



Dandenong Railway Station Precinct Action Plan 2011-2018 Summary Paper

Drafted by the City of Greater Dandenong in conjunction with:
Department of Transport
Victoria Police
Metro Trains
Places Victoria (successor to VicUrban)
Mission Australia



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1. Introduction

The Dandenong Railway Station precinct is an important public space where the community meets, waits, commences and ends journeys. The railway station, bus interchange and taxi rank are vital forms of infrastructure that allows people to access work and social commitments. It is therefore imperative that people have equitable access to public transport via a safe, accessible and visually attractive transport interchange.

Crime data and anecdotal evidence suggests that the Dandenong Railway Station area is the site of a range of anti social behaviours that affect passenger safety. This in turn leads to poor perceptions of safety, changed passenger travel behaviour and flow-on effects for the economic and social fabric of Dandenong.

During 2011, Greater Dandenong Council formed a working group consisting of key stakeholders that would deliver a coordinated action plan for positive change for the Dandenong station and its surrounds.

The working group is made up with representatives from:

- Department of Transport
- Metro Trains
- Mission Australia
- Places Victoria (successor to Vic Urban)
- The City of Greater Dandenong, and
- Victoria Police



The Dandenong Railway Station Precinct Action Plan was developed to initiate short to medium and long- term measures to address community safety in and around the Dandenong Railway Station.



2. Background

Greater Dandenong encompasses an area of 129 square kilometres in Melbourne’s South-East, approximately 24 kilometres from the central business district of Melbourne. Over the last 5 years the number of Greater Dandenong residents has grown consistently and is expected to rise by 12,000 to 150,000 persons in the next decade. This will have significant implications for service planning and provision along with infrastructure needs such as public transport.

The Dandenong Railway Station precinct is a key “gateway” into the Dandenong central business district. As part of the *Revitalising Central Dandenong* area, the Dandenong Railway Station precinct already serves over 7,500 patrons per day day, with expected growth projected for train and bus travel . Retail and commercial investment in the area will continue to bring new worker populations into the municipality.

Dandenong Railway Station is not just an end point for journeys: many passengers use Dandenong as a transit point for areas beyond via the bus network. As a regional centre for services, retail activity and manufacturing, the public transport hub serves a catchment well beyond the municipal boundaries. The issues therefore have a regional implication.

The use of public transport and railway stations is particularly important for communities such as Greater Dandenong where families have limited access to private transport. In 2006 local two parent families were twice as likely to have only one car as those across metropolitan Melbourne. Car ownership is still more limited among newly arrived communities, such as those from Sudan



and Afghanistan. In addition to those members of the community who are compelled to use public transport. There are also those who desire public transport to reduce the environmental impact of car use and avoid the rising cost of petrol prices.

The Dandenong Railway Station area has long been identified by Victoria Police as Greater Dandenong’s number one crime hotspot location. The range of anti-social behaviours in this area includes violence, robbery, serious assaults, theft, graffiti, intimidation, drug crime, public drunkenness, offensive language and other public order issues. The station building and platforms are a focus for much of this anti-social behaviour, though the bus interchanges, taxi rank and Foster St area immediately around the station precinct also experience these issues.



2a. Poor perceptions of safety

Anecdotal research indicates that many people refuse to use the Dandenong Railway Station out of fear – generally caused by their perceptions of a lack of personal safety. Many choose to get off at a stop prior to or after the Dandenong station, or refrain from using public transport at all. In a community where access to public transport is vital for employment, learning and participation in society, this change to travel patterns has a detrimental effect on personal wellbeing and social cohesiveness.

Unfavourable perceptions of safety also have the potential to detract from investment into the area, by discouraging workers to come to Dandenong, and by contributing to a poor reputation.

Media attention frequently highlights the poor reputation of the Dandenong Railway Station. A recent Herald-Sun article (July 2011) used Transport Safety Victoria data to indicate that the level of assaults at the Railway Station in 2010 was the second highest in metropolitan Melbourne (28) after Flinders St. (31).



