



Calgary



# 2020 SNIC Pathways and Walkways Survey Report

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# Table of Contents

Methodology	3
Key Findings	4
Detailed Results	9
Demographics	20
Suggestions for Improvement 2018	22
Questionnaire	24

# Background & Methodology

## Background

Citizens' View is an online panel that encourages citizens to participate in shaping City of Calgary programs and services through surveys, discussions and engagement activities.

The objective of this research is to begin to collect some basic understanding of how Calgarians feel about Snow and Ice Clearing on sidewalks, pathways, and walkways. Similar research was conducted in 2018 with Citizens' View members and where possible, results are compared and contrasted.

## Methodology

An online survey was conducted with Citizens' View panelists beginning on March 11, 2020. The survey was sent out to 2,831 panelists. 753 panelists (27% of the outgo) completed the survey by March 18, 2020.

Statistically significant differences between 2018 and 2020 are noted with an arrow: ↑ ↓

**The following findings are not considered statistically representative of all Calgarians. The work is exploratory as a result of the make up of panelists currently on the Citizens' View panel. The results should be regarded as directional and should not be projected to the larger population without research with a representative sample of citizens.**

# Key Findings



# Key Findings

## **Respondents travel on public sidewalks and pathways during snow or ice conditions on a frequent basis, consistent with 2018.**

- Two-thirds (65%) of respondents reported traveling on public sidewalks and pathways during snow and ice conditions either every day or nearly every day and around one-in-five (17%) do so at least once a week.
- One-in-ten (11%) travel on public sidewalks and pathways during snow and ice conditions occasionally but less than once a week and 7% rarely or never do so.

## **Ratings of the job The City does in providing safe sidewalk and pathway conditions during snow and ice conditions for those with and without mobility challenges have jumped since the 2018 survey.**

- This year, 38% of respondents rated the job The City does in providing safe sidewalk and pathway conditions during snow and ice conditions for those without mobility challenges as 'good' or 'very good,' up from 16% in 2018. The proportion rating the job as 'acceptable' remained consistent with 2018 results, at 35%. Ratings of 'poor' or 'very poor' dropped from 49% of respondents in 2018 to 26% this year.
- In 2018, only 6% rated the job The City does in providing safe sidewalk and pathway conditions during snow and ice conditions for those with mobility challenges as 'good' or very good.' This year, 17% gave a rating of 'good' or 'very good.' Ratings of 'acceptable' rose from 15% in 2018 to 27% this year while ratings of 'poor' or 'very poor' dropped significantly, from 73% to 49%.



## Key Findings – cont'd

**Of the potential changes for improving safety conditions, the one with the most support was increasing enforcement of current City bylaws and issuing fines to homeowners and businesses that don't remove snow from the walks in front of their properties.**

- Respondents were read potential things The City could do to improve safety conditions during snow and ice conditions and were asked about their agreement with each one. By far the action with the greatest proportion of respondents (80%) agreeing ('strongly' or 'somewhat') was increasing enforcement of City bylaws and issuing fines to homeowners and businesses that don't remove snow from the walks in front of their properties, consistent with 2018. Around one-half (54%) 'strongly' agreed with this action.
- There was substantially less support for changing the bylaw to require property owners to clear windrows away from wheelchair ramps adjacent to their property to improve accessibility to citizens with mobility issues (48% agreed either 'strongly' or 'somewhat'), although this was slightly higher than in 2018 (42% agreed). There was similarly less support for changing the bylaw to require homeowners to clear walkways and lane aprons adjacent to their property (44% agreed 'strongly' or 'somewhat'), consistent with 2018.
- A majority (63%) agreed ('strongly' or 'somewhat') with the idea of increasing the budget for snow and ice removal on sidewalks, although this is down from 72% in 2018.
- Just over one-half (57%) agreed ('strongly' or 'somewhat') that The City should partner with Community Associations to identify high priority areas to be cleared and pass on the cost of clearing through a community levy. This was consistent with the 2018 survey results.
- On par with 2018, around one-half (53%) agreed ('strongly' or 'somewhat') that The City should increase priority for clearing sidewalks and pathways even if it means that some streets might not be cleared as quickly.

## Key Findings – cont'd

**Compared to 2018, this year fewer respondents reported frequently or often having difficulty walking on the sidewalk and/or a pathway because it wasn't clear, crossing the street because it wasn't clear, and/or accessing transit because the area around the bus stop/station was not clear.**

- This year, around one-half (53%) reported frequently or often having difficulty walking on the sidewalk because it wasn't clear, down from 62% in 2018.
- While around one-half (53%) reported in 2018 that they had frequently or often had difficulty walking on a pathway because wasn't clear, only two-in-five (41%) reported this in 2020.
- Frequently or often having difficulty crossing the street because the street wasn't clear was down 19 percentage points in 2020, from 57% in 2018 to 38% in 2020.
- A minority of respondents (20%) reported in 2020 that they've frequently or often had difficulty accessing transit because the area around the bus stop/station wasn't clear, down from 35% in 2018. It should be noted that this question was asked of all respondents, not only Calgary Transit users, in both 2018 and 2020 and as such, some respondent might have answered 'rarely' or 'never' as a result of not using transit. Were this question to be asked of only Transit users, the proportion frequently or often having difficulty might be higher.

**This year, fewer respondents reported frequently or often deciding to not travel by foot due to snow and ice concerns.**

- Only one-quarter (26%) of respondents reported they've frequently or often decided against traveling on foot because of concerns that the sidewalk or pathway won't be clear of snow and ice, down from 37% in 2018. Conversely, more respondents reported rarely or never deciding to not travel on foot (44% vs. 37% in 2018). Three-in-ten (29%) sometimes decide against it.

