



Safety Audit Report Card

Date: October 24th, 2008

Area Audited: 1-15 Field Sparrow Way & 2-16 Tree Sparroway, (Leslie Street and Finch Avenue East) Ward 24 Willowdale North

A. OVERVIEW OF SAFETY AUDIT RESULTS – Physical Environment

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 physical environment includes lighting, signs, sightlines and the isolation of an area. These features are so common that people usually don't notice them. But the design of alleyways and buildings and the overall care and maintenance of the neighborhood can impact how safe people feel. Small changes in the physical environment can increase peoples' sense of safety.

The Community Safety Audit was organized by Henrietta Attah, a Settlement Worker at Working Women Community Centre. A total of 5 individuals, ages 25-44 participated in the safety audit walkabout on October 24th, 2008. The audit was conducted at Sparroway Community Housing, located in Willowdale at Leslie Street and Finch Avenue. The group conducted a Community Safety Audit so that they could evaluate both the physical and the social conditions of the area and determine how safe the neighbourhood is for residents living in the public housing units. Ms. Attah and local residents are committed to working together to build a safer neighbourhood in the Sparroway Community.

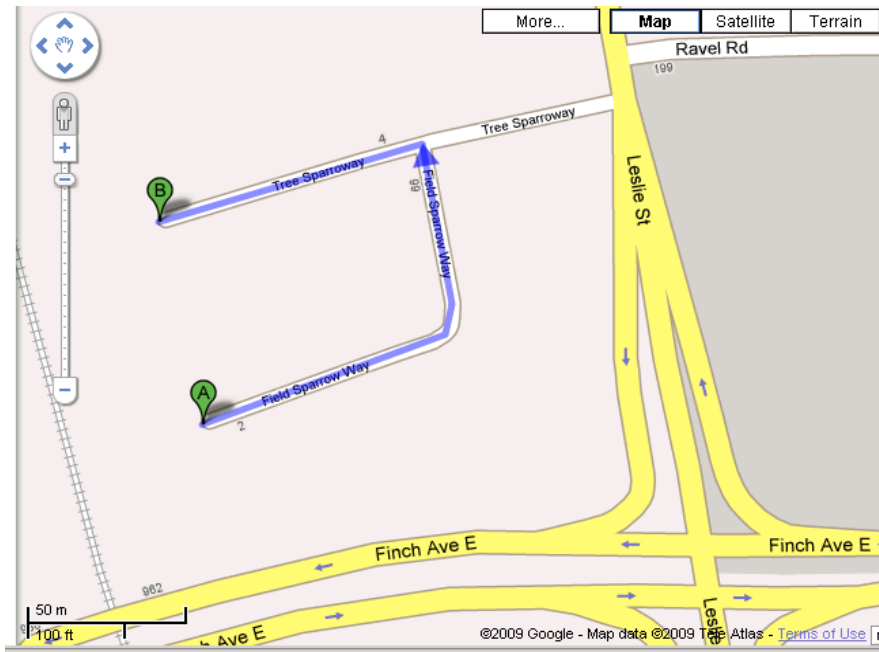
Willowdale is a low to middle income neighbourhood that includes many new immigrants, mainly of Armenian, Chinese, East Indian and Middle Eastern backgrounds¹. Located in north Toronto, it was home to 55,570 people and consisted of 20,040 households in 2001². Major ethnic groups include: Chinese 38.8%, South Asian 5.0%, Korean 4.7%, West Asian 4.1% and Black 3.5%. This community is primarily working class, however one quarter of residents live below the poverty line and the largest segment of the population are between the ages of 25 and 54³.

¹ http://www.torontoneighbourhoods.net/regions/northyork/101_overview.html

² <http://www.toronto.ca/wards2000/ward24.htm>

³ http://www.toronto.ca/wards2000/pdf/wardprofiles_24.pdf

Leslie Street and Finch Avenue East Audit Route Map



The average rating for each area of the audit is in the table below.