3. Actions initiated to date



The City of Greater Dandenong coordinates a Community Safety Committee which brings together a range of stakeholders to examine safety issues across the municipality. Over the last year, the committee has dedicated part of each bi-monthly meeting to issues at the Railway Station and its environments. The following details the actions taken to date by stakeholders from the Community Safety Committee:

- **Youth Assertive Outreach Program:** Street based Youth Workers from emerging communities were located around the Dandenong Railway Station through a partnership between Victoria Police, YSAS, Council and other local service agencies.
- **Victoria Police Designated area in central Dandenong:** Police have powers to ban people suspected of committing an offence in and around licensed premises and public places for up to 72 hours. Police are also able to seek a court order to ban repeat offenders for up to a year. The designated area includes the Dandenong Railway Station and streets surrounding it.
- **Pop Up Park:** A temporary park has been established by VicUrban (now Places Victoria) to activate a vacant site opposite the Dandenong

Railway Station. The park is supported by the delivery of programs, promotional events and activities through a partnership with Mission Australia to maximise community participation and use.

- **Newly designed Taxi Rank with CCTV:** Council and Places Victoria applied to the Victorian Taxi Directorate (VTD) for funding to relocate the taxi rank from inside the Dandenong Railway Station to directly across the road in Foster St. A CCTV camera transmits the vision in ‘real-time’ to the Dandenong Police station via a wireless network. The camera is operational, though the full completion of the taxi rank has been delayed until the relocation of the buses from Foster St can be finalised.
- **Increased police presence:** Regular Police patrols occur in and around the station to provide an increased visible police presence. These are supplemented with dedicated safety education and information sessions in the station forecourt with the Police bus and officers providing advice to commuters about personal safety
- **Operation Safe Suburbs:** A dedicated public order team is focused on public order policing. The Dandenong Railway station and surrounds is a priority area for Operation Safe Suburbs.
- **Operation Bounce Back:** (Car theft prevention). A joint initiative was conducted in 2011 with Victoria Police, Metro Trains and Council at the Dandenong Railway Station to provide vouchers for free immobilisers to be fitted to older style vehicles to deter vehicle theft.

3a. Projects under development include:

- **Foster St. CCTV** – Council is about to commence a staged implementation of a CCTV system to monitor the area immediately opposite the Railway Station and along Foster St. towards Lonsdale St. Vision from the CCTV system will be transmitted in real time to the Dandenong Police Station. Over time, the CCTV system will be extended further. This system will not be connected to the Metro CCTV system which monitors passengers on the train platforms and in the bus interchange areas.
- **Alcohol Management Framework** - Council is developing an Alcohol Management Framework for central Dandenong that will guide a coordinated response to alcohol related impacts. The Framework will pay particular attention to the affect of alcohol consumption on public space, Council assets, people's perceptions of safety and the City's growth and economic viability.
- **Programming of Pop up Park** - Mission Australia is responsible for engaging a Place Facilitator until 2014 who will program the Pop Up Park to encourage engagement and community capacity building at this location. The Place Facilitator is working with the local community to plan and develop events and projects on site and build strong networks.



In addition to the initiatives undertaken by a range of stakeholders, further work needs to occur to address crime and anti-social behaviour, feelings of insecurity and the perception that train stations are a place where crime occurs.



4. Developing the Dandenong Railway Station Precinct Action Plan



In response to ongoing concerns about community safety at Dandenong Railway Station and in the adjacent public area towards Foster St, including the taxi rank and new developments north of the station, the Mayor of the City of Greater Dandenong, Cr Roz Blades, convened a working group during 2011. The group consisted of senior representatives from the following organisations:

- City of Greater Dandenong
- Victoria Police
- Department of Transport
- VicUrban (now Places Victoria)
- Metro Trains
- Mission Australia

The principle aim of this group was to identify and consider short, medium and longer -term initiatives to improve community safety at and around Dandenong Railway Station. The section below presents a description of the commonly agreed issues associated with the Dandenong Railway Station and the actions that address them.

The cooperation of all participants from the agencies is greatly appreciated in developing these actions and committing to improving the station precinct.

Detailed actions as developed during the Working Group meeting are outlined in the attached matrix titled 'Appendix A: Dandenong Railway Station Precinct Action Plan: Detailed Actions'



5. Action Plan for Dandenong Railway Station

The aim of the following initiatives is to encourage expected use of both legitimate, while discouraging non-legitimate uses of the Dandenong Railway Station.

