



**Upper Hutt Central  
Business Area**

*Safety Assessment  
and  
Crime Prevention Plan*

November 2004

**DRAFT**

# **UPPER HUTT CITY COUNCIL**

Community Crime Prevention Project

**Safety Assessment**  
and  
**Crime Prevention Plan**  
**Upper Hutt CBD Area**

**STOKS LIMITED**  
**ENVIRONMENTAL SECURITY**

**November 2005**

Upper Hutt CBD Safety Assessment:

TABLE OF CONTENTS

<b>1. EXECUTIVE SUMMARY</b>	<b>1</b>
<b>2. INTRODUCTION</b>	<b>7</b>
2.1 Overview	7
2.2 Background	7
2.3 Assessment Approach	8
<i>Fig.1: Location Map of Upper Hutt CBD showing assessment area</i>	11
2.4 Key to Safety Map	12
2.5 Assessment Criteria	12
2.6 Crime Prevention Concerns in Upper Hutt.	15
<b>3. ASSESSMENT FINDINGS</b>	<b>17</b>
3.1 Detailed Findings (Refer Fig 1 and Fig 2)	17
<i>Fig.2: Safety Map 1 of Upper Hutt CBD</i>	18
<i>Fig.3: Safety Map 2 of Upper Hutt CBD</i>	19
<b>4. OBSERVATIONS AND DISCUSSION</b>	<b>38</b>
4.1 Summary of Physical Issues	38
4.2 Private Property Risk Areas	39
4.3 Walkways and alleyways.	40
4.4 Lighting	41
4.5 Commercial Community Programs for CPTED	42

<b>4.6 CCTV</b>	<b>43</b>
<b>5. DRAFT CRIME PREVENTION PLAN.</b>	<b>45</b>
<i>5.1 Category A, Priority I, Recommendations:</i>	<b>45</b>
<i>5.2 Category A, Priority II, Recommendations:</i>	<b>47</b>
<i>5.3 Category B, Priority I, Recommendations:</i>	<b>48</b>
<i>5.4 Category B, Priority II, Recommendations:</i>	<b>49</b>
<i>5.7 Category C, Priority I, Recommendations:</i>	<b>51</b>
<i>5.8 Category C, Priority II, Recommendations:</i>	<b>52</b>

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## UPPER HUTT CBD SAFETY ASSESSMENT

### 1. EXECUTIVE SUMMARY

#### **Assessment Zone**

An assessment of the safety and security of the physical environment of the central business area of Upper Hutt was carried out in July and August 2005 under a grant from the Ministry of Justice. The assessment area extended from Blenheim Street north to King Street. It was also bounded by the properties along the west side of Queen Street and extended eastwards to Brown Street, the railway station and Fergusson Drive<sup>1</sup>.

#### **Community Concerns**

A study carried out by Community Services earlier in the year invited comment on crime and safety in Upper Hutt. It was found that the main concerns expressed by local people included street lighting, dangerous and noisy boy racers, alleyways, the railway station car park and the nearby subway.

Recent crime statistics show that nearly 30% of all crime occurring in the Upper Hutt Policing Area is committed in the central business area with some 935 incidents of crime and suspicious activity dealt with by Police in that area. The Upper Hutt Police believe there are significant opportunities for the business community and partner agencies to contribute, through a range of simple and often inexpensive CPTED strategies, to make the central business area a safer and vibrant place for the Upper Hutt community.

#### **Approach**

Audit criteria based on international research and practice were applied to the assessment process. These Crime Prevention Through Environmental Design (CPTED) criteria are: legibility of public space; visibility (to be able to see in advance of travel and to be seen); lighting; entrapment zones; movement predictors (stairs, paths, etc.); isolated areas; sense of ownership; ability to find help; and the overall quality and presentation of the environment.

A coloured Safety Map was developed for the assessment area. It shows places considered to be "CPTED agents/contributors" because they have certain positive attributes contributing to both the reality and the perception of safety and security; places believed to be low risk; places where there is a significant risk of crime and where some members of the public may feel unsafe that should be upgraded in the medium term; and red shaded areas considered to

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<sup>1</sup> Refer Fig 1. (p 10).

have a potentially high risk of personal crime and recommended for mitigation as a matter of priority.

### ***Positive Findings***

The detailed assessment found several positive aspects of the subject area. There is a strong emphasis in the Upper Hutt CBD on planting and green areas which help to soften the City and provide incentives for people to use and enjoy the environment thus helping to increase vitality with the natural supervision that this provides. With the exception of the area around the railway station and the subway, there is minimal graffiti. This helps to preserve a positive appearance and displaces perceptions of crime that can be created when people pass through poorly presented places.

There are several commercial premises that contribute positively to both the perception and the reality of safety and security. They do so by having frontages that are open to the streets. Open frontages allow staff to see what's going on, thus providing natural supervision; often until late at night in the case of restaurants and takeaways. Restaurants and takeaways are usually well lit and they contribute along with some of the retail establishments to a streetscape that is positive in crime prevention terms. Such places are shown as 'stars' on the safety maps. Other commercial premises do not contribute lighting, interest or vitality to the streets, often having an inward focus with windows that are blanked off with blinds or posters.

### ***Pedestrian Paths and Alleyways***

There are a number of alleyways and informal pedestrian links mostly on private land and mainly in an east-west direction between buildings. Some of these extend past the rear of commercial and retail properties and lead to car parks. Some of the alleyways and walkways have rear yards and places considered to be risky in terms of personal safety, and not least, they are likely to convey a sense of being unsafe to passers-by. In some places there are entrapment spaces adjoining the alleys and walkways. Poor or non-existent lighting add to the risk for pedestrians. Being out of public view, these risky places (shown in red on the safety maps) have the potential to support antisocial and criminal behaviour, and put people who use the buildings and alleyways in the immediate area at risk.

### ***Presentation***

Standards of presentation of the environment have a profound influence on safety and security - real and perceived. This is because crimes often occur in neglected parts of town

that do not present themselves as belonging to, being cared for, or seeming to be supervised by a recognisable respected identity.

The Upper Hutt CBD project assessment area has a high standard of presentation for the most part. With some exemptions such as the railway station, the underpass and some areas of overgrown landscaping, the public areas are generally clean, well maintained and graffiti free. The problems are more on the fringe between public property and private property. For example, some of the service yards behind commercial buildings away from the road frontages are characterised by a generally poor standard of care, maintenance and housekeeping. Insufficient facilities for screening pallets, trolleys, cartons, rubbish bins, and the like, add to the 'uncared for backyard look'. Once these areas take on an uncared for look, they tend to attract vandalism and graffiti resulting in a downward spiral of further neglect.

The railway subway is one such challenging area. It conveys a strong sense of risk despite efforts to maintain it. This is due to a number of intrinsic factors which are difficult to change including the fact that it is underground, has blind entry and exit points and is over 70 metres long. It also has extensive tagging and an inappropriate mural.

### ***Private Property Risk Areas***

There are several risky places within the assessment area shaded orange, that appear to be mainly on private property. Dealing with safety and security risks on private property is a challenge because Council has limited jurisdiction over the assets it does not own. Irrespective of who owns the land, crime prevention measures must address potentially dangerous areas that seem isolated, or have entrapment areas, or are close to sources of pedestrians who are impaired by alcohol, walking alone, or otherwise vulnerable.

Safety and security risks on private land may best be treated through security management programs. The objective of these Community programs is to motivate private property owners to take steps to deal with risky aspects associated with their property out of a sense of civic spirit and the realisation that effective security improvements usually involve both public and private property at the fringes. Sometimes improvements need to be made well onto private property if there are risky areas with poor access control, or if the appearance and standard of presentation have an adverse effect on the safety and security of the vicinity concerned.

### **Lighting**

While lighting concerns were mentioned in the community survey, it was found that lighting in the CBD was generally very good in the streets and car parks. Much of the light contribution in the assessment area comes from street lights. Even though the street lights are 13 years old and somewhat dated in their appearance, measured lighting levels often exceeded the requirements of the relevant New Zealand Standards recommended for pedestrians and vehicles in CBD areas. The street lights need cleaning and have an orange tinted light, as opposed to the white light usually associated with high quality public places.

A few key lights in car parks were found not working, and areas on private property accessible from and immediately adjoining footpaths and other public areas were often lit poorly if at all.

On private property at or near the boundary with public space, lighting for safety and security is mostly poor or non-existent. In many instances light fittings were in place but were either not switched on or were malfunctioning. Shortcomings in private sector lighting, especially at the rear of properties adjoining walkways can have a significant adverse effect on perceptions of safety, security and amenity.

Under-verandah lighting is a useful way of providing uniform lighting for pedestrians. In the central business area there are several road frontage buildings where there is no under-verandah lighting provided, or the lighting that has been installed is not working. While installing under-verandah lighting and activating existing lighting is not as straightforward as it may seem it would nevertheless make a worthwhile difference to Upper Hutt in terms of perceived safety and vitality.

### **'Crime Prevention Plan'**

Some 70 recommendations have been consolidated into a 'Crime Prevention Plan'. About half of these recommendations are simple and inexpensive 'quick fixes' including such things as repairing or upgrading individual lights or simply turning them on; trimming trees and shrubs; installing gates; and general repainting and tidying.

More complex recommendations suggested for implementation within the next 18 months include: developing and implementing "A Guide to Landscaping for Crime Prevention Through Environmental Design"; developing a lighting plan including under-verandah lighting considerations; upgrading the exterior toilets outside the Library; medium and long term strategies for dealing with the railway subway; developing programs to inspire responsible CPTED initiatives on private property including "Safe Backyards" and "Great Shopfronts"; suggestions to include provisions in the District Plan for dealing with accessible and visible

external storage areas around commercial premises; developing initiatives in support of the Main Street program designed to attract and retain people in the inner city retail area; and closing off a highly risky alleyway.

### ***Three Approaches to Crime Prevention***

Opportunities for minimising the risk to crime and the fear of crime may loosely be categorised into three strands; i.e.: urban design, use of technology, and management strategies.

Urban design for crime prevention can readily be achieved by applying the principles reflected in the nine criteria referred to in this assessment when planning new or upgrading existing public places in the assessment area. Several examples of this have been given in the recommendations. The urban design approach is the most enduring, the most cost effective, and therefore the most important strand of the three.

### ***Technology***

The main application of security technology involves lighting. The CPTED aim with improving lighting is not just to light up the risky areas, but also to foster activity, vitality and sparkle. Public, private and commercial lighting which spills out into the streets conveys a strong sense of being 'open for business' and therefore safe to be in. Judicious use of CCTV is another example of a technology solution.

### ***Management Strategies***

Management strategies include such things as: requiring basic crime prevention design principles to be incorporated into new developments; providing concessions or incentives which promote wide ranging activities in public places to have the effect of putting more 'eyes on the street' and encouraging wide stake-holding in public places, including suggested "Safe Backyards" and "Great Shopfronts" programs. Other sound CPTED management strategies potentially include: concessions and incentives for development in accordance with CPTED principles, implementation and enforcement of a liquor ban, and the involvement of the Upper Hutt Community Patrols and the Neighbourhood Support Groups.

