



The Playbook

**How to Arrange for a Coordinated
Over-dimensional Load Move
within the City of Calgary**



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Purpose of this Playbook

The City of Calgary Transportation Department's mission is to provide a safe, reliable, efficient, customer focused transportation system that supports all modes of travel and promotes sustainability and smart growth. The system contributes significantly to making Calgary a healthy, vibrant and dynamic community supporting the needs of residents, businesses and tourists.

The City has created a new, online booking system to assist commercial truck companies in planning for the movement of over-dimensional loads safely and efficiently within Calgary's boundaries. This **Playbook** will guide customers through the new process, and will also assist City staff in understanding their requirements and responsibilities to the commercial truck companies, and their clients.

We are grateful to our service partners and those who contributed their knowledge and time to this customer improvement project:

The Calgary Logistics Council, Calgary Economic Development, ENMAX Power Corporation, TELUS Communications, Shaw Communications, The Calgary Police Service, and our Customers.



What is an Over-Dimensional Load?

An over-dimensional load is any transported load that exceeds the standard or ordinary legal size and/or weight for a specified portion of a roadway. These standards are set by the Province of Alberta, and they require carriers to obtain a permit to legally transport these large loads.

An over-dimensional (OD) permit is required to travel on Calgary roads when the dimensions of a load-hauling vehicle exceed one of the following measurements:

- 2.6 meters wide [8.5 feet]
- 4.15 meters high [13.5 feet] – measured from road surface to top of load
- 22.86 meters long [75 feet] – measured bumper to bumper

Single trip/daily OD permits are available on-line for Calgary through the provincial Transportation Routing and Vehicle Information System, known as TRAVIS. Please click the link to access the [TRAVIS permit application](#)

Annual OD permits (City Wide) may be issued to carriers that have a high volume of loads to move within Calgary. The maximum dimensions that an annual permit may be issued for are:

- 6.0 meters wide [19.68 feet]
- 4.9 meters high [16 feet] – measured from road surface to top of load
- 40.0 meters long [131.2 feet] – measured bumper to bumper

The annual permit application is also available on-line at The City of Calgary's website (www.calgary.ca). Please click the link to access The City's [Roads permit](#) page.

What is a Coordinated Over-Dimensional Move?

When a transport vehicle has an over-dimensional load that will **exceed**

- **5.3 metres** [17'4"] in height – measured from road surface to top of load
OR
- **7.3 metres** [24'] in width

a **Coordinated OD Move Permit** must be obtained from The City of Calgary prior to the load moving on any Calgary road. The industry also knows these types of moves as escorted moves or 'super moves'. These dimensions are standard for the Province of Alberta.