- **Short term to Medium term:** refers to actions which can be implemented or planned within the 2011/ 2012 financial year through to 2014.
- **Medium to Longer term** actions are defined as those that have an expected completion date between 2014 and 2018 and beyond.

5.1 Design

A key community safety theory; *'crime prevention through environmental design'* (CPTED) aims to improve public safety and security through crime prevention strategies that focus on adjustments to physical environments. CPTED emphasises a connection between the functional objectives of a location and behaviour management which in turn improves perceptions and actual levels of safety. Any further developments or renovations to the station and surrounds should consider CPTED principles at the design stage.

General feedback from the community as well as stakeholders included the need to improve the visual amenity and functionality of the station itself. It was acknowledged that the station is relatively new, being constructed in 1994 and that a major

redevelopment was unlikely in the foreseeable future. Emphasis in the short to medium term in this plan therefore has been placed on advocating for a thorough clean, repainting and washing down of windows and grimy surfaces of the building as well as improvements to maintenance and day to day cleaning. It is expected that these improvements would assist in promoting changed attitudes to the station, when coupled with the completion of other actions in this plan.



Above: *Express Newsletter, Summer 1994, Department of Transport*

A further issue that has been raised by the community is the need to ensure the station lift is operational at all times to provide adequate disability access. Currently when the lift is out of order access to platforms is impossible for some people with a disability.



A longer term issue that requires planning and investment is the crowding of platforms, ticketing halls and barriers. When passengers disembark a train and exit via the stairs, there are certain pinch points which can lead to pushing and personal safety issues. Removal of obstructive furniture will assist in creating clearer paths of pedestrian traffic when commuters exit the trains. During peak hours, there can be significant crowding at the ticket barriers from passengers entering and leaving the station at the same time. This often leads to passengers jumping the barriers or pushing through in an aggressive way.

The layout of the ticketing hall and front apron also features obstructions such as vending machines and public telephones that create barriers to passenger movement. The relocation of these would assist in smoother transit for users.

In the longer term, opportunities provided by the potential redevelopment of the platforms to cater for increased passenger loads should be maximised to provide a more comfortable and safer environment for all users.

The temporary mural 'Viachroma' on the glass overpass impedes the passive surveillance of the walkway from below and once it is removed in January 2012, it is not recommended that it be replaced.

Short to medium term actions:

- Advocate for improved standards of cleanliness and maintenance of station. **Responsibility: Metro Trains and Department of Transport**
- Remove barriers to sightlines within the Station. Remove mural on walkway, relocate vending machines and relocate platform seating and any other barriers to smooth path of travel and clear passive surveillance. **Responsibility: City of Greater Dandenong, Metro Trains and Department of Transport**
- Maintain and enhance disability access by ensuring timely maintenance and where necessary repair of the lift. **Responsibility: Metro Trains**
- Progress bus interchange re-development project, which will relocate commuter car parking to south of the station, extend Mason Street for bus access into the train station, construct disability access ramp from Foster St to the new bus interchange, provide a bicycle cage, install additional cameras for new bus bays and approaches and relocate DDA parking, "kiss and ride" and the taxi rank to a new location in Foster St. **Responsibility: Department of Transport, Places Victoria**
- Support formation of volunteer community groups (for example, Friends of Dandenong Station) should community demand for this become evident. **Responsibility: City of Greater Dandenong, Metro Trains**

Medium to long term actions:

- Advocate for upgrade/renovation of Station concourse, ticketing areas and platforms to cater for increased passenger loads and potential third or fourth railway line. Consider CPTED principles in any retrofitting or renovation. **Responsibility: Department of Transport**
- Consider retail and/or commercial development adjacent to the station to activate spaces in and around the Station precinct. **Action: Places Victoria, Department of Transport and Metro Trains**

5.2 Staff, surveillance and safety

Adequate staffing of the Dandenong Railway Station to meet the number of patrons is an important element in improving actual and perceived levels of safety. This will continue to be important as passenger numbers are expected to double within the next ten years.

The presence of visibly distinctive staff, in appropriate numbers, can address anti-social behaviour prior to escalation while lessening feelings of isolation and vulnerability for other station users. While the station is adequately staffed until the last train leaves, there is a perception among travellers that there is not a highly visible staff presence. A number of actions in this plan address this perception issue.