While concerns have been expressed by the community and Police about certain aspects of the CBD, such as some of the alleyways, the back of the library and the railway station subway, they are reasonably easily remedied once a program of improvements (such as the Security Improvement Plan contained in this report) is refined, adopted and implemented. These and other risky areas are capable of being remedied using a combination of the three CPTED strategies referred to above and described in greater detail in the recommendations. There are opportunities to use CPTED principles to supplement other proposed development

initiatives in the CBD including, for example, the Safer and Healthy Cities program and the Main Street program.

## 2. INTRODUCTION

### 2.1 Overview

This report presents the findings of a safety and security assessment of the physical environment conducted in the central business district of Upper Hutt. The assessment was carried out during July and August 2005 in accordance with internationally recognised Crime Prevention Through Environmental Design (CPTED) criteria for evaluating safety and security in urban public spaces.

Recommendations are summarised in the form of a Draft Crime Prevention Plan for consideration by Council [Refer Section 5]. Quick fixes include such things as: replacing defective lighting, installing sensor lights, trimming and tidying vegetation, and removing graffiti.

More complex recommendations suggested for implementation within about 18 months or so include: developing and implementing a "Safe Backyards" and "Great Shopfronts" program; upgrading selected alleyways and making them safe; reinstating under-verandah lights; encouraging private property owners to secure entrances to risky rear yards; encouraging owners of private property adjoining rear lanes to tidy up the informal storage in and around their premises; and interim improvements to the rail subway.

Longer-term recommendations that will require considerable planning and/or investment include; embodying CPTED principles in the development of green space (Fergusson Drive opposite Council); including CPTED principles into the District Plan; strategies for dealing with the railway subway; and developing initiatives designed to attract and retain people in the inner city retail area.

### 2.2 Background

The "Safety Assessment" was conducted by Stoks Limited, Crime Prevention Through Environmental Design (CPTED) specialists, under the terms of reference provided by Community Services, Upper Hutt City Council. The project was funded by a grant received from the Ministry of Justice.

By way of background, the Community Services Team Leader explained that this project arose as a result of suggestions made by the Upper Hutt Police in the first instance. They highlighted some features particular to the Upper Hutt CBD, such as service lanes and alleys,

the green space behind the Council facilities and commuter car parking, as areas that could be reviewed with crime prevention as a focus.

This view was endorsed within Upper Hutt City Council by the Director of Infrastructure Services, a well informed supporter of CPTED principles. A draft project was developed and feedback was sought from Safer Community Council. The finalised project plan allows for more extensive consultation in regard to prioritising and implementing the recommendations contained in this report.

The consultation group will comprise of representatives from UHCC internally, (Strategy and Planning, Infrastructure Services, Community Services, and Business Services), the Main Street rejuvenation programme representing CBD retailers, the Safer Community Council and the Police.

Safety perceptions held by two key sectors were also examined during the project development phase. Forums involving the older adult sector and the youth sector were held, where specific concerns around CBD safety were raised most prominently. Refer section 2.6 for a summary of the main safety and security issues.

### ***Upper Hutt CBD Assessment Area***

The area in which the assessment was carried out is shown on the map on page 10. It extended from Blenheim Street at the south end to King Street at the north end. It was bounded by the properties along the west side of Queen Street and extended eastwards to Brown Street, the railway station and Fergusson Drive.

### **2.3 Assessment Approach**

The process involved in conducting the assessment included:

- a) Initial discussions with the Upper Hutt City Council Council's Community Services Team Leader and Planning Officer concerning the objectives of the assessment, identification of assessment area boundaries, and the outcomes in terms of practical suggestions for improvements to the physical environment in June 2005
- b) Review of the findings related to crime raised in the forums held with older adult sector and youth sector groups

- c) An extensive tour of the area on foot with the UHCC Community Services Team Leader, UHCC Planning Officer and Police Community Constable in the morning of July 15
- d) A three hour evening tour of the area on Friday July 22 with the Community Services Team Leader, Police Community Constable and Youth Aid Constable.
- e) Carrying out the actual assessment using the review criteria described in Section 2.5 below. The area was assessed at a high level of detail. It was carried out at different times of the day and at night as well as on different days of the week to observe the effects of different public and commercial activity, and the contribution of lighting at night
- f) Reviewing crime statistics for the area
- g) Documenting the findings with reference to the Safety Maps (Figures 2 and 3) prepared for the assessment area
- h) Recommending changes for improving safety and security
- i) Drawing general conclusions
- j) Discussing a first draft of the report with Council and Police representatives in October 2005
- k) Finalising the report and preparing a Crime Prevention Plan.

It should be noted that the assessment was mainly carried out from late winter to early spring when it was often cool and drizzling with rain. This is likely to have had an impact on the numbers of people and the age groups that were out and about, especially in the evening.

Recommendations are made according to the following categories.

**Category A** recommendations:

- Usually "quick fixes" i.e. simple and low cost;
- No significant policy implications;
- Mostly specific to the zone being assessed, i.e. "micro application";
- Usually involves such things as lighting, barriers, landscaping maintenance, signs, etc.

**Category B** recommendations:

- Significant budget and resources;
- Moderate complexity with possible policy implications;

- Generally for wider application and where CPTED initiatives can be applied to benefit several present and future situations;
- Includes the likes of the preparation of resource materials e.g. Pride of Place program; formulation of enabling policy or sanctions by Council, etc.

**Category C** recommendations:

- Significant to extensive budget and resource demands;
- Often complex and/or with significant policy implications;
- Usually involves preparation of CPTED resource materials e.g. Streetscape strategies; Lighting Strategy; formulation of enabling policy or sanctions by Council, etc., May have links to the District Plan and/or Community Development strategy;
- Intended for wider application, as for Category B initiatives

**Priority I** recommendations:

- Short time frame implementation.
- Urgent fixes where there is a substantial risk to safety and security;
- Ideally for implementation within three to six months, or sooner if urgent.

**Priority II** recommendations:

- Medium term implementation;
- For implementation ideally within six to 18 months;

**Priority III** recommendations:

- Longer term implementation;
- For implementation ideally from 18 months to three years or when the opportunity to make changes presents itself; e.g. when a scheduled redevelopment, major infrastructure project, change in regulations, or other enabler makes it cost effective or logical to proceed at a later time.

The recommendations are consolidated in Section 5. according to the categories and priorities listed. This forms the Draft "**Crime Prevention Plan**".

Fig.1: Location Map of Upper Hutt CBD showing assessment area



## 2.4 Key to Safety Map

The findings from the assessments have been recorded on a Safety Map prepared shown in Fig. 2 and Fig. 3. The Safety Map is based on the assessment criteria described in Section 2.5. The marking and shading of the maps may be interpreted as follows:

### ***Positive Attributes: Stars!!!***

Certain areas have an active role in promoting safety and security. These areas normally occur where the streetscape is actively and reliably supervised by members of the public or commercial entities, i.e. where extensive natural surveillance occurs. Stars are also assigned where other features have a positive direct role in providing support for CPTED.

### ***Low Risk: Green Areas***

The areas indicated in green are considered to be low risk relative to other areas within the precinct. This is not to say that a crime against the person could not occur in these areas or that everyone would feel safe at all times – however the areas shown in green are less likely for crime and for fear of crime to occur. These places are where the public are most likely not to have a negative perception of safety and security.

### ***Marginal: Orange Areas***

The areas shown in orange are places considered to be relatively safe, but may cause some users to feel insecure. Places where loss of a single light is likely to reduce illuminance significantly are also given this designation. These areas are recommended for upgrading as an important, but not necessarily critical priority.

### ***High Risk: Red Areas***

The areas shown in red are places considered to be potentially dangerous especially after dark. They are very likely to engender fear of crime. It is strongly recommended that safety and security of these areas be attended to as a matter of priority.

## 2.5 Assessment Criteria

Nine criteria were used in the assessment process. Each of these criteria has an influence on the perception or the reality of safety and security. The criteria described below are based in part on a model developed by Stoks in 1982 for assessing safety and security in urban public spaces. Subsequently, the criteria taken from this model have been used for assessing safety and security in a number of cities in New Zealand, Australia and North America.

The assessment criteria are based on research concerning what makes people feel safer or less safe in urban public space environments, as well as how offenders tend to take advantage of public space. The nine key assessment criteria used in this review and summarised below are referenced in crime prevention planning guides. These include the Ministry of Justice 'Draft New Zealand Guidelines for Crime Prevention Through Environmental Design' (2005), and the Wellington City Council 'Guidelines for Design Against Crime' (1996).

### ***Legibility***

This is the ability for users of public space to see and, importantly, understand the physical environment in which they are moving. Good legibility enables people to 'read' their surroundings and the way ahead in order to detect dangers and warning signs. Good legibility allows people to avoid dangerous places where they could be trapped or subjected to assault, robbery or intimidation. An orderly environment, clear sight lines, good lighting, open and familiar spaces assist legibility and help to reduce fear.

### ***Visibility***

The ability to be seen by others and as such enjoy the benefits of non-invasive passive supervision (natural surveillance) by other members of the public who occupy the area as a result of ordinary urban activities such as sitting outdoors, walking past, shopping, working in shops or cafes, dining, etc.

### ***Lighting***

There are many aspects to lighting which have an influence on safety and security. These include: whether there are any lights in existence; whether the lights are operating with age-diminished output or working at all; evenness and consistency of light; glare which blinds vision in advance of travel and prevents CCTV cameras from working properly; and the actual level of illuminance sufficient for the intended purpose be it walking or about to enter a car in a car park, etc.. Lighting requirements for negotiating steps or ramps are different to those for car parks, or for attracting people to an activity centre, or making users of a pedestrian thoroughfare feel safe. Illuminance assessments are subject to the background or ambient lighting level in the area being assessed. Lighting levels are also assessed in terms of the Australian Standard / New Zealand Standard AS/NZS 1158.3.1:1999 Road Lighting; Part 3.1 "Pedestrian area (Category P) lighting - Performance and installation design requirements."

### **Entrapment Zones**

These are small physically confining spaces formed by barriers such as walls, landscaping, and the like which offenders can use to physically or psychologically surround and entrap people. Entrapment zones include fire escape recesses, loading zones, left over spaces between buildings, clearings within landscaping, etc. These places are particularly dangerous when located close to well-travelled routes and “movement predictors”.

### **Movement Predictors**

Movement predictors are long unchangeable thoroughfares with limited opportunities to exit. Examples are narrow paths, long flights of stairs, pedestrian underpasses or subways, bridges, etc. An offender can predict the movement of people using them and calculate an attack at an opportune location. Movement predictors are dangerous when located near entrapment zones or isolated areas, and vice versa.

### **Isolated Areas**

These are places where it would be very hard for a person in difficulty to summon assistance or attract the attention of passers-by or other people in the vicinity. Offenders may also use such places to their benefit knowing they are out of the public view. Isolated places are usually well screened from view from adjoining buildings and well away from activities which draw people near for natural supervision.