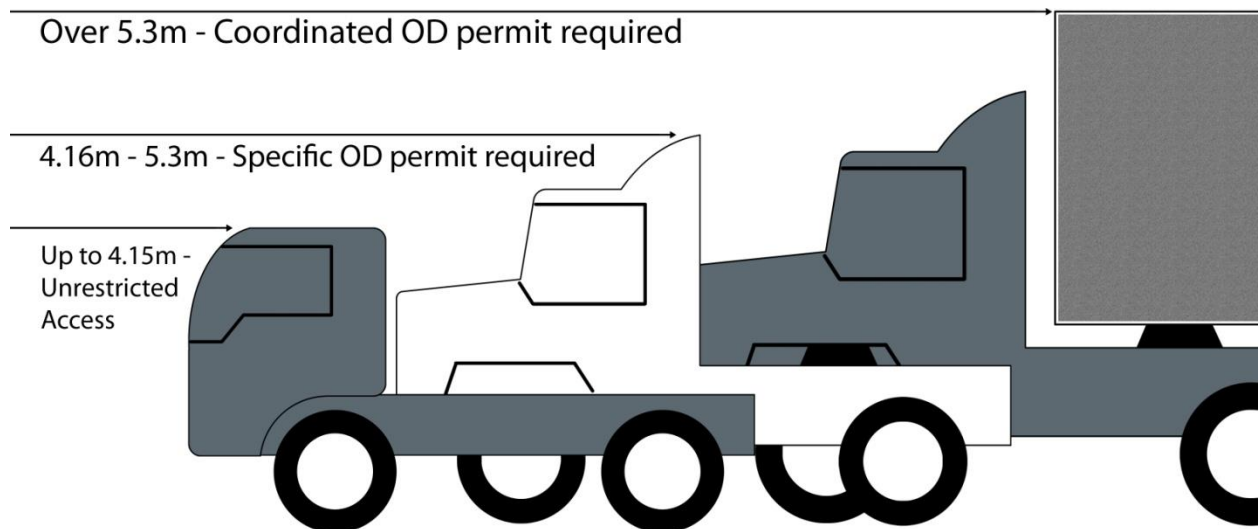


Diagram 1: Vehicle Heights and Permits required

Whenever a transport vehicle is moving a **house**, particularly from a residential area, it will require a **Coordinated OD Move Permit** when the load will be **4.9 metres [16’]** in height or higher.

More details can be found in the [House Moving](#) section of this Playbook.

This permit process allows for The City of Calgary to coordinate the move with their service partners – ENMAX (electrical utility), TELUS Communications, Shaw Communications and the Calgary Police Service – to monitor and/or adjust utility and communication lines, adjust traffic control signs and signals, and manage traffic control. Coordinated OD Moves help to ensure the safe passage of these transport vehicles and their loads through the city, while minimizing interference with the normal flow of traffic.

The City of Calgary is responsible for providing the OD permits and coordinating the approvals for these moves.

Regulations and Permissions

All over-dimensional and overweight moves, including coordinated over-dimensional moves, are governed under and subject to the following legislation:

Municipal: Calgary Traffic Bylaw 26M96; Calgary Truck Route Bylaw 60M90; Dangerous Goods Routes Bylaw 13M2004



The Playbook for Coordinated Over-Dimensional Moves

- Provincial:** *For more information:* [Calgary Bylaws](#)
The Traffic Safety Act; Commercial Vehicle Dimension and Weight Regulation; Alberta Electric System Operator Regulation
For more information: [Provincial Legislation \(Transportation\)](#)
- Federal:** The Motor Vehicle Transport Act and Regulations
For more information: [Transport Canada](#)

Failure to adhere to the requirements set out in the above may result in the cancellation of permits, as well as any relevant fines or legal proceedings.



Who can apply?

Only licensed carriers registered with the Province of Alberta may apply for a coordinated over-dimensional move permit.

The operator must also obtain and maintain the following insurance coverage as a condition of the permit:

- a. Commercial general liability insurance with an insurer licensed to do business in the province of Alberta in a form satisfactory to the City Solicitor in an amount of not less than \$2,000,000 inclusive limit for any one occurrence. Such insurance must include **The City of Calgary** as an additional insured, contain a non-owned auto clause and an operation of attached machinery clause; and
- b. Automobile third party liability insurance in an amount of not less than \$2,000,000 inclusive limit for any one occurrence insuring each and every automobile used in the performance of the work pertaining to the permitted move. A copy of the relevant insurance certificate(s) shall be provided to The City or its agents upon request.

What are the permit fees?

For loads over 7.32m wide or more than 5.3m high, the carrier is responsible for all costs relating to removing and reinstalling affected traffic control devices and infrastructure.

As of Aug. 1, 2022, The City’s fees to support over-dimensional moves are:

- Administration fee:** \$165.80 (non-refundable)
- Coordinated Moves:** \$3,500 – per two (2) hour timeslot (base fee)
- House Moves:** \$4,500 (base fee)

Please note: Any cancellations inside 7 days of the scheduled move date are subject to a \$2,000 non-refundable fee

The Coordinated Moves and House Moves fees provide:

- A crew to monitor potential conflicts with road infrastructure (including signs and overhead structures), move traffic control devices and signal lights out of the path, and then realign them;
- A crew member who will document any damage or safety incidents that occur.



