

Assignment 2: Heuristic Usability Evaluation

Name - UTORid

Artina Sin - siniat

Rakshit Patel - patel939

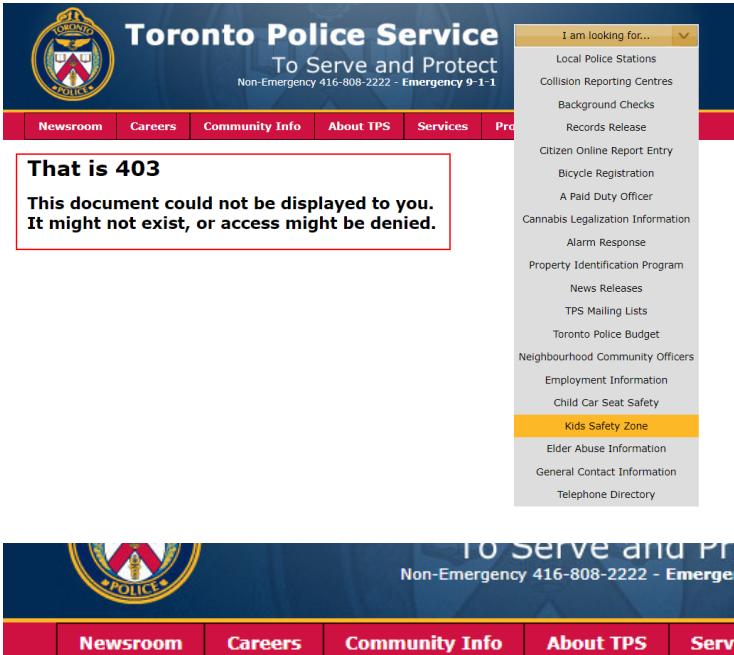
Maninder Dhanauta - dhanauta

Table of Contents

Table of Contents	1
List of Usability Problems	2
1. The navigation bar not providing status of the system	2
2. Error in pages that are accessible through navigation bar	3
3. Contact information uses jargons	4
4. Search Feature is Confusing	5
5. Showing linked headings similar to unlinked headings	6
6. Inefficient Way of Presenting Error Messages	7
7. Extra list of information when a link to that page is present	9
8. Disorganized Budget Information Section	10
9. Careers and Opportunities confusing wording	11
10. Inconsistency with social media icons and external links	12
11. Inconsistency with links on main page	13
12. Inconsistent use of bolding, font size and colors makes page look messy	13
13. Inconsistency in styling between FAQ pages	15
14. Inconsistent Bicycle Registration Page and Limited Documentation	16
15. Inconsistency on styling for Related Pages/Quick links	17
Suggested improvements to Problems	18
Problem 1: The navigation bar not providing status of the system	18
Problem 2: Error in pages that are accessible through navigation bar	19
Problem 5: Showing linked headings similar to unlinked headings	20
Problem 6: Inefficient Way of Presenting Error Messages	21
Problem 8: Disorganized Budget Information Section	22
Problem 12: Inconsistent use of text styles makes page look messy	23
Problem 14: Inconsistent Bicycle Registration Page and Limited Documentation	25
Appendices	26
Appendix 1: Raw notes from Artina Sin	26
Appendix 2: Raw notes from Maninder Dhanauta	30
Appendix 3: Raw notes from Rakshit Patel	32

List of Usability Problems

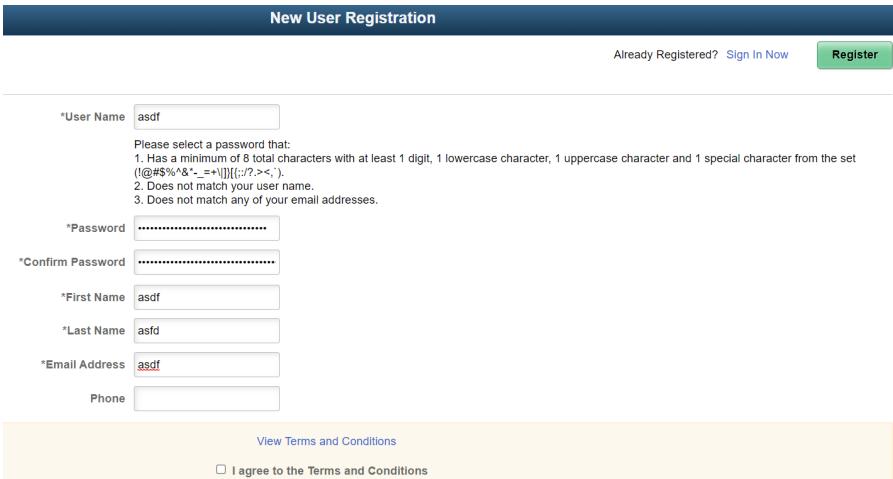
1. The navigation bar not providing status of the system	
Usability Problem	<p>Nav bar is used to navigate the website, and further links on the pages take the user deeper into the website. Currently there is no indication of where the current page is located(the state) and how the user got there, thus violating H1. H1 is violated again by having certain links in the nav bar take you to external sites, failing to communicate the state change with some prior indication.</p> <p>Furthermore, in order to undo any navigation, the user needs to recall the steps taken to get to the current web page and guess the number of “backs” they need to click using the browser. Violates both H3 and H6.</p> <p>E.g. http://www.torontopolice.on.ca/traffic/det.php No indication of where webpage is in the website</p>
Heuristic(s) Violated	H1, H3, H6
Screenshot	 <p>The screenshot shows the official website of the Toronto Police Service. At the top, the Toronto Police crest is displayed next to the text "Toronto Police Service" and "To Serve and Protect". Below this, a search bar with the placeholder "I am looking for..." and a "Search" button is visible. A red navigation bar at the bottom contains links for Newsroom, Careers, Community Info, About TPS, Services, Programs, and Contact Us.</p> <p>The main content area features a heading "Traffic Services Detective Office" above a photograph of a white police car. To the right, a sidebar titled "Traffic Services" lists various services and resources available.</p> <p>Members of the Detective Office (other than trained Reconstructionists) are responsible for carrying out the duties of a police officer in general but they are particularly responsible for the following:</p> <ul style="list-style-type: none"> • the investigation of fatal and life threatening fail to remain collisions • case management for all fatal collisions • to provide investigative support to Divisional and Traffic Services officers • assist with special investigations • inquest preparations • the investigation of traffic related warrants • the investigation of traffic related personal injuries • the investigation of personal injury fail to remain collisions unsolved by Divisional Traffic officers • the investigation of property damage fail to remain collisions referred by the Collision Reporting Centres • the investigation of all collisions involving a police officer, whether on duty or off duty, that involves a fatality or a life threatening injury • the investigation of any other transportation collision that is of a high profile nature or has occurred under unusual circumstances • the investigation of any pursuit involving injury or death where the Province of Ontario Special Investigation Unit

2. Error in pages that are accessible through navigation bar	
Usability Problem	<p>Under the “I am looking for...” dropdown, the user can go to the Kids Safety Zone page, but the page shows a 403 error along with a message. 403 does not provide any meaning to average users; while “This document could not be displayed to you. It might not exist, or access might be denied.” is a good description of the problem, but the page does not provide a suggestion to recover from this error.</p> <p>https://www.torontopolice.on.ca/safetyzone/kids.php</p> <p>From the Main Page, go to Services > Bicycle Registration > Events, it will show an error message showing “Failed to load module PostSchedule (at function: “main”)” which uses internal and technical jargon that a user of the website would not understand. This makes the user interface less intuitive and confusing for the user as they have no idea what went wrong.</p> <p>https://www.torontopolice.on.ca/index.php?module=PostSchedule</p>
Heuristic(s) Violated	H2, H5, H9
Screenshot	 <p>The screenshot shows the Toronto Police Service homepage with a search dropdown menu. The dropdown menu is open, showing various service options. The 'Kids Safety Zone' option is highlighted with a yellow background, indicating it was selected. Below the dropdown, there is an error message box containing the text: 'That is 403' and 'This document could not be displayed to you. It might not exist, or access might be denied.'</p>

