

The San Romanoway Community Revitalization Project:
Interim Report

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Highlights	3
1.0 Introduction	5
2.0 The Making of Jane-Finch	6
2.1 Urban Planning	8
2.2 Housing and Density	11
2.3 The Mall and Open Space	12
2.4 The Politics of Expansion	14
2.5 Urban Crime and Racial Tension	21
2.6 Summary	28
3.0 The San Romanoway Revitalization Project	28
4.0 Evaluation Objectives	31
5.0 Methods	32
5.1 QNLS Sample and Data Collection	33
5.2 Focus Groups	35
5.3 Some Limitations	36
6.0 Findings	38
6.1 Community Profile	39
6.2 Violent Crime	41
6.3 Domestic Violence	45
6.4 Property Crime	47
6.5 Feelings of Safety	48
6.6 Sense of Neighbourhood Life and Community Improvement	52
6.7 Community Cohesion	59
6.8 Perceptions of Drug Availability	61

6.9 Perceptions of Police and Security.....	63
7.0 Program Evaluation.....	70
7.1 Awareness.....	70
7.2 Youth Against Violence Program	71
7.3 Breakfast and After-school Program	72
7.4 March Break Camp.....	73
7.5 Summer Camp.....	74
7.6 Youth Internship Program.....	75
7.7 Future Directions	77
8.0 Conclusions	82
References	83
Newspaper sources.....	85

Highlights

The purpose of this Interim Report is to relate the findings of community crime survey research conducted in the Fall of 2004 and to compare the results to baseline data obtained 28 months earlier through the Summer of 2002. This is accomplished by setting the historical context for the development of the Jane-Finch area, through a comparison of data collected from residents answering a Quality of Neighbourhood Life Survey, and supplemented by data from four focus groups. The following are highlights of the Interim Report's findings:

- **DEMOGRAPHIC CHANGE:** In the 2002 QNLS, the most frequent country of origin response was for Jamaica making up 12.1% of the sample. Jamaican-born representation decreased by 4.9% in 2004. The largest increase was from Chinese-born respondents, a 9.3% increase, followed by respondents born in Guyana with a 7.7% increase in their representation in the San Romanoway community. Sri Lankan born respondents remained the third most populous group in the San Romanoway community at 9.9%.
- **VIOLENT CRIME:** There was an overall decrease of 22.8% in violent crime victimization from 2002 to 2004. While there was a 76.2% increase in assaults by persons known to the victim, stranger assaults decreased by 33.3%, robberies decreased by 31.3%, and sexual assaults decreased by 37.8%.
- **DOMESTIC VIOLENCE:** Over 20% of women in the San Romanoway community reported being physically victimized by their partner in 2004. 54.6% reported psychological abuse and 30% reported sexual coercion.
- **PROPERTY CRIME:** Property crime decreased by 23.7% from 2002 to 2004. Break and enters declined by 21.1% over the two-year period, a statistically significant difference.
- **FEELINGS OF SAFETY:** Across all perception categories, there was a modest, yet consistent increased sense of safety in the community for 2004 over 2002. Nonetheless, only 11% of Canadians report feeling somewhat or very unsafe walking alone in their neighbourhood after dark, compared to 45% of respondents in the San Romanoway community.
- **COMMUNITY IMPROVEMENT:** There was a statistically significant difference in sense of community improvement from 2002 to 2004. Twenty-three per cent fewer residents felt their neighbourhood had become worse while 12.2% perceived their neighbourhood to be better since moving in.

- **COMMUNITY PROBLEMS:** From 2002 to 2004 residents reported statistically significant improvements on all items relating to a wide range of community problems. Statistically significant mean decreases were evident for 2004 over 2002 for: vandalism, people drinking alcohol and doing drugs, teens loitering, youth gangs, graffiti, garbage on the streets, noise, drug dealing, armed robbery, burglary, violent assault, family violence, and theft.
- **COMMUNITY COHESION:** There was a statistically significant difference in reported frequency rates of neighbourhood interaction from 2002 to 2004. For example, reported daily resident interaction rose from 9.4% to 15.4% of respondents, monthly interaction rose from 9.8% to 15.4% of respondents.
- **DRUG AVAILABILITY:** Mean decreases in perceived drug availability between 2002 and 2004 were statistically significant for heroin, LSD, speed, and other illegal drugs. Mean decreases approached significance for perceived availability of powder cocaine, crack, hash, and ecstasy but these changes did not meet a higher threshold of statistical significance based on multiple comparisons.
- **POLICE AND SECURITY:** Residents' overall satisfaction with both police and private security climbed across all evaluation items from 2002 to 2004. However, the percentage of respondents rating either policing body as "doing a good job" also decreased.
- **PROGRAMMING:** Generally speaking, programs that were most known to community residents were those that had the highest enrolment and were situated on-site. Overall satisfactions rates with community programming were very high. In fact, none of the programs scored lower than 85% approval. A consistent relative complaint by respondents about programming was space and facilities.

This Interim Report is only an empirical barometer of what many have already clearly observed – things are getting better in the community. With all of this progressive change, however, it is important to note that there is still much room for improvement. While crime victimization rates have gone down considerably, they are still well above the average. While fear of crime has decreased, an alarming number of San Romanoway community residents report feeling unsafe while walking alone in their neighbourhood after dark. Residents want to see continued change. They are concerned about their community and their security. There is still considerable work to be done and with the building of the new community resource centre, a new home for programs and cultural enrichment will be available.

1.0 Introduction

Privately owned and managed by Greenwin Property Management, the two buildings at 10 and 25 San Romanoway along with the condominium at 5 San Romanoway are part of what we call the San Romanoway Revitalization Project. The San Romanoway neighbourhood consists of three high-rise buildings at the north-east intersection of Jane and Finch and is well known as the entranceway to Jane and Finch Corridor. Together with these buildings, a recreation centre is present (15 San Romanoway), which is primarily used as a daycare facility. In total, there are 892 units with a total population of approximately 4000 people, of these, approximately 2200 are said to be children and youth. These three buildings form a community neighbourhood within the larger Jane-Finch Community.

It has now been over two years since the San Romanoway Revitalization Project kicked off at the north-east corner of Jane Street and Finch Avenue. In the intervening period, considerable community interest, time, and energy has been expended in the pursuit of a better quality of neighborhood life. The primary purpose of this Interim Report is to relate the findings of community crime research conducted in the Fall of 2004 and to compare the results to baseline data obtained 28 months earlier through the summer of 2002. This is largely accomplished through a comparison of data collected from residents answering a Quality of Neighbourhood Life Survey and supplemented by data from four focus groups.

In order to contextualize the San Romanoway neighbourhood, a general historical survey of the Jane-Finch community, within which the buildings of 5, 10, and 25 San Romanoway are situated, is also offered. We want to set the stage for understanding problems of suburban development, socioeconomic deprivation and cultural dislocation as a backdrop for the perceived “crime problem” in the community.

We then turn to the specific issues of community crime, victimization, feelings of safety, cohesion, and the effect of programming.

The San Romanoway community has experienced some significant changes in the two years since the Revitalization Project was implemented. Nonetheless, this is an Interim Report precisely because new initiatives are on the way and others have just begun. Indeed, in the 28 months of programming thus far, the San Romanoway Revitalization Association did not have any bona fide “centre” from which to effectively coordinate its programming. Moreover, community sustainability and crime control simply cannot be administered on an ad hoc basis. While this Interim Report is thus the second of two reports, the first of which was entitled the “San Romanoway Community Crime Survey: Baseline Data” (Rigakos, Sealy and Tandan, 2002) it should not be mistaken as a final analysis. The San Romanoway Revitalization Project is an intervention in motion and this report is merely a snapshot.

2.0 The Making of Jane-Finch

The Jane-Finch community, located in York West, derives its name from two major intersections i.e. Jane Street, which runs north-south, and Finch Avenue, which runs east-west. The San Romanoway neighbourhood (3 high-rise apartments), which is seen as the gateway to the Jane-Finch community, is located on the north-east corner of the Jane-Finch intersection. Over its history, this community has alternately sparked passion, anger, hope, a sense of togetherness and alienation from the media. The Jane-Finch area was intended to be a model of suburban housing projects, made up of a combination of privately owned townhouses and low income housing in the erstwhile borough of North York. Poor urban planning, limited capacity of planners to guide development, urban crime, racism, negative media publicity, and policing are some of the well-documented problems associated with the community (Sewell 1993, Morris

1994, Kwashie 2004). This introduction provides a synopsis of community issues pertaining to the following:

- A historical account of the physical evolution of the community,
- Urban planning, procedures and regulations in the former borough of North York,
- Race relations and,
- Urban crime.

as entry into the San Romanoway Revitalization Project. Until the early 1900s, the area around Jane-Finch was a small farming community, which had existed for over a century without undergoing major physical changes. This area has a long history of being a receptor area of migrants. Of course, the first group of people who settled in this community were Natives, who occupied the area between 1400 and 1550. The next wave of settlers was Germans, who occupied the area in the 1700 to the early 1800's. Dalziel's German barn, which was used as a sawmill is one of the remaining historical structures built in 1809. This barn was later converted into the main building of the Black Creek Pioneer Village in 1954. The English and Scottish arrived in the 1800's and were the main residents until the mid 19th century when other European such as Italians begun to move into the area (Rural Roots of Old Jane-Finch 1983). In the 1970's the area became home to a more diversified and multi-ethnic population made of West Indians, Asians, Africans, South Americans and East Indians (Downsview Weston Action Community 1986).

Today the Jane-Finch community of Toronto is represented by the political boundary of Ward 8 spanning from Steeles Avenue on the north, Dufferin Street to the east, the area east of Highway 400 to the west, and Highway 401 and Sheppard Avenue to the south. The Jane-Finch community is categorized as an example of suburbs constructed in the early post-war period when lot sizes were much larger (Bourne 1989).

Urban design and built form were largely horizontal with scattered townhouses. During the post-war era, land uses were strictly segregated and the automobile defined the form and direction of development (Milroy and Wallace 2001). Sewell (1993) and Councillor Li Preti (1986) have described the Jane-Finch area as a place where densities (high-rise apartments) were increased without support of social infrastructure in the 1970's. The Jane-Finch community is seen as the Canadian example of the social housing failures in the United States notably the West End of Boston and Pruitt Igoe in St. Louis. Roger McTair's documentary film *Home Feeling* describes the Jane-Finch community as made up of subsidised housing and private homes, and atypical suburban planning gone wrong "a vertical village without a village's community". Peter McLaren in his book *Cries from the Corridor* (1982) describes how appeals for resources for an area where kids faced numerous challenges were met with negative response and instead the area was labelled a bad neighbourhood and the reputation remained.

2.1 Urban Planning

This section looks at the physical setting of the community by evaluating the concepts behind the plans that governed the establishment of this community, in particular and the former borough of North York. This section also looks at the dominant planning paradigms of this era (i.e. in the 1960's), enhancing our understanding of the theoretical concepts that underpinned the planning and development of communities such as Jane-Finch and why parallels have been drawn with other North American examples such as Boston and Chicago.

Writing on the housing problems in Toronto points out that since the 1930's Humphrey Carver (1948) argued that the incoming supply of new housing stock lagged seriously behind demand. The rapid growth of the urban wage earner during and after the Second World War had brought matters to a head. Added to this, there were a

growing number of low-income families who lived in squalid conditions in the inner city areas. Low-income families were paying a higher proportion of their incomes for housing accommodation than was being paid by families in far easier conditions. This presented an urgent need for massive upheavals in the provision of housing and a 'better' direction for urban planning. Carver lamented that: "little has been done to create well-planned estates containing small efficient houses of sophisticated design, grouped in pleasant landscape setting" through "greatly improved architectural design and neighbourhood planning" (Carver 1948:4). Carver (1948:5), optimistically advocated manipulating urban form and design so that "for the first time an opportunity to plan whole neighbourhood units and bring them to a completion in an orderly and logical fashion" was to become possible.

The dominant paradigm during this era (i.e. after the Second World War) was the idea that the neighbourhood could be manipulated physically so that social interaction could boost urban space and community life (Schubert 2000). Prominent sociologists such as Robert Park (1915) and E.W. Burgess had conducted extensive studies on how to establish neighbourhoods as key components urban life by looking at city, social organization, 'natural areas', and community units. Suburbanization was seen as the key to solving the 'ills' of overcrowding in inner cities.

The first notable master plan with emphasis on physical layout was crafted by Faludi in 1943. This plan contained largely peripheral references to urban design (Sewell, 1993). According to Sewell (1993), the 1943 plan was followed by another plan in 1949 for metropolitan Toronto. This plan mainly focused on strategies of dealing with servicing expected growth in the city, and the apparent lack of regional planning control:

In considering the accommodation to be provided for this new population the (Planning) Board is strongly impressed with the necessity of establishing rigid regulations to control densities and urges all municipalities that have not already done so to give this

matter serious attention. The unnecessary crowding of our lands has all over the world led to unsatisfactory living conditions and eventual depreciation but also is the primary cause of true congestion (Toronto and York Planning Board 1949:9).

In addition to this broad master plan for metropolitan Toronto, district plans otherwise known as “local plans” and “community plans” were supposed to provide much greater detail and specificities that master plan did not cover. Master plans, therefore, covered broad directions whilst the district and community plans provided greater detail with regards to opportunities and constraints. District plans would correlate residential densities with school needs, park space road patterns, and environmental considerations (Sewell, 1993: 125). The first district plan then known as District 10 plan which covered the Jane-Finch area, was put together in 1962 under the auspices of the Federal Provision Partnership (Metropolitan Planning Board 1962). The Federal Provision Partnership had acquired approximately 655 acres of land within which the Jane-Finch community fell under with roughly 91 acres reserved for housing purposes (Planning Report for the Federal-Provincial North Jane Street Project 1965). In a 1965 editorial, the *Mirror* (Feb 24, 1965:4) reported that the director of planning, John Curtis had implemented a policy of expropriating lands in order to control the form of development. These lands were later sold or developed in partnerships to private developers. The emphasis of this plan was fitting new concepts of development i.e. enhance strict adherence to guidelines in an already developing community. The North York Official Plan was approved in 1969; within this plan 5 neighbourhoods around the Jane-Finch community were identified approval namely;

- (1) University Heights west of Keele Street to Black Creek,
- (2) Jane Heights west of the Black Creek and north of Sheppard avenue,
- (3) Black Creek west of the creek and north of Finch Avenue,
- (4) Humbermede and

(5) Humber Summit west of Highway 400.

2.2 Housing and Density

The focus on greater control over the development and the types of housing resulted in the preparation of an analysis and a programme of development in 1964 by the Central Mortgage and Housing Corporation (CMHC) This CMHC programme of development largely mirrored the Planning Report for the Federal-Provincial North Jane Street Project. The concept behind this programme involved the following: exterior site influences particularly roads and the valley, the search for clear focus for the community, and lastly the need to integrate public and social housing (Planning Report for the Federal-Provincial North Jane Street Project: 1965:5). The District 10 plan, which provided the general direction for planning, also focused on diversified form of housing for the Jane-Finch community:

To overcome the tendency of establishing a one-sided community in the suburbs consisting largely of young families, it is desirable to introduce a variety of dwellings, which cater to a wide range of the community. Second, to achieve higher residential densities, which can support a full range of services and community facilities, multiple housing, including apartments, need to be introduced. A subsidiary reason for apartment buildings- architectural effect and relief of the monotony of uniform low housing development-is an important aspect from a civic design point of view (Metropolitan Toronto Planning Board 1962:32).

From the start, the Jane-Finch community was to deal with the issue of density. It is clear that the emphasis on development of the community lay on form (aesthetic appeal) and the inclusion of high-rise apartment buildings to break the monotony of low housing developments. Even though this approach to development rejected the idea of high density in the suburbs it recognised that high density was an essential feature for the operation of a public transit system especially for residents in low-income houses. This is

because most of the occupants of government owned low-income apartments did not own cars:

In the suburbs, apart from some locations, there is no such economic necessity (for high density development), and a distribution of multiple housing at medium densities should be the policy since there is no justification on either planning or social grounds for higher densities in the suburbs (Metropolitan Toronto Planning Board 1962:34).

The first signs of concern over density appeared in comments by Jim Service saying “the North York must plan and act in the next 22 months if it is to control density” (*Mirror* editorial, March 3, 1965:4). Service continued by arguing that the challenge facing planners is whether to go the single family route with a population ultimately of 450,000 or move towards the multiple units with a population of 600,000 almost twice the existing population at that time. John Kettle writes in the October 5th, 1966 edition of the *Toronto Star* that residents had become apprehensive and were of the view that the director of urban planning (John Curtis) had lost control of the pace and type development in the borough.

