

Attachment B
Analysis of the
Papakura Town Centre Safety Review
by Beca Ltd.
2017

1. Quick Wins

Staff will log calls with the call centre and liaise with relevant department/organisations to achieve Quick Wins

Area	Issue	How to mitigate	Responsible	Cost / Timeframe / Notes
Public space on the Broadway/Great South Road corner. Page 12 photo 11 Page 35 L	The benches around the central elevated area face away from the street and public space which is a missed opportunity not taking advantage of people sitting in the plaza to provide passive surveillance. Some of these seats are hidden from view increasing the chances of crime to occur	Seating benches to be re-orientated towards the street and grouping in a way that facilitates social interaction. Face the seats towards the public space	Log a call Parks Rec and Sports	This has been raised with Parks Sports and Rec, they are investigating how they can improve the look of the area. This may cost a bit of money, the board will be advised
	The elevated grass area does not allow the retail shops to 'see and be seen' from the street	Remodel or remove the level difference and have a design that enables the retail edge e.g. cafes on street dining, temporary exhibitions		
	Water feature not working increasing the perception of lack of ownership	Water feature to be either removed or repair and maintain	Small Water Supply, Healthy Waters COO	The water feature is now working
Shops in the town centre Page 13 photo 6	Passive surveillance from the shop and views onto the street blocked by excessive and cluttered ads covering the windows. This compromises the ability for pedestrians to see in as well	Advice shop owners of a safer layout of shop. Encourage business owners to be proactive and keep their shop windows clear of posters and increasing the passive surveillance of the street Keep rubbish areas clear/tidy, remove stacks of pallets or bins that can be used as natural ladders to access rooves Report graffiti	Papakura Business Association Police Council	Staff has liaised with the police to advise the shop owners It will be part of the security coordinators role to work with the police to give advice
Ron Keat Drive Page 16 photo 24	Lack of maintenance which impacts on how safe people perceive the area to be. This is in contrast to the lawn areas of the adjacent Auckland Transport carpark area	Maintenance required	Auckland Transport	A call has been logged with Auckland Transport

Area	Issue	How to mitigate	Responsible	Cost / Timeframe
<p>Train station carpark accessed off Ron Keat Drive. Page 16 photo 27</p> <p>Entrance to train station from Railway Street West. Page 16 photo 28</p>	<p>There is a security guard and pedestrian surveillance in daytime. There is a perimeter fence, at night the carpark area remains open. It was mentioned that there has been a number of car thefts</p> <p>It was relayed that after school hours people feel unsafe. Increasing security to the platform for those with transport cards only is one solution however, it compromises the public nature of the interchange</p>	<p>Security guards working in collaboration with coordinated patrols</p>	<p>Auckland Transport Papakura Business Association</p>	<p>Part of the new town centre security coordinator role is to work in cooperation with railway security and community patrols</p> <p>Staff have spoken with railway guards</p>
<p>Pedestrian entrance to Massey Park looking towards swimming pool. Page 16 photo 26</p>	<p>While right species are selected to provide clear sightlines, ongoing maintenance needed for visibility</p>	<p>Maintenance required</p>	<p>Auckland Transport</p>	<p>Work in progress</p> <p>A job has been logged with Auckland Transport through the call centre</p> <p>Staff will monitor future progress</p>
<p>Averill Street Bus Interchange Page 16 photo 35</p>	<p>Maintenance is required to replace the broken glass canopy. Maintenance up to date has a lasting impact on the impression we have of a place</p>	<p>Encourage quick response to repairs i.e. broken bus shelter glazing, graffiti removal, regular maintenance, keep the area clean</p>	<p>A call was logged to fix</p>	<p>Work in progress</p> <p>A job has been logged with Auckland Transport through the call centre</p> <p>Staff will monitor future progress</p>
<p>Empty shops in the town centre especially along O'Shannessey Street</p>	<p>Hang out spaces that become hot spot areas especially OShannessey</p>	<p>Reduce the number of hang out areas and assist the public to distinguish between a public and private spaces Fill the gaps in the retail street with pop up shops or other uses that will reduce gaps</p>	<p>Auckland Council (CEU)</p>	<p>Placemaking by youth connections and CEU</p>

2. Maintenance

Recommendation – That the local board endorse that private maintenance work in the town centre be handed over to Papakura Business Association to manage (Option 4 in the report)

