

# Attachment to MM 25.25



**Metropolitan Action Committee on  
Violence Against Women and Children**

## **SAFETY AUDIT REPORT CARD SUMMARY**

**AUDIT DATE:** June 5, 2012

**AUDIT GROUP:** City of Toronto Crisis Response Program, TCHC, Tenants

**AUDIT AREA:** Mount Olive Dr.

Ward 1 – 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 forms of violence, oppression, and discrimination.'*

The Community Safety Audit was organized by the City's Crisis Response Program. The Safety Audit was conducted on the evening of June 5<sup>th</sup>, 2012 between 6-8:30pm. Ten people participated, including 7 residents, 1 staff member from Crisis Response, and 1 staff member from TCHC. The City Councillor for Ward 1 also attended the beginning of the audit. The area audited included the entire Mount Olive Dr. townhouse complex.

This neighbourhood has a much higher population of children aged 0-14 years (25% of the population), and a higher population of youth aged 15-24 years, (15% of the population), in comparison to the rest of the City.<sup>1</sup> The area has a slightly higher number of residents living in rented units (52%), while 48% live in privately owned dwellings.<sup>2</sup> A majority of the area's population (85.3%) are visible minorities and 22.2% are recent immigrants.<sup>3</sup> The area has a higher percentage of lone parents in comparison to the rest of the City.<sup>4</sup>

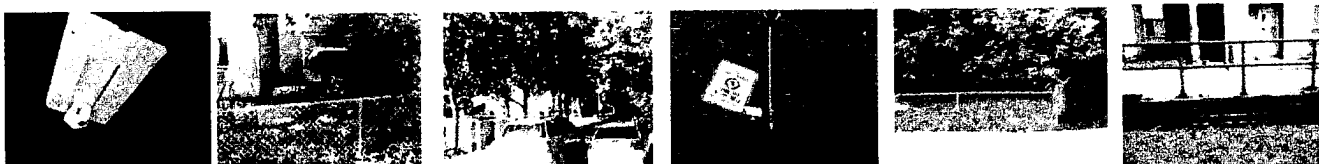
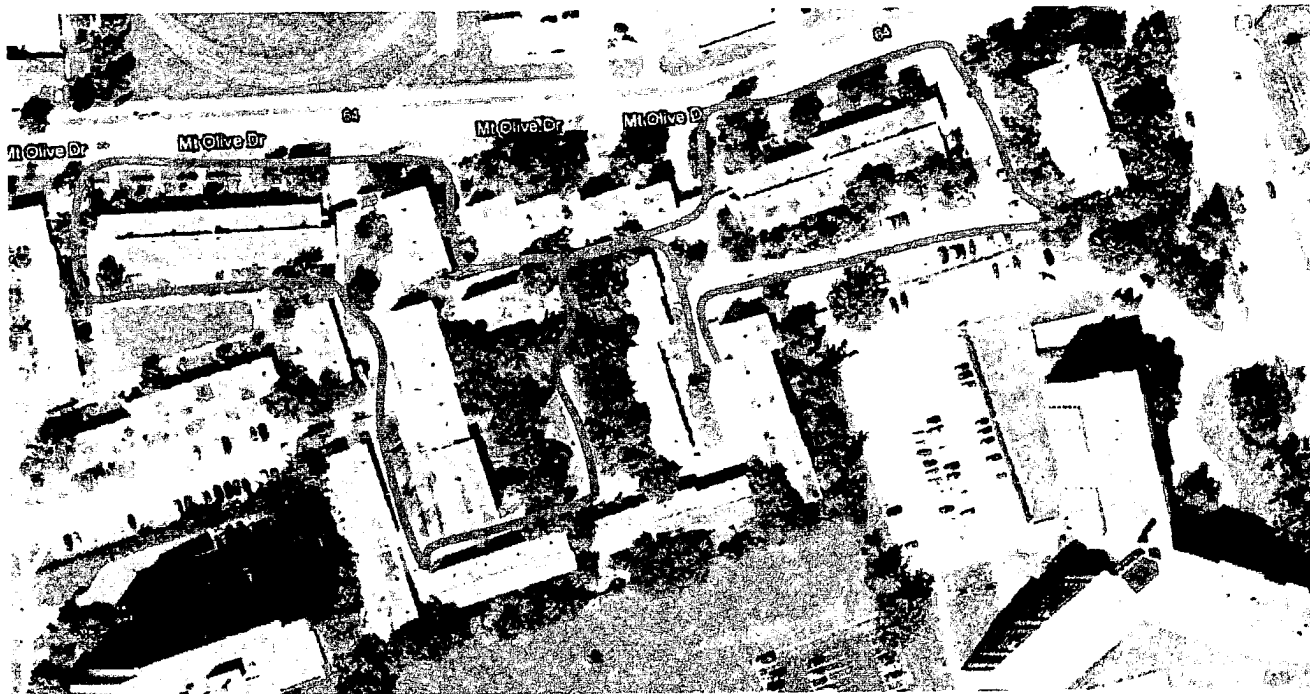
<sup>1</sup> [http://www.toronto.ca/demographics/cns\\_profiles/2006/pdf1/cpa02.pdf](http://www.toronto.ca/demographics/cns_profiles/2006/pdf1/cpa02.pdf)

