



Safety Audit Report Card

Audit Date: June 1, 2010

Area Audited: Sparrow Ways (Leslie St. and Finch Ave. E.)
Ward 24 – Willowdale (east)
Neighbourhood 49, Bayview Woods - Steeles

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 Sparrow Ways Safety Squad in the Leslie Street and Finch Ave. East area. The Safety Audit was conducted on June 1, 2010 and approximately 15 individuals, ranging in age from 14-24 years participated. The participants audited the entire area around the Sparrow Ways building complex.

The area audited is located in neighbourhood 49, Bayview Woods – Steeles. This neighbourhood has a high population of youth (15-24) and seniors (65+) in comparison to the rest of the city.¹ The area is also quite diverse with visible minorities comprising 58.1% of the population.²

Based on discussions within the group, the top four safety priorities identified by participants were as follows:

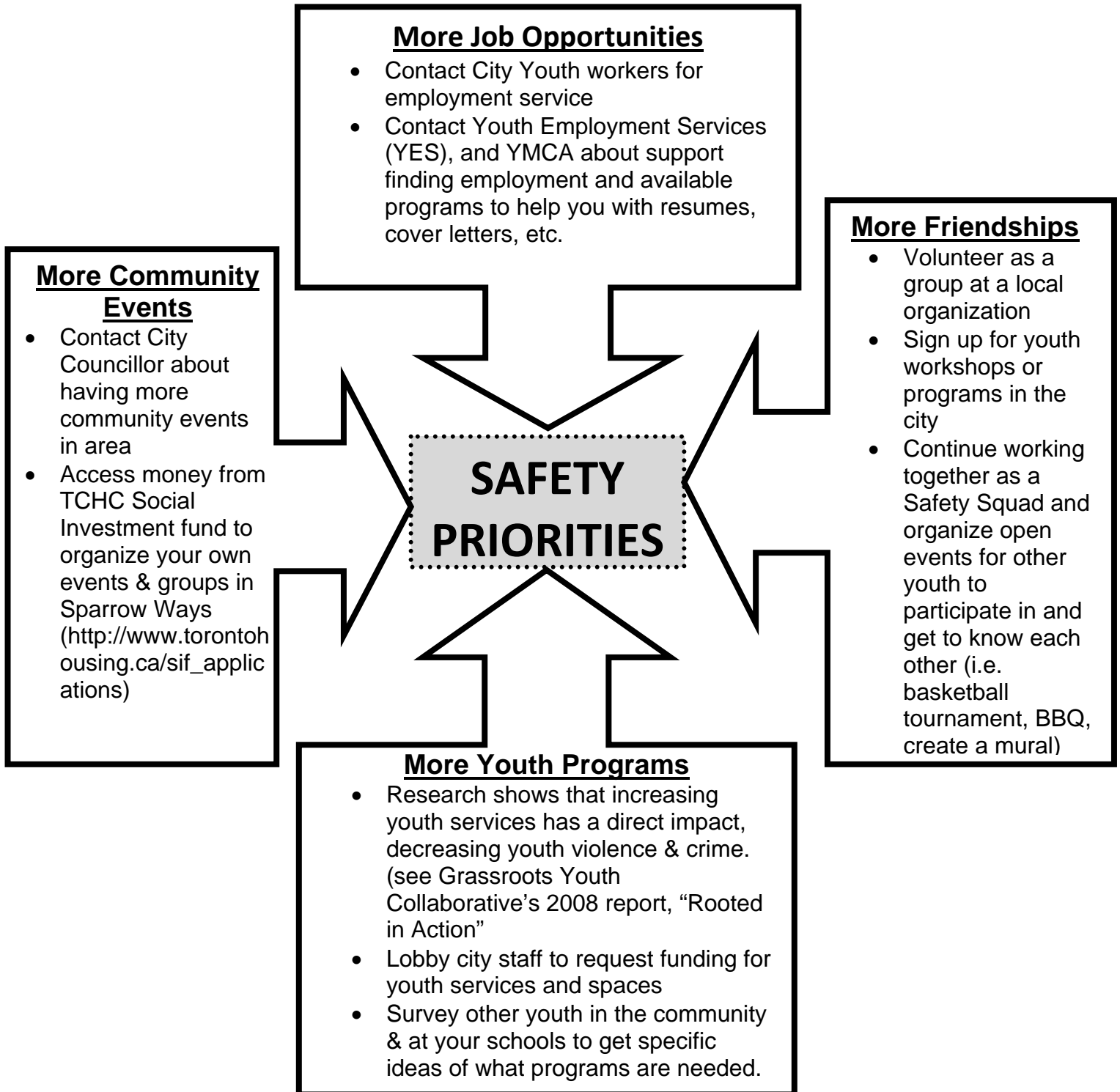
- A need for more job opportunities
- A need for more community events
- A need for more friendships
- A need for more youth programs

