council is continuing to study what are other city centres have done to become more liveable.

Civic Trust Auckland would like to be involved in Stage 2, the Draft City Centre Masterplan consultation, as well as any opportunities to be heard in support of this submission.

Date of submission: 17 June 2011

Signature:



Secretary, Civic Trust Auckland