

CITY OF CALGARY
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Distribution
CITY CLERK'S DEPARTMENT



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."



Recommendations

1. Prioritize snow clearing using an equity lens, not just based on traffic volume.

We understand that removing snow and ice from all sidewalks and cross walks is very expensive. We ask that you use a lens of equity when deciding what should be prioritized. Equity means that streets, cross walks, transit stops, curb cuts, Access Calgary stops, and other areas used by community members with limited mobility are prioritized. We recommend prioritizing the following spaces:

- Hospitals and other spaces where people access health care and social services (e.g. doctor's offices, health clinics, pharmacies, social service agencies, etc.)
- Bus stops and Access Calgary drop off zones
- Cross walks, including the space around the pedestrian buttons
- Grocery stores
- City-owned buildings and public spaces (e.g. libraries, museums, recreation facilities, community associations, etc.)
- Pedestrian routes between subsidized and senior's apartment buildings and transit stops
- Pedestrian routes between apartment buildings and group homes managed by non-profit organizations (e.g. housing providers that are listed in Calgary Housing's The Calgary Affordable Housing Guide 2018) and transit stops.

2. Take a multi-departmental approach to developing a snow and ice clearing strategy.

The pedestrian realm needs to be understood as a system. It's no use having all the sidewalks cleared if you can't cross the street to get to the bus stop because of a windrow.

3. Consult with Calgarians about a dignified way to identify those who need their sidewalk cleared.

An escalating fine system could be detrimental to Calgarians with physical mobility limitations that prevent them from being able to clear their sidewalks, particularly those on a low income. We recommend developing a system or policy to address this barrier, as opposed to dealing with it on a case by case basis, through consultations with Calgarians affected (e.g. Calgarians accessing AISH, Fair Entry, Alberta Seniors benefit or Alberta Supports).

4. Promote and access to tools that will help community members clear their sidewalks.

Utilize the Federation of Calgary Communities to help promote the availability of free gravel and pickle mix to Calgarians and have it available at all community associations.

5. Simplify 311.

Many Calgarians feel the system of reporting issues to 311 can feel very arduous and don't feel comfortable disclosing the amount of personal information required.

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

Ice 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 buses.

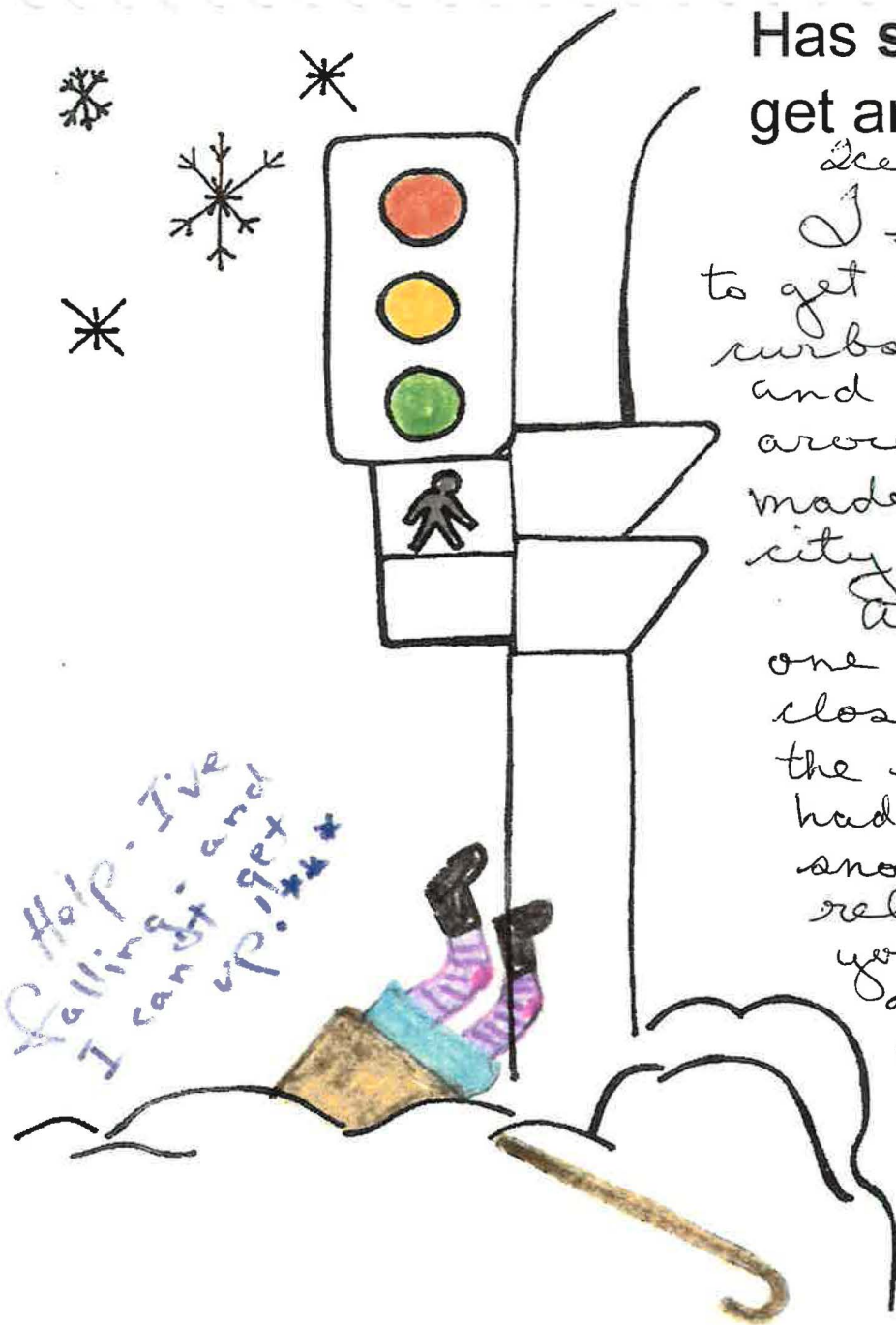
At the Hudson Bay Store downtown one day - the 411 bus could not close its doors as they got stuck in the snow "hump" - the bus driver had to get off and remove some of the snow with his bare hands in order to release and close the doors. If you can't remove the snow "humps" at bus stops - please give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

*Sheila Lockrem
East Village*

*P.S. It 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 2017-2018 (WINTER FROM HELL)

IT WAS IMPOSSIBLE TO GET AROUND THE CITY IF YOU WERE DISABLED AND/OR CHRONICALLY ILL. I WAS CONFINED TO ONE BLOCK BECAUSE I COULD NOT GET THRU THE INTERSECTIONS. SNOW, ICE, AND SLUSH 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 ON TO THE SIDEWALK.

IT IS COMMON KNOWLEDGE THAT A HIGH % OF THE RESIDENTS FROM EAST VILLAGE TO OLYMPIC PLAZA ARE SENIORS.

OUR LRT STOP WAS REMOVED AND SET UP AT CITY HALL. ADD TO THAT THE ICE AND SNOW CONDITIONS I'M TRYING TO BE POLITE AND MOST OF THE SENIORS WERE HOUSEBOUND FOR THE BETTER PART OF THE WINTER... NOT HEALTHY.

409-602
1st St SE
CALGARY

SNOW, ICE, SLUSH

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....

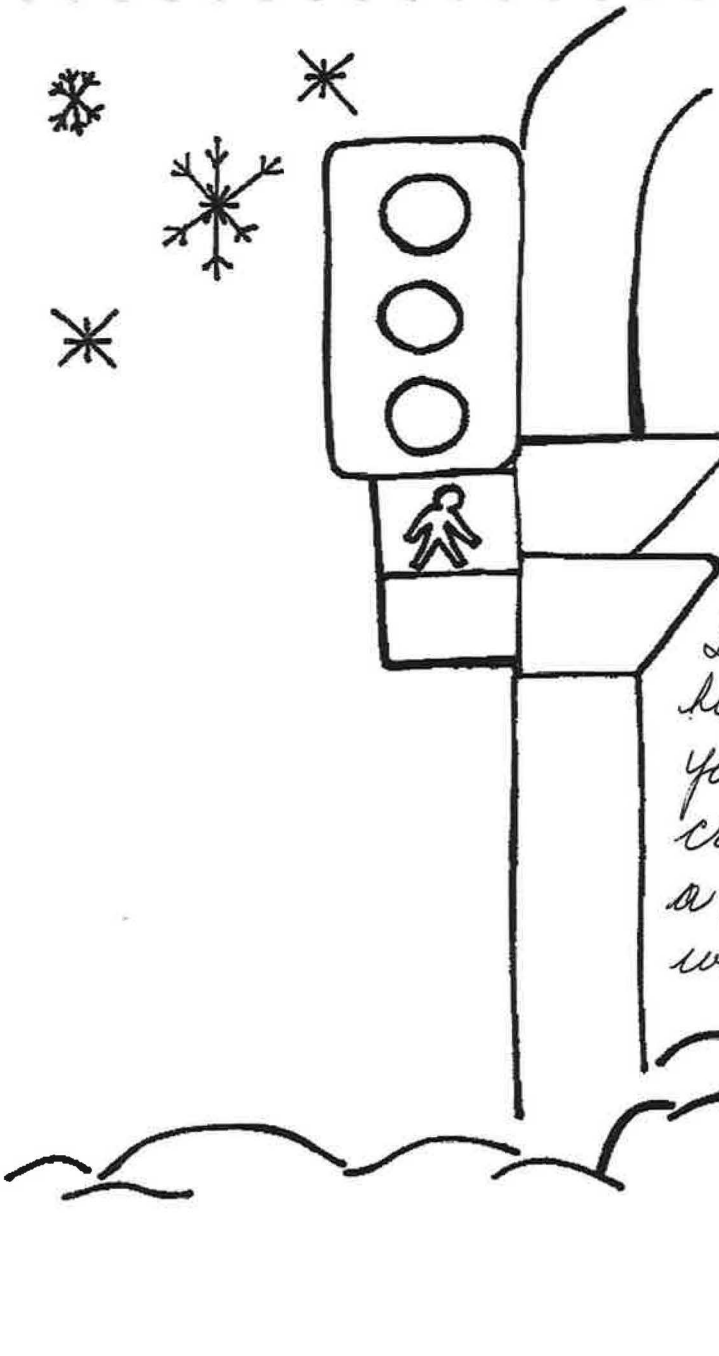
“For most communities inadequate snow removal is an inconvenience. But for many in East Village, a community of low income seniors, the result of inadequate snow removal means that residents are confined to their apartment building, sometimes for extended periods. That was the fate of many seniors in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

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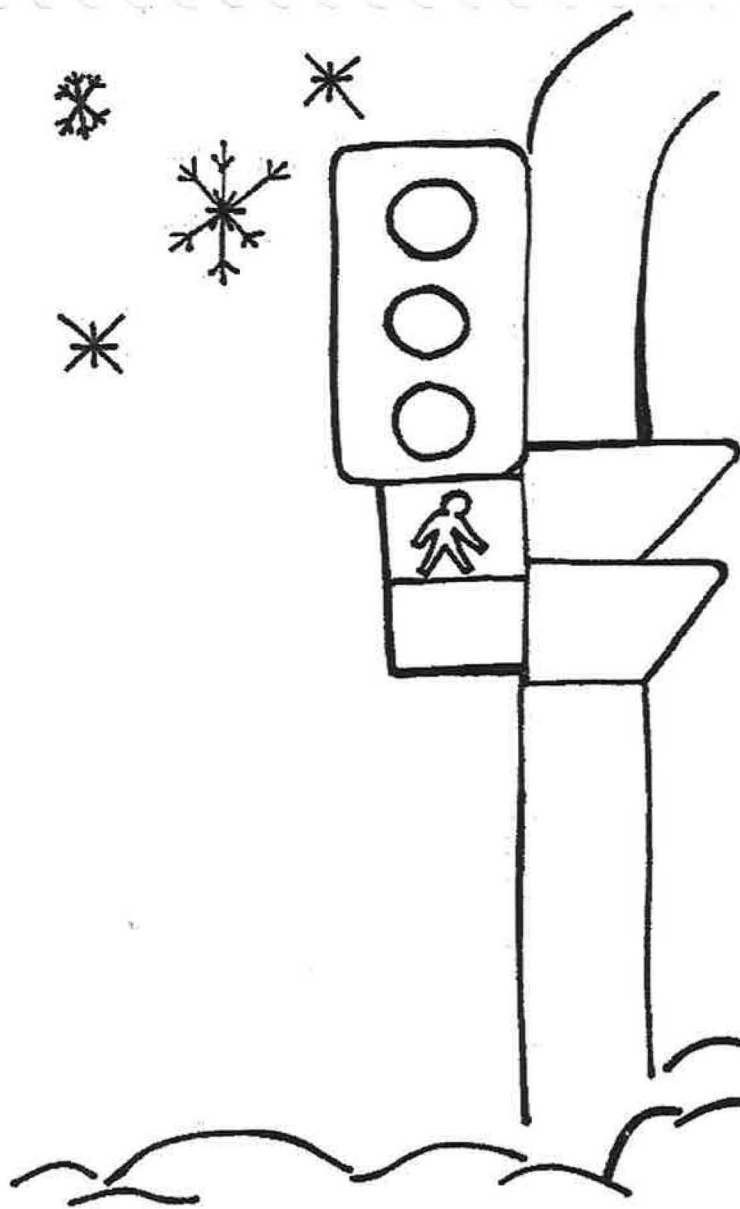
Has **snow** and **ice** affected your ability to get around? Please tell us about it....



We were coming from Seniors Dinner at the Legion on 7th Ave / Went to cross walk at 6 Ave & 1st SE friends scooter got stuck in the cross walk - Cars honking and pulling around us - Very frightening Cab 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 a block from home and cross at the lights and intersections - Makes people a prisoner in our home. We are not CARS, they were moving just fine.

Lois Kelly
1402-602 / 5th & T SE
Calgary AB.

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

Bus stops are disaster area.

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

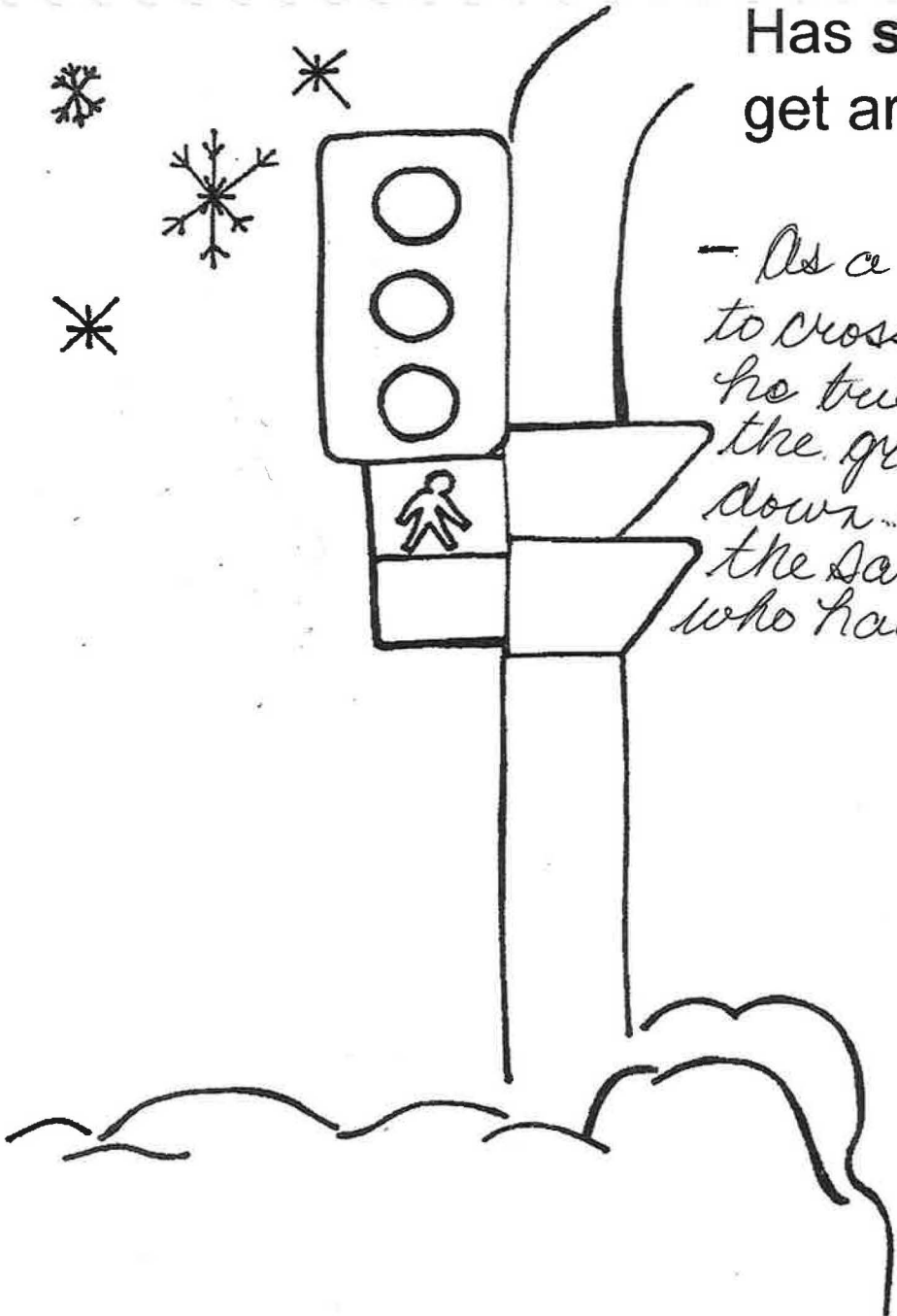
Impossible to get on/off the bus without falling/injuring yourself. People in wheelchairs/strollers cannot the bus for days.

City crews should leave openings for buses to stop.

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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 1ST ST SE
CALGARY AB

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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....

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

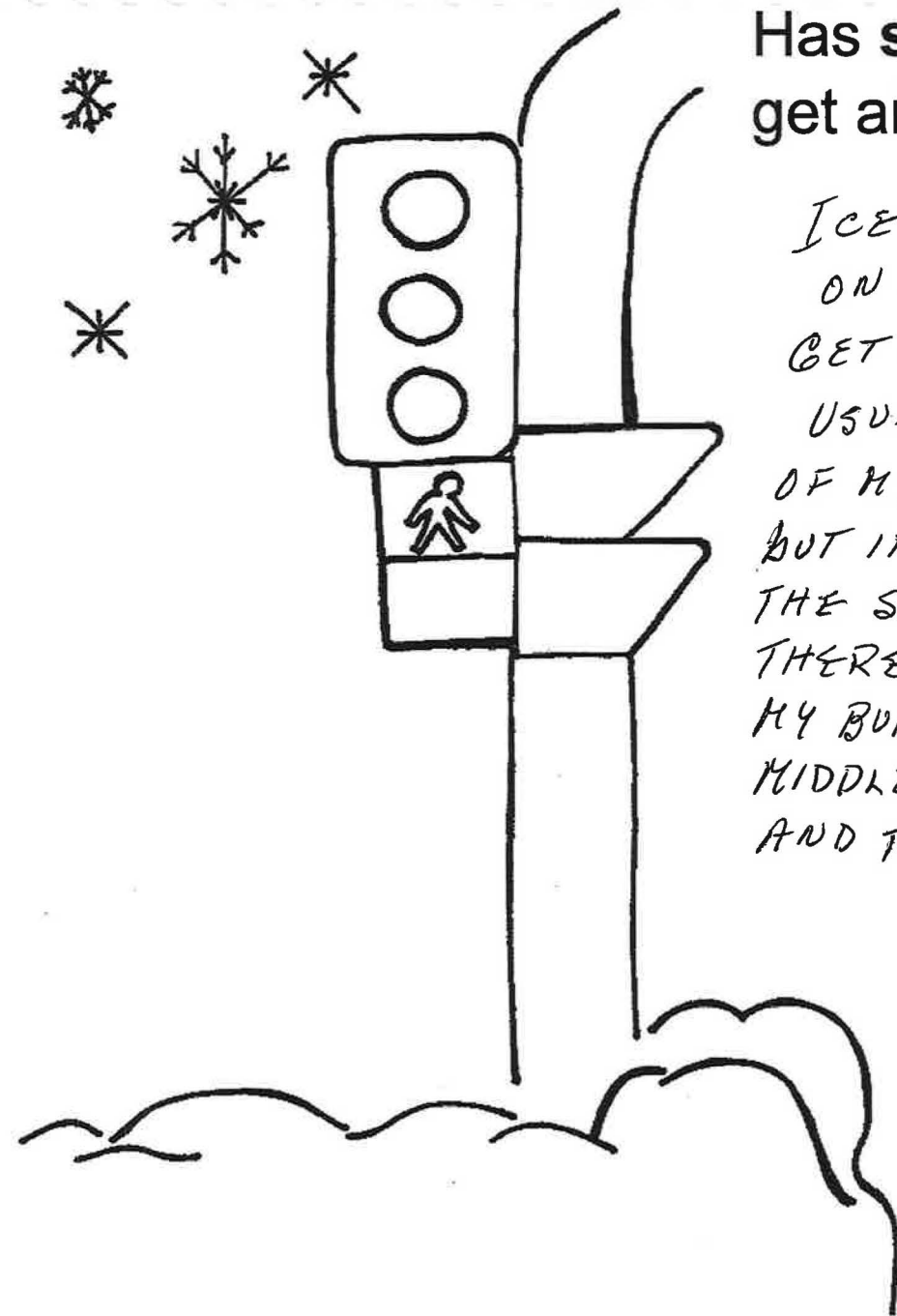
USUALLY THEY CLEAR THE SIDEWALK IN FRONT OF MY BUILDING (602, 1ST ST SE CARTER PLACE) BUT IT IS NEVER CLEAR AT THE EDGE OF THE SIDEWALK.

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

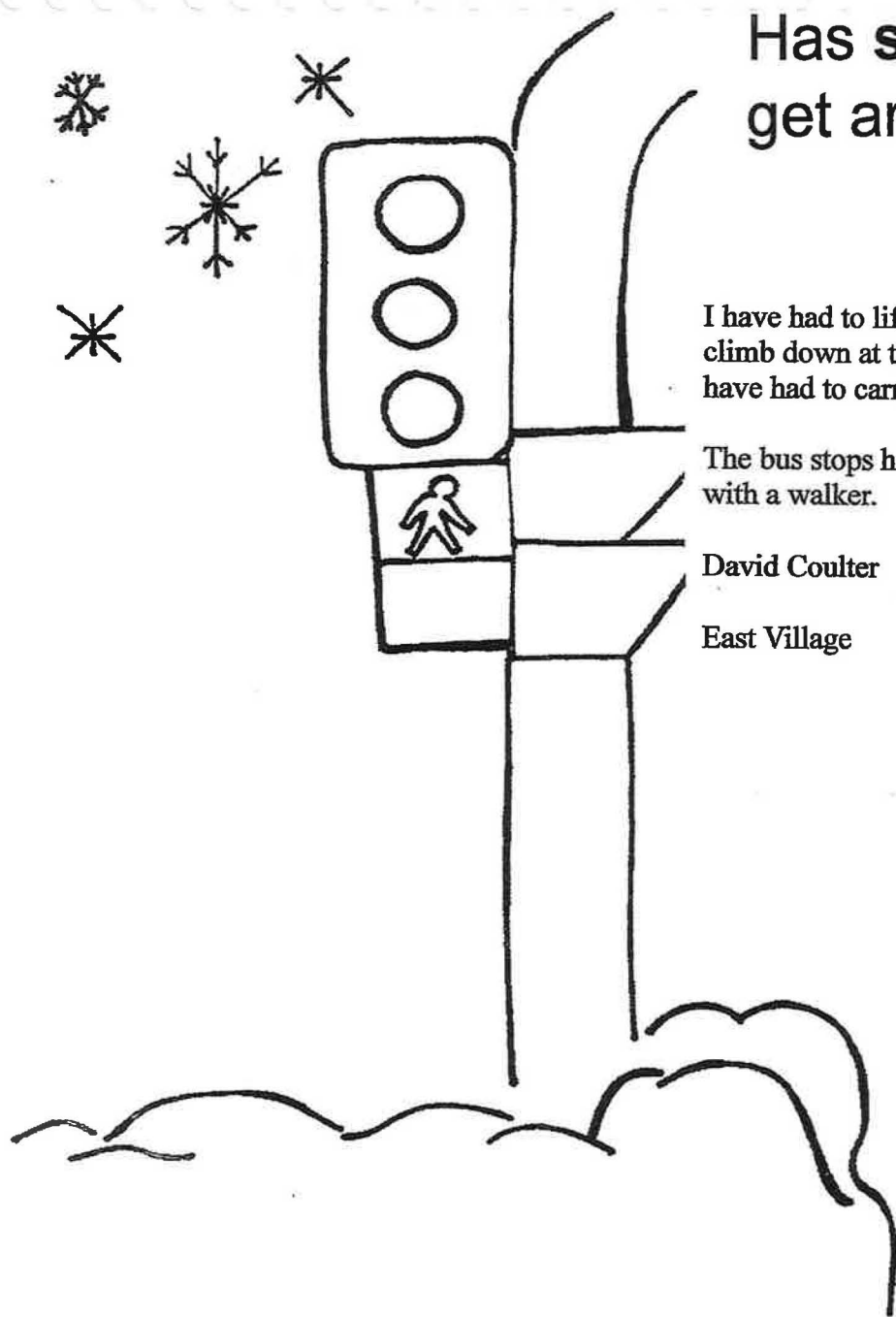
LOUISE SLATER

509-602 1ST ST SE CALGARY



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



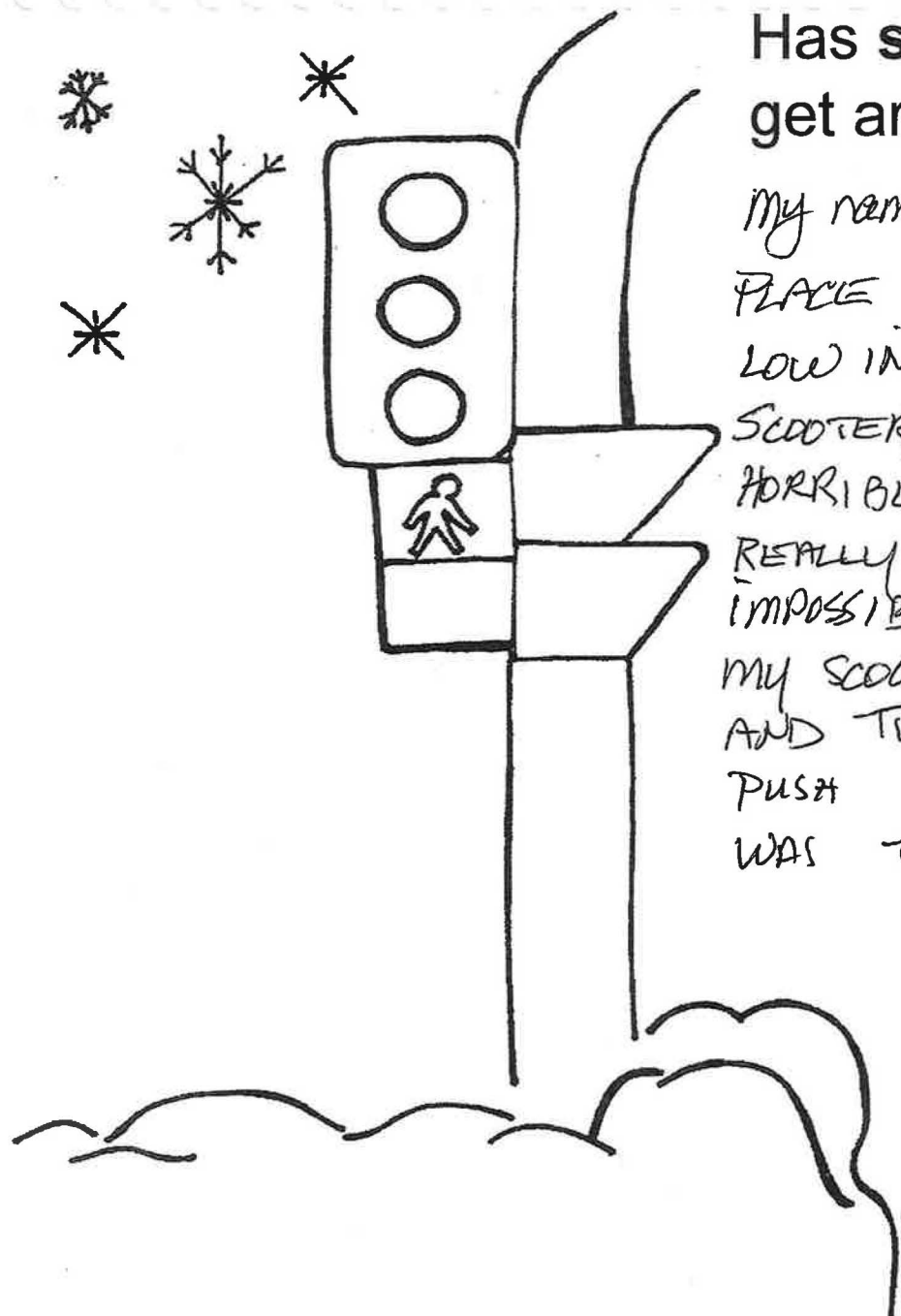
I have had to lift my walker up on to the bank of snow then climb up then lift the walker down then climb down at the intersection to get across the street. I have also ,because of slush on the Street, I have had to carry or hop my walker to get it across the street because I could not push it.

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

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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....

My name is GARY 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.

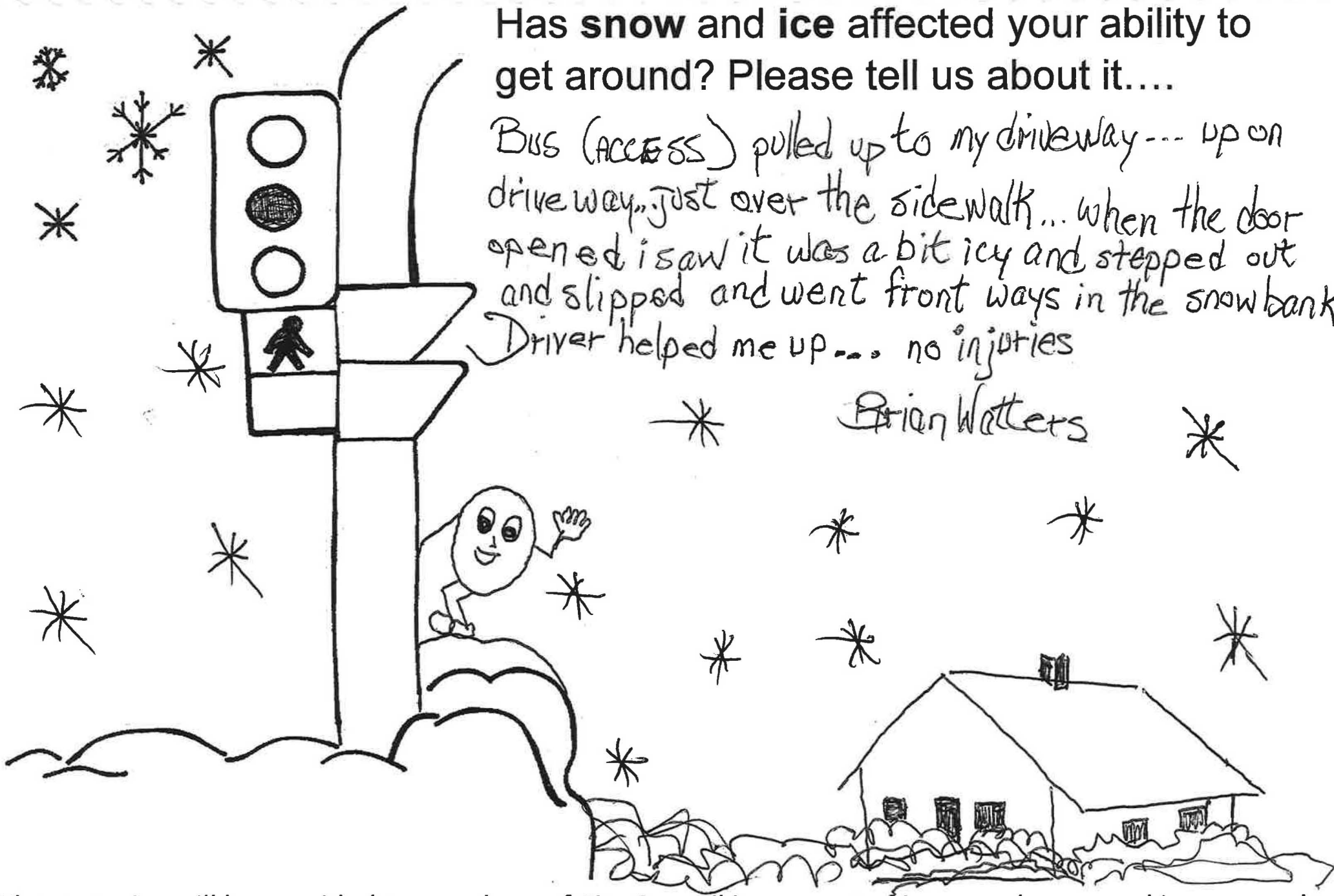
Gary White
1301-602 1st SE

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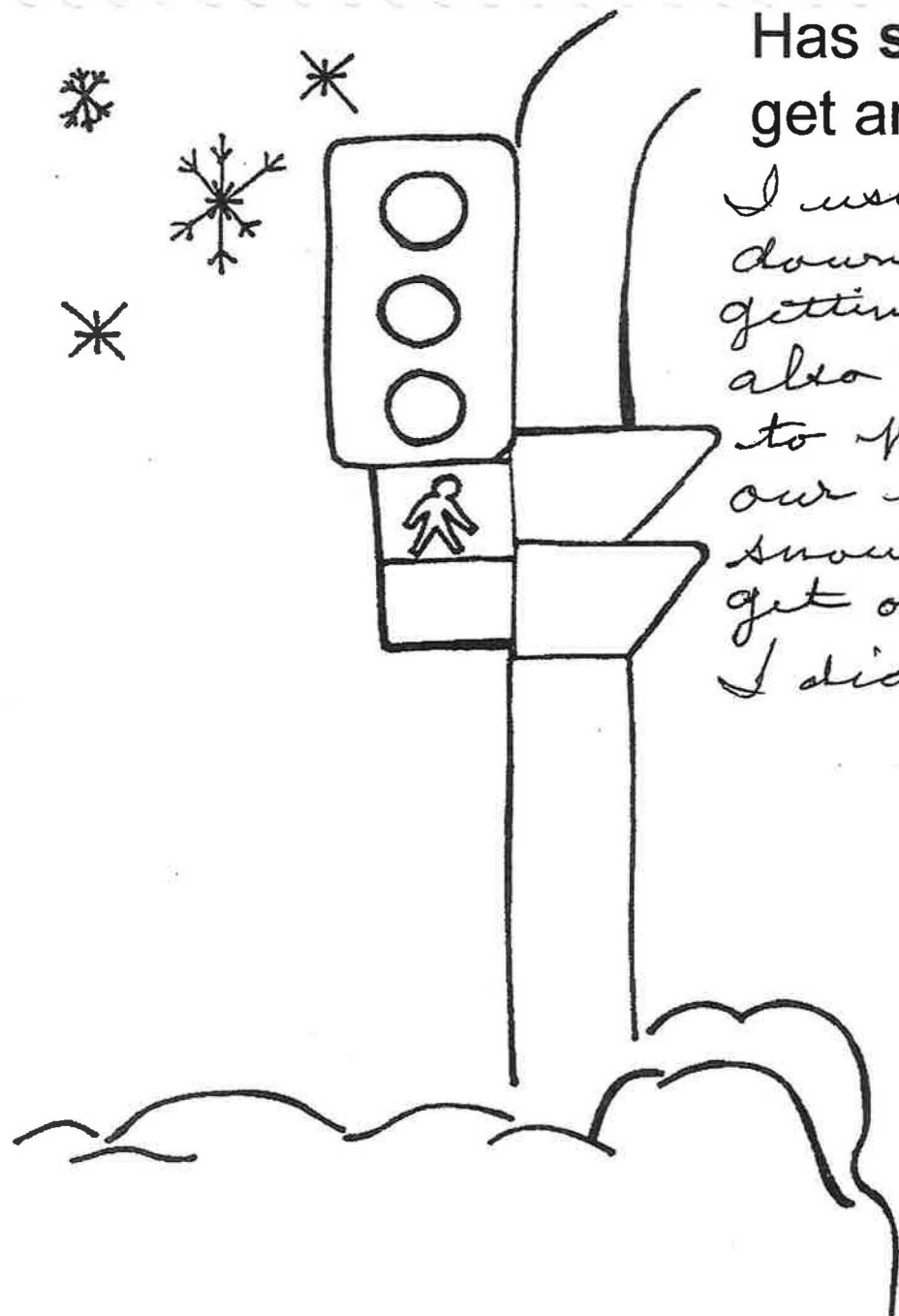
Has **snow** and **ice** affected your ability to get around? Please tell us about it....

Bus (~~ACCESS~~) pulled up to my driveway --- up on 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



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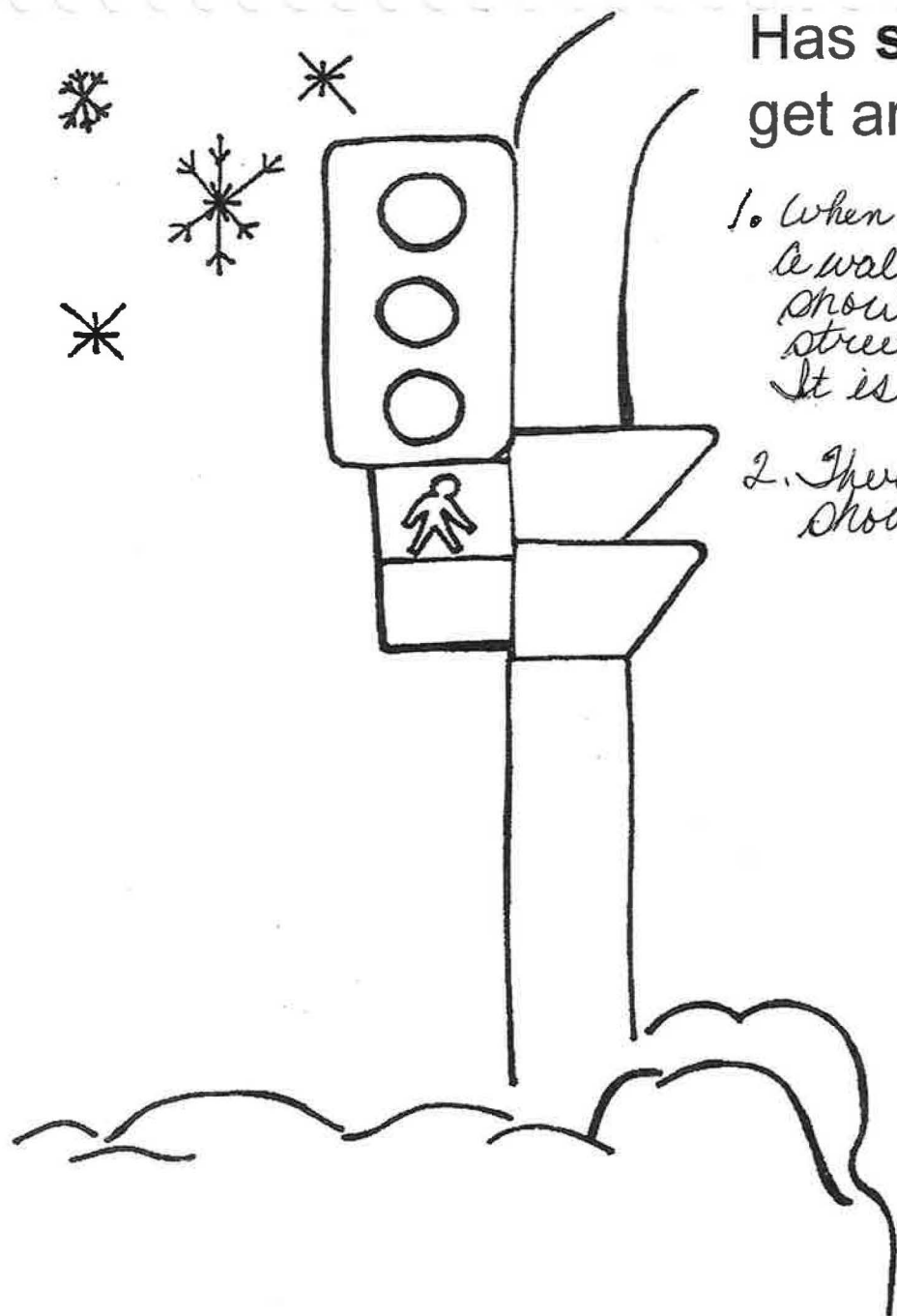
Has **snow** and **ice** affected your ability to get around? Please tell us about it....

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

602-1543TSE
CALGARY

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

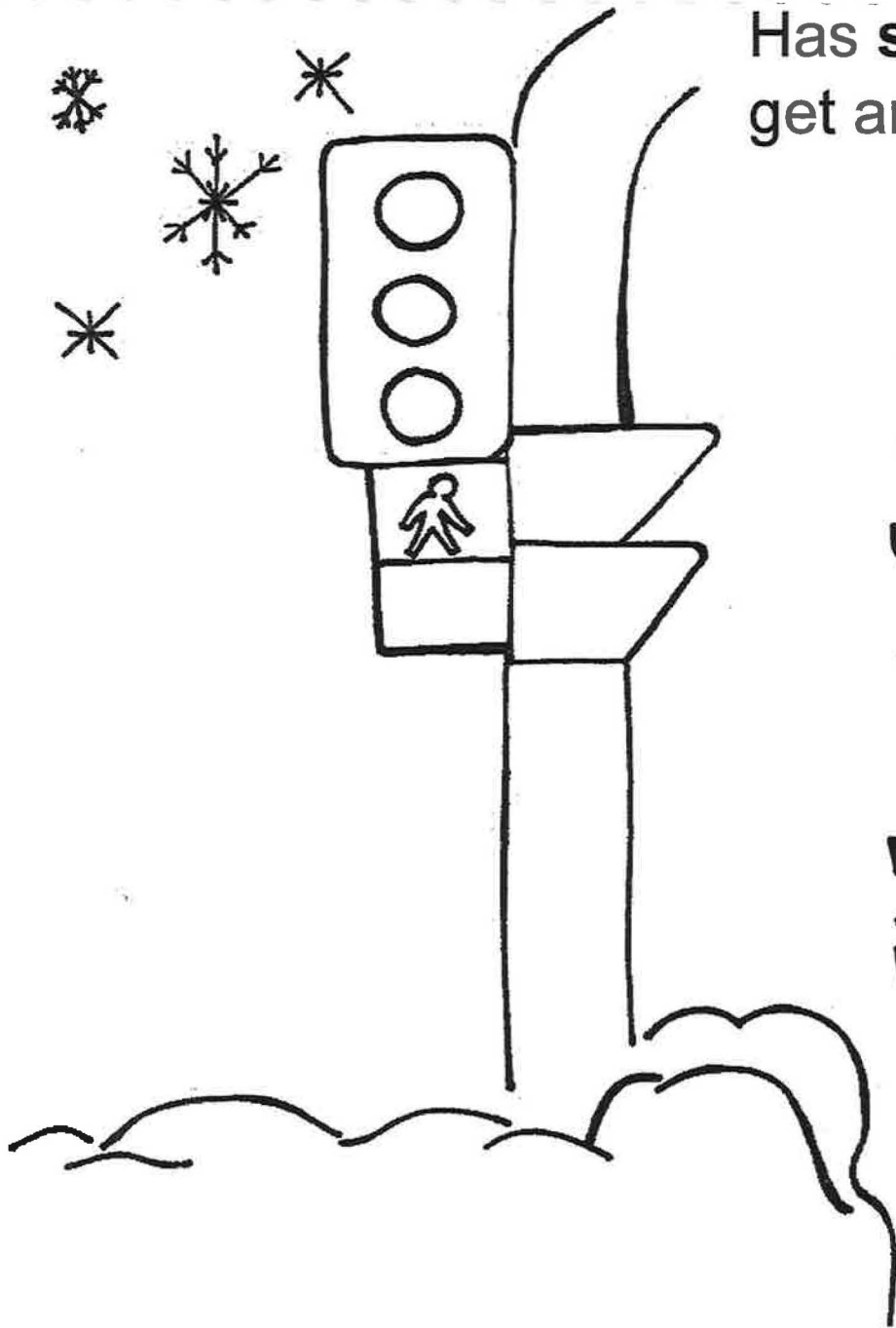
1. When you a senior trying to cross a street with a walker, you have to try push through the pile of snow or lift your walker over the snow that the street cleaner or sidewalk cleaner have left behind. It is even harder with a wheel chair.
2. There is also a business downtown that seldom shovel their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

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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
CARTER PLACE
CALGARY.

Told to me
by elderly senior
L Keely

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

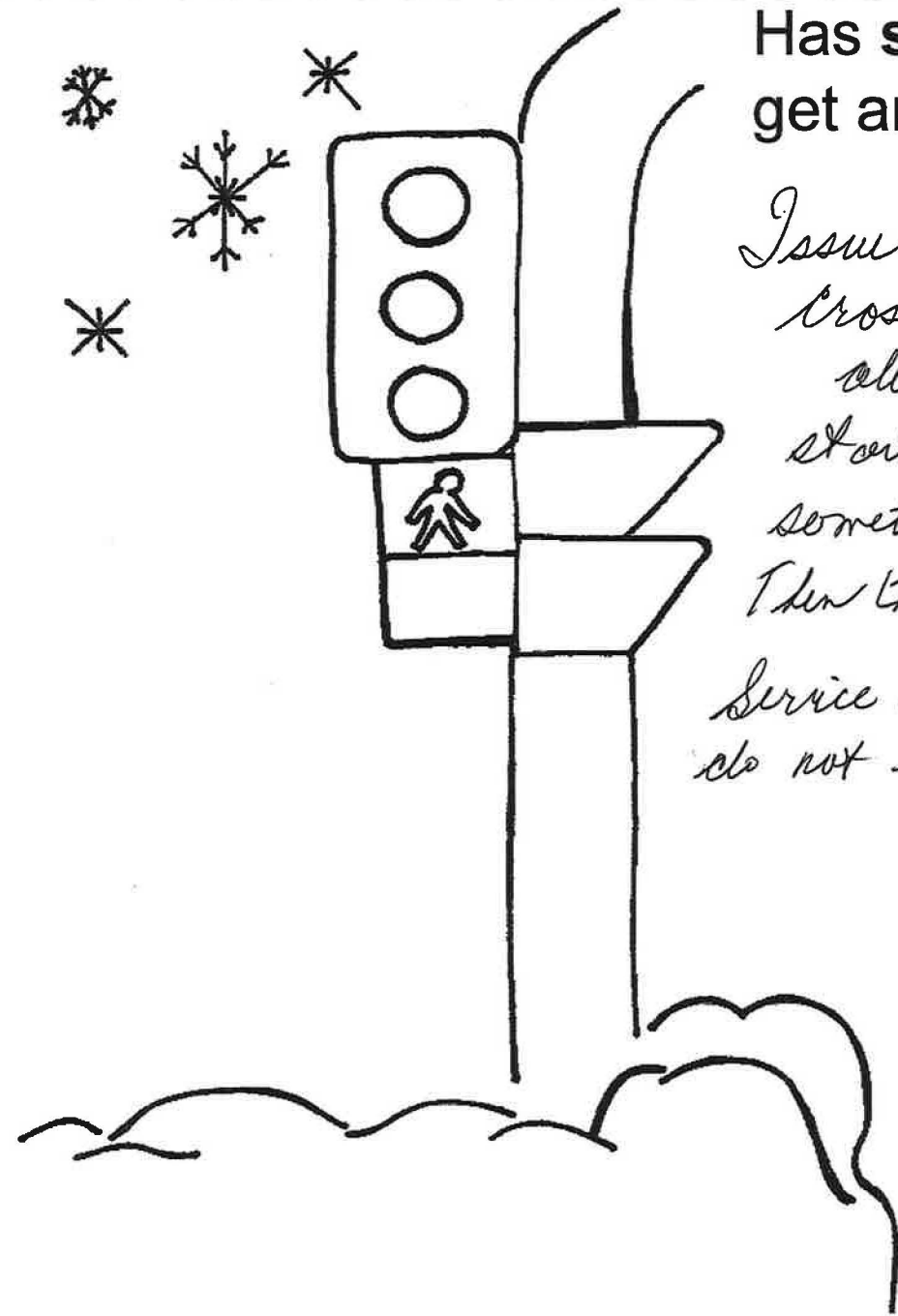
Issue:

Cross walks

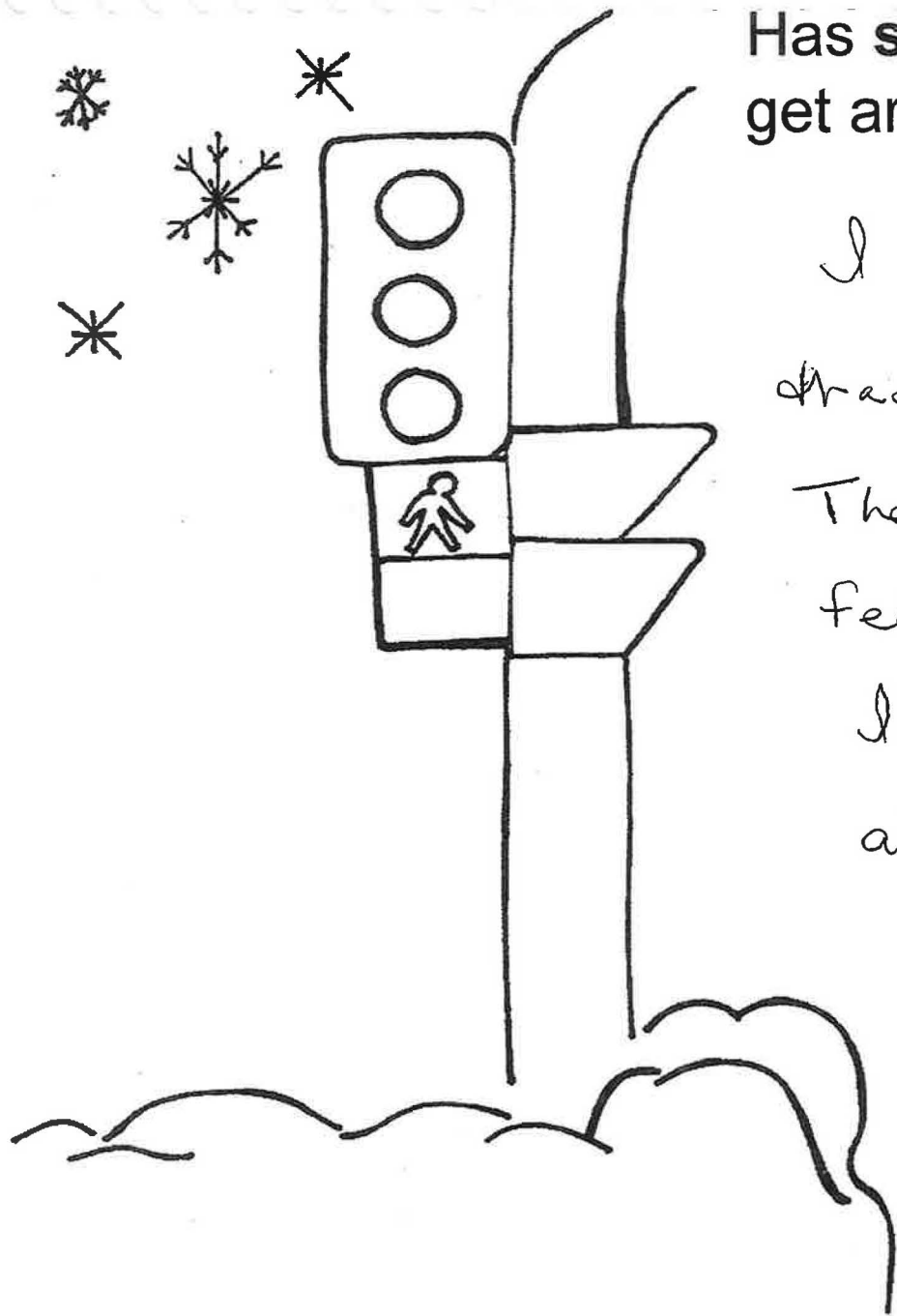
always a pile of snow & ice left at start of cross walk - every where and sometimes so high you can not get older. Then they freeze and its ice.

Service stations and car rentals do not clean sidewalks for pedestrians

*RICKI ANN BAXTER
606-602 1st ST CALGARY
AB*



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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.

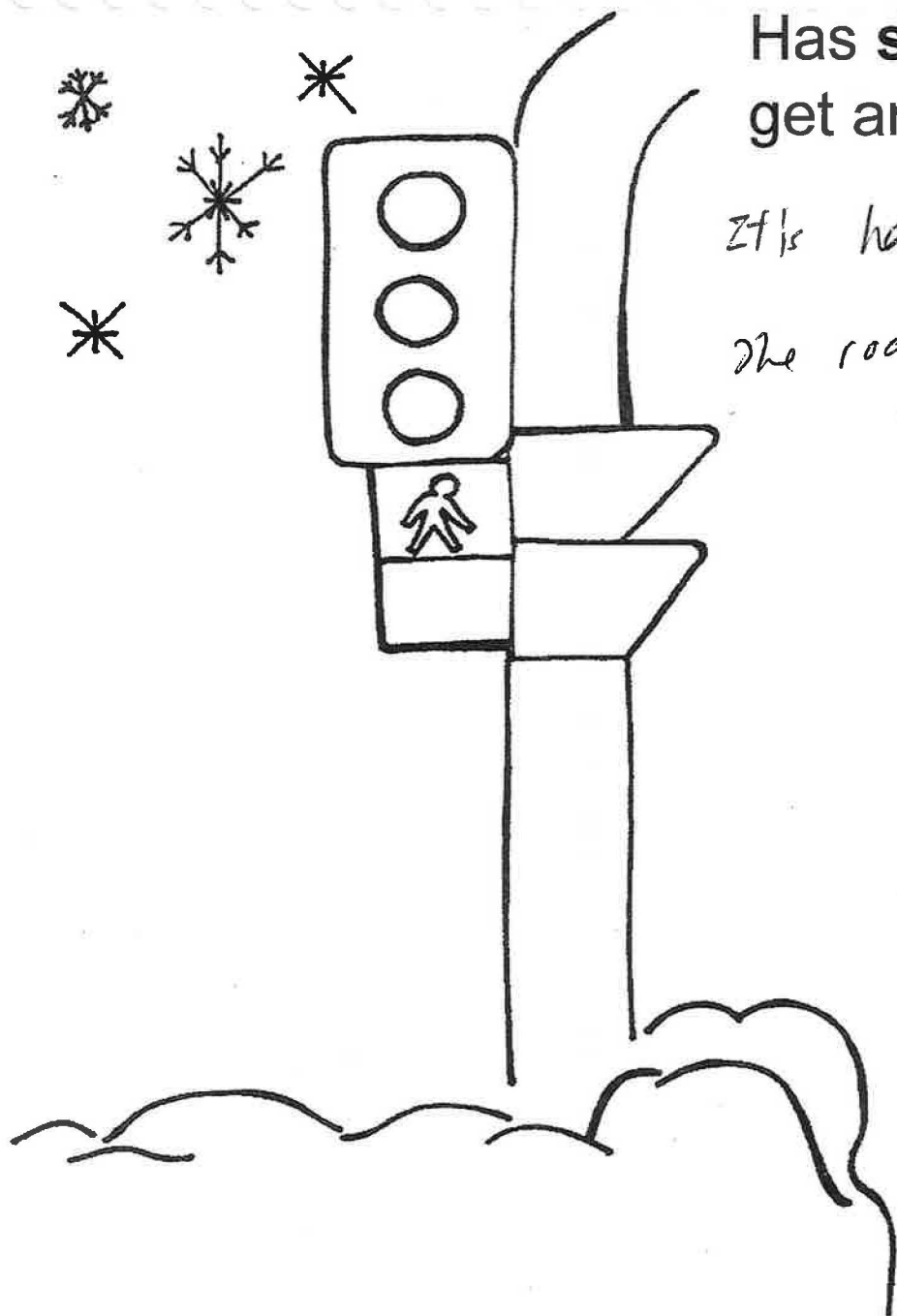
Have been slowly recovering.

Walked with cane in and am afraid of the ice.

Kate Reeves

East Village

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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....

It's hard for me to walk to the bus stop.
The road is icy and slippery.

Lenny Day

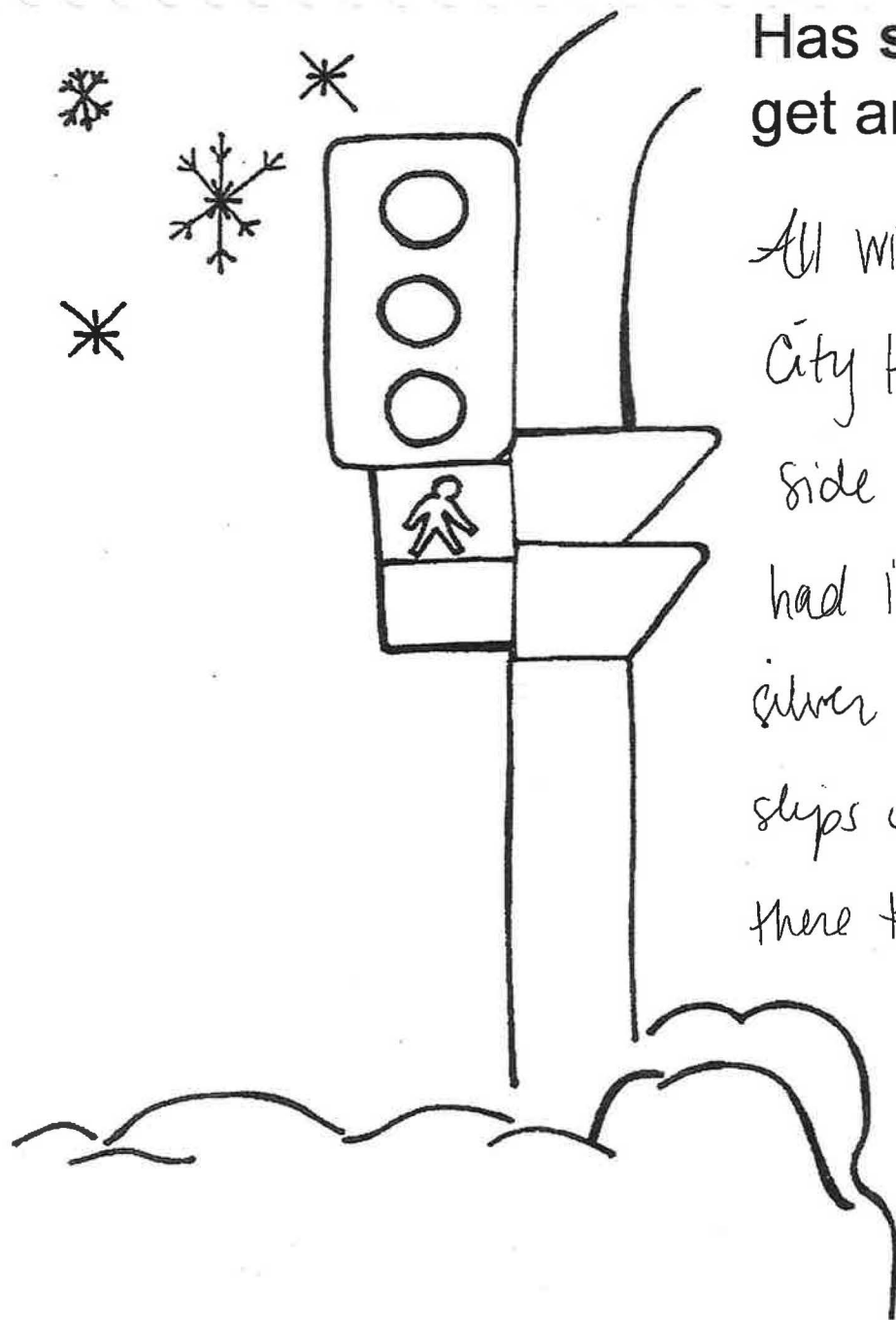
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Has **snow** and **ice** affected your ability to get around? Please tell us about it....

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

Cathy

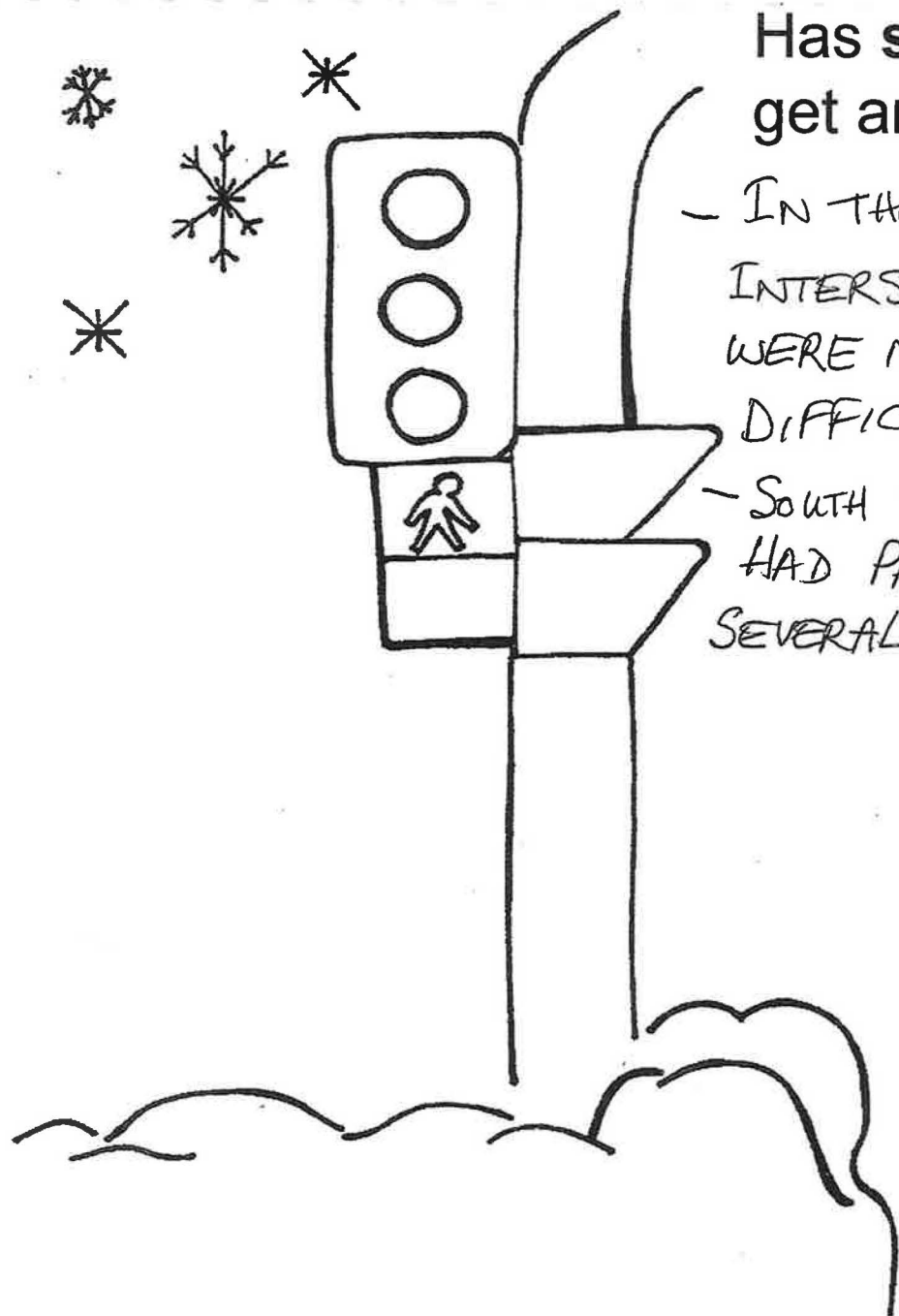
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Has **snow** and **ice** affected your ability to get around? Please tell us about it....

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

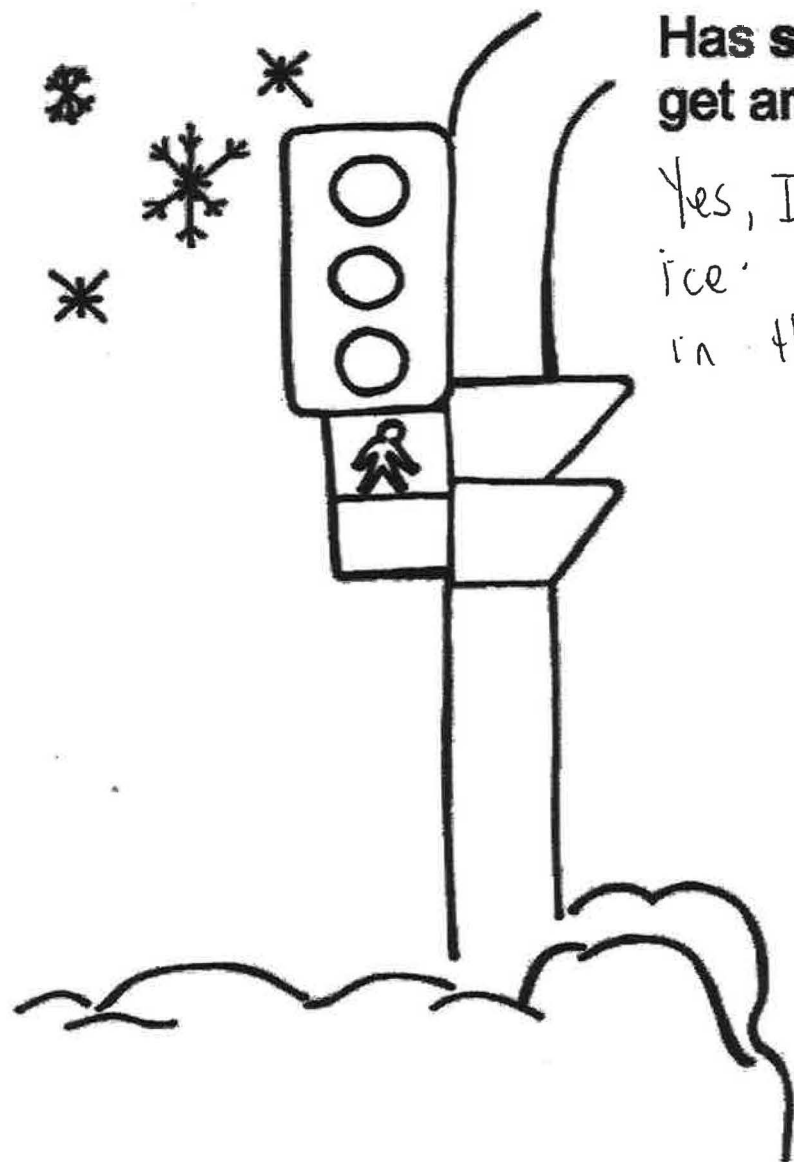


Has **snow** and **ice** affected your ability to get around? Please tell us about it....

- 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 7AVE. SE NEAR LIBRARY CONSTRUCTION HAD PACKED SNOW AND THICK ICE ON IT FOR SEVERAL WEEKS.

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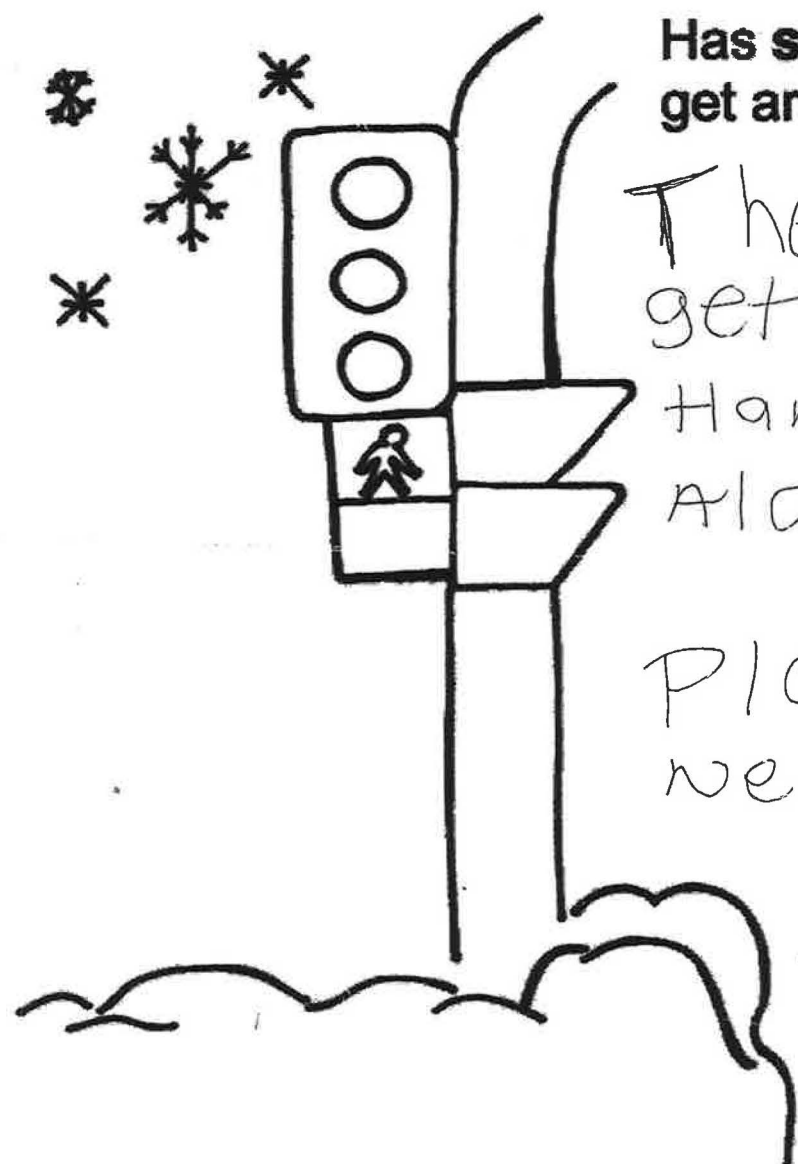
If you feel comfortable, please include your name and community. DENNIS, EAST VILLAGE PLACE



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.

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

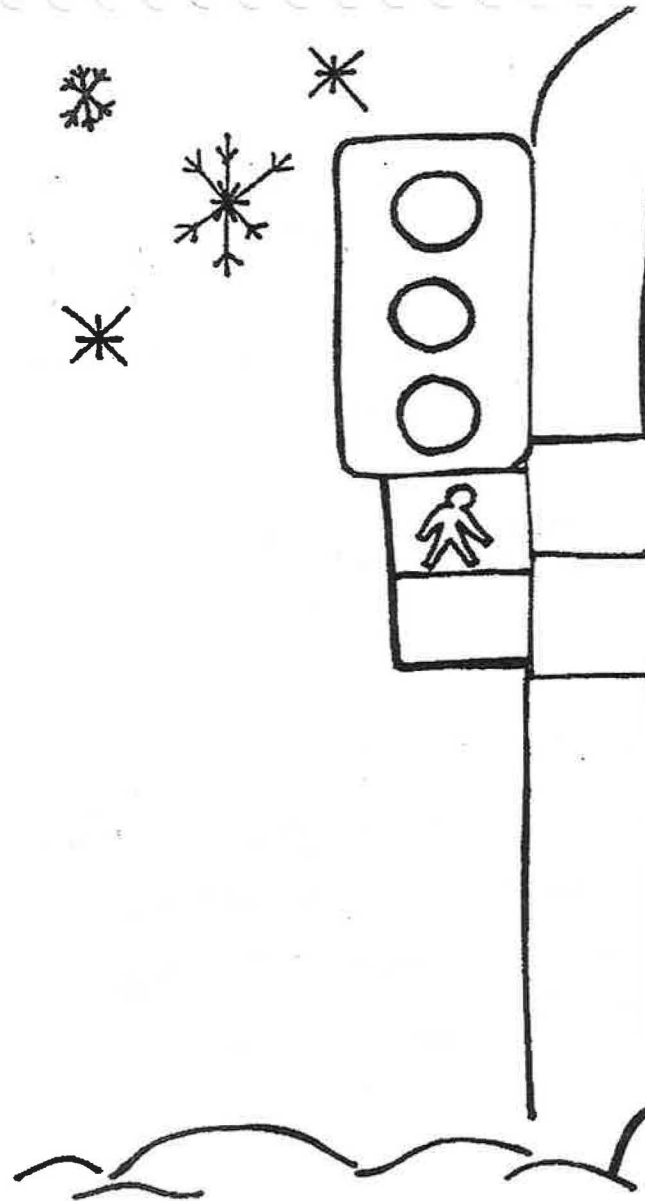
The snow was really hard to get around this winter
Handy Buses got stuck
A lot!

Please get rid of the snow
next year!

snow snow go away
come again another day!

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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 a

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

2
Major thoroughfare!

Another incident occurred on a different occasion: I left the b-train at Centre Street Station to cross 7th Avenue. The road-way was ankle-deep in heavy, slippery slush. In crossing the avenue I slipped sideways 2 or 3 times, but managed to reach the sidewalk safely, when two young people took me by the arms and assisted me safely across 1st Street SE.

I reported these incidents to the City at the 311 number on the same days that they occurred, so a record should be available.

In conclusion, I must say that as a senior citizen with pre-existing spinal injuries, I often have enough difficulty getting around in bad weather without the added hazards of neglected sidewalks and intersections. Pedestrians and transit-users have been very poorly catered to this winter.

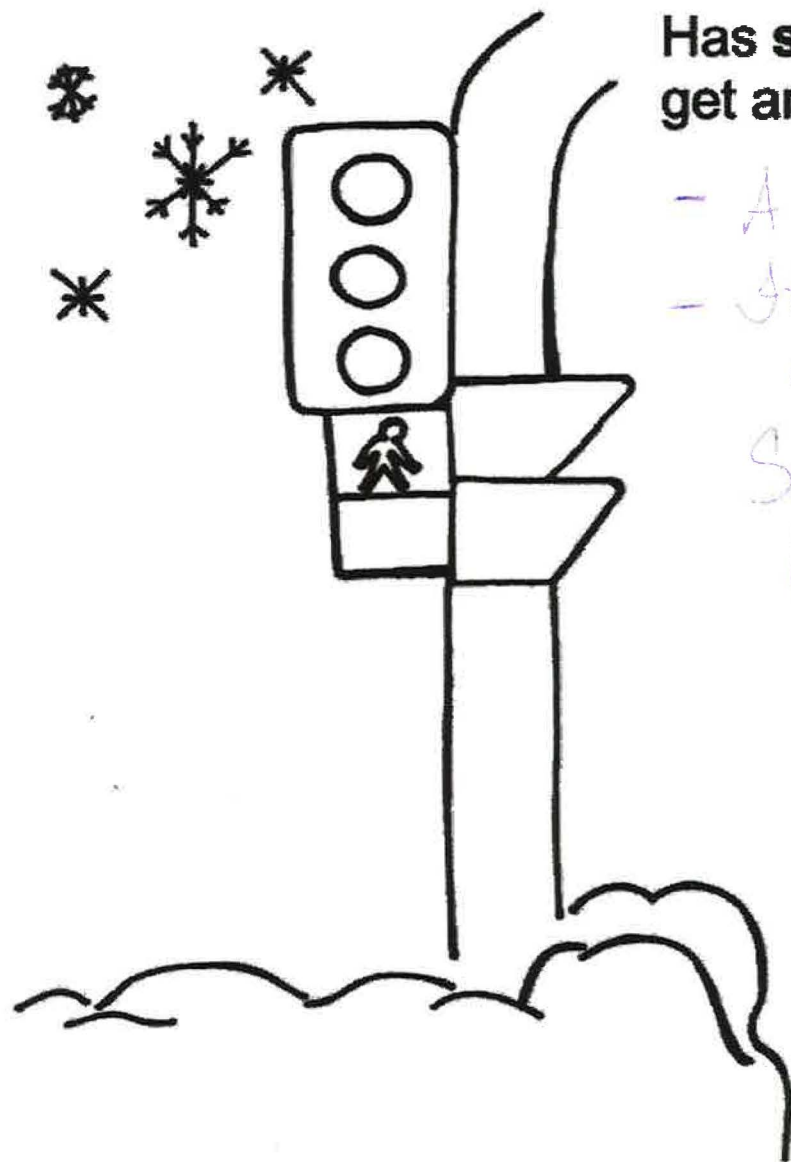
Elizabeth A. Hilton
*704, 602 - 1st Street SE.
(Barter Place)

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 any way.

SANDY
APT 608-6021ST SE
CALGARY AB
T2C 4W4

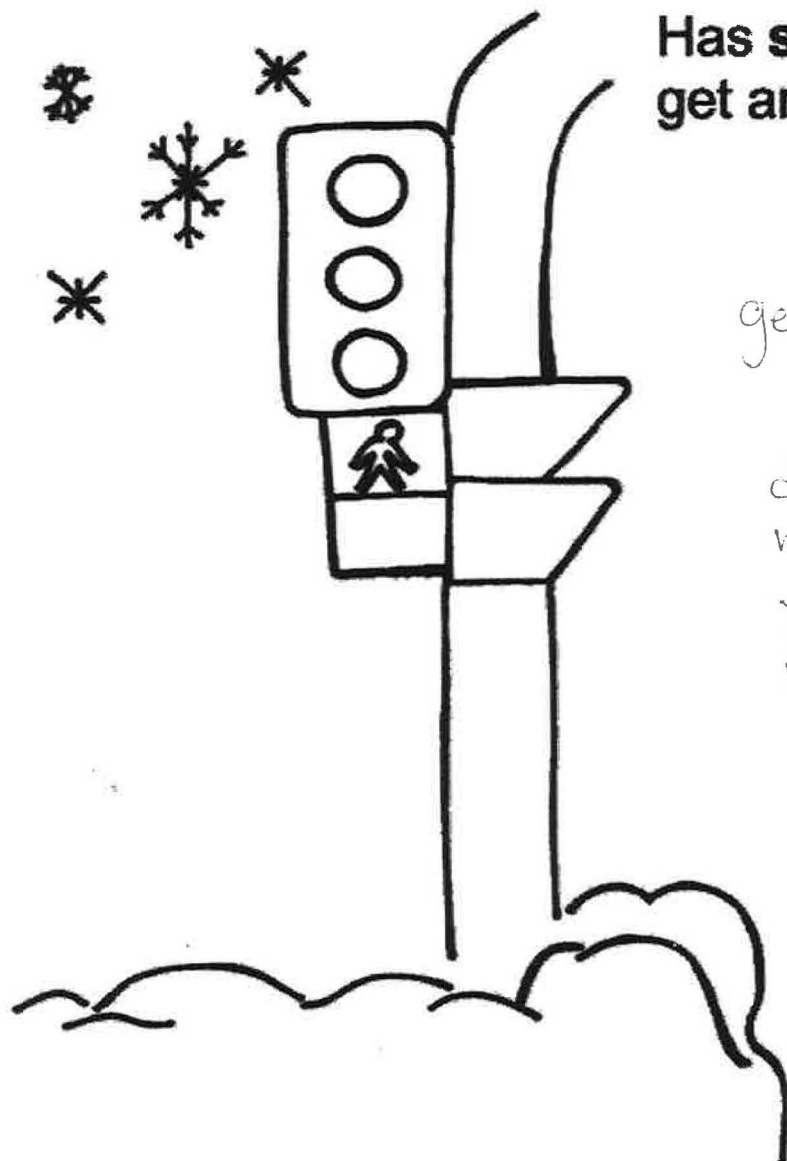
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Has **snow** and **ice** affected your ability to get around? Please tell us about it....

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

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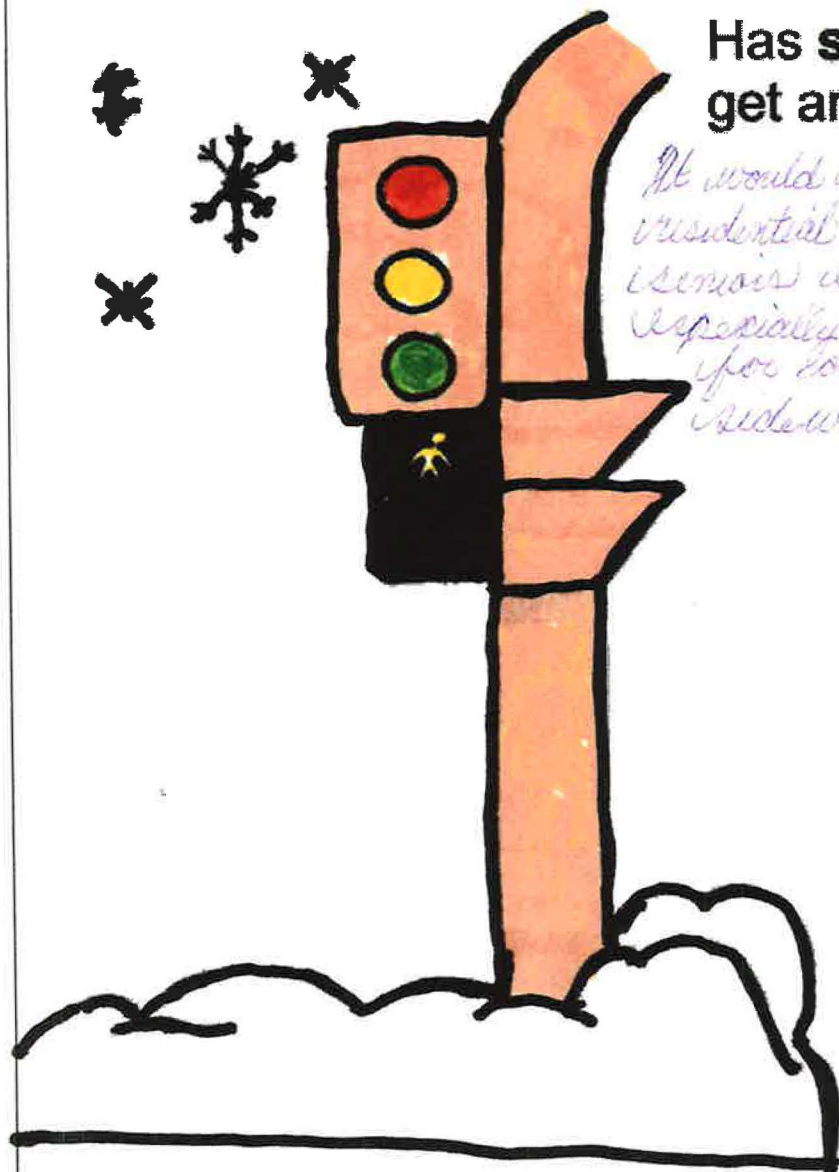


Has **snow and **ice** affected your ability to get around? Please tell us about it....**

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 residential roads, please because it would help us seniors especially with wheelchairs and walkers especially if there is a lot of snow, because I for one need to get down our steps and sidewalks,

*Thank you from
Susan Beeg
Braxton House*



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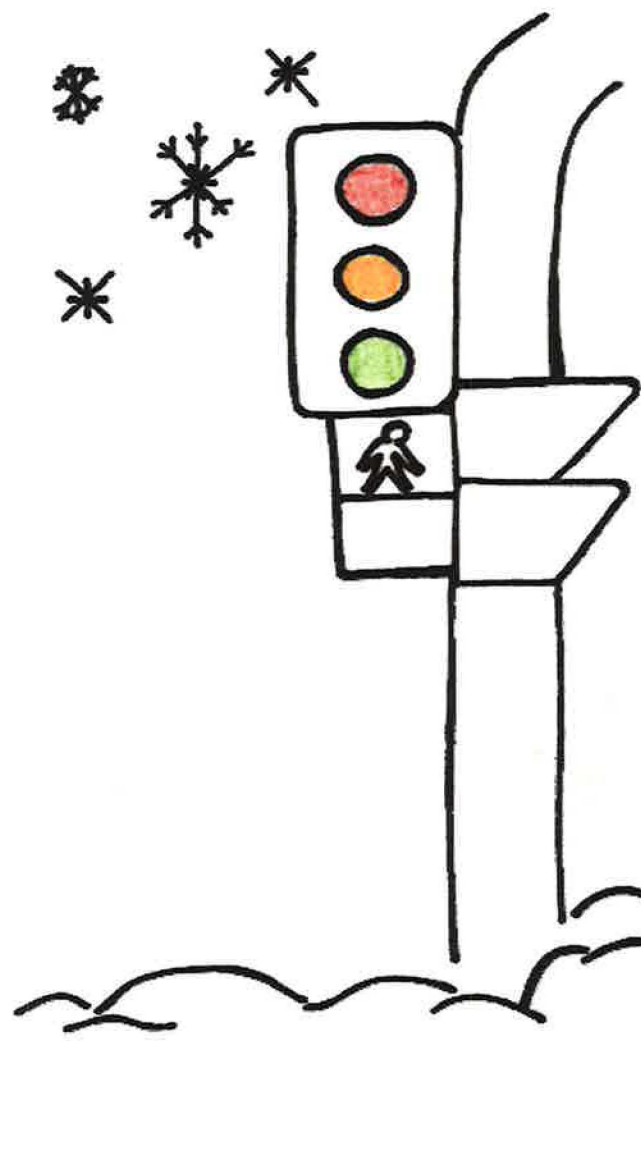
Has snow and ice affected your ability to get around? Please tell us about it....

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.

Brad Edwards

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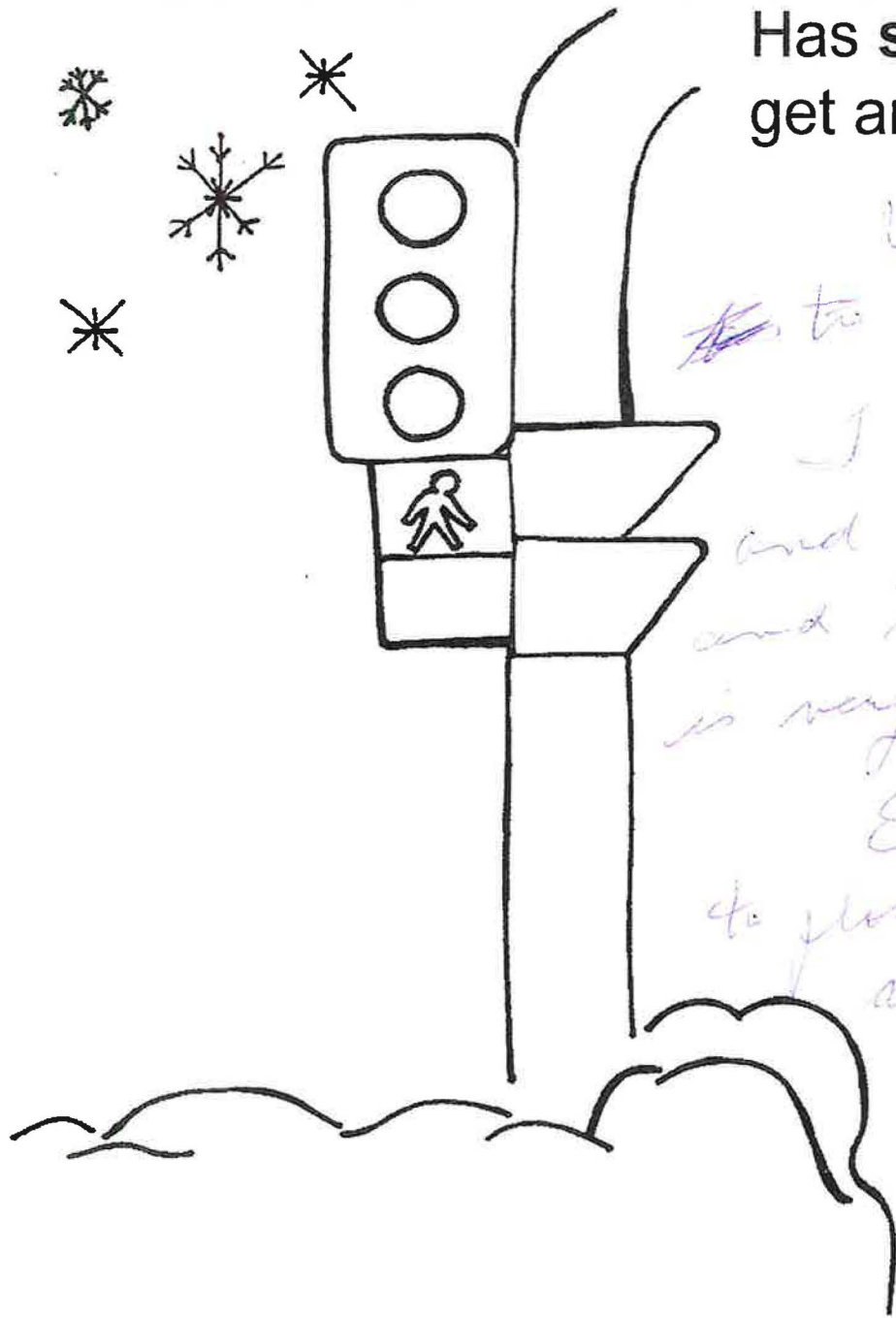


Has **snow** and **ice** affected your ability to get around? Please tell us about it....

- I can't do my walking for exercise.
- I can't go out by myself because I can't see the sidewalk.
- Not everyone shovels their sidewalk... including the city.
- I can only use access + sometimes I can't be accommodated + I have to stay home.

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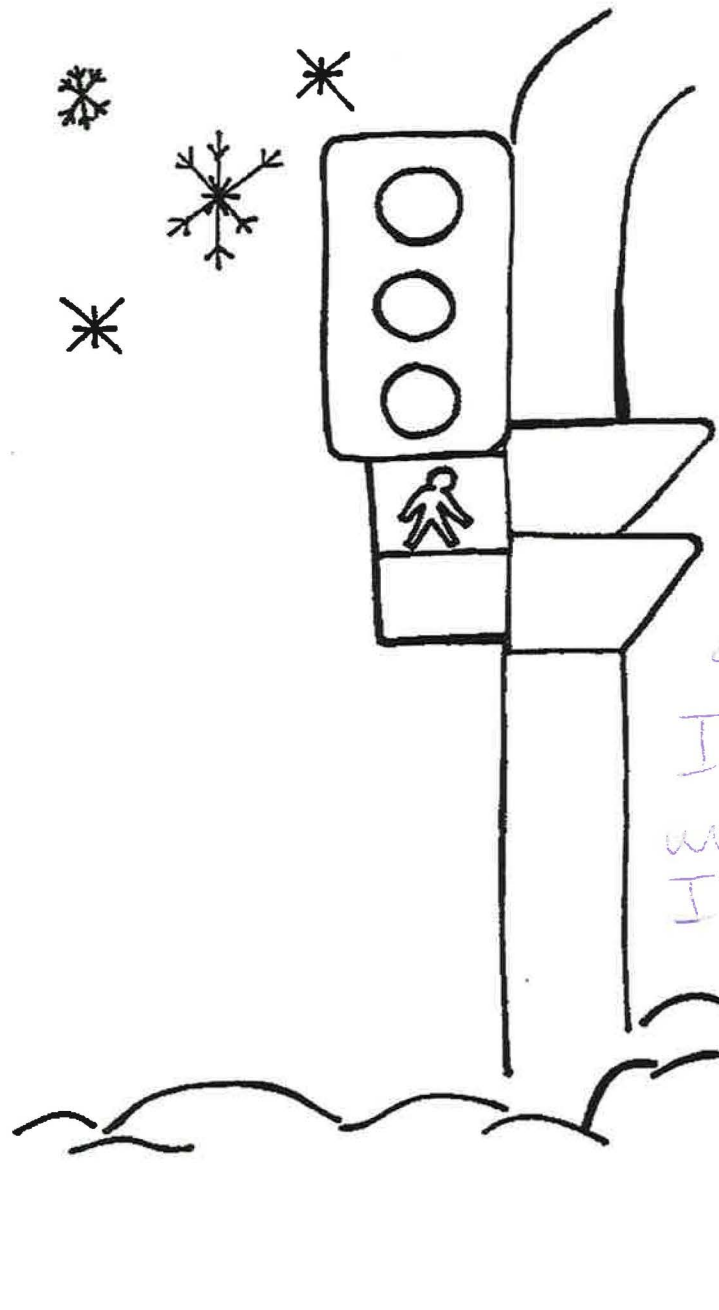
Has **snow** and **ice** affected your ability to get around? Please tell us about it....



Using a walker I walk
to as many places as I can.
The sidewalks are cleared
and possible that the street
and snow on the intersection
is very slippery and dangerous.
Even if you cannot afford
to plow the roads could you
afford to do the intersections?
Barbara Coulter

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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

Ice & snow packed. cannot use my walker as I have limited mobility. 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 EVERYONE HAS ACCESS CALGARY

MOST TAXI DRIVERS DO NOT 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.

HILDA BOND - 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.

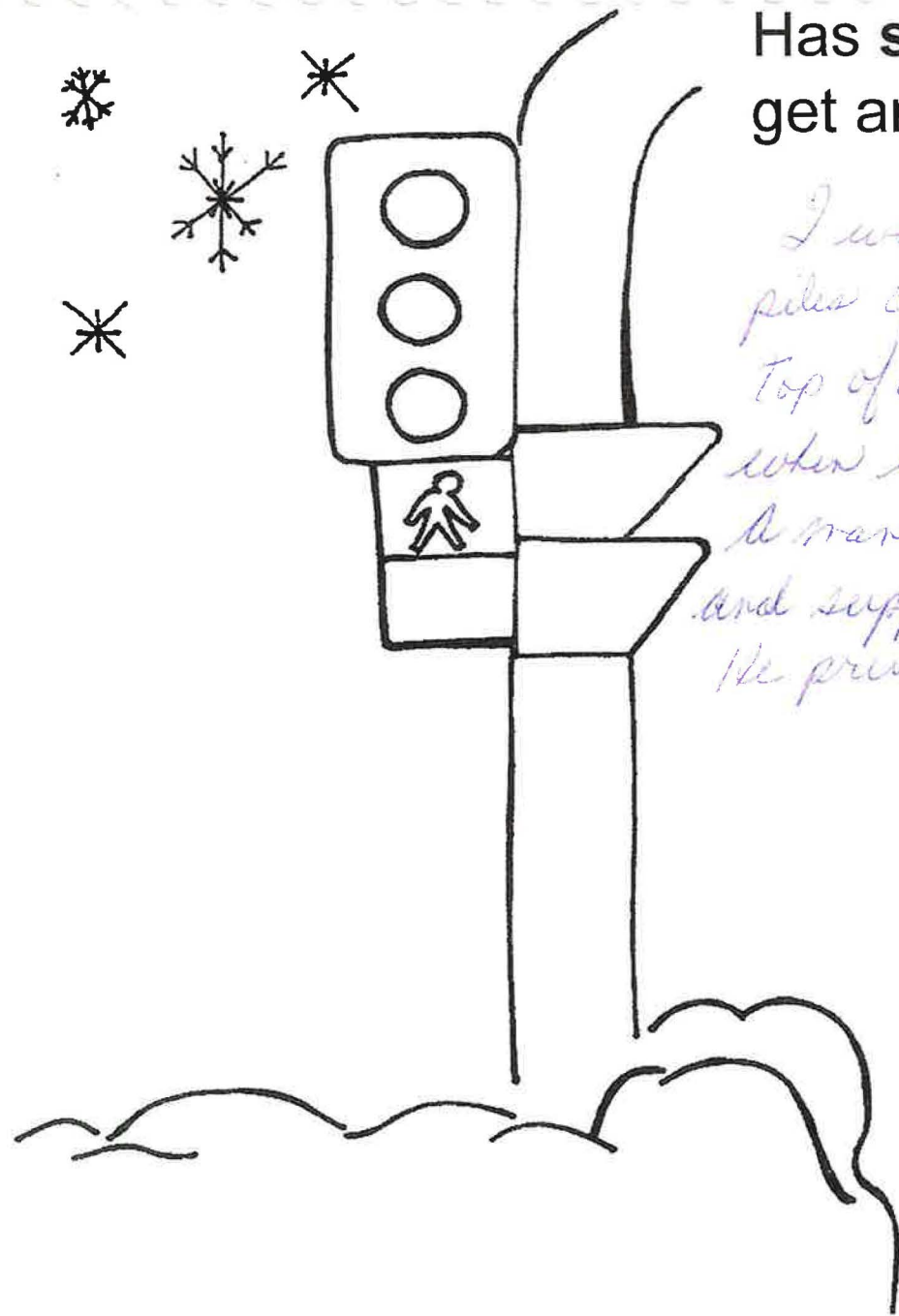
I have to walk very carefully & sometimes missed the bus.

Some porch/^{at} The sidewalk at the bus stops are not snowed & it is hard to get on & off from the bus.

Wichita

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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. He prevented me from a nasty fall into the bus.

Lois Kelly Carter Place
1402 - 602 1 St SE
Calgary AB T2C 4W4

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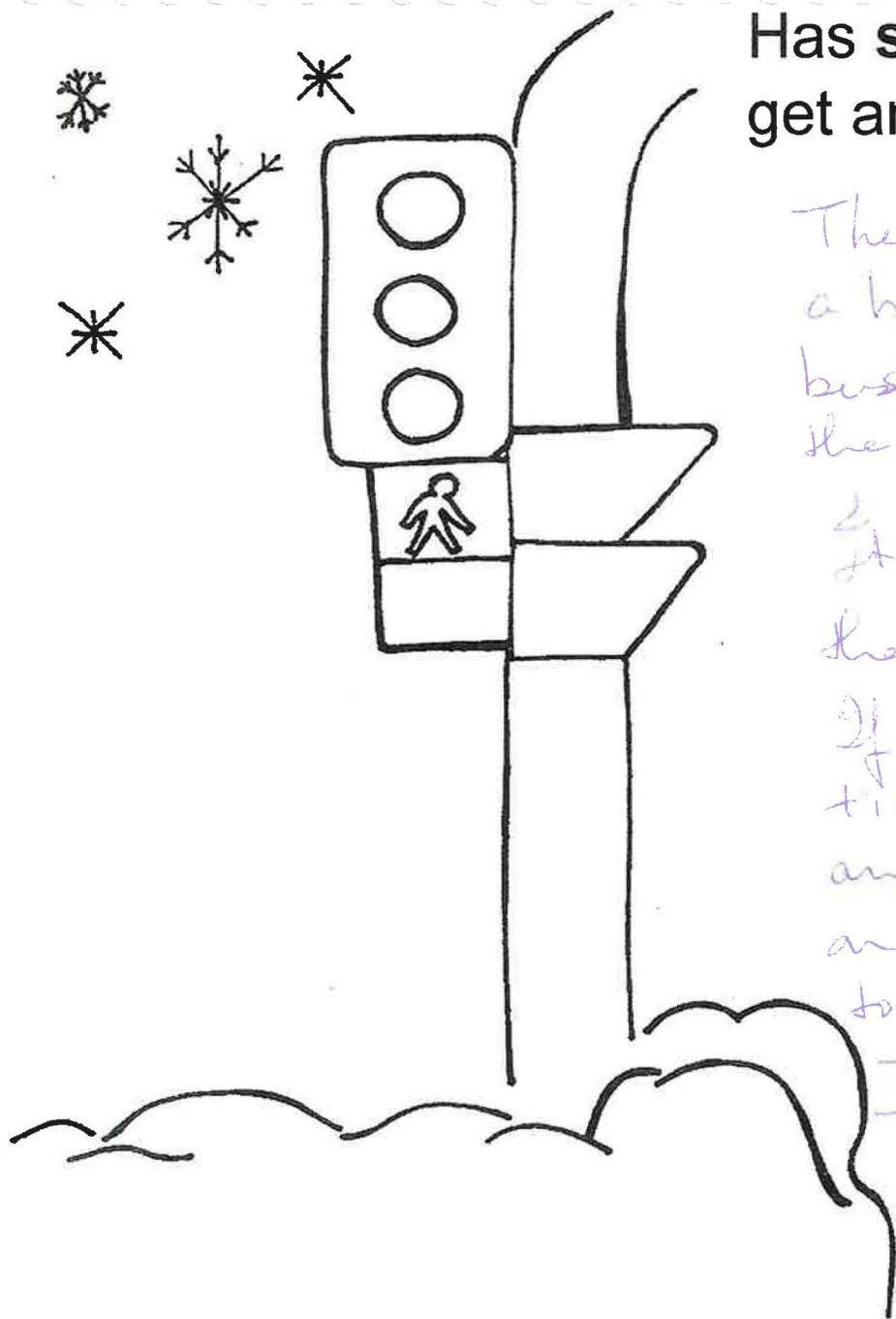
yes I am not able to get on and off the bus at the bus stop. I am also unable to cross the roads because of snow and slush on the road. In the month of Feb when we had that great big snow storm I was on my way home from grocery shopping when I step off the bus I fall flat on my face because of the pile up of snow on the side walk. I would appreciate if the City of Calgary would take some serious action towards this. Thank you.

Rowena Withers

East Village Place

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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
- mothers with small children

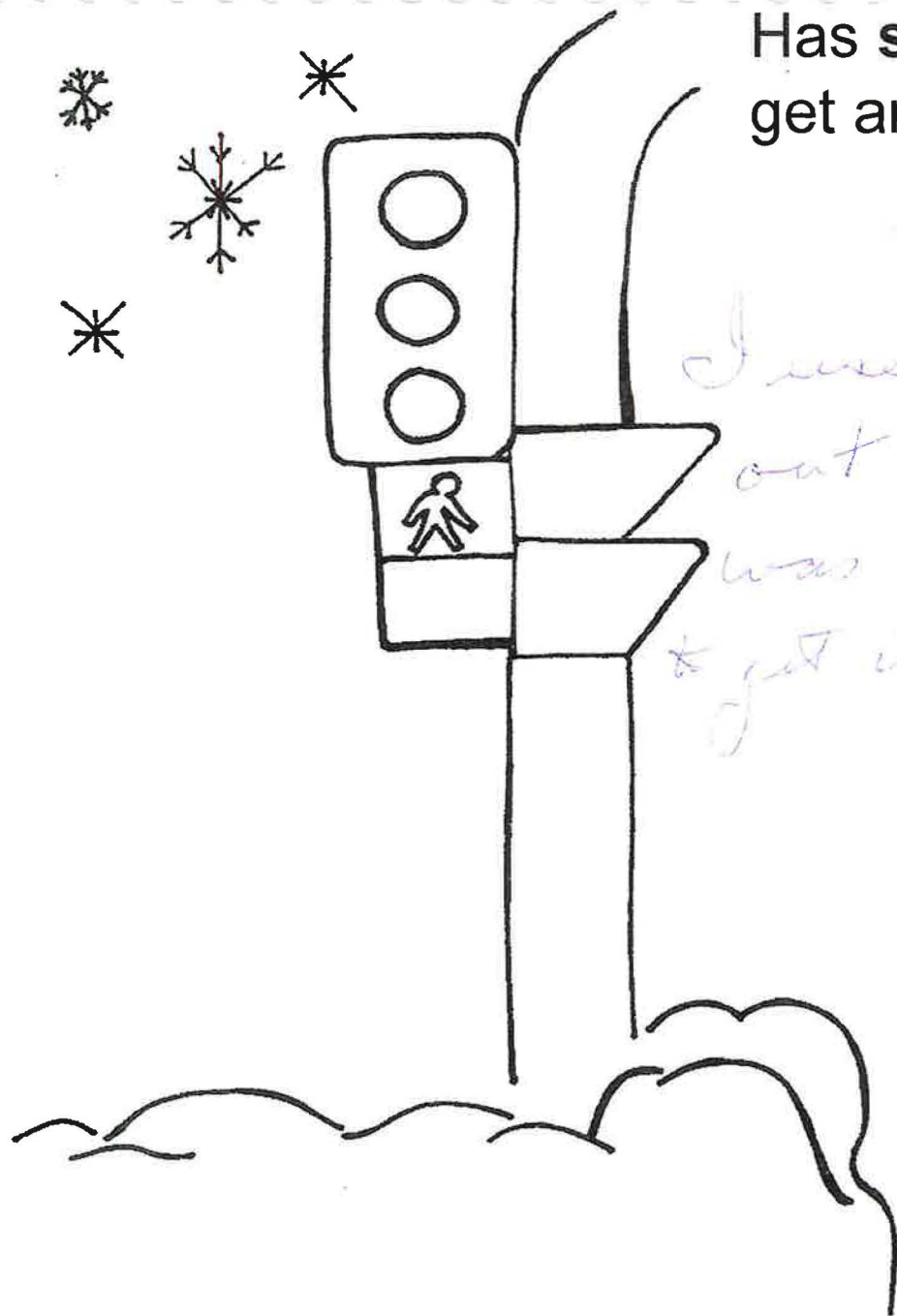
Kim Mee Oh:

N3 East Village

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I have mobility issues.
I use Access. The cut
out in front of our building
was not plowed. Very difficult
to get in and out for every body.

Beverly Carter

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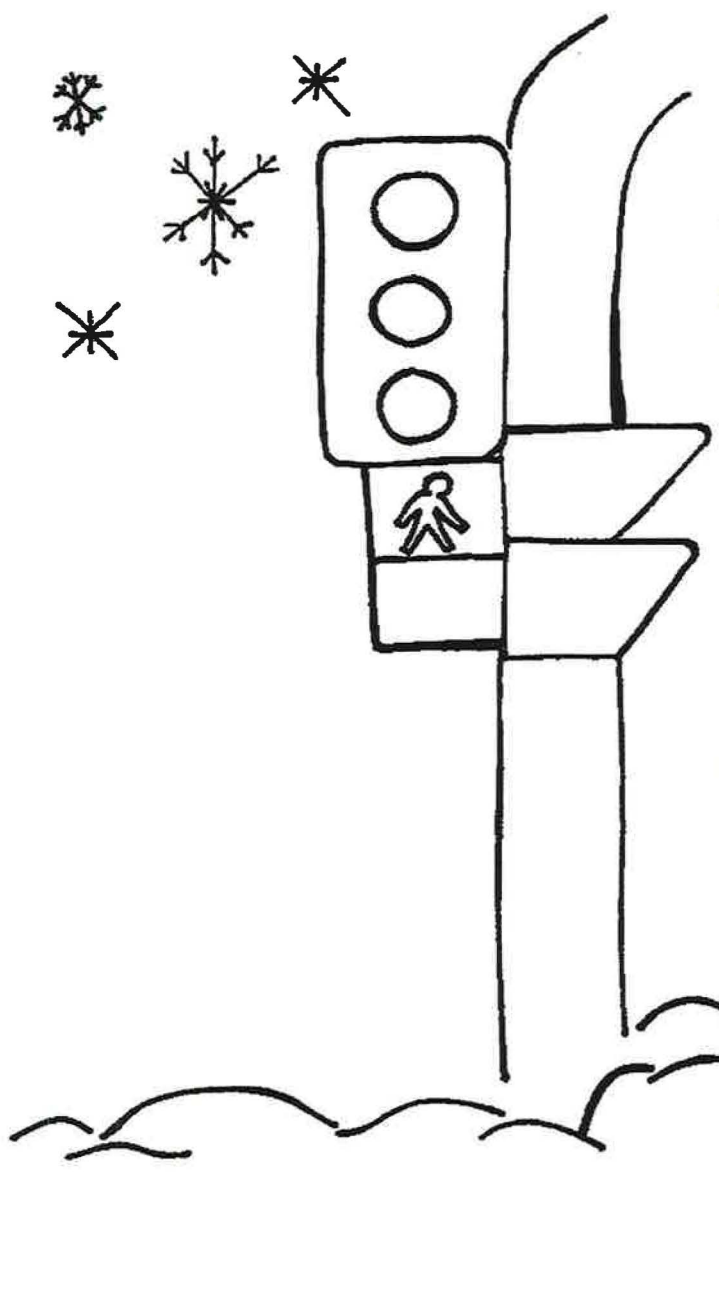
Snow piled up at bus stops that you just sink to knee.

Busses stopping two feet from curb so because of ice ruts leaving people to step down into the ice. 2 slips this winter on icy sidewalks.

Maia Kennedy

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I am a ^{bus} 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 authorities 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-REVELS

Thank you for
your cooperation

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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 to 1st St S.W. (uncertain of that). To enter the bus my 10" high boots got ^{exactly!} snow in them as neither the sidewalk 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!

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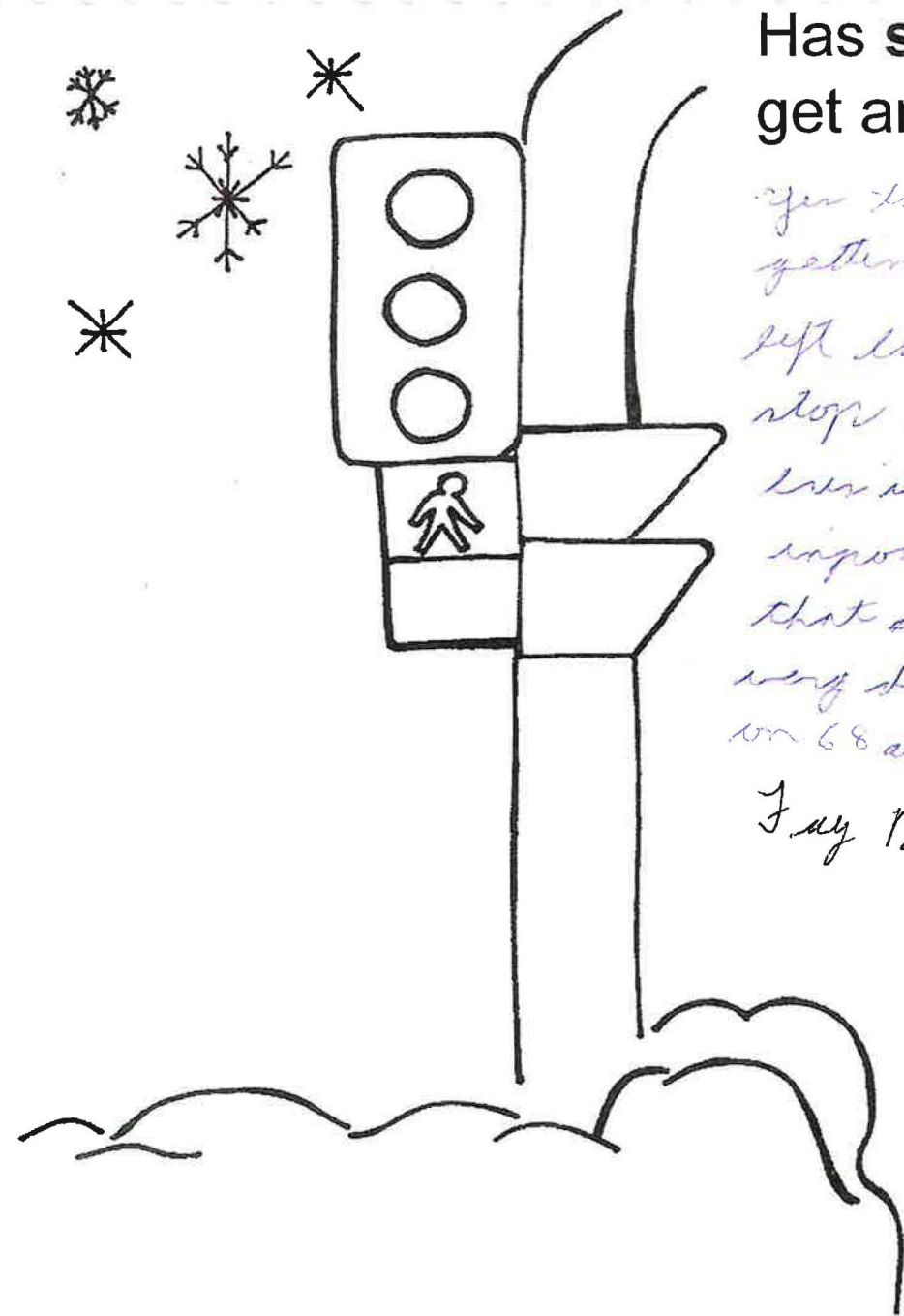
Because it was perilous, I often chose not to leave my place unless I absolutely had to!!
If you feel comfortable, please include your name and community.

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 ~~issue~~ 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 caregiver I found that a lot of the sidewalks and curbs were very difficult to get him out and about. This was on 68 ave S.W.

Fay Bennett apt. 511 602 1st St. S.E.
Carter Place.



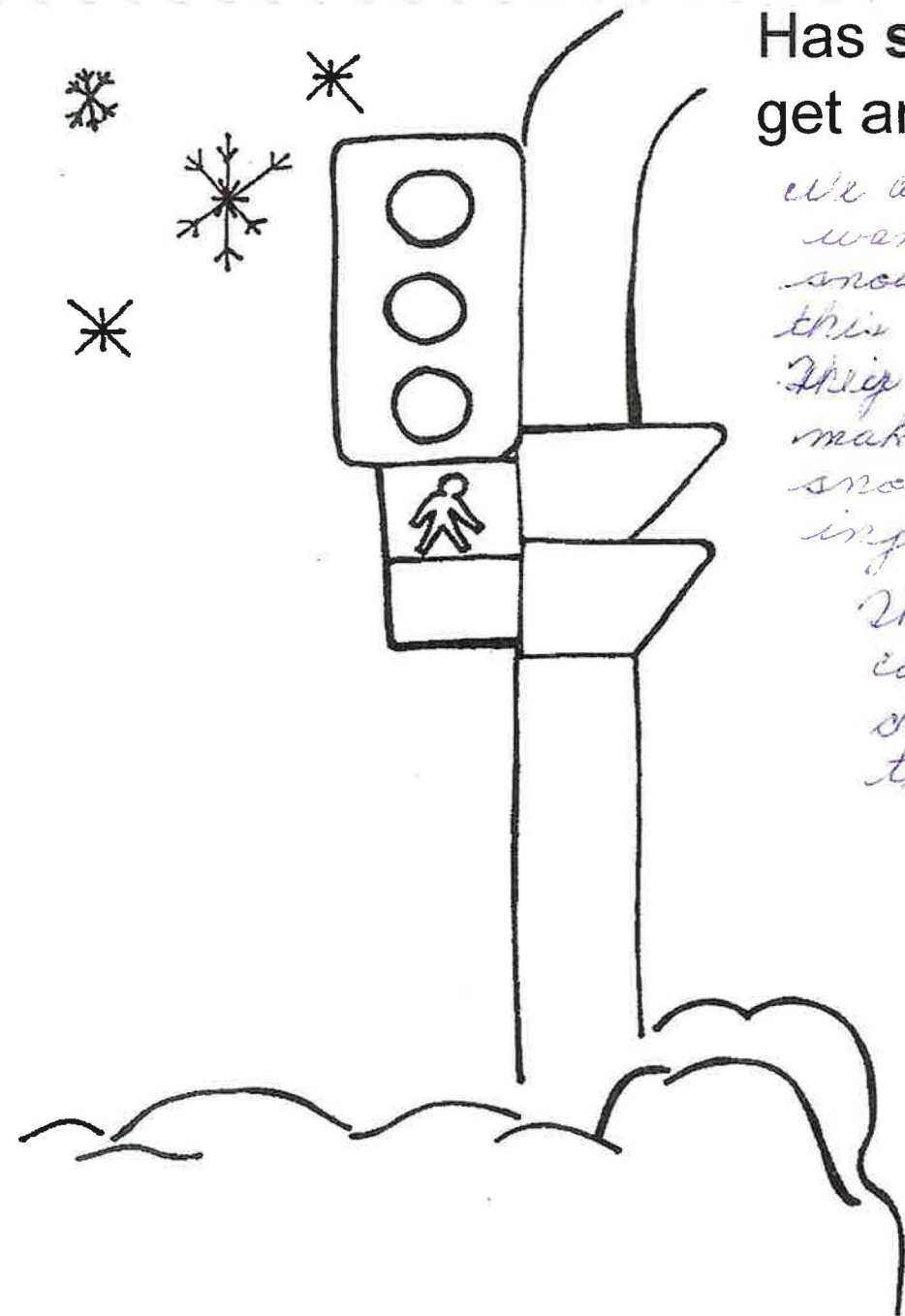
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We are seniors living at Carter place, and want to make a complaint about the snow ploughed up at the intersections this winter, where we cross at the lights. They left no openings, and we had to make our way over icy banks of snow, hoping not to fall 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 Duguay
602 - 1st St. S.E.
Calgary*



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