



Safety Audit Report Card

Audit Date: April 29, 2010

Area Audited: Malvern Town Centre, (Neilson Rd. and Tapscott Rd.)
Ward 42 – Scarborough-Rouge River (East)
Neighbourhood 132, Malvern

EXECUTIVE SUMMARY

METRAC's Safety Audit looks at how social and physical environments can make an area safe or unsafe. METRAC defines safety as *'freedom from the threat, fear, and experience of all kinds of violence, oppression, and discrimination.'*

The Community Safety Audit was organized by the Malvern Residents' Safety Committee and Malvern Action for Neighbourhood Change (ANC). In total, 4 individuals (2 men and 2 women), aged 21-60+ years participated in the safety audit on the evening of April 29, 2010. A representative from the Malvern ANC was present at the walkabout. The audit was conducted because there had been recent muggings that have occurred in the area.

The Malvern neighbourhood is culturally diverse with visible minorities comprising 86.6% of the population.¹ The area has a high percentage of recent immigrants and Aboriginal persons in comparison to the rest of the City.² Just over half of the population (54.5%) is of working age (25-64) and the area has a high percentage of young children aged 0-14 living in the area.³ The median private household income is \$56,611 and 45.6% of individuals over the age of 15 currently live in households with low-incomes⁴. (Please see Appendix B for more statistics on both neighbourhoods' demographics)

The safety priorities identified by participants in the survey as being of great importance were as follows:

- Insufficient Lighting
- Man-made Pathways
- Maintenance of area
- Speed bumps needed in parking lot

¹ http://www.toronto.ca/demographics/cns_profiles/2006/pdf2/cpa132.pdf

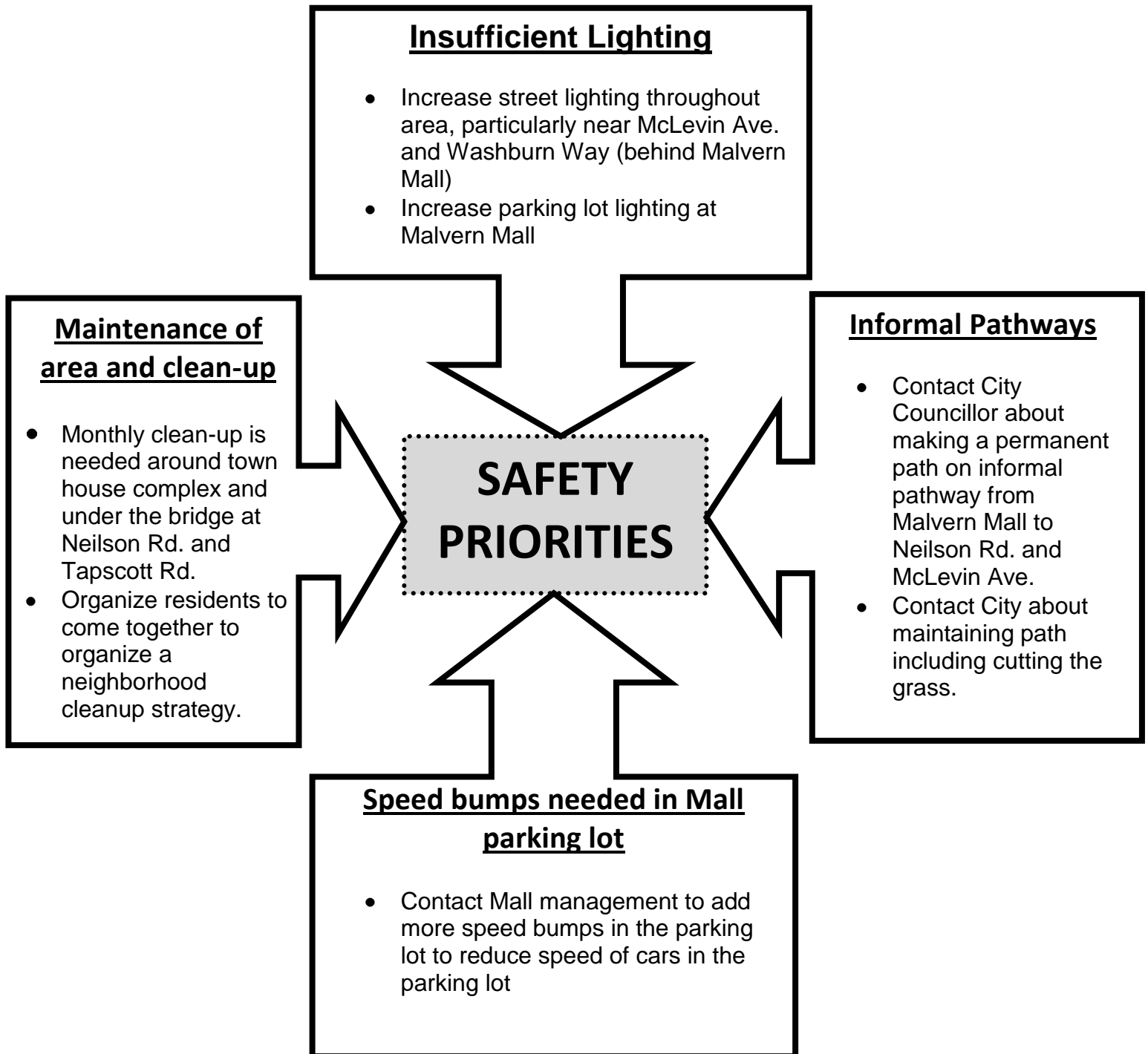
² http://www.toronto.ca/demographics/cns_profiles/2006/pdf2/cpa132.pdf

