

Winter Maintenance Zone Survey

SURVEY RESPONSE REPORT

03 November 2019 - 13 May 2020

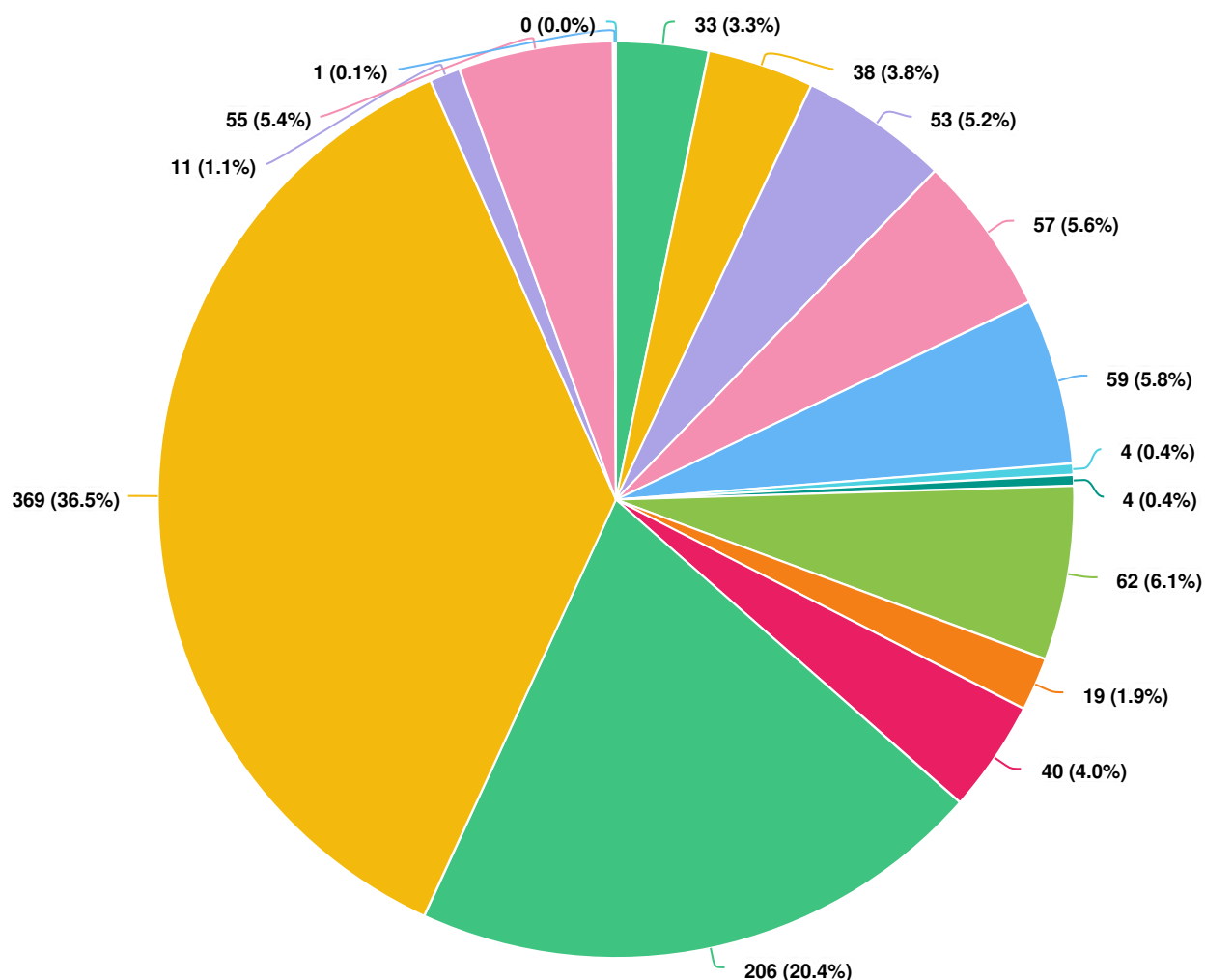
PROJECT NAME:

Winter Maintenance



SURVEY QUESTIONS

Q1 What neighbourhood in Fort McMurray do you live in?

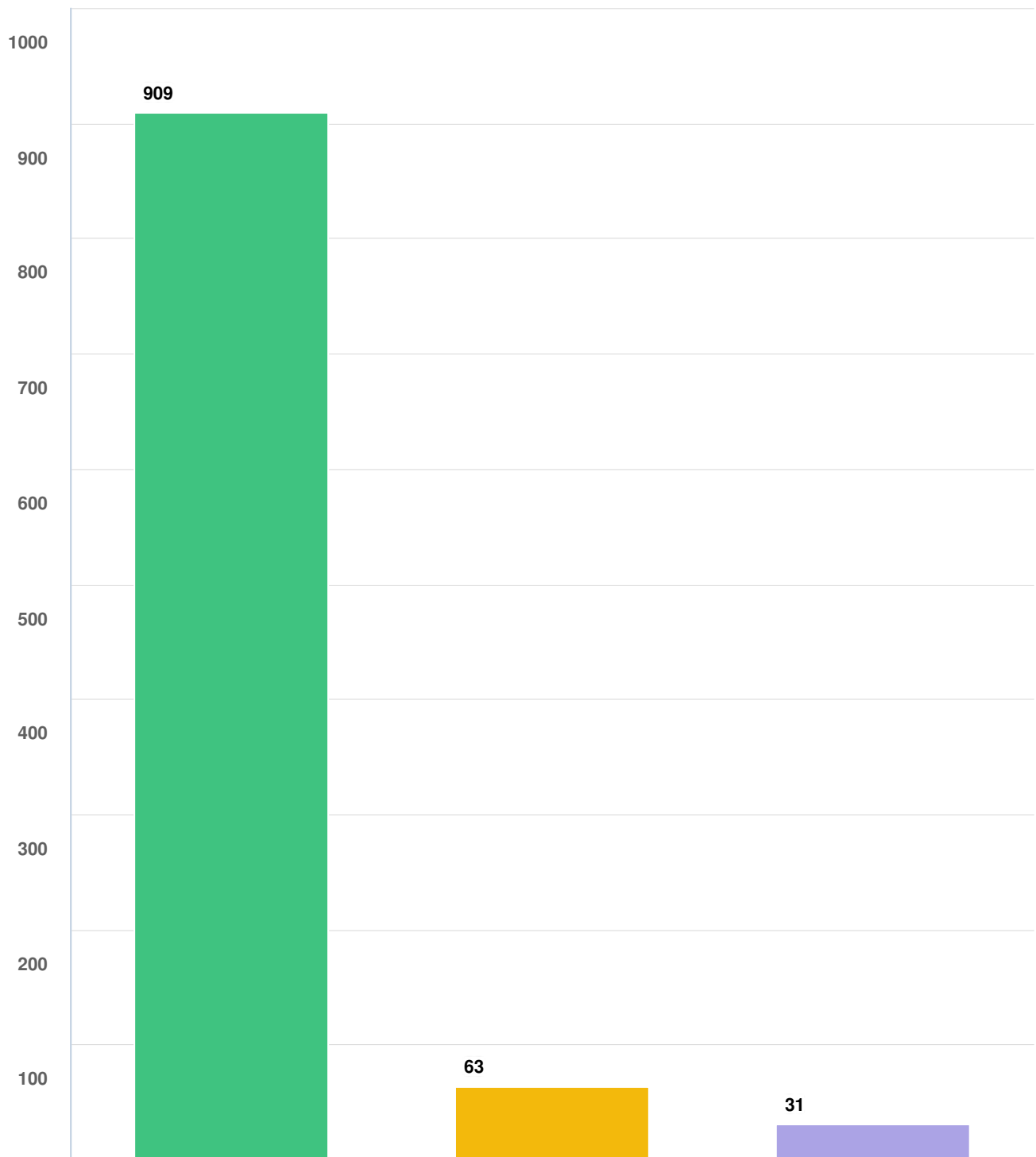


Question options

- Abasand
 ● Beacon Hill
 ● Downtown
 ● Dickinsfield
 ● Eagle Ridge
 ● Grayling Terrace
 ● Gregoire
- Parsons Creek
 ● Prairie Creek
 ● Stone Creek
 ● Thickwood
 ● Timberlea
 ● Waterways
 ● Wood Buffalo
- Other
 ● I don't live in Fort McMurray

Optional question (1011 responses, 1 skipped)

Q2 Is your street included in the Winter Maintenance Zone program?

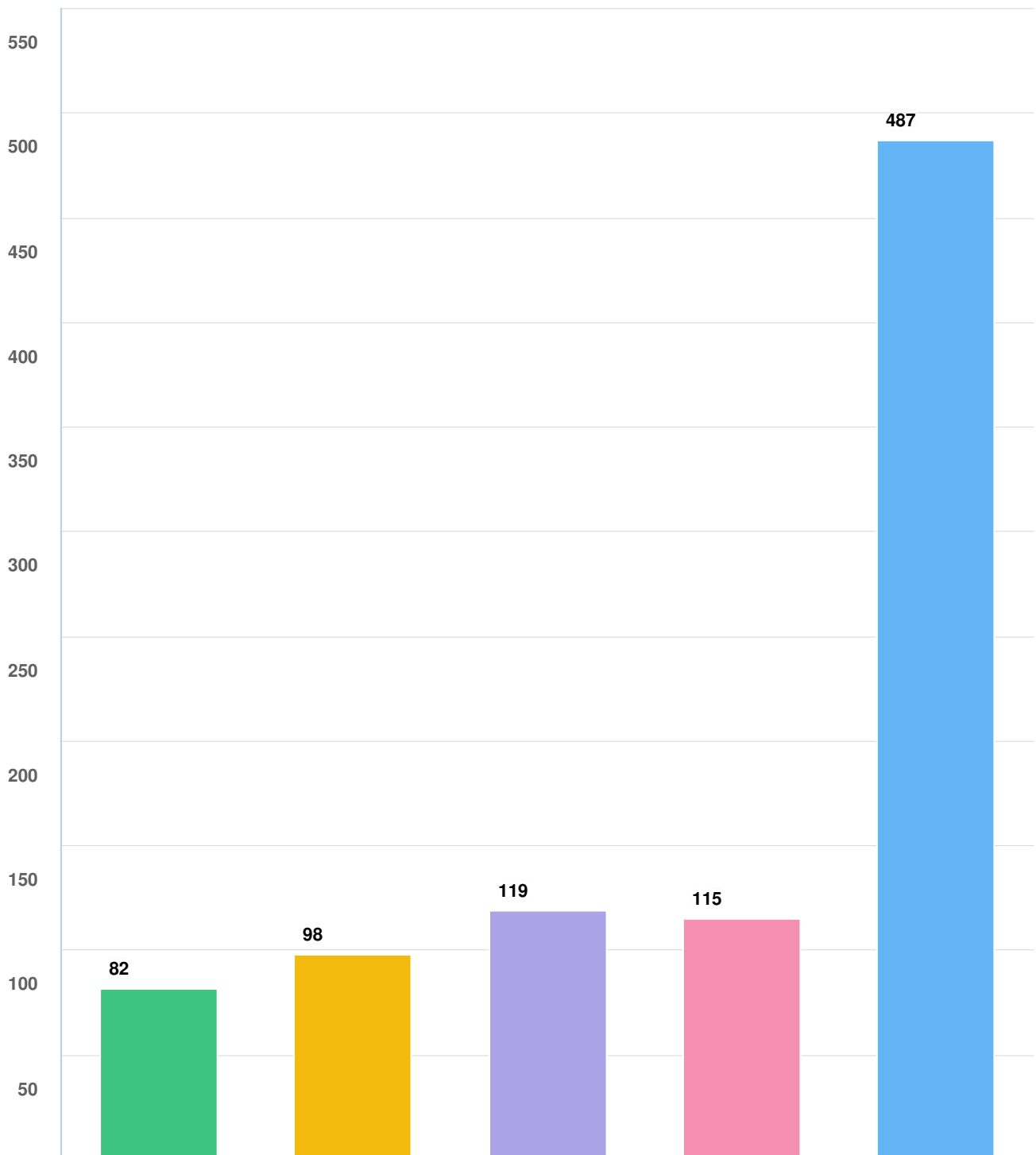


Question options

● Yes ● No ● Unsure

Optional question (1003 responses, 9 skipped)

Q3 What Subzone are you in?

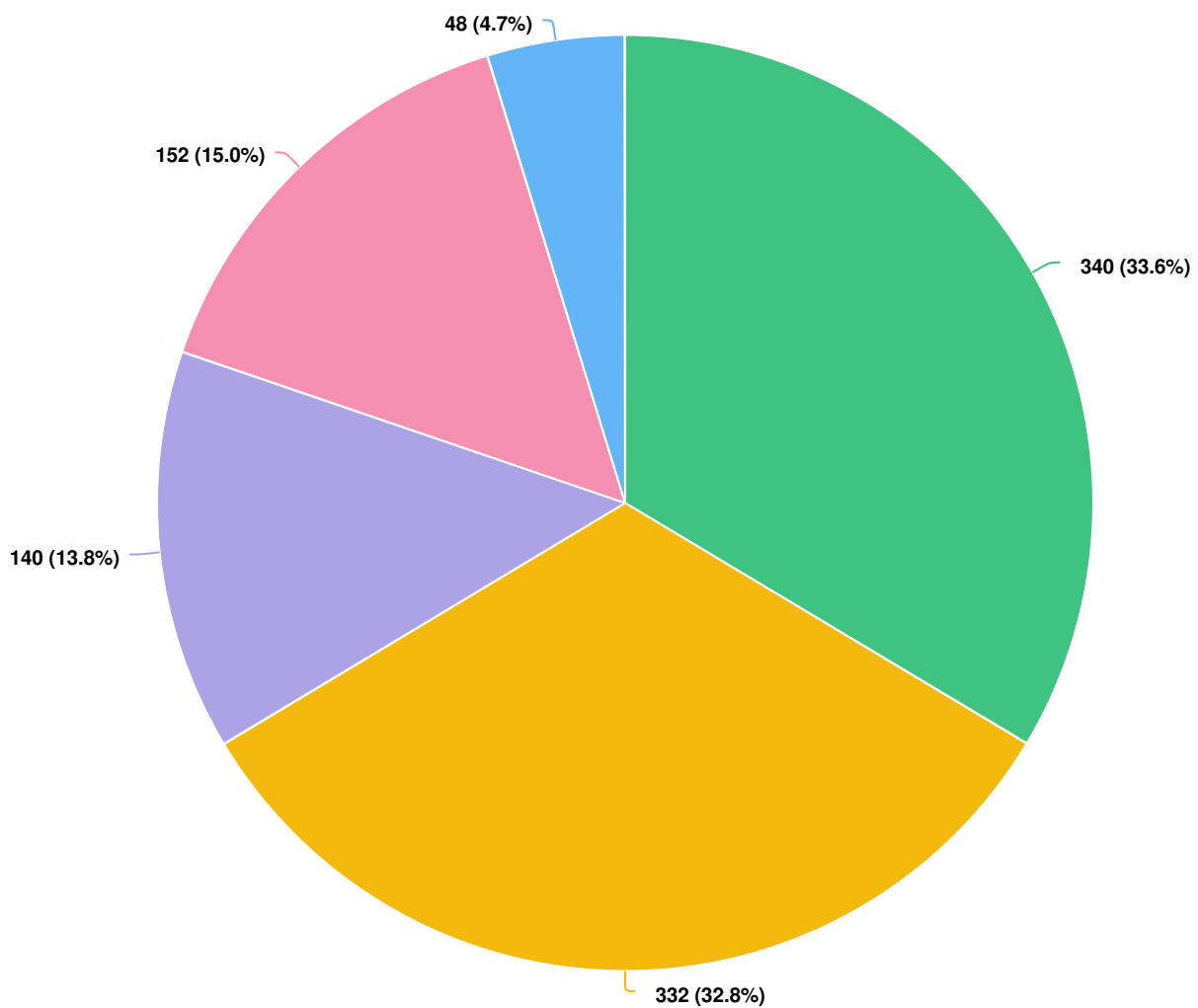


Question options

● 1 ● 2 ● 3 ● 4 ● Unsure

Optional question (901 responses, 111 skipped)

Q4 How satisfied are you with your Winter Maintenance Zone service this year?

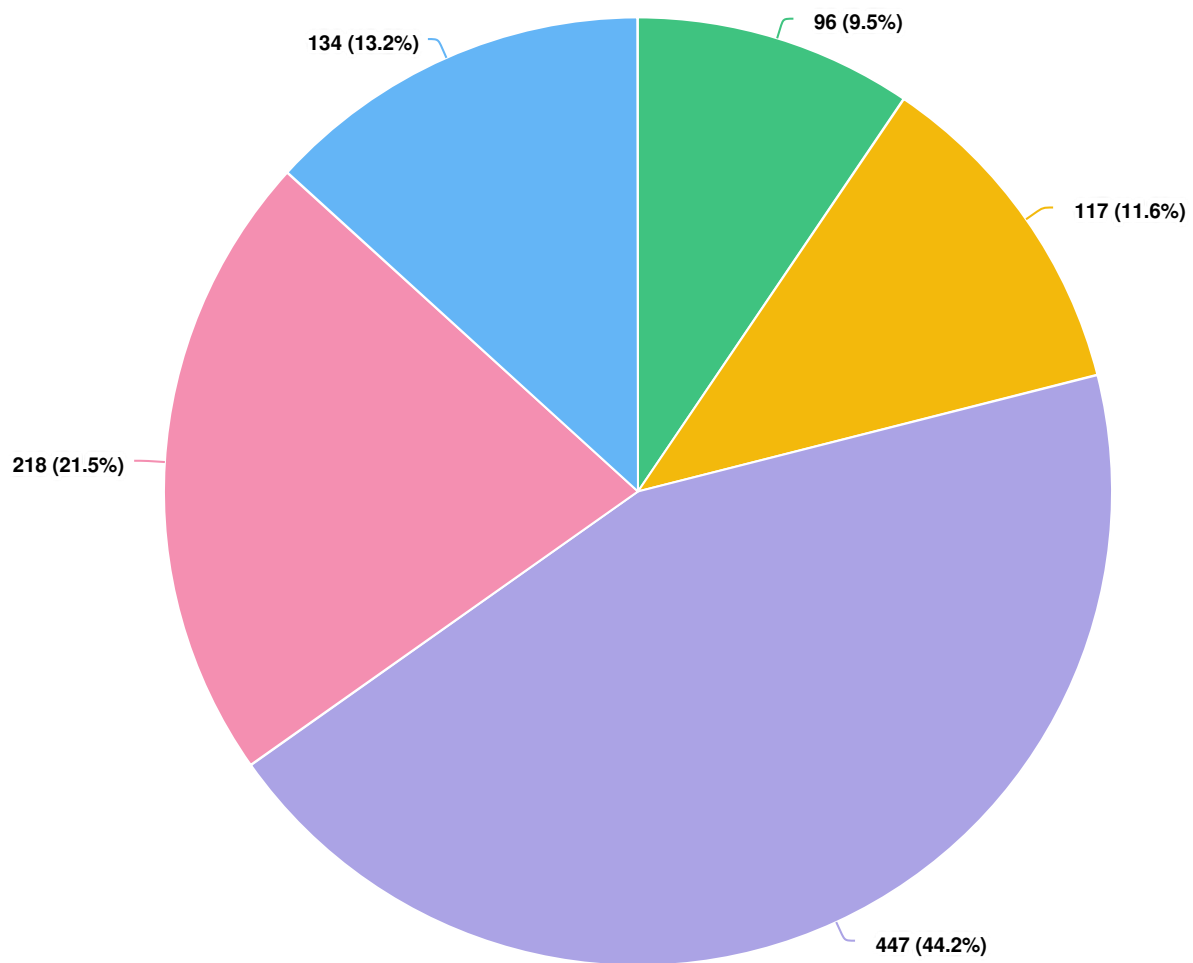


Question options

Very unsatisfied Unsatisfied Neutral Satisfied Very satisfied

(1012 responses, 0 skipped)

Q5 How happy are you when your WMZ Subzone is relaxed?

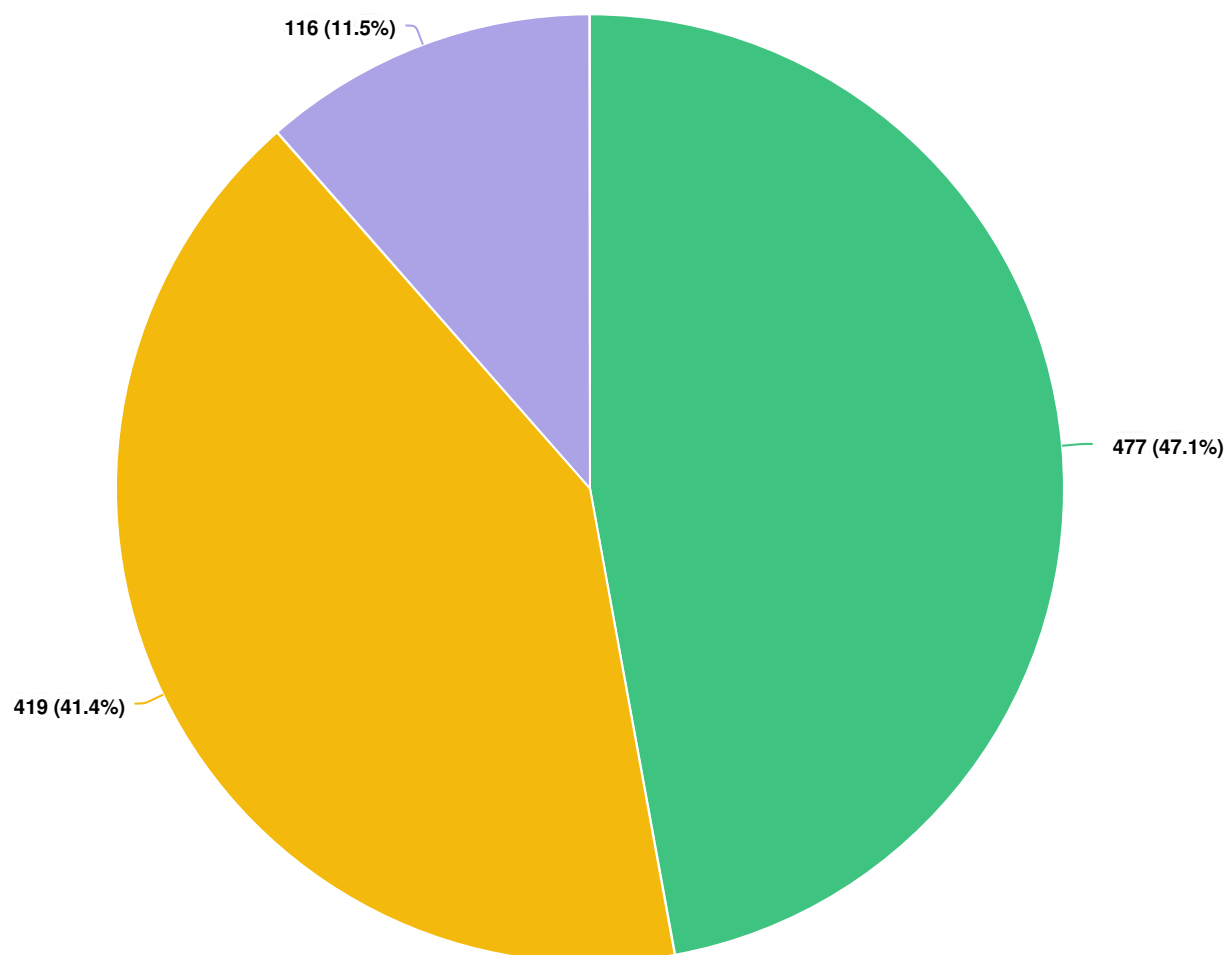


Question options

Very unhappy Unhappy Neutral Happy Very happy

(1012 responses, 0 skipped)

Q6 | Our standard practice is to relax WMZs over the December holiday school break. Do you prefer WMZs to be relaxed or active (when needed) during this time?

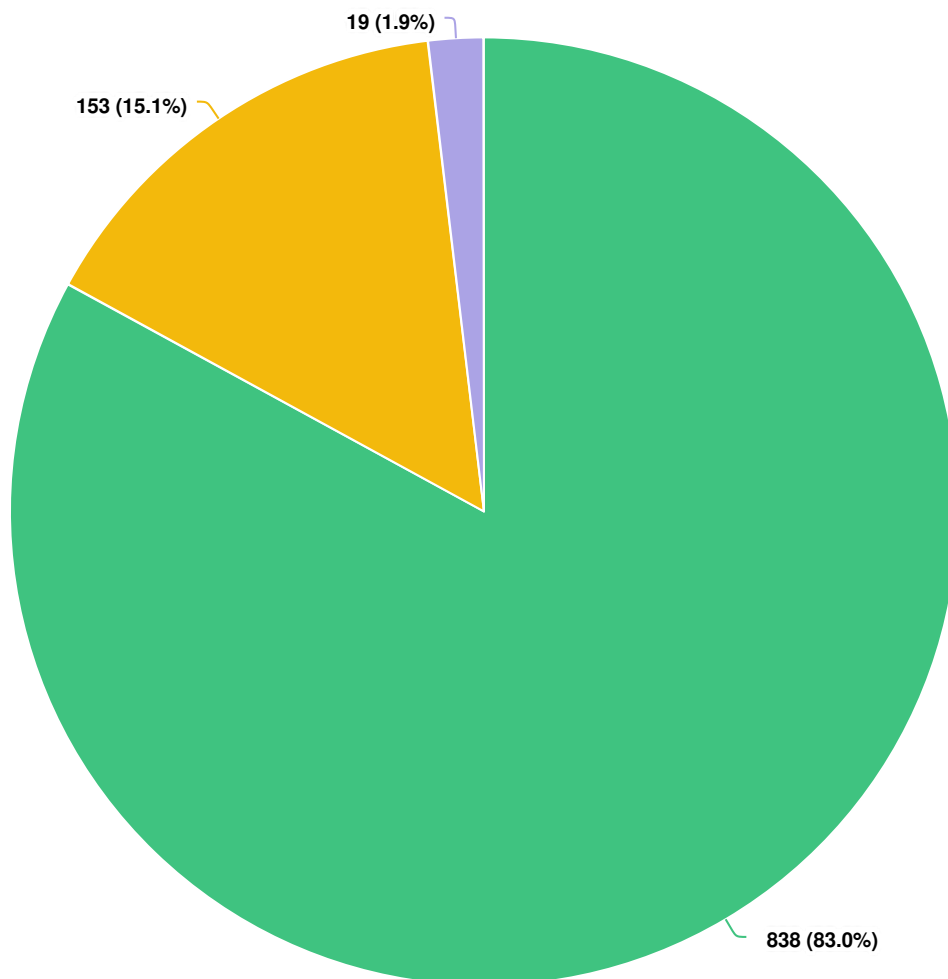


Question options

- ☒ I prefer WMZs to be active over the holiday break - minimizing windrows but reducing on-street parking options
- ☐ I prefer WMZs to be relaxed over the holiday break - increasing on-street parking options but also increasing the likelihood of windrows once activated
- ☐ Unsure

(1012 responses, 0 skipped)

Q7 What activity are crews performing in this picture?



Question options

☒ Snow Plowing ☐ Snow Removal ☐ Unsure

Optional question (1010 responses, 2 skipped)

Q8 | **Good job! The correct answer is snow plowing. You must "snow" a little bit about winter maintenance zones. No need to answer this question - please move on to the next one!**

Anonymous

3/11/2020 03:29 PM

You need to take the snow away every time and not leave a 2 foot edge of snow on each side of the road,

Anonymous

3/11/2020 03:29 PM

I had a no windrow marker this winter but because I was on a bus route my windrow was never removed and because I'm just after a turn I end up with more snow than 2 of my neighbours. I think all windrow removal should be assigned to the light equipment

Anonymous

3/11/2020 03:34 PM

I will add the comment that the windrows are ridiculous. A wall of ice and snow at the end of the driveway is a pain to get rid of and does a ton of damage to vehicles. I'd rather have the street left alone instead of dealing with windrows.

Anonymous

3/11/2020 03:50 PM

But keep it off of our yards and do not block driveways

Anonymous

3/11/2020 03:57 PM

All signs should be removed. Plowing and clearing should be done together twice a season. By default each zone should be relaxed and notification when clearing and plowing will happen.

Anonymous

3/11/2020 04:47 PM

I have never seen something as horrendous as the windrows left at the end of driveways. No other cities do this despite what you tell citizens of the rmwb. It is definitely not my responsibility to clear a 2 foot windrow. If you put it there you clear it

Anonymous

3/11/2020 05:11 PM

Plowing should only occur when there is fresh snow. Plowing compacted snow and ice into windrows makes it virtually impossible for residents to shovel, or worse, attempt to navigate over. It's a safety hazard.

Anonymous

3/11/2020 06:15 PM

The plowing has been great - but the windrows have been brutal

Anonymous

3/11/2020 06:43 PM

That was extremely condescending.

Anonymous

3/11/2020 06:53 PM

Should leave big boulders of ice in front of driveways. Big chunks of ice not good!!!

Anonymous

3/11/2020 07:07 PM

Unfortunately these idiots love to put their windrows along People's driveways. After a 12 hour shift at work to come home and have to shovel a frozen pile of ice chunks is damn near impossible. Cars can't get over them. do plowing going both directions on the street (even against traffic) so that the houses on the corner 'share' the snow pile that results. The snow is pushed my way my pile is way higher than the neighbours

Anonymous

3/11/2020 07:14 PM

We want snow plowing weekly or when it actually snows and more frequent removal of snow during the winter months.

Anonymous

3/11/2020 07:55 PM

Anonymous

3/11/2020 09:21 PM

This is great and all, but piling it 3' high in front of your driveway is unnecessary

Anonymous

There is zero need to ever leave burms or windrows in front of driveways. It's

3/11/2020 10:25 PM

Anonymous

3/11/2020 11:00 PM

Anonymous

3/11/2020 11:41 PM

Anonymous

3/11/2020 11:58 PM

Anonymous

3/12/2020 12:56 AM

Anonymous

3/12/2020 01:00 AM

Anonymous

3/12/2020 05:11 AM

Anonymous

3/12/2020 05:49 AM

Anonymous

3/12/2020 10:49 AM

Anonymous

3/12/2020 05:16 PM

Anonymous

3/12/2020 05:18 PM

Anonymous

3/12/2020 08:05 PM

Anonymous

3/12/2020 10:29 PM

Anonymous

3/13/2020 08:38 AM

Anonymous

3/13/2020 01:58 PM

Anonymous

3/13/2020 02:11 PM

complete laziness or an inability to simply run a grader. Every other municipality I've lived in the operator simply lifts and lowers the blade to clear the burms for residents

I am pregnant and have a son in school and work. When the windrows are left and my husband isn't home I am stuck and unable to get out of my driveway. Older people, people with disabilities and other pregnant people also struggle.

Snow lowing should be followed immediately with snow removal.

The loaded with the blade and wings, why can't this machine push snow from the street into a pile at the end of a street where the campers are parked instead of a grader putting a pile in the center of a street?

Terrible job. My street is a sheet ice about a foot high and the street drain is block so the melting water has no where to go but freeze at night sumac crescent

this Survey is patronizing Half the city in fort mcmurray can run a grader.

When you get home and there is a 2ft windrow in front of your driveway it's very discouraging. What's the issue with piling the snow in the middle of the road and removing later ?

This survey is poorly designed. Where are the comments. Not worth completing se there is nowhere for suggestions.

I hate how you leave snow in and chunks of ice in front of my driveway to the point where I can't get out

Not sure what the point of that was, but glad to show I'm not a moron

Snow plowing

I dont like snow clearing when it blocks my driveway that I keep clear all the time

Remove the fuckin windrows left in front of the drive ways you morons!!

Hate the windrows huge pain in the butt. There is no where to put the snow if you have a front driveway the yards are so small.

I think it's ridiculous to make a pun in a survey. Stop trying to be cute and just ask the questions...;

This was the worst year yet on Killdeer Way for snow clearing, it was never done, every other year killdeer hill is bare, this year was horrible. And the street clearing was only done once, like really. It was pretty pathetic this winter.

If this is snow plowing then why is the grader scraping the road and putting the windrow in the center? Not a good picture and why are you showing a

Anonymous 3/13/2020 07:10 PM	contractor and not a municipal grader? It's ok but it blocks our driveways with huge ice chunks that we have to shovel. This would be very difficult for the elderly or someone with health/physical disabilities
Anonymous 3/15/2020 12:38 AM	Don't see a grader very often in Wood Buffalo
Anonymous 3/16/2020 03:26 PM	So when they snowplow the blade turn from left to right; so when there is no driveways on 1 side of the road why would they windrow into driveways instead of tilting the blade to the opposite side of the road...common sense!
Anonymous 3/29/2020 10:58 PM	I have lived in other cities that only plow the snow. But they do it every snowfall so it doesn't turn to 6" thick chunks of ice. It is possible for me to shovel a small windrow of snow but not a huge windrow of ice.
Anonymous 4/02/2020 07:38 AM	Must the grader take the ice down to the road. When the windrow is 2 feet of ice to remove from your driveway it is very difficult.
Anonymous 4/03/2020 07:44 AM	passive aggressive questioning the user, good job...
Anonymous 4/07/2020 10:25 AM	the city should plow only as much as they can remove on the same day. not everyone has healthy back to be removing heavy windrows every time.
Anonymous 4/09/2020 08:26 PM	Why are there signs for every week and it is only some once or twice a season????? Get rid of the signs - so misleading .
Anonymous 4/10/2020 12:00 AM	We live on a main Street (Leigh Crescent) so ours is done continuously not on a schedule. It's ridiculous how much build up they leave at the end of driveways when they do this. We even bring our snow to the other side in hopes it'll help.
Anonymous 4/13/2020 07:14 AM	I can hear this photo
todd.hillier 4/13/2020 11:01 PM	weird flex but ok
Anonymous 4/13/2020 03:43 PM	Only a newfy would plow snow like that
Anonymous 4/13/2020 10:17 PM	The blade looks like it is plowing to the center for snow removal.
Anonymous 4/14/2020 10:00 AM	When Crews are snow plowing, please take extra step to remove snow pile up from driveway side too. it's hard to remove piled up snow from drive way edge for residential who has drive way on front.
Anonymous 4/14/2020 04:02 PM	What the picture in #7 actually shows is workers pushing huge windrows in front of residents' driveways.
Anonymous 4/14/2020 04:06 PM	Doesn't happen on Simcoe way . Once happened a d driveways left with 18 inches of l've blocking seniors driveway
Anonymous	Our snow isn't plowed nearly enough. Our Street was plowed once over the

4/14/2020 05:09 PM

6 month winter

Anonymous

Stop blocking driveway entrances

4/14/2020 05:38 PM

Anonymous

Why is the government so ridiculously pulling snow making windrows, just stupid

4/14/2020 09:26 PM

Anonymous

Do not leave wind rows left in front of driveways !

4/14/2020 11:08 PM

Anonymous

shouldn't be on street parking anyday of the week as each street has a day. These WMZ should be ticketable October to april as such a no parking zone.

4/15/2020 05:19 AM

Anonymous

Love the method they use here.

4/15/2020 06:10 AM

Anonymous

Looks more like they are plowing hard packed built up snow in to the middle of the road for removal?

4/15/2020 07:35 AM

Anonymous

I don't like the fact that you come in and snow plow the day before it is going to hit minus 40 just before Christmas and block every bodies drive ways.

4/15/2020 08:43 AM

Anonymous

Why when snow plodding do you plough the street snow in my driveway? All that hard snow and ice and I am expected to shovel it or hire someone to clean it up?? Why do I pay my taxes?? When cleaning the streets it shouldn't be pushed in my driveway.

4/15/2020 10:57 AM

Anonymous

Give up with this bullshit! What kind of crap is this question! Do you think the citizens are idiots. It is more accurately destroying public roads, curbs, manhole covers and drains!

4/15/2020 02:50 PM

Anonymous

Plowing is ridiculous when they do not remove the snow. All it does is creating a pile of snow in front of my driveway. What do you guys expect us to do shovel the snow on to our properties because that's unacceptable

4/15/2020 04:05 PM

Anonymous

The grader needs an attachment on the front so they can clear in front of driveways or get the operator to pile up snow beside driveway by straightening their blade. It's very hard for most people to clear huge windrow of frozen chunks

4/15/2020 07:33 PM

Anonymous

Creating berms that increase back issues from shoveling the ice mountains when clearing from driveway to not damage vehicles and to increase safety. .

4/15/2020 10:31 PM

Anonymous

plowing like the above picture needs to be removed, the windrows you leave behind are ridiculous.

4/16/2020 08:19 AM

Anonymous

Enough with leaving the windrows

4/16/2020 08:35 PM

Anonymous

You need to do better at getting to the side roads off the bus routes, when cars can't get out it's ridiculous.

