



Safety Audit Report Card

Audit Date: May 12, 2010

Area Audited: McLevin and Sewells

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 the Malvern Action for Neighbourhood Change (ANC). In total, 11 individuals (4 men, 7 women), ranging in ages from 16-60+ years participated in the safety audit on the evening of May 12, 2010. Representatives from the Malvern ANC, the neighbourhood council, and a political representative were 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 peoples 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
- Not enough signs identifying the area/ buildings
- Not enough security features such as cameras and phones
- Informal pathways and traffic lights changing too quickly

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

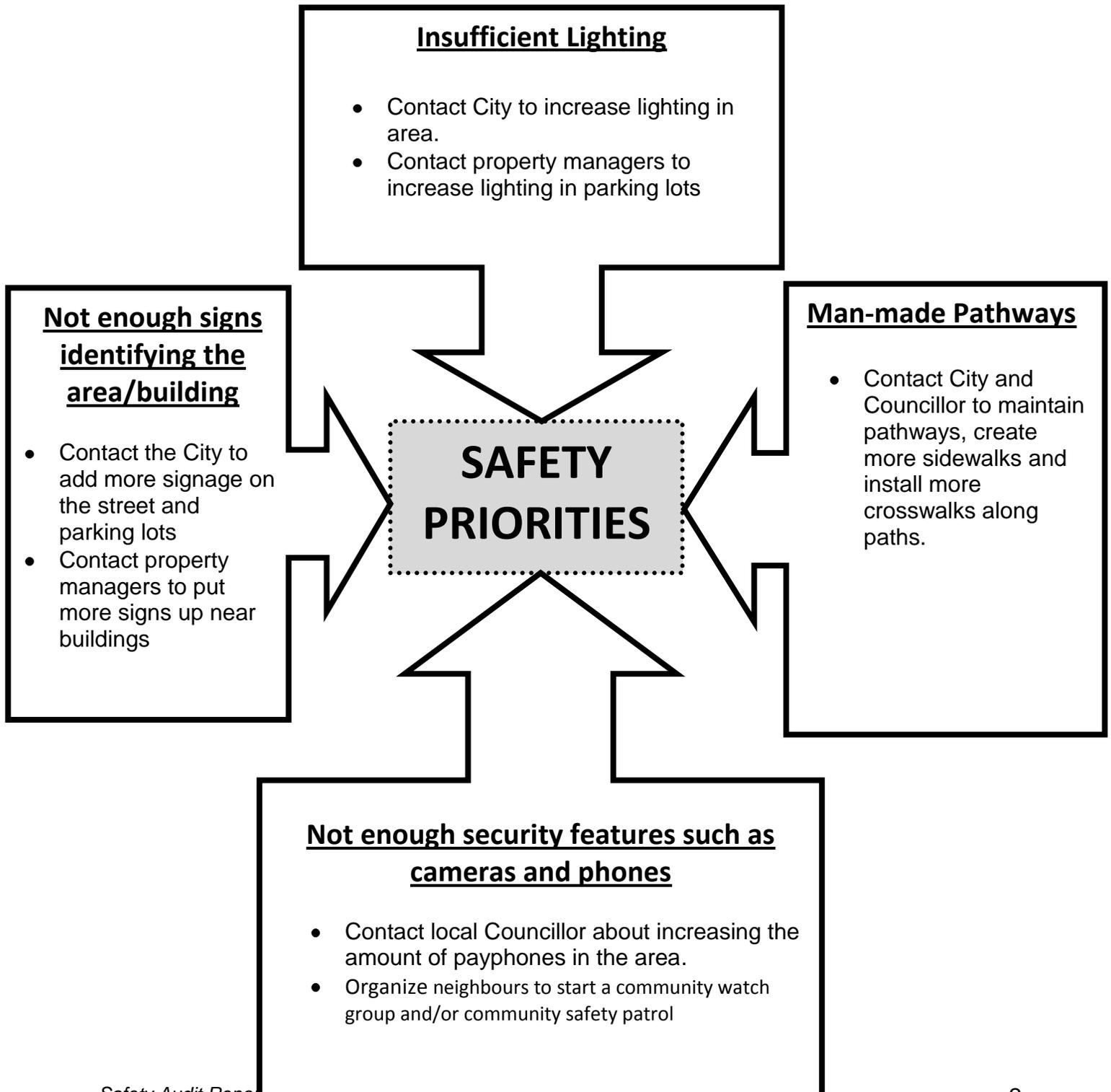
² http://www.toronto.ca/demographics/cns_profiles/2006/pdf2/cpa132.pdf

