

The top of the image features a blue banner with the words "sturgeon county" in a light, semi-transparent font. Below this banner is a photograph of a long, straight dirt road stretching into the distance, flanked by green fields under a bright, cloudy sky.

Let's Talk Roads

September 27, 2016

Council Meeting

Let's Talk Roads

Let's Talks Road Campaign – Public Engagement

Timeline

Let's Talk Roads Survey– May 25

Let's Talk Roads 101 – County Connections Spring Magazine

Let's Talk Roads Public Meetings:

- Villeneuve May 25 (75 residents)
- Gibbons May 31 (165 residents)
- 107 Inquiries answered by July 1

Survey Submission Deadline: **July 15 (1,813 Responses)**

Survey Results presented to Council: **September 13**

Transportation Operations Presentation: **September 27**

Let's Talk Roads

Main themes based on resident feedback:

- **Gravel Road Maintenance**
- **Industrial / Heavy Traffic**
- **Resident Communication**
- **Importance of Alberta Transportation Projects**
- **Capital Program Line-of-Sight**

Let's Talk Roads

*The following slides highlight
“Let’s Talk Roads” Resident
Feedback and Action Summary*

Let's Talk Gravel Roads – Grading Quality

What we did? (Pre- 2016)

- Roads Inspected by Supervisors
- Coaching for Operators
- Annual Performance Reviews

What we are doing? (2016)

- Grader Operator (Floater position - 2016 Operations Transfer) ***without purchasing additional equipment***
- QA/QC measures for gravel
- Staff Performance Management (coaching, training, reviews)
- Signing when gravel haul in progress (public safety)

What else are we doing? (2017 and beyond)

- Refinement of Staff Performance Management
- Floater Operator Service Enhancement (Council Decision)
- Continue QA/QC for gravel
- Rework tracking and root cause investigation
- Establishment of a Condition Rating process to aid in Level of Service reporting

Let's Talk Gravel Roads – Grading Frequency

What we did? (Pre- 2016)

- Redirect resources based on inspections and resident feedback
- Identify locations requiring additional grading within divisions
- Increased service with introduction of 11th grader beat

What we are doing? (2016)

- Grader Operator (Floater position - 2016 Operations Transfer)
- Improved Grader Utilization
- Comprehensive plan for additional grading (County-wide)
- Extension of Interim Heartland Mitigation Measures

What else are we doing? (2017 and beyond)

- Floater Operator Service Enhancement (Council Decision)
- Extension of improvement to grader utilization
- Refinement of comprehensive grading plan
- RUA Improvement Initiative (proposed 2017 Corporate Initiative)

Let's Talk **Dust Suppression**

What we did? (Pre- 2016)

- Interim Heartland Mitigation Measures
- Re-application if required throughout the season
- Contractor supplied calcium dust suppression

What we are doing? (2016)

- Magnesium for dust suppression – Pilot Project
- Increased resident communication around oil dust suppression reclamation

What else are we doing? (2017 and beyond)

- Investigation into improved process for chemical dust suppression
- Expanded pilot of magnesium dust suppression
- RUA Improvement Initiative (proposed 2017 Corporate Initiative)

**Included in SRIS, Pillar Systems will provide recommendation*

Let's Talk Signage

What we did? (Pre- 2016)

- Prioritization of sign requests based on public safety
- Implemented GIS photos of all signs
- Implemented 4x4 sign posts

What we are doing? (2016)

- Prioritization of crew activities to put a greater focus on sign replacement and repair

What else are we doing? (2017 and beyond)

- Repurpose existing equipment in Capital Replacement Plan
- Proposed increase in signs budget to support expected increase in productivity



Let's Talk Industrial/Heavy Traffic – Road Quality

What we did? (Pre- 2016)

- Interim Heartland Mitigation Measures
- Limited engagement of industry to obtain Road Use Agreements (*RUA*)

What are we doing? (2016)

- Revision of current Road Use Agreements (*RUA*) (complete)
- Extension of Interim Heartland Mitigation Measures
- Heavy Haul Route RFD
- Use of Protective Services Weigh Scale for Enforcement

