

2024 Winter Maintenance Survey Results



Background

The Winter Street Maintenance Policy provides “... priorities for the control of ice and snow conditions on streets and sidewalks based on the limited resources available.”

The Winter Street Maintenance Policy was last revised on September 24, 2018, and was scheduled for the next revision in 2023.

A Council Motion on August 2, 2023, directed Administration to prepare a community engagement survey on winter maintenance in time for the April 2024 Trade Show.

The Winter Maintenance Survey was available for residents and visitors in both paper and electronic format from April 26 to May 17.

In total **131 Surveys were completed.**

Demographic Information

Are you a TOPC resident or Business Owner?

115 (88%) of respondents are **Town residents**

19 (15%) of respondents **own businesses** in Pincher Creek.

What is your age?

Responses were quite **evenly distributed across the 25 to 65+ age spectrum**

If you own a business in TOPC, approximately how many clients/customers visit your business daily during the winter season?

5 (4%) of respondents indicated 1 to 3 daily customers

9 (7%) of respondents indicated 4 to 10 daily customers

8 (6%) of respondents indicated 21 or more customers

Transportation Information

What is your primary mode of transportation from October to April?

121 (**92%**) of respondents **drive a personal or company vehicle** as their primary mode of transportation.

What type of vehicle do you typically drive in the winter?

99 (**76%**) of respondents drive an **all wheel drive or four wheel drive vehicle**. Only one respondent indicated that they do not drive in winter.

What type of tires do you have on your vehicle in the wintertime?

84 (**64%**) of respondents indicated they have **winter tires and/or studded winter tires** on their vehicles.

43 (**33%**) of respondents indicated they have **all season tires**.

Where do you park your vehicle?

102 (78%) of respondents park their vehicle in driveway, carport or garage.

Snow Removal Satisfaction

Please rate your satisfaction with snow removal on Priority One streets in Town.

71 (**54%**) of respondents are **satisfied** or very satisfied with snow removal on Priority One streets.

51 (**39%**) of respondents are **dissatisfied** or very dissatisfied with snow removal on Priority One streets.

Please rate your satisfaction with snow removal on Priority Two streets in Town.

49 (**37%**) of respondents are **satisfied** or very satisfied with snow removal on Priority Two streets.

73 (**56%**) of respondents are **dissatisfied** or very dissatisfied with snow removal on Priority Two streets.

Please rate your satisfaction with snow removal on residential streets in Town.

29 (22%) of respondents are satisfied or very satisfied with snow removal on Residential streets.

96 (**73%**) of respondents are **dissatisfied** or very dissatisfied with snow removal on Residential streets.

Snow Removal Satisfaction (*continued*)

Please rate your satisfaction with salt and sanding operations.

63 (**48%**) of respondents are **satisfied** or very satisfied with salt and sanding operations.

66 (**50%**) of respondents are **dissatisfied** or very dissatisfied with salt and sanding operations.

Please rate your overall satisfaction with snow removal in Town.

38 (29%) of respondents are satisfied or very satisfied with snow removal in Pincher Creek.

93 (**71%**) of respondents are **dissatisfied** or very dissatisfied with snow removal in Pincher Creek.

Communication

Please rate your overall satisfaction with communication on winter road maintenance in Town.

36 (**27%**) of respondents are **satisfied** or very satisfied with communication on winter road maintenance.

88 (**67%**) of respondents are **dissatisfied** or very dissatisfied with communication on winter road maintenance.

How do you usually get information on snow removal in Town?

46 (**35%**) **Facebook**

13 (10%) Town Website

1 (1%) Newspaper

54 (**41%**) **Personal Observations**

17 (13%) Other (*No information available on snow removal or Phone the town office*)

Would you like to see more communication on snow removal?

90 (**69%**) of respondents would like **more communication** regarding snow removal.

Citizen Request & Traffic Bylaw

Are you aware of the Town's Citizen Request form which provides an opportunity for Residents to make an inquiry or report regarding Snow Removal for roads or trails? Have you previously used the Town's Citizen Request form to request winter maintenance or information on winter maintenance?

93 (**71%**) of respondents are **aware** of the Citizen Request form.

51 (**39%**) of respondents have **used** the Citizen Request form to request winter maintenance and/or information on winter maintenance.

Prior to completing this survey, were you aware of the Traffic Bylaw requirements related to snow and ice?

90 (**69%**) of respondents were **aware** for the Traffic Bylaw requirements regarding snow and ice.

Level of Service

Do you agree that the current snow clearing completion time (72 hours) with existing staff and equipment is satisfactory?

60 (**46%**) of respondents **agree** or strongly agree that the current snow clearing completion time is sufficient.

71 (**54%**) of respondents **disagree** or strongly disagree that the current snow clearing completion time is sufficient.

Do you support increasing taxes to improve the level of service for winter road maintenance?

23 (**18%**) of respondents **support** increasing taxes to improve the level of service for winter road maintenance.

Sidewalks & Pathways

How often do you use sidewalks and pathways in Town during the winter season?

95 (73%) of respondents indicated they **use sidewalks and pathways more than two times per week during the winter season.**

Other responses received:

- I would like to often but don't due to snow maintenance
- Your side walks on Schofield St are terrible to walk on and in winter they are very bad
- Too icy and dangerous I won't walk them because I don't want a broken hip
- Only to shovel for others At the track it is challenging when snow drifts, hard machinery is the only thing that could remove it and a man that is 65 and has heart issue should not be made to remove that snow. Shame on the town to expect some to shovel. Not to mention that cars driving by just spray it onto the sidewalk. It can be very challenging to keep it clean.
- Every day, more than once. We ride our bicycles and walk. We would do more, if it were easier.
- I don't, but my children do daily

Sidewalks & Pathways (*continued*)

Please rate your satisfaction with sidewalk snow removal in Pincher Creek

75 (**58%**) of respondents are **satisfied, very satisfied or not affected** with sidewalk snow removal.

Please rate your satisfaction with pathway snow removal in Pincher Creek.

88 (**67%**) of respondents are **satisfied, very satisfied or not affected** with pathway snow removal.

Please rate your experience walking on Downtown sidewalks and crosswalks in the winter.

86 (**67%**) of respondents rated their winter Downtown sidewalk and crosswalk experience as **fair or poor**.

Are sidewalks cleared appropriately along your entire walking route.

32 (**24%**) of respondents indicated sidewalk connectivity following a snow event was **good or excellent**.

99 (**76%**) of respondents indicated sidewalk connectivity following a snow event was **fair or poor**.

Sidewalks & Pathways (*continued*)

Your experience using residential sidewalk routes in winter.

- 32 (24%) of respondents use sidewalks to get where they need to go most of the time
- 17 (13%) of respondents sometimes use other transportation means to get where they are going safely
- 7 (5%) of respondents almost always have to use alternate transportation in winter
- 49 (**37%**) of respondents **walk in the street when the sidewalks are not cleared**
- 26 (**20%**) of respondents **limit their activities in the winter as a result of poor sidewalk conditions**

How quickly the sidewalk is cleared following a snow event.

- 47 (**36%**) of respondents indicated the timeliness of sidewalk clearing was **good or excellent**.
- 84 (**64%**) of respondents indicated the timeliness of sidewalk clearing was **fair or poor**.

How consistently are sidewalks cleared following a snow event.

- 42 (**32%**) of respondents indicated sidewalk clearing was **good or excellent**.
- 89 (**68%**) of respondents indicated sidewalk clearing was **fair or poor**.

Summary

The **majority** of respondents indicated their vehicles are **prepared for winter driving conditions**.

The **majority** of respondents are **satisfied with the level of service for Priority One streets**.

The **majority** of residents are **dissatisfied with the level of service for other streets** in Town.

Respondents were **evenly split regarding their level of satisfaction with salt and sand operations**.

Respondents would like **better communication related to winter maintenance**.

The **majority** of respondents were **aware of both the Citizen Request form and the Traffic Bylaw requirements** related to snow and ice.

Respondents were **evenly split regarding the current level of service for snow clearing**. (72 hours)

Respondents **do not support a tax increase** to improve the level of service.

The **majority** of respondents indicated they are **satisfied with sidewalk and pathway winter maintenance**, with the **exception of Downtown which was rated as fair or poor**.

Respondents consider **pedestrian route connectivity to be less than desirable**.

Next Steps

Utilize feedback from the Winter Maintenance Survey to identify changes and revisions to the Winter Street Maintenance Policy for Council consideration.

The suggested revisions may include:

- Review of Priority routes to eliminate currently identified transit routes and add Council priorities.
- Review of winter maintenance coverage for school zones.
- Review of winter maintenance requirements for Downtown.
- Review of opportunities and constraints related to increasing the level of service without significantly increasing the winter maintenance costs.
- Discuss opportunities to improve communication related to winter maintenance activities.



Thank You