AMANZIMTOTI CBD
NODE REGENERATION PLAN

VISION AND CONCEPTUAL FRAMEWORK REPORT
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INTRODUCTION

Project Background
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1.1 PROJECT BACKGROUND

IYER Urban Design Studio, have been appointed by the eThekwini Municipality to provide professional services to undertake the Amanzimtoti CBD Node Regeneration Plan.

This report represents the Phase 2 – Vision and Conceptual Framework Phase for the project. This phase is a very important phase within the project programme as it translates the findings from the previous phase i.e. the Status Quo phase into a vision for the area and ultimately an urban renewal strategy in the form of a conceptual framework plan for the Amanzimtoti study area.

1.2 PURPOSE AND OBJECTIVES OF THE PROJECT

The primary purpose of this project as indicated in the status quo report, is to develop a strategy to address the urban decay and the economic decline that has taken place within the historical Amanzimtoti Town Centre. An urban renewal plan is required to inform and coordinate the upgrading and redevelopment of the Amanzimtoti Town Centre, and importantly if necessary re-assess its role in the wider eThekwini Municipality and region.
1.3 REPORT OBJECTIVES

The overall objectives of this phase and in particularly this report are;

- To provide a synopsis of the key issues based on the emerging themes identified out of the Status Quo Assessment – The Development perspective.
- To understand the changing role of Amanzimtoti and in particular, understanding and responding to the needs of current users of the centre,
- To develop a vision and philosophical position for the Amanzimtoti Study area based on the findings of the Status Quo Assessment and issues emerging out of the participation exercise thus far;
- Translate the vision into an urban renewal strategy and a conceptual plan for the Amanzimtoti study area.

Figure 1: Amanzimtoti study area
1.4 REPORT STRUCTURE

The report is structured in terms of the following sections; after this introductory section,

- **SECTION 2 – Development Perspective Phase** - This section outlines the key issues that emerged out of the status quo phase that forms the basis of a strategy for the study area.

- **SECTION 3 – The Changing Profile of Amanzimtoti** - The focus of this section will be to outline the changing role of Amanzimtoti and identifies the catchment population and their needs. The section will also concentrate on how best to serve the needs of the users of the area.

- **SECTION 4 – Vision And Philosophical Approach** - This section outlines the vision and philosophical approach underpinning the urban renewal strategy for the study area.

- **SECTION 5 - Towards an Urban Renewal Strategy** - This section outlines the conceptual framework in detail, together with precedent images and artist impressions that will demonstrate the potential impact of portions of the strategy.

- **SECTION 6 - Visualisation** - illustrates 3D artistic impressions of the overall conceptual framework.

- **SECTION 7 - Conclusion** - This section provides concluding statements. Following the conclusion, are the Annexures, which comprises:
  - Annexure A - The Traffic, Transportation and Infrastructure report which outlines the implications of the strategy on the existing infrastructure and possible remedial work that could be undertaken in the short, medium and long terms.
  - Annexure B - The detail site reconnaissance exercises undertaken by StratPlan for the Umgagbaba, KwaMakhutha and Isipingo areas in terms of understanding the needs within the catchment.
DEVELOPMENT PERSPECTIVE

Introduction
Policy-Regional Findings
District-Secondary Findings
Local-Primary Findings
Conclusion
The Status Quo identified a number of key issues from the various sectors namely, economic, environment, spatial, traffic and infrastructural. Whilst all these issues are important, a set of key issues have been extracted and synthesised to guide the spatial strategy for Amanzimtoti.

Some of the issues in the Status Quo study were identified by the different sectors as well as being cross-cutting within the various scales such as regional, district and local. Therefore in formulating the Development Perspective, only the key strategic issues have been identified.

These key issues are listed within this section according to the various scales ranging from Regional, Policy, District, Secondary, Local, Primary – i.e.: from focus study area.
### DEVELOPMENT PERSPECTIVE

#### 2.1 POLICY-REGIONAL FINDINGS

<table>
<thead>
<tr>
<th>KEY STRATEGIC ISSUE</th>
<th>DESCRIPTION</th>
<th>KEY CONSIDERATIONS</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. <strong>No Sub regional /Regional Focus and acknowledgment of the Southern corridor</strong></td>
<td>Current regional planning is vague as to the future roles and functions of the various nodes. It is important that the Amanzimtoti fits into a clear regional spatial structure.</td>
<td>1. Once this exercise is complete- a study is required to determine the various functions of nodes within the south;</td>
</tr>
<tr>
<td></td>
<td></td>
<td>2. Policy documents and frameworks would need to be updated especially in light of the possible Dug out Port becoming more of a certainty within the south.</td>
</tr>
<tr>
<td>2. <strong>Perceived Decline of a Region</strong></td>
<td>The South Durban Region, once the “jewel” of Durban, is perceived to be an area in decline. This perception emerges from a lack of government and private sector investment in the area. Apart from Arbou Town, the last major investments in the area date back to the early and mid 1990s (Southgate Industrial Park and Illovu Residential Development). No major economic infrastructure investments have been made in the area over the past two decades. To some degree the exodus of business from the Amanzimtoti CBD can be related to a lack of confidence in the future of the area.</td>
<td>1. Once a future role of nodes are determined for the south, a strategic framework/plan can guide council investment in the south.</td>
</tr>
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<td></td>
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<td>2. A more co-ordinated effort is required by Council to induce new opportunities in the south, such as new residential developments, private sector partnerships, Business improvement districts etc.</td>
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<tr>
<td>3. <strong>Vibrant tourism and holiday market possibly neglected</strong></td>
<td>Despite the perceptions of an area in decline investigations established that the tourism industry is still vibrant with all accommodation establishments reporting a 100% occupation in peak seasons and a 70% occupation outside of season. In recent years the focus of coastal tourism development on the KwaZulu-Natal coast has been on the Durban Beach Front, Umhlanga and Ballito.</td>
<td>1. Amanzimtoti has been classified as one of the most popular beaches in the south. More could be done to elevate this beach status and create additional tourist opportunity for the area.</td>
</tr>
<tr>
<td>4. <strong>Strong Regional opportunities</strong></td>
<td>The region offers a range of economic development opportunities including opportunities to provide rural people with access to both community and retail services, upgrading an existing retail centre such as Isipingo, major industrial development in the Illovo Flats area, a range of housing development in the Illovo Flats and Kingsburgh areas, upgrading of beach front facilities and areas, redevelopment of old and inappropriate industrial developments in the SDB and the expansion of existing industries.</td>
<td>1. Depending on the type of new uses and role for Amanzimtoti, Strategies should be employed and consider attracting people from the hinterland to benefit from services/opportunity within Amanzimtoti.</td>
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</tbody>
</table>
## 2.1 POLICY-REGIONAL FINDINGS

<table>
<thead>
<tr>
<th>KEY STRATEGIC ISSUE</th>
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</table>
| 5. The Wild Coast Toll Road could impact on study area | The R102 may be particularly affected. Consideration must be taken into planning of this area and the impact of the Toll. | 1. The possible upgrade of the R102 to 4 lanes, two in either direction as a result of the Toll, may result in heavy vehicles transversing this area.  
2. Irrespective on the impact on the R102 by the Toll, strategies should be geared around providing a safe crossing of people across this mobility route and particularly considering that that new uses within Amanzimtoti may generate more foot traffic than the area is currently experiencing. Measures must be employed to ensure pedestrian safety first, either by traffic calming devices or alternate urban improvement measures.  
3. Consideration must be given to slowing down traffic along this section particularly where the public transportation facilities are located. |
| 6. The N2 and R102 provide good north-south mobility and accessibility | Whilst the N2 and R102 provides good north-south mobility and accessibility, the benefit is shared with competing developments to the north. | 1. By creating a series of metropolitan scale nodes along this system, each containing varying levels of diversity and complexity, in planning terms within a 15 to 20km radius from the core along this north-south axis will generate opportunity for those settlements, currently socially and economically bound to the periphery.  
2. Although other developments/nodes may share this route, a good, robust framework/plan will identify each areas role and function and reinforce a polycentric or multi nuclei system. |
| 7. Preserving DMOSS and sensitive areas | The series of interconnected spaces across the metropolitan area moss plays important role within Ethekwini and serves to protect the biodiversity for future generations. It is important to retain and enhance these areas within the southern corridor. The edges of the estuary commences at the boundaries of the study area, as does the D'MOSS area. Consideration must be given to the sea level rise and impact on the study area, as well as the constant reduction of the estuary flood plain, with major infilling occurring over the years causing flooding to some of the existing road networks such as Civic Road. | 1. No physical development can occur immediately at the water’s edge, unless it is in accordance with rehabilitation imperatives and recreational needs.  
2. A strategy on the maximum utilisation of the natural environment without affecting its existing bio-diversity or ecological status should be pursued. This would then create the opportunity to very sensitively develop boardwalks/paths within the open space network/dunes as well as orientate buildings in the direction of this pristine environment.  
3. The sea level rise does not directly impact on the study area as it is 200m away, however cogniscance should be taken by any new development and the impact of the estuary flooding on the area. |
## DEVELOPMENT PERSPECTIVE

### 2.2 DISTRICT-SECONDARY FINDINGS

<table>
<thead>
<tr>
<th>KEY STRATEGIC ISSUE</th>
<th>DESCRIPTION</th>
<th>KEY CONSIDERATIONS</th>
</tr>
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<tbody>
<tr>
<td>1. Proximity to Major Commercial/Retail Node</td>
<td>It is evident that Amanzimtoti is in close proximity to the major retail and commercial node of the Arbour Town development. It is virtually 4km away from a development with a retail space in the order of some 120 000m².</td>
<td>1. A new role for Amanzimtoti needs to be determined in light of the close proximity to the Arbour Town development.</td>
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<tr>
<td>2. Isolation of Project Area 1 with surrounding Districts</td>
<td>Project Area 1 is isolated/fragmented from the rest of the Project Areas. Project Area 1 is separated by the major movement networks including the soft edge along its southern boundary with limited pedestrian connections between these areas.</td>
<td>1. Improve connectivity between project areas; (both vehicular and pedestrian connections)</td>
</tr>
<tr>
<td>3. Amanzimtoti has not been functioning as a Traditional Town Centre</td>
<td>Almost from its inception, the Amanzimtoti Town Centre did not exhibit many of the aspects of a traditional Town Centre. Firstly, the CORE was disconnected from many of the supporting clusters that comprise the FRAME, by both the Railway line and the advent of the Freeway at a later stage. The ability for this Town centre to function interactively was always limited. The Town Centre was always fragmented by the railway line; but the Freeway further aggravated this by severing the Core form its association with a closely and easily connected Civic cluster. The Core of any Town centre usually has a clear focus, centre, sense of place and easy and clear sense of image, sense of orientation, etc. The Core of the Amanzimtoti Town centre never offered any of these attributes therefore alternate uses or a new role for Amanzimtoti should be pursued.</td>
<td>1. A new role for Amanzimtoti needs to be found, 2. Previously the area has been functioning in isolation to others, whilst this is positive in that it has been effective as a single entity for some time, a more appropriate solution should be sort to integrate the project area with the surrounding areas.</td>
</tr>
<tr>
<td>4. Good Residential Catchment in close proximity</td>
<td>Amanzimtoti is surrounded by large residential precincts particularly further south and west. Some of which are low income residential areas which are reliant on services provided within the Amanzimtoti Town Centre.</td>
<td>1. A new market, for Amanzimtoti should be explored. There is an opportunity to capture the huge residential market further west and south, albeit low income, this would promote the provision of a new range of services that was not previously catered for within the study area apart from as an example, the wholesale shopping centre, Take and Pay. This service centre market has yet to be fully explored.</td>
</tr>
<tr>
<td>5. Accessibility and mobility to the west is limited.</td>
<td>Accessibility and mobility to the west is limited, particularly to rural hinterland whom are dependent on good connections and accessibility to areas of opportunity such as Amanzimtoti.</td>
<td>1. To enable a greater thresholds from all parts of the city especially in the west and further south to Amanzimtoti, improvements in regards to accessibility needs to be investigated, such as realiable public transportation, road upgrade and improvements.</td>
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## DEVELOPMENT PERSPECTIVE

