

Tips For Reporting Street Assets & Other Requests For Assistance

The following are some of the most common issues reported by BIAs. Each slide provides a photo example and information on how and who to report to. While the majority of reports can now go through the 311 app, there are some types that require contacting the agency/owner directly.

Compiled by Stephen-Thomas Maciejowski of Old Town Toronto, with assistance from Downtown Yonge BIA, Financial District BIA, and Waterfront BIA.

Contacts



Astral Street Furniture: Quality@Astral.com, CC Street Furniture: StreetFurniture@Toronto.ca

Bell: Anm.Support@Bell.ca

Bike Rings / Newspaper Boxes (Street Furniture): StreetFurniture@Toronto.ca

Bike Share Toronto: CustomerService@BikeShareToronto.com

Canada Post: GtaStreetFurnitureMaintenance@CanadaPost.PostesCanada.ca or

<https://www.canadapost-postescanada.ca/cpc/en/support/kb/receiving/community-mailboxes/report-community-mailbox-problem.page>

Green P Payment Machines: CustomerService@GreenP.com, GreenPcs@Toronto.ca

Park Contacts: https://www.toronto.ca/wp-content/uploads/2017/12/94f3-parks_forestry_recreation.pdf

(may also use 311 app)

Rogers: Facebook Messenger - www.facebook.com/Rogers or

<https://www.rogers.com/customer/support/article/damaged-outdoor-equipment>

Streets To Homes: outreachshiftlead@toronto.ca, Natisha.Cohen@toronto.ca, Ryan.Plant@toronto.ca, Shaquel.Sealy@toronto.ca,

Sonya.VanKruistum@toronto.ca, Joel.John@toronto.ca, Segun.Osota@toronto.ca,

Malia.Shah@toronto.ca, Kristin.Strong@toronto.ca, Claudine.Dyer@toronto.ca, Christine.Barkhouse@toronto.ca, Lisa.Marcello@toronto.ca

TO360: TO360@toronto.ca

Toronto Hydro Street Lights: www.torontohydro.com/streetlight-map

Toronto Hydro Graffiti: www.torontohydro.com/for-home/report-graffiti-on-our-property

Other: 311 app or call 311

Astral Street Furniture



Report to Astral via email:
Quality@Astral.com
CC Street Furniture:
StreetFurniture@Toronto.ca

Consider putting in a spreadsheet (**see next slide for example**) and sending weekly if you have many issues.

(always include a photo)

Note: Benches and TTC shelters could also be reported this way.

Example Email:

Hello Astra Team,




Please see attached list with photos of Astral assets we found in need of cleaning/graffiti removal/repairs during the time period of July 1st - 14th, 2023. Can you please have them cleaned/repaired?

Thanks for your assistance,

Asset ID	Asset Type	Location	Issue	Photo
1000000001	Trash Can	1000 Main St	Graffiti	
1000000002	Bench	1000 Main St	Graffiti	
1000000003	TTC Shelter	1000 Main St	Graffiti	
1000000004	Trash Can	1000 Main St	Graffiti	

Astral Street Furniture

Example of optional
spreadsheet to send:

Asset Name	Issue	Description of issue and location	Street #	Street Name	Street Direction	Street Frontage	Photo of issue
Public Message Board	Graffiti	Graffiti on Public Message Board the south side of Front St, just west of Sherbourne St, Infront of 171 Front St.	171	Front St E	E	Front St E	
Newspaper Corral	Poster/sticker	Sticker on Newspaper Corral on the north side of Adelaide St, just east of Sherbourne St in front of 366 Adelaide St E.	366	Adelaide St E	W	Adelaide St	
Litter Receptacle, City	Damage	Damaged Back Pan on 1st Litter Receptacle on the east side of Lower Jarvis St, just south of The Esplanade in front of 49 Lower Jarvis St.	49	Lower Jarvis St		Lower Jarvis St	

Bell Utility Boxes



Report to Bell via email:
Anm.Support@Bell.ca

One email per issue / location.

Include the serial number if on the box.

