

2019 May 14

ISC: Protected

To: Councillor Keating

From: Troy McLeod, Director, Roads

Re: Administrative Inquiry - Street Sweeping and Ticketing

The City of Calgary's Street Sweeping program started on April 1, 2019 and gives The City an opportunity to clean up materials related to winter operations and other debris. The City partners with the Calgary Parking Authority (CPA) to ensure signage is properly in place and to enforce parking bans on roadways.

The City of Calgary Roads Business Unit (Roads) performs street sweeping operations on over 16,000 lane kilometres of Calgary's roadways. Over 43,000 tonnes of material was applied to roadways over the 2018/19 winter season and this material was necessary to keep roads safe during winter and as a result, must be removed during the annual Spring Clean-Up program.

- **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.**

Roads provides the full schedule for the entire city prior to starting the Spring Clean-up Program. This information is available online and there is an email and text notification system in place that notifies citizens 24 hours prior to the scheduled sweeping date.

Community signage is typically in place several days before sweeping occurs so Calgarians are aware of upcoming sweeping dates. Long-range weather forecasts are assessed to determine optimal timing to start the annual program. Due to late snowfall in 2018, Spring Clean-up started on April 23.

The City works to complete the street sweeping program for the following reasons:

- 1) to remove materials that could enter the stormwater system,
- 2) remove material to make roadways safe for pedestrians, motorists and cyclists,
- 3) improve the overall cleanliness of the City.

There are certain locations in the City that are swept early at the request of Water Services to minimize sediments entering the stormwater system. Historically, the sweeping sequence is reversed each year for all communities. In the past, The City received citizen complaints about why some streets received sweeping service last. By reversing the order each year, the cleaning schedule is more balanced for all citizens. Roads will assess providing alternate dates for some locations to the end of the schedule to avoid shifting the entire program.

- **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?**

Residents are required to remove their vehicles for the duration of a parking ban, as indicated by the signage placed around the community. Calgary Parking Authority is using a combination

of photo and manual enforcement to issue tickets; tickets may be received on the vehicle's windshield or in the mail.

Roads currently provides 24-72 hours notice to residents when placing community signs. The online notification system and map also provides the planned dates of sweeping for the entire program which gives suitable advanced notice. The 12 hour period is the minimum inspection period CPA uses prior to enforcement that confirms restrictions are in place.

- **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.**

Roads is aware of these areas and plans around these locations to minimize conflicts. Sometimes pre-sweeping occurs in these areas or staff return after the main sweeping program to conduct a re-sweep. Roads also identifies places of worship and schedules cleaning activities away from these areas during busy times.

CPA avoids performing street sweeping enforcement in designated drop-off and pick-up areas around schools during peak pick-up and drop-off times. CPA focusses on parked vehicles which prohibit street cleaning, not commuter traffic.

- **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?**

Changes to program schedules are primarily the result of inclement weather or equipment breakdowns and are challenging to avoid. Parked vehicles are the biggest issue that impact how fast The City can conduct sweeping. Over the years, The City has adjusted the amount of work that can be completed in a day in certain areas to accommodate many parked vehicles.

CPA has access to all sweeping schedules. At least 12 hours before sweeping occurs, CPA will send staff to the designated area to ensure the signage is enforceable prior to sending out staff the next day. If the signage is incorrect, photo enforcement will not take place.

In the event that a scanning error is discovered, all attempts would be made to delete the scans before tickets are issued. If an error is discovered after tickets are mailed, these tickets would be cancelled and a refund cheque issued if payment was made.

- **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?**

When an area is swept quicker than expected, crews will conduct a pre-sweep of the next day's work or other locations as required. If they conduct a pre-sweep of the next day's work, they will go back to the location the next day as scheduled. During a pre-sweep, vehicles that are parked are not subject to enforcement.

If the crews are ahead by a full day, signs will be posted at least 24 hours in advance. If the crews are behind, the next location will be pushed back.

- **In the opinion of Roads and the CPA, is there a communication issue given the amount of non-compliance this year?**

In 2018, The City launched a new, more visible street sign. Signs are placed on neighbourhood streets at least 12 hours prior to sweeping and are verified for accuracy by Calgary Parking Authority prior to ticketing. Over the past few years, The City has also improved online tools for street sweeping updates, including an address lookup and street sweeping map on Calgary.ca. A media kick-off event was held on Friday, March 29, and several communications channels including television, radio, multicultural radio, newspaper, social media and digital advertising are also scheduled throughout the duration of the Spring Clean-up program.

The City of Calgary has identified compliance issues on residential streets during parking bans for several years. This year, CPA is utilizing more photo enforcement vehicles to encourage compliance, after using a combination of photo and manual enforcement in 2018. As this is a much more efficient method than relying on manual enforcement alone, it has contributed to the increased level of tickets in 2019.

- **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?**

100% of the net revenue generated from all parking tickets is returned to The City of Calgary's general fund. This money is used by The City in the interests of all taxpayers. Council can direct general funds to be allocated to improve sweeping operations.

- **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?**

Yes, The City will review lifting parking bans early and will incorporate new communications to advise Calgarians that their block is completed through online notifications. In some areas, sweeping plans require up to six passes on a roadway, three on each side. Residents may not be aware of this procedure and may pre-emptively move vehicles too soon. It is recommended motorists obey restrictions as posted to allow crews to complete sweeping.

Should you have any further questions regarding this topic, please do not hesitate to contact me.

Sincerely,



Troy McLeod, P.Eng.
Director, Roads