### 2.3 LOCAL-PRIMARY FINDINGS

<table>
<thead>
<tr>
<th>KEY STRATEGIC ISSUE</th>
<th>DESCRIPTION</th>
<th>KEY CONSIDERATIONS</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Urban decay/Social Problems</td>
<td>With the exodus of many businesses out of the area could negatively impact on the area. The threat of vandalism, crime may start to develop if the area is left abandoned. Buildings may become derelict and not maintained. This would detract investment from this area.</td>
<td>1. Vandalism and crime are a very real threat to the area, if the area is left abandoned; 2. Appropriate urban management plans need to be put in place to ensure that further decay and social problems do not set in; 4. Council must explore all options from an institutional level to enable / induce new opportunity in the area and at the same time protect this area from further decline; 5. An Action Plan should be developed to prioritise projects, programmes with realistic timeframes and targets.</td>
</tr>
<tr>
<td>2. Underutilisation of existing use rights</td>
<td>The total existing floor area amounts to some 29,333 sq meters; which is 44.08% of the potential bulk available within the current zoning. If the potential bulk were to be realized, this would more than double the amount of floor space currently existing. This can result in quite substantial buildings, with implications for traffic movement. This would have implications for both traffic movement, access and particularly parking demand whether this is met with internal building parking provision in parking podia; or whether this is met by the separate development of parking garages.</td>
<td>1. The current scheme should be reviewed with a realistic FAR and controls. Excessive provision of bulk will create pressure on the parking provision and on the existing infrastructure as in the case if the current available bulk were to be realised;</td>
</tr>
<tr>
<td>3. Underutilisation of the Amanzimtoti lagoon</td>
<td>The orientation of the buildings and land use does not maximise on the natural amenity of the area. The buildings face away from the lagoon as opposed to benefitting from the exposure of this edge. This has lead to the underutilisation of this pristine asset.</td>
<td>1. All new development should embrace the natural amenity of the area and interact with the spaces within the precinct;</td>
</tr>
<tr>
<td>4. Lack of a clear an accessible movement system</td>
<td>The area lacks a clear and accessible movement system allowing for maximum penetration from the numerous key networks systems surrounding it.</td>
<td>1. The internal circulation i.e. the one way system within the primary study area should be review to maximise accessibility and penetration to key movement networks. At present there are significant problems with the organisation of the internal network which lacks a clear, identifiable structure.</td>
</tr>
<tr>
<td>5. Positive Public Spaces</td>
<td>The Primary Study Area has some positive urban spaces particularly the courtyard space which was recently refurbished by the municipality. With the recent economic decline within the area, these areas and others within the vicinity of Study Area will become undesirable spaces particularly if they are not maintained or used.</td>
<td>3. The public spaces are currently underutilised and consideration should be given to encouraging more vibrant and active uses to effectively utilise these spaces in a manner in which they were intended. 4. It may be necessary to reevaluate at these spaces as well as the users and design an overall urban space framework.</td>
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</table>
### 2.3 LOCAL-PRIMARY FINDINGS

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<th>DESCRIPTION</th>
<th>KEY CONSIDERATIONS</th>
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<tbody>
<tr>
<td>6. Effective utilisation of transport network and system</td>
<td>The Town Centre is well-located in terms of taxi routes, the railway and road transport. Opportunities considered must be able to draw on this key advantage of the study area.</td>
<td>1. Public transportation is a key opportunity for this area to capture people therefore the upgrade of existing public transport infrastructure is essential; 2. The station, taxi ranks, public area forecourts, and access must be considered in the design.</td>
</tr>
<tr>
<td>7. Civic and sport amenities available</td>
<td>The Town Centre is uniquely located in close proximity to an extensive range of sport and civic amenities as well as high quality public open space and environmental areas. The benefit of this unique location for opportunities must be considered.</td>
<td>1. Civic and sports facilities are in close proximity to the study area, however these are not appropriately linked. In moving forward, opportunities to integrate the entire area must be considered i.e. both vehicular and pedestrian connections; 2. Hutchison Park presents an opportunity to develop into a regional sports facility for the southern region. There are opportunities to develop/upgrade the existing sports facilities in line with regional facilities elsewhere in the province.</td>
</tr>
<tr>
<td>8. Rural market serviced</td>
<td>Current retailers, businesses and institutions focus on serving the low income and rural markets.</td>
<td>1. More focus should be afforded to the rural market and facilities that cater for this market should be considered in the planning process.</td>
</tr>
<tr>
<td>9. Current Town Centre economy anchored on pension and grant system</td>
<td>The small number of businesses located in the Town Centre is heavily dependent on the government grant system (grants paid out by the Post Office and a retailer).</td>
<td>1. Any changes to this system will impact directly on the few remaining businesses within the area therefore consideration must be given to these service providers to ensure the area does not decay any further and appropriate supporting uses are considered.</td>
</tr>
<tr>
<td>10. Infrastructure is generally in good condition based on current capacity.</td>
<td>Should the situation change, further studies will be required to determine infrastructural requirements and upgrades. At present Current parking demands are well below available supply, Public transport fleet capacity is adequate at present, Public transport ranking is inadequate both in terms of capacity as well as logistical configuration. Storm water - Regular flooding of the CBD due to backing up of the estuary.</td>
<td>1. New rank capacity and configurations must be considered in the next phase of the project. 2. Sewer - Localised network improvements and upsizing where required to improve and optimise the system, is proposed as a project for the next phase of work. 3. A detail study is required on the bulk and traffic infrastructure should there be any onerous land uses that will present capacity constraints on the existing system.</td>
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THE CHANGING PROFILE OF AMANZIMTOTI

An Overview
- What the People Say
- The Changing Catchment
- The Opportunities
3.1 AN OVERVIEW

Historically the Town Centre served a relatively small population residing within the coastal strip (between the R197 and the coast). This has, however, changed over the past two decades and has in effect shifted to the current situation where the Centre serves primarily a rural hinterland catchment.

A catchment analysis prepared for the assessment of the Amanzimtoti town centre economy divides the Amanzimtoti catchment into a primary, secondary and tertiary catchment (see Table overleaf).

Primary Catchment: The primary catchment can be further divided into the coastal strip and the urban hinterland. The coastal strip is home to not more than 25 000 middle to high income residents (considering that the figure above for Kingsburgh includes most of Illovo). KwaMakhutha and Illovo forms the major part of the primary catchment population, approximately 80 000 people. These areas include both low and middle income housing, but the former is dominant. A concern regarding the contribution of these nodes to the catchment is the “weak” linkages between KwaMakhutha and Illovo and the Amanzimtoti Town Centre.

Secondary Catchment: The secondary catchment area includes areas immediately to the west and south of the primary catchment and is primarily traditional rural settlement areas on Ingonyama Trust Land. These areas are viewed as part of the Amanzimtoti catchment as it is the “regional” development node they can access the easiest, i.e. the competition from other nodes are limited. The secondary catchment is home to nearly double the population than that located in the primary catchment. The people in this catchment are primarily attached to low income households. Key socio-economic characteristics of this group are low levels of employment and a high dependency on government pensions and grants for survival. Over the past two decades these areas, specifically where bordering on urban areas and major transport routes, have densified substantially moving these areas closer to urban densities.

Tertiary Catchment: The tertiary catchment consists primarily of urban and rural areas located at some distance from Amanzimtoti. It is highly likely that the residents of these areas will access services and opportunities in areas such as the Isipingo or Umkomaas Town Centre and only a small portion of people from these areas would be attracted to the Amanzimtoti Town Centre.
### CATCHMENT AND AREAS

<table>
<thead>
<tr>
<th>Catchment and Areas</th>
<th>2010 Population</th>
<th>% of Primary Catchment</th>
<th>% of Secondary Catchment</th>
<th>% of Tertiary Catchment</th>
<th>% of Total Catchment</th>
<th>% of Ethekwini</th>
<th>Description of Majority of Population in Area</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Primary Catchment</strong></td>
<td></td>
<td></td>
<td></td>
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</tr>
<tr>
<td>Amanzimtoti</td>
<td>14,806</td>
<td>15%</td>
<td></td>
<td></td>
<td>5%</td>
<td></td>
<td>Urban Middle Income</td>
</tr>
<tr>
<td>Kingsburgh</td>
<td>29,649</td>
<td>30%</td>
<td></td>
<td></td>
<td>9%</td>
<td></td>
<td>Urban Middle and Low Income</td>
</tr>
<tr>
<td>KwaMakhutha</td>
<td>52,497</td>
<td>54%</td>
<td></td>
<td></td>
<td>17%</td>
<td></td>
<td>Urban Low Income (some Middle)</td>
</tr>
<tr>
<td>Adams Mission</td>
<td>762</td>
<td>1%</td>
<td></td>
<td></td>
<td>0%</td>
<td></td>
<td>Urban Low Income</td>
</tr>
<tr>
<td>Primary Catchment Total</td>
<td>97,713</td>
<td>100%</td>
<td></td>
<td></td>
<td>3%</td>
<td></td>
<td></td>
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<tr>
<td><strong>Secondary Catchment</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
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<td></td>
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</tr>
<tr>
<td>Luthuli/Umnini Trust</td>
<td>27,222</td>
<td>16%</td>
<td></td>
<td></td>
<td>9%</td>
<td></td>
<td>Rural Low Income</td>
</tr>
<tr>
<td>Malagazi</td>
<td>19,906</td>
<td>12%</td>
<td></td>
<td></td>
<td>6%</td>
<td></td>
<td>Rural Low Income</td>
</tr>
<tr>
<td>Maphunulo</td>
<td>2,066</td>
<td>1%</td>
<td></td>
<td></td>
<td>1%</td>
<td></td>
<td>Rural Low Income</td>
</tr>
<tr>
<td>Sobonakhona</td>
<td>75,948</td>
<td>44%</td>
<td></td>
<td></td>
<td>24%</td>
<td></td>
<td>Rural Low Income</td>
</tr>
<tr>
<td>Thoyana</td>
<td>10,701</td>
<td>6%</td>
<td></td>
<td></td>
<td>3%</td>
<td></td>
<td>Rural Low Income</td>
</tr>
<tr>
<td>Umbumbulu</td>
<td>418</td>
<td>0%</td>
<td></td>
<td></td>
<td>0%</td>
<td></td>
<td>Rural Low Income</td>
</tr>
<tr>
<td>Umgababa</td>
<td>5,264</td>
<td>3%</td>
<td></td>
<td></td>
<td>2%</td>
<td></td>
<td>Rural Low Income</td>
</tr>
<tr>
<td>Vulamehlo Municipality - north of Mkomazi</td>
<td>30,000</td>
<td>17%</td>
<td></td>
<td></td>
<td>10%</td>
<td></td>
<td>Rural Low Income</td>
</tr>
<tr>
<td>Secondary Catchment Total</td>
<td>171,524</td>
<td>100%</td>
<td></td>
<td></td>
<td>5%</td>
<td></td>
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<tr>
<td><strong>Tertiary Catchment</strong></td>
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<td></td>
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</tr>
<tr>
<td>Folweni</td>
<td>34,106</td>
<td>79%</td>
<td></td>
<td></td>
<td>11%</td>
<td></td>
<td>Urban Low Income</td>
</tr>
<tr>
<td>Magabeni</td>
<td>5,713</td>
<td>13%</td>
<td></td>
<td></td>
<td>2%</td>
<td></td>
<td>Urban Low Income</td>
</tr>
<tr>
<td>Umkomaas</td>
<td>3,416</td>
<td>8%</td>
<td></td>
<td></td>
<td>1%</td>
<td></td>
<td>Urban Middle Income</td>
</tr>
<tr>
<td>Tertiary Catchment</td>
<td>43,236</td>
<td>100%</td>
<td></td>
<td></td>
<td>1%</td>
<td></td>
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<tr>
<td><strong>Potential Catchment</strong></td>
<td>312,474</td>
<td>100%</td>
<td></td>
<td></td>
<td>9%</td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>Other</strong></td>
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<tr>
<td>Umlazi</td>
<td>458,550</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>Urban Low Income</td>
</tr>
<tr>
<td>REST OF ETHEKWINI</td>
<td>2,869,821</td>
<td></td>
<td></td>
<td></td>
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<tr>
<td>TOTAL ETHEKWINI (incl. Vulamehlo)</td>
<td>3,640,844</td>
<td></td>
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</tbody>
</table>
3.2 WHAT THE PEOPLE SAY

A total of 64 questionnaires were completed in order to better understand how people in the larger catchment area relates to the Amanzimtoti town centre, 17 in Isipingo, 20 in Umgababa and 27 in KwaMakhutha. The ages of the interviewees ranged from 18 to mid 60s, both males and females (See Annexure B).

Key issues highlighted from the interviews are presented below:

• Interviewees in Umgababa and KwaMakhutha, and a small number in Isipingo, indicated that they used Amanzimtoti as a shopping destination and they still continue to do so even to this day. There are two major Supermarkets still operative in Amanzimtoti: Shoprite and Take n Pay.

• Respondents also confirmed that they visit the beaches of Amanzimtoti over the weekends.

• Amanzimtoti is visited because of relatively easy access to grocery stores, the Post Office, transport, beaches, bookshop, surgeries, informal traders and chemists (traditional and conventional).

• Reasons for not visiting the town centre anymore included the limited retail choices, the absence of banks, the perception of high crime levels and the lack of job opportunities.

• Interviewees suggested computer training centres, education institutions, colleges (subsidized), training institutions, government offices (e.g. Home Affairs), and recreational activities as opportunities for rejuvenating the Amanzimtoti town centre.

• The easy accessibility of Amanzimtoti by public transport was stressed by interviewees as one of the major attractions of the node.

3.3 THE CHANGING CATCHMENT

As indicated, over the past two decades the profile of users of the Amanzimtoti Town Centre has changed substantially. Whereas the town centre historically mainly served the middle income coastal population, the location of the node within the regional context ensured that the node attracted people from a much wider area. Access to all the major banks, furniture stores and general dealers, as well as access to pension and grant payments in the node ensured the town centre a much wider regional significance. Whereas the regional market for Amanzimtoti continued to grow there was then also a shift of the higher end of the market to retail areas to the north of the town centre, along Andrew Zondo Drive and the Pavilion.

The introduction of Arbour Town abruptly halted the visits by the middle to high income users to the Amanzimtoti Town Centre. This is attributed mainly to the withdrawal of all the major banks from the area followed by the closure of most businesses serving this market.