2.3 The Mall and Open Space

Another significant feature of form and focus in the development of the Jane-Finch community can be seen the role and place of the mall. The mall was seen as the ideal feature around which all activities were to converge:

The schools, churches, and community centre along with elderly person’s housing, some public housing, nursery school and local shops...these are grouped around a landscaped mall and form automatically the focus for community activity for both young and the old and the form of the community as a symbol with which all identify. All major pedestrian routes lead to this focus (Planning Report for the Federal-Provincial North Jane Street Project: 5).

The mall was imagined as pull factor in that it attracted people from the community into its location to interact, shop, and socialize. But this design, of course also 'pulled' people from their own community, leaving spaces within the neighborhood unpopulated and de-territorialized. The San Romanoway apartments, immediately across the Jane-Finch Mall can be seen to typifies the dysfunction of empty spaces. The importance of eyes on the streets as a natural security mechanism is emphasized in the Jane Jacobs book *The Death and Life of Great American Cities* (1961) and has become the fulcrum around an entire movement in urban planning and criminology now known as crime prevention through environmental design (CPTED) and defensible space (Newman, 1974).

Thus, the (dys)functions of open space largely underpinned urban planning and development in the 1960's which undoubtedly filtered through into the development plans of the borough of North York and particularly in the Jane-Finch community. According to Sewell's (1993) evaluation of the Metropolitan Toronto Planning Board, the plans emphasised the need for generous amounts of open space, highlighting that "open space considerations in apartment locations require little explanation" (36). This generosity in the creation/provision of open spaces is particularly noted in the Planning Report for the Federal-Provincial North Jane Street Project with regards to high-rise apartments, admitting that "the open landscaped areas around the high-rise buildings which undergroup parking creates... would appear to be well in excess of the standards required for metropolitan Toronto" (Planning Report for the Federal-Provincial North Jane Street Project, 1965:8).

In light of the above, it is evident that open spaces, low-density development, and a mix of both private and public housing underpinned all plans i.e. regional, district and community plans in metropolitan Toronto. The perceived ills of inner city development had to be avoided at all costs and the manipulation of the physical setting in a deterministic fashion appeared to be the way forward in the 1960's and the 1970's.

By the 1980's this model of development in the Jane-Finch community had gone horribly wrong. According to Sewell (1993) complaints from residents has much to do with the urban form. Problems attributed to the physical design and organisation of the community includes the following amongst others:

- Residents were soon confronted with transportation problems. In the suburbs unlike in the inner city areas, car ownership was an essential mode of transportation. Car ownership was low because a good number of residents were mainly low-income.
- The low-density development did not support the public transit system and the distance of buildings from the main arterial roads also exacerbated an already under serviced area.
- The open spaces that the urban development plans advocated for and created soon became empty and void of human activity and convergence. The cul-de-sacs and deserted zones between high-rise buildings soon became places for drug dealing and other anti-social activities.
- The high-rise apartment building proved unsuitable for children because of safety and lack of recreational space.

2.4 The Politics of Expansion

Peter McLaren in the foreword of his book, *Cries from the Corridor: The Suburban Ghettos* expresses anger at the deteriorating conditions in the Jane-Finch community in the 1980's:

We live in a benign country, in the last quarter of the twentieth century. Our standard of living is one of the highest in the world and our national sense of responsibility is well documented. Why then have we as citizens allowed the corridor to be erected? It is hard to plead ignorance. My second emotion was anger at the bureaucrats, the experts, and the journalists.

The borough of North York experienced rapid population growth during the 1970's particularly in the Jane-Finch area. After the Second World War, the population of North York soon became a receptor area for immigrants predominantly from Europe. Prior to immigration the population was largely made up of people of Scottish and English descent. In the 1960's, European migrants began to settle in Toronto, mainly in the borough of North York. At the same time, many Italian Canadians migrated into the Jane-Finch community from the city core (McLaren 1980). The introduction of the point system in 1967 led to the reduction of the discriminatory nature of the Canadian immigration law, allowing West Indian migration into Toronto (Sherman et al 1984). From a modest population of 1,301 in 1961, by 1970 the Jane-Finch community had a total population of 34,000 people and 21 high-rise apartment buildings (Downsview Weston Action Community, 1986a) placing critical stresses on the physical and social infrastructure.

In 1974, the University Village Ratepayers Association petitioned Council (borough of North York) respecting zoning amendment applications Z.73-48- lands north of Finch Avenue and Jane Street. Council minutes (May 13 1974:7) read as follows:

Whereas the residents of ward 3 have expressed concern and are distressed as a result of the nature and pace of development in the Jane-Finch area;

And whereas there exists a serious lack of resource facilities for recreation, education, transportation, and social programs, essentially as a result of over concentration of high density development in the area;

And whereas the above was recognized by Planning Board on March 27, 1974 after hearing the deputations which overwhelmingly demonstrated the need for an immediate reassessment of all vacant lands in ward 3 situated north of Finch Avenue;

And whereas Planning Board unanimously voted to recommend council appoint independent consultants be engaged to study and report, within a four month period, on development and other policies in the District 10 Plan more specifically relating future development of existing vacant lands in ward 3 north of Finch;

And whereas it was the clear intent of the Planning Board that no applications for the development be processed in the vacant lands in ward 3 north of Finch until the recommended study was completed and considered by the Planning Board and Council

A motion was moved to the effect that the matter above be deferred to a special council meeting at which time the appropriate staff reports would be provided by the Borough Solicitor and the Building Commissioner. This report was expected to detail the rights of council to take action with respect to the processing of building permit applications that were before the Building Department and put forward by Greenwin Construction concerning its lands at the northeast corner of Jane Street and Finch Avenue (Council Reports May 13, 1974).

After deliberation and depositions made by the University Ratepayers Association, the Planning Council and Greenwin Construction Council (Council Reports May 17 1974) voted on the following:

- (i) That independent consultants be engaged to study and report on the development, recreation and other policies contained in the District 10 Plan as they more relate to the future development of existing vacant areas in ward 3.
- (ii) That the Development Committee together with the Alderman for the Ward 3 be authorized to consider and recommend to Council an independent consultant for this purpose to submit proposed terms of reference for the study to council. With the proposed study to be completed for the Boards consideration within the period of four months
- (iii) That the development together with the Ward 3 Alderman meet with the developer subsequent to the issuance of a building permit for the land located on the northeast corner of Jane Street and Finch Avenue to study the advisable

density and nature of development, and further that the staff be directed to withhold the processing of zoning applications for the development in this area hereafter received by council until the study has been considered by Planning Board and Council.

A motion was moved seeking to replace paragraph (iii) with the following “[that the area under consideration] to be presently zoned as too high a density and therefore recommends the consultant consider development other than high density.” This motion seeking the amendment above was lost by 13 votes to 2. A further motion seeking to add another paragraph was voted on but was also lost:

(iv) And that the building commissioner be directed that future applications for building permits in the area not be approved until the study is completed.

Thus, repeated attempts to infuse the property assessment with the urgency of considering density issues was defeated as was any attempts to stall further development until a report was completed. By 1975, the population had almost doubled reaching 60,000 with 59 high-rise apartment buildings with 4 more such buildings under construction. An assessment of the population in Ward 3 in 1976 (the political boundary under which the Jane-Finch community fell) showed that it had the highest population density in Canada at 24.3 persons per acre and the most Ontario Housing Corporation subsidized housing units (33 percent). The concentration of housing was made even more scandalous by the fact that ward occupied only 5 percent of the total acreage of the borough of North York (King and Brooks 1978). Thus by 1975, and despite the protestations of local residents, city Council and developers had managed to produce the most ripe of conditions for concentrated urban poverty to develop. Population census during the mid 1970's attests to the fact that the population became more diversified and most of the residents in the community were immigrants notably West-

Indians, Italians, and Spanish speaking people. By 1976, the ratio of foreign born to Canadian born residents had drastically changed. People of British origin had dropped to 30 percent of the population from 98% in 1960. Thirty-five percent were Italian and 15% were West Indian (Ministry of Citizenship and Culture 1981).

It appears that the increased diversification (with regards to the multi ethnicity) of the population within the community coincided with the emergence of social problems. According to McLaren (1980), by the mid 1970's most of the residents were immigrants who lived in subsidised housing and had low paying jobs or no gainful employment at all. John Sewell, then mayor of Toronto, warned of dire consequences of the rapid suburbanization rush saying that "the suburban dream is crumbling and will soon be recognized as a very extravagant and reckless concept" (*Toronto Star*, January 25, 1979:A4). However Bob Yuill, then North York Controller, quickly responded by saying that:

When the Toronto mayor was a boy, 'great' idealist and phoney theoretical authorities on planning said the idea of row houses and low priced standard designed, single-family housing was 'crazy'. Somehow the workingman did not think the same way and by the thousands young families moved out to the suburban dream. They are still moving to the suburbia and it is no dream. Too bad we don't have more land for this ideal way of living.

Morowei (1981) attests to the deteriorating social conditions during this period. According Morowei the rapid growth in the community was characterized by:

- A disproportionate number of children under 15 years of age;
- large single-parent families with significant numbers of separated and divorced household heads;
- heads of families with elementary education or less;
- women in the labour force and people whose mother tongue is not English.

- Almost half of the population was under nineteen and a large number of single-families.

Census figures in 1981 show that the largest ethnic group were Italian, British descendants, immigrants from the Caribbean and East Indians (*Toronto Star*, March 12, 1985:12). The total population in 1981 for ward 3 in which the Jane-Finch community falls, was 42,975 (Statistics Canada 1981). By mother tongue, English speaking people were the largest number 25,710, followed by Italians at 10,095, and Spanish speaking people respectively (Metro Social Profile 1983). In spite of the conditions outlined above, the pursuit of high-rise development seemed to have continued unabated in one case through the use of legal bullying. Alderman for the community, Pat O'Neill, was threatened with a lawsuit because of her opposition to high-rise development (*Toronto Star* 1980). North York Council had received a report from the Ontario Municipal Board (OMB) ordering the North York outfit to pass by-laws that allowed higher density development than permitted. Alderman Michael Foster wanted council to ask the OMB for a rehearing. Extracts from his comments in council minutes read as follows:

I'm concerned that we have a precedent where a member of council is under legal advice not to represent the interest of the community because she would not support a high-rise application.

Mayor Mel Lastman ruled Alderman Foster's motion out of order saying, "We can only deal with bylaws before us". When the request for a rehearing was being discussed O'Neill asked the city solicitor Charles Onley "can I vote on this?" She responded to Onley's reply with another question "are you saying yes or no?" "Your solicitor says you shouldn't speak on it," Onley said (*Toronto Star*, December 16, 1980:A13).

It appears that council had been rendered powerless to stop the trend of high-density developments despite evidence pointing to its undesirability, particularly in areas of immigrant and multi ethnic populations. The first signs that the problem of high density

was being addressed surprisingly came from a proposal by controller Robert Yuill in the interests of better planning to transfer 450 of 1300 units planned by the Elderbrook Development Company to the G. Ross Lord Dam instead of the Jane-Finch corridor. Yuill goes on to say that schools in the corridor were jam-packed whilst schools in the Dufferin-Finch were under populated (Toronto Star, April 2, 1980). However, “the metro planning department [was] less than enthusiastic” about this proposal. Comments from a planner at the North York Planning Department suggested that mass migration of immigrants into the community contributed to the problems in the community. While planners took the brunt of the criticism for the failure of the Jane-Finch projects, a planner points out that it was the mass “arrival of so many identifiable people that caused the tensions and created problems” (Toronto Star, April 11, 1989:A18). The obvious question is whether planners were aware the community was becoming a focal point for immigrants and what steps were being taken to address the problems that emanated from social dislocation and continued to seemingly spiral out of control.

In an emerging era of neoliberalism, evidence of shifts in policy towards private-public partnerships in managing Metro Toronto Housing and even the complete sell-off of units becomes apparent in the early 1980's. Alderman Claudio Polsinelli urged cuts in the number of Metro Toronto Housing Authority units in the Jane-Finch area by half and for these to be spread across North York. It was suggested that about 1300 units be vacated through natural turnover and replaced by units at market value rents or by condos or co-ops and the buildings sold to private owners. Proceeds from sales were to be used to reduce rents and spread needed affordable housing in other parts of the metro.

Ultra-high-density, wide open unguarded spaces, continued under-resourcing and under-servicing, and now finally the committed withdrawal of subsidized housing resulted in a slow exodus from the Jane-Finch corridor. In 1996, the population was

counted at 52,295 residents, indicating that the population fell by 0.8% from 1996 to 2001. Previously, there was an 8% increase from 48,460 residents in 1991 to 52,295 residents in 1996. In 2001, the total population of the Jane-Finch community was 51,869 residents (Statistics Canada 2003). There were no comparable rates of decline in population in other Toronto census tracts compared to the ward's 0.8% drop and the average increase of 4% in the City of Toronto. Census tracts 316.05, 312.05 (the San Romanoway community) and 311.05, representing major intersections characterized by a concentration of social housing, actually showed further declines of 5.6%, 3.7% and 0.5% respectively. The greatest decline in population occurred in neighbourhoods with the highest number of visible minorities and social housing. Population gains in very recent years have followed a rather predictable pattern in the Jane-Finch area through immigration.

The Jane-Finch neighbourhood, one of the most socially diverse in Canada, shows a high proportion of 'visible minority' residents, representing over 90% of the total population, except in one area of the ward occupied predominantly by Italians. Blacks make up the highest visible minority group, representing 21.1% of the total population of 22,074 (i.e. approximately one-fifth of the total population of the ward). Residents of South Asian and Chinese origins follow with 15.5 percent and 8.4 percent of the total visible minority population respectively (Statistics Canada 2003). These racial demographics are echoed in the community profile section specifically aimed at the San Romanoway community in this Report.

2.5 Urban Crime and Racial Tension

Not surprisingly, crime had escalated in the community by the early 1980's. According to McLaren, a variety of causes may be attributed to the state of crime in the community:

Before we judge too quickly the casualties of societal oppression, we will do well to examine the inhumane conditions in which the poor are permitted to become entrapped. We need only to witness the growth of 'instant cities' springing up in the suburbs-high density apartment living with few, if any, social or recreational services-to realize the extent of our benign neglect (1980: 208).

Sewell's (1993) analysis echoes McLaren's view, arguing that the failures in urban design and flawed conceptual frameworks that underpinned the planning of neighbourhoods such as Jane-Finch did little to discourage crime. The amount of abandoned space, both inside and outside buildings, seemed ideal for anonymous social gatherings and recipe for criminal activities. The disconnect between distances of buildings from public transit, and the fact that public transit was initially virtually non-existent did not particularly enhance communal life and security. This may have set the tone for anti-social and socially unacceptable behaviour. As mentioned earlier, the mall may have skewed the aggregation of residents in the community. Thus, Jacobs' (1963) caution that centralization of the mall for social gathering could result in large numbers of residents leaving the streets open and produce unused spaces, making them conducive for criminal activities seems to have come to fruition.

In 1980, members of the black community, social services and police endorsed a controversial report that identified a high level of violence by black youth in North York (Mayor Mel Lastman's Committee on Community Race and Ethnic Relations). However, the report was rejected by city council after councillors argued that most of the findings were unsupported by data. Pat O'Neil, the alderman for Ward 3 disputed the assertion because there was no statistical validation that attributes crime to a particular race or ethnic group. "She was shocked and disgusted by the unsupported statements...there is no statistical evidence to back allegations of increasing violence among blacks" (*Toronto Star* 1980). Representatives from the Jamaican Canadian association, the Canadian Alliance of Black Educators, the North York Inter Agency Council, Metro

Police and the North York Board of Education urged recommendations of this report be immediately implemented (Toronto Star, April 28, 1980:A22). Others invalidated the reports and findings by the race and ethnic relations committee who felt they stirred up controversy because of political motivations and ignored the real issues on the ground. The first signs of tension between residents of the various housing complexes in the Jane-Finch community were seen in reports that guard dogs were purportedly employed by the condominiums on Jane Street to keep out Ontario Housing Corporation subsidized residents.

While the problems managed to be articulated on racial grounds, given transitions in ethnic composition, particular racial and ethnic groups in the area remained in an underprivileged situation requiring special attention. One cannot ignore the fact, for example, that the more established ethnic groups such Italians and Spanish speaking people in the community had a social infrastructure to support their populations, and also had enough political capital and savvy to ensure that their needs were pursued in council. Sewell (1993) has commented that the lack of services for particular groups (mainly visible minorities) has to do with the inability of these groups to influence the political system.