## Key Findings – cont'd

**Respondents gave a variety of suggestions for how The City of Calgary can improve their experience using sidewalks or pathways during icy or snowy conditions, with bylaw enforcement being the single most mentioned suggestion.**

- Around one-in-five (18%) suggested The City should increase enforcement of the current snow and ice bylaw and 6% think The City should fine bylaw offenders.
- Around two-in-five (43%) suggested something related to clearing snow/ice but there wasn't a single specific mention that stood out. The suggestion most mentioned under this category was that The City clear windrows/remove snowbanks and snowdrifts (7% of respondents).
- One-quarter (24%) of respondents didn't provide a suggestion.

**The majority of respondents reported being satisfied with snow clearing on sidewalks along Calgary's main roads and with the level of snow and ice control on main roads.**

- New this year, respondents were asked to rate their satisfaction with snow clearing on sidewalks along main roads and the level of snow and ice control on main roads. The majority were satisfied ('very satisfied' or 'satisfied') with snow clearing on sidewalks along main roads (69%) and the level of snow and ice control on main roads (79%).



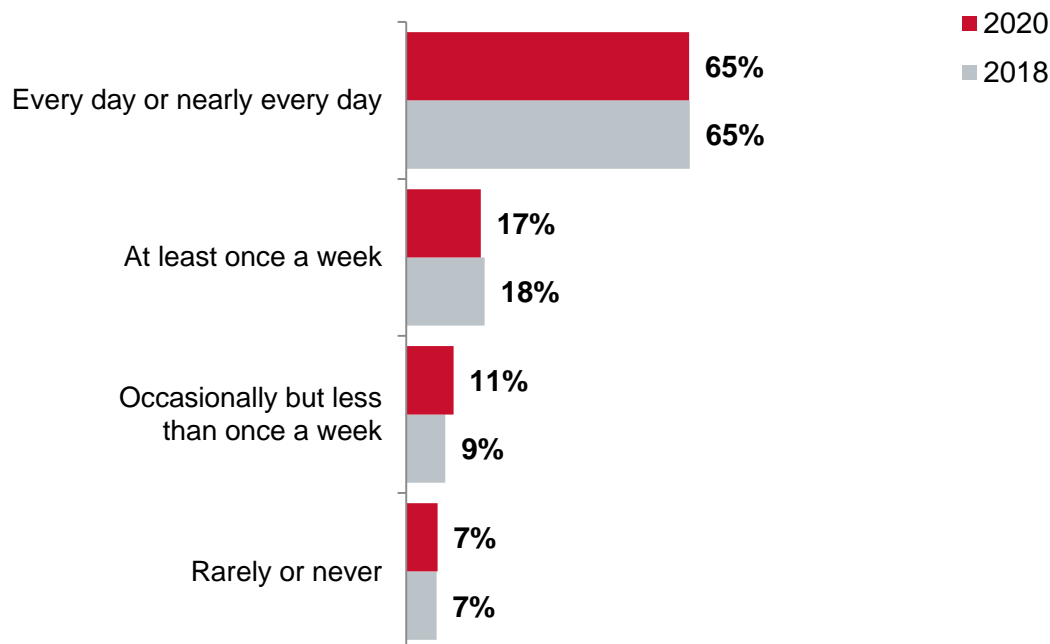
# Detailed Results



# Frequency of Travel on Sidewalks/Pathways

Frequency of travel on public sidewalks and pathways during ice and snow conditions has not changed since the 2018 survey, with the majority of respondents doing so daily or nearly every day.

## Frequency of Travel on Public Sidewalks and Pathways During Ice/Snow Conditions



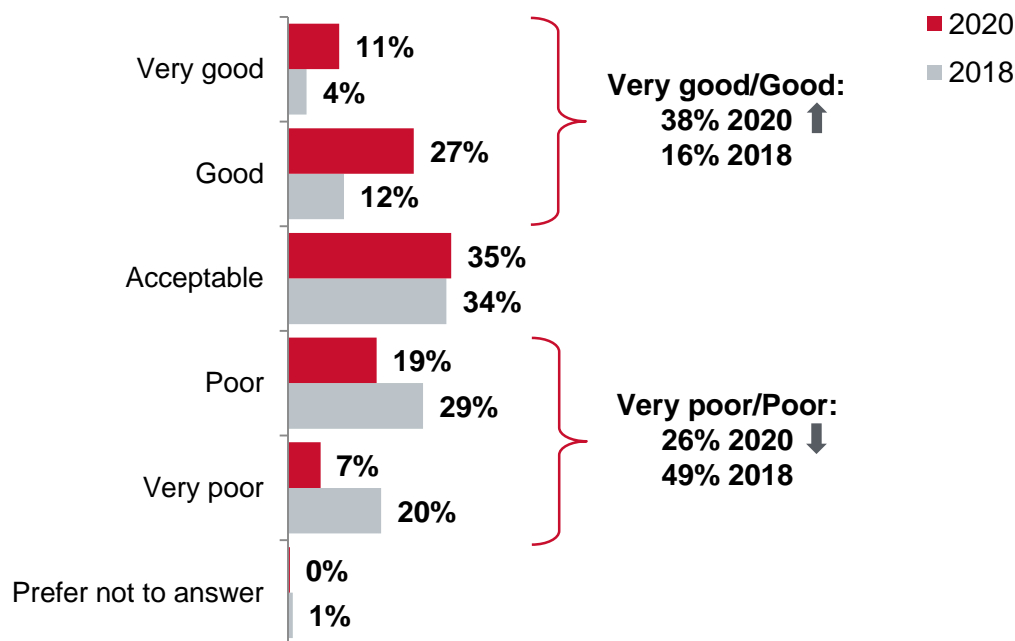
Q1. In the winter when conditions are icy or snowy, how often do you travel on public sidewalks and pathways by foot, bicycle, skateboard, scooter, wheelchair, etc.?

