

# **ST. JOHN'S**

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September 29, 2020

11:30 a.m.

Virtual

**Pages**

<b>1. CALL TO ORDER</b>	
<b>2. APPROVAL OF THE AGENDA</b>	
<b>3. ADOPTION OF THE MINUTES</b>	
3.1 Adoption of Minutes - June 3, 2020	1
<b>4. DELEGATION</b>	
<b>5. BUSINESS ARISING FROM THE MINUTES</b>	
<b>6. OTHER BUSINESS</b>	
6.1 Statement from Councillor Stapleton	
6.2 Vacant IAC Positions – Verbal Update	
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6.6 Sidewalk Snow Clearing - Concerns from Citizen	20
Background "What We Heard Document" is attached. Please refer to page 28-31 in WWH Sidewalk Snow Clearing 2020 for specific reference to Inclusion.	
<b>7. DATE AND TIME OF NEXT MEETING</b>	
<b>8. ADJOURNMENT</b>	



## **Inclusion Advisory Committee Minutes**

**June 3, 2020**  
**11:30 a.m.**  
**Virtual**

**Present:**

- Taylor Stocks, Chair - LGBTQ2S
- Councillor Deanne Stapleton, Council Representative
- Debbie Ryan, CNIB
- Donna Power, Metrobus/GoBus, Accessible Transit
- Heidi Dixon, First Light NL
- Kim Pratt Baker, Can Hard of Hearing Assoc
- Margaret Tibbo, Public Rep
- Megan McGie, NL Assoc for Deaf
- Sarah White, Autism Society
- Joby Fleming, Empower NL
- Trevor Freeborn, Coalition of Persons with Disabilities

**Regrets:**

- Dave Saunders, Public Rep
- Grant Genova, NL Assoc of Architects, Universal Design
- Kimberly Yetman-Dawson, Empower NL
- Nancy Reid, Coalition of Persons with Disabilities
- Tess Hemeon, Autism Society
- Tilak Chawan, Association for New Canadians
- Hope Colbourne, NL Association for Community Living

**Staff:**

- Natalie Godden, Manager of Family & Leisure Services
- Vanessa Bambrick, Acting Inclusive Services Coordinator
- Trisha Rose, Fieldworker III, Inclusion Services
- Shanna Fitzgerald, Legislative Assistant
- Victoria Etchegary, Manager - Organizational Performance & Strategy
- David Crowe, Manager - Roads

**2. APPROVAL OF THE AGENDA**

**Moved By** Debbie Ryan

**Seconded By** Margaret Tibbo

That the agenda be adopted as presented.

**MOTION CARRIED**

**3. ADOPTION OF THE MINUTES**

**3.1 Adoption of Minutes - March 5, 2020**

**Moved By** Debbie Ryan

**Seconded By** Trevor Freeborn

That the minutes of March 5, 2020 be adopted as presented.

**MOTION CARRIED**

**6. OTHER BUSINESS**

**6.1 Inclusion Advisory Committee (IAC) Terms of Reference Review**

The Advisory Committee Terms of Reference documents are reviewed every two years. The purpose of this review is to ensure that the operations and function of each committee are still aligned with its defined purpose.

As recommendations to change the IAC Terms of Reference are suggested by committee members and the general public, the Lead staff gathers them and facilitates discussion and input from the IAC. As part of this process the IAC makes recommendations to Council regarding changes to the Terms of Reference.

The current Committee Structure is made up of:

- Coalition of Persons with Disabilities NL and the four (4) organizations that they nominated during the initial creation of the IAC including:
  - Empower
  - Independent Living Resource Centre
  - Association for Community Living

- NL Association for Deaf
- GoBus
- Staff persons representing agencies relevant to persons with disabilities and persons facing other barriers to participation in the community.
- Efforts are made to include the following sectors/areas:
  - Hearing Barriers
  - Visual Barriers
  - Developmental and cognitive barriers
  - Visible minorities and newcomers
  - Mental Health
  - Poverty
  - Indigenous and Aboriginal
  - Universal Design
  - LGBTQ
  - Physical and Neurological Disabilities
- Youth Representatives – at least one public member between the age of 19-35 years will be appointed or identified from existing IAC members
- Public Representatives – no more than 3 residents who are members of the inclusion community, their caregivers and/or persons facing other barriers.

Although IAC members often possess expertise in more than one area/sector it has been challenging to ensure adequate representation of all the sectors/areas mentioned in the current terms of reference. The following perspectives have been identified as needing representation on the IAC or as a working group that reports to the IAC:

- Women
- Anti-racism

During discussion, the following was noted:

- Members recommended The Status of Women's Council as a women's representative. The Women's Council represent women of all diverse groups including vulnerable populations.
- Specific issues require Service NL at the working group level.
- A public request was received for anti-racism perspective to be represented on the Panel. After discussion, members agreed that a public representative be an individual with lived experience and a broad understanding/knowledge of anti-racism/racism in our community. The committee felt that it was important that the anti-racism representative be an individual with the freedom to discuss broader difficult issues. It was recommended that contact be made with the Anti-racism Coalition NL, the Association for New Canadians, and the Women's Multicultural Association to encourage individuals with lived experience to apply.
- The youth perspective should be considered. Under 35 is represented on the Committee by Taylor Stocks at this time. Joint meetings with the Youth Advisory Committee or the Youth Engagement Action Team as well as the Seniors Advisory Committee were suggested.
- The poverty lens is partly represented by Empower and some of the other cross sector organizational representatives.
- To fill the mental health lens, the Canadian Mental Health Association was recommended to appoint a representative on the Panel. This would be an organizational representative term position.
- Secondary lived experience should be captured in the application for new members.
- Number of public residents must increase in the terms of reference.

The Committee reviewed the proposed changes to the terms of reference as presented by the Manager of Family and Leisure Services and following discussion a motion was proposed:

**Recommendation**

**Moved By** Joby Fleming

**Seconded By** Margaret Tibbo

That Council approve the following changes to the IAC Terms of Reference:

### **Under Section 3.1 Composition**

Change the committee composition to read:

The Advisory Committee will be comprised of a minimum of 11 and a maximum of 18 total members from the following stakeholder groups:

The Committee will be comprised of no more than 10 staff persons/board members representing agencies relevant to persons with disabilities and persons facing other barriers as follows:

1. Coalition of Persons with Disabilities NL (CODNL)
2. Empower
3. Association for Community Living
4. NL Association for the Deaf (NLAD)
5. GoBus (Metrobus)
6. CNIB
7. Autism Society NL
8. Canadian hard of Hearing Association - NL
9. Association for New Canadians
10. First Light NL

Representatives of seven (7) organizations or individuals that support persons facing other barriers to participation in the community. Efforts will be made to include the following sectors:

1. Mental Health
2. Poverty
3. Universal Design/Accessibility
4. LGBTQ2S
5. Physical and Neurological Disabilities
6. Anti-Racism
7. Women

The Committee will be comprised of no more than 5 residents serving as public members who are members of the inclusion community, their caregivers and/or persons facing other barriers.

### **Under Section 5.2 Eligibility and Selection**

Change point 2 to read:

Organizational representatives must be based in or serve/do business within the City of St. John's and have decision making authority with the agency they represent.

### **Under section 7.2 Meetings and Schedules**

Change the meeting location to read:

Unless otherwise specified (generally one week prior to a meeting) advisory committee meetings shall be held at City facilities or via accessible video/virtual meeting platforms and shall be closed to the public

### **Section 7.2 Meetings and Schedules:**

Unless otherwise specified advisory committee meetings shall be held at City facilities or via accessible video/virtual meeting platforms.

**MOTION CARRIED**

## **6.2 Paratransit Update June 3, 2020**

Donna Power of GoBus gave an update to the Committee.

### **Service Levels**

GoBus has seen a significant decrease in demand since the pandemic began. Ridership declined by approximately 85-90% between mid-March and May. They have seen a small increase after the move to Alert Level 4 and expect further increase as public health restrictions are relaxed.

In light of physical distancing recommendations, GoBus has primarily been providing direct travel for customers to help increase safety for both drivers and customers. They will be moving back to shared-ride service at Alert Level 3. A maximum of 5 passengers (subject to change) will be transported at a time. Every effort will be made to keep the number of passengers on board to a minimum while still completing the required number of daily trips.

Drivers are all equipped with appropriate PPE as physical distancing is often not possible. All customers are being encouraged to wear a non-medical mask/face covering when they travel on GoBus. Enhanced

cleaning/disinfecting protocols for buses that were implemented at the beginning of the pandemic will remain in place.

MVT experienced significant layoffs due to the decreased demand but staff/vehicles will be brought back as demand increases again. They will be monitoring demand closely as things progress.

They will continue to provide information to customers as any changes are implemented.

### **Eligibility Assessments**

All assessments since mid-March have been rescheduled but anticipate being able to resume scheduling assessments at Alert Level 3 (pending confirmation). Horizon will advise people of any COVID-related procedures they need to be aware of at the time of booking.

## **6.3 Engagement & Communication Presentation/Discussion**

Committee Chair, Taylor Stocks, updated members on a working group meeting that took place on May 22, 2020. The focus of the meeting was improving engagement and communication from the IAC with the public that they represent. The Committee Chair requested input from committee members regarding this topic.

During discussion, the following was noted:

- Members could attend Council meetings to speak to items brought forward from the Inclusion Committee.
- There is ongoing inclusion training through City departments.
- There should be development of accessible documents, images and/or videos that capture the conversations within the committee to be communicated to the populations represented on the Committee as well as Council, City departments, and the public.
- Creation of accessible documents and graphics that can be shared around that are easily understood by all people would improve the visibility of the Inclusion Advisory Committee.
- There is opportunity to develop communication tools that serve everyone.
- Expertise will be required for descriptive video/audio and ASL.



The Chair suggested the formation of a small working group to discuss how to make engagement and communications more visible. This working group will report back to the Committee. It was requested that members recommend technical and artistic people who can translate information into a universal language. The working group will be led by Taylor and comprised of Debbie and Trevor. The group was invited to suggest members outside the Committee with a technical or artistic background or other related expertise by email to Natalie and Taylor.

#### **6.4 Sidewalk Snow Clearing Public Engagement**

Victoria Etchegary, Manager of Organizational Performance and Strategy and David Crowe, Manager of Roads joined the Committee to discuss sidewalk snow clearing public engagement with the group.

There is a voice within the community advocating for improved service in sidewalk snow clearing. Messages have focused on the importance of sidewalks for those who rely primarily on active transportation and those who use public transit to get around. The key decision point for Council is how to improve the service levels in a way that is effective, i.e. there is a recognition of improvement, and the decision considers the cost of making the improvements. To make these decisions it is imperative that the City understand what the issues are, and for whom, in the current level of service and where the improvements will have the greatest impact.

From now until June 19, the City of St. John's is inviting feedback on the current and future level of service for sidewalk snow clearing. The engagement page at [engagestjohns.ca](http://engagestjohns.ca) includes information on current sidewalk snow clearing practices and priorities, a mapping tool where residents can add comments, and surveys for the public and the business community. The City is also meeting with key stakeholders throughout the process such as the NL English School District, Metrobus and the business community as well as the Seniors Advisory Committee and the Youth Engagement Action Team. 54 people of the approximate 700 who have filled out the survey to date have indicated they have a disability.

During discussion, the following was noted:

- The City map for the prioritization of streets is challenging and it is unknown if the mapping system is accessible to JAWS or ZoomText. Low vision or no vision cannot access a map without using a platform like JAWS or ZoomText. Victoria to review and flag that with the engagement team for an add on to those mapping tools.

- Empower host a Facebook live on Wednesdays where the public engagement page can be shared with the public and people can be advised on alternate ways to participate.
- Frequently asked questions within the engagement page are kept to a minimum so there is not too much information to review.
- Engagement can be received by email or by phone. The survey is designed to get different perspectives.
- For engagement held in MS Teams, the closed captioning is noted to be quite small and the speakers must speak clearly.
- For members with disabilities or mental health issues engagement presentations can be reviewed with smaller working groups separately where a member of the City is not present. Questions could be reviewed and answered in an environment safe for them which will allow for more engagement.
- Members can organize focus groups within their representative groups and provide group responses to the survey. Victoria will provide a link to anyone who wishes to avail of that and asked that members reach out to her directly at [vetchegary@stjohns.ca](mailto:vetchegary@stjohns.ca).
- If there are issues participating, Victoria requested that people call 311 or email the engage email at [engage@stjohns.ca](mailto:engage@stjohns.ca) so Victoria can have a one on one conversation to receive their participation.

At the conclusion of the engagement process a 'What We Heard' document will be shared publicly to assist Council and staff as they make important decisions regarding sidewalk snow clearing levels in the future. The City of St. John's will be relying more heavily on online engagement to gather feedback from the public. All news related to this project will be shared electronically via e-mail with registered participants as well as through regular City communication channels.

## **8. ADJOURNMENT**

There being no further business, the meeting adjourned at 1:40 pm.

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CHAIRPERSON, TAYLOR STOCKS

## **Update from GoBus September 29, 2020**

### **Service Levels**

Customers have been slowly getting back to their travel with GoBus. Ridership is at approximately 50-55% of regular service levels. Bus capacity was reinstated to 100% when masks were made mandatory, though MVT is still making effort to promote physical distancing where possible. Enhanced cleaning/disinfecting protocols are still in place.

### **Eligibility Assessments**

Assessments resumed in June after a period of closure due to COVID-19. We are now exploring options to increase the volume of assessments being done each month so that we can get through our ridership with too much extra delay. Our goal of completing assessments for all existing customers within one year will not be met.

To date we have completed 178 assessments (121 existing customers; 57 new applicants). There were 143 unconditional and 25 conditional approvals. 8 individuals were denied eligibility (5 existing; 3 new). 29 people requested to close their accounts. And one formal appeal has been completed.

### **GoBus Contract**

The current contract for GoBus service will expire December 2021. We have started preliminary work on developing a new RFP and will be seeking input from our stakeholders in the near future. We hope to have a draft RFP ready by the end of the year.



# Water Street Pedestrian Mall

Public Engagement  
Stakeholder Sessions (Inclusion)



# Context

- Pedestrian mall developed in response to, and as a means of, providing stimulant to downtown economy and to create space for residents to enjoy the outdoors in a safe, public health guided way.
- Timelines were tight; feedback from the business community prior to and throughout the process facilitated by the City and Downtown St. John's
- Section of Water Street closed to traffic to create the Pedestrian Mall included four blocks from Adelaide to Prescott St.
- Deliveries and essential traffic allowed at key times
- Some downtown businesses not supportive/depending on sector/location
- Accessibility concerns raised early on in relation to access to sidewalks and patios
- Businesses within the Mall able to extend footprint to increase capacity
- Businesses outside the Mall able to avail of parkettes
- Pedestrian Mall was one of few actual "events" happening in and around St. John's in summer 2020, little competition

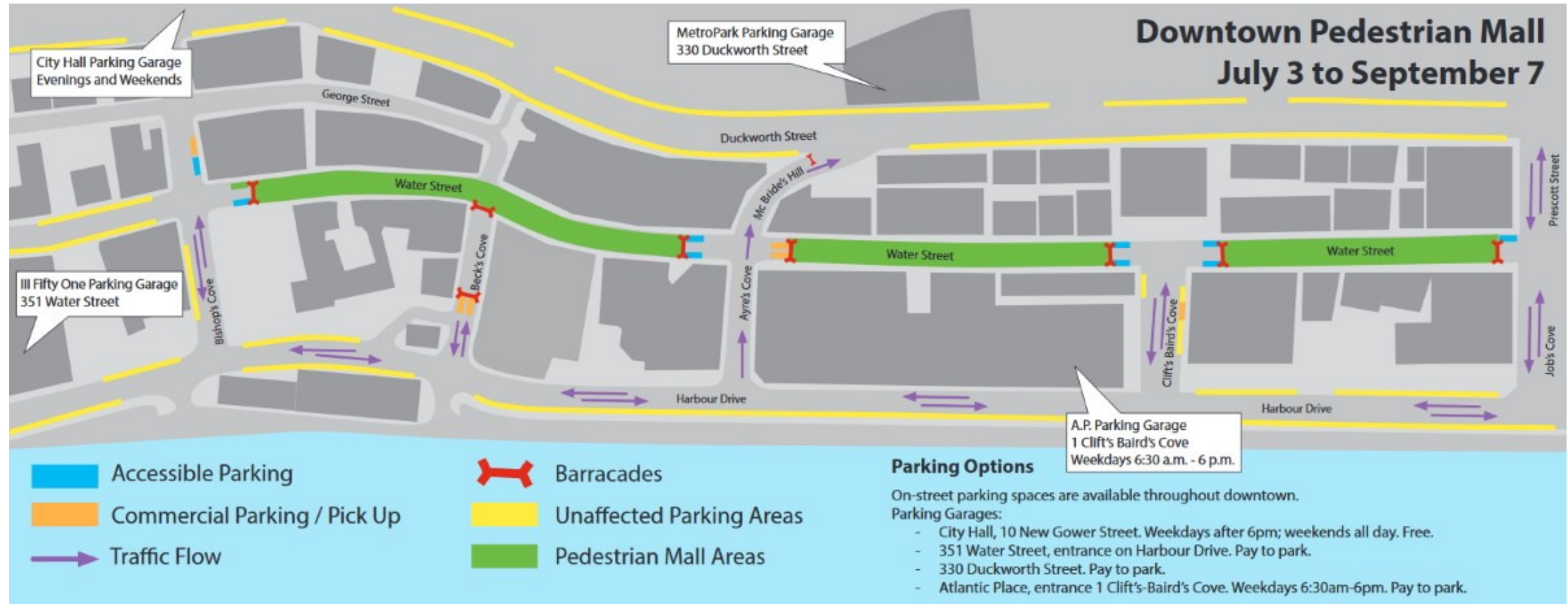


# Stakeholders

- **Businesses within the Mall**
  - Restaurants/pubs
  - Retail
  - Service/experience
  - Hospitality
  - Professional business such as lawyers' offices, dental, etc..
  - Employees of businesses in the footprint
- **Businesses in the DT BIA but outside the mall and those on the periphery of BIA**
  - Industrial businesses
  - Duckworth Street, Harbour Drive, Water Street West and Water Street, east of Prescott, Fortis Building,
- **Business Associations**
  - Downtown St. John's, Destination St. John's, Board of Trade, BOMA, George Street Association
- **Visitors/users of the Pedestrian Mall**
- **Non-visitors of the pedestrian Mall**
- **Transit services – Public transit, Go Bus/Accessible taxi, taxis, couriers, delivery**
- **Private parking garages**
- **Inclusion community**
- **Security staff**
- **Vulnerable populations**



# Map





# Questions

- **Planning for the mall**

Thinking about the process to establish the Pedestrian mall, this year:

- What feedback would you provide to the city to be included in the planning process?

## While the mall was in operation/future malls

- Thinking about the period of time the mall was in operation this year:
- What worked well for you/your client group?
- What was challenging for you/your client group?
- What needs to change for future malls to ensure better inclusion?



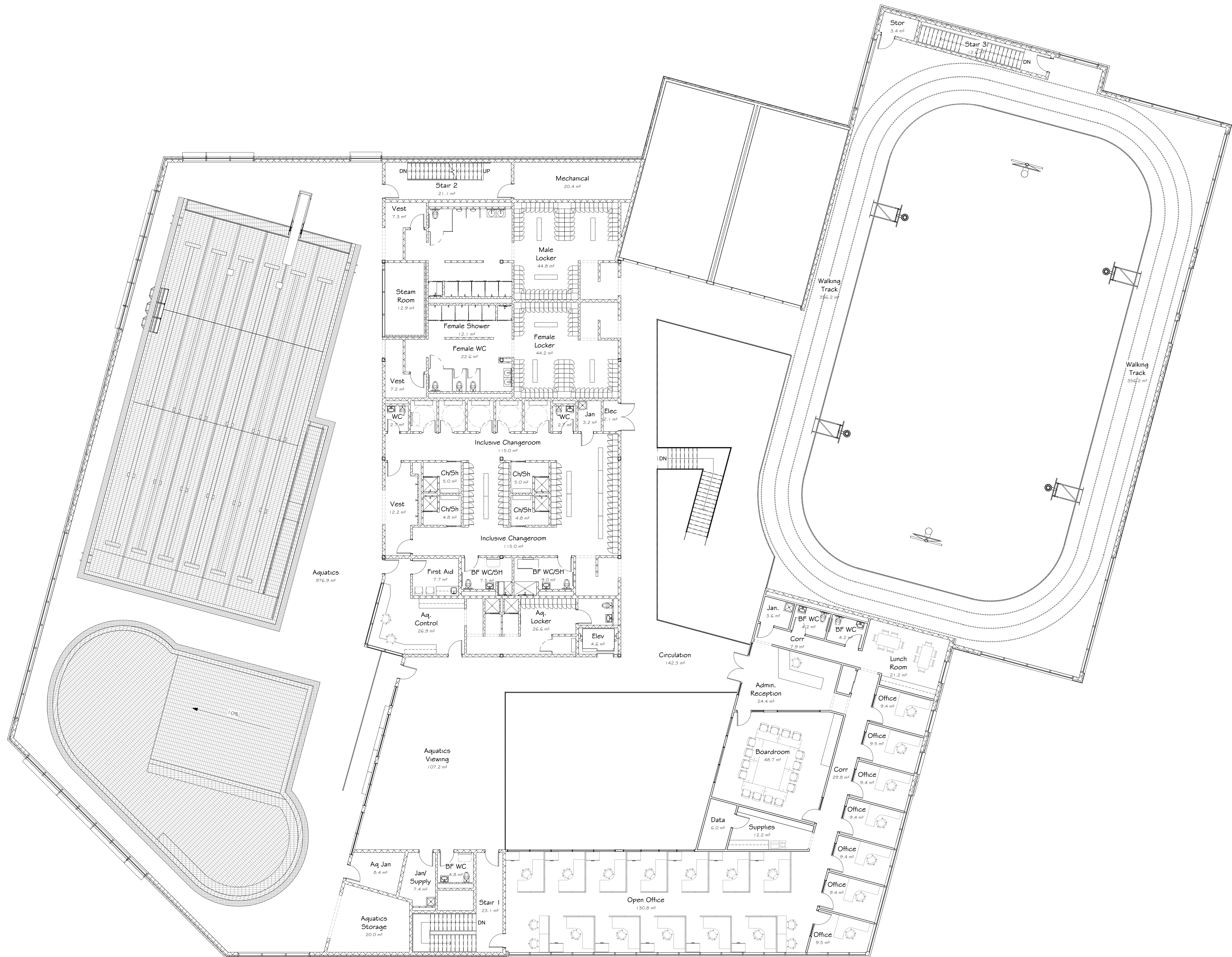


# Questions? Anything else?









From: [Anne Malone](#)  
To: [Shanna Fitzgerald](#)  
Subject: (EXT) Inclusion Advisory Committee  
Date: Thursday, September 24, 2020 12:10:36 AM

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**An OPEN LETTER to:**  
**The City Council of St. John's**  
**The Inclusion Advisory Committee (City of St. John's)**  
**The Citizens of St. John's**  
**While the past year has b**

**been extremely difficult on all of us, the conditions and extended period of social isolation arising from the ever-increasing proliferation of accessibility barriers that we experience at the hands of our municipal government has become intolerable for people in St. John's who live with disabilities**

**.**  
**Without question, the annual five to six months of enforced confinement to our homes during winter has become the source of undue and unjust suffering and hardship for those of us who have no choice but to endure it.**

**Those of us who have disabilities are hanging by a thread – economically, socially, physically, and psychologically. We simply do not have the capacity to cope with or overcome the devastating consequences of the discrimination we experience due to the City's adamant denial of their duty to accommodate ALL citizens in this City, regardless of their socio-economic status, age, or physiological and/or neurological realities. We REQUIRE safe, accessible sidewalks, year-round. We can no longer endure long stretches of winter captivity, a state in which we spend virtually half of our lives.**

**During the past week alone, we have learned that the majority of our municipal leaders have voted to maintain the discriminatory inattention to winter safety for pedestrians, that stories of the inadequacy of our paratransit system are finding their way into the media, and that Metrobus drivers are poised to strike. All of these factors intensify the chronic state of emergency that People with disabilities have experienced, long before Snowmageddon or the COVID19 pandemic occurred.**

**.**  
**To exacerbate the immense burdens that marginalization imposes upon us, it is both devastating and infuriating that the only instrument of influence we have within City Hall - the Inclusion Advisory Committee, has been unable or unwilling to strenuously and publicly protest the injustices that are rife within the City's discriminatory practices as they relate to people with disabilities. Councilor Deanne Stapleton, the Team Lead for Inclusion at the City of St. John's voted AGAINST the rights and interests of people with disabilities - a stunning display of duplicity and betrayal of the most vulnerable and inarguably the most excluded people in our city.**

**While dozens of concerned citizens, including disability rights activists, social justice activists, student activists, and a host of other allies have invested hundreds of volunteer person-hours over the past week to coordinate a**



forceful, multi-faceted response to the infringement of the rights of people with disabilities, not a single publicly funded disability organization has uttered a word of protest or support in the public arena.

Committee members, whatever the reasons for your silence, I strongly urge you to reconsider them, as your silence is an enabling factor in what you know to be an historical pattern of discrimination against people with disabilities in this city and in this province. Your silence is not neutral, it is complicit with institutional ableist discrimination that has forced people with disabilities into an invisible ghetto of socio-economic deprivation and marginalization. You cannot plead ignorance of this reality. Make no mistake, your silence is complicity with the ableism that holds the people with disabilities hostage, not to disability, but to discrimination.

To all organizations represented on the Inclusion Advisory Committee, I urge you to raise your voices on the behalf of people who have disabilities in our city. Disability does not discriminate, and there are people within EVERY community who have disabilities, and those who are BIPOC ,LGBTQ2S+, and people of diverse faiths who also have disabilities find themselves at the intersection of multiple layers of marginalization.

I urge you to stand with them, out loud and in public, for we need the support of the voting public in an escalating inclusion emergency.

Citizens of St. John's, we need your support. Time and time again the institutional biases and discriminatory approach on the part of Council to the disabilities community has been expressed without apology or correction by various people in municipal government. The institutional, systemic ableism that infects our municipal government has been obvious in exclusionary language, exclusionary public spaces, and exclusionary investment and accommodation. The one thing that people with disabilities are not excluded from, however, is the requirement to pay taxes.

Please voice your support of our efforts to force our City to provide us with safe accessible winter sidewalks. You can do this by emailing or calling our Mayor, Deputy Mayor, or your Ward Councilor. You can also support us by participating in the public protest that will be announced later today, Wed. Sept.23.

Our most persistent and unchallenged accessibility barriers are people of privilege who hold positions of power, who repeatedly use their platforms to invalidate, dismiss, and silence the just and righteous advocacy of and for the most vulnerable and marginalized people among us. They must be removed from office. Please support people with disabilities with your vote in the 2021 municipal election.

*Accessibility is a RIGHT, not a privilege.*

Anne Malone

Disability Rights Activist

Citizen of St. John's

**From:** [Inclusion](#)  
**To:** [Shanna Fitzgerald](#)  
**Subject:** FW: (EXT) Fwd: Letter to City Council re: sidewalk snow clearing  
**Date:** Tuesday, September 29, 2020 11:43:47 AM

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This just came in this morning.

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**From:** [REDACTED]  
**Sent:** Tuesday, September 29, 2020 10:37 AM  
**To:** Inclusion <[inclusion@stjohns.ca](mailto:inclusion@stjohns.ca)>  
**Cc:** [REDACTED]  
**Subject:** (EXT) Fwd: Letter to City Council re: sidewalk snow clearing

Good morning,

In the email I sent to you yesterday I forgot to request that my letter be included in Tuesday's meeting.

Thank you,

Lisa Walters

Sent from my iPhone

Begin forwarded message:

**From:** Lisa Walters [REDACTED]  
**Date:** September 29, 2020 at 12:59:17 AM NDT  
**To:** "[inclusion@stjohns.ca](mailto:inclusion@stjohns.ca)" <[inclusion@stjohns.ca](mailto:inclusion@stjohns.ca)>  
**Cc:** [REDACTED]  
**Subject:** Letter to City Council re: sidewalk snow clearing

Below is an email that I sent to the City of St. John's that I would also like to share with the Inclusion Advisory Committee:

Hi,

My name is Lisa Walters and I'm a disabled resident of St. John's who advocates for better accessibility in our city on my social media accounts called Access YYT. I missed out on the rally outside City Hall today because I wasn't feeling well, but I just wanted to send along a message to let you know how upset and scared I am for my future (and the future of every disabled resident and every pedestrian) in this city if you don't start taking sidewalk snow clearing seriously. This is absolutely an issue that NEEDS some of those millions from your rainy day fund.

Access to safe sidewalks isn't some sort of luxury. It's a right. I'm a wheelchair user and

if you don't put more money and effort into clearing sidewalks I'm legitimately going to be trapped in my home for MONTHS. Could you imagine not being able to go anywhere within the city you live in whenever there is snow on the ground? Could you imagine how isolating, depressing and dangerous that could be for you? If you could no longer navigate the city well enough to get groceries, go to doctors appointments, take part in city events, visit friends and family?

I am one of the lucky ones in that I have a husband and friends with cars who will help me get to the car and will drive me where I need to go. But even as one of the lucky ones I can be stopped in my tracks when I get to my destination and there is no accessible curb cuts or sidewalk for me to get into the building. I have experienced instances of parking in an accessible parking spot downtown but being blocked in by icy snowbanks and then having no way to get anywhere because the sidewalks were a dangerous obstacle course. Imagine how much harder it is for disabled residents of our city who have to rely on public transportation or who are also pedestrians? It's near impossible. It's so incredibly dangerous. And it's so very disrespectful.

And it's not just about residents of St. John's with disabilities. It's about every pedestrian in this city who is being forced out into the middle of busy streets in stormy conditions due to your inaction here. People are being injured and killed because of this.

Show us that you're actually committed to making this city accessible. Show us some real life examples of that dedication to accessibility that you claimed to have while talking to local media outlets following my post about the pedestrian mall going viral. You can't just put effort into accessibility when it's trending. And it's more than a few ramps being put down when someone complains. This has to be a lifelong commitment, and let's be real, this city is failing miserably at it.

I want to be able to focus on the positives and to celebrate accessibility rather than needing to be negative, but there isn't much to praise here. Thank you to Ian Froude, Maggie Burton and Sheilagh O'Leary for caring about accessibility. But to the rest of council, do better. You owe safe and clear sidewalks to all residents of St. John's. It's honestly a bare minimum.

Sincerely,

Lisa Walters  
AccessYYT

**Disclaimer:** This email may contain confidential and/or privileged information intended only for the individual(s) addressed in the message. If you are not the intended recipient, any other distribution, copying, or disclosure is strictly prohibited. If you have received this email in error, please notify me immediately by return email and delete the original message.



Any correspondence with employees, agents, or elected officials of the City of St. John's may be subject to disclosure under the provisions of the Access to Information and Protection of Privacy Act, 2015, S.N.L. 2015, c.A-1.2.

# Sidewalk Snow Clearing Public Engagement

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What We Heard (Detailed  
Report)

August 2020

ST. JOHN'S 



# Disclaimer

- **This document aims to provide a detailed summary of what was heard from participants during the engagement process. It is not meant to reflect the specific details of each submission word-for-word.**
- **The City produces a What we Heard document for every city-lead project that has public engagement to share back with the community the commentary collected and to ensure we heard you correctly.**
- **The full scope of commentary is used by the project team, city staff, and Council to help inform recommendations and decisions.**

# Context and Background

- Council directed staff to undertake public engagement on sidewalk snow clearing.
- This has been a topic of much discussion especially considering the 2019-20 winter and unprecedented snow events.
- There were several facebook groups established, petitions created, and a protest at City Hall related to this topic in 2020.
- Previous engagement took place in 2014 as part of the broader winter maintenance review and a pilot program for sidewalk snow clearing was launched in 2015 which was positively received.
- Budget reductions brought changes to the pilot in 2016-17.
- Any decisions related to changes in service would need to be considered in the context of the 2021 budget planning process and current constraints due to the pandemic. Recommendations coming from this engagement process will likely need to consider quick wins in the short term and an implementation plan for the longer term.

# Purpose of Public Engagement

- Council and staff recognize there is a voice within the community advocating for improved service in sidewalk snow clearing. Messages have focused on the importance of sidewalks for those who rely primarily on active transportation and those who use public transit to get around.
- The key decision point for Council to consider through the engagement process was how to improve the service levels in a way that is effective, i.e. there is a recognition of improvement, and the cost of making the improvements.
  - To make these decisions it will be imperative that the city understand what the issues are, and for whom, in the current level of service and where the improvements will have the greatest impact.

# Public Engagement Goals

- **Create space where residents and key stakeholders can learn more about the current sidewalk snow clearing program and provide their perspectives on current, and potential future service levels using tools that are easy to use and accessible.**
- **Gather feedback in such a way that Public Works staff can use the information to inform recommendations to Council who will ultimately make decisions around service levels and budgets.**

# Public Engagement Tools

Engagement Activity	Target group	Notes
Virtual meeting with Advisory committees and Youth Engagement Action Team	Representatives of various sub- groups such as inclusion, youth, seniors	These meetings were designed to seek feedback from various segments on the population on the engagement approach and survey questions
Virtual meeting with Board of Trade and Downtown St. John's	Business Community	Seek feedback on the best approach to use to get feedback from the business community
Launch engage project page	All stakeholders	Page designed to provide information about current program, links to surveys for public and business community and a mapping tool
Key stakeholder meetings	Inclusion Advisory committee Metrobus NL English School District Seniors' Advisory Committee Empower Local Immigration Partnership (newcomers)	Meetings tailored and focused on specific stakeholder communities, their concerns and issues.
Virtual Public Sessions	All residents	Two sessions planned for different times of day to accommodate various needs. Registration required and test sessions conducted to increase comfort.
Social Media campaign	All residents	Used standard social media to use polls/questions and then direct users to survey, engage page
Email and 311	All residents (especially those not comfortable with virtual/online)	Promotion of 311 and email – calls to 311, took name and contact and staff followed up with one-on-one

# Promotion of Public Engagement Opportunities

- City Guide – full page advertisement Spring issue
- Social media
  - 13 posts on Facebook, Instagram and Twitter reaching nearly 100,000
- Engage – newsletters
  - Three newsletters sent to more than 2400 registered users of [engagestjohns.ca](http://engagestjohns.ca)
- Paid advertising
- Promotion through business associations, i.e. Downtown St. John's, Board of Trade
- Council interviews/media coverage
- City's Calendar of events
- E-updates News and news release
- City's Economic Update e-newsletter, sent to 2400 subscribers





# Points of engagement

- More than 3,000 engagement touch points through [engagestjohns.ca](https://engagestjohns.ca), online surveys, virtual meetings, social media, calls to 311 or emails



# What we Heard From E-mail and 311


- **311 (three calls)**
  - Major concerns with winter access, safety, priority street without priority service, downtown and limited access off street to connector streets, increase use of Go Bus in winter, less physical activity in winter, mail service impacted
- **Emails (14 received)**
  - Intersections/sight lines are issues
  - Staff need to experience the sidewalks to better understand user needs
  - Areas in and around MUN – need connectivity
  - Area around WestView Village needs improvement
  - Comfortable with current level of service given the weather (Georgetown)
  - Snow being pushed onto sidewalks and other obstacles such as garbage bins
  - New sidewalks added in the city – are they being considered within the program?
  - Need improvements/service in and around Doyles Rd/Schools in Goulds
  - Quality of service/contractors who currently provide the service. i.e. Queen's Rd
  - Bus stops need clearing
  - Change street design to allow for boulevards for snow storage
  - Agreement with Telegram article referenced [here.](#)

# Feedback from engagestjohns.ca

- 2,300 visits to the project page

Aware	Informed	Used the mapping tool
1,900 (unique user who visited at least one page)	815 ( unique user who visited multiple pages)	<p>76 separate accounts left feedback using the mapping tool</p> <p>Note: Site Admin1 added pins for callers to 311, during virtual events, and meetings with stakeholder groups so the actual number of individual pieces of feedback is higher.</p>

## Featured Projects - open for your input



**Engage! St. John's**

**Sidewalk Snow Clearing**

📅 26 May 2020

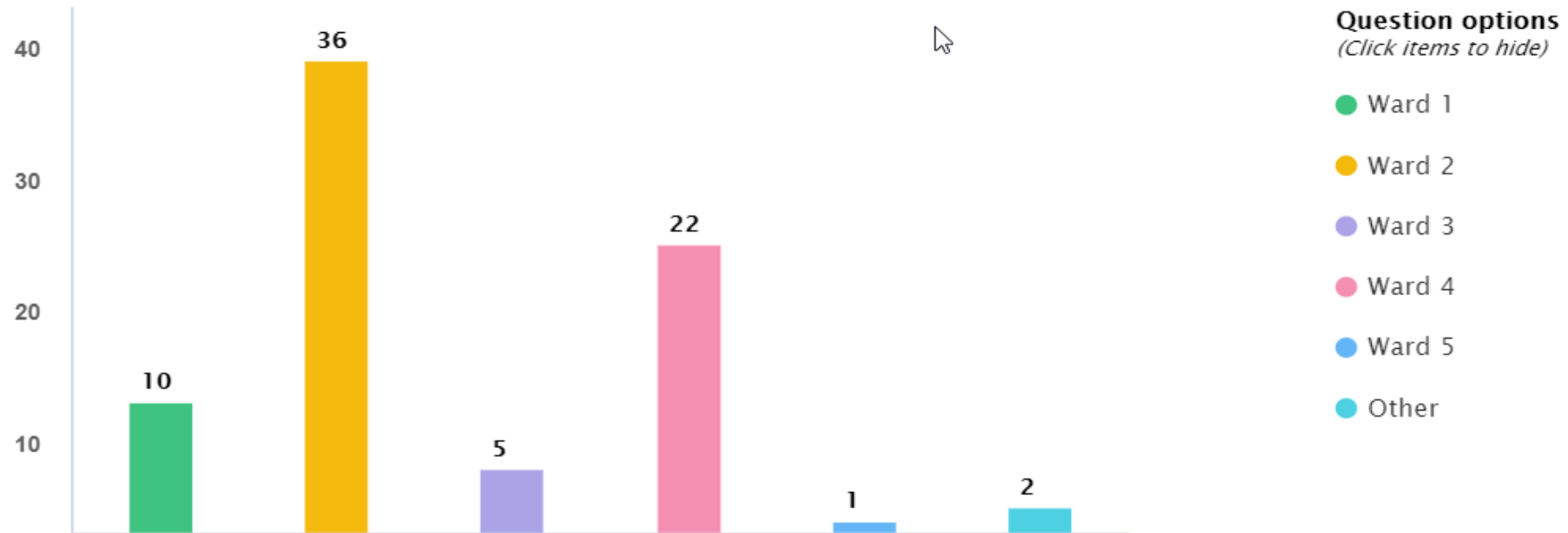
Provide your feedback - deadline June 19. Take a survey, attend a virtual meeting, map your feedback, e-mail or call.

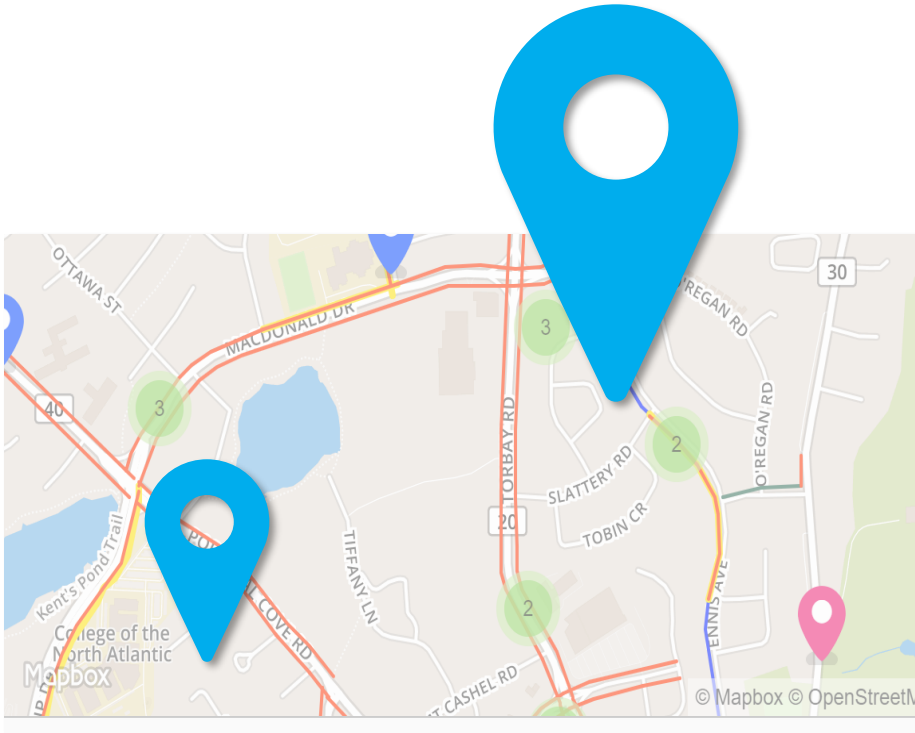
[Visit the project page to learn more and have your say](#)

A discussion about  
**Sidewalk Snow Clearing**

Note: Visitors could also access both the public and business surveys from this site.

# Demographics of engagestjohns.ca participants

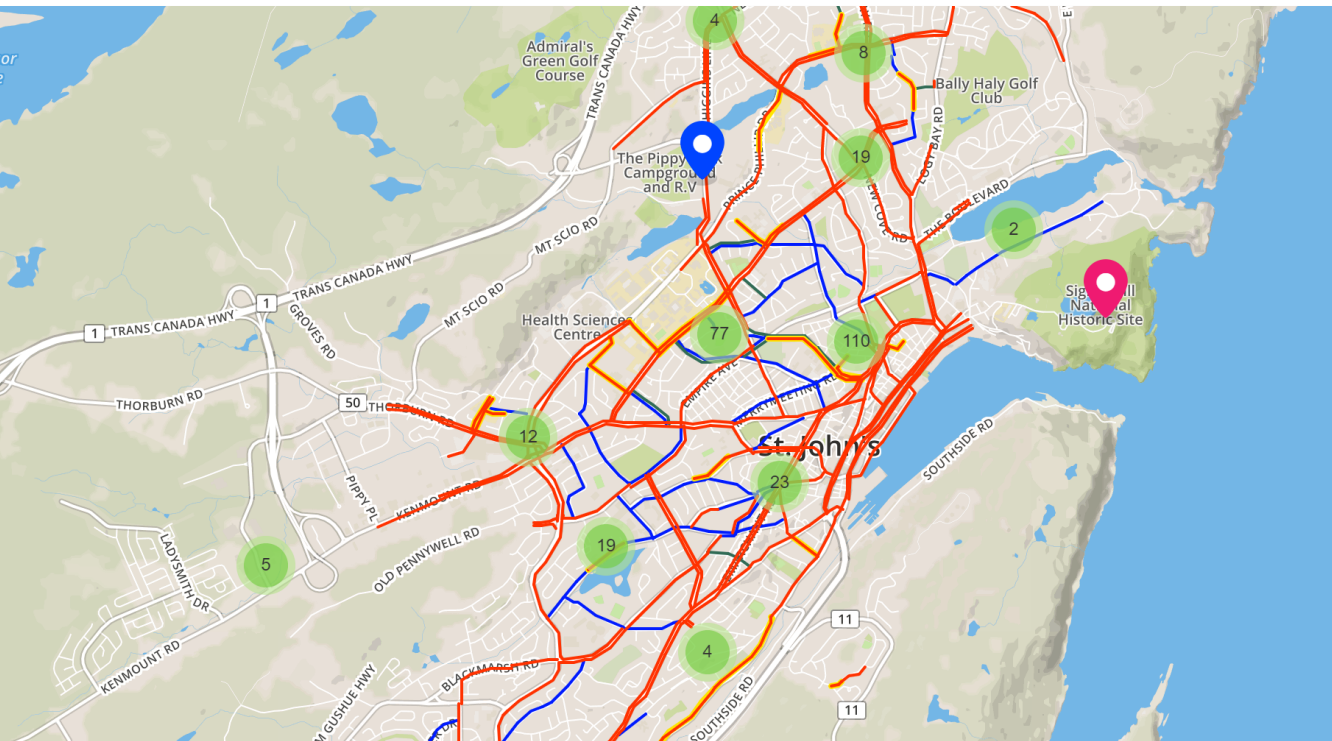




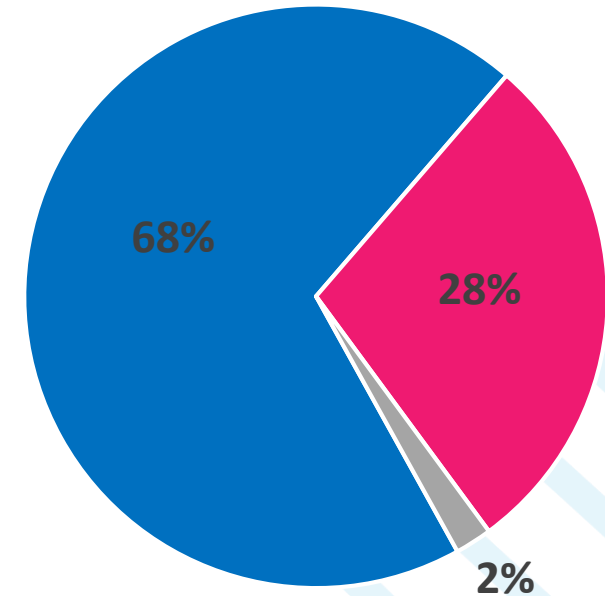
# Mapping feedback

- Residents were provided with a map of the city overlaid with the sidewalk snow clearing routes and their priority.
- On [engagestohns.ca](http://engagestohns.ca), registered users could place pins using the following categories:
  - Area of concern/improvement needed
  - Need sidewalk snow clearing here
  - Sidewalk snow clearing not necessary here

# Mapping feedback 305 pins placed on map



Percentage of pins placed by type

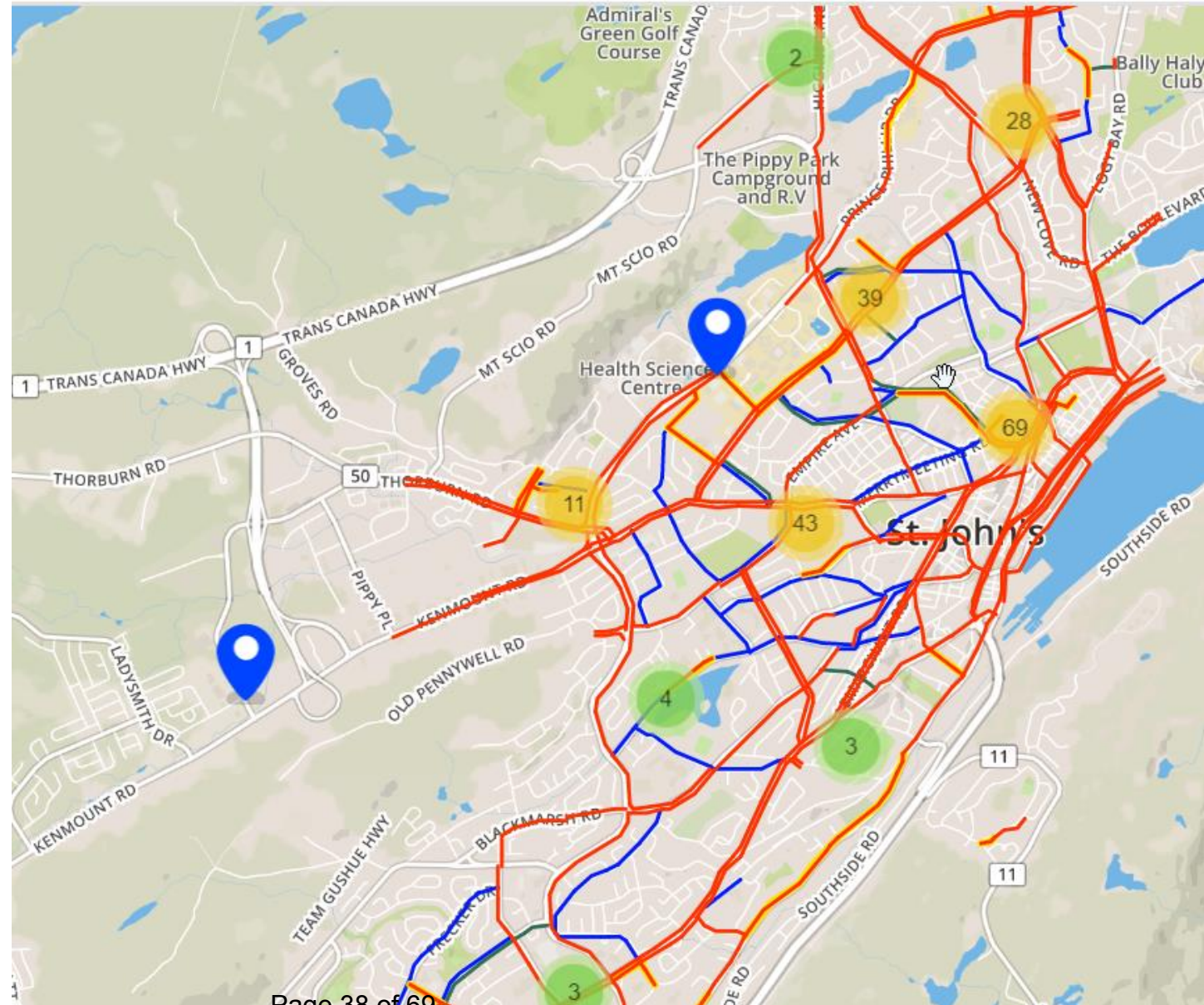


- Area needing improvement
- Area needing sidewalk clearing
- Area that could be removed





Area of concern/  
improvement needed  
**200+ pins placed**



# Areas noted for improvement - locations

- Bonaventure area – connectivity from downtown to MUN – need clear path with minimal cross over – also a school zone with hundreds of students and in a walkable neighbourhood
- Merrymeeting area – grocery/connectivity
- Wherever there are box stores and bus stops, i.e. Stavanger drive/Aberdeen Ave, Kelsey Drive area
- Elizabeth Avenue – high pedestrian and bus traffic
- Freshwater Rd - connectivity
- Rawlins Cross area – Queens, Military, -high foot traffic and connectivity
- Harvey Rd
- Torbay Rd
- Allandale Rd from Higgins Line to Prince Philip
- Monkstown Rd – narrow streets, cars parked on street and high foot traffic area
- Hills into and out of downtown – i.e. Prescott
- Streets with bridges where bridge is narrow and full of snow/pushing pedestrians into busy streets
- In and around Memorial – many students walking/taking bus

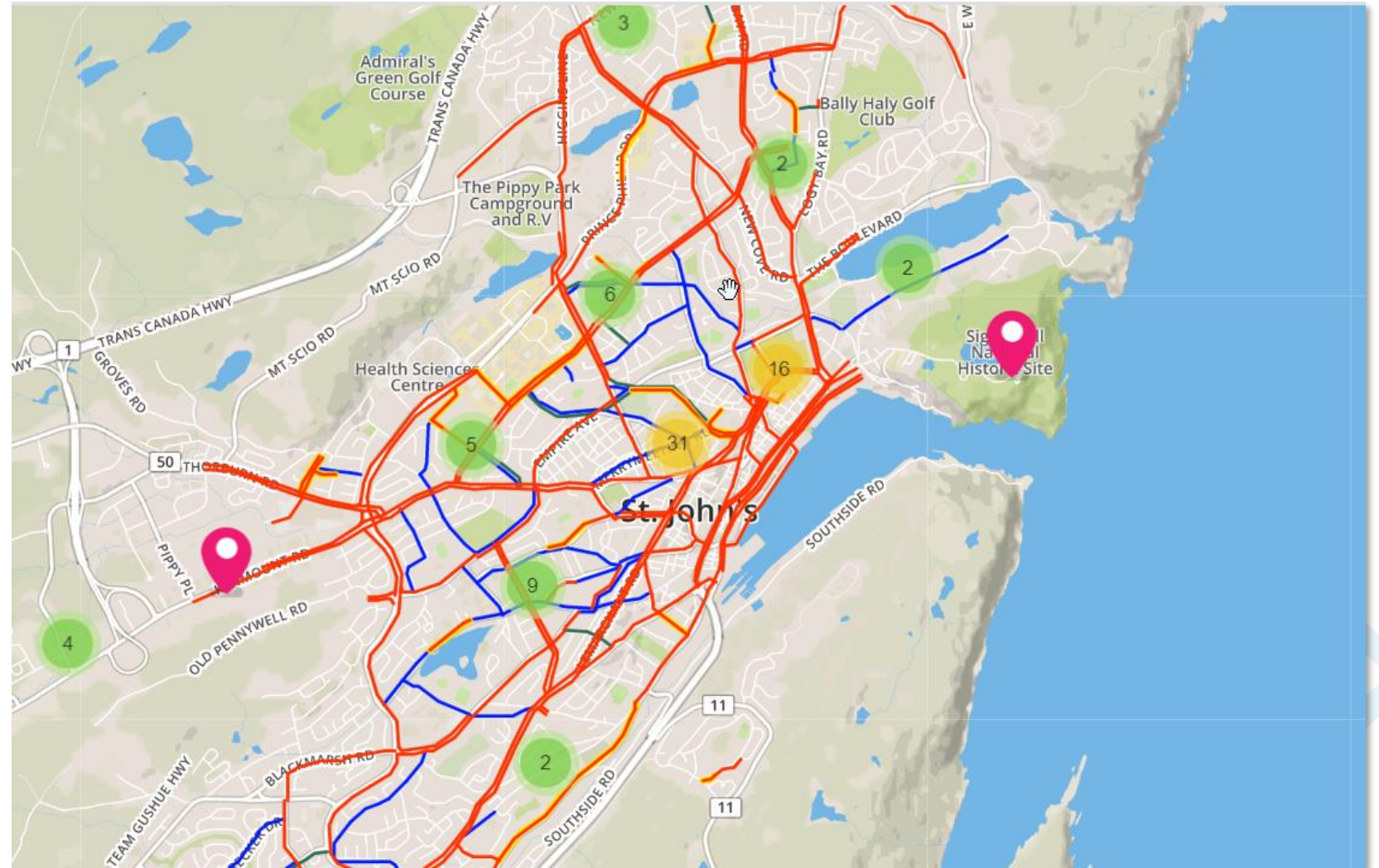


# Areas Noted for Improvement/Key Concerns

- Crossing buttons/push buttons/cross walks - access
- Bus stops – both Metrobus and school bus stops need to be free from snow, sight lines improved, intersections and access to these stops free from snow
- Safety and Consistency – full streets need to be cleared not just partial – help people get where they are going without having to go out into street, reach dead ends
- Co-ordination between road and sidewalk plows to improve service and consistency
- Blind corners – intersections build up issues, sight lines
- Not all Priority 1 streets are cleared well enough – if a Priority 1 then make it priority
- School zones generally – need bigger areas not just sections in front of schools as school zone
- Areas around poles – ensure path around the pole is clear
- Salting – more required and at same time as clearing
- Steps/connectivity issues – sidewalks leading to and from steps and steps themselves especially in downtown
- Downtown overall needs to be walkable as many services are in Downtown, people bus there, tourists/visitors, business community and their employees need to get around barrier free
- Dangerous – cited frequently as an issue for people who walk in the city in winter. Blind curves, snow mounds/hills, sight lines
- Contractors pushing snow into the street/sidewalk
- Connectivity



Need sidewalk snow  
clearing here  
**85 pins placed**



# Areas Needing Sidewalk Snow Clearing

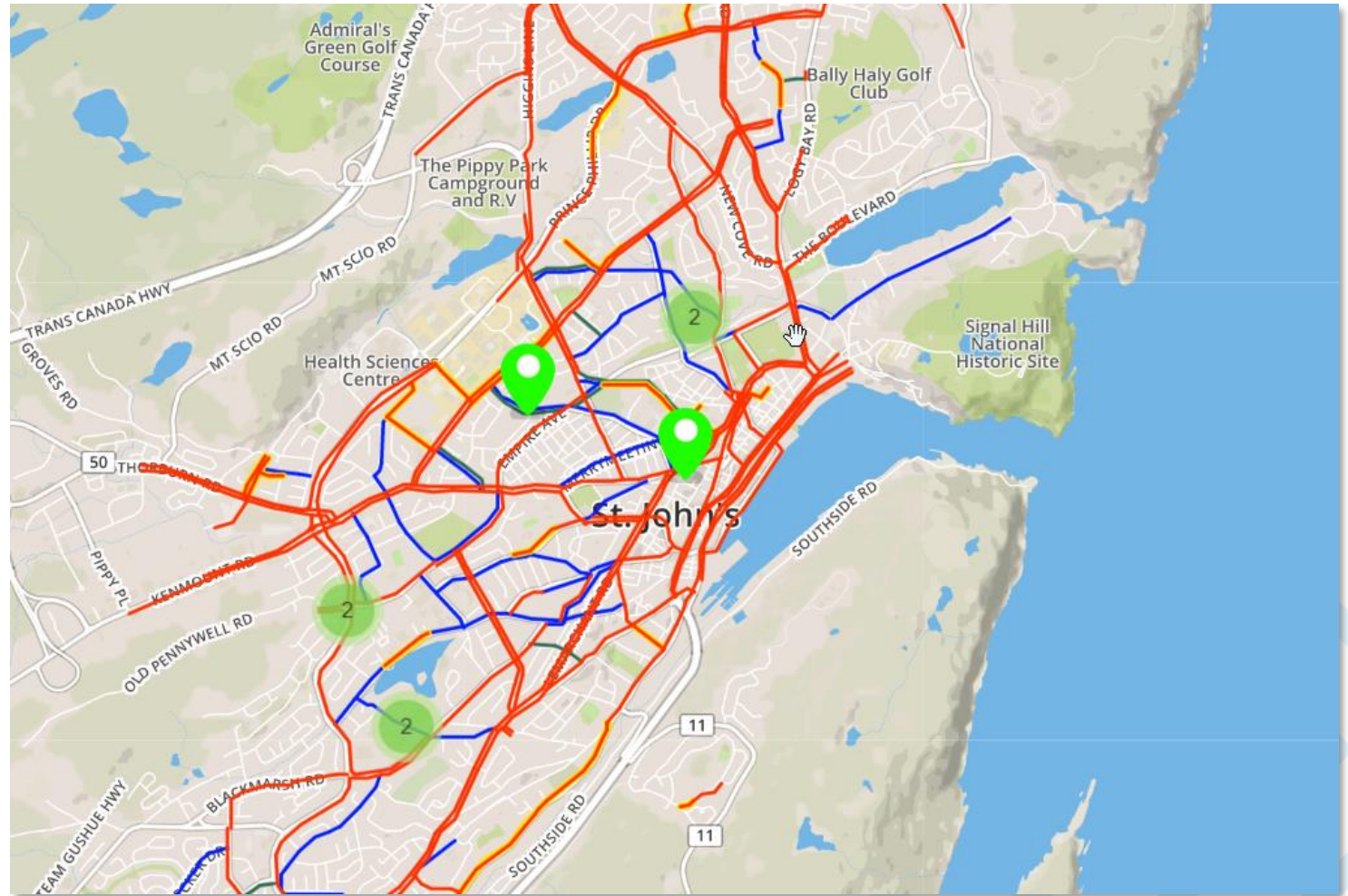
Key locations noted as needing sidewalk clearing or an increase in priority level

- **Locations included:**
  - Mundy Pond Rd area and Ropewalk Lane – school zones and bus stops
  - Pennywell Rd – connectivity – high foot traffic
  - Logy Bay Rd - connectivity
  - Circular Rd between King's Bridge and Empire - connectivity
  - Hayward Avenue
  - Escasoni Place – Empower located here, wheelchair users
  - Jasper Street – school connection
  - Portugal Cove Rd North – connector to Airport Heights
  - Wicklow Street– high foot traffic
  - Craigmiller Avenue– high foot traffic/bus stops
  - Topsail Rd South – disconnected leading to Downtown
  - Bay Bulls Rd
  - Waterford Bridge Rd – gaps- connections
  - Della Drive area – Goulds – School zones – high foot traffic
  - All streets with bus stops/walking to schools including private schools – post-secondary





Sidewalk snow clearing  
not necessary here  
**8 pins placed**



# Sidewalk Snow Clearing Not Needed Here

- Comments about whether both sides of Columbus Drive are necessary
- Steps connecting streets where sidewalks are not connected –e.g. Sycamore Place – dead end
- Bannerman Street – lower priority
- Newtown Rd, Sections of Blackmarsh Rd – lower priority if fewer pedestrians

# Feedback From Socials

- Social media used to promote engagement and to solicit feedback through a series of polls/questions
- 54 comments provided through social media during promotional posts and include such items as:
  - Comments about quality of sidewalk snow clearing/looking for feedback
  - Comparisons to other cities such as Mount Pearl
  - Importance of school zones and need to increase radius
  - Specific reference to lack of sidewalk clearing in Southlands
  - Need for snow removal to improve service
  - Change in type of equipment to be used
  - Impact of poles in sidewalk and consistency of clearing
  - Importance of clearing intersections
  - Need for salting/safety
- 1195 engaged directly with quick polls on socials - Top poll noted below:



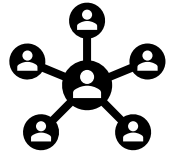
# What we Heard from Public Sessions

- Two sessions – 32 people registered for the virtual sessions
- Participation from cross section of City geographies – Downtown/Signal Hill, East end, West end, Goulds, University area, Centre City, Georgestown
- One of the pedestrians also wrote a piece in the Telegram ([link to that](#))
- Key messages included:
  - Sidewalks are essential in all seasons
  - Challenging winters do not have to mean inaccessible sidewalks
  - We need consistent ice control so people can feel confident the sidewalks are safe
  - Better sidewalk snow clearing would be a convenience for many but is clearly vital for a significant and often marginalized minority
  - Ice control/salting major concern
  - Priorities are ok but more consistency needed
  - Accessibility for all users of sidewalks
  - We need a walkable city – pedestrians have rights, not everyone needs or can afford a car

# Public Sessions – Key Concerns

- Snow being placed/pushed into sidewalk by contractors/residents
- Need to look at walking paths for school-aged children and where they get buses to increase safety including connector streets to priority 1/school zones
- Push buttons/intersections need to be cleared
- Consider clearing highly used trails to create connectivity; some expressed concerns with lighting on trails
- Steps/hilly streets need more priority/consistency/ice control, especially Downtown
- It's scary being a pedestrian, people should not need to walk in the street
- Need ice control – would improve safety
- Need salt when cleared not afterwards, and frequently
- Improve staff knowledge of pedestrian experience and increase training
- Willing to pay more for better/increased service levels - \$25 a year seems reasonable but want to see prioritization of sidewalks through that investment
- Better communications/ dedicated 311 call line for snow related issues
- Poles are impediments to clearing creating “roadblocks” and inconsistency
- Coordination of road and sidewalk plow to prevent “pushing snow” back on sidewalk after it is cleared
- Do not use road plows to clear sidewalks – creates unevenness and makes sidewalk unsafe and therefore not usable





# Key Stakeholder Groups

- Virtual meetings with key stakeholder groups included:
  - Metrobus
  - Newfoundland and Labrador English School District (NLESD)
  - Newcomers
  - Seniors
  - Inclusion/Empower

# What we Heard from Metrobus

Public transit review completed in 2019 identified sidewalk snow clearing and safety concerns and recommended the following:

**Strategy 4A – Bus Stop Snow Clearing** - The current snow clearing policy does not prioritize the clearing of transit stops. Furthermore, the priority for snow clearing is for the road surface itself, with little regard for the clearing of transit stop areas so passengers can board buses without climbing over snowbanks. To address bus stop access during winter conditions, the existing snow clearing policy should be updated to further prioritize the transit network and include specific provisions for stop access. Stops on the network should be prioritized based on usage, with all stops on the Frequent Transit Network given the highest priority.

This recommendation was based on feedback from the public which noted: Lack of coordination with the city over snow clearing, construction, and parking enforcement

- At present there are 800-900 bus stops and 65 shelters
- Frequent routes with most traffic – 1, 2, 3, 10
- Calls/complaints about sidewalks directed back to 311
- Bus shelters are cleared by Metrobus and they are generally done about 48 hours after a snow event and in coordination with city roads clearing once push back is done – this is very much subject to the type of snow event and volume of snow

# What we Heard from NLESD

- Usually when there is feedback related to sidewalk snow clearing they direct people to the City
- Most feedback would relate to line of sight, where bus stops are located, walking on road where there are multi-lanes
- May not be clear to parents what gets cleared and when
- Some parents drive their kids to bus stops and create congestion/unsafe situations
- Decision on closing schools based on road safety mainly
- The more we clear of the 1.6 KM “walking” zone the better it will be for walkers

# What we Heard from the Seniors' Advisory Committee (SAC)

- Seniors need to know what to expect when there is a weather event
- Prioritize sidewalks as important as many seniors use them to get around
- Downtown important to seniors
- Crosswalks important
- Training for operators to improve service
- Access to certain facilities like health care facilities – trying to get to certain locations
- Consider it in context of 'Complete' streets – all ages, connectivity
- Access to city buildings is important, should be clear
- SAC also provided feedback on the engagement process

# What we Heard from the Inclusion Advisory Committee (IAC)

- A session with the IAC provided feedback on how best to use engagement tools effectively to include voices to be heard in this community. City staff provided options to allow groups to have separate surveys or focus groups. This led to a focus group with 25 users of services from Empower – the disability resource centre. What we heard from this group follows.

# What we Heard from Empower Users

- Lack of safe sidewalks in winter significantly impacts quality of life - isolation, depression, people stay in more, rely on others more, use Go Bus more
- Need to know when and what sidewalks are done – to plan or alter route
- Would use Metrobus accessible routes but cannot get to stops due to sidewalk clearing
- Getting to mailboxes, putting out garbage a challenge
- GoBus challenges with dropping ramps and providing access
- Ice control – safety is important
- Snow needs to be cleared off and sidewalks need to be level with curb cuts to get to road
- No snow on outer edge of sidewalk – some sidewalks clear but the edge not, so can't get off and on
- Clear crosswalk push button areas and have safe cross walks

# What we heard from Newcomers and Organizations

## Supporting Newcomers

Local Immigration Partnership organized two focus groups which included both newcomers and organizations that support or work with newcomers including post-secondary institutions, government agencies, Association for New Canadians.

- Significant concerns about fear of falling, afraid of getting hurt, difficult to get around, scary in winter especially with children
- Accessibility is a necessity, accessibility is equality
- Downtown important for newcomers, many services there and bus stops/routes they need to access
- If sidewalks are not clear, the city is not safe
- Sidewalk snow clearing important anywhere that population density is high and there is potential for lower income earners. Apartment buildings, locations with NL Housing units. Many occupants in these residences are without vehicle access.
- Coordinate with NLESD – walkable to schools, many newcomers in walking zones. Particular note about elementary schools and walk zones – some newcomers houses at apartment buildings on Crosby Rd and Torbay Rd, for example, and are in walk zones for schools – safety concerns – noted St. Andrews and Virginia Park, Mundy Pond – issue is not just sidewalks for walking, but school bus stops where kids in the street and not safe due to accumulation of snow on sidewalks and roads.
- Routes to grocery stores important.
- Need to see both sides clearly –in trouble areas – Elizabeth Ave and Thorbourn Rd. Main Rds – 24 hours – highest traffic and pedestrian feeders
- Bus routes connected – where are people getting off and where are they going – i.e Churchill Sq. MUN, most popular/stops plowing and salting – tandem approach/teamwork

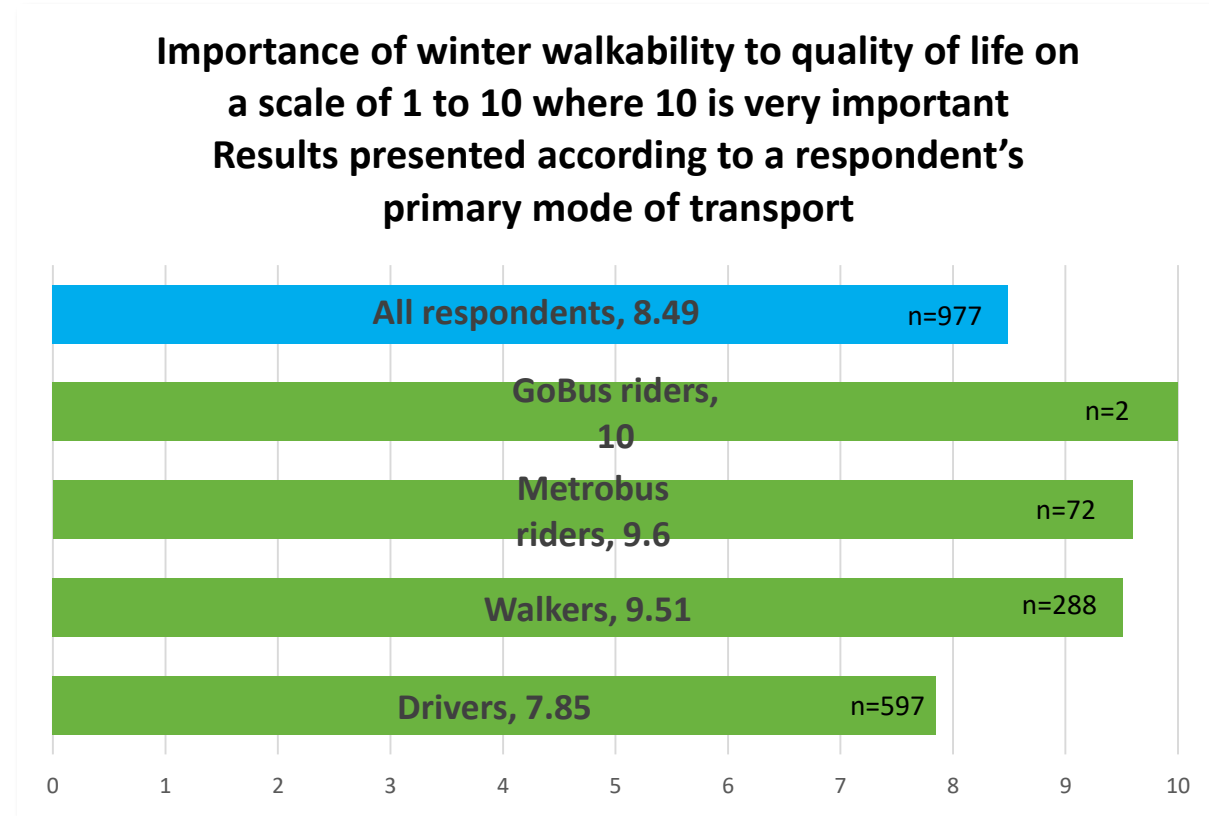
# Newcomers Continued

- **The newcomer experience is an important one:**
  - They are bus users and taking the bus is challenging in the best of times, winter makes it that much harder
  - People are waiting in the street
  - People who are economically disadvantaged are even more so due to not having a car, forced into street, least likely to call councillor or complain
  - If they do not have a positive experience they do not stay – bigger issue and concern
- **Hiring a few extra people/new machine – a little extra to make a difference**
- **Consider impact of service on lower income residents**
- **Do we need a conversation with housing? Hold landlords accountable.**
- **Procedures/knowledge/education on process and requirements**
- **We are losing our immigrants due to weather and experience – bigger implications for newcomers**
- **Neighbourhoods focused – landlords responsible for rentals in other cities**
  - Some people take it on themselves to clear – make it neighbourhood focused
  - May not be realistic for some people
- **Have seen improvement and need to continue to improve; Keep investing in improving the service**
- **If you want better service, you have to pay- other cities pay for that.**



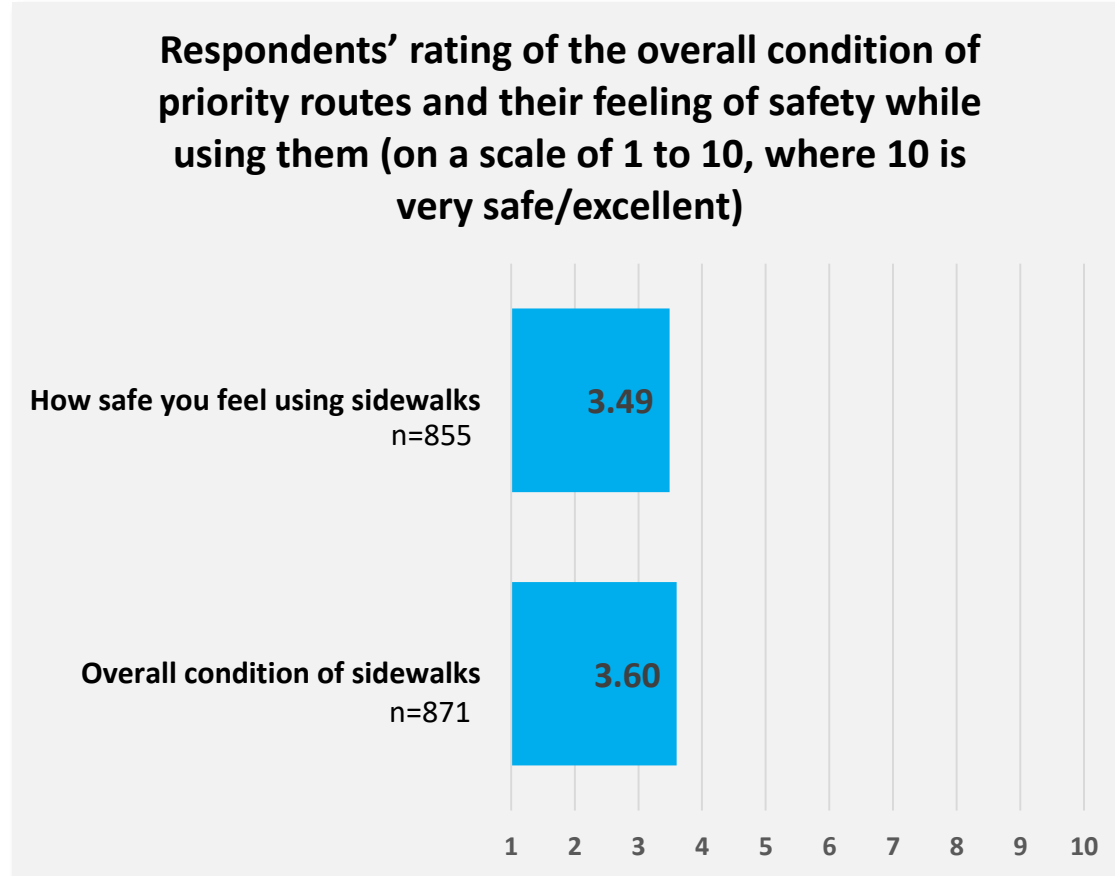
# What We Heard from the Public Survey

- Online survey
- 1,019 total responses
- Detailed results available here ([link to detailed report](#)):
- Winter walkability is very important to the quality of life of all citizens surveyed, rating 8.49 out of 10 (where 1 is not at all important and 10 is very important).
- While drivers rated the importance of winter walkability slightly lower than respondents using other modes of transportation, their rating of 7.85 out of 10 indicates the important role walking plays in their quality of life in winter.
- The importance of winter walkability was rated higher than average by those aged 18-24 (8.85 out of 10) and those aged 25-44 (8.72 out of 10), and by post-secondary students (9.04 out of 10), newcomers who had relocated to St. John's from another country in last five years (9.45 out of 10), and visible minorities (9.43 out of 10). Note, however, that these samples were generally quite small.



# Public Survey Results Continued

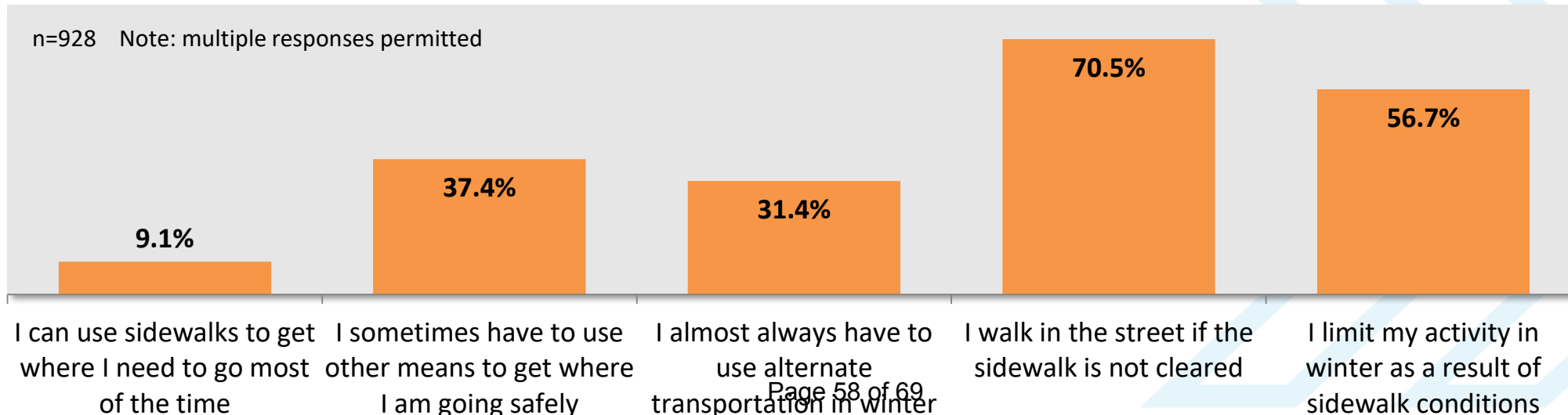
- In the past two winters, 92% of citizens surveyed have wanted to use, or used, the City's priority sidewalk routes. Those who did not use the sidewalks cited safety concerns, and lack of snow clearing and ice control as reasons. Others indicated they were primarily drivers, did not live near or walk in the priority areas, or had mobility challenges.
- Safety is a significant concern for pedestrians using the priority sidewalk routes. When asked to rate how safe they felt using the priority sidewalk routes in winter, respondents' average rating was 3.49 out of 10 (where 1 was not at all safe and 10 was very safe). Respondents who indicated their primary mode of transportation was Metrobus, rated their feeling of safety lower than average (2.95 out of 10), as did post-secondary students (2.79 out of 10).
- When asked to rate the overall condition of the priority sidewalks in winter, respondents gave an average rating of 3.6 out of 10 (where 1 was poor and 10 was excellent). Post-secondary students rated the condition at 2.99.



# Public Survey Results Continued

- Using the priority sidewalk routes in winter was challenging for most citizens surveyed. When asked about their experiences using the routes, the most frequently cited response (71%) was “I walk in the street if the sidewalk is not cleared.” Fifty-seven percent of respondents indicated that they limited their activity in winter as a result of sidewalk conditions. Respondents also turned to using alternate transportation either “almost always” (31%) or “sometimes” (37%). Only 9% indicated they could use sidewalks to get where they were going most of the time.
- Eighty-five percent of citizens who used either walking or Metrobus as their primary mode of transport, indicated they “walk in the street if the sidewalk is not cleared.” Sixty-six percent of those using Metrobus as their primary method of transport indicated they limited their activity in winter as a result of sidewalk conditions.

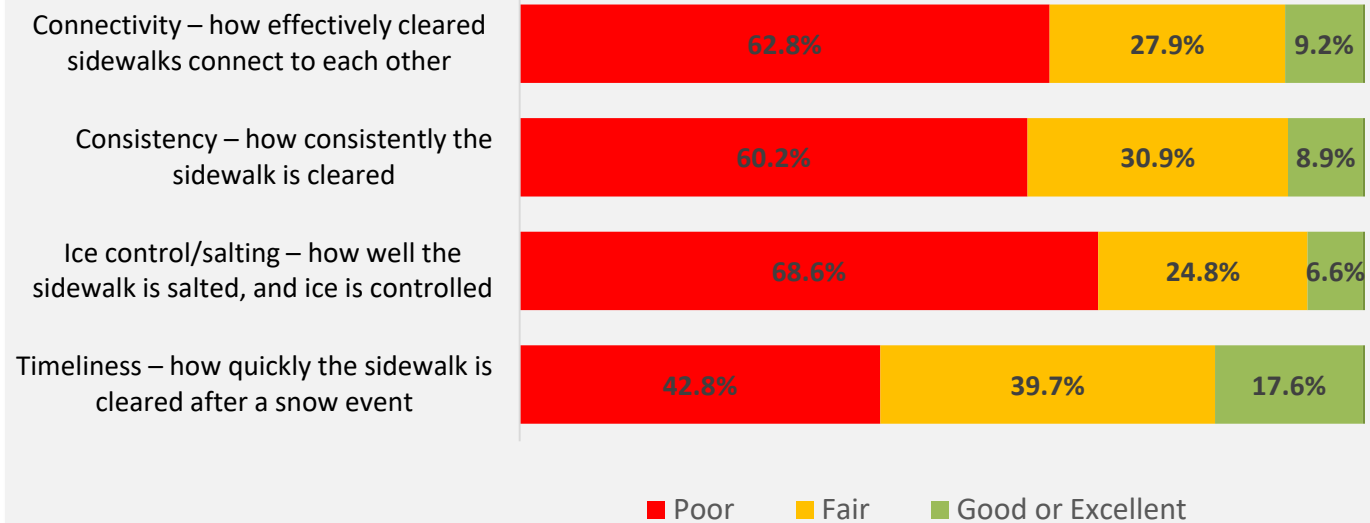
## Respondents' experience using the priority sidewalk routes in winter



# Public Survey Results Continued

- Views of specific aspects of the sidewalk snow clearing program were generally noting areas needing improvement. **Ice control/salting** was perceived as being poor by almost 70% of respondents. **Connectivity** – how effectively cleared sidewalks connect to each other, and consistency – how consistently the sidewalk is cleared, were also rated as poor by about 60% of respondents. **Timeliness** – how quickly the sidewalk is cleared after a snow event, was rated somewhat more positively than the other queried aspects, receiving the following ratings: good or excellent (17.6%), fair (39.7%), and poor (42.8%). Those who used walking as their primary mode of transportation, were more likely to rate ice control/salting and connectivity as poor (75% and 70% respectively) than those who used other modes.

## Respondents' rating of various aspects of the current priority sidewalk snow clearing program

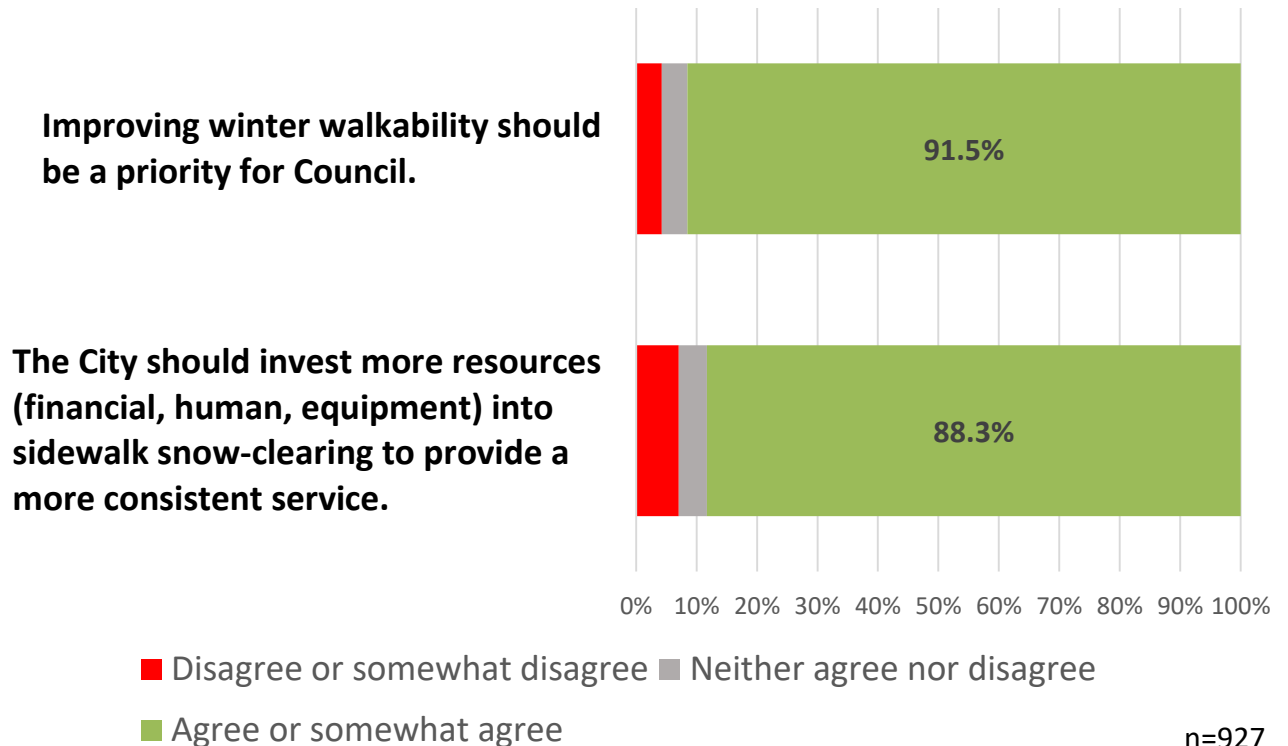


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# Public Survey Results Continued

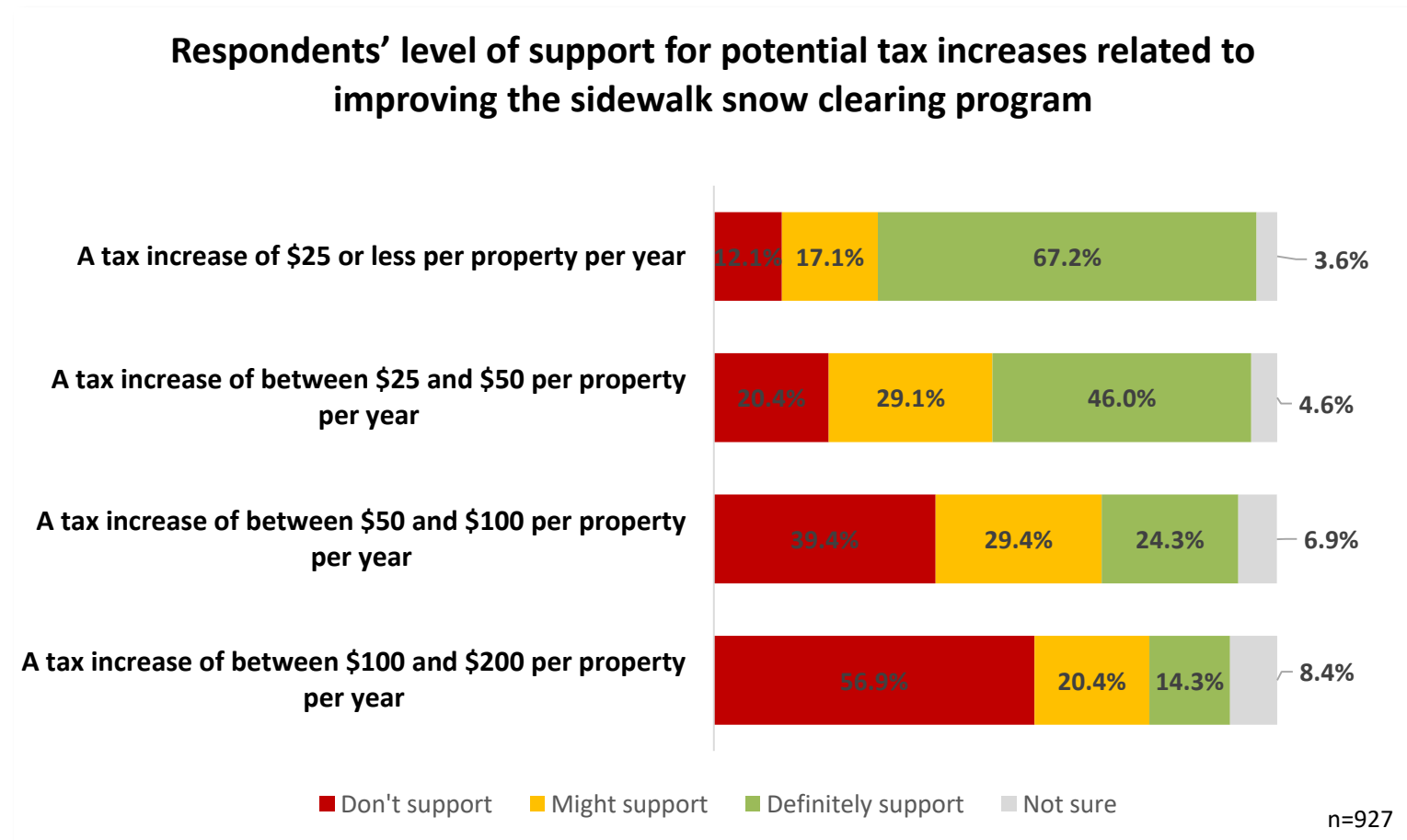
- A significant majority of citizens surveyed were supportive of Council making winter walkability a priority (92% agree or somewhat agree), and of the City investing more resources in sidewalk snow clearing (88% agree or somewhat agree).
- **Support for both statements was high regardless of a respondents' primary mode of transport, though drivers were somewhat less supportive than those who used walking or Metrobus as their primary mode (a comparison is provided in the table below).**

## Respondents' level of agreement on Council priorities and investment in sidewalk snow clearing



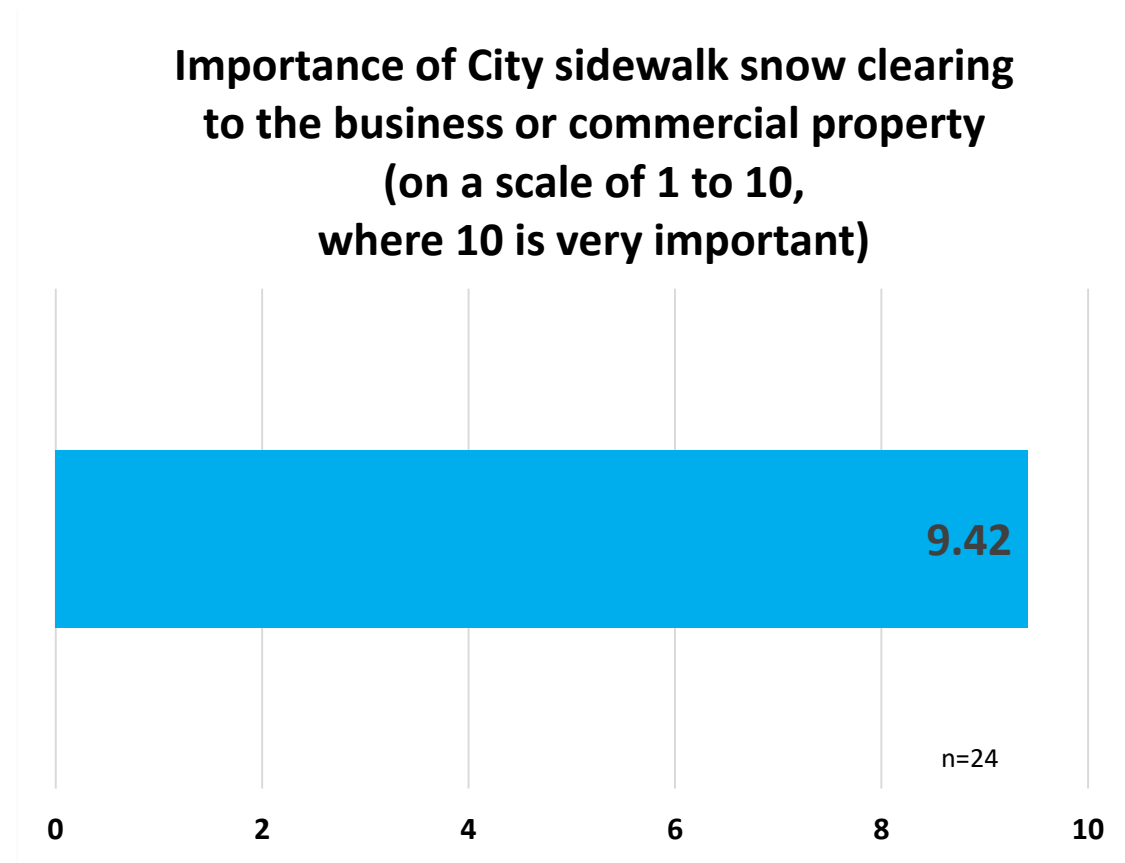
# Public Survey Results Continued

- Support for potential tax increases related to improving the sidewalk snow clearing program weakened as the amount of tax increased. A clear majority (67%) of citizens surveyed 'definitely support' an increase of \$25 or less, with a further 17% indicating they 'might support' it.
- Forty-six percent of respondents 'definitely support' an increase of between \$25 and \$50.
- A tax increase of between \$50 and \$100 had the most mixed support with 40% of respondents not supporting it, while 29% 'might support' it, and 24% 'definitely support' it.
- Fifty-seven percent of respondents did not support a tax increase of between \$100 and \$200.



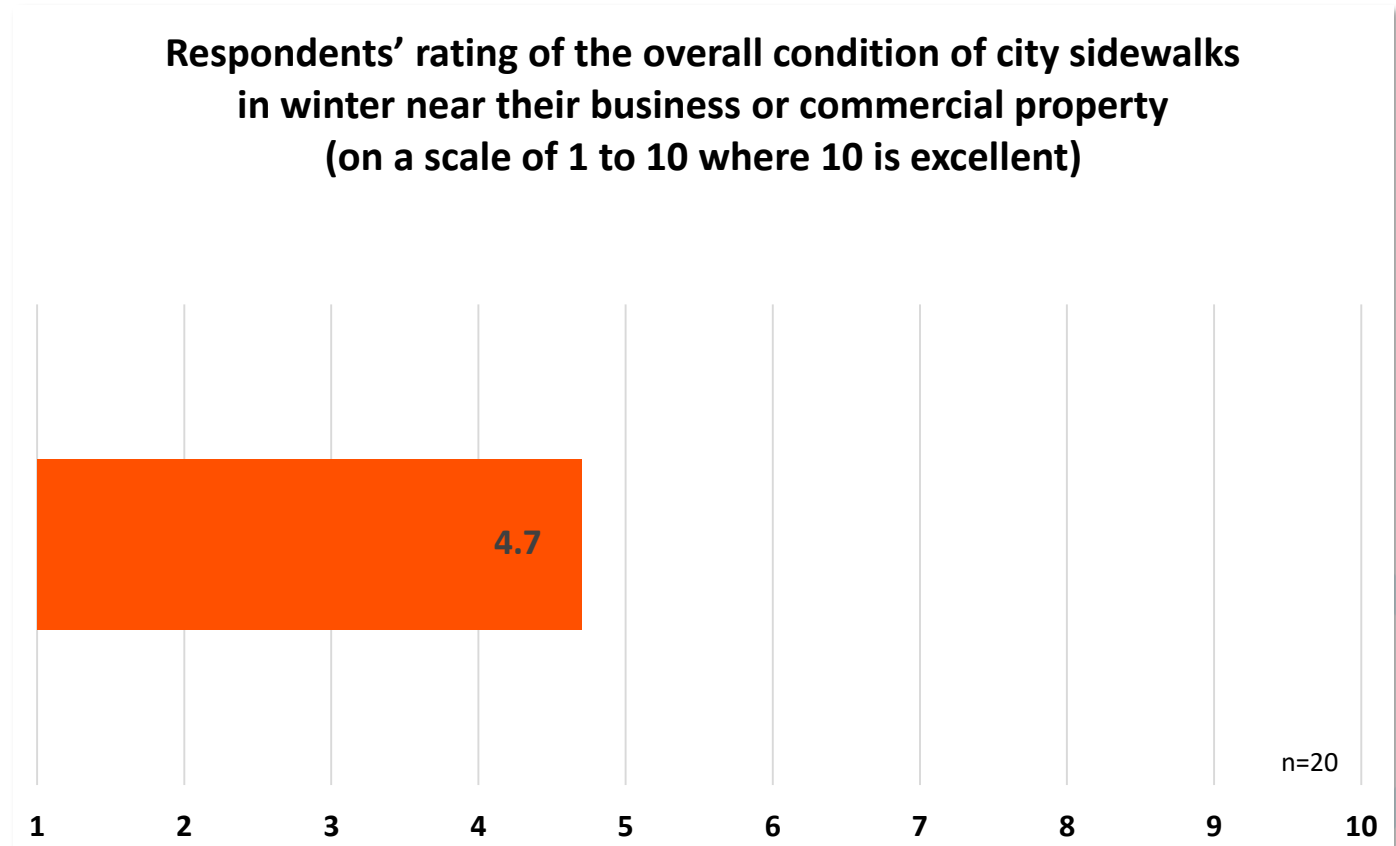
# What We Heard from the Business Survey

- Online survey
- 24 responses
- Detailed results available here ([link to detailed document](#)):
- Businesses surveyed rated the importance of City sidewalk snow clearing as a 9.42 on a scale of 1 to 10, where 1 is not at all important and 10 is very important.
- 78% of businesses surveyed arrange for their own sidewalk snow clearing (this is likely reflective of the large number of respondents whose businesses or commercial properties are located in the downtown along Water or Duckworth streets).



# Business Survey Results Continued

- When asked to rate the overall condition of city sidewalks near their business in winter, survey respondents gave a 4.7 rating out of 10 (where 1 was poor and 10 was excellent).

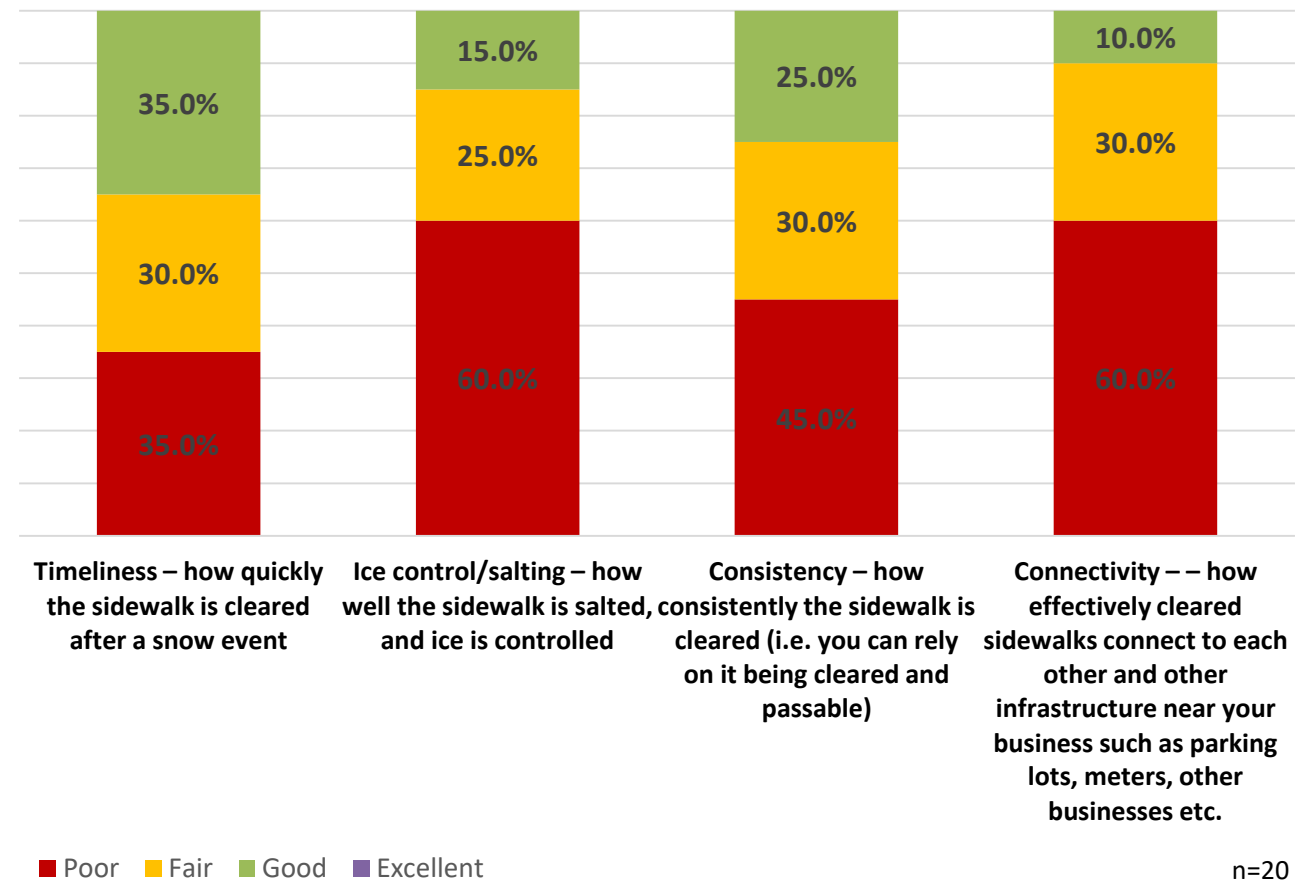




# Business Survey Results Continued

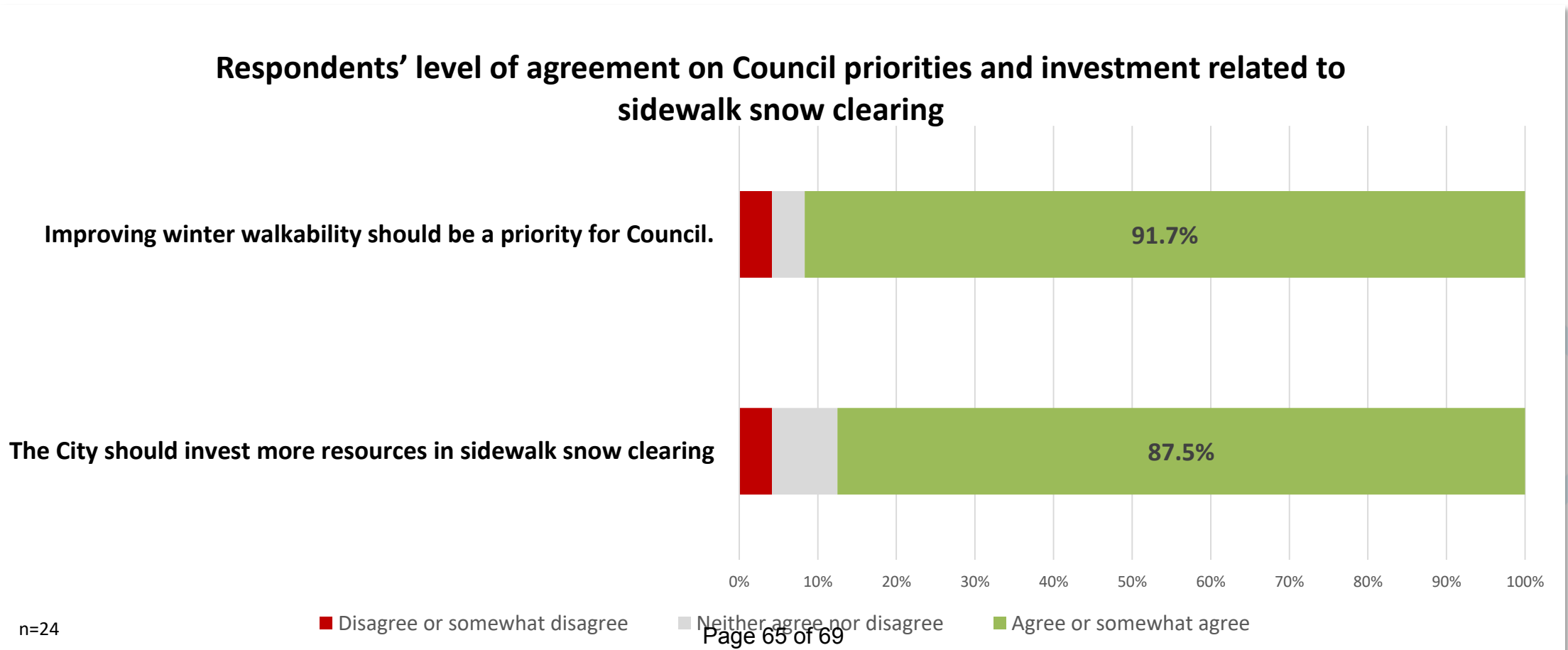
- When queried on the quality of various aspects of the current priority sidewalk snow clearing program, 60% of the businesses surveyed cited **ice control/salting**, and **connectivity** as being poor. **Consistency** was rated as poor by 45% of respondents. **Timeliness** received the most mixed ratings, with about one third of respondents rating it as either poor, fair or good.
- Some respondents expressed specific concerns about snow clearing including: safety concerns related to ice buildup on sidewalks, the timeliness of clearing on main streets in the downtown, the inconsistency with which businesses clear sidewalks in the downtown and whether this was enforced, concerns about vacant properties in the downtown and the lack of sidewalk clearing that results, concerns about access to stairs, and concerns about street plows pushing snow onto cleared sidewalks. In addition, access to sidewalks in the downtown was cited as problematic when cuts were not made in snowbanks to allow pedestrian access at various points along a block

Respondents' rating on the quality of various aspects of the current priority sidewalk snow clearing system



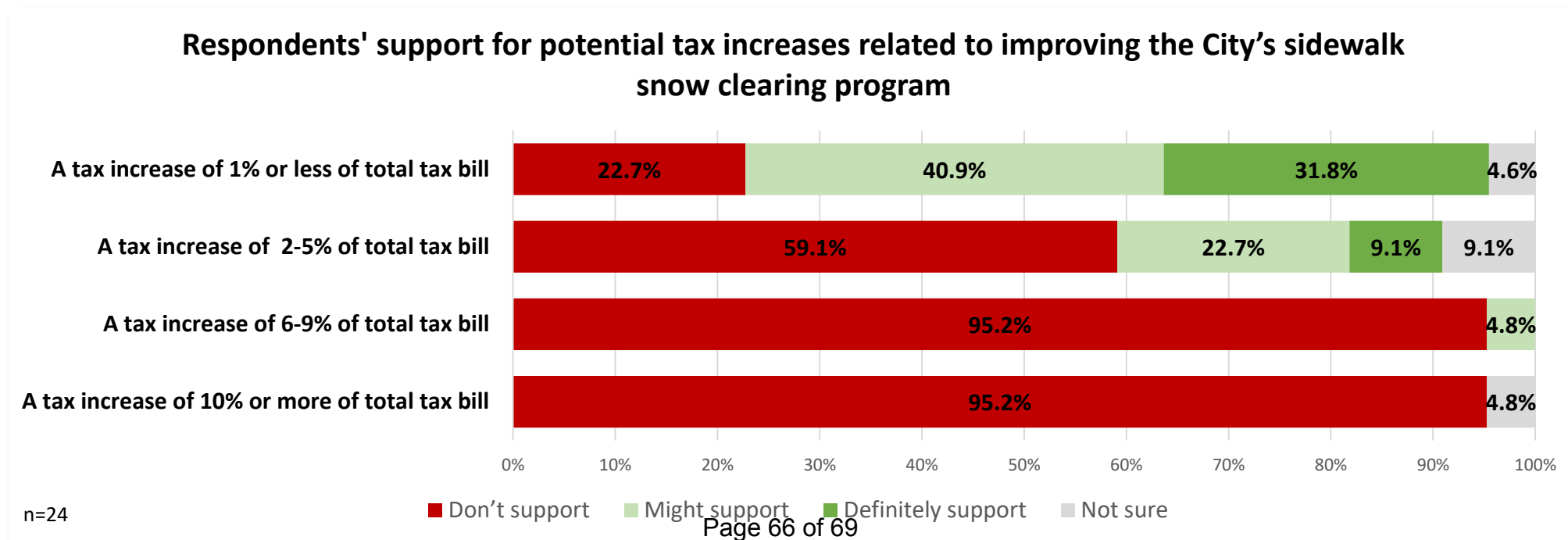
# Business Survey Results Continued

- Surveyed businesses were very supportive of Council making winter walkability a priority (91.7% agree or somewhat agree) and of the City investing more resources in sidewalk snow clearing to provide a more consistent service (87.5% agree or somewhat agree).



# Business Survey Results Continued


- Support for potential tax increases related to improving sidewalk snow clearing declined as the amount of tax increased. The only tax increase that received substantive support was an increase of 1% or less, with 32% of surveyed businesses definitely supportive, and 41% indicating they might support it.
- Sixty percent of respondents opposed a tax increase of between 2% and 5% and there was effectively no support for tax increases above 5%, with 95% of respondents being opposed.



# Common Themes Across all Stakeholders and Engagement Platforms

- A desire for sidewalk service levels to be at the level of road service
- Connectivity and safety are key – walking in the street should not have to be an option for people
- Sidewalks that are cleared need to be consistently accessible and safe (ice free)
- Need walkable paths to key locations – where do people walk most frequently
- Accessibility is an important consideration – quality of life, livability of city
- Improve infrastructure/equipment and more training
- Invest in the service/money and resources
- Priority 1 needs to be a priority
- Focus on school zone/Metrobus/Downtown – connectivity of routes

# Next Steps

- **Share detailed reports and what we heard documents with city staff and Council**
  - **Share What we Heard document with public and those who participated**
  - **Develop recommendations for Council consideration**
  - **Council decision making and budget process**
  - **Potential Implementation of improvements/changes**
- 

# To Stay Up to Date

- Visit [engagestjohns.ca](http://engagestjohns.ca)

Home » Sidewalk Snow Clearing

## Sidewalk Snow Clearing



**Consultation has concluded - Check back for a What we Heard document soon.**

Winter sidewalk maintenance activities are an important component of an active transportation network. The City has designated 161 km of sidewalk to be cleared during the winter season. These have varying

levels of priority. Visit the map [here](#) to see which streets are currently within the program area. Priority details can be found [here](#).

Council has requested feedback on the current service levels and what they could be in the future. As Council considers service levels it must also consider the cost of any potential changes.