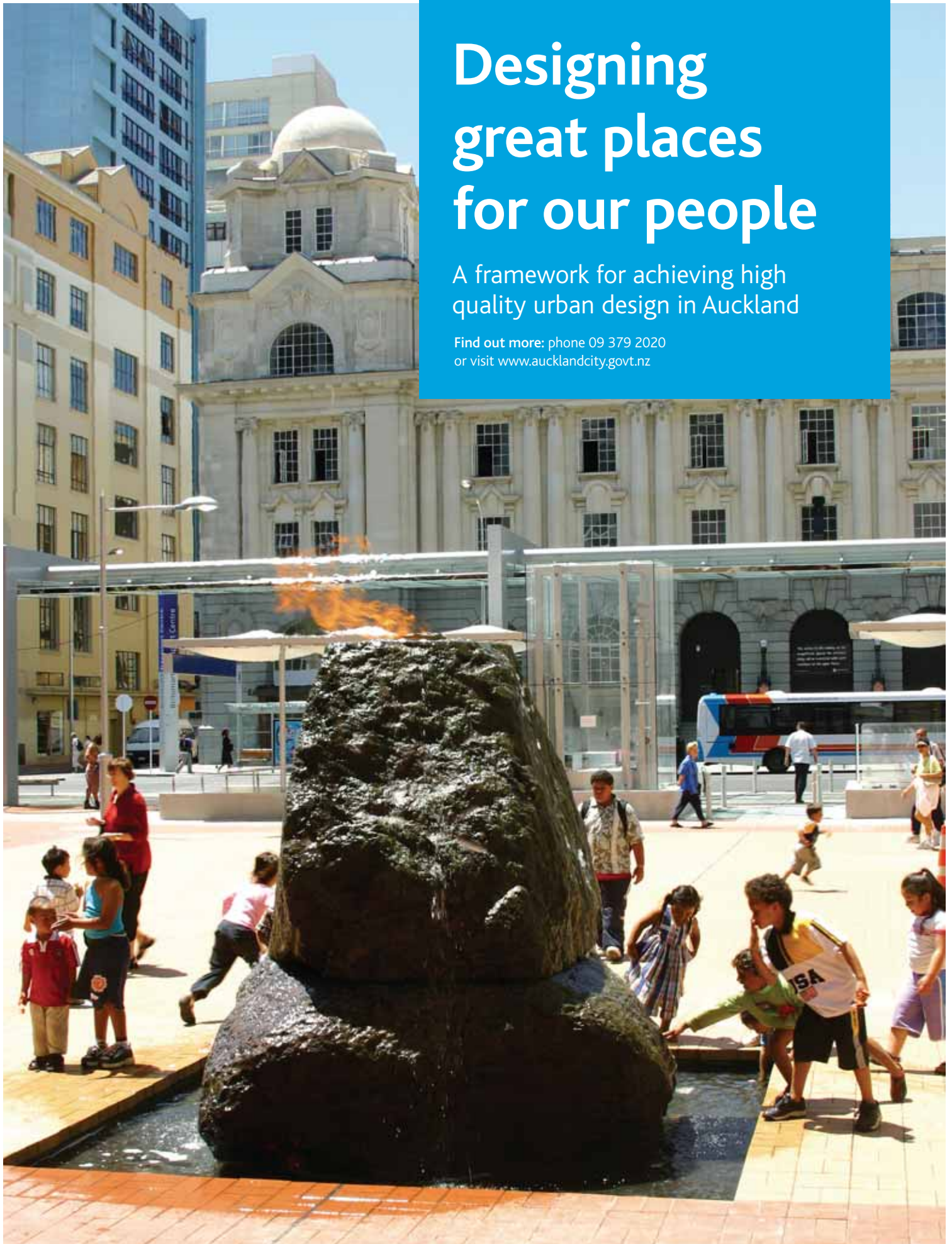


Designing great places for our people

A framework for achieving high quality urban design in Auckland

Find out more: phone 09 379 2020
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He Whakatauki

E kore e taea e te whenu kotahi
ki te raranga i te whariki
kia mohio tatou kia tatou.
Ma te mahi tahi o nga whenu,
ma te mahi tahi o nga kairaranga,
ka oti tenei whariki.
I te otinga
me titiro tatou ki nga mea pai ka puta mai.
A tana wa,
me titiro hoki
ki nga raranga i makere
na te mea, he korero ano kei reira.

A proverb

The tapestry of our sustenance and wellbeing
cannot be woven
by one strand alone.
Only by the working together of strands
and the working together of us all,
will such a tapestry be completed.
With its completion,
let us look at the good that comes from it
and in time
we should also look
at those stitches which have been dropped,
because they also have a message.

Author: Kukupa Tirikatene

Foreword



Places that we enjoy or admire tend to have common characteristics. More often than not, they are intuitive, safe, accessible and attractive, well thought out and well planned. Urban design, therefore, is not simply a matter of taste or style; it should be based on these objective, time-honoured principles of place making.

Successful cities around the world have also recognised that good urban design makes good business sense. Evidence is clear; well-designed and well-maintained buildings and places are more attractive to investors and visitors, and are safer and more cost-effective when long-term costs are taken into account. Hospitals that are well designed help patients recover their spirits more quickly, offices that are well designed have a happier and more productive workforce, schools that are well designed have lower levels of truancy, and better designed cities, streets and open spaces encourage more physical activity and facilitate social cohesion.

In response to public demand, Auckland City Council has embarked on a bold journey to transform the shape, form, function and feel of our city through a commitment to high-quality urban design.

Its strategy is simple – our urban design approach puts people first.

As William Shakespeare remarked, “What is a city but its people?”

The council’s citywide Urban Design Framework will be the platform upon which we build a great, sustainable and design-led city. It is comprised of four strands:

- it will eradicate outdated policies, plans and processes
- it will champion high-quality urban design outcomes and lead by example in terms of resources, expertise and built outcomes
- it will raise awareness of urban design issues affecting the city through public forums for debate
- it will recognise, celebrate and reward urban design excellence.

Now is the time to move ahead – to celebrate the start of Auckland’s design-led urban renaissance.

Determined investment in the urban design of today will be the heritage of the future.

Councillor Peseta Sam Lotu-iga

Chairperson of the City Development Committee
Auckland City Council
December 2007



Urban design goals for the city

This framework sets out how urban design will contribute towards achieving Auckland City Council's vision of Auckland as First City of the Pacific. From an urban design perspective, developing Auckland into a more exciting, equitable, prosperous and sustainable place in which to live, do business and relax requires:



Distinctive

a more distinctive city which reflects its tangata whenua, Maori, Pacific and multicultural identity and is visibly recognised as a city of the South Pacific



Sustainable

a more sustainable city where land use, the natural environment and the built form lead the way to a more sustainable city



Compact

a more compact city containing high-quality, compact, walkable, mixed-use environments that help reduce the need to travel long distances for everyday tasks



Beautiful

a more beautiful city where the design of our buildings and spaces (including ordinary, everyday spaces) contribute to creating beautiful places that are worthy of the truly unique and stunning city that is Auckland



Connected

a more connected city where people have a choice of transport options that are comfortable, convenient, efficient and affordable



Human

a more human city where our built environment is much more respectful of people and how we experience the city – giving people more priority over cars



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1 Introduction

“What is a city but its people?”

Shakespeare, Coriolanus

1.1 Purpose of this document

The role of this document is to clearly state Auckland City Council’s urban design aspirations and commitment to promoting and delivering on high-quality urban design.

The council has six outwardly focused strategic themes – transport choices, quality natural environment, lifestyle choices, quality built environment, strong communities and economic opportunities. A seventh theme – an efficient and capable council – focuses on how the council acts as an organisation to respond to people’s needs, provide strong leadership and be a responsible steward of resources.