1. Poor	2. Substandard	3. Ok	4. Good	5. Very good
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Safety Audit Report Card	Scale			
OVERVIEW – overall sense of safety in the area.	2.5			
LIGHTING – the ability to see and be seen clearly.	1.6			
SIGNS AND MAPS - knowing where you are reduces fear of being attacked or getting lost.	1.9			
ISOLATION - people tend to feel safer when others are around.	2.5			
SIGHTLINES - clear views ahead and all around, not blocked by bushes, walls or fences.	2.4			
MAINTENANCE - dirty and untidy areas make people feel no one cares and no one will come if they need help.	2.2			
ACCESSIBILITY - it is easy to move around the area.	1.1			
SECURITY – presence of security systems in place that work and security staff treats everyone the same way.	1.0			

The area was generally seen as below average in terms of safety; there were several areas in need of improvement. The participants noted the following safety concerns:

Lack of On-Site Security

- There is a need for security cameras at the main entrance so residents feel safe entering and leaving the building
- On-site security guards are needed to monitor grounds, especially during the evening, to augment residents' sense of safety

Number of People Loitering Around Building

- The number of youth loitering at the entrance of the building make it unpleasant for some residents and visitors entering and leaving the building
- Residents have increased fear because of the presence and disruptive behaviour of youth loitering in the building
- People are fearful and suspicious of one another, which increases their feelings of isolation

Darkened Pathways and Surrounding Areas

- Residents fear walking alone after dark
- More lighting is needed around parking lots, pathways, the courtyard and basketball court to increase visibility of frequented areas
- The lack of adequate lighting and/or damaged lighting increases opportunity for violence

Building Maintenance Improvements

- There are no security locks on residents' apartment windows and no security system at the main entrance door
- Trees obscure visibility around the courtyard and basketball court
- Overall appearance and upkeep of the area is inadequate

B. OVERVIEW OF SOCIAL ENVIRONMENT SURVEY

As the second component of the safety audit, participants filled out the Social Environment Survey. Here are the results:

Incidents of discrimination and harassment in this area are low – only one participant reported an act of discrimination involving race/ethnicity.

While **80%** of participants have not witnessed or heard about incidents of violence and or harassment in their communities, **80%** of participants do feel unsafe in their neighbourhood. Audit participants noted that this community is well-known to police as many youth residents have been in-conflict with the law. This makes residents feel unsafe because youth are loitering in and around the buildings, disturbing residents, causing them to feel uneasy entering or leaving their residence.

All of the participants live and/or work in the immediate area and are frequent users of the space. **80%** of participants feel uncomfortable entering various spaces in this neighbourhood, including local parks and stairwells in the building. Audit participants noted there is a need in the area for:

- housing
- recreation programs
- health care facilities
- youth services
- police
- food banks

C. KEY HIGHLIGHTS

Comments from participants:

- *“I don’t feel safe”*
- *“Day and night not safe for me and my boys”*

In public spaces, the safety needs of different groups sometimes overlap and can seem to conflict. For example, youth using a park next to a community centre see it as a safe place to hang out. But homeowners may think the park is unsafe because the youth go there. Dog owners may see the park as a safe area where their pets can run free and get exercise. Parents with young children might not want to go to the park because of potential dog poop and the fear that their kids might get bitten.

However, it is important to examine these different and sometimes conflicting safety concerns and see where they are coming from. ***It’s important to remember that all the groups using the park are a part of the neighbourhood and should feel free and safe to use the space.*** The Safety Audit is a tool that can help people communicate across their differences to come to a common place of understanding where everybody’s voices are heard and everybody feels safe. A space should not be made ‘safer’ for some at the expense of others, and safety for the most vulnerable, marginalized people is just as important as safety for the more powerful people.

The physical layout and overall maintenance of the area, combined with the loitering and disruptive behavior of people in and around the buildings has increased people’s fear. There is an overall lack of unity in the neighbourhood, which causes people to fear certain residents; the lack of trust and communication has also led to feelings of isolation. Coupled with a lack of security in and around the buildings, residents feel unsafe for themselves and their children. These concerns must be addressed in order to increase people’s sense of safety in the Sparroway Community; one of the clear needs of the neighbourhood is an increase of community cohesion.