The railway platforms are under CCTV surveillance, monitored periodically by Metro Trains from a control box within the station complex. Many passengers are unaware that they are being recorded and monitored by a staff member while using the platforms, ticketing areas and concourse. There would be advantages to perceptions of safety in promoting this surveillance more widely. Metro Trains have plans to have all stations from the line monitored from a central point. The advantages of this improvement would be that a dedicated officer would monitor the cameras at all times. At present the officer at Dandenong Station must share their time between monitoring the cameras, making station announcements and keeping an eye on train movements to update passenger information.

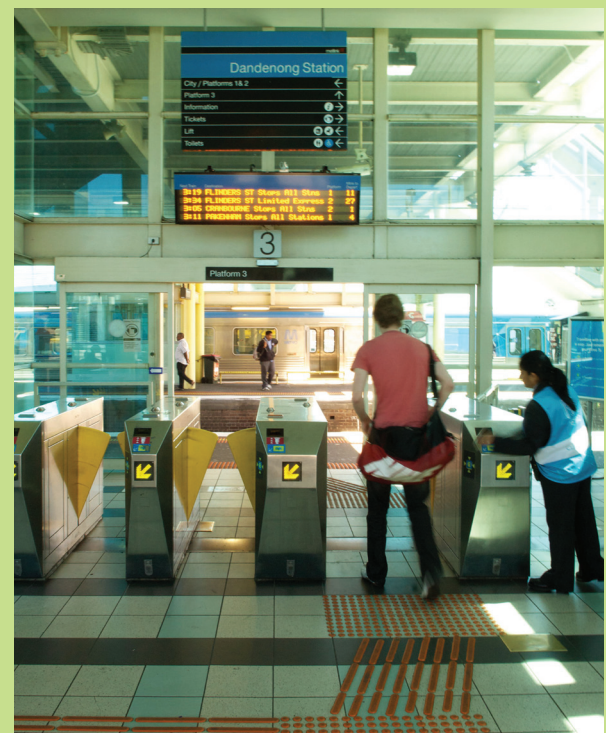
Dandenong and the surrounding areas are highly culturally diverse. There are opportunities for wider promotion of safety messages and passenger information in a range of community languages within the railway and bus station area. Such a measure, coupled with a general increase in poster and display space would assist in communicating vital messages to the public.

Short to medium term actions:

- Inform public about existing staffing levels and provide high visibility uniforms to staff to ensure they are noticed by passengers. **Responsibility: Metro Trains**
- Inform public of the ongoing monitoring of the CCTV system within the station area. **Responsibility: Metro Trains**
- Utilize signage in a variety of languages and format to communicate safety message and passenger information **Responsibility: Metro Trains**

Medium to long term actions:

- Ensure that staffing levels are adequate to meet increased patronage as demand for public transport continues to grow. **Responsibility: Metro Trains**
- Advocate for improvements to the station infrastructure including expansion and improved monitoring of the CCTV systems. **Responsibility: Metro Trains and Department of Transport**



5.3 Security and Protection



The Dandenong Railway Station precinct features a number of design aspects including multiple entry and exit points to adjoining lanes, streets and properties where non-commuters can congregate, and a high rate of crime and public order issues such as drinking, graffiti, littering, violence and vandalism. As part of a suite of initiatives, protective measures such as CCTV, introduction of Protective Services Officers (PSOs) and alcohol management policies and practices can produce improvements to the Dandenong Railway Station precinct.

The introduction of PSOs, along with continued Victoria Police and Transit operations, is intended to improve feelings of safety amongst commuters as well as providing enforcement services. It is recognised that a key success factor for PSOs will be how the initial start up phase is managed and accepted by the local commuting community. The first few months of the PSO roll out will be critical to establishing these officers in a positive light to enhance perceptions of safety, rather than purely enforcement officers who may reinforce feelings of fear in passengers.

Additionally the installation of centralised CCTV to monitor the station and all other stations on the line would assist Metro in monitoring the safety of the whole line.

