



Safety Audit Report Card

Audit Date: May 31, 2010

Area Audited: Dundalk Dr. and Glamorgan Ave.
Ward 40 – Scarborough Agincourt (South)
Neighbourhood 118, Dorset Park

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 Dorset Park Action for Neighbourhood Change (ANC). In total, nine individuals (5 men, 4 women), ranging in ages from 24-65 years, participated in the safety audit on the evening of May 31st 2010. The audit was conducted as residents had concerns about safety in the neighbourhood. This included residents concern about crime in the neighbourhood, and the safety of the walk-way leading to the local school. Residents were also concerned that their opinions were not being heard and addressed. In addition, the residents' association in the neighbourhood would like to get more active regarding safety concerns in the area.

The Dorset Park neighbourhood is culturally diverse with visible minorities comprising 71.9% of the population.¹ The area has a high percentage of recent immigrants and people of aboriginal origin in comparison to the rest of the City.² Just over half of the population (55%) 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 \$46, 485 and 43.6% 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:

- Walkway leading to local school
- Area around Dundalk Dr.
- Area between 3 Glamorgan Ave. and 1950 Kennedy Rd.

¹ http://www.toronto.ca/demographics/cns_profiles/2006/pdf2/cpa126.pdf

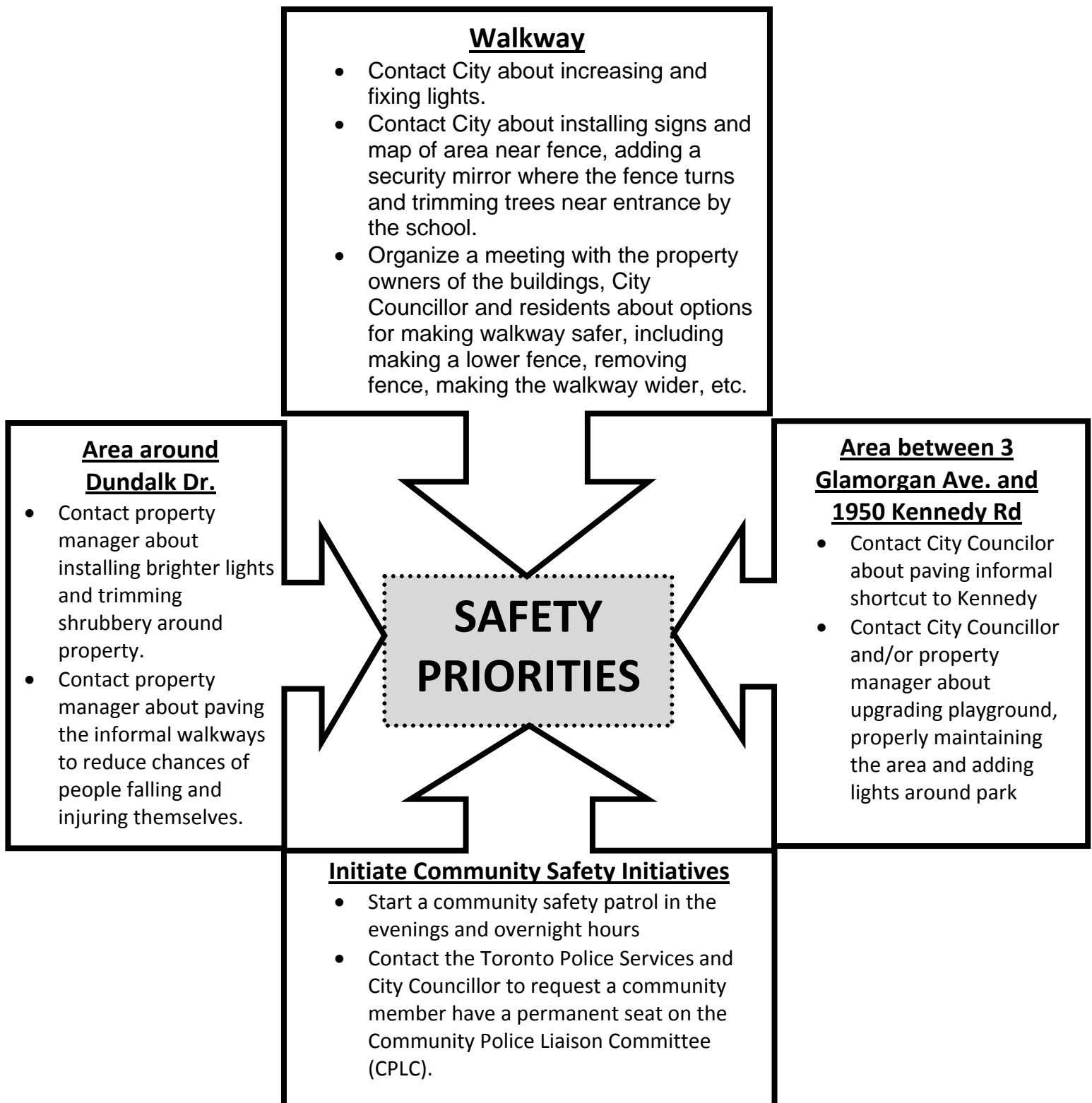
² http://www.toronto.ca/demographics/cns_profiles/2006/pdf2/cpa126.pdf