4/17/2020 01:50 AM

Anonymous

When they are snow plowing they should have respect for people and not plow all them way across the side walks and drive why

4/17/2020 12:49 PM

Anonymous 4/17/2020 06:10 PM	Ridiculous how much snow is left on the side of the street reducing my whole neighbourhood to one way traffic,this is a serious safety hazard! Few years ago,it was done right,no windrows,it was all move to the center of the road then removed!
Anonymous 4/19/2020 07:24 AM	The worst year to date
Anonymous 4/19/2020 08:01 AM	More 'ice' removal than 'snow' removal at this point though.
Anonymous 4/19/2020 02:50 PM	Please, if the municipality is going to "remove" snow please take it away. It is very frustrating to be boxed in or out of your own driveway.
Anonymous 4/19/2020 10:55 PM	Got me
Anonymous 4/20/2020 10:23 AM	This is a complete waste of time and money unless you remove the windrows. There is options that can be added to the graders that drop down and block the windrow from blocking driveways. .
Anonymous 4/23/2020 10:12 AM	Snow removal only. Stop just plowing the roads!
Anonymous 4/23/2020 10:28 AM	I live on a bus route so we get plenty of snow plowing but hardly any removal, this resulted in a lot of cars being stranded behind windrows! Not happy!
Anonymous 4/23/2020 10:43 AM	The amount they removed is laughable. He still left a snow base the road wasn't clear once all winter.
Anonymous 4/23/2020 11:13 AM	Stop clearing tertiary roads and go back to the old way. Scrap it down once or twice a winter. Leave the streets alone
Anonymous 4/23/2020 11:33 AM	That's a dumbass question!! You guys waste more time then actually doing work. The question is do you guys know what work is being done seeing you rarely ever do it
Anonymous 4/23/2020 12:03 PM	Another great leading question suvery. Should be great for statistics.
Anonymous 4/23/2020 01:08 PM	Not enough plowing is done
Anonymous 4/23/2020 02:02 PM	Stop making windrows at our driveways
Anonymous 4/23/2020 02:40 PM	If they plow it, remove it. If they cant remove it, dont bother plowing DO NOT leave a windrow across driveway
Anonymous 4/23/2020 02:49 PM	What purpose does this serve in a public opinion survey?
Anonymous 4/23/2020 03:33 PM	When they do plow it's left in front of houses and driveways making it difficult to get my car out, and making me have to shovel it out of the way

Anonymous 4/23/2020 03:48 PM	This is where they burry the driveways.
Anonymous 4/23/2020 04:54 PM	They might as well have not come at all the first time they showed up and put 2 feet of ice at the end of my driveway and left. The second time they showed up they scraped 2 inches of ice off the street and then hauled it a away.
Anonymous 4/23/2020 06:01 PM	When they leave 3 foot windrows at the bottom I'm my driveway, I don't appreciate that. I am older and can't shovel that stuff. They should have a little cat following behind and removing these from the driveway entrances.
Anonymous 4/23/2020 06:38 PM	Pathetic snow removal service this year
Anonymous 4/23/2020 09:14 PM	Please avoid doing the plowing and invest more effort in the removal. Plowing make the street more hazardous with narrow road. Windrow aren't shovel (Too heavy) and vehicle are parking closer to the middle making the street a one way traffik.
Anonymous 4/23/2020 10:44 PM	Snow plowing without removal and leaving windrows is difficult for residents to shovel, dangerous, limits parking
Anonymous 4/23/2020 10:49 PM	Snow clearing was a joke this year. I think it got done maybe twice and all they did was pile it up on the side of the road and make everything more narrow. There was no "snow removal" at all just piss off everyone and make things more difficult.
Anonymous 4/23/2020 11:25 PM	Should removed all the snow when they're doing this plowing.
Anonymous 4/24/2020 08:43 AM	The picture depicts the operator moving snow away from driveways. My 2-3 foot windrows in front of my driveway multiple times determined this does not happen.
Anonymous 4/24/2020 08:49 AM	i dont like it when you are plowing snow and you pill it on windrows, you guys do great work plowing and clearing snow but you should not be worsening the situation on windrows. leave the amount of snow as it was before!!!!!!
Anonymous 4/24/2020 10:34 AM	The windrow left in driveways is unacceptable especially for seniors who are unable to remve and then are fprced to stay at home. The windrow placed on the sidewalk side causes the maintenance of sidewalks by residents to be impossible due to ice build.
Anonymous 4/24/2020 10:52 AM	The only reason I answered snow plowing is, as was done this once this year, slabs of packed ice and snow were left piled along the street blocking everyone's driveway with hard chunks that would damage the valance strip under vehicles, including 4x4s
Anonymous 4/24/2020 12:54 PM	The crews do a TERRIBLE job in snow lowing resulting in significant wind rows of heavy, packed snow and ice in front of driveways resulting in safety hazards to residents who may require driveway access for emergencies. Think about residents safety.
Anonymous 4/24/2020 01:47 PM	Not enough removal in my area. Too much snow and too many windrows made

Anonymous 4/24/2020 03:46 PM	They plowed once this year and left a massive pile of ice in front of driveways around the city. This is unacceptable for the amount of taxes charged.
Anonymous 4/24/2020 06:24 PM	Snow plowing should only happen when snow removal is timely right after
Anonymous 4/24/2020 09:52 PM	Be even better if you WOULDNT leave metre high windrows in front of driveways!
Anonymous 4/25/2020 05:12 AM	Snowplowing ice chunks because of poor street maintenance
Anonymous 4/25/2020 10:02 AM	
Anonymous 4/25/2020 10:28 AM	How about you find proper places to pile snow in a area instead of leaving it. Use the loader with the blade and wings, if used properly can do a much better job then a grader. Need more loaders witg blades.
Anonymous 4/25/2020 10:32 AM	If you arent going to remove the snow then just leave it alone to pack down, by not removing it you are causing large windrows which narrow the road and make it harder to manage the sidewalks
Anonymous 4/25/2020 05:13 PM	Stop plowing snow in front of my driveway. You are creating a hazard and extra work for every resident by doing so. If you poke the streets remove the snow in front of the driveways.
Anonymous 4/26/2020 05:51 AM	Stop plowing snow at midnight in residential areas!
Anonymous 4/26/2020 06:31 AM	It would be great if they plow more then once a winter tho.
Anonymous 4/29/2020 09:24 AM	This doesn't actually show what happens – when they grade the road they generally push up a big window onto the end of our driveway is not clear it all away as this is depicted here
Anonymous 4/29/2020 09:46 PM	They plow too late in the night and it is awful. Do it while people are at work and school not when people are sleeping. Very unhappy about it.
Anonymous 4/29/2020 10:14 PM	yes this looks the the grader plowing the snow on my sidewalk that i just shovelled.
Anonymous 5/02/2020 10:02 PM	only saw that twice all winter on my street

Optional question (107 responses, 905 skipped)

Q9 Crews are plowing snow in the picture above. No need to answer this question - we just wanted to do a quick "snow" and tell. Please move on to the next question.

Anonymous I disagree! I guessed snow removal because there are huge chunks of ice!

3/11/2020 04:26 PM

Anonymous

3/11/2020 05:06 PM

looks like they are windowing snow to the center of the road getting ready to remove it. if they were plowing the snow would be pushed into the driveways.

Anonymous

3/11/2020 06:25 PM

Notice the chunks of ice they are plowing and the difficulty the grade is having based on the angle. How is the average citizen with a shovel expected to move those chunks?

Anonymous

3/12/2020 08:07 AM

Based on the fact that the front wheel of the grader is clearly sitting on top of previously frozen in place snow, it is definitely part of the snow removal process and not plowing freshly fallen snow. It is windowing snow for the blower to remove.

Anonymous

3/12/2020 08:42 AM

Minus 40 is very hard on equipment. Removing snow and ice with snowblowers waste insane amounts of fuel and beat up equipment. All we should do is frequent plowing and let home owners shovel windrows. Like most Canadians. And i am a senior.

Anonymous

3/12/2020 09:55 AM

They are plowing it to the center for removal. I would consider plowing just pushing it to the edge and leaving it

Anonymous

3/12/2020 10:27 AM

I'm gonna add a comment here. Next winter if there is a windrow in front of my house like those year, I will pay to have it removed and dumped in front of the municipal building. DO NOT PERFORM SNOW PLOWING UNLESS YOU'RE GOING TO TAKE THE SNOW AWAY.

Anonymous

3/14/2020 05:25 PM

Dumb addition to a survey. You want our options or to waste our time with minor definition differences

R.gould

4/11/2020 11:01 PM

That looks like snow removal because it is ice cakes. Snow plowing is when the snow is soft.

Anonymous

4/13/2020 06:39 PM

That isn't snowplowing. If you think what's happening in that picture is "plowing" then I can see why the streets were in such crappy shape this winter.

Anonymous

4/14/2020 02:15 PM

That was a utter waste of a question

Anonymous

4/14/2020 05:27 PM

I would say plowing snow if the snow was going off to one side not driving up on top of it

Anonymous

4/15/2020 06:17 PM

The picture above shows the grader doing snow removal leaving a windrow in the middle of the road.

Anonymous

4/16/2020 08:33 AM

The graders left huge wind rows all over my front walk it was so high on each site the streets were actually narrow because of it. Every neighbour had to clean their front wall it was ridiculous and uncalled for!

Anonymous

4/16/2020 01:21 PM

Plowing and causing windrows are not safe and unable to shovel if not cleared right away. The windrows cause the streets to be narrowed causing congestion, especially for emergency vehicles responses. That was demonstrated during a house fire on fireweed.

Anonymous

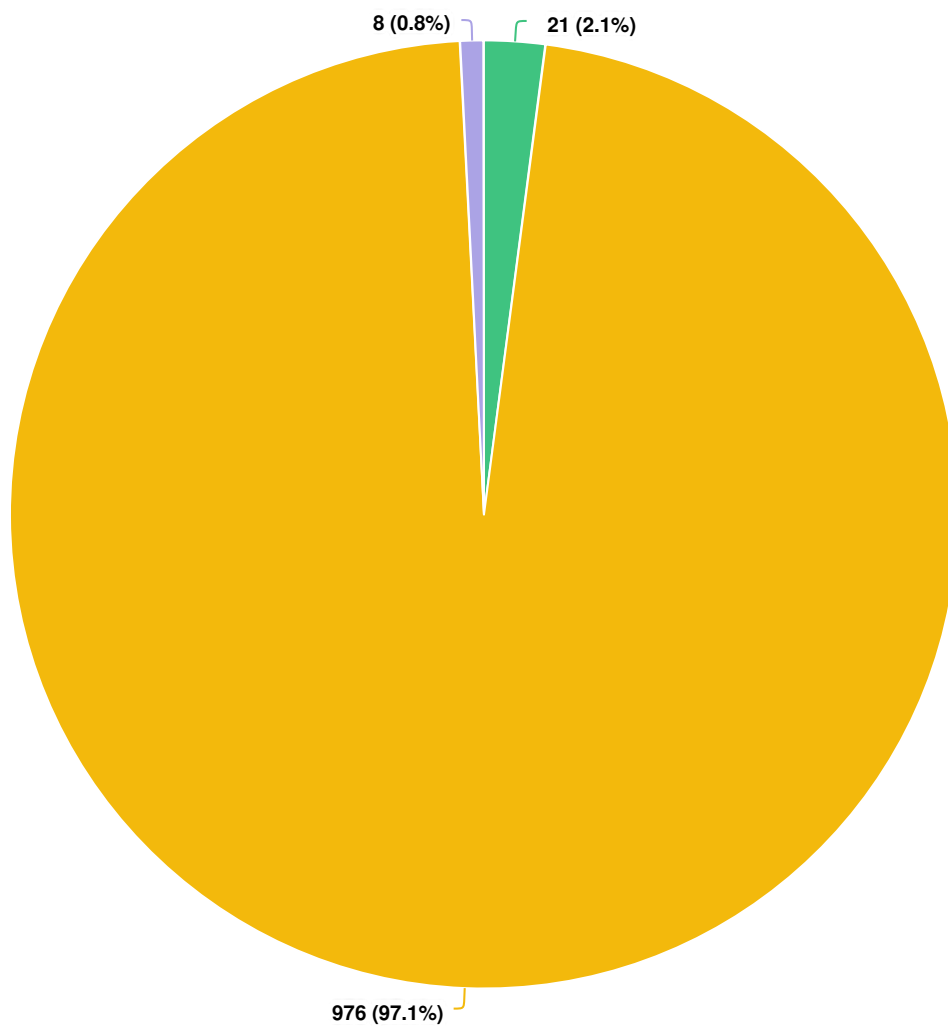
4/19/2020 09:39 AM

It appears that there is a windrow in the middle of the road way behind the grader - getting ready for removal.. Is there really a need for this kind of

Anonymous 4/21/2020 10:45 AM	question in the survey? If that snow plowing then the ramen hasn't pliers that street all season just like Kennedy Crescent.
Anonymous 4/23/2020 11:09 AM	I have never seen a grader used for "snow plowing". You would use a SNOW PLOW if you were snow plowing
Anonymous 4/23/2020 11:22 AM	They do a great job at removing snow
Anonymous 4/23/2020 05:07 PM	That's the only thing they do is snow removal. There no plowing
Anonymous 4/23/2020 05:10 PM	there were time road really needed to be cleaned and the weren't.
Anonymous 4/23/2020 07:26 PM	FMG are a terrible company. Can't believe the RMWB allows a shady company to rob its citizens.
Anonymous 4/23/2020 11:00 PM	I disagree. Blade is turned to Center of road and front tire of grader is on pile being prepared for loader in next pic. Or blower
Anonymous 4/24/2020 07:37 AM	False, ive watched in previous years use the grader to pull snow and then remove. What a smug, ignorant question
Anonymous 4/24/2020 12:50 PM	The only difference between removal and plowing is the size of the wind row at the end of my driveway! If you had shown a driveway in that picture, it would have been easier to answer!
Anonymous 5/07/2020 06:30 PM	There is absolutely no need to waste tax payer dollar using a grader to scrap roads; you're destroying the asphalt to make summer roads in a northern climate; it needs to stop

Optional question (26 responses, 986 skipped)

Q10 What activity are crews performing in this picture?



Question options

● Snow plowing ● Snow removal ● Unsure

Optional question (1005 responses, 7 skipped)

Q11 | Good job! The correct answer is snow removal. You must "snow" a little bit about winter maintenance zones. No need to answer this question - please move on to the next one!

Anonymous

3/11/2020 03:29 PM

This is what Has to happen

Anonymous

3/11/2020 03:50 PM

This could also be done very quickly with snow blower.

Anonymous

3/11/2020 03:57 PM

All signs should be removed. Plowing and clearing should be done together twice a season. By default each zone should be relaxed and notification when clearing and plowing will happen.

Anonymous

3/11/2020 04:11 PM

The big concern is a blocked driveway after snow plowing. What an incredible pain!!!!

Anonymous

3/11/2020 04:26 PM

I love snow removal, the plowing is awful because of the huge chunks of ice because piled in front of driveways only to freeze over. How bout less scraping the pavement during plowing?

Anonymous

3/11/2020 04:56 PM

Do not waste time removing snow on the more inactive streets it ends up ice covered anyways

Anonymous

3/11/2020 05:06 PM

I run equipment so I do know a bit about plowing. also vehicles shouldnt be ticked if snow isnt going to be plowed and I know it happens.

Anonymous

3/11/2020 05:11 PM

If you're going to plow compacted snow or blade to bare pavement, then it should be removed as well.

Anonymous

3/11/2020 05:23 PM

This survey hasn't allowed for me to type anything in. The snow that was left at the end of the driveway was appalling this year. If that's what's acceptable then the roads shouldn't be plowed all. Pushing the snow to sidewalks & driveways isnt acceptable

Anonymous

3/11/2020 05:45 PM

when you come home after work and need to get into your driveway and have to shovel out the huge pile of snow blocking your driveway frozen ice is a very huge inconvenience. would rather only have it once a year plowed into the middle and removed.

Anonymous

3/11/2020 06:43 PM

This is very condescending.

Anonymous

3/11/2020 07:07 PM

Usually 2 to 3 days later you see this.

Anonymous

3/11/2020 07:14 PM

dont block driveways at 7am

Anonymous

3/11/2020 07:55 PM

We want snow plowing weekly or when it actually snows and more frequent removal of snow during the winter months.

Anonymous

3/11/2020 09:04 PM

I would suggest doing snow removal as needed. Active wmz each zone once a month. Example 1st week of the month zone 1 active. 2nd week of the month zone 2 active. When multiple zones are active at the same time theres

Anonymous 3/11/2020 11:00 PM	not enough time to finish every stree you use large equipment to move the large ice and snow chunks to my driveway but expect me to shovel it by hand and we can't put it into the street? Why should I ruin my lawn and back. Just take the snow as needed no windrows
Anonymous 3/11/2020 11:41 PM	Is you're going to plow up large amounts of snow it should be removed by snow blower and trucks immediately
Anonymous 3/11/2020 11:58 PM	Why do these piles have to sit on the street for so long? Why can't there be a snow dump place close to put snow until it can be removed thus not leaving piles, and windrows.
Anonymous 3/12/2020 12:56 AM	They didn't even come remove the snow on my street absolute shit job sumac crescent
Anonymous 3/12/2020 06:44 AM	There are ways to prevent the windrows. It's absurd to come home after a day of work to a FROZEN windrow that is impossible to drive over and remove. I don't mind if I'm home to remove it when it's fresh. Takes some work but I can do it. Some can't!!!
Anonymous 3/12/2020 10:27 AM	Again I will add a comment. My street was fine until you guys plowed it. It narrows the street by 3 feet in total because you can't park close to the curb, and is a huge safety hazard. Whatever inbred retard wrote this policy needs to work somewhere else.
Anonymous 3/15/2020 12:38 AM	REMOVE THE WINDROWS YOU LEAVE ON DRIVEWAYS !!!!
Anonymous 3/15/2020 12:51 AM	Maybe you folks could learn to snow remove across our driveways
Anonymous 3/15/2020 01:23 PM	Use this bucket to pick up snow across our driveway entrance.
Anonymous 3/29/2020 10:58 PM	Have lived in YMM 15 years and the old system of removing snow once or twice per winter was more effective and less inconvenient than the WMZ system. If you are just going to plow a huge windrow of ice into my driveway, don't bother at all.
Anonymous 4/03/2020 07:44 AM	oi...
Anonymous 4/09/2020 08:26 PM	Why are these questions part of the survey? Don't ever leave a windrow in front of a driveway again - my kids couldn't go to school.
R.gould 4/11/2020 11:01 PM	Enough of the windrows. Clean them up rather than cutizens. My windrowa arw up to 2 feet high. Cannot drive over them.
todd.hillier 4/13/2020 11:01 PM	haha?
Anonymous 4/14/2020 02:15 PM	Eye roll

Anonymous 4/14/2020 04:02 PM	since we only had snow removal once on my street this entire winter, I'm answering #9 solely from memory. I live on Berard cres.
Anonymous 4/14/2020 05:09 PM	Snow was removed once
Anonymous 4/14/2020 05:38 PM	Remove all the snow scraped to the side our taxes pay for snow removal not relocation to the front of our driveways you guys use heavy equipment to move the snow and ice and expect us as home owners to use a shovel to remove it from front of driveway
Anonymous 4/14/2020 09:26 PM	This is not the east coast, for the first 40 years I lived here we didn't pile it in front of ppl's homes
Anonymous 4/14/2020 11:08 PM	No windrows left behind for driveways
Anonymous 4/15/2020 04:05 PM	This should be done every week instead of only plowing
Anonymous 4/15/2020 07:33 PM	When they are done they need to make sure leftover debris is not left on the sidewalks. Again very hard to chip away frozen chunks by elderly or mobility challenged
Anonymous 4/15/2020 10:31 PM	Prefer to wait for this than deal with windrows/ice mountains
Anonymous 4/16/2020 09:14 AM	They did not do this the first they plowed the snow they just left a huge pile in the middle of the street
Anonymous 4/16/2020 01:21 PM	This should be completed EVERYTIME
Anonymous 4/17/2020 12:49 PM	When plowing they should remove snow same time every where
Anonymous 4/17/2020 06:10 PM	Same comment as last one!
Anonymous 4/19/2020 04:25 PM	#7 was ice removal or making a huge mess for folks to try to remove from end of driveway
Anonymous 4/19/2020 10:55 PM	Couldn't fool me twice!
Anonymous 4/20/2020 02:31 PM	you need to remove snow sooner on some local streets. letting the snow pack until the sidewalks are gone is not best for people walking
Anonymous 4/23/2020 10:12 AM	This is all we need. Stop plowing and just do removal
Anonymous 4/23/2020 10:43 AM	This didn't happen in abasand

Anonymous 4/23/2020 11:12 AM	Not Everyone drives a jacked up truck! This is the worst city I've ever seen for snow plowing, I have plowed our towns with 4 feet of snow in a single storm
Anonymous 4/23/2020 11:33 AM	Again dumbass question!! Just because I know what the pic is doesn't mean you guys actually do this work.
Anonymous 4/23/2020 01:08 PM	Not enough removal is done
Anonymous 4/23/2020 04:26 PM	Every time that a street has the snow removed they leave windrows blocking drive ways and pushed up on the sidewalks. Only doing half of there job of the snow removal.
Anonymous 4/23/2020 05:42 PM	More like putting the snow in front of a driveway and leaving it like usual
Anonymous 4/23/2020 06:01 PM	Same comment as above. Please don't leave windrows at the bottom of my driveway.
Anonymous 4/23/2020 07:26 PM	FMG over charge on a single tow. Min 2 hrs on a 40 job. RMWB allow this to happen.
Anonymous 4/23/2020 09:03 PM	Anyone can figure that out .. the question should be how often was it seen.
Anonymous 4/23/2020 09:14 PM	The best! Just skip plowing moving forward. Thank you!
Anonymous 4/23/2020 09:27 PM	seriously...who came up with these two time wasting questions?
Anonymous 4/23/2020 10:44 PM	Without snow removal, it would be easier for driving and parking to not plow
Anonymous 4/23/2020 10:49 PM	It would be nice if they actually removed the snow. Didn't see it done all winter. What a waste of money
Anonymous 4/23/2020 11:00 PM	Should of been picked up with blower cost saving if planned and scheduled properly cost savings
Anonymous 4/23/2020 11:25 PM	After removal of snow and plow on side roads they don't remove the rest, they leave it it there until it melts. Sun is doing better melting it than the snow plower.
Anonymous 4/24/2020 07:37 AM	Zero snow was removed from my street this year i fact only plowed once all winter
Anonymous 4/24/2020 08:43 AM	Maybe push the snow to the side with less houses in order to inconvenience considerably less people.
Anonymous 4/24/2020 08:49 AM	dont pls snow on windrows and side walks.
Anonymous	The snow pile was left in the cul de sac for over one month. Totally

4/24/2020 10:16 AM

unacceptable!

Anonymous

4/24/2020 10:34 AM

Removal is not consistent and is more frequent in bays. Removal of snow will help eliminate pot holes in summer that require repair and cause damage to peoples vehicles. In winter damage is caused to vehicle due to rough road or individuals being stuck.

Anonymous

4/24/2020 12:54 PM

Go back to plowing and removal from the center of the road or just stop altogether in residential zones. DO NOT PUT RESIDENTS AT PHYSICAL RISK SHOVELING WINDROWS. I'm not paying taxes to be at risk of a heart attack. THINK about it!!

Anonymous

4/24/2020 01:47 PM

Not enough removal done in thickwood.

Anonymous

4/24/2020 03:46 PM

This needed to be done every time plowing was done.

Anonymous

4/25/2020 05:12 AM

This was done once during the entire winter on our street

Anonymous

4/25/2020 05:13 PM

Do this after the snow plow when they put a row of a large of snow at the end of my driveway. This does not allow me to get out of my driveway in our car. This loader can remove the material in seconds after the plow.

Anonymous

4/25/2020 11:18 PM

They remove snow from middle and throw too much on walkway which is impossible for us to move away with shovel.

Anonymous

4/26/2020 05:51 AM

Stop removing snow after 11pm in residential areas!

Anonymous

4/26/2020 06:31 AM

Removal? They never remove anything on my street. Just plow it out to the main road and then across to a green space

Anonymous

4/29/2020 09:01 AM

They sometimes leave piles in parking lots and they just push all the snow up on sidewalks. Sidewalks are important as many people don't own vehicle and don't want to walk through snow

Anonymous

4/29/2020 10:14 PM

yes I see this once a year on my street and I live on a bus route, but see it on the crescent behind me two to three times a year and it is not on a bus route.

Optional question (76 responses, 936 skipped)

Q12 Crews are removing snow in the picture above. No need to answer this question - we just wanted to do a quick "snow" and tell. Please move on to the next question.

Anonymous

Again waste of fucking time

3/14/2020 05:25 PM

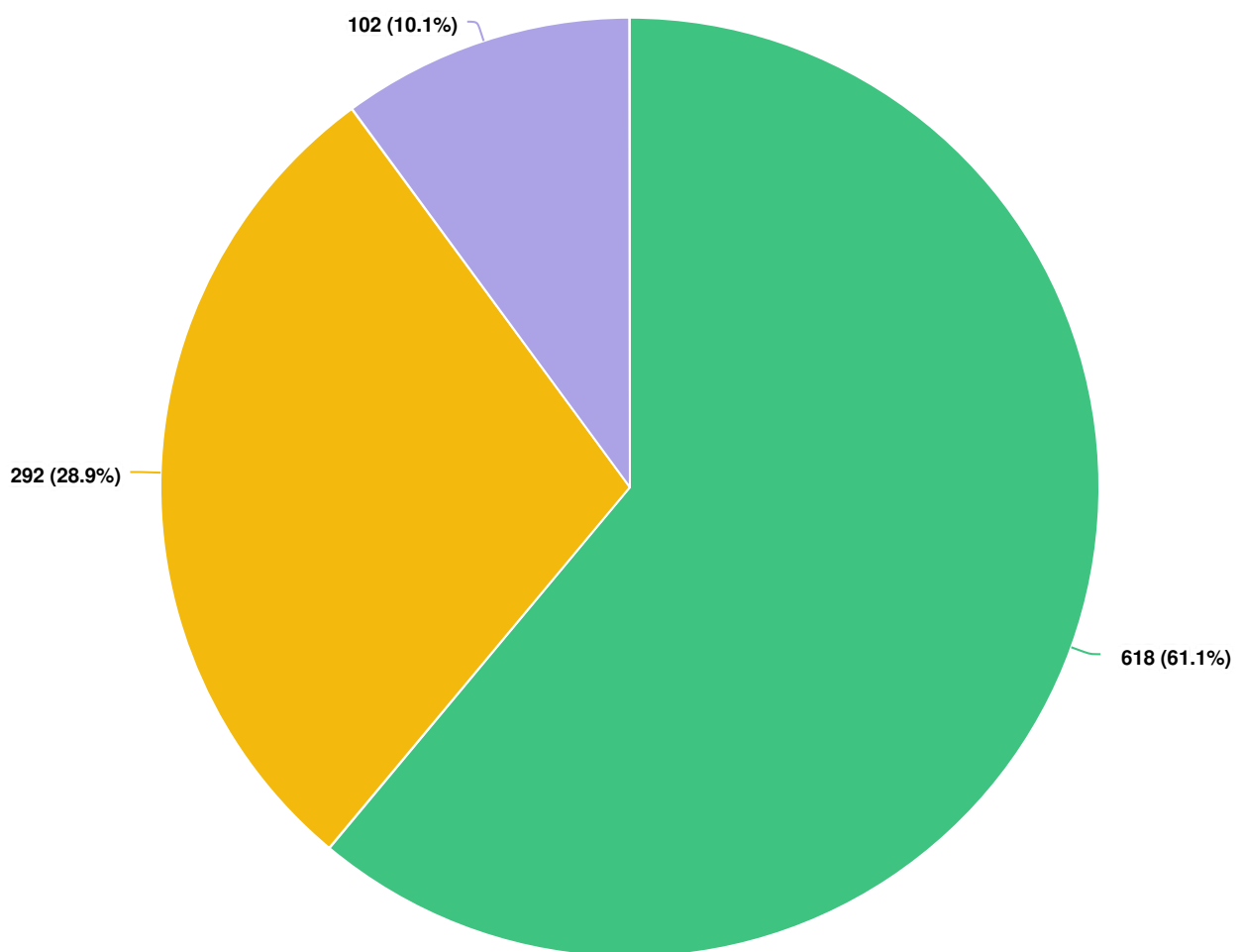
Anonymous

only got to see that once on my street

5/02/2020 10:02 PM

Optional question (2 responses, 1010 skipped)

Q13 Did you know the Winter Maintenance Zone program provides 2 different types of services? Snow plowing - snow is pushed to the side creating windrows (snow banks). This process typically happens first and is much quicker than snow removal. Snow remova...

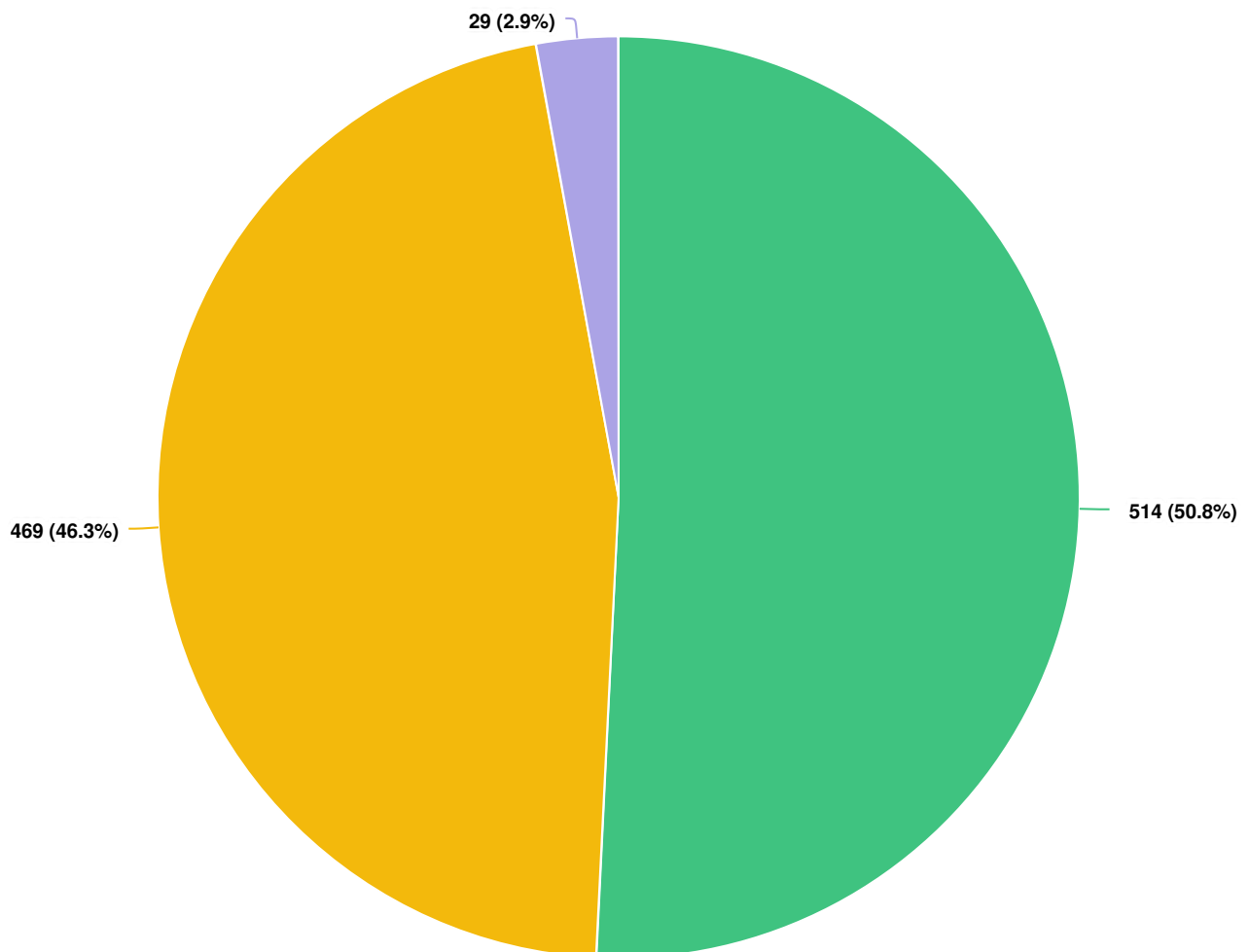


Question options

Yes No Unsure

(1012 responses, 0 skipped)

Q14 Do you expect your street to receive maintenance every time your Subzone is active?

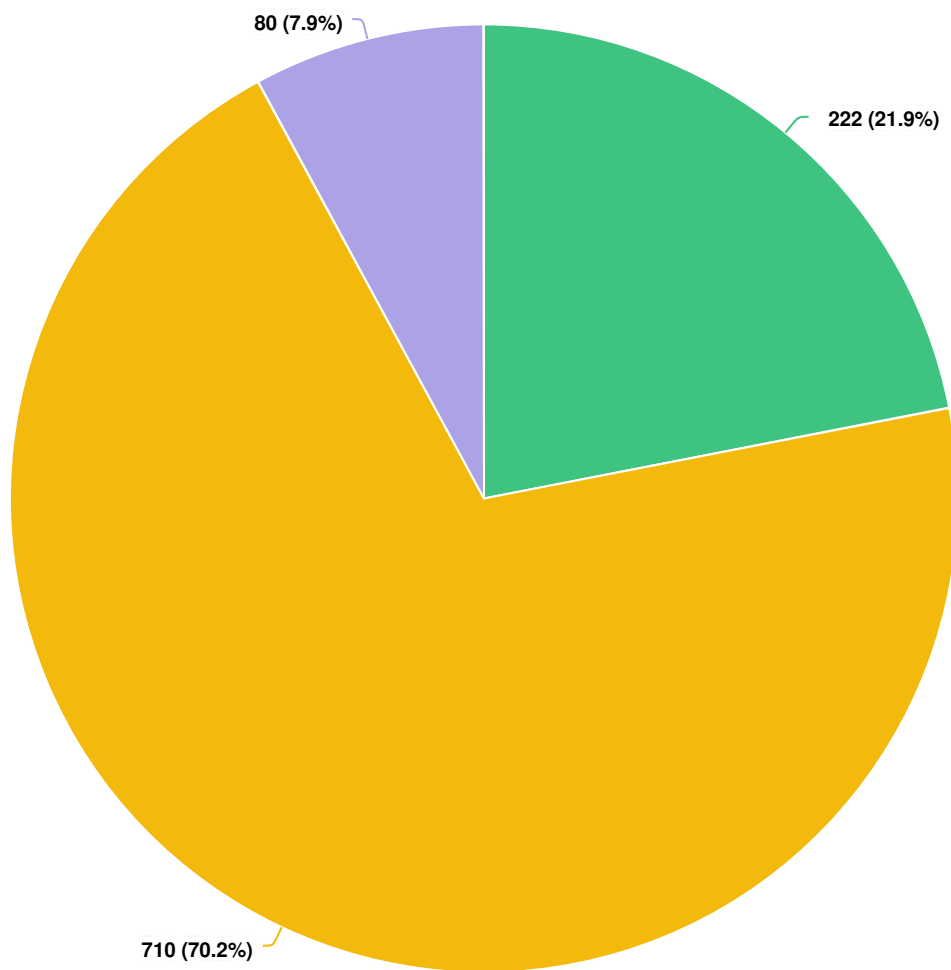


Question options

☒ Yes ☒ No - I understand it may take multiple weeks to complete maintenance on all the streets in a Subzone ☐ Unsure

(1012 responses, 0 skipped)

Q15 Do you find the Subzone system confusing? Learn how Subzones work here.

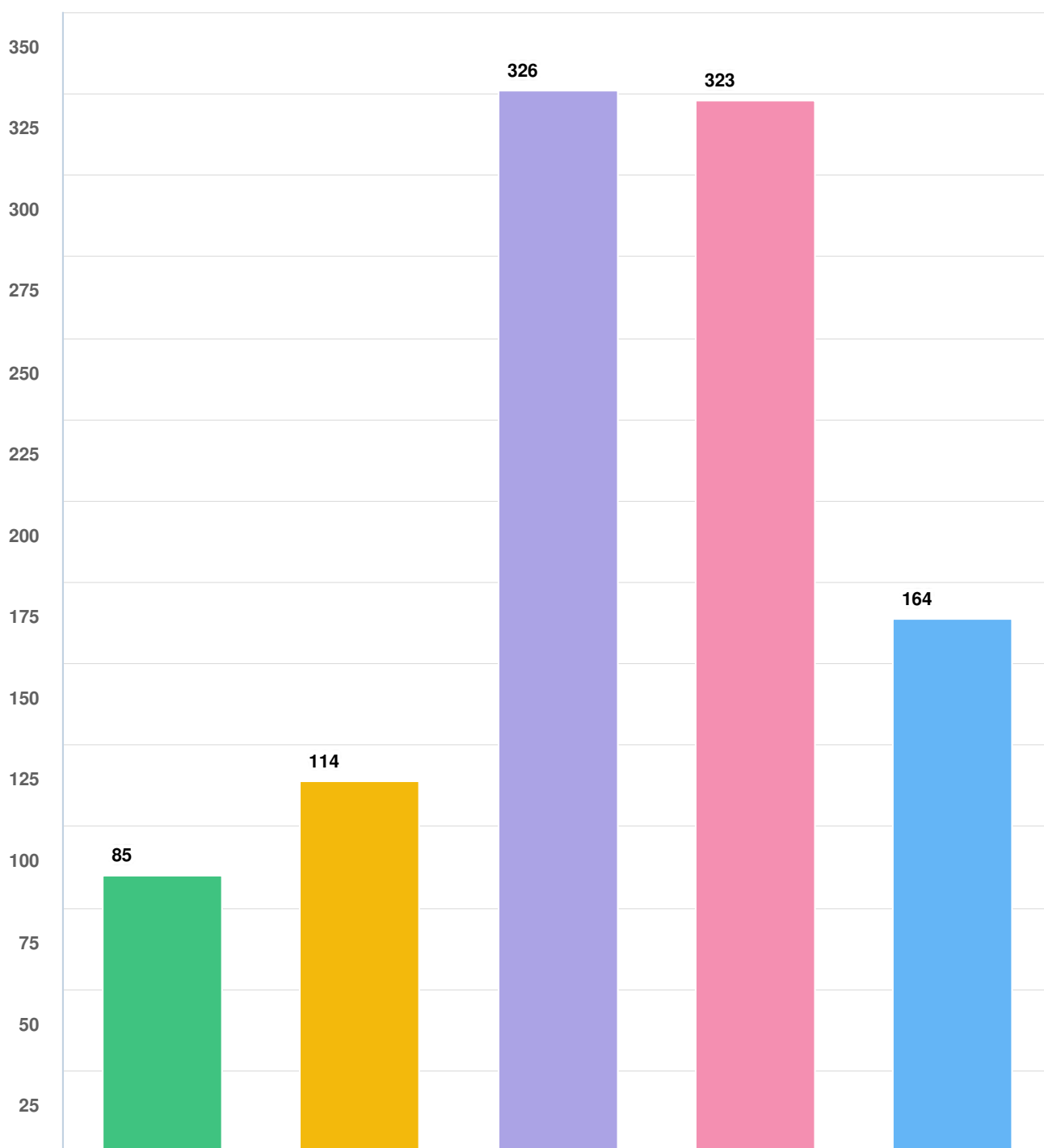


Question options

☒ Yes ☒ No ☒ Unsure

(1012 responses, 0 skipped)

Q16 How well did you understand the Subzone system before this survey ?