Council is investing significant resources in the installation of a comprehensive CCTV system in the surrounding area (one of the largest in metro Melbourne) which will act as a deterrent while assisting Victoria Police to apprehend offenders in and around the Dandenong Railway Station. The CCTV system will be rolled out in stages as funding permits, with the initial stage to commence in 2012 with the introduction of up to 15 cameras around the station, Settlers Square (Station North Plaza), Foster St and Halpin Way (City Street). Further stages will follow as funding permits. This system will be widely promoted and will be supported with a range of place-activation initiatives to help create vibrancy and positive activity in the station forecourt and surrounding areas.



The availability of alcohol is a significant contributing factor to the anti social behaviour experienced in the area. Transit Police report a high arrest rate for public drunkenness at the Dandenong Railway Station. Efforts to reduce public drinking and its associated harms are vital in the precinct. The need for integrated planning in regards to the availability of liquor near the station will be considered through a planning study being conducted by the Council and supported by the Places Victoria (formerly VicUrban) through its efforts in revitalising central Dandenong.

The taxi rank is a key part of the transport infrastructure at the station. Many travellers, especially those with disabilities, rely on taxis to connect with trains and buses. Plans to relocate the taxi rank from the Station forecourt to a site directly north of the Station in Foster St have been partially progressed. A CCTV camera on the proposed site is already actively transmitting vision to the Dandenong Police Station, though the taxi rank is currently unable to be fully commissioned at its new site due to the continuing use of the area by buses. The Department of Transport and Places Victoria are still to complete the bus interchange works which will allow the taxi rank to be fully operational.

Short to medium term actions:

- Clarify details about the Protective Services Officers roll out including: expected timelines, training requirements and information on the functional relationship with Victoria Police. Explore opportunities to promote and support the work of PSOs
Responsibility: Victoria Police, Transit Police and Department of Justice
- Progressively extend and implement the CCTV system in the area surrounding the railway station and promote the system widely to encourage improved perceptions of safety in the precinct. **Responsibility: City of Greater Dandenong, Victoria Police and the Department of Transport**
- Obtain periodic updates on crime statistics within the Dandenong Station precinct and continue Victoria Police operations within the area. **Responsibility: Victoria Police**
- Use of authoritative tools to regulate and prevent alcohol abuse. This includes seeking court imposed orders for recidivist offenders to engage in detoxification and rehabilitative programs. **Responsibility: Victoria Police, Department of Justice.**

Medium to long term actions:

- Actively seek funding to implement further stages of the Safe City CCTV system in the precinct. **Responsibility: City of Greater Dandenong**
- Establish an evaluation framework for the street CCTV systems. **Responsibility: City of Greater Dandenong**
- Monitor the supply and usage of alcohol by the public in the areas around the station. Monitor the impact of the licensed premises at Foster St and Thomas St Bottle Shop and consider lease and redevelopment opportunities. **Responsibility: Victoria Police, Places Victoria**



5.4 Perception of Safety and Communication

A 2007 'Perceptions of Local Safety Survey' (POLS) assessed the views of 1000 local residents, including safety on and around public transport. Results showed more people feel safer on buses and trains in the day than at night, and feel buses are safer than train travel. Two-thirds of POLS respondents also reported feeling unsafe at specific locations, with 55% stating they felt unsafe at railway stations compared to 30% in streets, and 26% in parks. Low perceptions of safety on railway stations centre on fear of violence, drug use and drug dealing and isolated areas, especially at night.

Dandenong Railway Station has a poor reputation for safety. Such perceptions of the area induce legitimate commuters to avoid the area and deter businesses from relocating to Dandenong. An employer who cannot confidently ensure that his or her workforce can travel safely to work will not consider growing their business in the area.

Adverse media exacerbates negative sentiment about the Dandenong Railways both within and outside of the municipality. This contributes to travellers avoiding the station as well as the physical environment being abused due to a lack of community pride and custodianship.

The initiatives below address these issues by promoting positive messages through Council publications and wider media sources as well as undertaking a number of projects that improve amenity, aesthetics, identity and local pride. These efforts must be sustained over a long term timeframe to change perceptions of the area.