If you are not 100% sure it is a Bell box, ask them to let you know if it is not theirs so that you can send to Rogers or 311.

(always include a photo)

Tip: Bell Utility Boxes are normally brown in colour.

Example Email:

Hello Bell Team,

Please see attached photo of two utility boxes at 179 Gerrard St E, Toronto, ON M5A 2E5

Can we get the graffiti removed?

Thanks for your assistance,

-Stephen Maciejowski
Old Town Toronto



Bike Rings



Report to Street Furniture via email:
StreetFurniture@Toronto.ca

Consider putting in a spreadsheet (**see next slide for example**) and sending weekly if you have many issues.

(always include a photo)

Note: Derelict bikes are reported in the 311 app.

Example Email:

Hello Street Furniture.



Please see attached list with photos of assets (bike rings) we found in need of cleaning/graffiti removal during the time period of July 1st - 14th, 2023. Can you please have them cleaned?

Thanks for your assistance,

Asset Name	Asset ID	Asset Type	Asset Location	Asset Status	Asset Photo
Bike Ring	123456789	Bike Ring	123456789	Asset Status	Asset Photo
Bike Ring	123456789	Bike Ring	123456789	Asset Status	Asset Photo

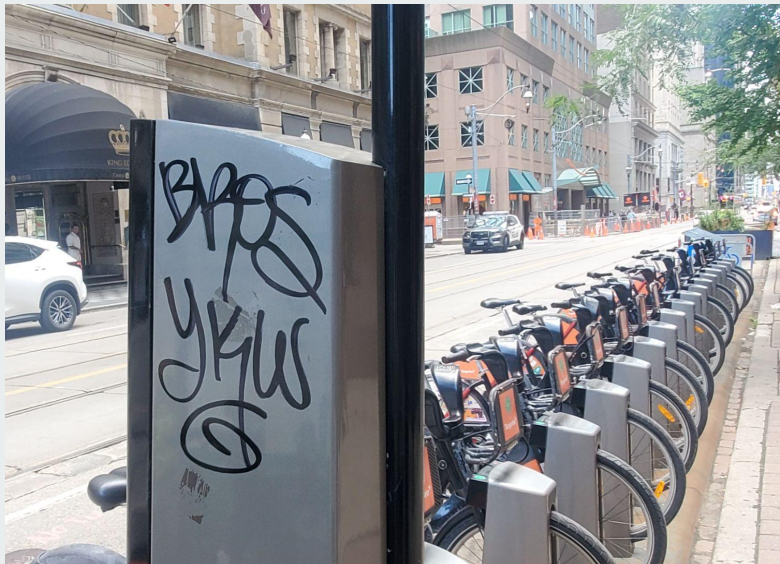
Bike Rings

Example of optional spreadsheet to send:

B	C	D	E	F	G	H	I	J
Asset Name	Issue	Description of issue and location	Street #	Street Name	Street Direction	Street Frontage	Photo of issue	Confirm Agency To which Report will be sent
Bike Parking, Ring and Post	Poster/sticker	Sticker on 4th Bike Post on the north side of Richmond St, just east of Church St in front of 98 Richmond St E.	98	Richmond St E	W	Richmond St E		Street Furniture (email)
Bike Parking, Ring and Post	Graffiti	Graffiti on 3rd Bike Post on east side of Lower Jarvis St, just south of The Esplanade in front of 121 The Esplanade (The Park).	121	The Esplanade	N	Lower Jarvis St		Street Furniture (email)

Bike Share Toronto

Report to Bike Share Toronto via email:
CustomerService@BikeShareToronto.com

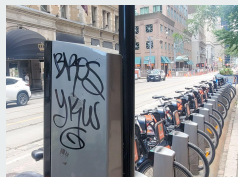


Example Email:

Hello Bike Share Toronto,

The docking station at 70 King Street East has graffiti on it. Please see the attached photo. Are you able to have this cleaned?

Thanks for your assistance,



Canada Post

Report to Canada Post via email:

GtaStreetFurnitureMaintenance@CanadaPost.PostesCanada.ca

Consider putting in a spreadsheet (**see next slide for example**) and send monthly if you have many issues.

