

# Improving Accessibility and Reducing Injuries through Snow and Ice Control

TT2018-0467  
SPC on Transportation  
and Transit



## Previous Council Direction or Policy

In 2016 January, Council approved a pedestrian strategy called **Step Forward** that envisions a safer, more inviting and better maintained realm for pedestrians.

This plan set out 49 actions for Administration to take to achieve this goal, to encourage walking more often as a transportation mode. Four of these actions were directly related to snow and ice control for pedestrian spaces.



## Previous Council Direction or Policy

On 2018 January 29, Council endorsed a Notice of Motion (C2018-0107) on Improving Accessibility and Reducing Injuries through Snow and Ice Control (SNIC). Administration was directed to review walking-focused SNIC policies to improve the accessibility, safety and equity of Calgary's walking network, with particular consideration to 10 areas of focus.

Administration's report to Council would contain options to improve walking-focused snow and ice control, including One Calgary budget impacts, returning through the Standing Policy Committee on Transportation and Transit by the end of Q2 2018.

## 10 Areas of Focus

1. An escalating fine schedule
2. Updating snow and ice control policies
3. Identification of a high-priority pedestrian network
4. Increased coordination of snow and ice control between Roads, Transit, Parks, and other relevant City departments
5. Improved timelines for clearing City-managed sidewalks and pathways
6. Winter maintenance for Calgary's 78 km of engineered walkways
7. Guidelines or rules for the clearing of wheelchair ramps, curb cuts, and sidewalk crossings of laneways
8. Improved 3-1-1 phone, website, and mobile app reporting options
9. Winter maintenance funding related to capital and annual network growth
10. An updated strategy to assist Calgarians who are unable to clear abutting walking infrastructure themselves

# Current State of Snow and Ice Control

## Snow and Ice Control (SNIC) Policy and the 7-Day Plan

Established the priorities, standards and service levels of The City's snow and ice control operations for streets and sidewalks

The SNIC Policy lays out response targets that are focused primarily on the roadway conditions



### COUNCIL POLICY

**Policy Title:** Snow and Ice Control Policy

**Policy Number:** TP004

**Report Number:** TTP2003-39, C2007-44, LPT 2011-57

**Approved by:** City Council

**Effective Date:** Interim policy approved 2009 December 14 and amended 2011 June 20

**Business Unit:** Roads

#### BACKGROUND

The City of Calgary Roads business unit is responsible for The City's snow and ice control program and is committed to helping make The City of Calgary safe for pedestrian and vehicle passage along the developed rights-of-ways according to the City-Council approved policy and priority system.

The Snow and Ice Control Policy is necessary to make a clear statement of the intent of the City of Calgary winter maintenance operations and establish the priorities, standards and service levels of the snow and ice control program. An effective and efficient snow and ice control program is necessary to allow the municipality to function under normal winter weather conditions to reduce snow and ice hazards and to provide reasonable winter mobility on City infrastructure including roadways, sidewalks and pathways.

The City of Calgary will manage snow and ice control operations on City infrastructure within City of Calgary Right of Ways in accordance with Council approved policy and priority system, relevant City Bylaws and the Municipal Government Act (MGA).

The intent of the snow and ice control program is to minimize the economic loss to the community, reduce the inconvenience and hazards of winter conditions for motorists, cyclists and pedestrians, and facilitate the operation of Transit and Emergency Services vehicles.

The aim of the Snow and Ice Control Policy is to provide reasonable winter driving conditions for vehicles/cycles that are:

- properly equipped for winter driving; and
- are operated in a manner consistent with good winter driving habits.

It is expected that there will be Extreme Winter Conditions where the immediate demand for snow and ice control services will exceed the available resources. Public Service Announcements will be issued at these times to provide information and to encourage safe driving practices in these poor driving/cycling conditions. In the event of Extreme Winter Conditions additional funding may be accessed with City Council approval.

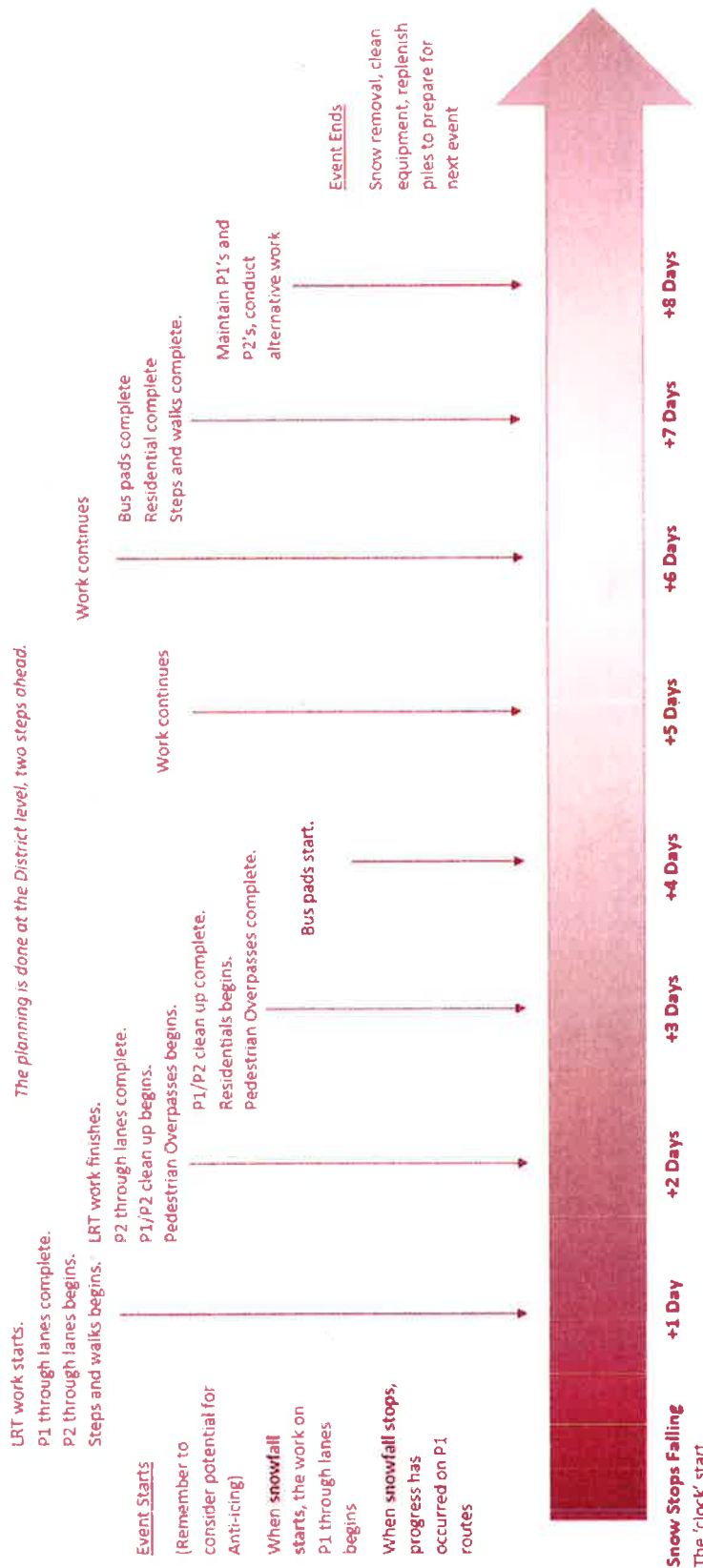


# Background

## SNIC RESPONSE TIME FRAMES – SNOW EVENT START TO END

Once the snow event begins, Districts authorize OT as required to meet timelines.

The planning is done at the District level, two steps ahead.







## Current Investment

Calgary	
Km of Sidewalks	5,681
Km of Sidewalks Cleared by City	583
Annual Snow Fall	126.4 cm
2017 Sidewalk Clearing Budget	\$3.4 million
Overall 2017 SNIC Budget	\$39.2 million
% Allocated to Sidewalk Clearing	8.6%

Lower percentage of SNIC investment for sidewalks than other winter cities:

12.2% - 21.1%

Council added \$2M in 2015-2018 budget for priority bus stops (700) to be cleared within 24 hours

## Recent Improvements

### 2018 Snow Storms

Increased focus on pedestrian facilities in the downtown area:

- ❖ More staff called in to complete clearing within four days instead of 6-7 days
- ❖ Staff start times were adjusted to get a head start on sidewalks prior to the AM rush hour



- ❖ Leveling of windrows at crosswalks were also done as required



# Making the Case for Investment

## 2018 Survey Results



## Community Engagement

## Slips and Injury Reporting

2016 Pedestrian Strategy	
Action 30	Enhance SNIC control operations to reduce obstructions at transit stops and road crossings in high pedestrian activity areas
Action 31	Undertake an assessment of engineering walkways and develop a management plan
Action 36	Increase the snow clearing response time to 24 hours of a snow event on City-managed sidewalks in high pedestrian activity areas
Action 49	Investigate ways to encourage property owners to undertake prompt snow and ice clearing from sidewalks

## Fines and Penalties



No current fine specified for failing to clear the sidewalk of snow and ice

Warnings generally lead to compliance (89%)

Non-compliance results in City doing the work and billing the property owner

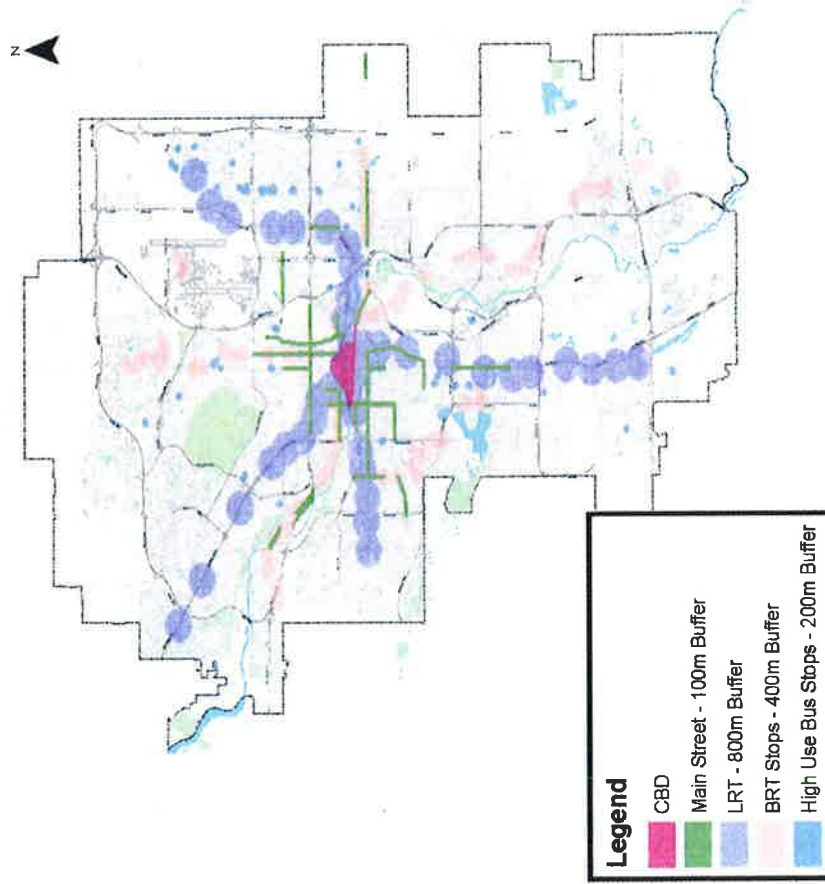
Options Presented	Proposed Penalty
Specify a Penalty for when a Summons is issued	\$250
Include an escalating penalty scale for repeat offenders	+ \$150 - \$200

# Identifying a High Priority Network

## MAP A

### High Priority Areas Map

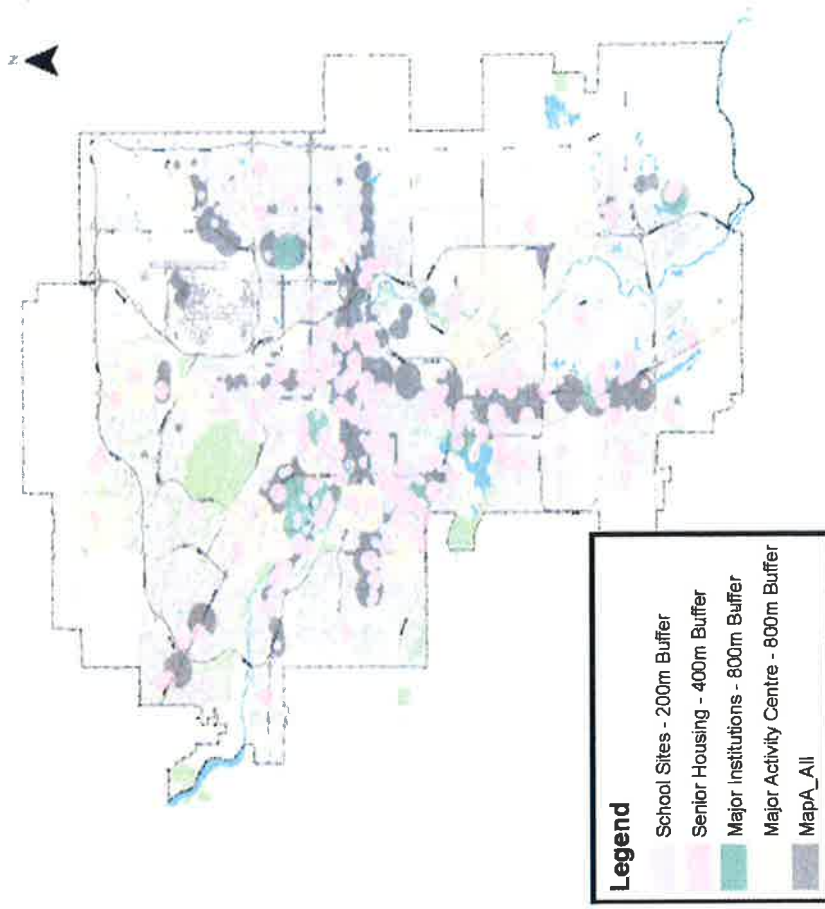
LRT, BRT, CBD, Main Streets, High Use Bus Stops



## MAP B

### High Priority Areas Map

Schools, Major Activity Centres, Major Institutions, Major Activity Centres





# Updating Snow and Ice Control Policies

## Investment Options

### Act – Achieve – Exceed

Act	Under \$10M
Clear an additional 100km of pathway	\$500K to \$1 million
Plow windrows from high-priority wheelchair ramps	\$2-3 million
Expand inventory of sidewalks & pathways that City clears	\$2.5-6 million
City-managed sidewalks in 24 hours	\$3-5 million
Clear all bus zones in 24 hours	\$4.5-6.5 million
City clears engineered walkways	\$6-8 million

# Updating Snow and Ice Control Policies

Act	\$10-20 million
Clear all laneway crossings	\$12-15 million
Plow windrows from all wheelchair ramps	\$12-21 million
Achieve	\$10-20 million
Clear the High Pedestrian Use areas	\$9-14 million
Pedestrian Strategy winter walking goals	\$12-21 million
Exceed	Over \$20 million
Clear the High Priority Network	\$20-30 million
Clear all public sidewalks, walkways & pathways	\$30-40 million

## Increased Coordination of SNIC Activities

SNIC Services	
Roads	Roadways, sidewalks, bus stop pads, and some pathways
Parks	Pathways and sidewalks adjacent to park spaces
Transit	LRT Stations
Other BUs	Sidewalks or pathways adjacent to their facility



Roads, Parks and Transit do regularly coordinate work

The establishment of a new Sidewalks and Pathways service line (One Calgary) will likely lead to a single, more efficient work plan for all SNIC activities



# Improved Timelines for Clearing Sidewalks Next to City Property

Land Steward	Number of Parcels	Approx. Length of Sidewalk (km)
Calgary Parks	5,827	300
Roads	431	14.9
Transportation Infrastructure	113	2.4
TOTALS	6,371	317.3
Option Presented		Cost Ranges
Clear all sidewalks adjacent to City property within 24 hours		\$3-5 million

# Engineered Walkways



Option 1: Adjacent Property	Bylaw amendment to require property owners to clear
Option 2: Blended Approach	City clear priority walkways only \$3-4M operating \$2.5-3.5M capital
Option 3: Full Service	City clears all walkways \$6-8M operating \$5-7M capital

# SNIC for Wheelchair Ramps, Curb Cuts, and Sidewalk Crossings of Laneways



Option 1: Adjacent Property	Bylaw amendment to require property owners to clear
Option 2: Blended Approach	City clear lane crossings only  \$12-15M operating



## Improved 3-1-1 Reporting Options

311 Snow Related Service Requests (SR) Roads – CCS – Parks		
Year	Number	
2017	26,708	
2018 (Q1)	39,350	

Recent Improvements	
Now captures eight common concerns in a drop-down menu	Information available online and used by 311 has been updated
Roads <i>Snow and Ice Control</i> SR reconfigured to improve customer service and increase efficiency	
Future Improvements	

Two projects: Live Maps and Worker App

# Connect Winter Maintenance Funding with Network Growth




Network Growth has not historically been factored into the operating budget for snow and ice control activities


- ❖ Sidewalk inventory grows an average of 100 km per year
- ❖ Pathway inventory grows an average of 30 km per year
- ❖ New LRT and BRT infrastructure built and planned



# Assisting Calgarians Unable to Clear Walking Infrastructure Themselves



**Be a Snow Angel**  
Help a neighbour out  
[calgary.ca/snowangels](http://calgary.ca/snowangels)



1,152 Volunteer Angels

Seniors Services  
Home Maintenance

400 households  
receive snow removal  
service

SNIC Maintenance  
Agreements

Six RA/HOA's  
conduct additional  
snow clearing in their  
neighbourhood



## Next Steps

### Level of Service to be Decided

Council to choose from a menu of options to make the pedestrian experience in winter safer and more accessible

Policy to be updated to reflect the Service Levels

#### Engineered Walkways



\$6-8 million

#### Pedestrian Strategy



\$12-21 million

**STEP FORWARD**

#### High Use Areas



\$9-14 million

### **Bylaw Amendments**

Administration would need to bring bylaw amendments back to Council if there are new penalties added or changes made to citizen responsibilities.

### **Communications**

A communications campaign for all Calgarians would be necessary leading into the future SNIC seasons. Budget would need be assigned.

### **Budget Decisions**

Based on the pedestrian SNIC service level discussions, there may be operating and capital budget scenarios to review and package for consideration in the One Calgary 2019-2022 budget. These decisions would also influence additional investment levels for the SNIC Reserve Fund.

That the SPC on Transportation and Transit recommends that Council receive this report for information and direct Administration to propose a budget commitment through the One Calgary process for the 2018-2019 SNIC season (and through 2019-2022) to be made at the September Strategic Council meeting.



## End of Report

TT2018-0467

Improving Accessibility and Reducing Injuries  
through Snow and Ice Control



June 5, 2017

Councillor Druh Farrell  
City of Calgary  
Office of the Councillors  
PO Box 2100, Station M  
Calgary, Alberta, T2P 2M5

Via email.

**Re: Improving Accessibility and Reducing Injuries through Snow and Ice Control, TT2018-0467**

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Dear Councillor Farrell,

Bike Calgary wishes to communicate our support for improving accessibility and reducing injuries through snow and ice control.

