

Public and Stakeholder Engagement Feedback

Engagement Initiative and Year	What We Heard	What We Did
2021 Stakeholder Feedback on SNIC Policy Refresh	<p>Accessibility Advisory Committee (AAC)</p> <ul style="list-style-type: none"> ● Expressed positivity on the recognition of active pathways and having more clarity on those priorities. ● Wondered if the procedure could address bylaw and enforcement issues for sidewalk snow clearing. ● Emphasized the need for more communication on the procedures especially around the 311 process. <p>Edmonton Federation of Community Leagues (EFCL)</p> <ul style="list-style-type: none"> ● Asked for more clarity on snow clearing vs. removal, mobility network and process around windrow clearing on bus stops and sidewalks. ● Encouraged the City to have more communication around equity with regards to active pathways. ● Offered to help the City with any communication to leagues/residents. ● Expressed interest in the future plans for community sandbox program and equipment donation like in 2021. 	<p>Additional clarification and details have been added to the SNIC policy and procedure such as:</p> <ul style="list-style-type: none"> ● Added definition of mobility network and pre-wet. ● Clarified in the procedure that when the City of Edmonton is responsible for clearing windrows on a sidewalk, it will be in response to a 311 notification. ● Added clear service levels for alleys/back lanes in business districts. <p>Additional next steps also include:</p> <ul style="list-style-type: none"> ● EFCL will be looped in the communications plan for any future program messaging such as parking ban notifications. ● AAC and EFCL will be engaged as part of the community sandbox program review.

	<p>Urban Development Institute (UDI)/Canadian Home Builders Association (CHBA)</p> <ul style="list-style-type: none"> • Asked for more clarity on the pre-wetting of sand/salt mix with calcium chloride and where this was used - roadway or active pathway. • Shared concerns about the pre-wetting process and how that might impact infrastructure and landscaping. <p>Business Improvement Areas (BIAs)</p> <ul style="list-style-type: none"> • Asked for more clarity on service levels and priority for clearing alleys/back lanes, sidewalks and windrows in BIAs. • Wanted to understand how the SNIC operations team works with the enforcement team regarding snow and ice standards on private property. 	
<p>2020 Parking Ban Survey</p>	<p>The survey was conducted to get insights on resident use of street parking in winter and expectations around a potential parking ban and related communications.</p> <ul style="list-style-type: none"> • Most respondents indicated they did not park on the street, but of those that do, mostly park 1-2 vehicles. • Majority of the respondents believed that removing vehicles from the street 	<p>A two-phase citywide parking ban was developed for the 2020-21 season. Given the mild winter, a parking ban wasn't called but the following steps have been taken:</p> <ul style="list-style-type: none"> • The parking ban process has been added to the new SNIC procedure. • City website has been updated with details on the parking ban and an interactive map which displays the

	<p>improves the ability, quality, efficiency and effectiveness of snow removal on residential streets.</p> <ul style="list-style-type: none"> • Most preferred a daytime ban. • Most preferred notification of a ban through emails, social media and the news media. Of the communications methods we have not employed in past seasons, neighbourhood signs and text alerts were the two most requested. 	<p>status of roads during a parking ban.</p> <ul style="list-style-type: none"> • Large “No Parking” signs have been developed to be placed in residential areas when a ban is in effect, as requested through citizen feedback. • Alternative parking options have been identified at select publicly-accessible City facilities and Edmonton Public Library to support residents who are unable to find any parking during a parking ban. • A service design review is underway to identify ways to ensure better citizen awareness and more compliance with the ban in future. • Work is underway to develop a text alert system to deliver notifications.
<p>2019 Residential Snow and Ice Control</p>	<p>This engagement was focused on getting feedback from the public on how to improve winter maintenance in residential areas.</p> <ul style="list-style-type: none"> • Most residents wanted the City to maintain full driving lanes and supported a city-wide parking ban. • Many residents were concerned about the windrow and cul-de-sac clearing process and wanted better communication from the City. • Majority of the residents were okay with some snow accumulation on residential roads but preferred a 	<p>A parking ban trial was conducted in 2019-20 and eventually a city-wide parking ban was implemented in 2020-21. Other enhancements include:</p> <ul style="list-style-type: none"> • More frequent maintenance in residential areas in between blading cycles as of 2020-21. This has also been added to the SNIC procedure. • Clear process for cul-de-sac and windrow clearing has been added to the SNIC procedure. This will also be updated on the website. • Service levels and priority hierarchy

	<p>higher service for sidewalks and pathways.</p>	<p>for active pathways has been clearly added to the SNIC procedure.</p>
<p>2019 Winter Walkways Symposium (Collaboration between City of Edmonton and EFCL)</p>	<p>This symposium invited internal and external stakeholders to learn about and explore innovative solutions for snow and ice clearing on Edmonton’s walkways.</p> <ul style="list-style-type: none"> ● Most attendees wanted the City to prioritize the safety and accessibility of all users of the mobility network and not just roadway users. ● Many attendees suggested the City use a community based approach like equipment sharing between leagues or a grant program for leagues to purchase equipment. ● Majority of the attendees demanded greater clarity and communication of roles and responsibilities between the City, residents and businesses. 	<p>As part of the policy refresh work:</p> <ul style="list-style-type: none"> ● Principle of ‘equity’ has been added to the revised SNIC policy to emphasize the safety and accessibility for all users. ● Information on the priority hierarchy for active pathways has been added to the SNIC procedure. <p>Some of the ideas from the symposium that were executed included:</p> <ul style="list-style-type: none"> ● Snow removal grants for community leagues, seniors and persons with disabilities were offered in the 2019-20 and 2020-21 winter season. ● Donating three pieces of surplus City equipment (dual-purpose snow clearing/mower units) to EFCL who gave it away to three leagues.