Area	Issue	How to mitigate	Responsible	Cost / Timeframe
Access way from OShannessey Street behind Peaches and Cream - Page 30 B	The area looks uncared for	Ensure waste and recycling is removed from site and the area is regularly maintained	Papakura Business Association	
Central Park edge (from Wood St to Great South Road to Police station to Central Park) Page 16 photo 31 and Page 32 F	Clear sightlines obstructed by vegetation	Tidying up this area will help improve the perception of safety. Prune and maintain vegetation along Wood Street to create a clear delineation between public and private areas, enhance safety perceptions and minimize potential entrapment spots behind vegetation	Papakura Business Association	
Great South road Sir Edmund Hillary Library building Page 36 M	Entrance of the building is not recognizable for users. Vehicle access to the car park is off East Street limiting the options for passive surveillance to the pedestrian connection when walking towards the car park from Great South Road	Tidy up , removing/screening rubbish bins form views		

3. Lighting

Recommendations : That the local board endorse all lighting recommendations to be handed over to Auckland Transport to manage (Option 4 in the report)

Area	Issue	How to mitigate	Responsible	Cost/Timeframe
Access way from OShannessey Street behind Peaches and Cream Page 30 B	Seen as unsafe at night due to limited lighting & entrapment spots	Enhance lighting to white/cool coloured hue. Replace yellow light with white light Introduce sensor lighting in blind corners	Auckland Transport to manage	To be advised
Behind Noel Leeming Page 31 C	Dark	Incorporate lighting along the side wall of Noel Leeming Lighting should be a white cool coloured hue to ensure maximum visibility Add extra street lamp (two sided lamp post)		
Corner of Queen Street & Great South Road where public toilet is Page 32 E	Unlit park and toilet block	Incorporate lighting at a scale that fits with park Add sufficient lighting on/around the toilet block and pathway Lighting should be white coloured hue		
Aquatic Centre and along Ron Keat Drive Page 32 E	Lack of lighting, dark patches, broken lights	Enhance lighting along Ron Keat Drive, should be a white/cool coloured hue for maximum visibility Retain lighting with vegetated area and protect them via cages		
Central Park (from Wood St to Great South Road to Police station to Central Park) Page 32 F	Lack of Lighting	Improve lighting along Wood St to Railway station with a consistent well-lit route from centre of town White/cool coloured lighting along a paved Central Park path		

Area	Issue	How to mitigate	Responsible	Cost/Timeframe
Rear service lane and car park along the western side of the rail line Page 33 G	At night the surveillance drops and the lighting is very low. Some users need access after	Light improvements of the parking and service lane and access to this Lane 3 either light this area, or move the gate that is located halfway down the driveway to the street front	Auckland Transport to manage	To be advised
Lane behind Great South Road – connects to East Street, access from Wood St, provides a shortcut to and from the library car park building Page 33 H	Lighting conditions are not adequate	Increase the lighting level and consistency		
Pedestrian network / bicycle link from Roselands end of Papakura to the coastal walkway and residential area along the upper reaches of the Manukau estuary - Page 34 I	Access lacks clear sightlines & signage and discourages its use for people who are not familiar with the area	Increase lighting along the length of the walkway		
Carpark on the corner of East Street and Elliot Street - Page 34 J	The laneway is perceived as unsafe due to the undefined boundary conditions and irregular outline of the lane bending at eastern corner	Increase lighting consistency along the lane		
Broadway Street Square Page 35 L	The elevated grass area does not allow the retail shops to 'see and be seen' from the street	Lights to be consistent verandah and shops fronts light solution. Extend the fairy lights decoration to this side of the plaza to increase a sense of enclosure		
Great South Road Sir Edmund Hillary Library building Page 36 M	Inconsistent light conditions and limited passive surveillance at the high level bridge that links the entrance to the library More inconsistent lighting at lower level of alleyway from entrance through the bridge to library	Improve lighting conditions at the alleyway entrance on Great South Road. Consistent lighting colour through the whole path and between the alleyway and carpark pedestrian entrance		
Carpark along the service lane. Page 14 photo 13	"No clear demarcation public/private ownership and poor maintenance.	Carpark along the service lane.		

Area	Issue	How to mitigate	Responsible	Cost/Timeframe
Great South Road Page 30 photo A	Inconsistent lighting	Bulb and light colour to be consistent along the entire length of the town. Lighting should be incorporated and maintained under verandah	Auckland Transport to manage	To be advised
Undercover space under the library bridge. Page 14 photo 16	The open space was identified as a place for homeless people to spend the night and store their belongings.	Gating and providing sensor lights to this space in a similar fashion to other carpark spaces along this lane		
Carpark at East/Elliot Street corner Page 30 photo A	Sense of ownership demarcation public/private space. No physical elements that define the private boundary, area mistaken as a public carpark	Signage demarcation		
Alleyway from Great South Road to the Library carpark. Page 14 photo 23	Passive surveillance is provided during the day, however at night there is no surveillance and a reliance on CCTV	Lighting		
The closest pedestrian connection to Great South Road Page 14 photo 12	This is across the high level enclosed bridge during day hours and through the ramped alleyway out of business hours.	Make the pedestrian access to the carpark more legible.		
Station exit ramp towards Railway Street. Page 16 photo 34	There are legibility issues and no visibility around the corner. At the moment this is the only accessible entry and this will continue to be an issue until the lift access is operating	Improve visibility		
Carpark along the rail line with access off O'Shannessey street. Photo 12 page 4	There is the potential to provide surveillance from the first storey of some businesses.	Sensor lighting installed by the private owners could increase safety in the area	Auckland Transport / Private owners	
Carpark along the rail line with access off O'Shannessey street. Page 12 photo 8	There is the potential to provide surveillance from the first storey of some of the businesses.	Sensor lighting installed by the private owners could increase safety in the area	Auckland Transport / Private Owners	

