

Fix My Station

Dandenong Station Survey
Results; July 2019

The RACV logo is located in the bottom right corner of the image. It consists of the letters "RACV" in a bold, blue, sans-serif font, with a yellow swoosh underneath the letters.

Contents



Background



Method



What we heard



Main takeaways



Next steps



Background



**Fix My
Station
surveys**



On Track Survey runs every two years.

Dandenong Station was identified as one of the worst in Victoria in 2017.

Fix My Station seeks to dig deeper and uncover specifics about how these stations can be improved.

Method

The Fix My Station survey was designed to explore headline topics identified in the 2017 On Track survey.

For Dandenong Station we focused on safety and access issues.

Specifically, we asked people who use Dandenong Station how they would like it to be fixed, e.g. 'what improvements would you like to see?'



Method

An online survey was open for 7 weeks in April-May 2019.

To drive participation, we:

- Reached out to RACV members through eNews.
- Engaged commuters on social media via Facebook and Twitter.

A story in the Dandenong Leader was published on 30 April 2019 and the City of Greater Dandenong also shared the survey with their local networks and communities.

310 responses received.



What we heard

Perceived as unsafe

Survey respondents highlighted that the station precinct and car park feels isolated and unsafe.

Hard to navigate

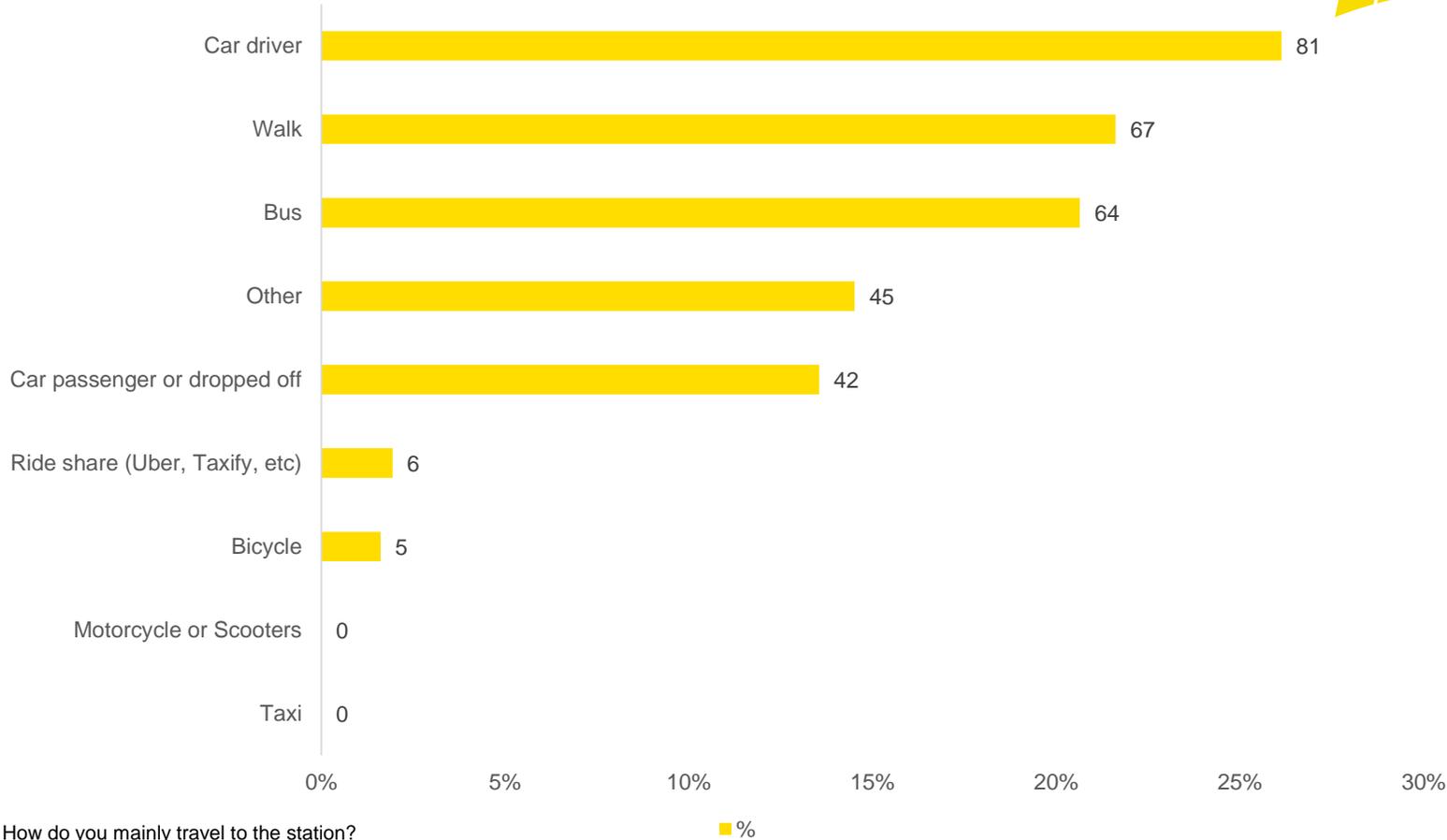
Respondents revealed that the station layout is not user-friendly, especially for people with disability, and that the space is often crowded and confronting.