(always include a photo)





Example Email:

Hello Canada Post Team,



Please see attached list with photos of Canada Post assets we found in need of cleaning/graffiti removal during the time period of July 1st - 14th, 2023. Can you please have them cleaned?

Thanks for your assistance,

Asset Name	Asset ID	Description of issue	Asset Type	Asset Location	Photo of issue
Canada Post Mailbox	123456	Graffiti on mailbox	Mailbox	1234 St. W. Toronto, ON	
Canada Post Mailbox	123457	Graffiti on mailbox	Mailbox	1234 St. W. Toronto, ON	

Canada Post

Example of optional
spreadsheet to send:

Asset Name	Issue	Description of issue and location	Street #	Street Name	Street Frontage	Photo of issue
Canada Post Box, Relay	Graffiti on box	Graffiti on 1st Canada Post Relay Box on the north side of The Esplanade, just east of west of Market St in front of Performing Arts Lodge Toronto.	110	The Esplanade	The Esplanade	
Canada Post Box, Mailbox	Poster/sticker on box	Stickers on Canada Post Box on the south side of Front St, just west of Lower Jarvis St in front of 93 Front St E (St Lawrence Market).	93	Front St E	Front St E	

Green P Payment Machines



Report to Green P / Toronto
Parking Authority via email:
CustomerService@GreenP.com
GreenPcs@Toronto.ca

(always include a photo)



Tip: Always include the
Parking Meter ID number to
help Greep P staff locate it.

Your report may be denied
without this ID number.

Example Email:

Hello Toronto Parking Authority,

We would like to report the following
issue.

Asset: Parking Meter

Issue: Graffiti

Street Address: 227 Front St E

Description of issue and location:
Graffiti on 1st Parking Meter on the
south side of Front St, just east of
Princess St in front of 227 Front St E.
The meter ID number is 4109

Thank you for your attention to this,

Newspaper Boxes



Report to Street Furniture via email:
StreetFurniture@Toronto.ca

(always include a photo)

Note: Can combine newspaper boxes and bike rings report into one to send to Street Furniture.



Example Email:

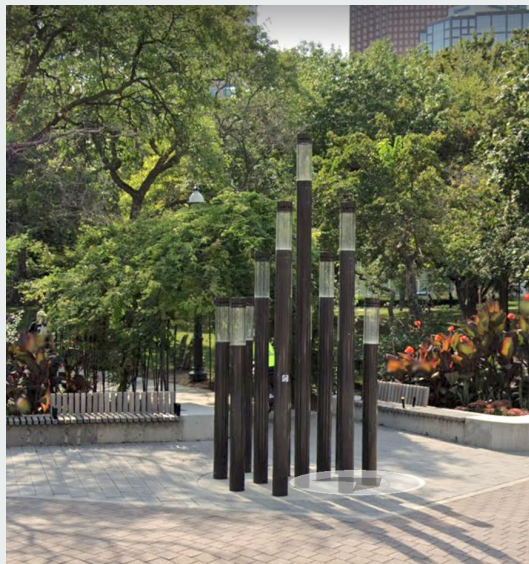
Hello Street Furniture.

Please see attached list with photos of assets (newspaper boxes) we found in need of cleaning/graffiti removal during the time period of July 1st - 14th, 2023. Can you please have them cleaned?

Thanks for your assistance,

Asset Name	Asset ID	Location	Asset Type	Asset Status	Asset Photo
101 King St W	101 King St W	101 King St W	Newspaper Box	Needs Cleaning	
101 King St W	101 King St W	101 King St W	Newspaper Box	Needs Cleaning	

Park Issues (Graffiti, damage, plants, trees etc)



Told that these are being worked into the 311 APP, however, often fastest to email your Park Supervisor directly, and cc 311 for data capture.

