



RECOMMENDED STEPS TO REPORT BEACH/SHORELINE RELATED INCIDENTS

The following information is a guide to help our TLC community address undesirable activity on the waterfront. (Based on advice from Toronto Police, Toronto Fire, Municipal Licensing and Standards (Bylaw), and Ports Toronto.

SUMMARY

Type of Incident	Contact
EMERGENCY	Dial 911
FIRE	Dial 911
NON-EMERGENCY REQUIRING POLICE	Dial 416-808-2222 (General TPS)
EXCESSIVE NOISE IN PROGRESS	Dial 416-808-2222 (General TPS)
ONGOING BYLAW INFRACTIONS	Dial 311, Email: 311@toronto.ca or use the 311 Toronto App
BOATING EMERGENCY	Dial 416-808-5800 (Marine Unit)
BAD BOATING BEHAVIOR (NON-EMERGENCY)	Take a photo, record licence number, email mrriehl@portstoronto.com
NOISE FROM MOORED BOATS OR PERSONAL WATERCRAFT	Dial 416-808-2222 and ask to be connected to the Marine Unit

FREQUENTLY ASKED QUESTIONS

911 vs 311

Q: What is the difference between 911 and 311?

A: 911 is for Emergencies and Fire. 311 is for **Non-Emergency** Bylaw infractions.

Q: When should I call 911?

A: Call 911 in case of emergency. For example fire, a dire medical emergency needing immediate assistance and an ambulance, or a crime in progress.

Q: When should I call 311?

A: Call 311 if the incident is a non-emergency bylaw infraction, occurring during working hours, or if you need a city department's help (e.g. garbage/litter removal, graffiti removal, recycling bins are full). Either dial 311 or email 311@Toronto.ca

311 vs Police

Q: When should I call the police?

A: Call the police in a non-emergency situation when you need immediate attention. E.g. call police to report large, noisy gatherings, parties or raves on the beach. Calling 311, especially after hours, will not result in immediate attention.

Q: What number do I call to get an officer dispatched quickly?

A: Call the general Non-Emergency TPS line **416-808-2222**. Resist the temptation to call your local TPS Division. Calls are triaged by the dispatcher and addressed in priority sequence. Be patient, especially on weekends. If a higher priority call comes in, officers may be re-directed even as they are on their way to respond to your call.

Noise Complaints

Q: Should I call the police or 311 to report a noise complaint?

A: For **noise due to large parties/raves**, especially after hours, call the Non-Emergency TPS line (416-808-2222) and report the incident as a large gathering. Although the public is instructed to call 311 for noise complaints, a large gathering is much more than a simple noise complaint, and requires TPS intervention. For other on-going noise, during working hours, call 311 and someone will investigate. It may take up to 2 days for a 311 investigation.

Fire

911 vs 311

Q: When should I call 911 in case of fire?

A: For open fires, after hours or if the degree of threat from the fire is uncertain, call 911.

Q: Are fires ever allowed on the beach, even for cooking?

A: Open fires are not allowed on public property, for any reason, without a permit from either Toronto Fire or Parks Forestry and Recreation. Permits may be granted for things like Cultural Fires, or special events.

People may say they are allowed to have an open fire for cooking, but that is not the case unless they have a permit.

Q: Would I ever call 311 to report a bonfire?

A: For nuisance fires on public property that do not appear to be a threat (e.g. the fire is under control, attended, and easily accessible), you can call 311 for a Bylaw Officer to investigate, and potentially issue a fine to the person responsible for the fire.

General Advice for all Calls or Reports

Q: What information do I need to provide?

A: Report the incident as soon as possible. **Location** accuracy is important. Granted, noise carries, especially on the water, and it is sometimes hard to determine the origin, especially if it's late at night, but do your best. Record the date and time of the incident, and an estimate of the number of people involved. Never approach a large group on your own.

Boats/Jet Skis

Q: What should I do in case of an emergency?

A: In an **emergency**, collision, injury or someone in need of immediate medical attention on the water, call the Marine Unit on VHF Channel 16 or by phone 416-808-5800.

Q: What should I do if I see the reckless operation of a jet ski or motor boat (non-emergency)?

A: For Non-Emergency boating incidents:

1. Take a photo or video of the power boat or jet ski (e.g. speeding, throwing up a huge wake). Multiple photos are good for identification purposes, e.g. the side of the boat and of the transom as it passes.
2. Record the name and/or license number when possible. On a Jet Ski, license numbers are near the bow, e.g. ON7654321, near the water on the lower part of the coaming, forward of the steering handles. Names are usually on boat transoms but may be written along the hull sides. License numbers are best, as the vessel owner can be tracked.
3. Record the date, time and approximate location (as in: 'speeding along the shoreline west of Bluffers Marina,' or 'near the RC Harris Water Treatment Plant' or 'near Woodbine Beach').
4. Give a brief description of the reason for the photo, as in 'jet ski slalomed through paddle boarders' or 'speeding along the beach near swimmers.'
5. Email to Mike Riehl, Ports Toronto, Manager of Ports Operations, (mriehl@portstoronto.com) with a short explanation of the reason for the shot.

NOTE: Speed limits within the Ports Toronto jurisdiction are 9km/hour within 150m from shore and 19km/h further from shore. If a power boat or jet ski is planing, it is over the speed limit. If the license number is provided, Ports Toronto can follow up directly with the owner/operator of the vessel.

Q: Who do I call about a noisy boat moored near shore?

A: Call the Non-Emergency TPS number 416-808-2222 and ask to be connected with the Marine Unit.