Best practice urban design stretches across all of these themes. By its collaborative and integrative nature, it inherently delivers on the seventh strategic theme of an efficient and capable council. In relation to the six other themes, the framework sets out which of these is most strongly aligned with each of the urban design objectives identified in the urban design goals section of the document. In many cases, an objective is strongly applicable to more than one theme.

It is anticipated that the framework will:

- guide council staff and elected representatives to influence their future projects, plans and policies
- provide clarity to investors, developers and design professionals as to where the council is heading in urban design practice
- inform the public on how urban design can contribute to improving the city’s urban structure, form and the experience of living and working in Auckland.

This document is seen as the link between:

- the New Zealand Urban Design Protocol
- the Auckland Regional Growth Strategy
- the vision for the city contained within the council’s long-term community plan (LTCCP)
- the Auckland City Growth Management Strategy
- the Mayoral Task Force on Urban Design
- the Mayoral Task Force on Sustainable Development
- the council’s seven strategic themes
- the council’s sustainability framework.



Urban design is about encapsulating the essence of the city.

1.2 What is urban design?

Urban design is the multi-disciplinary skill of designing and arranging all the physical elements that make up cities to create harmonious, vibrant and successful places for people.

It is not simply about making places look good. Equally as important is ensuring that places work and function better for the people who use and inhabit them.

Cities are highly complex and consist of many different components – streets, open spaces, parks, reserves and buildings, with various uses from housing through to shops and businesses – as well as many diverse groups of people who use or interact with these.

Urban design practice is a conscious act of will, which considers the form, function and feel of places. It is primarily focused on understanding:

- the spaces and connections between neighbourhoods and buildings
- the relationship between buildings and spaces in terms of size, appearance and uses
- how the various elements of cities work together with a focus on the public realm
- how people interact and move through an area or place.

Most importantly, urban design is based on time-honoured objective principles of “place making” found in successful spaces around the world – not on subjective decisions around taste or style alone.

High-quality urban design is a key to creating sustainable cities and is proven to lead to economic, social, cultural and environmental wellbeing. Fundamentally, it is the glue that can hold the city together.



Urban design is the behaviour of working together to make better places and spaces for people.



Wynyard Quarter now.



Wynyard Quarter The Future: An example of the transformational role of urban design.

1.3 The national perspective

Urban design is of national importance to New Zealand, as demonstrated by the production of the New Zealand Urban Design Protocol.¹ Auckland City Council is a signatory to the New Zealand Urban Design Protocol and is therefore committed to raising the standard of urban design across Auckland. This document identifies seven essential qualities that create quality urban places, known as the "seven Cs", and these are used as an assessment tool when reviewing the council's significant capital works projects.

- **Context** – development that responds sensitively to the local social, cultural and environmental context in which it sits is likely to create a place that is valued and pleasing to the eye.
- **Character** – the best places are memorable, with a character that is distinctive and easily appreciated.

- **Choice** – places with a variety and diversity of uses will help to determine how frequented and successful a place is, as well as providing opportunities for all the community regardless of culture, income, age or physical ability.
- **Connections** – good connections enhance choice, support social cohesion, make places lively and safe and facilitate contact amongst people.
- **Creativity** – innovative and creative approaches add richness and diversity. They also turn a functional place in to a memorable place and help to support a dynamic urban cultural life.
- **Custodianship** – recognising the lifetime costs of buildings and infrastructure helps to create long-lasting and durable places that we can hand-on to future generations in as good or better condition than we inherited them.
- **Collaboration** – towns and cities are designed incrementally as we make decisions on individual projects. Good communications and collaboration are likely to improve the quality of those decisions.



Quality urban places tend to have common characteristics, for example Auckland Viaduct.

¹ Ministry for the Environment, "New Zealand Urban Design Protocol", 2005.

1.4 The value of urban design

Urban design is a significant tool for improving the quality of our city, but it is not just about creating places that are more attractive.

Ministry for the Environment research² shows that good urban design creates many economic, social, environmental and cultural benefits that can be defined and measured. It concluded that:

- good urban design can offer significant benefits to the community. Conversely, poor design can have significant adverse effects on the urban environment, society and economy
- while good urban design sometimes costs more upfront, this is not always the case. Moreover, long-term costs can be avoided
- communities value the better quality of life that good urban design can deliver. For example, well-designed schools assist in the educational achievements of pupils
- urban design can affect people's ability and willingness to undertake physical exercise. Good design can offer health benefits. For example, well-designed hospitals assist in patient recovery times and well-designed homes reduce the risks of ill health
- urban design can help make towns and cities safer and more secure
- urban design elements are interconnected and urban design is most effective when a number of elements come together (such as mixed-use, density and connectivity).

The above statements are further supported by the following international studies.

Facts and figures

- According to international architect Norman Foster, when considering the average costs of a building over a 25-year period, the physical envelope of the building comprises only 5.5 per cent of the total cost, whereas the costs of occupying the building represent 86 per cent of the total cost. His experience highlights that a small investment in design quality can quickly make a significant impact on this much larger percentage.
- A study for the Royal Institution of Chartered Surveyors in the United Kingdom carried out in 1997 estimated that more money (as much as £2 billion per year) is spent on treating illnesses arising from poor housing conditions, than is spent by local authorities on their own housing stock. National annual estimates of the increased costs associated with the 7.6 per cent of public sector homes considered unfit for habitation are £3 billion due to poor health, £1.8 billion due to increased crime and £120 million for the cost of fire services.
- An Urban Land Institute study of over 10,000 housing transactions in four pairs of housing developments in the United States revealed an average sales premium of \$20,000 or 11 per cent, on schemes upholding basic urban design principles.
- In 2002, a survey commissioned by the Commission for Architecture and Built Environment asked people various questions on the importance of quality designed buildings and places. An overwhelming response was received. The following figures summarise some of the findings of this survey: 77 per cent agreed people work more productively in well-designed offices and 70 per cent agreed well-designed schools improve children's education. Overall, 85 per cent of people agreed with the statement "better quality buildings and public spaces improve the quality of people's lives" and believe the quality of the built environment made a difference to the way they felt.



Urban design has a focus on the public realm – it's about creating places, rather than just spaces for us to move through.

² Ministry for the Environment, *Summary of The Value of Urban Design: The economic, environmental and social benefits of urban design*, 2005.



Sustainable development is development that meets the needs of the present without compromising the ability of future generations to meet their own needs. Brundtland Report, 1987

1.5 The relationship between urban design and sustainability

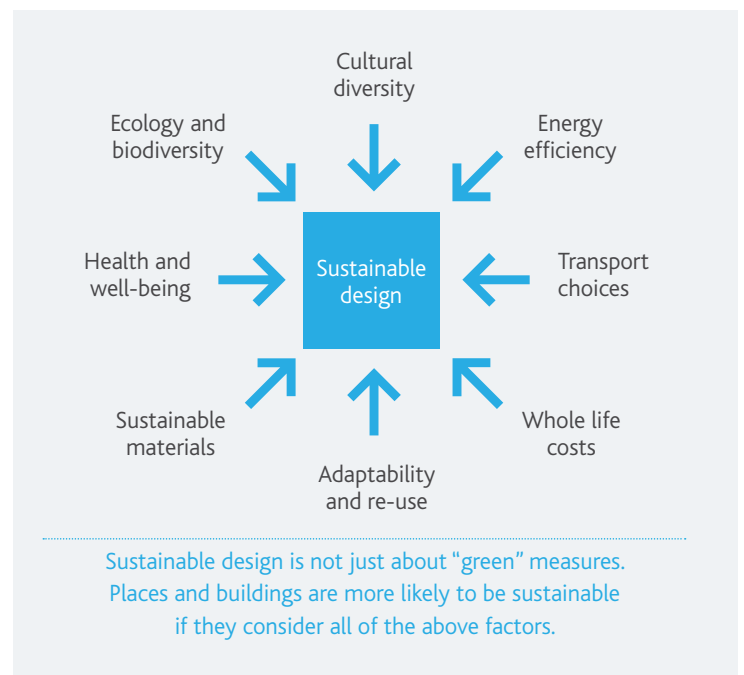
In common with many big cities around the world, Auckland is confronting the realisation that our current way of life is unsustainable in the long-term. We need to take positive action now to protect our physical environment and the communities in which we live.