The lower income market, the larger regional market, is however still served by the town centre through transport infrastructure, pension payment opportunities (at the Post Office and Take & Pay)
and retail facilities, including Take & Pay, Shoprite and various smaller retail outlets. However, little is known about the relationship of the people of this catchment currently with the town centre and the future likely relationship. In order to address this lack of understanding interviews were conducted, as part of this initiative, in Isipingo, Umgababa and KwaMakhutha, i.e. areas falling within the primary and secondary catchment.

3.4 THE OPPORTUNITIES

Considering the changes in the catchment served by Amanzimtoti over time it is imperative that the future focus should be on serving a larger regional catchment. More clarity on the opportunities to be accommodated in the node, serving this larger catchment, will evolve over time. At present a wide range of opportunities has been identified and these are discussed in substantial detail in the Status Quo Assessment report. The opportunities are listed below and arranged in terms of highly likely opportunities, those with some potential and those with limited potential.

3.4.1 LIKELY OPPORTUNITIES

PUBLIC SECTOR SERVICES
- Consolidated Municipal Services
- SAPS
- Other

COMMUNITY SERVICES
- Health
- Education
- Religion

RETAIL / COMMERCIAL
- Low income retail market
- Tourism Retail

OFFICE SECTOR
- B-Grade
- Other

HOUSING
- Gap housing
- Middle income housing

3.4.2 POTENTIAL OPPORTUNITIES

- Thusong Centre Approach
- General Retail
- Tourism Facilities

3.4.3 LIMITED POTENTIAL

- A-Grade Offices
- Low income housing

TOURISM
- Tourism Accommodation
VISION AND PHILOSOPHICAL APPROACH

Introduction—Understanding the Current status
Vision and Philosophical Approach
The diagram on the rights explores four scenarios relating to the growth and development of Amanzimtoti, of for that matter, other towns and cities. Based on the principle that growth within cities and towns is in response to either public sector induced growth and/or, in response to the conditions of the market, and general economic growth trends.

If one were to examine on one axis high and low levels of economic growth, with on the other axis, high and low public sector investment (including institutional support), this sets up an interesting model to assist in understanding the current situation of Amanzimtoti and where one should be moving toward.

Based on the mapping the above, the diagram sets up four scenarios, which are:

1. **Abandon Ship**: where there is low public sector support and low economic growth;

2. **Declining Slowly**: where there is public sector investment and support but under conditions of low economic growth.
3. **Moving along Slowly**: where the conditions for economic growth are high, but public sector support and investment is low;

4. **A Thriving Centre**: where there is high economic growth supported by high public sector investment.

It is argued that currently Amanzimtoti straddles between scenario 1 and 2. Ultimately where one should be heading in terms of developing a strategy is to start moving toward between scenario 3 and 4, and ultimately scenario 4.

One of the anomalies to the above model is reconciling the substantial investment already made in the region in the form of the Arbour Town Development. This can be attributed to the fact that although there were conditions of high economic growth and an appetite for investment, and although there has been investment in the public realm within the centre itself, the real gap lay in a lack of the right types of public sector support – in this case being in a position to guide where, and what types, of investment should go. This points to a need to understand the significance of the institutional frameworks that are required in supporting and guiding development appropriately.
Metamorphosis: A significant point of departure of the overall philosophy is the understanding of the dynamism of urban places and their ability to adapt over time to varying sets of socio-economic contexts and changes. In examining the South African peculiarities of cities and the especially the more recent past, what has been evinced in the post apartheid era has been a slow decline of cities, and business flight as an almost preemptive response to perceived urban decay and blight. Fueled by the growth of peripheral suburban based office parks, this has resulted in substantial disinvestment within core CBDs. Following a period of development lull, more recently, many of these cities have experienced processes of reinvestment albeit in a completely new and often exciting sectors of the economy offering a wider range of activities and serving a very different set of users. In many respects what is being experienced is the "normalization" of our cities in gearing itself to deal with in many respects it’s rightful citizenry.

An Identifiable Urbanism: This has brought a completely new set of city stimuli, sensory and experiential qualities resulting in many cities embracing this newer set of cultural identities and exploring ways of best embracing these in giving
shape to the urban environment. In the case of Durban, the Warwick Precinct represents an attempt at acknowledging these new urban stimuli. The more successful attempt and discernible celebration of this new "African Urbanism" can be found in the case of several of Johannesburg CBD precincts such as Newtown and Braamfontien. Therefore a key aspect of the philosophy is understanding the spatial and physical qualities of environment that is representative of the majority of it’s users ensuring their comfort and fit. The primary function of "city" in many respects is to facilitate the notion of "Equity".

A City of Many Centres: This newer more emergent CBD is more integrated and diverse, and is often tied quite closely to public transport, has dependencies with the service sector, education and religious/cultural activities. In many ways these centers are more service oriented. At the same time, business flight from established centers, often a first glance, pinned on the back of perceived urban decline, must also be placed within a broader understanding of how cities are mutating in response to the growth of the global city - one that is based on global trends of decentralization, specialization, brand positioning and corporate identity, all of which made possible by the expanding network of broadband connectivity - the infrastructure of the global city. This wider and diverse set of centers constituted in a polycentric pattern characterises many of the cities across the globe. What one is experiencing therefore within our cities is the idea of a place with many pulses and importantly, coming to terms with the understanding that the traditional planning understandings of hierarchy of places is really becoming quite redundant in this vortex of change and discovery.

Another global trend in established centers as well as in new greenfield situations is the twinning of urban management with growth and management of centers. Often within the umbrella of a larger institutional structure, many successfully transformed and indeed newly established centers owe their re-investment to a successful urban management programme. Blue IQ and the JDA in Johannesburg are clear examples of successful urban initiatives that have responded positively in the face of contemporary urban change.

What does this all mean for Amanzimtoti, firstly, it is essential to understand the process of changes and metamorphosis that is peculiar to the South African Condition, in that, Amanzimtoti is at a point of being rediscovered and it is not a case of a "doom and gloom" scenario.

Secondly, that the next wave, based the signs of current investment, is more closely akin with that of a Mixed Use Service Centre catering for a predominantly lower income, often rural, but certainly including urban formal users.

Thirdly, this points to the idea of a place of many centers within the Southern Corridor of Durban giving both the historical center and the new emerging centre around Arbour Town (albeit lacking any semblance of a true urbanism) their respective places.

Fourthly, in recognising the shifts in the demography of the place, it is essential that interventions within the physical environment are contextually relevant and embraces the spirit of the emerging place, that being finding the right African Identity that gives comfort to all it’s users.

Lastly, without a doubt, it is essential that a successful future for Amanzimtoti rests in the ambit of a well structured and represented urban management system that embraces with "gusto" the newer set of opportunities that sit on the urban doorstep of Amanzimtoti.
TOWARDS AN URBAN RENEWAL STRATEGY—CONCEPTUAL FRAMEWORK

Introduction
Bridging the Divide
Promote South African Urbanism
Looking Beyond with Possibility
Creating the Institutional Platform
5.0 INTRODUCTION

The following section outlines four important strategies towards an Urban Renewal strategy for the Amanzimtoti area. These strategies have been developed from the key findings arising out of the Development Perspective as well as the interactions with the public. The following four key strategies have been proposed. They are as follows;

Strategy 1 - Breaking the Vacuum- Being Connected
Strategy 2 - Promote a South African Urbanism - Finding Soul
Strategy 3 - Looking Beyond with Possibility – Growing Positively
Strategy 4 - Creating the Institutional Platform – Instilling Spirit

Each strategy has a series of programmes which effectively will translate into projects at the implementation stage. This section will elaborate in detail on each strategy, programme and project, indicates precedent, as well as demonstrates the intension artist impressions of particular areas within the study area.
One of the key challenges confronting Amanzimtoti is the movement structure and the lack of connectivity with the broader region. This is a result of a range of factors including incremental growth and development in infrastructure, particularly relating to higher order movement corridors such as the N2 and the rail corridor. These routes represent hard urban edges and barriers resulting in the town centre being hemmed in a Vacuum. A distinguishing factor of successful urban places is connectivity and permeability in movement structure. By virtue of higher levels of connectivity, successful urban places are naturally occurring centers that attract investment. Consequently, based on this understanding, a primary starting point in developing a regeneration plan for Amanzimtoti, is addressing the lack of connectivity in the structure of movement. This strategy is aimed at breaking the Vacuum and includes therefore a series of programmes aimed at achieving the strategy. These include:

- **Programme 1.1**: Improve External Linkages
- **Programme 1.2**: Ensure a Public Transport Basis
- **Programme 1.3**: Bridging the Divide

Each of these programme have in turn a series of objectives and/or projects.
5.1.1.1 PROGRAMME 1.1 - IMPROVE EXTERNAL LINKAGES

Project 1.1.1 - Improve Western Linkages -
Whilst the N2 provides for regional connectivity, it does present a barrier and limits integration with the residential thresholds that lie to the west of the study area. A key programme therefore is investigating improvements that can be made to increase integration and access to the west. This would include investigating improved regional connectivity as well as district integration by improving connectivity with Hutchinson Road and Isundu Drive.

Project 1.1.2 - Improve the Civic Road Underpass -
Related to the above, a key route that could play a larger role in stitching the areas west of the study area is Civic Road. This route is severely compromised at the point of the underpass as this is prone to flooding and during the periods of flooding, the connection is severed. A key programme therefore is investigating options to create dependable access via this route. Appropriate engineering and environmental solutions needed to be sought in improving access at this point.
TOWARDS AN URBAN RENEWAL STRATEGY

5.1 BRIDGING THE DIVIDE - BREAKING THE VACUUM AND BEING CONNECTED

5.1.1.2 PROGRAMME 1.2 - ENSURE PUBLIC TRANSPORT BASIS

Project 1.2.1 - Facilitate the Upgrading of the Rail Station - The basis of the overall strategy relates to ensuring that Amanzimtoti is firmly integrated with its context to ensure that the area draws from the largest population catchment as possible to support the growth of economic activity within the centre. A significant latent potential within the town is the current rail station. It is envisaged that improving the rail station precinct, and by implication the overall functioning of public transport with the town, will ensure that the town is accessible to large thresholds.
TOWARDS AN URBAN RENEWAL STRATEGY

5.1 BRIDGING THE DIVIDE - BREAKING THE VACUUM AND BEING CONNECTED

Potential Rail Station Upgrade with new retail development
5.1 BRIDGING THE DIVIDE - BREAKING THE VACUUM AND BEING CONNECTED

5.1.1.3 PROGRAMME 1.3- BRIDGING THE DIVIDE

Project 1.3.1 - Re-establish Old Main Road - Much like the rail corridor, the current R102, serves as a divide separating the historic CBD from the coastal areas. The dominant function of this route is one of higher order mobility. Given the possibility of the tolling of the N2, it is likely that traffic along this route will increase further compounding the bias toward mobility.

As in the case of many older towns, the presence of a parallel main road and rail usually indicates the place that has the highest levels of activity and usually represents morphologically the town's High Street. It is essential therefore that attempts at reclaiming this route as an integrative urban street be investigated. Projects aimed at traffic calming and enhancing pedestrian safety should be explored.
05 TOWARDS AN URBAN RENEWAL STRATEGY

5.1 BRIDGING THE DIVIDE – BREAKING THE VACUUM AND BEING CONNECTED”

Reclaim the R102- propose traffic calming measures
The reorganisation and widening the Old Main road will help facilitate the envisaged increased traffic demands due to the pending Toll Road along the N2. The upgrading of the road would include the widening of the road from two to four lanes with the inclusion of a centre median. Texture changed along the route would assist in slowing vehicular traffic and facilitate pedestrian safety. The potential exists, to create active development over the underutilised portions along Old Main Road. This can take the form of small scale retail or SMME development and it must be supported by traffic calming measures over Old Main Road in order to create a safe environment for pedestrians to cross.
The illustration to the right indicates a possible future vision for re-establishing Old Main Road and improving external linkages, both vehicular and pedestrian.
The image on the right illustrates the proposed vision for Old Main Road, looking from Bjorseth Crescent toward the estuary. The proposed implementation of textured surfaces along the main road is aimed at slowing down vehicles along this stripe and aiding pedestrian movement.
5.1.1.3 PROGRAMME 1.3- BRIDGING THE DIVIDE

Project 1.3.2 - Establish an Iconic Pedestrian Bridge
- In keeping with the approach relating to overcoming the divide presented by the combination of the rail and the R102, a key proposal is the development of a dedicated pedestrian link across these transport routes. The position of the bridge requires further investigation and may in fact be linked to the redevelopment of the station. From architectural and place making perspective, this initiative allows for the creation of a potential iconic structure that could serve as a unique identifying element for a renewed centre.
05

TOWARDS AN URBAN RENEWAL STRATEGY

5.1 BRIDGING THE DIVIDE - BREAKING THE VACUUM AND BEING CONNECTED"
The image on the right illustrates a potential iconic pedestrian bridge that could extend over Old main Road onto the Riverfront area. This would provide the safe movement of pedestrians over the road and railway and the same time allow the area to be strategically connected. The bridge could also serve as an iconic landmark for Amanzimtoti area. Detail engineering and architectural studies would need to occur at a later stage to determine technical design elements and feasibility.
5.2 PROMOTE SOUTH AFRICAN URBANISM – “FINDING SOUL”

5.2.1 STRATEGY 2- PROMOTE A SOUTH AFRICAN URBANISM – FINDING SOUL

In line with the emerging trends regarding the reinvention of CBDs as experienced within some of the major cities within South Africa, such as Johannesburg and Durban, and as expressed more explicitly within smaller centers such as Isipingo, there is a growing shift toward a more organic, multicultural and informal pattern of activity. These new centers display high levels of vibrancy and in examining these more closely, although each one unique in their own right and is a response to very individual sets of stimuli or triggers, there are a few discernable common characteristics that define these centers.

