

File No.: 04-1000-20-2021-110

March 30, 2021

s.22(1)

Dear s.22(1)

Re: **Request for Access to Records under the Freedom of Information and Protection of Privacy Act (the "Act")**

I am responding to your request of February 16, 2021 for:

- 1) **Record confirming the City of Vancouver owns the sidewalk adjacent to the 500-block of Burrard Street.**
- 2) **Most recent inspection policies with respect to inspecting City sidewalks for snow and ice.**
- 3) **If there are no records pertaining to Point two above, record as to why there is no snow and ice inspection policy, including any Council decisions and/or resolutions, minutes from any Council meetings, budgetary considerations, etc.**

All responsive records are attached for parts two and three of your request. Some information in the records has been severed, (blacked out), under s.15(1)(l) and s.22(1) of the Act. You can read or download this section here:

http://www.bclaws.ca/EPLibraries/bclaws_new/document/ID/freeside/96165_00

Please note that the Land Survey Branch informed our office that there are no records in response to point one of your request; however, Section 289 of the Vancouver Charter speaks to the ownership of sidewalks, and can be read here:

https://www.bclaws.gov.bc.ca/civix/document/id/complete/statreg/vanch_09#section289.

Under section 52 of the Act you may ask the Information & Privacy Commissioner to review any matter related to the City's response to your request. The Act allows you 30 business days from the date you receive this notice to request a review by writing to: Office of the Information & Privacy Commissioner, info@oipc.bc.ca or by phoning 250-387-5629.

If you request a review, please provide the Commissioner's office with: 1) the request number assigned to your request (#04-1000-20-2021-110); 2) a copy of this letter; 3) a copy of your original request for information sent to the City of Vancouver; and 4) detailed reasons or grounds on which you are seeking the review.

Please do not hesitate to contact the Freedom of Information Office at foi@vancouver.ca if you have any questions.

Yours truly,

[Signature on file]

Barbara J. Van Fraassen, BA
Director, Access to Information & Privacy

Barbara.vanfraassen@vancouver.ca
453 W. 12th Avenue Vancouver BC V5Y 1V4

*If you have any questions, please email us at foi@vancouver.ca and we will respond to you as soon as possible. Or you can call the FOI Case Manager at 604.871.6584.

Encl.

:kt



REMOVAL OF SNOW OR ICE FROM SIDEWALK BYLAW INSPECTION AND ENFORCEMENT PROCEDURES

Engineering Technicians Manual

**Engineering Services
Kent Materials Branch**

Revision: October 2018

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1. INTRODUCTION

1.1. PURPOSE

This manual describes the system of enforcement under the section 76 of the Street and Traffic Bylaw No. 2849, which regulates the removal of snow and ice from sidewalks. This bylaw section is reproduced in Appendix I. The bylaw requires property owners or occupiers to clear snow and ice from the full width of sidewalks adjacent to their properties, not later than 10:00 am every day.

1.2. SCOPE

This manual describes the elements of the enforcement system and the duties of the Engineering Kent Services staff in its operation. There are four basic elements as follows:

- a) Support to Corporate Communications for media publicity (e.g. newspapers, radio, social media, etc.).
- b) Inspection, record keeping and hand delivery of courtesy notice cards/reminders to property owners and/or occupiers who did not clean the sidewalk(s) adjacent to their property after a snowfall.
- c) Follow-up compliance check inspections and record keeping.
- d) Prosecution, including referral and support to the City Prosecutor and attendance in court as a witness as required.

The bylaw enforcement system is conducted as funding and resources allow. The City has no obligation to inspect the condition of the sidewalks after snowfalls or to deliver notice cards to property owners and/or occupiers reminding of their obligation under the bylaw. The delivery of the notice cards is only a courtesy service on behalf of the City.

1.3. BACKGROUND

The purpose of section 76 of the Street and Traffic Bylaw is to help ensure safe access for pedestrians. The City of Vancouver requires property owners or occupiers to clear the full width of their sidewalks of snow and ice after a snowfall to enable safe passage along the sidewalk and encourages property owners or occupiers to help others who may not be able to clear their sidewalks.

However, where sidewalks have not been cleared, accidents can and do occur. Prosecution is a useful tool to increase community compliance and thereby reduce accidents. When the City prosecutes those who do not clear sidewalks or defends injury claims, the City must describe its enforcement system and present its records. This manual clarifies the enforcement and record keeping procedures.

1.4. AUTHORITY AND ORGANIZATION

The Director of Streets Division has overall authority for the system. The responsibility for the operation of the system has been assigned to the Manager of the Kent Materials Branch of the Green Operations Division. Day to day coordination, implementation and record keeping is assigned to the Construction Inspectors Supervisor.

1.5. FUNDING AND COSTS

All costs are charged to a Work Order number supplied by the Streets Operations Branch. Typically a Work Order is created for costs incurred in the fall period and a separate Work Order is created for the costs incurred in the spring period.

1.6. REVISIONS

The manual will be reviewed and updated periodically. The latest revision date will be shown on the front cover.

1.7. DISTRIBUTION

The manual will be distributed as follows:

Recipients	Copies
Director, Green Operations	1
Director, Streets	1
Manager, Kent Materials Branch (KMB)	1
Manager, Streets Operations	3
Manager, Streets Design	1
Manager, Utilities	1
Manager, Land Survey	1
Manager, Streets Activities	1
Manager, Parking Operations & Enforcement	4
City Prosecutor	1
Legal Services	1
Risk Management	1
Corporate Communications	1
311 Contact Centre	1
Construction Inspectors	6
TOTAL	25

2. MEDIA PUBLICITY

2.1. DESCRIPTION

Corporate Communications, in consultation with the Manager, KMB will develop the message to be sent out and determine which media outlets will be used to get the message out (newspaper publications, website, social media, radio, etc.).

A sample advertisement is shown in Appendix VIII. The ad will be placed through the Communications Coordinator, and the account to be charged will be provided by the Manager, KMB.

Corporate Communications will call the Manager of Streets Operations for updates on the road conditions in the City after or during a snowfall. They will be responsible to contact the media (e.g. radio stations for any broadcasts).

2.2. TIMING

The advertisement is normally inserted in December but can be inserted earlier dependent upon weather forecasts and frequency is weather dependent.

2.3. AUTHORITY

The advertisement is usually authorized by the Manager of Kent Materials Branch in consultation with Corporate Communications.

3. DELIVERY OF NOTICES

3.1. DESCRIPTION

The procedure consists of hand delivery of courtesy notice cards (reminders) to owners and/or occupiers of properties where the sidewalk(s) has/have not been cleared. Sample cards are shown in Appendix II. Details of the card delivery are described in section 3.6.

3.2. TIMING

The distribution of notices usually begins on the day after a significant snowfall, **after 10am**. It will continue until completed depending on resources available or until conditions improve, whichever occurs first.

3.3. AUTHORITY

The distribution of notices is initiated by the Construction Inspectors Supervisor in consultation with the Manager of Kent Materials Branch.

The Construction Inspectors Supervisor is responsible for collecting and maintaining records (notes, photos) of the areas where notices were handed out. The Construction Inspectors Supervisor shall also maintain records of the complaints received from the public.

3.4. DISTRIBUTION OF NOTICES CRITERIA

Notices are issued to properties in areas of the City that have received snow and where the sidewalk has not been cleared of snow or ice as required. Where an obvious effort has been made to clear the sidewalk and only a little snow or ice remains, some judgment is required.

