




# Online Parking Complaints Reporting

Current State and Next Steps

*Presentation for Service Excellence  
Committee City of Toronto*

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On June 6, 2023, TPS launched the first phase of the online reporting and platform transformation, to improve user experiences of reporting online, streamline information, and to reduce calls to non-emergency phone numbers.

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Photo Credit: Brent Smyth, Toronto Police Service



# Parking Complaints: Now

Guided user entry

Intuitive address entry

Plain language

Mobile-responsive and accessible design

Toronto Police Service  
Parking Complaint Report

15%  
Incident Location  
Next up: Vehicle Information

Where is the incident located?

Toronto Police Service is responsible for parking complaints within the City of Toronto. If you are outside of Toronto, please contact your local municipal by-law office.

All fields marked with an asterisk(\*) are required.

Type of location\* (required)  
Select one

Incident Address or Intersection\* (required)  
Begin typing and select a location from the list

40 College

40 College St, Toronto, Ontario

40 Humber College Blvd, Etobicoke, Toronto, Ontario

e.g. Unit 10

Back Next

Toronto Police Service  
Parking Complaint Report

75%  
Notifications  
Next up: Review Your Complaint

How would you like to receive updates on your complaint?

You will receive updates on your complaint including if it has been received and when it is resolved. You can add up to 3 contacts.

☒ Email  
test@tps.ca  
Add another email

☐ SMS text  
(416) 808-2222  
Add another phone number

Back Next

Can add more than one notification email

Opt-in SMS Notifications

# Parking Complaints: Now

View submitted complaint

Mobile-responsive and accessible design

Toronto  
Parking Complaint Report

View Your  
Parking  
Complaint  
Online

Use your event number and email address to view or cancel your complaint. You can find the event number in the confirmation email received when you submitted the complaint.

Event Number

e.g. 1234

Primary Email Address

e.g. john.smith@gmail.com

View Complaint

Request to cancel complaint online

Status updates

Details of complaint

Event number for reference

Toronto  
Parking Complaint Report

Active

Parking Complaint

Event Number: 200846

Submitted: 2024-11-22, 8:20:10 a.m.

Type of Incident

Over Time Limit

Location of Incident

Type of Location

Visitors Lot

Address

40 College St Toronto

Vehicle(s) involved

Contact information

First Name

F.Name

Last Name

L.Name

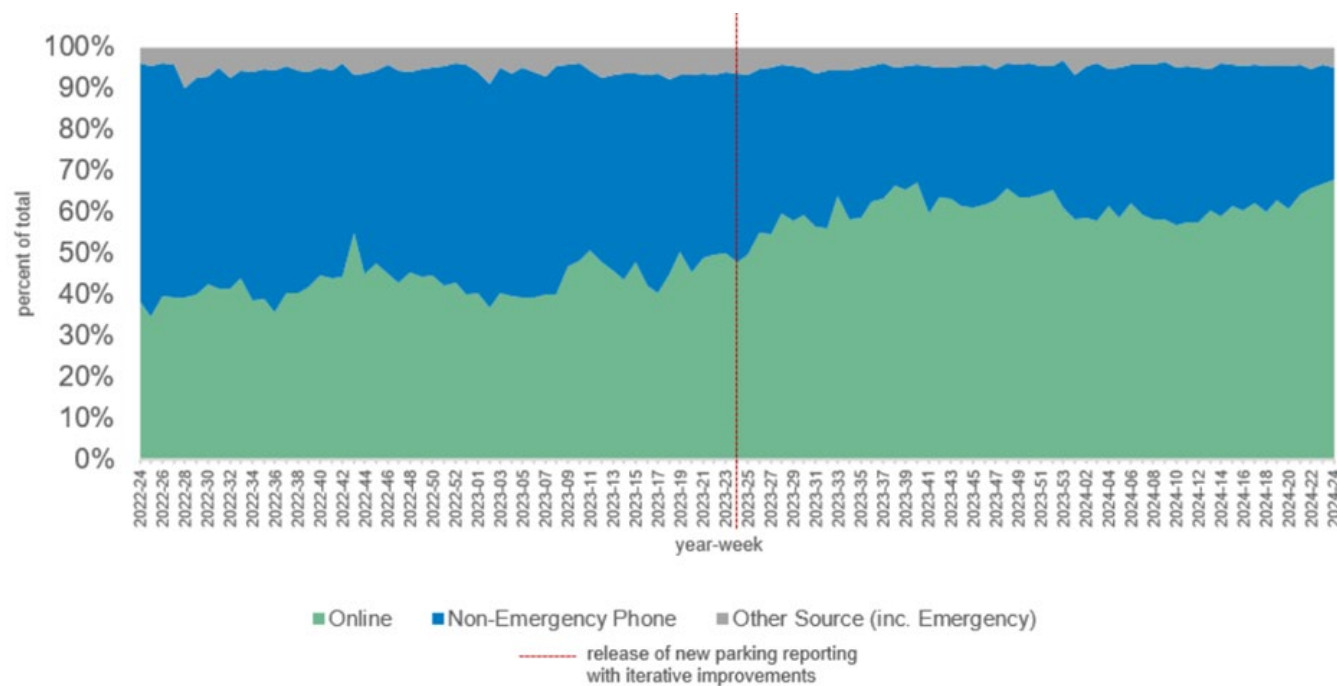
Phone Number

416-998-3333



# Parking Complaints: Now

Figure: Proportion of Parking Complaints by Intake Type – June 6, 2023 to June 6, 2024



## In the year following release:



Total reports for parking infractions up



Online reports up per week in the year following release



Phone report calls down per week in year after release

# Parking Complaints: What's Next