³ http://www.toronto.ca/demographics/cns_profiles/2006/pdf1/cpa132.pdf

⁴ http://www.toronto.ca/demographics/cns_profiles/2006/pdf4/cpa132.pdf

SAFETY PRIORITIES

Based on the survey results and discussions about community safety, the following areas stood out as being top priorities for increasing safety for the community.



SAFETY AUDIT AREA MAP/ROUTE

Map below shows the area that was audited and the route the group took.



OVERVIEW OF SAFETY AUDIT RESULTS

The information below is based on the results of the survey and comments made during the safety audit walkabout. Recommendations for action were both stated from participants and based on participants concerns.

OVERVIEW	C	A majority of participants felt safe in the area but had a few safety concerns.
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A - Very Good	B - Good	C - Ok	D - Substandard	E – Poor
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SAFETY FEATURES	GRADE	SAFETY CONCERNS	RECOMMENDATIONS FOR ACTION	CONTACT
LIGHTING	C	<ul style="list-style-type: none"> Area needs brighter and increased lighting. 100% of participants stated that general lighting in the area is bad. 75% stated they cannot clearly see someone from a distance 75% of participants stated lights in the area do not work Residents don't feel safe late in the evening as there are not enough lights in the area. 	Increased and brighter lighting needed: <ul style="list-style-type: none"> Under tunnel at Malvern Mal Around all bus stops North- East corner of Tapscott Rd. and McLevin Ave. near field In the park In front of the No Frills parking lot The pathway leading up to Tapscott Rd from Malvern Mall parking lot (pathway from park) 	<ul style="list-style-type: none"> Toronto Hydro Energy Services about lights on City property Property manager about lights in the mall parking lot and tunnels
SIGNS and MAPS	C	<ul style="list-style-type: none"> 50% stated signs are not easy to understand. 50% said there are no signs that show where to go for help in emergencies. Residents stated that traffic safety is an issue and there needs to be more speed bumps, signs and slower traffic lights. Due to many accidents at the intersection of Neilson and Mclewin there is a need to lower the speed limit 	<ul style="list-style-type: none"> All signs in neighbourhood should be clear and easily visible and not be blocked by shrubs, etc. Add more speed limit signs in area. Add signs to lower speed limit at Neilson and Mclewin and on Washburn Way (between Tapscott Rd. and McLevin Ave.) Add speed bumps in Malvern Mall parking lot; at back entrance of the parking lot at Malvern mall and entrance and exit from Neilson Rd. 	<ul style="list-style-type: none"> City should be contacted about adding street signs, and maps in area. Contact Councilor and City transportation services about making the street light longer for the pedestrian cross-walk from the

