

Community Survey: Snow Routes in 2024/2025 & Windrow Assistance

SURVEY RESPONSE REPORT

17 July 2018 - 30 April 2025

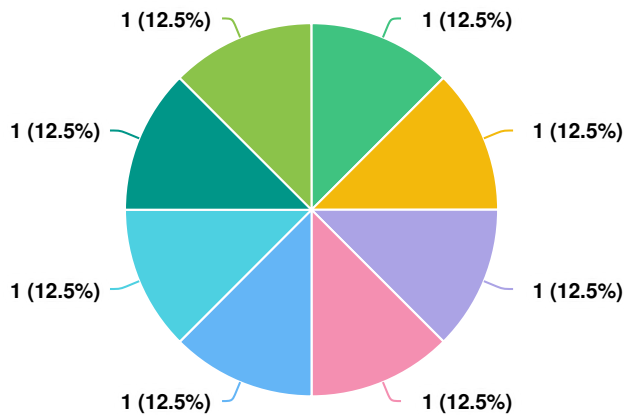
PROJECT NAME:

Snow Control Service Level Changes



REGISTRATION QUESTIONS

Q1 | Postal Code - Please enter your postal code using upper case letters and a space. The system will search as you type. Sele...



Question options

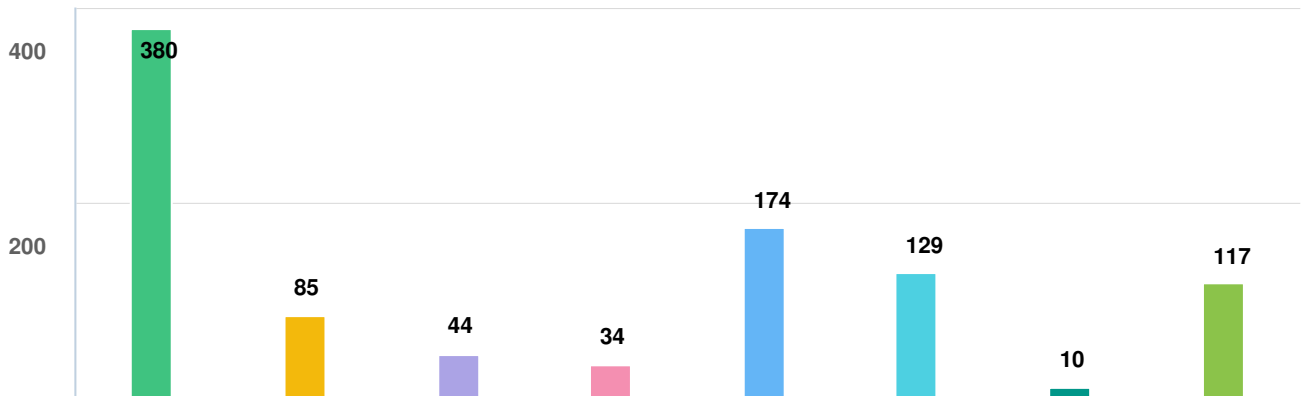
- Lethbridge, AB, T1J 4Y3
- Lethbridge, AB, T1K2A4
- Lethbridge, AB, T1K5S2
- Lethbridge, AB, T1H1C2
- Lethbridge, AB, T1J2N5
- Lethbridge, AB, T1J3W6
- Lethbridge, AB, T1K0X8
- Lethbridge, AB, T1H6J4

*Mandatory Question (8 response(s))
Question type: Region Question*



SURVEY QUESTIONS

Q1 How did you find out when snow routes were activated this past winter? Check all that apply.

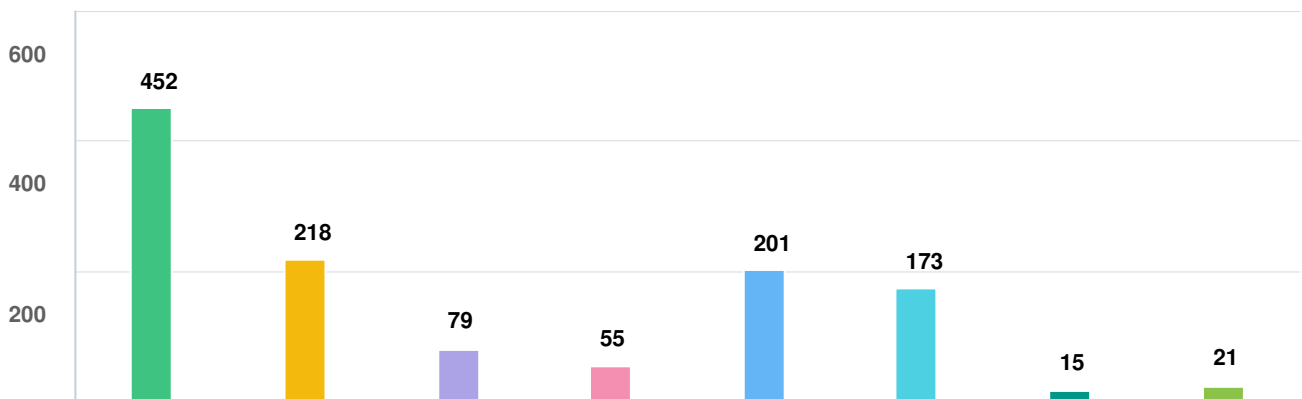


Question options

- Lethbridge Loop app on a mobile device
- Auto-notices by phone, email, or calendar
- Lethbridge.ca
- By viewing the live snow plow tracking map
- Local media sources (online news, newspapers, television reporting, radio)
- Social media sources
- Called 311
- I was not able to find out

Mandatory Question (693 response(s))
Question type: Checkbox Question

Q2 What communication channels do you prefer for receiving updates on snow route activations? (check all that apply)

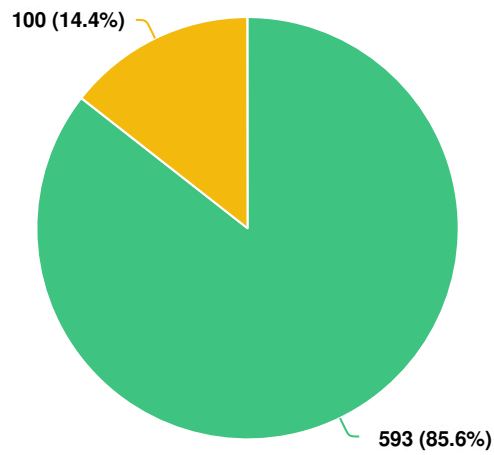


Question options

- Lethbridge Loop app on a mobile device
- Auto-notices by phone, email, or calendar
- Lethbridge.ca
- By viewing the live snow plow tracking map
- Local media sources (online news, newspapers, television reporting, radio)
- Social media sources
- Called 311
- Do you have another preferred communication channel not listed here?

Mandatory Question (693 response(s))
Question type: Checkbox Question

Q3 | During this past winter, were you aware that vehicles parked on active snow routes were subject to parking tickets?



Question options

- yes
- no

Mandatory Question (693 response(s))
Question type: Radio Button Question

Q4 How strongly do you agree or disagree with the following statements?



Mandatory Question (693 response(s))
Question type: Likert Question

Q4 | How strongly do you agree or disagree with the following statements?

The plowed snow (windrows) at the end of my driveway was challenging to remove.

Definitely disagree : 45



Somewhat disagree : 30



Neither agree nor disagree : 152



Somewhat agree : 67

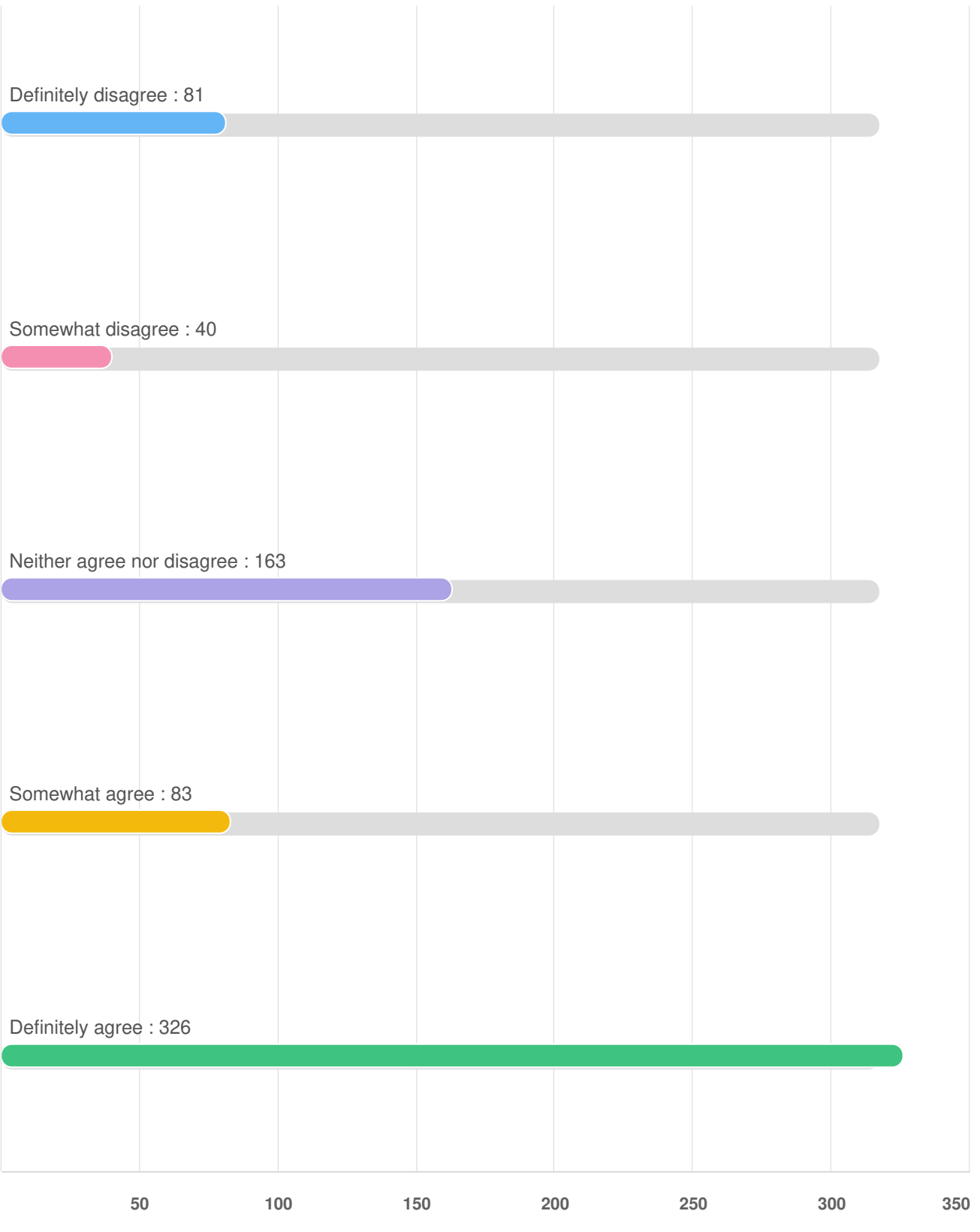


Definitely agree : 399

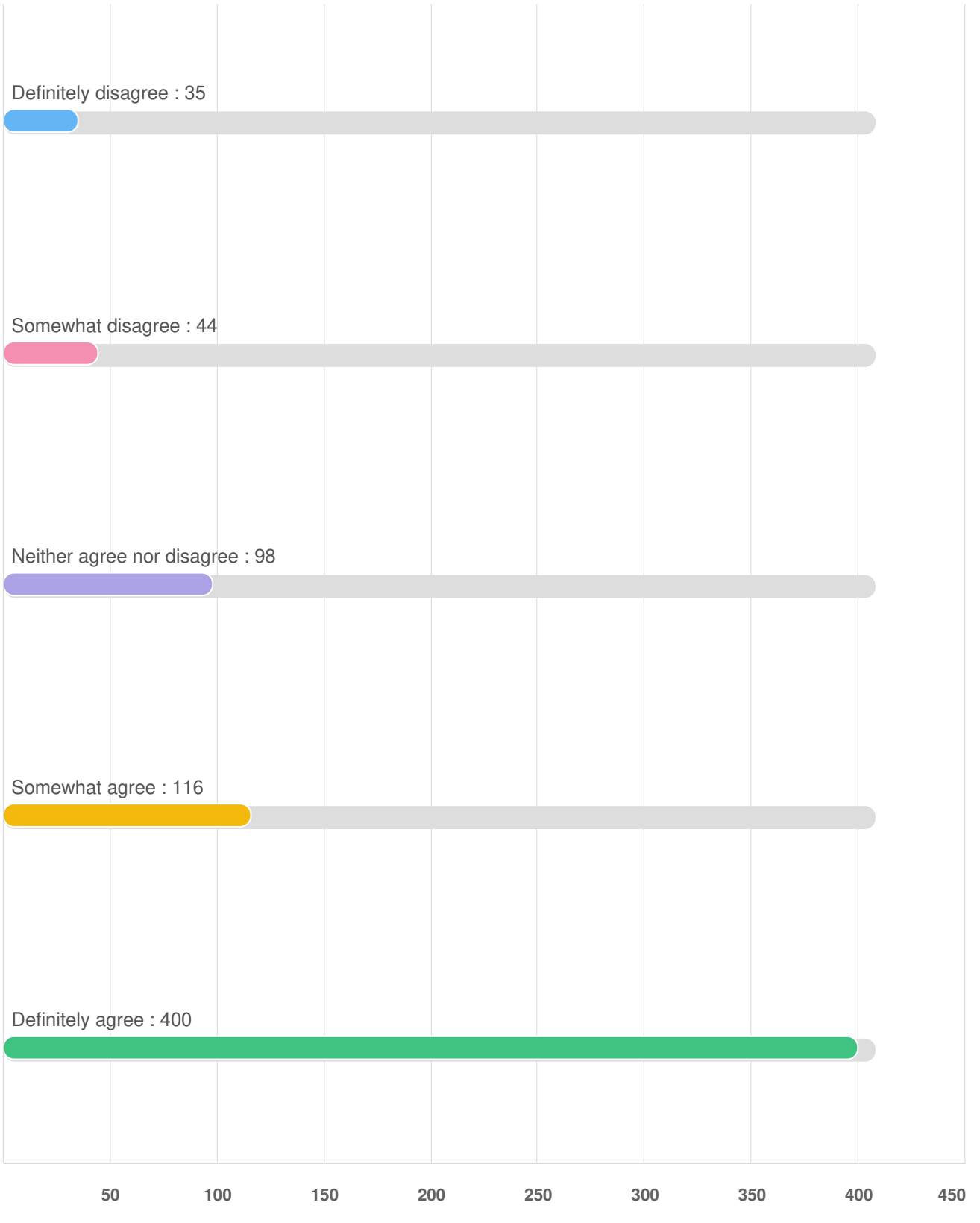


50 100 150 200 250 300 350 400 450

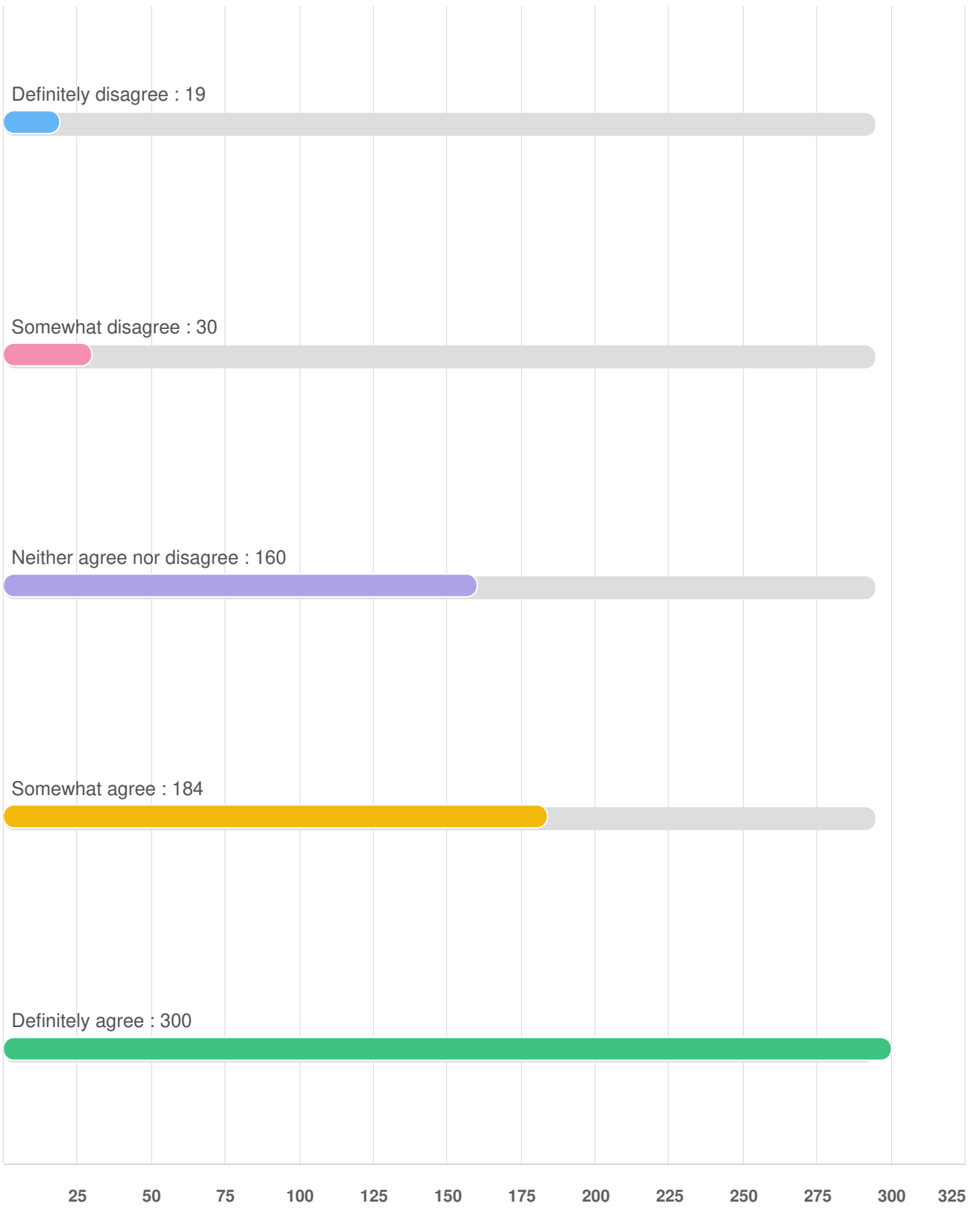
My driveway was inaccessible due to plowed snow (windrow) accumulation.



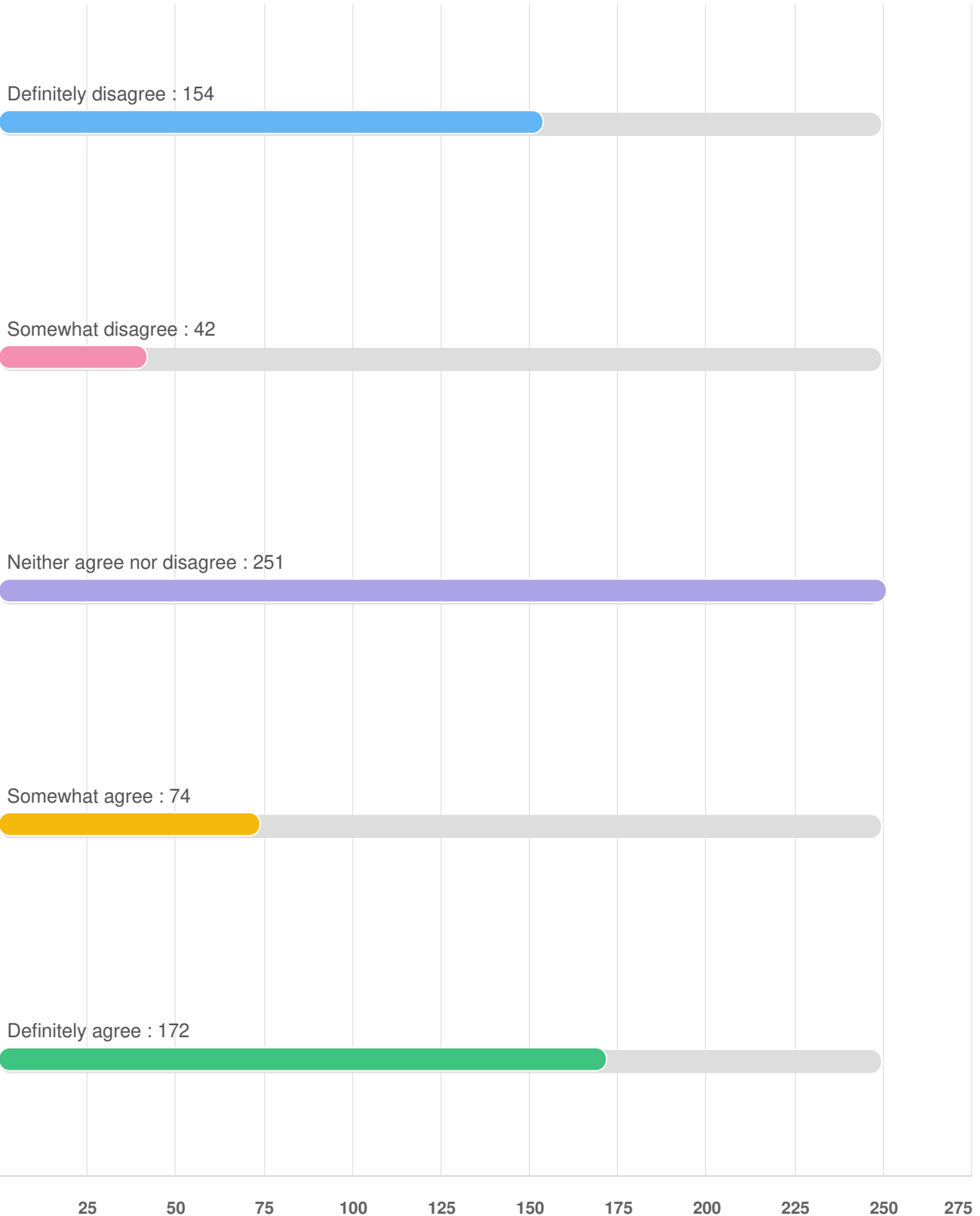
The plowed snow (windrows) beside the curb in the on-street parking created a barrier to accessing sidewalks from on-street parking.



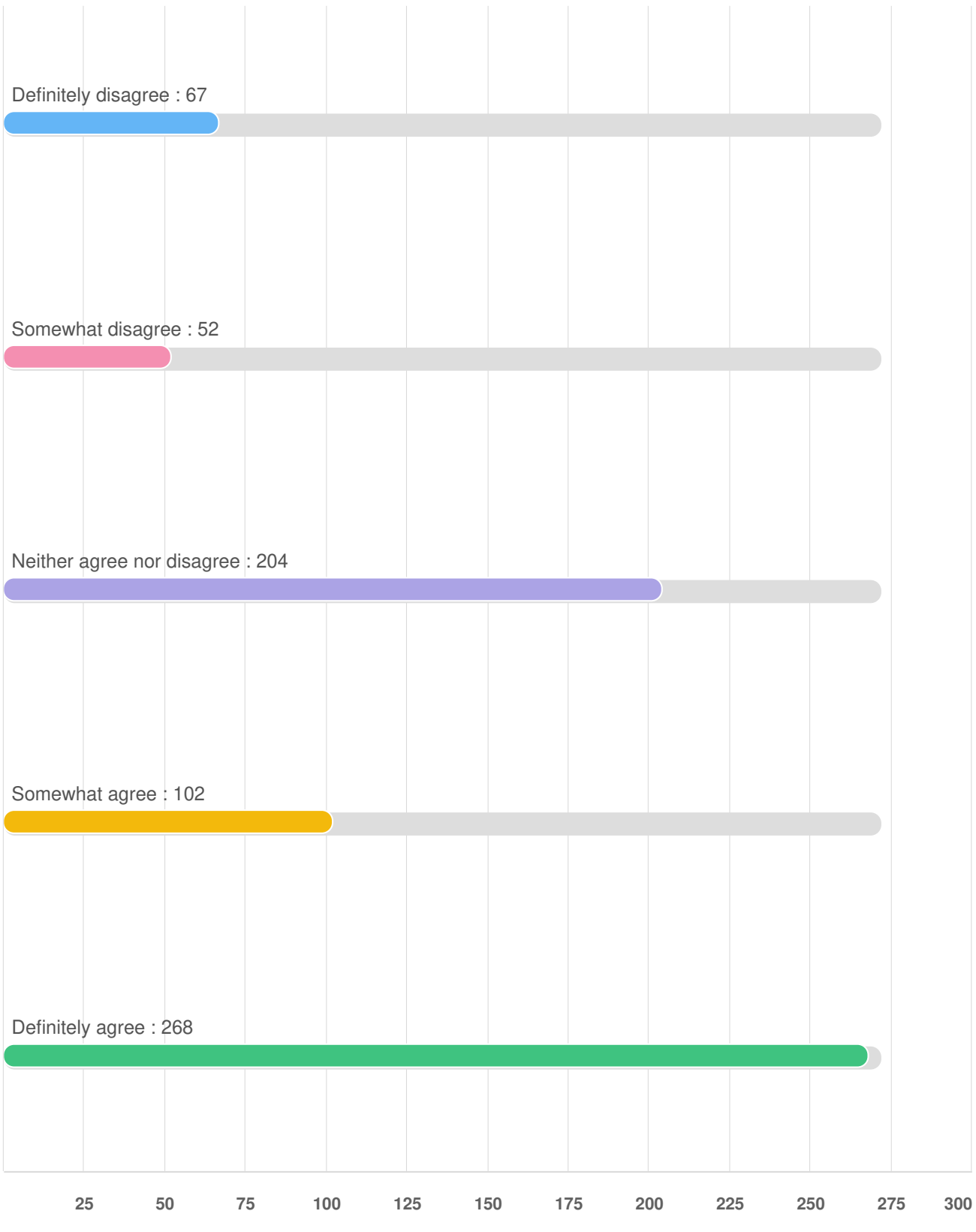
Snow was not removed completely from parking lanes on snow routes due to vehicles that were not moved during activation.



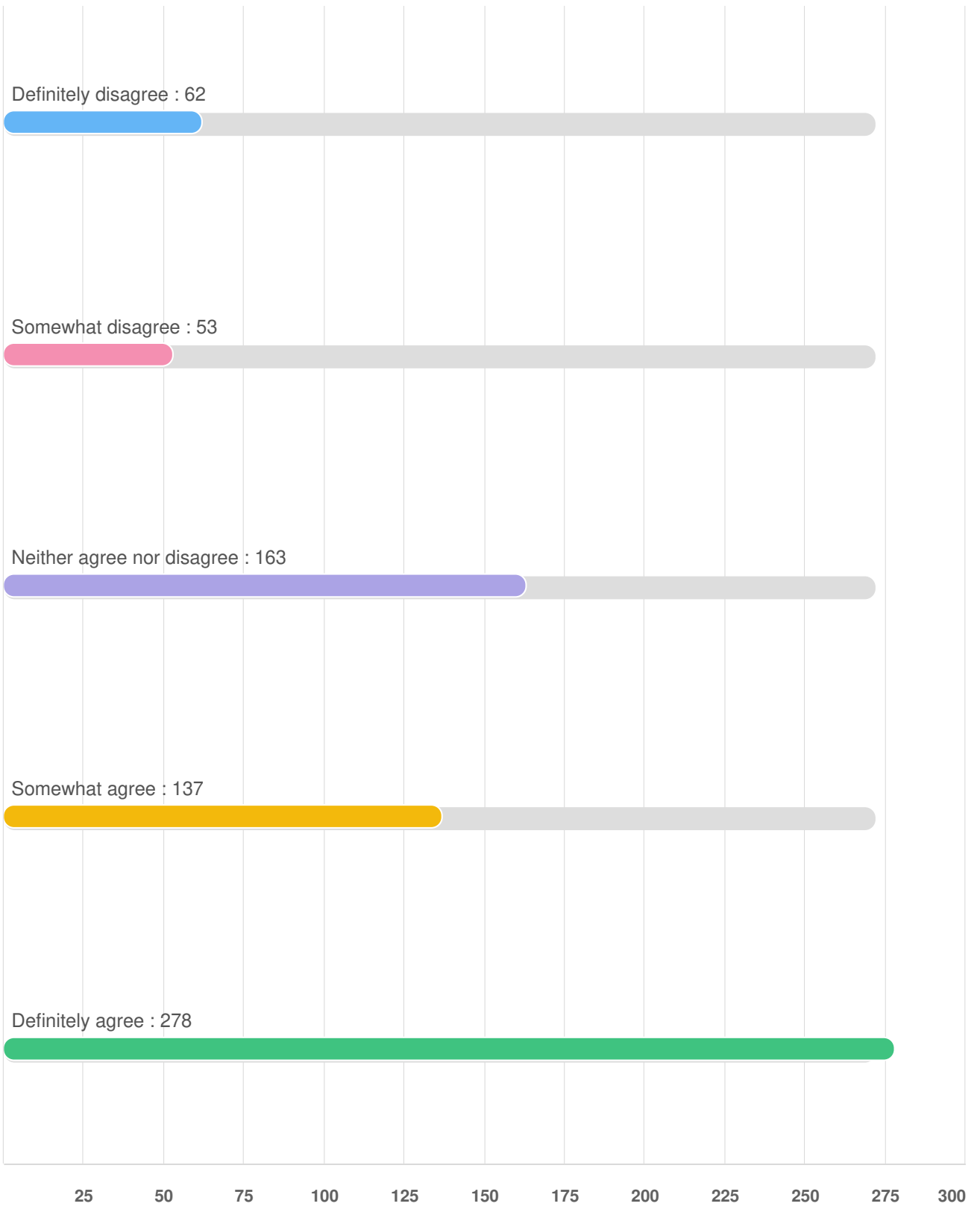
When snow routes are activated, my alternative parking location is too far from my home.



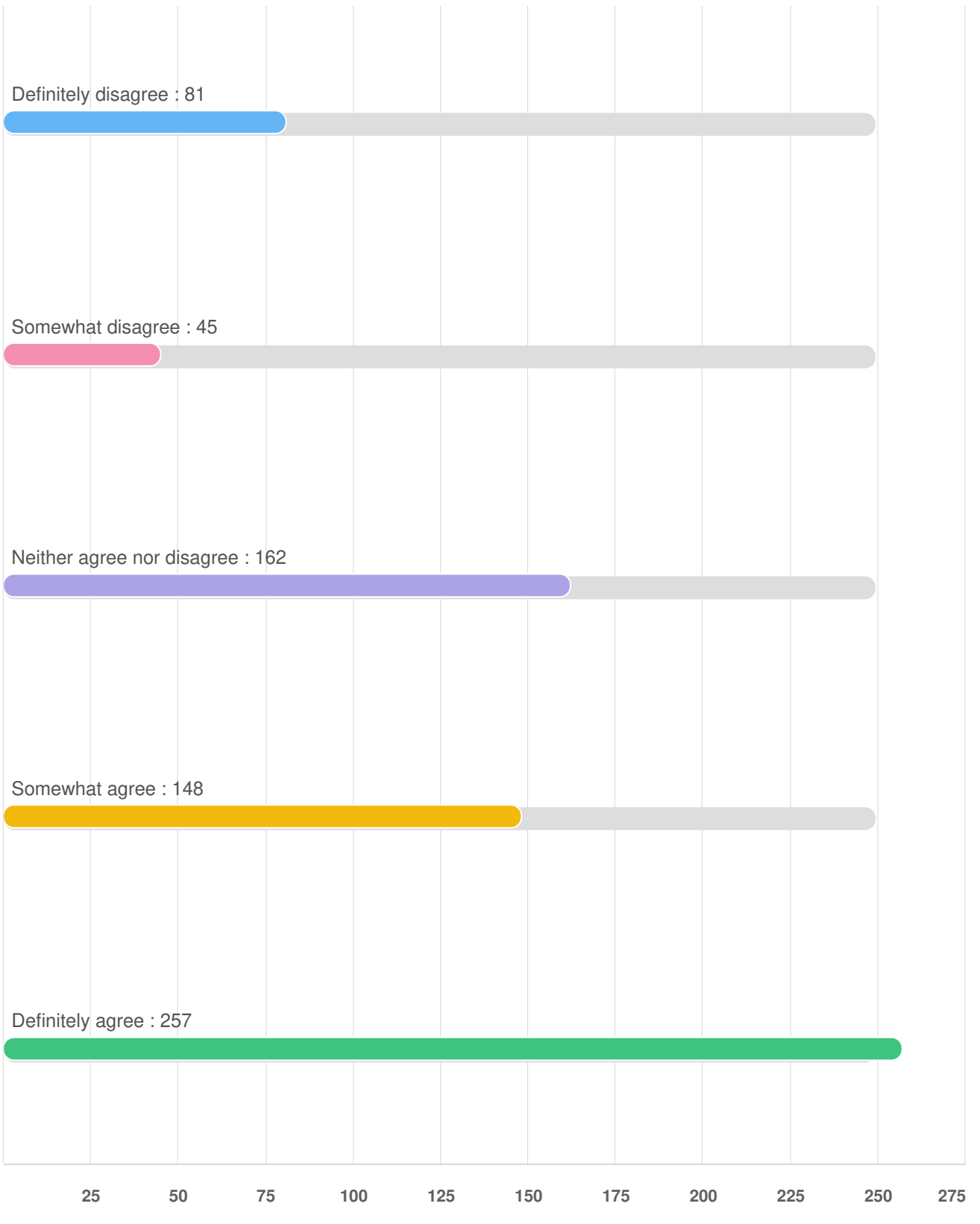
I witnessed drainage issues on a snow route due to new plowing-to-the-right practices.



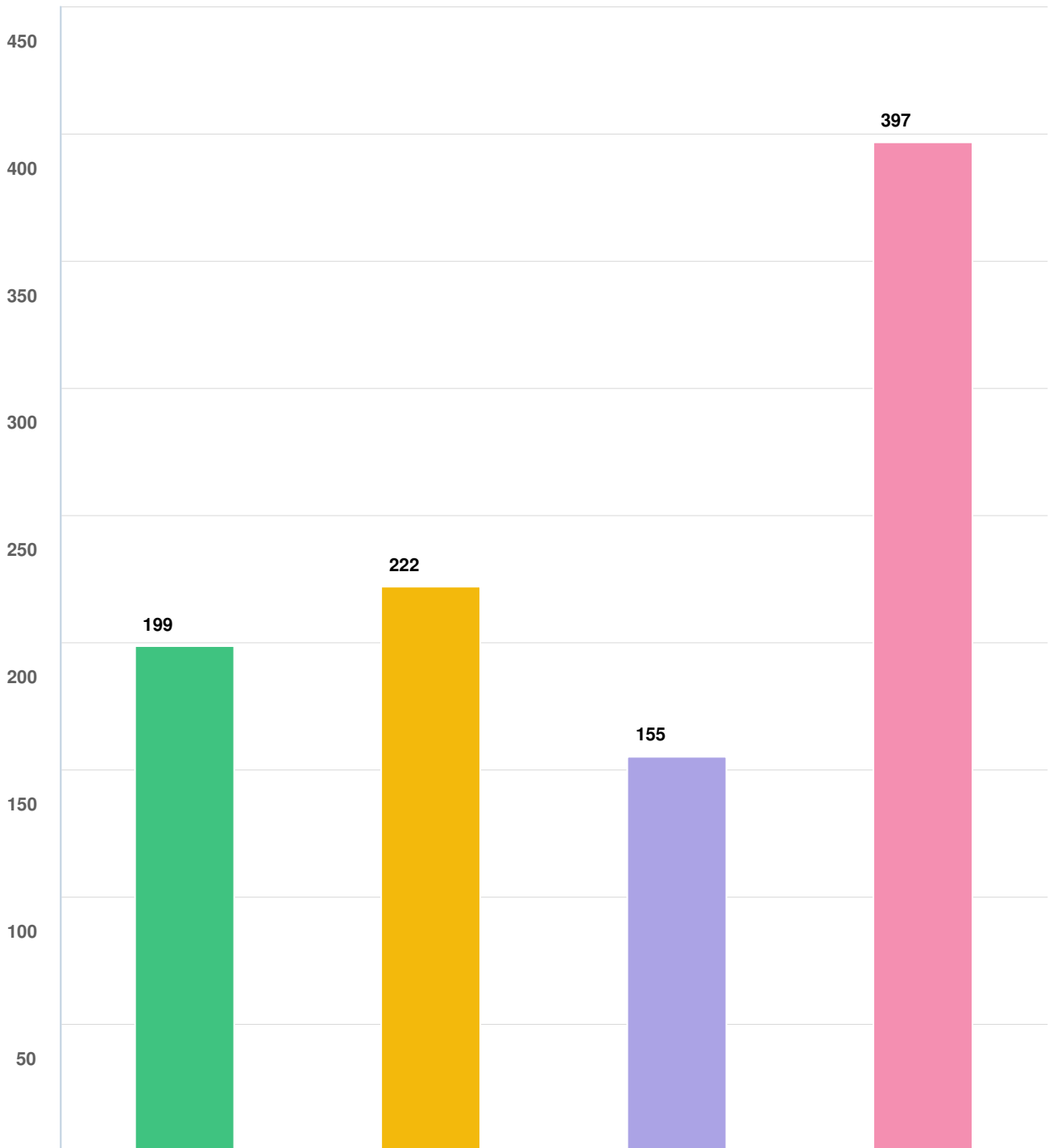
My property experiences ice accumulation due to the combined effect of new plow-to-the-right practices and freeze/thaw weather cycles.



Extreme cold temperatures create challenges to complying with snow route parking restrictions.



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

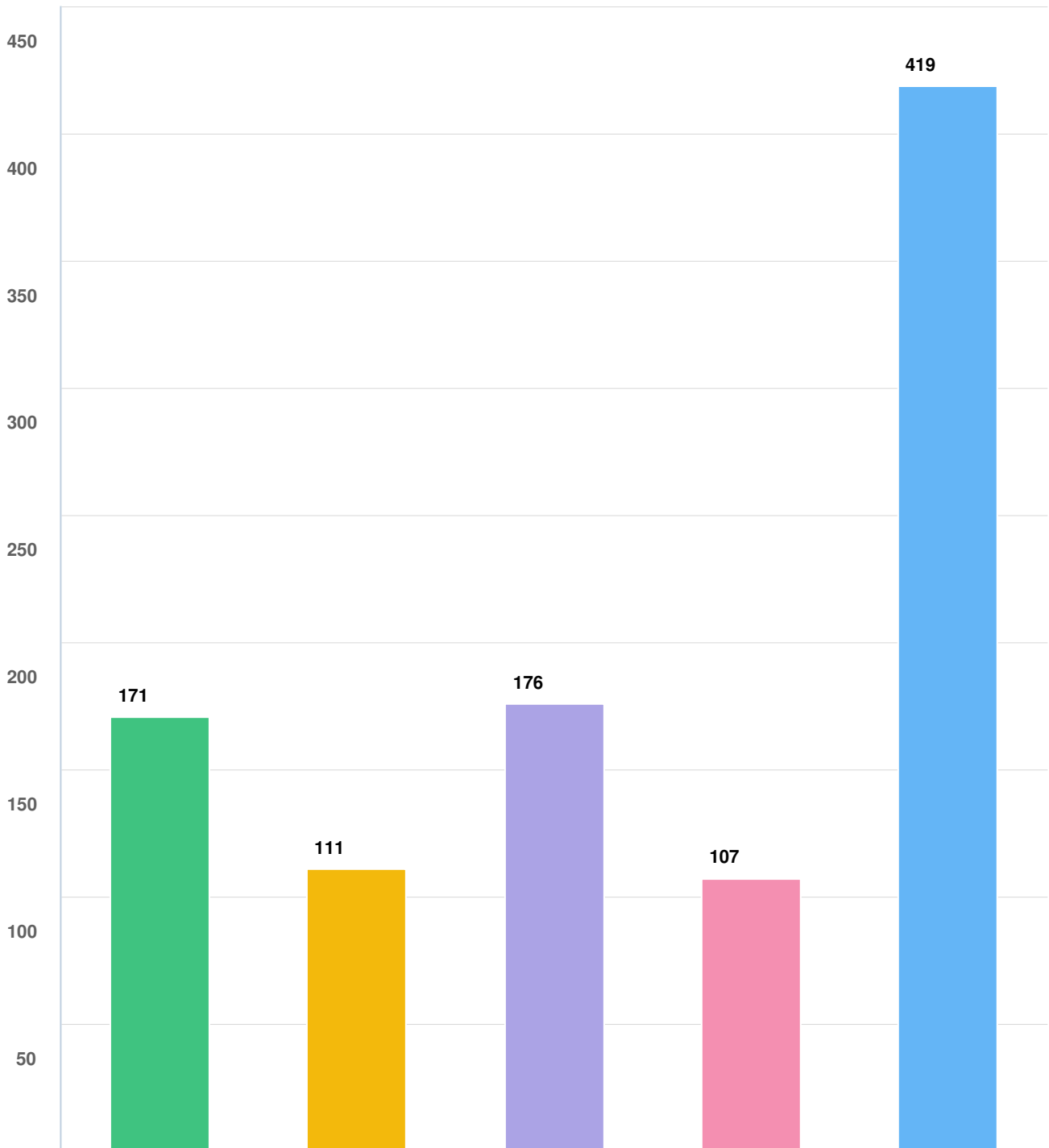


Question options

- I was not aware of any of these benefits
- Efficient equipment use
- Clearer parking lanes when all vehicles are moved
- Quicker snow-clearing operations

Mandatory Question (693 response(s))
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 any/all you were aware of.

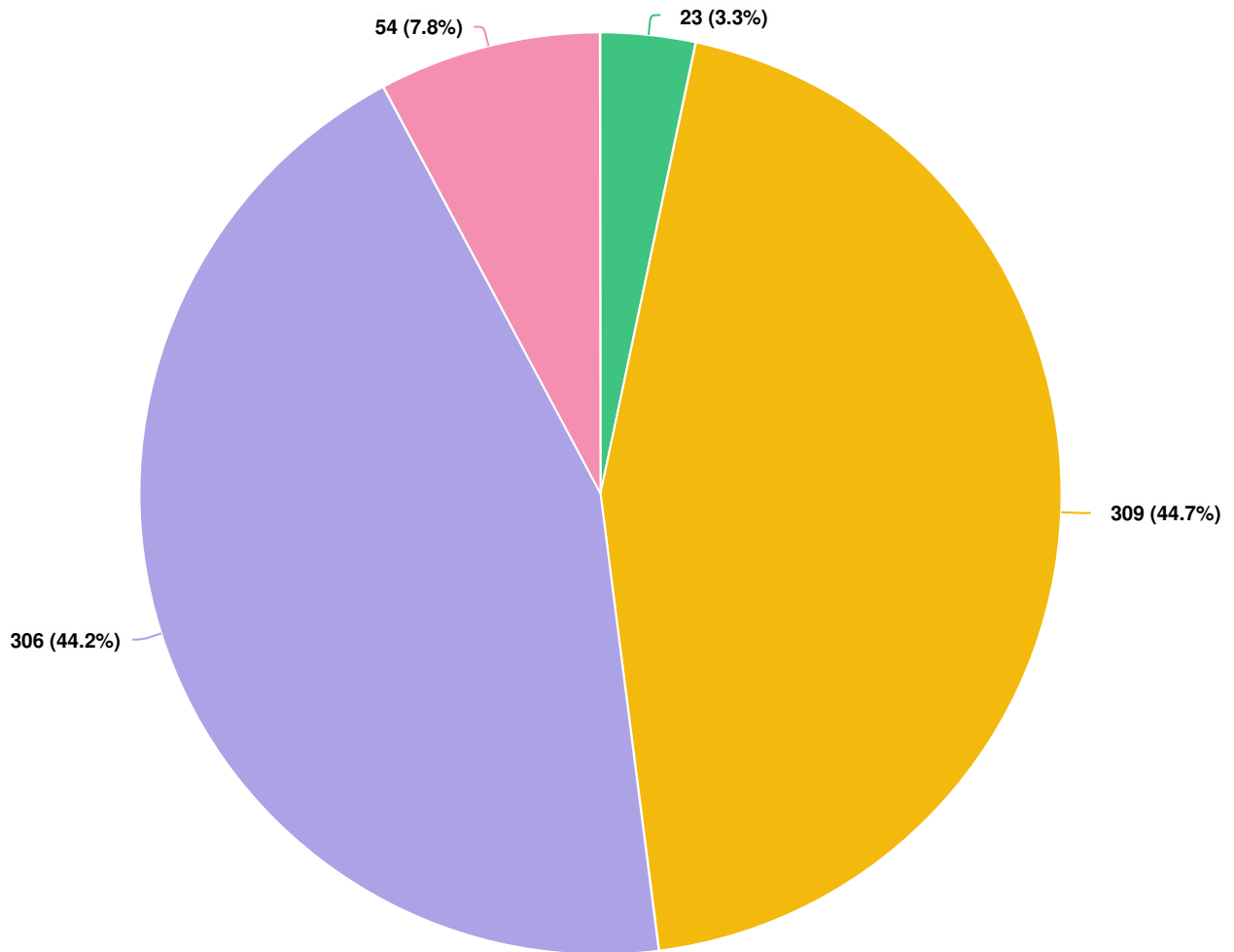


Question options

- I was not aware of any of these benefits
- Efficient equipment use
- Cost savings (compared to snow removal)
- Higher frequency of snow clearing
- Quicker snow-clearing operations

Mandatory Question (693 response(s))
 Question type: Checkbox Question

Q7 Considering the speed and completeness of snow clearing on snow routes, how do you rate the overall service level for snow routes post-storm?

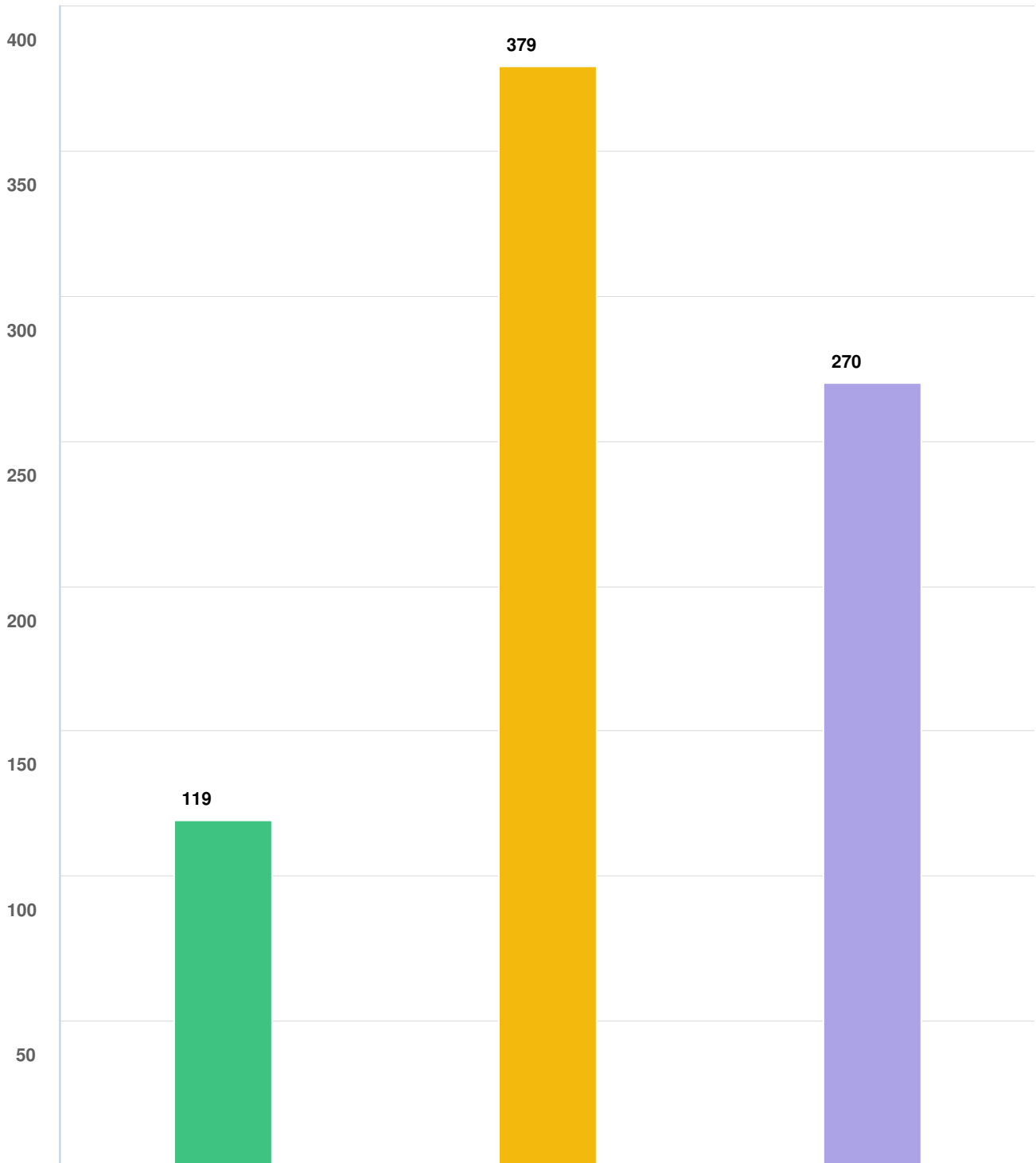


Question options

- I don't know
- Too low
- Adequate
- Too high

Optional question (692 response(s), 1 skipped)
Question type: Radio Button Question

