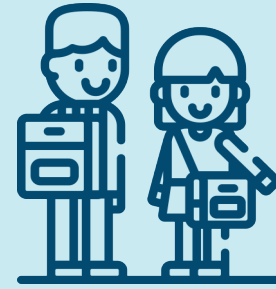


School Zone Safety Tips

Tips for Reporting Traffic and Safety Concerns

School Zone Safety Starts With You!

3-1-1



Call 3-1-1 to report traffic concerns or school zone safety requests

Call 3-1-1 to report traffic concerns or school zone safety requests.

Anyone can submit a request to 3-1-1. Some examples of what to call 3-1-1 for include: reporting vehicles parked in a no-parking zone, requesting a designated crosswalk or street signage, or requesting a Crossing Guard or snow removal. Your voice counts and it only takes a minute. You can also submit requests online.

OPS

Report traffic violations to the Ottawa Police Service

Call the non-emergency police line to report traffic violations like drivers going through red lights or stop signs. Call 613-236-1222 to reach the Ottawa Police Non-Emergency Line. You can also submit requests online. For emergencies call 911.

Let's work together to make our school zone safer!

What to Expect

How the process works

3-1-1

OPS

Anyone in the community can submit a request to 3-1-1

You will be connected to a dispatcher who will record your request and submit it to the appropriate City department. You are required to provide contact information for follow-up, but this information is confidential and is not shared with anyone else.

You will be provided with a Service Request Number. You can use this number to track your request by phone or online, and follow up as necessary.

The City responds to each request submitted through 3-1-1. Requests will also be assigned a 'review by' date. Depending on your request, the follow up actions and timelines may vary.

For example, Crossing Guard requests must be submitted before March 31 each year, and locations are reviewed between April – June. New Crossing Guard locations are based on the results of the review studies and available funding, and are communicated to the person who submitted the request.

When calling the City of Ottawa, you may request the assistance of an interpreter. This service is available in more than 170 languages.

Anyone in the community can submit a request to the Ottawa Police Service

Call **613-236-1222**

You will be connected to a dispatcher who will record your request and submit it to the appropriate department.

You are required to provide contact information for follow-up, but this information is confidential and is not shared with anyone else.

You must include detailed information to report an infraction. For example, the intersection and time a specific traffic incident occurred and vehicle information/license plate, if available.

If you submit a report, you will be provided with a reference number. Your concern will be reviewed within approximately 24 hours. Once reviewed, you will be contacted with further information.

These types of requests are volume based. The more people that call in to report similar concerns at the same location, the more likely it is that there will be follow up actions taken.