### **Sense of Ownership**

Places which demonstrate a strong sense of belonging to and being cared for by someone (pride of place), are less likely to be targeted for vandalism or used for crime. This is known as "territoriality" in the CPTED literature. Places which are anonymous and show no evidence of belonging to a recognisable respected entity and are not cared for, tend to attract de facto occupants who claim the space. The uncared for backyards of buildings, loading docks, alleyways, car parking buildings, etc. which are usually covered in graffiti are examples of poor expressions of ownership. On the other hand, shops and cafes which care for and “spill over” into public space, and where public space is maintained to a high standard (as if it were privately owned) are less likely to experience crime and suffer graffiti.

### **Finding Help**

The ability to find help when in a threatening situation depends on how isolated the place under review is, as well as whether there are any emergency telephones, signs or other means of attracting attention or summoning assistance.

### **Overall Quality of the Environment**

The overall quality of the environment has a major bearing on both the perception and reality of safety and security. Places that are untidy, in a poor state of maintenance, have roller grilles over shop fronts, dumpsters overflowing, unkempt landscaping, covered in graffiti or poorly lit, tend to repel people and discourage use. Once places of this kind are avoided by the general public, the numbers of people necessary to maintain natural supervision also decline and a sense of isolation is created. Such places can decline further when they are claimed by others with a propensity for antisocial behaviour and often suffer further disfigurement from vandalism and graffiti.

The overall quality of the environment, its "Image and Milieu", is in our view the single most important factor in relation to perceptions of crime.

## **2.6 Crime Prevention Concerns in Upper Hutt.**

### **Community concerns**

A survey of older adults in the Upper Hutt Community recently carried out by Recreation and Community Affairs covered crime and safety among the topics surveyed. Key issues that emerged included: streets not lit well enough; fears in regard to the prison; boy racers who speed and create danger and noise; safety of parks for all ages; petty vandalism and graffiti; and a desire to avoid groups of young people at night.

The main requests for changes and suggestions for reducing crime included: enforcement against cars speeding and doing wheelies in car parks; zero tolerance for glass and litter on roads and streets; enforcing bylaws more strictly; cleaning up and encouraging more activity around the bus/railway terminal area to make it safer; trimming trees around lights; and greater police presence.

Unsafe places mentioned in the survey were: the railway subway (several mentions), alleyways; railway car park (several mentions); the area behind the Library; places where the street lighting and car park lighting are poor; and where groups of younger people congregate. A different survey amongst the youth population (youth report) also highlighted issues about safety and the railway area and subway in particular.

**Police statistics**

A case study carried out by police indicated that Upper Hutt's CBD area experiences a high level of burglaries, theft of vehicles, theft from vehicles, and weekend violence. This study showed the level of crime in the CBD area was higher than other areas in Upper Hutt.

A more recent analysis showed that in the period 1 October 2004 - 30 September 2005, nearly 30% of all crime occurring in the Upper Hutt Policing Area is committed in the central business area. In total there have been 935 incidents of crime and suspicious activity dealt with by Police in the central business area in that period. Statistics for the Upper Hutt CBD for the period 1 October 2004 to September 2005 are:

Offence Type	Number
Serious assaults	8
Sexual affronts	2
Sexual attacks	1
Car/person acting suspiciously	111
Disorder	146
Burglary	65
Car conversion	9
Theft from car	17
Interference with cars	10
Wilful damage	66

**Police concerns**

Whilst Police target these 'hot locations' to prevent and reduce incidents of crime, and apprehend offenders, they advise that this is not a task that can and should be done in isolation of the community. The Upper Hutt Police believe there are significant opportunities for the business community and partner agencies to contribute, through a range of simple and often inexpensive CPTED strategies, to make the central business area a safer place for the Upper Hutt community. Examples of these opportunities to contribute are provided with reference to the areas that have been assessed and commented on in the body of this report and summarised in the Crime Prevention Plan. The view of the Police that "a safe and vibrant central business area is attractive to all of the community it services", is a central plank of the CPTED approach and the Crime Prevention Plan.

### 3. ASSESSMENT FINDINGS

#### 3.1 Detailed Findings (Refer Fig 1 and Fig 2)

##### **Block 'A' Fergusson Drive, Civic Building lane, Brown Street, Blenheim Street.**

Block A contains the Civic Building [1], H2O Xtreme [2] and a large rear car park [4]. There is a recess off the footpath [4] for a fire escape from the Civic building. The recessed area is lit by internal lights when the building is occupied at night, but it is dark once the building is vacated.

The footpath on the east side of Fergusson Drive is wide, clear and well lit. Lighting improves considerably at the roundabout and intersection of Blenheim Street due to the contribution of extra road lighting [5].

The footpath past the southern boundary of H2O Xtreme is also wide and low risk. A bus stop without shelter is located midway [6] along the block. The bus stop is in clear view and well lit due to street lights opposite.

The rear car park [3] has good clear site lines with occasional low planting. It is adequately lit by street lights on Brown Street and light poles in the middle of the car park. Light levels are sufficient (5 lux) to be able to check for someone hiding inside a car before getting in.

Flax bushes near the entrance of H2O Xtreme [7] are just beginning to get to the size where they will allow people to hide in them.

Sensor lights [8] and a CCTV camera warning sign [9] are installed on the rear of the Civic Building.

A five metre wide lane [10] runs in an east-west direction from Brown Street through the edge of the car park and between the Civic Building and the Civic Administration Building to Fergusson Drive. The western part of the lane is low risk brought about by clear unobstructed space. Large windows and useful display lighting coming out of Expressions gallery help make this part of the lane seem safe at night. However the eastern part of the lane has a clump of trees and a wall [11] in the south-east corner of Civic Administration Building. This creates a blind spot for pedestrians travelling in the

direction of Fergusson Drive to Brown Street. A row of bollards and a garden light provide adequate lighting.

