



CITY OF LETHBRIDGE



Phase 1 Snow and Ice Control Changes What We Heard Report

VERSION 1.1
August 2023

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Project Summary

The City of Lethbridge Snow and Ice Control policy CC-34 establishes priorities, standards and service levels of the snow and ice control program. The goal of the program is to have the municipality function under normal winter weather conditions, reduce snow and ice hazards and provide the public with adequate mobility on City controlled roadways, sidewalks and pathways.

In 2020, Fiscal and Operational Performance Review recommended the City explore increasing snow plowing activities and decreasing snow removal activities. Following this recommendation, in March 2021, Lethbridge City Council directed City Administration to obtain public feedback on possible service level modifications.

In 2021, Argyle Consulting was hired to collect community feedback on selected service level options. This feedback was incorporated to provide recommendation of service level modifications to Council in June 2022.

The community engagement identified the following preferences for snow and ice control service level options:

- Respondents support more residential and school zone plowing, with snow removal only in downtown and hospital area
- Respondents support increased enforcement by ticketing when cars are parked on snow routes

Due to the high safety considerations in school zones and after collecting input from key stakeholders, City Administration recommended implementing more plowing and enforcement along snow routes but continue snow removal practices in school zones, downtown and around the hospital.

This recommendation was reflected in City Council's approval of the snow and ice service level modifications in a phased approach. Phase 1 commenced November 1, 2022 with changes to plowing practices along approximately 25 km of road network. Key stakeholders were informed and residents along those routes were notified about the changes. Feedback from Phase 1 will be considered when identifying snow routes, snow clearing practices, and the development of communication tools for Phase 2 impacting a larger network of snow routes.

Key considerations for Phase 1 during the 2022/23 season were:

- The Phase 1 of snow route network had to be identified with unique signage.
- The snow routes were to be activated periodically in response to snowfall events and significant enough snow accumulation.
- When Phase 1 snow routes were active, parking restrictions had to be applied and enforced with parking tickets had to be issued.
- When Phase 1 snow routes were active, snow was plowed to the right of the road.

Communications and Engagement Approach

Strategic Goals

The engagement strategy during Phase 1 was designed to capture the public feedback and feedback from key stakeholders with the following strategic goals:

- To communicate snow and ice control changes in a way that informs all community members about snow route parking bans and how to avoid tickets
- To inform residents about snow and ice control changes in a way that creates awareness sets expectations and provides feedback opportunities for the winter 2022/23 season.
- To communicate parking restriction details and consequences in a way that encourages residents of snow routes to be proactive and take action when required
- To capture operational learning in a way that informs the next phase to improve overall experience

Objectives

The foundation of the public engagement process at the City, is based around the principles and practices of the International Association of Public Participation (IAP2). The IAP2 scale of public participation guides the level of engagement for each stakeholder.

IAP2 Scale of Public Participation

	Inform	Consult	Involve	Collaborate	Empower
Public Participation Goal	To provide the public with balanced and objective information to assist them in understanding the problems, alternatives and/or solutions.	To obtain public feedback on analysis, alternatives and/or decision.	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.

	Inform	Consult	Involve	Collaborate	Empower
Promise to the Community	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.

The public engagement process was designed focusing on the following four objectives:

- Communicate directly with all residents along Phase 1 snow routes prior to the first snow clearing event
- Provide different venues for residents to share their feedback about the service level changes during the winter season
- Engage the public in spring of 2023 to observe demonstrated awareness and knowledge of snow route parking restrictions, gauge satisfaction, and to Confirm or identify motivators/barriers to support for enforcement program.
- Identify best process and medium to notify residents about snow route declarations

Stakeholder Identification

The City identified different target audience and stakeholders and applied varying engagement strategies to understand their needs, preferences, and feedback on the project.

Stakeholder Name	Engagement Level
Residents along snow routes	Consult
Businesses along snow routes	Consult
Public and Catholic School Boards	Consult
School bus operations	Consult
Post secondary institutions	Inform
Alberta Health Services	Inform
Volunteer Lethbridge	Inform



Downtown BRZ	Inform
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Communication Activities

General Communications Activities

Communication Activity	Date	Participation Level
Online/Digital		
Project webpage on Get Involved	October 15 – present	4.1K visitors to the project page over the season
Interactive snow control map	October 15 th – April 1 st	4.4K visits to the map over the season
Lethbridge Loop notifications	Nov. 2 – March 6	Over 900 subscriptions
Traditional		
All Phase 1 snow routes were equipped with a visible snow flake sign	October 17 th – November 1 st	
Public service announcements mark each snow event	At beginning of each of the 5 events	
Media availability to explain the program, respond to questions, and deliver information during large snowfall events	October 27, 2022	
Community Conversations	January 18	650 event attendees
Social Media		
Social media posts to mark each snow event and advertisement for the survey	At beginning at each of the 5 events and May 31 st	
Other		
Name the plow contest for schools to help bring attention to snow clearing in general and bring more interest to related social media posts	Jan 13 th – 20 th	4 school visits and media coverage
New live snow plow tracker map was developed and published as an additional tool for residents to use	Launch January 27 th	

Communications with Organizations

Stakeholder Name	Communication Activities	Date	Communication Results
Businesses along snow routes	Received informational postcard regarding project and engagement opportunities.	October 23rd – November 1 st	See engagement results in Engagement Activities section
Public and Catholic School Boards	Direct email to school districts. –	Fall 2022	<ul style="list-style-type: none"> ○ Most school contacts said they weren't affect as the service didn't change ○ One school contact mentioned school bus parking issues ○ One school contact mentioned unsafe crosswalks for students using Access-a-ride services
	Direct email to impacted schools requesting feedback.	Spring 2023	
School bus operations	Direct email to school districts.	Fall 2022	Mentioned two areas where school busses lost access to boulevard parking because of plow berms
	Direct email requesting feedback.	Spring 2023	
Post secondary institutions	Direct email to school administration and student unions	Fall 2022	
Alberta Health Services	Direct email	Fall 2022	
Volunteer Lethbridge	Contact about snow shoveling opportunities and related discussions	Fall 2022	Will continue to explore opportunities to partner
Downtown BRZ	Direct email	Fall 2022	Coordinated regularly on snow control services in the downtown core during the winter

All key communication material is presented in Appendix A.

Communications with Residents

Communication Activity	Date	Participation Level
Households along Phase 1 snow routes received a postcard with the primary changes outlined and a QR code for more information	October 23rd – November 1 st	1,800 households
Households along existing historic snow routes received project information letter and were notified that they are not impacted in 2022/23.	October 23rd – November 1 st	1,140 households
Courtesy reminders delivered to all non-compliant vehicles to warn of new parking restrictions and how to get informed	from November 2 nd – Feb 1 st	1,100+
Lethbridge Loop notifications when snow routes were activated and deactivated. Survey/feedback opportunities were also communicated via the Loop.	October to March	Over 900

Engagement Activities

Winter 2022/2023 Season

Online open-ended feedback survey

Throughout the duration of the winter 2022/2023 season, any visitor to the Get Involved project page had the opportunity to submit open ended feedback and a gauge of their satisfaction.