These peculiarities include a clear externalisation of activity and focus on the public domain, a strong pedestrian and public transport focus, and an intensity of activity both in terms of space allocation, mixture and overlap. The texture of these places are found not merely in the physical but in the sensory dimensions of place - it’s colour, the animation, the sounds, vibrancy etc and therefore makes it impossible to plan for. These qualities are quintessentially those of the great African Market. What one does know about these places are that they are unequivocally based on the scale, pace and indeed the safety of a person on foot.
5.2 PROMOTE SOUTH AFRICAN URBANISM- “FINDING SOUL”

5.2.1 STRATEGY 2- PROMOTE SOUTH AFRICAN URBANISM – FINDING SOUL... CONTINUED

We also know that these places cater for a diverse range and scale of activity and are essentially those places of the urban system that are the most vibrant. In contemporary urban design terms, what ones seeks here is to establish a unique South African Urbanism that has at it’s heart a real concern for the rightful users of cities - People.

To this end, this strategy focuses on three interrelated programmes:

**Programme 2.1:** Public Space and Pedestrian Priority;

**Programme 2.2:** Promote Vibrancy;

**Programme 2.3:** Renew Image & Identity.
5.2 PROMOTE SOUTH AFRICAN URBANISM- “FINDING SOUL”

5.2.1.1 PROGRAMME 2.1- PUBLIC SPACE AND PEDESTRIAN PRIORITY

**Project 2.1.1: Re-organise Local Streets** - A key project that requires further investigation is the review of the internal local streets. The programme is based on creating an outer frame of vehicular routes with an inner core which is has pedestrian priority. This would include re-organising flows along Commercial Road and Portions of Civic Road. In addition, a key proposal is the introduction of a shared access route through the current public square so as to activate portions of this space.
5.2 PROMOTE SOUTH AFRICAN URBANISM - “FINDING SOUL”

5.2.1.1 PROGRAMME 2.1-PUBLIC SPACE AND PEDESTRIAN PRIORITY

Project 2.1.2: Enhance and Extend the Public Space Structure - In conjunction with achieving the above, a priority project is extending the quality and extent of useable public space and the connections within the centre. This would include catering for safe, clear and uncluttered spaces that become the containers for urban life within the centre. Careful design is required in ensuring that these spaces are considered within its urban context which includes ensuring that supportive edges are provided for, adequate shade and comfort is catered for and so on. A key proposal as part of extending the public space structure is extending a pedestrian crossing over the railway and Old Main Road through to the central space.
5.2 PROMOTE SOUTH AFRICAN URBANISM - "FINDING SOUL"

5.2.1.1 PROGRAMME 2.1-PUBLIC SPACE AND PEDESTRIAN PRIORITY

Project 2.1.3: Establish a Great African Square - An exciting opportunity exists to give new identity and significance to the centre by establishing a Great African Square. The concept is based using the existing space just south of the Post Office as a large scale multifunctional space including the presence of a formalised market. This space sits in a central position and is able to draw on the thresholds of the Post Office and linkages to the station. It is envisaged that the current clutter found within this space would be cleared and that the current vehicular route through this space is relocated to the southern edge freeing up space for the square.

Project 2.1.4: Texture and Surface - In evaluating the present centre it is evident that despite the recent upgrading of the public realm and the sidewalk enhancement undertaking, there are large parts of the surfaces that require attention. The centre comprises a mismatch and an assortment of paving patterns, materials, textures which seem to indicate a phased implementation over the years. Establishing a uniform or rather consistent palette of materials is important in conveying a distinct understanding and memory of place.
TOWARDS AN URBAN RENEWAL STRATEGY

5.2 PROMOTE SOUTH AFRICAN URBANISM- “FINDING SOUL”

Public spaces - pedestrian priority - “informality versus formality”
The texture and surface of a public environment, particularly an urban square or areas of pedestrian priority are of great importance to the viability and permeability of the area.
Project 2.2.1: Revise Zoning - Vibrant urban places are those that exhibit higher levels of complexity and mixed use. The present zoning for the study area should be broadened to allow for a wider range of uses within the study area. In addition, mechanisms that would encourage reinvestment within the centre should be investigated. Of particular concern is that the current zoning does not permit residential development within the study area.
5.2.1.2 PROGRAMME 2.2- PROMOTE VIBRANCY

Project 2.2.2: Street Related Development - As part of a review of the present scheme, it is essential that the approach to zoning and the management of development adopts a form based approach to development. The focus of development must extend beyond the dimensions of land use and include the actual tangible impact of development, in other words, include a focus on the relationship between buildings and context. To this end, this objective seeks to ensure that the majority of buildings within the study area forming a part of the revised centre should be developed with a retail or active base. The focus here is on enlivening the public realm and ensuring that active frontages are presented to the main pedestrian and public spaces ensuring natural surveillance and use. This is an important aspect in achieving vibrancy within the centre.
TOWARDS AN URBAN RENEWAL STRATEGY

5.2 PROMOTE SOUTH AFRICAN URBANISM - “FINDING SOUL”

5.2.1.2 PROGRAMME 2.2- PROMOTE VIBRANCY

Project 2.2.3: Market Space - A primary aspect of contemporary centers are the markets and trading areas that form an essential part of the public realm and the commercial offering within these centers. A significant opportunity exists to establish a formalized market within the Great African Square. This type of use responds positively to the current pattern of uses and activities already evident within the area proposed for the square.
5.2 PROMOTE SOUTH AFRICAN URBANISM - “FINDING SOUL”

Colour, Culture, Activities, Trade: “A melting pot of South African life and people” should be encouraged and embraced
The illustration to the left indicates a possible future vision for the intensification of activity through updating the zoning and indicates an approached to street related development.
TOWARDS AN URBAN RENEWAL STRATEGY

5.2 PROMOTE SOUTH AFRICAN URBANISM - “FINDING SOUL”

Creating street related development will renew the town's image through the promotion of vibrant urban spaces. The revision of current zoning schemes will assist in this strategy.
5.2 PROMOTE SOUTH AFRICAN URBANISM- “FINDING SOUL”

5.2.1.3 PROGRAMME 2.3- RENEW IMAGE AND IDENTITY

Project 2.3.1: Iconic Roof - As part of establishing a market space, an opportunity exists to create a grand roof that goes beyond the functional to allow for the creation of an Iconic statement that presents itself, given the orientation of the space, to the N2 and entrance of the town. This creates a new focus and contributes to a renewed image for the town. Apart from the aesthetic and landmark dimensions of this project, a key underlying dimension is the need to develop a space that brings dignity and stature to this level of economic activity and is symbolic of the role and emphasis of this intervention as part of the reestablishment of the centre.
A key component in developing a vibrant urban space is to incorporate a market space, with the inclusion of street furniture and signage which will assist in the orientation and use of the space.
Towards an Urban Renewal Strategy

5.2 Promote South African Urbanism - “Finding Soul”

The following images on the right reflect a conceptual model of the market space area within Amanzimtoti. It is proposed that the area be developed as a South African Square/market with an iconic roof structure forming the gateway entrance into the town. Trading areas, street furniture can all be accommodated under the iconic structure.
It is proposed that the iconic structure would consist of angled steel posts with alternating colour cladding preferably aluminium or an alternate material that highlights the colour variations and demonstrates the ethnicity and vibrancy of this space. Feature lighting and detailing would also form part of this element and positioned in a manner to reinforce the claddings organic rhythm. Detail engineering would be required to determine the structural integrity of the roof which would be undertaken in the next level of design.
TOWARDS AN URBAN RENEWAL STRATEGY

5.2 PROMOTE SOUTH AFRICAN URBANISM - “FINDING SOUL”

5.2.1.3 PROGRAMME 2.3- RENEW IMAGE AND IDENTITY

Project 2.3.2: Architectural and Landscape Code -
In order to facilitate a well managed urban environment, it is recommended that an integrated design code be established for the study area, this should include both architectural and building guidelines as well as landscape and public realm guidelines. Key aspects that need to be included in the guidelines are facade enhancement approaches, the development of a street furniture palette, landscaping guidelines etc. The architectural code could form part of the zoning controls for the area. Associated with achieving more coordinated development, options to setup a design or development review panel should be investigated. Such a panel would be instrumental in managing and implementing the code.
A renewed vision for the study area through the development of an architectural code and façade enhancements will promote vibrancy and instil the ‘soul’ which has been lost due to the recent decay and abandonment.
5.3 LOOKING BEYOND WITH POSSIBILITY - “GROWING POSITIVELY”

5.3.1 STRATEGY 3: LOOKING BEYOND WITH POSSIBILITY

Whilst the first two strategies focus on mainly dealing with the current focus study area and working with the energy inherent within the system, strategy 3 focuses on looking ahead and identifying areas for future growth.

Whilst it may seem odd at present to consider strategies that target new growth, especially in the face of the current investment take-up in the Arbor Town and Galleria complex, however given the recognition of newer demands based on the changing profile of Amanzimtoti, it is essential that one looks to the future with promise.

Secondly, particular types of growth are mutually reinforcing. As an example an increase in residential thresholds, or office users during the day, translates into an active catchment to support additional economic activity within the centre. Likewise, improvements in transport planning and ease of access to a broader catchment will also contribute to growth. Therefore certain types of growth, even in the short term, in spite of the huge take-up in the adjacent nodes, can be considered in the short and medium terms.
Lastly, Amanzimtoti has the enviable, yet underutilised, asset of being a town sitting within the embrace of both the ocean and the river. This latent potential needs to be fully appreciated in pursuing a brighter and bolder future for Amanzimtoti.

Based on the above, this strategy includes the following key programmes:

- **Programme 3.1**: Establishing a Waterfront
- **Programme 3.2**: Finding the Niche
- **Programme 3.3**: Expanding the Town Centre
5.3 LOOKING BEYOND WITH POSSIBILITY – “GROWING POSITIVELY”

5.3.1.1 PROGRAMME 3.1 - ESTABLISHING A WATERFRONT

**Project 3.1.1: Creating a Riverfront** - The town of Amanzimtoti owes its existence to the Amanzimtoti River which straddles the southern boundary of the historic town centre. The River provides a potential crucial link between the coast, town centre and western civic and recreation nodes. This project is based on the development of a river promenade and associated leisure/parkway zone that offers an opportunity in itself whilst at the same adding value to land straddling the river for potential conversion into supportive uses that contributes further to the critical mass to support the reestablishment of the centre.
5.3 LOOKING BEYOND WITH POSSIBILITY - “GROWING POSITIVELY”

5.3.1.1 PROGRAMME 3.1- ESTABLISHING A WATERFRONT

Project 3.1.2: Exploring the Estuary as a Significant Place - The interceptory point of the river and the sea is a place of natural significance and beauty, and importantly one which holds critical life sustaining ecosystems. This needs to be fully appreciated. The spatial quality and position of the estuary, particularly the northern edge, is tied directly to the urban environment of the town. In seeking to continue contact with the waters edge at the interface of the town, in this case, the northern river edge particularly between the rail and sea, it is proposed that the riverfront be extended along this interface with supportive edges being given to this system.

The spatial form of the estuary lends itself to being "developed" into a waterfront node. It goes without saying that the estuarine function and ecological performance of the estuary must not be compromised. Development of any form must be based on the principle of environmental gains.
Project 3.1.3: Creating Supportive Edges - By creating a Riverfront edge and promenade zone, will place significant pressure on the land that it interfaces. This presents an opportunity for supportive uses that contributes further to the critical mass and support the reestablishment of the centre. New developments should ideally orientate themselves towards the Riverfront area which will add to the attractiveness of the development.
**05 TOWARDS AN URBAN RENEWAL STRATEGY**

**5.3 LOOKING BEYOND WITH POSSIBILITY- “GROWING POSITIVELY”**

**5.3.1.1 PROGRAMME 3.1- ESTABLISHING A WATERFRONT**

Project 3.1.4: Establish a Coastal Promenade - The current promenade is discontinuous, does not connect places of importance nor has supportive edges. Consequently, the promenade is underutilised and has little bearing, strangely, on the properties that front onto the promenade. Urbanistically this is one of the greatest failings of the town. At the same time, ironically, this represents one of the most significant opportunities of the town, especially given the desirability and width of adjoining beach. One of the contributing reasons for the underutilisation of the promenade is the sense of isolation and disconnect the promenade has with the actual beach and sea. This is primarily due to the promenade sitting within a valley being hemmed in by the dense coastal dune vegetation. This project aims at establishing a parallel elevated system that provides greater contact, visual and physicality, with the sea. It is envisaged that this would add to the attractiveness and vitality of the area. Much like the estuary, the importance of the dune as a protective and ecological system must not be undervalued and a very considered design approach is required.
Towards an Urban Renewal Strategy

5.3 Looking Beyond with Possibility - “Growing Positively”

Establish a Riverfront - waterfront. Explore coastal promenades and boardwalks within sensitive coastal dune areas. Develop supportive retail edge.
The illustration to the right indicates a possible future vision for the creation of a waterfront edge the Amanzimtoti estuary. Establishing a waterfront would enable the study area to grow positively.
TOWARDS AN URBAN RENEWAL STRATEGY

5.3 LOOKING BEYOND WITH POSSIBILITY- “GROWING POSITIVELY”

The illustration to the right indicates a possible future vision for development of a supportive edge which runs alongside the estuary, giving impetuses to the waterfront and tourism potential. Creative a supportive edge will also active the currently underutilised river frontage.
Providing a coastal promenade connecting the beach to the back of beach facilities, such as the study area along the estuary edge will positively reinforce and grow the tourism potential of the area.
5.3 LOOKING BEYOND WITH POSSIBILITY - “GROWING POSITIVELY”

5.3.1.2 PROGRAMME 3.2- FINDING A NICHE

Project 3.2.1: Promote an Office Specialisation - The central core of the study area, concentrated around the central space and at the edge of the proposed Great African Square is potentially ideally suited for offices. This is one of the possible niches that could be explored for the reestablished centre. From an urban design point of view, it is essential that if even in the context of office sector growth, that the base of the buildings engages positively where the building meets the streets/square.

