Appendix B: Snow Route Benchmark Parameters

Benchmark Parameters - Key Success Indicators for the Snow Route Pilot Program

Data collection will occur during each snow plow operation on each block of the sections identified for the Pilot Project, for the following winter seasons:

- 2016/2017 – prior to implementation of the Pilot Project for benchmarking and comparison purposes; and

- 2017/2018 – Pilot Project implementation.

	Parameters
1	Number of parked cars during parking ban
2	Number of vehicles parked for longer than 24 hours
3	Time to complete each plow
4	Minimum street clearance width (one direction) after each plow
5	Fines (revenue) paid within period
6	Number of tickets issued
7	Number of tickets paid voluntarily
8	Number of tickets resulting in appeals
9	Number of tickets where the appeal was successful
10	Number of incidents/collisions/near misses reported *(Source-City staff reports/ SGI)*
11	Number of Service Requests received
12	End conditions-consistency of snow ridge across the blocks and quality of plowed streets
13	Reduction of parking availability (meters) due to snow ridges around parked cars
14	Number of concerns relating to accessibility issues reported
15	Travel time : Enter block time and Leave block time
16	Average speed of operation (can be calculated from travel time above)

*Note: Above perimeters/ benchmarks are subject to change as per requirement.