

Winter Maintenance Zones

2015-2016
APRIL 11-MAY 10, 2016



REGIONAL MUNICIPALITY
OF WOOD BUFFALO

PUBLIC ENGAGEMENT SUMMARY

We held three in-person public engagement sessions during the campaign, the results from each are captured below. In total we received 1665 completed surveys online and 138 paper surveys for a total of 1803 surveys. This level of participation is marked as one of the highest we have had to date for a public engagement campaign.

The survey had sixteen questions in total, starting with one to garner support for or against the new WMZ program, of which 73% of respondents said they support the new program with 70% saying it just needs minor changes or no changes at all.

When asked what they would change in order to improve the program, remove the snow more often, clear the sidewalks more often and relax the zone more often were the top suggestions.

Satisfaction with snow plowing was very high (77% combined satisfied or somewhat satisfied) while satisfaction with snow removal was much lower (49%).

On the portion of the survey that was aimed at helping educate we found respondents did know the information were sharing:

- Do you know what it means to relax WMZs? **78% yes**
- Were you happy with WMZs being relaxed over the holidays? **82% yes**
- Were you happy with WMZs being relaxed at other times throughout the year? **78% yes**
- Did you know that WMZ could be relaxed at the beginning of the season (after Oct. 15) until winter maintenance becomes necessary — based on weather conditions? **84% yes**
- Did you know that WMZ could be relaxed at the end of the season (before Apr. 15) if winter maintenance is no longer necessary — based on weather conditions? **84% yes**
- Did you know that winter maintenance is performed on a priority basis? **50% said no**, leading us to believe there is still confusion around which roads get plowed first.
- Did you know that the WMZ program only applies to residential streets and not to Primary, Secondary or Tertiary routes? **68% yes**
- Did you know that it is the property owner's responsibility to clear their sidewalks within 48 hours of a snowfall event? **90% yes**
- Did you know that it's the property owner's responsibility to clear the windrow at the end of their driveway? **68% yes**
- Did you know that you cannot park in your zone between 7 a.m. and 6 p.m.? **91% yes**

We asked residents to provide feedback on parking restrictions by indicating their level of satisfaction.



- I am in favour of parking restrictions one day a week to accommodate the WMZ program. **81% agree or strongly agree**
- I am in favour of parking fines (tickets) for vehicles parked on the street that prevent work in WMZ. **70% agree or strongly agree**
- I am in favour of towing vehicles out of active WMZ to allow my street to be cleared. **75% agree or strongly agree**
- Towing fees should be paid by the vehicle owner, not by all taxpayers as a whole, as was the case in the past. **82% agree or strong agree**
- Courtesy towing (towing around the corner) is better, and should be funded from the municipal tax base. **51% disagree or strongly disagree**

When it comes to communication, 50% of respondents chose electronic street signage as how they receive their updates, with 38% saying social media, followed by radio at 29%.

Session Summaries

YMCA Thickwood // April 21, 2016 // 3 p.m. – 8 p.m.

- Engaged with 74 residents, received 40 surveys.

Peter Pond Mall // April 23, 2016 // 11 a.m. – 5 p.m.

- Engaged with 122 residents, received 69 surveys

Spring Trade Show // April 29, 30 & May 1

- Engaged with 660 residents, received 29 paper surveys and many more online (iPads were used)