<sup>2</sup> [http://www.toronto.ca/demographics/cns\\_profiles/2006/pdf3/cpa2.pdf](http://www.toronto.ca/demographics/cns_profiles/2006/pdf3/cpa2.pdf)

<sup>3</sup> [http://www.toronto.ca/demographics/cns\\_profiles/2006/pdf2/cpa2.pdf](http://www.toronto.ca/demographics/cns_profiles/2006/pdf2/cpa2.pdf)

<sup>4</sup> [http://www.toronto.ca/demographics/cns\\_profiles/2006/pdf3/cpa2.pdf](http://www.toronto.ca/demographics/cns_profiles/2006/pdf3/cpa2.pdf)

# WALKABOUT PHOTO SUMMARY

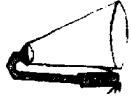


## OVERVIEW OF SAFETY AUDIT RESULTS

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.

<p><b>GENERAL IMPRESSIONS</b></p>	<p>D-</p>	<p>Many of the participants (75%) only sometimes feel safe in the area. Most participants only sometimes feel safe while alone in the area (75%). Half of the participants did not feel safe leaving their house after dark. A majority of participants (80%) stated they avoid doing things in their community because they feel unsafe. People stated the gun violence in the area as the main reason for avoiding doing things in the community. Some participants stated they feel unsafe in the entire community and whenever they are outside. One participant stated there are too many entrances into the community and another participant identified the main entrance of 3 Mount Olive Dr. as the pathway that the gunmen always enter from.</p>
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<p>A - Very Good</p>	<p>B - Good</p>	<p>C - Ok</p>	<p>D - Substandard</p>	<p>F - Poor</p>
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SAFETY FEATURES	GRADE	SAFETY CONCERNS	RECOMMENDATIONS FOR ACTION	CONTACT
<p>LIGHTING</p> 	<p>F</p>	<p>A majority of participants (80%) stated the lighting is not good in the area. Many participants (80%) stated there are broken lights and areas that need more lighting.</p> <p>None of the participants knew who to call when lights are out/broken.</p> <p>Many participants (80%) stated that lights are blocked by trees/ bushes.</p>	<p>Increase and install brighter lighting throughout the area and fix broken lights in the following areas:</p> <ul style="list-style-type: none"> <li>- In the parking lots</li> <li>- In the playground</li> <li>- At all garbage areas along Mount Olive Dr.</li> <li>- At entrance and exits of underground parking garage.</li> <li>- All lights in complex need to be brighter</li> <li>- 3 Mount Olive backyard and</li> </ul>	<p>Contact Toronto Hydro about broken lights and clearing trees blocking lights on City property.</p> <p>Contact property manager about installing more lighting on the property, cutting trees that block</p>

