DRAFT

Community Safety Technology

Roll-out Plan

City of **Melville**

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Executive Summary

The City of Melville presents a comprehensive five-year Closed-Circuit Television (CCTV) Implementation Roadmap designed to enhance public safety across over 20 key locations within our community.

This strategic plan emerges from the Council's support to expand CCTV to our community, reflecting our commitment to proactive safety measures outlined in the 2024 community safety service review.

By leveraging advanced CCTV technology, local crime data, and criminology research, we aim to establish a robust surveillance network that deters crime, supports law enforcement, and fosters a safe, welcoming environment for all residents and visitors.

Historically, our Community Safety Service (CSS) relied primarily on visible patrols to enhance security, with limited access to CCTV infrastructure. This approach, while valuable, has constrained our ability to provide continuous, real-time monitoring to make our community safety patrol service more efficient.

The core objectives of this roadmap include reducing crime rates, improving public safety, supporting law enforcement efforts, and promoting community collaboration. These objectives align with the City of Melville's Council Plan.

This Plan also addresses critical considerations such as risk management, ethical data use and legal compliance of the use of this technology. By incorporating best practices in these areas, we ensure that the CCTV system operates effectively within an accountable, community-focused framework.

Background

The Community Safety Service (CSS), established in the early 2000s, has played a pivotal role in enhancing public safety within our community. Over the years, CSS has become a trusted presence, providing peace of mind through visible patrols and community engagement initiatives.

However, following the completion of the Community Safety Review in 2024, it was recognised that the CSS needed to evolve to address emerging challenges and integrate advanced technologies.

By developing this roll-out Plan, we aim not only to equip our new service MelSafe with the tools necessary for effective, responsive surveillance but also to adapt the service based on the insights gained from the 2024 review.

Leveraging CCTV to support safety, reduce crime, and protect public spaces, the City is set to undergo changes that will enhance its effectiveness.

Existing Surveillance Infrastructure
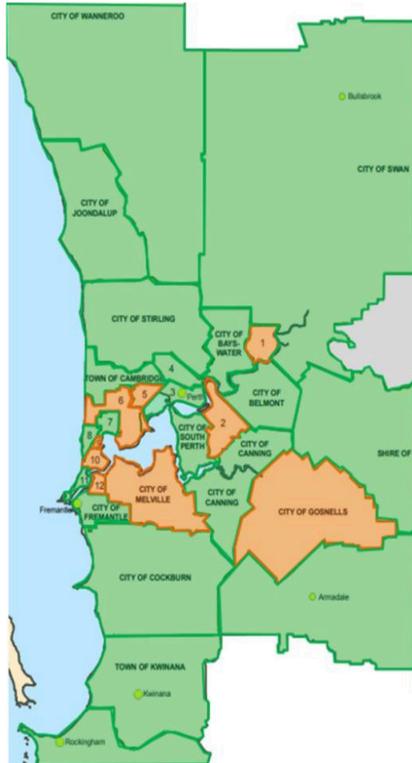
Currently, the City's fixed CCTV network comprises of approximately 160 cameras. The current coverage is limited to specific facilities, including libraries, the Administration/Building, and some recreation centres.

Approximately $10,000 is spent maintaining this system each year.

This restricted coverage places Melville behind other local governments in the Perth area—such as the Cities of Cockburn and Fremantle that have implemented extensive open-space CCTV networks, enabling continuous monitoring and rapid response to incidents.

Green LGA – Have community-based CCTV

Orange LGA – Do not have community-based CCTV

In addition to the fixed CCTV locations, the City has 6 mobile CCTV units (1 trailer owned by the City and 5 transportable poles leased) that are deployed to emerging crime hotspots and events. The leasing costs of these poles is approximately $30,000 each year.

This reliance on patrols over surveillance technology has created a disparity between our community safety capabilities and those of neighbouring local governments, particularly in terms of continuous, real-time monitoring and rapid incident response.

Community Sentiment

Community feedback gathered through the 2024 MARKYT Community Scorecard and community feedback indicates strong support for expanding CCTV coverage. Residents express a desire for increased safety measures, particularly in areas where they perceive higher risks or have experienced incidents firsthand.

"More cameras and real time monitoring of events and access to law enforcement" – Local Resident

"More CCTV cameras on streets as there are too many break-ins" – Local Resident

However, concerns regarding privacy and data security have also been voiced. The City is committed to addressing these concerns by implementing robust data management protocols, ensuring compliance with all relevant legislation including the Surveillance Devices Act 1998 (WA).

Scope

This Plan outlines a structured, multi-year approach to build a scalable surveillance infrastructure throughout the City of Melville.

