

PLEASANT HILL

Neighbourhood Safety

Safety Audit Final Report



June 10, 2005
Community Services Department
City Planning Branch
Approved by City Council June 27, 2005


City of
Saskatoon

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1.0 Executive Summary

“Let this be a report of hope.

We are tired of focussing on the negative activities in our neighbourhood. We need to focus on the positives.”

Pleasant Hill Safety Audit Committee participant

Local Area Planning is a community-based process that brings residents, business owners, and other community stakeholders together with representatives of the City of Saskatoon to produce a comprehensive plan (a Local Area Plan) to guide the future growth and development in a specific neighbourhood. Several Local Area Plans, including those for Pleasant Hill, Caswell Hill, Nutana, and King George have resulted in requests to address various crime and public safety-related issues.

In the Pleasant Hill Local Area Plan (2002: pg 78), the community expresses a number of broad safety-related goals:

- To ensure that Pleasant Hill is a safe place to live, work, and visit;
- To reduce the perception of Pleasant Hill as an unsafe neighbourhood;
- To eliminate the occurrence of prostitution in the neighbourhood;
- To foster a long-term community-based, cooperative approach to neighbourhood safety and crime prevention;
- To foster an improved relationship between the Pleasant Hill community and Saskatoon Police Service;
- To recognize and coordinate supports within the community that exist to improve overall neighbourhood well being;
- To enhance and monitor the effectiveness of new initiatives to improve safety over time in Pleasant Hill; and
- To ensure that all residents in Pleasant Hill are informed about what to do in the event of an emergency.

While some of these goals lie outside the direct scope and influence of this report, these goal statements represent an initial, coordinated attempt by the community to identify crime and safety issues in the Pleasant Hill neighbourhood. As such, these goals have been considered carefully in developing recommendations. Indirectly, the recommendations of the Pleasant Hill Safety Audit Report will influence all of these goals to some degree.

The request for a neighbourhood-wide safety audit is one of several safety-related recommendations in the Pleasant Hill LAP, a document that serves as a municipal platform for the community's voice.

Specifically, the Pleasant Hill Local Area Plan Neighbourhood Safety Recommendations that this report addresses are the:

“Crime Prevention Through Environmental Design Recommendations

That the Community Services Department and Police Services in partnership with the Pleasant Hill Community Association, and other stakeholders coordinate and facilitate a Safety Audit using the principles of Crime Prevention Through Environmental Design in Pleasant Hill; and

That the Community Services Department and Police Services in partnership with the Pleasant Hill Community Association, and other stakeholders present the Pleasant Hill Safety Audit Report to the Safer City Committee and City Council.”

Public involvement in planning for crime prevention and public safety in the city of Saskatoon, through the application of the principles of CPTED, has been primarily through Administrative reviews and the safety audit process. A number of safety audits in a variety of locations have been completed over the past several years. Various streets, parks, and buildings in Saskatoon have all been the subjects of safety audits, most recently, 25th Street between Spadina Crescent and Third Avenue. The neighbourhood-wide safety audit in Pleasant Hill is unique from previous audit processes in Saskatoon due to its scale (neighbourhood-based), number of participants (over 100) and time frame (four months). The Pleasant Hill neighbourhood is also unique in that it has some challenges to address. It has a complex and unique combination of land uses, demographics, and history that impact on specific people and places in the neighbourhood. The residents themselves have defined their neighbourhood as being “in crisis”. Section 3.0 provides a basic demographic profile of Pleasant Hill neighbourhood and a summary of recent crime trends.

A safety audit is guided by a group (or groups) of local stakeholders gathered together in an area of mutual concern in the neighbourhood to note concerns about the opportunity for crime, personal safety, and perceptions of safety. Similarly, the neighbourhood-wide safety audit in Pleasant Hill identified citizens' perceptions of crime and safety in public places. Based on the results of this community-based exercise in problem identification, it is possible to identify specific and thematic issues to which the City of Saskatoon can respond. The results of the safety audit, or perception survey, are summarized in this report.

As mentioned earlier, the principles of CPTED are at the core of the safety audit process. Crime Prevention Through Environmental Design (CPTED) is a collaborative, multi-faceted approach to reducing opportunities for crime, improving perceptions of safety, and strengthening community bonds. CPTED emphasizes the relationship between the immediate physical environment and social behaviour related to crime. Proponents of CPTED believe that thoughtful design features, effective use of physical space, and community involvement can lead to reduced opportunities for crime and diminished fear of crime. CPTED strategies are usually developed jointly by a number of trained individuals to ensure a creative and balanced approach to problem solving. It is critical that CPTED strategies include public participation to ensure inclusivity in problem definition, strengthen community bonds, and encourage ownership of resulting plans.

The context within which crime occurs in an area is important and can only be adequately addressed through the process of a Risk Assessment. Risk Assessments are a systematic method for crime and problem diagnosis, ultimately meant to take the guesswork out of applying CPTED principles. Risk Assessments combine scientific field research and analytical methods with the practical experience of crime prevention practitioners and the perception of community members; a combination of quantitative (statistical) and qualitative (perception) approaches. A Risk Assessment contains quantitative data very much like what you would find in a Local Area Plan. The qualitative data in a Local Area Plan comes from the participation of the community and understanding how they think of their community and why. A Safety Audit is a tool used within the Risk Assessment to identify residents' perceptions of their safety and their neighbourhoods safety.

“The concept of a safety audit comes from a belief that the physical design of an area can make it easier for criminal activities to take place”¹. The intent of the safety audit is to offer a way for regular users of an area to identify features of the environment which threaten their feelings of safety or help users feel more comfortable in their community. Because local residents are most familiar with safety issues in their neighbourhood, the local experts, it is crucial that they take the initiative in identifying areas in need of change. Bringing about this change should then become the joint responsibility of audit participants, the broader community, and local government.”²

The Pleasant Hill Safety Audit project is unique in Saskatoon. It is, to date, the largest safety audit completed in the city. This safety audit's geographic area encompassed approximately 53 city blocks and 18 separate audit locations in the Pleasant Hill Neighbourhood, and was completed over a four month period. The scale, integration, and comprehensiveness of this municipal project make it one of only a few that has been completed in Canada.

¹ Calgary Safety Audit Handbook, The City of Calgary: pg. 2.

² *ibid*

2.0

Summary of Recommendations

For detailed information on these recommendations, please see *Section 6.0 Significant Findings and Recommendations* on page 32.

6.1 Image

6.1.1 Formal Neighbourhood Entry Point

That Administration work with the Community Association to designate and enhance the main entry points into Pleasant Hill.

6.1.2 Sidewalk Construction

That Administration meet with the Pleasant Hill Community Association to inform them of the approved Capital Budget project to address surface deficiencies identified in the Pleasant Hill Local Area Plan and the timing of the program.

That Administration study the feasibility of extending this Capital Budget to include sidewalk construction on 19th Street (1700 and 1800 block) and 21st Street (1100, 1400, 1500, 2100 and 2200 block).

6.1.3 Street Paving

That Administration meet with the Pleasant Hill Community Association to inform them of the approved Capital Budget project to address surface deficiencies identified in the Pleasant Hill Local Area Plan and the timing of the program.

6.1.4 Garbage Collection

That Administration meet with the Pleasant Hill Community Association to inform them of the new Waste Bylaw (No. 8310) adopted May 3, 2004 and the new communications being developed on solid waste management.

6.1.5 Large Item Garbage Pick Up

That Administration meet with the Pleasant Hill Community Association to inform them of the Youth Works Program for large item garbage pick up and that measures are taken to educate the community on proper procedures to dispose of large items and bylaws enforcing appropriate disposal.

6.1.6 20th Street Redesign

That Administration review the extent of the 20th Street Master Plan and propose a Capital Budget project that would implement a street design plan for 20th Street, from Avenue H to Avenue W, that is consistent with the 20th Street Master Plan.

6.1.7 20th Street Boulevard Maintenance

That Infrastructure Services extend the Gravel Street Upgrades Capital Budget Project to include the boulevards, as recommended in the Infrastructure Expenditure Recommendation of the Pleasant Hill Local Area Plan. This will set up funds for Parks Branch to reconstruct appropriate boulevards in the neighbourhood and examine alternatives to grassed boulevards if warranted; and

That Administration, further to their February 24, 2004 meeting, continue to meet with the Pleasant Hill Community Association on the Boulevard Maintenance Recommendation to establish options and strategies that will improve the appearance of boulevards in Pleasant Hill.

6.2 Territoriality

6.2.1 Upgraded Street Signs

That Administration examine the feasibility of a Capital Budget project to replace existing sign plates with larger sign plates, involve the community in selecting a unique design for these sign plates, and work with the community to create an inventory of damaged or hidden street signs.

6.2.2 Install Street Signs on 17th Street West

That Administration designate the 1700/1800 block of 17th Street West by installing signs at the northeast corner of 17th Street and Avenue S and the intersection of 17th Street West and Avenue Q.

6.2.3 Graffiti Vandalism

That Administration work with the community to develop a strategy to educate residents and businesses on existing programs to combat graffiti vandalism such as the Graffiti Wipe Out Kit and the Graffiti Hotline and educate residents about the importance of dealing with graffiti vandalism immediately.

6.2.4 Negative Messaging

That Administration work with the community to educate residents about the potentially harmful impacts of negative messages attached to private property and encourage alternative expressions that promote a positive image for Pleasant Hill.

6.2.5 Tenant/Landlord Registry

That Administration facilitate the development of a tenant/landlord registry in Pleasant Hill in collaboration with community stakeholders and other relevant agencies such as Saskatchewan Health Services and the Saskatchewan Department of Community Resources and Employment.

6.2.6 Vacant Lots

That Administration work with the community to help them develop a strategy to contact property owners of existing vacant lots in the neighbourhood to encourage appropriate access control and maintenance on vacant lots; and

That Administration report the results of the Housing Indicators Project (Capital Project No. 1711) with specific reference to vacant lots in the Pleasant Hill neighbourhood.

6.2.7 House Numbers in Back Lanes

That Administration work with the community to encourage the identification of all properties, front and rear access, with appropriate civic address numbers, and educate residents about the safety benefits related to providing house numbers in rear lanes.

6.3 Access Control

6.3.1 Transport Truck Access on Avenue P South

That Administration update the Pleasant Hill Community Association on the progress and potential impact of the proposed changes to the City of Saskatoon Traffic Bylaw as it applies to large transport trucks on Avenue P and Avenue W.

6.3.2 Lanes North and West of St. Mary's School Site

That Administration work with the community and the St. Mary's School Parent Council to implement and monitor pedestrian safety measures in the lanes surrounding St. Mary's School, particularly after the installation of the Pedestrian Activated Light on the 300/400 block of Avenue P South.

6.3.3 Traffic Volume on 100 Block Avenue V

That Administration conduct traffic cordon counts on the 100 block of Avenue V South to determine if traffic flow is excessive, and report the results to the community.

6.3.4 Transit Service on 22nd Street West

That Administration meet with the community to inform them of the results of the Saskatoon Transit Services Strategic Plan Study as it relates to Pleasant Hill, and discuss options for the possibility of improving transit service/access along 22nd Street West.

6.4 Natural Surveillance

6.4.1 Tree Trimming

That Administration review the tree maintenance schedule to accommodate safety related concerns and consider raising the priority of tree trimming in neighbourhoods with mature trees that have been identified as problems through a Crime Prevention Through Environmental Design (CPTED) Risk Assessment or Safety Audit; and

That Administration establish a budget to clear foliage from around light standards to improve visibility along residential streets in Pleasant Hill.

6.4.2 Pedestrian Lighting

That Administration:

- i) review the state of pedestrian-level lighting in Pleasant Hill and take steps to ensure that sidewalks are appropriately lit, particularly along major pedestrian pathways; and
- ii) review lighting provided on 19th Street West and 21st Street West, within the neighbourhood boundaries, to identify opportunities to improve natural surveillance and user safety.

6.4.3 Steve Patola Park

That Administration work with the St. George's Senior Citizens' Club to establish a plan for tree trimming in Steve Patola Park.

6.4.4 Porch Light Installations

That Administration work with the community to establish a Front Porch Light Program to encourage installation and regular use of porch lights.

6.5 Conflicting User Groups

6.5.1 Walking Club

That Police Services assist the community in establishing a neighbourhood Citizen Patrol Program and develop an approach that is responsive to the community's unique challenges and needs.

6.5.2 Drug Trade Activity

That Administration educate the community on established programs and processes related to identifying, reporting, and investigating suspected drug houses in the neighbourhood.

6.6 Crime Generators

6.6.1 Bus Shelters

That Administration promote and expand the Adopt-A-Shelter program in Pleasant Hill.

6.6.2 Light Standards in Grace Adams Metawewinihk Park (North Section)

That Administration provide protective equipment for light bulbs (cages, covers or other materials) in the Park.

6.6.3 Front vs Rear Lane Garbage Pick up

That the Administration work with the Community to determine the appropriateness and desirability of front-street pick up service for Pleasant Hill.

6.7 Activity Support

6.7.1 Pleasant Hill Recreation Unit Park

That Administration raise the priority of the Pleasant Hill Local Area Plan Park Upgrade Recommendation, and in consultation with relevant community stakeholders, review the use and design of Pleasant Hill Recreation Unit Park to identify options to improve natural surveillance and use of the Park.

6.8 Land Use Mix

6.8.1 413 Avenue O South

That Administration meet with relevant property and business owners to determine a strategy to address public safety concerns at 413 Avenue O South.

6.8.2 Canadian Pacific Railway Right-of-Way (CPR ROW)

That Administration report back to the community on the findings of the Pleasant Hill Local Area Plan Pedestrian Linkage Recommendation, recognizing that this is an active mainline and that the employees and equipment of CPR, as well as the residents of Pleasant Hill must be protected.

6.9 Neighbourhood Cohesion

6.9.1 Community Centre

That Administration update the Pleasant Hill Community Association on the potential for development of a community centre or a central gathering place in the Pleasant Hill area.

6.9.2 Break and Enter Prevention Education

That Administration establish a budget to publish the *Residential Break and Enters: What to Do* booklet (City of Saskatoon 2000), and as a pilot, distribute it to every household in Pleasant Hill.

6.10 Community Culture

6.10.1 Public Announcement Boards

That Administration report on the feasibility of creating public announcement boards in Pleasant Hill in consultation with the community, and that consideration is given to integrating this with Recommendation 6.1.1, Formal Neighbourhood Entry Point, to form aesthetic and informational entry points to the Pleasant Hill neighbourhood.

6.10.2 Youth, Seniors, and Family Programming

That Administration report back to the Pleasant Hill Community Association on the strategy for addressing barriers to participation; and

That Administration help the Pleasant Hill Community Association connect with other organizations that offer programming that may fill programming gaps not filled by City of Saskatoon programming within the neighbourhood.

6.10.3 Public Art

That Administration aid the Pleasant Hill Community Association in making contact with other organizations, such as the Riversdale Business Improvement District, that can help them develop a Community Arts Program that would:

- involve community members and stakeholders;
- recognize local artists and artist groups;
- identify neighbourhood locations for permanent and temporary public art displays;
- identify sources of funding; and
- celebrate the culture, diversity, and history of the neighbourhood.

6.11 Community Threshold

6.11.1 Rentalship vs. Home Ownership

That Administration:

- (i) report back to the Pleasant Hill Community Association on completion of the Pleasant Hill Local Area Plan Housing Deterioration and Abandonment Recommendation, the Vacant Lots Recommendation, and the Senior's Housing Development Recommendation; and
- (ii) report annually to the community on the percentage of home ownership vs rental to track trends in the neighbourhood.

6.11.2 Apartment Blocks

That Administration:

- (i) report back to the Community Association on the completion of the Housing Deterioration and Abandonment Recommendation;
- (ii) work with apartment owners and managers to identify strategies, under the Property Maintenance and Nuisance Abatement Bylaw, 2003 (Bylaw No. 8175), to increase maintenance standards (interior and exterior) of dilapidated buildings in the neighbourhood; and
- (iii) organize an information meeting so that the Saskatchewan Housing Corporation can educate the residents and property owners on the Provincial Government's new Home First policies which address housing safety and maintenance for rental properties.

6.11.3 Employment Opportunities for Residents and Populations At Risk

That Administration, where opportunities present themselves, continue to hire residents to assist with Pleasant Hill Local Area Plan implementation projects (e.g. short-term maintenance projects, flyer delivery, etc.) and encourage populations at greater risk to become involved in crime activity to apply for these positions.

6.12 Connectivity

6.12.1 Community Policing Model

That Administration facilitate a meeting to allow community members to learn about Community Policing and the progress of shaping the Community Policing model in Saskatoon and Pleasant Hill.

6.12.2 Pleasant Hill Community Association Safety Sub-Committee

That Administration report on the feasibility of working with the community to establish an on-going safety sub-committee to assist with implementation of the recommendations of the Pleasant Hill Safety Audit Report and other issues related to crime safety.

6.13 Monitoring and Evaluation

6.13.1 Effectiveness Monitoring

That Administration report back to the Community Association on the process for monitoring the impact and effectiveness of Local Area Plan recommendations once it is complete.

6.13.2 Monitoring Neighbourhood Stress Factors

That Administration report back to the Community Association on the process to establish and maintain a system of statistical measures to monitor neighbourhood stress factors, and that this process be presented to the Pleasant Hill Community Association when completed.

6.13.3 Crime Statistics and Data Collection

That Administration implement a system to monitor crime statistics and calls for service data in a form that can be queried for any geographic area, but specifically at the neighbourhood level.

2.1 The Need for Integration

Many of the recommendations in the Pleasant Hill Safety Audit Report are interconnected in that the implementation of one item may have relevance or implication for the implementation of another. For example, establishing a walking club (Recommendation 6.5.1) may not only work to displace some of the sex trade activity in Pleasant Hill, but it may also help to put “more eyes” on the Pleasant Hill Recreation Unit Park (Recommendation 6.7.1), and it may also encourage residents to leave their porch lights on (Recommendation 6.4.7).

Further, certain recommendations in the Pleasant Hill Safety Audit Report not only address the CPTED principle under which they are classified, but also contribute toward community building and cohesiveness. For example, a formal neighbourhood entry point (Recommendation 6.1.1) is meant to improve Pleasant Hill’s image by providing an attractive symbol of welcome, but the process of designing, erecting, and celebrating the new entry point may also help to strengthen community bonds and build community capacity for teamwork. Another example of this would be a graffiti vandalism wipe-out in Pleasant Hill. Addressing graffiti vandalism not only helps legitimate users to express territoriality, it also helps to improve the community’s image and increase community cohesiveness through teamwork.

Finally, it is important to note that many of the recommendations in Section 6.0 could easily have been classified under several different CPTED principle headings. For example, the

recommendation concerning graffiti vandalism (Recommendation 6.2.3) was classified as a territoriality issue, but it could also have been considered an issue of image and maintenance or an issue of conflicting user groups. Therefore, a graffiti paint-out may not only help to re-establish the territory of legitimate users, it may also help to improve the image of the neighbourhood, ease potential conflict by bringing youth and adults together, and build community cohesiveness within the neighbourhood. These examples show how critical it is to encourage an integrated approach to implementation. There is significant potential to derive secondary benefits from implementing many of the Pleasant Hill Safety Audit recommendations.

The development of a Crime Prevention Through Environmental Design (CPTED) strategy is based on a community's ability to identify and influence the factors, perceptions, and relationships that affect crime and safety in their neighbourhood. Successful implementation of a CPTED strategy is also dependant upon the community being the core of a partnership among residents, business owners, volunteer organizations, civic, provincial, federal, and aboriginal governments, and other organizations, agencies, and stakeholders. Ultimately, modifications to the built environment must be accompanied, and supported, by a corresponding change in the social environment if public spaces are to be made defensible and people are to restore a sense of safety in the public realm.

Implementation and evaluation, through active participation of the community stakeholders, of the Safety Audit recommendations is critical to the success of these recommendations. Many of these recommendations are closely linked to the Local Area Plan recommendations, and will require a coordinated approach to implementation.

The Local Area Plan Implementation and the Neighbourhood Safety Capital Budget Projects will be the leads in a coordinated plan to implement these recommendations in partnership with other civic departments and the community stakeholders. An Open House will be held this summer to widen the volunteer base, educate the community, and move the recommendations of this report forward.