Fig.2: Safety Map 1 of Upper Hutt CBD

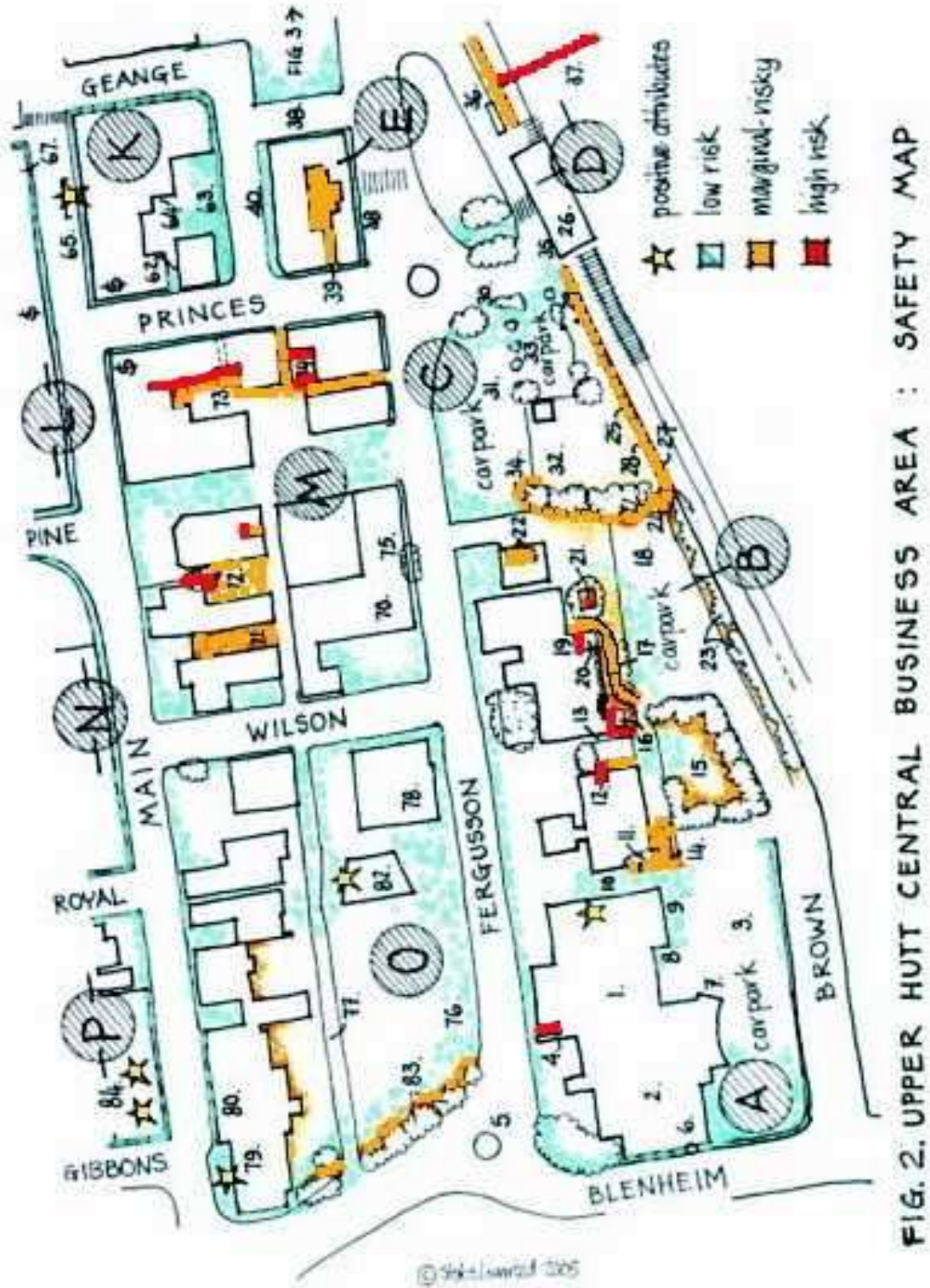


FIG. 2. UPPER HUTT CENTRAL BUSINESS AREA : SAFETY MAP

Fig.3: Safety Map 2 of Upper Hutt CBD

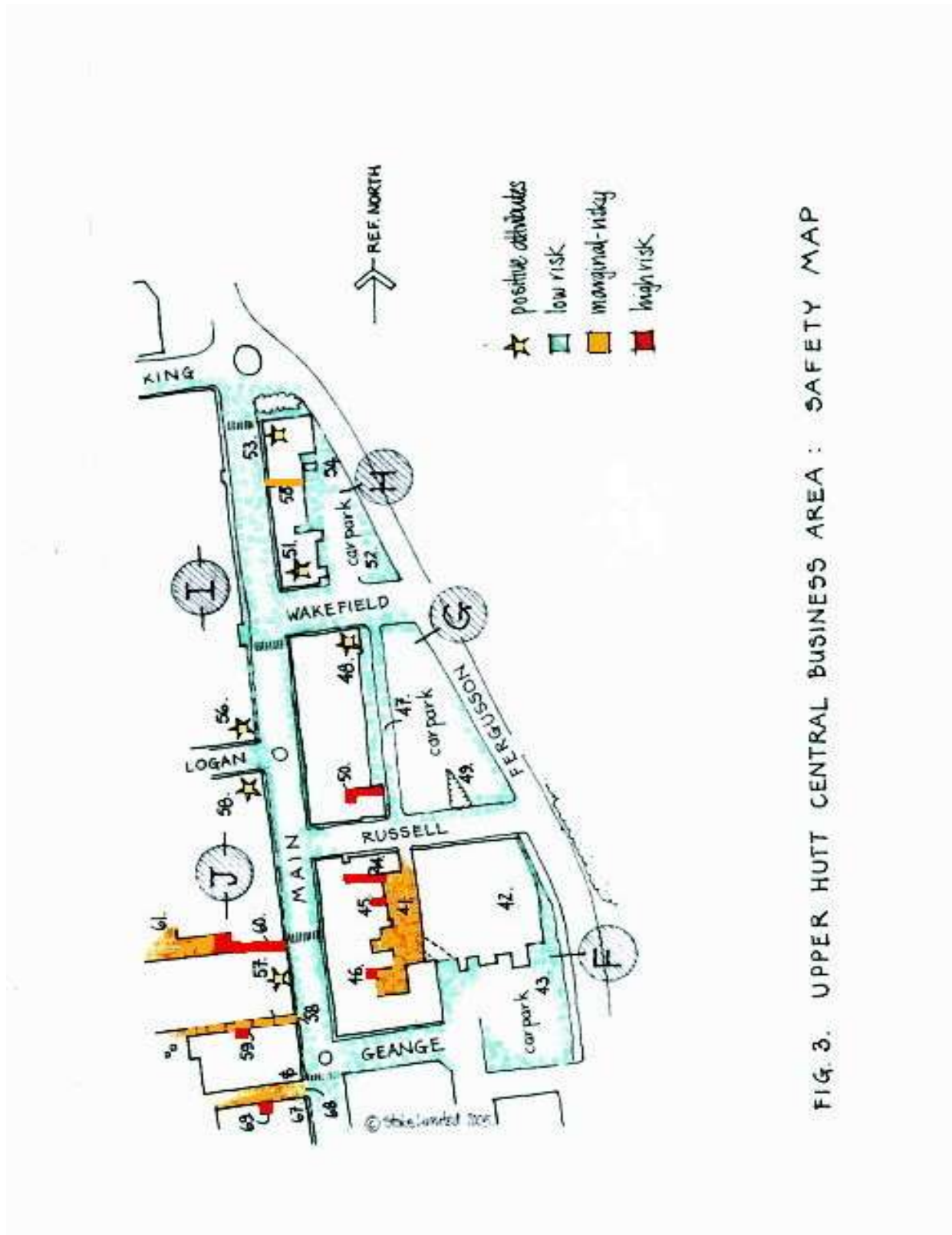


FIG. 3. UPPER HUTT CENTRAL BUSINESS AREA : SAFETY MAP

This east end of the lane is likely to create a sense of risk for pedestrians because of the blind spot, visual clutter, and poor state of the bollard lighting.

*Recommendations*

- (1) Install a sensor light above the fire escape door at the recess in the south west corner of the Civic Building. The light should be controlled automatically by a motion sensor or sunset switch. **AI**
- (2) Maintain flax bushes and other planting in the vicinity of the car park entrance to H2O Xtreme. **AI**
- (3) Install a sunset switched light over the doorway in the south east corner of the Civic Administration to bolster the lighting among the trees beside the lane. **AI**
- (4) Fully repair the bollard lights in the lane between the Civic Building and the Civic Administration Building. Lamps should all be the same colour and wattage. **AI**

**Block 'B': Fergusson Drive, Civic Administration Building, Library, Brown Street.**

Midway along the north wall of the Civic Administration Building is a secluded recessed area [12] which is dark at night. Building materials left on the ground in this area have the potential to be used to force entry into the building. This service access area is just metres from another walkway [13] running along the sheltered south side of the Library between Brown Street and Fergusson Drive.

The rear of the CAB and the staff entrances are well lit at night.

At the very northern end of the car park [14] behind the CAB are a flight of steps and a low wall. Planting on top of the wall obscures views of cars that are angle parked on the driveway.

**Small park**

A small park [15] behind the CAB is used both as a recreational open space and thoroughfare. It is also sometimes used as a gathering point for young people early in the evening. Trees and shrubs in parts of the park are beginning to get overgrown preventing people seeing in and being seen from some approaches. A balance needs to be found between maintaining safety and losing the natural features and shelter the

park provides. Trees should be tidied and limbed up<sup>2</sup> more or less as has already been done in the south-east corner.

### **Rear of library**

The rear of the library building is densely planted and complex. An enclosure [16] for air-conditioning equipment creates an entrapment space between it and the building. Despite being an entrapment space it is reasonably well lit by lighting on the soffit of the library. Some of the lights behind the library were out on the evenings of the review.

A path [17] runs behind the library through a camellia grove from the southern end of the middle car park [18] to the rear entrance of the library [19]. Any natural supervision of pedestrians is blocked by overgrown shrubs and planting. The same planting would also obscure attempts to break in to the library through rear windows, a risk which exists even though the building is alarmed.

An enclosed herb garden [20] behind the library has a gate which is locked at night. But a narrow passageway between the herb garden wall and rear entrance porch forms another entrapment area. It would also hide a burglary attempt. An after hours book drop is provided at the rear entrance. This corner of the library, is however, very well lit at night.

A partly enclosed alpine garden [21] is another feature within just metres of the rear entrance to the library. It contains a seating area. It too is beginning to become overgrown to the point of being more secluded than desirable in this location.

### **Public toilets**

Separate male and female public toilets [22] are located on the north side of the service building next to the library. A low wall obscures the entrances from direct view from the commuter car park [31]. Grille gates are locked at night to minimise damage and anti-social activity. The entrances are tidy and the toilets are well maintained and cleaned. There is some evidence of old graffiti that has been painted over.

The design of the toilets comprises separate cubicles opening onto a large common wash area. Modern public toilet design tends to have individual self contained

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<sup>2</sup> Prune lower branches of trees to a height of about two metres above the ground, to create a clear view under them. Trim shrubs to a maximum height of 70 to 80 cm.

cubicles with individual entrances to minimise security and safety risks and the antisocial behaviour common in old style public toilets.

The library toilets have taken on a hard, institutional and outdated appearance following years of successive damage and incomplete repairs with increasingly robust materials, fixtures and finishes. Careful modernisation using materials, fixtures, fittings and finishes similar to those used in the new toilets at Lion Court may result in a less harsh, better cared for facility, that does not seem as risky as these. Ideally and the longer term, they should be completely redesigned, for example, as self-contained unisex toilets individually accessed directly off the lane.

The entrances to the toilets are lit satisfactorily but somewhat shielded by a wall between them and the commuter car park opposite. A boost to the lighting would weaken the sense of isolation and give a stronger sense of being observed.

#### ***Edge of Brown Street alongside railway line***

Trees and shrubs are beginning to overgrow the footpath [23] along Brown Street beside the railway line. Rubbish has accumulated in several pockets amongst the bushes. There is evidence of people having sheltered and occupied voids created in the bushes alongside the footpath.

#### ***Mid car park***

The middle car park [18] behind the library has clear and open sightlines. Natural supervision is limited since there are very few windows in adjoining buildings overlooking the car park. Large bushes [24] at the northern end of the car park look untidy. They also create blind spots for people walking along the path [25] south from the Railway Station [26].

Car park lighting is likely to be adequate if all lamps are new and operational. Two of the four lamps were not functioning on the night of the review. Accordingly the northern end of the car park was noticeably dark and perceptions of safety were not helped by the bushes [24] at the northern end.

Having single, powerful lights on a small number of tall poles has limitations in that large areas of darkness occur with lamp failure. Having more poles or multiple lamps reduces the extent of light loss when a single lamp fails.

*Recommendations*

- (5) Remove building materials and other such items that do not need to be left on the north side of the CAB. **A I**
- (6) Install a motion sensor activated sensor light to cover the recessed area on the north side of the CAB and the adjoining service area. **A I**
- (7) Trim shrubs at the top of the wall near the steps from the rear of the CAB up to the car park or replace them with more suitable species. **A I**
- (8) Generally tidy, and where needed, 'limb up' the trees and shrubs around the small park behind the CAB to improve sightlines into and out of the park from the car parks to the south and to the north, as well as from the rear of the CAB. **A I**
- (9) Consider developing and implementing "A Guide to Landscaping for Crime Prevention Through Environmental Design". **B I**
- (10) Install gates or other suitable screens between the air-conditioning structure and the library to eliminate the entrapment space that is presently there. **A I**
- (11) Replace defective lights behind the library and reinforce the procedure for regular checks and replacement. **A I**
- (12) Thin out and 'limb up' the trees and shrubs behind the library. The objectives are to: restore views out of the library onto the pathway; allow persons on the pathway to see and be seen from the road and car park to the east; and reduce seclusion of the gardens behind the library. **A I**
- (13) Screen off the entrance to the narrow passageway between the herb garden and the rear entrance porch of the library. **A I**
- (14) Upgrade the soffit lighting at the entrance and along the ceiling of the entry passage to each of the library toilets. White light to a level of 300 lux or more would be ideal. **A II**
- (15) Upgrade the male and female public toilets to the north of the library. **B II**
- (16) Tidy up the landscaping along the east side of the Brown Street footpath beside the railway line. **A I**
- (17) Check lamps in the mid car park behind the library. Replace faulty and ageing lamps. **A I**
- (18) Thoroughly trim and tidy the landscaping in the mid car park behind the library, at the northern end, including the boundary fence with the bus company park. **A I**

- (19) Avoid use of single, powerful lights on a small number of tall poles in preference to distributed lights with multiple lamps to reduce light loss with lamp failure. **B II**

**Block 'C': Fergusson Drive, Commuter Car Park, railway footpath.**

The path [25] between the mid car park [18] and the Railway Station [26] is about 70 metres long. Much of the southern part of the path is enclosed by the railway line boundary fence [27] on the west side. The east side of the path is confined by the bus company's car park fence [28] and in continuation of the fence, a barrier [29] made from a length of iron railway track extending towards the Railway Station. There are no exit opportunities along the path.

Trees and shrubs at the northern end of the car park [24] mentioned earlier, create a blind spot. This prevents pedestrians going south on the path from seeing ahead and checking out any risky situations until they get to the middle car park [18] and have nowhere else to go.

**Park and Ride commuter car park**

The main entrance [30] to the rail commuter car park [31] has ornamental landscaping and signs. It shares a boundary fence with the bus depot next to Park and Ride [32] made from mesh. Holes created in the mesh fence suggest the car park and depot are used as a pedestrian shortcut. A smaller car park [33] closer to the station has its own entrance and adjoins the main car park but for a divider of shrubs.

Ornamental planting at the entrances and the divider are becoming overgrown and in need of maintenance to restore the impression of being 'cared for' and to maintain good sightlines needed for crime prevention purposes. The Wellington Regional Council Transport Infrastructure department would be most interested in discussing how it may assist with CPTED improvements in this commuter car park as it has others in the region.

Within the car parks they are both reasonably open and the smaller park nearest the railway line has reasonable sightlines from the station and adjoining areas. Although there are clear sightlines within and across the car park, there is no continuous source of observers outside of commuter peak times who would provide natural supervision.