			<ul style="list-style-type: none"> • Street lights around seniors home on Neilson Rd. change too quickly and need to be slower • More signs need to be on pathway from the park to the mall. 	<p>seniors' home to the mall on Neilson Rd.</p> <ul style="list-style-type: none"> • Contact City transportation services and Councillor about installing more traffic lights, new speed limits, and speed bumps. • Contact Mall Managers about installing speed bumps in mall parking lot • Contact City or property managers about trimming shrubs/trees that are blocking signs.
ISOLATION	D	<ul style="list-style-type: none"> • Many participants felt that the area is very deserted in the evenings. • 100% stated there was not enough working payphones in the area. • 50% of participants stated that people would not be able to hear them if they screamed for help in the area. • 50% of participants believed there were areas where they could get trapped. • Residents stated the pathway from the park to the mall and the north- 	<ul style="list-style-type: none"> • Install payphones or emergency phones throughout area, especially around the mall • Start a neighbourhood watch group in the community so there are places people can go to in an emergency. • Start a community safety patrol in the evenings and overnight hours 	<ul style="list-style-type: none"> • Contact City Councillor about installing payphones in the area. • Contact neighbours about starting a community watch group and/or community safety patrol.

		east corner of Tapscott Rd. and McLevin Ave. are very lonely and isolated areas.		
SIGHTLINES	C	<p>Sightlines in the area are not clear limiting people's ability to see:</p> <ul style="list-style-type: none"> • 75% of participants stated that trees and bushes blocked their view/sightlines • 66.7% of participants said cars and other vehicles blocked their sightlines • 50% of participants stated they could not see clearly around them and that sharp corners and blind spots block their view 	<ul style="list-style-type: none"> • Bushes and shrubs around Neilson Rd. and Tapscott Rd. need to be trimmed • Add mirrors on pathways where cars and vehicles block sightlines 	<ul style="list-style-type: none"> • Contact City about trimming trees and adding mirrors to pathways where sightlines are blocked.
MAINTENANCE	D	<ul style="list-style-type: none"> • 100% of participants felt that the area was not clean and maintained • 75% of participants stated that there is a lot of garbage and litter in the area • 100% of participants stated there are no signs showing who to call for maintenance • Vandalism and graffiti were not seen as large issues in the neighbourhood. 	<ul style="list-style-type: none"> • Clean up garbage in wooded area on the South East corner of McLevin Ave. and Neilson Rd. (behind the mall) • Pot hole needs to be filled at south-east corner of Neilson Rd. and McLevin Ave. • Add garbage bins beside all bus stops • Trim bushes behind bus stop at Neilson Rd. and Tapscott Rd. • Informal shortcut from Malvern Mall to Neilson Rd. and McLevin Ave. should be made into a permanent walkway. • Clean up garbage on streets • There should be signs showing who to contact regarding maintenance issues • Trim the shrubs on steps leading up to Tapscott Rd from Malvern Mall • Pathway behind Malvern Mall from Tapscott Rd needs to be better maintained, including cleaning shrubs and garbage off pathway. 	<ul style="list-style-type: none"> • Contact City about maintaining sidewalks, fixing pot holes, adding garbage cans at all TTC bus stops and trimming bushes. • Speak to residents and City Councillor about creating a permanent pathway on the shortcut to Malvern Mall. • Organize community clean up events to clean garbage from area and pathways.