Needs attention

Respondents want visual improvements to the Dandenong Station precinct, to make it look nicer and ensure that it can be an effective, clean and safe gateway to central Dandenong.

Travel

How do you mainly travel to the station?



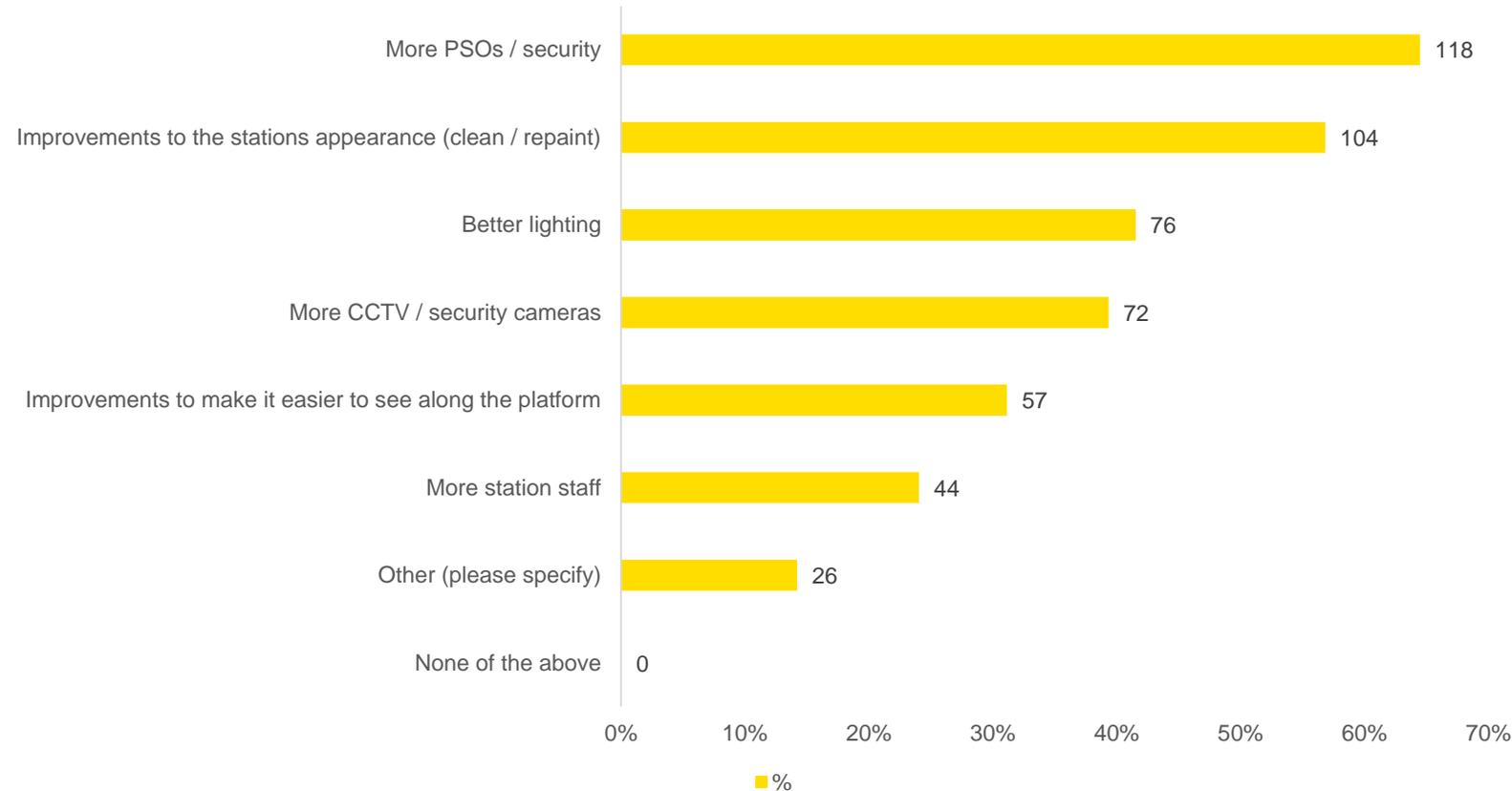
The responses revealed that the survey participants predominantly arrive at Dandenong Station in a diverse range of ways, predominantly by car, walking or bus.

