

Civics Works Standing Policy Committee

**Update: Phase1 Snow and Ice Control
Service Level Changes**

**Completed by: Darwin Juell, Juliane Ruck, Heather Gowland
and Meagan Williams**

Date: October 5, 2023

Executive Summary

- Phase 1 Snow and Ice Control Project update and outlook for Phase 2
- Agenda
 - Team members
 - Background
 - Phase 1 Operation
 - Phase 1 Snow Route Activation & Parking Bans
 - Phase 1 Feedback
 - Next steps

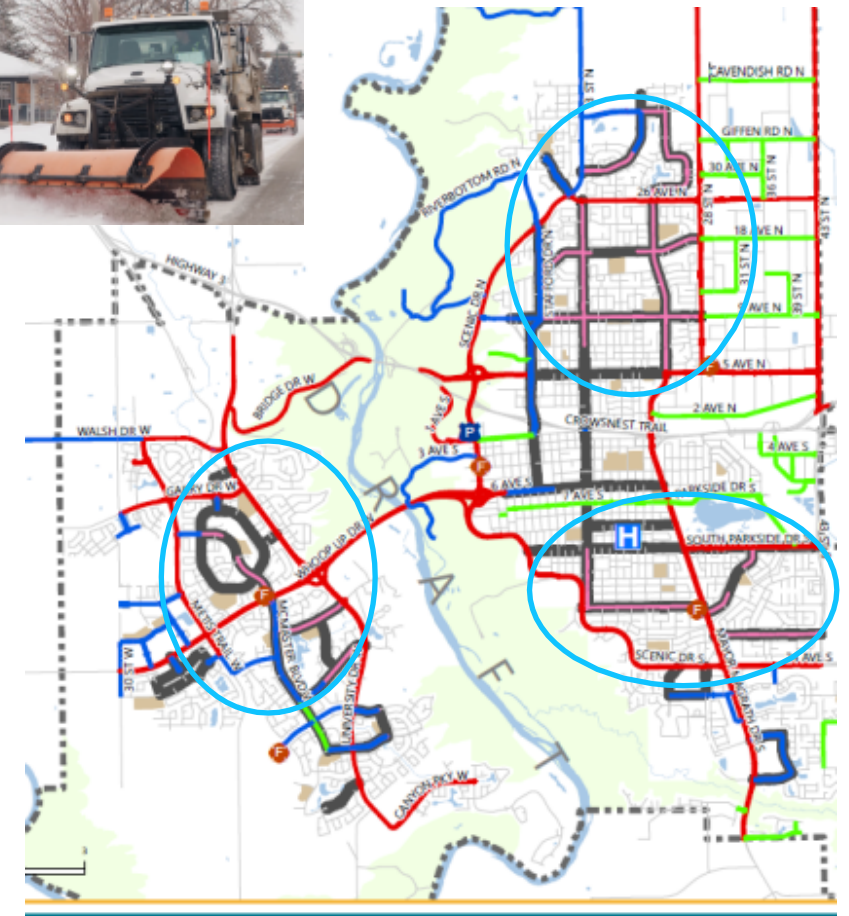
Background

- 2020 Klynveld Peat Marwick Goerdeler (KPMG) report;
- March 2021, Civic Works committee presentation with suggested service level modifications
- February 2022, stakeholder consultation service level options
- June 2022, presentation of options and recommendation, Council approves the implementation of Phase 1 for 2022/23 and Phase 2 to commence 2023/24 with a report back by Administration in the spring of 2025



Phase 1 Operations

- Plowed to the right in new areas that historically received snow removal services
- Snow routes were activated for six out of nine snow events
- 23 km plowed to the right along historic snow routes



