

2015 Budget Engagement

Suggestions for improving Civic Services

Overview

The City of Edmonton engaged members of the public in the fall and early winter of 2014 on the proposed 2015 Operating Budget, 2015-18 Capital Budget and 2015 Utilities Budgets.

The public engagement consisted of an education and awareness component and a feedback component.

An online interactive tool was available November 4 to November 19, 2014. A total of 840 members of the Edmonton Insight Community online panel participated in the interactive budget-balancing tool and to provide feedback on a number of questions.

Input on Civic Services

Survey participants were provided overview information on 18 civic service categories that, all combined, captures all civic services and programs offered by the City of Edmonton.

In some cases, the category name corresponds to a branch name. In most cases, the category name represents a grouping of branches and programs. The categories were developed with the Budget office to represent main distinguishable components of the City's overall budget.

The overview for each service category included links to web-based information if survey participants wanted to learn more. Survey participants were shown the current amount of taxes (or fees for Waste and Drainage) the city receives from a typical household, per month. Participants were asked:

Would you increase funding of the service, decrease funding of the service, or keep the funding the same?

Participants were asked to identify if they thought they had used any of the services in the category in the past 12 months

and they were asked to respond to this question:

In your opinion, what could be done to improve (name of category of services).

This appendix document provides verbatim responses to the question asking for suggestions to improve the services in the category.

This feedback is to be reviewed in support of the development of business plans in all departments. The feedback helps gauge awareness of many programs, which is helpful for communications planning.

All verbatim comments are provided in alphabetical order based on the first word.

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City Governance

Overview: Edmonton's City Governance is comprised of the [Mayor and 12 Councillors](#), their support staff, the 13 staff in the Office of the [City Auditor](#), the Office of the [City Manager](#), the [Office of the City Clerk](#) and [Financial Services](#). City Councillors review between 1,200 and 1,700 reports per year, participate as a Council in about 135 public meetings, and vote on roughly 3,000 Council motions annually. This is in addition to community meetings. The City Clerk's Office coordinates all the meetings and over 20,000 votes of Council each year. The City Auditor presents between 10 and 15 audit reports to City Council each year, reviewing City programs, services and issues. Financial Services provides financial leadership to ensure the organization is financially sound, accountable and transparent in managing public funds. [Learn more](#) about our city's governance.

Taxes per month:

\$7.65

In your opinion, what could be done to improve these services in City Governance?

A little more focus on the needs/wants of the majority, versus the minority of citizens. Improving roadways and traffic congestion are two areas that could use more attention.

A thankless - yet overpaid job.

again as an employee - currently working with auditors office on a proactive audit which was meant to help both sides learn but still feels a lot like a witch hunt - ie they must find something wrong and concentrate on the negative rather than the many many things we do well - this negative approach costs administration a lot of time and effort to provide information for "fishing expeditions" to prove that someone is doing something wrong

Again it is hard to measure what the citizen gets for their dollars spend here. This area should be operated as lean as possible.

Again, as an outsider, it is frustrating to hear news reports that the mayor and/or council have not received full updates from city staff on crucial city

matters. City staff accountability measures should be reviewed and updated.

Again, not thinking that improvement is needed but then, I do not really access my councillor. I would if I needed to and have done in the past, always been happy with the responses.

As a person who uses city hall along with the Interfaith Centre for Education and Action, for public events and attends the Salvos awards and others, I can attest to the cooperation and support of staff at City Hall, and have nothing but praise for Councillor Amarjit Sohi, who represents the Mayor at many events; Chaplain Rev. Dodds; Mayor Iveson and the front end staff, Jill and others who make things work. I have attended council meetings, appreciate the efficient work of staff, including Lynn Turvey. I like transparency, and efforts to really listen and help people

As well, why can't LRT fares support ongoing operational/staff costs? Why, once the infrastructure is built, can't staff and operational expenses be covered by fares? if the planning is truly targeting needs, then those fares should be able to support the expense, in stead of always raising my property taxes, which are way too high.

As with so many government, be it provincial, municipal or federal, there are more staff then necessary. Review positions that could be cut by one or two staff members.

audit payroll vs efficiency, you may find your employees could be more productive and/or are overpaid in many areas.

be as efficient as possible

better tracking and transparency on attendance of the councillors and mayor regarding the meetings and events they attend.

Can decrease meetings and salaries to save money

Certain members are very short sighted when it comes to the future of Edmonton.

City Council should be a part time job as the current system only encourages make-work projects and "meeting to meet".

City councilors should hold regular meetings with their constituents.

City governance could realize that unless we have a healthy environment, we're in trouble, and make all

decisions with that in mind.	pensions.
City governance is doing a good job.it would be nice to have the councillors have to live, or at least use the services within the area they are representing, so they understand the people they are suppose to be serving.	Cut back on your wages and perks. You are all overpaid and you don't need your fancy vehicles we pay for. Don't need so many support staff, it's about time councillors and the mayor did real work instead of appearing on TV every chance they get. Look at how the real people live. Not everyone is as rich as you are. You don't need a new city hall, especially in a super expensive building like the Katz one. You sit in your fancy offices enjoying all the perks like free lunches, tickets to events, fancy vehicles all on the taxpayers dime while ordinary people work like dogs to keep paying your wages and fancy things you want. Stop travelling on the taxpayers dime. Stop giving money to the Art Gallery. We don't need another white elephant. You don't need fancy offices or fancy artwork in your building. Borrow artwork from the Provincial Gov't.
City manager needs to be replaced. Open up contracts to more local companies to get the best price for services.	Cut backs would be nice. Having a big city is not better, it's just bigger.
Clearer rules and more disclosure about donations to municipal campaigns and potential conflicts of interest	Cut everyone's budget, except the auditor. Double the auditor's budget.
Communicate more to citizens.	Cut out layers of administration (closer to the top)
consider decreasing staff in Auditor dept; seems overstaffed for small volume of annual audits	Cut the wage for the Mayor and Councillors as well as most of the upper staff
consider online voting and more regular surveys, or kiosks, to have citizens voice opinions for issues	Didn't realize we pay so much for this. It could probably be leaner. Don't add more councillors; just realign the wards.
Consider rather than regional representation a purely elective one - see Wetaskiwin.	Do not add more councillors, reorient wards to equalize # voters in each
Continue to effectively use City Auditor to monitor and correct performance in targeted high cost or critical services.	Do the councillors really need Perrier in their offices?
Continue to increase transparency in city government.	Do we need so many municipalities? Can't you guys merge and would that not reduce costs immediately.
Council and the mayor could do with a pay decrease. You are stewards of public money, and should act accordingly. I am not sure what the process is to determine administrative waste, so it is unclear if all the support staff is necessary. I would like to see them paid less.	Do we really need 12 Councillors? I think 6 would do. Why all these tax free allowances?
Council must remember they are there to SERVE the citizens. Edmonton is a wonderful city to live in. (potholes and inadequate snow removal are	Doing a great job!
council seems to believe all of the b s fed to them by administration . the city auditor tries to do a good job . perhaps if council and administration	Don Iveson's arrogance will toss him out at the next election which means we will have to train a new Mayor, this is wasteful. The rest of City Council needs to stand up to him and vote down his war on the motorist.
Councillors need to think long term, not just what is best now...	Don't be swayed by narrow groups that are serial advocates....what you hear is not the only thing that should guide decisions...you constantly hear from city cyclists....and council thinks bike lanes are the most important. Do not implement things on a
Councillors should hold regular meetings in their ward so that they kept abreast of issues.	
councillors should review city (department operations) for efficiencies.	
Councilors to provide a newsletter monthly by e-mail.	
Cut all these people absolutely useless. And there	



whim. an educated reason external to the city employees or the groups or people who would benefit is needed to make educated decisions...how was it decided where and even if bike lanes are necessary.....lots of bike lanes where I drive daily at rush hour..but winter, not one bike yet!

Don't know.

Evaluate staffing levels and reduce as appropriate. How many people does the city need to run a city of less than 1 Million people?

Either reduce salaries or cut perks. There is far too much overhead here.

Eliminate some benefits, i.e. free leisure Centre access, and City vehicle access. Have Councillors pay more for pension contributions and health premiums. Council needs to set an example and bear a greater financial burden.

Encourage more diversity in people who run for elected offices.

Ensure Administration and Councillors understand their roles in dealing with citizen issues/concerns - there seems to be a lot of duplication and inappropriate responses (in terms of a Councillor complaint is addressed as a priority when realistically the nature of the concern often means it really shouldn't be top priority in the staff's workload).

Everybody and every department should have to justify their existence and show they value they add and what what price point.

Expense accounts can be reduced, car allowance can be DRASTICALLY reduced, parking allowance REMOVED.

Find more efficiencies in top level city management

Freeze wage increases, or hold public forums to determine if they are necessary.

get them doing something!

Give council a percentage bonus reflecting city's debt reduction and fine them proportionally if debt is increased.

Good job on promoting bike lanes

Good job.

Government is corrupt, and the city seems to push through legislation with little consultation besides telling us what they will do and ignoring our complaints... so if they won't listen anyways, why

bother consulting.

great job.

Greater transparency and being more approachable (e.g. use layman's terms to educate residents on issues).

Have the concerns of the citizens taken seriously. Quit coming up with new ways to spend money before you make it.

Highlight more what is coming up at council and how the background materials are available to read

Historically, this is an area that has seen some negative press. I think these services are at optimal performance.

How can a Councillor properly review 1500 reports a year on top of their other responsibilities? Would it not be better to make each Councillor responsible for a department like the Federal and Provincial governments do. They could then ignore 90% of the 1500 reports and prepare a summary and voting recommendations for the other Councillors.

How do you manage a city? My "hat" goes off to those who do their best. I understand that in some ways the bureaucracy runs itself. Who can be an "expert" in everything? Many if not most politicians are not trained to run a city. Everyone is an expert (including me as you can see) at running a city. You do the best you can with the information that you are being given. I think what matter most is honesty, integrity and fairness for all. The general perception of politicians and government by the public of skepticism and mistrust is often the result of perceived pandering to special interest groups.

I am aware that some of the Councillors employ their children in their office. This is not acceptable. We are a city of equal opportunity. This nepotism is shameful and I'm surprised this behavior is accepted in office.

I am not knowledgeable enough to know if savings are possible here, but it should be reviewed carefully.

I assume this category pays for salaries and I decreased the amount because I honestly this most are too generous.

I do believe we have good balance here.

I don't believe they are taking seriously enough proposals to eliminate fluoride in City water. It's like

the politicians are blinded by "how we've done things." That pattern can seep into other areas. The fluoride issue needs to be properly investigated. Citys across North America are ridding their water of this toxic stuff and our Council refuses to look at the issue. Hundreds of thousands of dollars could be put to better use than buying and administering the stuff. Admittedly the proponents are stupidly attacking public officials personally over this - but hey - it's an important issue and needs to be looked into.

I don't know

I don't know how mandates are changed. But I think the City of Edmonton should not be buying art, such as the pile of steel balls by the Quesnel Bridge (at a cost of \$600k+), or those ugly as sin tall boots at the Southgate LRT station. Further, the clear failure in thinking that is the new arena should never have been an agenda item. Katz's rent on that building over 35 years likely won't cover the interest alone on that facility. I think our City Council (last one, this one) really did a disservice to our citizens.

I enjoy how our mayor interacts with citizens via methods like Twitter.

I find it hard to believe that City Governance consumes more tax than programs such as Winter Road maintenance, Summer Road maintenance, Parks, or Libraries. Obviously the service is important but someone should take a look at the costs.

I have a particular situation. I asked my Councillor about why are water has fluoride on it and the answer was that I should contact Epcor who is responsible for it. In my opinion is the City who is responsible to take this decision. I would like to not have fluoride in our water, it's very bad for us. Calgary and other Canadian cities don't have anymore. What I was looking for was that the Councillors one day do some research about that and they will take the decision. I know they have other things to do but our health it's so much important to us. In fact our health is everything. No one can work or live if we are sick with chemicals in our lifes.

I know it it not the city's job to find people to run for city office. It does concern me however that there is only one woman on city council so anything that the city could do to promote women to run for office would be great.

I like this Council and Mayor, and all of the support people behind the scenes. I think they're dealing with most issues competently and fairly.

I love the Mayor's radio phone-in on CBC. I would like to see the reports, applications for variances, and proposals brought to council made more publically accessible, immediately.

I my experience city council was not there for me and my neighbourhood. Developers are given more priority over taxpayers.

I really like the direction of this City council. Keep up the amazing work!

I see my councillor at community events

I support the current number of councillors. Don't support an increase. I support moving towards online municipal elections.

I think each counselor should present an annual report for their Ward including how they voted on different issues and WHY they voted that way.

I think Edmonton, considering the pressures we are and have been under is run really well. Whatever the processes are, they seem to be supporting a thriving city--and there seems to be each year, quite a lot of citizen engagement, new programming, creative problem solving... we like to throw rotten tomatoes at councillors, but frankly, I think Edmonton is pretty well run. (although I think planning could be better ... planned, but that is not governance)...

i think it is time for some results based budgeting excersises, look for duplication, how many plans are developed but never implemented.

I think they are doing a fine job, and many of them work long hours above and beyond the "call of duty". We rarely take the time to thank them, although we are always quick to blame them for the shortcomings of city operations.

I think this is a good representation of Edmonton. What we do not need is more councilors

I wish the mayor and some councillors would listen to the people who have common sense and change things when they are not working...I feel the mayor has become arrogant and I find it offensive the way he speaks to anyone who does not agree with him...I have lost confidence in him....the city is not about him but for All the people of Edmonton

I'd be over joyed if my Councillor actually responded

to my requests, complaints, etc. Take note Scott McKeen. I'm sorry I voted for this man.
If city governance took a little less from the our money we could spend where we actually need to spend and not just put in their pockets.
I'm happy with spending for City Governance
I'm not sure what value we get from the City Auditor.
I'm sure there are efficiencies that can be found - over the course of my life I have worked in private sector and public sector and I am sure what I did in an administrative capacity in both, I did twice to three times as much in private sector.
I'm surprised that this department costs the same as the community services and the library combined to run, though much fewer people and less infrastructure is involved.
Important infrastructure
Improving transparency must continue to be a priority.
Increase # of wards. Rely less on outside consultants, when can be done in-house. Be very transparent. Recent photo radar report was not handled properly.
Increase awareness (data like meeting minutes online, what councillors do, etc.), increase level of decision making to appropriate levels
Increase engagement and transparency, and use of plain language. Prior to working for the City, its governance was a mystery to me and I thought there was no point in trying to figure it out as administration would do what it wanted anyways, no matter what I said. I wasn't aware of the channels that could be used, effectively, to gain information and express my views, with an end effect of participating in the decision making process. Make governance plainly spoken, easy to understand, and part of the citizens' everyday life. Like religion, there will always be people who either pay lip service (live in Edmonton), or who go to church once a week that's it (I pay taxes, I've done my part), or who are vested in their religious community (actively contribute). If we can make the governance aspects of the city more accessible, more a part of the everyday life, the community as a whole will benefit.
Insist that all members of City Council bring business experience before running for office. The group that is in power right now are good at only one

thing - spending other peoples money - and as Margaret Thatcher said - eventually you will run out of other peoples money
It is good the way it is!
It is very valuable to have people who can see the big picture. Stay well informed please!
It just seems odd that we pay more for governance than for many of our departments of our services.
I've had BENEFIT of these services in the past year.
Just keep the good people coming! It takes a special type of person to put themselves into the public eye, I certainly could not do it.
Just wondering, in light of all that has come to light at the provincial level about what the City is doing to ensure that an entrenched sense of entitlement is not happening within City Governance. Not saying that it does, just that I hope the City is being proactive in ensuring that it does not. I feel like I am being taxed to the limit by the City, but I must say that I am okay with that as long as that money is being used for legitimate City purposes and not to supply someone with a free vehicle or gas or lunches, or anything else that every other working person in the city has to provide for him or herself. Taxpayers are getting more than a little twitchy about our money being used to subsidize highly paid public employees for items that the rest of us have to cover for ourselves. So, hope none of that is going on in the City Council.
Keep doing things like this to connect and consult with the public more, but be very mindful always of the public that you are not hearing from. There are a lot of people out there who give a crap but have become apathetic towards government at all levels because of how governments act and how the media reports. The most important thing in drawing them in is true openness, meaning being willing to put your damned head on the chopping block and giving them the axe. Not just when the XXX hits the fan, either, but over the long term. Surprise us. And really, if you can find a way, talk to the media about their reactionary reporting. It's a cycle we are stuck in that needs to change and it requires heroism. Insanity - doing the same thing over and over and expecting change.
keep it at 12.
keep up the good work!

Keep up the good work. You make good money already.	they need (inner city, aboriginal, homeless) even if they do not vote.
Lastly, why is the City of Edmonton involved in building recreational facilities at all? Why isn't that the role of the private sector? When i moved to Edmonton in 1985, there were alot more racquet clubs, for example, than there are today. I suggest that once a segment of society, such as gymnasiums/fitness clubs, is "captured," then all private investment in that segment ends. And now there is no taste, because of you people, for private investment.	More public meetings
less bureaucracy. Fewer managers.	More visits to regional area and first nations
less meetings. less talking. more accomplishment. less bureaucracy.	More women on council. Also I think the mayor and councillors should be paid a little less.
Let the public know about and have a say in what the government plans to do.	Need to make it easier to find information on the city website, about how all councillors voted on current and past issues. This is part of accountability for councillors, & access to information for Edmontonians.
Lets just spend the consulting money on audits. Audit everything. Make everything public. Let the discussion be made in the media.	need to work more efficiently
listened to him and his suggestions things mount improve alittle	Never every seen or heard from a councillor in my riding! Never ever had one knock on my door in the 22 years I have lived in my house! maybe over paid, under utilized people! Maybe they should get performance reviews and increase of pay based upon that instead of allowing themselves a nice nice fat pay increase! When I see and hear that then I will appreciate them.
Look at more cost-effective ways for procedures and working with City staff.	no comment
Maintain	No opinion
Maintain the same.	No opinion
Make better use of technology and learn to use their time more efficiently like business leaders do.	No salary increases unless the public votes for it. You don't deserve it.....what exactly have you done except increase property taxes.
Make positions part time	No suggestions
Make sure Councillor pay is enough to attract smart people willing to take 4 years out of their life to serve the community. Boost support to corporate Communications to improve information services to Edmontonians.	None
May this sort of Edmonton Insight Exercise will help?	Not able to comment
Maybe councillors should door knock when they aren't trying to be re-elected/elected or they should send out newsletters on their "own dime" at the very least update their website more frequently!	Not sure. Waiting to see how Mayor Iveson performs.
Mayor worth every dollar. Some city councillors are port barreling. All talk and very little action.	Note about my choice: My slight decrease here is NOT referring to the councillors' salaries.
MORE DIRECT INPUT FROM CITIZENS, ESPECIALLY ON HIGH COST PROJECTS. ON LINE PLEBISCITES COULD BE USED	Our mayor is awesome! I am proud to have a forward thinking leader as the mayor of our city. Long term visioning is the key to our success and I believe Don and some of our counsellors have it. Long term visioning includes separated bike lanes, an extensive LRT, promotion of active transportation, etc
More focus on vulnerable people and the services	Our system generally works reasonably well. I truly hope the work the city is doing on citizen engagement results in tools to engage citizens, that the city works a lot more with various groups to engage in more creative and grassroots (but

sophisticated) citizen engagement techniques. I fear there is still a little too much "we know how to do this" attitude. Good process is critical, but by setting aside fears of more, deeper engagement with citizens we will educate citizens and gain acceptance of all the changes that are coming as Edmonton transitions to becoming a big city. The city needs to partner with community organizations, especially community leagues to engage in new and creative processes that will help citizens accept more change, reject some changes and save the city administration and councillors a lot of grief. Had the city involved everyday, average community groups workshops, design charrettes and if they truly got the real stakeholders to the table (community leaders, school principals, and more average citizens) they could have avoided some of the backlash on bike lanes. Real civic engagement would get these groups to understand budgets, wrestle with the possible solutions and in the end support solutions. Bike people may have supported bike lanes, but community people feel like they were told "we know what to do, trust us, you will love it." Hmmm, Not.

Overall, the city is on the upswing. The council is well-balanced and energetic. A recognition that we are a major city is growing and I appreciate the vision, dedication, and responsible decision-making coming from city hall.

Pay Councillors more, effectively they run a multibillion dollar corporation that is extremely diverse...and we need good people at the helm.

Pay them for what they are worth. Memorialize them for their mistakes and/ or triumphs.

Please hire another support person for Councillor Sohi. If Councillors cannot respond to the needs of the residents and get direction from residents for planning and decision making, then what is the point of having a city government? I feel for the employees that are probably run off their feet daily.

Please see my comments in Corporate Services as I believe they apply here as well.

Post all expenses online!

problems that must be solved

Provide a way to present at public hearings to suggest improvements to the application under consideration without having to indicate you are "for" or "against" it.

Provide more opportunities for Councillors to meet for round tables on specific topics in each community league within each Councillor's ward.

Quit raising taxes and giving billionaires my hard earned money. I'm retired and don't get raises, every penny you waste is one less that I can live on!

RANDOM CITIZEN'S INPUT OF CITY AFFAIRS SUCH AS THIS SURVEY, TO GIVE CITY COUNCILLORS A BETTER DECISION MAKING, BY HAVING THE INPUT FROM THEIR CITIZENS ON VARIOUS MATTERS AND MOTIONS.

Reduce mailings to multi owner buildings such as condos. Send one notice about an impending change to neighbourhood property and ask that it be posted where it will be seen by all residents of a building. Use 1 envelope to send tax notices for a residence and the parking stall associated with that residence.

Reduce the number of reports that must be delivered to those areas with the highest risk, materiality (dollars), and cost benefit. Focus only on those reporting areas that yield the highest value for those 3 dimensions.

reduce travel expenses and perks. reduce admin cost.

remove meals and alcohol from the expense accounts and you will save a bundle!!

represent the people better

review current number of Mayoral/Councillor support staff and Office of the City Clerk dept staff to see if all positions justified; usually support staffing in any large organization is excessive

Sat in on my first Councillor meeting last month, was very impressed with the work getting done

Seems fine

seems high. more than the snow removal budget. lean and mean.

Seems like money well spent

Seems to be doing well. Continue with the community input and make this an accessible city for all modes of transportation.

Seriously, this one is a no brainer. City of Edmonton is supposed to function like a not for profit. It is a privilege to sit at city Council, a privilege to work at the City of Edmonton, it's not supposed to be a way to make money at the expense of the community



and certainly using the excuse that salaries have to be comparable to the private sector is hog wash when the idea of serving your community should not be about huge salaries. Yes I do say huge since so many Edmontonians is are getting poorer. City Council is supposed to be the example to us all. You serve and sit at Council because you love your community, not to earn those high salaries. Same with City of Edmonton Administration. It is supposed to be a privilege to work for the City of Edmonton because you want to serve your community.

Serve the people not corporations and businesses only. My impression is businesses have priority but I am a taxpayer. I don't care for our city council or the mayor.

should be able to find efficiencies.

Something has to be cut. There is usually room to cut costs here.

Sometimes city government takes way to long to make decisions - all relevant information should be available at each meeting so decisions can be made more quickly instead of going back and forth rehashing items

Starte with a zero budget. Weed out inefficiencies. merge divisions, deparatments, sections reducing administration, office space, adminstraion, department heads, supervisors, support staff. enforce hours of work, break, private/personal business during work hours.

stop misuse of expense accounts. Expensing Oiler tickets. Not acceptable.

Streamline staffing, make better use of technology for meetings - do not need to be face to face

Streamline. Find efficiencies. Look to private industry to understand how to streamline processes. A LOT of extra people doing the work.

Take time to listen

Team building , portfolio assignments

Technology should be used to engage more citizens in direct democracy.

The Auditor should be a little more litigious. Contractors to the City are getting away with shenanigans.

The closure of the ECCA will hurt the city in the long run

The cost of doing business...would be interested in

knowing what % Edmonton invests in internal services and governance compared to like size municipalities. In the not for profit world lots strive for a maximum of 10 - 15%. City should strive to be consistent with best NFP or public corporation costs.

The decrease would be off set by the elimination of tax free earnings (if I am wrong about that, I still would decrease their stipend by \$1.53). Politicians are there as leaders while management should be there to run the place.

The government needs to own more investments so they can develop some stable passive income (aside from taxes, I guess).

The more the city allows Edmontonians to VOTE and those votes have the final power for change, the need for this category will reduce.

The public is watching so keep that in mind when spending money that is hard to justify :)

The slider doesn't go any where near low enough on this one. Reduce salaries. ABOLISH tax payer funded severance and pension packages. These are the most disgusting abuse of tax dollars I can think of. Also stay out of civil liberty issues like smoking outdoors in public spaces. I will not vote for anyone who advocates that level of government control. Mayor Don Iveson and ward 1 Councillor Andrew Knack have lost my confidence on principal alone.

The whole City structure is too top heavy. Way too many managers.

There are only 2 or 3 city councillors that bother to write back to me when I raise a concern. I am finding this city council and mayor very arrogant and unapproachable. We need to focus on sustainability NOT more growth. Enough already!

There needs to be an independant citizens' advocate to review public complaints about city and council services. The city auditor, being accountable to the mayor, isn't enough. City Council needs to be given correct information from administration, and administration needs to be more accountable.

There should be term limits for the mayor and councillors. Council and staff should be audited and monitored more closely in regard to the hours they are at work and the work they are doing, unfair labour practices, etc. HR needs instruction as to how to hire and fire staff.

These are basic services to support a democracy.
These are the folks that set the direction for Edmonton and ensure that the City is fiscally responsible. We need the best and the brightest and they need the resources to do the job well.
these people are elected to represent our interests not their own, conduct our finances as they would their own
They always seem overpaid and pampered. I love our last two mayors though so keep up the good work.
They are doing a great job assessing projects however they need to move quicker and not keep bringing items back for discussion
They are paid too much!
They need to stop using property taxes as the only means of revenue and start cutting back. There needs to be a lot more open forums, and not just during the day when people are working or in school, but in the evenings when more people can attend. Counsellors need to be more available to their constituents.
They say they want input from the public but don't answer letters or phone back so what are they really saying?
This is absolutely necessary to pay for the Governance to have the individuals coming forward to direct the priorities for Edmonton.
This is an area where I feel bonuses, city provided vehicles, hospitality services, and other like services need to be looked at. Unfortunately I didn't write down the vehicle number and report the matter but I encountered a City of Edmonton vehicle at the John Deere dealership in Fort Saskatchewan on a summer's day a couple of summers ago. I am sure there are John Deere dealerships in Edmonton so justifying having to drive out to Fort Saskatchewan doesn't quite sit with me. The use of City vehicles for personal business even if it is on the "way to a job site" doesn't sit well with me.
This is governance gone wrong - like AHS you end up with a myriad of administrators - to what end?
This mayor and council are doing a great job
To many councilors
too extravagant - this is NOT their money!! it is ours. Reduce their budgets and make them manage within

those boundaries.
Too much overhead. We do not need all of those reports and studies for things that are already self evident.
transparency - please trust us with information about our own city, it is better for us to know and have something well-explained rather than make assumptions, you can't please all of the people all of the time but you can have fewer upset with you when you provide us with information in an open, upfront and understandable manner - a case in point is the current brouhaha over the details of photo radar. Explain the information to us rather than setting off a storm of controversy by some because the information was not presented. The current brouhaha was avoidable. Speeding is illegal. I am all in favour of photo radar.
Transparency!
Transparency, frugal expense budget (and available for the public to scrutinize), be open and accessible.
Treat all business such as Greyhound equal to how Katz was treat with redevelopment approval.
Treat managers like they were in the private sector. If there is a \$10,000,000 surprise over-run on a budget or project, FIRE THEM. Keep only the best.
Trim the fat, there's always some
Unsure. I think the City Council has a better atmosphere with the current mayor and council.
Very Good question, I lived in Edmonton for 50 of my 52 years of my life and I can say I've never seen a city council that I could say I am proud of, rather its the opposite, usually I am ashamed of them. Be realistic stop wasting money on studies, I know of no other city that wastes more money on studies and never accomplishes anything. Run this city like a business, be responsible, allow a % of income to renewal. The city has grown in population by thirty thousand people last year, and I am uncertain of the previous 2 to five years but I suspect its safe to say its averaged in the neighbourhood of 15 to 20 thousand people a year. Thats a huge increase in money coming into the city, new homes, new tax payers, new users paying for services, paying property taxes but yet I see no real improved or increased services. So what has the city done with all the increased revenue? Where has it gone?
Very impressed with the Mayor. He personally

responded to my email when I was frustrated with Edmonton Transit.	of city councillors are in excess. I feel these amounts should be investigated with what the average non-government employee who puts in the same hours and responsibility.
Very impressed with the new council. It seems to really have a handle on consultation and collaboration. This city is well governed, both at the elected level and at the executive/administrative leadership level.	While it is always the easiest place to make cuts, good governance requires a well funded support system to back up that governance. Accountability is crucial, but cutting out staff to pay for trinkets to hand out at gatherings is not acceptable.
Wage freeze / rollbacks, every other industry & those with employment have endured a round of that, it can't just go up & up & up.	Why is more of my tax money going to the management than to bylaw and road maintenance? this seems proportionality high to me.
Watch their expense accounts	Why keep asking if I have used services that are not 'used.'
We could use a few less councillors. Overall, I think Mayor Iveson is doing a good job but we have too many councillors.	With so much to cover and a steep learning curve maybe in their first year in office new councillors should have at least two or more experienced assistants or mentors that really understand the rules and workings of the city government.
We have a great councilor who needs just a little more education on local agriculture and affordable housing, and a mayor who can call it as it is - thank you all!	With the big number of Councillors it seems to me nobody is really looking after the City business. IT seems the City manager is not really on top of things and every body does what they want. Councillors should be on top of things.
We need a party system in Edmonton so that we can get things done rather than sit around and argue about everything. Vancouver has a party system and is a well run city that can accomplish great things. Edmonton can't get anything done because you have 13 opinions on every issue.	Would a .38 cent decrease cost someone their job? That would be unfortunate. :/
we need more councillors - the wards are getting too dense//too big	You all do a fine job, but quit being so darned reactive to the media. Set a plan, go with it, and get back to deferring things that weren't part of the plan to their next review period for that area. I cannot imagine how much time of yours and then by extension, city administrative staff, is wasted in asking for, creating, and debating reports on trivial issues that become media darlings.
We need more Councillors for our growing city, we should be proactive and less reactive in this regard. I also believe in term limits so that we can have fresh representation, instead of being stuck with the same stiff for more than 10 years. My idea is 2 terms but not more than 3 terms.	You know there was a time when city councillors had to review operations of a municipal airport, and telephone company, and a utility company, to name a few. Don't have any of those responsibilities now. Job just expands to take up the time available. I believe there are cost reductions and productivity improvements that could save Edmonton taxpayers some money.
We need term limits.	You're paid too much. You should all take salary cuts.
We spend more on City Governance than on traffic operations!?	You're running a large corporation. While I am not impressed with the qualifications/resumes of council as a whole the addition of Nickel and especially
We vote for these people, we should be able to speak with these people and not their assistants. It gets frustrating to deal with someone who has no control over what the citizens require.	
Where are the women? First Nations? Poor? Youth? Immigrants? People of colour? We need our governance to reflect the diversity of the city. Right now it doesn't.	
While I do feel city governance is important and a required facet to accomplishing goals for city operation and growth, I do also feel that the salaries	

Oshry are very welcome. Compensation should be increased based on publicly voted performance reviews.

Community and Neighbourhood Services

In your opinion, what could be done to improve Community and Neighbourhood Services?

<p>Overview: Community and Neighbourhood Services provide a wide range of family and community support services, graffiti management, grant management, partnerships and boards and commissions, support for the homeless, the Space and Science Centre, REACH, and the Great Neighbourhoods program. An example from one program is the Aging in Place Conducted pilot projects benefiting over 4,000 people and operated two projects with 100+ partners to coordinate 36 community initiatives. Another example is Street Outreach to make contact with over 940 people who are homeless and help to successfully house nearly 50 individuals.</p> <p>Taxes per month: \$6</p>
<p>In your opinion, what could be done to improve Community and Neighbourhood Services?</p>
<p>A greater awareness the program where you can call 211 to help a homeless person. I only recently found out about this service and I think it is very important. Maybe advertising it on social media and posters at transit stations could get more awareness.</p>
<p>A service orientated service, very novel.</p>
<p>Advertise these programs more.</p>
<p>Affordable housing is a necessity.</p>

<p>Affordable housing to address homeless issues to me is not providing a grant to a homeowner to build a basement suite they intend to rent for \$1,200 per month. If a grant is going to be issued I would like to see something that caps the rent that the home owner can charge for rent if not permanently, at least for a number of years. A person earning say \$12 per hour working a 40 hour a week job who has to use the bus cannot afford to spend that much just for rent so I question at this time: who does the grant really help?</p>
<p>Again better communication on its events and going on's!</p>
<p>Always be mindful of the cracks in the system that people get stuck in (they cost all of us beyond the immediate cost), and always listen to the front line staff because they see the cracks up close.</p>
<p>Am very happy to see a health centre at Boyle Street.</p>
<p>And, why is Edmonton shouldering the burden of most social programs when they benefit everyone in the Greater Edmonton Area. It is time to really move to consolidate St. Albert, Leduc, Sherwood Park into one municipal area and pool taxes and services for greater efficiency.</p>

<p>Anything the city can do to increase affordable housing options for all sectors of our population, particularly poor families, and our seniors. As for REACH, I went to the first few meetings and saw zero about what the average person could do -- I still have no idea what the group really does. Keep up what has started with the homeless -- hopefully we are making some small progress. HOWEVER, don't accidentally ghettoize areas by over-concentrating those services. There is a balance between bringing services to people and attracting them because the services are there. It does nobody any favours to have ghettos.</p>	<p>Bring back full time Green Shack services. Sharing resources between 2 playgrounds in Capilano and Fulton last year was not great. I realize the City is doing what they can after the province pulled funding. Take another look and restore the program to it's full capacity.</p>
<p>Are vibrant communities not a quality of life and liveability factor? I believe it is the role of government to redistribute the wealth. Not subsidize Katz.</p>	<p>bring back full-time green shack programs across the city.</p>
<p>As a community board member I feel like the city already si putting a lot into communities. I think it's ok for the city to ask communities to do joint initiatives and pool money together for programing.</p>	<p>Building a better and stronger city must begin at the community level to gave the greatest effect</p>
<p>Awareness of the projects. I have not been made aware of the projects going on in my neighbourhood and it would make a big difference in support if people are made aware.</p>	<p>Can you see if the public or communities would want to volunteer to do some of these things?</p>
<p>Better advertising so people know what is offered. Community engagement. Like "green shack" programs we all know about, try a roving "green bus" (or food truck style vehicle) that parks in a neighborhood and offers community passersby info on ... everything that might concern them.</p>	<p>Canvass for more volunteers. Offer them a discount on bus fares; property tax; incentives etc</p>
<p>Better coordination with non-profit groups and other government agencies.</p>	<p>Clean up after the street persons they turn everything into an open garbage dump.</p>
<p>Better policing. Many people shooting up, doing crack or meth, and openly having intercourse in public areas around 104-101street south of jasper</p>	<p>Close arena shells rather than renovate</p>
	<p>Communication</p>
	<p>Community centres should be raising their own funds to improve their own local services and not be allowed to use funds from the city especially when these leagues have money in their own bank accounts that would pay for what they want</p>
	<p>Community programs are innovative and accessible. Great work!</p>
	<p>Continue the excellent homeless outreach, including gifted housing programs.</p>
	<p>Continue the good job</p>
	<p>Continue to enhance and strengthen supports for the homeless. This includes housing and addressing mental health issues.</p>

Continued emphasis on the goal to eliminate homelessness is important. As well, promotion of a caring and compassionate Edmonton must be expanded city wide. We have a few enclaves (ie: Terwillegar) that seem to think they do not also bear a responsibility to our most vulnerable.	Excellent services that are connected to volunteers and community leagues. Important programs to ensure we have a nice city to live in that supports various community groups.
Continuous improvement of existing city centre neighbourhoods is important to keep the City safe and vibrant.	Family and community support should take single people into consideration
Could the city airport buildings be used as interim winter homeless housing -- at least until the construction starts?	Get citizens involved! They are just as responsible for strong communities as municipal government. Funding innovative community initiatives (community leagues, events, gardens, kitchens), youth-at-risk initiatives, parenting groups, etc.
Developers should have to allocate a certain percentage of every condo building to Affordable Housing, for a period of minimum 10 years.	Get provincial funding. Homelessness is a provincial problem that is seen in all major cities in the province. Why should citizens pay for this program over and above the Federal and Provincial taxes that we pay?
Do a lot more of this, especially with the homeless and the Aboriginal people who need help. We owe them a lot after what was done to them in Residential Schools.	Good lighting, and no graffiti/broken windows/garbage, reduces crime. Simple as that.... and it makes the city more hospitable. Fund this. I live in the westwood, alberta ave area, and I know how successful this is.
Don't hassle businesses about graffiti.	Good program.
Don't know, but these are extremely important services.	Good value
Encourage greater participation by private enterprise in the science centre, and neighborhood programs.	Graffiti management could do a better job of distinguishing where graffiti is actually street art and is adding to vibrancy. I'd rather see less resources spent on managing graffiti.
end homelessness poverty and hunger	Graffiti management is just an insult left over from Mandel. Giving monetary fines to the victims of graffiti is stupid, and the moral equivalent of fining battered women that dare to let their bruises show in public.
ending homelessness will only work if you stop new ones from coming to the city. We can't support all of Canada's homeless!	Graffiti management should be under Corporate support. It is the only part of this category that needs to be increased. Never let graffiti get out of control.
enough of the love affair with the homeless. dozens of them enjoying the summer night on the lawn on that new building east of the police station, but what about all the people working full time scratching out a living living in downtown hi-rises/walk-ups who dont have the luxury of a lawn paid for by the city ? thanks for holding a job but were building for the homeless so...sorry	Great focuses in recent years, would love to see the seniors file stepped up even more. Being able to Age in Place is good for everyone, and for the city.

Great increase to social programs, outreach and housing placement for homeless persons. Police need to enforce and follow through with drug and alcohol and property crime caused by homeless persons. That small pctg is putting the other homeless and general public at risk.	I am a huge supporter of this service. I was on a board for an Aboriginal organization and the City of Edmonton was always supportive. Unfortunately, the capacity for the board was low and the opportunity for development was adequate, but the motivation wasn;t there from the board members. There should be some type of incentive to have the capacity of board members in community organizations be developed; such as funding guarantees.
Great Neighbourhoods and Age Friendly Edmonton are excellent programs/initiatives that need more funding. The coming change as seniors start making up a significant portion of our population needs to be focused on now; creating new services or infrastructure can't happen over night.	
Great Neighbourhoods Program be expanded to have more immediate reach and a higher profile. Abundant communities initiative a great start.	I am a prt of the City Initiative to end homelessness, and tyhink that Mayor Mandel and Mayor Iveson have supported this initiative, which has housed over 3,000 people since its inception. I also see outreach programs in the Jasper Place area, and in other areas, where grants have helped neighbourhoods upgrade areas, such as in the Stony Plain Road rejuvenaton project. Well done!!! Lots of dedicaton on the part of the JPBusiness Association and partnerships with government.
Great Neighbourhoods program would be more effective if Transportation actually played along.	
Great work is being done. But some of this should be provincially run. Trickle down without the appropriate support.	
Having sat on one of the boards I didn't get the impression of support from the administration. I was left with the impression that reorganization is taking place. I believe there are still silos throughout causing inefficiencies.	I am attached to this dept. I think any programs that increase support for leagues is great. Better leagues will create a better Edmonton in a cost effective way. I could spend more money here.
Help seniors and those that can't afford tools to clean up graffiti when it is reported instead of fining the victims.	I am very impressed with the progress the city has made in tackling homelessness.
Homeless should be dealt with Provincial and Federal gov. and not Municipal.	I approve of this.
Housing for the homeless	I believe the city overlaps with a number of other government agencies, provincial and federal, and some of these should be amalgamated
	I do not have enough knowledge--I think Edmonton supports community initiatives rather well, ... if we ever can receive some revenue from satellite communities who use so many of these services, perhaps the work can be expanded.
	I do not use these services so cannot provide a well thought out answer.

I don't know but it looks like a very good program. I especially like the Aging in Place initiative and education for seniors.	I increase the Community and Neighbourhood Services budget because I believe that the city should be more proactive in the development or the funding of the development of non-market housing. This really isn't an option if we want to take some control of the over all costs of poverty and homelessness.
I don't know much about this program and have never used it. The amount allocated seems like it might be high, but having little knowledge, I cannot properly say.	
I feel that more of these initiatives could be run through community groups, non-profit volunteer groups and community leagues, especially in Edmonton where there are lots of engaged citizens looking to make a difference in their community.	I strongly support these areas but would like to see many better coordinated within the City structure. There is duplication that could produce more impact (without reducing staff) with more cooperation & communication. For example programs like Great Neighborhoods & REEACH have a lot in common. I also believe the City should help support relevant nonprofit organizations, but not be involved in everything they do. City staff are often quite invasive without any legal or governance authority to do so (also wastes staff \$ without significant outcomes & reduces volunteer leadership motivation)
I get worried every time I see the word "Grant". I am always wary of when the city gives out a grant for something that I may feel is unnecessary. I am not A fan of art. I think the art gallery downtown is about as ugly as ugly can get and my first reaction was WTF is that. I am all about function and practicality. Within my own home I pay my bills and ensure all of the necessities are paid for before before I start buying art for the walls. Art is a nice to have but it is more important that people are housed and fed.	I think graffiti management is a complete waste of public money.
I have a number of rentals in Edmonton (and surrounding areas) plus I live in an established neighbourhood in Edmonton. I have been to many of the open houses and have found the actual plans to make neighbourhoods better are lacking. Specifically the "plans" for Jasper Place not not seem to have identifiable plans to accomplish goals -- just a lot of hoping and wishing. You want to make Stony Plain Road better? clean up the business! No more licenses for porn and pawn. I can't walk with the kids along the road because of the people and businesses.	I think it's working well, but we do need to find accommodation for homeless people
I have never heard of these programs/services.. increase marketing/awareness.	I think the City does an adequate job with social agencies, private investors etc
I have no opinion on this category.	I think the city should approach the Alberta government to build more homeless facilities in aboriginal communities so they can be near family support.
I have not seen these services in my neighbourhood.	I think the majority of these programs should be supported by the province not the City.
	I'd like to see metrics for all programs to judge success. Measurement doesn't need to just financial, but there should be measurement.
	If they really help I would support them.
	I'm curious as to how Community and Neighbourhood Services seems to require a lot more money than Traffic Management.

I'm not sure - is there more support for poorer, inner city communities? How do community legues fit in?	Keep up the good work ! These services speak to the quality of living issues which is often underestimated.
Improve communication regarding grants to organizations that could benefit from them. I volunteer and work in the non-profit sector and find that this information isn't always clearly defined or readily available.	keep up what is being done.
Improve communication regarding grants to organizations that could benefit from them. I volunteer and work in the non-profit sector and find that this information isn't always clearly defined or readily available.	Keep up with growth in new families
improve parks and community l,eague buildings	large church groups and ethnic centers should step up to help their users instead of relying so heavily on City funding
In many modern cities (like Montreal,QC) City promotes Graffiti. It could be an art if managed correctly. It could be used to send messages more effectively.	Less is more, i.e. more inclusive programs to save on resources
Increase the funding to house the homeless this will decrease the use of emergency services and make people feel safer in their communities	Leverage community league spaces and improve accessibility green/public spaces year round.
Install security cameras in high crime areas to reduce crime. Increase initiatives to promote food security, such as developing community gardens or greenhouses for these facilities.	Look at the percentage of the population that benefits...should we be advocating more from other provinces or federally? High number of people coming here should we be financially responsible for them if they can't find work, housing, pay for crime? What about immigration? Why should long term local resident taxpayers pay for these types of problems? More equitable allocations of resources needed. And management should not be swayed by groups that are strong advocates. It is easy to be swayed...but I know some groups are constantly vocal...squeaky wheel does get grease. Advocacy is an art and can easily influence others.
Insure that the services we provide are the "City's" responsibility and not get involved in providing services that are other levels of Gov't.	look for efficiencies, cut by 5-10% and focus on needs vs wants
It is not the responsibility of the city taxpayer to support everyone that chooses to come here.	Look for support from province and federal government (we have a large aboriginal community that seems to need these services, and lots of new immigrants that need these services). The federal government needs to step up to take on more of the cost of supporting these people.
I've had BENEFIT of these services in the past year.	Looks good! I love the Greenshack program!!
just like I said before in the staff issue	
Keep as is.	
keep it up and keep innovating	
Keep low income housing a priority	
Keep on with the aging in place programs and street outreach.	

Love the initiatives here. Especially Aging in Place and Street Outreach. Edmonton is not a good place to be homeless for most of the year. More mental health outreach and services would be great, too.	Maybe something could be done regarding neighbourhood partnership; a wealthier neighbourhood could pair with a poorer one to build solidarity and perhaps improve the situation of the disadvantaged community.
Maintain Green Shack program!	Merge programs. Cut the administration, supervisory and staffing cost. Work with zero budget,
Maintenance of spray parks and splash pads: many parents in Fulton Place (as well as the Green Shack leader) tried without success to have the sand refilled in the splash park. The main park next to Fulton School received a huge load of sand, but none was brought down to the sand play area in the spray park.	more awareness for grants and programs - advertising
Make all programs outcome based with data reflecting actual change in the lives of people involved. People who are charged with destruction of property should be held responsible for the repaint - not another paid company.	More collaboration with groups working on similar issues? That Aging in Place initiative sounds amazing...
Make more of us aware of what is available through these services.	More communication and access to these services to support inclusive, thriving communities.
Make people more aware of the programs maybe. The only one I have heard of is the Street Outreach Program.	more community engagement to get buy in from Edmontonians. Bring back pride in our neighbourhoods
Make sure that other levels of government, and the charitable / volunteer sectors do their part and dare not allowed to lean on the municipality and its property tax payers.	More detail about what they do and how they do it. Graffiti is also under another heading. Why?
Many of these tasks and programs should be provided by charities. I have attended programs at a Library and was appalled that the City would spend taxpayer money on such small and unnecessary programs. I suspect there are numerous programs in this category that could be dropped and the quality of life for the citizen would be exactly the same.	More for the homeless
many social programs are largely repetitive in nature/services and could be consolidated to save staffing/space management costs	More funding for leagues. The community volunteers do a great service for the city and need the partnership support of the city.
May sound very cold hearted but there will always be homeless people on our streets.	more funding for renovated cultural/community facilities and new facilities.
	More has to be done to support the homeless. But it needs to start by finding them a place to go so that they have a secure base from which to operate so that they can resolve the issues that made them homeless in the first place. More outreach programs, more shelters, more affordable housing - all these things are a worthwhile investment in the community.
	more help for seniors
	More help for the homeless to find and keep housing
	More housing and help for the homeless. Lets be the best in the country!

more is needed to house the homeless and education is lacking in this regard.concentrate more in treating there problem(alcoholism).	need to look at application process
More mental health services for adolescents, unemployed & homeless required. Whether this is done through AHS, clinic or private funding there needs to be more programs with follow-up.	No changes
More money could be allocated to this category.	No experience dealing with this department so no opinion one way or the other.
More money for homelessness	not sure what the benefit is here for the average tax payer
More money needs to go into the Aging in Place. Seniors are important.	Open rec centres an hour later to save money – too few use pools to justify the costs in the first hour
More monitoring of illegal running business from garage fixing cars, selling, should require consent of neighbors, we have to put up,with this XXX	Our community responsibility to improve each year.
More needs to be done to help our growing homeless population and to provide more opportunities for our impoverished urban aboriginal population.	Outreach to new communities in new suburban areas who don't necessarily know how to form community leagues and petition for civic funds for playgrounds. I think there are a lot of new suburban areas with a lot of residents who don't have basic community services. Walker Lakes comes to mind.
More of them!	Partner with nonprofits already doing this type of work
More preventative programs and initiatives instead of reactive programs. Let's stop homelessness before it starts. At risk youth programs, mental illness help and education etc. Graffiti management is well looked after. They City looks great.	People must start care for themselves.
More resources to do even more for our community!	Performance measures for intended outcomes are needed--not a list of services. That would help hone down costs to get rid of duplication and to motivate program areas to be both efficient and effective.
most preograms should be covered by federal and provincial taxes, not by the City	Perhaps some of the less realistic 'social improvements' could be cancelled.
Move Telus World of Science into the old Royal Alberta Museum. Much better location for access, and much better location for science (archaeology, paleontology, river and valley ecosystems' botany, zoology), larger facility too. Add IMAX and a more modest planetarium.	Perhaps some of these services should be co-funded by the province of Alberta. AHS would benefit from the aging in place program for example.
My neighborhood is full of homeless people so I guess we already participate	Please find housing form ore than 50 people. I would have liked to read about the results of the Aging in place pilot project.
Need to keep this going and growing	Preventative programs are long term and need sustained investment. Working with other service partners leverages these dollars.
	Promote it more!
	Promote volunteer opportunities more aggressively using local radio and tv stations to spread the word.

Property taxes should be used for property services. Income taxes collected by other levels of Gov't should provide people services.	Safety. Many people I know will not go out after dark, as "gangs" seem to control areas.
Provide information in different language to better serve our community and encourage Civic Participation. We are expecting newcomers to change to our system as soon as they arrive without taking into consideration that they are coming to us from different political system, it is their expectations we should be looking into, accommodating the customer not the other way around as it is being done now	Same as above -- assess the value of the programs vs. the cost -- how much are we spending on homeless people? Are they better off because of the city's involvement? How do you know?
Provide more jobs for the homeless to help get them off the street. A good example is the folks that sell the papers, something easy that provides a service and helps build pride to help them to better themselves.	Scaling up Street Outreach and housing supports is incredibly important. The number of homeless encampments in the river valley that I saw this year was beyond anything I've ever seen. Expanding the NET project, and DVIT response teams are also (unfortunately) needed in my opinion.
Put all the money toward homeless. The rest I don't care about.	Signs around the city on how we can help and where people can get help
Put less \$\$ into graffiti management and more into community supports for homeless. Graffiti is a way to express, there should be more space for this. People are more important than paint. Programs for children and families and youth = YES!	So many of these programs seem to overlap in one way or another but their mandates are so limited in scope it makes it difficult for those who want to help or those who need the services. I know of people who have tried to access some services but due to the limited mandates are left feeling frustrated and helpless. There are many different services for seniors (between the various levels of government) for example but they are not co-ordinated in such a fashion as to make it easy to access and far to many of the front line people don't have the knowledge or ability to help in accessing the proper services.
Put more funding into direct programs that make Edmonton a great place to live. There seems to be a lot of work on planning in this area and not much doing.	Some staff are great, others not so much.
Question - why is the Space and Science Centre not part of Attractions?	sounds great!
Rec centres that are in place as communities develop and grow. I have been waiting over a year in Clareview for a rec centre that was to open a year ago and mill woods has the same problem	Still too many homeless
reinstate AMA discount at Space and Science Centre	stop ostracizing graffiti so much. much of the graffiti in this city looks better than the poorly built commercial spaces/parking lots that are all over the place.
Repurpose old TWOS as a recreation centre and add a couple rinks.	

<p>Stop spending so much on homelessness, the more you give these people the less likely they are to actually earn a living. Edmonton has lots of jobs and people should be made to work. Stop having so many taskforces, the amount of money spent on taskforces, committees, studies, etc would be better spent on doing something instead of studying it and doing nothing.</p>	<p>The graffiti management / approach in this city is laughable. Raids on Art Shows of prolific Edmonton artists yet we set up a few Free walls? Very mixed messages when it comes to graffiti in this city.</p>
<p>Support for elderly and homeless is good. Why are city taxpayers paying for the Telus World of Science (if that's what you meant by "the Space and Science Centre") if it's not a city facility?</p>	<p>The LAP Program is a wonderful program. However, families on the LAP Program are not able to purchase the 'unlimited rides' pass at Fort Edmonton Park. A family member was told she should be happy that she received the pass for free, and she could pay for rides instead. The cost of the tickets for the carousel ride, though, made it prohibitive for her to take her children on more than once. If families that are struggling are able to afford the \$10 unlimited rides pass for their children, then they should be able to purchase it, LAP Program or not.</p>
<p>Support for the homeless should increase but why fund the Space and Science centre?</p>	<p>The Space & Science Centre should be self-supporting.</p>
<p>Surely by now contribution from REACH has reached its maximum effort. Look at seeking private industry involvement to take over those programs that benefit less than 5000 people (out of a population of one million)</p>	<p>the staff getting a better understanding of their clients needs, and not depending on some chart or graph to determine what someone needs, but on the individual situation... am really tired of someone saying that I don't need such and such a service just because some scale or chart or graph tells them I don't need it... or the reverse racism I keep facing... just because I am caucasian doesn't mean I have everything my family and I need...</p>
<p>The \$6/month seems a lot in comparison to the Parks & Rec monthly amount.</p>	<p>There are a lot of different electrical or other metal boxes in the city.They look ugly. Lets make a contest for graffiti people to make these boxes piece of art.</p>
<p>The city shouldn't be looking after the homeless.</p>	
<p>The city shouldn't have to provide social services because it is a provincial responsibility but the provincial government spends so little on social services, that we have no choice but to offer some. Some of the services provided by the city are exceptionally good.</p>	
<p>THE EFFECTIVENESS OF THESE PROGRAMS IS SMALL. HOMELESS PEOPLE SHOULD BE HOUSED IN INEXPENSIVE HOUSING AT THE EDGE OF OR OUTSIDE THE CITY, OUT OF THE MOST EXPENSIVE REAL ESTATE AREA. THERE THEY SHOULD BE GIVEN FOOD AND SHELTER</p>	

<p>There has been too much focus on grandiose projects and we definately need to revitalize our ideas for partnering with community groups, and providing matching money for citizen initatied community projects. Community Services CLIP program is awesome, but there are many communities with no facilities and we have many new big parks and there is NO money for matching the amazing enthusiasm of community folks and groups that are raising money to build simple, basic facilities for out city such as playgrounds, park facilities, trails and other things. This needs to be beefed up. If our citizens are willing to get involved and raise money the city MUST be there to work with them. Money keeps getting clawed back into big projects and faciltiies. These community led projects are basic and essential. We must work together and the city must be there for them. This is slipped in recent years.</p>	<p>This is an area that will unfortunately expand because for some reason we don't know how to get to the root of the problems and start working on the possible solutions to eliminate the problems.</p>
	<p>This is just extra fat on the city budget</p>
	<p>This is likely the place I would be willing to increase my expenditure.</p>
	<p>This service is always the underfunded service because its impact is not measured by revenues or reduction in inefficiencies. Yet this is the service when truly improved and well-resourced can make the deepest impact in building healthy communities. The problem is that resources are misallocated; for example, funding organizations such as REACH - a superstructure to fulfill a coordinating function where most of City funding goes to support the organization structure rather than to direct programming and services. It has underresourced an essential component of community services which are the community building social workers and recreation coordinators who are the real front line coordinators of community programs, including community safety.</p>
<p>there should be temporary shelters for homeless people to congregate instead of below restaurant canopies as well as on 101 street. There are drug needles, human waste, drug dealing and fights breaking out along 101 street from 103 avenue to 107 avenue on a regular basis. Seeing as this is going to be the nexus point for the new arena, the homeless population needs places to go like heated outdoor shelters where there is not enough room in hospices etc... that will keep the population feeling safe as well.</p>	<p>tiny houses for the homeless initiative. Stricter punishment and bigger fines for graffitti. temporary surveillance in trouble prone spots.</p>
<p>These are essential and have historically been underfunded.</p>	<p>too much City money going to a very small percentage of total population</p>
<p>These should be run by private entities.</p>	
<p>this area is not a mandate of good government. Let the not for profits do their thing</p>	<p>Tried the city to see if I cuold get some help snow shoveling until my back is operated on this spring..nothing available in NE Edmonton. Be more agresive in getting Federal funding to help the many who are moving into Edmonton using these services..they are a Federal responsibility not mine</p>

<p>Trying to serve too many areas or individuals often results in not any one area being served to the level that is required. Narrow down the scope of this area to programs and services that accrue the large number of individuals, especially to services that have a very transparent cost to benefit relationship. By demonstrating direct correlations between the effort performed on the part of the city and the resulting outcome results.</p>	<p>We have a grey Canada Post box in front of my building that was always getting graffiti on it. Went to Walmart and purchased a can of grey spray paint (\$4.00) and covered the graffiti. In about a week it reappeared. Covered it again.(another \$4.00) It has been about 6 months now and it has not reappeared. Maybe we need an adopt a box/wall program? As far as homeless etc. we need to support these programs for compassion and respect if nothing else.</p>
<p>Turn the Down town Remand centre into a homeless shelter.</p>	<p>We need to find a more permanent solution for the homeless in this city. Also, our seniors are still being shoved out of their communities with no affordable alternatives.</p>
<p>Understand the difference between art and vandalism, and stop making graffiti out to be evil.</p>	<p>We need to find ways to get the unemployed working again. There are places looking for workers and many people who are capable of working who are being supported by social programs rather than being productive members of the communities they are living in.</p>
<p>use common sense</p>	<p>We need to keep doing what we are doing and do more to attend to our most vulnerable citizens. More work to diversify our communities will keep our citizens more resilient. We need to make sure graffiti artists have spaces where they can work. I don't think it should all be criminalized. We need more green shack programs not less.</p>
<p>Use public spaces to provide shelter at night to the homeless during frigid winter weather. I believe this was tried one year using Churchill Station but was abandoned. Perhaps its time to try again.</p>	<p>We need to take care of those who can't take care of themselves. Then we need to teach them to help themselves more.</p>
<p>use the old remand centre to house the homeless</p>	<p>We should take note of what services should be provided by the Province. Those programs should be funded by the province.</p>
<p>user pay & have provincial inmates clean graffiti. Out reach should be a provincial responsibility.</p>	
<p>Utilize the old remand centre as a homeless centre!</p>	
<p>Very good, to be continued</p>	
<p>WE ARE DOING A GOOD JOB IN THIS FIELD ALLREADY.</p>	
<p>We could involve young people in the project and it could make our city looks better.</p>	

<p>We urgently need more and better, affordable housing in Edmonton (throughout the city), especially for the booming number of seniors, who cannot afford private, expensive options. And, especially for supportive and long-term care options. We are going to have a crisis on our hands as baby boomers age. Also in favour of improved options for the homeless and working poor. Great job dealing with graffiti issues in the city. Encourage more murals.</p>
<p>What does aging in place really mean? What is the cut-off age? Went to hear Andrew Knack talk on this a senior centre but his talk was not directed or inclusive of seniors. It appears to be a waste of money if it is not totally inclusive.</p>
<p>Why couldn't business and community leagues help with some of this cost? Don't know if that is viable or not</p>
<p>Why is the city involved in social services? There are certainly enough social service agencies and charities in this area. Building homes for the homeless I see as an affront to those who save and scrimp to buy a home.</p>
<p>Why not better fund the non-profits dealing with certain issues to reduce costs of the City having to?</p>
<p>Work better with community based programs to not duplicate efforts.</p>
<p>Work to create awareness and better access to outreach programs so that fewer people remain within the poverty cycle. Examples could include better support for those who are underemployed or don't qualify for assistance programs.</p>

Community Standards

Overview: Community Standards Peace Officers, Park Rangers, Municipal Enforcement Officers, and Animal Care & Control Officers protect the health, safety and welfare of citizens by promoting compliance with our community standards and bylaws. Teams are responsible for addressing bylaw complaints and investigating issues such as parking violations, animal complaints, weeds, nuisance properties, sidewalk snow clearing, lawn signs and garbage storage. This category also includes the Capital City Clean-up Program to combat litter and graffiti. Through education programs and clean-up efforts, a 9.4% reduction in litter on city streets from last year was achieved, and a 43% reduction in graffiti vandalism in 20 neighbourhoods with the highest reported incidences.. As a result of stronger partnership efforts with the Edmonton Humane Society and local rescue groups, the Animal Care and Control Centre cat return to owner rates have increased by 19% and pet euthanasia rates have reduced by 38%.

To learn more about their team, visit the [Community Standards Officers website](#).

Taxes per month:
\$1.97
In your opinion, what could be done to improve these services in Community Standards?
2 Station Masters at each LRT station and bus terminal.

311 app should enable easy sidewalk snow clearing reporting.
Again I've called 311 to complain about the lack of snow removal, I even followed up and still ALL last winter nothing was done. So once again maybe the city should do as they advertise. Its NOT rocket science.
Again, bylaw enforcement needs to be more pro-active, but not necessarily without consideration. For example, in our neighbourhood many neighbours don't clean up their weeds, and don't shovel the snow. But, officers shouldn't fine for minor infractions, but concentrate on those who obviously ignore the rules and have huge weeds, etc. They should be visiting neighbourhoods on a regular basis to look for major bylaw infractions. Also, they should crack down on dogs in schoolyards and off leash, and smoking infractions.
Again, challenge the department to do more with less - and establish metrics and activity based accounting -- how much did that 9.4% reduction of litter cost? Now I can decide if I want more less litter or more police services (for example).
Again, I don't think that graffiti removal is an important or necessary spending of public money.
allocate more money to animal control
Allow direct access by phone to these departments instead of only thru 311. When someone needs by law info, the city should be there to speak to people
Always could use more of these guys
Animal control officers can be paid for by pet owners. The ease and low cost of obtaining a pet have contributed to an overabundance of irresponsible pet owners, as can be seen by all the feces in our parks and sidewalks. This also is putting a burden on the SPCA.
Animal control should start ticketing people who let their animals run free.
Apply fines to motorists who do not move vehicles for days.....or just change position
As a volunteer with Adopt a Block I find it hard to believe liiter has decreased. I suggest strict enforcement and fines for littering, especially

cigarettes. Businesses should fined for not closing garbage bin lids and allowing it to blow around, bars etc for not cleaning up after smokers etc. Bylaw officers could, while driving around , ticket offenders as they see fit not wait for complaints. We need faster ticketing on homes and businesses that do not clear snow or keep spaces around them in an acceptable way.
As above
As the other categories focus/budget increases I believe the need in this category will reduce.
Ban the Fire Pits completely. Does more harm than good. Ties up a huge amount of resources for complaints and enforcement. Should only be allowed in public parks, in proper devices and burning proper materials.
Better enforcement is needed for graffiti vandalism and noise bylaws.
Bill the heck out of dog and pet mis management by owners.
bylaw can drive thru neighbourhoods and ticket, not just respond to complaints
Bylaw complaints do not get addressed properly or efficiently. I had to wait 4 months to get a weed complaint addressed and it only got addressed when I spoke to our City Councillor.
Bylaw officers don't seem to be very effective in my experience. They lack knowledge, both of their jobs/powers and City processes, and problem-solving skills. The powers they have are often limited so they aren't a good deterrent or they aren't enforcing many things at all which means there is no deterrent whatsoever. Also, while I appreciate snow is a problem and these folks should be enforcing the bylaw it seems a bit hypocritical to expect citizens to clear city sidewalks (for free) within 48 hours when the City doesn't live up to the same standards for roads, trails, etc. Maybe it's just me, but the crosswalk on the road is exactly the same as a sidewalk to a pedestrian and yet the standards for winter maintenance are not the same...
Can citizens be charged for services provided, especially if services arise from citizen negligence.
Can't comment

Cats should be licensed
Communities should be educated on parking in boulevards. There are too many vehicles that improperly park. I have seen vehicles angle park, and park across sidewalks.
Community level engagement seems to be working well.
Community standards reduce crime. This has been proven in New York City.
Continue improving and expanding services.
Continue the graffiti abatement program.
Coordinate better with with other departments, e.g., police, traffic. Kudos to the Edmonton Humane Society.
Don't know.
Edmonton is a very dirty city.- a garbage dump. Litter everywhere. There needs to be stronger enforcement re littering - a more effort to keep things clean. West Edmonton mall attracts many tourists - yet 170 street is very dirty on both east and west sides. The winter gravel stays on the streets and curb for long periods. the grass is dead from the winter rocks. there is not enough effort put into landscaping and maintenance. City should look at some of the other cities that do a great job of low maintenance landscaping that looks great.
Enforce the bylaws!!! Force payment!!!
enforce your bylaws and fine those that break them, increase revenue. Sidewalk snow removal probably the biggest of these, I'm thinking more along the lines of corporate offenders. I reported my own company 3 or 4 times last year for failure to remove snow from the public (and only) sidewalk and it was never even looked at. City quite happily piled windrows on it. This created a danger to all pedestrians that then had no choice but to walk on a very busy road that has many semi-trucks on it.
fine people who litter.
For that amount of the tax dollar, I expect better services. Yet it seems like the enforcers are overwhelmed and don't influence the overall appearance of the city. Is this program being offered in the most efficient manner possible?



From witnessing some bylaw enforcement in action, at least in the weeds/unsightly/nuisance/garbage complaints, it seems to me that the bylaw officers time could be better focused on dealing with valid, documented complaints. I don't know how the complaint system really works but it seems like every complaint is investigated, but what proof is expected of the complainer, before an officer spends their time trying to investigate what turns out to be non-incidents. There should be a minimum level of documentation required before an officer is even sent out to investigate. Also keeping up-to-date with licences and records between departments would help increase efficiencies. Two years ago we had a dog that we gave to another owner and reported that to the appropriate department, yet a year later a bylaw officer visited our home to serve us with a ticket for an unlicensed dog.

Gary Lamphier of the Journal had a great article about derelict properties a while back. The City needs to take action against these properties more aggressively than it does now.

Get a little more \$ for these folks from fines and other penalties..iw community services

Get bylaw to start looking for a ticketing bicycle riders who break traffic laws and give them tickets. Bicycle riders think they are pedestrians when it suits them and cars other times. they want to have the rule of the road but don't want to be licensed or subject to traffic and safety laws. Start ticketing them and use those fines to help pay for this area.

Get new leadership in this area. Currently more focused on slamming old people for not clearing their sidewalks than actually enforcing laws across the city. I could write a dozen bylaw tickets every morning at my kids' school, but I've never seen a bylaw officer there, despite them being notified. This department needs to become more consistent and proactive across the city. Unless I'm going to start receiving a paychecque, why am I responsible for contacting bylaw and telling them where to go and do their job.

Get rid of the excess cats. There are way too many people letting them run loose. Limit the

amount animals people can have to two period. The city is no place to keep lots of animals.

Getting pet licenses needs to be more straightforward. Even online the process is cumbersome and only some vets are listed, requiring a visit downtown.

Good job! We love the Humane Society, and I am impressed with the high standards in Community Standards.

great job by animal control centre

Great program.

Great work, keep it up

Hand these duties over to the police.

Have an outreach program where you offer clean-up kits to families/homes bordering our many ravine systems, providing info, bags, asking for volunteers, etc. Engagement, free materials to help with the clean-up, I bet you'd see a huge increase in volunteerism.

have better dog park patrol in the beau Vista off leash area to control irresponsible dog owners

Have more litter enforcement, bigger fines

Have school students help clean up or paint walls to cover graffiti. It could be part of a health class or social studies

Have the parking enforcement attendants take on the job of issuing tickets re: sidewalk snow removal. Be proactive on this matter rather than waiting for someone to call and complain before any action is taken. This would improve efficiency and keep our sidewalks in better condition for all of us including seniors and those with disabilities, I expect that there would be fewer falls too so this would save the provincial health care system money. Elevate the status of the parking enforcement attendants and let them become the "eyes, ears and voices" in each community. They could keep an eye on weed control, etc. too. **COMBINING SERVICES WOULD SAVE THE CITY A LOT OF MONEY I EXPECT.**

Heavy fines should be levied against people who break these laws.

high costs

Hire a couple of more officers. Start enforcing

Hire more officers. The increase in fines will

offset payroll costs and will increase revenues. It's anarchy out there folks.
Hire more park rangers to monitor parks as city grows
How about and just a thought, the current ones actually go after real issues instead of picking on good tax payers? Like unkept houses in dire state of repair, Stray cats ever were! Maybe they should do more with what they already have!
I agree that the city needs to discourage some weeds but the contractors need to be better educated on what to remove and the information letters letting people know they have weeds need to be more specific on what weeds.
I am happy to hear that cats are being returned to their owners more often.
I am satisfied
I cannot answer this question as I have not needed service from any of these areas - except for my pet's licence. I do have a dog - licensed- and am pleased to pay a yearly fee if that fee goes to maintaining facilities like the Animal Care and Control Centre. I think the cost of a dog licence is pretty reasonable.
I do not know enough about this area.
I don't know
I don't know if I've seen their impact, but that could be a good thing.
I don't think someone should be fined because a neighbour saw something. These things need to be investigated and a better campaign to educate citizens is really necessary here. I can see it has begun though, especially with pet licenses.
I feel over policed in this area.
I got a letter about a noxious weed, tansy, in my yard, in a controlled bed. I try to have a natural yard, and know that what we call weeds can be grown carefully,. Yet, I see areas where this weed is growing on city land, and has been for years, and nothing has been done. This summer I saw it at the ACT centre, and on the lane behind 119th street, both have been there for years. I didn't get any letter about the

noxious dandelions, or the horshradish that grows in my yard. Whats with this by-law? Of course I took the tansy out, but it is such a nice plant when controlled. I do appreciate the animal services; the clean-up efforts, including the big bins.
I hate that people can light backyard fires with little knowledge and supervision, and can park and store vehicles on their yards and on the street with no consequence.
I have received two "community standards" warnings. Both of which were terse, uninformative, and random. This system could be improved.
I haven't had recent interactions with this department but I've never had any complaints about them.
I like to encourage birds to come and stay in my space (not by the use of bird feeders) and the local cats see this as prime hunting ground. Could we have bylaw enforcement be a bit more proactive in this regard?
I live in an older neighbourhood, and though I've only recently moved here, many of my neighbours have been here for a decade or more. They seem very concerned about abandoned properties in the neighbourhood. I've heard that provincial changes need to be made to allow municipalities to act. I hope this is being addressed.
I suggest decreasing this budget because the money is not being spent wisely anyway. There is too much emphasis on things like Graffiti and no emphasis on enforcing litter and sidewalk snow clearing as an example. Neighbourhood residents get fined for not shoveling sidewalks while the city itself leaves blocks of sidewalk bordering city property, unshoveled.
I think the animal area is well taken care of. However the other officers are never seen even when complaints are called in.
I think the animal shelter (wonderful facility) has a really strong capacity for fundraising. Higher licensing fees and fines would appropriate.
I think they do a good work on parking enforcement in areas that are especially busy, for example, ticketing around the university area



so neighbourhood occupants have a place to park.
I think this area needs a bigger budget and more partnerships to be most successful.
I think this group is doing a good job.
I think this is a little understood service area. I doubt most citizens know when to call these people as opposed to calling police. Enhanced communication/education would be helpful. While I have suggested increasing police funding and decreasing funding here, perhaps the opposite would be more effective if I better understood who to call for what.
I wasn't aware this branch provided any service to improve. Ever tried to get a response from by-law enforcement? Good luck!!
I would like to see an easier way to report problems, such as graffiti. With the technology available, it should be as easy as snapping a GPS tagged photo on your smartphone to report graffiti, potholes and other community standard/bylaw infractions. First assessment of these complaints could then be automated. An app for reporting could also include educational material and contact information for city departments.
I would like to see the bylaw officers show more respect when dealing with people in regards to the complaints they get... especially when they are told by neighbors of the party they are there to check out that the basis for the complaint is a completely different dog...
I would love to see increased programs for picking up stray cats or cats that people have found in their neighbourhoods. Lots of people want to help with stray cats but they do not drive so are not able to bring the cats in to the facility.
If crime rates are down then more police should be used for these services rather than another redundant agent of law enforcement in a province where you increasingly see uniformed agents of law enforcement
If you've found the way to license cats you should be able to find the means of licensing bicycles. If bike riders want more from the city, they should be willing to help with costs.

I'm happy with Community Standards
Important services.They need more legislated authority to act on problem properties that require so many resources over time from 311 calls to Bylaw Enforcement to Police & Fire. Get tougher on the few who cause the most trouble & act faster.
Important to have a place to access help to keep uncooperative neighbours keep our community standards up and not bring down property values for people who do look after their place...too many rental properties not looked after
Improve partnerships (perhaps with schools?) to clean up the river valley. Improve garbage pickup on weekends and near event sites.
In relation to nuisance properties, the city should not encourage tattling. This is setting up neighbors for disputes and perhaps violence.
Increase fines and decrease officers
increase fines and strengthen bylaws to stop rental or vacant properties from becoming neighbourhood eyesores
Increase fines to help cover costs.
increase staffing to combat urban blight and neglected/abandoned sites; charge owners fees and seize properties where unpaid
Increase the amount of officers. There see hardly any for the amount of area they need to cover.
Increase the number of locking public ashtrays available (or at least empty the existing ones more often, overflowing ones are just as gross as butts on the ground). Certainly penalize buildingsand businesses that do not maintain a good curb appeal or tidy, exterior appearance, I shouldn't have to walk on the street because a business has allowed its patrons to create a wall of smoke and covered the sidewalk with discarded butts (this is most apparent around Whyte and Jasper avenues)
Increased presence of bylaw officers.
Inspectors need to use their own judgement when responding to calls about nuisance properties. My neighbor's address was submitted as a nuisance property, noting that it



was covered in weeds, thistles and overgrown grass. While she had a few dandelions, it was not a nuisance property. If the inspector had looked two doors down to the actual property that had 3 foot high thistles, weeds and grass and realized that an address had been submitted incorrectly, it would have saved her a lot of grief.

Introduce laws and fines for littering, that are actually enforced. Fines for littering cigarette butts.

Involve communities, schools, businesses etc to help with this and then advertise which ones were on board - everyone needs to take responsibility for litter

It was about a group of homeless people camping in the area.

it would be nice if we had fewer dogs running loose. this seems to be a high rate (1/3 of the snow removal budget) for little in the way of results.

I've had BENEFIT of these services in the past year.

Keep to tackling complaints and graffiti/vandalism.

Keep up the good work and responsibilities

Keep up the good work.

Keep up with growth

Keeping up with issues and having the staff to deal with them is the challenge.

Knock off the outmoded "graffiti is criminal and dangerous" rhetoric. Demanding that graffiti done even with the building owner's permission must "conform to the city's Community Standards for acceptable forms of art" is ludicrous and offensive to the concept of art. Not all graffiti is vandalism. Cut graffiti clean-up programs, focus on prevention, and implement more free walls.

Kudos to these people, they have to deal with some pretty unrealistic people. We need more enforcement not more education as society today is very much self absorbed.

Lack of security due to unmanageable youth law breakers.

Leave it be.

Leave people's fire pits alone. We have enough bylaws to enforce.

Less warnings and more tickets.

Let's allowed people to have dogs at picnic sites.

License cats - make it the law! Make them wear tags and quit with the dog/cat requirement. People that have more than 3 dogs will not license their dogs, and same goes for cats. If animals are care for and properly managed who cares that they have one extra animal at least they are then being licensed. There is research that states this is the case. I believe Calgary can be used as the example. Put more garbage cans around the neighbourhoods too. I would prefer we make throwing cigarettes out of a driving vehicle illegal too. That can cause a fire in our dry summers, maybe their should be more education programs surrounding that?!

Longer hours for animal control and trying to control feral cats

look for efficiencies, cut by 10% and focus on needs vs wants

Lots of this is a Monday to Friday operations. Needs to be minimum 7 days a week. Ideally 24/7. 365.

Made a complaint about a neighbour but nothing done

Maintain status quo. Why should my tax dollars go to pay to find owners of cats, dogs. If pet owners knew dogs and cats would be euthanized after 14 days more responsible pet owners would emerge. Less costs to pick-up, shelter, store and feed. Something is wrong with this picture. Recycle unauthorized lawn signs. Set higher penalties.seizure ov vehicles violating loose loads. Education works to a certain polint then enforcement must take over.

Make reporting issues easier.

make the city pound/animal control a NO KILL facility. improve anti litter enforcement

Make them more visable. I feel unsafe dt

Money well spent

More after hours enforcement. Don't make me call the police to get a parking enforcement officer out.

More bylaw officers for bylaw complaints. It can take up to two days for one to show.
More community events/engagement for clean ups. Less tolerance for people putting in multiple complaints (seen it with neighbours who are bored with their lives and have nothing better to do).
More enforcement officers to help.
More enforcement to law breakers. I called over a dozen times last winter on several properties that didnt clear snow from their sidewalks once and nothing was done. Let fines put money back into this service.
More fines for cigarette litter.
More focus on enforcement off leash dogs, dogs out of control, on school property
More funding and information to the public
More has to be done to retain Bylaw officers. It has been said that our concerns can not be dealt with due to a lack of fully qualified officers.
More heroes walls! Support graffiti art in places like the skateboard parks and community rinks...
More neighbourhood trash cans and a big effort to encourage people not to litter.
More of them please
More park rangers for helping people in homeless camps
MORE POLICE TASKS SHOULD BE MOVED TO PEACE OFFICERS, FOR EXAMPLE ACCIDENT REPORTING.
More potent enforcement powers for these officers
More proactive enforcement by community standards for parking, litter, weeds, etc.
More protective services. Very important service
MORE PUBLIC AWARENESS NEEDED OF CITY BYLAWS NEEDED.
More public recycling bins, both large (for households) and small (for pedestrians).
More resources to do an even better job of ensuring bylaw compliance and animal care.
More spay neuter programs, (regulating vet costs) more bylaw staff, more community

involvement.
N/A
need more bylaw officers especially for animal control
Need more parking violation in neighborhood enforcement, especially in the evening. Too often in our neighborhood driveways, public access to schools, crosswalks and fire hydrants are parked across/in front of.
no
No Comment
No concerns here. Great work being done.
No concerns.
No contact.
No idea
No increase. Suggest taking a hard look at the ByLaws on the books to ensure they are needed and that take time to enforce without any clear benefit, i..e no smoking in parks or at Churchill Square just to please a few thousand people. Empower residents with authority to report with photos directly to ByLaw who issue tickets or warnings on the basis of on-line reporting. Do all By-Law complaints have to be visited by a By-Law Officer?
No opinion
No opinion on this category.
Not much to improve here. For the most part these services are delivering exceptional services.
Not sure where this fits in....STOP putting fluoride in our water!
Not too thrilled with the increased numbers of "mall cops" .. I mean Peace Officers out there. Focusing this program on bylaw enforcement instead of hassling folks downtown would be a start.
Overall, I quite satisfied in this area. It would be nice to develop a program for public awareness and stewardship of litter. Pick it up and show pride in our city.
Overlap with Community and Neighbourhood Services (?) - more clearly define the difference and/or combine to make efficiencies.
Park Rangers- check on dog owners or people

using the facilities once in a while-some drive thru parking lot and that's it.	plans. Eliminate the cash grabs in terms of pet licensing.
Peace Officers are never in my part of the city.	Regular emptying of the garbage and cigarette butt dispensers would help reduce litter. I've hunted for them only to find it full.
Perhaps pay less attention to the so-called "noxious weed" issue.	Relating to traffic management, bylaw enforcement could be more firm with those that choose to park in designated no stopping zones during rush hour. While in many cases these vehicles are ticketed, a more aggressive approach of towing vehicles more frequently may need to be implemented in the short run since tickets may not be an effective enough deterrent.
Pet Euthanasia?! That happens? There have to be non-profit partnerships that can be established to prevent the need for that. Could this be an community issue that we open up to NextGen brainstorming, or a voluntary committee member from each Community League? Couldn't we avoid even have to kill an animal that wasn't a danger, or terminally ill?	Same comment as for corporate services. Streamline the hierarchy and allow people to do their jobs instead of pleasing each other and pushing pencils and paperwork around.
Please ban backyard fire pits - they are a health hazard.	Scale them back, except for the Humane Society branch.
Please don't mess with our backyard fire pits. It's cold at night for most of the year here.	Scope for reduction
Please don't wait for a complaint about a nuisance property! When you DO get a complaint how hard would it be for the person investigating it to keep an eye out for other such properties along the way? The offenders are really easy to spot.	Seems good!!!
Please send enforcement officers into suburbia to ticket vehicles angle parked in cul-de-sacs and those parked beside windrows and are over 50 cm from the curb. Fine residents that put out loose material for waste and recycle collection.	Seriously, I would like to see more enforcement down by our bylaw officers. I want people to clear their sidewalks in the winter, I want people to clean up their properties and take pride. I am willing to pay a higher property taxes in order to have my Neighborhood be better kept by the people living here. Get out there and start ticketing people who do not clear their sidewalks of snow and ice and ticket people who park on their own lawns because it devalues my property.
Put the by-law officers on commission with a lower base salary, then perhaps complaints would be dealt with more rapidly and thoroughly. Having officers who only work 9-5 allows early risers to walk their dogs. .	Sherriffs on transit and in the downtown core a a great addition
Put the onus on pet owners, not the poor neighbours cleaning up the mess.	Shut it down and use real police! As I've said earlier - there is still an abandoned truck on my street for the past three (3) years with another truck having been parked and not used for the past three (3) months!
Really impressed with the Edmonton Humane society and their facility. Any money to support and partner with them is well spent.	Some duplication of services..such as Graffiti Management also dealt with by Corporate Services. I think Bylaw officers (who only appear to work days and not on weekends or holidays) should perhaps have their roles re defined to exclude things such as noise complaints that generally happen in the wee
Really impressed with the Edmonton Humane society and their facility. Any money to support and partner with them is well spent.	
Really, in the river valley we have a volunteer clean up day - works well. Is this the department that drives the street sweepers? They do a good job.	
Reduce public employee wages and pension	



hours of the morning or on days they would normally be off. . The reports will almost always be after the fact and often the police have already dealt with the issues. Sidewalk snow removal and lawn maintenance issues in this city very labor intensive. Home owners (I believe) get a warning then 10 days to comply... perhaps that might be revised to plenty of publicity - immediate fines and no more warnings. Follow up on warnings could potentially run into more than 10 days anyways, so it is not a terribly consistent/efficient program anyways. For individuals who are handicapped or not able to remove snow, the assignment of someone who has to do community service as part of an enforcement program.

Somehow discourage people from littering. It's disgusting how much garbage blows around in the wind, and how much fast food packaging gets run over and flattened on the roads.

Sounds terrific!

stop creating a nanny state

Stop issuing Jay-walking tickets at location where natural mid-block crossings should be located.

stop people throwing cigarette butts out of auto windows,

Surprised that this is only \$2/month; need to spend more on bylaw enforcement, especially to address issues such as abandoned & derelict properties & buildings.

Thanks for good work

the city has little to no concern for cats. I have called and written numerous times about feral cats...some wounded yet I am expected to rent a trap and somehow take these animals to a shelter. I thought the cat license was to help feral cats????? If I call about a wounded feral dog, it would be helped but cats, no. MORE mandatory spay neuter programs. Fines to people who allow their cats to be put in peril.

The city is constantly posting things (like billboards) about controlling dogs but refuse to actually do anything (like trapping) cats. There is currently no room at the "pound" for cats to do trapping but that is short sighted. They are

continuing to reproduce and make more unwanted cats -- never ending cycle!

The city is managing this area efficient as possible.

The city needs to do something about the cat population. There area a number of feral cats as well as all the people that let their "house cats" roam free. These cats are destroying the songbird population. Edmonton neighbourhoods only seem to have crows and magpies now (not a pleasant sound).

<http://www.wildlifeextra.com/go/news/feral-cat-US.html#cr>

The city of Edmonton should not be in the animal business.

The much improved litter control in the downtown area is appreciated.

The parking teams are very efficient - accept a reduction in service level. The graffiti stat is likely compromised by increased construction and displacement of the activity to different neighborhoods.

The use of peace officers to enforce payment on the LRT is highly ineffective. I ride the train every weekday and have not been stopped once in the last five months. As a result, cheating on fare payment is rampant. A more sophisticated payment system, while costlier at the start, might well improve overall payment rates and reduce the need for peace officers on LRT routes.

There should be more bylaw officers travelling around the different areas of the city watching for incidents where the bylaws are not being followed. Its called being proactive and would go along way to getting people to follow the rules.

These are good services that need to be supported. It would be lovely if people didn't have pets, then we wouldn't have to worry about using public funds to deal with people's cast offs or return their lost pets to them, but I don't think we can do without these services. Overall, keeping the city clean of litter, graffiti and animals is a good use of public funds, and the amount we pay for it seems reasonable.

These seem like "nice to have" services rather

than core services.
They are not very good at ensuring businesses keep their sidewalks clear! I've had to call about a particular dentist's office, several winters in a row, to no avail. Is there a policy to automatically spay found animals before returning to owners? I'd support that, especially for cats. I'd also support a city levy on cat litter, to be directed towards songbird and other wildlife protection.
They could actually follow the bylaws. We have called parking enforcement when people double angle park on our corner as no cars can get though and they just say they will give a warning every time, except when they parked on our sidewalk in winter we were told we would get a ticket if we did not shovel under the car!
They need more effective options for dealing with bad pet owners; often the warnings/fines do nothing to curb their behaviours.
They need to be utilized more in order to be worth the cost
Think greater investment so that they can be more proactive to issues...and respond to complaints in a more proactive manner. If more forthwrite enforcement of some things move to fining people who consistently are non compliant it can create a revenue source. Some of these folks might be able to handle some of the more routine enforcement issues that the Police are handling or team up with the police to stretch resources.
This category if it is well managed can decrease the pressure on our emergency services personnel. Keep staff levels up and well trained. Reducing small issues can nip bigger problems in the bud. Put the information about these services out there in advertising a bit more to keep awareness and utilization up.
This department does not have nearly enough staff. If there were enough bodies they might actually be able to do their jobs. Also these folks need to be out in the evenings and weekends not just 9-5
This department is fantastic! They are quick and responsive and fair.
This is confusing as graffiti seems to be

managed in two or three different areas.
This is not a effective department. Reduce the number of employee's.
Too many 'nanny state' bylaws are coming into effect (noise of bike is a violation but a Skoda with no muffler is ok?) Very hypocritical in the application of bylaws.
Too many want a barking machine, its a dog zoo in my area, why?
Train school volunteers to ticket parking violations in school zones.
unable to answer effectively in this regard
Unfortunately, it is hard to get response from this department related to abuse or misuse of parkland, there are simply too few people assigned to much too large of areas.
unsure
Unsure
Unsure
very pleased with interactions with bylaw and animal control
Wasted money, when you call they won't help most of the time anyways..the bylaw service is flawed especially when it comes to animals
We appreciated receiving the Oil Kings tickets for being snow angels - hope the city continues to have corporate sponsor to encourage helping seniors.
We don't have enough bylaw officers, and those we have do not enforce bylaws in a consistent manner. Better utilization of personnel and assets would be more effective.
We have to have more thinking out of the box with regards to permits and licencing and compliance to community standards and bylaws. Can some incentive be given to have property owners come forward to do upgrades to rental properties or to comply to bylaws? Could more involvement of the community leagues result in more of a community effort to assist and/or support neighbors who don't have the resources to comply. There will always be a need for a certain level of this service but I think we need to think more creatively and as neighbors about these issues. I have been involved in this process and felt very dissatisfied



with the amount of resources going into inspections and compliance to bylaws and the lack of a bigger picture view.

We made a complaint to the Park Rangers recently. VERY UNRESPONSIVE!!!!!!

We need more animal control emergency response people. Twice I have called for assistance for an animal and help was at least 1-2 hours away. Please start educating people about spay and neutering pets and have bigger licensing fees for unneutered pets and fines for animals found to be unneutered. Encourage people to grow vegetable gardens in their yards. No back yard chickens...I don't want to be next door to chickens being slaughtered.

We need more City support here.

We purchased a property and 10 later received a letter threatening jail time for not trimming trees!!! This is on a property that the city has already agreed to split (subdivide) and the house is being torn down. We tried calling the contact on the letter but no return phone call! Yes there should be standards but be reasonable.

When compared to the other categories on this list the \$/month seems too little for this important, revenue generating, community service.

While sidewalk snow cleaning can be a real issue if neglected, typically the worst sidewalks around are those maintained by the city. Requiring home-owners to scrape the sidewalks all winter long while roads and public sidewalks are not passable feels like a slap in face.

With the population growth we have - we are in need of more officers. two complaints this year - 1 took 3 months the other 2 weeks. Crazy.

work with the school system to promote responsibilities. less advertising.

Would love to see many more ashtrays around the city. I have often put butts in my pocket because I can't find an ashtray. And please be realistic and recognize that we do smoke. Just because there are no ashtrays, doesn't mean smokers will refrain from smoking. For example, there is 1 ashtray in the smoking area of Rexall. Really?

Corporate Support

Overview: Corporate Support includes various customer info services including [311](#), the website [Edmonton.ca](#), communication services and the [Public Engagement Office](#). Internal services include [Information Technology Services](#), [Human Resources](#), [Law Branch](#), [Fleet Services](#), and [Procurement and Supply Services](#). Examples of activities include: 311 service answers more than 6,000 phone calls and emails every day, 24 hours a day, all year round. Calls total more than 2 million per year. The City website receives more than 30,000 visits per day, amounting to 11 million visits in 2013. In Fleet Services, a team of mechanics, engineers, and technicians maintain a fleet of over 5,000 vehicles across 15 garage locations. IT helps manage 1,100 desktop applications, seven enterprise applications and over 130 line-of-business applications accessed through over 8,000 computers and over 12,000 telecommunications devices. Other performance measures for the City can be found at the [Citizen Dashboard](#).

Taxes per month:
\$9.03

In your opinion, what could be done to improve the services under Corporate Support?

311 a valuable tool and the new phone app a good enhancement. Public engagement has gotten worse not better on a lot of front. The insight panel is interesting but shouldn't be used to replace statistically reliable market research. Hard to assess the costs of internal support services and without them many other areas won't be as successful

311 and the telecoms needs to get together so that when 311 is called from a cellphone, it's not a charged call... I refuse to call 311 because of the cost of that call... when I call for bus info, I still call the 1611 number, because that is a free call in comparison...

311 and web are great. More resources to more mobile and web based services and real time web chat support.

311 has high volume of calls/emails but many of those could be managed by other means (have a 'FAQs' webpage for City attractions/transit etc)

311 has never been helpful when I have called. There is no way one person can answer all questions about all services and facilities. There are also times where it is only appropriate to speak directly to the facility (i.e. a leisure centre) and it's almost impossible to do this.

311 in my experience is a waste of time never had success trying to use it

311 is a good idea but most people I speak to make fun of the service (or lack of service) you actually get after placing a call. Each caller should be given a service target re when the specific issue will be addressed.

311 is a great resource! They know it all!

311 is a great resource. Keep up the great work!

311 is a very useful tool

311 is a waste of money, not a helpful service

311 is amazing, but the transferring around, especially to police services and other departments is sometimes troublesome, especially to the information lines where there is no one to talk to or ask questions to. You have to phone 311 again, get a different operator and start the whole process over.

311 is an amazing service; keep up the good work!

311 is an excellent service. These areas are the backbone infrastructure of the City & are required. I appreciate engagement but the level of microconsultation is wasteful. For example we don't need the public involved in selecting garbage can styles for LRT expansion (yes we were asked!)	311 service could have a web chat option which makes it easier for some of us to interact during our busy days.
311 is awesome.	311 set up a check system to see if calls are ever returned from city agencies to citizens..beginning to think 311 is just a way for city employees to hide from their clients. If units are not doing their job then 311 puts you direct through and they have a monitored ATAD system at their desks..no more hiding.
311 is fantastic. I am on the Insight Panel, really like it. Great work here	311 should be eliminated. It is simply a listening service that does not address the issues. -
311 is great but you rarely get a response to a call that is made.	311 staff more training, ?more in depth and current updates, often the 311 operator has no clue what some is requesting - they should then have a ?supervisor or someone more knowledgeable to transfer the call to. Wait times sometimes are too long. and often frustrating.
311 is great!	311 staff need more training. They know basic information that can be found on the website, but anymore detail is hard to get. Also why can't they transfer to someone that does know?
311 is great. Please continue to improve/expand the app, specifically the speed in which a concern can be logged.	311 Tries hard, but this city is a mess and the service is a panacea.
311- is hit or miss - I don't like leaving a message with someone acting as a middleman	Again, status quo if in sync with short and long term strategies and needs.
311 is/was a great idea. Do more to integrate all city services there, like the number to call if you see a imposter taxi or EPS non emergency number. This should result in cost savings.	Again, top heavy expenses for pushing paper and inefficient services.
311 needs to be improved. You get different answers for the same question depending who you get on the other end of the call. It seems like a inefficient way of conducting business and contacting different city services when we pay taxes.	Are you leveraging the 30,000 visits a day to sell some advertisement?
311 never knows the answers to my questions, because they only know the same things I can Google. And I don't call unless I can't find the answer online.	Battle the stereotypes of civic employees. Build a culture of innovation, a culture of leadership and a culture of value for investment. I do not have the answers, but we need to continue efforts to empower employees to make a difference, work on this that really matter and that are strategic across city objectives.
311 not always useful to get results, but at least it is a human to talk to to get an understanding of city hall process	
311 scripting is poorly executed. Lower your staff turnover rate and retain the competent work force.	
311 seems to have little knowledge in some areas.	

