



**Councillor Paul W. Ainslie**  
City of Toronto Councillor  
Ward 24 Scarborough-Guildwood

Chair, Scarborough Community Council  
Chair, Board of Management of the Toronto Zoo  
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 Councillor Paul Ainslie Scarborough-Guildwood

 Ward 24 Scarborough-Guildwood

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Date: November 7, 2023  
To: Government Management Committee Members  
Re: Parking infractions Seamless Reporting

## Recommendation,

City Council direct the Executive Director, Customer Experience, in consultation with the Parking Enforcement Unit of Toronto Police Services, to review and report on the possible use of 311 Toronto as an intake channel for service requests for issues related to parking infractions.

City Council direct the Executive Director, Customer Experience to report back to Council no later than end of 2024, on the possibility of an integration strategy with CXD/311 Toronto and the Toronto Police Service.

## Background

Residents of the City of Toronto currently have the convenience of reporting various issues to the City through our 311 app. I would like to suggest an extension of this functionality to address the prevalent issues of parking and bike infractions.

The proposal is to develop a user-friendly feature within the existing 311 app that allows residents to report parking and bike infractions directly to the city and relevant enforcement authorities. This streamlined reporting process has the potential to significantly improve the efficacy of enforcement efforts and contribute to the overall safety of our streets.

Benefits of such an enhancement include:

1. **Ease of Reporting:** Residents can conveniently report incidents in real-time through the app, eliminating the need for traditional reporting methods.
2. **Increased Reporting:** A user-friendly app is likely to encourage more residents to report incidents, leading to a higher volume of valuable data for enforcement purposes.
3. **Efficient Enforcement:** With timely and accurate reports, enforcement authorities can respond promptly, addressing violations and enhancing overall safety.
4. **Public Awareness:** The app can serve as an educational tool, raising awareness about parking and bike regulations, fostering a culture of compliance.

I believe that implementing this feature would be a proactive step towards fostering a safer road environment.

Sincerely,

Paul W. Ainslie  
City of Toronto, Councillor  
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