



Briefing Note

2018 January 25

ISC: Protected

To: Coucillor Druh Farrell, Ward 7
From: Richard Hinse, Director, Calgary Community Standards
Re: Improving Accessibility and Reducing Injuries through Snow and Ice Control Reform

Currently, Calgary Community Standards employs complaint based enforcement which may result in fees for service for City executed clearing. Fines are not imposed as the Streets Bylaw 20M88 is silent on a fine schedule.

The vast majority of snow and ice Service Requests are externally generated by citizens through 3-1-1. In 2017, Community Peace Officers attended over 9,000 snow and ice events. 34% of the service requests resulted in a Community Peace Officer issuing a written warning. Of those, 10% did not comply with the issued warning and resulted in a City executed clearing - sent to contractor.

Year	Total Volume	Written Warning	Sent to Contractor
2015	6375	3364	52.8%
2016	5681	2797	49.2%
2017	9090	3065	33.7%
Sum:	21146	9226	43.6%

Snow and ice events was approximately 10% of CCS 2017 total call volume. Increasing accountability may increase overall compliance to snow and ice clearance within the 24 hour requirement by the Streets Bylaw. Calgary Community Standards supports this initiative.

Slip and falls is a sub category of snow and ice service requests. Of the over 9000 snow and ice calls for service in 2017, 5% were associated to a slip and falls. Slip and fall incidents include all properties. The 457 slip and fall incidents in 2017 does not differentiate between City owned and privately owned properties.

In 2017, 10% of slip and fall calls for service resulted in immediate action by way of City executed clearing.

Year	Slip and Falls	Sent to Contractor
2016	277	35
2017	457	46

In 2017, 97% of bylaw calls for service resolved through education and voluntary compliance.

The steps taken by a Community Peace Officer in managing a snow and ice service request includes, but not limited to:

- Retrieve details from the 3-1-1 service request
- Attend the property address of complaint and issue a 24-hour warning if required
- In the event the property owner is not the resident, an additional copy of the warning to the registered property owner on title is issued
- Re-attend the property address of the 24-hour warning notice to ensure compliance
- In the event, compliance is not achieved, send to contractor for remediation
- Process the invoice for payment to the contractor and invoice the registered property owner.

Given the steps required from intake to resolution, Calgary Community Standards estimates \$150 administration fee is aligned with the cost of snow and ice events.

In 2017, the total administrative cost for snow and ice service requests was almost \$500K. This is a conservative analysis as multiple service requests are often efficiently managed by Community Peace Officers, which was not factored into the estimated cost.