According to social worker Bev Christiansen, “many black youth in Jane-Finch are in trouble...I am sick and tired of pretending these things do not exist (Toronto Star 1980). On the other hand, news coverage also tried to place community crime in context. In the early eighties, a Channel 10 show (local television) sought to unearth the crime laden image associated with the community by placing highly unfavourable comments next to innocuous crime statistics, comparable to three other metro areas concluding that crime in the corridor was no worse and better than the other three metro areas. “Our real purpose was to get Toronto viewers to start questioning where this reputation has come from and to remove some of the stigma” said producer Diane Kolev

(*Toronto Star*, August 10, 1985:N9). Ward 3 councillor Li Preti together with residents of the community in a bid to battle the negative media reportage of the area put forward a motion, which asked council to condemn and abhor the sensationalized press coverage of the area. The motion also sought to change the name of the intersection. Presenting crime statistics; aside from traffic offences the 31 Division reported 6,973 criminal offences, whilst Division 52, covering the downtown area had 14,252, Division 41 and 42 covering Scarborough had over 8,000 criminal offences respectively (*Toronto Star*, April 25, 1989:N2).

Henry and Tartor argue in *Discourses of Domination: Racial Bias in the Canadian English-Language Press* (2002) that one of the most important factors in the racialization of crime is the over reporting of crime allegedly committed by people of colour -- especially Blacks. The authors argue that the media construct blacks in ways that are damaging to their personal identity and their social status in the community. An examination of newspaper articles from the *Toronto Star*, *Globe* and *Mail* for two months of each of the years 1994, 1996, 1997 indicate that:

- 39 percent of articles in the *Star* and the *Sun* about Jamaicans related to issues such as crime, justice, immigration and deportation.
- Racial identifiers were used twice as often in reports of individuals from subordinate racialized groups, particularly African-Canadians, than Whites.
- 46 percent of all crimes in the *Globe*, 38.5 percent in the *Star* and 25.6 percent in the *Sun* used a racial or ethnic descriptor (that) involved Blacks of people of Caribbean origin.

A social report by the North York Inter-Agency and Community Council (1992) identified community safety, family violence and substance abuse as prevailing. In 1994, the North York Council voted in favour of collecting crime statistics based on race due to public

agitation and recommendations from the race and ethnic relations committee. The rationale behind this approach was to be able to bring into the public domain problems and escalating concerns relating to hate crimes, racial tension and racial profiling. This follows an initial ban on the collection of statistics based on race and/or ethnicity by the metro police commission. This emanated primarily from public outrage and apprehension expressed by residents of the Jane-Finch community from then Staff inspector Julian Fantino's release of crime statistics indicating that most of the crimes in the community were committed by blacks (Toronto Star, February 19, 1994:NY4).

It is evident that by the 1990's and 2000's racism, racial profiling and urban crime in communities with large concentrations of visible minorities (mainly Blacks) had become major concern. As a mechanism to ameliorate some of these concerns, a motion in council addressed the lack of recreational facilities in the corridor on May 17 1974, the council reads as follows:

That council hereby instruct the mayor and the ward alderman to meet with the minister in charge of the Ontario housing corporation and strongly urge that ministry take immediate steps for the provision of a permanent centre in the Jane-Finch area of the borough;

That in the meantime the borough seeks temporary facilities in cooperation with the Y.M.C.A and /or such other agencies as might be prepared to cooperate in the provision of some temporary recreational facilities to be available at the end of the current school term (p. 17).

The mayor promised to extend to all of North York a program which prepared youths for the job market in the Jane-Finch area. According to Howard Cohen (*Toronto Star*, October 31, 1980:A21) a rival mayoral candidate, he was "sick and tired of multi-millionaires trying to represent the average person".

The lack of family services was criticized as a major source of concern; people of the Jane-Finch corridor had to travel five miles to get help in time of family crisis. According to Lorna Van Amelsfort, then president of the Downsview Weston Action Group an umbrella organisation of community agencies in the area, problems include mental, welfare, legal health, mother's allowance, children's aid and others... (*Toronto Star*, May 25, 1981:A2). The tremendous concentration of single parent families and unsupervised children in the district had sometimes led to child abuse, racial and cultural conflicts, delinquency and some 'severe' problems according to the Children's Aid Society (*Toronto Star*, June 30, 1981:A5). A proposal by the community race and ethnic relations for funding a summer program that aimed at bringing youth and seniors together was rejected by the federal government. This program would have employed about 30 youths--involving undertaking repairs in seniors home, running errands and gardening.

Community leaders argued that one of the biggest problems facing black youths in the area was high unemployment. "They are going through the regular channels but they are still out of jobs" (*Toronto Star*, August 11, 1981:N14). In response to the high unemployment in the community, a federally run counseling centre was opened to specifically address the trauma of job-hunting for women in the community (*Toronto Star*, May 25, 1982:N7). Mayor Lastman expressed the need for TTC services in under-served communities such as the Jane-Finch corridor particularly in areas where there are Ontario Housing Corp high rises. However, controller William Sutherland was of the opinion that these proposed TTC buses would end up being "glorified taxi services" winding up taking boys to the pub and kids to the arena rather than seniors (*Toronto Star*, January 19, 1982:10). The Jane-Finch area had become so synonymous with high-rise apartments, ghettoisation and black crime that elsewhere in metro (specifically in

Etobicoke) high-rise apartment developments were met with swift and instant rejection (Toronto Star, November 8, 1983:W16).

The North York council 'grudgingly' approved the first steps towards the building of a community centre in the Jane-Finch area, despite protest from councillors about costs and previous monies spent in the area with no significant improvements, especially given that what the area really needed was jobs (Toronto Star, May 23, 1989:N5).

However, by 2000 mayor Mel Lastman of the newly amalgamated city of Toronto had recreational services slashed and instituted user fees. Adding to the image of the generalization and under-servicing, tenants began to complain publicly that owners neglected their apartments and left them in a state of disrepair in the area (Toronto Star, January 3, 1984:N2). Problems included poor lighting and demands to change by-laws to enforce better lighting conditions for safety.

By late 1980s, "public-private partnerships" became the buzzword for progress under neoliberal régimes that sought to offload costs and privatize services. The Ontario Ministry of Housing (OMH) indicated that 'integrated projects' run by municipal and private agencies and coops all which are required to set aside a percentage of their units for low-income families were the way forward. The Ontario Housing Corp would no longer play a direct role in building, maintaining and owning projects while NIMBYISM played a primary role (i.e. local residents and politicians being strident in their opposition to such projects to make them viable), the Chairman reminded critics that his OMHC buildings in the corridor are among the best maintained, while the 'horror stories' are usually about privately owned buildings (total star, March 24, 1987:N7).

2.6 Summary

The Jane-Finch community has too often been equated with crime, drugs and general social disorganization. This reputation is often undeserved and underestimates the sense of community that already exists. Nevertheless, the community has undergone tremendous stresses in its development since the post-World War II era. In particular, poor urban planning, under-resourcing, the anomic conditions associated with rapid immigration, unemployment, and a high concentration of government subsidized units have surely helped exacerbate socio-economic deprivation and crime. The Jane-Finch area has seen remarkable demographic changes since the end of the second world war and the community continues to receive new immigrants that pose new challenges for adequate language training, job skill acquisition, social housing, welfare, and policing. This is the historical backdrop in which the San Romanoway Revitalization Project emerges at the northeast corner of Jane-Finch.

3.0 The San Romanoway Revitalization Project

The San Romanoway Revitalization Association was initially set up as a non-profit organization comprised of a twelve (12) member Voluntary Board of Directors: seven (7) members representing residents from numbers 5, 10 and 25 San Romanoway, one member representing the police from 31 Division, one member representing the Greenwin Realty management firm, one member representing Intelligarde security and one member representing Resreit Acquisitions Inc. in the summer of 2002.

Using techniques developed by thinkers of Crime Prevention Through Environmental Design (CPTED) and Crime Prevention Through Social Development (CPTSD) the goal was not only to make the San Romanoway community safe for all its residents, but to build a strong sense of community.

The initial phase of the San Romanoway Revitalization Project, itself, consisted of two parts. The first involved developing a geographic map of crime aimed at identifying “physical modifications” in the physical environment of the buildings that could reduce opportunities for crime. This involved a structural assessment of the properties and site visits by night and day, a CPTED security audit, interviews with personnel on-site, and a preliminary review of security occurrence data. The preliminary analysis identified numerous problems including poor lighting, vandalism, litter, ‘hang-out’ and hiding spots for potential criminals, abandoned cars, a lack of natural surveillance, poor access control, lack of adequate security personnel numbers, etc. This identified structural changes necessary through building restoration that encompass everything from fence-building, lobby reconfiguration, security access-control and video monitoring, and improving site-lines by bulldozing knolls, and renewing security commitments. The impetus of all programs in the first phase was designed to secure the physical space of the properties. The point here is that as residents would get a sense that they are more secure in their physical space they would be more willing to take part in programmes within that space. Space reclamation was encouraged through the use of community gardens, the building of a children’s play area (sponsored by the Home Depot), the development of basketball courts and on-site sports, and stepped up security patrols. These initiatives are intended to help facilitate a sense of “territoriality”. Most of these initiatives were realized except for increased security presence, which was actually reduced less than a year into the revitalization program. This Report will address this latter development in more detail later.

Another component of the initial stage involved undertaking a “Quality of Neighbourhood Life Survey” (QNLS) both before and then after the intervention project. This established baseline information about conditions in the community for 2002 and allows for comparisons to attitudes and victimization rates (among other factors) for

2004. This is the evaluation component of the San Romanoway Revitalization Project, the fruit of which is this Interim Report.

The philosophy behind CPTSD is that through early childhood programs and activities for youth, later reliance on welfare and contact with the criminal justice system is significantly reduced. Ostensibly, sports, social, and learning activities can be geared to constructive 'social development.' This is to empower the community by creating opportunities for meeting, playing, and learning together. All of these programs can create positive alternatives for youth in safe, secure and organized community outlets. This second phase of the project coincides with changes to the physical environment geared to 'normal, productive, social interaction, and for the proponents of CPTSD, is possibly the most fruitful as it holds the promise of fostering increased community safety. Part of the QNLS included a sub-category of questions that sought residents' input on what should be done to the property for both eight initial baseline analysis and this later Interim Report.

Very early on, the San Romanoway Revitalization Association identified that programs for children and youth were lacking. They perceived a need for creative community development strategies for children and youth to enable them to live in a community complex that is healthy and safe. A priority on a cultural/social enrichment program, which places no restrictions based on ethno-cultural, or linguistic background was strongly emphasized by the tenants. The tenant's association formed a Board and developed a set of priorities. The priorities identified were:

1. Community development & safety;
2. A Cultural/Social enrichment program for children and youth;
3. Deterrence of criminal activity within the complex;
4. Finding proactive solutions to solve the problem of youth violence;
5. Obtaining funding to support the initiative.

Local businesses, police and other non-profit organizations have embraced the concept of the Revitalization Project, primarily, because of the negative image given to the community over the years. This project was geared to not only enhance the day-to-day lives of the residents, but to generate an active centre for the community while encouraging other organizations to invest in the community because it is safe, healthy and vibrant.

4.0 Evaluation Objectives

This evaluation should be considered a “post-intervention” analysis of a community crime reduction initiative still underway. The primary funding organization for the San Romanoway Revitalization Project is the National Crime Prevention Centre (NCPC), which also sponsored this research initiative alongside the Law Commission of Canada. Since 2002, approximately \$600,000 has been raised by the community in support of programming. Funding and/or programming has been provided by not only federal agencies such as the NCPC and Human Resources and Development Canada (HRDC) but also the City of Toronto, the United Way, Jobs Vision and Success of Greater Toronto, and the Ontario Association of Chiefs of Police.

Over last two years, considerable energy and investment has been expended in the San Romanoway community. A full-time community coordinator, Stephnie Payne, has acted as a vital program facilitator, organizer, and grant generator. Numerous community residents have worked part-time or volunteered with the Revitalization Project. Off-site volunteers such as outreach workers, social workers, and teachers have spent hours trying to improve the quality of neighborhood life in the San Romanoway community

A community crime prevention initiative needs to be evaluated in order to strive for improvement, acknowledge success, and give voice to those persons most affected

by programming. It is time to take stock of what has been accomplished and what still needs to be done.

The objectives of this Interim Report are thus:

1. To contextualize developments in the San Romanoway community within the broader history of the development of the Jane-Finch area;
2. To take a snap-shot of ongoing developments in the San Romanoway community;
3. To assess whether crime, victimization, fear, community cohesion, and general attitudes towards community life have improved since 2002;
4. To find out about residents' perceptions concerning available programming and what changes need to be made.

5.0 Methods

Two core methods were employed in this Interim Report: (1) A re-issuance of the QNLS survey; and (2) conducting four focus groups, one from each of 5, 10 and 25 San Romanoway and another consisting of community youth. Findings from the QNLS for 2002 and 2004 are used to form the structure of this Interim Report. Data from the focus group interviews are provided throughout this Report. Due to problems of availability and resources, two additional methods of inquiry could not be pursued. In the original San Romanoway Community Crime Survey, we suggested that the best methodological approach would have included an ethnography of developments in the community over the duration of the intervention as well as interviews with key actors. Neither of these methods are employed in this Interim Report.

5.1 QNLS Sample and Data Collection

The QNLS is included in Appendix A of this report. The results of the survey are provided in subsequent sections and compared to relative 2002 and some national data on victimization and fear. The QNLS survey is an amalgam of various standard measurement items found on national and international crime victimization surveys, surveys of interpersonal violence using the revised Conflict Tactics Scale and other general community measures. The QNLS used in this study is a slightly modified version of the instrument used by DeKeseredy, Alvi, Schwartz and Tomaczewski (2003) in their study of Ottawa-area public housing. Many of the instruments were used in the 1988, 1993 and 1999 Canadian General Social Survey (GSS). While certain comparisons with national data are attempted, the overall purpose of presenting the data is to compare base-line crime, victimization, safety and community cohesion characteristics for the San Romanoway community in 2002 to results after the San Romanoway Revitalization Project had been underway for two years (up to 2004).

For both the 2002 and 2004 QNLS survey, our goal was to obtain estimates that are significant at the 95 per cent confidence interval, $\pm 5\%$ margin of error. Of course, given self-selection bias and respondent availability we cannot profess to have a completely random sample. Given that the total population for the three buildings was difficult to determine because most residents did not register all persons living in each unit, we decided on 'households' as the unit to frame our population. This is also a more convenient unit for conducting certain comparisons with national data that similarly employ 'household' for sampling purposes. Research assistants therefore only accepted one response per household from anyone 15 years of age or older. Table 5.1 breaks down surveys received by building.

Table 5.1: Response rates by building

BUILDING	YEAR	UNITS	RESPONSES	RATE
5 San Romanoway	2002	232	75	32.3%
	2004		111	47.8%
10 San Romanoway	2002	428	167	39.0%
	2004		129	30.1%
25 San Romanoway	2002	232	74	31.8%
	2004		89	38.4%
TOTAL*	2002	892	324	36.3%
	2004		330	36.9%

* Response figures do not add up to total because some respondents did not indicate address.

The response rates (listed in Table 5.1) were 36.3% for 2002 and 36.9% for 2004. In order to achieve our desired margin of error at the 95% confidence interval, we needed to collect a minimum of 269 responses from the total 892 units in the population - that is, if one collapses all units together regardless of building¹ and we are well above this minimum requirement. This means that estimates obtained from the QNLS survey are accurate 95 times out of 100 with a $\pm 5\%$ margin of error for the entire community but the level of accuracy diminishes when conducting any building by building statistical analyses. The reader should note, however, that the response rates we received are astonishingly high in comparison to research undertaken at various social housing sites in North America. Our overall response rates of over 35% are well above the norm for this type of research and bodes very well for the veracity of our findings. However, it should also be noted that the confidence interval drops due to missing data for certain

¹ In order to achieve the same level of precision for each building on an individual basis the number of responses necessary climbs to: 202 for 10 San Romanoway and 144 for each of 5 and 25 San Romanoway. Thus, while aggregating all units regardless of building requires only 269 responses to achieve a sufficiently

estimates such as household income and domestic violence where many fewer respondents answered.

5.2 Focus Groups

The focus groups were conducted after the QNLS had been distributed and responses were being received in the summer of 2004. Our intention was to stimulate interest in the evaluation process and then utilize respondents on the QNLS as a base for conducting focus groups from each of the three buildings. Respondents for the four focus groups were chosen for their interest in the project and on the basis of gender and ethnic representation. For the condominium at 5 San Romanoway we had 5 participants: 2 male and 3 female, all 5 of whom were of African descent. At 10 San Romanoway, there were another 4 respondents of African descent, 3 men and 2 women and an additional 2 Asian women for a total of 6 participants. For 25 San Romanoway, we received another 3 African Canadian men, one Latino man, and one South-Asian woman. Finally, for the youth focus group we relied on the established Youths Against Violence initiative. About a dozen youth arrived for the session.