Question options

- Poor understanding ● Limited understanding ● Average understanding ● Good understanding
● Excellent understanding

(1012 responses, 0 skipped)

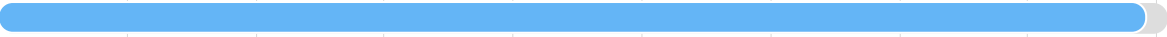
Q17 I am in favour of:



Q17 I am in favour of:

Less street plowing - minimizing windrows but more snow, ice and ruts on my street.

Definitely disagree : 446



Somewhat disagree : 156



Neither agree nor disagree : 98



Somewhat agree : 136

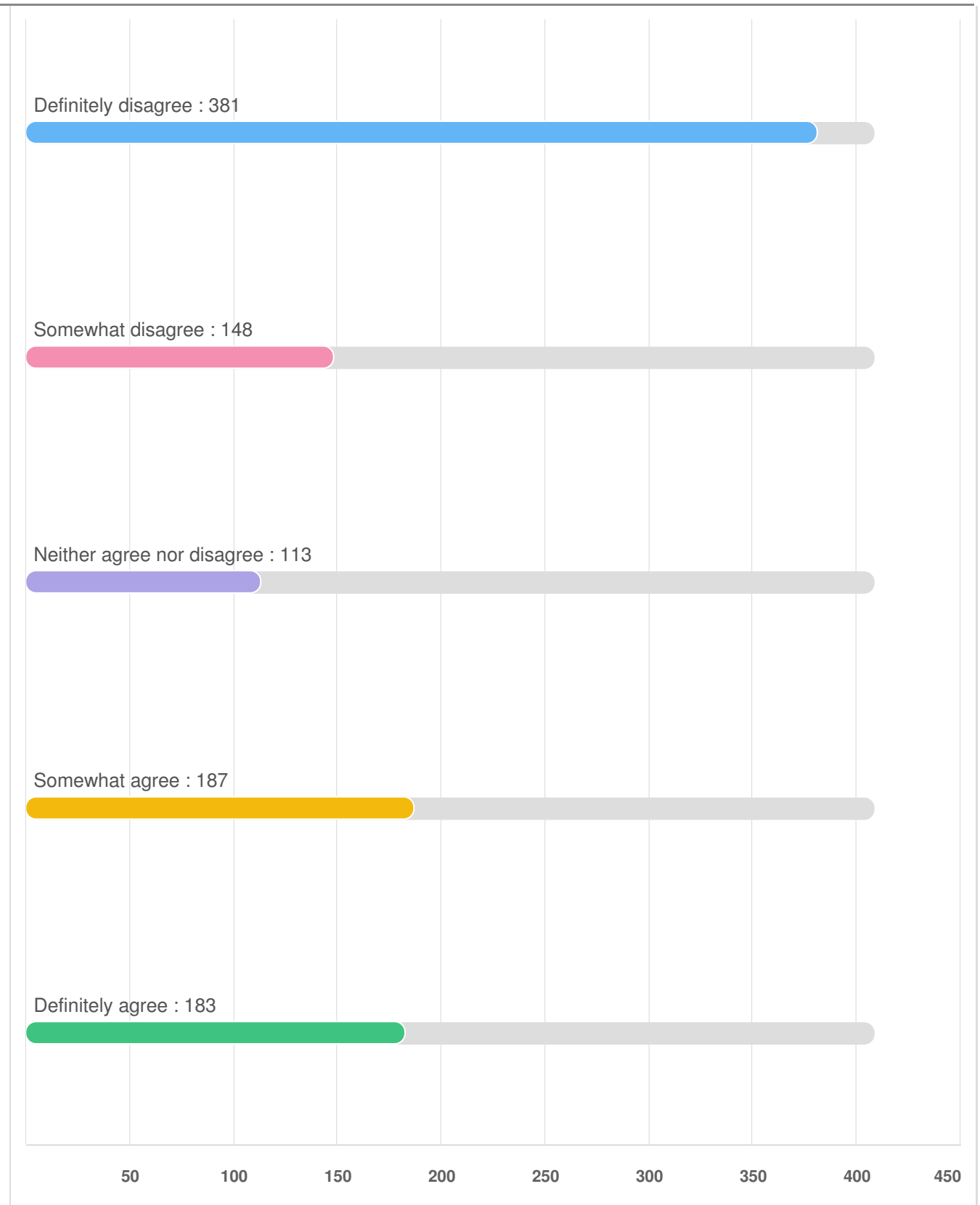


Definitely agree : 176

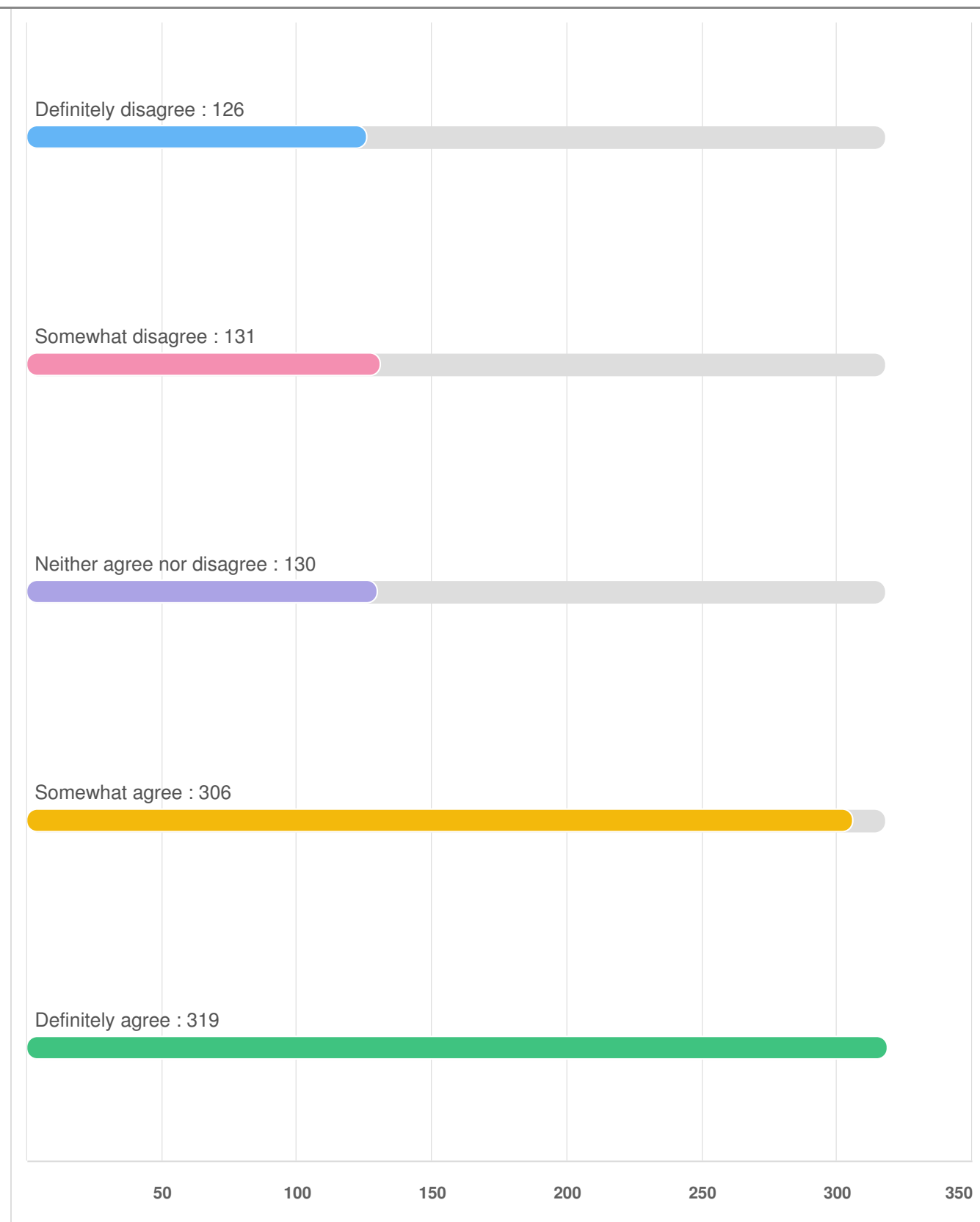


50 100 150 200 250 300 350 400 450 500

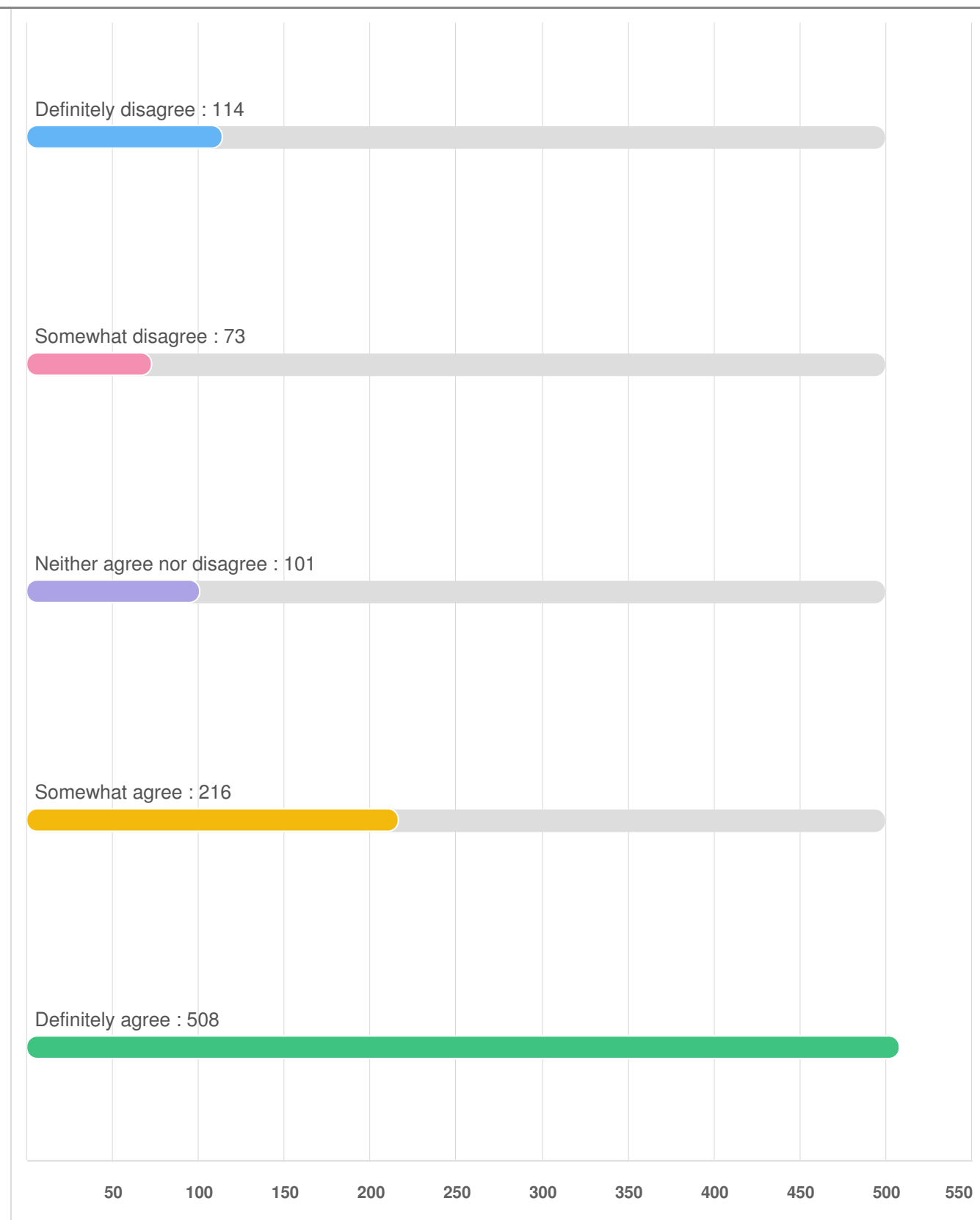
Regular plowing - clearer streets but more windrows left at the end of my driveway.



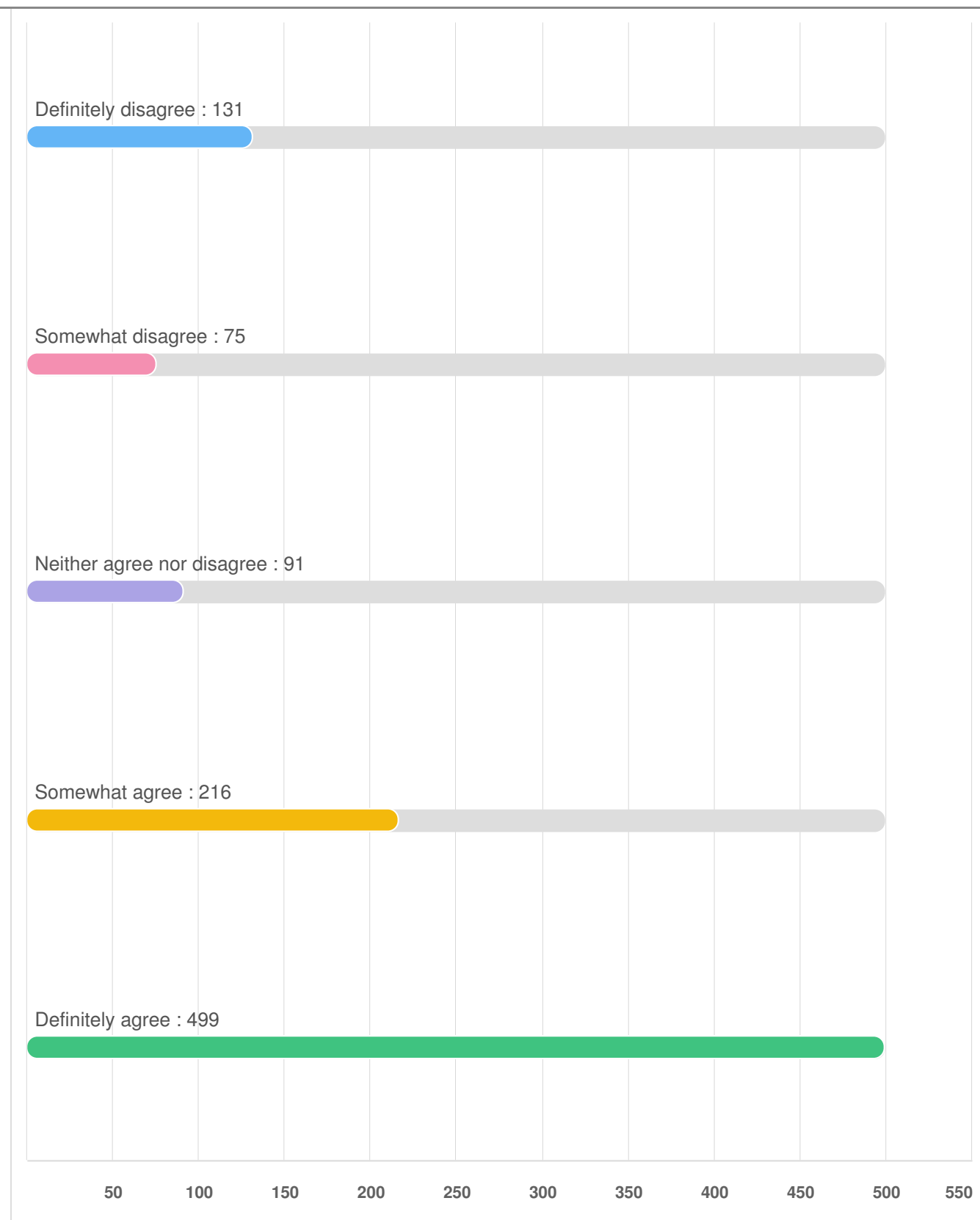
Snow plowing and removal as needed - the current WMZ program or similar.



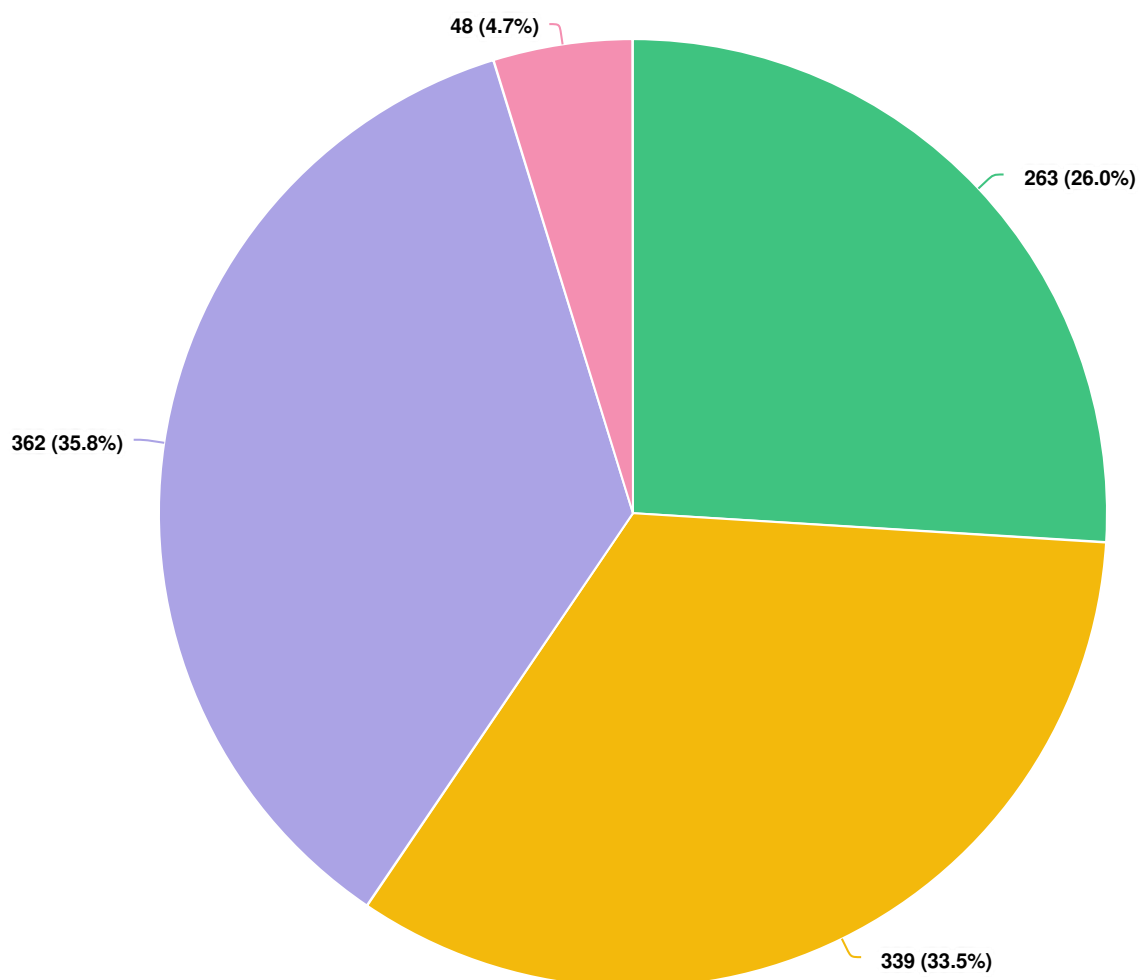
Fining vehicles parked on the street in an active WMZ - preventing or slowing down necessary maintenance work.



Towing vehicles parked on the street in active WMZ - preventing or slowing down necessary maintenance work.



Q18 I prefer:

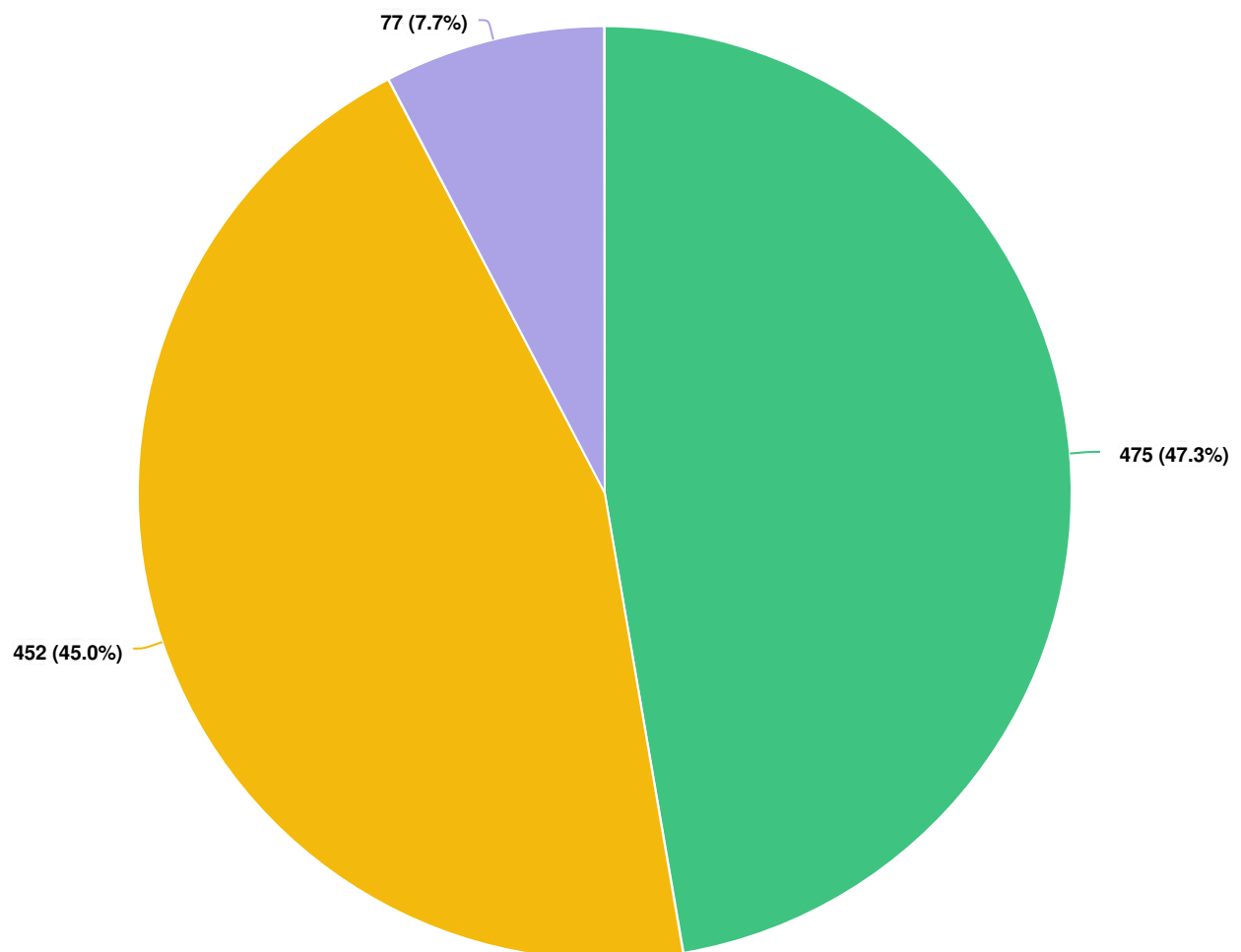


Question options

- Unsure/Neutral
- Snow plowing and removal as needed - the current WMZ program or similar
- Snow removal from residential streets 2-3 times per season resulting in minimal windows, but considerably less plowing and longer times between maintenance, increasing the likelihood of ruts and snow & ice build up on streets.
- Weekly snow plowing of residential streets resulting in clearer roads, but more windrows in front of driveways and walkways.

(1012 responses, 0 skipped)

Q19 Did you know that the Municipality does not receive any revenue from towing and impounding vehicles? A third party performs these functions.

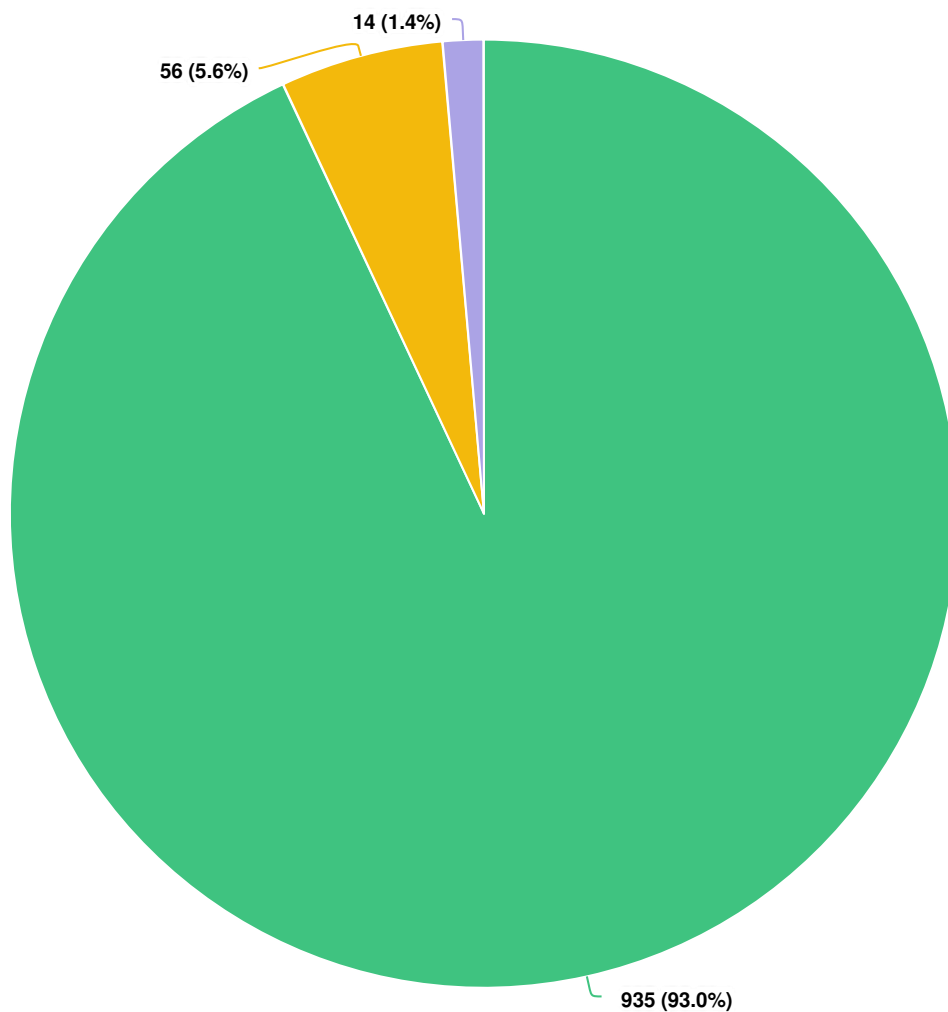


Question options

☐ Unsure ☐ No ☐ Yes

Optional question (1004 responses, 8 skipped)

Q20 Did you know it's the property owner's responsibility to clear all sidewalks adjacent to their property within 48 hours after a snow fall?

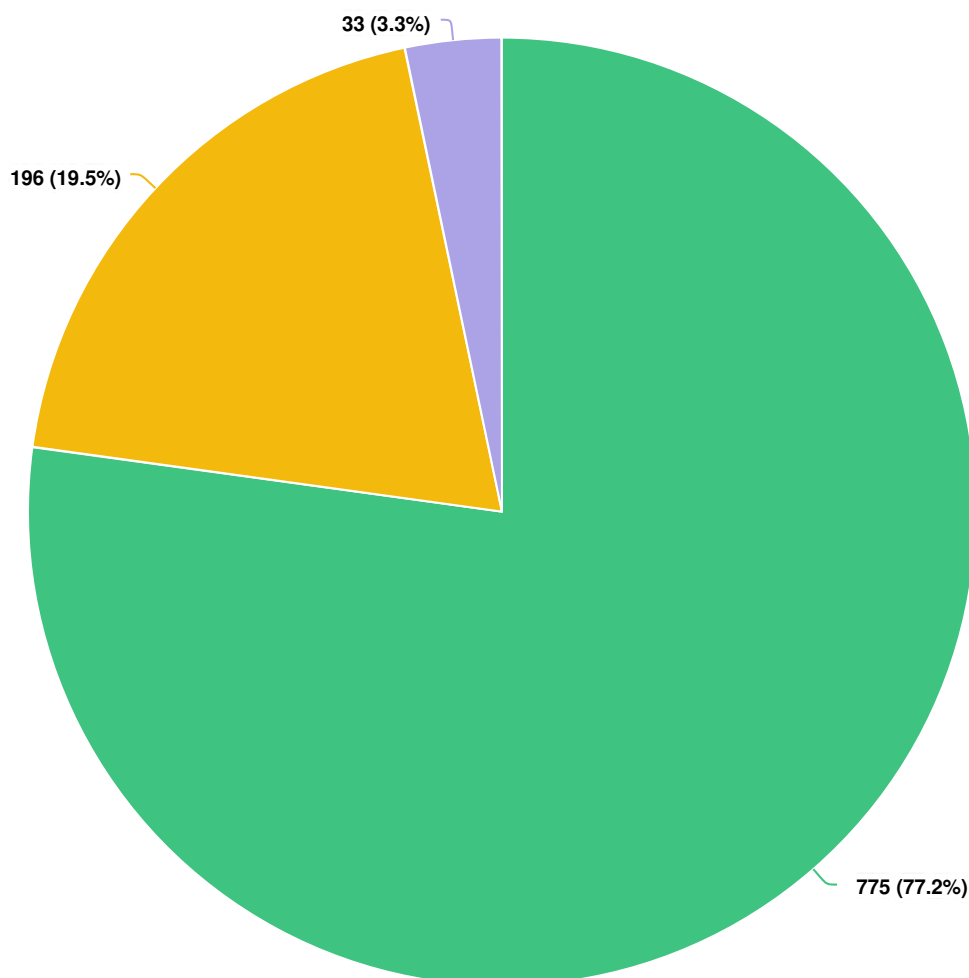


Question options

Unsure No Yes

Optional question (1005 responses, 7 skipped)

Q21 Did you know it's the property owner's responsibility to clear the windrow at the end of their driveway?

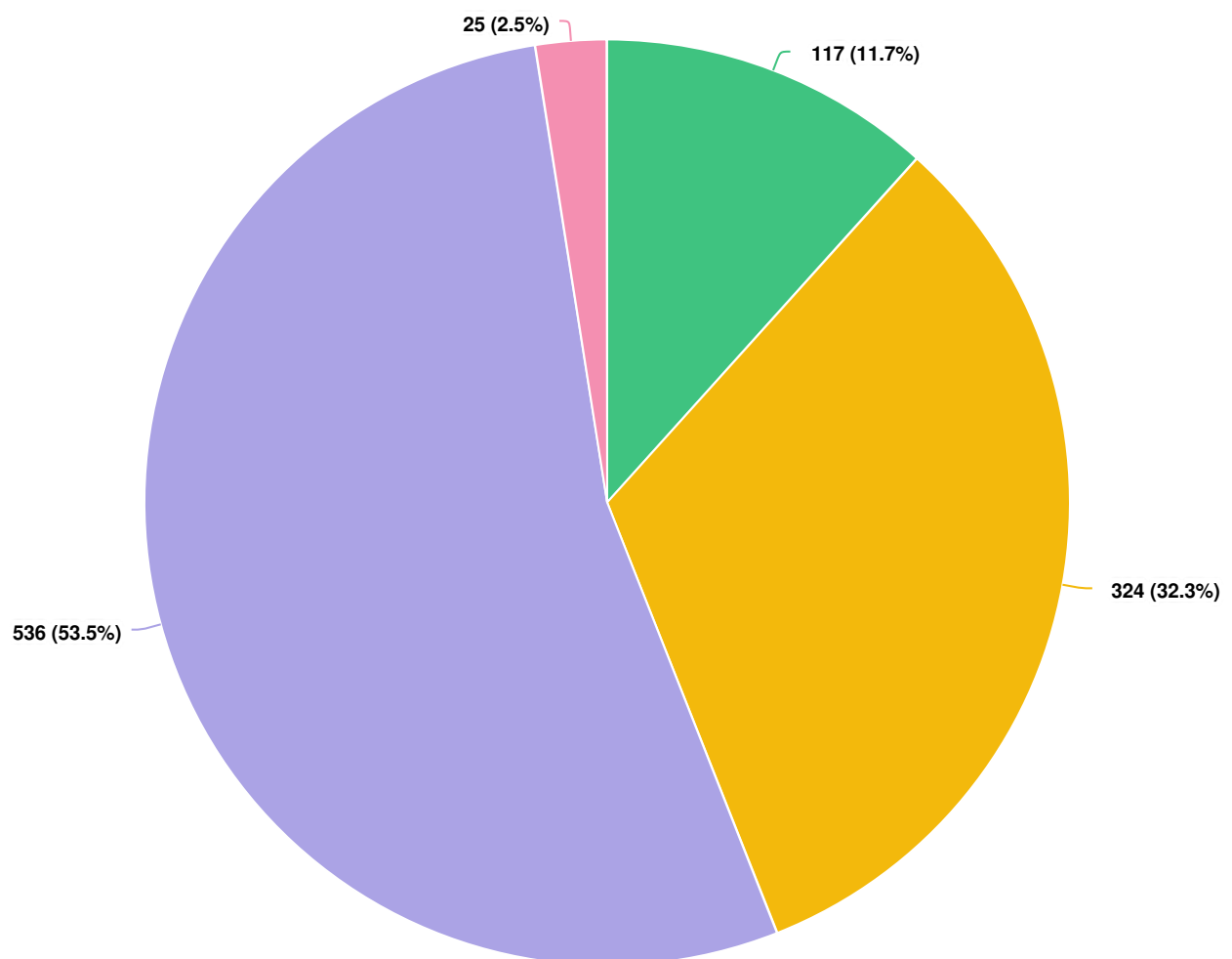


Question options

Unsure No Yes

Optional question (1004 responses, 8 skipped)

Q22 Do you let your neighbour know when your Subzone is active?