What else are we doing? (2017 and beyond)

- Road Use Agreement (*RUA*) Coordinator Service Enhancement (Council Decision)
- Road Use Agreement (*RUA*) Improvement Initiative (proposed 2017 Corporate Initiative)

Let's Talk **Industrial/Heavy Traffic – Speeding and Shortcutting**

What we did? (Pre- 2016)

- Engagement of Protective Services based on resident feedback
- Engagement of Alberta Transportation in the scheduling of key intersection projects

What we are doing? (2016)

- Continued engagement of Protective Services based on resident feedback- additional Peace Officer employed in 2016
- Operational obstacles and local traffic only signs placed in key areas
- Continued engagement of Alberta Transportation in the scheduling of key intersection projects

What else are we doing? (2017 and beyond)

- Continued engagement of Protective Services based on resident feedback
- Continued application of Operational obstacles and local traffic only signs placed in key areas
- Continued engagement of Alberta Transportation in the scheduling of key intersection projects
- Heartland Road Review including 2nd By-Pass Option

Let's Talk **Resident Communication - Callbacks**

What we did? (Pre- 2016)

- Resident callbacks being completed by Transportation Supervisors (Field Leaders)

What we are doing? (2016)

- Implementation of Case Management System to understand trends, number of calls/callbacks, and to ensure resolution
- Resident Callbacks being completed by Operations Supervisors / Transportation Manager / Office staff

What else are we doing? (2017 and beyond)

- Reprioritize internal resources towards resident communication
- Coordinator focused on resident communication and Council Requests- Service Enhancement (Council Decision)
- Continuous Improvement of Case Management System and move to proactive approach by understanding trends, number of calls/callbacks, and to ensure resolution

Let's Talk Resident Communication – General Resident Communication

What were we doing? (Pre- 2016)

- Road Watch
- Web Updates
- Door knockers

What are we doing? (2016)

- Increased level of resident communication depending on program sensitivity (notification with more information / detail, phone contact)
- Let's Talk Roads Public Meetings and Roads 101 in County Connections
- “Report a Road Concern” Online & Mobile App

What are we going to do? (2017 and beyond)

- Continued commitment to increased public communication
- Reprioritize internal resources towards resident communication
- Coordinator focused on resident communication (Service Enhancement- Council Decision)
- Council Approved Policy (Transportation/Sturgeon County Resident Communication LOS)

Let's Talk **Alberta Transportation Projects – Traffic and Congestion**

What we did? (Pre- 2016)

- Engagement of Alberta Transportation in the scheduling of key intersection projects

What we are doing? (2016)

- Engagement of Alberta Transportation in the scheduling of key intersection projects

What else are we doing? (2017 and beyond)

- Establish a web summary showing Alberta Transportation activities
 - Intersection 825/15/37
 - Intersection 643/28A
 - Intersection 825/643
 - Intersection 28A/37

Let's Talk Alberta Transportation Projects – Jurisdiction

What we did? (Pre- 2016)

- Provision of Alberta Transportation contact information

What we are doing? (2016)

- Forwarding of concerns to appropriate Alberta Transportation contacts
- Explanation to residents of upcoming provincial projects, expected timelines, benefits

What else are we doing? (2017 and beyond)

- Establish a web summary showing Alberta Transportation activities

Let's Talk Capital Programs – Line of Sight and Changes

What we did? (Pre- 2016)

- 3-Year Capital Planning Process
- Road Matrix
- Council Road Tours

What we are doing? (2016)

- Development of 4-Stage Capital Plan
- Sustainable Roads Improvement Strategy (SRIS)
- Increased field input into Capital planning (Rehab and new)

What else are we doing? (2017 and beyond)

- 4-Stage Capital Plan Public Communication Plan (TBD)
- Sustainable Roads Improvement Strategy Public Communication Plan (TBD)
- Asset Management planning
- Council priorities workshop

Let's Talk Roads

Questions/Comments

Thank you