



2021-2022 Winter Maintenance Survey

SURVEY RESPONSE REPORT

05 April 2022 - 02 May 2022

PROJECT NAME:

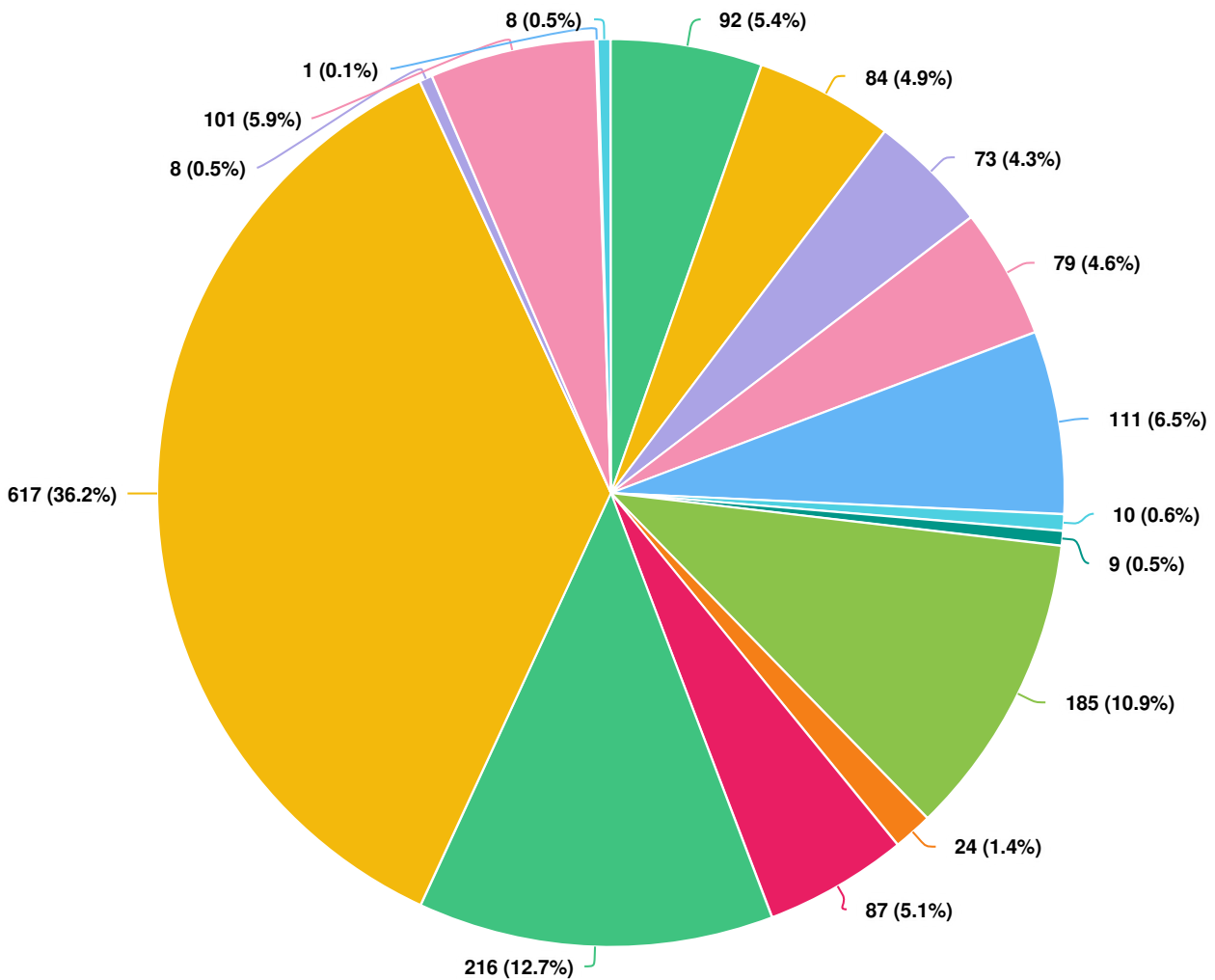
Winter Maintenance Program



SURVEY QUESTIONS



Q1 What neighbourhood in Fort McMurray do you live in?

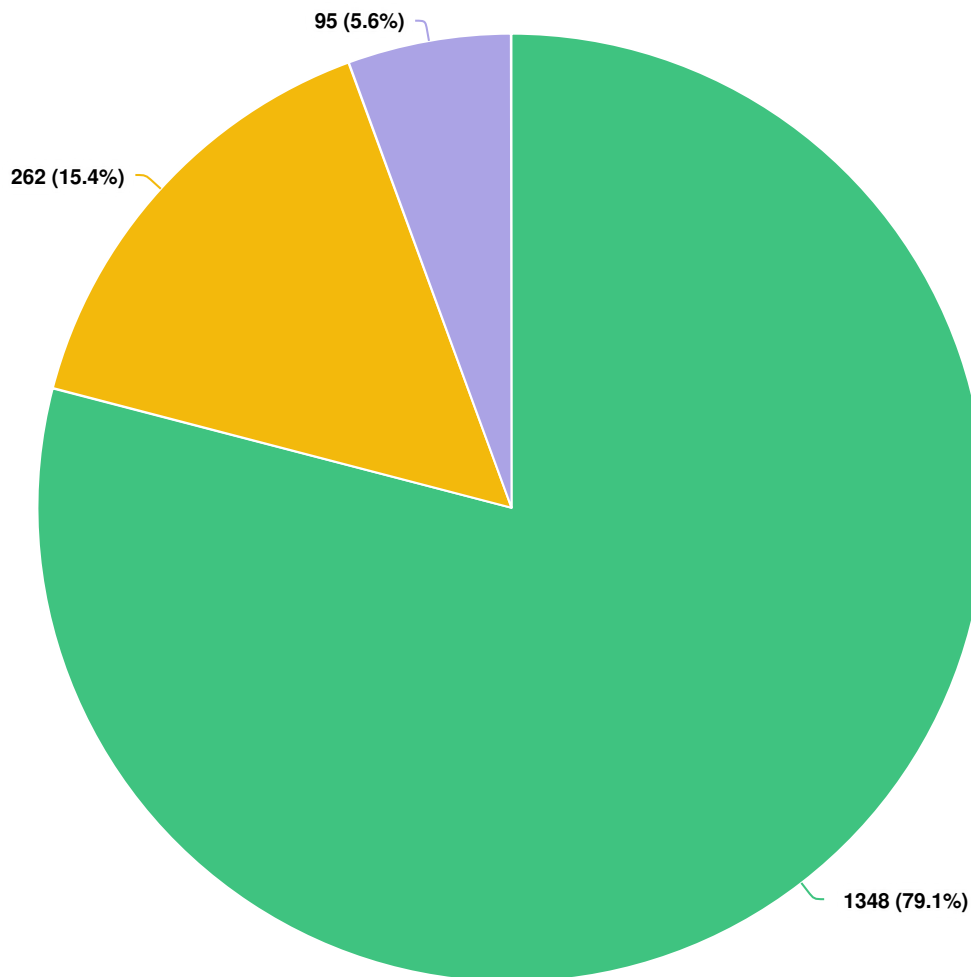


Question options

- Abasand ● Beacon Hill ● Downtown ● Dickinsfield ● Eagle Ridge ● Grayling Terrace ● Gregoire
- Parsons Creek ● Prairie Creek ● Stone Creek ● Thickwood ● Timberlea ● Waterways
- Wood Buffalo ● I don't live in Fort McMurray ● Other (please specify)

Mandatory Question (1694 response(s))
 Question type: Radio Button Question

Q2 Do you live on a street included in the Winter Maintenance Zone program (this means you have a Subzone), or do you live on a street that is classified as a Primary, Secondary or Tertiary Route? Click here to use the 'Find Your Zone' tool.



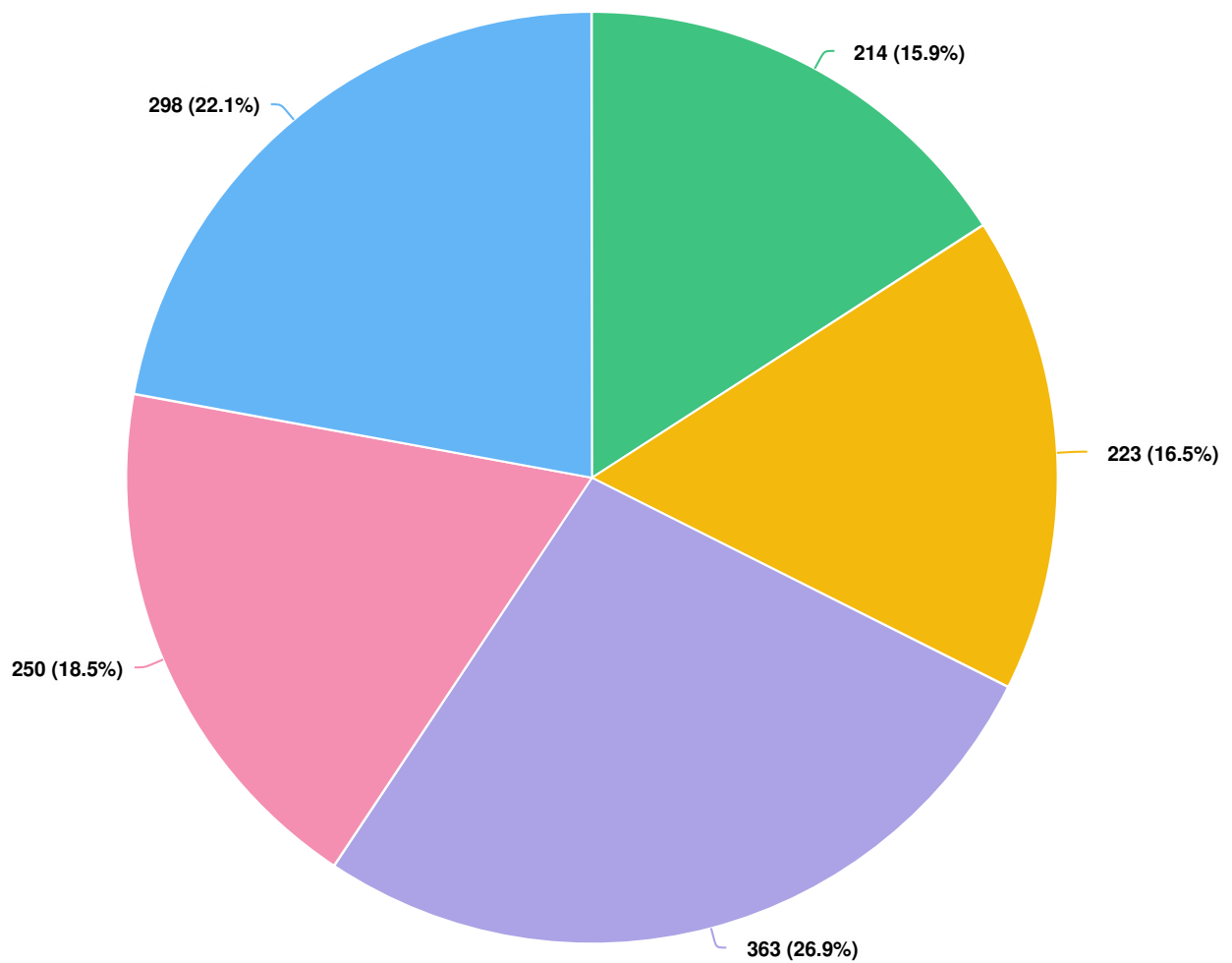
Question options

- I live on a street included in the Winter Maintenance Zone program.
- I live on a street classified as a Primary, Secondary or Tertiary Route.
- I don't know

Mandatory Question (1694 response(s))
Question type: Radio Button Question



Q3 What is your Subzone?

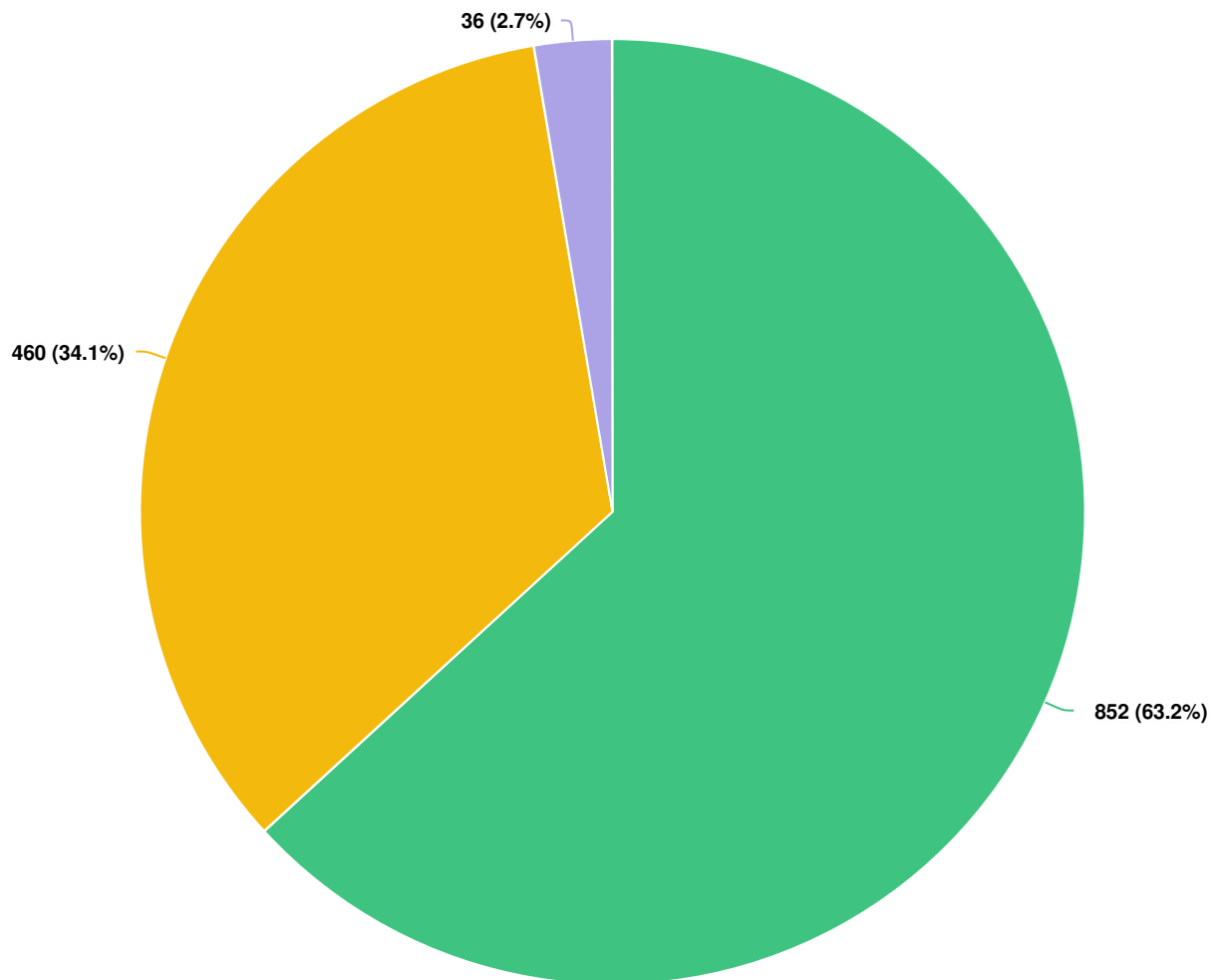


Question options

- 1
- 2
- 3
- 4
- Don't know/Unsure

Mandatory Question (1340 response(s))
Question type: Radio Button Question

Q4 | Do you expect your street to receive maintenance every time your Subzone is active? There will be times when your Subzone is active and maintenance isn't completed on your street. Typically, it takes two activations of your Subzone (one month) before your street receives winter maintenance. Extreme cold, ice, heavy snowfall, equipment breakdowns, and vehicles parked on streets in active Subzones can cause further delays.

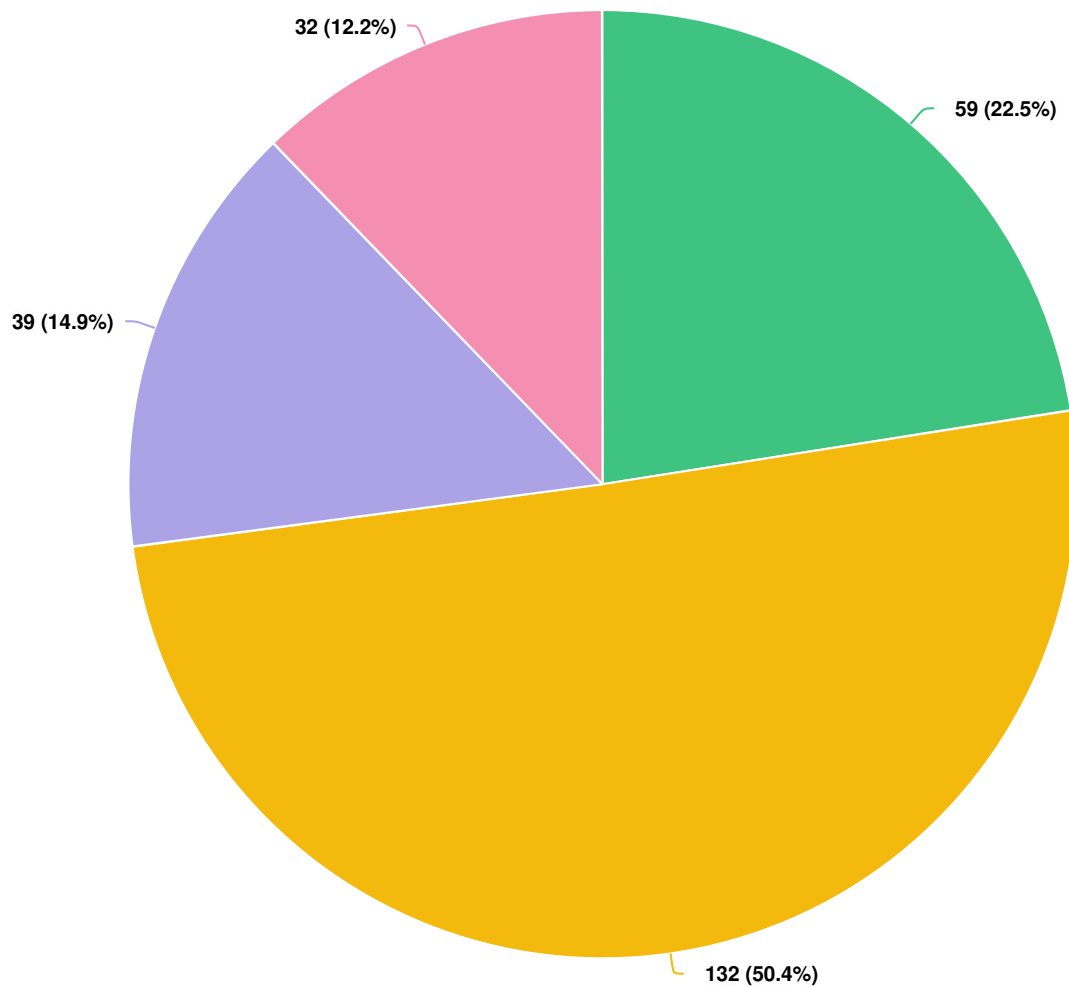


Question options

- Yes
- No
- Unsure

Mandatory Question (1340 response(s))
Question type: Radio Button Question

Q5 Is your street classified as a Primary Route, a Secondary Route, or a Tertiary Route?

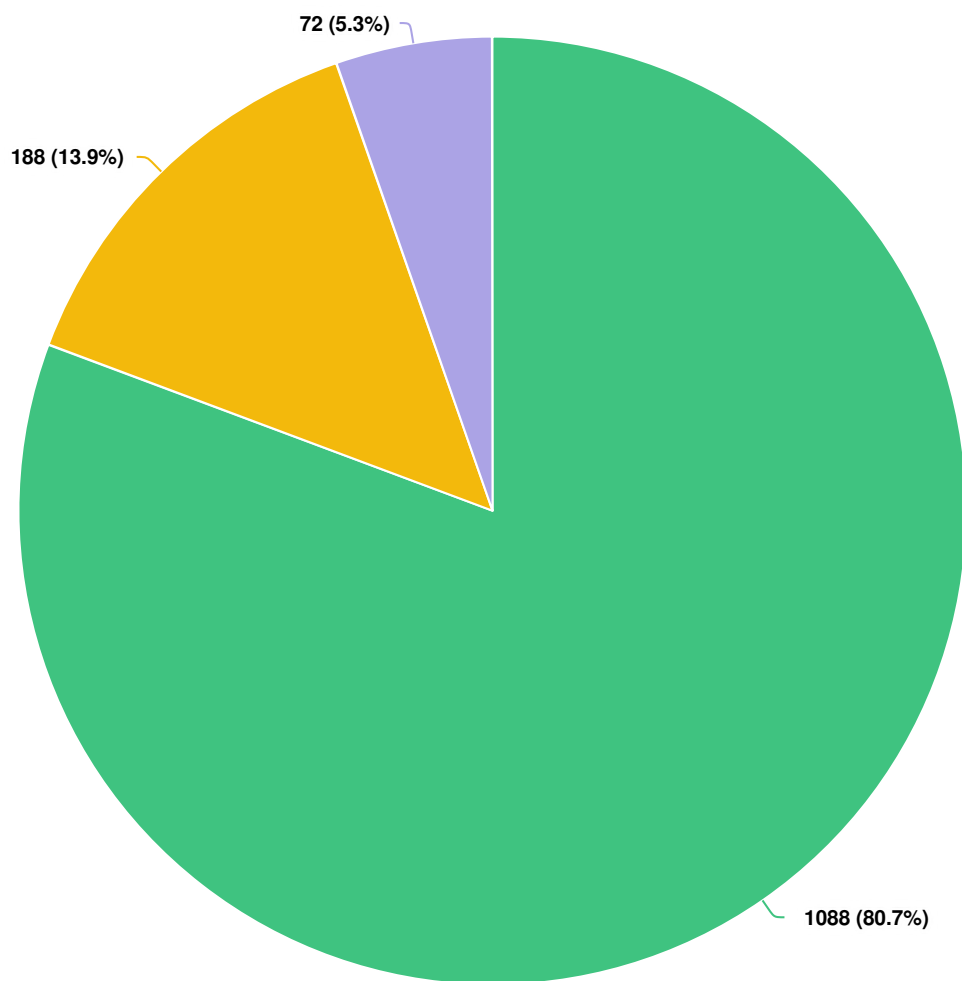


Question options

- I live on a Primary Route.
- I live on a Secondary Route.
- I live on a Tertiary Route.
- Unsure/Don't know.

Mandatory Question (260 response(s))
Question type: Radio Button Question

Q6 | Do you think residents should pay the costs of towing if their vehicles are street-parked in an active Subzone?

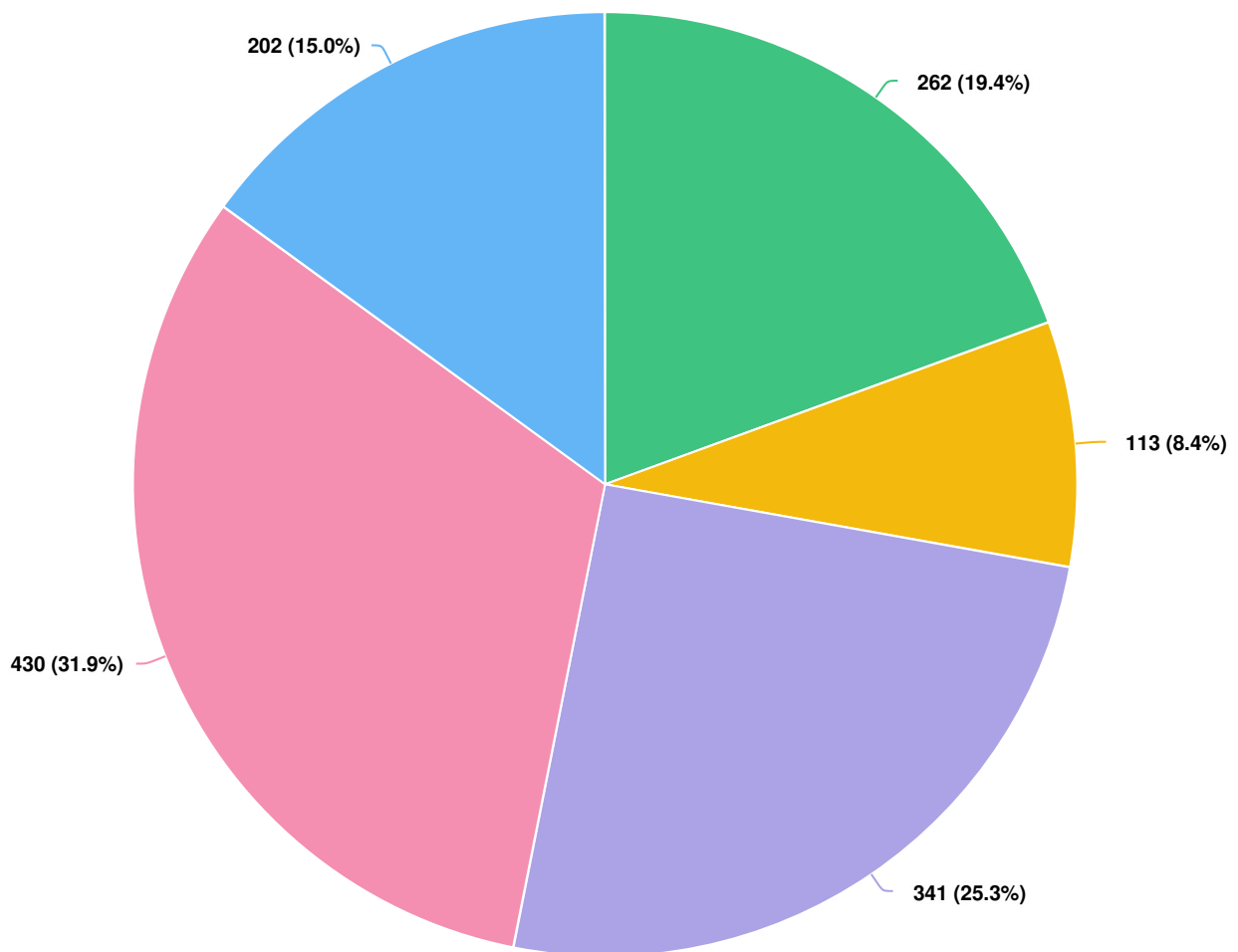


Question options

- Yes, the resident is responsible for where they park and should pay.
- No, the Municipality should pay for towing with public funds.
- Don't know/Unsure.

Mandatory Question (1340 response(s))
Question type: Radio Button Question

Q7 We heard you! Many residents let us know that windrows (snowbanks) are a challenge, so for a second season we removed windrows over 15 cm from the end of driveways. How do you feel about this additional service?

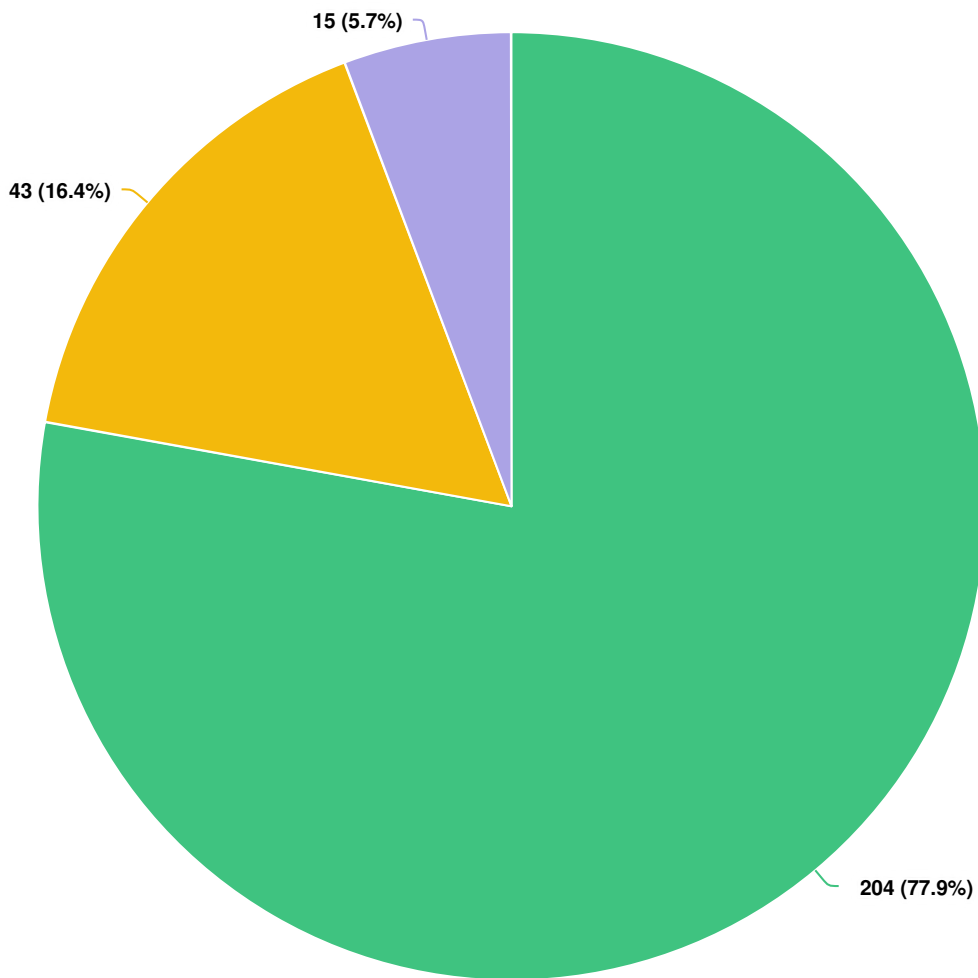


Question options

- Very Unhappy
- Unhappy
- Neutral
- Happy
- Very Happy

Mandatory Question (1340 response(s))
Question type: Radio Button Question

Q8 | Do you think residents should pay the costs of towing if their vehicles are street-parked on a Primary, Secondary or Tertiary Route on a scheduled snow removal day? Temporary "no parking" signs are posted 48 hours in advance of scheduled snow removal on streets classified as Primary, Secondary or Tertiary Routes (this snow removal typically happens on weekends).

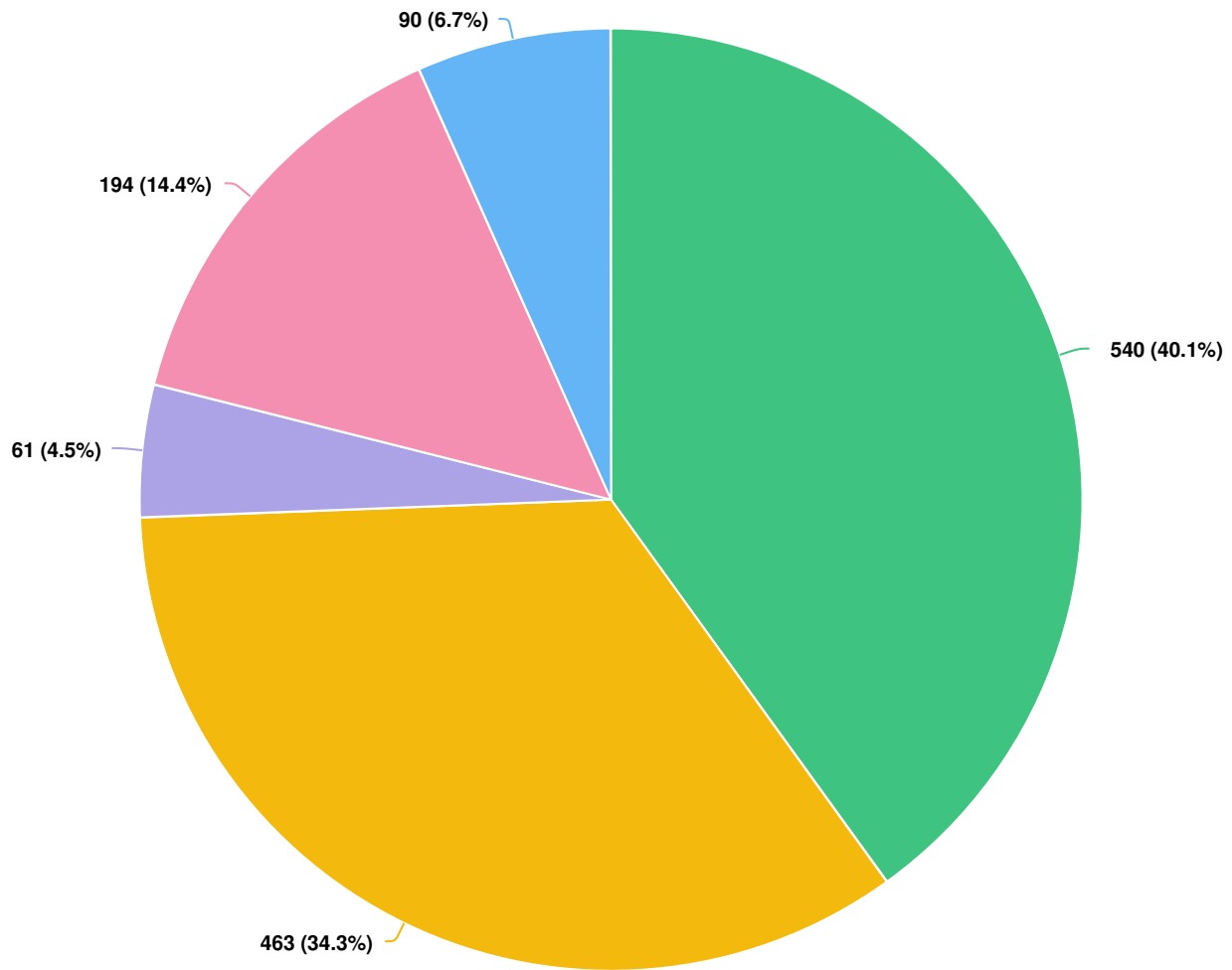


Question options

- Yes, the resident should pay.
- No, the Municipality should pay with public funds.
- Don't know/Unsure.

Mandatory Question (260 response(s))
Question type: Radio Button Question

Q9 Street-parked vehicles are one of the biggest factors that slow down winter maintenance operations. How would you rate parking restriction compliance on your street over the 2021-2022 winter season when your Subzone is active?



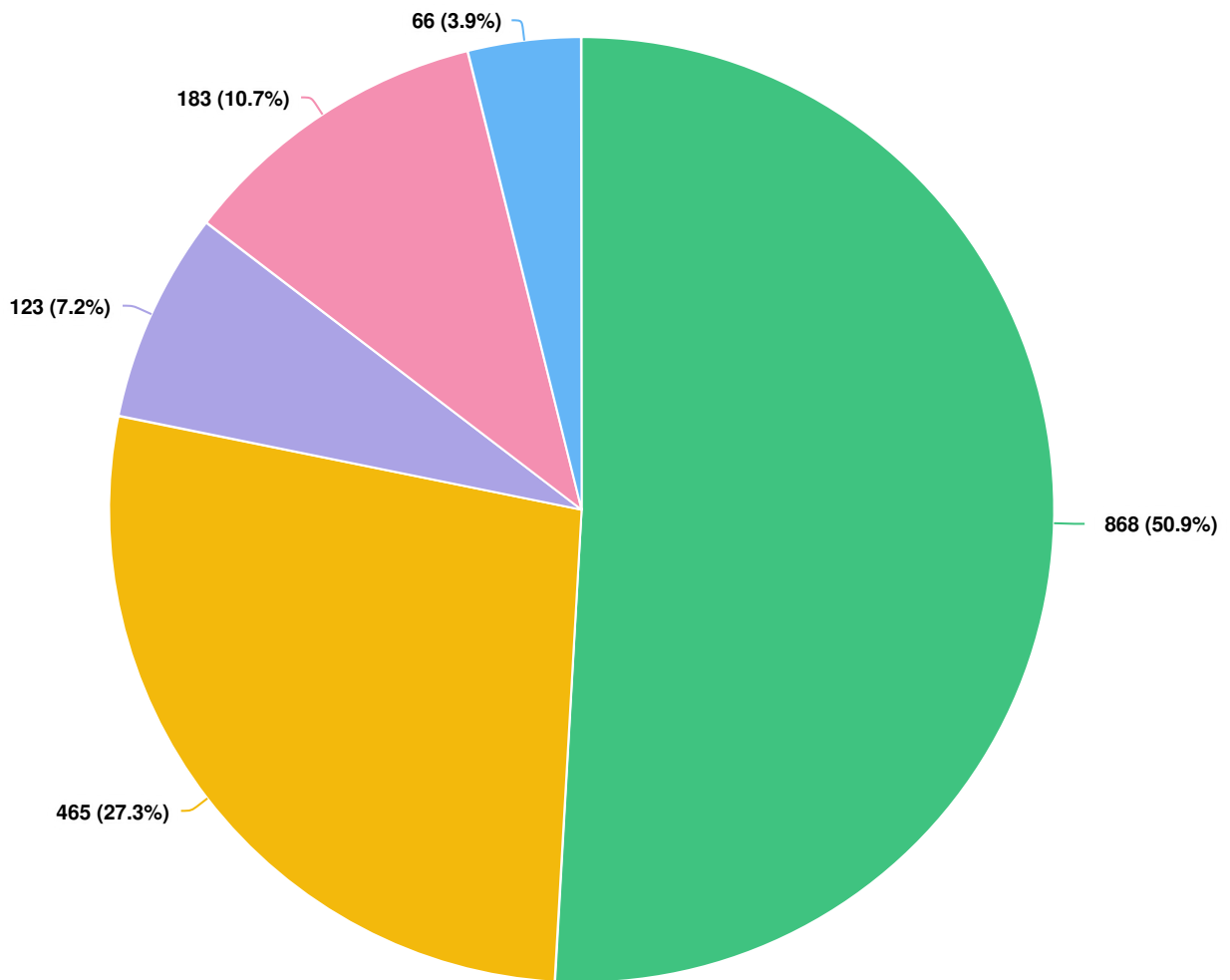
Question options

- Very High (zero, or very few cars are ever street-parked on my designated winter maintenance day).
- High (most of the time, very few cars are street-parked). ● Don't know/Unsure.
- Low (Most of the time, there are some street-parked cars on my designated maintenance day).
- Very Low (there are always street-parked cars on my designated winter maintenance day).

Mandatory Question (1340 response(s))
 Question type: Radio Button Question



Q10 | This year our region received record snowfall, which impacted winter maintenance operations in addition to other factors. Crews removed more than 570,000 cubic metres of snow from Fort McMurray's streets, more than twice the amount removed last year (210,000 cubic metres). How satisfied are you with snow clearing and removal services this year?

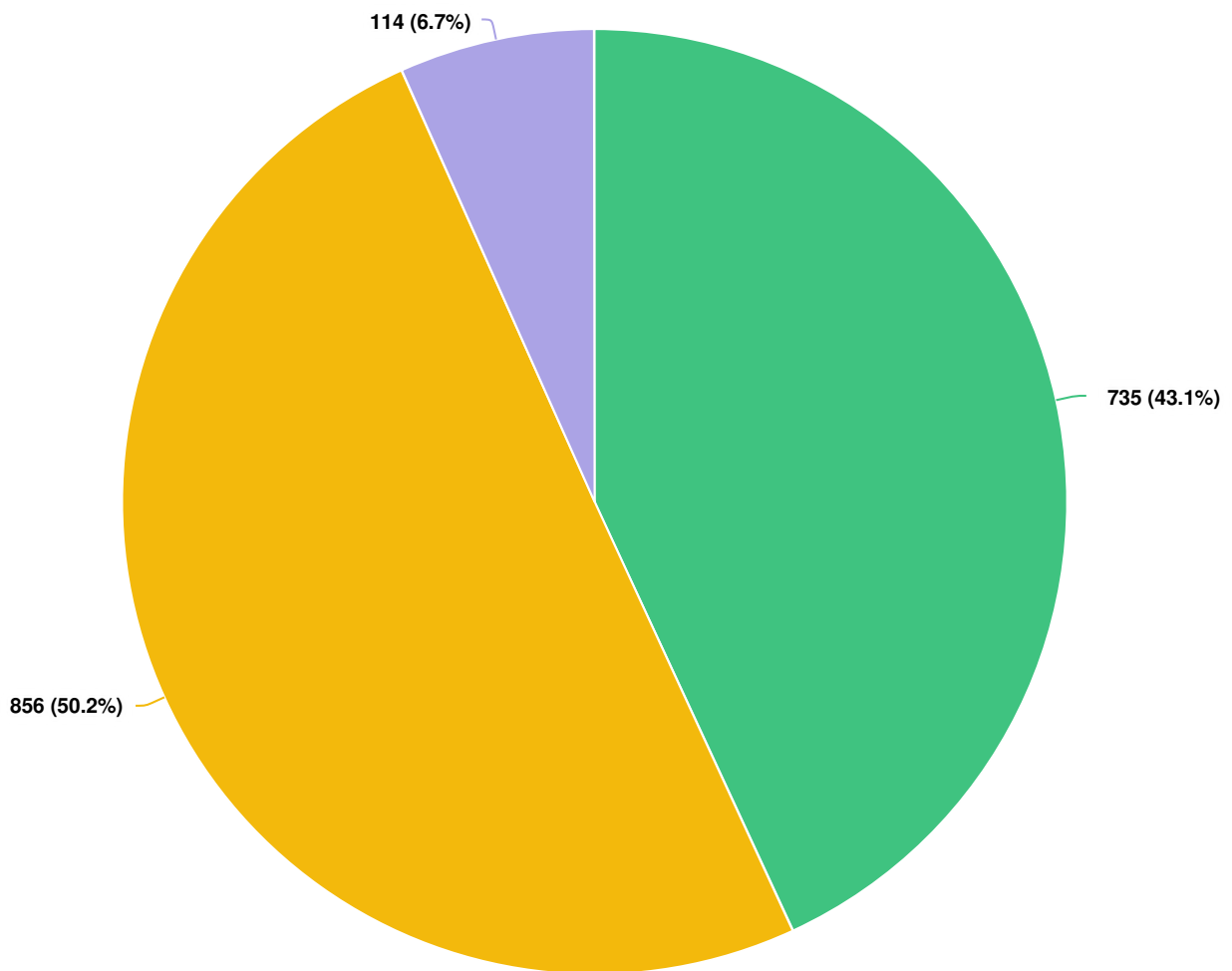


Question options

- Very Unsatisfied
- Unsatisfied
- Neutral
- Satisfied
- Very Satisfied

Mandatory Question (1694 response(s))
 Question type: Radio Button Question

Q11 Have you seen the Winter Maintenance Brochure? It's an easy-to-read guide to winter maintenance in Fort McMurray. [Click here to read the brochure.](#)

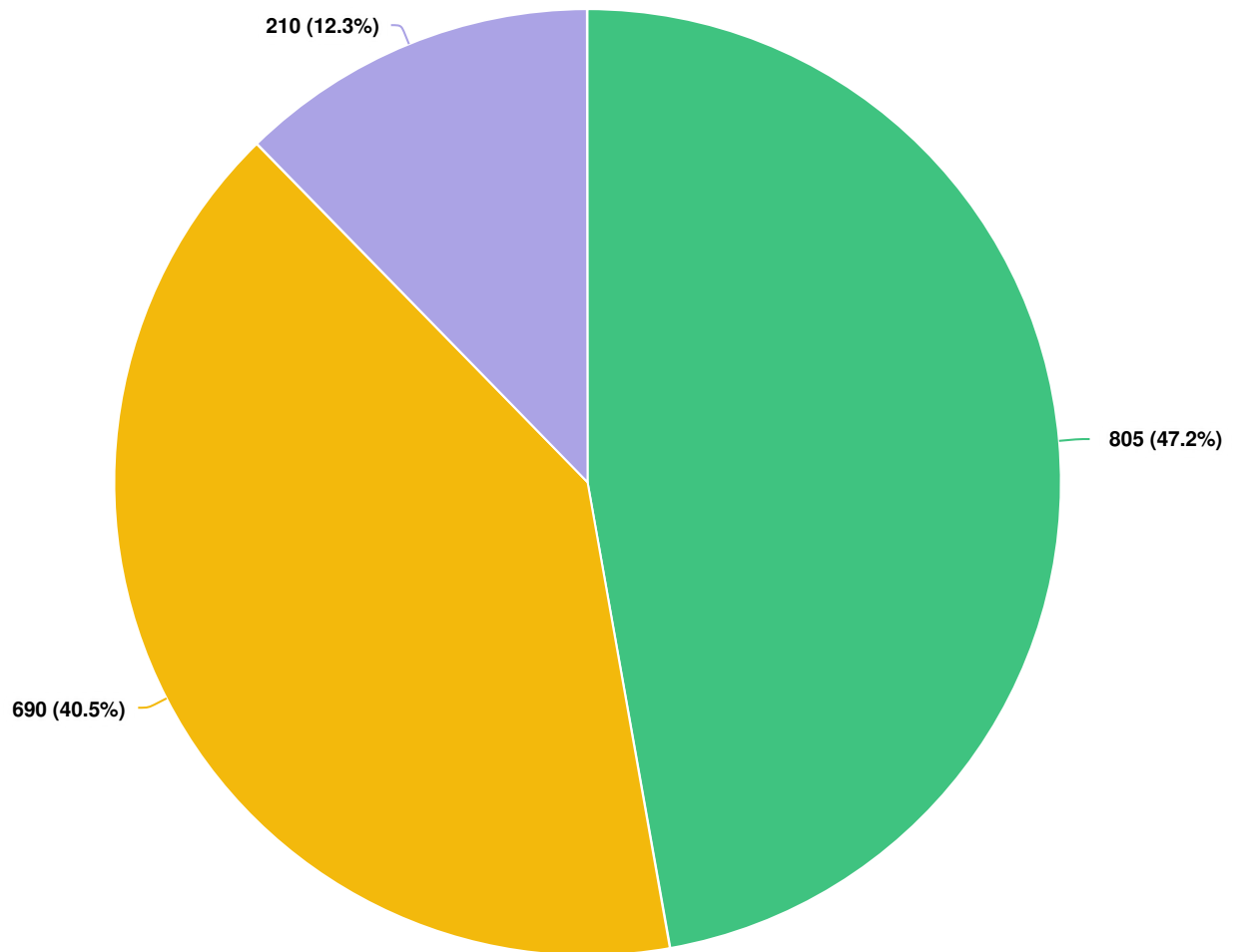


Question options

- Yes
- No
- Don't know/Unsure

Mandatory Question (1694 response(s))
Question type: Radio Button Question

Q12 Did you know that the Municipality does not receive any revenue from towing and impounding vehicles? A third party performs these functions.



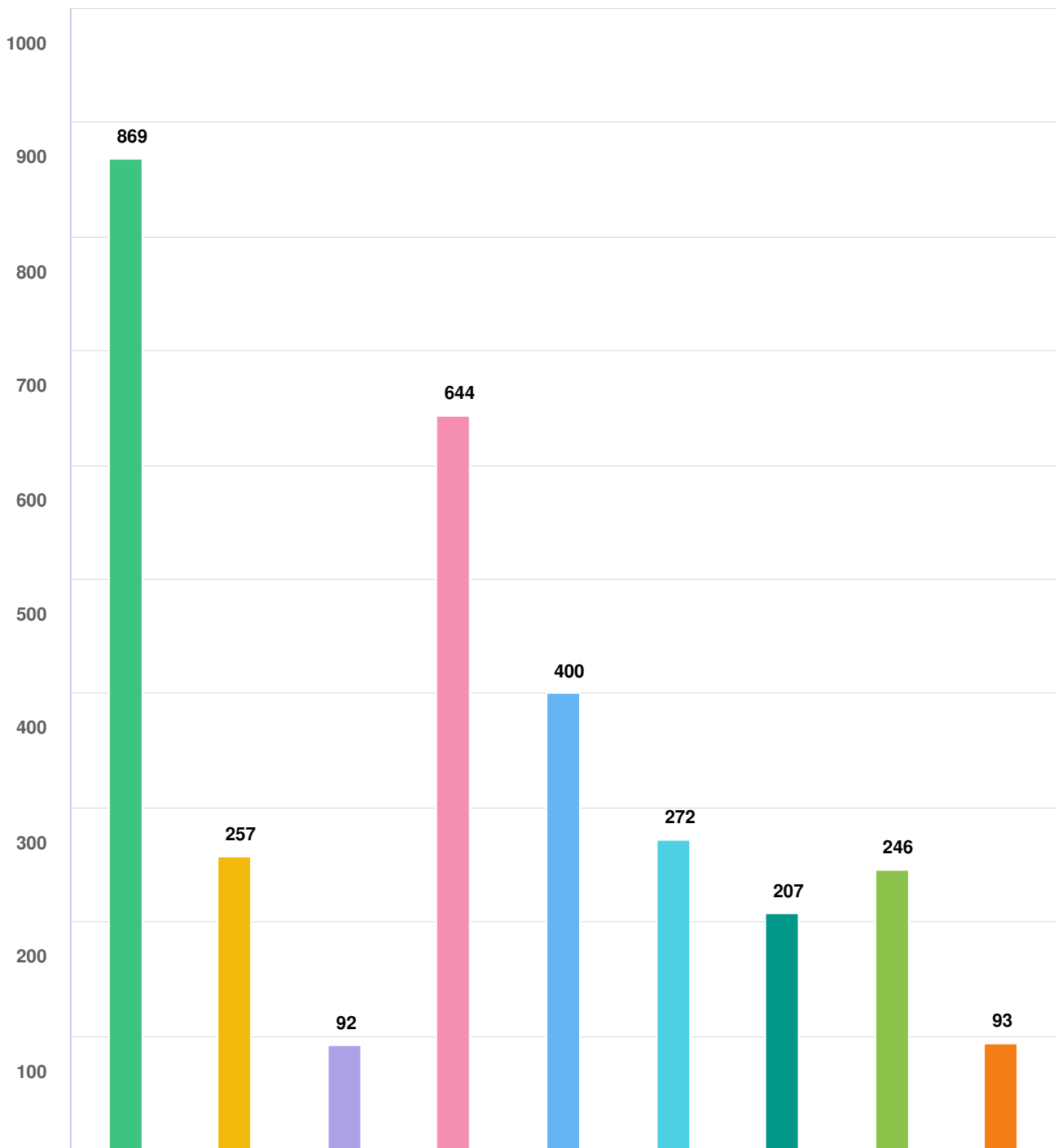
Question options

- Yes
- No
- Don't know/Unsure

Mandatory Question (1694 response(s))
Question type: Radio Button Question



Q13 How do you receive updates about winter maintenance in Fort McMurray?



Question options

- Electronic Street Signs
 ● External Social Media (Non-RMWB Social Media)
 ● PULSE
 ● RMWB Social Media
- RMWB Website
 ● Radio
 ● WMZ Email Alerts
 ● Word of Mouth
 ● Other (please specify)

Mandatory Question (1694 response(s))
 Question type: Checkbox Question