Base: All respondents (n=802 in 2020, n=1303 in 2018)

# Condition of Sidewalks/Pathways for Those Without Mobility Challenges

Compared to 2018, this year slightly more than twice as many respondents rated The City's performance on providing safe sidewalk and pathway conditions for those without mobility challenges during icy and/or snowy winter conditions as 'good' or 'very good.'

## Rating The City on Providing Safe Sidewalk/Pathway Conditions for Those Without Mobility Challenges



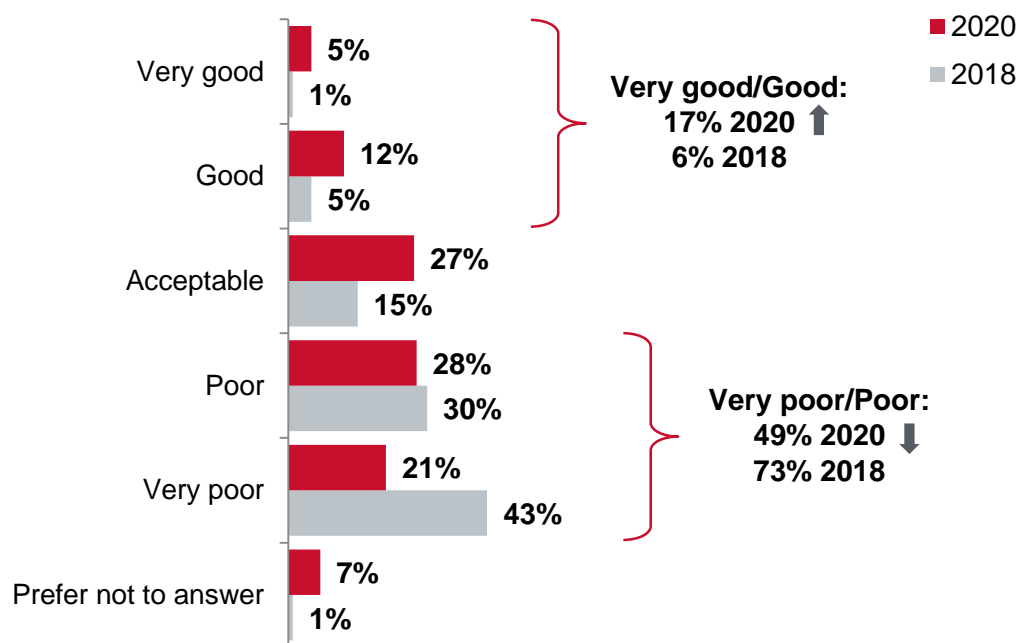
Q2. How would you rate the job that The City of Calgary does during times of icy and/or snowy winter conditions when it comes to providing safe conditions for pedestrians, cyclists and other users of sidewalks and pathways who do not have mobility challenges?

Base: Note that in 2018, all respondents were asked this question while in 2020, only respondents who had at least occasionally travelled on public sidewalks or pathways during ice/snow conditions were asked this question (n=729 in 2020, n=1303 in 2018)

# Condition of Sidewalks/Pathways for Those With Mobility Challenges

This year, nearly three times more respondents than in 2018 rated The City's performance on providing safe sidewalk and pathway conditions for those with mobility challenges during icy and/or snowy winter conditions as 'good' or 'very good.'

## Rating The City on Providing Safe Sidewalk/Pathway Conditions for Those With Mobility Challenges



Q3. How would you rate the job that The City of Calgary does during times of icy and/or snowy winter conditions when it comes to providing safe conditions for pedestrians, cyclists and other users of sidewalks and pathways who have mobility challenges?

Base: Note that in 2018, all respondents were asked this question while in 2020, only respondents who had at least occasionally travelled on public sidewalks or pathways during ice/snow conditions were asked this question (n=724 in 2020, n=1303 in 2018)

# Support for Snow and Ice Control Bylaws

Respondents continue to be supportive of increasing enforcement of existing City bylaws and issuing fines to homeowners and businesses that don't remove snow from the walks in front of their properties while remaining less supportive of changing the bylaw to make property owners responsible for clearing adjacent wheelchair ramps, walkways and lane aprons.

## Support Regarding Snow and Ice Control Bylaws to Improve Safety Conditions

■ Strongly agree ■ Somewhat agree ■ Somewhat disagree ■ Strongly disagree ■ No answer

Agree	Disagree
-------	----------

Increase enforcement of City bylaws and issue fines to homeowners and businesses that don't remove snow from the walks in front of their properties

2020 (n=712)



80%

20%

2018 (n=1303)



77%\*

22%

Change the bylaw to require property owners to clear windrows (snowbanks created from snowplows) away from wheelchair ramps adjacent to their property to improve accessibility to citizens with mobility issues

2020 (n=714)



48% ↑

50% ↓

2018 (n=1303)



42%\*

56%

Change the bylaw to require homeowners to clear walkways (connector b/w two houses joining two roads, road and lane, or road and greenspace) and lane aprons (alley entrances) adjacent to their property

2020 (n=711)



44%

55%

2018 (n=1303)



42%

57%

\*Rounding

Q4. There are decisions and actions that The City of Calgary could make to improve safety conditions during these times. How much do you agree or disagree that The City should take the following actions?

Base: Note that in 2018, all respondents were asked this question while in 2020, only respondents who had at least occasionally travelled on public sidewalks or pathways during ice/snow conditions were asked this question (n=varies)

# Support for Snow and Ice Control Changes

There's some support for increasing the budget for snow and ice removal on sidewalks (although less so than in 2018), partnering with Community Associations to identify high priority areas to be cleared (with the cost being passed on through a community levy), and increasing the priority of sidewalks and pathways at the expense of some streets being cleared quickly.