3. Contact information uses jargons																																							
Usability Problem	<p>The list of contact information only listed different divisions and their phone numbers, but did not give a definition of what division indicates and which number the user should call specifically. Average users do not know which division they are part of and thus require a way to find out which division they should be calling. However, this page does not have a link to the page that contains the information (http://www.torontopolice.on.ca/divisions/map.php). After they find their division, they would have to remember their division and find this page again, if they do not have it saved in a separate tab.</p> <p>https://www.torontopolice.on.ca/community/domesticviolence/contact.php</p>																																						
Heuristic(s) Violated	H2, H6, H10																																						
Screenshot	<p>Domestic Violence Contact Information</p> <table border="1"> <thead> <tr> <th>Emergency</th> <th>911</th> </tr> </thead> <tbody> <tr> <td>11 Division</td> <td>416-808-1104</td> </tr> <tr> <td>12 Division</td> <td>416-808-1204</td> </tr> <tr> <td>13 Division</td> <td>416-808-1304</td> </tr> <tr> <td>14 Division</td> <td>416-808-1404</td> </tr> <tr> <td>22 Division</td> <td>416-808-2204</td> </tr> <tr> <td>23 Division</td> <td>416-808-2304</td> </tr> <tr> <td>31 Division</td> <td>416-808-3104</td> </tr> <tr> <td>32 Division</td> <td>416-808-3204</td> </tr> <tr> <td>33 Division</td> <td>416-808-3304</td> </tr> <tr> <td>41 Division</td> <td>416-808-4104</td> </tr> <tr> <td>42 Division</td> <td>416-808-4204</td> </tr> <tr> <td>43 Division</td> <td>416-808-4304</td> </tr> <tr> <td>51 Division</td> <td>416-808-5104</td> </tr> <tr> <td>52 Division</td> <td>416-808-5204</td> </tr> <tr> <td>53 Division</td> <td>416-808-5304</td> </tr> <tr> <td>54 Division</td> <td>416-808-5404</td> </tr> <tr> <td>55 Division</td> <td>416-808-5504</td> </tr> <tr> <td>Domestic Violence Co-ordinator</td> <td>416-808-0104</td> </tr> </tbody> </table> <p>Domestic Violence</p> <ul style="list-style-type: none"> · Home · Divisional contacts · Victim / Witness Assistance Program contacts · Brochure: "Are You In An Abusive Relationship?" · Victims and witnesses without legal status 	Emergency	911	11 Division	416-808-1104	12 Division	416-808-1204	13 Division	416-808-1304	14 Division	416-808-1404	22 Division	416-808-2204	23 Division	416-808-2304	31 Division	416-808-3104	32 Division	416-808-3204	33 Division	416-808-3304	41 Division	416-808-4104	42 Division	416-808-4204	43 Division	416-808-4304	51 Division	416-808-5104	52 Division	416-808-5204	53 Division	416-808-5304	54 Division	416-808-5404	55 Division	416-808-5504	Domestic Violence Co-ordinator	416-808-0104
Emergency	911																																						
11 Division	416-808-1104																																						
12 Division	416-808-1204																																						
13 Division	416-808-1304																																						
14 Division	416-808-1404																																						
22 Division	416-808-2204																																						
23 Division	416-808-2304																																						
31 Division	416-808-3104																																						
32 Division	416-808-3204																																						
33 Division	416-808-3304																																						
41 Division	416-808-4104																																						
42 Division	416-808-4204																																						
43 Division	416-808-4304																																						
51 Division	416-808-5104																																						
52 Division	416-808-5204																																						
53 Division	416-808-5304																																						
54 Division	416-808-5404																																						
55 Division	416-808-5504																																						
Domestic Violence Co-ordinator	416-808-0104																																						

4. Search Feature is Confusing	
Usability Problem	<p>On the main page of the website, there is a search bar and “I am looking for...” drop down menu. The drop down menu consists of a list of services that brings users to its page. The search bar allows the user to input text and search for it. The usability problem is that users have to choose between 2 very similar features. This may be confusing and time consuming to choose. Furthermore, the dropdown menu consists of the same items that can be found under the tabs in the red. This makes the drop down menu redundant. Also, the search bar doesn't actually search within the website, instead it uses google to filter relevant results on the toronto police website. There is no search clickable button to initiate the search, the user always has to use their keyboard and press enter. This may cause inefficiencies for some users.</p> <p>https://www.torontopolice.on.ca/</p>
Heuristic(s) Violated	H2, H7
Screenshot	<p>The screenshot shows a Google search interface. At the top, there is a search bar with the placeholder "I am looking for..." and a dropdown arrow. Below it is a standard search bar with a "Search" button. The search query entered is "police station site:www.torontopolice.on.ca". The results page shows the first result as the official website of the Toronto Police Service, titled "Toronto Police Service :: To Serve and Protect". The page includes a navigation bar with links for All, Maps, Images, News, Videos, More, and Tools. It also displays the number of results (About 994 results) and the search time (0.44 seconds). The URL http://www.torontopolice.on.ca is shown, along with a snippet of the page content mentioning Local Police Stations, Collision Reporting Centres, Background Checks, Records Release, and Citizen Online Report Entry.</p>

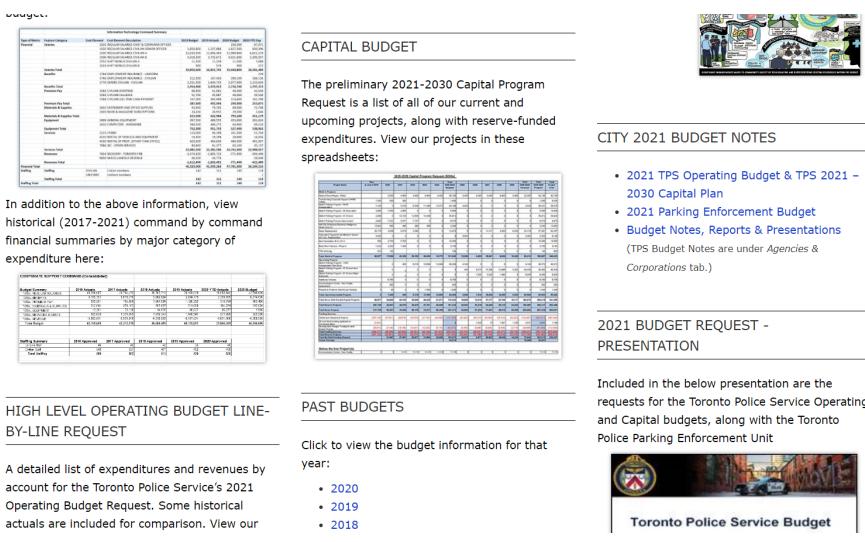
5. Showing linked headings similar to unlinked headings	
Usability Problem	<p>The telephone directory page is a long list of telephone numbers/email addresses of departments responsible for different matters. Although the list is in alphabetical order, It does not have any way to filter or search within the page itself, so users have to spend a lot of time finding the information they want.</p> <p>The top 2 headings from the screenshot (blue) are links while bottom two (red) are not. The only difference is that there is [www] next to the linked headings, but it can be unclear to users what it means. The similar headings with different behaviors can be confusing to users.</p> <p>https://www.torontopolice.on.ca/directory/#29</p>
Heuristic(s) Violated	H2, H4, H7
Screenshot	 <p>Corporate Command [www] Deputy Chief Exec. Assistant 416-808-8013</p> <p>Corporate Communications [www] E-mail Send an e-mail Fax 416-808-7102 Main Number 416-808-7100 Media Relations Officers 416-808-7100 Video Production Section 416-808-7941</p> <p>Corporate Planning Director 416-808-7770 E-mail Send an e-mail Fax 416-808-7772 Main Number 416-808-7770</p> <p>Court Services DNA Co-ordinator 416-808-0233 Fax 416-808-8375 Main Number 416-808-8370 Manager 416-808-8372 Staff Inspector 416-808-7704 Superintendent 416-808-7705</p>

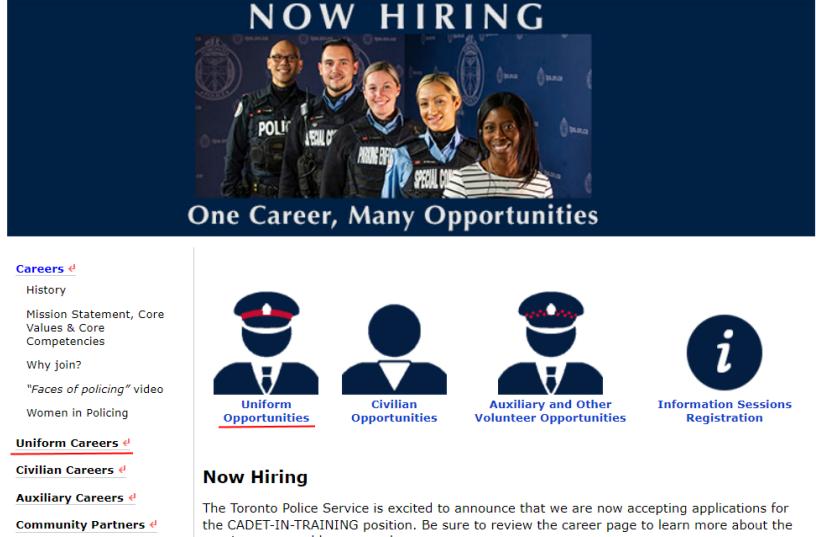
6. Inefficient Way of Presenting Error Messages	
Usability Problem	<p>When registering as a new user on the careers page, if a user enters multiple incorrect fields at once, then the system will not tell them all of their errors in one clear error message. Instead, after pressing the register button a pop message will show with only 1 error displayed. After fixing that error and pressing the register again, another pop up message will display showing the next error. This way presenting error messages requires the user to remember and recall what the error was after closing the pop up message. Some users may forget and would need to press the register button again to see the message. The other problem is that if the user makes multiple errors while filling out the form, they would need to keep fixing the error and press register hoping that no errors were made.</p> <p>https://careers.torontopolice.on.ca/psc/ERCRT92/EMPLOYEE/HRM_S/c/HRS_HRAM_FL.HRS_CG_SEARCH_FL.GBL?FOCUS=Applicant&SiteID=1000&</p> <p>In case the above link does not work, follow the path starting from the home page: <i>Home > Careers > Current Opportunities > Uniform Opportunities > New User</i></p>
Heuristic(s) Violated	H6, H9
Screenshot	 <p>The screenshot shows a registration form titled "New User Registration". The "User Name" field contains "asdf". A password requirement message is displayed above the "Password" field: "Please select a password that: 1. Has a minimum of 8 total characters with at least 1 digit, 1 lowercase character, 1 uppercase character and 1 special character from the set (@#\$%^&*-_=+)(:/?,><,'.). 2. Does not match your user name. 3. Does not match any of your email addresses." The "Password" and "Confirm Password" fields both contain "*****". The "First Name" field contains "asdf". The "Last Name" field contains "asdf". The "Email Address" field contains "asdf" with a red error message below it: "Email address is invalid". The "Phone" field is empty. At the bottom, there is a "View Terms and Conditions" link and an unchecked checkbox for "I agree to the Terms and Conditions".</p>