3.0 Pleasant Hill Neighbourhood Profile

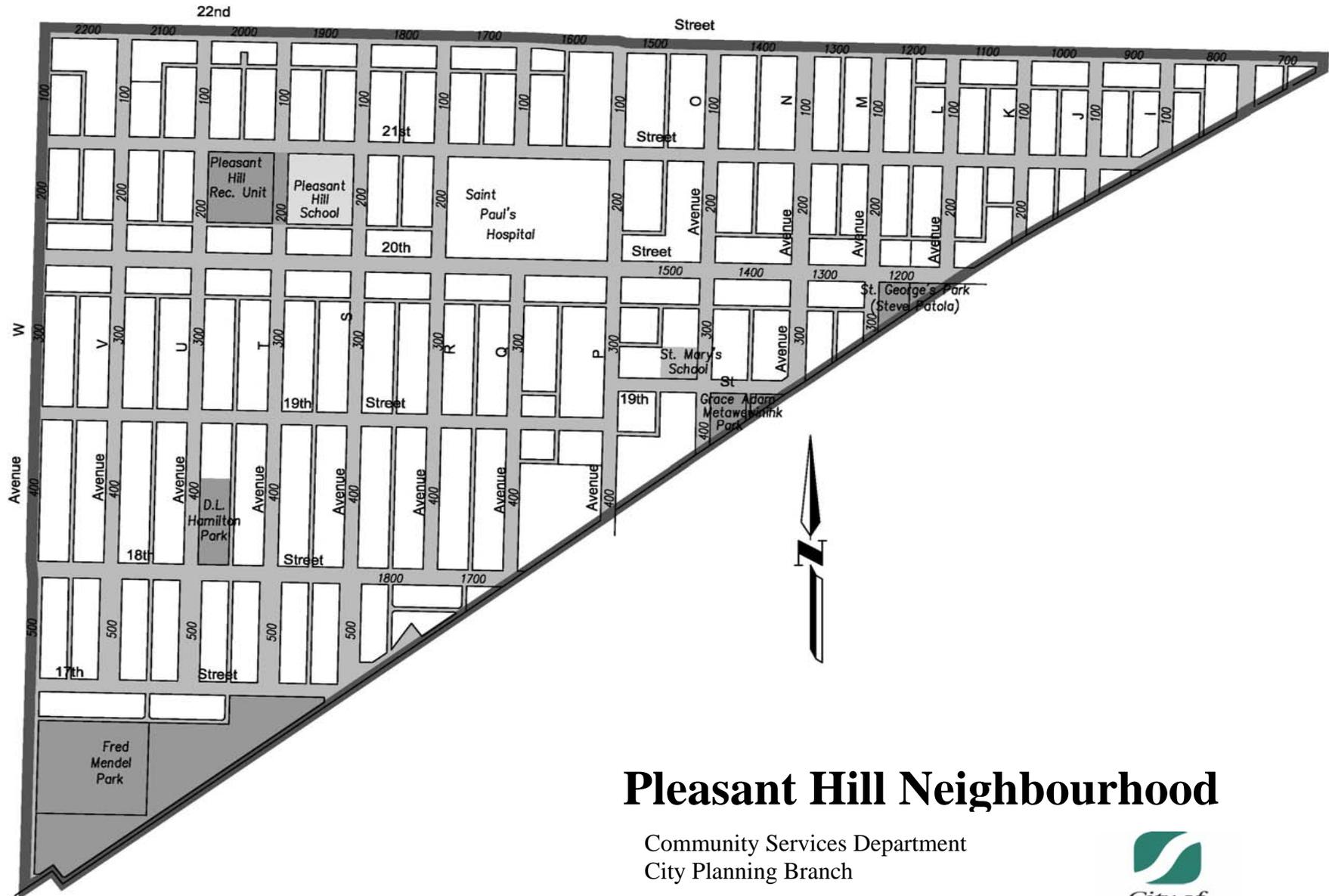
3.1 Introduction

One of Saskatoon's earliest established communities, Pleasant Hill is located approximately one mile west of the downtown core. Map 1 shows the neighbourhood, bounded by 22nd Street West on the north, Avenue W South on the west, and the Canadian Pacific (CP) Railway line to the south; and is an area of approximately 53 city blocks.

Pleasant Hill is home to a number of significant establishments including a hospital (St. Paul's); various places of worship (St. George's Ukrainian Cathedral, St. Mary's Roman Catholic Church, Avalokitesvara Buddhist Temple); two elementary schools (St. Mary's School and Pleasant Hill Community School); a variety of support services; and commercial and industrial businesses. The neighbourhood also features a number of parks: Pleasant Hill Recreation Unit Park; Fred Mendel Park; D.L. Hamilton Park; Steve Patola Park; and Grace Adams Metawewinihk Park. Commercial development in Pleasant Hill is concentrated mainly along 20th Street West and 22nd Street West, while most industrial land uses are located near the CP Railway line.

Pleasant Hill has many of the physical attributes typically associated with mature neighbourhoods in Saskatoon, including back lanes, a wide variety of housing stock, and fully grown Elm trees lining the Avenues. The general appearance of streetscapes within the neighbourhood is highly variable, however. While many streets in the southern portion of the neighbourhood are well maintained and feature wide grassy boulevards, streets just a few blocks north and east are clearly neglected, lacking sidewalks and even paving.





Pleasant Hill Neighbourhood

Community Services Department
City Planning Branch

Map 1



Public involvement in planning for crime prevention and public safety in the city of Saskatoon, through the application of the principles of CPTED, has been primarily through CPTED reviews and the safety audit process. A number of safety audits in a variety of locations have been completed over the past several years. Various streets, parks, and buildings in Saskatoon have all been the subjects of safety audits, most recently, 25th Street between Spadina Crescent and Third Avenue. The neighbourhood-wide safety audit in Pleasant Hill is unique from previous audit processes in Saskatoon due to its scale (neighbourhood-based), number of participants (over 100) and time frame (four months). The Pleasant Hill neighbourhood is also unique in that it has some challenges to address. It has a complex and unique combination of land uses, demographics, and history that impact on specific people and places in the neighbourhood. The residents themselves have defined their neighbourhood as being “in crisis”. Section 4.0 provides a basic demographic profile of Pleasant Hill neighbourhood and a summary of recent crime trends.



D. L. Hamilton Park

3.2 Demographic Trends

Demographic statistics provide an initial picture of the present state and potential future condition of Pleasant Hill. Data for Pleasant Hill between 1993 and 2003 shows that:

- the total population in Pleasant Hill grew by 9% (SHIR)³;
- the population of seniors in the neighbourhood decreased by 23% (SHIR);
- the number of school-aged children increased 19% (SHIR);
- the population of Aboriginal people in Pleasant Hill rose 93% between 1991 and 2003, while the proportion rose from 23% to 35% (SHIR) (the highest concentration of Aboriginal people living in Saskatoon); and
- between 1996 and 2001, the number of lone-parent families rose 16% (Saskatoon Neighbourhood Profiles, 7th edition).

A number of other social and economic trends are noteworthy for Pleasant Hill:

- In 1998, nearly one quarter of the population in Pleasant Hill relied on Social Assistance (LAP 2002);
- In 2001, 56.4% of families were classified as low income (defined as spending more than 70% of income on essentials such as food, clothing, and shelter); (Statistics Canada and 2001 Census Dictionary); and
- Since 1981, the number of employed persons in Pleasant Hill has shown an overall decreasing trend while the unemployment rate in Pleasant Hill has been increasing (LAP 2002).

Statistically speaking, the Pleasant Hill community faces some major challenges to its stability. If the population continues to grow more homogenous in composition, if the balance among age classes and income groups continues to be eroded, and if the unemployment rate continues to grow, then the diversity and balance required for a healthy neighbourhood community may become very difficult to maintain or recover.

³ Saskatchewan Health Insurance Registration data, 2003

There are, however, positive demographic trends mentioned in the Pleasant Hill LAP:

- Between 1996 and 2001, the average income in Pleasant Hill increased by 30% (SHIR);
- Between 1993 and 2003, the number of adults aged 30-44 increased by 28% (SHIR); and
- There is a high degree of ethnic diversity in Pleasant Hill (Ethnic Concentration Diversity Index value of 40.38 compared with 29.00 for Saskatoon) (Saskatoon Neighbourhood Profiles, 7th edition).

These trends may be important indicators of a better future for Pleasant Hill. The high proportion of 30-44 year olds may be considered an advantage in that there is a relatively large pool of adults available for leadership and development within the community. In addition, ethnic diversity can be developed into a valuable community asset. This unique characteristic can be used to develop and market Pleasant Hill as a unique and desirable location within Saskatoon.

3.3 Crime Activity Profile

Crime is a significant issue in the community of Pleasant Hill. Residents have repeatedly expressed concern about the erosion of the social well being of the neighbourhood by criminal activity such as "...vandalism, arson, break and enter, prostitution, and the sale of illegal drugs" (LAP 2002:38). In fact, the occurrence and perception of crime in Pleasant Hill was named the number one issue that affects residents (LAP 2002:78). To provide context for these statements, Table 2.1 presents statistics that specify what proportion of criminal activity in Saskatoon occurred in the Pleasant Hill area in 2003.⁴

Typically, the Saskatoon Police Service does not collect detailed crime statistics on a neighbourhood level, but rather by a quadrant basis. The quadrants can be mixed together to approximate the equivalent area of a neighbourhood. The City of Saskatoon, City Planning Branch, has been working with the Saskatoon Police to enhance the crime statistics that are collected and recorded on a quadrant basis in order to provide a general analysis for individual neighbourhoods undergoing Local Area Plans, Risk Assessments or Safety Audits. The Saskatoon Police Service is working in partnership with other departments towards a comprehensive Geographic Information System (GIS) that will allow easier access and analysis of crime and other data.

⁴ Data collection boundaries used by Saskatoon Police Service do not correspond exactly with City of Saskatoon neighbourhood boundaries. Statistics are collected on a quadrant level such that the data collection area that includes Pleasant Hill also includes significant portions of Riversdale and West Industrial. As such, violation occurrences reported in Tables 2-1 and 2-2 may actually have occurred in adjacent neighbourhoods. As a result, statistics associated with Pleasant Hill may be inflated to some degree. In addition, crime categories listed in these tables are not exhaustive in that they do not include all categories of crime; rather they are a sample of the major categories which include crimes against the person, crimes against property and other crimes.

Pleasant Hill Safety Audit Report

In this case, the three quadrants that encompass the Pleasant Hill neighbourhood take in a much larger area than the neighbourhood itself and this will skew the data. Figure 4.1 shows the data collection boundary used by Saskatoon Police Service to compile crime statistics for Quadrants 5047, 5048, and 5147, which is an area that accounts for the Pleasant Hill neighbourhood. Police Services were unable to specifically break out the statistics for Pleasant Hill proper. This means that these statistics are accurate for an area much larger than the neighbourhood of Pleasant Hill. Some of the incidents will have occurred outside of Pleasant Hill, but there is no way, at this time, to access the crime data to show only the incidents in Pleasant Hill.



Figure 3.1: Crime Statistics – Data Collection Boundaries for Quadrants 5047, 5048, 5147.

Violation	2003			2002		
	Saskatoon	Quads. 5047, 5048, 5147 (includes Pleasant Hill)	Quads. 5047, 5048, 5147 (includes Pleasant Hill) as a % of Saskatoon's Total	Saskatoon	Quads. 5047, 5048, 5147 (includes Pleasant Hill)	Quads. 5047, 5048, 5147 (includes Pleasant Hill) as a % of Saskatoon's Total
Violations Causing Death	8	3	37.50%	6	3	50.00%
Attempted Murder	6	2	33.33%	4	0	0.00%
Sexual Assaults	316	36	11.39%	362	56	15.47%
Assaults	2,723	478	17.55%	2,600	551	21.19%
Robbery	325	72	22.15%	340	66	19.41%
Armed Robbery	410	61	14.88%	192	34	17.71%
Criminal Harassment (Stalking)	221	14	6.33%	256	16	6.25%
Arson	158	23	14.56%	101	16	15.84%
Break & Enter – Residential	3,080	324	10.52%	2,398	274	11.43%
Break & Enter – Business	965	59	6.11%	634	73	11.51%
Break & Enter – Other	664	47	7.08%	700	46	6.57%
Total Break & Enter	4,709	431	9.15%	3,732	393	10.53%
Theft of Motor Vehicle	1,778	182	10.24%	1,264	118	9.34%
Theft Over \$5,000	82	0	0.00%	82	1	1.22%
Theft Under \$5,000	9,206	449	4.88%	7,945	450	5.66%
Mischief/Wilful Damage	5,157	472	9.15%	4,248	394	9.27%
Prostitution	113	60	53.10%	103	57	55.34%
Controlled Drugs and Substances	677	60	8.86%	682	67	9.82%

Table 3-1 Comparison of violation occurrences in Saskatoon and Quadrants 5047, 5048, 5147 (includes Pleasant Hill) for 2003 and 2002.

Table 3-1 suggests that high proportions of specific violations occur in Quadrants 5047, 5048, and 5147 (encompassing Pleasant Hill), compared with Saskatoon as a whole:

- violations causing death (37.50% or 3 of 8 violations in 2003 and 50% or 3 of 6 violations in 2002);
- robbery (22.15% or 72 of 325 violations in 2003 and 19.41% or 66 of 340 violations in 2002);
- assaults (17.55% or 478 of 2723 violations in 2003 and 21.19% or 551 of 2600 violations in 2002); and
- prostitution (53.10% or 60 of 113 violations in 2003 and 55.34% or 57 of 103 violations in 2002).

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To illustrate the general direction of crime trends over recent years (increasing or decreasing), Table 3-2 gives the percentage change for violation occurrences in Quadrants 5047, 5048, and 5147 from 2000 to 2003.

Table 3-2 Violation occurrences in Quadrants 5047, 5048, 5147 (which include Pleasant Hill), 2000-2003.

Violation	2000	2001	2002	2003	2000-2003 % Change
Violations Causing Death	2	0	3	3	50.00%
Attempted Murder	1	0	0	2	100.00%
Sexual Assaults	38	42	56	36	-5.26%
Assaults	447	522	551	477	6.71%
Robbery	45	70	66	72	60.00%
Armed Robbery	27	30	34	61	125.93%
Criminal Harassment (Stalking)	11	7	16	14	27.27%
Arson	9	31	16	23	155.56%
Break & Enter – Residential	299	327	274	324	8.36%
Break & Enter – Business	63	57	73	59	-6.35%
Break & Enter – Other	40	63	46	48	20.00%
Total Break & Enter	402	447	393	431	7.21%
Theft of Motor Vehicle	152	129	118	182	19.74%
Theft Over \$5,000	3	4	1	0	-100.00%
Theft Under \$5,000	453	452	450	449	-0.88%
Mischief/Wilful Damage	426	436	394	472	10.80%
Prostitution	35	27	57	60	71.43%
Controlled Drugs and Substances	71	57	67	60	-15.49%

Table 3-2 indicates that between 2000 and 2003, a number of types of violations show decreasing trends:

- theft over \$5,000 (**100% decrease**);
- controlled drugs and substances (**15.49% decrease**);
- break and enter—business related (**6.35% decrease**); and
- sexual assaults (**5.26% decrease**).

Certain types of violations show an increasing trend over the years 2000-2003, such as:

- arson (**155.56% increase**);
- armed robbery (**125.93% increase**);
- theft of motor vehicle (**19.74% increase**).

While statistics provide important clues to understating crime activity in Pleasant Hill, they are only one piece of the puzzle. Residents' perceptions of their safety in the community help to complete the picture, and must be regarded as at least as important as actual (or recorded) incidences of crime. Many incidences of crime are not actually reported to the police, meaning that a certain portion of criminal activity is known only to those directly involved or those connected to the incident through informal lines of communication. Also, crime statistics may be further impacted by the policies and practices of the Saskatoon Police Service. For example,

if Police Services are focussing on a particular type of crime occurrence or operating an undercover “sting” or sweep operation, then the statistics will certainly be affected by these activities. Furthermore, every crime incident has a context that helps to explain its relative importance and/or impact on the community. This context is best understood and related by community members.

During the Local Area Planning process, residents discussed why they think crime activity has escalated in the neighbourhood. Reasons given include:

- apathy and lack of willingness to report crime;
- fear of retribution (not wanting to give name to police);
- insufficient communication and interconnectedness between groups trying to improve safety;
- insufficient numbers of volunteers for community patrolling programs;
- perceived police prejudice against certain members of the community and against community itself; and
- inconsistent police response.

These statements hint at factors that possibly underlie or influence crime activity in Pleasant Hill. Crime activity is the result of many interacting forces within the neighbourhood.

4.0 Crime Prevention Through Environmental Design

4.1 Definition

Crime Prevention Through Environmental Design (CPTED) focuses on the relationship of the built environment and the social behaviour that occurs in that built environment. It is an inclusive, collaborative, and interdisciplinary approach to reducing opportunities for crime, improving perceptions of safety, and strengthening community bonds. CPTED principles, which are now widely applied in the United States, Canada, and other Commonwealth countries, stem from the observed phenomenon that certain “cues” in the physical environment can prompt undesirable, or crime-related behaviours as well as perceptions of being safe or unsafe in users of that same environment.

CPTED practitioners utilize design, activity, and community involvement to reduced opportunities for crime and reduce users fear of crime. CPTED strategies are usually developed jointly by an interdisciplinary team that ensures a balanced approach to problem solving that includes the community in all aspects of the process.

4.2 CPTED Principles

The principles of Crime Prevention Through Environmental Design are divided into categories commonly known as “First Generation”, “First Generation Advanced”, and “Second Generation”. First Generation and First Generation Advanced principles focus mainly on addressing the physical environment, while Second Generation principles focus on how people interact with each other in that physical environment and have a distinctive social change theme. A brief explanation of each CPTED principle follows.

First Generation CPTED Principles:

- **Natural Surveillance:** improving sightlines; encouraging visibility; more “eyes on the street”;
- **Territoriality:** making space “defensible”; clearly defining public and private space;
- **Access Control:** designating points of entry/egress, movement patterns more predictable; and
- **Image:** encouraging ownership and good aesthetics; maintaining properties.

First Generation Advanced CPTED Principles:

- **Conflicting User Groups:** easing conflict between potentially incompatible users of physical space;
- **Crime Generators:** offsetting crime that may be generated by local activity nodes;
- **Activity Support:** encouraging appropriate and legitimate use of buildings and space;
- **Land Usage:** eliminating “hard edges”; ensuring compatible land uses; and
- **Movement Predictors:** mitigating predictable or unchangeable routes/paths that offer no choice for pedestrians.

Second Generation CPTED Principles:

- **Neighbourhood Cohesion:** encouraging participation/responsibility among neighbourhood residents and stakeholders;
- **Community Culture:** developing a shared sense of place, history;
- **Neighbourhood Threshold:** ensuring balanced growth among the diverse elements in a neighbourhood; and
- **Connectivity:** strengthening community bonds, both internal and external to the neighbourhood.

CPTED principles are generally considered and utilized in combination with one another. However, for any CPTED strategy to be successful, the nature of the crime or safety-related issue must be carefully and accurately defined. It is important to understand the context within which crime occurs in an area to be able to implement appropriate solutions.

4.3 Risk Assessment

Risk Assessments combine scientific field research and analytical methods with the practical experience of crime prevention practitioners and the perception of community members; a combination of qualitative (statistical) and qualitative (perception) approaches. In a Risk Assessment, a wide variety of qualitative and quantitative data are collected and considered to allow for an accurate portrayal of issues. This in turn allows for a much more effective solution or action plan to be developed. A Risk Assessment is critical to the success of a CPTED strategy because, in addition to “obvious” problems, there are often less obvious or underlying problems that need to be identified and addressed. The Pleasant Hill Local Area Plan (LAP) is an integral part of the collection of this background data and material.

4.4 The Role of the Safety Audit

A Safety Audit is a process that allows the regular users of an area to identify places that make them feel unsafe. Area residents are considered the “local experts” because they are the most familiar with the area and what happens on a day-to-day basis. Change then becomes the responsibility of a group of people who care about the community and will include audit participants, the community as a whole and local government. Residents become directly involved in making their community safer through this process.

The goal of a safety audit is to identify and to improve an environment. Reduced opportunities for crime and improved perceptions of crime in the area improves everyone’s personal safety. Depending on the circumstances, residents, local business, and local government should work together to find solutions to safety problems in the community using the audit results as *one* tool, or input, in the overall Risk Assessment of the area.