¹ http://www.toronto.ca/demographics/cns_profiles/2006/pdf1/cpa49.pdf

² http://www.toronto.ca/demographics/cns_profiles/2006/pdf2/cpa49.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 youth.



SAFETY AUDIT PHOTO SUMMARY



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	The area is generally considered to be safe with some needed improvements.
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A - Very Good	B - Good	C - Ok	D - Bad	E – Very Bad
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SAFETY FEATURES	GRADE	CONCERNS	RECOMMENDATIONS FOR ACTION	CONTACT
LIGHTING	C	<ul style="list-style-type: none"> Area needs brighter lighting Broken light behind building 9 	Increased and brighter lighting needed: <ul style="list-style-type: none"> In lower level of garage Along pathway behind units 9 to 15 Outside of laundry room 	<ul style="list-style-type: none"> Toronto Hydro Energy Services about lights on city property Property Manager about lights around building
SIGNS and TRAFFIC	C	<ul style="list-style-type: none"> More signs are needed in the area. 66.7% of participants said there are missing and/or damaged signs in the area. 66.7% said there are no signs about who to contact for emergencies 	<ul style="list-style-type: none"> Clear signs need to be added in parking area showing where exits are, and between visitor and tenant parking Signs need to be added to indicate who to contact in case of emergencies, especially around pool. Signs need to be added about who to call for repairs Add a sign showing map of facilities in area New signs should be in Cantonese, mandarin, French, Somali, and Punjabi 	<ul style="list-style-type: none"> Property manager about signs around buildings
FEELING ISOLATED	B	<ul style="list-style-type: none"> 58.3% of participants feel safe using shortcuts at night 90% said there was not enough 	<ul style="list-style-type: none"> Payphones or emergency phones should be added at main intersections (Leslie and Finch) and thoroughfare at Tree and 	<ul style="list-style-type: none"> Contact Councillor about installing payphones and

		<ul style="list-style-type: none"> working payphones in area Participants stated that the area is usually not deserted People would hear if someone in need of help Majority feel safe walking at night in parking lot 	<p>Field Sparrow Way</p> <ul style="list-style-type: none"> Informal shortcuts that many people use should be made formal and safe by installing a cement path, lighting, etc. 	<p>maintaining shortcuts in area. If the shortcuts are on TCHC property, contact TCHC staff.</p>
MAINTENANCE	D	<ul style="list-style-type: none"> 70% stated there is no sign about who to call if something needs to be fixed 90% stated there is a lot of garbage and litter in the area Water from sprinkler is contaminated and drainage is clogged resulting in water running along walkways Water in pool is very dirty and filled with garbage Kids playground has broken glass and garbage in it Certain areas need to have new grass as there are puddles and lots of mud Sidewalks, pathways and curb need to have cracks filled and/or be repaved Basketball court needs to be better maintained Side fence beside the court needs to be repaired Parking garage has lots of garbage in it, the ceilings are very low and exits are hard to see. Behind south side of complex facing Finch, silver fence needs another pole as gap is too large. Benches in near central park area have splinters in the wood that could 	<ul style="list-style-type: none"> Property manager needs to ensure building and surrounding area is properly maintained including, fixing fences around complex, ensuring pathways are clear and accessible, that bushes and trees are regularly trimmed, etc. Need to install sign showing who to call when something needs to be fixed There needs to be more garbage and recycling bins around building, especially behind buildings, and at basketball court Water for the children's sprinkler should be tested to see if water is clean and sprinkler area should be regularly maintained, including clearing out drain and bottom of sprinkler area Pool needs to be drained and cleaned. Also it should be emptied in the fall and be covered in the off season. Youth suggested kids playground needs to be cleaned once a week by youth Parking garage needs concave mirrors to see cars coming in and out The patch beside court steps at basketball court needs to be fixed, broken glass bottles on court need to be 	<ul style="list-style-type: none"> Contact property manager about maintenance issues Contact other residents about regularly reporting maintenance issues and have a meeting about working together to address maintenance issues (tenant organizing!)