CSCC10: Assignment 2

	<p>*User Name <input type="text" value="a"/></p> <p>Please select a password that: 1. Has a minimum of 8 total characters with at least 1 digit, 1 lowercase character, 1 uppercase character, 1 special character (!@#\$%^&*_=+!])[{:;/?,><_,`}). 2. Does not match your user name. 3. Does not match any of your email addresses.</p> <p>*Password <input type="password"/></p> <p>*Confirm Password <input type="password"/></p> <p>*First Name <input type="text" value="aaa"/></p> <p>*Last Name <input type="text" value="aaa"/></p> <p>*Email Address <input type="text"/></p> <p>User Name already exists OK</p>
	<p>*User Name <input type="text" value="aasdfasdgas"/></p> <p>Please select a password that: 1. Has a minimum of 8 total characters with at least 1 digit, 1 lowercase character, 1 uppercase character, 1 special character (!@#\$%^&*_=+!])[{:;/?,><_,`}). 2. Does not match your user name. 3. Does not match any of your email addresses.</p> <p>*Password <input type="password"/></p> <p>*Confirm Password <input type="password"/></p> <p>*First Name <input type="text"/></p> <p>*Last Name <input type="text" value="aaa"/></p> <p>*Email Address <input type="text" value="asfsdf"/></p> <p>Email address is not formatted properly. Valid format is name@DomainName.com OK</p>
	<p>*User Name <input type="text" value="aasdfasdgas"/></p> <p>Please select a password that: 1. Has a minimum of 8 total characters with at least 1 digit, 1 lowercase character, 1 uppercase character, 1 special character (!@#\$%^&*_=+!])[{:;/?,><_,`}). 2. Does not match your user name. 3. Does not match any of your email addresses.</p> <p>*Password <input type="password"/></p> <p>*Confirm Password <input type="password"/></p> <p>*First Name <input type="text" value="aaa"/></p> <p>*Last Name <input type="text" value="aaa"/></p> <p>*Email Address <input type="text" value="asfsdf@as.com"/></p> <p>Password must be at least 8 characters long Password must contain at least 1 special character Password must contain at least 1 digit Password must contain at least 1 uppercase character OK</p>

7. Extra list of information when a link to that page is present	
Usability Problem	<p>There is a list called News Releases and also a link to the News Releases page right above it. There is not much reason to have the extra News Releases section in the page as it is simple to navigate to that page to look for more news. In addition, the section shown below does not contain all the most recent news.</p> <p>https://www.torontopolice.on.ca/corpcomm/</p>
Heuristic(s) Violated	H8
Screenshot	<p>The screenshot shows two main sections on a website:</p> <ul style="list-style-type: none"> Corporate Communications (blue box): <ul style="list-style-type: none"> News Releases <- has same contents Publications as below Social Media Guidelines News Releases (white box): <ul style="list-style-type: none"> July 20, 2021 Nine arrests at Alexandra Park encampment, July 20, 2021 July 15, 2021 Toronto Police Releases Break-out Podcast Series with Obie & Ax Inc., 24 Shades of Blue - Cold Case Edition features A/Detective Sergeant Stephen Smith July 12, 2021 Chief James Ramer's Remarks at the Funeral of Constable Jeffrey Northrup, July 12, 2021 July 12, 2021 Procession and Road Closures for Constable Northrup's Funeral, Monday, July 12, 2021, 1 p.m., BMO Field, 170 Princes' Boulevard, Road Closures in effect at 7 a.m.

8. Disorganized Budget Information Section	
Usability Problem	<p>The budget info section has too much information on the same page. The page is separated into three columns, each column has data related to budgets that are not aligned horizontally. In addition to that, it does not seem that the columns are used for categorizing the data. Furthermore, the preview images that are provided for each article are barely visible and blurry. After clicking on some of these images, a pop up menu shows multiple links to various documents. The user needs to go through a list and find the correct document for the image that they wanted to view. This can be very confusing as most users would just expect the image to enlarge when clicked on.</p> <p>https://www.torontopolice.on.ca/budget/</p>
Heuristic(s) Violated	H2, H8
Screenshot	 <p>In addition to the above information, view historical (2017-2021) command by command financial summaries by major category of expenditure here:</p> <p>2017-2021 Capital Finance Request Details</p> <p>CITY 2021 BUDGET NOTES</p> <ul style="list-style-type: none"> • 2021 TPS Operating Budget & TPS 2021 – 2030 Capital Plan • 2021 Parking Enforcement Budget • Budget Notes, Reports & Presentations (TPS Budget Notes are under Agencies & Corporations tab.) <p>2021 BUDGET REQUEST - PRESENTATION</p> <p>Included in the below presentation are the requests for the Toronto Police Service Operating and Capital budgets, along with the Toronto Police Parking Enforcement Unit</p> <p></p> <p>Toronto Police Service Budget</p>

9. Careers and Opportunities confusing wording	
Usability Problem	<p>On the left of the page there are links called _____ careers, whereas in the middle of the page there are icons with captions called _____ opportunities, which are also links. However, the careers links are indexes that link to information about that career in general, while the opportunities links bring the user to the Toronto Police job board. It seems that they have similar meaning but they have entirely different behaviors.</p> <p>https://www.torontopolice.on.ca/careers/</p>
Heuristic(s) Violated	H4
Screenshot	 <p>The screenshot shows a dark blue header with the text "NOW HIRING" and "One Career, Many Opportunities". Below this is a photograph of five diverse police officers. To the left is a sidebar with links like "Careers", "Uniform Careers", etc. The main content area features four icons: "Uniform Opportunities", "Civilian Opportunities", "Auxiliary and Other Volunteer Opportunities", and "Information Sessions Registration". A "Now Hiring" section at the bottom contains a brief message about accepting applications for the CADET-IN-TRAINING position.</p>

10. Inconsistency with social media icons and external links	
Usability Problem	<p>There are at least three different wordings, icons, choices and formats regarding social media of different services in the Toronto Police, such as “Interact with us!” for the communications page, “please contact us” for the yipi program and “Follow us on Social Media” for the careers page. Also, notice that the communications page and the yipi program have different icons for Facebook and Twitter, and the yipi program and the careers page have different icons for Instagram.</p> <p>Although that does not usually confuse the users, it makes the website inconsistent and obvious that some pages are out of date.</p> <p> https://www.torontopolice.on.ca/careers/ https://www.torontopolice.on.ca/yipi/ https://www.torontopolice.on.ca/communications/ </p>
Heuristic(s) Violated	H4
Screenshot	<p>Interact with us!</p> <p>Our Social Media team is working to make our unit accessible and responsive to the public we serve. Everyone is invited to visit our facebook page, like us, stay informed of updates or even post your general questions! All of our Social Media team is on Twitter and you can follow us to find out about what is moving and shaking our world!</p> <p>For more information, please contact us at yipi@torontopolice.on.ca or 416-808-7293 and 416-808-7108.</p>  <p>Follow Us on Social Media #CareersTPS</p> 