Keeping Auckland's Future Bright is Auckland City Council's long-term plan for a sustainable Auckland city. It is our strategy for tackling the issues and challenges surrounding sustainability. It draws together a number of influences and programmes to provide renewed focus and direction on sustainability.

Sustainability is an over-arching concept incorporating economic prosperity, resilient communities, civic and social leadership, environmental stewardship, social cohesion and cultural diversity, now and into the future.

Urban design cannot attempt to tackle all these issues. It is, however, a major contributor and has a key role to play in achieving sustainable cities.

Urban design's main contribution to sustainability in Auckland will be in creating a more sustainable urban form for the city – more high-quality, compact, mixed-use communities with higher densities, served by better public transport, which will reduce the need to travel long distances.



The size, scale and orientation of buildings is also a key contribution towards maximising the amount of sun received by buildings (passive solar gain), reducing shading of buildings and the reduction of wind tunnels and other harmful micro-climates caused by inappropriately located buildings.

1.6 Auckland's special character

Auckland has a very special sense of place.³ It inhabits a narrow isthmus between two harbours, its natural landscape is dotted with iconic volcanic cones and features and its climate is temperate and moist.

In this physical environment, Auckland is maturing and consolidating as a city with a rich heritage and a developing, modern built form. It competes for economic and community prosperity with other Pacific Rim cities, which, like Auckland, are confronting the combined pressures of population growth, increased business and commercial activity, and heightened concern for the environment. Decisions to invest, visit or live in these cities are increasingly based on local conditions, including how they express the elements that make them distinctive.

To succeed in that competition, Auckland must express those unique elements that support its sense of place in the South Pacific.

Our seascape

The water brought people to Aotearoa and sustained them. The Manukau and Waitemata Harbours provided a strategic location for settlement. The Tamaki and Whau rivers, creeks and springs offered drinking water and the opportunity to navigate across land. The location continues to provide for the needs of Auckland's growing population.

Our landscape

The defining image of the city is our maunga, volcanic features, the Hauraki Gulf islands and our connection with the sea. Among these features are a multitude of hidden remnants of Auckland's natural landscape.

Our settlement patterns

The region's geography was used to strategic advantage by its first occupants, tangata whenua, who arrived by waka at the narrowest part of the Auckland isthmus, Otahuhu.

Once the Treaty of Waitangi was signed in 1840, colonial settlers equally responded to the city's topography.

From the "walking city" of the 19th century, early 20th century advances in mechanical transport (particularly trams) enabled Auckland to quickly spread and pay less regard to the constraints of topography. A series of unique urban villages was formed across the isthmus and is still evident today.

From the 1870s, ferry services overcame the physical constraints of the isthmus location and the lack of transport options to give access to the rest of New Zealand. With the advent of the private motor vehicle and investment in road infrastructure, urban development spread further. This technological advance precipitated the construction of motorways to provide for the city's growth.

Our cultural distinctiveness

Since the founding of Auckland about 160 years ago, the city's sense of place has been shaped by the shared experiences of Maori and European people. Now the influence of Auckland's multicultural communities make it distinctive. Auckland boasts one of the largest Polynesian settlements in the world and is home to more Asian people than any other city in the country. This heritage is reflected in our place names, language, architecture, traditions, ceremonies and celebrations.



Auckland's special character derives from its harbour setting, volcanic landscape, native vegetation and rich history of human settlement.

³ Auckland City Council, Sense of Place, 2001.

2 The issues for Auckland

Auckland faces some significant issues as it develops into a global city this century. Some of the key challenges and how the practice of urban design can respond are described below.

2.1 Global positioning

Auckland is increasingly competing on the world stage for a mobile, skilled workforce and for international investment. The city faces issues such as quality of transport infrastructure, rising housing and land costs and a growing shortage of skilled workers.

New Zealand's export performance has been poor over the last decade. The Auckland region's income per head is lower than comparative cities and is around 27 per cent lower than its Australian counterparts.⁴

Half of the nation's creative sector is employed in the Auckland region.⁵

Urban design has a key role to play in tackling some of these issues and promoting Auckland in the global market, through the manipulation of our physical environment. The city's economic success requires an excellent transport infrastructure and nurturing of a high-quality, exciting urban environment. Research has shown this is particularly important in attracting and retaining creative industries, which are increasingly playing a vital role in Auckland's economy.⁶ An increasing number of lucrative cultural and sporting events, such as the Rugby World Cup in 2011, will also help raise the profile of Auckland and attract significant numbers of visitors. This will help create a more vibrant and successful city.

2.2 A growing population

Auckland city's population is growing rapidly. On current projections, the city could gain 141,800 people over the next 20 years. That equates to about 20 new people each day. Two thirds of the city's growth is natural increase. This makes Auckland the third fastest growing city in Australasia.

The increasing cultural diversity that accompanies this growth has brought a new sense of energy and vitality. However, it has also increased the pressure on housing supply and affordability, and revealed some shortcomings in building processes and quality. Urban design has a key role to play in the provision of quality housing that must not only meet people's basic need for accommodation, but also the need for high-quality neighbourhoods that support the formation of robust and healthy communities.



“Creative industries help all cities to be more innovative and productive – spawning new products, services and jobs – and they also contribute significantly to the quality of place that attracts, retains and services other high-value activities.”

Greg Clark, Lead Advisor, City and Regional Development, United Kingdom Department for Communities and Local Government.



Auckland is competing with other Australasian cities such as Melbourne, which has become increasingly renowned for the quality of its public spaces.

⁴ Statistics New Zealand 2006, Auckland City Council, 2007.

⁵ Auckland City Council, *Blueprint – Growing Auckland's Creative Industries*, 2007.

⁶ “The Case for Auckland”, Committee for Auckland, August 2006.

2.3 Rising energy costs

Like many other major cities, Auckland is heavily reliant on fossil fuels. Failure to anticipate and adequately prepare for any significant price changes in fossil fuels could affect Auckland's position in the global marketplace and have greater consequences on our basic quality of life.

Urban design has a key role to play by providing a more compact urban form that helps reduce our energy consumption and helps to prepare for any significant changes in energy costs. This includes:

- reducing our dependence on the private car and the need to travel
- advocating for more energy efficient buildings
- advocating for the use of more renewable energy.

“The future of civilisation will be determined by its cities and in its cities. Today's cities are consuming three-quarters of the world's energy and causing at least three-quarters of the global pollution.”

Richard Rogers and Phillip Gumuchdjan, *Cities for a Small Planet*, 1997.

2.4 Car dominance

The second half of the 20th century saw massive growth for Auckland. An abundance of relatively inexpensive land together with cheaper cars and fuel saw the geographical area of Auckland grow massively with few constraints.

This has resulted in a relatively, low-density urban form to the city and region, with land uses separated and spread out which makes it difficult to provide efficient public transport. This can lead to congestion with its associated social and economic costs, together with the environmental and health impacts of pollution.

In Auckland, pedestrians are currently given much less priority than cars.

As places become less attractive to walk around, this can lead to serious health issues. Cardiovascular disease is the leading cause of death in New Zealand, accounting for 40 per cent of deaths annually (approximately 10,500).⁷ Obesity has also been linked to car-based suburban living.

