



Snow and Ice Control Removal FAQ – Streets Bylaw (20M88 – Section 67)

Q1. How long do people have to clear their sidewalks after a snow fall?

- Snow and ice removal is regulated under the [PDF Street Bylaw](#) (under section 67).
- Property owners are required to clear the sidewalk in front of their property and pathways adjacent to their property down to bare pavement within 24 hours from the end of the last snowfall.
- Property owners are responsible for clearing up to the property line.

Q2. How do you determine when a snow fall ends, since weather patterns can vary across Calgary?

- The City goes by the Environment Canada web site to determine when the snowfall is reported to have ended. 311 will not log calls for complaints for snow removal until after this 24-hour period has passed.

Q3. How are complaints handled at The City?

- Once the 24-hour deadline has elapsed, 311 will forward the call on to the appropriate business unit or department.
- If a sidewalk or pathway is in front of or adjacent to a privately-owned property, they will forward the complaint to Community Standards. A Community Standards officer will inspect the sidewalk. If the snow and ice has not been cleared, the officer will leave a warning at the property giving the owner 24 hours to comply. The officer then returns 24 hours later and if the owner has not complied, the officer will assign the snow and ice removal to a contractor and the property owner will be charged for the service.

Q4. Who is responsible for commercial properties?

- Property owners, whether commercial or residential, are responsible for clearing snow from sidewalks.
- If 311 can determine if the sidewalk is not in front of a private property (including a commercially owned property), will refer the call to the appropriate department or business unit.
- The City is responsible for clearing sidewalks that are not in front of privately owned properties and pathways not adjacent to the private property.

Q5. Who is responsible for clearing community mail boxes?

- Canada Post may clear snow from around their community mailboxes, however they are not considered responsible for clearing the sidewalk adjacent to the mailbox as they would not be considered the property owner.

Q6. Who is responsible for clearing the snow away from fire hydrants?

- Property owners are encouraged to clear snow away from hydrants that are near their properties as a public service to help the fire department respond to emergencies as quickly as possible. However, their responsibility only includes sidewalk and pathways.

Q7. Every year we have cases where citizens get impatient waiting for The City to clear snow on residential streets. Are citizens or private snow removal companies allowed to clear their street?

- Citizens and businesses are not permitted to remove snow from a roadway. As this falls under the responsibility of Roads crews, citizens should call 311 to log a complaint regarding snow and ice on roadways, or for more information.
- While there is nothing in the Snow Removal or Traffic Bylaws regarding private clearing of roadways, the issue is one of damage to roadways. Vehicles that could be used for snow removal can damage roadways and the driver is responsible for the damages. As this is not covered under a bylaw, there is no fine that can be issued under the bylaw.
- Fines that would apply to vehicles used for snow removal would be issued under Provincial laws for offenses such as driving without the appropriate permits. For example, since a Bobcat is a slow-moving vehicle, it would require a permit for road use.

Q8. What about using heavier equipment to clear sidewalks. Is something like a Bobcat allowed on sidewalks?

- Section 42 of the Traffic Bylaw does not allow a motor vehicle to be operated on a city sidewalk where it is not designed or constructed for vehicular travel. The fine is \$25.
- A vehicle such as a Bobcat is not permitted to be used on a sidewalk, except in conjunction with construction sites where permits have been obtained for street use.

More information on [bylaws related to snow and ice](#) can be found on www.calgary.ca.

City of Calgary Media contact:

Phone: 403-828-2954

Email: Media.Relations@calgary.ca