SAFETY AUDIT REPORT CARD SUMMARY

AUDIT DATE: June 7, 2012
AUDIT GROUP: City Crisis Response, TCHC, Tenants
AUDIT AREA: Tandridge Crescent
Ward 2 – Etobicoke North
Neighbourhood 2 – Mount Olive-Silverstone-Jamestown

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 Crisis Response, because of a safety partnership between Crisis Response, Hydro and Toronto Community Housing. The Safety Audit was conducted on the evening of June 7th, 2012 between 6-8:30pm. Twelve people participated, including 8 residents, 1 staff member from Crisis Response, the property manager and 2 staff members from TCHC. The area audited included the entire Mount Olive Dr. townhouse complex and around 75 Tandridge Crescent highrise.

This neighbourhood has a much higher population of children (0-14), 23% of the population, and a higher population of youth (15-24), 13.5% of the population in comparison to the rest of the city.¹ Over half of the area’s population (60.5%) are visible minorities.² The area has a higher percentage of lone parents in comparison to the rest of the city.³ Of youth aged 20-24 34.6% are low income.⁴

¹ http://www.toronto.ca/demographics/cns_profiles/2006/pdf1/cpa05.pdf
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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<tr>
<th>GENERAL IMPRESSIONS</th>
<th>GRADE</th>
<th>SAFETY CONCERNS</th>
<th>RECOMMENDATIONS FOR ACTION</th>
<th>CONTACT</th>
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|                     | C     | Participants stated they feel safe only sometimes in the area and also only sometimes felt safe while alone in the area. Participants also stated they only feel safe sometimes leaving their house after dark. Some participants stated they sometimes avoid doing things in their community because they feel unsafe. One person stated they feel unsafe at the back of the townhouse and at the back of 75 Tandridge Crescent as there is not enough lighting. | Increase and install brighter lighting throughout the area and fix broken lights in the following areas:  
- Opposite 951, street lamp needs to be upgraded (likely HPSodium)  
- Near the garage entrance  
- Near 949, 953 (blubs need upgrade)  
- Near 938  
- 930 pole light needs to be upgraded  
- 1010-21 walkway lights need to be upgraded  
- Parking lot need more and better lighting | Contact Toronto Hydro about broken lights and clearing trees blocking lights on City property.  
Contact property manager to install more lighting, cutting trees that block lights, and informing residents about who to contact when lights are broken. |
| SAFETY FEATURES     | GRADE | SAFETY CONCERNS | RECOMMENDATIONS FOR ACTION                                                                 | CONTACT |
| LIGHTING            | D-    | Majority of participants stated lighting is not good in area. Some participants stated there are broken lights and areas that need more lighting.  
None of the participants knew who to call when lights are out/broken.  
Many participants stated that lights are blocked by trees/ bushes.  
Many participants stated paths, sidewalks, signs and maps are not well lit. | Increase and install brighter lighting throughout the area and fix broken lights in the following areas:  
- Opposite 951, street lamp needs to be upgraded (likely HPSodium)  
- Near the garage entrance  
- Near 949, 953 (blubs need upgrade)  
- Near 938  
- 930 pole light needs to be upgraded  
- 1010-21 walkway lights need to be upgraded  
- Parking lot need more and better lighting | Contact Toronto Hydro about broken lights and clearing trees blocking lights on City property.  
Contact property manager to install more lighting, cutting trees that block lights, and informing residents about who to contact when lights are broken. |
| SIGNs and MAPs | D | Participants said there were not enough signs identifying the area and that signs and maps are not easy to see. Some participants stated that signs and maps are easy to read and understand but others did not agree. Some participants said that there are signs showing where to go for help in emergencies, while others said there are no signs. However participants said emergency exits are easy to find in buildings. | Add signs in the area including:  - Map of area with townhouses unit numbers at main entrance sign of 75 Tandridge  - Map should label the different townhouses that belong to TCHC, and the different Co-ops  - Garage entrance  Ensure all signs are well lit and are easy to read with large enough lettering. Ensure there are emergency signs showing who to contact in case of an emergency. | Contact property managers to add signs on property and to ensure that all signs are well lit and easy to read. |
| **TRAFFIC** | **C** | Some participants stated there needs to be more crosswalks and traffic lights in the area while others were unsure.  
Some participants stated that traffic in the area is too fast and the area needs speed bumps and/or a lower speed limit, while others disagreed.  
Some people stated there needs to be more bike lanes in the area, while others did not agree. | Ask for an assessment of the area to assess if a crosswalk and/or traffic lights need to be added.  
Assess traffic in the area to determine if the area needs speed bumps or lower speed limits.  
Assess the need for bike lanes in the area, particularly at Arcot Blvd. | Contact Councillor and 311 about having a traffic assessment done in the area to assess the need for a crosswalk, and speed bumps and to assess the need for bike lanes to be added. |
| **TTC** | **D-** | All of the participants use public transit, while some stated they only use it sometimes.  
Participants stated they felt safe using public transit, while others only felt safe sometimes. Some participants stated they feel unsafe while waiting for the bus at night, while others stated they felt safe. One person did not feel safe because there is not enough lighting.  
Participants stated there are bus routes that need to run later in the night or more frequently, specifically the 96C Wilson bus. | Have a bus shelter installed in front of 75 Tandridge Crescent.  
Ensure that all bus stops are well lit.  
Ensure emergency signs are at all TTC stops.  
Install emergency phones near TTC stops.  
Assess bus routes and frequency to determine if there should be an increase of bus frequency in the area, particularly for the 96C Wilson bus. | Contact TTC to add a bus shelter in front of 75 Tandridge, to increase lighting at bus stops, to add emergency signs at bus stops and to increase service.  
Contact Councillor about the need for more lighting at bus stops in the area and for emergency payphones to be located near TTC stops. Also ask Councillor to |
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| **Participants** stated there is not enough lighting at bus stops. Many participants stated there are no signs showing who to call in case of an emergency on the TTC.  
One participant noted the need for a bus shelter in front of 75 Tandridge Cr. | advocate increasing bus service in area. |