Possible means to address these issues include:

1. Contact social service agencies to discuss possible resolutions:
 - North York Community House
 - York Community Services
 - Oriole Community Service Association
 - Toronto Community Housing Corporation
2. Contact Property Manager(s) or the Tenant Hotline Outreach and Organizing Team to report the repairs that are needed
3. Work with Youth Services and Recreational Activities to build better relationships with youth in the neighbourhood:
 - Youth Assisting Youth
 - Breaking the Cycle: Youth Gang Exit & Ambassador Leadership Project
4. Contact Municipal Services to improve the public spaces:
 - Ward 24 City Councillor David Shiner
 - City of Toronto Community Development & Recreation Committee
 - City of Toronto Urban Forestry, North District
 - City of Toronto Municipal Licensing and Standards Department
 - City of Toronto Parks and Recreation

It will be necessary to engage Toronto Community Housing staff in addressing many of the physical changes that are needed, as well as the general public around the social safety of the area. Some ideas on how to do so can be found in *Section E: Strategies for Following-up on Results*.

A common issue that arises in Safety Audits is a fear of people who panhandle (ask for change on the sidewalks), homeless people in parks, and groups of youth. A solution that is often suggested for this is to increase policing and security in the area. Unfortunately, increased policing does not address the root reasons of why people are poor or why people feel unsafe around groups of youth; it only further criminalizes people living in poverty and youth. Poverty is also a form of violence, and we believe we must work together in our communities to end it. Some things your community could organize for are improvements of the school system, cross-generational understanding, and more services for marginalized youth.

D. RECOMMENDATIONS

Recommendations for enhancing the safety features of the area based on the safety audit results include the top 4 priority concerns expressed by the participants:

TOP SAFETY CONCERNS	IDEAS FOR CHANGE/ACTION	FOLLOW-UP
Priority 1: Lack of On-Site Security		
<ul style="list-style-type: none"> • Need security cameras at entrance of building • Would like on-site security to monitor grounds, especially during the evening 	<ul style="list-style-type: none"> • Contact the building or office staff at your local community TCHC office requesting the need for security in and around the buildings. It is their responsibility to ensure security measures are in place for residents to feel safe. • If there is no resolution or the tenant is unsatisfied with the response from TCHC staff then the request should be directed your Community Housing Manager to work together to secure proper security for the buildings. 	<p>Toronto Community Housing Corporation (TCHC) Building Staff (names should be posted on a sign in your building) Phone: 416- 981-5500 Email: info@torontohousing.ca</p> <p>TCHC Local Community Office Operating Unit G Director: Ahmed Samater Manager: George Barei 1700 Finch Avenue East (416) 981-5500</p>
Priority 2: Number of People Loitering Around Building		
<ul style="list-style-type: none"> • Number of youth loitering at entrance of building • People are fearful and suspicious of one another 	<ul style="list-style-type: none"> • Talk with your tenant representative about your concerns and work together to generate solutions to reduce the loitering at your building. The tenant representative advocates for tenants' issues and reports concerns to the Community Housing Units Council which meets regularly. • Contact your Health Promotion Officer (HPO), who works with tenants to build a healthy community, to assist you with setting up a tenant meeting on Community Safety to discuss internal safety issues, ANC staff can provide support to the residents in holding this meeting. 	<p>Toronto Community Housing Corporation Building Staff (names should be posted on a sign in your building) 416-981-5500</p>

TOP SAFETY CONCERNS	IDEAS FOR CHANGE/ACTION	FOLLOW-UP
<ul style="list-style-type: none"> The presence and disruptive behaviour of youth loitering in the building 	<ul style="list-style-type: none"> Contact city officials and social service providers to discuss possible programming for youth that offer skill building and social opportunities. Work with community organizations to offer recreational programs for kids and services geared towards youth to help reduce the loitering. 	<p>Councillor: David Shiner Phone: 416-395-6413 Fax: 416-397-9290 Email: councillor_shiner@toronto.ca</p> <p>City of Toronto Parks and Recreation Phone: 416- 392-1111 Email: parks@toronto.ca Social Services:</p> <ul style="list-style-type: none"> Youth Assisting Youth North York Community House Breaking the Cycle York Community Services Oriole Community Service Association