Wherever possible, the notice should be handed to the owner or manager of the premises. Only where such person is not immediately available, should the notice be given to any other resident or employee. If the premises are closed, the notice should be left in the mail slot or affixed to the door/fencing. When a notice is left at a property, a meaningful and specific notation should be recorded on the field report. Photographs should also be taken of the notice in place.

3.5. RECORDS AND SUPPLIES

The Construction Inspectors Supervisor should issue door hangers, field report forms, bylaw violation notices (BVN – more on this later) and provide notice delivery instructions to the inspectors. The Field Report is reproduced in Appendix IV and the instructions for filling out the report are summarized in Appendix III. The supervisor should also provide all necessary supplies and equipment for recording (e.g. digital cameras) to the inspectors.

This should include:

- pens
- clipboard
- camera, charged battery, digital memory card
- masking tape
- City map
- traction cleats or other anti-slip apparatus for shoes/boots
- door hangers

The City will provide some vehicles with the proper tires for Kent staff to use.

The stock of door hangers is to be maintained by the Construction Inspectors Supervisor.

Corporate Communications should be consulted regarding any new design or updates to the door hanger notices.

3.6. DETAILED OPERATION

The Construction Inspectors Supervisor will evaluate the priority areas that require inspection after a snowfall and assign priority inspection routes based

on available resources. Priority will be given to the downtown peninsula, commercial areas and 311 public complaints, in that order.

In case of a vacant lot with no displayed address, the inspectors should describe the location in the field report by using the closest address near the lot. The inspectors should report to the supervisor any vacant lot or real property where the delivery of the notice card was not possible by any means (e.g. mail box, door).

3.6.1. DOWNTOWN PENINSULA

The downtown is handled on a higher level due to the higher pedestrian volumes and should be considered a priority.

Specific routes for handing out of notices are established for the downtown peninsula in case it receives snow. The downtown is divided into 29 routes; 16 of these are designated as priority 1 and the remainder as priority 2. Priority 1 applies to areas of heavy pedestrian traffic (e.g. retail and business districts), while priority 2 applies mainly to residential streets. All downtown routes are shown on one map in Appendix V.

Copies of the downtown route maps are kept on file with the Kent Materials Branch of Engineering Services.

3.6.2. COMMERCIAL AREAS

The City has numerous commercial areas, usually along major streets. These areas should be inspected, as resources permit. When there is non-compliance of the bylaw, photographs should be taken, the field report completed and a notice delivered.

3.6.3. 311 COMPLAINTS

When staffing levels permit, inspectors will be sent to attend, give notice, if applicable, take photographs and add to the field report their findings, in response to 311 complaints. If there are multiple properties in the area of the complaint which are also non-compliant, the inspector should take photographs and add these addresses to their field reports.

3.6.4. PERSONNEL

The operation will be directly supervised by the Construction Inspectors Supervisor. The assignment of staff should be based on the availability of resources and other job priorities. Should additional staff be required, see Section 3.7.

3.6.5. RECORDS

Field Reports as per Appendix IV and other supporting documents (i.e. photos) should be submitted at the end of the day to the Construction Inspectors Supervisor for filing.

3.7. ADDITIONAL PERSONNEL

The present level of service is based on the expectation that the staff assigned above will be able to hand out notices in the downtown peninsula or other commercial areas and deal with complaints - throughout the City. The Construction Inspectors Supervisor in consultation with the Manager of the Kent Materials Branch may decide to reassign inspectors to other areas of the City to deal with complaints as required. However, if resources are short and a backlog of complaints develops, then additional staff would be required. They may be drawn from any Engineering Branches.

BUILDING INSPECTORS	5 (5 HOUR DAYS)	BRANCH MANAGER
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4. FOLLOW-UP AND PROSECUTION

4.1. COMPLIANCE CHECK INSPECTION

The compliance check consists of recording obvious violators (i.e. properties where no effort has been made to clear the sidewalk) and either issuing a BVN or reporting these violators to the City Prosecutor for charge approval.

The Construction Inspectors Supervisor assigns staff to do a follow-up compliance check inspection, based on available resources. The compliance check should give priority to properties in the areas where notices were previously delivered, properties which are unattended, and properties which have been the subject of public complaints. Compliance checks must be made after 10:00am. Where possible, the same inspector who conducted the initial inspection should do the compliance check. However, due to any backlog of complaints through the City, the same inspector may not be assigned to do the compliance check.

Each inspector who observes non-compliance is required to make notes of his or her observations, take photographs, including one of the house/building taking care to include recognizable property attributes and may be required to attend court to give evidence on a prosecution. If the offending property is a single family residence, the inspector will issue a BVN and bring all paperwork back to the office. If the property is a multi-family/apartment/condo building, a commercial building, or a development property, then a Report to Prosecutor reproduced in Appendix VII should be filled out in the field at the time the observations are made. Instructions on completion of this form are provided in Appendix VI.

The Manager, KMB along with the Construction Inspectors' Supervisor may determine that enough time has passed between the last snowfall and the current date. If dangerous snow/ice conditions persist, the decision could be made to proceed directly to the issuing of BVN or completion of Reports to Prosecutor, without delivering a notice. There is no legal requirement to distribute a notice prior to charging. If a particularly dangerous situation or a repeat offender is encountered, then a Report to Prosecutor and other supporting documents (Field Report, photos) should be submitted to the City Prosecutor despite the absence of a prior notice.

4.2. PROSECUTION

If the City Prosecutor approves charges under section 76, the inspector(s) carrying out the follow up inspection(s) may be required to testify as to their observations and any conversation they may have had with the defendant or his/her representative. It is extremely important that accurate and detailed notes are made and retained for this purpose.

4.3. UNATTENDED PROPERTIES

Property owners are responsible to inform themselves of relevant by-laws. Notices in the local newspapers, on radio, on social media have also been made. This is sufficient to proceed with charge requests.

4.4. REQUEST FOR PROSECUTION

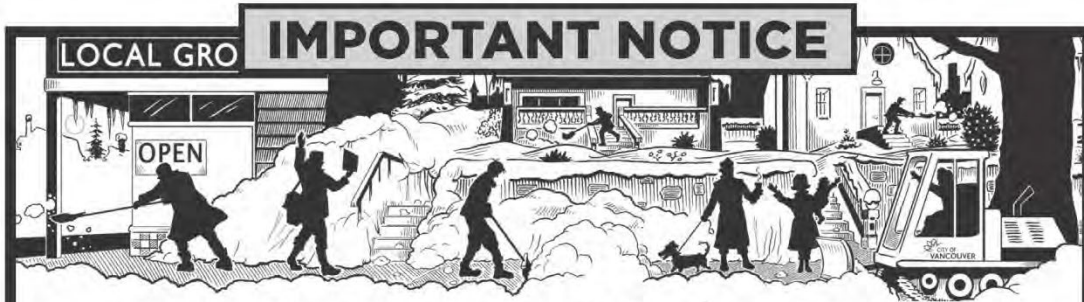
The Manager of Kent Materials Branch will determine which violators to forward to the office of the City Prosecutor for prosecution. It is important that prosecutions proceed without delay. Therefore, all inspectors should complete their reports and submit them to the Construction Inspectors Supervisor at the end of each day. The Construction Inspectors Supervisor will determine when/where to do compliance/follow up inspections based on available resources and priorities.

**APPENDIX I : REMOVAL OF SNOW OR ICE FROM SIDEWALK BYLAW
SECTIONS (FROM THE STREET AND TRAFFIC BYLAW No. 2849)**

76. THE OWNER OR OCCUPIER OF ANY PARCEL OF REAL PROPERTY SHALL, NOT LATER THAN 10:00 A.M. EVERY DAY, REMOVE SNOW AND ICE FROM ANY SIDEWALK ADJACENT TO SUCH PARCEL FOR A DISTANCE THAT COINCIDES WITH THE PARCEL'S PROPERTY LINE AND FOR THE FULL WIDTH OF THE SIDEWALK.
- 76A. IF AN OWNER OR OCCUPIER OF ANY PARCEL OF REAL PROPERTY FAILS TO REMOVE SNOW AND ICE, AS REQUIRED BY SECTION 76, THE CITY ENGINEER MAY AUTHORIZE THE REMOVAL BY ANOTHER PERSON AND THE COSTS OF SUCH REMOVAL SHALL BE AT THE EXPENSE OF THE OWNER OR OCCUPIER AS THE CASE MAY BE, AND THE CITY MAY RECOVER SUCH EXPENSE BY ACTION IN A COURT OF COMPETENT JURISDICTION.

SINGLE FAMILY HOMES

FRONT NOTICE



**Do your part to keep
Vancouver's sidewalks clear**

Please clear the ice and snow from your sidewalk.


All property owners and occupants (tenants) must clear ice and snow from the sidewalks adjacent to their property no later than **10 am, seven days a week.**

You may be fined for not doing so.*

Please note: you must clear the full width of the sidewalk.

*See Section 76 & 76A of the Street and Traffic Bylaw for details.

FOR MORE INFORMATION: Phone: 3-1-1 TTY: 7-1-1
Outside Vancouver: 604-873-7000 **Visit: vancouver.ca/snow**



BACK NOTICE

Be a Snow Angel

Help your neighbours who may not be able to shovel their own walks

Tips to be snow smart:

- Have a shovel, warm clothes and de-icing materials handy.
- When you shovel, don't over-exert yourself, use the right equipment and ask someone to help if you need it.
- Wear winter shoes to avoid slips and falls.
- Leave the car at home and take transit or walk to work.
- Move your car off the street if possible so City crews can plow more effectively and you don't get plowed in.
- Plan ahead – it takes longer to get around in bad weather.

FOR MORE INFORMATION:
Phone: 3-1-1 TTY: 7-1-1 Outside Vancouver: 604-873-7000
Visit: vancouver.ca/snow




資料查詢 3-1-1 सहायकी लंदे Hoi chi tiat 3-1-1 Obtenga Información 3-1-1

NOTICE CARD – BUSINESSES AND APARTMENT BUILDINGS

LOCAL GRO

IMPORTANT NOTICE



Remove snow/ice from your sidewalks


Your sidewalk does not appear to have been cleared properly.

All property owners and occupants (tenants) must clear ice and snow from the sidewalks adjacent to their property no later than **10 am, seven days a week**. You may be fined for not doing so, or we may (without further notice) clear the snow or ice and bill you for labour and any other costs*. Please note: you must clear the full width of the sidewalk.

In addition to shovelling your sidewalk, help your community and your neighbourhood by lending a hand to keep our sidewalks clear of ice and snow. BE A SNOW ANGEL.

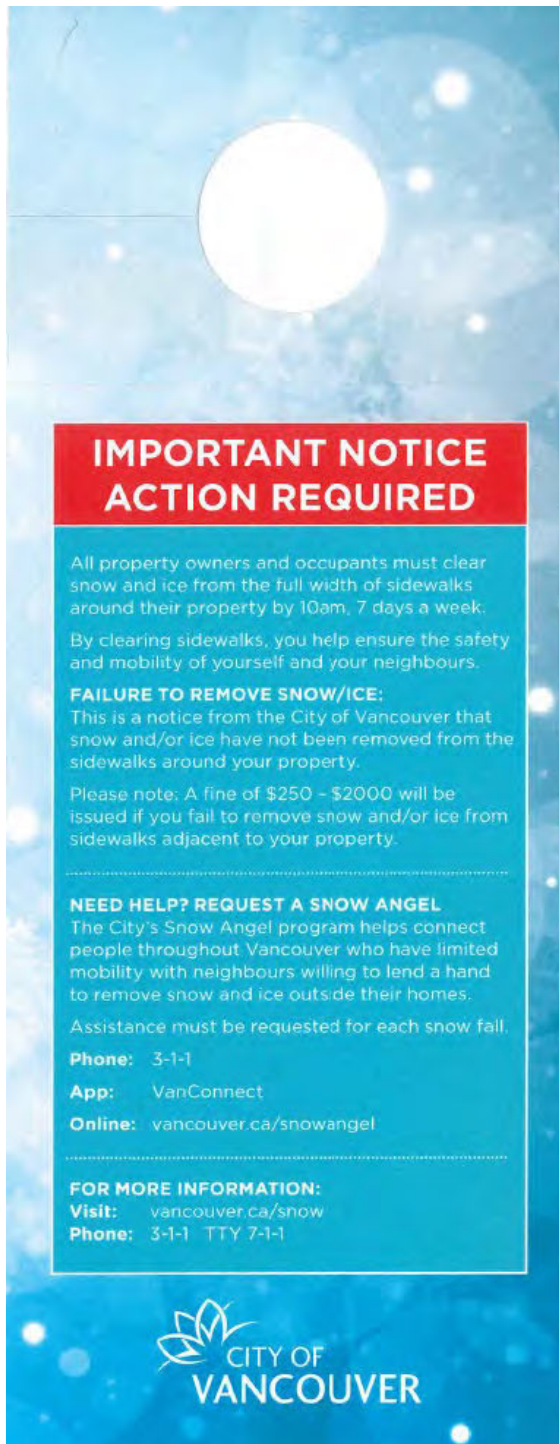
*See Section 76 & 76A of the Street and Traffic Bylaw for details.

FOR MORE INFORMATION: Phone: 3-1-1 TTY: 7-1-1
Outside Vancouver: 604-873-7000 Visit: vancouver.ca/snow



DOOR HANGER

FRONT

The front of the door hanger features a blue background with a white circular hole at the top. Below the hole is a red banner with the text "IMPORTANT NOTICE ACTION REQUIRED". The main body of the hanger is white and contains text in English. At the bottom, there is a logo for the City of Vancouver.

**IMPORTANT NOTICE
ACTION REQUIRED**

All property owners and occupants must clear snow and ice from the full width of sidewalks around their property by 10am, 7 days a week.

By clearing sidewalks, you help ensure the safety and mobility of yourself and your neighbours.

FAILURE TO REMOVE SNOW/ICE:
This is a notice from the City of Vancouver that snow and/or ice have not been removed from the sidewalks around your property.


Please note: A fine of \$250 - \$2000 will be issued if you fail to remove snow and/or ice from sidewalks adjacent to your property.

NEED HELP? REQUEST A SNOW ANGEL
The City's Snow Angel program helps connect people throughout Vancouver who have limited mobility with neighbours willing to lend a hand to remove snow and ice outside their homes.

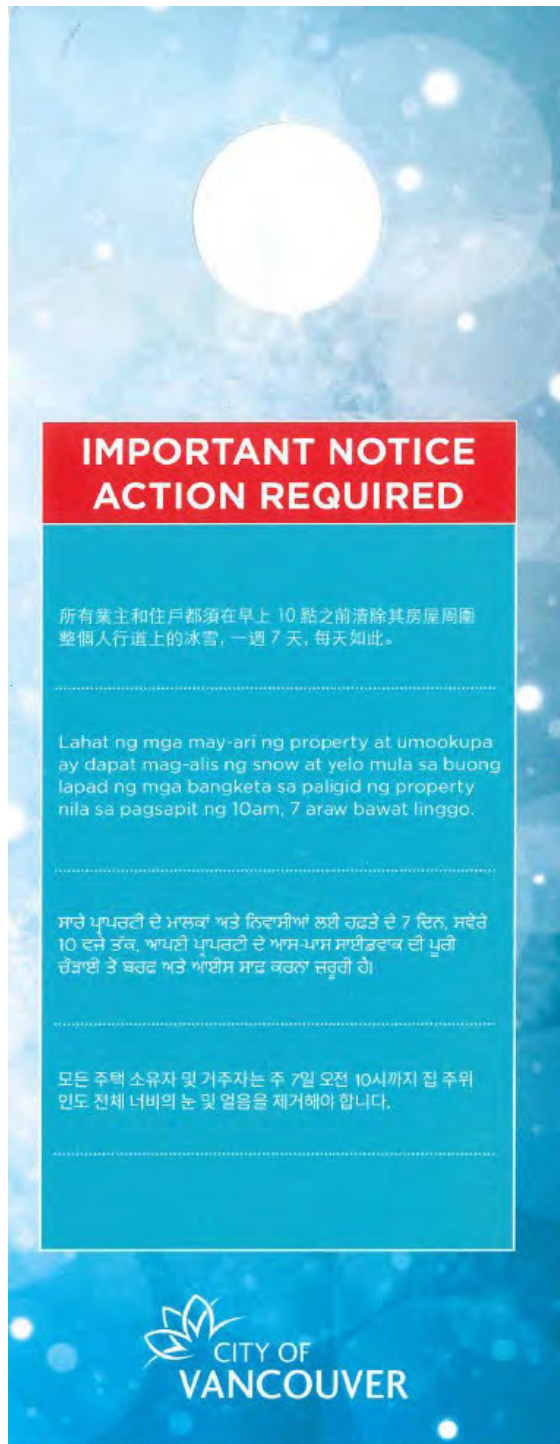
Assistance must be requested for each snow fall.

Phone: 3-1-1
App: VanConnect
Online: vancouver.ca/snowangel

FOR MORE INFORMATION:
Visit: vancouver.ca/snow
Phone: 3-1-1 TTY 7-1-1

CITY OF
VANCOUVER

BACK

The back of the door hanger features a blue background with a white circular hole at the top. Below the hole is a red banner with the text "IMPORTANT NOTICE ACTION REQUIRED". The main body of the hanger is white and contains text in three languages: English, Tagalog, and Hindi. At the bottom, there is a logo for the City of Vancouver.


**IMPORTANT NOTICE
ACTION REQUIRED**

所有業主和住戶都須在早上 10 點之前清除其房屋周圍
整個人行道上的冰雪，一週 7 天，每天如此。

Lahat ng mga may-ari ng property at umookupa
ay dapat mag-alis ng snow at yelo mula sa buong
lapad ng mga bangketa sa paligid ng property
nila sa pagsapit ng 10am, 7 araw bawat linggo.

ਸਾਰੇ ਪ੍ਰਾਪਰਟੀ ਦੇ ਮਾਲਕ ਅਤੇ ਨਿਵਾਸੀਆਂ ਲਈ ਹਫ਼ਤੇ ਦੇ 7 ਦਿਨ, ਸਵੇਰੇ
10 ਵਜੇ ਤੱਕ, ਆਪਣੀ ਪ੍ਰਾਪਰਟੀ ਦੇ ਆਸ-ਪਾਸ ਸਾਈਡਵਾਕ ਦੀ ਪੂਰੀ
ਚੌੜਾਈ ਤੋਂ ਬਰਫ ਅਤੇ ਆਈਸ ਸਾਫ਼ ਕਰਨਾ ਜ਼ਰੂਰੀ ਹੈ।

모든 주택 소유자 및 거주자는 주 7일 오전 10시까지 집 주위
인도 전체 너비의 눈 및 얼음을 제거해야 합니다.

CITY OF
VANCOUVER

APPENDIX III DELIVERY OF NOTICES – INSTRUCTIONS

1. GENERAL INFORMATION

Prior to start of inspection, the date and inspector's name should be recorded on each Field Report sheet. Where applicable, the street and priority route number (Downtown peninsula only) should be recorded.

2. HAND DELIVERY OF NOTICE

- Notices should be issued to properties where snow or ice has not been removed from adjacent sidewalk(s).
- Notices should be
 - a) issued to the owner, tenant, person in charge or employee,
 - b) left in the mail slot or
 - c) affixed to the door/fencingand method of delivery should be noted specifically and accordingly in the appropriate column of the Field Report. Ask the person to whom the notice is handed for his or her name and their relationship to the property. Make a note of the answers. The person cannot be compelled to answer. Asking the name of the person can be helpful in a prosecution.
- Only addresses of violators should be recorded.
- Any conversation with the notice recipient or other remarks should be noted in the "Comments" section of the Field Report (e.g. details of unattended properties, operator or developer name and/or phone number, any comments from the public, own remarks).
- The name of the business or the property should be recorded.
- Argument with property owners or residents should be avoided. Complaints should be referred to the supervisor.
- Photos should be taken for addresses where there is non-compliance after 10 am.
- Residents who have questions about the snow and ice removal from the sidewalk can be referred to call 311. If the property owners or occupants ask why the City does not clear the sidewalks, they should be advised that the City has a limited budget and the City forces are working on clearing bus stops and intersections. The City cannot justify the cost of maintaining all equipment and manpower to clear the City sidewalks. We therefore rely on property owners and tenants to do the snow and ice removal from sidewalks.

3. NOT REQUIRED

Signature from recipient.

FIELD REPORT FORM

APPENDIX IV

CITY OF VANCOUVER ENGINEERING
SNOW / ICE REMOVAL NOTICES FIELD REPORT

[illegible]

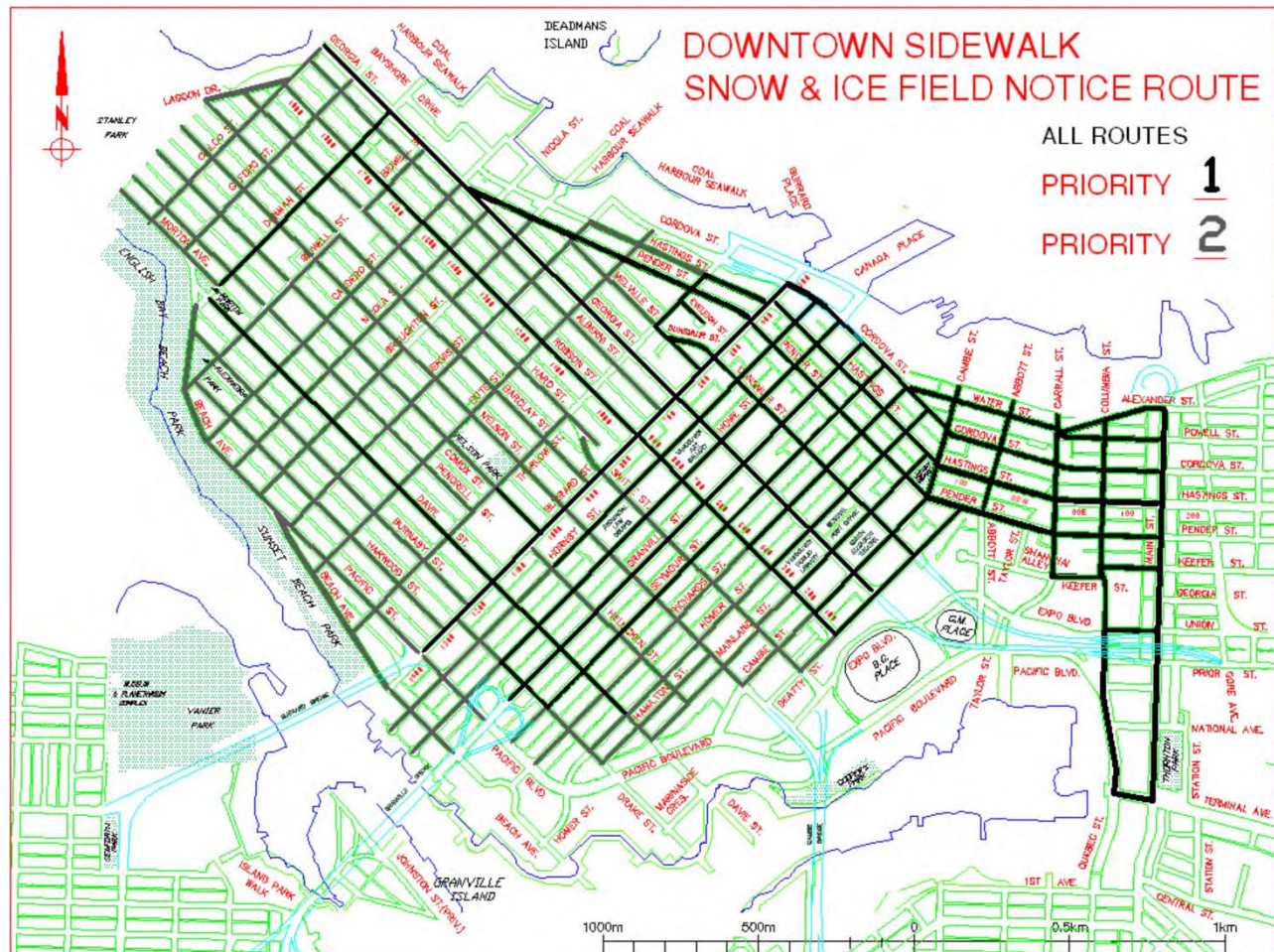
Revised Oct 2017

APPENDIX V

DOWNTOWN INSPECTION ROUTES

The composite map showing all the Priority 1 and 2 Downtown Routes is presented below. The individual route maps are available from the Construction Inspectors Supervisor.

The maps and their updates are prepared by the City of Vancouver Information Services. The maps are stored in their Electronic Plan Vault under the description Sidewalk Snow Priority 0206.



The following is a guide to properly filling out the Report to Prosecutor form. The form shall be filled out in the field by the person who actually observes the violation. The information should NOT be transcribed to a second form.


- **INDEX NO.**
This should consist of the patroller's initials, plus a sequential number (e.g. KRB1) for each new page. This index number aids in retrieving information at a later date.
- **ADDRESS (IF KNOWN)**
If known, this would be the postal address of the property. If the postal address is not known, then describe the property by its approximate distance from a known property line (e.g. S/S Pender, approximately 70' E of Main St).
- **WHICH SIDEWALK?**
For most properties, this would be filled out as "front sidewalk". However, corner properties may also have "flanked sidewalk" and some properties may have "back sidewalk". If a corner property has sidewalk covered with snow or ice on both front and flank side, this should be filled out as "front and flanked sidewalk".
- **VIOLATION OF SECTION**
An "X" shall be indicated for section 76.
- **DATE OF OFFENCE**
- **TIME OF OFFENCE**
This is the date and time of the follow-up check inspection. Since the form has to be filled out in the field, the actual inspection time should be recorded.
- **PROPERTY USE**
Typical answer would be business, residential, vacant lot, parking lot, etc. If a business use, the business name and whether the business is open at the time should be recorded.
- **DATE STEP ONE HANDOUT DELIVERED**
- **BY WHOM? TO WHOM?**
Information shall be taken from the Field Report.
- **SIDEWALK CONDITIONS AT THE TIME THE OFFENCE WAS OBSERVED**

Summary description including percentage of sidewalk covered, % ice, % packed snow, % loose snow, depth of ice and snow should be provided.

- **WEATHER CONDITIONS AT THE TIME THE OFFENCE WAS OBSERVED**
- **DATE OF LAST SNOWFALL**
If unsure, the records of the Superintendent of Streets Operations should be consulted and noted in the report, along with a copy of the record.
- **ADDITIONAL NOTES**
Any other relevant circumstances such as statements of property owner or occupant (record as close to word for word and as soon as possible) or observations of any one slipping or falling.
- **ATTACHMENTS**
 - i) Photograph(s) of sidewalk; it is desirable to have a photograph which shows a relatively “wide angle” of the sidewalk. The area covered by the photograph should include the sidewalk where the violation has taken place, a portion of the street, and a portion of the private property showing the premises and address if possible. The photograph should be taken “along” the sidewalk, so that conditions at adjacent properties can be compared.
 - ii) Property and corporate search for Legal Services if required.
 - iii) Copy of the record from the Manager of Streets Operations showing the date of last snowfall (required only if the reporter does not have personal knowledge).
- **REPORTER’S INFORMATION**
Name and work phone number should be recorded. The complete and signed report and attachments should be delivered to the Construction Inspectors Supervisor.

This form will be part of the documents submitted as evidence for the court proceedings. All notations must be neat and clearly readable. Be aware that if the charges are contested, the City Prosecutor will require the person making the observations and filling out the report to be a witness. Testimony in court must be based on personal knowledge. A witness giving evidence in court cannot relate what someone else, including another inspector, observed and told the witness (hearsay). The exception is statements made by the accused person. If the Inspector does not have personal knowledge, the report must clearly indicate the name of the person who does and that person must make their own notes. A witness may be permitted to rely on their notes when giving evidence.

The defendant is entitled to disclosure of the City’s case, including copies of all our documents.

CITY OF VANCOUVER ENGINEERING DEPARTMENT MATERIALS BRANCH SNOW FIGHT – BYLAW PROSECUTIONS REPORT TO PROSECUTOR		 CITY OF VANCOUVER
INDEX NO. _____	ADDRESS (IF KNOWN): _____	
WHICH SIDEWALK? _____		
VIOLATION OF SECTION: <input type="checkbox"/> 76 <input type="checkbox"/> 76A (CHECK ONE)		
DATE OF OFFENCE: _____		
TIME OF OFFENCE: _____		
DAY OF THE WEEK: _____		
PROPERTY USE: _____		
<div style="display: flex; justify-content: space-between;"> IF BUSINESS: BUSINESS NAME: _____ </div>		
<div style="display: flex; justify-content: space-between;"> OPEN FOR BUSINESS? _____ (YES/NO) </div>		
HANDOUT DELIVERY METHOD: <input type="checkbox"/> OWNER		
<div style="padding-left: 100px;"><input type="checkbox"/> TENANT</div>		
<div style="padding-left: 100px;"><input type="checkbox"/> CLERK/ATTENDANT</div>		
<div style="padding-left: 100px;"><input type="checkbox"/> MAIL SLOT</div>		
<div style="padding-left: 100px;"><input type="checkbox"/> DOOR HANGER</div>		
<div style="padding-left: 100px;"><input type="checkbox"/> OTHER: _____</div>		
SIDEWALK CONDITIONS AT THE TIME THE OFFENCE WAS OBSERVED (INCLUDE % ICE, PACKED SNOW, LOOSE SNOW; PERCENTAGE OF SIDEWALK COVERED; DEPTH OF ICE & SNOW)		
_____ _____ _____		
WEATHER CONDITIONS AT THE TIME THE OFFENCE WAS OBSERVED:		
_____ _____		
DATE OF THE LAST SNOWFALL:		
_____ _____		
ATTACHMENTS TO THIS REPORT: (CHECK) <div style="display: flex; justify-content: space-between; margin-top: 5px;"> <input type="checkbox"/> PHOTOGRAPH <input type="checkbox"/> PTX SEARCH <input type="checkbox"/> CERTIFIED PLAN </div> <div style="margin-top: 5px;"> <input type="checkbox"/> CERTIFICATION TITLE (STRATA BUILDINGS REQUIRE SEPARATE TITLE CERTIFICATES FOR EACH STRATA LOT) </div> <div style="margin-top: 5px;"> <input type="checkbox"/> CORPORATE SEARCH (REQUIRED IF THE OWNER IS A CORPORATION) </div>		
REPORTER'S NAME: _____		
PHONE NUMBER: (____) _____ - _____		
SCHEDULED DAY OFF: _____ SCHEDULED HOLIDAYS: _____ _____		
SIGNATURE: _____		



LOCAL GROCERY
OPEN

It's snowing! It's snowing! Are you ready?

Be alert for snow in the weather forecast.
Purchase your snow shovel, salt and snow tires before the snow hits the ground.
Avoid driving in snowy conditions and use transit. Visit translink.ca for schedules and details.
If parked on a major street, move your vehicle to a side street or garage if possible.

Streets will be plowed more effectively and you won't get plowed in.
Remember, **all property owners and occupants** (tenants) are responsible for **clearing snow and ice** from the full width of sidewalks that surround their property by **10 am** on the morning following a snowfall, **seven days a week**.

Become a Snow Angel

Lend a hand to keep our sidewalks clear of snow and ice.
When it snows, lend a hand to people in your neighbourhood who could use help shovelling their sidewalks.
Adopt the sidewalk of a senior or a person with a mobility issue and keep it clear of snow and ice all winter long.
Be a point of contact in your community when the snow falls.
Get on the City's 3-1-1 Snow Angels list.



FOR MORE INFORMATION: [311](tel:311), 7-1-1 or vancouver.ca/snow
Outside Vancouver, call: 604.873.7000 *See Section 76A of the Street and Traffic Bylaw for details.



CITY OF VANCOUVER



SNOW FIGHT PROGRAM

By-law Inspection and Enforcement Procedures and Safety Guide

Kent Materials Branch
Engineering Services
City of Vancouver

Last revised: November 2020
DOC/2019/305251

Background

Under Section 76 of the City's Street and Traffic By-law No. 2849:

The owner or occupier of any parcel of real property shall, not later than 10:00 am every day, remove snow and ice from any sidewalk adjacent to such parcel for a distance that coincides with the parcel's property line and for the full width of the sidewalk.

The City encourages property owners and tenants to clear their sidewalks of snow and ice to help improve pedestrian safety through:

- Media publicity (e.g. newspapers, City news, engineering web site, social media)
- Hand delivery of notices to property owners and businesses after a snowfall
 - Note: These notices are **NOT** warnings; property owners may still be issued a BVN and/or be prosecuted if they receive a notice
- Compliance check inspections and record keeping
- Fines and prosecution

Safety – Your safety comes first!

- Be sure to follow safe procedures for driving and walking in winter conditions.
- If there are any locations that are too dangerous to access, do **not** attempt to access them but **do** take note of this on your route sheet.
- Report any violence, however minor, to your supervisor.
- Dress warmly and appropriately (high-vis vest, boots and cleats, etc.)

Representing the City and Engineering

Situation	Action
Approached by media	Let them know that you are just reminding the public to clear their sidewalks and refer them to Corporate Communications for details.
Asked about sidewalk snow removal or Snow Angel program	Refer them to 3-1-1.
Citizen has a complaint	Refer them to 3-1-1.
Citizen asks why the City doesn't clear sidewalks	<p>Possible responses:</p> <p><i>"City forces are working on clearing bus stops, wheel chair ramps, and sidewalks at high pedestrian intersections but the City cannot justify the cost of maintaining all the equipment and manpower necessary to clear City sidewalks of snow, considering our climate. Therefore, we rely on property owners and tenants to remove snow from sidewalks."</i></p> <p><i>"It is important for the City to receive information about snow and ice on sidewalks from residents as soon as possible after a snowfall in order to take action and/or enforce the bylaw. Should you notice any sites in the future, you can report them directly by calling 3-1-1 from within Vancouver or by emailing snow.complaints@vancouver.ca"</i></p> <p><i>"The City does not have the resources to inspect every area of the City and Engineering relies on information from citizens to ensure all properties covered by the bylaw are in compliance."</i></p>

Inspector's Responsibilities

Pre-Inspections (Start-of-Day)	<ul style="list-style-type: none"> •Check with your supervisor to confirm which routes/sites you will be deployed to •Ensure that you are fully equipped •Any photos taken by cameras should show the correct date and time stamp
Inspections and Hand Delivery of Notices¹ <u>After 10am only</u>	<ul style="list-style-type: none"> •Nearly and accurately complete the Field Report² •Take meaningful photos of offence locations; we must be able to clearly link the sidewalk(s) to the property through the photos alone •Leave notice at locations of non-compliance •See examples of report and photos
Post-Inspections (End-of-Day)	<ul style="list-style-type: none"> •Kent inspectors: hand in field reports and memory cards to a member of the Kent Snow Admin team •Non-Kent inspectors: Upload all reports and photos to the appropriate shared network folder
Fines and Prosecution (If applicable)	<ul style="list-style-type: none"> •Complete Reports to Prosecutor as requested by Kent Snow Admin team •Attend court as a witness as required³

¹ Kent inspectors working alone will be expected to check in with the office by calling between 11 and 11:15am. Check with the Construction Inspection Supervisor or attending Kent Snow Admin staff before leaving the Yard to confirm which number to call.

² Ensure that all notes are accurate, complete, and clearly legible. You will need to be able to understand your notes when completing any reports or when attending court as a witness, which could be several months after the inspection.

³ We kindly ask that inspectors and their supervisors work together to ensure that days off and work do not affect the inspector's ability to show up for any trials and pre-trial interviews.

The Kent Snow Admin team and/or Legal may request that inspectors provide their (tentative) vacation schedules to ensure that any court dates are not scheduled on days off. Legal will give approximately 3 to 6 months' notice on what court dates are.

Checklists

Gear

- ☐ High-visibility vest
- ☐ Traction cleats or other non-slip apparatus for shoes/boots
- ☐ Toque, gloves, etc.
- ☐ Face mask – wear as appropriate

Supplies

- ☐ Pens (black or blue only, ones that will not run when wet)
- ☐ Clipboard
- ☐ Blank Field Report sheets
- ☐ Door hanger notices
- ☐ Masking tape (use if nowhere to hang notice)
- ☐ Camera
- ☐ City map, etc.

Sample Field Report ("Route Sheet")

If heading out in pairs, only the name of the inspector filling out the route sheet and taking the photos should be on the field report.

On every page:

- Date of inspection
- Full, legal names
- Zone # (if applicable)

At least on first page:

- The day's weather conditions
- Date of last significant snowfall

CITY OF VANCOUVER ENGINEERING																		
SNOW / ICE REMOVAL NOTICES FIELD REPORT																		
DATE: January XX, 20XX			PROPERTY		SIDEWALK CONDITION			NOTICE HANDOUT										
INSPECTOR: Jane Doe			Business	Multi-unit Building	House/Duplex	Other (e.g. vacant lot)	Snow	Ice	Avg. Depth (cm)	% Coverage	Owner	Tenant	Clerk / Attendant	Mail Slot	Door	Other	Photos Taken?	COMMENTS
TODAY'S WEATHER CONDITIONS: Cloudy, 7°C																		
DATE OF LAST SIGNIFICANT SNOWFALL: January XX, 20XX																		
STREET:																		
ROUTE: <Zone #, if applicable>																		
SERVICE REQUEST	TIME	ADDRESS																
	10:12	123 House St.			✓		✓	✓	80						✓		✓	
	10:38	456 Example Blvd.	✓				✓	✓	90			✓					✓	Gave notice to the clerk at XYZ Store
	11:30	1100 Block of Test St.																CLEAR
	12:07	Lot west of 1256 Test St.				✓		✓	90				✓				✓	Under construction
	12:18	1256 Test St.					✓	✓	90					✓			✓	
	12:27	1278 Test St.					✓	✓	80					✓			✓	
	1:26	1300 Block of Test St.																CLEAR

Inspections are to be recorded in chronological order.

Per inspection:

- Time of inspection
 - Be accurate
- Property address
 - If an entire block is clear, record the hundred block #
- Property type
- Sidewalk condition
 - Indicate in Comments section if 'CLEAR'
- Notice handout method (if applicable)
- Were photos taken?

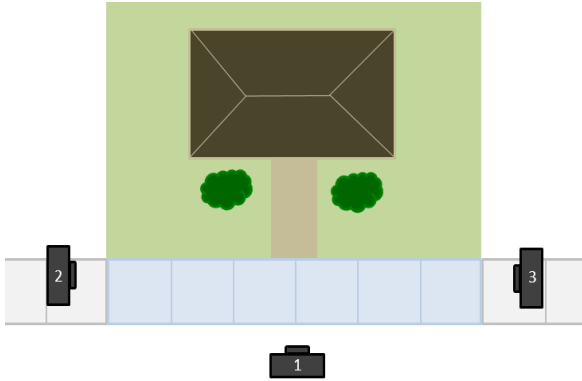
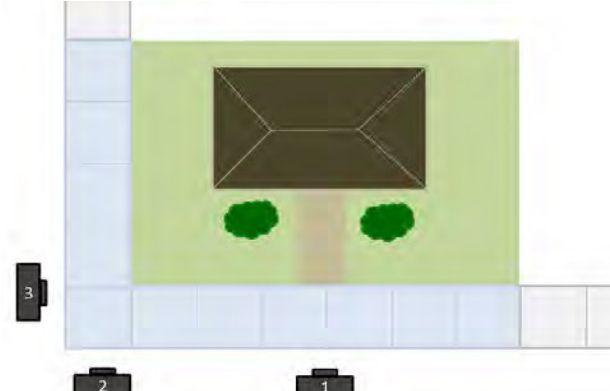
COMMENTS Section

Use to indicate:

- If sidewalks adjacent to a property were 'CLEAR'
- Other inspection details, including:
 - If property was 'Under construction'
 - If there was 'no sidewalk'
 - Name of the business
 - If a location could not be accessed due to dangerous conditions

Pictures

- Minimum of 3 to 4 photos per property:

<i>Non-Corner Lot</i>	<i>Corner Lot</i>
 <ol style="list-style-type: none"> 1. Property with address number and notice 2. Sidewalk from one side 3. Sidewalk from other side 	 <ol style="list-style-type: none"> 1. Property with address number and notice 2. Sidewalk #1 3. Sidewalk #2

- Check that correct date and time stamp shows up on photos
- Clear link between sidewalk(s) and the property through the photos alone
 - 'Wide angle' shots
 - Include part of the property and part of the street
 - Able to compare to sidewalk(s) of adjacent properties
 - 'Landmarks' in both photos of the sidewalk(s) and of the property
 - Hedges, fencing
 - Fire hydrants
 - Light poles (with pole #)
 - Etc.
 - NOTE: For houses surrounded by tall hedges especially, it is helpful to take pictures that transition between the house and the sidewalk

Sample Pictures

s.22(1)



s.22(1)



s.22(1)



01/17/2020 13:54

s.22(1)



s.22(1)



01/17/2020 13:54

Sample Pictures - Corner Lot



Winter Driving



TIPS

- Buckle up and stay alert! Avoid driving while fatigued.
- Properly equip your vehicle – check tires, fluids, battery power, antifreeze, etc.
- Warm up your vehicle for approx. 5 min. before starting; remove any frost or snow build-up on the vehicle.
- Drive with your low beams ON to help others see you.
- Slow down! Drive at a speed you feel comfortable at and that is appropriate for the conditions.
- Steer in smooth and precise movements – avoid jerky steering.
- Be aware that bridges can be very slippery due to frost. Drive with caution.
- Stay aware of plow and sand trucks. They can toss up snow and spray making it difficult for you to see.
- Lengthen your following distance between cars.
- When approaching an intersection, begin braking far in advance.



WHAT TO DO IF YOU SKID/SLIDE

1. Remain calm and take your foot off the gas.
2. Look where you want to go and steer in that direction.
3. Do NOT brake and do NOT accelerate!
4. Disconnect the driving force on the drive wheels by doing either of the following:
 - Automatic Transmission – Shift to neutral
 - Manual Transmission – De-clutch



EMERGENCY BRAKING ON SLIPPERY ROADS

Emergency Braking without Anti-Lock Brakes (ABS)

1. Disengage the throttle.
2. Use the heel-and-toe method. Keep your heel on the floor and use your toes to press the brake pedal firmly just short of locking up the wheels.
3. Release the pressure on the pedal, and press again in the same way.
4. Repeat this until you come to a full stop.



Emergency Braking with ABS

1. Keep your foot on the brake. ABS will lock and release automatically.

Safety Tips for Walking on Snow and Ice

1. Wear boots or shoes with good traction.
 - Rubber or neoprene composite soles
 - Use ice cleats over your shoes. Remember to remove these before walking on smooth surfaces (stone, tile, ceramic, etc.) such as when entering buildings as they can be dangerously slippery.



2. Use care when entering and exiting vehicles:

- When getting out of your vehicle, look down at the surface that you would step on. If it is coated with ice, consider parking in a different location.
- Use the vehicle for support. Before standing, brace yourself with the vehicle door and seat back to give you some stability.
- Step – don't jump from vehicles.
- Keep your hands out of your pockets.

3. General safety tips for walking on snow or ice:

- Be aware of your surroundings. Accumulations of snow can muffle the sounds of approaching traffic.
- Ensure any approaching vehicles have come to a complete stop before crossing the street as motorists may have trouble stopping due to the road conditions.
- Do NOT walk with your hands in your pockets. This reduces the ability to use your arms for balance if you slip.

- Walk with your feet spread to over a foot (30 cm) apart to have a better foundation.

- Take short shuffling steps in very icy areas for stability.
- Bend your knees a little and take slower steps.

- Bend slightly forward and walk flat-footed with your center of gravity directly over your feet.

- Test potentially slick areas by tapping your foot on them.

- Don't walk on uneven surfaces and avoid curbs with ice on them.

4. In case you slip, reduce potential injury by:

- Rolling with the fall. Try to twist and roll backwards instead of falling forward, making sure to bend your back and head forward to avoid hitting your head against the ground.

- Relaxing your body when you begin to fall

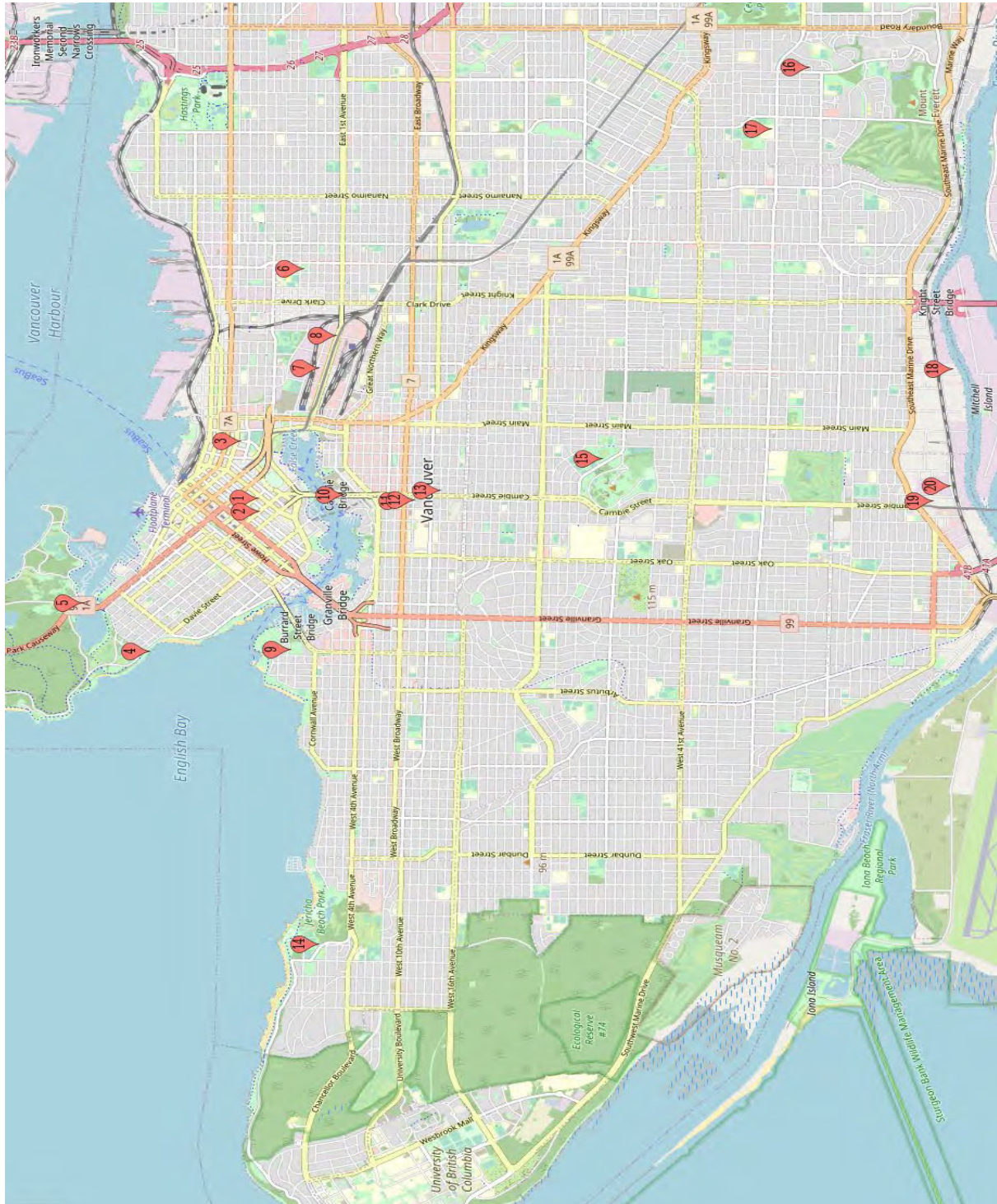


Sources: Canada Safety Council, CATMA Installation Safety Office, Iowa State University

City of Vancouver First Aid Rooms



If needed, please refer to the map below to determine which first aid room is located at a worksite closest to you. On-call Level II First Aid Attendants are available at these locations. Details on the addresses, hours, and contact information for each site can be found on the next page.



City of Vancouver First Aid Rooms



NOTE: Engineering locations in **bold**. If you sustain a work-related injury or illness, you are required to:

- 1) Report the injury to your supervisor as soon as possible.
- 2) Seek first aid.

Failure to properly report work-related injuries and illnesses may result in your claim being disallowed by WorkSafeBC. **In an emergency, call 911 for an ambulance.**

#	Worksite	Location	Hours	Phone #
1	Vancouver Public Library (Central)	350 West Georgia St. Lower Level (LL)	M-F 8 am – 5 pm Sat 8 am to 4 pm Sun 8:30 am to 5 pm	s.15(1)(l)
2	IT/Parking Enforcement	814 Richards St. #110, 1 st Floor	M-F 7 am -6:30 pm	
3	Woodwards Building	#501-111 W Hastings St. 5 th Floor, Room 513	M-F 8:30 am to 5 pm	
4	Park Board Office	2099 Beach Avenue (Report to reception)	M-F 8:30 am to 5 pm	
5	Stanley Park Yard	605 Pipeline Road	M-F 7 am to 3:30 pm	
6	Britannia Community Services Centre	1661 Napier St. (Report to Pool reception)	M-F 9 am to 5 pm	
7	National Yard	701 National Ave Administration Building	M-F 7 am to 4 pm Sat/Sun 8 am to 4 pm	
8	Evans Yard	955 Evans Ave	M-F 7 am to 3:30 pm	
9	Museum of Vancouver/HR Macmillan Space Centre	1100 Chestnut St. Vanier Park Security Lower Level	M 9 am to 5 pm T-Sat 8 am to 12 am Sun 9:30 am to 5:30 pm	
10	311 Contact Centre	1800 Spyglass Place 1 st Floor – North side	M-F 8 am to 5 pm	
11	Echelon Centre	575 W 8 th Ave – 3 rd Floor	M-F 8:00 am to 5:30 pm	
12	Crossroads	507 W Broadway West Wing 3rd Floor	M-F 8:00 am to 4:30 pm	
13	City Hall	453 W 12 th Ave Main floor, NW corner	M-F 24 hours	
14	Jericho Yard	1451 Discovery St.	M-F 7 am to 3:30 pm	
15	Hillcrest Complex	4575 Clancy Loranger Way (Report to Pool reception)	7 days a week 9 am to 6 pm	
16	Sunset Campus	West side of Sunset Arena 390 E 51 st Ave	M-F 7 am to 3:30 pm	
17	Killarney Community Centre	6260 Killarney St. (Report to Pool reception)	M-F 10 am to 6 pm Sat/Sun 10 am to 2 pm	
18	Kent Yard	900 E Kent Ave South Pre-cast Plant	M-F 7 am to 3:30 pm	
19	Marine Gateway	450 SW Marine Drive 11th Floor (Reception)	M-F 8:00 am to 4:30 pm	
	Manitoba Yard	250 W 70th Ave		
		Transfer Station	M-F 5:30 am to 7 pm Sat/Sun 8 am to 7 pm	
		Equipment Garage	M-F 6:30 am to 12:35 am	
		Administration Building	M-F 7 am to 3:30 pm	

Source: City Wide First Aid Room Locations Directory 2020-02 (DOC/2015/277495)