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| **F** Some participants felt the area looks/feel abandoned while others were unsure or disagreed.  
Some people stated that the area is full of people during the day, however some were unsure or disagreed. Some people were unsure if the area was full of people in the night, while one person stated the area is full of people.  
Some participants were unsure if people would hear them if they screamed for help in the area, while some thought people would hear.  
Participants stated there are not enough working payphones in the area.  
Participants did not think there were different safe, well lit routes people should use | Install emergency phones throughout the area.  
Work with community members, property management, TCHC and Councillor to create safe, well lit walking routes for people in the community.  
Ensure community members know who to call in case of emergencies in the area.  
Contact Councillor and property management about installing emergency phones in area.  
Contact Councillor and property management to create safer walking routes in area. |
One person said if they were in danger they were unsure of places close by where they could go for help.

**VISIBILITY**

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<th>Some participants stated they are not able to clearly see ahead or around them while walking, while others were unsure. Some participants stated that sharp corners, blind-spots, and trees and bushes block their view, while others were unsure. Some participants said they could not see the end of paths and walkways while some were unsure. Most participants said there should be mirrors to help them see, particularly at the townhouses and in the corner of the walking paths. Many people said there are places people could hide and wait for people. This included many of the laneways behind the townhouses and by the golf course.</th>
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<td>Add security mirrors in areas where there are sharp corners, particularly at the following areas; - Near the townhouses - Corner of walking paths Trees need to be trimmed so they do not block people’s visibility. Install more lights to increase visibility along paths and walkways. Look at areas where people can hide and work as a community to see what measures can be done to reduce risk in those areas. Including adding more lighting to laneways and near the golf course.</td>
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<td>Contact Councillor and property manager to add more lighting in area. Ask to install security mirrors to areas with sharp corners and for all trees and shrubs to be trimmed regularly.</td>
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| MAINTENANCE | F | Many participants stated that the area is not clean or maintained. Some participants stated that there is a lot of garbage and litter in the area, while others disagreed. Many participants stated there are no signs showing who to call for maintenance issues in the area. | Address the following maintenance issues:  
- Ensure area is clear of garbage  
  Pipe rails either need to be fixed or removed, including at 944  
- Remove dead trees on property, including at 929  
- Boulders and rocks in cement across from 940 need to be reset  
- Trees need to be pruned at 938  
- Remove lower branch of trees and prune shrubs at rear of 926  
- Repair fence rails and gates at 1010-21 walkway  
- Replace fencing around high-rise building  
- Fix uneven/broken sidewalk near east entrance  
- Paint or remove poles near east entrance  
- Prune trees at entrance across from private town houses  
- Add a bench at playground  
- Level uneven pavement at playground  
- Add garbage and recycling bins at playground  
Residents should be informed about who to contact about maintenance issues. | Contact property manager about maintenance issues including repairs, pruning trees and shrubs and doing regular maintenance. Contact property manager to give residents information about who to contact about maintenance issues. Ask Councillor to send out information about 311 services. |
| ACCESSIBILITY | F | Many participants stated it is not easy to move around using a wheelchair and/or stroller. Participants stated there are parking spaces for people with disabilities. However many were unsure if there are ramps to buildings. Some people stated that doorways are wide enough for people using strollers and wheelchairs, while some disagreed and others were unsure. Some people stated elevators in buildings worked while others were unsure, and some disagreed. Some people stated there were automatic doors to buildings, while some were unsure and others disagreed. One person stated that signs are not large enough for people with visual impairments. Many people were unsure if mailboxes and doorbells were located at heights that people using mobility devices could reach, and one person stated they are not. | Ensure that all buildings are accessible, including having ramps to entrances, wide enough doors and automatic doors. Ensure the high rise building has working elevators. Install signs with large print for people who have visual impairments. Ensure mailboxes and doorbells are located at heights that people using mobility devices can reach. | Contact property managers of buildings to ensure buildings are accessible. Also ensure signs on private property can be easily read by people with visual impairments. |
| SECURITY | B- | Many participants said there are working security and fire alarms in the area, while some people were unsure. Participants stated there are security features in the area like cameras, intercom or mirrors. Many participants said there are security guards in the area. However some people stated security guards are helpful and respect everyone while others stated they are not. Many participants stated the area is patrolled by the police. However some stated that police were not helpful and respectful to everyone while others were unsure. | Ensure that there are working security and fire alarms in the area. Look into installing cameras at specific areas of the complex, including the following areas; - Garage entrance Have a community meeting discussing people’s concerns with the security and police and how residents feel could be improved. | Contact property manager to ensure alarms are properly working. Contact TCHC about information about the security in the complex. Contact TCHC, community organizations to hold a meeting about security and police in the area. |
| COMMUNITY and PERSONAL SAFETY | B- | Participants said the following community services are available in the area; schools, police, food bank, and housing. One person noted that the food bank is in need of more food and that a lot of the food they have is expired. Participants stated the community needs the following services; youth | Residents reported the need for more youth services, community centre, housing, seniors’ services, food banks, community health centres, and libraries in the area. Ensure that all residents know of organizations they can call when they have an emergency or have experienced violence. | Contact all levels of government regarding increase in community services and programming. Contact community members, Councillor and community organizations to organize community |
services, community centre, housing, seniors’ services, food bank, community health centre, and a library.