		<p>cause injuries and benches need to be more sturdy</p> <ul style="list-style-type: none"> • Tree branches near balconies need to be cut because of raccoons going on people's balconies 	<p>cleared, court needs to be leveled, there needs to be padding added around wall of court</p>	
SURVEILLANCE/ SECURITY	C	<ul style="list-style-type: none"> • There are security guards in the area and participants stated they like security guards in the complex • One person stated, "Keep security guard Duncan for as long as possible he is doing a great job and is involved in community activities" • Many participants do not feel comfortable talking to the police • Mixed response of trust towards police to protect youth and community with 54.5% stating they did not trust police to protect them • Mixed response from participants about the number of police in the area, some said there was too many and others a good amount • A few participants had been approached by the police before, stating they were stopped for no reason and harassed 	<ul style="list-style-type: none"> • Organize 'know your rights' workshops/discussions for youth, focusing on what your rights are if you are approached by the police\ • Watch "Know Your Rights" video on www.jane-finch.com • Raise awareness about people and places youth can go for support, other than the police. • Have conversations and events about community accountability (how to deal with violence without the police) 	<ul style="list-style-type: none"> • Contact youth justice organizations such as CLASP and Justice for Children and Youth for information about youth legal rights • Contact your property manager about keeping security guards in area
ACCESSIBILITY	E	<ul style="list-style-type: none"> • The Sparrow Ways area is not very accessible • 90.9% said emergency exits are not easy to use for people with disabilities • Need closer entrance from GO station into Sparrow Ways area • Mailroom needs ramp for wheelchair/strollers 	<ul style="list-style-type: none"> • All entrances and exits of buildings should be accessible • A ramp or alternative entrance should be made to make the community space accessible to everyone • Walkways around buildings should be flat and paved. • Discuss with residents, property 	<ul style="list-style-type: none"> • Contact property management about adding ramps, automatic doors, and accessible paths around building. • Contact Councillor

		<ul style="list-style-type: none"> Community space at #1 is not accessible (stairs at entrance) 	<p>manager and Councillor about adding a new entrance for the GO station</p>	<p>about new GO station entrance</p>
YOUTH SERVICES	C	<ul style="list-style-type: none"> Youth feel safe going to community centres and school. Youth access services that are easy to use, where they know people, that are catered to youth and that assist them when they need help. Youth identified need for more sports fields/courts, employment centres, walk-in clinics, and leadership programs. 	<ul style="list-style-type: none"> Youth can advocate for the services they need by contacting the city and local community organizations. Use TCHC's new major commitment to increasing youth services to receive funding and support to start your own programs! 	<ul style="list-style-type: none"> Contact youth employment services of Toronto about job opportunities Contact city and TCHC for funding for youth projects Contact Public Health Ontario about possible new health services
TTC	C	<ul style="list-style-type: none"> 66.7% of youth said TTC fares were not affordable. 55.6% knew about the Request Stop Program. Some bus stops were missing time schedules 51 Leslie needs to run more frequently 	<ul style="list-style-type: none"> Work on campaigns for youth to receive cheaper bus fare. (check out the Bus Riders Union in Vancouver) Use alternative forms of transportation like biking or walking for short distances Bus stops need to be maintained and have proper lighting and schedules 	<ul style="list-style-type: none"> Contact TTC to add schedules to bus stops and request for route 51 to run more frequently (use their Complaints, Compliments, Suggestions form).
SOCIAL ENVIRONMENT	C	<ul style="list-style-type: none"> 71.4% said they have experienced discrimination, primarily based on race, class and where they lived. Youth were primarily concerned about drugs, and poverty. Secondary concerns include housing, gangs, police brutality and discrimination. 	<ul style="list-style-type: none"> Organize anti-discrimination workshops in the community/school for youth Start discussion groups/spoken word/video/theatre groups to talk about and raise awareness of issues that concern the group. Check out the Youth Action Network's "Fire it Up" toolkit for lots of strategies and tips about taking action on social justice issues 	<ul style="list-style-type: none"> Contact community organizations that provide youth workshops and facilitate discussion groups, etc.

