

Administrative Inquiry

Date: April 22, 2019

Submitted Councillor: Shane Keating

Re: Street Sweeping and Ticketing

The City of Calgary sweeps over 16,000 lane kilometers of roads each and every spring, a monumental undertaking. Success can only be achieved if each and every resident in the city complies with posted parking restrictions. Vehicles that don't comply with the parking restrictions are ticketed, and in some cases, towed, with the goal of increasing compliance. However, the number of tickets handed out so far this year has far exceeded the number of tickets handed out for the entire street sweeping season in 2018.

Street sweeping the immense length of lane kilometers obviously requires tremendous advanced planning. Give that the early portion of the street sweeping program can typically see a number of weather conditions, including snow, the advanced plans may need to change due to weather conditions. Given this, contingencies seem like they would likely be planned and notice of street sweeping dates should, theoretically, be able to be given in fairly advanced notice.

The street sweeping program typically has a 6 a.m. start time in residential neighbourhoods, well before the morning commute starts for most residents. In addition, the bylaw currently allows for street sweeping signage to be placed out a minimum of 12 hours before street sweeping is scheduled to start. This could result in a person arriving home from the commute before 6 p.m., only to have the signs go up just before 6 p.m., indicating street sweeping would be occurring at 6 a.m. the next morning. In these situations, residents may have no idea until it is too late.

My office has heard a significant number of complaints involving the sudden change of dates in street sweeping, for example being scheduled on April 2nd and 3rd only to have it pushed back to April 4th and 5th. In some instances, we have heard that the Calgary Parking Authority (CPA) went through and issued tickets on the originally planned date, though Roads had since changed the schedule.

Given this, I have a number of questions to be answered by the Roads department and the CPA.

My questions are as follows:


- Can the planned schedule be released at least two weeks before street sweeping starts?
 - To manage weather, could alternate dates be included at the end of the street sweeping program? I.e. if it snows on your planned day, it simply gets bumped to a known date at the end.
- Is 12 hours prior to street sweeping sufficient time to alert residents of street sweeping?
 - Is there a reason that street sweeping cannot be alerted with 48 to 72 hours' notice?
- Are considerations given to locations where street parking may be required at certain times, including areas of worship, drop-off/pick-up zones for schools, businesses located in residential areas that may have limited parking lots, etc?

For example, street sweeping was planned on a Sunday around St. Albert the Great, a large church in McKenzie Towne.
- How can sudden changes in street sweeping dates be avoided?
 - If these changes do happen, are they properly communicated to CPA?
 - In situations where CPA incorrectly went through a neighbourhood after dates had been changed, how is it communicating the recall of tickets?
 - Will tickets paid be automatically refunded?
- If street sweeping is ahead of schedule, does Roads simply bump up the dates for the next scheduled community if it is able within 12 hours? If it is behind, does it then push back the next scheduled community?
- In the opinion of Roads and the CPA, is there a communication issue given the amount of non-compliance this year?
- Can CPA revenue related to street sweeping tickets be directed to improving communication for street sweeping?

i.e. 19,345 tickets means at least \$1,547,600 in revenue. Can this money be

directed to increased signage, earlier displays, improved communication, re-sweeping streets with low initial compliance?

- If a street has been completed and is marked complete on the Roads website, though the parking ban is still in place for the community, is it reasonable that residents should be able to park on the street?



(signature)