All of the focus groups were taped and then transcribed. There was some difficulty with understanding what was being said at the youth focus group, but most of the responses were audible and transcription was not problematic. Focus group responses will be used throughout this Interim Report and cited accordingly. The long form questions we asked during the focus group sessions are appended to this document (Appendix B)

representative sample, one needs 490 responses to be sure that the estimates derived from the sample are

5.3 Some Limitations

While comparisons between 2002 and 2004 QNLS data are very reliable, there are nonetheless important limitations in our methods and approach that need careful consideration before we present of our findings. These cautionary caveats have to do with both the data itself as well as with the occasional comparability of the data to other survey results. *First*, there is the issue of representativeness. It cannot be stressed enough that the sample we are analyzing represents households and not necessarily all residents of the San Romanoway community. The reason this is important is that while asking one respondent per household to answer a telephone victimization survey may also be the chosen approach used by American and Canadian national statistical agencies, their sample is sizeable enough to make assertions about the entire population. In our survey, we simply do not know the 'universe' or the total number of residents living in the San Romanoway community. All we have at the present time is a rough management estimate of approximately 4,000 residents.

Second, the methodology we employ differs from that used on national surveys because we used face-to-face, drop-off and door-to-door collection methods. National surveys are conducted by telephone random digit dialling. Our approach may be better for getting a higher response rate and perhaps for stimulating interest in community action, but it can affect the quality of responses. We have already mentioned this in the context of familial violence.

The *third* problem is that questions appearing on the QNLS regarding victimization and fear from crime are not exactly the same as those asked on the U.S. National Crime Victimization Survey (NCVS) and the Canadian General Social Survey

accurate $\pm 5\%$, 95 per cent of the time for each and every building.

(GSS). This is partly a function of formatting, space and editing and partly a function of the fact that the original authors of the QNLS made decisions about the saliency of particular questions. For example, a number of questions concerning theft at work or from one's cottage or while travelling have been dropped from the QNLS because a community survey specifically focuses on life in the neighbourhood. Regardless, there are core questions that are verbatim copies of those posed on both the NCVS and the GSS, largely because the GSS followed many of the guidelines in the original NCVS.

Fourth, the target population we are surveying is already assumed to be a different sub-stratum of the general national population. Thus, we are already self-selecting a demographically inconsistent group when compared to the national average. But, of course, this is our intent. This is the goal of a community survey: to provide more in-depth data on specific problems encountered by particular neighbourhoods that are otherwise washed out in large-scale regional or national statistical reports.

Fifth and finally, comparisons to national crime victimization rates (incidents per 1,000 population) are problematic in light of the fact that there are important variations in the way that the data is compiled for specific outcome categories. The Canadian GSS asks very similar questions compared to the QNLS regarding criminal victimization but the GSS is a telephone survey. This allows interviewers the benefit of steering respondents through an array of prompt screens to elicit a more exact picture of the nature of each criminal incident reported. One important distinction is that interviewers premise each victimization question with "excluding incidents already mentioned" thus minimizing repetitive affirmatives on various questions having to do with the same incident. On the one hand, this would lead to lower victimization rates compared to the QNLS because redundancy has been controlled. On the other hand, GSS interviewers ask for the number of times each type of incident occurred whereas the QNLS only makes allowances for one incident per victimization question (a simple yes/no answer).

In addition, interviewers for the GSS ask a number of follow-up questions after each reported assault, robbery, and sexual assault, etc., and double-count incidents if more than one type of offence occurred (Crime Incident Report section). For example, if a break and enter was followed by a threat that the respondent felt would be carried out, this would be counted as both a B&E and an assault. Beyond this double-counting, the QNLS does not even ask questions about attempted assaults or threats of attack and thus we cannot add these to the assault category. For that matter, attempted B&Es or attempted sexual assaults are also not included on the QNLS but counted as victimization incidents on the GSS. Like the GSS, the QNLS does, however, measure unwanted sexual touching as a function of sexual assault.

The short of this is that there are differences in our collection method. The GSS makes allowance for multiple incidents per category, counts incidents occurring outside the community, adds threats to actual attacks per victimization category, and double checks the incident type and re-codes it through follow-up questions if more than one type of incident took place per reported victimization during initial screening. The QNLS, on the other hand, does not specifically exclude responses that may be counted as two separate incidents by the residents filling out the survey, despite the fact that the questions themselves are designed to count mutually exclusive incident types.

6.0 Findings

The following sections discuss statistical and focus group findings from the 2004 evaluation with direct comparisons to the 2002 QNLS survey results and Canadian national data from the General Social Survey (GSS). There is generally a sense of good news in the community over the last two years both for actual incidents of crime and victimization as well as feelings of safety and perceptions of the community.

6.1 Community Profile

Demographic data collected from the QNLS (see Table 6.1.1) reveal that the household income level of San Romanoway residents has remained steady at \$30,000. Indeed, from 2002 to 2004 personal income dropped by over \$10,000 and mean household income climbed from \$30,538.63 to \$32,494.56. The median household income level for Toronto for 2000 based on census data was \$63,700 (Statistics Canada, 2002) compared to \$30,000 in the San Romanoway community. It is important to keep in mind that demographic data about household and personal income is unreliable because of low response rates on both the 2002 and 2004 QNLS survey. The unemployment rate in the San Romanoway community dropped from 14.4% to 11.8% in the time between the two sample years but this is still above the Canadian average of 7% for 2004² (Statistics Canada, 2004). The San Romanoway community profile also change with regards to the number of respondents reporting some university education – this rose from 23.8% to 31% from 2002 to 2004. The number of married respondents also rose from 26.8% to 32%.

There was a general belief, in anticipation of conducting the 2004 QNLS, let the ethnic and/or racial composition of the San Romanoway community had changed from 2002 to 2004. Results from the 2004 QNLS reveal a change in community composition based on country of birth and respondent group identification. In the 2002 QNLS, the highest country of origin response was for Jamaica at 12.1% of the sample. Jamaican-born respondents decreased by 4.9%. The largest increase was from Chinese-born respondents, a 9.3% increase, followed by respondents born in Guyana with a 7.7% increase in their representation in the San Romanoway community. Sri Lankan born

² Includes only those respondents who are unemployed and seeking work.

Table 6.1.1: Respondent characteristics, San Romanoway community 2002 and 2004

	Item	2002	2004
Residency	Born in neighbourhood (in %)	3.5	2.2
	Length at present address (in months)	62.4	62.1
	Length in present neighbourhood (in months)	81.4	76.0
Income and employment	Mean personal income level	\$29,098.41	\$19,690.75
	Mean household income level	\$30,538.63	\$32,494.56
	Total unemployed (in %)	24.5	19.0
	Working full time (in %)	52.5	50.2
Other demographics	Respondents with children (in %)	74.9	71.8
	Immigrated in last 5 years (in %)	33.2	32.7
	High school educated (in %)	59.6	51.6
	University educated (in %)	23.8	31.0
	Married (in %)	26.8	32.0

Table 6.1.2: Country of birth, San Romanoway community 2002 and 2004

Rank 2004	Country of birth (in %)	2002 (n=76)	2004* (n=39)	Difference
1	Guyana	8.0	15.7	+7.7
2	China	3.4	12.7	+9.3
3	Sri Lanka	9.9	9.9	0
4	Canada	11.5	9.6	-1.9
5	Jamaica	12.1	7.2	-4.9

* These numbers should be read with caution given the low response rate to this question.

respondents remained the third most populous group in the San Romanoway community at 9.9% (see Table 6.1.2).

Changes in country of origin also had an effect on respondent group identification results for the 2004 QNLS. Respondent's self-reporting Caribbean ancestry decreased by 8.3% over 2002, while those reporting North African heritage increased by 6.8%. Respondents identifying with Far Eastern ancestry increased by 3.4% and this group was the most populous for the 2004, in part explained by a 9.3% increase in Chinese born residents. The other top two group identifications were English Canadian and Central America (see Table 6.1.3).

Table 6.1.3: Respondent group identification, San Romanoway community 2002 and 2004

Rank 2004	Group (in %)*	2002 (n=306)	2004 (n=308)	Difference
1	Far Eastern	27.8	31.2	+3.4
2	Caribbean	34.3	26.0	-8.3
3	North African	0.3	7.1	+6.8
4	English Canadian	9.5	6.8	-2.7
5	Central American	3.3	6.2	+2.9

*Does not add to 100% because only top five groups are listed.

Variations in community demographics have a decided effect on choices for programming. Nonetheless, the multicultural nature of both Toronto and the San Romanoway community, in particular, point to the continued need for culturally adaptable services and especially consideration for the increasingly expanding number of foreign-born residents. It should not go without noting that Canadian born respondents made up only 9.6% of the San Romanoway community into 2004, a decrease of 1.9% from 2002.

6.2 Violent Crime

Perhaps the most exciting news emanating from the 2004 QNLS was an overall decrease of 22.8% in violent crime victimization over 2002. Like the 1999 General Social Survey (GSS), we use three categories of violent crime: (1) assault, (2) robbery and (3) sexual assault. Assault is considered “an attack (victim hit, slapped, grabbed, knocked down, or beaten), a face-to-face threat of physical harm, or an incident with a weapon present.” Robbery is defined as “theft or attempted theft in which the perpetrator had a weapon or there was violence or the threat of violence against the victim.” Finally, sexual assault is considered “forced sexual activity, an attempt at forced sexual activity, or unwanted sexual touching, grabbing, kissing or fondling.” We group our violent victimization items using the same logic applied in the Canadian GSS. However, there are obvious comparability problems as outlined in section 5.3.³ While there was a 76.2% increase in assaults by persons known to the victim, stranger assaults decreased by 33.3%, robberies decreased by 31.3%, and sexual assaults decreased by 37.8% (see Table 6.2). None of these decreases, however, met the threshold of statistical significance for multiple comparisons. An overall 22.8% decrease is sizable in its own right and this bodes well for the effect of community programming but the total violent crime incidents per 1,000 population is still almost twice the national average (155 vs. 81:1,000) and over twice as high (75:1,000) as the Ontario provincial average compared to the 1999 GSS.⁴ Assaults in the San Romanoway community are still 17.6% above the national average, robberies are 355% above the national average, and sexual assaults are 54.3% above the Canadian average.

One possibility for reductions in violent crime victimization could be that residents of 5, 10, and 25 San Romanoway might have had different crime victimization report

³ In DeKeseredy et al.'s *Under Siege*. (2003: chapter 2) study of 'west town' in Ottawa, a similar categorization is applied although they refrain from aggregating their findings in the manner we do here.

⁴ The 1999 GSS is still the latest Canadian national crime victimization data during the writing of this Report. 2004 GSS data are currently being analyzed by Statistics Canada and will be available this summer.

rates. In particular, there was an assumption that the condominiums at 5 San Romanoway might have significantly lower crime victimization rates. However, there were no statistically significant differences in crime victimization across all categories based on residency for either 2002 or 2004. The only difference approaching significance was for “assault by police” in 2004 where 6.7% of respondents of 25 San Romanoway reported an incident. However, this did not meet a significance threshold of $p < .02$ based on 24 comparisons.

Table 6.2: Violent crime rate in the San Romanoway community (incidents per 1,000 population), 2002 and 2004

CRIME TYPE		2002	2004	Change*
Assault	Stranger	42	28	-33.3%
	Known	21	37	+76.2%
Robbery		64	44	-31.3%
Sexual Assault		74	46	-37.8%
TOTAL VIOLENT CRIME		201	155	-22.8%

* $p = ns$ for all crime types

While not solely concerned with violent crime, general Metropolitan Toronto Police Service statistics prepared by 31 Division, show an overall decrease in calls for service, occurrences submitted, field contact cards submitted, and arrests from 2001 to 2003 for the San Romanoway community (Prepared by PC Skanes, 2003: File Number 2040-SE). In the year that the San Romanoway Revitalization Project began, arrests declined by 31% in the community and calls for service decreased by 3.3%. Occurrences, however, increased between 2001 and 2002 by 10.5% before decreasing by 32.5% from 2002 to 2003. There was also an initial increase in the field contact cards submitted by police officers in the first year of the program (16%) before a decrease in the second year of 5.5%. One factor that the Toronto police analyst pointed to as explaining some

of the annual variance was the “expulsion/suspension of twenty six (26) high school students from a local high school during the second semester.” Indeed, given that the youths were unemployed and not in school, the Constable observed that these youths were “in part responsible for some if not all of the anti-social behaviour culminating in arrests.”

Youth violence, and gang activity in particular, were not viewed as a particularly pressing problem but minor incivilities, noise and other disturbances associated with youth were:

That is the first thing that that is the first thing what is a gang? Secondly, consider if a gang is a group of people, the colour of their skin there, and whatever it is cause. Once again there is problems with it all over the city. There might be but it is nothing you have to worry about or be feel unsafe about walking in the street at night though. (FG #5 SR)

Well you know kids make noise. I always hear kids running up and down in the hallways playing you know pressing up the elevators holding the elevators and stuff like that. Back to gangs, I have to say something I might as well I am not saying gangs but there are kids out in the playground they I notice quite a few times I would see them fighting for no good reason and I am not quite sure like I would forget to call the security guard to really check up on them fighting and stuff like that but I wouldn't say there is any gangs around here I really don't see any gangs. (FG #10 SR)

Respondent A: No! No! Come summer time come summer time you hear a lot of music especially to the back of 25 you get lots of music. Do you really consider that noisy I mean... Respondent B But is a disturbance! That shouldn't be allowed that volume of noise. (FG #5 SR)

In one case, however, a focus group participant said she witnessed a gang member brandishing a gun at passing cars:

They are aiming at people in cars. I have seen that. (FG #25 SR)

Others argued that media and outside perceptions of the area were incorrect, unflattering, and exaggerated:

I'm satisfied. It's life that is what it is. Basically, people have the thought some how that here is the absolutely lowest that you can go in the city and this this and it is not for one and for two people need to stop talking about all these rumours and all they hear about I heard from this this like people say that they say this and they say that. Who is they first of all? (FG #5 SR)

I tell people I live in downtown North York. They say "where is that?" I say Jane and Finch but I tell them North York. (FG #5 SR)

6.3 Domestic Violence

Conducting research on domestic violence is fraught with methodological difficulties. Researchers have noted that getting accurate statistics on violence against women is tricky business. Some research has depended on large-scale telephone surveys with follow-up (e.g. Johnson, 1996), others on local door-to-door canvassing (e.g. DeKeseredy et al., 2003) or some combination. The QNLS relied on the established Conflict Tactics Scale – Revised (CTS2) which has been critiqued for its own methodological flaws, ranging from failing to analyze the context of violence to repeatedly finding symmetry between men and women's violence (Yllo, 1988). Another problem, specific to the QNLS, is that not all of the measures from the CTS2 were incorporated into the survey in the interest of minimizing its length. For example, while all of the physical violence measures were incorporated into the QNLS, only six of eight items for psychological violence and three of seven items for sexual violence were included. This makes result from the CTS2 portion of the QNLS comparable to other

studies only on the basis of physical violence. As expected, there were low response rates on this section of the survey. In the San Romanoway community, over 20% of women respondents in 2004 reported being physically victimized by their partner. Another 54.6% reported psychological abuse and another 30% reported sexual coercion (see Table 6.3).

Table 6.3: Partner violence victimization in the San Romanoway community (in %), 2002 and 2004

Type of violence*	YEAR	RATE		Change	
		Men	Women	Men	Women
Physical	2002	14.5	25.8		
	2004	14.4	20.3	+0.1	-5.5
Psychological	2002	28.1	39.2		
	2004	28.1	54.6	0	+15.4
Sexual Coercion	2002	12.0	57.0		
	2004	16.0	30.0	+4.0	-27.0

* Based on Conflict Tactics Scale Revised (Straus et al., 1996) groupings. Physical consists 12 of 12 items, psychological 6 of 8 items, and sexual 3 of 7 items.

Due to the private nature of much domestic violence, most focus group participants did not believe it was a problem in the community:

I haven't seen anything... You could live on the floor that has about 10 to 15 people on the floor. You are not going to know every person who lives inside those apartments.