One person stated they felt unsafe in the neighbourhood.

Some participants stated they felt unsafe in the neighbourhood because of gun violence, gangs, and drugs.

Some measures respondents took to feel safe were to stay in their home, watch their surroundings and not be out at night.

Some people stated they would know where to get help if they were harassed or faced an incident of violence, however one person did not know where they could get help. One person stated they could get help from the police and security.

Some participants stated they had heard or seen people being discriminated against in the neighbourhood, while others stated they had not.

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<th>Have a community meeting about the drug issues in the community and how it can be addressed working with local organizations and the police.</th>
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<td>Have a community forum with the Councillor and local organizations about increasing youth programs in the area.</td>
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<td>Have a community discussion about the harassment people face in the community. Work with local organizations to address some of these issues.</td>
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<td>Contact local organizations and Councillor to discuss increasing youth programs in area.</td>
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<td>Contact Councillor to provide residents with information about who to call in emergency situations and organizations who residents can call if they face violence.</td>
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<td>Contact Councillor and local organizations to set up a community meeting to discuss harassment issues.</td>
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<td>The reasons people were discriminated against included; race/ethnicity, disability, speaking with an accent, economic status, and religious beliefs.</td>
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<td>One person stated that children often play unattended on the road and that this is very dangerous, as their toys are all over and sometimes they damage the property.</td>
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CONTACT INFORMATION

CITY CONTACTS

City Councillor: Doug Ford
Ward: 2
Address: 100 Queen Street West, Suite C40
Phone: 416-397-9255
Fax: 416-397-9238
Email: councillor_dford@toronto.ca

Toronto Police Services Division –23 Division
Address: 5230 Finch Ave. West.
Phone: 416-808-2300
Fax: 416-808-2302
Website: http://www.torontopolice.on.ca/d23/
Community Response Unit Manager: Staff Sergeant Joe Dawson
Phone: (416) 808-2371

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/

Municipal Licensing & Standards (ML&S) Division
Website: http://www.toronto.ca/licensing/index.htm

City of Toronto Apartment Standards
Website: http://www.toronto.ca/apartmentstandards/home.htm
Toronto Hydro Electric System (Streetlights)
Phone: 416-542-3195
Website: www.torontohydro.com
Note: Contact about lights that are out and also that are blocked by trees/shrubs. Also try to have exact location of light (ie. poll # or area/road description.

LOCAL COMMUNITY SERVICES

MicroSkills
Address: 1 Vulcan Street
Phone: 416-247-7181
Website: http://www.microskills.ca/

Pathways to Education
Address: 34 Orpington Cres. Unit 2
Phone: 416-743-5553 ext. 221
Website: http://www.rexdalechc.com/pathways.php?p=4

Rexdale Action for Neighbourhood Change
Address: 2667 Kipling Avenue, Unit 102
Phone: 416-748-7454
Email: anc@microckills.ca

Rexdale Community Health Centre
Address: 8 Taber Road
Phone: 416-744-0066
Website: www.rexdalechc.com/

Rexdale Community Legal Clinic
Address: 21 Panorama Court, Suite 24
Phone: 416-741-5201
Website: http://www.rexdalecommunitylegalclinic.ca/index.htm

Rexdale Women’s Centre
Address: 23 Westmore Drive, Suite 307 and 400
Phone: 416-745-0062
Website: http://www.rexdalewomen.org/