



# Snow Business: Survey Results

## What are the issues in wintertime?

In order of frequency (most frequent at the top), our respondents' gave us this top 5:

1. Sidewalks aren't accessible or usable
2. Walking in winter is dangerous
3. Moving around for anyone with mobility challenges is almost impossible
4. It's difficult to be active and healthy in wintertime
5. Important parts of the streetscape - hydrants, crosswalks, bus stops- are inaccessible

## What should change?

When we asked people to name what should change, they had lots of ideas! Here are the top 10:

- |  |   |
|--|---|
| 1. More sidewalk clearing needs to happen  | 6. Less plowing of road snow onto sidewalks or properties |
| 2. Responses to snowfall need to be more timely  | 7. Plow & salt sidewalks more thoroughly                  |
| 3. Sidewalks need to be higher on the priority list  | 8. Widen the streets more often                           |
| 4. More snow removal from streets  | 9. Rethink attitude, planning, and consultation           |
| 5. More focus on sidewalks on major arteries, pedestrian corridors, and major destinations | 10. Increase the snowclearing budget                      |

## How could we get it done?

Our responses were so full of solutions, we've grouped them (head to the next page for more)

### **Operational Ideas (in order of how often they were suggested - most frequent at the top)**

1. Clear sidewalks more quickly to avoid ice build up and more difficult/expensive job later
2. More staff and equipment is needed (in many cases the two were mentioned together)
3. Better coordination of road and sidewalk operations to avoid clearing one onto the other
4. Purchase more specialized sidewalk clearing equipment
5. Prioritize major walking routes such as major roads, school and grocery store areas
6. Staff need to be kept on later into the year
7. More trucking out of snow/ tandem snow-blower and truck clearing
8. Salt and/or sand sidewalks to deal with ice build up
9. Use existing sidewalk clearing equipment more efficiently/ get it out on the sidewalks
10. More training for staff on how to operate equipment, respond to different conditions, etc
11. Better clearing of intersections and cross walk areas – lots of snow buildup
12. Contract small companies or team of city workers with shovels for difficult for bigger equipment
13. Clear one side of sidewalks on major routes, use other side for snow storage
14. Increase the buffer between road and sidewalk in future developments
15. Change sidewalk plowing times – do more removal at night
16. Get snow melting equipment:
17. Create a dedicated sidewalk clearing team:
18. Going forward, place telephone poles more strategically to allow for easier sidewalk clearing
19. Let residents put snow onto street for city removal
20. Curb urban sprawl which increases demand for snow clearing

# More solutions:

Once again, in order of how often they were mentioned:

## Budget

Spend more money/ increase taxes – do what it takes to get the job done

Do more effective budgeting/ budget for worst case scenarios

Carry over unspent amounts from 'easy' winters to cover bigger expenses in tougher winters

Cut Council pay until the situation is resolved

## Priorities/ Policy

Make sidewalk clearing a priority on par with road clearing

Penalties/ bylaws compelling residents to clear sidewalk on their property

Fine property owners who put snow on sidewalks

## Innovation/ Learning

Learn from other snowy cities across Canada (Montreal, Winnipeg, Halifax, Mount Pearl)

Hire a consultant/ expert to analyze the whole system and recommend improvements

Learn from MUN – they have their own equipment and clear sidewalks relatively quickly

## Engagement

Get businesses to clear sidewalks through incentives

Take plow operators on walk-alongs with local residents so they can understand pedestrian realities

Encourage a more responsive and caring attitude for staff, especially at call centre

Encourage management to be more responsive to worker and citizen input

Work with residents to map out safe and efficient walking routes and clear them as a priority

Partner with oil companies – it could be great PR for them to help with this problem

## How would we pay for it?

**69%** Proportion of respondents who said they'd be willing to pay more taxes for better snow clearing

**\$300** Average amount those people said they'd be willing to pay each year for it

We asked the people who said "no" to the idea of taxes how they would pay for it. Here's their top 4:

1. Better budgeting and efficiency
2. A bylaw mandating that property owners clear their walks
3. Ticket revenue
4. Developer fees

"Things as simple as running out for coffee or lunch at work are almost impossible because its just not worth the hassle and risk"

"The extreme lack of access to sidewalks is dangerous, debilitating and frightening! It keeps me trapped at home more often than not."

"I work in a non-profit and help people of low income return to work and this city does not make it easy to get around in the winter"

# How winter makes an impact

## How do you stay safe in wintertime?

1. Avoiding going out
2. Dressing suitably
3. Cautious and safe walking
4. Careful/Defensive driving practices
5. Avoidance of certain areas
6. Driving or carpooling rather than walking
7. Winter tires etc.
8. Other (pray, luck, hope for the best, never spend another winter here...)
9. Entitled/Forced to walk in road and prepared to interact with or direct drivers
10. Trip Timing (avoid rush hours, stormy and snowy conditions, night time outings)
11. Taking a cab or bus rather than walk or have to find a place to park at destination



# Who filled out the survey?

**475 people and counting**