<p>Be smarter about your contracts. It is well known that businesses overcharge all government because they know they can. Too many people in this area, that is why money gets spent too easy. Nobody knows what anyone else spends and doesn't care. Better control over spending</p>	
<p>Better and more timely feedback</p>	
<p>better quality responses when issues are brought up with 311. often feel like they go nowhere.</p>	
<p>Better search function for the website</p>	
<p>Better training for 311 staff. I wonder if it sometimes would be better to go back to how it was where you could call the department directly and actually speak to a person who can help you immediately</p>	
<p>Bring back the Old system where a person could actually have access to the phone # to the department we wish to speak with. The 311 experiment is a failure.</p>	
<p>Build a better web presence and social media engagement strategy and cut out the phone operators and email responders. Outdated and inefficient. Drive people to self-serve info tools.</p>	
<p>build more web and smart phone apps for city services</p>	
<p>Called re potholes, sent pictures got reply area to be worked in in 2018....joy we wait another four years...sucks</p>	<p>Citizens advice bureaus or kiosks, staffed by the city employess with accompanying literature connecting to city departments. In person 311 basically. In major shopping districts, public spaces, and at major events. One website per community which has updated dashboard integrating activity from all departments relevant to that community. Public engage citizens panels, info sessions, and social media inputs on community service initiatives, and major urban projects. Involve citizens in fun interctive engagement projects where they can create public art to build their vision. Look at these fun but inclusive projects the Halifax Public library used for its public engagement:http://halifaxcentrallibrary.ca/building-design/public-consultations/public-engagement.html Another popular sociial media tool used in the US is the civil debate wall:http://bobgrahamcenter.ufl.edu/civil-debate-wall. This is designed to take in and post peoples ideas and dovetail them into solutions. A simpler social media version to implement is simply use RSS feed buzz clouds with trending topics and ideas cogulated and graphically represented. Many great ideas out there.</p>
	<p>City employees in the repair sector (maintenance and work crews) have a reputation to "work slow" as a motto - I.e. the idea that if we are allowed 3 hours for this task so don't try to work harder or more efficiently and get it done in 1.5 or 2 hours. I have first hand comments from city employees that are friends that are routinely talking about how it is frowned upon to be more efficient and told to "take a break" or "go slower". This type of mentality only serves to waste our tax dollars and decrease productivity.</p>

<p>Civic bureaucracies should be mandated to answer citizens questions with direct and succinct responses and not the evasiveness I have come to realize is the norm.</p>
<p>consider terminating 311 program completely or limiting service hours; many calls are for information that is readily available elsewhere but people use 311 because it's there and very convenient</p>
<p>consolidate, why 15 garages? If this includes the buses, why not when building your new building, build it better bigger and smarter.</p>
<p>Contract out as much of this as possible. The cost for union employees is just too high.</p>
<p>contract out jobs</p>
<p>Corporate services is easy to discount, but obviously the city can't really function without it.</p>
<p>Corporate services needs to rely less on IT and have more people available for those of us who are not computer literate or have smart devices (which to often are not secure). I don't feel there has been enough done to study the real cost of IT such as increase in electricity costs, replacement costs of worn out, outdated, lost or damaged IT equipment, etc. I also feel there needs to be a cost benefit analysis of vehicles provided for management use (how many have a vehicle provided and the only time it is used is to get from home to work and return) even though these people are supposedly "on call". How many times are they called? Also I would like to see a cost analysis of IT equipment being used for personal use, even if the employee is on lunch or break time. After all Cyber Monday is coming us in the US soon and it is one of the biggest online shopping days of the year and I don't think that shopping is being done from home. I also remember Ron Hayter when on council constantly raising the alarm about the continually rising cost of overtime.</p>

<p>Create a Shared Services Office to eliminate duplication of common effort amongst City services. Reduce paper. Is it cheaper to out source mechanics?</p>
<p>decrease number of staff, and increase accountability of staff.</p>
<p>decrease salary of 311 operators; making over \$20.00 for basically unskilled work is ridiculous!</p>
<p>Determine where contracting out these roles bring better value for the taxpayer and then do it.</p>
<p>Develop apps for all smart phone platforms including Microsoft.</p>
<p>Do an audit on internal services. Engage staff and encourage and reward suggestions for efficiencies and budget savings.</p>
<p>doing a good job</p>
<p>Doing a great job with all the public engagement channels - stay the course!</p>
<p>Easier to use websites, and more information present and easy to find.</p>
<p>Edmonton has a very useful customer info services. I always get the answers I need when I call 311 or visit the Edmonton website. Very user friendly and correct up to date information regarding any inquiry you may have.</p>
<p>Efficiency</p>
<p>Employees seem to be getting better and better. There are still some inefficiencies in the job applicant process. You have to fight tooth and nail to get your application looked at.</p>
<p>Encourage online "311" submissions over the expensive call centre operation.</p>
<p>Ensure that all efficiencies are being utilized in your fleet. Too many vehicles are under utilized.</p>
<p>Expand online reporting options and information dissemination.</p>
<p>Fire XX before the entire city staff quit.</p>

Fix the website so that it is easy to navigate. 311 is a nice idea for when you don't know who to call but the high turnover of employees means that they are not effective in answering calls. Often, they must re-route you to another department or area and frankly, we are not dumb - example, if I need to talk to someone about my property taxes I know it will be assessment and taxation I need to call...	Great 311 service staff in the city. I love the online public engagement access the city provides. Keep up the good work.
Focus on savings by making more up-to-date information available online which will hopefully reduce phone calls and e-mails (ex. are the outdoor skating rinks open yet?)	Great services...Keep it up!
Focus on what the city does best - it's core competency and contract out the components that the city isn't strongest in.	Hard to say as I don't work for the City, however it is vital that the City's internal IT infrastructure, software programs and communications systems are not only modern but well integrated with one another for optimal productivity and better service to the public. Finding efficiencies here will make each tax dollar go farther.
Get as many services onto online and/or mobile platforms as you can. This takes the pressure off the phone system so that you don't have to sit on hold. Make sure that your IT section is properly resourced as it underpins all of the activities that the city undertakes and is what will support innovation and efficiency by the other departments.	Having the resources to support the creative work is essential.
Get leaner !! Skim off those bonuses as they are taxpayer dollars.	Having worked in the COE before I think there are some inefficiencies within the City of Edmonton itself. For some reason, there is a ridiculous amount of turnover - which in essence, decreases efficiencies. (Turnover is probably linked to amount of reorganization!) If there can be some kind of environmental scan done on what practices keep city employees stable and a TEN YEAR plan to commit to this (rather than something that changes every three years and that some consultant suggests) ... I think that would have amazing impact on overall efficiency of government. And how are Branch Managers held accountable. From what I have observed, there is no public accountability for this ... and I would like to see that.
get rid of the 311 service as it puts an extra layer between city admin and citizen at a steep per use cost. Use internal departmental resources to provide citizens with access. The EPL can direct users to the proper resource.	Hmm, not sure about this one. It still feels very weird for me to have to call 311 to book a squash court. It seems that we could move more of these services online and through apps.
get rid of/reduce the 311 call center, what a waste of money. most of the communication should be done by email. there is almost nothing that is so pressing that it needs to be handled by a call.	Hold the line on Union wages.
Give TAKEETS.com it's own website - it needs it!	Horrible, I must call and queue repeatedly for connections to the sections I want.
Good, keep as is.	



<p>How about cutting down on what the city spends on cell phones and soft ware licenses (for things they may not need)....don't provide cars for meter maids (they can take the bus), and generally stop wasting money</p>	<p>I find 311 sometimes annoying since not everyone is trained to answer all questions, plus if I want to talk to a specific department, I have to go through 4 people sometimes to get there.</p>
<p>I am not sure - its seems efficient - any ways to improve efficiency?</p>	<p>I find the City of Edm website too busy, not very user-friendly & I think they should revise it.</p>
<p>I applied and was not hired cuz the proper info for courses is not available to public area!</p>	<p>I find the pie chart interesting - if you were to combine all the bureaucratic slices of the pie, it would be more than 2/3 of the chart. Just saying.</p>
<p>I appreciate having 311 to call for non-emergency issues for which 911 isn't appropriate.</p>	<p>I find the service is there when I need it.</p>
<p>I asked a basic question about legal language in a bylaw and couldn't get an answer. 311 is also questionable. No solutions so I will shut up. Has some good people in the dept.</p>	<p>I had a great experience using 311 for the first time last year; and they were very responsive. I do find that I don't feel connected to what is occurring in the City, and I do look for what is going on. I'm wondering if there can be a better way to find things on the website or have more information go out thru social media.</p>
<p>I believe that public would demand this service. As well many vital local jobs are provided by this service. Keeping jobs local means more monies earned will be paid to the middle class ensuring that more of it will be invested back into the city. Please do not contract these services out.</p>	<p>I have been extremely happy with the services of 311.</p>
<p>I believe we get good service as is.</p>	<p>I have not used this very much in the decade I've lived in the city. Overall the city website seems adequate, fairly easy to navigate and usually having the information I'm looking for. I've never used 311.</p>
<p>I call 311 all the time. I was happy to call facilities etc for information before, and sometimes find it frustrating that you cannot just contact a specific location. On line services take too long.</p>	<p>I have used 311 with not much luck. The 311 app is terrible</p>
<p>I don't believe that 311 needs to be 24/7. Yes 311 should have extended hours but 6am - 10pm, Mon - Friday and 8am - 8pm on Sat and Sun, should be more than plenty.</p>	<p>I have used this service, but 311 is not quality service - what happened before this was in place? How did taxpayers get answers or help?</p>
<p>I don't think 311 is very useful, for the most part.</p>	<p>I LOVE 311!!!! It rocks!</p>
<p>I don't use 311 - it is fairly useless as a tool to find out something, that is if you get someone who speaks fluent english.I think more privatization, epecially equipment maintenance and repairs, salaries and "benefits"much higher in public sector</p>	<p>I love that Edmonton offers so many opportunities for citizens to provide feedback on a variety of topics. The city has really embraced social media, I think it is another great way to engage and inform Edmontonians!</p>



I prefer to use internet than make a call. I like the way the City is going on the website with more interactive processes. Also the 311 App and the Police App are great resources. The more that can be automated, the better. The websites and apps are very user friendly and are getting better consistently, so I believe that the current process is headed in the right direction.

I primarily use the edmonton.ca website as I don't find the 311 service provides more or better info. That might be an unfair assessment but that has generally been my experience so far.

I think 311 is unnecessary and a waste of money when all the information is already accessible online.

I think it is important to have better trained staff and staff that actually want to work and not just waste time and money. Like many receptionists that just stare at the computer screen all day, mechanics who only watch tv or even go grocery shopping in the middle of their shift and then come back to sign out, collectors that hide on the streets to get overtime, the city really needs to look into this in order to save money and keep only employees that are necessary to do the work. There are supervisors that only play games on their cellphones. I am sorry but I do believe in the City and I do believe things can change but we need everyone's help and to get these people that only waste our money and time out or make them work as they are paid to and not to take breaks whenever they feel like.

I think that there should be periodic RFPs issued for providing fleet services. I can't help but think the people operating the current one is former City employees making mega bucks. Having done temp work at City Hall for a short period of time, I was stunned how unorganized the IT services are and how antiquated the equipment is.

I think these services are well managed and are efficient at the current budget.

I think it's an excellent system

I want to increase this, but am holding off. Service fees are not bad, but not as quick as they could be...but we gotta pay for them, right?

I would like more effort in creating more efficient employee and public transportation services using environmentally sound methods.

I'd like there to be greater connection between the Office of Public Engagement and front line city staff who are working in communities. This seems to be a significant gap in terms of how we connect with residents.

If the City is switching to Google why do we still pay for so many Microsoft, Sharepoint, POSSE, etc. licenses. Let's eliminate parallel programs or processes where they are not necessary.

<p>If there were radical improvements made to the Clty website then there would be half as many calls to 311. Fewer calls means fewer staff required = cheaper costs. This area needs to look internally to reduce costs. If you want to find the phone number online to a rec centre to ask a question- good luck. You will have to call 311 and be transferred several times. Make the website user friendly- search function is terrible, lots of internal lingo used not common language, you can never find an email to a specific department- always a generic city 311 type email. You need to make City departments more directly reachable. It will cut down on the phone traffic.</p>	<p>improve the self-service functionality of city's website and portals. the website, though improved, is difficult to navigate for users not already familiar with the city administration structure. the pages often look busy (though this is improving) - reduce the amount of text dumped on readers at the initial entry to any page, instead have the text appear at prompts by the user indicating they want to see the text. Continue to increase the ways citizens can interact with the city virtually. For instance - just now I wanted to find out how I could pay property taxes, so I searched property taxes at edmonton.ca. The first item returned was the property tax & assessment page. I clicked on it and there was no mention anywhere of how taxes could be paid, nor was there a link to an faq etc. This seems a basic question people will have and yet on the main page for taxes the information is not listed. This is not a unique occurrence with the City's website. There is a lot of information, I understand, but it doesn't seem to be indexed well. Is there a central office for managing all of the websites and ensuring that the kind of content the visitors will be seeking is available and posted? Or is this all decentralized? If the latter, then I think putting into place some centralization could be an improvement.</p>
<p>I'm betting this will not be a popular answer with the folks who read this survey but the Office of Public Engagement is bloated and produces nothing of value. It's just a tool to justify what admin wants to do anyway. And kind of Orwellian as well.</p>	
<p>I'm happy to hear there's a public engagement initiative, but I think the outcomes are s going to be biased towards those are are eager to use technology to achieve social change which isn't welcomed by most.</p>	
<p>Improve 311 service, so if you're promised someone will call back you can be reasonably sure they will.</p>	<p>improved training and education (both from the delivery service side and customers)</p>
<p>Improve productivity to provide maintain or increase service levels at lower costs.</p>	<p>Increase the amount of services provided over the internet, instead of having to call 3-1-1. Ensure all requests are responded to if requested.</p>
<p>Improve the 'edmonton.ca' website; get rid of the 311 system - it's useless and too costly.</p>	<p>Increasing public engagement seems to be working to improve the overall satisfaction of the public. Keep it up!</p>
	<p>Infrastructure support is required.</p>

<p>Instead of requiring that I call 311, publish direct lines to city departments so I can call the department directly. It would save my time and save a step, and would result in fewer 311 calls and a reduced 311 staff without increasing department budgets because those 311 calls are transferred to the department anyway.</p>	<p>keep pushing open government. You're on the right track. It's time to push into the more sensitive areas, such as open data on photo radar tickets, traffic issues, and the like. If it stops feeling uncomfortable, it's time to renew the push to put it out there. We appreciate it!</p>
<p>It all comes back to being efficient with the least amount of people. For example in your Fleet maintenance department is the number of vehicles they have to maintain really needed. Can we look at greener vehicles?</p>	<p>Keep the quality of the 311 line high. I know people who use them quite frequently, especially seniors looking for help and reporting concerns.</p>
<p>It is great that the City has a number of ways to engage and inform citizens. Keep it up!</p>	<p>Keep the website to services only. 311 is excellent, but I would truly be careful of expenditures in communication. Keep the money on sustaining services that people need. I do not know enough truly to comment, but any time I see a name such as "public engagement" (which I am very consciously aware that I am participating in) I become a bit--not a lot--concerned. Keep the work to core business. Perhaps there is cost saving there.</p>
<p>IT IS GOOD AS IS</p>	
<p>It is really disgusting that you can no longer call a City dept directly without leaving a message thru 311</p>	<p>Keep up the good work with the website (I use it a lot) and love the new 311 app. Finding new ways to interact with citizens is key.</p>
<p>It looks like, from the informaiton above, that a good job is being done in this area. Corporate support implies that it is the big guys that get the help. I hope that this is not to the exclusion of checks and balances in what they are allowed to do.</p>	<p>Keep up the great work! That's all I've got!</p>
<p>It should be easier to get to specific departments and people in the City administration. I often experience the 311 service as blocking my access to the person or persons I wish to contact.</p>	<p>keep upgrading the computers</p>
<p>It's a mammoth responsibility that I feel is well handled.</p>	<p>Large disconnect between departments and IT. Need to coordinate better. Especially in the area of mapping gis tools</p>
<p>It's been my experience with the 311 info service, on many occasions, that I did not receive a concrete answer to my inquiry but a guess that was as good as mine and was the wrong answer. I expect the person at the other end of the line to find out the correct answer and not just guess.</p>	<p>lay off middle and upper management to cut costs.</p>
<p>I've had BENEFIT of these services in the past year.</p>	<p>Leave as is.</p>
<p>I've tried calling 311 but found little help/assistance.</p>	<p>Less of it, and lower business taxes, would likely let industry do for itself.</p>
	<p>less telecommunication devises & computers for staff</p>
	<p>Let's move to more efficient fuels.Like natural gas.</p>
	<p>like the 311 service</p>
	<p>Lots of time and energy spent on PR. IT seems to be very inefficient.</p>
	<p>Love the 311 app!</p>

Love the 311 Nd use it often...find it excellent to access any city resources and find staff very informative and polite	make these services culturally and linguistically accessible. HR has done poorly in recruiting underrepresented minorities such as Aboriginal people, newly arrived international migrants and youth because their recruitment practices is skewed to middle-class English-speaking Caucasians.
Love the 311 phone line - never change that!	
lower the pay for answering phones and don't have 24 hour service for 311. consumers can do more info seeking on their own	
Maintain personal contact at visitor's bureau on the highway. As in all areas, look for efficiency of operation. How are these areas audited and monitored for redundancy or optimum use?	Maybe 311 wouldn't have so many phone calls if the telephone numbers of places like ETS were made available to the public. I see this as away to avoid irate taxpayer calls
Make sure that the employees that have access to a City vehicle do not use them for their personal use! That would save on fuel for the City!	Merge departments reducing administration, supervisor levels. Have the employess be more efficient. No opening, sending, personal text messages, tl;ephne message on work time. Hve employees start doing the work they are paid to do when they are suppose to start. No catching up on the fellow employees personal buiness on work time. Cut out the gossip. enforce lunch and coffee time.
Make customer services more easily accessible online. Great start with the 311 app!	
Make high speed internet free.	More 311 referrals directly to the appropriate department.
Make it all accessible online.	more accessible services in my neighbourhood,
Make it easier to register on-line for programs through e-reg. Ensure calls are followed up on - Transportation is particularly bad at responding requiring people to call into 311 multiple times and then eventually end up having to get the councillor to get you a reply anyway.	More automation & merging with 311 app
Make some of these easier to find - ie. paying a pet licence. Maybe put it right on the front page of the website. Otherwise City website is great!	more automation. IE: apps that work.
Make sure that there aren't any sole supplier decisions in procurement. Listen let the purchasing department do their jobs and present all the possible suppliers for any purchasing contract or individual purchasing items.	More direct access to the actual departments. Two calls to 311 on the same matter this summer resulted in no response from the department involved. I have used it before with moderate success. As far as your website goes, until this year the map viewing software we had to use was obsolete and unavailable for at least 10 years. IT should use off the shelf software, not waste time and money developing their own.
Make the 311 app available for blackberry users and also expand the public wifi network	More efficiency. Cut the fat. It costs too much money for the services we receive
	More focus on UX when developing or updating digital services, with the goal of users being able to find information themselves faster than they could with a phone call.

More info is needed still. Building codes etc....	Need to continue to support if we want to ensure we are meeting the demands of a vitals city.
More knowledgeable operators for 311, with better access to the information they are supposed to be answering questions about.	Needs more development, vital for future growth of the city. Backbone for future development
More money should be used towards 311 and police for the tax payers who need these services to live in peace not in pieces	No improvement needed but maintain
more staff at 311, and raise the qualifications on these positions to people with some education behind them, and very fluent in English that is clear and understandable.	Not long ago, i called 311 and was put on hold for a VERY long time. And since it was on my cell, I got charged for it.
more training for people that works in information about our city.there are times when you asked them what is going on in the city they do not know.	Not nessary.
More transparency. Put more data, and documentation online. I want to see what my elected representatives see. Not white papers... Full papers with Full data please. Just post everything on the website. Leave nothing out.	Not sure but I really like the 311 service
More transparent and easier to use access to council meeting agendas, minutes, votes, reports, etc.	NOT SURE WHAT CAN BE DONE TO IMPROVE THESE SERVICES.
More user-friendly website for 311 and other Edmonton info/paperwork	Nothing I can think of. 311 is very helpful.
More web content, drop 311 if it is so costly, use a html5 chat & voice module that will work with any device.	Nothing more I can think of.
Move the pension from a defined benefit to a defined contribution.	Offer more entry-level job opportunities to help develop a dedicated work for within this sector
Moving some of these services into a mobile space (i.e. a 311 app).	Once again -- challenge these departments to do more with less. Show key metrics and compare these to the private sector. For example, what are the HR costs per employee? What are the turnover rates? How do these compare to private industry? If that fiasco with Microsoft/Google software contracts happened in private industry, someone would have been fired. In the city people aren't doing their jobs, costing the city money and they keep doing the job in the same way.
My experience -mostly with 311- has been great. I would like to have the vehical parking permitting modified for the stadium area so that it started in January, rather than the middle of the sport season (August)!	Online services are a better use of that money.
My experience with CoE has been positive from a corporate support stand point	Only thing I'd be interested in is if the city has had an audit from Fleetwise or a similar group to evaluate the feasibility of switching portions of their vehicle fleet to alternative energy.
	Perhaps have 311 folks be helpful rather than just running interference for getting me to the city department I'm trying to contact.
	Privatize the bus cleaning and servicing (unskilled labour). Better management of overtime - why is Transit always so high in overtime? Better branch management for Fleet Services. Out source the training,



Procurement and Supply Services needs to improve their processes....and quit tooting their own horn that they are so wonderful. Why are there so many outstanding purchase orders outstanding from years ago that they have not closed - oh right because its not their job to manage their own purchase orders.....they are not responsible for anything yet they get a top award. When SAP was brought in po creators were to maintain their own purchase orders....but the biggest department that create purchase orders (senior buyers) say its not their problem. Our books at the city are badly managed and nobody is accountable. Oh ya right I work for a place where accountability does not matter....

procurement is broken - why do golf courses wishing to purchase golf carts have to run through the same process as departments wanting dump trucks - there needs to be improved recognition of different services and their needs; disband public engagement office - the advice is largely being ignored - it's a PR screen designed to offer the illusion people are being engaged when decisions are still largely being made by business//developer interests directly with senior management//councillors then sold to residents after the fact

Provision of critical services is one way to lessen need for Corporate Support.

reduce budget and make them manage within that. Many Federal departments have had decreases in budget every year, why can't the city also reduce rather than constantly increase!!??? look for efficiencies, cut by 5-10% and focus on needs vs wants

Reduce public employee wages and pension plans.

Reduce staff levels. Stop overuse of sick days. reduce # of sick days allowed. I work private sector. If I didn't work, I didn't get paid. insurance kicked in after 1 week of not working.

Research municipalities that offer effective and cutting edge services, as well as corporate entities, and realize the % of total budget required to ensure effective supports are made. 5-10% of total operating budget in successful corporations is for IT services alone, for example. Continue with mobile development, develop a service catalog for both managing services inside and outside the City.

responsiveness

See comment on transit, re fleet maintenance. Make sure all these service perform at a level of excellence and that performance measurement is realistic and meaningful. Apply continuous improvement and quality performance techniques.

Send out a flyer which outlines what 311 does to each household as you did with the garbage removal date flyer for each neighbourhood, so that each house hold can refer to it and stick it next to their phones.

Should or could the 311 call centre be broken down into small groups? Covering everything from tee times to garbage collection information is a pretty vast information sector. Though they do a very good job at 311

speaking as an employee - switch to google was and is still a mistake - we need to be able to admit our mistakes and sometimes go back to what we had - at times we do not do a good job of implementing our "lessons learned" - could save money by facing facts and not trying to sell something that just doesn't work

standardize IT

Streamline. Make sure all the players in each department are pulling in the same direction. Make sure there is a clear plan, with definable objectives and that progress towards goals is being tracked, measured, and evaluated for improvement.

Super valuable services - and a must need for a city to remain open, accessible and accountable for its citizens



Take a look at salaries to ensure they are in line with other provinces and municipalities. Also, do a review of each position to ensure that there is actually enough work for everyone...I work in the public sector; therefore, have a good understanding. The city is know for "nepotism" so a genealogical view of staff might help with this.

Tax incentives, get incentives the make companies want to be in Edmonton.

That's a hefty portion of the budget for pure support services.

The 311 service would be more efficient if the operators spoke and understood English or if multi lingual services could be offered for callers whose first language is not English.

The 311 service has improved engagement with the city significantly. I still have frequent trouble finding detailed information regarding city services on the city website and have to make information requests to city departments directly on a semi regular basis.

The app for 311 is great

The City fleet should be looked at. It seems like every employee drives a City owed or leased truck.

The city is a fairly large employer and needs to be run in a safe and efficient manner. These services are required to ensure we get the most out of the employees that help to serve our needs.

The City's website should make it easy to find out how councillors voted on issues. Also, I'm aware that 311 has had an immense staff turnaround, so I wonder if something needs to be addressed there.

The demand should not exceed the current capacity.

The existing transit garage was new less than 50 years ago. Why do we need a new one. Expand the existing one. Our city fathers have the expensive habit of tearing down perfectly serviceable buildings in that age category. I.E. the previous city hall, and now possibly Rexall Place.

The funneling of the majority of communication through 311 creates a disconnect and backlog. The premise is sound but further training and development is still needed.

The incredible amount of waste that happens within the City of Edmonton (corporate) is insane. I've had personal insight previously to the millions of dollars wasted on many items - hardware, software, mis-management of programs, inefficiencies... here's a thought - run the departments like an actual business, trim the excess layers of management, under-performing staff, etc., and you'll be amazed at the money you'll find. Reward departments/staff for finding budget savings and wasted dollars.

The Open City project is extremely important to supporting innovation in the city. Sharing of information, data and findings must be freely and openly shared in both directions.

The Process to register to the City Arts Centre for the first time didn't feel very user-friendly. Might need some fine-tuning.

The services under Corporate Support is handled fine and can not think of any improvement to this area. Have had to call 311 twice and have had a good response with the individuals working there. Questions were answered promptly and assistance was provided by supervisors in the area of my concern.



The website needs a complete revamp. The 'search' button is terrible. 311 questions should inform revamps to the website and to services. 311 needs to be improved in general however the 311 app (which allows citizens to take pictures to highlight issues) is great and should be more broadly advertised.

There again, they should try to save money on it, to have more for others things.

There are efficiencies internally that should be looked at before increasing resources. The whole Corporate structure is very costly and can be streamlined.

These could be improved and made more efficient. In all my dealings with corporate administration, they spend too much time going through multiple layers of bureaucracy. Eliminate the bureaucratic excesses and allow people to do their jobs. The Citizen Dashboard is an example of wasted money - it's a joke, it doesn't show anything useful.

This is misleading. 311 is great for citizens, but you've labelled it Corporate Support. Is this just helping businesses? That aside, I have found 311 to be decreasing in effectiveness. I have been trying to find out how deeply I can dig a basement. I have gotten several tickets from 311 and I have NEVER gotten anything in reply from the relevant offices. When I do manage to reach someone, they have never heard of my ticket and still don't help me.

This is one area that is full of people who actually make a difference. Having said that... I think some economy could be applied to the actual vehicles, computers and telecommunication devices that are supplied to various employees. Having all the latest and greatest toys, especially for employees who perhaps don't really need them, is not a good use of taxpayer money.

this is purely administration based in my opinion and the city should be more responsible with their administration costs. 311 has never helped me more than the city website has and by-law officers are kind of useless if you ask me. if this is an area to increase it needs to have extended hours or let the public know that 311 is not beyond what you would find on the city's website.

this number seems VERY high. it is half the transit amount. we need to get leaner and more productive.

too expensive city taste get some common sense approach. eg sign estimates all to high

Too much staff- getting paid too much money. City could use a Ralph Klein style house cleaning.

Trim down middle management to save money?

Use technology wherever you can.

User fees can mitigate increased costs

Waiting up to 2 business days for a response to an inquiry on 311 is unacceptable. Create a directory so that you can talk to some one directly.

We can do better!

Websites need work, but this should be privatized by people who are more efficient at making things work.

When I call to report graffiti in my area do something about it. Don't tell me I need the exact location and business name. Talk a walk down the green space area between 118 avenue and 107 avenue between 122 st and 121 st and you will see more than 10 different business with graffiti. DO something about it. When I also call to state that the boulevard trees need to be trimmed because the limbs are hanging down to the grass don't just do a drive-by with 3 different city vehicles and stare at the tree and then not do any trimming (between October and May). If the staff are uncertain knock on the premise of who called. Man.

When I have called the 311 service to get info about city facilities they have not been able to answer my questions. Seem to have a very limited script to read.
while speaking to a human is preferred when web service becomes confusing or I end up in an endless loop of links, I cannot stress the importance of efficiency. Chop down the silos, we need to stop being top heavy and figure a way for administration to support the departments without becoming a needy department of redundancy department.
With the internet available, I find a lot of things redundant.
Wow. that's lot of money! 311 has gotten better over the last year.
Wow. It all sounds very impressive (to be fair most citizens have no perspective when it comes to how many calls a City of this size should receive. We're obviously different than NYC). Love the background people, site's great. I just think that offering of information is easily transferred to stand-alone entities like websites and documents. If the calling system isn't automated, perhaps it should be? Would free a lot of people up to deal with the inbox.
Yearly "new business" tax-free year lottery" offer a lottery for a new business dt to be picked for tax free status for that year.
You are not talking performance measures - you are enumerating activities - again, this begs the question - how can I do better with the same or less resources.
You should consider firing everyone in HR, though. My wife worked for the city temporarily this year, and the percentage of her time that was wasted trying to get paid according to her contract was absurd.

Economic Development

Overview: Services in this category include the City's economic diversification strategy ([The Way We Prosper](#)), Edmonton Economic Development Corporation ([EEDC](#)), Edmonton Film Commission, [TEC Edmonton partnership](#) and more. EEDC activities implement the economic growth strategy for Edmonton and the Capital Region through its Enterprise Edmonton, [Edmonton Tourism](#), Shaw Conference Centre and Edmonton Research Park divisions. The Edmonton region has over 45,000 businesses, 95% of which have fewer than 50 employees. Together they are driving Canada's fastest growing and 4th largest urban economy. In terms of visitors, 4 million people spend an estimated \$1 billion in the region each year.

Taxes per month:
\$1.70

In your opinion, what could be done to improve these Economic Development services?

95% of businesses anywhere employ 50 or less - follows the Pareto principle. What \$ value do individual taxpayers get from this activity? Shouldn't it be funded by business?
A focus on fostering and sustaining small entrepreneurs and businesses - in reality they are the ones driving the local economy.
A giant waste of money. Especially TEC Edmonton. Little return on investment.
a lot of money thrown away on fancy worded nonsense
A successful business community helps pay for many social... people services.
advertise these businesses
Allow Northlands to manage the Shaw Conference Centre, and evaluate the effectiveness of EEDC.

Although 4 M tourists spend \$1B we do very little to accommodate them. The Gateway Park Visitor Centre is in deplorable condition as a first point of contact with visitors. While other jurisdictions are building and improving their visitor centres, EEDC is proposing closing Gateway and replacing it with a shoebox facility downtown that does not meet visitor needs.

Always great to get more business in town

annex all of our suburbs so we don't have to waste \$ on ridiculous competition with the tax leeches who live in them

Awareness to all Canadians the services and benefits of doing business in Edmonton. Outreach to increase awareness and also encourage companies to come here to do business.

Beaurocracy is top heavy

Better integration required between the City staff involved in planning, events and facilities and the external groups (eg. Tourism)

Better messaging and less conflicting messages with partner communities in the region

Bureaucratic waste of money, that benefits a select few. Eliminate most of it. If this includes public employees, reduce wages and pension plans.

Business is a key ingredient to a city's success. We need to back them more while keeping an eye to the future.

Businesses should support themselves. Shouldn't come off the backs of taxpayers.

Business's should cover 100 percent of this cost. They are the ones that benefit 100 percent.

Campaign to encourage citizens to stay in town over the summer and to host friends and relatives as tourists.

Can use local businesses to help and use less tax money

Cheaper taxes	
City organizations partnering with business and organizations to achieve economic success through new and improved markets is a benefit to all	DO more to promote local authors and artists of all types, not just film. Edmonton has a truly world-class writing scene and theatre community, but they get very little boost from the city promo machine. I am always embarrassed to land at the airport and see nothing but sports represented -- where are books by local authors, posters for plays past and present, etc. Culture is big business and our summer festivals are deservedly famous, but they are not the whole story about Edmonton's uniquely rich arts culture.
consolidate some activities and eliminate others. Consolidate all services under EEDC, but eliminate such things as the Edmonton Film Commission. Why caan't EEDC be tasked to handle Tourism and the Shaw Conference Centre, eliminating several levels of middle management.	
Consult more with small business.	do more to promote tourism in the city
Continue to develop strategies to promote new business, support existing businesses, and promote tourism and investment.	Do not see value of EEDC
Continue to work collaboratively with the surrounding cities in an effort to have regional diversity and joint funding. Seek greater investment and support from Downtown Business Association and related industries.	Does traipsing around the globe and sipping champagne really bring in more business? Why not leave it to the pros (industry) to look after bringing in business when they can handle more business.
Conventions, major events are a great way to get people into our city. WE need an LRT from the airport to the city. Check out places like Baltimore. LRT from the airport into the downtown core. I love it.	doing a great job
Demand economic agencies regularly publish success measurements (dollars invested vs. economic impact achieved) and compare with accepted norms in the domestic market.	Doing a great job :) sorry - no ideas
Develop the river valley as a tourist attraction. This requires tourist services, needs to be accessible, and there should be opportunity for attractions that draw people into the city core, creating more tax revenue. The river valley is a diamond in the rough. You go to European cities and they utilize their rivers to the fullest extent where our just lies idle.	Don't know enough about it. Reading the links provided didn't provide any real info on what they actually do but advise.
	Don't know. Even with your explanation, I don't understand what it #does#.
	Don't let me start! By bringing in Temporary Froeign Workers, which is a form of economic slavery for them, we are escluding our own young people from getting entry level jobs that pay a decent wage. My grandson worked in the food court at the Royal Alex hospital for several years, and all of a sudden he was laid off for no reason. Then what do we see? I go to that place to get lunch and am served by a foreign worker who is new on the job, doesn't speak English, and is stressed out by trying so hard to get it right. Is that fair?
	don't see any results
	dont waste money redoing the escalators at the shaw.

Economic development is required for future business growth. It is how we advertise our City and our capabilities to other cities and countries.

Economic Development spending makes sense when the economy isn't booming. Right now, it's expendable...we're struggling to keep up with the Economic Development that's happening now, no need to pursue other opportunities.

Economic development, surprise, surprise, has an ethical component. Don't tell me we can't get Canadians to do those jobs, I know different. Also, if we do need Foreign workers for specialized jobs, they deserve to be able to become Canadian Citizens if that is what they want, and they deserve a living wage, good living conditions, and pensions. I am ashamed to call myself a Canadian these days, when even the United Nations censures us on some of our practices!

Economic diversification is key to a better future. Attracting manufacturers of renewal energy products such as solar panels and wind generating equipment would be beneficial.

Edmonton has an image issue. I know the city knows this. We need to get potential investors, businesses and in-migrants to realize edmonton is the place to be. Also, once upon a time edmonton got scooped by Calgary as the business friendly city in Alberta. We don't need to compete with Calgary now. We need to figure out with Calgary how to market these two cities as the best business corridor anywhere.

Edmonton needs to diversify its economy so its not impacted by fluctuations in oil/gas industry.

Edmonton needs to work more as a partner in the region than as a competitor. Edmonton should also be advocating to the province for more refining/processing of out natural resources here in the province rather than exporting all those jobs.

Edmonton should not be involved in these areas.

Edmonton's growing too quickly for its infrastructure to keep up. I think economic development should be less of a priority for the city. I understand the benefits of diversification but sometimes we focus too much on growth.

EEDC is not driving edmonton's economy--the oil patch and trades are. While I see the need, I am not a fan of EEDC. I don't know what they do. Edmontonians are highly entrepreneurial, always have been. We also work more hours than any other province in Alberta. I wonder if funds to support the families of the employees of these companies, plus some creative ways of reducing taxes for small business so that they can afford to hire/support employees would be better spent.

Encourage better interprovincial and international transport access. Such as more direct flights to/from other parts of the world into YEG.

encourage our northern uniqueness.

Encourage the affected businesses to contribute to these services.

Encourage winter related economic development from promoting the unique opportunities to cross-country ski the full length of the city (should be a goal) to winter construction products and engineering, to winter clothing, and promotion of dark sky opportunities.



<p>Everyone needs to work together - seems like everyone is off doing their own thing and it seems haphazard and unfocused. Branding could help, or at least a visual identity. Opportunities to focus funding on things that actually achieve stated outcomes. The tourism office next to Shaw needs to stay open beyond regular business hours. Opportunities to rally local partners to demand more tourism dollars (and focus) from the province. Doing a decent job promoting to domestic tourists, though many come to visit friends/families so focus more on helping them with "What's there to do?" once they're here. The Edmonton Attractions Pass helps, not sure if the City has anything to do with it, and it looks a bit unprofessional/amateur. Need to balance offering up options, with putting too much out there and overwhelming people with mediocre and irrelevant choices. For the international market, stop focusing on things people don't care until they get here, like the river valley (many cities have rivers) or our festivals (every city has festivals) and highlight things that people would come to Edmonton for - modern city on the edge of the boreal wilderness (auroras dancing over the skyline, wild game - lots of hunters already come, and worldwide tourism for "big" wildlife is huge - Elk Island National Park could be our local safari).</p>	<p>Focus on major sporting events attraction and major festivals to continue to boost quality of life and spend less on business and industry attraction. Change focus of industrial attraction from energy to environment. Focus all econ dev on small business and startups and not on recruitment of existing large firms.</p>
	<p>Get rid of the Edmonton Film Commission. It's a head-less, pointless department.</p>
<p>Except for tourism, there are no major impacts</p>	<p>Give this area a dedicated website hub and promote it heavily</p>
<p>Expand the Shaw conference center.</p>	<p>Government should do what the public can't do for itself. Private enterprise is certainly capable of economic development on its own</p>
<p>Feel it is doing well, never hear much about specific projects or activities in this area. Might be good to start blowing thier horn a bit more.</p>	<p>Growth is driven by actual business spending .. not by the development of papers and strategies. Chasing jobs is not as effective as ensuring there are fewer restrictions on business creation.</p>
<p>Focus on building community amongst tech workers. Special interest groups are working to make our city even smarter.</p>	<p>Have northland's take over the shaw. Ede needs to focus on attracting new companies to the metro region. Target specific areas, industries. And then have the resources available to portray metro as the best place to expand, or relocate.</p>
	<p>Having worked at a company at TEC, the idea is great but the emphasis is too heavy on business and too light on technological/scientific development. As well, the facility is clearly designed to be transitioned to office space: the lack of in-lab floor drains, safety showers, and plumbed-in eyewash stations is a disaster waiting to happen.</p>
	<p>Help support Edmonton's growth</p>
	<p>Here is where I think often people feel money is wasted as the benefits are under promoted. Too the horn more, communicate what these initiatives have accomplished.</p>
	<p>How effective have economic diversification efforts been? Stat? Benchmarks?</p>



<p>I as a long time resident feel land locked, too far away from any destination of interest, 4-5 hours. How can I get someplace without the insolent overpriced airport travel?</p>	<p>I don't know enough about this to voice an opinion.</p>
<p>I believe getting people interested in Edmonton will allow us to grow and prosper as a city. The economic development of this city should have more of an emphasis or ambition around it. I feel like we are on our way to becoming a top city to live in and this is where it starts.</p>	<p>I don't know if this is the place for this comment, but I feel there aren't enough good part-time jobs - or job share jobs - that would draw into the workforce those who for whatever reason - family, age - cannot work full-time. We have a huge reservoir of human capital that is never utilized because of old-fashioned reliance on full-time work only. A liveable city means people have economic opportunity not just for full-time work, but to put their talents to work for the benefit of all while helping lighten the impact of cost-of-living escalation and family needs. Volunteering is great and we are very likely the volunteer capital of Canada. But people need financial support as well and the public and private sector need what they can contribute.</p>
<p>I believe the City should have joint ventures with surrounding communities so there isn't an overlap of work.</p>	
<p>I believe this department is really about bring business to Edmonton and helping create jobs. The city needs jobs, way to many well educated kids leave Edmonton for better jobs in Calgary, Toronto, and the USA.</p>	
<p>I can vision extra revenues for the City in the area of Economic Development services. I would like to see this department support the 50+ Entrepreneur (currently no support given at all). Maybe we could utilize either the Mercier Building which focuses on the early young 18-39 potential entrepreneur. Or, we could get some space in the under-utilized Shaw Conference Building. Senior entrepreneurs Boomers/Elders are the new trend in the whole world. The City of Champions could generate multiple revenues from this Seniorpreneur Project. Let's take the lead in all of Canada and make entrepreneurship available for everyone including Seniors (50 Plus). There is much more potential in the older entrepreneur vis-a-vis the younger entrepreneur. I can see by this whole exercise that the yearly budget has little opportunity to cut operating cost. As a result, more focus should be placed on the revenue generating side of things. Let's Do It!</p>	<p>I don't know much about economic development, but I would like to see more support for local and small businesses as a way of strengthening local economies and encouraging community connections.</p>
	<p>I don't know much about this. I can't imagine that Edmonton is much of a tourist draw for anyone outside of Canada. I grew up in northern alberta, and the only thing we came to Edmonton for was WEM, and occasionally (like, once a decade) Fort Edmonton Park.</p>
	<p>I don't know that this needs to be a major focus during times of economic prosperity.</p>
	<p>I don't know, but the City is spending too much money on this. If business wants development, business should foot more of the bill rather than homeowners.</p>
	<p>I don't think that this needs to be a municipal focus because of our other needs</p>

<p>I don't think the City is actually all the helpful for small business owners. Perhaps being more efficient and having performance measures in place to ensure that advertising, and programs are working would be a good way to see what could be cut, what is underperforming, and why. I haven't even heard of some of these departments/organizations.</p>
<p>I dont understand this enough to answer.</p>
<p>I feel like this agency is a dollar suck, with overpriced consultants and receptions and travel, etc. And we don't need a film commission, our heated labour market has killed that industry and nothing we can do will change that. TEC Edmonton is terrible.</p>
<p>I find the average home owner does not seem to benefit from these services. We are constantly bombarded with the need to improve many of the facilities such as the Velodrome, Kinsmen Field House, the downtown arena, etc and yet we can't access or afford to access(who can afford \$80 for an Oiler hockey game ticket) many of these venues. I am tired of always hearing about the need for "World Class" facilities that never seem to be accessible to me and yet hands are always out asking me to help pay for them.</p>
<p>I have never been sure of their deliverables. I think it could happen without city dollars.</p>
<p>I hope the economy is healthy enough to support itself. If you've got businesses or industries that can't generate a profit (or even make up their running costs) after fees charged, that might be a problem, and it isn't economic development so much as charity if you're putting money into that.</p>

<p>I know very little about this...however, my question is is it self sufficient financially without taxes? And what is the excess staffing or travel, or meals etc...I believe lots can be found if this were seriously investigated but by independent people...what manager wants to give up what they have? Especially since their business unit doesn't generate it's own revenue. The problem is city staff do not generate their own revenue and it's so easy not to be prudent...because they are not responsible for generating their revenue</p>
<p>I know we can do more to promote the city, and outside tourism is important. But often it seems we need to promote the city that we have to those here at home, as so many people are soften surprised when I tell them I'm going to various City and local festivals or events that are happening. I'd focus external promotion more to businesses over the next 3-5 years, as we already have the people coming here on their own. Market our awesome city more to them, and maybe they'll bring their families here for visits instead of flying back east.</p>
<p>I love Edmonton's entrepreneurial spirit! The Edmonton Economic District downtown and the work of the EEDC with Startup Edmonton and all of the businesses in the Mercer building should be encouraging more spaces like that to pop up in strategic areas of the city!</p>
<p>I never hear about these services, it would be nice if the city promoted them.</p>
<p>I saw that the city waste management could export their knowledge to other communities and make a viable business that could generate income for the city, if we invest. This seems like a good idea.</p>
<p>i think investing in our younger generation and leaders could help too!</p>

<p>I think it's critical that we diversify the development our economy far beyond the reaches of the oil and gas sector. The continual push towards alternative sources of energy could start to devalue much of what this region was built on. Part of me fears that in my lifetime (or the next) we could end up being the next Detroit. We need to build and support businesses that are completely independent of oil and gas that put Edmonton on the map.</p>	<p>IF EEDC is responsible for the economic growth for Edmonton why then are they not involved in the assistance of the situation right now with Northlands & Rogers Arena both vying for the Rodeo. If it wants Edmonton to prosper & grow, I would think that they should be involved in some way with keeping the "life" in Rexall Place, unless their main objective is to get "rid" of Northlands and continue with the upgrade to our city centre.</p>
<p>I think it's critical that we diversify the development our economy far beyond the reaches of the oil and gas sector. The continual push towards alternative sources of energy could start to devalue much of what this region was built on. Part of me fears that in my lifetime (or the next) we could end up being the next Detroit. We need to build and support businesses that are completely independent of oil and gas that put Edmonton on the map.</p>	<p>If the city is well planned and run efficiently this should take care of itself. Word will quickly get around about what a clean, green, environmentally friendly, quiet, fun, friendly, beautiful and progressive city this is. If we are not any of the above, all the promotion in the world will not help.</p>
<p>I think this is good now.</p>	<p>If the city will create a manufacturing job and not focus on visitor oriented business will be better for all of us.mind you we need both to generate more revenue.</p>
<p>I think this is important but needs to focus on diversifying our economy.</p>	<p>If we are encouraging non-energy-based businesses, I'm in favour of this. Otherwise, if this is a vehicle to support oil and gas, I'm not a fan. I need more detail here about what exactly this group does and what its impacts are.</p>
<p>I think with the upturn in the economy, less priority needs to be given to this area because the city helps to sell itself on attracting industry.</p>	<p>If we generated more tourism using our festivals we could increase revenue.</p>
<p>I would like to see all Cities join as one agglomerat and approach this area more uniformly with less politicians, counsels etc</p>	<p>I'm no expert on this but I don't think the citizens get their money worth. All these services could do a much better job in promoting Edmonton.</p>
<p>Idea of TEC Edmonton is very good. Unfortunately it does not work. At least in my case.</p>	<p>I'm not an economist but a diversified economy is ideal for stable, balanced growth in the long term. This helps weather economic swings that are more short term in nature but have large impacts on one or two industries. The alternative is to leverage existing industries (i.e. oil) and invest in future and emerging industries (i.e. robotics, nanotechnology, genetics, etc)</p>

I'm not familiar with these services so I have no comment either way
improve relations/coordination of city with surrounding districts
Improve services for Visitors/Tourists: build a new Hotel next to the SHAW Conference Centre; add limited, commercial development in the River Valley.
<p>In 2011 I tried service provided by TEC Edmonton. They advertised ability to help inventors to find a way to turn idea in to the business. I have a lot of business experience and asked them to support my R&D or to help to patent my idea. Or do whenever they can to make my idea to become a business. As a bottom line they organized a panel with consultants who tried to provide me information what i am suppose to do to organize my researches, and how to get patents and so on. All information they provided was just common sense and they wasted my and others people time. So I made my conclusion that TEC was organization that service just its own needs and just waist of taxpayers money.</p>
In my opinion, EEDC doesn't do the best job promoting growth, tourism, and economic development. We seem to spend a lot of money for the little we get. Establish clear expectations with them and manage performance.
Increase space rent for the groups that use the facilities
increase transit service to these areas so that their staff and potential staff can get to work easier...
Inform residents on why you're valuable, I am unclear on importance.

<p>Initiate an innovation district piggybacking on our strengths as a clean energy hub. The district should be connected to arts, cultural, education,and industrial institutions but needs to be a dedicated geographic region that is physically compact and transit accessible. Other example include Montrael's Quartier de Innovation, 22Barcelona , Corridor Manchester, and Boston's Innovation District. Promote our brand as a festival city, noted for hosting world-class events.</p>
Invest in online services rather than infrastructure regarding this section.
Is it true that EEDC needs 21 FTEs to maintain current service, while the entire City requires only 26.2 FTEs to maintain? They seem to be growing at a crazy pace. Fully recognize the value of economic development, but are they scrutinized for efficiency the same way that the City is?
It has a nice facility that's all i can say.
It is vital for us to continue to promote Edmonton to the outside to bring more businesses. We are relatively young, have energy and are creative and should be showing the world that we are a place to invest in.
it must be done.
It's too much money they are spending on it.
I've had BENEFIT of these services in the past year.
Just keep improving and encourage more startup business so we diversify our economy
Keep finding ways to bring jobs to Edmonton.
Keep funding the same.
Keep taxes low and streamline regulation and you don't need to spend on economic development. They will come.

Keep the focus on making Edmonton great for Edmontonians. We seem to get wrapped up in appealing to people who are elsewhere, "putting Edmonton on the map". As our dramatic population increase shows, this is not needed. People are attracted to come here. Let's build an economy that offers them good jobs and good places to spend their money and other resources. Put the focus on local business, local networks, local support.

leave this to the private sector.

leave this to the province/feds - focus on LRT and infrastructure

Less private industry.

Lessen our dependance on oil.

Let free enterprise work - less government involvement

Let the business community pick up more of the tab.

Let's be more creative and think about integrating objectives in economic development. When we rock energy efficient housing let's intergrate the promotion of these businesses as northern climate specialties that relate to us being a winter city and excelling in a geographicly appropriate activity. Sometimes we seem to spend too much effort promoting things with small potential. Lets be more strategic, lets intgrate sustainabilty, winter city and other objectives when we do this work.

Look at the types of businesses, e.g. green energy, R&D into better materials for building roads, etc.

look for efficiencies, cut by 5-10% and focus on needs vs wants; too many corporate lunches!!

Looking good! I'd like to see a division that helps the small neighborhood businesses thrive. Enable the middle class!

Love the EEDC and how it's putting Edmonton on the map. Red Bull competition = awesome. It's not just about those sucky oilers anymore.

Make further efforts to bring small business together

make owning a business easier. I know so many stories of city hall being difficult to manage, too many different departments to deal with. make owning a business a one-stop shop at city hall.

Market tourism across Canada, and reduce opinion that Edmonton's biggest attraction is the West Edmonton Mall.

Maybe I just don't appreciate what they do.

Money is wasted trying to get international events such as the Expo that Mandel spent so much money on...be realistic in the strategies.

More collaborative programs

more focus on renewables, bioeconomy

More grant opportunities to assist new businesses.

more information on what they do

more positivism, recognize the value that retail brings to the downtown, recognize the value of businesses downtown that bring people and contribute to tax revenue. Remove barriers to start ups and large businesses.

More pressure on private business to be involved.

More support for creative economy and higher diversification of businesses for a greater variety of job opportunities that will encourage me to stay in Edmonton and not consider moving elsewhere to fulfill my work needs.

my city needs to appreciate its working class personality and QUIT referencing and celebrating every interest group with a parade or day or event, enough is enough ! hard work and resource economy built this city, not special interest groups.	Provide precise information to the public of how they calculate the relevance of their services. Continue to promote international events while making sure they are not a disadvantage.
Need to attract more white collar jobs and head offices to downtown to fill up those office towers that are emptying due to the arena development.	Reduce the rules and red tape. This is what holds back business and events in our city. We need to stop overthinking everything.
need to trim fat on handouts	Renovate Shaw Conference Centre, keep Gateway Park visitor centre open.
no comment on this issue	Seriously question the value of the dollars spent with EEDC
no corporate charity.	Shaw Conference Centre should be expanded down to river valley.
No opinion on this one, however I can see how this is important to the city.	Should not be at the expense of our beautiful natural environment. EETP is an example where too much emphasis is being put on pushing development in the area without enough careful thought about the impacts on the North Saskatchewan watershed.
Not enough knowledge on this issue to comment	Should pay for itself, rather than being funded through taxes.
Not in favour of giving concessions to businesses so that they can make asinine profits - Do you really believe that they won't build here without being given taxpayer money?	Shouldn't this be funded at the Provincial level?
Not sure anything needs fixing	Show tangible results from Edmonton research park or shut it down and sell the land to commercial developers.
Nothing. Maintian the staus quo. Merge the less efficient with the the efficient. divest from the non-profitable.	Simple advertising would be efficient here. Edmontonians are a participative group as long as they know something exists. Gentle reminders of the programs, events and facilities would suffice to keep this group successful.
Offer more tax incentives and reduce staff overhead.	Speed up the approval process.
OUR RIVER VALLEY COULD USE MORE BUSINESS DEVELOPEMENTS SUCH AS CAFE'S , RESTARAUNTS, ETZ.	
Partner more with civic-minded local companies	
Perhaps more coordination between these groups.	
Promote all venues	
Provide greater targeted efforts at small start up businesses, not big companies.	
provide more parking spaces downtown at a reasonable price	

<p>Start-up facilitation. Create a centre dedicated to the success of start-up businesses with on-hand fabrication equipment, subsidized rentable work spaces and offices, and on-hand consultants (patent agents, marketing and financial experts, engineers, consulting entrepreneurs) - such consultants could give group presentations on subjects of interest. Such a space will not only help start-ups to begin but could also spawn never-seen-before collaborations and completely novel ideas. In addition, it is possible to operate this form of start-up facilitation in a manner that partly pays for itself (using Startup Edmonton's model). In the future, it is possible to ask successful start-ups that evolve out of this center to donate a portion of their profits.</p>	<p>Support truly green energy initiatives. Encourage people to install solar panels, geo thermal. Insist that new buildings install solar collectors on the roofs. We don't need to keep growing at the cost to the environment and ecosystem. Maintaining what we have is OK too.</p>
	<p>Supports for immigrants to get employment that uses their educational backgrounds.</p>
	<p>Take a realistic look at the size of these departments and actual revenue generated by some of their programs.</p>
	<p>Tax big business appropriately and don't give money away for development -- developers should pay for infrastructure, and maybe they'd be forced to build smarter instead of larger.</p>
<p>Stay as is, we are growing more than fast enough.</p>	<p>Tax businesses fairly. Encourage all services to be mindful of environmental impacts.</p>
<p>stop funding this and instead support groups that are doing real economic development and diversification like Solar Energy Society. I do support Shaw because we do need a large conference center but it could be better utilized by whole community.</p>	<p>TEC Edmonton has demonstrated real results and merits the modest investment put in to this sector. To continue to attract lucrative large conventions the Shaw needs to be bigger. Other options (Northland) do not have anyway near the destination appeal for major conventions that the Shaw has...and proximity to down town hotels. EEDC - not sure where there new focus is. Lots of flash with new CEO but not sure about substance that they have influenced vs. others. Important to have but not sure of the new focus.</p>
<p>Streamline the office people that are higher paid and bring in Edmontonians to do the work at a lower pay rate, but still a good wage.</p>	
<p>supply and demand will encourage business development. I question the need for multiple committees and strategies.</p>	
<p>support local business through programs to improve facades and interiors</p>	<p>TEC Edmonton is doing great. EEDC is getting better. Enough with branding, I am sick of it.</p>
<p>Support of spaces where independant people work (like Coworking spaces)</p>	<p>Tell us how the performance of EDE is measured? Tell us what they've accomplished. Simply spending money on websites and "branding" initiatives doesn't appear to justify the cost to the citizens of this city.</p>
	<p>terminate this office.</p>

That's a lot of programs. Provide some overarching focus, and/or reduce the number of programs. I didn't realize the Shaw centre enjoyed public funding (aside from government bookings) - can it operate for-profit? Does it already? This information would help me understand the question. What might city-wide WIFI do to improve business opportunities in the city?	There should be a magazine/booklet listing these services so that the public is aware and would use them. Need better advertising - Tourism Alberta is too biased toward Calgary and those ads tend to be larger than Edmonton - very unfair.
The budget allocation should not rise beyond \$1.81 per month. Suggest asking businesses to contribute money to fund this initiative, i.e .25 cents per employee per month.	These agencies absolutely need to justify their existence. The city should not be in the job creation business. They should just create the environment that allows business to develop.
The budget should go towards Edmonton services such as ETS, police, and LRT first	These are all areas that the city has no business being in. Coming up with "catchy slogans" is not part of what the taxpayer dollars should be paying for
The business incubators that are springing up around the city are a sign of a city that is becoming more prosperous by promoting research and entrepreneurship. I think we are on the right track here and I encourage more of the same.	These should be close to self-funding, they should be given that as a 5 year target
The City has a good economy now so this is not a necessary expenditure.	They can be much better coordinated
The city needs to encourage more white collar careers in Edmonton.	Things are popping here. No increase needed.
The City needs to find ways to gain revenue from other sources than property taxes	Think about our well being - not just rampant indiscriminate growth. Not all of us can work in oil (or the many 'vibrant' restaurants). And 'entry level' graduates need jobs - they can't get experience out of nowhere.
The economy is thriving, business is booming, we can do more with less here	Think big events are worth it- helps spur interest in City
The outcomes of these services often don't benefit the majority.	This is just a money waster....jobs where people have no control over creating jobs stand around and talk about how to create jobs...in a city where we can't find enough people to fill the current jobs. Let it go!!
The tourism department needs to be increased and provide info not only for Edmonton but Alberta. Most people don't even know we have a tourism office.	This is simply not a pressing priority over other more significant initiatives, giving business free handouts, really? They are riding the economic wave that would still be here regardless.
There definitely needs to be more effective (and possibly more) marketing done to get the word out about this great city. City government needs to work with citizen-initiated projects to help them to be viable, as they attract attention and interest.	This is too big of an animal for the city to tackle. This requires provincial and federal input. Should not be a municipal issue.

This needs to be funded solely by businesses or a dedicated business tax. Edmonton is growing at a rapid rate without the need for public stimulus.

This service is tough to directly tie cost to benefit. I would be in favour of more business partnerships to make up funding shortfalls or changing economic development to a more narrow range of development areas; i.e.) removing funding for the film commission and moving it into small business development, etc.

THIS TASK IS FOR THE PRIVATE SECTOR.

Too much over lap in services. Should be one department only. Reduce number of managers

Transform the welcome centre at the south entrance of the city into an internet cafe and info centre, don't close it.

use a P3 model.

Useless

Very important for long term and sustainable strategies.

we do need good conference space. The current Shaw conference centre is okay for some events, but very awkward for others. Northlands has a good conference space, but would be nice if it was larger.

We need economic diversification urgently

We shouldn't be putting money into EEDC, Edmonton Film Commission. Enough tax dollars are being spent by the Provincial Government on this. We don't need "The Way We Prosper" Reading the info it sounds like a complete waste of money on something only rich business owners will get any benefit from.

What are we doing to reduce dependence on extractive industries?

Yes this is good value.

Fire Rescue Service

Overview: Edmonton's Fire Rescue Services provide fire suppression services, medical response, public safety and investigations, fire prevention & education, environmental emergency response, training and dispatch. With more than 39,000 calls for service (up from 37,000 in 2012), last year was one of the busiest years on record for Fire Rescue. Firefighters responded to 39,713 calls in 2013, including 3,278 fires, 25,510 medical calls, and 3,720 motor vehicle accidents. Other calls included hazardous materials incidents and technical rescues, including in the river valley. It was the highest volume of calls experienced in the last five years. From 2012 to 2013, turnout times for fire calls improved by two per cent and medical calls improved by one per cent. [Learn more](#) about Fire Rescue Services.

Taxes per month:

\$19.84

In your opinion, what could be done to improve these services in Fire Rescue?

A dangerous job, and they deserve to have the compensation & equipment needed to do their jobs effectively.

A service everyone is supportive of.

A very necessary service, however with all the urban sprawl, the cost of initiating these services should be inserted into property prices. I believe the cost of land on the outskirts of our city is artificially low. Also I would hope that all the dog rescues (On river ice and in vehicles) have not been put on taxpayers.

Again we need more. They work hard and are fantastic but stretched too thin

Again, our city is growing in leaps and bounds and we need fire fighters and stations to keep up with the growth. The city needs to stop the development of new areas until all the existing areas have appropriate fire stations, police stations, and ambulance stations.

Always important

An immediate response was made to a neighbor recently. Excellent service.

Another essential service. Just ensure that they are running properly.

Another tough question. It is a priority service so funding is necessary. Are there any cost recovery revenue that could be generated by Fire Rescue, i.e. hazardous material incidents and technical rescues (recovery fees)

As above

As above re Police.

As an outsider, it appears that current resources are not efficiently utilized. Reductions in wait times for EMS at hospitals, for example, should help with scheduling staff.

As for policing, fire rescue needs to be expanded to match population growth.

Awesome!

Best run city department, not like the police who are always asking for more. The fire department is a more efficient and effective department than the police department. They arrive at accidents etc. before the police, and they receive less money from the budget.

Billing out some of the services that fire department has to take care of.

Building new fire Station near Ellerslie area, South West area of Edmonton, ASAP please!!

buy smaller/skinnier fire trucks to allow for smaller road rights of way in the design of more compact and walkable neighborhoods

Call volumes are misleading, as most of the fire calls are medical. They are not needed at most of these events. They are far overstaffed and over equipped.

Can standby downtime be used more effectively? Training? Fire Prevention activities? Eg internet live chat with a fireman.

Can we stop using sirens at night time?

Cannot say, have not needed FRS.

COMBINE FIRE STATIONS, WITH POLICE STATIONS AND AMBULANCE SERVICES. REDUCE THEIR ADMINISTRATIVE COSTS.

Continue to promote fire safety to reduce fires and incidents.

Continue to provide resources.

Discontinue the Fire Rescue Services being first response on some medical and motor vehicle calls.

Do fire trucks need to be that large and expensive?
Do we need a fire truck and crew dispatched to every fender bender that occurs in the city? Perhaps improvements in police initiated traffic safety could reduce the number of accidents the fire department attends.
does every fender bender or person in health distress at home require 3-4 fire trucks or is this a ruse to 'fudge' the numbers to balloon operating budgets ?
Doing a great job!
don't know much about fire services, so can't add anything here
Don't know.
Don't know.
Emphasize training for firefighters as EMTs as well, as full fire response is less frequently needed
EMS can respond to the medical calls. Let firefighters fight fires.
EMTs should be able to sign their patients over to another team in the emergency rooms and get back on the road. The patient is still in the care of the technicians, but not two technicians per patient. One team of two could over see several emergency patients until hospital staff can take over.
ensure good response times
Ensure that the trucks have the equipment needed for call outs. We had an issue with our house and an additional truck came out because the first truck was missing a CO detector. This could have easily been avoided if the first truck had the proper equipment.
Ensure that we are fully staffed and have the number of stations, trucks, and people that we need. They do a good job. Advocate strongly for more ambulances resources - seem critically under-resourced there.
Ensure they have less work to do by watching carefully the development of infill properties where the houses are jammed too closely together.
Ensuring proper resources to be able to meet safe response times.
Figure out a better system for Emergency response that doesn't automatically require fire trucks. It seems ridiculous that when someone drunk ends up passed on the sidewalk they can't just call an ambulance or some other support service, depending on the circumstances.
fine.

Fire fighters got a huge pay increase this year "because other firefighters have" if this is the case put an end to this..we run or should run our own service ...assume there are thousands available with required education to take existing jobs at the existing high pay rates...negotiate our own rates.
Fire rescue is responding to almost everything to justify their budget. Fire rescue respond to calls which are not theirs. Identify these inefficeincies, remove them. Merge section/units/departments to reduce adminstration/supervisory support staff.
Fire rescue should be dispatched for every call and a better service would be to sen
Fire Services are very good in this city.
Firefighters are overpaid to sit around, garden, cook and work out. They do not do the job that EMS have to do. The city needs more paramedics!
Free up ambulances from long waits in emergency funding.
Get leaner on costs.
Give them what they need. Hopefully I will never need this service.
good as is.
Good job!
Good Job!
Good service levels especially in the medium density mature neighbourhoods. Should be more actively engaged in building code issues to reduce fire risks - like sprinklers or building products.
Great job!
Great program but new firehalls are required for the new areas of the city.
Great teamwork between the police and fire departments.
Great work by these amazing people. Keep it up ... the best way we can help them do their jobs is to stop building subdivisions where the houses are so close together. More response teams, more vehicles and materiel, all an important investment as the city grows.
Have smaller vehicles available for medical response.
Have the stoplights change to allow fire fighters to move through the city better. Drivers need to be reminded to pull over, not block an intersection, when the emergency vehicals are present.

Haven't ever needed Fire Rescue so I don't have an opinion one way or the other.
havent used, can't comment.
high cost staffing and benefits . I t is out of control and it is doubtful if it can be fixed
Hopefully Lewis Estates will get a fire station in the near future
HOW MANY OF THESE CALLS WERE ARSON CRIMES?
I am one of these guys leave well enough alone.
I believe there would be savings if ONLY the RIGHT Emergency Service would be dispatched.
I don't know
I don't know
I don't know enough about this area to comment
I don't understand why emergency response to 911 have to include Fire fighters, Ambulances, Police ALL TOGETHER...
I have no real opinion on this other than the fact that it cost money to provide this service and with the growing city
I love that the City made the right choice to re-open the river valley station. (Sorry, I don't remember the exact name)
I think developers, when building a new community, should also be responsible to build new fire stations.
I think Edmonton is doing wonderful in this category, thank you!
I think less money can be spent with decreases of fire showing up to medical calls. There have been many times in my neighborhood where I have seen fire services respond (two engines) to a medical and stand around twiddling their thumbs while the ambulance staff do their jobs. I've seen firemen just holding doors. It's great we have access to them, but if they are going to be glorified doormen there is no point in sending them. Send them on certain codes only. Save the cost and divert elsewhere.
I trust that firefighters do lots of outreach to promote fire safety to kids and people of low income.
I went into a very fast labour during rush hour and wasn't going to make it to the hospital so ended up at a fire hall. While two firemen assisted me while and called an ambulance, the other men on shift took the time to talk to my 5 older children who were with me and

my husband. They took them a tour of the fire hall, gave them fire hats, let them talk through the radios and look through the infrared cameras. They were so patient and kind despite us barging in during their dinner. While I know that there's a lot more to being a firefighter, I was so grateful for their support during such a stressful time. I would be willing to pay more in property tax to ensure that their wages were comparable to those in other major cities.
I would like to know the percentage of fires that are commercial versus residential. If commercial is as high as I expect, perhaps business taxes should comprise a larger portion of this. Further, it's not cost effective for fire to take over ambulance duties.
I'm happy with the Fire service.
Improve regulations regarding fireproofing buildings such as wood structure apartments and houses that are built close together. If the Province won't act on this, the City should.
Increase in population and new neighborhoods, require increases in budgets.
Increase the number of fire halls - to reduce response times.
Increase the number of smaller response vehicles for minor/non fire related calls
Is there a real need to send fire equipment to every motor vehicle accident? Proper use of the resources and look at weather the response time are what the y should be
it doesn't strike me as an unreasonable dollar for the value given
It is a well known Fact that it costs less to Prevent Fires. In this City, 95% of the Fire Rescue Budget is spent on Fire Suppression, Stations, Trucks, tools, etc. Firefighters, Fire Trucks, and Fire Stations do not Prevent Fires. It's Time for an Open and Honest Audit to see who's Actually doing what and what used to done. Some Activities completed by personnel, have been halted in the last 5 years. Maybe start by following the 2006 Insurance Bureau of Canada's Report recommendations for Edmonton Fire Rescue, Fire Prevention Section.
I've had BENEFIT of these services in the past year.
Just ensuring that the most efficient and effective equipment is available. Fire rescue is so important.
Just keep up with the population, and the technology.

Push for better security around new construction such as condos.
Keep up the good work
Keep up the good work.
Keep up with growth
Keeping working on efficiency, these guys are doing well!
less management and buy smaller supervisor vehicles.
Let's ban ALL smoking in Seniors Buildings to decrease Fire Rescue operational expenses involving seniors. If possible this could also apply to ALL apartment buildings. What a tragedy to see people having to leave their own building in the middle of the night because of someone's careless smoking problem.
Look at different ways of providing services - I know that the fire fighters complain about working in the new neighborhoods because there is not enough happening. Maybe charge people for dealing with hazardous material incidents.
Maintain the same
Make sure wages are competitive (but not higher).
Many times I see 3 Fire trucks, couple Police cars. plus an Ambulance going in the same direction, to the same call: are they all necessary ?!
More education
More fire halls and probably a few more fire fighters are certainly needed to deal with a growing City. Unlike the police, Fire Rescue seems to try to keep their asks reasonable.
More fire/rescue personal!
more inspections of buildings for fire safety and higher fines for the owners
More integrated public education to assist the services and reduce their need. Advocate for first aid (and such) training to be integrated into our schools and follow the children up from grade school so that by the time they are in their late teens responder-mentality is part of their nature. I think a clued-in public is by far our best move to reduced costs.
more new stations in new communities
More public awareness campaigns
More targeted fire-safety marketing to prevent some of the most commonly seen negligence, to educate the public and try to lower the avoidable emergencies.
Most calls are medical-related so they don't need to

send out the fire pumper trucks. Get them smaller, emergency response vans. Coordinate better with EMS.
Most of the calls Edmonton Fire responded to were medical calls which EMS could handle. Fire can handle the other calls but if EMS can handle the medical calls then that would free up the need to have so many fire fighters.
Move the pension to a defined contribution and freeze hiring and overtime.
Need to refocus on emergency response. Fires are rarely the source of calls. Downsize the fleet for rapid response.
Never used their services just pulling out of the way in traffic to let them through!!
New developments need to have mandatory plans for a place if a new firestation is needed.
Nice guys, but hate the IAFF which hikes wages and creates huge upward pressures for everyone.
No basis for comment here except that I've learned this year that the Fire Dept. is called upon to help seniors in residential facilities up off the floor when they fall in off-hours, because residents are prohibited from doing so. This makes no sense. Seniors need training in how to help someone get up without hurting themselves or how to support a fallen senior until help comes. A conversation with the property management organizations is needed here. Many are hide-bound by their insurance carriers. They need support to be able to make intelligent choices despite the present attitudes of insurers. A world whose choices are dictated by insurance carriers is an impoverished world.
No comment
No concerns
No opinion
No opinion, it seems satisfactory.
No opinions on this, however I used to live near an apartment building where the fire trucks responded many times a month (I assume due to automated alarms going off). It seemed in each case there was never actually an emergency. I would hope the city recoups some of these costs when unnecessary dispatches are made due to poor building maintenance/other reasons that could be avoided.
no suggestions
No suggestions, but I want to note that I've had to call

on the services of the fire department twice in the past year. I've been incredibly impressed with the response times and professionalism from everyone I dealt with.	other area that I would feel comfortable paying increased taxes to support. We need to ensure that our police and fire departments are receiving adequate funding to do their jobs, and have the necessary equipment to keep them safe.
No suggestions. I am surprised there is quite a difference between fire and police services. Are there any efficiencies to be gained by aligning administration between these two helping organizations?	Our infrastructure deficit is going to make this a major issue. We need to stop sprawl.
None	Outlying neighbourhoods, which develop at the expense of infill, then clamour for new libraries and rec centres as well as police and fire halls (not to mention schools and hospitals under provincial jurisdiction). We have these facilities in place, but not in those outlying areas. If people choose to live in the burbs then they need to be covering the cost of the amenities in the burbs.
Not sure	People who do building codes, must listen to the fire department or else we are going more bigger fires, which in turn will be more dangerous for fire fighters
Not sure why fire gets sent out instead of ambulances.	Preventative measures - Proper building inspections of multi-family properties when they are built.
Not sure, but I'm sure the workers (Front-line) in this area would have great ideas. I wonder sometimes why they need to go out to a car accident, but that would be a question they could answer and provide input.	reasonable.
not this year but have used them in the past, they're great.	reconsider present shift scheduling for Fire/Rescue staff to more closely resemble that of other essential services such as hospital/police staff
Nothing comes to mind.	Recouping expenses from those who cause their own misfortune (falling through ice, arson, swimming in no swim areas, etc.).
Nothing to improve.	Re-evaluate the use of fire services as first responders for non fire related calls.
Oh boy, I live downtown and the number of fire trucks that scream to non fires is amazing. Why do ambulances and firetrucks show up at the same event? I suspect the 90% of the medical calls could be eliminated, and a number of the accident calls. A good tow truck service could look after the accidents calls at much less cost to the city. Why are expensive firemen sweeping the street at an accident? There is no fire danger when the cars have been removed, and usually in is not gasoline on the road. Use a tow truck service to do all these mundane tasks. And speaking of greenhouse gas emissions - can the fire department please ask the fireman to ride a bike to the grocery store. Save money on gas, reduce emissions, and wouldn't block the store parking lot. No increase for this department - as it does a number of unnecessary tasks, at a very high cost.	Reopen the Rosedale fire house asap. It is important to have a crew with easy and fast access to the river.
ok	Rescues that are required because of "people stupidity" should be charged to the offender - not the taxpayer
ok with this service.	Same as the police - more firefighters needed to keep up with growth.
ok, no problems	same comment as for policing
One of the great services in our city.	Satisfied
Our fire departments are very important. The city needs to ensure that adequate services are available for the entire city. I feel that due to the cities sprawl, the fire services are stretched very thin, and this puts unnecessary burden on them, and increases the danger to citizens. I have the utmost respect for the work the Fire services provide for us, and feel that this is the	See above.
	See above.
	Services are great in the city but in newer areas may be a little thin spread
	Similar to police services, I've been fortunate enough to not require these services personally. However, I frequently use the river and rely on these services primarily if there's ever an incident.
	Spending millions on light switches is ridiculous for 30

seconds! If that time saved is moved up to minutes then there is something to talk about. I don't know if when you become a councilor you lose common sense but 30 seconds does not save anyone's life.	dominated area) are too high because the arbitration process is flawed. And they are all moonlighting between shifts.
Stop having to have a fire truck at every medical call	This is a motherhood issue. Of course these services need to be provided in a timely manner. Again, I question why Edmonton needs to be spread so far boarder to boarder.
Stop sending fire rescue out to every 911 call. If it is a medial call an ambulance and EMS team are better suited to responding then are the fire rescue people. Doing that will save millions of dollars and will allow a reduction in fire rescue personnel so they can better respond to fires and other emergencies that they can be useful at.	this is he crew that I would rather see studying up on new stuff or training than having to use that knowledge and experience... good to see that they are reported to having improved response times
stop urban sprawl	This service is expensive for what we get (or use). Look for cheaper equipment to reduce costs if personnel/station reductions are not feasible.
Stop urban sprawl. Demand some kind of fee from satellite communities. ...	Try to maintain the truck fleet a few years longer to save money
Teach the public to pull over.	unsure
terminate practice of fire crews using fire trucks for food shopping; how much is the cost of the crew/gas/truck annually when used for that purpose? No other essential service staff shop for work food/meals during working hours. This is an old tradition that needs to stop.	use services more effectively (instead of sending 2 or more fire trucks/crews to accidents and medical situations, send ambulances/paramedics)
The only way to improve on this is to decrease urban sprawl. Otherwise they are doing a great job!	Utilize big data to analyze and predict the propensity of fires under a variety of variables. NYC and Boston Big Data analytics programs are well documented for example.
There are fewer fires every year, so why is our fire rescue getting more and more expensive?	Very important
there is a firebug out there, that needs catching. I know its hard, but too many garages and other properties are going up inflames. Our Fire department is one of the best!	Very pleased although the Fire Rescue could consistently be organized with EMT as well.
There needs to be more done so EMT's aren't paid to stand in the hallways of our Hospital Emergency departments with patients. I am sure we could reduce our Fire Rescue costs dramatically if this situation was addressed.	Very positive experience with Fire Rescue. Won't hear a word against them.
These guys do a great job, but could probably be more efficient. I have seen instances of trucks from multiple stations responding to the same, minor incident.	We can live with a 12 minute or 15 minute response time.
They are valuable but they can do more in their down time.	we don't need a full fire station in Rosssdale - that money is better spent in new communities that need service.
They do a wonderful job. Being hung up for hours at hospitals is a waste of their time and tax payers money.	we have a good fir service
They should stop chasing ambulances. Makes no sense to have giant trucks competing to see whether they beat the ambulance to a medical alert call. Wages for firemen (used the male form because it is still a male	We have experienced major house fire & appreciate the quality of service.
	We need improved ambulance and paramedic services to lessen the burden on the fire department. We also need a fire department west of the Anthony Henday.
	We pay for this service, however we do not have this service.
	We sort of need this, so. Yeah. I think having multiple uses for industries like this (and police) is great. Sort of like the army doing foreign aid. Flexibility gives us more bang for buck.

When not responding to a call they need to do more inspections and things.
Why do firefighters respond to medical calls (when we have AHS) and traffic collisions (when we have police that need to investigate them) . From my experience, Fire responds to collisions, block traffic and deals with fluids down from vehicles, when a single tow truck can clean the same. And there they sit with a 6 to 8 person crew (for long periods of time) until a single police officer can respond to investigate the collision. It begs to ask why firefightrs are being used to answer 12% of fire related incidents for their pay, and the rest are in the realm of EPS and AHS. Seems like a massive duplication of services.
Why do they reply to so many medical calls? I have seen very large fire vehicles, with 4+ firefighters, in attendance on three apparently medical calls (it appeared to be individuals in an inebriated or reduced consciousness state). If this happens so frequently, are there more efficient means of delivering the service?
Will need to ensure fire rescue services is properly equipped to handle working with the new taller towers that are being built in the city.
with the growth of the city, new halls will be required in the new areas.
With the huge population increase in Edmonton, we must insure that we have an adequate ratio of fire personnel.

Neighbourhood Renewal

Overview: Reconstruction or upgrades of roads, sidewalks and street lights in mature communities, and other infrastructure revitalization in older neighbourhoods. There are over 150 neighbourhoods that require renewal. This Program will undertake improvements (either overlay, preventive maintenance or total reconstruction) all neighbourhoods within 30 years. Of these, 100 need to be reconstructed. [Learn more](#) Between 2011 and 2018, 34 neighbourhoods are scheduled for reconstruction, with about six completed every year. The program is funded through a dedicated tax, the Provincial Municipal Sustainability Initiative (MSI), and local improvement levy. Reconstruction schedules and details are available at [Edmonton.ca](#) A photo gallery of recent Neighbourhood Renewal projects is [available here](#).

Taxes per month:
\$10.81

In your opinion, what could be done to improve the Neighbourhood Renewal Program?

34 divided by 6 = 5.7 per year and an 8 year plan with "about six" completed a year = 48, not 34 . . something is wrong here. And until the numbers add up, you can't expect anyone to agree to that amount a month.
Accelerate this activity to reach more communities more quickly.
Add more neighbourhoods per year. Add more opportunities for people in a neighbourhood to influence decisions, and provide more public engagement support to facilitate wider participation in decisions such as Great Neighbourhoods Capital programs can't be just decided by community leagues. Add more tools to inform residents of inconveniences such as mobile signs with dates for road closures.

<p>Additionally, I suspect that contract awards are overly focused on spreading work around. I compare the quality of workmanship in my neighbourhood (done by Standard General) to Glenora (done by Lafarge), and there's no comparison...we lost the lottery and received a substandard contractor. Be pickier about who you hire.</p>
<p>Advance notifications, streamlined plans for the neighbourhood renewal in such area would be nice. More communication with residents in the area.</p>
<p>Again, make neighbourhoods more friendly to pedestrians. Allow more shops, corner groceries in neighbourhoods</p>
<p>Allocate photo radar revenue to this program to reduce the dedicated tax paid by property owners.</p>
<p>Allow residents to make upgrades to their community that are outside the box of the program. For example, up-grading street lighting to improve visibility at night for pedestrians is outside the scope of the program. It only makes sense to create a flexible program where residents can contribute to the redesign creatively for a more pleasing and a safer area.</p>
<p>Also, please include obvious improvements when renewing. My street (101) has no street street lighting in the back alley (between 101 and 97 street), despite all other alleys having lighting. When you have the lighting crew on site why not install lights to reduce crime? city told me I would need to petition my nieghbours, and this would have to be done as a separate job... again it costs more to bring people to site twice than to just do all the work at once.</p>
<p>Although a faster timeline would be preferable, the current pace is more fiscally responsible</p>

And have a REAL re-development program for old neighborhoods, 1- A conversion program Assist current property owners help them convert small houses into Duplexes or Fourplexes.. (not monstous 5 story infill mansions. That does nothing for urban development, it does nothing to contribute to extra housing) ..	Be more efficient. Prior to work, put up signs and send people out to inform residents of coming work. Once the work is to begin.... ENFORCE the rules. Also, do quality work and/or hold contractors responsible for their quality. What good is it to disrupt an entire community for work and then have it fall apart 18 months later due to shoddy practices?
Another aspect of this, communities that require rebuilt roads within 5 years, there needs to be better recourse on the Developers who obviously didn't do something right.	Be more pro-active in fixing deficiencies.
As I am seeing they are doing a lot, I hope they can come in ours but there are lots of others before ours.	Beautification of commercial parts of key historical districts, e.g., Bonnie Doon
As I read we are doing already, look into improving the technology on the roads, perhaps put money towards a grant of prize on who can develop better roads for high population winter roads. We still use primitive technology, if we can maybe it better (last longer) or cheaper then we can catch up quicker.	Been doing a great job so far need more might get people to infill
As the city grows so this need will increase. Do not plan to cap the fund	better care of streets and communities, ensure care for older trees and landmark buildings.
As well as repaving, consider going deeper down to attempt to fix the initial layers of road - perhaps more money spent and more time spent at outset could decrease costs later? Make sure to include bike lanes!	Better communication to residents during actual construction, even when work has been outsourced, keep residents in the loop on timelines, closures, detours, etc.
Ask for community opinions - a scary thing I know, but as someone who's lived in a mature neighbourhood for almost 25 years by choice, I feel we're getting lost in the shuffle to build housing for new Edmontonians. I am all for infill, but it should fit into the community feel.	Better co-ordination between sewer, natural gas, and street repairs. My natural gas lines were replaced two years ago, the holes in the street fixed and repaired, despite my area have street replacements this year. Same happened with sewage. Co-ordinate these trades like a general contractor would, and save some money, so we can fix up more areas with the savings.
	Better coordination of projects. For example don't pave streets then a month later come in and dig them up to lay pipe.
	better management and priorities. look for efficiencies, cut by 5-10% and focus on needs vs wants;
	better oversight of your contracted staff who do the site work, some of these folks are pretty rude and unprofessional
	Better partnerships with leagues and more support for leagues so that they match money and work for their communities and know that with each ask maintenance will be an issue.
	Better planning and less waste.

<p>Better planning. Too many times I've seen streets paved and sidewalks upgraded, only to be ripped out a year or two later (sometimes as little as 6 months later) for sewer and other infrastructure repairs. This is so maddening...proper planning should cure this, but that doesn't seem to be a priority</p>	<p>Consider universal design when strategizing for neighbourhood renewal. We need to consider everyone, including individuals with mobility constraints when designing sidewalks, width of sidewalks, etc. We also need to consider older areas should receive renewal before newer areas e.g. 50's neighbourhoods before 70's and 80's neighborhoods.</p>
<p>Better quality for the initial construction of projects may lower the costs for renewal in the future. EG our back alley sinking despite low traffic use, possible insufficient packing of the road bed and insufficient depth of road bed materials. Drive way edge now cracking as vehicle must climb up a one foot sunken alley. Cost to repair will far exceed the cost to do the job to a higher standard. Filling with asphalt a temporary fix lasting about 2-3 yrs.</p>	<p>consolidate renewal efforts in one section of the city at a time; don't have projects in so many areas at once</p>
<p>Better sidewalks</p>	<p>continue but also work to maintain renewed areas</p>
<p>Build sidewalks on both sides of the street, and add more bicycle lanes, even if it narrows the road.</p>	<p>Continue to do this.</p>
<p>By spending more money to renew neighbourhoods, it would make older neighbourhoods more attractive in look and price to residents. It could also reduce the amount of money and time spent developing new housing in the outer limits of the City, which in turn increases costs for maintenance. More money spent here also promotes sustainability and environmental stewardship, in which our City is a world-class leader.</p>	<p>Continue with this initiative or the city will deteriorate.</p>
<p>cease spot work that drags on for weeks or months.</p>	<p>Contracting jobs out</p>
<p>charge the area residents more to help pay for this</p>	<p>Coordinate renewals better with all utility providers/departments so you don't have to rip up the same road/sidewalk multiple times in a short period.</p>
<p>Confirm limits are logically set. I have heard from others that the boogieman set hard limits on neighbourhood lines the crossed arterial roads and stopped mid way between others</p>	<p>Cycling infrastructure should be included in all neighbourhood renewal projects. However, on-street parking should be maintained on at least one side of the road and trees should never be removed unless they are dead or diseased.</p>
	<p>Dedicate funds raised by spending infractions directly to road repair, potholes, and better snow removal (not 10' high windrow creation where you can't see approaching traffic when trying to leave a neighborhood or make a left turn). Like that neighbors do pitch in for some costs...sidewalks for example.</p>
	<p>Densification of neighborhoods, making developer responsible for upgrades, prioritize based on safety/functionality not aesthetics</p>
	<p>DEVINE INTERVENTION. Previous administrations have allowed infrastructure to erode to a point that you will never catch-up. Oh yes, let's keep expanding the city limits, that will help.</p>

Do not assess the levy to titled parking spaces. I live in a condo and I pay double what a nearby homeowner would since I have a separately titled lot for my parking space, but I don't get twice the benefit.	Ensure that the neighborhood renewal schedule is clearly posted and is accurate to forecasts.
	ensuring that all of the work done by the contractors was done properly
Doing neighbourhood renewals is like putting makeup on an ugly face. It's still ugly underneath. Unless you press/force the stores to do storefront fixes spending millions on painted sidewalks and ugly light posts won't do anything but waist money. 118 ave still looks like crap because the stores look like crap. Same with Stony pl rd. It still looks like crap because the stores look like crap. Until you correct the store fronts and start putting a stop to trash stores like pawn shops and liquor stores.... it will be a waist of money and do nothing but make city council look good for trying.	Ensuring that the new developments or renewals are done in a timely manner. No one likes to be disrupted in their neighbourhood.
	Faster reconstruction allowing for better maintenance of those upgrades
	faster!
	Fix more roads, fill more potholes. I'm sure you get that a lot.
	Fix potholes. Clear all sidewalks better. Enforce punishments for neighbors not clearing their walks ever. Impossible to walk in Edmonton when everything everywhere is ice.
	Fix sidewalks sooner rather than later. Don't jus fill potholes with gravel -actually fix them
Eliminate or reduce alley lighting. Utilize adaptive street and alley lighting, with dimming during periods of low usage. Allow areas to choose minimal, intersection-only street lighting.	Fix the streets you just wrecked preparing for the LRT that were recently improved in Holyrood.
Engage each neighbourhood in participating in their renewal, if there's a way they can help or contribute (monetarily, or through volunteer hours) -- would that help?	Focus more on improving public spaces in neighbourhoods - parks, squares. Needs assessments with community leagues again. Here are some ideas: Gardens, water features like fountains and ponds, standing rec. installations like outdoor shuffleboards or interactive musical instrument installations. Outdoor chairs that are too heavy to haul away. Monuments and public art - interactive light and sound installations.
engage residents of communitys more	
Ensure proper communication.	Focus on critical issues like road quality, back-lane quality, and less on newer light fixtures and cosmetics. Only after critical infrastructure is brought to standard, should cosmetics be considered.
Ensure proper supervision of ongoing projects. Too many are abandoned for months at a time, then there is a hurry up to finish. Less ongoing, with more timely completion would be a better use of dollars.	Focus on expanding roads.
Ensure that renewal includes biophilic principles - make the neighbourhoods safe for wildlife & walking, not just cars. I like the LED lights, but want to see stars too!	Focus on rebuilding/repairs to existing infrastructure before new construction
Ensure that the list of neighbourhoods is prioritized based on need; older areas of the City should be renewed first.	follow up with HOA and neoghborhood leaders to have them monitor the areas and provide feedback, coordinate efforts

For the most part, I think that the planning around neighbourhood renewal is well done. I live in a mature neighbourhood that has had upgrades to paving, sidewalks and light fixtures within the last 8 years.	Given that I live in a more mature neighborhood, I have personally dealt with issues stemming from aged infrastructure, in particular flooding due to drainage issues. Alleyways are also in rough shape with significant deterioration of asphalt.
From what I know of it, I think it's a thoughtful plan. Keep going. Perhaps better public education on the process, need and purpose.	Good program but original contractors need to be held accountable for workmanship and quality of materials so that infrastructure does not require replacement or repairs before its expected lifespan.
Functional efficiency is the key issue here. Several neighborhoods near us have been revitalized lately and ours is soon to be done. There is no need for lavish trees and bushes or lighting that is above basic needs.	Good program,however workers waste a lot of time just standing around.
Garneau (I am not a resident) has a large population - but the infrastructure appears very poor to me.	good that this money is dedicated but must not forget bridges and arterial roads as well
Get provincial or federal funding. I will only support the community I live in. Tax those residents where the renewal programs are happening. Not the whole citizenry.	Good work just maintain the current spend
Get rid of Dandelions	Happy that there has been an increased emphasis on Renewal in the past few years. Previous councils really lost touch with the need to keep up neighbourhood infrastructure in the past which has caused the backlog. Renewal is a very important aspect of keeping Edmonton as an attractive place to live. Our area was completed 3 years ago and I hope that the cycle for renewal will be maintained so that the deterioration of our side streets and sidewalks is kept in check. Back lanes are still a priority for some areas and should be looked at on a case by case basis for some sort of cost shared renewal program. They should have asked about lane upkeep when they were fixing the other parts of the infrastructure .. may have saved money to do back lane renewal at the same time as the streets were repaired.
Get the job done on time. Now since winter is here, I have a road by my place that the pavement is uneven that we have to drive slow so we won't bottom out. the construction has stopped.	
Give residents involved in a program an information package at the start which includes a cost breakdown, timeline and contact for issues or concerns. currently this is online and not everyone is able to navigate and find the information. People are passive and may need this given to them proactively	
Given that I live in a more mature neighborhood, I have personally dealt with issues stemming from aged infrastructure, in particular flooding due to drainage issues. Alleyways are also in rough shape with significant deterioration of asphalt.	have a more detailed breakdown of when each neighborhood will be done, and show its score (how bad it is) and how much each renewal will cost, with a life expectancy of each renewal.

Have departments contact each other. It is a waste of resources and tax payers dollars when a road or sidewalk has to be ripped up twice instead of once.

Having not experienced one first hand, I cannot comment. Communities I have driven through / visited / etc. look good once completed, and construction seems to be reasonable in time.

homes on corner lots are charged double since they have more sidewalks, that seems unfair.

Hopefully out neighborhood is on the list soon.

How much do our new neighbourhoods cost the City? Really question the future tax burden of sprawl. Again, needs to be addressed as a region first, and then more progress can be made to curtail (very expensive) sprawl.

I also think people who invest money to improve homes in older neighbourhoods should get a property tax break, not an increase, at least for a couple of years.

I believe the process for public engagement and design should be revisited. The current rigid approach doesn't do justice to the differing circumstances that each neighbourhood faces.

I do not think that they need 'improving'.

I feel the city is doing a very good job at working in older neighbourhoods' infrastructure.

I have one neighbor who has a front driveway leading to her garage, that was not given a sloped curb, just a regular tall sidewalk curb. (She can't park her vehicle in her driveway without damaging the undercarriage.) When this issue was pointed out to the crews and the city, she was told it would be left as is. Many phone calls and emails later and it is unresolved. She has given up because no one would help. This isn't right.

I have seen what a mess has been done in Hazeldean....roads blocked and changed for area to access main roads...Too long to complete job...a whole season when the neighbourhood is out of commission

I have to pay to have the sidewalks renovated in my neighbourhood but I also have to pay for all the new transit, etc that are going to the new neighbourhoods. Make the developers more responsible for the infrastructure. Stop making the centre / established neighbourhoods pay for the sprawl.

I hope the Jasper revitalization project in Oliver will be more like the Jasper Ave program in downtown and make it better for pedestrians and looking better instead of keeping the old design from the 50s.

I know just from what happened in my area - over a period of about ten years our roads have been resurfaced, within a year they are a mess again - as well the job is done so poorly that we have lost half our curbs. If it is done right the first time then this shouldn't be happening. There should be more accountability within the city

I like the program. I wish my neighborliness La Perle was on the list for renewal

I live in a mature neighborhood. I welcome any and all efficient spending that will revitalize and renew them.

I live in a new neighborhood but have no problem with older neighborhood improvements

I must first say that I am impressed with the work that has been done in neighbourhoods in the last two years. Our roads in Jasper place have been remarkably improved, except for the slow removal of the sewer repair site on 99th Avenue and 153rd Street. I watched the work crews, and even told them how impressed with their work ethic and concern for the repair and replacement of displaced materials on my property.



I really like the newer, brighter lights that are going up in some of the neighbourhoods. I would really like it if that was going to occur throughout the city - it sure makes things a lot easier to see at night!

I see concrete curbs being built where I think it's a complete waste of time and money because it is going to be torn up within a couple of years for new road construction to go through. I would not spend money like that on my own home. It seems a waste to have a solid concrete island ripped up. Find other temporary measures if you need something to form an island or Meridian on a roadway.

I suppose because I have driven on roads that have been upgraded means I have used these services. From a non-financial perspectives I could see this area of the city to be improved by more frequent communication. For example, when the two major streets near me were being resurfaced I didn't know about it in advance. I only discovered it once the resurfacing was underway and traffic was diverted. It would have been nice for there to be some sort of notification to local citizens about these types of things - via email or something like that, not mail and not signs along the road.

I take the long term view. What has happened to the tax money in areas that are 50 years old and absolutely no upkeep has occurred? I think a portion of the tax for each area should be saved and spent in that area.

I think communication is low since many people do not understand how to apply for certain upgrades. It would also be nice if you could fundraiser through your community league to pay for the upgrade independent of the levy.

I think it is brilliant.

I think it's going although more \$\$ should go on the roads and less on sidewalks and curbs. EG: 99 St North of 23 ave.

I think older neighborhoods are the best places to live. Perhaps new facilities in these areas would bring valuable people to these communities

I think that the program is working quite well. The improvements that I've seen (repairing roads, sidewalks, putting in sidewalks in neighborhoods that previously didn't have them, ect..) is long overdue and the work has been well done. Obviously it would be nice if it could be done faster, with less inconvenience to traffic and those living in the neighborhoods, but that is really a pipe dream. This program was a good idea and has been reasonably well managed by the city. I rarely find anything to commend the city for, but in this instance I have to give credit where credit is due. This program should remain a priority for the city, and when it is complete it will be interesting to see if the city then implements a program to maintain the work they've done, or if we will be in the same cycle in 30 years.

I think that they deserve their piece of the taxes increase amount. I understand that as a community taxes pay for all service for everyone but I see more and more new development and old schools and neighbourhoods getting left behind in terms of tax benefits.

I think the city and council should do a lot better in providing essential services to NRP

I think the City is doing a good job of this now.

I think the city is managing this area efficiently.

