

# 2018 Winter Road Maintenance Survey



## Research Results

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Communications

October 2018

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## I. INTRODUCTION AND PURPOSE OF THE STUDY

In September, 2018, Strathcona County conducted an online survey to obtain feedback from residents about aspects of winter road maintenance in the community. This is the first time a survey of this depth has been done in the County, although there was a pilot project measured for snow storage in neighbourhoods for three consecutive years (2002 – 2004). The TAS department<sup>1</sup> also gets regular feedback from residents on its snow removal efforts through the public satisfaction survey, done annually by communications.

The main purpose of the current research project was to measure awareness from residents on different aspects associated with winter maintenance, including parking bans, different snow clearing priorities, sidewalk clearing, and communication preferences. A section devoted to measuring resident satisfaction of the County's winter maintenance efforts was also done in this year's survey.

Obtaining primary data from residents directly will provide Strathcona County departments with information, and enable County officials to make decisions that accurately reflect the perspectives and attitudes of residents. This report will provide a comprehensive review of all steps undertaken in the development and implementation of the survey, as well as a detailed summary of the results. The results from this study were prepared by Phil Kreisel, Ph.D. (Communications) in late October 2018; SPSS was used for the data analysis.

A review of the methodology associated in the development and implementation of the survey can be found in the next section of this report.

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<sup>1</sup> TAS is an acronym for Strathcona County's Transportation and Agriculture Services Department.

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## II. METHODOLOGY

### A. The Questionnaire

The questionnaire used in this study was a new survey that was initially created by members of TAS and modified by members of Survey Central for wording, question ordering and general understanding. This included a final check of the content by FOIP<sup>2</sup> prior to the release of the survey to the public.

### B. Sampling Design and Data Collection Procedure

The sample frame used in this study were residents living in urban<sup>3</sup> and rural parts of Strathcona County, most of whom were 18 years of age or older. Overall, 81.5% of the participants lived in the urban area, while 18.5% came from rural parts of Strathcona County, which included the hamlets, various rural subdivisions or acreages and farms. Those living in the urban sector resided in a wide variety of neighbourhoods throughout all parts of Sherwood Park.

The sample frame provided overall results<sup>4</sup> accurate to within  $\pm 4.2\%$ , 19 times out of 20.

The survey was made available online on two platforms. The first was SCOOP,<sup>5</sup> the County's online opinion panel. The other was an open online survey where information was gathered with Survey Gizmo. This was open to residents who were not members of SCOOP. The data was gathered between September 25 and October 9<sup>th</sup> 2018.

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<sup>2</sup> FOIP stands for Freedom of Information and Protection of Privacy, and was reviewed by selected members from Strathcona County's Legislation and Legal Department (LLS).

<sup>3</sup> In this report, the urban component of Strathcona County is Sherwood Park.

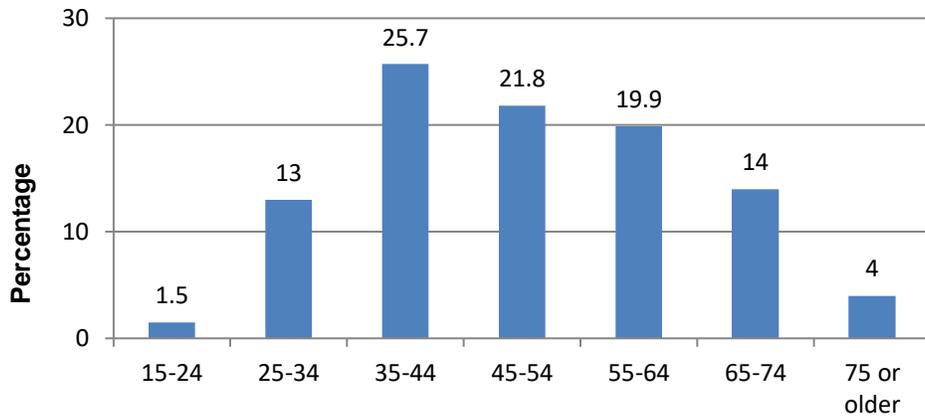
<sup>4</sup> The  $\pm 2.76\%$  is the *margin of error* associated with this study and refers to the potential percentage spread that exists within answers to particular questions. This means that an answer could be up to 2.76% higher or lower than what is reported. Please note, however, that the data was gathered through an online survey and no controls were undertaken to make this a random sample.

<sup>5</sup> SCOOP refers to the Strathcona County Online Opinion Panel, which consists of residents and those who work or own a business in Strathcona County, who has joined to offer their opinions and insight on a variety of surveys.

### III. OTHER RESPONDENT DEMOGRAPHICS

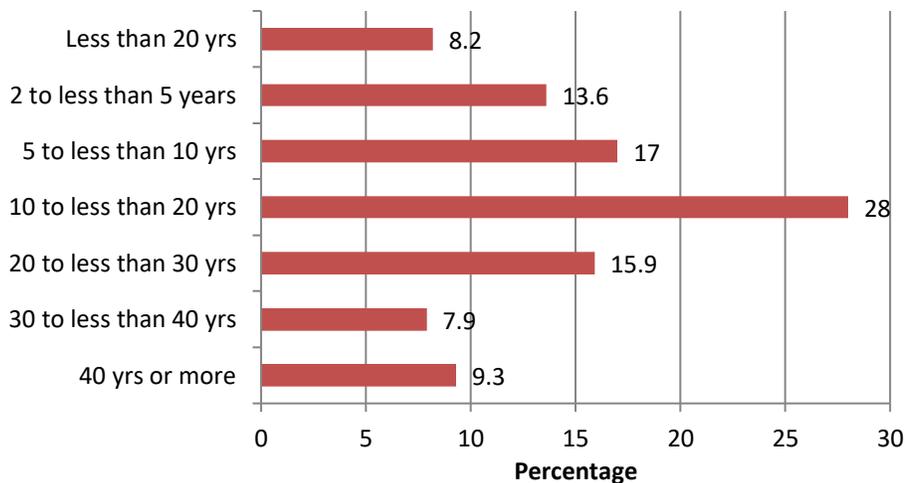
This section of the report presents a summary of the results associated with selected demographics of residents who completed the survey in 2018. As seen in Figure 1, the majority of respondents who participated in the survey are over the age of 44, with just over one third of the participants between the age of 25 and 44. Only a very small percentage of participants were under 25. Overall, 64.9% of participants were female with 35.1% being male.

**FIGURE 1  
Age of Respondents**



As seen in Figure 2, the majority of people who participated in the survey have lived in the County for 10 or more years (61.1%).

**FIGURE 2  
Length of time lived in Strathcona County**



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## IV. 2018 SURVEY RESULTS

### A. Awareness of Type of Roads in the Urban and Specific Rural Subdivision Areas

Strathcona County residents who lived in Sherwood Park or specific rural subdivisions were asked to answer a series of questions about types of roads. First, it was determined from this portion of the overall sample that 96.4% of these residents indicated that they lived on a residential road. All of those residents who lived in a designated rural subdivision knew that they lived on a residential road.

Those who did not indicate this (or did not know) lived in different neighbourhoods located directly in Sherwood Park:

- Single respondents lived in Aspen Trails, Broadmoor Estates, Emerald Hills, Foxboro, Foxhaven, Mills Haven and Summerwood.
- Two residents lived in Clarkdale Meadows, Glen Allan, Heritage Hills and Woodbridge Farms.

Next, it was determined from this portion of the overall sample that 22.7% of these residents indicated that they lived on a collector road (snow route), while 67.7% did not. The remaining 7.5% did not know if they lived on a collector road.

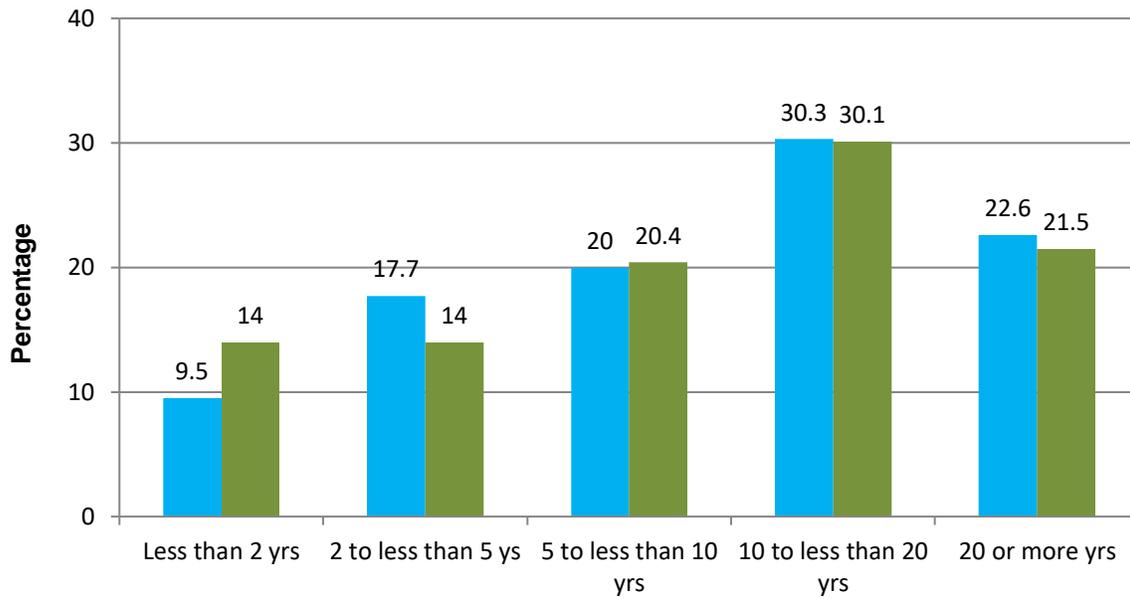
Those who did not know whether they lived on a collector road lived in the following neighbourhoods:

- A single respondent lived in the Meadow Hawk rural subdivision.
- Single respondents lived in the following Sherwood Park neighborhoods: Brentwood, Clarkdale Meadows, Craigavon, Forrest Greens, Foxboro, Heritage Hills, Maplewood, Nottingham and Davidson Creek.
- Two, three or four residents lived in Aspen Trails, Broadmoor Estates, Foxhaven, Glen Allan, Lakeland Ridge, Mills Haven, Sherwood Heights/Maplegrove, and Westboro.
- Seven of these residents lived in Summerwood.

A breakdown of the length of time residents who lived on residential roads and collector roads is summarized in Figure 3. It can be seen that the length of time residents

lived in each type of road is similar, with over half of the residents living at their residence for 10 or more years.

**FIGURE 3**  
**Length of Residence**



## B. Awareness of Parking Bans in the Urban and Specific Rural Subdivision Areas

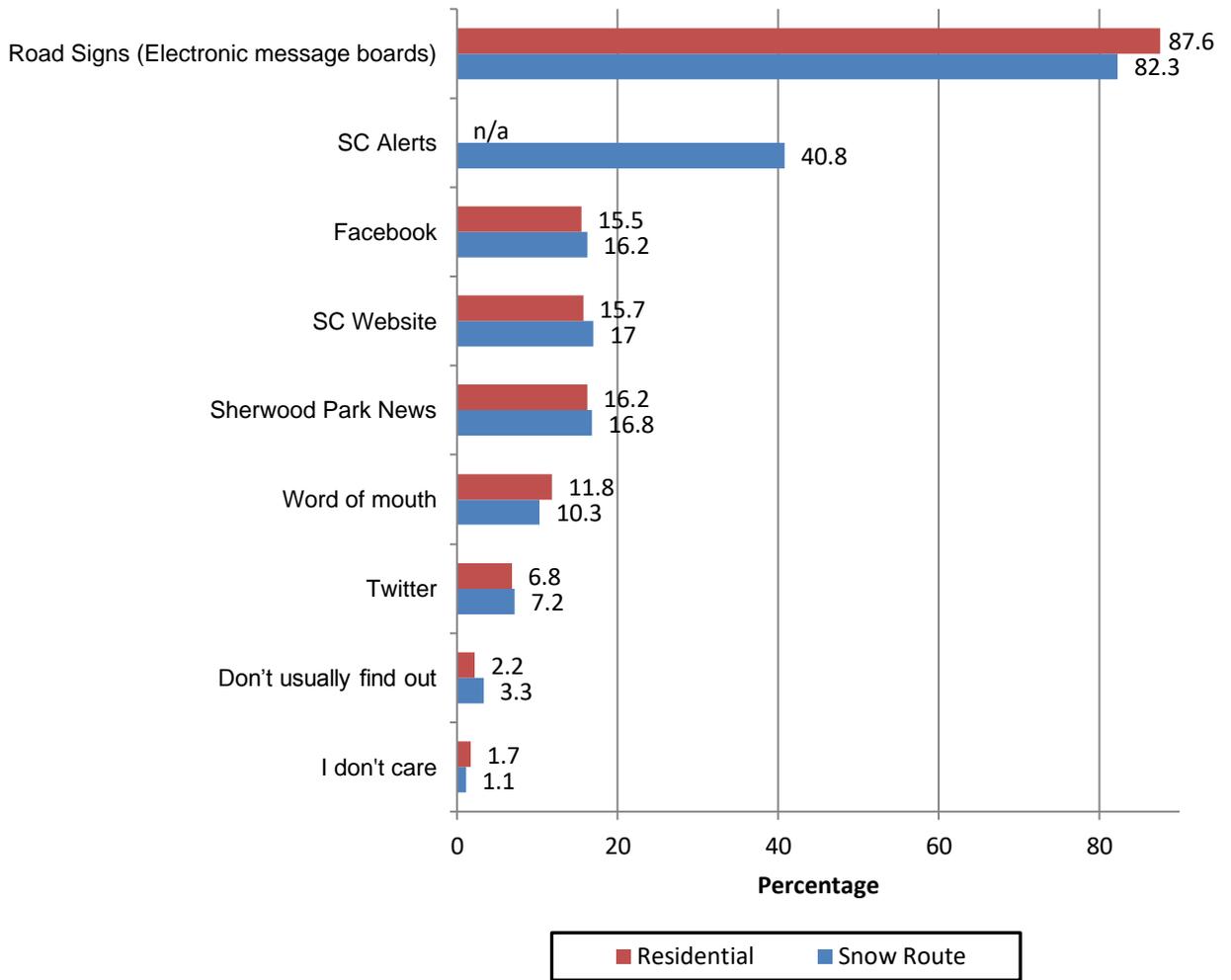
Strathcona County residents who lived in Sherwood Park or specific rural subdivisions were asked to answer a series of questions about parking bans. Information was given to them in the survey that described the snow route parking bans and the residential parking bans. From this portion of the sample, it was found that:

- 82.8% were aware of the difference between a snow route parking ban and a residential parking ban (before reading the definitions in the survey); and
- Almost all of the respondents (97.2%) indicated that there was nothing unclear about the difference between the two types of parking bans.

The queries put forward by 2.8% of the residents who were unclear about the differences varied – there was no common theme that came forward. The queries are collected on page 17 in Appendix A.

Respondents were then asked how they found out about snow route parking bans and residential parking bans in Sherwood Park. It can be seen from Figure 4 that the electronic road signs were, by far, the most common way that residents found out about either type of parking ban. SC alerts were also a way that residents found about snow route parking bans (this wasn't an option for residential parking bans, hence the n/a).

**FIGURE 4**  
**How do residents find about residential parking bans and snow route parking bans**



Virtually none of the residents who completed the survey received a ticket or had their car towed during a snow route or residential parking ban in 2018.<sup>6</sup>

### **C. Knowledge of Winter Maintenance Programs**

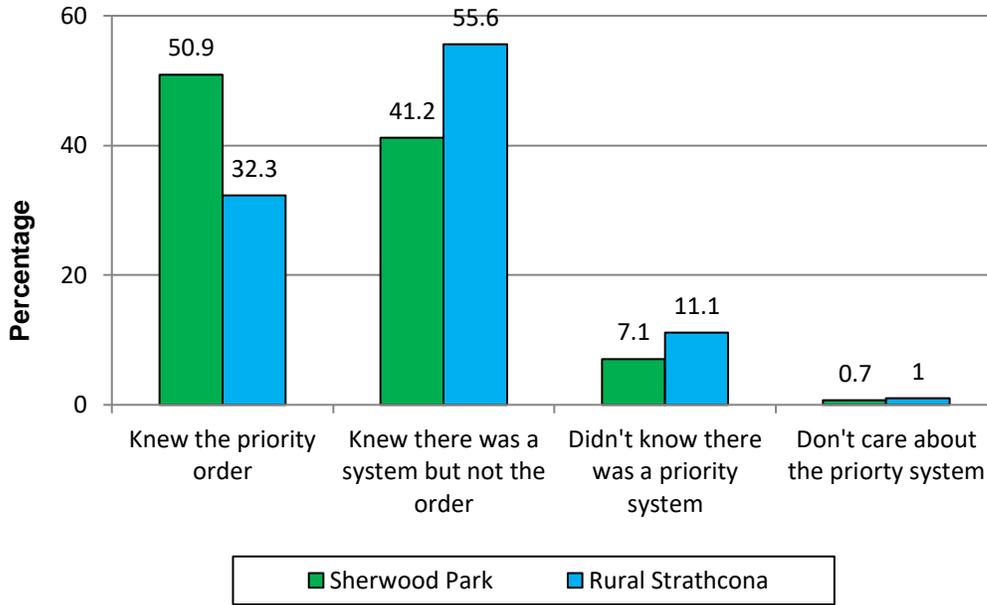
All Strathcona County residents, regardless of where they lived, were asked a series of questions about the priority system currently in place for snow removal. Information was given to them in the survey that described each of the 4 priorities for both Sherwood Park and Rural Strathcona before questions were asked.

When asked how well residents knew the County's priority system for winter maintenance activities in Sherwood Park and Rural Strathcona, it can be seen from Figure 5 that more people were aware of the priority order for road maintenance in Sherwood Park than for the rural roads. Overall, most residents knew that there was a priority system in place for both types of winter road maintenance, though not necessarily the order in which roads were done.

**FIGURE 5**  
**Level of awareness of priority order for winter road maintenance**  
**(Urban and Rural)**

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<sup>6</sup> This only occurred for one resident (0.2% of the sample).

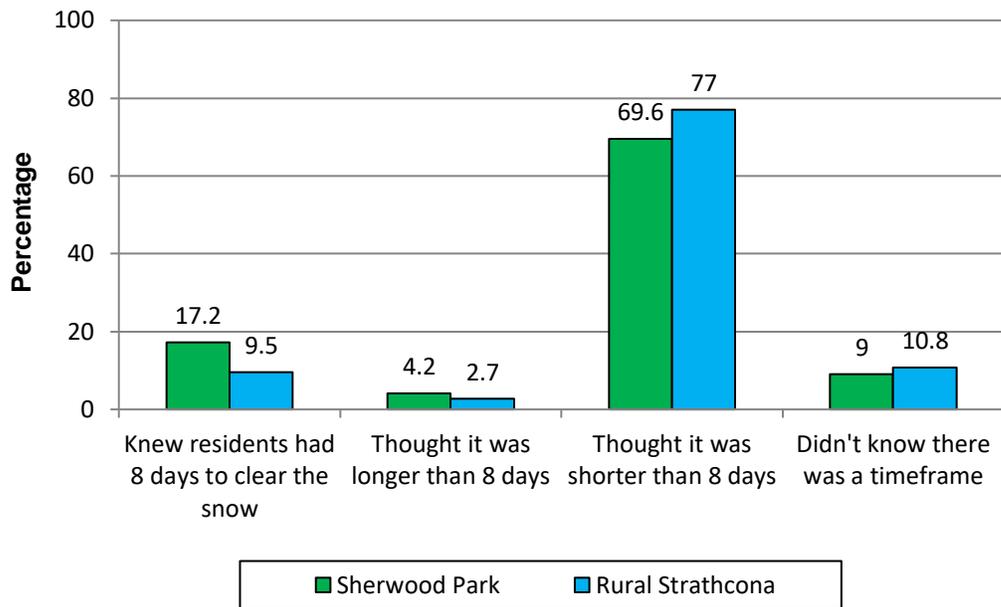


Overall, queries put forward by 4.7% of residents (both urban and rural) who were unclear about the County’s urban and rural priority system – there was no common theme that came forward, though there were distinctions noted between urban and rural settings. Please note that the responses are often perceptions of what residents believe are challenges with respect to the priority systems established by TAS. The queries are collected on page 17 in Appendix A.

Residents were then asked some questions about their awareness of the sidewalk clearing bylaw and chip boxes located throughout the County. Overall, 75.7% of residents were aware of the sidewalk clearing bylaw – there were no substantial differences in awareness between urban and rural residents.

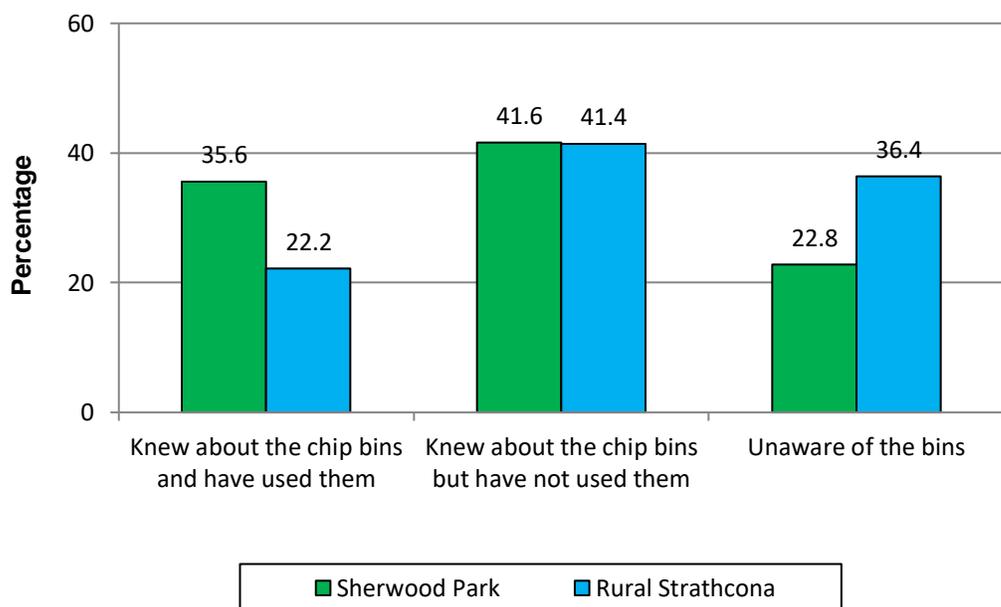
A depiction of the level of awareness by both urban and rural residents toward sidewalk clearing can be found in Figure 6. Most residents, regardless of where they lived, knew there was a timeframe of some sort for sidewalk clearance prior to reading this in the survey. There wasn’t any significant difference seen between urban and rural residents, though it can be seen that the majority of urban and rural residents thought the timeframe was shorter than the 8 days outlined in the bylaw.

**FIGURE 6**  
**Level of awareness of the sidewalk clearing bylaw by urban and rural residents**



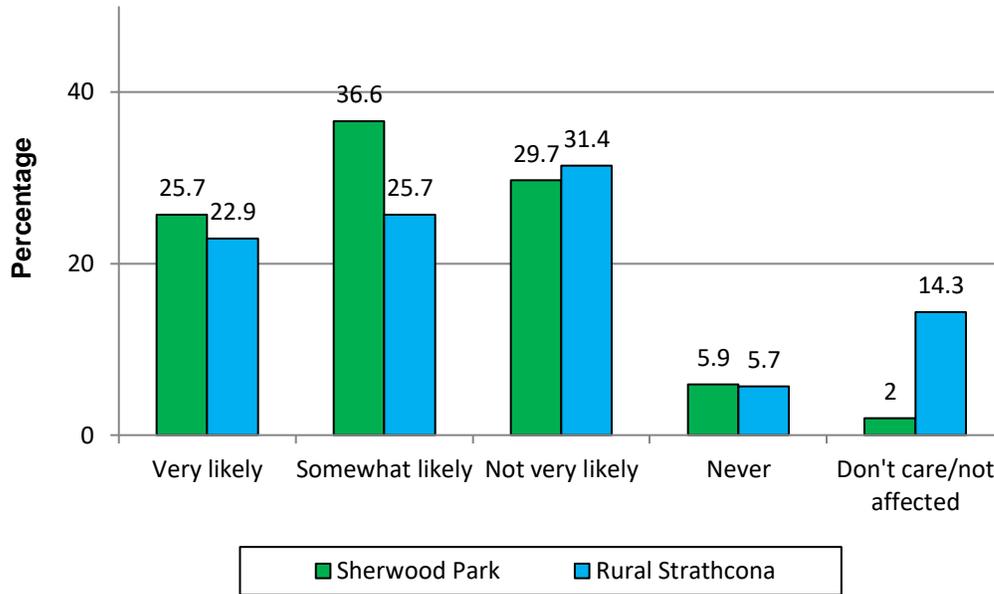
With respect to the rock chip program, it can be seen from Figure 7 that the majority of residents knew about the bins, though it was found that a much higher percentage of rural residents were unaware of the bins compared to urban residents. It can also be seen that only about one third of urban residents and just over 20 percent of rural residents made use of the bins during the winter months.

**FIGURE 7**  
**Level of awareness of the rock chip program by urban and rural residents**



Residents who were not aware of the rock chip bins were asked to indicate the extent that they would access a bin in the future. It can be seen from Figure 8 that just over 62 percent of urban residents and just under half of rural residents would potentially make use of the bins in the future.

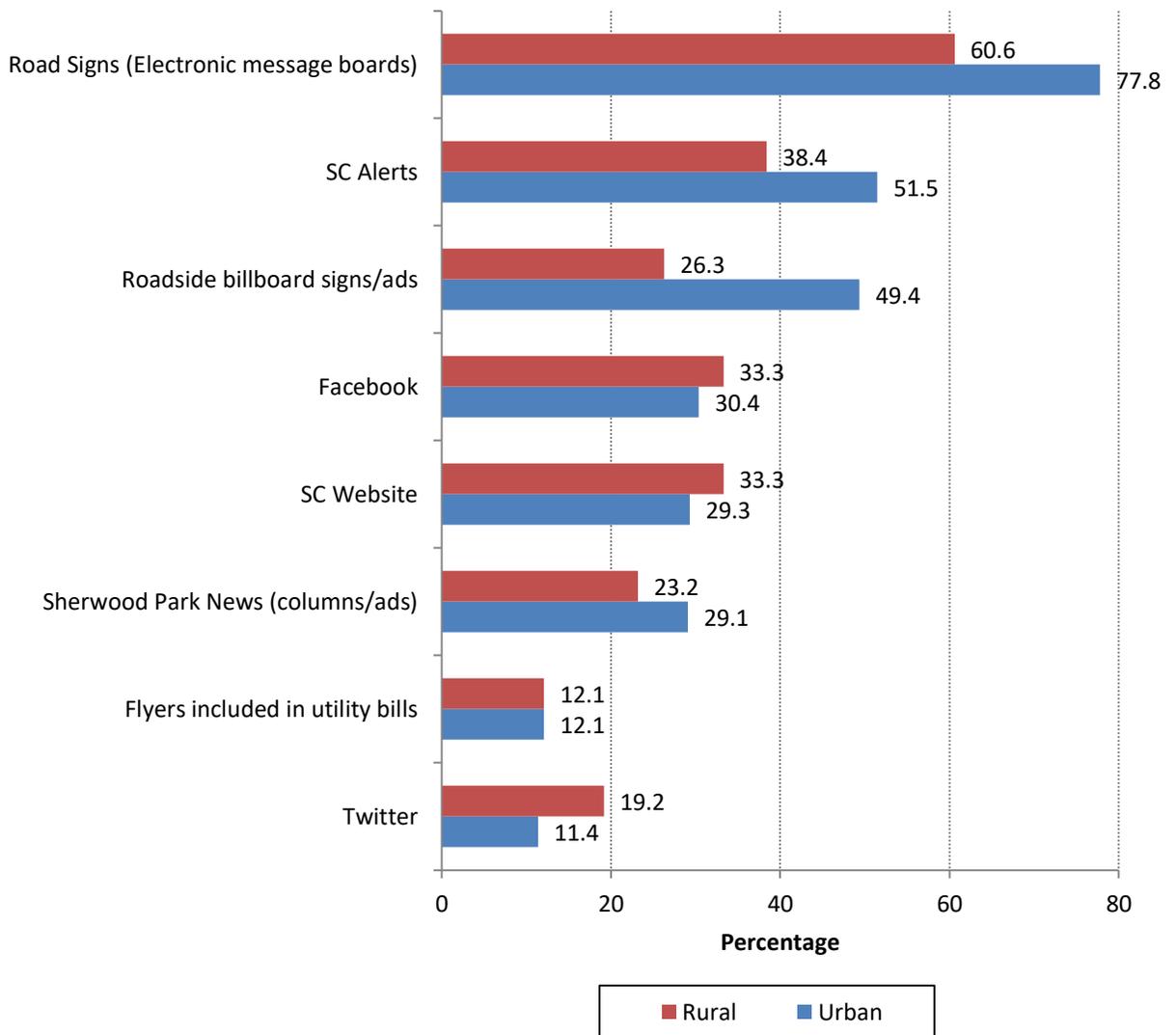
**FIGURE 8**  
**Likelihood of future use of the rock chip program by urban and rural residents**



### D. Communication Preferences

Residents were asked about how Strathcona County communicates with them about winter maintenance activities. Initially, residents were asked to indicate the methods that they used to find out about winter maintenance activities. It can be seen from Figure 9 that overall, road signs/electronic message boards were the highest preference among both urban and rural residents. SC alerts were the second preference for both urban and rural residents, though this was favored to a greater extent by urban users. Urban users also liked the roadside billboard signs/ads.

**FIGURE 9**  
**How do residents prefer to find out about winter maintenance activities?**



In addition to the items noted in Figure 9, 4.9% of residents had other suggestions, most notably by receiving information via email or by text (which is often how SC Alerts work). Other options included other newspapers (such as the Edmonton Journal or the Strathcona Bugle), or placed large orange/black signs on residential streets. One resident suggested having signs on top of buses, while a couple of others wondered about a Strathcona County app dedicated to winter maintenance alerts.

Residents were then asked a series of questions the County Connect service feature. Overall, 11% of residents indicated that they either phoned the County or submitted an online winter maintenance related inquiry through County Connect during the 2017-18 winter maintenance season. Of these people:

- 60.7% were satisfied with how their inquiry was handled and resolved, while 39.3% were not. The reasons why people were not satisfied is summarized on page 19 in Appendix A.

Overall, only a small percentage of urban residents (7 people, or 1.6% of urban residents) submitted a direct inquiry about winter maintenance activities through the County's Facebook page during the 2017-18 winter maintenance season. No one in the rural area did this. Of these people, 3 people were satisfied with the response, while 4 were not. The reasons why the 4 people were not satisfied can be found on page 20 of Appendix A.

Residents were also asked as to whether they visited the County website for information during the 2017-18 winter maintenance season. Overall, 37.1% of urban residents and 27.3% of rural residents did so. Almost all of the urban residents (98.3%) found what they were looking for through the website and 80.4% indicated that the information was easy to find. Of the rural residents, 74.1% found what they were looking for through the website and 85% indicated that it was easy to find.

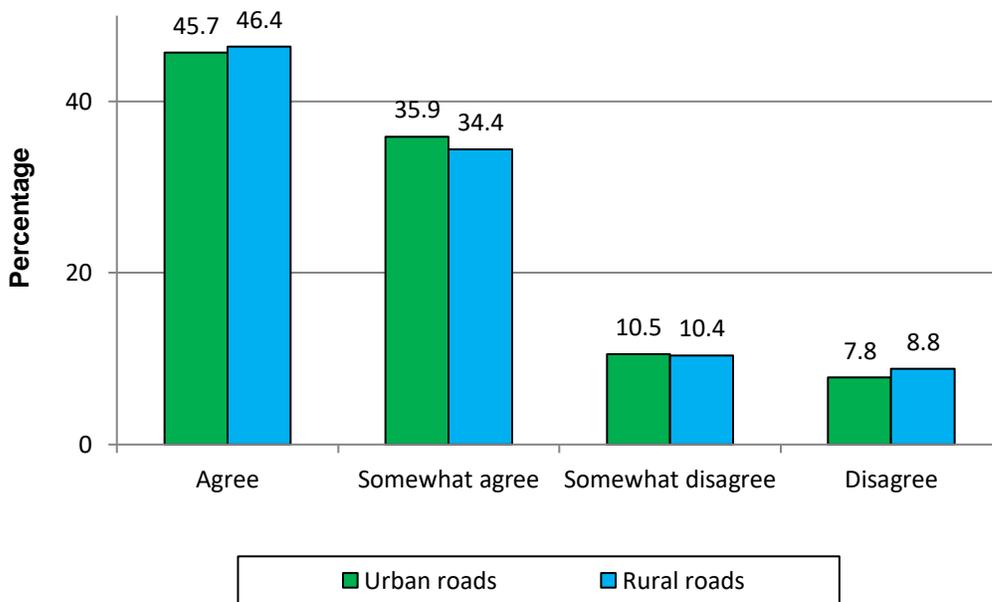
Since SC Alerts is another method of communication, residents were asked whether they had signed up for the service. It was found that 64.3% of urban residents and 59.6% of rural residents had done so, while the remaining either were not or were not sure.

Those who had not signed up for SC Alerts (or were not sure) were asked if they were going to register for the service. It was found that overall, 65.5% would do so (there was no variation based on location of residence). Those who were not planning to do so were asked for their reasons as to why they wouldn't do so. The reasons as to why the 34.5% would not can be found on page 21 in Appendix A.

**E. Satisfaction with Road Maintenance Services**

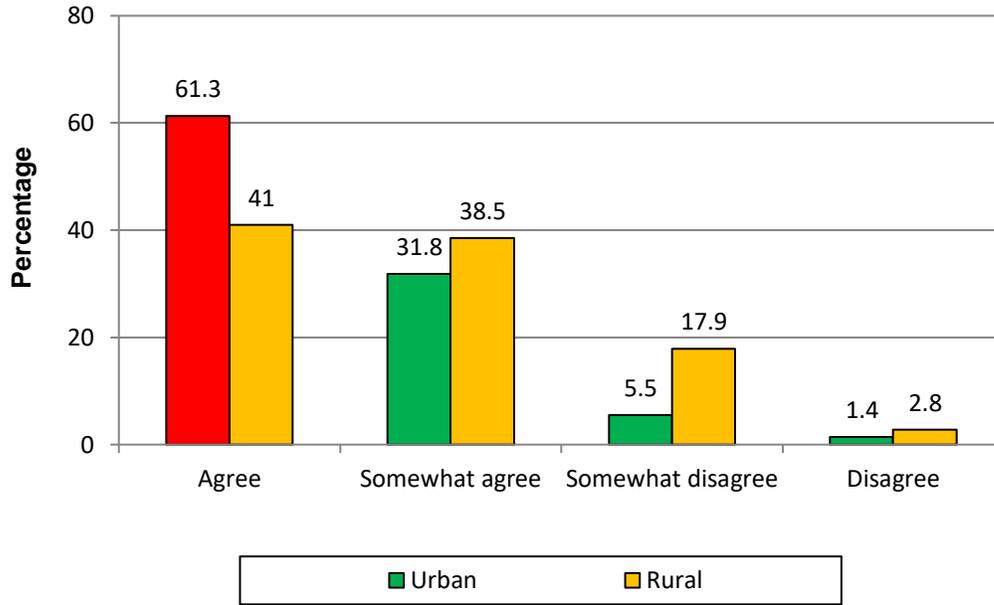
In the last section of the survey, residents were asked to indicate their level of satisfaction with the County's road maintenance services. The overall satisfaction with the winter road maintenance during the past winter season (2017-2018) is depicted in Figure 10. It can be seen that the level of satisfaction was fairly consistent as to how winter road maintenance was perceived for both urban and rural roads. A further investigation revealed no differences in resident perceptions based on where they lived within the County.

**FIGURE 10**  
**Satisfaction with Urban and Rural Winter Road Maintenance**



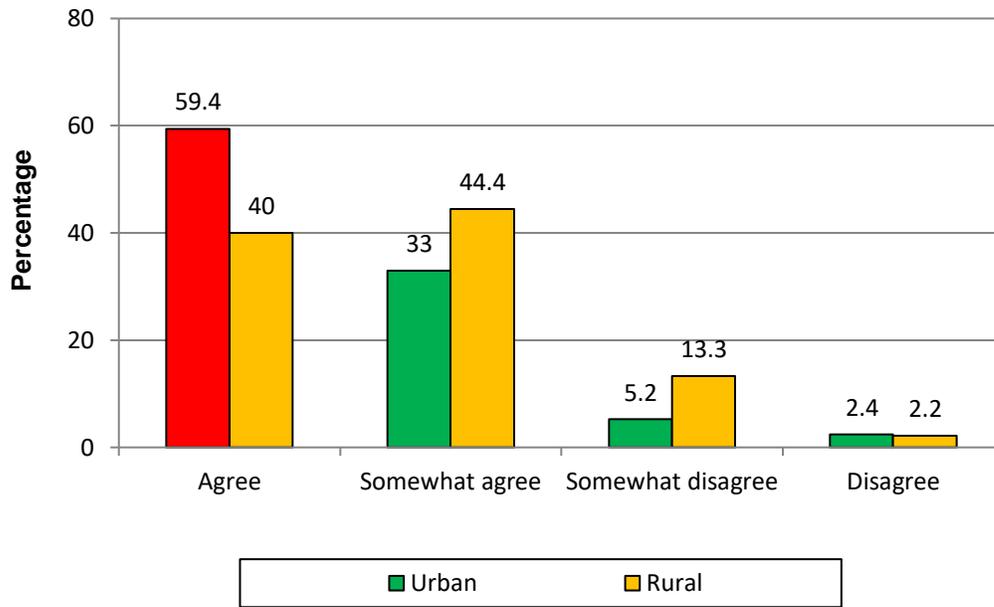
The overall satisfaction pertaining to whether the County did a good job in providing information about winter road maintenance activities is shown in Figure 11. It can be seen that the level of satisfaction was varied between urban and rural residents, where a higher percentage of rural residents disagreed with this compared to urban residents.

**FIGURE 11**  
**Satisfaction with whether the County did a Good Job in Providing Residents with Information about Winter Road Maintenance Activities**



The overall satisfaction pertaining to whether residents can easily find information needed about winter road maintenance activities is shown in Figure 12. It can be seen that a higher percentage of urban residents agreed with this compared to rural residents. It should be noted, however, that the level of disagreement about this was relatively low.

**FIGURE 12**  
**Satisfaction with whether Residents can easily find Information about Winter Road Maintenance Activities**



Overall, the majority (78.2%) did not feel that there were any improvements needed for how the County could communicate with residents about winter maintenance services. Of the 21.6% who thought things could improve, a variety of suggestions were put forward, including having more signage in the areas where snow removal was occurring and making use of SC alerts. A complete list can be found on page 23 in Appendix A.

## **APPENDIX A: OPEN ENDED COMMENTS**

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**Question 7a:** Things that were unclear to residents (or that they did not understand) about the two types of parking bans:

- “Snow route parking bans can be declared within 24 hours of snow removal” Should this not state, “Snow route parking bans can be declared within 24 hours of snowfall?”
- A bit confused about “a minimum of 10 cm” for residential streets... does that mean they could wait until there is much more than 10 cm before activating? Guess it depends on snowfall amounts, etc.
- Depths of snow? Residential 10cm??? Snow routes 15-21 cm???
- How to know when a snow route ban is declared
- I think I live on both but not sure - 495 Woodbridge Way
- It appears that this does apply to rural.
- It doesn't seem different
- Snow Route minimum of 15 cm
- The county does not comply with their own guidelines on snow removal
- What do you mean? Nothing to explain - they were yes or no questions.
- What is a collector road?
- What is the point of having two different types of bans, opposed to only having one?

**Question 14a:** Things that were unclear to residents (or that they did not understand) about the winter maintenance priorities (both urban and rural):

- Are urban and rural snow removals exclusive of each other? For example, does urban priority 3 have to be cleared before they get to rural priority 2? Or are there separate resources dedicated to each.
- Bus routes are not fully explained.
- Collector routes.
- Having lived in the county since 1990, I do not believe the county follows its own guidelines.
- I always thought rural school bus routes were more of a priority.
- I live in Antler Lake. A few times in the winter it has not been possible for us to leave the hamlet after a big snowfall, due to the ridges and banks created by the snow ploughs clearing Wye road. I'm not clear from this where that would fall as a priority.
- In the residential why is it a 10cm base pack? Why can't it be a 5 or a 7 cm base pack. We run into a lot of stuck or rutted cars when it is a 10 cm base pack

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- It is unclear when the P4 roads are cleaned.
  - Priority roads are determined by the amount of traffic or how necessary the road is. Are areas where there are school zones or known senior complexes considered priorities?
  - The accumulation of snow is greater than the guidelines if and when the street is cleared
  - What about hospital route access -- is that a P1?
  - What each priority road refers to - the urban roads had good examples but the rural roads did not.
  - when did Range Rd 214 become a major industrial road?
  - Why are residential neighborhoods given the “short shift?”
  - Why are the rural 'residential' roads cleared faster with less snow than priority 4 urban?
  - Why are there different standards for some Sherwood Park neighborhoods versus in those living in Lakeland Ridge (seems to be a lower priority)?
  - Why does it take so long, why are the dangerous conditions not a priority? If the resources are available roads should be cleared before they reach the atrocious state of 15- 20 CM, instead of panicking and taking weeks once it happens. The snow removal system here is the worst I've seen of any city I've been in.
  - Why residential has to wait for 10 CMS compacted. We get 30 cms at a time sometimes and we get screwed and stuck because we are lowest on the priority scale. I think if it shows that much we should get the same treatment as p3.
  - Why within Sherwood Park Priorities 3 & 4 are much further than Priority 4 in the rural areas? 12 days is a bit ridiculous. Last year we saw a snow plow once in our Priority 4 Street.
  - Winter maintenance is no different than summer works in rural areas!!! Almost non-existent! The county rural roads are in terrible shape, potholes, heaving, etc. We pay enough taxes but it always seems to be spent in the park!!!
  - Wording of the priorities is too complicated.

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**Question 20b:** Why weren't you satisfied with how your phone/County Connect inquiry was handled and resolved (both urban and rural)?

- Three submissions. No response for over a week. And a very difficult website to navigate. Not user friendly at all. Finally picked up the phone and called.
- Because I shouldn't have had to phone in the first place. The trail from my neighbourhood to Granada Blvd is a very well used trail for students heading to schools in the area, but is always the last one done....if it gets done at all before a phone call to the County.
- Because nothing was done. Bottom of my car was getting damaged from the ruts the school busses were putting down our roads. And school are not supposed to come down our road anymore.
- Contacted the county by telephone about clearing a road drainage that was flooded and frozen at the drain site. Was advised on the Sat that someone would come by after they had visited another site. No one ever came by or followed up at all, even though it was flooded onto the roadway. Instead my husband spent hours chiseling at the site to final create a hole.
- Guy was rude. Wasn't handled properly
- I am really unhappy and dissatisfied on the new recent project of using less sand. Calcium chloride is not the answer and does not work. Previous years the sand and salt worked the best. If a way is not broken then why change it! I am sure if research was done that we had way more accidents than previous years
- It took a long time before my subdivision roads were cleared; mostly there was salt spread on the road ONLY!
- It took too long for the county to address the issue and it was a dangerous situation.
- landscaping was never repaired and Holland pavers are damaged
- Nothing was done.
- Nothing was done about the snow removal concerns.
- Our County Councillor, Brian Botterill, does NOT return phone calls or emails.
- Our cul-de-sac has such poor drainage that our snow turned into an 8 inch sheet of ice that was half way up my driveway all winter
- Our road was not cleared for 3 months. 3 MONTHS!!!!!! 3. Months.
- Response is too slow to be useful. I asked about collector routes (because Salisbury Way and connected streets which are collector roads are not signed as they should be, and the published list of collector roads was and continues to be incomplete), and did not get a response until after my car was towed. The lack of signage which I identified still has not been corrected, eight months later.

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- Significant snowpack on our street; deep moguls which made driving difficult especially with vehicles parked on the road. Called in complaint but road got minor scraping which did nothing to improve driving conditions and road safety.
  - The answer was very generic, I found out about a future traffic committee, but have yet to see any advertisements so I could apply to be a member.
  - The corner of Nottingham Boulevard and Granada is always very icy from cars trying to get going to turn left from Nottingham onto Granada. There are often accidents. I have often submitted this concern to you and never saw gravel put on this intersection.
  - The root cause of the issue was not dealt meaning the problem will repeat again and then the solution was delayed because of supply. It's winter why can't the county plan for this
  - The ticket is often closed before anything is even resolved.
  - There is a certain section of road on NOTTINGHAM
  - They took too damn long to attend to my request which I guess was a waste of time!
  - We live on a snow route (Hawkins Crescent). Half of Hawkins crescent (school side) gets cleared the other half doesn't. With the amount of school buses/parents driving to pick up/drop off their kids. The entire loops of Hawkins crescent should be cleared, not just half. There is consistent heavy school traffic around the full loop.
  - Why do they always require a name and phone number? I don't agree with this. In past, I have identified icy roads in front of the mailboxes. My car actually hit the ditch! Yet, I am still asked for my name and phone number. This is frustrating and unnecessary.

**Question 21b:** Why weren't you satisfied with the response received from the Facebook page (both urban and rural)?

- I want to see more sand used on the roads.
- There is a certain section of road on NOTTINGHAM BLVD that seems to get very, very treacherous in bad weather, and does not get the attention it requires, I have skidded there a number of times
- There wasn't a response (mentioned by two different respondents).

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**Question 24b:** Why weren't you going to register for SC Alerts (both urban and rural)?

- already subscribe to AEMA alerts
- Because other types of alerts contribute to developing a culture of fear in our society.
- Does not seem urgent or necessary at this time. Perhaps in the future. I feel like I have not missed out on important info thus far
- Don't know how
- Don't use a cellphone / computer / social media (mentioned 5 times)
- Don't see a need right now (mentioned 5 times)
- Facebook and road signs etc. are enough
- Have other means to finding out the alerts
- I am not sure I want to receive all of the alerts
- I am uncomfortable with a wide range of unknown entities having access to my personal information. I also challenge how urgent an alert really is
- I am usually aware of the weather
- I don't like receiving that type of information to my phone. I do receive SC alerts to my work email as I am a County employee and although I don't have automatic access to this email outside of work, I find that this is enough to keep me updated when I need.
- I don't need to know this information given my parking accommodations as well as I stay well informed of weather related information.
- I don't park on the road so the parking bans don't affect me.
- I don't want my phone beeping every time you're clearing snow. You'll have to put signs up in neighborhoods anyway otherwise you'll never be able to enforce this.
- I don't prefer to get messages on my phone
- I have got better things to do that chase ghosts.
- I live in a rural area where parking bans do not affect me
- I live in Edmonton.
- I personally don't feel it's necessary. The communication tools I use now are adequate.
- I prefer other ways of getting the information
- I was signed up but discontinued because of constant nuisance alerts like wind chill advisories and other NONESSENTIAL information. Burned once I am unlikely to sign up again.

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- It gives too much power to people who use it without any accountability
  - It spams you on everything. There are enough messages, alerts, texts already in today's culture / society. It is very distracting
  - No specific reason other than it seems like it'll be a bother to have alerts go off all the time
  - Not interested, prefer to actively look myself
  - Past experience of alerts for too many issues.
  - Privacy concerns
  - probably be annoying
  - Signs are better. Dislike getting a bunch of irrelevant stuff. Don't like checking; this, that, and the other thing constantly
  - Simply like the large orange/black signs erected on my street when snow clearing will take place, simple easy.
  - There are other ways of finding out that information - like the weather network and asking other people
  - Too many apps
  - Too many reminders, alerts, etc. interrupt my life.
  - Too much like crying wolf
  - Too old for all of this new stuff. I don't check emails that often.
  - Usually alerts are too broadly sent about issues not important to me
  - We are notified in my building (Lakeside Legion Manor).
  - We rely on the existing methods of notification.

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**Question 29a:** Ways that the County can improve communicating about winter maintenance activities (both urban and rural):

- a better web site and easier access to maps and maps showing progress
- A major high-profile campaign is needed to get residents to clear their sidewalks and keep them clear all winter. Communication to the door of the residence and even enforcement. Make it upbeat and catchy. Give out gold stars; reinforce good behaviour for those who comply. Give an extra effort (campaign and enforcement) and start early in the season. Catch non-compliants early. There are a number in my neighbourhood who don't bother initially and then can't keep it up at all, all winter.
- Absolute silence on the use of calcium chloride brine. The stuff is horribly destructive to infrastructure and machinery, burns my dogs feet and expensive. I am in transportation and have never seen such extensive corrosion to wiring and unprotected aluminum. I STRONGLY advocate discontinuance of this program
- AC alerts are the easiest way to spread the word of winter maintenance ... I think this system should be utilized more.
- Actually doing the maintenance when they say it will be done, not days before or after.
- Ads to get people to sign up for the alerts. They are great...but not many people I know were signed up before I mentioned the service.
- advanced alerts rather than notices received while you're at work that your vehicles shouldn't be there
- After a major snowfall, let residents know when they can expect snow removal through social media or the website.
- Always room for improvement
- Always room for improvement. However, not everyone has a smart phone, not everyone is a driver, and not everyone owns a vehicle. And people visit from faraway places also.
- As long as they are snow-shovelling streets, how about at the same time and with the same machine, doing the sidewalks? This is done in other provinces and some states. This would be a great kindness to the many injured, disabled or elderly people - the cars could be parked on the driveways. THIS IS IMPORTANT!
- Be more responsive to complaints. Continue to use Sherwood Park paper to inform residents of all the social media options available for getting information
- Better clearing practices and higher tickets for those who do not move their vehicles to ensure the roads are able to be cleared properly. Too many people don't care or ignore the signage to remove vehicles. We need a better deterrent.

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- Clear drains of leaves in residential areas in spring and fall to facilitate run off and snow clearing more effectively.
  - Community involvement meetings with local ward councillors to engage the public and allow for two way communication.
  - door to door notices or via postal service
  - Email through SC Alerts or County
  - Facebook, billboards or road signs
  - Find one main communication medium in addition to weekly paper. I do not have time to monitor your website on daily basis nor do I engage in all social media channels Suggestion FB
  - Flyer in Utility bill is best way. Communicates with everyone
  - Flyers, Radio, TV
  - Get a better website, I can never find what I need by using the search engine in it.
  - Have better consistent rural internet service, so that rural residents don't have to use up the limited service to view Strathcona County website when they need it.
  - Have people sign up to receive an email or text
  - Having the snow route/parking ban information in a banner or side bar image on the main page. Also I don't agree that using SC Alerts is the best way to communicate this - that should be utilized for emergencies and snow clearing isn't one.
  - How does one complain about uncleaned sidewalks?
  - I am satisfied with the resources that are available, but I am sure there is always room for improvement.
  - One web page with a URL that never changes, with all the snow clearing information, links that show which roads are snow routes, maps so we can see nearby alternate non-snow route streets to park on, and this page should be well-publicized and reposted online (FB), and re-sent (SC Alerts) often.
  - I feel many people don't know where to look for information, perhaps pamphlets, regarding certain programs, at some of the County properties (like Millennium Place) could help.
  - I guess it is up to me to find a social media platform to use that is quick and stick to one. I'll probably use TWITTER.
  - I had no idea that the county uses social media to share information - perhaps figuring out a way to let people know about the social media
  - I live in Antler Lake. The service is good during the week because it is a bus route. On weekends, if there is a big snow fall we are trapped. We are not

acres, so do not have our own snow clearing equipment. If we want someone to clear the snow, it is not considered a priority. We have spent weekends at home, unable to get out of our cul-de-sac. Additionally, we live on a side road in Antler Lake, so sometimes they do come to the hamlet to clear the main roads, but miss our side road altogether. This happened often last year.

- I live in Nottingham Green. This neighborhood is directly west of Bev Facey. Often, the signage outside our neighborhood states 'Glen Allen'. I'm not sure if we are included in that snow clearing group, or if we are actually Nottingham. As well, our cul-de-sac gets a lot of the snow blown into it. After a heavy snowfall, because we have limited traffic, the snow does not pack, and we are often stuck in front of our house (40 Greenridge Drive).
- I think it would be beneficial to educate residents regarding the process of removing snow from roadways. Everything from truck plows to grader operations. I never knew the process before but I believe there is value on having a video here and there posted on Facebook/Twitter to educate and inform residents in the work that is put in. Also, I think it's valuable to inform residents that is someone isn't cleaning their sidewalks who they can inform.
- I would like to see maps of roads showing what priority they are and possible after a snow event the clearing schedule.
- I would like to see residential roads plowed more than once a season. Large ruts form in road and cause potential problems
- I'm not sure, but there are always new ways of communicating and engaging that emerge over time. Right now, the county does a good job, but I expect it can always be better.
- If it has not happened yet, a general Strathcona County app for all services, inquiries, messages, etc would be ideal.
- If we are signed up for alerts could an email not be sent when you're actually in my area?
- Information about SC Alerts. I wasn't aware this existed
- Information for Rural Routes.
- Just use banners or highly visible ads on the main strathcona.ca page
- Last year our snow removal and parking ban sign had specific dates to which they started before the dates and we had to scramble to move our vehicles as the ban wasn't supposed to start until the next day. Accuracy is helpful.
- Letting us know on the Canadian local TV stations would help.
- Leverage video to show progress and issues that arise.
- Living on a residential street, I appreciated when a grader went through the neighbourhood to shave down the ruts without the full blown scrape and snow removal. I think this is sufficient and could increase the depth of compacted

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before a snow removal campaign is triggered. My concern is safe roads but also minimizing snow removal costs, I'm a tax payer like everyone else and want great value for it. Thanks!

- Longer notice and more road signs
- Making people aware that they can receive emails or texts from Strathcona County.
- Maybe thru contact office for seniors who do not have internet access
- More and updated text alerts; More road signage
- More cross notices - use signs, social media etc. not just one way of doing it; and PLEASE place a higher priority on getting the sidewalks and trails clear.
- More frequent alerts or reminders
- More notice...orange boards went up one day before snow clearing in our area
- More options, better communication of online options
- more residential orange signs
- More signage
- More signage in non-road public places
- More signs
- More timely communication - not just a generic answer.
- Newspaper announcements, Facebook updates, notification with water bill
- No program is ever perfect, there are always ways to improve
- Online map of planned and completed road clearing.
- People I spoke with in the transportation department were rude and defensive. My questions were never answered to my satisfaction. I was refused an opportunity to speak with a manager or supervisor
- PLEASE TELL PEOPLE TO CLEAR THEIR WALKS! I have slipped so many times and it's the most frustrating thing. Can you send out a flyer?!?!?!?!?
- Provide a map detailing the priorities on the website / Facebook page / twitter
- Put an article in the Sherwood Park News regularly throughout the winter to remind residents what the bylaws are and also how many residents are not abiding by the bylaw (update regularly).
- Receiving alerts via SC Alerts
- Road maintenance should be more easily available on the website. Not to have to do a search for it. One click link to information from the main page of website, not have to go through several layers of the website.
- Road side signage

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- Road side signs I believe are the most effective
  - Road side signs in the neighbourhoods
  - Road signs are good.
  - Sending info via email and Sherwood park news
  - Set up an email mailing list, I would much prefer this to social media
  - Signs should be more accurate. Better notice on social media
  - Snow removal from sidewalks should be no longer than 48 hours. They're way too many elderly trying to get to the mail boxes. They have a hard enough time without having to trudge through uncleared sidewalks.
  - Start by being consistent, services have been less year over year. When you make a change, notice and reasoning should be given beforehand. Keep trucks off pathways, they weren't designed for trucks and the damage is unacceptable. Use utility vehicles for walkways and paths. The ruts and mud caused by trucks is poor management.
  - Status of local roads, such as how much snow has accumulated, to help determine when the snow will be cleared.
  - Stop assuming everyone has access to a computer. Many people don't (i.e. seniors and/or income restricted families).
  - Stop talking about it and start actually clearing roads, improve timelines and remove the silly 10-15cm of compact snow rule
  - the county alert system could give alerts for your neighborhood/street closer to the day it will be cleared, I was moving my vehicles for a week before I needed to relying on the signage and notices
  - The residential parking ban window is too long. I.E four days....as a resident with limited parking and not many options to park elsewhere, the county has to narrow the timeline for snow clearing to a specific day and time. I would rather not have my road cleared then have to park blocks away. **THIS NEEDS TO CHANGE!**
  - The way residents are notified is acceptable. However, orange information boards have frequently been the way I have received notice of residential snow clearing. These signs are not typically well placed, and frequently placed low, on the opposite side of a street, on a sight line obstructed corner etc, on a post so that the wind can blow the signs away from traffic view etc. The signs also have not frequently been placed in a timely fashion. I.e. a few hours before clearing. or 3 weeks before clearing
  - The web site could provide easier access to key information sometimes you need to know where to look. In my opinion the home page should have a direct link to winter road maintenance from Thanksgiving to Spring. That link should be to a well thought out comprehensive index or FAQ.

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- The website is a bit of a maze - it always takes multiple steps to get to detailed information, so it should be streamlined. County Connect is a good idea, but has some bizarre features due to the mediocre integration of the Power BI tool with the website: Track My Request is buried among the request types, clicking that choice leads to a page which has a link to click instead of actually opening the tracking tool, and the tool loads very slowly.
  - There is always room for improvement, seniors in our area without smart phones may have issues knowing
    - through alerts
  - Unfortunately you have to give the same info our year after year to all the residents; many just don't make the effort to be educated.
  - Use of the Strathcona County iPhone App, that same way it does for garbage pickup
  - Use SC Alerts and Twitter more frequently.
  - Use the alert system. For those that do not have internet or cell phone use the paper method
  - well there is always more to do you can't satisfy everyone but I think you do a good job most of the time
  - When Ascott Crescent in Aspen Plains is being cleared, there is nowhere for on-street parking to occur. A couple years ago it took 4 days for the piles of snow to be cleared without any parking available.
  - When clearing snow, list what priority is currently being done on electronic signs and SC alerts and update as clearing progresses
  - Whether people can park in snow route ban areas once their area has been cleared, even if the ban is still in effect
  - Would be amazing to get alerts for geographical areas within the County. e.g. when Township Road 530 or rural Wye Road is being cleared.

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**Other comments about winter road maintenance put forward by residents:****Positive comments**

- I appreciate the snow clearing of the paths.
- I like that you are towing cars left on road instead of just plowing around them as often they aren't parked in front of their own house.
- As far as I can tell the county is doing a good job.
- I really like the notification alert sandwich boards that are put up in each neighbourhood that warns about snow clearance.
- I think our roads are very well maintained. Thank you.
- I think the county does a good job of clearing the streets.
- I think the county does a great job of keeping people informed and managing the challenges of keeping roads clear during unpredictable winter conditions. Thanks to everyone for their hard work!
- I'm fine with the way things are. The big roads I need to get to work are cleared in a timely manner and I think the county does a pretty good job with snow removal
- SC does a fantastic job in my eyes.
- You all are doing a great job in keeping our roads safe and clear in the winter and in keeping us informed on their clearance. Thank you.

**Improvements required**

- Collectors and residential clearing should happen sooner. Snow is much too deep in the neighborhoods.
- Compared to Edmonton Urban streets, our local streets always seem to be in much worse/dangerous condition. The County seem much slower to react to hazardous driving conditions.
- Everyone the county clears the range roads they block my driveway and I cannot get my car out. We clear our driveway then the county blocks it.
- I am on a priority 4 route and I realize we will be the last to have our roads cleared but in my cul-de-sac every winter the roads become so rutted that they are almost un-drivable with a smaller car which I have and sometimes the snow is so deep people are driving on the sidewalk to get traction for their cars. I feel that priority 4 areas need far better attention in the snow removal area. This is my one and only complaint living in the wonderful community of Sherwood Park!

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- I am really bothered when there are snow plows out and there is only a little bit of snow (the snow is barely staying on the ground - less than 2 cm). This is misuse of my tax dollars. Thanks.
  - I believe that sidewalk clearing for personal properties should be changed from 8 days to maybe 48 hours. I think 8 days is way too long as a lot of people walk for pleasure and more so to get their mail and lots of these sidewalks are treacherous
  - I believe the rock chips are too large for homeowners to use on sidewalks etc, as soon as they freeze into the ice it makes shoveling very hard with the jarring that occurs.
  - I don't think that operators need to go up and down a road (Oak Street area) when the road seems done. One night they continued on for 3 hours or more. Odd! We sent messages.
  - I think that there needs to be a shorter timeframe for clearing residential streets.
  - I think the residential street thresholds are too subjective. I live on an inside corner lot so traffic going around the corner tends to push snow toward our property. When there is a large dump of snow this can make it almost impossible to access our drive without getting stuck yet the plows don't come.
  - I was unaware about the time frame to clear sidewalks. Maybe this should be advertised on the website in winter
  - I wish you were still doing the snow cleanup on baseline as far as possible. Very noticeable difference from where the county stops and where the other company takes over.
  - I would love to see that people actually get towed for illegal street parking during snow removal.
  - Increased ticket and tow for scofflaws who ignore all the warnings. I observed people parking right in front of the no parking signs and then watched crews trying to work around these illegally parked vehicles. That is a huge expense for the county working around these vehicles as crews have to plowing the same stretch 2 if not 3 times to finally get the road clear. I would actually like to see action on vehicles 'permanently' parked on the streets with empty lane ways. Maybe a 24 hour limit for parking on the street. One vehicle sat out all winter on the street with 2 feet of snow on the roof. Why was this vehicle not removed?
  - Interactive maps and easier way to find maps
  - It should be obvious that snow route signs are a requirement of the construction of collector roads, so check for them before accepting the roads into service. When a resident reports (though County Connect and directly to Transportation staff) that those signs are missing, put the signs up before the next winter.
  - It took very long for the roads to be cleared last winter in Heritage Hills. Other neighbourhoods were often cleared much sooner.

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- It would be nice if the residential roads that aren't bus routes get cleared more often.
  - Last winter there were occasions where the quality of the plowing on Sherwood Drive and Broadmoor was very poor. The plow had cleared only a lane and a half and drivers were straddling the centre line. This occurred several times. The only other issue was the poor condition of the left turn lanes at baseline and Sherwood Drive and Broadmoor. They receive significant traffic and were regularly extremely icy with only infrequent and sparse sanding.
  - Let rural residents know when and if you decide to plow actual subdivisions or leave it to the residents to plow out which happened numerous times in the past
  - Making it easier to notify about the county about things that need attention. i.e.: refilling chip bins. Ways to report this item may need attention
  - More snow plows in the country
  - More winter info signs also on acreages.
  - Next time I will submit my concern by email or website so that follow up is easier to do.
  - Our street has so many vehicles parked on both sides of the streets and such infrequent snow removal that at times it is nearly impassable. On one occasion I had to park blocks away and walk through deep snow to get home. The so-called 'traffic calming' will make the situation much worse.
  - **PLEASE CONTINUE TO PLACE NOTIFICATION SIGN ON AFFECTED ROADWAYS.**
  - Please have competent grader operators clearing snow, so as not to chip and destroy the newly erected cement curbs and sidewalks, seems some operators simply do not care if their machine blade takes out chunks of cement on our curbs.
  - Please remove sidewalk snow at the same time as street snow.
  - Please clear all walking paths as we do our sidewalks.
  - Providing residents with more information regarding the process of removing snow. Such as the priority maps for roadways and status updates regarding the process when certain ones are completed.
  - Rural road, hills require salt or melting agent not chips. The ice needs to be removed, the chips just move to each passing vehicle. Grader damage needs to be controlled, the road markers are sheared off after the first snow fall and winter time is when their needed most as to mark the ditches
  - Stop using salt on our roads when there is loose snow on them. Only use salt on our roads when there is ice on them.
  - Streets need to be cleaned more quickly and down to the pavement.

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- The rural roads get very icy - it is poorly done
  - The sidewalk clearing bylaw should be reviewed. I believe 8 days after snowfall is way too long. There is a resident down the street from me that does not clear their sidewalk. It's across from a school and gets a lot of traffic - within a day or two the snow is all walked upon and refrozen making it very difficult to walk evenly. I imagine it would be near impossible to get a stroller or wheelchair through it.
  - The transportation department is not accountable and refuses to cooperate with residents.
  - There are many people in my neighbourhood that deposit snow from their driveway or sidewalks onto the road. I find the additional piles of snow harden in the road and make the roads more dangerous. There is a need for greater enforcement against this practice.
  - Tougher penalties for vehicles that aren't moved during clearing. Shorter threshold for post-snowfall sidewalk clearing & more emphasis on public sidewalk safety (esp. given how many seniors live in the Park).
  - Vehicles in my neighbourhood were not removed and the county did not ticket them. This goes the same for street cleaning in the spring. There is no incentives for the offenders to park off street.
  - We feel no one ever enforces the residential sidewalk clearing. Some sidewalks are NEVER cleared.
  - We're rural so we expect nothing from the County.
  - When there is a parking ban, continue to ticket violators until the windrow is removed. Someone parking on a street prior to windrow removal completely plugs up a lane going in one direction and sometimes parkers on opposite sides of a windrow plug up a whole neighbourhood.
  - Where are we supposed to park during parking bans?