

Sidewalk Snow Clearing Public Engagement

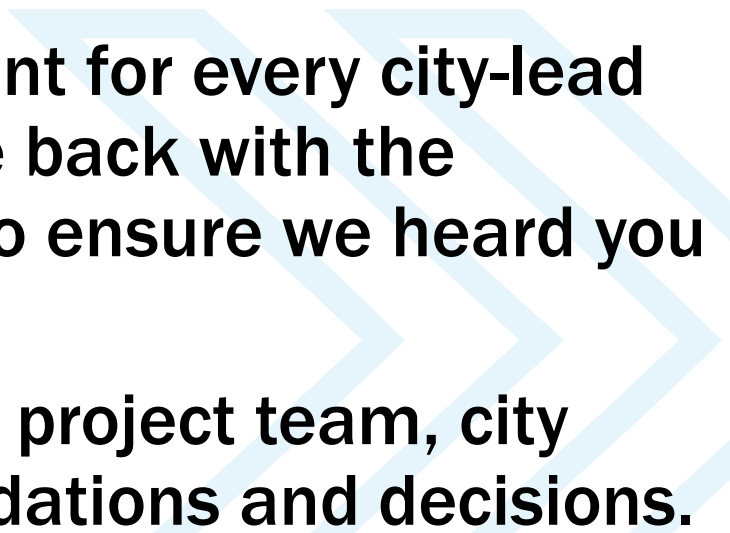
What We Heard (Detailed
Report)

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.
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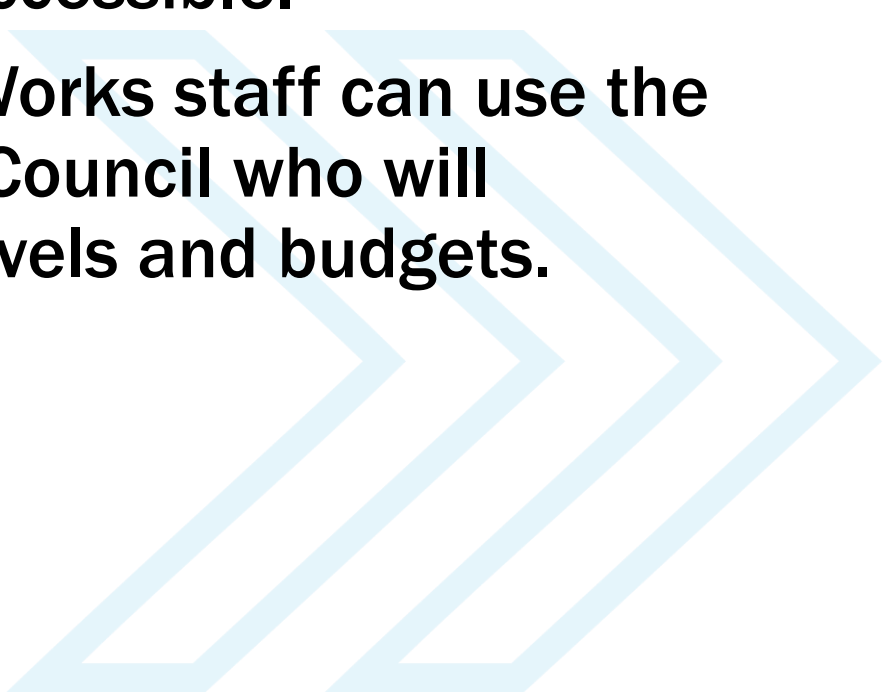
Context and Background

- 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.
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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
- 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, 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)	76 separate accounts left feedback using the mapping tool 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.

Featured Projects - open for your input



Sidewalk Snow Clearing
📅 26 May 2020

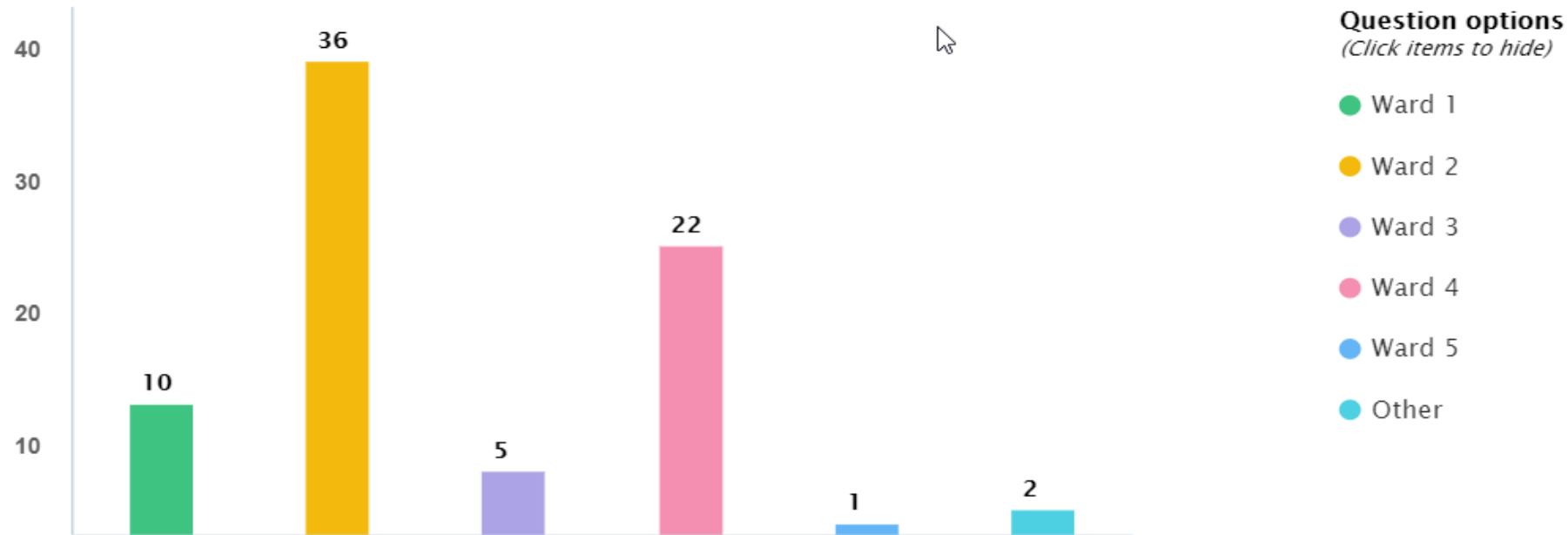
Provide your feedback - deadline June 19. Take a survey, attend a virtual meeting, map your feedback, e-mail or call.

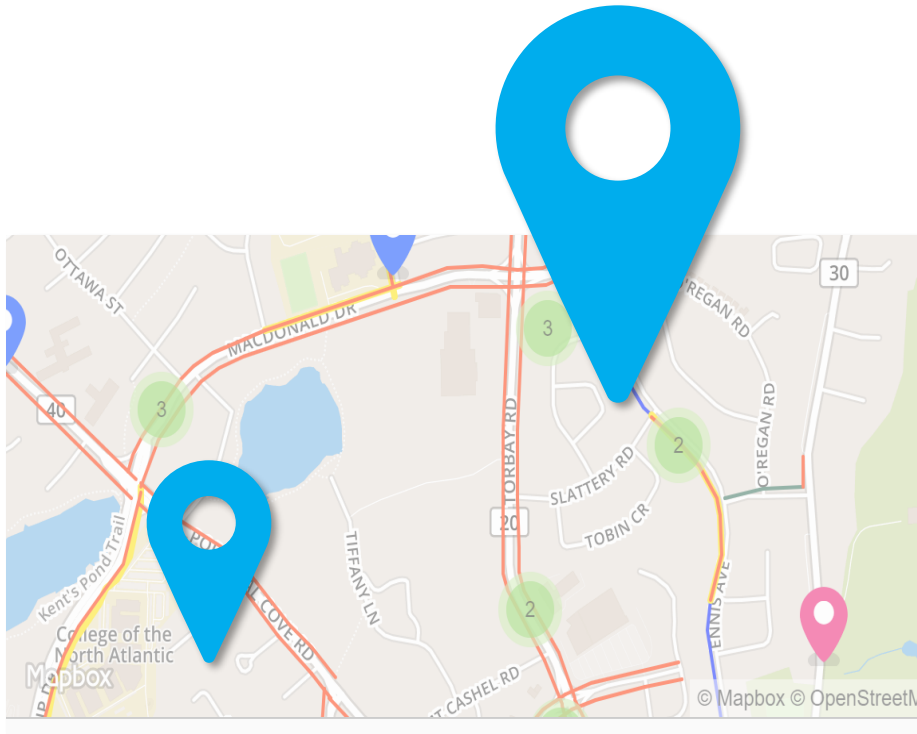
[Visit the project page to learn more and have your say](#)

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

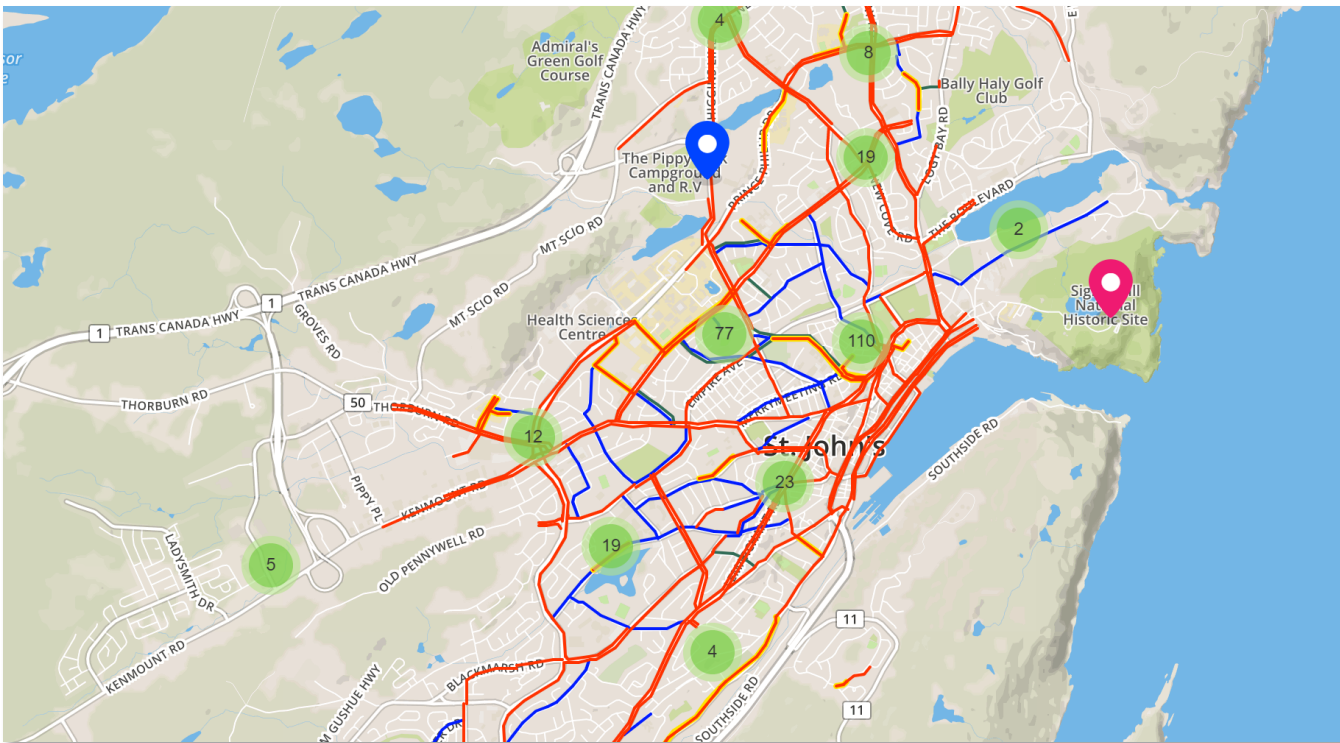




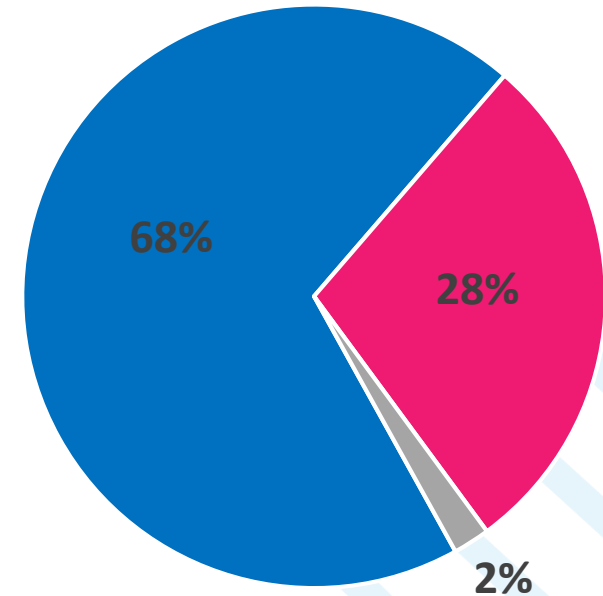
Mapping feedback

- Residents were provided with a map of the city overlaid with the sidewalk snow clearing routes and their priority.
- On engagestohns.ca, 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



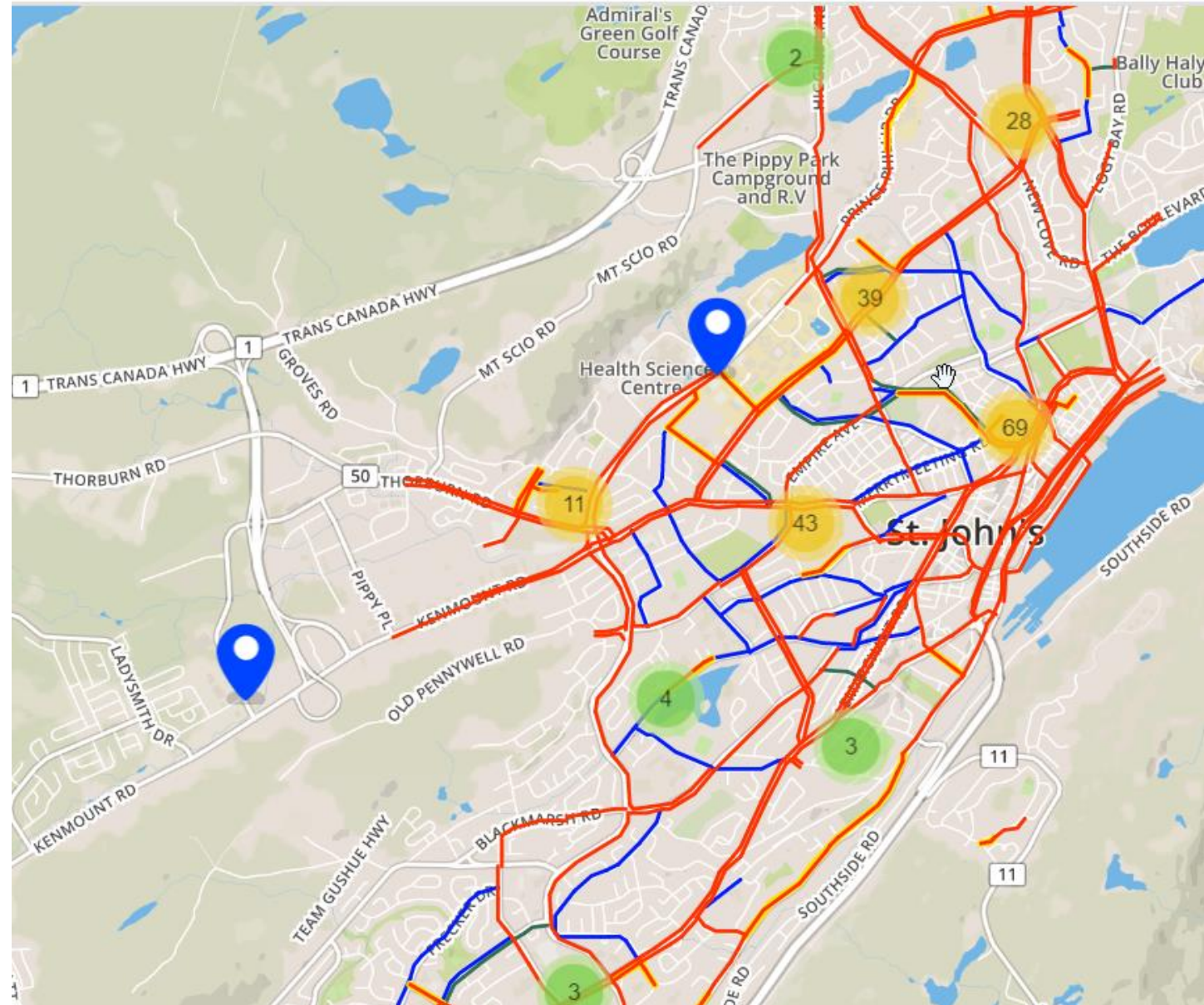
Percentage of pins placed by type




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



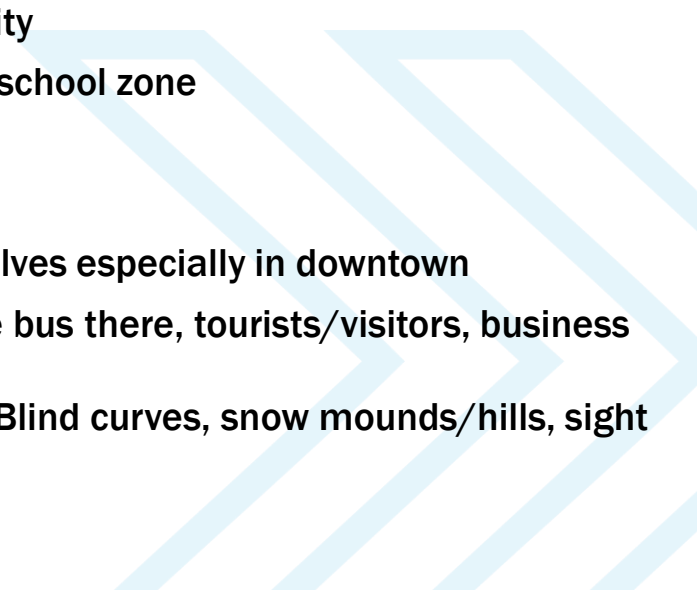
Area of concern/
improvement needed
200+ pins placed



Areas noted for improvement - locations

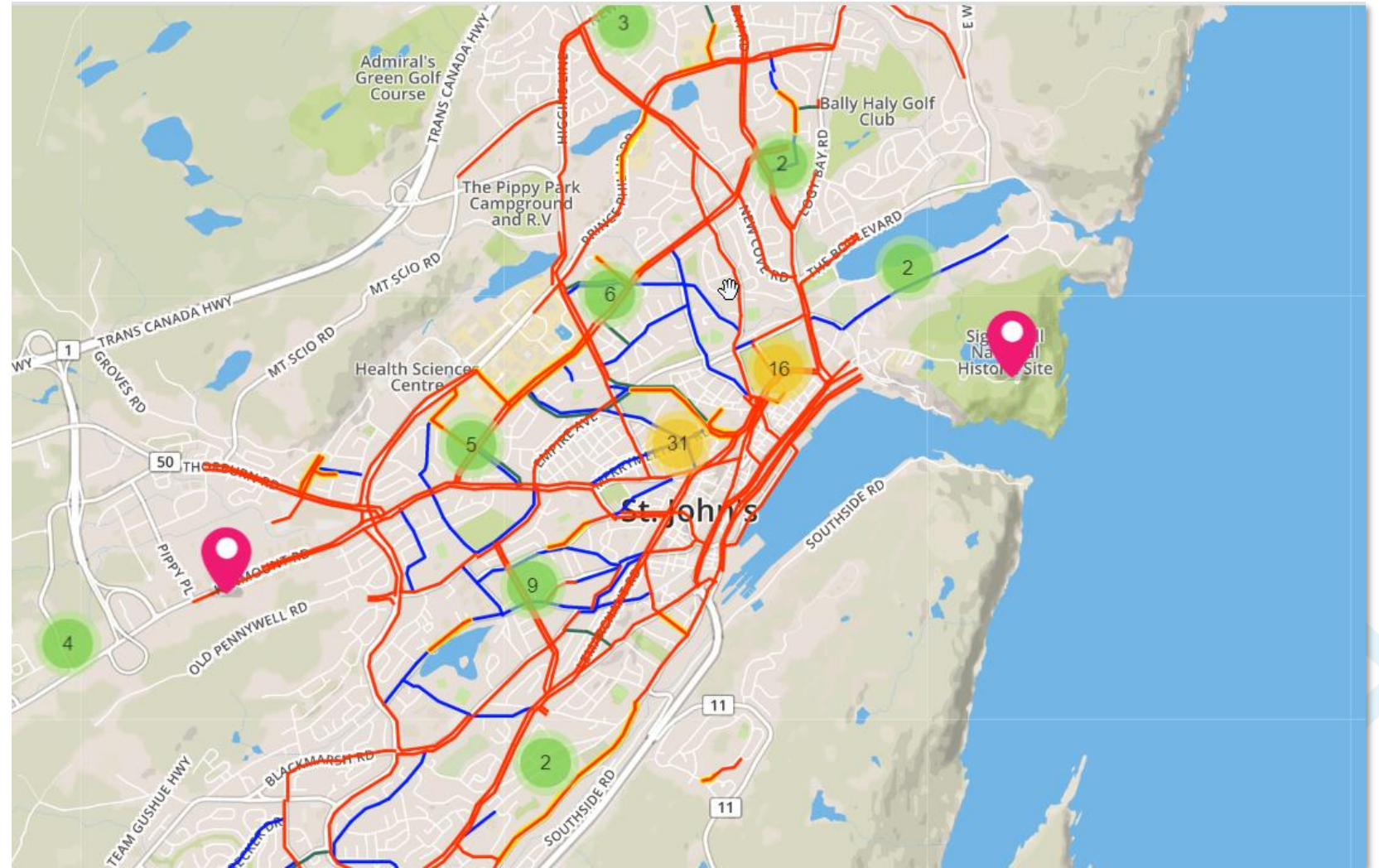
- Bonaventure area – connectivity from downtown to MUN – need clear path with minimal cross over – also a school zone with hundreds of students and in a walkable neighbourhood
 - Merrymeeting area – grocery/connectivity
 - Wherever there are box stores and bus stops, i.e. Stavanger drive/Aberdeen Ave, 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
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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
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Need sidewalk snow
clearing here
85 pins placed



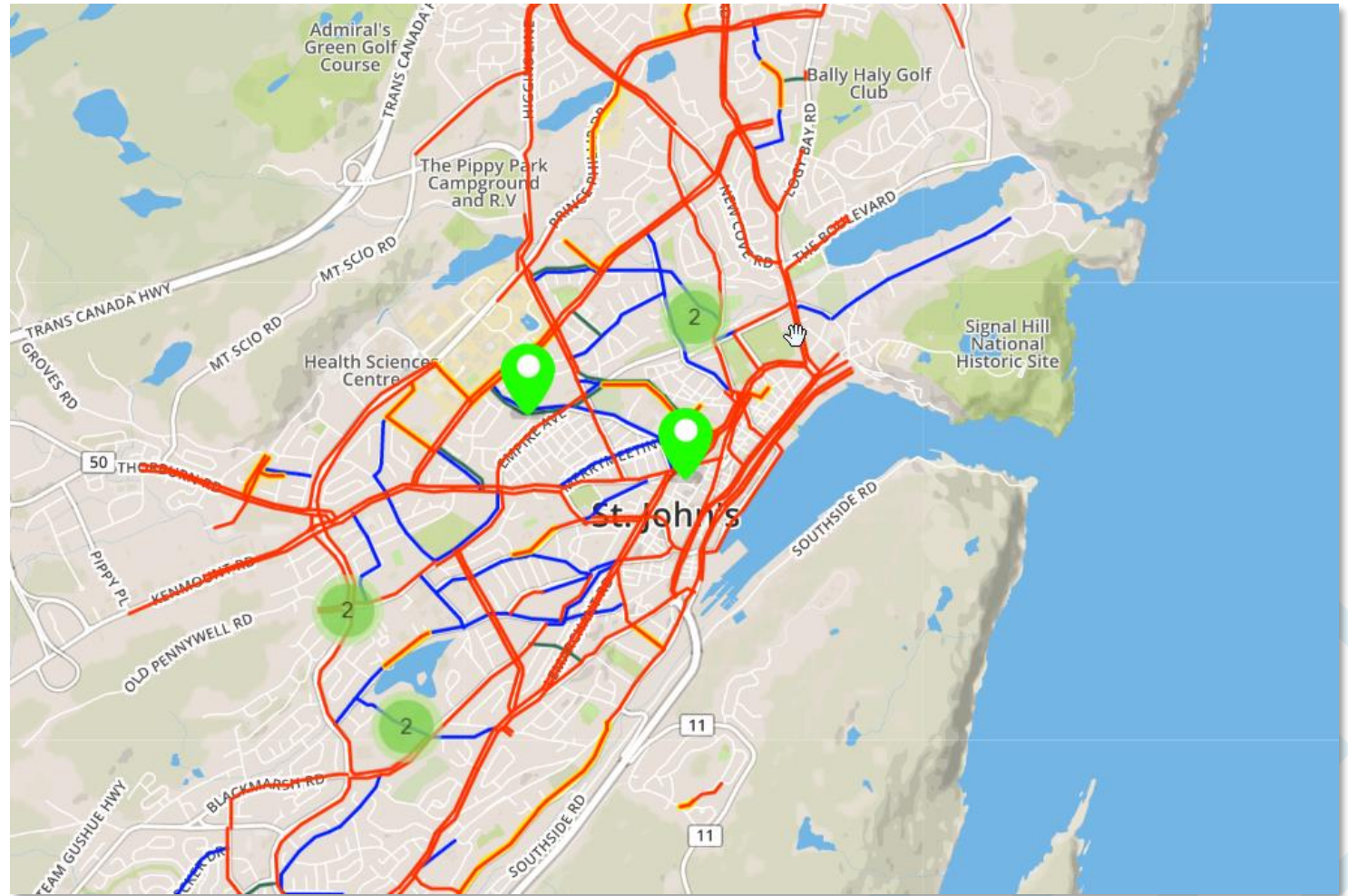
Areas Needing Sidewalk Snow Clearing

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

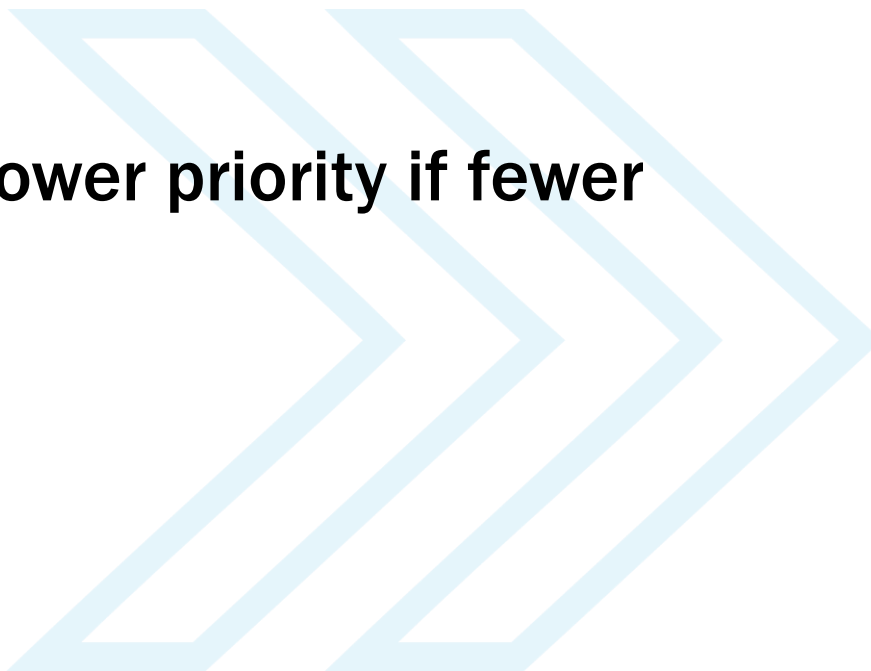
- **Locations included:**
 - Mundy Pond Rd area and Ropewalk Lane – school zones and bus stops
 - Pennywell Rd – connectivity – high foot traffic
 - Logy Bay Rd - connectivity
 - Circular Rd between King's Bridge and Empire - connectivity
 - Hayward Avenue
 - Escasoni Place – Empower located here, wheelchair 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
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Sidewalk snow clearing
not necessary here
8 pins placed

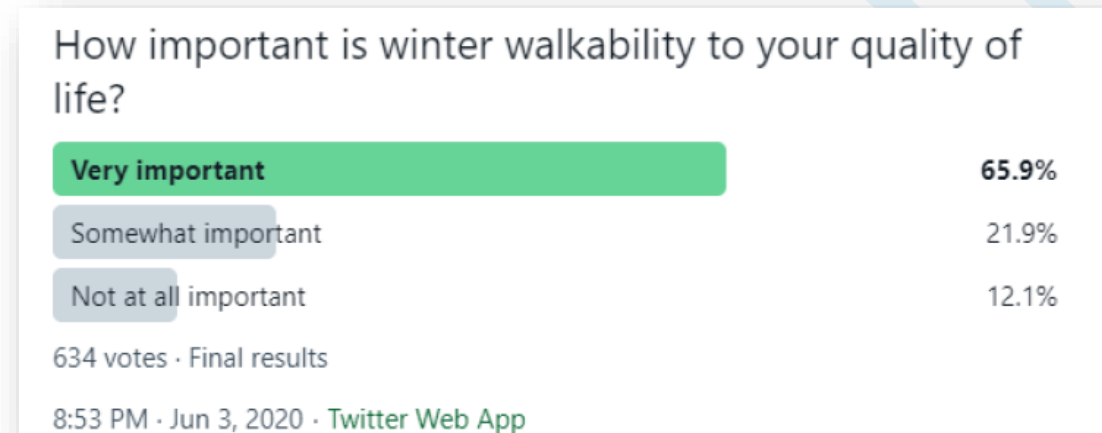


Sidewalk Snow Clearing Not Needed Here

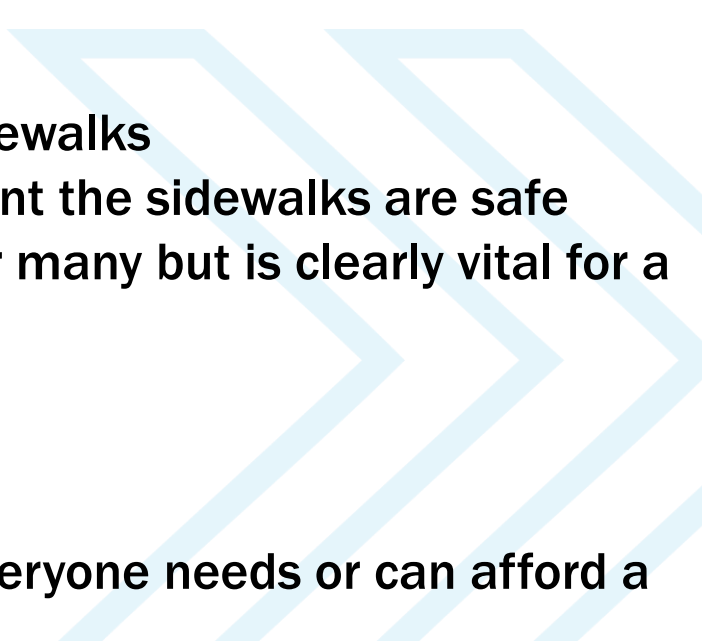
- Comments about whether both sides of Columbus Drive are necessary
 - Steps connecting streets where sidewalks are not connected –e.g. Sycamore Place – dead end
 - Bannerman Street – lower priority
 - Newtown Rd, Sections of Blackmarsh Rd – lower priority if fewer pedestrians
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Feedback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

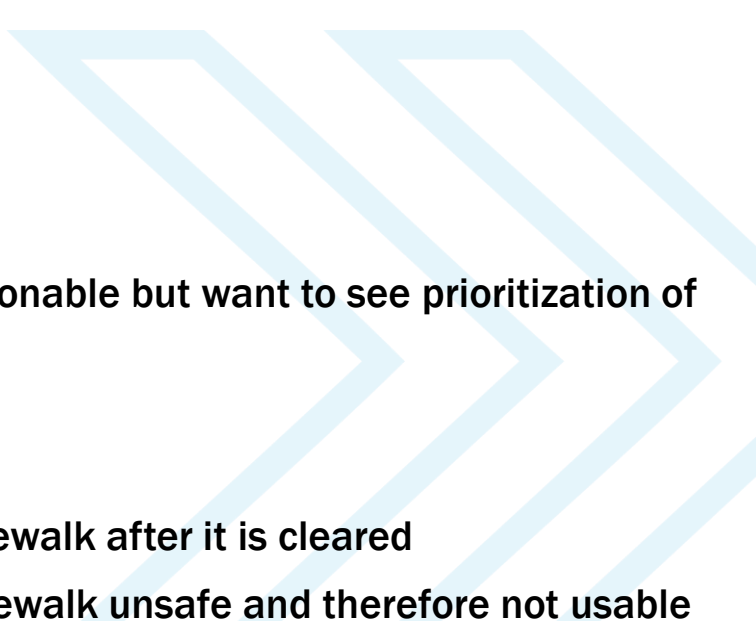
- Social media used to promote engagement and to solicit feedback through a series of polls/questions
- 54 comments provided through social media during promotional posts and include such items as:
 - Comments about quality of sidewalk snow clearing/looking for feedback
 - Comparisons to other cities 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:

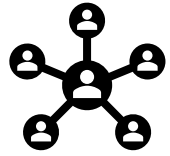


What we Heard from Public Sessions

- 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
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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

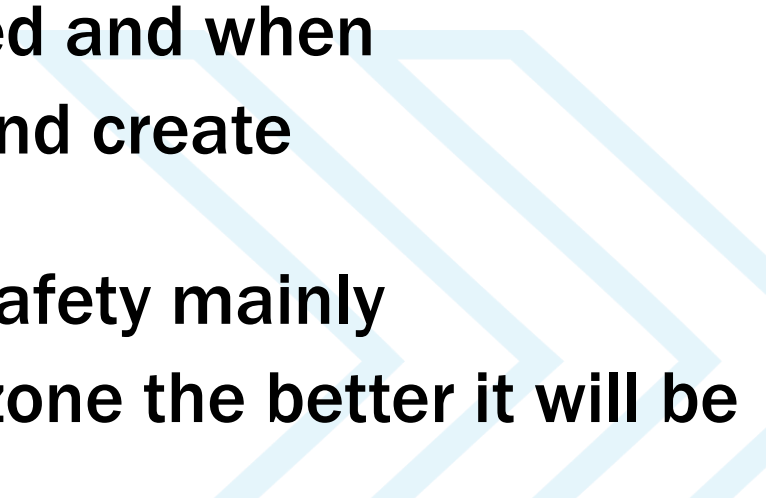
Public transit review completed in 2019 identified sidewalk snow clearing and safety concerns and recommended the following:

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.

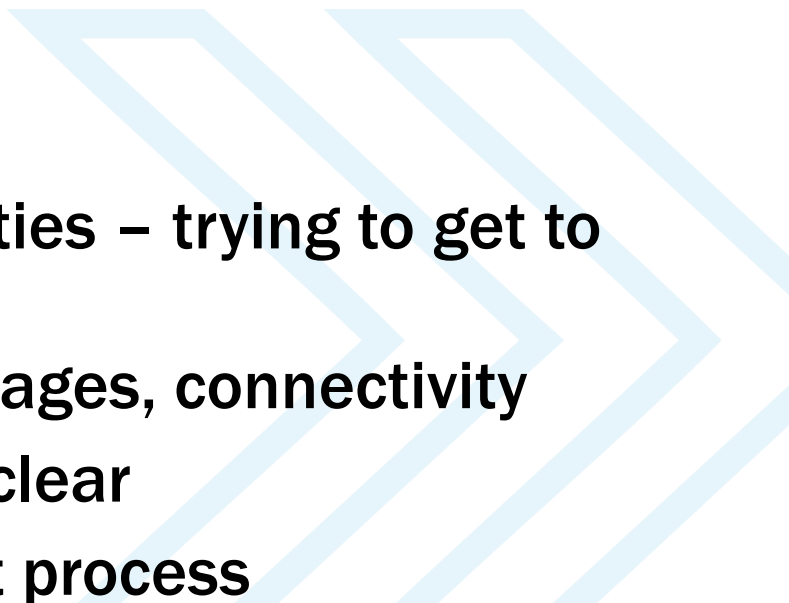
This recommendation was based on feedback from the public which noted: Lack of coordination with the city over snow clearing, construction, and parking enforcement

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

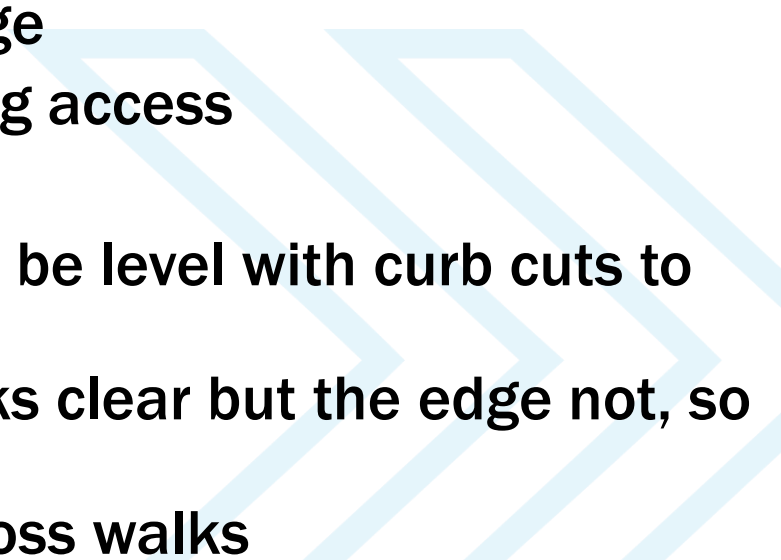
- Seniors need to know what to expect when there is a weather event
 - Prioritize sidewalks as important as many seniors use them to get around
 - Downtown important to seniors
 - Crosswalks important
 - Training for operators to improve service
 - Access to certain facilities like health care facilities – 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
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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
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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.

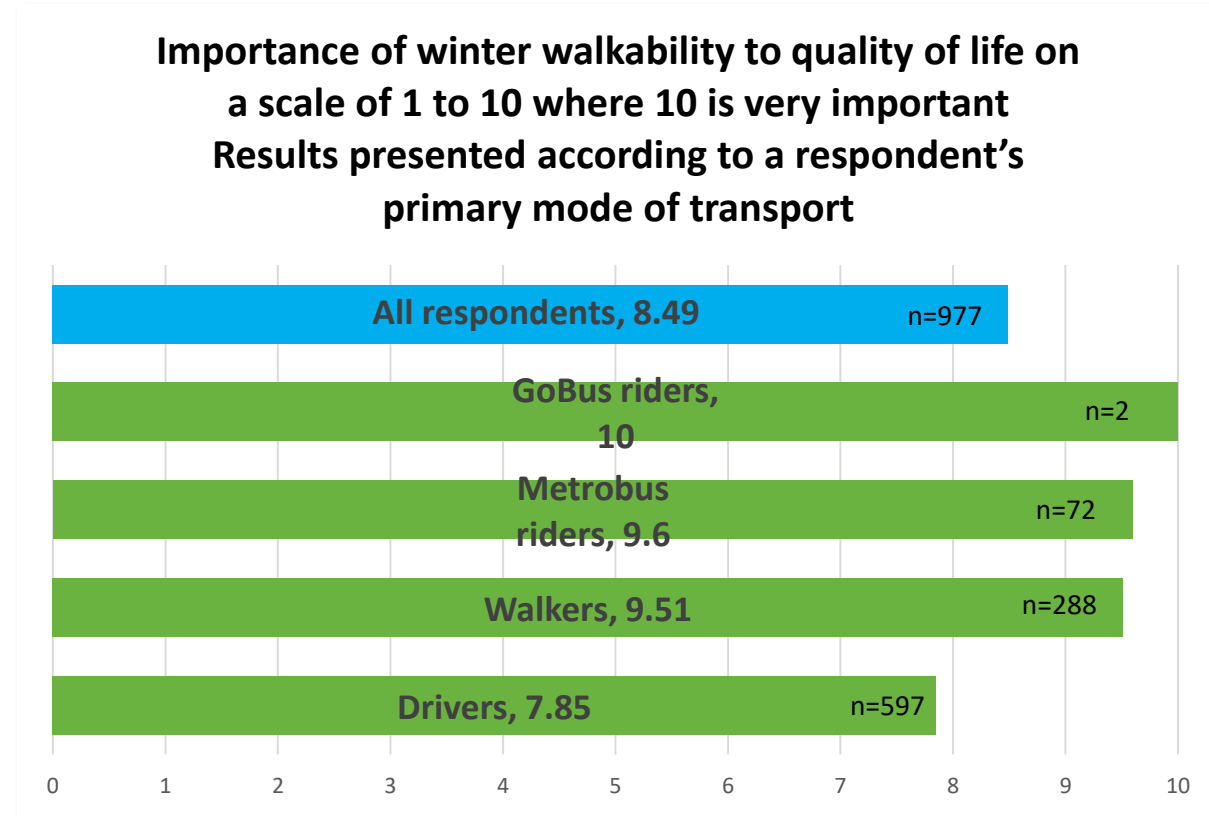
- Significant concerns about fear of falling, afraid of getting hurt, difficult to get around, scary in winter especially with children
- Accessibility is a necessity, accessibility is equality
- Downtown important for newcomers, many services there and bus stops/routes they need to access
- If sidewalks 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
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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.

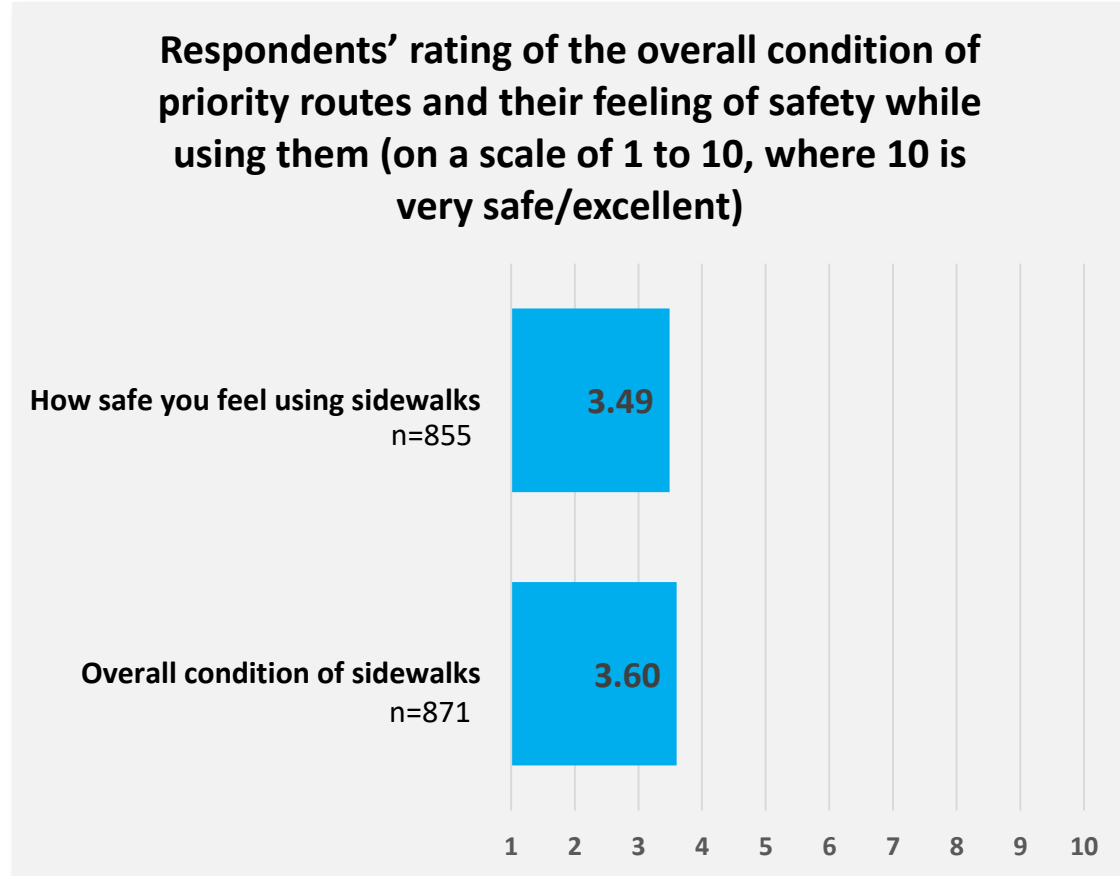
What We Heard from the Public Survey

- 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

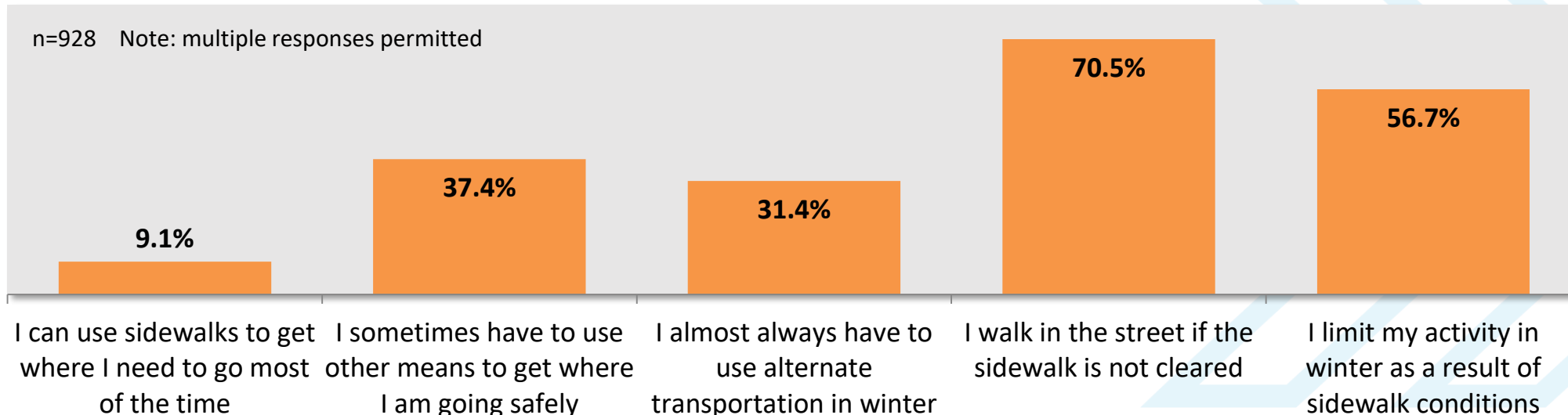
- In the past two winters, 92% of citizens surveyed have wanted to use, or used, the City's priority sidewalk routes. Those who did not use the sidewalks cited safety concerns, and lack of snow clearing and ice control as reasons. Others indicated they were primarily drivers, did not live near or walk 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.

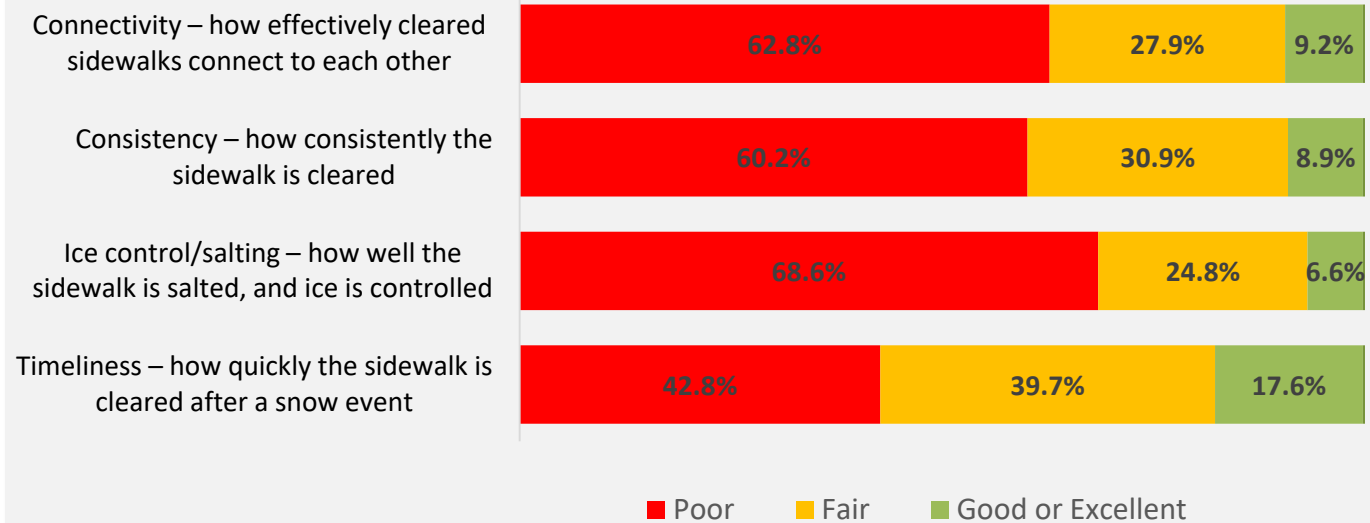
Respondents' experience using the priority sidewalk routes in winter



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

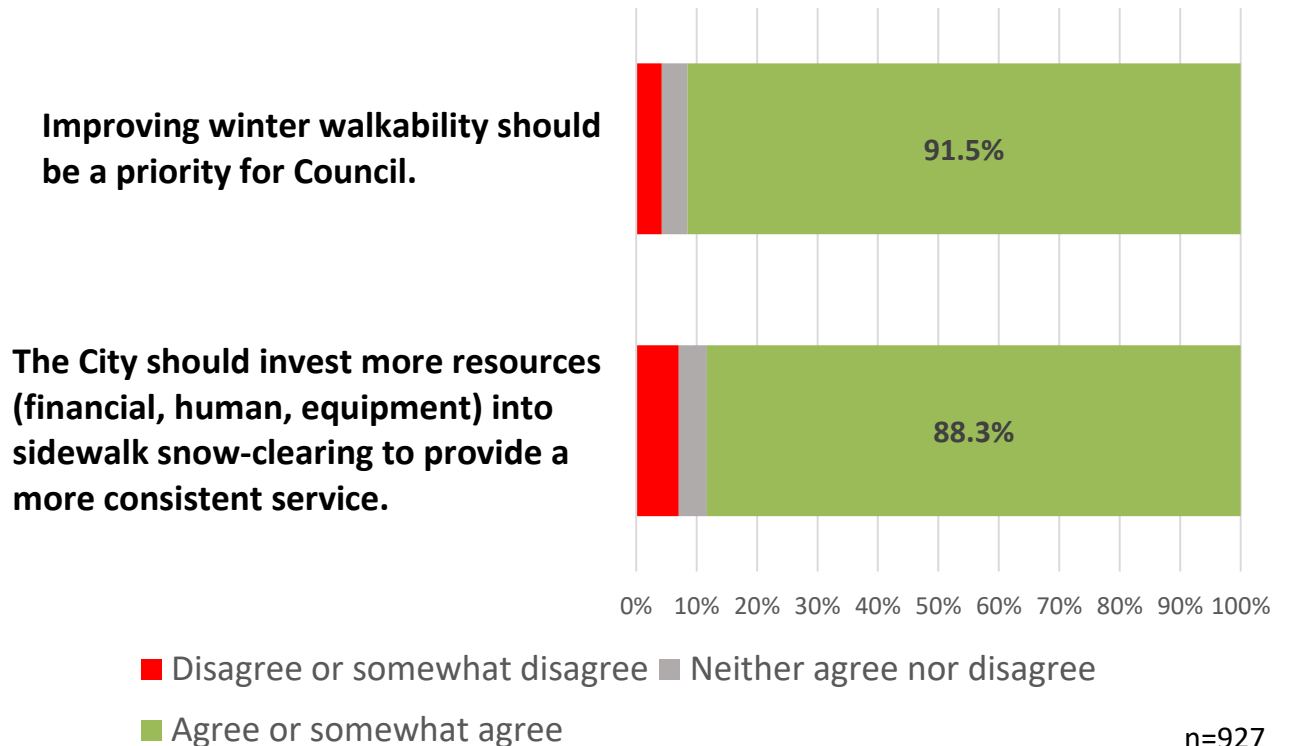


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Public Survey Results Continued

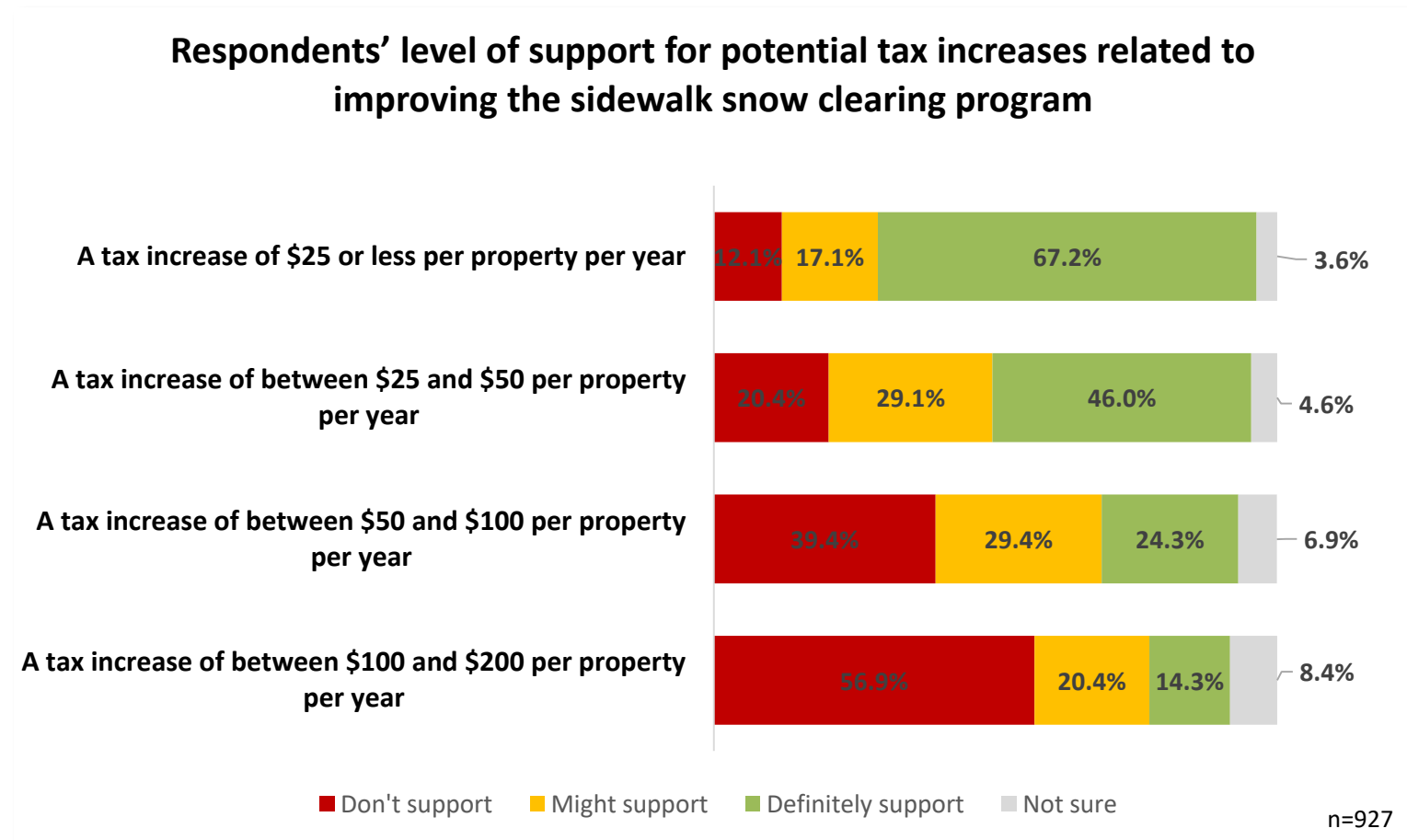
- A significant majority of citizens surveyed were supportive of Council making winter walkability a priority (92% agree or somewhat agree), and of the City investing more resources in sidewalk snow clearing (88% agree or somewhat agree).
- **Support for both statements was high regardless of a respondents' 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



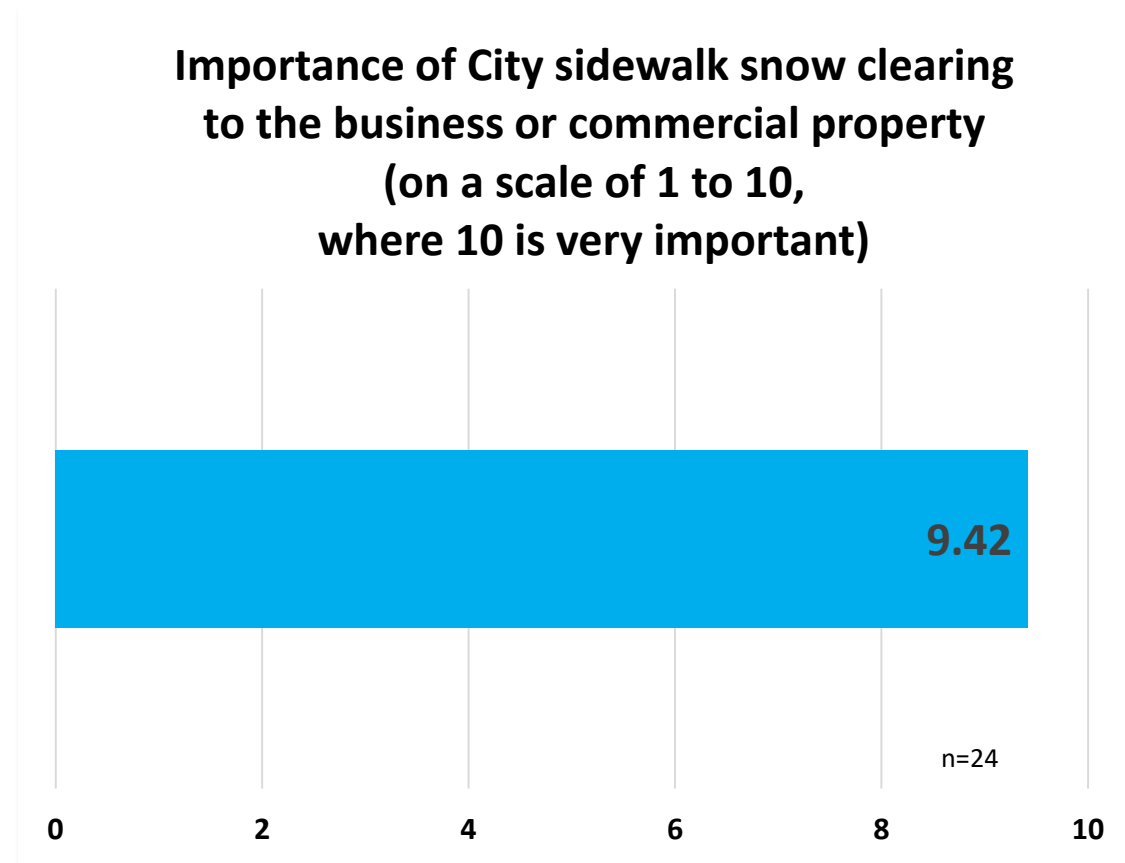
Public Survey Results Continued

- 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.



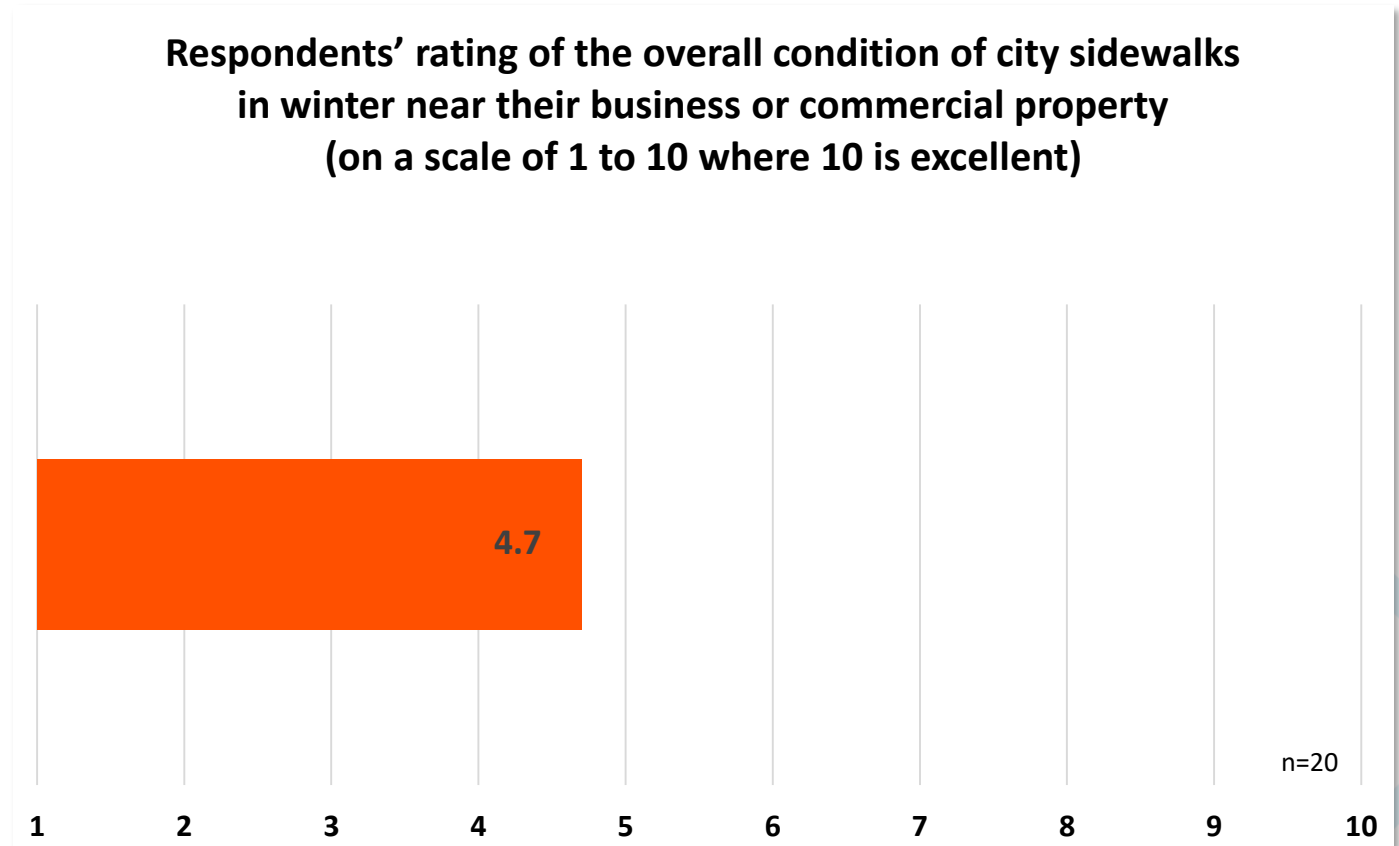
What We Heard from the Business Survey

- 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

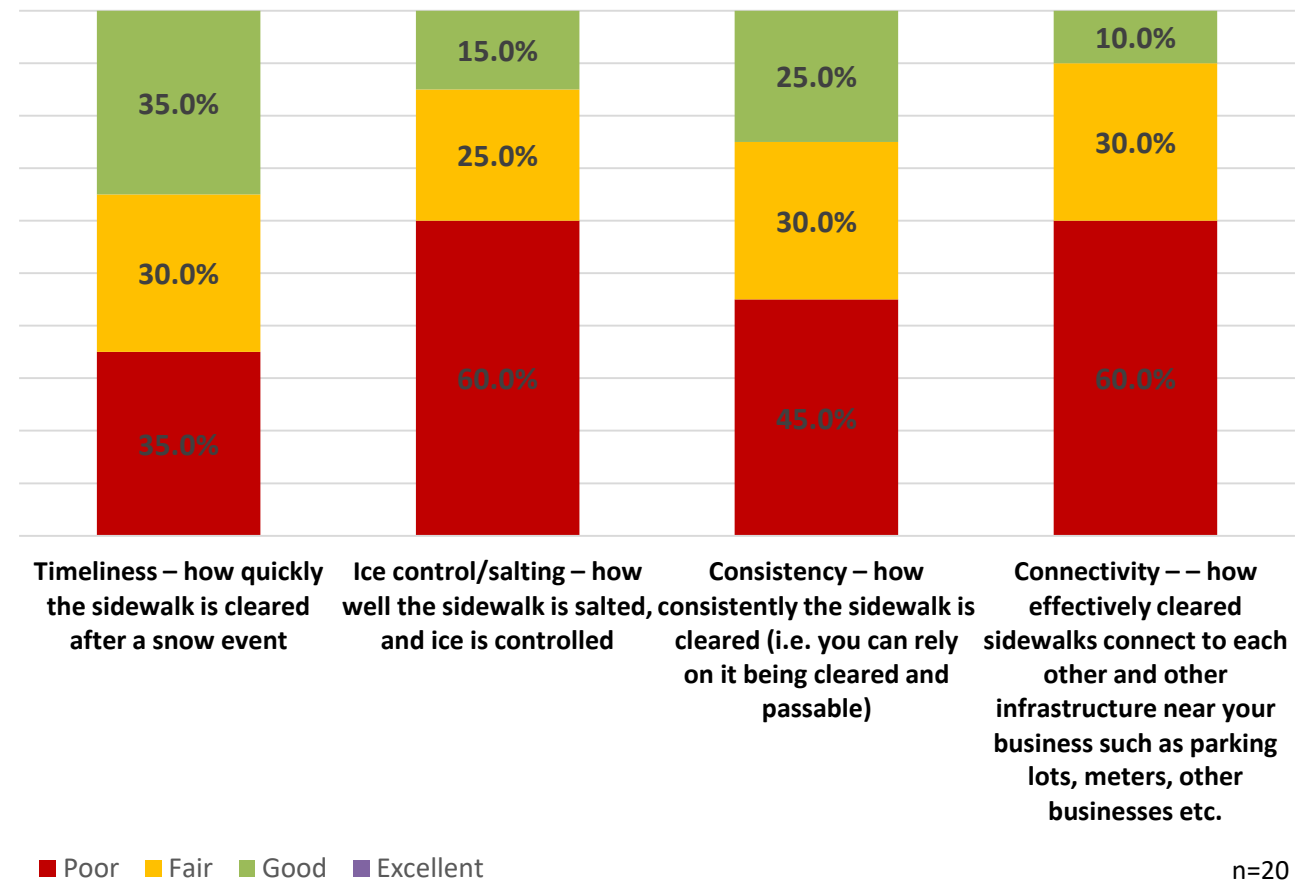
- When asked to rate the overall condition of city sidewalks near their business in winter, survey respondents gave a 4.7 rating out of 10 (where 1 was poor and 10 was excellent).



Business Survey Results Continued

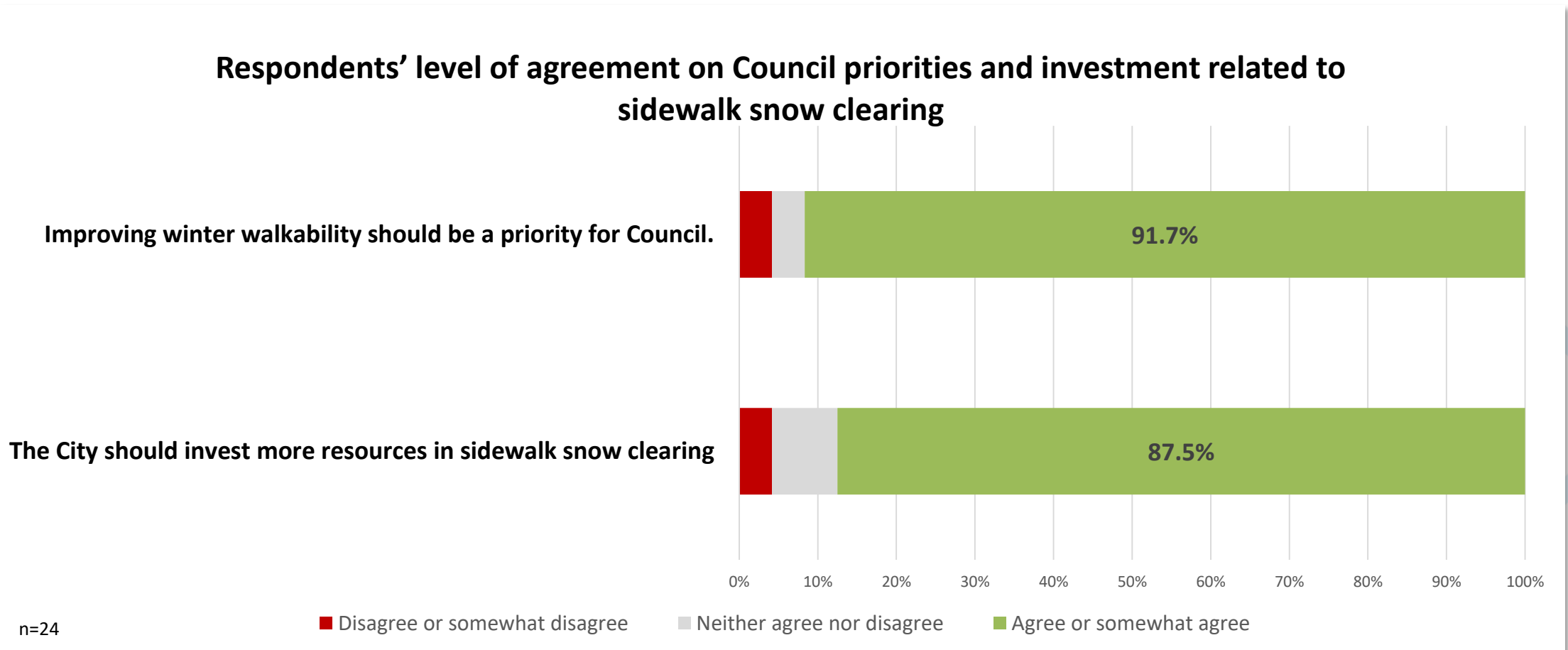
- When queried on the quality of various aspects of the current priority sidewalk snow clearing program, 60% of the businesses surveyed cited **ice control/salting**, and **connectivity** as being poor. **Consistency** was rated as poor by 45% of respondents. **Timeliness** received the most mixed ratings, 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



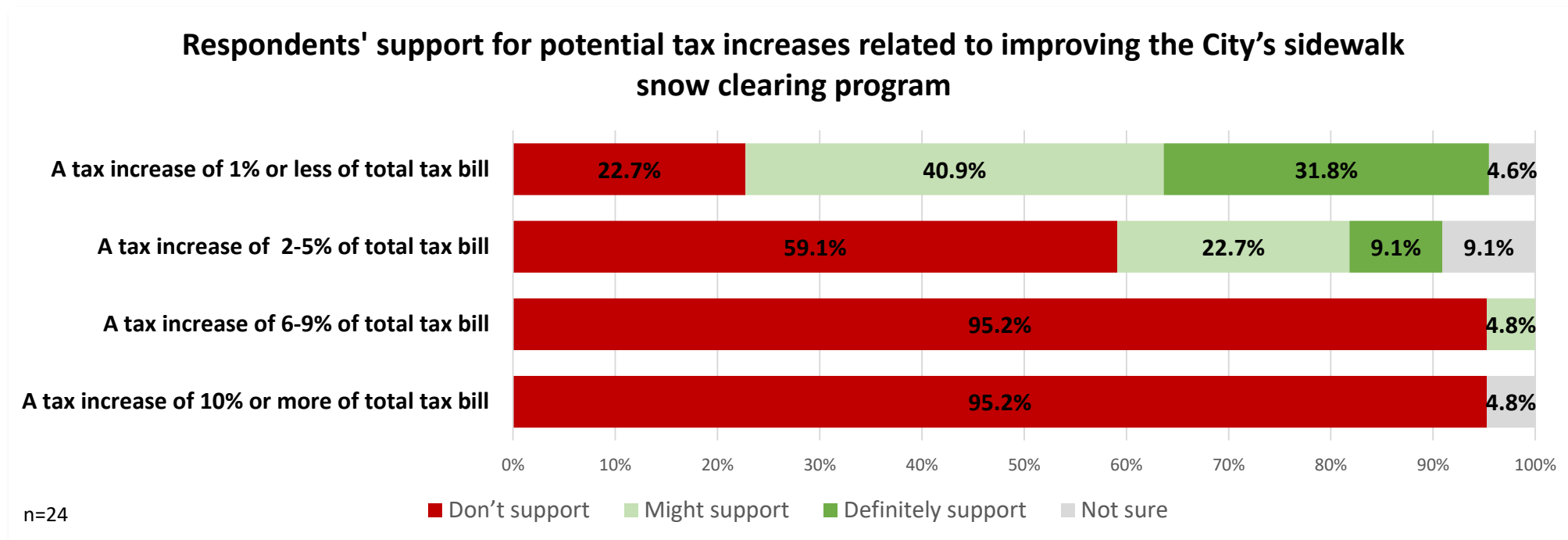
Business Survey Results Continued

- 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).

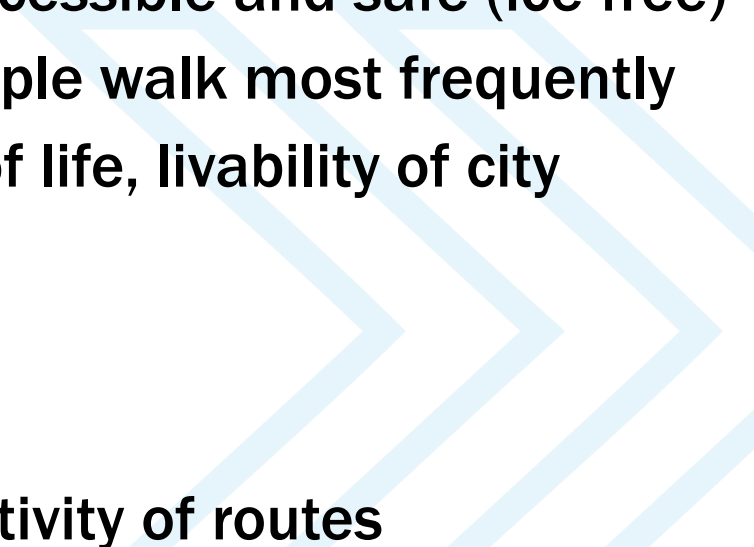


Business Survey Results Continued


- 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**
- 

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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.