I think the current program is on track and needs to be kept on its current schedule

<p>I think the Neighbourhood Renewal Program is lacking as it does little to connect social development with economic and infrastructure development. There needs to be more effort on community engagement and civic participation, and residents need more opportunity to participate in the process of renewing their neighbourhoods. Renewal is more than just upgrading sidewalks and revitalizing business zones - a focus on social development and community development is key to sustaining and expanding the concept of renewal beyond infrastructure projects.</p>	<p>If possible a "surtax" should be attached to the properties, ideally on the purchase and/or sale of the property if allowable. If not, local improvement levies should be increased slightly.</p>
<p>I think the planning, budgeting and scheduling is fine the way it is.</p>	<p>If the City genuinely believes in neighbourhoods it should put back the parking that has been removed for bike paths. The current practice does not contribute to neighbourhood improvement. It is perfectly easy to cycle around the neighbourhood using the current arrangement of streets. The current approach to the implementation of bike paths is based on satisfying a very small number of bicycle commuters. The City should pay more attention to the wishes of neighbourhood residents rather than the vocal minority who merely pass through it.</p>
<p>I think the scheduled pace is fine, but I find the prioritization questionable. The affluent Laurier Heights has been completed this year despite looking decent beforehand, yet Strathcona remains in a dire state and isn't scheduled for five more years.</p>	<p>I'm not sure if doing more regular improvements would help keep reconstruction cost down</p>
<p>I think this is important as a lot of central neighbourhoods are falling apart. Of course it is all rental property because no one wants to live in a neighbourhood that is run down.</p>	<p>Improve design, construction and administrative processes to get the best possible result for every dollar spent.</p>
<p>I wish the renewal program could be accelerated. My neighbourhood (Strathcona) needs revitalization badly, but it is not on the schedule as yet.</p>	<p>improve only neighborhoods that require it. Last year streets were repaved where I own a house. 85 street and 129 ave. There was absolutely no reason for this. There was nothing wrong with the roads in that neighborhood, they did not require resurfacing. Tax dollars could be better spent. Scrap bike lanes. Use sidewalks for bike lanes, begin paving sidewalks instead of repouring concrete.</p>
<p>I would add to it.</p>	<p>Improved engagement earlier on - well before the City comes in to tell us what they are doing.</p>
<p>If a neighborhood is to be renewed, then the ENTIRE neighborhood needs to be done. Please allow for consultation and review before it takes place, but allowing sections of a neighborhood to opt out is ridiculous. In Fulton Place, one stretch of houses decided to opt out, and it looks awful. The rest of the neighborhood is beautiful and rejuvenated and that strip looks like people just don't care. Take away the option of opting out, period.</p>	<p>In a few years this program will be able to pay for itself so "stay the course."</p>

<p>In older neighbourhoods back alleys are being torn up by garbage trucks and graders have to go through the alleys during the winter. Would having front yard garbage and recycle pick up reduce the impact on alleys in older neighbourhoods and decrease snow removal?</p>	<p>Is there a plan for after 2018, because not all mature neighborhoods received the renewal they need.</p>
<p>In the parts of the city I am familiar with I have noticed an increase in neighbourhood renewal.</p>	<p>It constantly feels like Edmonton is behind in there areas — I wouldn't mind paying more to accelerate it</p>
<p>Include back alley reconstruction in the program. I would be willing to pay for this with a temporary tax levy to cover the cost just as the Alley renewal program works now but without the hassle of petitioning the neighbours for support.</p>	<p>It is important but not vital.</p>
<p>Include backlane rehabilitation.</p>	<p>It seems to me the Neighbourhood Renewal Program is directly impacted, long term, by the planning program. What measures are in place to ensure that the renewal program will be sustainable, manageable and effective for any new developments going in?</p>
<p>include the back alleys in the renewal program</p>	<p>It seems we have developed an "It is my right to drive" attitude. While I realize everyone needs roads for some services, I do not understand why home owners should be responsible to pay for a place for motorcycles and tuner cars can go for joy rides. More of this should be paid for by vehicle owners. As far as sidewalks, they make for a more friendly city. A safe place to exercise or commute in an environmentally friendly way. Very important for any community. The days of the general public subsidizing this needs to end.</p>
<p>Include the rebuilding of back lanes. The oversized, heavy garbage trucks are too heavy for back lanes and have damaged them need to be built to higher standards. Also ensure water, sewage lines are replaced.</p>	<p>It would be nice if Edmonton had a consistent theme with the street lights. It seems right now that each area has a different type of light standard, type of light. Consistency, or a look that can be identified with Edmonton would be nice. For instance, the lights going down Queen Elizabeth Road don't match the entry lights along Gateway. It would be nice to have the same look/feel for the full drive. The lights on QE Road look out of place/odd.</p>
<p>Increase communication with homeowners about the current and planned status of their community.</p>	
<p>increase to move projects along faster</p>	
<p>Increased funding so we can catch up on our ailing infrastructure</p>	
<p>Increased the speed at which this occurs. Construction in Edmonton is painfully slow.</p>	
<p>Is it possible to merge other city-wide objectives with this program? Whether its bike lanes, traffic calming or other laudable and community acceptable objectives perhaps we can integrate some into these programs to get more bang for our buck. Neighbourhood renewal is necessary, but it appears to be political sometimes. I see neighbourhoods with third world conditions in their roads (i.e. 105 Street south of 76 Ave. in Old Strathcona) while some other neighbourhoods and getting all new roads. This is weird.</p>	

<p>It's a disgrace and an embarrassment to the City that these neighborhoods have contributed to property tax for decades and have been neglected and left in a state of such disrepair. It should not take another thirty years to complete and extra taxes or levies should not be required. Upkeep and maintenance should have been coming out of these areas property tax all along. Reduce public employee wages and pension plans.</p>	<p>LOT OF NEXT YEARS INFRASTRUCTURE MONEY IS USED FOR 1 ITEM..AN ARENA...PAY AS YOU GO PLEASE</p>
Just do the work quick.	Love it! Don't change a thing. City is too big to "do over" so please keep up the consistent renewal.
Keep on it.	Love this program. Lots of obvious improvements.
Keep on with what is being done.	Maintain good condition in all neighborhood yearly, not delay any work to be done.
Keep the peace by rejigging the schedule so that those that are paying the highest property taxes see the benefit. The roads in my neighbourhood are terrible and I pay huge taxes	Maintaining roadways, put in better drainage, and enforcing bylaws regarding debris thrown into the street (particularly snow in the winter) will make neighbourhoods more lively and inviting!
Keep up the good work started last year!	Make design standards universal. I found Park Paving did a poor job in my neighborhood and an excellent job in the neighboring community. Are there not design standards applied to both companies? The sidewalks going around root systems in the treed boulevards that Fath group did are beautiful, curving, artistic almost. Park Paving are ... ugly, misaligned, angular, seemingly lacking in attention to detail/care. Take a look at sidewalks in Fath group neighborhoods and make Park Paving match that style going forward. It makes a big aesthetic difference.
Keep working on the upgrades to make the roads and sidewalks safe!	Make information about how neighborhoods are selected or given priority. My neighborhood (Calder) is long over due.
leave my light poles around I dont need a new pole....I need a road that is tearing my car apart when i drive down the street. Sad state of affairs when in our neighbourhood people drive down the back allies instead of down the street - cause there are less potholes.	Make it more efficient. Only replaces sidewalks and roads where needed
Let neighbourhoods know when this program is being used on them.	Make sure accessibility is not an issue when undergoing construction. I was literally prevented from using any of the four corners of an intersection by foot when trying to cross the street this Summer. Completely against our desire for a "walkable" city.
Let us know which areas are being done next and why they are up next, rather than another area which needs doing.	Make sure that residents in the neighbourhood actually want the upgrade (e.g., sidewalks added to service roads in Laurier Park area)
Let's quit doing this piece meal And fix one neighbourhood at a TIME UNTIL IT IS COMPLETED	
Listen to neighbourhoods when they tell you they don't NEED new sidewalks.	
Living in an older neighbourhood, this is working. It revitalizes and potentially reduces the urban sprawl.	
Long term planning of renewal project priorities.	

Make sure the programs are not just in one part of the city, but are encompassing all four corners of the city. We don't want parts of the city to be neglected.	More transparency to neighborhood residents on what the plan is
Make the process clearer, make the process of community choice easier.	More willingness to improve upon existing design instead of just replacing what already exists.
Managed infill to enrich neighbourhoods with greater diversity of businesses, public spaces and housing types.	more/better community gardens and public gatherings spaces that are safe and clean for families.
Money well spent!	My neighbourhood roads were repaved the year before - great job - but there have been several sections since then that have been torn up again and replaced (near 117 Street and University Av). I'm not sure why - a note left at my door or something posted online that I could find would let me feel like the rework was necessary.
more efficiency, less waste. It does not take 10 people to fix a pothole or sidewalk.	My neighbourhood was done about two years ago and I'm happy with the end result. That being said, in a project of this size, efficiency is important to maximize the "bang for the buck". Watching the work being done, I wonder if it is being completed in the most efficient manner.
More efficient bidding, renew in stages	
More efficient planning	My streets were done a year ago, and apparently there is some work coming down the pipe on the gas lines. So, I think perhaps some work on ordering of jobs, because... they will be ripping up roads to fix gas lines? Also, had a bit of an issue with contractor on property--ie: unannounced, filming the property--literally, I was working, looked out my window and there was someone with a video camera...leaving clearly marked "be aware of dog" gate open, ... so, perhaps a bit of oversight and training about property rights, permission etc. ...
More full renewal, I got some tar thrown on my sidewalk (which still sinks and collects water / ice) and a patch of black tar on the road, that is it?	N/A - keep up the great work
More info please. When is my neighbourhood up? What will be done? Why?	Need to ensure that work done by outside contractors (eg paving, sidewalks) is high quality and won't deteriorate shortly after it's put in place. Openness to ideas from communities is also needed, and I think this is improving.
More of the same. I was very impressed by the tremendous work done on Argyll Road this year (both ends), and I encourage the city to take on more of these challenges (doing full-blown rehabilitation, instead of patch and cover up) where necessary. It's good common sense for the long term. Yes, there are challenges getting around the city when these projects are in full flight, but the outcomes are great.	
More programs to figure out the best way to pave our roads. We live in pretty harsh conditions that are bad for the roads. At the same time, making a bike friendly city takes a lot of weight off of the roads and creates vibrant, accessible communities.	
More strategic planning of zone developments to care for streets etc.	
More transparency is required as to how the City prioritizes which communities should be renewed. Some of the oldest and most used neighbourhoods (eg. Strathcona) have not yet been renewed and yet neighbourhoods like Otwell have.	

Neighborhood renewal is important. However, I see the same neighborhoods repaved (McLeod / Hollick-Kenyon) and cared for every couple of years, while others desperately lack in maintenance (Inglewood / Belgravia).	Nothing that I can think of other than to add the back alleys to the list. Our alleys are almost impassable due to the weight of the garbage trucks causing deep ruts in the pavement and potholes. We can barely get our car down without having to drive on the edges. Our neighbourhood was just done, and it is just amazing! Thanks so much. Almost nice to shovel the snow.
Neighborhood Renewal should include cycling infrastructure.	
neighbourhood renewal could have a more holistic scope to take in other community needs (programming, recreation, etc.)	Nothing! Good job! I was quite impressed with the work done on 112ave this summer/fall.
Neighbourhood renewal is a necessity to our city by doing so it will attract new home owners to those areas	Noting it just has to keep improving the older areas
neighbourhood renewal must be more that "pothole" filling. Come on!!	Observation.....send someone to look at Garneau. Honestly, it's an embarrassment how the road surfaces have been allowed to crumble, and the sidewalks? Terrible.
Neighbourhood renewal must take a higher priority to stem the sense of inequity residents of mature areas feel when comparing the state of their infrastructure to the myriad new residential subdivisions.	our crumbling infrasture is a hidden deficit. move at max pace to rehab our neighbourhoods
neighbourhood renewal went well for us no problems	Our district (Delwood) was repaved, sidewalks had cement lifting, etc. about three or four years ago. The pavement/road that runs in front of my house is heaving very poor job from day one.
Neighbourhoods need to stay vital	
Neighbourhoods that have been done are beautiful. Such a good idea.	Our neighborhood is currently half way through our renewal. The process has been fantastic, with many opportunitites for resident feedback.
New neighborhoods are great, but mature neighborhoods are eroding and desperately need work.	
no more bike lanes until basic requirements have been attended to completely	Our roads are in terrible shape. When there is a road construction the work is extremely slow. Sometimes roads are blocked for supposed-to-be-construction but no workers or equipment around. You also see one worker working three standing around. Construction is very slow and inefficient. I don't buy your safety stories.
No point building new if you don't maintain what you have. This was long over due	
NOt expect people who live in the new neighbourhoods pay for it	plan it and fund it and complete when needed waiting too long and then panic is stupid and expensive
Not sure. Totally amazed that Garneau isn't on the list for renewal although it deals with all the traffic to the UAH hospital and the University. I realize the main roads are maintained but the side roads where 1000's park, they are in deplorable condition as are the sidewalks.	

Plan more efficiently to use manpower. make certain the workmanship, material are above standards. do the job above standards the first time so it won't have to be re done/reconstructed in ten or 20 or even 50 years. European countries have road work and neighborhoods over 300 years with little or limited maintance.	Public engagement process seems to be working, the focus on completing the connectivity of active transportation paths (Sidewalks) in the neighbourhoods completed thus far is appreciated
Please continue to do this, hopefully one day we will be caught up and the costs won't be so substantial.	Quality & higher standards by developers when areas are new, so less needs to be done ongoing.
Please don't use MSI funds for Capital projects.	Quit building sidewalks where they don't need to be; quit building sidewalks, repaving road and then deciding something needs to be done to the sewage that necessitates ripping up the sidewalks and roads within 6-12 months, and then re-doing them. Better interconnected planning. THINK AHEAD.
Potholes and widening of Streets in new areas!!	Raise taxes to cover this cost so more can be done in each year.
Prepare the neighbourhood being revitalized for inconveniences that could happen to them ex. parking	Recent work in y neighbourhood seemed patchy. Maybe it had to be that way due to the constraints of the process, but I would suggest trying to work from one end to the other, to cause less disruption.
Preserve historic neighborhoods, figure out a better way of building roads in this climate, improve walkability in these older neighborhoods, keep costs down by having crews work days (no evenings and weekends as happened in the Highlands this past summer and fall)	reduce burden of renewal on residents - revitalization levy + current formula has residents paying more than the 50/50 split being communicated by Council
Prevent garbage trucks from alley garbage pick up	Refrain from reducing the fund in lieu of other projects.
Prioritize renewal in mature, core neighborhoods over distant suburbs.	Renew neighbourhoods on time! Three years ago, Hillview and Greenview were slated to be renewed, but to date only Greenview has been done (late) and Hillview is still waiting. In addition, a sloppy job was done of the paving. The new road surface is above the level of the sidewalk in many cases, resulting in flooding of the sidewalks in spring. When the floodwaters re-freeze, a skating rink results.
Program needs to stay at its intended 2% per year	Restore neighbourhoods such as Alberta Avenue that attract crime.
Proper maintenance now should result in lower repair costs in the future	
proper rehabilitation to last long term, not quick fixes. Well planned changes with neighbourhood input	
Protection of resident parking in downtown/oliver.	
Provide ongoing maintenance for these issues rather than ignoring them like in the past and then addressing issues when they become "emergency" issues, which is the most costly way of maintaining any infrastructure.	

ROAD CONSTRUCTION IN OUR WINTER SHOULD BE DIFFERENT FROM SOUTHERN CITIES. WE DON'T NEED EXPENSIVE , USELESS CURBS, BECAUSE THEY COVERED WITH SNOW 7 MONTHS OF THE YEAR. LOOK AT KIRKLAND IN QUEBEC, WHERE THERE ARE NO CURBS, BUT INSTEAD SMALL NATURAL DRAINAGE CHANNELS BESIDE THE ROAD. FURTHERMORE ROAD CONSTRUCTORS OFTEN CAUSE UNNECESSARY TRAFFIC INCONVENIENCES. FOR EXAMPLE LEAVING BARRIERS UP WHEN NOBODY IS WORKING, BLOCKING LANES WHEN THEY ARE WORKING OFF THE ROAD, ETC.	<p>Serious consideration is it needed? Then the residents of that neighborhood are charged full fee for improvement,,,,taxes pay for maintenance. Also get the community involved...maybe we could plant and care for the garden and maybe it could be vegetables for all.</p>
Road repaving has been top notch. Sidewalks shouldn't be done by paving over cracks with asphalt.	Sewer work is required as the inner areas can't handle the new outer area sewage to get it to the plant. I see this daily in my neighbourhood.
Same as above - build infrastructure of appropriate size at the beginning. Don't build a 2 lane road (one in each direction) to save a few \$\$ now, knowing full well in a few years you'll have to expand it anyway. Look at the big picture, it will save money to make it the appropriate size at the start - not to mention be less frustrating for drivers.	Show in your reports that in fact each property owner does pay for 50% of the new sidewalks in front of their property on top of the renewal tax.
Same as above - I want to see existing departments challenged to do more with less. Salary surveys to see where salaries line up with private industry. The city wages should be lower (per hour) that private because the city jobs tend to be more stable and job as subject to economic downturns. Look at other options, like outsourcing, raising the expectations of service, publications of metrics (eg. internal cost of a kilometer of renewal and show how this is changing over time. All departments should show the value they add to the city and show the cost of these services.	Side roads need repair
Satisfied.	Side walk renewal done poorly, should be done is small sections, rather than a large portion of the neighbourhood so that home owners are inconvenienced for three seasons (spring, summer and until late fall). Landscaping done very poorly and in a hazard way such as lumpy and deep pockets lacking infill, pachy grass - disgusting workmanship. Where are the supervisors, do they do any training and checking on employees? In the older areas of the city many seniors, disabled and other people who can not do laborious work have had this done to them, they call the city and they are told to do it themself - why? Who are you paying to do such shoddy work? There is no excuse for such disgusting work, the city owns roller/packers and need to supply the dirt needed to correct and do the re-landscaping properly. Complaining seems to fall on deaf ears! Uneven and lumpy boulevards are a hazard for people to walk on but necessary.
Seems like a good pace - 5-6 per year.	Sidewalks and roads are crumbling. Need to research a better product to use. Do not see such an issue to the extent we have, in other cities.
Seems like you've got this all planned out, and it's A-ok.	

<p>Sidewalks are important to get people walking in their communities. When people are out crime goes down. Without them people drive. This can cause accidents and increases pollution.</p>	<p>Some of the streets in this city are an embarrassment to the city. Residents living in Old Strathcona Queen Alexandra, Allendale and Pleasantview have the worst roads in the city. These need to be upgraded. Additionally, the bicycle path on 106 Street from 82 Avenue to Argyle Road are a risk to the user. It was pure idiocy to construct a bicycle lane on a road that is gouged with potholes and ruts.</p>
<p>Sidewalks in Greenfields area are cracked and dangerous. Must watch my feet on my daily walks. Looks like insufficient road base put in place on residential bus routes as sidewalks tipping towards road. The savings from inadequate road base are now more than offset by need to repair. There is a one foot drop from the edge of my driveway to the back alley. Again insufficient road base. Dumping additional asphalt to fill some of the sinking in the alley is also a waste of money as that is a band aide solution. The alley needs to be redone. If done with an adequate road base the price of the alley will be substantially more than if it had been done with the future in mind. Things done by the lowest bidder are usually the poorest quality. As new road are developed have engineers pput in a margin that allows for future increases in traffic and increases in vehicle weights. Outside of the frost concerns cannot road and alleys be built with an concept of expansion over an extended period of time with a view to long term cost savings?</p>	<p>Some pipe replacement in Quuen Alexandra</p>
	<p>Some work need to planned with anticipated results in mind. For example, when the sidewalks were jacked up and patched with cement, the cracks opened up again after a winter.</p>
	<p>Speed this up if possible; don't let it get replaced by other things. It was fabulous to have some of our neighbourhood's very battered streets replaced this summer!</p>
	<p>Speed up the process</p>
	<p>Spread out the renewal program. More of the charge should be a local improvement tax only affecting homes in that area</p>
	<p>Start an overlay schedule. Don't wait for cars to start getting damaged before a road is repaired. 25 years ago we could be proud of our roads and sidewalks. Now, they're embarrassing.</p>
<p>Sidewalks need maintenance as much as streets.</p>	
<p>sidewalks, and signages are really need to be improved</p>	
<p>Sidewalks, roads and drainage</p>	
<p>Six a year seems low. Is it possible to complete 10 a year?</p>	
<p>Slow the Nighborhood renewal program.. Take a more staged planned .. Make a decision. Stop outward expansion (put a cap on raw land conversion.)</p>	<p>stop adding sidewalks to places that didn't have sidewalks "before" ... old neighborhoods don't have to be remade to the latest standards (e.g. Rio Terrace, south side of 76A Avenue - sidewalk added along park where none existed previously)</p>
	<p>Stop repairing/ replacing side streets and do the major arteries first! Back lanes are for the most potholes and dirt! Do better lighting!!</p>

Take better care of sidewalks - stop piling snow (windrows) against curbs, where the freeze/thaw cycle puts pressure on curbs, often causing more cracks in the sidewalks. Encourage people to remove weeds growing in cracks, which promote further degradation of the sidewalks.	The city and province have allowed infrastructure to decline for years. Now my generation is going to get stuck paying for this. A local tax levy on these neighbourhoods should be used to pay for this. I shouldn't have to pay to upgrade the old part of town that those resident themselves have never upgraded.
Take local knowledge into consideration when developing NR plans rather than imposing a standard approach. Communities have to spend a lot of time pushing back hard to get changes. Also it is a waste of community league volunteer time to have to get signatures for the decorative lighting. City should provide resources to help communities with this.	The city has stepped up the pace of renewal nicely and it was very much needed. But I think the pace is a reasonable balance and does not need further increase.
	The city need to go to other winter cities to find out what works best in our climate instead of using band aid solutions that don't last.
Taking every opportunity to improve infrastructure for walking, cycling and taking transit. Leave plenty of time to explain options for neighbours and get feedback before doing reconstruction. Put the plans on the web-site before a community feedback meeting. Try paving sidewalks rather than using hard cement that is hard on the joints for walking and running on. My neighbourhood temporarily had paved sidewalks. It was a multi-use trail surface and they were greatly used by roller-bladers, young cyclists and lots of runners. The new cement sidewalks have stopped all these activities. Now young people go on the road. We lost our recreation space.	The City needs to take care of the roads in the older neighbourhoods before fixing the roads in neighbourhoods where the roads aren't bad. Take care of the bad roads first!
	The city should keep better tabs on what the individual contractors are doing in the neighbourhoods.
	The main way we heard about neighborhood renewal in Westmount was by someone going door to door during hours when my wife and I were both working on putting our kids to bed. That can't still be the easiest way.
The alleys are in really rough shape. Maybe we should change them all back to gravel? Judging by how many people park on the street instead of in their own driveways, I'm not sure people even use them.	the neighbourhoods lack colour and are so uniform. it's green and gray.
	The older neighbourhoods are what have built Edmonton historically and where people have been paying taxes the longest.
The biggest problem with Neighbourhood Renewal is the assessment system, where the core neighbourhoods (Downtown, Oliver, Strathcona) that have had piecemeal work over the years are ignored, even though much of their infrastructure is in worse condition than the neighbourhoods that are getting an overhaul.	The program set up now to collect a small portion of tax dollars to go into the neighborhood renewal program is good. Please examine this program every year to make sure that with the cost increases due to inflation that there will remain money in the program to continue this for a long time. Please DO NOT RESURFACE old concrete sidewalks with asphalt. Maintain the look & esthetics of a neighborhood with concrete.

<p>The residents of Lendrum are very pleased with the work done here several years ago</p>
<p>The selection of neighbourhoods for renewal seems random. There must be some rationale, but it's not apparent to citizens. In my experience, our neighbourhood (Grandview heights) is way down the line, while Lendrum was already done and Lansdowne is on deck. Why?</p>
<p>There are alternative approaches to neighborhood renewal that are becoming technologically available, allowing neighborhood renewal to happen faster and at a lower cost. New [and expensive] machines that grind up and recycle part of the old asphalt are available now. The City should look into investing in such equipment so that the renewal process can actually progress at a pace that can be maintained and is less disruptive to traffic. People will be happier with such changes.</p>
<p>There is nothing wrong with the program as such. My neighborhood had the roads resurfaced and 6 month later the asphalt started cracking and by now there are really big cracks. Which means moisture will run in there freeze and thaw will do the rest and in no time there are pot holes again. I am positive that there is better material around. This makes me wonder if the contractor is using cheap material or is the City ordering to use this cheap stuff. It seems like a waste of money to me if things are not done properly. also there were about 10 people in that crew and 8 City leased trucks. How can the city allow such a waste to happen. They all could have met some where and come in 2 trucks. A no brainer.</p>

<p>THERE IS ONLY SO MUCH CAPITAL TO GO AROUND TO IMPROVE EXISTING NEIGHBOURHOODS. WE CAN ONLY AFFORD TO DO SO MANY PER YEAR. AS AN EXAMPLE, WE HAVE WAITED 43 YEARS TO GET OUR STREETS REPAVED IN OUR NEIGHBOURHOOD.</p>
<p>There should not be required a local improvement levy if the City was looking after there infrastructure properly.</p>
<p>Things are OK the way they are.</p>
<p>Think it is working pretty good, but there is a need to watch for some needs in thoce communities not scheduled, but have relatively larger needs; e.g.: paving, curbing, sidewalks, drainage</p>
<p>This category doesn't get enough attention. The effort as the city is putting in currently to renew neighborhoods is not as good as it could be. More neighborhoods are deteriorating than being modernized and some of the work being done seems very rushed and not a long lasting change.</p>
<p>this has to be done</p>
<p>This is a huge problems because of the long winters and what happens to our roads during those months. Perhaps better information needs to be provided to the public at large about what is being done</p>
<p>This is a totally necessary project. What I don't understand is that I have friends who live in much newer suburbs (1970's) then my run-down mature neighbouhood, and they tell me their streets get re-surfaced all the time, but mine look like bombs have gone off. What??</p>
<p>This is being very well done, great job meeting this challenge.</p>
<p>this is extremely important. We have to maintain what we have. If we defer maintenance the repair becomes full on replacement at a lot more money. Areas like Old Strathcona should have been done 10 years ago -- extremely bad.</p>

<p>this is just road renewal, not neighbourhood renewal. Need to redesign most roads to accommodate wider sidewalks and bikes as part of any renewal to truly provide benefit to the neighbourhoods. Should call it replacement</p>	<p>True coordination with franchise utilities. Currently the franchise utilities are required to do their construction one year earlier and put down temporary pavement at very limited cost savings from final paving. This is all removed the next year when transportation moves in. They should show more flexibility to coordinate construction so final pavement can be installed once franchise utility work is done.</p>
<p>This is really important and vital work.</p>	<p>UNDERSTAND THE CITY IS SETTING UP A FUND FOR FUTURE WORK..BASED ON THE IDEA FUTURE COUNCILS WILL NOT TAKE THIS \$ FOR OTHER USES.</p>
<p>This seems like a no-brainer, and yet there so many examples of inefficiencies (tearing of freshly renovated roads because of some other scheduled city work etc). This wouldn't require add- on property increase if the MSI money wasn't tied up in the arena project. Again, needs vs wants...</p>	<p>upgrade all sidewalks</p>
<p>This seems to be working well.</p>	<p>Urban renewal is great, but citizens are tired of watching workers stand around doing nothing (a frequent site)...so how about a trouble shooter to make sure that the labour cost isn't bogus.</p>
<p>Thought paving program went very well this year</p>	<p>Use better construction materials to avoid frequent renewal activities.</p>
<p>Timely notices to residents regarding road closures would help, and particularly notices about changes to road/intersection configurations. Some terrible intersection re-configurations in my neighborhood this year! And why aren't the bus shelters put back when construction is complete?? Too much neighborhood renewal going on at one time, resulting in an individual neighborhood taking 2 years or more to do. And the new streetlights are too far apart.</p>	<p>Use complete street guidelines in ALL renewals. start renewing industrial areas as well. (no sidewalks at bus stops is a Huge issue for mobility)</p>
<p>Too many neighbourhoods have poor infrastructure due to having been built during boom times or lack of maintenance in the 1990s. We need to accelerate this program before neighbourhoods crumble. My neighbourhood was built around 1977 and the roads are atrocious, the sidewalks buckled and it looks awful. Yet, we're not even on the list until almost 2020. It's a great family neighbourhood but it looks so bad!</p>	<p>use longer lasting materials so the same work doesn't have to be redone every few years... whatever happened to the idea of stuff lasting for over a decade? when did it become more important that the quality of the work have to suck royally? that is not the idea behind job creation that I could accept...</p>
<p>Too much money has been allocated to public transportation at the expense of roads.</p>	<p>Use materials and technics that will extend there usefulness</p>
	<p>Use more recycled material to help cut costs, install solar panels for new street lights etc.</p>
	<p>Use the same rules and processes from one neighbourhood to the next. We wanted to change our curbs but were told no we could not but the same year the neighbourhood next door got modern curbs put in. Give the resident more flexibility in how the work is done adjacent to their property,</p>

<p>Very happy that the city has increased funding for this over the last few years. Our neighbourhood was one of those renewed (streets, sidewalks, and lighting--that I know of) and it is so much better, and more pleasant to walk and drive in the neighbourhood now. The only complaint is that the new lighting is not bright enough. I am in favour of reducing light pollution, but the lighting still needs to be bright enough to safely walk and drive at night, and I do not feel that this is the case currently. I live in Fulton Place.</p>	<p>We need to invest in our existing infrastructure. The burden of sprawl shouldn't be carried by core neighbourhoods. Our infrastructure deficit is unsustainable. We need to shift that cost onto those that build these new neighbourhoods so that they are paying the true cost.</p>
<p>We are on track with the current position.</p>	<p>We should continue to finish what we started. But maybe push harder to get residents to upgrade neighbourhood lighting, etc. It would add a little more flavour to the city.</p>
<p>We do not need any further development of four stores housing</p>	<p>We think the City is doing a pretty good job here. Congrats!</p>
<p>We have to "suck it up" and try to get ahead of the decaying infrastructure. Maybe a two or three year focus where additional money is spent that could save repair costs in the future.</p>	<p>We're trying to do things too fast, slow it down</p>
<p>We live in a huge winter city... cars, & trucks are a necessity!!!</p>	<p>when rebuilding older neighborhoods, use materials that will last longer (ie: 50 yrs) When new neighborhoods are being developed, use a life cycle of 50 yrs.</p>
<p>We must focus our efforts on fixing up mature neighbourhoods. So much is taken away from our eroding mature neighbourhoods towards more and more leap frog development. It is frustrating to know that I live in an area with some of the most expensive property taxes, yet my sidewalks and roads are in abysmal shape, but new developments are popping up everywhere.</p>	<p>When replacing sidewalks there has to be a faster, more efficient way. as one block is taken out the rebar, crush, should be installed and then the concrete poured. The way it is now done sidewalks are taken out and it is weeks before the new walk is poured. it should be a continuous flow.</p>
<p>We need our neighborhoods to continue to look good, be well maintained to ensure existing residents are able to function properly.</p>	<p>When you put additional tax burden on neighbourhoods to renew roads, make sure you use good quality materials that last, no shoddy workmanship please.</p>
<p>We need to hire a night/evening crew so that road construction happens in half the time. If there was a separate crew working just nights/evenings we would not need to pay overtime. The public would put up with the noise at night if they knew the work was being completed quicker.</p>	<p>While doing a community like McCauley, I think we should consider "dead-ending" several of the grid pattern roads into cul-de-sacs, and thus add extra infill opportunities (on former road space), reduce short-cutting, and reduce asphalt/potholes/snow and rain accumulating surfaces.</p>

<p>While it has been corrected in most parts, we had issues in our neighborhood with the quality of the work. Many sections of brand new sidewalk were and still are cracked and spalling. New pavement showed severe cracking within a year of being installed. As a community, we were not allowed to present to the City, all the addresses and areas that needed fixing. Instead, homeowners were to contact the City themselves. I don't see why the community league could not have been allowed to present the transportation department with an itemized list of addresses that needed repair.</p>	<p>Wow my community is not on the list, Pleasantveiw, our roads are crumbling, side walks are cracked so it is dangerous for walking I guess since the garbage dumpster divers hang out here no need to improve the area.</p>
<p>While the idea of neighborhood renewal is great, after watching the construction crews this summer, the money is not being appropriately spent and a review should be done. During the "renewal" the same section of roadway and sidewalk was dug up and paved at least 3 times and the sidewalk in areas is almost too narrow for my stroller</p>	
<p>Why as a taxpayer in a neighbourhood that has been neglected have to pay more to bring it back up to usable.</p>	
<p>Why is neighborhood renewal so much more important/ urgent in wealthier neighborhoods? My neighborhood sidewalks and streets were recently redone while other which needed it more were left alone.</p>	
<p>Work with other areas of planning and development to overlap. Don't repave what in 18 months is slated for underground utility work.</p>	
<p>Would like to see sidewalks of different colours and designs. And interesting landscaping, with flowers and things to break up the monotonous green.</p>	

Parks

Overview: [Parks](#) services includes management of playgrounds, sports fields, river valley trails, forestry, parks maintenance, horticulture, parks planning, and natural areas acquisition. This category also includes management of pests, like mosquitoes. Almost 300 summer camps are held across City parks and 185 Green Shack playground programs. Each year, staff maintain 4,195 hectares of turf, manage 671 sports fields and 405 playgrounds and spray parks, and prune over 41,000 trees. Last year, more than 16,000 trees were planted as part of Edmonton's [Root for Trees Program](#). Even though Edmonton has the largest continuous urban parkland in North America—22 times the size of New York's Central Park—the City is working to preserve, diversify and expand our urban forest throughout the city. Urban forests contribute to several objectives, including improving air quality, storm drainage, attractiveness, walkability of communities, traffic calming, and sustainable land forms.

Taxes per month:

\$6.10

In your opinion, what could be done to improve these services for Parks operations?

-
-
- Accelerate the reclamation of the properties bordering the river and provide more funding for repairs to some of the older sections.
- Add little stores to the site. Coffee shop
- add more aces to the river valley from the west end
- Again, more with less - challenge the departments to examine there services versus the costs.
- again, perhaps user fees should go up for those that use the sports fields. the average tax payer needs to have fewer things that are dropped on their backs.
- Allow development of private facilities in the river valley. When I visit other cities and see restaurants, cafes, events occurring in their natural spaces, I enjoy them and I use them. I think that allowing restaurants and other businesses (bicycle rental facilities, canoe rental facilities, for example), and

the parking facilities that are required to support them (Edmonton traditionally appears opposed to having adequate parking), could enhance the populations enjoyment and view of our own city. And visitors to the area could truly enjoy these types of facilities, as well. And that would improve the Edmonton brand.

Allow for some development around the river valley parks. It may be 22 times the size of Central Park, but not many people use it as it has turned into a place where only runners, cyclists, etc. go. It would be nice to have some restaurants down by the river so that more of the population can enjoy the parks and scenery.

I would also like to see an increase in spraying or mosquitoes and other weeds / dandelions.

Already doing great work, more resources to maintain and upgrade river valley trails and city playgrounds. Keeping trails and stairs clear and safe in winter. More frequent grooming of cross country trails, especially after snowfalls, particularly William Hawrelak and Victoria Golf Course trails.

Appears to be well managed

Approach business organizations and enlist volunteer organizations to help.

Balancing the need for open grass sports fields with better designed parks for regular use - for example I'm less concerned with the often cited stat that Edmonton has the highest per capita green space but rather what that green space looks like. I would like to see less focus on the amount of green space and more focus on how the space is used - a smaller park with pathways, an urban forest, picnic tables, small pond etc would be better used year round than an expansive grass field.

Better care of the parks are needed. I've seen the city trucks driving around and not even picking up the garbage.

Better focus on weed control and aesthetics, more investment in sports field and premier turf irrigation and better horticultural practices

better maintenance, weed removal, lawn care, new parks in Northwest Edmonton

Better trail maintenance in the winter. Trails need to be sanded.

Better wayfinding/maps for parks, greater use of the

river	Contract out service to the private sector.
Bring back full-time Green Shack programming. Manicure the more central urban parks with gardens, ponds (with ducks and fish), fountains, and sculpture. Pipe in music, look at creating public interactive public art spaces. Dedicate certain parks to have free rentals of rec equipment - kites, frisbees, putting green equipment, boomerangs, rowboats, lawndarts, tandem bikes, etc. Set up more urban pianos, or fixed percussion installations. and also have open bookcases with free charity book exchanges. Have free-standing chairs like in Hyde Park or Luxembourg Gardens so that people are not confined to a fixed park bench.	contract services out
Build fitness trails (outdoor exercise equipment) in the river valley.	Corporate sponsorship could seriously subsidize the parks.
Camp programs are great, but perhaps we invest too much? Emphasize preserving quiet, natural qualities of our parks -- especially river valley. Institute changes to reduce speed and density of motor traffic on the river to improve enjoyment by the many rowers and paddlers as well as people on land in the river valley. Also, go back to sustainable, pesticide-free, landscape maintenance.	Critical need to increase care for parks, how frequently they are cut, and access. Need to spend significant sums on making the River Valley a park that can be enjoyed by all
Connect trails to Fort Sask and Parkland COunty/Devon	Current levels are sufficient
Consider use of lower maintenance vegetation (shrubs that only grow to a certain height, trees that require less water); consider privatization of some services.	Deal with lawn & weeds.
Continue OFF road walking / biking trail development.	Dear God mosquitoes are horrible.
continue promoting parks - I don't think Edmontonians realize how many great ones we have. The yegparks twitter account was a very cool idea - I hope it continues to happen throughout all seasons.	decrease volume of summer camps and reconsider salaries for camp staff (again, too high considering higher skill levels not required)
Continue the good work and to improve security.	Develop access and usability of the river valley especially downtown. Perhaps turn the power plant into a market area similar to Granville Island in Vancouver
Continue the same level of maintenance and service	Development of single-track/'unmaintained'/'natural' trails for those who are able bodied and want a natural trail experience with hills, roots and challenges.
Continue to support our parks system. It's a city asset that we are very proud of for good reason. And let's plant more trees. We should be the Forest City of Alberta.	Do an audit on the lawn mowing dept. They seem to come around so frequently, absolutely when not necessary, it feels like a waste of man-hours/resources that could be better spent elsewhere. Track the machines to see where they go and how much time is spent and find effeciencies.
Continue with the urban forest concept. More trees and plants make our city a more inviting place.	Don't allow commercial development in the river valley. I know there have been calls for more river valley access & development, but keeping the area as natural as possible is our pride & joy, and also our legacy. Once you start allowing shops & cafes to pop up everywhere, you can never go back.
CONTRACT OUT ALL PARKS RELATED WORK.	don't convert any green spaces to housing of any sort. Leave the unused school yards alone. This is what makes Edmonton unique plus we enjoy the green spaces in our neighborhoods
	Don't grow beyond the current capacity of the city employees.
	Don't know.
	Don't let David Staples talk you into putting commercial services in the river valley. Just don't.
	Don't overlook the value of wild areas. We are so



lucky here. And beware of too much multi-use. Let there be places where bicycles don't go as well as the many places they do go. And I'd like to see more initiatives to make parks pet-friendly. Seniors residences should allow pets - as they do much to comfort people in their old age. They need to be taught to train and care for their pets better to make them better citizens too. North America is seriously deficient in this regard. We need to promote more responsible pet ownership. We need to provide a way for people to file complaints about unruly pets in parks as well, identifying the animals and their owners and their vehicles. Off-leash doesn't mean out of control. There are some dangerous dogs that frequent Terwilligar Off-Leash area.

Don't preen every park in the City; many of the neighbourhood parks would still be beautiful if they were allowed to be a little wild.

Don't put commercial development in our river valley. Keep planting trees. Install the new green sound barriers. Switch over to plants natural to our area in doing the green places in parks--e.g. adding clover in our lawn mixes and whatever other grasses or whatever are more environmentally friendly.

Edmonton parks are amazing — keep it up! I thoroughly enjoy being able to escape the "city" while being in the city all the time. More trails and smart development of parks to encourage use

Edmonton's parks & green spaces are appreciated

Educate grass cutting crews or wrap bottom of trees- many trees often damaged during summer by grass cutting crews

empty garbage more, provide more washroom facilities.

Enforce the rules! if a park can't have dogs, don't allow dogs. I see people with dogs allowed to run free and chase wild fowl. Enforce garbage pick up, be more present in public parks.

Enough with the leash free parks- tired of being chased-/harassed-like it's my fault- Bueno Vista, Terwilligar and Hermitage North are ruined by yahoos

Ensure that there are no homeless camps along parks or river valley, that the areas are policed regularly, and in problem areas, install cameras.

Ensuring that even new development areas are having green spaces incorporated into the plans. Also need to ensure that park areas are not taken out of mature neighborhoods for development.

Ensuring up to date information on usage by citizens to determine the impact of changes. Dog parks are busier than childrens playgrounds therefore giing them the resources to ensure proper planning

Excellent already, however river valley access could be better for older people & those less mobile...need more innovative partnerships to allow more people to learn about & enjoy the health benefits of nature. I am not happy with the neighborhood mega-sports fields with artificial turf an extremely bright lighting (ie Millwoods Park). Costly, causes noise & congestion in the area.

Fewer annuals and manicured grass, less water usage if natural plants are used, leave more natural space would save money. If you are going to plant trees, use ones natural to this environment. Parks are becoming too urbanized; therefore, require too much upkeep. Keep it simple. Some could be highly urbanized while others could be fun places to walk with your family, play with your dog, etc. Far too many lights--why?

Also, people receiving social services are often isolated from the rest of society. Perhaps, they could get involved somehow if they are physically capable of doing something. Many studies show green space is good for mental health.

get parks and forestry out of other businesses - ie golf course operations - the two work at cross purposes - superintendents can't manage vegetation to meet the needs of the course because parks and forestry staff refuse to allow the removal of trees//trimming of trees - measures that help to speed play and generate more revenue for the city.

Get private enterprise involved in summer camp cost provisions

Good for Root for Trees. There are so many spray parks in the city that no more are needed. Limit when outdoor pools are open to only July & August. I know people like them but they are very costly.

good job with parks

good program

Grass cutting needs improving.

Great program.	at the head of the main trails in the river valley.
Green Shack sites are important. Should be more green spaces in subdivisions. In Matt Berry Neighbourhood, basically the only green spaces are over natural gas pipelines and under electricity power lines. Cul-de-sacs don't even have sidewalks so need to walk on the road. Please have city planner regulate the developers so that we have pleasant neighbourhoods. I support increasing the urban forest and maintaining natural areas. The city needs to be in charge, not the developers. For example, the maple trees on 97 ST north were protected when agreements were made several years ago, but now the developer cuts them down for road access. City lawyers need to make more ironclad enforcement to developers.	Twice I have had to jump out of the way of a biker. As far as operations in Fort Edmonton Park, Hawerluk and other city parks, I have to say a good job is done, they are clean, and the grounds look so good that it is a pleasure to be in them.
Have no issues with the way they are now. Love the running paths, the ski trails and how these parks and programs add to the quality of life in our city. For revenue purposes would consider allowing leasing of some space for private enterprise such as concessions, food trucks, ski/rollerblade rentals etc to offset maintenance costs.	I bike in the River Valley all spring, summer and fall .. Need to spend more on maintain the trails. Parks are an important part of why Edmonton is a great city to live in .. keep up the good work and don't scrimp on maintenance!
Have seen some ratty sports fields during soccer/slo-pitch. Have the leagues using the fields help maintain them.	I do not think that they need 'improving'. User fees should be increased if necessary.
Here again is another area where private businesses and organizations can provide funds/manpower to provide the services.	I don't know
I am mostly happy with this department but I am concerned about erosion management in Mill Creek, which is seeing huge stormwater surges during rainstorms and along some bends in the river.	I don't know
I am very content with the way the CoE maintains the river valley and other parks.	I don't know if private contractors are used for a lot of these work but I have seen some areas get a lot of attention and others nothing. As an example I will use the green area along 34th Ave between Calgary Trail and 122nd Street. I travelled that Ave once a week throughout the spring summer and fall once a week and regularly saw a City vehicle parked on the boulevard and maintenance being done. I also use the pedestrian walkway on the north side of the Whitemud Freeway between 111th Street and 122nd Street three times a day to walk my dog and I never saw any maintenance, clearing of dead brush or branches along this walkway once this year and recall only seeing minimal maintenance once in the past year or two. There needs to be more efficient use of time and resources in order to ensure all areas get time and attention.
I belong to awlaking group tht uses the trails and paths every Friday in good weather. I must say that the city does a great job of maintaining most of them. We try to pick up cans and plastic on our walks, which helps; Improvements have to do with the abuse that bicyclists do to walkers. Only one or two riders will be using their bells to warn walkers they are coming; many are wearing ear buds and can't hear us yell at them - they are daydreaming or listening so hard they just barrel along. When we ask them why they aren't using a bell, they just ignore us, or just swear. I would suggest a posting of walking and riding rules	I have in recent years seen two specific playgrounds that were in great shape, Rundel and kinsmen, torn down and replaced with inferior playgrounds. Do we have so much money that we can just throw it away like this??
	I have seen how the fir trees were planted on the berm along the whitemud freeway and half those trees are dying because they were all planted too close together - again - where is the accountability - I am not a park service expert but even I know how much space to leave in between trees when planting
	I have talked about this above, perhaps in the wrong category, but much more focus on smaller, less expensive, more community based facilities will help get good bang for our buck, engage citizens and raise more matching funds to do things. There are a

number of new parks that need attention, matching funds for project and we can make better, more attractive local facilities by spend a little less on really big things and more on smaller, more localized projects.	been stunned how little the river is used for recreational activities and events (boating, rafting, etc.). And this goes without saying - continue to maintain the jewel of a river valley we have.
i live downtown, there is very little green space, so the city (epcor) digs up the path in October, now it is covered in dirt and mud. why would they not have done this earlier in the year so grass had a chance to come back.	I would like to see more focus on air quality.
I love how green our city is. Advertise for volunteers to help plant trees. I have wanted to help with that but I don't know how to go about it	I would like to see our river valley trail system vastly improved and expanded on
I love parks but I do not in any way appreciate the city parks dept. They abuse IPM. They use Dursban. They have a terrible and unscientific IPM policy that should be reviewed. Also they do not stand up to greedy traffic engineers that abuse our River Valley Conservation bylaws. This department needs serious help. But I am afraid to increase budget for fear they will spray more herbicides Shame, otherwise I would pay way more.	I would love to see all sand removed from playgrounds and replaced with that rubber material that a few of them have.
I only suggest a small cut in funding parks, because it seems the funding always goes to glamorous projects like the beuna vista bicycle road (which carves up the dog park) and not to park services I would ever use (like maybe a water fountain for dogs in the dog parks, or lighting at grand trunk park parking lot so the area isn't such a high target for drug deals and prostitution)	I would maintain funding in this area. However again let me tell you a story - I run, bike, hit some golf balls in the field behind the Royal Glenora. I watched five city worker there one day - two - yes two drove grass cutters while three sat on the back of a pickup truck and did nothing - for hours. Please don't tell me there cannot be productivity improvements that reduce the cost of this categorie while maintaining service. There should be way more outsourcing of these maintenance tasks. I suspect many of the community leagues would be happy to maintain the fields around their buildings - just as most maintain there outdoor hockey rinks now. The city really needs to assess if it needs part time or full time employees for these tasks.
I think Edmonton does a fabulous job of maintaining parks and the river valley.	I'd like to see more naturalization areas, community gardens, fruit trees etc. In other words, more mixed use. Trees and parks can be useful as well as places to relax.
I think our Leisure Access program and Green shack programs are absolutely fantastic. Keep up the good work!	I'd like to see public washrooms in Mill Creek Ravine Park.
I think that we have too many Parks in this City some remain empty even in the summertime.	Improve older parks (similar to Borden Park) with public art or rehabilitated facilities.
I think we do a good job on parks as is, I have no suggestions.	Improve pest control, including some wasp control in public parks and sports facilities. And especially - dandelion control!!
I would encourage the city to more vigorously promote the usage of the river itself. I've always been stunned how little the river is used for recreational activities and events (boating, rafting, etc.). And this goes without saying - continue to maintain the jewel of a river valley we have.	Improve river valley parks and facilities for the enjoyment of all.
I would encourage the city to more vigorously promote the usage of the river itself. I've always	Improve the maintenance of City parks in all seasons. I would like to see better maintenance of bicycle paths and cross-country skiing trails in the parks. They are well used and need to be maintained to a higher standard.
	Improve the river valley trail network. Rehab the trails like is being done for neighbourhood roads.

Improved access year round and more river front development for cafes, restaurants, pubs and small shops.
In the spring of 2014, the soccer fields were not maintained during the short 8 week community soccer program.
Increase or provide security for the river valley paths
Increase the number of bike paths and walking paths
Increase tree planting
Is there a strategy to bring up the utilization of park space? Certainly, the parks once built are sunk investment. What can be done to improve the usage for year round?
It is sad that we have no restaurants at the river bank.
I do not understand why I cannot have my dog with me at the river valley at the picnic site. It is not fair to go outside and leave my dog stay at home while my family enjoy being at river valley. Can we change this bylaw?
It is the nature and the space that has the most value for me - and enjoying it mosquito-free. To me, that suggests some labour cost is unnecessary.
I've had BENEFIT of these services in the past year.
Just continue to do what is now being done.
Just keep up the wonderful work. The Shack programs are amazing, our parks are ... amazing.
keep as is
Keep doing the great job of keeping them clean and maintained! Unfortunately not everyone respects our natural environment.
Keep doing the same
Keep it going or expand. Assist community playgrounds to build spray parks in both older and newer neighbourhoods.
Keep it simple and promote the fact that we need to preserve our lands that we have in order to keep this city beautiful.
Keep it up. City needs to ensure that these areas are properly maintained. Part of civic pride.
Keep keeping Edmonton beautiful!
Keep our river valley as a safe place to go to

commune with nature. Do not commercialize it. Keep the homeless out (campers are prevalent from Spring to Fall), keep it clean (remove broken bottles, debris left behind from the street people), keep it safe - lighting, patrol system. I have had pleasant walks through Queen Elizabeth Park ruined by street people hanging out on a bench, drinking during the day-time. Fires are built. If they kept to themselves it wouldn't be so bad, but sometimes they shout out and comment to passers by which makes it uncomfortable and sometimes feeling unsafe.
Can anything be done to get rid of the leaf-roller caterpillar? I'm all about nature, but those things are creepy.
Keep paths clear and maintained more so people get out at all times of year
Keep planting those trees!
Keep spraying those mosquitoes! :)
Keep the focus on urban forests.
Keep the green.
Keep the off leash dog parks. Maybe even fence them in. Dog users would gladly pay extra.
Keep them safe.
keep up the good work
Keep up the good work!
Keep up the good work! As a regular user of Dawson Park, leveraging and encouraging use of Edmonton's River Valley is one of the unique benefits that too few Edmontonians take advantage of. Related to the recent demand for more indoor recreation facilities for winter use, perhaps that money could be more effectively used to promote outdoor activities? Given that we have a relatively longer winter season, rather than spend money on keeping us away from the cold, we could embrace the weather and encourage outdoor fitness activities. Money could be diverted to outdoor skating rinks, speedtrack skating ovals, or cross country ski trails.
Leave it to the communities to update them.
Lighting so that those using the facilities can enjoy them during the darkest days of winter.
Look after dandelion infestation. If they don't the budget should be decreased.

Looking good!
Love the Green Shack program. Wouldn't mind seeing this and similar kids programs expanded.
love the green shack programs etc but maybe we can get these sponsored - still run by the city for consistency but put out the ask to local businesses, service groups etc..
Maintain and again implement user fees
Maintain on going programs. Important environment area.
Maintain the green spaces we currently have and add to our inventory of parks and parkland. Build sports facility buildings such as arenas and rec centres on industrial or commercial land, not in parks - stop building or paving over green spaces when building arenas and sports facilities.
Maintaining Edmonton's parks and natural areas is extremely important and I fully support the costs associated with this department.
Make it easier and more enticing to access the river valley by taking the view of the vast majority of citizens who are very casual users or never use the river valley. Specifically - strategically removing trees that are unsightly and block sight lines which then hints at the potential of danger, encourage more commercial activity and amenities, especially temporary ones (food trucks, hot dog stands). Plant trees that turn red in the fall - lots of people stop by the side of a major road at Griesbach to take pictures of red leaves, we should have the opportunity to do the same in the centre of the city in a park setting.
Make it more user friendly; lights, stores.
Make more volunteer services, and make volunteer services and events more visible to the public.
Make sure the people that do the planning actually live in Edmonton and would use these parks programs!
Make sure these services are delivered efficiently and effectively. Continuous improvement, process improvement and quality performance techniques.
Make the parks more commercial and spray more for mosquitoes.
Making our city more winter friendly with more winter activities and festivals.
Making sure user fees, where applicable, support

expense...I bet that rent park spaces could increase to help revenue base..also look at staffing...I have seen parks staff mow lawns even though it's been a. Drought and grass is short..
Market and communicate with the neighbourhoods. You'd have more participation if people knew about it.
Merge fee to service, increase some flat fees
more advertisement for different events in the parks and River Valley
More bathrooms and roaming security
More bigger parks outside of the River Valley and more natural areas.
More development of activities to get people out to the river valley and into local parks. Sometimes it seems that hardly anyone is out there. A better feel of community would make parks feels more like a community.
more enforcement- to prevent vandals and their activities. Fine more dog owners who bring their dogs to city parks where bans are in effect - most notably Hawrelak Park.
More flowers, less homeless people
More footbridges; access to the river using a funicular elevator; city owned and operated cafes; snack bars etc. in high use areas of the river valley.
More garbage cans near parks! Nothing worse than walking through a park and seeing garbage everywhere!
More grants should be provided for community development, such as playgrounds, spray parks, outdoor rinks. It could also be used for maintenance and repair of existing community leagues.
More green space and stop developing over park area such as Haddow.
More green space downtown.
More information on the Roots for Trees Program. Great to get youngsters involved. Great work on behalf of all that are involved in the parks program
More mosquito spraying. And, more mowing, especially along roadsides. In some cases, the long grass and weeds along the sides of the roads impede one's view when driving. Maintain river valley trails (huge asset to this city). Plant drought and disease tolerant plants and trees (many of the recently planted trees don't make it). More flowering



and colourful trees and shrubs would be a huge asset. A recent, 22 year old visitor was very impressed with our river valley (this month, so it wasn't even at its best).
more natural spaces (not just manicured parks, but a bit more natural water features)
I'd love to see a few edible gardens (ie - fruit trees) open to the public
More naturalisation. Less lawn mowing. No commercialisation in the Valley except Rosedale plus Velodrome at Kinsmen.
More naturalized spaces that require less maintenance and contribute to biodiversity
More of them! The parks in our areas are all over easements and have no trees so are very open and not very pleasant to walk through. I would prefer smaller parks more interspersed and with more trees. The open easement pathways are nice for a walk now and again but are very windy and not particularly nice.
More porta-potties near playgrounds
More programming and opportunity to use the parks and river valley. Historical and ecological tours, canoe and equipment rentals. I think it would be interesting to have walking tours that talked about Edmonton's history maybe paired with photos from the City archives as well as tours that focused on the plants and animals native to our river valley.
More services, better care, more use of the River valley, expanded green shack and sports field care. This is the best part of our city.
More small neighbourhood parks
More spray parks in newer developments... And definite pest protection needed
More trail work and maintenance of existing trails in river valley. Allow cafes and lounges in Louise McKinney and old EPCOR building. More promotion of water activities with better river access. Create a MTN bike skills park like Devon. Create mobile device for park users to report issues and close the loop.
More walking and biking trails.
More washrooms and ways for people to communicate if in distress.
More winter programming. Clear fire pits in parks, or

provide shovels, so that people can have winter bbqs.
Mosquitoes...really...I think not. You can't go to these places and not get eaten alive by the pests.
Mosquitos feed birds! (Just sayin'); I'd like to see better wayfinding signage for commuting via bicycle, through the city. Right now, the bike-path & street-route combinations for commuting are a bit of a mystery. I'd like a map of bike-friendly routes that showed the hill gradients and presuming a cyclist wants to go anywhere a car would go.
Most green space is overrated. We have plenty of parks, and they are underused and even contribute to safety issues when they are part of an urban plan with almost no eyes on the street, where almost anything could be going on in the parks with no one to raise the alarm. Parks should be smaller and designed so that a lot of eyes are on them (shop fronts facing them, heavy foot traffic through them, eg.). The river valley is the exception, but most urban parks need to be rethought.
Most of the city parks are a inconvenient to get to with Edmonton transit. We should have buses that go into parking lots like at the valley zoo for most of the parks to make them more useable. A lot of parks are also not listed on the city's website.
Move k days in to the river valley!!!
Mow the grass regularly.
My only complaint is the maintenance of some of the parks. At times one can be knee deep in weeds in a park that is meant for casual enjoyment.
Narrow the focus of new park development - continually expanding or creating more park land isn't sustainable. Develop and focus work on park areas that are closer to the highest density of citizens. Work to create volunteer partnerships for groups that want to maintain park areas that are outside those higher density areas.
Need more parks downtown. Quit depending on the river valley as surrogate parkland for nearby neighbourhoods.
Understand that not all parkland needs to be developed. There is value in having wild spaces.
Need to continue to maintain and support outstanding green spaces.
new night cross country facility (H.Park or Victoria

park) in addition to Goldbar
no suggestions
None
None
Not sure
Nothing! I've consistently happy to see how our parks are maintained and to see the Green Shack program is running! I had the pleasure of going to a splash park this summer with a toddler and I feel they're worth their weight in gold for the joy they bring the community.
Nothing, the parks are great. I am still waiting to see the planed changes re the south side of the river valley downtown (Walterdale and east)
other than stronger pest control, going good on this...
Our parks and green spaces are going to be Edmonton's legacy.
Our parks and river valley system are a public treasure and these are dollars well spent
Our river valley and our parks are so well used, Always a good thing to stay ahead and spend money on areas where we're already doing great. Wayfinding for new users of our trail system would be fantastic.
OUR RIVERVALLEY TRAILS NEED SOME NEEDED REPAIRS AS WE HAVE HAD SOME EROSION OF TRAILS IN SOME PLACES.
Parks a well maintained but safety is a concern here. If we had more safety patrol officers roaming the City river valley trails, more people would use the trails outside the downtown area where trails are well populated. It is not somewhere I would go alone. Too many transient people or sketchy looking people hiding out in the river valley.
Parks always look immaculate. Can afford to cut back and look a little rougher to save money :) But Green shack programs are awesome.
Parks are a vital part of any society.
Parks are getting more use now, as it is too expensive to do travel.
parks are great and should be maintained.
Parks are vey good. needs more advertising and encouraging people to know them and use them. diverse vegetations, more flowers

Parks do not look natural or welcoming. They're mostly stretches of manicured grass, and it feels cold and disconnected from all else. The trails are also way overrated; once you've seen a metre or so, you've seen enough. I'd like to see the parks revert to a more natural state, and I'd like to see the downtown be covered more in vegetation, and less restaurants and malls.
Parks is doing a wonderful job.
Parks seem well run well set up,
Parks services is AWESOME! The City is doing an tremendous job. Please, let's not make any cuts to any aspects of Park operations. Edmonton's urban parkland is unique in North America and probably in the world. It is the one feature that I talk about the most to overseas visitors and new employees to my place of work (I do an orientation tour of our building, and while we are walking, I am talking, talking, talking, and talking mostly about what a great city Edmonton is, but at the same time, I do tell them that it is also a very very very expensive city to live in.)
Parks, playgrounds, sports fields are great, sto going overboard with this green crap.
Plant more and more trees in tree programs
Please continue these projects - especially the urban forests.
Please do not manicure or 'upgrade' Terwillegar park! It is a marvellous off leash that is used YEAR ROUND. Not sure one could say that about Borden Park. We need that kind of space - rough and not over groomed.
please ensure that all 3 of our citys indoor soccer centrew have tiered bleacher seating instead of just a single bench. perhaps time for a 4th soccer centre as it seems the facilities are often in use 08:00 to 21:00+ which makes it difficult to have Sunday dinner w/family.
poor management , high manager/worker ratio; look for efficiencies, cut 10% and focus on needs vs wants
Pray for rain.
Preservation of natural areas is important.
Preservation of trail system with minimal hardscaping, including paving.
Preserving spaces is key!
Promote limited commercial development of the river



valley adjacent to downtown.
Promote natural plant species throughout the city. Perhaps put evergreen trees out in winter the way flowers are put out in the summer?
Promotion? I only heard about Root for Trees in passing from a friend, but never from the City, though I work downtown, ride transit, and follow the City through Social Media.
protect more marshes and sloughs in the city instead of digging them out and developing them.
Protect the river valley. Organise more clean-up (garbage pick up) efforts perhaps with community groups.
Provide access to parks and playgrounds and a pretty city
Provide the opportunity for permanent and semi-permanent franchises which can provide rest and refreshment facilities and which can contribute to the running costs of the parks. Such as Cafes, etc. especially in the river valley area.
Put permanent signs to forbid dogs off leash in public parks and neighborhoods.
Put playground equipment back in Goldbar Park
Quit with the multi use parks. I don't want to run in to cyclists when I am walking my dog in an off leash park.
Reduce commercial presence in the River Valley.
Response times for repairs is slow; and why the emphasis to cut off every branch that the pruner can reach? What is wrong with branches at 6-10 feet above the ground?
River Valley development
Satisfied
Schools tht will be closed. Maintain the space. Do not develop develop. Put in some soccer posts and community basebal diamonds Mow that grass. Contact Provincial and federal correctional sevicees for individuals to mow grass, pickup trash along the parks and freeways in the spring, clean sidewalks of snow in desiganted public areas.
See comment above on recreational services
See comments about community and neighborhood services
Set a long-term goal of increasing and setting aside parkland as the city expands

Soccer fields should be sprayed and kept mowed for the thousands of kids to play on.....there are safe ways to keep Mosquitos at bay.... More benches should be put for people to stop and enjoy areas all over the city's open areas
Some older parks need to be upgraded for safety reasons
Spend less money on clearing snow in the parks and more on acquiring natural spaces outside the river valley.
staff wastes a lot of time standing around
Start cutting back
Stay the course
Stop developing river valley area to "Attract more people". this does not promote preservation of the river valley.
Stop emphasizing natural habit for when weeds grow out of control, they need to be controlled - eradicated. Natural habitat should include lots of wildflowers and perennials especially in walkable areas.
Stop planting grass only along boulevards and freeways. eg. Walterdale Road, the space between the road and the bike/sidewalk would of been a perfect spot for Gout Weed it would be contained and unable to spread into the adjoining forest. Regular clover also makes a good alternative to grass, it's low & slow growing with plenty of flowers to support a healthy bee/insect population.
STOP spraying Dursban and other herbicies in parks, playgrounds and along boulevards. No more pesticide and herbicide spraying in the city. We are poisoning people and the environment. Support for and no killing of wild animals in the city. (ie: if coyotes are getting to numerous a trap, spay, neuter initiative needs to ne undertaken)
Stop trying to pave more of the river valley. There is enough paved areas for access to everybody. Keep the rest beautiful and natural. I use the off leash dog park by the Valley Zoo at least weekly. I enjoy being to "escape" the city and enjoy the beauty. My husband and I have had back and knee surgeries and have had limited mobility but still were able to use the main field to let the dogs run, even when we were on crutches or in a wheelchair. The rest of the river valley does not need to be wheel chair accessible.

Stop using 2-stroke engines for mowing/snow-blowing! Leave more space on river valley trails for X-country skiing - less expense and more fun!	Regular maintenance is great but it just isn't a big priority when they are vacant 6 months out of the year.
Summer camps are great but very difficult for working parents to access your camps due to late start times etc.	The parks make this city special. Please continue to make this an important goal.
Terwilleger dog park parking desperately needs to be expanded.	The 'ribbon of green' (the river valley plan) needs to be revisited because it only have a plan for 25% of the river valley. More money is needed to improve this amenity. It should look and feel like a national par - complete with litter control, patrols, interpretive programs and respectful signage. District parks need to look and fell more like parks, less like industrial lots housing complexes, sportsfields and parking lots.
Thanks for keeping so much of the river valley "wild". I can walk down the stairs and it is like I am out in the country.	The river valley should have a limited amount of development to allow better use and access. Now it's just a forested area through the middle of the city, accessible to only the fittest and youngest. It's been compared to Vancouver's Stanley Park, but Stanley Park has some developed areas as well. Extend the nice walkway along the river that exists in Government House Park to the downtown area - remove SOME of the trees and shrubs to allow views of the rivers. Add some more amenities like washrooms and food kiosks, and you'll see much more use of, and appreciation for, our spectacular river valley.
Given that I want to keep the wild areas of the river valley, it would be great to improve access to the river itself in the developed areas. Other places I've lived would have flotillas of canoes out on the weekends if they were so lucky as to have resource. There are relatively few people actually out on the water.	The green shack program is good and necessary. It needs proper funding.
The city has an excellent parks system.	The service as it is presently is quite good and I have no ideas to improve it
The city needs to do a complete review of the parks program, we have lots of green space but very few of them are well maintained, many are outright nasty. The amounts of garbage on all streets, blvds etc is appalling. I know I volunteer. Many medians, blvds etc have plantings that are too high maintenance, there are too many trees planted that require too many trims. there are simpler plantings that could be done with a much lower costs. Why plant shrubs on medians that get hit with plows, have sand and salt dumped on them and then dont get trimmed and weeded?	There are some under-utilized parks that could really use a sprucing up - eg. Rollie Miles has so much potential.
The Green Shack is not a sustainable program. Free kids programming is essential, but the number of participants in the program does not justify the expense. Find another way to provide free kids programming that has a higher usage rate.	There seems to be a focus on developing parks further. Edmonton's best parks are the least developed. Please stop building structures in the River Valley (paved or gravel trails are okay).
The Green Shack program is fantastic.	Try to reforest more. The Mackinnon Ravine food forest is the best thing that's been done to Edmonton parks in a long time.
To help cut costs, could we simply mow the grass slightly less frequently, thereby employing less field-mowers?	There should be far FEWER applications of
The impact of the LRT on the river valley really needs to be explored again. There are better ways. More food forests.	
The parks I come by have been managed really well but I don't think it should be a huge focus for the city.	

herbicides and pesticides.	should be tree-lined. Please read the section 'Step 8: Plant Trees' from Jeff Speck's book Walkable City.
There should be no development in a park except for public washrooms and a few more would be useful.	tree replacement annually very poor system caused partially by snow windrows killing some trees on centre boulevards
These ("Urban forests contribute to several objectives, including improving air quality, storm drainage, attractiveness, walkability of communities, traffic calming, and sustainable land forms.") are laudable goals. How about a further breakdown to show me where my \$6 goes	unsure
These amenities are key for healthy urban environment and create great places to relax and have fun. We are blessed with a great setting and should look after it	Upgrade BBQ facilities provided.
These are what can make our city a desirable place to live. Also attracts tourism and gives our kids and adults a place to play. Very important in the social and psychological aspect.	Uphold the decision to not develop our river valley. Leave it natural. Maybe add more signs for navigation of trails (mountain bike trails).
They do a great job, except when it comes to controlling certified weeds on City property.	Urban/Downtown parks. Preservation of the river valley park/trail system.
they need to be safer. There needs to be more lights and visable police	Usage speaks for itself, your doing a great job
They're good.	Use CEPTD designs to keep the parks a safe and comfortable environment for vulnerable persons using the parks. Keep people safe and they will continue to come to the parks for recreation.
This comment is true "...the City is working to preserve, diversify and expand our urban forest throughout the city..." except when it doesn't suit your purposes.	use convicts where ever possible to complete labour jobs
RETHINK THE VALLEY LRT ROUTE - it's a bad route, ill conceived and ill planned. Doesn't serve the areas that would benefit most.	Victoria Park is adjacent to sewage drains to the river, poor choice.
This is a very important part of the City so I would be willing to spend more here.	We are not currently preserving the urban forest we are making over spaces to accommodate our expectations and for convenience. This needs to stop, fewer pruning sessions for trees and less paving over grassy areas should bring some savings
This is amazing in Edmonton, all these trees, bravo , well done !	We don't use the city parks. I feel that preserving green space in urban settings is important, though I don't enjoy other people's dogs, so we stay away. Those who use the parks seem to enjoy, which is good. I do think that the city could do more to prune/manage the city owned trees. There are a lot that are large and require pruning in older areas of the city. If I lived in some of these neighborhoods I would be nervous that these tree branches would fall on my house or car. And we all know that when that happens, that city has no intention of making it right, which is criminal.
This is important for our city. I still recall my youth participating in these community programs	It would be nice to spend a bit less on this program - could the city save money by subcontracting the services for park maintenance?
This is where if money is needed it should be spent. Additional grounds maintenance in parks (mowing, sidewalk clearing, infrastructure maintenance) is needed	We have an excellent but well hidden park system in
Trail maintenance in the river valley could be more timely. The River Valley Alliance plan could benefit from further funding.	
Tree planting is the single best investment a city can make in improving and revitalizing neighbourhoods. All neighbourhoods and walkable commercial streets	

Edmonton. The river valley and Hawrelak Park are excellent but could be improved with the addition of food and beverage services and more washrooms. I should be able to spend a day in the park without having to bring food and water but at the same time I should be allowed to bring my own food and water should I choose. I think it would be great if I could end my walk in river valley with a cold beer.

We have incredible parks. We need more trails other than the river valley as we all don't get to live close to there. We need to protect our environment.

We have wonderful parks and they quite well kept up. Not really sure what more can be done.

We have wonderful parks with much recreational opportunity - I just wish the large outdoor ice surfaces were more accessible for skating before Christmas (Hawrelak Park - Jackie Parker Recreational - the overflow reservoirs).

We need a city that has HUGE outdoor advantages. Get people out ... and healthy.

We need outside spaces kept clean and safe. It would be nice to see more picnic structures with fire places so we can use them in the winter as well.

We need signage with maps showing a 5km loop, 10km loop, etc down in the river valley on the trails. It would also be helpful to have signage like this street level so we know where to start/which trail/which direction.

Well done, but parks and trails need more enforcement of rules. Ignorance is detracting from the beauty of our parks and green spaces.

We're doing pretty good on this front as it is. Green space is awesome in this city as it is. Keep it up!

Yay green spaces, parks and picnic areas. I actually LOVE that so many homeless folks camp in the parks over the summer. We have a long history of squatting in the ravine and river valley.

Yes good value. Need more ways of blocking traffic noise.

you don't mow lawn of existing parks, or painting their walkway ways. The major parks are disgusting.



Planning, Housing and Buildings

Overview: This category includes urban planning, housing services, the Environment Office, buildings & landscape development, City properties, land management, zoning, building permits and licensing, safety codes, assessments and site servicing. Staff in this area managed the planning, design and construction of over \$190 million of new buildings, facilities, and attractions and the rehabilitation of existing infrastructure, while also providing maintenance at over 900 civic, LRT, Library, foot bridges, Police, Transit, Miscellaneous, Drainage, Fleet Services and transportation facilities. Activity each year includes: over 30,000 applications processed for development permits, zoning, compliance applications; 100 servicing agreements; 75,000 Building, plumbing and gas, HVAC, and electrical inspections; 3,000+ affordable housing units; and 75 heritage designations. To learn more about permits and licences, visit this [website](#).

Taxes per month:

\$10.89

In your opinion, what could be done to improve the services under Planning, Housing and Buildings?

"affordable " housing should not be the City's responsibility we have entered it trying to be SOCIAL and we should be more concerned about the physical nuts and bolts of running a city

a 14 day notice for appeal of a development permit is not adequate. Should be 21 days minimum

A close look at SMART planning for citizens (not sprawl) and the appropriate investment in public transit (especially LRT). This also means the city must consider access to services (box stores on the edge of the city do not benefit seniors, low income and other members of our municipal communities!) Infill is a great idea but the oversight, proper inspection and permitting from city is sorely lacking. Affordable housing also needs to be considered. Edmonton has become a very expensive city.

Additionally - when building roads, wouldn't it be cheaper to just make them the proper size at the beginning rather than ripping it all up and expanding them (in addition to creating massive traffic problems & headaches for all the residents of the areas) a short time later? Look at Rabbit Hill Road as an example. Why build it south of 23rd ave with 1 lane in each direction, knowing full well you're going to expand to 2 lanes in each direction within a couple of years? Traffic is already backed up on it regularly!

Addressing the specifics of housing the city needs to be more involved in the development of non-market housing either directly or through existing non-market housing developers. Leaving it to the market developers will not sufficiently address homelessness in our city.

Affordability of mature neighbourhoods. It is difficult for young families or new homeowners to afford the older communities which results in both school and service shortages in the new communities, but also the loss of schools community based business in the older ones. Residents in the older communities are then forced to find schools and services further away, which can result in a deterioration of the sense of community among the residence.

Again - I would think this area would be easy to cut - there is a large wastage in many areas of civic government - new building construction could be slightly slowed down for example	Be more responsive to neighbourhoods.
Allow more basement suits and more condos being built.	Because the City is growing rapidly, we need to ensure that these facilities are maintained and expanded where necessary
Allowing more flexible use of zones and less rigid rules would help reduce costs and increase diversity.	Before simply granting additional housing/building permits, please get the infrastructure in place. Incredibly frustrating to see more & more expansion going on in SW Edmonton where traffic is already terrible during rush hour, and absolutely no enhancements to roads being done.
Although I haven't used these services recently, I really feel the planners, managers, etc really need to get out of their offices on a regular basis (once a week) and visit the sites, look over the areas in person, and get a proper visual perspective of many of these projects instead of just from a computer enhanced screen image	Better communication between city politicians and city employees. We are trying to build an infill house and the hoops
Anecdotally I have a sense that inspection and planning services are overstressed. I suspect that more staffing would be a good thing, but I have no expertise.	Better communications
Anything to increase density, diversity, and infill. Anything to limit sprawl and underused space in the core.	Better enforcement of bylaw around illegal "variances" where neighbours complain about construction or operation outside of appropriate zoning or variance allowances.
Approvals and inspections take too long. Set service standards that are met more frequently than now. Better maintenance of existing City infrastructure to avoid long term costs of rehabilitation and replacement.	Better infill development planning and expediting brownfield development. LRT Expansion. No more silly power centre developments like the Brewing District.
Are all development permits really necessary? For example, developing a basement. Are there areas that can be streamlined or simplified?	Better informational resources when it comes to re-zoning notices (design & info of posted signs, online resources) – it's currently too onerous for pay-person to decipher.
Are all the initiatives needed now? My sense is entitlement ... They get it so should I. I'm quite sure we can do without in some cases.	Better notifications to vested property owners in the area of developments happening in their area and proof of notification so there is no doubt that the neighbours have been notified.
Arrange for more efficiencies - too much minor re-zoning and permit issuance involving notices to the public, valuable newspaper space, etc.	better property maintenance, some of the kids now employed have no clue and don't care, who supervises them?
As above - get internal efficiency improvement first before imposing on retirees on fixed incomes	Better rent control for lower income folks.
be as efficient as possible	Better trained planning staff, retain staff so they learn by experience and we (long-time neighbourhood planning volunteers) don't have to explain or argue local planning regulation quirks over and over again.
	Build more sustainable infrastructure; let's stop pretending that LEED buildings are actually green in all but perception.

building inspectors for new and used home purchases, private inspectors are not responsible for poor inspections.	coordination of development and urban renewal with other departments
Can this be reduced without any significant loss of service?	Coordination! I have contacted 311 about local planning & city infrastructure projects & have gotten up to 4 different scenerios from different dept about same issue. Right hand doesn't know what left hand doing. The City does a lot of planning consultation (which is positive) but the it would appear the input is frequently not used by Transportation & the Engineering firms they hire.
Can't we try to stop the sprawl? Can we provide incentives for people to build smarter, smaller homes?	Council needs to stop being short sighted for future developments. Also, new areas need to already have plans to place a school or fire station or other community needs. This should be mandatory for new developments.
Careful attention should be given to removing arcane rules and other impediments for local businesses to provide creative and unique solutions to their business needs (examples include, parking requirements, streetside patios...)	Creating more affordable housing zones within the core of the city.
Centralized, one stop location. As well transition to web. Enforcement of zoning restrictions, covenant, and required lot improvement.	cut down on the red tape/paperwork involved in development
Charge higher fees but provide more services (and rapid responses) for these. Potentially a two-speed approach can also be offered - standard fee and standard time or higher fee with shorter time	cut fat
Communication, within departments between departments and with contractors. This will save money. Also, if not already done all work on city infrastructure should be inspected and approved by City of Edmonton staff or uninterested third party prior to payment of contractors in full.	Cut the "red tape" There are so many conditions that it is impossible for developers, etc. to navigate the maze
Community consultation.. Seems that developers have more say that the people who are most affected by changes to their communities. It tough for lay-people to go through the process of obtaining building permits. More outreach would be great. Also, incentives for building greener!	decrease the costs of permit applications for additions to homes & garages.
Concerning the permit process: In general the structure of the process is fine, but it should be faster	Definitely need to make the permit process more streamlined.
consider contracting out support services (maintenance, cleaning etc)	Develop a proactive approach, rather than doing things on a case by case basis.
Consider the value of heritage neighbourhoods when designing appropriate infill.	Develop indicators and targets for the efficiency of service delivery, and benchmark against other cities.
	Development Permit Applications take far too long to be reviewed; it is taking months to get comments back when it should take weeks. When calling about a proposed Community League improvement, we receive different information from different people every time a call is placed.

ditch 12800, zoning is too restrictive and still discourages proper development. A land owner should be allowed to develop his land in a responsible manner as he sees fit, not according to outdated guidelines.	Don't impose a blanket system of infill on all neighbourhoods. Find a way to make some neighbourhoods more infill friendly. You're gonna kill some neighbourhoods doing it with a blanket policy.
Do more things about environment. Built better and think about our future, more eco-energy efficiency homes, use a system to save used water, why I should use the same water I drink for the toilet? It's time to do something about that, in all buildings, commercial and residential. It's even to late but we should start doing that. We should try to save in energy, water. When a bus stops in a bus stop in Summer, it should turn off. Small things could help to save our Planet. The city should have more eco buses, cars, share bikes, share cars are already coming which is very good. What the next generation is going to get if we don't do more to save our environment. Small houses are very good, less heating, less water too. Why all these buildings in downtown have lights during the night? Shouldn't have at all.	Don't like the idea of low rental and more apartments in the norwood area
	Don't sell property in new areas to developers that will eventually be needed for fire and police services only to buy back at inflated rates later.
	Ease restrictions that require parking. Parking is a menace and proving that you have adequate parking for a new development puts a heavy onus on the business.
	Easier applications for permits, and planning
	ELIMINATE OR REDUCE THE DEVELOPMENT INSPECTION PROCESS. WHY INSPECT THE BUILDING OF HOUSES. IT IS BUYER BEWARE AND WE HAVE PRIVATE HOUSE INSPECTORS. STANDARDIZE DEVELOPMENT AND BUILDING PLANS. MOREOVER PROVIDE BUILDING, PLUMBING, ELECTRICAL, ETC. INFO
Do not build infill properties. Worse thing to do is cram neighborhoods just to get more tax revenue.	eliminate the mandatory art percentage, the silver balls on the Whitemud are a waste; the money could be used in a more useful manner or saved. Reduce expenditures related to affordable housing because I have trouble paying for mine I don't need to subsidize someone else
Don't be afraid to say no the pushy developers. They wouldn't put a cent in if you didn't make it. They have a role in creating diverse, interesting and affordable communities.	Eliminate use of any outside contractors/consultants and make city staff responsible.
Don't build arenas. The arena downtown crowded the place and the infrastructure, downtown street traffic is unbearable. You should have come to an extra alternative route to west end when you put the bridge on 100 AVE down.	Encourage more infill development; emphasize affordable housing in central neighbourhoods; plan for seniors housing in central neighbourhoods
Don't do projects like the Molson's fiasco. Listen to communities and work with them ... not with hidden agendas that run over communities. Where are the "walking spaces"?	

<p>End sprawl. Now. Create more interesting spaces that draw people from their homes and engage them, rather than the cookie cutter, bland repetitiveness that I see everywhere except the older neighbourhoods. I also think it's dangerous to give one guy and his group (Katz) so much power over our downtown core. I am happy for the development, but he is too single-minded on wealth infrastructure to trust. I value progress, but I fear for the social impacts. To me it seems as though the downtown is being re-created not for the wealth of the citizens, but for the wealthy.</p>	<p>Ensure that permitted functions are appropriately staffed to turn these around quickly. Permits create revenue for the city in addition to creating a more positive business development client when people don't get bogged down. This has gotten way way worse over the last year. Staffing should be aligned with demand and the revenue stream.</p>
<p>Enhance monitoring of residential construction permits and safety codes. To many projects are completed without adequate inspections resulting in new condo owners having to pay huge assessments while the builder walks away with huge profits! This is not fair to the average buyer in Edmonton.</p>	<p>Ensure that short term and long term strategies are in sync.</p>
<p>Enhanced obligation for developers to be more involved in the provision of public facilities, such as parks, recreation facilities, and libraries.</p>	<p>Ensure that there is a proper system in place to manage inspections. We had our furnace inspected after it was installed and it passed. A sticker was placed on the unit and it was recorded. Three years later we are called to have it inspected as nothing was on record. It was a waste of my time and the inspectors time which means wasted tax dollars when he could have been performing work that was actually required.</p>
<p>Ensure commercial buildings are not left in ruin/neglect without a plan by owner within a 1 year timeframe of its occupancy. Corner of 142 st and Stny Pln Rd is a prime example. The eyesore blue building on a busy street is not doing anything positive to beautify Edmonton.</p>	<p>Ensure there are enough businesses to support the new condo buildings...for instance, grocery stores, hardware stores, pet food stores, etc.</p>
<p>Ensure proper documentation of inspections (I know of duplicate inspections being done because the first was not properly documented in City records despite passing inspection). Are the procedures/policies in place to handle applications, inspections and documentation as efficient as they can be?</p>	<p>Ensuring infill rather than urban sprawl</p>
	<p>Expedient process of permits HOWEVER NEED TO HAVE INSPECTORS FOLLOW-UP SOON AFTER AND "BE EFFECTIVE" ie condos with stucco coverings need to be replaced within 5 to 7 years why? inferior product, poor application why? Unnecessary and costly to the home owners.</p>
	<p>Extending the LRT would help with traffic congestion</p>
	<p>Facilities should maintain themselves or organize and use community service or inmate labour. Doesn't require great skill and I'd be happy to drive around in the evening and mow the park if I know I'm paying less tax.</p>
	<p>fast track the permit process</p>
	<p>Faster processing for development permits and inspections</p>
	<p>faster turn-around for permits for developers</p>

<p>Fewer malls, fewer mega-store malls, more pedestrian friendly commercial zones (like Whyte Ave, 124th Street). Incentives for encouraging street level businesses to permit back alley parking. More mixed zoning approval (residential/commercial mixed use buildings).</p>	<p>Focus on individuals more and corporations less, don't waste money in hockey arenas, NO ONE COMES TO EDMONTON BECAUSE OF HOCKEY, that's the most ridiculous idea you guys ever came up with.</p>
<p>Fight the province to wrest control over historical designation for heritage buildings. Too many of our heritage buildings are allowed to be destroyed. Can't just throw hands up and say we can't designate unless an owner self-declares. Something must be done before it is all gone.</p>	<p>Focus on infill</p>
<p>Find a way to allow more cheaper apartments in poorer locations, perhaps still high rises for density reasons, but we need higher density buildings to come about, in the poor areas housing is pretty much just useless and allows the value of the area to decrease until it becomes a slum.</p>	<p>Focus on infill, streamline development and approval processes, stop relying on community leagues for local input - they tend to be agenda driven and not reflective of the views of all residents - we have technology now that allows for wider participation in design questions. we need a strategy and funding to save our true heritage buildings... not just old buildings, heritage buildings from all decades. i would pay a special levy for this.</p>
<p>Finishing streets after they reach congestion is lame. How can I use a park and ride if there is no place to park. LRT expansion is needed sooner.</p>	<p>Following through with a city beautifying plan to animate streetscapes and public spaces under design guidelines of human scale, mixed use, uniform layout, walkable features, and landmark enhancement. More zoning for small lot, and row housing. Compact, affordable homes.</p>
<p>First, a ten-year moratorium on the further expansion of the city beyond its current footprint. The current rate of expansion into the far suburbs is unsustainable economically and environmentally. And it's making Edmonton an unhappier place in which to live as its citizens become increasingly farther flung from each other. Plus it puts an inordinate strain on the city's already overtaxed resources. Second, there should be ways of encouraging homebuyers and SMALL developers to consider infills in older subdivisions, rather than always defaulting to the outer limits. I'm not sure if the budget could bear infill development incentives, but I think there would be tremendous benefit over the long term to consider this as a policy lever so that the inner city doesn't turn into another Detroit.</p>	<p>From a more personal standpoint, having gone through the process this year, have the information for secondary suite codes & standards more easily obtainable. Fire codes, ceiling heights, mandatory door widths, etc. All the little items that go into planning a secondary suite were tough to find (though, they were there with enough digging). Kudos to the planning office staff though - knowledgeable and a pleasure to deal with.</p>
<p>Fix the escalators in some of the LRT stations</p>	<p>Get better landscaping people. It is obvious that they don't care about the landscaping, they are contractors and they know the city will never check up on them</p>
	<p>Get planners that have some intelligence and can find ways to do this job without bankrupting the city.</p>
	<p>Give the citizens more free hand to make the improvements they want without being bogged down by permits</p>

Go into maintenance mode stop build until debt is managed better.
greater consistency in decision making processes - restrict ability for low-level DOs to issue variances - more weight given to community views concerns - process is tilted to developers at present
Greater flexibility for in-fill housing and protect heritage strutures.
Greater flexibility in zoning and redevelopment permits in mature neighborhoods to promote infill and increased density. If there is an opportunity to streamline the process or offer a tax incentive with some of the renovations to older homes, that may attract new families to older neighborhoods.
Have an office on the city goverment to engage and continously support the homeowners association. Coordinate with the HOA to collect the HOA'fees with the city property taxes for a small percentage.
have city planning staff give consistent and truthful answers to questions from community members
Have employees be more efficeint. Start work on time, less water cooler gossip, keep to the allotted lunch break, coffe breaks. No opening/sending personal text messages on the employers time.
Have we automated as much as we can, such as on-line billing instead of paper billing; multi-year servicing agreement instead of annual agreements; or lease some vehicles as needed instead of owning them out right?

Have, for example, 10 options for a standard detached garage permit for a low cost. Then if someone wants something more elaborate or special, they can pay more for a special permit. Streamline the process. Focus on internal cost reductions to make more money. Offer a discount to developers making buildings/houses intended to last 30 years or more- a quality project discount. Or discounts to developers who will restore 100+ year old buildings. Too many crappy, quick-sell type homes are going up that will all need to be bulldozed in 20 years.
Heritage designation preservation
Higher fees
higher percentage of these services funded on a user pay basis
Hire more city inspectors (permits take too long) many errors are made with long lasting problems.
Hire more employees
Hire more inspectors so they can do a more thorough job.
Hire more plumbing and gas inspectors
Home buyers need more protection, and more information on builders, even if private, there needs to be stronger regulations.
homes and other facilities since we would not be stuck in traffic.
Hybrid or electric vehicles, in the long run, for the Fleet?
I am happy with the urban renewal program being a recent recipient of this program. We need to continue with flood mitigation and LRT expansion and increase policing to keep pace with increased population
I am part of a group that wants to develop a cohousing project in Edmonton. We need to rezone some property to do this. I think we could benefit from more active support from the planners.
I believe that the above that I know about are maintained better than most Canadian cities

I do not think that they need 'improving'. User fees should be increased if necessary.	I know that permits bring in money, but are all the types of permits necessary? If I want to add a porch, or a new window, I don't see how that is any of the City's business. I am not changing the footprint of my house. Create an inefficiency by being less "big brother"
I don't know enough about this to offer an informed opinion. I'd like to see more experimental use of vacant land for tiny home communities; maybe even as a low-income housing solution.	I like older Edmonton. Boulevards, backyards, lanes. I like safe neighbourhoods, more lighting on streets, more police,
I feel like developers have a bit too much power. Can we introduce more restrictions? Can we further encourage increasing population density? Further, when we increase density (ie 109st), we don't do it intelligently (or I don't have the information to see the intellect). I see zoning for increased density, BUT i see reduced lanes AND no increased parking or management of traffic. 109st south of the river is the only decent north/south passage in the middle of the city. We must tread VERY carefully if we intend to change it.	I realize that the Building Code is a Provincial and Federal domain, however I believe that the Code should be modified to require noncombustible cladding on residential development. This a requirement in California and some other jurisdictions in North America. The builders will argue that this will make housing less affordable, but the reality is that the cost is about the same as one year's inflation, and is certainly recoverable upon resale.
I find it interesting that the monthly cost to the Planning department is higher than the Recreation portion considering I would have thought a greater deal of these costs would be covered by license and permit fees from these millions of dollars of new development. I can't help but wonder where the millions of dollars spent by the hundreds of new developers in Edmonton goes if not to pay for these types of activities. As a property owner in Edmonton who pays property taxes and other fees, I don't like the idea of my taxes going to pay for the planning department to do work that only benefits multi-million dollar property developers.	I think Edmonton should make a certain percentage of all housing built affordable housing. If landlords want to operate an apartment building, then automatically 25% of it should be affordable. Not optional. That's something I would take a tax increase to make happen!
I have seen money wasted renovating staff office space only to vacate the location a few months later. I have also seen staff moving work locations (without a position change) numerous times. Both of these practices are expensive and a waste of money.	I think that the permit and permit inspection process could use an overhaul. Media reports have said permits are difficult to obtain, inspections are difficult to schedule and many builders go ahead and build without permits in place simply because the permit process takes too long. This affects commercial and residential properties.
	I think that to have housing and policing mixed into one category is silly as the concerns of housing are not the same as the concerns of policing.

I think the city has to be more strict with developers in order to ensure we have efficient communities (ex: grid system for new residential developments). Need to provide incentives for people to live closer to the core and in smaller spaces. It would also be good if you could see online what permits have been pulled for particular properties, like what is available in other municipalities.	I would like to see codes updated to more environmental standards. Green roofs, water catchment, windows with bird-reflectors (to prevent songbird deaths), urban farming (yes to hens & food-instead-of-lawns), edible landscaping, wind & solar generation in condos and office towers as well as houses... these should be #code# not options. Further, it seems to me that inspectors are not very vigilant about inspections -witness the spate of condos built in the last few years where buyers received astronomically high 'extra assessments' because the building's envelope (or other structural) was faulty.. I would like to see building permit applications made more publically accessible, immediately (Online).
I think the City is doing a great job	
I think the current process is strong. I would like to see a continued focus on infill development and zoning changes that continue to support this initiative	
I think there is room for improvement in this area--looking at the category, I wonder if it needs to be broken down, so that organization and thus execution and project planning could be improved. I also believe there is room for corruption in the way the city handles permits. Examining the process there could be useful.	If the city is going to create Bylaws they should be ready to enforce them instead of waiting for public outcry over the lack of enforcement. Too many businesses ignore Bylaws then seek approval for changes they have made citing the that the changes they have made have now set a precedent and should be approved.
I want to see existing departments challenged to do more with less. Salary surveys to see where salaries line up with private industry. The city wages should be lower (per hour) that private because the city jobs tend to be more stable and job as subject to economic downturns. Look at other options, like outsourcing, raising the expectations of service, publications of metrics (eg. internal cost of a permit etc.)	If the roads between work and home are improved, we would be able to enjoy our
I worry about consultation costs. Almost the same as construction. You are in a deep hole right from the start.	IF we are to keep up with the growing population boom - we "10 times" the affordable housing that we have now. We need to STOP granting permits for condos and stop allowing townhouse infill and start building affordable rental apartment buildings as infill in older & newer neighbourhoods.
I would like to see an electronic notification/subscription system for applications and also the ability to access drawings, etc. electronically.	If we have to have infill give us the Right information. Please increase the drainage. with infill you need better drainage than the existing 50 year old stuff
	Improve performance of permit processes.
	Improve the time in approving permits for development.

Improve urban planning to include energy efficiencies in lot layouts and house building standards. Better urban planning on making the city people friendly and alive. Also improved planning for climate change.

In my opinion I would like to see developers more responsible for having to provide green spaces, parks and participating in road construction. Maybe if new homes are not so cheap to put up, people may think more about moving back to older communities.

In this rapidly growing city I wish the personnel lots of luck as they attempt to cope.

Increase accessible housing options

Increase funding to have more staff to have the permits issued in a timely manner and ensure that inspections are up to date

increase library and LRT fees, scrap bike lanes

Increase the transparency & ease of access to these services so that they are modt efficiency used by those who need them!!

Increase tools, staff training, establish standards and manage performance.

Increased emphasis on infill and more complete communities, with de-emphasis on low density sprawl housing.

Independent audit identifying key deficiencies and ways in which to improve the service while cutting costs.

Infill has been poorly planned, and although I'm for housing infill; it's destroying communities that don't have infrastructure to handle the extra density yet.

Infill with multi level housing. Not spreading out. Therefore more lrt.

Inspections and servicing.... Do you not charge for this?

is there job duplication in this area? i feel like there would be overlap for a lot of different roles. maybe a thorough review and evaluation of job descriptions could help with any potential duplication...or cross training could help expand roles.

It is well known that obtaining a building permit can take forever. We opened a business this past year and were finished construction and ready to open - except we still didn't have a building permit. The city was well aware of this and wouldn't fine us since the system was essentially broken.

It seems strange to me that housing is completing with policing for budget money.

It seems that is is too complicated and tiresome to access City hall for planning permits etc.

I've had BENEFIT of these services in the past year.

Keep asking local people what will work best and be accepted before designing anything. Saves a lot of time, aggravation and money.

Keep on with the plan to improve the lot of the homeless and provide "Housing First".

Keep our green spaces, and incorporate more of them in new areas.

Keep up with permits, zoning and compliance applications even though it may mean hiring more people. More affordable housing is needed

Less bureaucracy for services. Increase accountability of staff.

less infrastructure. Less silly stuff like finnicular, cannal, etc. Less iconic bridge stuff and less stuff that needs to be maintained. Really as oil goes down you will see Edmonton left with a lot of grandiose infrastructure projects that are hard to maintain.

Less red tape, more efficient processes

less time in issuing development permits, building permits.....and then stop the urban sprawl....grow up instead of out. stop building schools in every new neighbourhood....bus the kids, just like I had to be

<p>Lessen urban sprawl - including all these new neighborhoods on the outskirts of the city costs billions of dollars that takes decades of taxes from those living in the new areas to recoup. More needs to be done to create higher density housing within the current city limits, and make infill processes easier to work with and sustain. I personally would like to see the city put a moratorium on urban sprawl for a few years, to give time to catch up on the already overburdened city infrastructure and system, as well as encourage developers to look within the city for projects, to increase city density. If the current plan of allowing the city to spread at a ridiculous rate is maintained, then we will have a situation where city planners, inspectors ect.. cannot keep up with the demand to properly oversee the new builds, and we run the risk of unsafe and poorly planned houses & communities being built, costing the city & citizens more money in the long term. There are situations in the current city limits that need to be addressed (flooding in older neighborhoods, traffic congestion ect..) that should be addressed and corrected before new neighborhoods are added to the city.</p>	<p>Look at where the city is growing and plan for young children to be the area for many years to come. Build schools before the neighbourhood is overwhelmed.</p>
	<p>look for efficiencies; some programs could be cut completely as they are WANTS not NEEDS; need to focus on NEEDS for a few years, rather than pet projects look for efficiencies, cut by 5-10% and focus on needs vs wants</p>
	<p>loosing some of the zoning regulations for secondary suites and garage suites. For example: Is really important that at the house is higher than the garage for a garage suite?</p>
	<p>lower staffing costs</p>
	<p>Lowering the market value of homes for sale, making it easier to buy homes, developing developed areas of the city (like in the northeast) to build homes, stop infill of new homes! Multi residential buildings choke off society pushing rent and buying costs of homes/apartments/condos up to an unaffordable rate!</p>
	<p>LRT and Transit charge a lot for riders and if they lowered the wage or lowered the raise rate, they could save more money.</p>
<p>Let corporations pay for their own buildings</p>	<p>Maintain inspection services allowing for growth of the city</p>
<p>Let private sector plan out new communities and attract commercial development. The city needs to manage what is there, let the market decide what needs to be added.</p>	<p>Maintain the character of the neighbourhood when approving permits for infill housing. Tired of the high density population strategies for inner city/downtown areas: Inglewood. This area now has housing design from four to five different decades thereby potentially causing my house value to decrease.</p>
<p>Look at building code improvements regarding fire (mandatory sprinkler systems in condo blocks etc.). Do not allow owners to leave downtown properties in a poor state, the Arlington is a disgrace. Encourage infill while preventing poor quality external finishes. Mandate that major buildings must include a DAS for the first responders radio network (I am especially worried about the EAD).</p>	<p>Make building permit process as digital and transparent as possible, continue to engage communities on hyper-local issues and development, increase the dialog between communities and the city</p>

make housing more affordable, including rental units (like homeEd) it's hard to get out of housing when despite rent caps there are utilities to pay on top of rent	Many of these functions need to be streamlined. More effort should go into making various aspects available online. Things like permits have to be sped up; the process simply takes too long for a city growing as fast as Edmonton. Hire temporary staff, but keep them out of the union if possible or the City will be unable to easily decrease staffing levels when the next downturn hits.
make improvements to city owned rental homes, preservation of food bridges,	master plan for housing & development which includes deadlines for developers
Make it easier to apply for permits - as it stands, it is an onerous task that makes it difficult for people to do simple renovations in their homes. For instance, a permit to demolish walls in a basement is ridiculous. There needs to be an easier way for an individual to do minor alterations to their home. Additionally, the City should provide basic information about building codes - for example, the required size of windows in a basement, or slope of interior stairs or railings for decks. It was very difficult to find this information without having to pay for a copy of the building code.	minimize the bureaucracy
Make it easier to infill and develop. (ie Faster) example is eliminate RF1 and merge RF1,2,3 and 4 into a RF4 catagorty	More affordable homes for low income individuals should be included in developers plans
Make it more streamlined, with fewer over-the-counter interactions	More affordable housing across neighborhoods delivered by using innovative approaches and promoted in a non-stigmatizing way.
make neighbourhods walker friendly and less dependent on vehicles	More affordable housing is very needed
Make new residential areas easier to remove snow, straight streets, no cul-de-sacs, maybe a little wider as well.	More automation for application processes. More efficient scheduling and time requirements for inspectors.
make sure you provide enough parking spaces for each building	More clarity in the information provided around requirements and restrictions for new developments, and better rationale communicated about why restrictions apply.
make this service more accessible through online	More communication between departments
Making information user friendly for self servicing and also compliance. The information on the website is not clear for building permits and thus a citizen may misconstrue the information and fail to apply for a proper permit.	More communication with the public to notify them of development applications in their neighbourhood. This could easily be done on a website by neighbourhood similar to the Edmonton Police Crime Map. Or allow a searchable tool by postal code. Also need it easier to get information when there is a proposed development.
	More coordination between departments. Less focus on council meeting preparation. This slows the decision processes
	More diligence in development review and approval process

More efficiency and productivity from existing staff. This is one area where cuts should be achievable without negatively impacting services.	More flexible rules which are reflective of how neighbourhoods are physically built. Less blanket regulation that ignores second order implications of planning rules.
More efficiency in preserving Edmonton's historic and heritage buildings and sites.	More focus on infills. Fees for people building on the outskirts of the city to pay for all the drainage, roads, transportation, signage etc. Continue to revitalize downtown, update downtown library etc.
More effort to preserve our historical buildings; seniors' housing in mature neighbourhoods, especially encouraging community interaction between people of different ages.	more infill housing; more affordable housing; higher costs to developers who continue urban sprawl & the requirement for developers who do this to offset the costs of neighborhood development (e.g. parks, roads, lighting, services, transit access, etc);
More emphasis on infill (our suburban growth is unsustainable and creating unnecessary pressures on budgets and service levels). A regionally supported series of growth boundaries may be needed. Also, more emphasis on innovative housing development such as laneway housing. We need to move away from curvilinear, single-use suburban neighbourhoods.	More inspectors
More emphasis on professional community and structure design. Be more careful about lighting design (no so much excess light and glare), greater focus on safety and way-finding for pedestrians and cyclists.	More long term planning. The city should not be allowed to spread any more. The city can not service the area that it covers now.
More expertise is needed in planning. Better design guidelines and guidelines around density. The development industry has too much control in Edmonton. Better planning for homelessness and seniors housing. New neighbourhoods plans are NOT walkable and should be.	more needs to be done regarding affordable housing, am sick of being told that natives and immigrants get all of the affordable housing that is getting built, while the rest of us get told we have to wait... There needs to be more done for those of us stuck in old buildings that have a history of bad owners and lazy landlords who just want to suck as much money out of our pockets as they can while doing as little as possible to keep it maintained. we can't afford to shell out 1500 bucks a month for a properly maintained building or home when we are low income... I haven't used anything from this category because we can't afford to...
More fees to developers of new communities to support operations of contributed assets (e.g. snow clearing and buses) and towards development of firehalls, rec centres, rinks, police stations and libraries.	
More flexibility for adjustments on applications that are in process. If something is approved, make it easier to make adjustments rather than submitting a new application.	

<p>More needs to be done to preserve Edmonton's heritage buildings. And that's not just moving things to Fort Edmonton. The province could have a role here, or give the City more power and leeway, but incentives need to be offered to property owners to maintain their buildings (regardless of age, really) and there need to be penalties to letting historic buildings waste away. Similar tools need to be brought in for abandoned properties, derelict properties, brownfields, and other blights on neighbourhoods.</p>	<p>Need to figure out what is required to reduce the delays in processing and approving applications (especially for small businesses). My guess is many would pay a higher fee if that could mean it wouldn't take 6-8 weeks for approval.</p>
<p>More of these services should be available on line.</p>	<p>Needs major overhaul - this department more than anything else has processes in place for the sake of processes. Look at WHY things exist and review whether or not current operations truly reflect that. Efficiencies will be found.</p>
<p>More parks and better speeding enforcement</p>	<p>Needs to be more priority for affordable housing units. It's shameful that people can't afford a decent place to live and creates a cycle of poverty. Make it easier and less red tape for people to convert secondary suites or approve existing ones. Lets stop wasting \$ sending out 3 inspectors on these visits.</p>
<p>More police, especially in downtown region</p>	<p>Needs to be more priority for affordable housing units. It's shameful that people can't afford a decent place to live and creates a cycle of poverty. Make it easier and less red tape for people to convert secondary suites or approve existing ones. Lets stop wasting \$ sending out 3 inspectors on these visits.</p>
<p>more resources to handle increase in activity/demand</p>	<p>Needs to be more priority for affordable housing units. It's shameful that people can't afford a decent place to live and creates a cycle of poverty. Make it easier and less red tape for people to convert secondary suites or approve existing ones. Lets stop wasting \$ sending out 3 inspectors on these visits.</p>
<p>More spaces for the poor and homeless.</p>	<p>Needs to be more priority for affordable housing units. It's shameful that people can't afford a decent place to live and creates a cycle of poverty. Make it easier and less red tape for people to convert secondary suites or approve existing ones. Lets stop wasting \$ sending out 3 inspectors on these visits.</p>
<p>More support for technical upgrades. (Also, I was under the belief that Current Planning Branch is funded entirely through its user fees. The summary here implies that is not the case.)</p>	<p>New Areas, noticed the Streets are narrower then older areas.. Used to be able to park a car on each side of the road and used to drive each way no problems, no new areas, roads are way to narrow!! Thanks</p>
<p>More timely</p>	<p>New Areas, noticed the Streets are narrower then older areas.. Used to be able to park a car on each side of the road and used to drive each way no problems, no new areas, roads are way to narrow!! Thanks</p>
<p>more transparency and communication of services to residents</p>	<p>New Areas, noticed the Streets are narrower then older areas.. Used to be able to park a car on each side of the road and used to drive each way no problems, no new areas, roads are way to narrow!! Thanks</p>
<p>More user charges for developer</p>	<p>New neighbourhoods should pay more to build (up front fee). Cover the costs of building new services, police/fire/drainage/rec etc.... permits should break even. Neighbourhoods need to be designed with snow removal in mind!!!!!! Look into ePost for tax assessments etc...</p>
<p>more user pay</p>	<p>New neighbourhoods should pay more to build (up front fee). Cover the costs of building new services, police/fire/drainage/rec etc.... permits should break even. Neighbourhoods need to be designed with snow removal in mind!!!!!! Look into ePost for tax assessments etc...</p>
<p>Much more work on zoning compliance and building inspections.</p>	<p>New neighbourhoods should pay more to build (up front fee). Cover the costs of building new services, police/fire/drainage/rec etc.... permits should break even. Neighbourhoods need to be designed with snow removal in mind!!!!!! Look into ePost for tax assessments etc...</p>
<p>Must be more efficient. The City loses a lot of money from delays in approving permits. Also, work with the Provincial Government to make it mandatory such as in Ontario and other provinces, where contractors and vendors are liable and will be fined for not pulling permits for work done. This will ensure better tracking, better work, and better consumer protection.</p>	<p>Note about my choice: decrease planners' salaries (even though I'm a planner myself haha :))</p>
<p>Need better inspection on new residential development. Too many homeowners on hook for shoddy developer/contractor work.</p>	<p>Obtaining a development and building permit should be done as quick as possible. I have heard that this department is incredibly slow. I feel it is important that the process be both efficient and speedy. Just a note, I think the city does an incredible job in snow clearing and maintenance in the city parks</p>

<p>Obviously the City has way to many people in these departments, and institutes way too many regulations. Many of these areas do not add value and increase costs to the taxpayer at both the City level and with the developer or the contractor. Managers of these departments should be given a productivity improvement target with the objective of doing more with less (lots of companies have to do more with less each year to remain profitable) Why do Police and transit building have to be the best buildings in the City? Administration should look at the buildings that citizens work in and they would see that the private sector simply cannot afford what City administration thinks is a requirement. All areas in this categorie can be more productive and easily perform there tasks with fewer people while improving service to citizens.</p>	<p>Overall I have not been impressed with the planning of the city. We see suburban commercial design imposed on the very urban 104 Avenue in Oliver. South Edmonton Common is a mess. People have to drive when they should be able to walk. Inner city and downtown areas have walkability degraded by constant drive throughs and parking lot entrances/exits. Seems very very hodge podge without a lot of thought towards the ultimate goal. New neighbourhood design is expensive with more roads per dwelling than old neighbournood design - e.g. arterials that nobody lives on. Compare that to the grid design of the city core which is a much more efficient use of space. Current neighbourhood design with its small lots and front driveways has led to snow clearing problems for both residents (nowhere to shovel snow) and the city (have to remove it as you can't move it to the side). Poor planning. We need to move back to having boulevards between the street and the sidewalks - in addition to making a more walkable community it also creates a space to put snow.</p>
<p>Offload more of the infrastructure costs for new developments onto the developers/purchasers.</p>	<p>Permit processes and turnaround times need to be reviewed.</p>
<p>One of the saddest things I find with municipal buildings is that most of them are being left to deteriorate until they're unrepairable. Chancery Hall & Century Place are clear examples of this, but many other less visible facilities are suffering the same fate.</p>	<p>Permit times are too long causing lost revenue and delays in construction. The ineptness and lack of knowledge, understanding and common sense of city permit officials is unacceptable</p>
<p>One window approach for permitting, less 'middlemen' and duplication of efforts. Consider privatization of services (such as maintenance) where it may be profitable, consider an audit based system for inspections with fines for noncompliance (onus on creating knowledgeable developers/owners)</p>	<p>Permitting seems very slow and disorganized.</p>
	<p>Personally, I find the bureaucratic confusion and seemingly daunting task navigating through the planning office and other city services unnecessary. This could be trimmed and streamlined for more efficiency.</p>
	<p>plan and implement bicycle lanes</p>
	<p>Plan for LRT and transit expansion. Try to keep neighbourhoods walkable. Make space for mixed use - commercial, retail, residential. Make use of infill to increase density, improve walkability.</p>

Plan for services used by 95% of the citizens not 5%.

Planning for the City of Edmonton is regimented for a 1 to 5 year scope. Planning needs to be done for a 25 to 30 year outlook, i.e. transit/LRT. New subdivisons get built & 5 years later roads are ripped up in the area to provide for an extra lane of traffic or for utilities(167Ave). Latter road has been worked on 3 times in the last 10 years. Waste of taxpayers dollars as poor planning here.When new subdivisions are built why can we not put in the 4 lanes to begin with as the city should know which roadways will be main traffic routes. Put back the old system of subdivisions with the rectangular streets with sufficient boulevards for the snow. Scrape the cul-de-sacs as more money is wasted piling their snow in the middle. There should be encouragement from the planning department/city council when they get plans for new buildings to get builders to build new condos/office towers with some thought into building attractive & uniquely appealing & interesting buildings to admire.New subdivisons get built & 5 years later roads are ripped up in the area to provide for an extra lane of traffic or for utilities(167Ave). Latter road has been worked on 3 times in the last 10 years. Waste of taxpayers dollars as poor planning here.

Planning seems to be deficient in the city - for example approving a major development but not the infrastructure to support it. e.g. South Edmonton Common and the cost to get the overpass built

planning/design/construction should be separated from maintenance activities (currently dept services are too broad/diverse, usually causes repetition and ineffective delivery

please have all social housing around the city so that downtown is not congested with unwanted attention for homelessness.

preserve historic building and neighborhoods.

Prioritize affordable housing related activities, increase fees for development permits.

Prioritize infill and redevelopment. Stop expanding the city footprint, which results in exponential increases in infrastructure costs.

Processing applications with the city takes too long.

Properly maintain elevators and escalators in LRT stations. The present maintenance is disgraceful for such new facilities.

Protect the older neighborhoods as "heritage" neighborhoods - keep properties from being sub-divided; provide incentives for upgrades of existing heritage homes rather than tear-down and building of duplexes. For other in-city neighborhoods, increase infilling and duplexes while maintaining the integrity and "feel" of the neighborhood (make it so the people who live there already still want to live there); encourage newer neighborhoods to be "green" and all new developments to be more eco-friendly and environmentally sustainable than they are.

Provide clearer information to community leagues and affected neighbours about developments that affect them.

Provide shuttle service between grouped stores instead of building large strips of box stores with huge parking lots. Increase the number of comprehensive recycling stations for the future. They are few and far between and difficult to get to and somewhatintimidating to drive throught. Make them part of new developments and create jobs.

Putting additional resources towards enabling infill development, investment in inner city neighbourhods and reduction of derelict buildings in the inner city will increase use of existing infrastructure and make the inner city a more attractive place for people to move in to and live.

Reduce red tape and speed up the process. It is dreadful right now.

Rent should be a capped rent for people do not have to live in poverty and families should have more resources about affordable housing other than crhc or aboriginal housing.EX: 3 bdrm apt should be no more than \$800-900 month.3 bdrm \$900-1100 month	Some departments, like drainage, seem to work almost magic given the funds available and issues around aging infrastructure. But we are facing (and some neighbourhoods already experiencing) severe issues and there should be more focus on getting ahead of the game. Zoning and permitting process seems extremely inefficient. It often takes ridiculous amount of time and energy to get an application through and yet there are some where the decisions don't seem to follow common sense (ie it's a lot about who do you know and what buttons you push, not about actual improvement of the City)
Respect the RF1 zone and do not do a citywide change to it to accommodate skinny lot infill projects. Have respect for the many middle class folks who have put their life's earnings and sweat equity into maintaining and fixing up the older homes in mature areas!	Somehow, increase the capacity whereby resources can be re-purposed to handle permit submissions.
School division have to stop closing schools in the older areas of the city. By closing these schools families will not move to the older areas. In turn the older areas will not renew & become more transient	speed processing of permit applications, require building permits to be posted on infill sites, enforce infill rules, do not grant "leave as built" to non-conforming infill developments. Ever.
Seems like a lot of money when you consider how much it costs to get a permit.	Spend less time being restrictive and more time allowing more creativity in development and regulation and control of everything from outdoor restuarant patios. Work on a cultural change that does not ignore risk, but accepts a certain level of risk and encourages city staff to spend half their time working with communities, developers and others on creative a little out of the box solutions. I have witnessed group think in city committees where staff obesess about risk and what NOT to do. We need city staff focused on what we can do, what we should do and helping us (communities, businesses and others) do what we can do. This is must be a deliberate and trained cultural shift towards a can do spirit. Acknowledge risk and manage it but make sure the MAJORITY of the effort is on creative doing.
seems to be a lot of bureaucracy wrt to planning - ie many contradictions from one branch/bylaw to the next, even on city projects - this is large money waster	
Set timelines around when services will be provided to start - especially in the area of residential permitting. I work in this area and that is the one complaint I hear from our customers.	
Should increase emphasis on infastructure projects, specifically storm drainage.	
Simply regulations, speed up development permits and do more to encourage infill developments. I know people who want to add a rental suite to their basement and especially to their garage (above garage) but they can't because of zoning.	staff could be much more efficient
Slow down with suburban planning.	

<p>Stay on track with plans for infill and increasing density while maintaining some park space in mature neighbourhoods. All new developments and renewals of old neighbourhoods should be planned in a 'hub' style that focuses on walkability or active transportation being the primary mode of transportation to amenities, with encouragement for those amenities to set up shop in the area, relatively close to local major transit that then connects you to the larger city.</p>	<p>Stricter guidelines, but more incentives for infill developments. Guidelines should encourage infill developments to support interaction between neighbors and include large front decks. There should also renovation incentives for past infill developments that don't contribute to the neighborhood. Such as front decks or larger shared spaces.</p>
<p>Stop allowing people to build outside of the rules</p>	<p>Support and facilitate continued growth in in fill development and kick start more transit-oriented development.</p>
<p>stop being toadies to developers</p>	<p>take back the downtown, river valley and Milner library from the homeless, addicted, et cetera. its a damn shame what happened to taking your kids to the library on a weekend or p.d. day, its not safe.</p>
<p>Stop excessive urban sprawl (for which the city cannot even afford the infrasctucture) that has been taking place to the detriment of older neighbourhoods.</p>	<p>Take command of the development of new communities. Don't let private developers decide how our city develops. I.E those new development guidelines suck, because they are just guidelines, which means nothing and holds no authority.</p>
<p>Stop giving out development permits to developers unless the city finds the money to have wider roads and better traffic control.</p>	<p>Tax reduction for rental apartments</p>
<p>Stop letting the caveats have such control over city planning (i.e. Glenora).</p>	<p>The biggest issue is getting the backup in getting the proper licenses; there is high stress in those departments due to lack of staff; I hear stories from friends all the time about applications not being processed in a reasonable time, and in at least two cases, the plans for a building renovation were "lost": resulting in extra cost to replace them, and no responsibility taken for the error. Also inspections of building sites and quality of work is a concern. We have a building boom, yet no increase in the supervision of buildings and sites. A few years ago, when we did some work on the house, we had no problem in getting plans approved. What happened since then?</p>
<p>Stop the sprawl, slow the pace of development permits in the far reaches of the city limits. More focus on preservation, infill, livable and accessible spaces downtown and in mature neighbourhoods</p>	
<p>Streamline necessary services and get out of many others. The City does not need the planning department in its current capacity. Every area is over-regulating because it is over-staffed.</p>	
<p>streamline permit process and enhance inspections</p>	
<p>Streamline service delivery. Outsource specialized services.</p>	
<p>Streamline services to save on costs.</p>	
<p>Streamline to decrease bureaucratic waste. If this includes public employees, reduce wages and pension packages.</p>	



The bus station at Southgate has the bus schedules posted low the floor or hidden behind a bench. The passageway has limited space, so when bending over to read the schedule, you block the path for others. Schedules should be posted prominently, easy to read, and not block pedestrian traffic.

The City has the misguided belief that only external consultants can design interesting buildings. This results in higher costs through increased consultant fees, consultant travel costs and higher construction costs for buildings that may not be entirely appropriate for the climate. There appears to be the perception that local isn't good enough. If the City is interested in promoting itself then a good start would be to use local talent to design our buildings.

THE CITY IS ALLREADY DOING A GREAT JOB OF KEEPING OUR EXISTING INFRASTRUCTURE IN GOOD CONDITION.

The city needs to focus more on planning and developing affordable housing services. A lot of the new developments for urban planning are not well thought out and efficient enough for a fast growing city.

The city should revisit its flood mitigation strategy to determine whether the cost is warranted given the risk of a high volume occurrence.

The decision for P3 LRT funding was a disaster. Future LRT funding should be fully public, as P3 will surely prove a costly mistake.

The development permit and inspection processes are lacking. My experience with these have demonstrated incompetence and unprofessional behaviour.

The new email service under planning is very good. Makes much more sense to me.

The permit situation would appear to be lacking. Large holes in the ground, already dug and some work started sit for months or more than a year, apparently waiting for permits. This has been confirmed to me by city staff. No one enjoys living in a dirty unsightly neighbourhood because of this.

The planning department is too much under the thumb of developers and transportation engineers. They also do not have a good reputation for enforcing requirements in infills in mature neighbourhoods (drainage, height, etc.) I don't know what can be done to change this though.

The Planning Department should switch from a business-based model to a community-based/community-building model. The focus of new development in the city should be on people and active transportation modes, including cross-country ski commuting infrastructure (trails & ski racks) in the wintertime.

The processes involving paperwork or low-level input, such as permit applications, inspection scheduling, etc. should be automated and moved to being online. Neighborhood developments like Oxford are wonderful, but the City is only scratching the surface. Additional funds should be given to planning, housing, and buildings so that the City of Edmonton could, itself, become a builder, rather than a developer. In turn, the increased profit from land sales will more than offset the additional funds required for the city to become the builder. If the city becomes the builder, rather than the developer, within 8 to 12 months, the profit margin of selling land (with property) becomes much higher and the City can ensure an even higher quality than what was expected in the community of Oxford.

<p>The rehab of existing infrastructure I realize is moving slowly ahead, some neighborhoods still patiently waiting, I must admit that the work that is going on is pleasing to the eye and well deserved, I was happy to hear the mayors suggestion regarding boosting a fund to enable this to continue and look forward to the results as I travel through this beautiful city of ours, there will always be complainers, some people even get paid to stir the pot, but perhaps that particular journalist needs to reassess his clout.</p>	<p>There needs to be a concentrated shift to affordable housing in this city. I don't think it's because of a lack of resources, but rather that there needs to be a shift in where and how resources are allocated. Providing medium density, mixed income housing developments with affordable (and truly affordable, not 10-15% below market value as that is still not affordable) options should be the city's priority. While Blatchford is a step in the right direction, it has nowhere near the impact needed to address the housing crisis we are facing. A variety of options need to be explored and considered, and I think a significant portion of this budget line item needs to be redirected into affordable housing options.</p>
<p>the west end need more recreation facilities and the LRT line to run to Lewis estates</p>	
<p>There have been so many "open houses" were there are a number of city staff that are there that could not answer questions -- why was I paying for a bunch of people to stand around saying look at the web site???? Stop the sprawl of the city and giving the edges of the city all the new facilities (encouraging more sprawl). I have to pay to have the sidewalks renovated in my neighbourhood but I also have to pay for all the new transit, etc that are going to the new neighbourhoods. Make the developers more responsible for the infrastructure.</p>	<p>There needs to be more consultation with neighbourhoods and more working together by city departments. I feel like developments are planned within the city government in different areas that don't talk to each other e.g. transportation and transit.</p>
<p>There is far too much oversight, System can be leaner</p>	<p>This could be provided more efficiently</p>
<p>there is no architectural studies in U of A. No research is done in this field. Minor investment on urbanism and general look of the city. inside homes are new and modern but outsides are very cold and industrial. It is important to build but it is much more important to understand the connection of all these facilities with Edmontonian life style and improve it.</p>	<p>This covers a vast area. Many I think are good. However planners should have a more realistic view as to parking spaces for I fill properties.</p>
<p>There is no urban planning in Edmonton...it is just a random urban sprawl, so let's stop paying for something that doesn't happen</p>	<p>This is a category which angers me, poor management within the city, most importantly the city allowing building permits which will block 10, 15, 20, to 35 years into the future LRT expansion, and that doesn't only include outword but later LRT lines later connecting within each other in the core of the city. Also the south bound LRT is above ground blocking traffic (CRAZY). Other cities have the LRT lowered in the ground (not underground) having short vehicle bridges (at ground level) to flow uninterrupted.</p>
	<p>This is one area for which I support fees.</p>
	<p>This is the excuse for continual tax increases.</p>

To improve services; increase user fees - this is a transparent way to provide the benefit to those that pay for the service. For other services that cannot be charged to the individual - increase overall funding. Many of the activities taken care of within the dept i.e.) LRT or library are social goods that need to be planned correctly and for the benefit of the many. Without proper funding, Im afraid that the planning or design will be suboptimal.

To make Edmonton a more scalable city... The supertowers will leave lots of land undeveloped in the downtown, along with the continued urban sprawl that will occur on the annexed lands. Lots of infill that is required before either form should be contemplated.

too many city works

Too many planners coming up with bad ideas. Too much focus on downtown. Need to clean house in the group that did bike lanes.

Tried to contact city tax assessment folks 3 times last year and no answer since we can't phone them or reply to my questions via their website. If they are not providing any service to citizens then w can reduce this huge cost. Does the city monitor these folks about call back or can they just hide behind 311?

Try to maintain historic buildings in Old Strathcona area. Work together with ETS when approving new subdivisions so you realize how many additional passengers will be taking public transit!

Urban planning in Edmonton doesn't appear to have a grasp on the community level. Top down planning (manifesting in the DC designation for seemingly every project now) doesn't work very well as studies and human nature would suggest. Also, why on earth do I have to go downtown to pull my own homeowner's electrical permit?

Urban sprawl is a serious problem in Edmonton. More encouragement by the city to promote growth of our core and surrounding areas. This encouragement could include tax breaks to living closer to the core, extra tax for the further a person lives from the downtown core, etc.

Use less staff in their offices who do nothing and just stare at the screen. Have better trained staff to get things done faster.

Use some common sense. The foot bridge near Fort Edmonton park is much fancier and more expensive than it needed to be.It could have been much more basic and still been great. I ride my bike over it a lot but hardly ever meet anyone on it.

use what we have we do not need to tear down to build use buildings we have already

Utilize technology for some of the inspections.

We are jumping through are ridiculous. Politicians say they support infill and secondary suites but we have had to appeal every step of the way because the city staff disagree and give information that is opposing to what's on the city website.

We have a large enough stock of SFH for another decade.

We have to bring an end to urban sprawl. The city just keeps expanding in every direction with no thought at all for infrastructure needs.

We need a vibrant core. One that will attract young people, which means dense living at affordable rates. It means the city needs to be accessible in all ways—foot traffic, bike traffic, public transit.

We need more affordable housing, increased density and we need to plan for a continued increase in population.

We need more low income and senior housing in this city

<p>When Al Gore was vice-president of the United States he headed a long-term project to simplify and rationalize the activities of government. The benefits of that work still help the U.S. government and its citizens. Government in Alberta is sorely in need of this and we can start right here at home, in Edmonton. Maybe the Province will take the cue and much of the expense and difficulties in dealing with government - to say nothing of what it costs taxpayers - can be eliminated. In this, nothing is sacred. You look at what government is doing and you ask, "Is this serving the purpose it is intended to serve? Is it doing so in a lean, cost-effective way that serves the public good and eases the burden on citizens, residents and government employees?" I'd even look at staffing and see which units have good, effective managers and which not. The "nots" would be replaced or reassigned with re-education in the requirements of good public service. In this, I'd figure out how to get staff to tell the truth about what they know that could work better, faster and cheaper. This is not just about Planning, Housing and Buildings. This is about the whole City Government.</p>	<p>Work with provincial and federal governments to streamline the interface with the regulatory system (one number/ one window approach)</p>
<p>While we have seen great improvement since Mayor Mandel first heightened the focused on the design of our buildings, we could still use higher standards when it comes to buildings in the city (from a look & feel, and also planning standpoint). Items like corner entrances on buildings downtown, quality of materials, etc.</p>	<p>You should allow more permits and relax the rules to allow more garden houses, 2 house properties, micro houses etc.</p>
<p>With the vast amount of growth in the city, I think it is imperative to keep up with demand.</p>	
<p>With this far flung portfolio, I can see a huge squeeze in funding. With Police and Transit in the mix how can affordable housing have a chance. I also question whether areas such as ensuring safety codes are adequately enforced or will it take a major castrophy to realize this area has been perennially under funded.</p>	

Police Service

Overview: The [Edmonton Police](#) Service provides community policing, crime prevention, victim support, traffic and vehicles, special crime units and initiatives. Under the governance of the Edmonton Police Commission (EPC), the Edmonton Police Service (EPS) focuses its efforts on a four-part policing mandate to prevent crime, enforce the laws, address matters of public safety, and maintain social order – all within a city that continues to experience tremendous growth but still requires the same levels of service for all its citizens. In 2013, EPS answered over 820,000 calls through its 911 line and non-emergency complaint line. EPS reports that as a result of City Council's investment in policing in 2012-13, Edmonton experienced a 13% reduction in violent crime and 38% reduction in property crime. [Learn more](#) about the EPS' mission and values.

Taxes per month:

\$29.11

In your opinion, what could be done to improve these services provided by Police?

1. continue to get funding from outside the city to help with the inward migration, often without support systems in the city or plans for permanent residency
2. active encouragement of immigrant community members to give insight into decision making and approaches to their community, especially to young people.

1. More face to face as a service, taking victim statements and conducting investigations, even for minor property crimes. Police would be taken off traffic duty where they hassle people over minor violations. Traffic police would focus on major infractions instead of minor things like seatbelts.

A few more police officers on the street would be a positive, but overall i am satisfied with their service.

A higher presence of police in residential neighborhoods.

A key sure that community resources e officers return calls and follow up. I have had occasion to try to

contact the community officer for our neighborhood on severely occasions this year and have never had my all returned

Additional officers, the city is growing and more police are needed downtown, in high traffic areas (Whyte Ave) and on the LRT

Advertise the non-emergency phone numbers so that people don't call 911 unnecessarily. I have no idea what the number(s) are.

Again this is a large city with a complex citizen base, I have no issue with monies spent that help our police force do their jobs and protecting the city (from in many cases) its self.

All officers should wear cameras to which they do not have the ability to block/turn off. There haven't been many problems here yet, but being ahead of the curve on something like this would be great.

Allow unused capital budget dollars to flow into operating at need. The responsive nature of policing makes keeping the two budgets so separate a hamstringing effect for crime prevention. It can be easier for EPS to buy new cars than it is to pay for officers to drive through the city.

Also "growth" is not a reason for increased funding to police. Establish a rubric that works per-citizen. Therefore, as population growth increases, tax income increases, and Policing costs can grow (and shrink) predictably. I would also like to SEE (and not just hear) about prevention and education programs. Can I volunteer with EPS to help improve it?

Always need more police.

Amp up the police work on prevention and look for ways of reducing the need for uniformed officers such as in emergency rooms. The ROI is huge. Educate officers more to educate the public they work with all of the time. That is a critical part of their job. They need training in positive reinforcement, helping citizens of all ages to recognize when they are doing something constructive and right. When the job itself gets them down, give them a training boost so they can see the positive in others again.

Anything that would help to improve response times.

Apply distracted driving law



As the population & spread of the city grows, the demands on police are ever greater. Police and Fire are the services of the city that should not be shortchanged. Hiring more police, ensuring they have proper equipment to keep them safe is paramount. I have the utmost respect for the work our police service does, and feel that they should be taken care of. This and fire are the two areas that I would be okay paying more in taxes to support.
As the single largest budget line item, I think we're doing enough. We certainly don't need fancier helicopters. A seven-seater? What on earth would you need that for?
at \$29/month on police services? This is the third highest in Canada, more than larger cities such as Montréal, Calgary and Ottawa. Perhaps this money could be better spent on infrastructure that would actually help solve some of the crime problems in Edmonton (shelters, treatment centres)
Attention to appropriate behaviour by officers. More training in mental health.
Audit the present staffing levels. Far too many Specialty Groups in the present system. Too many Chiefs, not enough Boots on the Streets doing Actual Blue Collar policing. The way that road accidents are presently investigated, is Total over kill. Maybe check out some other city Police Forces for some new ideas.
Being able to text or tweet instead of calling the 423-4567 for complaints issues would, I would think speed up responses and allow the incoming information to be better triaged and assessed for appropriate response.
Better call tracking. I waited 5 hours after reporting a garage theft over a year ago.
Better response times. Not enough police to answer to emergency calls.
better understanding of the people they deal with would help... am still dealing with the scars left from mikey BS boyd and his edmonton's most useless crew of do nothings... am giving the new chief a chance, but have yet to meet him...
Boots on the ground I think is worth the money. More helicopters, I am not convinced.
Boots on the street no helicopters!!! Stop the militarization of our police force.

Build on successes and learn from challenges, More scope for continuous improvement and quality performance.
By improving the results of the courts (who are failing to support the police). The costs of repeat offenders could be reduced and so policing costs reduced.
Cameras have replaced manpower and its time to get away from technology and get back to police presence on the streets. Speeding, distracted driving, impaired driving and crime will all go down when police are back on the street. Mr I am the law Iveson needs to quit being a dictator and put his beliefs away and listen to the public.
Can they please follow City bylaws and set example or are they above the law? Have to say otherwise my direct interaction with EPS has also been very positive. I am very annoyed by having to drive to the north end for criminal record check for employment purposes, why can't my neighborhood EPS do this??
Cannot say. I feel safe in Edmonton but then I grew up here.
Can't think of anything. I like community policing where more police are seen is needed areas
City council's investment to the police is not why crime reduction is down. Crime is down everywhere because of demographics and jobs. Police don't prevent crimes they report them and sometimes catch the people who perpetrate a crime. Reduce crime in the same way smoking was reduced by speaking out on how it affects people who are victims. The police department is a big hole for tax payers money that gets deeper every year.
Community based, visible and responsive. Maximize technology to get officers out of offices and on the street.
Community patrol. Get out of the helicopter and onto the streets. Enforce that damn distracted driving legislation. It's a complete waste of legislation. How many fines were actually handed out? It would be interesting to see.
Community policing needs to be revisited. It is great when they engage proactively with people...but when they simply walk the street and chat to each other...that is presence but not sometimes helping avoid a situation...like congestion points on Whyte Ave late night. They are pretty responsive when called even when not a life threatening issue - like



local vandalism.

Continue and expand the focus on prevention, community policing, and improving the root causes of crime and vulnerability.

Continue communication efforts that instill confidence in our city as a safe place; because we are so inundated with American news, and negative news about crime etc, that people's perceptions are skewed. Also, ensure EPS members are educated and demonstrate awareness and acceptable behavior and pro-active behaviour (especially in areas such as racism, homophobia, dealing with homeless & those with mental health issues, etc).

Continue to provide the police with resources - especially as our city is growing by 30,000 people per year.

Continue with the CAT program; police working with other agencies to help homeless, mentally ill - throwing these people in jail is not a great solution

continued collaboration with rcmp, sheriffs, continue innovation such as EPS app.

Coordinate better with City bylaw for minor nuisance reports etc.

Costs have skyrocketed at the same time effectiveness of officers is reduced.

crime rates are decreasing but population is increasong. focus on personnell. we dont need helicopters and APC's. we need people interacting with people to prevent and control crime.

cut management positions, move officers from desk/administrative positions and into policing duties. Replace officers doing desk duties with admin personnel. stop buying expensive equipment and toys like segways. ground the helicopter.

Decrease wages to be in alignment with public citizens.

Deny the extra helicopter request. Bring back community policing.

Develop, implement trained citizen teams (not police) to do routine investigation or assessment of crime sites (such as residential break and entry). Once the police have done the initial investigation (ensuring resident safe, etc) the trained citizen team would do follow-up (suggestion to home owner on making home less attractive to thieves, surveying residents or any

other tasks that would free up police to use their highly trained skills in prevention of serious crime. This could create a savings for the city as highly trained (paid) officers be used for tasks that require a greater degree of training and skill while routine investigation or follow-up could be handled by trained (paid at a lower rate than police) civilians.

Distracted driving needs to be better monitored

Do not increase the police budget. The police department can provide the same level of service with the same funding.

Do the best you can to keep staff levels high and staff well trained, for their own safety as well as that of the community. Have more outreach type programs so neighborhoods can work to keep streets safer.

Don't buy 7 seat Helicopter, smaller ones will do.

Don't know.

Don't know.

Edmonton doesn't need a second Police helicopter, and any replacement 'copter (if required) doesn't need to be top of the line for services rendered

Edmonton Police need to be more visible. I NEVER see them around town and I travel a lot so I see lots of police in other cities. I don't have confidence that the police are protecting Edmontonians. I was woken up by a burglar one night and scared him off. I didn't want to bother calling the police because I knew they wouldn't do anything but my security company said to try it. I was right - they did nothing. My neighbourhood has lots of breakins. It's a family neighbourhood on the southside.

Educate officers about mental health issues in the under privileged segment of society.

Eliminate helicopter use for better value of policing budget

Engagement communities more to lessen need for policy services

Ensure not-for-profit services help out here (e.g., victims unit), as I believe there is a gap here. In other words, some of the not-for-profits receiving funds should expand their services to assist the EPS. Some of the mandates for these organizations are far too

narrow.

Ensure that the Police helicopters are upgraded. As someone who successfully benefited from this service to scare off an intruder at my property at night, I can attest to its necessity.

Ensuring enough resources (police officers) for patrol and responding to calls.

EPS does a decent job, but does not have sufficient resources to act as a preventative resource. Response is generally good, though.

EPS is great, but they are making ways to increase budgets, we need frontline police.

EPS is horrible as it is, sending more money isn't going to fix a broken system

EPS seems to be doing a good job. A top of the line 7 seat helicopter seems a little over the top, though. I read a concern that communities with helicopters like this tend to fall into using them for VIP transportation, and we don't want to go there. I could better support something with a minimal number of seats and a moderate price tag.

EPS staff is often under-paid and over worked. They provide an invaluable service to the community. Find ways to minimize the disproportionate amount of time/money they spend on dealing with homeless and mental health issues.

Excellent as is. Do not need bigger helicopter, rather have feet on the street. Or a smaller help operating from a city (industrial park) base.

Excellent service

Excessive police presence does not equate to lower crime. Recent studies indicated that despite increases to our police force, it has not gotten any more efficient. Costly investments in new vehicles (ford explorers and others) seem unnecessary when the old fleet was well within its operating life span

Expand the policing staff. There should never be just one officer on duty in a police car. More officers on foot patrol in the areas designated by the police department

Expand use of photo radar and create permanent photo radar installations in sensitive areas such as near schools.

Focus too much on catching speeders. Resources best allocated to other areas of policing.

For routine traffic violations, police should not block one lane roads while issuing tickets - they can pull the person over around a corner safely where traffic will not be affected.

GET RID OF PHOTO RADAR

Give EPS the resources they need to hire enough officers, purchase a helicopter etc. Citizens may have lots of complaints about the resources spent for this service but when and if they are in need they will rethink their attitude.

Give the department the money it needs to make our communities safe.

Give the police more power and let them do their job. Police have defensive capabilities for a reason.

Give them their 400 officers but no helicopter, they are going to have to maintain it for now.

Good job!

good job, hard job, use all the money, take from other areas for this area

good that the community officer came to the community league meeting and community day party.

Greater emphasis on community policing, cultural sensitivity (particularly towards indigenous peoples), transparency and training to deal with mentally ill and marginalized people.

Have a spring motorcycle noise-reduction sweep. During the winter, inform motorcycle shops that adding noise-making mufflers to motorcycles is an offense and fine the heck out of them! Can't we adapt a photo radar camera to be an audio radar, and fine motorcycles exceeding the decibel levels. Start on the High Level bridge.

Have the Police use a zero base budget. Enforce lunch times, coffee times rest times. Why a helicopter. Edmonton greisbach military have these if necessary. Merge departments, sections reducing administration, supervisory and staff. Purchase less sophisticated vehicles. The Police Service has many nice things which are not needed or could be replaced with fancy/costly items. They use emotional arguments to justify increasing the budget. Need to have this service work from a zero budget. enforce no receipt of



personal texting, cell phone messages. Merge, eliminated, inefficent departments, sections. Identify teh ivory towers and dismantle them. Lobby governement to reduce legislation requiring police enforcement. Remove/rescind laws, bylaws which are no longer enforceable, outdated.
helicopter good idea more boots on the ground better idea let us make a real effort to get the bad guys off the streets!!!
highest cost police in Canada . at least 7 ex police chief on pension which is secret. it is so out of control that I do not believe it can be corected
Honour those who must put up with the population of lawless.
How about more police cars that actually pull people over instead of taking a picture of a drunk driver going by speeding? Or a unregistered un -insured one speeding by? Or one with drugs or stolen goods in it? Just sayin if I was a criminal I would not care about a picture of me speeding down the road! MORE POLICE MONEY ,LESS TRANSIT MONEY!
I am unsure about our police service. This area needs to be much more transparent so we can understand what that the police are a service and not thugs only there to give out traffic tickets. Citizens need to believe that the police are there for its citizens.
I believe the police are doing the best they can with their resources.
I do not support the purchase of another police helicopter. I would rather see resources go toward people on the ground, on foot, or bicycle or cars.
I don't feel the larger new stations are as accessible or as welcoming as the smaller older locations were.
I don't know
I had the privilege of going on a ride along this year and was hugely impressed with the job officers do. Biggest improvement would be if the province provided more support for mental health and addiction issues.
I have been to hospital emergency services a few times recently, and appalled to see number of policemen and emergency responders who spend long times waiting. This is very unproductive and expensive, poor use of time. There needs to be a way

to make this more efficient.
I have personally had EPS tell me that they will NOT do 2 of the 4 items on their supposed mandate. And yet they want more money every year. I have had them tell me they WILL NOT respond to a crime in my neighborhood. I have had them block me from exiting my driveway without sufficient reason. I have seen them disregard traffic safety laws (including distracted driving) numerous times, and not while responding to a call.
I have personally used the non-emergency police line in the past month, simply to report what I thought was gunfire (turned out to be fireworks). The officer on the line was incredibly kind and thanked me for the information and then took the time to call back later once the noise was determined to be fireworks. I have also visited a police station to obtain a criminal record check. Again, the officers were very kind and patient with me. I am very pleased with the police service this city offers. I know nothing about the wages an officer makes but I would be willing to pay more taxes to ensure that the officers receive a wage that's competitive to other major cities.
I have tremendous respect for law enforcement, but I also know that the EPS has significant challenges with leadership. Most (if not all) senior positions are held by individuals that have worked from the ground up. They have boundless amounts of knowledge on how to be a law enforcement officer. What they don't have is the skills and knowledge on how to run an effective, cost efficient and accountable organization. Train these senior people to give them the tools to effectively manage a business.
I have tremendous respect for law enforcement, but I also know that the EPS has significant challenges with leadership. Most (if not all) senior positions are held by individuals that have worked from the ground up. They have boundless amounts of knowledge on how to be a law enforcement officer. What they don't have is the skills and knowledge on how to run an effective, cost efficient and accountable organization. Train these senior people to give them the tools to effectively manage a business.
I haven't personally required police assistance but I have had clients explain some concerning scenarios and feel that more training is needed. I don't think think some of the officers are mature or sensitive



enough to manage victims at the scene of a crime or even deal with most members of the public. I both feel and see a ton of distrust towards EPS.

I hope never to use them. Don't increase their salary. They are paid enough.

I just moved here, so I'm not yet familiar with many of the community outreach programs, but in every other city I've lived, the better the community outreach programs, the more police are viewed as allies and not as oppressors. Especially programs working with vulnerable populations that may be more likely to come in conflict with the law.

I know they have asked for more \$ to match population growth. I think this is a reasonable ask. I think that having police officers doing admin work is a waste of resources .. isn't there a better way for this service to be delivered in community police stations?

I like the idea of crime prevention and like to see police on bikes, and also interacting in a friendly way with people who are forced to live on the street. I am concerned that people with mental illnesses may not be treated in the best way by police. From personal experience, I have witnessed negative action rather than proactive action in one situation. On the other hand, I also saw the reverse of this, when a person with dementia was returned to the care home.

I love the community liaison constable concept and have personally received excellent support from my CLC with respect to a problem neighbour. The issue is being resolved. I am worried about violence related to gang issues, many of which are immigrant-related, as people from war-torn countries bring their mentality of violence here (that's II they know to resolve conflict). This is a complex problem related to poverty, mental illness etc. and needs to be addressed in a comprehensive manner.

I realize we need policing, but I think it has to be balanced against costs. The police always seem to want more money, even when the crime rate is going down. I'm sure there is point at which increased cost outweighs the benefits.

I really have to be sold n the idea of 400 new officers, renewal for retiring and to support a growing city but 400?

I support community street policing initiatives, and incredibly so also the high technology aspects of the profession (helicopters and surveillance).

I suspect that a disproportionate amount of police service is directed at a small segment of the City's population. Perhaps increasing community services and affordable housing would reduce that need. As many officers on foot and bicycle patrols as practicable. I am 100% opposed to the purchase of a new twin engine helicopter!

I think it would be beneficial to have a community or area police person that patrols an area and gets to know the community.

I think our policing efforts need to be coupled with greater focus on access to social supports and services (NET is a great example). Increasing policing dollars without a focus on connecting people with the social supports and services they need is redundant.

I think the police are fine. I've noticed that in my neighbourhood, though, there is an attitude that it's their job to deal with all crime. Crime prevention is everyone's responsibility, and that includes being open to planning innovations that create safer communities. We should rely less on the police to fix out problems. We should get to know our neighbours, keep an eye out, and support programs like infill and walkability initiatives that create true safety.

I think there needs to be better training overall with the EPS. I feel like the police don't really respect the citizens of Edmonton. I prefer not to give actual examples but I do feel that EPS tend to act above the law rather than in conjunction with the law. i sense that Edmontonians are more scared of the police than they should be. Shouldn't we be able to rely on them to protect and serve the citizens? Shoudn't we also be able to approach them if there was an actual issue?

I think this is a "Hold the line" expense. If the city wouldn't keep expanding its boundaries, drawing more residential areas in, I don't think we would year have to increase the # of officers.

I think w have a good police service but think it may hav not kept pace with the population growth over the past few years and am concerned that more emphasis need be placed on major crimes and less on traffic enforcement

I think we spend a lot for EPS. One day we were in Stockholm and for our one week visit we saw a police car ones. Do we really have such a crime problem so we need to spend so much on Police Service? Can we teach people to be people instead to have a police



officer standing behind every man?

I value police services a great deal, but it's very easy for them to justify more budget. Be careful here.

I want lots of police officers

I would appreciate more emphasis on prevention

I would like to see a full and clear accounting of our membership and a return to basic policing eg: stoping at stop signs, tinted windows, turn signal use, and neighbourhood patrols

I would like to see more advertising of the non-emergency complaint line and explanations of what the EPS considers emergent. This situation is akin to the use of hospital emergency rooms versus clinics. If we don't want 911 overwhelmed unnecessarily, people need to know their options. I have been in Edmonton for nearly 6 years, and while I am aware of the non-emergency line, I do not know where to easily find the number (I don't have a landline, and do not have a paper phone book).

I'd have a look at the office and support or admin roles for opportunities to find efficiencies. The front line is what gets it all done.

I'd like to see a department specifically for traffic. People are stupid and an officer directing traffic when the lights are out will help traffic move. Accident sites could also benefit from this

If crime is declining why are we looking to hire another 400 officers?

IF WE HAD TOUGHER LAWS WE MIGHT NOT NEED SUCH A LARGE POLICE FORCE, BUT OUR LWAS ARE TOO LAX SO MORE CRIME IS THE RESULT.

If you call on the non-complaint line for something that happened that is not urgent, it can take hours for them to show up.

Im glad i didnt use these services but i want them to be availble quickly if i need them.

I'm happy with the police service.

I'm not a fan of police. I'm sure everyone says that until they need them though. This is tough. Feels like 90% of their time is spent with 5% of the population. Whatever, keep me and my family safe. I'll leave the

management of that to the experts. If they can look me in the eye and say things are operating efficiently, I'll believe them.

I'm only cutting this because the traffic tickets will pay or it now.

Improve communication and community outreach.

In my area I would appreciate more off a police presence as theft and break-ins (or attempts) have unfortunately become a regular occurrence. I live in Kensington where we have a system of back alleys and garage break-ins are becoming an issue. We ourselves have had 3 attempts that we have had to intervene and prevent as the police state if the intruder has left the scene they cannot send a car to the area. As a home owner we have invested in security motion lights as well as an alarm system for our house and detached garage and now have to lock our gates to our yard to deter intruders.

Increase accountability for the Police. EPS has a wonderful task force but it should not be common to hear stories of mistreatment of street people and the marginalised or refusals to respond to calls for aid. Police should not pass judgment on lay people; a victim of an accident should never hear the words 'Oh yeah, it was totally your fault.'

increase community Police presence and response; large amount of non emergency calls don't get Police response (other than phone being answered) or have very lengthy response time; lack of Police response to non emergency calls can result in situation escalating into emergency response situation

Increase partnerships with ETS, REACH.

Increase the number of officers available to answer complaints.

innocent people, not good, like what happened in Toronto?

Instead of making more laws, make sure there are enough policemen to enforce them. More boys, (and girls), less toys.

Is it necessary to have some many cars at smaller accidents? traffic redirection?

It has been years since we have had the number of police personnel per capita that is required to insure the safety of our citizens.



It seems if Police are not always present our laws will not be respected. Honor systems just do not work anymore. We need all the technology we have plus Police to keep us safe in a day and age where less respect is shown towards others and property.

It seems that great improvements have been made over the past several years and I think they should continue working towards a reduction in violent crime and in property crime.

It's hard to criticize those that serve and protect. For whatever reason, there are almost no resources dedicated to "petty" crime. It's all about writing up reports for insurance companies... I live in a neighbourhood close to new-ish LRT station, there is steady increase in "petty" crime and I have yet to see a cruiser on patrol. One day a small garage break-in can turn into a tragedy, but I guess there's a report form for that too...

It's surprising to me that from the example above [pie charts] police services gets more than Community Services. Considering the amount of Initiatives Community Services has on the go to help families, youth, men, women, etc, how is it that by this pie chart the fact that police is getting more money than community services almost seems like community services isn't doing enough or is not getting it right in helping our community?

It's time for the EPS to be cleaned up or replaced. I don't begrudge the money spent on police, but there are serious problems there. It is not fair to the many good men and women on the force to be tainted by dirty cops, violent cops, or indifferent cops..and especially one spin doctor police chief after another.

I've been fortunate enough to not need this service recently but our non-profit club has and the police responded efficiently as we expected. I live and our club operates in Riverdale so the 'inner city element' so this isn't always an easy task.

I've had BENEFIT of these services in the past year.

Just keep up with the population, and the technology. Push for more security cameras throughout the city.

keep investing in the EPS and its efforts to reduce crime.

Keep it up! Cst. Power's Twitter gives an inside look at the daily grind. Love it.

Keep the focus on community policing. Don't buy a new helicopter (that's the only reason for the decrease - should be adjusted to reflect the right amount) . Do not allow militarization of the police force as has happened in some cities.

Keep up the good work.

Keep up with growth

Law enforcement of traffic violations is almost non-existent. Speeding is a major problem as are U-turns at traffic lights and passing on the right hand shoulder.

Less cops, more community social workers. Seriously, less cops!! Or if there are cops around, they should be more concerned with stopping assaults on women, sexual and racial minorities rather than causing those assaults. Please hire fewer assholes.

Less focus on flashy technology. New cars, new helicopters, that sort of thing. More boots on the street instead, with a visible, in-person, presence and building relationships with communities. Particularly marginalised communities.

Let me restate....entitlement in the land of honey...do they really need a 7 million helicopter? Entitlement and lack of regard for where that revenue actually comes from. My personal revenue doesn't increase at the tax rate so why should city services or city staff wage or their pension?

let the police get the new helicopter they want to purchase

Liked the idea of community stations.

Listening carefully seems like city concerned with a certain group causing lots of time and \$ and are looking to Feds to help..get someone to call a spade a spade and identify the amount of money I spend on the Indian population...heard the police run up huge overtime costs..anyone monitoring these costs...would think the taxes paid in new areas would pay for their police services and not require a rate increase

look at the amount spent on police services!!!! And we all still pay every month for 911 which no one knows how much has been collected, where the funds go and when will it even end, if ever. The only time I've interacted with police is when driving I pull over to the side of the road when they need to get through.



Three years ago i was stopped by a police person for going 8km over speed limit.

Luckily I do not interact with the police on a regular basis.

Maintain the same

Make an easier and more well known non-emergency line, i've heard that they have way to many calls that are of non emergency in nature and this should be reduce, perhaps make a hotline (711 or something) so that they can ask questions or complain about businesses or what not easier.

Make it a priority

Make them more visible. I'm often harassed walking home. Many people having sex, building nests in the bushes for sleeping, defecating and doing illegal drugs. The police just ignore/ avoid it. Poor social service in Alberta also to blame for this too.

Maybe if there were voluntary neighbourhood watch programs in more residential areas, we could ease the burden on the police? That would be a marketing campaign initially, I suppose.

More beat cops are needed in all areas of the city.

More boots on the streets. More outreach and education programs to help the police help us.

More community policing. After reading about the costs of the police helicopters, I am not convinced that they are cost effective. I've also heard that the new twin-engine copter being proposed is even more noisy than the old ones, which rattle our windows almost every night. I think this money could possibly be better used to have more "boots on the ground."

More enforcement required across the board. More visibility required.

More enforcement=more revenue

More focus on Crime.

More focus on Housing First to avoid the costs associated with policing the homeless.

More foot patrols, especially downtown. McDougall Hill has turned into a dopers hangout.

More funding on all levels...EVEN THOUGH TAXES WOULD INCREASE

More money on police and less on fancy art work in stations and big fancy offices for office people. Stop with all the artworks, borrow art work from the Provincial gov't. Don't buy artwork

More neighbourhood presence of police (either in small police stations or via visible patrol) to deter crime.

More of a downtown/whyte ave (or general presence in pedestrian areas) would be nice. This year I reported a DUI to 911 and had a good experience with the officers and their response to my call.

More officers. More unmarked. More accountability. Officers need to act on everything they see. We all see stuff going on but are told to report it again next time. Just get out there and clean up the garbage. Enforcing as many small crimes as possible has a big effect on the future of criminality. Gateway crimes are the beginning of a trend for the bad guys and wanna bees.

More people on the streets, bigger budget

More police are needed to keep up with this growing city. Enough said.

More police but fewer expensive toys such as the larger helicopter, end the endless number of gadgets, vehicles, etc. Police, not technology fights crimes,

More police officers and more division buildings. Have peace officers deal with traffic issues, freeing up police for crime and safety issues.

More police officers are needed and better communication between police and citizens to forge a relationship of mutual respect and cooperation. Officers are being trained in mental health which is fabulous and crucial.

More police on the street and fewer in offices.

More police resources dedicated to traffic enforcement. Photo radar is a tool, not an answer. Unlicensed, uninsured and poor drivers continue to go unchecked.

more police visibility in parks

more police.

More promotion on the uses of the non-emergency line or 377

More resources need to be channeled to mental health services and the elimination of poverty. This would have a major impact on the need for increased resources in the police force.

More routine policing across neighbourhoods, bus routes, parks. Ask for neighbourhood surveys to see if citizens want street cameras to dissuade local drug dealers from conducting business there. Communicate effectively what citizens can do, and should do, to ensure they keep their neighbourhoods safer.

More staff

More street presence by getting police out of vehicles and onto bikes and foot.

More street visibility

More transparency about police conduct.

Most police officers are responsible and respectful, but there needs to be more effort into policing the police force to remove the "bad cops." They should also reach out to youth and communities more.

Move officers from behind the desk to the street.

N/A

Need for police can (and should) be reduced by investment in other areas.

Need more good cops

need to keep hiring, many older EPC will be retiring, don't get behind.

needs more funding.

needs to be ticket stops in school zones rather than at the lrt under pass at coliseum. they're there everyday yet I see cars speeding in school zones everyday

Neighborhood policing. beat cops.

Never use reactionary policing as described in Cohen's Theory of Moral Panic, and instead use thoughtful, reality-based policing. And when there's a

neighbourhood police station, make it a neighbourhood police station. I lived for years at the Hope Mission, as well as having a lot of experience in the greater neighbourhood towards 116 street and up to the Royal Alex and never once did I see a foot patrol, despite the neighbourhood station. Not once. I see them all the time downtown, especially around the library, but while there are some very good officers who engage with the public, they are counterbalanced, in fact undermined, by officers who use harassment techniques, like was the policy among Edmonton Centre's security until the recent Gary Moostoos event. Find the good and thoughtful police; listen to them; empower them; and tell all the rest that those are their models for the future of policing in Edmonton.

New helicopter. Helipad at the new campus.

NO FANCY NEW HELICOPTER. EVEN THE USE OF THE EXISTING ONES IS QUESTIONABLE. MORE EFFORT IN COMMUNITY POLICING AND LESS MILITARY STYLE POLICING. TALK TO POTENTIAL TERRORISTS/CRIMINALS AND THEIR FAMILIES BEFORE THEY BECOME A PROBLEM. MAKE POLICE OFFICERS LIKED RATHER THAN FEARED BY THE COMMUNITY.

No funds should go toward a new police helicopter. We have not been able to open our windows at night in the summer ever since they got the first one due to the noise. I would like to see some hard stats on actual crime reduction due to the helicopter before we even contemplate spending more. Increased local community policing is much to be preferred. I would reduce this amount if anything is to be spent on the helicopter and any other efforts to militarize the police service, and I would increase it if more went to community policing

no more months long investigations into stupid things like grow ops, focus on violent crime not non-violent offences

nothing!!! excellent job!!!

OMG does the person answering my calls about minor situations on the roads really need my name, age, address, gender, etc etc?

Once they began to share neighborhood crime stats with insurance companies, crime reporting went down but crime has not. I have had my car broken into no



less than 5 times last year, I have my own security system I have not seen a police cruiser in my neighborhood in over a year.

Outlying neighbourhoods, which develop at the expense of infill, then clamour for new libraries and rec centres as well as police and fire halls (not to mention schools and hospitals under provincial jurisdiction). We have these facilities in place, but not in those outlying areas. If people choose to live in the burbs then they need to be covering the cost of the amenities in the burbs.

Over the years I think that the percentage of taxes in Policing has gone down reflective of alternative delivery approaches and use of technology. Should consider some of the other functions for a 'police light' type of staff like the sheriff. For example crowd control and traffic management on big events and things don't need only fully trained police officers. Rather than having two police officers on patrol on late night Whyte why not a Sherriff and Police. I think police should be paid well and trained well...but then we should look at how we invest this in the tasks needed to be handled.

oversight is needed for the law themselves plus we need a traffic section to get immersed into the traffic flow and address stupid driving rather then speeding only. leave photo radar alone for now

Perhaps rethink what is actually essential policing. 911 appears to take many calls that are non police issues or non criminal issues. This of course spills over into what all the police are expected to deal with. Perhaps public safety or civil issues such as getting a drunk to a safe place, manning a sub station, or tagging a car parked on a public street for too long should be moved to a lower level of policing like a public safety officer or a Bylaw or Peace officer. There has always been a great deal of confusion (from the public) as to what is dealt with by police, bylaw officers, park rangers, municipal enforcement officers, POP Officers, animal control, and peace officers hence calls to any or all city call centres available. Dispatch could still be centralized .. say through a 911 call centre or 311 call centre to sort out and triage the areas of responsibility. I think the police are doing an excellent job with the resources they have - I just think they are spread too thin with non policing issues.

Please, please increase the amount put into this area as we are experiencing a tremendous growth in our city and it will continue to grow because of our good economy, job situation, etc. We have grown by what 10% per year in population but have we kept pace and increased our police force by that much? Would like to see much higher fines for in fractures--maybe this would deter bad behavior especially on our streets. Fines like \$175 for distracted behavior does not stop someone in their car from using their cellphones. Make the fine something like \$500 for the first offence, then jump it to \$750 or \$1000 for second offence. May think twice before doing the crime again. Hit their cheque books with large fines as their seems to be a lack of respect for police as well as for rules of the road. Fines should be established by the police department as they are the ones dealing with all of the offences/deaths on the roads/accidents etc. Need more input from the police department & the doctors that deal with the emergencies resulting from traffic accidents for them to establish what constitutes a good fine to deter people from making bad choices behind the wheel of the car.

Police are over paid and the increased salaries are unsustainable in the Future.

Police are essential. We need more.

Police are important, no one is going to deny that, but in the past they seem to have just been given whatever they asked for instead of being forced to be more efficient. EPS needs to be more creative and use our tax dollars more effectively. Police officers do many jobs that could be done by non-sworn staff members (e.g. front counter work, administrative work, Communications, building maintenance management, I.T., etc.) Reviewing who does non-policing work could probably result in a lot of savings, simply by deploying our highly trained and expensive officers to better uses.

Police are limited in their resources but not because their budgets are too small. I think this entire department needs an overhaul in how it allocates its funds. The City of Edmonton should have a more direct say in how funds are allocated within this department. Police are a needed and valuable resource, but spending hundreds of dollars an hour for a couple police to attend a special event is ridiculous. Overtime should never be more than time



and a half. More police are needed in taking down gang and drug related crime.

Police budget shouldn't need to rely so heavily on traffic fines; if unable to meet Police service costs City should decrease funding to other agencies/programs that aren't essential and use that money for Police services

Police could be a little more understanding with older seniors. We know of one senior who was pulled over in Edmonton while driving from fort Saskatchewan. He was bringing his wife in for a hospital surgery and the police man pulled them over and gave them a ticket. . Also, police have so many things to be watching for, i.e., cell phone usage, smoking in cars with children, speeders, traffic violations etc, They have so much to look out for that they become a hazard to the roadways and other drivers.

Police resources are too often wasted standing around. This is too large a drain on the system. They could be more efficient.

Police services could be covered completely if drivers not following the rules of the road were ticketed. Police like every dept, could find efficiencies to fund more officers.

Police should be able to shoot people not to kill but to wound

Police should be making far better salaries than general public employees and politicians. They're the ones who put their lives on the line, and can have highly stressful working conditions.

Police should focus more to decrease real crime and not waste resources for unnecessary activities

police should learn that we do not have unlimited budgets and start to restrain their demand for the latest gadget. More emphasis should be placed on community policing.

Police spend more time on monitoring traffic enforcement than other more severe criminal matters. I know this because I have spoken to officers and many times when a severe criminal matter is happening but wait times for an office increases I ask the officer what were they doing before this call they say everytime a traffic stop/matter. Focus/priorities are not inline with Edmontons community in it.

Police stats are not to be trusted. Police officers make a very fine living in our city due to overtime. We should ask the department to find savings internally.

Drill them everytime a police officer somehow makes more than a (you decide the exact amount) set amount. They will probably try and hold council hostage, though.

Policing has changed and is continually creating new demands. This is an area of extreme importance.

Policing is vital but road safety is not being taken seriously, and how many helicopters do we need, really? Ramp up traffic enforcement and use those funds to help meet budget requirements.

Provide the funds to match our growth as a city; this is essential.

Provide the Police Commission with greater power.

Purchase two more helicopters - and increase the number of police on the streets. Establish a mounted horse unit for the parks and better crowd control during high crowd activities - units should consist of at least 100 members / horses - and to reduce costs - the unit should also be used to rehabilitate criminals - as these people could be recruited to clean stalls - and groom the horses.

Put lots of effort into programs working with at risk youth and public education. Make sure there are Aboriginal members of the police force and listen to their advice/get advice from Aboriginal communities about how best to handle dealing with Aboriginal people.

Quicker response times

Ranks have not grown with our population. There is more to be done. Also need to think about relieving police of their role as the front line in mental health intervention. What is being done by other levels of government to ensure police get to do police things?

reasonable, HOWEVER, you can drive on city streets for an entire week without seeing a police car (OTHER THAN COFFEE SHOPS AND THE POLICE STATION). get on the streets and start handing out tickets. the reason that Edmonton has so many bad drivers is that there is NO REPERCUSSION FOR POOR DRIVING. I have kept track of how often I see a police car and I have gone over a week more often than not.

Reduce inefficiencies in the department, provide coaching on talking to the public and have a human side to the force.

Reduce response time.
reduce use of uniformed officers for admin services; defer investment in new twin-engined helicopter; stop painting cars in militaristic black/white and return to blue
Reducing the occurrences of crime would be the most effective. How do we make Edmonton a place less attractive to crime? Until we do, the main improvements that I can think of are continuing the current education of the public on safety and protecting themselves (including through social media) and the quick phone and in person response times. I have always had a quick answer when I have contact EPS whether through 911 or 423-4567. What is it in Edmonton, or parts of it, that invite crime? How can we remove those aspects without driving citizens away or demonizing individuals/groups of individuals (e.g. sex workers, addicts, etc.)? Dealing with the homelessness and poverty issues could assist as well, in two ways. First police would be called out less often to deal with citizen concerns re: transients and second people in desperate situations sometimes see limited ways out of their situations or act out. In the latter, increasing the options may lead to a reduced population pool inclined/tempted towards criminal behaviour, thereby freeing up police time to provide services elsewhere.
Reliable response and support for non-emergency situations - specifically related to businesses and intoxicated or homeless individuals needing assistance.
Relieve pressure on police by utilizing PeaceOfficers & contract security more in City needs!
remove constables from administration jobs and have less management
Respond to calls regarding trespassing a lot faster. I remember daily the homeless people breaking into my apartment building, and the police taking 2-4 hours to show up. Why bother calling if that is the response time?
Response time by police is poor especially for property offences - maintain the status quo - not much value for money.
Review enforcement priorities to focus on public safety. Build integrity in our police service, and change policy so dishonest officers are discharged.

Stop wasting resources on vice and drug enforcement - those wars were lost long ago.
Scale down hi-tech equipment like the helicopter and urban tactical vehicles. Put more cops on the beat. Utilize big data to analyze crime incidence across many variables to anticipate crime and optimize service.
seems efficient
Sell the EPS helicopter(s), buy more bikes. Leaner cops, less obnoxious than sky-spying. Most cops I see are just driving around, sitting on their butts (except when they want to blow through an intersection, then the lights come on).
Send police cars when citizens call and don't cancel tickets if you don't have crews available.
Shift focus from intervention to prevention - work better with community groups, improve cultural sensitivity to build better relationships, enhance community outreach to specific groups.
shouldn't need more police to lower crime, social programs can do more.
Since the introduction of the menu system when calling the police non-emergency line, calling this service has been made tedious. There is a wide range of courtesy among officers. Some are genuinely selfless, decent individuals, some are outright misanthropic jerks and there's a whole spectrum in between. You never know who you're going to get when needing the police. I wish at the very least that this was more consistent.
Somehow we need to get a better handle on ex-convict problems. Why do we let them run freely in our community.
Stick to fighting crime and worry less about hiring new officers and buying fancy cars to catch "speeders".
Teach the EPS officers to take the edge off when dealing with the general public. Some of them have horrible car-side manners.
That is a lot of my money per month going towards policing. Although I have to say, that I enjoy seeing the police on the mountain bikes through my neighbourhood in the summers.
That's a misleading statistic. Crime, in general, goes down every year, per capita. What I would like to see is an increase in service to non-criminal citizens. For



instance, more help locating stolen property. Trained accident analysis people. There are more.

The alberta gov.needs to pick up the tab for prisoners transfer. Push for it.

The city is growing so should our protective service

The city police service is ridiculous. The cost is out of control. Start cutting back on the number of policemen. Also the salaries are too high.

The crime rate is down - why is the Police Service looking to add new members. Again, they are not a social services agency, they are there to deal with crime. They should not be dealing with anything else!!

The fact that our local police station is closed in the evenings is ridiculous. Outrageous in fact. And should be against the law. Otherwise I'm ok with where it sits at the moment.

The increase in radar traffic summons for very minor infractions (under 10 kilometers) are ridiculous. Road speeds should be increased to accomadate the levels that the road was built to handle.!! ie: Whitemud was built for 100kms, yet Council has decreased it to 80km. Ridiculous!!

The police are fabulous, but must be funded more by the Province and by other fees (such as photo-radar)

The Police do a great job. With a rapidly growing city (60,000 new people in the last two years) this is a tough question. Suggest an increase of .38 cents per month

The police do quite a good job. With the growth of the city, there is great opportunity for more and more thief's, drug pushers and just plain "bad" people. I agree with Vancouver, when they have someone that has an outstanding warrant, they ship them back to the province ... in other words get them off their streets and their "budget" is not paying to feed, etc the offender.

The police force is large enough at present; now make it more efficient. There is too much waste and no accountability.

The police have long ago ceased to be a "service". It is a police force with no regard for or concern for the citizens they are supposed to serve. There is no need for the Edmonton Police to have armored personnel carriers, of which they have at least 2. There has not

been a single situation in the last 20 years with armored personnel carriers would have been useful in resolving the situation.. It is also unacceptable that he police department insists on driving these vehicles for no reason in residential areas. This is not Afghanistan or Iraq and there should never be military style vehicles operated by a civilian police agency rumbling through our neighborhoods. When the police department actually starts to provide service to the citizens of Edmonton they they can have their funding increased until then cut it back.

The police in this city seem to be more concerned with handing out traffic tickets than anything else. The Edmonton police department has a very poor reputation in my opinion.

the police need to find greater efficiencies within their own organization

The police seem to be very challenged in the services they provide at the price point. Even still, they should be challenged to more with less. How about using more civilians to do non-critical services?

The police seem to think we're made of money. 400 more staff? More helicopters? Get real. Police services is empire building. Next thing they'll want are armored vehicles. Ditch the choppers. Add staff, yes, but they should be non-police, non-union for clerical duties so that the police who are sitting at their desks are actually out in the street.

The police service in this city can definately use a large improvement as there have been several issues involving citizen safety in the last couple years, It seems that the police are being used to cover small things instead of managing and responding to Large events in our city. The cops are also alot of the time not present in downtown areas that need a visual presence.

The police will ALWAYS want more. We do not need 2 helicopters, especially a bigger, louder one! Police can do fundraising if they want perks. Just need the basics to do the job

The routing system for when you call 423-4567 is downright stupid - by the time you get through to report the non-emergency event/crime the perpetrators are long gone. There needs to be a more streamlined way to get through without resorting to calling 911.



The tremendous growth in our city has not seen the required increase in police personnel needed. A thorough review is needed to insure police personnel are not being used where civilian personnel could be used to do the job. More money should be allocated for Crime Prevention Programs and Community Policing.

There seems to be 2 layers of policing requirements: serious crimes (criminal code issues) and the management of the same drunks, violent families and drug users; the latter of which appears to take a lot of time from real crime (criminal code issues). I often wondered if the routine traffic, street parking and the handling of the perpetual drunks could be moved to a different level of policing with a different level of pay and training. We really need top notch police but it seems they are handling the same people for non criminal events over and over while having to balance their time with the real criminal issues.

They desperately need more manpower!! How the city neglects such a necessary service is beyond me.

They do a good job with the resources that they have. Yes, I do support the use of the police helicopters (much safer for tracking fleeing vehicles). I support boots on the street, but lets make sure they have the tools that they need. The EPS is behind other canadian forces in its use of technology -- a good 9-1-1 system, but the rest suffers.

They do a good job with what they have to work with but the crime rate seems to be going up as well as the severity of the crimes. We need more manpower!

They will need more staff as the city grows. ... yup. somehow we have to find a way to pay for them. ...

Think they are doing a pretty good job

this is a beast out of control. 3 choppers? none would be better. stop wasting cops on the failed war on drugs. leave pot alone - period. focus more on white collar crime - the only crime that really hurts thousands and thousands of people.

This is area where the province needs to give Edmonton (and Calgary) more room to work. Edmonton certainly carries a lot of the weight for its suburb cities, and an increasing population only exacerbates things. Some more provincial funding for policing, or tax tools the City could use to supplement such costs, are key to maintaining service levels.

Too important an area. Must keep up with advances in criminal activities.

Top heavy administration costs. More boots in the "hoods" and fewer white shirts at HQ

Tough job.

Traffic tickets for more than just speeding (improper lane changes, driving too slow, etc.).

Tricky issue, could always use more police but must balance it in the budget.

Two officers per patrol car. More foot patrols along "high nite life streets "

Uh this makes no sense since the chief recently asked for more officers claiming crime is up in Edmonton while down in every other major city In Canada so which is it?!?!?

Unclear as to why budget increase is necessary. Does the City really need two helicopters? Is the NW training centre really necessary, or can training services provided by other groups be better utilized? Need to show more value for money spent.

Unsure

Use the police NOT as tax collectors (that is what the photo radar has become), and actually put them to useful work. Sitting in a car manning the photo radar is not proper. You focus on a cash-grab instead of doing police work. We all know who are selling drugs and who are committing crimes. Go and be police!

Use traffic enforcement officers for real crimes and not for speeding. Way more Edmontonians die from murder then traffic fatalities.

violence has been going up and we need more officers in order to keep us safe.

Walking patrols are good- frustrated the way some Peace Officers go out of their way to bully/lecture folks- most officers are odd however and I realize it can be a very frustrating occupation

Was there really a reduction in property crime or do people not report anymore? We had a kayak stolen out of our yard and when I sent to the police station I was told to just go home and fill out online. Filled out online and got a computer generated response -- I am sure nobody ever looked into this.

We do not need a 2nd helicopter.
We don't have enough police in Edmonton. Responds time seems to be falling behind. We called the police on a number of occasions and it has taken them at least a couple hours before they show up.
We don't need that many more officers or other things in the police budget. we need to live within our means and focus on core services and not blocking traffic during rush hours for hours on end for minor accidents.
We don't want military type police, we want police that will inform and educate, and be more responsive. Presence is good. Police shooting

we have a good police service
We need foot or bicycle cops to actually enforce downtown bylaws against bikes and skateboards on the sidewalks. I was hit by a cyclist as I walked out of an office building and onto a Jasper Avenue sidewalk almost two years ago and am still in physiotherapy. The guy (who never even stopped) could have killed me.

We need more beat cops downtown.
We NEED more police to keep up with the increase in population, as well, the gang problem etc are much worse than they used to be
We need more police, they do an excellent job but need more people.
We need our Police Services big time. Our city is growing in leaps and bounds which means that we need more police officers. As it is, there is not a lot of police presence on the roads and that allows for more erratic drivers. In order to combat crime properly we need a police force large enough to handle the number of people in our city.

we need the policing at any cost
We need to address the culture of police aggression. I hope it's getting better, but we don't have a good reputation.
We need to continue hiring as we need more police on the street. We have laws such as the distracted driving law which is not being enforced and I'm guessing it is because our police don't have the time.

We need to listen to what our EPS management are telling us and we as Edmontonians need more police and police services in our city. I absolutely agree to pay higher taxes for policing services.
We see polices in many places of the city, witch is fine, but we see everyday things that police should be there and intervene, but they are not.
We want to feel as safe as possible, however, we have had three experiences over the past few years in which we felt the police were not very interested in our needs. For example, a completely snow covered traffic light we pointed out that was "not their job". Police management of traffic, personal connections that would make us feel there was an interest in our needs or some personal contact may make us more supportive of funding needs. As mentioned earlier, management of traffic and bylaw infractions should be a priority.
What are all the different numbers for again? I like police cars being around, especially at night. Makes me feel like if I get mugged on the way home there's at least a chance I can get help.
Why do so many police and fire vehicles arrive when one homeless person appears mildly comatose? I have witnessed this personally at least 3 times. Also, it is apparent to me that the capital cost of policing has increased substantially (like many jurisdictions) - does it really make a difference? Lastly, I am very opposed to any form of militarization or equipping of police to handle 'crowd control' in any manner that appears even vaguely combative. The reduction in crime is almost certainly related to a solid and expanding economy - be very careful in evaluating crime drops as due to police investment.
With a growing city, it is important to increase police services to meet the growing community need. Further to that; police services are often called upon to deal with the symptoms of a larger more complex problem. I think more funds need to be directed into services within the Police dept that work on cross agency services to deal with those problems.
With the rapid expansion of the city we need more police.
Would be nice to see a visible police presence in my neighbourhood.
Would like to see more enforcement of the distracted driving laws.

Wow, I am not surprised the budget in this area is so large...policing is an important service for a city of this size. No suggestions.

Write more tickets to increase revenue.

Public Library

Overview: The [Edmonton Public Library \(EPL\)](#) system includes digital and physical collections, 17 community locations, inter-library loans, reference services and public computers. Celebrating its 100th anniversary in 2013, you can view the EPL's mission and business plan [here](#). Edmontonians visit public libraries more than 14 million times each year and borrow over 12 million items annually. Library cards are now free to all!

Taxes per month:

\$3.96

In your opinion, what could be done to improve the services of the Public Library?

:)

A fantastic resource! The people in the library are a pleasure to deal with.

A gem ! One of the services that truly reaches out to all with direct & diverse benefits.

Almost nothing. They are the greatest!

Also the new branch at highlands like most branches are cold unwelcoming shopping mall like structures. I also don't believe they've got chairs you can feel comfortable in, but that's just a quibble.

AMAZING services- maintain free memberships for public as a great learning and access tool to all

Another great service with a modern day touch. Keep it up!

Beef up cultural events planning for the main library. More lectures, performance, etc.

Books are on the way out. E-readers with downloads will be the way to go in the future. No late fees, no book costs, books automatically expire after the 10 - 14 days.

Boy these are busy - I am so pleased they are the community centre. They should be built in conjunction with recreation centres and family/senior/parent resource centres.

Build more branches.

Build more of them! They are truly useful and one of the best things about Edmonton!

Can also increase fines to increase revenue. More outreach programs for youth would be good.

Change the entrance to the Milner library, our marquee library, from the crowded, unwelcoming bus stop/fight zone on the North Side to the under-utilized south side plaza, which would be a sunnier, welcoming, uncrowded, nicer "front door" for the city's biggest library.

Charge 5\$ a year for a library card.

Charge a fee for library cards and put this money directly into the libraries. People who cannot afford to pay could get their card for free or a small fee and all others could pay

Charge for library cards, most people can afford it.

City libraries are an essential service and EPL doesn't need to change a thing.

Clean it up. More security. Not just contract hired security.

Clearly this will not be a bricks and mortar business in about 10 years. Creating better access for these services in schools might be a more sustainable business model. Also creating better access for less affluent homes to online content delivery is critical.

Close under utilized facilities.

Consider shared spaces. Rent out to daycares or other programs? Repurpose spaces for teen drop in centers? Rent out areas to food establishments?

Construct new branch at Capilano (it is too small) continue the \$0 fee

continue to provide free library cards

Difficult to improve on the best library in the world ;) I have been associated closely with the library for a couple of years and the only thing I could suggest would be more coordinated staff training on working with the homeless populations who access the library and building bridges between all the members of the community who use the library services.

Do not cut their funding! Very important community service!
Doing Great! Love the lab area. I wish I used the library more to be honest.
Don't fix it...it ain't broken.
Don't spend millions on a fancy new downtown library. Yes it needs some refurbishment, but we don't need a Taj Mahal. In fact, spend the money on new libraries in the suburbs.
Don't use the library - so why do my tax dollars support it?
Downtown library has a lot of unsavory characters- could do without the drama- don't dare look at anyone-
Edmonton public libraries are great but could update their children's books. Recently published books are hard to find.
EPL has demonstrated a truly innovative approach and a sincere commitment to reaching out to people recognizing their diverse needs. Their community programs speak of their ability and willingness to change and adapt to the emerging needs of the city.
EPL is a gem in Edmonton and we are so lucky to have it. Parking at some of the branches is too limited however.
EPL is a great community resource. Keep up the funding so they can continue to be innovative!
EPL is a great place to improve literacy which will help all around. I could spend more here! They have great management too.
EPL is continually improving its services, with the 3D printers, chromebooks loans, hoopla etc partnerships, reading groups, film dates, and so forth. I am pleased with EPL. The only area of concern I have is the library hours, which are sometimes limited in evenings and weekends, which is when most of the working world would be able to visit the library. Personally, however, nearly all my loans are digital and accessible online, so it does not directly impact me.
EPL is great - no complaints here!

EPL is one of the city's gems. Fund it so that the system can continue to thrive. Renovate the interior and exterior of Stanley Milner or it will soon look like an ugly step sister amidst all the new buildings slated for downtown. It deserves to look smart and up to date!
EPL is one of the truly great services in Edmonton and everything should be done to facilitate enhanced services here.
Excellent service
Excellent service and happy to be a regular visitor to our libraries. Free cards should be continued and I would be willing to pay more on my property taxes to encourage free borrowing by everyone. I'd pay regardless .. but there are some folks that can't afford the \$12 or \$20 to access the wonderful service of EPL.
Excellent service!
Fabulous service!
fairly well run although staffing costs high
Fantastic just the way it is.
find funding in the city budget for the EPL social workers rather than having them cut a staff position.
Focus funding to provide enhanced services in economically disadvantaged areas of the city. This is one of the few places in the city that welcome anyone regardless of what they may appear to be
Free cards! YAY
Free cars were a fantastic idea!
free library cards was an excellent idea
get the derelicts and addicted out of the Milner.
Given the reaches of technology, I'm assuming the usage of libraries might be significantly decreasing (hence the introduction of free library cards to encourage usage). I'm basing my thoughts on limited understanding, but with that said I could see this not being a priority compared to other areas.

Given the reaches of technology, I'm assuming the usage of libraries might be significantly decreasing (hence the introduction of free library cards to encourage usage). I'm basing my thoughts on limited understanding, but with that said I could see this not being a priority compared to other areas.	I am disappointed that the Millwoods location is moving to a standalone building, as it was much more convenient in the mall, especially for parents with small children. Now we will have to either drive across the parking lot or walk with small children in the middle of winter. I think the move was a bad idea.
Go back to the \$12 user fee for those that can pay. Make the fee voluntary. Use more volunteers.	I am impressed with the efforts the Library has done in terms of out-reach
Good job with the Public Library	I am very satisfied
Good to see extended hours...but still believe user fees should pay for service with surplus in a funfair for low income. Not convinced the role of a library is outreach with social workers....I think need a clear definition of role....if social work outreach needed, why not refer...or offer space for other outreach social workers? Why should city provide this when many community groups do?	I appreciate being able to put a hold on a book or dvd online and easily pick it up. I just want to say thanks to the staff, who I see deal with a variety of people in a calm, helpful manner.
Good work EPL!	I began to use the library again this year after no use for many years. I was attracted by the no fee membership. - library cards should be free.
Great campaign with free access, new branding etc	I believe Libraries are going digital and at some point books will be digitally scanned and able to access from EPL online.
Great facilities and resources. Keep on the current plan.	I believe some sort of user fees is needed here. I know that this is a touchy area but there has to be some sort of user pay system here to maintain the programs.
Great program.	I believe the Library Services are well operated.
Great service. Please continue	I do not think that they need 'improving'. User fees should be increased if necessary.
Great to have free library cards back.	I don't ever use the library. My family doesn't use the library. Stanley Milner is a frightening place that houses degenerates. I don't know what to do about libraries. I'd need more information supporting their viability to make a decision on them.
Great work here	I don't know
Grow the ebook version library.	I especially like the idea of the social workers in the downtown branch.
Has	I had no problem paying a small annual fee for my library card. Bring back the fee for those who want to use it, and put the tax dollars towards improving traffic flow in our city.
Have some days where you go in and get your fines cleared off.	
Highlands branch hardly has any books! All open space and computers...disappointing. LOVE the Stanley Milner.	
I <3 EPL.	
I am a very happy user of EPL services!	
I am an avid reader, but do not use the public library. If the figures are correct, that they are used as much as they are, then the program is worthwhile, and the funding seems reasonable.	

<p>I have real concerns about public comfort and safety outside the Stanley Milner Library at any time of day, but especially in the evenings. The presence of Peace Officers is appreciated but there needs to be much more oversight in the evening.</p>	<p>I love the EPL. I was happy to pay by annual membership. Best money I spent. I think the membership fee should be voluntary so that those who want to contribute have an easy venue to do so.</p>
<p>I like that library cards are free.</p>	<p>I love the library - even though I don't use it for books very often. I think having this as part of the city budget is vitally important to the community. I fully support the library and would encourage the city to find a way to increase its budget and expand its programming.</p>
<p>I love EPL. I've noticed that the most popular services do not appear to involve books. Also, I get most of my books by placing a hold first - what might a bookless library look like? Could there be a model where all books ship, as needed, from a central library? Would that reduce cost?</p>	<p>I love the library! I love the programming for kids and new immigrants. I would just like to see basic building not fancy building like Jasper Place, too much concrete. What ever happen to the class brick building like Whyte Ave branch?</p>
<p>I love libraries and they do a great job.</p>	<p>I love the library. Utilize more volunteers.</p>
<p>I LOVE our libraries! I am an avid user, typically visiting two or three times a week and often partaking in various classes like Storytime or Sing, Sign, Laugh and Learn. I believe the \$12/year annual fee was justified given the amazing services available. I feel that should be reinstated in order to bring in additional revenue for the city. Perhaps giving Post-Secondary students a free library card in addition to those under 18 years of age would be good as well as giving seniors a free membership but the rest of the population could pay (unless they were below the poverty line, of course).</p>	<p>I love the public library. I really like the inter-library loans. I have come across instances where a book that I want to borrow is not in the system at all. I think it would be a good idea to be able to request the library purchase books they don't currently have</p>
<p>I love our library.</p>	<p>I never to the library anymore, when I did the resources were out of date.</p>
<p>I love that the library cards are free to all, but I would be willing to pay 10\$/year to support the library, if the programming funds were necessary.</p>	<p>i only used libraries when my children were under the age of 12years old. After that they are not interested in the programs libraries provide and now with internet libraries are no longer relevant as they were as a resource and gathering centre.</p>
<p>I love the Edmonton Public Library, I use it quite a bit, however, I rarely physically go into the library, I do everything through the Internet. For this I am truly thankful. I am especially thankful that it is free for me to use. I do not understand the need for a new building in Millwoods to house the public library. Why did we need a new building? The library went from the recreation center, to the mall, now another new building... Why do we keep needing fresh and new all the time?</p>	<p>I really like that the library cards are free - having access to information is extremely important for our community.</p>
	<p>I support the main library expansion plans, something needs to be done re that building and side of the road (I generally cross over to avoid walking in front of the downtown library)</p>
	<p>I support the way the Library is inclusive and has programs for the homeless.</p>

<p>I suspect the primary reason the library cards are free is because library usage decreased significantly under the cost system. This probably isn't just a cost issue, it is a change in society regarding technology usage with ebooks, emagazines etc. Again -- key metrics - cost per book lent, number of people that use the library facilities etc. -- let people know what they are getting for their dollar so we are better able to decide if we want these services or not. The new downtown library proposal -- what are the objectives? Show piece for Edmonton or more function library? The new JP library seems practically empty when ever I visit (maybe some times are busier than others). Do more with less. Look to partner with province or Canada wide electronic services.</p>	<p>I use the library daily. Yes, daily. It is a wonderful service and provides valuable services to all citizens. It is great value for money. I use the online databases to read newspapers, look up medical information, ask questions, pay fines online, reserve and borrow books. I go physically to library every two weeks to return and pick up books. It is a truly, valuable and wonderful service that all Edmontonians can benefit from. It would have been better for the citizens to find out more about the many services that libraries offer here than build a stupid arena for the Oilers.</p>
	<p>I use the library on a regular basis....great service for the city but I noticed they Re cutting back on books for more video and other IT products...a library needs books</p>
<p>I think EPL has come along a very long way in the past years. Keep supporting them as you have. Love the new electronic accesses</p>	<p>I would have increased this one, but I can't think of a single other thing the library could do to improve. It exceeds my wildest expectations (I've lived in many cities and used the libraries in all of them, so I can confidently agree with EPL as #1 Library!)</p>
<p>I think that the Public Library could be great alternative option for the seniors' centres. Seniors' centres are almost like pasture lands that don't really get seniors to participate more in their communities.</p>	<p>I'm a big fan of the library but not of its having gone to a free card system. I would rather pay for the services I receive than be solicited for donations and have my tax dollars pay for it. I agree that the service should be available to everyone but don't know why there can't be an opt-out for low income individuals. Services that are inherently financially sustainable are better than services that fight for a piece of the charitable pie in a crowded field.</p>
<p>I think that they could fund raise a bit more aggressively. "Library cards are free, but you can pay if you want" - I would have liked to hear that when I renewed and would have donated on the spot.</p>	<p>I'm a steady user of EPL services and think a library card was a huge bargain at \$12. As long as those who can't afford them can get one for free, I'd like to see the fee return ... presuming it would make any difference financially.</p>
<p>I think these services are being managed well at the current budget.</p>	<p>I'm proud to say Edmonton was voted the best library! My family uses the EPL app all the time. We take pride in the beautiful new library in our area, Jasper Place.</p>
<p>I think they are doing a fantastic job! Most people don't know that the Stanley Milner has outreach workers to help with the street people & youth who use the free warmth. We should be lauding the public libraries more. They are the new livingrooms of the city.</p>	<p>Improve the main library and close small local branches.</p>
<p>I think they do a good job and keep up with new systems and the willingness of the library to teach electronic upgrades and changes.</p>	

<p>Improve the Milner Library</p> <p>Improvements at the downtown Stanley branch likely need to be thought of and budgeted for soon. Expanded hours would be great. More connection with social services, especially at the downtown branch.</p> <p>In the era of on-line learning, libraries are outdated...but if we need them, try not to waste money. When was the last time any library in Edmonton bought a book from a used book store instead of new? Pay \$40 for a new hardcover or \$5 for a used one....that would make a big difference over a year.</p> <p>In this electronic age I think libraries and the services they provide should be re thought. There are more efficient and less labor intensive ways for the public to get digital and physical information. There a lot of physical and human resources dedicated to libraries who are struggling to come up with ideas to get people coming through the doors and keep people interested. I think people who want to use libraries should park their horse and cart and also pay a membership fee, or the library board needs to start thinking of ways to earn my tax dollar by providing a service I might want to use. I see the statistics on visits... a true reading of it's value would be who is willing to pay for the privilege... not who wants to come in and get warm for free.</p> <p>increase and/or introduce user fees</p> <p>increase e-services and cut back on brick and mortar buildings and its associated costs. I use e-service exclusively and have not been to an actual library in years.</p> <p>Increase the digital network of borrowing. I like what I see so far.</p> <p>Increase the ebook content on line.</p> <p>Increased predictable and sustainable funding for the EPL.</p> <p>Increasing safety for librarians and patrons of the library.</p>	<p>Instead of hiring part-time library assistants, they should be offer full time positions with benefits, so that they can make a long term commitment to the institution. Now they're wasting a lot of resources training new people, as the turnover for that position is quite high although a great place to work.</p> <p>It gets better all the time - nice to see EPL keeping up with technology. Love the speakers series!</p> <p>it is beautiful the way it is.</p> <p>It is free, but used. a minor fee would go a long ways.</p> <p>It is not the job of ELP to be a social service drop in centre for street people. They're scaring away regular patrons. Many DT patrons are going to Westmount EPL.</p> <p>It is simply incredible. The EPL is fantastic.</p> <p>It seems to be working well but funds should be set aside to replace the downtown library building.</p> <p>It's about time that the \$12 annual fee was discontinued. A flat fee like this was detrimental to people & families who needed the library's services the most.</p> <p>It's fabulous; have some of their innovative staff work in other areas of the City.</p> <p>I've had BENEFIT of these services in the past year.</p> <p>Just got a library card today. This is a valuable service that should be allowed to evolve into a public outreach area. Everywhere you go now a days you are forced to pay. We need someplace where people can congragate without having to buy something.</p> <p>Just read an article about how the library is meeting the needs of the less fortunate. This is a marvelous organization. However when I look at the amount per month it does seem costly comparatively speaking.</p> <p>keep access to books free</p> <p>keep as is.</p> <p>Keep being awesome through the expansion of our city.</p> <p>Keep EPL Go open at the U of A.</p>
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Keep library cards free!!
Keep memberships free.
Keep the libraries updated/upgraded; maybe look at public funding?
Keep the library card free.
Keep up what is being done.
Keeping up with technology is important and I think that it has been done well so far and should be a focus moving forward
Knowledge is key to a vibrant city. Keep up the good work with the EPL.
Kudos to the EPL for its recent awards and recognition. Continue to innovate! Would be nice to see what would come out of more connections between EPL and Open City.
less computers, more space for children to read.
Libraries are a natural hub and we need to support them
LIBRARIES ARE FROM THE PAST. THEY ARE USED AS HOMELESS SHELTERS. COMBINE THE LIBRARY CONCEPT WITH SCHOOLS, AND EXPAND FACILITIES AT SCHOOLS.
Libraries are great levelers in our society and ours is one of the best and should be supported in more locations, more hours, more books or resources.
Libraries are great, but the expense ehas gone crazy...its too much when we can't plow roads?
Libraries are obsolete now,
Libraries are outdated and can be replaced with neighbourhood internet access resources.
libraries are overstaffed; consider cutting number of positions via lay offs or attrition
Libraries still have an important role to play. They are some people's only access to a computer and printer, needed to find housing and jobs. Keep them open access to all people.
Library cards should not be free. Everyone using the libraries should contribute to the costs of operating them.
Library does a great job! The bathrooms at milner are toxic waste sites though.