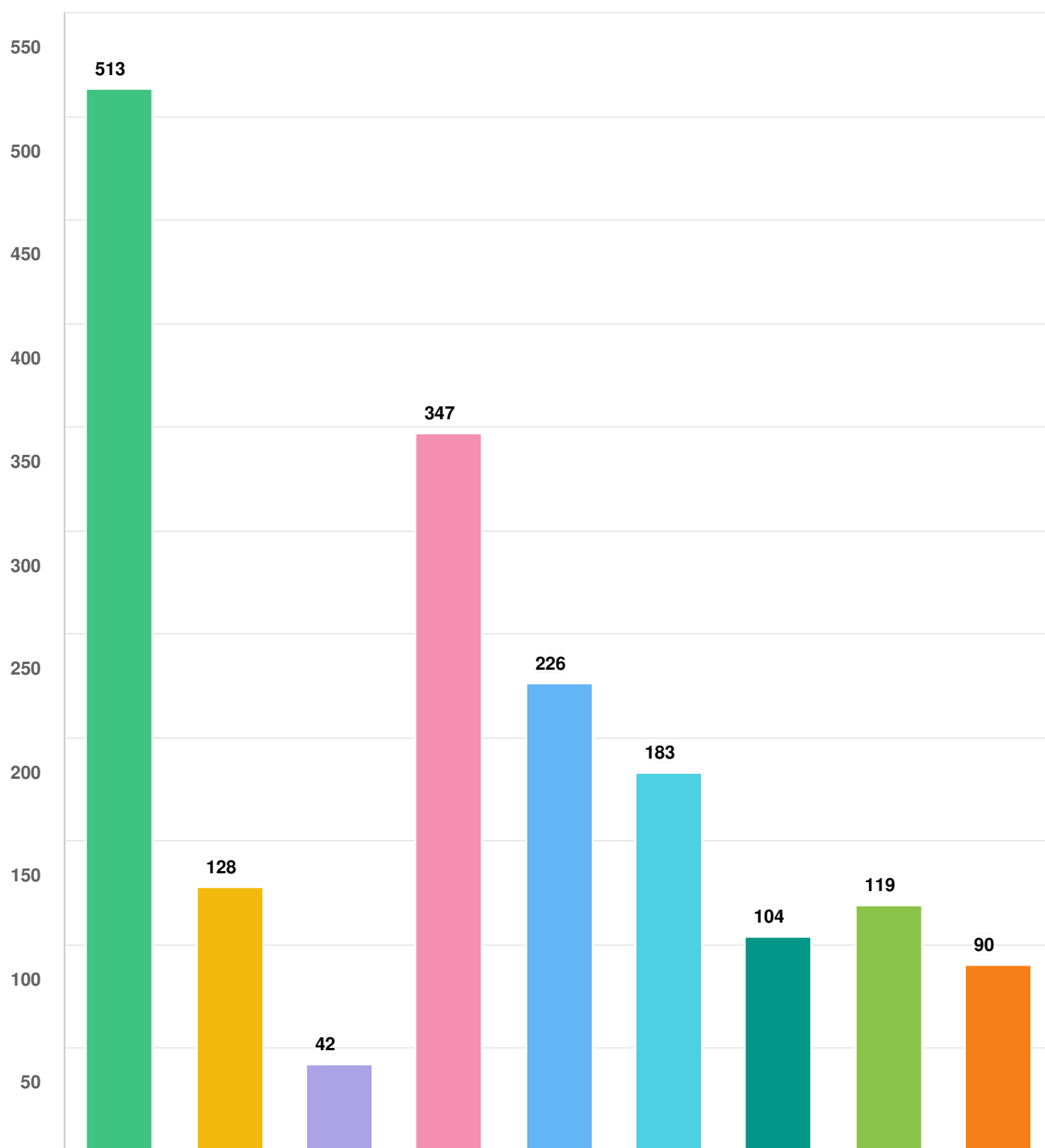


Question options

Unsure No Sometimes Yes - every time!

Optional question (1002 responses, 10 skipped)

Q23 How do you receive updates about the WMZ program?

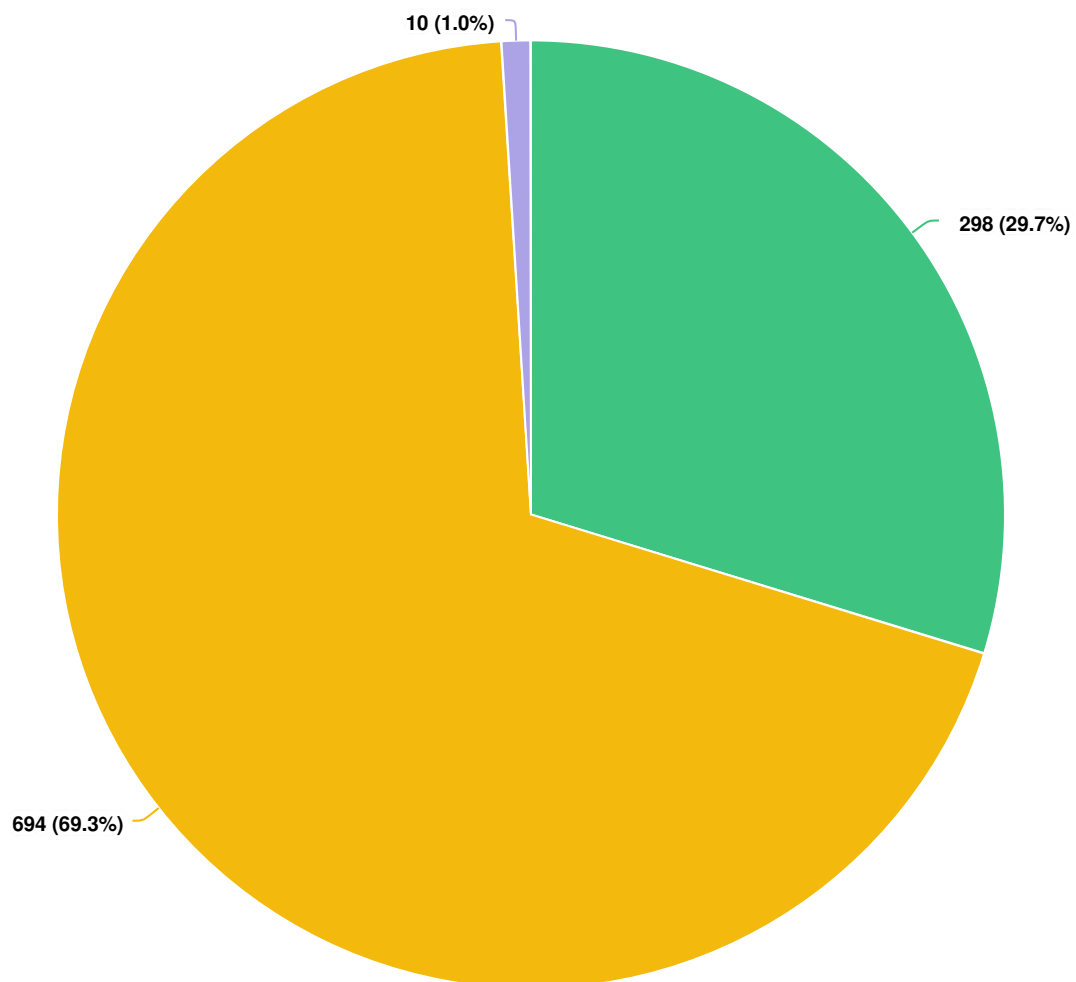


Question options

● Other
 ● Word of mouth
 ● WMZ Email Alerts
 ● Radio
 ● RMWB website
 ● RMWB social media
 ● PULSE
 ● External social media (non-RMWB social media)
 ● Electronic street signs

(1012 responses, 0 skipped)

Q24 Have you checked out the WMZ Progress map? [View map.](#)

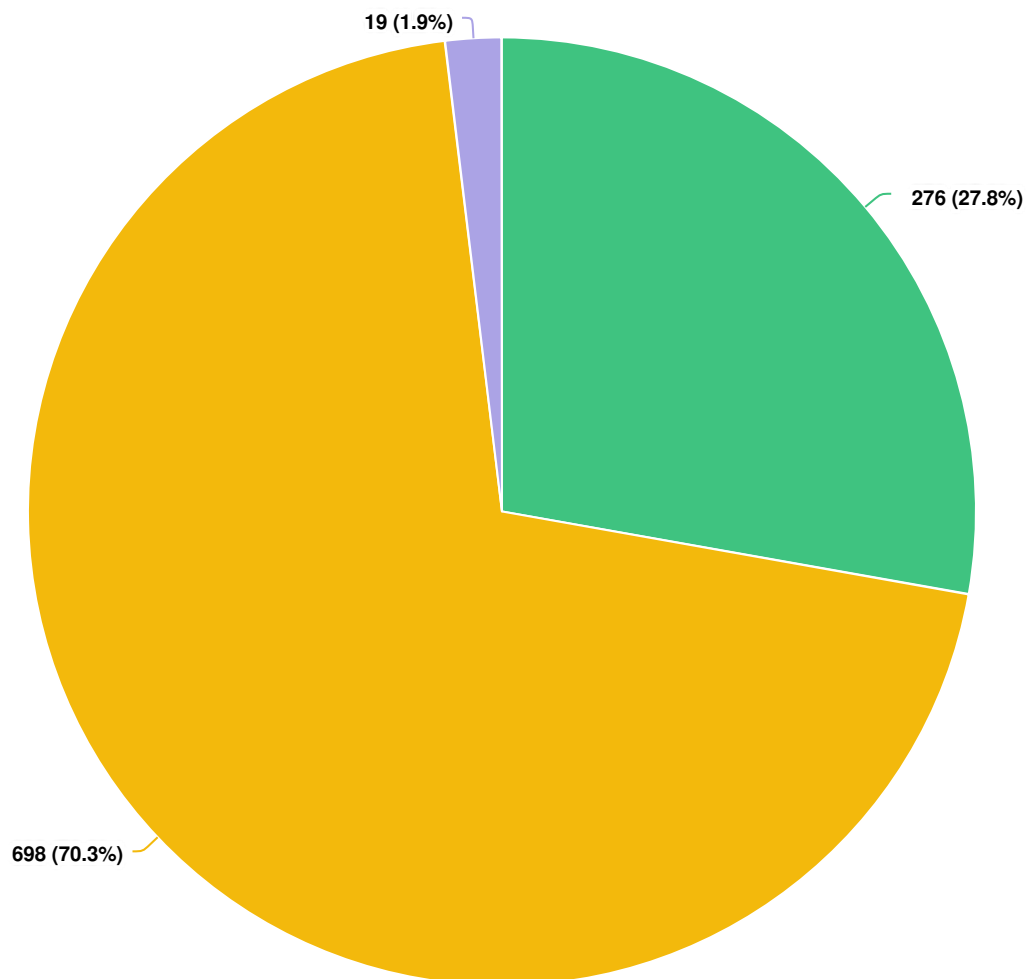


Question options

☐ Unsure ☒ No ☐ Yes

Optional question (1002 responses, 10 skipped)

Q25 Did you know about the weekly WMZ email alerts? Sign up here



Question options

☐ Unsure ☒ No ☐ Yes

Optional question (993 responses, 19 skipped)

Q26 | Please share any other feedback you may have about the Winter Maintenance Zone program?

Anonymous

3/12/2020 09:34 AM

Windrows - these are the home owners responsibility, however extremely difficult to remove. Hardened chunks of ice by the time I get off the bus from work. Other municipalities have a small bobcat to push the windrows to the side.

Anonymous

3/12/2020 09:38 AM

Winter maintenance was rarely performed on my street during the winter. When plowing was done most times snow was now removed making it harder to access and park. I agree with vehicles being ticketed and towed if left on street during snow clearing days, but many times I seen vehicles on my street ticketed/towed and winter maintenance was never performed that day.

Anonymous

3/12/2020 09:41 AM

I understand towing if the vehicle is in the way. My wife has carried home an infant in - 45 because she had to park a few streets over when our street was supposed to be cleaned. Done this for 2 days and no cleaning, and got towed on the third day. That's unfair.

Anonymous

3/12/2020 09:44 AM

I HATE windrows!!!! It's not physically possible for me to move the big chunks of ice and snow. I also have no ability to put on my lawn as I have a fence. If there's that much snow that causes a large windrow, it should be removed at the same time! People are already moved/towed for the plowing, why can't they also remove the snow at the same time? It was so much better when I lived at a condo and when they'd clear the snow they also took the snow with them! The large windrows also makes it difficult to park meaning vehicles have to park so far out on the street making it narrow for other vehicles driving through. This is a safety issue for people getting in/out of cars as well. Please look at removing windrows at same time as plowing. The program runs well as is. My only concern are alleyways behind homes. Our garage and parking pads are in the back of the house in an alley way. This winter the area was only plowed once. As we drive sedans, we were not able to use the back alley for a couple of weeks due to snow piling up until it was cleared and had to park on the roads.

Anonymous

3/12/2020 10:12 AM

We live in a town of shift workers and people who can take weeks off at a time. The windrows left can become extremely annoying and become completely frozen before returning home which makes removing the windrows next to impossible. If the city could hire out bobcats or something to pile windrows away from driveways you'd have a lot happier people up here. The best approach to this is to have a website or tool that every address has an account, and once there are so many requests for maintenance, the rmwb will go do it.

Anonymous

3/12/2020 10:19 AM

The best approach to this is to have a website or tool that every address has an account, and once there are so many requests for maintenance, the rmwb will go do it.

Anonymous

3/12/2020 10:27 AM

To be clear, on my street Juniper, we have no driveway. Therefore, when there are windrows it makes it very difficult to safely drive down the street. I would personally prefer my zone to only be active if the snow plowing and removal of snow can be completed at once.

Anonymous

3/12/2020 10:34 AM

U need to break down sub zone more. If u are o it going to activate 2 zone ect, 3&4. U need to give the street. We ask tax payers r tired of this

Anonymous

3/12/2020 10:41 AM

nonsense. You know how many street u can do in a day. Name the damn street and be done with it. Or we will vote u out next time. I'm mad enough at the mess u ppl r doing to run against u all And those snow banks u leave on each side of the road. Stop it! The garbage truck couldn't even drive down my street do to the street being so narrow. It's hard packed/ice/snow mess u r leaving behind. Stop it, just stop it Why is this so difficult And stop lying u receive the ticket \$\$! For the cars u tickets. Take the halo off.

Leaving windrows is an incredible safety hazard. It restricts emergency services from accessing homes, can delay the fire department from putting out a home on fire, is a serious trip and fall hazard. This year they were taller than the average toddler for weeks. I see that legally it's my responsibility to remove them around my property but not everyone is capable of doing so. Neighbors may also be on vacation for weeks at a time and by this time the cold temperatures make it nearly impossible to shovel. I'd far prefer the road clearing to be delayed if the snow can't be removed at the same time it's plowed. A bumpy road is easier and safer to work around than a small hill at the main point of access to homes. They also missed clearing some windrows from crosswalks and the height of them easily blocked the view of a child for drivers.

Anonymous

3/12/2020 10:45 AM

I despise this program with my whole being. It should be left alone. It was fine before it began and now it's just another headache to worry about during our already hard to deal with winters. Please stop. Please.

Anonymous

3/12/2020 10:48 AM

As someone who has street parking only along with many of my neighbors it is very frustrating to try and find alternatives after I check and our zone is active. Only to return home at the end of the day and nothing was done. It needs to be planned ahead. Saying your zone is active and nothing happening the day of is frustrating. If crews will not be coming to that street people need to have access to that information. Instead of sub zones maybe have a site where people can type in their street and see if it will actually be getting done that week

Anonymous

3/12/2020 10:49 AM

The issue this year is that plowing was left so long that the windrows were gigantic! I'd rather move a smaller windrow more often. On 3 occasions the windrow was so large and heavy I could not move it - meaning I couldn't park near my home until someone could come help me several days later. I lived in thickwood for 12 years and never once had a windrow issue of this type Was very displeased with this years plowing and snow removal.. I was left multiple times with a windrow with ice in it blocking my driveway up to my knees... god forbid something happened and we had to leave.. they blocked it to the point I wouldn't have been able to get my car out and it was -40 to be able to shovel it quickly... I was a high risk pregnancy as well so extremely furious ...

Anonymous

3/12/2020 10:57 AM

I think towing is a bad idea. I understand ticketing but towing I think is unnecessary. I live in a house full of nightshift site workers and when we get home from work our #1 concern is absolutely not that our vehicle is about to get towed as we sometimes forget what day it is. We have had vehicles towed in the past, woken up at 4:00 to get ready to go to work and then seen our vehicle was gone and then have to find a new way to get to work and

Anonymous

3/12/2020 11:45 AM

then worry about getting our vehicle the next morning when we are supposed to be sleeping, and then the fine to get the vehicle on top of that. So yes I understand ticketing but I think towing is unnecessary. If wmz was done every week then a consistent schedule can be made within our household and also the streets would not be so bad that the cars would be totally in the way of the plow trying to get through or be covered in snow from the clearing.

I like that we aren't plowing every single week like was done a few years ago - that was a waste of money. I have a quality of work comment. My street was plowed twice this year which was fine. Even once would have been enough. However, both times, the plow didn't come within 8 or 10 feet of my driveway, so the whole road height is a good foot higher down the sidewalk height. I have had to start piling up snow on my sidewalk so that I can get into my driveway without hurting my car. This isn't a windrow that I'm complaining about. It's the overall Street height.

Anonymous

3/12/2020 11:53 AM

After plowing, the windrows at the ends of driveways are often large, difficult to shovel, and impassible with smaller vehicles. Is there anything the city can do to aid/rectify this? Would regular plowing reduce the size of the windrows, even if it requires more frequent shovelling on the resident's behalf? Also, on street parking on Millennium Drive during winter maintenance results in vehicles being parked too close to intersections, reducing traffic visibility for those exiting residential streets onto Millennium. (This lack of visibility has resulted in several "close calls" for many motorists.) Is there something the city can do to rectify/aid this issue? Thank you for the opportunity to provide input into winter maintenance.

Anonymous

3/12/2020 11:53 AM

If I have to drive me vehicle into a different zone. You had better plow. Not fair that I'm getting punished if I don't follow the bylaws but if you don't do your job you don't have any repercussions. If you activate my zone- Plow it. Three times this year I moved our two vehicles with two kids. Walked home. And our street wasn't touched. If I move my vehicle, you hold up your end of the deal. Plow. No matter what.

Anonymous

3/12/2020 12:18 PM

I cant stand having to clear windows from the end of my driveway. I work shift work and coming home to find 2 foot of frozen snow across my 3 car wide driveway is the absolute worst because I dont have a front yard and have no where to put it. Other places I've lived they didn't block people's driveways. When they do full removal they do an awesome job. I would rather just see full removal a couple times a year instead of having to clear windows every other week

Anonymous

3/12/2020 12:30 PM

Violet street only got plowed once and removed once this winter.

Anonymous

3/12/2020 12:33 PM

It is pure laziness by the grader operators to not move the windrow away from the driveways. It has been mentioned many times before but there is an attachment for the grader that would do this with no issues. There are many people that are unable to lift heavy chunks of ice away from end of driveway and that can't afford or can't find someone to do it for them. They shouldn't have to shovel it in the first place. The grader operators also cover up the sidewalks when they are windrowing the snow/ice. We are responsible for

Anonymous

3/12/2020 02:21 PM

keeping it clean but it's impossible when they fill it with hard packed ice/snow. The roads should be completely cleared more than once a year as well. There is no need to put wind rows at the end of people's drive ways plow the roads properly and this would not happen but the dumb asses you use are useless ! 20 years here and not one winter have you done it right keep trying and maybe global warming will make it so we don't need to plow or go read up on how other places deal with snow plowing and removal or perhaps monitor the idiots doing the work

Anonymous

3/12/2020 02:25 PM

The windrows suck you block off my driveway and we can't park on the road because it is still a winter maintenance zone then I work 12 hour days so my fiancé can't clean it depending on amount so where does someone park the windrow sucks all you need is a little bobcat to follow it around and clear the driveway

Anonymous

3/12/2020 02:27 PM

Not in favour of finding big dirty windrows at the bottom of my driveway. I prefer driving on the accumulated snow pack.

Anonymous

3/12/2020 03:07 PM

The windrows are ridiculous across driveways and narrowing the streets , I have lived in other smaller and larger towns and cities that manage their snow 1000 percent better than what happens up here.

Anonymous

3/12/2020 04:29 PM

Major bus route streets not part of the wmz need to be done regularly. Once a winter is not enough. These are the busiest streets with the most on street parking.

Anonymous

3/12/2020 05:16 PM

I think when windrows are heavy ice and snow they should be pushed to the nearest driveway edge and no left for the homeowners.

Anonymous

3/12/2020 05:32 PM

I feel there should be more strict enforcement for homeowners who do not clear sidewalks, this has been an ongoing issue for more than ten years(my time here). It is unsafe and difficult to walk on, there should be fines issued for home owners who do not comply!!!!

Anonymous

3/12/2020 06:27 PM

If we could invest in machinery that removes the windrows at end of driveway that would solve a lot of problems. There are many seniors living here, including ourselves and trying to lift those heavy pieces of ice, snow etc. Is very very difficult for us.

Anonymous

3/12/2020 06:27 PM

You need to have plows out soon as it snows and more spreading of dirt And salt for the ice

Anonymous

3/12/2020 08:05 PM

Do you idiot's know that graders have blade attachment that prevents windrows been left in front of driveways??

Anonymous

3/12/2020 09:40 PM

First I like to start off with the 48 hours you have to clean the sidewalk in front of your house which the bylaw do not back up this by law and definitely not strict enough on this bylaw ...terrible. need to do their job a bit better to make sure the sidewalks are clear and start handing out fines to the homeowners instead of just saying it over a website or Facebook page and actually do something about it like giving fines like they supposed to do..... and for the maintenance of clearing the road it is a total waste of money and definitely I know it is a higher maintenance cost for the town of Fort McMurray for the upkeep of the machines you guys are better off going back to the old way and pick a road/neighborhood and put your 48 hour signs back

Anonymous

3/12/2020 09:47 PM

out and only clean the roads/neighborhood two or three times a year and Mikasa maintenance which you would save could go towards something else in this town

We had our street plowed and cleared 2 this winter, between October and March; that's the same level of service we had before the WMZ process was put in place. I'm not sure why the program was implemented, seems like more work and manpower than before for the same level of service
Stop the windrows! Everyone in the city hates dealing with them.

Anonymous

3/12/2020 10:29 PM

Anonymous

3/12/2020 11:08 PM

This years maintenance was absolutely terrible !!! Windrows full of ice chunks are not safe for anyone at the end of the drive way and you expect people to shove that themselves. I couldn't even drive over it, they left it that bad on our street the one day.. my husband had to pack it down with his truck. Not everyone's backs are suitable to shoving that all the time. Snow is a different story, ice chunks of windrow is dangerous. I would give you a 1 of 10 if we were doing a scale. There has to be a better method.

Anonymous

3/12/2020 11:22 PM

I clear my walks & make a conscious effort to deal with the windrows at the end of my driveway every time it snows. Each time the plow passes it dumps a pile back in front of our driveways. On one occasion I cleared my walk three times, not because of snowfall but because each time the plow passed it pushed more snow back on the walks than I had to begin with. The snow called windrows is never left behind on the other side of the street & always seem to occur in front of the same three houses. By mid-winter, it is near impossible to clear the windrows left in our driveways. Sometimes there is nowhere left to put it. One year I carried all the snow from the middle of the street to my lawn to see if by clearing most of the road in front of my property to see if I could avoid a heavy windrow. No such luck so & it doesn't really matter what I do the plow will always leave snow at the end of my driveway. I have had ice chunks left behind that are too heavy & large to physically lift. Continually leaving huge windrows at the end of driveways is heartless & cruel. Asking people to perform the impossible is not reasonable. Clearing & pick up should either occur at the same time or push the windrows so that they are in front of the park where there are no homes & where no one parks. A good operator can mitigate the size of snow he dumps on a pass. This year was better than some which was much appreciated. Not sure what the value of surveys like this hold but all the best.
There are many areas where it is not necessary to create windrows on the side of the street with driveways; windrows could be pushed onto the green space between the roadway and the sidewalk on the opposite side of the street, thereby keeping the width of the roadway the same in the winter as in the summer and eliminating the need for people to clear windrows at the end of their driveways, thus reducing the frustrations of many ratepayers.
Furthermore, though operations will say that it is not possible, I have seen the blocking mechanism work in many communities where the grader operator can lower a guard to block the snow from creating a windrow in front of a driveway. Operations will state that driveways are too close together to

Anonymous

3/12/2020 11:34 PM

permit this to work, but I have seen it work just fine in similar subdivisions in other communities. There are also many areas in which there are parks and park entrances with greenspace that could be used as an area to pile snow. Again, windrows do not need to be created in areas where the machine operators could just as easily push it onto a greenspace instead. Lastly, there is no reason to have windrows on both sides of the street. This unnecessarily restricts the space available for people to park and travel the roadway. It would be just as simple to pick the windrow to one side only (on the side opposite to driveways, or where there are driveways on both sides, alternating from year to year). Again, pushing the snow up onto greenspace the preferred where possible.

Anonymous

3/13/2020 01:57 AM

When areas are active but no work being done and you know there won't be maybe let the tow truck driver sitting outside waiting for the second the strike so they can tow our vehicle for absolutely no reason as it won't be causing any impact on snow removal for that area then instead of dealing with them we could go to work and pay for your over priced wages

Anonymous

3/13/2020 04:16 AM

Side streets being cleared at end of the day isn't a huge deal, but this past winter it went weeks at a time where bus stops were not shoveled and had big build ups of snow. Seems like they were only don't once in a while not when it snowed

Anonymous

3/13/2020 08:05 AM

I think they should have the zone active once a month. Zone 1 active first week of the month ZOne 2 active second week of the month ...

Anonymous

3/13/2020 08:38 AM

This "survey" is a waste of time. The survey should be questions like 15 & 16. Yes or no questions about knowing what is in a picture is pointless. Question 18 is wrong. residential properties are only required to clear the sidewalks when they receive written notice to do so from the city. Stop giving wrong information to the public. This survey is written to get the results you want. It needs to be more open to provide opinions.

Anonymous

3/13/2020 09:38 AM

I think the RMWB did a great job this year with snow removal. Now hopefully they can do just a good job on pot holes.

Anonymous

3/13/2020 07:10 PM

I'd prefer removal over plowing, the windrows in front of driveways are unacceptable. Elderly, certain individuals are unable to shovel the heavy ice blocks in the windrows

Anonymous

3/13/2020 09:44 PM

Plow to the middle

Anonymous

3/14/2020 01:13 AM

Plowing the windrows at end of our driveway would've be so bad if it was done weekly and much easier to clear by resident instead of two months of packed down snow pushed onto our driveway- shovel not much good against large chunks

Anonymous

3/14/2020 10:18 AM

My street is generally okay throughout the winter but the main routes, i.e. Sifton and Silversprings are always a MESS during the winter. These are plowed regularly but then the windrows are left at the sides and people's vehicles are left further out into the street sometimes creating hazards because the lane width becomes so narrow. These types of streets should be cleared regularly.

Anonymous

3/14/2020 10:23 AM

The sidewalks on the main streets near Father Beau school are terrible. They keep the sidewalk a little clean in the side where the construction is but it on the side where the houses are. This means the only sidewalk available to walk on for kids walking from alpine court is the construction side which is missing part of the sidewalk or is hard to clean cause of the construction. I see kids walking on the road ALL the time because of this and it's not safe at all. We called to see if it's the house owners responsibility and it isn't so why isn't the city doing it? They only cleaned it once.

Anonymous

3/14/2020 12:59 PM

The worst system i have ever seen why would you guys assume its ok to leave a 3 foot windrow of ice chunks (not light snow) when someone gets home from work at 930 pm thats the first thing they have to remove sick and tired of half ass jobs being done, once you start the job finish it, CLEAN UP THE MESS

Anonymous

3/14/2020 01:11 PM

My street was clean once this winter, Should've clean and removed every 2-3 weeks

Anonymous

3/14/2020 01:18 PM

One thing annoying, is when they plow streets unnecessarily and we end up moving windrows at the driveway! And if we happen to be away for the weekend and it gets done on Friday and it is cold, coming home on Sunday night and not being able to get in own driveway/ garage is a little unnerving as the snow turns to cement!

Anonymous

3/14/2020 01:41 PM

I've never seen a place In my life that doesn't plow their roads as much as here.

Anonymous

3/14/2020 02:40 PM

My street is a bus route and receives continuous plowing, but very minimal removal.

Anonymous

3/14/2020 02:44 PM

Less plowing please if the snow on a street is hard packed with no ruts or ice. I, and the people I know, loathe windrows at the sides of streets and blocking driveways. They create serious tripping hazards and are difficult to shovel as the snow is so hard.

Anonymous

3/14/2020 04:08 PM

This is the third year doing this survey and like the maintenance zones it was garbage. This is continuing problem, Fort McMurray is a working town with lots of tenants, people have no where to park except on the street. There are many different shifts that may be working nights and is difficult to find an alternative spot early in the morning. Go back to what it was like before the maintenance zones and plow the residential streets 2 times a year with a weeks notice on the street. Its criminal to ticket and tow. Do something right for once and get rid of this awful program..... o ya bring back plastic bags too! The less government involvement in my life the better, so back off and just do your jobs.

Anonymous

3/14/2020 04:31 PM

This is literally the most ridiculous and pointless survey. And also the snow plowing and snow removal in this city is a complete joke.

Anonymous

3/14/2020 05:25 PM

Please get rid of this system and go back to a couple times a year.

Anonymous

Train the operators to clean the streets properly. Very piorly plowed streets

3/14/2020 05:37 PM

this year. Clean streets as needed and avoid unnecessary overtime.

Anonymous

3/14/2020 05:50 PM

I truly hate the windrows at the end of the driveways. I have been dealing with a shoulder injury and try to maintain my sidewalks but when the giant windrows get built up by the city plowing they are near impossible to break down. The last one was half the height of my car and at it was very hard packed snow. This is usually heavy and impossible with a basic plastic snow shovel to move, you have to use a spade. Is there any way to change the way the roads are plowed to reduce the size of these windrows? I would prefer the city blow the snow onto my lawn all winter then leaving these windrows in front of the driveways.

Anonymous

3/15/2020 12:02 AM

There are roads that are in terrible condition in my area and others all over town. I can't back out of my driveway without driving over a large pile of ice and wrecking my vehicle every time. There are streets in Gregoire that are currently just pure ice, I could skate on them, minus the fact there are so many ruts. Salt and sand would be very beneficial

Anonymous

3/15/2020 12:38 AM

Question #16, is not a fair question. You guys know what the public wants, however it is not listed in the question. Clean the bloody Windrows you throw on the end of people's driveways. If your not going to do a proper clean, then why bother doing it at all.. you clean the street and when people get home from work, they can't get into their driveway. It's pityful, you need to address this

Anonymous

3/15/2020 12:45 AM

Question 16 is confusing. I have a choice to have ruts and ice on the street, or a windrow left across my driveway. Where's the option to have all these hazards removed ! Unbelievable, how you word these questions. Just clean up the street and don't drive it in on top of everyone's driveway. There's equipment you can put on a grader to sole that.

Anonymous

3/15/2020 12:51 AM

I dint know how to answer question sixteen, as it appears to be a trick question, do I want ice and snow and ruts, or a pile of crap across my driveway to shovel out. Such an unfair question. Smarten up, we just want a proper clean up and access to and from our driveway. Stop leaving the mess for us to battle

Anonymous

3/15/2020 09:57 AM

This survey was a little frustrating to get through. Honest opinion-the WMZ are a waste of everyone's time. You make vehicles park on the road in -40 days and you don't even touch our side walks let alone the street. Luckily I can park in my driveway but I feel for those people that can't! Why don't we just go back to what it was before where the city would put the pylons out 2-3 times a season, so everyone knew the street was getting cleaned within two days. Then there was little to NO windrows to try and deal with at the end of our driveways. I think our WMZ are a joke and need to be closely re-evaluated as they create a lot of frustrations with the people of this community.

Anonymous

3/15/2020 01:22 PM

I really appreciate it when the snowblower driver takes the extra few minutes to lower the blade slightly at the end of our driveways to lessen the amount of packed snow/ice chunks we need to clear. They are usually very heavy and freeze into a solid mass if left there until later in the afternoon / evening when many people return from work or need to be cleared before we are be able

Anonymous

3/15/2020 01:23 PM

pick up children from school.

A couple of questions are confusing to me, 19 and 16. I believe the windrow along a driveway should be your responsibility, as you are the one who piled it up there, and as for the other question(16) I don't want ice, ruts, or that windrow piled onto my driveway, so you leave me with no option to answer the question, (or was that your intention) . To answer the question, I basically have to agree to rut and ice, or a windrow, and that's just not fair to answer. Clean up the whole street

Anonymous

3/15/2020 01:33 PM

Come on folks, you had enough complaints to know what the community wants, clean up all of the snow on the street, walkways, and across driveways. The snow and ice gets piled up so high on the side of the sidewalk, it's more of a hazard, then a help, having now to climb over a bank to cross the street. We live across from the park, so we don't have a sidewalk on our house side, so we are forced to exit the sidewalk by our home.

Someone is going to get seriously hurt

Anonymous

3/15/2020 01:41 PM

Maybe check some other municipalities, they seem to have it figured out. I have a friend in St Albert. His street is cleaned very nicely. All snow is removed along his property. He don't need to shovel to get out of his driveway in the morning

Anonymous

3/16/2020 03:26 PM

As mentioned above. When plowing, if there are no driveways adjacent on the other side of the road (virtually an entire block) why would the operator fill the end of driveways with snow and not tilt the blade to the other side of the road. It's common sense! When I approached the operator he told me it was policy..REALLY there's a policy to say the operator must plow the snow to the side of the road its found on when there is no entrances on the other side of the road. The best is I get the corner and the intersection all filled in my driveway (so 2-3x more than at the end of most other owners...and all over NO COMMON SENSE to tilt the blade on the grader)!!!! 128 McConachie Cres is the location..perhaps a common sense policy for your operator next year?

Anonymous

3/16/2020 08:25 PM

Sure it's nice to see a clean road, but after working a long shift at work to come home to a 3-4 foot windrow that you have to shovel through just so you can get in your driveway? Honestly, whatever needs to happen so that we have less windrows is what needs to be done. Thank you

Anonymous

3/29/2020 04:48 PM

Since implementing this system I see more people putting their driveway snow into the road. It would be nice for more enforcement. Our windrow is larger than needed and being disabled is very hard for me to clear end of the driveway. Also the windrow prevents water drainage and creates ice build up on sidewalks that residents have to deal with. I am happy to see blading has been reduced as it doesn't need to be done that often. A couple times a year has been adequate unless a extremely high snowfall season.

Anonymous

3/29/2020 10:58 PM

If you make us all park off street then perform no maintenance, that is frustrating. If you want to just plow, then you have to do it for every snowfall in every area so that residents don't have to shovel windrows of huge , thick ice chunks. By the time you get home from work, they have frozen into an impenetrable wall. Save us all some tax dollars and go back to the pre- WMZ system...it was mediocre, but manageable. This WMz system claims to be an

Anonymous

3/29/2020 11:16 PM

improvement, but is still mediocre in service delivery and adds frustration and inconvenience to the mix, not to mention the added expense of dozens of electronic signs. I'm sure the city does enjoy the revenue from the fines, however and the bylaw officers seem to relish handing out tickets...makes them feel powerful. The one I met ticketing was grumpy and sour.

Not sure about sidewalk clearing. Is this an additional service, always when subzones are active? Many residents do not clear their sidewalks anymore because the RMWB does it intermittently. Residents should be given warning notices.

Anonymous

3/31/2020 12:22 PM

I have mixed feelings about the way The RMWB is providing services, when done right they do a great job but the windrow set up has to. We see a lot of elderly and weaker people trying to clean up these heavy windrows time after time and its not the safest way to do things. Use the LED signs and pulse line as well as local radio to let people know that during such weeks your zone will be cleaned up not just windowed and tow when needed, I have three vehicles (Mine wires sons) and some weeks struggle to find parking space only to find out that its all for nothing. Your street cleaning team do a great job when they do it all, the windrows i do not like and when i push it away with my quad because its so heavy i have been told it could result in a fine. Thats my opinion and I'm sure lots of people have the same thoughts.

Anonymous

4/02/2020 07:38 AM

Although zone 4. My street had only two snow clearing this past winter. This resulted in huge windows of ice. It was minus 30 and we had to get the windows removed asap in order not to have the windrow freeze over the driveway. Totally unfair. also why does the grader not lift the blade when they are driving past the entrance to the side street. resulting in big windows at the street entrance and exit.

Anonymous

4/03/2020 07:44 AM

Half of this 'survey' is just passive aggressive reminders to the survey taker. I dont need to be questioned like a 5 year old about the rules and regulations... just plow the streets properly thanks.

Anonymous

4/06/2020 06:07 AM

The windrows at the end of driveways is a ludicrous practice. Some residents do not have the physical means to remove the windrow, it is not an easy job. Sidewalk clearing needs to be enforced. The majority of residential sidewalks are impassable and residents are required to walk on the roadway. Why have a bylaw if it is not enforced.

Anonymous

4/07/2020 10:25 AM

It is not ok to create very high windrows and then skip 4 weeks of wmoz before coming back to collect the snow as happened this winter(and last). On a quiet street as ours, plowing actually creates less parking and if you park on the street, you are parking almost in the middle of the road...so please do not plow if you can not remove the snow the same day as it never gets removed the next Tuesday... I understand the zone system, but it is obviously not working as intended if your workers do not finish the same day or even next week. Thanks!

Anonymous

4/08/2020 10:13 AM

I would like the RMWB to consider removing snow from cul de sacs or areas of "high snow build up" on streets. When plowing is completed, I am unable to get out of my driveway due to the size of windrow that the city leaves. Another option would be to remove parking on one side of the street where the streets are already too tight to be able to plow on a weekly basis. On the

Anonymous

4/08/2020 02:32 PM

"app" can you please identify when the street was last cleaned? I checked today, April 8, and it says my street is clean, Sandstone Lane, but it was not plowed since the zones were relaxed in March (?).

The WMZ program is a good program if it is maintained and followed. There is a great good job being completed when snow is removed. I'm more in favor of waiting for removal than giant windrows. As Well since you mentioned side walk snow removal... STOP plowing the sidewalk with the small snow dozer. Use that machine to clear out fire hydrants and have tickets issued to people who don't shovel sidewalks.

Anonymous

4/09/2020 06:54 PM

We have a corner lot and when both streets are plowed, the windrows (especially on the corner) are so big. It took two quads to clear the last pile!

Anonymous

4/09/2020 08:05 PM

Winter Maintenance is never completed on my street! It's shameful that we're paying such high property taxes for a service that is never provided. You can submit all the complaints you like online through pulse or by calling and they still don't action the complaint and clear the streets. RMWB should be ashamed to even charge property taxes to residents for a service that is never provided!

Anonymous

4/09/2020 08:26 PM

Please do not ever leave a windrow in front of my driveway again at 8 in the morning. Please understand I would rather have 8 feet of snow on the road before this again. Also please remove the permanent signs on our lawn as you clear the snow twice a season and this sign indicates you can't park there 20 times a season?