- The form had 36 respondents
- 83% were unhappy with plowing snow to the right, 54% unhappy with temporary on-street parking restrictions
- Common themes included dissatisfaction with additional shoveling, finding alternative parking, parking tickets, and general suggestions for different snow and ice control practices.

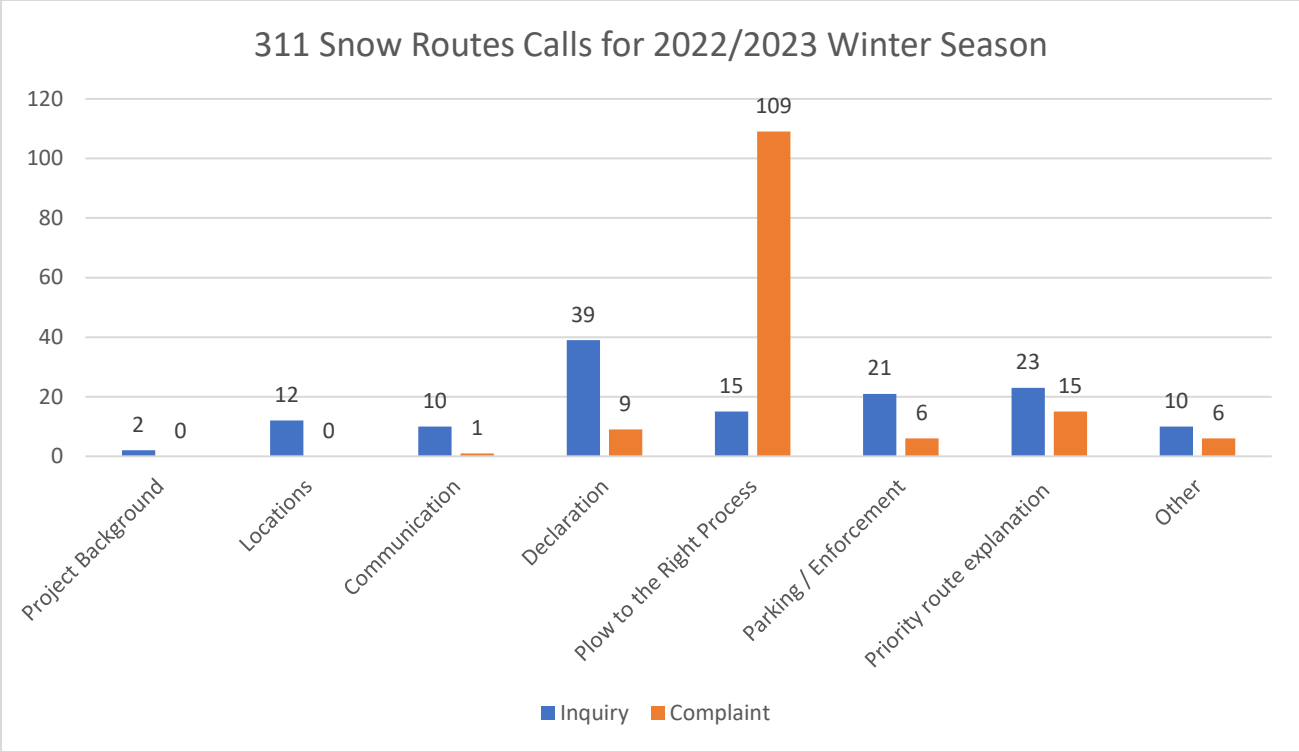
In-person engagement with the public

The Community Conversations event on January 18, 2023 provided an opportunity for attendees to ask questions and provide feedback about the project. Over 650 people attended this event and snow and ice control was one of the hot topics. Attendees who engaged with this project, in person, had the opportunity to talk to informed staff. Ten individuals filled out a feedback form on their experience with Phase 1.

311 inquiries

In total, 311 took 278 calls in 2022/23 winter season regarding snow and ice control changes

The graph below showcases the themes and number of calls associated to each them and if they were a complaint or an inquiry. Most complaints were received regarding the plowing to the right process with themes focusing around sidewalk and driveway snow buildup and icy, freezing storm drains and limited vehicle parking options. Most inquiries were placed around the declaration process where residents wanted information on how they can stay informed about snow routes being active.



A heat map of the complaints and key locations along Phase 1 areas is included in Appendix B.

Spring 2023

Pilot Conclusion Survey

The City sought to collect input from people who lived and/or worked on Phase 1 snow routes in the 2022/2023 season. Anyone was able to submit their feedback; however, this survey was intended to collect input from those who regularly used the affected parking lanes, and those who lived adjacent to the Phase 1 areas.

The targeted survey was launched on May 23, 2023, for a duration of two weeks. That duration was extended an extra week in order to collect more responses. Incentives were used for those who lived/regularly used Phase 1 snow routes; a street operations ride-along experience and a hand-held leaf/snow blower were offered as a price. Communication efforts associated with Pilot Conclusion Survey are listed below.

Date	Communication Activity	Participation Level
------	------------------------	---------------------



May 23, 2023	Public Service Announcement (PSA)	
	ReCollect/Loop app notifications	- 951 subscribers who live on a Phase 1 snow route
May 31 – June 9	<ul style="list-style-type: none"> • Paid Social Media Advertisements 	<ul style="list-style-type: none"> ○ 5,714 people reached and the ads were seen a total of 15,171 times ○ 289 Clicks
June 8, 2023	Invitations/reminders to fill out the survey were sent to Loop app subscribers who live on a Phase 1 snow route	982 subscribers who live on a Phase 1 snow route

A total of 205 survey responses were submitted. See Appendix C for the “Get Involved” webpage report.

Survey Response Summary

Question 1: How do you use Phase 1 snow routes (roadway sections indicated with blue snowflake tab above snow route signage)?

Most survey respondents are from the primary target audience:

- Residents, business owners or regular parking users of a Phase 1 route (149 respondents or 73.4%).
- The other respondents’ groups are motorists, pedestrians or school zone users (41 respondents or 20.2%),
- 13 (or 6.4%) of the respondents do not belong to any of these categories but would like to give feedback.

Question 2 (only for those who answered question 1 as a resident, business owner or regular parking user): Tell us which categories apply to you. Check all that apply.

Of the target audience, respondents identified themselves as residents (147), business owners (4), and casual (22) or regular parking lane users (33). Some respondents selected more than one category.

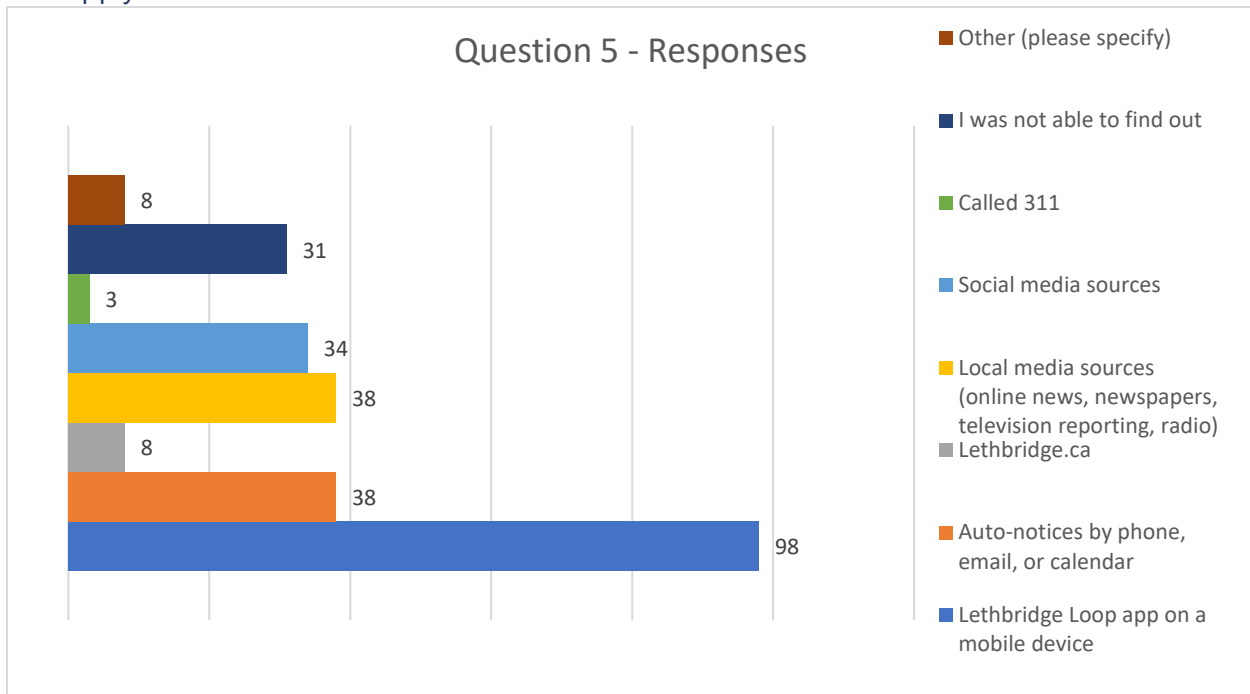
Question 3 (only for those who skipped question 2): Tell us which categories apply to you. Check all that apply.

Of the other, non-target group, that majority were motorist (49), followed by pedestrians (21). A smaller number of this respondent group are school zone users (14), and those who do not use the roadways but would like to give feedback (3). See Appendix C for details.

Question 4: Contest contact form for those in target audience who experienced Phase 1 changes regularly.

A handheld snow/ leaf blower was purchased and a ride along plow experience is being coordinated with a resident.

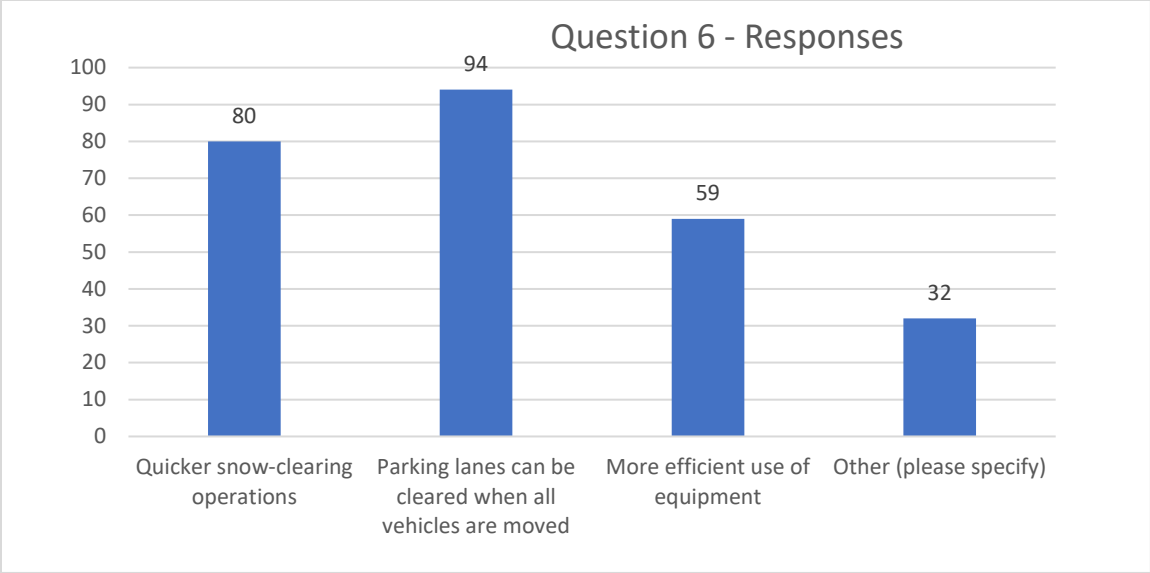
Question 5: How did you find out when snow routes were activated this past winter? Check all that apply.



While the Loop app was the most used tool for finding out when snow routes were active, survey details indicate that most of these users are residents. Auto-notices were also largely used by only residents. Non-residents depended more heavily on local media sources and social media sources.

Question 6: This past winter, were you aware of any of the following benefits to parking enforcement on snow routes?

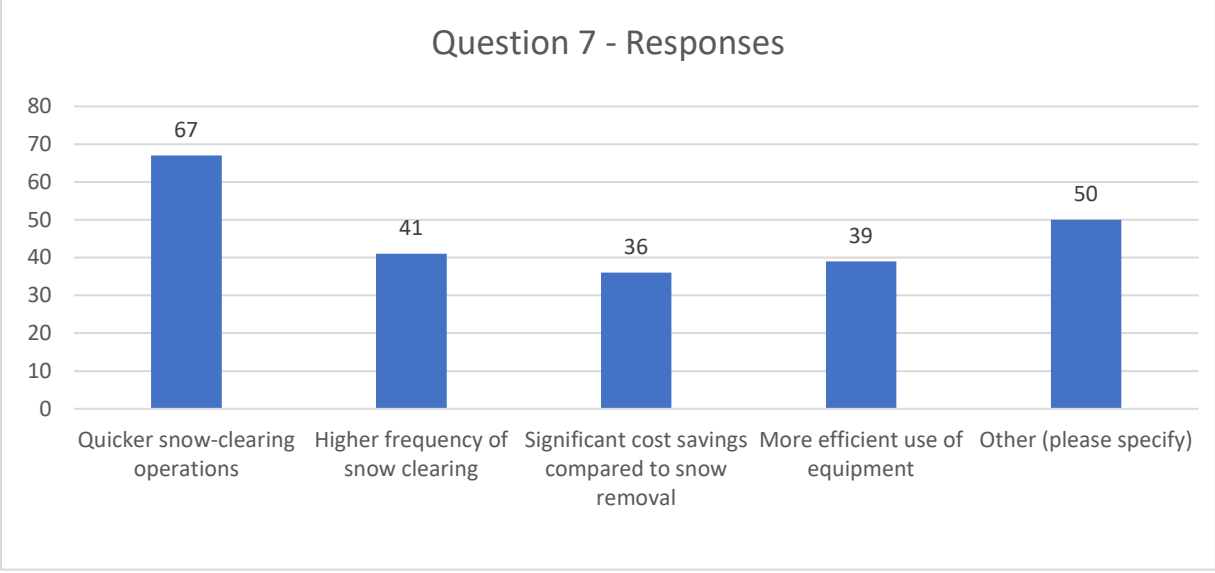
Most respondents were aware of quicker snow clearing operations and that parking lanes can be cleared when all vehicles are off the road. Respondents were less aware about the benefit of more efficient use of equipment.



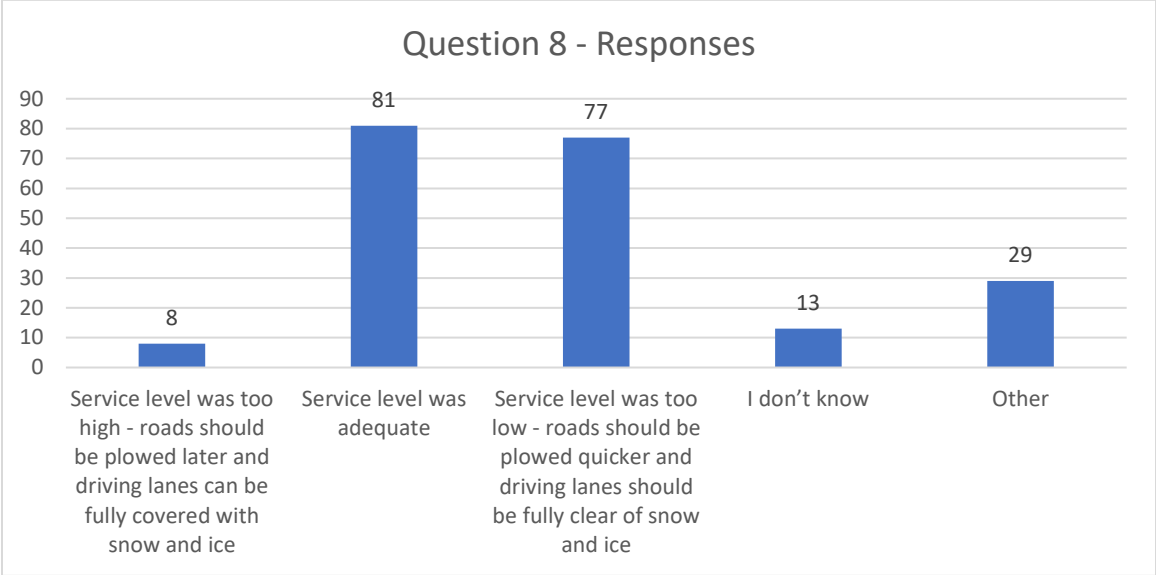
Of the responses left in the "Other", additional benefits were cited such as less risk of damage to private property (parked cars) and less physical and metal strain on plow operators.

Question 7: This past winter, were you aware of any of the following benefits of plowing snow to the right of the road (toward boulevards, curbs and driveways)?

Most respondents were aware of the benefit of quicker snow-clearing operations. Less were aware of the other benefits, in particular the significant cost savings per stretch of road.



Question 8: Currently, the City plows Phase 1 snow route areas within 24-48 hours after the snowstorm ends. This service level allows us to provide reasonable winter driving conditions (which means partial snow and ice-covered driving lanes). Based on your experience, choose the response that most closely reflects your opinion of the service level provided.

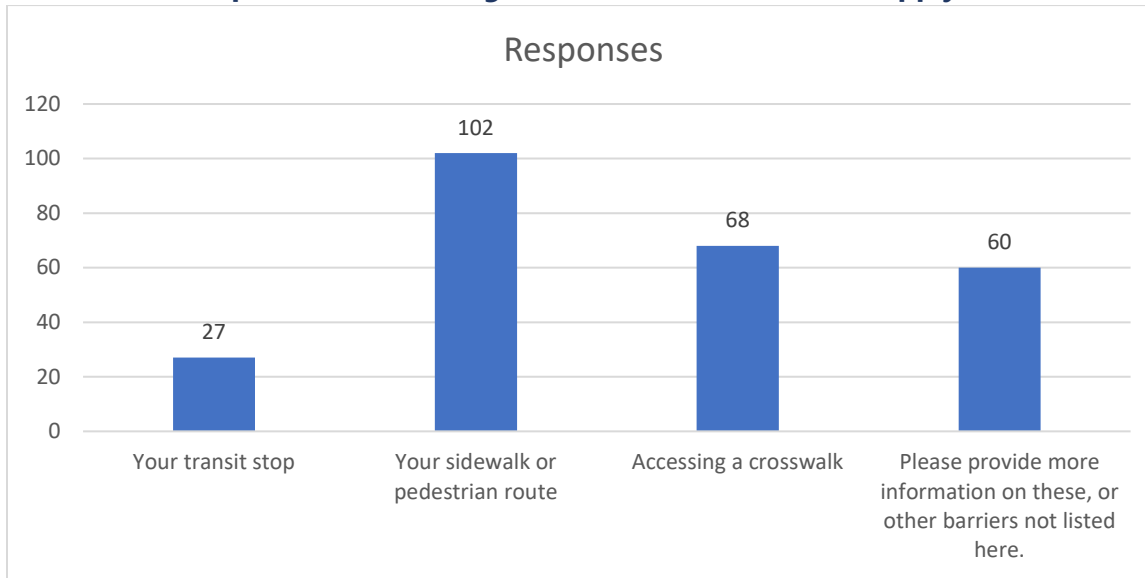


Respondents who are residents, business owners or regular users of parking lanes answered this question with most indicating that the service level was adequate (65 respondents) or too low (44 respondents).

In comparison, a greater proportion of respondents who are strictly motorists, pedestrians or school zone users chose the "service level was too low" option, and less indicated that the service level was adequate.

Open ended answers respondents gave in the "Other" category were themed around the desire for snow to be windrowed in the middle of the road instead of plowed to the right, citing driveway shoveling, parking lane functionality and keeping storm drains clear of blockages. Respondents expressed desire for more snow clearing in a quicker period of time and more sanding.

Question 9: Has piled snow creating a barrier to: (check all that apply)

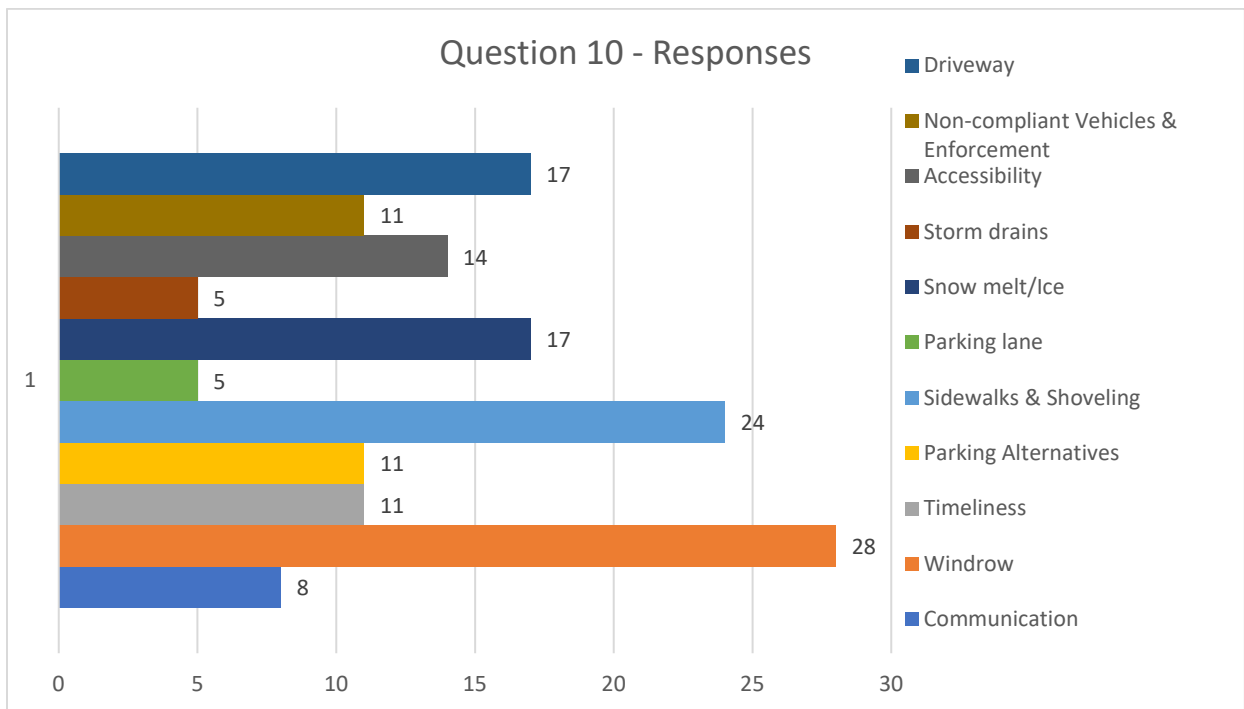


The most common barrier reported is on the sidewalk or pedestrian route, followed by crosswalks, and then transit stops. Themes that emerged in the 60 responses in the “Other” category include:

- **Accessibility and Mobility:** Access to Access-a-Ride was reported to be impacted, home-support staff were reported to be unable to access client driveways or parking lane, safety concerns around icy and/or narrower sidewalks, and the impact of additional shoveling on seniors
- **Infrastructure and Services:** Fire hydrants and storm drains were reported as blocked. School bus stops were reported as inaccessible. Mail delivery was reported to be impacted.
- **Parking Lanes:** Issues around non-compliant vehicles preventing proper clearing in parking lanes, windrows limiting parking availability, and reduced quality of parking in parking lanes.
- **Sidewalks:** Respondents mentioned having to shovel multiple times as spray from the plow would cycle, or due to storm drain blockages, sidewalks were increasingly icy.
- **Driveways:** Driveway access was the most commonly mentioned barrier in this open ended form. Respondents cited the difficulty of shoveling windrows that had turned to ice and/or more melted snow and subsequent ice at the entrance to their driveway. A couple respondents cited an inability to put out waste for collection.

Question 10. Please share any additional comments related to your experience using, and/or living adjacent to Phase 1 snow routes this winter.

Similar to the thoughts shared in question 9 under “other” the following graph showcases how many times each topic was mentioned/ referenced in this questions. Most common mentioned topics were related to windrows and challenges with sidewalk access and shoveling.



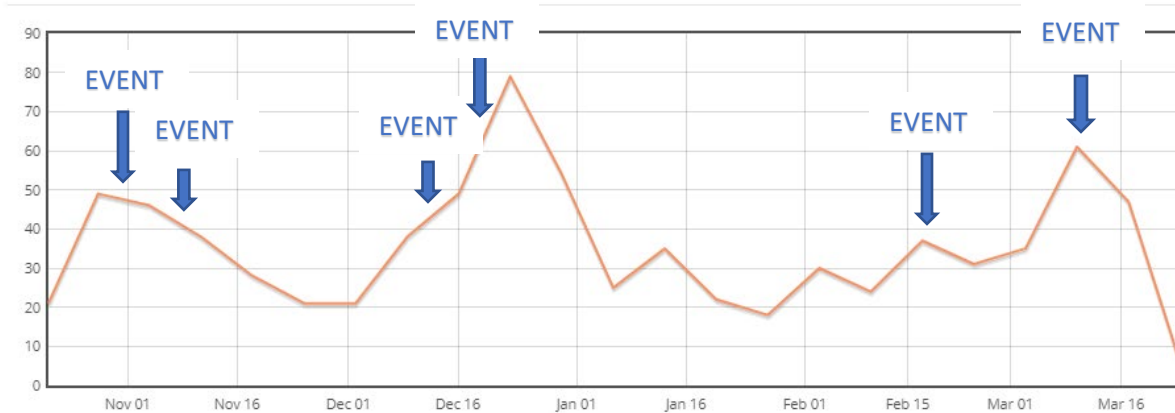
Overall survey learning highlights include:

- Most survey respondents are from the primary target audience; residents, business owners or regular parking users of a Phase 1 route.
- While the Loop app was the most used tool for finding out when snow routes were active, most of these users are residents. Auto-notices were also largely used by only residents. Non-residents depended more heavily on local media sources and social media sources.
- Most respondents were aware of some benefits to plowing snow to right and enforcement in parking lanes, however they were much less aware of the cost saving and equipment efficiency benefits.
- Most respondents that indicated the service level was ‘adequate’ or ‘too low’. Proportionately, more residents on snow routes (vs. other users) indicated that the service was adequate vs. too low.

Snow Route Notification Analysis

All notifications went out on time following the established declaration process.

- Loop App Notification subscriptions from addresses on Phase 1 routes reached over 900 by end of season. Loop subscription increased with communication and promotion close to each event as shown in the graph below.



- The amount of courtesy tickets distributed during the first three events decreased over time from 410 (Nov 1-3 event) to 331 (Dec 17-22). The number of parking tickets issued decreased from 97 during the Feb 19-23 event to 37 during the Mar 10-13 event. Parking ticket complaints were related to 6% of all issued tickets.

Conclusions

During Phase 1 we had the opportunity to test out communication and engagement tactics on a smaller group of stakeholders. We will continue and scale up the successes as well as respond to the feedback we received from people affected by the changes. In Phase 1 we were able to connect directly with the residents who lived adjacent to the selected roadways through direct mail delivery and the Loop app. The Phase 2 snow route network will be much larger and affect a broader area of the city, and it's anticipated that residents who do not live on the snow routes will be affected more frequently. To address this, communications efforts will include an advertising awareness campaign targeted to motorists in Lethbridge. Other changes, additions or complementary actions include:

- Encouraging neighbors to help other neighbors shovel their driveways and sidewalks

- Exploring the ability to use the Loop app for messaging non-residents about snow route activations
- Create more graphic and/or video resources to create awareness about the different level of snow clearing services the City offers

Objectives about communications activities for Phase 2 will focus on the following themes:

- Directly communicate with all residents along all snow routes snow clearing and snow routes before the first significant snow fall.
- Collect and analyze feedback from affected residents in winter 2023/24 (from existing communication lines: 311, social media, interactions, surveys).
- Conduct stakeholder engagement activities in spring of 2024 to investigate awareness and knowledge of snow route parking restrictions and the benefits of the change, within residents of snow routes and the community. Confirm and identify motivators/barriers to support for the program.
- Use a variety of mediums (direct, traditional, print, online, social) to inform residents of the changes coming before winter 2023/24.
- Promote Loop app snow route notifications City wide and see Loop app downloads and snow route notification subscriptions increase.
- Release active snow route/parking restriction notifications, within 30 minutes from when operations declares, through social media, news articles, and the Loop app.
- Increased compliant parking behavior from residents and visitors along snow routes over snow events during the Phase 2.
- Connect with stakeholders to solicit feedback for Phase 2.
- Explore the capabilities of interactive mapping to communicate better about what areas of the city plowing is complete, in real time.

Appendices

Appendix A – Communication Materials (2022 Courtesy reminder, 2023 Courtesy reminder, Non Phase 1 letter, Snow plow postcard for Phase 1)

Appendix B – Complaint heat map

Appendix C – Phase 1 Spring Follow Up Survey Results (Get Involved)

Attachment 3

What We Heard Report Appendices

Appendix A

Communication Materials

Snow Route Parking Restrictions



COURTESY REMINDER

This vehicle is parked on-street while snow routes are active and temporary parking restrictions apply. Enforcement will begin during the 2022/2023 winter season.

Look for the signs.

If you see the **blue snowflake sign**, this area is part of a Phase 1 snow route and parking restrictions will apply this winter.



 CITY OF
Lethbridge

2022 Courtesy Reminder

When you see snow, make sure you know.

New enforcement measures are in support of Phase 1 snow and ice control changes. Stay informed:

- Download the **Lethbridge Loop app** on your mobile device to receive custom alerts for Phase 1 Snow Routes (and other city services).
- For more information on Phase 1 changes, maps, notification tools and to provide feedback scan this QR code with your mobile device or visit lethbridge.ca/snow



311chat

**If you have any questions
or concerns, contact 311
for more information.**

 CITY OF
Lethbridge



Snow Route Parking Restrictions

COURTESY REMINDER

This vehicle is parked on-street while snow routes are active and temporary parking restrictions apply. Parking tickets will be issued beginning February 1st, 2023.

Look for the signs.

If you see the **blue snowflake sign**, this area is part of a Phase 1 snow route and parking restrictions will apply this winter.



 CITY OF
Lethbridge

2023 Courtesy Reminder

When you see snow, make sure you know.

New enforcement measures are in support of Phase 1 snow and ice control changes. Stay informed:

- Download the **Lethbridge Loop app** on your mobile device to receive custom alerts for Phase 1 Snow Routes (and other city services).
- For more information on Phase 1 changes, maps, notification tools and to provide feedback scan this QR code with your mobile device or visit lethbridge.ca/snow



311chat

**If you have any questions
or concerns, contact 311
for more information.**

 CITY OF
Lethbridge

Oki and hello,

Keeping Lethbridge on the move in winter. You are receiving this letter as your home is located on a designated snow route.

Each winter, City of Lethbridge Transportation Operations staff provide snow and ice control services to keep Lethbridge safely on the move. In response to public feedback and unanimous Council approval, the City will be adjusting snow clearing practices. Changes include:

- Starting in winter of 2022/23, Phase 1 declaration of snow routes and implementation of plowing to the right on approximately 25 km of selected roadways;
- Starting in winter of 2023/24 and continuing into winter of 2024/25, begin Phase 2 implementation of the provision of more residential plowing, less snow removal (snow removal only in the hospital area, downtown and around schools) in combination with declaring snow routes more frequently city-wide and provide enforcement during snow events

Your street is part of Phase 2 snow route considerations.

You're receiving this letter because your home or dwelling is on an existing snow route. Snow routes are key roadways within the city that are identified as critical for the movement of traffic and so, must be cleared regularly. This year, only selected segments of snow routes will experience the Phase 1 changes, in order to pilot the operations and collect feedback. The segment of street adjacent to your property will be considered for implementation in the second phase of changes, but **no service changes will apply this winter season**. There will be no parking enforcement along snow routes adjacent to your property this winter.



For more information on Phase 1 changes, maps, notification tools and to provide feedback scan this QR code with your mobile device or visit [Lethbridge.ca/snow](https://lethbridge.ca/snow).

Look for the signs.

Streets and roadway segments that are affected by the first phase of changes are identified with the addition of a blue snowflake tab to the upper side of existing snow route signage (see signage example below).



Phase 1 snow route signs.

These parking lanes will be subject to temporary parking restriction and enforcement. Find out if snow routes are active before you park near snow route signs with a blue snowflake tab. When you see snow, make sure you know!



Unaffected, existing snow route signs.

These areas will be considered to be part of Phase 2 of the snow and ice service level changes next year. No service changes or parking enforcement will take place on these roadways this winter season.

Find out more.

If you have questions or would like to learn more about City of Lethbridge snow control, upcoming changes, and Phase 1 snow route notifications, you can do that by visiting Lethbridge.ca/snow.

Phase 1 Snow Routes



Important info for residents!

Your property is on a Phase 1 Snow Route - parking restrictions apply.

To help keep Lethbridge moving in the winter time, the City will be adjusting snow clearing practices to enable more plowing in residential areas. During snow events, Phase 1 snow routes will be activated and temporary on-street parking restrictions will come into effect so that additional snow clearing can take place.

Look for the signs.

If you see the blue snowflake sign, parking restrictions will apply this winter

(on-street parking around schools and hospitals will not be affected by the changes)



When you see snow, make sure you know.

When Phase 1 snow routes are active, do not use on-street parking lanes. 24 hours after snow routes have been activated, vehicles parked on-street may be subject to ticketing. On-street parking will not be permitted until the snow is cleared and parking restrictions are lifted. To keep snow plowing efficient and avoid tickets, use these tools to stay informed:

- Download the **Lethbridge Loop app** on your mobile device to receive custom alerts for Phase 1 Snow Routes (and other city services).
- Follow our social media channels:
 - **City of Lethbridge - City Hall**
 - **cityoflethbridge**
 - **@LethbridgeCity**
- Visit lethbridge.ca and check the **News Centre** for up to date announcements.
- Visit lethbridge.ca/snow
- **Call 311** to verify snow route status.

Snow plowing.

Plowing is the most efficient way to clear roadways. In your area, snow will be plowed to the right of the road and a windrow may develop along driveways, curbs, and boulevards. This may require shoveling after the plows have passed. Please note: sections of the streets around schools and hospitals will continue to receive snow removal services.

Have a parking plan.

Parking alternatives include off-street parking pads or driveways, and parking on a nearby street that is not on a snow route.



For more information on Phase 1 changes, maps, notification tools and to provide feedback scan this QR code with your mobile device or visit lethbridge.ca/snow



If you have any questions or concerns, contact 311 for more information.

Attachment 3

What We Heard Report Appendices

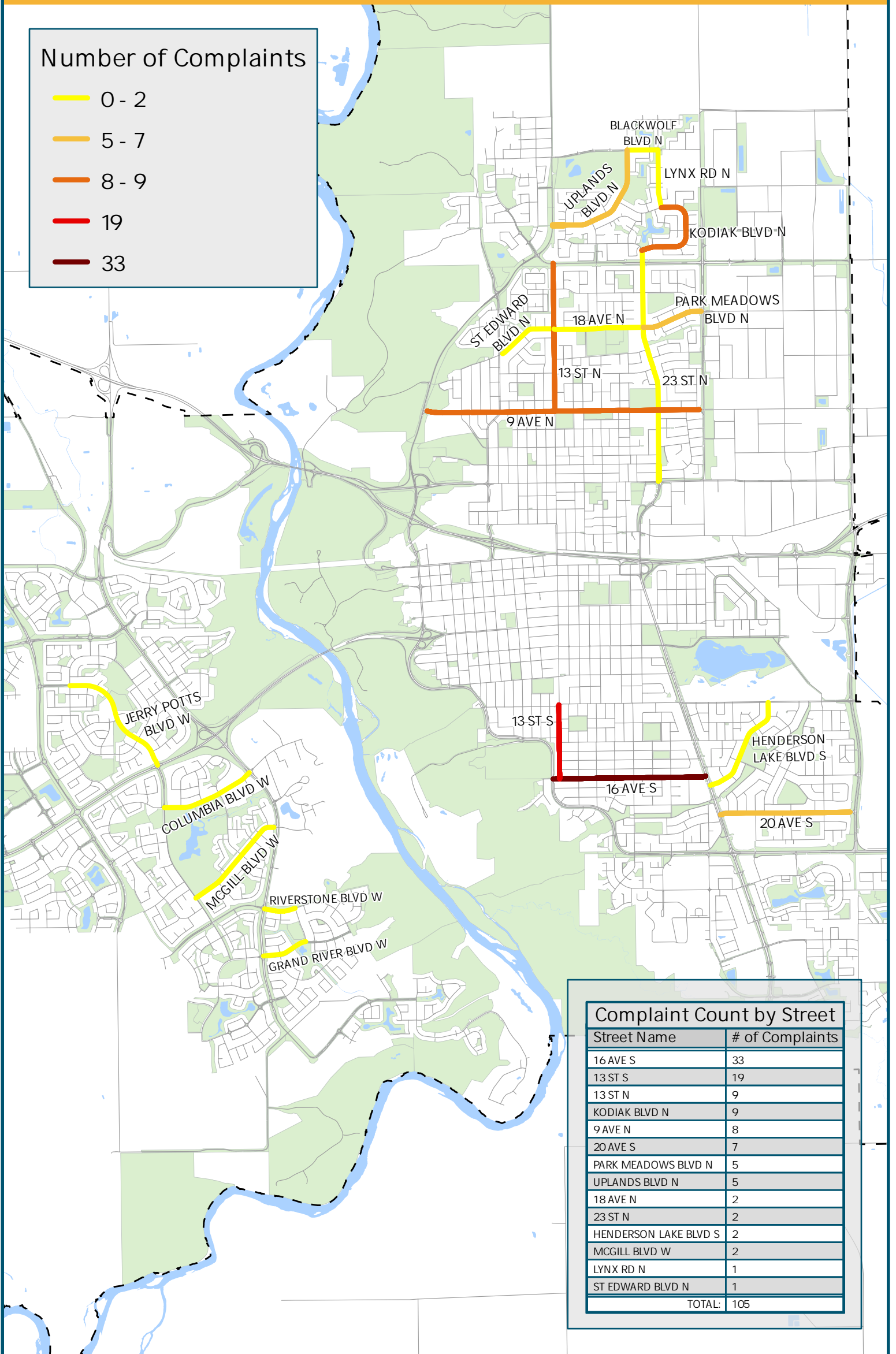
Appendix B

Complaint Heat Count Map

Phase 1 Plow to the Right Complaints - Winter '22/'23

Number of Complaints

- 0 - 2
- 5 - 7
- 8 - 9
- 19
- 33



Complaint Count by Street

Street Name	# of Complaints
16 AVE S	33
13 ST S	19
13 ST N	9
KODIAK BLVD N	9
9 AVE N	8
20 AVE S	7
PARK MEADOWS BLVD N	5
UPLANDS BLVD N	5
18 AVE N	2
23 ST N	2
HENDERSON LAKE BLVD S	2
MCGILL BLVD W	2
LYNX RD N	1
ST EDWARD BLVD N	1
TOTAL:	105



Attachment 3

What We Heard Report Appendices

Appendix C

Phase 1 Spring Follow-up Survey Results

Follow up survey: Phase 1 snow routes, spring feedback

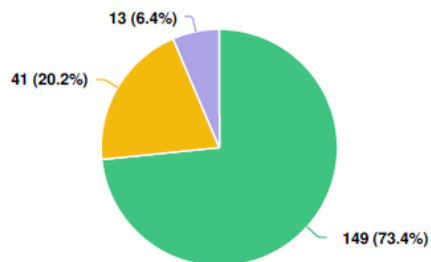
SURVEY RESPONSE REPORT

17 July 2018 - 05 September 2023

PROJECT NAME:

Snow Control Service Level Changes

Q1 How do you use Phase 1 snow routes (roadway sections indicated with blue snowflake tab above snow route signage)?

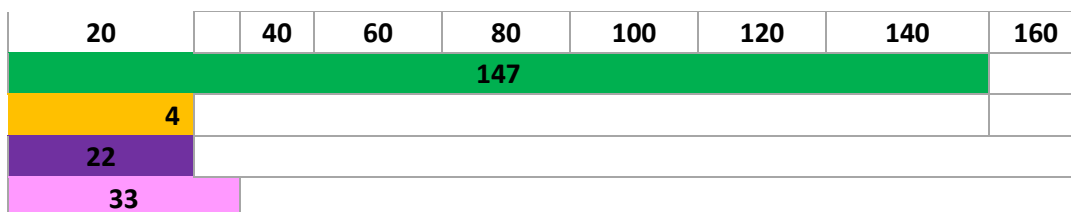


Question options

- Are you a resident, business owner, or regular parking user (eg., for work or school), on a Phase 1 street?
- Are you strictly a motorist, pedestrian or school zone user on a Phase 1 street?
- None of these categories apply to me, but I would like to give feedback.

Optional question (203 response(s), 2 skipped)
Question type: Radio Button Question

Q2 Tell us which categories apply to you. Check all that apply.

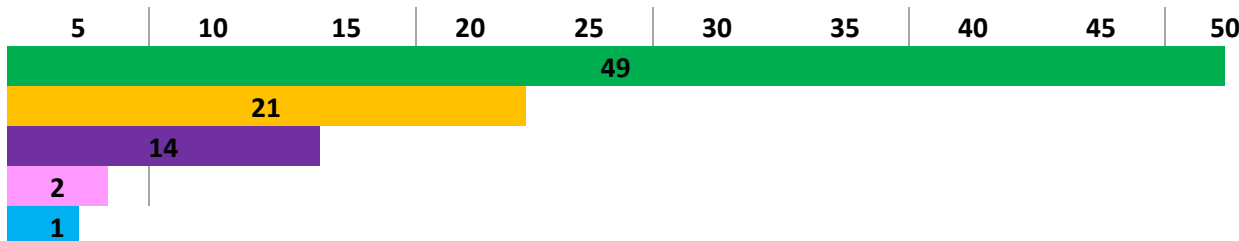


Question options

- Resident
- Business owner
- Parking lane user - casual
- Parking lane user - regular
- Other (please specify)

Optional question (149 response(s), 56 skipped)
Question type: Checkbox Question

Q3 Tell us which categories apply to you. Check all that apply.

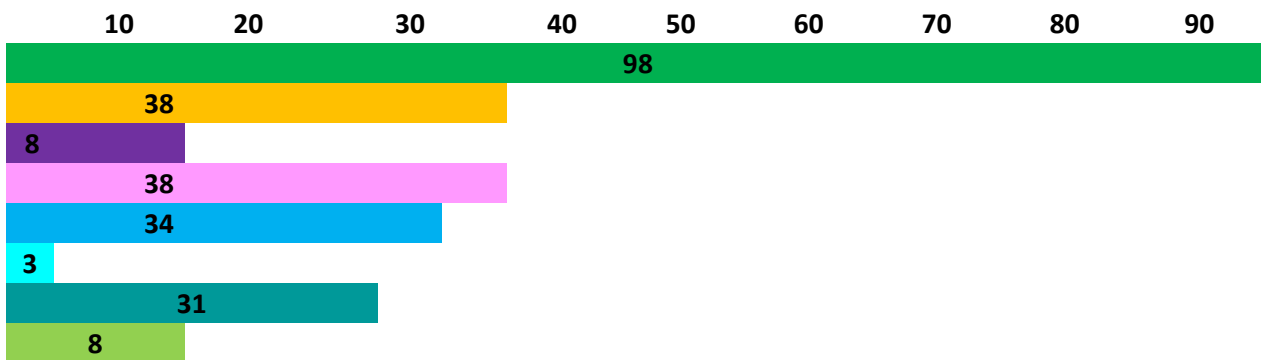


Question options

- Motorist
- Pedestrian
- I use school zones adjacent to Phase 1 areas
- I don't use these roadways but would like to provide feedback
- Other (please specify)

Optional question (53 response(s), 152 skipped)
Question type: Checkbox Question

Q4 How did you find out when snow routes were activated this past winter? Check all that apply.

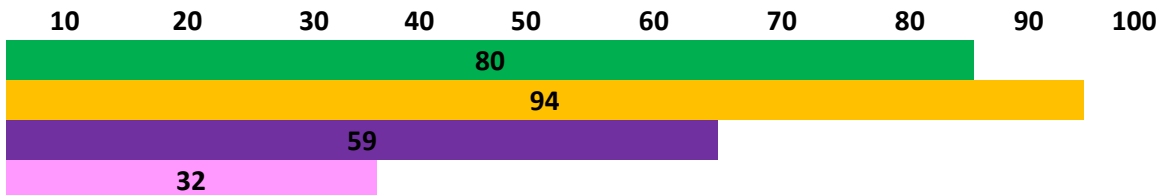


Question options

- Lethbridge Loop app on a mobile device
- Auto-notices by phone, email, or calendar
- Lethbridge.ca
- Local media sources (online news, newspapers, television reporting, radio)
- Social media sources
- Called 311
- I was not able to find out
- Other (please specify)

Optional question (205 response(s), 0 skipped)
Question type: Checkbox Question

Q5 This past winter, were you aware of any of the following benefits to parking enforcement on snow routes? Check all you were aware of.

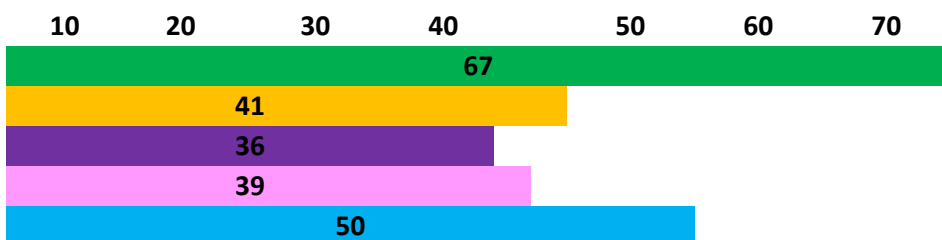


Question options

- Quicker snow-clearing operations
- Parking lanes can be cleared when all vehicles are moved
- More efficient use of equipment
- Other (please specify)

Optional question (162 response(s), 43 skipped)
Question type: Checkbox Question

Q6 This past winter, were you aware of any of the following benefits of plowing snow to the right of the road (toward boulevards, curbs, and driveways)? Check all you were aware of.

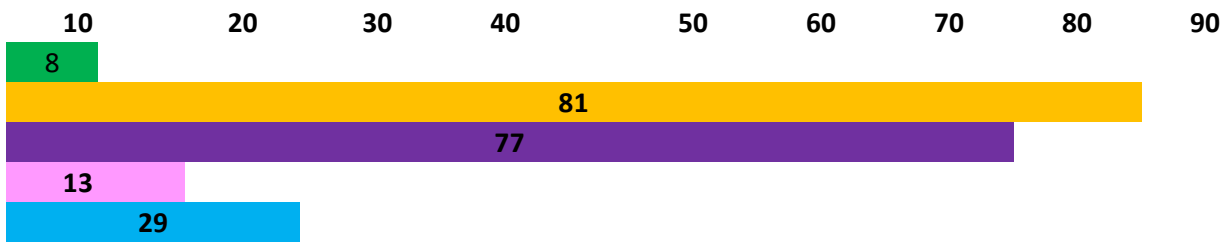


Question options

- Quicker snow-clearing operations
- Higher frequency of snow clearing
- Significant cost savings per stretch of road (compared to snow removal)
- More efficient use of equipment
- Other (please specify)

Optional question (153 response(s), 52 skipped)
Question type: Checkbox Question

Q7 | Currently, the City plows Phase 1 snow route areas within 24-48 hours after the snowstorm ends. This service level allows us to provide reasonable winter driving conditions (which means partial snow and ice-covered driving lanes).Based on your expe...

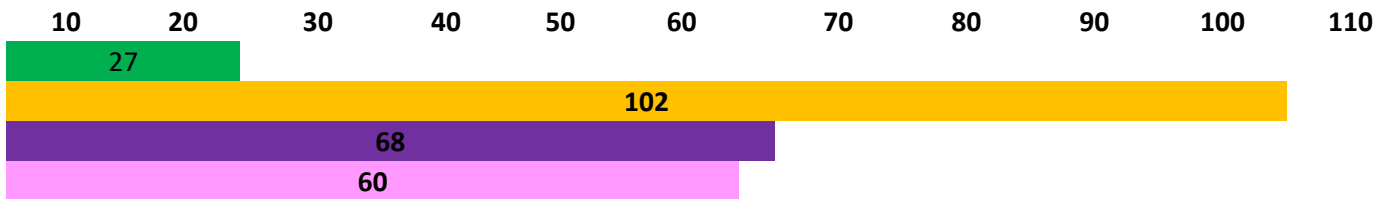


Question options

- Service level was too high - roads should be plowed later and driving lanes can be fully covered with snow and ice
- Service level was adequate
- Service level was too low - roads should be plowed quicker and driving lanes should be fully clear of snow and ice
- I don't know
- Other (please specify)

Optional question (196 response(s), 9 skipped)
Question type: Checkbox Question

Q8 | Has piled snow creating a barrier to: (check all that apply)



Question options

- your transit stop
- your sidewalk or pedestrian route
- accessing a crosswalk
- Please provide more information on these, or other barriers not listed here.

Optional question (147 response(s), 58 skipped)
Question type: Checkbox Question