4. CCTV

Recommendation : That the local board endorse all CCTV related recommendations to be handed over to Papakura Business Association to manage (Options 4 in the report)

Area	Issue	How to mitigate	Responsible	Cost/Timeframe
Access way from OShannessey Street behind Peaches and Cream Page 30 B	Dark	Introduce CCTV into the area	Papakura Business Association to manage	To be advised
Outside Aquatic Centre and along Ron Keat Drive Page 32 E	Lack of lighting, dark patches, broken lights	Introduce CCTV particularly the Aquatic Centre and outside the railway station to help reduce the number of cars being broken into		
Central Park (from Wood St to Great South Road to Police station to Central Park) Page 32 F	Lack of Lighting	Need CCTV		
Rear service lane and car park area along the western side of the rail line Page 33 G	At night the surveillance drops and the lighting is very low. Some users need access after	CCTV cameras monitoring		
Lane behind Great South Road – connects to East Street, access from Wood Street, provides a shortcut to and from the library car park building Page 33 H	Lighting conditions are not adequate	Provide active surveillance in CCTV		
Ramp entry to the rail station entrance Page 35 K	Lighting issues at night between the bottom of the ramp and the street. In a few meters, the light intensity decreases from the highly illuminated environment of the train station to complete darkness when turning the corner.	New CCTV cameras located at the entrance of the Railway Street		
Alleyway from Great South Road to the library carpark Page 14 photo 23	Need surveillance	Install CCTV		

5. Roading (pedestrian crossing, pathways/pavements demarcation) and Signage

Recommendation : That Papakura Local Board endorse all roading and signage recommendations to be handed over to Auckland Transport to manage (Option 4 in the report)

Area	Issue	How to mitigate	Responsible	Cost/Timeframe
Alleyway from O'Shannessey Street to carpark alongside the rail line. Page 12 photo 4	Empty bottles on side of building. With a gate only located half way down the driveway this leaves a recessed area to gather and drink alcohol purchased at the liquor store around the corner	Consider moving the gate to cover the whole driveway	Auckland Transport to manage	To be advised
Rear service lane and car park area along the western side of the rail line Page 33 G	At night the surveillance drops and the lighting is very low. Some users need access after	Access gate at O'Shannessey Street – should have restricted hours of operation Signage announcing surveillance on Lanes 1 & 2		
Lane behind Great South Rd – connects to East St, access from Wood St provides a shortcut to and from the library car park building - Page 33 H	Lane does not have the presence as a publicly accessible street	Install signage and wayfinding pylon at entrance from Woods St indicating a business directory Fencing some of the adjacent sites noting this is best achieved with permeable fencing		
Pedestrian network / bicycle link from Roselands end of Papakura to coastal walkway / residential area along upper reaches of Manukau estuary- Page 34 I	Lack of maintenance (vegetation not trimmed, rubbish bin on the walkway discourages use of the walkway)	Signage and wayfinding from the Great South Road entrance with reference to the overall walkable network (to the inlet promenade)		
Carpark on the corner of East Street and Elliot Street Page 14 photo 21	The laneway is perceived as unsafe due to the undefined boundary conditions and the irregular outline of the lane bending at the eastern corner. Signage is not visible and no demarcation of public /private space. Passive surveillance from overlooking businesses. It's unclear on entering if this is a dead end lane	Signage at lane entrance indication the name of the street and business directory Erect wayfinding signage to provide information about the destination of a route		
Ramp entry to the rail station entrance. Page 35 K	Sharp corner at the ramp exit. Lack of visible signage	Signage at Railway Street corner and increase the size and visibility of the existing one		
Public lane fr East St: Pg 14 photo 17	No clear differentiation of public/private spaces	Signage Demarcation		