Priority 3: Building Maintenance Improvements

<ul style="list-style-type: none"> Security locks no longer on windows and main entrance door Trees obscure visibility around courtyard and basketball court Overall appearance and upkeep of area is inadequate 	<ul style="list-style-type: none"> Contact the City of Toronto Urban Forestry Services for pruning of trees to increase visibility of highly frequented areas. Contact the Tenant Hotline to help you set up a tenant association to work on improving the building maintenance and safety of residents. For building repairs or maintenance contact your Superintendant (416-981-5500) or fill out and sign a Tenant Service Request Form found at your building office. If a reasonable amount of time has passed and building repairs or maintenance have not been attended to, contact your Community Housing Manager (see attached <i>Tenant Complaint Process</i>). If request is still not being addressed you can then contact: <ol style="list-style-type: none"> The City of Toronto, Municipal Licensing and Standards Department (ML&S) to come out and conduct a building inspection. Multi-Residential Apartment Buildings (MRAB) audit and enforcement programme: 	<p>City of Toronto Urban Forestry North District Office Phone: (416) 338-TREE (8733) Email: trees@toronto.ca</p> <p>The Tenant Hotline Outreach and Organizing Team Phone: (416) 413-9442 Email: dan@torontotenants.org Website: www.torontotenants.org</p> <p>City of Toronto Municipal Licensing and Standards Department North York District Phone: (416) 395-7011 Website: www.toronto.ca/licensing/index.htm</p> <p>City of Toronto Multi-Residential Apartments Buildings audit and enforcement programme</p>
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TOP SAFETY CONCERNS	IDEAS FOR CHANGE/ACTION	FOLLOW-UP
	<p>Buildings are selected by the City of Toronto to be inspected and audited on common areas, mechanical systems and grounds of the buildings (i.e. lighting, heating/ventilation, security systems). Submit a letter with building address and outline major issues.</p> <p>c. Local ML&S office or write to the MRAB Audit Team (to file a complaint about problems in specific apartment units).</p>	<p>Contact: Mr. Bill Blakes, Manager of the MRAB Audit Team Email: bblakes@toronto.ca</p> <p>MRAB Audit Team Email: buildingauditteam@toronto.ca</p>
Priority 4: Darkened Pathways and Surrounding Areas		
<ul style="list-style-type: none"> Residents fear walking alone after dark Inadequate lighting around parking lots, pathways, courtyard and basketball court Lack of adequate lighting increases opportunity for violence 	<ul style="list-style-type: none"> Contact Toronto Community Housing Corporation (TCHC) to advocate on behalf of residents for increased lighting in/around parking lots, pathways, courtyard and basketball court to make areas safer for residents With a tenants association you can organize community forums where community members are encouraged to express their safety concerns and brainstorm solutions. 	<p>Toronto Community Housing Corporation Phone: (416) 981-5100 Email: info@torontohousing.ca</p> <p>The Tenant Hotline Outreach and Organizing Team Phone: (416) 413-9442 Email: dan@torontotenants.org Website: www.torontotenants.org</p>

CONTACT INFORMATION

Appendix A lists other contact information for city repairs.