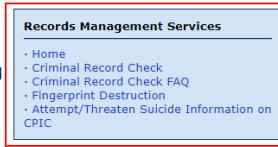
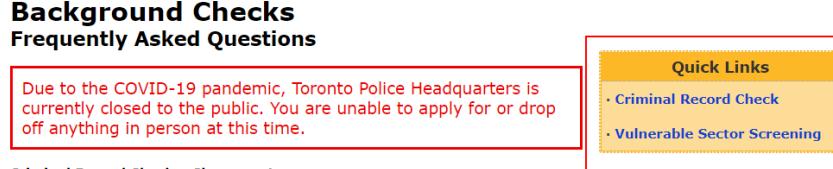
11. Inconsistency with links on main page	
Usability Problem	The main page has multiple links to other pages, but they all look different. The indicated sections in the screenshot contain links, but the different styles which makes the user wonder if they are the same thing. Also, there are texts of the same style that are not links, further adding to the confusion. https://www.torontopolice.on.ca/
Heuristic(s) Violated	H4
Screenshot	<p>9-1-1 is for Emergencies Only</p> <p>A reminder that 9-1-1 is only for <i>emergency calls</i>. All COVID-19 calls must be directed to Toronto Public Health at 416-338-7600, or visit toronto.ca/coronavirus.</p> <p>Non-emergencies can be reported by calling 416-808-2222.</p> <p>All Toronto Police Service facilities, including Headquarters, are closed to the public.</p> <p>Many incidents can be reported using our Online Reporting System, such as Damage to Vehicle or Property under \$5,000, Driving or Parking Complaints, Traffic Issues or Concerns, Graffiti, or Theft or Fraud Under \$5,000.</p> <p>Thank you for your cooperation in keeping us all as safe as possible.</p>

12. Inconsistent use of bolding, font size and colors makes page look messy	
Usability Problem	<p>The page uses various font sizes, colors, and font weights for bringing attention to different pieces of information. Bolding is used for section titles, sub-titles, phone numbers, random pieces of text and even for links. Color is used for hyperlinks, website URLs, and email addresses. The lack of consistency makes the page feel cluttered and hard to read, thus violating H4.</p> <p>Same phone numbers are repeated multiple times on the page, which is redundant and confuses users into thinking they are unique numbers. Furthermore, the key information on the page should be phone numbers, yet there are paragraphs describing the number (secondary information) which are competing for and distracting the user's attention. Both these points violate H8.</p> <p>https://www.torontopolice.on.ca/contact.php</p>

Heuristic(s) Violated	H4, H8
Screenshot	<p>Contacting the Toronto Police Service</p> <p>Emergencies or Crimes in Progress: 9-1-1</p> <p>If you require emergency assistance, or want to report a crime in progress, please call 9-1-1. An emergency is any situation where people or property are at risk. (including but not limited to fires, crimes in progress or medical emergencies.)</p> <p>Non-Emergency: 416-808-2222</p> <p>If you require Police assistance, but are not in an emergency situation (e.g. Reporting thefts, vandalism, fraud) or for other situations where no person or property is in immediate danger, please call our non-emergency telephone number 416-808-2222.</p> <p>TDD (TTY): 416-467-0493 Telecommunications Device for the Deaf</p> <p>For emergencies, dial 9-1-1 and press the space bar announcer key repeatedly until a response is received.</p> <p>A non-emergency TDD telephone number is 416-467-0493.</p> <p>Media Relations</p> <p>For Media enquiries or to speak to one of our Media Relations Officers, please call 416-808-7100. You may also email us using the provided form.</p> <p>Crime Stoppers</p> <p>If you have information about a crime that you would like to report anonymously, please call Crime Stoppers toll-free: 1-800-222-TIPS (8477), visit their website: http://www.222tips.com/ or text: TIP312 and your message to CRIMES.</p> <p>E-mail</p> <p>Personal Internet email addresses within the Toronto Police Service take the format firstname.lastname@torontopolice.on.ca</p> <p>Contact for Interim Chief Jim Ramer – officeofthechief@torontopolice.on.ca</p> <p>For Criminal Record Check or Vulnerable Sector Screening questions, concerns/complaints, please visit our Background Checks page.</p> <p>If you would like to e-mail a unit directly, please see our Telephone and E-mail Directory where each unit has their own e-mail address.</p> <div style="border: 1px solid #ccc; padding: 5px; margin-top: 10px;"> <p>Telephone and E-mail Directory</p> <p>For specific contact information and addresses, please consult our Telephone and Email Directory</p> </div> <p>Mailing address</p> <p>Toronto Police Service 40 College Street Toronto, ON M5G 2J3 Canada</p> <p>Telephone</p> <p>(+1) 416-808-2222 Emergency: 9-1-1 TDD: 416-467-0493</p> <p>If you would like to e-mail a unit directly, please see our Telephone and E-mail Directory where each unit has their own e-mail address.</p> <div style="border: 1px solid #ccc; padding: 5px; margin-top: 10px;"> <p>Telephone and E-mail Directory</p> <p>For specific contact information and addresses, please consult our Telephone and Email Directory</p> </div> <p>The exact same information repeated twice.</p>

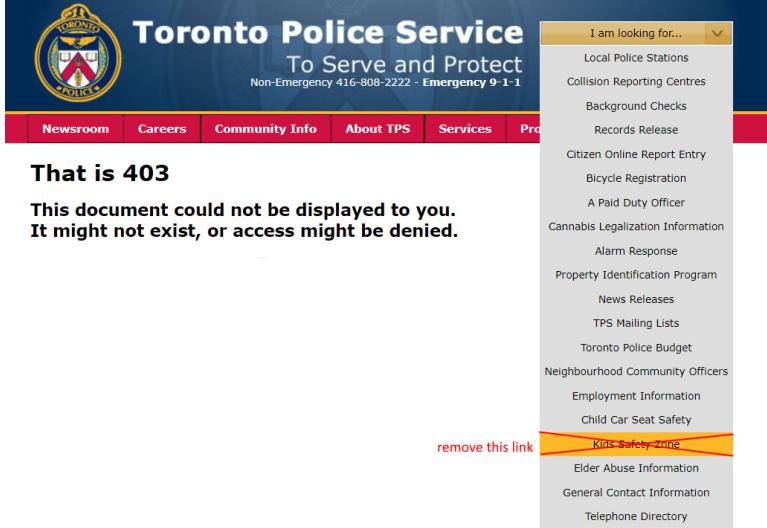
13. Inconsistency in styling between FAQ pages	
Usability Problem	<p>The screenshots show two FAQ pages for careers (Uniform careers and Civilian careers) but they have a different styling. The uniform careers FAQ page has questions in an ordered list and each answer is numbered, while the civilian careers FAQ page has questions in an unordered list and thus has no numbers for the answers.</p> <p>Again, this will unlikely be confusing but it gives an unprofessional sense to users.</p> <p>https://www.torontopolice.on.ca/careers/uni_faq.php https://www.torontopolice.on.ca/careers/civ_faq.php</p>
Heuristic(s) Violated	H4
Screenshot	<p>26. Should I join the auxiliary before I apply to the police? 27. What volunteer experience would you recommend? 28. How many volunteer hours do I need to fulfil the volunteer component of my application? 29. If I attended school in a foreign country, do I need an equivalency certificate? 30. How long do I have to work as a primary response officer before I can apply to a specialized unit? 31. How many specialized units are there within the Toronto Police Service? 32. Will having declared bankruptcy affect my chances of becoming a Police officer? 33. If I have a criminal record, can I still apply to become a Police Constable? 34. How do I obtain a pardon? 35. What if I have a criminal record, is it necessary to disclose this? 36. Do I need my Possession and Acquisition (PAL) or Possession only (POL) licence to become a police officer?</p> <hr/> <p>1. Q: Is the Toronto Police Service currently hiring? A: For the latest information regarding our hiring status, please visit www.torontopolice.on.ca/careers for more information.</p> <p style="text-align: right;">back ↑</p> <p>2. Q: What are the basic requirements for becoming a Police Constable with the Toronto Police Service?</p> <p>from uniform careers FAQ</p> <p><small>* am not interested in any of the other positions advertised. Can I submit general application? - Do I have to work shifts? - Do I have to wear a uniform? - If I have to wear a uniform, do I have to pay for it? - Do I have to have First Aid and CPR certificates before I apply for a position? - Do I have to pay for the training once hired?</small></p> <p>Q: What is a Civilian member of the Toronto Police Service? A: Civilian Member is a Toronto Police Service employee who is not a Police Officer.</p> <p style="text-align: right;">back ↑</p> <p>Q: How do I find out if there are civilian opportunities currently available with the Toronto Police Service? A: All available civilian opportunities are posted under Civilian Opportunity Section of the Web site. As civilian positions become available, they will be posted on our web site.</p> <p style="text-align: right;">back ↑</p> <p>from civilian careers FAQ</p>

14. Inconsistent Bicycle Registration Page and Limited Documentation	
Usability Problem	<p>The bicycle registration page is very different from the landing page and other pages of the website. This page uses a different color theme (primarily blue) and has a different header with different links than other form based registration pages. In comparison to pages in the website, this page looks older and not updated.</p> <p>Another problem about this page is that there are limited instructions and documentations on filling out the form for the bicycle information. It may be difficult for some users to find information about their bikes serial number, model, make etc. However, there is no guide on the form for where to find this information.</p> <p>https://bike.torontopolice.on.ca/BicycleRegistry/</p>
Heuristic(s) Violated	H4, H10
Screenshot	