Bike Calgary is a not-for-profit society with over 2700 members. We strive to improve conditions for bicyclists through education, advocacy, and community building.

As Calgarians, we know winter. We know the joys of making snow angels, of drinking hot chocolate with our friends, of bundling up and going outside. As Calgarians, we also know the frustrations. We know the frustration of not being able to cross a street because windrows are piled up, of hitting a patch of ice and falling on a pathway, of being forced out into traffic because of deposits of snow and ice.

We also must get on with our lives, and we want to do it safely.

Calgary has always under-invested in snow and ice control. Compared to peer cities, we are far behind. This lack of investment leads to injuries and to people being cut off from their communities.

Although the current review of snow and ice control is focused on pedestrians, it will affect people bicycling as well. Through the lens of bicycling, we highlight the following points:

- Children are permitted to ride their bicycles on the sidewalk, and in most places in Calgary that is their only safe option. Clearing sidewalks, particularly near schools, will allow children to continue to be active year-round. This leads to better health outcomes and better school outcomes.
- Pathways are shared by people using many modes of transportation, including bicycles. Though pathway clearing has improved over the last decade, there is much progress to be made:
  - Interfaces to sidewalks and roads are often filled with snow and ice.
  - After melting and freezing cycles, many locations are often covered with ice.
  - Most of our pathways are designed and/or constructed with poor drainage. Installing proper drainage would reduce the cost of snow and ice control by avoiding build-up.
- Many people want to report trouble spots via the 311 app. However, the app can be confusing to use, and the entire process can be very frustrating.
  - The app requires the user to know who owns the property adjacent to the trouble spot. If this information is entered incorrectly, the ticket is sometimes dismissed.
  - Tickets are often closed without resolution, or even acknowledgement of the problem.



- Many people combine bicycle travel with public transit. However, the areas around transit stations are often inaccessible due to poor snow and ice control.
- The plans focused on snow and ice control for motor vehicles and pedestrians leave some gaps for people on bicycles. We would be happy to work with council and administration on addressing these gaps. We believe that some small changes could make a big difference.

As such, we encourage you to greatly increase Calgary's investment in snow and ice control. Calgary should be a leading city, not a laggard. Calgarians should be able to live, work, and play safely throughout the year.

We thank you for the opportunity to provide our input on this initiative, and we look forward to its implementation.

Yours sincerely,

A handwritten signature in dark ink, appearing to read "Agustin", is written over a light blue horizontal line.

Agustín Louro  
President, Bike Calgary





June 7<sup>th</sup>, 2018

**Dear Councilor Farrell, Chair & Co-Chair of Transit & Transportation Councilor Keating & Councilor Gondek**

**Letter of Support for TT2018-0467  
Improving Accessibility and Reducing Injuries through Snow & Ice Control**

Members of the Disability Action Hall were pleased to be asked to take part in the public consultation and members who could not come today also contributed to the "East Village Booklet" submission in support of a walk-able snow and ice removal strategy. We applaud council going into emergency reserves earlier this year to help address pedestrian safety and ensure we all stay connected. Many of our members either fell or knew someone who was hospitalized or socially isolated for more than three days this winter.

The options presented are improving our ability to remove the snow quicker and a shift in focus to look at how people move, versus looking just at traffic volume. There are five good reasons why broadening our focus is a good investment and strategy as it will improve safety, belonging, increase assets, reduce costs to reactive responses, create strong relationships with taxpayers and help set financial priorities in future planning.

**1. Adapting a Winter Strategy improves safety and belonging**

Investing in a pedestrian winter strategy is a step forward for mobility rights as a human right. Adapting a winter city walk-able strategy will help elevate Calgary to Cities and villages who have already financially capitalized on winter. Places like Oslo, Helsinki, Ottawa, New Jersey, Banff, Lake Louise and our sister City to the North, Edmonton adapted a winter strategy focus. Back in 2013 Edmonton created 4 strategic goals "*Winter life-winter design, winter economy and our winter story.*" The number one element all these cities shared was shift of focus from cars to... pedestrians, cyclists and public transportation. Investing in how we move as people ensures citizens and tourists can get around safely in an affordable manner to enjoy the winter outdoors for free, to stay healthy and reinvest our dollars into the local economy.

**2. See the windrows as an asset**

Since the invention of the snowplow in 1888, windrows have been a barrier to pedestrians. It is not a new problem, and its response in our City is muddled among many different business units, making the solution multifaceted. Some Cities have found creative spaces to use windrow dump to make public markets, a place of play, a place of art, year round lawn furniture for snow palaces & cafes. While some places in Germany & Japan have even been able to reduce their use of salt by

pre-wetting it and placing the windrow snow to melt in pre-treated water tanks to reduce pollution on the environment and parks. While other cities like Montreal have invested in smaller machinery to address sidewalks windrows that can then dump the snow into a dump truck. We encourage the working group to explore a creative use of windrow snow and environmentally friendly contents and use of smaller sidewalk machinery.

### **3. An investment in capital and collaboration saves money and time**

We simply don't have enough equipment to haul the snow away quickly. The trucks spend a great deal of time unloading and loading to get to the next destination. In 2014 the snow events allowed our City to subcontract the work out when a snow event is called. We encourage the working group to look more of this collaborative thinking to improve performance time for pedestrian priority areas. For instance Ottawa remove the snow in 6 hours as they have double the amount of snow than Calgary. Ottawa has learned over time, the faster you remove it, the cheaper it costs in the long run.

### **4. Working Group Membership to include impacted citizens**

We would like to recommend the working group also have citizens with reduced mobility as members to ensure the solutions encourage a pedestrian friendly outcome. Our experience working with Transit and Fair Calgary enhance stronger collaboration, stronger relationships and create confidence in taxpayers why we invest our tax dollars into certain priorities.

### **5. If we don't invest now, it will cost double in the future:**

Identifying high use walk-able areas is helpful way to guide the budget for the future. High use areas mirror public transit, shopping centers, learning institutions, hospitals and affordable dense apartment living in the urban centers. When we look deeper into the report it is growing concern that 78% of expected growth in our City will occur in outlying suburbs. If we do not master a pedestrian winter strategy soon - 10 years from now the problem will only be amplified as it takes time for social infrastructure to catch up with a growing City.

In summary, an investment that considers how Calgarians move in winter will help ensure we are all safe, connected and create new ways to prosper as a winter City. We look forward to how a working group will help set the tone for a City for all Calgarians and visitors to enjoy.

**Warmest regards,**

**Colleen Huston**

**On behalf of the Members of the Disability Action Hall**





華埠商業促進區

**Chinatown**

**District BIA**

Business Improvement Area

Suite 208, 328 Centre Street SE, Calgary, AB, T2G 4X6



CALGARY  
CHINATOWN

2018-06-06

The City of Calgary  
Ward 7 Councillor Druh Farrell  
Historic City Hall  
P.O. Box 2100, Station 'M' #8001B  
Calgary, Alberta T2P 2M5

Re; Improving Accessibility and Reducing Injuries through Snow and Ice Control, TT2018-0467

Dear Councillor Farrell

Further to Calgary City Council's 2016 approved 'Step Forward' pedestrian strategy, the Chinatown community strongly favours and, in particular,

- enhancing snow and ice control operations to reduce obstructions at transit stops, road crossings and along sidewalks especially in the Chinatown community and up along the Centre Street Bridge into the Crescent Heights community where a significant number of Chinatown's workforce park and walk to work;
- increasing snow clearing response time to P1 (within 24 hours of a snow event) on Chinatown sidewalks as this is a high pedestrian activity area for both the working and visitor pedestrian but most importantly for the senior resident population;
- investigating ways to encourage property owners to undertake prompt snow and ice clearing from sidewalks, support those not able to carry out snow clearing, and improve bylaw enforcement on non-compliance.

We encourage City Council to support City Administration's recommendations as outlined in the 'Improving Accessibility and Reducing Injuries through Snow and Ice Control, TT2018-0467' report; specifically, to propose a budget commitment through the One Calgary process for the 2018-2019 SNIC season (and through 2019-2022) which would enable these 'Step Forward' actions.



SPC on T&T – SNIC TT2018-0467

CDBIA Response

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Rationale:

The Chinatown community supports these 'Step Forward' Actions and Administration's recommendations as:

- Chinatown's 2,500 population is significantly seniors who live, socialize and walk every day in this community. Many of these seniors have physical challenges to walking and several live with pedestrian accessibility challenges that are compounded by the use of wheelchairs, walkers, strollers, etc. that is difficult in snow obstructed sidewalks and road crossings;
- Chinatown is a high pedestrian, commuter corridor up across the Centre Street Bridge and to the numerous Calgary Transit's bus and BRT stops along Centre Street;
- Calgarians have long expressed the need for Chinatown to be 'Clean and Safe'; and,
- The Chinatown merchants, property owners, residents and visitors have voiced their demands that Chinatown be 'Clean and Safe'.

Recent Incidences

This past February 2018

- a Chinatown senior citizen lose his life crossing the intersection at Centre Street and 3<sup>rd</sup> Avenue South by a left turning vehicle. The sidewalk and intersections at the time had both snow debris and ice which likely deterred the gentleman from observing vehicles in the intersection. Some believe that a clear sidewalk and road crossing might have given the citizen more time and chance to observe hazards in the road crossing.
- On the southeast corner of 3<sup>rd</sup> Avenue and Centre Street, the building at this intersection was vacant (i.e. no business operator) and significant snow accumulated and froze into a hard, slippery sidewalk corner. Senior and accessibility challenged residents found it extremely difficult to walk on this corner. Calls to 3-1-1 did not result in snow removal until it was informally escalated to Calgary Roads.
- The 301 BRT transit stop on the southwest corner of 3<sup>rd</sup> Avenue and Centre Street was covered with significant snow accumulation that it was challenging for transit commuters to on-and off load from the BRT buses.
- The Calgary Transit bus stop on the northeast corner of 4<sup>th</sup> Avenue and Centre Street had significant snow mounds as the high snow fall was pushed and left to accumulate around the bus shelter.

SPC on T&T – SNIC TT2018-0467  
CDBIA Response  
Page 3 of 3

- The southeast intersection of 4<sup>th</sup> Avenue and Centre Street had snow plowed mounds that covered the road crossings resulting in pedestrians climbing over unsafely to cross the street. Wheel chairs, walkers, and strollers were unable to make this crossing.
- Significant snow had accumulated along 3<sup>rd</sup> Avenue SE covering the flower planters, street furniture, etc. Businesses and senior residents tried to shovel the snow accordingly but because of the wide sidewalks, a lot of the snow was left in mounds.

These incidents were all reported to either 9-1-1 or 3-1-1.

On behalf of the Chinatown District Business Improvement Area, its Board of Directors, and the Chinatown community overall, we urge Calgary City Council to support snow removal in 'high use' and 'high priority' areas of this community.

Respectfully,



Terry Wong  
Executive Director, CDBIA



Office of the Councillors  
The City of Calgary  
P.O. Box 2100, Station M  
Calgary, AB, T2P 2M5

Attention: Councillor Farrell – Ward 7

**RE: Notice of Motion – Improving Accessibility and Reducing Injuries Through Snow and Ice Control Reform**

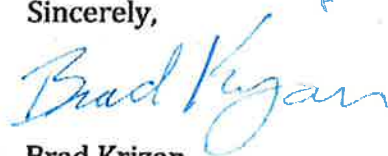
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Further to your Notice of Motion in respect of improving the standards for coordination and timeliness of the clearance of snow from sidewalks, pathways and walkways, The Calgary Downtown Association BIA is in support of seeing the standard of snow clearing and ice control improved, particularly in the downtown.

Specific to the downtown, given the high concentration of pedestrians, we believe it is incredibly important to ensure our sidewalks are easily travelled irrespective of weather conditions, and see removal of snow and ice being absolutely critical in achieving that outcome given Calgary is a winter city and faces these conditions for many months of the year.

Given that tens of thousands of pedestrians (including those with a range of mobility) use our downtown sidewalks on a daily basis, we believe this is an important way for the City to show pride of ownership to the community while fostering a positive and safe environment for the pedestrians and visitors to the downtown core.

Sincerely,

A handwritten signature in blue ink that reads "Brad Krizan".

Brad Krizan  
Board Chair & Interim Executive Director





Ian T. McCabe,  
9820 Alberni Road SE,  
Calgary, AB, T2J 0Y8

**Attn: City of Calgary Councillor - S. Keating**

Chair of the Standing Policy Committee on Transportation and Transit

**Re: Improving Accessibility & Reducing Injuries Through Snow and Ice Removal Reform Notice of Motion**

2. Updating clearing policies to be consistent with the recently approved **Pedestrian Strategy**.
10. **An updated strategy to assist Calgarians** who are unable to clear abutting walking infrastructure themselves

Dear Chairperson,

June 7<sup>th</sup> 2018

This written submission supports the verbal comments I make in relation to the motion above and relevant information contained in "Step Forward". **I support the majority of the items in this motion** and thank the committee for their efforts. I have reviewed the Pedestrian Strategy and the supplementary reports to the SPC.

I am a certified health & safety consultant, **specialising in injury prevention strategies** with almost 20 yr. experience building and delivering effective solutions for several multi-billion dollar businesses. I am very familiar with **Risk Management of critical injuries** and the needs of seniors. As a Director of Calgary Aging In Place, a NFP organisation, I led a highly successful initiative called "**Personal Injury Prevention for Seniors**" in the winter of 2017/18, funded in part by Govt. of Canada's New Horizons for Seniors Program, CAIP and I provided \$3000 'in kind'.

This involved engaging 540 citizens (60% of which were +55 yr.), last summer, seeking opinion on the most effective topics to pursue. The mayor and several councillors completed one. The finished product was delivered to more than a dozen organisations, community associations and the Kerby Centre. We were asked to return, everywhere we went. **We mitigated risks by highlighting "personal risk" and "show and tell" demos** – participants would assess (winter) conditions, adopt an appropriate walk/stance to be "steadier on their feet" and other controls.

The STEP FORWARD and SNIC Report **fails to take into account the willingness of citizens to take charge of their own lives given some modest guidance and instruction**. The comment below suggests that the only way to reduce fatalities and injuries is massive infrastructure spending with a tiny 1.5 to 2.5% allocated to communication, education and encouragement.

*"Albertans are three-times as likely as Ontarians to be injured from slips and falls. Winter maintenance plays a major role in these statistics. Ontario cities devote a much higher percentage of their winter maintenance budgets to walking - they clear more sidewalks faster."*

I applaud the improved operating budgets, infrastructure etc. and agree that it **will reduce injuries but at a very high cost**. **Consider that if city employees were having multiple fatalities and triple the STF injury ratio. What would be the city's response?**

Awareness, training and education probably, which would offer immediate results and a much greater ROI (through reduced injury cost and associated management costs).

**I respectfully request consideration be given to more emphasis on proactive STF prevention campaigns and awareness** as per the very last comment on Pg 60 of Att. 2.

**"Just want people to be responsible for what they are supposed to do."**

Facts supporting Seniors face similar challenges to people of all ages: (cont. on page 2).

- Worker Slips, trips and falls (STF) account for 30 - 40% of all injuries (WCB 10 yr avg.)
- PIPS Survey (540 sample size) **37%** of seniors **have fallen in the last year**
- Many seniors are able, appreciative and *know* activities such as walking is good for them

Now the differences

- **17% had fallen multiple times in the last year**
- **80 – 90% have not received training on Injury Prevention**
- A city employee cost of returning to work due to a STF type injury is likely \$3 – 11K
- Senior cost of a fall is more \$\$, fear, lack of confidence, isolation – sometimes death.
- **A drastic difference in consequences.....**
- About two thirds expressed interest in attending an Injury Prevention program.

How to minimise the risk of injury drew **170** responses! The majority listed typical comments such as Awareness, being careful, conscious of your surroundings etc.

Suggested topics included body mechanics, how to walk on snow and ice, safe ways to shovel snow, how to cross obstacles, manage the risk of falling and using stance to improve balance. Last on the list, surprisingly was “information on existing programs” – due to apathy or lack of application to real life. Source: CAIP PIPS Committee survey, Sept. 25 2017

#### **PIPS Delivery Feedback:**

“I will use the U-BET risk assessment / techniques” “This will help me”

“... was the best session I have attended. You engaged the group and had their attention from start to finish. It was the first time I saw a majority of the group stay and want more.”

**Educate** this 70 yr. old on subtle changes in position to make work easier – *Better than a fine!*



I offer this as an example to the SPC in what can be accomplished with limited resources. Calgary seniors and citizens of all age are capable of reducing injuries *proactively* – **with a bit of help!** This would free up more fire dept. & AHS resources that are predominantly *reactive*.

I *can* assist if required, but the my purpose is to offer senior input and a plea for more engagement by encouraging personal responsibility to successfully manage risk through situational awareness. This offers a low effort, low cost option yielding with impactful results.

**Thank you** for reading,

## How snow and ice have affected my ability to get around...

I think there are two primary concerns in Kingsland.

The first is the walkways that connect streets to alleys to streets in between houses. These are not ever cleared, and the residents that live in my area don't even know who's responsibility it is. I don't either. Clarity and communication around whether this is a city responsibility or a resident responsibility needs to be made clear, and honestly, if it is the resident there is a good chance it won't get done either because: they don't want to, or they are older and cannot do it. Those challenges need different approaches; using fines might encourage those able to clear the walk to do it, but wouldn't be fair to seniors that can't do it.

The second concern is residents not cleaning the sidewalk in front of their own house. I think a 24 hour policy from the time snow stops would be fair, and most owners in my area clear within this time frame anyway. However, several renters are less likely to clear their walkway at all. This makes the path to bus stops and community shops more difficult to navigate, and it gets icy.

### Options for Improvement:

Whatever the path forward for your policy changes, clear communication to citizens of responsibilities will be critical to success.

Thanks for taking this feedback forward in your work. Kind regards,

James Ulliyott, Sr. Consultant | SPAN Consulting, 403.922.5668 | jullyott@spanconsulting.ca | www.spanconsulting.ca

## How snow and ice have affected my ability to get around...

I am an 82 yr old widow, living in this house since 1959.

Last winter was extremely difficult, stressful and costly. Unable to leave the house for 26 days off and on

Problem was a one-way back lane with several large pot holes, snow & ice. Ventured out once, had to be rescued by neighbours.

Eventually with help moved my car to the front street. More snow, more ice. When I went to drive away I ran over a ridge of ice.

Unaware of a problem two men pulled me over on Andersen Rd. changed my tire. Costing \$250.

Ice built up on my roof. Dripped down into the basement-fortunately no serious damage. Costing \$400.

Although benefiting from a community program for seniors, sidewalk cleaning. Cost over \$400.

### Options

- Unlock the gate used by garbage trucks to allow for another exit.
- 311 was useless. Perhaps an emergency line where workers could be sent out to investigate and offer solutions.

Anita Thorne, 104 Haysboro Cr., T2V 3G2 403 255 5319

## How snow and ice have affected my ability to get around...

**Injury near killed me. This is a story of Consequences.** I am an active, elderly volunteer and have been for decades, known to more than a few of you on council. I am fit for my age, able & competent, or more accurately striving to become again. This is a real story with severe consequences – one of many, I am quite certain.

