

WHO TO CALL / WHEN TO CALL

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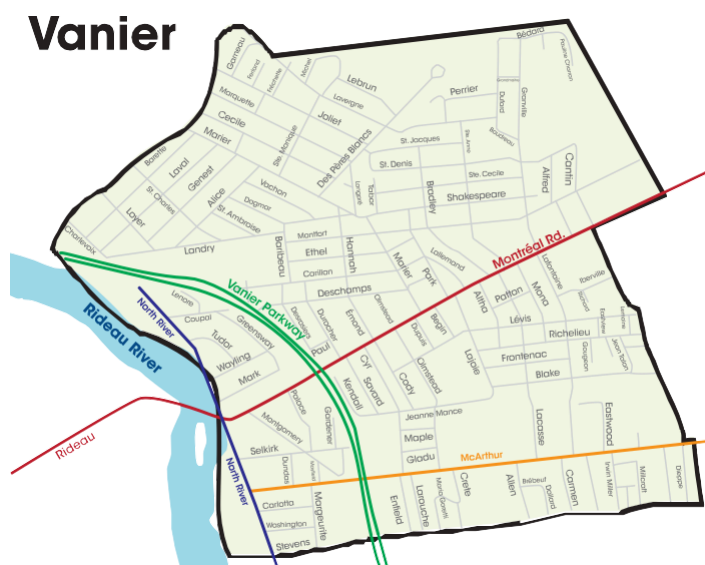
You may be required to call multiple times for the same concern. Don't give up!

Reports by telephone to **311**, online at ottawa.ca or use the **City of Ottawa App** on your phone. Reports can include the following (include a photo when possible):

- Graffiti (no matter how small)
- OC Transpo shelters vandalism/uncleanliness
- Excessive dog poop, cigarette butts or litter
- Broken sidewalk or carved etching on sidewalks
- Discarded syringe or drug paraphernalia (do not touch!)
- Overflowing public garbage can
- Broken or missing street light or street sign
- Property standards infraction
- Broken public bench or picnic table
- Unlawful or inappropriate storage of trash can or recycle bin
- Suspected hoarder
- Suspected illegal rooming house
- Excessive junk & large items stored on private property
- Abandoned shopping cart
- Pest control issue
- Pot hole, missing manhole cover, blocked sewer
- Loud music or incessant noise
- Missed garbage pickup
- Garbage left for City pickup on the wrong week
- Illegal parking
- Snow removal
- Damage to public play structure
- Concern related to a negligent/absentee landlord
- Aggressive or off-leash dog
- Presence in a park after 11 p.m.
- Skateboarder's use of City structure
- Improper disposal of home appliances (ex. microwave, dishwasher, stove) and electronics (including televisions and computers)

Reports to Ottawa Police Service by telephone to *new* **613-236-1222 (ext. 7300)** for non-emergency or reports online at ottawapolice.ca can include activities such as:

- Sex Work near a school, park, or daycare
- Suspected "john" (with license plate, when possible)
- Public nuisance or intoxication
- Illicit drug use, sale or exchange
- Panhandling or solicitation
- Suspicious activities or behaviour
- Traffic complaint
- Aggressive behaviour, disorderly conduct or physical altercation
- Victim of, or witness to, verbal or physical abuse, threat or assault
- Suspected neglect of children or pets
- Mischief (defined as harm or trouble caused by someone to a person or property)
- Damage to, or theft of, property (including theft in vehicle)
- Hate crime or graffiti
- Witness to, or knowledge of, a crime
- Suspicious telemarketer, canvasser or salesperson
- Online fraud
- Sexual or other type of harassment or aggression
- Theft by scrap collectors



To learn more on crime prevention, visit crimepreventionottawa.ca or contact our **OPS Community Police Officer** at **613-236-1222 (ext 5823)**, or our **City Councillor** by visiting ottawa.ca