

Lethbridge Transportation Service Level Review - Snow and Ice Control and Street Sweeping programs

April 22, 2022

What We Heard

Argyle Communications Inc.



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Acknowledgement

We would like to acknowledge all participants that contributed to this engagement and thank them for their time and perspectives during the process.

The City of Lethbridge acknowledges that we are gathered on the lands of the Blackfoot people of the Canadian Plains and pays respect to the Blackfoot people past, present and future while recognizing and respecting their cultural heritage, beliefs and relationship to the land. The City of Lethbridge is also home to the Métis Nation of Alberta, Region III.

Executive summary

In 2019, the City of Lethbridge hired KPMG, a third-party consultant, to review the level of service provided by the City. A review of the Snow and Ice Control and Street Sweeping programs and services were part of the recommendations made to City Council by KPMG in KPMG's [2020 operational review](#).

The City of Lethbridge procured Argyle to lead a fulsome communications and engagement program. The purpose of the program was to solicit and receive feedback from the public on service modifications of the Snow and Ice Control and Street Sweeping programs and exploring suggested services levels as recommended by KPMG and administration to help inform the 2023-2026 operating budget.

Snow and Ice Control and Street Sweeping programs background

In Lethbridge, according to the Snow and Ice Control policy CC34, the intent of the **Snow and Ice Control program** is to:

- Reduce the hazards of winter conditions for motorists and pedestrians;
- Minimize economic loss to the community; and
- Facilitate the operation of Transit and Emergency Service vehicles

Additionally, the program aims to create acceptable winter driving conditions for vehicles that are adequately equipped for winter driving and are operated in a manner consistent with good winter driving habits.

In Lethbridge, snow clearing coverage and response time appear to differ from the practices seen in other cities. Because of this, the City is looking to re-consider the service levels of its snow and ice clearing methodologies - snow plowing and snow removal.

Currently, snow is plowed to the side of the road on snow plowing routes. Plowing occurs primarily on major roadways like Whoop Up Drive, Mayor Magrath Drive, University Drive and Scenic Drive, focusing on priority streets. Conversely, on snow removal routes, snow is plowed to the middle of the road into windrows, so that residential driveways and access is not blocked with plowed snow. Windrowed snow is eventually blown into trucks and hauled to a designated snow storage facility approved by Alberta Environment. This process is significantly slower and more resource dependent than snow plowing.

For the **Street Sweeping programs**, services run in the spring, summer, fall and winter. Once winter is essentially complete in late March/early April and the spring months arrive, the City works to clean the road surface of sand and dirt to:

- Enhance resident and visitor safety;
- Enhance city cleanliness; and
- Improve the environment by preventing street dirt and chemicals from entering the stormwater system and river.

The City has already undergone service adjustments approved by Council in 2020 for this program, with a \$285,000 (18 per cent) reduction of the total street sweeping budget. However, the City is looking to evaluate alternative street sweeping options.

Engagement objectives and approach

According to City Council Public Participation Policy CC60, residents of Lethbridge were engaged in the Snow and Ice Control and Street Sweeping programs service level change options developed by KPMG and Administration. A full breakdown of the service level options can be seen in Appendix A – the [Get Involved Lethbridge](#) portal background information content (including links to additional information that may help respondents understand the project), and Appendix B – the two surveys, which also includes explanatory information of the service level review options.

There are approximately 43,000 households and over 4,000 businesses in the City of Lethbridge that rely on the services of the Transportation Department, specifically snow & ice control and street sweeping services. We successfully reached all residents of Lethbridge and key stakeholders within the City through various communications and promotions efforts (described further below).

To engage residents, tactics included:

- Stakeholder meetings, including representatives from
 - Schools and school buses
 - Hospital and AHS
 - City personnel from various departments such as Waste and Recycling, Fire, and Transit.
 - The Lethbridge BRZ
- A virtual open house information session
- Two public surveys

The results of these engagement tactics are explained in the following sections. The results presented in this document are representative only of those who participated in this engagement and not Lethbridge as a whole. Generalizing the results for the whole city or any other population would not be

appropriate. However, this engagement does gauge interest in this project; results show that this project has high interest from Lethbridge residents, especially compared to projects of similar size in Lethbridge. The results of this report also offer a deeper understanding of the preferences of stakeholders and engaged citizens who had direct relationships to potential outcomes – groups that offer key perspectives, impactful insights, and hold important stakes in the outcomes of this project.