* *The City will not permit a carrier to adjust or remove city infrastructure*

The application fee, to be paid at the time of the on-line booking, replaces the previous *Coordinated Set-up* fee that was charged after the move had been completed. The Goods and Services Tax (GST) is included in these fees.

If your move extends beyond the booked time slot, additional fees will apply and are the sole responsibility of the carrier.

All City of Calgary fees may be reviewed and adjusted on an annual basis.

Additional third party costs from the utility, telecommunication companies and/or police services will apply and are the sole responsibility of the carrier.

The carrier is also responsible to obtain any required Provincial permits to move over-dimensional loads within Alberta or elsewhere.

When can I schedule a move?

Eighteen (18) coordinated OD moves can be regularly scheduled each week for commercial carriers. Up to five (5) house moves may also take place each week. Moves take place 5 days a week (10:00 p.m. Mondays through 6:00 a.m. Fridays). Dates must be booked in advance:

Type	Minimum	Maximum
Coordinated OD Move	Two weeks notice	Two months
House Move	Seven weeks notice	Four months

Note: If the route the carrier selects for the OD move is located near a transmission line that would have to be de-energized (turned off) to allow for safe passage, the utility will require a minimum of **seven (7) weeks notice**, in order to comply with the Alberta Electric System Operator (AESO) regulations. If unsure, it is recommended that a carrier contact the utility directly to confirm before booking a move through The City.



Coordinated over-dimensional moves are booked in two-hour timeslots, and can start at one of four times: 10:00 p.m., or 12:00 a.m., or 2:00 a.m, or 4:00 a.m..

If more than two hours are needed for a move to arrive at the city boundary (or another destination within the city), the carrier may be required to book a second timeslot. The City’s coordinated move fee will be charged for this second timeslot.

House moves are booked in four-hour timeslots, and start at 1:00 a.m.

How many coordinated OD moves take place in Calgary?

Approximately 700 coordinated moves take place in Calgary each year, including:

- Over 900 loads for the oil and gas sector,
- 4 to 5 house moves per month.

Typically, 40% of these coordinated moves take place between January and March. This concentration of moves is due to the seasonal road bans and weight restrictions on provincial highways that typically start in April, as the spring thaw approaches.

Escort and pilot requirements

All coordinated over-dimensional moves require escorts from the City of Calgary. Moves may also require escorts from ENMAX, TELUS, Shaw Communications and/or the Calgary Police Service.

All coordinated over-dimensional moves require a minimum of two pilot vehicles.

If the dimensions of a load-hauling vehicle exceed one of the following dimensions, the move will typically require:

Escorts	Width	Height
Two pilots	4.41m	5.30m
Three pilots	7.32m	--
Mandatory police escort	9.14m	--

Police escort



The Calgary Police Service will be requested to provide officers to escort a move when the load exceeds 9.14m in width, or where the route would require a vehicle to travel counter flow (wrong side) along a roadway, or where The City determines that they are required to support a particular move. The carrier would be responsible for the costs of these “pay duty” officers and will be billed directly by the Calgary Police Service.

Load Tagging Option

Multiple carriers will be able to use the on-line booking system to join up or tag up with another scheduled coordinated move from the same location. No more than 3 loads will be available to be booked at any one location. This option may provide carriers with an earlier date to move a single load (or two), than what is available in the booking calendar. To browse the list of available dates and locations, select the “**I want to Load Tag**” box on the scheduling screen.

Traffic Operations can use their discretion and decline the addition of a load to a previously planned move, where the total dimensions of the vehicles would impact the safe and timely passage of the entire move.

Applying for a Coordinated Over-Dimensional Move Permit

All coordinated over-dimensional move permits, including house moves, will be applied for through The City of Calgary ePermits system.

How do I register for ePermits?

To register for ePermits, register for a City of Calgary [myID account](#).

Required information:

- email address,
- full name,
- unique User ID & password, and
- Business ID or License number.

Due to security requirements, additional information or further action may be required before the service can be accessed. This additional step will usually be a one-time process.

When should I apply?