Urban design has a key role to play by helping to create higher quality environments that support public transport and give pedestrians much greater priority. A more compact urban form where land uses and destinations are closer together will reduce our need to travel and can create environments where walking is considered a more attractive option. This can help to save energy and money, while improving the health of our population. Urban design can ensure that intensification can be achieved without loss of amenity and can increase variety and choice along with improved public space.



An issue for Auckland – addressing the imbalance between cars and pedestrians, while allowing us all to move around the city easily.

⁷ National Heart Foundation of NZ: www.nhf.org.nz/index.asp?pageID=2145831169.

2.5 Social equity

Rising land and house prices is also a concern facing most world cities and the ability to maintain affordable and high-quality places to live is an important issue.

Urban design has a key role to play in improving social equity through creating much higher density, mixed-use neighbourhoods that use land more efficiently and contain a greater choice of house types and tenures. The improved provision, location and quality of connections to key services – such as community facilities, open space and public transport interchanges – can play a significant role in addressing social inequality by promoting walking and improving access for those who do not have the use of a private car. Urban design can also encourage healthy environments inside buildings, by positioning them where they can maximise northern solar gain.

2.6 The natural and historical environment

The Hauraki Gulf, twin harbours and volcanic cones create one of the most dramatic settings for a city anywhere in the world. The fast pace of change in a growing city such as Auckland places both our natural environment and our built heritage under threat and we must take care to ensure we give protection to these important assets.

Urban design has a key role to play in helping to ensure that development responds much better to our natural and historic environment by exercising much greater quality control over the appearance and function of buildings. The appropriateness and quality of materials; the way the building is placed within the natural landscape and built environment; and how the building performs with regard to consumption of resources and production of waste are all issues that can be addressed through the application of good urban design principles and policies.

2.7 Maori perspective and sense of place

Auckland's distinctive Maori foundations have shaped the city and its sense of place over the last 1000 years.

Maori see themselves as belonging to the land, as opposed to the land belonging to them, and the natural environment plays a significant role in defining a Maori sense of place. Maori often use natural markers such as mountains, rivers and harbours to identify themselves as belonging to a particular area. This has implications for a Maori sense of place in an urban environment where many of these markers have been modified.

Urban design has a key role to play in:

- controlling and shaping development in order to protect and enhance this unique sense of place
- providing for people to see themselves reflected in their environment.

Urban design can advocate for greater collaboration in the decision-making process and promoting Maori perspectives to ensure that our city becomes more respectful of its distinct identity.



Moving Auckland forward – providing a range of housing types, respecting the character of our existing built environment, and encapsulating unique sense of place elements in our urban design. Top: Talbot Park, middle: Quay Street, bottom: Auckland Museum.



3 Urban design goals for Auckland

If the city is to respond to these issues from an urban design perspective, Auckland must become:

- 1 A more **distinctive** city which reflects its tangata whenua, Maori, Pacific and multicultural identity and is visibly recognised as a place of the South Pacific.
- 2 A more **compact** city containing high-quality, compact, walkable, mixed-use environments that help reduce the need to travel long distances for everyday tasks.
- 3 A more **connected** city where people have a choice of transport options that are comfortable, convenient, efficient and affordable.
- 4 A more **sustainable** city where land use, the natural environment and the built form lead the way to a more sustainable city.
- 5 A more **beautiful** city where the design of our buildings and spaces (including ordinary, everyday spaces) contribute to creating beautiful places worthy of the truly unique and stunning city that is Auckland.
- 6 A more **human** city where our built environment is much more respectful of people and how we experience the city – giving people more priority over cars.

These six interconnected goals set the urban design framework for achieving Auckland City Council's vision of First City of the Pacific. They will influence and guide the council's strategy.

Each of the goals contains a number of key urban design objectives. The following pages set out how each of these objectives specifically relates to and influences each of the council's six outwardly focused strategic themes. These themes are transport choices, quality natural environment, lifestyle choices, quality built environment, strong communities and economic opportunities.



Goal 1 – Becoming a more distinctive city

In order for Auckland to achieve the status of First City of the Pacific, it needs to celebrate and reinforce its unique points of difference. Encouraging and nurturing the creative industries through the provision of a high-quality built environment that is stimulating to work and live in will be one of the most powerful tools at our disposal to enhance the city's distinctiveness and competitive advantage.

Similarly, Auckland must also fully embrace its Maori heritage, bicultural foundations, current tangata whenua aspirations and place in the South Pacific.

It must progressively reflect these dimensions in its urban landscapes and built environments through uncovering, reinstating and interpreting sites of cultural significance. We all have a part to play in creating opportunities for a living tangata whenua, Maori and Pacific presence.

The **urban design response** is aspiring to become a more distinctive city which:

- reflects its tangata whenua, Maori, Pacific and multicultural identity and is visibly recognised as a place of the South Pacific
- is different to anywhere else with respect to its people, heritage and setting
- celebrates its natural point of difference in terms of nurturing creative industries
- protects and promotes its natural features and built heritage
- uncovers and celebrates past layers of settlement and meaning – such as the foreshore, headlands and significant trees
- seeks opportunities to promote a living tangata whenua presence in the city.



Queen Street nikau.



Kotuku Lights, Dion Hitchens. Glen Innes street feature.



New houses sympathetic to character home, Freemans Bay.

Urban design objectives In order to move towards a more distinctive city, Auckland City Council will:	Strategic theme					
	Transport choices	Quality natural environment	Lifestyle choices	Quality built environment	Strong communities	Economic opportunities
Objective 1.1 ensure that new development respects and protects distinctive landforms, key views, built heritage, water bodies and indigenous plants, animals and ecosystems		✓				
Objective 1.2 support and promote internal and external educational programmes that will advance knowledge and understanding of Auckland’s unique bicultural and Pacific heritage, together with its multicultural future		✓		✓	✓	
Objective 1.3 conduct audits of Auckland’s cultural and built heritage and natural features, to ensure their protection, preservation, reinstatement and/or enhancement as required		✓		✓	✓	
Objective 1.4 encourage significant new public and private projects to reflect Auckland’s unique bicultural heritage		✓			✓	✓
Objective 1.5 develop creative quarters with exciting and vibrant environments, in order to attract and retain highly skilled workers and businesses.			✓	✓		✓



A distinctive Auckland – a city with a built form that is as recognisable as its natural setting.

Goal 2 – Becoming a more compact city

The development of high-quality, compact, walkable, mixed-use neighbourhoods and town centres is fundamental to the creation of a compact city. While the city as a whole cannot become any smaller or larger than our current geographical limits, we can ensure that our city's neighbourhoods become more compact in form and uses are located closer together.

This means providing a wider range of housing types and prices at greater densities, together with a greater mix of uses and more employment opportunities within each neighbourhood, so that the need to travel long distances for everyday tasks is reduced. Design quality is a key issue and the challenge for our city is to create these higher density compact neighbourhoods while maintaining and raising the quality of how they feel and function.

Higher densities and compact form does not have to mean high-rise or town cramming. Even places with three and four storey buildings can provide the intense richness that makes them attractive to live in and to visit. European cities manage this in abundance.

The **urban design response** is aspiring to become a more compact city where:

- town and neighbourhood centres become thriving, vibrant, mixed-use centres – where walking is an attractive option
- people have a choice of living environments
- high-quality design allows people to enjoy high life quality within intensified neighbourhoods
- attractive public open spaces will compensate for the reduction in access to private open space that will occur with intensification over time
- access exists to a range of services, activities and transport options – from a thriving CBD and higher density town centres, to more traditional suburban areas.

Benefits of a more compact form of development include:

- more efficient use of land
- preservation of open space and healthier living
- the opportunity for greater housing choice
- the ability to provide more affordable housing
- supporting public transport services
- supporting retail, employment and recreation activities near housing – reducing the need to travel
- reducing traffic congestion, travel time and vehicle emissions
- reducing infrastructure costs
- reducing household travel costs.