**LIGHTING**



	<p>Half of the participants were unsure if there was enough lighting on paths and sidewalks.</p> <p>Many participants (75%) stated signs and maps are not well lit.</p>	<ul style="list-style-type: none"> <li>- porch lights need replacement</li> <li>- Area around 3 Mount Olive has no or very little lighting</li> <li>- Light pole bulbs near units 19 and 21 need to be upgraded</li> <li>- Walkway to Kipling Ave.</li> <li>- Add lights where there are signs to increase their visibility</li> <li>- Brighter light at entrance to staff parking lot</li> </ul> <p>Trees and bushes that are close to lights need to be trimmed in the following areas:</p> <ul style="list-style-type: none"> <li>- East staff parking lot</li> <li>- Children’s playground lights are covered</li> <li>- All over the community</li> <li>- In people’s backyards trees need to be shaped</li> <li>- Light pole 81 in parking lot</li> </ul> <p>Residents should be given information about who to call if lights are broken in complex.</p>	<p>lights, and informing residents about who to contact when lights are broken.</p>
<p><b>SIGNS and MAPS</b></p>	<p>D</p> <p>Half of participants (50%) said there were enough signs in the area. However 60% said they are not easy to see. Some participants stated that signs and maps are easy to read and</p>	<p>Add signs in the area including:</p> <ul style="list-style-type: none"> <li>- Sign stating the area is private property and no trespassing/loitering</li> <li>- Proper signage for buildings and</li> </ul>	<p>Contact property managers to add signs on property.</p>

	<p>understand but others did not agree.</p> <p>60% of participants stated there are no signs showing where to go for help in emergencies. Other participants were unsure. Some participants stated it was easy to find emergency exits while others were unsure or disagreed.</p>	<p>units, and a map of the area as emergency personnel have difficulty finding units, etc.</p> <ul style="list-style-type: none"> <li>- Install private property sign at exit door between units 44 and 45</li> <li>- All doors in the complex going to the underground parking garage should be labelled and have 'no exit' signs on them</li> <li>- Emergency signs</li> <li>- Straighten 'No alcohol' sign in staff parking lot</li> </ul>	
<p><b>TRAFFIC</b></p> 	<p>60% of participants stated there needs to be more crosswalks and traffic lights in the area.</p> <p>Most participants (80%) stated traffic in the area is too fast and the area needs speed bumps and/or a lower speed limit (75%).</p> <p>Many people (75%) stated there needs to be more bike lanes in the area.</p>	<p>Ask for an assessment of the area to assess if a crosswalk and/or traffic lights at the sign of the main entrance and at the back of the complex need to be added.</p> <p>Assess traffic in the area to determine if the area needs speed bumps or lower speed limits.</p> <p>Assess the need for bike lanes in the area.</p> <p>Curbs in parking lot and throughout the complex are very high and not easily visible. Paint the curbs to make them more visible.</p>	<p>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.</p> <p>Contact property manager to put in speed bumps in parking lot and to paint curbs.</p>

	<p>C-</p>	<p>100% of participants use public transit, while half of the participants stated they only use it sometimes.</p> <p>Half of participants sometimes feel safe using public transit. Many participants (75%) stated they feel unsafe while waiting for the bus at night. Reasons included there is no emergency call box and that anything could happen while waiting for the bus.</p> <p>Two-thirds of people (66.7%) stated they were unsure if buses needed to run later in the night or more frequently. One person stated the Kipling Finch and Kipling Panarama bus needs to run more frequently.</p> <p>Half of the participants stated there is not enough lighting at bus stops, while the other half were unsure. Half of the participants stated there are signs showing who to call in the case of emergencies on the TTC.</p>	<p>Ensure that all bus stops are well lit.</p> <p>Ensure emergency signs are at all TTC stops.</p> <p>Install emergency phones near TTC stops.</p> <p>Assess bus routes and frequency to determine if there should be an increase of bus frequency in the area, particularly at night.</p>	<p>Contact TTC about the need for lighting at bus stops, to add emergency signs at bus stops and to increase service.</p> <p>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 advocate increasing bus service in the area.</p>
<p><b>ISOLATION</b></p>	<p>D</p>	<p>Half of the participants were unsure if the area looks/feel abandoned.</p> <p>Most of participants (75%) stated that</p>	<p>Install emergency phones throughout the area.</p> <p>There is an entrapment site near the</p>	<p>Contact Councillor and property management about installing emergency</p>



the area is full of people during the day. However participants felt that the area is deserted at night.

Many of the participants (75%) were unsure if people would be able to hear them if they screamed for help in the area.

Half of the participants stated there are not enough working payphones in area, while half were unsure.

50% of participants did not think there were safe, well lit routes people can use in the area and the other half were unsure.

Half of participants said there are places where they could get trapped and half said they were unsure.

50% of participants said there was no place close by to go if they were in danger, and the other half were unsure.

security office. Have a brighter light to deter negative behaviour and cut down shrubs.