Anonymous

4/09/2020 08:27 PM

Nobody in this town shovels their walkways , its ridiculous, and hazardous, please start monitoring this!!

Anonymous

4/09/2020 09:19 PM

My street is not in a zone. They okie the middle daily but slam then snow into our vehicles on the side. It's absolutely ridiculous and dangerous. This questionnaire doesn't ask about that. It is a very poorly written questionnaire. How about asking for real public input on the mess of a system this city has. I understand that living on a main road it is plowed more often yet when it is plowed and there is huge sheets of frozen packed down snow chunks at the end of the driveway it isn't right to be left like that. Some people physically can't remove this for different health reasons, which poses risk in an emergency of limited access to get out especially if you don't own a bigger vehicle that's capable of driving over the bank. There are times we've had help with cleaning it then the next day they come by with the plow again. Not everyone can afford to pay someone to come and remove it everytime. I disagree that the way the Winter Maintenance on Main Streets is done is currently up to the standards of could be. We deal with the stress of this every winter, all winter long. Seems like something that can be prevented by hiring another person or two when they go along those areas? Perhaps use some of the flower decor money the city puts in every summer.

Anonymous

4/10/2020 10:54 AM

The municipality should receive the revenue from towing and impounding.

R.gould

4/11/2020 11:01 PM

Forget the windrows. I cant get out of my driveway. I am a senior and sometimes the banks are 2 feet high. There is supposed to be signage

Anonymous

4/12/2020 08:30 PM

available for me to post so the crews do not fill my driveway.

I believe we should have regular plowing done with snow clearing once or twice a year as needed pending on snowfall amounts.

Anonymous

4/12/2020 09:10 PM

I would like weekly street cleaning AND windrow removal from the end of driveway. This year was one of the worst, by the time my street was done the ice was so thick and heavy that removing it from the end of my driveway was impossible.

Anonymous

4/12/2020 09:25 PM

I don't appreciate these huge windrows of frozen chunks of ice and packed snow against my driveway... and the graders always start at the other end of the street so that my house/driveway which is the last house at the other end gets the biggest part of the windrow...not appreciated!!!! Rather do without!

Anonymous

4/12/2020 10:32 PM

I live on Walnut Crescent, two years in a row we've had snow removal once, and snow plow once, each year, and this year we didn't even get the back alley done! They did every other street around Walnut Crescent and then moved to the trailer court beside us, our road now is ice! The windrow that was created by the town this year was solid ice, because you waited so long to plow we were actually expected to "shovel" what you needed a machine to remove, I'm not elderly but I'm not 20 something either - when the town creates a windrow if ice blocks that should not be put back on the tax payer to remove, who's going to pay for the back injury after that, and no one can afford to pay a company or someone else to do it

Anonymous

4/12/2020 11:44 PM

Plowing and not removing windrows is unacceptable!

Anonymous

4/13/2020 09:39 AM

I agree that it is normal for LITTLE windrows in front of my driveway. Your operators do not have to leave the HUGE windrows that they leave!! I have seen 1 grader operator that knows how to feather out a windrow.... it's not hard!!! It just takes some pride in their jobs.

Anonymous

4/13/2020 12:38 PM

We walk a lot and find that 1/2 of the home owners in the area hardly ever clean the sidewalks, we often have to walk on the road!!! We live in the Lakewood subdivision! Not impressed Also think since sidewalks are only on one side, would be nice if adjacent home would share Winter sidewalk maintenance with their neighbour!!!

Anonymous

4/13/2020 01:24 PM

If my subzone is active I would like it to have snow removal .. otherwise I think it should be relaxed

todd.hillier

4/13/2020 11:01 PM

More street clearing is needed. I can't stand having my street only plowed (or removal) once or twice a year. It needs to be done weekly. I know people get upset at windrows, but I'd rather deal with windrows than unplowed streets anyway.

Anonymous

4/13/2020 02:14 PM

Needs more sidewalk clearing and mess cleaned up after snow removal

Anonymous

4/13/2020 02:16 PM

My street was never plowed the whole winter even though we had to move our vehicles from the road.

Anonymous

4/13/2020 02:19 PM

We live on Crescent Heights where cars park on both sides of the road on the hill. I think we should either have no parking on the hill in the winter

Anonymous

4/13/2020 02:21 PM

months or alternate side to side. When windrows are left lots of times we only have the width of one lane so we have to make sure no one is coming up or down the hill.

I live in Paulin bay. The streets were cleared once and pushed aside 2 other times. So a totally of three time for the whole winter. We had a huge snow fall and no clearing or pushing at all our street is a disaster and dangerous, will have a huge lake because the water run off can't go down the drainage pipe because it's so compacted with ice. This year the city was absolutely garbage for street care and to call it snow removal or even snow plowing is a stretch. You just took out tax dollars and did nothing. Disgusting waste of money.

Anonymous

4/13/2020 02:36 PM

Very unhappy with the service only once snow cleared and twice I see a grader driving over cleat blacktop Bad service over the time I lived in waterways 14 years.

Anonymous

4/13/2020 02:50 PM

I respect windrows are the result of wmz however I disagree it should be the homeowner who deals with these. I have a medical condition making shovelling that degree of snow impossible for me to manage. Secondly because I live on a street with multiple duplexes converted to 4 plexes I end up with a massive amount of snow infront of my driveway, as we are the first regular house. Again something I cannot manage and don't feel I should have to pay to get removed. Definitely something the RMWB needs to consider looking at regarding wmz.

Anonymous

4/13/2020 03:01 PM

Too much hauling of snow, RMWB should stockpile snow on streets and cul de sacs as much as possible to conserve money. Hauling snow when not required is a bit of a waste of tax funds.

Anonymous

4/13/2020 03:39 PM

Would appreciate my street being cleared more than once each winter. Still driving through massive ice ruts and its April.....

Anonymous

4/13/2020 03:43 PM

This city is run by a bunch of incompetent newfy dog fuckers

Anonymous

4/13/2020 03:53 PM

They have a way of making it so that there would be no windrows on my sidewalk and driveway. I have seen it in Red Deer and in Edmonton so I don't understand why we don't have that piece on the snow plow so there will be no windrows. My area gets done once a year maybe twice a year if we are lucky and that to me is just a waste. The WMZ are active, the removal equipment is not out but the city's ticket people are still out giving out tickets even though there is no work happening. That is wrong, relax the zones if they are not going to be having anyone in there it doesn't make sense to ticket them when 1) you are not getting money from these tickets 2) there is no work being done even if the zone is active. It would be great if you came at least once a month in all the zones and install the piece on the snow plow to make the windrows not appear.

Anonymous

4/13/2020 04:05 PM

I signed up for the email updates and did not get any. I also think that when the roads have been left and the winrows are full of chunks of ice that is where there are the most complaints. It is extremely difficult to move the frozen ice chunks that can be 2 ft high and 2 at wide. And if you need to create more sub zones so that you actually do work in the area pls do.so. It is very frustrating to have a suboxone active but no work taking place.

Anonymous 4/13/2020 04:13 PM	Hi Overall you are doing a good job There needs to be something done about people shoveling all their snow out into the street. Not sure why the city allows people to do this as it causes a hazard to cars Thanks
Anonymous 4/13/2020 05:16 PM	The windrows should not be homeowner responsibility. The windrows were solid ice, sometimes over 3 to 4 feet. I am only 5 feet tall and live by myself and was unable to clear them myself and had to pay people each time to clear it for me.
Anonymous 4/13/2020 05:20 PM	My street is no longer a bus route but is still treated as such, leading to very poor snow removal service other than 1-2 times a year. Snowy Owl Way in Eagle Ridge, please update it in your system.
Anonymous 4/13/2020 05:25 PM	My comment is in regards to the sidewalks/walkways. They are dangerous. And in a time like now maybe the community can put a focus on this so people can get out and move while having nothing else to do. The snow removal employee that does my area sits in his equipment on his phone all day. Leaving sidewalks and paths in a less desirable state. I've witness this multiple times, being parked in the same spot for hours on end. Ankle high water and ice just as thick on community walkways (not in front of homes) is not acceptable. From: An avid outdoor runner due to Covid (that has almost had broken ankles from ice)
Anonymous 4/13/2020 05:38 PM	If there's been no snow, the zone should be relaxed EVERY TIME. Too many fines. Plowing and leaving it in front of people's driveways is stupid. Remove the snow after every major snowfall. Or if you plow, leave the piles in front of lawns no driveways. Use more common sense.
Anonymous 4/13/2020 06:12 PM	Windrows are the worst especially at freezing cold temperatures. Very hard to remove the snow from the driveway and makes the streets considerably more narrow.
Anonymous 4/13/2020 06:39 PM	The system currently is a mess. Windrows being left for weeks is horrible and unsafe. It narrows the usable street and it makes it difficult for homeowners to adequately keep sidewalks clear. Snow should only be windrowed when it's going to be removed in a reasonable time frame. So either move back to the previous system where windrowing would happen once or twice a year prior to the snow being removed, or change the zone structure of your weekly. You could make zones smaller, thus giving crews the ability to concentrate on windrowing and removal quickly.
Anonymous 4/13/2020 07:01 PM	None good survey
Anonymous 4/13/2020 10:17 PM	Windrows are a great way to piss off the public. Do it right a few times a year.
Anonymous 4/13/2020 11:58 PM	You suck
Anonymous 4/14/2020 12:24 AM	I think it would help if you had dates posted on the signs
Anonymous 4/14/2020 04:05 AM	I really appreciated the clearing of pred paths and entrances to them.

Anonymous

4/14/2020 07:26 AM

Right now, our cul-de-sac on Ermine Bay was not cleared for several weeks, now with the melt, it's extremely icy, dangerous, incredibly bumpy, hard on vehicles, and dangerous for a pregnant women to walk across the street to get to the side walk on the other side. This could have and should have been avoided. I'm okay with any additional costs if it means I won't fall down while walking and potentially have a miscarriage. Our street was only cleared 2-3 times this year, and many guests over the winter commented on how particularly terrible our road is. At this frequency of clearing, we might as well not even have WMZs. I was so excited a few years ago when the program was increased, but neighbours are commenting that this year was particularly awful for our community, and for the poor people who drive low riding cars. Please bring WMZs back to their former glory!

Anonymous

4/14/2020 09:47 AM

Quality of windrows, streets are allowed to accumulate large amounts of ice and then plowed to end of driveway to have me attempt to remove. These large chunks of ice are a personal safety hazard as they are too heavy to move. Also the plows place these windrows with large chunks of ice on the side walk after I have cleared the sidewalks. Ten years ago the city did a great job, they left the snow on the road and cleared when required. Since the WMZ were created its been terrible.

Anonymous

4/14/2020 01:36 PM

Roads should be plowed every time it snows like every other normal city

Anonymous

4/14/2020 01:43 PM

In general, fairly happy with the snow removal. The disappointing part is the snow being pushed in front of or onto the driveway entrance. There is equipment out to stop the row at the driveway entrance.

Anonymous

4/14/2020 01:52 PM

Leaving windrows on narrow streets, such as in most subdivision does nothing to improve safety, in fact it does the opposite by forcing cars to park further into the street. It also creates an impediment for those people who have mobility issues to get out of vehicles (if they are the passenger) and to get over the windrow. Publish RMWB policy states that windrows will be no higher than 1ft, however in my experience the windrows are never shorter than 3ft. I would rather see periodic removal with no clearing in between than more frequent clearing. If clearing is to be done then the RMWB should be responsible from removing the windrows from in front of all driveways.

Anonymous

4/14/2020 01:54 PM

I do not have scheduled WMZ, as I live on Barber Drive. So, we do not have one specific day a week where we can expect to clear a windrow. During the last big snowfall in early April, I seen the plows drive by and plow snow every single day! This is frustrating for homeowners, as we do it once, then to find that the plows have gone by again the next morning, and there were 2 times this month they went by TWICE in one day! So twice we had to clear windrows from our driveway blockages. I would appreciate if it were only done once a 1week or if they use our street to turn around on, perhaps they can not push it all over our sidewalks and driveways.

Anonymous

4/14/2020 02:14 PM

We live on Loutit Road which I believe is secondary, but our snow clearing has been second to none this winter. I wish the windrows weren't so prevalent, but I much prefer clear roads so it's a drawback I'm happy to deal with.

Anonymous

4/14/2020 02:15 PM

The program needs to be followed more consistently and most streets are too narrow for windrows especially when the streets haven't been cleared in weeks and have a lot of build up on them and not everyone is able to move chunks of ice and snow that are upwards of 3 inches thick ! I know I can't snow removal should be done every time a minimum of once a month no windrows this survey was also not much of a survey but more of a this is what we do did you know that? Our roads are too narrow for street parking and windrows choose one or the other you can't have both I am incredibly disappointed year after year with the terrible conditions of the roads but by this survey it seems the municipality has already decided what they are going to do in regards to the wmz and snow clearing and is using this survey as a way to fool the community

Anonymous

4/14/2020 02:35 PM

I'm satisfied with the snow clearing on our street (thank you), however, extremely unsatisfied with the large windrows at the base of our driveways (the poor seniors and single mothers and those with cards). Last year, I cleared these windrows from end of my driveway, shoveled on to my lawn - come summer, my lawn in the areas I placed this snow, died - had to dig up grass, re-seed at my expense. This year, I cleared the windrows by shoveling the snow back onto the street. I have a concern with this - not only do we (I may stand corrected here), pay tax dollars for street clearing and the windrows clearing should most definitely be the city's responsibility (part of our tax money), but now i'm throwing the snow back on to the street (along with many others), defeating the purpose of the street snow clearing. I cannot throw it to the side of the street, as this also creates more of a hazard for the vehicles which rely on parking there overnight - forcing these vehicles to park further into the middle of the street - regardless of the lower speed limit. The time the city takes to remove the windrows is also much too long. This 'windrow' snow at the base of the driveway is also not your typical now clearing (from snowfall). Its very heavy, dense/icy and therefore difficult to shovel. This creates a hazard for residents while shoveling (additional strain to the back and heart than conventional driveway snow clearing). I (along with many others I have spoken to) would appreciate an action from the city, addressing these concerns.

Anonymous

4/14/2020 02:36 PM

I personally hate when you plow in our neighbourhoods & do not remove it!! I shovel my driveway every time it snows when your plow comes through they leave the a windrow at the end of our driveway as we don't have a 4x4 we drive a car and can't get in driveways. They plow the snow and when half the street have driveways and half don't why not plow say from driveways. Also I believe it shouldn't be home owners ticketed I believe it's whom is residing in the home should pay... by pay maybe some of your bylaws could get off there ass and hand tickets out. Our taxes wouldn't be so high if they worked. Same goes for over ran day cares and day homes in areas there's too many. Hell we have a daycare/home open through the covid and nothing happens. I am sure if you hit vehicles and people's pocket books with tickets and towing more people would make sure there driveways and sidewalks are cleared Our road was only plowed once this year and by the time we get home from work we can't park in our driveway because the snow at the end of the

Anonymous

4/14/2020 02:43 PM

Anonymous

4/14/2020 02:43 PM

driveway is to high and hard. Who wants to break their back trying to clear the snow when they get home from work? I see other streets that get plowed more then our street and we have the same amount of snow. Why?
Towing or ticketing vehicles on streets where you perform no services is an absolute joke. It is a waste of the blade saver to scrape the roads so often. Please stop plotting if you are not planning on removing.

Anonymous

4/14/2020 04:02 PM

Because there was very minimal snow removal on my street this year, there was a huge buildup of ice covering all the sewer drains on my street. ONe of these was in front of the community mailbox. When all this started to melt, it created a massive lake that completely blocked the sidewalk and submerged the fire hydrant. Canada post refused to deliver our mail because they couldn't access the sidewalk. I called Pulse 4 times before they finally sent someone out from Underground services to clear the ice so the water could drain. Unbeliveable....

Anonymous

4/14/2020 04:03 PM

The program in place would work if they actually plowed the streets and alleys on our maintenance days (Wednesday). We've had snow fall on a couple of Tuesdays this year and never saw a snowplow until weeks later. And our back alley never got plowed once. Spoke to one of the guys who works for the city and when I mentioned it hadn't been done, he asked where I lived. I said Parsons Creek and he said he'd been told it had been completely finished. Nope. Maybe have someone go around a check to make sure the people hired to do plowing and removal are actually doing the streets they are supposed to be doing.

Anonymous

4/14/2020 04:05 PM

I care about sidewalk clearing. This needs to be added to winter maintenance or home owners should be penalized, especially this time of year with snow, thaw, snow, thaw etc. It becomes incredibly dangerous to be on the sidewalks due to ice buildup.

Anonymous

4/14/2020 04:06 PM

This survey does not give a true representation by having very limited answers to select. Ticketing and towing vehicles from a street that does not need or receive maintenance that day is wrong... on so many levels. In addition to this, every time maintenance is performed on Highland Close (my location) damage is done to my property. Grader up on the lawn, sidewalk plough that destroy yard trim and walkways. I have three incident reports that were never followed up on... been a resident of Fort McMurray since 1975 and the waste of money each season completely baffles me. Haven't seen or heard of a single ticket given to residents who never clear their sidewalks. There needs to be some personal accountability when it comes to winter maintenance here

Anonymous

4/14/2020 04:10 PM

Keep doing what you do. Less responsive to social media and the keyboard warriors. People whining have little knowledge what other jurisdictions do.

Anonymous

4/14/2020 04:28 PM

I appreciate the work being done on our streets and understand that it is a thankless job. Unfortunately not everyone will be happy. We are happy with the overall service provided.

Anonymous

4/14/2020 04:43 PM

Our street had little snow removal done and the snow was never picked up. Had to climb over snow windrow to put out garbage. Very inconvenient

Anonymous

Agree with the program however this entire winter my street never got

4/14/2020 04:54 PM

plowed other then maybe twice they did a full snow removal. Was left long periods of time with ruts, snow, ice, etc. I was diligent every week to ensure my vehicle was off the road when needed and yet when it needed to be done it was not

Anonymous

4/14/2020 05:09 PM

There is no excuse for the amount of snow built up on the residential streets. Fort McMurray has snow 7 months of the year EVERY year. The municipality has no excuse for their inability to plow AND remove snow regularly and in a timely matter. 2 passes a year on Woodward Lane is NOT enough. Even once a month would be a huge improvement.

Anonymous

4/14/2020 05:14 PM

Overall I am happy with the snow plowing and removal on my street. In saying that I live at the start of my Crescent and others around the Crescent experience a lot of ice buildup.

Anonymous

4/14/2020 05:29 PM

Windrows are almost as bad as quarantining for covid-19

Anonymous

4/14/2020 05:30 PM

Cul de sacs need better cleaning. The end of the curve all the snow from the whole curve gets dumped in the next straight driveway which is more than what should be expected to clear for a normal windrow.

Anonymous

4/14/2020 05:38 PM

Just take the damn snow away when plowing you guys did it in the past or it gets pushed back in the street

Anonymous

4/14/2020 06:41 PM

Residents need to be fined for not clearing their sidewalks. Issuing notices does nothing.

Anonymous

4/14/2020 07:04 PM

Plowing as it's currently being done is a waste of money. The problem is they don't plow the snow up over the curb and off the street. Rather they plow it up to the curb and narrow up the street by 3 to 4ft on either side.

Anonymous

4/14/2020 07:06 PM

The extra large windrows are unacceptable. More consistency between equipment operators, some are really good to minimize the windrow but many do not and leave 2' or higher windrows and plow onto cleared sidewalks. Bylaw needs to enforce the people who do not clear the sidewalks, need consistency and should be monitored and not rely on neighbors reporting.

Anonymous

4/14/2020 07:27 PM

Get rid of the windrows. When we clean our side walk and they come and put snow and ice onto the side walk that should not be me to go clean it off again and when the ice chunks are bigger then what I weight I can't move it or have the tools to move it. So the city should have some one to move the windrows away from drive ways.

Anonymous

4/14/2020 07:34 PM

I find windows to be an ineffective result. It creates less parking options. Causing the street to become to narrow for 2 vehicles to pass. Also the windrows are pushed up onto the sidewalks. Which can prove difficult for those with limited mobility, poor health, old age, to clear. To help with spring drainage it would be more effective to have the snow removed each time snow clearing is scheduled. Also with all of the road salt being cleared from driveways on to personal lawn, it creates more maintenance for home owners. As the road salt often kills the lawn or effects flower beds.

Anonymous

4/14/2020 07:36 PM

Stop leaving windrows in front of driveways. Hire qualified operators that can simply turn their blade when going in front of driveways.

Anonymous

4/14/2020 07:39 PM

I feel our street gets skipped often and we deal with ruts and ice on a regular basis. I'd like to see plowing regularly and removal as well every second time to keep the windrows down and stop narrowing the street throughout the winter

Anonymous

4/14/2020 08:27 PM

The city should remove, not create, windrows in front of driveways. Sometimes they do and sometimes they don't so it is possible to do with a skilled plow driver. The home owner should not be expected to dig out heavy snow to get out of driveway.

Anonymous

4/14/2020 08:31 PM

More attention is needed when sidewalks are not shoveled or people shoveling their driveways into the street.

Anonymous

4/14/2020 08:59 PM

Part of your program should include windrows and sidewalks. The way it's done now is not doing we want done with our tax money. It's a real waste of resource only doing half the job

Anonymous

4/14/2020 09:26 PM

This program is a waste of money, don't tow pls cars, who at city hall has friends or family of the towing company... just move the car to the next street

Anonymous

4/14/2020 09:38 PM

Your facebook weekly updates are not to date. It's very generic areas that you give in your emails. It should be specific to when they are actually street clearing. I thought bylaw changed the sidewalk clearing this year. Too many people don't clear their sidewalks and bylaw does nothing about it when driving by.

Anonymous

4/14/2020 10:03 PM

How about keeping some of the towing charges. Also plow more often. Windrows will be smaller than just plowing 2 times a season. If that's all you're going to do then remove the winter maintenance zones and remove all windrows when you plow. Funny how other areas can plow and not block driveways with windrows. A simple modification to the plows prevents that. Questions seem to be tricky, mmm, clear the windrows off the driveways, that you leave. You know that's what people want. Check other municipalities such as St Albert. They don't leave windrows

Anonymous

4/14/2020 10:14 PM

Why the fuck to you idiots plow huge piles of snow blocking peoples driveways forcing us to push it back on the streets. Other cities out there don't. They have attachments on the plows to prevent that from happening. Use that 50% of my check you guys take every two weeks to go buy the attachments, and while your at it fix the streets. You have an opportunity to have a low impact on traffic due to covid 19, Why are we not out there with masks fixing the streets?

Anonymous

4/14/2020 10:19 PM

Streets need to be plowed regularly and have no windrows at end of the driveways. Not fair to the home owners that keep there driveways clear.

Anonymous

4/14/2020 10:20 PM

It's extremely frustrating to only get your street scraped down only a few times a year. The windrows at the end of the Driveways are extremely difficult to lift as it usually comes with huge blocks of ice. In other cities they put the blade up and down at each driveway. There is no reason this cannot be done here as well.

Anonymous

4/14/2020 10:24 PM

I really wish the city would follow through on this program. Our street was plowed and cleared ONCE this year! That's unacceptable in my opinion, and was wind-rowed once. We make all this effort, along with everyone on our

Anonymous

4/14/2020 10:32 PM

street to move our cars and prepare every week. However, Ash way, walnut, ect always get done and somehow Cedar street always gets missed. Like week after week after week!

Very poor service this year. Please get rid of the plowing only. It just makes a mess. No one shovels the mess you make nor should they be fined for you creating that mess. And that's all it is.., a mess

Anonymous

4/14/2020 10:51 PM

Do not plow the roads as it leaves ice chunks that freeze super hard (it requires an ice chipper to break it up) and takes way too long to clean up after work. Only remove the snow but do it more often then 2-3 times a season. It should be done once a month if needed

Anonymous

4/14/2020 11:08 PM

It's ridiculous to pile snow windrow from street in front of my driveway.. it's street snow, I would like to start a class action law suit over this practice. I'll do sidewalk you remove all street snow... this is the single worst thing about the city, leaving street snow windrow and expect tax payers to shovel it... especially with back problems- why do I pay taxes, no other city does this, road manager and those that agreed to this should be fired!!!!

Anonymous

4/15/2020 12:15 AM

The best practice I have seen was the winter of 2018/2019 they were all on ball scraping the streets and removing the snow in hours and ticketing and towing vehicles parked in their way. This winter was terrible for snow build up and lack of removal.

Anonymous

4/15/2020 12:27 AM

This program is honestly terrible and the fact that people start getting ticketed an hour before most people start work is really poor planning and infuriating. It was better this past winter when it happened less. Save tax dollars and stop doing this so much... best to only do it a few times each winter, if at all.

Anonymous

4/15/2020 01:19 AM

Why not put the snow windrows in the middle of the road and use a loader and load it out. Like Sherwood park/ Edmonton. No windrows on driveways for people. Then people who have cars don't have to spend an hour or 2 cleaning it away before going to work

Anonymous

4/15/2020 03:14 AM

If residents are required to clear sidewalks after snowfall why doesn't the RMWB clear city walkways at the same time?

Anonymous

4/15/2020 05:19 AM

From October to april there simply shouldn't be parking on the street anyday as signs stipulate. Relaxing /activating subzones is confusing for people and then in turn complain if they move their veh on a relaxed day simply if its monday -no parking on your street any monday from october to april.

Anonymous

4/15/2020 06:27 AM

I've never lived in a city where snow removal was handled so poorly. Most places when it snow they clear the roads, here it's just left which is ridiculous. After the last storm we had my wife couldn't leave the house if she wanted to at the snow on my street was so deep. Luckily I have a work truck because it took a week of people driving over it and then a couple warm days before a car/van would have been able to make it on or off of my street. You were nice enough to run one pass over the cross street though leaving a large pile at the end of my street. It was so bad that I had to put my truck in four low for days after the storm. You should be embarrassed as a city to provide the road maintenance you do.

Anonymous

4/15/2020 06:56 AM

I feel there was far too many relaxed times in some sub zones, when the cleaning efforts could have been put to other areas/zones of the municipality

Anonymous

4/15/2020 07:03 AM

that needed the cleaning (even though it may not have been their week). I understand there are MANY streets/alleys in Fort McMurray to clear, but the system doesn't seem optimized to regularly clear areas when we get regular snowfall - we can be thankful there wasn't much snow this season, as I feel it would have been a very bad year for snow clearing. I would like to shoutout to your equipment operators though - when they did do snow clearing/removal, they did excellent work and they were friendly guys - professional representation for the municipality!

Hi there. While this program has an admirable goal it has some serious issues. 1) Why are you not warning or dining those who never clear their sidewalks and/or shovel their snow into the street? This creates serious issues for those with mobility issues or strollers. 2) Your practice of creating sometimes huge windrows in front of driveways is completely rude and unfair. You are effectively trapping some in their homes which is unfair to those with mobility issues or strollers. Also, many of us are simply not physically able to clear the windrows you create! You need to figure out how to help those people. 3) your practice of fining or towing cars parked on the street during Maintenance times is often unfair. For example, when there are extreme cold warnings and temps of -45 many cars don't start so how can you expect people to move them!?! 4) It is very frustrating to move ones car on the prescribed day and then see zero snow maintenance. You should do a better job of planning and relaxing sub zones when maintenance won't occur. Thanks

Anonymous

4/15/2020 07:14 AM

This program has been a farce since day 1. I am born and raised in Fort McMurray and remember when it was only done 2-3x per year - it was fine. This survey brags about how towing and fining revenues are not the cities, as though that wasnt the original intention until people got pissed off! The whole program is a colossal waste of money and an inconvenience to the taxpayer or you wouldnt be having surveys every spring to try find a way to explain it. The constant staffing, equipment and resulting maintenance levels in house for the RMWB are clearly unsustainable as other contractors are involved regularly now - of course in no small part because the rmwb throws around the highest wages in the city by a mile and then puts all the union perks and waste on top of that. It used to be done 2-3 times a year and put all the equipment the rmwb had into use on roads with the rest being contracted out to contractors who would jump at the chance I'm sure, to do it as cost effectively as possible. Roads were packed snow and ice all winter - but less icy because they are not scraped down smooth as glass every week. As someone who's been injured on rmwb streets as a result of a fall on incredibly street right after "winter maintenance" this should be a concern to the city. Worst case used to be it snowed and you have a small vehicle - you might have to wait a half hour for a few trucks to pass over to pack it down some but it would always pack down smooth with some traffic. Spring brings ruts, and usually with weather forecast you have a couple weeks notice to be prepared for it, that's when it's all hands on deck and sucks for a week or two but it certainly beats entrapping 90% of your tax base in their driveways on a weekly basis. Thankfully this COVID outbreak might highlight the need to not

Anonymous

4/15/2020 07:22 AM

trap people but I've received calls from my elderly neighbours asking to dig out from multiple windrows as they are too sick and have been trapped in their house unable to get medical attention or medication in years past. It's a terrible - TERRIBLE - program, and someone needs to finally face this reality in the city and abandon it for common sense. All this and I haven't even touched on residential service businesses and the hoops they have to jump through to avoid constant ticketing to make a living with nowhere to park but on street, and unaccountable bylaw officers issuing tickets hours after maintenance is completed. Stop already - enough is enough.

This is a terrible survey, riddled with spelling errors and extremely skewed to be in favor of your current system. This is not the way survey questions should be posed. Not a reliable source of data from the city's population while using tactics like this.

Anonymous

4/15/2020 07:35 AM

After the last big snowfalls I used the pulse online tool twice asking for my street to be plowed as I couldn't get my minivan out of my driveway. I got a call back saying they were on the other end of my street and she would let the plows know. No one has ever come to plow my street. I had to get someone with a truck to drive back and forth all over my street to pack the snow down so I could get out and get groceries. This was after waiting a week. If we have big snow falls like that there has to be a priority made to get every street plowed!

Anonymous

4/15/2020 07:35 AM

My street Sitka Dr isn't part of any "zone" and as a result I don't believe it is scheduled for any maintenance; however because the workers frequently stop at Tim Hortons(deservedly) my street gets "quick" plows right away and frequently during snow events. The problem I believe is because no one is assigned to Sitka Dr it doesn't get a proper plowing and the result is the plows do not plow the full width of the road particularly on the corners and leave a windrow 10-15ft from the curb plus that 10-15ft of unplowed snow causes a traffic hazard particularly on corners and this makes a lot of extra work for me as now I have to shovel that much street as well as my own driveway. My neighbour has used his bobcat to plow this snow that the city has left out on their street to remove the hazard from traffic and to help the neighbourhood and by law tickets him! If the city plows are going to do anything can they please do a proper job or nothing, this half assed job is dangerous to traffic and significantly increases home owners work. Or tell by law to stop ticketing home owners who are cleaning up the cities mess!

Anonymous

4/15/2020 07:53 AM

Ticketing and towing of vehicles when you don't even bother clearing the streets is a bit ridiculous.

Anonymous

4/15/2020 07:53 AM

Just take the snow away..... stop blocking ppl driveways and making a 2 foot snow row on both sides of the streets Smart ppl would realize that this causes the streets to get very narrow.

Anonymous

4/15/2020 08:04 AM

No windrows! I've lived in several city's and I've never experienced these. It's horrible and should not be the house owner's responsibility. The snow/ ice is packed and heavy and you are creating an opportunity for injury. This should be again your policy to do this to house owners. We pay property taxes and maintenance fees, the snow should be moved away from

Anonymous

4/15/2020 08:09 AM

driveways. Every town I lived in before now always had the equipment to stop the snow from pushing in front of driveways. Surely a city this wealthy can afford the plow piece that blocks the snow from going in front of driveways.

I think there should be a maximum snow cap allowed on residential streets within a safe amount that will not cause accidents or vehicle damage due to rutting. Plow only when this maximum is met or exceeded

Anonymous

4/15/2020 08:11 AM

Don't plow until you are ready to remove the snow too. Would rather a bumpy road than 2 foot windrow with heavy ice that I can't shovel.

Anonymous

4/15/2020 08:43 AM

My street is lucky to get snow removal once a season and snow plow once. It's funny how you have a survey like this but it takes calling in to complain to get your street moved up. The saying "the squeaky wheel gets the grease" seems to be happening a lot!

Anonymous

4/15/2020 08:56 AM

My only complaint is when the snow plow pushes the window half on the sidewalk. Makes it very difficult to keep the sidewalk clear of snow.

Anonymous

4/15/2020 09:54 AM

If I had the ability to stock pile snow on my property I would be in favour of plowing and windrowing. However due to poor community planning I have no option but to shovel snow from my driveway onto the street. Our front yard is only 1 meter wide as a result the city should be responsible for plowing and removal. Do the proper subdivision planning upfront or accept the future cost of poor planning.

Anonymous

4/15/2020 10:03 AM

Personally, I think the RMWB does a great job. I'm happy with the program here in Wood Buffalo. One thing to keep in mind, people will ALWAYS look for something to complain about. Folks have the option to find out info on the WMZP, but choose to ignore it until it until all of a sudden it doesn't work for them anymore. Thank you RMWB for all your hard work. Stay safe!

Anonymous

4/15/2020 10:57 AM

It's always stated removal as needed yet a lot of residential areas are still rutted one way cow paths When 2 vehicles cannot pass I would consider it needed. Also worth noting although I agree with fines and towing why isn't sidewalk clearing strictly enforced? 16 years and I have yet to go for a walk in the winter on clear sidewalks. This is dangerous for children and seniors and a huge barrier for those with physical impairment. The conditions of the sidewalks in this city force residents to be house bound as they simply cannot maneuver the unkept sidewalks

Anonymous

4/15/2020 10:57 AM

It sucks that my area is considered a secondary route and so the on street parking is permitted. So my neighbour parks on the street so the truck has to manoeuvre around it when cleaning the street leaving a ton of snow in front of my driveway. There should be absolutely NO street parking when clearing the streets. Makes no sense at all. This year we had the snow removed ONCE and our address is on a bus route. Last time we had the big dump of snow all that snow was pushed in my driveways when it should've been removed as well. I pay my taxes. I clear my driveways and sidewalk when it snows. Most times when the streets are cleared there is no place to put the snow that is pushed up into my driveways. Makes it hard to get in and out of my driveway PLUS I am 20+ weeks pregnant so shoveling big chunks of snow and ice is hard on the body. There's others out there with disabilities.

Anonymous

4/15/2020 10:57 AM

And when they plough the snow it seems like it's only in one direction. The last big dump here they pushed it all on our side of the street and nothing in the other side. It's frustrating. Next year on street cleaning day I will make sure I park on the street as well so I don't have those big windrows in my driveway.

Whenever the Plow comes up my street (Diefenbaker) they're so many cars parked on both sides of the street it is pointless to even Plow it. The cars need to be moved in order to perform a proper job. People of the street need to be told in advance that the Plow will be coming up & Their needs to be more tickets & towing given out so people will get the message. I also think people should be fined for not removing snow from their sidewalks. I have a little one & when we walk to the mail box down the road we have to walk in the middle of the road because no one shovels their sidewalks. It is extremely frustrating.

Anonymous

4/15/2020 11:51 AM

I live at 352 Cree Road. When the plows come they do not come close to the end of my driveway. They take the turn almost in the other lane. They always leave it about 5/6 feet into the road and then we have to go into the street to remove the windrow. This infuriates me and causes a major safety concern!

Anonymous

4/15/2020 12:04 PM

Great job, I use to drive with my Corolla and before winter maintenance I would bottom out in the ruts. This was very hard to pass people and cause damage on my vehicle. It is what it is, I like time to move my vehicles. If you say my zone is in affect you need to put this on the signs, we have moved everything and no one comes, only downfall

Anonymous

4/15/2020 12:11 PM

How come the snow boot attachment for the graders to stop the windrows across the driveways isn't tested? I realize it would take a bit longer but seems like people would be a lot happier. https://youtu.be/_f0_Og-rqWM

Anonymous

4/15/2020 01:12 PM

If winter zones are activated and you do not intend on plowing the street in that active zone, which happened more often that not. You may want to coordinate with Bylaw to not issue a tow order. It is extremely frustrating to have a vehicle towed and damaged just to look down your street and see that a plow has not come down your street after 30cm has fallen in the course of several days. But the street running perpendicular to yours is bone dry because it happens to be on a transit route..

Anonymous

4/15/2020 02:36 PM

It's garbage. Don't put a sign on my lawn for no parking if you're not gonna clean the street. Ever.

Anonymous

4/15/2020 02:37 PM

The current system is fine if they actually plowed the side streets when they needed. But it's never actually done when needed we live on balsam and it's hardly done

Anonymous

4/15/2020 02:40 PM

When plowing the streets, is it necessary that the snowplows drive at high speeds resulting in blasting the parked cars with snow, ice, slush etc. Very common to see the plow wing large amounts of snow, ice, slush at parked cars on Heritage Drive.

Anonymous

4/15/2020 02:41 PM

Horrendous this year... had clearing once and removal once! Also my neighbours never shovel their sidewalks, why is this not addressed?

Anonymous

4/15/2020 02:42 PM

The fact you pile up snow in front of anyone's drive way is absolutely pathetic. You have the equipment to do the job adequately. Do it. There is no

Anonymous

4/15/2020 02:43 PM

reason at all to pile it up like that.

I would like to see more enforcement on people not clearing the side walks in front of their homes and more snow removal for alley ways as those people pay taxes just like everyone else and it keeps vehicles parked in driveways instead of on the street.

