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Parking complaint? Reporting it is as easy as 3-1-1

February 28, 2017

Citizens with concerns about parking now have an easier way to report their concerns. The City of Edmonton is asking them to use 311.

Until now, the non-emergency EPS line received an average of 30,000 parking complaints in a year, which were then dispatched back to the City's Parking Enforcement Officers for action. Moving these complaints to 311 has streamlined and simplified the process for citizens, who now have to remember just three numbers.

Residents are encouraged to download the [Edmonton 311 App](#) and use it as their first option when reporting parking concerns. With the app, citizens can send a photo with their complaint and use their smartphone's GPS function to pinpoint an issue's location. They can also check the status of their requests.

Some examples of reportable parking offences are parking without required permit in a restricted residential zone, parking in an accessible parking spot without valid permit and vehicles that have been abandoned.

By reporting with the app, residents help the City better assess, prioritize and determine enforcement action based on severity, location and other factors of the violation. This will mean more efficient and effective parking enforcement and complaint resolution. The GPS data will also help in the planning of future awareness campaigns and community outreach activities, as efforts can be focused on those areas in the City with the most concerns.

Residents can also report a parking complaint by phoning 311 or by going online to edmonton.ca/bylaws.

For more information:

edmonton.ca/311app

edmonton.ca/bylaws

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