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Focusing on approximately 20 locations identified through analysis and community feedback, this plan details the technical specifications, financial requirements, and legal considerations necessary to establish a robust and adaptive CCTV network.

The roadmap encompasses both fixed and mobile CCTV deployment.

Additionally, the plan fosters public-private partnerships by encouraging local businesses and property owners to join a pilot project that send real time alerts of suspicious behaviour to the City's community safety patrol service. This collaboration aims to extend CCTV monitoring to areas beyond the scope of public infrastructure alone, creating a more comprehensive safety net across the City.

The Plan also integrates artificial intelligence (AI) for optimised responses and enhancing the City's community safety patrol service overall efficiency. By adopting AI technologies, we can automate routine surveillance tasks, allowing our officers to focus on critical incidents and strategic planning.

Alignment with the City of Melville's Council Plan

This Plan aligns closely with the City of Melville's Council Plan, addressing key outcomes and objectives:

- *Objective 1.3: Improve community safety and security.*

By installing CCTV in hotspots and high-traffic areas, we aim to reduce crime rates and enhance community safety.

- *Objective 1.1: Facilitate a sense of community, wellbeing, social connection, and participation.*

Safer public spaces encourage community engagement and participation in local events and activities.

- *Objective 5.1: Provide transparent and accountable good governance.*

We commit to transparency and accountability by establishing clear policies on data management, privacy, and operational procedures.

- *Objective 5.4: Strengthen active citizen engagement, participation, and access to information.*

Through the CCTV Partnership Programme and community consultations, we engage citizens and encourage public input.

- *Objective 4.1: Facilitate vibrant activated local places and centres.*

Safer public spaces increase foot traffic and community activities, contributing to vibrant local centres.

- *Objective 4.4: Support local business growth and resilience.*

Improving safety in commercial areas supports local businesses by creating attractive environments and reducing theft and vandalism.

Strategic Objectives

Crime Deterrence and Reduction

Our primary objective is to deter criminal activities and reduce incidents of theft, vandalism, and public disturbances by strategically placing CCTV across identified hotspots and high-traffic areas. Locations such as the Wireless Hill, riverside carparks and selected public open spaces have been prioritised based on crime statistics and community reports.

The presence of visible surveillance cameras serves as a deterrent, discouraging potential offenders by increasing the perceived risk of apprehension. Furthermore, in the unfortunate event of a crime, CCTV footage provides valuable evidence that can expedite investigations and improve apprehension rates.

Support for Law Enforcement

CCTV systems are indispensable tools for law enforcement agencies. By working with the Western Australia Police Force and our own community safety patrol service with reliable surveillance data, we will strengthen collaborative efforts, enabling more efficient and effective crime response and resolution.

Community Collaboration

Public safety is a shared responsibility, by fostering partnerships, we aim to extend CCTV coverage beyond public spaces. Our CCTV Partnership Program encourages stakeholders to participate in the surveillance network, creating a more connected and secure community.

Needs Assessment

Crime Trends

The City of Melville encompasses a mix of residential neighbourhoods, busy commercial districts, and vibrant recreational areas, each presenting unique safety challenges. Recent data from WA Police indicates specific trends that need targeted interventions:

Property Crime

There has been a noticeable increase in incidents of burglaries, theft, and property damage. These crimes not only result in financial losses but also impact the sense of security among residents and business owners.

By supporting the installation of CCTV in these vulnerable locations, we aim to deter property crimes through increased surveillance visibility and provide valuable evidence to assist law enforcement in apprehending offenders.

Violent Crime

While overall rates of violent crime in Melville remain low, there is an ever-present risk of violent crimes. Enhancing surveillance in these areas aims to deter violent incidents, improve incident response times, and contribute to ensuring offenders are identified and apprehended before wider community impact occurs.

Antisocial Behaviour

Vandalism, graffiti, and other forms of antisocial behaviour have been reported in community assets and recreational areas. These activities not only degrade public property but also diminish community pride and enjoyment of shared spaces.

Deploying CCTV in these public locations seeks to reduce such behaviour, preserve public amenities, and minimise maintenance costs associated with repairing vandalism.

Key Technology Streams

Fixed CCTV

The backbone of our surveillance network will be formed by installing fixed CCTV at approximately 22 locations. These have been identified through a thorough analysis of crime data and community feedback. The locations have been split into three phases.

The timeframe associated to ach phase would be fluid and subject to supplier availability, budget considerations, revenue generated by the Community Safety business unit to offset project costs and internal project delivery resourcing.