Anonymous

4/15/2020 02:50 PM

What kind of question is 16. Why would you include negative information in a survey. (but considerably less plowing and longer times between maintenance, increasing the likelihood of ruts and snow & ice build up on streets) This is miss leading and biased. Just more crap from the RMWB. I see there is no real interest for the RMWB to make any changes and again is wasting more tax money on pointless garbage. Question 17 is also crap a car can not be towed unless it has been ticketed, so you are collection money. Question 19 why does the city feel it pessary to create more work for its citizens. Why do I have to spend an hour shovelling the end of my driveway so I can get up it after working A 14 Hr day at on the the sites. Why should I pay you to make my life miserable. Al snow left a the bottom of my driveway gets put back on the street. I will not kill my grass with the salt from every local car, the spend the rest of a short summer trying to get it to grow. And quit wasting money in concrete sidewalks that I can not walk, and still kills the grass beside them. I would like the mayor To Give me a call as he will not respond the an email and only pass it on to cronies would copy a generic response . j.a.harrison@shaw.ca 780.715.2759

Anonymous

4/15/2020 02:56 PM

What is very hard is when they dont plow for two months and then decided to plow leaving a 3'x3' wind row at the end of the driveway, if they are going to plow then remove at the same time or leave the plowing until they can remove at the same time, in my opinion do the job all at once or not at all, not everyone is able to remove the wind row and then we have no way into the driveway also if left over night it freezes solid

Anonymous

4/15/2020 02:59 PM

As a senior, I find it difficult to get rid of windrows left in front of my driveway. This is the first winter I experienced it and I do not appreciate it.

Anonymous

4/15/2020 03:05 PM

Great job this year by rickards/CLH Contracting and other contracted trucks on getting the snow removed from the roads and not leaving windows over night...great job

Anonymous

4/15/2020 03:07 PM

If residential streets where plowed every week then there would be less piling of snow at the end of driveways. Also the sidewalk was never cleared off once by the city this winter on Alpine. We have a vacant lot and the sidewalk was never cleared at all this winter.

Anonymous

4/15/2020 03:10 PM

I have concerns with the residential street having the level of service provided and the secondary and tertiary receiving very little service.

Anonymous

4/15/2020 03:18 PM

Find the inconsistency of ploughing frustrating.

Anonymous

4/15/2020 03:19 PM

The current WMZ is a failure and waste of \$\$ that requires major overhaul to the process and procedures to be done better. The windrows that are cause by the current system is more of a hazard to people and property then the ruts the packed snow used to cause.

Anonymous

4/15/2020 03:27 PM

Ices windrows across my driveway and pushed up onto the sidewalk are unreasonable to move for the average person. More care and consideration needs to be considered. Many other like sized cities are able to preform this task without the burden literally pushed back onto it's tax paying citizens

Anonymous

4/15/2020 03:32 PM

The windrows make no sense especially when I take over an hr to clear my driveway so I can use it then another hr to remove the giant mountain of ice and snow so I can park in the street in front of my house without being on the road like most people. It's annoying that my neighbours who don't shovel have all their snow piled in front of my driveway from the snowplows. Can't the grader drivers use the blade to cut in and remove the majority of the snow from in front of the driveways? Or have that sidewalk cleaner push the wind row so people can get into their driveways when they get home and it's so cold the windrow is now a giant frozen chunk and nearly impossible to remove??

Anonymous

4/15/2020 03:39 PM

My street was only ploughed once the entire winter, and windrows were left. Snow removal was not performed even once all winter long. After the large amount of snow received towards the end of the season the street was in terrible shape. I feel if they aren't going to remove the snow, they shouldn't bothering ploughing it as the windrows created when they plough a street after weeks of packed snow and ice being on it, are impossible to remove without a machine. It's impossible to shovel windrows full of weeks worth of packed snow and ice, and many can't afford to hire someone to remove it.

Anonymous

4/15/2020 03:43 PM

I found this year to be a flawed compared to previous years. People continued to park on the street resulting in extra pile up of snow windrows in front of some houses and not others. The windrows where huge and very difficult to remove resulting in pushing the snow back on to the road. These vehicles should be removed/ticketed. There are signs stating the day you should not park on the streets due to winter maintenance and due to the relaxed program this year it seemed like no one cared.

Anonymous

4/15/2020 03:48 PM

We have many people that have limited mobility or are seniors and don't have the physical ability to remove the windrows, also unless you are home when the street is plowed it's often frozen solid by the time people get home from work and very difficult to remove it. I've lived here for 42 years, I've watched operators lift the blade in front of a driveway and reduce the windrows, it can be done. Thanks

Anonymous

4/15/2020 04:05 PM

I think the system is very flawed there were times this year where I am watching the workers do snow removal on my street but they just skip the first 5 houses on the street. The whole street is clear and in from of my house I have huge windrows there for weeks before they get to it. Where does the city expect us to shovel these windrows because there is a zero percent change that I will be putting snow from the street onto my property and when people shovel them to the side there is zero parking on the street because of the giant piles of snow. I think the city should get rid of plowing all together and do snow removal more often

Anonymous

4/15/2020 04:10 PM

Why do you have to block in my driveways when there is an attachment you install on the blade called a snow gate to avoid leaving me to dig my way out and toss the snow back onto the street defeating the snow removal? Simple

Anonymous

4/15/2020 04:24 PM

and cost effective solution and I have seen them on John Deere Graders in other cities. Can solve a lot of complaining and angry residents with this simple solution.

Anonymous

4/15/2020 04:58 PM

We used to have snow removed once a year so increasing it to twice a year would have satisfied most residents. But no we had to increase to once a week. Graders scrapping up 1 inch of snow sparks flying from blade. Not a good scene or use if our tax money. Please change to twice a year dec / feb. The snow removal here is a joke. You tow and ticket cars on days when they aren't even plowing. Sidewalks that are city property or in construction zones (where people still live) are not being maintained. I am sick of being forced into the road with my children or watching children struggle walking home from school because sidewalks that are not attached to homes aren't being cleared!

Anonymous

4/15/2020 05:03 PM

I live on 141 robin crescent. Our street was plowed 2 times this whole winter. Sidewalk are a disaster even during relaxed time.

Anonymous

4/15/2020 05:09 PM

Why not add the arms to the plows so they can clear the windrows at the bottom of driveway you are going to give somebody a heart attack clearing that heavy stuff away Other cities have the arms attached and they work really well.....just saying could solve a lot of problems

Anonymous

4/15/2020 05:38 PM

What a joke of a survey! A page full of 'did you knows' I could literally feel the sarcasm jumping off the screen at me. Get your shit together stop leaving fucking wind rows in front of peoples driveways, do snow REMOVAL more often you lazy/cheap fucks.

Anonymous

4/15/2020 05:53 PM

If you not going to take the snow away when you plow. Then don't bother plowing them. Pushing the snow up against the sidewalk only narrows the roads and makes them unsafe

Anonymous

4/15/2020 06:17 PM

If your adamant on putting windrows at the sides of streets please ensure that the snow on the road isn't 10" thick!!! Frequent and swift snow plotting lessens the amount of windrow we as tax payers have to shovel every time!!!

Anonymous

4/15/2020 07:32 PM

This was the worst snow clearing I've seen in my 15 years in Fort McMurray.

Anonymous

4/15/2020 07:33 PM

I really don't agree that it should be up to the homeowners to clear a huge windrow at end of driveway and on sidewalks after a cleaning when it is piled higher than before cleaning and it's completely frozen. It is a very simple fix. Have the grader straighten out their blade and pile it up beside the driveway or buy an attachment for the front of the grader like other cities have to clear it from driveway.

Anonymous

4/15/2020 07:51 PM

Why grade it into 3 foot windrows leave it for a couple days or a week just to grade it back in the middle and remove it. Why not just grade it into the middle and remove it. I had to shovel a three foot high frozen windrow, i would rather not have any snow clearing for that...

Anonymous

4/15/2020 08:02 PM

My street was only cleared of snow once this year. After the big snowfall at the beginning of April we were left with 1.5' of snow on the road with people getting stuck on the street for a week. It still hasn't been removed.

Anonymous

4/15/2020 08:19 PM

Rainbow creek drive definitely needs something done with the on street parking in winter, it's a absolute disaster area

Anonymous

4/15/2020 08:21 PM

We need to see more plowing AND removal throughout our long winters. Stop ignoring the roads that aren't bus routes.

Anonymous

4/15/2020 09:16 PM

This survey doesn't allow you to express feelings that aren't in line with the current program. You don't need to leave windrows in front of peoples drive ways. It creates unnecessary hazards and causes tax payers to have to struggle with large chunks of snow and ice. Grader mouldboards rotate, and any decent operator can straighten that blade when going by a drive way or opening to stop the flow of snow and ice momentarily. Take pride in your work and respect the money the hard working tax payers give to the government for these services.

Anonymous

4/15/2020 10:09 PM

Winter maintenance in waterways is very very poor. Our street may have gotten plowed once. Leaving the ice/snow to build up drastically resulting in cars bottoming out. Totally unacceptable.

Anonymous

4/15/2020 10:30 PM

I come from a city were they plowed every street when it snows. They never remove the snow just allow it to melt. I would prefer more streets to simply be plowed as to not get so many ruts. It is simply our responsibility to clean the end of our driveway. Anyone who complains about that should move to Florida.

Anonymous

4/15/2020 10:31 PM

Clearing windows is ridiculous when you have back issues and not everyone is able to or even able to pay someone else. Prefer to just come and remove the snow 2-3 times a season. Look into how cities do their snow removal and find where the problem in RMWB resides.

Anonymous

4/15/2020 11:03 PM

There are parts or Fort McMurray where a windrow could be avoided all together by pushing snow to adjacent unused parking lots and green spaces. I live at the top of thicket drive and no one on this street should have a windrow since Ross Hennigar park's parking lot has enough room to have a snow pile. Another area is Deep road. There's enough green space between that road and Thickwood Blvd to pile the snow and eliminate a windrow. Better planning for these areas and others need to be look at.

Anonymous

4/16/2020 12:11 AM

My street has only been cleared twice this winter. The first time left a huge windrow, but the second was perfect. I don't expect it to be done every single week, but way more than twice a season. Thank you!

Anonymous

4/16/2020 05:29 AM

Don't plow the streets unless removing the snow at the same time. The snow packs evenly enough due to regular traffic that the roads are quite drivable. When the streets are plowed only, small cars cannot get out of driveways. Plowing is pointless and greatly inconveniences everyone due to windrow removal as well as decreased parking. WMZ need to be split further. Smaller sub zones, active less often, for snow removal only.

Anonymous

4/16/2020 08:04 AM

I understand that it's my responsibility to clean my windrow, but when you don't clean our street often enough the windrow left is completely overwhelming. I don't understand why the grader has to leave the windrow in front of driveways in the first place.

Anonymous

4/16/2020 08:19 AM

get rid of the damn windrows period. it is a ridiculous hazard your creating on our streets that lower side clearance coupled with on street parking makes traveling dangerously close to each other. Then if you do "plow" as you call it while im at work on a -40 day i get home to and i have to deal with a 2 foot

Anonymous

4/16/2020 08:58 AM

tall ice cube to try and chip away so my wife can get into the drive way. If you guys expect us to have our sidewalks clean and clear of hazards you could provide the same service back.

Our street was only plowed and cleared twice this year and both times it happened they did the plowing and removal, our back alley was plowed and removed only once and that was just last week. It's been very disappointing to see our street only be plowed 2 times in the whole winter season. This makes it terribly difficult to get around for anyone that doesn't have a truck, especially when once a week you fight to navigate your CAR through the back alley so not to be fined or towed only to not have the streets cleared in the first place.

Anonymous

4/16/2020 09:38 AM

I live in Cartierpark so were not included in your winter maintenance zones. What we do get is biennial road clearing that we pay significant condo fees for. What we also pay is taxes on top of that. My question is why don't you do snow removal in the trailer parks and provide a savings to the condo association that they could pass on to us?

Anonymous

4/16/2020 09:38 AM

Having the subzones active should mean that the street WILL receive some sort of maintenance. Having everyone on the street move their vehicles just to find that no maintenance was done to the street is incredibly frustrating and insanely inconvenient. My subzone was active 5 or 6 times this season and my street had NO SNOW PLOWING OR REMOVAL done to it

Anonymous

4/16/2020 09:48 AM

For those people who are unable to shovel solid windrows from driveways such as seniors and people like myself with severe heart disease. It would be more than helpful to have the ability to contact someone at RMWB to remove it. Some people cannot afford to hire an adult to remove it and children cannot budge a windrow.

Anonymous

4/16/2020 09:56 AM

We only had a plow come through once all winter, and it left huge and heavy piles of snow and ice for us too all remove. I was not happy at all that I'm this is what our tax dollars have paid for. The neighbors were more help than the city winter zones and plows that never did their jobs. .

Anonymous

4/16/2020 10:34 AM

Do not leave windrows behind my driveway !!!!!!!!! It's bull If you want to put one there then remove it Also plowing the residential streets is a waste of money !!!!!!! Parking in this town is hard enough !

Anonymous

4/16/2020 11:19 AM

Municipality do get revenue when vehicle get towed because before towing vehicle Peace officer definitely put fine ticket on it. So, please dont give us this BS. Second thing Peace officer do put ticket on vehicle even crew is nowhere near you subzone or if they left after cleaning the snow. I am not against fines and understand people leaving vehicles on street slow down crews work and time but please use some compassion towards people living in this city in tough times. Usually there are not too many vehiels left on the street on active subzone day, Peace officer can knock door and give warning to people.

Anonymous

4/16/2020 01:21 PM

The current program causes unsafe condition, both for the home owner and emergency responses. the narrowing of the streets caused by windrowing causes congestion and less than one lane thruways with street parking. One example was this winter there was a house fire on fireweed crescent. the narrowing of the roads caused major congestion and possible time delays on

Anonymous

4/16/2020 01:22 PM

emergency deployment measures.

Leaving 3 feet wide by 2 feet deep of a Windroe of straight ice on people's driveway is complete bs it takes hours and hours to dig out and I threw my back out trying to dig out

Anonymous

4/16/2020 04:10 PM

This is the best survey I've ever taken

Anonymous

4/16/2020 04:47 PM

The residential road maintenance program should be year round with plowing and street sweeping

Awong

4/16/2020 11:01 PM

Windrows are the absolute worst. Also the vehicles left parked on the street causing excessive windrows around the vehicles which makes the roads worse overall should be heavily and frequently fined.

Anonymous

4/16/2020 08:03 PM

Signal Road needs to have consistent plowing and vehicles moved so clearing is complete and safe.

Anonymous

4/16/2020 08:35 PM

Enough with leaving the windrows. After working for 14 hours when I get home it's frozen. The the poor seniors and people with disabilities. SHAME ON THE CITY FOR LEAVING IT!!! People end up hurt removing this and the city should be held accountable

Anonymous

4/17/2020 09:17 AM

The most pathetic part about this program is that no Center islands had been cleared off in all of town this year.

Anonymous

4/17/2020 10:29 AM

My street, Ash Way, has been plowed maybe twice all winter. The road is usually close to a foot deep with packed ice from cars driving on it all winter, and makes it incredibly dangerous to drive on. The normal conditions for the road is that people's driveways are significantly lower than the road due to the ice on it. From last winter the frequency of the plowing has gotten significantly worse, and happens barely at all and is unacceptable.

Anonymous

4/17/2020 12:49 PM

Not may option on here to change anything, hope you have a towel hall meeting about this to fix the problems. If I get hurt from removing snow that the city put on the sidewalk or drive way because it is to high there we'll be a lawsuit.

Anonymous

4/17/2020 01:52 PM

Waste collection is a great example of something that is working: my garbage gets picked up every Tuesday - I don't need a reminder, I don't need an app, or email alert. I put it at the curb on Tuesday, go to work, and when I come home it's empty. The WMZ and sub-zones are just plain confusing; I'm not supposed to park on my street on Wednesdays - but it might not be on this Wednesday or the next, but on the Wednesday that my zone is active, it may not get done. Yet, if I'm parked there I may be ticketed or towed. I hate hearing the general public complain about the services RMWB provides but it's so, so frustrating. I'd be happy to shovel a small windrow every week than to come home at -30 and have to dig out a metre-wide windrow that's sat all day and froze. It was so bad the one day, the neighbours and I hired a contractor to come by. Then we get a big dump of snow in April where a neighbour and I have to go out and push people out from the corner of the street when we should be distancing. The towing is something else, too. One day last year a tow truck was taking vehicles off of our street and placing them in the right hand lane of Paquette Drive! How safe for the people finding

Anonymous

4/17/2020 04:43 PM

their vehicles there. If someone doesn't listen I'd rather see the RMWB plow around them. It's a form of shame and they'll have to dig out through a frozen windrow to get out. And why did you have to put poor Kevan in this ad?

I want to say 2018-2019, was fabulous snow clearing and great jobs being respectful for snow in front of driveways and clearing snow to the sidewalks!! This year there was 2 snow falls that were not taken care of. 1 that was cleared and all the ice and snow were where street parking parked and very narrow driving and blocked our driveways to get out. I thank those helping out our community a better place!!!

Anonymous

4/17/2020 05:12 PM

We live in an intersection on Woodward lane. We get double the snow caused from vehicles spinning to turn up Woodward gate etc. I have back problems and therefore can't shovel the frozen packed ice from windrows. My husband works 14-16 hour days, Monday-Thurs. you are not able to move this frozen packed ice at the end of the day. It's a shame with the a out of taxes we pay to be expected to remove that on -40 evening!! Totally disagree with this! Rather ruts and snow packed on the street!

Anonymous

4/17/2020 06:10 PM

Shouldn't be any windrows at the end of my driveway or anyone else's, or on the street at all! I lived in cities, I mean real cities where snow removal is 100% better!

Anonymous

4/17/2020 07:08 PM

I am satisfied with the winter maintenance in my neighborhood. However the main streets (I.e. Thickwood Blvd, Confedation Way, etc...) are not maintained well enough. All of the lanes are not cleared and as a result I have been in many near misses because of people crossing into my lane because their lane is narrowed due to poor snow clearing.

Anonymous

4/17/2020 07:21 PM

While I understand that snow plowing and removal is a lot of work. I feel that the RMWB should hire more workers during winter to keep up on the plowing and removal of snow as well as windrows in front of people's driveways. There were many times this past winter that our WMZ was active and our street was plowed once. Residents should be made aware of when their particular street is being worked on, instead of being told that their sub one is active and making other arrangements for parking and no work being done on their street. It is very frustrating.

Anonymous

4/17/2020 08:36 PM

People operating the snowplows need to learn the streets and where the curbs are (streets with no sidewalks on one side). Leaving 10 feet of snow/ice from a driveway forces neighbours to get their own Bobcats and do it themselves. One guy may get it right but when the 2nd round comes (only snow removal) that guy can't seem to get anywhere near the curbs

Anonymous

4/17/2020 09:54 PM

There is an attachment for graders so you don't leave windrows in front of driveways, you should look into that then the complaints would stop

Anonymous

4/17/2020 10:36 PM

When plowing they should not leave windrows at the end of driveways. This is hard on people's back when shovelling if you can because it can be very heavy and not everyone can afford a snow blower. Also people just throw it back on the road which puts the snow back on the road. Take a bit more time and clear it.

Anonymous

This program is an absolute atrocity. There are no need for signs on our

4/18/2020 08:10 AM

lawns confusing all people that this work is done weekly when it's not even done monthly. Remove all those signs. Never leave a windrow of two feet in front of someone's driveway at 8 am when women are trying to take kids to school. Either do it every week or remove signs and do it as required with snow removal every time. This is the way it used to be - no signs. Once every two months plowing and removal at the same time .

Anonymous

4/18/2020 08:18 AM

Our streets in YMM are cleared much better than many other communities in Alberta. Unfortunately the complainers are those likely who don't visit outside the community and have nothing to compare to. Keep up the great work.

Anonymous

4/18/2020 08:22 AM

Generally speaking I am pleased with the WMZ program, However; Plowing in peoples driveways is a huge pet peeve for me because it is totally unnecessary. There are a number of seniors in my nieborhood that don't have the ability to be clearing 1ft ice encrusted windrows. LIFT THE BLADE!!! Warren Road winter maintenance was atrocious this year 2019-2020, worst in my 25 years living in Fort McMurry. Middle of April for instance we got a great deal of snow never seen one plow, roads were left dangerous inplowed. Shame on Council and Mayor, I will be looking at who I vote for the next election, Allen, a Murphy, McGrath, will never get my vote again.

Anonymous

4/18/2020 12:23 PM

Snow plowing is a bad idea. Most site worker are gone to work for 12 hrs. You get home and you have a huge amount of big frozen ice in front of your driveway that can barely be moved by hand. And street parking is a necessity in this town and plowing reduce the street width to a dangerous level in some area. If the RMWB gonna touch the snow on the street. Take it with you. Expecting people to move snow and ice that been piled with a machine is a little ridiculous, especially after over a month of snow accumulations.

Anonymous

4/18/2020 01:17 PM

I think you need to notify a zone is active only when you are going to use it. I only have street parking so when the zones are active I need to arrange to park my car a few blocks away before I go for work. I've come back home to see the streets weren't touched but I've had to move my car in case they were going to do it. I end up having to move my car for weeks until they finally get to it. You must be able to notify more precisely then that. Why bother with a complicated system if you're not going to use it accurately anyway. Just out signage up a few days before on the streets you're going to clear.

Anonymous

4/18/2020 01:43 PM

cul de sac snow piles limit access to driveways. Laurier Place currently has a huge ice palace (april 18) that has been there for over a week.

Anonymous

4/18/2020 04:56 PM

I just want to say thank you for your hard work and survey.

Anonymous

4/18/2020 10:22 PM

No plowing of residential streets. Shovelling of windrows are very hard to do. Instead remove snow a couple times. I would like to see sidewalks cleared every week. Many houses on my street do not clear their sidewalks at all. The only time they are cleared is when the city does them. I walk my dogs everyday and have to push through the snow on the sidewalks.

Anonymous

4/19/2020 12:03 AM

Having entire neighborhoods with no parking on WMZ days is ridiculous, any other city alternates streets so you can park one street over and walk. The

Anonymous

4/19/2020 12:14 AM

old snow removal was better, you wait to long to plow and then make giant windrows of solid ice that I can't move and make it so I can't get to appointments until I hire a skidsteer to dig me out (which I can't afford).

Windrows should be cleared by municipality right away. Not everyone is able to clear theirs right away. Also causes problem for disabled people and people with small children (having to climb over).

Anonymous

4/19/2020 12:22 AM

Having a 2ft windrow onto/into my driveway is completely unreasonable and unacceptable. If/when I needed to contact EMS for my very ill child. Your permit office approved my neighbors rebuild with nowhere to store snow aside from pushing it onto the road without pushing in onto/into my property during clearing and creating a hazard. As far as sidewalks, I have been waiting almost 3 years for my sidewalk to be completed from the RMWB.

Anonymous

4/19/2020 06:30 AM

Need to find a way to clear windrows for citizens after working a 12 hour shift to come home to a huge block of icy snow at the bottom of your driveway is ridiculous and nearly impossible to remove if it's been super cold.. other cities have come up with solutions I would be happy with less plowing if windrows were not left at the end of driveways and on the sides of roads as they build up the also make road width much less when people park on road.

Anonymous

4/19/2020 07:24 AM

Been here 19years this past year was the worst but the last few have been bad. Was better when there was more equipment! Wrong choice of company to get the job done

Anonymous

4/19/2020 08:01 AM

My issue about this years windrows was that they blocked both my driveway and on street parking. This forced me to clear it as soon as I got home as there was no safe place to park. I was on my own with my baby and it was -40 out. It was very stressful and unsafe. Also, several times in this survey you said minimal plowing would minimize windrows. This would minimize the frequency of windrows but not their intensity. I would rather frequent but easy to clear windrows with snow than occasional but massive windrows full of packed ice.

Anonymous

4/19/2020 08:16 AM

Yeah it's my job to clear the windrow at the end of my driveway that's fine if you can move it with a shovel. but when the grader puts a 2 1/2 ft windrow in front of my driveway and I Get home from work at 9 and it's frozen solid , I get annoyed. Can't get my vehicle out in case I need out in a hurry. And you should crack down on people that don't clean there sidewalks there are multiple houses on my street that don't clean it all winter. And I have seen numerous people fall including myself. Pretty bad when one is the bylaw officers house.

Anonymous

4/19/2020 08:25 AM

Very upset that I paid to store my trailer so that I could park in my driveway only to have our street plowed twice this year and had to come home from work in the dark and shovel the massive windrow. The heavy chunks of ice are too big and always end up hurting myself. I understand it takes longer to plow but please complete the job or don't do it at all. Thanks

Anonymous

4/19/2020 08:30 AM

I live on Alexander Crescent. I think my street was plowed twice all winter. When it was, a windrow was left across everyone's driveways. The windrows should be knocked down with a grader and pushed to the sides. All the bus stops on Athabasca ave have windrows pushed up around them and onto the sidewalks, this makes access very difficult. Snow removal in abasand is a

Anonymous

4/19/2020 08:32 AM

joke. Huge windrows pushes in front of people's driveways all winter on Athabasca ave greatly reducing visibility around corners, when passing cars parked on the streets, encountering opposite flowing traffic and people pulling out of their driveways. The RMWB does a horrible job of winter maintenance. There was constant windrows left along sidewalk where the onstreet parking normally occurs leaving people to park out an extra 3 feet on each side narrowing the road. It was like this pretty much all winter

Anonymous

4/19/2020 08:32 AM

Please do not return to only clearing residential streets a few times a winter. This created dangerous driving conditions, and vehicles getting stuck in the snow or in the grooves created in the snow by vehicles. Windrows are an inconvenience and I would like to see the municipality create areas in each neighborhood where snow can be plowed until able to be removed. Can snow be piled into the centre of bays? On unused parking areas or fields? That would help ease windrows until the snow is able to be removed. I would also like to see snow removal done more regularly, even is that means an increase in municipal snow removal budget. Please continue to clear residential streets regularly! Do not return to allowing snow covered and dangerous streets.

Anonymous

4/19/2020 08:49 AM

The amount of times I had to leave my baby in the car while i tried to clear the widow so we could get to daycare and work was super frustrating. Also after repeated calls to try to get the road behind us snow plowed away from our back fence my yard is AGAIN flooded becuase of the excess snow left behind. All they have to do is turn the blade so it doesnt build up but no one at the city seems to care that they flood us out for no reason

Anonymous

4/19/2020 08:59 AM

I'm pretty happy with the amount of snow plowing we receive in our zone but snow removal has been non existent, thankfully our schools are taken care of regularly making pick up and drop off easy.

Anonymous

4/19/2020 09:17 AM

The driveway windrows are so UNSAFE . The plow goes by and blocks me in my driveway 10 minutes before I have to pick my kid up from school. Do you think the school is happy to just keep him there for an hour while I try to shovel myself out of the driveway at -40 pregnant with a toddler . Not to mention now my young child is scared all the time that I wont show up to pick him up . It should be illegal to block somebody in there driveway . Also your plow drivers are horrible and plow a windrow down the entire length of my property on the sidewalk??? So now I'm shoveling away 60 feet of windrow because it's my job to clear the sidewalk ? There are lots of qualified operators in this town maybe you should hire some because the ones you have suck . I'd rather drive threw a road that has 2 feet of snow on it then deal with the city's crappy plowing .

Anonymous

4/19/2020 09:31 AM

This snow season we had minimal active zones due to low snowfall. We would prefer 2-3 times a year full snow clearing. We had snow clearing I believe twice this winter and 1-2 snow plowing. Sometimes our street gets missed on active subzone days due to being a short street, this is sometime frustrating as it's unclear for the expectations

Anonymous

4/19/2020 09:35 AM

People don't want windrows. Period, so figure it out. There is an attachment for the end of grader blades that acs like a scoop. With this addition, windrows could be pulled from driveways and pushed to the street between

Anonymous

4/19/2020 09:39 AM

houses. Ticket and tow. If a sub-zone is active, and you know you aren't going to make to that section on that day due to backlog on other streets, then cut people some slack and don't ticket or tow. Nothing gets people more angry at the city, and this program, than coming out to find your vehicle has been towed, and your street doesn't get cleaned anyway. Seriously.. It's 2020.

This year the windrow in front of our home (and others) in Dickensfield were in place WAY TOO LONG before removal. Some of the streets became quite narrow due to build up of snow AND people who did not move their vehicle for long periods of time. Windrows are a real challenge to remove at the end of our driveway - and I'm in pretty decent shape; feel bad for elderly or shut-ins. (Yes, I had signed up for Snow Angels). I do think the grader operators can clear the driveways as a part of doing their work. There are also attachments for graders that can be installed to facilitate the clearing of the driveways as part of the process of snow plowing. This needs to be given some serious thought. Thank you

Anonymous

4/19/2020 09:43 AM

This survey is slanted to make it seem like the current system is the only "best" option. There is no need in any system to leave unmanageable windrows behind. You can plow driveways clear after the plows come past. It is done in many other communities and is not a hardship.

Anonymous

4/19/2020 09:53 AM

Those windrows are terrible I have an SUV and almost got stuck, it was full of ice, the streets are not safe to drive on and really hard to shovel, we always keep our yard clean of snow and sidewalk, there must be a way to clean more often and cut those windrows.

Anonymous

4/19/2020 10:27 AM

In Dickensfield huge windrows were left between the on street parking for the schools and the sidewalk. My children had to crawl over the windrows to get to the sidewalk (they are 9 and 12 so fairly large kids) and it resulted in them falling and hitting their heads. This was extremely unsafe and I cannot understand why a windrow that large would be left where hundreds of small kids unload from vehicles every day. My street was only cleared once this year in late February. The street connected to mine is a large bus route and windrows were constantly left, sometimes overnight, in the middle of the road making it impossible to turn left onto our street while snow clearing was happening. Other side roads had their entrances cleared so residents could get to their homes but ours never was.

Anonymous

4/19/2020 10:30 AM

The issue with the windows is RMWB waits to actually do the streets in -40 and -50 weather so obviously it's going to be huge ice chunks. If it was done weekly and regularly then there would be less of a wind row to shovel. Also a comment about ticketing in an active zone - nobody should receive a ticket if it's known that the street is not going to get done that day. It's annoying to move your vehicle onto the main roads for literally no reason.

Anonymous

4/19/2020 10:33 AM

Hire more people to help maintain roads, this is the worst city I have ever lived in that can't maintain roads properly Snow plowing takes days if not weeks to get around to The water drainage is horrible in this city look at all the water holes you have when it rains a lot or the snow melts The potholes in the city are horrible we mine as well just have gravel roads if you can maintain to fix or even attempt to fix potholes I would hate to own a car in

Anonymous

4/19/2020 12:12 PM

this city

I live in a cul de sac on couture lane. The plows are always going around us all winter on Cree road. They came down our road twice this year. Yes twice. Pathetic. We could hardly get down to the end of street to our driveway. If the plows did the street on the Thursday's like the signs posted state it would be way better and easier for people to remove the windrows on a weekly basis instead of having 2 months of snow and ice to remove from end of driveways. As a mom with a toddler and newborn it's next to impossible for me to spend the amount of time needed to remove that heavy ice when it's done like this. Do weekly plowing.

Anonymous

4/19/2020 02:19 PM

Between zones and subzone, my cul de sac is only has snow plow/removal services one to two times a season. Often this is not even performed on our actual day, so people are parked on the street. If you're going to ticket/tow, you should actually do maintenance on the indicated day. Furthermore, if there is two feet of snow, winter maintenance should be done regardless of zones. Not everyone drives a big truck that can get around in huge abounds of snow, or over the windrows constantly left on our side streets and in front of the entrance to our bay.

Anonymous

4/19/2020 02:50 PM

It blows my mind that removing a windrow is a home owners responsibility. The municipality is apparently trying to making winter road travel easier for residents however, if there is a compromised individual living in the house, how do they remove it? (I.e. pregnant women with partners on shift, health compromised individuals, the elderly, etc.) The windrow is usually full of ice and heavy...

Anonymous

4/19/2020 03:33 PM

I'd like to smack whoever came up with this survey. Do you enjoy talking down to your residents?

Anonymous

4/19/2020 04:25 PM

Towing companies are ripping us off with super expensive charges and storage charges. I have a friend that had to take a taxi to the other end of town, wait a long time, pay towing and then a day's storage fee. City managers should be damm ashamed of their greed in supporting their buddies that own these tow companies.

Anonymous

4/19/2020 05:21 PM

Better planning to eliminate the need to move vehicles every week with no plowing taking place. More sub-zones would resolve this. For instance Abasand North could be a sub-zone 2 A (add stickers to existing signage). More communication between by-law, and maintenance to avoid towing/ticketing cars on streets not being serviced on the specified days.

Anonymous

4/19/2020 05:31 PM

I think the WMZ system is fine, but I think tje RMWB does not to a very good job for tje taxes we pay. My street was hardly done this year, where is my rebate? And "it is the homeowners responsibility to clean the winrow at tje end of the driveway: is complete and utter bullshit. If you're not going to clean the streets regularly, then you can afford a skid steer to go around with the graders to clear winrows at the ends of driveways/hydrants/street corners/crosswalks. Less bylaw, more service!

Anonymous

4/19/2020 07:43 PM

The windrows pushed up at the end of the driveways is extreme and should not be left there it creates hazardous conditions and not all the residents are capable of clearing that situation which the city has created

Anonymous

4/19/2020 08:06 PM

Current changes to the WMZ programs have definitely come a long way since starting operation but there is more work to be done! 1st - Statements like "Snow plowing and removal as needed - the current WMZ program or similar" - The term current would reference this is beings done actively all around the city, which it is not. I have personally have had to chip away at a 3 foot windrow frozen solid in front of my 20ft driveway. As an able bodies individual this was more of a pain but for someone who can't, elderly, etc. this would be a major concern if say they had to get to the hospital. These windrows were being left all around the city for extensive periods of time and not being removed "as needed". I believe people would rather wait a few days extra and have everything cleared completely rather than have everything plowed and dig out of frozen solid windrows each time they get home from a 12 hour shift. 2nd - Costs associated with fining and towing/impounding. Can the city not invest in our own trucks/drivers and set an appropriate impound lot, say Abraham? Paying the \$120 fine, then tow fee, then lot charge, with the vast majority of the funds not going back to the city makes no sense if I am paying taxes to keep my road clean and I happen to forget to move my vehicle. A fine is not the end of the world but having someone else gouge you again to simply get your vehicle back is another major issue we need to look at. 3rd- Lastly this Survey needs some revamping. Questions need to be more specific and not generalized as noted in the " the current WMZ program or similar". You may think its happening but from social media this winter some areas of town were ready to loss it on the plow operators. Be more specific in the questions/multiple choice responses. As well make sure the links which people can click OPEN A NEW PAGE COMPLETELY! After answering the first 13 questions of the survey I clicked the link to understand more about subzones only to loose all my progress and have to start over. Some may just move on and not complete it again while the few that will redo everything continue again. Thanks!

Downtown zone 4 is ridiculous, never gets plowed on mondays on Golosky

Anonymous

4/19/2020 10:55 PM

Anonymous

4/19/2020 11:41 PM

Need to plow and remove the snow. And STOP giving tickets when no one shows up to work on our street. Walnut crescent was completely ignored this winter.

Anonymous

4/20/2020 10:23 AM

My lot has a fire hydrant on one corner and a fire lane on the other corner. I do not have any place to put the frozen chunks of snow(windrow) for the 50' of frontage other than right back on the road which is very heavy and a enormous amount of work completely defeating the purpose of plowing the roads. I would prefer snow is plowed and removed if and when required only. I have asked the roads supervisor what option they have for my concern and have not received an answer.

Anonymous

4/20/2020 02:31 PM

You need bylaw out there making sure people do their sidewalks, especially on the busy roads. It should not be my responsibility to complain. You have enough staff already driving around to see the areas that are an issue. Parks, Roads, RCMP, Bylaw, bus companies, etc - all these people drive around all the time and can look

Anonymous

4/20/2020 06:40 PM

wind rows are brutal I don't know how elderly people deal with them. Makes access to everything horrible from street parking to driveway access. Roadways are narrowed by people parking inside if the rows. It's just a mess Thank you for all the hard work you do.

Anonymous

4/20/2020 07:05 PM

Anonymous

4/20/2020 11:16 PM

The winter maintenance zone is backwards. The bus routes should be the priority, especially in a city which uses more buses than average. Streets which are non-bus routes should be plowed 2/3 times a season and bus routes weekly. This would be safer for everyone involved.

Anonymous

4/21/2020 07:27 AM

A happy medium needs to be found. My street was maintained twice last winter it was a disaster!! And when it was there was huge windrows left in front of my driveway, came home from working a 16hour job and site to try and shovel frozen chunks of ice. I couldn't even lift it!! Unacceptable.

Anonymous

4/21/2020 02:41 PM

The municipality should be finding residence who do not clear their sidewalks. Should be strictly enforced

Anonymous

4/21/2020 06:35 PM

Not everyone drives a truck or 4x4 I would prefer if your plowing our street to plow to the side with no driveways as it's hard when not home all day and we are moving heavy ice... if you can't then you should open driveways also I believe if you live in home it's your responsibility to clear side walks ect not owners. Those who live on property should be held responsible

Anonymous

4/21/2020 06:58 PM

Who's responsible to clear the windrows that the city pushes onto the sidewalks?

