

COUNCIL POLICY

SUBJECT: SIDEWALK POLICY (hazard repair)	
DATE OF ISSUE: March 16, 2026	ORIGIN: Engineering COUNCIL REFERENCE: 26/CNCL

Background and Scope

The District of Saanich maintains sidewalks constructed from materials such as concrete, asphalt, and brick pavers. They may be separated from the curb by a boulevard, attached directly to the curb and gutter, or constructed independently from the roadway.

Sidewalk surfaces can become displaced or interrupted by conditions such as erosion, tree root uplift, and access points for buried infrastructure, resulting in tripping hazards. A vertical difference greater than 25 mm between adjoining panels is considered a tripping hazard.

This policy addresses the repair of tripping hazards. It does not include other routine sidewalk maintenance that the District may carry out.

This policy does not restrict the District from, at its discretion, repairing hazards that fall short of the tripping hazard criteria.

This policy may be suspended under special circumstances of broader community impact, such as but not limited to earthquakes, winter storm events, social unrest, etc., at the discretion of the Director of Engineering or their designate.

Process

Saanich operates on a reactive inspection and maintenance system for all aspects of sidewalk inspection and maintenance. There is no set schedule of systematic and regular inspections of sidewalks.

When a sidewalk complaint is received, the following process will apply:

- 1) **Document Complaint:** The trip or other hazard complaint and any relevant details are documented in Tempest Call For Service software.
- 2) **Assign Task:** Call For Service is assigned to a specific staff member.
- 3) **Assess Site:** Staff will attempt to attend the site to assess the hazard within 3 business days, or as staffing and resourcing allow.

- 4) **Schedule Repairs:** If the hazard meets the criteria for tripping hazard, the sidewalk will be scheduled for repair based on available staffing and resources.
- 5) **Apply Interim Measures:** Interim temporary precautions may be taken to ensure public safety prior to the repairs being conducted, which may involve the placement of barricades, warning signs, paint markings and/or temporary fills.
- 6) **Conduct Repairs:** Repair of the sidewalk will be conducted as soon as practicable, based on available staffing and resources.

This policy aligns with Council policy 01/479: Public Works Inspection Policy.