Carriers must apply a **minimum** of two weeks in advance of a move. In order to obtain the desired time slot, it is recommended that carriers apply as far in advance as possible. The City's on-line permit system, ePermit, will allow bookings to be made two months in advance (four months for house moves).

How do I apply?

First, sign into [ePermits](#).

You will be able to select an available time-slot for your move from the calendar, complete your application and pay both the application fee and City escort and signals turning fee.

Applications will time-out after 30 minutes of inactivity. Should this occur, your time-slot hold will be released and the application must be restarted.

What information do I need to apply?

- 1) Date of move,
- 2) Company information (name, address, e-mail address, and phone),
- 3) Company contact person and contact information,
- 4) Provincial Permit Number(s) (if available at time of initial application),
- 5) Commodity – what is being hauled? (i.e. house/structure, compressor),
- 6) Vehicle and load dimensions:
 - a. Length in meters or feet (bumper to bumper),
 - b. Width in meters or feet,
 - c. Height in meters or feet (ground to highest point of the load),
 - d. Weight in kilograms (only when the load will exceed 125,000 kg)
- 7) Starting point (Where is the load is entering City Limits or starting from within the City of Calgary),
- 8) Final destination, and
- 9) Route of travel (Street-by-street within City Limits).

Examples of a route-of-travel description:

1. West on 40 Avenue – South on 6 Street – SE on 32 Avenue – North on 12 Street – North on Aviation Boulevard – West on 49 Avenue – East on Aero Gate – NE on Aero Drive – North on 19 Street – East on Airport Trail – North on Barlow Trail – East on Country Hills Boulevard – North on 84 Street – arrive at City of Calgary limits



2. North on 44 Street – West on 82 Avenue – South on 40 Street – West on 90 Avenue – North on Barlow Trail – East on Glenmore Trail - proceed to City of Calgary limits

The ePermit system has a drop-down list of previously chosen routes from frequently used locations that may be selected, and includes route-of-travel descriptions, special notes, and maps available to review.

Important: It is the responsibility of the carrier to **drive and check the chosen route** for adequate clearances prior to starting the move, and to make note of any structure or object that would need to be moved to allow safe passage. The holder of the permit assumes full responsibility for any damages or delays that may occur to highways, bridges or other property as a result of the coordinated move.

There is an on-line resource for the public regarding Calgary traffic advisories, road closures and detours: [Calgary Road Closures](#) . Carriers may find it beneficial to check this list for road closures that could affect route selection and planning.

House Moves - Additional Requirements

House moves may, with the prior approval of the Traffic Permits Office, occur in the same time-slot as other coordinated over-dimensional moves.

House moves are available up to five (5) days a week (1:00 a.m. Monday - 5:00 a.m. Friday). A maximum of 4 hours is provided to complete a house move - starting at 1:00 a.m. and finishing by 5:00 a.m.

As these moves typically start in a residential neighbourhood, special circumstances apply. House movers must provide alternate routing for each move, and must obtain 2 additional permits prior to the move date: **Street Use** permit, and a **Temporary No-Parking** permit (No Parking signage will also be required). These may be applied for on-line through [ePermits](#), or at the Permit counter.

The Good Neighbour Letter:

House movers are required to distribute a Good Neighbour Letter that notifies surrounding residents about the planned house move, and the temporary inconvenience it may cause. It must be distributed at least one week in advance of the scheduled move. It is the carrier's responsibility to draft and distribute this letter, and it must contain the following information:



- Date of letter
- That the Temporary No Parking signs and equipment in the neighbourhood belong to [COMPANY NAME] and are needed to accommodate the movement of a house.
- The address of the house.
- The house will be moving from its current location at 1:00 a.m. on [DATE].
- Request that the residents refrain from parking in the Temporary No Parking zones from 11:00 p.m. on [DATE] to 6:00 a.m. on [DATE]
- Notice that vehicles parking in marked zones may be ticketed and towed at the owner's expense.
- Notice that local and emergency traffic access will be maintained at all times.
- Thank residents for cooperation; notice that in the case of any questions or concerns, they should contact your company (the mover) directly.
- Carrier's mailing address, telephone number and e-mail address.
- Permit numbers.
- Signature, name and job title of contact at your office.