**Background:** Several years ago I joined a Move And Mingle fall prevention program put on by Alberta Health. This was helpful and it appears to be focused on elderly seniors who have had a bad fall and how to build muscle. Last summer, (with only a little help) I gathered data from more than 500 on what seniors & boomers proactive injury prevention program should be with an emphasis on desired content and 'What to do'. This winter I took in several of

Personal Injury Prevention Program for Seniors (PIPS) presentations because I have fallen many times on city streets and sidewalks this winter; once behind a police car that was parked across the city sidewalk (not on residential). PIPS is a wonderful new idea administered by CAIP. It is a risk reduction program with REAL LIFE practical info on preventing all injuries - the participant stories were all about falls and the issues of simply crossing the street. What I learned may have prevented a worse fate than the awful story below because of a snow plow ridge that I tried very carefully to negotiate and failed.

**On Jan 24 I fell trying to step over a snow plow ridge in Ogden to a residential sidewalk (which was cleaned) & broke my wrist.**

During a trip to Thailand in March, I was rushed to hospital down a mountain on the back of a moped. The doctors calculated that by the amount of ``brain bleed`` the trouble had started 6 week previously (Jan 24 - the same day I fell & broke my arm).

RESULT - a one month stay in the Thailand hospital ,memory loss) and a nurse escort home to Calgary, to a further two week stay in Foothills Hospital. I am home, very weak, can't drive, don't dare walk anywhere without my walker and someone beside me. Physio therapy starts in a month (if I'm lucky) and I presently rely on others to get around town. **This has transformed my life in a very negative way and you need to be made aware my story is one of many, for my wide circle of friends have similar albeit less dramatic events that all have the SAME CAUSATION.**

I was taught how to break my fall at the PIPS course ..... 'to do everything to protect my head' which I did and why the 'little bump' seemed inconsequential to me, at the time - and the three doctors I saw before I departed Alberta - none bothered to ask the obvious... **Try pretending I was YOUR mother!**

### Options for improvement

- Have city depts.. coordinate their work in neighborhoods, i.e. garbage day and spring cleanup should be different days,
- Snow plows could easily lower their blade and trim windrows along sidewalks and alleys to cut down on stepping hazard
- Increased coordination between City departments.
- Guidelines for clearing wheelchair ramps, curb cuts, and sidewalk crossings of laneways.
- An updated strategy to assist Calgarians who are unable to clear abutting walking infrastructure themselves.
- **A strategy to educate seniors about how to negotiate the hazards they face so they are not fearful of going outside.**
- We live in Canada. other municipalities can handle it quite nicely why do we have to reinvent the wheel'

Name: Marianne Wilkat, wilkatm@shaw.ca







CITY OF CALGARY  
**RECEIVED**  
IN COUNCIL CHAMBER

JUN 07 2018

ITEM TT2018-0467  
Distribution  
CITY CLERK'S DEPARTMENT

June 6, 2018

Dear Mayor Nenshi and City Councillors,

The City of Calgary's laudable priorities are to foster a *City that moves, a prosperous City, a well-run City, a City of safe and inspiring neighbourhoods, and a healthy and green City.*

This winter especially, a City that moves, a well-run City, a City of safe neighbourhoods and a healthy city were all compromised by a harsh winter coupled with the City's lack of better policies for winters like this.

While the Roads department went to heroic lengths to try to keep up this winter, it was obvious to most Calgarians that walkability was often compromised despite Road's best efforts. Acknowledging the ongoing problem of challenging winter walkability due to snow and ice buildup is long overdue.

Small outdoor business districts like the BRZs/BIAs suffer especially during winters like this. My business owners rely on people wanting to walk and shop and spend time outside. When it is very cold, attracting people to our areas becomes even more challenging. When there is significant snow accumulation the challenge increases. When shoppers venture to our areas only to be confronted by high snowbanks and snowy/icy crosswalks who would blame them for driving to the mall instead! This past winter was probably the worst for snow accumulation in the 14 years I have been the ED. This was reflected in the bottom line of many of my small business owners.

In the Kensington BRZ/BIA this past winter we experienced four main issues regarding snow removal and walkability:

1. Property owners failing to clear sidewalks -In Kensington there were several stretches of sidewalk where building owners failed to clear sidewalks for weeks at a time. BRZ/BIA members are the tenant businesses not the landlords or property managers so we often have minimal relationships or leverage with these latter two groups. In some cases I resorted to visiting businesses in person to secure contact information so I could contact property management companies myself to try to encourage compliance. The current reporting process is time consuming for both the BRZ/BIA and for City staff. BRZ/BIA reports to bylaw, visits to the area and with tenant businesses to ascertain the situation result in many days of compromised walkability. In one case this winter I reported the same property owner three times for different snow storms for failure to clear the sidewalk and each time the situation only resolved itself through eventual chinook melting. A zero tolerance policy for failure by private property owners

OUTSIDE OF THE ORDINARY



to clear their sidewalks within 24 hours in pedestrian-rich environments like Kensington would help.

2. Wheelchair ramps – Several times during this past winter I documented street and sidewalk conditions when for days at a time the wheelchair ramps throughout Kensington were not usable due to snow and ice and plowing accumulations. Given the extreme cold we often get in Calgary, my ongoing fear is someone in a wheelchair becoming stuck in snow and ice.
3. Transit stops -- Many transit stops in Kensington were blocked for days by large snowbanks due to snow fall plus from road plowing that forced transit riders to walk into traffic in order to get on and off the bus. Transit users were going into traffic lanes while hurrying to catch a bus, scrambling over snowbanks onto slippery roads as buses pulled into the stop. Many transit benches were also buried in snow for much of the winter.
4. Windrows – Significant windrows at the sidewalk/road interface as a result of plowing cause ongoing problems in business districts like Kensington year after year. Visitors to Kensington who park their cars must walk in traffic to the nearest intersection to access the sidewalk or clamber over these snowbanks.

My job as the ED of a BRZ/BIA is, at the most basic definition, to provide a clean and safe area where people can walk without fear or difficulty. This job becomes especially difficult in the winter months. When pedestrians cannot easily get where they want to go without risk of falling or being struck in traffic something is wrong with our system.

The development of a walking focused snow and ice policy for Calgary is long overdue. I look forward to working with administration to help develop new and better policies that specifically address the problems experienced in pedestrian rich inner City business districts like the BRZs/BIAs.

Sincerely,

Annie MacInnis  
Executive Director  
Kensington Business Revitalization Zone  
200 203 10A Street NW  
Calgary, AB, T2N 1W7  
Cell: 403-969-3216  
Email: [kensingtonbrz@shaw.ca](mailto:kensingtonbrz@shaw.ca)

OUTSIDE OF THE ORDINARY

June 6, 2018

Councillor Gian-Carlo Carra  
City of Calgary, Ward 9

[cclward9@calgary.ca](mailto:cclward9@calgary.ca)

Re: Snow and Ice Control Reform

Dear Councillor Cara:

I am writing you on behalf of the Manchester Community Group, an unincorporated group of residents and business owners located in the Calgary community of Manchester. Although we are an informal group of Calgary citizens, we have accomplished much in the way of community building and improvement; including the execution of a neighborhood playground, a community garden and hold regular meetings to address common concerns and seek/share resources where we live and do business.

The Manchester Community Group supports the Motion to improve accessibility and reduce injuries though Snow and Ice Control Reform. Part of the Motion speaks to an updated Pedestrian Strategy direction, and while the resolution points 1 through 10 are commendable, there is an additional issue that we would like to raise.

Where a sidewalk abuts an intersection, the sidewalk itself may be clear of snow and/or ice for transit by wheelchair user or a walker-assisted or simply aged or infirm pedestrian, but once that person has left the sidewalk they are quite often challenged, and sometimes overcome, by the snow windrows and/or ice ruts in the roadway intersection itself.

Of particular concern to us is a section of Manchester radiating from the intersection of 57 Avenue and 2<sup>nd</sup> Street SW. This intersection is a priority, as it is the main egress from a number of high density residences with a high ratio of wheelchair, infirm and aged residents. Although this past winter was exceptionally brutal in terms of snowfall, that intersection has been impassable for wheelchair users and dangerous for other-abled pedestrians every winter after a snowfall.

We would like to request that additional consideration be given to adding certain intersections to the Priority 1 route snow removal designation and plan. We realize that this might require some investigation to determine which intersections are of import and we would encourage the City to use groups such as ours as a resource to assist you.

We thank you for your consideration.

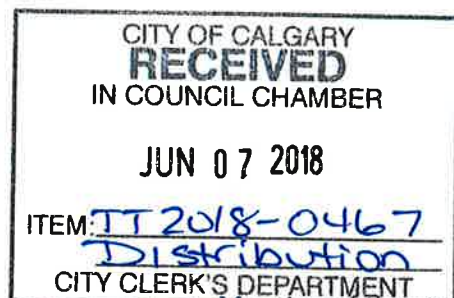
Sincerely



Melodie Lindsay

The Manchester Community Group Chair





39 - 4th Street N.E.  
Calgary, Alberta T2E 3R6  
Tel: 403-264-1155 Fax: 403-264-1203  
Email: [info@womenscentrecalgary.org](mailto:info@womenscentrecalgary.org)  
[www.womenscentrecalgary.org](http://www.womenscentrecalgary.org)

the  
**WOMEN'S  
CENTRE**

June 7, 2018

Meeting of the standing policy committee on transit and transportation

Sarelle Azuelos, Women's Centre of Calgary

The Women's Centre is a street-front, drop in space that has served 9,000 women last year. A very diverse community of women come to the Centre for basic needs, like food bank referrals and peer support; for workshops and opportunities to meet other women; and to learn about social issues. Of the women who engage with us, half are living in poverty and a third have a chronic health issue. They visit the Centre to feel welcome and included in a variety of ways. In our advocacy work, we seek to give them a voice and represent their concerns at decision-making tables.

I'm sure it's no surprise to hear that nearly everyone we talked to had an opinion on snow removal.

- Women shared that they had difficulty leaving their homes, and getting on to busses or into cabs because of the windrows.
- Women stay home because they are afraid of falling, further contributing to the social isolation many people living in poverty experience.
- A number of women reported slipping and falling, sometimes resulting in serious injuries.
- Women with children saw further barriers, related to strollers, transporting children to and from child care or school, and running errands.

There was one more story I wanted to share in full:

*"When it snows, it is harder for all of us to get around. I work as an architect in the downtown core and along with my partner, I am raising a 10-year-old child. This winter when the sidewalks were not clear, I had to walk alongside my 10-year-old to make sure he got to school safely – the icy and snowy paths were really hard for him to navigate alone. Every time I accompanied him, I had to go to work late. This affects the way I am viewed in the workplace and my career in general. Reliable snow removal means more stability in my family and professional life."*

The Women's Centre would like to support the inclusion of a gender equity and diversity perspective to the issue of snow removal with a focus on pedestrian mobility. Cities in Sweden (Karlskoga and Stockholm) have found that men were more likely to drive to city centres, while women were more likely to visit schools, community centres and public spaces on foot and earlier in the day. (Similar findings came up in Edmonton as part of a Transit Social Sustainability Overview.) By re-prioritizing pedestrian snow clearing, a more equitable and functional public policy on snow removal is now in effect. In their words, "it is more difficult to get through 3 inches of snow on foot than by car."

Thank you for your time and for addressing the need to improve snow and ice removal for pedestrians in Calgary.



How has snow and ice affected your ability to get around?

People in wheelchairs can't get on the sidewalk because the snow is up to peoples knees



I walk to work downtown and have slipped + fell twice this winter - which has not been great, as I just had surgery on my foot

Yes.

Where my daughter lives, she fell and broke her ankle. She needs to take her kids to school.

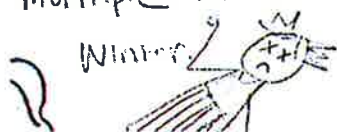
) Bus stops too.

One Thursday Morning I went out early to go to Rotary Club and there was no salt on the ice where I was walking when I nearly fell on the ice.

3 months ago. in Royal Oak Clinic, N.W.  
I be in the Bus stop, but the snow was a lot very dangerous. For me because I can't stay there ~~and~~ that is no nice for me.

Yes I was walking then I fell

This happened multiple times this



> Access to community bus stops poor snow removal prevents access at stops at time with walkers/strollers

I'm afraid of falling and it take me awhile to get places. I walk alone. this is a bad time of year for snow

watching my friends with balance issues falling on the ice



with a warm up run off /snow melt from shopping centre pours down 29th Street from Ballasler Drive - needs a drain at top. Camber of the street forces water to West side



This drain fails to catch all run off

Second drain must be cleared too otherwise side walk is badly flooded and ices

Third drain must be cleared too otherwise side walk is flooded from lane run off  
Failure to clear second drain & snow bank as previously requested has resulted in dangerous iced covered sidewalk impossible to clear by owner  
Situation aggravated by lane condition - deep ruts hold water & ice and prevent drainage

NORTH

RECURRING RUN-OFF PROBLEM WHEN TEMPERATURERISE IN WINTER - @ 9203-29TH STREET SW

updated 12  
March 2018

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**RECEIVED**  
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# Some Suggested Actions

- Map lots that have traditionally suffered from winter problems: Chinook runoff, corner location, sidewalks and garage access on north side. Study climatic effects
- Respect homeowners knowledge of immediate area especially in winter conditions
- City clear snowbanks that prevent proper drainage
- As part of **Aging in Place Strategies** give Priority to Seniors lots. Help reduce fear of future winters
- Investigate **Real Cost of Doing Nothing** -look at all medical costs of those injured by winter conditions
- Address potential danger of injury to seniors – can be deathly – e.g. taking out the garbage
- How Does Calgary's **Aging In Place Strategy** address this? Especially maintaining safe walking conditions for seniors
- Combat Risk of Seniors Isolation during winter conditions
- Help initiate more community run snow clearing programs
- Make the rules clear
- Catch Basins Clearing Responsibility of Owners?
  - What if a Neighbor Does Not Clear Their Catch Basin?
- City Parks clear important walkways not just park entries
- Keep bus stops & mail box areas safely accessible
- Make 311 & Subsequent Action More Transparent - Focus on Customer Service & Proper Follow Up - ask house holder if they were happy with result
  - Independently review 1 in 20 311 Calls to see if proper follow up & action was taken
  - Please don't use the **it will cost more** answer before a proper review of process takes place

*Samuels*

Barry cannot print form. It only prints one corner very large tried reducing it to normal but unsuccessful.

Please forward following to those of interest.

My name is Mike Walsh, 223 Oakfield drive sw. I live in a cul de sac. There are 10 houses on my side of the road with one storm drain located outside Oakridge place. This storm drain every year ices up due to snow accumulation melting & then freezing. When the snow melts it turns to water that accumulates on to the sidewalk then turns to ice & makes it very dangerous & hard to walk. My wife & I have both fallen over the years. The neighbours try to keep the storm drain free of ice but it is a losing game. I know hindsight is 20/20. But at least 2 or more storm drains should have been placed rather than one.  
Thankyou

Mike Walsh.





June 7, 2018

201, 1225A Kensington Road  
Calgary, Alberta  
T2N 3P8

Dear Councillor Farrell,

On behalf of Sustainable Calgary, I would like to support the Notice of Motion on "Improving Accessibility and Reducing Injuries Through Snow and Ice Control Reform", rooted in the knowledge and perspectives we've compiled in our Active Neighbourhoods Canada program.

Snow removal and snow removal budgeting is challenging, and we certainly don't hold all the answers. We can, however, relay support from the citizens and communities we've worked with for the need to do things differently. We can share what we've learned about city design and health and equity. We advance the idea that there's an opportunity to spend differently, and to consider not just the cost of spending on snow removal, but the cost of *not* spending on snow removal - recognizing that there are two columns in a balance sheet. Finally, we encourage investigation into designing for winter, towards long-term, proactive approaches to snow removal.

I am the Program Lead for Active Neighbourhoods Canada (ANC) in Alberta. ANC is funded by the Public Health Agency of Canada with the recognition that how we build and maintain our cities impacts public health. We work with communities who are interested in making their neighbourhoods more walkable, bikeable, scootable, and vibrant. We also focus on communities who may be underserved when it comes to walking infrastructure, which often includes communities with higher proportions of people on low incomes and higher proportions of new Canadians. It also includes those of us with mobility challenges.

We've worked in Marlborough, Acadia and Bridgeland, and snow removal has emerged as one of the top issues in each of these communities. In Bridgeland, it has been critical for seniors, who make up 33% of the population, and many of whom reside in the southeast quadrant of the neighbourhood in seniors' housing complexes. We heard and saw that some pathways become impassable in the winter; that scooters can drain their batteries trying to navigate the snow; and that crossing at some intersections can necessitate deking into on-coming traffic to avoid windrows.

In Acadia, we heard about snow removal from the general population, with acknowledgement that poor snow removal practices affected new parents and seniors disproportionately. This is significant, because it makes Calgarians more likely to stay indoors and participate less in their communities; and seniors isolation in particular is associated with higher rates of depression and dementia. Given the reality of an aging population – and that we're all "seniors in training" – this needs addressing.

In Marlborough, we heard about snow removal from the perspective of engineered walkways (termed catwalks in Marlborough). Catwalks provide safe walking spaces for children to get to schools and parks. Currently, neighbouring home-owners are tasked with upkeep of the catwalks, including snow removal. Some residents fulfill these responsibilities; some are unaware that they hold the responsibility; and some are unable to fulfill these responsibilities.

Why is this important to us, from the perspective of Active Neighbourhoods Canada? The evidence tells us that it's important to keep Calgarians moving. It's important in order to combat rising obesity, diabetes, heart disease, to combat mental illness, improve educational outcomes for children and to increase sense of connection, particularly for those who have mobility constraints, and who are more likely to feel isolated. This means making the city accessible in all seasons.

While our focus is to improve our city for better health and equity outcomes, these outcomes also have budgetary implications. Healthy and accessible cities are more economically productive cities, and they produce more economic opportunities for more people. 16% of injuries are related to snow and ice in Canada, costing us approximately \$288 million per year in Alberta. Increasing healthy behaviours can decrease health spending. A dollar value can be attributed to decreased mortality, when we implement and use walking and cycling infrastructure. This can be captured by the World Health Organization's HEAT tool, and is particularly interesting because it is based on Canadians' willingness to pay to live longer. Finally, seniors provide 1 billion in volunteer hours nationally, which we've estimated at a value of approximately \$23 billion annually. If our cities are less accessible, our volunteers are less available.

The above indicates just some of the losses we might experience if we don't take more action to make Calgary accessible in the winter – and we haven't touched on tourism or retail, in a city that captures 25% of Alberta's overnight hotel stays.

We support the recommendations put forward by the East Village seniors, and would add one key recommendation: ***to consider designing our cities for winter***. We have a choice to pursue a proactive approach in the design of our cities, aimed at decreasing the labour and cost involved in snow removal. Precedents exist to these ends. For example, raised intersections that bring vehicular traffic at grade with sidewalks can enable regular snow plows to shovel pedestrian and vehicular spaces at once, and avoid shoveling snow into curb cuts. These raised intersections can simultaneously act as traffic-calming devices in strategic areas - such as near schools and seniors' housing. These kinds of interventions are certainly worth further investigation.

To summarize: We need to keep Calgarians moving. Calgarians we've spoken with are calling for change. Health agencies are calling for built environments that promote healthy behaviours. The reality of an aging population calls for changes in our snow clearing practices. Our City strategy calls for keeping Calgary moving, healthy and green. We should consider the costs of *not* taking more action, acknowledging that there are two sides to the balance sheet. We should experiment with designing for winter and pre-empt the inevitable: it's probably going to snow next year. And this, I believe, will help us embrace and celebrate being a winter city.

Thank you so much for your time and attention, and for bringing forward this Notice of Motion. Do not hesitate to be in touch for any questions or additional information.

Sincerely,



Celia Lee, B.Sc., M.E.Des.

Program Lead, Active Neighbourhoods Canada  
Sustainable Calgary | [celia@sustainablecalgary.org](mailto:celia@sustainablecalgary.org) | 403.399.1707

JUN 07 2018

ITEM: TT2018-0467  
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## SNOW AND ICE STORIES

Collected by seniors living in the  
East Village

Over the month of April, seniors in the East Village connected with their neighbours to hear how snow and ice had affected their lives this winter. The group collected 44 stories from seniors, many of whom are living on a low income, as well as stories from some of their friends at the Disability Action Hall.

"This winter was horrible... the corner of crossings (were) impossible. Then they flooded – one day my scooter stalled due to the water and two firemen were kind enough to push me home..."

**"We feel fragile, I didn't know I would feel this way. This winter I went home too many times because it is too scary."**

**"For most communities inadequate snow removal is an inconvenience. But for many in East Village, a community of low income seniors, the result of inadequate snow removal means that residents are confined to their apartment building, sometimes for extended periods."**





# Has snow and ice affected your ability to get around? Please tell us about it.....

See on sidewalks made walking difficult.

I found it difficult this winter to get over the snow "humps" left at curbs between the cleared sidewalks and roads. Also at bus stops around the City of Calgary, snow "humps" made it difficult to get on and off city busses.

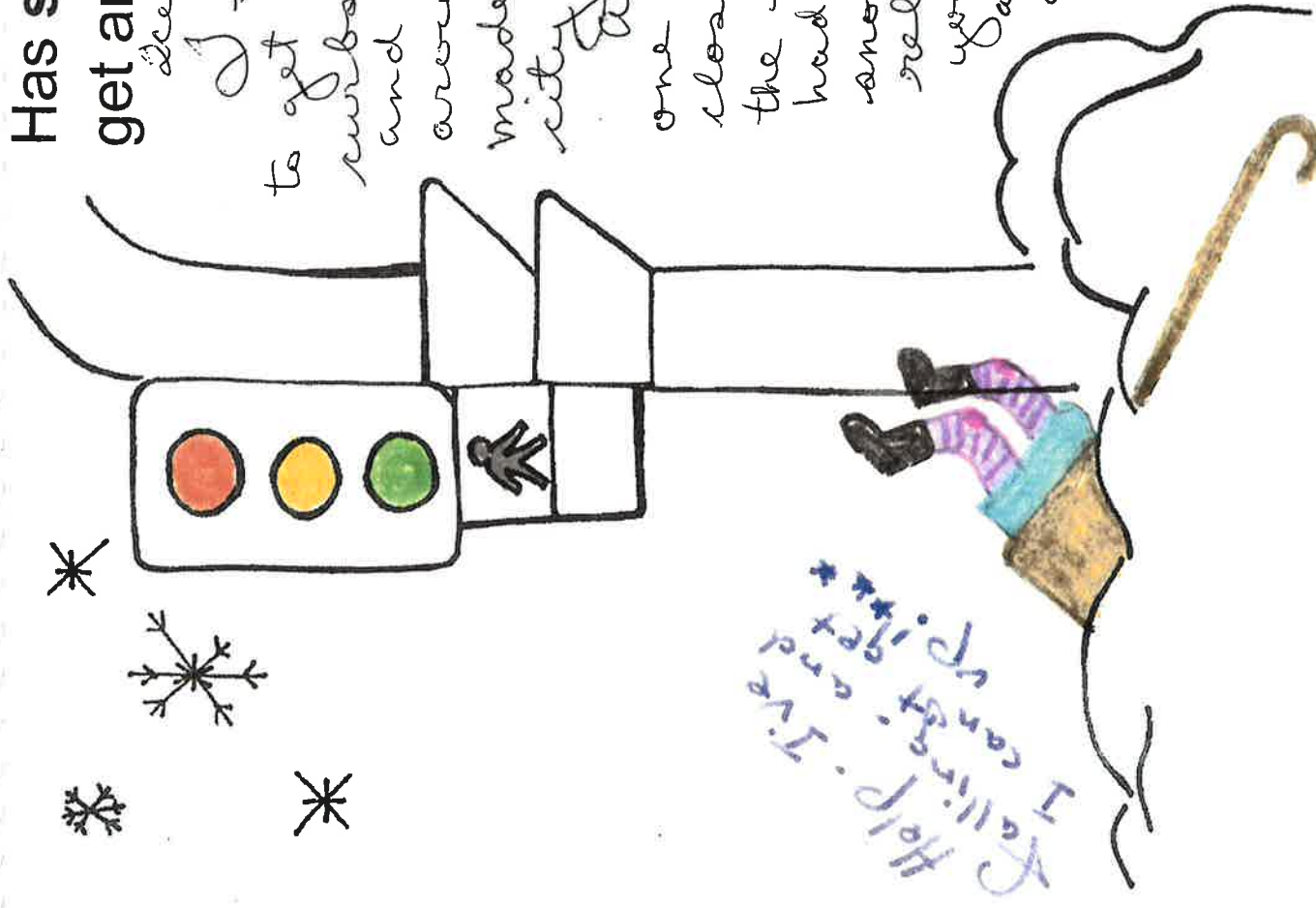
At the Hudson Bay Store downtown one day - the 411 bus could not close its doors as they got stuck in the snow "hump" - the bus driver had to get off and remove some of the snow with his bare hands in order to release and close the doors. If you can't remove the snow "humps" at bus stops - please give the drivers - shovels + gloves.

Sheila Lockrem  
East Village

P.S. ~~Sts~~ was also terrible around Bridge land Seniors area.

These stories will be provided to members of City Council in support of improved snow and ice removal.

If you feel comfortable, please include your name and community.





Has snow and ice affected your ability to get around? Please tell us about it....

Winter 2014-2018 (Winter from Hell)

It was impossible to get around

the city if you were disabled and/or chronically ill. I was converted to one block because I could not get thru the intersection. Snow, Ice, and Sush would stall my Medi-Scooter and make it terrifying to be stuck in the street while traffic honked and veered around me! Fortunately workers in the area and the street people would push or lift my scooter onto the sidewalk.

It is common knowledge that a high % of the residents from East Village to Olympic Village are seniors.

Our LRT stop is removed from the city hall. Add to that the ice and snow conditions in trying to be polite and most seniors were housebound for the better part of the winter... not healthy.

These stories will be provided to members of City Council in support of improved snow and ice removal.

If you feel comfortable, please include your name and community.

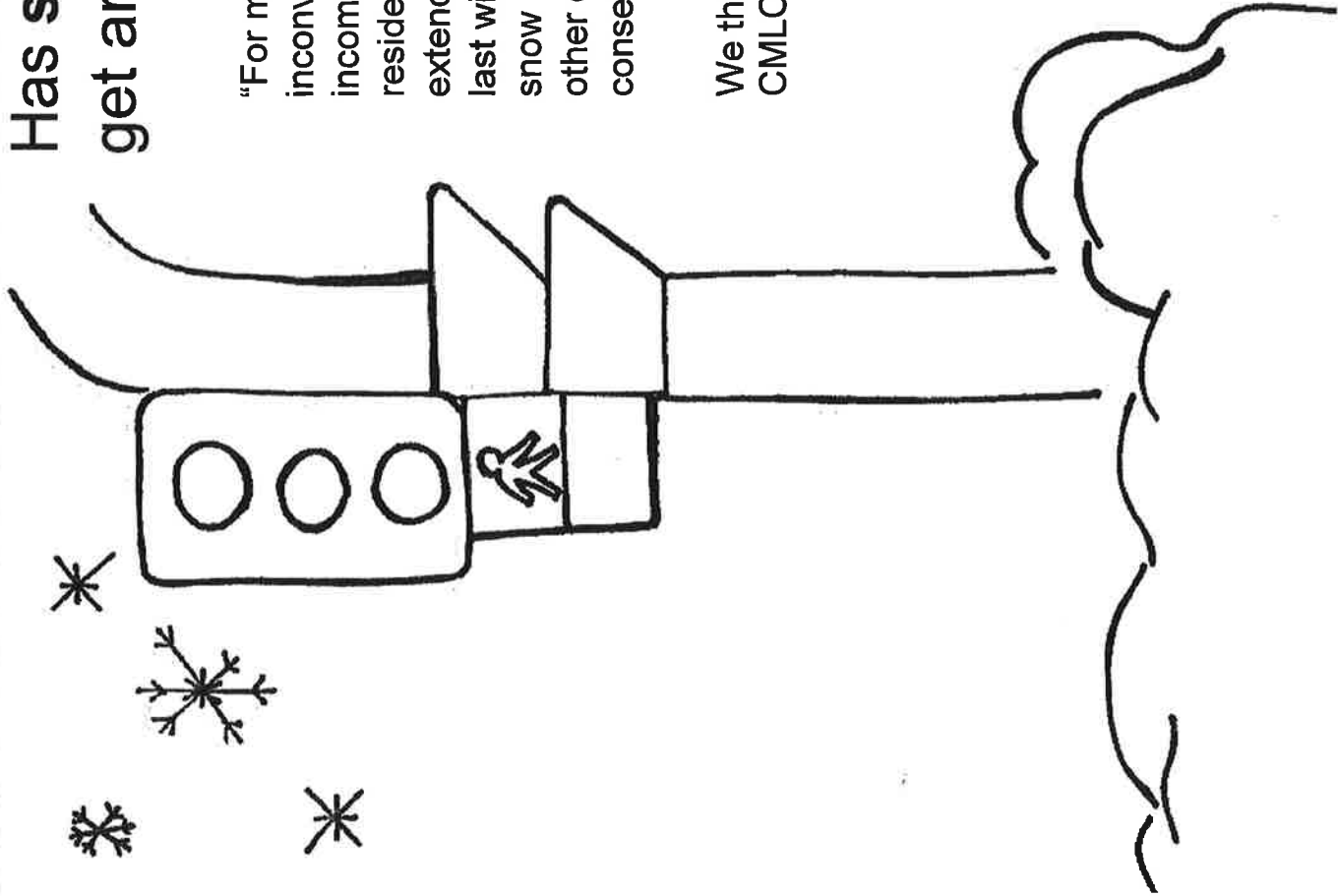
In the summer, Calgary is difficult to get around when disabled.

# Has snow and ice affected your ability to get around? Please tell us about it....

"For most communities inadequate snow removal is an inconvenience. But for many in East Village, a community of low income seniors, the result of inadequate snow removal means that residents are confined to their apartment building, sometimes for extended periods. That was the fate of many seniors in East Village last winter. That is inhumane. Of course there are many reasons for snow removal. Most of those arguments could be made by many other communities. However in few communities are the consequences of failure as serious as it is in East Village.

We the residents of East Village earnestly beseech you to provide CMLC with an adequate budget to clear the snow in East Village."

Ned Shillington, resident of East Village



These stories will be provided to members of City Council in support of improved snow and ice removal.

If you feel comfortable, please include your name and a way of contacting you.

Has **snow** and **ice** affected your ability to get around? Please tell us about it....

We were coming from Seniors Dinner at the Legion on 7th Ave / Went to cross walk at 6 Ave & 15th friends scooter got stuck in the cross walk - saw honking and pulling around us - Very frightening Bob Driver stopped / blocked us / and pushed scooter across road - Cars not stopping for him either. I have been diagnosed with heart failure - so I was helpless to help - you should be able to go or block from home and cross at the lights and intersections - Makes people a prisoner in our home. We are not C.A.R.S., they were moving just fine.

Louis Kelly  
1402-602 / 5th St SE  
Calgary AB.

These stories will be provided to members of City Council in support of improved snow and ice removal.

If you feel comfortable, please include your name and a way of contacting you.

Has **snow** and **ice** affected your ability to get around? Please tell us about it....

Bus stops are disorder area.

When city crews clean the sidewalks, they pile up all the snow at the edge of the sidewalk near the curbs, sometimes 50-100 cm.

Impossible to get on/off the bus without falling/injuring yourself - people in wheelchairs/strollers cannot the bus for days.

City crews should leave openings for buses to stop.

These stories will be provided to members of City Council in support of improved snow and ice removal.

If you feel comfortable, please include your name and a way of contacting you.



Has **snow** and **ice** affected your ability to get around? Please tell us about it.....

- As a friend (in a wheelchair) and I went to cross a street snow was fairly deep so he tried twice to get through the snow the grader had left I had to pack it down. Then on the other sidewalk we had the same problem. There was also a business who had not shoveled their sidewalk.

VICKI STEWART  
401-603-1525  
CALGARY AB

These stories will be provided to members of City Council in support of improved snow and ice removal.

If you feel comfortable, please include your name and community.

Has snow and ice affected your ability to get around? Please tell us about it....

ICE AND SNOW HAS HAD AN EFFECT ON ME. I AM LEGALLY BLIND AND CANNOT GET AROUND EASILY.

USUALLY THEY CLEAR THE SIDEWALK IN FRONT OF MY BUILDING (602, 1<sup>ST</sup> ST SE CARTER PLACE) BUT IT IS NEVER CLEAR AT THE EDGE OF THE SIDEWALK.

THERE IS VERY LITTLE PARKING IN FRONT OF MY BUILDING AND ACCESS HAS TO PARK IN MIDDLE OF ROAD. VERY DANGEROUS FOR ME AND THE ACCESS DRIVER

PRINTED FOR

LOUISE SHAFER

509-602 1<sup>ST</sup> SE CALGARY

These stories will be provided to members of City Council in support of improved snow and ice removal.

If you feel comfortable, please include your name and a way of contacting you.

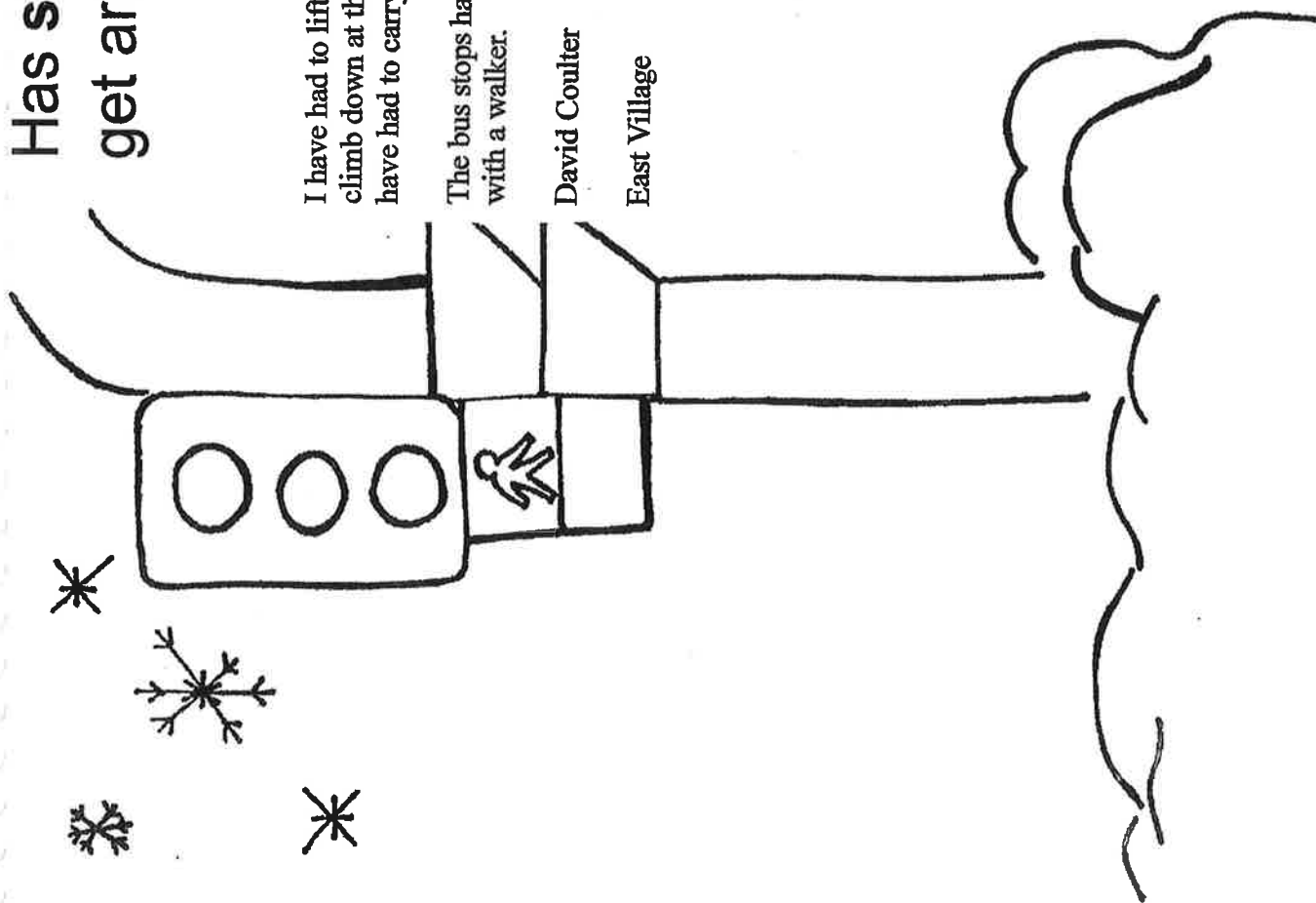
# Has snow and ice affected your ability to get around? Please tell us about it....

I have had to lift my walker up on to the bank of snow then climb up then lift the walker down then climb down at the intersection to get across the street. I have also ,because of slush on the Street, I have had to carry or hop my walker to get it across the street because I could not push it.

The bus stops have not been cleared and it is very difficult for all to get over the snow banks let alone with a walker.

David Coulter

East Village



These stories will be provided to members of City Council in support of improved snow and ice removal.

If you feel comfortable, please include your name and community.

Has snow and ice affected your ability to get around? Please tell us about it....

My name is Cary White, I live at Carter Place 1st 602 SE. I am a handicapped low income senior who has to use a scooter to get around. This winter was horrible as we had a lot of snow. It really made the corner of crossings impossible. Then they flooded - one day my scooter stalled due to the water and two firemen were kind enough to push me all the way home but it was the worst winter ever.

Cary White

1301-602 1st SE

These stories will be provided to members of City Council in support of improved snow and ice removal.

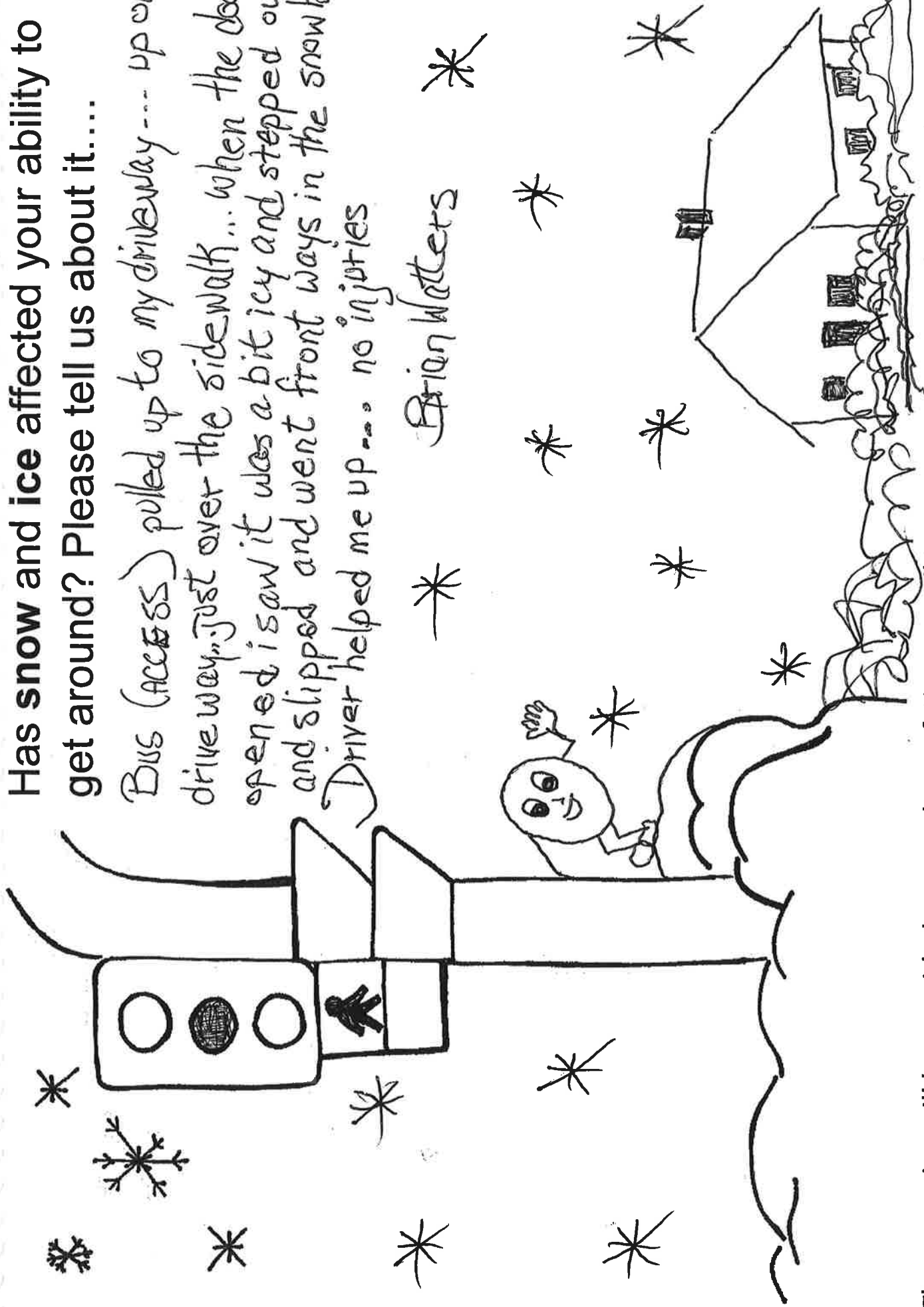
If you feel comfortable, please include your name and community.



Has **snow** and **ice** affected your ability to get around? Please tell us about it....

Bus (Access) pulled up to my driveway --- upon driveway, just over the sidewalk... when the door opened i saw it was a bit icy and stepped out and slipped and went front ways in the snowbank Driver helped me up... no injuries

Brian Watters



These stories will be provided to members of City Council in support of improved snow and ice removal.

If you feel comfortable, please include your name and a way of contacting you.

Has snow and ice affected your ability to get around? Please tell us about it.....

I use a walker and where I live downtown I had a lot of trouble getting across at the corners and also roads. When Access tried to pick me up the front of our building there was so much snow by the curb I could not get over to the cab. All in all I did not get out very much.

A. Kapsal

602-154375E  
CARY

These stories will be provided to members of City Council in support of improved snow and ice removal.

If you feel comfortable, please include your name and community.

Has **snow** and **ice** affected your ability to get around? Please tell us about it....

1. When you a senior trying to cross a street with a walker, you have to try push through the pile of snow or lift your walker over the snow that the street cleaner or sidewalk cleaner have left behind. It is even harder with a wheel chair.
2. There is also a business downtown that seldom shovel their sidewalk and I have fallen twice.

Vicki Steward  
Downtown Calgary

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If you feel comfortable, please include your name and community.

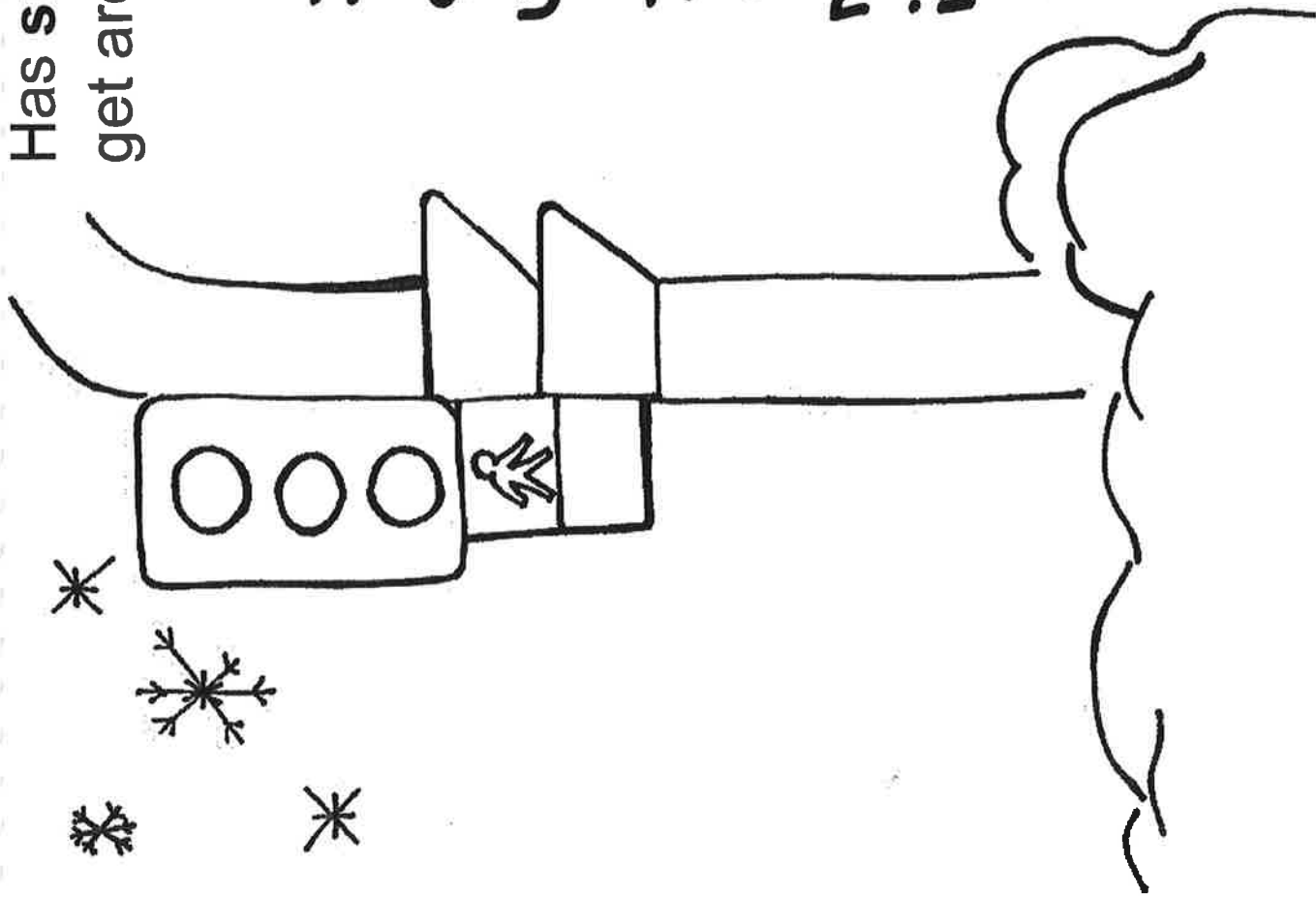
401-6021 545T SE CALGARY

Has **snow** and **ice** affected your ability to get around? Please tell us about it....

It's hard for me to get if there is unshoveled snow.

If I get stuck somewhere in my motorized wheelchair it would be dangerous and potentially life threatening for me.

Shawna



These stories will be provided to members of City Council in support of improved snow and ice removal.

If you feel comfortable, please include your name and a way of contacting you.



Has **snow** and **ice** affected your ability to get around? Please tell us about it....

THE ICE AND SNOW PILED UP  
between sidewalk and street making

it so difficult to get into a cab.

Big piles of icy snow - how do you get to safety  
of the cab with your walker?

Went to lights and walked up the 1st ST that is  
low.

602 1st ST SE

CATER PLACE

CALGARY.

Told to me  
by elderly senior  
L. Kelly

These stories will be provided to members of City Council in support of improved snow and ice removal.

If you feel comfortable, please include your name and a way of contacting you.

Has **snow** and **ice** affected your ability to get around? Please tell us about it....

Issue:

Cross walks

always a pile of snow + ice left at  
start of cross walk - every where and  
sometimes so high you can not get older  
then they freeze and its ice.

Service stations and car rentals  
do not plan safe walks for pedestrians

RICKI ANN BAXTER

606-602-154 ST CATHARINE  
ARB

These stories will be provided to members of City Council in support of improved snow and ice removal.

If you feel comfortable, please include your name and a way of contacting you.

Has snow and ice affected your ability to get around? Please tell us about it....

I was on my bike on the cycle track on 7 St. SW by La Caille.

The bike SLID on the snow and fell. No one was around.

I got up and ~~to~~ hobbled home along the River path.

Have been slowly recovering.

Walked with cane in and am afraid of the ice.

Kate Reeves

East Village

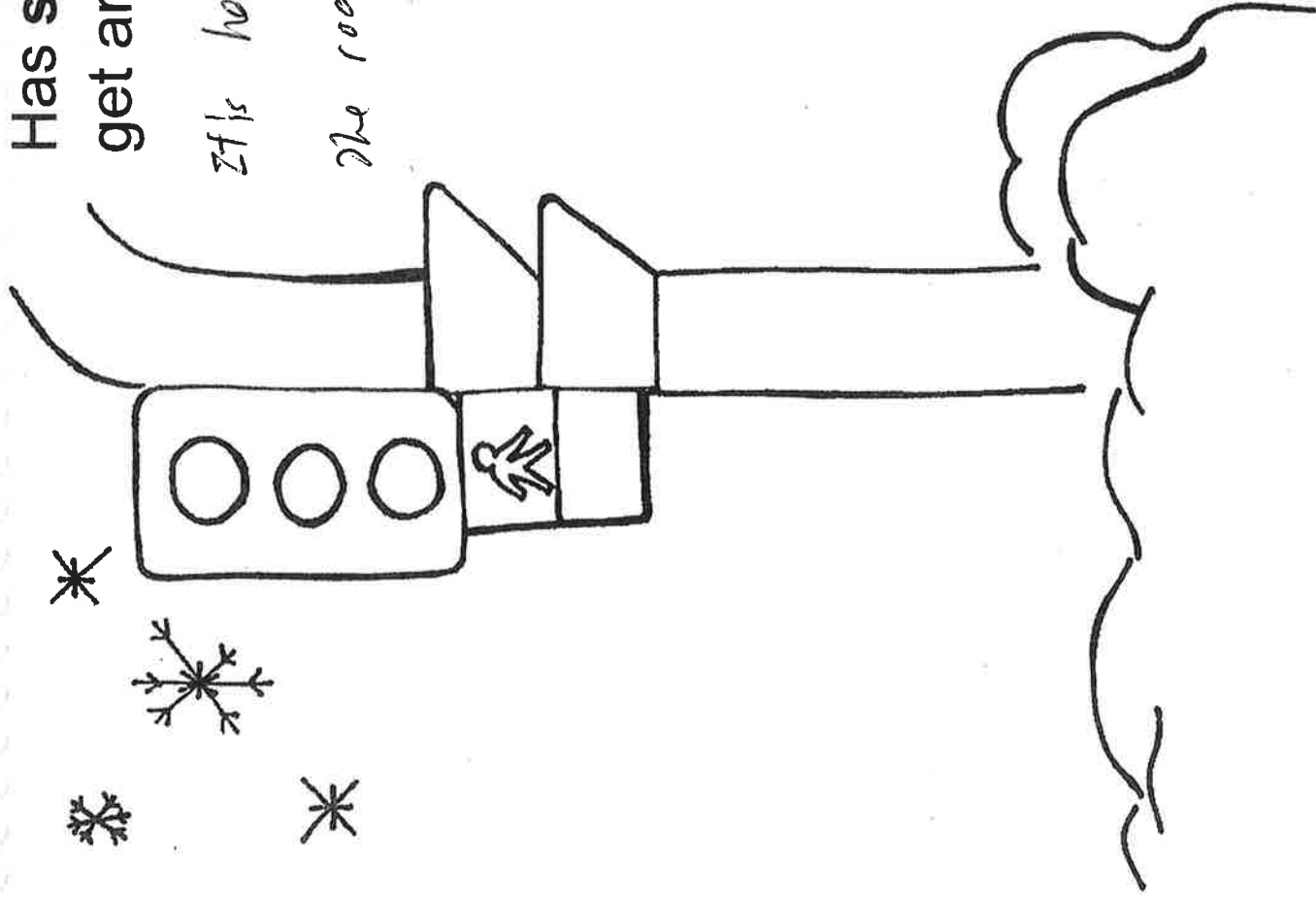
These stories will be provided to members of City Council in support of improved snow and ice removal.

If you feel comfortable, please include your name and community.

Has **snow** and **ice** affected your ability to get around? Please tell us about it....

It's hard for me to walk to the bus stop.

The road is icy and slippery.



Timmy Day

These stories will be provided to members of City Council in support of improved snow and ice removal. If you feel comfortable, please include your name and community.



Has **snow** and **ice** affected your ability to get around? Please tell us about it....

The walk ways for people with scooters, wheel chairs and walkers are not clean. Steven allen is not cleaned unable to go down because snow not removed. I get stuck alot because of these issues.

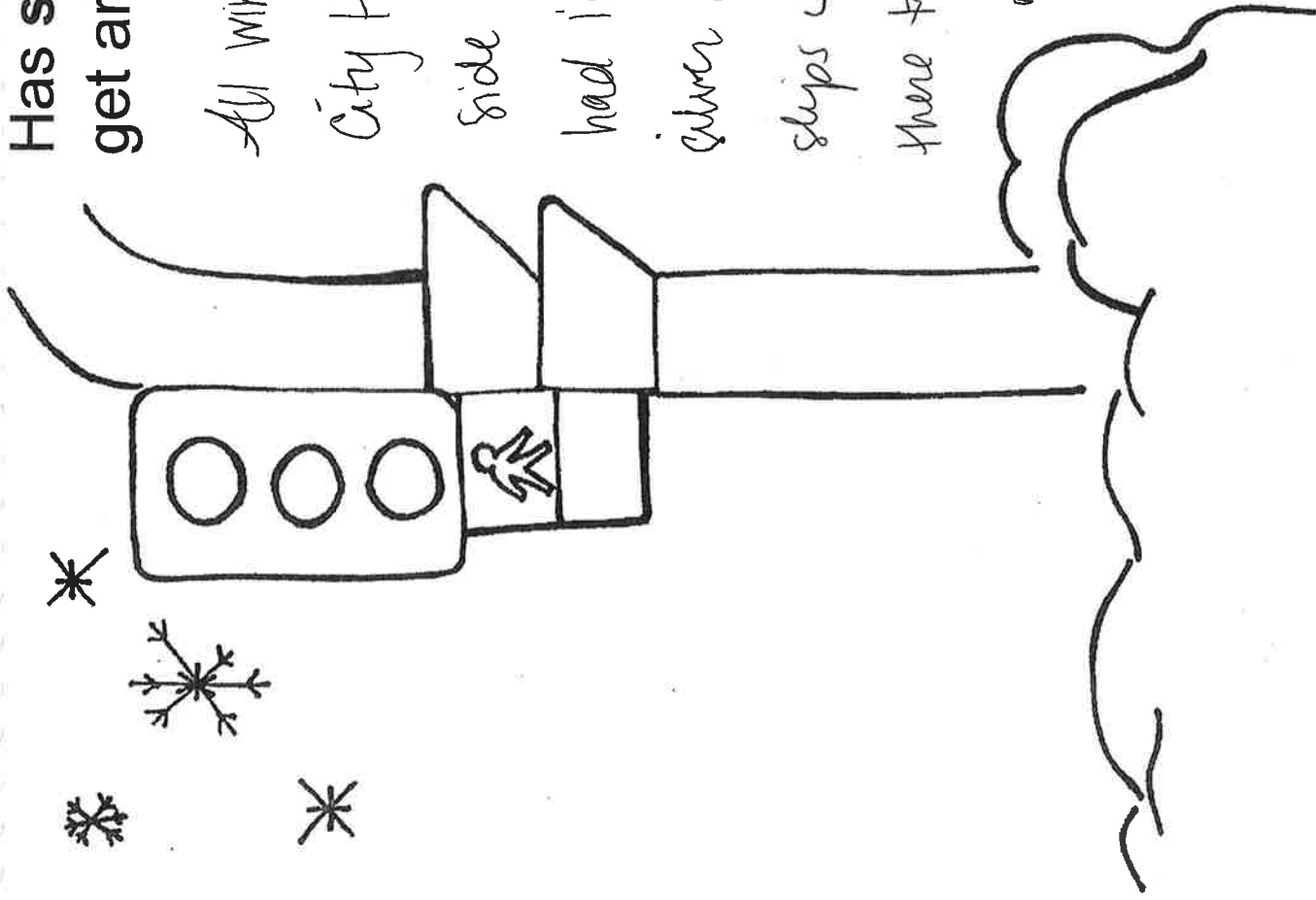
Cathy

These stories will be provided to members of City Council in support of improved snow and ice removal.

If you feel comfortable, please include your name and a way of contacting you.

Has snow and ice affected your ability to get around? Please tell us about it....

All winter I struggled to walk safely from City Hall LRT to East Village. The south side sidewalk heading towards 4 St. SE had ice patches and ice mounds near the silver metal structure. I myself experienced slips in this area, and witnessed others slip there too. Thankfully I am not wheelchair bound or else I would not have been able to get where I needed to go.

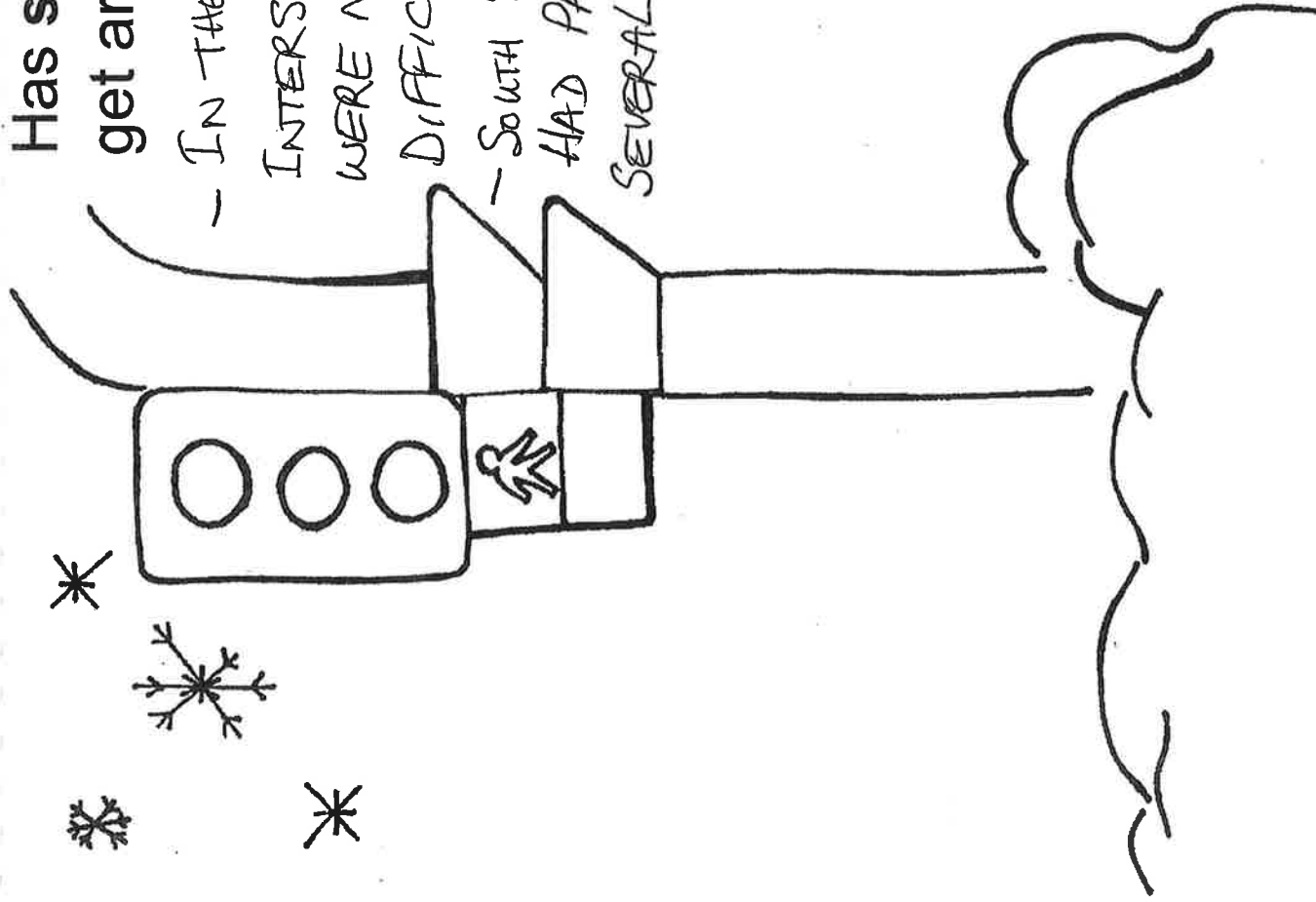


These stories will be provided to members of City Council in support of improved snow and ice removal. If you feel comfortable, please include your name and community. Amanda, downtown/East Village

Has snow and ice affected your ability to get around? Please tell us about it....

- IN THE DEPTH OF WINTER ALL OF THE INTERSECTIONS + CROSSWALKS IN EAST VILLAGE WERE NOT CLEARED OF SNOW - MAKING IT VERY DIFFICULT TO CROSS THE STREET.

- SOUTH SIDE OF AVE. SE NEAR LIBRARY CONSTRUCTION HAD PACKED SNOW AND THICK ICE ON IT FOR SEVERAL WEEKS.

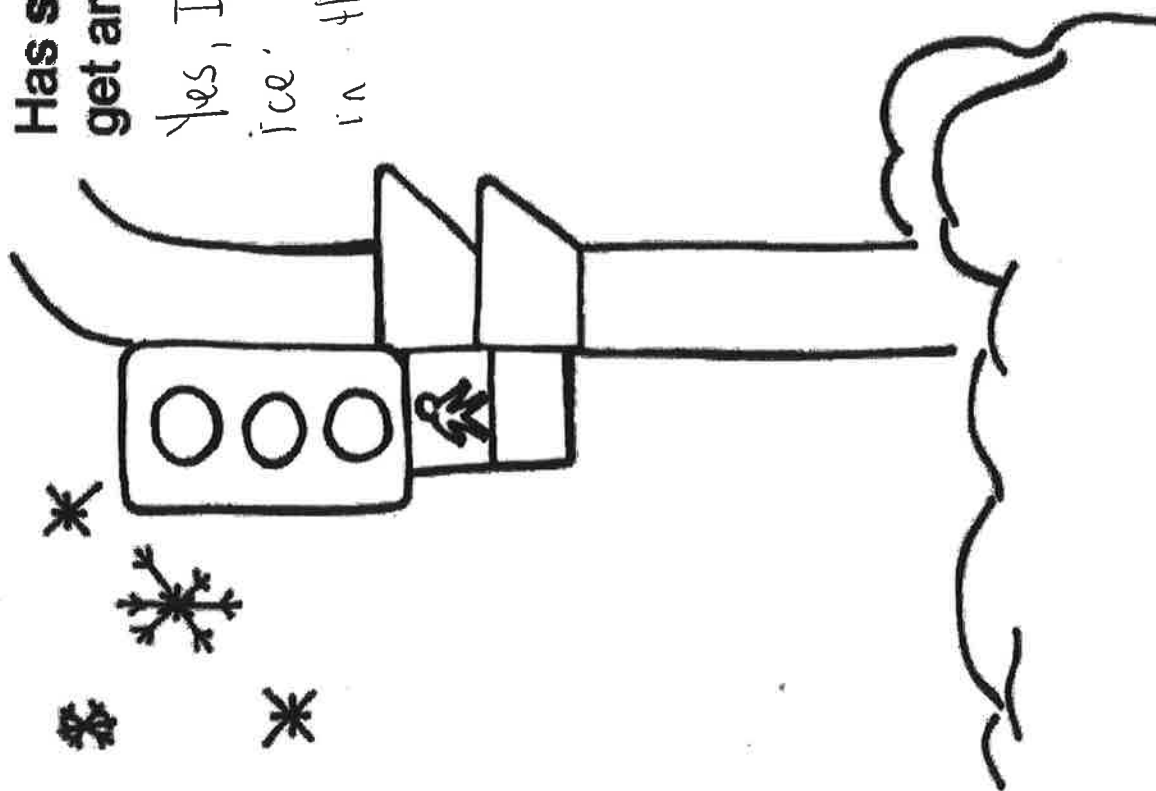


These stories will be provided to members of City Council in support of improved snow and ice removal.

If you feel comfortable, please include your name and community. JENNIS, EAST VILLAGE PLACE

**Has snow and ice affected your ability to get around? Please tell us about it....**

Yes, I go out but am scared of the ice. I fell over once this winter in the snow.



**These stories will be provided to members of City Council in support of improved snow and ice removal. If you feel comfortable, please include your name and a way of contacting you.**

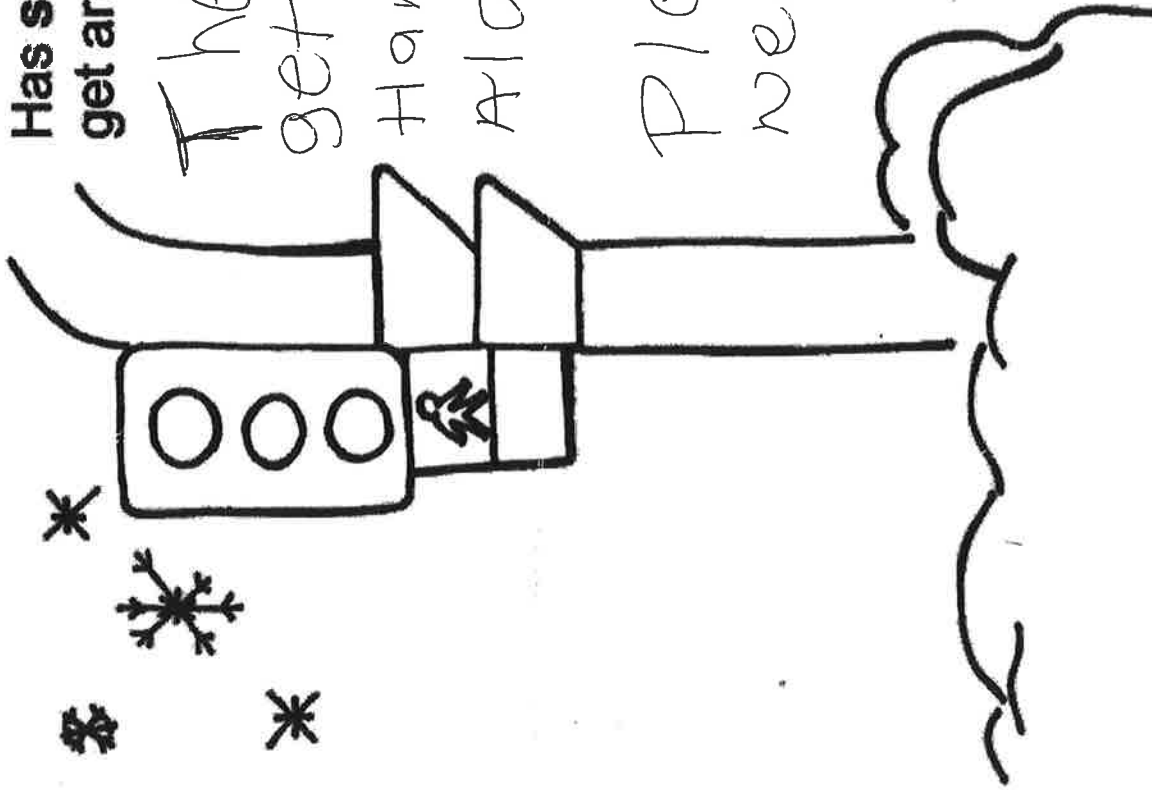


Has **snow** and **ice** affected your ability to get around? Please tell us about it....

The snow was really hard to  
get around + his wife  
Hannah Buses got stuck  
A lot

Please get rid of it now  
next year!

snow snow go away  
come again another day!



These stories will be provided to members of City Council in support of improved snow and ice removal. If you feel comfortable, please include your name and a way of contacting you.

Has snow and ice affected your ability to get around? Please tell us about it....

March 28/18: I was travelling to Bowness from the University of Calgary and left the #20 Heritage bus at Parkdale Boulevard. There was a build-up of ice on the sidewalk, and at the crosswalk, such that it was almost impossible to reach the button to activate the walk-light.

It was extremely slippery. It was also necessary to climb over the snow and ice which had been left when the city trucks cleared the roadway. The opposite corner was also blocked to pedestrians and could not be used. I had to stand in the traffic lane until the walk-light activated, allowing me to cross over.

When I reached the end of my journey, 6404 Bowness Road, again the crosswalk was in the same dangerous condition as it was at Parkdale Boulevard. Walking was extremely hazardous, because of the icy condition of the sidewalks. The bus driver got out of the bus and helped me to the crosswalk.

On my return journey, because it was too hazardous to cross Bowness Road, it became necessary for me to walk a block further along, and get the #1 bus and travel to the terminus before travelling back to the downtown. And this is...

These stories will be provided to members of City Council in support of improved snow and ice removal.

If you feel comfortable, please include your name and community.

2

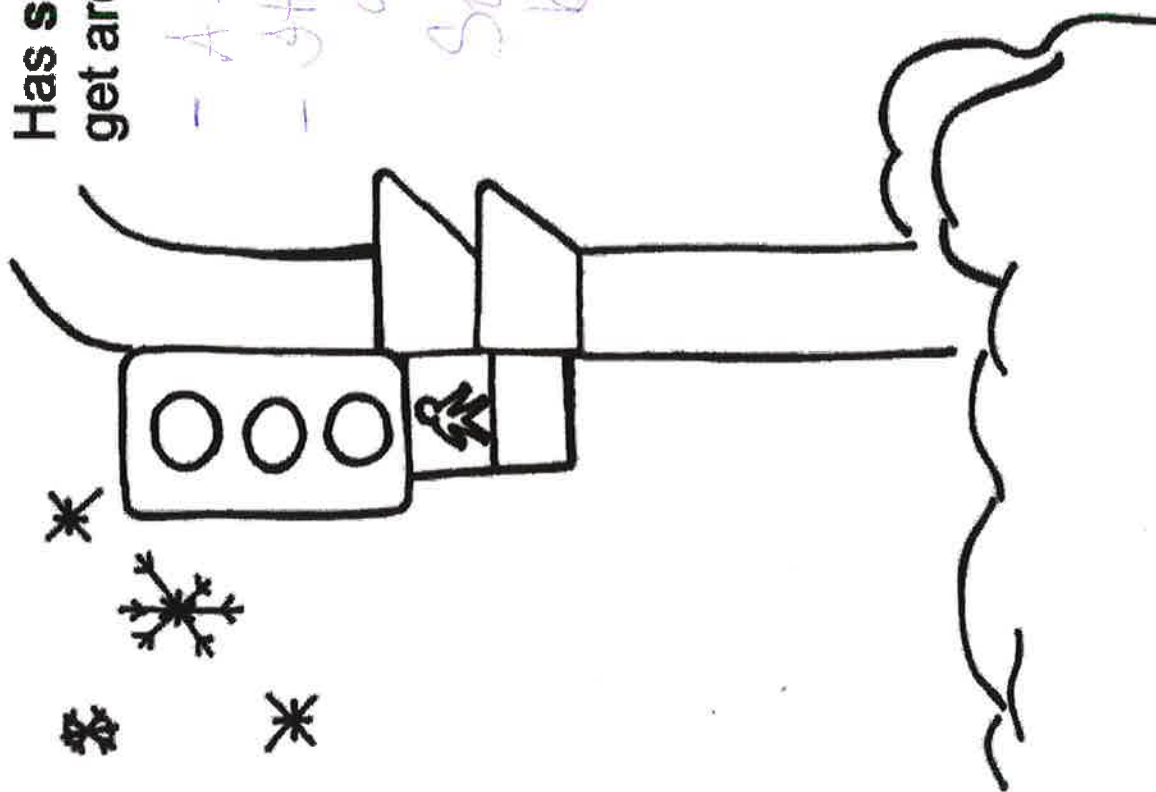
Has **snow** and **ice** affected your ability to get around? Please tell us about it....

When you need to go out and shop or to a doctor or just for exercise the snow piled up makes it difficult for a person with a walker or a electric wheelchair. It also makes it so you will need to pay for a cab or go on Public Transit. It also makes it hard to walk to a bus stop and get on the bus as the bus driver don't help you in anyway.

JANDY  
APT 608-6021545E  
CAPTARY AB  
T2C4W4

These stories will be provided to members of City Council in support of improved snow and ice removal. If you feel comfortable, please include your name and a way of contacting you.

Has **snow** and **ice** affected your ability to get around? Please tell us about it....

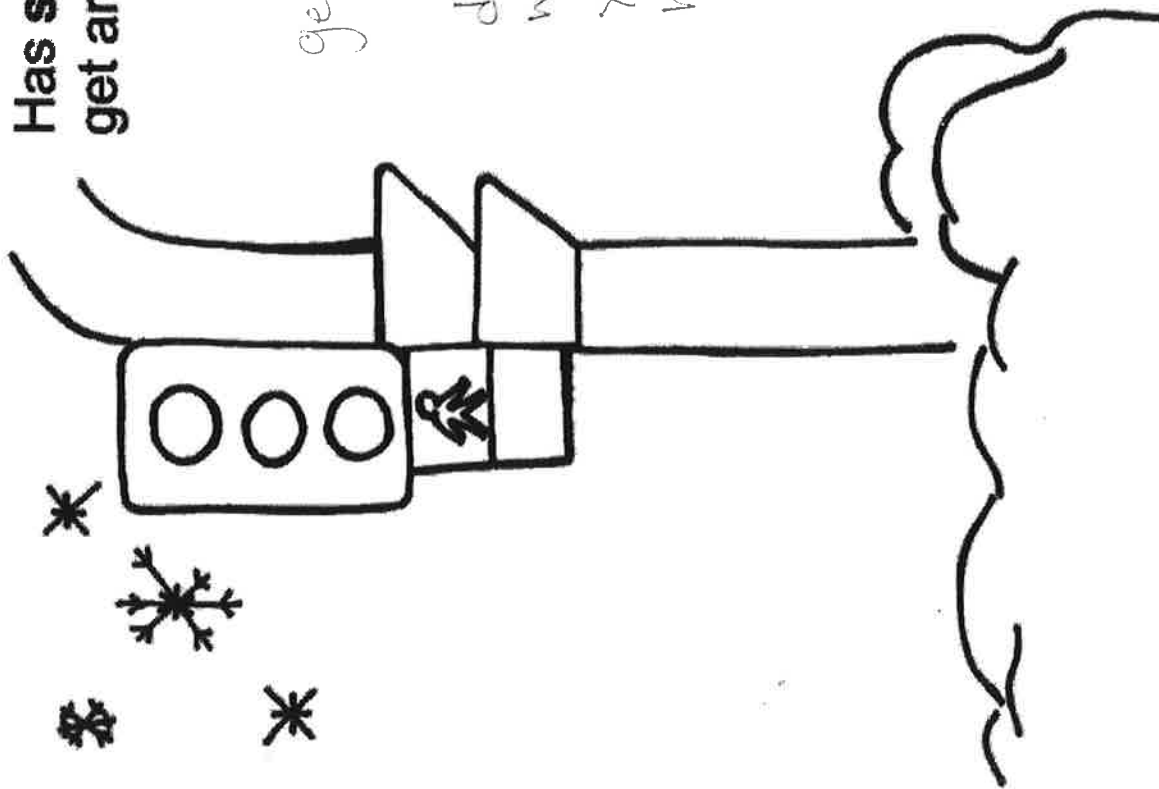


- A bit
  - It's sort of slippery and I am afraid to fall.
- So sometimes I miss activities because of the snow and ice.

These stories will be provided to members of City Council in support of improved snow and ice removal. If you feel comfortable, please include your name and a way of contacting you.



**Has snow and ice affected your ability to get around? Please tell us about it....**



Yes, its affected my ability to get around.

I cannot get around if snow is too deep. It's hard to walk. I can't walk on icy pathways. If its icy - you might Fall and ended up in the hospital.

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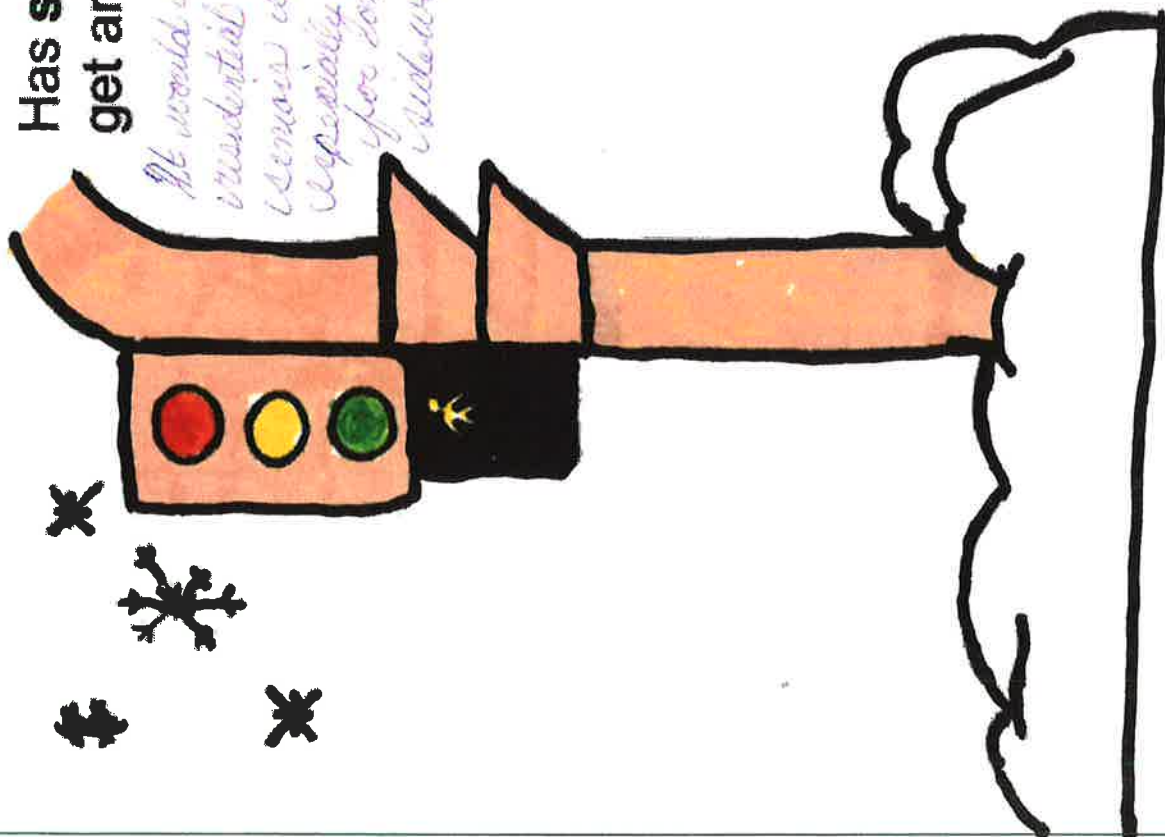
## Has **snow** and **ice** affected your ability to get around? Please tell us about it....

*It would be better for Calgary, if they would clear all  
essential roads, please because it would help us  
seniors especially with wheelchairs and walkers  
especially if there is a lot of snow, because I  
for some need to get down our steps and  
walkers,*

*Thank you from*

*Susan Ray*

*Braxton House*



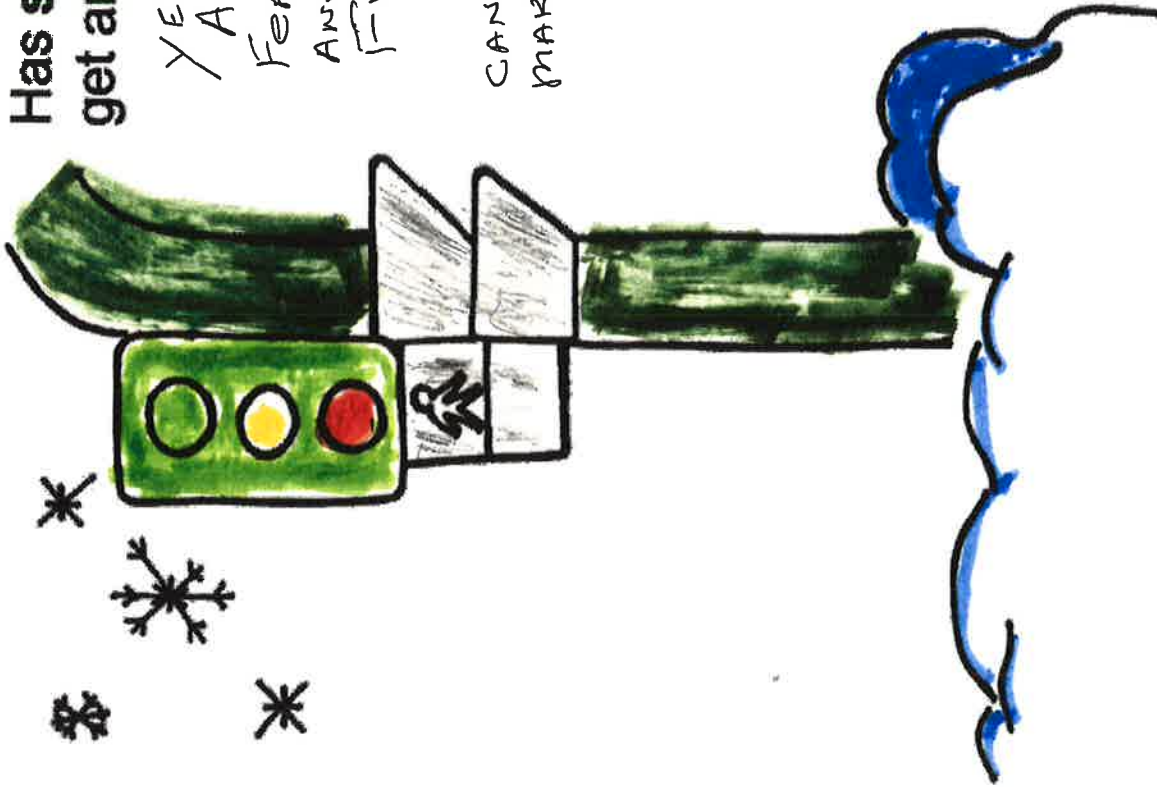
These stories will be provided to members of City Council in support of improved snow and ice removal. If you feel comfortable, please include your name and a way of contacting you.

## Has snow and ice affected your ability to get around? Please tell us about it....

YES. SNOW AND ICE HAS AFFECTED MY ABILITY TO BE PROPERLY MOBILE. I AM FEARFUL OF FALLING ON ICE OR SNOW AND MAYBE GETTING INJURED AND FEELING PAIN.

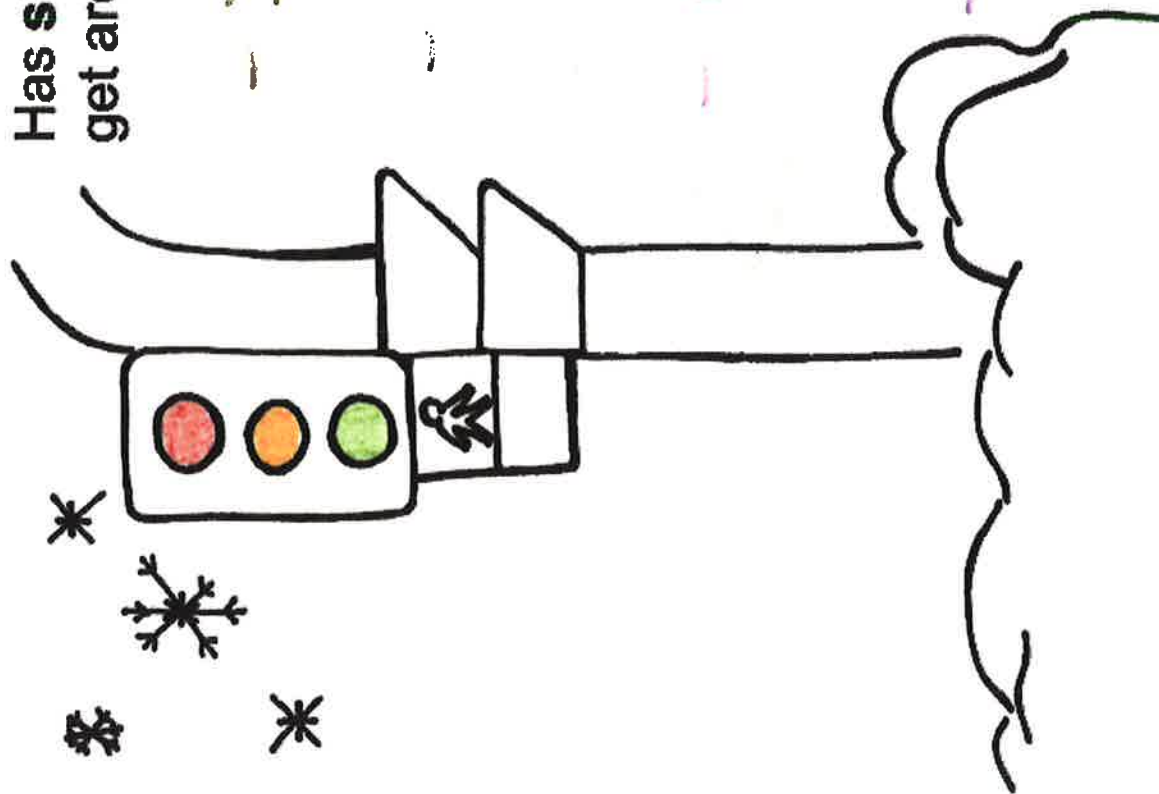
I WISH THE SIDEWALKS AND STREETS CAN BE CLEARED FASTER WHICH WOULD MAKE ME FEEL AND BE SAFER.

Brend Edwards



These stories will be provided to members of City Council in support of improved snow and ice removal. If you feel comfortable, please include your name and a way of contacting you.

Has **snow** and **ice** affected your ability to get around? Please tell us about it....



- I can't do my walking  
for exercise.

- I can't go out by myself  
because I can't walk.

- Not everyone shovels their  
sidewalk... including the  
city.

- I can only use access +  
sometimes I can't use  
access + I have to go home

These stories will be provided to members of City Council in support of improved snow and ice removal.  
If you feel comfortable, please include your name and a way of contacting you.



Has **snow** and **ice** affected your ability to get around? Please tell us about it....

Using a walker I work  
to moving places as I can.  
The sidewalks are cleared  
and passable but the street  
and snow on the intersections  
is very slippery and dangerous.  
Even if you cannot afford  
to plow the roads, could you  
afford to do the intersections?

Barbara Coulter

These stories will be provided to members of City Council in support of improved snow and ice removal.

If you feel comfortable, please include your name and community.

Has **snow** and **ice** affected your ability to get around? Please tell us about it....

The first person to cross the intersection puts their feet into the snow left at the curb - Everyone puts their feet into same places - Freezing icy trying to leave curb to cross the street. Melts frozen again - slippery - frightened of falling and being in the way of ~~car~~ on coming cars. Then melts - slippery and wet - falling, getting wet and cold.

Lois Kelly  
1402-602, 5+57 SE  
Calgary AB T2G 4W4

These stories will be provided to members of City Council in support of improved snow and ice removal.

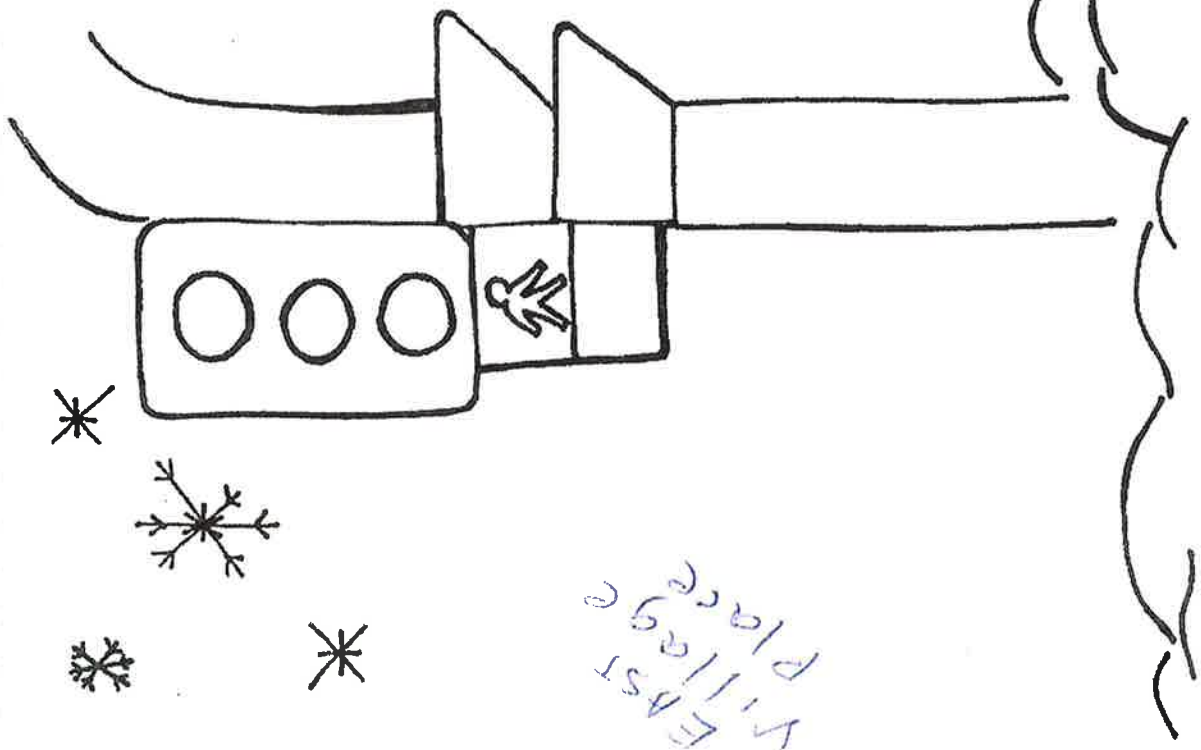
If you feel comfortable, please include your name and community.

Has snow and ice affected your ability to get around? Please tell us about it....

Yes, our community does not clean the snow on <sup>low coffer</sup> curbs where we have to cross streets and walk to the mailbox. It's piled up off roads to sidewalk in front of building where Access + cabs pick up people. (people with walkers cannot climb over snowbanks to get to vehicles) Our building does not clear ice off the front ramp as the newer canopy allows water to drip constantly down, along with snow too, creating ice, when it freezes. Also on a nice winter day, the water puddles are huge as the drains are not cleaned either.

TT2018-0467  
Attachment 4  
Distributions

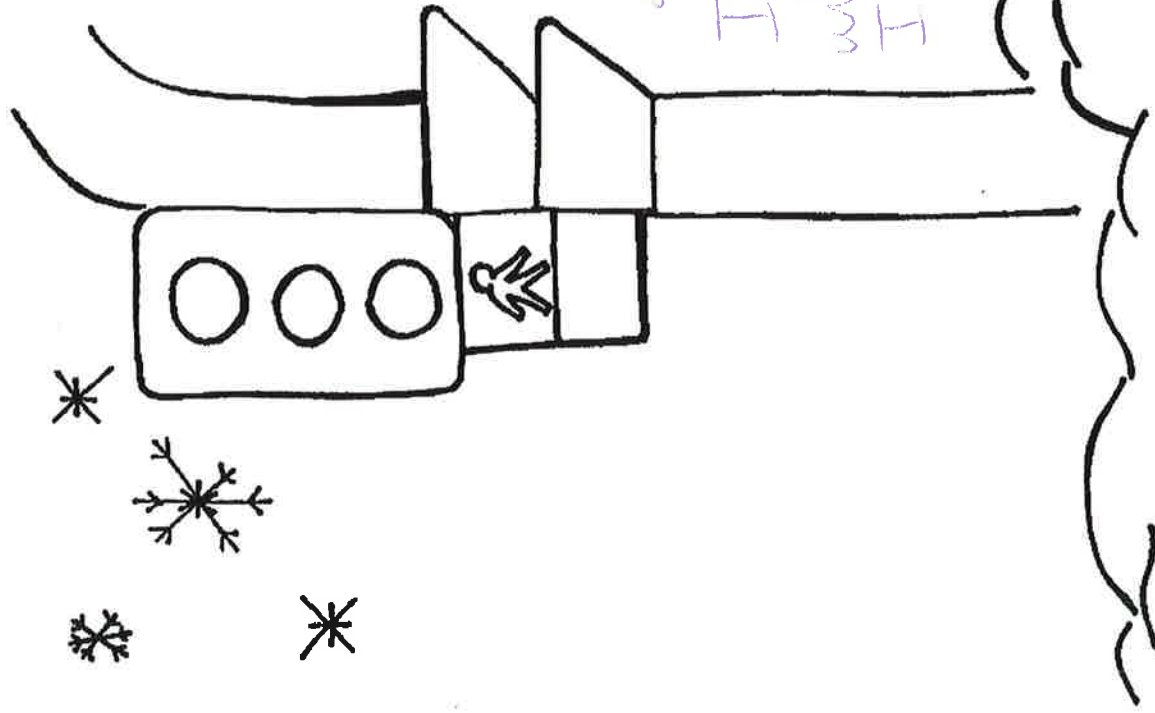
Seniors cannot clean snow or do removal. Very difficult all winter to be on side walks. Very slippery.



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If you feel comfortable, please include your name and community.

Has **snow** and **ice** affected your ability to get around? Please tell us about it....



The snow should be cleared promptly and wider area on the

sidewalks, especially the area

at the bus stop.

It has been very difficult for me with the construction around Forest Lawn. I can't safely cross with the snow banks.

The time to cross the street needs to be longer I can't get across in time, because of ice + snow banks.

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Has snow and ice affected your ability to get around? Please tell us about it....

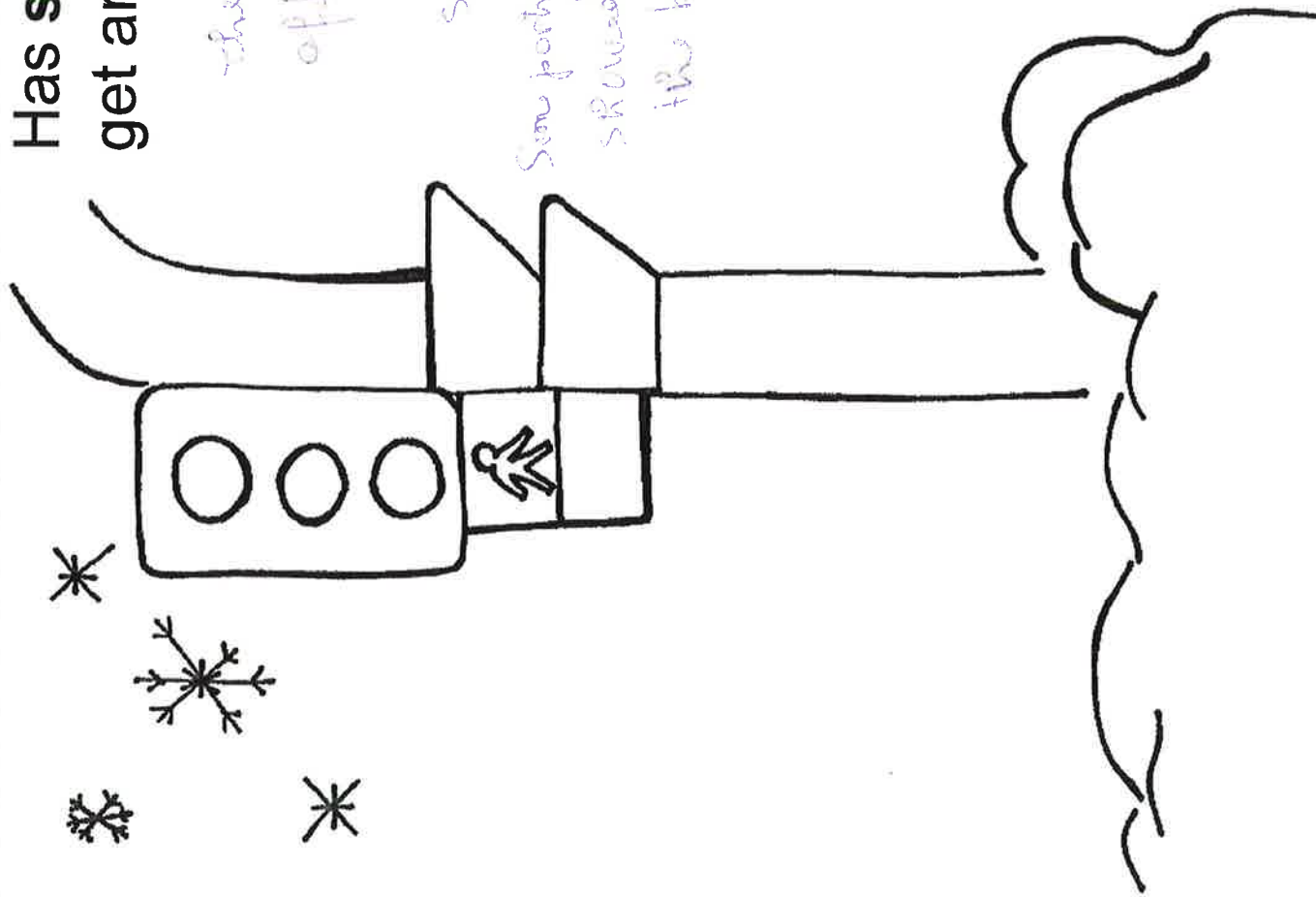
As seniors in a seniors building I feel we deserve much better from OUR city!! We do need to get to our appointments - We have all contributed to building the city! Snow & ice is a problem & we do not have parking in front of our building - therefore visitors are scarce and then we cannot even get out with all the snow & ice. It is shameful in my opinion. MR MAYOR - PLEASE ADDRESS THIS.

NOT YOUR PROBLEM  
HAS KEYS CALGARY  
MOST PEOPLE DON'T HELP US!!

These stories will be provided to members of City Council in support of improved snow and ice removal. If you feel comfortable, please include your name and a way of contacting you.

ALMA BOWS - CARTER PLACE

Has **snow** and **ice** affected your ability to get around? Please tell us about it....



The unusual cold with heap of snow affected my sore knee.

I have to walk very carefully & sometimes missed the bus.

Sometimes the sidewalk at the bus stops are not snowed & it is hard to get on & off from the bus.

W. A. H. H. H. H. H.

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If you feel comfortable, please include your name and a way of contacting you.

Has **snow** and **ice** affected your ability to get around? Please tell us about it....

I was at the bus stop and it was all piles of ice covered snow - I was standing on top of the ice/snow bank trying for footing when the bus pulled up and I could not move. A man leaned out of the bus door and lifted and supported me onto the bus. We prevented me from a nasty fall into the bus.

Lain Kelly, Carter Place  
1402-6021 575E  
Calgary AB T2C4W4

These stories will be provided to members of City Council in support of improved snow and ice removal.

If you feel comfortable, please include your name and community.



Has snow and ice affected your ability to get around? Please tell us about it....

yes I am not able to get on and off the bus  
at the bus stop. I am also unable to  
cross the roads because of snow and  
slush on the road. In the month  
of Feb when we had that great big

snow storm I was on my way home  
from grocery shopping when I step  
off the bus I fell flat on my face  
because of the pile up of snow. on  
the side I walk I would appreciate  
if the City of Calgary would take some  
serious action towards this. Thank you.

Rosemary Williams

East Village Place



Has **snow** and **ice** affected your ability to get around? Please tell us about it....

There has been instances when I have a hard time to get on and off the bus because of the snow pile on the road side.

It would be nice to ~~have~~ have the snow cleared at all bus stops.

If the snow is not cleared in a timely manner the snow will melt and freeze over creating black ice on the side walk which is a hazard to senior with mobility problems, e.g.  
- slipping and falling  
- problems with Braille children.

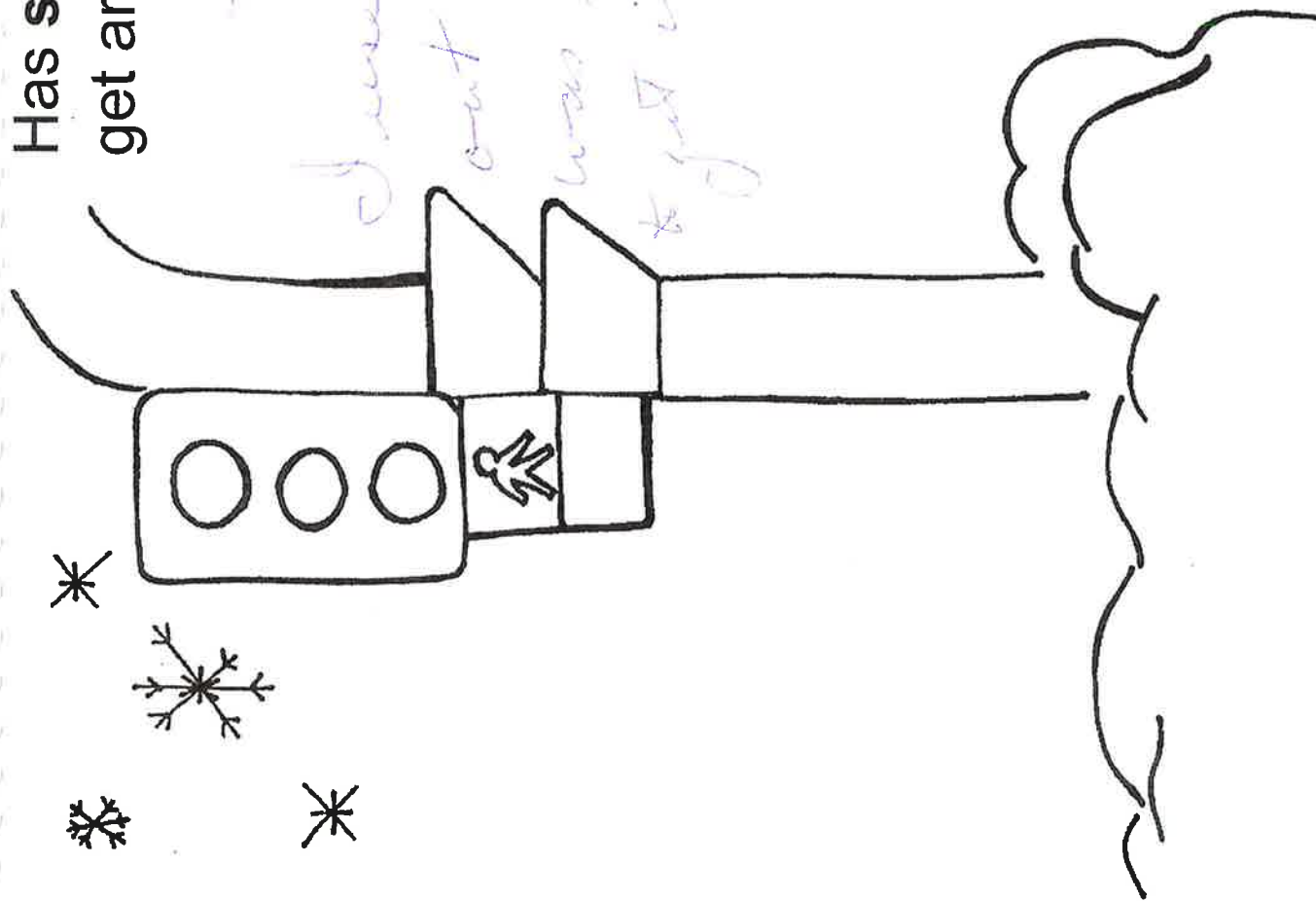
Kim Mee Oh

N3 East Village

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If you feel comfortable, please include your name and community.

Has **snow** and **ice** affected your ability to get around? Please tell us about it....



I have mobility issues.

I use Access. I he out

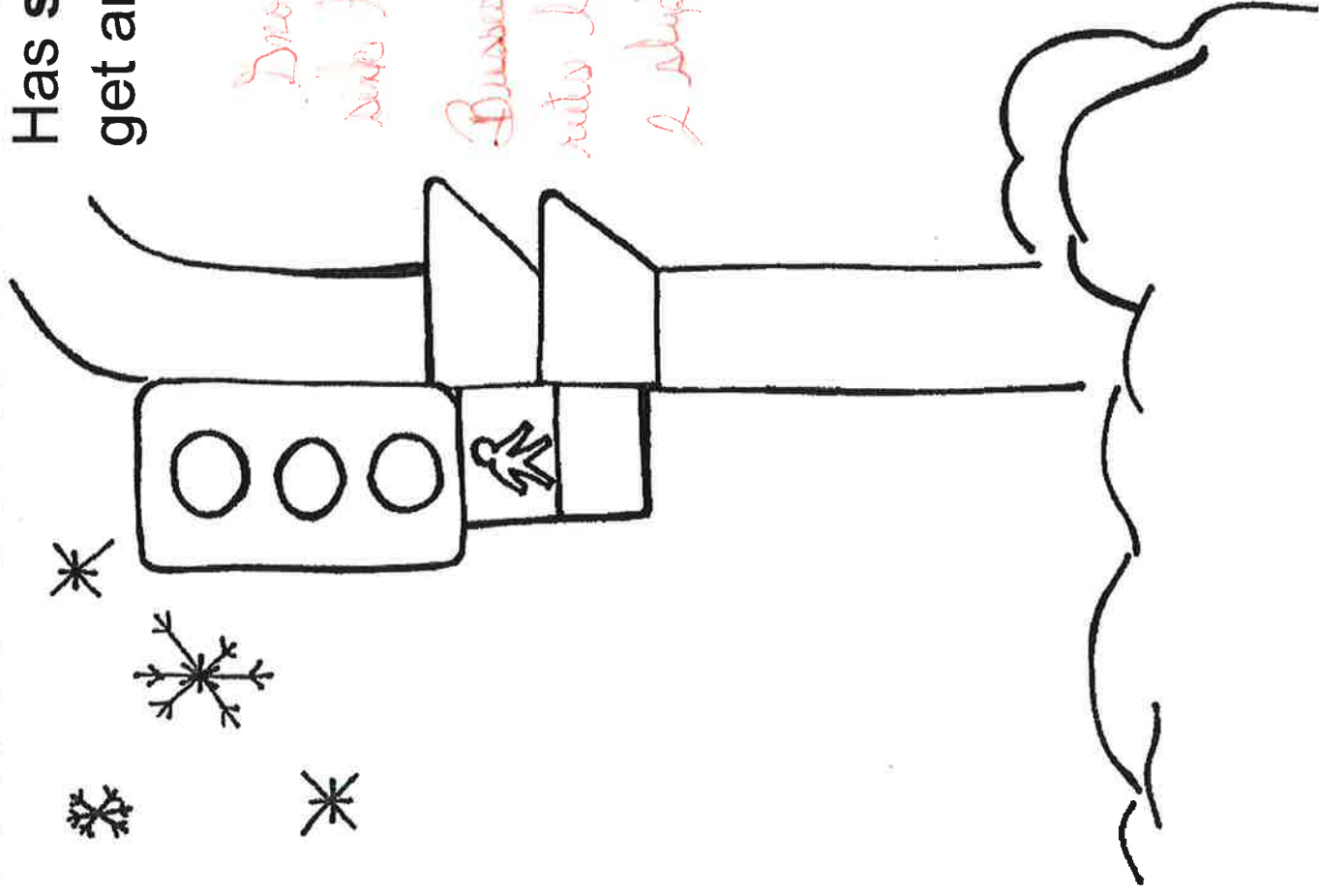
out in front of our building was not plowed. Very difficult to get in and out for every body.

Boston, Canton

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If you feel comfortable, please include your name and community.

Has **snow** and **ice** affected your ability to get around? Please tell us about it....



*Snow piled up at bus stops that you just  
don't know.*

*Buses stopping too far from curb so because of ice  
ruts leaving people to step down into the ice.  
I slip this winter on icy sidewalks.*

*Maria Kennedy*

These stories will be provided to members of City Council in support of improved snow and ice removal.

If you feel comfortable, please include your name and a way of contacting you.

Has **snow and ice** affected your ability to get around? Please tell us about it....

I am a <sup>bus</sup> driver who operates the 411 bus that runs through the East Village, during the winter, lots of cars park at the bus stop occupying the space that the seniors should get off, thus making it difficult for the seniors to get off with their walkers, wheel chairs and mopeds. If maybe the parking authority could give out tickets to those who park there it would alleviate the frustration of the seniors. In addition, if someone could clear the snow from the bus stops thus making it easy for seniors to get on and off the bus.

JEAN KING-RENEWS

Thank you for your cooperation

These stories will be provided to members of City Council in support of improved snow and ice removal. If you feel comfortable, please include your name and a way of contacting you.



Has snow and ice affected your ability to get around? Please tell us about it....

Marion Moore, downtown Calgary.

Absolutely!! This Feb I was visiting my sister at Spruce Grove. There were 3 days of snow. I was concerned about returning home. The morning I travelled I was stunned to see roads cleared, public sidewalks cleared & bus stop cleared completely!! Sidewalks + road shoulders!

Arrived back + on my way to an appointment taking the #1 bus on 7th Avenue + Centre Street on 1st St SW. (uncertain of that). To enter the bus my 10" high boots got snow in them as neither the side walk or shoulder was cleaned off. And experienced more of the same. I'm 74 yrs old, not as agile as I'd like & it was incredibly messy & uncomfortable to get around. I phoned & complained.

These stories will be provided to members of City Council in support of improved snow and ice removal. If you feel comfortable, please include your name and community. absolutely had to!!  
402-602 1st St SE CALGARY

Has **snow** and **ice** affected your ability to get around? Please tell us about it....

yes the snow has been a large ~~hurry~~ when getting on and off the bus the snow plow left large mounds of snow right at the bus stop when you want to get on or off the bus it was very difficult sometimes almost impossible. Also Being a car giver I found that a lot of the sidewalk and curbs were very difficult to get him out and about. This was on 68 ave S.W.

Jay Bennett apt. 511 602 1st st. S.E.  
Carter Place.

These stories will be provided to members of City Council in support of improved snow and ice removal.

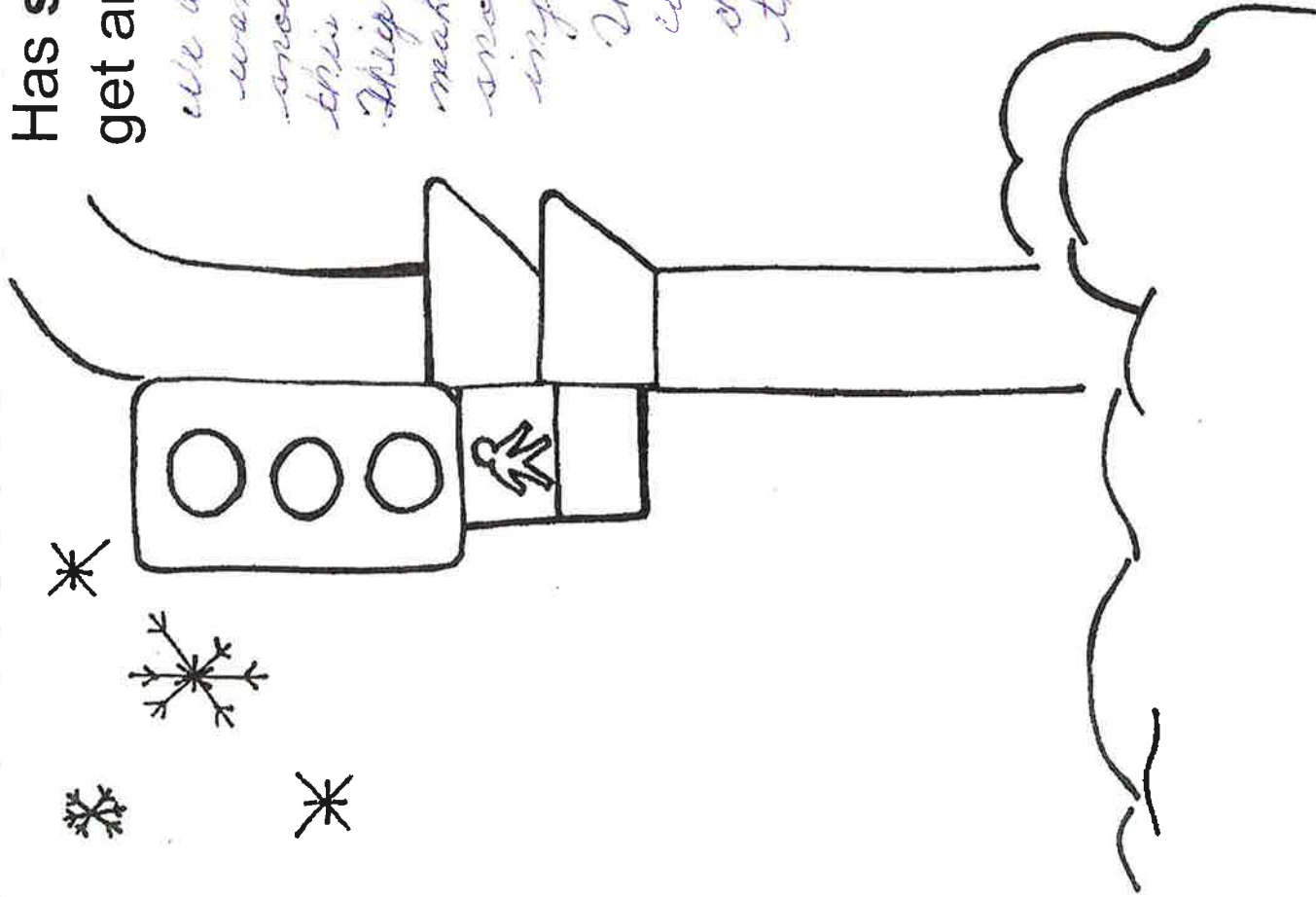
If you feel comfortable, please include your name and community.

Has **snow** and **ice** affected your ability to get around? Please tell us about it....

We are seniors living at Carter place, and want to make a complaint about the snow ploughed up at the intersections this winter, where we cross at the Light. This left no openings, and we had to make our way over icy banks of snow, hoping not to fall and injure ourselves.

The bus stops are in the same condition, and make it very dangerous to get on and off the bus.

Norm & Joan Duquay  
602 - 1st St. S.E.  
Calgary



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If you feel comfortable, please include your name and community.