Q8 Did plowed snow create a barrier to: (check any that apply)

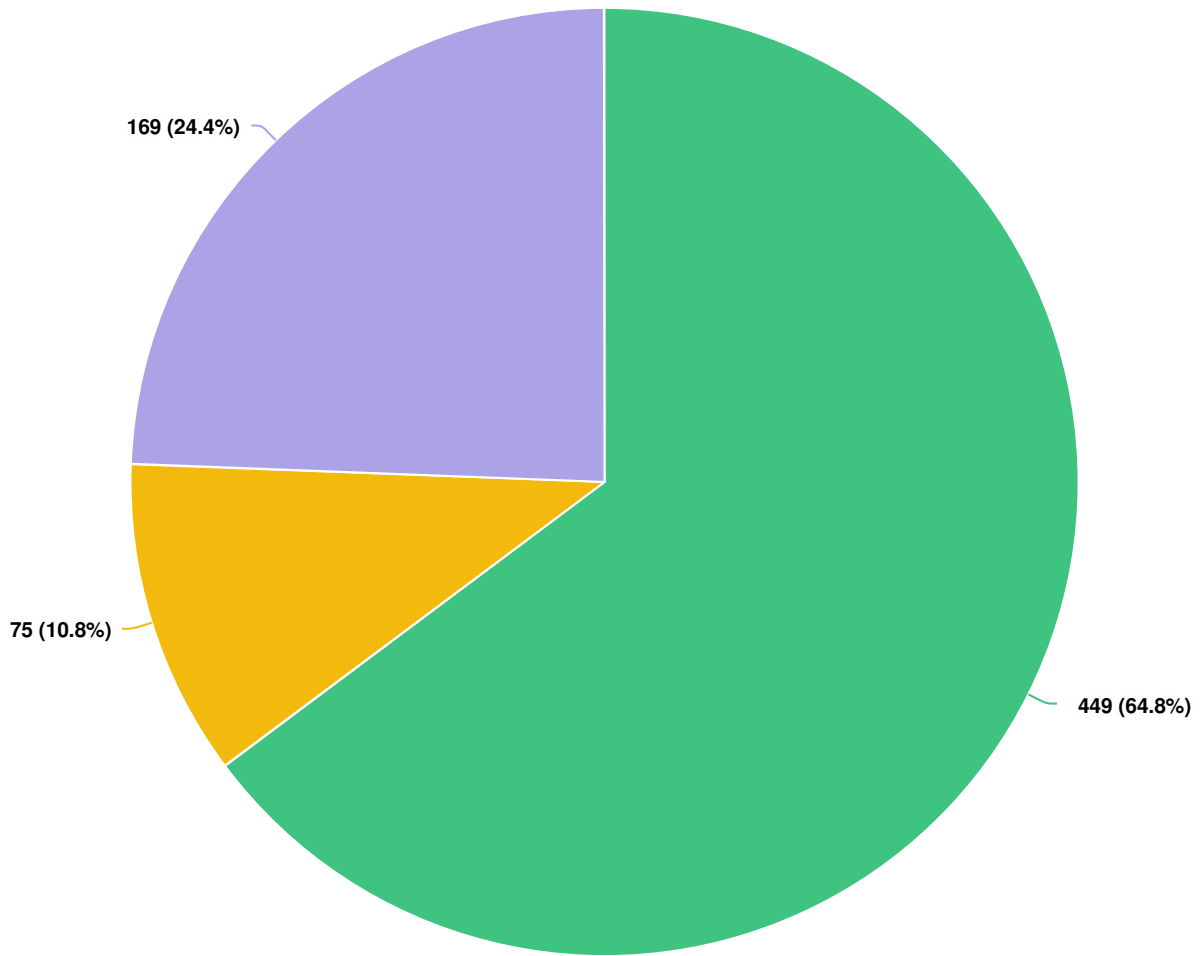


Question options

- accessing a crosswalk
- on your sidewalk/pedestrian route
- your transit stop (bus stop)

Optional question (453 response(s), 240 skipped)
Question type: Checkbox Question

Q9 | How do you use snow routes (roadway sections indicated with blue snowflake tab above snow route signage)?

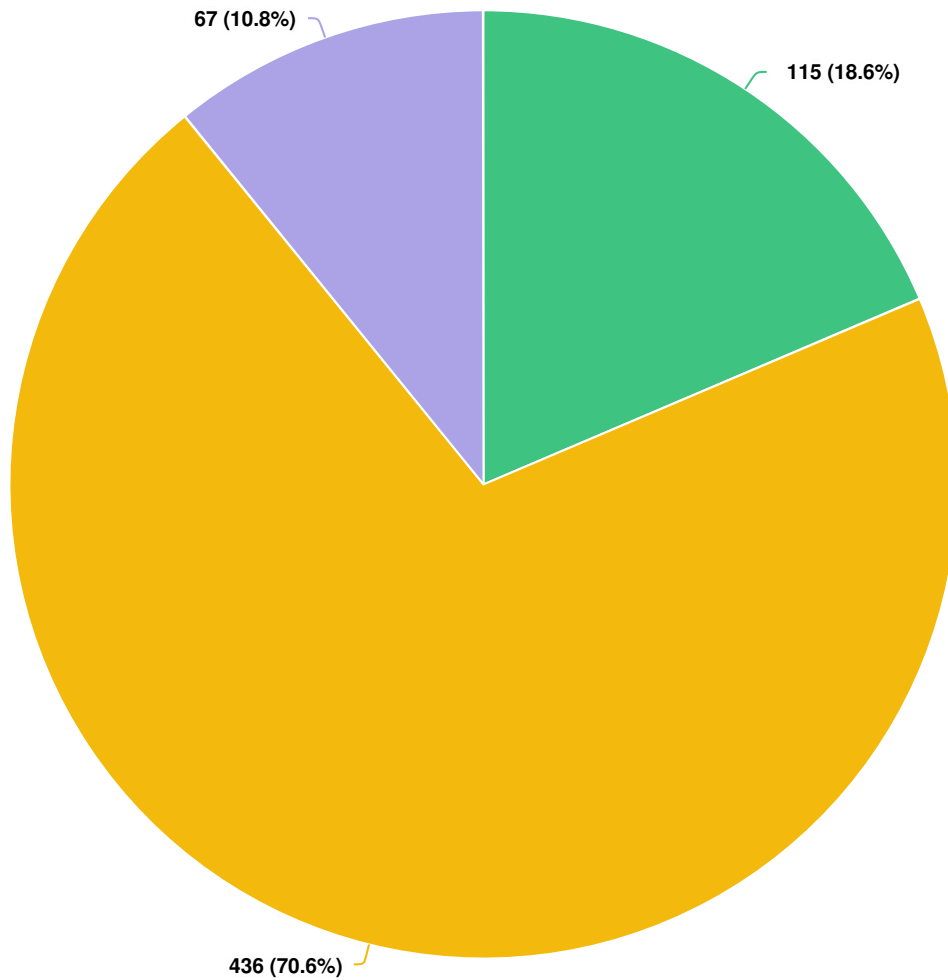


Question options

- I do not live on a snow route
- I live on a snow route and subscribe to the Windrow Assistance Service
- I live on a snow route

Mandatory Question (693 response(s))
Question type: Radio Button Question

Q10 | Do you have accommodations or make considerations for additional mobility or accessibility challenges in your home?



Question options

- I don't know
- No
- Yes

Mandatory Question (618 response(s))
Question type: Radio Button Question

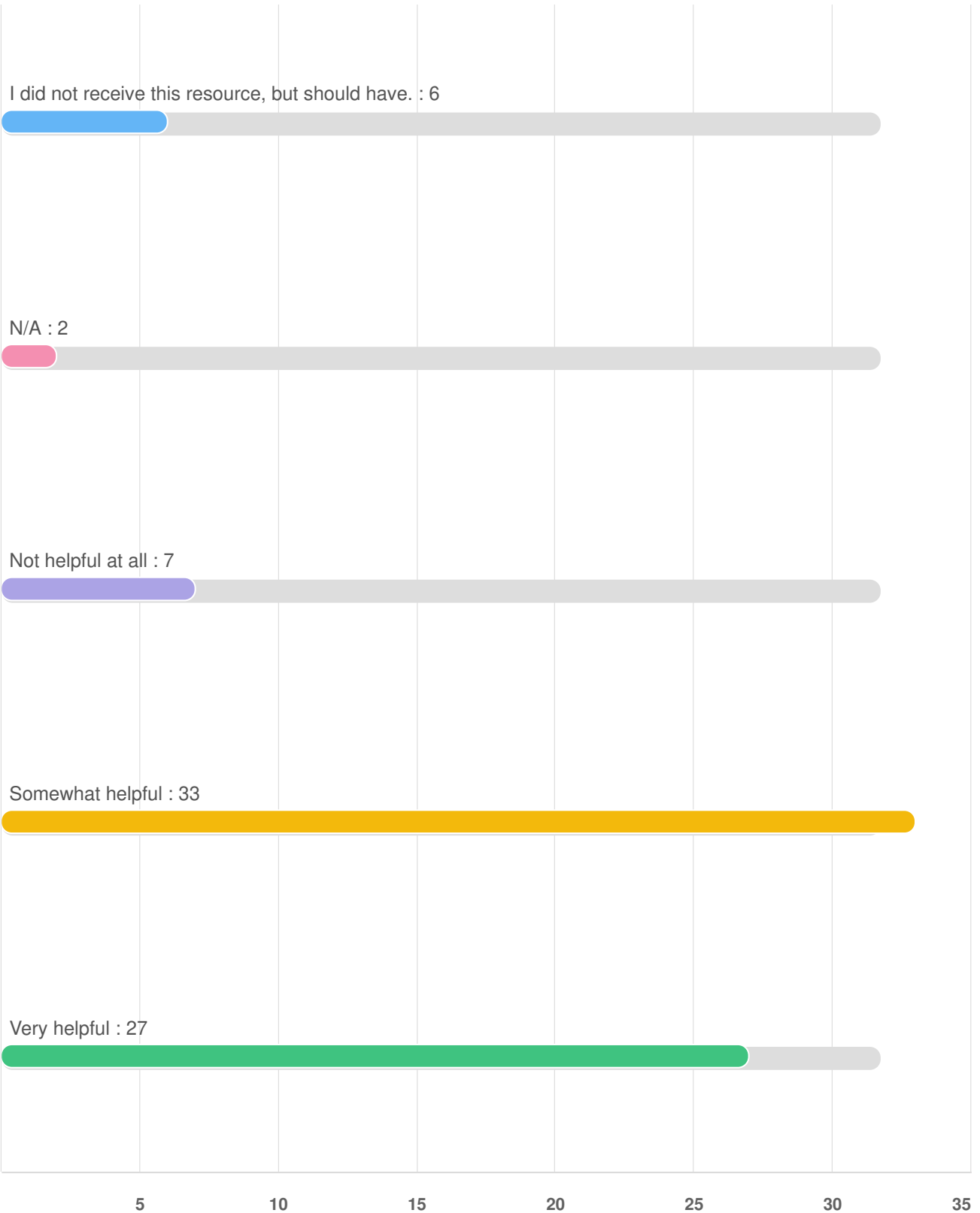
Q11 | How helpful were the following tools to get information about the Windrow Assistance Service?



Mandatory Question (75 response(s))
 Question type: Likert Question

Q11 | How helpful were the following tools to get information about the Windrow Assistance Service?

The direct-delivered postcard with sign up information in September



The confirmation letter sent by mail which outlined program details

I did not receive this resource, but should have. : 7



N/A : 2



Not helpful at all : 7



Somewhat helpful : 33

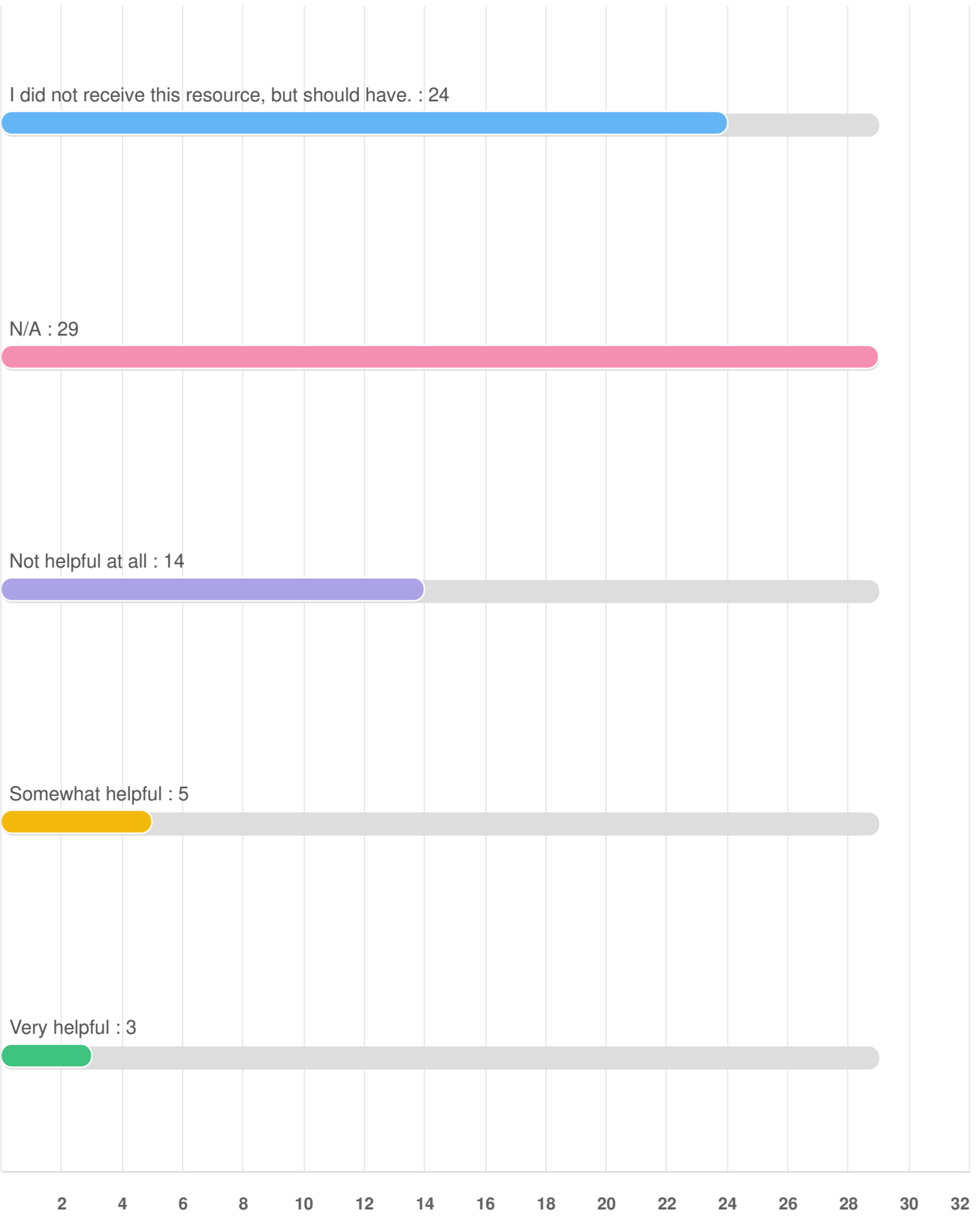


Very helpful : 26



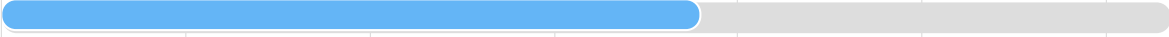
5 10 15 20 25 30 35

At-the-curb subscriber only - window cling



At-the-curb subscriber only - fillable neighbour notice cards to maintain curb parking access

I did not receive this resource, but should have. : 19



N/A : 33



Not helpful at all : 12



Somewhat helpful : 8



Very helpful : 3



5 10 15 20 25 30 35

Online resources in information about Windrow Assistance Service

I did not receive this resource, but should have. : 7



N/A : 10



Not helpful at all : 18



Somewhat helpful : 31

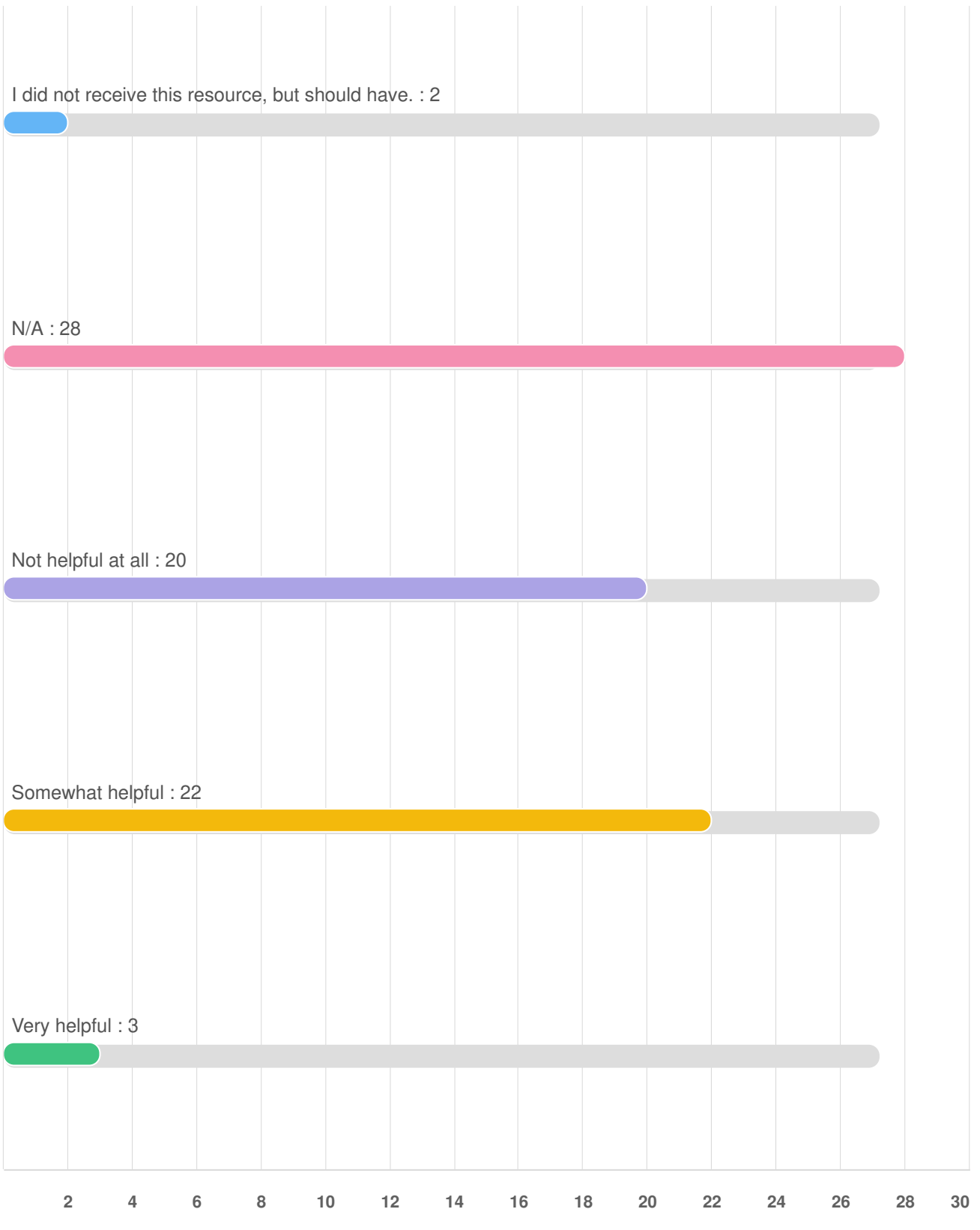


Very helpful : 9

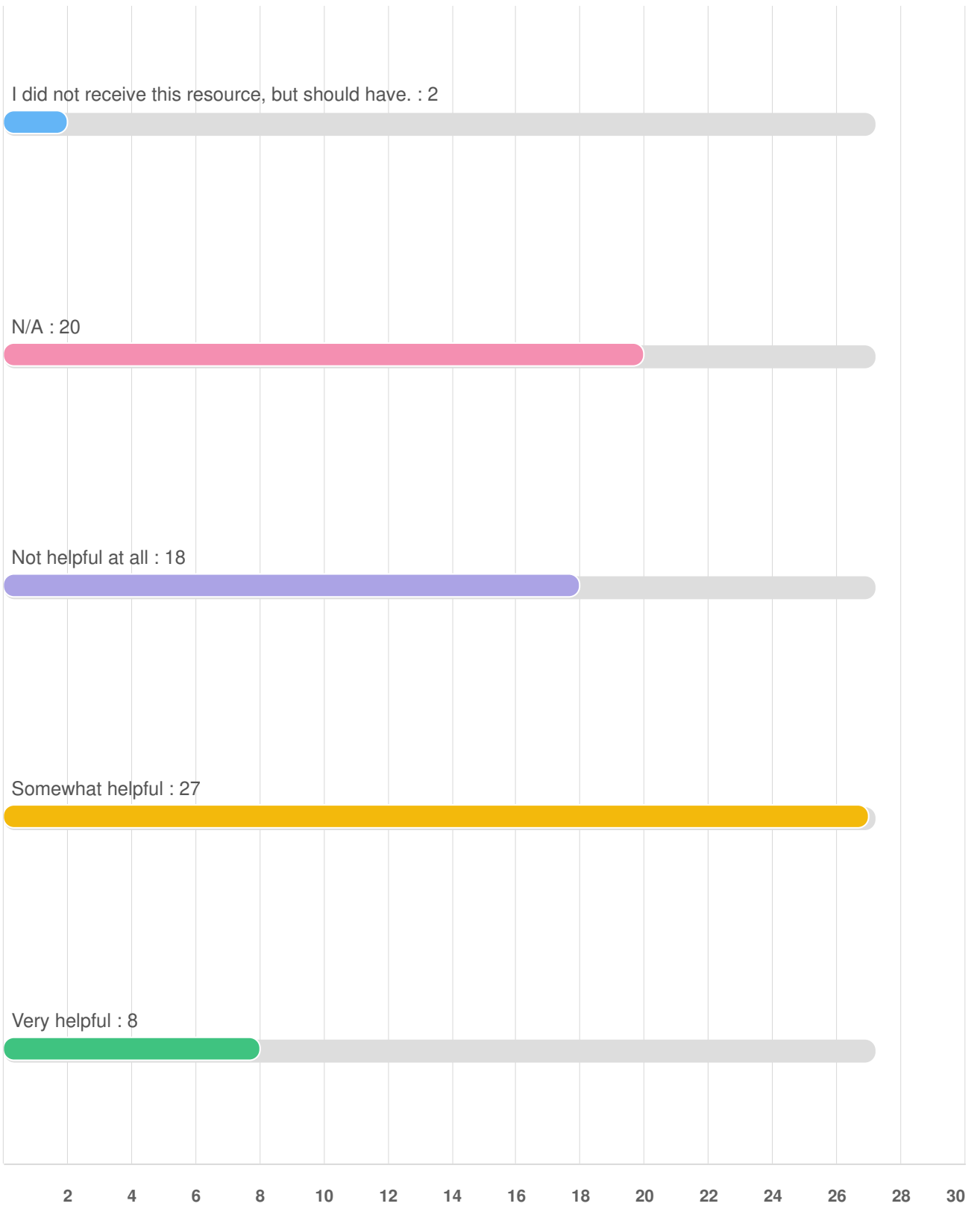


5 10 15 20 25 30 35

Social media advertisements or posts from City accounts

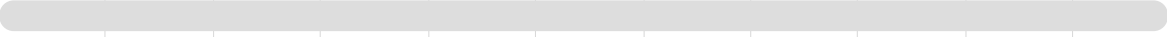


Local media coverage/ stories



311 customer service

I did not receive this resource, but should have. : 0



N/A : 21



Not helpful at all : 18



Somewhat helpful : 22

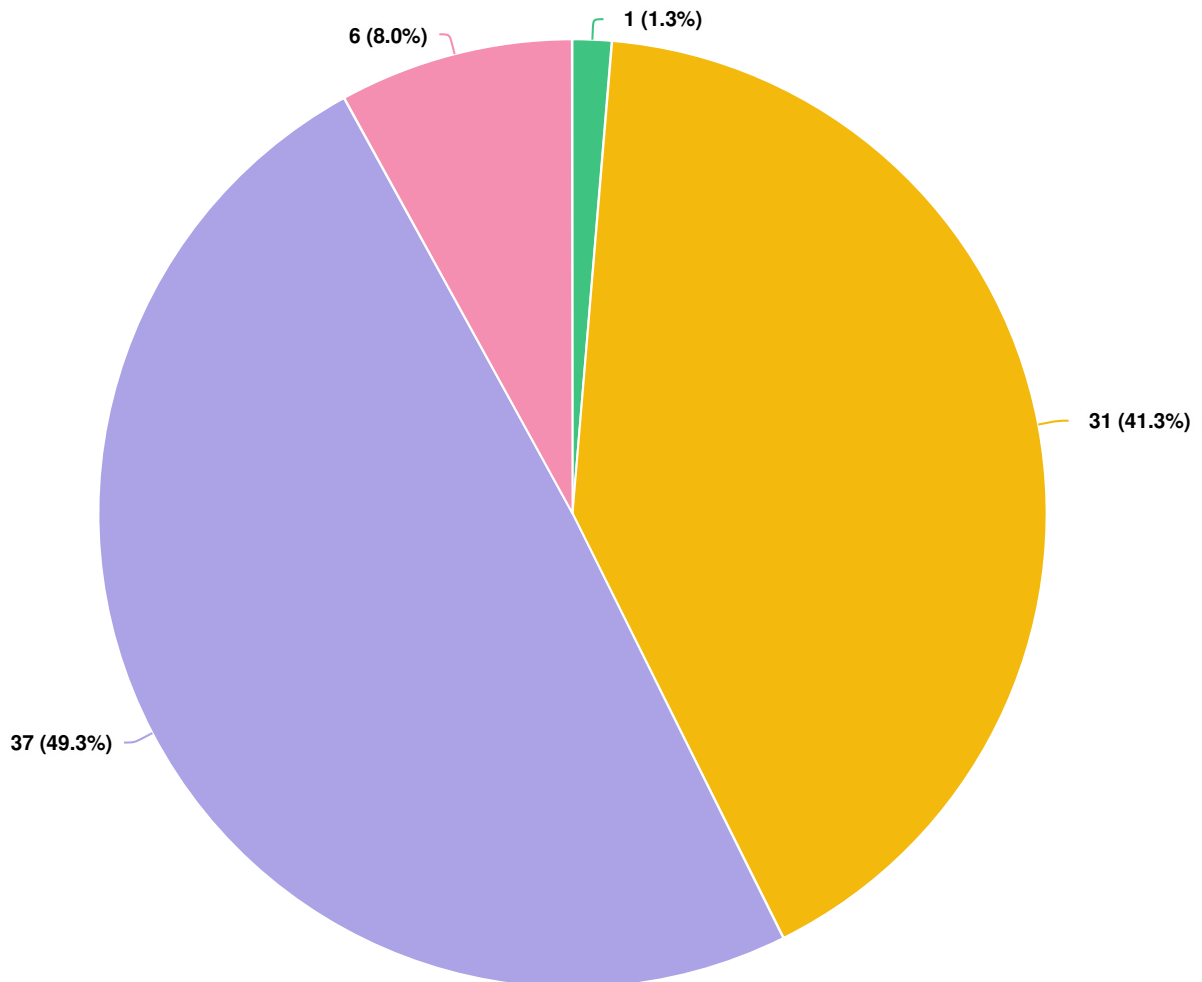


Very helpful : 14



2 4 6 8 10 12 14 16 18 20 22 24

Q12 Considering the speed and completeness of the Windrow Assistance Service on snow routes, how do you rate the overall service level post-storm?



Question options

- I don't know
- Too low
- Adequate
- Too high

Mandatory Question (75 response(s))
Question type: Radio Button Question