Project 3.2.2: Promote Tourism as a lead Sector - At present Amanzimtoti offers a significant opportunity for people seeking a beach holiday experience at a level that can appeal to a much larger segment of the local and national population. With the prospect of an improved coastal promenade, waterfront and riverfront, it is essential that opportunity to strengthen and expand the tourism potential of the town be explored in more detail. This project aims at researching the potential for expanding the tourism potential of the town.
TOWARDS AN URBAN RENEWAL STRATEGY

5.3 LOOKING BEYOND WITH POSSIBILITY - “GROWING POSITIVELY”
05 TOWARDS AN URBAN RENEWAL STRATEGY

5.3 LOOKING BEYOND WITH POSSIBILITY- “GROWING POSITIVELY”

5.3.1.3 PROGRAMME 3.3- EXPANDING THE TOWN CENTRE

Project 3.3.1 : Exploring Development Opportunity
A significant opportunity exists for the expansion of the town west of the current center, inland of the N2. The previous civic office site, is a strategic landholding that has the potential for redevelopment however the site has some environmental constraints. The site falls within the 5m contour which serves as a buffer zone which would enable the estuary to retreat in the future in the event of sea level rise, floods and storms etc. This project aims at investigating the potential and feasibility of residential development or an alternate use that could be developed within the site taking into consideration environmental constraints, setbacks etc.

Project 3.3.2: Establishing a Civic Cluster- The current civic buildings and sports facilities within the Hutchinson Road complex could serve as an important western anchor for the promenade and riverfront and provides potential urban amenities at the doorstep of the town. Opportunities for the consolidation of this as a primary sporting and cultural node serving the town and beyond would go a long way in furthering the revitalization of the town and adding to the investor attractiveness of the centre.
TOWARDS AN URBAN RENEWAL STRATEGY

5.3 LOOKING BEYOND WITH POSSIBILITY - “GROWING POSITIVELY”

Expanding the Study Area to including the Civic and Sports areas and exploring opportunities.
INTRODUCTION

The Strategic Framework for the project highlighted and confirmed the need for four strategies in order to revitalise the Amanzimtoti Town Centre. The four strategies are:

1) Breaking the Vacuum – being connected
2) Promote a South African Urbanism – finding soul
3) Looking beyond with possibility – growing positively
4) Creating the institutional platform – instilling spirit

The Strategic Framework, through the inclusion of Strategy 4, acknowledges the importance of a strategy specifically aimed at establishing a platform for implementation. This component of the report reflects on the strategy for implementation and specifically the approach to be adopted for the implementation of strategies one to three.
TOWARDS AN URBAN RENEWAL STRATEGY

5.4 CREATING THE INSTITUTIONAL SPIRIT—"INSTILLING SPIRIT"

5.4.2 THE TOOLS FOR IMPLEMENTATION

For the purpose of this Plan five categories of implementation tools, that will support the implementation of the strategies, have been identified. The categories of tools are:

- Planning tools;
- Financial tools;
- Investment tools;
- Urban management tools; and
- Promotional tools.

The tools and the application thereof in the Amanzimtoti context will be considered in the sections that follow.

5.4.2.1 PLANNING TOOLS

A. THE STRATEGIC PLANNING: ETHEKWINI IDP / SDF

Background: In the medium to long term it is important that Amanzimtoti is again recognised as one of the three major coastal tourism nodes in the eThekwini Municipality, together with the Central Beachfront and Umhlanga. The Amanzimtoti Node is also, together with the mentioned nodes, one of the densest settlement nodes in eThekwini with potential for further densification.

It therefore fulfils a strategic role within the eThekwini spatial structure that should be acknowledged in strategic spatial planning for the City.

Approach: Based on the above it is then suggested that the Departments / Units guiding long term strategic planning in the City, specifically the Economic Development Unit and the Framework Planning Branch, should ensure that Amanzimtoti is afforded appropriate attention in longer term strategic plans, specifically the IDP, the SDF and economic development plans. Motivating for this may require more in-depth analysis and comparisons with other major nodes.

Strategy relevance: Important basis for the implementation of the strategic framework as allocation of scarce resources is based on strategic planning.

B. THE SCHEME: AMENDMENTS

Background: An assessment of the Scheme confirmed that there is substantial underutilised bulk in the Node and that the Scheme does not necessarily support the development of a vibrant urban environment which potentially includes a residential component. Parking requirements may also be restrictive in terms of future development.

Approach: The Scheme is to be amended to act as a facilitator of development, allowing a greater level of flexibility to accommodate the range of uses as identified as having potential. The Scheme is also to be amended to encourage activity based uses on the lower levels of buildings promoting the South African Urbanism promoted through Strategy 2.

Strategy relevance: Strategy 2, Promote South African Urbanism (finding the soul)

C. NODAL PLANNING

Background: The current planning initiative focuses on the revitalisation of the Amanzimtoti Town Centre. At present, however, public sector investment in the larger area is limited and this lack of investment in surrounding areas will continue to impact directly and indirectly on the feasibility and likelihood of development in the Town Centre.

Approach: Amanzimtoti as a major coastal tourism node, a high density residential node and a specialised regional centre will benefit greatly from investment in other nodes made in parallel to investment in the old town centre.
Key nodal development opportunities with the potential to have a major regional impact include:

- Amanzimtoti Main Beach Upgrade;
- Amanzimtoti Promenade Redevelopment and Expansion;
- Hutchinson Park Sport Facility Upgrading and Outreach Programmes;
- Civic and Residential Area Development to west of Town Centre.

**Strategy Relevance:** Strategy 1, Breaking the Vacuum (being connected) and Strategy 3, Looking beyond with possibility (growing positively).

### D. URBAN DESIGN AND LANDSCAPE PLANNING

**Background:** No coherent and integrated urban design and landscape planning is available for the Town Centre and surrounding areas.

**Approach:** Through this current initiative appropriate urban design and landscape planning options for the area is being developed and should be applied.

**Strategy relevance:** Strategy 2, Promote a South African Urbanism (finding soul).

#### E. DESIGN REVIEW

**Background:** The establishment of design codes and design review groups in development areas is a relatively new concept now being used successfully in Umhlanga Ridge and in the Point Waterfront area. The establishment of the codes and groups essentially requires developers to submit their plans to a review group who will assess these plans based on a set of design codes. This approach is aimed at ensuring the development of quality buildings that contribute to the overall character of the area.

**Approach:** Although this tool is generally not applied in areas that are fully developed the potential opportunities in Amanzimtoti justify that a panel of experts be utilized to guide development in the area using the guidelines as presented in the Revitalisation Plan. As a core group it is envisaged that Development Planning, Engineering Services and City Architects, as well as members of a future Urban Improvement Precinct committee, can be represented on the Review Group.

The design codes to be used by the Review Group are to be applied in cases where existing buildings are substantially redeveloped or where new developments are established. Design codes and design review groups will specifically be useful for facilitating:

- The development of multi-functional spaces;
- The development of active edges; and
- Improvement in the integration between public and private spaces.

**Strategy relevance:** Strategy 2, Promote a South African Urbanism (finding soul), Strategy 4, Creating the Institutional Platform (instilling spirit).
TOWARDS AN URBAN RENEWAL STRATEGY

5.4 CREATING THE INSTITUTIONAL SPIRIT – “INSTILLING SPIRIT”

5.4.2.2 FINANCIAL TOOLS

A. RATES REBATES / ABATEMENTS

Background: The 2010/11 Rates Policy of the eThekwini specifically makes provision rates rebates or abatements. At present the following groups qualify for rates rebates, i.e.

- Public Benefit Organisations
- Schools not for gain
- Old age / disability / child headed households
- Municipal property
- Public service infrastructure

These rebates will not necessarily support development in the Amanzimtoti town centre, but the policy does require an annual review and therefore adjustments to the policy can be considered.

Approach: Due to the unique situation within the Amanzimtoti town centre and the importance of this node to the regional economy it is proposed that a special rates dispensation for the area be considered. It is recommended that a 10 year rebate on the value of any improvements, in line with the Council’s revitalisation strategy, contributing to an increase in property values, be provided to property owners, i.e. the cost of improvements will be subtracted from any increase in the market value of buildings in the Amanzimtoti Town Centre. It is further suggested that extending the special rates dispensation to the beach front will facilitate redevelopment and upgrading in the area.

Strategy relevance: Strategy 2, Promote a South African Urbanism (finding soul) and Strategy 3, Looking Beyond with Possibility (growing positively)

B. SPECIAL RATING AREAS (AS PER COUNCIL RATING POLICY)

Background: The Council Rating Policy makes provision for the establishment of Special Rating Areas. The policy provides clear guidelines on the Rating Policy (see text box below). It should be noted from this that a Special Rating Area:

- Is established on the request of the landowners;
- The majority of landowners must support this;
- It does not allow for a Rates Rebate, but for additional rates to be levied to be ring-fenced and used for a specific purpose.

Approach: It is proposed that landowners in the Amanzimtoti town centre be encouraged to establish a Special Rating Area, however, it is not envisaged that they are currently sufficiently organised or have the will to do this. Consideration could also be given to establishing a special rating area for the town centre and coastal residential area.

Strategy relevance: Strategy 3, Looking Beyond with Possibility (growing positively), Strategy 4, Creating the Institutional Platform (instilling spirit)
5.4 CREATING THE INSTITUTIONAL SPIRIT - “INSTILLING SPIRIT”

EXTRACT FROM 2010/11 COUNCIL RATING POLICY

9.1 The Municipality may, by resolution of Council, establish Special Rating Areas (hereinafter called SRA) and levy an additional rate on property in that area for the purpose of raising funds for improving or upgrading that area.

9.2 Any Rebate granted in terms of clause 7 hereof does not apply to the additional rate payable by the owner in a SRA, once the following criterion have been fulfilled:
   a) the boundaries of the SRA must be defined;
   b) The SRA must contain not less than 200 properties or the total value of the properties must exceed a value as determined by Council from time to time;

9.3 An SRA may be established once the following criterion have been fulfilled:
   a) the boundaries of the SRA must be defined;
   b) The SRA must contain not less than 200 properties or the total value of the properties must exceed a value as determined by Council from time to time;
   c) The SRA must be provisionally contracted with a company registered in terms of Section 21 of the Companies Act to manage the funds of the SRA;
   d) It must be demonstrated that at least 66% of owners in number and 51% of property value have voted in favour of the establishment of the SRA; and
   e) Such Application shall be accompanied by the section 21 Company’s budget and business plan on the management of the SRA by no later than 30 September preceding the start of the new municipal year for which Application is made.

9.4 The SRA must enter into an Agreement with the Municipality in terms of Section 67 of the MFMA. Funds will not be transferred to the SRA Company unless a Section 67 Agreement is signed and received by the Municipality.

9.5 Once the SRA is established, the aforesaid Section 67 Agreement must be renewed annually by no later than 31 January together with the budget of the SRA.

9.6 Once the SRA has been approved by a Resolution of Council at its annual budget, the municipality will levy the special rate and funds will be paid to the SRA as they are collected.

9.7 New developments within the jurisdiction of the SRA, will be rated in accordance with the effective date of the Supplementary Valuation roll.

9.8 A SRA shall be dissolved if the Section 67 Agreement as aforesaid:
   a) has not been renewed; or
   b) has not been honoured.
05 TOWARDS AN URBAN RENEWAL STRATEGY

5.4 CREATING THE INSTITUTIONAL SPIRIT – “INSTILLING SPIRIT”

C. CO-FUNDING FROM COUNCIL / SUBSIDY

Background: The co-funding by Council of facilities or infrastructure or redevelopment of spaces is already a tool used to support improvements to the public environment. This has been successfully used previously specifically in the Umhlanga context where for example, the City and the developers of the Pearls contributed jointly to sections of the Promenade in front of the Pearls development, the City making contributions to road and bridge widening, and the co-funding of the Umhlanga lifesaving club.

Approach: Co-funding from Council for projects can successfully be applied in areas where support is required for:

- The development of softer building edges;
- Improving of pedestrian access to public spaces;
- Development of the existing and new river promenade;
- And others.