(FG #5 SR)

Not that I know of...(FG #25 SR)

I was just going to say that is a personal question. (FG #5 SR)

Can't say really. (FG #10 SR)

Very soon after the San Romanoway Revitalization Project began to gain momentum, the Community Coordinator found the problem of male violence against women in the home had already emerged on a case-by-case basis as women began to confide in her as they felt more comfortable with her presence. Indeed, new programming such as the Freedom from Violence Project sponsored by the United Way was instituted to address this emerging concern.

6.4 Property Crime

Like violent crime, property crime in the San Romanoway community is still above the Canadian average (268 vs. 151 incidents per 1,000 population) but decreased by 23.7% from 2002 to 2004. The GSS 1999 employed four measures of household crime: (1) break and enter; (2) motor vehicle theft/parts theft; (3) theft of household property; and (4) vandalism. We use three of the four crime indicators for our measurement of household crime in the San Romanoway community. Vandalism measures were not included on the QNLS given that we are dealing with high-rise units where most public-access spaces are only semi-private. The definition of break and enter in the GSS is: “illegal or attempted entry into a residence or other building on the victim’s property.” Motor vehicle theft/parts theft is “theft or attempted theft of a car, truck, van, motorcycle, moped or other vehicle or part of a vehicle.” Finally, theft of household property is defined as “theft or attempted theft of household property such as liquor, bicycles, electronic equipment, tools or appliances.” As with violent crime, we cluster our victimization items using the same logic but, as mentioned above, these are not exactly the same as those employed in the GSS and should be read with caution.

Thus, a 23.7% decrease in total property crime from 2002 to 2004 was accompanied by an even larger drop in theft of household property which decreased by

44.3% and break and enter which declined by 21.1% over the two-year period, a statistically significant difference (** $\chi^2=11.692$, $df=2$, $p<.001$) that was actually lower than the Canadian rate of 48 incidents per 1,000 population. Motor vehicle and parts theft, however, increased by 10% possibly due to local high school expulsions of 26 area youths. As it was, motor vehicle and parts theft in the San Romanoway community was 6 ¼ times the Canadian average (25 vs. 4:1,000 population).

Table 6.4: Household crime rate in the San Romanoway community (incidents per 1,000 population), 2002 and 2004

CRIME TYPE	2002	2004	Change
Break and Enter	36	16	-21.1%*
Motor vehicle/parts theft	20	25	+10.0%
Theft of household property	194	108	-44.3%
TOTAL PROPERTY CRIME	351	268	-23.7%

* $p<.001$

While total property crime did not decrease by a statistically significant amount, an aggregate drop of 117 incidents per 1000 population is certainly a very important and a laudable intervention effect.

6.5 Feelings of Safety

As a general barometer, criminologists and sociologists have taken note of feelings of safety as an important indicator of community functioning. When people are afraid to walk alone after dark, to make their neighborhood their own and cultivate a sense of community territory, large public access spaces become abandoned to anti-social and criminal activity. Across all perception categories, there was a consistent increased sense of safety in the community for 2004 over 2002. These increased feelings of safety

certainly bode well for the community, but the number of persons reporting feeling safe during after dark increased by only 1.9% to 11.9% depending on the activity.

Table 6.5.1: Feelings of safety in the San Romanoway community (in %)

TYPE OF ACTIVITY AFTER DARK*	SAFE*			UNSAFE**		
	2002	2004	Change	2002	2004	Change
Walking alone	34.6	39.2	+4.6	47.4	40.7	-6.7
Riding bus alone	42.6	46.8	+4.2	39.2	36	-3.2
Riding bike alone	29.7	33.2	+3.5	46.9	46.3	-3.3
Walking alone in car lot	33.5	37.9	+4.4	47.9	40.6	-7.3
Waiting alone for public transportation	37.9	39.8	+1.9	46.0	39.4	-6.6
Waiting for someone to drive you home****	40.6	46.1	+5.5	40.9	31.0	-9.9
Walking past unknown people	34.0	36.9	+2.9	48.9	40.9	-8.0
Alone at home****	58.7	70.6	+11.9	25.8	19.1	-6.7

*Includes "somewhat" and "very" safe

**Includes "somewhat" and "very" unsafe

***Percentages do not add to 100 because response "feel neither safe nor unsafe" not listed in table.

**** $df=4$, $p<.05$

Thus, for only two activities did this increased sense of safety approach statistical significance: "waiting for someone to drive you home after dark" ($\chi^2=7.055$, $df=4$, $p=.022$) and being "alone at home after dark" ($\chi^2=11.692$, $df=4$, $p=.002$). As expected, women felt more unsafe than men when engaging in activities after dark. This is a common result evinced in comparative international surveys over time.

As a general comparative barometer of feelings of safety, multiple victimization surveys ask the question "how safe do you feel from crime walking alone in your neighbourhood?" For the San Romanoway community in 2004, there was a statistically significant difference in respondent feelings of safety depending on address of residence ($\chi^2=33.696$, $df=8$, $p<.001$). A post-hoc analysis found that residents of 5 San Romanoway were statistically significantly more likely to report feeling more safe walking

alone after dark than residents at 10 San Romanoway ($F=9.481$, $df=316$, $p<.001$). There were no statistically significant differences in feelings of safety based on racial identification or gender.

It is important to place these improvements in feelings of safety in the San Romanoway community in context. As an indicator of the sense of fear in the community relative to the general Canadian population we can cautiously compare QNLS findings by building with results from the General Social Survey of Canadian residents in 1999 (see Table 6.5.2). A common question asked in comparative crime victimization survey research is “how safe to you feel from crime when walking alone in your neighborhood after dark?” On the Canadian GSS in 1999, only 11% of respondents reported feeling somewhat or very unsafe, compared to 45% of respondents in the San Romanoway community.

Table 6.5.2 Comparing feelings of safety in the San Romanoway community with the Canadian population (in %)

How safe do you feel from crime when walking alone in your neighbourhood after dark?	San Romanoway, 2004*			Canada*
	#5 (n=101)	#10 (n=129)	#25 (n=87)	
Very safe	9.9	7.0	12.6	43
Reasonably safe	45.5	19.4	27.6	45
Neither safe nor unsafe	17.8	17.8	12.6	-
Somewhat unsafe	16.8	36.4	27.6	9
Very unsafe	9.9	20.7	24.1	2

* $\chi^2=33.696$, $df=8$, $p<.001$

*Based on GSS 1999. GSS included words 'from crime' in question.

With these differences in mind, it is also important to take stock of the fact that many residents believed the San Romanoway community itself was quite safe but that the surrounding area made it unsafe:

It all depends exactly where you are talking about because like the other areas around this neighbourhood that is really bad for instance just where you know [name of a street] like they are close but still the neighbourhood it is probably Jane and Finch you know but San Romanoway is not as bad as how it use to be. (FG #10 SR)

I am scared for me I walk I walk any time in the night and I am not scared but for what is going around here now I am very scared. (FG #25 SR)

I think the crime rate in the whole community right now I think it is pretty good (knock on wood as we say). It is pretty good right now compared to other parts of the city. (FG #5 SR)

Indeed, some respondents believed that it was outsiders to the San Romanoway community that caused problems:

You got to realize people make the wrong you know what I mean. People come from all community and go somewhere else and do something else in other communities coming over here so quite often it is not necessarily people in a community who live in a community that is committing the crime. It can be passer by you know. (FG #25 SR)

...but I think that a lot of what is in the news is blown up to much and people's view on Jane and Finch first of all but I say I don't care of anybody's view outside of Jane and Finch or in this community or any part all around here. If you have a bad view of here I say just stay out of here that is the best way to keep the crime rate down because it is the people who that come around here and that they see oh we're at Jane & Finch... that is when they start acting stupid -- that is what causes a lot of the crime. (FG #5 SR)

In another instance, a focus group participant said it even depended on which floor you lived on:

You must listen if you are on the first floor right and I have a little one on the first floor and I am really scared. (FG #25 SR)

The community's reputation for being a scary place to live was exaggerated according to many focus group participants:

I have just been living here so long now it is part of my life now. It is not what City TV or any other media says it is or anything. It is what I see as and not what they make other people think it is. (FG #5 SR)

For me when I moved in I was a bit unsure because you hear some news about the area. Since I have been living here I haven't had any runs in with anything I haven't seen any of these things happening. I feel safe when I go out at night you know I am not afraid to work late at night or early in the morning or whatever. The only other issue is the gatherings of people or whatever. (FG #5 SR)

6.6 Sense of Neighbourhood Life and Community Improvement

Community knowledge of neighbourhood help programs increased by only 1.8% from 2002 to 2004, a non-significant difference ($\chi^2=0.278$, $df=1$, $p=ns$). The number of respondents who were aware of planned neighbourhood improvements rose significantly from 10.1% to 18.6% ($\chi^2=9.153$, $df=1$, $p<.01$), although it is important to note that over 80% of San Romanoway respondents still remain unaware of both program and physical improvement initiatives. These results, taken together, perhaps indicate that information about neighbourhood projects needs to be more effectively disseminated to residents.

Table 6.6.1: Sense of community improvement, 2002 and 2004 (in %)

Since you moved to your neighbourhood, would you say it has become ... as it was when you first moved here?*	2002 (n=284)	2004 (n=278)	Change*
Worse	40.1	16.9	-23.2
About the same	44.7	55.8	+11.1
Better	15.1	27.3	+12.2

* $\chi^2=39.754$, $df=2$, $p<.001$

** Includes valid responses only: "missing" and "not stated/don't know" omitted from analysis.

There was a statistically significant difference in sense of community improvement from 2002 to 2004 ($\chi^2=39.754$, $df=2$, $p<.001$), and these feelings of community improvement did not vary significantly from building to building. Twenty-three per cent fewer residents felt their neighbourhood had become worse while 12.2% perceived their neighbourhood to be better since moving in.

Good enough like I always recommend to my friends you know that there are always units available here if you are looking for a place. (FG #25 SR)

I think I am a bit more comfortable with it as it is right now. (FG #5 SR)

Convenience and location. (FG #25 SR)

Convenience of all. (FG #5 SR)

Actually, I think it is probably one of the best places in the city. You have one to three corners where you have shopping, we have schools, we have hospitals, we have university, we have college we have everything. (FG #5 SR)

I just like the community. (FG #25 SR)

Table 6.6.2: Satisfaction with neighbourhood life, 2002 and 2004 (in %)

Overall, how satisfied are you with living in your neighbourhood?	2002 (n=301)	2004 (n=325)	Change*
Very satisfied	12.3	16.3	+4.0
Somewhat satisfied	46.5	60.6	+14.1
Somewhat dissatisfied	25.2	17.2	-8.0
Very dissatisfied	15.9	5.8	-10.1

* $\chi^2=27.188$, $df=3$, $p<.001$

While satisfaction with neighbourhood life also statistically significantly changed over 2002 ($\chi^2=27.188$, $df=3$, $p<.001$), a post-hoc analysis demonstrates that residents of 5 San Romanoway were significantly more satisfied with changes in neighbourhood life than residents of 10 San Romanoway in 2004 ($F=8.491$, $df=322$, $p<.001$) and both 10 and 25 San Romanoway in 2002 ($F=12.106$, $df=297$, $p<.001$).

One of the most promising findings from the QNLS is the general decline in reported feelings that community problems are worsening. From 2002 to 2004 residents reported statistically significant improvements on all items relating to a wide range community problems. These statistical differences cannot be explained by gender, racial identification, address or visible minority status. Nonetheless, there was a perception in the San Romanoway community that residents of 5 San Romanoway (the condominium) were more satisfied because they had better building maintenance:

Maintenance I think of the building I am not sure like if there is a problem like with somebody that lives in the 5 building. I am not sure if somebody like the Supers attend to them faster more than the people that who live in 5. I mean, I mean, then more then the people that live in 10 San Romanoway and 25 San Romanoway like I don't know it is just the maintenance of the building that is really what makes people more comfortable living there that is all I can really think of. (FG #10 SR)

Table 6.6.3: Community perceptions about order, 2002 and 2004 (in %)

Please tell us if you think that the following things are ... since you first moved here.	NOT A PROBLEM			LESS OF A PROBLEM		
	2002	2004	Change	2002	2004	Change
Vandalism*	14.1	20.6	+6.5	27.6	31.4	+3.8
People drinking alcohol and using drugs (e.g., marijuana, cocaine, crack, heroin) in public places*	12.0	21.7	+9.7	6.0	12.1	+6.1
Groups of teenagers hanging around public places*	10.3	25.6	+15.3	9.6	16.4	+6.8
Youth gangs*	12.5	25.0	+12.5	8.7	11.9	+3.2
Graffiti (people writing on walls)*	14.6	29.4	+14.8	11.5	17.8	+6.3
Garbage on the streets and sidewalks*	9.1	16.8	+7.7	7.7	15.9	+8.2
Noise*	15.1	29.6	+14.5	8.4	12.9	+4.5
Drug dealing*	12.4	27.2	+14.8	5.5	13.5	+8.0
Armed robbery*	16.7	31.7	+15.0	9.1	17.8	+8.7
Burglary*	17.2	31.6	+14.4	10.9	17.7	+6.8
Violent assault*	14.9	30.7	+15.8	8.9	16.5	+7.6
Sexual assault*	21.3	33.8	+12.5	12.5	13.6	+1.1
Family violence (e.g., wife beating and child abuse)*	22.5	32.7	+10.2	9.4	16.0	+6.6
Theft*	17.0	33.1	+16.1	8.7	14.1	+5.4

* $df=3$ $p<.001$

** Includes valid responses only: "about the same" and "more of a problem" are omitted from table but are part of the Chi-square cross-tabulations for significance.

I think the people speaking about the homeowners living in Building No. 5 probably have a different set of issues to deal with than people in No. 10 and No. 25 because they are owners and the buildings are managed differently. (FG #5 SR)

Yes they are timely. I know there was an incident at our unit and they were very prompt to get the problem fixed. (FG #5 SR)

Respondents were asked from a list of neighbourhood issues whether they believed these “things were more a problem, less of a problem, about the same or not a problem” since they first moved to the San Romanoway community. These categorical answers were coded into a four-point scale. Statistically significant mean decreases were evident for 2004 over 2002 for: vandalism ($t=3.731$, $df=610$, $p<.001$), people drinking alcohol and doing drugs ($t=3.538$, $df=596$, $p<.001$), teens loitering ($t=4.369$, $df=607$, $p<.001$), youth gangs ($t=3.134$, $df=599$, $p<.01$), graffiti ($t=5.035$, $df=594$, $p<.001$), garbage on the streets ($t=4.011$, $df=616$, $p<.001$), noise ($t=4.536$, $df=614$, $p<.001$), drug dealing ($t=5.734$, $df=585$, $p<.001$), armed robbery ($t=5.782$, $df=583$, $p<.001$), burglary ($t=5.137$, $df=582$, $p<.001$), violent assault ($t=5.260$, $df=589$, $p<.001$), family violence ($t=3.160$, $df=580$, $p<.01$), and theft ($t=4.369$, $df=607$, $p<.001$). The only item that did not result in a statistically significant decrease from 2002 to 2004 was sexual assault.