IAP2 Spectrum of Public Participation

The International Association for Public Participation (IAP2) developed The Spectrum of Public Participation (figure 1) to help groups define the public’s role in any public engagement process. The Spectrum is quickly becoming an international standard.

		INCREASING IMPACT ON THE DECISION				
		INFORM	CONSULT	INVOLVE	COLLABORATE	EMPOWER
PUBLIC PARTICIPATION GOAL		To provide the public with balanced and objective information to assist them in understanding the problem, alternatives, opportunities and/or solutions.	To obtain public feedback on analysis, alternatives and/or decisions.	To work directly with the public throughout the process to ensure that public concerns and aspirations are consistently understood and considered.	To partner with the public in each aspect of the decision including the development of alternatives and the identification of the preferred solution.	To place final decision making in the hands of the public.
	PROMISE TO THE PUBLIC	We will keep you informed.	We will keep you informed, listen to and acknowledge concerns and aspirations, and provide feedback on how public input influenced the decision.	We will work with you to ensure that your concerns and aspirations are directly reflected in the alternatives developed and provide feedback on how public input influenced the decision.	We will look to you for advice and innovation in formulating solutions and incorporate your advice and recommendations into the decisions to the maximum extent possible.	We will implement what you decide.

FIGURE 1. IAP2 SPECTRUM OF PUBLIC PARTICIPATION (RETRIEVED FROM [HTTPS://CDN.YMAAWS.COM/WWW.IAP2.ORG/RESOURCE/RESMGR/COMMUNICATIONS/A3_P2_PILLARS_BROCHURE.PDF](https://cdn.ymaaws.com/www.iap2.org/resource/resmgr/communications/A3_P2_Pillars_Brochure.pdf))

This spectrum was used in the Lethbridge Transportations Service Level Review program to determine at what level participants would be engaged. Throughout the program, key stakeholders were engaged at an ‘involved’ level to decide whether or not we were asking the right questions given our program’s proposed service level options. The public was engaged at the ‘inform’ and ‘consult’ levels. We used multiple methods of communication to inform and educate the public about the program and possible ensuing service level changes, as well as engagement opportunities. We ‘consulted’ with

the public by offering an opportunity to provide feedback on the options (determined through administration and stakeholder input) on our final recommendations to the council.

Timeline

A timeline of the project is seen in figure 2.



FIGURE 2. TRANSPORTATION SERVICE LEVEL REVIEW ENGAGEMENT TIMELINE

Communication objectives and approaches

The communication activities aimed to reach all 43,000 households in Lethbridge. Residents and stakeholders could learn and connect with the project and opportunities to engage through the tactics listed below.

'Get Involved Lethbridge' information sharing

The [Get Involved Lethbridge](#) portal helped inform the public on the Snow and Ice Control and Street Sweeping programs. It also held the KPMG report summaries for both programs, a summarizing stakeholder presentation to Council on the KPMG report and overall project, the Snow and Ice Management interactive map, explanatory videos, and more (detailed information can be seen in Appendix A and B). The website also hosted the two public surveys.

Social media posting

Key messaging was developed to inform proactive and reactive social media strategies to encourage people to attend the information session and share their experiences and ideas about the Snow and Ice Control and Street Sweeping programs via our two surveys on the Get Involved Lethbridge site. In

addition, messaging was crafted for Lethbridge residents at large to encourage broad participation and drive people to the Get Involved Lethbridge portal to share further input and learn more. Paid ads were also used, which resulted in the following outreach success:

- Facebook/Instagram
 - 1894 clicks to the surveys
 - 6352 total clicks
 - 31,914 people reached
 - 159,661 Impressions
 - 67 comments
 - 24 shares

- Twitter
 - 14,509 impressions
 - 398 clicks

Utility Bill Mailers

To reach all 43,000 households, we created postcards that were provided to residents through their utility bill drop off. The postcards encouraged residents to access the Get Involved Lethbridge portal, participate in the surveys, and register for the information session. These can be seen in Appendix C.

Direct outreach

Direct email and phone call invitations were sent to key stakeholders for stakeholder meetings. Stakeholders and residents were also offered one-on-one support via phone and email if required.

Part 1: Street Sweeping

Summary of key themes

To understand residents' views toward Lethbridge's Street Sweeping program, we held one virtual information session and a public survey. A detailed summary of each engagement tactic and its results are seen below.