Work with community members, property management, TCHC and Councillor to create safe, well lit walking routes for people in the community.

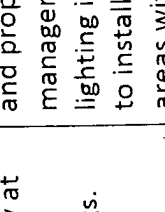
Ensure community members know who to call in case of emergencies in the area.

Assess areas where people could get trapped and what can be done to block these areas off.


phones in area.



Contact Councillor and property manager about blocking off areas where people could get trapped in the area.

Contact Councillor and property management to create safer walking routes in area.

<p><b>VISIBILITY</b></p> 	<p>F</p>	<p>Some participants stated they are able to clearly see ahead or around them while walking, while others felt that they could not.</p> <p>Participants stated that sharp corners, blind-spots, walls, fences, and trees and bushes block their view.</p> <p>Half of participants said they could see the end of paths and walkways while half were unsure.</p> <p>A majority of participants said there should be mirrors to help them see, particularly at the garbage areas, and corners of buildings.</p> <p>Many people (66.7%) said there are places people could hide and wait for people. According to respondents some of the hide-out spots include the backyards of tenants, the garage, and the garbage area.</p>	<p>Add security mirrors in areas where there are sharp corners, particularly at the following areas;</p> <ul style="list-style-type: none"> <li>- Corners of all of the buildings.</li> <li>- Near the garbage areas</li> </ul> <p>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.</p> <p>Trees need to be trimmed in the following areas;</p> <ul style="list-style-type: none"> <li>- Entire complex needs to be extensively pruned both in units' backyards and in common areas.</li> <li>- Between Mount Olive 1 and 3</li> <li>- Shrubs and trees near the children's playground and in units' backyards</li> </ul> <p>Install more lights to increase visibility in areas participants noted where people could hide, such as in the garage, and near the garbage areas.</p>	<p>Contact Councillor and property manager to add more lighting in area. Ask to install mirrors to areas with sharp corners and for all trees and shrubs to be trimmed regularly.</p>
<p><b>MAINTENANCE</b></p>	<p>F</p>	<p>All of the participants stated that the area is not clean or maintained.</p> <p>Some participants stated that there is a lot of garbage and litter in the area,</p>	<p>Address the following maintenance issues:</p> <ul style="list-style-type: none"> <li>- Clear the area of garbage</li> <li>- Ensure main doorways are properly locked and that locks</li> </ul>	<p>Contact property manager about maintenance issues including repairing doors, locks, broken</p>



	<p>while others were unsure.</p> <p>Many participants (75%) stated there are signs showing who to call for maintenance issues in the area.</p>	<p>are fixed</p> <ul style="list-style-type: none"> <li>- Close exit door between units 44 and 45.</li> <li>- Fix iron fence near units</li> <li>- Fix bottom part of railing opposite units 122 and 124.</li> <li>- Repave uneven walkway near staff parking lot.</li> <li>- Repave staff parking lot.</li> <li>- Remove tree branches at entrance of staff parking.</li> <li>- Clear tree branches at garbage site.</li> <li>- Repair hole in the roof of unit 108 because animals are going inside.</li> <li>- Clear tree branches near entrapments site between buildings.</li> <li>- Remove glass near playground walkway.</li> </ul> <p>Residents should be informed about who to contact about maintenance issues.</p> <p>Residents should be given notice if their backyards are not properly maintained. And if they have trees that are blocking lights, etc. they should be notified that the treed will be trimmed.</p>	<p>fences, and doing regular maintenance.</p> <p>Contact property manager to give residents information about who to contact about maintenance issues.</p> <p>Contact property manager about sending notifications to residents to clean their backyards.</p> <p>Ask Councillor to send out information about 311 services.</p> <p>Contact Councillor and public health and by-law officers to put in a complaint regarding unit 80.</p>
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<p><b>ACCESSIBILITY</b></p> 	<p>D</p>	<p>Majority of participants (66.7%) felt it is easy to move around using a wheelchair and/or stroller.</p> <p>Participants (66.7%) stated there are no parking spaces for people with disabilities. Many people unsure if there are ramps to buildings and if doorways are wide enough.</p> <p>One person stated there are no automatic doors to buildings and signs not large enough for those with visual impairments.</p>	<p>Contact tenant at unit 80. There are many items dumped in front yard, large number of pets in house and a strong odour coming from unit.</p> <p>Ensure that all buildings are accessible, including having ramps to entrances, wide enough doors and automatic doors.</p> <p>Ensure there are parking spaces for people with disabilities.</p> <p>Install signs with large print for people who have visual impairments.</p>	<p>Contact property managers of buildings to ensure buildings are accessible and that there are enough accessible parking spaces.</p> <p>Also ensure signs on private property can be easily read by people with visual impairments.</p>
<p><b>SECURITY</b></p> 	<p>F</p>	<p>Many participants (75%) were unsure if there are working security and fire alarms in the area.</p> <p>Many people said there are no security features in the area like cameras, intercom or mirrors.</p> <p>Many participants (75%) said they were unsure if there are security guards in the area.</p>	<p>Ensure that there are working security and fire alarms in the area.</p> <p>Provide information to residents about the security on the complex.</p> <p>Look into installing cameras at specific areas of the complex, including the following areas;</p> <ul style="list-style-type: none"> <li>- Staff parking lot</li> </ul>	<p>Contact property manager to ensure alarms are properly working.</p> <p>Contact TCHC about information about the security in the complex.</p>

<p><b>COMMUNITY and PERSONAL SAFETY</b></p>	<p>F</p>	<p>Half of participants stated the area is patrolled by the police but only sometimes. Half of participants stated that police were helpful and respectful but others stated they are helpful only sometimes. One participant stated some police officers are not nice and that they treat everyone like they are criminals.</p>	<p>- The pathway near 3 Mount Olive Dr.  - Near the garage and main building entrances.</p> <p>Concern was raised about the number of entrances into the property. As a community, discuss ways to address this.</p>	<p>Contact property manager and TCHC to install cameras, mirrors and other security features in the area.</p>
		<p>Participants said the following community services are available in the area: housing, library, police, community centre, and schools.</p> <p>Participants stated the community needs the following services; police, food bank, youth services.</p> <p>One person reported feeling uncomfortable entering shops or stores in the area. Another person stated feeling uncomfortable everywhere because they do not know when gun shots will be fired.</p> <p>Some participants stated feeling unsafe in the neighbourhood because of gangs, gun violence and drugs. One person stated that in 3 Mount Olive Dr.</p>	<p>Residents reported the need for more police, food banks, and youth services.</p> <p>Ensure that all residents know of organizations they can call when they have an emergency or have experienced violence.</p> <p>Have a community meeting about the drug issues in the community and how it can be addressed working with local organizations and the police.</p> <p>Have a community forum with the Councillor and local organizations about increasing youth programs in the area.</p>	<p>Contact all levels of government regarding increase in community services and programming.</p> <p>Contact community members, Councillor and community organizations to organize community forum about drugs in area.</p> <p>Contact local organizations and Councillor to discuss increasing youth programs in area.</p> <p>Contact Councillor to</p>

		<p>there are many strange people who enter the building and who smoke, do drugs and have sex in the building.</p> <p>Some measures respondents took to feel safe were to stay in their homes, and to be aware of their surroundings. One person stated having to be their own security, and always having to look out to make sure the people walking in Mount Olive are people they know.</p> <p>One participant stated the community is not safe and one does not know when gun shots will be fired. They stated concern for the young children in the community as they play outside and the difficulty it would be to rush inside if there were shots being fired. They also stated that the police only come for short intervals and there is a need for proper security and policing in the community.</p>		provide residents with information about who to call in emergency situations and organizations who residents can call if they face violence.
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## CONTACT INFORMATION

### CITY CONTACTS

**City Councillor: Vincent Crisanti**

Ward: 1

Address: 100 Queen Street West, Suite C54

Phone: 416-392-0205

Fax: 416-696-4207

Email: [councillor\\_crisanti@toronto.ca](mailto:councillor_crisanti@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](mailto:311@toronto.ca)

Website: [www.toronto.ca/311/](http://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](http://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](http://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.rexdalehc.com/pathways.php?p=4>

**Rexdale Community Health Centre**

Address: 8 Taber Road

Phone: 416-744-0066

Website: [www.rexdalehc.com/](http://www.rexdalehc.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/>

**Rexdale Action for Neighbourhood Change**

Address: 2667 Kipling Avenue, Unit 102

Phone: 416-748-7454

Email: [anc@microskills.ca](mailto:anc@microskills.ca)