Library is terrific. Maintain support
Library services are excellent - can't think of anything to suggest to enhance them.
library services are truly amazing in Edmonton, free library cards are a brilliant idea, staff are friendly and helpful at my local branch. If we could, I'd love to see libraries expand their hours.
library services are trying to be everything for everybody and have moved too far from basic purpose; too many social programs take large amounts of staff time/salary; decrease social programming
Like the regional One card.
Long wait times for some items
Longer hours!
Longer hours. This is something with a real benefit, unlike office of public engagement.
Love it, what can i say. Commit to renovation of the milner.
Love my library!
Love our library services. I use Stanley Milner and I like to see the multicultural/disadvantaged using the services at this branch.
love the free library services
Love the library and that it will be located in the rec centre.
Love the library
Love the Library
Love the library system!
Love the library-- we have the best library ever and I'd like to see us keep it that way. The Milner needs some upgraded looks-- I hope the reskinning project goes ahead.
Love the library. Really notice how innovative it has been lately. Thank you! New branding. Free cards. Great service.
Love the library...should use it more!
Make it possible to renew library cards online, some of us don't have the time to get in to a library branch to renew library cards

Make new books available for borrowing more quickly. That's just a quibble. I can't praise the library enough! Great staff, great services, love the ebook services (so convenient for us mobility-impaired seniors, especially during the icy months). I'd be happy to pay more taxes to provide greater support. I'm a regular financial donor.	More personal customer contact. Introduce heating cooling efficiencies. Maybe necessary to close some libraries centralizing services.
Make the Milner safer and less of a homeless shelter. I haven't gone back since I witnessed an assault on the stairwell several years ago.	More popular books - they are always taken, so I just go buy them.
Make the software a real-time one, so when you put something on hold and it shows available, to actually be available not already checked-out.	More programs to help people make better life decisions (nutrition, finance, exercise, etc.)
Makes the libraries feel safe and clean. I don't like walking into the downtown library - there are areas where the stench of alcohol or body odor or urine is so strong, my eyes start to sting.	More programs. More staff. More resources. Build on the great things happening here and keep the momentum going.
Many other cities have introduced paid memberships to offset costs	More things like the makerspace at the downtown location
Milner needs a revamp and/or expansion	Most Edmontonians can afford to pay for their library cards. If they can't, then they can request a free card.
more access, more libraries. otherwise keep up the good work	N/A
More activities for children	N/a
More advertising of services I think would be of value to ensure we are aware of the services being offered.	need to be more efficient
More digital content. Once physical book is destined to be deleted from the shelves replaced with a digital copy. Build a digital back catalogue to rival Google.	Need to charge for certain services, but these should be means tested
More downloadable books on-line	new libraries have excess unusable space; plan any future new libraries to be functional/less expensive to build and maintain
more funding for books and more branches.	No changes
More integration or cooperation with neighbourhood services.	No Comment seem good,
More lending machines at transit centres. Create more opportunities for professionals to volunteer in evenings and weekends. Provide free space for non-profit groups to hold meetings that can be booked online.	NO IMPROVEMENT NEEDED AS I SEE IT.
More of the same - keep the library system expanding and providing its much-needed service.	No opinion
	No real suggestions for improvement, I think our library is excellent and I use it often.
	Not much, we really have an amazing library system. Request books online, read books online, borrow movies, music.... wow! You request a book and all you have to do is pick it up. Also, we have a wonderful system that allows us to borrow from libraries across the province. Awesome!
	Not to much, it works very well.
	Nothing comes to mind.
	Nothing is wrong with it, but more funding would mean more money for increased programming.
	Nothing! The EPL is awesome!

Nothing, all city libraries are excellent. Keep it up. Didn't need to make library cards free, I would have been happy to pay again this year for such an excellent resource. Use it multiple times per week.	Physical books are a thing of the past. Lots of great info online are free now. Public libraries should have ultra fast internet to attract young people. Look what Korea is doing in terms of internet speed. Let's have that in public libraries.
nothing, love it!!!	Please build a new library for the Capilano Branch! We've heard rumors, but have not seen any solid information yet.
Nothing. EPL is first-rate. Keep up the great work!	Please don't redo the downtown library, it's fine the way it is. Libraries are slowly dying and we should let them go gently.
Nothing. It is a wonderful and vital asset to all of us.	provide mobile service to seniors homes
ok	Providing public library services is essential, easier said than done but keep expanding and growing
on my one visit to the downtown library this year, the staff I dealt with seemed less then enthusiastic in their dealings with the public and the fellow I met with showed up late for our appointment	Public library is very good.
Open a new temporary Library in the Christian Victory Centre on Ellerslie Road for the quickly growing and underserved Heritage Valley neighbourhoods.	Public library rocks!
open at 9am every day , open late Fridays	Recent growth in Outreach Services should be given top priority. The library is one place I am glad to give more tax dollars.
Our libraries are AMAZING and they need continued support.	Recruit student volunteers from post-secondary institutions to develop and lead library programs in their field of study. For example, I am a nutrition student at the U of A and students in my program are always looking for volunteer opportunities; many of us would be more than happy to teach basic nutrition to library users. This would be mutually beneficial to students and the library.
Our libraries are doing a great job of keeping modern (electronic) and offer may different uses to all its patrons, monies well spent	Reduce costs to rent rooms in libraries - it is prohibitive for small boards and independent users.
Our library is another area that is weirdly selective (snobby?) about how or even if they support local writers. It's baffling.	reinstate the library card fee.
Our library service is wonderful. I donate to the library. Its budget could be cut, and it would still be wonderful.	Renovate Milner Library as suggested. Make certain there are entrances on each corner.
Outlying neighbourhoods, which develop at the expense of infill, then clamour for new libraries and rec centres as well as police and fire halls (not to mention schools and hospitals under provincial jurisdiction). We have these facilities in place, but not in those outlying areas. If people choose to live in the burbs then they need to be covering the cost of the amenities in the burbs.	Seems fair, a good service.
pay for cards if you can	Service as it is meets the community needs I believe.Providing free library service has certainly benefited the citizens as a whole
	Service at the libraries is exceptional, staff should be congratulated for their dedication, and get brownie points and hugs regularly.
	Should be a fee for use

So much is available online. Reference materials etc.
some library staff salaries are too high for unskilled jobs (ie - adult pages)
Spend more money on ebooks and less on paper books
Start migrating our libraries to becoming meeting places, people places and social spaces for communities. That appears to be the wave of the future. And keep providing access to technology for those that may not have access to it at home.
Stay open on stat. holidays. Many people don't get a chance to visit the library but on those days.
Suggest levying a \$1.50 or a \$2.00 fee for library cards, Users should pay a nominal charge for these cards. Suggest seeking corporate sponsorships to improve library upgrades.
Support the library and expand the branches into new areas as quickly as possible. Don't close the branch at the U. of A. EPL won a top award this year. Let's win it again.
Thank you for making library cards free!
The best investment for growing a smart city. Keep the cards free.
THE Churchill Square library has to be re-thought to be more inviting to patrons (cleaner, better interior design – a more relaxing space). Currently it seems to serve as a community services drop-in centre.
The downtown library is a homeless shelter. They need their own space to sleep and be warm. Perhaps a separate wing of the library.
The EPL is critical to lower income families who want to promote curiosity in learning in their children.
The EPL is fantastic. Can't imagine better.
The existing Stanley A Milner branch is dated and shabby looking. As the flagship library branch with such a conspicuous location on our most important public square, I think the building deserves an exterior re-skinning and interior renovations to bring it up to date.

The internet is making libraries obsolete. Why put all this money into them when the resources are better online.
The libraries are awesome!
The libraries in Edmonton are fabulous! The social service role played by the downtown library especially is excellent.
The library downtown is scary so i don't attend it at all.
The library is an wonderful asset to the city. We are lucky to have the libraries.
The library is doing a great job!
The library is doing a great job! This is the best front line community service!
The library is excellent; hope it stays that way.
The library is great. Keep it up.
The library is keeping up with the times and is always enjoyable to visit online and in person.
The library is well used by a particular group within the population but rarely used by the mass majority. I don't think there needs to be as many resources allocated to something used by such a small percentage of people.
The library offers many free services, I often see disadvantaged persons using computers; I like the outreach at the Milner, to street people; I hope that books never disappear from the shelves because of Kindle books and the like.
The library service is awesome. Keep up the good work.
The library system in Edmonton is just fantastic.
The public libraries are a vital part of all cities
The re-skin & upgrade of the Milner downtown would be great.
The size of these new libraries are huge. Is it really cost effective? Perhaps they should implement there yearly fee
There are doing a fantastic job!
There are some that need these programs, but I do think too much goes into this.

There is no need for a major renovation to the Stanley Milne Library. To paraphrase the Mayor I have my library in my pocket and can access the library resources from my digital devices.	This is the City service I utilize the most and it deserves every cent it gets. The services provided are amazing and innovative, and are essential to building communities.
There library is on the right track in every way possible. I'd love to see them hiring more full-time, permanent employees (as opposed to part-time, temporary), but that's about all I have to say.	This system is working very well.
These guys do a great job.	To be recognized as the world's best library, means that Edmonton is doing something right, or in other terms we have a competitive advantage in the area of libraries. As such, we have to maintain and foster our library system to continue the momentum.
They are doing a fantastic job.	Top tier library system, modern with great online access and service. Please do not reduce funding here.
They are doing a good job of adapting, but they must do more because change continues at a rapid pace. I love the idea of more "engagement" activities and espeically those that encourage citizens to get positively involved in helping build our city.	Unfortunately, in the computer age, the need for physical books and research materials of this medium has steadily decreased over time. I don't advocate for their elimination as a certain segment of the population regularly use and need these facilities. This may be a completely inaccurate perception but the library closest to me (downtown library) seems to be frequently most used by marginalized and low-income members of society. As such, perhaps a different model could be utilized which combines social services, library services, an affordable housing for these high demand users.
They are pretty much on top of their game. No change	Use it as anadministration admin service to enable individuals greater access to city government.
They were having some issues with their "centralization" initiative. While the effort is commendable I'm not sure it will ever really work because of the fact that different neighbourhoods have different needs and cater to different events. Some things shouldn't have to be put through head office to be posted on a bulletin board - especially since there are so many library-specific things. So maybe loosen up about it? Everyone's scattered since they tried to organize. Irony.	use the P3 model. Charge a small fee for library cards.
Think of these spaces as facilities for learning, rather than stores of information. Programs surrounding largely inaccessible technology like the 3D printer are amazing. More things like that please!	User fees!!
This is a dinosaur	user pay. I've used the library for years and was quite content paying the \$20/year/family user cost. Now it's free. USER PAY NO FREEBIES
This is a hugely important service to continue!	user pay. I was actually offered a free library membership by staff after I told them I'm employed and could afford the cost..
This is a marvelous service, I hope you always keep it going!!!! :) It benefits the community in so many ways.	users should pay more for the services from the library, and less from my taxes.
This is one area that seems to be able to function without interference from the bureaucrats.	Very proud of the Library
this is one of the best services the city has, always underfunded.	Very satisfied with the existing library program.

We don't need new fancy buildings for libraries. Slow down on technology
We feel that we are overspending, it is not a very critical service. Adjustments can be made.
We have a fabulous library system. Maintaining that excellence is really important to me.
We have an amazing public library system. Very innovative. I think we should go back to charging for library cards for those who can afford it. Perhaps there should be a \$25 "family" fee rather than per person? It provides great value.
We have enough libraries in Edmonton. With the Internet, etc. libraries are used less.
We have one of the best libraries in Canada. Keep it up, Edmonton!
We have the greatest public library services! I am so impressed with the work that is being done, the supports and services being offered, and the talent and innovation coming out of our public libraries.
We love the library!
While I applaud the free membership card option, I wonder if the revenue loss from \$10 lifetime membership would be more beneficial to reduce EPL costs and divert the revenue for other city programs.
Why are we not charging for library cards anymore...user pays methinks
Why aren't library services delivered electronically? We are in the age of iTunes and google. Loaning out movies that people can rent or buy in stores seems like a needless expense.
With electronic media becoming the norm, less should be spent on building neighbourhood libraries as gathering places. Perhaps they could be combined with a rec centre or community hall? Buildings are expensive to build, maintain and staff.
With the Internet I believe Libraries are slowly dying out, close some branches.
Would be nice of they had books my son actually wants to read. I no longer have a card.

Public Transit

Overview: [Edmonton Transit System \(ETS\)](#) is responsible for buses, DATS, LRT operations, security, transit stations and transit centres. The mission for ETS is to provide customer-focused, safe, reliable and affordable public transit services that link people and places. Every weekday people in Edmonton take more than 400,000 trips on bus and LRT, equal to the population of (insert name of mid-sized Alberta municipality). In the past 11 years, ETS ridership has nearly doubled, increasing from 44 million rides in 2002 to 86.7 million rides in 2013. This was 4 million rides more than 2012, an increase of over 5%. Over 25% of the City's employees (excluding Police and Utilities) are dedicated to direct provision of transit service. Facilities include: 25 transit centres, 6 garages, 15 LRT stations, over 900 conventional Buses, 45 community buses, about 290 routes, about 100 DATS Vehicles, over 75 LRT Vehicles.

Taxes per month:
\$20.18

In your opinion, what could be done to improve Public Transit services?

- | |
|--|
| - consider annual transit pass for all citizens, not just seniors/students; more convenient for users and decreased production/distribution costs to City |
| - cost of seniors' annual transit passes should be increased |
| - increase evening and weekend scheduling to accommodate increased volume of shift workers |
| - increase number of 'double' buses (presently only operating in few areas of city, ie - Millwoods, and west end to downtown routes are always overfull and off schedule |

- | |
|---|
| More security for starters, I wouldn't use Belvedere > 18:00 & other stations, do the escalators ever work? Have all the escalators worked in all the stations at the same time, would a conveyer belt be more sustainable? |
| - review and consider changing transit drivers schedules to more normal shift pattern in place of current practice |
| should be on operating a bus system. Union wages are also an issue, very costly. |
| "Smart" cards that can be reloaded.. Zones, or differential fares based on distance traveled. |
| \$1 per day is way to much for something I do not use. Buses run empty through our neighborhood summer and winter |
| 1- Better training for bus drivers- like - MANDATORY customer service training, first aid & Self defence and so they can come to peoples aid when needed. |
| 1. Make it less expensive (therefore enticing) to take transit – decrease user fees and increase all residents' taxes to subsidize it. |
| 2 Fire the guy currently running Edmonton transit. He obviously has no clue what it takes to run a city transit system effectively. |
| 2 Station masters per LRT Station, high frequency network on battery powered buses, and then get ready for _major_ ridership increases. |
| 2. Encourage and/or provide incentives to companies (especially downtown) to subsidize employees' public transit fees |
| 24 hour service |
| 24 hour transit service, lrt expansion should be a priority. more express buses to downtown core, I quit using public transit when as it is often standing room only for the entire trip and takes twice as long as it used to with fewer express bus routes. |

24/7 service friday and saturday nights. maybe a report on how much increase in ridership will happen if transit is free (not cheap but free)	6 ALL bus stops should eventually have a shelter. Sooner rather than later.
3 Get more buses and get buses running on the every growing "future bus routes". Not just in newer neighbourhoods but everywhere. IT is damn near impossible to take 1 bus from one end of the city to the other. You should be able to get from JP to MiilwoodsTC on one bus = or from Belvidere to South Ed Common on 1 bus etc etc. It is ridiculous that we can't at this point in time. And, further, we need more buses so many of the routes and travel more often than once every 30 or 60 minutes. 7 days a week 365.	7 Lower the price of bus passes. The cost is NOT equal to the service level. You are over charging and under providing by far.
3. Provide better ETS service a) common gripe is "having to wait around for a bus": roll out GPS tracking to all bus lines, and provide a mobile app to let customers track their bus' arrival; b) entice people to take ETS in the spur of the moment: accept electronic payments (mobile, ApplePay, Google Wallet)	8 ALL CITY staff working with Transit in any way shape for form should be required to take the bus to and from work at least 2 days a week from October to march - to better understand the problems with Edmonton's transit system, and how best to fix it.
4 start working on the LRT west. The south has had enough work for now. We need more teams doing more work to get this LRT thing done. Should be working 24-7 365, Hire more workers to get more work done faster.	9 Fix the fricken escalators. Buy new ones and get on with it.
5 Get Edmonton Transit it own dedicated phone number and staff back. 311 for transit is just too ineffective.	A better bus management system. It's very frustrating to be at a stop on-time, wait long past when the ride is expected, then see four or five busses driving in a convoy down Whyte. Why does this happen?
5% of people use the transit service yet a huge amount of money is spent on it. I dont use it and wont use it unless its an absolute last option. Just because city council belives its important it doesn't mean the majority of citizens support this.	A decent smartphone app would be nice, one that keeps the ETS schedule (with updates as necessary) on the mobile device instead of accessing the internet each time, since the servers used for the current app are insufficient making the app essentially useless.
50 street- Industrial area - buses are not running in Weekends and if I am asked to do OT I need to take a cab	A sustainable model that does not involve tax payers subsidizing operations must be utilized.
	Actually work on implementing all of the "future service" bus stops. Perhaps look at ensuring that any future service is provided within 5 years.
	Add a shelter to each and every bus stop in the city. Use the cheap and durable metal/plexiglass ones. Don't waste money on the vandal magnet glass ones. Add spur lines to the existing main LRT line. Go on a program of building one new station at a time instead of multi-station mega projects.

<p>Add turn styles at locations that don't have any, have a better way of securing payment, having security stop by once ever month (exaggeration) does nothing to prevent people from not paying, if you had a better way to pay your revenue would probably increase.</p>
<p>additional parking areas for LRT access</p>
<p>Additionally, bus routes that stop performing their whole route at 6:30 pm make it difficult to get home safely. You can ride them part of the way and instead of them continuing on you have to get off and catch a different bus. This is another turn off to riding public transit.</p>
<p>Advertising campaign is falling flat. Too much emphasis on uniform "Your Everyday Way" slogan, not nearly enough emphasis on things like "to the airport". More people learned about Route 747 (just for example) from the clerk at YEG's Mac's than did from the campaign. Specifically what I would do is put big "To the Airport" signs on _every_ LRT_ entrance_ downtown and at the University, with route 747 route details underneath. Then put as big of a "Non-stop to the Airport \$5" sign as possible where Route 747 stops at Century Park.</p>
<p>All I can say is, When will the westEnd get LRT? I hope it happens before I decide I can no longer drive. I am concerned, however, how the heck it will become a reality, given the narrowness of our roads. I don't use public transit at present, because the few times I tried it, I ended up taking the "Milk Run" and ended up taking a trip that took twice as long as I expected. I would take a bus to the university if it went directly there from the Jasper Place terminal.</p>
<p>Allow community members to adopt bus shelters and keep them clean for a property tax reduction.</p>

<p>allow those of us who are stuck on welfare be able to get the low income pass that aish recipients get... we have to stretch what money we get farther an the quality of life is lower than those on aish...</p>
<p>Also make Route 133 a regular route.</p>
<p>Also turnstiles on the LRT stations. Why is that not a thing?</p>
<p>Also, 24/7 transit, or at the very least go until 3AM. Want to discourage drunk driving? Give people more options to get home after drinking.</p>
<p>Also, the LRT should not be stopping so often. If the point is to entice users onto it, it should actually be faster. New LRT stations need to be better planned out. Full glass stations for Edmonton weather is not very efficient in heating. Also, there needs to be a better stair system at the end of lines. Transfers are always missed due to the volume of people coming off the train at the end of the line.</p>
<p>and they are stuck in the same traffic as other vehicles because there is one bus lane in the city, morning only! Yet buses are empty. We had a world class transit system in the 1970s and it was ruined. It goes nowhere now. The only thing working is the LRT when it does work and there isn't enough parking so that those who don't want to take the poor bus system to it can at least park and use the train. I won't use transit anymore because I get ill on it from the drivers accelerating and braking all the time. I get motion sickness. I live 12 blocks from the Century Park station but the buses to get there aren't scheduled properly and they come as a group.</p>
<p>Arrival and departure readouts at all stations.</p>



As I don't use them I am just speaking on the thoughts of others and news issues etc. I understand that escalator management at LRT stops could use improvement. I live along the new LRT Valley Line and I am fearful about cleanliness and upkeep of stops and stations. As well as snow removal from walkways adjacent will have to be improved for safety.

As ridership continues to increase, more buses & routes are needed, especially during peak hours; and maybe more express routes. And doing so will make ETS more desirable for people, especially downtown workers. It always amazes me how many people drive to get to work downtown; one person per vehicle; and pay for parking; but then the buses are often standing room only at peak hours. P.S. An edit is needed on this section "insert name of municipality" here. Funny, but such an obvious typo makes me question this survey: is this survey really looked at, or is it just to placate people.

As transit is expanding the reliability and affordability are decreasing. It is more expensive and less convenient than ever to take public transit. With no regard to scheduling many passengers are faced with a stressful and unsafe ride. As well with huge let downs in expansions it just seems the city has no ambition to make a system that works for a bigger city.

Average citizens need to feel safer on transit. I have seen drug deals occur right beside me on the LRT in broad daylight, and young females being harassed on buses.

be smarter about how money is spent, and don't be swayed by affluent citizens who advocate nimby. And then thrust it on less affluent citizens who don't have the means to hold sway.

better access, replace the escalators with Flat systems. Increase the train frequency. develop the 127 st SW park and ride for better transit use.

Better buses routes, more frequency, better connections. It should take close to the same amount of time to get somewhere as it would to drive there not three times the amount of time.

better cross town routes need to exist if you want more to use it. Currently it takes approx. 1 hour to travel from the west end (WEM) to the north end (North Gate), a little less if you take the industrial route bus which runs less often. Takes less time to drive, so people do that. Unless I have to travel strictly in the west end or to downtown, I either find someone to drive me, or just don't go, which means no festivals, recreation centres (these especially seem poorly served by transit), city events etc. I don't believe I'm alone in this choice.

better evening services

Better LRT connections across all parts of the City.

Better more efficient scheduling, lots of out of service buses driving to and from depots, could take passengers on empty bus. Less extended routes that end up off schedule regularly, split into two routes.

Better night service in general, later LRT service in particular

Better scheduling and increased security

Better security. Get the NAITS line open!

Better security. too many empty buses at night - what do other cities do about low rider hours?

Big cities have comprehensive, smart public transit. We need more trains and better bus schedules between major hubs.

Build a couple more stations on the current line, to future proof the system and increase the possibility that neighbourhoods densify. Also, the line names chosen are a joke to people around town. Also, run the LRT an hour later at night. As well, can the train run any faster? Every second counts and other cities appear to have subways that get a hustle on.	Bus only lanes, expansion of LRT and high frequency transit.
Build all LRT lines asap, this takes traffic off the roads	Bus routes need to be more direct at the expense of having stops weaving through every point in a neighbourhood. People will walk further to a bus stop, they just need to get used to the change. Add heated bus shelter at high use stops.
Build LRT services to the existing SE areas of the City. These were planned and delayed many times creating severe traffic problems. The development of LRT into newer areas of the city while leaving these 30+ year old areas is disgraceful to those of us who purchased homes in good faith.	Buses are always late and sometimes don't even show up. There needs to be a better system of accountability regarding service, also a better way of informing customers of issues.
Build LRT to all four corners of the city - WEM should have an LRT stop...should have had one decades ago.	BUSES ARE MORE FLEXIBLE AND CAN DO THE SAME AS LRT, BUT AT A MUCH LOWER COST. LOOK AT HOW WE MOVE SCHOOLCHILDREN AT THE START AND END OF THE DAY. BUSES ARE LESS DISRUPTIVE THAN LRT AND COULD ALSO BE EQUIPPED WITH TRAFFIC LIGHT SIGNAL CHANGE EQUIPMENT.
Build more LRT, and more quickly.	Buses seem to be a mess, all over the place, expensive, yet poor service.
Build more LRT, streamline bus services, hire more ETS drivers, and hire more ETS peace officers.	By looking at the charts above this costs us more than it makes. Why is that? I haven't used transit here despite being forced to pay for a upass while at nait. I looked at routes that would be an hour versus the 15 - 20 minute drive. I've heard stories from friends of watching buses fly by a stop 10 minutes early as they are walking towards it
Build more quickly, stop with the public consultations.	Cancel rarely used routes.
Build out LRT and make better connections with buses as spokes - get people out of their cars.	Change the routes to a grid pattern (like Vancouver). Too many routes are simply tours from shopping centre to shopping centre. Not enough express buses at rush hours. We are trying to do too much to be all things to all people, and that is not possible. Better to give good service to the majority. The biggest problem is lack of public parking at LRT stations - how does the City think we get there?
build the south LRT....	
Building bigger roads and expecting people to take transit is like putting a fat guy on a diet by buying him bigger pants...if you build it they will use it...force people to change their habits.	
Bus and LRT schedules should operate long enough to accomodate bar closing schedules. There should be better (direct) routes between Whyte Ave and Jasper Ave/Downtown. I find it very strange that buses shut down before the bars do.	

Charge for strollers, they can eat up up to 5 seats per stroller and cause the bus to pass by patrons waiting at stops. Late night service and faster LRT development.
Charge more for use; users should cover a greater proportion of costs.
Children under the age of 12 riding with a parent should ride free. LRT between U of A and Churchill should be free from 11am to 2pm M-F. Many people consider driving since the cost of taking the bus is so expensive. For a family of four to go anywhere, it is cheaper to drive and pay for parking (if you already have a car) then it is to take the bus (think hockey games, events downtown and at the UofA). Expansion of the LRT should be of the up most importance. Lower income people should get free transit passes.
Commit to the LRT. We are a winter city. We need to move people in a way that doesn't rely so much on cars.
Concentrate bus routes in higher-use areas and have more express routes.
Consider an on-call bus service in historically low demand neighbourhoods. Expand energy efficient vehicle fleet.
Considering the growth of edmonton's population, far, far more effort needs to go into moving people in and out of the downtown core. I no longer have to travel to work because I am retired, but I still get stuck in traffic jams in Millwoods.
Consistent bus service - most routes are unreliable for timing/schedule - buses continually running early or late.
Continue development at the current pace. Secure a permanent parking solution at Century Park.

Continue expansion of the LRT as quickly as possible to reach as many areas of the city as possible. Configure (and if necessary reconfigure) stations to accommodate increased ridership. Personally I avoid using the LRT for events at Rexall due to the insufficient size and shelter at the Coliseum station. Ensure park and ride areas (ex. Century Park) have sufficient parking spaces. Having visited several cities with effective subway/metro lines, I've seen the positive attributes an effective and accessible system has to offer.
Continue integrated LRT development. Increase frequency of busses.
Continue LRT expansion. Improve DATS service.
Continue planned growth.
Continue the increased focus on safety with the number of peace officers and vigilance recently placed on LRT. Do not be afraid to monitor and remove people who are making rides unpleasant for others.
Continue to expand LRT.
Continue to expand the LRT.
Continue to modernize ETS - different payment options, GPS on buses, etc.
Continue to prioritize planning/construction of ETS. Reduce park and ride spaces, and increase parking rates/decrease availability downtown as incentives for users to take transit. Explore different pass options such as family and zone fares.
Continue to secure provincial and federal funding (and increase the percentage of this service that is funded provincially and federally). Public transit expansion is crucial to the development of this city, and the province and federal government should be more involved.



Continue with LRT expansion	Dedicated routes, IE a single bus does only 1 (maybe 2) route(s), not multiple routes (3+) going from one to another.
Continued expansion of the LRT is vital to creating a more transit-friendly city.	De-emphasize capital-intensive LRT and focus on BRT with dedicated lanes; reduce neighborhood service by increasing distances from doorstep to bus stop
could smaller buses be used in routes of low ridership?	Definitely place a priority on getting LRT and rapid transit expanded. Would love to see it out to the boundary of St. Albert.
create a lottery for LRT.	Depending on confirmed planning and funding, the west leg of the LRT expansion could also change to bus rapid transit, which still maintains on-street separated lanes (right of way) for transit but at a lower cost of construction. Winnipeg RT is a good example of building this type of infrastructure inside existing transportation corridors.
Create an annual bus pass (similar to Seniors) for people with low income. Investigate late-night bus service (I think the 7 would be an ideal late-night route, perhaps modified slightly). Continue expanding LRT. Get more LRT cars and buses on the road, especially during peak hours (people are most likely to use public transit to commute to work/school, but the hassle of a congested bus is a major turn off).	Develop an 'app' that provides realtime information on bus location. More priority bus lanes required, especially for inner city routes (eg. between Strathcona and Downtown). Bus stops with heating or integrated with commercial businesses (eg. coffee shops)
Cutting out empty bus after empty bus going by day after day 365 times a year on non-peak hours	Developers need to be responsible for at very least building new transit centres.
DATS definitely needs to be reviewed. There is no reason why there needs to be such a long window for pick up or delivery. When disabled people have tickets to a sporting event, etc they are often left outside alone after the game waiting for DATS.	Do more with existing initiatives aimed at making needed transit information available quickly, wherever the user is. e.g. web and mobile apps, and GPS equipped busses
Dats..people should be residents of city for 2 years before using this service...friends from St Albert immediately moved here when child needed these services..up till then they just ran the city down	Do the LRT right. Instead of spending money on a low floor LRT that transports people no faster than a bus due to low speeds and frequent stops, build a faster LRT to move people quickly and efficiently. It is a waste of money to build a large LRT network that functions the same as busses already do. The LRT should be designed to replace busses and cars,
Decrease fares to get more riders; subsidize with more taxes. Bring back the idea of BRTs for the routes where future LRT is planned, then add other major arterials. Add bus routes to the ring where 40% of people work (Yellowhead, off Whitemud). Move to a grid system on major N-S and E-W routes so all buses on those main arteries and collectors go entire length. Have fewer routes that traverse whole city. Make people transfer more to make ridership more efficient.	

not just another slow alternative to busses.
Does it mean when more LRT lines open up, less buses are required? As the trains are more crowded, there needs to be more awareness about respecting each other in the tight space on the ride. For instance, no hogging on multiple seats. Sometimes, some buses are left idling at terminal waiting for the departure time. Is it necessary? Perhaps the buses were kept warm for the boarded passengers in winter...
Don't know
Don't try to be all things to all people. People moving into the new suburbs have vehicles. They don't need Cadillac bus service. Keep it basic; a core route through these neighbourhoods rather than stops every 100 metres or so. In fact, the distance between stops everywhere should be increased; we could all use the exercise. Better transit into and out of the downtown core is more essential than blanketing new subdivisions with bus service nobody uses.
Downtown: PLEASE do something about the smokers at the Library stop. It should be ZERO tolerance for smoking, but it is never enforced.
during off peak hours, use the smaller buses.

Ease of use is a key - as mentioned earlier I would go to a civic rec centre but the time it would take to use public transit wouldn't give me the time for an adequate workout on a daily basis - forced to go elsewhere that is closer and pay more. too much is being spent that a small proportion of the population use
Easier access to LRT lines.
Edmonton needs to invest more in public transit and less on cars and car-oriented development. That is how we secure a more sustainable future.
Edmonton requires more direct routes going from point A to point B. Currently, even major crosstown routes weave in and out and around residential areas, vastly increasing ride time. While local service is important, Edmonton would be well advised to look into improving the efficiency of the crosstown journey.
Edmonton Transit as it is currently - Sucks. There are a huge number of things that it would be doing better.
Electronic readouts for actual (GPS-tracked) arrival times at all LRT and bus stations (and ideally all bus stops).
Electronic ticketing.
Eliminate underused transit (bus) routes, especially on the weekends when no one is riding them.
Ensure due revenue is collected and losses are eliminated to the best practical outcome.
Ensure escalators are working at LRT stops
Ensuring the transit service is running correctly and is providing the best service for what the citizens need.
Escalators that work and improved entrances/exit at Heritage



Establish a few frequent and direct bus routes that run on major roads (vs the current circuitous routing that emphasizes timed departures at transit centres above all else), extend the hours of service, thoughtful wayfinding at LRT stations and transit centres and improve (and correct the many wrong!) signage, install transit maps at major bus stops downtown, implement short-trip or no-transfer pricing for people who just need to go a few blocks, integrate the high-level streetcar line into the regular network (or failing that, put in buses between Downtown/Oliver and the heart of Old Strathcona that runs frequently all day long - the #52 is currently only useful for commuters).

establish better timing of transit. Many times, for example at Clareview LRT more than half of the buses pull out as the train is arriving. Similar in other transit spots as well. Buses on the same route playing leap frog then another 30 minute wait for a bus.

ETS could have been designed by a car salesman! Unless you work downtown, most commutes are excessively long.

ETS is operating as best it can under current conditions. However, with increasing population, traffic congestion, I believe we need to spend more tax dollars in this area.

Excellent service for commuting and hopefully expanded LRT will help with the efficiency of moving folks during the commute. I don't use the service much except for commuting .. but appreciate the fact that others have access to the service outside of the commute. As the city is allowed to grow, the transit should be expanded to meet the needs of the new suburbs. Maximum commute times (targets) should be set to ensure that everyone has access to a transit solution for commuting .. however, to encourage more transit commuting the city has to raise taxes on surface parking lots to force people to choose between convenience or costs.

Calgary has more folks commuting by transit since their downtown lots charge horrendous amounts to park .. I know this wouldn't be popular .. but needs to be considered to move folks out of cars and into buses/trains and on to bikes.

Excellent system but better security/positive on board & station/bus stop culture needed to enhance ridership. Enhanced ridership would generate \$.

Expand and keep cost low to encourage everyone, but especially those in new neighbourhoods, to stick with one car.

Expand bus, taxi and bicycle only lanes to many of the major arteries throughout the city. And enforce their use.

Expand late night service.

Expand LRT.

Expand park and ride, expand the LRT in half time as planned AND introduce passenger vans as I shake my head when I see big bus with none or 1 customer on board in the off hours on some residential routes

Expand the ETS@Work program. What are the options for small companies with less than 10 employees? Reevaluate ridership from the south - the train shouldn't be full by the time it gets to Southgate. Educate riders on etiquette. Figure out how two lines will run on the same tracks BEFORE you build the entire infrastructure around it - FAIL.	Expansion of the Lrt (without ppp), have emphasis on providing good service in areas that use transit rather than wasting resources ensuring that a bus must stop within x metres of every residence. Additionally, more service should be provided to industrial and commercial corridors (e.g. Calgary trail south, between Whyte and Whitemud), to allow access to those business for those who don't drive)
expand the LRT	Expansion of the LRT to the number one provincial tourist destination WEM and to the airport should be a priority.
Expand the LRT and increase the frequency of bus service.	Expect better service level for this price. I find it hard to stomach that we support a service this much that many Edmontonian's do not use.
Expand the LRT system and improve bus service. I think we should focus on a high frequency network more than coverage to low-ridership suburban areas. These areas should always get transit coverage, but resources should be focused where they will benefit the greatest number of people.	Expedite LRT expansion. Televisions and air fresheners (even scented ones) on the trains and in the transit centres, including major bus transit centres. Pipe music into transit centres. Estimated arrival time displays for buses at major transit centres and ideally throughout stops in the downtown, university, WEM and Whyte Ave areas. Double decker buses instead of accordion buses. Public art installations in LRT stops transit centres.
Expand the LRT to the outer regions of Edmonton. It seems this is on the table, but I am not sure if funding is there to ensure this. I lived on the southside near Ellerslie and 50th street. I work in the downtown area, so using public transportation was not a time efficient mode of transportation for me. This required me to move closer to downtown, so I could utilize public transportation.	Extend the LRT and provide parking in new subdivisions with express links to encourage increased transit use.
Expand the LRT to the south side with park and ride	Extend the LRT to west end.
expand the LRT to the west end. Better promote the Lewis estate park n ride. Most folks are not aware of the super service bus routes which quickly can get you to major portions of the city	Extend the LRT, increase frequency of bus routes, maybe more accordion busses during peak hours to accommodate the amount of passengers
Expansion of LRT	Extend the LRT; add trains or have them run more frequently if possible to improve experience - get packed in like sardines at busy times
Expansion of LRT tracks to other areas of the city. Have trains with more cars during high traffic times so there is more space in the cars.	

Extending the 747 service by 1 hour would allow passengers on the last flights of the day to use transit, currently there is a good chance that you miss the last bus if you have a late flight.
Far too much money is being spent on this currently, and when it is being spent it's not being done right. The southern LRT expansion, with it's street-level crossings, do nothing but frustrate drivers and cause regular delays. Lights are not synced properly with the LRT crossings, and all it does is create further delays for drivers. However Mayor Iveson seems to only care about mass-transit, and his anti-driver stance is incredibly frustrating while costing him votes in the next election.
Finally, it would be great if bus shelters were enlarged and enclosed to make waiting for the bus in our cold climate more appealing. This also goes for LRT shelters which leave you out in the cold on the platform. Again, this is a turn off for public transit especially in a city with such a long winter as we experience in Edmonton. Don't scrimp on making proper shelters for people, you want them to think of it as a comfortable way to get around the city and that they wont be left out in the cold.
find cost savings as public transit never makes money
Find ways to encourage people to use the public transit more frequently by having value-added season passes where riders receive real discounts for frequent ridership. I get that running a public transit system is not cheap and it is a pricey proposition to operate, but it's worth every penny to stop urban congestion, reduce greenhouse gases and create a more efficient approach to urban transit.
Finish route to north end of Edmonton
Finish the LRT expansion.

First of all, sometimes the LRT it's to hot or to cold. When in Winter we go inside the train you have lots of clothes, they don't need to put too much heating because there are lots of people inside, they could save money, the same in Summer, it's to cold inside the trains. The buses should turn off when it's possible. More parking places are necessary to the Park and Ride. And when is possible more LRT lines, we are way behind from others cities. I know they are working on it.
focus all discretionary spending to LRT completion to the West end (WEM) - we can't expect people to change habits regarding cars until we have a working LRT system going to all corners of the city
Focus on LRT and arterial routes and maintain the Route 747 service (which I've used). Run less frequently in far-flung new developments (hourly max).
Focus on LRT expansion. Get the LRT to the airport. This is very important for promotion for our city. More community buses, they are efficient and friendly user.
Focus on the core city and make LRT a PRIORITY. If people want to live way out in the outlying new developments,
Focus on the high-frequency transit network use. Suburban communities do not have the same walk-ability of the urban core and therefore have a proportionally higher number of car owners. Put transit dollars where they have the most impact and support more Edmontonians to go car-free. (http://www.edmontonjournal.com/Edmonton+must+decide+between+high+frequency+transit+network+existing+full+neighbourhood+coverage/10239860/story.html)



Focussing transit, and thus reducing wait times, within the mature areas of the city to encourage residency in these areas.
Free LRT in the downtown core. Increasing service levels for major core centers like Whyte Ave and 124 St.
Freeze or reduce user fees, implement late night / 24 service, improve frequency on over-crowded routes.
get LRT built out asap and do our best to not have empty buses cruising the streets
Get Nait going
Get rid of the cloth seats in the LRT and buses. Please CLEAN the buses. Stop allowing so many people to ride buses without paying a fare.
Get rid of the people who run this. Why the ETS decreases service on weekends and holidays is difficult to understand. Do they believe that all those who use the service during the week hibernate on the weekends. Increase the service on major routes - decrease on industrial routes
Get the LRT done
Get the LrT expansion prioritized and built before our next influx of growth. Makes sense to go big on this project now.
Get the LRT work completed. This business with the NAIT line is ridiculous.
getting ridership up and getting elink up and running so that you know when your bus is coming or if they are running late. In winter it awful waiting for a bus for 30 minutes or more, then have 3 of the same route show up at once.
gps on all buses
GPS on all buses and a tracer app so riders can know, in real time, where their bus is and how long it will likely take to arrive at their stop

Great service in central areas
Great service. Well run.
Greater park and ride lots for commuters to use.
Hasten LRT Expansion of Valley Line & West End extension. Begin preliminary examination of Whyte Ave-Sherwood Park Route
Have a free transit day more often. This would give non-users a reason to give ETS a try and maybe help some people realize that public transit is reasonable alternative. eg. One Sat. we considered taking the bus to Whyte Ave. at that time it would of cost us \$10.00 return for the two of us, but with free parking why would we take the bus.
Have better future projections, e.g. all you need is a morning and evening ride to Century Park LRT exit to bus transit, not planned even for a population of 300 riders a day, let alone at a time.
Have buses arrive and leave when they should. Do not expand the city, so that the transit service is diluted. You still need a car in this city to go grocery shopping because there is no reasonable connection between high density areas and grocery shops
Have more buses for certain routes. My route i only have 1 bus.
have the north and south line all the way to the airport so that builder will have housing along the way. and to finish the east west LRT line will be ideal for Edmontonians
Have the User fees more closely reflect what the operating costs truly are. When i read that property taxes are likely to rise to pay for the 150 or so employees being added for the NAIT LRT line, all I could think of was "Why don't the Fares cover that expense?"
have you ever been at an LRT station north of churchill at night ? no wonder people dont use it.

<p>Having GPS trackers on all buses and making the location information public would be great. I would be less critical of the inconsistent service, if I could use my smartphone to track when my bus will arrive. I was in Toronto for a year and there are many free apps created for the Toronto transit system.</p>	<p>nightmare in the city. Perhaps clear out city train tracks (actual trains) to make way for more efficient routing in the busiest parts of the city... .</p>
<p>Having worked for transit for 37 years, get "Rid" of the present manager.</p>	
<p>Higher frequency on common routes (1, 4, 8, 9, etc.) and using better scheduling tools to stagger the buses that travel on the same route. An expansion of LRT would ease traffic congestions in the long-term and reduce road maintenance.</p>	
<p>higher funding for more bus routes, more frequency, renovated stations, and speed up LRT construction</p>	
<p>Hmm. Something is not right when so little revenue is generated from what should be a contributing infrastructure. We need the other levels of govt to kick in more money for LRT as it ties in directly to so many sustainability issues that are of concern to province, and federal govt. The cost of transit is too high, (it is comparable with driving). I wonder if the cost went down, and if there were more thought to finding some sort of benefit for dedicated users... I am not sure--some logistical expertise, and some creative out of the box thinking to expand use. Oh, and for crying out loud--quit the urban sprawl. Or, focus on a certain perimeter where the roadways and routes make sense. Let urban sprawl folks figure it out from "out there." Apologies--but, I am tired of paying for an unrealistic, suburban lifestyle which uses energy and costs so much to sustain. Can we look, perhaps to northern European cities to see what they do? We have such a challenging landscape and climate. ... and with the complication of sprawl, public transportation can be a</p>	

<p>I admit that public transit in Edmonton is a sore point for me. Where I live there are only two buses that are available to take - and one only runs during rush hour weekdays. I have two jobs and I'm a full time student at U of A. My schedule is such that public transit is useless for me. Plus, I'm forced to pay for a transit pass via U of A even though I have to pay for parking and gas for my car because it's the only way I can get to and from work and school. In my opinion public transit in Edmonton isn't very good and needs vast improvement before I would ever be able to use it. However, I do understand the importance of good public transit, but with the way Edmonton is allowing new subdivisions so far from downtown, they're never going to catch up on public transit improvements. An overall review of how the city plans for new residential neighbourhoods and public transit needs to be done.</p>
<p>I also have spoken to several people with disabilities that access DATS who say that it's very difficult to arrange for dependable transportation. I would hope that more dollars would be advocated to put more units on the road that have drivers that are trained to work with children and adults with disabilities.</p>
<p>I am a daily transit user. Keep improving! More buses are needed in the Southeast part of the city. Especially Silverberry area!</p>

<p>I am in favour of better public transit, but not to the detriment of vehicular traffic, which is a necessity in many areas of the city. I feel that all LRT in the downtown core should be underground, as it disturbs the traffic flow and communities too much when it is above ground--even as it radiates outwards (Southgate area, for example). That said, I look forward to it being closer to my neighbourhood, so that I might be able to use it more often. There needs to be increased, visible security for all transit modes. I am also in favour of the new initiatives to have some business development in the LRT stations (coffee shops, newsstands, etc.). As for bus service, I don't often ride the bus because it takes less time and is more convenient to drive most of the places I go. Also, in winter especially, I can't handle standing outside for long periods waiting for the bus, which may or may not come in time (even in the summer, my experience was that it was often late).</p>
<p>I believe public transit is improved more effectively with increased bus service rather than LRT extension. LRT lines are costly for their capacity and disrupt other forms of transit. Priority bus lanes should be increased on major routes during rush hour. Also, automated traffic control at major intersections should be made intelligent. For example, the length of time for a green light should adapt to the number of cars requiring it. Intersections should also have shared information about traffic flows.</p>
<p>I cannot use public transit, the buses do not take me to close enough to work</p>
<p>I checked this item, but believe one of the priorities for Public Transit is expanding the LRT.</p>



I do not support the push toward Smart cards - I would like to see transit funded entirely through tax dollars and have no user fee at all. It benefits everyone (reduced road wear, reduced traffic congestion, better air quality, etc.) so why do we make users pay so much more?

I do not think that they need 'improving'. User fees should be increased if necessary.

I don't drive, so know the system well, I suggest only people that use public transit should be on the transit info phone line planning your trip for you, I have yet to be satisfied with their suggestions. Also implement a plan your own trip by entering bus numbers to see what the time line would be, instead of what the system generates for you.

I don't think Churchill LRT Station is ready to accommodate the increase in riders that's coming with the opening of the NAIT line. The station already seems pretty decrepit. The escalators constantly break down.

I don't use public transportation because of the cost and inconvenience of finding places to buy passes. Example, if my family is going to Northlands from the west ed, it is cheaper for the four of us to drive and pay \$15 parking and \$5 gas, then \$25 for buses.

I don't use the bus system because it is not cost effective or good use of my time. I do use the LRT for sporting events and will use it more once the Valley line is complete to Millwoods.

I feel there should be more organization towards NOT having full blown buses running in areas that do not warrant it. Smaller/less expensive to fun and maintain should be used. More money needs to be put to the DATS program.

I have a problem with paying for public transit when the system in the Secord area is so lacking that I drive my children a good distance to school everyday because there are no schools in the area. No one subsidizes my travel expenses, so raise the user fees. The system should generate enough revenue to support and expand on it's own. Reduce public employee wages and pensions.

I have great concerns about the safety of the LRT. Vandalism and break-ins have increased in my neighbourhood since Southgate and Century Park stations opened. I am very concerned about security at all the stations. Deaths, suicides and attacks occur at the stations making me feel unsafe about riding the LRT.

I have no specific ideas, just want to mention that I favour equal funding for public transportation/ETS and road maintenance, and new roadway construction. I am of the opinion that owning and operating a private single-passenger vehicle should no longer be considered a 'right' as it once was, but rather a privilege, and a user-funded privilege at that.

I know it's a ridiculous suggestion, but maybe have the seats on the public transit (buses especially) reflect how big people actually are. I.e. I'm 6'6" and my shoulders are waaaaay wider than a seat and my ass is pushin' it. Lots of people who take the buses aren't exactly of a healthy size and they take up 2 seats. One of the reasons I avoid taking transit is because I hate being crunched up against other people, yet that's what it's designed to do.

I like the high speed transit bus idea, less routes but faster service. Just make sure there are heated shelters.



I like the idea of increased core services. My kids shouldn't have to wait 30 minutes for a bus in the urban core in the winter! I really think we need to reevaluate what's happening with the LRT route through the river valley and I'd be willing to pay more to see that done with more care.

I like the recent idea of "transit triage", creating fewer routes, but making them great (running more often).

I liked the plan that was released that showed how reducing transit in outlying neighbourhoods could allow it to be improved in the core. I'd like to see improved transit in the core.

I personally feel the LRT expansion is ridiculous. There are many times I would like to take the current LRT but it's impossible to find parking- especially weekday mornings. So we go ahead and build an expansion with the same problems. Kingsway LRT station will have no parking. I can't believe this plan was even approved. Stop wasting \$.

I read somewhere about a plan to eliminate some of the milk-runs and replace them with more efficient bus routes that would ensure every house was within a short walk to transit. If this is actually being considered, I think it's a great idea. My wish list would also include more/bigger wind shelters--it's cold out there in winter!

I realize that DATS has had to cut back its services to users but it makes no sense to me that users can't have service downtown; rather they need to take transit. Makes no sense. Also it is IMPERATIVE that ALL transit drivers wait to move the bus until anyone using a cane, walker or wheelchair is seated. Often times, if these people fall, the result will be far worst that for an able bodied person.

I really don't understand the model that the transit planning is done on. I don't know why we can't have better, more efficient routes with less time between buses. Learn from other cities. Build a more compact city- it makes transit make a lot more sense.

I seldom use the transity system. I have used the LRT. To increase LRT use convenience must be improved. The residents of SW Edmonton are likely among one of the groups in the higher than average socio-economic group. This group, perhaps mors so than other groups, are interested in convenience. They will drive to the LRT and use it. They will not walk to a bus stop, ride to the LRT, transfer to the train, especially when they know there are many day below zero temperature and winter winds. The fact that there is no parking garages and plans for them at Century Place will result in lower LRT use and more traffic congestion. The concept of develop, develop, without stronger emphasis on the quality of life of citizens will leave the city with future struggles that could have been advoided. In the attempt to make housing more affordable lot sizes have been reduced. Has anyone visited the cities where this has been done? Is this the look we want for Edmonton?

I think overall the city does well with its bus system.

I think real-time schedule information (in terms of delayed, early buses would go a long way towards helping peace of mind of transit riders). We're still in the age of asking strangers if they've seen such and such a bus go by, and it's really hard to tell whether it's still coming when you're right on time at a bus stop.



I think that accessibility is of paramount importance and has fallen far behind the current population's needs. We need to expand our LRT and work to provide a more reliable bus service. Continue to expand the Smart buses!

I think the City is already on a great track in improving transit in Edmonton

I think the City should ensure people taking the LRT are actually paying. I don't think the current system monitors it effectively.

I think the main problem with our public transit is bad, archaic planning. Long, winding suburban routes serving very few people. Fringe services like the Riverdale route wasting money. Groups of buses traveling nearly empty together at the same time on the same route (8,141,142 along 118 avenue) instead of fewer buses spread out evenly over the course of an hour. The transit department doesn't need more money; it desperately needs fresh planning blood.

I think there should be no expense to the City. This should be a rider funded situation only. Not everyone uses the public transit system.

I think they're great, but like many people, find it frustrating where the LRT has been placed above-ground, reducing or eliminating the potential improvements to traffic congestion.

I think we need to focus on providing better service in the city core with some high volume, very frequent busses. Also late night transit around downtown and the university/Whyte area. Quit sending busses to the middle of nowhere.

I use the LRT to get to work, to attend performances or go to dinner in City Centre, sometimes to shop at South Gate. It is great! Extend the LRT. Provide more convenient parking at the outer terminus to allow more commuters to use the LRT to get into work/City Centre/Arena district/other venues.

I would like to see faster ets service between old strathcona and downtown. Any effort that makes transit more "fashionable" would be welcome, including increasing the cost of public parking especially downtown. I use ETS and would be willing to pay higher fares if accompanied by shorter trip times and more frequent bus service.

I would like to see public transport service expanded to some industrial areas that have limited peak service or would like to see a call a bus service that used to be in place 6 or 7 years ago. At that time you could ask to have a bus stop in an industrial area by contacting 311. So many young people cant take the jobs available in these areas because they cant afford a car. Employers have a hard enough time attracting employees and people without cars are stuck to looking for work on good bus routes.

I would like to see transit focus on improving service major routes at the expense of low productivity lines. Also, by building more LRT and changing the bus system to ferry people onto the LRT rather than run any parallel service. Also, I believe that we should be building LRT cheaper than we do.

Ideally make transit free to Edmontonians, and recoup costs through increased taxes..I would pay happily. This would also allow and justify more effort to be focused on reducing car trips.



If we can pull off infill, densification, and more mixed-use areas, transit will become a more attractive and viable service. Not sure what to do in the area of transit to help make this happen, but it's connected.

If you haven't yet, get this new mapping tool for optimizing city travel zones by method, from MIT, exhibited here:

<http://www.washingtonpost.com/blogs/wonkblog/wp/2014/07/07/why-cars-remain-so-appealing-even-in-cities-with-decent-public-transit/>

I'm in favour of increasing the funding allocated to public transit. Without proper funding, I'm afraid that the service will not be optimal which will discourage people from using the service. Public transit has many direct and indirect benefits that in a growing city needs to be operated effectively.

I'm not optimistic about the 3P form of rapid transit - seems like a federal edict requiring municipal adaptation.

I'm not sure if this is directly related to the subject but consideration has to be increased for dedicated parking areas to increase ridership for LRT and Express buses.

I'm not sure if this is feasible or more efficient but I've seen some proposals to help reduce costs and improve efficiency to the bus transit system. It seems that it's more efficient to keep buses to main roadways and less snaking around individual neighborhoods and having so many neighborhood hubs. This would increase the minimum distance from the bus stop to each house however, frequency and speed of routes are expected to improve. The outstanding issue is those with limited mobility but could the savings be allocated for more DASH buses to meet that expected increased demand? To the argument that less people will use the bus because they have to walk further, I presume that bus use is a need and not a want. If ultimately you get to your destination through a combination of lower costs to deliver the service, less time, and more reliability, then it appears to be a better model. And if a byproduct is more exercise, then that also seems helpful.

I'm willing to pay for an increased in transit fares if they expand transit subsidies to low income users.

Implement more technology to deliver real-time information, delays and disruptions as well as more ways to pay fares that match people's preferences to use credit and debit cards.

Implement smart cards faster. I have cards for multiple major cities. Much easier to use transit vs worrying if I have cash on hand

Improve express service from suburban areas, rationalize routing near LRT lines.

Improve LRT expansion and make park and ride option easier (enough parking to accommodate need)

improve parking

Improve perceived security and safety while riding.

Improve scheduling/routes to be more attractive to citizens, particularly in outlying neighbourhoods. This would increase ridership and help increase revenue.

Improve service - do not know. I see buses go by in the evening with 0 -5 riders. Would a gradual development of a fleet of smaller vehicles to replace larger buses in the low use hours result in a long term money saver?

Improve Transit scheduling, provide drivers with customer service/driving skills, and improve the way we can provide feedback to the City when we witness inappropriate driver behaviour, or feel that our scheduling complaints are being taken seriously.

Improvement and expansion of LRT service.

In most major cities, patrons are allowed to enter at the front, and exit from the back with the exception of mobility challenged individuals (wheelchair, stroller, walker, cane, guide dogs etc). Here, it's a free for all and it makes it frustrating to take the bus sometimes. ETS has allowed this to happen, and now it's ingrained in the transit culture. This needs to change. Take the BOB campaign further, and teach people how. Enter in the front, move to the back. Give up your seat. Turn down the music. Respect the driver and the other passengers. Empower your drivers to ask people to settle down or get off. Some do, but most don't.

In the long-term, LRT to St Albert, Sherwood Park, and YEG airport, as well as good coverage around Edmonton; increase useage and efficiency of LRT and busses. So far, a great service.

increase buses on well-used routes, use smaller buses on little-used suburban routes. The biggest improvement would be a complete route overhaul, to do away with some transit centres and use a more grid-type system on major roads ie. a 23rd ave. bus, a 34 ave. bus, a Saddleback Rd. bus, etc. that simply circulate on those roads, intersecting with other major roads and their bus routes. Most cities internationally use some sort of this system, instead of the interminable winding through residential streets, and avoid doubling/tripling or more on partial routes as you approach transit stations. More efficient, less duplication, and you only need a city map to get around by transit. (more transfers, but less waiting)

increase fares

Increase fares

Increase frequency to get more cars off the roads, use more energy efficient vehicles.

Increase increase increase. We need more public transportation now. This city is growing and our roads can't handle it. Traffic has gotten much worse in the past 5 years. The more roads we put in the more maintenance they need, but buses and LRT can reduce the need for new roads! If you make it more accessible, people will choose it over their cars. I would love to use public transit but it very hard to use from where we live.

Increase public transit fees. To many tax dollars going to transit.

Increase public transit. A proposal was made to have more frequent buses on fewer routes (I can't describe it as well) but with most places still within a 15 minute walk from transit. I would be for such an improvement. I really shouldn't have to wait ridiculous amount of time for a bus on a major route. Additionally, it would be nice to be able to track our busses in real time allowing us to go to an alternate stop location if one bus is early or late.
Increase safety.
Increase service levels across the City. Build out the LRT in all quadrants.
Increase the number of trains or number of cars on the trains at peak hours.
Increase the ticket price instead of raising property taxes
Increased service during peak hours. Drivers do an excellent job of taking priority on the road. The newer vehicles are nice, and I even enjoy some of the older ones that have wood paneling. I love the Stealth bus! Especially downtown. The reduced noise is so much nicer than the diesel dinosaurs.
Increased taxes from far-flung neighbourhoods to support suburban bus links.
Integration of transit services to reduce waits at transfer points

investing in infrastructure. i am not too sure about this category as it appears it would mainly be for public transit salaries, and equipment for operations and maintenance. I think there needs to be a bigger investment AND research into how to make our public transit better. fares are huge and i am sorry but my insurance, gas AND parking downtown all equate to less than a monthly pass for me or the time spend on a bus to actually get me anywhere within the city.
It bothers me that the city spends so much more on roads and transportation than on transit. In my opinion, there needs to be better coordination between several city departments in order to improve transit. I never see any transit planners on the buses, shouldn't it be a requirement for a planner to use a bus before they can plan for the route or route changes? Why doesn't the city partner more with business and other levels of gov't to promote more transit use?
It is critical to get the Province to fund more of this amount. The City should be paying less
It is unfortunate that the system is so underused as we are such a car city. But to avoid that millions of more dollars would have to spent on transit to make it convenient and that isn't going to happen.
It needs to be safer, more convenient and the bus drivers need to have driving tests more frequently as they drive like bullies.
It seems to me that I've observed more Transit people just standing around and not actively engaged in providing transit service. I believe they are supervisors. The decrease suggested is to assess the number of people who "do" versus "supervise".

It would be great if the buses ran at a higher frequency. I find that I have been using the LRT because it's convenient and reliable, but I do not find the bus network reliable.
It would be helpful to increase the usage of the transit system. How about offering corporate rates in high traffic areas. In areas of congestion, business can purchase 5 or more monthly passes at a discounted rate.
It would be much more effective if we had closed areas where only if you paid you could go in not open like it is here. Cities like Toronto have a good transit system.
It would be nice if the buses travelled at regular intervals rather than group packs during the winter. Keep the bus lanes clear of snow rather than using them for windrow storage.
It would be nice to have rapid bus lanes in places where future LRT service is expected to run. That way people could get used to the route and there might be some more efficiency when it comes to buses getting caught in traffic. I also don't mind having to walk a bit further if it is more efficient to get rid of stops that are really close together.
It's an obvious one, but I'd love to see the NAIT LRT line open - then I wouldn't have to drive to work, and more people would learn to love the LRT!

It's quite expensive to take public transit. I think this is an issue when you consider how inhospitable it is outside for the majority of the year. Low-income people cannot, usually, afford a monthly pass which means they're trying to scrape together \$6 a day for personal transportation. That's more than the food budget for a lot of low-income people! This high cost also prevents at-risk teens from attending school. I've often ridden the LRT and listened to kids talk about how they can't get to school the next day if they can't get the money together that night for bus fare. I also think the fines for not having a valid pass are OUTRAGEOUS! You'd might as well open up a debtor's prison and put people in there! I've seen people break down on the bus when slapped with a fine that breaks them financially. RIDICULOUS! And the transit officer won't accept someone else offering to pay their fare, either. I should know because I've tried to help someone out in that situation. How about a vehicle tax to subsidize public transit? How about low-income passes? How about just lowering the price altogether and encouraging more people to ride? Heck, I'd be willing to kick more towards my taxes to contribute to public transit more.
I've had BENEFIT of these services in the past year.
Just continue expanding the LRT. I like the idea of opening up underground pedways downtown as well. Find a way to get transit to the airport. It is crazy that we don't have that option. I'm sure EIA would benefit greatly from that service.
Just keep moving ahead with the LRT we are so far behind other cities of our size
Keep doing what you're doing.



Keep expanding lrt and do tunnels/overpasses whenever possible, on-ground level major crossings are not worth the short-term savings.	and locations. REDUCE FARE.
Keep going on the LRT!!!! We are so behind of this and it would be great if somehow we could get to the west end of the city before 2020	Lately I hear talk that buses are going to be equipped with GPS. Money talk put the cost at about \$12 Million. Since we all now how the City operates that will increase to \$ 20 Million. This is definitely not a need item. I hear it is supposedly tell transit users if the bus is on time or two or three minutes late. Transit users could care less they just wait for the bus. Safe this money for something useful.
Keep it up. I seldom use transit, but I find it quite handy (outside of time used), but currently I am leaning to the "more neighborhood penetration: vs fewer inside community routes and a move to major corridor type routes	Later LRT and Busses. There are things I wish to attend but because I rely on transit, I can only stay so late.
Keep on building more LRT. So far I like what I see!	Later transit service on key routes, continued LRT expansion. I'm a little worried about the capacity of the Valley Line given the restriction with downtown block lengths limited trains to 2-3 cars. I expect it will be a decision that Edmonton regrets quickly after the opening of the line in regards to the lack of grade separation throughout the line (downtown, Whyte Ave / 83rd interchange). Overall, though, it is a very important project that absolutely needs to go ahead. It will be much more positive than detrimental with the few issues that could come up.
Keep plugging the cost to the environment of increasing auto traffic and service new communities as quickly as possible with regular and express transit. Expand the LRT.	leave it alone, its gone hog wild already. Show me the financial impact that is an improvement, do transit users spend money, other than for transit?
Keep the promises on expanding the LRT. keep improving services.	Less bus stops-over 1000 can be removed. Better use of bus service- some are packed at rush hour, others are half full. Mostly because of duplication of service. Cut some management positions. Hire retired bus drivers to plan the routes and stops and schedules.
Keep the rates affordable. Free downtown zone.	
keep the schedules on time	
Keep the vehicles cleaner on the inside to assist in promoting use and user pride. Consider smaller buses for community routes and off peak hours.	
Keep up the good work focusing on the LRT. I would even like to see more LRT lines being built at the same time, I worry if we wait for 10 or more years to even start a project, it will be too late. There must be some money that can be saved overall if more LRT development is done at the same time? I would really like to see the capital line expansion completed to the north and especially the south.	
Late night bus service for high-traffic areas (Whyte & Jasper, UofA, MacEwan)	
Late night transit	
late night transit, more shuttle services from major transit centers	

Less money on SmartBuses, try purchasing smartphones or devices with data plans for existing buses to retrofit for GPS integration. Also, need to have better policing, as there are a lot of issues happening and customers do not feel safe.
LET THE USER PAY -- quit making ALL OF US PAY for few!!!
Let's save money then build more LRT...also more user fees.
Like the neighbourhood renewals, it would help if the LRT stations didn't seem so large and empty. Less gray sidewalks ... trees and flowers maybe? Interesting art. Less advertising space would be a blessing too.
Loadable cards that can be done online. I just moved to a new job downtown and will now be taking the bus until the new LRT starts and now have to get in the habit of buying a physical pass.
longer better service hours, I have to pick my daughter up at Southgate LRT most nights as busses only run every hour at night and the streets are not safe for her to walk home.
Look at other models for the buses. I would rather walk further to a bus stop I know has more frequent service. I know schedules are online but I never feel certain when a bus might come (did I miss it? did I guess the time between the scheduled stops and the stop I'm at wrong?). Friends have said some of the bus routes are a bit sketchy but the ones I've used have been fine.
Look at putting the infrastructure in place while the area is being developed to get the LRT to the airport

Look into how some other Large Cities move people. Check out the West Coast of USA to start with. For instance, Seattle use's the same Underground Right of Way for their LRT and Diesel / Electric Bus's. When the trains leave, the bus's follow right behind them. The bus's turn off on to avenues and streets, following the same Right of Way. It reduces the bus's driving above ground in a busy downtown. It works slick.
Low income bus passes! Improved safety for users by means of policing.
Lower fares and raise taxes! Personally, I would rather have my money go towards improvements in this way than by having to pay high bus fares. This would mean that there could be more expansion, in particular to the LRT stations, which is something that I believe is beneficial and important.
Lower fares. More frequent service for major routes.
lower fees and increase taxes to increase accessibility, phase in more energy efficient busses. Decrease frequency of less used buses and increase frequency of crowded busses
lower money allocated to a losing venture! Why are we giving this revenue to it and not our fire or police departments better? Transit is a mess! Clean it up then shovel over money once it shows no loss! We as taxpayers don't keep putting our hard earned dollars into a losing entity why does the city??
Low-income transit passes! Please don't table this for another 10 years.
LRT expansion should be as fast as possible.
LRT expansion very helpful to the overall process.



LRT expansion west and more park and ride options. If I wanted to take the LRT the travel time would be too long with the buses needed to get the the LRT station. Build the parking up (century park) and it will increase users. The lot is always full so I just end up driving. Opportunity to plan ahead for the west location (parking)
LRT expansion, of course.
LRT expansion. Focus on routes in the core with connecting buses from periphery instead of "milk run" buses in suburbs - transferring is ok.
LRT extensions can't come fast enough. The line that is coming west needs to be fast tracked.
LRT is great. IF you actually have a system that ensures people have passes, then you would generate more income (e.g., turnstile, etc. as in many other major cities). Right now, many people use the LRT, but do not pay for it. Why is it that property owners put taxed toward it, but apartment dwellers do not, as I suspect that they use the services more. Perhaps there is a creative way to capture that.
LRT is the single most important investment the city can make at this critical juncture of our city's development. We need to ensure that other orders of government understand this and provide funding to our city accordingly.
LRT is way more expensive than good bussing.
LRT lines need to be built faster, Arena should have taken a back seat until we had proper LRT throughout the city
Lrt needs to be expanded more quickly and residential bus service needs to be improved.

LRT stations should have gates or something like Toronto where you can't get through without paying. The city loses millions I'm sure, from people who don't pay. From my observations, I'd say that most people don't pay.
LRT to more areas of the city (which is already in the works) would be the key to improved ridership, a well as more parking at Century Park.
LRT to the SE of the city
Lrt to west end. At least the mall
LRT, affordable parking for LRT users.
Maintain current infrastructure and continue expansion. Raise public transit fares and eliminate free services for special events
Major cities throughout the world have managed to install and maintain a better scheduling information system. The ETS iphone app is awful and unreliable. Cut your losses there. Google Maps does a better job providing transit and traffic information, so that is what I use when I need it. The City would do better to find a way to allow riders to use transit passes and tickets on smartphone platforms. Digital schedule information at the stops would be fantastic. Paris and Stockholm have great systems.
Make a major push to complete / extend the LRT to all areas of the city. Make it mandatory for all new developments to have right-of-way for LRT put into plans.
Make it a Transportation priority regarding coordination with traffic lights
Make it a viable choice for most people

<p>Make it cool. Continue to build out LRT - which is absolutely essential to the future greatness of our city. Integrate the ideas of transit oriented development across stereotypical boundaries. For example walking 1 km around the Manning Freeway to get to the Claireview LRT from Miller is crazy. Half of the potential draw area is completely cut off from transit. Excellent transit is not just for the walk up apartments at the end of the line, it is for all of the neighbourhoods around LRT and even some a little ways away. Let's rock LRT. Let's make it cool. Let's allow some busking on the LRT. Let's be creative in our marketing of transit.</p>	<p>Make the developers more responsible for the infrastructure.</p>
<p>Make it more efficient, increase frequency, eliminate across city trips, create a system of east - west, north-south routes with multiple transfer points with increased frequency on these routes</p>	<p>make tickets a lot more expensive than bus passes, so that there is an incentive to buy a pass. Also, upgrade the payment options at LRT and transit centers to take debit or credit.</p>
<p>Make it more financially accessible for low income families</p>	<p>Manage public expectation around LRT. I'd rather that it take longer to have a safe and secure system that have one open because the City said it would open at that time. Also, the City gets what it pays for. If you choose a low bid, don't expect a miracle.</p>
<p>make it more pervasive. Develop a system that makes it easier to use than driving</p>	<p>Modern cities need modern transit. Should be the highest priority.</p>
<p>Make it safer. Some people don't feel comfortable using the transport system.</p>	<p>more affordable transportation</p>
<p>Make LRT a priority.</p>	<p>More and more. More service , greater frequency, late night service.</p>
<p>Make public transit accessible throughout entire city to ensure increased rideability.</p>	<p>More buried or raised LRT stations (do it right the first time and you won't have to do it again).</p>
<p>Make routes that are not so long and convoluted. People don't want to take the bus when it takes 2 to 3 buses, lots of time waiting for the connecting buses and loads of time to get anywhere.</p>	<p>More buses in areas where the LRT doesn't go and more buses going to small communities as it gets really bad in the winter to have to wait for 30-45 min</p>
<p>Make the bus system work to capacity. Where needed expand the LRT in the most economical way, perhaps above ground is the way to go, speeding up construction and saving money.</p>	<p>More buses in high transit use areas.</p>
	<p>More consideration for people with disabilities and seniors riding bus, often young people don't want to share a seat/put their backpacks-don't want to move them, if so the bus driver should tell them they will have to pay extra (over and above a bus pass). Need better enforcement of disability area on bus. Some bus drivers are very accommodating but others are rude and/or miserable - their employee number should be posted large and clear so that they could be reported and should have to take mandatory public relations course.</p>

More coordination between buses and LRT. Encourage ridership by reducing or eliminating fares.
More efficient routes and scheduling for buses - some routes in downtown have 1 stop per block, which is ridiculous.
More emphasis should be placed on the north NAIT Line to St Albert. This is more important than Millwood's, especially considering that it will use existing train stops in the LRT tunnels downtown.
More ETS Stations (especially LRT), but with less negative impact on traffic flow (this is a serious error of the current LRT configuration)
more Express peak hour public transit, expedite Northwest LRT line
More express routes after 5pm
More frequent bus service in Mill Woods. More direct routes in Mill Woods. Start building the LRT in Mill Woods
More frequent runs during rush hours, instead of more buses playing leap-frog on a route.
more frequent stops during off peak times.
More frequent Sunday buses to suburban areas (e.g. Riverbend), 24-transit to accommodate late-night travel.
More grid system bus service, less neighbourhood weaving. More frequent service on both LRT and buses. Dedicated bus lanes on Whyte Ave (Curb lane during peak hours.)
More high frequency routes
More highspeed transit. Move forward with LRT expansion and other service enhancements like smartbusses. I would gladly pay more if it meant I didn't have to use my car on a daily basis.
More logical, straight-line bus routes, with more frequent service on busy routes, even if that means reduced

service on less used routes.
More lrt stops - make us a connected city.
More LRT to more places and more cost recovery. Given the parking alternatives fares are very low. You can always subsidize those that really need it.
more LRT tracks for sure and better policing especially Collesium Station
More LRT, improve payment methods, turnstiles
More LRT, more frequent direct bus routes instead of circuitous neighbourhood routes that go nowhere slowly.
More Lrt.
More LRT. Live information at bus stops. Bike hire at transit centres
More LRT; more buses powered by Natural Gas; improve Coliseum Station; create a user-friendly "Park-N-Ride" Lot @ Century Park.
More LRTs to different areas of the city, more busses. Give people the option to move around without a vehicle, because at the moment, it is often not a feasible option.
More park and ride locations.
More parking areas around transit centres. It shouldn't take an hour to go fro the transit centre to your home when it's a five minute drive
More rapid expansion of the LRT. Further reductions in fees for low income people.
More routes need to be made available. Industrial areas need to be more accessible. I would use the public transit option if it did not take as long as it does now and less transfers.
More security
More security after 8:00 pm.
More security to encourage more

useable	in the same period?
more training for bus drivers on how best to drive (some of them are so accelerate/brake, accelerate/brake...). More emphasis on environmentally friendly vehicles.	
More, larger busses.	Need more direct routing. I have used Transit for years because I have good direct accost routes with a short duration
Move faster. I applaud the recent push, but this is an imperative. Downtown is going through a once a generation boom. Moving people into downtown is going to get very difficult using current proportions of vehicles to public transport. Push hard on this. It's an economic and quality of life issue of high imperative.	Need the smart card system soon.
Move toward 24 hour transit ... required in a 24 hour economy.	Needs to be made safer (or feel safer with security presence). Increase service during major events. It takes FOREVER to get transit after a hockey/football game or concert.
Much of the congestion on 114 Street between South Campus and the UofA is due to unnecessary bus stops that are already serviced by LRT stations (i.e. bus stops for the 4 and 106). People who are getting on/off the bus can easily use the McKernan and Health Sciences/Jubilee LRT stations that are within 10 meters of the bus stops (only exception being the ones immediately around Belgravia Road, which aren't close to an LRT station), especially as there are an increased number of buses during peak hours. Getting rid of the bus stops in between will encourage more LRT ridership, reduce some congestion on the already heavily used 114 Street corridor and make better use of South Campus as a transit hub between the University area (via LRT) and the rest of the city.	Not sure about this one. I wish I could use it more, but I don't see the value as in my opinion the price is too high, especially if it's myself and another person. I could use it for work once and a while but I can park at work for free so why would I pay over \$6 for there and back. Maybe there can be changes such as peak and off-peak times or pay for the distance used. I know it's better for the environment and the trains and stations are nice, I just can't swallow the cost.
Need a farther reaching LRT line within the City. I have zero options living on the west end.	Not sure this is good value for the price we pay each month plus the fee to ride the bus. I would need to know how much this saves us ie on roads, parking lots...
Need make sure the users continue to pay for a minimum amount of transit costs. There is a mention of a 5% increase in riders between '13 and '12. What was the associated increase in revenues and transit costs	Not sure! The bus drivers I've had contact with have been unfailingly helpful. I love the idea of an extended LRT, though I hate the plan to destroy the walking bridge over the river. One improvement would be to have GPS in the buses, so that when we text to EPS for the next bus, we know more exactly how far away the bus is. Info at bus stops, especially the stops with less frequent service, would be ideal. AND: put the bus route number on all 4 sides, so we know whether to run for a bus or not!
	On the right track - just keep moving it



along!	People will always use the manner of transportation which they find most convenient. Redirect policies that make taking transit as convenient as feasible. Keep it clean and comfortable, secure, and maximize accessibility.
Open the NAIT LRT line. Other cities can integrate multiple lines intersecting in several places at multiple times. We cannot even schedule one spur line intersecting in one place.	Perhaps we should look at building transit ways instead of train lines.
Other prominent Canadian cities have reduced the size of city buses on less popular routes. Operating these smaller buses saves on fuel costs and allows tailoring of routes to prevent over servicing. Reduce funding to the point where users/fuel taxes support the system.	Privatize services and focus on buses rather than trains.
Other than going downtown. Transit is inconvenient, slow, and frustrating.	Promote, promote, promote. One of the questions people should ask when purchasing a home is "how do I get from here to there?"
Our transit system has gone crazy, we overspend on routes that have little to no use. As well do we really need Imobile in buses?	Provide late night service on main lines to each area of the City. Keep up the pace on expanding LRT.
Paid parking at LRT sits empty while there's nowhere to park for the average citizen	Provide more parking for park and ride on the South side of Edmonton, even if it is \$4/day
Parking at LRT Stations and buses that run more frequently and collect people to transit centers.	Provide more space and accessibility for park and ride !
Parking must be made available for people to access the LRT. Small buses into areas must come at regular and often intervals for people to get to the LRT if no parking is going to be available.....people HAVE to be able to get to the LRT at a realistic time	Provide more visible security on public transit. Increase routes as well as more buses per route (less wait times, especially in winter). Run all night routes in areas such as Whyte Ave. and Jasper Avenue.
Parking, expand south where the most residential growth is, change Century Park flow of pedestrian traffic for the pedway access to the bus terminal.	Provide parking lots at LRT access sites.They could require parking fees. Look into providing more timely DATS services. Review ridership numbers and adjust services accordingly especially in older city ares with changing demographics.
People are eating their Fast Foods entries & drinks and throwing wherever they want to. I haven't seen anyone charged yet for eating other than home prepared.	Provide transit in commercial areas. Many of those working in these areas during the night make poor wages and are forced to purchase vehicles they cannot afford.

public transit is great, but that doesn't mean it should be a bottomless pit of expenditure. It was only a few years ago that the city pulled out the trolley bus system, because even though it was eco-friendly, it was expensive....and now we are putting in a different eco friendly but even more expensive system of street cars. How about using double decker bus to have increased ridership with fewer drivers.	Purchase quality busses. Ones with long warranties. more efficient routing. encourage/strive for efficiencies in all areas, staff, trades, fuel consumption everything. More bus lanes in rush hours. Expand the LRT to reduce number of busses.
Public transit is the key to a successful City. We need to see the LRT expansion through to providing city wide service	Push LRT construction. I would love to take public transit on a regular basis, but when it takes double the time for me to take the bus to work vs. driving, it just isn't worth it.
Public transit needs to be enhanced and improved. Doing so will get cars off roads and decrease costs for road maintenance	Raise user cost. provide more useable service so ridership goes up. More park and ride will increase ridership
PUBLIC TRANSIT SERVICES HAVE BEEN IMPROVED CONSIDERABLY OVER THE YEARS IN PARTICULAR LRT EXPANSION. THE COST FOR THIS IS ENORMOUS AND WE SHOULD TAKE A BREAK FROM ANYMORE EXPANSION AS WE NEED TO SPEND MORE MONEY ON THE YELLOWHEAD FREEWAY OVERPASSES AND INTERCHANGES THAT ARE SO DEARLY NEEDED FOR BETTER TRAFFIC FLOW.	Rarely use
Public transit should have funding that is proportional to the growth of the city and inflation. Its chronic under funding is what has lead to the major problems facing it.	Redesign ETS routes so that buses travel along arterial roadways instead of meandering through residential areas. Seriously look at where you can increase ridership along arterial roads near high density apt and commercial/industrial areas - you'll find most of those are on the periphery of neighborhoods, not in their centres.
Public Transit, specifically the bus system, could really use a revamp to best suit our city's new needs. Schedules don't overlap, meaning we miss a bus by a minute between connections.	Redevelop bus routes so that they run in a more grid like fashion so that you know where you are going to end up. The routes in the city make it difficult for me to get to work without taking 2 buses and the LRT. I can drive to work in 15 minutes but if I take transit it takes 45 minutes to an hour...so why take transit?
	reduce managers relative to workers ; look for efficiencies, cut by 5-10% and focus on needs vs wants
	reduce number of dead heading buses to/from garages. put them into service
	Reduce the cost of bus passes for passengers who ride everyday so that more low income Edmontonians are able to ride the bus. Its a luxury for people on AISH and seniors to get a reduction but for unemployed riders \$90.00 a month is alot to pay for

transportation.	Run smaller buses during non-peak hours. Improving LRT should be the main goal, as it improves, overall ETS ridership should increase.
Reduce the monthly cost, complete planned LRT expansions sooner than humanly possible	Safety of riders especially at transit centers and at night must be stepped up. It is not entirely bad but the stabbings and threats must be reduced, thanks.
regional integration of services	Safety- would never ride LRT at night except for a big event- gangsters, punks
reliability and predictability of routes	Safety, safety, safety! I won't use public transit because I just don't want to be at risk. I travel at odd hours ... I bike.
Reliable service, more buses on busy routes, reliable service!!!	Same again - where is there any efficiency improvement? Every day one sees empty buses driving around . . are the routes the best they can be? Is the service level correct?
Reorg of transit routes so that buses using the same road as part of their route are staggered rather than identical...to allow for more access for people along those stretches. Free passes for schoolkids to allow them to attend magnet schools across the city. Downtown weekly passes, to hop on buses or LRTs when moving about the core for business.	Security. More peace officers.
Repeat similarly for Routes 15, 595, 596, and 133.	See comments from 'Urban Planning question re: building neighbourhoods as hubs, with retail/service amenities that and a central node of transit that connects to the larger city.
Reschedule routes to be more efficient. Eliminate the rambling stops at every corner. Make more express routes. Put all new LRT lines underground. We are a winter city and ridership would increase if we created an underground network.	seems like alot to pay for a service that I use for an LRT ride once a month. However, can justify it as towards a greater good, getting cars off the streets for less pollution if commuters can use LRT for daily commute
Review of routes and usage. Decrease buses and their sizes on lower used routes.	Service in my area is very poor, it takes my son 2 hours to get home from NAIT after 6:00 PM and it is a 10-15 minute car ride.
Review schedules for best combination of service availability and cost.	Service needs to be made available later into the evening or even 24/7. Implementing new routes to throughout some industrial areas would open up more opportunities for those who do shift work. I'm personally at a disadvantage in the city because I can't afford a car nor can I get to a potential worksite if it doesn't have a reliable transit route.
ridership is up and per-fare prices are up. Shouldn't that mean cost-to-the-city is down? Also "ridership has nearly doubled" is meaningless unless we factor in population growth.	
ridership should contribute more to the overall expense of this service.	

Service, maintain, repair, replace vehicles for best capital - operating cost combined outcome over time.
Share these stats! Spread the word about the efficiency and growth of our public transit services - it is exciting!
should be free for low income families, should have a more extensive service with more high frequency routes
Simply continue with your expansion project. I definitely support putting more money in transit for many reasons, including the environmental benefits. We need to start looking at transit for east and west as well. I would like to add that I only use transit maybe 5 times a year and I still agree with increases to make the city's plan attainable.
Small buses providing local-to-the-mall service reduce the viability of local walk-to businesses and duplicate, to some extent, larger bus services. I would suggest looking at the community buses as an area where savings could be made.
Smaller buses in less heavily used routes. Fewer bus stops to cut down on costs.
Smart card system. Turn styles at transit stations to reduce staff and enforce ticket purchase.
Snow tyres on the buses.

SO MUCH CAN BE DONE TO MAKE THIS BETTER. ITS SO SO BAD RIGHT NOW!!! Too expensive for horrible service. Long waits, changes to routes, why hasn't the NAIT line opened yet? The motto should be "ETS, we'll get you there, maybe, but you're on your own for getting home" BUs drivers are usually helpful though :) Good thing because no one else knows what the XXX is going on!! 311 operators are not all that useful (wrong directions, not understanding that there is no way to cross Scona road at the low level bridge to change busses...) Website is often slow or broken. Seriously, this is the biggest mess. I want to take transit but its not reliable or economical.
Some effort needs to be put into finding efficiencies. I see too many buses that are "Out of Service" at 4:30 pm - that's rush hour
Some routes such as the #4 should run more often during peak times for university. It is always so crowded that you need to have an exit strategy just to get off the bus. Also routes such as the 81 which is always late due to road construction should be re-routed to avoid having the construction delay it every day.
Sometimes getting from point A to point B is not very direct and involves so many transfers and wait times that it deters people from using public transportation. Direct trips from larger centres should be more readily available.
Speaking for the transit that I use, I would like to see the Number 2 bus have more scheduled buses during off-peak hours. Around the downtown area, it is almost always full with strollers and walkers as well as passengers.
speed lrt development



Speed up LRT construction, consider switching some routes to more direct routes, with less frequent stops, make passes more affordable, I'd rather pay in taxes than monthly at the store, better bike services at stops (lockers, protected bike storage)

Spend less money on elaborate buildings and stations and just get more buses on the road and finish the LRT

Spending such a large amount is disproportionate to the number of people who use it. You cannot force people out of their cars. Buses are more efficient and flexible than LRT and it's time City Council grew up and stopped wanting to play with a train set. LRT is outdated technology and to build more means saddling the City of the future with old technology. The way of the future includes small cars and car sharing programs and City policy need to be adjusted. Not everyone can ride a bike or wait in the cold for a train.

Stony Plain Road from 124 Street to Jasper Place TC is desperately in need of dedicated lanes, and I'm sure if I lived elsewhere, there'd be other obvious needs.

stop unnecessary short runs, more interlining. It's a waste to send a bus out for a 45 min run.

System wide efficiency.

take actual stats: count users on each leg of public transit. Stop guessing. Work out the per user CO2 "cost" of public transport.

taking a look at schedule and bus routes

The amount taken for LRT and public transportation is out of balance as to how many people who can use it. Also, there is no accountability as to who are the contractors for the LRT present & for future, distribution of costs (operation, wages, repair, cleaning, parking, rails, cars, power...) The cost to expand is extreme and I would like to see comparables that other cities have paid and who they used. Also, instead of hindering traffic with LRT trains what would be the cost, advantages & disadvantages of building the track above or beside traffic?

The amount that is charged for a rider should be covered by that bus fare, not other people's taxes! I maybe use the LRT or a bus once a year or less and I don't feel I should have my tax dollars used for it. Give bus passes to seniors for free but charge a fee for people on assistance or disability.

The bus system should be arranged more like an LRT on the roads. Bus routes should slice more directly through sections of the City rather than meandering through neighbourhoods. Buses should be GPS equipped and each bus stop should indicate the arrival time of the next number of buses within a reasonable period of time. The timing on intersecting routes should be arranged to better coordinate transfers.



The cities LRT service beyond poor, servicing a very small and select area of the city. The cities plan to develop a line the other areas in city looks to be on track to see each area of the city covered sometime in a little over 100 years and that is a joke. The proposed plan to bring rail service to the west end of the city using trollies is laughable and I can help but wonder if the various city councils NEVER learn; the city removed trolley buses several years ago and now they want to re-do the power lines contest roads even further and you think this is a viable solution? Elevate the lines and get on with the LRT expansion! Stop wasting time, stop wasting money on studies and stop repeating old mistakes! Elevate where you have to in the old neighbourhoods, as its likely less expensive than tunnelling and plan in the newer areas for future development. For a city of this size to have such a limited and dismal train system is an embarresment.

The city is poorly designed and as such public transit will never be an affordable option. I can not get home to my area after 11pm. I would like to be able to take transit when drinking but instead I have to pay \$50 to \$60 on a cab. The result is I stay home.

The company that was contracted for the NAIT LRT line? Yeah, don't hire them again.

The entrance way to the Century Park LRT from the bus terminal was extremely poorly planned. The escalator is always under construction and this causes major congestion. While re-designing would take a lot of money, I would almost just recommend to remove the escalator (since it usually is out of order, anyway).

the escalators at the Century Park and University and Health Sciences building are broken more often than not. Is it a big deal to take the stairs? No. Is it a big deal to take the stairs with 500 other people when they are only wide enough for one person going each way? Yes. It's ridiculous planning. Also the doors to the stairs are insufficient for the volume of people.

The growth of LRT is good and this should be continued. Bus services are good.

The LRT development is approximately 15 years behind. In trying to catch up, the city is prone to major error. As an example, when the Capital line was oversubscribed the day it opened. Train times are between 2 and 4 minutes or the maximum that will allow for continued traffic flow on 114 street and 111 street. As plans move forward to extend the corridor to meet development in Ellerslie and south, there will be an increase in ridership and a need for more trains to occupy an already very busy line. The additional trains will make travel on 111 st and 114 street next to impossible. Wait times to cross the intersection at 40 avenue and 111 street can be upwards of 5 minutes currently. That will only increase if we are able to cross at all. Step it up and plan for all of the traffic in the city, not just the LRT. Create an environment that makes it easier and more economical to use public transit.



The LRT is a laughing matter in the city as the lines really start nowhere and go nowhere. Safety is a major concern in some of the LRT stations(Belvedere/Comdale/Claireview). Felt safer in subway stations in New York, Chile, China, etc. on my travels. New York had subway offices underground to provide with info, ticket purchases and there was always the presence of a security or police personnel in their tunnels to provide with a safe environment for those using the subway. One feels totally helpless in our stations as there is no info centre or anyone to assist you in your travels or to provide the presence of security. Have had to step over homeless & drunks laying across the whole length of the step in our subway stations here(110 St & 99 Ave Station). Thought the subway stations in China & Hong Kong were wonderful as there were all kinds of shops underground selling freshly baked goods, sandwiches, etc. These shops were busy and the little bake shops were always sold out of goods by late afternoon. There should also be smart cards purchased whereby when you enter the LRT train you must validate your ticket or pass & also when you exit the train you would also validate a ticket or pass.

The LRT system should be growing at the same speed as neighborhoods, like in Calgary. The city of Edmonton is pretty late in the development of this service.

The LRT will never be what it should be here because of the lack of available parking. If people don't have a place to park by an LRT station it will not be used as it should be. When I used to take the bus downtown from Tweddle Place to go to work, the bus was quite regularly late and it took 45 minutes at least to get downtown

the main LRT lines built before I die. If you have to borrow, THEN BORROW! Or harass the province to

The more we spend on improved transit service with better routes will save vast amounts in roadway wear, traffic congestion, and traffic accident and policing/safety costs.

the numbers you have quoted above....does this take into consideration that all students at or secondary institutions now get a bus pass with their enrollment even if they don't use it. I have two nieces and one daughter that have bus passes they have to pay in their tuition but they don't use the bus...are their numbers used in the stats???? I think these numbers are untrue.

The population is growing. Stress and tense situations could arise in public places. We would need a better enhancement program for transit employees: Staff training to deal with people with disabilities, elders, and public; as well as ensuring the employee wellness as their moods do affect passengers.

The ridership has increased, the fares have increased, the revenue should have increased... spend the money better. Maintain the system better so that it encourages ridership and revenue. And when you print schedules - MAKE SURE THEY ARE REALISTIC AND ACCURATE.

The road crossings around the University and Belgravia are a nightmare. Why were these not put underground or over the road?

The services are good, there is greater scope for efficiency, also tariffs can be increased to compensate for reduction. Long term approach to evolve transit as self sustaining business.

The sooner the LRT also goes east and west the better, 100% support using tax dollars to do this. I also support using tax dollars to do this with the lowest amount of disruption to traffic even if it costs more. The south LRT line the UofA hospital on is not optima, in particular at 51st Ave and by the Cross Cancer/University Ave.

The trains and buses are often crowded, we obviously see a large increase in ridership (more money should be flowing in from tickets and passes), we have quite expensive user fees and yet this requires tremendous part of additional money. Comparing this other North American cities, like Salt Lake City for example, something doesn't add up...

The transit centres are quite good and far better than what Toronto has. I like that it's a lot more on schedule and the drivers are human beings -not corporate zombies. I hope it stays that way as Edmonton grows.

The value of LRT can also be grown by building parkades near more stations. Park-and-ride saves taxpayers money and furthers our green goals.

The value of the LRT will grow as the square of the number of stations. Building out the LRT to all quadrants of the City would let us use buses for local, higher frequency feeder routes.

The website to plan your trip is excellent!

The whole system at Southgate needs to be changed. Crossing or driving at terminal intersection (can't recall the avenue number that intersects with 111 street) is ridiculous. I once drove a friend home from work and we waited 10 minutes to make a left-hand turn from 111 street at a controlled crossing! She told me that she often has to wait 10 minutes or more to cross the street

there. Really, City?

There are certainly many layers of management and periferal services...really...do we need staff to provide education..how to use the bus? Do we really need communication officers, or newsletters? Perhaps a luxury...taxe

There are probably 2 categories of bus riders -- downtown workers and people that can't afford to drive. Considering the costs of parking downtown, charging more for transit is not unreasonable. If the city wants to 'subsidize' low income people, then these people should be targeted -- like students are already. Why not offer bus tickets to lower income people rather than across the board lower prices. Again the department should be challenged to do more with less. Private industry does this all of the time because economic downturns force them to reexamine what they are doing and how they are doing it. The city never experiences downturns, so it is not forced into this self-examination exercise.



There needs to be a more extensive set of available routes, and/or more service during peak hours. Some neighbourhoods have minimal/insufficient accessibility by transit, forcing inhabitants to drive (and I know plenty of people in outlying communities that would bus if they could access a stop). The crowding on the Lrt in particular is ridiculous, and if even ONE train doesn't arrive or has a malfunction during peak hours, whole stations of people are unable to get on. These conditions drive people away from transit. We're looking at expansions, but keeping the same schedules while increasing the population you draw ridership from by increasing accessibility? That's going to cause some problems.

There needs to be more emphasis on serving the outlying neighborhoods with bus service to the LRT in order to eliminate the need for parking lots at transit stations and stop the parking on side streets. The industrial areas need better service during peak hours to ease the congestion on city streets and encourage workers to use the transit more.

They are making great strides.

they should have to wait for new transit. Just give basic service to new areas. It's their choice to live out there. You build a new area and people demand 15 minute bus service right away. That's ridiculous. I want to see all

This area needs so much improvement! Why doesn't the LRT already go to the City's largest attraction- West Ed Mall!? That should have been priority. We really need to make transit a priority and do it right. I stopped shopping at Southgate Mall because the LRT holds me up at the lights for too long and the compounded traffic sitting at the Whitemud overpass. I went from a 15 minute drive to the mall to a 30-35 minute drive. We build a downtown arena and tell people to take transit, but the closest LRT station to the west end is downtown! The LRT needs more cars. When there are special events on sometime you need to wait for 3 or 4 trains before you will fit on the train. People who take bus service only do because they have to. Outside the core, it takes forever to get anywhere on the bus. If I were to take the bus downtown for work it would be more than an hour each direction- and that is with peak service. 15-20 minutes by car. We need late night transit service. The more convenient transit is, the more people will use it. The more middle class we get on transit, the more people will use it. Turngate-style entry onto the LRT will increase revenue because people will stop riding without paying.



