



 **BRAMPTON 2040  
NURTURING  
NEIGHBOURHOODS**

2019 Community Heartbeat

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“The Nurturing Neighbourhoods Program has proven excellent way to connect with residents and empower neighbourhoods. The City is committed to taking action on the ideas and issues that emerge from these walks and conversations. The collective action of our residents, our partners and staff, myself and Members of Council, create meaningful connections that improve our City and foster resilience in our communities.”

**Patrick Brown, Mayor**

“At the City of Brampton, we continue to explore new ways to connect with our community and ways better serve our residents. The Nurturing Neighbourhoods Program is a demonstration of our commitment to residents as we listen to their ideas and work together to improve their quality of life. Join the journey and share your ideas with us!”

**David Barrick, Chief Administrative Officer**



# NURTURING OUR NEIGHBOURHOODS ONE CONVERSATION AT A TIME

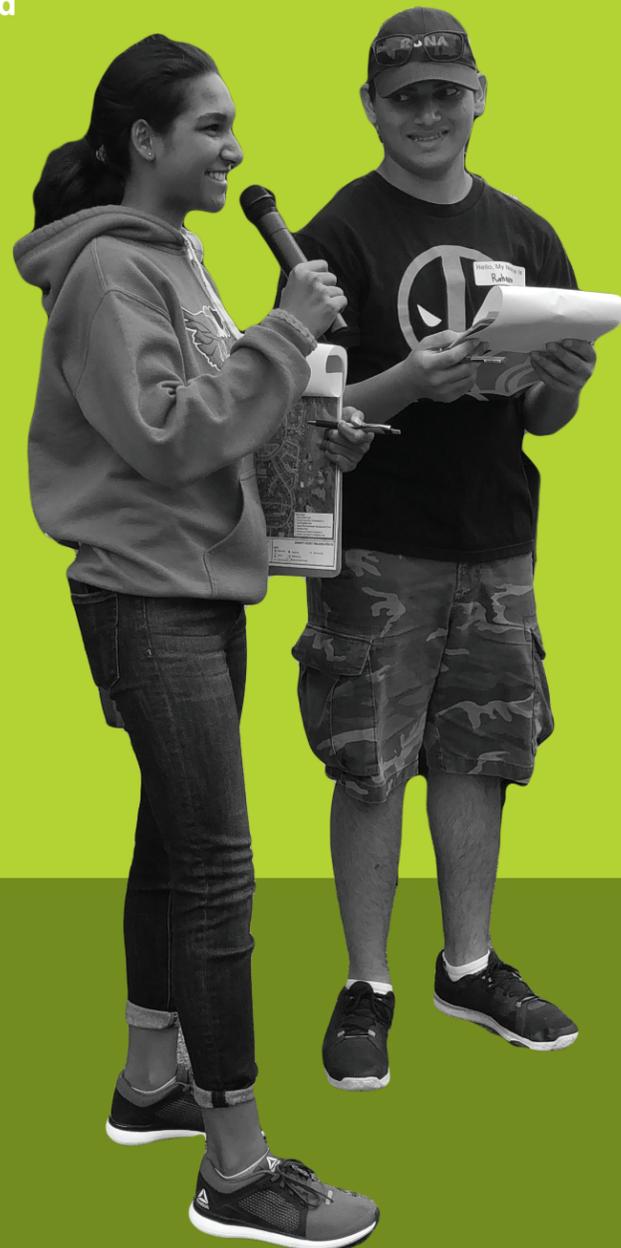
## Bringing the Brampton 2040 Vision to Life

People are at the heart of everything we do. Our residents make up the mosaic that is Brampton. The Brampton 2040 Vision: Living the Mosaic is this community’s vision for the future. It brings together the thoughts and words of thousands of Brampton residents from all walks of life. It is about the environment, jobs and urban centres, neighbourhoods, transportation and connectivity, social matters, health along with arts and culture and everything in between.

The Nurturing Neighbourhoods Program aims to connect residents with resources, improve civic engagement and to empower residents to play an active role in enhancing their neighbourhood.

We want to have meaningful conversations in our neighbourhoods. Residents join us and share what they love about their neighbourhood and what can be changed. Though the City is there to support, the strongest neighbourhoods are made by the people who live there.