Anonymous

4/22/2020 09:14 AM

There really is no need to do any maintenance at all in any residential areas. Just leave it and let the traffic pack it down. That way we dont ever have to worry about shoveling out the end of the driveway from the huge windrows the plows leave

Anonymous

4/23/2020 08:57 AM

I am happy with our street maintenance this winter. The ice and ruts did not get excessive when it was not plowed weekly. Active zones are clearly communicated and easy to find. I appreciate this system, especially in comparison to previous system of no street parking for 48 hours. It is well organized and effective.

Anonymous

4/23/2020 09:55 AM

I think since the implementation of subzones the clearing has gone down hill drastically. We had three weeks in a row when our street was "active" and didn't see a single clearing or plow omg vehicle. If you are having a neighbour hood active you should get it cleared the same day, that is the point of the subzones. Also, I saw many residents complaining about snow in their driveway, if the streets we're cleared more often this wouldn't happen. Lastly, the questioning in this survey were very bias and really attempted to sway the reader in a specific direction, this is not the way a credible survey should be conducted.

Anonymous

4/23/2020 10:12 AM

Please stop plowing. Just removal once or twice is good enough.

Anonymous

4/23/2020 10:16 AM

This survey implies that the WMZ is well managed and snow is removed as needed. I want my street looked at every week that it has snowed;

	regardless of the amount. Regular windrows left behind are ok. It is not acceptable to chip the built up ice off the roads and leave huge ice block windrows because the municipality neglected snow maintenance. Maintaining streets and main walking paths should be top priority of the town during winter months. It is especially shameful that it was neglected during last snowfall since we are expected to social distance and it was impossible to get a stroller out of my street due to snow drifting that wasn't even plowed. Do better. Doesn't property tax cover this?
Anonymous 4/23/2020 10:19 AM	I would like to see less sidewalks filled with windrows , and instead of either weekly plowing, or, 2-3 times a season getting snow cleared away it needs to be a bit more of both as its required. Also , there are so many walking trails that rarely get done in areas of town while others are always maintained. Thank you.
Anonymous 4/23/2020 10:23 AM	Would love to see it active more often rather than once a season
Anonymous 4/23/2020 10:28 AM	See comment above.
Anonymous 4/23/2020 10:30 AM	your temporary signage is unclear if you don't know the rules. it doesn't state when the work will be done, or even where to call for more information.
Anonymous 4/23/2020 10:43 AM	On Albion drive You ticket and tow vehicles to remove minimal snow then leave the street for the rest of the season. The loader made three passes one day and didn't even scrape much snow off the road. One day of removal was the entire season for Albion drive.
Anonymous 4/23/2020 10:46 AM	The people of Fort McMurray have become complacent in cleaning sidewalks.. the RMWB may have created this , so I say do the streets when needed 2-3 times a year and let home owners do the sidewalks
Anonymous 4/23/2020 10:47 AM	There are many cities that Wood Buffalo could look towards for examples of Snow Clearing. The WMZ program needs to be reviewed and changed. Car accidents occur on side streets frequently sometimes due to the snow that has not been removed. It is also unfair to expect the Home Owner to clear the Windrow at the end of their driveway plus clear sidewalks within 48hrs. Some residents are much older and some have been stuck and unable to leave their home due to this. Put more funding on street maintenance if need be. Snow Plowing ruins the roads and creates cracks and damage to the roads which results in damage to tires of vehicles. There are other cities that remove snow on a regular basis which in turn prevents snow plowing. Also the City needs to look into using something else other than sand and rock to place on ice on the roads. There are many cities across Alberta and Canada that find a way to use safe salt and animals are fine. The city should review how other municipalities maintain Winter Maintenance including surrounding cities like Cold Lake.
Anonymous 4/23/2020 10:54 AM	The problem with the snow clearing which I think everyone can agree on is they still only plow and or remove the snow twice a year, however every week they ticket people for parking on the street. Bylaw in this town has a huge issue with abuse of power and I think the weekly parking ban is simply

Anonymous

4/23/2020 11:00 AM

a cash cow for the city. They have given my neighbours tickets weeks in a row and now plowed the streets once!! This is simply an embarrassment to live in this city for this reason, and the defence that you shouldn't have more vehicles than parking is bull, your planning and development department allowed all these basement apartments, and people have trailers and multiple vehicles. I'd like to see the whole weekly thing gone!

My biggest complaint is the windrows at the end of the driveway, they didn't clear our streets very often at all which make the windrows ridiculously high and hard and they put two rows in front of my driveway.

Anonymous

4/23/2020 11:03 AM

Your shutdown timing this year was awful. Two days before the scheduled day of snow clearing in my area, it snowed like crazy and left the most rutted impassible road I have ever encountered here. I can called the Pulse line and made a complaint but nothing came of it. Thank god it got nice fast so it only lasted a few days. Other then that I want you guys to know you do amazing and very consistent work on our residential streets. THANK YOU!!! Would like more back alley removal, even if it mean less street removal

Anonymous

4/23/2020 11:04 AM

Anonymous

4/23/2020 11:06 AM

If not every street is going to be done on the days for its zone, fining and towing should not be allowed for those streets untouched.

Anonymous

4/23/2020 11:08 AM

Well I don't mind having our streets plowed and the home owners being responsible to clear the driveway, the municipality should be plowing the streets more often so massive windrows of ice (3 feet high or more) are not left for the owners. This was done terribly this year as the street had 2 plows and that was it. If the municipality is going to wait for extended periods before plowing the street it should be plowed into the center and taken away same day by the municipality. This was unacceptable and caused many people including myself grief. I just had surgery when this happened and was not able to clear my driveway. I had to wait for my husband to get home to do it, which resulted in me missing an appointment. This is not fair to put that much snow removal on a homeowner. Many cannot clear something so high and heavy very easily (they may be disabled, have young children, etc.). Either plow it weekly (unless there was no snowfall), and do a plow and removal twice (or more if needed) throughout the season.

Anonymous

4/23/2020 11:09 AM

Side walks/cross walks and bus shelters need to be maintained on a more frequent schedule. Not sure if this comment is applicable to the survey or not.

Anonymous

4/23/2020 11:09 AM

I had no issues with typical snowplowing but there was a massive lack of sanding at major intersections which were glare ice for the majority of the winter. There are many kids using the intersection to go to and from school and one of these days, a child is going to be hurt because vehicles are unable to stop. There is also no enforcement of sidewalk clearing. Less than half of the people on my street clear there sidewalks and several times this winter my family had to walk on the street as the sidewalks were glare ice. Start enforcing the sidewalk clearing bylaw, not necessarily with a fine but with definite warnings.

Anonymous

Away from here all roads have a pass on them to remove snow . Terrible

4/23/2020 11:12 AM

work up here!!

Anonymous

4/23/2020 11:13 AM

Go back to the old snow removal model and save the money. Scrap clear and remove the snow/ice build up one or twice a winter and let the roads pack down on their own. If sub zones are active I expect my street cleared I shouldn't have to struggle to move my vehicle or get towed/ticketed and the street not even be maintained. It's ridiculous

Anonymous

4/23/2020 11:22 AM

Practicability and reasonableness should be maintained during the Winter

Anonymous

4/23/2020 11:22 AM

Every time I clear the windrow at the end of my drive way they come back with the snow plow 20mins later and fill it in again and again. It is super frustrating. Move the snow once and remove it. No need to move it 30 plus times In to my drive way then remove it.

Anonymous

4/23/2020 11:33 AM

RMWB does a poor job snow plowing and snow removal. There was a few times this year it snow and we couldn't use our streets for days. Then when you plowed it there was no actually need because we rode over it so much it flatten out. What a waste of money. Here's one for you, last year our road was ok, no need to plow. But you guys plowed it when it was -45 and left it in the driveways so when we came home it was frozen rock hard and it was in -50 with a windchill so thank you for not thinking!! But the way I'm a worker on site with roads and ground and snow removal so I know what I'm talking about so don't waste my time with excuses

Anonymous

4/23/2020 11:37 AM

Nor snow related but why not use the WMZ system in spring for sweeping rather than banning parking for a whole week or more

Anonymous

4/23/2020 11:59 AM

Our street got plowed and snow removed only once the entire winter. I am fine with snow removal being reduced, but once a winter is ridiculous. May as well go back to not having any system at all, especially since the fines/towing happen every week. That is a total money grab.

Anonymous

4/23/2020 12:03 PM

The justification of windrows with saying other communities do it is despicable. If you think it is so great, own it. When you leave windrows, which are heavier and higher volume than the snowfall, I call it a "snow moval" system not a snow removal system.

Anonymous

4/23/2020 12:05 PM

You were told not to leave windrows at the end of driveways, because it is a safety hazard to first responders and elderly people. You stopped doing that for one season, and now you are doing it again. This show that you do not care about your first responders, or the people of your community

Anonymous

4/23/2020 12:09 PM

Actually do the job you say. Time and time again, Stroud Bay continues to be a mess. I've gone through Pulse, the municipal offices and contacted the mayors office. The street is often missed and left for weeks untouched. Sidewalks are never cleared and with an over abundance of vehicles, it makes it extremely unsafe for pedestrians, who are forced to walk in the roadway of a narrow, overcrowded street. Reduce on street parking to the right side only, actually do snow clearing and removal on days close together instead of piling it at the end of a cup-de-sac with three apartment buildings adjacent at the end of the cul-de-sac. The properties adjacent to these are not or should not be responsible for the snow clearing, because the building

Anonymous

4/23/2020 12:12 PM

housing Uncle Bills and the Fort McMurray Small Animal Hospital are addressed to Signal Road with no access to Stroud Bay, as well as the first building on the right, the 600 block of Signal Road.

This survey wording is ridiculous, there is no way to really answer the questions without giving the wrong impression. This year, my street was now plowed regularly and was only cleared once. We went over a month between plowing and there was a huge amount of snow in that time. The windrows were impossible to manage for many residents. If the plowing was done more regularly, the residents wouldn't have such an issue clearing their driveway windrows. Leaving behind a 2 foot high and 3 foot wide windrow is unacceptable. If there has been a certain amount of accumulation between plowing, it should automatically be a removal instead of plowing.

Anonymous

4/23/2020 12:16 PM

I feel all roads should be plowed when required. As for the windrows in front of driveways, these could be removed by the grader operator. This is done in any city or municipality I have lived in across the country. It is disgraceful how this is left up to the homeowner. Especially if they have not plowed the road for a month, now it is an ice block of 4 to 6 inches thick and pushed up in front of driveways. We are literally trapped in our driveways until we move because you can't shovel the ice blocks, which is a heart attack waiting to happen. It is utterly disgusting. As for you not receiving revenue from vehicle removal..you get taxes for that. We pay for it just not on the day the snow is being plowed.

Anonymous

4/23/2020 12:28 PM

I live on a bus route and think it's ridiculous that snow removal was only done once this year, I think bus routes need to become part of the weekly routine or our taxes should be lower

Anonymous

4/23/2020 12:39 PM

Last snowfall had more snow fl than the entire winter combined. No ploughing happened in our neighborhood after the storm and several cars got stuck. Seems like the decision to now plough was related to it being later in the season but it was dangerous

Anonymous

4/23/2020 12:40 PM

We live on Webb Drive and throughout the whole winter season we had snow plowing once, maybe twice. Snow removal was performed only once over the entire winter months. If we are paying for snow removal we expect the services.

Anonymous

4/23/2020 01:00 PM

After taking this survey it answers a lot of my questions. I am more positive thinking now with the program with the information provided. Keep up the hard work. Hard to keep everyone happy.

Anonymous

4/23/2020 01:01 PM

The windrow at the end of the driveway is so hard to clear with a shovel. Please take the extra time to remove it rather than leave a wall preventing vehicles from leaving

Anonymous

4/23/2020 01:01 PM

Very frustrated as every time the side street are plowed in my neighborhood, ours gets missed. We were plowed once this year!

Anonymous

4/23/2020 01:35 PM

Snow clearing in the Beaconhill area was very poor this season

Anonymous

4/23/2020 01:56 PM

The streets need to be plowed more often so that the windrows that are made are smaller and easier to move from the end of the driveway. This year my street was not done very often and the windrow was massive and very

Anonymous

4/23/2020 02:02 PM

hard to move. It would be even harder for anyone with physical issues or who are older and not able to do it. Plus the large windrows damage vehicles. Also total clearing of the windrows should be done more often instead of just once a year. If we have more snow fall, the roads should be completely cleared more often of the windrows and snow.

Let the snow come and melt on its own. Tired of breaking my back clearing YOUR windrows.

Anonymous

4/23/2020 02:17 PM

The windrow's need to stop. It is too heavy to move. People are hurting their backs on this. Why can't this be done better. The sidewalk snow plow is usually going doing the sidewalks on the same day can they not push this out onto the road and it be plowed away. I have to say that because of the windrows there is nothing worse when you come home and cannot get your car into the driveway but not only that is the removal of the snow. My self and husband both have bad backs and it takes us hours to get into our driveways. There has to be a better system. Sorry but i hate the mess at the bottom of my driveway.

Anonymous

4/23/2020 02:40 PM

The only time they should be plowed is when it can be removed. To put the onus on the homeowner to remove a huge windrow because the municipality cant organize plowing with removal is ridiculous. There are 2 municipality workers that live on the next crescent and they always manage to get the windrows removed immediately after plowing, not coincidence.

Anonymous

4/23/2020 02:49 PM

I'm satisfied with the winter maintenance activities in residential areas as they currently are. On an as needed basis but there's no need to leave windrows in front of residence driveways. The RMWB has the equipment required to remove them during plowing operations like the vast majority of other municipalities currently do. My exposed aggravate driveway and lawn were damaged during snow removal operations this winter and they still left a 2 ft high windrow at the end of my driveway. This is totally unacceptable and highlights the need for competency training for not only the equipment operators but the people supervising these activities.

Anonymous

4/23/2020 02:55 PM

The snow plow came thru my zone and pliers the windrow from a few driveways prior to mine and left a huge snow bank on my walkway . The bylaw came by and stayed that was my task to remove it, I called in and the crew came back and cleaned it up for me, a big thank you to them

Anonymous

4/23/2020 02:55 PM

Sub zones, WMZ, ABC, 123.....absolutely ridiculous. You need a system that doesn't require A dozen different ways to tell people how it works. I think Red Deer has a good program. Also having to shovel wind rows at -40 when the RMWB has put out cold warning is dangerous. I was late for work this winter because windrows blocked me in my driveway. Maybe timing could be adjusted. Edmonton stopped plowing windrows years ago, why do I always fell the the RMWB is behind the ball.

Anonymous

4/23/2020 02:57 PM

More then once a week snow removal around the timber ridge (Bussieres drove) area would be nice. We have a lot of neighbours that have to walk to the busses and it is also on a major bus route.

Anonymous

4/23/2020 03:19 PM

Question 11 isn't clear. It can be interpreted the wrong way, resulting in a wrong answer. The only time our street was plowed this year, my husband

	and I were in Edmonton for a medical appointment. When we returned, there was 2-3 feet of solid snow and ice at the end of my driveway. The grader had plowed it at the end of my driveway but no other on our cul-de-sac. My husband is disabled after amputations from diabetes. I have COPD and emphysema. I was in tears trying to clear out my driveway. It was physically impossible for me to do manually and too hard of snow and ice to use a snowblower. I had called the pulse line but had no real resolution. In the end, a few of my neighbors cleared the end of my driveway for me.
Anonymous 4/23/2020 03:22 PM	Belgian Green was definitely missed for snow removal multiple times this past winter. I'd like to see more of a routine/schedule to ensure the streets that were missed one week were cleared the next week.
Anonymous 4/23/2020 03:29 PM	The windrows are the only problem, they block your car in or out, I would rather drive on snow then damage my vehicle, fix this problem and everyone would be happy.
Anonymous 4/23/2020 03:33 PM	I don't think removing the snow that is plowed in front of peoples driveways should be their responsibility. The city does it and should make sure the job is completed, with how much the operators are paid making sure all of the snow is removed shouldn't be an issue
Anonymous 4/23/2020 03:45 PM	I live on Archibald Close in Timberlea, I live all the way at the back of the road where it loops around. According to you we need to park out on the main road (10-15 minute walk) every single Thursday. My street was done 2 times the entire year. It is absolutely ridiculous that we risk getting a fine for parking on our road for the random 2 days a year you decide to plow us. Not only that but walking 15 minutes in -35 weather knowing full well that they probably won't do our street. The system is extremely flawed. If you can only do our street every 2 months then put that in stone and those will be our days not to park on the road. Makes no sense that we need to park out there one day a week for pretty much the entire winter season for you guys to plow it twice. Nobody gets their side street plowed every week so why are the parking restrictions weekly ? Again, your system is extremely flawed and the question in regards to you not making a profit is misleading. I'm sure the tow companies get in pretty good bidding wars for this contract. Thanks,
Anonymous 4/23/2020 03:48 PM	I would prefer snow removal a few times a season. The windrows are such a pain (especially coming home from work and it's a solid block of ice by then!) no where to move the ice but back on the street.
Anonymous 4/23/2020 04:04 PM	One of the worst snow removal programs in this year
Anonymous 4/23/2020 04:15 PM	Often my zone is active and my street never gets plowed. We go weeks and see no one. This year we got more big dumps of snow so it was harder driving along the unplowed streets.
Anonymous 4/23/2020 04:26 PM	I live on Ermine Crescent in Thickwood and it was only plowed probably twice this past winter season. I drive a Ford Fiesta. It's a very small car. I got stuck MULTIPLE times just trying to get off of my street. Friends on Norbasca Bay/Bird Crescent also had similar issues. I feel like there was next to no snow removal on smaller residential areas and it was EXTREMELY frustrating.

Anonymous

4/23/2020 04:29 PM

I live on Ball place and have seen my street done once this yr. Towing ppl when you don't do the streets is ridiculous and a waste of someone's hard earn money. Not happy with the service we get at all.

Anonymous

4/23/2020 04:49 PM

Go back to your regular street cleaning. Snow plow and Snow Removal should be done at the same time. The big FROZEN WINDROWS at the end of my driveway, absolutely Sucks! At -30 it's impossible to get rid of....fu rmwb...fu!!

Anonymous

4/23/2020 04:54 PM

There was a president set every time they came around they would plow the sidewalk and scrape the ice off the street and haul it all away. This year the service on farrell cres was abysmal at Best. I had to float a piece of machinery from a shop in Grégoire to my house in order to get one of my cars out of my driveway after the 2 foot window was left at the end the first time they came around with the plow. They never bothered coming back the next day they just ran out of time and called it a day. If it weren't for that incident I would've been fairly satisfied with the snow removal this year Pretty sure the bi laws ticket puts money into the city's pocket. Plus the towing fee and impound fee.

Anonymous

4/23/2020 05:07 PM

Anonymous

4/23/2020 05:10 PM

there were time road should have been cleared. if it snows a lot it should be cleared. even if in a relax time. it dangerous and damaging . also there needs to be more clearing on main roads and highways too. i work before 6 in the morning roads are not clear or only one kinda. there should be people around the clock to clean roads. it is people's life we are talking about. we pay taxes . i come sothen Ontario were we have the winter and raods are always clear. it not like we don't live in the arctic . we know it snows and road get slippery. we have accidents multiple times a day. because roads are not cleared. there no reason everyone know how to check the weather and everything doesn't have to be 9 to 5.

Anonymous

4/23/2020 05:38 PM

We didnt have enough plowing on our street resulting in many stuck vehicles

Anonymous

4/23/2020 05:42 PM

It sucks. We are breaking our backs clearing the mouth of our driveway after we've already done our driveway. And the. Clearing it again after that, it's a pain to try to keep clear. We do our job and then the popes move all the snow back in again. Sidewalks are harder to do after the plies have been through. Last time there were piles left on the side of the road where people have to park, and the huge snow piles were not removed. Find people better at this job. Whoever you have now sucks. Snow gets pushed around into very inconvenient places that people need for their vehicles and garbage bins. Plow it, clear it. Simple.

Anonymous

4/23/2020 06:01 PM

I think that the city should be responsible for clearing the windrows at the end of driveways. You put them there, you remove them. I'm older and can't shovel a heavy frozen snowbank.

Anonymous

4/23/2020 06:14 PM

The act of leaving frozen windrows is unanimously disagreed with, leaving physically challenged residents unable to manage the situation that the municipality leaves for them to manage. Your snow angel program is gravely understaffed and cannot meet the demand in any timely manner. Time to readdress the practice and listen to your residents.

Anonymous

4/23/2020 06:20 PM

I know the city gets a lot of complaints from the so called critics..and a lot of us complain when things do not go our way. But it seems the city...especially the Timberlea area, was built in a fashion to save money and to make some people rich !! Like come on guys....the properties are built on top of each other and then it becomes a place of problems. For example...(snow plowing/ snow removal)...and a lot more problems that I could list . First place I ever seen to ask residents to fill out a quiz...about snow removal !! Maybe it might be best to just leave the snow on residential streets because it's just to complicated to do properly...with less stress on its residents !!

Anonymous

4/23/2020 06:26 PM

In general, I think the snow removal during the 2019/20 winter was done well. My street was only done a few times, and I think it was cleared every time it was ploughed, which was great. Thank you!

Anonymous

4/23/2020 06:41 PM

This was the worst year for snow removal maintenance, my street was only done onc3 during the season and nothing was done during the large snow fall we received in early April. Not even acceptable during Covid, sidewalks still should have been cleared and enforced for those who were responsible to clear their own

Anonymous

4/23/2020 06:48 PM

I strongly disagree with blocking people's driveways by ploughing the streets and not removing the snow. I would rather not have my street ploughed at all if it means my driveway is blocked!! This year was significantly worse than the last 4 years with having my driveway blocked by the snow that was ploughed

Anonymous

4/23/2020 07:10 PM

Although our street maintenance was kept up I noticed that Sparrow Hawk was a disaster much of the winter. Vehicles plowed in and not moved for weeks. The street became narrower each month. Driving up the hill each day I would not only meet site buses, but also school, handicapped and city buses. It's like each man for themselves if you had no place to move over. The area in front of the school should be top priority! Thankyou!

Anonymous

4/23/2020 07:26 PM

Just because you don't get any money from the towing company doesn't mean you should let them do whatever they want. Your allowing them to rob the good people of this city. Owner is a crook, accepting money on the side to not tow vehicles, in experienced drivers destroying vehicles. RMWB is complicit by doing nothing.

Anonymous

4/23/2020 07:36 PM

I would prefer snow plowing and removal be done together. It is very difficult to arrive home and find 4 feet or windows that need to be moved before being Ble to get into my driveway. I and not exaggerating when the did the windows I am at the end of the culdusac and it was so high and wide that it was almost as tall as my shovel and at least two feet wide. I think there should be a crew to unblock people's driveways while snow plowing is happening.

Anonymous

4/23/2020 07:58 PM

Operators are very bed wreaking ku lawn with in ground sprinkler and chipping driveway. Pulse line just laughs at you. Windrows are a joke. Neighbor kid in wheelchair and missed bus because of windrow

Anonymous

4/23/2020 07:59 PM

This year we were plowed twice and had snow removal once on Walnut cresent. It is horrible service - not everyone should have to drive a truck to get around streets. Also you need to send bylaw around and fine people for shoveling their driveways and windrows back onto the street.

Anonymous 4/23/2020 08:07 PM	Snow removal is NOT done enough on side streets and Back alley. Generally it is done on my street maybe 3 times a year and once a year in back alley. Unacceptable for the amount of taxes we pay
Anonymous 4/23/2020 08:09 PM	The large windrows placed at the end of the driveway needs to stop or be reduced. These are serious health and safety concerns. If there was a need for EMS services at the residence. it would be very difficult to get a stretcher in and out of the residence. This places risk on the RMWB.
Anonymous 4/23/2020 08:10 PM	I see the crews being quick and efficient on my street. Great job. I also have seen the bylaw work down the street using their siren as a friendly notice for those who may have forgotten or maybe on Nightshift. Kind of a cool thing to do.
Anonymous 4/23/2020 08:15 PM	If your not gonna clean the streets stop ticketing and towing the vehicles away. If the snow clearing was consistent more people would have their vehicles off the streets
Anonymous 4/23/2020 08:20 PM	If removing windrows they should clean the windrows up they leave behind on the side of the streets. They say it's for more parking, but reality is it creates less parking. My 9 year old son can shovel snow better than your employees
Anonymous 4/23/2020 09:03 PM	What a joke this survey is .. it's nothing but defending the crap service we receive. This survey was a complete waste of time!
Anonymous 4/23/2020 09:09 PM	I live in an apartment complex; I have never had to worry about a windrow outside, as I believe our managing team takes care of that. So, I don't think my answers necessarily reflect how a detached home owner would respond. But overall, I am quite impressed with your service. And I'm from Vancouver, where they can't even handle an inch of snow without the city shutting down!
Anonymous 4/23/2020 09:09 PM	If they are going to have active zones and sub zones we should get plowed people move vehicles and no street cleaning happens or get tickets and no cleaning happens. I'm in favor of snow plowing when needed but that hasn't been the case for the last 2 seasons and the plowing is not consistent. We have active zone and no plowing or relaxed and we need a plow. Would rather plowing 2-3 times a season with no street signs if we continue to have signs and no street cleaning.
Anonymous 4/23/2020 09:22 PM	If you continue to do snow plowing, equip the graders with a barrier that can be lowered when coming up to driveways to prevent leaving windrows at the bottom of driveways
Anonymous 4/23/2020 09:27 PM	Go back to the old style. Use cones and give notice, and then come and do a good job. Wasting time to check if a zone is active every week. When the crew comes, do NOT leave windrow! Took me at least half an hour to get into my driveway and broke my shovel. In addition, we often clear the sidewalk and the sidewalk machine comes by and ruin it. Why? Cuz they do a poor job. There's been 2-3 times in the past years we were impressed with some workers. When they left, the street and sidewalk were clear, no windrow at the end of driveway, no big mess. That's when we knew, it wasn't the equipment, it's the people that determine if the WMZ program should receive praises or rants.
Anonymous	For the amount of and type of snow we receive I suggest we do a lot less

4/23/2020 09:55 PM

Anonymous

4/23/2020 10:13 PM

Anonymous

4/23/2020 10:16 PM

plowing. I would increase snow removal to 4-6 times a season depending on amount of snow fallen. I believe a lot of tax dollars are wasted. Also, the third party contractor is making a killing. Something wrong with this picture. Snow needs to be cleared more often

Some of the narrow side streets that utilize on street parking tend to become extremely narrow and difficult to park on/drive down when roads are only plowed and no snow removal is done. Maybe this could be taken into consideration when determining which areas need the snow removed more frequently. While we don't expect our street to be serviced each time our zone is active we only received plowing twice (possibly three times) and snow removal once; which is not quite enough with some of the heavy snowfalls we had. It shouldn't be unreasonable to have the snow removed twice per season and plowing four/fives times per season.

Anonymous

4/23/2020 10:43 PM

Please never plow my street unless you remove the windrow as well, I would rather have a foot of snow with ruts on the street, than one wind row in front of my driveway.

Anonymous

4/23/2020 10:44 PM

Windrows are difficult to shovel and cause hazards for driving and parking. I'd prefer less frequent plowing and snow removal at the same time.

Anonymous

4/23/2020 10:49 PM

The program has gone downhill. Used to plow and remove snow. Now it's just plow and piss off people. Get your shit together. Instead of several weeks of plowing juts choose occasional weeks to plow and remove. Way better option. Like every first Thursday of the month

Anonymous

4/23/2020 11:00 PM

Better supervision daily conditions on streets. Better use of salt and sand materials. Too much at times being used. Last storm for example if side streets had been salted the sun that came out would of cleaned things up much quicker review equip. Big cost hauling snow away cheaper to salt side roads at times if milder winters continue. Maybe few smaller plows working side streets

Anonymous

4/23/2020 11:25 PM

I did comment on some previous questions

Anonymous

4/23/2020 11:50 PM

Windrows are my biggest issue! Why can't you plow the snow to the middle of the street like it was done years before? I am an older person and cannot remove the windrows.

Anonymous

4/24/2020 12:05 AM

Our plow person did a fantastic job. Was conscious of windrows for seniors in the area which is fantastic. I am not a senior but there are a few in my crescent and this is critical for them and awesome they were mindful of it! In spite of the facebook whiners we are very happy with the service we received.

Anonymous

4/24/2020 01:12 AM

Windrows in front of driveways are completely Unnecessary. What is someone suppose to do, who is disable or unable to preform the removal, pregnant women or elderly, not everyone owns a truck.

Anonymous

4/24/2020 02:12 AM

I think the WMZP works ok but there were 3 weeks in a row where it had snowed a few times and no snow plowing or removal were done! Even if it was at least plowed and the removed later would have been nice!

Anonymous

4/24/2020 03:27 AM

It's horrible that even on a bus route the roads are left so long. It would also be nice if the city would be more considerate of the snow removal work families do on their own. Maybe people have to use their own plows to clear windrows, after the city will plow and leave them there. Usually without ample street parking because of this. Usually the neighbours on the personal plow help us more

Anonymous

4/24/2020 05:05 AM

Your blade operators are paid very well for their skills on a blade. It's time for them to learn to use the blade properly and quit leaving windrows in peoples drive ways. It's rude. Not everyone in this town has a truck or is physically able to remove snow piled up by the blade operators. The municipality needs to look at themselves instead of leaving the onus on the residents to essentially clean up the mess after RMWB cleans the streets. Ironic huh?

Anonymous

4/24/2020 06:05 AM

Snow clearing is a joke!!! Try better next year!!!

Anonymous

4/24/2020 06:27 AM

Snow "clearing" in this city is the worst I've ever seen and I've lived in a few different cities. I watched the plow go down one side of the street only. The windrows you claim is my irresponsibility, perhaps people wouldn't complain so much if the snow clearing happened on a regular basis - that might avoid the masses chunks of ice at the end of my driveway. In one city that I lived in, one plow would clean the streets as per usual, the second would make a point to take what was pushed in the driveways. The entire city calls snow clearing a joke yet the RMWB continues to do what suites them.

Anonymous

4/24/2020 06:56 AM

I sure do appreciate when the snow is plowed that it is removed the same day.

Anonymous

4/24/2020 06:57 AM

I don't agree with having to remove windrows from the end of my driveway or the sidewalk. We clear our sidewalks and driveway and then the plows come and leave a frozen hard windrow at the end of the driveway or on the sidewalk. Super frustrating and very difficult to shovel by hand. We do our part but feel a little more could be done on the municipalities part for windrows removal.

Anonymous

4/24/2020 07:15 AM

Building up windrows is the worst thing you could do in this town. The roads end up so small, you can't drive through them. Most people drive trucks which takes up even more room on the road. This causes accidents that do not need to happen. Also the windrows freeze and are usually rock solid to try clear from the end of the driveway....plus most people just throw that snow back on the road where it came from. To me it is a money grab.

Throwing a \$120 ticket on the window and then towing the car with impound fees. Not everyone works at site and has money to throw around. To me the city also does not announce which subzone is active good enough

Anonymous

4/24/2020 07:37 AM

My street was horrible, only saw work once! Many times saw cars stuck in the street. Ironic in this survey you remind us i have 48 hours to clear a sidewalk, yet you plowed my street ONCE all year. We had to help people actually push cars through the street after storms. I can understand not every storm but over 2 inches we should have saw a plow. Previous year was much better, this last year horrible job. Saw drifts 12inches deep no city help. Maybe our neighborhood should invest in a plow bill it back to the city.

Anonymous

4/24/2020 07:44 AM

I believe our street was cleared ONCE this winter, but there were cars getting ticketed and towed every day our zone was active. To me, that makes no sense!!! Why would these people get their cars ticketed and towed if there was no work being done on our street? I feel as though it's a huge money grab for whoever is doing it and I've seen bylaw officers giving the tickets, so the municipality is definitely getting something from it! I honestly think our winter maintenance program is a joke! I understand that there are a lot of streets and some are more priority than others, but if you don't plan on cleaning our street, don't be giving people tickets or towing their vehicles, that's just ridiculous!

Anonymous

4/24/2020 08:18 AM

Our street was plowed ONCE all winter. There was NEVER snow removal either. ONE time we had crews on our street the entire winter. Completely unacceptable, and ridiculous. Numerous times people were stuck on the road, and numerous times we had snowfalls the day before our wmz day yet still no one came to clear our streets.

Anonymous

4/24/2020 08:43 AM

It seems like the municipality and the operators of equipment are adamant to block as many driveways as possible when there is another option in the area I live in. It's frustrating. Not everyone drives a lifted truck to deal with the massive, heavy ice windrows left in front of their driveways and it is not an easy task to remove either. I would have figured it would be common sense to put the snow on the other side of the road reducing the effects for most people, but why let common sense get in the way when you can frustrate many taxpayers instead. Heaven forbid we make things easier on people instead of more difficult.

Anonymous

4/24/2020 08:49 AM

we know that we are responsible for clearing sidewalks and sidewalks in 48 hours but while you guys are plowing snow don't pile snow in peoples' driveways and I don't think it's ethical piling snow in front of post boxes though the post does great work clearing snow from this post boxes but that bum of snow in front of post boxes has resulted in couple injuries meaning it not safe while you guys are working to improve safety of residents.

Anonymous

4/24/2020 08:56 AM

I have lived all over Canada (6 Provinces) and I have never seen a method like this . As I am now a Senior , I find that the size , weight and amount of Ice Chunks left at the end of my driveway are beyond the capabilities of my Snow Shovel or myself to effectively and quickly remove. . The zone method is silly , if it snows, plow the friggin roads !!! That easy !! Every other Town or City I have lived in PLOWS the Roads when it Snows ...What a concept !! No Graders , No Loaders , No hauling away the huge chunks of ice to a spot where it will melt out onto the roadway for 6 weeks after all the snow is gone (Top of Thickwood Blvd. in behind Dickensfield , Just try to keep your car clean when you have to drive through that mess 2 or 3 times a day . Just plow the Snow before it becomes Huge Chunks of Ice . At least if you come out in the morning and there is a pile of Snow , you can drive through it without doing damage to your vehicle, and shovel it out when you get home from work . Not so with the Massive Piles of Huge Chunks of Ice.....keep calling it "Windrows" and snow clearing if that helps you get through your day but you aren't fooling anyone but yourself...The ruts and potholes are a disgrace and who ever is in charge of this should be ashamed to admit it

publicly . Do you notice that most people clear their driveways every time it snows ?? Ask yourself why It is a hell of a lot easier to do immediately than it is to wait weeks , and requires much less effort . ie: Manpower, Equipment, Fuel costs , traffic tie ups and wear and tear on Taxpayers Vehicles. There are much more effective methods available to be used. I strongly suggest you implement one/some of them . Have a nice day and Stay Safe .

Anonymous

4/24/2020 09:08 AM

My tax payers dollars went to you guys doing it twice this season... and on days where my subzone was active and I parked far away you didn't even plow the streets.

Anonymous

4/24/2020 09:17 AM

Honestly, my go-to source for information is the parking restriction signage on the street. These tell you what day, and time of year the vehicles need to be off the street. It's consistent and easy to follow. Additional information for WMZ events posted to social media good as new events come up.

Anonymous

4/24/2020 09:21 AM

Having to clear the windrow at the end of the driveway is absolutely ridiculous. I would rather have zero plowing done on my street than go through this everytime they plow. My neighbour is the anesthesiologist in town and is away at work a lot. I dug his driveway out as well so when he gets home at 2am, he can actually get in his driveway. Focus on clearing streets and intersections, and for god's sake PIT GRAVEL DOWN AT INTERSECTIONS! You blade the roads to glare and leave it! Put some gravel down! If budgets are a concern, then stop plowing residential. All I have seen is a mess in residential anyway. I give the RMWB an F grade for winter street maintenance.

Anonymous

4/24/2020 09:40 AM

The municipality does a horrendous job with snow maintenance on a regular basis. It is quite clear that people in charge do not go out to reqlview the work that has been done. The sidewalks where there is no housing complexes are regularly a danger to walk on. My wife and I often end up walking on the actual street due to the poor safety conditions left behind on sidewalks that are the responsibility of the municipality. For example, by the Timberlea ball parks, etc. I would be ashamed to have my name associated with this department. This is not an employee issue (although they are not blameless). This is an accountability issue that transcends through the entire municipalities programs. If you want people to be content, hold yourself to the same accountability that you hold your spouse to. Thank you and good luck. John

Anonymous

4/24/2020 09:59 AM

Last winter was the worst that I've seen for snow removal. Couple people twisted their angles. That's how bad the ruts were and how much snow was n on our street. I did advise them to sue the city cause I know I would slap the city with a law suit. Had a hard time getting my vehicle out cause there was so much snow on the street. That's an SUV. Why am I paying taxes for if the city is not their part.

Anonymous

4/24/2020 10:16 AM

I support the ticket and tow on active wmz days, but I do NOT support ticket and tow on active wmz days that no maintenance is performed.

Anonymous

4/24/2020 10:33 AM

Clearing streets of large volumes of snow is great, but when the street is plowed and windrows are created for the first time in a season after months

of snow compaction turning into unmanageable blocks of ice in front of a driveway its not an easy task to clear a sidewalk or driveway at minus 30. If the plan is to only plow after months of snow accumulation on a side street, this doesnt work. The street needs to be plowed up the center and removed that day. A proper sized front end loader with bucket only and not snowblower attachment would speed up the process of removal since smaller amounts of snow would be gathered because of more frequent plowing. This is just one opinion. Thanks.