People who selected 'Other' predominantly arrived at Dandenong Station by Train.

Q: How do you mainly travel to the station?
Responses: 310

Safety

What improvements would make Dandenong Station safer (excluding the car park)? (Select at most 3 answers)



Only 37% of survey participants feel safe when at Dandenong Station.

The 63% who said they felt unsafe were asked “What improvements would make Dandenong Station safer (excluding the car park)? (Select most 3 answers)”.

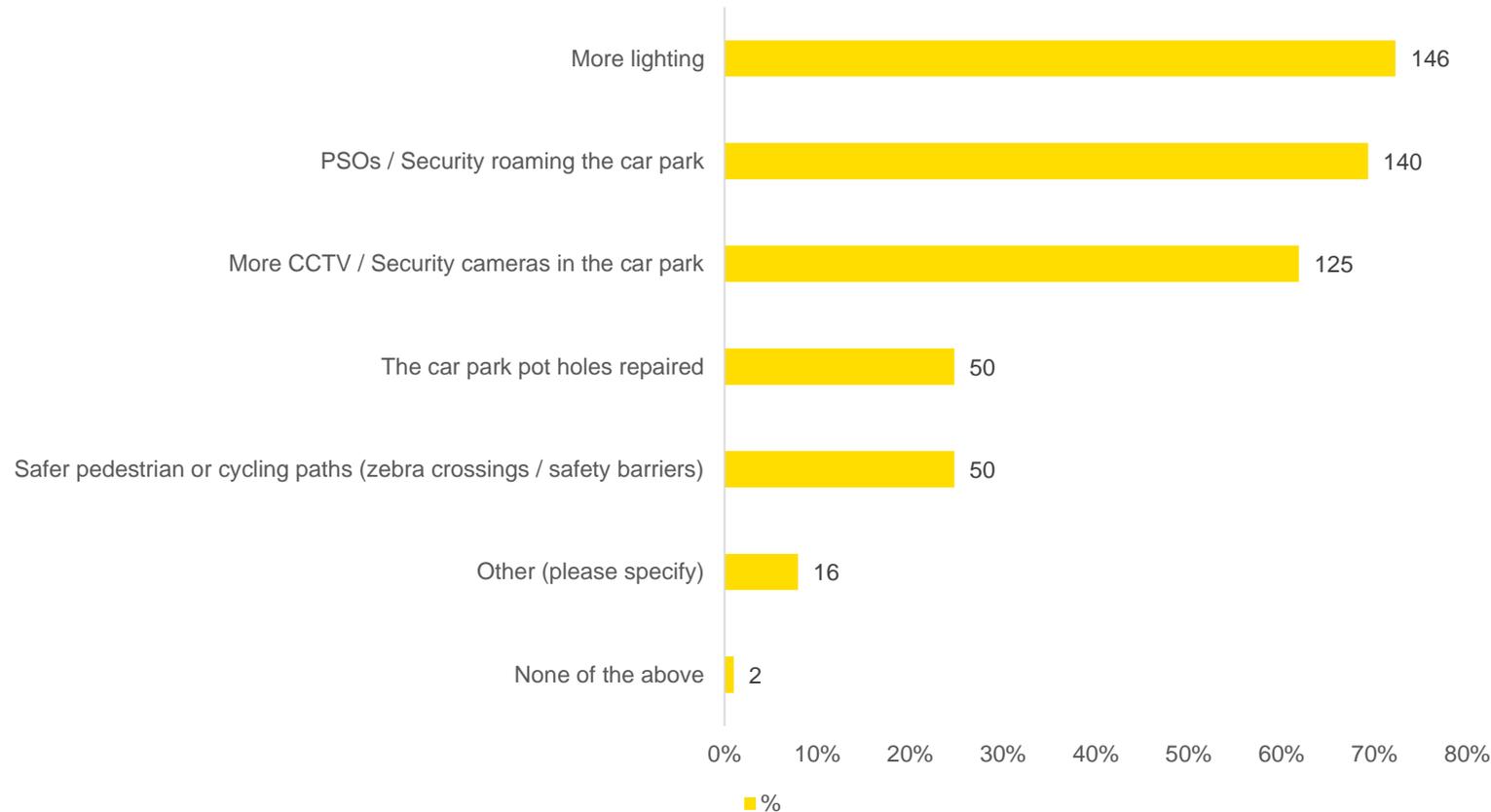
Participants told us that more protective service officers (PSOs) / security, improvements to the stations appearance (clean / repaint) and better lighting could make Dandenong Station safer.