Neighbourhoods are more than just a place where we live, and they are more than a boundary drawn on a map. Our neighbourhoods are a reflection of who we are – diverse, unique, interesting – and they are the foundation of the community we are building together.



## PROGRAM PARTNERS

Our strong and diverse network of neighbourhood volunteers are often the heart of a neighbourhood.

Thanks neighbours!

Still, others are contributing their time and talents through valuable partnering organizations like Neighbourhood Watch Brampton, Boys and Girls Club of Peel, Sheridan College and many, many more.

Thanks community partners!

Many City departments provide resources, expertise and support to this Program.

Thanks team!

We get by with a little help from our friends. The Nurturing Neighbourhoods Program is proudly delivered by a series of partners who support your well-being.

Thanks partners!

**“WHERE WE LIVE IMPACTS OUR HEALTH. BUILDING COMMUNITIES THAT ARE SAFE, CONNECTED, WALKABLE, AND WITH MULTIPLE AMENITIES PROMOTES PHYSICAL AND MENTAL WELL-BEING, AND A HEALTHIER ENVIRONMENT BY IMPROVING AIR QUALITY AND ADDRESSING CLIMATE CHANGE. THE CITY OF BRAMPTON’S NURTURING NEIGHBOURHOODS PROGRAM CONTRIBUTES TO PROMOTING AND BUILDING THESE TYPES OF COMMUNITIES BY ENGAGING AND BRINGING TOGETHER RESIDENTS AND PARTNERS. PEEL PUBLIC HEALTH IS HONOURED TO BE PART OF THIS IMPORTANT WORK, AND SEEING THE POSITIVE OUTCOMES.”**

**Dr. Lawrence Loh, Acting Medical Officer of Health  
Region of Peel – Public Health**



# OUR JOURNEY TOGETHER



COMMENTS RECEIVED VIA SOCIAL MEDIA = **100+**



COMMUNITY EVENTS ATTENDED = 10+ COMMUNITY/ ORGANIZATIONAL EVENTS



RESIDENTS ENGAGED (IN PERSON) = **400+**



NEIGHBOURHOODS VISITED IN 2019 = 11 NEIGHBOURHOOD WALKS & WORKSHOPS



RESIDENTS PRE-ENGAGEMENT = **1500+ RESIDENTS**



POP-UP ENGAGEMENT = **20+ EVENTS**



SOCIAL MEDIA IMPRESSIONS (FACEBOOK, TWITTER, INSTAGRAM) = **19,000+**



NEIGHBOURHOOD RESIDENT GROUPS IN 2019 = TRINITY COMMON & NORTHWOOD PARK



STEPS WALKED WITH RESIDENTS IN 2019 = **55,000+**



TRANSLATED MATERIALS = 9 LANGUAGES ENGLISH, HINDI, PORTUGUESE, SPANISH, PUNJABI, URDU, GUJARATI, TAMIL, TAGALOG



311 SERVICE REQUESTS = **80+**



IN-KIND DONATIONS RECEIVED = **\$500+**



DISTANCE TRAVELED IN ALL WALKS COMBINED = **44.7 KM**



BRAMPTON YOUTH IN UNIVERSITY OR HIGH SCHOOL PARTICIPATING AS VOLUNTEERS IN DELIVERING THE PROGRAM =

**20+**

PEEL REGIONAL POLICE **NEIGHBOURHOOD WATCH** BRAMALEA COMMUNITY NETWORK (BCN)

