

Ōtāhuhu station – design to prevent crime

[00:16] - Amir Kayal

Today, we are at Ōtāhuhu Station Interchange, which is a bus and train facility.

Over the past couple of years, the population was growing and the demand for public transport and better facilities in Ōtāhuhu town centre was growing.

To meet the growing demand for public transport and make it easier for people to transfer from trains and buses in Ōtāhuhu town centre, we needed to build a new facility.

The design team engaged with mana whenua to find out the history of the place and be able to find narratives that they can embed into the design, which are reflected in different aspects of design elements in this facility.

[01:03]

It was important for the design of the facility to include best practice crime prevention guidelines.

When you approach the building entrance, you can see that the entrance is quite open. You can't miss it.

The side of the building entrance is glazed so people can have visibility when they're approaching the building or when they want to exit from the building.

They can also have visibility on to the bike parking, which is to the right of the building entrance, so when they're arriving or departing, they can see if somebody's approaching or not.

[01:35]

Once you enter into the building, you can see the stairs and they're located quite prominently in the centre of the building.

You have clear visibility on to the stairs.

The lift is pushed back, so you have enough room for people to walk around the entrance, but in a location that people coming into the lift or exiting from the lift have clear visibility on to the building entrance.

[02:01]

To help people navigate the facility, the signage is provided quite closely to the entrance of the building.

You can find your way around to the lift, the stairs or even toilet facilities.

Providing enough wayfinding and signage within the facility will help people to navigate on the entrance towards the platforms they want to go and take the services to their destination.

It will give them confidence in navigating through the space so don't feel lost.

I'll say if they're new to this building, they can easily find their way around.

[02:35]

Ticket vending machines and help buttons are located quite closely to the building entrance, so people who need to load their HOP cards or if they need assistance, they can find it quite easily at the entrance of the building.

[02:50]

People can arrive at this facility with their bikes and they can take the bikes on a train.

To help those people navigate the stairs, we provided a wheel ramp on the stairs so they can push the bikes up and down and go towards the train.

[03:07]

It is important that people can find a way from this facility to the town centre.

That's why the footpath connecting the station to the signalised crossing is generous and provides some opportunities for sitting, having some casual interactions for people, or those who need to take a breath before they continue the journey.

The route is also well lit, so it will help with people navigating and finding their way from or to the station at night to feel safer and be able to see their surroundings.

The landscaping around the footpath is so that it does not block the visibility while maintaining a good feel and look.

[03:50]

Bus platforms are shelters to provide better protection for people waiting for the next journey.

There is lighting at night. The glazing on the sides and front of the panels provide visibility towards the coming services.

Also, it will help people to see who is around and avoids having blind spots at the corners.

People can pay for their journeys on buses at each bus, but it is different for trains. You have to pay before you get onto the platform.

For that reason, gate lines were installed a few years ago, so people entering onto the platforms have already paid.