ACCESSIBILITY	C	<ul style="list-style-type: none"> Participants stated that more parking spaces for people with disabilities are needed 75% stated there are ramps into buildings and that it is relatively easy to move around with a wheelchair or stroller 	<ul style="list-style-type: none"> All entrances and exits of buildings should be accessible Sidewalk on south-east corner of McLevin Ave. and Neilson Rd. is slanted and need to be repaved. Add more parking spaces for people with disabilities 	<ul style="list-style-type: none"> Contact City Councillor about repaving sidewalk near south-east entrance of mall. Contact Malvern Mall property management about adding ramps, fixing entrance and adding more parking spaces for people with disabilities. Contact property managers of any buildings that do not have accessible entrances.
SECURITY	C	<ul style="list-style-type: none"> Participants stated that more security features such as cameras and lighting are needed 	<ul style="list-style-type: none"> More security features need to be added to the area specifically around the mall, including cameras, and mirrors, and lights 	<ul style="list-style-type: none"> Contact property managers about installing security features and to ensure that all doors to the building are properly secure.
SOCIAL ENVIRONMENT Discrimination	D	<ul style="list-style-type: none"> One participant stated they had experienced discrimination in their neighbourhood. This was based on age and economic status. The incident 	<ul style="list-style-type: none"> Organize anti-discrimination workshops in the community Start discussion groups/spoken word/video/theatre groups to talk about 	<ul style="list-style-type: none"> Contact community organizations that provide workshops and facilitate

		<p>was in the form of verbal comments and took place at their home. The incident happened within the last 2 years and the person did not tell anyone about what happened.</p> <ul style="list-style-type: none"> • Everyone who reported being discriminated against stated that they told someone about the incident. • All participants had either seen or heard about people being discriminated or harassed in their neighbourhood. The main reasons were race (50%), age (50%), speaking with an accent (50%), economic status (50%), and immigration status (25%). • 100% of participants stated that people in their community make them feel unsafe, specifically community interaction and youth. 	<p>and raise awareness of issues that concern the community.</p> <ul style="list-style-type: none"> • Have a community forum where people can discuss these concerns in the community. 	<p>discussion groups, on issues of harassment and discrimination.</p>
SOCIAL ENVIRONMENT Services	D	<ul style="list-style-type: none"> • Participants noted that there is a lack of services in the neighbourhood and stated that they needed the following services; food bank (100%), housing (75%), police (50%), recreation centre - specifically for seniors (25%) and mental health services (25%). • Some participants stated they felt unsafe entering community centres, and parks. 	<ul style="list-style-type: none"> • More mental health and recreational centers for seniors need to be added • Organize residents to start local support services such as food banks, youth services through the support of ANC. 	<ul style="list-style-type: none"> • Contact local organizations and City to lobby for more services and funding for more services in the area. • Contact local residents and residents association to start local programming.

D. STRATEGIES FOR ACTION

Here is a list of possible follow-up actions in response to the Safety Audit results:

MUNICIPAL SERVICES

Contact your municipal offices to report any public infrastructure that need repairs. (See the City Contacts information below).

- *For example: set up a meeting with the Parks Supervisor to discuss concerns and share ideas for changes to make the park safer.*

COMMUNITY SERVICES

If your group has identified social concerns (*i.e. discrimination*), connect with community services & organizations in the area to build partnerships to increase the overall sense of community that is lacking. Organize a public meeting with representatives from various groups and talk about how you can work together to address the local safety issues. See the contact information above to find some possible connections.

Sometimes the formal systems are not adequate enough to address your concerns and protect your right to safety & equity. When these avenues fail to solve the problem, it is important for communities to organize and use their collective political, economic and social power.

MEDIA

If your complaints to the City go unheard, consider taking your story to the media. You can get the media involved for an event or simply if the conditions in your neighbourhood are exceptionally dangerous. This would work especially well if it is used with a demonstration or picket or any visual display of community organizing.

- Send a **press release** and call your local newspapers and TV & Radio news stations. The press release should be simple, accurate and brief. On the top of the page write: FOR IMMEDIATE RELEASE or PRESS RELEASE, the headline of the event, and the date. Then give a brief description of what you want a reporter to cover; include who, what, where, when, why, and how. Make sure to do a follow-up call after you send out the press release. Editors see hundreds of press releases and you want to make sure that yours is memorable.
- **Toronto Star's "The Fixer Column"**. They are interested in hearing about what's broken and damaged in your neighbourhood. Go to www.thestar.com/thefixer and click on the Submit a Problem link. Or call them at 416-869-4823.

