

Winter Maintenance Zones

2017-2018
APRIL 18-MAY13, 2018



REGIONAL MUNICIPALITY
OF WOOD BUFFALO

Winter Maintenance Zones: 2017-18

Public engagement recap

- Period ran April 18-May 13, 2018
- 337 total surveys completed
- YMCA Westwood: 83 interactions (April 25)
- McMurray Experience: **Two** interactions (April 26)
- Fort McMurray Tourism Spring Trade Show & Market: 1,500 interactions* (April 29-May 1)

*Residents engaged on various programs and services including Winter Maintenance Zones.

Survey results:

How satisfied were you with snow plowing?

- **53% dissatisfied**
- 42% satisfied
- 5% neutral

How satisfied were you with snow removal?

- **54% dissatisfied**
- 38% satisfied
- 7% neutral
- 1% N/A

How satisfied were you with sidewalk clearing?

- **59% dissatisfied**
- 22% satisfied
- 17% neutral
- 1% N/A

Were you happy with WMZs being relaxed over the Holiday Season?

- **65% Yes**
- 19% No
- 15% Unsure
- 1% N/A



Were you happy WMZs were relaxed throughout the season?

- **55% Yes**
- 32% No
- 12% Unsure
- 1% N/A

Did you know WMZs can be relaxed at any time during the season (October 15-April 15)?

- **91% Yes**
- 8% No
- 1% N/A

Are you aware of the new ‘subzones’ that were introduced this season?

- **70% Yes**
- 21% No
- 7% Unsure
- 1% N/A

Do you agree subzones offer more flexibility for on-street parking?

- **44% Agree**
- 33% Don’t Know/Neutral
- 21% Disagree
- 2% N/A

Do you agree the subzone system should continue?

- **40% Agree**
- 31% Don’t Know/Neutral
- 26% Disagree
- 3% N/A

How did you receive updates about the WMZ program? (Percentages reflect if that option was chosen by participants)

- 54% Electronic street signs
- 41% RMWB social media
- 31% RMWB website
- 24% Radio
- 11% Word of mouth



- 9% Did not receive updates
- 5% External social media (non-RMWB social media)
- 3% newspapers (print/online)
- 2% other

*Note that participants ranked this as their preferred way to receive updates.

Do you know triggers are in place for when and where crews will plow and remove plowed snow?

- **47% Yes**
- **46% No**
- 6% Unsure
- 1% N/A

Are you aware the WMZ program applies to residential streets only?

- **69% Yes**
- 25% No
- 5% Unsure
- 1% N/A

Do you know that sidewalk maintenance is only performed when zones are active?

- **53% Yes**
- 41% No
- 5% Unsure
- 1% N/A

How satisfied were you with sidewalk clearing overall?

- **56% Dissatisfied**
- 29% Satisfied
- 14% Not sure/no opinion
- 1% N/A

How satisfied were you with sidewalk clearing on primary routes?

- **36% Satisfied**
- **34% Dissatisfied**
- 29% Not sure/no opinion
- 1% N/A



How satisfied were you with sidewalk clearing on secondary routes?

- **44% Dissatisfied**
- 31% Not sure/no opinion
- 24% Satisfied
- 1% N/A

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

- **66% Yes**
- 21% No
- 11% Unsure
- 1 % N/A

Statement: I am in favour of less street plowing to minimize windrows in my driveway, even if it could mean more snow on residential streets.

- **62% Disagree**
- 29% Agree
- 8% Don't know/neutral
- 1% N/A

Statement: I am in favour of regular plowing – even if windrows are left at the end of my driveway.

- **67% Agree**
- 23% Disagree
- 9% Don't know/Neutral
- 1% N/A

Statement: I am in favour of plowing as needed – but windrows are a challenge for me.

- **64% Agree**
- 18% Disagree
- 16% Don't Know/Neutral
- 2% N/A



Statement: I am in favour of less plowing – even if there are more ruts and potholes in the snow.

- **85% Disagree**
- 7% Agree
- 7% Don't Know/Neutral
- 1% N/A

Statement/choice: I prefer:

- Side-to-side plowing of roads and sidewalk maintenance on a weekly basis resulting in clearer streets, but with windrows in front of driveways and walkways (**71%**)
- Snow removal from roads and sidewalks 2-3 times per season resulting in minimal windrows, but longer times between maintenance, and a higher likelihood of ruts and snow build up on streets (22%)
- No preference (6%)
- N/A (1%)

Did you know when zones are active you can't park on your street, even if it appears to be plowed as crews might still be working on additional removal, such as sidewalk and snow bank clearing?

- **91% Yes**
- 7% No
- 1% Unsure
- 1% N/A

Statement: I am in favour of parking restrictions one day a week to accommodate the WMZ program.

- **87% Agree**
- 8% Disagree
- 4% Neutral
- 1% N/A

Statement: I am in favour of fines for vehicles parked in WMZs that prevent necessary work.

- **77% Agree**
- 14% Disagree
- 7% Neutral
- 2% N/A



Statement: I am in favour of vehicles in violation being towed from active WMZs.

- **77% Agree**
- 14% Disagree
- 8% Neutral
- 1% N/A

Statement: I am in favour of towing fees being paid by the vehicle owner, not taxpayers as a whole.

- **81% Agree**
- 11% Disagree
- 8% Neutral
- 1% N/A

Statement: I am in favour of courtesy towing around the corner, funded by the municipal tax base.

- **54% Disagree**
- 33% Agree
- 11% Neutral
- 1% N/A

Did you know towing and impound fees are collected by a third party, not the Municipality?

- **55% Yes**
- 39% No
- 3% Unsure
- 2% N/A