Anonymous

4/24/2020 10:34 AM

Question 16 should include other options. My preference is windrows removed from driveways and more frequent removal of snow. Priority to roads versus trails. When zone is active complete the work as people have move vehicles to other areas with no plug ins. Create revenue by having a city tow truck and fines. Use these to enhance basic services like snow removal. Put windrow on side of street with no sidewalk or on both sides. Put in place permit parking to limit the number of vehicles parked in resident areas. Multiple renters with own vehicle and company vehicles on street does not allow for adequate street maintenance. It is sad when you see residents hiring contractors to remove snow from street so they are passable. Start to provide essential services and increase user fees for recreational activities that are a individual preference.

Anonymous

4/24/2020 10:42 AM

I would like to see the side roads being plowed more often. Especially after a snowfall. The side roads get slippery and icy more often then enough.

Anonymous

4/24/2020 10:52 AM

Once this year during a cold snap, slabs of packed ice and snow were left piled along the street blocking everyone's driveway with hard chunks piled high enough to damage the valance strip under vehicles, including 4x4s. Prior to plowing, the street was smooth, not rutted and the long term forecast was continued cold weather. The street definitely did not need maintenance and the even buildup of packed snow would not have caused deep rutting even if very mild weather was experienced. In over 30 years living in this location, I have NEVER seen such a poor job done! This is not rocket science, but the RMWB oversight of the street mtce. management needs to be addressed. For example, I ensure none of the household's vehicles are on the street each Friday, but more often than not, it was unnecessary to park them a block away if the street isn't actually going to be plowed. Signs were NOT put up 24 hours in advance (or at all) and consequently some people left vehicles on the street on those rare occasions when snow plowing or removal actually took place.

Anonymous

4/24/2020 11:09 AM

I think that in all zones that main roads should be included on the schedule. Ie like rainbow drive. All streets should be part of the zones

Anonymous

4/24/2020 11:30 AM

Whatever your current program is it is very substandard. I do not understand the expected result you are looking for, the windrows that result are 2 to 4 feet wide by the first 1/3 of the season making on street parking difficult. When you put up signs you do not show up for a week and are then ticketing everyone because they get tired of waiting for you. In your survey you talk about the Owner's Responsibilities yet fail to notice that as the city you fail at your own standard, you are living in a glass house. It is very rage inducing

Anonymous

4/24/2020 11:45 AM

when we clean the sidewalks and the driveway and the next day the plow builds a whole new windrow for us to clear. Put simply we can do with a little snow on the road and less windrows, I would hope it goes without saying that don't take this to the foolish extreme and stop doing the plowing but fine tune what you are doing and start taking care of your own house before you complain about everyone else. Stick to set days for plowing so we can plan and actually do it when you say when doing full cleaning, 72 hrs kind of thing. Love the zone program. Hate the windrow method. Ice and compacted snow moved into my driveway by a grader right before we have to go to work means a near heart attack for me trying to move it so we can get our car out without damage. It's the stupidest thing I've ever witnessed. It is almost sadistic to subject the tax payers to this first thing in the morning, usually at extreme cold temperatures, before heading to their jobs. It can ruin a persons day from exhaustion, thanks to a poorly scheduled procedure to move snow. The windrow was so hard that I broke my shovel trying to make a spot to get our car out. If I didn't, we would have sustained thousands of dollars in damage crashing through it.

Anonymous

4/24/2020 12:50 PM

Stop leaving giant windrows!!! And commit to the timing of snow removal and clearing! Nothing worse than scrambling to park a vehicle and then no snow clearing or removal get completed!!! If you plow Ed more often we wouldn't have this problem with windrows!!! And how about sidewalks on vacant lots? From Tolen drive into Pearson Drive is along a vacant empty lot! The owners are out of the country! I would bet there are many more like this!!! It never gets cleared and I'm forced to walk in traffic during the winter! I try to clear it myself with my snowblower but I've damaged it 3 times because of the 2 foot high, ice pack windrow the city left there!!! It's bullshit! Plow the damn roads more often and clear the sidewalks! This survey has done nothing but angered me!!! Goddamn!

Anonymous

4/24/2020 12:54 PM

Stop putting residents at risk by leaving windrows blocking driveways. This limits emergency access in and out as well creates a physical risk while shoveling these large and heavy windrows.

Anonymous

4/24/2020 01:21 PM

I like the way the program has run the last few years, though this year seemed less effective. It was nearly impossible to get into the driveway with the massive piles left at the end of it, and with wide driveways (3-4 vehicle widths) the plows gave always done a little scrape to push things closer to the lawn and help reduce the workload for us in other years, but this year didn't. Some of our neighbours are seniors that can't be out shovelling piles for hours in the cold to clear their driveway and with little ones I can only help so much. Snow blowers don't touch the chunks they leave, and often they're piling them into freshly shovelled driveways. Consideration is all I'm asking, as I know it's possible since the guys will do it if they're in a good mood. Kindness goes both ways, and I'm sure they're less likely to wait to do the extra when they're waiting to tow half a dozen vehicles; as it seems like people were leaving vehicles in the active zones a lot more this year too. Moved from eagle ridge to thickwood in October 2019. This was the worst winter I have ever seen for winter maintenance. The bus stop side walks aren't shoveled, the snow was only removed once during the winter and they

Anonymous

4/24/2020 01:47 PM

Anonymous

4/24/2020 02:13 PM

do not inforce that people shovel their side walks. Also a blow would come down my street a few times a day and put a windrow in front of my driveway, I was constantly shoveling the windrow from in front of the driveway even if it hadn't snowed. Completely unorganized and terrible lack of snow removal in the thickwood area. Ashamed that we pay taxes and they are missused this way.

Actually take snow away once in a while. All the grader does os pile it is higher. I shovel it back in to the street so i can use the sidewalk and driveway. If your crews block the sidewalk you should clear it off not fine me for your laziness.

Anonymous

4/24/2020 02:24 PM

No problems moving my vehicle if our streets are actually going to be cleared. Our street (juniper) was cleared properly 1 time all winter!! Super inconvenient to get up drive your vehicle somewhere else and walk home when your zone is "active" only for them to not clear a damn thing!

Anonymous

4/24/2020 03:01 PM

What a misleading survey. Nobody wants windrows. Especially daily on a secondary. Back off!!! Seems like they always do the big push to the side right before a hard freeze. Grrr!

Anonymous

4/24/2020 03:31 PM

In 2018/2019 we had very little snow removal and my review would have been much different but this year I've been very satisfied with the road clearing.

Anonymous

4/24/2020 03:46 PM

I think the snow maintenance program needs a lot of redesigning. RMWB has the highest taxes I've ever had to pay, and has some of the poorest organized maintenance I've ever seen. RMWB has the least amount of snow I've ever lived in, and has the worst streets. It's very simple, you plow the snow to the middle of the street after each snowfall, and haul it away every night with a fleet of trucks. Williams Lake B.C. can get a snowfall of 2 feet in a 24hr time period, and have the entire city streets clear of snow within 48 hours. I recommend some research to be done with other cities and municipalities to get the program going in the right direction here. OR lower our taxes so we're not paying for a service we're not getting.

Anonymous

4/24/2020 03:47 PM

Include sitka drive in a winter maintenance zone!

Anonymous

4/24/2020 04:09 PM

To save lots of Hassel and to get rid of windrows all the grader operator needs to do is put down a side arm. I don't understand why they city can not do this as it happens in rural areas and other cities. Many people can not physically move the ice chucks that are 3 feet high from their driveways. Utilize the tool cats that they plow the sidewalks with. So many better options than what they currently do.

Anonymous

4/24/2020 04:38 PM

I live on Simcoe way and our street was only snow plowed and the snow removed once throughout the whole season causing vehicles to be stuck and citizens to use personal snow blowers and plows to clear the streets. I find it unfair that citizens who are offering this service of their own free will should be fined or ticketed using their own machines. It would be nice for some extra attention to be made throughout the snow clearing season.

Anonymous

4/24/2020 04:46 PM

1. Too much salt and calcium chloride(?) are used on the streets. I have to shovel the salt out of my garage regularly during the winter and again in the

Anonymous

4/24/2020 05:00 PM

spring. You don't need rivers flowing in the streets at 25 below zero!!!!!! This is northern Alberta! 2. Delineate specific WMZ's throughout the city, get rid of the subzones and plow and clear accordingly.

While the efforts to plow snow is appreciated, the rate and frequency (two times max per winter) at which it is performed on residential streets (TIMBERLEA), creates windrows that are almost impossible to remove. I am 5ft tall and can't always rely on my husband to chip away at 30-40lbs blocks of ice and snow that accumulate at the end of our driveways. I know it is not the norm, but my husband and I both drive cars and should be able to easily access our driveway in the winter, but it's definitely not the case unless we put in significant shovelling and chipping on snow plowing days. Like I said before, we appreciate the creation of a program, but do not feel that the current model is meeting the needs of the majority of the residents in the RMWB.

Anonymous

4/24/2020 05:13 PM

Multiple times when zones were active but no work done on street, if needed add more zones to be more specific as to where work is taking place

Anonymous

4/24/2020 05:16 PM

Hire more people clean the streets more and the windrows

Anonymous

4/24/2020 05:54 PM

This year our lack of snow removal/plowing caused ice chunks to freeze at the bottom of my driveway. Our storm drain was freezing over (like it does annually) and the snow was melting and then freezing with temperature change. When pulling into my driveway or into the street from my driveway the road was causing damage to my vehicle. If snow was removed regularly, our storm drain would not freeze over EVERY year and this would not be an issue. - Ptarmigan Court - perhaps the city could increase the snow ploughing in areas like mine.

Anonymous

4/24/2020 06:24 PM

I have been a resident of Thickwood for 30 years. Snow plowing without snow removal the same day is dangerous for residents and causes a lot more work for us than what it is worth blocking driveways and piling up on sidewalks. The snow plowers know it as well. Talked to many residents and they all agree. Better to minimize plowing and remove the snow the same day when it is done.

Anonymous

4/24/2020 07:35 PM

Interesting how you do not give us a question to say NO WINDROWS! How can u push street snow to our driveway and expect us to move it, that's why we pay taxes, that's like Us shovelling our driveway snow into street and let you pick it up, plus I have a bad back it's not my responsibility!!!! Have bylaw write tickets on any violation they see all over the city and they don't need a call first by a citizen to write up any violations, there are so many street parking violations and handicap violations in this town, what are they doing??? Take that revenue and use it to pick up the windrows...

Anonymous

4/24/2020 08:19 PM

I was very disappointed with the WMZ service this year they only did snow plowing on our road twice. Also one time our zone was active cars towed and no snow Plows came....

Anonymous

4/24/2020 09:35 PM

I think it is extremely unfair to be ticked, towed and impounded for a missed day. The city does nothing for months (which is fine if not needed) but expect people to remember or be aware the 1 day you decided to plow. I think it is

Anonymous 4/24/2020 09:52 PM	pretty criminal. Also these cash payments tow trucks are charging to drop your vehicle is criminal also. You have to pay 200 cash instead of the 400 getting the full bill is disgusting. Windrows are on RMWB Roads! IN NO WAY should they be owner's responsibility to clear! That's YOUR job!
Anonymous 4/24/2020 10:24 PM	When you Olowalu my street you cover the drains then spring hits and they back up cover sidewalks with ice and water wiindrows pushed up on the sidewalks not all of us are 20 years old anymore can't shovel these like we used to something to think about.
Anonymous 4/24/2020 11:16 PM	Windrow that are 4 feet high of solid ice blocks are extremely hard to remove when piled in front of driveways. The city should avoid this process. Especially that it block the entrance or exit from driveway in case of an emergency.
Anonymous 4/25/2020 03:51 AM	This year I do believe that our street only got one snow removal witch is not enough Breukel crescent.the snow plowing doesn't work for us in this city we both work and when we get home the wind roll is frozen solid
Anonymous 4/25/2020 05:12 AM	Our street had the worst maintenance I've ever seen. Ruts, snow build up, icy sidewalks, icy corners on the street. I'm not sure why you even have the zones, our street(Beaverglen Close)was only plowed a handful of times. Nobody enforces the sidewalk bylaws(better money in parking tickets I'm guessing). It was treacherous most days to walk to the bus stop for work. The City should be ashamed they collect taxes if this is how they operate. If it snows more than a few inches, all streets should be cleared ASAP, the zones are useless, all they do is require less manpower to save money. You save enough by NOT doing proper maintenance to begin with.
Anonymous 4/25/2020 07:32 AM	Stop activating zones you arent going to get to ... i have no driveway and only on street parking and have to cart my kids a mile away which wouldnt be a big deal except you dont show up more days that the zone is active than days snow clearing happens... if the zones are more than you can handle in a day then create more instead of wasting peoples time and creating inconvenience for nothing all winter long... not to mention now that you have all these areas with back alley garbage pickup how about clearing the alleys once in a while before someone gets hurt... rmwb has done a worse job with snow clearing every year since this program came into place... get your shit together its not rocket science!!!
Anonymous 4/25/2020 07:51 AM	the guys running the machines don't no how to run them I got 28 years on them I live a cross from a park an they will plow the snow towards the houses where they should be plow the snow towards the park an wind they do plow towards the park they don't wing it back far enough its all ways out in the road 3 feet that's where they need a good supervisor checking there work an I have went out an told them there doing a poor job
Anonymous 4/25/2020 08:32 AM	I hate windrows. They are untenable and make things more dangerous in the street as there is less room to drive and going around curves is blind, which is unsafe when there is only room for one vehicle to drive. Windrows in front of driveways make life extremely difficult for people who are unable to physically shovel the heavy, packed snow or come home from 13-14 hours at

Anonymous

4/25/2020 08:38 AM

work. Please, please, PLEASE remove snow when you plow it or don't plow it at all.

I don't think the RMWB really cares about the feedback. This 'survey' is more like an excuse list trying to justify piss poor service. Thanks for the 'Tips'. My street was plowed maybe twice and snow was removed one time this year, kind of pathetic for the taxes we pay. Same as every other year I can remember. I'm sure your team will find an overwhelming amount of the population will feel the same way. Why bother asking if nothing will change? Oh that's right, I already answered that question.

Anonymous

4/25/2020 09:17 AM

If the street is not going to be plowed for 3 or 4 consecutive weeks tickets and towing should not be enforced. Only enforce if plowing is going to occur. I have seen people get tickets and the plows didn't even show up for weeks.

Anonymous

4/25/2020 10:13 AM

I think it's a waste of money to run the snow plow for just a snow flurry. I would rather see money spent on salting the beacon hills

Anonymous

4/25/2020 10:28 AM

If you can plow the street but can't remove it, can (in abasand) find a place to dump snow until it can be removed. Graders do not have the ability to remove snow like a loader with a blade and side wings. You need more loaders with blades and a pile area. We get minimal amounts of snow and I don't understand why it's so difficult to keep the streets somewhat clean all winter long. It's always a poor job, and every year it gets poorer. It's pathetic actually.

Anonymous

4/25/2020 10:32 AM

I know so many people that complain about current program, old program of leaving secondary roads alone and removing 2 - 3 times a season is much more effective, focus on managing the primary roads for traffic safety

Anonymous

4/25/2020 11:39 AM

So much time wasted. Plows driving around doing almost nothing.

Anonymous

4/25/2020 11:42 AM

Did you know that when you leave windrows on driveways, people shovel it back on the streets especially when windrows are as heavy as elephants?! All I'm saying is, maybe there can be a solution to take the windrows away as soon as it has been formed? not everyone has abled bodies to do this. Moreover, I can say that Cochrane Cres has been plowed twice in the winter and removal, once. Hoping it will be better next winter season. I am still grateful for the hard working people who did the job. Keep safe and have a great day!

Anonymous

4/25/2020 01:06 PM

At least once a year and usually twice a year there are windrows at the end of the driveway that aren't able to be driven over and actually create a safety hazard for elderly people or someone with a disability. With a young child my wife isn't able to shovel the driveway windrow during the day (let alone how difficult they are to shovel) and she would be unable to leave the driveway in her car if she needed to for an emergency. I don't understand if this is the process why they can fit the graders with a small gate that they can put down to block windrows from peoples driveways where space permits it and then open it up to move the snow Once passed the driveway.

Anonymous

4/25/2020 02:33 PM

Please plow the streets in the middle, and stop favoring one side vs the other. The windrow on my side of the street is always twice the size as the other side of the street. And more importantly, STOP ruining my lawn with

Anonymous

4/25/2020 04:33 PM

your sidewalk sweepers, they keep wrecking my grass

I drive a car, not an suv or truck and seem to be getting stuck, and have a hard time traveling around town more and more as the snow clearing is not being done.

Anonymous

4/25/2020 04:52 PM

Every time I shovel my driveway and clear my side walk the city plows the street and leave a hugh windrow afterwards. The window sets up solid and is very difficult to move unlike the fresh snow fall I just cleared.

Anonymous

4/25/2020 05:13 PM

Having the windrow be the homeowners responsibility is ludicrous. The homeowner didn't have one and then the city puts it there. By doing so the city has created a hazard for homeowners who can joe not get out of there driveway of driving a small car as we do. Plus our elderly neighbour can't remove this snow to leave her driveway in her car. The snow plows have the drop down arm that can remove this material and no extra work and pile it just after the driveway. I have lived in a city they routinely did this. To expect a homeowner after a 12 hour shift to remove now frozen material that has been up to 2 feet high and 30 feet long is unacceptable. Be better, do better. There are alternative solutions of explored but to just make a decision that the homeowner responsible is irresponsible of council.

Anonymous

4/25/2020 05:27 PM

Cleaning as necessary is good but especially for shift workers, having to deal with a windrow or frozen ice and snow is hard and vigorating work to have to deal with after work. Especially coming home in a small car and not being able to park in your driveway. The city should be cleaning the windrows in front of the driveways

Anonymous

4/25/2020 06:07 PM

1. This was a pop quiz more than it was a survey 2. The windrows this year were unmanageable, I don't even live on a corner and my driveway was impassible without damaging my vehicle. I'm a 110lb woman, I wasn't physically able to remove the solid ice piled at the end of my driveway and hiring someone every few weeks is not an option for me. I know this has been a huge issue for other people in my social network. I hope better resources can be put in place as more people are in this similar situation then not.

Anonymous

4/25/2020 06:20 PM

I live n a corner lot and there is always a lot of snow left at the corners blocking g the walkway. I know I'm responsible for doing my sidewalks but I do not see the need for the amount of snow left at the corners. I'm sure the can plot that snow to a spot that does not leave a hazard to people trying to use the sidewalk. I'm only clearly the walkway not the street. Not sure who was cleaning the streets when this first started (2-3 years ago) but it was better than it is now. No unnecessary piles of snow left at the corners.

Anonymous

4/25/2020 06:33 PM

There were many more times when my sub zone was active and NO maintenance was done for multiple weeks in a row than there were weeks when it was active and actual snow plowing was completed. Snow removal was NOT completed even once in my sub zone.

Anonymous

4/25/2020 07:55 PM

I only have one issue with the plowing of the streets and that is the massive windrows left In front of driveways and along the sides of the streets. The snow chunks can be huge to move and the streets are narrowed to a single lane with minimal parking due to the snow pushed to the sides. I would rather see plowing and immediate removal less frequently then the more frequent

Anonymous

4/25/2020 07:57 PM

plowing only.

While it should be the home owners responsibility to clear snow from sidewalks. Some residents are not capable of clearing the windrow at the bottom of their driveway. A skidsteer should be used to push the windrow off to the side. Especially if there are large ice chunks.

Anonymous

4/25/2020 08:28 PM

Two street cleans for the year was not adequate. After last big snow fall no street clearing was done. Very disappointed.

Anonymous

4/25/2020 08:45 PM

Your wmz plow service sucks. I had my road done twice this year, once at the very start when there was like 2 inches of snow then months later a 2nd time with barely any snow. Just come by and push it in to people's front yard like normal cities/towns. Fining people for not clearing from the end of the driveway is BS. The operators should be good enough to leave minimal at the end of people's driveways anyway. It's not difficult if you have the person doing the sidewalks help clean up afterwards. All I hear is excuses for a poor job done. Time for an overhaul Do It Right.

Anonymous

4/25/2020 09:09 PM

I have lived in Fort McMurray for 13 years now and I must say this past winter was the best I've seen the city stay on top of the snow removal and street conditions. Keep up the good work.

Anonymous

4/25/2020 09:13 PM

Need to ensure to clear packed ice and snow off of sewer drains prior to spring thaw so roads don't become icy as we go through temperature swings as things melt

Anonymous

4/25/2020 09:25 PM

Thanks for all your hard work

Anonymous

4/25/2020 09:25 PM

Please look at the system used in Quebec City. They have permanent light posts and the red lights are flashing on the specific streets when the streets are actually getting snow removal done. The lights are not flashing if the equipment is not scheduled to come and the snow removal happens between midnight and 6:00. This means people are removing their cars for snow equipment that is actually coming. The lights are not flashing if they are not coming. Your survey doesn't allow us to answer candidly as the answers are formed for us. We do understand the RMWB doesn't receive towing money, but the fines are all going to the RMWB therefore it's a lucrative business to have a winter zone active when no snow equipment is coming through. Please stop this. With the amount of vehicles and work vehicles in this town, there is no need to cause everyone the hassle and cost them money if the equipment is not coming. I know a lot of people think this way, yet the RMWB continues to profit from their residents when on certain streets, there is no snow equipment for weeks in end. Be there for your residents, not against them. The system in Quebec City should be copied, it works and has worked for as long I can remember. It really is for snow equipment, not to fundraise from residents.

Anonymous

4/25/2020 09:34 PM

Weekly plowing after average snowfall keeps windrows manageable - I have no problem clearing a windrow no more than 8-10 inches high. However, my area is done on Fridays, so decisions on relaxing are done the week prior and it will inevitably snow heavily late in the week/weekend; by the time it gets to Friday again, there's enough packed snow to create a high windrow

Anonymous

4/25/2020 09:40 PM

of heavy ice chunks that's impossible to drive over

Please plough my road more than 1x per winter. I had ice on my road until last week, unacceptable.

Anonymous

4/25/2020 10:02 PM

More frequent plowing and removal will make it easier for residence to keep the sidewalks and driveways clear with smaller windrows vs having giant ice mountains that we are faced with most winters.

Cathy

4/25/2020 10:30 PM

Regarding #15, there should be the preference of snow plowing and removal as needed. Having the qualification of 'the current WMZ program or similar' really takes away from that preference because the current program doesn't work. When I lived here before it was a different council and as the snow was plowed it was blown into the dump trucks and carried away. No one was left with a gigantic windrow blocking their driveway. I have health issues and can't shovel heavy snow, therefore, I had to hire someone to remove what the city left across my driveway the one time they were on my street this winter.

Anonymous

4/25/2020 11:18 PM

I hate windrows as I cannot move it away with shovel as it is too big and hard to move with shovel. Plow and remove snow frequently. Don't just come two times in 6 months of winter. This is poor service. Plus, using excuse that other parts of Alberta are cleaned same way is lame.

Anonymous

4/26/2020 12:01 AM

It was disgraceful this year. I've never been so frustrated as I was this year. There is absolutely no need to ticket vehicles when no clearing will be done. It's shameful that you can't even get that simple detail figured out. Ticket the cars that are in the way while the plows are there. Don't send that useless twat Monk out first thing in the morning when they might not even get to our street at all. She ticketed me and I plan on fighting it. I even asked her for leniency given the circumstances and she was rude and unprofessional. I would like her actions reviewed.

Anonymous

4/26/2020 12:34 AM

Lower taxes and do less snowclearing.

Anonymous

4/26/2020 12:38 AM

Good job but, there's room for improvement especially in Becker Crescent in Dickinsfield where sometimes snow buildup especially for a few days makes residential road virtually impassable for daily commuters.

Anonymous

4/26/2020 12:39 AM

Alleys need more attention. Ours was only done once or twice this year. It was in extremely poor condition most of the time and nearly impassable. Our area received less attention than it should have in my opinion. Waited many weeks sometimes for plowing and afterwards the windrow was gigantic as we are on the outside of a very wide corner and none of the windrow was removed. Took hours to clear and it was 4-6" thick slabs of ice so I couldn't use my snowblower. A senior or a person with mobility issues would never be able to move it.

Anonymous

4/26/2020 01:22 AM

We live on Walnut Crescent and the plowing and removal was little to none this winter season. Very disappointed

Anonymous

4/26/2020 04:20 AM

This survey reads like a propaganda piece. Include more options like more plowing and more snow removal, not one or the other. Road conditions were horrible this year and snow plows were almost non-existent on the roads until

Anonymous

4/26/2020 05:51 AM

days after a snowfall. Snow removal was also non existant until approximately 2 weeks before it warmed up enough to melt.

If the city receives no revenue from towing and impounding that is the city's fault for privatizing everything. Smarten up and get paid.

Anonymous

4/26/2020 06:16 AM

Not enough people clear the sidewalks in front of their properties. This forces people to walk on the road which is very dangerous, especially in the early spring months. Fines should be implemented. It would be nice to be notified when snow plowing/removal is or isn't happening on our street on the designated day.

Anonymous

4/26/2020 06:31 AM

Our winter maintenance program that the RMWB has in place is the ABSOLUTE worst in all of Canada. It's a joke. The streets should be plowed and maintained every week. Irregardless the active sub zone foolishness.

Someone needs to clean sidewalks!! Most people don't care because they don't walk!! But the people that do suffer!!! The city should clear all sidewalks!! And sault them too!!! Callen and heritage both sides need to be clean at all times!!! Very dangerous. I have feel many times I can see a law suit coming soon!! Why would u clean around a block with nothing built!! Dumb!!

Anonymous

4/26/2020 07:23 AM

Doing a great job!

Anonymous

4/26/2020 09:18 AM

Wmz program should be cleaning walk ways for People safety who Gose to work pay there tax for city.

Anonymous

4/26/2020 01:35 PM

I don't mind removing the snow that naturally falls on my sidewalk. I do mind removing the packed snow the plow truck or grader puts on my sidewalk. If you are to spend the money and time removing snow the one time you did the bus route in front of my house please pick all the snow instead of leaving enough snow on the road the grader came by and put a two foot windrow back in front of the street

Anonymous

4/26/2020 04:01 PM

I don't mind if you continue with the plowing program you have now; I would prefer though if the plows could push windrows to the side of the street with NO driveway. It's far easier for my neighbour across the street to shovel two feet of windrow to open up his walkway to the street vs. my having to shovel 20 feet of windrow at the end of my driveway!!! And the sidewalk is on my side of the street so I also have to shovel that. Maybe you could share the pain of shoveling for both sides of the street!

Anonymous

4/26/2020 09:01 PM

I drove up Prairie Loop heading south through the intersection above the Snye parking lot and there was zero signage that removal was occurring, there was no municipal equipment present but there were significant windrows on the other side of the intersection and if i hadn't really checked up and slowed down I would have smashed the front of my car into windrows that criss-crossed and ran together even though the lanes going through the light didn't have any signage or appear blocked off until I had gone about 100 yards and had to back out the entire way and turn right down toward Franklin Ave... zero signage or warning that the work was occurring, this was about 9am on a Sunday morning... late winter too... not cool

Anonymous

4/27/2020 10:56 PM

I prefer the old system of once a winter, coming and doing a full clean. When the road is plowed it makes our streets much narrower and unsafe. A large windrow is always left on the inbound side of our corner which turns it into a one way street. I've been at this address for 10 years and had never seen an accident before the wmz program started. I've seen a couple since. The side walks are never plowed in our neighborhood In my opinion, if they were plowed once a week and the roads cleared once a winter, the program would work great Thanks

Anonymous

4/28/2020 08:32 AM

Keep up the good work. Also some areas in timberlea were neglected / almost got my car stuck at my nans house for weeks

Anonymous

4/28/2020 10:22 AM

Stop plowing roads and piling it up on sidewalk Think about it machine pushes tons of snow on side walk and home owners shovel it off Driveways blocked Plow and remove in small increments Plow away to back alley or utility corridors and pile to pick up up later Your program is archaic and breaking our backs Do the right thing Stop pushing on to sidewalks and blocking driveways

Anonymous

4/28/2020 04:03 PM

On my street, (Elderberry Street) for the last two years snow clearing has only occurred once per winter. Snow removal has only occurred once in the last two winters. Every Thursday people park their vehicles out on Paquette/ Millennium so snow clearing/ removal can be completed, but it rarely is. Instead the result is people parking along those streets park all the way up to the intersections making it very difficult to safely pull out onto Paquette/ Millennium. In slippery conditions this is dangerous. It is equally dangerous to be driving down Paquette/ Millennium and have people who cannot see past the parked vehicles pull out onto the road. All of this risk for little to no winter maintenance.

Anonymous

4/28/2020 06:37 PM

I find the snow plows drive too fast through my neighborhood, and throw snow all over my sidewalk which I keep shoveled for pedestrians to walk safely. The Windrows that the snow plows leave are not safe for home owners to shovel or relocate, the snow is hard packed and heavy. I am surprised someone has not been injured yet and sued the city

Anonymous

4/29/2020 08:36 AM

I feel I'd rather have few day with snow plowing but on the days snow plowing happens, some snow removal happens too. Just to prevent narrowing of streets. Not all, just minimizing the size of the windrows

Anonymous

4/29/2020 08:40 AM

I think the city is doing the best job they can with the means they have currently. While I would like to see more regular snow plowing, especially on some of the busier residential streets to limit the ruts as my car sometimes gets stuck, but I have no problem removing the windrows. The roads team is doing a great job within the budget the city counsel gives them.

Anonymous

4/29/2020 09:01 AM

PLS HELP CLEAR SIDEWALKS SOME PEOPLE WORK TO OFTEN TO BE ABLE TO DO IT LEAVING THE PUBLIC THAT WALKS UNABLE TO USE THE SIDEWALK

Anonymous

4/29/2020 09:09 AM

More frequent plowing then windrows wont be heavy and will be easier to clean up. This is especially helpful for any seniors, injured, or weaker people who need to clean their drive ways. Perhaps something needs to happen with the revenue generated from the towing to go back into the community. It

Anonymous

4/29/2020 09:24 AM

looks like a money grab but maybe 25% could go to help so many struggling non profits to help see the community continuously grow.

That link to sign up in Q23 did not work – I put my email in at the beginning of the survey before I started I have lived here for 40 years and on this street Brosseau Crescent for over 17 years now and I really despise having to clear a huge high Windrow of heavy ice and snow from the end of our driveway as we don't have a plow or some means of doing that and our snowblower cannot move those chunks of ice so we end up trying to do it by hand which is terrible – we have to get our son to help but he had or had - his own place downtown to maintain. We are older - we are retired with limits to strength - My husband Has health issues and can no longer shovel. Even those who are younger with small children on the street have difficulty moving the heavy ice and snow Windrow. It is much better when they come in and actually clear it with a grader plough or skid steer of some sort. Also I had put my name in for having our driveway cleared last winter only to be told by the RMWB rep after we came back in early January 2020 with a huge amount of hardened ice and snow to move at the end of our driveway at -30 degrees that We have to apply for Windrow removal every year – which I then did and never got one response from anybody at the RMWB - not very happy about that. The city needs to do a better job of taking care of people living in residential areas who cannot manage the type of winter maintenance the city is putting on us. They rarely clear our street Or sidewalk. I have shovelled that sidewalk more times than I want to think which I think is unfair when I consider the neighbours across the street who are more able-bodied don't have a sidewalk to shovel... Will know better next time - Time to move!

Anonymous

4/29/2020 09:34 AM

I prefer the way it was done a few years ago. Crews came in and lowed to the middle of the road, then removed all of the windrow in the same day. Piling a windrow in front of driveways and along curbs, narrows the roads by 6 to 10 ft. This will stop, and has stopped, access for emergency vehicles.

Anonymous

4/29/2020 09:43 AM

It should either be done a few times a season and everything removed, or after each snowfall so that it's light and easy to remove. Plowing a few time a year and throwing huge chunks of ice onto the bottoms of our driveways is awful. Vehicles are blocked into driveways or damaged trying to get out if you are unable to dig your way out before you have to go out. It is a safety hazard.

Anonymous

4/29/2020 04:16 PM

Going to work at the plant sites and having your street plowed while at work is a huge problem. When you arrive home to a half meter high wind row at the bottom of your drive that has turned to stone and practically impossible to remove. Why not use a skid steer or Bobcat to follow a grader during a grading activity. You can definitely use more than one to do the job much faster. You have an army of graders, why not skid steers?

Anonymous

4/29/2020 07:36 PM

Our street was plowed and had snow removal ONCE this entire winter. Absolutley not acceptable!!! And side walk plowing should be a Municipal responsibility!!! There are machines to do this in Eastern provinces so not sure why it isnt happening here.

Anonymous

4/29/2020 09:46 PM

It's done to late. Unacceptable to be done at midnight people are sleeping and have to be up early and it's rude

Anonymous

4/29/2020 10:14 PM

I am very disappointed in our street cleaning for a lot of years, I have lived on Tundra drive for 30yrs, which is a bus route and 75% of the time in the winter a car and bus can't pass-by each other because the windrows are so dam big on each side of the road. Once a winter we get our street cleaned (snowed picked up) Otherwise the plow trucks just love to pile it on the sidewalks. Especially right after I shovelled it. I shovel my sidewalk after each snow fall there are some folks that have never even attempt to shovel theirs all winter, this brings up the question why have I never seen bylaw or even heard of Bylaw giving warnings or giving tickets out. This is strictly enforced in other Alberta cities. I guess just easier to drive around looking for the easy issues to handle. The city street cleaning has to pick it's game, along with by-law. Thank you

Anonymous

4/29/2020 11:58 PM

You can't wait months in between plowing the street, then do the street down to the pavement and leave a literal 1 foot drop from the driveway to the pavement, and a 2 foot windrow made of chunks of ice bigger than a table top, unable to move by hand. I broke my shovel trying to clear it and was stuck in my drive way for a week until I got someone with a Bob cat to remove it. Also please enforce the sidewalk laws. Along tundra and bird crescent there were many spots that people did not clear their sidewalks and it made going to and from bus stops very dangerous

Anonymous

4/30/2020 08:28 AM

My street was plowed once this winter. No removal was done. Even though I have a snow angel marker, I still had to deal with a windrow at the end of my driveway. This is the worst year for snow removal program and I have lived here since 1976. Terrible planning and implementation.

Anonymous

5/01/2020 04:47 PM

The removal of windrows in front of driveways is a must. It takes one half hour to plow and windrow our street. Then a rubber track machine with a scraper runs down the sidewalks 30 k per hour. (senseless) That same piece of equipment could clear the windrows by driveways on a street, after the grader is finished, in a half hour. This is not an added expense, this is proper management of equipment for the taxpayer.

Anonymous

5/02/2020 10:02 PM

Very unhappy with the snow clearing this year. My street was only plowed twice all winter.

Anonymous

5/02/2020 11:56 PM

I have had to replace two batteries so far due to being forced to park on another street with no access to electricity during cold snaps, as far as I'm concerned the city should have to foot that bill every time if I'm being forced to move my vehicle. I think the only people who think the current snow removal procedures were ever a good idea are lucky enough to park in a driveway or garage all winter and have no clue what the rest of us have to deal with. It's no secret some people here work very long cycles and even stay at camp when working. It's nearly impossible to be able to be available or make the necessary arrangements to have your vehicle moved every single time it is required.

Anonymous

5/04/2020 02:58 PM

I am on Falcon Green and sometimes the RM will do the sidewalks but other times will not it certainly gives a mixed signal to the new people in the neighborhood. I would like this communicated properly. Thanks,

Anonymous

N/A

5/04/2020 03:01 PM

Anonymous

5/04/2020 10:35 PM

Please go back to the old way. Less nonsense with the windrows, less wasted money, less frustrated homeowners. Focus more on the primary and secondary streets rather than the tertiary streets. Plow and remove the tertiary streets once or twice a season.

Anonymous

5/06/2020 05:55 PM

Main arteries should be the only roads plowed during or after snow falls unless snow exceeds 12" or more per snow fall. We live in the Northern hemisphere we should expect snow and drive accordingly. When too much snow accumulates on the smaller side streets that create the ruts then plow and remove at the same time as opposed to having to move vehicles every other week. The windrows cause a mess for residents with parking and keeping sidewalks clear, they also cause drainage problems when it warms up. Bylaw needs to get on the ball and start fining residents who don't up-keep their sidewalks. The amount of sand that is layed down throughout the winter is so excessive and creates an endless circle of trying to street sweep in the spring and keep our concrete blvds from pitting and it kills the turf. Keep up the good work and thank you!

Anonymous

5/07/2020 06:30 PM

The cost of labour, equipment and fuel for snow clearing is a ridiculous use of tax payer money, not to mention the destruction of side walks and roads over time. We live 100 km from the arctic circle, we cannot expect to use a small car or low vehicle in the winter time as if it was a summer road. Aside from this unnecessary drain on the tax base, the fact that we tow vehicles and provide revenue for a private company by public policy is beyond belief. I've had two vehicles torn out of the windrow of snow while parked in 4 wheel drive because I forgot it was a snow clearing day. Scraping the roads down is not an emergency, critical function of the city. A small fine is reasonable, but \$300 and a bill to have my vehicle alignment done just to create summer road conditions in the dead of winter makes zero sense to a logical person??? The council is put in place to collect the minimal amount of taxes necessary to carry out services that are necessary to the public.. this is a luxury.

Anonymous

5/10/2020 12:52 PM

This year I noticed people outside at -30 removing big windrows to get access on to their driveways. If the plan is still continue with the WM, at least try to avoid plowing when its below -20 so that people don't have to be outside at extreme cold to remove the windrows left at the end of their driveways by the municipal crew. Or remove the windrows at the end of the driveways also and charge for it monthly by including in the utility bill. We have no object to pay the extra for that.

Optional question (536 responses, 476 skipped)