**COMMUNITY PARTNERS**

**TRCA & ORGANIZATIONS**

SHERIDAN COLLEGE UNITED WAY **CVC HGI** REGION OF PEEL

COUNTY COURT NEIGHBOURHOOD ASSOCIATION

FACILITY SERVICES

FIRE & EMERGENCY SERVICES DEVELOPMENT SERVICES

EMERGENCY MEASURES **POLICY** URBAN DESIGN

ANIMAL SERVICES **CITY TEAMS** ACTIVE TRANSPORTATION

BUILDING, DESIGN & CONSTRUCTION STRATEGIC COMMUNICATIONS TRAFFIC OPERATIONS & PARKING

RECREATION BY-LAW & ENFORCEMENT **GIS** ENVIRONMENTAL PLANNING

SECURITY SERVICES INFORMATION TECHNOLOGY

BRAMPTON TRANSIT OFFICE OF THE CAO

# THE 2019 WALKS – SUCCESS AND ENGAGEMENT STORIES

## Mount Pleasant Village

You spoke, we listened! Residents would like to see more outdoor recreational activities in their community, and we are working with our Recreation Team to make this a reality. You will be happy to hear that we are revisiting the Mount Pleasant neighbourhood in 2020 to continue the conversation!



## Madoc

With the help of City staff and Neighbourhood Watch Brampton, residents initiated discussions of taking ownership of their neighbourhood through the lens of safety. One method discussed was to start a Neighbourhood Watch Program!



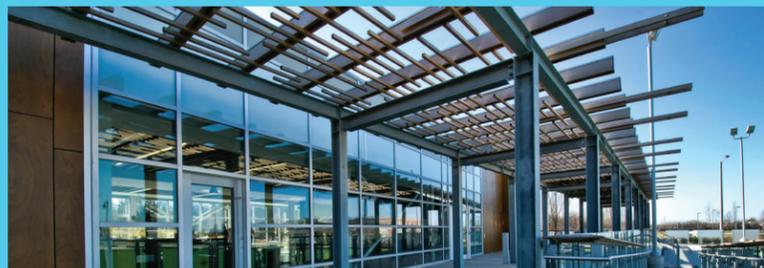
## Trinity Commons

Residents in this neighbourhood are taking ownership by starting a Neighbourhood Association! A follow up meeting to help inform residents was held in February 2020!



## Springbrook

Through close consultation with a neighbourhood community group, a perimeter fence around a park was installed and park benches were added, encouraging a safe and contained park experience!



## Heart Lake South

Heart Lake is one of many Brampton neighbourhoods which is celebrated for its natural beauty. We heard from residents that they want to see an increase in the neighbourhood's connectedness, incorporation of wayfinding signage and conduct a public art exercise which celebrates all things Heart Lake!



## Bramalea E, F, and K Sections

We have partnered with the TRCA to make positive change to the Bramalea area and by delivering a Bramalea Sustainable Neighbourhood Action Plan or SNAP. One of the action items include the renewal and revitalization of Knightsbridge Park!



## County Court

In 2019, we followed up with requests from residents in County Court to host an information meeting with Council and staff to discuss matters impacting their neighbourhood. In 2020, the City is inviting residents to have their say in a Pedestrian Study being conducted in the County Court neighbourhood!



## Ebenezer East and Ebenezer West

These communities put traffic safety and public space activation at the top of their lists. We're working together to make this happen!



## Northwood Park

Residents in this neighbourhood are taking ownership by starting a Neighbourhood Association! An information session was held at Chris Gibson Recreation Centre in December 2019.



## Downtown Brampton

The City continues to work with our downtown residents and businesses to add vibrancy to our downtown – residents would also like to see an increase in accessibility and the implementation of public art installations which celebrate our city! We've identified several sections which will allow us to visit the Downtown each year.



## KEY FINDINGS

**Brampton has a proud history of people coming together to create. From flowers, food and communications technology to robotics, arts and construction technology – we have made some amazing things.**

Perhaps the most important thing we must work to make here just might be community. As we continue on the journey of Nurturing Neighbourhoods, we acknowledge that there is a lot we can accomplish together. After all, the best neighbourhoods are made by the people that live there!

Over 400 residents walked with us through 11 of our neighbourhoods. Residents of all ages and abilities attended and shared unique stories. Through the 2019 Program Survey, we asked residents over 25 questions including if they feel a sense of belonging in their neighbourhood, if they feel safe, if it is accessible and who they know around them. These next few pages share some of the answers.



No matter where we were born, or where we live, we all want to belong to something bigger than ourselves. We want to belong to a family, group of friends, a neighbourhood, a community. When we feel like we belong, we are happier and healthier – physically and mentally.