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

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

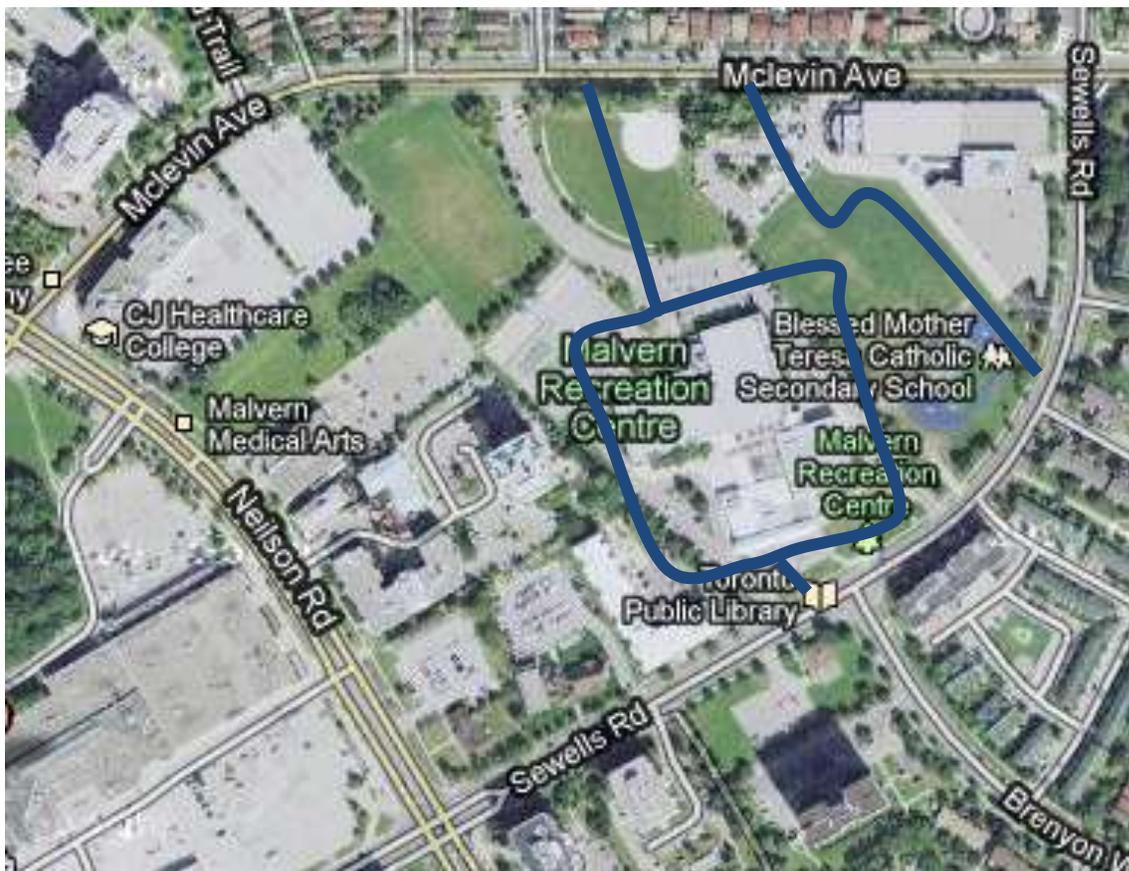
SAFETY PRIORITIES

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	D	A majority of participants felt relatively safe yet many had safety concerns when it came to specific areas and/or specific safety issues.
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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	D	<ul style="list-style-type: none"> Area needs brighter and increased lighting Many participants stated that general lighting was ok yet in certain areas more lighting is needed 	<ul style="list-style-type: none"> The lack of lighting makes it difficult to see someone clearly from a distance Warm lighting in entire parking lot makes it very dark at night Lighting is needed in parks 	<ul style="list-style-type: none"> Toronto Hydro Energy Services about lights on City property Property manager about lights in parking lot
SIGNS and MAPS	D	<ul style="list-style-type: none"> The participants stated there are not enough signs identifying the area and signs are not easy to see at night More signage needed in specific areas 62% stated there are no signs that show where to go for help in emergencies. 	<ul style="list-style-type: none"> All signs in neighbourhood should be clear and easily visible and not be blocked by shrubs, etc. Signage is needed by the parking entrance at 1311 Neilson Road Signage needed at the back of recreation center and library Signage needed by the entrance to the Malvern Child Centre and surrounding buildings Signs need to be made more visible at night Traffic lights (either crosswalk or stop sign) needed at McLevin and Hupfield Signs needed in front of Brenyon Way 	<ul style="list-style-type: none"> Contact City to adding signs and maps in area, and that can be seen at night. Contact City or property managers about trimming shrubs/trees that are blocking signs. Contact the City to add a traffic light at McLevin and Hupfield, a crosswalk at