A CCTV camera installed on the south west corner of the Railway Station [29] covers the entrance to the east portion of the smaller car park [33] but little else. CCTV coverage is limited by trees and shrubs near the entrances and divider; plus a single camera obviously has a finite and limited field of view.

Car parks are reasonably well lit by three tall lamp standards, railway station lighting and street lighting on Fergusson Drive.

### **Bus depot**

The bus depot [32] park is fenced off with a gate at the northern entrance. The gate is locked very late at night, but is otherwise accessible to the public if they chose to enter. The north and south boundaries have trees and shrubs which as mentioned previously have become untidy and overgrown. The overgrown vegetation, rough car park, poor lighting, an appearance of not being well cared for, and a long path are all likely to create unease on the part pedestrians heading south from the railway station. A large tree [34] in the south west corner, common to the commuter car park provides cover and is risky.

### *Recommendations*

- (20) Open up the exit where the path from the railway station emerges into the mid car park, thus allowing pedestrians to see well in advance of travel. Recommendation (17) applies in relation to maintenance of landscaping at the south end of the bus depot. **A I**
- (21) Upgrade lighting along the path from the station to the car park behind the library. This should illuminate the path and the areas on both sides of it, i.e. immediately inside the depot fence, and inside the railway line fence. **A II**
- (22) Remove the low height barrier made from railway line at the station end of the path. **A I**
- (23) Request the bus company to generally tidy up, repair fences and make the depot more presentable; in accordance with the safety objectives of this area. **A I**
- (24) Work with the Regional Council to have the landscaping in the commuter car park maintained and new crime prevention signs installed. **A II**

### **Block 'D': Railway station and underpass**

Security sources advise the station has become a gathering point for local young people on Friday and Saturday nights. In early September 2005 there was a large gathering and confrontation necessitating Police intervention. In response to this Trans-Metro have introduced permanent security guards at the station on Friday and Saturday evenings.

The location of the station is such that it stands alone from other premises and activities and the older style of station tends to shield persons on the platform from the general view - although it is attended by staff 24 hours a day, seven days a week. At night, people waiting for the bus are quite isolated from other activities in the area. Apart from station staff the nearest other concentrations of people after hours are at the supermarket and taxi stand to the immediate north west, albeit about 80 metres or more away.

The station was also mentioned as a safety concern in a recent community survey.

Seating at bus platforms B and C [35] are unenclosed and open to view. Open glass bus shelters at platforms D and E [36] also have good views into and out of them. Bus stops are well lit by building lighting and nearby street lighting. There is limited CCTV coverage. Staff are able to monitor the CCTV cameras. Two additional cameras are soon to be installed at the northern end of the station. A public phone box is in clear view on the CBD side of the station.

Station toilets are also locked off mid evening by security staff.

***Pedestrian rail underpass.***

The rail underpass [37] has all the features of a space that is both unsafe in reality and perceived to be unsafe. Early in September 2005 a serious sexual assault was alleged to have occurred in the underpass.

There are several reasons for the underpass being unsafe and feeling unsafe:

- The ends of the underpass are not visible from the tunnel since the approaches are at right angles to it. Because of this, pedestrians could unwittingly walk into situations and people they would normally try to avoid if they were able to see them in advance of travel

- It is over 85 metres long with no intermediate exit points or potential escape routes, effectively making it an entrapment zone
- There are prospective vulnerable people close by at the station, or in the form of people needing to get from one side of the railway line to the other
- It promotes sensory aggravation; - it looks and sounds unpleasant; it smells unpleasant despite being power washed frequently
- While most of the lights were working, they are covered by unsightly steel screens proven necessary to limit vandalism
- Murals mostly use dark colours severely limiting light reflectance. The murals themselves are not subtle.
- It has been used as an out of sight meeting place for at-risk youth.

Gates have been installed at the bottom of each ramp at both entrances to the tunnel. They are not locked off apparently because this would encourage pedestrians to cross the railway tracks and thus endanger them.

On the day of the review six supermarket trolleys had been abandoned in the immediate vicinity of the station and underpass.

### *Recommendations*

- (25) Implement a short term, quick fix plan for dealing the rail underpass, i.e.:
- a) Keep the underpass clean with its regular high pressure washes, adding disinfectants if necessary.
  - b) Repaint the entire underpass structure in a light colour. Do not use murals. To manage graffiti, select a paint that can be quickly and easily applied - daily if necessary
  - c) Renew the grilles over the lights
  - d) Relamp the lights with higher wattage lamps
  - e) Upgrade the lighting at each end of the underpass at the ramps to achieve high levels (target 500+ lux) of white light in vandal resistant fittings
  - f) Install CCTV cameras out of reach and with institutional vandalism-resistant housings at each end of the underpass (at least four cameras will be required). Trans-Metro Security have agreed that these extra

cameras can be monitored by staff at the station along with the other cameras for the station

- g) Implement a diligent daily inspection regime with provision to carry out an extra power wash if needed, and to paint out graffiti and make repairs the same day.

**B II**

- (26) Investigate longer term enduring options for safe and secure crossing of the railway line, for example, 'daylighting', controlled crossing, perhaps in association with links to Park Street . Apply CPTED principles to any new design.

**B II**

**Block 'E': Frontage on Fergusson Drive North of Princes Street.**

The road frontages and footpaths [38] are low risk. However, since all but one of the premises fronting onto this part of the street are vacant, there is presently no natural supervision. A private driveway [39] off Princes Street services most of the premises in this block. There is no gate at the street entrance. There are no working security lights and it appears from the alarm warning signs and bars over windows that there have been security problems here in the past.

On the western side of the block [40], the footpaths are wide and very well lit from street lights, some shopfront spill lighting, and under-verandah lights. This part of the block is overlooked by vehicle and pedestrian traffic on Geange Street. It is considered to be low risk.

**Recommendations**

- (27) Ideally the private accessway to the blind rear service yard behind the Chamber of Commerce should be gated off for the security of the public and that of all occupants of the adjoining buildings. Service yard lighting should be installed as a minimum. This could be part of the "Safe Backyards" program it is suggested be promoted by Council.

**B II**

**Block 'F': Geange Street, Main Street, Russell Street, Fergusson Drive.**

Refer Fig.3. This block is subdivided by Thompson Service Lane [41] which provides access to the rear of all shops and the supermarket [42]. The street frontages are low risk and similar to others in the assessment area. Street lighting is excellent in terms of light levels. The supermarket contributes useful lighting to the street. Its customers

coming and going well into the night provide useful natural supervision and sustain a sense of vitality and occupancy in the area. The car park [43] has clear sightlines and is adequately lit.

The area of concern from the CPTED point of view is the service lane and the rear of the properties. The service lane has no natural supervision, very poor lighting and several potential entrapment zones [44], [45], [46]. It is secluded to the point, that had this area been located in south Auckland, it would most certainly be used for drug deals and anti-social activity. The area is also untidy with limited provision for properly storing rubbish, packing crates, pallets, supermarket trolleys and the like, all of which create the image of an uncared-for, risky area.

#### *Recommendations*

- (28) Upgrade the background lighting in Thompson Lane by means of city street lighting. Sensor lighting should also be installed by building owners, not just to protect their properties from burglary, but to contribute to public safety given that the rear of their premises is unfenced and accessible to the public. **A II**
- (29) Encourage all property owners off Thompson lane to tidy up the informal storage in and around their premises. Ideally, screened secured areas should be built to keep rubbish awaiting collection and other items such as pallets in a tidy presentable manner. This could be part of the "Safe Backyards" program it is suggested be promoted by Council. **B I**
- (30) Develop and implement within the District Plan, standards for dealing with safety, security and presentation aspects of external storage areas that are visible and accessible to the public. **B II**

#### **Block 'G': *Russell Street, Main Street, Wakefield Street, Fergusson Drive.***

This block is subdivided by Mumby Service Lane [47] which provides rear access for Main Street premises and a large car park to east.

Light levels on Russell Street, Main Street and Wakefield Street are excellent. The Pizza premises on the corner [48] provides useful supplementary lighting and natural supervision out onto the street and the car park across the road.

A planted area [49] in the centre of the car park just off Russell Street has been kept trimmed around its border. Planting in the centre, apparently out of reach, has crept

up to a height of about 2.5 metres and needs attention to preserve important sightlines and a sense of openness in this vicinity. Three lights on poles in the triangular car park bordering on Fergusson Drive were out on the review evenings.

Most of the rear of the premises on Main Street would be lit up satisfactorily by car park lighting once the defective lamps are replaced. The exception is a recessed and unlit driveway leading to very risky secluded area [50] tucked behind the hairdressers' premises on the corner of Russell Street and Mumby Lane.

#### *Recommendations*

- (31) Trim landscaping in the centre of the car park (corner Russell Street and Fergusson Drive) **A I**
- (32) Relamp all lights on the poles in the car park (corner Russell Street and Fergusson Drive) **A I**
- (33) To make safe the recessed rear entry to the premises on the corner of Mumby Lane and Russell Street, a gate should ideally be installed by the owners, and as a minimum motion sensor operated lights installed. **B I**

#### **Block 'H': Wakefield Street, Main Street, Fergusson Drive.**

The southern end of this block is dominated by McDonald's [51]. The restaurant has excellent outlooks onto the streets on all three sides provided by large viewing windows. Service counters and drive-in booths also overlook the street and rear car park [52]. It is a good example of how natural supervision can be combined with business. With its good lighting and presence of customers it adds significant supervision and vitality to this corner of the CBD.

On the Main Street side a pizza shop [53] has a similar positive impact on the street by adding vitality, supervision and lighting late into the evening. At the rear of the pizza premises [54] there is a good example of how rubbish can be screened to maintain high standards of presentation for a 'rear service area', thus helping to reduce the sense of risk that can arise when semi-public areas are untidy and neglected.

A passageway [55] through the centre of the block has been open for access for several weeks, sliding doors at each end having been parked open possibly pending completion of the door control system. It is out of the way and not supervised and provides an opportunity for antisocial activity, not to mention exposing the premises within to burglary.

*Recommendations*

- (34) Request the building owner to complete securing the open passageway through the building at 198 - 228 Main Street. **A I**

**Block 'I': Frontage of Main Street between Logan Street and King Street.**

The section of Main Street from Logan Street to King Street does not appear to have any crime prevention issues. Subway restaurant [56] on Logan Street corner contributes lighting and significant natural supervision to the street. Lighting within the mall entrance also boosts light levels out on the footpath.

**Block 'J': Frontage of Main Street between Lion Court and Logan Street.**

Positive features of this section of Main Street are the wide footpath section and the larger stores [57] such as Whitcoulls, Ballentynes, Hazelwoods and the pharmacy. Clear open window frontages of these stores create a strong sense of openness and natural supervision. Their display lighting and illuminated signs contribute significant vitality and lighting of the footpath at night.

Pizza Hut makes a similar positive impression of vitality and supervision with its large street corner windows on both frontages. Light spill from inside coupled with strong under-verandah lights show that this part of the town is alive and open for business.