Park Contacts:

<https://drive.google.com/file/d/12LKJMGtxmbNcA8A1l-hckMrhUJY5k6b6/view?usp=sharing>

(always include a photo)

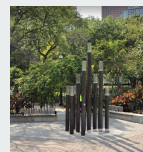
Example Email:

Hi Margaret,

Hope your week is going well.

A resident tells me that the lights at the St James Park entrance at Jarvis and Adelaide are not turning on. (I have attached a photo of the ones I am referring to.)

Are you able to assist?



Rogers Utility Boxes



Report to Rogers via
Facebook Messenger:

www.facebook.com/Rogers or

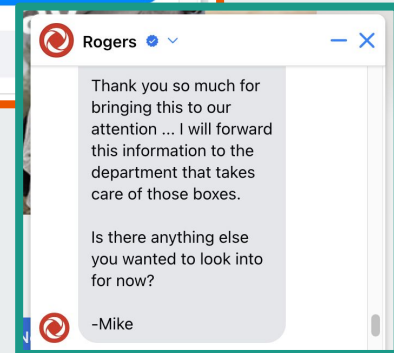
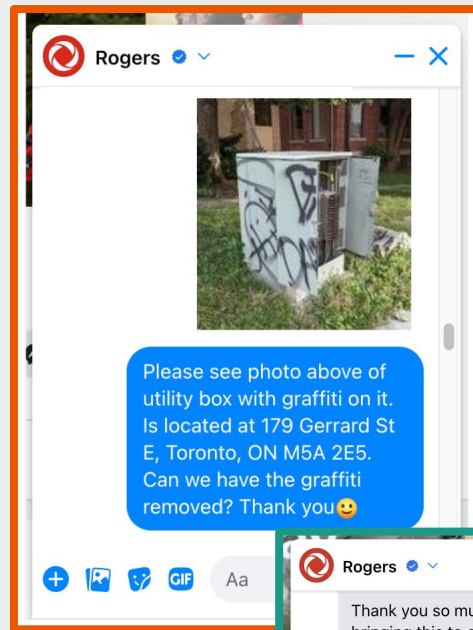
us this link:

<https://www.rogers.com/customer/support/article/damaged-outdoor-equipment>

Include the serial number if on
the box.

(always include a photo)

Tip: Rogers Utility Boxes are
normally green in colour.



Streets To Homes



Report to Streets To Homes
via email:

OutreachShiftLead@toronto.ca

and cc

Natisha.Cohen@toronto.ca

Ryan.Plant@toronto.ca

Shaquel.Sealy@toronto.ca,

Sonya.VanKruistum@toronto.ca

Joel.John@toronto.ca

Segun.Osota@toronto.ca

Malia.Shah@toronto.ca

Kristin.Strong@toronto.ca

Claudine.Dyer@toronto.ca

Christine.Barkhouse@toronto.ca

Lisa.Marcello@toronto.ca

Tip: May be helpful to make a distinction between encampment (with a tent build) and overnight sleepers (having a lot of materials, staying on the same spot but no tent).

Example Email:

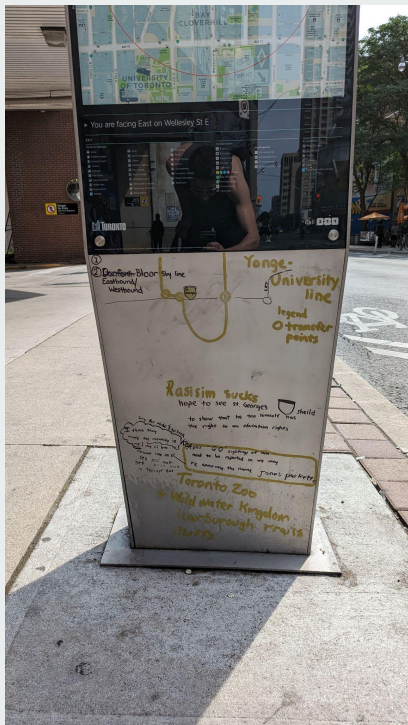
Hello Outreach Team,

Would you be able to offer assistance to those living in the tent in St. James Park? (See photo attached)

St. James Park is at 120 King Street East. If it helps, the white building in the background is 112 Adelaide Street East.