A safety audit is a highly flexible process and can be easily adapted to meet the needs of the community. In Saskatoon, safety audits based on CPTED principles have now been applied in a number of settings including parks, streets, and buildings. Appendix A details the safety audit process that took place in Pleasant Hill and outlines the techniques used for data collection and analysis.



Single Unit Dwellings in Pleasant Hill neighbourhood

5.0 The Pleasant Hill Safety Audit

5.1 Participants

“A community where we feel safe and happy...to have less fear; to experience less threats; to have HOPE where there was once fear and futility.”

– Vision statement of two residents Pleasant Hill Local Area Plan

On June 24, 2002, Saskatoon City Council adopted the Pleasant Hill Local Area Plan and in early 2003, pledged support for its recommendations to improve the community. To implement this plan, the Local Area Planning group recommended:

...that the Pleasant Hill Community Association in partnership with Community Services Department, maintain the role of the Local Area Planning group as a sub-committee of the Community Association to help coordinate the implementation of the Local Area Plan (9).

To establish this sub-committee (and thereby maintain the role of the Local Area Planning group), an Open House meeting was held in Pleasant Hill on May 14, 2003.

At the Open House meeting, the 150 attendees were invited to establish a Local Civic Committee (LCC) in Pleasant Hill (a sub-committee of the Pleasant Hill Community Association) to assist with implementation of LAP recommendations requiring further community input. Attendees were also invited to establish a Safety Audit Sub-Committee (SASC) to deal exclusively with the neighbourhood safety audit recommendation. Over 60 people expressed interest in becoming involved with these committees, and on June 24, 2003, the first LCC meeting was held. Shortly thereafter, on July 9, the first meeting of the Pleasant Hill SASC also took place.

With support from City Administration, members of the SASC began to make plans for a neighbourhood-wide safety audit in Pleasant Hill. A core group of approximately eight to ten people attended strategy meetings on a regular basis, and subsequently performed 14 street-level surveys. Between July and November, total attendance at SASC meetings was 37, and total attendance at safety audits was 87. Members of the SASC worked collaboratively to develop a plan of approach that included identifying areas of concern within the neighbourhood and selecting strategic times and dates to conduct the audits. For those who participated on the SASC, one of the most challenging aspects of planning was perhaps selecting which areas of the Pleasant Hill neighbourhood to audit.

5.2 Areas of Concern

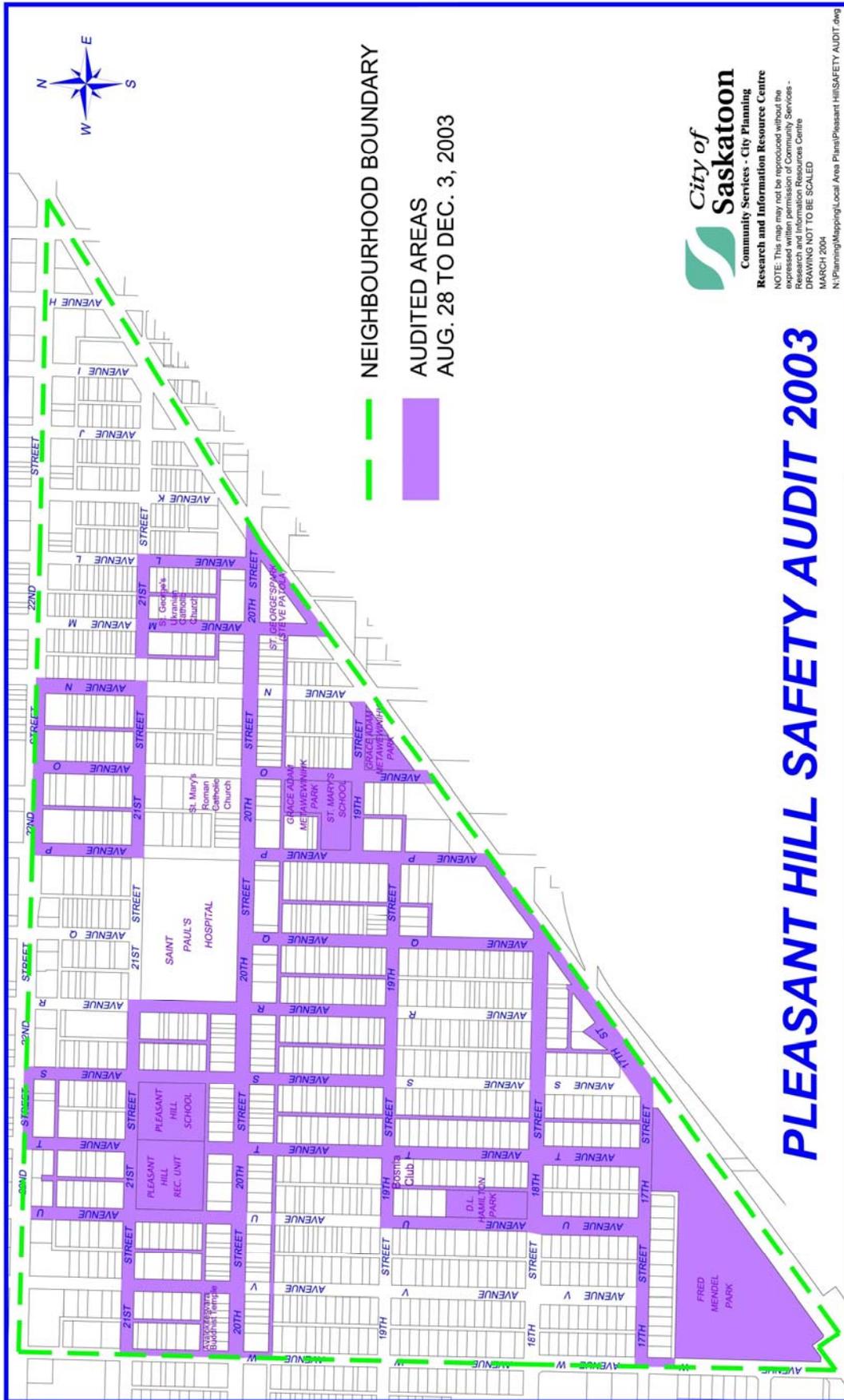
The SASC determined priority areas for auditing based on crime maps presented in the Pleasant Hill LAP and on community members' personal knowledge of the neighbourhood. The crime maps are based on statistics from 2000 and depict the distribution of property crimes, violent crimes, liquor related crimes, drug related crimes, and break and enter crimes in Pleasant Hill (Appendix B). These maps indicate a number of common problem areas in Pleasant Hill, including (in no particular order):

- 20th Street West at Avenue L South;
- 20th Street West at Avenue R South;
- 20th Street West between Avenue T South and Avenue U South;
- area bounded by 21st Street West, 22nd Street West, Avenue T South, and Avenue U South;
- area bounded by 21st Street West, 22nd Street West, Avenue O South, and Avenue P South;
- area bounded by 21st Street West, 22nd Street West, Avenue N South, and Avenue O South;
- Avenue P South between 19th Street West and the CP Rail line;
- 200 and 300 block of Avenue S South; and
- 300 block of Avenue R South and Avenue Q South.

In addition to these areas, SASC members suggested a number of other areas to audit, based on personal experience and observation within the neighbourhood:

- neighbourhood parks (D. L. Hamilton, Fred Mendel, Pleasant Hill Recreation Unit, Steve Patola Park, Grace Adams Metawewinihk Park);
- back alleys;
- 20th Street West at Avenue W (gas station on southeast corner);
- 21st Street West between Avenue P South and Avenue R South;
- 200 block Avenue V South; and
- St. Mary's Church parking lot.

Once common areas of concern had been identified, members of the SASC worked collaboratively to establish top priorities and determine a schedule for auditing. The neighbourhood-wide safety audit in Pleasant Hill was performed according to the following schedule and Map 2. Maps of the individual Audits can be found in Appendix C.



Map 2

Pleasant Hill Safety Audit Report

Audit Area	Area Description	Date	Time
Audit A	<ul style="list-style-type: none"> • 200 block Avenue U South • 200 block Avenue V South • 200 block Avenue W South • 2100 and 2200 block of 21st Street West • T-shaped alley just west of 200 block Avenue V South • T-shaped alley just east of 200 block Avenue V South 	Sat., Oct 18, 2003	6:00 to 9:00 p.m.
Audit B/F*	<ul style="list-style-type: none"> • 100 block Avenue S South • 100 block Avenue T South • 100 block Avenue U South • T-shaped alley west of Avenue T South • 1900 block 22nd Street West • 2000 block 21st Street West • 200 block Avenue S South • 200 block Avenue R South • 1800 block 21st Street West • T-shaped alley just east of 200 block Avenue S South 	Tues., Oct 7, 2003	6:00 to 9:00 p.m.
Audit C/D*	<ul style="list-style-type: none"> • 100 block Avenue P South • 100 block Avenue O South • 100 block Avenue N South • Alley west of 100 block Avenue N South • Alley west of 100 block Avenue O South • 1400 block 21st Street West and 22nd Street West • 1500 block 21st Street West and 22nd Street West 	Mon., Sept. 22, and Wed., Oct. 15, 2003	8:00 to 11:00 p.m. 6:00 to 9:00 p.m.
Audit E	<ul style="list-style-type: none"> • Pleasant Hill Recreation Unit • Alley south of Pleasant Hill Recreation Unit & Pleasant Hill School • 2000 and 1900 block 21st Street West • 200 block Avenue U South • 200 block Avenue S South 	Sat., Sept. 6, 2003	8:00 to 11:00 p.m.
Audit G	<ul style="list-style-type: none"> • 20th Street from Avenue P South to Avenue W South • Alley just south of 20th Street from Avenue W South to Avenue P South 	Fri., Sept. 5, 2003	8:00 to 11:00 p.m.
Audit H	<ul style="list-style-type: none"> • 1200 block 20th Street West • 1200 block 21st Street West • 200 block Avenue L South • 200 block Avenue M South • T-shaped alley west of 200 block Avenue L South 	Thurs., Aug. 28, 2003	11:00 p.m. to 2:00 a.m.
Audit I	<ul style="list-style-type: none"> • 300 block Avenue S South • 300 block Avenue R South • T-shaped alley just east of Avenue S South • T-shaped alley just west of Avenue S South • 1800 and 1900 block of 19th Street West 	Tues., Oct. 14, 2003	6:00 to 9:00 p.m.

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Audit J	<ul style="list-style-type: none"> • 300 block Avenue Q South • 300 block Avenue R South • Alley east of 300 block Avenue Q South • Alley east of 300 block Avenue R South • 1600 and 1700 block of 19th Street West 	Sun., Oct. 19, 2003	2:00 to 5:00 p.m.
Audit K/M*	<ul style="list-style-type: none"> • Grace Adams Metawewinihk Park (north section and south section) • 300 block Avenue O South • Alleys north and west of Grace Adams Metawewinihk Park • Alley west of 400 block Avenue O South • 1400 and 1500 block 19th Street West 	Wed., Sept. 7, 2003	5:00 to 8:00 p.m.
Audit L	<ul style="list-style-type: none"> • 1500 block 19th Street West • 300 and 400 block Avenue P South • 400 block Avenue O South • 400 block Avenue Q South • L-shaped alley just west of 400 block Avenue P South • L-shaped alley just east of 400 block Avenue P South • North side of CP Rail right-of-way between Avenues P & Q South • 1600 block 19th Street West 	Fri., Oct. 10, 2003	4:30 to 7:30 p.m.
Audit N	<ul style="list-style-type: none"> • D.L. Hamilton Park • 400 block alley just east of D.L. Hamilton Park • 2000 block 19th Street West • 2000 block 18th Street West • 400 block Avenue T West • 400 block Avenue U West 	Thurs., Oct. 23, 2003	4:00 to 7:00 p.m.
Audit O	<ul style="list-style-type: none"> • Fred Mendel Park • Alley just east of 500 block Avenue T South • 2000 block 17th Street West • 2100 block 17th Street West • 2200 block 17th Street West • 500 block Avenue U South 	Tues., Oct. 21, 2003	3:00 to 6:00 pm
St. George's Seniors Audit**	<ul style="list-style-type: none"> • 20th Street West between the CP Rail ROW and Avenue P South • Alley south of 20th Street West between Avenue M South and Avenue P South • 300 block Avenue M South • CP Rail ROW between Avenue L South and Avenue M South 	Tues., Sept. 30, 2003	8:00 to 10:00 p.m.
St. Mary's School Audit**	<ul style="list-style-type: none"> • St. Mary's School grounds 	Wed., Dec. 3, 2003	10:00 a.m. to 12:00 p.m.
Pleasant Hill Community School Audit**	<ul style="list-style-type: none"> • Pleasant Hill Community School grounds 	Mon., Dec. 1, 2003	12:30 to 2:00 p.m.

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South-East Home Owners Audit**	<ul style="list-style-type: none"> • 1700 block 18th Street West • 1800 block 18th Street West • 1900 block 18th Street West • 1700 block 17th Street West • 1800 block 17th Street West • 1900 block 17th Street West • Avenue T South between 17th Street West and 20th Street West • Alley east of 400 block Avenue T South • Alley east of 500 block Avenue T South • T-shaped alley east of 500 block Avenue S South 	Sept. through Oct., 2003	Various
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* Two individual audit areas were combined when safety audit participants felt it was possible to cover more ground than originally planned.

** These audits were performed in addition to the audits organized by the Pleasant Hill Safety Audit Subcommittee (see Section 4.3).

On each planned date, members of the SASC, volunteers at large from the Pleasant Hill community, and other interested persons (e.g. residents of other neighbourhoods) assembled to discuss their perceptions of safety in a selected area. One or more staff members of the Local Area Planning Section (City Planning Branch) were in attendance to facilitate the safety audit, and a member of the Saskatoon Police Service often accompanied the group. A total of 123 people participated in Pleasant Hill's neighbourhood-wide safety audit. In addition to the fourteen audits organized by the SASC, four other group audits were completed in Pleasant Hill, and several individual community members filled out safety audit forms based on areas of their own choosing.

5.3 Additional Audits

In planning the neighbourhood-wide safety audit for Pleasant Hill, the SASC recognized that it might not be possible for certain individuals or groups to participate easily in a standard safety audit. A number of factors can prevent participation in public consultation processes including availability, mobility, literacy, and family obligations. For this reason, the SASC identified a number of groups whose input was important to the safety audit process, but that may be under-represented during regularly scheduled safety audits. These groups included:

- children (5-13);
- young adults (14-25);
- business owners or associates;
- Aboriginal people;
- senior citizens; and
- sex trade workers.

With available time and resources, four additional safety audits in Pleasant Hill were arranged involving senior citizens, elementary school students, and business owners/associates.



St. George's Senior Centre

On September 30, 2003, several members of the St. George's Senior Citizens Club gathered to conduct an audit of the following areas:

- Steve Patola Park;
- the 1300, 1400, and 1500 blocks of 20th Street West;
- the alley just south of the 1300, 1400, and 1500 blocks of 20th Street West; and
- the CP Rail Right-of-way just south of Steve Patola Park.

These areas were of immediate concern to members of the Seniors' Club, as they are adjacent to the Seniors' clubhouse and parking lot.

Sixty-three elementary students at Pleasant Hill Community School (Grade 7 and 8) and St. Mary's School (Grades 6, 7, and 8) contributed to the audit process by sharing their perceptions of crime and safety in their schoolyards, nearby parks, and at local hangouts. Students related personal observations and experiences during group interviews at their schools on December 1 and December 3, 2003, respectively.

On December 17, 2003, ten members of the Riversdale Business Improvement District (BID) attended a round table discussion. This discussion was loosely structured around two topics: individual crime and safety concerns associated with doing business in Pleasant Hill and outstanding issues with the built environment (related to crime opportunities). Representatives of Luna Metal Works Ltd., Inland Steel Products, Pleasant Hill Medical and X-Ray Clinics, Roger's Video, St. Mary's Credit Union, Pizza Hut, Saskatoon Welding Service, Pleasant Hill Dental Clinic, and the Riversdale BID that were unable to attend regularly scheduled audits, were able to contribute important insights to the audit process during the round table discussion.

In addition to these extra audit sessions, five homeowners in the southeast section of Pleasant Hill filled out safety audit forms regarding an area of their own choosing usually the area around their home and property. A member of the SASC distributed safety audit forms to several neighbours that were interested in contributing to the neighbourhood audit, but unable to participate in regularly scheduled safety audits. Information gathered from these homeowners was considered along with all other data collected in the neighbourhood-wide safety audit of Pleasant Hill.

These alternative formats for community participation underscore the importance of building a variety of data collection methods into the safety audit process. Group and personal interviews, round-table discussions, and "mini-audits" can each provide an important alternative forum for public participation and complement the traditional safety audit process.

6.0 Significant Findings and Recommendations

Major trends among all findings for Pleasant Hill as a whole are addressed in this section of the report. The CPTED strategies that follow are based on neighbourhood-wide issues and designed for community-level implementation.

6.1 Image

“Image” is a first generation CPTED principle that generally refers to property maintenance, encouraging ownership, and good aesthetics. The image of an area is very important as it sends a clear message about whether or not someone cares for and will defend that space. According to the “Broken Window” theory, crime tends to proliferate in areas where it looks like no one cares. Pleasant Hill has several “image” challenges that need to be addressed.

6.1.1 Formal Neighbourhood Entry Point

Finding:	There are no defined entry points into the Pleasant Hill neighbourhood. One neighbourhood blends into the next, without a visual cue to create a sense of place or a point of welcome for the Pleasant Hill community.
Recommendation:	That Administration work with the Community Association to designate and enhance the main entry points into Pleasant Hill.
Justification:	Identifiable entry points will create a sense of place, foster community pride, and welcome visitors to Pleasant Hill.



Residential Street

6.1 Image (continued)

6.1.2 Sidewalk Construction

Finding:	In various places along 19 th Street and 21 st Street, sidewalks are missing from one or both sides of the street. There is an obvious need for sidewalks (or a sidewalk alternative) in a number of locations based on existing, well-worn footpaths.
Recommendation:	That Administration meet with the Pleasant Hill Community Association to inform them of the approved Capital Budget project to address surface deficiencies identified in the Pleasant Hill Local Area Plan and the timing of the program. That Administration study the feasibility of extending this Capital Budget to include sidewalk construction on 19 th Street (1700 and 1800 block) and 21 st Street (1100, 1400, 1500, 2100 and 2200 block).
Justification:	The installation of sidewalks in these areas will enhance safety by creating an even surface for pedestrians travel and articulating the public/private space hierarchy. Sidewalks on these blocks will also help eliminate unsightly footpaths and improve the image of the Pleasant Hill neighbourhood.



6.1.3 Street Paving

Finding:	Several stretches of road in Pleasant Hill remain unpaved: 19 th Street West (Avenue N to O) which is situated one block from an elementary school and borders Grace Adams Metawewinihk Park; 17 th Street (Avenue S to Q); Avenue J (21 st Street to the CP rail line); and Avenue T (20th Street north to lane). This lack of standard infrastructure greatly detracts from the image of the Pleasant Hill neighbourhood by creating an impression of neglect.
Recommendation:	That Administration meet with the Pleasant Hill Community Association to inform them of the approved Capital Budget project to address surface deficiencies identified in the Pleasant Hill Local Area Plan and the timing of the program.
Justification:	Paving these sections of road will improve Pleasant Hill's image by adding new infrastructure and value to an aging development. From a crime prevention perspective, areas that are well maintained tend to attract fewer crime incidents.

6.1 Image (continued)

6.1.4 Garbage Collection

Finding:	Litter is often seen scattered in back lanes in Pleasant Hill in areas of the neighbourhood where there is a high concentration of rental housing. Litter is a chronic problem as bins are quickly filled to capacity.
Recommendation:	That Administration meet with the Pleasant Hill Community Association to inform them of the new Waste Bylaw (No. 8310) adopted May 3, 2004 and the new communications being developed on solid waste management.
Justification:	The image of Pleasant Hill as a place to live, work, and visit is enhanced by the removal of unsightly garbage. From a crime prevention perspective, areas that are well maintained tend to attract fewer crime incidents. Clean streets will also help to promote Pleasant Hill as a desirable destination point within the City.