In this block the features of concern from the CPTED point of view are the two alleyways. The Central Court alleyway [58] is useful as it provides access to toilets in the car park west of Main Street. At night it appears very risky. It is just four metres wide and walls painted dark colours contribute a strong sense of enclosure. A light at the Main Street entrance was flickering intermittently and three others further down the alley were out. Midway along is a dark recessed building entrance [59].

A second alley [60] between buildings at 145 and 147 Main Street is barely over a metre wide and can almost be missed. It runs to the rear service areas [61] in the middle of this block. There are no lights along the alley or at the end, which is itself secluded, concealed secluded cul-de-sac accessed from Logan Street. This alley is considered highly risky.

*Recommendations*

- (35) Upgrade the lights in Central Court alleyway; ideally with white light. **B I**

- (36) Ask Hazelwoods if they would light up their display window along the north side of the lane. This would make the lane seem wider, and contribute significant lighting and interest while at the same time promoting their business. **A I**
- (37) Consider repainting the walls at least on one side of Centre Court Lane in a light colour to reduce the sense of enclosure and help make the lighting upgrade more effective. **B II**
- (38) Request the owners of the building with the access midway along Centre Court Lane to install a photocell controlled light in their doorway if the lane lighting upgrade does not cover this area sufficiently. **B I**
- (39) Gate-off both ends of the narrow alleyway between 145 and 147 Main Street. Gates should only be opened for maintenance purposes. This alley is potentially too dangerous to be left open even during the day. In the future, it may be possible to encourage large store owners to provide through-block/through-store thoroughfares to allow dangerous and exterior alleyways to be eliminated. **B II**
- (40) Consider development initiatives designed to attract and retain people in the inner city retail area. This will require specific urban design effort and may range from upgrading street furniture, introducing soft landscaping, things to encourage staying and watching (e.g. fountains and dynamic sculptures), providing shelter and kiosk vendors through to closing off the street to cars and creating a pedestrian mall. **B II**

**Block 'K': Princes Street, Main Street, Geange Streets.**

Refer Fig.2. A thoroughfare [62] between the two buildings on the north side of Princes Street also appears to have contributed to the risk of burglary in the past. Window grilles and a movement sensor operated light have been installed to protect the garage and the rear of Main Street premises. There are no entrapment spots.

The private car park [63] off Geange is reasonably well lit due to the street lights. During the day it is partly supervised by staff and smokers sitting out the back of the café [64].

Mayfair's north facing café tables on a widened part of the footpath [65] help to promote eyes on the street. A little more shelter would help keep tables occupied in inclement weather.

Lighting for both the National Bank and BNZ ATM's on their respective Main Street corners were off or had failed on the night of the review. None of the verandah lights or window display lights were on. However the illumination provided by the street lighting, especially at the intersections, was reasonably good (30 lux H; 15 lux V).

#### *Recommendations*

- (41) Investigate protected enclosures for placing seating, tables, vendor trestles, etc. at appropriate locations on widened footpaths to bring all weather activity out onto the street. **B II**
- (42) Encourage the banks to regularly check and maintain their ATM security lighting. **A I**
- (43) Develop and implement a strategy for CBD under-verandah lighting. **B I**
- (44) Develop a publicity program with incentives for shopfront lighting designed to boost light levels in the central area and make it more interesting and lively for window shoppers and passers-by; e.g. 'Great Shopfronts'. **B II**

#### **Block 'L': Frontage of Main Street from Pine Avenue to Lion Court Lane.**

The west side of Main Street between Pine Avenue and Lion Court Lane is considered to be low risk. The footpath widens opposite Princes Street and street furniture has been provided. On the days and evening of the review, it was noted that the seats were not used. This may have been due to cool wintry weather; or it may have been due to the design of the seating, its placement and orientation. While the furniture no doubt is welcome for folk wanting to take a brief rest, the space is barren, lacks human scale and is unprotecting. Also, the furniture itself is cold, uninviting and robust. All in all these features do not really encourage people to stay and occupy the street.

The new building [66] near the corner Pine Avenue was under construction at the time of the review, and notably had no under-verandah lighting provided for. Existing street lighting provides good levels of illuminance. As with the majority of the banks' cash machines seen in this assessment, the ANZ ATM mid block did not have its security lighting working.

The shop on the corner of Main Street and Lion Court [67] has windows on both sides of the corner. This helps to open up the corner into Lion Court Lane [68].

Lion Court Lane is wide and because of this feels less like an alley way. Street lights do not extend far under the verandas and illuminance is diminished by dirty lampshades in combination with lamps that appear to have reduced output with age. Lighting at the entrance to the lane was further diminished by a failed pedestrian crossing light and an ATM light, both of which would have usefully topped up the entrance.

Of all the lighting just three verandah lights at the west end of Lion Court Lane were working on the night of the review. The lane was gloomy at night due to a single, orange hue sodium light. Placed overhead the light is at least 10 metres into the lane from the Main Street end. Mid way along the south side of the lane [69] is a very deep entry recess. There are no lights working in the recess and there are no other light sources of benefit in the lane. This is considered to be very risky.

#### Recommendations

Refer recommendation (38) regarding inner city development initiatives designed to attract and retain people in the inner city retail area.

Refer recommendation (39) regarding lighting of ATM's.

- (45) Upgrade the lights in Lion Court Lane; ideally with white light sources. **B I**
- (46) Request the owner of the building on the south side of the lane with the deep unlit entrance way to repair, if not install appropriate lighting in this risky area immediately off Lion Court Lane. **A II**

#### **Block 'M': Wilson Street, Main Street, Princes Street and Fergusson Drive**

Refer Fig.2. This is a large block with a mix of low rise and high rise buildings, shops, offices, and the Upper Hutt Police station [70]. As with the other CBD blocks the CPTED problems centre around secluded rear access service yards which become risky when they exist beside pedestrian shortcuts and include entrapment places.

The outer street edges of the block are low risk; footpaths are wide, uncluttered and there are no surprises. Within the inner parts of the block there are a number of areas that are risky notably a poorly lit service yard [71] not overlooked by adjoining buildings where the gate to the service lane does not ever appear to be closed. Close-by there is a car park for the dentist where the entrance is well protected by a motion sensor light, but a secluded recessed area in the side yard [72] between the dentists' building and the courthouse is a both a personal security and property security risk.

Similarly risky areas occur behind the shops [73], [74] on Princes Street where access to the rear yards is provided through unlocked gates, car ports and unfenced yards. Lighting in this area is poor to non-existent. The lane beside the Hapai Club is another example.

Landscaping [75] along the front of the Police station is beginning to become overgrown. Lighting under the entry canopy is not switched on. The entrance is not welcoming and expressive of being open for business. There are some opportunities here to smarten up the Police Station entrance and provide an example of good CPTED practices.

#### *Recommendations*

- (47) Request the owner of the property behind the Police station to secure the gates off the through road after hours. **A I**
- (48) Request the dentist to make the area between the north side of their building and the fence safe for public (and more secure for them) by clearing some of the shrubbery and installing a motion sensor activated light. Approach the Department for Courts to assist with tree maintenance in this area as required. **A II**
- (49) Request the owners of the properties [2 - 22] on Princes Street to check their rear fences and rear yard lighting and upgrade as necessary. This could be part of the "Safe Backyards" program it is suggested be promoted by Council. **A II**
- (50) Install a street light midway down the lane on the north side of the Hapai Club. **A II**
- (51) Encourage the Police to display exemplary CPTED practices by grooming the landscaping at the entrance to their building and turning on the lights under the entrance canopy. **A I**

#### **Block 'N': Frontage of Main Street from Royal Street to Pine Avenue**

This block is low risk and has no crime prevention concerns. Of course, if some of the premises had a better outlook and engagement with the street instead of having blinds, this would increase the sense of being alive and open for business as well as creating positives for crime prevention.

#### *Recommendations*

- (52) As part of the shopfront lighting program, recommendation (17), promote awards for shopfronts that assist with wider CPTED objectives by maintaining views in and out, natural supervision and positive engagement with the street.

**B II**

**Block 'O': Fergusson Drive, Wilson Street, Main Street.**

This block is generally low risk. There are no immediate problems in terms of entrapment spaces along the Main Street frontage. It has a significant green space [76], a centre service road [77] and a hotel [78]. Some of the premises along Main Street are arranged to provide good 'eyes on the street', notably Cobb & Co. restaurant [79] with its outdoor tables - perhaps one of the CPTED benefits of smoke-free legislation!

Lighting in the windows and under the verandahs of the real-estate agents benefit the streetscape. The Information Centre [80] has limited outlook onto the street due to posters and blinds in the windows and it is dark at night. The rear of I-Site [81] is also dark; floodlights do not appear to be working or are not connected to sensors.

The vehicle testing station [82] has excellent lighting which also benefits pedestrians using the service road. As with other blocks seen in this assessment, some of the rear of some of the premises along Main Street would benefit from being tidied up and protected with their own motion sensor activated lighting or the addition of some Council road lighting along the centre service lane.

The green open space [76] along Fergusson Drive is considered to be low risk. There are no adverse features, it is overlooked from Civic Buildings across the road and it is reasonably well lit at night as there is extra street lighting associated with the intersection. Trees and shrubs [83] at the south end have been trimmed to keep the footpath clear and to make it presentable to motorists on the road side. On the open-space side the same planting is not well presented and maintenance would be prudent for crime prevention purposes.

**Recommendations**

Recommendations elsewhere regarding shopfront lighting and engagement with the street applies equally for I-Site and some of the other premises in this block. Previous recommendations regarding lighting and tidying of rear yards also apply to this block.

- (53) Trim trees and shrubs along the south side of the green space along Fergusson Drive to create views under and between the taller trees and to prevent secluded spaces being formed beside the footpath. **AI**
- (54) Ensure that CPTED principles are taken into account from the earliest stages onwards for any development of the green open-space, given there is considerable pedestrian traffic from Main Street to the Civic buildings and car parks to the east. **CI**

**Block 'P': *Main Street from Gibbons Street to Royal Street***

Restaurants and takeaways [84] keep this block busy, alive and well lit. Some of the restaurants look out onto the street and in doing so they engage with it. There are no adverse CPTED features. When the premises are open for business the already reasonable street lighting is boosted by verandah and shop front lighting, helping to show this part of town is open for business.

## 4. OBSERVATIONS AND DISCUSSION

### 4.1 Summary of Physical Issues

This assessment area has several features of significance in relation to crime prevention.

Positive CPTED features of this assessment area are:

- a) Well lit streets and clear open spaces in the CBD area
- b) Generally open well lit car parks
- c) An increasing number of restaurants, coffee shops, takeaway bars and some other businesses that engage with the street by having clear tidy shopfronts that the proprietors and customers can see through, thus providing light onto the street and creating a sense of supervision and vitality; - many of the premises attracting customers for extended hours
- d) There is minimal graffiti
- e) A Community Patrol Group has been established and operates on Thursday, Friday and Saturday nights
- f) A local Council and Police who are open to considering and adopting a Crime Prevention Plan embodying CPTED principles as appropriate
- g) And to quote responses from the Community Survey; the CBD has:
  - "great, green open spaces,
  - wonderful recreational facilities
  - development in retail area
  - friendly atmosphere and community spirit
  - lovely floral displays
  - good accessible Police force"

which are all positive features that should be built upon and reinforced using CPTED principles.

Items that should be taken into account to reduce crime and the perception of crime when planning development of the CBD include:

- a) Applying CPTED considerations to the Main Street Program with the objectives of revitalising the inner city area as a safe and attractive place to go after hours to window shop, see street theatre, eat street food, takeaways, or dine in ethnic cafes (as has been achieved in Jackson Street Petone, parts of Newtown and Cuba Mall in Wellington. The inner city area could well benefit from a commercial theme for which Upper Hutt makes a name for itself and attracts

the widest cross-section of people to keep it alive for *everyone*; - not just the young car enthusiasts on Thursday through Saturday nights.

- b) Prime walkways and alleyways that could be made safer and feel safer to use.
- c) A significant number of safety risk areas on private/commercial property immediately adjoining public spaces having the potential to affect safety and security and the perception thereof.
- d) Some examples of where presentation, care and maintenance could be improved:
  - Lighting in rear service yards on private property
  - Maintaining lights in car parks
  - Unscreened, untidy service areas behind buildings
  - Abandoned shopping trolleys
  - Public furniture and fittings that are austere, robust and un-welcoming
  - A lack of 'fine things' such as works of art, flowers, intimate public spaces, drinking fountains, general beautification, places for informal use of outdoor space for relaxing, having lunch or coffee, pausing or meeting
  - Trimming back trees and shrubs to maintain clear sightlines for pedestrians and landscaping with CPTED principles in mind. Note that this not mean the wholesale removal of trees and shrubs, - to the contrary, more trees and shrubs can be planted but in ways that reduce risk.
  - Railway station and subway.

#### 4.2 Private Property Risk Areas

Dealing with safety and security risks on private/commercial property is a challenge because Council has limited jurisdiction over the assets it does not own. Approaches to landowners asking them to make security and safety improvements are expected to meet with resistance on the grounds of cost and inconvenience, perhaps disguised by claims that no such offences have occurred in the places in question. Even if offences haven't occurred yet, one should be vigilant to the fact that the 'ingredients' for offences are there nevertheless. If offences are 'foreseeable' due to the presence of these ingredients then there is a duty of care to take reasonable and practical steps to mitigate them.

Crime prevention measures must address potentially dangerous areas that seem isolated, or have entrapment areas, or are close to sources of pedestrians who are

impaired by alcohol, walking alone, or otherwise vulnerable. This philosophy is no different to being aware of the ingredients of other forms of risk in the urban landscape and putting risk mitigation measures into place. There are several such risky places within the assessment area shaded orange, that may well be on private property, although this is may not always be clear.

*Recommendations*

- (68) Include private property initiatives for safety and security improvements in the 'Safe Backyards' and other community CPTED programs.

**B II**

**4.3 Walkways and alleyways.**

Safe walkways are vital for promoting after hours community activity, preventing people being (or feeling) limited in where they can go, or avoiding the CBD due to personal safety concerns.

Footpaths, walkways and especially alleyways require specific and detailed CPTED treatment. If there is a clear demand for a shortcut it should be turned into a safe walkway (issues of easements and land ownership permitting). If for legal reasons a shortcut cannot be formalised, it should be made safe by securely and reliably blocking it off, e.g. by locked gates.

Pedestrian desire lines and walkways should be considered as part of any traffic planning carried out in the CBD. This planning should not focus on vehicle planning alone or the footpaths just alongside the roads. It should take into account the need for through-block pedestrian travel and opportunities to encourage people to stay and enjoy the CBD rather than to simply pass through it. This will mean considering what are the safest and most convenient alternatives for facilitating through-block movement. Alternatives may include consideration of safe open walkways, safe alleyways, and other alternatives such as promoting through-routes through shops and malls where available and useful for connecting parallel streets, car parks and other activity areas.

- (69) Take CPTED principles into account when planning for pedestrian and vehicular traffic, particularly in relation to pedestrian routes that are not the footpaths alongside the streets.

**B II**

#### 4.4 Lighting

Much of the light contribution in the assessment area comes from street lights. Their sodium lamps tend to distort colours as if one was wearing orange tinted glasses. The orange tinge and poor colour rendering associated with road lighting and lighting for security does not signal vitality or encourage it. Nor does it suggest 'quality space' in the ways that white light and sparkle promote vitality, quality and associated social supervision. White light is an excellent crime prevention tool.

Overall standards of lighting for safety and security cannot avoid reference to what is often poor or non-existent lighting on private property at or near the boundary with public space. Shortcomings in private sector lighting can have a significant adverse effect on perceptions of safety, security and amenity in the inner city area.

Under-verandah lighting is a useful way of providing uniform lighting of the pedestrian areas. There are several under-verandah lights installed in the retail area but the majority are not working. Activating under-verandah lighting poses several political and administrative considerations and challenges which include issues of who pays the power; where the power connections are made; ownership of cabling and demarcation points; obtaining consent from building owners; responsibility for maintenance; hours of lighting; and whether unflinchingly uniform under-verandah lighting is in fact desirable for aesthetic reasons, etc.

A number of local authorities have been investigating under-verandah lighting or have recently implemented it, usually in response to security concerns. In some cases there has been strong Police encouragement to upgrade as part of a general "lighting is good for security" approach, or to get better results from investments in CCTV, or because the public are prompted to ask for it by surveys with leading questions.

Alternatives to under-verandah lighting are street lighting, and lighting contained within shopfronts. Where street lights are above the verandahs they do not illuminate the footpath underneath. Street lights on the other side of the street may be useful for pedestrians provided they are powerful enough and not blocked by trees. Shopfront lighting can be very effective for raising light levels on the footpath. It has the added advantage of illuminating window displays which benefits both the owner and the passer-by. This could be achieved through the likes of a 'Great Shopfronts' program.

### Recommendation

(70) Develop a lighting strategy including:

- Lobbying building owners to be responsible citizens by installing new lighting or reactivating the lighting they already have installed. This could be part of 'Great Shopfronts' and/or the 'Safe Backyards' programs
- Developing a CPTED partnership with an electrical parts and services supplier or a DIY retailer, the objective being to have sensor lights or other lights suitable to the area requiring protection to be installed, perhaps with a subsidy from an energy trust or energy supplier to assist with the 'Great Shopfronts' and/or the 'Safe Backyards' programs.
- Providing incentives for lighting, for example leaving certain lights on after hours as consideration for having an advertising sandwich board, or café furniture or displays on the footpath. This could include verandah lighting, illuminated signs, spill-out or other internal display lighting (Great Shopfronts)
- Encouraging more use of motion activated sensor lights in rear yards.
- Appealing to a greater sense of civic responsibility within the private sector, facilitated by Council by means of the above mentioned 'Great Shopfronts' and/or the 'Safe Backyards' schemes.

**B II**

#### 4.5 Commercial Community Programs for CPTED

For safety and security improvements to be consistent across the CBD requires a partnership between Council, the Police and importantly the private and commercial landowners and occupiers. Harnessing the goodwill and co-operation of the private/commercial sector (who's properties have a considerable influence on the perception and the reality of safety and security in the area) will require programs to be developed for this purpose.

Some examples of commercial community programs with underlying CPTED objectives could involve:

'Great shopfronts': Encouraging retailers to develop their shopfront displays to be attractive to potential customers and passers-by while at the same time contributing light and vitality to the retail area. To 'seed' the project, professional window dressers could be engaged to help retailers 'make over' their shopfronts. Annual prizes, awards

and publicity could be provided with different categories of excellence, including CPTED factors. Once several participants are involved this may well attract visitors, much like whole streets attract visitors to see houses displaying Christmas decorations in December.

'Safe Backyards' programs that address issues of controlling access to risky areas, appropriate lighting (sensor or permanent), facilities for keeping items such as rubbish and pallets inside tidy, presentable and safe enclosures.

'Decorative projects' projects allowing community and service group participation involving the likes of: intense landscaped elements, children's play areas, a mural of the history of Upper Hutt (as has been done in Eastbourne), a dynamic sculpture which encourages observation and may even invite participation, etc.

Programs to encourage better behaviour from car enthusiasts, such as 'show n shines', 'parts swaps', driving skill events, etc. sponsored by the retailers of motor products in the area, but, *importantly*, available only to vehicles/drivers that have not been recorded by the Police or the Community patrols as having been involved in vehicle offences or misdemeanours in the area.

#### Recommendation

(71) Develop Community programs for CPTED designed to involve the commercial and private occupants in the area in safety and security improvements. **B II**

#### 4.6 CCTV

CCTV cameras may well be considered for the CBD area. Provided there are sufficient cameras, that the cameras are operated and monitored, and the system is properly maintained, it is possible to identify offenders and situations requiring intervention. Unless cameras are continuously monitored (at significant cost and with less efficiency than a person actually being out on the streets) there is no real *prevention* element. There is some deterrent value but it is not powerful, - many offences are in fact committed by persons whose judgement is impaired by alcohol and emotions to the degree that cameras make no difference. Furthermore, 'boy-racing' and tagging thrive on doing so cheekily and under the cameras in seemingly daring or risky circumstances. This is not to remove support for CCTV in vulnerable areas such as the railway station, underpass and bus stops, but to be realistic about

the expectations of what CCTV can achieve in outdoor public place environments. Consideration should also be given as to whether limited funding might go further, or give priority to implementing a more extensive list of enduring improvements such as those recommended in the Crime Prevention Plan in Section 5.

## 5. DRAFT CRIME PREVENTION PLAN.

A suggested Crime Prevention Plan is set out below for consideration by Council. Recommendations made throughout the safety assessment have been consolidated according to the priorities and complexity they appear to have. It is expected that Councillors and Council officers will assign their own priorities to refine this Plan in accordance with their own priorities and resources over the next three years or so, and would revalidate the Plan periodically.

### 5.1 Category A, Priority I, Recommendations:

Usually "quick fixes" i.e. simple and low cost; No significant policy implications; Mostly specific to the zone being assessed, i.e. "micro application"; Usually involves such things as lighting, barriers, landscaping maintenance, signs, etc.

Short time frame implementation. Urgent fixes where there is a substantial risk to safety and security. Ideally for implementation within three to six months, or sooner if urgent.