15. Inconsistency on styling for Related Pages/Quick links	
Usability Problem	<p>The links related to Records Management services are in a blue box on the right, but when you click on any of them, the pages does not provide a way to go back to the last page; the user has to use the navigation bar and locate their last page, or has to use the back button in the browser, which is a problem mentioned in 1).</p> <p>On some of those pages shown in the blue box, e.g. background checks FAQ, there is a yellow box called Quick Links which seem to have the same use as the blue box in the previous page. A similar behavior presented in different styles can confuse the user.</p> <p>http://www.torontopolice.on.ca/recordsmanagement/mha_info_cpic.php</p> <p>http://www.torontopolice.on.ca/background-checks/faq.php</p>
Heuristic(s) Violated	H4 (H1, H3, H6 mentioned in Problem 1)
Screenshot	<p>Records Management Attempt/Threaten Suicide Information on CPIC Information Regarding the Reconsideration Process for Removal of Attempt/Threaten Suicide from the Canadian Police Information Centre (CPIC)</p>  <p>CPIC is the national database accessible to all Canadian law enforcement agencies. Special Interest Police (SIP) entries for Attempt/Threaten Suicide are entered to CPIC to communicate relevant information to police agencies for public safety purposes. The Toronto Police Service will enter a SIP for Attempt/Threaten Suicide to CPIC if one or more of the following criteria is met:</p> <ul style="list-style-type: none"> a. the suicide attempt involved the threat of serious violence or harm, or the actual use of serious violence or harm, directed at other individuals; b. the suicide attempt could reasonably be considered to be an intentional provocation of lethal response by the police; c. the individual involved had a history of serious violence or harm to others; d. the suicide attempt occurred while the individual was in police custody; or e. the individual is apprehended under Section 17 of the Mental Health Act and a Form 1 has been issued. <p>Members of the public can receive written confirmation as to whether they currently have a suicide related SIP entry on CPIC.</p> <p>Background Checks Frequently Asked Questions</p>  <p>Criminal Record Check – Clearance Letter</p> <ul style="list-style-type: none"> • Where can I get a Criminal Record Check (Clearance Letter)? • If I apply in person for a Clearance Letter, what do I need to bring with me? • When is my Clearance Letter ready for pick-up? • When I applied online for my Clearance Letter the system paused, how do I confirm the request went through? • Is applying online for a Clearance Letter faster than applying in person? • I was charged by a Police Service and my charge was withdrawn/dismissed. Can I still get a Clearance Letter? <p>Vulnerable Sector Screening</p> <ul style="list-style-type: none"> • How do I apply for a vulnerable sector screening? • Where do I get the application for the vulnerable sector check? • Can I come to 40 College Street to pay for the vulnerable sector check? <p>Location and Hours of Operation</p> <ul style="list-style-type: none"> • What is your mailing address? What are the hours of service for the request counter at Toronto Police Service Headquarters?

Suggested improvements to Problems

Problem 1: The navigation bar not providing status of the system	
Proposed Solution	<p>In order to indicate the current location of the user (the state) in the website, we propose using the breadcrumbs interface. The breadcrumbs are placed at the top of the page to indicate the current page is. This solves H1. The breadcrumb will also recognize the steps taken to reach the page rather than having to recall the sequence of steps. This resolves H6. By making the text in the breadcrumbs clickable, users are able to go back an arbitrary number of steps, allowing them to undo any navigation. This resolves H3.</p>
Screenshot	<p>The screenshot shows the official website of the Toronto Police Service. At the top, there is a dark blue header with the Toronto Police Service logo on the left, the slogan "To Serve and Protect" in the center, and search bars on the right. Below the header is a red navigation bar with links for Newsroom, Careers, Community Info, About TPS, Services, Programs, and Contact Us. The main content area has a white background. The URL in the address bar is "Community Info > Traffic Services > Detective Office". The page title is "Traffic Services Detective Office". Below the title is a photograph of a white car parked on a street. To the right of the photo is a sidebar titled "Traffic Services" containing a list of links such as Home, Child Safety Seats, Involved in a Collision?, Collision Reporting Centres, Community Partners / Links, Detective Office, How can I help? (link is broken), Highway Patrol, Parking Enforcement, Traffic Complaints, and Traffic Safety Programs. At the bottom of the page, there is a section of text detailing the responsibilities of the Detective Office.</p> <p>Members of the Detective Office (other than trained Reconstructionists) are responsible for carrying out the duties of a police officer in general but they are particularly responsible for the following:</p> <ul style="list-style-type: none"> • the investigation of fatal and life threatening fail to remain collisions • case management for all fatal collisions • to provide investigative support to Divisional and Traffic Services officers • assist with special investigations • inquest preparations • the investigation of traffic related warrants • the investigation of traffic related personations • the investigation of personal injury fail to remain collisions unsolved by Divisional Traffic officers • the investigation of property damage fail to remain collisions referred by the Collision Reporting Centres • the investigation of all collisions involving a police officer, whether on duty or off duty, that involves a fatality or a life threatening injury • the investigation of any other transportation collision that is of a high profile nature or has occurred under unusual circumstances • the investigation of any pursuit involving injury or death where the Province of Ontario Special Investigation Unit

Problem 2: Error in pages that are accessible through navigation bar	
Proposed solution	<p>The best solution to this problem is to constantly update the links in the navigation bar. If some pages are no longer made available to users, they should also remove any links in the website that would lead to that page. This will satisfy H5, error prevention as users will no longer navigate to a page with no useful contents.</p> <p>If an error cannot be prevented for some reason, then the server should return a meaningful message to the user instead of an internal jargon, as well as a dialog that will guide the user how to leave the page, such as “click here to return to the homepage”. This will satisfy H3 and H9 as it provides the user control to navigate away from the page, and it helps users recognize an error and informs them how to recover from the error.</p>
Screenshots	 <p>The screenshot shows the Toronto Police Service homepage. On the right side, there is a sidebar with a search bar and a list of links. One link, "Kids Safety Zone", is highlighted with a yellow box and a red arrow pointing to it. Below the sidebar, a red text "remove this link" is overlaid on the page. At the bottom, there is a footer with several links and a message about failed module loading.</p> <p>That is 403</p> <p>This document could not be displayed to you. It might not exist, or access might be denied.</p> <p>remove this link</p> <p>I am looking for... Local Police Stations Collision Reporting Centres Background Checks Records Release Citizen Online Report Entry Bicycle Registration A Paid Duty Officer Cannabis Legalization Information Alarm Response Property Identification Program News Releases TPS Mailing Lists Toronto Police Budget Neighbourhood Community Officers Employment Information Child Car Seat Safety Elder Abuse Information General Contact Information Telephone Directory</p> <p>Newsroom Careers Community Info About TPS Services Programs Contact Us</p> <p>Failed to load module PostSchedule (at function: "main")</p> <p>click here to return to the home page</p>