Q: What improvements would make Dandenong Station safer (excluding the car park). (Select at most 3 answers).

Responses: Q: 183 responses.

Safety

What improvements would make the car park at Dandenong Station safer? (At most 3 answers)



Only 29% of survey participants feel safe when parking or walking through the car park at Dandenong Station.

The 71% who said they felt unsafe were then asked “What improvements would make the car park at Dandenong Station Safer? (At most 3 answers).”

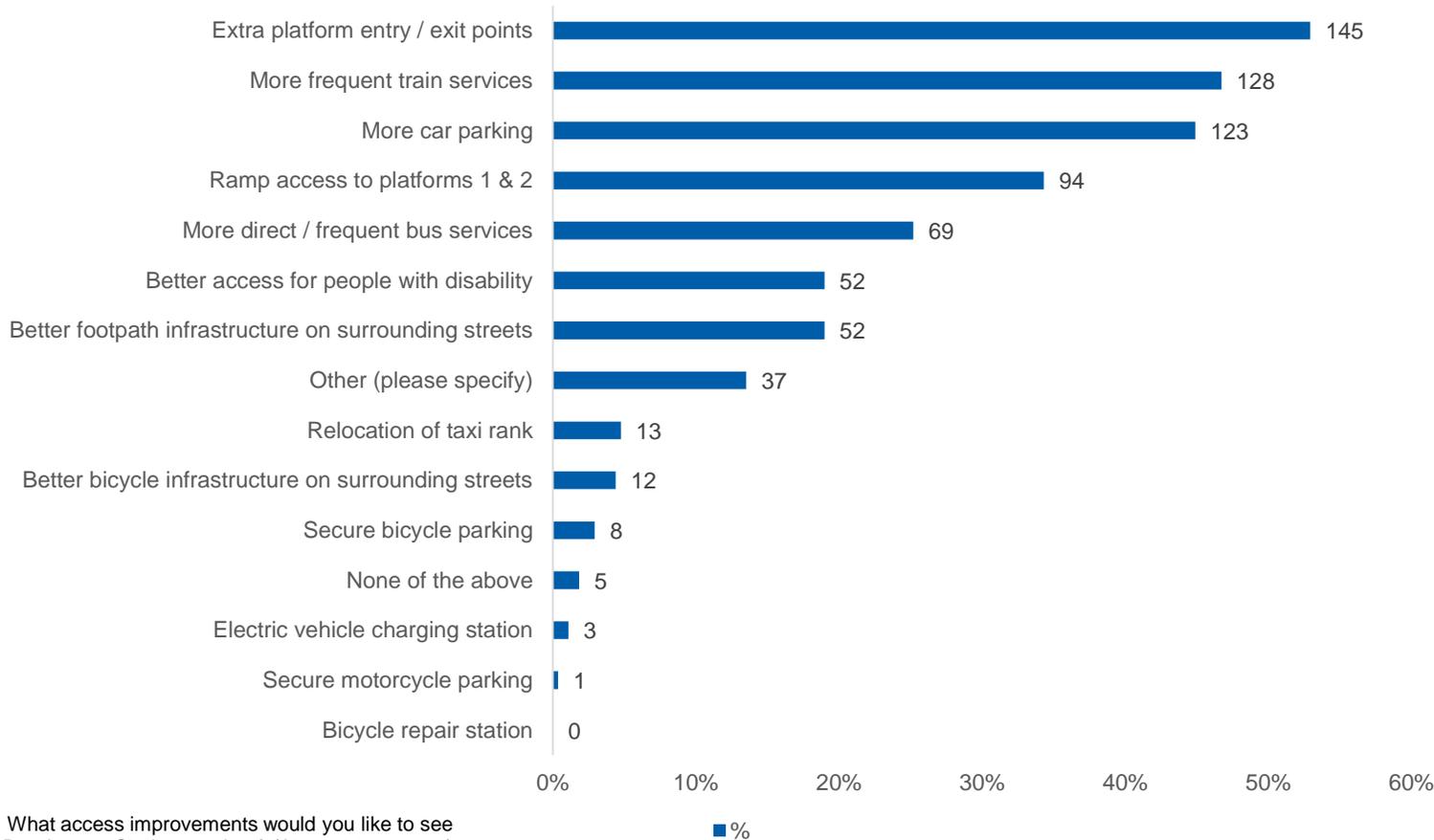
Participants told us that more lighting, PSOs / security roaming the car park and more CCTV / security cameras in the car park could make the car park safer.