Strategy relevance: Strategy 1, Breaking the Vacuum (being connected), Strategy 2, Promote South African Urbanism (finding soul), and Strategy 3, Looking Beyond with Possibility (growing positively) and Strategy 4, Creating the Institutional Platform (instilling spirit)

D. TRADE-OFFS

The Council may in certain instances be willing to allow developers / landowners additional rights or consider the approval of special consents / amendments to the scheme should developers or building owners be willing to contribute to the implementation of the Revitalisation Plan. Care should, however, be taken that precedents are not established that may in future be used to reduce the effectiveness of the scheme. Trade-offs could potentially be used as a mechanism for:

- Creating additional public and multi-functional spaces;
- Improving pedestrian access and facilities; and
- Attracting new businesses and investment to the area.

Strategy relevance: Strategy 2, Promote South African Urbanism (finding soul) and Strategy 4, Creating the Institutional Platform (instilling spirit)
5.4 CREATING THE INSTITUTIONAL SPIRIT – “INSTILLING SPIRIT”

5.4.2.3 INVESTMENT TOOLS

A. ACQUISITION OF PROPERTIES BY CITY

**Background:** Due to the low property values currently in the Amanzimtoti town centre, a number of speculators are interested in investing in the area. Their vision for the area is not necessarily the same as that of the city, and in some cases it is expected that this may work against the vision of the city.

**Approach:** It is recommended that the City acquire strategic properties in the area as this will provide substantial flexibility in terms of planning for future development.

**Strategy relevance:** Strategy 1, Breaking the Vacuum (being connected), Strategy 2, Promote South African Urbanism (finding soul), and Strategy 3, Looking Beyond with Possibility (growing positively)

B. PUBLIC / PRIVATE SECTOR INVESTMENT PROJECTS

**Background:** There is currently substantial focus on Public Private Sector Partnerships (PPPs) and National Treasury has developed guidelines to facilitate these processes. PPPs can be implemented in a number of different forms, but the type of PPP that may be most relevant to the

Amanzimtoti Town Centre would be the development of buildings by the private sector that will accommodate government departments or government agencies. Considering the future impact of Dig-out Port on the economy of the South a situation may, however, arise where it will be to the advantage of government to develop space to accommodate the private sector.

**Approach:** Specific opportunities for the establishing of PPPs should be identified and packaged. Initial investigations have indicated potential opportunities in education, health, public sector services etc.

**Strategy relevance:** All strategies, but specifically Strategy 4, Creating the Institutional Platform (instilling spirit)
5.4 CREATING THE INSTITUTIONAL SPIRIT- “INSTILLING SPIRIT”

5.4.2.4 URBAN MANAGEMENT TOOLS

A. URBAN MANAGEMENT CAPACITY

Background: The successful implementation of the Revitalisation Strategy, an integrated approach between the public and private, is dependent on the establishment of hands-on urban management capacity for Amanzimtoti.

Approach: This urban management capacity will be responsible for:

- Managing the urban environment serving as the coordinator of service delivery and development in the Amanzimtoti town centre;
- Engaging with local stakeholders (users, landowners and developers);
- All negotiations with landowners/developers relating to scheme related issues;
- All negotiations with landowners/developers relating to requests for additional rights;
- Support the establishment of Business Improvement Districts and Special Rating Areas;
- Discussions with the private sector (owners and developers) relating to trade-offs and Council co-funding.

It is suggested that a dedicated person either within the South or in the Framework Planning Branch or the Economic Development Unit be identified to fulfill this role for the town centre. This responsibility can potentially be extended to also include other areas of Amanzimtoti.


B. BUSINESS IMPROVEMENT DISTRICTS (BIDs)

Background: BIDs may go by other names, such as business improvement area (BIA), business revitalization zone (BRZ), community improvement district (CID), special services area (SSA), or special improvement district (SID). A business improvement district (BID) is a defined area within which businesses pay an additional tax or fee in order to fund improvements within the district’s boundaries. Grant funds acquired by the city for special programs and/or incentives such as tax abatements can be made available to assist businesses or to recruit new business (Wikipedia 2011).

BIDs provide services, such as cleaning streets, providing security, making capital improvements, construction of pedestrian and streetscape enhancements, and marketing the area. The services provided by BIDs are supplemental to those already provided by the municipality (Wikipedia 2011).

Approach: Signage planning needs to be afforded priority specifically considering the fragmented nature of the town centre and surrounding areas. This will improve (1) the visibility of the town centre, the (2) linkages between the town centre and neighbouring areas and (3) the flow of people through the area.

5.4 CREATING THE INSTITUTIONAL SPIRIT—“INSTILLING SPIRIT”

5.4.2.5 PROMOTIONAL TOOLS

A basic set of “other tools” mostly focusing on facilitating economic development in the node is also proposed. This is not viewed as a finite list, but serves as a starting point for exploring other opportunities.

A. MARKETING

Background: Amanzimtoti, potentially one of the prominent tourism, holiday-ing, eventing and residential areas in eThekwini, currently has a very low profile. Areas such as Ballito, Umhlanga, Margate and the Central Beachfront attract prominent events and are marketed in various ways by both the private and the public sector. At present the Sapphire Coast Tourism Association is the only body attempting to market the area with limited success, mainly due to limited resources.

Approach: For the town centre to fulfil its role in the region Amanzimtoti as a whole needs to be marketed. If the area is not given a higher level of prominence it may also by-passed by the investment anticipated as a result of the dig-out port development. A marketing strategy should be developed in which the business sector (including the Arbour Town Development), the tourism sector and the City cooperate in raising the awareness of the opportunities offered by and in Amanzimtoti.

B. FESTIVALS / EVENTS

Background: A number of events and festivals are already hosted on the Amanzimtoti Beachfront. Events are also hosted in the Civic Precinct and at the Hutchinson Park sport facilities.

Approach: Building on the existing festivals or introducing new festivals, also in the town centre, would be a tool for ensuring the establishment of multi-functional spaces and attracting more people to the node. This will invariably contribute to the attractiveness of the centre.

Strategy relevance: Strategy 1, Breaking the Vacuum (being connected), Strategy 2, Promote South African Urbanism (finding soul), Strategy 3, Looking Beyond with Possibility (growing positively).

C. BUSINESS INCENTIVES

Approach: Business incentives such as rate reductions, reductions in servicing costs and others can be used in future as an approach to attracting specific types of businesses to the area. Specifically attracting more entertainment related businesses to the area, e.g. cinemas, play parks etc, is considered in this regard.


D. FACILITIES PROVISION

Approach: Providing appropriate public facilities in the node will ensure that people continue to be attracted to the node. The upgrading of the Beachfront and the maintenance and improvement of facilities in the Civic Centre and at Hutchinson Park are examples of facilities improvements and provision that will contribute to promoting Amanzimtoti and the town centre.

Strategy relevance: Strategy 3, Looking Beyond with Possibility (growing positively).
5.4.3 THE TOOLS TO FACILITATE IMPLEMENTATION

The table on the right lists the tools and illustrates the application of the tools in terms of the strategies for the Amanzimtoti Revitalisation Plan (as discussed in the previous section). The use of these tools to facilitate implementation will be further expanded on in a more detailed implementation plan for the Revitalisation Strategy linking the tools to specific programmes or projects.

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<th>TOOLS</th>
<th>STRATEGY 1: Breaking the Vacuum—being connected</th>
<th>STRATEGY 2: Promote a South African Urbanism—finding soul</th>
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VISUALISATION
The following 3d images illustrates the concept.
VISUALISATION
06 VISUALISATION
CONCLUSION

An urban renewal strategy for Amanzimtoti has been outlined in this report. This strategy has been developed in response to the keys issues that have emerged out of the Development Perspective as well as out of the public participation exercises. Strategies, programmes and projects are identified to contribute to the regeneration, albeit in a different format, for the Town Centre. The regeneration strategies translated into a conceptual framework plan for the study area (see plan on the right).

The strategies proposed start from a very basic principle i.e. improving the existing condition within the study area such as improving road linkages in the west, re-establishing existing connections such as the Civic Road underpass and improving and enhancing the public transportation facilities.

The second strategy is to investigate a function or use for the area with basic interventions such as enhancing the public spaces, reorganising local streets, revisiting the zoning of the area as well as renewing the image of the area by proposing façade treatments.

The third strategy investigated a long term strategy for the area and proposes enhancing the
CONCLUSION

Estuary by creating a riverfront zone with a continuous promenade/boardwalk that will extend from the civic and sports area in the west all the way along the estuary up to the Amanzimtoti beach. This would enable the connection of the civic and sports areas to recreational and beach activities at the coast.

The primary aim of the conceptual framework is to promote urban renewal by creating a flexible urban structure and supportive public realm investment that permits a mix of uses within the study area. All of the above cannot be achieved without the appropriate institutional support structures such as urban management and support mechanisms to encourage investment promotion and renewal of the area.
ANNEXURE A

Traffic and Transportation Report
Vision and Concept Proposals
Western Road links
Civic Road underpass
Iconic pedestrian bridge
CBD road network re-configuration
Andrew Zondo Road – R102
N2 access
Traffic implications of development
Parking requirements
Various transport related interventions have been proposed as part of the Concept Framework to give life to the vision for the Amanzimtoti CBD Regeneration. The adjacent image illustrates the following interventions:

1. Western linkages
2. Mitigation measures to guard against the flooding of Civic Road underpass
3. Iconic pedestrian bridge over the R102
4. Reconfiguring of the current one way road network in the CBD to a two way system
5. Interventions along the R102
6. Access from the N2

The above interventions have been assessed in the following sections of the report.
8.1 WESTERN ROAD LINK

Following the Status Quo phase of the project and the identification of limited mobility between the Amanzimtoti CBD and the western hinterland, a visual route inspection was carried out to determine which route would be most suitable for this purpose.

The existing routes which are available for this purpose are:
- Khotho Mkhunya Road (Class 4: District Collector Route)
- Isundu Road (Class 5: Access Road)
- Old Main Road (Class 4: District Collector Road)
- Reeves Road (Class 4: District Collector Road)

Khotho Mkhunya Road is not a good option due to multiple residential accesses along this road as well as limited road reserve width and adverse terrain.

Reeves Road to the south of the study area is also not seen as a suitable alternative as the section of the road which crosses the river is washed away at present.

We recommend upgrading Isundu Drive to link with Old Main Road to perform this western mobility function (refer to the adjacent image). Isundu Drive has good alignment with limited direct access from individual land uses. Old Main Road provides an extension of the route further west into the rural areas as well as to the north. The current Old Main Road bridge over the Manzimtoti River is a single lane bridge, allowing for the movement of only one direction of flow at a time. The bridge would need to be upgraded for the intended mobility function of the route. Isundu Road would also require reclassification for its new suggested role.
Flooding of the Civic Road underpass was identified during the Status Quo Phase of the project as reducing accessibility to the primary study area. Various possible mitigating measures were identified during the Status Quo Phase.

The measure which we recommend and which we believe would be most cost effective is the construction of a bund wall along the southern edge of Civic Road, under the N2 bridge. This is the lowest point of the road and is most susceptible to flooding. The bund wall will be constructed of concrete and should have a foundation key which extends below the layer works of Civic Road to prevent further damage to the road pavement layers due to the ingress of water.

Upstream of the bund wall, various earth berms can be constructed to avoiding ponding of storm water on the northern face of the bund wall. The two images which follow illustrate the plan view of the proposed solution as well as a cross section respectively.
8.2 CIVIC ROAD UNDERPASS

Plan view of proposed bund wall and earth berm solution

Earth Berm

Concrete Bund Wall
8.2 CIVIC ROAD UNDERPASS

Cross section of concrete bund wall solution
The R102 is currently a “vehicle barrier” to pedestrians who wish to traverse it. This situation can be expected to worsen with the development of the N2 toll route and the additional vehicles that are expected to divert onto the R102.

Pedestrians accessing the study area via rail and road based public transport must be provided with safe options to cross the R102. Two strategies are proposed:

- Traffic calming and urban design of the R102 between Shortt Street and Commercial Road to create pedestrian safe areas,
- The provision of a pedestrian bridge between the Amanzimtoti CBD to the west of the rail station and the residential/recreational precincts to the east of the rail station.

The pedestrian bridge would need to clear the existing rail transmission lines, but is seen an appropriate and achievable option. Basic planning of the bridge would confirm its footprint and the ramp distance required to clear the rail transmission lines.
The current CBD road network consists of a series of one way routes which limit vehicle movements and force motorists back onto the R102. Site visits and visual inspections suggest that Commercial Road, Bjorseth Crescent and Shortt Street were originally designed to accommodate two way traffic flow as the road widths are approximately 14m in certain locations, sufficient to accommodate this two way flow as well as parking. We assume that the current one way system was adopted to accommodate the numerous loading bays located along the building perimeters for retail activities and maximise parking. The reduction of retail activities no longer requires these loading bays.

The implementation of two way traffic flow along Shortt Street and Commercial Road will provide motorists with greater movement choice. In addition, this would allow the ingress of vehicles along Shortt Street and Commercial Road thereby reducing traffic flow and turning movement at Bjorseth Crescent/R102. This would reduce vehicle pedestrian conflicts along the R102 between Shortt Street and Commercial Road, an area which should be designed to accommodate public transport users. In addition, Bjorseth Crescent may accommodate public transport vehicles with the provision of public transport stops.
Consultation between the team’s urban designers and KZN Department of Transport has indicated that Andrew Zondo Road (R102) will be upgraded to a four lane route in response to the proposed toll road strategy.