During focus group discussions, respondents felt that there had been improvements in the community but that minor incivilities, garbage, and vandalism was still in need of attention:

Every now and there it is. Every now and then you will see huh broken glass downstairs in the front entrance to the building you wondered who did it. There are times you would see the elevators are messy you know it is very dirty the way how they handle the garbage chutes sometimes it can very messy also. Ya! every now and then you will see like kids write up on the walls and say some bad things. Well it is okay like I have seen it use to be bad it use to be worse years ago so it has been a little bit better vandalism you know ya! (FG #10 SR)

It's starting to look better. Because they are doing renovations and stuff like that. (FG #25 SR)

Sometimes it got broke down and you got to wait a long time you know. (FG #25 SR)

I think the surrounding areas are a lot cleaner than the buildings. Outside the buildings are very clean from what I have seen. I have seen people clean up out there but it is really clean outside the building compared to inside. (FG #10 SR)

In other cases, residents felt that issues such as loitering were not a major concern:

You know what to me that is normal stuff you know like I mean I use to do it too when I was young and you know I still do it now sometimes with my friends. Sometimes you don't want to stay inside you want to come outside and hang out. I don't see loitering as a big issue. (FG #25 SR)

One common concern was the cleanliness and repair of the elevators:

I find maintenance is okay but I think once again the vandalism or more like littering is a problem. Like the elevators can be fairly disgusting just all around. I mean it will be clean in the morning but the cleaning stops and by 3:00 in the afternoon it is atrocious. (FG #10 SR)

It is no problem. It is just pretty much just like rush hour I guess you can say pretty much from like 7 to 9 and then around like 2:30 to like 4 o'clock it is always a bad rush but it is like we have three elevators. (FG #5 SR)

Everything else is good but you know you find like for example every time they drop flyers in the lobby within a couple of hours you see them all over the place. The same thing with garbage outside you know it is like there are garbage chutes people go to throw their garbage instead of just putting in the chute they just open the door and throw it in there. If you know the garbage is too big to go into the chute just take it right down and throw it in the garbage it is not that hard man. Because all it does when you leave garbage lying around like that it attracts roaches and stuff and that becomes a problem. Once you get that it is really hard to get rid of them. (FG #25 SR)

Oh man! They are ridiculous oh my gosh! I heard that 25 San Romanoway were supposed to get some new elevators. There is going to be three new elevators as soon

as they finish the hum! maintenance as soon as they repair the lobby the lobby so that is good because we really need some because every now and then it would stop on every single floor going down and then sometimes I am in a rush to go out some where and I would have to go through this and I would have to take the stairs and it is too much you know. (FG #10 SR)

This sense of general disrepair also affected the functioning of security in the lobby of 10 and 25 San Romanoway:

The exits are busted and they haven't fixed them since I have been here so that anybody could walk into the building at any time. (FG #10 SR)

Band-Aids they didn't even take anything that was worth it just band-aids. (FG #25 SR)

You have to come all the way back down. I think in the 10 and 25 in both buildings you guys have the exits right. Ours is the only building that the fire alarm has to be pulled. (FG #5 SR)

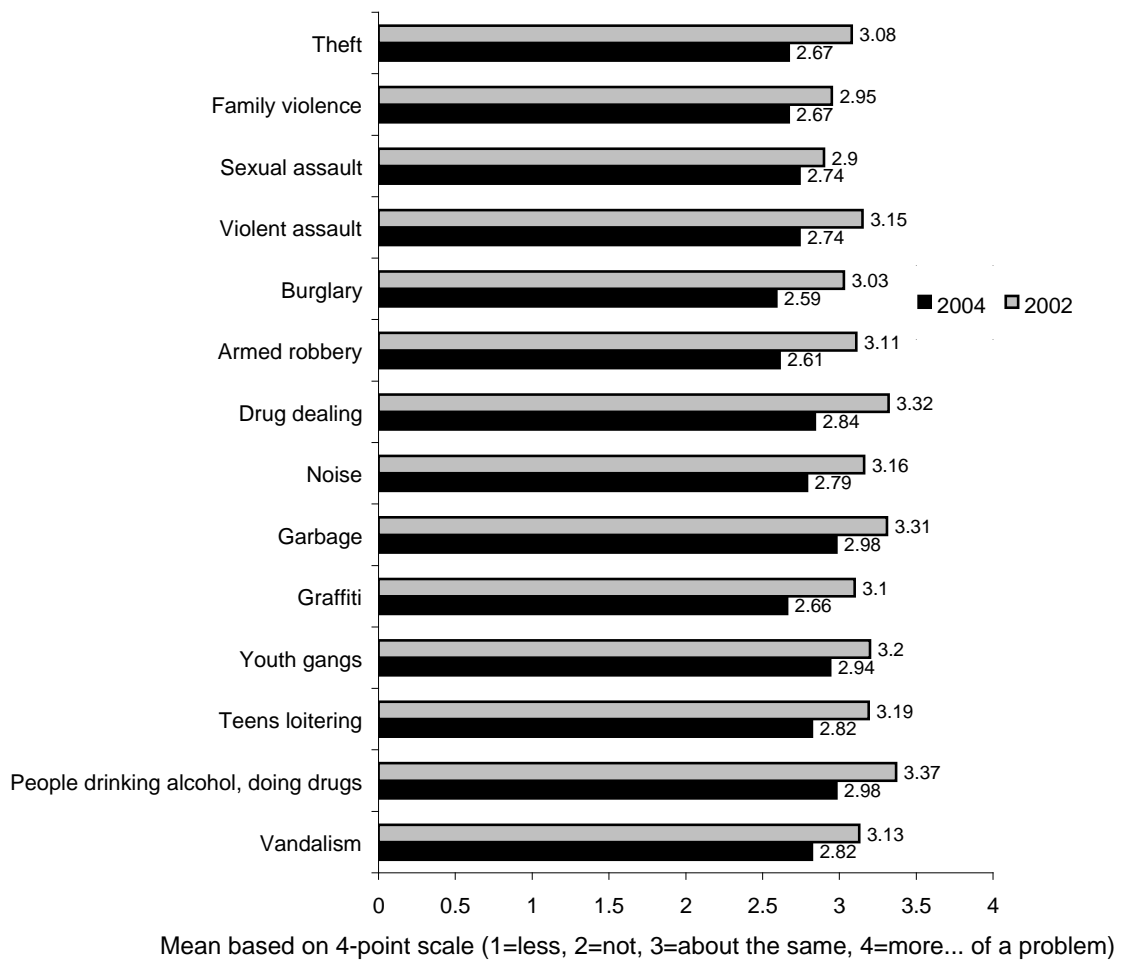
Well that is true well I would say yeah! Usually the side doors would be open which is no problem for me but it should be at night time you know access from where you want to get into the building could go in there it is still dangerous. (FG #10 SR)

So how are we so sure that the cameras they do work. Are they working you know? Because I see every now and then they break them down you now and then they have to replace them over again and I don't know if they are working or not. (FG #10 SR)

One resident reported that it was easier to get in that out of the building:

Actually, I find it as stupid as this may sound. Actually, I find it is a lot harder to get out than to get in. Because I know sometimes if you don't have your card there is no way you will get out of the basement you know but if you come in there is always someone to open the door for you but to get out of the basement its... (FG #25 SR)

Chart 6.6: Perceptions of community problems by San Romanoway residents, 2002 and 2004



6.7 Community Cohesion

As a barometer of community cohesion, the rate at which people get together in the San Romanoway neighborhood is a good indicator of the success of the San Romanoway Revitalization Project. There was a statistically significant difference in reported frequency rates of neighbourhood interaction from 2002 to 2004 ($\chi^2=26.110$, $df=7$, $p<.001$). For example, reported daily resident interaction rose from 9.4% to 15.4% of

respondents, monthly interaction rose from 9.8% to 15.4% of respondents and the percentage of respondents reporting “hardly ever” meeting with their neighbours decreased from 40.1% in 2002 to 26.5% in 2004.

A general sense of increasing community cohesion was expressed during some of the focus group discussions:

With my neighbours I try and help them out you know some of them are very rude but I still try not to really indulge in that I still try and get along and forget about it type of thing but ya! especially I get along with everyone you know like friends and family member. (FG #10 SR)

Since the SRA started okay. I think San Romanoway Association started I think that is when I really started to know people around here. Prior to that I really really mind my own business. That doesn't mean that I still mind my own business but I know the people in the community more because I find that the association has helped to bring the community together you know. Now I can walk out the street and I can really meet someone and say “Oh hi” and can stand up and have a little chat or something before I just went my way because I really didn't know people. (FG #5 SR)

I try to be very social with everyone you know be friendly. (FG #10 SR)

In the hallway hello. I think the people who are living closest to me I can't tell you that I know their names but I know we say hello to one another once we are in the hallway and things like that. But we don't really go into one another's place except for one neighbour occasionally. You know outside of that I would say we live fine together but there isn't any great interaction. (FG #5 SR)

Of course, regardless of effort, some people are unlikely to participate in neighborhood activities or get to know their neighbors:

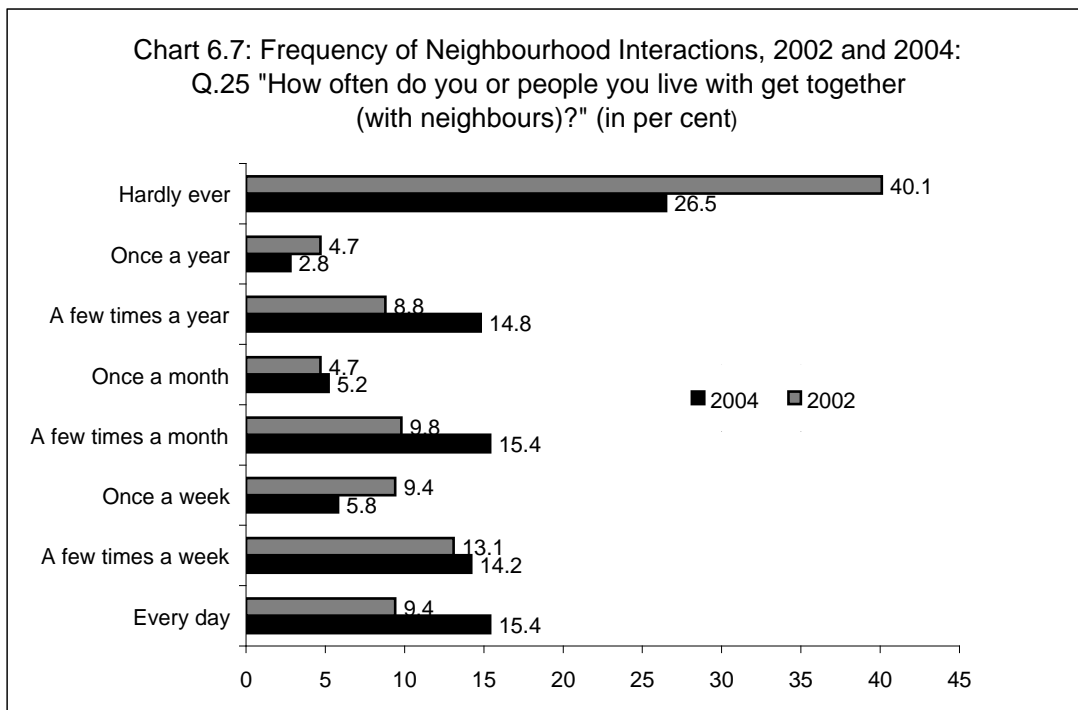
I have been here seven years and I don't even know my neighbour. (FG #5 SR)

It's pretty much true. Certain months you mind your own business. (FG #5 SR)

There are still some people who just you know go to work come straight home and don't really associate with anyone you know cause I have been talking to a lot of people. I try to talk to them and there are some people who just close the doors and don't want to have nothing to do with people out here not knowing that there are really nice people out here to really get to know and talk to and be friends with you know. (FG #10 SR)

Basically, I think everybody keep to them self but I would say people get along.

Everybody mind their own business you know. (FG #25 SR)



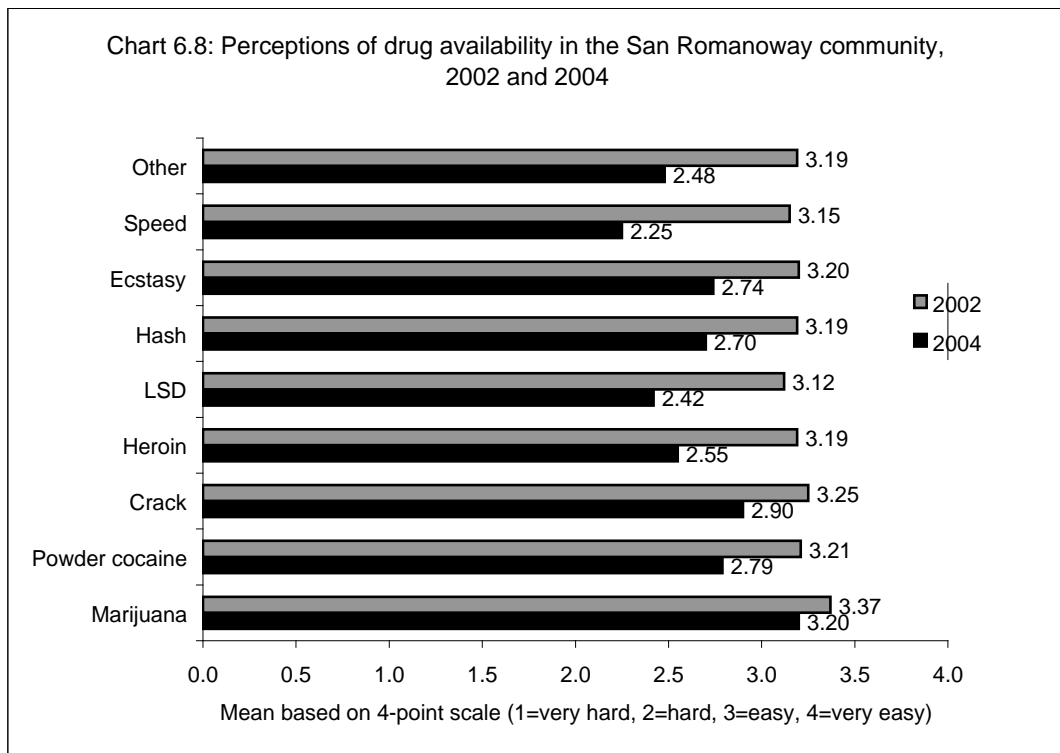
6.8 Perceptions of Drug Availability

I don't think it is hard to find drugs anywhere in Toronto. (FG #25 SR)

I think it is as easy as any other community in the city. (FG #5 SR)

The QNLS asked respondents to indicate from a list of illicit drugs whether it “would be VERY HARD, HARD, EASY, or VERY EASY for anyone to buy the following drugs in

your neighbourhood?” According to respondent perceptions, drug availability has decreased in the San Romanoway community between 2002 and 2004 for all drug types. Mean decreases in perceived drug availability between 2002 and 2004 were statistically significant for heroin ($t=3.265$, $df=121$, $p<.001$), LSD ($t=3.142$, $df=106$, $p<.001$), speed ($t=3.981$, $df=105$, $p<.001$), and other illegal drugs ($t=3.291$, $df=110$, $p<.001$). Mean decreases approached significance for perceived availability of powder cocaine ($t=2.449$, $df=145$, $p<.02$), crack ($t=2.103$, $df=142$, $p<.05$), hash ($t=2.435$, $df=115$, $p<.02$), and ecstasy ($t=2.400$, $df=115$, $p<.02$) but these changes did not meet a higher threshold of statistical significance based on multiple comparisons. There was no appreciable change in perceptions of marijuana availability.



6.9 Perceptions of Police and Security

There was no statistically significant difference between visible minority and non-visible minority members of the San Romanoway community in their assessments of police or security activities across all items for both 2002 and 2004. When black respondents were directly compared with white respondents, there were still no significant differences for both sample years across all items. However, there were a number of statistically significant differences in residents' assessments of police and security between 2002 and 2004. There was a consistent tendency among residents to be less likely to rate the police as doing a "good job" in 2004 compared to 2002 (between 7.5% to 25.3%) on all items although there is no evidence that this is the determinant for statistically significant differences between 2002 and 2004.⁵ The largest change in residents' reports that the police were doing a "good job" was in the category "easy to talk to" ($\chi^2=40.065$, $df=2$, $p<.001$) which saw a 25.3% decrease, followed by "quickly respond to calls" ($\chi^2=15.492$, $df=2$, $p<.001$) with a 14.6% decline, "enforcing the laws" ($\chi^2=13.273$, $df=2$, $p<.001$) with a 13.5% decline, and "giving information to the public on how to reduce crime" ($\chi^2=12.456$, $df=2$, $p<.01$) at a 13.1% drop. A modest drop also occurred in the "preventing crime" item where residents were 7.5% less likely to rate the police as doing a "good job" but this did not meet a higher standard of significance.⁶ These sentiments were echoed by two respondents who noted:

I would say they are doing a good job of policing but they are not doing a too good of a job with communicating with the community. (FG #10 SR)

I think it would be good if we had more community meetings and more rallies. I think it

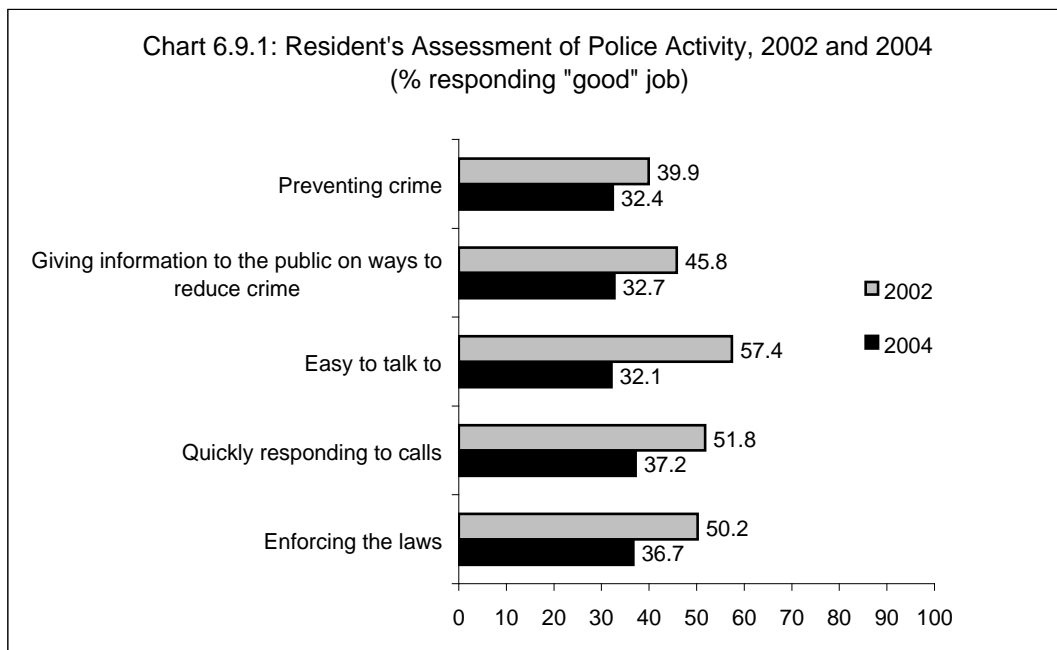
⁵ Comparison of means resulted in significant differences on the basis of sample year for only the police being "easy to talk to" ($t=-3.609$, $df=480$, $p<.001$).

would be good just to see what people are thinking about and just to let them see what changes are being made in the community and stuff like that just to have a more interacting communication going on with everybody that is it. (FG #10 SR)

Other focus group participants also noted occasional tensions:

I have just seen a lot of tension between the police and from the youngsters all the way up to elderly people. I think the way they deal with some of the cases and some of the people in the neighbourhood is completely wrong. I said a little bit more policing but I think they need to be more compassionate about how to deal with people. (FG #10 SR)

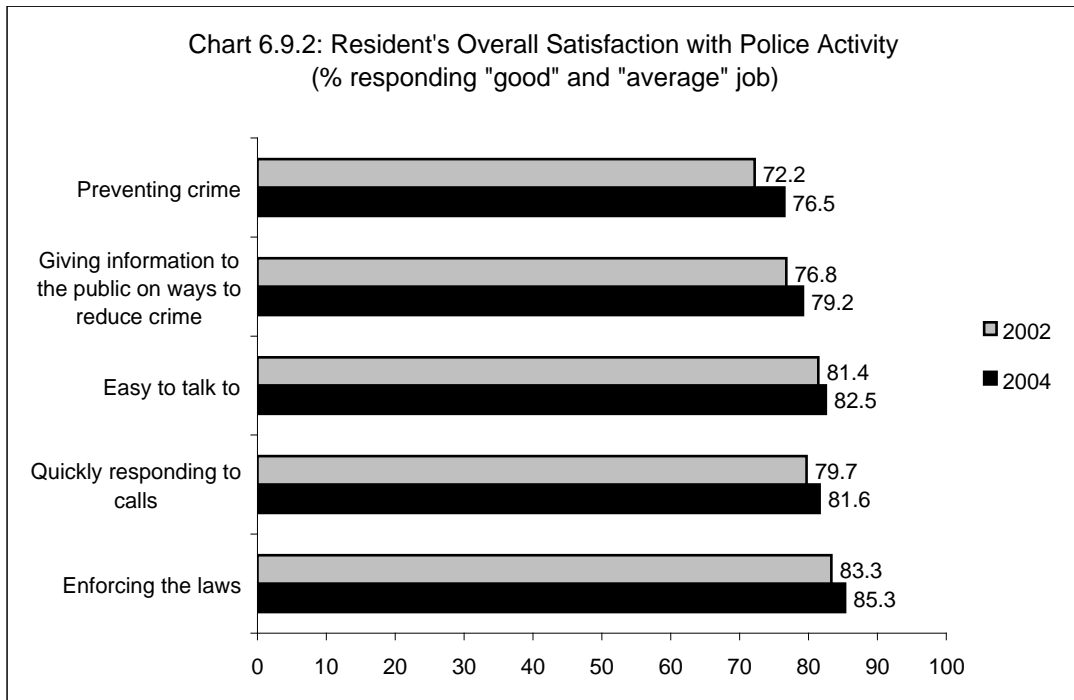
They are some instances. They take advantage of their power and they are basically messing around with the wrong people. (FG #5 SR)



Despite the consistent decline in residents' reporting the police were doing a "good job" there were nonetheless also consistent increases in respondent's reporting that they were doing an average job actually increasing total satisfaction scores measured by

⁶ Although the cross-tabulation was significant ($\chi^2=6.969$, $df=2$, $p<.05$), multiple comparisons require a

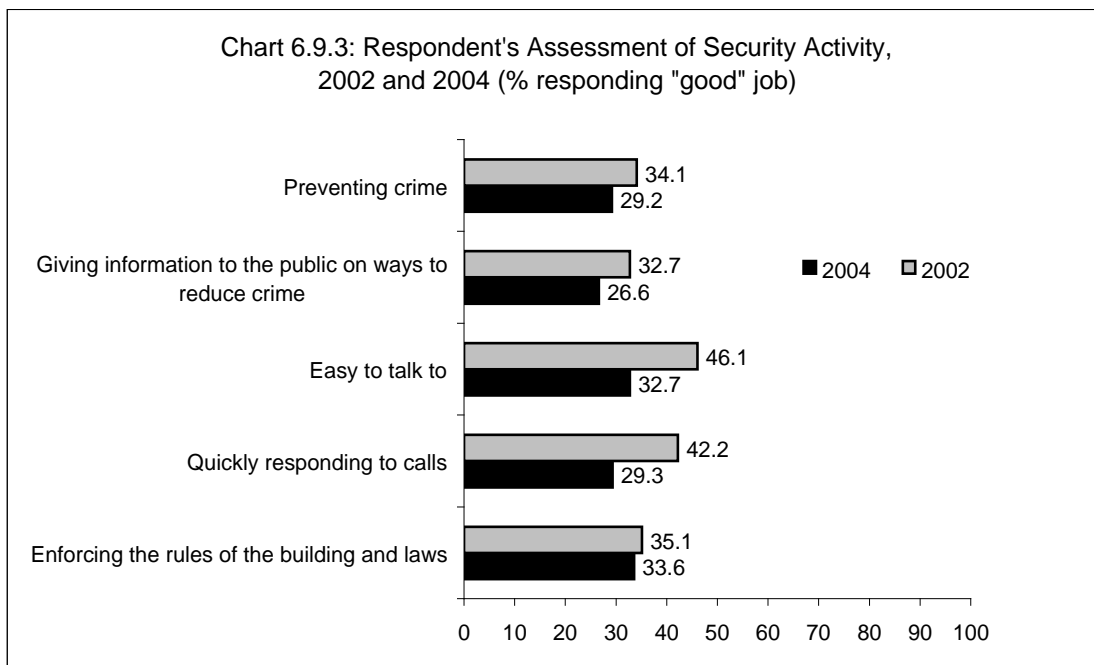
adding “good” job with “average” job. Thus, fewer respondents reported the police were doing a “poor job”. Across all items, satisfaction with the police rose between 1.1% to 4.3% for preventing crime. The statistical trend was that more respondents found the police to be doing an adequate job than in 2002 while fewer reported they were doing a good job or a poor job.



The same general trend was found with ratings of the performance of private security although these changes were more muted. As in their assessments of police, residents' were also less likely to report private security was doing a “good job” across all items. This ranged widely from a 1.5% reduction in doing a good job in “enforcing the rules of the building and the laws” ($\chi^2=9.212$, $df=2$, $p<.01$) to a 13.4% reduction in being “easy to talk to” ($\chi^2=11.543$, $df=2$, $p<.01$). Other significant changes included “responding quickly to calls” ($\chi^2=12.483$, $df=2$, $p<.01$) – a 12.9% drop, “giving information

higher threshold of significance.

to the public on reducing crime” ($\chi^2=12.483$, $df=2$, $p<.01$) —a 6.1% drop and “preventing crime” ($\chi^2=8.419$, $df=2$, $p<.02$) – a 4.9% drop. It is also important to note that reported statistically significant differences between 2002 and 2004 based on Chi-square calculations are not evinced in comparison of means. This is because private security witnessed a sharp decline in reports of doing a “poor job” which is, of course part of the production of the reported statistically significant differences from 2002 to 2004, including a 9.7% reduction on “enforcing the rules of the building and laws” an 8.2% reduction on the item “preventing crime” and a 12.4% decline in those reporting they were doing a poor job on “giving information to the public on reducing crime” from 2002 to 2004.



As in the case of the police, residents’ overall satisfaction with private security nonetheless climbed across all evaluation items from 2002 to 2004. The largest increases were for “giving information to the public on reducing crime” (up 12.4%),

“enforcing the rules of the building and laws” (up 9.7%), and preventing crime (up 8.3%).

Thus, generally speaking, residents were quite satisfied with private security and it should it much of the success of crime reduction to their vigilance:

I would say it is better because now there are security guards patrolling in the areas. I have seen a lot of people move in and out. A lot of the bad crowd has moved out of the area and I don't know the community is more nicer more friendlier than before type of thing. (FG #10 SR)

Some focus group participants liked the local presence of private security because of their ability to routinely communicate with residents and their accountability:

Yeah! I see the security officers talking to residents a lot more on a you know nice basis where as police every time they come it is very rigid. There is a little bit of tension involved. (FG #10 SR)

The ones that they have now are working with the community in the sense where you see them outside doing things with the kids. Where as in the past they didn't interact with anyone so you see the difference now. I guess the kids are more familiar or the adults are more familiar with the ones they have now too. (FG #5 SR)

I don't know I would say security does a better job. They pay more attention they are more open-minded. Police they kind of look at you and they already have an opinion about you. You know they see somebody young and they assume you are immature, ignorant or whatever you know. (FG #25 SR)

Well there are times where I would notice that you know people are having trouble with a certain security guard and they would just change him right away which was good you know. They would change some of the security guards around the place, which was good you know. (FG #10 SR)

In another case, their intimate knowledge of the community and their diligence was perceived to be the problem:

...some time they take their job too seriously and you go in there and you are buzzing up to call a friend or somebody and their asking if you live here. Obviously not I am buzzing up if I lived here I would go in with my key. (FG #5 SR)

The security knows the neighbourhood knows the kids around and went to the school to the police and when the police came right they had really feed to the police the security said to the police made the little kid look bad which he didn't need. He doesn't come hum from a bad family. He was just a little kid and little kids do play and the accident do happen. (FG #25 SR)

The issue of security officer enforcement and the banning of residents, however, was debated by residents, resulting in this very interesting exchange:

Respondent A: Like for the security right, they are banning a lot of the residents from building to building which makes no sense because if you live here either which ever building you have to walk to get to some place and sometimes particularly winter time it is easy for a lot of people to get to the mall from walking through No. 10 building and if you are banned from there that is how can you get because it is really really windy around here in the winter and some people run in to get warm and just...

Respondent B: So what? Because personally if you live in No. 25 even if it is cold I don't think you should be walking though Building 10.

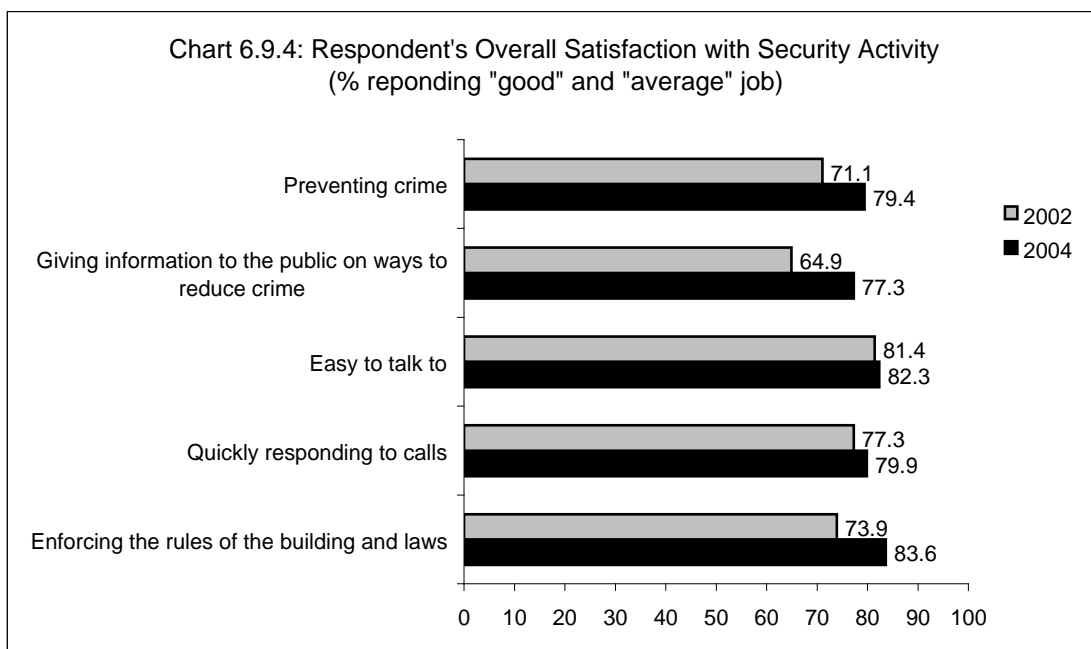
Respondent A: What kind of community are you building if you are separating and then you have a park out there that belongs to the three building and you are not allowed to go the park.

Respondent B: If I see you coming in my building I know you so that is not a problem. If I see somebody that I don't know why should I let somebody enter on my court when I

don't know the stranger. I don't feel secure.

Respondent A: When we are living in the community we are all in the community okay. Whatever is outside here of the buildings belong to all of us it is all of the community. We have access I have the right to walk through. I have a right to go to the park but when it comes to the building unless I am going to visit someone in the building I shouldn't be walking through.

Respondent B: Yeah, but you don't know why they are walking through. They could be banned from the building. You don't even know if they are visiting somebody in there. They are just banned from visiting. They are not allowed to go into the building. We are not addressing ban just now.



In other instances, residents argued that the number of security personnel needed to be stepped up, especially during peak periods:

In the summer time you need more security because they are out more long. You have lots of activities going around outside. In the wintertime everybody is inside. (FG #25 SR)

Well what happened last year what happened last year we had like a dozen of them all in the community that was two years ago and then the one time there was six guys on duty that was two years ago and now they have cut back significantly. (FG #5 SR)

7.0 Program Evaluation

The following sections of this report deal with the specific issue of program performance based on the opinions of residents in the San Romanoway community. Additional program-specific questions were added to the QNLS as an addendum (see Appendix A) in order to address the concerns of the Community Coordinator, volunteers and funding agencies who wanted feedback on the performance of programs since the inception of the San Romanoway Revitalization Association.

7.1 Awareness

Generally speaking, programs that were most known to community residents were those that had the highest enrolment and were situated on-site. For example, the Youth Internship program which was an off-site initiative and was part of a larger area intervention was known to only 18.4% of respondents on the QNLS. Residents were

Table 7.1: Program participation and awareness by residents (in %) -- San Romanoway community revitalization programs, 2004

PROGRAM	Awareness (total)*	Took part	Volunteer	Child took part	Know youth enrolled	Know parents of youth enrolled	Haven't heard of program
Youth Against Violence	34.6	0.9	0.6	3.0	3.6	3.9	44.6
Breakfast and After-School Homework	50.6	2.4	0.9	6.3	7.8	6.6	32.8
March Break Camp	39.1	0.3	0	3.9	4.8	4.5	35.2
Summer Camp	45.4	0.6	0.3	4.2	5.1	4.5	30.1
Youth Internship	18.4	0.3	0.3	0.9	1.2	0.9	47.9

* Includes participation, knowledge of others participation and "I have heard about the program." Excludes non-responses/missing data.

most aware of the Breakfast and After-School Homework program (50.6%) and the Summer Camp (45.4%). Table 7.1 outlines the relative community participation in the programs offered.