Thank you,

TO360



Report to TO360 via email:
TO360@toronto.ca



Example Email:

Hello TO360 Team,

Hope your week is going well.

The sign in front of Wellesley Street Station, located at 16 Wellesley St E, Toronto, has graffiti on it.

Are you able to assist?
Photos attached.



Toronto Hydro Street Lights



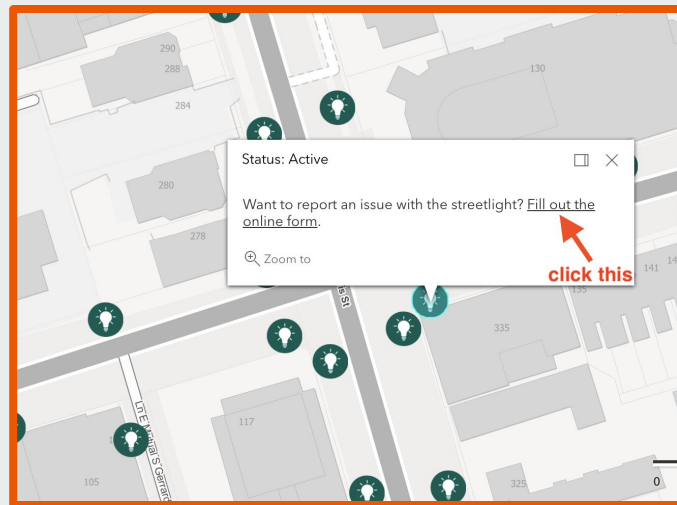
Missing Cover
is "damage"

Damaged
or missing pole

Report to Toronto Hydro via online map:
www.torontohydro.com/streetlight-map

- Enter the closest address
- Find & click correct pin
- Complete the form.

You will have multiple options such as "single light out," "flickering or turning on/off," "on during the day," "dim," "two streetlights out in a row," "three or more streetlights out in a row," "pole is leaning," "pole is damaged."



Tip: Include your photo and compress/crop it as Toronto Hydro website will crash if your photos are high quality/too large.

Toronto Hydro Graffiti

Toronto Hydro via:

www.torontohydro.com/for-home/report-graffiti-on-our-property

A screenshot of the Toronto Hydro website's 'Report graffiti on our property' page. The page has a green header with navigation links: 'For Home', 'For Business', 'For Contractors & Developers', 'New Customer', 'Outage Map', and 'Construction Map'. Below the header is a search bar and a 'Tools' icon. The main heading is 'Report graffiti on our property'. Below this is a progress bar with four steps: 1. Details of graffiti, 2. Location of graffiti, 3. Contact information, and 4. Review and submit. The first step is active. The text below the progress bar reads: 'Before we begin... Toronto Hydro is committed to keeping its property free of graffiti. If you notice graffiti on any Toronto Hydro property, please report it. Graffiti can be: - Letters or symbols - Figures - Etching, scratches or inscriptions - Other markings that deface a structure. Graffiti doesn't include art murals.' At the bottom of the form is a green 'Begin' button.

Tip: Include your photo and compress/crop it as Toronto Hydro website will crash if your photos are high quality/too large.)



Other - The following items and more can usually be reported on the 311 App

Other - via 311 App

Bike lock on a bike ring:



Bike lane cement barrier
and flexi bollards:



Road Bollards (same as bike lane bollards, but reported differently in the app as they are not part of a bike lane):



Other - via 311 App

Derelict Bikes:



Street Signs - damaged, graffitied, bent, stickered:



Transit Control Box - damaged, graffitied, stickered:



Also let StreetArt@Toronto.ca know for mural consideration.

Other - via 311 App

Sidewalk or underpass -
graffiti / posters:



Overflowing Garbage
Cans:



Note: Report graffiti or damage to
Astral via email: Quality@Astral.com
CC Street Furniture:
StreetFurniture@Toronto.ca

Street Tree - dead, damaged,
missing



Leftover Construction
Signage / Sand bags:

