To: Mayor and Members of Council  
From: Thomas Kelly, GM, Infrastructure & Engineering Services  
Date: September 29, 2019  
Subject: Sidewalk Winter Maintenance Policy  

Recommendations  
It is recommended that Council approve the following for sidewalk winter maintenance:

1. Minimum Maintenance Standards (MMS) Ontario Regulation 239/02 for sidewalk snow removal and ice formation will be used to govern the service level offered by Chatham-Kent.

2. In accordance with MMS Ontario Regulation 239/02, Council will adopt option 2 for the 2019/20 winter season:
   a. The municipality will plow all sidewalks in Chatham-Kent.
   b. The municipality will salt only downtown core areas.
   c. According to by-law, property owners will be required to de-ice sidewalks fronting their homes or businesses within 48 hours after ice is formed.
   d. By-law enforcement services will be added by December 2019 at an approximate cost of $35,000 per year (actual annual costs will be dependent upon the number of ice events).

3. In accordance with MMS Ontario Regulation 239/02, Council will adopt option 3 for the 2020/21 winter season:
   a. According to by-law, property owners will be required to clear snow to bare concrete and de-ice sidewalks fronting their homes or businesses.
   b. By-law enforcement services continue to be employed to ensure bylaw compliance.
**Background**

Changes to Minimum Maintenance Standards (MMS)

Ontario’s Municipal Act, O. Reg 239/02, MMS for Municipal Highways sets out minimum standards for road and highway maintenance for all municipalities. MMS regulations pertain to various elements of road repair and maintenance, frequency of road inspections, weather monitoring, ice formation on roadways, snow accumulation, and sidewalk trip ledges. In addition, under the MMS, roads and highways throughout the province are classified based on their average annual daily traffic and posted speed limits. Required minimum levels of inspection and repair are based on the classification of a particular road/highway.

On May 3, 2018, substantial changes were made to the MMS for Municipal Highways, O. Reg 239/02 with the introduction of winter maintenance standards for sidewalks specifically noted in Sections 16.5, 16.6 and 16.7 as follows:

**MMS Section 16.5 - Ice formation on sidewalks and icy sidewalks**

(1) Subject to section 16.6, the standard for the prevention of ice formation on sidewalks is to,

   (a) monitor the weather in accordance with section 3.1 in the 24-hour period preceding an alleged formation of ice on a sidewalk; and

   (b) treat the sidewalk if practicable to prevent ice formation or improve traction within 48 hours if the municipality determines that there is a substantial probability of ice forming on a sidewalk, starting from the time that the municipality determines is the appropriate time to deploy resources for that purpose.

(2) If ice forms on a sidewalk even though the municipality meets the standard set out in subsection (1), the sidewalk is deemed to be in a state of repair in respect of ice until 48 hours after the municipality first becomes aware of the fact that the sidewalk is icy.

(3) The standard for treating icy sidewalks after the municipality becomes aware of the fact that a sidewalk is icy is to treat the icy sidewalk within 48 hours, and an icy sidewalk is deemed to be in a state of repair for 48 hours after it has been treated.

(4) For the purposes of this section, treating a sidewalk means applying materials including salt, sand or any combination of salt and sand to the sidewalk.

**MMS Section 16.6 - Icy sidewalks, significant weather event**

(1) If a municipality declares a significant weather event relating to ice, the standard for addressing ice formation or ice on sidewalks until the declaration of the end of the significant weather event is,
(a) to monitor the weather in accordance with section 3.1; and

(b) if deemed practicable by the municipality, to deploy resources to treat the sidewalks to prevent ice formation or improve traction, or treat the icy sidewalks, starting from the time that the municipality deems appropriate to do so.

(2) If the municipality complies with subsection (1), all sidewalks within the municipality are deemed to be in a state of repair with respect to any ice which forms or is present until 48 hours after the declaration of the end of the significant weather event by the municipality.

(3) Following the end of the weather hazard in respect of which a significant weather event was declared by a municipality under subsection (1), the municipality shall,

(a) declare the end of the significant weather event when the municipality determines it is appropriate to do so; and

(b) address the prevention of ice formation on sidewalks or treat icy sidewalks in accordance with section 16.5.

MMS Section 16.7 - Winter sidewalk patrol

(1) If it is determined by the municipality that the weather monitoring referred to in section 3.1 indicates that there is a substantial probability of snow accumulation on sidewalks in excess of 8 cm, ice formation on sidewalks or icy sidewalks, the standard for patrolling sidewalks is to patrol sidewalks that the municipality selects as representative of its sidewalks at intervals deemed necessary by the municipality.

(2) Patrolling a sidewalk consists of visually observing the sidewalk, either by driving by the sidewalk on the adjacent roadway or by driving or walking on the sidewalk or by electronically monitoring the sidewalk, and may be performed by persons responsible for patrolling roadways or sidewalks or by persons responsible for or performing roadway or sidewalk maintenance activities.

Current Practice

There are approximately 410 kms of sidewalk within the Municipality of Chatham-Kent. This total does not include sidewalks and pathways that run through parkland and recreational areas. Currently, sidewalk plowing is done by a combination of internal staff and contractors based on the following classifications:

- Class I: Downtown business areas have snow and ice removed to as near bare concrete as feasible, plus spreading of abrasives (salt and/or sand when required to prevent slip and falls). Work commences within 2 hours of a 75 mm snow event and is completed within 24 hours of the end of the snow event.
• Class II: Mains, Arterial, collector streets, bus routes, hospital areas, school areas, and bridge structures are plowed to at least a snow pack condition. Work commences within 12 hours of a 75 mm snow event and is completed within 24 hours of the end of a snow event.

• Class III: Local residential, minor collector streets are plowed to at least a snow pack condition. Work commences within 24 hours of a 75 mm snow event and is completed within 48 hours of the end of a snow event.

• Class IV: Walkways or sidewalks in park areas are not plowed by Public Works.

Based on the new MMS guidelines, Council directed Chatham-Kent administration to issue the following press release on December 11, 2018:

Request for Public Assistance – Sidewalk Salting:

The Chatham-Kent Public Works Department is requesting the assistance of all residential property owners to add de-icing chemicals such as salt to treat slippery areas on the municipal sidewalks abutting their properties.

The Municipality will resume sidewalk snow plowing on all residential sidewalks and plowing and salting of all downtown business areas, as was done in past winter seasons.

Chatham-Kent currently exceeds MMS regulations for Class I sidewalks. Class II and III sidewalks meet the new MMS regulation with the public’s support. MMS is not applicable to Class IV.

Chatham-Kent was not consulted on the MMS legislated changes to sidewalk winter maintenance prior to their implementation. These changes are not practical for a rural/urban municipality where great distances must be traveled for salt and equipment delivery. Furthermore, the inherent design and proximity of roads, sidewalks and residential lawns promotes the accumulation of water on sidewalks. Chatham-Kent administration continue to pursue discussions with the province on this subject with the hope of establishing a more reasonable alternative.

Comments

In July 2019, Administration launched an online survey in order to capture public opinion on what steps the Public Works Department should take in order to comply with new regulations required by the MMS (results are attached in Appendix A). Four service level options were considered to satisfy MMS regulations:

1. The municipality will plow and salt all sidewalks.

   This option is an increase in the municipal service level compared to current practices, where the municipality will employ incremental resources to meet the new regulation. The estimated cost increase is $500,000 in new taxes and will vary
year to year depending on the number of events. Additional labour, materials, equipment and patrols will be required. These services cannot be carried out efficiently because of the wide spread geographic nature of the municipality and its associated sidewalks. Due to the limited carrying capacity of sidewalk plows, it is anticipated that multiple loadings of de-icing material will be required for both internal and contracted equipment.

2. The municipality will plow all sidewalks. Property owners will salt sidewalks that front their homes or businesses within 48 hours after the formation of ice.

This option is essentially the current service level with the addition of by-law enforcement services at an estimated incremental cost of $35,000 annually. The Municipality will plow all sidewalks located in Chatham-Kent. The Municipality will also salt the downtown core areas. Property owners will be required according to by-law to salt sidewalks fronting their homes or businesses within 48 hours after ice is formed. Patrolling services will be required to inspect sidewalks and issue citations and fines where there is noncompliance. If this option is chosen by Council, details of the compliance process and recommendations for fine amounts will be provided in a subsequent report. A survey of fines levied by nearby municipalities is summarized in Appendix B.

3. Property owners will be required to remove all sidewalk snow and de-ice sidewalks.

This option places the responsibility of sidewalk snow and ice removal solely with property owners and represents the most cost effective solution for the municipality. Property owners will be required to remove all snow to a depth less than or equal to 8 centimeters within 48 hours after a snow event, and further, salt sidewalks fronting their home or business within 48 hours after the formation of ice. It is important to note that snow and ice events may occur simultaneously or at separate times. With this option, the municipality will only plow and de-ice municipal sidewalks fronting municipal property, and residents and business owners will plow and de-ice sidewalks that front their property. Savings will vary year over year depending upon the number of snow and ice events. In 2018, savings would have equated to $300,000.

If this option is chosen by Council, it is recommended that local community organizations such as “Snow Angels” be encouraged to assist residents who are physically challenged to perform the required service.

4. Only highly used sidewalks and downtown cores will be maintained by the Municipality in the winter (plowing and salting) while others will be closed.

Upon further analysis that occurred after the survey, Option “4” was eliminated from consideration. Per the guidance of the Legal Services Department, closing a sidewalk will require a by-law and physical barriers. It was felt that physical barriers on the majority of Chatham-Kent sidewalks was an impractical alternative.
Of 29 municipalities studied in Ontario (Appendix C):

- 5 municipalities had no sidewalk winter maintenance policy
- 6 municipalities employed a service similar to Option 1
- 2 municipalities aligned with option 2 and,
- 16 municipalities employed a bylaw or policy mandating property owners to perform sidewalk winter maintenance similar to option 3.

For both options 2 and 3, communication will be forthcoming to educate the public on the MSS requirements, the availability of contractors, and best practices associated with the use of salt to minimize environmental concerns.

Online Survey Results

In total, 844 responses were received, with approximately 84% of survey respondents indicating that they use municipal sidewalks in winter.

Results indicate that there was no clear indication of the preferred direction that Chatham-Kent should pursue:

- Option 1: 28% of residents felt that the municipality should plow and salt all sidewalks.
- Option 2: 28% of residents felt that the municipality should plow all sidewalks and property owners should be required to salt sidewalks within 48 hours.
- Option 3: 20% of residents felt that the responsibility for plowing and salting sidewalks should fall upon property owners.
- Option 4: 24% of respondents felt that the Municipality should only plow and salt highly used sidewalks, and close the others.

Regarding the willingness to pay for service level increases, results showed that 41.5% of survey respondents supported a property tax increase for the additional service, while 58.5% of respondents did not support a tax increase.

PIC Results

In addition to the survey, an open house-style Public Information Centre (PIC) took place at the Chatham-Kent Civic Centre.

A total of 8 residents attended the public consultation. The majority of the residents who attended agreed that their preferred solution is the Municipality plow and salt all sidewalks and the increase in service be funded through a tax increase (option 1).

Accessibility and assistance for people with mobility issues was a common concern. Opportunities for partnerships with community groups such as “Snow Angels” were suggested for residents who were physically unable to maintain their property.
Multiple residents raised concerns about whether homeowners would be accepting liability for slip and falls if they were required to maintain municipally owned sidewalks fronting their properties.

Administration also addressed a citizen concern with storage space along boulevards next to curb-adjacent sidewalks. If Council chooses to shift snow clearing and salting responsibility to residents, some areas will be required to maintain the boulevard multiple times over the course of a single snow event due to snow accumulation and removal from the road.

**Environmental Considerations**

Administration has researched and experimented with several abrasive and de-icing alternatives. Commercially available ice melt materials include salt (sodium chloride), calcium chloride, magnesium chloride and to a lesser extent beet juice. Each ingredient has its advantages and disadvantages but salt remains the best choice for use at temperatures above -15 degrees Celsius. Salt is also the most cost effective option for the range of the winter temperatures experienced in Chatham-Kent and provides a significant enhancement in the safety of Chatham-Kent's roads and sidewalks.

The main concern with the usage of salt is its adverse impacts to the natural environment. Salt can enter the surface water and groundwater supply through overland drainage, storm sewer systems or infiltration, thereby damaging the water quality, aquatic life, and vegetation. In addition, salt may potentially affect nearby agriculture crops through spray caused by wind or traffic. Salt can erode soil, and, if ingested by wildlife, can be hazardous. This is especially true for migratory birds, where salt can be even poisonous in some cases.

The use of salt can be minimized through practices of pre-wetting that enables a more controlled application. This process is used extensively by Public Works staff on Chatham-Kent roads. Shoveling snow to bare concrete on sidewalks is also a best practice that can minimize the use of salt.

**Legal Liability**

Comments from the Chief Legal Officer:

a) Residents will not be accepting liability for slip and falls if they are required through a bylaw to maintain municipally owned sidewalks fronting their properties.

b) There is already a precedent requiring citizens to cut grass on municipally owned boulevards fronting their properties. The requirement to assist with the maintaining sidewalks in winter is analogous in that it requires citizens to care for public property fronting their private property.
**Areas of Strategic Focus and Critical Success Factors**

The recommendations in this report support the following areas of strategic focus:

- **Economic Prosperity:**
  Chatham-Kent is an innovative and thriving community with a diversified economy

- **A Healthy and Safe Community:**
  Chatham-Kent is a healthy and safe community with sustainable population growth

- **People and Culture:**
  Chatham-Kent is recognized as a culturally vibrant, dynamic, and creative community

- **Environmental Sustainability:**
  Chatham-Kent is a community that is environmentally sustainable and promotes stewardship of our natural resources

The recommendations in this report support the following critical success factors:

- **Financial Sustainability:**
  The Corporation of the Municipality of Chatham-Kent is financially sustainable

- **Open, Transparent and Effective Governance:**
  The Corporation of the Municipality of Chatham-Kent is open, transparent and effectively governed with efficient and bold, visionary leadership

- **Has the potential to support all areas of strategic focus & critical success factors**

- **Neutral issues (does not support negatively or positively)**

**Consultation**

Members of the Public and the Legal Services Department were consulted on this report.

**Financial Implications**

In addition to the annual funding changes noted in the Table 1.0, an increase in capital costs for sidewalk replacement and repairs is likely due to the significant increase use of salt over previous years. Environmental mitigation may also be required.
Table 1.0
Sidewalk Winter Maintenance Annual Funding Changes

<table>
<thead>
<tr>
<th>Option</th>
<th>#1</th>
<th>#2</th>
<th>#3 (2018)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Plowing and salting*</td>
<td>$500,000</td>
<td>$0</td>
<td>-$300,000</td>
</tr>
<tr>
<td>Bylaw enforcement</td>
<td></td>
<td>$35,000</td>
<td>$ 35,000</td>
</tr>
<tr>
<td><strong>Total Funding Required</strong></td>
<td><strong>$500,000</strong></td>
<td><strong>$35,000</strong></td>
<td><strong>-$265,000</strong></td>
</tr>
</tbody>
</table>

* Actual sidewalk snow removal costs will be dependent upon the number of events. In 2018, sidewalk winter control equated to $380,750 for snow clearing and downtown core salting only. $80,000 annually is required for snow clearing and de-icing fronting on Municipal property.

Prepared by:

________________________________
Thomas Kelly, P.Eng., MBA
General Manager
Infrastructure and Engineering Services

Consulted and confirmed the content of the consultation section of the report by:

________________________________
John Norton, Chief Legal Officer

Attachments:
Appendix A – 2019 Winter Control Survey Results
Appendix B – Fines Summary
Appendix C – Sidewalk Winter Maintenance Policies

\Chatham-Kent.Ca\Common\Corporate\General\RTC\Infrastructure And Engineering\I & ES\2019\4174 - Sidewalk Winter Maintenance Policy.Docx
Q1  In which area do you live?

<table>
<thead>
<tr>
<th></th>
<th></th>
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<th></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>543 (64.3%)</td>
<td>17 (2.0%)</td>
<td>86 (10.2%)</td>
<td>73 (8.6%)</td>
<td>37 (4.4%)</td>
<td>88 (10.4%)</td>
</tr>
</tbody>
</table>

Question options

Optional question (844 responses, 1 skipped)

Q2  Do you use municipal sidewalks in the winter time?

<table>
<thead>
<tr>
<th>Yes</th>
<th>No</th>
</tr>
</thead>
<tbody>
<tr>
<td>708 (84.1%)</td>
<td>134 (15.9%)</td>
</tr>
</tbody>
</table>

Question options

Optional question (842 responses, 3 skipped)
Q3  How important are clear, ice-free sidewalks within a reasonable time frame to you?

**Question options**
- Very important
- Somewhat important
- Not important

*Optional question (838 responses, 7 skipped)*

Q4  Which of the following service level options would you prefer?

**Question options**
- The municipality plows and salts all sidewalks. A property tax increase will be required.
- The municipality plows all sidewalks and property owners will salt sidewalks with 48 hours of being plowed. A property tax increase is not required.
- Property owners will be required to remove all snow and salt sidewalks within 48 hours. This will result in a property tax decrease.
- Only highly used sidewalks will be maintained by the Municipality in the winter (plowing and salting) while others will be closed. This will result in a property tax decrease.

*Optional question (836 responses, 9 skipped)*
Q5  What amount of property tax increase are you prepared to pay for sidewalk winter control service?

Question options
- $0 per year
- $15 per year
- $30 per year
- $45 per year

Optional question (838 responses, 7 skipped)
The following table provides a summary of the municipalities that have established sidewalk clearing by-laws and associated fines. Note the source of this information is the Sidewalk Peer Municipalities Study conducted by Chatham-Kent Infrastructure and Engineering Services in the fall of 2018.

<table>
<thead>
<tr>
<th>Municipality</th>
<th>Fine Amount</th>
<th>Fine Collection Method</th>
</tr>
</thead>
<tbody>
<tr>
<td>Town of Ajax</td>
<td>$100 (if abutting sidewalks of 23 m or less), or $100 + $4/metre (if abutting sidewalks in excess of 23 m)</td>
<td>Municipal tax rolls</td>
</tr>
<tr>
<td>City of Brampton</td>
<td>Equivalent to cost of service provider removing snow or ice</td>
<td>Municipal tax rolls</td>
</tr>
<tr>
<td>City of Brantford</td>
<td>Equivalent to cost associated with City removing snow or ice</td>
<td>Municipal tax rolls</td>
</tr>
<tr>
<td>City of Hamilton</td>
<td>Equivalent to cost associated with City removing snow or ice</td>
<td>Municipal tax rolls</td>
</tr>
<tr>
<td>City of Kitchener</td>
<td>$400</td>
<td>Invoice</td>
</tr>
<tr>
<td>City of Oshawa</td>
<td>$75/day + Equivalent to cost associated with City removing snow or ice</td>
<td>N/A</td>
</tr>
<tr>
<td>City of Pickering</td>
<td>Equivalent to cost associated with City removing snow or ice</td>
<td>Municipal tax rolls</td>
</tr>
<tr>
<td>Town of St. Catharines</td>
<td>$10.40/metre</td>
<td>Invoice</td>
</tr>
<tr>
<td>City of Vaughan</td>
<td>Equivalent to cost associated with City removing snow or ice</td>
<td>Municipal tax rolls</td>
</tr>
<tr>
<td>City of Windsor</td>
<td>Equivalent to cost of service provider removing snow or ice</td>
<td>Municipal tax rolls</td>
</tr>
</tbody>
</table>
Appendix C: List of Studied Municipalities

Town of Ajax
City of Barrie
City of Brampton
City of Burlington
City of Cambridge
City of Guelph
City of Hamilton
City of Kingston
City of Kitchener
City of London
City of Mississauga
Town of Newmarket
City of Niagara Falls
City of Orillia
City of Oshawa
City of Owen Sound
City of Peterborough
City of Pickering
City of Sarnia
City of St. Catharines
City of St. Thomas
City of Stratford
City of Sudbury
City of Vaughan
City of Welland
City of Windsor
### Appendix C: Ontario Municipalities - Summary of Sidewalk Winter Maintenance Policies

