

Safe Neighbourhoods Resource Package

Residents are the heart of a safe neighbourhood. This package is designed to support you in creating a neighbourhood *where anyone may live, work, play or visit without fear or risk of harm or injury*. It outlines many resources available to you and the best way to access them when you are in need.

Frequently Asked Questions

A **STREET LIGHT** in our neighbourhood is out, broken or blocked, what do we do?

1. Look for an ID number on the light post and write it down,
2. If there is no ID number, note the street address closest to the light,
3. Call the 24 hour hotline: 519 661-2641 to report the outage.

Note: depending on the case, it may take up to 28 days to repair or replace the street light.

There is a **FADED OR MISSING SIGN** in our neighbourhood, how do we request a replacement?

1. Note the location (nearest address) and type of sign (street, parking, or other)
2. Send an email to fadedormissingsigns@london.ca with this information.

We would like a **TRAFFIC CALMING SIGN** in our neighbourhood to increase safety, what do we do?

- Signs are not an effective way to slow or calm traffic. If you would like to learn why, contact Mark Ridley at mridley@London.ca or 519 661-2489 x4736.

In our neighbourhood, **TRAFFIC IS TOO FAST AND UNSAFE**, what can we do?

1. Talk with your neighbours to find out if they agree that traffic is too fast.
2. If they do, contact mridley@london.ca to inquire about a traffic calming study.

We would like to request a **BIKE LANE** in our neighbourhood, what can we do?

1. Contact the City of London's Transportation Planning & Design at 519-661-4580 or es@london.ca

Note: not every street is suitable for a bicycle lane and the budget for new bike lanes is limited.

There is a section of **BROKEN SIDEWALK** in our neighbourhood, who do we contact?

- Send an email to es@london.ca and provide the location of the broken sidewalk.

There is a section of street where we would like a **SIDEWALK ADDED**, what can we do?

- Contact the City of London's Transportation Planning & Design at 519-661-4580 or es@london.ca.

Crossing a major street in our neighbourhood is difficult and dangerous, how do we **REQUEST A CROSSWALK?**

- Contact Mark Ridley to inquire at mridley@london.ca or 519-661-2489 x 4736.

A **TRAFFIC LIGHT** in my neighbourhood is not working properly, who do I tell?

- Note the intersection and specific issue.
- Call the 24 hour hotline: 519 661-2641 to report the issue.
- For general information call: 519 661-4580

The **BUS STOP** in our neighbourhood is **TOO DARK AND FEELS UNSAFE**, what can we do?

- Call or email the LTC with your concern - 519- 451-1347 or luc@londontransit.ca.
- You may also request a Courtesy Stop along LTC routes where safety permits from your driver.

What can I do when other riders make me feel unsafe on the bus?

- You may sit close to the operator and share your concern if possible.
- Operators have direct links to the Police through their radio dispatch.

There is a large bush or shrub in my neighbourhood that **REDUCES VISIBILITY** for drivers, cyclists, or pedestrians, what can I do?

- Note if the bush or shrub is on public or private land.
- Note the location before contacting (nearest address or intersection).
- Call 519 661-8413 or email es@london.ca with your concern.

There is an area in my neighbourhood with a lot of **LITTER OR GARBAGE**. What can we do?

- Take pictures of the litter on multiple occasions as evidence of the issue.
- If the issue is on private property, try to contact the building owner to ask if they can clean it up.
- If the owner does not comply, contact Municipal Law Enforcement at 519-661-4660 or enforcement@london.ca.
- If the issue is on public property (street, path, park, or green space) take note of the location and contact Call 519 661-8413 or email es@london.ca with your concern

Any question relating to **SNOW AND ICE** removal or management.

- Contact the Customer Service hotline at 519 661-4570 or es@london.ca

Any questions relating to **ACCESSIBILITY** on public or private property.

- Contact accessibility@london.ca or call 519-661-2489 x5879.

I have found discarded **NEEDLES IN A PARK** or green space, what do I do?

- Do not touch them but take note of their location as best you can.
- Contact Customer Service hotline at 519 661-4570 or es@london.ca

There is **DAMAGED PLAY EQUIPMENT** in a park, what do I do?

- Take note of the location of the damaged equipment.
- Contact Customer Service hotline at 519 661-4570 or es@london.ca

I have seen evidence of **ILLICIT OR DANGEROUS BEHAVIOUR** in a park or green space, what can I do?

- Take note of the location as best as you can.
- Document the evidence if it is possible to do so in a safe way.
- Contact Customer Service hotline at 519 661-4570 or es@london.ca
- Call 519 661-4965 if it is after regular work hours

We would like to **HELP MAINTAIN OR ENHANCE A PARK** in our neighbourhood, how can we do this?

- Talk with your neighbours to ensure community support for your idea.
- Contact Vanessa Kinsley, Community Projects Co-ordinator to learn about the Adopt-A-Park program 519 661-2489 x1871 or vkinsley@london.ca.
- Contact Sabrina Sater to learn about how the Neighbourhood Decision Making program could help your community receive park enhancements at 519 661-2489 x5892 or ssater@london.ca.

In what type of situation should I **CALL 911**?

You should dial 911 in Emergency situations including:

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| • Homicide | • Break & Enter |
| • Person With a Weapon | • Suspicious Vehicle |
| • Purse Snatching | • Crime in Progress |
| • Suspicious Person | • Odour of Gas |
| • Serious Injury | • Robbery |
| • Police Officer in Trouble | • Gun Shots |
| • Serious Vehicle Accident Assault | • Fire or Explosion |

In what type of situation should I call the non-emergency number? (519-661-5670)

- General Information
- Lost or Recovered Property
- Traffic Concerns
- Narcotic Information
- Unnecessary Noise
- Vandalism

I would like to see **MORE POLICE IN MY NEIGHBOURHOOD**, what can I do?

- Ask your neighbours to sign a petition to demonstrate neighbourhood support.
- Contact the Uniform Division with your request at ud@police.london.ca or Crime Prevention at 519-661-5515 x5680.

I have a crime tip but am afraid to share it, what can I do?

- Call Crime Stoppers with your anonyms tip at 519-661-8477.

How many **SMOKE ALARMS** should I have in my home?

- One on every floor and next to bedrooms.

I would like to book a **FIRE SAFETY SITE INSPECTION**, who do I call?

- Call 519-661-8419 or email fireforms@london.ca with your inquiry. There is a fee of \$193.23 for buildings up to 10,000 square feet.

Am I allowed to have an **OUTDOOR FIRE** in my backyard?

- Yes, if the following conditions are met:
 - The fire takes place in a non-combustible container (chiminea, metal tub, fire pit, and outdoor brick fire place).
 - The fire is no larger than 46 cm wide x 46 cm long x 30 cm high.
 - It is at least 4 m from any building, structure, property line, tree, hedge, fence, roadway, overhead wire or other combustible article.
 - The fire container is placed on a non-combustible surface that extends beyond the container at least as far as the container is high.
 - The fire takes place between 4:00 p.m. and midnight.

I would like to start a **Neighbourhood Watch** in my area but don't know how it works.

- Contact Neighbourhood Watch London at 519-661-4533 or nwl@london.ca to find out how to join an existing or create a new Watch Area.