Under ‘Other’, participants raised concerns about the isolation and distance between the car park and the station entry / exit.

Q: What improvements would make the car park at Dandenong Station safer? (At most 3 answers).
Responses:
Q: 202 responses.

Access

What access improvements would you like to see at the Dandenong Station precinct? (At most 3 answers)



Participants told us that they want extra platform entry / exit points, more train services and more car parking at the station.

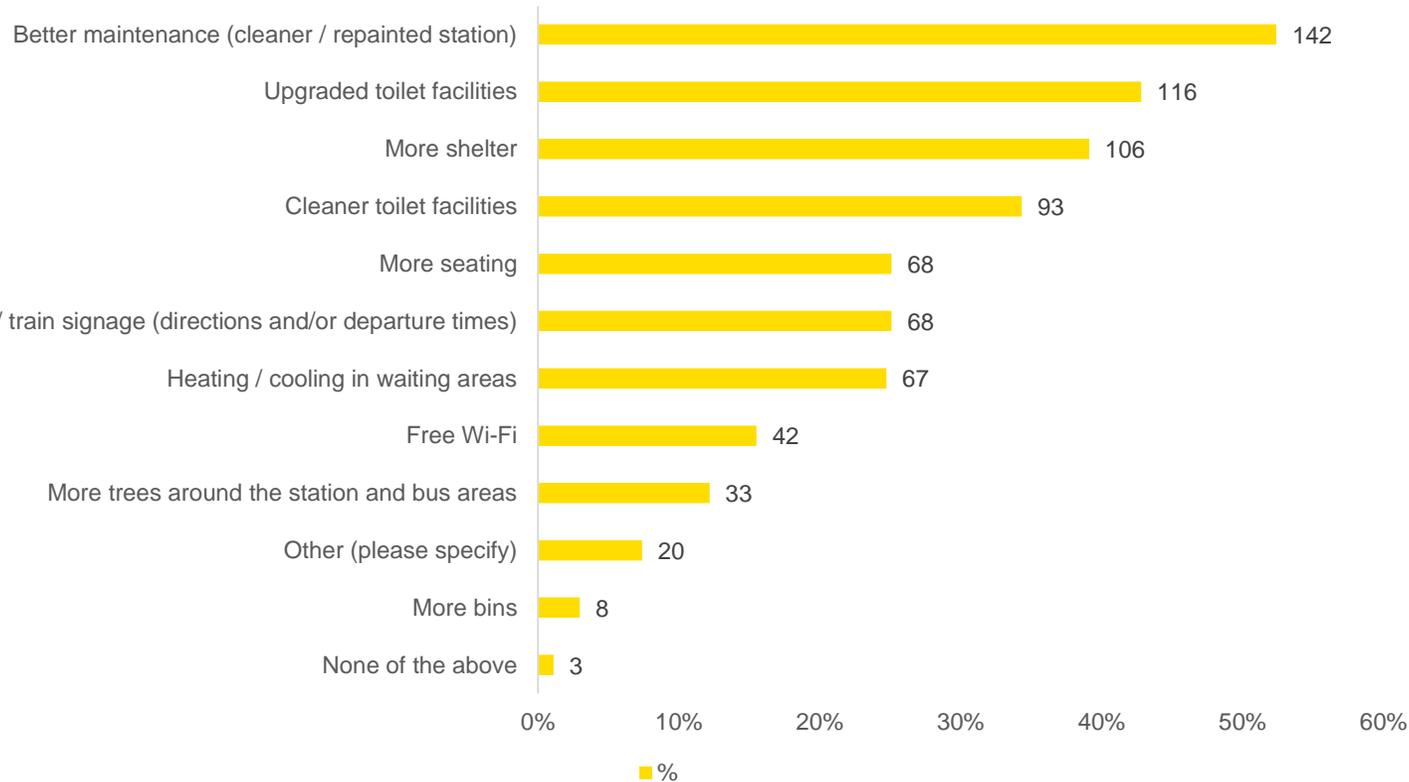
Under 'Other', participants raised concerns about having difficulty accessing the platforms, due to steep stairs and congestion at the ticket barriers.