## Support Regarding Potential Snow and Ice Control Changes to Improve Safety Conditions

■ Strongly agree ■ Somewhat agree ■ Somewhat disagree ■ Strongly disagree ■ No answer

Agree	Disagree
-------	----------

Increase the budget for snow and ice removal on sidewalks

2020 (n=711)

28%

35%

23%

13%

63% ↓

35% ↑

2018 (n=1303)

36%

35%

16%

11%

72%\*

27%

Partner with Community Associations to identify high priority areas to be cleared and pass on the cost of clearing through a community levy

2020 (n=711)

24%

33%

18%

24%

57%

42%

2018 (n=1303)

25%

31%

18%

25%

56%

43%

Increase priority for clearing sidewalks and pathways, even if it means that some streets might not be cleared as quickly

2020 (n=713)

19%

35%

27%

18%

53%\*

45%

2018 (n=1303)

17%

35%

29%

18%

52%

47%

\*Rounding

Q4. There are decisions and actions that The City of Calgary could make to improve safety conditions during these times. How much do you agree or disagree that The City should take the following actions?

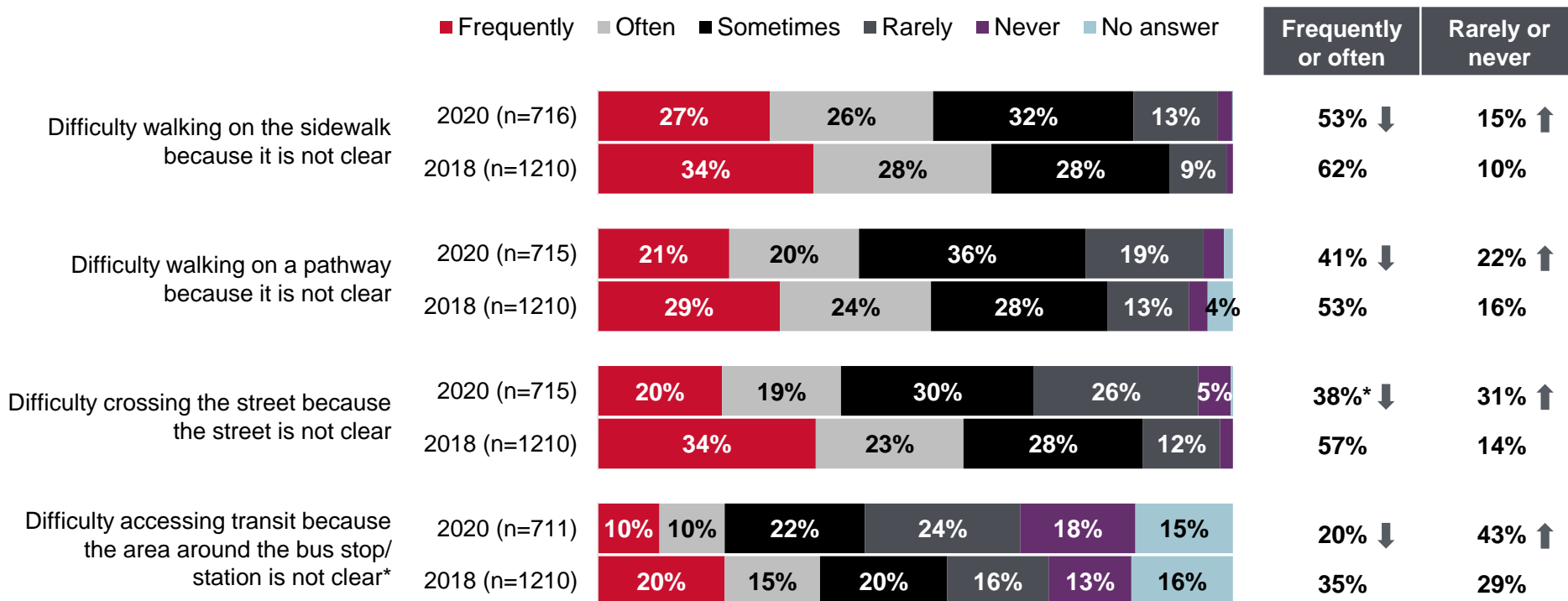
Base: Note that in 2018, all respondents were asked this question while in 2020, only respondents who had at least occasionally travelled on public sidewalks or pathways during ice/snow conditions were asked this question (n=varies)



# Difficulty Walking Due to Snow/Ice

Compared to 2018, this year fewer respondents reported frequently or often having difficulty walking on sidewalks or pathways due to them not being cleared of snow/ice, difficulty crossing the street because it wasn't cleared, or difficult accessing transit because the surrounding area wasn't cleared.

## Frequency of Difficulty Walking Due to Areas Not Being Cleared of Snow and/or Ice



\*This question was asked of all respondents (not only Transit users) so it's possible some respondents answered "rarely" or "never" because they don't use Calgary Transit.