Summary of key themes for the Street Sweeping program

Overall:

- Respondents support sweeping levels being maintained.
- Respondents were opposed to any decrease or discontinuing of sweeping.

Written Comments:

- There were 139 written comments compared to 236 total responses.
- Respondents that left comments were in favour of more street sweeping, compared to the current level. Similarly, those that left comments suggested that more sweeping in the spring is most desired, to pick up most of the sand and gravel that was used in the Snow and Ice Control program.
- Lastly, in terms of the why residents support the Street Sweeping program, most people said that it improved the look/cleanliness of the city, while some people said sweeping made it safer to ride bicycles and motorcycles.

Information session

On January 18, 2022, we held a virtual information session that discussed both the Street Sweeping and the Snow and Ice Control programs. The information session involved a presentation by the City, a description of the service level review change options, and time to answer any questions. Questions relating to the Street Sweeping program focused on environmental and cost factors. After the information session, participants were prompted to complete the public surveys on the Get Involved Lethbridge portal.

Public survey

There were **236** participants who responded to the Street Sweeping survey (the complete survey can be seen in Appendix B). Four optional questions were asked, these questions and their results can be seen below.

All questions were accompanied with explanations and charts of each service level option offered, including rough cost estimates. The cumulative ranking of the options provided is seen below - answers ranked higher (1) indicate that respondents have chosen this as their preferred option more often.

- **Rank the options for residential spring sweeping in order of most preferred.**
 1. Maintain current practice (already reduced by \$135,000 for 2021/2022)
 2. Increase the frequency that we sweep road surfaces – residential neighbourhoods guaranteed once a year swept
 3. Focus on priority 1-3 roads where sand was applied during winter operations and reduce the sweeping frequency in residential neighbourhoods
 4. Only sweep each stretch of road every other year and rotate different areas of the city

- **Rank the options for fall leaf sweeping in order of most preferred.**
 1. Maintain current practice
 2. Maintain current practice with enhanced communication and enforcement
 3. Reduce the frequency which road surfaces are swept
 4. Discontinue fall sweeping

- **Rank the options for the summer sweeping program of the downtown, industrial, and arterial roads in order of most preferred.**
 1. Maintain current practice
 2. Reduce the frequency that these road surfaces are swept
 3. Increase the frequency that these road surfaces are swept

Of the 236 people who responded to the Street Sweeping survey, 139 left additional comments about the choices offered above. Themes were pulled from these comments to demonstrate feedback received. These themes, their frequency, and a description of the type of comments that each theme encompasses are outlined below.

**Percentages will not equal 100 as comments often had multiple themes. Themes that represent less than 5% of comments are not shown.*

TABLE 1. THEMES FROM THE STREET SWEEPING SURVEY

Theme (percentage of all comments)	Sub-themes (percentage of all comments)	Details and quotes
Amount of sweeping (50% of all comments, n=69)	More sweeping (23% of all comments, n=32)	Comments are in favour of more street sweeping
	Sweeping strategies and priorities (24% of all comments, n=33)	Comments gave geographic suggestions of where they would like to see sweeping Comments also provided time-bound suggestions about when to sweep that they felt would improve the program
Sweeping oriented developments (19% of all comments, n=26)	Enforcement (12% of all comments, n=17)	Concerns about cars parked during street sweeping operations, with suggestions to increase enforcement like ticketing or towing cars that impede street sweeping
	Signage (7% of all comments, n=9)	Comments approve of temporary signage to increase awareness of sweeping
Additional considerations (23% of all comments, n=32)	Safety (11% of all comments, n=15)	Comments about the importance of safety, and that street sweeping prevents cars, motorcycles, and bicycles from slipping on loose gravel and sand
	Cost (7% of all comments, n=10)	Comments are concerned about the costs of the program or the cost effects from service level change
Other (24% of all comments, n=33)	Irrelevant comments, including addresses with no additional comment, comments about different programs (out of scope for this program), the survey design, or one-off suggestions that did not fit in other categories	

Part 2: Snow and Ice Control

Summary of key themes

To understand residents' views toward Lethbridge's Snow and Ice Control program, we held two stakeholder meetings, one virtual information session and a public survey. A detailed summary of each engagement tactic and its results are seen below.