			<ul style="list-style-type: none"> and Sewells Road • Signage needed to identify 137 McLevin • Crosswalk needs to be added at Pennyhill and McLevin. • Speed limit at McLevin needs to be addressed, especially near soccer field • Need timing given at crosswalks to be longer for seniors crossing 	<p>Pennyhill and McLevin, and to address the speed limit at McLevin between Neilson and Sewells Roads.</p>
ISOLATION	C	<ul style="list-style-type: none"> • The recreation and parking lot need cameras because it is very isolated • Many participants felt that the area is deserted and isolated in the evenings • Participants did not feel people would be able to hear them if they screamed for help in the area. • 66.7% of participants stated there was not enough working payphones in the area. • Some participants felt there were places in the area where they could get trapped. 	<ul style="list-style-type: none"> • Install payphones or emergency phones throughout area, especially at walkway • Video cameras need to be installed in the parking lot • Cameras needed outside the recreation centre • 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.
SIGHTLINES	C	<ul style="list-style-type: none"> • Many participants stated that they were not able to clearly see their surroundings • 55.6% of participants stated that the sightlines in the area are not clear and are blocked by either, fences, walls, sharp corners, blind-spots and shrubbery, limiting people's ability to see clearly around them. 	<ul style="list-style-type: none"> • The natural pathway next to the church can be dangerous in the winter and in rain • Overgrown weeds on fences need to be trimmed • Bushes in front of the library need to be trimmed 	<ul style="list-style-type: none"> • Contact City about trimming bushes around the library • Contact the head of the Church to recommend paving the informal pathway.
MAINTENANCE	C	<ul style="list-style-type: none"> • Most of the participants thought there was a lot of garbage and litter in the area • 55.5% said the area is not clean or 	<ul style="list-style-type: none"> • Walkways and sidewalks need to be maintained because they are uneven • Benches at the baseball diamond need to be repaired 	<ul style="list-style-type: none"> • Contact City about maintaining sidewalks and benches

		<p>maintained.</p> <ul style="list-style-type: none"> Over half of the participants felt that there are a lot of hate slogans in the area 60% of participants felt that there weren't any signs to show who to call for maintenance 	<ul style="list-style-type: none"> Baseball diamond needs to be maintained Add garbage and recycling bins throughout area Pathway behind the recreation center needs to be paved There should be signs showing who to contact regarding maintenance issues 	<ul style="list-style-type: none"> Contact the City about adding more garbage and recycling receptacles Contact your Councillor about paving the pathway behind the recreation centre
ACCESSIBILITY	C	<ul style="list-style-type: none"> The area is relatively accessible Participants' opinions varied on how easy it is to move around using a wheelchair or pushing a stroller. 60% stated there are parking spaces for people with disabilities and ramps into buildings Many people said emergency exits are not easy to find 	<ul style="list-style-type: none"> All entrances and exits of buildings should be accessible 	<ul style="list-style-type: none"> Contact property management about making emergency exits more clearly defined and accessible.
SECURITY	D	<ul style="list-style-type: none"> Several participants stated that there are no security features, such as security cameras, or mirrors, in the area. More camera and video cameras needed in the surrounding area 	<ul style="list-style-type: none"> More security features could be added to the area, including cameras in the parking lot and around the recreation centre More payphones are needed in the surrounding area 	<ul style="list-style-type: none"> Contact property managers about added security features in the parking lot and recreation center Contact City about installing more payphones
SOCIAL ENVIRONMENT Discrimination	D	<ul style="list-style-type: none"> 55.6% of the participants had experienced discrimination in their neighbourhood. The predominant reasons include race (75%), age (75%), immigration status (25%) and, 	<ul style="list-style-type: none"> Organize anti-discrimination workshops in the community Start discussion groups/spoken word/video/theatre groups to talk about and raise awareness of issues that 	<ul style="list-style-type: none"> Contact community organizations that provide workshops and facilitate discussion groups,

		<p>religious beliefs (25%).</p> <ul style="list-style-type: none"> • Majority of the incidents occurred through verbal comments (75%), subtle forms (50%), graffiti in the area (25%), ignoring (25%), glances or staring (25%), and being stopped by the police (25%). • Participants who experienced discrimination stated they were discriminated on the street (60%), at the store (60%), at school (40%) while other incidents also occurred in parks (20%), at restaurants (20%), on public transit (20%) and, at work (20%) • 60% of participants who reported being discriminated against stated that they told someone about the incident. 100% of participants reported these incidents to friends (100%), family (66.7%), community workers (33.3%), and police (33.3%). • 66.7% of participants had either seen or heard about people being discriminated or harassed in their neighbourhood. The main reasons were immigration status (83.3%), race (66.7%), age (66.7%), speaking with an accent (33.3%), religious beliefs (33.3%), sexual orientation (33.3%), economic status (16.7%) and, disability (16.7%). • 44.4% of participants stated that people in their community make them feel unsafe, citing gang activity, racism and mugging as some issues in the 	<p>concern the community.</p> <ul style="list-style-type: none"> • Have a community forum where people can discuss these concerns in the community. 	<p>on issues of harassment and discrimination.</p>
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		community.		
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 (71.4%), schools (42.9%) recreation centre (42.9%), services in more languages (28.6%), housing (28.6%), health care centre (14.3%), library (14.3%), youth services (14.3%), police (14.3%), and more places for seniors (14.3%). 66.7% of participants stated they felt uncomfortable going to parks and recreations centres. 	<ul style="list-style-type: none"> Organize residents to start local support services such as food banks, youth services through the support of ANC and Taibu Community Health Centre. Work with ANC to apply for funding to set up more programs. Contact local organizations and ask them to offer their services in more languages. Organize a community meeting to discuss why people feel unsafe at the park and recreation centres and how these issues can be addressed. 	<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' associations 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: 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.ymctoronto.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: 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

311 Toronto

www.toronto.ca
 access@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 and Southeast Asia and, the Caribbean and Bermuda
- 86.6% of the people in the area identify as visible minorities (the rate is much 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: