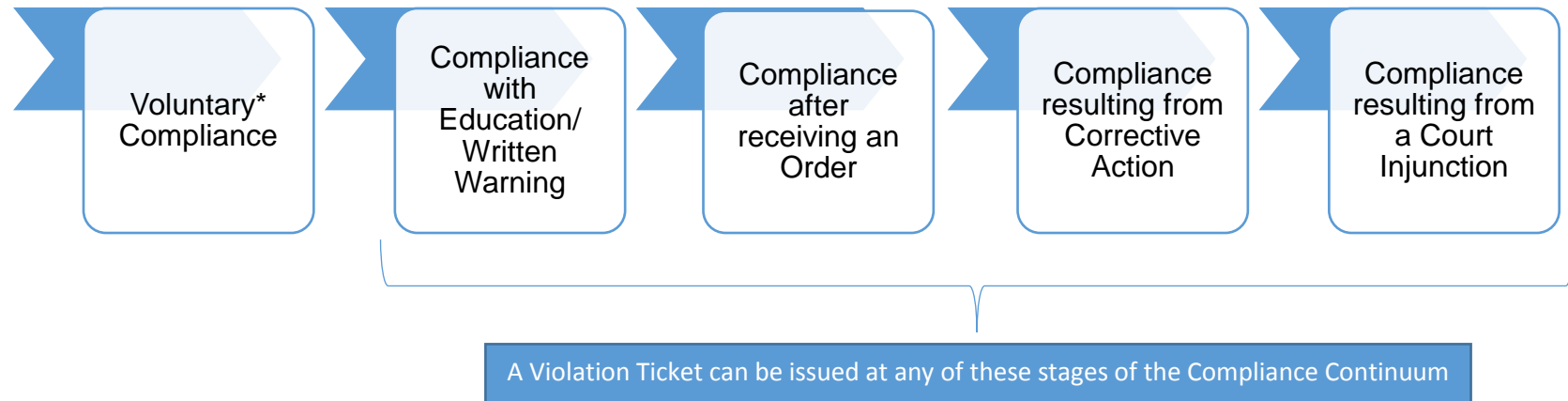


Compliance Continuum

Voluntary through to Court Ordered Compliance of Municipal Bylaws



*The goal of Calgary Community Standards is to gain perpetual voluntary compliance

The Compliance Continuum is a general overview of how enforcement staff can gain compliance for Municipal Bylaws. Each bylaw is unique and may apply to a person, vehicle, private property, or public property. Not all components of the Compliance Continuum apply to every bylaw or situation and they should not be viewed as required in every case.

Each of the components of the Compliance Continuum are described below;

- **Voluntary Compliance**

Citizens of Calgary, property owners, and those conducting work around the city are generally very respectful of the bylaws in place. Most voluntarily follow bylaws without the need for one-on-one education or enforcement. Public awareness campaigns and other outreach activities help to maintain high levels of voluntary compliance.

- **Compliance with Education/Written Warning**

Upon receiving a complaint from the public, a referring body (internal or external), or upon viewing a contravention directly, a Community Peace Officer may choose to speak to the person(s) involved to help them understand the

reason for the bylaw and how a change may be made to achieve compliance. Education can take many forms ranging from having a conversation with someone, giving them a verbal warning, to issuing a written warning. In some cases, enforcement staff may not have the opportunity to educate or issue a warning such as when dealing with a vehicle where the registered owner/operator is not present.

- **Compliance after receiving an Order**

A Community Peace Officer may choose to use an order when seeking compliance on private property. Orders can be given to a person at the property, posted to the property, and/or mailed to the property owner. After the appropriate time has passed, the officer will return to the property to ensure compliance. In the majority of cases, the officer finds compliance with the order.

- **Compliance resulting from Corrective Action taken by The City**

When a Community Peace Officer has issued an order and given the appropriate amount of time for compliance, however, the property owner or person in question has not complied, they can send the issue for corrective action. Corrective action can be taken for contraventions such as materials on public property, unsightly conditions, and removal of accumulated or unsafe material. Costs of corrective action can often be billed back to the property owner. In some cases, such as with snow and ice on sidewalks, officers may take corrective action after a written warning. In addition, if the Community Peace Officer can take action without a written warning or order, they may undertake the action themselves or request a third party to take action such as removal of temporary signs or to remedy an emergency situation.

- **Compliance resulting from a Court Injunction**

In select cases it may be necessary for a Community Peace Officer to seek an injunction. Injunctions are usually the result of either a property owner or occupant refusing entry to the property to take corrective action or the need for an ongoing ability to remediate issues due to the history of the property.