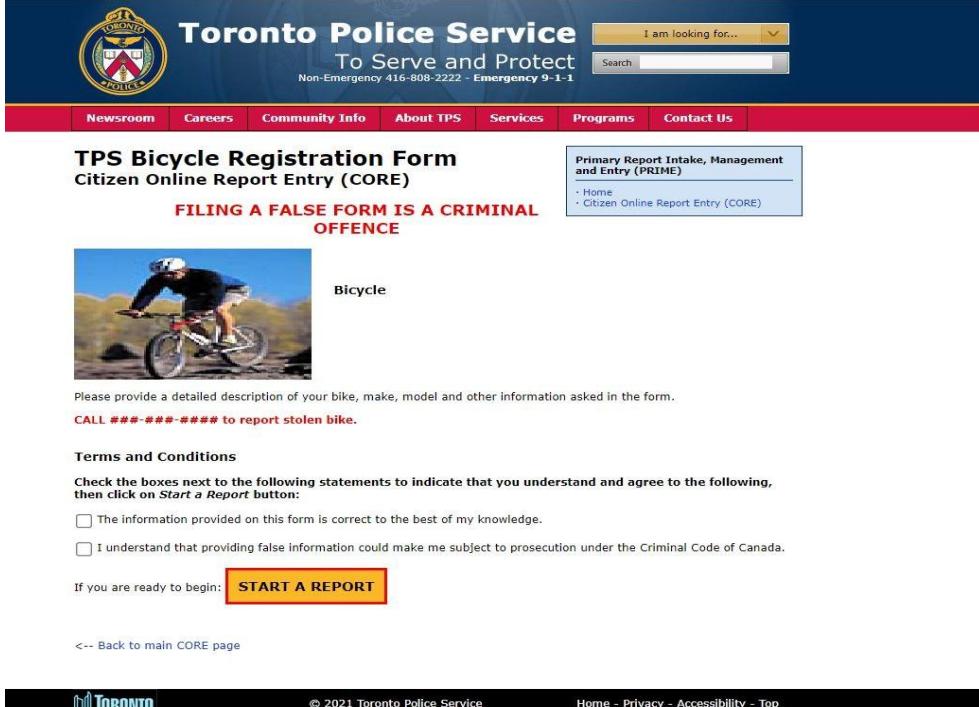
Problem 5: Showing linked headings similar to unlinked headings	
Proposed solution	<p>The site can use a more conventional way to indicate a heading contains a link by underlining the heading to make it look like a link. Instead of [www], they could also write a link or use this icon ↗. By using a more conventional indication, this satisfies H2, and making more distinctions between headings with different behaviors satisfies H4.</p> <p>To fix the problem of the list being too long (assuming average users will not use ctrl+f to search through the page), the page can include an A-Z index to help users who know what they are looking for to quickly reach the information they are looking for. For users that are unsure of the service they are looking for, the page can include a search box to assist in the search. Providing both methods will satisfy H7, as it speeds up the search process and it gives flexibility to the page.</p> <p>In addition to that, the page can include a back to top button that stays at the bottom of the screen to provide user control and freedom (satisfies H3) to go back to the top whenever they want, so they can access the index and search bar.</p>
Screenshots	<p>The screenshot shows the homepage of the Toronto Police Service. At the top, there is a navigation bar with links: Newsroom, Careers, Community Info, About TPS, Services, Programs, and Contact Us. Below the navigation bar is an A-Z index with categories A through M on the first row and N through Z on the second row. To the right of the index is a search bar with the placeholder "Search for a service...". Below the search bar is a "Search" button. The main content area features several service links with contact information:</p> <ul style="list-style-type: none"> Toronto Police Service Telephone Directory <ul style="list-style-type: none"> Emergency Service 9-1-1 Mailing Address 40 College Street Toronto, Ontario M5G 2J3 Non-emergency number 416-808-2222 Access and Privacy Section <ul style="list-style-type: none"> Access and Privacy Section Main 416-808-7850 Fax 416-808-7857 Amateur Athletic Association <ul style="list-style-type: none"> Main Number 416-502-8711 Auxiliary Police Liaison <ul style="list-style-type: none"> Main Number 416-808-0114 Bail and Parole (also Sex Offender Registry) <ul style="list-style-type: none"> Address 2440 Lawrence Ave. E, Toronto, Ontario M1P 2R5 Main Number 416-808-5700 Business Intelligence & Analytics ↗ <ul style="list-style-type: none"> E-mail <input type="button" value="Send an e-mail"/> Collision Reporting Centres <ul style="list-style-type: none"> See: Traffic Services <p>A blue "Back to Top ↑" button is located in the bottom right corner of the content area.</p>

Problem 6: Inefficient Way of Presenting Error Messages	
Proposed solution	<p>The error messages on this site can be presented in another way that doesn't require the user to remember what the error message was and show the error message immediately after entering incorrect information rather than throwing the error after pressing the register button.</p> <p>One method is to remove the pop up box containing the error message altogether. Instead, the error message can display right above or below the data entry field that has the incorrect information. This will solve the recognition rather than recall (H6) heuristic because the error message information will always be visible and available for the user to see.</p> <p>In order to help users recognize, diagnose and recover from errors (H9), the error messages need to be shown as soon as the user enters wrong information. This will give the user a chance to fix the error immediately.</p> <p>The screenshot below is an example of what the proposed solution may look like.</p>
Screenshots	 <p>A screenshot of a registration form. The 'Username' field contains 'a'. To the right of the field, the '@gmail.com' suffix is visible. Below the field, a red error message is displayed: ! Sorry, your username must be between 6 and 30 characters long.</p>

Problem 8: Disorganized Budget Information Section	
Proposed solution	<p>The budget information can be presented in a much more organized manner. The solution is to use an accordion style layout for each budget category. This layout would include expandable and collapsible tabs that would open to reveal the budget information and large clear image corresponding to that information. This layout would solve the aesthetic and minimalist design (H8) heuristic by hiding unwanted information and decluttering the screen.</p> <p>The Match between system and the real world (H2) heuristic can be solved by making the images clickable and enlarging them in a pop up menu with links to other related documents underneath the image. Enlarging the image makes logical sense and is the expected behaviour that most users are familiar with.</p>
Screenshots	 <p>▶ Section 1</p> <p>▶ Section 2</p> <p>▼ Section 3</p> <p>Image</p> <div data-bbox="425 1389 1421 1643"> <p>Nam enim risus, molestie et, porta ac, aliquam ac, risus. Quisque lobortis. Phasellus pellentesque purus in massa. Aenean in pede. Phasellus ac libero ac tellus pellentesque semper. Sed ac felis. Sed commodo, magna quis lacinia ornare, quam ante aliquam nisi, eu iaculis leo purus venenatis dui.</p> <ul style="list-style-type: none"> • List item one • List item two • List item three <p>▶ Section 4</p> </div>

Problem 12: Inconsistent use of text styles makes page look messy	
Proposed solution	<p>The interface can be improved by setting a standard for font styles that are consistently followed. In the proposed solution, titles are bolded, phone numbers are <i>italicized</i>, links are <u>underlined and blue</u>, images are added to each section to clearly identify different information. This resolves H4.</p> <p>The information is reordered so that secondary information isn't mixed in with the important information, such as phone numbers and further details. Instead, secondary information is provided as 'footnotes' indicated by asterisks *. Also, repeated information is removed and the most relevant information is moved to the top. This makes sure information is minimum and so primary information isn't competing for the user's attention. This solves H8.</p>

Screenshots	<p>Contacts</p> <p>Mailing address</p> <p>Toronto Police Service 40 College Street Toronto, ON M5G 2J3</p> <p>Telephone</p> <p>Emergency: 9-1-1 Non-emergency : (+1) 416-808-2222 Non-emergency TDD: 416-467-0493</p> <hr/> <p>* Emergencies or Crimes in Progress: If you require emergency assistance, or want to report a crime in progress, please call 9-1-1. An emergency is any situation where people or property are at risk. (including but not limited to fires, crimes in progress or medical emergencies.)</p> <p>* Non-Emergency: If you require Police assistance, but are not in an emergency situation (e.g. Reporting thefts, vandalism, fraud) or for other situations where no person or property is in immediate danger, please call our non-emergency telephone number.</p> <p>* Telecommunications Device for the Deaf (TDD and TTY): For emergencies, dial 9-1-1 and press the space bar announcer key repeatedly until a response is received. For non-emergencies, call our non-emergency TDD telephone number.</p> <p>Crime Stoppers</p> <p> If you have information about a crime that you would like to report anonymously, please call Crime Stoppers toll-free: 1-800-222-TIPS (8477), visit their website: http://www.222tips.com/ or text: TIP312 and your message to CRIMES.</p> <p>Media Relations</p> <p> For Media enquiries or to speak to one of our Media Relations Officers, please call 416-808-7100. You may also email us using the provided form.</p> <hr/> <p>Email</p> <p> Personal Internet email addresses within the Toronto Police Service take the format: <i>firstname.lastname@torontopolice.on.ca</i> Contact for Interim Chief Jim Ramer officeofthechief@torontopolice.on.ca</p> <p>For Criminal Record Check or Vulnerable Sector Screening questions, concerns/complaints, please visit our Background Checks page.</p> <p>For specific contact information and addresses, please consult out Telephone and Email Directory</p>
-------------	--

Problem 14: Inconsistent Bicycle Registration Page and Limited Documentation	
Proposed solution	<p>Since this page looks very different from the other parts of the website, the main improvement that can be done to fix the consistency and standard (H4) heuristic would be to use the same layout for the header as the main page. The color scheme and text font will also need to be changed to match the main page. The images will need to be made larger and moved to the center of the screen.</p> <p>In order to provide the user with more help and documentation (H10) to find required information such as the bicycle serial number, make, model etc. An info icon can be added beside the data entry box which will open a popup box that will provide directions and guidance to find the information. This popup box will display when the user hovers over the icon.</p>
Screenshots	<p>Example of bicycle registration page that is consistent with other pages on the website:</p>  <p>The screenshot shows a detailed view of the bicycle registration form. At the top right, there's a dropdown menu labeled 'I am looking for...' and a search bar. To the right of the search bar is a blue box containing 'Primary Report Intake, Management and Entry (PRIME)' with links to 'Home' and 'Citizen Online Report Entry (CORE)'. Below the main title, there's a red warning: 'FILING A FALSE FORM IS A CRIMINAL OFFENCE'. A photo of a cyclist is displayed. The form fields include a text input for 'Serial No.' with an info icon (a small 'i') next to it. A callout bubble with rounded corners points to this icon, containing the text 'Image to provide visual instruction' above 'Text based instructions'.</p>

