Snow and Ice Control Survey

SURVEY RESPONSE REPORT

PROJECT NAME:
Snow and Ice Program Review
What is your main mode of transportation during the winter?

- Drive: 796
- Carpool: 19
- Bike: 117
- Walk: 126
- Public transit: 32
- Other (please specify): 13

Optional question (910 response(s), 4 skipped)
Question type: Checkbox Question
If you use active transportation during the winter months, what route do you choose?

- 430 (54.2%) I use paved trails more often.
- 139 (17.5%) I use paved trails and roads equally.
- 157 (19.8%) I use roads more often.
- 67 (8.4%) Other (please specify)

Optional question (792 response(s), 122 skipped)
Question type: Radio Button Question
How satisfied are you with the level of snow and ice control on active transportation routes?

- **Very satisfied**: 301 (34.3%)
- **Satisfied**: 217 (24.7%)
- **Neutral**: 191 (21.8%)
- **Dissatisfied**: 143 (16.3%)
- **Very dissatisfied**: 26 (3.0%)

**Question options**
- Very satisfied
- Satisfied
- Neutral
- Dissatisfied
- Very dissatisfied

*Optional question (877 response(s), 37 skipped)*

*Question type: Radio Button Question*
How satisfied are you with the level of service provided on major roadways (i.e. priority 1 roads)? For example: Two Mile Hill, Robert Service Way.

<table>
<thead>
<tr>
<th>Option</th>
<th>Responses</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Very satisfied</td>
<td>445</td>
<td>49.3%</td>
</tr>
<tr>
<td>Satisfied</td>
<td>171</td>
<td>18.9%</td>
</tr>
<tr>
<td>Neutral</td>
<td>175</td>
<td>19.4%</td>
</tr>
<tr>
<td>Dissatisfied</td>
<td>78</td>
<td>8.6%</td>
</tr>
<tr>
<td>Very dissatisfied</td>
<td>34</td>
<td>3.8%</td>
</tr>
</tbody>
</table>

Question options

- Very satisfied
- Satisfied
- Neutral
- Dissatisfied
- Very dissatisfied

Optional question (902 response(s), 12 skipped)

Question type: Radio Button Question
How satisfied are you with the level of service provided on arterial roadways (i.e. priority 2 roads)? For example: Falcon Drive or Wann Rd.

Question options

- Very satisfied
- Satisfied
- Neutral
- Dissatisfied
- Very dissatisfied

Optional question (888 response(s), 26 skipped)
Question type: Radio Button Question
How satisfied are you with the level of service provided on residential roadways? For example: side roads, Valleyview Crescent, Teslin road, Maple street, Bellingham court, Bluebell place.

Question options

- Very satisfied
- Satisfied
- Neutral
- Dissatisfied
- Very dissatisfied

Optional question (886 response(s), 28 skipped)
Question type: Radio Button Question
How would you like to be notified of snow clearing in your area?

- City website: 771 votes
- City social media: 436 votes
- Direct mail: 255 votes
- Flyer: 112 votes
- Regular service days of the week: 64 votes
- On-street signage: 68 votes
- Other (please specify): 244 votes

Question type: Checkbox Question

Optional question (901 response(s), 13 skipped)
Snow clearing and parking

City crews often cannot clear snow on residential streets due to the number of on-street obstacles (vehicles, trailers, sports equipment, etc.). The following strategies are in use in other municipalities. Please indicate your level of support for each strategy for use in Whitehorse.
The City provides advance notice that snow clearing will occur. On-street obstacles in the work area are towed to a nearby location for owners to pick up. This is free of charge on the first offence, but cars will be ticketed if they need to be towed again.

Question options

- Fully support
- Neutral
- Do no support

Optional question (907 response(s), 7 skipped)
Question type: Radio Button Question
The City provides advance notice that snow clearing will occur. On-street obstacles in the work area are ticketed and towed to a secure lot.
On-street parking is prohibited for 2-week periods when snow removal is planned. Any on-street obstacles are ticketed and towed.

Question options
- Fully support
- Neutral
- Do no support

Optional question (904 response(s), 10 skipped)
Question type: Radio Button Question
On-street parking is prohibited during the winter months. Any on-street obstacles are ticketed and towed.

Question options
- Fully support
- Neutral
- Do no support

Optional question (902 response(s), 12 skipped)
Question type: Radio Button Question