³ http://www.toronto.ca/demographics/cns_profiles/2006/pdf1/cpa126.pdf

⁴ http://www.toronto.ca/demographics/cns_profiles/2006/pdf4/cpa126.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.

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| OVERVIEW | D | A majority of participants (77.8%) did not feel safe in the area and had quite 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 |
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| LIGHTING | E | <ul style="list-style-type: none"> Area needs brighter and increased lighting 77.8% of participants stated that general lighting in the area is bad 77.8% stated they cannot clearly see signs, maps and walking paths in the area. | Increased and brighter lighting needed: <ul style="list-style-type: none"> Beside Glamorgan playground at the north side of the school, light is burnt out and needs to be replaced Along fenced walkway that leads to school. The lighting is too low and distorts the length of walkway making it seem shorter than it actually is. | <ul style="list-style-type: none"> Toronto Hydro Energy Services about lights on city property Property manager about lights around buildings |
| SIGNS and MAPS | E | <ul style="list-style-type: none"> More signs and maps are needed in the area. 88.9% of participants stated that signs and maps are not easy to find 77.8% stated signs are not easy to understand. 88.9% 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. Signs need to be added to indicate who to contact in case of emergencies. Signs need to be added about whom to call for repairs. Add a sign showing map of facilities in area | <ul style="list-style-type: none"> City should be contacted about adding signs and maps in area. Contact City or property managers about trimming shrubs/trees that are blocking signs. |
| ISOLATION | D | <ul style="list-style-type: none"> The walkway is very isolated and it would not be easy to escape if there was an emergency. Also the fence is | <ul style="list-style-type: none"> Install payphones or emergency phones throughout area, especially at walkway. Lower the height of the fence or take | <ul style="list-style-type: none"> Contact City Councillor about installing |

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| | | <p>very tall and intimidating to some people.</p> <ul style="list-style-type: none"> • The area is very deserted in the evenings. • Participants did not feel people would be able to hear them if they screamed for help in the area. • 77.8% stated there was not enough working payphones in the area. • 50% of participants believed there were areas they could get trapped in. | <p>the fence out of the walkway and put other pathway indicators so that people do not feel as isolated in that area.</p> <ul style="list-style-type: none"> • 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 | <p>payphones in the area.</p> <ul style="list-style-type: none"> • Contact neighbours about stating a community watch group and/or community safety patrol. |
| SIGHTLINES | D | <ul style="list-style-type: none"> • 66.7% of participants stated that sightlines in the area are not clear and are blocked by fences, walls, sharp corners, blind-spots and shrubbery, limiting people's ability to see clearly around them. | <ul style="list-style-type: none"> • The walkway needs a mirror on the northern end of it so that people can see if others are approaching from the opposite end of the walkway. • Bushes and shrubs around 6 Glamorgan need to be trimmed. • Trees near the Highland Farm store need to be trimmed | <ul style="list-style-type: none"> • Contact City about installing mirror at walkway. • Contact property managers at Glamorgan Ave. and at Highland Farms about trimming trees, etc. |
| MAINTENANCE | C | <ul style="list-style-type: none"> • Participants had differing views on the maintenance of the area: <ul style="list-style-type: none"> • Some participants thought the area has a lot of garbage, while others thought that the area was fairly well maintained. • Vandalism and graffiti were not seen as large issues in the neighbourhood. | <ul style="list-style-type: none"> • Walkways and sidewalks need to be maintained • There are loose wires sticking out of fence that need to be cut and fixed. • Informal, person-made shortcut to Kennedy Road should be made into a permanent walkway. • There should be signs showing who to contact regarding maintenance issues, especially within buildings. | <ul style="list-style-type: none"> • Contact City about maintaining sidewalks. • Speak to residents and City about creating a permanent pathway on the shortcut to Kennedy Rd. |