Summary of key themes for the Snow and Ice Control program

Overall:

- Most respondents support snow plowing in residential areas and school zones, and snow removal downtown and by the hospital.
- The support of snow removal by the hospital aligns with stakeholder meetings that arrived at the same priority.
- Lastly, respondents supported increased enforcement by ticketing when cars are parked on snow routes.

Written Comments:

- More people responded to, and wrote comments regarding, the Snow and Ice Control program, compared to the Street Sweeping program, this may have been due to the time of year that the engagement was done – primarily December 2021-February 2022.
- Generally, respondents support more plowing, snow removal and sanding during the winter.
- Geographically, there was support for more plowing and sanding in residential areas and at intersections (including roundabouts and traffic circles).
- In the written responses, intersections emerged as an important consideration, because drivers felt unsafe stopping and starting on icy roads.

Stakeholder meetings

Stakeholder meetings were held at two times to allow for varying schedules. These meetings involved a presentation by the City, a description of the service level review change options, time to view an interactive map of service change options, and a facilitated discussion to garner feedback on the options and answer any questions.

Throughout both stakeholder meetings we saw representation from:

- Lethbridge School Division (includes Immanuel Christian and Lethbridge Christian)
- Holy Spirit Catholic School Division
- La Vérendrye School
- Southland School buses
- City of Lethbridge Fire and EMS
- Hospital / AHS
- Lethbridge BRZ and clean sweep program
- Waste and Recycling at the City

The following list represents the stakeholders' summary input:

- Stakeholders cumulatively prioritized the following areas:
 - Primary – Fire stations and hospital
 - Secondary – major roads and downtown
 - Tertiary – schools
- Stakeholder suggested other priority zones:
 - Bus routes
 - Intersections
- Stakeholders suggested that 311 be used for snow removal issues that arise
- Stakeholders suggested increased enforcement on snow routes
- Stakeholders wanted to see safety prioritized in any decision made about service level change
- Stakeholders stated concerns about recycling and waste collection with plowing snow to the right. These included mobility issues leading to an increase in the number of customers asking for assisted collection, damaged or frozen in-place carts, as well as exceeding the width of the roadway causing drivers to cross the center median to complete collection

Information session

On January 18, 2022, we held a virtual information session that discussed both the Snow and Ice Control and the Street Sweeping programs. The information session involved a presentation by the City, a description of the service level review change options, time to view an interactive map of service change options, and time to answer any questions. After the information session, participants were prompted to complete the public surveys on the Get Involved Lethbridge portal.

Questions relating to the Snow and Ice Control program from the public information session were as follows:

- Will snow plowing affect pedestrian paths and sidewalks?
- What are snow routes, and when were they developed?
- Will there be more or less sanding?
- How are factors relating to climate change incorporated into the Snow and Ice Control program?

Public survey

There were **770** participants who responded to the Snow and Ice Control survey (the complete survey can be seen in Appendix B). In addition, three optional questions were asked, these questions and their results can be seen below.

All questions were accompanied with explanations and charts of each service level option offered, including rough cost estimates – these can be seen in Appendix B. The cumulative ranking of the options provided are seen below - answers ranked higher (1) indicate that respondents have chosen this as their preferred option more often.

- **Rank your preference for the following service level adjustment options for snow plowing, sanding and snow removal.**
 1. More residential plowing, snow removal only downtown and in the hospital area, plowing in school zones
 2. More residential plowing, less snow removal
 3. Maintain current practice – level of snow removal and snow plowing stays the same as it is now
- **Rank your preference for snow route enforcement.**
 1. Increased enforcement – more active ticketing on snow routes when activated, to allow more efficient snow and ice control operations
 2. Status Quo – very rarely snow routes have been declared nor enforced during major weather events
 3. No snow route enforcement - this will reduce ticketing but may imply a cost increase for the city, increase road hazards and risk as plowing opportunities are reduced

Of the 770 people who responded to the Snow and Ice Control survey, **443** left additional comments about the choices offered above. Themes were pulled from these comments to demonstrate feedback received. These themes, their frequency, and a description of the type of comments that each theme encapsulated is outlined below.