A copy of the Good Neighbour Letter must be emailed to the Traffic Permit Office (odpermit@calgary.ca) at least 48 hours prior to the scheduled move.

What happens after I submit my application?

Once you pay for and submit your application, it will be reviewed by the Traffic Permits Office. The permit's status will show as **Accepted**.

If approved by the Traffic Permits Office, it will be sent to the City of Calgary's service partners for further review and comment. At this stage, you will see the permit's status change to **Under Review** in the ePermit system. This review can take up to 5 business days.

If both the Traffic Permits Office and the service partners approve the application, you will see the permit status change to **Approved** in the ePermit system. You will require your Provincial Permit number to receive your permit.

If either the Traffic Permits Office or the service partners decline the move, you will be notified via e-mail.

When will I get my permit?



Once you provide your Provincial Permit number via the ePermit system, your Coordinated Over-dimensional Moves Permit will be e-mailed to you. The service providers will be copied on this e-mail.

If you do not provide your Provincial Permit number in advance of your move, you will not have a valid City of Calgary permit. An OD move will not be allowed to proceed without both valid permits, and no fees will be refunded.

You must print and have both your City permit and Provincial permit present in the vehicle during your move.

Changes and cancellations

How do I change or cancel my move?

If you need to change or cancel your move, you can do so via your ePermits account.

Changing the date of the move

If you wish to change the date of your move, you will start a new application in ePermits. You must do so at least 14 days in advance of your desired move date/time. Once you have submitted the new application, then you will cancel the old application for the move you no longer need.

- * Please ensure you cancel the old application at least 7 days in advance of the old move date to avoid being charged the Coordinated Move fee.

If you need to change or cancel a move with short notice due to extreme weather conditions making travel unsafe, the Coordinated Move fees may be refunded or applied toward a future move at the discretion of the Traffic Permit Office. Please contact the Permit Office directly about short notice changes. The Permit Office contact information is at the end of this document.

When will the City of Calgary cancel a move?

The City will cancel your permit/move if:

- 1) You have not provided your Provincial Permit number(s) to obtain your City of Calgary permit;
- 2) Extreme weather conditions or safety/operational concerns emerge; or



3) If any other permit requirements have not been met.

If a move is cancelled through no fault of the carrier, the escort/signals fees may be refunded or carried forward for a re-scheduled move at the discretion of the Traffic Permit Office.

The Traffic Permit Office will also work with the carrier to re-schedule the move as soon as possible. This could include adding an additional timeslot to a particular day. This will be coordinated outside of the ePermit system.

How will I find out if the City has cancelled my move?

You will be notified via e-mail should the City cancel your move. The status of the application on ePermits will also reflect the cancellation.

If someone cancels or changes a move, will the calendar be updated?

Yes, if a carrier cancels their move, it will become available to book in the ePermit calendar.

The Move

Provided all requirements have been met, service partners have been coordinated, and the coordinated over-dimensional move permit has been approved and received, a move may proceed for the scheduled date and time-slot.

The carrier, City crew and service providers must meet no later than the move start time for a tailboard safety meeting to discuss the route as well as confirm the plan for the move. The move will not proceed until this meeting has taken place.

What if damage occurs during a move?

Should an incident occur during the move, a City crew member will document the damage and bring it to the City of Calgary's attention within 1 business day. If damage to public infrastructure or private property occurs, The City of Calgary will create a work order, ensure all damage is repaired, and bill the responsible party accordingly.



The Playbook for Coordinated Over-Dimensional Moves

Questions? Contact us!

Traffic Permit Office
1st Floor, 677 25 Avenue SE
P.O. Box 2100, Station M
Calgary, AB T2P 2M5

E-mail: odpermit@calgary.ca

8:00 AM to 4:00 PM, Monday through Friday

Closed Weekends and Holidays