Short to medium term actions

- Generate positive media messages on an ongoing basis as a means of addressing poor perceptions of safety in and around the Dandenong Railway Station **Responsibility: City of Greater Dandenong, Places Victoria, Metro and Department of Transport**
- Investigate innovative promotional campaigns, artwork or other ways of keeping the area active and safe. Seek external funding for activities that promotes a positive message about the station. **Responsibility: City of Greater Dandenong, Places Victoria and Others**
- Activate public spaces in and around the Dandenong railway station precinct with beneficial cultural and social activities **Responsibility: City of Greater Dandenong, Places Victoria and others**
- Enforce local laws banning the consumption of alcohol on the street and in the station. **Responsibility: City of Greater Dandenong and Victoria Police**
- Provide activities & events at the Pop up Park to encourage appropriate use of public spaces. **Responsibility: Places Victoria and Mission Australia**

Medium to long term actions

- Consider retail or commercial developments within the precinct to increase activity and passive surveillance of the Station. **Responsibility: City of Greater Dandenong, Places Victoria, Metro Trains**
- Evaluate liquor licensing controls, operating hours of licensed premises and information provided to licensees. **Responsibility: City of Greater Dandenong and Victoria Police**



Detailed Action Plan

A detailed listing of actions, as developed in the Working group meetings, is attached.

Commitment

The parties who have developed this plan have agreed to progress the actions attributed to them.

The group will reconvene, as required, through Council's Community Safety Committee to review and revise the plan and to inform each other of outcomes.

Acknowledgements

Working Group Participants:

City of Greater Dandenong:

- Cr Roz Blades, Mayor
- Mark Doubleday
- Lee Robson
- Brendan Carins
- Kevin Van Boxtel
- Kylie Sprague
- Aishling Fagan
- Sylvia Marov
- Katharina Versharen
- Jenny Pemberton Webb

Department of Transport:

- Adrian Webb
- Ann Fong



Victoria Police:

- Inspector Charles Allen
- Acting Senior Sergeant Ian Pregnall

Transit Police:

- Senior Sargeant Ian Shepherd
- Sergeant Bruno Stafferi
- Sergeant Peter Dole

Metro Trains:

- Brad Voss

Places Victoria (Formerly VicUrban)

- Christopher Hermann
- Liz Van Doorn

Mission Australia

- Jill Wilson



Appendix A

Dandenong Railway Station Precinct Action Plan: Detailed Actions

Priority Area: SM1.Design	Lead Responsibility
Short to Medium Term Actions - (1 to 3 years)	
SM1.1: Advocate for improved standards of cleanliness and maintenance of station:	
<ul style="list-style-type: none"> • Improve cleanliness with deep clean of external surfaces; 	Metro Trains
<ul style="list-style-type: none"> • Improve and monitor maintenance; 	Metro Trains
<ul style="list-style-type: none"> • Plant and maintain garden beds 	Metro Trains
SM1.2: Remove barriers to sightlines improve smooth passenger traffic flow within the station:	
<ul style="list-style-type: none"> • Improve sightlines by relocating vending machines, poster cases and other visual barriers; 	Metro Trains
<ul style="list-style-type: none"> • Remove mural 'Viachroma' on overpass and leave glass clear for better natural surveillance and visibility; 	City of Greater Dandenong and Department of Transport
<ul style="list-style-type: none"> • Relocate platform seating to create a clear path of travel for commuters exiting trains. 	Metro Trains
SM1.3: Maintain and enhance disability access to the station and surrounds:	
<ul style="list-style-type: none"> • Ensure timely maintenance and repair of lift; 	Metro Trains



Priority Area: SM1.Design	Lead Responsibility
Short to Medium Term Actions - (1 to 3 years)	
SM1.4: Investigate opportunities for volunteer groups to take on a role in beautifying the station and surrounds: <ul style="list-style-type: none"><li data-bbox="229 705 863 817">• Support formation of a “Friends of Dandenong Station’ Group should this be desired by the community.<li data-bbox="229 828 863 907">• Investigate funding support for voluntary ‘Friends’ groups.	
SM1.5: Progress re-development of the bus interchange comprising the following elements: (responsibilities - Department of Transport, Places Victoria and City of Greater Dandenong) <ul style="list-style-type: none"><li data-bbox="229 1086 863 1153">• Relocation of current commuter car parking to southern side of station<li data-bbox="229 1176 863 1243">• Extend Mason Street for bus access into train station<li data-bbox="229 1265 863 1332">• Build disability access ramp from Foster Street to bus interchange<li data-bbox="229 1355 863 1422">• Relocate taxi rank, DDA parking and kiss and ride area.<li data-bbox="229 1444 863 1512">• Provide additional CCTV cameras to cater for new bus bays and approaches.<li data-bbox="229 1534 863 1601">• Promote the new taxi rank, including the CCTV coverage to inform commuters of the new location and safety features.	