Urban design practice can help create compact, walkable neighbourhoods with great spaces to meet and be part of city life. Top: Beaumont Quarter, middle: Viaduct, bottom: Freemans Bay.

Urban design objectives In order to move towards a more compact city, Auckland City Council will:	Strategic theme					
	Transport choices	Quality natural environment	Lifestyle choices	Quality built environment	Strong communities	Economic opportunities
Objective 2.1 promote an increase in density and intensity of use, in and close to urban centres and along major public transportation corridors – to offer maximum support for public transport	✓		✓	✓	✓	✓
Objective 2.2 develop high-quality, lively and attractive mixed-use neighbourhoods that contain a range of uses including conveniently located shops, places to work, community and leisure facilities – all within close proximity, to allow convenient access via means other than the private car	✓		✓	✓	✓	✓
Objective 2.3 raise expectations and standards of design and construction quality, to ensure higher density developments contribute positively to the creation of high-quality places			✓	✓	✓	
Objective 2.4 guard against inefficient use of land for inappropriate low-density development in key strategic locations	✓		✓	✓	✓	✓
Objective 2.5 deliver high-quality streets and other public spaces, to provide the recreational opportunities that will increasingly substitute for private space in the intensified city.	✓	✓	✓		✓	



A more compact city is one which has more space for public life, quality housing and a range of transport options. Left: Britomart Station, right: Addison Developments, Takanini.

Goal 3 – Becoming a more connected city

Getting around in Auckland has become more difficult with walking and cycling not considered to be very attractive options.

The ability to move around easily has huge implications on the quality of our lives. Good connections between the places we need to go to can save us time and money, improve our health and minimise the impact on our environment. Providing improved connections and access between places (particularly in the areas of public transport, cycling and walking between places) is therefore vital to the wellbeing of our city.

This can be achieved through:

- providing new and improved public transport routes
- reducing the size of urban blocks to make walking easier
- improving accessibility in the city through the design of roads and streets, to encourage alternative modes of travel
- concentrating land uses and neighbourhood facilities to allow people to visit more than one destination with one trip.

The **urban design response** is aspiring to become a more connected city where there are:

- a wide range of transport options, including high-quality, accessible public transport combined with safe, convenient walking and cycling routes
- direct, connected and appealing streets, cycling and pedestrian routes that exhibit high levels of natural surveillance and accessibility
- local services, shopping, employment areas, recreational facilities and open spaces located in places that are accessible to all – regardless of culture, age, income or disabilities.



A newly created mid-block street crossing, Queen Street.



Providing improved connections and access between places, Viaduct.



Everyone is functionally disabled at some stage in their lives.



Safe cycling routes around the city, waterfront.

	Strategic theme					
	Transport choices	Quality natural environment	Lifestyle choices	Quality built environment	Strong communities	Economic opportunities
Urban design objectives In order to move towards a more connected city, Auckland City Council will:						
Objective 3.1 advocate for a significantly improved public transport system (particularly rail provision) to improve connections and choice and to help regain public space	✓		✓		✓	✓
Objective 3.2 provide convenient crossing points across major roads or railway lines, to connect desire lines between key origins and destinations	✓		✓		✓	
Objective 3.3 encourage and help facilitate the creation of new connections through larger urban blocks and green linkages, to improve accessibility around the city – particularly by walking	✓			✓		
Objective 3.4 ensure that all new developments and buildings are designed with pedestrian safety and accessibility as key factors – maximising natural surveillance of public areas and routes, while providing clear and logical entrances.	✓	✓	✓	✓	✓	



An example of an attractive public transport system that regains public space and uses land more efficiently. Melbourne, Australia.

Goal 4 – Becoming a more sustainable city

Sustainability is not just about environmental concerns. Our future would be uncertain if we simply provide more green or energy efficient buildings, but fail to provide healthy communities in terms of social, economic and cultural wellbeing.

We therefore have to consider the full effects of our developments on our environment – not just how they perform in terms of use of energy and materials, but also how they affect our lifestyle, travel patterns and communities.

This means finding intelligent ways to accommodate growth that use our resources wisely and reduce our impact on the environment while helping to create healthy and sustainable communities. However, while urban design cannot tackle all of these, it can influence the way our land uses are located in relation to each other. This is a major influence on how we use the city and the effect that we have on our environment. We must also be aware of the consequences of climate change and the effect this could have on our city through issues such as rising sea levels.

The **urban design response** is aspiring to become a more sustainable city where:

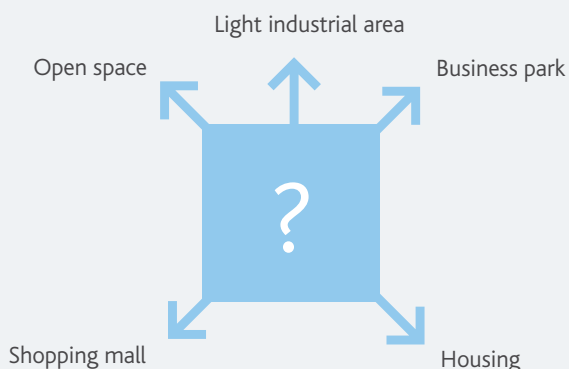
- the urban form and pattern of land use encourages more sustainable behaviour that minimises the impact of our lives on our environment
- buildings are fit for purpose, affordable and durable
- building and open space design and servicing infrastructure uses the very best of “green” technology
- the intrinsic value of our landscape and ecological systems is respected and enhanced.



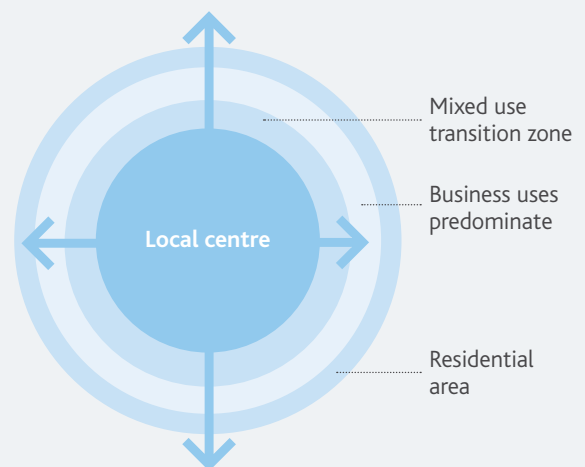
Making the most of street run-off. Sustainable design can be imaginative and fun.



Small details – making us aware of our environment.



Segregated uses require lots of trips between destinations, contributing to congestion and pollution. The role of our centres becomes uncertain as all the elements are sucked out.



A more vibrant and sustainable form results from blurring the distinction between uses and designing places that make walking between the different uses, to the local centre and bus stops or railway station, as convenient, safe and comfortable as possible.

Urban design objectives In order to move towards a more sustainable city, Auckland City Council will:	Strategic theme					
	Transport choices	Quality natural environment	Lifestyle choices	Quality built environment	Strong communities	Economic opportunities
Objective 4.1 ensure that all new developments (including buildings, open spaces, public realm and streetscapes) are designed to be more environmentally sustainable in terms of their function, design, construction, resource use, and long-term management – responding to Auckland’s unique climate in particular with respect to sun/shade, stormwater run-off, water and ecological systems	✓	✓	✓	✓		
Objective 4.2 advocate for the provision of a greater range of house types, tenures and affordable housing units within any new major residential development – to create more socially balanced and equitable communities			✓	✓	✓	✓
Objective 4.3 promote longer-lasting buildings that are adaptable and can more adequately respond to changing social, technological, environmental and economic conditions			✓	✓	✓	✓
Objective 4.4 raise awareness of best practice sustainability and urban design principles to demonstrate the wider benefits for individuals, communities and the city as a whole.	✓	✓	✓	✓	✓	✓



Nowhere is the implementation of sustainability more potent and more beneficial than in the city. In fact, the benefits derived from this approach are potentially so great that environmental sustainability should become the guiding principle of modern urban design.