Our residents understand that good neighbourhoods consist of people who want to live there and feel a part of their community. In response to ‘having a sense of belonging to their local community’ approximately 70% of the survey participants responded with a ‘somewhat strong’ or ‘very strong’ connection to their local community and neighbourhood.

**“I MOVED TO OTHER CITIES FOR WORK BUT THERE WAS NO OTHER CITY WHERE I FELT THE WARMTH THAT I FEEL IN BRAMPTON.”**

Vishal Arora, Springdale resident



**70%**  
HAD A SENSE OF BELONGING TO THEIR COMMUNITY

Q8: How would you describe your sense of belonging?  
2019 Nurturing Neighbourhoods Program Survey

Feeling positive about the places we live is key to building strong and sustainable neighbourhoods. The happiness we project, into our lives and others, is often reflected in the places we live in. In response to how happy residents are in their neighbourhood, 85% of the survey participants responded with 'I like' or 'I love' living in my neighbourhood.

“I LIKE THE FACILITIES AT THE SOCCER CENTRE.”

Trinity Commons resident

“LOVE THE DOG PARK AND SPLASH PAD! THE TOBOGGANING HILL IS FUN!”

Northwood Park resident

“I LOVE THE OPPORTUNITY TO RIDE MY BIKE IN THE TRAILS IN THIS AREA.”

Bramalea resident



85%

LIKE OR LOVE THEIR NEIGHBOURHOODS

Q7: How happy are you living in your neighbourhood?  
2019 Nurturing Neighbourhoods Program Survey

Depending on where we live, our connection and ways we interact with our neighbours differ. Knowing many of our neighbours contributes to our sense of belonging and safety in neighbourhoods.

33%  
I KNOW SOME OF MY NEIGHBOURS

5%  
I KNOW ALL OF MY NEIGHBOURS

30%  
I KNOW A FEW OF MY NEIGHBOURS

28%  
I KNOW MOST OF MY NEIGHBOURS

4%  
I DON'T KNOW ANY OF MY NEIGHBOURS

Q9: Which of the following most describes you?  
2019 Nurturing Neighbourhoods Program Survey



## “THE CURRENT BUS SERVICE IS EASY TO USE AND NAVIGATE FOR SENIORS.”

Springbrook resident

Q14: In your neighbourhood, how do you get to these amenities?

2019 Nurturing Neighbourhoods Program Survey

Other than transit stops, which the majority of us walk to, it is difficult to access amenities in or near our neighbourhoods without a car. We require a car as the main method of transportation to reach amenities in our neighbourhood. Our second most common method of transportation used to access amenities is walking.

### Brampton strives to be an Age-Friendly Community.

**What is an Age-Friendly Community?** An age-friendly community is one that encourages and enables active aging as a way to enhance or maintain quality of life for older adults. Active aging refers to the capacity for people to continue to participate fully in their communities at all stages of life. It is influenced by economic, social, and physical factors.

In an Age-Friendly Community...

Public buildings have accessible entryways including push-button accesses and level surfaces. Residents of all ages have strong social networks and can participate in a variety of affordable and inclusive community programs.

A range of affordable transportation options is available to residents, such as a network of trusted volunteer drivers or a safe and efficient public transit system. Brampton residents have access to a range of affordable health, community support and home care services.



Residents are generally satisfied with the features throughout their neighbourhood streets. They value bike lanes and public benches and would like to see more in their neighbourhoods.

They are also satisfied with parks, playgrounds and sports fields, but believe the City can do better with shaded areas, waste bins and places to sit.

### I WISH MY NEIGHBOURHOOD HAD...

“I WISH FOR BICYCLE LANES EVERYWHERE IN THE DOWNTOWN AREA, WITH GOOD SIGNAGE SO DRIVERS ARE AWARE OF CYCLISTS.”

Downtown resident

“GARBAGE BINS TO BE INSTALLED FURTHER INTO THE PATH FROM MAIN AND STEELES. PEOPLE BUY FROM THE SHOPS, BUT WALK AND EAT AND THEN THE BINS ARE TOO FAR AWAY (CLOSER TO THE SHOPS) TO DISPOSE OF THEIR WASTE.”

County Court resident



“WE FEEL THAT THE RECEPTACLES SHOULD BE PLACED FURTHER INTO THE PATHS.”