Priority Area: SM1.Design	Lead Responsibility
Medium to Long Term Actions (3 to 5 years+) ML1.Design	
ML1.1: Advocate for expansion and renovation of the station concourse, ticketing areas and platforms to cater for increased passenger loads. <ul style="list-style-type: none"><li data-bbox="229 712 847 853">• Consider Crime Prevention through Environmental Design (CPTED) principles when designing improvements or changes to station infrastructure.<li data-bbox="229 875 847 1016">• Investigate and seek to progress station improvements that will cater for increases in passenger numbers and provide a safer environment;<li data-bbox="229 1039 847 1144">• Seek changes to the ticketing hall, including new ticketing barriers to create smoother passenger flows in and out of the building;<li data-bbox="229 1167 847 1240">• Seek to install real time information through digital display screens at the entrance to the station.	
ML1.2: Consider opportunities for retail or commercial development around the station to activate the area.	Places Victoria, Department of Transport and Metro Trains



Priority Area: SM2. Staff, Surveillance and Safety	Lead Responsibility
Short to Medium Term Actions - (1 to 3 years)	
<p>SM2.1 Inform the public about staffing and surveillance systems within the station building.</p> <ul style="list-style-type: none"> Promote to the public that the station is staffed until the final train each day; Provide high visibility vests to be worn by Metro staff to ensure that they are easily recognisable by the public; Communicate how CCTV within the station itself is being monitored in real time and ensure that there is adequate signage to inform the public that they are under camera surveillance while at the station. 	<p>Metro Trains</p> <p>Metro Trains</p> <p>Metro Trains</p>
<p>SM 2.2 Consider signage, advertising and information to communicate safety messages:</p> <ul style="list-style-type: none"> Develop appropriate locations on platforms and within the station building for prominent posters and information about safety; Utilise signage in different languages and formats to community key messages; Consider installation of LCD screen to display Crime Stoppers information. 	<p>Metro Trains</p> <p>Metro Trains and City of Greater Dandenong</p> <p>Metro and Department of Transport</p>
Medium to Long Term Actions (3 to 5 years+) ML2. Staff, Surveillance and Safety	
<p>ML2.1 Ensure that staffing levels are adequate to meet increased patronage as demand for public transport continues to grow.</p>	<p>Metro Trains</p>
<p>ML2.2 Seek improvements to the station infrastructure, including expansion and improved monitoring of the CCTV systems</p>	<p>Metro Trains, Department of Transport</p>



Priority Area: SM3. Security and Protection	Lead Responsibility
Short to Medium Term Actions - (1 to 3 years)	
<p>SM3.1: Clarify details about the roll out of Protective Services Officers (PSO's):</p> <ul style="list-style-type: none"> • Communicate expected timeframes for deployment of PSO's with all stakeholders; • Identify opportunities to promote and complement the work of the PSO's to ensure positive media and community attitudes to the Dandenong Station; • Advocate for PSO's to have training in dealing with multicultural communities. 	
<p>SM 3.2 Progressively extend and promote the CCTV systems that will be developed in the streets surrounding the station.</p> <ul style="list-style-type: none"> • Ensure the taxi rank is operational as soon as the bus interchange works have been completed and that the CCTV camera at the rank is widely promoted; • Explore opportunities to promote the CCTV surveillance at the station and have this monitored centrally or by police; • Progressively roll out CCTV cameras in Foster St and other streets around the station as funding permits; • Organise a public launch of the CCTV system once Stage One is complete in the streets around the Railway Station. Promote widely through media to gain maximum exposure and publicity regarding the system; • Ensure that communication and promotion of the CCTV system is disseminated through multicultural and youth publications, and explore opportunities to promote in a variety of languages • Seek funding contributions from State Government and others for the street based CCTV systems. 	