Snow Plowing Priority

- Priority 1: 119 KM
- Priority 2: 46 KM
- Priority 3: 30 KM

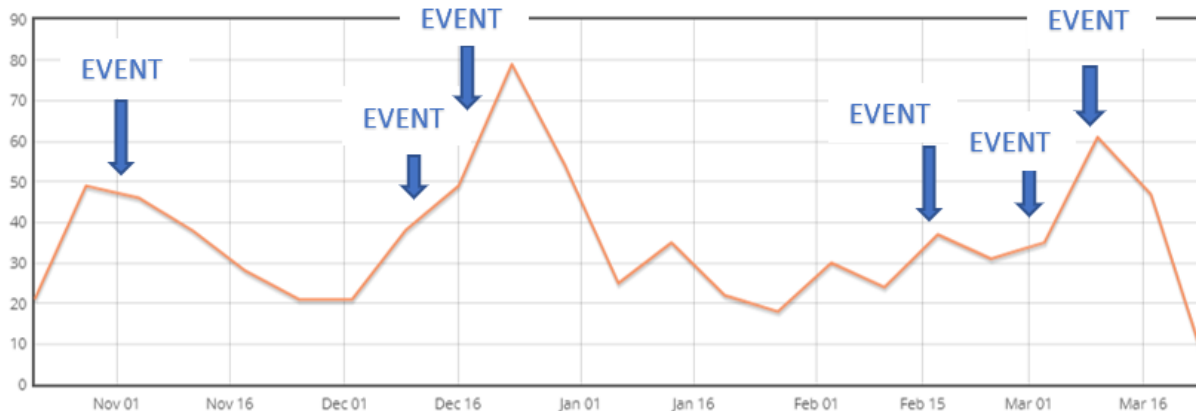
Snow Route

- 63 KM
- Stage 1 Plowing (New) 23 KM

Topic	2022			2023			Average
	Nov 5-8	Dec 14-15	Dec 17-22	Feb 19-23	Mar 5-8	Mar 10-13	
Snow Events 2022/2023							
Actual Snow accumulation (cm)	10	12	11	25	14	11	10
Average Day Temperature	-13.3	-8	-26.5	-13.5	-16	-14	-13
Plow cycles	1	2	2	2	1	1	2
Total Hours to complete to reasonable conditions	7	19	25	24	14	13	17
311 - Complaints Recorded	18	28	42	21	3	13	21
311 - Complaints Actioned	2	0	4	2	0	2	2

Phase 1 Snow Route Activation & Parking Bans

- 1,800 residents along routes contacted with postcard & tab installed
- 1,140 residents along historic routes contacted that they are not impacted in 2022/23
- Project kick-off media event
- Main communication tool to inform residents was website and LoopApp
- Courtesy parking tickets distributed during the first three events
- Parking tickets issued for last three events



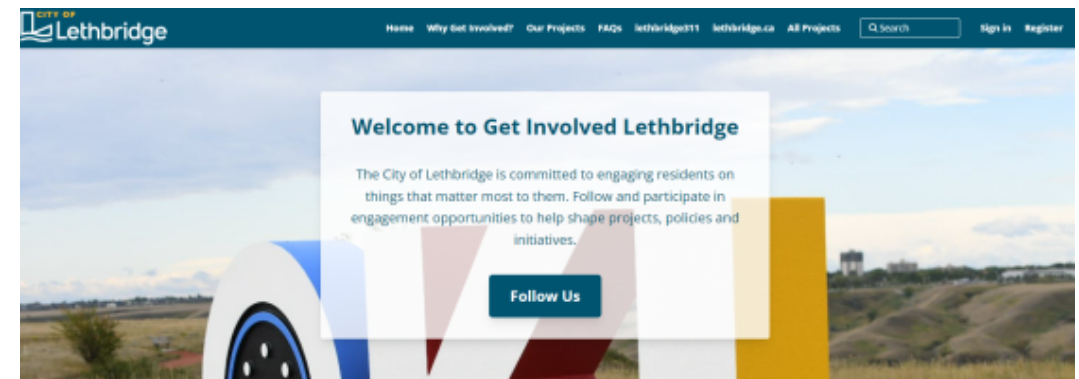
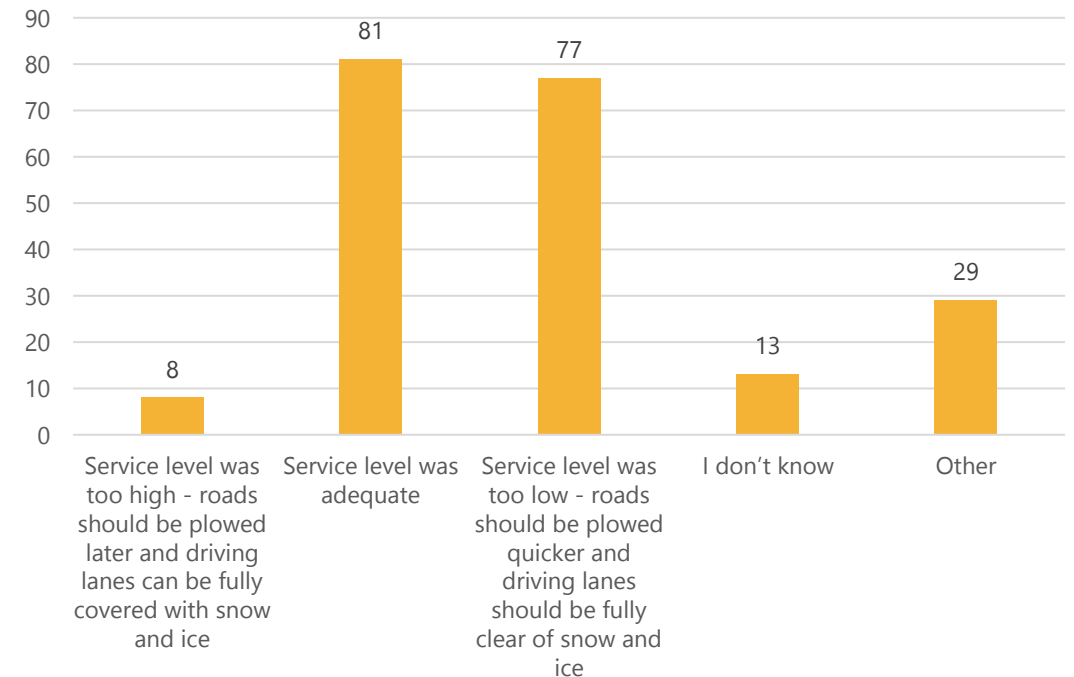
LoopApp Subscription Activity



Phase 1 Feedback

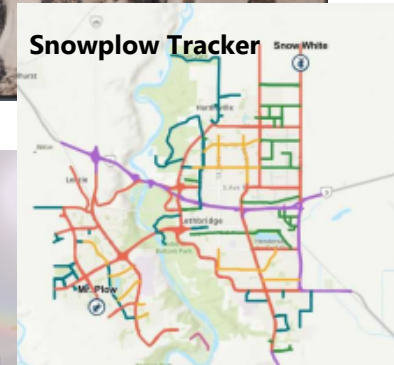
- Businesses and residents along snow routes feedback opportunities:
 - Online open survey
 - In-person engagement @ Community Conversation event January 2023
 - Other tools (project webpage, interactive map, courtesy parking enforcement reminders, snow flake signs, media events, PSA, social media posts
 - An end-of-season resident and stakeholder online survey ran from May 23 – June 9 (205 responses)
- Other stakeholders: Post-Secondary, School busing provider, Alberta Health Services, Volunteer Lethbridge, DT BRZ & City departments.

Question 8 - Responses



Next steps and Phase 2

- Update snow route signage along all Phase 2 routes (underway);
- Directly communicate with all residents along all snow clearing and snow routes before the first significant snowfall.
- Optimize operational approaches further and assess full need for resources;
- Monitor snow route activation practices and parking enforcement;
- Collect and analyze feedback from affected residents in winter;
- Conduct stakeholder engagement activities in Spring of 2024;
- Confirm and identify motivators/barriers to support for the program; and
- Develop a variety of communication materials to educate residents about snow and ice service levels.



Q & A

Phase 2

