

Snow and Ice Control Program Survey

Summary Report

May 2022

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Survey Objective and Methodology

- The purpose of this survey was to gather public feedback on a newly proposed Snow and Ice Control program, developed with input from staff, stakeholder organizations, residents and City Council.
- This survey also provides estimates on possible tax increases to residents due to budget changes that would be needed to support this program.
- Results from this survey will be used to inform the decisions made by City Council.
- The survey was made available to members of Edmonton Insight Community, the broader public via an open link on edmonton.ca/surveys and the edmonton.ca/safetravels web page, and on various Social Media channels, between May 19 and May 29. An open survey link was created to allow Councillors' offices to submit multiple responses on behalf of constituents.
- A total of 4,109 completes were received from diverse Edmontonians. Refer to Appendix II for the demographic respondent profile.

Find out more by going to: edmonton.ca/engagement

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Key Findings

ROADWAYS

- Total of 60% support for some service level increase (one of the two proposed options.) In contrast, 33% support for the City to maintain the same service levels as for the 2021-2022 winter season.
- No single option was supported by the majority of the respondents.
- GBA+ subsegment analysis indicates similar support levels for these options across different groups.

ROADWAYS SERVICE ENHANCEMENTS

- Majority of respondents (74%) support clearing of residential windrows blocking driveways and curb cuts.
- 35% support expanding windrow free zones in front of schools to include both sides of the road.
- GBA+ subsegment analysis indicates similar support levels for these enhancements across different groups.

ACTIVE PATHWAYS

- Support is split between respondents who want to maintain same service as the 2021-2022 winter season (47%) and those who support a service level increase (48%), either Option A or B.
- GBA+ subsegment analysis* indicates strong support for Option A within the following groups:
 - Live in condos or townhouses/duplexes
 - Take public transit or walk for winter transportation
 - LGBTQ2S+
 - Person with a disability, with mobility challenges, with a medical condition, supports a person with a disability (parent/guardian/caregiver)



Key Findings

COMMUNITY SANDBOXES

- “Keep the community sandbox program as is” is the most preferred option (53% of respondents.)
 - GBA+ subsegment analysis indicates the same preference across different groups
- Largest proportion of respondents (60%) think it’s important that “sandboxes continue to be a free service.” Having “a community sandbox close to where I live (within walking distance)” is not as important (34% of respondents) compared with other factors.
 - GBA+ subsegment analysis shows the same results across different groups.
- Sandbox availability and having consistent refill timelines are important for the following GBA+ subsegments: lower income households, person with a disability, someone who supports a person with a disability, person with mobility challenges, person with a medical condition, senior (65+ years).

ASSISTED SNOW PROGRAM*

- 34% would be interested in using an Assisted Snow Program. 28% of respondents are unsure.
- Respondents are most interested in services offered through their community league or non-profit organization.

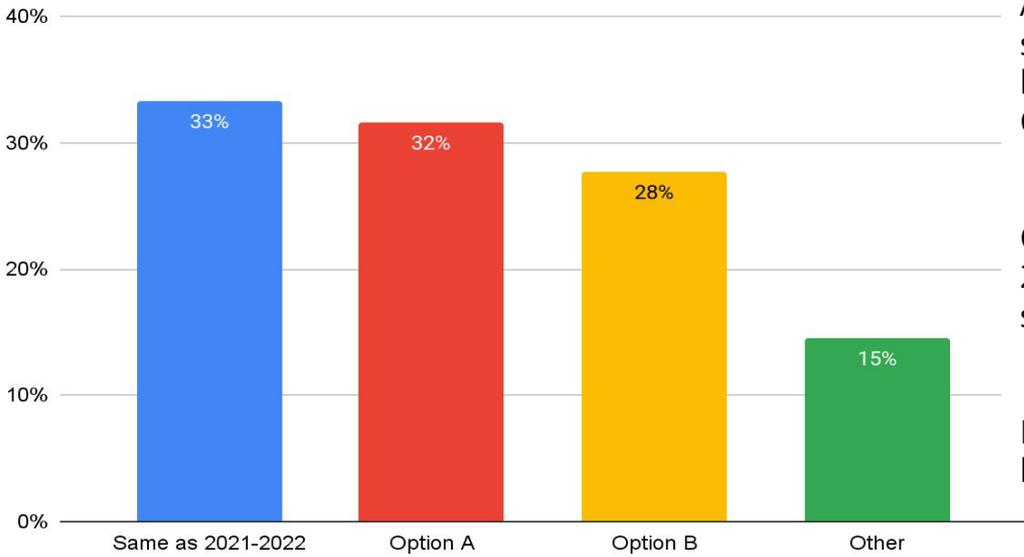
**Respondents include those identify as a: person with a disability; someone who supports a person with a disability; person with mobility challenges; person with medical condition; senior (65 yrs+). GBA+ subsegment analysis cannot be applied to these results given the small sample size.*

Detailed Results

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Roadways



A total of 60% support some service level increase (slightly higher support for Option A vs. Option B).

Only 33% support for 2021-2022 winter season service levels.

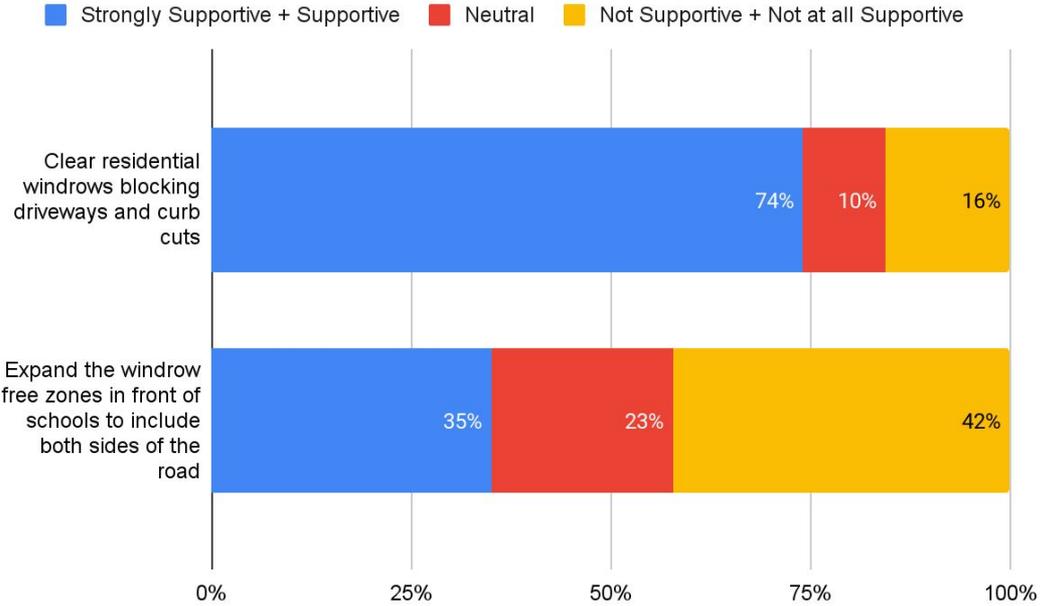
No single option is supported by the majority of respondents.

	2021-2022 Winter Season Service Levels	Option A	Option B
Non-residential roadways	5-8 days	4-5 days	3 days
Residential roadways	10 days	7 days	6 days
Estimated tax increase for a typical home (based on \$2,777/yr for the median assessment of \$402,000)	No change	\$16/year	\$42/year



Q. Thinking about snow removal on roadways in the coming years, which of the following options are you in support of? *Select all that apply.* (n= 4,109)

Roadways Enhancements



Majority (74%) support clearing residential windrows blocking driveways and curb cuts

Approximately 1 / 3 of respondents support expanding the windrow free zone in front of schools.

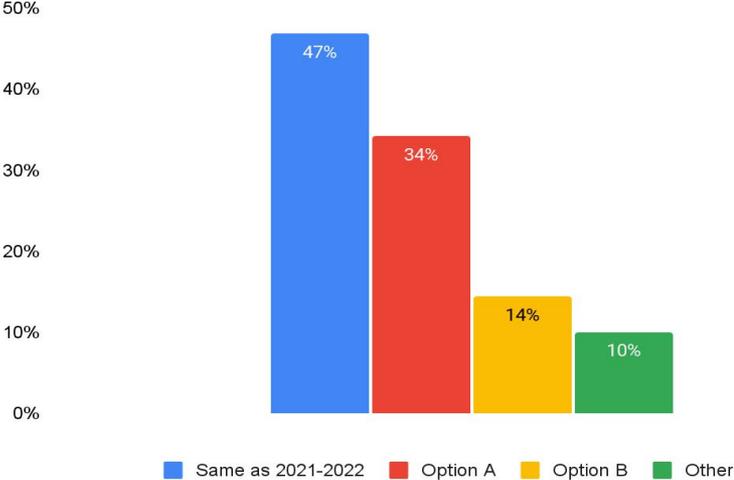
Estimated tax increase for a typical home (based on \$2,777/yr for the median assessment of \$402,000):

- Clear residential windrows blocking driveways and curb cuts: \$5/year
- Expand the windrow free zones in front of schools to include both sides of the road: \$25/year



Q. To what extent do you support the following service enhancements? [scale of 1-5] (n=4,109)

Active Pathways



Respondents are split between support for maintaining same service as the 2021-2022 winter season (47%) or increasing service levels through one of the two proposed options (48%).

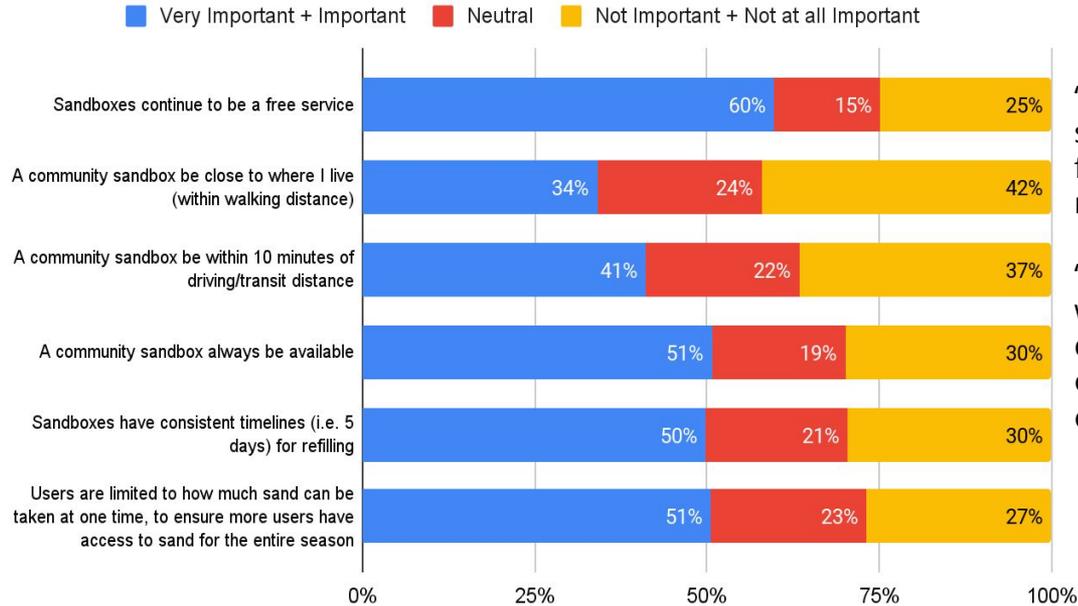
Support for Option A is higher than B.

	2021-2022 Winter Season Service Levels	Option A	Option B
Inventory adjacent to City facilities, divided bike lanes, LRT platforms, some shared use paths by schools	1 days	½ day	½ day
City sidewalks, ramps, shared pathways, parking lots, staircases, access to bus stops adjacent to City property, pedestrian bridges	8 days	2 days	1 day
Areas maintained by hand on active pathways, breezeways, around benches, pedestrian only streets; filling community sandboxes	20 days	11 days	5 days
Estimated tax increase for a typical home (based on \$2,777/yr for the median assessment of \$402,000)	No change	\$23/yr	\$74/yr



Q. Thinking about snow removal of City-maintained sidewalks, areas around City facilities, bus stops, stairs and bridges in the coming years, which of the following options are you in support of? *Select all that apply.* (n=4,109)

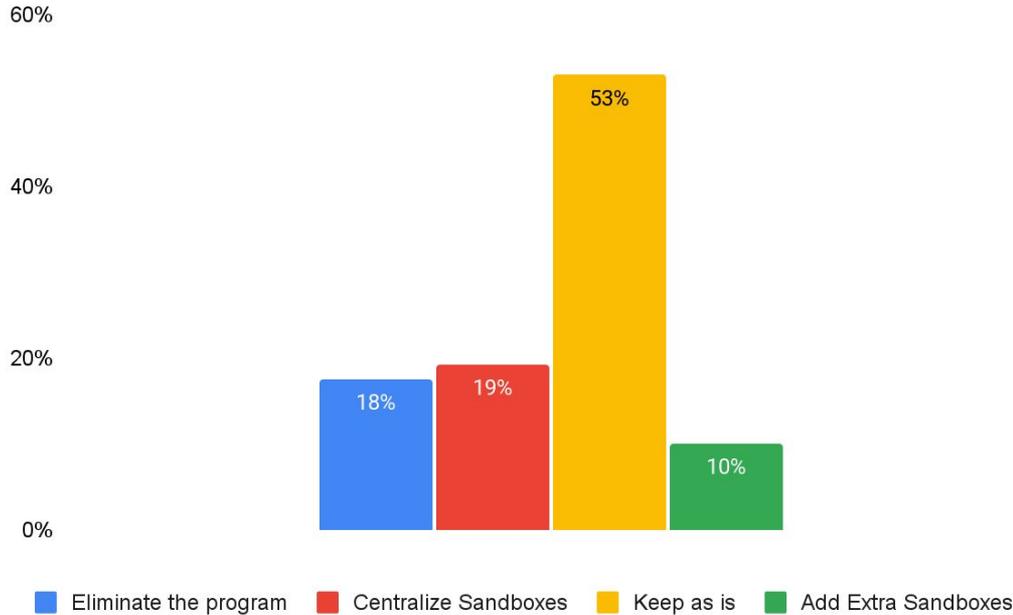
Community Sandboxes



“Sandboxes continue to be a free service” is the most important factor as determined by 60% of respondents.

“A community sandbox close to where I live (within walking distance)” is not as important (34% of respondents) compared with other factors.

Community Sandboxes - All respondents



“Keep the community sandbox program as is” is the most preferred option (53% of respondents.)

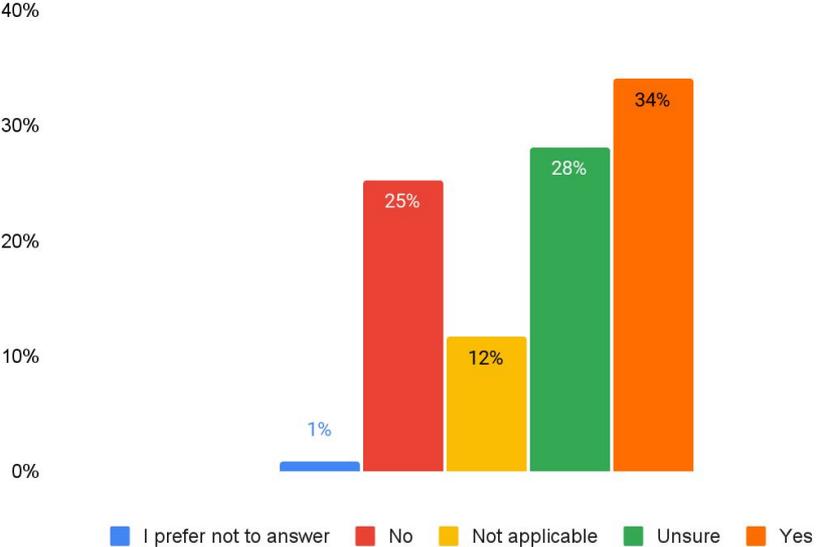
A total of 37% would prefer a reduction in sandbox service, either elimination of the program or centralizing sandboxes at locations across the city.

	Option 1	Option 2	Option 3	Option 4
Proposed Options	Eliminate the sandbox program.	Centralize sandboxes.	Keep the sandbox program as-is with equipment that would allow for more efficient refilling.	Add extra sandboxes with dedicated staff and equipment that would allow for more efficient refilling.



Q. Assuming that the timelines to fill these boxes does not change from the current service standard (5 days from the end of a snow/weather event), which one would you most prefer? (n=4,109)

Assisted Snow Program



34% would be interested in using an Assisted Snow Program.

28% of respondents are unsure.

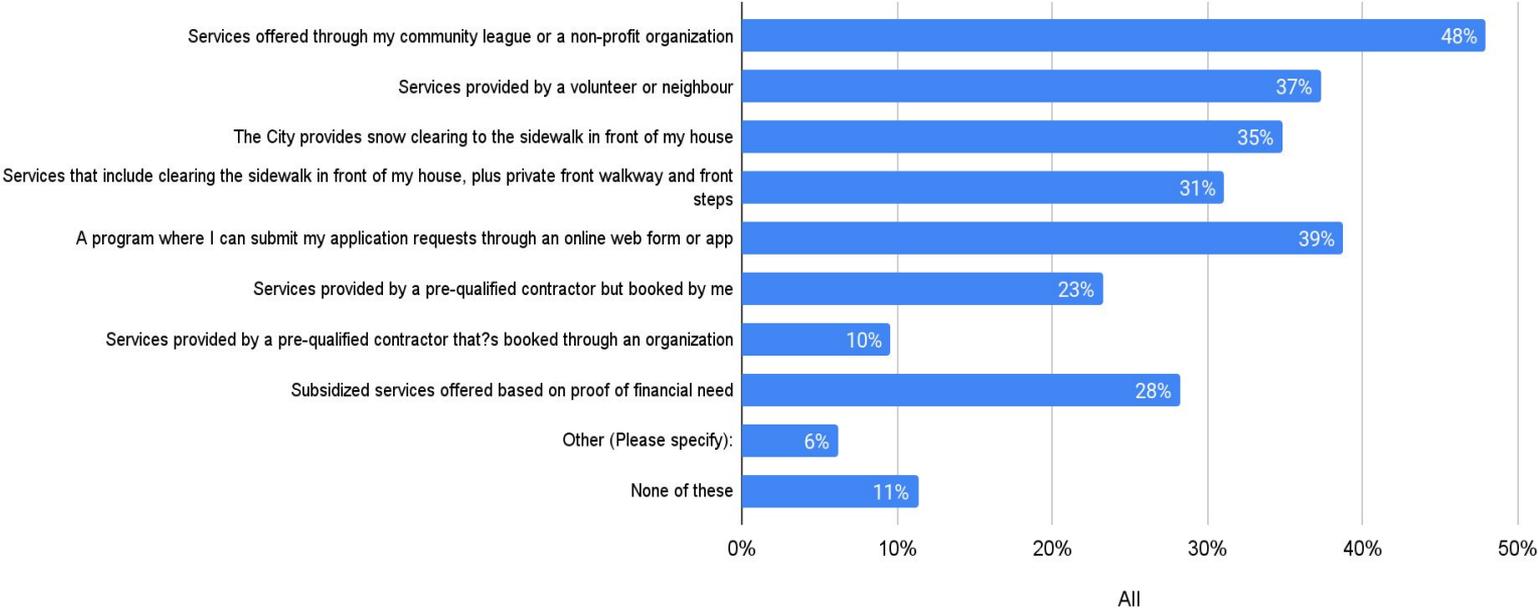
This question was asked to the following respondents who identified as

- Person with a disability
- Someone who supports a person with a disability (parent/guardian/caregiver)
- Person with mobility challenges
- Person with medical condition
- Senior (65 yrs+)



Q. If the City were to develop an assisted snow/ice shoveling program for people with disabilities or mobility challenges to help their sidewalks remain clear of snow and ice through the winter, would you or someone you know/care for be interested in using it? (n= 1,631)

Assisted Snow Program



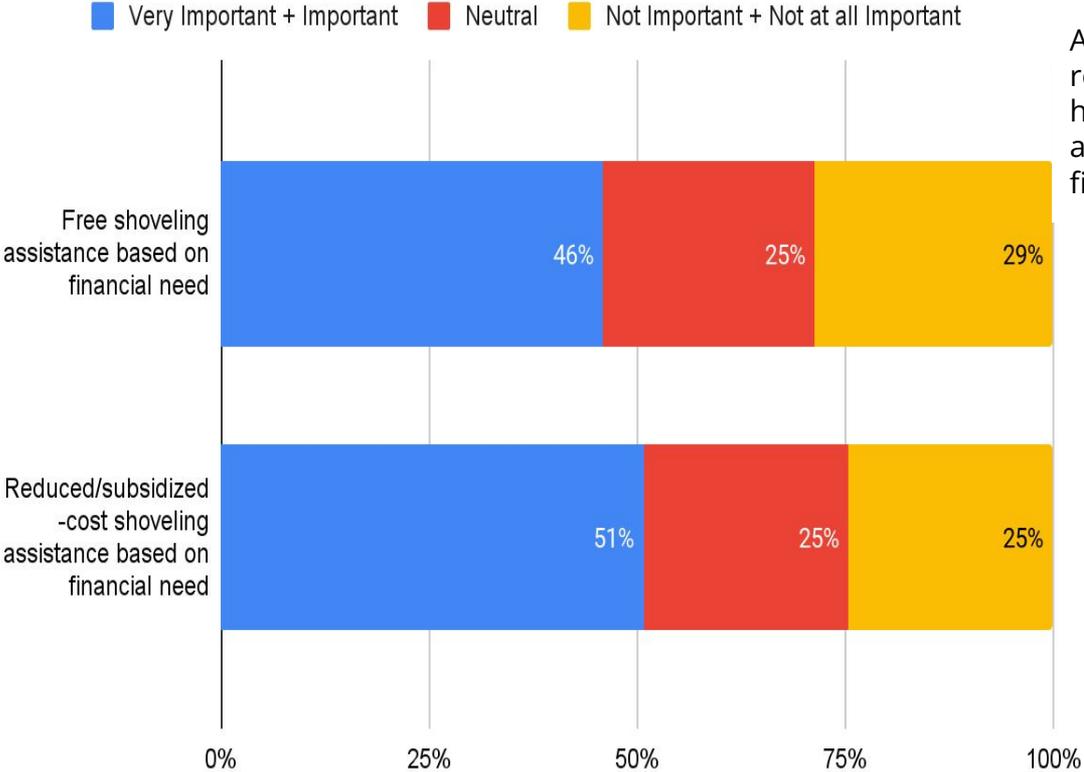
Respondents* are most interested in services offered through their community league or non-profit organization (48%).

*The Assisted Snow program questions were only asked to those who responded "yes" or "unsure" to the previous question: "If the City were to develop an assisted snow/ice shoveling program...would you or someone you know/care for be interested in using it?"



Q. Which of the following program types and services would be of most interest to you? *Select all that apply.* (n= 1,014)

Assisted Snow Program



Approximately half of self-identified respondents think that it is important to have a free or reduced/subsidized-cost assisted snow program based on financial need.



Q. Thinking about your current and future needs, how important is it to you to have access to: [importance scale of 1-5]? (n= 1,014)

Appendix I

GBA+ Analysis*

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*Only key differences in subsegment analysis are presented in this report

Active Pathways - GBA+ subsegments

	Base (n)	Maintain Same Service as 2021-2022 Winter season	Option A - Active Pathways	Option B - Active Pathways	Other (Please Specify)
All	4,109	47%	34%	14%	10%
Indigenous	138	54%	29%	12%	18%
LGBTQ2S+	277	31%	42%	27%	11%
Racialized	262	48%	35%	14%	11%
Immigrant or new Canadian	185	44%	35%	16%	11%
Person with a disability	370	37%	34%	24%	13%
Someone who supports a person with a disability	253	39%	34%	21%	12%
Person with mobility challenges	427	37%	38%	19%	13%
A person with a medical condition	444	39%	36%	21%	14%
Senior (65+ years)	1,113	45%	36%	13%	9%
Person who walks with a stroller, wagon or small children	359	50%	29%	18%	11%

Note: Blue cells indicate strongest support for presented options by subsegment



Q. Thinking about snow removal of City-maintained sidewalks, areas around City facilities, bus stops, stairs and bridges in the coming years, which of the following options are you in support of? *Select all that apply.* (n=4,109)

Active Pathways - GBA+ subsegments



	Base (n)	Maintain Same Service as 2021-2022 Winter season	Option A - Active Pathways	Option B - Active Pathways	Other
All	4,109	47%	34%	14%	10%
Condo/apartment	569	27%	43%	25%	10%
Single detached home	2,943	51%	32%	12%	10%
Townhouse, duplex, or fourplex	520	44%	40%	15%	8%
Under \$30,000	152	41%	33%	20%	13%
\$60,000 to \$99,999	820	44%	39%	15%	9%
\$30,000 to \$59,999	402	44%	36%	16%	10%
\$100,000 to \$149,999	822	48%	36%	13%	10%
\$150,000 and over	840	45%	37%	17%	8%
I prefer not to answer	1,073	52%	27%	12%	13%
Personal Vehicle (driver or passenger)	3,882	48%	34%	13%	10%
Public transit (bus, LRT, DATS)	1,130	36%	42%	20%	10%
Cycling	440	37%	32%	24%	15%
Walking/Running	2,301	42%	38%	16%	11%

Note: Blue cells indicate strongest support for presented options by subsegment



Q. Thinking about snow removal of City-maintained sidewalks, areas around City facilities, bus stops, stairs and bridges in the coming years, which of the following options are you in support of? *Select all that apply.* (n=4,109)

Community Sandboxes - GBA+ subsegments

	Base (n)	Sandboxes continue to be a free service	A community sandbox be close to where I live (within walking distance)	A community sandbox be within 10 minutes of driving/transit distance	A community sandbox always be available	Sandboxes have consistent timelines (i.e. 5 days) for refilling	Users are limited to how much sand can be taken at one time, to ensure more users have access to sand for the entire season
All	4,109	60%	34%	41%	51%	50%	51%
Indigenous	138	63%	42%	50%	57%	52%	49%
LGBTQ2S+	277	63%	44%	40%	55%	55%	47%
Racialized	262	61%	36%	42%	48%	52%	49%
Immigrant or new Canadian	185	52%	34%	34%	45%	43%	44%
Person with a disability	370	69%	45%	48%	61%	61%	54%
Someone who supports a person with a disability	253	65%	37%	45%	58%	58%	50%
Person with mobility challenges	427	69%	42%	48%	62%	62%	56%
A person with a medical condition	444	66%	41%	45%	58%	57%	58%
Senior (65+ years)	1,113	64%	34%	44%	55%	53%	59%
Person who walks with a stroller, wagon or small children	359	56%	33%	42%	51%	46%	49%

Note: Blue cells indicate greatest importance for presented factors by subsegment

Q. How important is it for your household that: [on an importance scale of 1 to 5] (n=4,109)

Community Sandboxes - GBA+ subsegments

	Base (n)	Sandboxes continue to be a free service	A community sandbox be close to where I live (within walking distance)	A community sandbox be within 10 minutes of driving/transit distance	A community sandbox always be available	Sandboxes have consistent timelines (i.e. 5 days) for refilling	Users are limited to how much sand can be taken at one time, to ensure more users have access to sand for the entire season
All	4,109	60%	34%	41%	51%	50%	51%
Condo/apartment	569	60%	43%	38%	54%	51%	52%
Single detached home	2,943	60%	33%	43%	51%	51%	50%
Townhouse, duplex, or fourplex	520	56%	34%	33%	45%	45%	52%
Under \$30,000	152	73%	53%	51%	66%	62%	53%
\$60,000 to \$99,999	820	60%	33%	41%	50%	48%	52%
\$30,000 to \$59,999	402	68%	45%	45%	59%	60%	58%
\$100,000 to \$149,999	822	57%	28%	41%	46%	47%	51%
\$150,000 and over	840	51%	30%	37%	45%	44%	43%
I prefer not to answer	1,073	64%	36%	42%	54%	52%	52%
Personal Vehicle (driver or passenger)	3882	59%	33%	41%	50%	49%	51%
Public transit (bus, LRT, DATS)	1,130	65%	43%	43%	56%	55%	52%
Cycling	440	61%	41%	42%	53%	54%	46%
Walking/Running	2301	60%	35%	42%	52%	51%	50%

Note: Blue cells indicate greatest importance for presented factors by subsegment

Q. How important is it for your household that: [on an importance scale of 1 to 5] (n=4,109)

Appendix II

Respondents Profile

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Demographic Profile

Base (n)	4,109		4,109		4,109
LOCATION		DWELLING		GENDER	
Live in Edmonton	99%	Condo/apartment	14%	Woman	45%
Live in surrounding areas	1%	Single detached home	72%	Man	44%
INCOME		Townhouse, duplex, or fourplex	13%	Non-Binary	1%
Under \$30,000	4%	TRANSPORTATION MODE		Transgender	1%
\$60,000 to \$99,999	20%	Personal Vehicle (driver or passenger)	94%	Two-Spirit	1%
\$30,000 to \$59,999	10%	Public transit (bus, LRT, DATS)	28%	Another Gender not listed	1%
\$100,000 to \$149,999	20%	Cycling	11%	Prefer not to answer	9%
\$150,000 and over	20%	Walking/Running	56%		
I prefer not to answer	26%				



Demographic Profile

Base (n)	4,109
Indigenous	3%
LGBTQ2S+	7%
Racialized	6%
Immigrant or new Canadian	5%
Person with a disability	9%
Someone who supports a person with a disability	6%
Person with mobility challenges	10%
A person with a medical condition	11%
Senior (65+ years)	27%
Person who walks with a stroller, wagon or small children	9%
None of the above	32%
I prefer not to answer	13%



Questions?

E-mail research@edmonton.ca for more information, or visit www.edmonton.ca/surveys

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