Priority Area: SM3. Security and Protection	Lead Responsibility
Short to Medium Term Actions - (1 to 3 years)	
SM 3.3 Obtain periodic updates on crime statistics within the Dandenong Station Precinct	
<ul style="list-style-type: none">Update all stakeholders annually regarding crime and safety data for the precinct;	Victoria Police
<ul style="list-style-type: none">Continue proactive police operations in the area;	Victoria Police
<ul style="list-style-type: none">Explore all opportunities to respond to crime and safety issues in the precinct.	Victoria Police
SM 3.4 Monitor the supply and usage of alcohol by the public in the areas around the station.	
<ul style="list-style-type: none">Monitor the impact of the licensed premises in Foster St, Thomas St and others;	Victoria Police
<ul style="list-style-type: none">Provide information about the prevalence and impact of alcohol use on the station and patrons to all stakeholders annually and suggest appropriate responses to any issues that arise.	Victoria Police
Medium to Long Term Actions (3 to 5 years+) ML2. Staff, Surveillance and Safety	
ML3.1 Actively seek funding contributions from State Government and others for the street based CCTV systems;	City of Greater Dandenong
ML 3.2 Establish an evaluation framework for the street CCTV systems.	
<ul style="list-style-type: none">Monitor the impact of CCTV in other locations around Melbourne such as Footscray;	City of Greater Dandenong
<ul style="list-style-type: none">Periodically survey commuters, Police and other stakeholders about the impact of the CCTV systems;	City of Greater Dandenong
ML 3.3 Consider opportunities to redevelop the leased premises in Foster St for some other purpose.	Places Victoria and Victoria Police



Priority Area: SM4. Perceptions of Safety and Communication	Lead Responsibility
Short to Medium Term Actions - (1 to 3 years)	
<p>SM4.1 Generate positive media messages on an ongoing basis as a means of addressing poor perceptions of safety in and around the Dandenong Railway Station;</p> <ul style="list-style-type: none"> • Maximise the publicity potential of launching the CCTV system; • Develop a positive media campaign and program of community activity around a 'Fresh Eyes' message once the CCTV system is operational; • Develop a comprehensive communications plan for the station precinct. 	<p>City of Greater Dandenong, Places Victoria, Metro, Department of Transport</p> <p>City of Greater Dandenong, Places Victoria and Others</p> <p>City of Greater Dandenong, Places Victoria</p>
<p>SM 4.2 Investigate innovative promotional campaigns, artwork or other ways of keeping the area active and safe.</p> <ul style="list-style-type: none"> • Seek external funding for activities that promote a positive message about the station. 	<p>City of Greater Dandenong, Places Victoria</p>
<p>SM 4.3 Activate public spaces in and around the Dandenong railway station precinct with beneficial cultural and social activities</p> <ul style="list-style-type: none"> • Provide activities and events at the Pop-Up Park to encourage appropriate use of public spaces; • Explore opportunities for festivals, events, busking or regular activities on the streets, in the station forecourt or other public areas to enliven the public realm; • Investigate public art opportunities for the station and platforms as well as the area around the station; • Explore opportunities for youth engagement activities and develop a multi agency to working with young people in the Pop-Up Park and other public spaces around the station precinct. • Explore opportunities for local businesses to engage in regular recreational activities such as soccer competitions at the Pop-Up Park. 	<p>Places Victoria, Mission Australia, City of Greater Dandenong,</p> <p>City of Greater Dandenong, Places Victoria, Mission Australia</p> <p>City of Greater Dandenong, Places Victoria</p> <p>City of Greater Dandenong, Places Victoria, Mission Australia</p> <p>Mission Australia, Places Victoria</p>



Priority Area: SM4. Perceptions of Safety and Communication	Lead Responsibility
SM 4.4 Enforce local laws banning the consumption of alcohol on the street and in the station. <ul style="list-style-type: none">Roll out the 'No Drinking in Public' campaign in Foster St and surrounds, including footpath stencils (where appropriate), signage and enforcement patrols;	City of Greater Dandenong and Victoria Police
Medium to Long Term Actions (3 to 5 years+) ML2. Staff, Surveillance and Safety	
ML 4.1 Consider retail or commercial developments within the precinct to increase activity and passive surveillance of the Station.	City of Greater Dandenong, Places Victoria, Metro and others
ML 4.2 Evaluate liquor licensing controls, operating hours of licensed premises and information provided to licensees.	City of Greater Dandenong, Victoria Police