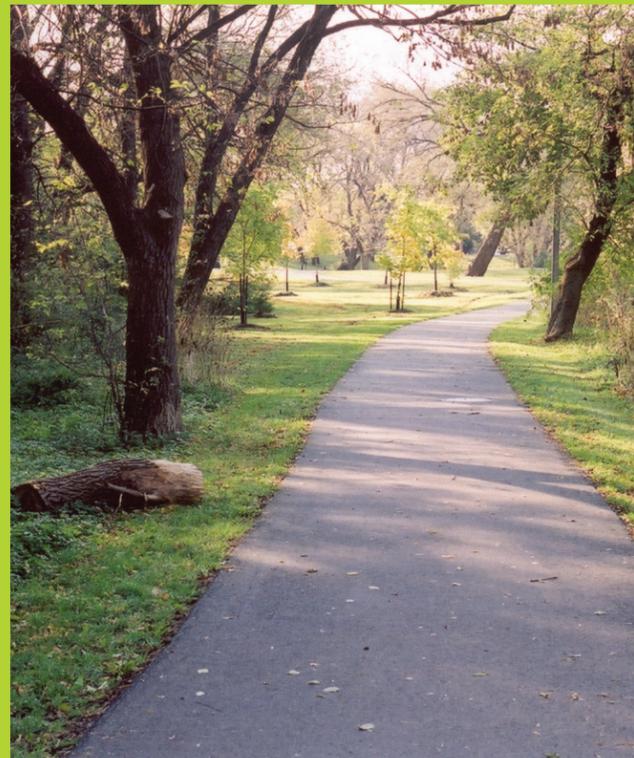
County Court resident

“MORE BINS FOR GARBAGE AND RECYCLING, AND MORE BENCHES FOR SITTING.”

Bramalea resident

“INSTEAD OF WIDENING IT FOR CARS WHAT ABOUT AN ACTUAL PROTECTED BIKE LANE?”

Bramalea resident



**Q13:** How satisfied are you with the following features on your neighbourhood streets?  
**Q20:** How satisfied are you with the following public features in your neighbourhoods?  
2019 Nurturing Neighbourhoods Program Survey



As an individual, a neighbour, a community and a city, we can always do better.

Our 2019 Nurturing Neighbourhoods Program survey show that some residents don't always feel like they belong in our community. As a result, some residents are at a higher risk of being isolated and developing feelings of loneliness. Residents may feel as though they don't have anyone to connect with or have a gateway through which they can become involved in their community.

Our survey shows one of the greatest concerns is crime and the safety of our neighbours and the community. Their safety concerns are experienced differently depending on where they live in the city.

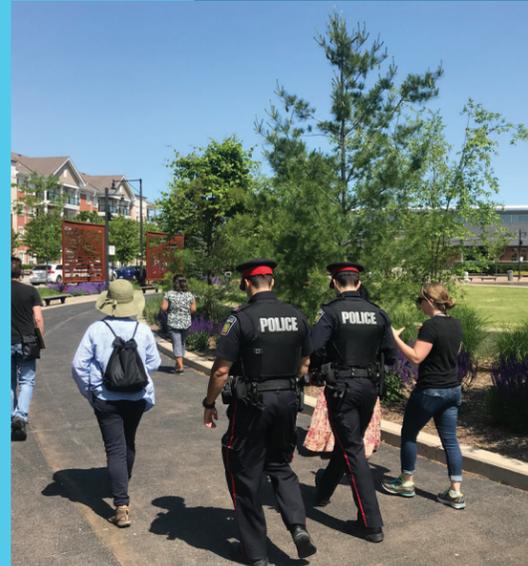


**Q14:** How safe do you feel being on the streets of your neighbourhood during the day?  
**Q15:** How safe do you feel being on the streets of your neighbourhood during the night?  
2019 Nurturing Neighbourhoods Program Survey

Only 10% of residents felt that the crime rates have lowered in their neighbourhood. The rest felt that the crime rates have either not changed or risen in the past three years.

A cause for concern surrounding our safety is a decrease in the perception of safety in our neighbourhoods. Compared to three years ago, our survey showed residents generally believe that crime rates have increased in our city.

