Use Cases of Technology: Big is Not Always Best

The Auckland Unitary Plan

Judge David Kirkpatrick
The Auckland Unitary Plan

• Regional and district controls on land and resource use - replacing 14 existing plans
• 13,000 submissions on 70 topics
• 4,300 submitters over 249 days
• 10,000 pieces of evidence

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The Hearing Process

• Under a statutory deadline
• Participatory
• Heavy on expert evidence
• Tight timing over 2 years
Submitter behaviour

• Wide range of backgrounds
• Variable responses to guidelines and directions
• Brief experiment with open portal
• Staff supervision essential

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Deadlines

• Significantly tighter than standard procedures
• Seen as contestable - always pushed
• Pressure on staff and at hearings
Authority

• Respond to how people expect the hearing body will exercise its authority

User Focus

• Identify what users want and what they don’t want or won’t do

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Scale

• Over supply
• Data will expand to fill the memory available

Control

• A system can’t adapt by itself
The Basics

• Start with something that works
• Build up - don’t try to work backwards

People First

• Systems depend on people
• But free will can be a problem

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