

IE8.6 - Attachment 5

Attachment 5: Key Findings from the Ipsos Public Affairs Survey

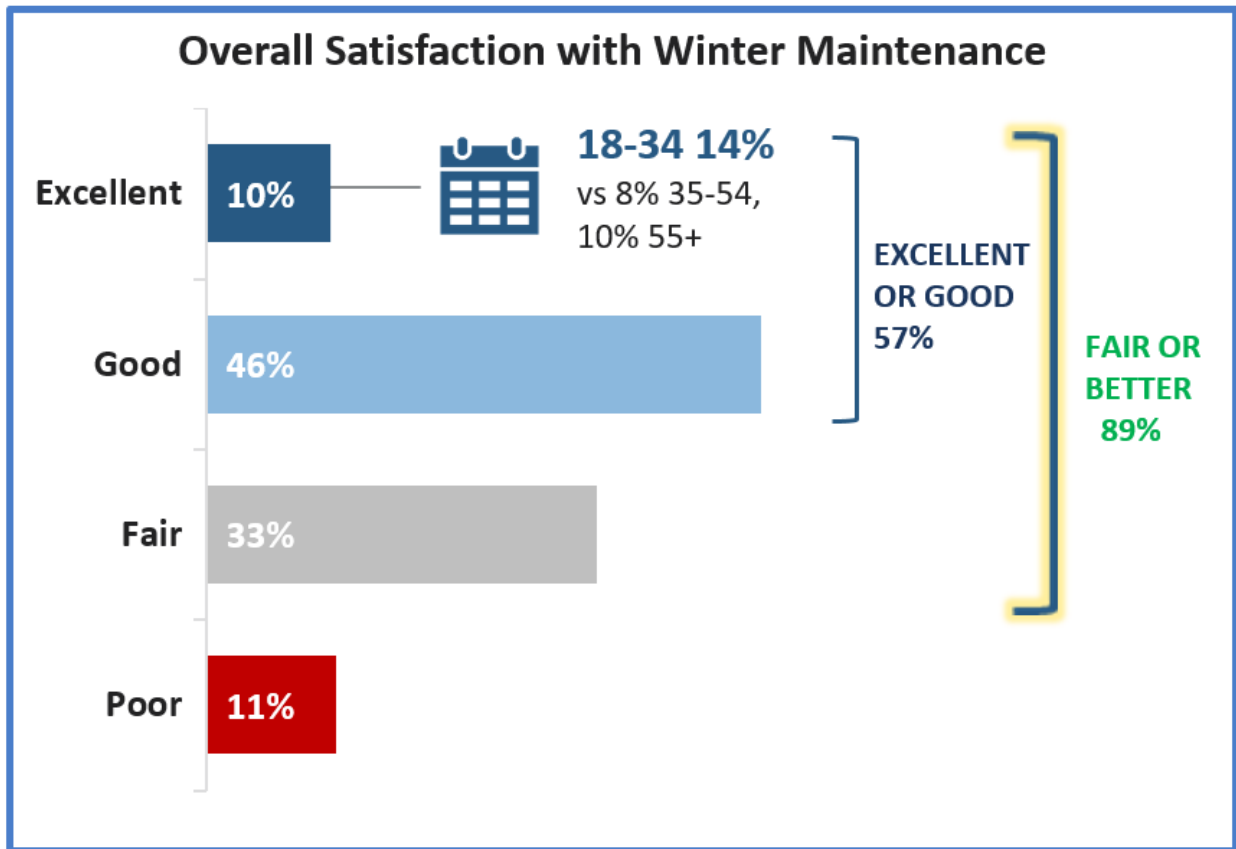


Figure 1. Overall Satisfaction with Winter Maintenance

Satisfaction with Various Aspects of Winter Maintenance

While most Torontonians held fairly neutral opinions regarding satisfaction on snow plowing and winter maintenance, almost half of Torontonians state they are satisfied with salting and snow plowing of City expressways and 4 in 10 say they are satisfied with salting and snow plowing of city roads and streets. However, almost 3 in 10 say they are unsatisfied with snow plowing of driveway windrow openings.