Participants stated that using the train station can be confusing as trains can change platforms with little notice.

Q: What access improvements would you like to see at Dandenong Station precinct? (At most 3 answers)
Responses: 274

Infrastructure

What infrastructure improvements would you like to see at the Dandenong Station precinct? (At most 3 answers)



Participants told us that they want better maintenance (cleaner / repainted station), upgraded toilet facilities and more shelter.

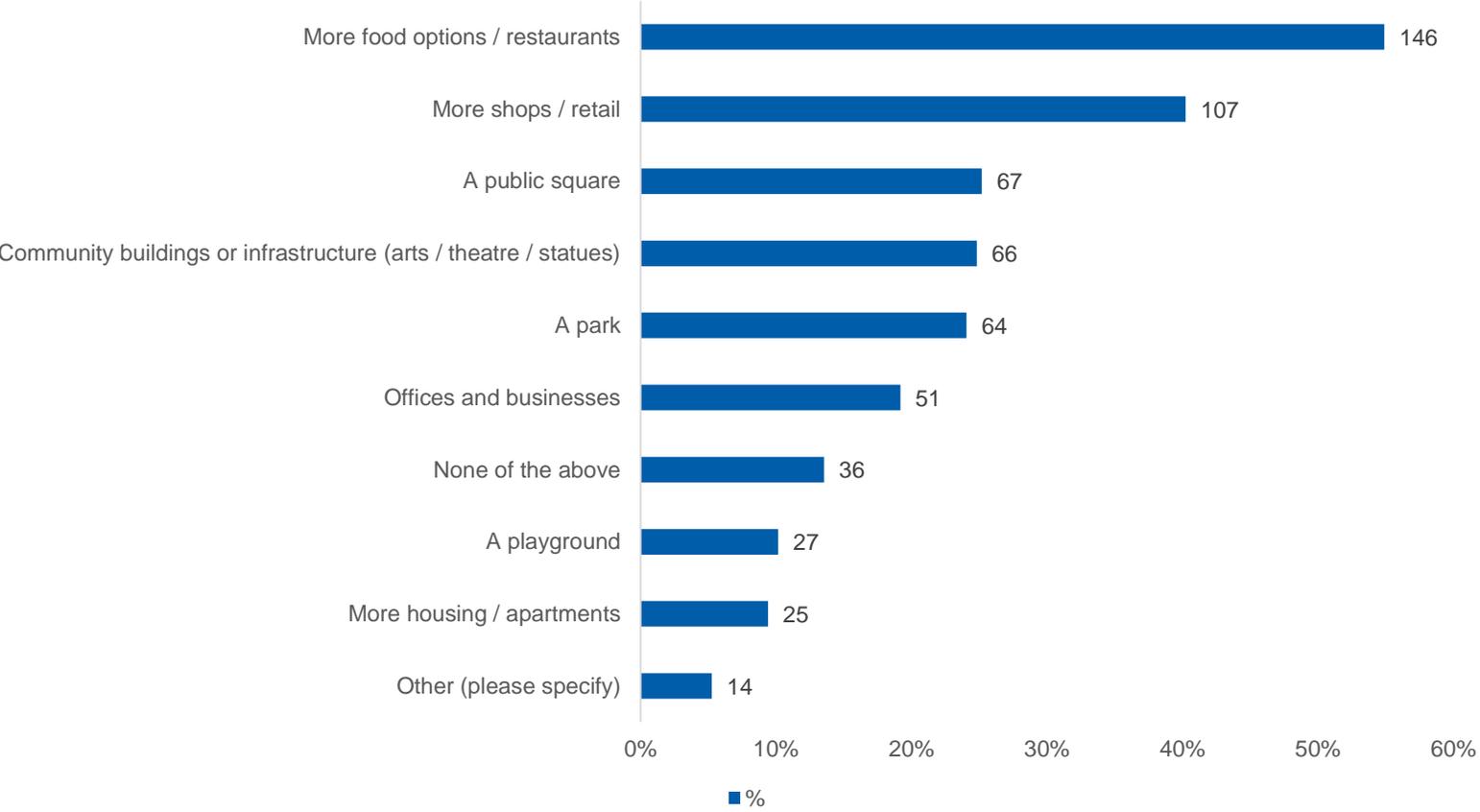
Respondents under 'Other' raised the need for clearer or more audible announcements, electronic displays on the platforms, more lighting, escalators, pick up and drop off points for people with disability.