\*Rounding

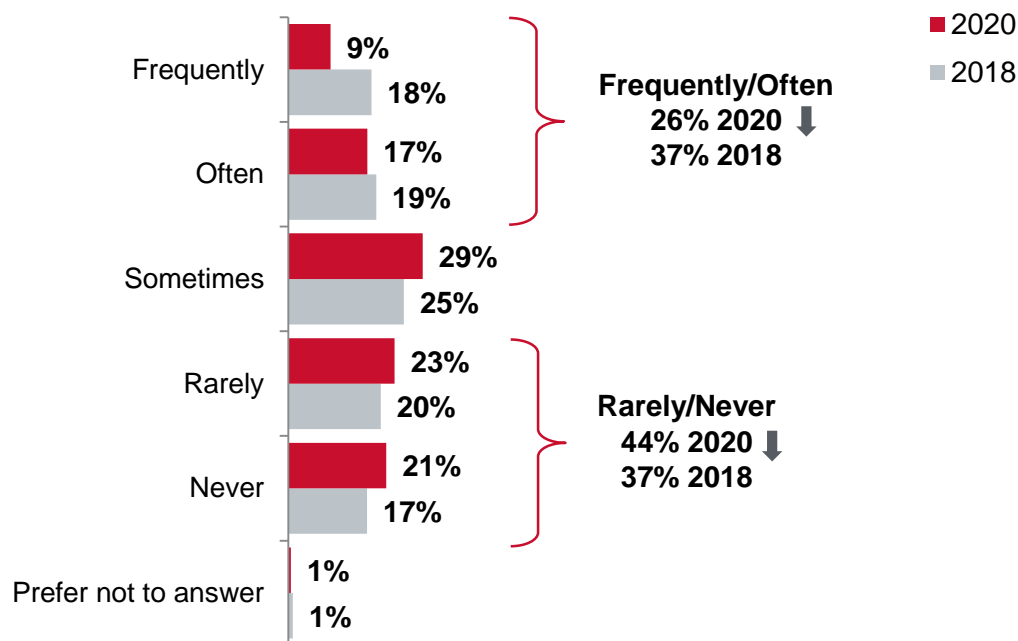
Q5. When walking on sidewalks and pathways during icy or snowy conditions, how often have you experienced...

Base: Respondents who have at least occasionally travelled on public sidewalks or pathways during ice/snow conditions (n=varies)

# Deciding Not to Travel on Foot Due to Snow/Ice

Compared to 2018, this year fewer respondents reported frequently or often deciding not to travel on foot due to concerns about the sidewalk or pathway not being cleared of snow and ice.

## Frequency of Deciding to Not Travel on Foot Due to Snow and Ice Concerns

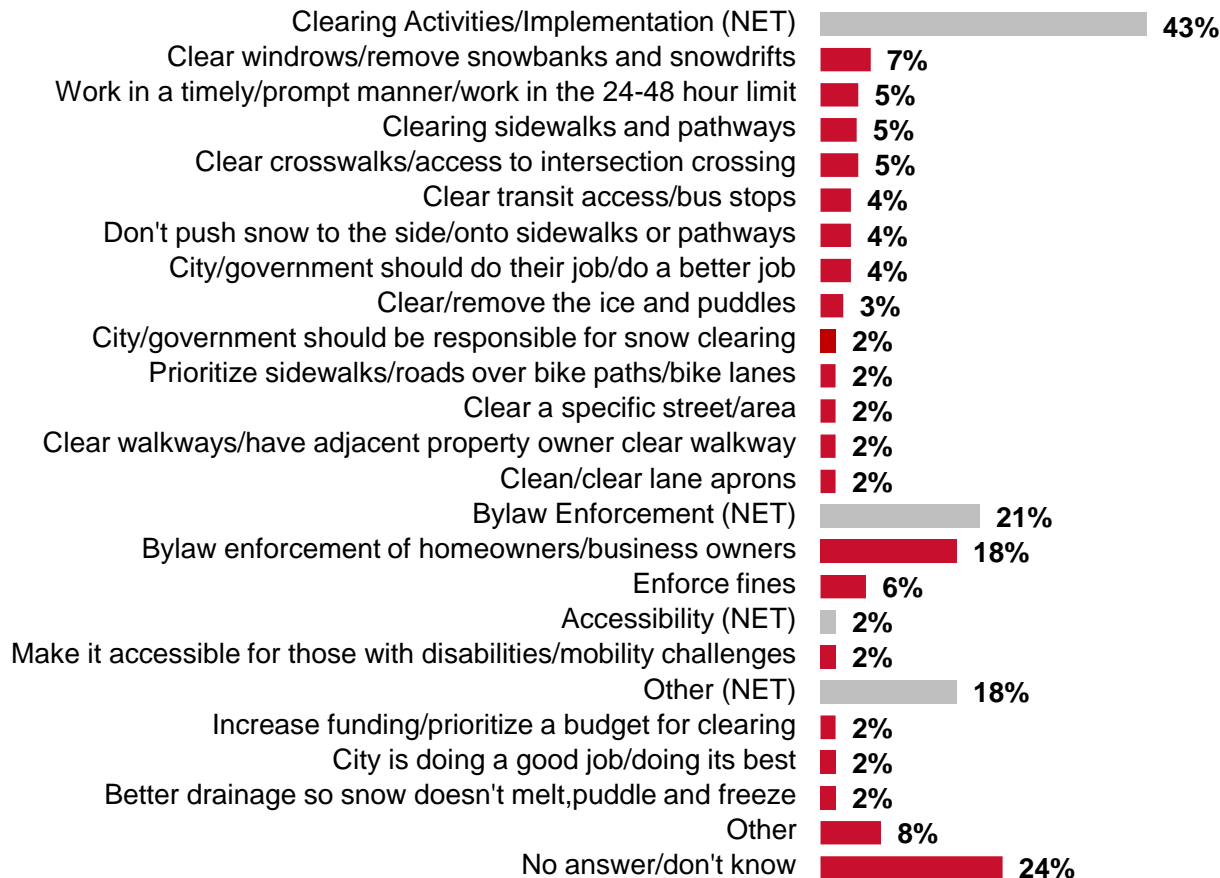


Q6. During icy and/or snowy conditions, how often do you decide not to travel on foot because you are concerned that the sidewalk or pathway will not be cleared of snow and ice?