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| ACCESSIBILITY | D | <ul style="list-style-type: none"> The area is not accessible for people using a wheelchair or pushing a stroller. 62.5% stated there are no ramps into buildings and that doorways were not wide enough. | <ul style="list-style-type: none"> All entrances and exits of buildings should be accessible Ramps need to be added to entrances and exits of buildings and doorways need to be made wider. | <ul style="list-style-type: none"> Contact property management about adding ramps, and widening doors to entrances and exits. |
| SECURITY | D | <ul style="list-style-type: none"> 77.8% said there are no security features, such as security cameras, or mirrors, in the area. 77.8% stated there are no security guards in the area. | <ul style="list-style-type: none"> More security features need to be added to the area, including cameras, and mirrors. Back door of 7 Glamorgan Ave. is always open and needs to be properly locked. | <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"> 60% of the participants had experienced discrimination in their neighbourhood. The predominant reasons include race (85.7%), age (57.1%), speaking with an accent (57.1%), economic status (42.9%) and immigration status (42.9%). Majority of the incidents occurred through verbal comments (71.4%), glances or staring (57.1%), ignoring (57.1%), graffiti in the area (42.9%) and discriminated against in a job, housing or accessing services (42.9%). All participants who experienced discrimination stated they were discriminated on the street, while other incidents also occurred in parks (57.1%), at restaurants | <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 concern the community. Have a community forum where people can discuss these concerns in the community. | <ul style="list-style-type: none"> Contact community organizations that provide workshops and facilitate discussion groups, on issues of harassment and discrimination. |

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| | | <p>(42.9%), on public transit (14.3%), and in night clubs or bars (14.3%).</p> <ul style="list-style-type: none"> • Everyone who reported being discriminated against stated that they told someone about the incident. Participants reported these incidents to friends (85.7%), community worker (71.4%), family (42.9%), police (14.3%), employer (14.3%), neighbor (14.3%). • All participants had either seen or heard about people being discriminated or harassed in their neighbourhood. The main reasons were race (60%), age (50%), speaking with an accent (40%) and economic status (40%). • 60% of participants stated that people in their community make them feel unsafe, specifying community interaction and youth. | | |
| 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; youth services (60%), police (60%), recreation centre (50%), services in more languages (50%), housing (40%), health care centre (40%), library (20%), schools (10%), and food bank (10%). | <ul style="list-style-type: none"> • 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: Norm Kelly

Address: 100 Queen St. W., Suite C43

Phone: 416-392-4047

Fax: 416-696-4172

Email: councillor_kelly@toronto.ca

Website: www.normkelly.com

Toronto Police Services Division - 41 Division

Address: 2222 Eglinton Ave. E.,

Phone: 416-808-4100

Fax: 416-808-4102

Website: <http://www.torontopolice.on.ca/d41/>

Community Relations Officer: Sue Mundy

Phone: 416-808-4108

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>

Dorset Park Action for Neighbourhood Change

Address: 880 Ellesmere Rd., Suite N204

Phone: 416-332-0997

Email: hlaura@agincourtcommunityservices.com

Website: <http://www.x.dorsetpark.com/index.html>

Kennedy Road Business Improvement Area (BIA)

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

A Business Improvement Area (BIA) is an association of commercial property owners and tenants within a defined area who work in partnership with the City to create thriving, competitive, and safe business areas that attract shoppers, diners, tourists, and new businesses.

APPENDIX B: Demographics

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

Age:

- Children 0-14, 17.7%
- Youth 15-24, 12.1%
- Working Age, 25-64, 54.3%
- Seniors, 65+, 16.4%

Language:

- 47.9% of this population speaks English as their “home language”
- Chinese, Cantonese, Tamil, Mandarin, and Tagalog 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 East Asia, South Asia and Southeast Asia.
- 69.3% of the people in the area identify as visible minorities (the rate is higher than the city average)

Housing

- 44% of dwellings are rentals, 56% of dwellings are owned

Family Status

- 30% of adults are single (never been married)
- 52% are legally married
- 4% are in a common-law relationship

Income

- Average household income- \$59,054
- Median household income- \$46,427
- 5.7% of people have a household income of less than \$10, 000
- 53.6% of the population have a household income of less than \$50,000
- 15.1% of the population have a household income of 100,000 and up

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