Proposed Fixed CCTV Locations
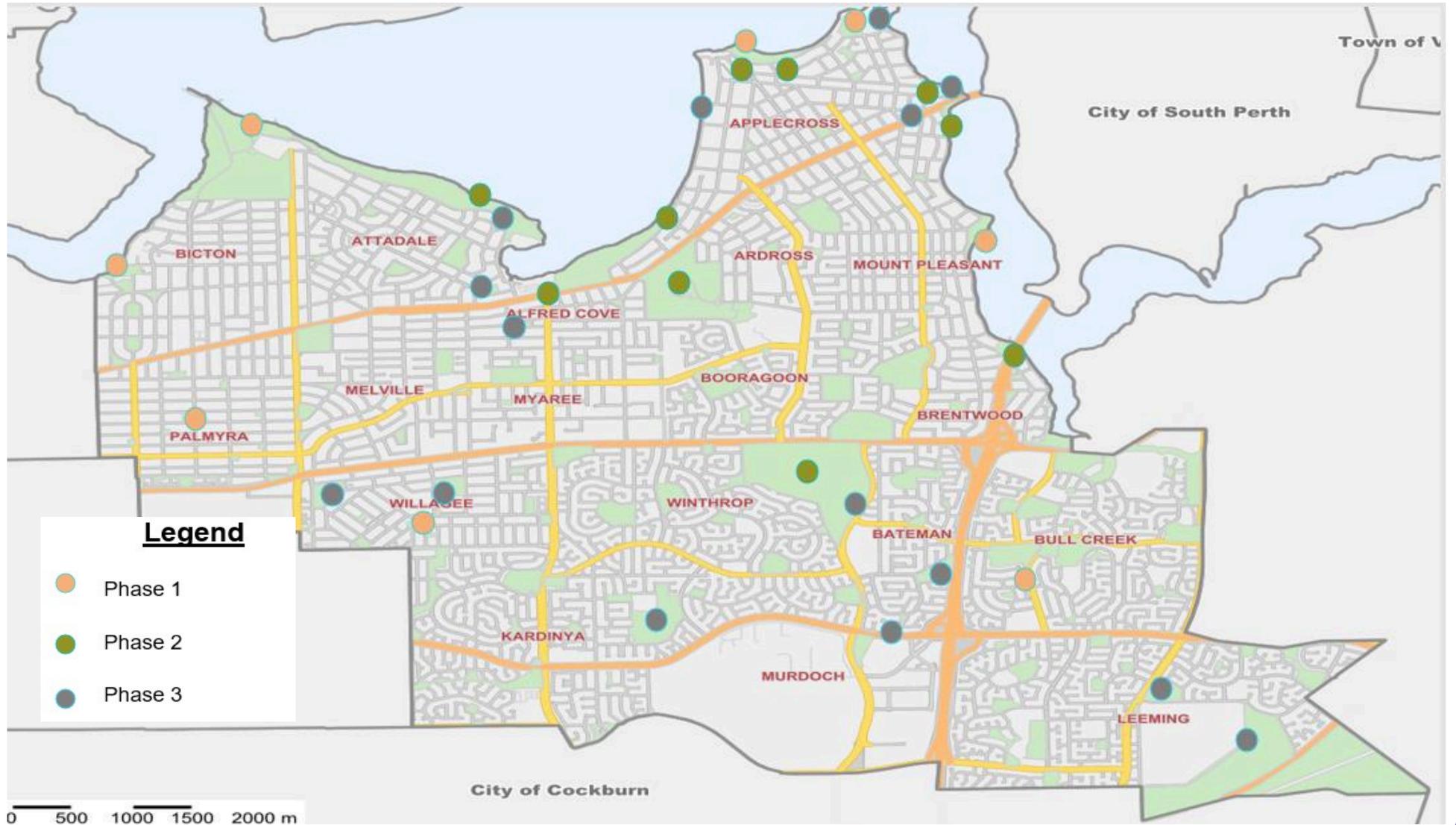
Proposed - Phase 1 Locations

- Applecross Jetty
- Bicton Baths
- Deep Water Point
- Goolugatup Heathcote Reserve
- Dyoondalup Point Walter
- Three Bears Park
- Harmony Park
- Bob Gordon Reserve
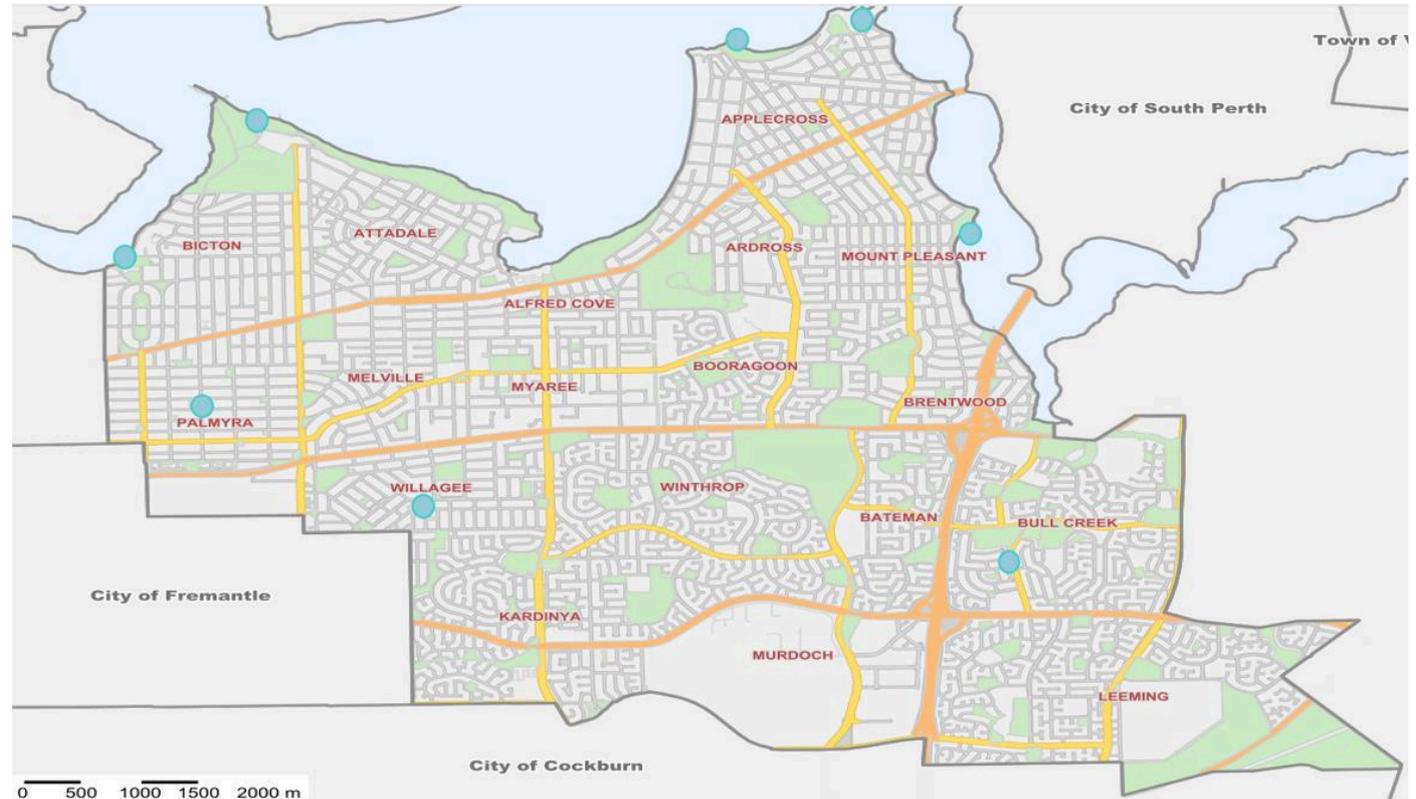
Proposed - Phase 2 Locations

- Applecross and Attadale riverside carparks
- Wireless Hill
- Piney Lakes
- Selected Parking Stations
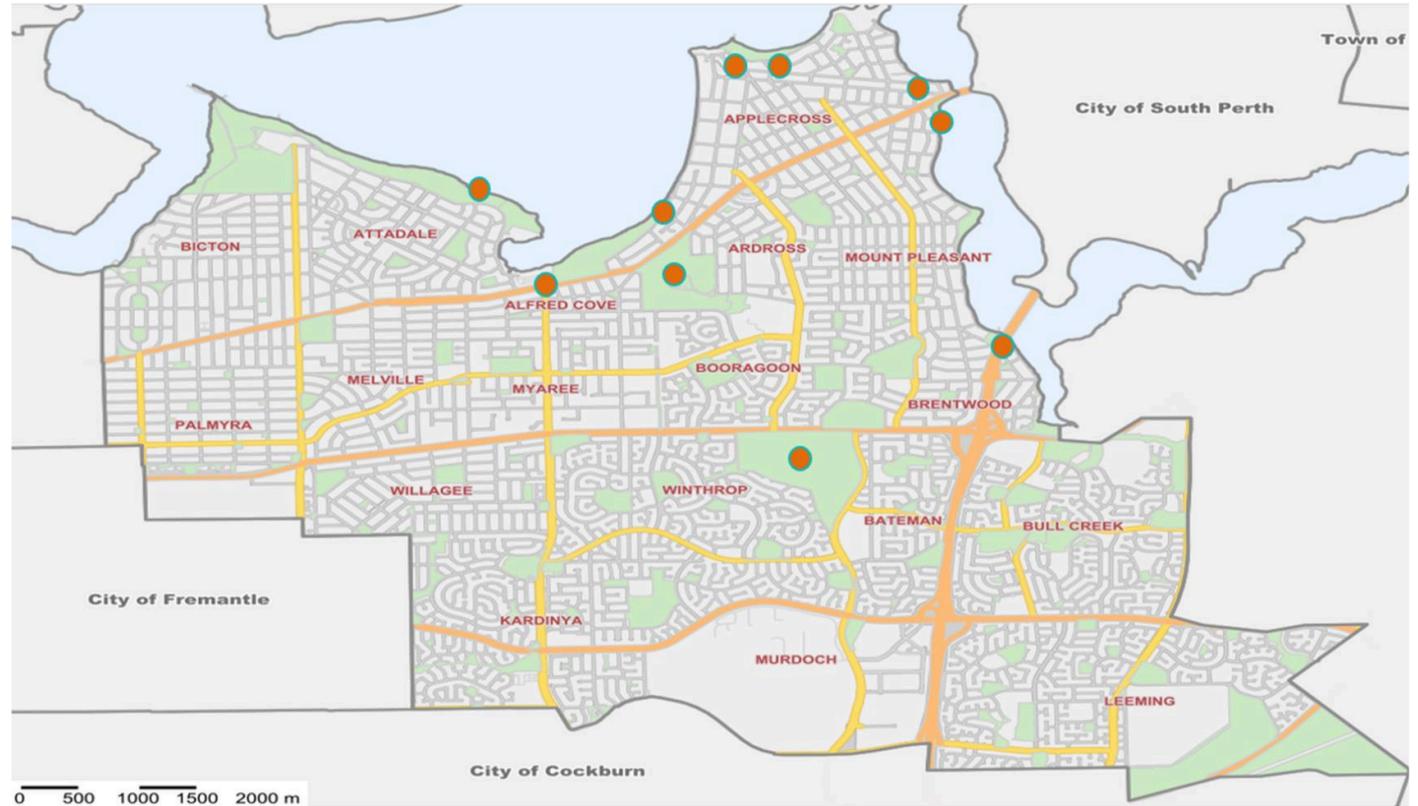
Proposed - Phase 3 Locations

- Webber Reserve
- Winnacott Reserve
- Troy Park
- River Boardwalk Applecross
- Morris Buzacott Reserve Carpark
- Beasley Reserve Carpark
- George Welby Park
- Harry Buckley Park
- Dimond Court Carpark
- Enclosed Dog Park(s) - Piney Lakes

Estimated Financials – Fixed CCTV

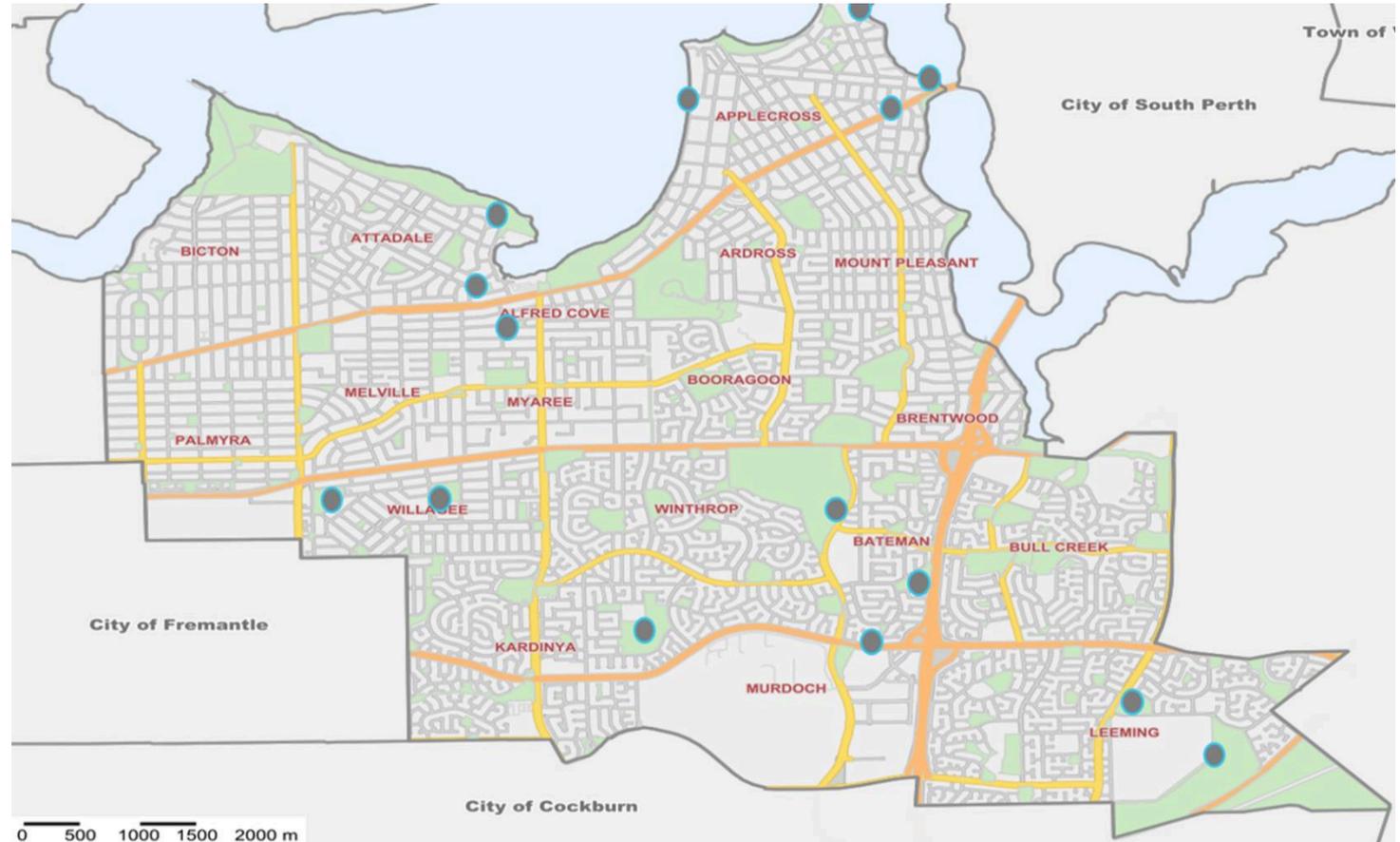| Ward	Short-Term	Mid-Term	Long-Term	Estimated Investment
Applecross-Mount Pleasant Ward	2 locations $130,000	2 locations $330,000	2 locations $170,000	$630,000
Bateman-Kardinya-Murdoch Ward	Nil	Nil	3 locations $200,000	$200,000
Bicton-Attadale-Alfred Cove Ward	1 location $90,000	1 location $150,000	1 location $40,000	$280,000
Bull Creek-Leeming Ward	Nil	1 location $140,000	2 locations $100,000	$240,000
Central Ward	Nil	1 location $120,000	2 locations $180,000	$300,000
Palmyra-Melville-Willagee Ward	2 locations $120,000	Nil	2 locations $150,000	$270,000
Estimated Totals	**$340,000**	**$740,000**	**$840,000**	**$1.9M**

Mobile CCTV

To enhance our ability to respond to temporary crime spikes or special events, we will deploy mobile CCTV units. These units offer flexibility and can be rapidly relocated to areas experiencing emergent safety concerns, such as community festivals, sporting events, or construction sites.

By expanding our mobile CCTV fleet, we can dynamically adjust our surveillance capabilities to meet the changing needs of the City.

Over the life of this plan, we anticipate purchasing approximately ten (10) mobile units, at an approximate cost of $300,000.

Smart-Secure City Buildings and Facilities

Upgrading security systems in high-priority City buildings and facilities is a crucial component of our strategy of improving safety at our public open areas. By integrating advanced security systems—such as access control, intrusion detection, and building based CCTV, we would enable remote oversight and proactive issue resolution before damage or situations escalate.

86 City Facilities Assessed	53 Buildings require upgrades	9 locations would require CCTV and new access control systems
3 locations require CCTV and lighting upgrades	33 locations would require CCTV and integration of existing alarms	8 locations require alarm integration and no CCTV

To decrease unnecessary removal of existing hardware and future-proof the system for more smart city initiatives, the project will likely utilise a Physical Security Information Management (PSIM) architecture.

A PSIM is a software platform that integrates multiple unconnected security applications and devices, controlling them through one comprehensive user interface. It collects and correlates events from existing disparate security devices and information systems (e.g. video, access control, sensors, analytics and networks) to empower personnel to identify and proactively resolve situations.

CCTV Rebate Scheme

The City's Community Safety Review identified the need for a residential and small business CCTV rebate scheme.

Feedback from other local governments shows these programs can enhance residents' perceived safety and the proposed scheme is designed to maximise community benefit while managing costs and addressing key limitations of existing models.

Key Findings

- Many Perth metropolitan local governments offer rebate schemes, but their effectiveness in reducing crime or identifying offenders is largely anecdotal
- Unstructured rebate programs often face high demand, leading to budget overruns and inconsistent footage quality
- Minimal technical standards are often not enforced, reducing the potential utility of installed systems.

Proposed Rebate Structure

Participation Type	Rebate Amount
Install eligible CCTV system <u>and join</u> the pilot program (mentioned below)	$500
Install eligible CCTV system <u>without joining</u> the pilot program (mentioned below)	$200

This structure balances flexibility and accessibility, encouraging community participation while prioritising high-value integrations into the City's safety network.
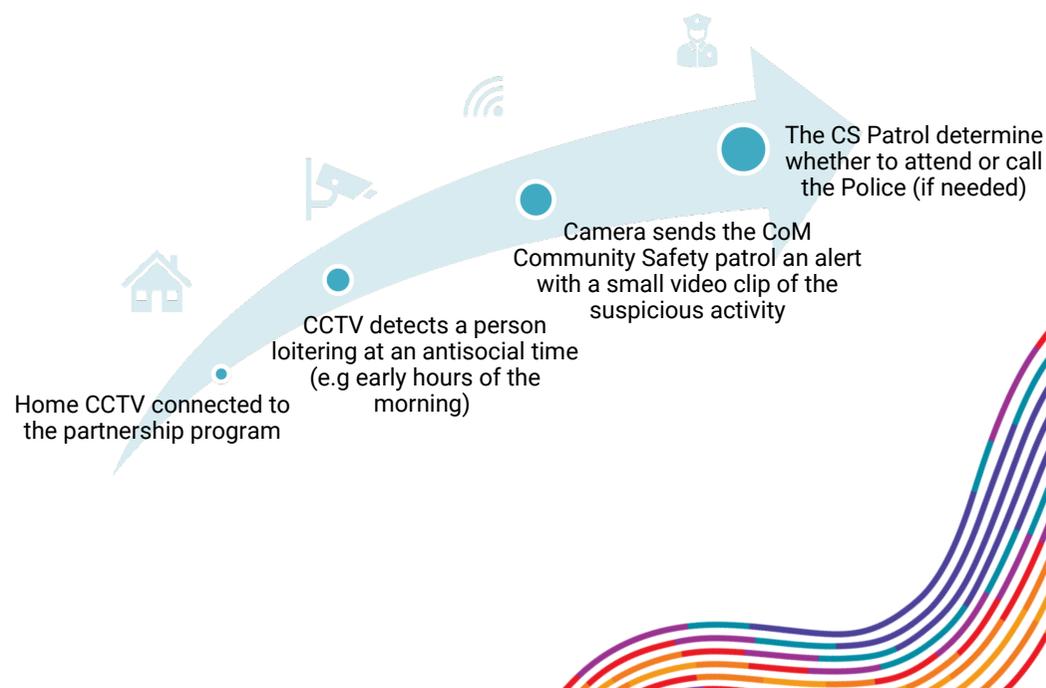
Community Partnership Program – Pilot Project

The City's Community Safety Review identified the need for a residential and small business CCTV rebate scheme.

Feedback from other local governments shows these programs can enhance residents' perceived safety and the proposed scheme is designed to maximise community benefit while managing costs and addressing key limitations of existing models.

How the Pilot Program Will Work

The pilot project would work by allowing private homes and small businesses (within a designated trial area) to link compatible cameras to a City-managed network that receives alerts of people loitering at anti-social hours (e.g. typically between 1AM – 3AM), and allows for an immediate and automated response by the City's community safety service without any intervention from the home-owner.

The CS Patrol determine whether to attend or call the Police (if needed)

Camera sends the CoM Community Safety patrol an alert with a small video clip of the suspicious activity

CCTV detects a person loitering at an antisocial time (e.g early hours of the morning)

Home CCTV connected to the partnership program

This data will rely on the inbuilt AI in the camera to detect people loitering near driveways, carports, and small businesses at night and early hours of the morning. It will provide an alert to the nearest City of Melville community safety patrol car in real time. This approach allows for immediate response to community issues and helps prevent further incidents.

By design, the City will not have direct access to any other footage recorded by the partner CCTV systems. Additionally, the data will be transferred oneway, so that it would be impossible to use the connection to access any of the City's CCTV data.

Having this direct connection to a real-time response provide a direct benefit to ongoing community concern feedback shared on social media.

"Constantly seeing social media videos of crime being committed in our area in the early hours of the morning - I feel very unsafe."
Source: MARKYT 2023 Community Scorecard

For those who wish to install cameras but not participate in the pilot project, a rebate would still be offered, albeit at a lesser amount.

Residents and business owners who have already installed CCTV cameras can also participate in the pilot project if they are located within the trial area. This approach not only expands the network but also maximises community benefits by including existing camera installations, rather than focusing solely on new installations.

Artificial Intelligence (AI)

Integrating AI into our CCTV systems will revolutionise how we monitor and respond to incidents. AI technologies can:

- *Automate Surveillance*
Identifying unusual activities, such as loitering or abandoned objects, without constant human oversight

- *Enhance Incident Response*
Providing real-time alerts to MelSafe personnel when predefined criteria is met

- *Improve Data Management*
Assisting in the organisation and retrieval of footage for investigations

By adopting AI, we not only improve efficiency but also ensure that our community safety resources are focused where they are most needed.

No additional funding is required for this initiative, as it will be incorporated into the installation costs of the fixed CCTV location-based projects.

Social Procurement Considerations

To align with the City's commitment to ethical practices and social responsibility, CCTV procurement will prioritise security and ethical sourcing. We will avoid equipment from manufacturers with potential security risks, including foreign interference or cyber vulnerabilities. Thorough due diligence will ensure suppliers comply with Australian security standards and any Commonwealth restrictions, following advice from agencies such as the Australian Cyber Security Centre.

Estimated Financials – Complete Roll Out Plan

Project	Short-Term	Mid-Term	Long-Term	Est. Project Cost
Mobile CCTV fleet	$60,000[1]	$200,000	$100,000	$360,000
CCTV Network Establishment (monitoring hardware and initial licensing)	$70,000			$70,000
Fixed - CCTV Roll-Out Plan	$340,000	$740,000	$840,000	$1,920,000
CCTV Rebate	$50,000	$90,000	$90,000	$230,000
Community CCTV Partnership Pilot Project	$40,000			$40,000
Income sources				
Reserve/ Service Income Funded	$560,000	$1,000,000	$950,000	
Municipal Funds	N/A	$30,000	$80,000	
Estimated Sub Totals	$560,000	$1,030,000	$1,030,000	
			Est. Total	**$2,620,000**

[1]*Short-Term Mobile CCTV is existing leasing fees*

Risk Management

Based on a risk assessment completed during the development of this Plan, the following salient risk have been identified.

- *Technical Failure*

Technical failures such as equipment malfunctions or system downtime can be mitigated by implementing regular maintenance schedules, investing in high-quality equipment, and establishing redundancy systems to ensure continuous operation.

- *Privacy breaches*

Privacy breaches, involving unauthorised access to footage or misuse of data, are addressed by enforcing strict access controls, utilising encryption, and complying with data protection policies. Regular audits and staff training reinforce these measures.

- *Community Opposition*

Community opposition due to concerns of surveillance can be mitigated by engaging in transparent communication, conducting public consultation and incorporating community feedback into planning installations.

Needs Assessment

The City is committed to ensuring that all aspects of the Roll-out Plan complies with relevant laws, including the Surveillance Devices Act 1998 (WA), which governs the use of surveillance devices in Western Australia.

Ethical use of surveillance involves maintaining transparency by informing the public about where and why CCTV is being used through signage and public promotion.

A Council endorsed policy on CCTV usage will be updated to govern the use, management, and access to CCTV footage, including procedures for handling requests from law enforcement and the public.

A privacy impact assessment using guidelines recommended by the Office of the Australian Information Commissioner would also be completed prior to the use of these new technologies. This will ensure the City's use of AI is ethical and considers the community's privacy.

All personnel involved in operating and managing the CCTV system will receive training on legal obligations and ethical considerations.

Collaboration with law enforcement will involve establishing formal partnership agreements with the Western Australia Police Force to define roles, responsibilities, and protocols for accessing CCTV footage.

Key Performance Indicators (KPIs)

To measure the success of the CCTV Implementation Roadmap, the following KPIs will be established:

1. Project Timeliness
Percentage of project milestones met on schedule.
Target: 90% of milestones achieved as per the project timeline.

2. Community Satisfaction
Feedback from community surveys regarding safety perception.
Target: 80% of respondents feel safer due to CCTV implementation.

3. System Uptime
Percentage of time CCTV systems are operational.
Target: 95% system uptime annually.

4. Partnership Program Participation
Number of businesses and residents participating in the pilot project.
Target: 50 participants by Year 3.

5. Compliance Audits Passed
Successful completion of governance and privacy compliance audits.
Target: 100% compliance in annual audits.

By monitoring these KPIs, the City can ensure that the project remains on track, delivers value for money, and meets the intended community safety objectives.

The above KPIs will be closely monitored by the Community Safety business unit and likely incorporated into the area's annual Service Plan.

Conclusion

The City of Melville's Community Safety Technology Roll-out Plan marks a pivotal move in our commitment in enhancing public safety and leveraging technological advancements to make our services more effective and efficient.