PETITION

A simple way to show that your community is organized and cares about the issues at hand is to present the City with a signed petition of all the problems and demands stating what you would like the city to do (*i.e. build more shelters & affordable housing so people don't have to sleep in parks*)

OTHER STRATEGIES

- Start a violence prevention group in the neighbourhood
- Start a safety committee in your area
- Having community events
- Hold Town Hall Meetings
- Conduct letter and writing campaigns
- Form a Tenants Association if you live in an apartment building

RESOURCES FOR COMMUNITY ORGANIZING

United Way, Action for Neighbourhood Change Resources

<http://unitedwaytoronto.com/whoWeHelp/neighbourhoodStrategy/resources.php>

The Citizen's Handbook: A Guide to Building Community, published by the Vancouver Citizen's Committee

<http://www.vcn.bc.ca/citizens-handbook/>

Basics of Tenant Organizing by the (U.S.) National Training and Information Center

<http://www.tenant.net/Organize/orgbas.html>

Information about Harm Reduction Principles and Practices:

- <http://www.canadianharmreduction.com/> (Canada)
- <http://www.harmreduction.org/> (USA)

E. CONTACT INFORMATION

CITY CONTACTS

City Councillor Name: Raymond Cho

Address: 100 Queen St. W., Suite B23

Phone: 416-392-4076

Fax: 416-696-4159

Email: councillor_cho@toronto.ca

Website: www.raymondcho.com

Toronto Police Services Division - 42 Division

Address: 242 Milner Av. E.

Phone: 416-808-4200

Fax: 416-808-4202

Website: <http://www.torontopolice.on.ca/d42/>

Community Relations Officer: Jack Wield

Phone: 416-808-4296

Toronto 3-1-1 (formerly Access Toronto)

Phone: 311 | TTY customers: 416-338-0889

Email: 311@toronto.ca

Website: www.toronto.ca/311/

Toronto 2-1-1 (database of community services and organizations in Toronto)

Phone: 211 | TTY customers: 1-888-340-1001

Website: www.211toronto.ca

City of Toronto Parks and Recreation

Website: <http://www.toronto.ca/parks/>

City of Toronto Transportation Services

Website: <http://www.toronto.ca/transportation/>

City of Toronto Solid Waste Management

Website: <http://www.toronto.ca/garbage/>

Toronto Hydro Energy Services

Website: <http://www.torontohydroenergy.com/street.html>

Municipal Licensing & Standards (ML&S) Division – Scarborough District

Phone: 416-396-7071

Website: <http://www.toronto.ca/licensing/index.htm>

City of Toronto Apartment Standards

Website: <http://www.toronto.ca/apartmentstandards/home.htm>

LOCAL COMMUNITY SERVICES

Agincourt Community Services Association

Address: 4155 Sheppard Ave. East, Suite 100

Phone: 416-321-6912

Fax: 416-321-6922

Email: info@agincourtcommunityservices.com

Website: <http://www.agincourtcommunityservices.com/default.aspx>

Malvern Action for Neighbourhood Change

Address: 1371 Neilson Rd., #214

Phone: 416-284-6005

Email: ancinfo@unitedway.ca

Website: <http://www.unitedwaytoronto.com/whatWeDo/ANC.php>

Malvern Town Centre

Shamim Jaffer

Shopping Centre Manager

Address: 31 Tapscott Road

Phone: 416-297-4786 ext.28

Email: jaffers@davpart.com

Website: <http://www.malverntowncentre.com/home/>

Access Alliance

Address: 3079 Danforth Ave

Phone: 416-693-8677

Fax: 416-693-8677

Email: mail@accessalliance.ca

Website: www.accessalliance.ca

Malvern Family Resource Centre

Address: 1321 Neilson Rd

Phone: 416-281-1376

Fax: 416-281-8898

Email: mail@mfrfc.org

Website: www.mfrfc.org

Malvern Rouge Valley Youth Services

Address: 1275 Morningside Ave, Unit 5

Phone: 416-284-9369

Fax: 416-284-4769

Email: info@oneblockatotime.net

Website: www.oneblockatotime.net

YMCA of Greater Toronto

Address: 10 Milner Business Court, Ste 600

Phone: 416-609-0218 ext 242

Website: www.ymcautoronto.org/newcomers

LOCAL COMMUNITY SERVICES (continued)