Richard Rogers and Phillip Gumuchdjian, *Cities for a Small Planet*, 1997.

Goal 5 – Becoming a more beautiful city

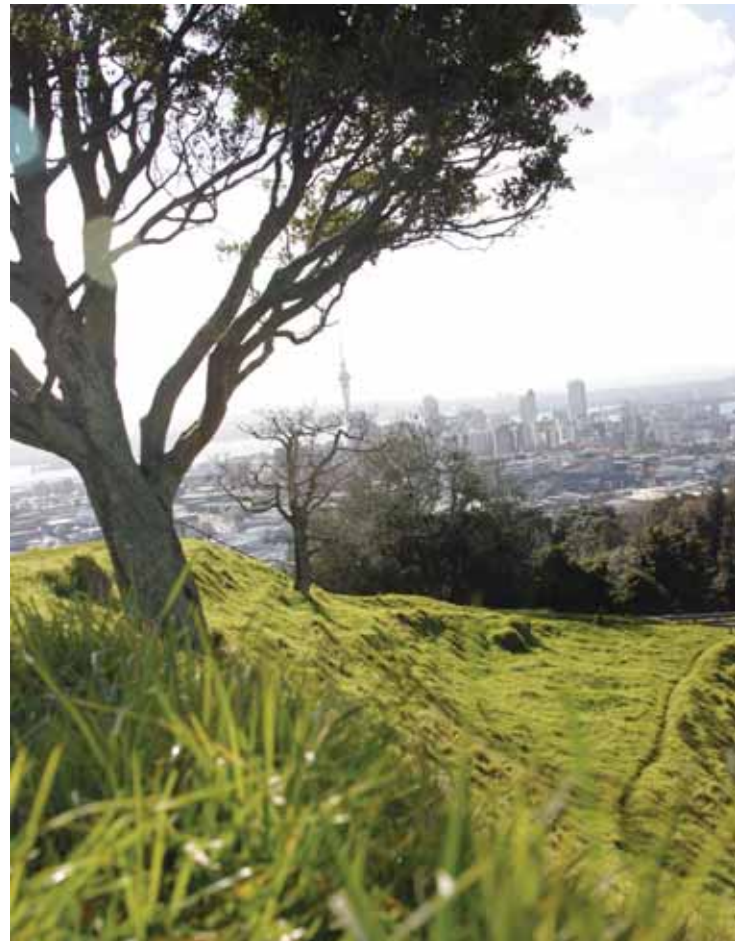
Auckland has a stunning and truly unique setting – the Hauraki Gulf, two harbours, volcanic cones with many beaches, natural bush and mountains within easy reach. It is has to be one of the most beautiful locations for a city in the world.

However, it is a commonly expressed view that its built environment does not live up to this setting. While there are some parts of Auckland that are valued for their character and beauty, many areas are compromised by inappropriate and sub-standard developments – with poor quality buildings that are visibly cheap or ugly and fail to reflect the beauty that is Auckland.

Beauty is a common expectation of monumental buildings or “special” places within the city. However, these make up a very small proportion of the whole city. The “ordinary” environment (the places and buildings which people occupy on a daily basis and which make up the greatest proportion of the city) should also reflect our distinctive and beautiful natural landscape.

The **urban design response** is aspiring to become a more beautiful city:

- where the design of our spaces and buildings (including ordinary, everyday parts of the city) create beautiful places worthy of our natural inheritance
- known for its excellent architecture, which draws its inspiration from our unique setting
- which celebrates its Maori, Pacific and multicultural identity
- which treats public art as an integral component of the urban environment.



A beautiful Auckland – one where we create new spaces and places to rival those we have inherited. Mount Eden Domain.



Millennium Bridge, Virginia King. Mission Bay.

	Strategic theme					
	Transport choices	Quality natural environment	Lifestyle choices	Quality built environment	Strong communities	Economic opportunities
<p>Urban design objectives In order to move towards a more beautiful city, Auckland City Council will:</p>						
<p>Objective 5.1 encourage the design of prominent buildings in our CBD and town centres to embody distinctive, high-quality architecture; and public buildings to set a high benchmark in civic, uniquely-Auckland design that works for Aucklanders</p>				✓		✓
<p>Objective 5.2 control the quality of all buildings that require consent (including ordinary, everyday buildings) to ensure that they respond appropriately to their context and contribute to the visual quality of their setting</p>				✓		
<p>Objective 5.3 encourage the use of design competitions or design assessment processes for all major projects in order to raise design quality</p>	✓			✓		
<p>Objective 5.4 ensure that all public infrastructure and public space (including arcades, through-site links, streets, footpaths, motorways, railways, associated bridges and structures) are designed as attractive elements in the urban landscape</p>	✓					
<p>Objective 5.5 include public art as a basic component of any street and public space upgrade in our CBD and town centres. Encourage large-scale private developments to contribute towards the provision of public art</p>				✓	✓	✓
<p>Objective 5.6 encourage the use of high-quality soft landscape both on and around buildings in order to create a greener and more beautiful city.</p>		✓		✓		✓



Britomart.



VIC with interior titled *TEATUBE*, John Radford. Western Park.

Goal 6 – Becoming a more human city

Auckland has an amazing sense of place and cultural history that is about people and how they have interacted with the landscape. Our built environment can help us reconnect with this history and enjoy our fabulous city on a personal level. However, unlike some of the great international cities, the pedestrian is not yet fully valued as the social, economic and environmental powerhouse of the city. Instead, the car is still perceived by many as this and subsequently the feel, the form and the design of parts of the city tends to reinforce this (for instance; overly wide road reserves, long waiting times for pedestrians at signalled crossings and overly generous radii at street corners).

The **urban design response** is aspiring to become a more human city where:

- the focus is on people and pedestrians – not the private motor vehicle
- people are encouraged to walk around without feeling intimidated by traffic
- high-quality, creative and exciting urban environments create places where people want to live, work and visit – encouraging people to stop and enjoy great spaces and places
- public spaces and transport modes that are attractive and work effectively for all in society including young, disabled and elderly people are promoted.



Reversing the psychology – people first, then cars.



Transport hierarchy – placing pedestrians first, then cycles, then public transport, with private vehicles at the bottom.



Mission Bay.



The recently upgraded Vulcan Lane, central Auckland.

	Strategic theme					
	Transport choices	Quality natural environment	Lifestyle choices	Quality built environment	Strong communities	Economic opportunities
Urban design objectives In order to move towards a more human city, Auckland City Council will:						
Objective 6.1 change the priority of streets and spaces through improved and more sensitive design, so that the pedestrian is given greater priority over the private car	✓		✓	✓	✓	✓
Objective 6.2 improve the design quality of streets to help them become social spaces for communities – where they are not treated solely as movement corridors but rather as three-dimensional spaces framed by buildings, trees and other elements		✓		✓	✓	
Objective 6.3 control and improve the quality of all buildings (including ordinary, everyday buildings) to ensure that their design is more respectful of people	✓		✓	✓	✓	✓
Objective 6.4 ensure that those parts of buildings that people experience at close range or low speed are detailed to provide a sense of human scale and visual richness.				✓		



Alfred Street, University of Auckland. Pedestrian priority has been given in this street recently by banning private motor cars. A student challenges a driver.



Alfred Street, University of Auckland. Students walking across red carpet.

4 Implementation

How we will do it

Auckland City Council has a number of implementation methods within its remit that cover the four following areas.

- 1 Leadership
- 2 Policy and regulation
- 3 Raising awareness
- 4 Recognition

The council will move towards the six urban design goals of a more human, distinctive, compact, connected, sustainable and beautiful city by using the tools available within these four areas.

This section sets out what the council is already doing with respect to urban design in these four areas and identifies a series of actions that will help us to achieve these urban design goals. This list of actions will be incorporated into an action plan, which looks more specifically at the delivery implications of these actions.

4.1 Leadership

We will lead by example in delivering quality urban design for Auckland.

What we are doing already

- **Ministry for the Environment's Urban Design Protocol:** Auckland City Council is a signatory to the Urban Design Protocol and therefore committed to urban design best practice.
- **Mayoral Task Force on Urban Design:** the council continues to work with the task force on issues relating to urban design and continues to report on progress against the action plan within the 2005 report "Designing Auckland: A springboard for action".
- **Urban design staff:** the council appointed an internationally recognised urban designer to champion the cause of urban design within Auckland and has 15 highly trained urban design staff working across key council areas – including transport, policy, consents, property, community development and CBD special projects.
- **Council capital works projects:** we are reviewing and assessing all council physical work projects against the Ministry for the Environment's "seven Cs" to ensure best practice urban design. This includes community facilities, buildings, open spaces and infrastructure.

- **High-level objectives:** the council's chief executive and all of the executive team have objectives in their personal development plans that relate to urban design.
- **Property Enterprise Board:** the council uses a forum of leading business people with skills in urban design, property development, investment, town planning and policy to provide us with independent expertise on demonstration and catalytic projects.
- **Tangata whenua:** we work with tangata whenua to embrace a bicultural perspective to urban design, supportive of indigenous cultural practices and kaitiaki responsibilities.
- **Key projects:** we will actively pursue the best possible urban design outcomes on key city wide projects through advocacy, negotiation and a strategic collaboration with key stakeholder partners to overcome any potential barriers to quality urban design decision-making.
- **Community involvement:** we involve the public in planning and urban design processes in their community in pursuit of a common vision.

What we will do

- **Demonstration projects:** we will undertake building projects, possibly with private or public stakeholders that demonstrate innovative, sustainable urban design as a model to the marketplace.
- **Catalytic projects:** we will undertake building projects in key locations (for example growth nodes across the city), possibly with private or public stakeholders, as a catalyst or "trigger" for regeneration.
- **Relationship building:** we will strengthen our existing relationships with all Auckland region territorial authorities, Auckland Regional Council, public bodies (including Ports of Auckland) and major infrastructure providers (such as Transit and Auckland International Airport Limited) to address urban design issues at the regional scale and at city boundaries.
- **Advocacy on legislative change:** we will advocate to central government for appropriate legislative change to remove existing hurdles and enable further statutory tools, for realising positive urban design outcomes (including tools for comprehensive urban regeneration projects).
- **Initiate the "urban design wins" programme:** we will identify and target projects in the short, medium and long term that can transform the physical environment.

4.2 Policy and regulation

We will have a design-led focus to policy and regulation.

What we are doing already

- **Urban design panel:** the council uses a body of independent, built-environment professionals to review and give input on all CBD development and a significant amount of development in the isthmus and Hauraki Gulf islands.
- **Area planning:** we tailor urban design responses to an area, based on its specific context and character. Current examples of this include the central area's quarter plans, together with liveable community plans, business precinct plans and centre plans in the isthmus. We anticipate area planning having an even stronger design focus in the future.
- **Design-led plan changes:** we notify district plan changes containing urban design related objectives, policies and design assessment criteria.
- **Officer panel:** recent investment and improvement of our in-house urban design capability has meant that we are now able to review proposals that would otherwise have been viewed by the urban design panel. An officers' panel meets weekly to discuss and debate key projects.

What we will do

- **Strategic themes:** we will ensure that the emerging strategic themes (economic opportunities; lifestyle choices; quality natural environment; quality urban environment; strong communities; transport choices; an efficient and capable council), which are the council's seven primary strategies under our city vision, reflect the goals and objectives set by this framework.
- **District plan:** we will notify a new district plan for the isthmus in 2009, informed in part by this framework. It will have a strengthened design focus that includes further urban design related objectives, policies, rules, design assessment criteria and statutory design guides.
- **Spatial master plans:** we will investigate using spatial master plans that are tailored to the land use and urban form needs of the city's neighbourhoods. These master plans will set out proposals for buildings, spaces, movement and land use in three dimensions. They will also contain an implementation strategy.
- **Key site briefs:** we will ensure that key strategic sites within the city (including, but not limited to, council-owned sites in sensitive or prominent areas) have developed briefs that encapsulate urban design objectives for any future redevelopment.
- **CBD urban design framework:** we will publish an urban design plan for Auckland's CBD that is tailored to its specific character and context.

4.3 Raising awareness

We will promote, inform and disseminate information of best practice urban design.

What we are doing already

- **Pre-application meetings:** the council makes urban design staff available for urban design input to development proposals prior to applying for resource consent.
- **Regional urban design forum:** Auckland City Council provides administrative support to AUDOG (a regional urban design forum),

which shares and disseminates best practice between territorial local authorities (TLAs) in the region.

- **Professional bodies:** we work with and support the endeavours of built-environment professional institutes to raise awareness and discussion on urban design issues facing the city.
- **Mayoral conversations:** we host a series of presentations and seminars by New Zealand and international professionals to promote, inform and learn about challenges and solutions through quality urban design.
- **Training:** we have regular, short training courses on urban design for staff and elected members.
- **Design competitions:** we use design competitions for significant public developments to engage the public, design professionals and students in a discourse on urban design and to realise superior design outcomes.
- **Staff scholarships:** we support key staff to undertake professional urban design education and encourage internships for talented students to receive practical expertise while they carry out their studies.

What we will do

- **Non-statutory design guidelines:** we will publish guidelines to raise awareness and educate private development on how to achieve high-quality urban design. These guidelines may relate to developments within specific areas of the city (such as town centres and industrial areas) and to certain development types (such as tall buildings and big box retail).

4.4 Recognition

We will recognise and celebrate best practice urban design.

What we are doing already

- **Mayoral urban design awards and the Property Council Awards:** the council sponsors these annual awards, which recognise developments exhibiting exemplary urban design.
- **Cultural landscapes:** we work with the range of regionally significant iwi to identify, protect, interpret and celebrate sites and areas that are significant as repositories of memory, are culturally significant and important in the appreciation of our urban landscape.

What we will do

- **Exemplar projects publication:** we will release a publication showcasing Auckland developments (individual projects, streetscapes, open spaces and other constituents of the built form) that demonstrate best practice urban design.
- **Pre-lodgement "fairwinds process":** building on the success of the streamlined consenting process, which recognises good planning practices, we will develop and initiate an innovative pre-lodgement system. This will provide an incentive for applicants to produce high-quality urban design outcomes by scoring applications against agreed urban design principles. The proposals that "pass" will be fast tracked through this streamlined process. Proposals that fail to reflect urban design excellence will need to be re-designed, or follow the current statutory processing time frames.

5 Appendix

Relevant policies, plans and strategies

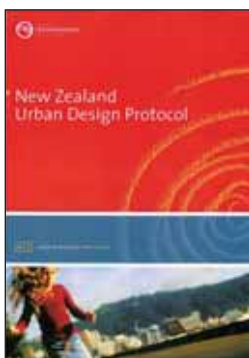
The urban design framework sits within a context set by a number of higher-level documents at the national, regional and local level. These documents are listed in this appendix. Council documents that have a strong relationship to the delivery of good urban design outcomes are also listed.

New Zealand Urban Design Protocol

Auckland City Council is a signatory to the New Zealand Urban Design Protocol, a national document that:

- outlines urban design's importance in New Zealand
- describes seven qualities that are essential to creating successful New Zealand towns and cities including context, character, choice, connections, creativity, custodianship and collaboration (referred to as the "seven Cs").

The urban design framework demonstrates Auckland City Council's commitment to this document and interprets the "seven Cs" in an Auckland context.