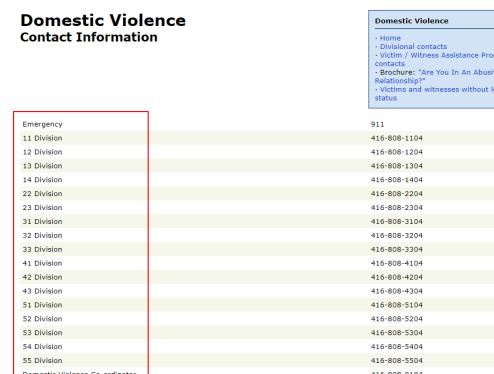
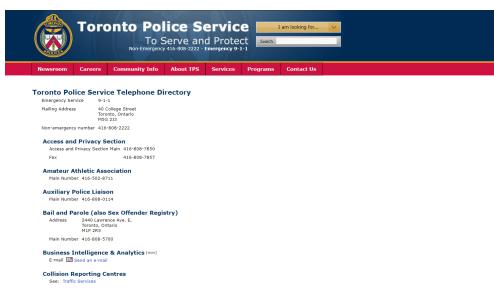
Appendices

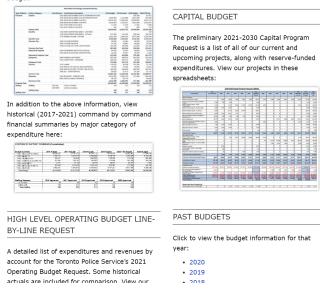
Appendix 1: Raw notes from Artina Sin

Heuristic Violated	Problem	Screenshot
Consistency and standards (H4)	<p>Careers and Opportunities confusing wording</p> <p>On the left there are links to called careers, whereas in the middle there are icons and a description called opportunities, which also links to somewhere else</p> <p>https://www.torontopolice.on.ca/careers/</p>	
Aesthetic and minimalist design (H8)	<p>Extra list of information when a link to that page is present</p> <p>There is a list called News Releases and also a link to News Releases right above it. It is unsure why I have to go to a different page when the same page shows the same information, just with less column width. Seems redundant</p> <p>https://www.torontopolice.on.ca/corpcomm/</p> <p>Suggestion: Remove news releases from blue box and make the title News Releases underneath a link instead</p>	<div style="background-color: #e0f2ff; padding: 10px;"> <p>Corporate Communications</p> <ul style="list-style-type: none"> • News Releases <- has same contents • Publications as below • Social Media Guidelines </div> <div style="background-color: #fff; padding: 10px;"> <p>News Releases</p> <p>July 20, 2021 Nine arrests at Alexandra Park encampment, July 20, 2021</p> <p>July 15, 2021 Toronto Police Releases Break-out Podcast Series with Obie & Ax Inc., 24 Shades of Blue - Cold Case Edition features A/Detective Sergeant Stephen Smith</p> <p>July 12, 2021 Chief James Ramer's Remarks at the Funeral of Constable Jeffrey Northrup, July 12, 2021</p> <p>July 12, 2021 Procession and Road Closures for Constable Northrup's Funeral, Monday, July 12, 2021, 1 p.m., BMO Field, 170 Princes' Boulevard, Road Closures in effect at 7 a.m.</p> </div>

CSCC10: Assignment 2

Consistency and standards(H4)	<p>Inconsistency between FAQ pages</p> <p>They are both FAQ pages for careers but they have a different styling</p> <p>https://www.torontopolice.on.ca/careers/uni_faq.php</p> <p>https://www.torontopolice.on.ca/careers/civ_faq.php</p>	<p>26. Should I join the auxiliary before I apply to the police? 27. What volunteer experience would you recommend? 28. How many volunteer hours do I need to fulfill the volunteer component of my application? 29. If I attended school in a foreign country, do I need an equivalency certificate? 30. How long do I have to work as a primary response officer before I can apply to a specialized unit? 31. How many specialized units are there within the Toronto Police Service? 32. Will having declared bankruptcy affect my chances of becoming a Police officer? 33. If I have a criminal record, can I still apply to become a Police Constable? 34. How do I obtain a pardon? 35. What if I have a criminal record, is it necessary to disclose this? 36. Do I need my Possession and Acquisition (PAL) or Possession only (POL) licence to become a police officer?</p> <hr/> <p>1. Q: Is the Toronto Police Service currently hiring? A: For the latest information regarding our hiring status, please visit www.torontopolice.on.ca/careers for more information.</p> <p style="text-align: right;">back ↑</p> <p>2. Q: What are the basic requirements for becoming a Police Constable with the Toronto Police Service?</p> <p>from uniform careers FAQ</p> <p>Q: What is a Civilian member of the Toronto Police Service? A: Civilian Member is a Toronto Police Service employee who is not a Police Officer.</p> <p style="text-align: right;">back ↑</p> <p>Q: How do I find out if there are civilian opportunities currently available with the Toronto Police Service? A: All available civilian opportunities are posted under Civilian Opportunity Section of the Web site. As civilian positions become available, they will be posted on our web site.</p> <p style="text-align: right;">back ↑</p> <p>from civilian careers FAQ</p>
Error Prevention(H5)/ Help users recognize, diagnose, and recover from errors(H9)	<p>Error in a page Kids Safety Zone</p> <p>403 does not provide any meaning to average users. "This document could not be displayed to you. It might not exist, or access might be denied." Is a good description of the problem, but does not provide a suggestion to recover from this error.</p> <p>If this document is not available, the link to it should have been hidden instead.</p> <p>https://www.torontopolice.on.ca/safety-zone/kids.php</p>	
Consistency and standards (H4)	<p>Inconsistency with social media external links</p> <p>There are at least three different wordings, icons choices and formats regarding connecting with a part of the Toronto Police on social media.</p> <p>https://www.torontopolice.on.ca/careers/</p> <p>https://www.torontopolice.on.ca/yipi/</p> <p>https://www.torontopolice.on.ca/communications/</p>	<p>Interact with us!</p> <p>Our Social Media team is working to make our unit accessible and responsive to the public we serve. Everyone is invited to visit our Twitter page, like us, stay informed of updates or even post your general questions! All of our Social Media team is on Twitter and you can follow us to find out about what is moving and shaking our world!</p> <p>For more information, please contact us at yipi@torontopolice.on.ca or 416-808-7293 and 416-808-7108.</p> <div style="text-align: center;"> <p>Follow Us on Social Media #CareersTPS</p> </div>

Recognition rather than recall (H6)/ Visibility of system status (H1)	<p>Same navigation bars, can go to external links</p> <p>The links in a navigation bar can either bring the user to a page in the same site to a different domain. For example, under Newsroom, News Releases, Publications and Corporate Communications bring me to the same site, whereas Crime Statistics and TPS Mailing Lists bring me to two different external sites</p>																																							
Match between system and the real world (H2)/ Recognition rather than recall (H6)	<p>Contact information does not give enough detail</p> <p>The list of contact information only listed different division numbers and their corresponding number, but did not give a definition of what division indicates and which number the user should call specifically</p> <p>https://www.torontopolice.on.ca/community/domesticviolence/contact.php</p> <p>The information is given here, maybe we can add a link to direct user to this page or change the division to give more info to users:</p> <p>http://www.torontopolice.on.ca/divisions/map.php</p>	 <table border="1"> <thead> <tr> <th>Division</th> <th>Phone Number</th> </tr> </thead> <tbody> <tr><td>11 Division</td><td>416-808-1104</td></tr> <tr><td>12 Division</td><td>416-808-1204</td></tr> <tr><td>13 Division</td><td>416-808-1304</td></tr> <tr><td>14 Division</td><td>416-808-1404</td></tr> <tr><td>22 Division</td><td>416-808-2204</td></tr> <tr><td>23 Division</td><td>416-808-2304</td></tr> <tr><td>31 Division</td><td>416-808-3104</td></tr> <tr><td>32 Division</td><td>416-808-3204</td></tr> <tr><td>33 Division</td><td>416-808-3304</td></tr> <tr><td>41 Division</td><td>416-808-4104</td></tr> <tr><td>42 Division</td><td>416-808-4204</td></tr> <tr><td>43 Division</td><td>416-808-4304</td></tr> <tr><td>51 Division</td><td>416-808-5104</td></tr> <tr><td>52 Division</td><td>416-808-5204</td></tr> <tr><td>53 Division</td><td>416-808-5304</td></tr> <tr><td>54 Division</td><td>416-808-5404</td></tr> <tr><td>55 Division</td><td>416-808-5504</td></tr> <tr><td>Domestic Violence Co-ordinator</td><td>416-808-0104</td></tr> </tbody> </table>	Division	Phone Number	11 Division	416-808-1104	12 Division	416-808-1204	13 Division	416-808-1304	14 Division	416-808-1404	22 Division	416-808-2204	23 Division	416-808-2304	31 Division	416-808-3104	32 Division	416-808-3204	33 Division	416-808-3304	41 Division	416-808-4104	42 Division	416-808-4204	43 Division	416-808-4304	51 Division	416-808-5104	52 Division	416-808-5204	53 Division	416-808-5304	54 Division	416-808-5404	55 Division	416-808-5504	Domestic Violence Co-ordinator	416-808-0104
Division	Phone Number																																							
11 Division	416-808-1104																																							
12 Division	416-808-1204																																							
13 Division	416-808-1304																																							
14 Division	416-808-1404																																							
22 Division	416-808-2204																																							
23 Division	416-808-2304																																							
31 Division	416-808-3104																																							
32 Division	416-808-3204																																							
33 Division	416-808-3304																																							
41 Division	416-808-4104																																							
42 Division	416-808-4204																																							
43 Division	416-808-4304																																							
51 Division	416-808-5104																																							
52 Division	416-808-5204																																							
53 Division	416-808-5304																																							
54 Division	416-808-5404																																							
55 Division	416-808-5504																																							
Domestic Violence Co-ordinator	416-808-0104																																							
Flexibility and Efficiency of use (H7)	<p>The Telephone directory page is too long</p> <p>The telephone directory page is a long list of telephone numbers/email addresses of departments responsible for different matters. Although the list is in alphabetical order, it does not have any way to filter or search within the page itself, so users can spend a lot of time trying to find the information they want.</p> <p>https://www.torontopolice.on.ca/directory/#29</p>																																							