6.1.5 Large Item Garbage Pick-Up

Finding:	Large garbage items such as mattresses, sofas, and appliances are often discarded in the back alleys of Pleasant Hill. The community needs assistance in disposing of these items, as many residents do not have vehicles or access to hauling services.
Recommendation:	That Administration meet with the Pleasant Hill Community Association to inform them of the Youth Works Program for large item garbage pick up and that measures are taken to educate the community on proper procedures to dispose of large items and bylaws enforcing appropriate disposal.
Justification:	The image of Pleasant Hill as a place to live, work, and visit is enhanced with the removal of unsightly garbage. From a crime prevention perspective, areas that are well maintained tend to attract fewer crime incidents. Clean streets will also help to promote Pleasant Hill as a desirable destination point within the City.



Back Alleys in the Pleasant Hill Neighbourhood

6.1 Image (continued)

6.1.6 20th Street Redesign

Finding:	20 th Street is the major traffic and pedestrian arterial within the Pleasant Hill community, yet this street is distinctly lacking in visual appeal. This perception is mainly attributed to the absence of a cohesive urban design scheme. The community would like a street design plan from Avenue H to Avenue W that is consistent with the 20 th Street Master Plan that covers 20 th Street from Avenue A to Avenue H.
Recommendation:	That Administration review the extent of the 20 th Street Master Plan and propose a Capital Budget project that would implement a street design plan for 20 th Street, from Avenue H to Avenue W, that is consistent with the 20 th Street Master Plan.
Justification:	<p>A new image for 20th Street in Pleasant Hill will help to re-establish it as a commercial and community focal point, attract outside visitors to the neighbourhood, and contribute to a sense of pride among residents. A vibrant, bustling streetscape means more “eyes on the street”.</p> <p>The 20th Street Master Plan has been very successful in the Riversdale area, and that image could carry on down 20th Street into Pleasant Hill.</p> <p>This project could blend in a number of recommendations into a project that would increase the image of, and pride in, the area. Designated neighbourhood entry points, and Public Announcement Boards could be blended into this project for a more holistic approach.</p>

6.1 Image (continued)

6.1.7 20th Street Boulevard Maintenance

<p>Finding:</p>	<p>20th Street is the major traffic and pedestrian arterial within Pleasant Hill community, yet this street is lacking in visual appeal. The boulevards between Avenue P and Avenue W are in poor condition due to a built-up layer of dirt, gravel, and glass that prohibit grass from growing and detracts from the overall beauty of the area.</p>
<p>Recommendation:</p>	<p>That Infrastructure Services extend the Gravel Street Upgrades Capital Budget Project to include the boulevards, as recommended in the Infrastructure Expenditure Recommendation of the Pleasant Hill Local Area Plan. This will set up funds for Parks Branch to reconstruct appropriate boulevards in the neighbourhood and examine alternatives to grassed boulevards if warranted; and</p> <p>That Administration, further to their February 24, 2004 meeting, continue to meet with the Pleasant Hill Community Association on Boulevard Maintenance Recommendation to establish options and strategies that will improve the appearance of boulevards in Pleasant Hill.</p>
<p>Justification:</p>	<p>Well kept boulevards will add beauty to the 20th Street streetscape and help to re-establish this area as a commercial and community focal point. Well maintained areas are less likely to attract illicit activity. The Parks Branch has met with the Community Association to discuss options available and should continue to work with the Community Association to establish a strategy that may work best in Pleasant Hill. Redevelopment strategies should recognize that high pedestrian characteristics and drought conditions when considering design of existing boulevards.</p>



1500 block 21st Street

6.2 Territoriality

Territoriality refers to making space defensible by clearly designating public and private areas. Indicating who belongs in a space, and who does not, is a major aspect of reducing opportunities for crime. When local habitants demonstrate a clear presence and take responsibility for an area, crime activity is less likely to occur. Territory can be “marked” through frequent use of a space or through physical indicators such as regular property maintenance, fencing, paving stones, hedges, signs, and lighting.

6.2.1 Upgraded Street Signs

Finding:	Street signs in Pleasant Hill are small, dark in colour, and often difficult to read in the evening. Residents would like to upgrade street signs so that they are larger and perhaps feature a distinctive design.
Recommendation:	That Administration examine the feasibility of a Capital Budget project to replace existing sign plates with larger sign plates, and involve the community in selecting a unique design for these sign plates, and work with the community to create an inventory of damaged or hidden street signs.
Justification:	Larger street signs with a look that is unique to Pleasant Hill will help to define the community in geographic terms, add a distinctive flair or “sense of place”, and at the same time, make it easier for emergency service vehicles to reach destination points within the neighbourhood.

6.2.2 Install Street Signs on 17th Street West

Finding:	The 1700/1800 block of 17 th Street West is not adequately signed. People often mistake this residential street for a back lane, especially since this block is also not paved. Residents would like signs installed on 17 th Street at the corners of Avenue S and Avenue Q.
Recommendation:	That Administration designate the 1700/1800 block of 17 th Street West by installing signs at the northeast corner of 17 th Street and Avenue S and the intersection of 17 th Street West and Avenue Q.
Justification:	Street signs at these corners will help residents, visitors, and emergency services personnel to locate addresses on the 1700 and 1800 block of 17 th Street West.



Looking northwest along 20th Street West

6.2 Territoriality (continued)

6.2.3 Graffiti Vandalism

Finding:	Graffiti vandalism tags are left untreated for long periods of time on surfaces such as fences, garages, and garbage bins in Pleasant Hill.
Recommendation:	That Administration work with the community to develop a strategy to educate residents and businesses on existing programs to combat graffiti vandalism such as the Graffiti Wipe Out Kit and the Graffiti Hotline and educate residents about the importance of dealing with graffiti vandalism immediately.
Justification:	Swift removal of graffiti vandalism sends a clear message to perpetrators that the community will not tolerate this form of vandalism, and that legitimate users consider surfaces in question to be part of their territory. Removal also contributes to the positive image of the neighbourhood and the reduction in fear of personal safety from residents of, and visitors to, the neighbourhood.

6.2.4 Negative Messaging

Finding:	In Pleasant Hill, a small number of people have erected public signboards that display negative messages aimed at “johns” and criminals in an attempt to discourage undesirable activity in the neighbourhood. These signs have an unsettling effect on other members of the community and contribute to negative perceptions of Pleasant Hill in Saskatoon.
Recommendation:	That Administration work with the community to educate residents about the potentially harmful impacts of negative messages attached to private property and encourage alternative expressions that promote a positive image for Pleasant Hill.
Justification:	Taking measures to discontinue negative public messaging will help to improve perceptions of safety in Pleasant Hill and set a positive example for others in expressing territoriality.



Some examples of residential signage in the neighbourhood

6.2 Territoriality (continued)

6.2.5 Tenant/Landlord Registry

Finding:	Many rental units in Pleasant Hill are not being maintained to an acceptable standard due to a lack of accountability among landlords and tenants.
Recommendation:	That Administration facilitate the development of a tenant/landlord registry in Pleasant Hill in collaboration with community stakeholders and other relevant agencies such as Saskatchewan Health Services and the Saskatchewan Department of Community Resources and Employment.
Justification:	A landlord/tenant registry will help to distinguish responsible landlords and tenants, encourage appropriate maintenance levels for rental housing by both landlords and tenants, and facilitate communication among all parties. Landlords and tenants on the registry should be made aware of the Saskatoon Police Service Crime-Free Multi-Housing Initiative, which is a proactive approach to keeping rental property free from nuisance and illegal activity.

6.2.6 Vacant Lots

Finding:	Many vacant lots in Pleasant Hill are used as pedestrian thoroughfares connecting streets to lanes. This makes lane environments less predictable for surrounding residents, results in residual litter, and detracts from the overall appearance of the streetscape.
Recommendation:	That Administration work with the community to help them develop a strategy to contact property owners of existing vacant lots in the neighbourhood to encourage appropriate access control and maintenance on vacant lots; and That Administration report the results of the Housing Indicators Project (Capital Project No. 1711) with specific reference to vacant lots in the Pleasant Hill neighbourhood.
Justification:	Appropriate use, maintenance, and access control on vacant lots will divide public from private space and encourage people to use sidewalks where their movements are better viewed. Increased maintenance on vacant lots will add to the overall positive image of the area and indicate to residents and visitors that this is a neighbourhood that cares.



Vacant Lot Avenue O South

6.2 Territoriality (continued)

6.2.7 House Numbers in Back Lanes

Finding:	Due to high, solid fence lines and a lack of distinguishing landmarks, it is often difficult for pedestrians and emergency personnel to determine their exact location when travelling in back lanes.
Recommendation:	That Administration work with the community to encourage the identification of all properties, front and rear access, with appropriate civic address numbers, and educate residents about the safety benefits related to providing house numbers in rear lanes.
Justification:	Posting addresses in back lanes will make it significantly easier for residents and emergency and other service vehicles to quickly identify an exact location. Residents will also benefit from a back lane environment that is better organized and portrays a greater sense of ownership.

6.3 Access Control

Access control is meant to make people’s movements in an area more predictable. By carefully planning entry and exit points and designating travel paths, it becomes easier to predict movement patterns and decipher legitimate users from illegitimate users in an area. Areas where movement patterns are not articulated are generally more prone to crime because territoriality is not clearly expressed. At a neighbourhood level, access control measures are often applied to traffic and transit patterns, pedestrian pathways, school yard/park design, and transitional zones (spatial hierarchies) between public and private land.

6.3.1 Transport Truck Access on Avenue P South

Finding:	Large transport trucks regularly use Avenue P and Avenue W to connect to 22 nd Street and 11 th Street West. Since the closure of 20 th Street at Circle Drive, large truck traffic on these streets has increased. Transport trucks create noise pollution, vibrations, limit sightlines, bring strangers past a park frequented by school children (St. Mary’s School), and have a generally negative effect on pedestrian safety and the residential environment.
Recommendation:	That Administration update the Pleasant Hill Community Association on the progress and potential impact of the proposed changes to the City of Saskatoon Traffic Bylaw as it applies to large transport trucks on Avenue P and Avenue W.
Justification:	Limiting the use of Avenue P South, Avenue W South, 20 th Street West, and 22 nd Street West by transport trucks will limit access by strangers to a sensitive part of the neighbourhood and restore the community’s ability to see and hear clearly on a residential street.



Large Transport Truck Yard in Pleasant Hill

6.3 Access Control (continued)

6.3.2 Lanes North and West of St. Mary’s School Site

Finding:	Residents are concerned about vehicular traffic moving through the back lanes north and west of Grace Adams Metawewinihk Park (section immediately north of St. Mary’s School). The speed of traffic in the north lane (behind the Credit Union) is too fast. Residents have also noticed that vehicles linger in the west lane, often after school or at night.
Recommendation:	That Administration work with the community and the St. Mary’s School Parent Council to implement and monitor pedestrian safety measures in the lanes surrounding St. Mary’s School, particularly after the installation of the Pedestrian Activated Light on the 300/400 Block of Avenue P South.
Justification:	A speed study conducted in the lane north of St. Mary’s School in 2003 determined that the majority of vehicles were travelling in excess of the speed limit (20 km/hr) (Municipal Engineering File No. 6332-4-7). From a crime prevention perspective, strategies to ensure pedestrian safety can also help to achieve access control (reduced speed and volume of traffic) in a sensitive area.



Looking west to Avenue P South from the north edge of St. Mary’s school grounds

6.3.3 Traffic Volume on 100 Block Avenue V

Finding:	Due to a central boulevard on 22 nd Street, vehicles exiting from the drive-thru of the McDonald’s Restaurant (corner of 22 nd Street and Avenue W) and wishing to travel west, often circle around the block (using the 100 block of Avenue V South) to regain access to Avenue W. The perception is that this creates an unacceptable level of traffic flow and brings an increased number of “strange faces” into this area of the neighbourhood.
Recommendation:	That Administration conduct traffic cordon counts on the 100 block of Avenue V South to determine if traffic flow is excessive and report the results to the community.
Justification:	Limiting access of non-residential traffic on the 100 block of Avenue V South will stem the influx of strangers into this area of the neighbourhood and create a more predictable environment for residents and pedestrians.

6.3 Access Control (continued)

6.3.4 Transit Service on 22nd Street West

Finding:	Along 22 nd Street, Saskatoon Transit Services does not provide bus service late enough into the evening, and bus stops are placed too far apart for user convenience. Residents are required to walk to and from 20 th Street after dark and in inclement weather.
Recommendation:	That Administration meet with the community to inform them of the results of the Saskatoon Transit Services Strategic Plan Study as it relates to Pleasant Hill, and discuss options for the possibility of improving transit service/access along 22 nd Street West.
Justification:	Convenient access to bus service is essential for many people in Pleasant Hill who do not have use of other forms of transportation. Frequent stops and extended service hours will enhance perceptions of safety and the comfort of shift workers, elderly, and children.



Housing

6.4 Natural Surveillance

Natural surveillance refers to what can naturally or easily be seen within a line of vision. The principle of natural surveillance refers to “being seen” as well as to “seeing”. In other words, it is important to improve sightlines, promote visibility, and encourage more “eyes on the street” for both the person seeing and the person being seen. The more an area is watched or viewed, the less likely crime is to occur there simply because criminals want to avoid identification. The corollary to this principle is that the “eyes” must care enough to do something about illicit activity that is witnessed. Any element of design that increases the chance that a potential offender will be seen (or thinks they will be seen) is a form of natural surveillance. Window placement, improvements to lighting, and removal of obstructions are common strategies to improve natural surveillance.

6.4.1 Tree Trimming

Finding:	Many Avenues in Pleasant Hill are lined with mature, over-hanging trees. On a number of blocks, tree foliage heavily obscures light emitted from light standards rendering lengthy sections of sidewalk too shady for easy viewing.
Recommendation:	That Administration review the tree maintenance schedule to accommodate safety related concerns and consider raising the priority of tree trimming in neighbourhoods with mature trees that have been identified as problems through a Crime Prevention Through Environmental Design (CPTED) Risk Assessment or Safety Audit; and That Administration establish a budget to clear foliage from around light standards to improve visibility along residential streets in Pleasant Hill.
Justification:	Clearing foliage around light standards will help to improve visibility along residential streets. The ability to see and be seen greatly enhances personal perceptions of safety.

Park Trees



6.4 Natural Surveillance (continued)

6.4.2 Pedestrian Lighting

Finding:	Light standards installed along residential streets in Pleasant Hill are sufficient to light roadways, but in some cases, do not illuminate sidewalks or pedestrian areas very well.
Recommendation:	That Administration: i) review the state of pedestrian-level lighting in Pleasant Hill and take steps to ensure that sidewalks are appropriately lit, particularly along major pedestrian pathways; and ii) review lighting provided on 19 th Street West and 21 st Street West, within the neighbourhood boundaries, to identify opportunities to improve natural surveillance and user safety.
Justification:	Pedestrian level lighting enhances perceptions of safety, adds warmth to the streetscape, and improves the ability of the pedestrian to see and be seen. Pedestrians can be encouraged to use particular pathways by increasing their perception and actual safety. Major pedestrian pathways through the neighbourhood that have been identified through pedestrian counts could be upgraded with lighting and signage to target safe pathways throughout the neighbourhood. 19 th Street West and 21 st Street West sustain a significant amount of foot traffic. Installing additional light standards or improving lighting levels on these streets will increase pedestrians' ability to see and be seen and enhance perceptions of safety.

6.4.3 Steve Patola Park

Finding:	The large number of mature trees and shrubs in Steve Patola Park severely restricts lines of sight into and out of the Park. Illegitimate users have been noticed loitering in the bushes by members of St. George's Seniors Club and hiding in the park at night.
Recommendation:	That Administration work with the St. George's Senior Citizens' Club to establish a plan for tree trimming in Steve Patola Park.
Justification:	Tree trimming will help to improve natural surveillance into and out of the Park while still maintaining the integrity, health, and aesthetics of the trees. Improving sightlines increases the likelihood that potential offenders will be seen and discourages illegitimate users from loitering in the area.

6.4 Natural Surveillance (continued)

6.4.4 Porch Light Installations

Finding:	Streets with a significant number of front porch lights turned on were perceived to be safer than streets with few or no front porch lights on. Residents also feel strongly that motion lights installed at the rear of properties help to deter criminal activity in back lanes.
Recommendation:	That Administration work with the community to establish a Front Porch Light Program to encourage installation and regular use of porch lights.
Justification:	Porch lights add ambient light to the surrounding environment, creating a “lived-in” and welcoming appearance to the neighbourhood, as well as add to the safety and perceptions of safety of residents and visitors. Local businesses may support this initiative by sponsoring the purchase of light fixtures and bulbs.



Neighbourhood lights on

6.5 Conflicting User Groups

This principle refers to identifying and easing conflict between potentially incompatible users of a physical space. The separation of incompatible land uses; and therefore land users, is one of the most common urban planning strategies in use today. For example, most municipalities separate industrial land uses from residential land uses through zoning bylaws to protect residents from undesirable spill over effects such as pollution, noise, and heavy traffic. This concept can be similarly applied to potentially incompatible user groups in urban areas to prevent possible crime incidences.

6.5.1 Walking Club

Finding:	Sex trade activity in Pleasant Hill is perceived to be prevalent on 19 th Street West, 20 th Street West, and 21 st Street West.
Recommendation:	That Police Services assist the community in establishing a neighbourhood Citizen Patrol Program and develop an approach that is responsive to the community's unique challenges and needs.
Justification:	<p>By exerting the influence of legitimate users, illegitimate activity will be discouraged. Residents are interested in a very low-key form of the Citizen Patrol Program and would like to specifically target the areas prone to the sex trade.</p> <p>Walking in the neighbourhood facilitates community bonding, and at the same time, provides a forum to educate residents on being safe. The community would like to take an informal approach that focuses on residents being out and about in their neighbourhood and encouraging residents to join in the neighbourhood walks to increase visibility in the neighbourhood and encourage a healthy activity as opposed to a more formal "patrol". Residents expressed some fear of retaliation if they were perceived to be out looking to report others. Participants felt they wanted to encourage a positive behaviour instead of focussing on the negative.</p>

6.5.2 Drug Trade Activity

Finding:	Residents have identified a number of private properties that they suspect are being used for the purposes of drug trade.
Recommendation:	That Administration educate the community on established programs and processes related to identifying, reporting, and investigating suspected drug houses in the neighbourhood.
Justification:	Empowering citizens to report suspicious activity will strengthen communication between the community, the Saskatoon Police Service, and the Safer Communities and Neighbourhoods Act Investigation Unit who can then respond in an appropriate and safe manner. The Safer Communities and Neighbourhoods Act Investigation Unit is a new program that needs wider marketing in the Pleasant Hill neighbourhood.

6.6 Crime Generators

Crime generators are local activity nodes or elements of the built environment that tend to attract criminal activity. The amount of crime associated with crime generators is of concern because it increases risks for everyone. Common examples of crime generators in a neighbourhood may include local convenience stores, drinking establishments, bus shelters, unsupervised playgrounds, deteriorated and poorly maintained areas, etc., places where many kinds of people interact and where many or easy targets exist. Crime activity associated with crime generators may be offset in any number of ways including removing or relocating the target and re-evaluating business operation policies or the mix of local land uses.

6.6.1 Bus Shelters

Finding:	Bus shelters in Pleasant Hill are vandalized on a regular basis. Glass panels are often smashed and graffiti vandalism is common.
Recommendation:	That Administration promote and expand the Adopt-A-Shelter program in Pleasant Hill.
Justification:	With regular attention to bus shelters, rates of vandalism may decrease. The Adopt-A-Shelter Program helps to strengthen community bonds by bringing groups of residents together to improve the image of Pleasant Hill.

6.6.2 Light Standards in Grace Adams Metawewinihk Park (North Section)

Finding:	Light bulb casings in light standards in Grace Adams Metawewinihk Park (north section) are regularly vandalized, leaving parts of the playground dark for long stretches between maintenance servicing.
Recommendation:	That Administration provide protective equipment for light bulbs (cages, covers or other materials) in the Park
Justification:	Removing or replacing an easy target will help to discourage vandalism in Grace Adams Metawewinihk Park.

6.6.3 Front vs Rear Lane Garbage Pick-up

Finding:	The majority of garbage bins in back lanes in Pleasant Hill have been targets for graffiti vandalism (“tagged”). Contents in garbage bins are also regularly lit on fire and bins are often burned to the ground.
Recommendation:	That the Administration work with the Community to determine the appropriateness and desirability of front-street pick up service for Pleasant Hill.
Justification:	Changing the location of garbage bins from back lanes to front lanes will help to eliminate them as a target for vandalism.

6.7 Activity Support

Activity support refers to encouraging appropriate and legitimate use of buildings and space. The main idea behind “activity support” is to ensure that a land feature or physical structure is being used as it was intended. The intended design should fit the designated use and, most importantly, use should be frequent enough to discourage unintended uses and users from taking hold of the space. For example, school playground equipment that is used only from Monday to Friday during supervised recesses will often attract undesirable users and uses at night, perhaps leading to the perception that the park is unsafe after dark. One way to prevent this may be to provide seating, lighting, and night time supervision so that parents and children are comfortable enough to use the playground equipment after dusk.



Pleasant Hill Unit Park

6.7.1 Pleasant Hill Recreation Unit Park

Finding:	There is relatively little natural surveillance into Pleasant Hill Recreation Unit Park due to surrounding land uses: Pleasant Hill School borders the park on the east (relatively empty at night); multi-unit dwellings border on the north (windows facing the park are either bedroom windows or absent from the building façade); multi-unit dwellings also border on the south (but windows are too far from the park to see much detail); and sightlines from the single-unit dwellings on the west are limited by trees and playground infrastructure. There is also a perceived lack of regularly scheduled activities after school and in the evenings in Pleasant Hill Recreation Unit (other than the paddling pool program). The mound in the centre of the park is known to be a node for illegitimate activity (drug exchanges).
Recommendation:	That Administration raise the priority of the Pleasant Hill Local Area Plan Park Upgrade Recommendation, and, in consultation with relevant community stakeholders, review the use and design of Pleasant Hill Recreation Unit Park to identify options to improve natural surveillance and use of the Park.
Justification:	More “eyes on the park” will discourage illegitimate users and enhance perceptions of safety among those that use the park.

6.8 Land Use Mix

The diversity or mix of land uses contributes to, or detracts from, crime opportunities. To the greatest extent possible, land uses should be compatible and eliminate “hard edges”. Too much separation between commercial and residential land uses can create residential areas that are empty during the day and commercial areas that seem abandoned at night. In circumstances where an area is mainly used for one purpose, it can become difficult to create a sense of community or territoriality to discourage crime activity. Crime opportunities may also increase or decrease according to street patterns and neighbourhood design.

6.8.1 413 Avenue O South

Finding:	413 Avenue O South is currently occupied by Olfert’s Trucking, which is a transport trucking business. On this property, heavy-duty equipment and shipping containers are being stored. Gaps between containers and other objects are creating spaces large enough to be considered entrapment zones. Adults have been seen loitering in these spaces.
Recommendation:	That Administration meet with relevant property and business owners to determine a strategy to address public safety concerns at 413 Avenue O South.
Justification:	Limiting public access to the frontage of 413 Avenue O South will help to ease the “hard edge” between an industrial land use site and a school site and enhance perceptions of safety in this area.

6.8.2 Canadian Pacific Railway Right-of-Way (CPR ROW)

Finding:	The CPR ROW is heavily used as a pedestrian corridor in Pleasant Hill. The area along the tracks is currently perceived as an unsafe place as there is no formal infrastructure to designate or support pedestrian use.
Recommendation:	That Administration report back to the community on the findings of the Pleasant Hill Local Area Plan Pedestrian Linkage Recommendation, recognizing that this is an active mainline, and that the employees and equipment of CPR, as well as the residents of Pleasant Hill, must be protected.
Justification:	Clearly designating the CPR right-of-way as a pedestrian corridor will create a valuable community asset and help to ease the “hard edge” between industrial and residential land use.

6.9 Neighbourhood Cohesion

Neighbourhood cohesion refers to encouraging participation and responsibility among neighbourhood residents. Opportunities for positive social interaction must be available to build familiarity among residents and foster a sense of community. When a sufficient level of neighbourhood cohesion exists, residents will take responsibility for the well being of their community and act together to discourage undesirable behaviour. Examples of neighbourhood cohesion include participation in programs such as Neighbourhood Watch, Block Watch, Block Parent, or neighbourhood patrols. Cohesion not only refers to working together, but understanding and communicating with one another. A neighbourhood is not socially cohesive, for example, if there are discernable racial tensions or widespread misunderstanding between adults and youth.

6.9.1 Community Centre

Finding:	<p>At present, there is no community centre or central gathering point in Pleasant Hill. Residents feel that a community centre is necessary to provide a centralized space for programming, communication, and outreach.</p> <p>Recently there have been a number of proposals put forward to various funding agencies for a number of different variations on a community centre or resource centre. To duplicate this work would be inefficient and not financially sustainable. The original recommendation proposed establishing a plan and budget for a community centre. In light of the new information, the recommendation has been modified.</p>
Recommendation:	<p>That Administration update the Pleasant Hill Community Association on the potential for development of a community centre or a central gathering place in the Pleasant Hill area.</p>
Justification:	<p>A community centre acts as the heart of the community, a place where all are welcome, and neighbours can spend time getting to know one another better.</p>



Pleasant Hill School

6.9 Neighbourhood Cohesion (continued)

6.9.2 Break and Enter Prevention Education

Finding:	Residents in Pleasant Hill are extremely concerned about the amount of residential break and enters that presently occur. Many are unaware of how they can protect themselves against this crime activity and have come to accept break and enters as a “fact of life” in Pleasant Hill.
Recommendation:	That Administration establish a budget to publish the <i>Residential Break and Enters: What to Do</i> booklet (City of Saskatoon 2000), and as a pilot, distribute it to every household in Pleasant Hill.
Justification:	Public education on protecting against break and enter crimes will help to enhance public perceptions of safety and may help to lower crime rates in the neighbourhood. The booklet encourages residents to take personal responsibility for the safety in their homes as it offers practical information on what a homeowner can do to prevent/manage a break and enter. If this pilot is successful, the booklet should be distributed to all households in the City of Saskatoon.

6.10 Community Culture

Community culture is based on a shared sense of place and/or history, such that a neighbourhood is distinctly defined in terms of character or development. Strengthening community culture is also referred to as “placemaking”. Festivals, sporting events, music and art are not arbitrary things. They contribute to the identity of a neighbourhood, and therefore its occupants. A strong sense of community culture can lead to a strong sense of community pride, which is the basis for territoriality and lower rates of crime.

6.10.1 Public Announcement Boards

Finding:	Community notices are haphazardly posted on power poles, trees, light standards, etc. This practice lends an unkept look to the neighbourhood and adds litter to the streets when outdated notices are not properly disposed of.
Recommendation:	That Administration report on the feasibility of creating public announcement boards in Pleasant Hill in consultation with the community, and that consideration is given to integrating this with Recommendation 6.1.1, Formal Neighbourhood Entry Point, to form aesthetic and informational entry points to the Pleasant Hill neighbourhood.
Justification:	Public announcement boards create a stable venue for advertisement and help to minimize litter. Designating public space for notices may help to boost attendance at community events and build community culture.

6.10 Community Culture (continued)

6.10.2 Youth, Seniors, and Family Programming

<p>Finding:</p>	<p>Residents perceive that there is a lack of programming for youth, seniors, and parents in Pleasant Hill. The community would like to see additional programming that addresses:</p> <p>Youth: crime prevention, gang awareness, evening and weekend sports activities, mentoring opportunities, literacy development, and cultural awareness.</p> <p>Parents and Seniors: parenting skills, life skills, opportunities to connect with youth through mentoring, cultural awareness, group support for lone parents, crime prevention, and gang awareness.</p> <p>The LAP Leisure and Recreation Programs Recommendation has been addressed, additional family and adult recreation programs have been added, and a strategy for addressing barriers to participation is being completed.</p>
<p>Recommendation:</p>	<p>That Administration report back to the Pleasant Hill Community Association on the strategy for addressing barriers to participation; and</p> <p>That Administration help the Pleasant Hill Community Association connect with other organizations that offer programming that may fill programming gaps not filled by City of Saskatoon programming within the neighbourhood.</p>
<p>Justification:</p>	<p>Programming tailored toward crime prevention, youth mentoring, and skills development, will help to encourage neighbourhood development, strengthen community culture, and lower rates of crime.</p>



Pleasant Hill Safety Audit members at work

6.10 Community Culture (continued)

6.10.3 Public Art

<p>Finding:</p>	<p>There is a strong sense of ownership and pride regarding the public art that currently exists in Pleasant Hill (e.g. murals at St. Mary’s School and St. Paul’s hospital, art circles on the fence at the corner of Avenue P and 20th Street, etc.). Residents feel that community culture expressed through art contributes greatly to the beauty and uniqueness of Pleasant Hill.</p>
<p>Recommendation:</p>	<p>That Administration aid the Pleasant Hill Community Association in making contact with other organizations, such as the Riversdale Business Improvement District, that can help them develop a Community Arts Program that would:</p> <ul style="list-style-type: none"> • involve community members and stakeholders; • recognize local artists and artist groups; • identify neighbourhood locations for permanent and temporary public art displays; • identify sources of funding; and • celebrate the culture, diversity, and history of the neighbourhood.
<p>Justification:</p>	<p>Street art is a strong expression of local culture and helps to build pride in the community. An arts program would also help to beautify the neighbourhood and give youth an opportunity to become involved in a positive, productive pastime.</p>



Art Circle on 20th Street



Near St. Mary’s School

6.11 Community Threshold

It is very important to ensure balanced growth among all the diverse elements of a community because neighbourhoods respond to change just as ecosystems do; small or incremental changes can often be absorbed by the system, but large or sudden changes can trigger a “tipping point,” leading to unbalanced growth and discord. If activities or land uses within a neighbourhood are out of balance, they can tip over into crime. For example, too many abandoned buildings or vacant lots in a small area can act like a magnet for arson or gang activity. Similarly, too many drinking establishments in an area can lead to a high proportion of rental housing, as homeowners leave for quieter areas.

6.11.1 Rentalship vs. Home Ownership

Finding:	There is a high proportion of rental units (as opposed to owner-occupied dwellings) in Pleasant Hill. There is also a high concentration of rental units in particular areas of the neighbourhood. Residents are concerned about the decline in home ownership, as they perceive this trend to have a negative impact on safety and stability in the neighbourhood.
Recommendation:	That Administration: (i) report back to the Pleasant Hill Community Association on completion of the Pleasant Hill Local Area Plan Housing Deterioration and Abandonment Recommendation, the Vacant Lots Recommendation, and the Senior’s Housing Development Recommendation; and (ii) report annually to the community on the percentage of home ownership vs rental to track trends in the neighbourhood.
Justification:	These LAP recommendations are designed to help maintain a balance between home ownership and rentership in Pleasant Hill and ensure balanced future growth and stability.



Single Unit Dwelling in Pleasant Hill

6.11 Community Threshold (continued)

6.11.2 Apartment Blocks

Finding:	Apartment blocks, especially those that are poorly maintained, are perceived to be the source of much of the crime activity that takes place in Pleasant Hill. As such, residents would like to see measures taken to ensure that property owners clean up delinquent properties.
Recommendation:	That Administration: (i) report back to the Community Association on the completion of the Housing Deterioration and Abandonment Recommendation; (ii) work with apartment owners and managers to identify strategies, under the Property Maintenance and Nuisance Abatement Bylaw, 2003 (Bylaw No. 8175), to increase maintenance standards (interior and exterior) of dilapidated buildings in the neighbourhood; and (iii) organize an information meeting so that the Saskatchewan Housing Corporation can educate the residents and property owners on the Provincial Government's new Home First policies which address housing safety and maintenance for rental properties.
Justification:	Improving the appearance of dilapidated apartment blocks in Pleasant Hill will set an example for responsible property maintenance, improve the image of the neighbourhood, and enhance perceptions of safety. Fire and Protective Services is working closely with the Provincial Government on the Home First Program to increase the maintenance and safety of rental units. Police Services, in partnership with the City Planning Branch, is looking at a pilot project for the implementation of a Crime Free Multi-Housing Program that would look at the interior and exterior of rental buildings as well as the behaviour and activities of the residents.

6.11.3 Employment Opportunities for Residents and Populations At Risk

Finding:	There is a high rate of unemployment in Pleasant Hill, especially among youth and Aboriginal populations.
Recommendation:	That Administration, where opportunities present themselves, continue to hire residents to assist with Pleasant Hill Local Area Plan implementation projects (e.g. short-term maintenance projects, flyer delivery, etc.) and encourage populations at greater risk to become involved in crime activity to apply for these positions.
Justification:	Creating additional employment opportunities for residents and populations at greater risk to become involved in crime activity allows community members to gain job experience and build pride.

6.12 Connectivity

Connectivity refers to connections both internal and external to the neighbourhood. For a community to be sustainable, there must be positive connections between the groups within a neighbourhood (racial, religious, political, administrative, etc.), and the neighbourhood itself must be connected to broader groups within society, if for no other reason than to access government support and funding. Access to support is an important contributor in reducing crime rates. Support acts as a release valve for pressure and tension, and helps to better equip people in dealing with the challenges of everyday life.

6.12.1 Community Policing Model

Finding:	There is support for the Saskatoon Police Service Community Policing Model in Pleasant Hill. Residents appreciate that a Community Liaison Officer is assigned to get to know the community on a more personal level and respond to community issues on a daily basis.
Recommendation:	That Administration facilitate a meeting to allow community members to learn about Community Policing and the progress of shaping the Community Policing model in Saskatoon and Pleasant Hill.
Justification:	The Community Policing Model helps to strengthen connections between neighbourhood communities and Saskatoon Police Service and enhance perceptions of safety in the neighbourhood. The community has valuable feedback and great interest in how Community Policing will operate in their neighbourhood.

6.12.2 Pleasant Hill Community Association Safety Sub-Committee

Finding:	Although crime and safety are major issues in Pleasant Hill, communication regarding crime and safety initiatives in the community is largely uncoordinated.
Recommendation:	That Administration report on the feasibility of working with the community to establish an on-going safety sub-committee to assist with implementation of the recommendations of the Pleasant Hill Safety Audit Report and other issues related to crime safety.
Justification:	<p>A sub-committee dedicated to safety-related issues will help to maintain the momentum that has been built in the community through the safety audit process and open lines of communication among residents.</p> <p>The more self sufficient the community can become, the more likely it is that the Pleasant Hill community will be able to build capacity to identify issues and generate solutions to safety issues in the neighbourhood. It is imperative that the community build this capacity within its own people for long-term success.</p>

6.13 Monitoring and Evaluation

At present, there is no systematic monitoring of the impact or effectiveness of Local Area Plan recommendations after they are implemented. Monitoring and evaluation are important aspects of project design, and should be performed from both an Administrative and community perspective.

The process of Local Area Planning is relatively new in Saskatoon, and would benefit from a systematic approach to evaluation.

6.13.1 Effectiveness Monitoring

Finding:	The City of Saskatoon’s Enhanced Citizen Public Participation Program has set out a plan for monitoring and evaluating the Local Area Plan (LAP) recommendations and is currently setting up a process to monitor the effectiveness of Local Area Plan recommendations once they have been implemented.
Recommendation:	That Administration report back to the Community Association on the process for monitoring the impact and effectiveness of Local Area Plan recommendations once it is complete.
Justification:	Effectiveness monitoring will help to ensure positive outcomes from Local Area Planning processes and inform future public engagement processes such as CPTED risk assessments and safety audits.

6.13.2 Monitoring Neighbourhood Stress Factors

Finding:	Many of the demographic and crime trends that describe Pleasant Hill have advanced to a degree that greatly complicates efforts for recovery and revitalization. The City of Saskatoon’s Enhanced Citizen Public Participation Program has set out a plan for monitoring Neighbourhood Critical Stress Factors. The aim of this monitoring is to be proactive in addressing neighbourhood issues before they become overly complex and damaging to the neighbourhood.
Recommendation:	That Administration report back to the Community Association on the process to establish and maintain a system of statistical measures to monitor neighbourhood stress factors, and that this process be presented to the Pleasant Hill Community Association when completed.
Justification:	Annual monitoring will increase the City’s ability to identify, monitor, and mitigate damaging trends as they emerge. Identifying and monitoring neighbourhood stress factors creates the opportunity to gauge problem areas well in advance and to implement mitigation strategies more quickly and easily.

6.13 Monitoring and Evaluation (continued)

6.13.3 Crime Statistics and Data Collection

Finding:	Saskatoon Police Services gathers crime statistics on a quadrant basis that is not congruent with neighbourhood boundaries in Saskatoon. This makes it difficult to effectively analyze what is happening in an area or neighbourhood or track any trends in crime statistics or calls for service over a geographic area or by crime, perpetrator or victim.
Recommendation:	That Administration implement a system to monitor crime statistics and calls for service data in a form that can be queried for any geographic area, but specifically at the neighbourhood level.
Justification:	The Enterprise GIS Management Committee and technical committee have been working at a corporate level to ensure that all corporate data is accessible through the Enterprise GIS, and this recommendation is to support and enhance the work that this group is already doing and reinforce the importance of this work. Aligning data collection boundaries makes it easier to report accurate crime statistics on a neighbourhood basis and accessibility will be greatly enhanced by making use of the GIS system.

The breadth of recommendations contained in Section 6.0 is considerable, as there are many aspects to improving the concerns around crime and safety in the Pleasant Hill neighbourhood. Section 7.0 provides an organizational basis for implementing these recommendations.



Pleasant Hill Safety Audit members

7.0 Implementation

Section 6.0 presents a wide array of recommendations to reduce opportunities for crime and enhance perceptions of safety in Pleasant Hill. This section suggests an implementation strategy for these recommendations based on:

- priorities identified by the Safety Audit Sub-committee;
- issues linked to Pleasant Hill Local Area Plan recommendations; and
- promoting a holistic, coordinated, and integrated approach.

While there are many ways to approach implementation of recommendations in the Pleasant Hill Safety Audit Report, these three groupings highlight recommendations that may have the greatest overall impact in terms of improving safety in the neighbourhood.

Continued community involvement in the implementation phase of this project is essential to successful outcomes, and as such, it is imperative to extend a central role to local residents, the Pleasant Hill Community Association, and other community stakeholders in implementation activities.

7.1 Priorities of the Safety Audit Sub-Committee

On March 18, 2003, members of the Safety Audit Sub-Committee identified the following recommendations as a top priority for implementation:

- Recommendation 6.1.2 Sidewalk Construction;
- Recommendation 6.1.4 Garbage Collection;
- Recommendation 6.2.4 Negative Messaging;
- Recommendation 6.2.5 Tenant/Landlord Registry;
- Recommendation 6.2.6 Vacant Lots;
- Recommendation 6.3.1 Transport Truck Access on Avenue P South;
- Recommendation 6.3.4 Transit Service on 22nd Street West;
- Recommendation 6.4.2 Pedestrian Lighting;
- Recommendation 6.4.4 Porch Light Installations;
- Recommendation 6.5.1 Walking Club;
- Recommendation 6.5.2 Drug Trade Activity;
- Recommendation 6.6.3 Front vs Rear Lane Garbage Pick up;
- Recommendation 6.10.2 Youth, Seniors, and Family Programming; and
- Recommendation 6.12.1 Community Policing Model.

The community at large will have an opportunity to revisit these identified priorities at an Open House Meeting to present the Pleasant Hill Safety Audit Report to the public in summer 2005, but for the purposes of this plan, it is proposed that implementation of the priority recommendations commence immediately.

7.2 Issues Linked to the Pleasant Hill Local Area Plan

A number of recommendations that appear in the Pleasant Hill Safety Audit Report are related to recommendations made in the Pleasant Hill Local Area Plan. The importance of each of these issues is underscored by the fact that the community has again identified them, now with relevance to neighbourhood safety. Related recommendations in the Pleasant Hill Safety Audit Report and the Pleasant Hill Local Area Plan are summarized below:

PH Safety Audit Report Recommendation	Related PH LAP Recommendation and Status	
6.11.1 Rentalship vs. Home Ownership 6.11.2 Apartment Blocks	Housing Deterioration and Abandonment	In progress
6.2.6 Vacant Lots	Vacant Lots/Community Gardening	Completed
6.11.1 Rentalship vs. Home Ownership	Vacant Lots	Completed
6.3.1 Transport Truck Access on Avenue P South	Large Truck Traffic	In progress
6.3.2 Lanes North and West of St. Mary's School Site	Pedestrian Activated Light	In progress. Slated for completion June 2005
6.8.2 Canadian Pacific Railway Right-of-Way	Pedestrian Linkage	In progress
6.6.1 Bus Shelters	Bus Shelter	Completed
6.1.2 Sidewalk Construction 6.1.3 Street Paving	Infrastructure Expenditure	In progress
6.1.7 20 th Street Boulevard Maintenance	Boulevard Maintenance	Completed
6.1.4 Garbage Collection 6.1.5 Large Item Garbage Pick-Up 6.6.3 Front vs Rear Lane Garbage Pick-up	Garbage Collection	In progress
6.7.1 Pleasant Hill Recreation Unit Park	Park Upgrade	In progress
6.10.2 Youth, Seniors, and Family Programming	Leisure and Recreation Programs	Partly completed
6.3.4 Transit Service on 22 nd Street West 6.9.2 Break and Enter Prevention Education	Program Communication	In progress

While these recommendations are written with the intent of supporting and advancing the recommendations in the Pleasant Hill Local Area Plan, each recommendation in the Safety Audit Report remains distinct, and a direct application of the CPTED principles towards mitigating concerns around the opportunity for crime and the perceptions of safety in Pleasant Hill neighbourhood.