Auckland Regional Policy Statement

The Auckland Regional Policy Statement sets out the Auckland Regional Council's policy for promoting the sustainable management of natural and physical resources in the region. Proposed "change six" to the statement has introduced a number of urban design-focused strategic policies.

Mayoral Task Force on Urban Design

In May 2005, an urban design task force appointed by the mayor, with members representing key influencers in the built-environment industries, released the report "Designing Auckland: A springboard for action".

The task force called for a "design-led transformation" of Auckland, to which end it identified measures including:

- creating memorable places and spaces
- being clear about the big picture
- rebuilding a can do, design-led council organisation.

The urban design framework is one of many actions Auckland City Council is taking to respond to those clear messages.



Growth management policies

Both the Auckland Regional Council's and Auckland City Council's strategies for growth are based on a "compact city" approach. Key features are that growth will be managed by promoting high-quality, compact urban environments that are linked by public transport and focused around town centres with a variety of housing, jobs, services, business development areas, and recreational and other activities.

The urban design framework contributes to these documents by describing what quality urban living can look and feel like as we manage the change from suburban to urban form.

CBD into the Future strategy

The CBD into the Future strategy is the guiding document for the transformation of Auckland's CBD. It sets out a bold and ambitious vision for the CBD as one of the world's most vibrant and dynamic business and cultural centres. Good urban design is essential to achieving this vision. It will help to create a city centre that is exciting, memorable and prosperous.

Keeping Auckland's Future Bright

Keeping Auckland's Future Bright is the council's sustainability plan. As with the urban design framework, the sustainability plan informs the council's seven strategic themes and contains overarching goals addressing the key challenges for the council and for the city. Following each goal, the plan defines relevant themes, issues and a response in the form of clear targets supported by specific actions which draw together existing work in progress, as well as new or proposed work.

CBD urban design framework

The CBD urban design framework is tailored to the particular urban design context of Auckland's CBD. In contrast to the urban design framework document for Auckland, which sets out high-level urban design goals for the whole city, the CBD urban design framework is place-based and tied to the unique character of our central area.

Places for people, Places for nature

As with the urban design framework, "Our Collective Taonga: Places for People, places for nature" is a direction-setting document focused on the future improvement, protection and management of Auckland's open spaces. The directions the document sets down are carried through to six action-oriented plans at various stages of development including:

- parks plan
- urban forest plan
- volcanic landscape plan
- streets and town centres plan
- Hauraki Gulf islands plan
- coasts and beaches plan.

The urban design framework supports the open space framework and its six associated plans by setting out urban design goals for Auckland's urban form that are broadly applicable to the development of our open spaces.

Sense of Place

Auckland City Council's 2001 document *Sense of Place* sets the context for distinctive elements that can be used to strengthen the city's character and generate a sense of place. It aims to show how a sense of place can be used to create a distinctive, vibrant and mature South Pacific city. It investigates sense of place philosophies and principles relevant to Auckland, and provides guidance on how these can be incorporated into the planning, design and management of public spaces. This design guide is a practical realisation of the urban design framework goals – in particular, becoming a more human, distinctive, sustainable and beautiful city.

Other Auckland City Council documents

The following council documents either have a central relationship to, or are strongly associated with, delivering urban design outcomes.

CBD-focused

- *Auckland Waterfront Vision 2040*
- *Auckland CBD public activity strategy*
- *Central area access strategy*
- *CBD public art work development plan*
- *CBD public open space plan*

Citywide

- *Arts Agenda*
- *Auckland city events strategy*
- *Blueprint: Growing Auckland's creative industries*
- *Cycle and walking framework*
- *Development with Vision policy*
- *Disability framework for action*
- *Essentially Waiheke*
- *Footpath policy*
- *Kerb and channel policy*
- *Mainstreet policy*
- *Pedestrian lighting guide*
- *Positive Ageing in Auckland*
- *Recreation precincts strategy*
- *Te Aranga – Maori cultural landscape strategy*
- *Youth action policy*

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Key stakeholders

Auckland Regional Council, Auckland Regional Transport Authority, Transit New Zealand, Ministry for the Environment, The Mayor, Task Force on Urban Design, Ngati Whatua

Photo credits:

Cover image: *Te Ahi Ka* (Fire Boulder), Ngati Whatua Artists in collaboration with Jasmx and Mario Madayag Architecture – QELL Square, OgilvyMetro; **Contents:** top left: Apartments, Matt Riley; top right: Apartments, McConnell Property; middle left: *Kotuku Lights*, Dion Hitchens – Glen Innes, Matt Riley; bottom right: Street scene, Matt Riley; bottom left: Grey Lynn Community Centre, OgilvyMetro; **Page 1:** top: Walking along beach, OgilvyMetro; top left: *Te Waharoa O Aotea*, Selwyn Muri – Aotea Square, OgilvyMetro; top right: Mission Bay, OgilvyMetro; middle left: Apartments, Matt Riley; middle right: Viaduct, OgilvyMetro; bottom left: Freebus, Sydney Struwig; bottom right: Street scene, OgilvyMetro; **Page 3:** Cityscape at night, Alistair Ray; **Page 4:** top: Rugby game, Knut Pinto-Delas; middle: Wynyard Quarter, OgilvyMetro; bottom: Artist impression of Wynyard Quarter, Auckland City Council; **Page 5:** Viaduct, OgilvyMetro; **Page 6:** Queen Street, OgilvyMetro; **Page 7:** Viaduct, Knut Pinto-Delas; **Page 8:** top: Beach scene, OgilvyMetro; middle: Westhaven Marina, OgilvyMetro; bottom: Mt Eden, OgilvyMetro; **Page 9:** top: Freyberg Square, Knut Pinto-Delas; bottom: Melbourne, Matt Riley; **Page 10:** top: Cars at port, OgilvyMetro; middle: Pedestrians, OgilvyMetro; bottom: Traffic, OgilvyMetro; **Page 11:** top: Talbot Park, Housing New Zealand Corporation; middle: Quay Street, OgilvyMetro; bottom: Auckland Museum, OgilvyMetro; **Page 12:** View towards the city, Knut Pinto-Delas; **Page 13:** Cityscape, OgilvyMetro; **Page 14:** top: Queen Street Nikau, Alistair Ray; middle: *Kotuku Lights*, Dion Hitchens – Glen Innes, Matt Riley; bottom: Housing, Freemans Bay, Matt Riley; **Page 15:** Rangitoto, Matt Riley; **Page 16:** top: Housing, Matt Riley; middle: Marina, OgilvyMetro; bottom: Housing, Matt Riley; **Page 17:** left: Britomart, OgilvyMetro; right: Housing, McConnell Property image 050907 ADD Addison Commons; **Page 18:** top: Queen Street, Alistair Ray; middle: Viaduct, OgilvyMetro; bottom: Cycling, OgilvyMetro; **Page 19:** Melbourne, Knut Pinto-Delas; **Page 20:** top: Foot, Knut Pinto-Delas; bottom: Drain, Knut Pinto-Delas; **Page 21:** Fog over Auckland, Alistair Ray; **Page 22:** top: Mount Eden Domain, OgilvyMetro; bottom: *Millennium Bridge*, Virginia King – Mission Bay, OgilvyMetro; **Page 23:** left: Britomart, OgilvyMetro; right: VIC with interior titled *TEATUBE*, John Radford – Western Park, Sydney Struwig; **Page 24:** top: Traffic sign, Knut Pinto-Delas; bottom left: Mission Bay, Sydney Struwig; bottom right: Vulcan Lane, Alistair Ray; **Page 25:** left: Alfred Street, Knut Pinto-Delas; right: Students walking across red carpet, Auckland City Council.

To obtain further information regarding urban design, contact the urban design group on 09 379 2020, visit www.aucklandcity.govt.nz or email urbandesignconservations@aucklandcity.govt.nz