**Q17:** Compared to 3 years ago, do you feel the crime rate in your neighbourhood is:  
**2019 Nurturing Neighbourhoods Program Survey**



Beyond crime, safety can be attributed to a variety of factors – we asked residents to identify and discuss the safety concerns in their neighbourhood.

Top 5 safety concerns identified by residents:

- Road safety - 21%
- Litter - 19%
- Run down properties - 11%
- Lack of activities - 9%
- Other\* - 12%

\*Other concerns included noise & loud music, conditions of pathways - owners are not picking up after their pets, illegal dwellings and parking conditions.



**Q18:** What is your main safety concern within your neighbourhood?  
**2019 Nurturing Neighbourhoods Program Survey**



**“SPEEDING CONCERNS, WIDE ROADS.”**

Springbrook resident

**“HIGH SPEED DRIVERS MAKE THE ROAD FEEL UNSAFE.”**

Mount Pleasant Village resident

**“PEDESTRIAN CROSSING OR SOME FORM OF TRAFFIC CALMING ON HANSEN ROAD NORTH - PEOPLE J-WALK CONSTANTLY AND PEOPLE GET HIT HERE.”**

Madoc resident

**“RED LIGHT CAMERAS HERE WOULD BE GREAT. WE NEED SOME TRAFFIC CALMING HERE AND REDUCING THE SPEED WOULD BE A GREAT START!”**

Madoc resident

Just over 25% of residents are frequently participating in some form of arts and culture in their neighbourhood. We heard from residents in Trinity Commons that there is a desire for seniors to participate in programming, and residents in Mount Pleasant look forward to seeing more live performances in the MPV Square.



## I WISH THIS WAS HERE...

**“PROGRAMMING FOR SENIORS - FOCUS ON ARTS, CULTURE, AND HEALTH.”**

Trinity Commons area resident

**“MORE LIVE PERFORMANCES AT THE MPV SQUARE, MORE ARTS AND CULTURE EVENTS AS WELL.”**

Mount Pleasant Village resident

**Q25:** How frequently do you currently participate in some form of arts and culture in your neighbourhood?  
**2019 Nurturing Neighbourhoods Program Survey**

# HOW TO BE A GOOD NEIGHBOUR

Ensure your property is well maintained to prevent deterioration or unsafe situations. Properly store and dispose of your waste, and be considerate about noise when being a host.

Avoid parking on the front lawn, across the sidewalk or overhanging on the curb. Street parking is for a maximum of 3 hours and street parking is not allowed between 2 – 6 am. Overnight guests can apply for a permit online by visiting [www.brampton.ca/parking](http://www.brampton.ca/parking).

By-Laws help maintain the quality of our City, and every Bramptonian has a role to play in upholding these standards. Knowing and following our by-laws help everyone enjoy a clean, safe neighbourhood and shared public spaces. For more information visit [www.brampton.ca/bylaws](http://www.brampton.ca/bylaws).



## QUICK NEW WAYS TO REACH 311 BRAMPTON!

**City services at your fingertips!**  
 Download the 311 app or visit us online at [311Brampton.ca](http://311Brampton.ca).  
 Search for information, submit a service request, get updates and track your requests.

Access your local government 24/7 by phone, email or online.



# WHAT CAN I DO IN 24 DAYS?



# WHAT CAN I DO IN 24 WEEKS?



# WHAT CAN I DO IN 24 MONTHS?

For more information on how to get involved, find out what initiatives your neighbourhood is involved in or find out when your neighbourhood walk is, visit [brampton.ca/neighbourhoods](http://brampton.ca/neighbourhoods).

## NEIGHBOURHOOD PLAYBOOK

There are actions we can take to improve our neighbourhood.

This playbook gives you some examples of things you can do as an individual, neighbourhood or community to positively impact where you live.



individual



neighbourhood



community

### Getting around: walking, cycling and accessibility



Seek out walking routes and trails with friends or family. Visit [www.brampton.ca](http://www.brampton.ca) to find a guide to all trails across the city.