Area	Issue	How to mitigate	Responsible	Cost
Great South road Sir Edmund Hillary Library building Page 36 M	Entrance of the building not recognizable for users. Vehicle access to car park is off East St limiting the options for passive surveillance to the pedestrian connection when walking towards the car park from Great South Road	Increase signage visibility and refer connections through to the library	Auckland Transport to manage	To be advised
Pedestrian crossing at alleyway from Great South Road to Coles Crescent Page 12 photo 2	Crossing lacks clear sightlines and signage discouraging its use for people who are not familiar with the area. The visibility through to Coles Crescent is blocked by poorly maintained vegetation	Clear sightlines and signage Improve the primary pedestrian circulation network		
Carpark along the service lane. Page 14 photo 13	No clear demarcation public/private ownership and poor maintenance. Low level of perceived safety and graffiti is evident. The area needs maintenance, removal of graffiti and pavement demarcation	Pavement demarcation		
Library-museum building arcade from East Street. Page 14 photo 18	Although this street was not part of the site visit the narrow alleyway between the real estate agents and the library is an entrapment spot	Closing this off at night with gates is one solution		
Carpark at East/Elliot Street corner Page 14 Photos 20 & 21	Sense of ownership demarcation public/private space. There are not physical elements that define the private boundary and the area is often mistaken as a public carpark	Need signage and demarcation		
The closest pedestrian connection to Great South Road Page 14 photo 22	This is across the high level enclosed bridge during day hours and through the ramped alleyway out of business hours.	Make the pedestrian access to the carpark more legible. Indicating pedestrian paths through vehicle laneways to encourage people to use these thoroughfares and to signal to drivers that these are spaces also used by pedestrians and they should drive accordingly		
Bike storage facility security Page 16 photo 30	Access control door has been removed. It was noted that there have been issues with damage and theft of bikes due to the free access and screening provided by the walls	Improve visibility Re-install access control door		

Area	Issue	How to mitigate	Responsible	Cost
Station exit ramp towards Railway Street. Page 16 photo 34	There are legibility issues and no visibility around the corner. At the moment this is the only accessible entry and this will continue to be an issue until the lift access is operating	Improve visibility	Auckland Transport to manage	To be advised
Carpark on the corner of East Street and Elliot Street Page 14 photo 21	The laneway is perceived as unsafe due to the undefined boundary conditions and the irregular outline of the lane bending at the eastern corner. The signage is not visible It is difficult to read what is public and what's private in the laneway& carpark	Pavement differentiating dedicated areas for uses:vehicle lane/pedestrian path/parking area Pavement signs, material and colours can also contribute to defining public from private space Some landscape elements could improve the sense of ownership		
Ramp entry to the rail station entrance Page 35 K	Sharp corner at the ramp exit Lack of visible signage	Pavement differentiating dedicated areas for users: vehicle lane/ pedestrian path / parking areas. This pedestrian path should continue from Railway Street walkway to the ramp		
Lane behind Great South Road – connects to East Street, access from Wood Street, provides a shortcut to and from the library car park building Page 33 H	Lane does not have the presence as a publicly accessible street	Navigation information such as naming the service lane Pavement differentiating dedicated areas for users – vehicle lane/pedestrian path/parking areas		
Pedestrian network / bicycle link from Roselands end of Papakura to the coastal walkway and residential area along the upper reaches of the Manukau estuary Page 34 I	Lack of maintenance (vegetation not trimmed, rubbish bin on the walkway discourages use of the walkway)	Widen the paved area if possible to encourage its use		

6. Long Term Plans

Recommendation : That Papakura Local Board makes a decision whether it would like to invest into these projects to improve safety in Papakura Town Centre (Option 4 in the report)

Areas	Issues	How to mitigate	Responsible	Cost/Timeframe
Central Park (from Wood St to Great South Road to Police station to Central Park) Page 32 F	Lack of lighting	Following the completion of the proposed park and ride for the train station, assess if the number of cars using Chapel Street and King Edward remains the same or decreases. If same/increases then Council should pursue to create a formal paved path with adequate lighting across Central Park towards Chapel Street and King Edward Avenue	Community Facilities New project Community services team Papakura Local Board	To be advised as creating a paved path with adequate lighting is a big project that will require major funding
Refurbished retail building accessed from Great South Road and from the service lane. Page 14 photo 15	The future residential use above will bring surveillance and activity to this lane There are a few people using the space	More accommodation in the area to encourage more people to live there, e.g. encourage residential users in the upper storeys along the main centre Fill the gaps in the retail street with pop up shops especially along O'Shannessey street	Papakura Business Association / Papakura Local Board	To be advised
Ambassadors programme Page 27	Patrolling	Investigate ways to bring back the town centre ambassadors programme that could target youth hotspot areas	Papakura Business Association Papakura Local Board CEU	To be advised