This department is an absolute drain on the taxpaying citizens of Edmonton. The garages are opulent, the productivity low, way to much service in non peak hours. Permit me to tell you a story - My son on his 'go to work day' in junior high spent a part of the day in the Transit department. He watched numerous tasks being done, and say various departments. At dinner that night he stated "Those people sure don't have to work very hard." This is the message that this area is delivering to kids and citizens. Just because ridership has increased is no reason to not manage this department more closely - buses and LRT still run at much less than capacity about 75% of the time. There is lots of room for increased ridership without an increase in costs.

This is a category which angers me, poor management within the city, most importantly the city allowing building permits which will block 10, 15, 20, to 35 years into the future LRT expansion, and that doesn't only include outword but later LRT lines later connecting within each other in the core of the city. Also the south bound LRT is above ground blocking traffic (CRAZY). Other cities have the LRT lowered in the ground (not underground) having short vehicle bridges (at ground level) to flow uninterrupted.

This is a difficult issue to parse, because while I support the idea of public transit and LRT (in large, dense cities, specifically in eastern North America and in Europe) mass transit is the life blood of a successful, world class city. Spending one day using the Underground in London, and one cannot deny how much it improves city life and makes a city more usable and pleasant. That said, Edmonton is a different kettle of fish, and I don't feel that you can accurately compare it to places like London or New York or Toronto (or any large city) easily. Our climate, weather and low density (and low population & tax base in comparison to large cities with effective mass transit), make it an expensive endeavor, that will always have to be heavily funded by public funds. Couple that with the massive expense for new lines and the low ridership in relation to population, and it can seem like a money pit, with little benefit. We currently live very close to Southgate Mall, and by extension, the new leg of the LRT, but no one in our household uses it on any regular basis, and unless one of us changes jobs to somewhere downtown, we are unlikely to in the future. I admire the mayor's desire to have LRT across the city - it has always seemed wrong to me that there is no LRT to West Edmonton Mall, the largest attraction in the city, and for years I was a strong believer that Edmonton needed to have LRT across the city, but as time has passed, prices have gone up, and I've had to live with the abomination that is the south line (the above ground train and issues with traffic lights is a blight on the city, and anyone in planning who had anything to do with this travesty should hang their heads in shame), I do not feel that the current plan of above ground trains, at the price the city is having to pay for them, is realistic, reasonable

or sustainable. If there was proof that LRT and buses could become self sustained, or even marginally publicly subsidized, I would be more onboard with the plan to increase LRT, but Edmonton is a city that will always be low density, hugely sprawled and comprised of people whose primary source of transport is a car. I feel that the new line should either be scrapped, or it should be the last one attempted. If the city was really going to have a train system they should have done it years ago, as the price these days is just too high, and the tax dollars are not there to cover this expenditure, especially for something that is used by such a small percentage of our population. I think the city should focus on what works in Edmonton for mass transit, and stop trying to make us like cities that we will never be like. I love London, and wish Edmonton could be like it, but the reality is we have winter for 6 - 7 months of the year, we have a very low density and have an urban sprawl that makes everything more difficult.

This is the method of transportation that a higher percentage of us will need to use as population increases and driving a motorized vehicle in our downtown should only be for the wealthy. Safe and environmentally friendly, it needs to be the way of the future. As ridership increases I do not understand why it can not be self sustaining.

This service must get more efficient. You cannot continue to spend over 15% of the budget on a service that only generates 5% of the revenue. You continue to shoot yourselves in the foot with this service by building out the borders of the city and then wondering why no one takes transit. ITS NOT CONVENIENT!!!! NOT EVERYONE WORKS DOWNTOWN!!!!!!

This service should strive to be self-supporting.

This should be self supporting based on fares. There should be no tax support for transit.

This will probably go under the LRT expansion below, but I below more park and rides are required and a priority put on the LRT expansion. Right now, it's more economical for me to drive and park downtown than it is to drive to the LRT, park and pay to go downtown. I do really enjoy the Public Transit to events and to football games.

<p>Thoughtfulness. Focus on primary routes so they can be used more efficiently. Efficiency draws users, and the Millennials are known to be transit users, so we can see accelerated growth in ridership which can lead to future the self-sustainability of our transit system. But only if it's efficient. I ride lots and timing is far too often off from schedules or the 31100 text (which also simply fails to work too often). Also, too many bulk arrivals. On the west end of Jasper Ave the buses will show in a group. This is very inefficient because the lead bus will tend to overfill along Jasper while the buses behind it remain underused. As well, I take the 130 to the university daily and quite often it won't show at the scheduled time, then two will, which leads again to the situation described above. I can understand the difficulty of logistics, but it is your job and can be solved. Tighten your ship. As a user of several routes, I wonder how much loss these individual inefficiencies add up to. I sense that rather than a big overhaul, it comes down to thoughtfulness. Pay attention to the ridership. I've wondered if the management is too corporate-minded and not community-minded. Corporate-minded too often leads to fear-based management, I've found, which leads to inefficiency.</p>
<p>too late they committed years ago to the underground expensive approach.</p>
<p>Too much money spent on public transport in relation to those driving cars.</p>
<p>Trains to south east Edmonton soon please.</p>

<p>Transit could benefit from more enhanced service along major streets and within a large central zone (say Yellowhead south to Argyll Road, 75 Street west to Groat Road). Running buses along major streets, and not in and out of as many neighbourhood streets, could allow for more frequent service on streets like Jasper and Whyte, while encouraging ridership with the knowledge a bus is always on the way. A second zone outside of the core could also run on major street (most within 5 or so blocks of neighbourhood roads) and have an increased cash fare (similar to Vancouver's transit zones) which would encourage purchases of monthly passes and still provide transit benefit to most of the city.</p>
<p>Transit in Edmonton is bursting at the seams. And while the city has some great capital projects on the go to improve LRT service, bus improvements are being left by the wayside. I was very dissappointed that the Transit service packages were unfunded in the first draft of the budget. In particular, service needs to be increased on the busiest routes, and move towards building a more robust "frequent network." More dedicated lanes, particular at traffic pinch points are needed as well.</p>
<p>Transit is making good use of resources and building as the city grows. With infill the system will be more economically efficient, which will provide more funds for further expansion.</p>
<p>Transit must be CHEAPER, FASTER, and EASIER than alternatives. Right now it's none of these. Bus lines that run more often are critical, even if that means fewer stops or fewer routes.</p>
<p>Transit pass is quite expensive per month, esp since taxes go to the LRT as well.</p>

underground lines - would be worth it to have a good underground system like other large cities, which would hopefully get more cars off the road	We don't need fancy computers on the buses. Another way to make people pay would go a long way to using money better, way too many people ride without paying. Make students pay more for using the transit. They seem to be catered to more than ordinary people and have more money than most seniors
Underground or monorail, not beside the roads.	we just need to get better at it, especially near the city core. needs to be more hassle free.
Unfortunately, this question is seldom asked, and never answered with a view to the future.	We need accurate information on when the bus we are waiting for will actually show up. It's pointless to say the bus is due in 5 minutes when in reality it won't show up for an hour, for whatever reason. This is a priority as it gives riders a chance to make better choices. Perhaps they might go together on a cab if they knew the real option was spending an hour in -20 degree night.
Urban sprawl has an impact on transit use. I have no suggestions for improving the services themselves, having chosen to live and work in central areas with frequent transit service throughout the city. However, with ever expanding boundaries it is impossible to maintain routes to all areas. Continue to make infill and density a priority, and the use of transit will continue to increase.	We need better public transportation, with traffic starting to become an issue, good LRT routes are critical!
Use smaller more efficient vehicles during off peak hours or on routes with low ridership.	We need LRT to various corners of the City. Existing rail right of ways have been sold off only to have the City try and create new ones at high cost.
User fees AND get students using public transit again. Having both transit AND school buses on the roads is too much. Cut the wear and tear on roads AND save money by cutting school bus funding. ETS is excellent. Get those student bus passes going again. Upgrade some routes to cover under served neighbourhoods and it'd be great.	We use this constantly. The cost for a monthly pass is about right. Parking fees (especially downtown) need to rise.
user pay	We would see a benefit from re-calculating how we spend on public transit to provide a low-income transit pass. This would allow more people to utilize transit both for work and appointments, and be potential contributors to the economy by paying taxes
user pays, no freebies	West side of city needs more bus routes. Also note most people get off of work AFTER 4:30pm and route times should reflect this.
Varied ride fares, especially for short trips. Few will pay full fare for a short trip, so will take a car.	
Wait on some LRT projects until you have thought things out more appropriately Rapid Bus and better bus service first. You are currently putting in a new bridge and messing up a park for SE LRT and you are doing it as a P3 That is a mistake.	

<p>What are the cement pads at the bus stops for? Why were they put in after the fact of laying down new asphalt. And now your thinking of moving transit stops so do they need to rip up these cement pads and re pour them at the new transit stops. Where is the fore sight and why are we wasting dollars. Why don't they create pull outs for transit stops so traffic is not held up. Its safer for everyone including handicapped people. We have noticed that Dats drivers are not caring when they drive over pot holes which creates an unpleasant experience and sometimes harmful to seniors.</p>	<p>Working in UofA main campus, the expansion of the LRT south did reduce traffic congestion (buses are diverted to south campus LRT station thereby reducing number of buses entering/leaving campus). One of the MAIN factors that I choose not to use LRT to university for my daily commute is lack of public Park n Ride parking spaces. The costs involved for monthly bus pass +private Park n Ride is more than monthly parking on campus. Park n Ride should be developed more than one level parking lot, but rather parkade styles OR better bus services from communities to LRT stations.</p>
<p>Why are we pumping hundreds of millions of dollars into LRT? I have never seen anything that says we will ever get our money back or other sustainable reason to do this other than it is s nice to have item. Big cities have LRT and subways so why can't Edmonton. Do we need it? Is it good value for all Edmontonians for the significant investment we make in it?</p>	
<p>Why are we wasting all this money on an LRT . The LRT belongs above or below ground but not on street level. I remember the 70's. The City had tracks all over for streetcar service. We spent millions to remove it all because it snarled traffic. now we are putting it back in. The next generation will say who puy that crap on the road and they will rip it out and put it where it belongs. Above or below. Why can't we do it right. If the contractors would not stuff their pockets with profits there would be enough money.</p>	
<p>Why don't we fix the existing system? Do we really need a bus stop every 25 feet? Let's get a fresh view on how to make this system efficient</p>	

Recreation Facilities, Programming and Attractions

Overview: Services in this area include the programming and staff in over 60 community facilities and recreation centres, pools, arenas, golf courses, recreation programs, courses and camps, and attractions like the Valley Zoo, the Muttart Conservatory, and Fort Edmonton Park. Every day more than 19,000 people visit City recreation centres and attractions. In 2014 the City of Edmonton hosted 790 festivals and events. In total we have 6 outdoor pools, 20 community arenas, 8 cemeteries, 3 city golf courses, and 22 partner-operated facilities. We welcome over 7.3 million visits to City facilities, and provide over 78,000 operating hours at Leisure Centres, allowing year-round activities and recreation opportunities.

To learn more about these services, visit the websites for:

- [Activities, Parks & Recreation](#)
- [Attractions and Events](#)

Taxes per month:
\$4.38

In your opinion, what could be done to improve the services in the category of Recreation Facilities, Programming and Attractions?

790 festivals and events! I'm only aware of a few of them which seems to be a raising-public-awareness problem. Could use some, new innovative festivals as the old ones are getting pretty stale e.g. same old, same old Heritage Festival

A minor improvement but when booking online for a golf tee time, showing the times that are available including the group sizes will help optimize and distribute usage throughout the day.
A surcharge or membership fee to use recreation facilities, instead of raising taxes
A warm/hot pool, supervised for aquaphysio for those who need it.
Abort the community league membership allowing the 'free' access to the terwillegar or other facility once or twice a week. 200+ XXXX line up every sunday to access free family swim time, charge them the \$10 like all other times and you'll see revuneus go up !
Additional facilities in the city centre
Adopt a 'universal recreation' policy where access is paid on a sliding scale from \$0.00 to \$5.00 / per visit / individual or family unit
Advertising of city events / activities could be a bit more extensive. We're proud of our city, lets make sure as many people as possible enjoy it!
Advertising...more advertising of what's available.
all facilities access pass (attractions and fitness centres)
All in all, they do a good job.
Allocate more space to user groups and less to lane swimmers in public pools. Lane swimmers are not using the pool nearly as much or in the same way as user groups, which are giving tools for healthy lifestyles to the next generation. Rather than having 2 or more lanes for an occasional lane swimmer, have options throughout the city all day, but there is no need for every single pool to have multiple lanes available for lane swim every minute the facility is open.
Allow the City to manage & provide for profit services (cafes, shops etc) within the facilities to help cover costs.

analyze visitor data for older attractions (Muttart, Valley Zoo) and see if usage trending in stable; if decreasing, consider decreasing hours of service
approach private companies that can provide services in each facility. For example, Tim Hortons, 2nd Cup and other fast food services.
As a senior/widow, I personally (my choice) do not participate much in the facilities. Rundle Golf is the main facility used.
As long as the cost is paid by the people using the facilities and not being charged through taxes to those who do not use them.
As the city expands I think that it is crucial to provide new recreational facilities that are accessible by public transportation
Base support for these activities and facilities on user fees.
Better advertising of programs
Better advertising of when new Rec Centres will be open. ie the Meadows Rec Centre.
Better and more marketing for places like Valley Zoo, Fort Edmonton Park, and the Muttart Conservatory.
better bus service to them would get them used more... Rundle park for example it's a half hour walk at my pace just to get into the park from the closest bus stop...
Better design of new facilities. Terwillegar Rec Centre has poorly designed showers, parking and space utilization
Better maintenance
Better maintenance and cleanliness.
Better online access and management.
Better outdoor bathroom facilities, for example at Hawrelak park.

Better process for construction of small scale neighbourhood improvements to allow non-structured play close to home. There would be a much smaller need for an indoor playground at new rec centers if there was an actual playground (or two or even three) in every community. Right now, it is a painful 4-6 year process just to have a playground built through the CRC's under the Modification to Parkland process, and that is not counting the time to fundraise hundreds of thousands of dollars from the community.
Better staff. More selection for items of services and classes. Upgrades/refreshing to some facilities.
Better transit hours for more youth utilization.
Budgeting for Leisure Centres for year-round activities is great. Can we make better use of the outdoor space in the Fort Edmonton Park for more winter activities in addition to other parks?
Build fitness trails (outdoor exercise equipment) in the river valley.
Build rec centers of appropriate size. The Terwillegar Rec Centre was built far too small, and is constantly over crowded and/or has long waits. Because of this we've stopped attempting to use it. Same story with building new schools that are too small the day they open. Whoever does the forecasting of what size these should be needs to be terminated, and get a team capable of proper estimates in the positions.
Busing or LRT should be linked up all attractions.
By having user fees reflect more accurately the true operational costs, could services be improved? ...as opposed to relying on property taxes rising to offset a perception that usage of the public facilities should always be as close to \$0 cost as possible...
Charge more for use of specialized facilities and offer more rebates or free uses to those who cannot afford them.
Charge more to service users

Charge more. The middle class who are the paying customers can afford higher annual membership fees. Not-for-profit facilities charge more than City rec centres. If you keep the facilities cleaner, the middle class will come. Facilities all have a cleanliness problem.	Diversify our approach to apply resources to innovative community based facilities instead of some big projects. For example upgrade six community rinks by adding covers that retain the outdoor experience but dramatically extending the season and quality of the ice. I would defer spending on one medium sized project to get more bang for the buck by rejuvenating and bringing new life to communities facilities falling well within the spirit of our winter cities initiative.
Charge users more to use the facility.	do away with the winter strategy - not many citizens participate in this and its a big expense that could be used elsewhere
Cheaper admission rates. Better advertising of their programs.	do not increase the fees
Cheaper, easier to get to.	Doing a good job already.
City needs to do away with old boy network and staff these facilities accordingly - hence 10% budget decrease	Drop in fees for recreation facilities are NOT affordable for families. There needs to be a better structure for families to purchase a family membership. You need to be a nuclear family with 3 or more kids to make a family pass worthwhile, and there is no allowance for different family structures. Instead of the current fee schedule, the first adult could pay full price, and subsequent memberships of ANY type could be discounted. That means if there is a grandparent or youths in the family they can take advantage, as could single parent households. Sherwood Park already has this structure for their recreation facilities, and Edmonton should also adopt this. The idea of a nuclear family is outdated, and it is terrible that it costs so much money just to take your family swimming for a couple of hours!
City owned rec centres should be more affordable than their private owned competitors.	
Close the Zoo. Reduce the number of Festivals that receive funding from the City. Concentrate more investment in Winter festivals.	
Complete public park recreation facility at Keillor Farm/WELCA (Whitemud Equine Learning Centre) heavily used for education, therapy, sport and recreation year round with long wait lists. Historic recreation site is a unique Edmonton treasure.	
Construction and maintenance on facilities that are needed for major events. i.e. Commonwealth games, Universiadg, etc.	
Continue to build facilities. Charge admission fair market value.	Easier access using public transportation, more partnerships with schools and community leagues to increase access for all children
Cut back on hours of operation for facilities that are underperforming	Edmonton currently support some of the best recreation facilities in the country. Improving services will tied in to evolving need. At present, I believe the department spends its money wisely.
Cut out city owned golf courses as there are plenty that are operated by the private sector.	
decrease funding for festivals that aren't self sufficient or reduce number of festivals that City supports	
Direct user fees to balance off costs.	Ellerslie/Summerside area rec center.
	employee efficiency, customer service

Ensure access for all including costs to join and also transit flowing to and from	Funding for these initiatives should not exceed the revenue generated by them.
Ensure new and renewed facilities are throughout the city and not just in the newly developed areas.	Get private enterprise to build and operate recreational center facilities. They are grandiose in what they offer , serve only a few residents that use them and are too expensive in light of budget demands.
Ensure other levels of government contribute - ask, ask, and keep asking	Get rid of the Zoo.
Ensure the summer 'Green Shack' is continued & expanded.	Get the Peter Hemmingway rec center to be able to operate year round, without the shut-downs.
entertainment, which includes things like the Zoo and Fort Edmonton, should not come from the municipal budget at all.	Give Coronation Park a twin arena and a gymnasium. Put the Velodrome in Kinsmen Park.
Even though the rec centres can have great programs, they are not available at most places. For instance, I live in the west end and when pregnant I had to travel by bus 1.5 hours to do the only offered prenatal yoga class. I only made it to half the classes because it became too difficult	golf courses shud be pay their own way..single use identity used by very few
Expand on parks to include adult outdoor fitness facilities (such as pull up bars)	Golf courses, Valley Zoo, Muttart Conservatory & Fort Edmonton Park should be run on a for profit basis or closed.
expand/create facilities in mature neighbourhoods	Golfers should not be subsidized. This is a rich mans sport and they should pay for it. Pools and parks are for families and children and should be subsidized.
Expansion and/or renovations of facilities to meet growing demands.	hard to get into some of the programs for younger kids
Facilities should be available for variety of functions - for example Calgary zoo has several on site venues for weddings etc. that produce revenue. Why does our zoo not have multi functions such as sites for weddings. although fort Edmonton has venues available, the are extremely expensive and with recent restrictive changes to catering - it is not an attractive option.	Have different categories for different income levels.
Filter more money for programs and development to local communities. Do needs assessments through the community leagues.	Have extended hours, for those that would like to go past 10PM at the pool for example.
focus on NEEDS rather than WANTS and pet projects; look for efficiencies, cut by 5-10% and focus on needs vs wants; this is one of the most poorly designed surveys I have seen in some time. Leading questions, no places for alternatives, bundling of issues.	have more activity for kids and family
	Have more small facilities spread throughout the city.
	Have the City manage the lockers and fees for lockers, maybe charge more to go for these programs, except the green shacks in the summer for the children.
	Having these areas planned out prior to developing new neighbourhoods
	Having year round attractions would be great for our City. Eg, Fort Edmonton Park should be open year round. It is important we do things in the winter and not just the summer

I am currently happy with all services and attractions. I would like to see a multi-facility pass that could be purchased for pools, attractions (including Fort Edmonton) and early admission into special events. A few years ago there was a pass that could be purchase on free admission day that provided all of this, but was replace with another program that does not necessary have all attractions.
I am satisfied
I am satisfied with the amount and quality of the services provided.
i am supportive of the plan to improve Kinsmen Sports Centre
I am very pleased with what is presently offered, but I see in some of the older facilities there is a need for higher standards of cleanliness which is mainly the responsibility of the users.
I can see needing to use a lot of the budget to maintain these facilities but 19,000 people is a small part of the population in Edmonton. And a lot of visitors could be tourists which is great, but I think the people using the facilities should pay for them int the price of admission. If these facilities could not survive without money from taxes I would like to see them try to do more to ease that burden on taxpayers that are paying for everyone to use them.
I DO NOT agree with all the money that was spent for the arena when there is more important things the city could do with that money.
I do not think that they need 'improving'. User fees should be increased if necessary.
I do not use city recreation facilities often as they are quite expensive.
I don't see a value in this category, there are plenty of things someone can do without out "cost \$\$" and still have a blast. It's called using your imagination and find things to do.
I feel current facilities are more than adequate.

I feel it's critical to have up to date, functional and accessible recreational facilities that promote a healthier lifestyle. More specifically, I feel it's important to leverage the beautiful location of both the Victoria and Riverside golf courses. Riverside in particular needs a practice facility. I also feel that a decision needs to be made on the Valley Zoo. The proximity and high standard that has been set by the zoo in Calgary casts a negative light on what the Valley zoo has (or hasn't) to offer. If the dollars and/or expertise do not exist to significantly improve the facility, I feel it would be time to close it and make use of the prime real estate.
I feel it's critical to have up to date, functional and accessible recreational facilities that promote a healthier lifestyle. More specifically, I feel it's important to leverage the beautiful location of both the Victoria and Riverside golf courses. Riverside in particular needs a practice facility. I also feel that a decision needs to be made on the Valley Zoo. The proximity and high standard that has been set by the zoo in Calgary casts a negative light on what the Valley zoo has (or hasn't) to offer. If the dollars and/or expertise do not exist to significantly improve the facility, I feel it would be time to close it and make use of the prime real estate.
I feel the public sector or the YMCA can do (and in the Y's case, are doing) a better job in this area.
I fully support the enhancements planned for Kinsmen sports centre. This is a world-class facility, but it's looking tired and is becoming out-of-date. Edmonton needs to ensure this facility continues to allow us to draw major sporting events to the city. Increased funding to recreation facilities in general may help us to continue to offer important community-based facilities and programs as well.

<p>I have lost track of the proposal yo upgrade Ft. Edmonton Park. Do not agree with the approach to close the facility to upgrade. Not only is revenue lost but so is the reliability of the attraction as an option for patrons. Also consider that everything then need replacement / renewal at the same time. Think of the system Disneyland uses to stay open - cash flow & renewal.</p>	<p>I think having more programs available at all leisure centres would be great to see. I understand that certain areas and demographics of the communities that these facilities in are what determine the programs that are able to be run. It would be nice to have sign up options rather than drop in to hold people accountable for their use of these programs.</p>
<p>I have used some of the neighborhood parks in the past year because I have grandchildren, I am quite frankly amazed at the elaborate facilities that have been erected for children, yes they are wonderful, however, is this necessary, is a simple park/playground no longer adequate</p>	<p>I think it's time for a discussion how whether some facilities are a need or just a want. Some could be operated by independent non-for-profits etc (for example a golf course would be one of my top items as a want, not a need).</p>
<p>I just started using Rec facilities and programming in the past three months; I had no idea there were so many things to do at a rec centre! I had thought there were just swimming activities. There has to be some way to leverage Edmonton's active social media community to introduce more people to rec centres!</p>	<p>I think rec enters should be on a user pay system and not subsidized - There are facilities people use and have to pay greater fees because a city facility is not feasible to get to. EG. YMCA fees are much higher than listed for city facilities, I belong to YMCA as a senior and cannot get to a city facility because of the distance involved and transit that is not convenient at all</p>
<p>I like what is being done, the building of major rec centres to serve the city. Though it costs a lot of money to build these facilities the challenge will be to properly maintain them and staff them over time. Once the infrastructure is built it needs to be properly staffed and maintained.</p>	<p>I think that the ageing Parks' infrastructure needs to be updated or replaced. It is heavily used and needs to be improved. For example, the GoldBar Pavilion is well used, especially in winter and needs improvement or expansion.</p>
<p>I live west of the Anthony Henday on Glastonbury Blvd. This area has nothing and needs a recreation facility similar to the other parts of the city. Everything that was promised to this area when I purchased my home 10 years ago has gone to the Windermere or Terwillegar areas of town - we were lied to and currently have no city infrastructure in this area.</p>	<p>I think that we have excellent facilities that are well maintained. I think that the leisure centres have well organized activities. There is usually great parking around the centres. I like that the city is starting to plan recreation centres and libraries to be built in close proximity to each other. We have it pretty good in Edmonton.</p>
<p>I think Edmonton has great rec facilities, programming and attractions. The staff who run them do an exceptional job and this city is leading the way in providing parks and rec opportunities to its citizens. No changes recommended.</p>	<p>I think the City is doing a good job in this area</p>
	<p>I think the City should get out of the rec facility business and instead partner which the "Y". The river valley needs plans in place - there is no plan in place for west of Terwillegar and yet that whole southwest area is being built out with residences.</p>
	<p>I think the recreation facilities and attractions are well operated as is</p>

I think the recreation facilities are doing a good job of providing the city of Edmonton with attractions, facilities etc for a fair price. I go to a lot of recreation centers and attractions and am never disappointed with the way they are run.	I would suggest an increase of \$0.22 per month to allow those less fortunate to be able to participate in more of what the city offers.
I think the City presently with partners and private investors provide a decent level of services to the citizens with respect to parks and recreation activities and facilities	I would support funding that better connects attractions to public transit, however.
I think these services are fine the way they are but we spend a lot of capital budget money on building more of them. It seems like a really difficult level of service to maintain. It shouldn't be the City's job to host festivals. The private sector should step up to fill some of the gaps here.	I'd love more facilities. Another pool or two would be great.
I think they are fine as is.	Ideally, I would like to see the fees for members at City recreation facility go down. It costs me less money to join a private gym than it does to use a City-facility, yet my property taxes are going to the facility I can't afford to use.
i think they are pretty great the way they are	If the roads to these facilities are improved, wouldn't that be an improvement?
I think they are run very well. Each quadrant of the city should have a facility.	if we are not making money from the golf courses - privatize them and make more money. there are inside connections there and joe citizen is not treated the same as those that know somebody to get tee times - hmmm something wrong there
I think this is an essential service and is important to be funded. Is there a way to "streamline" how low income families access this service??	I'm not sure - I don't use recreation or community centres as I have no time. I have been to both the Zoo and the Conservatory, but do not visit on a regular basis as admission costs are too high. In my opinion the costs associated with this category are quite useless as I do not use these services. However, I understand their importance of these costs but would not be able to provide suggestions as to their improvement.
I think this part of the city is working. I would perhaps ensure that the core attractions (such as public recreation facilities) are able to maintain staffing and hours.	I'm not sure this is the place to mention it, but there wasn't a convenient place under capital expenditures. I think the scale of recreation facilities being built in new neighbourhoods is excessive. They don't have to be so opulent or extensive.
I think we need more activities for teens like boys and girls clubs. Keeping kids busy keeps them out of trouble	Improve accessibility by shifting focus from mega-facilities to smaller community level facilities like Jasper Place. Oliver and many central neighbourhoods are in desperate need of such year-round facilities.
I use Terwillegar Rec Centre and I can't think of anything that needs to be improved. I also use Confederation Leisure Centre, and it is due for a few repairs in the pool and change room areas.	
I use the pools and rec centres multiple times per week. Better hours on statutory holidays would be great.	
I would not be in a hurry to provide this services to outlying suburbs. Sprawl is a major issue that should not be compounded by trying to provide all of the same services farther and farther away from the city core.	

<p>Improve cross country ski trails. The city's as been reducing the kms of river valley trails groomed for skiing, and scraping them down to the concrete for runners.No fair for skiers!</p>
<p>Improve existing facilities in the city core, like Kinsmen, instead of building huge new sites in the peripheries</p>
<p>Improve the cost for admission or renovate some of the older facilities to improve things like the gyms in rec centres</p>
<p>Improve the entrance features for efficiency and clarity for occasional users.</p>
<p>Improve the interactive website to look for and sign up for recreational activities. Presently it is not very user friendly and often does not give accurate search results for programs (I.e. not showing all the options in any given facility).</p>
<p>improve the operating hours, improve programs for children , more care programs</p>
<p>In my opinion, many city employees are overpaid - as well they all have a protected pension plan which is funded by people like me who get no benefit from it</p>

<p>In our area, we are serviced by pools at Bonnie Doon, Hardisty and Eastglen. Because of service schedule overlap, one or more of these facilities has been closed for maintenance at the same time. This makes scheduling swim lessons tricky, because we are competing for spaces that are normally spread out over three different pools. While I understand maintenance must be done, the schedule needs to be adusted so that parents are able to easily access pools in their community. I would love to see more classes that are offered as once per week, like the Thursday-only swim classes we just finished at Hardisty. We have other extra-curricular activites, and these single night classes (rather than the twice per week) mean we don't have to rush from swimming to another class, or forgo swimming altogether because of conflicts. Single classes are also offered on Saturday and Sunday, but are too close to dinner time for the scheduling to work well for most families.</p>
<p>In the instance of Millcreek outdoor pool, the change rooms could be made accessible for larger people / those with limited mobility.</p>
<p>Include more community-based programs in the parks - have bordering communities along ravines and the river valley get involved in clean-up and upkeep of the parks, have people in communities get involved in their parks; in short, increase and make accessible/easy volunteer activities.</p>
<p>Increase inclusion and specialized program opportunities. Recreation/leisure focus vs sport, high performance training</p>
<p>Increase service on the high level streetcar</p>
<p>INCREASE USER FEE AND CONTRACT OUT THE UP KEEP</p>
<p>Increased staffing to provide more information and programs and improve cleanliness</p>
<p>infrastructure upgrades and more relevant programming for changing demographics</p>

instead of opening rec centres at 5 AM, open at 6 or even 7 AM. That would save a lot of money. Find out how	keep up to community needs, especially for youngsters
It is my belief that with increased attractions brings increased tourism. Currently, I believe that the city is doing well in this regard.	Less Centers, and MegaCenters. more free recreation that is grass roots. support for walking clubs support for biking etc. Support for paddling community etc. For example the dragon boat group set up a wonderful center in Riverdale/Dawson. It was city supported. Dollars well spent!
It would be great for the city to provide more events during the winter.	Less hokey techno flash at Fort Edmonton. It's a historic park, not Disneyland. More animals at the zoo (also, please replace the Saito Centre, it's depressing.)
It's a catch 22 - more programs but you need the staff which is a challenge right now. As someone who grew up in Edmonton as is now in my early 50's there has been lots of growth, but to encourage people to stay or get healthy is a priority. More programs catering to the 50+ crowd??	let the festivals and events fund themselves
It's time to stop building those big recreation centres which are expensive to build and maintain but expand more local, neighborhood recreation programs that truly engages people at all ages.	lifeguards are great ambassadors for the city, always fantastic people
I've had BENEFIT of these services in the past year.	Longer hours @ gyms and general upgrading of older equipment
I've used the recreation facilities and they are good value.	Look to more collaborative delivery systems using organizations like the YMCA, ski clubs etc. that have non unionized labour where staff might be more flexible. Be realistic about opening hours to ensure that there are reasonable numbers. Optomize retail and catering outlets like many successful museums, in new areas develop a different model of MR land ... and provide incentives for others to build rec centres. Why hold land for things like schools when they aren't built. Take a hard look at festival and special event funding and modest support to start up a good idea, but really limit the big grants to significant and proven festivals with significant contributions from others. Users should pay more of the costs...and if you need to support those that can't pay do it as an exception
Just keep them operational. These are good things.	
Just maintain , no improvement required for next 5 years	
keep coronation arena instead of a group specific velodrome	
Keep equipment working and clean. Have more drop in classes in the morning hours	
Keep growing and expanding, the more these facilities are used the more active a community the healthier a community is. Keeping all forms of heath care cost down	lose some staff , have seen a lot of staff jobs that overlap to many in administration and and front line all doing same job and not accomplishing anything
Keep them up to date. Ancient facilities cost more to run and get used less, resulting in greater cost of operation.	low fares, expanded hours
Keep up the good work .. adding to existing attractions or adding new ones would be appreciated.	lower admission and increase taxes to increase accessibility
	Lower the admission fees.

Lower the cost of monthly/yearly memberships	Many of the older facilities are old and out dated, I doubt they are cost effective and likely have low usage. While the city has grown by leaps and bounds there is virtually very little services in the new neighbourhoods; i think the city should look at replacing some of the older less efficient attractions with multiuser complex's. That being said view it as a business and be fiscally responsible, if you can't then leave it.
Lower the entrance cost for youth by the exact amount you add to the adult cost. The idea being an increased usage by youth with less barriers while allowing adults the same access by those who have a greater ability to pay. Whether the increase is an actual increase over all could determine the usage and therefore improve services due to actual use. Be more efficient with the use of space, for example in areas where height is not required but due to design you're left with 10m ceiling heights. It's the 6 P's to success: Proper planning prevents p*ss pour performance.	many people are in the rec centres at 5 AM. Probably not many.
Lower user fees	Market places like Fort Edmonton and the Muttart Conservatory better
Make a bylaw that prohibits the use of animals for entertainment such as circuses and rodeos. Make the zoo a sanctuary.	Marketing to promote available rental spaces; assess operating hours to determine needs (shorter hours, seasonal differences, less staff when less users)
Make all facilities optimally accessible to low income people and seniors.	Maybe have a website that gives a list of all facilities by category (swimming, golf, etc) or by area, and shows the current attendance rate of each, like they've done for the hospital wait times, that way people can see which ones are open and has the least amount of people and head to that one.
Make all in one facility. Jasper Place has running and courts in one building and pool and exercise room in another building.	More access to community-level facilities, especially for winter sports (indoor basketball and soccer, plus hockey)
Make better use of the user-pay concept. The City shouldn't be shouldering most/all of the costs associated with festivals and events. Fees & admissions should increase by the same amount taxes are raised every year.	More activities for seniors
Make facilities more appealing to single people or people without children.	More adequate staffing and extended hours of operation
Make people more aware of them.	more advertising services, more access, diversification
Make smaller facilities distributed more widely or keep building large facilities near transit centers (good job).	More affordable pricing to access the facilities.
Make sure maintenance is kept up.	More and/or enhanced rec centers.
Make sure the sites are well-maintained visually. Some aspects of the city are starting to look run-down and it has a negative impact on both the citizens' and tourists' impression of the state of affairs here.	More arenas!
	More daytime class options at Kinsmen for kids and adults.
	More downtown. As infill development increases it would be great to have a central rec centre similar to Terwillegar or Commonwealth — I work downtown and eventually want to live downtown and affordable workout facilites would be a huge asset

More environmentally-conscious practices and policies? Digital registration, composting and plastic recycling waste disposal options at events?	No more Kiddie pools. They are great until people really want to be physically active. The city needs another legitimate 50m pool.
More festivals and events = more fun for families and couples.	No opinion, other than continue to fund outdoor community facility recreation and camp programs especially in for at-risk youth in at-risk areas: Inglewood.
More focus on promoting truly original festivals, instead of funding everything under the sun. Namely, pull funding from Northlands/K-Days and fund other much more worthwhile events and festivals that make Edmonton unique. Increase opportunities (and awareness) for low-income families to access facilities and programs.	No publicly funded golf courses & less emphasis on hockey. More emphasis on people & programs...less on facilities, except for parks. More leisure \$ for
more for the north of the city	No strong opinion overall, however focus should be on recreation facilities which can be enjoyed by a wide variety of people (ages, income levels, etc).
more funding for renovations and new construction of recreational and cultural facilities	None of the rec centres are convenient for me - I have commercial or university options. Muttart, the Valley Zoo, and Fort Edmonton are worthy attractions.
More hours available for usage.	non-sport recreation and less for team sport facilities. Quit subsidizing Katz....
more indoor soccer facilities	Not sure -- I think Edmonton does a really good job of recreation facilities & programming.
More marketing so everyone knows what's going on.	Not sure if it already exists, but a family pass/punchcard that can be used at multiple facilities (ie the zoo, muttart, ft Edmonton, etc). Maybe similar to the city pass available in some American tourist destinations (California, NYC).
more outdoor pools	nothing
More public swimming spaces during peak times (before & after office hours)	Nothing. I think we have enough. Too much even. We don't need "3" golf courses or "multiple" Leisure/gym facilities for example.
More regular leisure centres instead of high end ones.	Offering more classes in the evening so people can participate after work hours, instead of holding them during work hours. Renovate change rooms in some of the aquatic facilities. Hire more people to maintain them during the day (Jasper Place pool is disgusting in the evening), especially in the private shower.
more skating rinks as there is a limited amount of public skate time,	Open a nice restaurant at River Valley gold course. Great lunch location, embarrassing menu/venue.
More staff: lifeguards and attendants	Open the Fort year-round! (I'm a fan. :)
More staffing	
more user fees	
more user pay	
More user pay	
My biggest concern is that private for profit venues with high costs for tickets, excludes a majority of the population from participating, including me. I can't afford hockey tickets, or the cost of expensive parking on a senior's pension with increased dental and other costs, including taxes and surcharges.	

Optimize usage, opening times, staffing and operating costs of every facility. Really optimize, not just optics.	Provide funding to revitalize existing facilities , eg: Scona Pool, Bonnie Doon, etc
Other than eventual expansion to new areas of the City, I can't think of anything.	Provide more discounted access for people with low incomes, particularly children.
Outlying neighbourhoods, which develop at the expense of infill, then clamour for new libraries and rec centres as well as police and fire halls (not to mention schools and hospitals under provincial jurisdiction). We have these facilities in place, but not in those outlying areas. If people choose to live in the burbs then they need to be covering the cost of the amenities in the burbs.	Provide more programming for ages 10 to 12 year olds, and more drop in course options on week nights. I have difficulty finding activities like yoga offered on a week night.
Outsource the management of the facilities. Everyone knows that working for the city is plum job that offers high wages and low expectations. I would like to see the facilities open longer and operated at a lower cost	Provide some focus to the investment. Conservatory yes, Zoo no. Offer opportunities to privatize some of them. Operate them on a for-profit basis (if they aren't already).
overboard already, large facilities that are built for organized sports.	Provide support to partner service especially so that they an grow programs and provide additional re ensues to operate the Facilities more efficiently
partner with more community NPOs to deliver/operate rec facilities rather than operate directly with CoE staff	provide wider selection of events and programming that are adult focused. Usually family activities are expected to be low cost. Adults will usually be willing to pay more for events, ie the Honey event this fall at John Janzen Centre
Plan a better winter festival, like Quebec City, as we are a winter city. Look at the upgrades needed to improve facilities while also preparing Edmonton to host the Commonwealth Games	Recreation centre in the west end
PRIVATIZE some of these	Recreation facilities and other attractions are not critical services like police or fire services; as such, individuals consume this service with discretionary income. Due to the strength of the Alberta economy, Edmonton ranks in the top 3 cities for avg discretionary income which means that there is capacity to bear additional costs. To improve services; increase user fees - this is a transparent way to provide the benefit to those that pay for the service.
Programming at local facilities is excellent. There just needs to be more facilities.	REDUCE COSTS TO SENIORS
programming in facilities	Reduced fees
Programming is not sufficiently accessible for all. Low income families, children cannot afford them. Need to get kids off the street. Build a rec centre in the city centre	Reduced rate for seniors
proper rehabilitation to last long term, not quick fixes	Refurbish existing build new ones. Lane swim to stay healthy and trim is tricky as I have to shop around town for where the service is available after work. Live in Jackson Heights but often drive to 111 Ave. Hardisty and hours are not inviting.
Provide a wider variety of activities in older community recreation facilities instead of just focusing those in the very new (and very expensive) facilities like Terwillegar.	Renovate old buildings



Run them as a business where revenue covers costs without taxes as part of the revenue base. If people want to use and pay high rec staff wages so be it. Budget a bit of a surplus where the surplus goes into a subsidy fund for low income people. Users really should pay without the expectation coming from taxes.	
Safety for the people using these facilities need to be looked at.	
Security personnel. Peace officers. Not hired contract security.	
Sell golf courses to private sector with caveat on land and environmental preservation practices. More small community support and less large facility hubs	
sell the cemeteries perhaps to get revenue/ reduce cost?	
Services are great. Free days or special events help attract more people as well.	
Services are very good at recreational centers. I would question whether the hours of operations might change to reduce costs. For example, continue to open at 5:30 am but consider closing a half hour earlier.	
Simplified fee structure across rec centers	
simplify the process for low-income residents to attend rec facilities.	
Smoking ban. Everywhere.	
Stop building things that we don't need, can't afford, and only benefits a select few like the new arena. My children used an outdoor pool once this past summer. They are no amenities near the Secord neighborhood and we can't afford recreational activities after housing, utilities and food.	
	Storyland Zoo is an absolute disgrace to Edmonton, it is VERY DIRTY AND RUN-DOWN looking, there is absolutely no excuse for the walkways not being cleaner and washed ,all you have to do is hose them down ESPECIALLY IN THE EATING AREA. Areas around exhibits should have flowers (there were a few), short attractive greenery or very low-lying shrubbery instead of the weeds and quack-grass that grow. Enclosed exhibits with windows should be hosed and you could use a squeegee. to wipe the glass down, stale water needs to be cleaned. Staff waste too much time driving around in pairs picking up little items, wasting time and inefficient, perhaps training is lacking, inefficient or non-existent. There are methods of how to do work and it would appear many do not know how to and how to coordinate work. Twenty some years ago it was a pleasure to come here, it was clean, lots of flowers everywhere and IT WAS CLEAN - they TOOK PRIDE WHICH IS LACKING TODAY and stop using the analogy of natural habitat (inside of cage ok) .
	Survey Edmontonians about what courses they would use at what times. Frequently I come across a program I'm interested in and even if I drive across the City they are always offered on the same day or time, which is a day or time that does not work with my schedule. This is for registered and drop in programs.
	takeover the p3s. they are a hidden tax
	The City does a good job in this area and it is a core mandate as far as I am concerned. It provides rec opportunities for all and I still don't understand how building an arena for a professional entertainment business (Oilers) is legal to be funded by taxpayers at the expense of core services like these.
	The city does not do enough to advertise its facilities and attractions
	The City is doing a good job in my opinion.

<p>The city needs to reconsider it's penchant for building monuments to recreation. The funds spent of these facilities is getting ridiculous. Yes people need nice recreation facilities, but they don't need to be extravagant buildings that provide so many activities.</p>	<p>The rec facilities and parks are a key part of what makes Edmonton so special. I'd like to see more available closest to me - Confederation Leisure Centre - to include a running / walking track, for example. Since I can still drive, I can go to Terwilligar Rec Centre which is fabulous!</p>
<p>The City should concentrate on maintaining existing facilities rather than continually expanding the envelope. Yes, there may be a lack of facilities in new neighbourhoods, but if these are so important the developer should be including them in the cost of the development. The City should concentrate on the inner portion of the City. The absence of services in new suburbs should be part of an overall strategy to increase the density the city. If the City continues to reward sprawl it will only continue. In addition, the City should have better policy of funding festivals. Every time someone dreams up a festival, the City gives grant money. This is especially true of festivals that are transplanted from elsewhere. A prime candidate in this category is "a winter type festival" which continually pops up in various forms.</p>	<p>The services are sufficient</p> <p>The services as far as I have experienced are exemplary. I think this survey is NOT the place to make this particular comment, but I will make it anyway. I am a single income wage earner and I make much more than the cut-off for any poverty or subsidy programs. I don't need any subsidies, my income is fine, but it is a single income and I believe that just under 30% of Canadians now fall into that "single" category (divorced, widowed, and a growing population of those who simply choose to be single). My issue is with the cost of some of these services. For example, it costs me around \$100.00 to spend a day at Fort Edmonton Park with my two grandsons, about \$50 for a day at the Valley Zoo or the Muttart and \$25 to \$30 to take them swimming. Annual passes to all of these facilities are out of the question. So rather than going to one of these places every single weekend, we went to the Fort only once this year, and not at all to the Zoo or the Muttart and I have not taken them to a swimming pool in over 6 months. When I speak to my friends who are double-income, they are telling me the same thing. I understand that the cost of running these facilities is enormous, but I can't help wondering if dropping the admission fees and I mean REALLY REALLY dropping them, would encourage MORE people to use them MORE often. I would be at one of these City facilities every weekend and school holiday if I could, but as it is now, the prohibitive admission fees result in my having to choose to attend only one major attraction and not very much time at any rec facility. When I talked to my daughter about putting the boys in swimming lessons, she made it clear that the cost of the lessons for two children was too much and they made the choice not to enroll them. I have lived in Edmonton for decades, and I am somewhat alarmed at the drop (has it been gradual or sudden?) in "affordability" of living here and that includes everything from mortgages, to City facilities and service fees, City run hockey lessons,</p>
<p>The golf courses only appeal to people who play golf - I would like to see fewer tax dollars to them and more used for truly public, accessible, recreation opportunities.</p>	
<p>The north side of Edmonton needs facilities desperately! There are students who will be well served in healthy choices as well as viable options of what to do with time.</p>	
<p>The only large community multipurpose sports/leisure facility in NorthWest Edmonton is YMCA which is a private (and very expensive for working families!) facility.</p>	
<p>The only thing I think is that was to much money for the big arena. There are so many things to do with this money. Since the beginning I didn't like this idea at all. it's not everyone who likes hockey. It's a very expensive sport. But now it's already to late. The others recreation facilities are good and necessary.</p>	

swimming lessons, etc.	Use user fees to help offset operating and human resources costs.
The services themselves are great. However, we need better access to info like opening times or programming. For example, it takes quite a bit of digging down into the city website to find out when aquafit classes are being offered at my local recreation centre. This should be easier somehow.	User fee supported or closed. Capital expenditures to build facilities is awesome, but they should be run lean and supported 100% by use fees.
The Valley Zoo needs more funding.	User fees can be offset property tax increases.
the west end where I live needs a new recreation center in Lewis estates	User fees for revenue
There are always improvements to be made, but the city faces choices. We do pretty well in this area in my view, so, no change.	user fees should be increased so no tax dollars go to golf courses, increase user fees for rec facilities. Festivals should not get tax dollars
There should be a way to reduce operational costs when the facilities are under capacity during day/working hours.	user pay
these are services that are pay per use, that income should cover the expenses in running the facilities	User pay has gotten too expensive for many families to utilize the services.
They are adequate	user pay. those that use the service should pay for it. no freebies
They're already pretty good.	View rec facilities as a public health solution and not a money generator or simply a form of physical activity. Reduce fees so more people can use it. The LONG TERM benefits of a healthy society outweigh the short term cost. Council needs to make decisions for the long term, not the short term!
They're doing fine as is	WE ALLREADY HAVE THE GREAT RECREATIONAL FACILITIES, PROGRAMMING AND ATTRACTIONS AT THIS TIME, AND THEY ARE BEING USED REGULARLY.
Things inside the rec centres are great. Can't say the same for the parking lots	We already pay so much to use the facilities. If they were to cut down on what they give for people that don't really need for free they would have much more to spend elsewhere.
To my mind, the current work being done in this field (pardon the pun) is excellent, and I agree with the focus on upgrading Kinsmen Park in anticipation of the Commonwealth Games. I get frustrated with the mindset of people who move out to the nether edges of the city and expect recreational services (and schools and hospitals, etc.) to be be there waiting for them. Neither Rome nor Edmonton were built in a day.	We are know as "festival city" and therefore, more money put into promotion will bring more visitors to Edmonton and therefore increase revenues both to the city as well as businesses who benefit from visitors.
Trim the fat, these facilities are often dead quiet. They should staff accordingly.	We don't need to fancy up these places - they are fine. In fact Muttart isn't as good as it used to be
try to use more volunteers to staff community/City centers and attraction	
update all facilities don't just build a new one in a corner of the city and charge a "plus" fee for access. Shouldn't access be equal across the board?	
Use more volunteers.	

<p>We don't use many of these services, though I do feel that they should be maintained so that those who do can properly use them, and that they don't fall into disrepair. It is less expensive to maintain something, than it is to try and repair it when it has been neglected for decades. That said, I do feel that there is too much public money going into needless festivals around the city. During the summer it feels as though you cannot step outside without being inconvenienced by some event going on. I personally do not attend these events, as I find them needless, and I feel that these should be supported more by those who attend, or should be funded by private sponsorships, and less by public funds. While it is nice to have a reputation for all these festivals, I don't feel that they are necessary, and have frankly reached a level where there are so many going on, that none truly reach a level of success to make them sustainable. I would focus this money on maintaining the parks and facilities owned by the city, and have only small amounts to assist the festivals and events in the city during the year. If the festival or event cannot sustain itself with ticket sales and such, it is probably not popular enough to go on, and should not be propped up by public funds.</p>
<p>We enjoyed two Art camps this summer. The classes are a fantastic way for kids to meet new people, gain skills and enjoy the summer. The quality of the instruction is great. I was a bit disappointed that the instructors Bloomin' Art camp at the Muttart and the Splashy Art camp at City Arts Centre were not given quality art supplies to use in their programs. The class fees for these camps are not low - surely the budget from the classes can cover more than crayons, poster paint and construction paper. Speaking for my child, she loves art and really enjoys using what she calls REAL art supplies. There are art student grade brushes, papers and paints available, so why the inferior supplies in the daycare classes? I'm unsure if I will register for an arts camp with the City again, and may choose to spend the money at the Art Gallery of Alberta or a private facility daycare instead, because I know the materials these budding artists will be using are appropriate and relevant.</p>

<p>We have many wonderful programs and recreational services throughout the city. A rotation should be set up for upgrading the older facilities to meet the new population demands and higher service requirements. (within the existing budget)</p>
<p>We have more than enough recreation services to serve my family. The most we can do to keep seniors active (lower costs, encouragement, raise the income level for being considered a low income senior. Same with families in need, anything we can do to support them maintaining a healthy lifestyle and keeping their kids busy.</p>
<p>We need a facility on the west end of edmonton!! The west end always gets forgotten about. Terwillegar is too busy to accommodate west end</p>
<p>We need a Terwillegar Rec Center in the east, north and West.</p>
<p>We need to improve activity levels at all ages or the health care system and ageing at home will collapse. The reality of the research of the benefits of excercise and links to all facets of life. This is mission critical.</p>
<p>we need to make sure that we maintain what we have and don't funnel all moneys to new amenities. We should also look for opportunities to build small amenities (e.g. individual pools), not just all huge rec centres. I think overall a good job is done.</p>
<p>We need to promote the use of outdoor school sports facilities, and other such recreational facilities which are under utilized as I rarely see youth or any groups using the soccer pitches, ball diamonds or see young families using the playgrounds other than during school recesses, etc</p>
<p>We really new a new velodrome. The old one has crumbled since the 1978 Commonwealth Games, and cycling is vastly more popular than it was 35 years ago. Swimmers get pools, skaters get rinks, soccer players get fields...can we be fair here?</p>
<p>We will finally have a rec centre in our neighborhood. I have been driving to Sherwood Park on a daily basis to use their facilities. My ability to walk has been a issue therefore many of the attractions are not usable to me. That is good value for the dollar!</p>
<p>We're good here. I like them the way they are.</p>

While it's all wonderful for corporations to pay for naming facilities, why not have them also fund some/all of the programming of that specific facility.

With enhanced services, this would help withstand the increase of new residents in Edmonton.

your unions have to be forced to work together to have cross over responsibilities.....there are too many positions in the city that are part-time a life guard cant clean bathrooms - why not?

Summer Road Maintenance

Overview: Once the ground has thawed, road crews work on [pothole repair](#), design and construction, and transportation planning across the city. In 2014, crews have filled 415,300 potholes so far. This year, the City is paving 180 kilometres of road, a distance greater than from downtown Edmonton to Red Deer. This spring, the City removed 105,000 tonnes of sand from over 4,700 km of city roadways as part of [street cleaning](#) efforts, with 70% being collected for recycling. The City’s sand recycling program is the largest and most successful of its kind in North America.

[Learn more](#) about road projects near you.

Taxes per month:

\$7.24

In your opinion, what could be done to improve these services of Summer Road Maintenance?

1. The traffic department manages to paint lines usually by the first of October, just in time for the graders to remove them. If it was completed by July 1, the number of police officers required for traffic accidents would be considerably reduced for one third of the year.
2. The condition of Edmonton's roads is atrocious in the summer. It is an embarrassment to all citizens, especially those like me who have out of province and out of country visitors. I am very tired of watching both the previous and current mayor shrug their shoulders and say "Oh well, it's a winter city" Great Falls Montana has similar winter conditions and wonderful summer roads!

415K filled this year and only 400K to go. And the ones filled last year will be back in the spring or sooner. The roads in this city are an absolute embarrassment, and I understand we have a person probably with staff that evaluates asphalt. Well that department should be eliminated. Build the roads properly in the first place and potholes can be significantly reduced. Are there potholes on the Hendy? City finally figured out to put concrete where the buses stop, that should not have taken a genius. This budget remains the same, as roads need so much attention in this city.

a good year of construction and way better roads than before. Don't let everything fall behind again like in the 80's and 90's

Add bike lanes, please.

Adequate & far too much attention to potholes. The City has bigger priorities.

Although I've increased the budget for Summer Road Maintenance, i feel a lot could be done to improve the service. To be honest the work seems to be slow and disorganized. Fix that before you add more money.

Approach NAIT and U of A for suggestions and solutions.

apps that outline closeures that can be access easily24/7

As I said before, don't allow repairs to drag on for months, on spot work.

As mentioned above, make sure areas unders construction are still accessible for ALL pedestrians. Otherwise everything is fine.

Asphalt is doomed to a rapid demise in Edmonton. I have driven in cities in the northern US (e.g., Wisconsin), and Canada (notably Montreal) with some concrete roadways. There is also a practice called 'white-topping'. Rather than approach road creation and maintenance in a manner suited to southern climates, why don't we get truly innovative?



Attempt to finish one project before starting another. Too often there are workers who are on site for a few days, leave, and then return some days/weeks later	Better coordination of work (timing of nearby activities), education about pavement design/rehab (less minor rehab, more major rehab), make developers pay, consider gravelled shoulders or lower standard roads where warranted, reduce urban sprawl, increase public transit useage
back alleys in older neighborhoods are atrocious & need to be repaired	Better coordination with other major developments so congestion issues are not compounded. Delay some projects
Be proactive and start fixing things before they fall apart completely. Use better materials to fill potholes. What you fill them with now doesn't last very long	Better line painting on major roads and intersections with turn lanes
Better access to information about real-time road closures, and better detour options or signage for pedestrians and cyclists that are affected by road maintenance.	Better management of projects - far too many roads are blocked off & NO construction is taking place. Far too many road block barriers are left when the road is done or nothing is going on - causing unnecessary traffic tie ups!
Better communication of what is being done, where and for how long. Creates goodwill with the public and is a way to show-off the good work being done.	Better roadway screening practices. Roads should never get to a critical state where increased costs are required if a less expensive repair could have resolved issues sooner. - We need a better road surface choice - use recycled rubber tires to make roads less rigid in winter.
Better communication on what work is being done where and when and updates on progress readily accessible.	Better street sweeping on roads with bike routes.
Better communication with drivers. Often find that the communication about road maintenance is given just before a closure or that the communication isn't clear or simple enough for. Reduce city expansion and focus on the existing road infrastructure.	Better training/crack down on snow removal techniques. The damage done by snow removal companies, curb damage, street pole damage, road damage, impacts Summer maintenance.
BETTER COMMUNICATION. Maybe some research and development on how to cut costs and be greener. Find alternative paving methods that work better for our climate? Or ones that encourage the rich to pay more. For instance, those of us with crappy cars wouldn't care if the roads were all gravel. Perhaps BMW owners would pay more to have the roads paved. I'm just spit-balling. Also, I would like to know how commercial taxation figures into this. Big trucks account for lots of road damage. Do companies pay more?	Better trying on snow graters so they don't destroy the toads so much
	Better warnings and advertisements of closures and detour routes. It has improved, but I think that it can continue to diversify how messages are shared
	Better work the first time to reduce on frequent redos
	BUILD LESS ROADS TO MAINTAIN. CREATE A DENSER, BICYCLE, TRANSIT, AND PEDESTRIAN FRIENDLY CITY.
	Can we reuse more of the sand picked up?
	clean the streets better so that everything isn't covered in grit and dust all year

Clean the streets sooner and more often in the spring and summer. CoE is dusty enough, lets get the winter debris cleared away sooner.
Clear the roads earlier and better.
Concentrate on projects to get them completed in a timely manner rather than starting so many but dragging them out over the entire season
Conduct maintenance operations at night only.
construct more bike lanes
Construction never ends and as I said earlier road constructions are slow and inefficient.
Contacting 311 proving pics of potholes, only response our area to be fixd in 2018...yippee we put up with this for another four years. Too bad so sad
continue to improve this. the roads are noticeable better this year.
Continue to use materials for pot holes that last longer. May be more expensive, but in the long run worth it.
Continue. Still many roads in Edmonton requiring repairs. Focus on repairing high traffic routes
CONTRACT OUT ALL WORK AND DO IT EARLY BEFORE THE SAND AND GRAVEL FLOW INTO THE CITY DRAINS AND CLOG IT
Contract work out
Crews could be better organized with proper supervision - how long did it take to replace one lane of Jasper Ave between 116th and 114th? Hence budget reduction = a performance target.

Do a better job of coordinating projects throughout the city so drivers have alternatives. I recognize we have to do maintenance (and it's awesome that we're investing in our city) but people still have to get from point A to point B. This year there was so much construction and on all the major routes it was very difficult to get anywhere; you would detour from your regular route because of construction and then find your alternative (or some times all your alternatives) to be under construction as well.

This may seem an odd comment here but improve winter road maintenance programs -- when snow isn't cleared promptly and/or effectively it leads to things such as potholes which you then have to repair. I've lived in Edmonton all my life and the past number of years our snow clearing has been atrocious (although mildly improving this year from last) and not surprisingly our roads have been the most atrocious I've ever seen in the summers with potholes. It seems logical to me if we cleared the snow properly (i.e. off the road instead of just pushing it off to the side) then in the spring the snow melt could drain off properly because the drains have been covered. If the water gets to drain instead of remaining on the road and freezing at night we'll have fewer potholes and need less summer maintenance.

Do an intensive pothole program through October to mid November to try to repair as many as possible before any freeze - thaw.

Do it better the first time. Better technology. Just repairing old repairs is ridiculous. Our city always looks dirty and chaotic.

Do it once and do it right, going back over and over is not effective.

Do more with less. Inefficient services

Done quickly and Effiecently

Don't close lanes during rush hour before work has even commenced. I've seen this several times and it's just plain irresponsible, costing critics thousands of hours for nothing.	
Don't close so many roads/lanes at once, concentrate on one project at a time, get it done and move to the next...would make projects go faster, more efficiently, and would not cause so much traffic backup	Expand the street cleaning program. The city looks messy each spring. Expand sand removal service and place in operation as soon as possible. Pick up the road side litter as soon as possible after the snow has gone. Freeways are a bit of an eyesore with paper and plastic. Is it possible to involve Correctional Services in a litter cleanup program?
Don't pull back on this. it's no fun but a necessary service we need to keep on top of.	Faster response to potholes and upkeep of the roads. We have over 300 city vehicles travelling all roads in the city that could report any pothole as part of their daily tasks. To have so many LARGE potholes on our roads is not acceptable.
Don't work during rush hour. Partner with universities to improve road materials so there are less potholes.	faster street sweeping in the spring.
Edmonton spends WAY too much on roads. Narrower the lanes, fewer lanes (aside from Whitemud/Yellowhead. Henday, there shouldn't be anything wider than 4 lanes in this city), and other traffic calming/reduction initiatives would go a long way to reducing wear and tear on our streets and the associated maintenance costs.	Find a better product to fix pot holes as they come back faster every year, maybe use better road surfacing to begin with.
Encourage people to move their cars from streets where sand is being swept up. I consistently see grit all year because some of my neighbours didn't move their vehicles at the opportune time.	find a better solution than filling potholes with material that doesn't last our winters
Ensure all crews have adequate flagging and traffic control; ensure all work sites have adequate signage and that signs are not left up beyond the period of the job completion.	Find a more efficient system for pot hole repair, last year they came down the road in front of my office 6 different occasions. Patch some leave some come back again and do it all over. No care in the patch fill it with asphalt even if water is in it pack it with the back of a shovel, then come back again in a week and do it over
ensure that back alley lanes are also taken care of.	Find out how Calgary maintains their road network, then adopt their practices. They have similar challenges but seem to be able to maintain and expand their roadways far more effectively than CofE.
Ensure traffic barriers are removed when work is finished. Often they are left for days before being collected, or are put up days before work starts.	Find some product that actually works for potholes or fix them properly instead of patching and patting down the material with a shovel and hoping it lasts for the summer. Whatever you currently use, breaks down too quickly, leaving the original pothole.
Ensuring developers in new areas pay a premium for the first five years for road maintenance and their work exceeds city standards.	

<p>First you need to fix the snow removal problem. The majority of potholes are created by leaving all the snow on the road in the first place. Ditto for all the sand cleanup. There shouldn't be that much there in the first place. Next, get some people that actually give a crap about the job they are doing. I can't even count the number of times I've seen a terrible job fixing a pothole that required another fix a short time later. Hold people accountable for the job they do. If I'm bad at my job, I'll get fired..... maybe City jobs should be the same.....</p>	<p>figure out how to properly deal with potholes in this city. The way it is being done is patchwork that is likely costing us much more than it should. I see a crew come in and "fix" a number of potholes on a road while much worse ones exist right next to the current work and are ignored until maybe a few weeks later. This is highly inefficient and costs us much more than it should. Other jurisdictions around Edmonton do not seem to have the same problems with potholes.</p>
<p>And stop building new communities further away from the core that require new roads and stretch existing resources thin.</p>	<p>For the most part given the amount of roads we have and the amount of staff I think we are doing a good job.</p>
<p>fix more potholes</p>	<p>Forget filling so many potholes and just repave the road. Too many roads in the city need to be paved. Paving crews are doing such a crappy job filling potholes that roads with filled potholes are worse than having potholes.</p>
<p>fix more potholes.....stop taking care of the new neighbourhoods and spend more money on the old...if we werent sprawling our roads would be better.</p>	<p>Get it done faster.</p>
<p>Fix more roads, fill more potholes. I'm sure you get that a lot.</p>	<p>Get someone in the transportation department with a brain that can figure out what products are out there that will work in our climate. Also send our traffic people to other cities to find out how they maintain their roads.</p>
<p>Fix potholes as quickly as possible. Our poor roads are a source of embarrassment.</p>	<p>Get the cleaning trucks on road faster and on a more aggressive schedule. Push down accountability on contractors. Make sure the work is done well and completed.</p>
<p>fix potholes!</p>	<p>get the potholes fixed. have damaged my car on 2 occasions.</p>
<p>Fixing the roads now saves us money in the long run. It costs far less to resurface every 10 years than replace every 30... and we have a backlog, so lets stop filling potholes and replace these roads... then maintain them with scheduled resurfacing.</p>	<p>Get the projects done faster.</p>
<p>Focus even more major roads and the centre of the city. Roads in suburban areas are only used by those living there, and suburban roads should absolutely be the lowest priority for the entire budget.</p>	<p>Get with it, and fix our streets. Again I repeat, Strathcona to Pleasantview have the worst streets in Edmonton. This is unacceptable.</p>
<p>Focus more on maintenance to prevent degradation, over trying to fill in the greatest number of streets in the worst condition. Keeping roads at their best is more efficient than trying to keep up with the degradation of roads at the bottom.</p>	<p>Give the City Employees driving City Vehicles a process to report potholes. Some of the these City Vehicles are on the roads 24/7. Things would get fixed faster.</p>
	<p>Good job on getting the potholes filled quickly on reporting them!</p>
	<p>good work to date.</p>

Gosh, this is tough. I can't stand the Road construction season but it's necessary. It seems like it could be done more efficiently and the wrong roads are being repaired. I am also frustrated with the quality of material being used to pave our roads. Is there really nothing better available? There has to be material that lasts longer and of higher quality than what we are using. Seems like a big waste of money.	Have you investigated what countries that have a similar climate do about road construction as it relates to pothole prevention?
Gravel should be removed from shoulder of main roads.	Hold contractors to penalties for missed deadlines negotiated as part of construction contracts.
Great job THIS year.Focus on the root. Built the roads better, so there are not as many potholes in the first place.	How about 24 Hr road work in the Spring/summer/fall months! Would this not allow us to stay ahead of large repairs by getting to the little ones sooner before they become large? Again all other major cities south of Canada do this why shouldn't we? Capitalize on the time we have for repairs with the weather! How about back lane repairs and major roads before side roads are done? Mainly side roads that only get used by residents to park their cars? What a waste of money and time!
Grind and pave rather than fill potholes. Keep up the good work. This past summer was great for road rehabilitation, I would love to see that continue in the long term.	How about cleaning the roads sooner and more often. And doing less of a crappy job when they do them. The roads appear to be getting worse and less care and attention is being put to them.
had pot hole repair, re-serfacing and street sweeping - ok service	How many times is the south leg of the Anthony Henday going to be repaved? I do not understand the problem with that road. It feels like a make work project. It is constantly overloaded with traffic... What seems to be the problem here?
Hasn't technology advanced enough that potholes shouldn't still be ruining our lives? I understand our climate is one of the most challenging for major cities in the world, but really?	I am sure if snow was cleared in the winter, it would be less damaged in the summer. Are there any trials of know traffic roads prone to early degradation that could be have snow removed and compare to another road of equal problems & traffic that did not have snow removed all year.
have road repair crews working longer hours in summer to take advantage of available natural light	I believe that when parts of roads are repaired, there needs to be a levelling of the spaces so there ridges won't be created or other jarring things happen.
- consider using artificial lighting to facilitate longer crew work hours in spring/early fall	I believe there would be less potholes if the Snow was actually 'removed' from the main roadways, instead of just bladed to the side of the road to melt/freeze/thaw.....
- even paying shift differentials will result in less delay/expense if projects can be completed in more timely manner	
Have someone go around checking the back alleys in our city, they are in really poor condition. My daughters back alley has 4 giant pot holes, i called 311 three times last year for them to come fill them with tar but they put rocks and this year the same 4 pot holes are back, they're not small and hard to drive around them when they take up more than half the road. Shame shame on this count.	

I love that we are doing a proper job fixing them instead of patch jobs.

<p>I see the crews working hard, and that is appreciated, it is just a shame that every summer, always has so much road construction. It is the one time of the year where the roads are dry and clear, and driving should be easier, but we are always encumbered by delays caused by construction. I realize it is a necessary evil, due to our climate and weather, I just wonder if the city could find better wearing road surface material to use, that would last longer in our climate? That might lead to less yearly maintenance? That said, I do appreciate the cities ongoing commitment to repair roads that are ruined by the winter. The potholes this year were dealt with better than any other year I've lived in Edmonton, and it was greatly appreciated.</p>	<p>I think we can all agree there is a pothole problem. Hats off to work already done, but more is needed.</p>
<p>I think our roads are a horrible mess. Many years of cutting back on road maintenance has taken a toll. I think money should be invested in fixing these issues before they get even worse than they are now.</p>	<p>I think we do a good job of this. We should do a lot more research into pothole prevention. Thanks for paving 34th Avenue west of 111st nw. It didn't need it but was nice.</p>
<p>I think people complain too much. Roads need maintenance. I'll bet there are a lot of complaints here, but what else can you do?</p>	<p>I think you need to study other jurisdictions to find the proper composition of pothole fillings so they just don't get bunged out again after a few seasons. Yes, we have a terrible road bed. But when potholes are fixed they should pretty much stay fixed. There are other jurisdictions that use better materials than we do.</p>
<p>I think that the work done is excellent. But I think the contractors are a bit careless about minimizing traffic interruptions.</p>	<p>I think the street cleaning should begin earlier in the Spring. We seem to wait for the windiest time in the Spring to brush up the dust. It is miserable for people who take public transit and others who walk a lot. Not fun.</p>
<p>I think the city is doing a pretty good job in this respect</p>	<p>I use the roads so I assume I use these facilities.</p>
<p>I think the City is handling this well now. In the past it was a problem.</p>	<p>I wish we could find a road substance that could stand up to our usage and climate - the upkeep on our roads is ridiculous</p>
<p>I think the city is managing this at the most optimal level.</p>	<p>I wish we would spend more on alternatives to driving (active transportation) rather than investing so much on new interchanges and roadways that will just invite more car traffic. Please stay aggressive with spring street cleaning.</p>
<p>I think there has to be a different way we lay our foundations for our roads in Edmonton or invest in some research to find a different way of laying pavement. I don't understand how it is possible for us to be constantly tearing up the roads in Edmonton every summer. There is something missing there and I think more money should be put into finding a better solution rather than maintaining the current one.</p>	<p>I wonder if some of this work could not be done between, say between 8:00 or 9:00 p.m. and 5:00 a.m. Other major cities do this, why not Edmonton? I don't go online to check traffic routes every time I have to go somewhere either during the week or on the weekend, but I can't even count anymore how many times I was trying to get somewhere and had to change my route MORE THAN ONCE to get from A to G because work was also being done on streets B, C, D, E, and F!!!</p>



<p>If the area isn't being worked on, please remove the barriers. I know it is time consuming and increases costs but I think it would reduce road rage.</p>	<p>infill development will mean less roads in the future to maintain.</p>
<p>If the winter roads were plowed by the sanding trucks before they put down sand there would be less to sweep up and recycle.</p>	<p>Instead of coming out to fix one reported pot hole it would make sense for workers to look around them and make an effort to fix all the holes in the area instead of coming back s week later to the same street</p>
<p>If we had better winter road maintenance, summer maintenance could be reduced. Better and thicker pavement would help when resurfacing roads. Some of the recent resurfacing break down again within 5 years.</p>	<p>Instruct the maintenance crews that their job is to minimize disruption to traffic flows. Far too often there are road obstructions ridiculously far in advance and/or left up long after work is done for the day. Their goals should be do get the roads fixed, safely, while having as little impact as possible on the thousands of drivers that depends on the roads every day.</p>
<p>If you're going to repave a section of roadway, do it properly the first time so that it is durable.</p>	<p>Invest in materials research to help find a solution to the wear and tear of our roads due to shrink-swell of water</p>
<p>I'm not sure what the answer is. We're at the mercy of our weather and the properties of asphalt. It's something I hate throwing money at, but given the abysmal conditions of our roads, we have to do something.</p>	<p>Is it possible to build better roads to begin with, or to fix pot holes more cohesively (dig deeper replace all levels of road with pot hole rather than patching) to make roads last longer? Please don't forget to improee alleys!</p>
<p>I'm not sure what the answer is. We're at the mercy of our weather and the properties of asphalt. It's something I hate throwing money at, but given the abysmal conditions of our roads, we have to do something.</p>	<p>Is there an alternative to the sand that would make the street cleaning efforts not needed to the extent it is required? Or lower its usage?...and not use sand with large rocks in it...</p>
<p>I'm tired of hearing complaints about potholes, I think the City is doing a good job managing this issue considering the climate we live in.</p>	<p>Replace aging roads instead of filling potholes every year. One of our streets is slowly being replaced by the amount of potholes that are filled...its pretty awful.</p>
<p>Impressed by the amount of pothole repairs and resurfacing done this year. Hope to see this continue.</p>	<p>It is sound a little fantastic, however, if we make our roads heated at the winter time it could safe a lot of work, money, dust and s on.</p>
<p>improved map sharing of operations</p>	<p>It seems you are trying new materials for pothole repair and this is a good thing.</p>
<p>In the last year, summer road maintenance has gone from lousy to fantastic. Whatever you are doing, please keep doing!! Thank you !!</p>	
<p>increase preventative maintenance to patch cracks sooner, before potholes emerge.</p>	
<p>increase spending until we address the deficit in terms of maintenance</p>	
<p>Increased pothole repair. It will save money in the long run on auto repairs. Remove debris from road quicker after winter as it causes windshield damage.</p>	

<p>It sounds like a lot of money for what seems like little improvement,</p> <p>however, considering the climate and how well used our roads are the dollars spent are of benefit to all and that work should be respected and appreciated as the time lines for these improvements are so weather dictated. All that said might it be possible to divert some funding from parks to help us catch up a little on the roads.</p>	<p>Keep on doing the best job that you can .. previous councils have made it more difficult to maintain the roads we have by cutting maintenance and repair. Don't forget the past because the next time we fail to allocate enough budget to repair .. we'll be in the hole again! And yes that is a message to the department and council.</p>
<p>its good.</p>	<p>Keep on track and don't let road problems get put off. Until Edmontonians adopt different ways of getting to their destinations - years down the road I think - and the transit runs smoother, roads are key for people and materials movement.</p>
<p>It's important to maintain our roads, but let's start thinking of roads for PEOPLE not cars. People use motor vehicles and bicycles to get around.</p>	<p>keep the potholes away.</p>
<p>I've called 311 several times about road problems and potholes in the spring, I even spoke to my councillor and its now fall and still nothing has been done. So maybe the city should do as they advertise about reporting potholes and actually fix the ones when they're reported.</p>	<p>Keep up the great work.</p>
<p>I've noticed a band-aide treatment is used on roads with several potholes which are patched, then within a couple of months those same potholes reappear. Therefore at this point replaced the whole surface.</p>	<p>Keep up the neighbourhood renewal to minimize the work needed. Publicize the R&D on road materials.</p>
<p>I've see crews out fixing potholes when no private companies do, because they know that the patches will not last if they are done too early in the year. Let's compare our costs and services to other cities and private suppliers. Challenge the department to do more with less.</p>	<p>Let's focus on public transit more such that our roads are used less and thus need less maintenance.</p>
<p>I've spent a LOT of money fixing my car due to pot hole related damage. I'd rather spend \$1.45 per month instead of \$600/year</p>	<p>Little obvious change for roads and long delays due to work started in some areas and not finishing in a timely manner.</p>
<p>Just keep filling the potholes!</p>	<p>Long term planning. i would rather a road be garbage for a couple years with a proper fix then have a poor maintenance job that only lasts for 2 years.. (156st, 95ave etc)</p>
<p>Keep doing the roads because there are too many people in this City driving.</p>	<p>Looking forward to the day when there is not so much construction in the city itself. Anything to hasten these projects while still maintaining at least a couple of roadways without construction would be welcome.</p>
	<p>Looking good! I take public transit during the week and drive on the weekends. Some roads are atrocious but I'd much rather focus on LRT and bus-route roads.</p>
	<p>Lots of money wasted on inefficient project management of projects in road maintenance. People always standing around and doing nothing</p>

Love the 311 app that allows us to report issues from wherever we are. I used it this summer to report potholes in our alley and they were repaired fairly quickly. Thank you!	
This is a common frustration, but on major arterial roads signage about lane closures needs to be more consistent, and with more notice. A barricade and an arrow 10 feet before a lane change without any other notice makes for some very frustrated drivers.	More use should be made of GPS units on vehicles to track how often an area has been cleaned/swept. It does sometimes seem like they are in my neighbourhood because they were told to be, not because the roads actually needed it. (e.g. later in summer). I like that Edmonton recycles its sand and salt - very innovative. In general I think a good job is done with potholes on arterials. Maybe work on educating people to report craters on residential streets -- you can't fix them if you don't know about them.
Love the sand recycling program	Much improved of late, especially since Mayor Iveson's term started. Continued work required, don't cut anything here!
Make it bike friendly, and we'll need to spend less on pothole repair.	Must be maintained
Maybe choose the places that need it first. Why did it take so long to do the 99 street and Argyle underpass? I am pretty sure the city repaved the entire city this year, so it should be cheap next year.	My impression was that the City did a much better job of pothole repair and street cleaning and maintenance in 2014 than in any other year since I moved to Edmonton in 1994. One recommendation: better spring cleaning of accumulated sand and gravel at sidewalks and curbs at major intersections. This creates a hazard for pedestrians and cyclists.
Maybe if we get caught up on the renewal we won't need so much of this but huge part of living in a city.	
Maybe promotion again? I didn't know the City had a sand recycling program, nevermind that it was special...	
More and better maintained bike lanes.	Need more pothole repairs, road repairs, and fixing of the massive pavement to sewer grate distance - hitting those is like hitting a massive pothole, especially on 170 street. That, or the sewer grates are sticking out of the pavement causing a hazard.
More efficient repair of potholes i.e. don't do it in the rain	Need to find/utilize better materials for paving and repairs so that the same potholes and cracks don't need to be repaired over and over. More use of flexible products that won't heave and crack as much or can easily be resurfaced.
More experimentation with different types of pavement to help reduce pothole and disintegration problems. I know it's weather related, but there has to be some other material/process that will have a decent cost/benefit return.	Need to get these projects done more efficiently
More focus on reconstruction and rehabilitation - This year (2014) has been a huge improvement over previous years. Coordinate Drainage projects with road rehabilitation projects to avoid duplication of costs.	Need to get to the potholes faster and there needs to be better inspection of the work done on potholes. When some potholes are done, there ends up being a big mound of asphalt, almost like a small ramp over it. The pothole is not smoothed out properly to avoid this.
More repairs need to be done. Be proactive not reactive	No idea
More roads = more traffic.	

None of these sections mentioned bike lanes, so I'm putting this comment here. I would raise property taxes to expedite the construction of bicycle high quality infrastructure. High quality bike lanes would encourage more cyclists.	Perform sectional replacements for the really terrible arterials: the 100 m on 98 Av near the Muttart. Since you've done Connors Road hill and 63 Av...
Not sure what it means by "largest" sand recycling program in North America... In what terms is this referring to? Looks like the budget depends on how much sand to be put in to maintain winter roads.	Perhaps the City can look into a different road surfacing material that tolerates freeze-thaw cycles better.
Not sure, as I don't drive	Perhaps using something besides sand during the winter?
nothing! They've been doing a great job.	Plan the work that needs to be done across the whole city and figure out the most logical methods to cause the least amount of traffic disruption. Be aware of seasonal traffic patterns and plan accordingly.
NOthing...great job	Please keep contractors doing high quality work. Some paving is poor and so breaks down far too quickly.
Often a thankless activity, many people's perception is that there are always too many potholes. Weather and the freeze/thaw cycles are uncontrollable but as noted in the Traffic Management section, would could be influenced to some degree is the number of vehicles on the road using specific routes. This might reduce usage and thus improve summer road maintenance.	Pot hole maintenance is poor. Even when patched they are often not level...bumping along is sad.
One large reason we had such disastrous roads this past spring/summer is Mandel spent our money on museums, art and fancy bridges!! And now is in charge of our health system, Lord help us!!	pothole map on 311 app
Our roads are in terrible shape. The result of ignoring infrastructure for too many years	Pothole repair is very poor. We have had the same pothole on our street for years and not repaired.
Our roads are quite simply embarrassing.	Potholes are a nightmare. Please consider research on a fill material that will be more effective.
Our roads are terrible.	Potholes are just the nature of infrastructure; however there are roads that are in serious need of restoration (example downtown and Strathcona). More funds are required to maintain roads.
Our roads were not taken care of for years, now we have to deal with the neglect.	Potholes suck but I think overall, the city is handling the repair work in a timely manner.
At least when there us construction, some drivers actually slow down	Priority on alternative transit and focus on main corridors. Poteholes in our area slow traffic down ironically, and safer for our children (once fill in traffic sped up again)
People keep complaining about road maintenance but I'm against throwing a large amount of tax dollars to keep repaving the streets. I hope that improvements in materials and construction techniques over time will reduce the need for constant maintenance.	Probably nothing that hasn't been said by others regarding pothole maintenance.
	programs probable the highest cost in the country

put more crews onto resolve issues during construction season	
Put up road construction signs up long before you approach the actual site, let people that don't pay attention time to merge	
Realize the work could be done during the nights in the summer instead of during rush hour!	
recent work increases were needed and past due, keep up the good work from last year	
reduce public employee wages and pension plans.	
Reduce the total road surface area and build and maintain it better. Implement proper scheduling for maintenance such that congestion and safety are improved. Stop contracting this out to private enterprises who have a vested interest in doing this work in a manner that guarantees them repeat business.	Road repair is very important but it is very annoying when the pace of construction moves like a snail. Construction barriers are left all over the cities but construction crews are rarely seen. This is why people speed through construction zones - because they are not construction - they are construction obstacles. If barriers are put in place that a time frame must be assigned to the task.
Remove construction barriers when work is complete	Road work and maintenance is not where it should be for a growing city. It is often slow and uncompleted for large amounts of time causing huge traffic issues. Potholes are not being properly taken care of and a lot of road construction is not completed to last more than a couple years. I find a lot of the things that should be high priority are low on the totem pole and don't get properly completed.
repair using long term fixes, not wasting money on quick fixes	Roads are the economic lifeblood of the city and need to be heavily elevated in terms of priority.
Repairs seem to be sparse in Clareview. Roads go unswept, repairs not made...yet other portions of city get regular maintenance. Make it more fair regardless of location or higher valued houses	Roads must be kept in repair.
repave in the spring, rather than the fall.	Roadways that last!
repaving and blocking lanes of traffic. Expanding roads to allow even more cars where we could be expanding Irt getting cars off the road.	
Require more investments	Run major road repairwork 24 hours so the work is done as quickly as possible. Also, I feel like the time lap between assessment and decision making is too long which causes unnecessary spending. For example, a road in a new neighbourhood just received new concrete bus stop pads. The next summer they were ripped out because the neighbourhood had grown so much that they were expanding the road to be 2 lanes. Ridiculous waste of spending. Use foresight.
Research other products that would last longer and better. Patching is not the answer	Same as traffic management: we need to reduce the dominance of cars as urban transport.
Responsible scheduling of road work.	
Road maintenance has a habit of putting up signs, then not showing up to do the work and leaving signs up when work is completed.	Scona road hill is already getting potholes. Hope it is under warranty. Better use of mobile reporting to track potholes and change filling operations to respond to needs, and close loop with reporters.



Seems to be doing well with the neighbourhood improvement project ... Although there are some potholes ... :>)	spreading and removing sand is a large project in winter / spring. is there a way to use snow melt or salt as in other cities? this would reduce the removal portion of sand at least.
Set higher standards for the construction of the roadways from base to finished surface. hold the contractors to the contract. The Anthony Henday is showing premature road surface failure. I can see there is something wrong with the construction of this roadway. Compaction was not enforced. Use materials/products which will not have potholes appearing in 1, 2 3 or even 10 years after the job was completed. Cost savings would more than offset the repairing of 415,300 potholes. Something is wrong here. The job was not done right in the first instance. Base, compaction, materials use could not have been monitored, enforced.	Start by having a better plan for sanding streets, we put way too much sand down and then plow it to the side creating mounds of solid ice and sand that block drains until spring, creating the potholes and cracks in the roads. This method also narrows most roads by half a lane or a full lane.
Set up a toll road from Sh. Park, and St. Albert. ... Stop urban sprawl.	Start resurfacing the bad roads first and then go to other areas. Don't just do the roads where the wealthy live. Everyone that lives in Edmonton pays some type of tax and should have the same service as anyone else
Simply filling potholes isn't working. Focusing on proper construction of road beds. public/private partnerships may allow further use of concrete for high traffic routes. I research alternative snow removal methods (ie. Montreal), and traction aids (use of sand (gravel) leads to broken windshields and spring clean up costs)	Start spring cleanup earlier and do it faster. Our city currently looks ugly too long every spring.
smarter pothole repair. Less roads and less infrastructure to maintain!	Stop construction companies from leaving their signs up forever before and after the work is done!
Some roads are nothing but pot hole patches. Try fixing the potholes by repairing whole sections of road instead of the bumpy current method.	Stop contaminating asphalt used in road patches with waste engine oil. The materials we use are failing for known reasons. Refer to the work of Hesp & Shurvell of Queens University.
Sometimes roads are blocked off long before work begins. Sometimes it takes ages for repairs to be finished.	Stop going mental on the use of 'sanding' in the winter. The damage to trees, grass, roads, cars, etc. outweighs the so-called benefits. What's so difficult driving (with appropriate caution) on packed snow? We don't live in Florida so let's learn to accept winter driving conditions (and cut costs!).
spend money in a downturn, save money in a boom	Stop just filling side road potholes with gravel -which then just spreads over the roadway- and actually fill the holes
make developers responsible for areas for snow removal, infrastructure, and planning that does not cost the city even more because of sprawl	Stop pot hole repairs by adding to the overlay program. If we have good roads again, potholes won't pop up with such frequency.
Spend more on repaving bad roads to reduce the backlog of embarrassingly degraded roadways in our city.	Stop putting bandaid solutions on the street. Thaw/freeze cycle sees a LOT of the same potholes return year after year. Start planning to get these streets fixed properly!

Stop using chemicals on the roads...use sand only.
Street cleaning needs to happen sooner and over a shorter time period. My street was "clean" for about a day, then the transported regolith filled the air again. I am very pleased about the recycling program for sand.
Street cleaning needs to start earlier
Need better co-ordination between construction projects, and utility projects by EPCOR.
Suggest considering allocating a portion of photo radar revenue to reduce tax allocation.
Sweep streets in the fall once the leaves are off the trees. This would keep the drains clearer in the spring preventing some of the backups that worsen the pothole situation.
sweep the sand and gravel from streets earlier in spring to accommodate cyclists
Take a big picture approach, considering traffic patterns (e.g., ensuring that not all ways into the downtown from the westend have major delays. For the most part, the city is doing a good job with trying to keep up.
Take the sand off sooner, they are some roads in neighborhoods that have never been done. Stop contracting out these services, they charge too much and do a lousy job, because they don't care. When you fill potholes in a neighborhood, do more than just one. Don't wait until they are craters like it is now. Stop paving streets that are still in good shape, concentrate on streets that need it.
Terrible terrible sand.
Thank goodness, serious sewer upgrades happend in our neighbourhood this past summer, hopefully leading to neighbourhood renewal of the roads next year as scheduled. The roads in Old Strathcona and the Mill Creek area are in horrible shape.
The 23rd Ave projects should have been planned out better. It greatly affected my commute to work everyday.

The city didn't spend enough on repairs for so many years that we are still playing catch-up. I support additional funding so that more roads can be repaved as simply filling in potholes is a very temporary solution and seems to just last a few months.
The city has done an EXCELLENT job on working on our roads this year. No one likes construction, but it is usually worth the slight inconvenience. My only suggestion is to keep an eye on how long roads/lanes are closed for, as at times it seems roadways are closed down for many days at a time without any work being done on them (i.e. close them only when work is being done as best as possible).
the city streets are dirty for most of the year. Our street was not cleaned until end of May - that leaves only a few months before winter hits and more dirt and rock are put on the streets. I swept all the gravel on the road along my entire house front and the neighbors in April and the street cleaner came along and deposited rocks in front my house and on the sidewalk.
THE GRADERS REMOVING OUR SNOW EVERY YEAR DO DAMAGE OUR STREETS AND CURBS . I HAVE SEEN THIS MANY TIMES. THESE GRADERS SHOULD ONLY DO A FEW INCHES ABOVE THE GROUND. THEY SHOULD NOT GET RIGHT DOWN TO THE PAVEMENT.
The pothole crew need to look around the area they are filling - often time they fill a pothole but not one that is 8 to feet away - how come? They waste too much time going back and forth to the same area when it could have been done the first time. Don't wait till it becomes very large and dangerous for cars.



The pothole repairs do not seem to be very effective, so more work needs to be done in this area. I believe that major arterial roads should be looked at and assessed more often. In our larger area of frequent travel (75th Street, 50th Street, 106th Avenue, Capilano, Bonnie Doon, downtown, SE.) some of the roads are patched, but need to be redone in the same season. Some have needed extensive work for more than a year, and even the potholes are not patched. City staff should be proactively out there searching for problem areas, not waiting until the problems are reported by motorists. My husbands tire was blown by a pothole that I had reported one week earlier. His claim was denied by the city, because my report was not specific enough as to the location, but the whole roadway (106th Avenue) needed pothole repairs.

The problem is bigger than can be managed. Good luck!

The renewal program is paying off. We must be sure to do proper life-cycle planning to ensure our infrastructure does not return to its previous state.

The roads are horrible, a brand new car needed a wheel alignment after driving 100 km on city roads.

The speed fines double signs, should be taken down when there are no workers. Remove barricades etc quicker when a project is done.

The way we build roads is clearly not working and is clearly not efficient. Research and investment in alternative road/paving materials that won't get destroyed every year seems like a worthy investment. There has to be a better way.

There is no possible route for me to get to work without construction. (Trust me I have tried) This includes numerous routes down to one lane. If only there was a LRT from Ellerslie to Capilano. My life would be complete.

There must be better asphalt options than whatever the City is using. It seems a road gets paved and has potholes in it a couple of years later. I don't buy the argument that nothing can be done because of the unstable ground on which much of the city is built. There are solutions; it appears City road & maintenance staff simply have no interest in finding them, perhaps because they might be forced to actually innovate and change...they seem to like doing the same old thing over and over, even though the results (poor) are always the same

There should be sweepers in the downtown core and places like Whyte ave once a week to keep it looking nice

they did great work this summer

This area has noticeably improved over the past year.

This goes hand in hand with the next section. Snow removal done with proper equipment will keep our roads from getting so damaged. Construction signage is atrocious in this city. In other provinces construction companies get fined for improper signage that impacts traffic. I've seen signs saying a lane on the right is closing. Five blocks later and there was no closure or it was actually on the left side. I've seen lanes closed for weeks with no work being done or equipment or vehicles. Even in the evening the lanes aren't reopened. During rush hour the push should be to move traffic.

This is another area I think the city manages well. For the most part, I find the significant public complaints about pot-holes puzzling and unfounded.

<p>This is complete joke; I live in Riverbend that seems to get perfectly fine roads dug up and re-paved every few years, whether they need it or not while roads in older communities are turning into rubble. Where is the management??!! Grassed medians are planted one year, then dug up the next year for some reason , then planted again the year after .. Streets are washed one week, then another truck comes by the week after and does it again!! What the xxx is going on with management there???! Reduce their budget and priorities will quickly come to the surface.</p>	<p>Try to prepare and repair shorter lengths of roadway. I visited Seattle 4 years ago and saw that one of their downtown streets, undergoing maintenance, was being repaired one block at a time. Downtime is shorter. Inconvenience is shorter. ...versus ripping, stripping and replacing larger segments over the course of weeks or months, at least on the surface, it seems to be less disruptive.</p>
<p>This is one of the higher tax costs, however I think the city does a good job here so I am going to say I don't mind paying the price..</p>	<p>unfortunately the city screwed up many years ago - this should have been kept up regularly and never was so now it is a huge issue</p>
<p>This is one of the most important and annoying areas for motorists. Surely there are better materials out there, like recycled tires, that can be utilized for our main roadways to minimize potholes to start with. Asphalt as the material for our main roadways does not standup. More research is needed.</p>	<p>Unless the substrate conditions are unique there must be other places that face similar conditions. What are they doing with their roads? Do we not dig deep enough for a better foundation? I seems like roads are paved and repaved and within a year they are needing repair. I know that it has to be frustrating to those who work on them. With all of the technology available is this the best that we can do? Is it cost prohibitive? Pot hole repair is a temporary fix.</p>
<p>This is very necessary, potholes cost us money too in car repairs, yes, suspension that cost lots of money. Try to find a better way, in research, for the portholes, I don't know. The recycling program is very nice too</p>	<p>Use better materials. Potholes that were filled in June were terrible again by August.</p>
<p>This is what taxes should be going to.</p>	<p>Use international methods and technology to improve roads and pothole repair. use more money but do the job more efficiently</p>
<p>This year I was really impressed with the spring street clean up in my Prince Charles neighbourhood. I really noticed the difference in the quality of work compared to previous years. Why isn't there a fall clean up too? The amount of leaves and garbage that gets rotted over the winter is a real mess in the spring. By having two clean ups in one year may save money and time in the end.</p>	<p>Waste again. Street cleaning on days it's raining. 10 people to fix a pot hole. Road construction signs left up for too long after a project is complete.</p>
<p>too much focus on potholes. Edmonton will always have them due to our climate and geography.</p>	<p>Watch contraactors, closed lanes where no work is going on. Ensure traffic is alerted EARLY enough about detours and lance closures.</p>
	<p>We could increase the number of teams working on the roads as they have an endless job and not enough months to get it done.</p>
	<p>We need to come up with new materials that don't erode so rapidly in our weathers. Invest more in research at UofA</p>

We need to put the money into fixing the infrastructure we have -- not building new infrastructure. I would pay more for proven technology that extends the life and resilience of our roads.	While it is important to have clean streets in the summer, more pot hole repair should come out of drivers pockets. they are complaining about it, let them pay for the repair. They "DO NOT HAVE TO DRIVE". It is simply a convenience.
we need to stay on top of this or it will be much more expensive in the long run	why do our streets need to be cleaned once a week in the summer--it's way too much
We seem to keep repairing the same roads. Are we using a lower quality of product to repair our roads? As I mentioned earlier in the survey we need to consider an evening/weekend crew to keep costs down (no overtime), job creation and the construction would be completed in half the time.	Why does it take a crew of 5 people to fill potholes? Shouldn't there be one shoveller and one compactor? I regularly see larger crews with many people standing around.
We still have a lot of roads in poor to fair condition due to years of neglect.	work has to be more coordinated - all too often work is done that obstructs multiple major roads with no release valve/viable detour. also, there is too much delay still from one stage of construction to another. it's nuts to see signs up/roads blocked and no work being done. do more work at night!
Well done, the improvement to our roads is significant and most welcomed. Having said that, I'm still become distressed when I see a very recently redone street dug up for something should have been done before the repaving.	Would be nice to get streets cleaned a little earlier to facilitate biking. Maybe wouldn't be such a problem if snow was actually cleared.
We're doing the best we can here.	
What you call sand is actually gravel mixed with salt and should not be on the road to start with.	Would like to see much less repairing done when it is pouring rain, just started raining or the roads are still wet with moisture. Most often this results in the tar being released from the cracks and is now lying useless on the road beds. Also more use of water in street sweepers when streets are being cleaned
whatever it takes to get roads fixed. 63 avenue was just redone this year to 109 street but 106 street to 64 avenue is in grave need of repair but they did not go in to fix it. If equipment is there is there a way to utilize other repairs at same time?	Would like to see potholes repaired by replacing large chunks of the road asphalt, as opposed to "filling in" the holes.
When the pothole is filled make sure it's done right, the first time. Also crew size should be looked at.	
When you consider the taxation related to road maintenance, consider the indirect taxation in the cost of damage to vehicular tires, suspension, steering, and safety, etc. if road are not properly maintained.	Wow, there's so much road construction in edmonton every single year, it's amazing. Is there a more durable construction material we could invest in that can handle our winters? Let's go with that.
While construction was often a pain this summer, I was impressed by how many roads were repaved which makes driving so much more enjoyable and reduces the damage regularly caused to vehicles from the previously poor road conditions in this city.	