1. City Contacts

City Councillor Name: David Shiner

Address: 100 Queen Street West, Suite B39 Toronto, ON M5H 2N2

Phone: (416) 395-6413

Fax: (416) 397-9290

Email: councillor_shiner@toronto.ca

City of Toronto Community Development & Recreation Committee

Contact Name: Candy Davidovits, Committee Secretary

Phone: (416) 392-8032

Fax: (416) 392-1879

Email: cdavidov@toronto.ca | Website: www.toronto.ca/committees/community-development-recreation.htm

City of Toronto Urban Forestry, North District

Phone: (416) 338-TREE (8733)

Email: trees@toronto.ca | Website: www.toronto.ca/trees/

City of Toronto Municipal Licensing and Standards Department (ML&S)

Phone: (416) 395-7011

Website: www.toronto.ca/licensing/index.htm

Or write to the MRAB Audit Team

Email: buildingauditteam@toronto.ca

City of Toronto Multi-Residential Apartment Buildings (MRAB) audit and enforcement programme (part of the ML&S): Mr. Bill Blakes, Manager of the MRAB Audit Team

Email: bblakes@toronto.ca

City of Toronto Parks and Recreation

Phone: (416) 392-1111

Website: parks@toronto.ca

2. Local Community Services:

The Tenant Hotline

Outreach and Organizing Team

Phone: (416) 413-9442

Email: dan@torontotenants.org | Website: www.torontotenants.org

The Outreach & Organizing team provides information, referrals, workshops, and outreach & organizing services for tenants in the City of Toronto. Whether Tenants want to start a tenants' association, apply to the Landlord and Tenant Board, fight a demolition or conversion of their building or dispute an AGI, we can provide the resources and skills tenants need to help them work together and assert their rights. We assist tenants in connecting with appropriate resources in Toronto.

Toronto Community Housing Corporation

Address: 931 Yonge Street, Toronto, ON M4W 2H2

Phone: 416-981-5500

Email: info@torontohousing.ca | Website: www.torontohousing.ca

Toronto Community Housing is the largest social housing provider in Canada and the second largest in North America. It is home to about 164,000 low and moderate-income tenants in 58,500 households, including seniors, families, singles, refugees, recent immigrants to Canada and people with special needs.

Our tenants come from diverse backgrounds. This diversity includes age, education, language, sexual orientation, mental and physical disability, religion, ethnicity and race as well as increasing diversity in lifestyles and values.

Our portfolio includes more than 360 high-rise and low-rise apartment buildings throughout the city.

Youth Assisting Youth

Address: 5734 Yonge Street, Suite 401, Toronto, ON M2M 4E7

Phone: (416) 932-1919

Fax: (416) 932-1924

Email: mail@yay.org | Website: www.yay.org

Youth Assisting Youth is a non-profit charitable organization that provides a peer mentoring service to improve life prospects for at risk and newcomer children. YAY matches children aged 6-15 with trained and dedicated Youth Volunteers aged 16-29 who act as positive role models. Since 1976 YAY has helped more than 20,000 young people.

North York Community House

Address: 700 Lawrence Avenue West, Suite 226, North York, ON M6A 3B4

Phone: (416) 784-0920

Fax: (416) 784-2042

Email: nych@nych.ca | Website: www.nych.ca

North York Community House has been serving the residents of southwest North York for over 15 years. We are committed to working with individuals, groups and neighbourhoods to address the issues that are of concern to them. From reducing isolation for newcomers and providing support to new parents, to bringing together residents to strengthen their communities, our goal is to provide the support people need today, in order for them to succeed tomorrow.

Breaking the Cycle: Youth Gang Exit & Ambassador Leadership Project

Contact: Jabari Lindsay, Project Coordinator

Address: 1790 Albion Road, Suite 215, Rexdale, ON M9V 4J8

Phone: (416) 745-1829 or (416) 742-7588

Cell Phone: (647) 838-1131

Fax: (416) 742-4240

Email: ctibreakingthecycle@bellnet.ca | Website: www.cantraining.org/BTC/btc.php

Breaking the Cycle is all about helping young people avoid getting involved in gangs or getting out of gangs if they are already involved. Young people who participate in Breaking the Cycle are: more likely to be successful in school, training and employment; more likely to resolve conflict non-violently; more likely to have improved relationships with peers, employers and parents; more likely to resist using alcohol or other drugs; more likely to be happier and see a future for themselves; more likely to make pro-social lifestyle choices; more likely to leave and remain away from gangs.