<table>
<thead>
<tr>
<th>City/Town</th>
<th>Survey Answered</th>
<th>Sidewalk Clearing by Resident</th>
<th>Limitation</th>
<th>Timeframe</th>
<th>Quality Control</th>
<th>Enforcement</th>
<th>Non-Compliance Fee</th>
<th>Contravening Penalty</th>
<th>Solutions for the Unable</th>
</tr>
</thead>
<tbody>
<tr>
<td>Ajax</td>
<td>No</td>
<td>By-law</td>
<td>None</td>
<td>24 hours</td>
<td>Random Inspection</td>
<td>Town</td>
<td>Fixed Rate</td>
<td>None</td>
<td>N/A</td>
</tr>
<tr>
<td>Barrie</td>
<td>No</td>
<td>By-law</td>
<td>Business District</td>
<td>10:00 AM</td>
<td>Unknown</td>
<td>Snow Removal Expenses</td>
<td>Up to $5000</td>
<td>N/A</td>
<td></td>
</tr>
<tr>
<td>Brampton</td>
<td>No</td>
<td>By-law</td>
<td>Residential</td>
<td>11:00 AM</td>
<td>Upon Complaint</td>
<td>Snow Removal Expenses</td>
<td>Up to $2000</td>
<td>Financial Assistance</td>
<td></td>
</tr>
<tr>
<td>Brantford</td>
<td>No</td>
<td>Municipal Code</td>
<td>Residential</td>
<td>24 hours</td>
<td>Upon Complaint, and Random Inspection</td>
<td>Snow Removal Expenses</td>
<td>N/A</td>
<td>Snow Buddy Program</td>
<td></td>
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<tr>
<td>Cambridge</td>
<td>No</td>
<td>By-law</td>
<td>Residential</td>
<td>36 hours</td>
<td>Upon Complaint</td>
<td>N/A</td>
<td>N/A</td>
<td>Snow Angels and External Community Support</td>
<td></td>
</tr>
<tr>
<td>Hamilton</td>
<td>No</td>
<td>By-law</td>
<td>None</td>
<td>24 hours</td>
<td>Upon Complaint</td>
<td>Snow Removal Expenses</td>
<td>Provincial Offences Act</td>
<td>Snow Angles and Sidewalk Clearing Assistance Program</td>
<td></td>
</tr>
<tr>
<td>Kitchener</td>
<td>No</td>
<td>By-law</td>
<td>None</td>
<td>24 hours</td>
<td>Upon Complaint, and Random Inspection</td>
<td>Fixed Rate</td>
<td>N/A</td>
<td>Sidewalk Clearing Assistance Program and external programs</td>
<td></td>
</tr>
<tr>
<td>Newmarket</td>
<td>No</td>
<td>By-law</td>
<td>Residential</td>
<td>24 hours</td>
<td>Unknown</td>
<td>Unknown</td>
<td>Unknown</td>
<td>None</td>
<td></td>
</tr>
<tr>
<td>Oshawa</td>
<td>No</td>
<td>By-law</td>
<td>None</td>
<td>Midnight after end of snowfall</td>
<td>Unknown</td>
<td>Fixed Rate</td>
<td>$300 - $25,000 (layered)</td>
<td>Sidewalk Clearing Assistance Program</td>
<td></td>
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<tr>
<td>Pickering</td>
<td>No</td>
<td>By-law</td>
<td>None</td>
<td>24 hours</td>
<td>Unknown</td>
<td>Snow Removal Expenses</td>
<td>Provincial Offences Act</td>
<td>Sidewalk Clearing Assistance Program</td>
<td></td>
</tr>
<tr>
<td>St. Catharines</td>
<td>No</td>
<td>By-law</td>
<td>None</td>
<td>24 hours</td>
<td>Upon Complaint</td>
<td>Fixed Rate</td>
<td>Provincial Offences Act</td>
<td>Sidewalk Clearing Assistance Program</td>
<td></td>
</tr>
<tr>
<td>Vaughan</td>
<td>Yes</td>
<td>By-law</td>
<td>None</td>
<td>24 hours</td>
<td>Random Inspection</td>
<td>Snow Removal Expenses</td>
<td>Provincial Offences Act</td>
<td>N/A</td>
<td></td>
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<tr>
<td>Welland</td>
<td>No</td>
<td>By-law</td>
<td>Residential</td>
<td>24 hours</td>
<td>Unknown</td>
<td>Snow Removal Expenses</td>
<td>Up to $10,000 (layered)</td>
<td>N/A</td>
<td></td>
</tr>
<tr>
<td>City/Town</td>
<td>Survey Answered</td>
<td>Sidewalk Clearing by Resident</td>
<td>Limitation</td>
<td>Timeframe</td>
<td>Quality Control</td>
<td>Enforcement</td>
<td>Non-Compliance Fee</td>
<td>Contravening Penalty</td>
<td>Solutions for the Unable</td>
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</tr>
<tr>
<td>Windsor</td>
<td>Yes</td>
<td>By-law</td>
<td>Residential</td>
<td>12 hours</td>
<td>Upon Complaint, Random Inspection</td>
<td>Snow Removal Expenses</td>
<td>N/A</td>
<td>Snow Angels</td>
<td></td>
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