Some parts of Andrew Zondo are currently three lanes within the study area. It is possible to convert to a four-lane road by using sections of the parking lot adjacent to the railway line to widen the road.

The section of the R102 (Andrew Zondo) within the study area must facilitate pedestrian movement between the rail and primary study area, however we do not recommend any developments interact with the R102. This is in line with the new RISFSA road classification (refer to table which follows) which prohibits access from Class 3 District Distributor routes but which accommodates pedestrian movement in the vicinity of public transport facilities.

We recommended that vehicle access to any potential rail station development must be located on the eastern side of the station and not along the R102. We also recommend traffic control measures in the form of traffic circles or traffic signals at the Commercial Road/ R102 and Shortt Street/ R102 intersections to reduce traffic speeds as well as traffic calming measures between these intersection. The urban design of this section of the R102 to accommodate safe pedestrian movements is also recommended.
### R102 road classification and guidelines

<table>
<thead>
<tr>
<th>Road Class</th>
<th>RISFSA Strategic Function</th>
<th>Nature of Roads</th>
<th>Road Characteristics</th>
</tr>
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</table>
| 3. District Distributor | Moderate mobility with controlled higher levels of access for the movement of people, raw materials, manufactured goods, agricultural produce in rural and urban areas of regional importance | Public Roads: - Between centres, towns, and rural residential areas and villages. Between centres, towns and industrial/farming areas. Between residential areas and local industrial/commercial areas. Between large residential areas. Which provide linkages between a Class 2 and/or Class 1 routes. Which provide linkage between centres, towns, rural residential, industrial/farming areas and Class 2 or Class 1 routes. | • Traffic Volume  
  ○ Urban: Minor arterials carrying up to approximately 40 000 veh/day  
  ○ Rural: Lower in rural / developing areas  
• Access Spacing  
  ○ Urban Area – 0.45 to 0.6 km intersection spacing  
  ○ Rural Area – Spacing varies, however access spacing is an important aspect  
  ○ Direct access prohibited, with marginal and partial access often permitted  
• Geometric  
  ○ Urban – Dual carriageway (2 lanes) with physical separation, or undivided 4 lanes with no on-street parking permitted  
  ○ Rural – Single carriageway, which can include gravel roads  
• Public Transport  
  ○ Important public transport routes in urban and rural areas  
  ○ Formal / informal PT facilities such as taxi lay-bys can be found at intersections  
• Pedestrian  
  ○ Pedestrian use road in some numbers  
  ○ Pedestrian-vehicular conflict widespread, especially near public transport facilities  
• Traffic Calming  
  ○ Prohibited – except limited sections of high pedestrian accidents / fatalities |
As part of the project brief, Goba was requested by the ETA to assess the current road geometry within the study area, and make recommendations where necessary.

As part of this process selected critical intersections were assessed in terms of meeting acceptable geometric standards. The adjacent image shows an aerial image of the road sections in question and the following interventions;

• Improvement of the southern approach N2 off-ramp which does not meet required geometric standards
• Improvement of the northern approach N2 off-ramp to reduce current traffic delays experienced
• Upgrade of the R102/ Khotho Mkhunya Road intersection
• Upgrade of road capacity of the R102 to 4 lanes in line with future KZN DoT plans
8.6 N2 ACCESS

The proposed geometric realignments will improve the traffic operations at the afore mentioned locations, however in many cases it does not bring the intersection up to design standard as space constraints limit the interventions possible. In addition, with the growth of traffic over time, due to increased activity in the study area and the surrounding areas, these upgrades would become obsolete and a long term solution will be required.

We suggested the long term solution to the problem of access from the N2 be the construction of a new full directional interchange at the location indicated on the adjacent map, and the de-commisioning of all existing on and off-ramps.
Although traffic modeling falls outside the scope of this project, it is essential to quantify the traffic implications of full utilisation of existing GLA and development of the primary study area to the full allowable bulk. The primary study area, the historic CBD of Amanzimtoti, has experienced a dramatic decrease in the volume of traffic attracted to and produced by the area. This has generally been attributed to the Galleria/Arbor Town developments north of the study area.

Traffic surveys commissioned as part of the Status Quo phase of the project indicate low volumes of traffic entering the study area via Bjorseth Road, approximately 149 PCUs in the AM peak hour and 213 PCUs in the PM peak hour.

A trip generation was undertaken for the primary study area to estimate the potential trips that could be attracted and produced by CBD should all available GLA be occupied. The adjacent table contains the trip generation for this scenario. The analysis indicates the current GLA can potentially attract approximately 4,900 PCU’s and produce some 4,600 PCU trips. Current demand is therefore only 4% of the potential PCU trip attraction.

### Traffic Implications of Development

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Trip generation for current available GLA
The table below estimates the trip generation for the maximum allowable GLA according to current zoning rights. The maximum GLA was tested for various land use types to guide the urban design team on the appropriate land use mix to recommend in the next and final phase of the project.

As expected, retail will generate the highest number of trips at approximately 40,000 PCU’s, followed by health/medical at approximately 9,500 and residential at 1,300. Education uses would generate the lowest number of trips for the maximum area of 66,500m² at 400 trips.

The high number of trips potentially generated by the full available GLA in the study area suggests that the road network will experience difficulties in accommodating such high volumes. The promotion of public transport to access the node is thus critical to achieving and sustaining the full available bulk within the Amanzimtoti CBD.

We do not suggest that the maximum allowable GLA according to current zoning rights be pursued as the volume of traffic generated would exceed the capacity of the R102. A more detailed traffic modeling exercise may be required to establish the development thresholds of the area as it relates to infrastructure capacity, once proposed land uses have been confirmed.

<table>
<thead>
<tr>
<th>Land Use</th>
<th>GLA (m²)</th>
<th>Rate DOT (trips/100m²)</th>
<th>Trip Generation</th>
<th>Trip Attraction</th>
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Trip generation for maximum GLA potential
8.8 PARKING REQUIREMENTS

One of the major concerns raised by both the municipality and the public during stakeholder consultation is the ability of inadequate parking to limit development and deter reinvestment in the study area. The adjacent table estimates the parking generation for the current land uses and existing GLA. The municipal parking rates were used for this exercised and suggests that approximately 1850 parking bays will be required to satisfy demand if all existing GLA is taken up. The Status Quo investigation indicated that approximately 350 on street parking bays are available at present, 20% of maximum estimated demand. Although this paints a bleak picture of under supply of parking it must be noted that the municipal parking rates are often considered onerous. In addition, the proximity of the rail station as well as the mini-bus taxi rank would suggest that future activities should follow the form of transit oriented development allowing for significant reductions in parking requirements. The provision of parking should not simply take the form of on street single level “parking lot” facilities as cognizance should be taken that this should be a centre of high activity and development density. As such efficient use should be made of limited available land. It is suggested that the feasibility of multi-story parking facilities be investigated as a separate project, to address potential demand noting that this can be an income generating activity in its own right. In addition, current land owners may be encouraged to provide these parking facilities through rates and zoning incentives.

A similar exercise was undertaken for the parking requirements if the full zoning potential of the primary study area was pursued and the full 66,500m² of GLA where to be developed. All land uses will exceed current on-street parking. As recommended for the trip generation analysis, we recommend that the full allowable GLA as per zoning rights not be pursued as the demand would be too onerous to cater for within the limited space available.

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Parking demand for current available GLA

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</table>
A total of 20 questionnaires were completed for both males and females from the ages of 20 to 63 with 90% of the total number in their 20s. I interviewed train commuters, carwash guys and a few in informal business settings. I must say though it was not easy to conduct interviews here because people are either rushing to catch a train or rushing to reach home after a long days work. And in a group should only one person decline to give you an interview, an automatic chain reaction of reluctance in the rest of the people is initiated. However I need to state though that the opposite is also true. If one gives in where there is a group, they all follow that trend. Another challenge encountered in Umgababa is that the taxi rank by the train station is not operative. It is only used for washing cars and for any other purpose other than the one intended: commuters. And this meant there are no people around which also lead to the absence of hawkers in and around the ranks vicinity. This let me through the streets of Umgababa to find a few people there. Those that I have found this is what they had to say:

The people of Umgababa say they know Toti like they know the palm of their hand. This came as a shock to me because on my way there by rail, I counted five train stations after I passed Toti. This brought some skepticism in me that probably the people of Umgababa do not know this town at all. My theory was crushed within 30 minutes of my arrival there were I spoke to three guys washing cars (Lindani, Thulani & Siyabonga); who took this time to reminisce the glory days of Toti. All those that I interviewed after this also told of how much Toti used to be part of their lives. There is one lady working at a public phone container by the train station who said she comes from Zulu land, but she knows the town of Toti. I also spoke to two young ladies attending college in Isipingo who said to me they are only renting at Umgababa, that they do not know a lot of things around here and are afraid to speculate thereby giving false information, but they did say however the whereabouts of Toti is very well known to them. With this I realized that Toti is a very popular town in Umgababa. Everybody knows it both young and old, visitors and indigenous dwellers. And that, apart from glitches here and there, Umgababa is a good place to conduct research for anybody wishing to find out anything about Toti CBD.

Out of all the people interviewed here only one has told me they have never used Toti as their shopping destination before. Therefore 99% of the total number of the people I spoke to, including those I did not complete questionnaires for, have told that Toti was their destination of choice before and continues to be so even to this day. They continue to use Toti simply because there are two Supermarkets there: Shoprite and Take & Pay. These two shops have been there all the time and people have continued their allegiance to them even to this day. This also confirms the assertion we made earlier that Toti is very dear to the people of Umgababa. Although they still use it to this day it is not like before as now they alternate between; Toti, Galleria, eThekwini and Isipingo. The most frequently used of these is Galleria. They are now used to Galleria Mall such that they are not looking to change it as their shopping destination anytime soon. They say there are many different shops there they can choose from and the security is high. The only downside they mention a lot is that it is quiet costly to go there. They pay R10:
COMMUTER SURVEY (UMGABABA) 13 JUNE 2011 continued...

to go there by taxi while to Toti is just R8. What is of interest to me in all this is that people of Umgababa seem to understand that there is no way Toti can successfully rival Galleria. According to them these two ought to co-exist. Galleria is established as a shopping destination without any dispute. Now Toti needs to find its role. Toti CBD needs to find a way to fit in the equation. Isipingo and eThekwini are also used for shopping but these are the most costly when it comes to transport, in the excess of R11. The residents of Umgababa considers all the aforementioned shopping destinations for one reason only: That Toti is no longer functional.

With regard the services they would like to access in the CBD their suggestions were these: Computer training centres, Home Affairs, Colleges, Revamp security, Workshops, Internet cafes, Social departments, Schools, the Police Station to be more visible, Entertainment centre like uShaka marine, Fun Fares like Gold Reef City in Joburg, the selling of African goods and Studios.

Turning Toti into educational facilities seem to be the most audible echo of them all. They put it in different ways like colleges, schools, training centres etc; but it is easy to see that all mean more or less the same thing. One parent told how their children always have to go to Durban to access this educational services and it costs too much money thus putting a huge strain on their almost nonexistent financial muscle. Therefore to have these facilities close to home will be of great help to them as parents, and to their children also. Some of the learners or students studying at Durban use rail transport to get there and back this mode of transport, as they say, is unreliable owing to its continual delays. When children come from school is like they come from work as they arrive late and some early classes are missed at times owing to the same delaying tactics as reason. This says the long ours students have to spend travelling to and fro work contributes to the poor results they sometimes produce. With all this taken into account the cry of the people of Umgababa basically is that educational improvements in the townships ought to be in the mind of the developer whoever he may be.

With regard Home Affairs, in Umgababa there is none. They have to travel to Scottsburg, which is some 20 kilometers away from Umgababa, every time they need services from this department. There are long queues there and suppose upon reaching the counter you are told that one document is missing, you then have to travel all the way back home to get that covering about 40 to 50 kilometers in the process; and I can tell you it is not child’s play. It is taxing both on money and time. An alternative to Scottsburg is eThekwini which is also a considerable distance away, becoming almost of not help in the matter of distance. However, I am told that a few hundred meters away, in Umgababa that is there, is a building being erected there and it is going to be Home Affairs. I did not see the building myself. But they say Home Affairs is so important that even if they can have it in both places it is a welcome idea.

Workshops are called for to empower them so they can be more employable as it can help a lot in improving their skills and subsequently possibly participate in the local economy. Unemployment is rife in Umgababa so they say and evidently so, that
it is only fitting that whatever development taking place at Toti needs to take this into consideration. Others like the 63 years old Mr Moenthi (cell no. 083 688 7820), who says is a qualified photographer, needs studios where he can apply his trade and also work with young people who are interested in Photography. He says has cameras and video cameras. So if workshops or studios can be allocated it will certainly help in improving lives of many.

Fun Fares and the selling of African crafts are meant to attract a lot of people including international tourists. People do like some entertainment like having a cache moving people in the air seeing the beauty of Toti with its beautiful beaches and the surrounding areas. African bead works and the like will also attract international visitors to the town as they can help themselves to souvenirs fitting to produce at home highlighting the success of one’s trip and the uniqueness of the area they have been visiting. When you throw into the fray the magnificent beaches of Toti, it is a done deal.