Although some of the LAP recommendations are in progress, there is still many opportunities for the Neighbourhood Safety Recommendations and the Community Association to address the safety related components of the LAP recommendations. Again, the connection between the two sets of recommendations only reinforces the interconnectedness of actions and impacts in the neighbourhood and the importance of a holistic approach to neighbourhood safety.

7.3 Promoting a Holistic Approach

The development of a Crime Prevention Through Environmental Design (CPTED) strategy is based on a community's ability to identify and influence the factors, perceptions, and relationships that affect crime and safety in their neighbourhood. Successful implementation of a CPTED strategy is also dependant upon the community being the core of a partnership among residents, business owners, volunteer organizations, civic, provincial, federal, and Aboriginal governments, and other organizations, agencies and stakeholders. Ultimately, modifications to the built environment must be accompanied, and supported, by a corresponding change in the social environment if public spaces are to be made defensible and people are to restore a sense of safety in the public realm.

Implementation and evaluation, through active participation of the community stakeholders, of the Safety Audit recommendations is critical to the success of these recommendations. Many of these recommendations are closely linked to the Local Area Plan recommendations and will require a coordinated approach to implementation.

The Local Area Plan Implementation and the Neighbourhood Safety Capital Budget Projects will be the leads in a coordinated plan to implement these recommendations in partnership with other civic departments and the community stakeholders. An Open House will be held this summer to widen the volunteer base, educate the community, and move the recommendations of this report forward.



Playing in Pleasant Hill

Pleasant Hill Safety Audit Report

APPENDIX A

Pleasant Hill Neighbourhood Safety Audit Process and Form

The Safety Audit Process: A Survey of Community Perception

Safety audits in Pleasant Hill were based on a process developed by the Metropolitan Action Committee on Violence Against Women and Children (METRAC). METRAC concluded that if you can make public spaces safer for women and children, you can make public spaces safer for everyone. While safety audit processes can take many different forms depending on the location in question, the group of people assembled, and the intended or desired result, most audits generally consist of a preparation stage, an auditing stage, and a follow-up stage. The stages of a typical audit in Pleasant Hill are described below.

Before an audit takes place, it is important to notify the community and invite as many people to participate as possible. In Pleasant Hill, on average, 200-250 leaflets were hand-delivered to mailboxes in and around the audit area approximately two to three days ahead of each audit. Other usual forms of notification included letters to members of the SASC, the Community Association, and appropriate members of City Administration and Saskatoon Police Service (Community Liaison Officer); advertisement at Local Civic Committee meetings, and word of mouth.

In addition to volunteer recruitment, a number of physical preparations were made before each audit such as gathering equipment and booking meeting space. The facilitators for each audit were also responsible to prepare themselves to lead participants through a series of questions regarding perceptions of their personal safety and crime activity in the audit area. While there is no set formula to guide discussions during safety audits, it is generally important to emphasize that an audit is a personal perception survey; that every voice is equally important and must be heard; and that the participant's role is "observer," not "vigilante." Ideally, the facilitator should also be familiar with recent crime statistics for the area, any significant crime incidents that have taken place in the community, and the dynamics of community relationships.

At the beginning of each audit, volunteers were briefed about the Pleasant Hill LAP, the recommendation for a neighbourhood-wide safety audit, and the role of the SASC. Participants were invited to introduce themselves and explain their interest in the safety audit process. The route plan for the area being audited that day was then discussed and the attached safety audit forms were passed out. Participants were asked to note responses to questions on a safety audit form. The safety audit form (or "Environmental Audit" form) is a very important component of data collection as it provides much of the basis for subsequent issue identification and analysis. Once everyone was briefed and prepared, the group left on foot to begin the safety audit.

At regular intervals during the audit, perhaps every half a block or so, the group (which tended to spread out into a long line) was reassembled to discuss their impressions of the immediate area. Using the safety audit form as a reference point, participants were asked to consider questions such as:

- What is your gut reaction in this area?
- What five words best describe the place?
- What is your impression of lighting?
- Is lighting uneven, causing a glare, or obscured in any way?
- Should signs for information or way finding be added in this area?
- Can you see clearly what's up ahead?
- Can other people see you?
- Does this place seem isolated or warm and welcoming?
- Are there any areas in which you might become trapped?
- What are your impressions of nearby land uses?

Is this area well maintained?
Is this area well designed?
What improvements would you like to see?

Sometimes, discussions followed a slightly different line of questioning:

How do you feel, standing in this particular area?
What physical features in the surrounding environment contribute to these feelings?
Whose “territory” is this?
Who are the potential victims at this site?
Who are the potential offenders at this site?
How can potential victims protect themselves?
What physical changes to this area would help to deter crime or make the place feel safer?

Once the entire audit area had been surveyed, participants were encouraged to return to the meeting room to finish filling out their forms, enjoy some refreshments, and continue their conversations.

Following each audit in Pleasant Hill, local authorities were notified of issues requiring immediate attention. For example, volunteers noticed during one audit that an electrical switch plate was missing at the bottom of a light standard on a busy corner. On another occasion, group members were concerned about the condition of an industrial property located near a school. Large containers stored haphazardly at the back of the site created “hiding spots” not easily noticed from the street and, potentially, a fire hazard. Issues like these were referred to the City of Saskatoon’s Health & Safety Hotline (975-2828). Other issues such as new information relating to the local sex trade or drug trade were reported to the Saskatoon Police Service Community Liaison Officer working in Pleasant Hill.

Notes on Data Analysis

Several versions of the safety audit form were used over the course of the neighbourhood-wide safety audit in Pleasant Hill as refinements to the questionnaire were made to suit the larger-than-average audit area. Appendix D contains the most commonly used safety audit form (“Environmental Audit Form”). For the purpose of analysis, questions and corresponding answers on each version of the safety audit form were sorted according to their “qualitative” or “quantitative” nature and evaluated accordingly. SPSS Base 10.0 software (Statistical Package for the Social Sciences) was used to assess quantitative data and qualitative data were manually coded and analysed.

Anecdotal information recorded during interviews with students and business representatives was reviewed to identify key themes and unique observations. This information was combined with the results of the safety audit form analyses to form a foundation for the recommendations in Section 5.0.

ENVIRONMENTAL AUDIT
Pleasant Hill Neighbourhood

Name: _____

General Area: _____

Specific Location: _____

Date: _____ Day: _____ Time: _____

Age: (Please circle the age range that applies to you)

- | | | |
|---------|---------|---------|
| 10-14 | 40 - 44 | 70 - 74 |
| 15 - 19 | 45 - 49 | 75 - 79 |
| 20 - 24 | 50 - 54 | 80 - 84 |
| 25 - 29 | 55 - 59 | 85 - 89 |
| 30 - 34 | 60 - 64 | 90 - 94 |
| 35 - 39 | 65 - 69 | 95+ |

Sex: _____

Affiliation (Community Association, merchant, resident, etc.): _____

One of the goals of the City of Saskatoon's Strategic Plan is to increase the participation of Aboriginal people in City programs and processes. By answering the following question, you will be helping the City Planning Branch to evaluate its current efforts to increase participation from the Aboriginal community in local area planning and related processes.

Do you identify yourself as an Aboriginal person? YES/ NO (circle one)

GENERAL IMPRESSIONS

1. Your gut reactions: _____

2. What five words best describe the place?

LIGHTING

3. General impression of lighting:

- very poor poor satisfactory
- good very good
- too dark too bright

4. Is the lighting even? yes no where? _____

5. Is there glare from the lights that prevent you from seeing where you are going?
 yes no where? _____

6. Can you identify a face 25 paces away? (walk 25 paces from the group to check)
 yes no where are you? _____

yes no where are you? _____

7. Do you know where/whom to call if lights are out, broken, not yet turned on, etc.?

- yes no

8. Is the lighting obscured by trees or bushes?

yes no where? _____

9. How well does the lighting illuminate the following:

	very poor			very well		location
sidewalks	1	2	3	4	5	
bus stops	1	2	3	4	5	
seating	1	2	3	4	5	
signs	1	2	3	4	5	
entrances	1	2	3	4	5	
exits	1	2	3	4	5	
alleys	1	2	3	4	5	
walkways	1	2	3	4	5	
phone booths	1	2	3	4	5	
(other)	1	2	3	4	5	
	1	2	3	4	5	

If poor or very poor, please describe why or use this space for any other comments.

SIGNAGE

10. Are there location or street signs nearby that can help identify where you are?

yes

no

11. Are there signs that show you where to get emergency assistance if needed?

yes

no

12. Impression of overall signage:

very poor

poor

satisfactory

good

very good

13. What signs should be added? (if necessary)

SIGHTLINES

14. Can you clearly see what's up ahead? yes no

15. If no, why not?

bushes fences hill

other _____

16. Are there places someone could be hiding? yes no

17. If yes, where? _____

18. What would make it easier to see?

E.g.: transparent materials such as chain link fence, glass, etc.

angled corners security mirrors

trimmed bushes snow cleared

vehicles moved

Other comments? _____

19. How many people are likely to be around?

◆ In the early morning:

none a few several many

◆ During the day:

none a few several many

◆ In the evening:

none a few several many

◆ Late at night (after 10 pm):

none a few several many

20. Is it easy to predict when people will be around?

yes no

21. Other comments?

ISOLATION - EAR DISTANCE

22. Are there any areas where a call for help could not be heard?

- yes no don't know

23. How far away is the nearest emergency service such as an alarm, security

personnel, crisis telephone? _____ don't know

24. Can you see a telephone or a sign directing you to emergency assistance?

- yes no

24. Is the area patrolled? yes no don't know

25. If yes, how frequently?

- every hour once per afternoon/evening don't know

Other comments? _____

MOVEMENT PREDICTORS (a predictable or unchangeable route or path)

26. How easy is it to predict a person's movements (e.g., their route)?

- very easy somewhat obvious

- no way of knowing

27. Is there always an alternative well-lit and frequently traveled route or path available?

- yes no don't know

28. Can you tell what is at the other end of paths, tunnels, or walkways in this area?

- yes no

29. Are there corners, alcoves, or bushes where someone could hide and wait for you?

- yes no where? _____

30. Other comments? _____

POSSIBLE ENTRAPMENT SITES

31. Are there small, confined areas where you would be hidden from view?

e.g., between garbage bins unlocked equipment or utility shed

alley or laneway recessed doorway construction site

Other: _____

ESCAPE ROUTES

32. How easy would it be for an offender to disappear?

- very easy quite easy not very easy

33. Do lanes / streets / walkways have more than one exit?

- yes no don't know

34. If yes, please describe. _____

NEARBY LAND USES

35. What is the surrounding or nearby land used for (list all that apply)?

- stores offices restaurants
- factories residential houses and streets
- busy traffic heavily treed/wooded areas
- riverbank parking lots campus buildings
- don't know