Base: Respondents who have at least occasionally travelled on public sidewalks or pathways during ice/snow conditions (n=713 in 2020, n=1210 in 2018)

# Suggestions for Improvement in 2020

Respondents provided a range of suggestions for improving snow and ice control, with the single most commonly mentioned one being about better enforcement of the existing bylaw that requires property owners to clear sidewalks adjacent to their property.



Multiple  
responses  
allowed

Mentions  
<2% not  
shown.

Q6. If The City of Calgary were to do one thing that would most improve your experience using sidewalks or pathways during icy or snowy conditions, what would it be? Please be specific about what would be done and when.

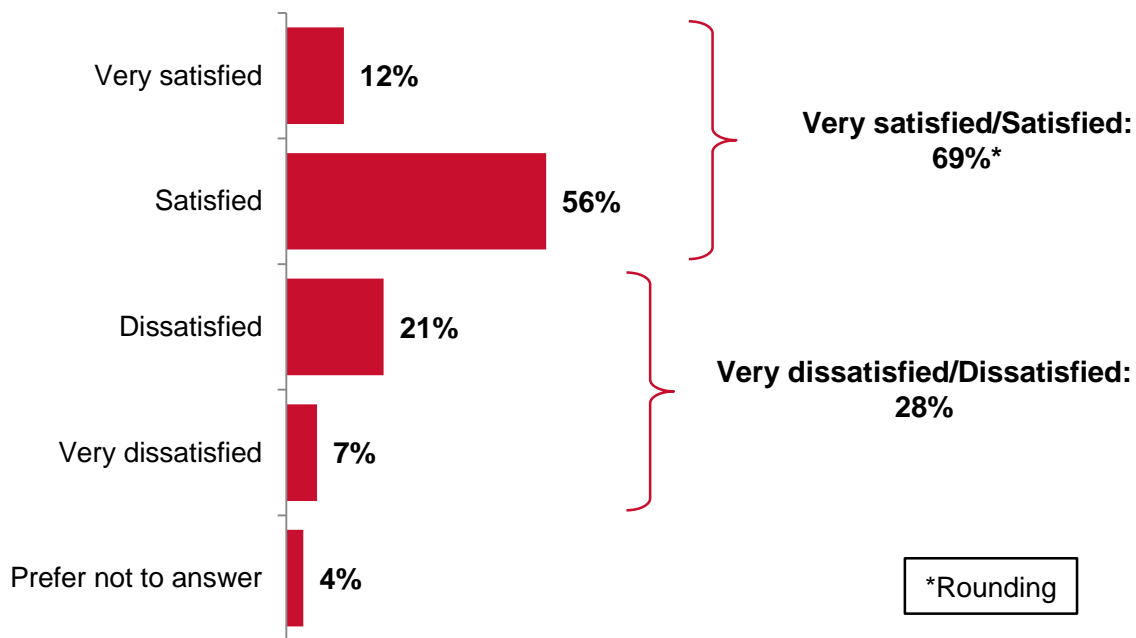
Base: All respondents (n=814)

# Satisfaction: Snow Clearing on Sidewalks

The majority of respondents are satisfied with snow clearing on sidewalks along Calgary's main roads although only a minority are 'very satisfied.'

**Note:** New question in 2020

## Satisfaction with Snow Clearing on Sidewalks Along Calgary's Main Roads



Q8. Overall, how satisfied are you with snow clearing on sidewalks along Calgary's main roads?

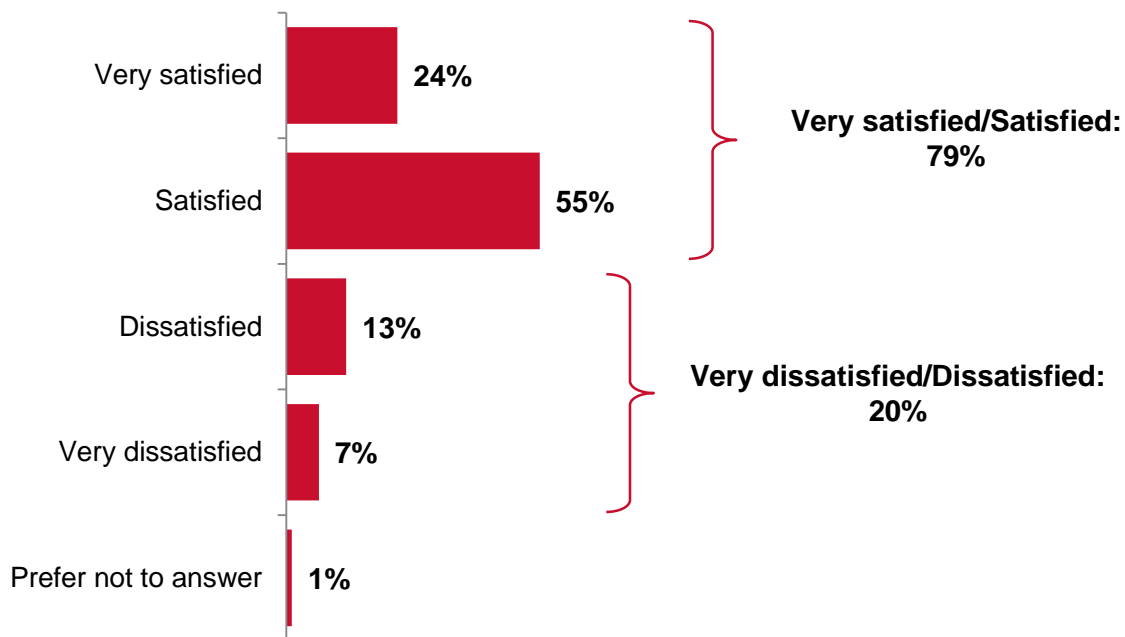
Base: All respondents (n=764)

# Satisfaction: Snow/Ice Control on Main Roads

The majority of respondents are satisfied with the level of snow and ice control on main roads.