7.2 Youth Against Violence Program

The San Romanoway Youth against Violence Program is an off-site program run by a trained facilitator for approximately 25 youths ranging in age between 15 and 26. The program was not well known by community residents answering the survey, perhaps due to the fact that it was not located in the community. While the program assists youth from the San Romanoway community and provides drug education and anti-violence training, it is not an exclusive program to the San Romanoway Revitalization Project and other area youths also participate. As with most of the other programs listed in the QNLS addendum survey, support was generally quite high for the Youth against Violence Program. The program scored particularly well in its role of providing anti-

Table 7.2: Youth against violence program: community perceptions, 2004 (in%)

FACTORS	Satisfaction Rate*	Poor	Below average	Fair	Good	Excellent
Drug education (n=43)	78.7	7.0	7.0	20.9	34.9	30.2
Anti-violence training (n=47)	85.1	10.6	4.3	17.0	40.4	27.7
Facilities (n=44)	72.8	6.8	20.5	18.2	20.5	34.1
Space (n=47)	78.7	6.4	14.9	34.0	21.3	23.4
Role of facilitator (n=42)	78.6	9.5	11.9	21.4	31.0	26.2
Violence reduction (n=45)	84.5	4.4	11.1	8.9	40.0	35.6
Community life (n=47)	78.7	4.3	17.0	6.4	38.3	34.0
Overall assessment (n=51)	82.3	7.8	9.8	7.8	41.2	33.3

* Sum of valid percentage reporting fair, good and excellent.
Table does not include "don't know"

violence training (85.1%) and violence reduction (84.5%), and overall community satisfaction with the program was also very high (82.3%).

7.3 Breakfast and After-school Program

The Breakfast and after-School Homework Program was the most well-known program in the San Romanoway community. The modest agenda but crucial role of the program is to provide children between the ages of four and 12 with meals, an outreach worker and a tutor, four evenings per week. The on-site teacher and volunteers from Frontier College assist in the schooling, preparation and tutoring of approximately 52 enrolled children. The overall satisfaction rate was an astonishing 95.3%, and respondents rated their satisfaction with outreach workers in the program at a combined 100%. The program was threatened with closure due to the fact that it was operating in facilities that were not up to the municipal standards. The sub-standard facilities and space were reflected in the ratings of respondents. While residents rated in the level of education, the nutrition of meals, recreational facilities, the role of tutors, and the program's effect on community life in the 90 percentile range, satisfaction with facilities was comparatively low at 65.6%, as was the satisfaction with space at 60.3%. Recent structural changes to the building at 10 San Romanoway are to provide for community programming geared to ameliorate these concerns by residents and government requirements.

For their part, persons associated with the program and especially volunteers seem happy and enriched by participating:

It is good. The kids are really receptive and they are very smart and I am treated well by the administration here as well. (FG #10 SR)

It's good. It's good. Getting to know the children. Getting to know their parents. I think

the program is becoming more and more popular because especially the after school

Table 7.3: Breakfast and after-school program: community perceptions, 2004 (in%)

FACTORS	Satisfaction Rate*	Poor	Below average	Fair	Good	Excellent
Education (n=64)	93.8	1.6	4.7	17.2	37.5	39.1
Nutrition of meals (n=63)	95.2	3.2	1.6	4.8	34.9	55.6
Recreational activities (n=61)	93.4	3.3	3.3	11.5	45.9	36.1
Facilities (n=61)	65.6	14.8	19.7	19.7	29.5	16.4
Space (n=63)	60.3	17.5	22.2	23.8	22.2	14.3
Role of tutors (n=62)	93.5	1.6	4.8	11.3	53.2	29.0
Role of outreach workers (n=50)	100	0	0	8.0	52.0	40.0
Violence reduction (n=59)	88.1	1.7	3.4	6.8	49.2	39.0
Community life (n=61)	95.1	0	4.9	8.2	47.5	39.3
Overall assessment (n=64)	95.3	3.1	1.5	6.3	53.1	35.9

* Sum of valid percentage reporting fair, good and excellent.
Table does not include "don't know"

program is helping to improve the children's grade at school, meals we provide nutritious meals, healthy meals. (FG #5 SR)

Residents also enjoyed the convenience of the program and the assistance it gives them when they come back from work:

After school programs is convenient too. It is the convenience. (FG #10 SR)

7.4 March Break Camp

While awareness of the March Break Camp was rather modest at 39.1%, overall satisfaction was very high at 98.1%. Like the Breakfast and after-School Homework Program, the March Break Camp caters to children aged four to 12 years providing meals and activities, recreational, educational and cultural enrichment. Total enrolment

for this program was 45 children and acted as a bridge for the Breakfast and After-School Homework Program while schools were in recess during the march break. Satisfaction with facilities (60.8%) and space (56%) were again relatively low compared to the very high satisfaction rates for education, nutrition of meals, recreational activities, role of tutors, violence reduction, and contribution to community life which all ranged in the 90th percentile. As in the case of the Breakfast and after-School Homework Program, satisfaction with the role of outreach workers was 100%.

Table 7.4: March break camp: community perceptions, 2004 (in%)

FACTORS	Satisfaction Rate*	Poor	Below average	Fair	Good	Excellent
Education (n=48)	95.8	0	4.2	4.2	54.2	37.5
Nutrition of meals (n=49)	91.8	4.1	4.1	2.0	36.7	53.1
Recreational activities (n=50)	94.0	0	6.0	6.0	52.0	36.0
Facilities (n=51)	60.8	11.8	27.5	11.8	31.4	17.6
Space (n=50)	56.0	12.0	32.0	14.0	24.0	18.0
Role of tutors (n=49)	95.9	0	4.1	4.1	61.2	30.6
Role of outreach workers (n=43)	100	0	0	4.7	53.5	41.9
Violence reduction (n=50)	92.0	4.0	4.0	8.0	44.0	40.0
Community life (n=51)	96.1	0	3.9	5.9	47.1	43.1
Overall assessment (n=53)	98.1	0	1.9	7.5	54.7	35.8

* Sum of valid percentage reporting fair, good and excellent.
Table does not include "don't know"/

7.5 Summer Camp

The Summer Camp for children was the largest enrolment program for children in the San Romanoway community. A total of 84 children aged four to 12 participated in the

program that ran in the summer months between 8 a.m. to 6 p.m.. The summer camp provided activities for children ranging from tennis to swimming and numerous off-site

Table 7.5: Summer camp: community perceptions, 2004 (in%)

FACTORS	Satisfaction Rate*	Poor	Below average	Fair	Good	Excellent
Education (n=44)	90.1	2.3	6.8	9.1	45.5	36.4
Nutrition of meals (n=43)	90.6	2.3	7.0	9.3	41.9	39.5
Recreational activities (n=46)	95.6	2.2	4.3	10.9	39.1	43.5
Facilities (n=46)	71.4	4.3	26.1	15.2	30.4	23.9
Space (n=46)	63.2	4.3	28.3	19.6	26.1	21.7
Role of tutors (n=43)	93.0	2.3	4.7	4.7	53.5	34.9
Role of outreach workers (n=34)	97.7	0	2.9	2.9	50.0	44.1
Violence reduction (n=43)	95.4	0	4.7	7.0	46.5	41.9
Community life (n=43)	95.7	0	4.3	8.5	42.6	44.7
Overall assessment (n=50)	96.0	0	4.0	4.0	52.0	40.0

* Sum of valid percentage reporting fair, good and excellent.
Table does not include "don't know"

field trips. Again, satisfaction with the program was very high. All assessment criteria in the survey scored in the 90th percentile for satisfaction except for facilities and space.

Local residents held the program in high regard:

The summer camp they are running is fantastic... they can have something then the community the children don't have to take buses without going out of the area. They are supported by the University York with the tech systems etc. (FG #5 SR)

7.6 Youth Internship Program

In partnership with Human Resources and Development Canada, and Jobs, Vision and Success of Greater Toronto, the youth internship program provides employment still

training for youth at risk as well as facilitating employment opportunities. The program caters to approximately 20 to 25 youth. The program scored very high in overall community satisfaction (92%) as well as satisfaction with education, job training, life skills, cultural instruction, recreational activities, the role of tutors, role of outreach workers, violence reduction and community life which all scored in the 90th percentile for satisfaction.

Table 7.6: Youth internship program: community perceptions, 2004 (in%)

FACTORS	Satisfaction Rate*	Poor	Below average	Fair	Good	Excellent
Education (n=24)	95.8	0	4.2	12.5	45.8	37.5
Job training (n=23)	95.8	0	4.3	21.7	39.1	34.8
Life skills (n=23)	91.6	0	8.7	13.0	39.1	39.1
Cultural instruction (n=23)	91.6	4.3	4.3	17.4	39.1	34.8
Recreational activities (n=23)	95.6	0	4.3	17.4	52.2	26.1
Facilities (n=24)	83.3	4.2	12.5	20.8	45.8	16.7
Space (n=24)	83.3	4.2	12.5	25.0	41.7	16.7
Role of tutors (n=23)	91.3	4.3	4.3	13.0	52.23	26.1
Role of outreach workers (n=23)	91.3	4.3	4.3	13.0	47.8	30.4
Violence reduction (n=24)	91.6	4.2	4.2	20.8	37.5	33.3
Community life (n=25)	92.0	4.0	4.0	20.0	40.0	32.0
Overall assesment (n=25)	92.0	4.0	4.0	16.0	44.0	32.0

* Sum of valid percentage reporting fair, good and excellent.
Table does not include "don't know"/

Despite low overall awareness, programming for youth was seen as a vital community issue for some focus group participants:

I think we need more youth programs in the centre. I think a lot of the programs they have now are catering to the younger kids and you will see like the older kids they are just outside sitting in the park and then you know they are doing nothing but sitting there

and then you see a lot of the kids here to that the youths they are out of school and they are just sitting outside in the park daily. It becomes a community issue also. (FG #5 SR)

7.7 Future Directions

Question 7 of the “Additional Program-Specific Questions (QNLS)” asked respondents: “would you prefer a stand-alone center? Yes or no”. Although some respondents in stating their reasons for why they would like a stand-alone center or would oppose it seemed to misunderstand “stand-alone” as either off-site or managed by non-community members, there was still overwhelming support (87.5% of respondent) for a community center that would have its own space and facilities.

This sentiment was echoed during focus group discussions:

Well they were saying they were planning on like building a gym around here. I think it would be really good for the kids you know to have a little indoor gym instead of going to the one all the way up to [name] centre which is a distance for some kids that who have to cross the lights and stuff like that you know something around here would be so good for them you know. (FG #10 SR)

I think it is a fantastic one! The centre that is going to be opening up No. 10 building for the after school program. (FG #5 SR)

Yes hum the changes with the after school program the renovations that they are planning on doing in the No. 10 Building. I think it is excellent because they do provide more space for the children. (FG #25 SR)

Yeah! I don't know it would be nice if they can finish the pool. I know they have been working on it this time like for the whole summer. Summer started and all of a sudden the pool is closed. (FG #25 SR)

Table 7.7.1: Support for suggested planned programs in the San Romanoway community, 2004 (in %)*

Rank	Program (description as it appears on questionnaire)	Rate of positive support**	Excellent positive effect
1	An anti-violence project specifically aimed at young women and girls.	82.4	28.5
2	A woman's assistance and referral program for women who suffer violence from their partners.	82.0	34.9
3	An immigrant/newcomer program to assist in the adjustment to life in Canada by recent arrivals to this country. The program would assist these persons with life skills, immigration process and general adaptation.	81.6	32.2
4	Linc program- ESL instruction .	81.2	36.0
5	A YouthSense program in association with the Jane-Finch Mall and the City of Toronto for the training of youth in retail sales, life skills, and getting employment	79.2	49.2
6	A Seniors drop-in program	78.3	27.8
7	Mom-tots drop-in.	77.5	24.7

* Responses in answer to question: "... please indicate how you would rate these proposed programs for their possible positive effect on your community."

** Percentile sum of valid responses fair, good and excellent, including "don't know" in denominator.

There is widespread community support for new initiatives such as an anti-violence project for young women and girls, a woman's assistance program for women and children who suffer from domestic violence, an immigrant and a newcomer program, English as a second language instruction, more programming for youth employment, as well as programming for seniors and for mothers:

I think it is for seniors to communicate. (FG #25 SR)

I would probably like to see some sort of programming for I don't know if I should say senior citizens or the older folks. In my moving around with people I found out there are a lot of lonely people around here even in No. 5 I was amazed. You know elderly

people living by themselves they don't even see anybody you know unless maybe some homecare person coming whenever just to look after them. I think if something can be done for these folks in Building No. 5 would probably can form some sort of an association or something. So they can meet or just talk for a five or ten minutes. (FG #5 SR)

They sound so good but even the senior program I am not sure if they have that yet but it sounds very good. You know seniors would drop in and I guess see if they are taking their medication and stuff like that. I am not quite sure but really it is all about. (FG #10 SR)

Counselling, counselling, I would send them to counseling. (FG #25 SR)

I think it is very unsafe and a new playground is needed. (FG #5 SR)

You can form a Bingo Association and utilize this Rec Centre for seniors to come for a couple of hour just something. Have some coffee or talk. There is definitely a need for that. I really sense that because once you come outside there is nowhere to sit no where to talk no where to go. (FG #5 SR)

Even in advance of the publication of this document, the San Romanoway Revitalization Project has already participated in a YouthSense initiative for the wider Jane-Finch community, financed by Jobs Corps. of the City of Toronto where you are given additional employment and life skills training especially in retail and food services. An important participant in this program is the Jane-Finch Mall. Other programs that have been initiated included a Positive Parenting and Anger Management program financed by the John Howard Society, and a Freedom from Violence Project sponsored by the United Way which caters to women and children suffering from or witnessing domestic abuse that is offered on-site by a domestic violence coordinator. Additional

programming is also in the works for seniors, and anti-violence training for girls and young women.

Given community concerns and preferred programming it appears that the San Romanoway Revitalization Project is on track to respond to the needs of residents. A repeated concern and limitation for existing programming reported on the QNLS survey addendum was the repeated complaint of low satisfaction rates with facilities and space. Steps are already under way to provide the type of space that respondents noted was lacking for programs such as the Breakfast and after-School Homework Program and the March Break Camp. The San Romanoway community is currently undergoing structural changes that will provide for more space and facilities for programming. Residents were asked what additional infrastructure changes they would like to see the San Romanoway community for one-site multi-purpose community centre. Of those that responded to this survey question, 33.3% wanted to see the basketball courts revamped and another 29.2% wanted to see some on-site medical services provided.

As I said before I think a gym would be good for the kids to really keep them busy you know and keep them playing around and staying out of trouble type of thing ya (FG #10 SR)

I think the gym would be a really good idea. Seeing what it is like when the children are occupied there is a lot of stress. (FG #10 SR)

It would be nice to see a little bit more grass area there for kids to be able to play like a soccer field or baseball diamond because I mean they got the playground there but you know I mean that is for the smaller kids but for the older kids there is really no like not really like grass area for them to play. (FG #25 SR)

Even with community improvements, a sense of ownership and responsibility for these changes needs to be developed:

Even the playground cost a lot of money right but you we the parents who live here we send our kids out and then care nothing and let them do what they want to do so who is the suffering around right. (FG #25 SR)

For me what I would like to see is more owners in my building and more interested in keeping the standards high and more fuller participation in running the units. (FG #5 SR)

That is the problem here that the people here don't take pride on where they live. (FG #25 SR)

Table 7.7.2: Building/infrastructure changes residents would like to see in the San Romanoway community, 2004

Rank	Improvement	n	%
1	Basketball courts	16	33.3
2	On-site medical services	14	29.2
3	Lobby repair	8	16.7
4	Multi-purpose centre and gym	5	10.4
5	Gymnasium	4	8.3

Based on quantification of written responses to "What structural (building) changes would you like to see in your community?"

Of course, funding for all of these program initiatives are intermittent and one of the primary tasks of the coordinator is to continuously re-apply for national, provincial and municipal support as well as relying on the contributions of private charitable organizations. A primary concern for the future vitality of the San Romanoway community, therefore, is reliable funding to maintain the positive and sometimes dramatic effects that have been realized over the past two years.

8.0 Conclusions

There have been some rather dramatic changes in the San Romanoway community over the past two years: new programming, heightened community participation, a general improvement in feelings of safety, and reductions in violence and household crime victimization rates. In the general milieu of the Jane-Finch area, poor urban planning, relative deprivation, and concentrated suburban poverty have led to significant strains on community living. Nonetheless, the San Romanoway Revitalization Association and the community crime prevention project have demonstrated that quality of neighbourhood life can improve, cultural diversity can be a tremendous asset, and progressive interventions can help and empower residents.

This Interim Report is only an empirical barometer of what many have already clearly observed – things are getting better in the community. With all of this progressive change, however, it is important to note that there is still much room for improvement. While crime victimization rates have gone down considerably, they are still well above the average. While fear of crime has decreased, an alarming number of San Romanoway community residents report feeling unsafe while walking alone in their neighbourhood after dark. Residents want to see continued change. They are concerned about their community and their security. There is still considerable work to be done and with the building of the new community resource centre, a new home for programs and cultural enrichment will be available. In this time after transition and momentum it is important that federal, provincial, and municipal agencies continue to fund the diversity of on-site programming that has contributed significantly to the overall improvement of quality of life in the San Romanoway community.

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