

# What We Heard



## Seniors' Centre Intercept Survey

May 2019



## PROJECT BACKGROUND

The City of Edmonton started a Snow and Ice Pilot in 2016 in an attempt to increase the safety and reliability of the mobility network. As a part of the pilot the City applied an anti-icing brine on the sidewalks and parking lots of two City maintained seniors' centres. To understand the effectiveness of the pilot from a safety and accessibility point of view, the City conducted an intercept (in-person) survey at these two seniors' centres along with two other seniors' centres that are neither anti-iced, nor maintained by the City.

## PROJECT OBJECTIVES

- To assess the overall condition of sidewalks of different seniors' centers during a typical snow season (beginning of October to end of April)
- To evaluate the effectiveness of current snow and ice practices at different seniors' centers
- To collect and compare feedback on the safety and accessibility of sidewalks and parking lots in seniors' centres that are anti-iced versus those that are not anti-iced
- To identify common concerns and challenges faced by the visitors of the seniors' centres during a typical snow season

## WHAT WE DID AND HOW WE DID IT

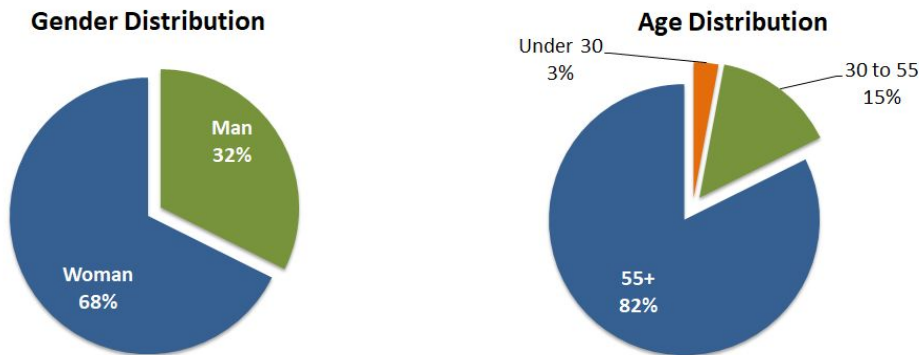
The intercept survey was conducted at four seniors' centres (two City maintained and two non-City maintained) over a period of four days in April 2019 during times that were generally busy at those centres. The City approached several seniors' centres that are not maintained by the City and selected the two that were readily available for the survey.

The survey was programmed online and respondents had the opportunity to fill the survey using City's tablet computers. The survey was open to anyone visiting the seniors' centres and comprised of a total of 10 questions. Information was also collected from the staff at these centres about how the sidewalks and parking lots are maintained during the winter.



## DEMOGRAPHICS

A total of 68 respondents filled out the survey across all the four seniors' centres with 31 respondents from City maintained centres and 37 from non-City maintained.



- 75% of the total respondents had been visiting the centre for more than two years
- Roughly 96% of the respondents visited the centres at least once a week and among those, 15% visited at least four times a week
- About 94% of respondents visited the centres during the morning

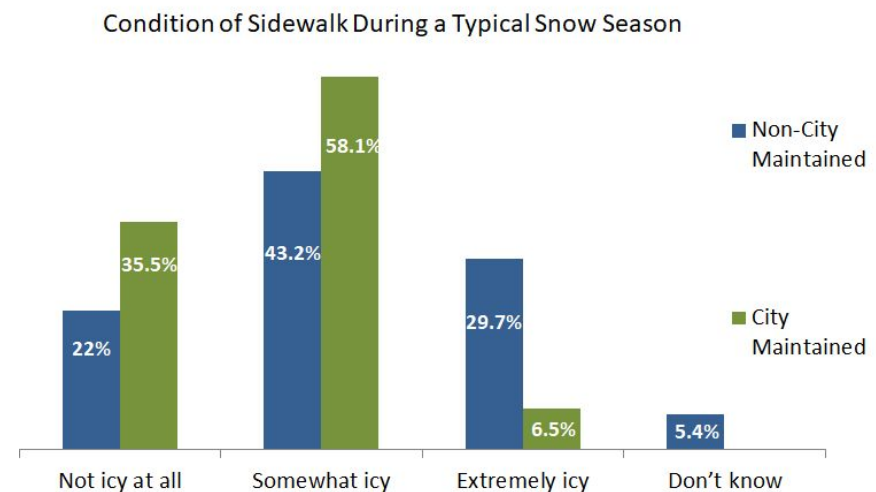


## WHAT WE HEARD

The responses were evaluated by dividing them into two categories - City maintained centres versus non-City maintained centres. The key highlights from the survey have been described below:

### Condition of sidewalks during a typical snow season

Majority of the respondents in both non-City maintained and City maintained centres felt that the condition of sidewalks is “**somewhat icy**” during a typical snow season. However, only about 7% respondents in City maintained centres felt that the sidewalks were “**extremely icy**” compared to about 30% in non-City maintained. In addition to this, about 35% of the respondents in City maintained centres found the sidewalks “**not icy at all**” compared to only 22% in non-City maintained centres.



### Change in the condition of sidewalks over the last 3 snow seasons

Respondents were asked how the condition of sidewalks has changed over the last 3 snow seasons both in terms of “**being slippery**” and “**clearing snow**”. More than 50% of the respondents from both City maintained and non-City maintained centres felt that the conditions have stayed “**about the same**”. This was true for even the respondents who have been visiting the centre for more than two years.

About 24% of the respondents from non-City maintained centres felt that the sidewalks have “**become more slippery**” compared to 16% for City maintained centres.