Organize a neighbourhood bicycle ride. Visit [www.bikebrampton.ca](http://www.bikebrampton.ca) to help you get started today!



If you have concerns about sidewalk maintenance, curb ramps, crosswalks, or bicycle trails, call 311 or email [311@brampton.ca](mailto:311@brampton.ca). You can also contact your local Councillor.

### Safety: making your neighbourhood as safe as it can be



Take the Peel Regional Police Home Security Challenge for tips on protecting yourself and your home.



Initiate a Neighbourhood Watch program. Find out how at [www.nwbrampton.ca](http://www.nwbrampton.ca).



Start a Residents' Association! If you have questions or ideas about street-related projects, call 311 or email [311@brampton.ca](mailto:311@brampton.ca).

### Public space and the environment: greening your neighbourhood



Plant a tree on your property.



Organize a community tree planting or garbage cleanup event – or find out when one is happening in your neighbourhood – by contacting [growgreen@brampton.ca](mailto:growgreen@brampton.ca).



Manage and maintain an identified plot of land for a community garden. Find out more at [www.brampton.ca/parks](http://www.brampton.ca/parks) (click on Community Involvement).

### Arts and culture: spaces and places for inspiration and creativity



Take in and enjoy local performing artists at events like “This is Brampton” and “Friday Night Live” in downtown’s Garden Square. If you know a talented artist, encourage them to contact [events@brampton.ca](mailto:events@brampton.ca) to talk about showcasing their skills.



Explore the variety of cultural amenities Brampton has to offer. Create your own neighbourhood walking tour by visiting Brampton’s online culture map at [www.geohub.brampton.ca](http://www.geohub.brampton.ca).



The Advance Brampton Fund supports community-based activities that will have a positive impact within Brampton that align with our Council Priorities. The Micro Projects Stream is designed to support resident groups taking on small projects in and around their neighbourhoods. The stream supports communities as they connect, learn, or play. Learn more at [www.brampton.ca/communitygrants](http://www.brampton.ca/communitygrants).

### In summary...

As a City, we are striving to make community engagement a part of everything we do. The Nurturing Neighbourhoods Program aims to empower our residents to become civic participants and champions, by connecting with the necessary resources to take ownership of their neighbourhoods. Our ongoing commitment at the City of Brampton is to understand the priorities and experiences of our communities.

Over this term of Council, the City and partners will walk over 50 neighbourhoods across the City. These are key steps toward fulfilling the Brampton 2040 Vision.

The walks and workshops will be used to inform and guide work, be shared with internal groups and external organizations to create new opportunities. The process is engaging and transparent – it brings the conversation to you. So tell us what you love and what could be changed, and together let's work to make Brampton a city of strong neighbourhoods!



## WHAT'S NEXT?

**We invite you to think about how the findings in our report can support your efforts to strengthen neighbourhoods across Brampton. Please share it with others in your community and get in touch if we can help. The Nurturing Neighbourhoods team continues to expand the program and encourages residents to take ownership of their neighbourhood.**

**In 2020, a few advancements will be made to the program, including:**

- 15 walks planned
- All 10 City Wards will be visited
- Virtual delivery of program\*

\*Due to the COVID-19 pandemic, the Nurturing Neighbourhoods Program will be delivered in a virtual format. This will allow residents to participate remotely and provide a longer engagement period, capturing data continuously online.

- 15 City departments scheduled to participate
- 5+ external organizations participating

### What's new for promotion?

Promotion of the walks and workshops will include:

- Eight (8) Region of Peel Mobile Signs
- Window ads in recreation centres/libraries
- Media Story pitch to local & ethnic media
- Media release
- Media advisory

### Acknowledgements:

The Nurturing Neighbourhoods – 2019 Community Heartbeat is an annual Progress Report, created with careful consideration for the thoughts, ideas and aspirations of Brampton residents. The contributions to the content, design and development of this report was a combined effort between City of Brampton staff and operating departments, local Conservation Authorities, Regional government, community organizations, donors and sponsors, Mayor and Council and most importantly, our residents. Special thanks to all groups and individuals for continuing to contribute to our Community Heartbeat.

**We would like to thank our Program Sponsors for contributing to the future of our neighbourhoods' well-being.**