**Note:** New question in 2020

## Satisfaction with Level of Snow and Ice Control on Main Roads



Q9. Overall, how satisfied are you with the level of snow and ice control on main roads?

Base: All respondents (n=763)

# Demographics





# Demographics

Gender	
Female	45%
Male	52%
Other	3%

Born in Canada	
Yes	82%
No	17%

Age	
18 to 24	0%
25 to 34	9%
35 to 44	19%
45 to 54	18%
55 to 64	31%
65 or older	20%

Education	
Completed high school or less	6%
Some post secondary or completed a college diploma	27%
Completed university degree or post-grad degree	67%

Income	
Less than \$30,000	6%
\$30,000 to <\$45,000	6%
\$45,000 to <\$60,000	8%
\$60,000 to <\$75,000	8%
\$75,000 to <\$90,000	9%
\$90,000 to <\$105,000	6%
\$105,000 to <\$120,000	8%
\$120,000 to <\$150,000	11%
\$150,000 or more	21%

Visible Minority	
Yes	10%
No	87%
Prefer not to answer	4%

CoC Employee	
Yes	6%
No	94%
Prefer not to answer	0%

Quadrant	
NW	33%
SW	35%
NE	12%
SE	21%
Prefer not to answer	1%

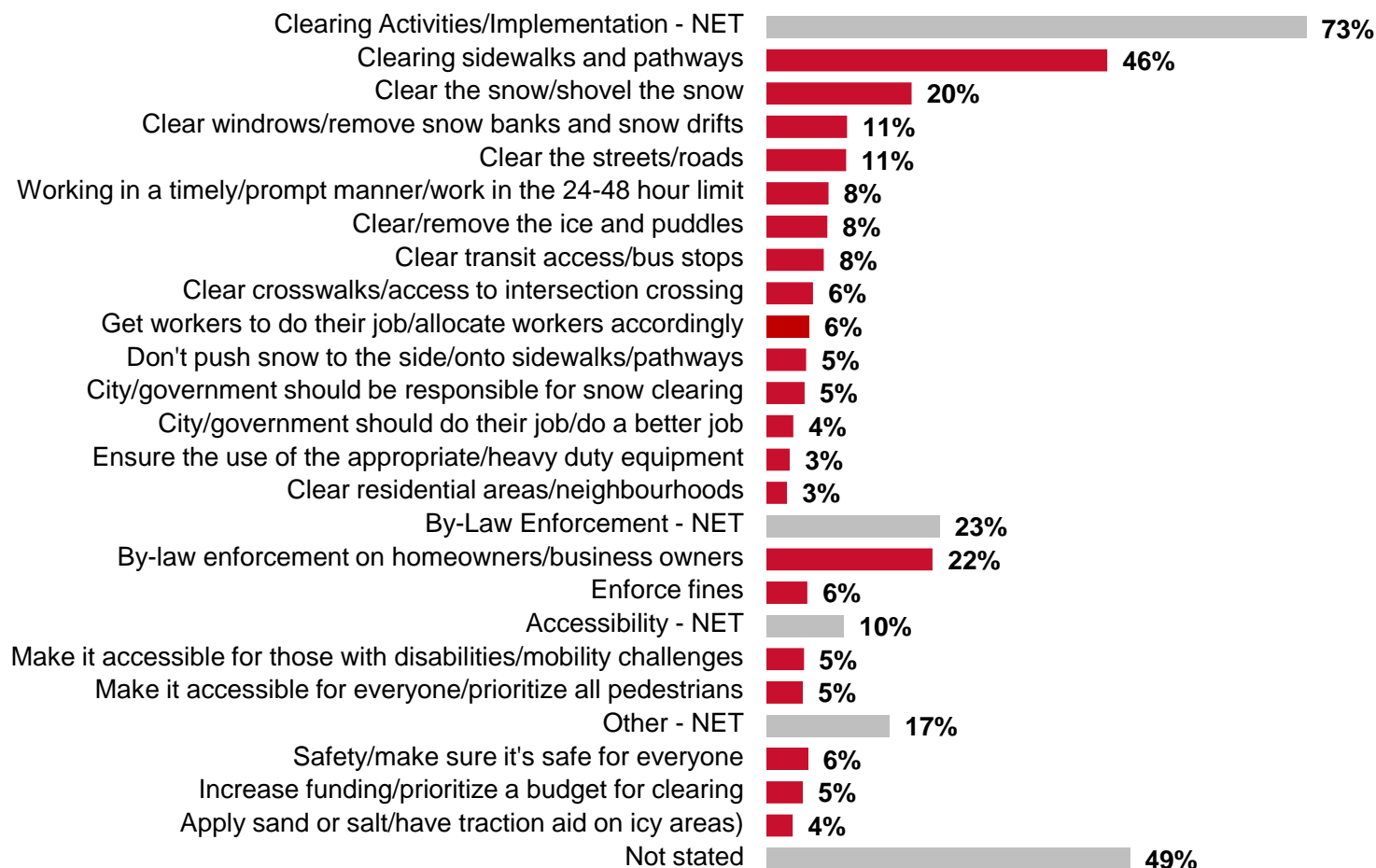
Total may not add to 100% due to rounding

## Appendix: Suggestions for Improvement in 2018



# Suggestions for Improvement in 2018

Note: Due to potential differences in coding the open-end responses in 2018 versus 2020, a direct comparison between the two years is not presented in this report. The 2018 results are presented here for reference.



Multiple  
responses  
allowed

Q6. If The City of Calgary were to do one thing that would most improve your experience using sidewalks or pathways during icy or snowy conditions, what would it be? Please be specific about what would be done and when.