	Satisfaction			2013 Mean	2019 Mean
	Satisfied (7-10)	Neutral (4-6)	Dissatisfied (0-3)		
Salting and snow plowing of City expressways	70%	21%	8%		7.2
Salting and snow plowing of City roads and streets	59%	27%	14%	7.0	6.5
Salting and snow plowing of City sidewalks and walkways	49%	31%	19%	6.3	5.9
Salting and snow plowing of transit stop areas	52%	32%	16%	6.9	6.2
Salting & snow plowing to allow for the safe passage of pedestrians	48%	32%	20%		5.9
The removal of snow and its hauling to storage sites	51%	31%	18%	6.4	6
Salting of laneways	47%	30%	23%		5.4
Snow plowing of driveway windrow openings	39%	34%	27%	5.2	5.4
Salting and snow plowing to allow for the safe passage of persons with mobility issues	38%	34%	27%		5.4
Snow clearing services generally for seniors and people with disabilities	42%	33%	25%	6.0	5.5
Salting and snow plowing of bicycle lanes/routes	42%	37%	21%	6.0	5.

Figure 2. Satisfaction with Various Aspects of Winter Maintenance

Expectations & Priorities: Improvement Priorities

When asked about their winter maintenance and snow plowing priorities, Torontonians emphasized the speed of snow plowing from sidewalks (43%) and the speed of snow plowing from streets and roads (39%).

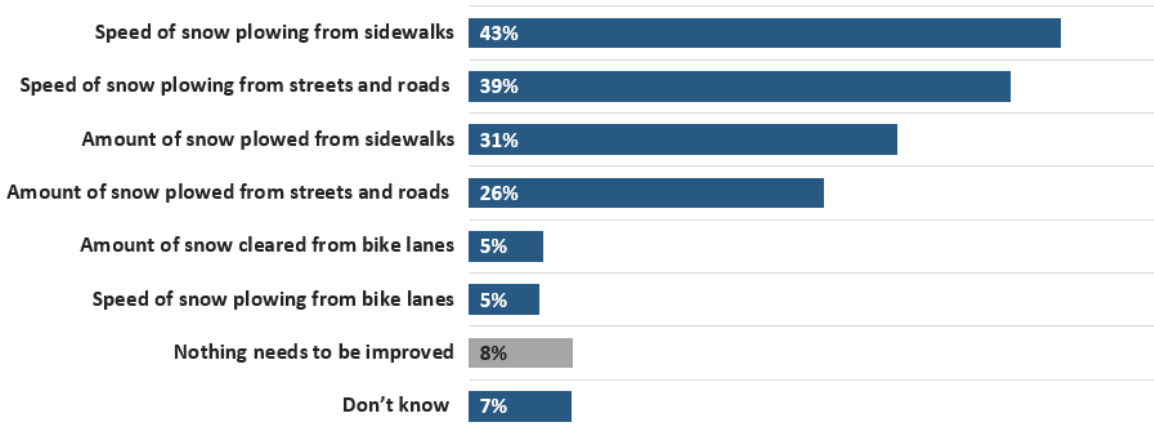


Figure 3. Expectations & Priorities: Improvement Priorities

Expectations & Priorities: Plowing of Snow by Accumulation and Location

The majority of Torontonians state that snow accumulation of 5cm should trigger plowing of snow. A lower accumulation threshold is set on major roads and expressways with two in ten stating that major roads should be plowed once 2cm of snow accumulates, and with nearly a quarter of respondents stating that expressways should be cleared after 2cm of snow accumulation.

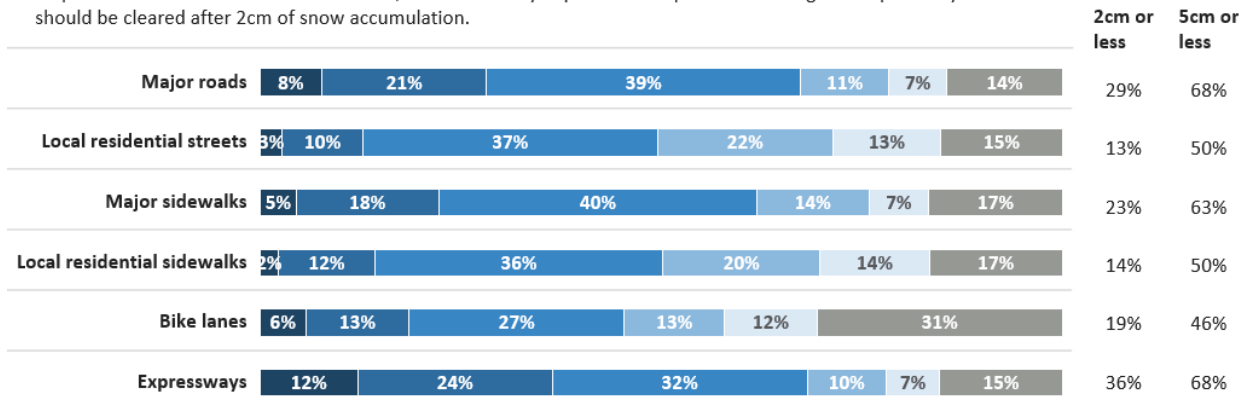
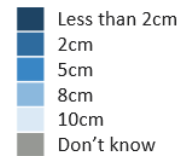


Figure 4. Expectations & Priorities: Plowing of Snow by Accumulation and Location

Knowledge of City of Toronto Snow Plowing Policies

Torontonians feel generally less knowledgeable about snow plowing policies with 43% stating that they know only a little about the City's Winter Service levels and policies and 17% stating they are not at all knowledgeable about policies. Importantly, those that are more knowledgeable about the City's snow plowing policies are significantly more likely to rate winter maintenance services as excellent.

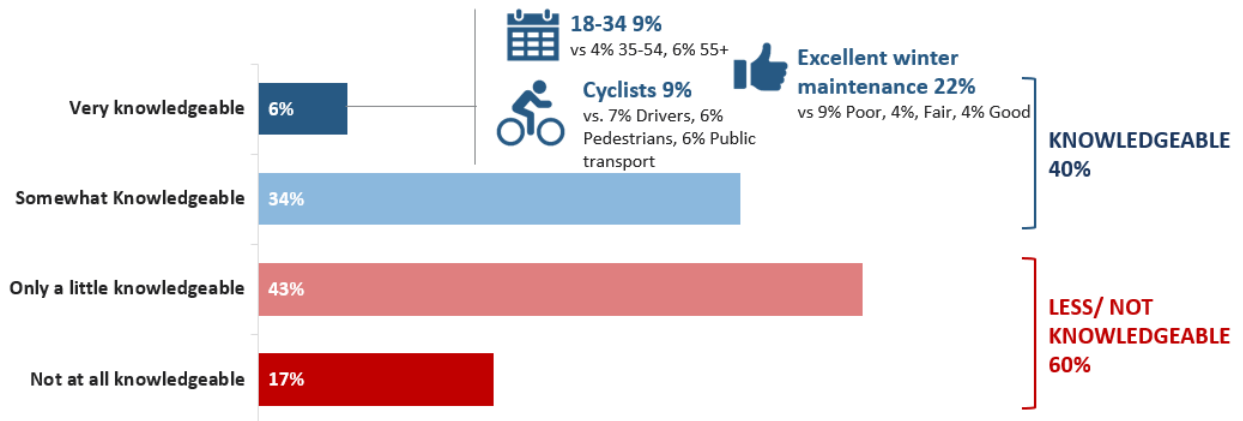


Figure 5. Knowledge of City of Toronto Snow Plowing Policies

Support for Snow Removal on Residential Streets with Parking

There is overwhelming support among Torontonians who park on residential streets (96%) for a service that would remove snow from streets and roads where residents use on-street parking.

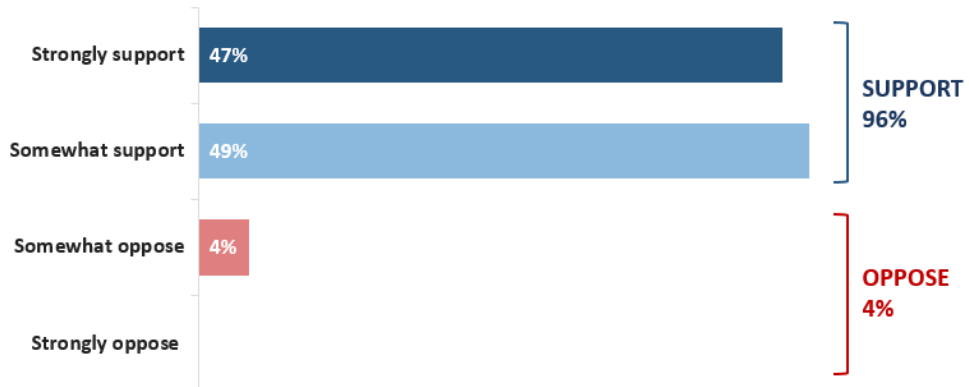


Figure 6. Support for Snow Removal on Residential Streets with Parking