Muslim Welfare Centre of Toronto

Address: 100 McLevin Ave, Unit 4 and 4A

Phone: Administration 416-754-8116; Food Bank 416-335-9994; Shelter 905-665-0424

Fax: 416-754-4468

Email: muslim@muslimwelfarecentre.com

Website: www.muslimwelfarecentre.com

Taibu Community Health Centre

Address: 1371 Neilson Road, Unit 418

Scarborough, ON M1B 4Z8

Tel: 416-644-3536

Admin Tel: 416-644-3539

Fax: 416-644-0102

Email: info@taibuchc.ca

Tropicana Community Services Organization

Address: 670 Progress Ave, Ste 14

Phone: 416-439-9009

Fax: 416-439-2414

Email: info@tropicanacommunity.org

Website: [Web site www.tropicanacommunity.org](http://www.tropicanacommunity.org)

Women's Place

Address: 31 Tapscott Road, Unit B6

Scarborough, ON M1B 4Y7

Tel: 416 -293-4664

Fax: 416 -293-1997

Website: www.mfrc.org/womensplace

APPENDIX A: City of Toronto Contact Information for Community Repairs

http://www.toronto.ca/services/pdf/whose_job_is_it.pdf

How can we help?

Call the local Municipal Licensing & Standards Office (ML&S):

- North York District: 416-395-7011
- Toronto and East York District: 416-397-9200
- Scarborough District: 416-396-7071
- Etobicoke York District: 416-394-2535

To report:

- A-frame/portable signs
- Abandoned appliances
- Property in general disrepair or hazardous condition

City of Toronto
www.toronto.ca
access@toronto@toronto.ca
416-338-0338

tabia
Toronto Association of
Business Improvement Areas
*Business Improvement Areas (BIA)
www.toronto-bia.com
416-889-4111

Broken traffic signals
416-397-8723

Broken/missing street signs
416-397-8723

Decorative lighting
Contact your local BIA*

Broken phone booth
6-1-1

Hanging baskets
Contact your local BIA*

Damaged bus shelter
1-866-827-8725

**Remove A-frame/
portable signs**
See ML&S box

Sidewalk repairs
416-338-9999

Leaking fire hydrant
416-338-8888

Graffiti
416-338-0338

Repair street light
416-542-3195

Street banner
Contact your local BIA*

Repair mail box
1-800-267-1177

Repair parking meter
416-393-7275

Repair newspaper boxes
416-338-9999

Litter on street/sidewalk/garbage bin full
416-338-0338

**Request new bike posts, report
damaged posts/abandoned bikes**
416-392-9253

Damaged recycling bin
416-259-3200

Fix a water main
416-338-8888

APPENDIX B: Demographics

According to Statistics Canada, the demographics for the Safety and Audit Neighbourhood are as follows:

Age:

- Children 0-14, 22%
- Youth 15-24, 15%
- Working Age, 25-64, 54.5%
- Seniors, 65+, 8.5%

Language:

- 59.48% of this population speaks English as their “home language”
- Tamil, Chinese, Urdu, Taglog and Gujarati are the top 5 home languages after English and French

Social Identity:

- Higher rate of recent immigration as the city average; the largest recent immigrants populations are from South Asia, Southeast Asia and, the Caribbean and Bermuda
- 86.6% of the people in the area identify as visible minorities (the rate is higher than the city average)

Housing

- 29% of dwellings are rentals, 71% of dwellings are owned

Family Status

- 35% of adults are single (never been married)
- 52% are legally married
- 3% are in a common-law relationship

Income

- Average household income- \$63,875
- Median household income- \$56,611
- 3.6% of people have a household income of less than \$10, 000
- 42.6% of the population have a household income of less than \$50,000
- 16.4% of the population have a household income of 100,000 and up

Source: The City of Toronto. 2006 City of Toronto Neighbourhood Profiles: