

Mayor's Town Hall on Snow and Ice Response

Public Engagement Summary

On February 27, 2023, from 7–9pm, 24 participants attended a town hall meeting to learn about the City's snow and ice response, provide their feedback and ask questions to Council and staff.

Key Findings: what we heard from participants

Some common themes that emerged for each topic area across all methods of participation are noted below, along with some common feedback received around that theme:

1. Road Priorities and Issues

Theme 1: Priority 1 and 2 roads, as well as the contracted route, are well serviced

- The St. Johns-Barnet Highway corridor received only positive feedback.
- Requests for improvement were noted on only a few segments of Priority 1 and 2 roads.

Theme 2: Improvements to service on Priority 3 roads are desired

- Increased frequency and quicker response times were common requests.
- Many varying suggestions were heard on how to improve this service.

Theme 3: There is a willingness among participants to increase the budget to increase service

- 10 of the 13 participants who responded to the survey question chose to enhance service levels by collecting a larger dollar amount.
- Multiple suggestions were made to increase staff, equipment, and budget.

2. Pedestrian Area Priorities and Issues

Theme 1: Improved pedestrian safety is a high priority

- Snow piling, ice and flooding concerns were frequently mentioned as challenges at let downs, intersections, traffic islands, and in parking spots designated for those with disabilities.
- Requests were heard to increase efforts on pedestrian areas.

Theme 2: Businesses and residents need to fulfil their snow clearing responsibilities

- 50 of the 67 pedestrian areas identified as needing improvements are subject to the Sidewalk and Boulevard Maintenance Bylaw. 17 of these flagged areas are located on a designated Priority Pedestrian Route.

Theme 3: Park and facility areas are well serviced

- Shoreline Trail received only positive mentions.
- Requests for improvements to pedestrian areas were noted around a few facilities.

While public engagement results may provide the City with valuable information, please note the views expressed do not necessarily reflect the views of all Port Moody residents.

3. General feedback

Theme 1: Increase communication, education, and reporting

- Better manage service expectations through increased online communication.
- Provide more information on snow etiquette, catch basin clearing, and requirements for snow removal by residents and businesses.

Theme 2: Strengthen community support and assistance

- Develop a community snow clearing program to match those in need with volunteers and/or resources.

Theme 3: Use bylaws and enforcement

- Increase enforcement of current Sidewalk and Boulevard Maintenance Bylaw.
- Introduce and enforce winter parking rules.

Detailed feedback results from each method of participation

The detailed town hall feedback results are included on the following pages, grouped by the three methods that participants used to share their thoughts:

[A\) Breakout group discussion worksheets](#)

[B\) Dotmocracy maps](#)

[C\) Feedback forms](#)

Comments are presented verbatim, including typos and grammatical errors.

A) Breakout Group Discussion Feedback

Participants were divided into five breakout groups with Council and staff present to listen at each table. Each group spent about 15–20 minutes on three topic areas.

Discussion Topic #1: Road Priorities and Issues

What's working well?	What needs improvement?
<ul style="list-style-type: none"> Noons Creek Clearing Main roads are clear Sidewalk maintenance parks Barnet and St. Johns well cleared priority 1 and 2 generally ok priority 2 Forest Parkway outstanding service compared to others Priority 1 well served 	<ul style="list-style-type: none"> Plow spillover onto sidewalk Having 3 priorities San Remo needs prioritization up from 3 emergency vehicles have not been able to access snow clearing gets pushed into handicap spots policy for larger developments Onni/Bosa that a snow deposit area map is provided to the city and private contractors to ensure accessibility and emergency vehicle access manual snow removal on traffic islands no snow piling in disabled spots Barnett Hwy keep up/Burnaby steep hills from David need more attention level 2 and 3 side streets catch basins in flood prone areas make staff get out and shovel priority 1 on level ground don't be obsessed with bare contact flexibility scheduling
How can the public help the City?	
<ul style="list-style-type: none"> Do not drive without proper tires Do not abandon vehicle Markers for catch basin better communication about how priority route clearing actually works advise people that live on priority 3 streets of winter challenges and issues to expect signage? more work on priority 3 stick to the policy 	
Ideas or priorities for service improvements if you are generally in support of an increase to the budget for snow and ice response	Ideas for service improvement that may be possible within the current budget level
<ul style="list-style-type: none"> Add more categories and include elevation e.g. 3a, 3b, 3c Tow illegally parked vehicles that can't drive because of no snow tires Increase spending on priority 3 routes that have hills or access that prevents safe entrance and exit need more equipment/personnel more staff what it costs vs what can be reduced is it possible to not have some 3s done ie. Burnaby 	<ul style="list-style-type: none"> GPS live tracking for staff and all vehicles Mini plow following plow on main routes for windrow effect not all priority 3 roads are equal flat roads less important than slopes winter parking rules change only one side of the street like in other cities College Park could be plowed less Plow Barnett on the way to western neighborhoods Push translink for a regional fleet on Priority 1

Discussion Topic #2: Pedestrian Area Priorities and Issues

What's working well?	What needs improvement?
<ul style="list-style-type: none"> • Parks staff cleaning sidewalks • Some city sidewalks are cleared • Well cleared around Inlet Station • Sidewalks priority 1 are cleared • Home owners and businesses most are cleared of snow • Sidewalks around city parks and facilities are cleared 	<ul style="list-style-type: none"> • Plow windrow effect • mark catch basins • do not store snow in disabled parking spots • transition between road, parking and sidewalk • remove slip lanes from high pedestrian areas • Awareness & Communication to Private Residents • City responsibility properties between residential responsible areas needs improvements • Let down clearing • loco and Heritage Mountain Intersection not cleared • Locations and best practices for resident business snow clearing and piling location • San Remo bollard clearing for pedestrian and bike lane area • 800m radius from stations not cleared adequately especially foot of Heritage Mountain • Enforce bylaws • Moody centre skytrain sidewalks cleared but not the let downs • north side of klahanie overpass • st johns intersections • loco intersections • city hall frontage is taped off • intersection snow pile up from plows, impacts all • Heritage mountain pedestrian safety access all at snow once through upgrades and sidewalk redesign • clearing basins and flooding at crosswalks days later • signs • expectation setting • anything except civic precinct ie HME • accept more people walking strolling off the mountain • enforcing bylaw • gatensbury higher
How can the public help the City?	
<ul style="list-style-type: none"> • clear catch basins • education and be prepared for your responsibility • educate residents and businesses on responsibilities for clearing now • businesses need to contain snow on their property and not push and pile on city land • registry of citizens needing help • organizing volunteers to clear and registry • city app • the bylaw adhere to 	
Ideas or priorities for service improvements if you are generally in support of an increase to the budget for snow and ice response	Ideas for service improvement that may be possible within the current budget level
<ul style="list-style-type: none"> • Add more small equipment and contractors • to help side streets and pedestrians/let downs and invest in educating the public • more improvement for active transportation and snow clearing • increase staff to respond • more staff temporarily or contract • no budget increases • 	<ul style="list-style-type: none"> • Youth group volunteers for senior snow clearing assistance • Increase priority and locations and revisit the map of what a category 3 is • Need to look at prioritizing mobility access • ton of plowing for Mups • on Heritage Mountain Blvd. push fast lanes into middle snow meridian rather than to the outsides of the road (there is drainage in the middle) • increased bylaw enforcement • report issues app • remove snow • link empty home tax data to id gaps • creative use of signage

Discussion Topic #3: General feedback

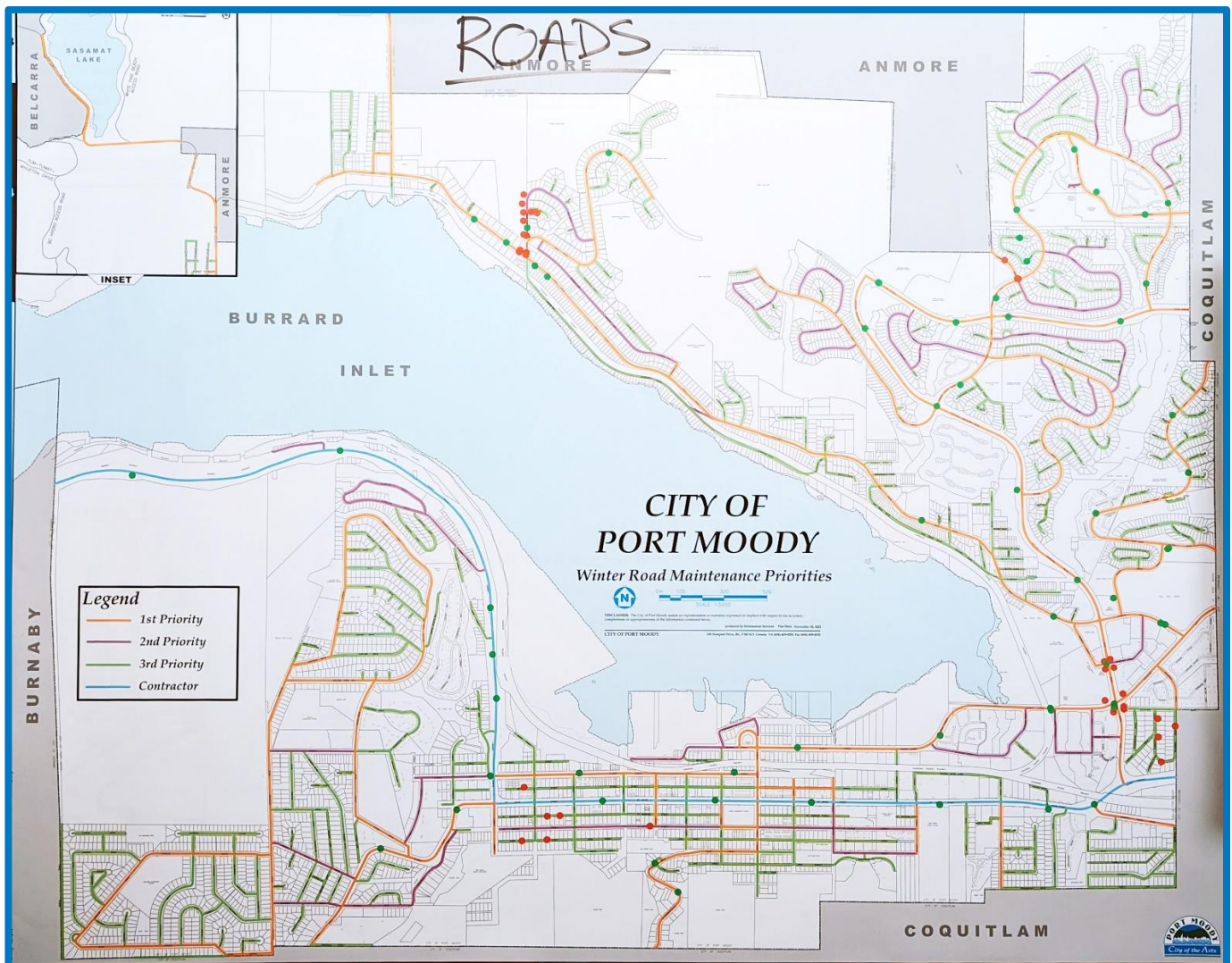
What's working well?	What needs improvement?
<ul style="list-style-type: none"> • Main roads • Parks • public engagement education • Billboards • presalting to early roads and sidewalks 	<ul style="list-style-type: none"> • Communication on snow removal progress ect (eg Poco) • Engage with residents on social • Educate and share real situations • Show etiquette • look at multi solving for street design and snow clearing (pedestrian walkways seperated) • Encourage City to solve multiple problems at once and incorporate better street design to solve: Pedestrian separation and safety, vehicle speeding, on-site snow storage from plows without affecting sidewalks • Need mobile app to report issues
How can the public help the City?	
<ul style="list-style-type: none"> • Clean culverts • Don't drive • Don't park on street • clearing drains and fire hydrants • do not park on streets in winter • help your elderly and disabled neighbours • sponsor a street program (for snow) • keep abreast of pedestrian traffic with Business and development • commission more/enhance snow angels adopt a street 	Ideas for service improvement that may be possible within the current budget level
Ideas or priorities for service improvements if you are generally in support of an increase to the budget for snow and ice response	
<ul style="list-style-type: none"> • Increase budget to ensure surplus • Uber for clearing e.g. snowblowers • more staff • more casual employs • students for volunteer points/hours 	<ul style="list-style-type: none"> • On call/ aux drivers • sharing/signing out/borrowing snow shovels • can we use plows on pickups for smaller jobs to optimize fleet • targeting arterials with children • have province mandate snow tires for all winter-driving • lower mainland rule

B) Dotmocracy maps

There was one map with road priority routes and one with pedestrian priority routes. Participants were invited to add dots on each of these maps – using red dots to show where they thought improvements were needed and green dots to show areas that they found were serviced well.

1. Feedback on Roads

- The contracted service route along the St. Johns Street-Barnet Highway corridor received exclusively positive feedback.
- Areas for improvement were primarily focussed on Priority 3 roads, except for two sections of Priority 1 road and three sections of Priority 2 road.



2. Feedback on Pedestrian areas

(Note that where dots placed on the 'Roads' map were clearly intended for pedestrian areas, that feedback has been included in this section)

Privately maintained pedestrian areas:

- 50 of the 65 pedestrian areas identified as needing improvements are subject to the Sidewalk and Boulevard Maintenance Bylaw.
- 17 of these locations are located on a priority pedestrian route.

City-serviced pedestrian areas:

- Of the 15 areas identified as needing improvements, four were Priority 1 areas and 11 were Priority 2 areas.

Parks and Facilities:

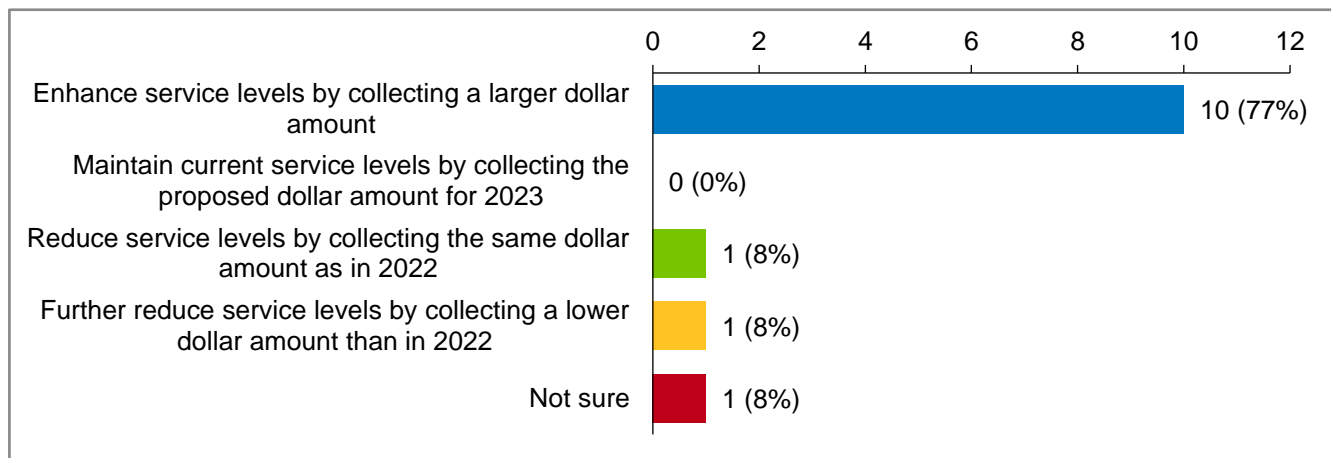
- Shoreline Trail received only positive mentions
- Key areas noted for improvement included: City Hall and Recreation Centre Complex, as well as sidewalks fronting Flavelle Park, Pioneer Park, and the Inlet Centre Fire Hall



C) Feedback form results (n=13 submissions)

Q1. Service adjustments and your taxes

To maintain the current service levels for snow and ice response, in the 2023 Budget we're proposing to collect \$18 (compared to \$16 in 2022) from the average household. Thinking about the sample scenarios and associated costs for incremental service adjustments that were shown in the presentation, as well as the discussions you've just participated in, which of these options do you prefer when Council considers the 2023 Budget? (Choose one only):



If you selected that you'd like to enhance service levels by collecting a larger dollar amount, is there a specific snow and ice service change you'd like to see (eg: local roads, specific pedestrian areas)?

1. Raise the rates to \$50
2. Adopt an auxiliary driver service
3. Make a storm drain
4. Purchase more small plows
5. Specific clearing of sidewalks covered by "spillover" effects of final road clearing/widening
6. Better pedestrian access with stronger focus on commercial property on St Johns
7. Better clearing at Newport/Suter Brook intersection
8. Better pedestrian clearing
9. I do not believe that my concerns if addressed would cause a significant additional cost
10. Please clear the walking areas in the 800 m area #1 particularly the intersection of the base of Heritage Mtn Bld.
11. Like to see more priority on pedestrian walks MUP's
12. Gain more staff for standby drivers
13. Start using staff after hours to clear snow window in traffic islands and crosswalks

14. Pedestrian and bike routes are where money needs to be spent
15. Road clearing could reasonably be reduced. We need to actually clear sidewalks.
16. Increase pedestrian access - let down and bus stop
17. Look at Priority 3 roads some with hills should be Priority 2
18. Purchase needed equipment and hir more staff
19. Bus stops, sidewalks and paths to bus stops
20. Road Plow into corner let downs sidewalks
21. Sidewalks on busy pedestrian corridors
22. Presentation about costs felt based \$15 million to clear some snow

Q2. Please write any additional comments or feedback in the space below:

1. Generally good service may need to review in the late summer early fall construction projects that may effect snow removal
2. Winter: look at narrow streets going to one side parking from Dec/Feb. Not all streets. Priority 3 only
3. When presenting possible budget increases please also indicate what the City will cut back on (to find \$ from existing budget through reprioritization)
4. No parking on streets during snow events for @ least only one side of street
5. Encourage person and responsibility snow tires, shovelling ect.
6. Need to understand impact of population/growth/ densification before increasing taxes
7. Please make sure you take people with disability elderly, parents with strollers
8. The pedestrian issues are life safety and quality issues that need to be addressed
9. People being continued without being able to walk or with to transit means they are likely to drive. Whole blocks are shovelled sidewalks but then it ends at the intersection let down
10. With specific attention to key areas only you could cut budget by 10% or more
11. Most areas do not require clearing of snow fall less them 10 cm or 4 inches