Traffic Management

Overview: Traffic Management is responsible for traffic safety, traffic operations, signals and street lighting in the City of Edmonton. The total revenue from photo radar goes to Traffic Safety, but a small portion of taxes is also used for the programs. Examples of work includes converting street lighting to LEDs to save approximately \$4,300 per neighbourhood per year in energy costs. For every thousand lights replaced, greenhouse gas emissions will be reduced by 243 tons per year. [Learn more](#) about Edmonton's traffic safety initiatives.

Taxes per month:
\$0.28

In your opinion, what could be done to improve the services of Traffic Management?

<p>1. Smart stop lights; 2. turn signals in some intersections that desperately need them - some intersections really need turn lanes and lights where turns are dangerous; 3. more pedestrian lights</p>
<p>A comment to traffic management that I feel could be improved is implementing the use of the signal countdown indicators at more intersections. Especially in the winter (something we see for 5+ months out of the year) this is very helpful in knowing if one should begin slowing down ahead of the intersection and can greatly help reduce the number of cars running the yellow or red light as they try to stop too quickly.</p>

A concerted push must be made to upgrade all lights in the city to LED. Also, the city and its Transportation Department must begin to recognize that building more and wider roads is both unsustainable and does nothing to reduce congestion long-term (this is an unsolvable problem due to induced demand). Rather, traffic management much be approached from the perspective of supporting alternative modes of transportation so that the city is truly a multi-modal city. Further, building more and bigger roads is one of the most expensive investments the city can make with the fewest benefits and the most negative externalities.

<p>a dark skies initiative to limit light pollution; reprogramming so traffic takes turns at LRT intersections when not all directions get to proceed rather than always starting with the same direction, e.g., eastbound - you can wait through several lights to get across 114 street when the LRT is running frequently</p>
<p>A lot could still be done to improve traffic management specifically traffic signals and safety. Replacing lights with more efficient alternatives is great but the city should focus more on the placement of traffic lights, signs, signals in order to gain better efficiency and safety.</p>
<p>A lot, my 50th Street is ridicules to drive on. Can not leave Jamha RD. for 10-20 minuts cause 50th is so congested then driving on it gets you no where. coming back is no different. and there is no transit on this street... time to widen?</p>



<p>A serious evaluation of photo radar and ticketing for those going less than 5-7km over the speed limit. There need to be reasonable limits and with the amount of people driving incredibly dangerously in this city, I don't think photo radar is acting as a deterrent. Beyond that, it also penalizes people who make smart, defensive driving choices in the winter when roads are slippery and dangerous even when driving significantly below the speed limit. Photo radar doesn't have a mechanism for assessing rationale and human choice, the way a traffic officer does.</p>	<p>Again, I feel the management people need to get out of their offices and onto the streets in all areas of the City and personally get a visual perspective of the traffic patterns, etc. The recent death of a pedestrian on Jasper Ave where the "traffic study patterns" did not justify a pedestrian crossing light. How many pedestrians would have liked to cross at that point, however, made the trek east or west even in inclement weather to a lighted intersection.</p>
<p>Accelerate the LED light replacement program with the new revenue generated from the new Red Light Cameras.</p>	<p>Against the photo radars, they should do a little differently. I like the idea about the LED, this is good, very good and necessary.</p>
<p>accelerate the switch to LED lights. The city is keen to borrow money, so borrow money to fund the LED program. Also, forcing all new developments to have LED lights will lower the cost to the city to replace them later.</p>	<p>All photos radar revenue in excess of operating costs should go to road maintenance. Photo radar should be used to enhance road safety and not as a cash cow. Generally speaking motorists will drive the road conditions. Too often photo radar is hidden behind bushes or located just out of sight on wide streets where there is no incidence of accidents. Clearly, the only reason for the location is the collection of money. In addition, there should be a tighter control of where Traffic Management spend their budget. Too much money is spent on conferences, spurious studies and ill-considered initiatives such Whyte Avenue closure.</p>
<p>Accessible on-time information that is accessible through smartphones. Would love to be able to download an app that would tell you where the accidents are and routes to avoid. Immediate, ontime information.</p>	<p>Also remove all pedestrian buttons on all crosswalks and make the signal automatic. Watched too many people miss crossing as they forgot to press the button. Also less infrastructure and costs.</p>
<p>Add arrow light at junctions prone to accidents</p>	<p>Also speeding fines should be doubled. Tickets mailed for infractions should include a thank you note for the donation.</p>
<p>Address the perceived problems with photo radar. When stories hit the news about it's mismanagement, get in front of a news camera and explain what's going on. This latest round of issues has been going on for months and we're just starting to hear that all the issues we're bitching about are barely true. You're making it harder on yourselves.</p>	<p>Also, I hate "the way we move" strategy. It comes across as a war on motorists, and most of us using the roads are motorists.</p>
<p>Advanced green lights at major intersections should operate 24/7 and not be turned off on weekends</p>	<p>Anything that improves the safety of our streets is worth its weight in gold from my perspective. I'd support a doubling of what we invest in this service.</p>
<p>Again the pace of change seems just about right for me. Traffic was tough this summer with all the construction, but not much to be done about that.</p>	

As a pedestrian, I think more needs to be done to ensure their safety. Better lighting at crosswalks, better marked crosswalks such as the ones that force a car to stop with a light (such as the kind used at many schools). To many pedestrians getting mowed down in a marked crosswalk because the driver just wasn't paying attention.	Better synchronization of lights. Too many streets with no center lines where there is obviously two lanes. Instead, currently only about 100 meters from the intersection has a center line!
Ask companies to stagger their open/close times. Really, the roads are wide enough, it's just that the greatest volumes of traffic are a result of everybody trying to get to the same spot in a ridiculously short period of time.	Better synchronization of traffic lights. More smart lights, so that cars aren't sitting waiting at intersections where there is no cross traffic entering the intersection. This reduces idling time and hence reduces greenhouse gases. Focus photo radar on safety, not revenue. Photo radar should be in school zones, not at the bottom of hills. And road speed should be set by engineers, not by the whim of city council.
be honest about radar revenue	Better timing and use of traffic lights. It is
Better communicaiton about revenue, overall a good program	Better traffic flow through southeast Edmonton!
Better coordination of lights. More turning lanes with traffic light controls; demerits for photo radar tickets.	Better training for road users
Better customer service. Operations and contractors need to consider rush hour traffic when developing their construction plans. This is made a priority in other City's - somehow its ignored here.	Bigger signs, residential stickers required, neigh our has five cars in back, at ,east three or four cars in street which is Parking one side only...he works in cars in single garage this should not be allowed..we don't need this junk and mega vehicles ...contacted SCAN, they did nothing
Better flowing traffic	Bike lanes, bike boxes, bike signals like the new one at 110 St and Jasper.
Better implementation of photo radar enforcement.	Brutal! Put photo radar in school zones, cross walks and residential areas is you want to improve safety. Too many lights, poor planning equate to frustration on the road (+ throw in 3rd world section of roadways).
Better light timing	Build roads. Stopping taking out unrestricted left turns!!!
Better management of snow clearing. I often see the snow removal graters scring to hard and damaging the road. They often take big chunks out of newer roads-sparks are flying everywhere!	careful management so that streets are not blocked when construction is not actually occurring.
Better planning around the timing of projects.	Change the lights over as fast as you can. Look at a standard for sign placement on streets and roads - It can be an obstacle course for pedestrians and confusing for drivers. 76 Ave b/w 106 & 104 as an example.
Better policing of the distracted driving law	Charge more on taxes to increase the LED light replacement. They make a big difference especially during our 8 months of winter.
Better safety on the roads and better signalling at important intersections.	
Better signs to explain how to enter traffic circles. The signs at 107 st and 142 St are not helpful to people seeing a traffic circle for the first time. They are misleading about who should yield to whom.	



Checking to make sure the people responsible for traffic safety have reasonable level of intellect and education? I'm only slightly serious. There are real problems with traffic safety in the city, and not all are due to speeders and bad drivers. There are areas that are poorly designed, lighted and monitored, and I question whether anyone is actually monitoring this stuff. A few months ago one of the local news stations did a story highlighting the poor condition of streetlights along the Whitemud ect.. It was a very sobering and frankly upsetting story. The condition of the streetlights should have been an embarrassment to the city - someone should have been fired. Or does the city not pay people to inspect and maintain city property? The city should be on top of things like this and shouldn't have to get embarrassed in the news. All this does is show that the city is being ill run - the administrators and bureaucrats are not being properly managed and held to account by council. As for traffic safety, how many people have to be hit by cars on Jasper Ave, or at intersections in high traffic areas for the city to do something about it? It is very sad that council and administrations focus seems to be on getting as much revenue out of people with taxes and photo radar and user fees, but doesn't seem to care very much about keeping us safe.

Consistently poor planning seems to be the problem. One week traffic operation or lights, or even lane markings are done one way, then very shortly they are changed, causing confusion and dangerous situations. Please plan lanes and operations in a more practical way. Some of the lanes and signal operations in this city are so stupid, they are mind boggling.

Continue changing to LED wherever possible to reduce electrical costs which is also better for the environment. I am sure there are many other areas where this can be used such as billboards, signage etc.

Continue the switch to LED lighting that is already planned. VASTLY improve traffic operations: there are turn lanes that need signals or have unrealistically short periods, leading to cars running the subsequent light change. 83 Av/114 St had traffic stopped for a red light for eastbound traffic that no longer existed.

Continue to find ways to decrease costs

Continue to make improvements in energy efficiency.

Continue to monitor traffic safety and catch the speeders with photo radar. As a person who has paid a ticket or two for speeding near the university, I can tell you that a ticket makes me much more aware of my driving habits. Its easy to make a mistake, a ticket helps to correct it.

contract this out

Control potholes.

Converting street lighting to LEDs is great. I have often wondered what the city could do to put energy back into the grid, thereby defraying energy costs. There would be investments in the outlay, so I don't know how long it would before any savings would be realized however I would hope in the long run there would be savings. Examples - build solar panels into street lighting fixtures. City owned buildings have solar panels added at a determined schedule. Require all new developments to have X number of energy saving/energy creation aspects, and require all existing developments to add same by a defined date. This will reduce the amount of energy consumption ratio for the city as a whole, freeing up funds for other uses.

Converting streetlights to LEDs has been great. Do this more.

Co-ordinate lights so traffic doesn't stop every block for a red light.

Could this also include Christmas lights on 104th street?

Crucial in the long term.

Do construction outside of rush hour. Don't close Kingsway area to one lane when it is already congested with mall, hospital, busses, train.

<p>Do in person speeding enforcement rather than photo radar. I have not received a PR ticket but if I did get one in the mail, it would not be much of a deterrent for me compared to having been stopped by the police. I respect the work they do so I would be embarrassed and learn a lesson when it comes to driving over the limit. PLEASE OH PLEASE CRACK DOWN ON PEOPLE USING THEIR CELL PHONES WHILE DRIVING. THEY ARE SCARY AND DANGEROUS ON OUR ROADS AT ANY TIME BUT PARTICULARLY IF IT IS SNOWING AND ICY. ALSO CRACKDOWN ON CYCLISTS RIDING ON SIDEWALKS WITHOUT A CARE AS TO PEDESTRIAN SAFETY AND PLEASE MOUNT A CAMPAIGN RE: WALKING AT NIGHT WEARING DARK CLOTHING, CROSSING THE ROAD AT ANY TIME WITHOUT LOOKING LEFT AND RIGHT, CYCLISTS WITHOUT REFLECTORS OR HEADLIGHTS, ETC. IT IS BECOMING MORE HAZARDOUS ALL THE TIME TO BE DRIVING IN OUR CITY.</p>	<p>DO NOT ticket anybody in this city going less than 10km over. We don't believe a word the Traffic Safety division says about the Whitemud PSL or that nothing changed in regard to photo radar enforcement. Lying right to our faces.</p>
	<p>Does this include the erection of street lights on new roads? If so, they REALLY need to coordinate this better with road construction!! Waiting for 63rd Ave to open & have been waiting almost 3 months for lights to be installed and NOW they start the installation when they had all Fall to do it. Serious problem with this particular road construction project.</p>
	<p>Don't cave into the "stop the cash cow" campaign – continue penalizing speeding drivers.</p>
	<p>Don't get rid of photo radar, the system works how it is!</p>
	<p>Don't let the photo radar complainers win. If people don't speed, they won't get a ticket. Also, I live in King Edward Park, and I am so pleased that the speed limit was kept at 40 km/hour after the pilot project. This residential speed limit should be used city wide, because we live in our neighborhoods, and they are not intended for speeders and short-cutters. Perhaps consistency of speed limits would be helpful for everyone: residents & drivers (who complain they don't know the limits). Also, more photo enforcement could be used in neighborhoods & not just on the collector routes.</p>
<p>Do more to improve pedestrian-motor vehicle interactions in Edmonton. Road design is completely car-centric, and pedestrians must make do with what they can get.</p>	<p>Don't put photo radar in speed transition areas! Use it in high accident areas only!</p>
<p>Do more work around synchronising the traffic lights to reduce stop and go driving on major roads. There is no reason a person driving the speed limit has to stop at every light on a major road. Reduce the number of speed limits in the city, it should be 40kph unless otherwise posted then post commuter streets at 60kph and freeways at 80 or 90 or 100. Today you can be traveling down a street and it goes from 60 to 30 to 60 to 50 all in one commute.</p>	<p>Driver Education is a must in Alberta. Also, need more roads from north to south in city.</p>
<p>Do not back down on photo radar. I think that is a non-issue, that is overblown. It is fair and a good source of revenue.</p>	
<p>Do not know if this falls under Traffic Management scope but the light standards used need to be looked at, as it seems like these have to be scrapped of rust and repainted every number of years.</p>	<p>Edmonton has some really bizarre traffic set-ups -- road where you simply cannot turn left to get out of the downtown core and so on. In general, the city needs far more left-turn lanes and signals to keep traffic moving. I have no problem with red-light cameras to catch people who abuse the traffic laws, but if they haven't been given a safe and clear opportunity to turn it's a bit of a trap.</p>

Edmonton is falling behind in comparison to other cities with regards to traffic control and management. Additional funding is necessary to add sensors and intelligence to traffic light controls to better accommodate congestion and safety.	Every dollar coming from photo radars suppose to be spend in a program for prevention of such fines in future with the idea to teach people to drive responsibly with idea for example to reduce such fined to 0 in next 10 years. Now we have situation that there is no correlation between traffic safety and photo radars first because receiving a ticket a month after the event cannot changes ones behavior; second, people who can afford fines drive any way they want.
Educate the public on what the new number count down on the traffic lights mean. Too many pedestrians run across when the number is at 3 or 4. Very dangerous. At the same time we need to educate the public on the danger of using your cell phone while driving. Many seem to think it is ok to hold your phone on speaker phone and talk.	Every fine suppose to be a red flag not a way to get more money even for budget. Government is not suppose to sell pardons because it very quickly become a business when traffic safety become priority # 2.
Eliminate photo radar and Office of Traffic Safety, neither serve any benefit to taxpayers.	Expand photo radar.
Eliminate Photo Radar...	Expand the cycle path network, and improve safety in high use areas. Change street lighting to "warmer" LED light fixtures (lower CCT) to reduce glare. Implement adaptive lighting with dimming during low-use periods.
Emphasise cycling, pedestrian infrastructure over motorists. Ideally, only service/delivery vehicles should be permitted in the downtown core. Emphasis away from providing parking, and toward transit, pedestrian, and cyclist access.	extend traffic light pole useful lives by wrapping/spraying bottom 6-10 ft in protective cover to inhibit rust
End the photo radar program entirely.	Faster response to led replacement
Enforcement of traffic legislation requires more attention. The LED project is critical.	Fewer & shorter delays
Ensure decisions are made to limit traffic within neighbourhoods, rather than focus on how quickly people can get from point A to B.	Find other revenue sources with the eventual goal of eliminating the hugely unpopular photo radar program
Ensure that new lighting is not too harsh for drivers - the new lights along 106th Street from about 76th to 63rd Avenue are a very harsh white light. For me personally, when I drive that stretch of road, my visibility as a driver is impaired for seeing pedestrians on the sidewalk. It's as if the lights are so bright that they block out anything outside of the area they illuminate.	Dollars and work will be a lot better if u just let Epcor do the work
Ensure that the Traffic Management managers listen to the city's residents before making changes in traffic flow.	



For photo radar, it's time to admit that the change in the tolerance for ticketing was poorly handled. Yes speed limits are the law, but for over 20 years, the operational policy for issuing photo radar was for more than 10 km/h over. Changing that is changing a policy which should be done with consultation, transparency and grace. For instance, why not issue zero pay tickets (amount of ticket shown but forgiven) for the first 3 months of the change. It's ok to make the change, but not the way it was done. Also, the smart political move would be to announce a review of speed limits in some areas at the same time. There are areas when a higher speed limit would be reasonable.	Harness so-called Big Data efficiently to optimize traffic analysis to improve flow. For example, look at how Los Angeles has reduced traffic flow by over 15 % with these methods.
Fund this properly instead of using photo radar.	Harsher fines and penalties for repeat offenders such as license demerits for distracted driving or speeding! I can't believe the number of times I've almost been hit in a marked crosswalk because a driver was playing with their phone or speeding
Get heavier traffic roads dealt with faster, do all nighters, have more crews.	Hire a whole new department, this one can't manage traffic at all.
get real and start synchronizing the traffic lights. stop wasting money on red light cameras etc, and concentrate on getting traffic moving	Hire more photo radar enforcers. Enforce litter and jay-walking more. Write more tickets for speeders; licence plate infractions; tinted windows; loud noise etc.
Get rid of photo radar.	I am 100% behind photo radar.
Get rid of photo radar. Is not effective at reducing speeding. Photo radar is cash cow	I am confused here. i thought neighbourhoods pay for the conversion of the street lights through their property taxes. i think traffic management should have way less money put towards it.
Get the LEDs put in sooner.	I am satisfied.
Given what you are collecting from photo radar I question why you need more. Priorities for optimizing traffic flow, dealing with jaywalking in busy areas like Whyte ave and unsafe cycling seem to be ignored. I understand why the City supports a major annual conference but I question the amount they contribute.	I believe fines should be increased for speeding and other traffic violations. I have no problem with this being a source of net revenue for the city (and my wife and I each drive a car).
Glad the photo radar \$\$ is being used for something responsible. A lot of money was wasted putting in the bike lanes and signage...that money could have been put to better use!	I believe that traffic issues should be made to save time, money and energy within the city. How to improve this I am unsure. The use of solar panels would allow energy to be recycled rather than used up and the LED lights are a good start to saving money and having a smaller impact on the environment.
Great new LED lights way to go Edmonton. Less light pollution a energy savings.	I believe that we should keep the photo radar and if fact, I think we could increase it. I would love to see more Red Light cameras put in at all the major intersections. I drive 100 km around the city 6 days a week and it amazes me how many drivers go through red light. Could get quite the revenue from this!
Happy to see the movement to LED lights. Saving money and getting greener is a no brainer. Photo Radar is a plague on our society. It's inefficient, costly, and it is hurting our citizens. There is a better way. End ALL photo radar now!	I do not agree with School Zones coming back into affect. I would like to see the stats on accidents involving school age children. Proper traffic lights would be more effective.

<p>I don't know the feasibility, but I think that it would help of more synchronized traffic flow was achieved. There seems to be a lot of stop and go with traffic lights not in sync with each other. Adding bicycle lanes to already busy streets was not a good idea, especially for a winter city. It is a waste of money for a few people. The climate is not conducive to huge returns. There is little if any regulation/training of bicyclists which makes them a danger to themselves but to drivers. In an ideal world it might work but we don't live in one. Good traffic flow would also reduce greenhouse emissions.</p>	<p>I live in Heritage Valley and even though this area is not fully developed, congestion is a big problem, especially at peak hours. I would like to see work done sooner on twinning roads such as James Mowatt trail. The southwest leg of the Henday is already in need of 1-2 more lanes, especially between Calgary trail and Terwillegar drive (HOV lanes would be awesome). At times it feels new areas are built out to half capacity (which I understand from a savings perspective), but then are forgotten about.</p>
<p>I feel this department should work with the construction planning department to change the length of the lights when 3 lanes are reduced to 1. The work being done on parsons is a great example of when this could have been beneficial to the people who must use this road as they work there. Going south at 4:30 traffic was backed up past 32 ave because the lanes were reduced and the light time wasn't lengthened to allow for half or less of the traffic getting through. I usually shopped in south Edmonton common after work but I haven been there in months.</p>	<p>I love Mayor Iveson's idea of channelling radar money into communtiy projects. At the same time we APPEAR to be obsessed with speed and red light cameras. I know the mayor bristles at comments like this, but even if you support photo radar and red light cameras we APPEAR to be obsessed with these impersonal techiques. This obsession creates an us and them situation with residents. One solution is to seriously diversify our approach to once again engender personal responsibiltiy in our behaviours. Our obsession with technology and things like photo radar is creating a culture of passive-aggressive drivers and possibly even cases of road rage. Diversify our approach to engender social responsibility for the laws, our roads, our kids and our civic condition. I see bus drivers, police officers and Sheriffs driving very poorly all the time. Just the other day a bus in my neighbourhood pulled out into the intersection in front of the opposite left turners while there was someone in the cross walk. This is a rookie mistake that should not be make by a professional driver. There was a time when Fire staff, police officers and bus drivers were model drivers and they accept as part of their job the modelling of good behaviour on the road. I would suggest this has been lost. I have seen law enforcement offers not signalling change of lanes, driving eratically breaking all kinds of laws. We need these civic, professional drivers to model courteous, law abiding habits. Then we also need citizens to join a movement to be courtious and RE-learn many skills needed to drive safely, obey the rules and make our roads safer. Our obsession with photo radar and red light cameras seems to have come at the expense of education, social pressure and many other tools that can be deployed to encourage good driving. Just trying merging off of</p>
<p>I fully support the photo-radar system, but suggest ticketing should be restricted to more than 5KM over the speed limit. Public pressure in this area is, I believe, a red-herring that should be largely ignored. The fact that revenues from photo radar go back into traffic safety underlines the importance of continuing the program.</p>	
<p>I have seen an increase in watch for speeding on major roads and appreciate that. I think ensuring there is less speeding is a high priority.</p>	
<p>I hope the conversion to LED lighting continues, and that traffic signals will be updated (for example, countdown signals).</p>	
<p>I like that lights are being converted to led, great idea. Earn more money from speeders and distracted drivers with photo radar</p>	



Wayne Gretzky onto Yellowhead in the double left turn lane and you will encounter passive aggressive driver jockeying for position in the merge which gets them nowhere, but causes a dangerous situation that ripples all the way down the lane of cars. People do not stop at crosswalks these days either. Even though it is a \$500 fine for driving through an occupied crosswalk people frequently drive through these crosswalks. I have personally witnessed city bus drivers doing this right in front of schools while I was standing there with a child. I am not sure how they did it, but I have noticed that Calgary's drivers are more courteous than Edmonton drivers. Somehow they made "the wave" a popular, social thing to do and even when the Deerfoot is seized up as it is several times a day, people will wave you into the traffic. I am not saying Calgary is a model, but there is one example of good behaviour that has been inspired and really makes a difference to your attitude as driver. This in turn undoubtedly makes you a safer driver. There is no education, enforcement, or awareness on any of these topics because we focus on just a few issues. We need a new culture of driving that stops for people in occupied crosswalks, waves people into merge lanes and lets you in when you signal left when you are attempting to get across three lanes of traffic to turn at an upcoming intersection. All too often Edmonton drivers hit the gas when you signal, to fill the space, frustrate you and create a problem that ripples back down the line. On one other topic I appreciate the LED lights.

I love photo radar. I would like to see more red light cameras and speed traps around school zones. I think the revenue should go to Police. I would rather have an increase in taxes. If you don't want a ticket, just don't break the law. As simple as that!

I really like the move to LEDs. We need to do more in terms of bicycle and pedestrian infrastructure so that it's safer for everyone. Too many are being killed and maimed when they aren't in cars.

I ride a bike to run errands and for fun. Accessible, safe routes are important. I am used to riding in traffic, but many riders aren't and we all appreciate safe routes. As a car driver, I don't mind a little inconvenience to support bicyclists.

I suppose the small amount of funds going to this category from taxes is because of the revenue from photo radar. However due to the recent reports that the costs associated with photo radar ended up much, much higher than originally planned, I can't help but think that these amounts are skewed. The fact that the overruns on the photo radar budget is probably not part of this operating budget, but a part of another budget, makes these numbers unrealistic. So first and foremost I think Edmonton can improve these services by being more transparent on costs and business decisions.

I think a serious look into photo radar is needed. If it is truly about safety, then photo radar should be obvious so that people slow down in the moment. With it being so sneaky, it causes people to be distracted as they are constantly trying to see if a photo radar vehicle is hidden, others will hit their brakes as soon as they see one, etc. I think there are MUCH better ways to make driving safer than setting up a hidden photo radar truck in an industrial area with light traffic in the evening (such as actual enforcement of distracted driving laws).

I think Edmonton is a wee bit overlit--so, perhaps as we are replacing street lights we look to fewer numbers--not just more efficient lights--but a few fewer light standards... not sure, but we have one of the most "lit" cities. Perhaps there is some logistics and thought that could be applied there. Much as I love the feeling of safety, and I do not want to live in the utter darkness that those who live in BC are subject to, I think there may be room for a few fewer street lights, the saving could help create some room in the budget for safety, signals etc. ...

I think someone needs to look at why the speed "drops" suddenly in some areas with no reason visible other than the photo radar vehicle having a nice spot to park and take pictures. Lights in many areas really poorly synchronized ie- 66th going out of Millwoods. Line up perfectly if you go 8 km over the speed limit. Maybe another way to help photo radar revenue?
I think the city should concentrate more in going after traffic violator especially textting and talking on the phone and these include city employee.
I think the current direction of money generated by photo radar calls into question the purpose of law enforcement. If the purpose of law enforcement, in the form of photo radar, is meant to make roads safer, then so be it. Otherwise, treating photo radar like an income stream is disingenuous. Wrong. Call it a TAX.
I think this area is providing good services. Not sure where else it could be improved.
I think this department is generally well operated.
I think this department needs more funding; I feel like traffic control is just awful.
I think this topic has hit a nerve with MANY Edmonton residence. IF THE CITY IS SERIOUS ABOUT SAFETY THEN CHANGE THE ELECTRIC PEDESTRIAN CROSSWALKS SIGNALS TO COUNTDOWN PEDESTRIAN TIMERS! This will protect pedestrians walking an also prevent sudden braking due to unpredictable signal colour changes. Note: Not all the time do drivers see the blinking hand from when it starts and not all blinking hands have the same blinking time. To make roads safe the city needs to help drivers predict and make educated decisions on braking times.
I think we are headed in the right direction, is solar powered an option?
I think we should invest much more in traffic safety. Primarily, I would like to see streets designed and rebuilt to make vehicles want to drive more slowly on them.
I totally support any green initiatives.

I understand secondary and garage suite developers need to have 2 dedicated parking spots per development, but individual homeowners can park all their vehicles on the street and in our area we have seen one residence with 6 vehicles - 5 of which were actually used.
I would like to see a better way of capturing future traffic requirements. The census is voluntary and will only capture the transportation habits / future needs if they complete the census. I have noticed that traffic is getting worse as our population grows and wonder if its because we don't have all the information we need to plan properly. I realize that the boom is a big contributor to this explosion of cars on the road, but our planning department is always aware of new development and traffic potential well in advance of the construction .or modifications to zoning. Do they share that information?
I would like to see more focus on pedestrians, cyclists, and other non-automobile users of public transportation networks.
I would like to see street lights also retrofitted with caps that work to prevent light polution (e.g. force light down, not up into the sky). The LED conversion project is important. Generally the city seems to be quite good in terms of traffic management, but communities need to be listened to when they ask for pedestrians to be accounted for - cars and trucks should NOT be king - Transportation does not seem to do this well. Install more red light and green light traffic safety cameras at intersections -- far too many people in this city like to run red lights.
I'd like to see more resources going towards research that would optimize street light timing, especially for intersections that incorporate a LRT crossing.
If getting rid of this eliminates photo radar, then do it.



If you don't want a ticket then follow the speed limits and traffic laws. Yes, I have had a photo radar ticket. I don't usually speed anywhere but now I make sure I slow down in that area.
I'm all for increasing photo radar to help fund this. People drive far too fast in this City and need to slow down.
I'm disappointed in the recent Photo Radar accounting. We need to deal with real speeders, not someone with new tires that is traveling what they think is the speed limit. I think this division needs to be more creative in how it teases drivers into compliance with speed limits. If something is fun, that takes the edge off the "gotta get there fast" most often - unless of course someone is taking a woman in delivery to the hospital. What detuned me was the long period of work on the Quesnell Bridge. I got used to driving slower on the Whitemud and just never got back to my "fast as is legally possible" tendency before.
I'm loving the conversion to LEDs and I don't mind at all that it's funded mostly by photo radar. As far as I'm concerned, photo radar is practically a voluntary fee people pay; don't speed and you don't have to pay money.
I'm really loving some of the new LED streetlamps and other services that make traffic flow better. There's a few interchanges that are terrible (Whitemud and 111 street) that could use a real overhaul to make the traffic and LRT interact better
Implement more traffic sensors to reduce unnecessary delays.
Implement technologies to increase roadway capacities before building new infrastructure.
Important work that does not get enough attention
Improve flow traffic from southwest Edmonton to downtown. Too much traffic, too many lights, left turns shouldn't be allowed during rush hour
improve signals at high congestion areas (take out left hand turns, right hand turns at busy intersections) - complete lighting faster

Improve synchronization of traffic lights. For example, by using camera systems like those used in Strathcona county to reduce wait times at long wait time intersections, especially in non-rush hour times. One intersection of particular concern is northbound on 99th st turning west onto Whitemud. Generally lights do not seem to be synchronized to enable a smooth and steady flow of traffic without frequent stops at red lights. It even appears the intent is to break up the traffic to avoid congestion at end points of major arteries, but this wastes a lot of gas from idling cars at red lights.
Improve traffic flow and safety by reducing the number of intersections, reducing the number of traffic lights, better timing of traffic lights. Reduced speed limits on non-arterial roads and reduced costs by building fewer and narrower roads which improve the perception of speed. Much room for improvement here!
IMPROVE TRAFFIC FLOW DURING CONSTRUCTION. THERE IS A LOT OF UNNECESSARY OBSTRUCTION. GIVEN THE IMPRESSION THAT CONSTRUCTORS ARE MORE IMPORTANT THAN THE ROAD USERS.
Improve traffic flow on 111 St by synchronizing traffic controls.
In Portugal they use flashing red signals to get the driver to slow down apparently. Few speed cameras and fines. http://www.portugalproperty.com/news-blog/driving-in-portugal/
In some neighbourhoods (Old Strathcona for instance), school zones have been implemented. This is a good thing. What isn't good and makes absolutely no common sense, is that once out of the school zone, signs have been posted to 50 km on roads where driving 50 km is way faster than anyone would have driven in the first place (check out 100th Street on the East side of King Edward School). Driving 50 km on that strip of road is not safe.
Increase efficient lighting without breaking the bank with installation. Smart traffic lights that detect capacity would be great.

<p>Increase focus on pedestrian safety, err on the side of pedestrians - decision between installing a cross walk light at an known trouble intersection that might slow down traffic for a few seconds but which could save lives should be a no-brainer. Increase enforcement of photo radars but clearly message that the money go towards improving safety, with concrete examples, and it would be more palpable.</p>	<p>Install cameras at all major intersections, implement more traffic calming initiatives on roadways, increase the number of free flow lanes (and education on their use) and build acceleration or merge lanes on busier routes and Whitemud freeway exits.</p>
<p>Increase monitoring of speeding</p>	<p>Install lights that reduce night light pollution. Put radar every mile on the Henday. Keep the speed on Whitemud at 80.</p>
<p>Increase photo radar and red light camera sites. But tell everyone it is what it is a cash grab. Or as I like to call it a tax on those with too much money to care and those too stupid to break the law.</p>	<p>Integration is necessary. Poorly done with most recent LRT lanes. Also, dedicated Bus and Cycle lanes very important. Will cost more so additional money required</p>
<p>Increase photo radar in residential areas...use roving units to target long stretches of road where speeding is more likely.</p>	<p>Is the conversion costs included in the \$4300 per year? Where are the conversion costs coming from? The Staffing cost for this conversion.</p>
<p>Increase photo radar. Whining about not being able to break the law (speeders) blows my mind.</p>	<p>Is there a plan to implement strategies over time that will bring up the traffic safety level at those deemed to be "high fatality" intersections?</p>
<p>Increase usage of clarifying signage and road lines to prevent accidents.</p>	<p>It is difficult to make educated comments...oh, but I certainly hear about abuse of work time on the street working.i hear about entitlement, and over staffed or union protecting under performing staff. And this comment applies to many employee groups.</p>
<p>Increased enforcement and presence of enforcement officials.</p>	<p>It looks bad when single heads in a row of lights are replaced with LED. Can they not be replaced with old heads until such time as that section is going to be upgraded? What is happening to the old but still functional heads, are they just being disposed?</p>
<p>Increased license fees, I would be prepared to pay more for the privilege of driving</p>	<p>It seems that the City's photo radar program is thriving, so hardly any taxes should go towards traffic management. If I could make this "\$0/month", I would.</p>
<p>Increasing the cost of speeding tickets could help kill two birds with one stone. We need way more left turning lights to help improve safety and prevent accidents.</p>	<p>It would be nice if more serious efforts were made to reduce urban light pollution.</p>
<p>Inefficient operation of traffic lights results in time wasted, excess fuel costs and atmospheric degradation and driver frustration. 111th Street is often an excellent example. Waiting to cross 114 and University Avenue, 51st and 111th street and 34th and 111th are additional examples. Bylaws related to cell phones and speed are not sufficiently enforced. Use of radar may be essential, however, there are locations that the speed does not seem to be correct. For example, 51st avenue and 23rd avenue should be evaluated. It is rare to see police management of traffic, particularly on the highways.</p>	<p>It'd be instructive to know when the LED conversion is scheduled for completion - once it is and given photo radar income, does this item become redundant?</p>
	<p>I've also seen intersections that used to be well timed change so that I now hit everyone red. This doesn't allow traffic to flow.</p>

Keep going with photo radar	Let traffic infraction revenue pay for this service.
Keep on using photo radar, do not give into the demands of the people who bellyache that it is a cash grab. Grab all of the cash you can from people who speed and from those who otherwise engage in dangerous and unlawful practices. Keep up the good work!	let us get the cars moving in this city it has become a nightmare in some places
Keep the focus on going green.	let us get the traffic moving in this city it has become a nightmare in some areas!!
Keep up enforcing traffic rules. There are weird and dangerous drivers abounding.	Let's plan traffic disruptions so that at least one route in the area is free flowing. The increase in photo radar summons for minor infractions is ridiculous.
Keep up the good job. Expect more photo radars and LEDs	Light better synchronized.
Keep up the good work with energy saving devices	look for efficiencies, cut by 5-10% and focus on needs vs wants
Keep up the photo radar. People in this city need to realize that speeding is against the law!	Loving the LED lights! I'd like to see reduced speed limits in the downtown and on arterial roads that are also pedestrian orientated. Such as Whyte Avenue and 109th from Whyte to downtown. It makes the area safer for pedestrians, quieter for those that live in the area, and safer for the motorists.
Keep up the pressure about speeding. Photo radar is fine by me; likewise the new school zones.	Lower LED streetlight lumens and spread.
Keep up with growth	Make all the pedestrian count down lights consistent, so the traffic light immediately goes yellow after the countdown reaches zero.
Lastly (and it's a doozy), I suggest adding a second set of maximum speed limits for the winter. We all know people are going to speed a bit, and the true abusers (15-20over) should be deterred, but speed limits that are meant for summer road conditions aren't appropriate for winter driving in Edmonton, especially if winter tires aren't mandatory.	Make LED street light conversion a priority. A fantastic program.
LED lighting is great & should save on labour costs too.	Make speaking to someone about traffic operations easier, allowing public feedback from the people that are out on the streets daily may have some positive input
LED lighting is worthwhile investment	Make sure the lines are painted clearly on the roads. We have too many streets/roads where the lines have worn away.
LED seems like a smart move. I think if we speed we deserve tickets however if it is under 10km over the speed limit it does seem that there are better uses of time and effort.	Make sure traffic lights are in sync the new lights around the new LRT at Kingsway mall are allowing traffic to flow, it should be a great disaster when the LRT starts running
LEDs - about time! I have read that some cities use 'smart' traffic light systems that monitor traffic and synchronize traffic light operation to reduce rush-hour traffic travel times by 30 to 40%. It is readily apparent that we would benefit from such an investment. It would also reduce greenhouse gas emissions. The weirdest thing, for me, in the city is the rail-industry corridor south of the river. That reduces efficient travel in the city.	make us less dependent on vehicles...reduce urban sprawl. Look to other cities of similar size that seem to have a better plan. Look outside Canada for examples then use those ideas.
Left turning lights, added lanes for proper merging	Many lighted intersection do not allow enough time for persons with walking handicaps to cross the street. It seems traffic flow is more important than pedestrians having enough time to cross.
Less focus on cars and more on public transit	

More bike lanes. Bike lanes with their own lights, etc. This will save money in the long run as people depend less on cars.	more photo radar, lower speed limits in residential areas
More cameras ...law breakers pay the fines.	More photo radar. Drivers are ridiculous
More cameras at offending intersections, or change of light patterns to resolve yellow light violations	more signs explaining how to use: merge lanes, speed up lanes, traffic circles, right & left turns into the nearest single lane, et cetera
More coordinated intersections. More pedestrian controlled intersections. Sensors in the road to activate traffic change. Large intersections should only provide pedestrian crossing when it is activated by a pedestrian. There should be signal lights in the CORNERS (for when one is pulled ahead turning left.)	More smart traffic lights
More focus on safety for all road users, including pedestrians and cyclists. Less focus on increasing (or even maintaining) speed.	More tickets should be given for infractions such as not using 4-way stops properly, making u-turns at major controlled intersections and for speeding along bus routes in residential areas. We need to force Edmontonians to be better drivers. If we know someone that doesn't drive well enough, we should be able to take away their licence if enough people complain about them.
More innovative and experimentation in traffic signals	more traffic police to catch distracted drivers, speeders, people who drive through cross walks when pedestrians are in them
More lanes on Henday	More unmarked traffic patrol vehicles for policing.
More left turn signal lights at choke points during rush hour.	Move faster on the change over of the LED lighting, the faster more money is saved the better. I could care less about CO2 emissions and I think the city should have the same view. When I look at the manipulation of the CO2 numbers I get annoyed and frustrated; cities, countries work, and spend money to reduce CO2 and one eruption of a volcano in Iceland wiped out all the savings done by Canada. The real problem and the countries responsible are India, China and Pakistan; until they are brought in line its wasted money, time and energy.
More money from Photo Radar needs to go into traffic safety awareness and education campaigns.	
More of this revenue should go to other projects than just traffic safety. I agree with using it for changing out the lights and other such things.	
more on road bike lines - more training for drivers on how to drive with cyclist safety in mind.	
More openness regarding Photo Radar. The "speeding" limit has been quietly lowered to 6 or 7 over from the traditional 10 over. IMO this is a sneaky money grab. Advertise the fact that the limit has been changed.	
more photo radar and lower our property taxes.....	
More photo radar to generate more revenues to fund safety programs and traffic calming infrastructure. City should have a goal of eliminating pedestrian fatalities.	
More photo radar to prop up this area. Don't use tax dollars, use fines.	
MORE PHOTO RADAR! MORE RED LIGHT CAMERAS! Let the idiots pay for our upgrades!!!	

<p>My opinion may be overly slanted as I generally don't like driving in traffic at all. For example, a 30 min commute to work every day for me significantly impacts my quality of life but may be perfectly acceptable to most people and when compared to other major cities (consequently, I moved much closer to my work so traffic isn't a huge issue for me). I don't know enough about traffic management to suggest major improvements but I feel the issue is more a result of more people living over a larger area on the outskirts of the city. Assuming they have to drive almost everywhere they go, this puts increased strain on transit services and existing roadways. So while transit services and roadway management could likely be improved somewhere, the root cause is likely the increasing number of people having to travel a longer distance on aggregate. On a side note, the photo radar system should be maintained as people should be driving the speed limit for safety. An argument could be made to improve watching speeders in neighborhoods or if speed limits should be increased (those cases would have to analyzed on a case by case basis). But in any event, money collected from the existing routes could be diverted to increased monitoring in neighborhoods. I don't have an issue with this program making a "profit" so that the money can be used for other programs including traffic safety programs or other city services.</p>	<p>Not sure, it doesn't affect me much as I don't drive. But it would be nice to see more on-demand crosswalks installed, as uncontrolled ones don't seem to be a concern for drivers. Also I think the speed limit throughout the whole city should be lowered b at least 10 km/h, and to 20 in school zones.</p>
	<p>Often when our community asks for help enforcing our 40 km speed limit we are told that there are not enough "resources" to deploy photo radar to our community. Yet photo radar revenue is so high that it is being used to offset the CofE deficits. We would like that \$\$ to be used to get more radar resources so that the 40 km speed limit can be enforced on our collector roads. It's not right that we have to go through the BS of doing volunteer traffic patrols to slow traffic on our street when there is the \$\$ to get more radar vans - CoE is downloading it's responsibility on volunteers/retirees/stay-at-home folks who can't/shouldn't be out there in -20 weather to make street more liveable when there is the \$\$ to hire able-bodied folks to do the job. Oh yes, and don't forget that we don't have the radar equipment either, so we have to volunteer to do the CoE job of enforcing speed limit without the equipment!</p>
	<p>On arterial roads speed up the process to open all the lanes ASAP after a road, sewer or whatever work is done. Have often seen gaps between work being done often leaving a lane closed for up to a week longer than it needs to be.</p>
<p>need to fund this more - ie street lights and signals - if we don't it will catch up with us</p>	<p>Ongoing work on timing of traffic lights to make for better traffic flow and safe speeds.</p>
<p>Need to VASTLY improve the LRT/traffic light coordination on 111 street</p>	
<p>New LED lights are terrible. Too bright and shine too much in to drivers eyes.</p>	
<p>Not putting photo radar in zones where people are entrapped into tickets (immediate and tricky speed zone changes like 99 street hill)</p>	
<p>Not sure photo radar is working as advertised as a life saving service</p>	



Other cities manage to keep traffic moving whereas Edmonton seems to love making us sit and idle for no reason. I sit at the same bottlenecks every day and there is no traffic on the cross street. The City needs to do better light synchronization and more traffic studies on cross streets. Gateway has bottlenecks at 51 Ave and 82 Ave, yet there is little cross traffic at those intersections. Yet I have to stop at both every morning and night. The High Level Bridge, Sask Drive & Scona Rd to Whyte Ave are bottlenecks in the evening. The City has done a very unsafe irresponsible thing in giving bicycles special status in traffic without ensuring cyclists are following the rules of the road. The sharrows don't work - cyclists are always riding on the sidewalk (not that I blame them with our bad drivers) but all the research studies in other cities have shown that sharrows are one of the most unsafe types of bike lanes. I would be willing to dedicated way more taxes to build separate off road bike paths away from traffic. They don't require thick pavement and we already have some unused pedestrian pathways (along 111 St on the south side) that could be repurposed and way safer.

Other note: I live on 106 and 56 ave. Take the damn bus lanes out. When I drive to work in rush hour there are at best 2-3 bikes using the lanes from 76 ave to 51 ave. Or, if you're not going to take the lanes out, do some enforcement on cyclists; nothing pisses a motorist off more than them being disciplined or made out to be the problem when cyclists are not given the same scrutiny.

Our neighborhood has recently switched to led lighting and I must say what a wonderful improvement

Overall, I think traffic management does a good job.

Overpasses are NOT places to park and do photo radar. Those vehicles are parking on sidewalks and creating a major safety hazard for pedestrians. Also, parking illegally to do photo radar should not be allowed. Just because it is municipal enforcement does not mean rules are non-existent.

Painting lines in major roads twice per year. And doubleturn intersections placing photo radar in school and residential areas.

People whine about this a lot in Edmonton, but we don't have legitimate traffic problem. Public transit and improved LRT are the real solutions.

Perhaps re-assess the efficiency of some of the setups. Driving down 111th is fine going south, since you tend to hit every green light - the way north is always horrible. There are crossing lights for the LRT where it is safer to J-walk than to wait for the walking signal (*coughcough* right by Harry Ainlay/Louie St Laurent, where the left-turn traffic is set up to EXACTLY intersect the crowds of pedestrians. But can you get someone's attention about that? No. But complaints about students, those fly quickly.).

Photo Radar does not follow the guideline outline by the Provincial Government that say that radar is to be used for safety not as a cash generating machine. Ticketing people for going 60 on a major road that is posted at 50 has nothing to do with safety. FOLLOW THE PROVINCIAL GUIDELINES!

Photo radar is a cash cow and should be curtailed.

Photo radar is a cash cow. People slow down when they see cameras but then speed up. Just look at the number of collisions/accidents on our streets. It just doesn't work...but it sure helps with the budget

Photo radar is a geat concept. Only the speeders complain. Of the 1000's of tickets many of those numbers come from repeat offenders and do not represent the actual number of speeders. Do not give into the vocal minority as you did on the bkie lanes. Speeders are a hazard to all the other innocents on the road. Perhaps one area that one may consider if one wants to give a little to speeders is to avoid monitoring the transitions zones when speeds are reduced for example from 80 to 60.

Photo radar is a money grab.



Photo radar is a whole other issue, that really needs to be dealt with, or it will define this council and mayor's term in a very unflattering light. I believe that those who speed should get a ticket; I don't believe the argument that people should be able to drive 120 on the Henday or Whitemud because they don't agree with the current posted limit. The limit is the limit, and you need to drive what is posted - I make a conscious decision not to speed, and will often use my cruise control on freeways/highways to ensure I do not speed. But the argument that photo radar makes roads safer is dubious; all studies show that if you want to change driver behavior they need immediate reinforcement. A ticket 3 - 4 weeks later in the mail does nothing. If council truly wants to make the city safer, they need to make the photo radar visible, so they serve as an immediate deterrent - if speeders see them, they will slow down in the moment, which is the real goal, right? The revenue should be used to hire more police officers to patrol those problem areas, so they are on hand to issue ticket, reprimands, warnings, or deal with dangerous drivers. They can also assess issues which photo radar can't (which are just as dangerous as speed) like dangerous driving, distracted driving, impaired driving ect.. If safety was the true goal of photo radar, they would also be used more in neighborhoods and schools zones where children are. The city needs to either be honest that photo radar is cash grab in it's current form, and live with the backlash, or make some real changes that will actually make our roads an neighborhoods safer. Until they do, this issue won't go away, and I will not vote for anyone who is currently on council in any future elections. That especially includes the mayor, whose reaction to people's anger and frustration was incredibly flip and condescending.

Photo radar is great. If you break the law, live the consequences.

Photo radar revenue should continue to go to Traffic Safety, but a portion should also go to the Police Service. It should not be diverted to other "wants" that are not civic needs. Too many traffic signals on 104th Avenue. Inadequate street lighting in many areas; pedestrian crossings should be the first to get better lighting.

Photo radar revenue should go to general revenue and should be up to city council to determine where it should be spent. All projects should be cost justified with post-project assessments.

Photo radar should be deployed for safety and not revenue. This means school zones and residential areas not main thoroughfares.

photo radar which is friggin cash cow.

Please do a better job of coordinating the light signals. And stop the useless photo radar program, it is a complete cash cow and doesn't stop people from speeding (many cops will tell you this). You want to stop speeders, setup road traps. I can speed by a photo radar van every day at 150km/h (if I'm rich) and NEVER get stopped and not get 1 point on my license...let's stop pretending like you actually want to stop speeding with this program.

Please excuse my words here but the transportation people are idiots. They plug up the roads for miles to do construction. They put bus stops on corners. They put in bike lanes on our roads when 3/4 of the year bikes can't be ridden. We've always been a winter city but they can't seem to figure out how to get rid of the snow. They should be pro's at that by now. We have many many school fields that the snow could be transported to and dumped on.

Please implement more photo radar where appropriate to improve traffic safety.

Police should not set up entrapment areas, where the traffic can go faster it should go faster.

Privatize traffic enforcement through photo radar - we have seen cost to operate this is much higher when the city took it over and had to get really rigid in order to cover costs and make money. It has been a tax grab - this has little to do with safety, it all boils down to money.

Promote the benefits of 40k speed limits in communities. Many communities don't know this is available.

Properly time lights.

Put a "Red Light Camera" at every major intersection and increase the fines for running a red light.

Quit building more roads or put tolls on them	review the infrastructure development to be according to residential developments, example of this is our area, The Hamptons: poor planning resulted in continues upgrading of Henday's exit system. With current residential developments south of Lessard, those expensive upgrades have already become obsolete
Redirect funds from photo radar to fund capital projects that focus on non-car experiences, such as bike lanes and pedestrian walkways.	
Reduce urban sprawl, increase densification, and increase public transit ridership	Safer road designs (much better in Europe)
Remediate potholes. Clear snow (learn from Ottawa). Improve coordination of traffic lights, so that one doesn't have to stop at every block when driving. Improve traffic signage. When doing construction on major arteries, don't do construction on the alternate routes going in the same direction at the same time. Provide enough affordable parking, especially in the downtown core. Again, make sure the lighting is bright enough for safety of pedestrians and drivers. Stop wasting money on bike lanes. There aren't enough people who will bike regularly in this winter city to justify the cost. Instead, use that money to improve and promote transit services, and roadways in general. Enforce traffic laws, including ticketing pedestrians and cyclists who break the laws, not just motorists.	Satisfied with the service level; however, I would like to see increased cross-functional work between traffic management and public transit. From my point of view - the two much work together to optimally leverage each others resources and work towards a common goal with effective budget resourcing.
Remove all traffic circles in the City of Edmonton. There are fatalities every year that are a direct result of these areas. There are enough issues like sun blindness and bad / distracted drivers. It is quite understood that traffic circles are only optimized for lower volumes of traffic. Also, add lights to all problem crosswalks, and do a City-wide assessment of crosswalks.	Send some employees to other major cities in the USA left hand turns are permitted ONLY on the arrow - these are in effect at every major intersection. The incidence of intersection collisions is substantially less than in this city
Remove photo radar revenue - this is extremely unethical. Focus on moving PEOPLE faster. People deserve to be able to get home to their families as quickly and safely as possible.	Set like lights to "sync" more during rush hour. Then let drivers know which routes have this option. Driving north on 75/Gretzky in the evening is a nightmare (example)
remove the DO's ability to vary parking on future residential//commercial developments	Shortcutting needs to be eliminated, not encouraged. There needs to be a way to involve neighbourhoods regarding traffic on collector and local roads.
Replace manned photo radar with permanent fixtures (or nothing). Raise speed limits, they're generally too low.	Should be more "user pay", and great job with the LEDs, by the way!
replace poles and lights	Show respect for drivers by setting appropriate speeds, especially on the Whitemud and Henday and retask photo radar to reflect areas where safety is the primary concern.
Replace rusted street light poles or paint the damn things on a regular basis thus increasing the life span of our street light poles.	Sigal lights needed for Mac Ewan Road and McMullen way
	Since the traffic management team hasn't got a clue on how to initiate a green wave on some major traffic routes photo radar money should be used to initiate some action. A high school project where students come up with ideas should solve the problem at no time. Traffic flow would be greatly improved.

Slowing traffic is a reality of a growing city... also making it more inconvenient to drive a car vs taking public transit, walking or cycling will lead to reduced dependency on the automobile.	Stop building cul-de-sacs everywhere. They are the cause of traffic problems. In my area it is impossible to leave the area without making a left turn thus making it very dangerous if a mass evacuation is required in the event one of the many gas wells in this area exploded. If the roads were designed properly you wouldn't need so much traffic management. I do agree with the switch over the LED lighting.
So disappointed by this system, in order to stop speeding, demerits need to be attached. \$\$\$ is not gonna stop speeding	
So many places are NOT safe.	
Some street lights going off frequently in neighbourhoods--safety concern for pedestrians and traffic Are there enough pedestrian crossing lights?	Stop building roads with 60 km/h speed limit with traffic lights at almost every block. It takes a huge amount of time to go from point A to point B in Edmonton. Develop highway, trails like in Calgary to help traffic flow and manage better our time.
Speed up LED conversion. Have more left turn lights, and maybe even synchronized. Real speed limits, instead of artificially imposed ones.	stop trying to jam bikes down our throat and stop reducing speeds to crazy slow levels below what a cruise control can manage. this is triumph of a squeaky minority over a too silent majority
Speed up LED replacement? Incorporate safety findings into design and construction through the capital roads programs and neighbourhood renewal. Resolve the bike lane issue. Achieve a reasonable and practical solution. The status quo does not appear even close to optimal.	Stop using the photo radar programme as a cash cow and put it to use for public safety in places such as school zones or high-density urban areas.
speed up the changing of the street lights. be more transparent where photo radar revenue goes.	Street lighting has become too dim on major roadways. Pedestrian safety should be paramount - light pollution secondary.
Speedbumps in school zones to help remind people to slow down?	Street lighting is very important, but photo radar and red-light cameras seem to be a money grab and I'm not sure about the actual impact on safety they have.
Start planning for publicly accessible infrastructure for electric cars. Instead of closing one side of road for snow removal, consider banning parking during restricted periods.	Synchronize the traffic lights better, put more enforcement out there for people who drive too slow (and are the cause of the majority of collisions)!
Still an important service to ensure that as the city grows that traffic can be managed on the streets that we have. When this fails .. we are teh forced to spend more money fixing the problem with expensive infrastructure. I'm pretty happy with what I see delivered by this service.	Synchronize the traffic lights, especially with the LRT. Too much traffic is idling (releasing unnecessary emissions) at red lights, while there is NO cross-traffic. Arterial roadways need to be designed and built efficiently for the whole city, not dictated by narrow interests. The intersection of University Avenue and 114 St. has got to be the worst piece of traffic engineering in the world.

<p>The light efficiency is a great long-term conservation move and highly supported. I use street lights every day. I appreciate photo radar to keep down traffic speeds and keep our streets safer.</p>	<p>There are too many traffic lights and too many off hour lights. For example the traffic flow at rush hour may be very different than night flow.- yet the traffic light timing remains unchanged resulting in long waits at red lights when there is absolutely no cars passing through the intersection. There are too many lights in some areas - for example to travel to the nearest grocery store 1 km away - it can take 15 minutes because of the number of lights that I have to stop for. The Henday approaches are inconsistent - causing confusion and complicated.</p>
<p>The many capital projects cause havoc for residents; perhaps delaying some projects so these issues are not compounded.</p>	
<p>The mayor says photo radar is to protect his and our kids from harm. As long as SOMEONE pays for a bad drivers speeding tickets they will never be taken off the road 70 KM speeding through schools is not a problem to them. If needed get the province to allow demerit points like in BC to be awarded.</p>	
<p>The only thing I could think of is look into finding different ways to remove lights and increase the flow of traffic, lights don't reduce accidents, accidents are created by suddenly stopping.</p>	<p>There are various speed limits throughout the city and the changes are not always posted clearly. Example of a 60 km/hour to a 50 km/hour after you turn a corner. Slight improvements in signage would be great. Higher Police/bylaw presence would be helpful as I feel there are many unsafe drivers on our roads...</p>
<p>The revenue from red light cameras, photo radar should be able to sustain these services.</p>	
<p>The South east Edmonton has 00 underpasses for train crossings. 1 train blocks all traffic, over 50th street and 75th (66th) street. Really embarrassing and frustrating.</p>	<p>There is a deeper underlying issue in traffic management - it is about creating a city that is less reliable on cars. Traffic in the city is getting close to becoming another Toronto or Vancouver because of a growing population that is car-centric because the City itself promotes this by building new roads instead of investing more in public transit.</p>
<p>The traffic signals section need to spend some time studying actual efficient systems. Start, by looking at some of the large cities on the West Coast of the USA.</p>	
<p>the usage of crosswalks needs to be improved... when it gets below -35 it doesn't take long for frostbite to set in, especially in children... it shouldn't take upto 10 min for a light to change just because it's close to the yellowhead so we can cross...</p>	<p>There is a lot that can be done. Roads are built for moving vehicles. There should be no obstacles on a road to impede traffic flow. Any of the obstructions become dangerous. Also traffic will wind through neighbourhoods if obstacles are placed along a road.</p>
	<p>There is no accountability!!! Huge mismanagement with photo radar. Decisions are made based on political and financial reasons.</p>
	<p>There should be EVEN MORE photo radar!</p>
	<p>There should be massive amounts of photo radar on the Anthony Henday. Almost every day I hear of accidents on the Anthony Henday. How many of these accidents have speed as a contributing factor</p>

they need to do a better job on managing traffic control for intersections, give people a chance to walk across the street before they are threatened by cars turning left and right. also need to ticket jay walkers. 107th street between jasper ave and 100th is a nightmare to drive on.
Things like LED conversions could be sponsored, with advertising on the posts. How about an adopt-a-street light program
This department is a total disaster. How does Strathcona county manage without photo radar. The citizens of Strathcona county must be terrified at all times, not to mention all of Ontario. Come ride around the city with me and I can show you numerous instances where traffic flow can be improved - further reducing greenhouse gas emissions. Traffic flow is the lifeblood of a city, it is commerce, traffic should never have to stop if there is no need to stop. Even a city like Vancouver does a way better job at traffic flow and traffic light management than Edmonton. This department really needs to get its priorities realigned. I'd leave the budget the same hoping for improvements.
This Office is adequately funded by the huge photo radar revenues. Reduce dependency on property tax allocation by .06 cents per month.
This seems fair.
This should be 100% funded from photo radar
This too would benefit from better information flow. If drivers know why you do things, perhaps we'll be angry with you less.
Time the lights better and make lights either arrows for left turns - everywhere, or their own light for left turns especially on yellowhead and 127 street in the south direction! Better yet, why do we allow turns on yellowhead like at that intersection?! Fix the yellowhead!
Too much lighting in the city. There are now so few dark spaces to actually see the Northern lights. :(I think there are far too many traffic lights. Perhaps we could have longer stretches between lights.

Traffic in and out of the City's downtown core needs a traffic management plan with support from major commuter routes to support the volume at peak times.
<p>Traffic in this city is atrocious for our size/population. Transit is a poor alternative for most in outlying neighbourhoods (speaking for myself the trip to downtown where I work is 1 hour 20 minutes assuming all goes well) so they end up driving even if they would prefer to take transit because it's just not practical; however, the roads in those newly developed areas largely haven't been enhanced for the amount of population growth (e.g. 66 Street south of 23 Avenue is a one lane road, but there has been a huge population growth in that area over the past 5 years.) Other suggestions are eliminating photo radar -- it does little/nothing to deter drivers from speeding, this is basic psychology; the "punishment" needs to be received very close to the time of the offence to have any effect on behaviour. Additionally, traffic lights should be timed to enhance traffic flow on arterial roads - from my experience they appear to be timed to stop people at every light if you are driving the speed limit. This causes many problems: traffic jams, people have to make more judgment calls (i.e. stop or go) at intersections which are the most dangerous places on the road (I suspect this leads to more accidents because as we know humans don't always exercise good judgement), increases driver frustration which leads to road rage/bad decision making, and in winter leads to the roads being more icy at intersections as they are polished up by drivers constantly stopping. Additionally, more left turn lights should be installed to make roads safer.</p> <p>Traffic light timing is crappy around LRT (11street). Also, countdown lights that don't change to red when the countdown is over, is dangerous. They should work on that.</p>

<p>Traffic lights need to be consistent. The walk lights count down to zero and do not change, while other lights do change, this creates an opportunity for accidents to happen as you slow down anticipating a light change and it doesn't change. Then vehicles behind get impatient and speed past you.</p>	<p>Traffic safety will be increased by eliminating photo radar - or at minimum restricting it's use to areas the public wants it (school zones, construction zones, and neighbourhood streets). People slamming on their brakes every time they pass a parked vehicle they think may be a photo-radar only causes accidents and traffic delays. The changes made recently to the program are a disgusting abuse of power, and are not supported by the majority of drivers in the city. Mayor Iveson says "it's to keep kids safe on the streets" - if there are kids playing on the Henday or Whitemud, we've got bigger problems. The decrease in speed tolerance levels was absolutely a cash grab by the photo radar program to ensure they covered the insane mismanagement and cost overruns the program had. The Mayor can deny it all he wants, but all he's really doing is trying to say the citizens are dumb enough to believe him that it was a "coincidence".</p>
<p>Traffic lights need to be synced better, lighting must be improved, and the potholes make driving dangerous.</p>	
<p>Traffic management is great – compared to other major cities we rarely have congestion. I can get from one side of the city to the other in 20 minutes, without even using a ring road.</p>	
<p>Traffic management is non existent in some areas of the city. For example... Anthony Henday between 111 St & terwillegar, going south on 50 street after crossing the Whyte ave overpass, and lastly going east on Whitemud at 75 street.</p>	
<p>Traffic Operations needs a staffing overhaul, and a mandate focused on balancing different road users. Roughly 20% of my daily commute is spent waiting for 2 pedestrian lights. If there's a button, there should be a light change within 30 seconds.</p>	
<p>Traffic safety i.e individual signals at intersection and LRT crossings impede traffic flow</p>	<p>Transportation is the WORSE group in the city...they have snarled traffic in so many areas by blocked streets etc.I have called about one road which only goes in one direction for a few 100 meters and should be changed but the city stubbornly refuses to change it for no reason and lots of people have contacted them about this area. Traffic lights are not in cinq,speed limits are inappropriate and when calls are made with reasonable suggestions no ones listens...I am really fed up with our Transportation dept.</p>
<p>Traffic Safety is a JOKE in this city. Instead of holding poor drivers accountable, you add more traffic lights and intersections. Level crosswalks on major roadways - GENIUS. Also, how about you actually try ENFORCING EXISTING LAWS. You create a new speed limit in school zones and then you don't enforce it. You just think all the AWESOME drivers in this city are going to abide by the honor system??? I could go on for a while about the idiocy of this department.</p>	<p>Treat all neighbourhoods equally and not allow some (like south of 87 Ave) to not have right hand turns (forcing traffic in congestion on 87 Ave) thru their neighbourhood in rush hour but not give this same treatment to roads like Bulyea Heights</p>
	<p>Try planning for many years in advance. We are in a situation now where we are dealing with traffic infrastructure that is incapable of handling the volumes we see. This due to short sighted planning of previous city administrations which we now must deal with and pay for. This type of incompetent planning is frustrating to t ax payers.</p>

Try to time traffic lights to save on fuel costs and improve traffic flow. the current system is a joke!	Utilize more photo radar in residential neighbourhoods where speeding is a problem.
Turn signals on congested intersections, especially in the west end.	Very inefficient use of photo radar. Instead of having a car or truck with an attendant sitting around for hours on end look to Europe and see how it is done. They plant things like an 8" pipe on the side of the road and it has everything what is required for enforcement in it. There could be hundreds planted around the City but only a certain number has active equipment in it. Since nobody knows with ones are active speeding would come to an end.
Under photo radar have no penalties if under 10 K over the limit. Need to increase capacity in many roads from 4 to 6 lanes. 23 ave...34 ave..107 ave 149 street..50 street...75 street	Very valuable group that is making an impact and sharing with others in the community
Unsure, it is such a difficult and thankless area to work in, especially when trying to satisfy such a broad range of wants.	we do not need a bike lane 95 ave from 142 to 182 street , we are a winter city , took 2 whole lanes away STUPID so in the winter with transit and snow piles, hope the councillor rides his bike here each and every day year round
Use "intelligent" traffic signals wherever possible, i.e. signals with sensors that detect whether vehicles are present (and ideally the volume of vehicles) and adjusts the signal pattern accordingly. Personal pet peeve: in-road sensors that don't detect cyclists.	We don't have nearly the traffic volumes of really big cities, but enough to create major congestions. Sitting for 5-10minutes at LRT crossings is nothing unusual. Safety is not about slowing everything down to a screeching halt, safety is about creating supporting flow (doesn't need to high-paced by any means!). Photo radars are often placed in places where a small increase in speed doesn't mean any significant decrease of safety, but allows ticketing a high volume of drivers. On the other hand, places where safety does need beefing up (mostly where is a large number of pedestrians, like next to schools or hospitals), there's rarely any enforcement. It shouldn't be about ticketing 10 drivers on 2-3 lane straight roads; it should be about educating that one that never yields at a crossing or the one who texts while driving...
Use better studies of other cities and how they have build there traffic grids to accommodate growth! Edmonton seems to want to stop traffic flow with lights, low speed limits, bad interchanges, bad signal lights! obstructed lights! too many road signs and not enough of the right ones!	We need to increase budget here or take in more in revenues. Just like there is no monitoring of LRT OR Buses for people eating banned foods there is no monitoring either of distracted drivers. These are all revenue opportunities.
Use more photo radar money and less tax. Yay for led lights!	
Use photo radar and ticketing to offset some of this and then encourage public transit use.	
Use photo radar for traffic enforcement not revenue generation.	
use photo radar to maximize revenues, it is a voluntary tax	
use smart technology to improve traffic flow	
Use the Robin hood purse from photo radar for this. Although I seldom drive anymore as even if you try not to speed, it is not an enjoyable experience with so many speed traps and bad roads and contruction.	
Use traffic cameras to penalise drivers who run red lights, fail to stop for ambulances or engage in other hazardous manoeuvres such as cutting off other drivers or passing on the right from a bicycle or turn lane.	
user pay.....self sustaining	

<p>We need to make this a less friendly vehicle city and promote alternative transportation. Focus on cutting back on traffic in our city. However other aspects like the LEDs and photo radar are important for every ones safety.</p>	<p>With all of the photo radar tickets that I and everyone I know are getting- I don't believe that any property tax dollars should be going to traffic management at all.</p>
<p>We were trapped in our alley for a few weeks, while crews replaced piping on 105 ave during the bridge construction that pushed all of the DT traffice from the west end up Stony Plain Road. A 20 minute wait to make a left turn from your own alley is not a great start to the day.</p>	<p>With all the technology available can you streamline the lights in Edmonton? Nothing like stopping at a red light, proceed to the next set of lights and stop again. Really? Can you guys improve on this?</p>
<p>Well worth every cent spent and it doesn't look like much of a cost for such a vast improvement</p>	<p>With the photo radar cash grab I suspect you will cut funding to this anyways, to push that funding into other areas... that seems to be how government works.</p>
<p>We're getting better. Loads in investment in this area in recent years. Keep it up. Curious to find out what the result of the testing of different kinds of asphalt on 95 ave out on the west end was!</p>	<p>worry less about parking, discourage car use. congestion actually helps this. more taxis, bring on Uber!</p>
<p>What happens to the money that is saved in electricity costs? Does that get re-invested? Do we really need a street light every 50 feet?</p>	<p>Wow great value!</p>
<p>When doing construction so it more effectively so you don't have to do the job again and quicker as some construction on roads is taking 2-3 years which is absurd</p>	<p>You can engineer street lights so they focus more light down instead of up and out into bedroom windows, or creating light that uselessly goes up into the sky.</p>
<p>With ~30,000 people moving into Edmonton every year, I've noticed a huge change in the traffic on the Anthony Henday. I drive to work in St. Albert every day and my commute time continues to increase. Right now, driving is the only choice I have and I'm worried about the speed on the Henday and the way ice builds up on the grooved sections of the road. I know planning takes a number of years, but I believe we need to plan for infrastructure improvements now to get them done as soon as possible. By the way, don't change photo radar. If you speed, you should get caught. As well, I'd like to learn what neighbourhoods can do to reduce the speed on certain streets. People are speeding down our streets now that they have been extended, and I'm just waiting for someone to get hit.</p>	<p>You should abolish all photo radar. It is an unnecessary tax and I won't vote for Iveson because of his stance.</p>

Winter Road Maintenance

Overview: In winter months, the City of Edmonton must maintain roads, which includes snow clearing and ice control. During winter 2013-2014, the City removed 2.4 million cubic metres of snow. On an average year, crews remove 1.2 million cubic metres of snow. If you piled up this snow covering the entire field in Commonwealth Stadium, the resulting giant cube of snow would be taller than the EPCOR tower. [Learn more](#) about winter road maintenance.

Taxes per month:

\$5.80

In your opinion, what could be done to improve these services for Winter Road Maintenance?

2013-2014 service was acceptable

A better system with road maintenance scheduling should and is staring to come into place. A lot of neighborhoods get left behind or are not cleared for long periods of time causing horrible conditions. The city never has enough funds to completely cover a whole winter of maintenance yet we are a winter city! It just isn't planned out effectively and it is a huge disappointment.

A little less down to the pavement road clearing may result in better driving by the average Edmontonian. Right now we really do not have winter driving conditions on main roads as they are clear most of the time. Wait about 8 hours before starting to clear streets and you will find the road has been cleared by the people driving on just due to traffic. Jan Reimer saved the city over \$15 million dollars with this simple idea, and it works. People who do not know how to drive in winter conditions should have access to winter driving programs to improve their competency and confidence.

A reality of a winter city...personally I think the City does a pretty good job most of the times...and we should balance in people's desire for no winter convenience with the cost to deliver this level of service. We live in Edmonton not California!

Abolish windrows wherever possible, they are a horrible thing that can prevent people from getting out of their houses. Also, seniors who wish to walk places are rather hampered by them. As far as snow removal goes, I think this City does a good job in getting the roads cleaned and the icy intersections sanded.

Actually remove the snow from the sidewalks and road ways. When plows go by, they leave at least 2 inches of snow which quickly gets packed down and turned to ice. This becomes extremely dangerous and has me cursing the city ever year

Actually ticket/tow the cars that you say you will during the parking bans. I will help!! Tons in our area last winter never moved, just a waste of time for the snow removal guys.

Addition of snow fence along known problematic drifting areas, like along the powerlines and gaslines throughout the city. This would reduce the issues adjacent to those areas where the wind causes extreme drifting.

Additionally, I think you should examine the risk and cost you are incurring to the City as a corporation by not clearing roads well and promptly. Many of your City staff have to drive as part of their job duties (e.g. police, fire, transit, bylaw officers, to list a few) and you are putting your staff at risk and exposing the City to additional cost by not giving them a safe work environment. Safer roads would end up in fewer accidents, less lost time, lower WCB premiums, and expose emergency services to less risk by simply limiting the number of collisions they have to respond to.

Again, send them to other cities to see how they maintain their roads.

Again planning related. Keyhole culdesacs are next to impossible to plow. If these developments are not approved to begin with, regardless of how aesthetic they are, then the plowing problems would be avoided. Also, reducing sprawl will reduce the number of new roads that need to be plowed, allowing increased focus on the existing roads.

Again, a source of many complaints from people but I think there is a sufficient amount of snow removal. I just wish the plow operators would be more careful blading around curbs and not gouge and scratch curbs and sidewalks as much as they do.

Again, go and visit Calgary and copy the way they get things done.

Along neighborhood streets, parking on only one side of the street; the streets become very narrow to navigate, and sometimes unsafe. However, this would be problematic people with extension cords from their house to the street. Start an elderly/mobility-challenged match system with people who are willing to shovel for them, in addition to the Snow Angel program.

Also, if the city can create one way streets in residential areas, it would make it easier to remove the snow. Lots of cities have one way streets. For instance: Montreal

And again - PLANNING. Plow main roads at night. Plow side roads during the day (8 am to 4 pm)

Announce a parking ban-tag and tow illegally parked vehicles (especially those that are parked on a street all winter season. 1. Tow trucks (allow drivers to issue a ticket first, then tow. 2. Plow 3. Snow blower 3. Snow truck 4. REMOVE THE SNOW

Apply sand more intelligently in the season, sanding while it is raining results in sand under the ice once the water freezes, this results in more sweeping costs in the summer (lose lose). Don't run the trucks when they are not needed. Also removing snow is better than sanding.

Approach NAIT and U of A for suggestions and solutions.

Areas to be ploughed should be free of vehicles to ensure that an efficient job can be done. Cars left in marked areas should be tagged and towed if left in the path of snow clearing equipment.

As a driver, I am perfectly satisfied with the current winter road maintenance program.

As above, a necessary service. we are winter city - we should be the best in the world at this.

As stated above, be careful when you push the snow onto the sides of the streets or bike lanes. It contributes to localized flooding and the degradation of the curbs and sidewalks when subjected to the spring freeze/thaw cycle.
at this time services seem to be well managed and work effectively
Attach front plow to garbage trucks. They travel through neighbourhoods once a week
Ban parking on the road in the winter, or have property owners remove the snow from their driveway rather than the city doing it. Other municipalities plow the road, its up to the home owner to make sure they can access the road
be a little bit quicker removing the snow
Be aware of windrows affecting access for people with limited mobility/seniors
better bike lane plowing
<p>better budgeting throughout the year could help this program do better... having the snow removal budget popped by only 1 month of snowfall is not a good thing... let each dept have it's own bank account, so that should there be any surplus, it can build interest to help cover for a bad season, or as a backup for disaster relief like flooding in the river valley or in those areas where the water table is close to ground level, such as Calder...</p>
BETTER COMMUNICATION. Where are things happening, when, and for how long? Maybe some research and development on how to cut costs and be greener. Find something to do with all that snow?
<p>Better coordination and timing of road clearance to ensure that windrows get cleared and people are able to park on the street and not get baracaded in by chunks of snow and ice. For an example of what I mean, check the Thunder Bay snow clearing practise.</p>

<p>Better measures need to be taken to maintain alleys. If a first responding vehicle cannot access a patient through the front, they would have to drive around the back, and in the winter in Edmonton would most likely get stuck.</p>
<p>Better street cleaning in neighborhoods. Its great if the main streets are clear but if I can't get to them what good are they.</p>
<p>Better train the operators. Often see sparks flying everywhere as they scrap too low, and have takes big junks out of newly paved roads.</p>
<p>Bike lanes need to be cleared properly. The pilot project is a great step forward and the roads have been getting better and better.</p>
<p>Blading should be increased to removing to a 2.5 cm depth instead of the current 5 cm. at 5cm snow potholes can occur as the pack melts unevenly.</p>
<p>Blading the neighbourhoods has not worked well. Main arteries need to be cleaned down to the pavement and windrows cleared from the gutters so the freeze thaw cycle can be broken. This has destroyed many of our roads prematurely.</p>
<p>Blading the residential roads in the winter is a waste of money. If the ruts get really bad, blading will help for about 3-4 days after. Then, it's right back to the deep ruts. Garbage trucks are the worst offenders when it comes to making these ruts, but there's not much we can do about it.</p>
<p>BUILD LESS ROADS TO MAINTAIN. CREATE A DENSER, BICYCLE, TRANSIT, AND PEDESTRIAN FRIENDLY CITY.</p>
<p>Buy about two dozen more trucks. Use salt. Scrape to pavement. Clear side roads to pavement. simple.</p>

<p>Cars should be towed if they are parked in the snow zones. There are plenty of notifications via the news, radio and people can see that is snowing so they shouldn't park there.</p>	<p>CLEAR THE SCHOOLS and hospitals first!! have lived adjacent to elementary schools for 22 years now (Kilkenny) and can count on one hand how many times 149a gets plowed and cleared! usually weeks after a large drop of snow! and 149a is a major bus route WTH!</p>
<p>Change to one side of street parking in winter to allow for windrows and traffic movement. In winter, many residential streets will barely allow a single lane of traffic due to snow build up and two sided street parking.</p>	<p>Clear the windrows! This is the *single most important thing you can do* to make the city more walkable in the winter.</p>
<p>Citizens must be able to travel around our city safely.</p>	<p>Clear to road within 48 hours and remove windrows.</p>
<p>Citizens need to get realistic & be patient. A lot of unrealistic expectations.</p>	<p>Clear windrows</p>
<p>Clean all of the roads and remove the snow, do not leave windrow's</p>	<p>Clear windrows from sidewalks and crossings. I walk with a cane and have great difficulty climbing over windrows but have often had to do so to reach Strathcona Library, or to cross the road.</p>
<p>Clear all the snow. Period. No windrows. Buy the melting trucks present in some other cities and avoid large snow piles at city facilities as well.</p>	<p>clearing of windrows so that water doesn't back up onto my sidewalk and make my sidewalk dangerous to walk on.</p>
<p>Clear it. Tow the cars that ignore the snow bans. Please take a hard line approach to this. In the new windrow free zones around schools, make sure the residential side of the street is also windrow free. These homeowners have to patiently put up with a lot of traffic in front of their homes, and could use a break.</p>	<p>CoE should plow the back alleys of collector roads before declaring a parking ban on collector roads. We need to be able to get into our garages so we can be off the streets so the plows can get through.</p>
<p>Clear more of the roads to bare pavement. Get the plows out early in the morning before people are off to work so the major streets are safe to drive on and continue to clear throughout the day. Use salt or some form of melter to prevent icy roads (as many are at this very moment which is a risk to public safety) on major streets. Don't pile sand over snow as it insulates the snow pack and creates icy/sandy patches that will not melt due to the sand.</p>	<p>Come up with a way that snow can be blown/stored in vacant lots and park areas without the salt/chemical damage that currently occurs and then remove the windrows. As a home owner I've paid up to a few hundred dollars a year to have a private contractor remove the snow in front of my home. Then of course others take advantage of the cleared section. I would far prefer to pay an extra \$100/year in taxes or special levy to have the snow totally removed from the streets.</p>
<p>Clear sidewalks better, clear roads more efficiently. If Yellowknife can do it, what can't we.</p>	

Consider allocating a portion of photo radar revenue to this service to reduce tax, if a hike is necessary. Why does Maintenance do a poor job planning snow removal when other cities do it much better. Evaluate staff planning capabilities.
Continue periodic snow bans with lots of communication (e.g. news, bus banners) & then ticketing/towing people who can't be bothered to move their vehicles. Making the roads easier to clear benefits everyone in the neighborhood. Also, as part of urban planning, don't allow all those cul-de-sacs to be built in new neighborhoods, as they always seem to have snow removal problems.
continue to encourage centralized housing and development - urban sprawl is making this a very difficult issue to manage
continued education, parking bans with fines, improve communication (GPS tracked plows?)
Could we put snow onto the river? Or would that pose too great an environmental impact? If I had the power, I would transform underutilized parking lots into snow made playgrounds. (Outdoor parking is not used as heavily in winter, especially if the lot is unpowered.)
Current plans seem to work fine.
Cut back on snow removal.
Demand that all new developments have tree-lined boulevards and park the snow on the boulevards during winter. More windrows, less hauling.
Determine a strategy for dealing with problem areas on residential side streets. The ruts and slush from the accumulation of snow cause major issues for most people I know.

Determine a strategy for dealing with problem areas on residential side streets. The ruts and slush from the accumulation of snow cause major issues for most people I know.
Do a better job of snow clearing from bike lanes. Also, design roads for snow storage on the boulevards rather than hauling it away, which is costly.
Do it better, the first time.
Do more with less. Again inefficient use of services
Do not scrape to pavement. Legislate winter tires or provide a benefit to those who do.
Do this better. St. Albert and Sherwood park figured it out. Don't care if it costs me 10 bucks a month. Just get the streets cleared and the windrows removed.
Do whatever it takes to ensure that the contractors hired for the job, actually do the job in a reasonable time frame. We should not hear things like, 'three days after first major snowfall, less than 1/3 of city snow ploughs have responded.' Quebec City can have a metre of nighttime snowfall gone by morning; as an aspiring Winter City, why can't we?
doing as good as you can...welcome to north america
dollar bills grew on trees and the snow melted just like in Camelot
Don't increase the services to roads. It is good enough. Everyone can buy winter tires.
Don't kno
Don't pile the snow (which becomes ice as winter progresses) on top of the road drains; it causes dams and during warm spells water gets trapped on sidewalks and driveways and then freezes to six inches of ice at the next cold snap.

<p>During 2013-2014 2.4 million cubic metres of snow was removed. Average year 1.2 million cubic meters were removed. over howm many years? The present snow removal strategy is doing a good job. no need to spend more money here.</p>	<p>Embrace the fact we are a winter city and have a proper snow removal program. The current 3 nghd program is a joke and an insult to the citizens and I'm not sure who stated it's a privilege to park in front of our homes should be taken to task. If it's truly a privilege then remove it from all citizens and see the outcry. I've live in Crestwood and Andrew Knack has lost my vote and the the mayor as well if this is the attitude of our elected officials.</p>
<p>Edmonton is a winter city and nature is harsh and unpredictable. I think the City does an exemplary job of keeping streets clear and safe under the circumstances. Recommendation: determine which bike lanes are used most frequently in winter and keep those clear as well. I would start with those lanes that offer a direct connection to river valley trails.</p>	<p>End vision blocking win-rows in the center of streets especially as you approach intersections.</p>
<p>Edmonton is a winter city. I moved here 34 years ago, it seems that each year the snow clearing gets worse. Clean the windrows so that when you are driving your lane does not suddenly disappear and you cannot move into another lane.</p>	<p>ENFORCE THE SEASONAL PARKING FINES!!!! Money collected will fund future city needs and deter these people from parking there again. With that, the roads will be entirely cleared. ENFORCE THE TOW AND FINE. clear the roads.</p>
<p>Edmonton needs to look at other winter cities, including Winnipeg and Montreal, and increase its level of snow removal on streets and sidewalks. This could include a larger parking ban in the winter, perhaps after snowfall, where on-street parking is reduced or shuffled to allow better plowing and grading. Too many streets are reduced in width because of parked cars and ineffective snow removal. Sidewalk plowing should also occur in major centres like downtown and Old Strathcona, and continue around hospitals, care homes, and schools.</p>	<p>Enforcement of no parking when snow removal is taking place. I'd assume parked vehicles slow down the process, and they definitely make snow removal less effective.</p>
<p>Edmonton spends WAY too much on roads. There's no need for gold-plated snow removal: people should just slow down.</p>	<p>Ensure bike lanes are adequately cleared, and keep snow clearing capacity on retainer.</p>
<p>Eliminate the windrows on arterial roads so that we are not driving with 1 1/2 lanes open rather than 2 on each side of the road dividing line.</p>	<p>Ensure the crews actually plow the residential streets instead of drive thru the neighbourhood with their blades up and they say they did it!!</p>
	<p>Every couple of years, we get the the sob story that there was more snow than average...this is Edmonton and it snows folks. Let's get with the program. Let's have a slush fund (no pun intended) for snow removal...so when we have a easy year, we can set money aside for a year that needs more expenditure.</p>
	<p>Everyone seems to complain about this, but I think you've been doing a good job. It's edmonton; people need snow tires.</p>

Find out how other cities handle snow removal and emulate them. Remove snow in conjunction with blading or plowing rather than letting windrows harden and settle, making removal harder and costlier.
Fine people that do not move the cars out of the way of the snow removal --- BUT there needs to be better notification. In our neighbourhood last year the day that was list for our neighbourhood was incorrect more than correct (once it was 3 days off).
Fire the whole group of managers here, for years they can't get it done. Then lets get it organized.
First and foremost, enforce parking restrictions during the parking bans. I live on a bus route that goes through many residential neighbourhoods, and in the last couple of years the number of cars left on the roads which have been plowed in not one, not twice and sometimes even more than 3 times is ridiculous. Every time that car is plowed around the windrow gets larger and the amount of driveable road gets smaller to the point that two cars couldn't pass each other in places.

First management people should be hired who have an inkling about snow removal. Right now this is not the case. Councillors should lobby the provincial government about a mandatory winter tire law. With every body on winter tires the City could sell half the fleet of sanders. They would not be required as people had traction they don't know existed. Snow clearing could be cut in half because nobody would care. Nobody gets stuck. Too bad the whiners would have something else to whine about. Keep sanders out of neighborhoods. Usually the snow is packed and the roads are smooth. Then the gravel truck shows up puts down gravel and salt and in no time the snow pack is soft ruts form and people get stuck.
Focus even more major roads and the centre of the city. Roads in suburban areas are only used by those living there, and suburban roads should absolutely be the lowest priority for the entire budget.
For a city as huge as ours, we are doing pretty well. We need to focus on keeping the streets clean enough to use. This means, for one thing, enforcing the bylaws. When you clean the streets, and notify the citizens in reasonable time, tow the vehicles that do not obey the by-laws.
For a winter city, we sure don't know how to clear snow and ice correctly, look at what is happening in Buffalo today during the snow storm, they already have a lot of it cleared ... take notes Roads department
For my driving needs the city dose an adequate job, there is no way the residents of Edmonton will ever stop complaining about snow removal



For some reason my back alley is plowed more than the front street. Makes no sense. put a blade on the garbage truck and it can be plowed once a week without any extra manpower.

Generally good, but concerned about snow being piled in bike lanes. This is dangerous for cyclists.

Get a new roads boss, someone who isn't patting himself on the back and saying that they are doing a good job when you can see the roads and clearly they are doing a horrendous job of dealing with the roads during the winter. Many people from other cities who move to Edmonton comment about how bad our roads are during the winter, how badly maintained they are. This reflects with Edmontonians having the highest insurance rates in North America (A shame on our city).

Get away from just blading. It leaves neighborhood travel very unsafe when the windrows are on the streets. Plow and remove the bloody stuff.

Get plows out ASAP. Make sure the blades are down when neighbourhoods are plowed! In neighbourhoods with green spaces push windrows into the green spaces rather than leaving piles of ice between the sidewalks and road.

Get rid of graders - use ploughs - as someone said the other week in The Journal, hire someone from the East to run the show.

Get rid of the ice build up on streets...it's terrible!!!

Get rid of the windrows. They are incredibly annoying.

get rid of underused bus routes so that plowing and sanding doesn't have to be done on these roads and it would also eliminate the need for repaving, new curbs and replanting of boulevards that are destroyed by the snow plows

get the main drives plowed by 6am, get out and get going when the snow happens

Go find the guy who ran snow removal 10 years ago and put him back on the job.

Go to Montreal to see how they do it there. Best and most efficient in the country.

Good as is.

Good job in this area

Good job in this area

Got carried away - see the comments above.

Graders and their operators are expensive. Graders also tear up roads. They are limited in their speed and put down a lot of pressure per tire. Snow plows mounted to salt/sand trucks are much cheaper and the blade will not cause the same damage. Also a larger blade attached to the front of an existing city vehicle can move more snow than those small ones that are underneath some trucks between the tires. Another issue is salt. I realize that sometimes it's too cold for conventional salt but there are products I as a homeowner can buy that works in colder temperatures. I mention salt because we have a lot of accidents at intersections and the heat from the vehicles will help the salt to melt the ice there. The gravel that gets added to the sand becomes a projectile and crack windshields as people spin their tires trying to start moving.

Ha ha, better snow removal on arterial roads, bus routes. In my neighborhood the bus route is nearly impossible to drive when there are huge hedgerows.

Have an endowment fund to dip into in atypical winters.



Hello! This city has an eight month winter. clear sidewalks and side roads!

High traffic corners are not sanded properly where most of the vehicles slip and slide. When the graders drive by to blade side streets they make more of a mess than do any good. Its a waste of money, and if your going to do this do it properly and take the snow away. When removing the snow in the spring on the arterial roads, we have seen time and time again, where the trucks that take the snow away just sitting idle for hours at a time. Why do you need 12 trucks waiting while nothing is being loaded. At the very most you would only need half of those trucks. These truckers are getting paid for sitting and doing nothing.

Hire someone from the east or Maritimes that is used to dealing with large quantities of snow and still keep everything moving.

I agree with the Mayor. If citizens want a bare road year round, then increase the taxes to accommodate them. Otherwise, slow down and ride the rut.

I am a supporter for the seasonal parking ban.

I am fine with snow clearing, the issue I have at times is the quality of the job depends on the contractor, so better supervision and enforcement to service level.

I am happy with this.

I am routinely impressed by the City's ability to clear major roads. Windrow removal is something I would pay more for.

I believe how we clear our roads compared to other similar cities is despicable. The city should also be carrying over unused monies every year, instead of spending it. This would allow funds to winters that are harsher than average.

I believe the city is doing a satisfactory job

I believe there would be less potholes if the Snow was actually 'removed' from the main roadways, instead of just bladed to the side of the road to melt/freeze/thaw.....

I don't care what the naysayers say: I think we have a great group of people doing an incredible job in this city for the time they are needed. Very happy with this service.

I don't know

I don't know

I don't know all of the options and contracts that the city has, but I certainly have see unnecessary plowing being done. Again -- challenge to do more with less.

I feel that we focus TOO highly on snow removal. We live in a northern metropolis and part of living here is learning to drive in the winter. It cannot be expected, nor budgeted, to clear the snow down to the pavement as consistently as we do now. True that at some point during the winter season clearing the snow will need to be done but in the past few winters it feels that this is something we are spending money on for nearly every snowfall. I feel this is becoming a pull on the tax dollars as it could be revamped to be more efficient and not done so frequently.

I feel the city does a really good job. Anyone who has doubts should head to another province for a winter or 2. Well done city of Edmonton. You are doing a really good job

<p>I just don't get it. Trucks driving down the residential toads with their blades not even touching the surface of the snow on the road? Claim to plow to 5 of snow??? I am a labour and delivery nurse, I know what 5 cm is and trust me they are not doing their job. Why can every other winter city seem to sort our snow removal (some have lower taxes even) and Edmonton just can't sort it out? It is an embarrassment when people come to visit in winter.</p>	<p>I live in a cul de sac - at various times throughout the winter the ruts get so bad you are constantly scraping against the bottom of the car. Then a couple of times per winter the crews come in and blade the roads, piling snow in the middle of the cul de sac. Great! No problem. There is still ample room for all the drivers to get around the snow pile. A couple days later, the trucks come to remove all the snow. Why? We'd much rather have our streets cleared/bladed on a more regular basis, and leave the snow till spring! Save the money spent on snow removal, do it only once every spring, and make the roads safer/easier to drive on by more regular blading.</p>
<p>I like our city snow maintenance and have no new ideas except to make heated roads.</p>	
<p>I like the changing thoughts on how to handle (eg: one side road parking bans.</p>	
<p>I like the idea of restricting parking to be able to pile up snow. Parking is not a right.</p>	
<p>I like the idea of set days for plowing, lets see how it works.</p>	
<p>I like the parking bans that have been implemented so far on the bus routes when it snows. I live on a bus route street and it has made a difference, as previously the roads would get so narrow that if a bus was coming in the opposite direction, you could barely get past. I also think that the full parking ban on one side of the street will be helpful too - excited to see how it works out.</p>	<p>I live on a bus route which h the its depth does not realize is a bus route . Three separate bus routes run down our street and the city clears the route to the ex pet for a four block section which apparently does not show up on their maps. Busses often have to wait at the end of the street until a bus coming the opposite way passes as they cannot pass each other on the unclear ed portion.</p>
<p>I like this new move to make the snow clearing process more predictable via set clearing schedules. It's nice to see a new strategy -- I hope it works.</p>	<p>I made my comment about sinter snow notbeing cleared early enough, resulting in my car getting stuck frequently.</p>
<p>I live a few steps from Jasper Ave, which is a major arterial road, and there are times that I don't see a plow for days</p>	<p>I see that the city brings out bobcats to deal with the snow removal in the new neighbourhoods because there is nowhere to put the snow, this must increase the cost of removal. Again, the centre pays for the new sprawl neighbourhoods.</p>
	<p>I think City crews do a great job</p>
	<p>I think complete snow removal more often would avoid many problems. Perhaps the city needs more dump areas. It is much improved but can always get better.</p>



I think last winter a good job was done. Sometimes my alley is better plowed than the street it empties into, though.

I think that the City does a good job in keeping up with sanding and snow removals. Would like to see high traffic areas such as downtown cleared from snow more frequently - I live in Oliver and we seem to be the last neighbourhood to get cleared and the suburbs first which seems contrary since there is a higher density of population in the downtown core. Clear alleys/lanes more frequently.

I think the city needs to be tougher on people parking on those Seasonal roads when there's a ban on. It is frustrating when a road can't be properly plowed because people haven't removed their cars. I think those vehicles need to be towed prior to plowing so that the roads can be properly done.

I think the going away from snow removal and replacing it with blading has been a major problem and question the real cost savings

I think the service is good now. The parking restrictions help greatly in our area with snow removal. Well done. I remember something about an app where you were notified when the parking ban would be in your area.

I think the timing of snow removal is fine, I think the actual job that is done is questionable. Too many small contractors that do not do a good job. Repeatedly our cul de sac is left in worse shape then before they plow and causes problems blocking us all in. It would be delightful if they did it right the first time, even once.

I think we have to look at more snow removal. I'm not in favour of banning parking on one side of the street and keeping the other side bladed. The best, and probably most expensive, solution, is to remove the snow from streets completely. As a senior, I'm afraid of falling and being able to get around.

I think we need to consider that the climate is changing and our approach to snow removal needs to change. More warm spells means you can't just grade the roads and expect them to stay solid for the winter. Snow needs to be cleared and removed.

I think we should be forcing people to park off road when snow clearing is happening to reduce costs to clear the snow. I believe snow should be trucked away and stored off site where ever possible.