<p>Aesthetics and Minimalist design (H8)</p>	<p>The budget info section has too much information on the same page</p> <p>The page is separated into three columns, each column has data related to budgets that are not aligned horizontally. In addition to that, it does not seem that the columns are used for categorizing the data</p> <p>https://www.torontopolice.on.ca/budget/</p>	 <p>CITY 2021 BUDGET NOTES</p> <ul style="list-style-type: none"> 2021 TPS Operating Budget & TPS 2021 – 2030 Capital Plan 2021 Parking Enforcement Budget Budget Requests & Presentations <p>2021 BUDGET REQUEST - PRESENTATION</p> <p>Included in the below presentation are the requests for the Toronto Police Service Operating and Capital budgets, along with the Toronto Police Parking Enforcement Unit</p> <p>Toronto Police Service Budget</p>
<p>Consistency and standards (H4)/ User Control and freedom (H3)/ Recognition rather than recall (H6)</p>	<p>The is no back to last section choice in many services</p> <p>The links related to Records Management services are in a blue box on the right, but when you click on any of them, the pages does not provide a way to go back to the last page; the user has to use the navigation bar and locate their last page, or has to use the back button in the browser</p> <p>On some of those pages, e.g. background checks FAQ, there are quick links displayed in a yellow box</p> <p>http://www.torontopolice.on.ca/records-management/mha_info_cpic.php</p> <p>http://www.torontopolice.on.ca/background-checks/faq.php</p>	<p>Records Management</p> <p>Attempt/Threaten Suicide Information on CPIC</p> <p>Information Regarding the Reconsideration Process for Removal of Attempt/Threaten Suicide from the Canadian Police Information Centre (CPIC)</p> <p>CPIC is the national database accessible to all Canadian law enforcement agencies. Special Interest Police (SIP) entries for Attempt/Threaten Suicide are entered to CPIC to communicate relevant information to police agencies for public safety purposes. The Toronto Police Service will enter a SIP for Attempt/Threaten Suicide to CPIC if one of the following circumstances is met:</p> <ol style="list-style-type: none"> the suicide attempt involved the threat of serious violence or harm, or the actual use of serious violence or harm, directed at other individuals; the suicide attempt could reasonably be considered to be an imminent provocation of lethal response by the police; the individual committed a hate or serious violence or harm to others; the suicide attempt occurred while the individual was in police custody; the individual is apprehended under Section 17 of the Mental Health Act and a Form 1 has been issued. <p>Background Checks</p> <p>Frequently Asked Questions</p> <p>Due to the COVID-19 pandemic, Toronto Police Headquarters is currently closed to the public. You are unable to apply for or drop off anything in person at this time.</p> <p>Quick Links</p> <ul style="list-style-type: none"> Criminal Record Check Vulnerable Sector Screening <p>Criminal Record Check – Clearance Letter</p> <ul style="list-style-type: none"> Where can I get a Criminal Record Check (Clearance Letter)? If I apply in person for a Clearance Letter, what do I need to bring with me? What do I need to do online for my Clearance Letter? When I applied online for my Clearance Letter the system paused, how do I confirm the request went through? Is applying online for a Clearance Letter faster than applying in person? I was charged by a Police Service and my charge was withdrawn/dismissed. Can I still get a Clearance Letter? <p>Vulnerable Sector Screening</p> <ul style="list-style-type: none"> How do I apply for a vulnerable sector screening? Where can I apply for my application for the vulnerable sector check? Can I come to 40 College Street to pay for the vulnerable sector check? <p>Location and Hours of Operation</p> <ul style="list-style-type: none"> What is your mailing address? What are the hours of service for the request counter at Toronto Police Service Headquarters?

Appendix 2: Raw notes from Maninder Dhanauta

Heuristics Violated	Problem	Screen shots
H1, H6, H3	<p>Nav bar is used to navigate the website, but there is no indication of where you are (the state). In order to undo any navigation, user needs to recall the steps taken to get to current web page</p> <p>Proposed solution:</p> <p>Improvements: can highlight the nav bar buttons, or can even add path at top of the webpage. This solves both violations H1, H2</p>  <p>http://www.mtc.gov.on.ca/en/heritage/heritage.shtml</p>	
H4	<p>All these are links to elsewhere but they are all different looking. Also the non-emergency number isn't clickable, which is kind of confusing</p> <p>https://www.torontopolice.on.ca/</p>	

H4, H2	<p>The top 2 are links while bottom two are not, which they try to indicate using [www], but it is not clear.</p> <p>Solution:</p> <p>Can use a different icon to indicate link, different color and underlined ↗</p>	<p>Corporate Command [www] Deputy Chief Exec. Assistant 416-808-8013</p> <p>Corporate Communications [www] E-mail Send an e-mail Fax 416-808-7102 Main Number 416-808-7100 Media Relations Officers 416-808-7100 Video Production Section 416-808-7941</p> <p>Corporate Planning Director 416-808-7770 E-mail Send an e-mail Fax 416-808-7772 Main Number 416-808-7770</p> <p>Court Services DNA Co-ordinator 416-808-0233 Fax 416-808-8375 Main Number 416-808-8370 Manager 416-808-8372 Staff Inspector 416-808-7704 Superintendent 416-808-7705</p>
H4	<p>It is hard to read this pages because of the various font sizes, use of different colours, and bolding of text. The use of each isn't consistent either (example bolding used for names sections, phone numbers, and names; blue colour used for email, websites and other links. The same phone number 4168082222 is repeated in 3 different spots on the page which seems redundant and can give the affect that they are different phone numbers.</p> <p>Proposed solution:</p> <p>Improvement: Have a standard, use bold font for a single type of information, same thing for colours and font size. Add some structure to the page, so phone numbers and their descriptions are easily located (Ex. have a table)</p>	 <p>The screenshot shows the Toronto Police Service website. At the top, there's a red header bar with the service's name and a "I am looking for..." search field. Below the header, the main content area has a red background. It features several contact links: "Contacting the Toronto Police Service", "Non-Emergency: 416-808-2222", "TDD (TTY): 416-467-0493", "Media Relations", "Crime Stoppers", and "Mailing address". Each section contains descriptive text and contact details like phone numbers or email addresses.</p>

Appendix 3: Raw notes from Rakshit Patel

Heuristics Violated	Problem	Screenshot
Flexibility and efficiency of use: H7	<ul style="list-style-type: none"> - There is no clickable search button after entering the keywords that you want to search for - The “I am looking for...” drop down menu and the search bar have very similar functions, it may confuse users - Search bar uses google and gives irrelevant results 	
Error Prevention/Recognition rather than recall: H5/H6	<ul style="list-style-type: none"> - When registering as a new user on the careers page, if a user enter multiple incorrect fields at once, then the system will not tell them all of their errors in one clear error message - User will notified of only 1 incorrectly filled field at a time - They will have to click on the register button and see if there are anymore errors remaining in the image, all fields have been filled incorrectly - After clicking register the first time, the system only notifies me that the user name has been taken. It doesn't tell me about wrong email and password 	
Match between system and real world: H2	<ul style="list-style-type: none"> - Main Page > Services > Bicycle Registration > Events - This page contains an error message that uses internal and technical jargon that a user of the website would not understand 	

	<ul style="list-style-type: none"> - This makes the user interface less intuitive and confusing for the user - No other information is provided about where this page is located and the path that the user took to navigate here 	
Consistency and Standards: H4 Help and documentation: H10	<ul style="list-style-type: none"> - The bicycle registration page is very different than the landing page and other pages of the website - This website is inconsistent and doesn't follow the theme of the other page - It makes more use of blue text boxes and a different header for the page - Compared to the main page, this looks older in not updated - There is a required field for serial number, but there are no help documentation on how to find the serial number of a bicycle 	