**Percentages will not equal 100 as comments often had multiple themes. Themes that represent less than 5% of comments are not shown.*

TABLE 2. THEMES FROM THE SNOW AND ICE CONTROL SURVEY

Theme (percentage of all comments)	Sub-theme (percentage of all comments)	Details and Quotes
Area priorities (52% of all comments, n=231)	Operational approaches (22% of all comments, n=98)	Comments suggest various strategic methods, most of which are already implemented, such as: <ul style="list-style-type: none"> - Plowing at night, before traffic compacts snow - Trucks that plow and sand at the same time - Increased snow fencing
	Residential areas (12% of all comments, n=54)	Comments suggest increased attention to snow plowing, snow removal and/or sanding in residential areas
	Schools (7% of all comments, n=32)	Comments feel that school zones are an important area to prioritize access
	Intersections (6% of all comments, n=26)	Comments want more plowing, salting and sanding at intersections (including traffic circles and roundabouts) for increased traction.
Addresses (26% of all comments, n=117)		Comments note particular addresses they thought should be focused on
Safety (20% of all comments, n=89)	Accessibility (14% of all comments, n=60)	Comments are concerned when snow is plowed on sidewalks because it is not accessible for people walking

	Road and vehicles (7% of all comments, n=29)	Comments are concerned that without plowing and sanding, it creates dangerous driving conditions
Additional considerations (20% of all comments, n=87)	Satisfied with program (6% of all comments, n=28)	Comments are satisfied with the current Snow and Ice Control program
	Cost of program (6% of all comments, n=27)	Comments are concerned about the cost of the program to the city and suggest that private contractors might be a cheaper option
More plowing (16% of all comments, n=72)		Comments want more snow plowing to prevent icy streets
More sanding (16% of all comments, n=72)		Comments want more sanding
Other comments (14% of all comments, n=62)		Irrelevant comments, for example, comments about different programs, the survey design, or one-off suggestions that did not fit in other categories
More snow removal (11% of all comments, n=47)		Comments want more snow removal

Conclusions and next steps

Engagement for this project reached all 43,000 households in Lethbridge. Overall engagement in the public surveys, the stakeholder meetings, and the virtual information session were high.

Respondents are in favour of the Snow and Ice Control and the Street Sweeping programs and are reluctant to see service levels decrease. For both programs, respondents cited safety as an essential consideration for drivers and people who walk or roll. Respondents were supportive of the enforcement of both programs. In the summer and winter, residents were inconvenienced when sweeping or plowing was interrupted by parked cars.

The City of Lethbridge will use the feedback from this engagement, and operational feasibility, to determine recommendations to Council for Lethbridge's 2023-2026 operating budget. Public engagement is about considering the input, ideas and perspectives of people who are interested or impacted by decisions, before decisions are made. Public input is an important part of this Service Level Review but is one of many areas of consideration in the decision-making process.

Appendix A – Get Involved Lethbridge content

Appendix A shows the [Get Involved Lethbridge](#) background information content for this project.

Project Background

Snow, ice and other road debris on roadways, sidewalks and pathways are issues faced by everyone every day. In 2020, the city of Lethbridge hired KPMG to do a service level review on the City's 'Snow and Ice Control program' and 'Street Sweeping program' to ensure the continuation of appropriate service levels, while also ensuring fiscal responsibility.

In the City of Lethbridge, the intent of the **Snow and Ice Control program** is to reduce the hazards of winter conditions for motorists and pedestrians, minimize economic loss to the community, and facilitate the operation of Transit and Emergency Service vehicles. Additionally, it aims to create acceptable winter driving conditions for vehicles that are properly equipped for winter driving and are operated in a manner consistent with good winter driving habits. However, in Lethbridge, snow clearing coverage and response time appears to differ from the practices seen in other cities. Because of this, the City is looking to re-consider the service levels of its snow and ice clearing methodologies - snow plowing and snow removal.

Currently, on snow *plowing* routes, snow is plowed to the side of the road. Plowing occurs primarily on major roadways like Whoop Up Drive, Mayor Magrath Drive, University Drive and Scenic Drive, focusing on priority streets. Conversely, on snow *removal* routes in residential areas, snow is plowed to the middle of the road, into windrows, so that we do not block residential driveways with plowed snow. Windrowed snow is eventually blown into trucks and hauled to a designated snow storage facility approved by Alberta Environment. This process is significantly slower and more resource dependant than snow plowing.