Other: _____

36. Can you identify who owns or maintains nearby land?

- yes no where? _____

37. Impressions of nearby land use:

- very poor poor satisfactory
- good very good

MAINTENANCE

38. Impressions of maintenance:

very poor poor satisfactory

good very good

39. Is there a lot of litter lying around?

yes no

40. Do you know to whom maintenance concerns should be reported?

yes no

41. From your experience, how long do repairs generally take?

1 day within 1 week 1 - 3 weeks

more than 3 weeks don't know

FACTORS THAT MAKE THE PLACE MORE HUMAN

42. Does this area feel cared for?

yes no

43. Does this area feel abandoned?

yes no

Why? _____

44. Is there graffiti on the walls?

yes no

45. In your opinion are there racist or sexist slogans / signs / images on the walls?

yes no

46. Are there signs of vandalism?

yes no

47. Would other materials, tones, textures, or colors improve your sense of safety?

yes no

48. Other comments? _____

OVERALL DESIGN

49. Impressions of overall design of this area:

very poor poor satisfactory
 good very good

50. If you weren't familiar with this area, would it be easy to find your way around?

yes no

51. Does the place "make sense"?

yes no

52. Is your neighbourhood walkable (i.e. to school, to work, to friends, to places you need)?

yes

no

53. Other comments?

IMPROVEMENTS

54. What improvements would you like to see?

55. Do you have any specific recommendations?

Pleasant Hill Safety Audit Report

APPENDIX B

Pleasant Hill Neighbourhood Distribution of Selected Crime Maps

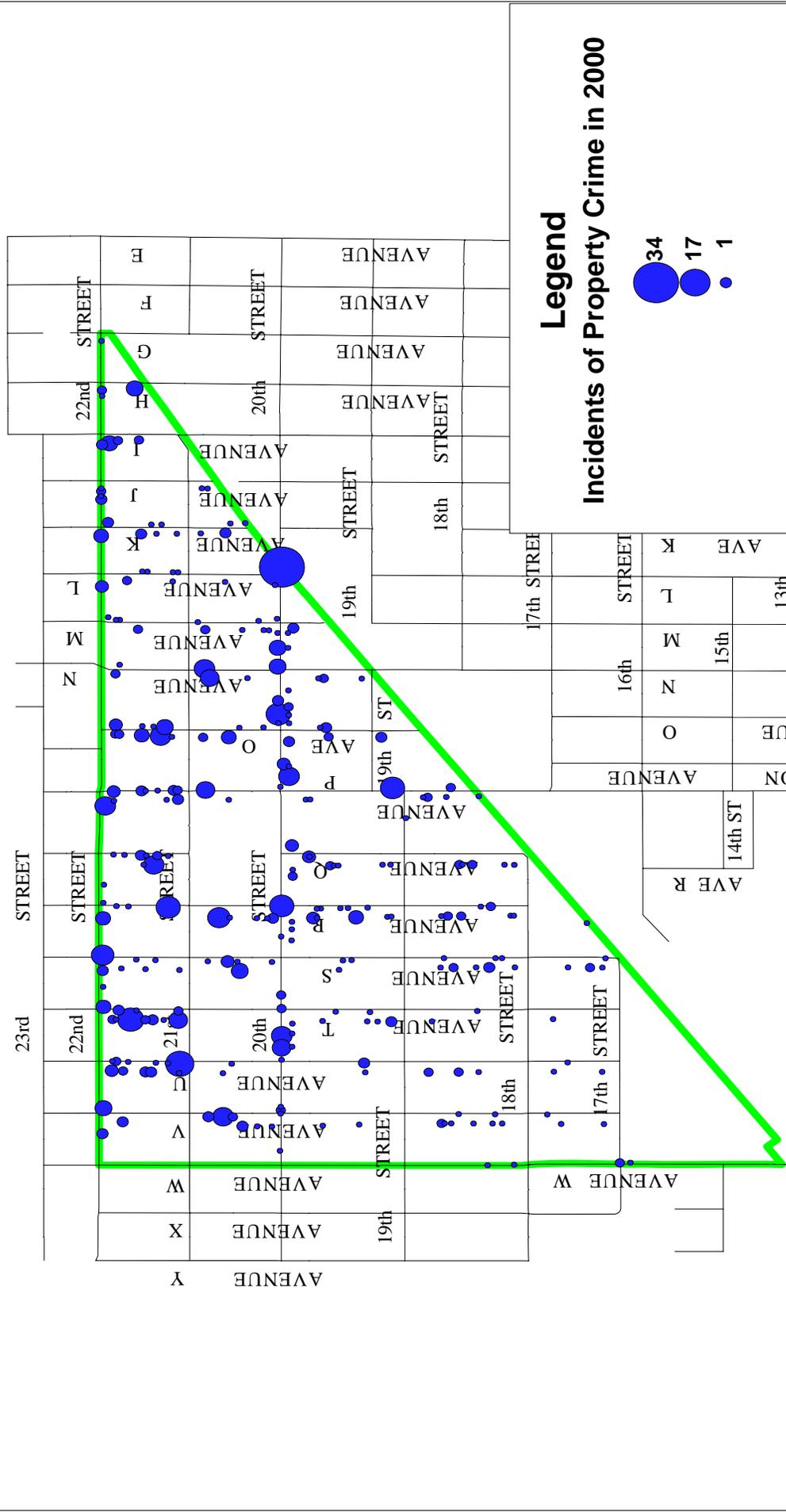
Property Crime

Violent Crime

Drug Related Crime

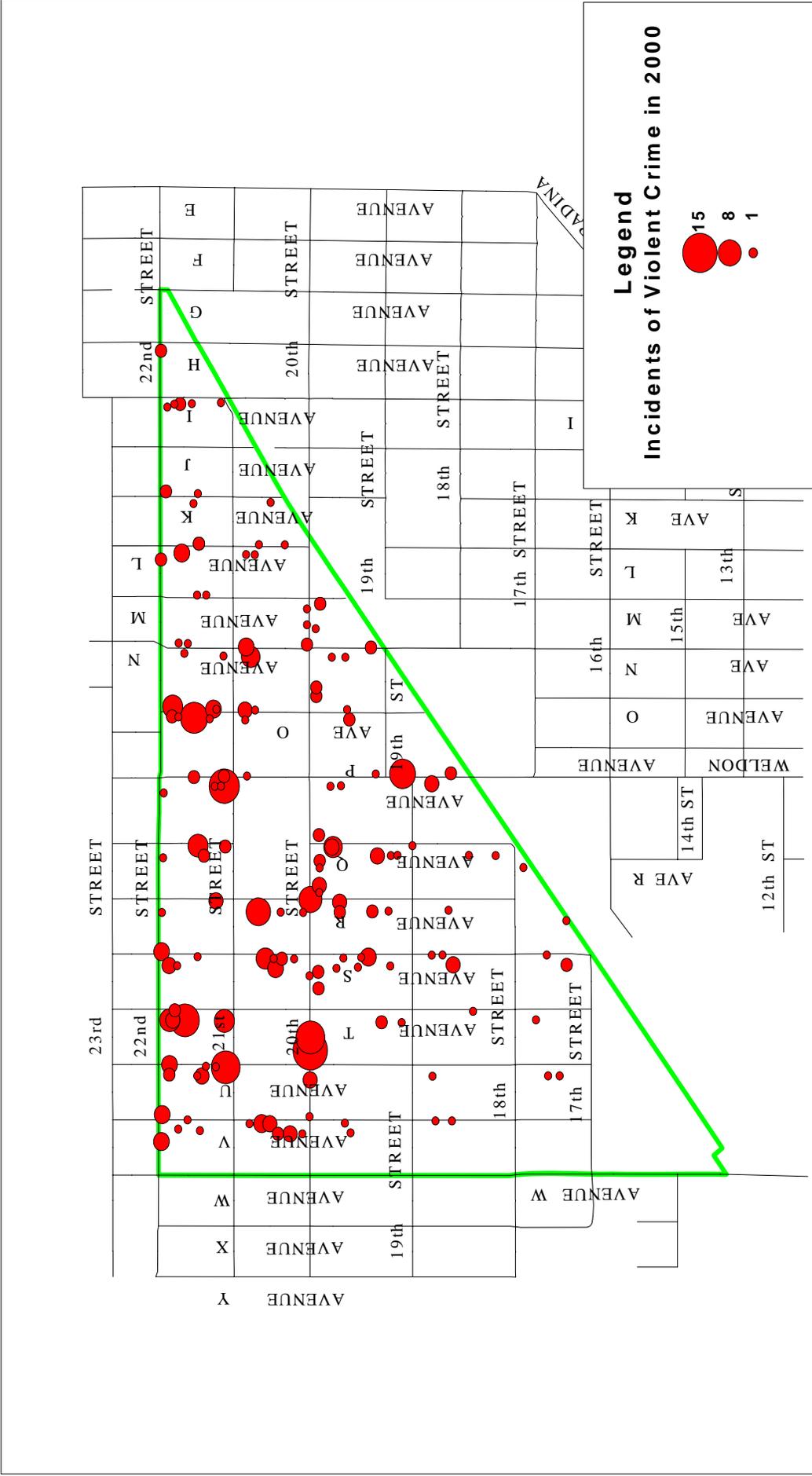
Break and Enter

Figure 4.1 Distribution of Property Crimes in Pleasant Hill, 2000



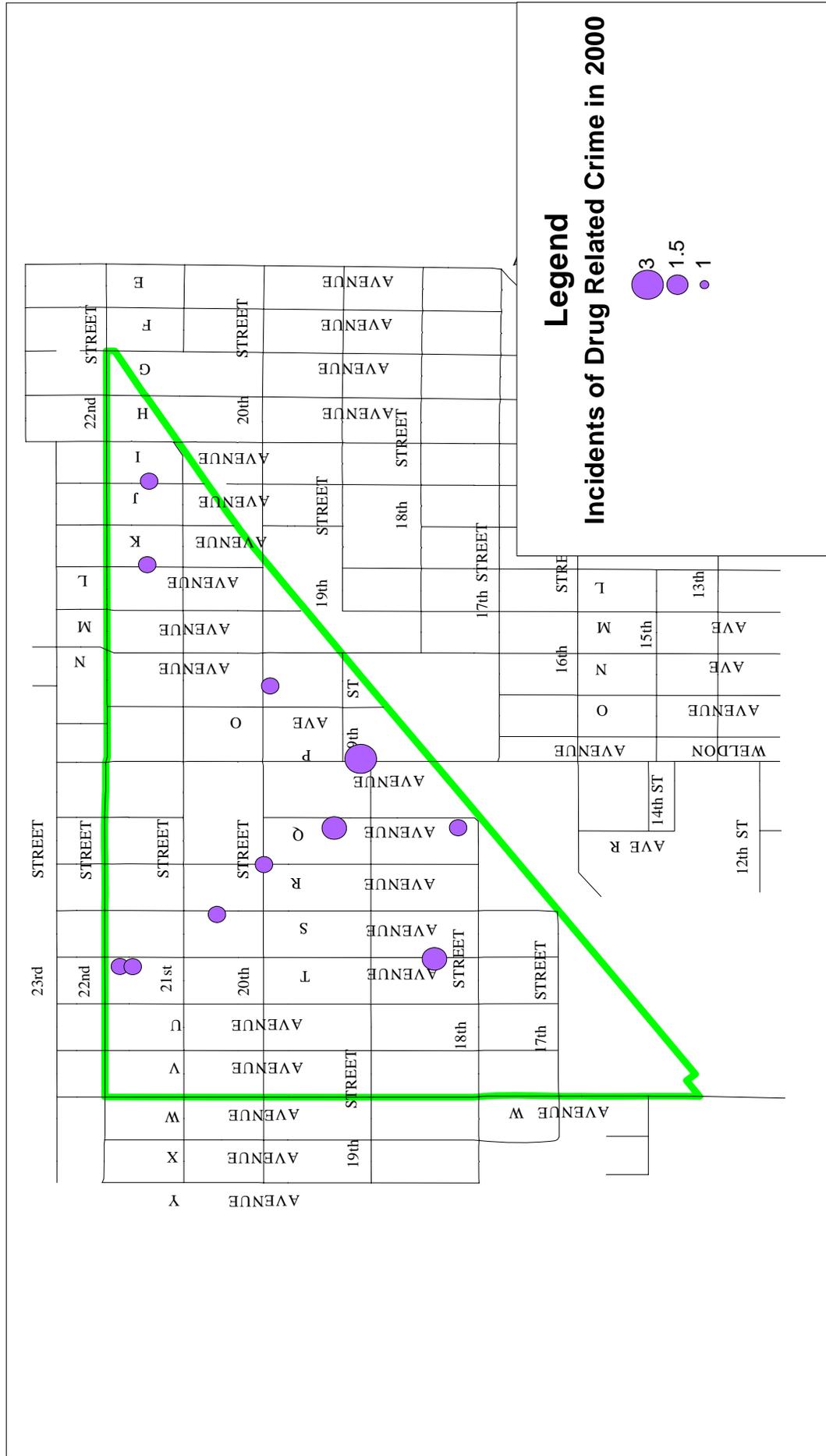
Source: City Planning Branch, 2002

Figure 4.2 Distribution of Violent Crimes in Pleasant Hill, 2000



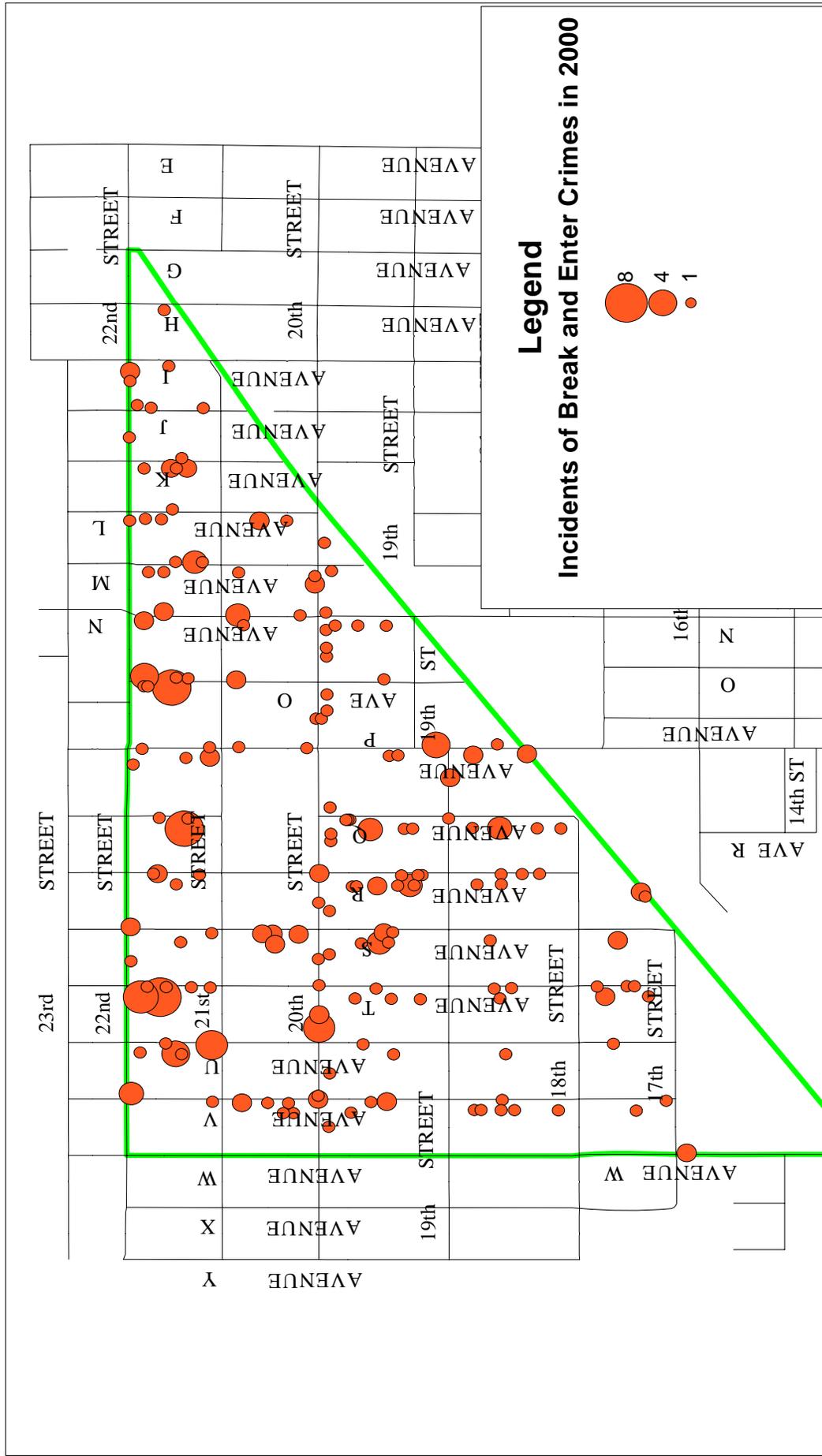
Source: City Planning Branch, 2002

Figure 4.3 Distribution of Drug Related Crimes in Pleasant Hill, 2000



Source: City Planning Branch, 2002

Figure 4.4 Distribution of Break and Enter Crimes in Pleasant Hill, 2000



Source: City Planning Branch, 2002

Pleasant Hill Safety Audit Report

APPENDIX C

Pleasant Hill Neighbourhood Individual Audit Area Maps

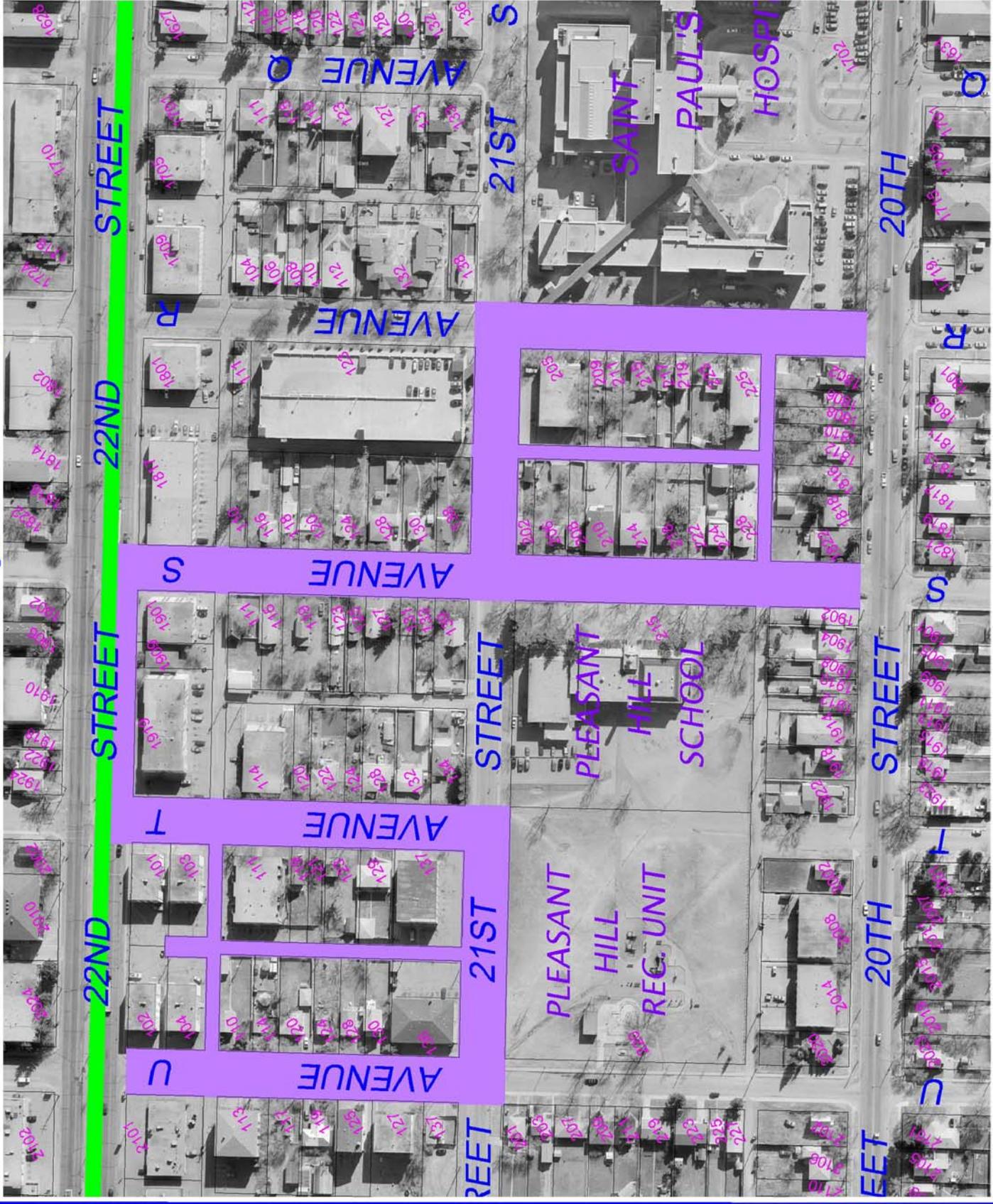
PLEASANT HILL SAFETY AUDIT 2003

AUDIT A - Saturday, October 18, 2003



PLEASANT HILL SAFETY AUDIT 2003

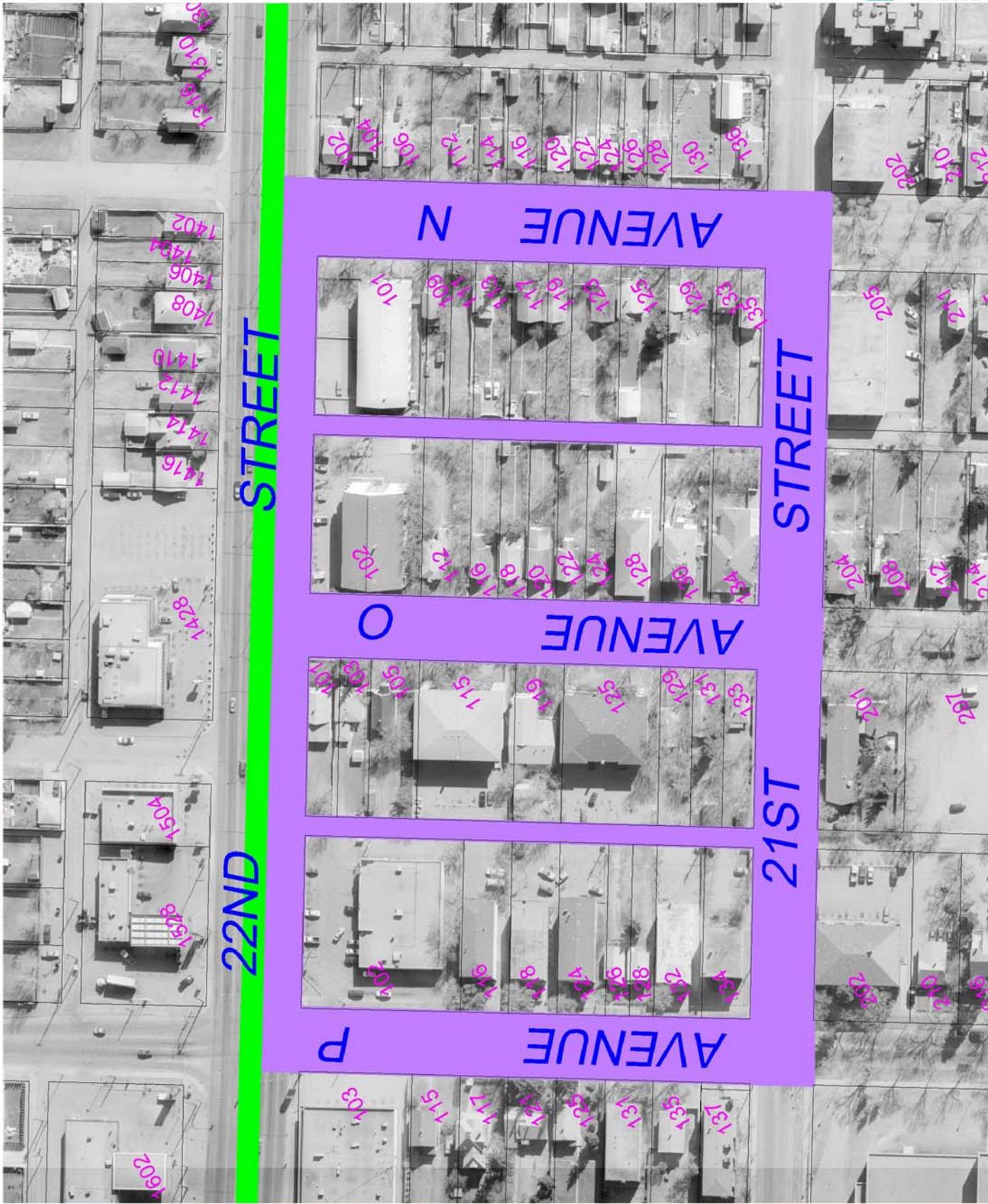
AUDIT B/F - Tuesday, October 7, 2003





PLEASANT HILL SAFETY AUDIT 2003

AUDIT C/D - Monday, Sept. 22nd & Wednesday, Oct. 15th, 2003



PLEASANT HILL SAFETY AUDIT 2003

AUDIT E - Saturday, September 6, 2003



PLEASANT HILL SAFETY AUDIT 2003

AUDIT G - Friday, September 5, 2003



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 Research and Information Resource Centre

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MARCH 2004

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PLEASANT HILL SAFETY AUDIT 2003