I think you're on the right path currently, in enforcing vehicle free zones in order to improve efficiency. Keep going in that direction thoughtfully, interactively, and the public will mentally shift to understanding the wisdom.

I thought that the work done on the arterial roads last winter was excellent. I don't think we need to spend as much in the neighborhoods.

I understand that we get snow and that there are a lot of roads, but other cities do to. Why are there so many problems here?

I would like to see more curb to curb snow removal in residential areas. Residential streets are often down to one lane traffic by February. Perhaps encouraging people to use more public transportation on days when there are parking restrictions for snow days would help. Perhaps having a lower single bus fare price on snow days???



I would like to see taxes increased to improve winter road maintenance. We are a winter city & should have premium snow clearance!
I would suggest that the City take a look at what other cities are doing. It is only November and we have hard packed, rutted City streets and icy intersections. Back lane plowing is great when it's done, but someone needs to tell plow operators that lanes in older neighborhoods have right-angle corners, nor narrow curves crossing someone's driveway.
Icy road improvement and decrease potholes
I'd be nice to have sidewalks plowed but up to a certain cost. If cost is over budget than I would forfit the idea.
If the sanding trucks plowed the snow before they put down sand there would be less sand and deicer used over the winter.
If you must plow residential roads, tell your operators to watch for houses where the homeowner obviously keeps the street in front of their house clear of snow, and deposit the windrow in front of their lazy neighbour's instead.
If you're not going to do the job right, don't it!
I'm happy with road clearance - improvement in clearing city centre alleys would be much appreciated as in the downtown and oliver area alley are used a lot of walking, cycling and driving.
I'm hoping for a light winter snow load. I will probably be wrong... but with all that traffic ticket money, I'm sure you can afford any shortfalls.
I'm pretty happy with the work in the past year or so.
I'm surprised you need suggestions - this is a winter city and the administration and council still hasn't figured it out.

I'm waiting for the results of the no-parking street project.
Implement a no street parking policy in the winter. Why make things more difficult for the crews. People are idiots and ignore the obvious.
Improve standard of grading. Ticket vehicles not removed
improved map sharing of operations
In general I think a good job is done. I do think that the city needs to maintain a partial fleet of its own so that it is only partially dependent on contractors. I think that blades on trucks should be used in conjunction with graders as graders are very slow. A balance of the two might improve efficiency. I DON'T think that residential streets should have an expectation of being plowed regularly. Our winter road maintenance seems to be exasperated by neighbourhood planning that doesn't take winter needs into account. We need boulevards to put snow on and we need space between driveways for the same reason!
In my neighborhood the neighbors shovel the roads to the asphalt as a group
In my neighbourhood, the City of Edmonton barely removes the snow. Your crew comes through and clears one lane, not the road width. And over several heating/cooling/snow cycles, the road in front of my house becomes quite nearly impassable. The City does a horrible job (5423 - 151 Street). When I walk and drive through neighbourhoods on the north side of the river (not even bus routes, mind you) I see where the City has cleaned the roads to the curbs and the pavement, and I wonder....which of our councilors lives on this street?



In my opinion, this area is a real mess. I can't believe the city thinks it cleans and maintains the streets in the winter. As someone who does a lot of walking around the streets I feel the money the city is spending to clean the roads is wasted. Throw out your plans and start over. This is an area of the budget that needs a huge revamp.

Increase fines for illegal parking

Increase infill so our population is more centralized!

intersections in residential areas get icy causing accidents

It is over the top today. premier service.

It was better last year than in the past, but more still needed. Alternatives to snow removal, rather than snow plowing would be beneficial to reduce windrows. Residential areas absolutely need to be plowed to shallower depths than 5cm to reduce rutting. Hopefully the pilot tests in Crestwood, Haddow, etc. with blading to concrete prove to be a suitable solution.

It would be nice to see all roads (residential, alleys, etc.) plowed on a regular basis. Seeing as garbage trucks go down the alleys, why not attach a blade to the front of them?

It's a huge project. I think it is being handled all right -- while always trying new ways of getting through the city quickly when there is a major snowfall.

its getting better, but shouldn't be solved by just throwing money at it. smart planning and policy should be able to solve this problem.

its good.

It's ok if residential streets have snow on them.

Just be there when its needed!

keep roads CLEAN AND DRY.

Keep the bike lanes clear. Add more bicycle-supportive questions to the driving license test. Add an extra grade on the drivers license to include pickup trucks (say the F250 on up), and add a winter safety driving component. Make snow tires mandatory. Add a public awareness re: winter driving and parking.

Keep working on the process. Host another Winter Cities conference.

Larger "sands" have caused car drivers to pay for replacing windshields. Is there anything that could be done to alleviate the situation?

Last year was the first time I saw plowing trucks in our mature neighbourhood more than once during the winter. Much appreciated and hope it keeps up. With everyone parking on one side on our narrow residential roads, winter maintenance is key for getting through our streets.

Learn how to better manage snow removal from other cities that are better at it (e.g., Montreal, Ottawa).

Learn where people walk, particularly in the river valley, and clear the snow there. Also, set sidewalk clearing to leave a bit of snow on the walks. When they get cleared right to the concrete they just get icy and slippery. A bit of snow makes for traction.

Less windrows on major avenues and streets especially 122 avenue. They block one lane of traffic every year with snow causing many traffic difficulties and there is a safety issue with children and adults crossing the avenue. More attention to snow removal and sanding after a major snowfall. I do not agree with the snow being piled on one side of a residential street and having everyone park on the other side

<p>Look at other city beuacratic top heavy services or expenditures to reduce costs across the board leaving money for snow removal. We are a winter city and things like having 4 staff collect overtime exhibiting at a weekend conference should not be tolerated in a business model...and giving conference registrants safety locks for their vehicles when that is a huge cost...look where money is spent and think like the business unit had to personally earn or generate that revenue....it is not a free revenue ride! This is a cultural shift that is necessary for effective work.</p>	<p>Make sure city crews do not put windrows right in front of sidewalks where individuals with mobility constraints need to go. Have you ever watched a person in a wheelchair try to get through a windrow?! I appreciate crews do what they can, but it is a disgrace that these windrows are placed right in front of sidewalks where wheelchairs/walkers/other need to get through. Consider everyone, not only vehicles!</p>
	<p>Minimize windrows As a senior I have difficulty with these</p>
<p>Look at other winter cities such as Winnipeg. They have a much better removal system. The process that has been done is the worst possible solution. Snow should be removed from streets. This is a winter city and it is very unsafe to walk and drive</p>	<p>Money wasted on creating the bike lanes could have been used to clear the snow. This IS a winter city and the money could be used more responsibly to benefit the majority of the city rather than a very small minority!</p>
<p>look for efficiencies, cut by 5-10% and focus on needs vs wants</p>	<p>More Belly Type Blade trucks. Get the snow to the curbs as fast as possible, before it gets packed down.</p>
<p>Look to other cities with similar snowfall pattern (frequent, light, dry snow) for best practices. Experiment to improve cost efficiency. Continue to use SOME private contractors.</p>	<p>More efficient contracting management--perhaps find a way to have core staff so that response can be guaranteed. We are perhaps the most winter city of our size in the world, stop urban sprawl, generate revenue from satellite cities--for whom we have to support their transportation.</p>
<p>Lucky if the co e down our back lane once a season</p>	<p>More even usage of snow removal in all areas in Edmonton. Friends in wealthier neighbourhoods have reported more snow removal vs less posh areas.</p>
<p>Main roads only!!! Side roads only if there is a torrential snowfall</p>	<p>More frequent removal of windrows and/or in more areas (such as residential).</p>
<p>Make all intersection more safe, without ice to decrease the amount of accident.</p>	<p>More frequent snow removal (not just grading). We end up with a huge pile of snow in the middle of our keyhole crescent every year which is not removed until very late in the spring, or not at all one year.</p>
	<p>More hauling away of windrows, including residential</p>



More neighbourhood no parking zones to facilitate snow removal. Every time a plow has to slow down to go around a truck, it's a waste of taxpayer's money. Snow plowing on major roads should not wait until after snow fall.	Need to clear the windrows in all communities better.
More plows and stop with the windrows in front of our homes. We have to park our cars a foot or more onto the road. More regular grading of residential areas too. This city ruins cars in the winter	need to enforce no parking bans during snow storms and street sweeping. I have to call bylaw because between windrows and people parking on the street, we can't get out of our neighbourhood street's T intersection.
More snow removal, more efficient snow removal, more frequent snow removal. This is a norther city. It is on the same latitude as Siberia. We get a lot of snow and it needs to be cleared from the streets and sidewalks, speaking of which, how is it that citizens of Edmonton can be fined for not removing snow from the sidewalk in front of their residence, but the CITY sidewalks are very RARELY if EVER cleared?	Need to think about managing expectations. We are a very large winter city. The cost to have bare roads throughout the City all winter would cripple the budget.
More strict control on clearing sidewalks, emphasis on rapidly clearing non- motorway paths (e.g. multi-use trails), continue to innovate snow and ice control; I'm so glad that little to no salt is used in Edmonton, except by residents on sidewalks.	needs more funding.
My only concern is with the McMansion communities. Their roads tend to be horrible in the winter. Huge ruts in the ice, two narrow lanes reduced to a single lane you have to share with oncoming traffic, and inadequate street parking. I feel the new communities aren't really being planned properly to account for our winters.	needs revision on suburbs. Better than 3 years ago, not quite up to date
My street was only cleared twice last winter. It would be nice for streets in the southeast part of the city to not be forgotten!	Neighbourhood blading is mostly a waste of time, and without snow removal it is just a big pain for residents. Focus on bus routes and remove snow along these routes. Scrap residential blading unless there is a LOT of snow, and if so, remove it instead of leaving it piled up on the street.
Need a better ice melting alternatives to sand. I don't like the mud and filth it produces. This is why our city always seems so dirty.	New neighbourhood must be designed with specific snow clearing strategies. Somewhere local to dump snow(park in the summer), wider streets (cars can barely fit in the summer in these new neighbourhoods, city needs to take control of this now)
	No comment
	No more windrows. Haul away snow, especially along major routes. Look to other municipalities who are doing much more for citizens, with less taxes.
	No need to clear residential bus routes as frequently as they have done in the past in front of my home. No need to clear down to the pavement on these routes. Continue clearing but with reduced frequency. Continue clearing and sanding procedures on arterial roads as in the past.
	Not sure

Nothing. They have reached a very adequate standard of service	Our roads are so dangerous in the winter, even with the best winter tires. Please consider fully ploughing roads rather than just blading them.
Oh Usable roads are nice. We should have some sort of "reward the citizens for shoveling their own roads" program. Can you imagine people with a 1'x1' shovels just going at the road? That could double as job creation, economy growth, or something. Even without monetary rewards, could go towards the GPI.	Our snow removal must be improved!!!
once again I think this is being managed well.	Parking bans should only be enforced when it begins to snow...this new system is ridiculous but that is what we have come to expect from the city. when people complain they are ignored even if they have more common sense.
Once again, if the money for this starts to affect the bottom line of the complainers, they will complain less. We do not need to have side streets perfectly cleaned right after it snows. If people need to ask what they are paying taxes for, just tell them they only pay to insure the main roads are cleaned. If they would like to have their streets cleaned better or quicker they can hire some on or do it themselves. All home owners need to be responsible for sidewalk clearance though.	Parking bans. Cities like Montreal impose them and they work well to enable snow clearing
One-sided parking on ALL residential streets. By far the most issues I have seen and faced results from cars parked on both sides of street during the winter. Toronto successfully limits street parking to one-side only, particularly in older neighbourhoods and busy areas. THIs make for easier snow clearance and safer streets for cars and pedestrians alike.	Pay less attention to the predictable outrage of people who don't understand living in a winter city.
ONLY HAVE THE SNOW BLADED, NOT REMOVED IF THE SNOWFALL IS MORE THAN 5 IN. PER SNOWFALL.	people are quick to complain about every aspect of winter generally speaking I am quite satisfied with the methods that the city employs, with perhaps the one possible exception of the parking bans. Ticket and tow should be enforced not threatened because it makes for a lack of respect and the impossibility for the job at hand to be completed in a timely and efficient manner. Would I mind paying a little more taxes for this sector I have no issue with that at all.
other major cities have cracked the nut of how to plow streets after snowfalls - we have to get on this	
OTHER WINTER CITIES DO IT BETTER FOR LESS. TAKE THE SNOW AWAY.	
Our current program, in general, works well.	



People need to understand that in winter it snows. It happens every year and we do not live in San Francisco. So it is completely unreasonable to expect that the roads will be cleared down to dry pavement. If you wish to drive in winter, equip your car accordingly. This means winter tires. Too often people are sliding around in cars that are not capable of driving in winter conditions. The City does a reasonable job of clearing the streets. Clearing bike paths in winter is a waste of time, clearing all the windrows is a waste of time. Resources saved from the reduction of marginal snow removal should be spent on blading back alleys and sanding of intersections.

Perhaps focus on feeder routes. That said our back-alley was like a luge run last winter and it was dangerous for vehicles.

Pilot alternative ways to clear snow. Experiment to improve.

Please keep removing the snow!

Please scrape to the pavement. DO NOT leave snow piles in the end of my cul-de-sac.

Please use less salt or no salt except where absolutely needed. Salt ruins foot wear, autos, bikes and the quality of soil and water. Many European cities are eliminating salt. We can too. Avoid this salt and sand mixture which is very difficult to walk in.

Plow all roads, with windrows, all the way to the surface. This would reduce potholes in the summer, too. Deputize smaller trucks to plow neighbourhood roads. Slap fines on anyone parking on snowroutes. Plow around them.

Plow the dam roads

Plow the roads and REMOVE the snow. Many roads become one lane and impassable along with dangerous visibility issues because of wind rows.

plow the streets when required. Over the last few years I have seen trucks "plow" the street however it was required at that time plus often there was no difference between the before and after except for truck tracks

Priority for winter maintenance must be in the following order: pedestrians, transit, cycling, cars. Every trip starts with a walk so ensuring walkways and bus stops are cleared first should be the priority. Transit is essential and in order to make it an attractive option, it must be especially easy and effecient in the winter. Similarly, in order to promote year-round cycling, bike ways and bike lanes must be clear of snow and barriers. Clearing for cars is the lowest priority because they most easily navigate snow and ice.

Proper road design in neighborhood renewal. following complete streets would allow space on boulevards that does not need to be carried away reducing cost.

provide fast effective snow removal

Public Sidewalks actually cleaned to sidewalk

Quicker snow removal in neighbourhoods. Reducing ice on the roadways especially where there is higher pedestrian traffic, such in the downtown core. Also, better snow removal on sidewalks that are the responsibility if the city.



Quite frankly I don't care what I have to pay, clear the darn roads properly and quickly in winter. We keep espousing that we are a winter city and celebrate winter, but as soon as there's a dusting (or heaven forbid a big dump) of snow our city is paralyzed because the roads are undriveable. The costs of not clearing the roads quickly and well must be enormous (potholes/road problems, accidents, property damage, emergency response, health care, administration of dealing with public complaints, etc.); I wish someone would look at that side of the financial equation as well and understand this is a good investment. I don't mean to rant on about this, but we used to do snow clearing much better in past years, maybe a decade or more ago, so someone should be looking at what we used to do or firing the current program owners and hiring someone from a city who can do this well.

Rather than contracting I think it would be better for Edmonton to build a fleet of proper snow removal equipment (i.e. real snow plows, not graders). Edmonton is a winter city yet every year it seems like nobody knows what to do when the snow starts. It seems like the city always prefers the most costly "solutions".

recently got to be acceptable

Recognize and staff for the winters we have most of the time

Reduce the area of removal coverage for each unit - thus increasing the number of units overall - rather than banning parking to accumulate snow - use more snow blowers to REMOVE the snow from the start, or use heat generators to melt snow as they do in Toronto. Stop deploying snow removal units to achieve a level of snow coverage - clear to pavement once and stop the practice of five or six passes that does nothing but anger residents. If every household is required to clear snow from our sidewalks then the city should be required to remove snow on the same basis from our streets. This is a safety issue on so many levels - and the manner in which this city attempts to, or should I say claims to attempt to remove snow from our streets is shameful and deplorable!

Remove snow from residential areas if there is an excessive amount of it

remove snow right a way, not just push it to sides only to move it later to take it away

remove snow, don't just pile it into windrows

Remove the snow from residential streets at least once a month. We have no room in new subdivisions for windrows of any kind. I have watched too many trucks drive around the city without dropping a blade or any sand. I wonder why our resources are wasted in such a manner, and would like to see a practical, accountable approach to snow removal. I think there is a lot of waste.

<p>Remove the snow! Not sure what is to be accomplished by putting snow on one side of the street in test residential areas. Neighbours will just be angry at on another because people will be parking in front of each other's homes. Edmonton is a winter city, we have snow and lots of it, why does council keep trying to reinvent past tried strategies. Allocate enough money to remove the snow and our streets would not be flooded in the spring, potholes would be fewer and residential street would be drivable.</p>	<p>Saw a Doc Zone show last year about well-known winter-cities, and they were mentioning Moscow & Oslo, who seemed to do a better job of snow removal than we do, just from what they showed. Oslo had heated streets and sidewalks in some areas of the city. Just seems like it might be a good idea to consider other options than just moving the snow around.</p>
remove windrows more often	Scrap the pilot project of clearing the street and putting windrows only on one side. Terrible idea.
Remove windrows on main streets so we can see traffic better. Sometimes it is hard to see cars coming towards us	
Require improvements	
Residential areas and sidewalks could be cleared by private community contractors.	
Residential road clearing	
Restrict street parking at all times when there is snow on the ground.	
same as above: research materials to help avoid shrink-swell problems.	
<p>Same comments as summer road maintenance and traffic management. We can't control how much snow/freezing rain falls but "unless I can always drive the same speed or faster all the time regardless of weather, this service can be better". In other words, generally this service is well done but the priority goes to major roads first before secondary roads. Unless the city decides to spend more money on trucks, drivers, sand, etc, it may be more optimal to affect the demand side of the equation with less people driving or more people taking mass transit.</p>	
sanding in and around schools	



Since winter is such a difficult season for the city, snow removal should be a very high priority. I feel that the city needs to focus on plowing as well as more removal of snow from the city. In years of high snowfall, windrows should be very small, or non-existent, as they remove needed lanes for traffic and buses, and create dangerous driving conditions, as they negatively impact driver visibility. Last winter the city did a much better job in removing windrows, and this really needs to continue to be a focus. I am curious to see how the new proposed blading program for this year works, as the previous systems did not work at all. I am hopeful that this year is better. I also think it is more important for the city to clear roads of snow than bike lanes. Anyone riding their bike in the winter (especially in this city) is a moron, and should have his or her head examined. It is more important to make roads safe for the majority of users (motorized vehicles) and pedestrians than for the handful of idiot cyclists who try to live like they are in Vancouver. The city should not support their delusions.

Snow and snow removal are a reality. We appreciated having our lane cleared better last year. All the cars on our front road make it difficult for it to be cleared which is very frustrating for residents. Can anything be done to notify us in advance to try to get neighbors to move their cars? Could community leagues have specific input into where to dump snow (for example small parks within a neighborhood) or which roads might be better cleaned or ???

snow clearing

Snow removal is never an easy fix. I support the city fining and towing the cars that don't move when parking bans are on.

Snow removal is one of the most basic functions and must be done well and comprehensively

snow removal must be done. i do not know of any other way to change unless we heat roads & but especially sidewalks as Denmark using compost i believe. keeping costs down as much as possible while allowing people to still walk around up to -10C or so in main market areas.

snow removal that prioritizes pedestrians over automobiles. too often pedestrian routes are blocked by snow piled on the side of roads (or in windrows)

Snow removal, not windrows up for months...so unsafe. Also, when grading residential areas make note to pile the snow on the side of the street that doesn't have a sidewalk to clear and maintain. Injuries caused trying to clear sidewalk after plow pushed snow all over it and left the side of the street without a sidewalk clear.

Snow removed quicker



snow should be completely removed within 48 hours of a significant snowfall. by the time blading occurs in my neighbourhood the roads are typically iced over. I moved here from southwestern Ontario five years ago and never encountered such poor road conditions in the winter months. I lived in places where significant snowfall was received and roads were plowed down to pavement within 24 hours - no blading whenever the city gets around to it. Keep it maintained throughout and the challenges with upkeep shouldn't be as difficult. Residential roads are icy and uneven making it difficult for cars to easily navigate. Also, I walk to work and am continually challenged with walking safely due to icy conditions. Difficult to safely cross the roads when they are so slippery. I have no idea how anyone who is physically challenged can get around independently.

some way to improve lane marker visibility in the snow.

Sometimes I wonder why they are plowing. Need to get cars off the street to get the job done right.

Sometimes it feels like roads are worse after graders have been by. Is there another way of doing things? I like the no windrows signs.

Speed of removal is always a sore point in this city.

start making this the priority that it is

Start the machines no later than 6 hours after a snow fall.

Starting the parking ban with no snow on the ground is unfair to the people in the communities you are affecting. Be smart and don't be so rigid. Wait until the first snow fall, then start enforcing. Seem awful tyrannical of City of Edmonton to do that to the community.

Stop clearing alleys on weekend nights or holidays, you are paying what, time and a half or double time?

Stop contracting this out to large private companies. Employ individuals to more consistently clear the snow more rapidly. Implement a better plan to clear the major arterial roads as snow is falling to keep traffic moving and work the sub-urban streets as secondary requirements. This needs a good planner.

Stop listening to everyone whine about snow removal. We live in one of the most Northern major cities in the world, people need to accept that and stop comparing us to any other city.

Stop planning and building more snow accumulation surfaces!

Stop using salt on our roads. In climates where temperatures are higher and the roads can be kept ice free with salt, fine. Here, this is not an option. It gets too cold here and the salt destroys the roads. Stick with sand and **CLEAR THE ROADS MORE OFTEN.**

TAKE AN EXAMPLE OF MONTREAL SNOW REMOVAL. BUILD ROADS THAT ALLOW LARGE SNOW BERMS, SO HAULING IS NOT NEEDED. BLOW THE SNOW ONTO THESE BERM AREAS. IF YOU MUST REMOVE TI FROM THE AREAS, HAUL IT TO LOCAL PARKS OR GROUNDS. HAULING SNOE CLOSE TO SPRING TIME IS A TOTAL WASTE OF MONEY.

take it away immediately **DO NOT** make winrows and **DO NOT** be concerned about bicycle path cleanibg while the cars arfe stuck on teh road in snow thqat should be removed 99% cars and 1% (if that) bicycles means bicycles should not be givwen tge priority the city gives them!!!



Taxpayers know it is a big, demanding complex job. This service really does impact the quality of life of taxpayers. The City MUST do this as well as possible. Most taxpayers do not believe that is the case at the moment.

Terrible, Road work all summer, Narrowed streets all winter, what can be done, I don't know.

The better snow removal we do, the more people will want. It's fine the way it is. Although utilizing cul de sacs or medians or even parkland instead of windrows should increase. Some sort of warning email/text system to let you know when the plows are coming down your street that day/night would be nice.

The birms of snow on side streets sometimes make streets un-parkable for small cars.

The city did a good job this past winter in my opinion.

The City does a good job.

The city does a pretty good job on this already (although it does make it better to live on a bus route.)

The city doesn't SAND the streets, they GRAVEL them. Costing Edmontonians hundreds of dollars every few years in new windshields and chip repairs. The gravelling is completely useless after 15 minutes as the gravel ends up on the side of the road or in between the lanes...why do we throw so many huge rocks on the road? It would be more cost effective to actually mandate winter tires for everyone. Or just actually use sand?

The city is over budget on snow removal every year. I regularly see grading equipment out after insignificant snowfalls, suggesting that the budget is not being utilized properly for the needs of the city.

The city must come up with a workable snow removal plan. Look at other cities that receive more snow than we do. All snow needs to be moved to the side up and over the curbs to allow the water to drain during freeze/thaw cycles. We should do the job once properly. Not sand, plow to the side and eventually remove the snow. Residential streets should be cleared of all vehicles, ticket and tow, and cleared using bobcats or small trucks with blades. Using a grader on a residential street with cars parked creates an unusable mess. I have never seen a street plowed to the base the city says they go down to. Have a parking ban on all residential streets for the winter from 11pm to 7 am. We want the streets cleaned not windrows 3 feet high that plug drains. This years plan of plowing to one side is as bad as other ideas. I could go on and on about this. Do each plow cycle properly and we won't be dealing with such a mess in the spring of puddles, potholes and cracks in the road, form water sitting in the small cracks.

The city needs to think outside box when it comes to snow removal. Different neighbourhoods have different snow removal requirements - for example narrow streets with high density need to have snow removal and ploughing. My neighborhood does not want the street bladed because the street ends up much worse at the end of the blading than prior to the blading. Also the windrows that are created narrow the street and block driveways. I keep the street in front of my house packed down as do most of the neighbors and the blading absolutely undermines safe travel and is a waste of money. Also do not have street graders out on primary roadways when there is just a bit of snow and the snow is melting.

<p>The efforts are huge and obvious but they are not effective. For example, my neighbourhood was 'bladed' twice last winter. Each time, the grader passed by the front of the house twice. In total it removed about 2 cm of snow. It was a complete waste. Why bother!?! The snow was so packed when it got there that there was no hope of getting more than that. Blading in the back alley was very impactful and important so vehicles could pass. This area wasn't as packed down as the front street. Make the efforts count.</p>	<p>The snow can be picked up, other major cities do so. Ironic in all the dreams of the Edmonton bureaucracy to be some 'Super City", when you tell that same bureaucracy that those other Super City's they aspire to seem to be able to REMOVE (not plow up into a windrow) snow. The efforts of the last 20 years are nothing short of total incompetency. I have lived in several northern cities in multiple continents, you really have to have that experience to be able to say with certainty of the incompetency of the management for snow maintenance. Aside from 5' Windows on major arteries are an obvious road hazard, how is it even allowed to get that high with no intervention?</p>
<p>The efforts to remove snow are improving every year.</p>	
<p>The new trial initiative of windrows on one side and parking on the other is a joke. Please send someone to Ottawa to learn how to clear our roads. There, crews are out immediately when snow is falling, and clear to pavement, with trucks following behind to take away the snow. It is too dangerous to leave the windrows where they are unless they are very small. Currently the roads are very icy after only small snowfalls. More sanding is necessary.</p>	<p>The Winter needs to see how other cities do it better and cheaper than we do it, for example only Edmonton waits 24 hours after snow fall before cleaning the streets. This is to little action far to little to be effective. If the culture needs to be changed in the transportation department then I recommend firing the whole management team and hiring more progressive, forward thinking and innovative members that will do a better job for the citizens and we will see less self-congratulatory management who are incompetent at their jobs.</p>
<p>The Northeast end seldom gets plowed or sanded, the roads are not designed for the amount of traffic and when snow is piled on the side of the road they become impassable. When our neighborhood is bladed, it is always piled on the same side of the road, in front of my house, while the houses across the street are cleared as they do not move their cars and we do. How about letting them shovel out every other time. We are tired of it!</p>	<p>The winter of 2013 was the best winter road maintenance in the past 15 years</p>
<p>The pilot project to windrow snow on one side only of the street sounds interesting: I look forward to the City's report next Spring.</p>	<p>There are plenty of winter cities in the world. Why not build relationships with them to find out what they are doing and see if some of their ideas would work here. Edmonton should not have to reinvent the wheel on this one.</p>
<p>The service is fine, if the City removed more snow people would still complain</p>	

<p>There are too many "cry babies" about winter road service. I live along a residential bus route. This road does not have to be cleared as frequently as I have seen. It does not have to be cleared down to the pavement. Rather than a blanket policy of snow clearing of all bus route after each snow fall perhaps a inspection of bus routes to designate the need for clearing or waiting until after the next snow fall would save money.</p>
<p>There has to be a better way! Not only for residential roads but also for main roads. It's all well and good to remove the snow to the road top but if it leaves a cover of ice it becomes lethal for pedestrians. Looking at all the cities in Canada and those in Europe at the same distances from the equator, surely there are more efficient methods to use.</p>
<p>There is not much snow in Edmonton. but more attention should be paid to allies and non-main streets</p>
<p>There would be no windrows if bylaws regarding debris thrown into the street were actually enforced!</p>
<p>These men and women should be thanked every time they are out on the streets.</p>
<p>They can be improved.</p>
<p>They could do a better job. I live in a crescent and cul de sac, I have to help some cars to get out of the snow, it's hard. I know first the busiest roads.</p>
<p>They did great work last winter</p>
<p>They need to do a better job when they are clearing often a very poor job is done. Have seen gravel trucks sitting idle for a long time visiting and the snow thrower waiting - need to have "ghost supervisor/inspector" for efficiency.</p>

<p>This department is a joke as well. Get the snow OFF THE ROADS. I called the City last year to say that I couldn't see over the windrow created by graders when trying to turn onto a major road. I was told tough luck, they get to it when they can. So first you CREATE the problem, then you won't remedy it? Good job Edmonton, world class.</p>
<p>This department needs to stress to the city councillors/planning department that all roadways SHOULD BE BUILT WITH BOULEVARDS like in St. Albert so that the snow can be piled up somewhere. This is a winter city so give this department the space where to pile the snow as they did not create the snow in the first place. Also look into buying more snow removal equipment so we are not relying on contracting this out so much!! Some older neighborhoods have a central small oval park there and yet the snow is still left on citizens sidewalks instead of being piled onto the parklike area. Snow can be piled in centre of cul-de-sacs why can the snow not be moved to the centre park area in these older neighborhoods?</p>
<p>this is a difficult one to solve, but more storage for snow would help, ie less pick up required, should save money/energy</p>
<p>This is a tough one, but I think if you continue to see what other cities in similar situations do and try their programs so we're not reinventing the wheel. Once you find what works, stick with it and tweak as necessary.</p>



This is a winter city it is beyond time for there to actually be snow clearing as opposed to the current system of pushing the snow to the sides of the streets to form large windrows. The first thing that should be done is to fire Bob Dunford who had presided over a completely inadequate job of snow clearing for far too many years. Every year he claims that the department has learned from the previous winter yet the next year the service is just as abysmal. It is also time to do like the City of Calgary and presalt (and use salt during the rest of the winter) when there is a snowfall coming to prevent the streets becoming the skating rinks that they are every year here. The "spring will come eventually and melt the snow" plan that Bob Dunford relies on each year is completely inadequate and unacceptable. It is also time for the City of Edmonton to take care of the snow removal service instead of relying on outside contractors to do the job.

This is always a concern - I don't have a car, but slippery streets are just as dangerous for pedestrians, and therefore we benefit just as much from good road cleaning/sanding/etc.

This is an area which could always improve.

This service could be improved, and should be as we live in a province where we do have snow for a large portion of the year.

This should be the city's top priority. the damages in accidents alone demand max effort here. to say nothing of time wasted in traffic... this is a winter city. act like it.

Thought last years' removal was reliable and timely, good job.

Throwing sand and gravel on the road makes it worse.

Ticket and tow those on residential roads that don't move their vehicles. The front of our house is regularly not cleaned because our neighbours won't move their vehicles and we get huge windrows.

Ticket the people that are parked on the street. The signs on the street don't do anything. I live on a major bus route and cars are always parked there. No tickets are ever given out. Make the tickets higher and make them pay for towing. Stop contracting it out, these people do a haphazard job and as fast as possible. Check on them and the work they do. Do a better job of clearing bus routes. Take windrows away from the middle of the street, very dangerous. Take windrows away.

Timely clearing of side streets and alleys is important. If snow plows push up a windrow in front of houses' front walk, the city needs to clear that snow too. No more chemicals...sand/pea gravel only.

To sum it up, clear the roads please, it is extremely frustrating.

Too much already spent

Tough to say if budget could go up or down on this - final decision kind of rests with snowfall...

Trying the new snow windrow on side streets is a good starting point,

Use less sand during the winter = less cleaning in the spring. I see sand trucks dumping sand on bare roads all the time during the winter - such a waste of money / resources.

use the resources to keep main thoroughfares clear. residential should be secondary

we are a northern city so we have snow. program has continually gotten worse and it seems to be deliperate

<p>We are a winter city and need better snow removal - instead of doing a half baked blading job three times - take it right down to the pavement and it may only need to be done once</p>	<p>We don't always need to take roads down to bare pavement. In fact, leaving a few centimeters of snow on the roads is the norm in many winter cities. An education campaign is needed to change peoples' expectations. Winter roads do not have to look like summer roads.</p>
<p>We are a winter city but sometimes I wonder why the trucks are out plowing when the snow is very minor, likewise with sanding.</p>	
<p>we are a winter city, snow removal should just be part of the plan, not a problem every year.</p>	<p>We live in a winter city, but it shouldn't mean that we can't get out of our driveways or get stuck on neighbourhood streets. It's a giant task to clean up the city, but it should be one of the absolute top priorities. There's no point in building a new gallery if you can't get there for 6 months...</p>
<p>We are a winter city.....snow happens. The city did an amazing job last year. No complaints or suggestions. Keep up the good work</p>	<p>We live in a winter city. I think the citizens should take some responsibility by driving to meet the conditions and using winter tires.</p>
<p>We are North America's largest most northern city (nothing north of us is larger), which means we have the greatest percentage of roads from which to clear snow. Considering this, I think the system works well. Continuing to place priority on major arteries, and speed of service are important.</p>	<p>We live in northern AB, where it snows and can be very cold. There is no excuse for the poor maintenance of our road ways piled with snow. Better management of the funds and/or INCREASE THE BUDGET..... the snow is going to be here regardless.</p>
<p>We are seeing a lot more ice because of greater temperature fluctuations. I found the grading to the surface made this worse not better. So far I'm impressed with how quickly the city responds to residents' requests for attending to slippery patches etc.</p>	<p>We need a full parking ban, on both sides of the streets. Then we don't need to pick up as much.</p>
<p>We do a lot of travelling and have never seen roads as impassable anywhere as in Edmonton last year.</p>	<p>we need better snow removal program and salt</p>
<p>We do not need roads plowed to bare pavement..easily handle 15-20 cm...have asked if they had checked to see how high a windrow the ambulance folks could handle to get me out of my house and they did not find out nor reply...</p>	

<p>we need to take a practical approach. this no parking on one side for THE WHOLE WINTER is ridiculous. institute a parking ban and tow everyone (with a \$500 ticket-it'll get their attention) within 24 hours. you can't start any sooner anyway. but be more practical in how streets are cleared. my street (60 St, 101A Ave) gets cleared and the trucks go up and down 7-8 times. what's the point. it DOESN'T need to be down to the pavement. just scraped level. you MUST get rid of the windrows immediately and NOT PUSH SNOW ON MY SIDEWALK. it's ridiculous that the cost for snow removal is the same as parks maintenance.</p>	<p>Well.. first of all our snow removal service level is appalling in terms of quality and schedule adherence. Let us start from there. Anything that does more than just the bladers showing up without even disturbing the piles of snow will be a bonus to the residents, seeing that the bulk of the funding comes from Property taxes, I believe residential roads should be moved up on the priority list for snow clearing. Again push accountability on contractors and get the transportation department do diligent checks on work claimed to be complete by contractors!!</p>
<p>We often have difficulty in finding a place to put the snow when we shovel at our house, maybe a community dumping area?</p>	<p>We're a winter city. I lived in another city where ALL our roads were cleared within three days after a snowfall but they used a lot of technology and different sprays and such before a snowstorm so the snow could be cleared at higher speeds on the trucks. Edmonton is in the dark ages and I ruined a new car four years ago - I'll never forget that - it was awful damage to the undercarriage from driving on poorly cleared roads. I sold it and bought an SUV which is bad for the environment but I don't get a huge repair bill every winter.</p>
<p>We should study best-practices of other winter cities-- I think the no parking ban is a good start.</p>	<p>Whats with the windrows in the streets for weeks? This is difficult to know how many lanes we have to drive on.</p>
<p>We use too much salt on the roads and this year I've seen equipment out on walkways when there was just a small amount of snow. Save money in this category. I realize that everyone has a different opinion but eventually winter ends but the money spent on snow removal is gone forever.</p>	<p>When clearing snow, equal importance has to be made in clearing the snow/winrows from sidewalks/corners/islands at intersections. As a pedestrian with not so great balance, I have been challenged at times to climb over winrows to get across a street. It is very dangerous, particularly at busy intersections such as Saskatchewan Drive and 99th Street.</p>



When it comes to winter time driving I often notice how the snow packs down where the traffic travels. I often think that if the heavy equipment was used to pack the snow where vehicles park in residential areas it would widen the travel paths making it easier to park, etc rather than take creating windrows that become frozen and then residents can't park close to the sidewalks as they normally do.

When the city moves snow 3-4 times on and off the street before actually removes it doesn't make economical sense. Street clearing is poorly managed and the current process doesn't work. New leadership and strategies are needed.

Where public employees are used, reduce wages and pension plans.

Why are sand trucks not outfitted with blades and used for more than sanding roads? I have been in cities that do a much better job at snow removal. Using road graders as the primary means to remove snow is too slow and inefficient. There is no reason why plows cannot be mounted on sand trucks and the main arteries kept clear when the snow falls. It appears that the plan is to be on one side of the city and move across leaving huge portions of the city in a mess for prolonged periods of time. Why not ensure that enough trucks with plows are available for the main arteries, making them the priority, and then moving them into the surrounding suburbs as they can. The present system is totally unacceptable. If the present admin cannot figure this out then clean house and find people who can.

Why are we plowing roads in residential neighborhoods to put windrows up so people cannot get over them? Reduce the residential neighborhood plowing. on my street in Magrath it only makes things worse. Do a better job on major routes and less on the residential roads.

Windrows turning a former 2 lane with parking road into a one lane road. REMOVE THE SNOW. More ploughing of residential streets to save my car from the damage. Enforce sidewalk clearing.

Windrows on both sides of the street. If i don't own a machine to move it myself, it stays all winter.

Winter city needs better winter road maintenance. Pretty decent job here (used to live in Winnipeg and Regina) .. I really like the occasional side street clearing .. please retain or enhance this service.

Winter road maintenance has been truly awful the past few years. The infrequency of ploughing and the practice of blading are not adequate any longer for the amount of snow Edmonton has been receiving in recent years.

Wow what a loaded question, so plowing through this wouldn't it be lovely if

You guys do an awesome job!

You need to keep the traffic moving in the winter.

Your doing a good job. Keep it up.

Drainage Services

Overview: Drainage Services maintain the sanitary sewer systems, land drainage and storm water management, tunneling, lot grading, design and construction, and emergency repairs across the city. This category includes strategic and environmental planning, storm ponds, and work to mitigate the flooding issues with changing environmental conditions and aging, insufficient infrastructure for a growing population. This group repairs and maintains the operation of 3,100 km of sanitary and combined sewers, and 2,300 km of storm sewers. Drainage Services, through the Drainage Neighbourhood Renewal Program, has provided capital improvements for over 20 neighbourhoods at risk for flooding since 2007. Every day, 240 million litres of wastewater drain from Edmonton homes, into the sanitary system underground.

[Learn more.](#)

Average fees per month:
\$32.03
In your opinion, what could be done to improve Drainage Services?
A lot. The city needs to create a program, like the neighborhood renewal program, to systematically upgrade & repair older neighborhoods in the city with problem drainage. We are all aware of those neighborhoods with chronically bad drainage issues, and these should be addressed as soon as possible.
A program to support upgrading of aging drainage infrastructure would be valuable, provided it could be made affordable.
Accelerate flood mitigation work
Accountability. For example - the \$14,000,000 dry pond installed in 2010 to help alleviate flooding in the North Millbourne area did not work - this ended up being a

waste of money. I also know of another instant where a line in the front yard of a residents house broke, was fixed by the city (as it was on their property) and broke again a few years later and the workers told me that it wasn't fixed properly in the first place. We quite regularly hear these types of stories and that is unacceptable.

Adding storm drains to my alley would be miraculous.

Address drainage issues on city freeways and mature neighborhoods.

Address drainage issues on city freeways and mature neighborhoods.

again!! developers of the sprawl neighbourhoods need to contribute more!

Again, have not needed this service directly so cannot provide an answer.

Allard Way through 105 street smells like sewage, all the time, can't sit in my backyard some summer days and when you drive by a man hole or drain grate keep your windows up!

Allow the City to provide these services on private property as well, to make money

add insult to injury, now there's an additional "insurance" that's being pushed because the lines on private property aren't covered...?

Are we getting good value of this department? What is the value of the service versus what we could get by selling this department to EPCOR? Of course the department management was against this the last time -- lose their little kingdom and be expected to do things in a different way?

As a flood victim, flood mitigation efforts are the number one priority to me. Everything that can be done needs to be. The plan of the Drainage department must be supported and accelerated if the circumstance allow.

Be efficient in deploying and utilizing staff

better overall plan so they don't have to keep re-doing the same job

Better planning can reduce long term costs...

Bring everything back in house - ie. regain control of EPCOR. I don't believe privatization/contracting out has done anything but cost more and shifted public wealth to a handful of private interests, many of which invested nothing for the bounty they stole from us all.

building codes could encourage the use of rainwater for irrigation instead of draining it all away and then watering our lawns with tap water. We could encourage

rainbarrels, as well as greywater systems.	the scope.
Charge DEVELOPERS more for their insistence on sprawl! The burden for all of the new drainage infrastructure should fall more heavily on developers.	Crazy, what are they doing, digging up all the streets everywhere..
Charge more usage-based fees.	Critical
City currently doing a good job with sewer upgrades and neighbourhood renewals.	Dainage, like all infrastructure, would benefit from a much more compact City. Sop spreading into the suburbs.
Consider innovative new neighbourhood designs that deal with storm water locally. In the past there as at times been a paternalistic attitude taken by enforcment of drainage regulations that has upset homeowners, led to landscapers leaving the business and solutions that that exascerbate the problem. A cultural shift towards working with residents, allowing some flexibilty, doing more eduction (as part of permitting and inspections) could go a long way to saving process time, permitting time and frustration with residents. Drainage on a lot affects the homeowner the most and therefore it is already in the homeowners interest to understand these issues and doing a good job. I know of inspections that forced a neighbour to build up some land to deal with a very minor issue (of no real drainage consequence) which in its enthusiasm created a much bigger drainage problem by sending water on to a neighbours property, creating a new problem. Staff need the ability to separate minor issues from big issues and to adopt a culture of working with residents, developers and others to understand the issues and do the best they can. A deliverable is passing more inspections and leaving more things to the discretion of the landowner.	Do it right at source, more preventive measures
Considerable effort to replace aging sewer system in the central mature neighbourhoods; change building code to reflect the fact that our houses now contain way more bathrooms, washers, dishwashers, etc. than houses did when the sewers were installed. Work particularly on areas where infill is being encouraged since the load on the sewer system will go way up with infill.	Do something to prevent flooding in Mill Woods.
Continue education like the store it, don't pour it campaign	Do what you do. We need it. More funding if needed.
Continue improving drainage basins and catch places for increased rain storms due to climate change.	don't know enough to comment
Continue with flood mitigation services.	Don't know.
Continued renewal to assist homeowners protect their homes in mature neighborhoods. Grading advice and planning, specifically.	Don't know.
Contract work out	Don't locate housing in areas prone to flooding
Costs per household per month is on higher side, reduce	Drainage Neighbourhood Renewal Program should be doing right the first time, 10 years and then redoing something is not acceptable.
	Edmonton
	Educate people more about collecting oil and not throwing it down the drain
	Education to promote reduced use of water.
	Ensure sewage doesn't back up into the storm water drains during floods by improving old infrastructure.
	EPCOR mails out shady "insurance" advertising, but says it is not responsible for it, since it's through a third party, and city washes their hands because EPCOR is "independent" lol. NO accountability. A city of Edmonton theme
	Everyone can help by keeping drains around their homes clear of leaves, debris and snow. It's an easy ask, and would free up City resources to deal with bigger issues when weather and drain issues need to be addressed.
	Faster flood mitigation work and environmental controls such as creek runoff.
	Figure out to deal with sever weather, insurance companies are holding home owners at peril because of this problem.
	Fix the ones the graders hit on the side of the roads
	Fix things before they get out of hand. Find a way to stop floods every time the rainfall is severe. i.e. Whitemud underpasses and other underpasses.
	Flood mitigation is something the federal government should be paying for. Since they probably won't we'll have to keep paying for it. At least make sure that this is

done properly in all new subdivisions.	street repairs be better co-ordinating with the pavers. Streets in my neighborhood have been left with dirt fill for months at a time, and sometimes for almost a block in length.
Flood prevention	I know too little about drainage services to comment
FOR SURFACE WATER DRAINAGE USE NATURAL DRAINAGE AND STORAGE AS MUCH AS POSSIBLE.	I live in a neighbourhood where the downspouts connect directly to the storm sewer system. I pay for Edmonton's excellent tap water to water outdoor plants and garden. And then I pay again for "drainage" of that water. Why not offer Edmontonians information and equipment (at a reasonable cost) to capture and recycle rainwater for watering outdoor plants?
Good luck to this as well. They'll never catch up... Let's keep expanding out city limits, this will help, right?	I support the concept of preparing our storm water system for the one in a hundred year storm. I would support this project to the point of seeing reduction in other programs and services. What can be worse in terms of city management than seeing homes flooded and sewers backing up?
having them not start their work until after 9 am, instead of the sometimes 630 am they have been starting in my area	I suspect we have a real backlog of required work to mitigate future risks of failure. I would accelerate that work.
Here, I think we need better planning, to recapture water and recycle it as potable, drinkable water. As the glaciers recede in the Rockies, prairie areas (including Edmonton) will see some flash flooding, but then, drought. We should be setting up now for water retention & reclamation.	I think re-examining the rate structure is due. I understand that water I draw should equal water going into the drainage systems coming out of my condo. Except that I own a house and I water the lawn. So the water I draw isn't necessarily burdening the storm drain or sewage drain systems. In short, I am being charged for a service not being delivered.
high costs over inflation	I think that Edmontonians have to come to grips with climate change. Property owners and developers have to be accountable for maintaining their properties, landscaping etc. (I include myself in this category). It is work, but we have to do it. Perhaps finding a way to support homeowners in the middle bracket to obtain sump pumps, regrade etc. could help. I am astounded that people claim for ice dams, and for flooding when we have weather events. ... I have several friends who live in areas that have completely ignored the swail in the infrastructure (they've put garden houses, and other constructions blocking water flow), etc. ... so, time perhaps to look seriously at education and enforcement of bylaws. ... Oh, stop urban sprawl. ... and provide more oversight on new developers--ensure that they are going deep enough, using proper infrastructure, tighten up inspection processes--too many contractors with business relationships with inspectors.
How about less standing of five guys peering into a hole for an hour while one works! Maybe some better performance management?	I think the suburb developments are going to have to pay even more of their own start up costs to exemplary
I am not educated enough to judge how well the drainage services are and the maintenance or aging of it.	
I am willing to pay a bit more if it means keeping sewage out of my basement.	
I believe we are paying for repairs of the "savings" made 30 - 40 years ago in the size of drainage sewers.	
I do not want to pay for any repair or assistance for people who have chosen to build/buy on the river's flood plain. They need to absorb any flooding costs themselves. Do we check what is going into the river from the storm drainage system?	
I don't know	
I don't know	
I don't know how to resolve the issue but when it snows hard the sewer cover gets clogged with snow and when it starts to melt but has no where to go it just refreshes and becomes a slipping hazard	
I don't really want to pay more fees, but we need to take care of our flooding problems in the city.	
i don't think the developer graded our area properly before putting in the roads (Matt Berry Area) because the water flowed away from the street drains. Roads were resurfaced by city this year so will see how drainage is in spring 2015.	
I feel drainage services are fine in my neighbourhood.	
I know drainage repairs are needed, but can the resulting	

standards and have the city emphasize improvements in the legacy structure.	communities farther away that require massive infrastructure cost and maintenance.
I think there are inefficiencies here that can be better managed with the money they currently bring in.	increase property taxes in areas affected only
I think this department is well run	Increase taxes and apply the additional money to this area
I understand this is being looked at due mostly to the number of flooded basements in the last few years during rainy season	Increase the replacement and maintenance of sewer system
I would like to know why the sewers smell in the alley and smell into my home every turn of the season? This, I believe is part of the renewal program and needs to get fixed. Does that mean increasing drainage services, not sure? Major storms also don't happen every 100 years as we have attested to in the last few years with the flooding ...	instead of procrastinating and committing it to death, let's get at it. I guess my question would be why did it take so long for them to get to this point and why they didn't do this sooner as it has been a problem for a number of decades. Less reactive and more proactive.
I would like to see the city incorporate (for those who want it) a warranty program for the home-owners portion of the water/sewer line. Not the outfit that EPCOR is schilling for. I would trust the city to do the right thing. If a tax payer doesn't want to avail themselves ok, but the option at say \$5/month may be worthwhile.	It doesn't matter how you dress it up, it's a cop out and a way of gouging the consumer for more money.
I'd like to see more artificial wetland use and retention of existing wetlands in new development areas.	It has been my experience in my neighbourhood that contractors have carried out the work in this area. Is this an area that could be looked at to use city crews versus contractors?
If more services are required in a new area ensure that is added to the costs of each lot..we already paid our \$	It is a poor service. Every major rain storm causes flooding which shows our drainage system can't handle it.
If snow removal was more comprehensive flooding would be less of a problem because of extra water volume, sand and debris.	It is a thankless job and someone needs to do it. Our neighborhood is being disrupted right now by these services. Can hardly wait for them to be finished.
Im concerned about the runoff that goes into our parks (Mill Creek)	It seems to be in good hands. I'd like us to recycle waste water more efficiently, however.
I'm glad the city is taking a proactive approach to flood mitigation. Being an emergency management professional, mitigation is almost always cheaper than fixing an emergency after the fact. At worst, mitigation generally is cost neutral where the aggregate sum of all potential damage is the same as the money spent on mitigation projects.	It's not enough to just put in useless flood ponds in new neighbourhoods. We need to seriously address the issue of drainage related to flash flooding. It shouldn't be on the shoulder of the homeowners. This issue needs to be taken care of and new neighbourhoods need a better solution than a goose poop slew.
Implement the flood control works as quickly as possible.	I've had BENEFIT of these services in the past year.
improve infrastructure in established neighbourhoods. research to see if there are better techniques	keep encouraging central housing, not urban sprawl
Improve spring thaw melt flow	Keep the pipes and sewers in good repair and look into modern alternatives that may help with efficiency.
Improve the smell! De-oderize the sewers!	Keep up the renewal to avoid costly emergencies.
Increase education about the free flood mitigation inspection.	Keep working everyday on the sewers.
Increase focus on core infrastructure. Stop building new	Keep working to keep standing water down. No concerns..
	less combined sewers less use of River as drainage. More money here is well spent
	Less concrete/more (unmowed) green space = better drainage. Also, Mill Creek - burying that section at the north end to build the Scona Road/Connors Road bypass

was a big mistake. It just keeps flooding worse each time.
Looks good! Doing some important work!
Lower wages and pension plans for civic employees.
Major developers that require improvements to drainage infrastructure should pay for these improvements, not general taxpayers.
many of our sewers are falling apart, but a politician is not re-elected for replacing undergrounds
Mitigate flooding where possible; do not build on the river valley flood plain. I oppose housing being built on flood plains, we are asking for problems that can be expected sooner rather than later
Modernize. The system is one good rain away from total failure. Every year another part of the city is subject to a failing drainage system. If we continue to undergo severe weather as a result of climate change, we will need a more accommodating system to handle the water.
More active management of projects. They delegate too much risk to the contractors which causes them to bid high and when something goes wrong they do not come to site to resolve due to fear of becoming prime contractor.
more awareness of using rain water to water plants etc. Also, more awareness of the advantage of using sump water discharge to water plants and lawns
More info. to home owners about flooding potential
N/A
Needs to be continuously improved
new areas of the city should be required to pay for cost of getting services up front as an area is developed
New developments outside the city had best be paying more for services.
No comment
No complaints
None
none. Doing a good job.
Not getting value for the money.
Not have 4 guys looking down the hole as in the picture above?
Not sure
Not sure
Not sure

Not that I can think of.
Nothing, just keep up the program.
Offer discounts for household that use less water
Older neighborhoods need serious attention eg; Pleasantview.
Our neighbourhood had breakages every winter that got fixed in a timely manner. Hopefully with the renewal program we won't see this service in our neighbourhood again. They were good, fast, friendly and efficient.
Our system is failing in a lot of neighbourhoods, a combination of better catch basin maintenance and improved infrastructure could help a lot. More funds are necessary.
Pay more attention when neighborhoods undergo reconstruction! Our neighborhood reconstruction has caused a serious problem in back alley drainage - the water cannot flow uphill to get past the newly reconstructed sidewalk and alley entrance. Now we are stuck with water that does not drain away, a problem year round, but especially in spring because of freeze thaw cycle - so water seeping into alley base and causing asphalt deterioration. This is especially problematic since the alley in question is a T-intersection alley access to other alley, affecting many households that need to get through to garages so cars can be off collector road for snow clearing.
Plan ahead, more humidity and rain in our region means more need for drainage
Plan further out not just 10 but 30 and 40 years.
Planning is huge for this. With sprawl there is an increased linear footage of pipes to maintain. With infill, there is a need to upgrade existing pipes to manage the increased use with the increased population in a given area. Given the current focus on infill, would it be valuable to have new developments have infrastructure designed to support more than the expected population, in the event that infill begins to happen in future decades? This does not result in an immediate savings, but in a long term potential saving. And for goodness sake, stop approving plans in known flood areas like the river valley.
Potholes happen, but I noticed a couple of areas near manhole covers cave in this summer. Is the City keeping up well enough with the Drain infrastructure? I ask because I know some cities with aging infrastructure are not prepared for having to replace systems let alone climate change related flooding extremes.

Prevent flooding at all costs.
Previous councils really screwed up by underfunding these services and infrastructure in the past .. maintain what we have and replace or build what is needed. Out of sight shouldn't be an excuse to ignore this service.
programs for grey water recirculation in the home
promote less use of water. introduce rebate programs for low-flow toilets, showers, washing machines. Educate people about landscaping without using water.
Promote reducing our water usage to Edmontonians to reduce the pressure on existing infrastructure.
Provide an either free or low cost drain pipe camera inspection service to homeowners. Perhaps even a system one can rent.
Really need to upgrade the sewers in the older neighbourhoods as it can't handle the sewage from the new neighbourhoods. My yard stinks year round due to the Rutherford area dumping into our sewer.
Reduce cost
Reduce inefficiencies and idle time.
Reduce required residential road widths to lower volume needed for drainage
Remove the requirement to pave parking lots for better water absorption. Require more tree plantings. Legalize and promote the use of grey water.
review and (most likely) decrease administrative/support staff volume and costs
Revisit flood mitigation. Is the cost worth it?
Reward/encourage homeowners to mitigate run-off with a deduction in drainage fees based on remedial landscaping that keeps water from entering the storm system wherever possible.
Roads need to be carefully constructed as you find in heavy rain storms many streets where the rain water is trying to find the storm sewer and it has to go uphill based on poor planning of the storm sewer system and the design of the road.
See above - this has gone up from \$20,500 in 2007 to \$29,300 in 2014 = almost 50% in 8 years . . the pensions of the retirees who live here and pay taxes haven't increased by half that amount in the same period.
Seek efficiencies. Continue public campaigns to reduce FOG and clogs due to improper use of sanitary sewers. Continue campaigns to support water conservation to reduce sewage generation.

Seems good.
Seems like they do a good job. I question the necessity of some of the costs coming in the future, though.
Seems like the people that have had to deal with flooded properties these last few springs should be at the top of the list for improvement. Don't remember the district off hand.
separate waste water and storm water lines. It is costly but necessary
service older neighbourhoods (from the centre out) around storm water management.
So expensive per month. Need to explain why it costs the amount it does so people understand.
Some parts of the city smell really bad... Especially downtown. I am not sure what initiatives are underway to address this, however I feel this needs attention as it really makes the city centre unattractive.
Stop clogging the storm sewers with snow piles that melt and freeze in the spring, forming an impenetrable barrier.
Stop digging up 103 rd street hill multiple times each year
summer increase of water usage to water gardens should not increase drainage
Take to heart the studies and research that was done and deal with the issues in studies.
Thank you for great job!
The City created a terrible problem by rezoning to allow development in flood plains, e.g. Riverdale and other low lying neighbourhoods along the North Sask River. The Flood Prevention Program was a good idea. All the stinky sewers should be fixed - every afternoon, the sewer at 106 ST and 34 AVE reeks.
The city has been doing a major upgrade in this area, lots of effort to improve drainage, hope this results in less flooding. Good job,
The city needs to work on the existing infrastructure and stop all the developing of new areas. It will never get caught up at this rate. And the people moving into the new areas should be paying far more property taxes as they are the ones needing all the resources.
The City should receive more royalties from EPCOR to help fund other services/programs.
The drainage system should be a high priority. What is worse than a flooded community. The physical, mental and emotional hardships are enormous for those caught in these disasters. The physical costs are one

component of the price. The mental costs resulting in hospitalizations must be considered as the individuals involved succumb to the mental strains.	incalculable.
The job is doing an adequate job	This seems to be a necessary cost due to changing weather patterns. Provincial and Federal support should be available because this will save money from preventing floods in the long term.
The planned upgrading.	This used to be covered by taxes. It was separated out - and the costs are completely disproportionate to the services. "Additional fees" keep being added. (And taxes didn't suddenly plummet when these services were not provided under the tax bill.)
The process for getting drainage issues dealt with could be better. The people monitoring lot grading are over-worked. AND the choice to chew out blocked (by tree roots) sewage lines that need to be replaced anyway is shortsighted.	Trees help to divert a lot of run off water. I am glad to see more trees being planted on public lands, but wonder if a campaign to help home owners plant more trees in their yards would be of benefit?
There are areas of the city (parts of downtown and southside, among others) where the stench of sewage is constant. It does not build confidence that our drainage system is keeping up with the rate of growth.	Unsure
There are other services that tie into this. Like leaf removal. Those things plug gutters like you wouldn't believe. It's fun to poke the leaves through with sticks, though. As long as we aren't going to end up like Calgary, I think the drainage is okay.	Unsure
There seems to be quite a disconnect in the permitting process between drainage and other departments as well as communication and timing issues. It would be beneficial to streamline that process.	Unsure
They are funded enough !	Upgrade sewers in older neighborhoods - the "aroma" becomes quite ripe.
This is an other area that previous city administrations have ignored for years and now we must pay more than we should to fix this short sighted planning.	Upgrades in older neighborhoods to reduce annual flooding is a great place to allocate more funds.
This is CRITICAL and needs attention to accomodate changing climate, flooding. Neighbourhood "renewal" programs in some areas have actually increased ponding. If there is a scientific way to automate measurement of problem areas during storm events, report on this to citizens, and communicate action plans both short, medium, long term.	Use superior materials to mitigate enviromental and aging impact. It may cost more now but will save costs on maintenance/replacement. placing drainage pipes, water line deeper will mitigate frost damage.
This is going to become urgent. With aging infrastructure and increased precipitation we are going to see a higher risk of broad and localized flooding. We need to anticipate this. Grey water recycling needs to be made legal and supported. Landscaping needs to be encouraged that holds water instead of sending it to the sewers.	We appear to have a good overall strategy here.
This is where I find this survey confusing. I believe that major capital funding needs to be provided to address the constant areas that receive flooding. Those costs should have to come out of the ongoing budget; rather a capital budget. And I feel this is an area that needs immediate attention. The impact of flooding is	We are going to have to pay to fix what was not done properly in the first place. Learn from this.
	We in the Malmo area have been flooded three times. Inadequate drainage, environmental impacts and lack of preventative measures on the part of the city must be addressed on a continual basis. Furthermore, climate changes are likely to result in increased destruction. The city must take an active stand in this regard.
	We seem to have issues with localized flooding in some areas. Work on that.
	We should try to re use more our water, it's time to find a solution for it, use the water for the dishwasher and washer to the toilets.
	We take care of our own sewers, yet we have to pay the city sewers.
	we're going to need more of this what with global warming
	what ever need to be done to prevent flooding in prone areas of the city

Why do homeowners have to pay for damage caused by City Trees? Downloading City costs on to property owner year after year isn't fair. Trees will continue to cause problems for many homeowners year after year. Cut them down.

Work on efficiencies. Too expensive.

Work on improving systems in older neighborhoods so spring time flooding isn't an issue. Look for an efficient way to upgrade the system.

Would like to see more public information in the spring related to the public assisting in unclogging street drains. If people knew they just need a stick or a rake to break some ice or debris loose, and knew the location of street drains, I think they would just go out and do it instead of calling 311.

You keep raising the drainage fees, yet there is very little improvement going on. Looks like just another way to increase taxes

Waste Management Services

Overview: This service includes garbage and recyclables collection, Eco Stations, neighbourhood recycling depots, Big Bin Events, the [Composting Facility](#) and the Reuse Centre, waste recycling and processing the world famous [Waste Management Centre](#). The service includes innovative partnerships with green businesses such as the [waste-to-biofuels facility](#), [Grey's Paper Recycling](#) and establishment of Waste RE-Solutions. Every week the City collects garbage and recycling from more than 350,000 households in Edmonton. In 2013, the City collected 246,896 tonnes of garbage and 48,251 tonnes of recyclables. The City's three Eco Stations and 12 Big Bin Events each year will serve almost 250,000 customers. The Eco Stations have prevented more than 16 million litres of household hazardous waste (e.g. paint, etc.) from polluting Edmonton's environment. Since 1988, the City has diverted enough recycling material from landfill to form a convoy of trucks from Edmonton to Lake Superior in Ontario, a distance of approximately 2,500 kilometres. Edmonton is among the global leaders in diverting waste from landfills, on track to increase that diversion rate to 90% by 2016.

[Learn more](#) about waste management in Edmonton.

Average fees per month:

\$40.69

In your opinion, what could be done to improve Waste Management Services?

2 week pickup

A centrally located Eco Station would be more convenient for those who rely on public transit or live downtown.

A service I wish we had: For a fee (say, \$20) a truck will come to my house and pick up all the stuff that needs to go to the Eco Station. (For my household, getting to the Eco Station seems to be the thing we never get around to! We've got a couple boxes of dead batteries and lightbulbs. I would happily pay someone to take them to the Eco Station for me!) (Wait a minute, I think I just came up with a business idea...)

a very good service

add fibre/fabric recycling so clothing, etc that is too worn/damaged to be re-used is recycled

add incentive for those that compost and reduce waste

Add Styrofoam recycling.

Adjust thsi funding from the gas generation at the new facility.

are we somehow able to capitalize on being a leader in this field - ie apply for additional federal/provincial research grants to assist with our evolution in this field (maybe we already are??)

Awesome service. Love the Blue Bag vs other systems I have seen in other cities.

Bag limits for waste to encourage recycling and reduce frequency required for pickup.

Becoming a world leader in recycling technology could have multiple benefits including cost savings, economic diversification, and a healthier environment/quality of life.

Being a "global leader in diverting waste from landfills" costs us TOO MUCH MONEY !

Better collection trucks! Side lift trucks so we can dispose of garbage easier! Older people cant lug the allowed bins to the curbs because those sizes seldom have wheels and when they do a nice little sticker is left on them saying they are to heavy to allow the collector to dump them! Why are we working hard instead of smart? Lower comp claims for back injuries and get side lift trucks!

Better education for the public, a virtual tour of the recycling plant offering guidance for the homeowner on what is acceptable for recycling. The hand out



we receive each year is a little vague
Better hours on the eco stations would be nice.
better labeling on the blue bins maybe as all sorts of junk gets put in mine by people
Better snow removal in the winter so that they can do their job easier.
bi weekly garbage pick up
Big trucks to carry more = less trips
Bi-Weekly pickup instead of weekly pickup. (may reduce costs? and limit garbage production) have a few Large Item days (some towns do treasure hunt days such as Devon or Stony Plain which are hugely successful)
Bring in a tag a bag system, that way the people who generate the most waste pay the most.
build more reuse centers so that items are recycled back into new owners hands
charge a fee to use these facilities and services
Charge more for garbage, less for recycling, and pilot a composting program.
Charge more usage-based fees.
Citizen education about eco-stations, big bin events, and proper garbage preparation (weight, items to avoid) to make the job easier on Waste Management.
Citizens of Edmonton could use clear bags to differentiate between compostable material and regular garbage.
City doing an impressive job in this regard
City waste bins also are gone through and trash is left on the ground creating an unpleasant environment.
Clean incineration of garbage, with heat utilization to produce electricity should be researched as a profitable alternative.
Clean the roads in the recycle centers - I've had no less than four flat tires as a result of the nails and screws that litter the roadways in front of the bins. It is becoming too costly to take recyclables to those sites if I have to pay to repair my tires.
Collect garbage and recyclables in one trip by adding a trailer to garbage trucks. Add a second person so both sides of alley are collected at the same time. Currently in my neighbor hood a truck makes 4 passes to collect garbage and recyclables

each week.
collect garbage once every two weeks in the winter to reduce costs.
Collection of recyclables could be reduced to every second week without any significant effect on citizens
Community composting, teaching recycling in schools
Consider a use based program like the City of St Albert
consumers should pay something for big bin service
Continued focus on improvement, building on the legacy established in the last few decades. Edmonton is on the right track in waste management, the best thing we can do is to keep up the good work and continue pursuing progress.
Cool biofuels program already. More education. I would support fines for throwing away recyclables.
Cut garbage pick up to every two weeks. No one needs weekly pick up. Running large trucks is not good for the environment or our pocket book.
Cut out all of the recycling efforts.
decrease Big Bin events from 12 to 6 annually
decrease frequency of pickup
decrease services of composting facility and decrease/eliminate Reuse Center
Done well enough.
Don't know.
Don't really know.
Don't we have world-class waste management or something? How do you even criticize that? Just stay gold, Pony Boy. Stay gold.
Eco station hours need to be evaluated. It should be open 7 days a week.
Eco stations should be open every day (7 days a week)
Edmonton enjoys one of the most efficient waste management systems in the world. Improvements can be made however in the way we market our waste. Currently, we are not exploring ways in which our waste can return on the dollar. Some success has been realized in areas like composting and paper recycling, but the city is still sitting on a massive dump of waste that hasn't been marketed



properly.
Edmonton is great doing this, is the way to go, recycling, using less, eco stations. We have to work more on it, every day.
Edmonton is leading the way with waste management.
Edmonton's initiatives re: environment are critical (should also be "a right to clean water & air legislated in this municipality).
educate people more about recycling
Education on what can be included in blue bins.
Education to promote reduced production of waste.
Educational programs to get reduction in the home first. Maybe more responsibility for homeowners. Extra pay for extra items. Make it easy, however, sometime contingent costs may help people be more aware.
Efficiencies or growth in the recycling program.
Either get smaller trucks to stop wrecking the older lanes and alleys, get them to slow down or re-do the alleys. I am not opposed to a "tag-a-bag system" or some other creative way to make people think about reducing their waste.
Encourage home composing programs
Excellent service
Extra eco-stations. Locations are very busy, especially on weekends.
Find efficiencies. Consider alternate ways of contracting. Longer term? Incentive and penalty clauses. Audit contract preparation and bid processes to ensure they are fair and effective. Audit contractor and city performance in waste management operations.
Focus more on Industrial and commercial waste.
Focus on making edmonton greener.
Focus on recruiting commercial clients to offset residential costs.
Fund additional expansion by selling or consulting for other municipal jurisdictions.
Garbage containers which can be loaded automatically (i.e. not having the worker throw every bag in manually) would seem to be more time efficient.
Get the big, jumbo, garbage cans where there are 6 or 8 on the block. Less manpower having an

automated truck picking them up and dumping. Check out Regina. It worked really well there.
get the general public to be more aware of recycling and composting
Give a break to people who have less garbage. In our household we recycle and use the Reuse it centre, etc and most of the time we only have one bag of garbage. Yet our neighbors have up to a dozen each week and they are paying the same as we are. Make those people pay more. Stop spending so much on new fancy way of waste management. I have been to the facility and while it is great to have all these fancy things, we need to do a better job of working with what we have.
good and reliable service
Good job in this area!
great job everyone!
Great program.
HAVE GARBAGE PICKUPS EVERY TWO WEEKS INSTEAD OF EVERY WEEK. HAVE EACH HOUSEHOLD HAVE ONLY FOUR GARBAGE BAG LIMIT PER EVERY TWO WEEK PICKUP.
Have more allowed items.
Hold them to cost of living increase not the huge increase requested this year,,,
How about basing fees on quantity. My usage is miniscule. Why should I pay the rates I do?
how are people without vehicles expected to go to recycle places? outer communities have large item pick up dates. why not Edmonton?
I am a composter - I have toured the waste management centre- heard how persons with issues are employed and supported; have had the same garbage cans for years, and they are still usable, amazing! I liekthe Reuse Centre, which I discovered this year; the big bins and the new idea of waste to bioifuels, Good Job, Edmonton!!
I am always pleased to see how well our waste management works for me.
I am excited to see the Biofuels facility running full steam. Good job!
I am grateful for these services! Keep clear what can and can't be disposed of and how to avoid people getting confused.
I am happy with current service levels.



I am happy with the service. Recycling is important to me and I am happy to live in a City that makes it a priority.

I am proud of Edmonton being a leader in waste management. I do support a system like St. Albert where the more trash you put out you pay for.

I appreciate their service so much.

I believe there should be additional charges to households that have lots of garbage per week. If I put out 1 bag of garbage and 1 bag of recycle per week versus another that puts out 5 bags of garbage and no recycle why are we paying the same? In addition I believe we should begin to separate our garbage into dry and wet.

I don't have much knowledge in this area but hear we are a leader in waste management. Please keep up the great work!

I don't know

I don't know. Our Waste Management Services are already among the best in the world. Maybe advertise them a bit more to the world.

I don't mind paying for all this, but what irks are the rate increases that are well beyond inflation. Increases should be capped at 2%.

I don't need my garbage picked up on a weekly basis

I don't think I have the expertise to offer any improvement over our world famous system. Seems to be well in hand.

I find the education materials used to inform citizens on what's recyclable and what's not could have more examples or better descriptions to reflect the things I buy at the store. I keep hearing that yeg has this amazing recycling program, and we do recycle quite a bit, but I'm really not sure if I'm recycling the right things, or if I could be doing more.

I have enjoyed the new garbage calendar but wonder how much could be saved by picking it up every 2 weeks in the winter.

I have very little trash to be taken away compared to my neighbor who has a large family and is renting out his trailer and garage to a minimum of 4 additional people for most of the year. I would rather see a user fee based on the volume of trash in a household. I know the problems this may create as I have already had people putting non trash items on

my garbage stand because they don't want to pay the recycle fee or take the time to go to the Eco Station. We recycle, deliver much of our recyclables to an eco station or recycling centre but I often wonder why I bother when I see my neighbor with 10 to 12 bags of un sorted trash a week when I have one bag every 2 weeks. Could we get more people to recycle.. could the city get a better handle on the numbers of families at one residence?? Not sure it wouldn't be more expensive than just keeping the status quo. I am all for more eco stations or at least better hours. I think a lot of people just don't have a way to get to the station when they are open. Love the big bin events... they also encourage a cleaner neighborhood by encouraging people to clean up the junk in their yards. Wish there were more.

I live in a townhouse complex with the large garbage and recycling bins. While I understand the logistics of these bins, they are extremely annoying. Because these bins are somewhat anonymous, people tend to be less than courteous when using them. Their location also makes putting garbage and recycling difficult in the wintertime. I would love to see a way to improve properties with the larger bins.

I love that we have a recycling bin in our back ally. But we have SOO many people dumping beds and tables etc everywhere it's an eyesore. Having many more and permanent big bin locations would help clean up our city.

I see bottle depots but never paper or cardboard depots. I do like the bottle depots when the community brings their recycling to a depot station themselves. It would also be nice if a bylaw were put in place that going forward new building over X stories would have not only a garbage shoots but also have recycling shoots to encourage recycling within a residential building.

I think Edmonton has an amazing level of service for waste management. As a homeowner, I would be happy to pay more to keep or increase these wonderful services. This is money well-spent.

I think our recycling program is awesome

I think the cities waste management is one of the best I've ever seen!

I think the city does a reasonable job

I think the City does some great work with Waste Management and trying to recycle everything

possible. My only suggestions are to have Eco Stations open more hours, or maybe somehow allow people to drop off small no-charge items (e.g. batteries, light bulbs) at any time (at an Eco Station or other city facilities perhaps like libraries which are open longer.) If we want to encourage people to be environmentally responsible, it also needs to be easy to comply.
I think their doing a great job
I think they are pretty awesome.
I think this area of services operates well. I would want to see continued support as is rather than any trimming of services.
I think Waste Management Services are doing an awesome job! My daughter and son-in law and I share two sides of a duplex and we share a garbage spot with our neighbours who live in a single-family home, so garbage collection only has to make one stop instead of three. We also use garbage, recycling, and organic waste bags, and we use a "sharps" box and label it. Maybe more education for the public on sorting and on shared garbage spots might help to cut the number of stops that need to be made. Also, I wonder if the City might consider asking residents to put returnables in another type of container (a different coloured bag, etc.). So many people just throw out their pop cans, milk containers, etc. If these types of returnable items could be sorted and easily collected by waste management on the garbage runs, perhaps the monies could go the ending homelessness and poverty initiatives. I am guessing that if even only a small percentage of residents started doing this, it would amount to quite a bit of money.
I think we are a bit spoiled in this area. I love it, but we can do better. I'm open to suggestions that allow families to pay more or reduce waste.
I think we have a remarkable and enviable waste management program. Continue to maintain and enhance as necessary.
I think we have an amazing system. Urban planning to ensure urban sprawl is contained, and sustainable development should help pressures there.
I think we need to aim for 100% recycling toxic wastes by providing many more comprehensive pick-up arrangements such as providing special bins in every neighborhood for toxic materials.

I thought this was already funded on a user pay basis.
i understand that Edmonton has a fantastic reputation for recycling and avoiding landfills; however, the majority of that work is done by WMS. have we considered using a system such as Halifax (green bin vs. reg. garbage pick-up on alternating weeks) where the majority of the sorting is done by residents. this could eliminate some of the costs incurred by the city--and to citizens via their EPCOR bills. i am 100% supportive of diverting waste from landfill but i think residents are more than capable of doing more themselves. also, a weekly limit of # of bags of waste is helpful.
I want those big bins that the truck dumps like they have in Sherwood Park. I am tired of the mess my neighbours make by putting out loose material and having it blow into my yard. DO NOT send people to my door again about "leaving it on the lawn." If you do not want me to bag my grass, change the bylaw.
I wish a pay per volume system existed, though I understand the challenges of implementing and operating such a system. Some folks produce much more waste under a single address than others.
I would like to be able to place these containers into the normal recycling program and not have to pay additional fees when purchasing them. It works in other provinces so it can work here too.
I would like to see initiatives that further use modern technology in waste management, such as garbage bins that detect when they're full and notify a centralized location for pick-up. As well, it is possible to transfer the heat generated from compost to heat facilities or sidewalks and roadways.
I would love for more encouragement for apartments to have blue bins installed. I would also love for more of the recycling stations to have fabric bins for fabric recycling
Id be happy with collection once every 2 weeks.
I'd like to have city owned garbage bins at each house like other cities (Calgary, for example) have. I'd also like to reward people who reduce their garbage production as an incentive to decrease waste.
If civic employees, decrease their wages and pension plans. Revenue is and should be generated by the city for all the recyclables and composting etc.



and yet home owners are paying forty dollars a month for trash pick up on their utility bill. That's ridiculous.
If garbage pick up is biweekly in the winter, it can be biweekly in the summer
If the services need to increase their share of the pie the long term effect warrants the measure
If there is another company to do the job more efficient and cost effective I would go for it.
If we are moving toward 90% diversion from landfills, we need to start at waste sources: households. Emphasis in neighbourhoods should be on reducing waste, reuse, recycling, and composting. No block should be served only by waste bins - a number in downtown and oliver are.
I'm impressed.
I'm in awe of it.
I'm not sure why this is a fee for service which everyone needs and is properly the responsibility of the general population. At least separating it shows what inputs are required.
I'm pretty happy with our waste management services. Only thing I would like to see is more information on how to recycle better and be even more environmentally friendly.
I'm proud of our waste management service!
I'm very proud of our waste management services, I think it is hassle free and environmentally responsible I hope that we continue to lead the way in this area.
Impose a bag limit to improve collection times.
Improve communications on recycling program, so it's easy to determine which plastics are recycled, etc. Also find a way to recycle 5.
Improve ecostation access, particularly for residents in central areas with limited transporation capacity.
IMPROVE EFFICIENCIES AT ECO STATIONS. RATHER THAN EXPENSIVE PROCESSING OF GARBAGE , BUILD INEXPENSIVE MOUNTAINS OF GARBAGE FOR FUTUE RECREATIONAL USE.
Improved recycling support for low rise apartments.
In addition to, or in conjunction with Big Bin events, the city could include 'Take it or Leave it' events, like the annual one in St Albert.
In my opinion, Waste Management has been the

best department in the City for years. Maybe they could advise Roads and Transportation Services on efficiency.
In Sweden recycle almost 100% of the waste. We suppose to have a 10-15 years program to reduce our waste and increase use of recycle.
Include a separate program from yard waste and composting. Seattle has a great one if you're looking for an example.
Increase the hours of the eco centres to include at least one evening per week.
Increase the public education about Edmonton's amazing WMF
Is is so difficult for we citizens to understand the level of cost to the city. With companies needing to pay for their own waste removal and recycling programs where is all the money going. I know we have a very large, extensive and cutting edge waste management centre east Edmonton however what is it doing for us?
It is a good service as it is
It is a world leader! Keep innovating, our waste management system is a source of pride.
It is good how it is.
It is so important to have recycling programs and divert waste from landfills in the long term sustainability of not only our City, but the Province, Country, and world. I am proud to live in a City that is a global leader in this area!
It should be based on user pay and it should be meaningful - I know there were studies done in the past but the difference in cost between user pay and flat rate was pretty negligible. As a senior trying to stay in my home cost keep increasing faster then inflation, In most weeks I may not have any garbage at all for pickup and yet my neighbours have several bags a week and we still pay the same amount.
It would be great if all offices and condo buildings had access to blue bins
It would be great to have a large-item removal service at city recycling depots.
It's unfortunate that utility costs seem to continually going up, but I like to hear about all of the groundbreaking, world-leading work being done in this area in Edmonton. I would like no increase, but no decrease either.



It's well done although I worry about the sneaky increases in recycling fees such as in milk.
I've had BENEFIT of these services in the past year.
Just continue to improve to continue to be top ranked in recycling and eco friendly waste sorting.
keep funding the same. We have a fabulous system here. Compost delivery would be a "nice to have".
Keep looking for better ways to dispose of waste
Keep up the diversion work!
Keep up the good work.
Keep up the great work. Encourage recycling as much as possible. Make sure all services who help settle newcomers in Edmonton are given info to pass onto their clients; put a page about it in all tax notices; encourage realtors to tell newcomers about it. Whatever it takes, but keep telling people we do this.
Keep up the innovation, we slipped a little in recent years. Consider more solutions that have revenues or efficiencies associated with them, such as biogas.
Kudos to the City for making predictable, weekly scheduled services for waste management as well as the eco stations.
Large items pickup once a year. The Big Bin Event is interesting but causes traffic issues plus i have to rent a pick up truck to use the service.
Leave it as it is
Leave it as it is. This is probably the best run city department.
Less money spent on advertising, I think this program is well established and does not require significant advertising.
Like having the pick up on the same day every week. Like the system in Calgary where bins are provided (on wheels) and are a standard size)
Like that the garbage pick up days are the same each week instead of rotating. Also the winter weekly pickup is better than every 2nd week. Do not like the idea of rolling garbage bins as in St Albert as it leaves the problem of bin storage for every homeowner.
like what this service has to offer and also like that it is funded by utility fees
look for efficiencies, cut by 5-10% and focus on needs vs wants

Lower the fee to use the Reuse Centre to increase the number of users.
Maintain
Maintain current program. The City must be able to sell some waste collected to generate some income. Sell technology, processed to other cities, countries which are efficient that generate income.
Maintain the same, some reduction is possible
Make it easier for me to separately put "hazardous" items like batteries and electronics out in the regular pickup, perhaps by selling moderate sized red bags like the blue bags for recyclables.
More access and education about recycling to minimize waste, I'm surprised how many people are not concerned about waste management.
more availability of composting services
More big bin events, Mini Eco centres
More Eco stations and reuse centres. Longer Eco station hours. Force commercial businesses to recycle.
More Eco Stations drop off points
More ECo-stations.
More efficiency
More promotion of clean recycling. The Eco stations are not accessible for non-drivers. Consider allowing small Eco drop offs in neighbourhood recycle areas e.g. CFL lights, used paint etc.
More public education on how to recycle properly, how to reduce waste. City seems to be doing a good job of pick up.
More recyclables accepted.
More recycling options for multi-residential buildings. City is promoting infill and densification of housing but there often isn't room for the standard commercial blue bin pick up.
More sidewalk garbage cans in high pedestrian areas.
More support for programs to help citizens reduce waste.
My garbage service has not changed in years and I have one small bag per week as I compost and avoid packaging but my utilities have soared....Eco stations should not be charging for people to take things there...if we transport stuff there we should not be paying as well..?That is why people dump!

Need to charge people for their garbage as some people are really good about reducing the amount that goes to the landfill and then there households where there may be only 4 people and yet they are putting out 6 to 8 bags of garbage. Getting people to lawn cycle allowing grass clippings to be left on the lawn is a good program. Now, you need to motivate people to throw out less waste by reducing the products they buy in packages.	diversion then weight sensitive pricing in the way to go....albeit it will cause a lot of public outcry. New technology allows this in a cart collection system.
Neighborhood bins	Organics disposal services would be appreciated in Edmonton.
no complaints	Our condo building's fees have gone up from \$6,918 in 2007 to some \$17,000 plus this year - currently enquiring via councillor as to the reasons why . . and we're now getting another increase for 2015?!!!
No concerns - the level of service is about right.	Our programs are excellent, world renown and should be maintained. Our programs should "licensed" to other municipalities if possible.
No increase. They are funded enough. Concentrate on service to residents, and eliminate seeking out awards for innovations and green initiatives to stroke egos.	people need to eat less and buy foods that aren't packaged so much.
no suggestions	Perhaps a once a year large item pickup from back alleys to discourage illegal dumping, and help out people with no vehicles (and clean up our alleys)
Non union employees, contract services out.	Pick up all items
None	Pick up only once every two weeks. Focus on education programs so people create less waste.
Not much. Smart move creating a utility to offset taxes. A rose is a rose if by any other name.....	Place limits on household garbage. Garbage should only be put out on pick up days in proper containers not left in bags in alleys for wildlife and birds to get into.
Not sure we should subsidize businesses with taxes/utility fees on an ongoing basis.	Pleased to have weekly service now.
Nothing. I'm very pleased with the level of service now provided - I'm very proud of Edmonton's recycling record.	Present system works very well for me.
Offer tax breaks to those who effectively reduce their overall waste production and work with communities to promote education programs about the amount of waste being produced. Offer more Eco Station events in communities where people can trade in their hazardous waste in exchange for something positive.	Programs work great as is. Love the eco stations and recycling programs.
One of the most impressive departments of the City of Edmonton, in my opinion.	Promote recycling or buying materials that come with less packaging to reduce the amount of waste we have in this city.
Open another Eco Station, don't close them on Mondays.	Proud of our recycling record. Impose a user fee on garbage collection.
Open eco centres on weekend and close during slower days during the week to allow people to access recycling centres and recycling.	Provide a choice, this is a tax yet the city chooses to obfuscate this and confuse citizens by calling it a fee, which we must pay. If this is not a tax then why am I not able to provide my own waste removal services at my own cost?
Optomize our facilities by selling services to our neighbours - we need to get over the waste wars of the 1990s. Outstanding program but at some point we need to cap cost increases and look for more efficient collection - lots of human manpower in this. If we move to real waste reduction ...not just	Provide citizens with an easy way to set compost able materials out for pick up
	public education about waste reduction
	Recycle only what is economically either neutral or profitable.
	reduce costs which are higher than inflation
	Refuse to pick up grass as more houses should be

using recycling mowers. For the last 20 years I've only put grass clippings out in the spring as part of the spring clean-up.	This is why you see people throwing these ugly items anywhere in the City.
Remove fees on beverage containers and eliminate the bottle depots. I know that is probably a Provincial Government item but the city should advocate for it. It affects other waste management services such as garbage collection. Frequently, people looking for bottles to return open and scatter garbage in our neighborhood creating a mess that garbage collection does not pick up. It is frustrating to residents. Another issue is safety. People trespass on properties and break into garages looking for collections of bottles.	Spread the word about what we do - it is world class! The tours are amazing
Review of items being recycled at places such as Ambleside that if the items are in a usable condition, don't charge for dropping it off.	STOP hitting my fence!!! I have given up my fence is about to fall over from being hit by trucks, also it has been under mined by the trucks riding over the soil, grass, and have pushed the ash-fault to my fence.
See what they do in Berlin Germany where there is 100% recycling	Stop leaving debris from neighbour's garbage on our lawn!
seems high. I could do this for a lot less for my own garbage by taking it to the dump myself. we're talking \$500 a year.	Stop trying to be leading edge environmental advocates at any cost.
seems to be working good in my community	Stronger recycling programs
Services are fine but condos should not have to assume the cost of these services out of their condo fees. They should be provided out of our tax dollars, the same as any other type of residence.	tag a bag program?
Show more "updates" like the one recently, about cleaning out underground sewer pipes, as a job. Unfortunately will still only reach a few people.	Tag a bag should be brought in, as it seems rather unfair for me to be paying the same amount for garbage pickup when I have 1 blue bag, and likely 2 garbage per month, and my neighbour has five or six times that.
Since the Waste Management facilities at Cloverbar are revenue neutral, I believe that the cost of delivery from house to Cloverbar is high. Your question implies that some of my taxes support the Waste Management Facility and a tour of the facility would confirm that they do NOT RECEIVE FUNDING from any source outside that facility Who is correct, the people at Cloverbar or the people conducting this survey?	Tax renters (apartment dwellers), not just home owners. Visitors to our city should also be responsible for their waste (tax on hotel rates?)
So expensive per month. Need to explain why it costs the amount it does so people understand.	terrific job
Some sort of break for people who recycle and have small amounts of waste?	Thank you for continuing to be leaders in this area! It makes me very proud to call Edmonton my home.
Something has to be done about large disposal items eg. mattresses, old computers, vacuum cleaners, etc. especially when a lot of people don't have a truck or whatever to take to the Eco Stations.	The amount shown does seem to be very high. I notice trucks with two persons rather than the standard one. The monthly amount is highest of all subjects ... higher then the police and firemen budget?? Love the Big Bin program but the city does not do enough advertising about it.
	the big bin events had crazy lines!
	the biofuel and paper recycling - both of these could end up being revenue generators for the city. What is the capacity that has been built into each of these, but especially the biofuel plant? I presume that it was designed with an eye to be able to manage the city's waste for at least the next few decades, even through city growth. However, was it designed to exceed even that capacity? If not, can it be expanded and if so at what cost? My thought is that we could bring in the waste from surrounding areas, St. Albert etc., and convert the waste. This brings in revenue by the other areas paying the city a fee for taking the waste, and also revenue/savings generated by the resulting biofuels.



The city does a good job here.
The city must use environmentally friendly products at ALL times, and eliminate toxic products.
The city needs to take responsibility for all garbage pick up. This includes large items such as appliances mattresses etc. The city needs to set up a program where garbage and recycling is put into large bins that can be mechanically picked up by the trucks.
The Eco stations are great but have long lines.
The garbage collectors in my neighbourhood are awesome.
The new collection schedule is great. I like that I no longer have to guess when my garbage will be picked up. I do have concerns on how quickly the alleyway has degraded with the heavy truck traffic. The City needs to look at improving pickup while respecting that the trucks are causing stress on the infrastructure. Alleys can only be repaved if homeowners agree to pay for the improvement, which isn't fair. The traffic from the homeowner's vehicle is not causing the damages.
The number seems high, but I think that might be the reality to have the system in place that we do. I fully support the efforts to recycle and reduce what goes into landfills.
The regular pickup days makes sense. Sell our recycling technology to other municipalities.
the Terwillegar/Windemere/Ambleside ? reuse centre is ridiculuos. last xmas i had a good couch i thought would be well served by others and they wanted me to pay like \$30 to deposit it ? i took it to goodwill for free and even had a hand to unload it and hope someone was able to buy it for cheap.
The waste removal from residences has poor quality for money spent. Cans not emptied, lids thrown aside, trash spilled onto alleyways. The Eco Centres, recycling depots, and waste redirection are all world-class, but residential service is awful. The new schedule is an improvement, though.
The workers at the city land fill are the most rude people consistently! We will take a load from one of rentals (garbage from a household) and sometime we are told it is commercial, sometimes household. There are not renovation materials but garbage from a house. I have asked to speak to managers, to no success (nobody there in person, nobody has

returned calls)
There are effeciencies internally that can be acheived without cutting front line service.
There is no doubt that the services are good. Why is increase of population and households paying this utility fees not keeping up with the costs of providing these services?
There should be incentives for reducing waste -- ie families in single-dwelling homes should have a sliding scale for garbage costs, paying more if they have a higher number of garbage bags each week.
These programs a vitally important to the city and the environment
they are doing great
They do a wonderful job and I am proud of the innovations we have done in Edmonton. A nice addition would be more Big Bin events and pick up of Big Bin or hazardous waste once per year at the home.
They do an amazing job! I really appreciate what they pick up from my alley!
This fee should be based on cost of service requirements and not driven by politics. If the fee is too high then need to perhaps assess the world class recycling being done
This is a very expensive service and it is not regulated so there is no limit on what they can charge us. I don't know how low income families afford their utility bills. It's a shame.
This is the one area in which I believe Edmonton excels. Keep up the good work and keep this primarily user pay as it is now.
This used to be covered by taxes. It was separated out - and the costs are completely disproportionate to the services. "Additional fees" keep being added. (And taxes didn't suddenly plummet when these services were not provided under the tax bill.)
Too expensive.
Too expensive.
Trash and recycling programs are excellent. Could provide more EcoStation locations and/or compost bins at existing recycle stations.
TV commercials to show what can be recycled. Work with suppliers to reduce packaging. Thanks for the Reuse store!

Unsure
Unsure.
Use less heavy garbage trucks in the back alleys, then we won't have to pay as much or more often to fix the alleys. Charge businesses more for waste pick up, based on their waste generation.
User fees for ecocenter and fines imposed where necessary
user pay - the more garbage you have the more you pay
very good already
Very important services and need to continue to improve and enhance the efficiency of them.
waste collection could be less frequent if the city made it easy for homeowners to dispose of some trash themselves. Years ago, if a homeowner had a large amount of garbage one week (perhaps after moving, or doing a bunch of yardwork)....the courteous homeowner wouldn't leave the extra garbage for the collector...we would take it to the dump ourselves. Now that is a major hassle and involves expense, so no one does it anymore.
Waste is a cultural issue out here, meaning the problem starts well before this department. But while you're managing it, let's keep up with Edmonton's track record of being ahead of the game and go after Norway and their trash-importing ways. (Oh, and new developments outside the city had best be paying more for services.)
Waste Management and recycling are a difficult area. On one hand recycling is expensive and costly to the environment. On the other hand it seems like the right thing to do. Therefore this area must be managed in the most diligent manner and the only why to do that is with well defined objectives and a reduction in the department budget. The Gold Bar site is glamorous. I think we could do with just a little less expensive facilities and working conditions. It is a dump after all.
Waste management in Edmonton is world class.
Waste management is a necessity but seems to be very pricey
Waste Management needs to look for internal economies. The user pay utilities do not exercise the same financial rigor as tax payer funded departments.

Waste pick up every 2 weeks in winter. It is one of the advantages of having a winter city - we can freeze our garbage.
We already have to pay if we want to take items to the Eco Stations and to the Landfill so why do we have to pay more. I agree that recycling is good but we need to see the big picture we have to pay for everything to be disposed. We spend money in grasscycling and other programs that are not necessary.
We have to focus on reducing the waste products retailers give homeowners in the first place
We have a fantastic waste management system. We do need to figure out how to help people decrease consumption. That's tricky.
We have world class waste management. We should continue to be a leader in this! I support a modest increase to be on the leading edge of this and set an example for other cities. I would however like to see more stringent control of waste by commercial entities.
We need more eco stations and more recycling stations (the big blue bins with yellow lids). We have to travel a long ways to find these stations. The more that gets recycled and the less garbage that has to be dealt with.
We need more people out cleaning garbage from our streets.
We need to start running this like a money making business, instead of finding it easier to upping user fees.
we really do not need weekly garbage collection. Suggest this could be reduced.
Weekly collection is not needed and is less efficient in terms of manpower/equipment utilization as well as fuel. Garbage could be every 1.5 to every 2 weeks, recycling could be every 2-4 weeks to cut costs.
weekly garbage and recycling pickup is just fine, i also use ecostations for hazardous waste, i also compost in my back yard
What is cost of providing these services? If 90% of the waste has been diverted from landfill, has the cost of running the landfill gone down by 90%? Has the recycling come at a lower cost? Tell how much and I can decide if recycling is worth it to me versus the other priorities for the city. I have visited the

reuse centre and I don't think it is worth the expense to the city. Those items could be donated to the Re-Store at minimal cost to the city and the objective of reuse would still be achieved.

Why do we pay so much in administration costs? If I use \$10 in water I pay \$11 in admin fees, that is horrible , do some restructuring and fix these fee's.

Why is there no limit on garbage. How about those bins where that is your max per week. Our \$40/month is surely paying for our garbage man to pick up 10 bags per week form our neighbour.

Wind and animal proof public garbage cans.

with the rude staff at the land fills and the long lines, I know why I see garbage dumped around the city.....

Work on efficiencies. Cost of monthly collection has gotten out of control. Used to be \$5 per month.

Would a privatized service operate in the same manner? I think it would be cheaper.

Would it be more efficient to have households separate their recyclables? - ie, paper, glass, etc.

You do a great job!

You have the facility built and paid for so there is no need to expand that or the budget. Now I would look at upgrading he fleet of trucks to carry larger loads as they become irreparable, and to reduce wait times at the dumps.