But above all else, there need to be a very tight security lest everything will fail. The 23 year old young lady, Sthabile Kunene, recounted a story of a friend of hers who was robbed all her money after making a withdrawal in one of the ATMs there. It was around noon and nobody helped her and to this day, 8 months ago, the perpetrators have never been caught. Sthabile says for her, they can do as much improvements they may want to, but the trauma she experienced that day will always linger on her, especially if things with regard security are not taken seriously. Her plea which was reiterated by many is that there should be a tight security there. She continues to say if the municipality is concerned about rejuvenating Toti, the municipality needs to also take into consideration the safety of the people; otherwise the two are interdependent if one suffers the other will suffer along with it. There can never be a town without people, and on the contrary people will suffer without towns. If only they can feel safe they will be glad to support whatever change Toti undertakes.

The people of Umgababa still cries foul for the loss of Toti status to Galleria Mall. Their continued love for Toti simply states that for any change that may happen to it now they will be behind it a 100%.

They are happy to learn that there is something the Municipality wants to consider in an attempt to improve the town. And they also like the idea of being consulted before anything can be done. They say this is encouraging and it is primarily why they will support the upcoming improvements. There are people who simply said they do understand what I am saying but they do not have anything to say right now as they cannot think of anything. It is several people who gave me that response, but what inspired me with them is that they all echo the words mentioned above that whatever the local government wants to do they will be behind that change without a shadow of a doubt. In fact it was comical in some cases when I asked them to tell me what they think the CBD should be used for and they respond interrogatively, what does the government itself desires to do for the people. After I gave them few suggestions they added some of theirs and said what the government wants to do it is what we want also. The people of Umgababa simply understands my interviewing them, as a representative of the government and therefore looking for ways to improve the status of Toti and they like it very much. Their thinking is that if Toti...
COMmuter survey (umgababa) 13 June 2011 continued...

...can be revived their individual livelihoods will also be better. They will feel that what has been taken away has gladly returned to them. The problem I had with several is that they seemed to be too complacent looking for government to do things for them rather than them suggesting things. These are obviously uneducated people thinking that they are not qualified to advice developers. After I encouraged them about the value of their inputs some began to open up. Although there were these kind of people, there were also those willing to be heard came forth and they balanced the situation very well.

I must say though that every person interviewed in Umgababa buy into the idea of having government and/or municipal services at Toti. They love this because it will save them money and time of always going distances to access these services. They say they will learn to view Toti differently as it is going to change for the third time. Firstly Toti was a Central Business District, several years ago it became a ghost town and this time around it is heading for its possible third transformation by becoming a services centre. They hope this is the last change that will ever happen to it. They conclude that they have been in the hassling for long now and they need some break. They say this news is a welcome relief and they are looking forward to new Toti.
COMMUTER SURVEY (KWAMAKHUTHA)

A total of 27 questionnaires was completed consisting of both males and females from the age of 18 to 37 all living in KwaMakutha. It must be noted though that others refused to divulge their ages although it was evident that they are a bit older. Some of the information given by these interviewees came naturally from them while others I had to prompt.

All the people interviewed do know the location of Toti CBD and all have used it before as a shopping destination and still use it as Shoprite and Take & Pay are the now available Supermarkets. Take & Pay is loved more because it is a cheaper Supermarket compared to traditional Spar, Checkers and other large Supermarkets in the same league. It is for this reason that they still use Toti to this day notwithstanding that a lot of activities are not taking place. Another two powerful reasons that draws people of KwaMakhutha Toti is the Post Office and Recreational. The Post Office is used primarily for mails and also as payment point either for pensioners and/or grants. KwaMakhutha is infested with young people who already are parents thanks to teenage pregnancies at an escalating level. It is this reason they access the Post Office a lot and sought after cheaper Supermarkets. Taking these two facts into consideration one can easily see that Toti will always be a priority for these people. With regard recreational activities, the people of KwaMakutha enjoy visits to Toti CBD because of its wonderful beaches and fun and games obtainable there and this is why they call it a holiday destination. This view is shared by many young people under the age of 27. The general view here is that for any development to really be well received it needs to take into consideration that Toti should continue with its status as a holiday destination.

Since many and major stores moved from Toti to Galleria, the residents of KwaMakutha have used as their shopping destination: Galleria, Toti, Isipingo & eThekwini. The most visited of these is Galleria Mall. This mall receives frequent visitations from the community because it provides adequate security, there are many stores one can choose from, there are banks and you are always under shelter when you do shopping sparing one from ugly weathers. Besides this positives there are still negatives they enlist like: The mall is a bit expensive, transport is costly to go there and there are no hawkers. But the way it seems the advantages of shopping in Galleria far outweighs the disadvantages of not shopping there. And this can only mean one thing: competition will probably favour Galleria should Toti decide to bring back stores to rival the mall. Although the residents of KwaMakutha find this as a hard pill to swallow, they do agree that this is indeed the case. Isipingo is second most visited because it is much closer to KwaMakutha and the are several stores there like Boxer, KFC, Petrol Garage, Cambridge and others that people like. There are also multiple taxi ranks and a train station nearby making transport very accessible. These stores found therein are mostly cheaper, and the availability of transport attracts a lot of people including those of KwaMakutha. Toti is still visited often because there are stores there like Shoprite & Take & Pay. The problem however with this town apart from its lack of stores and services is lack of security. The people complain that even during the day there are criminals wandering around robbing people. When the residents mention this social ill is like they are
saying whatever developments there can be as long as they do not feel safe nothing will attract them there. They say a Police Station is there but on every crime they have reported they have never seen any crime being resolved subjecting criminals to account for their sins. One major reason contributing to this is that the location of the Police Station too obscure that if one is not familiar with the town will easily pass it without noticing it. Perhaps this is why criminals are always get away with murder. And if things continues to happen this way their hopes of making Toti their one stop shop are easily dented bit by bit.

When asked if they would consider Toti as a destination again for any other reason, 90% of them said yes. And as I have mentioned they site reasons of close proximity as fundamental. It shows that should there be any developments in the CBD they will support it a 100%. They say it themselves and all the facts accumulated point in that direction. This will save them money transport, and time. The fact that they are able to visit the CBD now for any other reason, it shows they will continued to do so even when changes are brought about. Everybody loves changes especially those that are geared toward the betterment of ones community. The fact that they have always visited Toti before and continues to do so even in these tough times, shows that these improvements will weigh positively on the side of Toti and its people.

The services the residents wish to access in the CBD are listed as follows: Libraries, Welfare, Hospital, College, Night Clubs, Casinos, Gymnasium, Hair Salons, Banks, Sports grounds, Home Affairs. The people who told me about libraries were actually interviewed in the library. Asking them why they want a library when they have one they say because theirs is smaller and with another one opening not very far away will only be advantageous to them because they will have more than one option. Taking into account that the same people and others also mentioned colleges as of importance, it shows that the community holds education in high regard which should inform developers that education is the way to go. But private institutions that require a lot of money are not particularly welcome. They prefer government funded institutions that will cost less and be considerate of their poverty. Hospitals are also vital because the community of KwaMakhutha and the surrounding areas, are all crammed at Prince Mshiyeni Hospital which is a considerable distance away and caters for a lot of people compared to the resources they have. So should a government hospital be opened the community will be helped a lot and that will be a welcome relieve for everybody. Banks also top the list because even the unemployed have bank accounts and an income of some sort they obtain monthly. Some have allowances, others earn government grants while yet others earn pension. The money these people earn is enough for them survive in their simple lives they lead daily. Their earnings will not allow them to always have to go to Galleria for withdrawals, deposits, bank transfers and such like money matters. To be subjected to this daily is really a struggle and it takes a toll on these dependants. With regard Night Clubs, Gymnasium and Casino-they all form part of recreational activities which is already in the CBD but not the way they would like it to be as there is only a small Fun & Games & good beaches for relaxing and swimming. So if there could be some improvements in this regard it will
COMMUTER SURVEY (KWAMAKHUTHA) continued

be a pleasure so they say. Skateboarding and Gymnasium can be some of the improvement that can be implemented to boost Toti as a recreational centre in part. There is Home Affairs in KwaMakhuta but still it is one of the frequently mentioned change that can occur in the CBD. They were this time seeming to be thinking more of the people of Toti than themselves and others I could tell they mentioned it because of my prompting them after they confessed that they cannot think of anything at the moment.

When I first interview these people of KwaMakhutha the first thing they tell me is that they want large Supermarkets to return to the CBD. It was when I began informing them that this was not on the cards that they started thinking about something else. The names of large Supermarkets like Pick & Pay and Spar came naturally to them but when asked to think about something else outside of retail, to some it is like I was forcing them to think. So some of the suggestions they came up with I prompted them accordingly and they liked the ideas and impressively took over from there and come up with ideas I was not thinking of like Welfares, Funfares and many others. It is of utmost importance to notice that more than 90% of the people of KwaMakhutha do want to see the rejuvenation of Toti, both for themselves and for the sake of the town itself. They like the ideas of having government services in the town and their love for Toti say they will support it all the way.

I happened to meet people who do not live at KwaMakhutha or any of the surrounding areas of Toti. Speaking to them in passing they acknowledged the need that Toti needs some facelifts and they liked the ideas the community came up with and also those proposed to them. I did not complete any questionnaire for them because they live far and have only come here for visitation. But I noted their approval of the ideas we have.
COMMUTER SURVEY (ISIPINGO)

The majority of the people visiting Isipingo for any other reason including shopping, work, hawkers and those changing taxis at the rank for various destinations; do know where Toti CBD is located. I started referring to it as just Toti town after on several occasions the interviewees confessed that they don’t know Toti CBD but Toti town. I found that only those visiting Isipingo on this particular day and those that are new to the area, don’t know Toti town. Their knowledge of Toti town location did not simply translate to it being an ideal place for shopping or any other reason. Many of those living in Umlazi say Megacity and eThekwini town are the places they visit all the time. Megacity is ideal because it is in Umlazi making it very accessible to them while eThekwini town is reserved for any other services they cannot find in Megacity like Home Affairs and other government services. All of this is to say Toti has never been a shopping destination for the people of Isipingo, Umlazi and the surrounding areas. Also taking into account that in Isipingo there are cheaper grocery shops like Cambridge and Boxer, There is KFC, big butchers, Sasol garage and several taxi ranks plus a train station; it becomes understandable why the natives of this area have never considered Toti or any other place as a shopping destination unless really pushed to go there like visiting a friend. It is only a few from Folweni, Adams, Lotus Park and Umbumbulu that have used Toti before as their shopping destination. People converging in Isipingo unanimously maintain these as their shopping destinations: Isipingo, Megacity, Galleria and eThekwini. They list proximity and services offered as their ultimate reasons for their unwavering choice.

When asked if they would ever consider Toti as a destination again their response was a firm yes on condition that things change. Some have begun talking about banks and retail shops when I informed them that those are no longer the available options. After I explained to them that these services will mean competition with Galleria and Isipingo which probably Toti CBD will not win, and even if Toti wins it means there will be sufferings elsewhere again which renders our efforts futile as we would be fixing one problem while creating another, like borrowing from Peter to pay John. They bought into this idea and some without me prompting them began listing Welfares, Home Affairs, Training centres, Workshops, Recreational facilities, Licensing department, Department of Social Services, Hospital, Library, Police Station, Light Industries, Flats and other Municipal or Government services they cannot think of; as having potential to attract them. They maintain that Toti CBD is a dangerous place to be in now as there are various criminals wandering about always looking for somebody or some business to rob. It is this major reason that they suggest in the implementations of government plans for Toti, a Police Station need to be top priority. They also say although there are things they want to do at Toti like visiting the Post Office, the scarcity of people make them vulnerable to criminal elements. This view is also taken by pensioners who use the Post Office as their payment point. With regard hospitals; they say Prince Mshiyeni government hospital in Umlazi is congested as everybody from Isipingo, Toti, Adams, Folweni and all surrounding areas go there for medical attention as they lack medicals to access other hospitals like Isipingo Hospital. Students, former students and concerned parents vie for Training Centres, Workshops, Library, Recreational facilities and flats. They say
COMMUTER SURVEY (ISIPINGO) continued

the high unemployment rate in their communities is due to lack of education and the contributing factor to lack of education is scarcity in the aforementioned facilities. Should the government consider this they say they will be more skilled and employable. With regard to flats though they were quick to maintain that they are unemployed and cannot afford to pay more than R600, others R800 a month. From this I could tell that they were viewing this possibility as one that could draw them to the town of Toti. The department of social services alongside welfares and Home Affairs are called upon to make Toti their home given the number of orphans, destitute children and abused elderly whom are almost without recourse. Although they would like to help those in need of government grants, welfares and others maybe with citizenry documents; it is very difficult to do so when these relevant departments are kilometers away thus costing more money to get there. Therefore to have these departments nearby will help improve the livelihoods of many, including new borns.

of Isipingo town is that Toti is indeed a ghost town and it needs some overhaul. Some of these people work there while others stopped going there since there is no longer any activity going on there; so these people see the sadness of being in Toti CBD everyday. Although some are reluctant with all stores moving away, their greatest fear is Banks. One particular gentleman told me that he runs a money loaning company and his clients have to go to Galleria for bank statements as it is a major prerequisite for processing requests. This contributes to waste of time and money, which they do not have. The sentiments of lack of banks can be heard all over from both the young and the old. Although they agree to the proposed innovations of municipal and/or government services; they hope banks can be there also.

The general view here among commuters and users