AUDIT H - Thursday, August 28, 2003



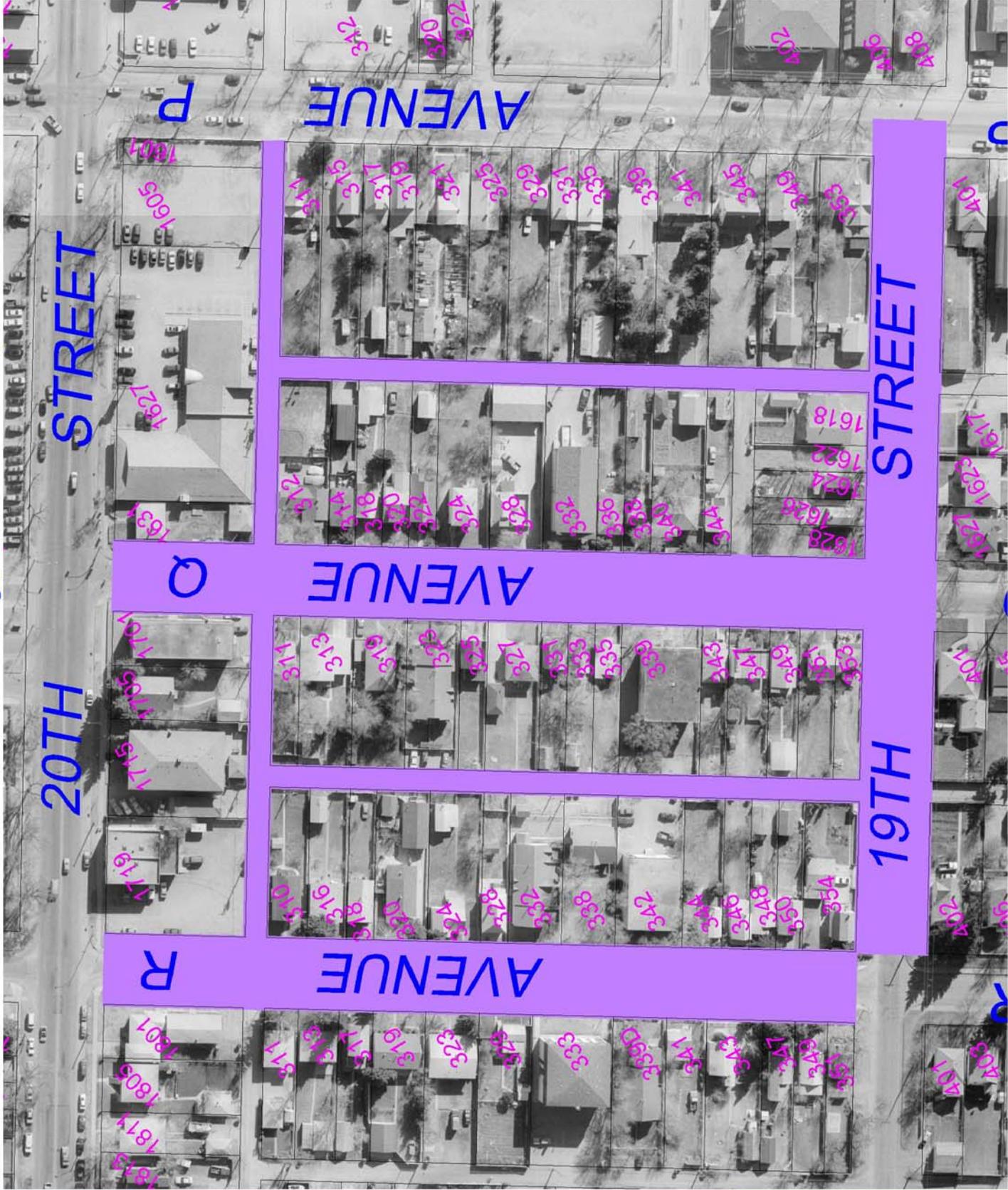
PLEASANT HILL SAFETY AUDIT 2003

AUDIT I - Tuesday, October 14, 2003



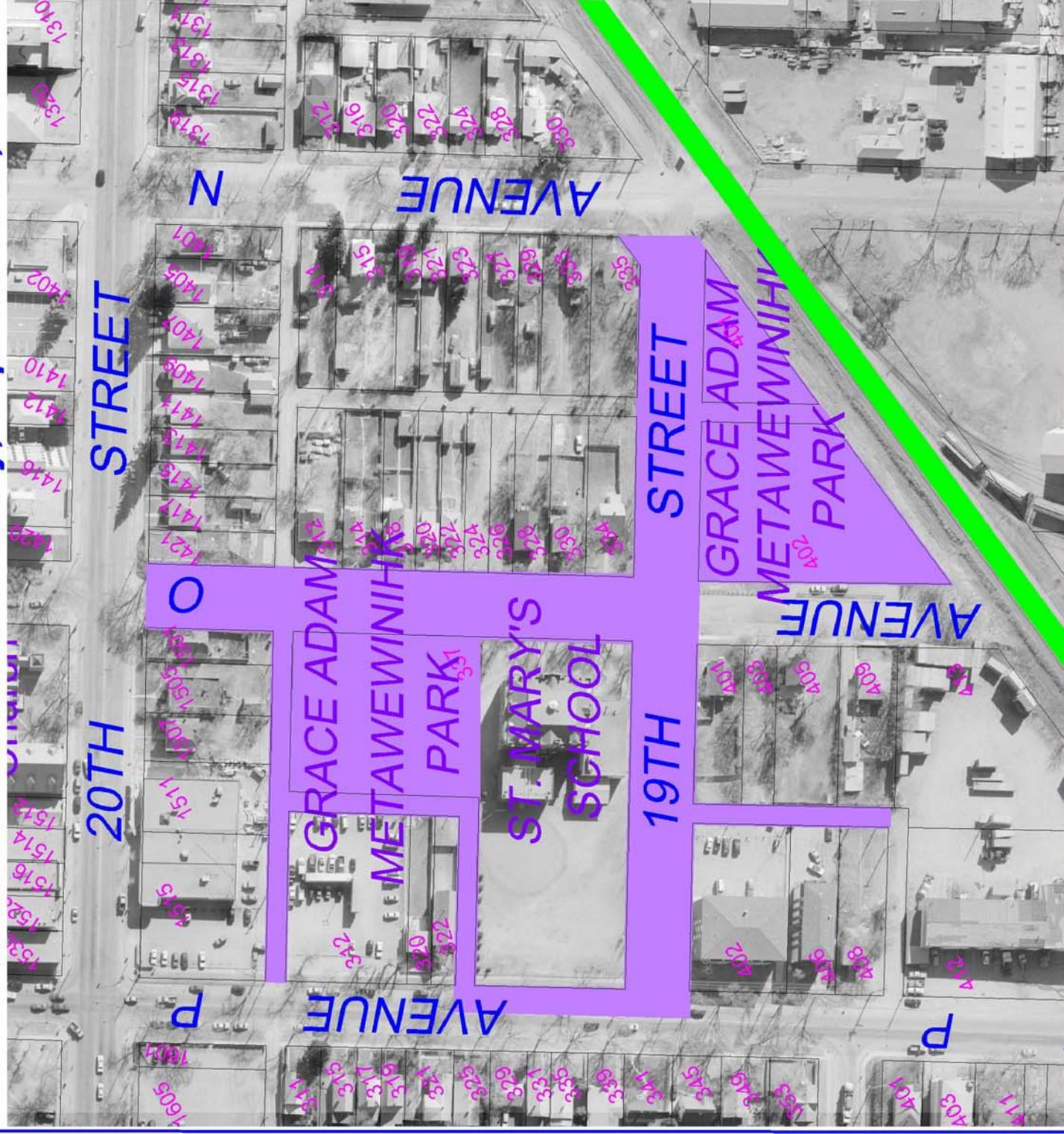
PLEASANT HILL SAFETY AUDIT 2003

AUDIT J - Sunday, October 19, 2003



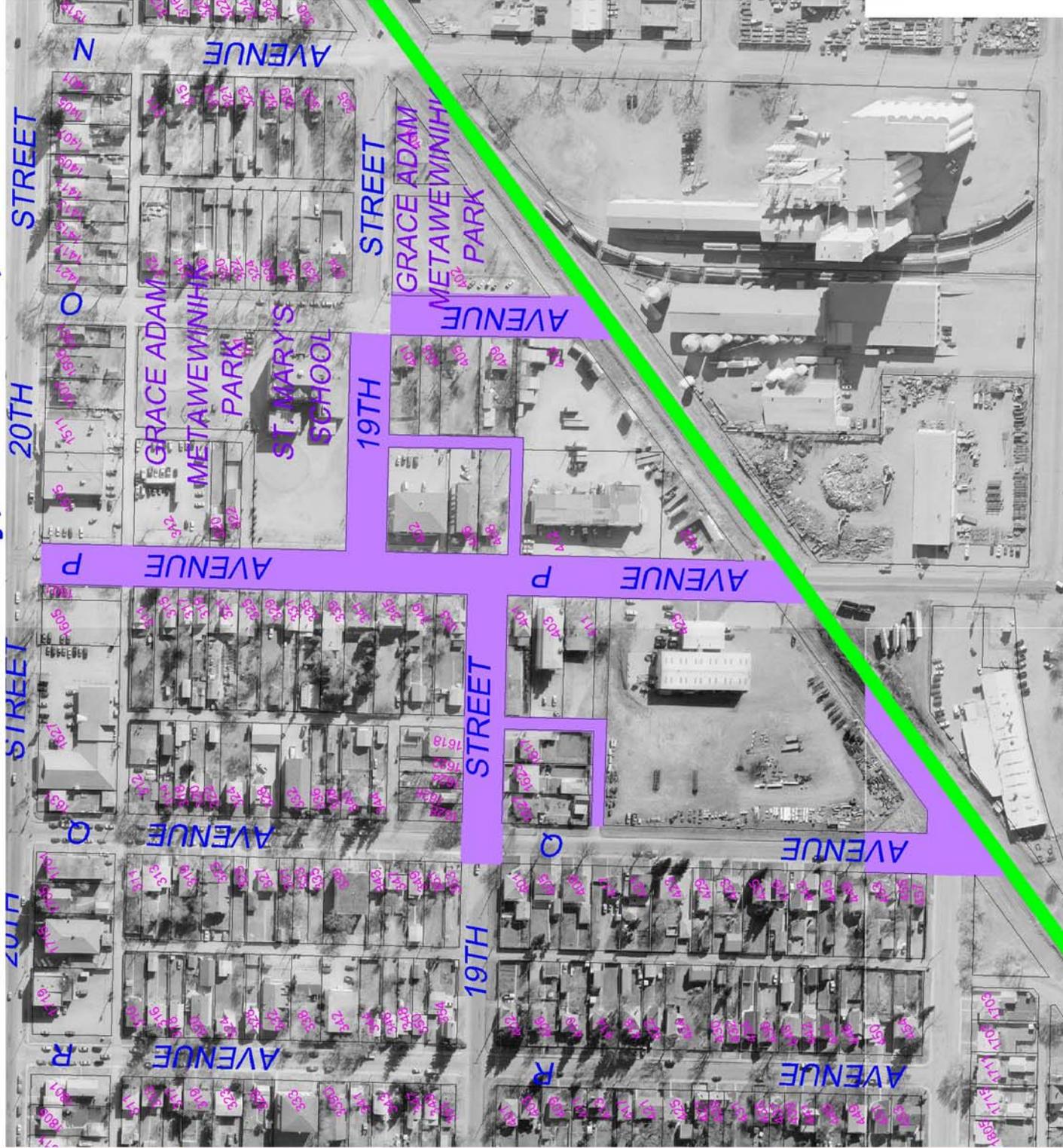
PLEASANT HILL SAFETY AUDIT 2003

AUDIT K/M - Wednesday, September 17, 2003



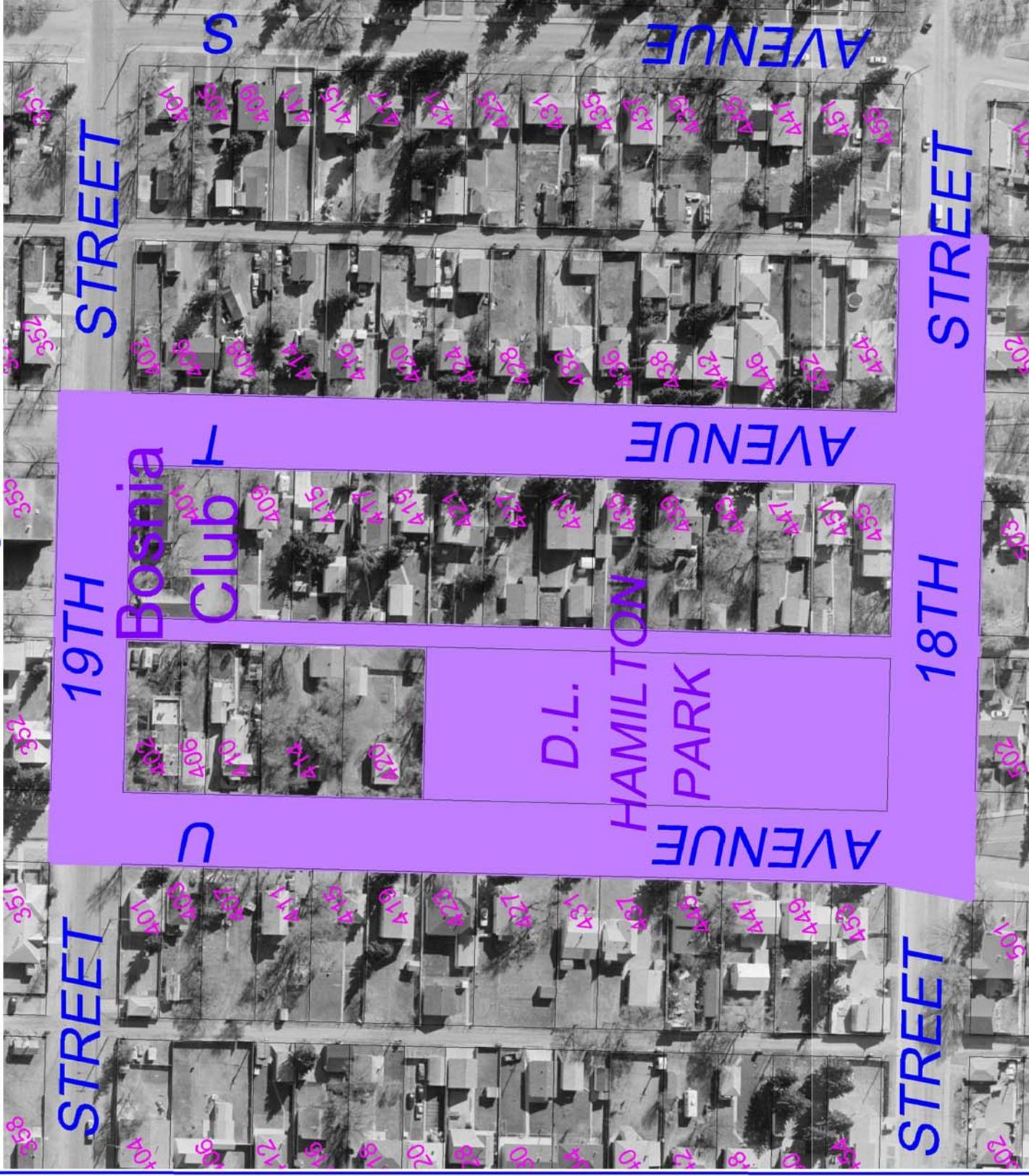
PLEASANT HILL SAFETY AUDIT 2003

AUDIT L- Friday, October 10, 2003



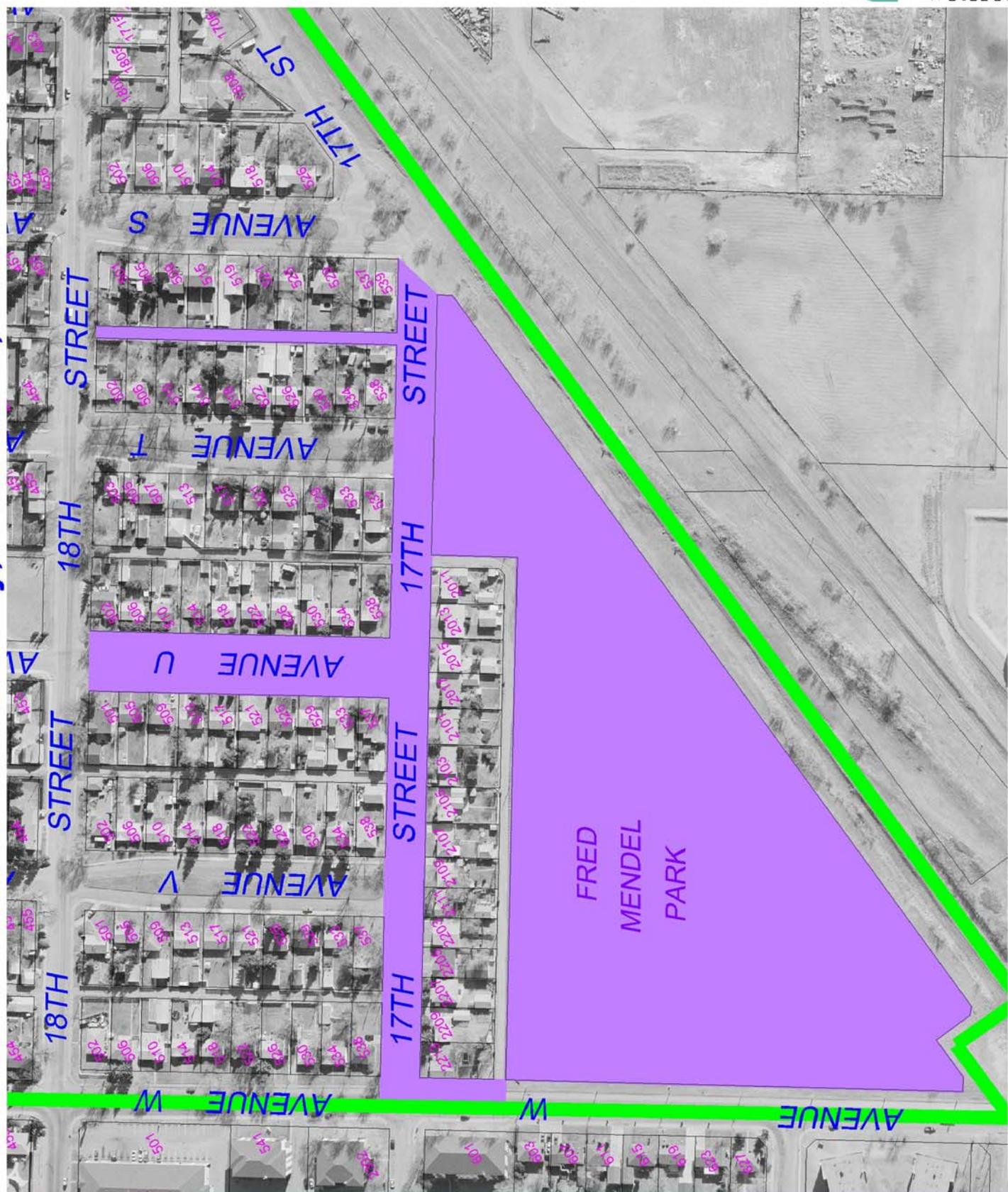
PLEASANT HILL SAFETY AUDIT 2003

AUDIT N - Thursday, October 23, 2003



PLEASANT HILL SAFETY AUDIT 2003

AUDIT O - Tuesday, October 21, 2003



PLEASANT HILL SAFETY AUDIT 2003

St. George's Seniors - Tuesday, September 30, 2003



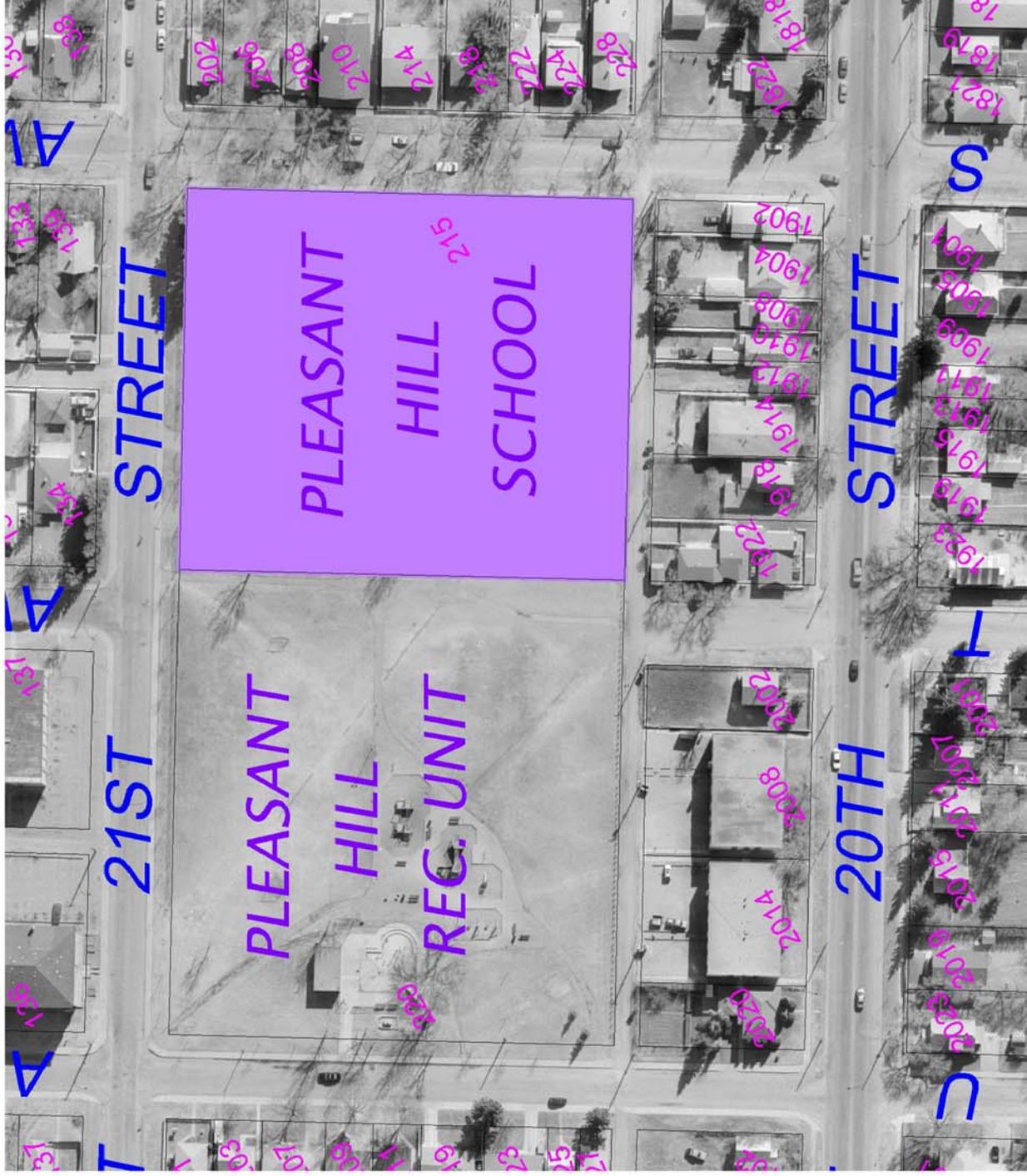
PLEASANT HILL SAFETY AUDIT 2003

St. Mary's School Audit - Wednesday, December 3, 2003



PLEASANT HILL SAFETY AUDIT 2003

Pleasant Hill Community School Audit - Monday, December 1, 2003



PLEASANT HILL SAFETY AUDIT 2003

South-East Home Owners Audit - Sept./Oct. 2003