Q: What infrastructure improvements would you like to see at the Dandenong Station precinct? (At most 3 answers).

Responses: 271

Dandenong

How would you like to see the wider Dandenong Station precinct improved? (At most 3 answers)



Survey respondents informed us that they would most like to see the Dandenong Station precinct improved with more food options / restaurants and more shops / retail.

Options including a public square, community buildings or infrastructure, or a park were also highlighted as ways of improving the station precinct.

Under 'Other', participants said they would like the pop up park that was previously outside the station to return.

Q: How would you like to see the wider Dandenong Station precinct improved?(At most 3 answers). Responses: 266

“There needs to be escalators installed to help people get from platform 1 & 2 to platform 3 when they change where the trains are going to arrive at the last minute.”

“I believe Dandenong station should become a major transport interchange with buses that connect to train services.”

“How would you like to see the wider **Dandenong Station precinct **improved?**”**

“Once winter sets in I do feel unsafe as it gets dark early, the lighting is poor and number of people around decreases.”

“Needs an improvement. Cleaner upgraded toilets, better lighting. Decent lifts and security.”

“I feel stations need to be more than transport hubs, they need to be community hubs. The pop-up park should be re-opened. It gave a sense of fun.”

The takeaways

Make the station safer.

Respondents told us that they want more PSOs and more activity surrounding the station to address the feeling of isolation. This could be addressed with more PSOs and general activity in the local area.

Improve navigation.

Dandenong Station needs to be more user-friendly, especially for people with disability. With respondents telling us that it's congested, difficult to navigate and the train services can be unreliable. More maps, wider elevators, escalators or better accessibility to and from the platforms could alleviate respondents' concerns.

Enhance design.

Respondents told us that they found the station dirty, unpleasant and difficult to navigate. This could be done with an internal layout redesign and giving the station a clean and a repaint, which would improve the overall physical appearance of the station.



Next Steps

Ongoing advocacy

The results from the Dandenong Fix My Station survey will underpin RACV's advocacy for improvements.

This will involve direct liaison with the State Government (Department of Transport) on how and when these issues can be addressed.

Measuring change over time

We will continue to run the On Track Survey every two years, enabling us to monitor how people's satisfaction in train stations and rail services changes over time. The next On Track survey will be held in late 2019.

www.racv.com.au/fixmystation

www.racv.com.au/ontracksurvey