Possible changes to the Snow and Ice Control program, dependent on public engagement and City Council decision, include the following:

- Increasing the number of roads plowed (all roads except local roads less than 10 meters wide, these cannot physically be plowed so must be cleared by snow removal and only in emergency situations), and subsequently modifying snow removal. This service change has the potential to significantly improve service levels for cleaner roads quicker, however it has a disadvantage of blocking driveways with snow that must be cleared by residential property owners, because the snow is not removed. City crews would not empty driveways so there is a higher risk of blocked drainage, property damage, parking impacts, and property access. Snow would only be removed from downtown, select streets, and the hospital and/or schools.
- Other changes could involve a modification in snow removal route enforcement by increasing it, or removing it all together. Currently, snow routes aren't always declared – if we do more plowing it will increase the declared snow routes.

For the **Street Sweeping programs**, services run in the spring, summer, fall and winter. Once winter is essentially complete in late March/early April and the spring months arrive, the City works to clean the road surface of sand and dirt to enhance resident and visitor safety, enhance city cleanliness, and improve the environment through preventing street dirt and chemicals entering the storm water system and river. The City has already undergone service adjustments approved by council in 2020 for this program, with a \$285,000 (18%) reduction of the total street sweeping budget. However, we are now looking to evaluate alternative street sweeping options.

These options include the following:

- Changing the current Spring Sweeping program by:
 - Focusing on priority 1-3 roads where more sand and salt was applied during the winter months and reduce the sweeping frequency in residential neighbourhoods,
 - Rotating the sweeping of residential areas (i.e. Priority 4 routes) and only sweeping each road every other year,
 - Or, by sweeping every street at least once a year.
- Changing the Fall Sweeping program by implementing digital communications, implementing street signage, and/or implementing ticketing.
- Discontinuing the Fall Sweeping program. The elimination of the Fall Sweeping program may have detrimental effects on our storm drainage system as leaves tend to block storm sewers and this is one of the primary reasons for the Fall Sweeping program but there are economic benefits.
- Changing the frequency of the Downtown, Industrial and Arterial Sweeping programs to either increase or reduce the frequency of sweeping.

Get Involved

The City wants to hear about the public's preferred Snow and Ice Control, and Street Sweeping, programs and services. What do you think is the best way to prioritize snow and ice control on Lethbridge streets? What do you think is the best way to prioritize street sweeping in Lethbridge? Feedback you provide by responding to this survey will inform the completion of the City's Service Level Review of the Snow and Ice Control and Street Sweeping programs. This review will be produced to Council in 2022 to determine the service levels of the coming years' Snow and Ice Control and Street Sweeping programs through the new annual operating budget process (2023-2026).

Who is Listening

Your Transportation Operations Team
Contact: 311

Documents

- [Street Sweeping information package](#)
- [Snow and Ice Control information package](#)
- [Stakeholder Presentation to council](#)
- [Snow and Ice Management interactive map](#)
- [Virtual Open House presentation - January 18, 2022](#)
- [Snow Control and Street Sweeping Service Level Review - Information Session](#)

Timeline



Appendix B - Public Surveys

Street Sweeping Survey

3/15/22, 6:28 PM

Snow Control and Street Sweeping | Get Involved Lethbridge

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3/15/22, 6:28 PM

Snow Control and Street Sweeping | Get Involved Lethbridge



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Street Sweeping Programs

The City of Lethbridge Transportation Operations department provides the street cleaning services for the city. Historically, service levels included all residential roads being swept during the residential spring sweeping program, all non-residential sweeping was performed during the night and daytime summer sweeping program and fall leaves were swept away in selected residential neighborhoods during the fall leave sweeping program.

https://getinvolvedlethbridge.ca/snow-control-and-street-sweeping/survey_tools/street-sweeping-programs

2/11

The general purpose of sweeping is to keep the roads safe and reduce environmental impacts of storm runoff as well as helping to keep the city looking beautiful.

In 2020, the KPMG report noted the operating budget for the Transportation Operations sweeping program to be \$1.4 million. The report identifies the opportunity to evaluate alternative street sweeping options and to consider whether the City should continue its current spring and fall sweeping schedule.

Since the KPMG report was issued, the City of Lethbridge underwent a budget reduction exercise which resulted in an 18% reduction (\$285,000) in the Street Sweeping budget. The results of this budget cut are as follows:

- Reduction of 2 rental street sweepers to the sweeper fleet (7 Sweepers 2020 – 5 Sweepers 2021)
- Elimination of windshield wiper notification and door hangers for spring sweeping
- Significant reduction in summer day sweeping services
- Optimizing the number of passes/streets for spring sweeping services
- The potential for not completing the residential spring sweeping program, or completing at a lower quality standard, depending on winter traction control material utilization and sweeper fleet reliability was identified. In 2021, sweeping was not completed in four neighborhoods.

Despite the changes to the sweeping budget, administration has continued to investigate alternatives to the street sweeping programs as per the KPMG recommendations.

This survey represents the service level modification options that were developed. In this survey we will be asking you to rank the options in your level of preference so that we can understand the public's priorities around street sweeping in Lethbridge.

3/15/22, 6:28 PM

Snow Control and Street Sweeping | Get Involved Lethbridge

We recognize that COVID-19 and the public health restrictions have impacted our everyday activities. However, when thinking about these questions and your answers please think about your experiences before the pandemic.

Survey starts

Finish



CLOSED: This survey has concluded. Thank you for your feedback.

All fields marked with an asterisk (*) are required.

The city would like to understand what your preference is for **residential spring sweeping**. Review the options below and rank them in the next question.

Option	Benefits	Drawbacks	Cost to the City*
Maintain current practice (already reduced by \$135,000 for 2021/2022)	Spring sweeping stays the same as it is now	<ul style="list-style-type: none">Up to 1/3 of residential neighborhoods could not get swept at this service level	Approximately \$600,000 (dependent on winter sanding application)

Lethbridge Transportation Service Level Review
 Snow and Ice Control and Street Sweeping programs
 What We Heard Report

3/15/22, 6:28 PM

Snow Control and Street Sweeping | Get Involved Lethbridge

<p>Focus on priority 1-3 roads where sand was applied during winter operations and reduce the sweeping frequency in residential neighborhoods</p>	<p>More resources available for other services</p>	<ul style="list-style-type: none"> • Reduced cleanliness and reduced environmental benefits associated with sweeping • There may be potential storm drainage issues and increased road debris/slip hazards on lower priority roads 	<p>Less than \$600,000</p>
<p>Only sweep each stretch of road every other year and rotate different areas of the city</p>	<p>More resources available for other services</p>	<ul style="list-style-type: none"> • Reduced cleanliness and reduced environmental benefits associated with sweeping. • There may be potential storm drainage issues and increased road debris/slip hazards on lower priority roads 	<p>Less than \$600,000</p>

3/15/22, 6:28 PM

Snow Control and Street Sweeping | Get Involved Lethbridge

Increase the frequency that we sweep road surfaces - residential neighborhoods guaranteed once a year swept	Enhanced cleanliness and environmental benefits associated with sweeping.	<ul style="list-style-type: none"> • Less resources available for other services • Service enhancement results in cost increases 	More than \$735,000 (dependent on winter sanding application)
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1. Based on the chart above, rank the options for **residential spring sweeping** in order of most preferred (number 1 spot, or top of list) to least preferred (number 4 spot, or bottom of list) *

- Maintain current practice (already reduced by \$135,000 for 2021/2022)
- Focus on priority 1-3 roads where sand was applied during winter operations and reduce the sweeping frequency in residential neighborhoods
- Only sweep each stretch of road every other year and rotate different areas of the city
- Increase the frequency that we sweep road surfaces - residential neighborhoods guaranteed once a year swept

The city would like to understand what your preference is

for **fall leaf sweeping**. Review the options below and rank them in the next question.

Option	Benefits	Drawbacks	Cost to the City*
Maintain current practice	Fall sweeping stays the same as it is now	<ul style="list-style-type: none">• Fall sweeping stays the same as it is now.	Approximately \$120,000
Reduce the frequency which road surfaces are swept	More resources available for other services	<ul style="list-style-type: none">• Reduced cleanliness and reduced environmental benefits associated with sweeping	Less than \$120,000

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Maintain current practice but with enhanced communication and enforcement efforts (such as digital communications that will raise public awareness on fall sweeping service areas and help remove cars from streets so they may be swept, and street signage to help notify people who do not have digital access)	Enhanced cleanliness and environmental benefits associated with sweeping	<ul style="list-style-type: none"> • Less resources available for other services. • Service enhancement results in cost increases 	More than 120,000
Discontinue fall sweeping	More resources available for other services	<ul style="list-style-type: none"> • There may be potential storm drainage issues and increased road debris and slip hazards 	Approximately \$50,000 (reallocating approximately \$50,000 of equipment cost to other sweeping program), labor cost can be reallocated to other programs

2. Based on the chart above, rank the options for **fall leaf sweeping** in order of most preferred (number 1 spot, or top of list) to least preferred (number 4 spot, or bottom of list) *

- Maintain current practice
- Reduce the frequency which road surfaces are swept
- Maintain current practice with enhanced communication and enforcement
- Discontinue fall sweeping

The city would like to understand what your preference is for the **summer sweeping program of the downtown, industrial, and arterial roads**. Review the options below and rank them in the next question.