- (1) Install a sensor light above the fire escape door at the recess in the south west corner of the Civic Building. The light should be controlled automatically by a motion sensor or sunset switch. **A I.**
- (2) Maintain flax bushes and other planting in the vicinity of the car park entrance to H2O Xtreme. **A I**
- (3) Install a sunset switched light over the doorway in the south east corner of the Civic Administration to bolster the lighting among the trees beside the lane. **A I**
- (4) Fully repair the bollard lights in the lane between the Civic Building and the Civic Administration Building. Lamps should all be the same colour and wattage **A I**
- (5) Remove building materials and other such items that do not need to be left on the north side of the CAB. **A I**
- (6) Install a motion sensor activated sensor light to cover the recessed area on the north side of the CAB and the adjoining service area. **A I**
- (7) Trim shrubs at the top of the wall near the steps from the rear of the CAB up to the car park or replace them with more suitable species. **A I**
- (8) Generally tidy, and where needed, 'limb up' the trees and shrubs around the small park behind the CAB to improve sightlines into and out of the park from

- the car parks to the south and to the north, as well as from the rear of the CAB. **AI**
- (10) Install gates or other suitable screens between the air-conditioning structure and the library to eliminate the entrapment space that is presently there. **AI**
- (11) Replace defective lights behind the library and reinforce the procedure for regular checks and replacement. **AI**
- (12) Thin out and 'limb up' the trees and shrubs behind the library. The objectives are to: restore views out of the library onto the pathway; allow persons on the pathway to see and be seen from the road and car park to the east; and reduce seclusion of the gardens behind the library. **AI**
- (13) Screen off the entrance to the narrow passageway between the herb garden and the rear entrance porch of the library. **AI**
- (16) Tidy up the landscaping along the east side of the Brown Street footpath beside the railway line. **AI**
- (17) Check lamps in the mid car park behind the library. Replace faulty and ageing lamps. **AI**
- (18) Thoroughly trim and tidy the landscaping in the mid car park behind the library, at the northern end, including the boundary fence with the bus company park. **AI**
- (20) Open up the exit where the path from the railway station emerges into the mid car park, thus allowing pedestrians to see well in advance of travel. Recommendation (17) applies in relation to maintenance of landscaping at the south end of the bus depot. **AI**
- (22) Remove the low height barrier made from railway line at the station end of the path. **AI**
- (23) Request the bus company to generally tidy up, repair fences and make the depot more presentable; in accordance with the safety objectives of this area. **AI**
- (31) Trim landscaping in the centre of the car park (corner Russell Street and Fergusson Drive) **AI**
- (32) Relamp all lights on the poles in the car park (corner Russell Street and Fergusson Drive) **AI**
- (34) Request the building owner to complete securing the open passageway through the building at 198 - 228 Main Street. **AI**

- (36) Ask Hazelwoods if they would light up their display window along the north side of the lane. This would make the lane seem wider, and contribute significant lighting and interest while at the same time promoting their business. **A I**
- (42) Encourage the banks to regularly check and maintain their ATM security lighting. **A I**
- (47) Request the owner of the property behind the Police station to secure the gates off the through road after hours. **A I**
- (51) Encourage the Police to display exemplary CPTED practices by grooming the landscaping at the entrance to their building and turning on the lights under the entrance canopy. **A I**
- (53) Trim trees and shrubs along the south side of the green space along Fergusson Drive to create views under and between the taller trees and to prevent secluded spaces being formed beside the footpath. **A I**

## 5.2 Category A, Priority II, Recommendations:

Simple and low cost; No significant policy implications; Mostly specific to the zone being assessed, i.e. "micro application"; Usually involves such things as lighting, barriers, landscaping maintenance, signs, etc.

Medium term implementation ideally within six to 18 months;

- (14) Upgrade the soffit lighting at the entrance and along the ceiling of the entry passage to each of the library toilets. White light to a level of 300 lux or more would be ideal. **A II**
- (21) Upgrade lighting along the path from the station to the car park behind the library. This should illuminate the path and the areas on both sides of it, i.e. immediately inside the depot fence, and inside the railway line fence. **A II**
- (24) Work with the Regional Council to have the landscaping in the commuter car park maintained and new crime prevention signs installed. **A II**
- (28) Upgrade the background lighting in Thompson Lane by means of city street lighting. Sensor lighting should also be installed by building owners, not just to protect their properties from burglary, but to contribute to public safety given that the rear of their premises is unfenced and accessible to the public. **A II**
- (46) Request the owner of the building on the south side of the lane with the deep unlit entrance way to repair, if not install appropriate lighting in this risky area immediately off Lion Court Lane. **A II**

- (48) Request the dentist to make the area between the north side of their building and the fence safe for public (and more secure for them) by clearing some of the shrubbery and installing a motion sensor activated light. Approach the Department for Courts to assist with tree maintenance in this area as required. **A II**
- (49) Request the owners of the properties [2 - 22] on Princes Street to check their rear fences and rear yard lighting and upgrade as necessary. This could be part of the "Safe Backyards" program it is suggested be promoted by Council. **A II**
- (50) Install a street light midway down the lane on the north side of the Hapai Club. **A II**

### 5.3 Category B, Priority I, Recommendations:

Significant budget and resources; Moderate complexity with possible policy implications; Generally for wider application and where CPTED initiatives can be applied to benefit several present and future situations;

Short time frame implementation. Urgent fixes where there is a substantial risk to safety and security. Ideally for implementation within three to six months, or sooner if urgent.

- (9) Consider developing and implementing "A Guide to Landscaping for Crime Prevention Through Environmental Design". **B I**
- (29) Encourage all property owners off Thompson lane to tidy up the informal storage in and around their premises. Ideally, screened secured areas should be built to keep rubbish awaiting collection and other items such as pallets in a tidy presentable manner. This could be part of the suggested "Safe Backyards" program. **B I**
- (33) To make safe the recessed rear entry to the premises on the corner of Mumby Lane and Russell Street, a gate should ideally be installed by the owners, and as a minimum motion sensor operated lights installed. **B I**
- (31) Upgrade the lights in Central Court alleyway; ideally with white light. **B I**
- (38) Request the owners of the building with the access midway along Centre Court Lane to install a photocell controlled light in their doorway if the lane lighting upgrade does not cover this area sufficiently. **B I**
- (43) Develop and implement a strategy for CBD under-verandah lighting. **B I**

- (45) Upgrade the lights in Lion Court Lane; ideally with white light sources. **B I**

#### 5.4 Category B, Priority II, Recommendations:

Significant budget and resources; Moderate complexity with possible policy implications; Generally for wider application and where CPTED initiatives can be applied to benefit several present and future situations;

Medium term implementation ideally within six to 18 months;

- (15) Upgrade the male and female public toilets to the north of the library. **B II**
- (19) Avoid use of single, powerful lights on a small number of tall poles in preference to distributed lights with multiple lamps to reduce light loss with lamp failure. **B II**
- (25) Implement a short term, quick fix plan for dealing the rail underpass, i.e.:
- a) Keep the underpass clean with its regular high pressure washes, adding disinfectants if necessary.
  - b) Repaint the entire underpass structure in a light colour. Do not use murals. To manage graffiti, select a paint that can be quickly and easily applied - daily if necessary
  - c) Renew the grilles over the lights
  - d) Relamp the lights with higher wattage lamps
  - e) Upgrade the lighting at each end of the underpass at the ramps to achieve high levels (target 500+ lux) of white light in vandal resistant fittings
  - f) Install CCTV cameras out of reach and with institutional vandalism-resistant housings at each end of the underpass (at least four cameras will be required). Tranz-Metro Security have agreed that these extra cameras can be monitored by staff at the station along with the other cameras for the station
  - g) Implement a diligent daily inspection regime with provision to carry out an extra power wash if needed, and to paint out graffiti and make repairs the same day.
- B II**
- (26) Investigate longer term enduring options for safe and secure crossing of the railway line, for example, 'daylighting', controlled crossing. Apply CPTED principles to any new design. **B II**

- (27) Ideally the private accessway to the blind rear service yard behind the Chamber of Commerce should be gated off for the security of the public and that of all occupants of the adjoining buildings. Service yard lighting should be installed as a minimum. This could be part of the "Safe Backyards" program it is suggested be promoted by Council. **B II**
- (30) Develop and implement within the District Plan, standards for dealing with safety, security and presentation aspects of external storage areas that are visible and accessible to the public. **B II**
- (37) Consider repainting the walls at least on one side of Centre Court Lane in a light colour to reduce the sense of enclosure and help make the lighting upgrade more effective. **B II**
- (39) Gate-off both ends of the narrow alleyway between 145 and 147 Main Street. Gates should only be opened for maintenance purposes. This alley is potentially too dangerous to be left open even during the day. In the future, it may be possible to encourage large store owners to provide through-block/through-store thoroughfares to allow dangerous and exterior alleyways to be eliminated. **B II**
- (40) Consider development initiatives designed to attract and retain people in the inner city retail area. This will require specific urban design effort and may range from upgrading street furniture, introducing soft landscaping, things to encourage staying and watching (e.g. fountains and dynamic sculptures), providing shelter and kiosk vendors through to closing off the street to cars and creating a pedestrian mall. **B II**
- (41) Investigate protected enclosures for placing seating, tables, vendor trestles, etc. at appropriate locations on widened footpaths to bring all weather activity out onto the street. **B II**
- (44) Develop a publicity program with incentives for shopfront lighting designed to boost light levels in the central area and make it more interesting and lively for window shoppers and passers-by; e.g. 'Great Shopfronts'. **B II**
- (52) As part of the shopfront lighting program, recommendation (17), promote awards for shopfronts that assist with wider CPTED objectives by maintaining views in and out, natural supervision and positive engagement with the street. **B II**

- (68) Include private property initiatives for safety and security improvements in the 'Safe Backyards' and other community CPTED programs. **B II**
- (69) Take CPTED principles into account when planning for pedestrian and vehicular traffic, particularly in relation to pedestrian routes that are not the footpaths alongside the streets. **B II**
- (70) Develop a lighting strategy including:
- Lobbying building owners to be responsible citizens by installing new lighting or reactivating the lighting they already have installed. This could be part of 'Great Shopfronts' and/or the 'Safe Backyards' programs.
  - By developing a CPTED partnership with a civic-minded electrical services supplier or DIY retailer, the objective being to have sensor lights or other lights suitable to the area requiring protection to be installed, perhaps with a subsidy from an energy trust or energy supplier to assist with the 'Great Shopfronts' and/or the 'Safe Backyards' programs.
  - Providing incentives for lighting, for example leaving certain lights on after hours as consideration for having an advertising sandwich board, or café furniture or displays on the footpath. This could include verandah lighting, illuminated signs, spill-out or other internal display lighting (Great Shopfronts)
  - Encouraging more use of motion activated sensor lights in rear yards.
  - Appealing to a greater sense of civic responsibility within the private sector, facilitated by Council by means of the above mentioned 'Great Shopfronts' and/or the 'Safe Backyards' schemes. **B II**
- (71) Develop Community programs for CPTED designed to involve the commercial and private occupants in the area in safety and security improvements. **B II**

### 5.7 Category C, Priority I, Recommendations:

Significant to extensive budget and resource demands; Often complex and/or with significant policy implications;

- (54) Ensure that CPTED principles are taken into account from the earliest stages onwards for any development of the green open-space, given there is considerable pedestrian traffic from Main Street to the Civic buildings and car parks to the east. **C I**

**5.8 Category C, Priority II, Recommendations:**

Significant to extensive budget and resource demands; Often complex and/or with significant policy implications;

Medium term implementation ideally within six to 18 months;

*[No recommendations suggested in this category]*

*END*