

Winter Maintenance Zone Survey 2021

SURVEY RESPONSE REPORT

29 March 2021 - 24 April 2021

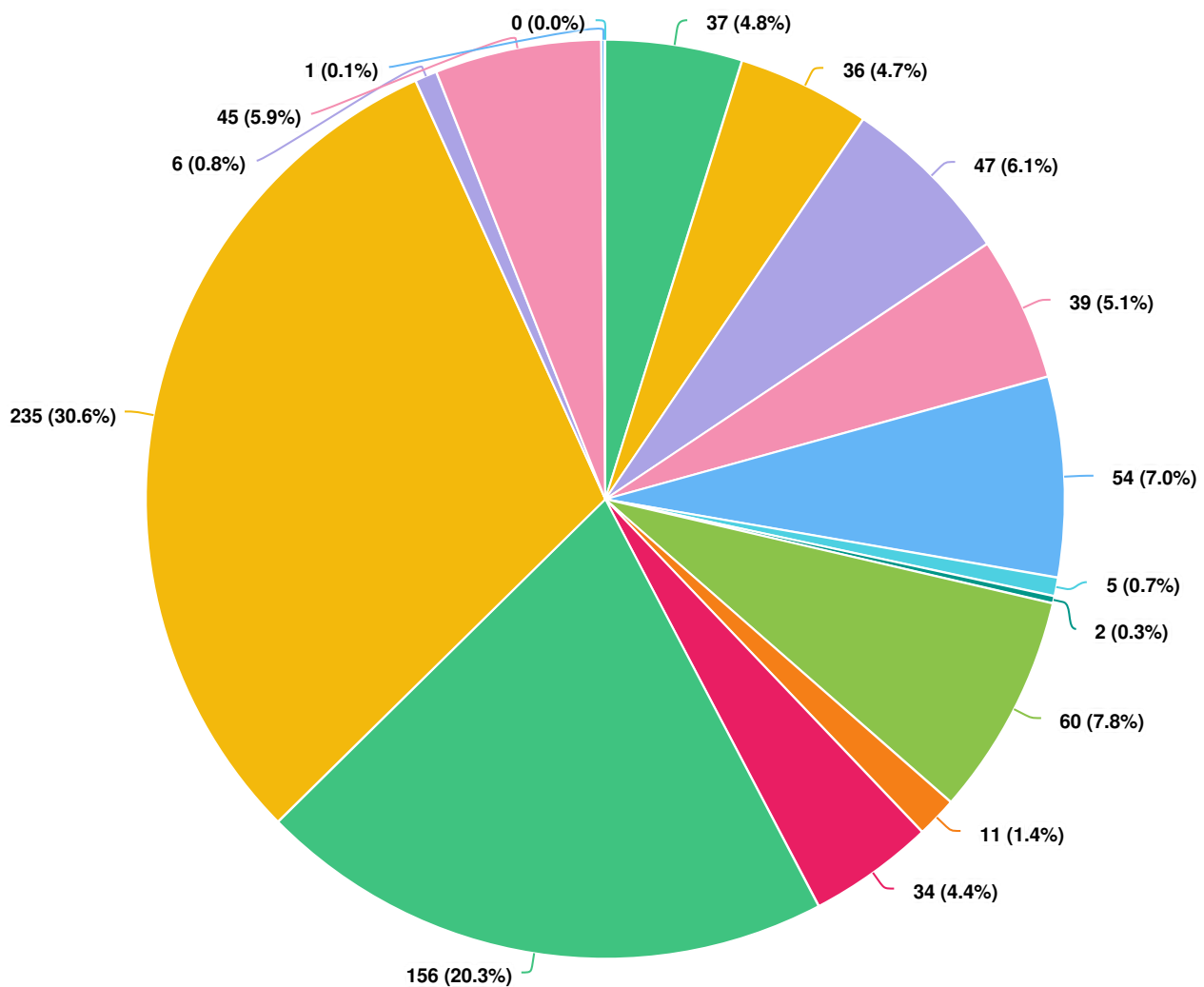
PROJECT NAME:

Winter Maintenance Zone Program



SURVEY QUESTIONS

Q1 What neighbourhood in Fort McMurray do you live in?



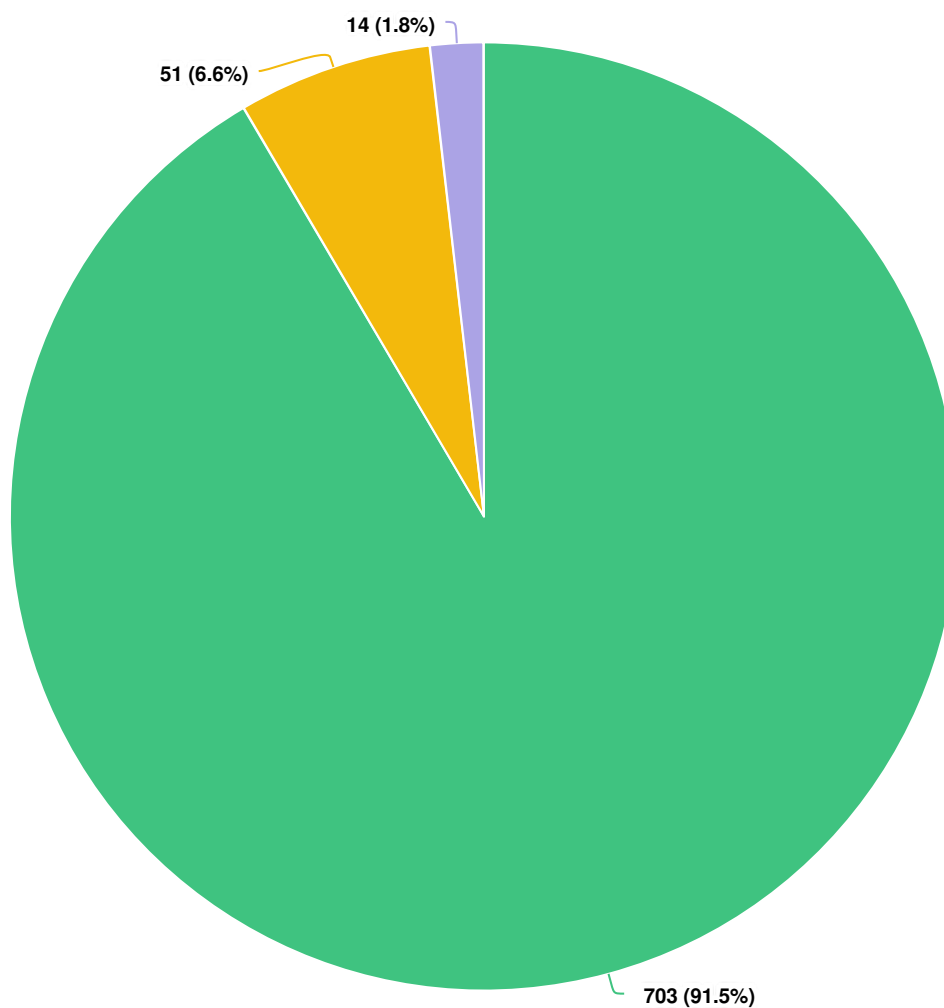
Question options

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

Mandatory Question (768 response(s))

Question type: Radio Button Question

Q2 Is your street included in the Winter Maintenance Zone (WMZ) program?



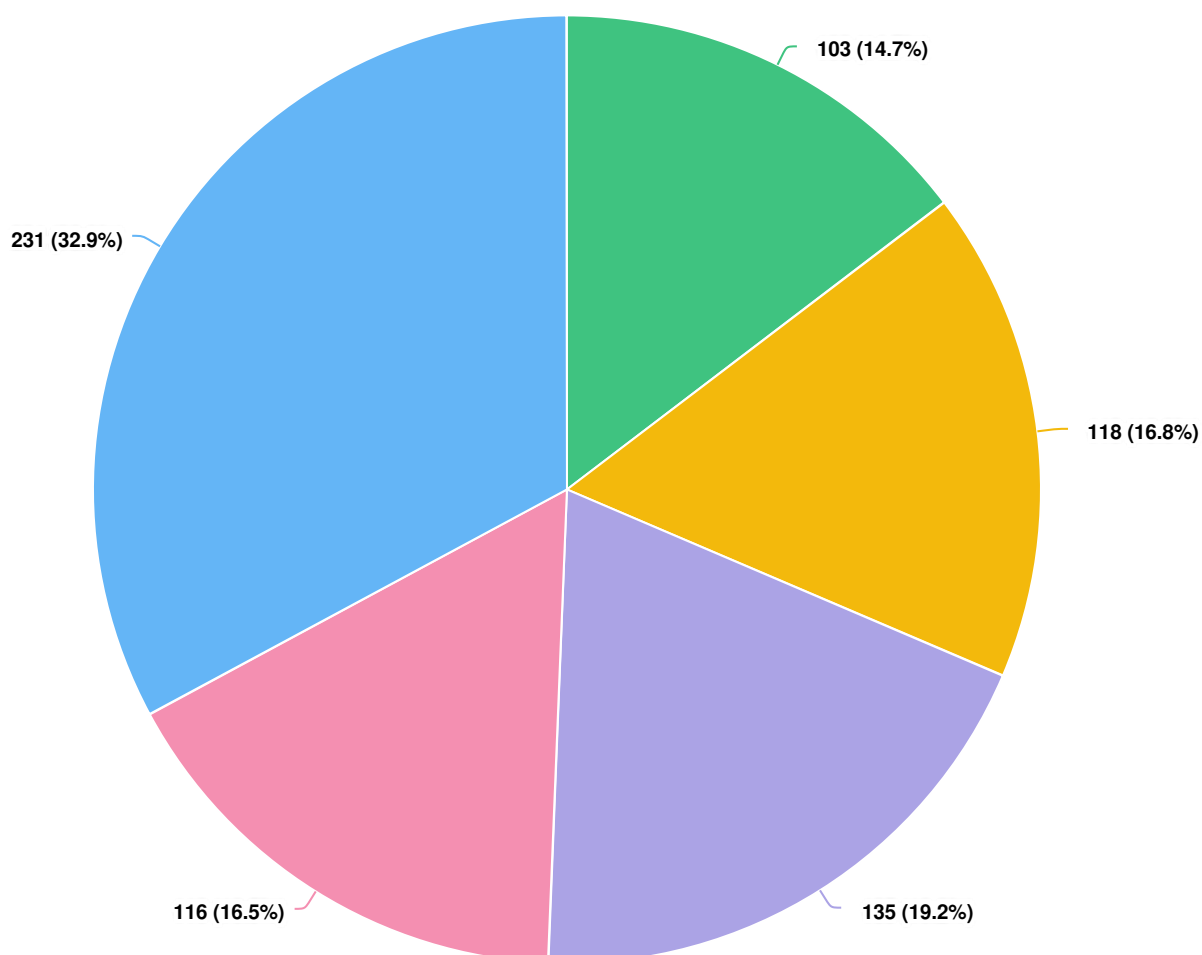
Question options

☒ Yes ☐ No ☐ Unsure

Mandatory Question (768 response(s))

Question type: Radio Button Question

Q3 What Subzone are you in?



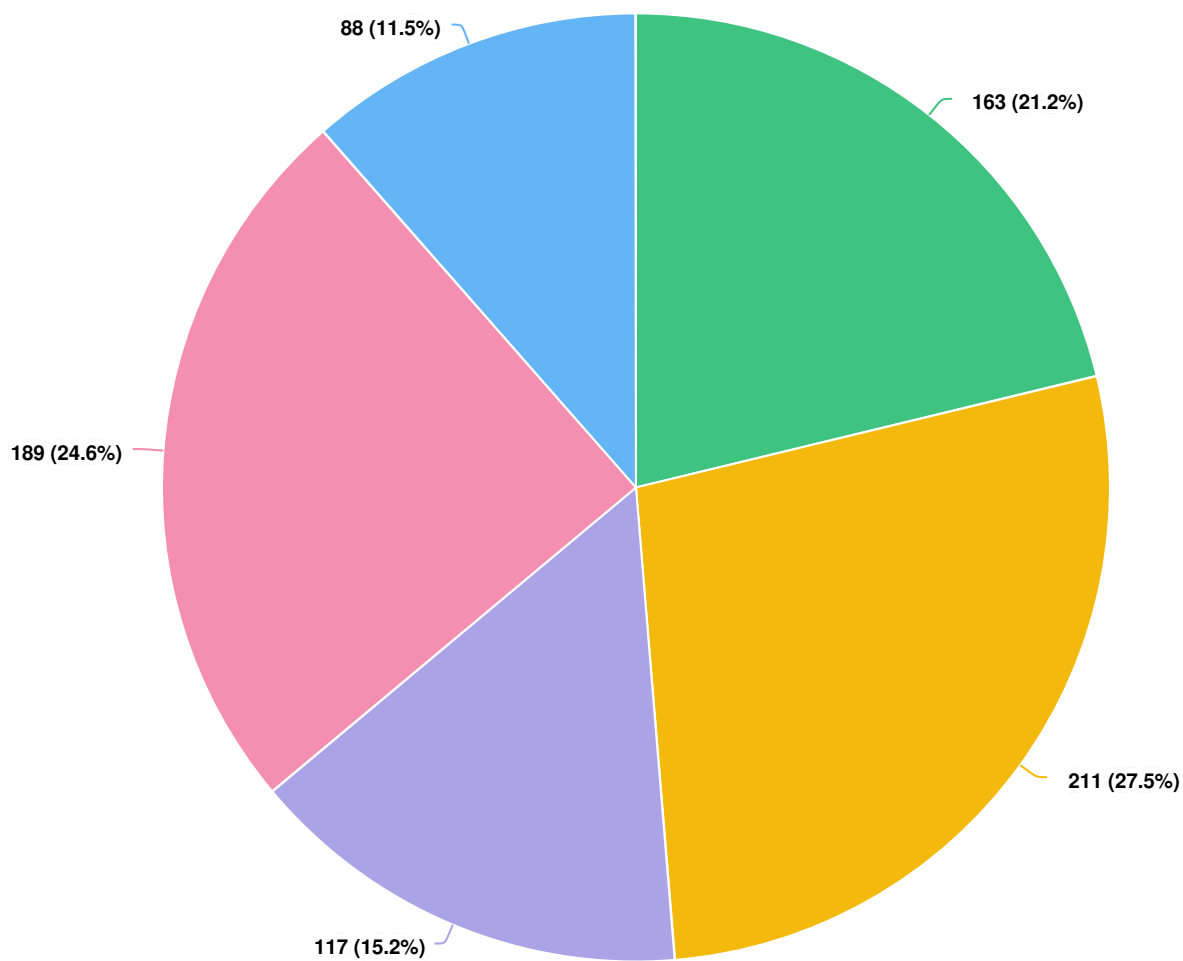
Question options

1 2 3 4 Unsure

Mandatory Question (703 response(s))

Question type: Radio Button Question

Q4 How satisfied are you with snow clearing and removal services this year?



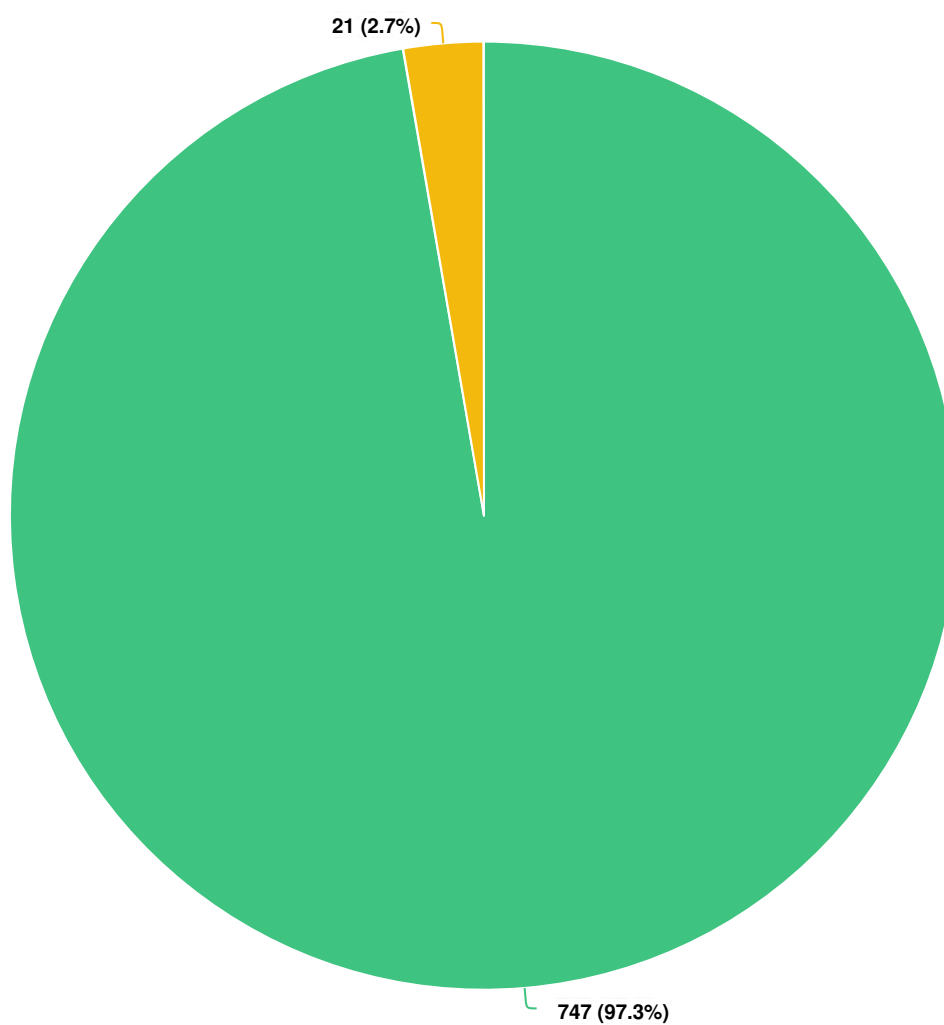
Question options

Very Unsatisfied Unsatisfied Neutral Satisfied Very Satisfied

Mandatory Question (768 response(s))

Question type: Radio Button Question

Q5 | The WMZ program has been in operation for six years running! Have you experienced more than one year of the program?

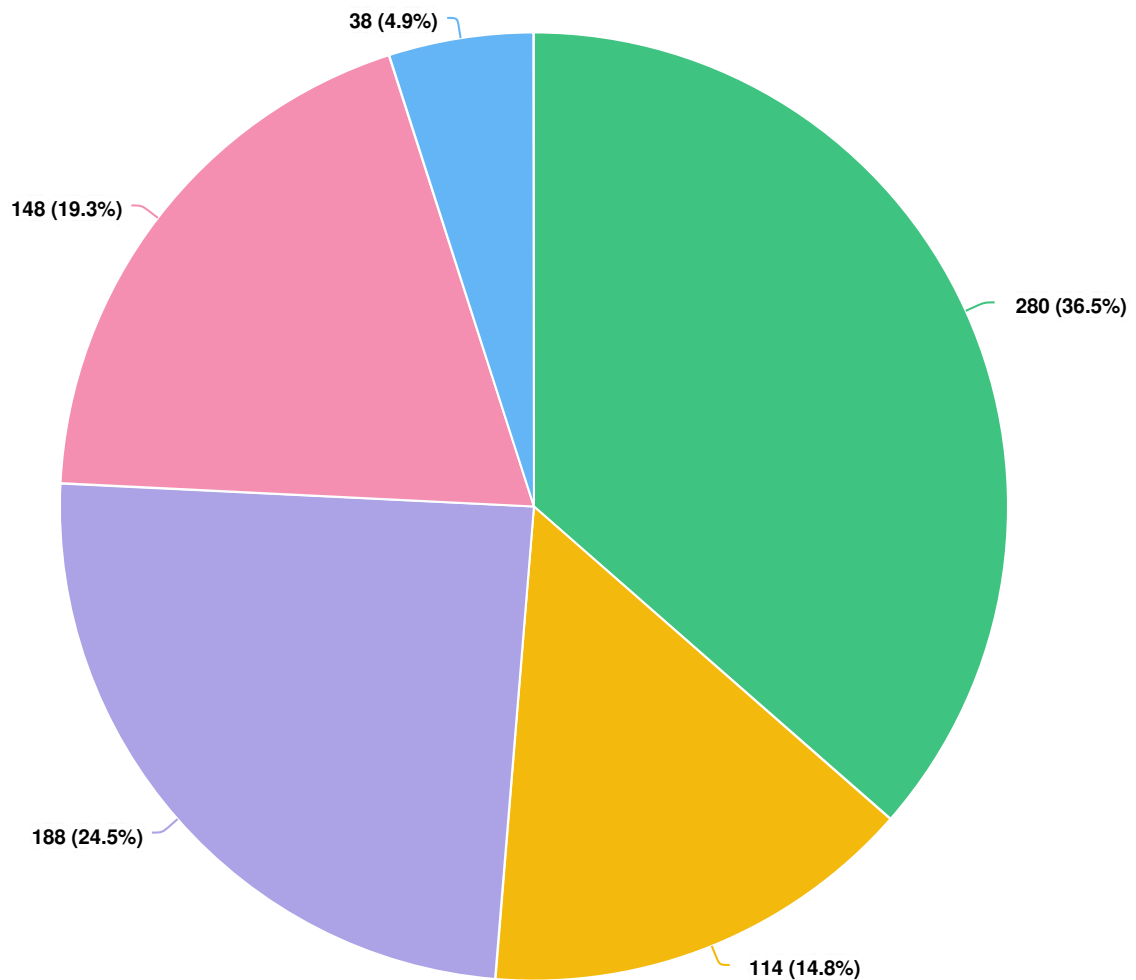


Question options

☒ Yes ☐ No

Mandatory Question (768 response(s))
Question type: Radio Button Question

Q6 How do you feel the program has improved year to year?



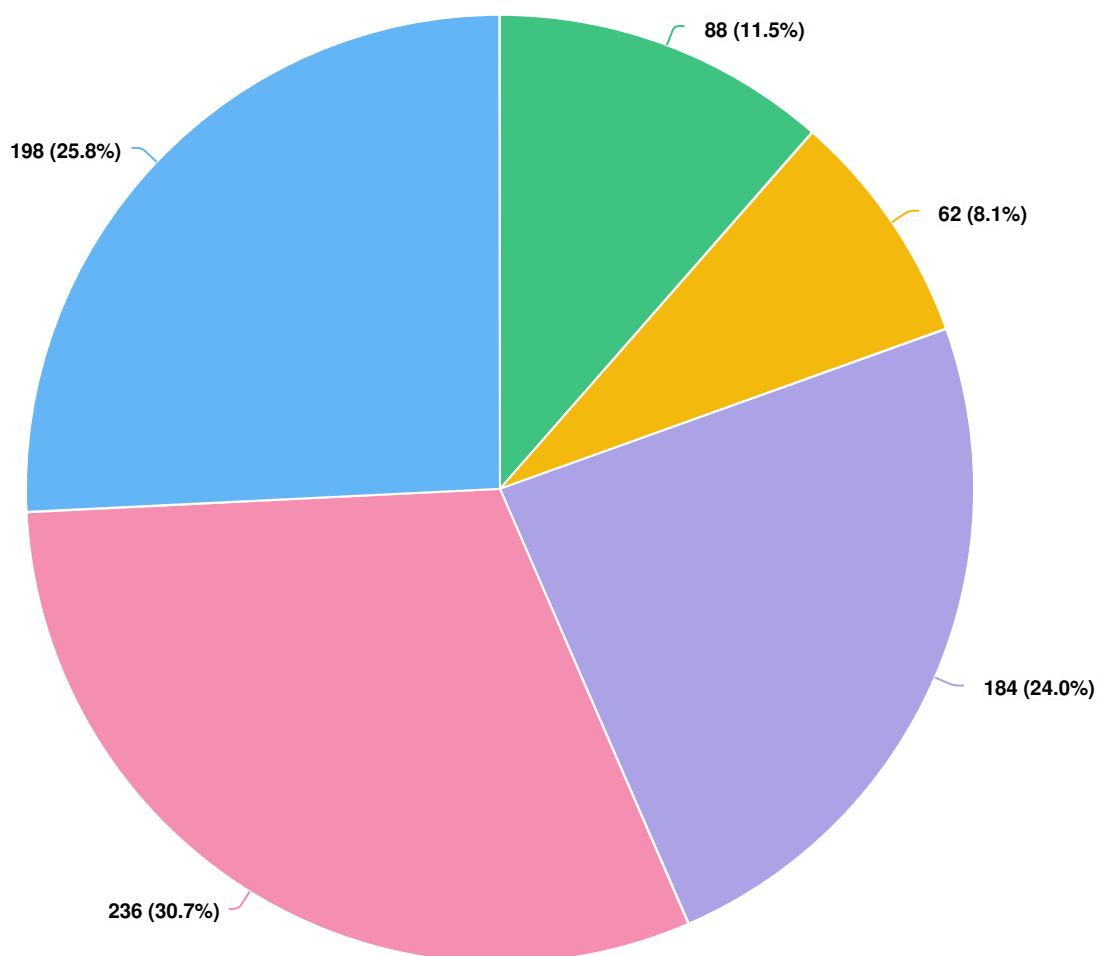
Question options

- ☐ The program has not improved year to year
- ☐ The program has neither improved or worsened year to year
- ☐ The program has improved slightly year to year
- ☐ The program has improved year to year
- ☐ The program has improved significantly year to year

Mandatory Question (768 response(s))

Question type: Radio Button Question

Q7 We heard you! Many residents let us know that windrows (snowbanks) are a challenge so we changed the program to remove windrows over 15 cm from the end of driveways. How do you feel about this change?

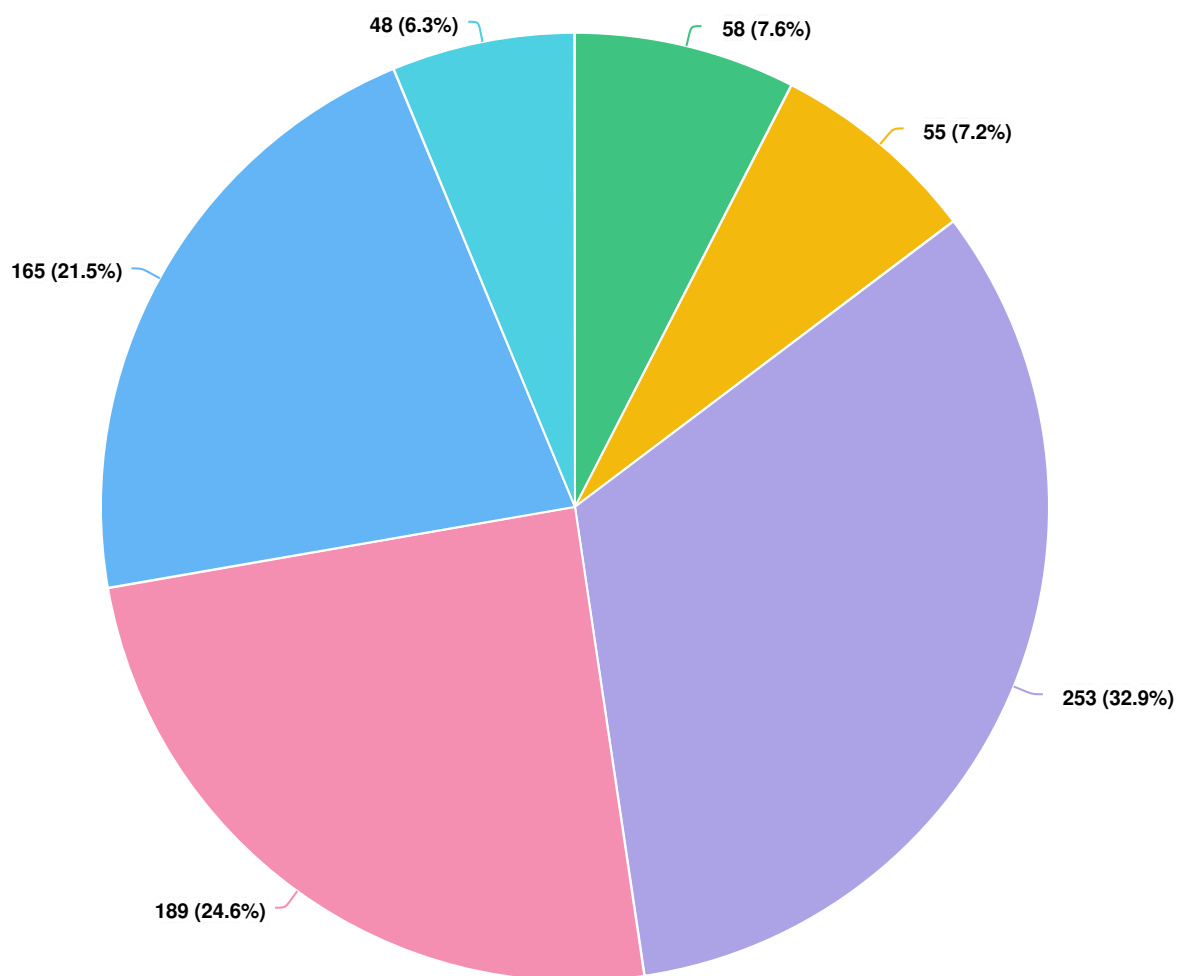


Question options

☐ Very Unhappy ☐ Unhappy ☐ Neutral ☐ Happy ☐ Very Happy

Mandatory Question (768 response(s))
Question type: Radio Button Question

Q8 How happy are you when your Subzone is relaxed? To create more flexibility for on-street parking, Subzones were created. Your Subzone is activated and relaxed throughout the winter. When it's relaxed, you can park on the street without being ticket...

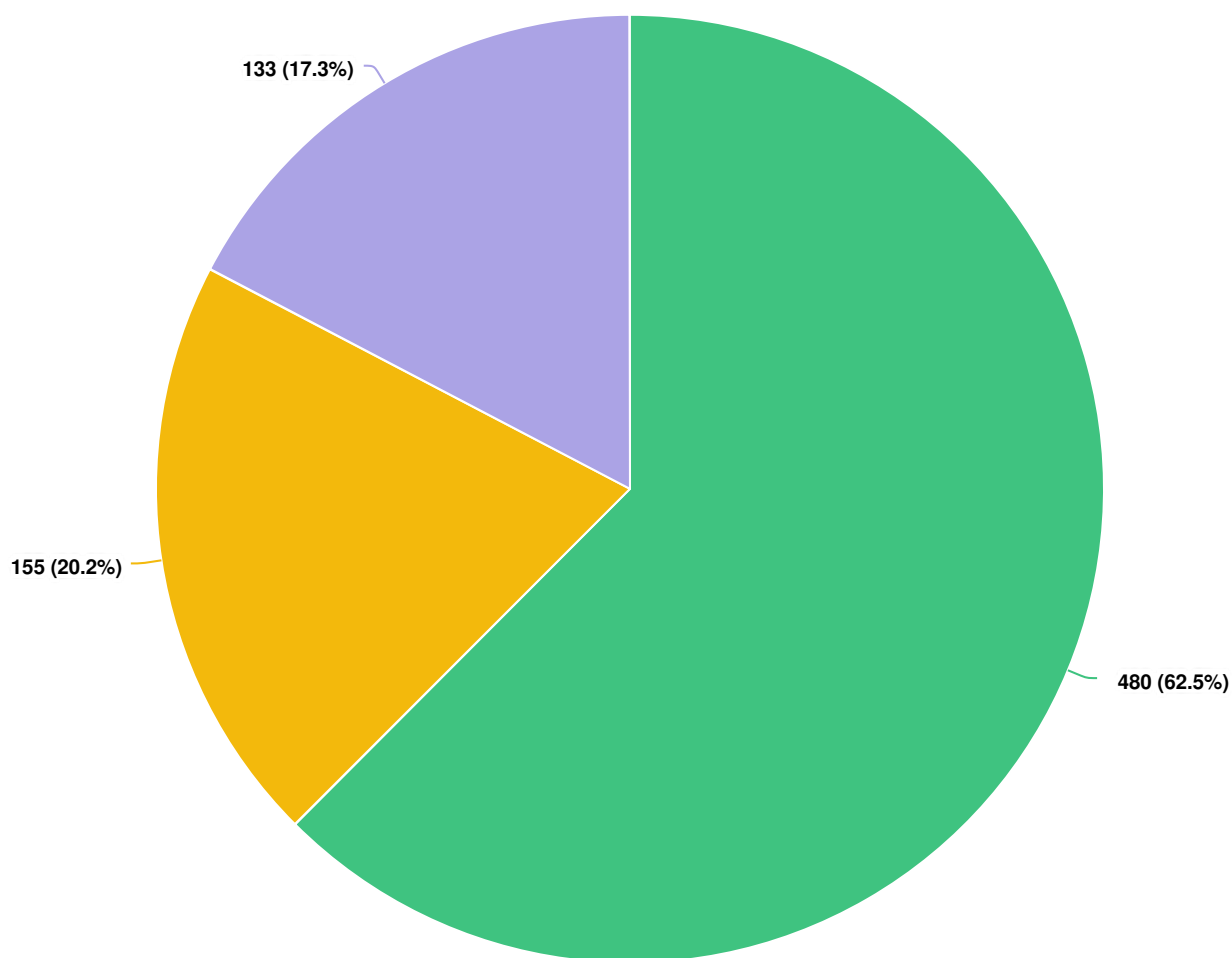


Question options

Very Unhappy Unhappy Neutral Happy Very Happy Other (please specify)

Mandatory Question (768 response(s))
Question type: Radio Button Question

Q9 Do you prefer having a consistent WMZ schedule? This year, we tried to keep the activation and relaxation of Subzones consistent. Typically, two subzones were active every week and two were relaxed, with the same active and relaxed subzones alterna...

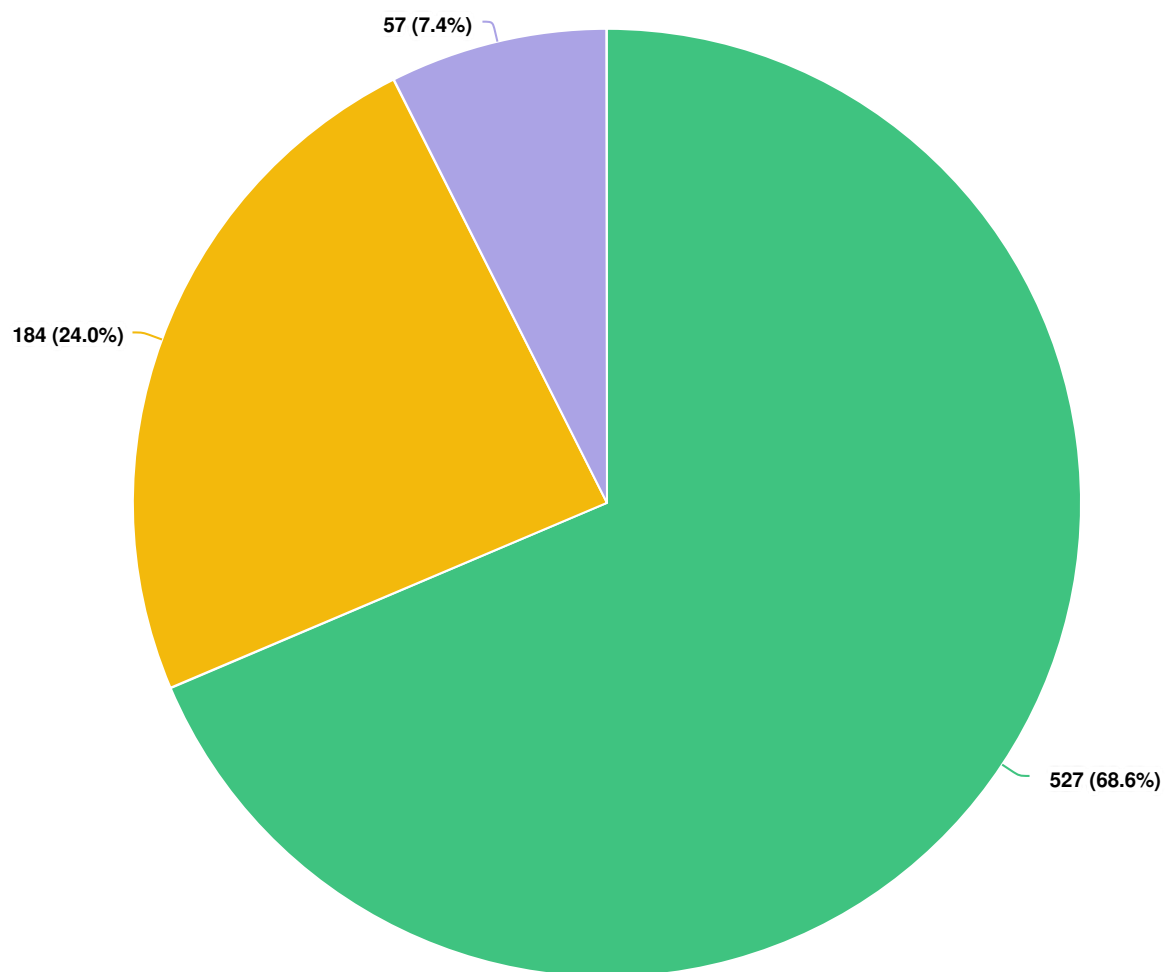


Question options

☒ Yes ☐ No, I'd prefer for Subzones to be relaxed more often ☐ Unsure

Mandatory Question (768 response(s))
Question type: Radio Button Question

Q10 Do you expect your street to receive maintenance every time your Subzone is active?
There may be times when your Subzone is active, and maintenance isn't completed on your street. If crews are removing snow and hauling it away, emergencies, weather...

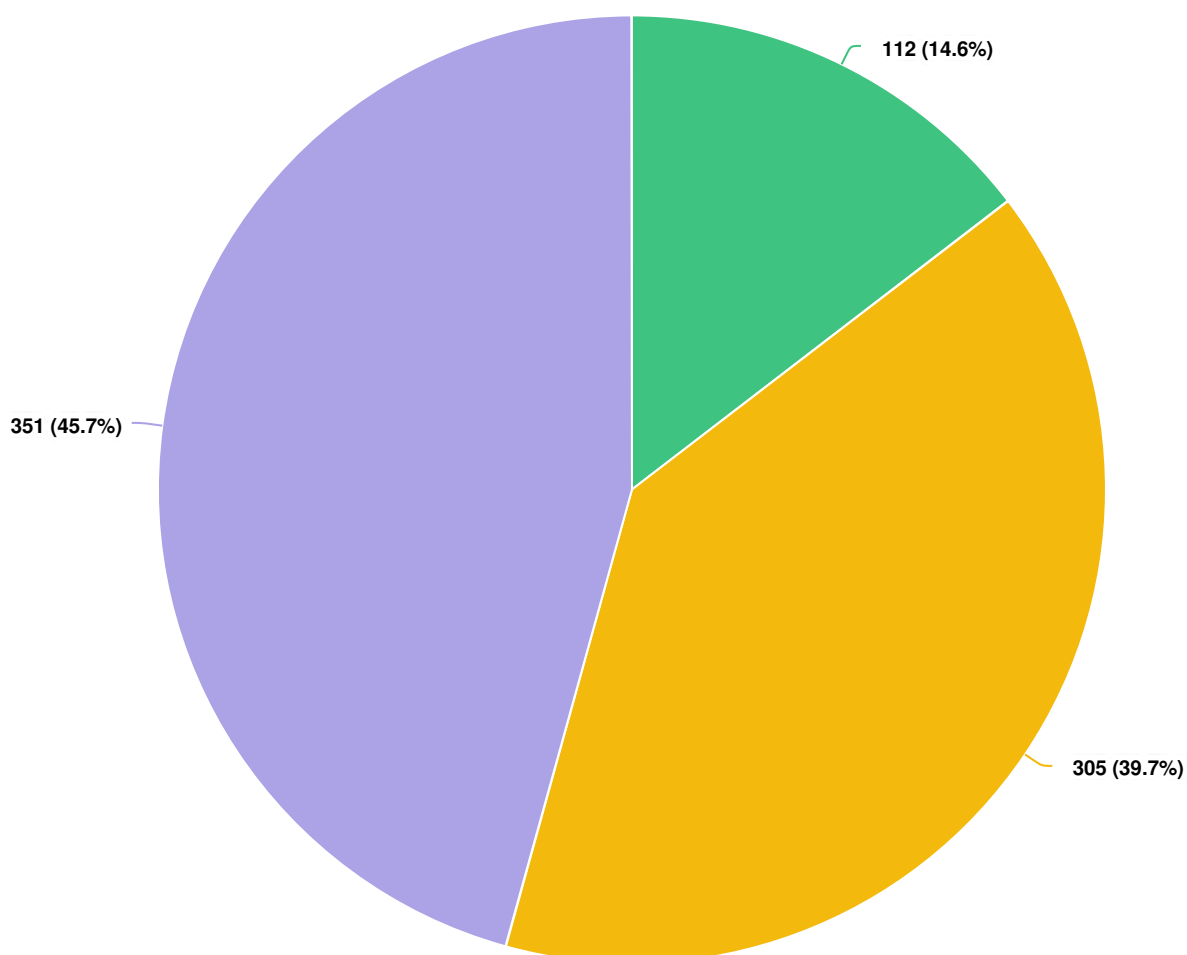


Question options

☒ Yes ☐ No ☐ Unsure

Mandatory Question (768 response(s))
Question type: Radio Button Question

Q11 Do you let your neighbour know when your Subzone is active?



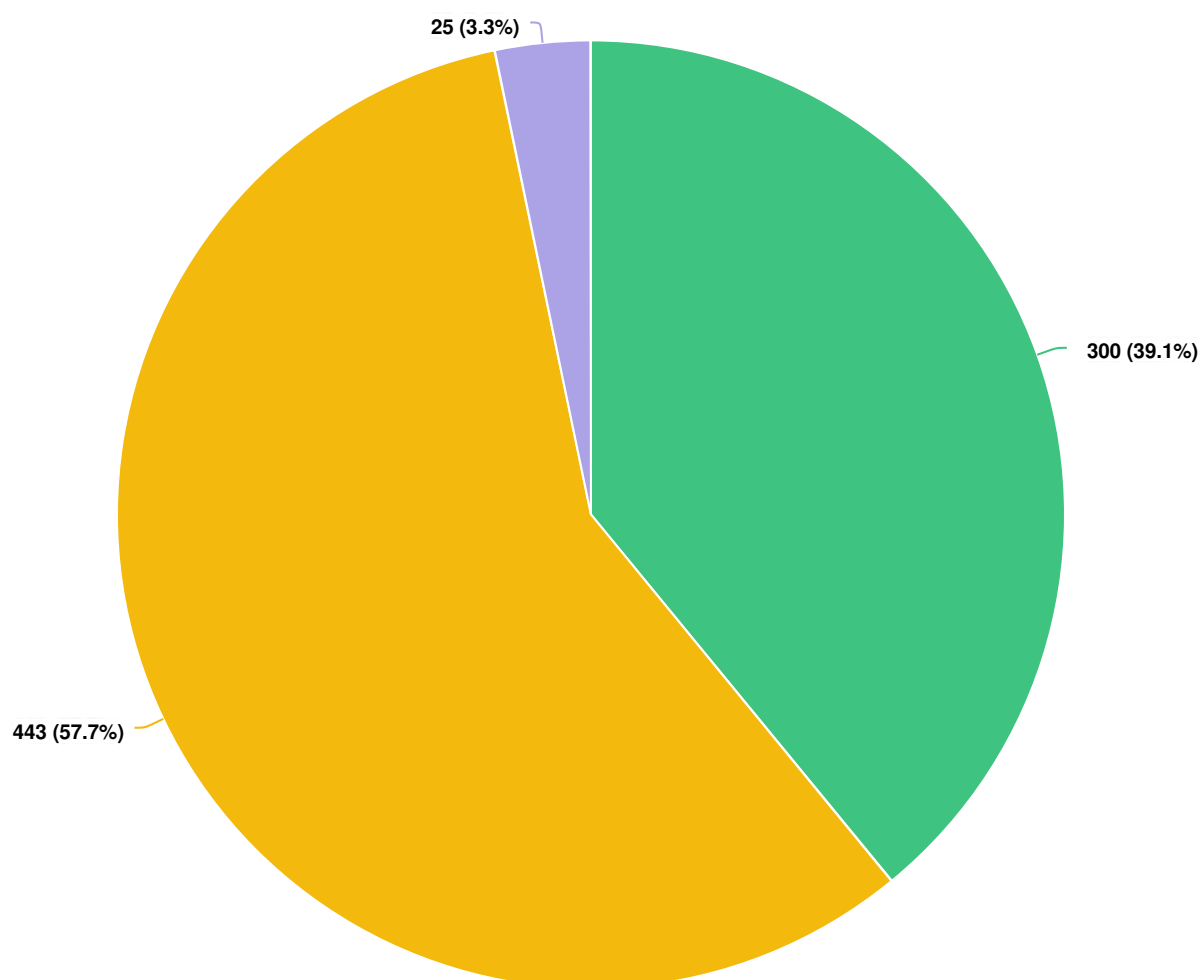
Question options

☒ Yes, every time ☐ Sometimes ☐ No

Mandatory Question (768 response(s))

Question type: Radio Button Question

Q12 Have you checked out the WMZ Progress map? [View map](#)



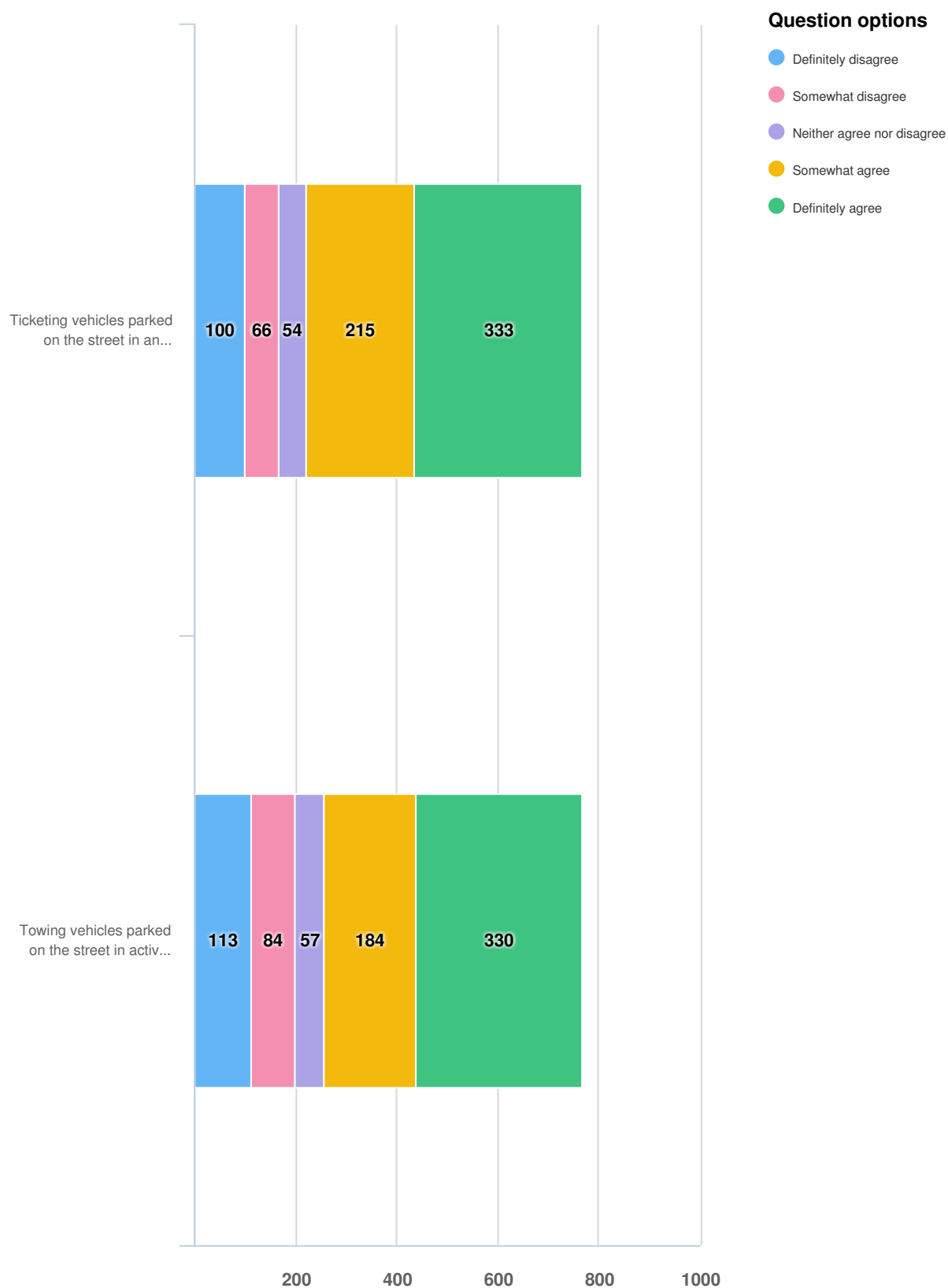
Question options

☒ Yes ☒ No ☐ Unsure

Mandatory Question (768 response(s))

Question type: Radio Button Question

Q13 Do you agree or disagree with ticketing and towing in these circumstances?

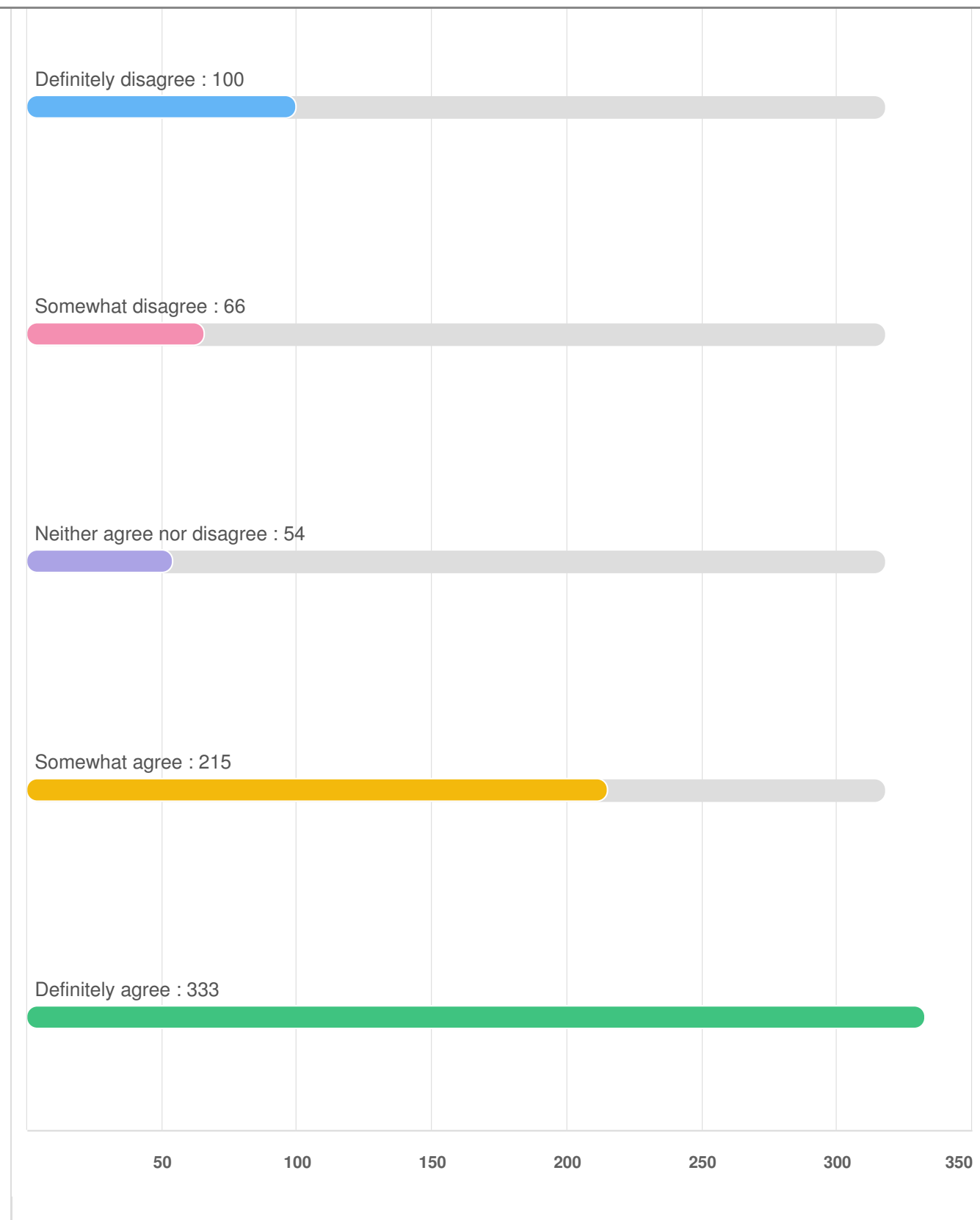


Mandatory Question (768 response(s))

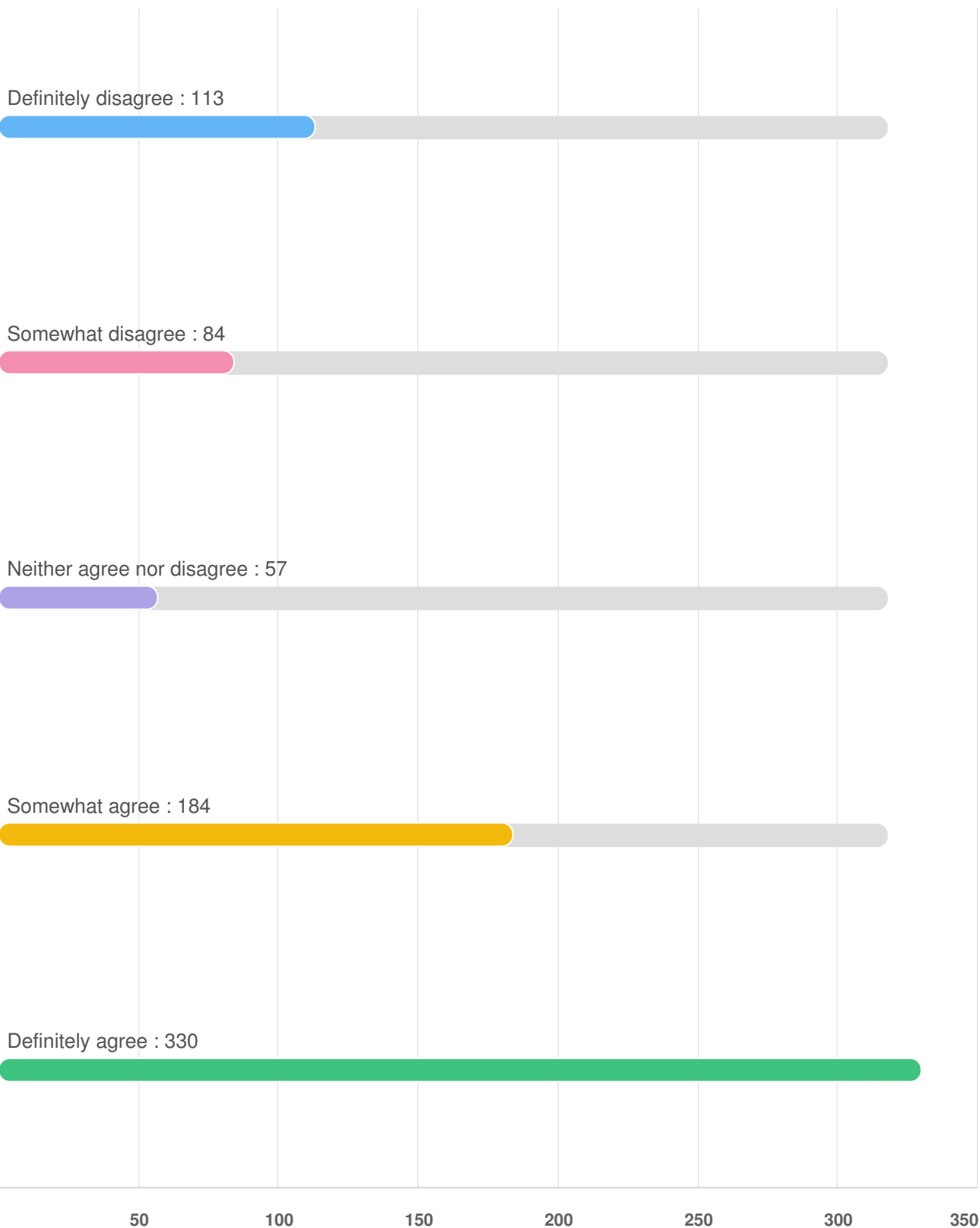
Question type: Likert Question

Q13 | Do you agree or disagree with ticketing and towing in these circumstances?

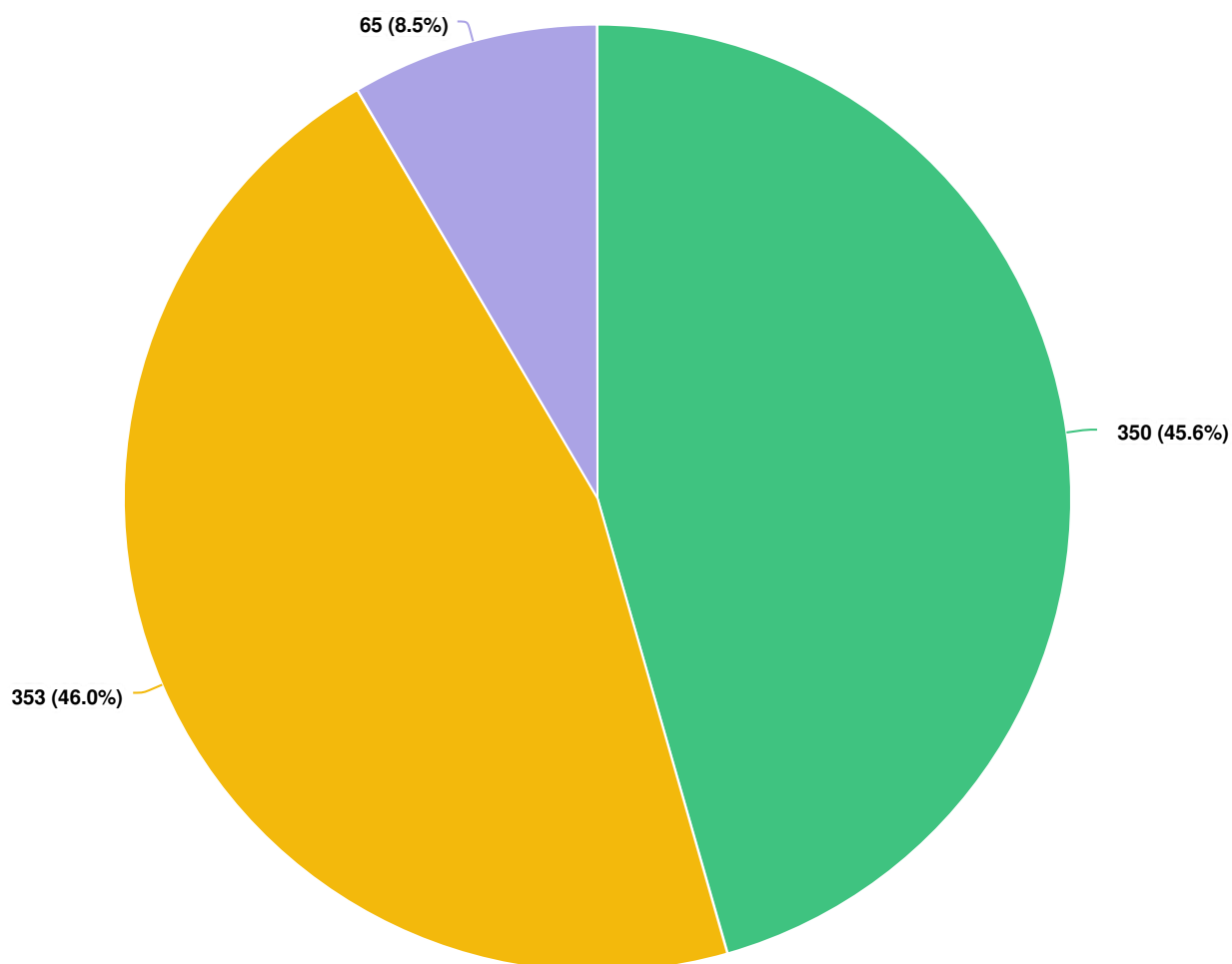
Ticketing vehicles parked on the street in an active WMZ - preventing or slowing down necessary maintenance work



Towing vehicles parked on the street in active WMZ - preventing or slowing down necessary maintenance work.



Q14 Did you know that the Municipality does not receive any revenue from towing and impounding vehicles? A third party performs these functions.

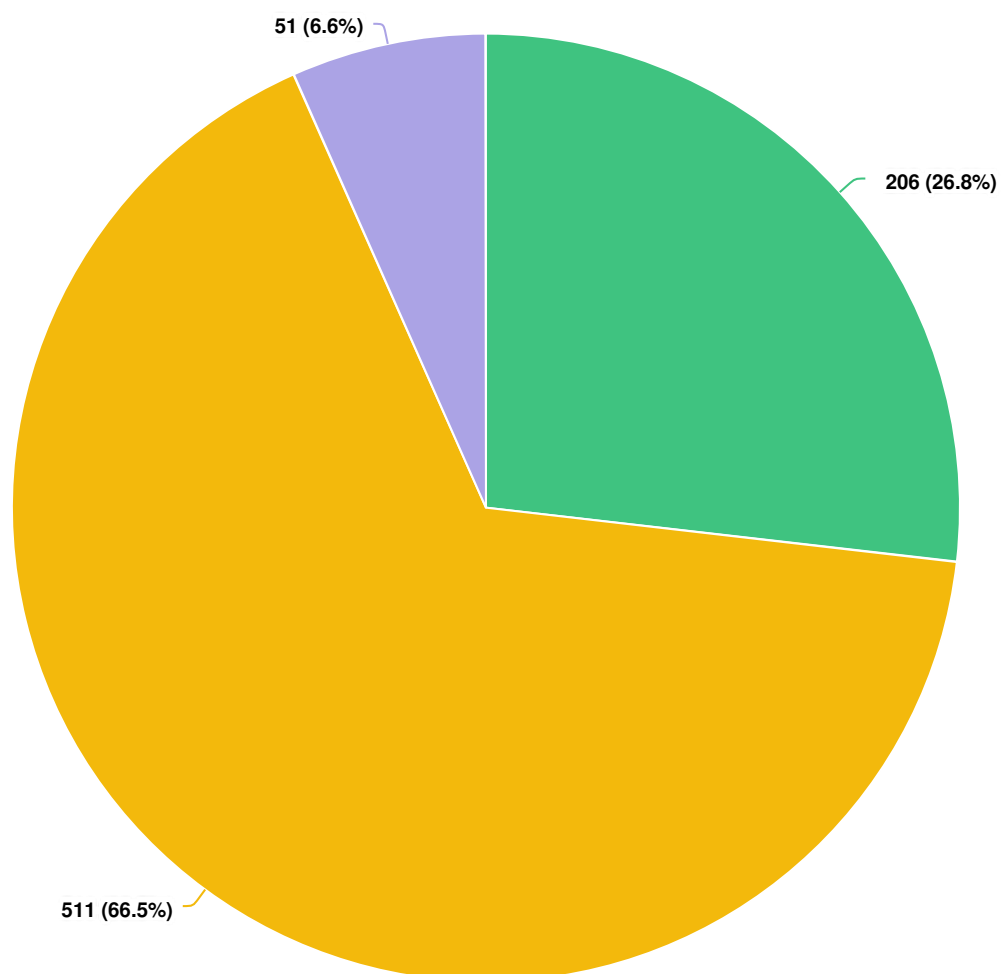


Question options

☐ Unsure ☐ No ☐ Yes

Mandatory Question (768 response(s))
Question type: Radio Button Question

Q15 Did you know that the revenue from tickets is used to support the Community Investment Program grants to local non-profit organizations?

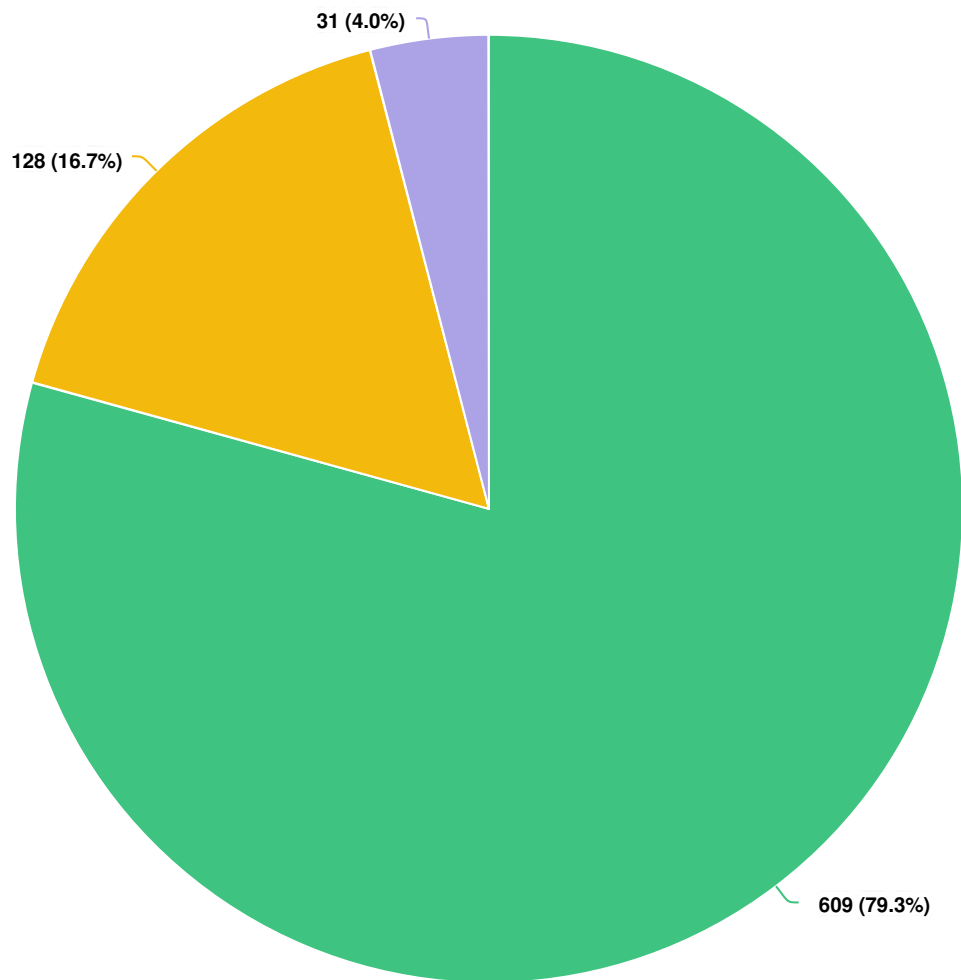


Question options

☐ Unsure ☐ No ☐ Yes

Mandatory Question (768 response(s))
Question type: Radio Button Question

Q16 Are you aware that the WMZ program provides two different types of services – snow plowing and snow removal? This past year, every residential street in the WMZ program had a complete snow removal performed at least once. Snow removal takes a lot l...

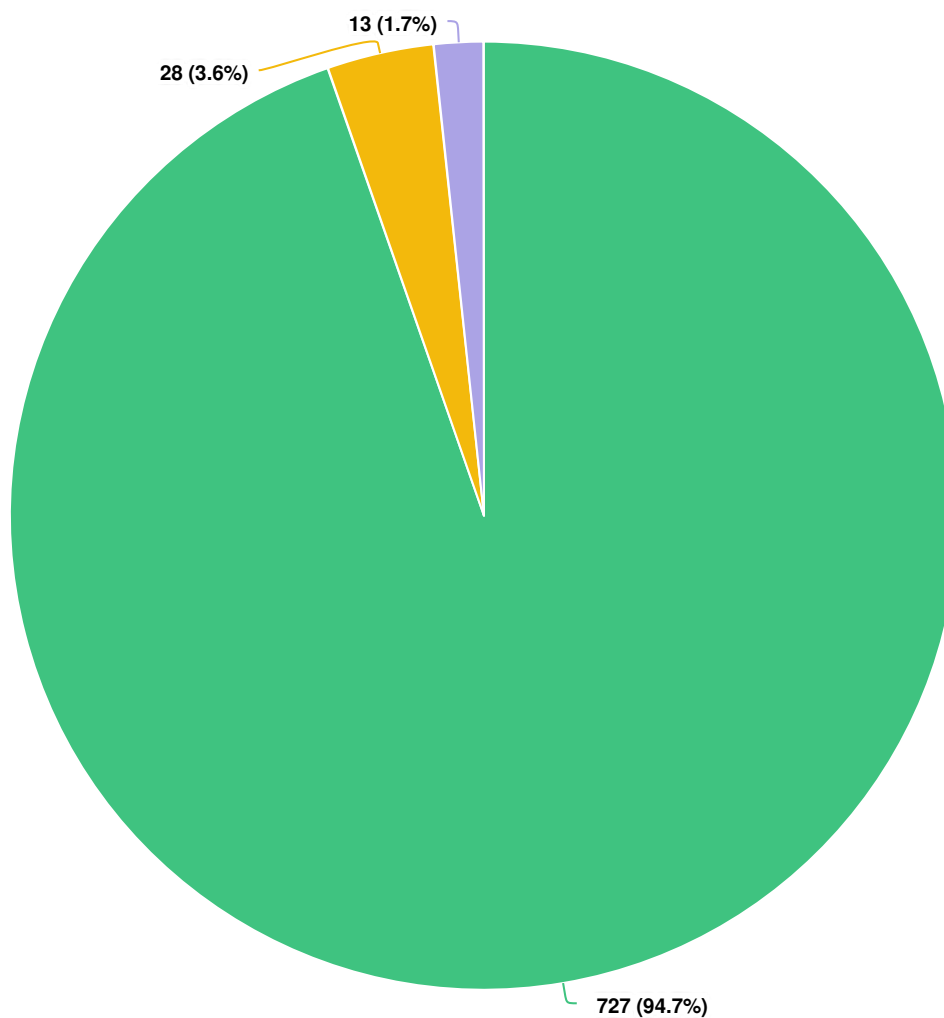


Question options

☐ Unsure ☐ No ☒ Yes

Mandatory Question (768 response(s))
Question type: Radio Button Question

Q17 Did you know it's the property owner's responsibility to clear all sidewalks adjacent to their property within 48 hours after a snow fall?

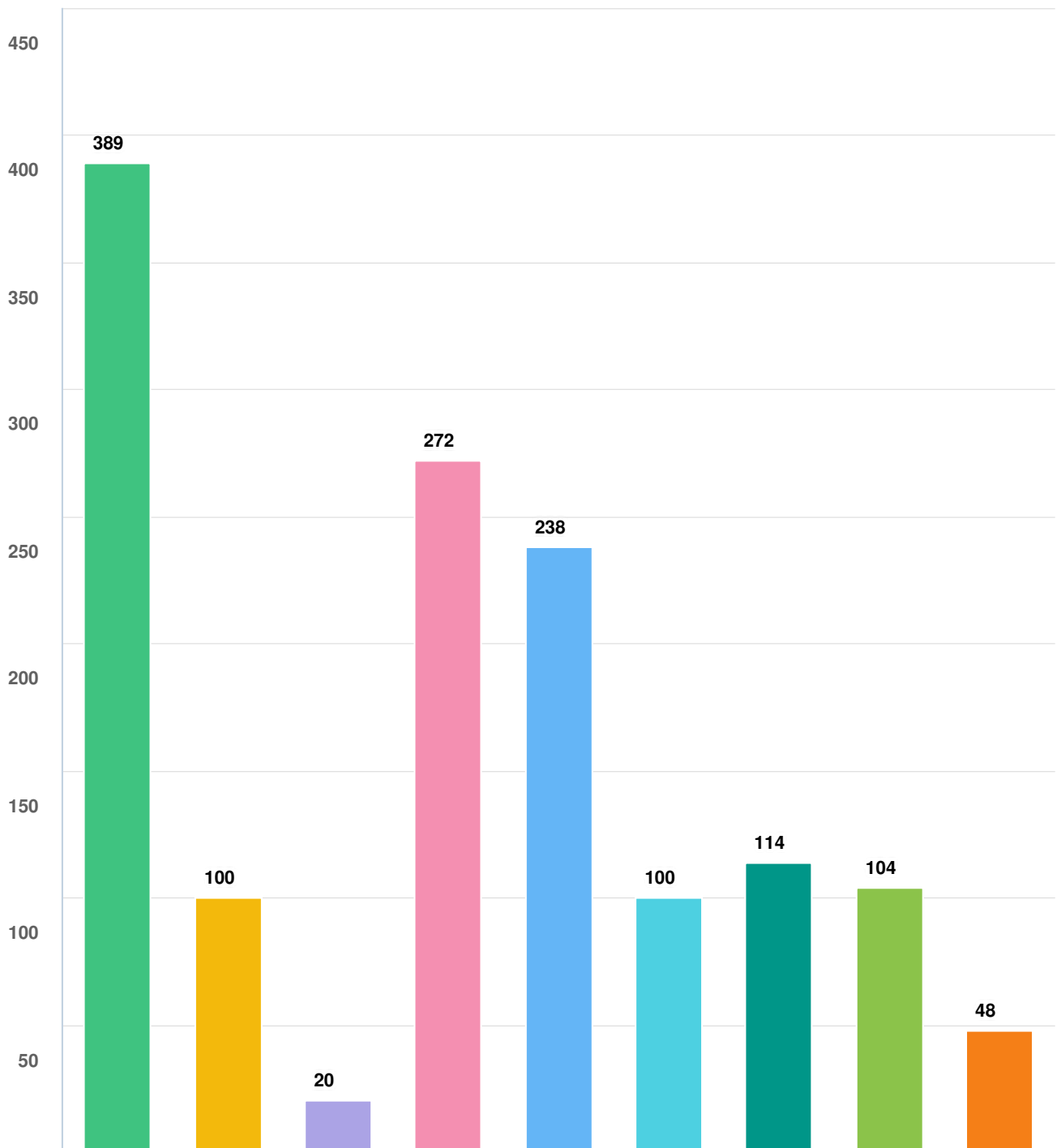


Question options

☐ Unsure ☐ No ☐ Yes

Mandatory Question (768 response(s))
Question type: Radio Button Question

Q18 How do you receive updates about the WMZ program?



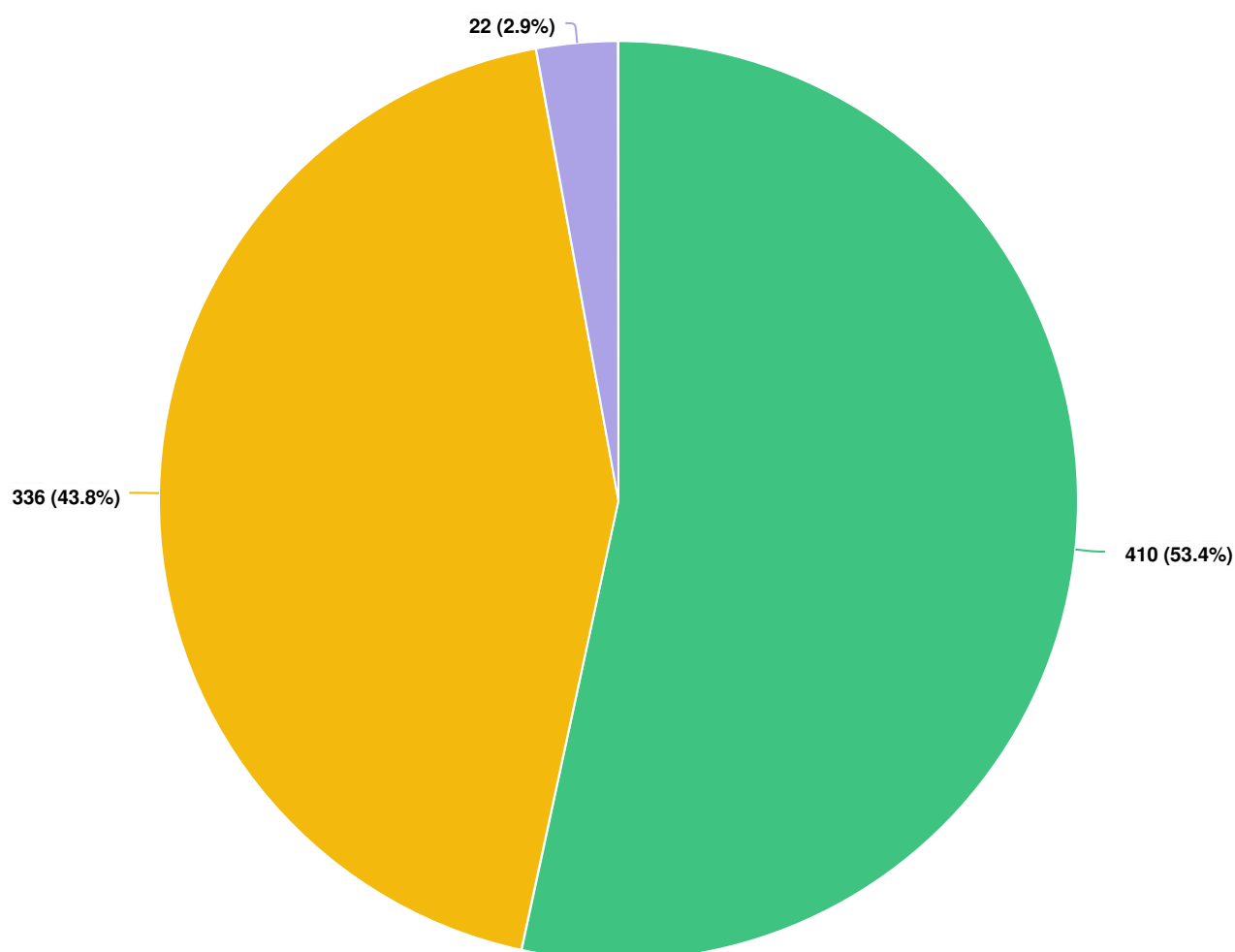
Question options

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

Mandatory Question (768 response(s))

Question type: Checkbox Question

Q19 Did you know that you can sign up for weekly WMZ email alerts? [Sign up here](#)



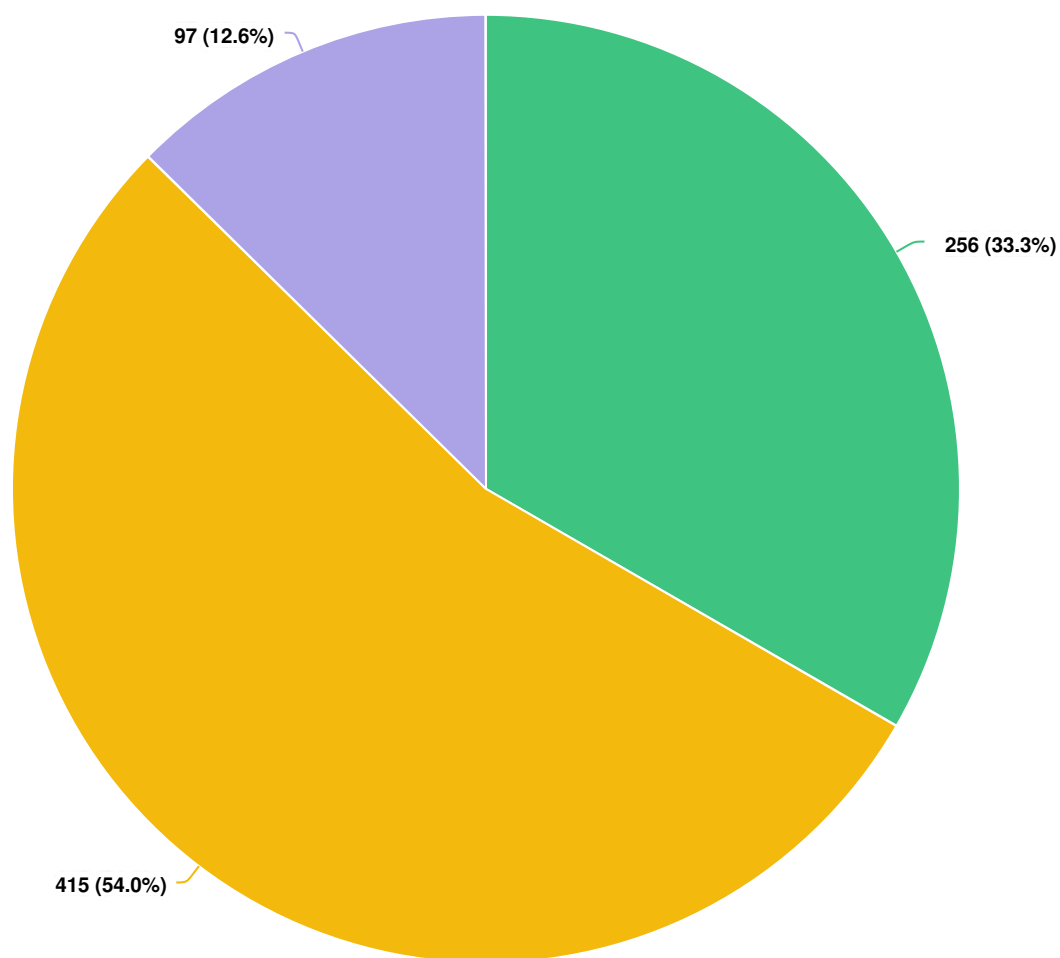
Question options

☐ Unsure ☐ No ☐ Yes

Mandatory Question (768 response(s))

Question type: Radio Button Question

Q20 | The Covid-19 Pandemic has changed a lot of how we operate, including where we work from. This could impact on-street parking as more people have been working from home. In your opinion, has this changed street parking habits in your neighbourhood?



Question options

☐ Unsure ☐ No ☐ Yes

Mandatory Question (768 response(s))
Question type: Radio Button Question

