

# How to Report Walkability Issues and Concerns

(updated 2019)



Local Govt ( <a href="#">Not sure?</a> <a href="#">Click here</a> <a href="#">for map</a> )	Step 1: Report Online	Step 2 (optional): Phone Engineering Department	Step 3 (optional): Phone Municipal Administration	Step 4 (optional): Contact Elected Officials
Central Saanich	Bylaw infraction (sidewalk obstruction, overgrown hedge, failure to remove snow/ice, garbage bins on sidewalk): <a href="http://www.esquimalt.ca/municipal-hall/bylaws/bylaw-complaint">www.esquimalt.ca/municipal-hall/bylaws/bylaw-complaint</a> <a href="http://www.centralsaanich.ca/municipal-hall/contact-us/bylaw-enforcement">www.centralsaanich.ca/municipal-hall/contact-us/bylaw-enforcement</a> (no further steps needed)	250 544-4210	250 652-4444	Mayor: (250) 885-8539
	Other issues, including tripping hazards: <a href="http://www.centralsaanich.ca/Feedback-Form.htm">www.centralsaanich.ca/Feedback-Form.htm</a>			
Colwood	For all issues: <a href="http://www.colwood.ca/report-an-issue">www.colwood.ca/report-an-issue</a>	250 478 5999	250 478-5999	Mayor: (250) 216-5970 mayor@colwood.ca
Esquimalt	Bylaw infraction (sidewalk obstruction, overgrown hedge, failure to remove snow/ice, garbage bins on sidewalk): <a href="http://www.esquimalt.ca/municipal-hall/bylaws/bylaw-complaint">www.esquimalt.ca/municipal-hall/bylaws/bylaw-complaint</a> (no further steps needed)	250 414-7108	250 414-7100	Mayor: (250) 883-1944 barb.desjardins@esquimalt.ca
	Other issues, including tripping hazards: <a href="http://www.esquimalt.ca/municipal-services/report-problem">www.esquimalt.ca/municipal-services/report-problem</a>			
Highlands	Bylaw infraction (sidewalk obstruction, overgrown hedge, failure to remove snow/ice, garbage bins on sidewalk): <a href="http://www.highlands.bc.ca/DocumentCenter/View/5985/Complaint_Form_2011?bidId=">http://www.highlands.bc.ca/DocumentCenter/View/5985/Complaint_Form_2011?bidId=</a> (print and email to lcondon@highlands.ca) (no further steps needed)		250 474-1773	Mayor: (250) 882-5481 kwilliams@highlands.ca
	Other issues, including tripping hazards: <a href="http://www.highlands.ca/requesttracker.aspx">www.highlands.ca/requesttracker.aspx</a>			
Langford	<a href="http://www.langford.ca/EN/footer/contact-us/feedback-form.html">www.langford.ca/EN/footer/contact-us/feedback-form.html</a>	250 474-0068	250 478-7882	mayor@langford.ca
Metchosin	No online reporting tool. Move to Step 3.		250 474-3167	mayorandcouncil@metchosin.ca
North Saanich	No online reporting tool. Move to Step 2.	250 655-5480	250 656-0781	Mayor: (250) 656-6668 gorr@northsaanich.ca

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<b>Oak Bay</b>	<p>All issues:  <a href="https://online.oakbay.ca/Tempestlive/eApplyCalls/default.aspx">online.oakbay.ca/Tempestlive/eApplyCalls/default.aspx</a></p>	250 598-2042	<p>Bylaw compliance officer:  250-598-3311  Other issues:  250 598-3311</p>	<p>Mayor &amp; Council:  (250) 598-3311  obcouncil@oakbay.ca</p>
<b>Saanich</b>	<p>All issues:  <a href="https://www.saanich.ca/EN/main/community/report-a-problem.html">www.saanich.ca/EN/main/community/report-a-problem.html</a></p>	250 475-1775	250 475-1775	<p>Mayor: (250) 475-5511  Email via website or  council@saanich.ca</p>
<b>Sidney</b>	<p>Bylaw infraction (sidewalk obstruction, overgrown hedge, failure to remove snow/ice, garbage bins on sidewalk):  <a href="https://www.sidney.ca/Services/Bylaw_Enforcement.htm">www.sidney.ca/Services/Bylaw_Enforcement.htm</a>  (no further steps needed)</p>	250 656-4502	250 656-1184	mayor@sidney.ca
	<p>Other issues, including tripping hazards:  <a href="https://www.sidney.ca/Services/Request_for_Service/Public_Works.htm">www.sidney.ca/Services/Request_for_Service/Public_Works.htm</a></p>			
<b>Sooke</b>	<p>Bylaw infraction (sidewalk obstruction, overgrown hedge, failure to remove snow/ice, garbage bins on sidewalk):  No online tool; instead email <a href="mailto:bylaw@sooke.ca">bylaw@sooke.ca</a>. You must provide your name, address, phone number, email, and details of complaint.  (no further steps needed)</p>		250 642-1634	<p>General number:  (250) 642-1634  mayorandcouncil@sooke.ca</p>
	<p>Other issues, including tripping hazards:  <a href="https://sooke.ca/report-an-issue/">sooke.ca/report-an-issue/</a></p>			
<b>Victoria</b>	<p>Bylaw infraction (sidewalk obstruction, overgrown hedge, failure to remove snow/ice, garbage bins on sidewalk):  <a href="https://www.victoria.ca/EN/main/city/bylaw-enforcement/report-a-bylaw-violation.html">https://www.victoria.ca/EN/main/city/bylaw-enforcement/report-a-bylaw-violation.html</a>  (no further steps needed)</p>	250 361-0400	250 361-0202	<p>Mayor: (250) 361-0200  councillors@victoria.ca</p>
	<p>Other issues, including tripping hazards:  <a href="https://www.victoria.ca/EN/meta/contact/service-request-form.html">www.victoria.ca/EN/meta/contact/service-request-form.html</a>    Alternatively, use the city's <a href="#">ConnectVictoria app</a></p>			
<b>View Royal</b>	<p>Bylaw infraction (sidewalk obstruction, overgrown hedge, failure to remove snow/ice, garbage bins on sidewalk):  <a href="mailto:bylawcompliance@viewroyal.ca">bylawcompliance@viewroyal.ca</a>:  <a href="https://www.viewroyal.ca/assets/Town~Hall/Documents~and~Forms/Building-Bylaw~Documents~and~Forms/2018%2010%2022%20Bylaw%20Complaint%20Form.pdf">www.viewroyal.ca/assets/Town~Hall/Documents~and~Forms/Building-Bylaw~Documents~and~Forms/2018%2010%2022%20Bylaw%20Complaint%20Form.pdf</a>  (download and email to <a href="mailto:bylawcompliance@viewroyal.ca">bylawcompliance@viewroyal.ca</a>)  (no further steps needed)</p>	250 708-2258	250 479-6800	<p>Mayor: (250) 479-6800,  mayorandcouncil@viewroyal.ca</p>

	Other issues, including tripping hazards: <a href="http://www.viewroyal.ca/EN/meta/contact.html">www.viewroyal.ca/EN/meta/contact.html</a>			
CRD parks, paths & walkways	No online reporting tool. Move to Step 3.	N/A	250 360-3000	Board Chair: (250) 360-3125

Still not fixed? Here’s some ideas:

- Snap a photo and share it on social media. Don’t forget to tag your local government (and @walkonvictoria)!
- Write to your local newspaper
- Invite your elected officials to take a walk in the problem area with you
- Speak at a council meeting