The Ambassador Leadership part of Breaking the Cycle builds on the leadership potential of youth and involves them in community awareness efforts. Through speaking engagements and development projects, youth reach out to youth to reduce the risk of gang involvement and develop a positive image of youth in the community.

York Community Services

Address: 1651 Keele St, Toronto, ON, M6M 3W2

Phone: 416-653-5400

York Community Services provides integrated health, legal, counselling and community services to residents of the former City of York in Central West Toronto. Established in 1973, they serve people of all ages and cultures, with a special focus on low-income families and individuals, seniors, immigrants and people with disabilities. Staff and volunteers offer special programs for immigrants and newcomers from the Caribbean, Latin America, Vietnam and Africa. Programs are offered in English, Spanish, Vietnamese, Somali, and Portuguese

Oriole Community Service Association

Address: 2975 Don Mills Road, North York, ON M2J 3B7

Phone: 416-496-0881

The Oriole Community Services Association (OCSA) is an independent, not-for-profit organization made up of Volunteers and Professionals whose purpose is to offer people with opportunities for personal growth and services to others. In pursuit of this goal, the Association provides programs that promote self improvement and self-reliance. The programs of OCSA are open to everyone regardless of race, gender, creed, sexual-orientation, age and/or socio-economic status.

We provide training and support to Community residents and Organization through skills development; support group; information sessions and workshops; collaborations and partnerships; and resource sharing.

Useful Web Links

- <http://www.toronto.ca/parks/torontofun/index.htm> (List of all services offered at City of Toronto recreation centers)
- <http://www.211toronto.ca> (search engine for community services in Toronto)

E. STRATEGIES FOR FOLLOWING UP ON RESULTS

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

1. **Municipal Services:**

- Contact your municipal offices to report any public infrastructure that need repairs. (See the *City Contacts* information above)
- For example: set up a meeting with the Parks Supervisor to discuss concerns and share ideas for changes to make the park safer.
- City of Toronto Community Development and Recreation Committee: Participate in meetings of a standing committee of Toronto City Council where you are given the opportunity to voice matters of concern about what is happening in your community. It is their mandate to monitor, and make recommendations to strengthen services to communities and neighbourhoods. Contact committee secretary prior to the committee meeting. (See the *City Contacts* information above)

2. **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 our concerns and protect our right to safety & equity. When these avenues fail to solve the problem, it is important for communities to organize together to use their collective political, economic and social power.

3. **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.

4. **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)

5. **Other Strategies:**

- Starting a safety committee in your area
- Starting a violence prevention group in your neighborhood
- Conducting letter writing campaigns
- Town Hall Meetings
- Holding community forums & events
- Organizing workshops in the community
- Holding community events
- Surveys and opinion polls

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 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)

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

Toronto
www.toronto.ca
acesstoronto@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 OF WILLOWDALE – WARD 24

According to Statistics Canada, the demographics of Willowdale – Ward 24 area are as follows:

Age:

- Children 0-14, 13.7%
- Youth 15-24, 15.5%
- Working Age 25-64, 53.4%
- Seniors, 65+, 17.4%

Language:

- 51.1% of the population speaks English as their “*home language*”
- Cantonese, Chinese, Mandarin, Korean, Persian (Farsi) are the “*5 Top home languages*” after English

Social Identity:

- The area has a large rate of recent immigration than the average across Toronto; largest recent immigrant populations are from East Asia, West Central and the Middle East
- 63.2% of people in the area identify as visible minorities (More visible minorities than the city average)

Housing:

- 32% of dwellings are rentals

Family Status:

- Couples with one child, 44.7%
- Lone parent with one child, 62.4%
- Families without children, 32.1%

Income:

- Average household income - \$85,621
- Median household income - \$62,040
- 34.1% of households have income less than \$40,000
- 28.2% have household income of \$100,000 and up

Source: The City of Toronto. *2006 City of Toronto Ward Profiles: Ward 24*. Retrieved from http://www.toronto.ca/wards2000/pdf/2006/ward24_2006profiles.pdf