C. 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.*
- Read the 'STEP IT UP' zine (http://kickaction.ca/files/policy_EN.pdf) about how youth can influence public policy (directed to young women, but info is relevant for everyone!)

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 below 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.

- Lots of youth-written resources about Community Organizing:
<http://www.youthactionnetwork.org/yan-e-resources/>

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.

E. CONTACT INFORMATION

CITY CONTACTS

City Councillor Name: David Shiner

Address: 100 Queen St. W. Suite B39

Phone: 416-395-6413

Fax: 416-397-9290

Email: Councillor_shiner@toronto.ca

Toronto Police Services Division – 33 Division

Address: 50 Upjohn Rd.

Phone: 416-808-3300 | Fax: 416-808-3302

Community Relations Officer: Lesley Henry

Phone: 416-808-3395

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

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

Website: www.211toronto.ca

Toronto 3-1-1 (formerly Access Toronto)

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

Email: 311@toronto.ca

Website: www.toronto.ca/311/

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>

City of Toronto Apartment Standards – North York District

Phone: 416-395-7011

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

City of Toronto Youth Employment Toronto (YET) – North York

Outreach Worker: Deborah Rodolph

Phone: 416-392-3938

LOCAL COMMUNITY SERVICES

Cummer Park Community Centre

Address: 6000 Leslie St.
Phone: 416-395-7803

Community Legal Education Ontario (CLEO)

Address: 119 Spadina Ave. Suite 600
Phone: 416-408-4420
Email: cleo@cleo.on.ca
Website: www.cleo.on.ca
Website (Youth Resources): <http://www.cleo.on.ca/english/pub/onpub/subject/yj.htm>

Community & Legal Aid Services Programme (CLASP)

Address: York University, Osgoode Hall Law School, 4700 Keele Street
Phone: 416-736-5030
Website: <http://www.osgoode.yorku.ca>

Justice for Children and Youth

Address: 415 Yonge St., Suite 1203
Phone: 416-920-1633
Email: info@jfcy.org
Website: <http://www.jfcy.org/index.html>

Tropicana Community Services Organization

Address: 505 Consumers Rd. Ste 102
Phone: 416-491-7000
Email: jobs@ayce.on.ca
Website: <http://www.ayce.on.ca/>

TTC

Complaints, Compliments, Suggestions
Address: 1900 Yonge St.
Phone: 416-393-3030
Website: http://www3.ttc.ca/Contact_Us/Complaints_Compliments_Suggestions/index.jsp

Youth Employment Services (YES) – Job Camp

Address: 555 Richmond St. W. Suite 711
Phone: 416-504-5516
Email: yes@yes.on.ca
Website: <http://www.yes.on.ca/>

YMCA

Address: 42 Charles Street East
Phone: 416-928-9622
Website: <http://www.ymcatoronto.org/en/youth/get-a-job/help-you-find-job/emp-program-descriptions/index.html>

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