Base: All respondents (n=1303)

# Questionnaire



# Questionnaire

The City of Calgary  
Snow and Ice Control on sidewalks and pathways  
February 25, 2020

## SURVEY WELCOME SCREEN

Thank you for taking the time to complete a Citizens' View Survey. This survey should take you approximately 10 minutes, depending on your answers.

If you encounter any technical issues, please contact us at [citizensview@calgary.ca](mailto:citizensview@calgary.ca).

The personal information from this survey is collected under the authority of the Freedom of Information and Protection of Privacy Act, Section 33(c) and is used to provide guidance to The City of Calgary when it comes to making decisions regarding civic services. If you have any questions about the collection or use of your information, please contact a City of Calgary Research Coordinator at 403-268-6732 or at [citizensview@calgary.ca](mailto:citizensview@calgary.ca) and specifically mention the "Snow and Ice Control survey" or send a letter to The City of Calgary, Mail code 8305, P.O. Box 2100, Station M, Calgary, AB Canada T2P 2M5.

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Please refer to [www.calgary.ca/snow](http://www.calgary.ca/snow) for information about Snow and Ice Control in Calgary.

Sidewalks and Pathways Snow Clearing:

<http://www.calgary.ca/CSPS/Parks/Pages/Pathways/Snow-clearing.aspx>

**Sidewalks:** Most sidewalks in Calgary border privately-owned property (property owners/occupants are responsible for snow clearing on these), while others border City parks and other City-owned properties (The City is responsible for snow clearing on these).

**Pathways:** Multi-use pathways around residential areas and parks, schools, and other community destinations (The City is responsible for snow clearing on some of these, but not all are cleared).

**Walkways:** Walkways between houses that link from residential streets to other pathways and community destinations (snow is not cleared on these).

Calgary's Seven Day Snow Event Plan:

<http://www.calgary.ca/Transportation/Roads/Pages/Road-Maintenance/Snow-and-ice-control/SNIC-sanding-plowing-priorities.aspx>

Q1. In the winter when conditions are icy or snowy, how often do you travel on public sidewalks and pathways by foot, bicycle, skateboard, scooter, wheelchair, etc.?

Every day or nearly every day  
At least once a week  
Occasionally, but less than once a week  
Rarely or never [SKIP TO Q7]  
Prefer not to answer

[ IF Q1 'RARELY OR NEVER' SKIP TO Q7. OTHERS CONTINUE.]

Q2. How would you rate the job that The City of Calgary does during times of icy and/or snowy winter conditions when it comes to providing safe conditions for pedestrians, cyclists and other users of sidewalks and pathways who do not have mobility challenges?

Very Good  
Good  
Acceptable  
Poor  
Very Poor  
Prefer not to answer

# Questionnaire – cont'd

- Q3. How would you rate the job that The City of Calgary does during times of icy and/or snowy winter conditions when it comes to providing safe conditions for pedestrians, cyclists and other users of sidewalks and pathways who have mobility challenges?

Very Good  
Good  
Acceptable  
Poor  
Very Poor  
Prefer not to answer

- Q4. There are decisions and actions that The City of Calgary could make to improve safety conditions during these times. How much do you agree or disagree that The City should take the following actions?

**[MATRIX COLUMNS]**

Strongly agree  
Somewhat agree  
Somewhat disagree  
Strongly disagree  
Prefer not to answer

**[MATRIX ROWS, RANDOMIZE]**

Increase the budget for snow and ice removal on sidewalks  
Increase enforcement of City bylaws and issue fines to homeowners and businesses that do not remove snow from the sidewalks in front of their properties  
Change the bylaw to require homeowners to clear walkways (connector between two houses joining two roads, a road and a lane, or a road and a greenspace) and lane aprons (alley entrances) adjacent to their property  
Change the bylaw to require property owners to clear windrows (snowbanks created from snowplows) away from wheelchair ramps adjacent to their property to improve accessibility to citizens with mobility issues.  
Increase priority for clearing sidewalks and pathways, even if it means that some streets might not be cleared as quickly.  
Partner with Community Associations to identify high priority areas to be cleared and pass on the cost of clearing through a community levy.

- Q5. When walking on sidewalks and pathways during icy or snowy conditions, how often have you experienced...

**[MATRIX COLUMNS]**

Frequently  
Often  
Sometimes  
Rarely  
Never  
Prefer not to answer

**[MATRIX ROWS, RANDOMIZE]**

Difficulty walking on the sidewalk because it is not clear  
Difficulty walking on a pathway because it is not clear  
Difficulty crossing the street because the street is not clear  
Difficulty accessing transit because the area around the bus stop/station is not clear

- Q6. During icy and/or snowy conditions, how often do you decide not to travel on foot because you are concerned that the sidewalk or pathway will not be cleared of snow and ice?

Frequently  
Often  
Sometimes  
Rarely  
Never  
Prefer not to answer

- Q7. If The City of Calgary were to do one thing that would most improve your experience using sidewalks or pathways during icy or snowy conditions, what would it be? Please be specific about what would be done and when.

**[OPEN END, OPTIONAL]**

- Q8. Overall, how satisfied are you with snow clearing on sidewalks along Calgary's main roads?

Very satisfied  
Satisfied  
Dissatisfied  
Very dissatisfied  
Prefer not to answer

- Q9. Overall, how satisfied are you with the level of snow and ice control on main roads?

Very satisfied  
Satisfied  
Dissatisfied  
Very dissatisfied  
Prefer not to answer

- Q10. Do you have any comments about this survey you would like to share with The City of Calgary?

**[OPEN END, OPTIONAL, NO CODING REQUIRED]**

This completes the survey. Thank you very much for taking the time to provide feedback.