Option	Benefits	Drawbacks	Cost to the City*
Maintain current practice	Summer sweeping programs stay the same as it is now	<ul style="list-style-type: none"> • Summer sweeping programs stay the same as it is now 	Approximately \$400,000

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Reduce the frequency that these road surfaces are swept	More resources available for other services	<ul style="list-style-type: none"> Reduced cleanliness and environmental benefits associated with sweeping 	Less than \$400,000
Increase the frequency that these road surfaces are swept	Enhanced services will create more cleanliness and environmental benefits associated with sweeping	<ul style="list-style-type: none"> Less resources available for other services Service enhancement results in cost increases 	Approximately \$500,000

3. Based on the chart above, rank the options for the **summer sweeping program of the downtown, industrial, and arterial roads** in order of most preferred (number 1 spot, or top of list) to least preferred (number 3 spot, or bottom of list). *

Maintain current practice

Reduce the frequency that these road surfaces are swept

Increase the frequency that these road surfaces are swept

4. Please leave a comment in the box provided below if you have additional thoughts about any of the street sweeping programs.

[open ended - word limit 500 characters]

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Snow and Ice Control Survey

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Snow and Ice Control Program

We recognize that COVID-19 and the public health restrictions have impacted our everyday activities. However, when thinking about these questions and your answers please think about your experiences **before** the pandemic.

Survey starts

Finish



https://getinvolvedlethbridge.ca/snow-control-and-street-sweeping/survey_tools/snow-and-ice-control-program

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CLOSED: This survey has concluded. Thank you for your feedback.

All fields marked with an asterisk (*) are required.

Snow and Ice Management Map

Use the map located at the link below to assist you in answering the survey questions.

Snow and Ice Management Map

1. The city would like to understand what your preference is for the following service level adjustment options for **snow plowing, sanding and snow removal**. Please rank these options in order of most preferred (number 1 spot, or top of list) to least preferred (number 3 spot, or bottom of list). *

- a. Maintain current practice – level of snow removal and snow plowing stays the same as it is now
- b. More residential plowing, less snow removal
- c. More residential plowing, snow removal only downtown and in hospital area, plowing in school zones

2. Currently, the City rarely declare snow routes and enforcement. When considering service level modifications that entail more plowing towards the

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boulevard or parking lane, snow route declaration and enforcement becomes invaluable. When plowing to the right, parked vehicles impede the operation and decrease efficiencies significantly. Vehicles will be plowed in. The possibility of damage to the parked vehicles and the plowing equipment is great.

The city would like to understand what your preference is on **snow route enforcement**. Please rank these options in order of most preferred (number 1 spot, or top of list) to least preferred (number 2 spot, or bottom of list). *

a. Status Quo - very rarely snow routes have been declared nor enforced during major weather events

b. No snow route enforcement - this will reduce ticketing but may imply a cost increase for the city, increase road hazards and risk as plowing opportunities are reduced

c. Increased enforcement - more active ticketing on snow routes when activated, to allow more efficient snow and ice control operations

3. Please leave a comment in the box provided below if you have additional thoughts about the above choices for the Snow and Ice Control program.

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Please add your comment here...

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Appendix C - Utility Bill Mailer



We're reviewing our Street Sweeping and Snow and Ice Control programs – what would **YOU** prioritize?

Share your feedback!

What do you think is the best way to prioritize snow and ice control and street sweeping on Lethbridge streets?



Street Sweeping • What could change?

- Focusing on priority 1-3 roads
- Only sweeping each stretch of road every other year and rotating different areas of the city
- Reducing the frequency that we sweep road surfaces
- Increasing the frequency that we sweep road surfaces
- Adding communication & enforcement for sweeping
- Discontinuing fall sweeping

Tell us at
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FORM NUMBER COL 00041 E 11 21

Snow & Ice Control • What could change?

- Only remove snow from key areas like downtown and the hospital
- Plow more major roads in the city, including some residential roads
- Plow around schools and leave snow berms in place
- Change/modify the way we manage our snow routes