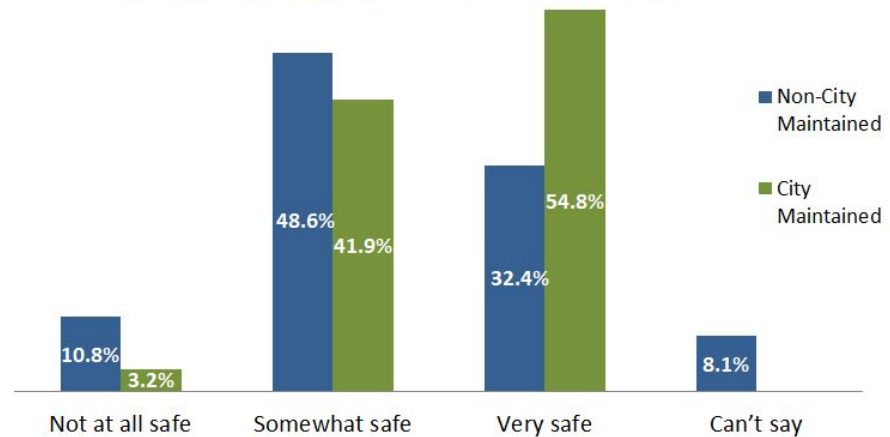


### Safety of the sidewalks during a typical snow season

When asked how safe the respondents felt on the sidewalks around the seniors' centre, about 97% respondents from City maintained centres said they felt **“somewhat to very safe”**, compared to 81% respondents from non-City maintained centres.

There was a relatively higher proportion of respondents from City maintained centres who felt **“very safe”** compared to non-City maintained centres.

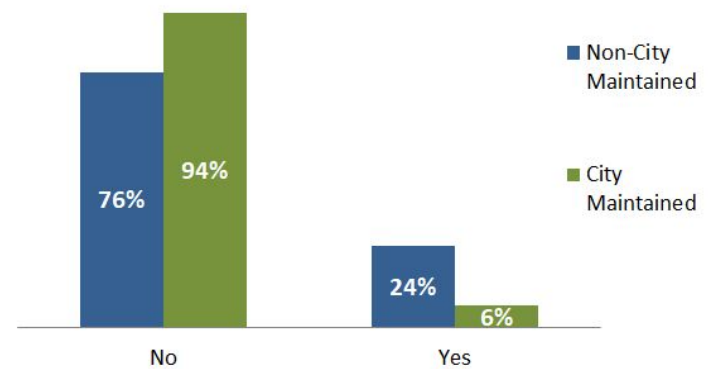
Safety of Sidewalks During a Typical Snow Season



### Slips, trips or falls on the sidewalks due to snow and ice

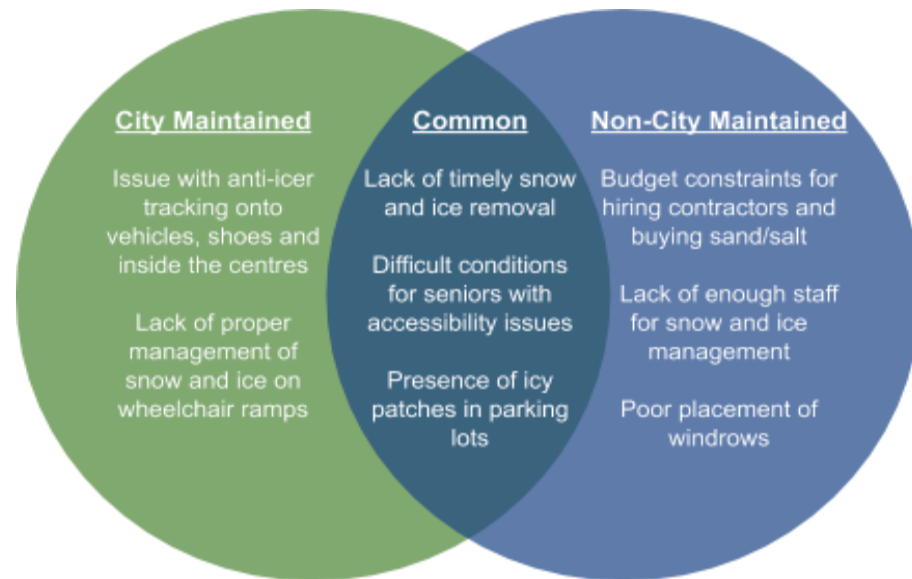
Respondents were asked if they have ever slipped, tripped or fallen on the sidewalks around the seniors' centres due to snow and ice in the past two snow seasons. 33% of the respondents from non-City maintained centres said **“yes”** while only 6% from City maintained centres said that they have slipped, tripped or fallen. 80% of the people who said yes, had slipped, tripped or fallen 1 or 2 times.

Slipped/tripped/fallen on sidewalks due to snow and ice in last two seasons



### Key concerns related to snow and ice management in seniors' centres

At the end of the survey, there was an open ended question where the respondents had the opportunity to provide additional comments related to snow and ice management at the seniors' centres. Some concerns were common to both City maintained and non-City maintained centres such as timing of snow and ice removal considering most of the respondents visit the centres in the mornings. Other concerns were very specific to each category as described in the adjacent diagram.



Based on the survey responses, the perceived safety and accessibility of the sidewalks appears to be better in City maintained seniors' centres versus non-City maintained centres. While some of this difference may be attributed to the use of anti-icer brine in City maintained centres, other factors such as the lack of enough resources for snow and ice removal in non-City maintained centres may have an impact on their winter maintenance levels.

For the use of anti-icers in City maintained centres, there was a general concern around the tracking and staining from the brine.

### NEXT STEPS

This survey was an important step in evaluating the condition of sidewalks as well as snow and ice practices of different seniors' centres. The results of this survey will be presented to Community and Public Services Committee in June and August 2019 to assess how snow and ice are managed at the seniors' centres in the future.