ALBERTA MUNICIPAL BENCHMARKING INITIATIVE

Snow and Ice Control Service Area

WHY BENCHMARKING

A benchmark is an established point of reference against which things can be measured and compared

- Helps to tell the municipal “performance story”
- Sound business practice
- Share knowledge and best practices
- Identifies opportunities for change
- Encourages continuous improvement
- Demonstrates transparency and value for money
- Supports results based accountability

TWO DIMENSIONS

Efficiency

- a measure of productivity: quantity
- often expressed in cost per unit

Effectiveness

- a measure of value or benefit of service: quality
- often expressed as percentage or rate

SNOW AND ICE CONTROL (SNIC)

- Eighth of 9 service areas to be benchmarked
- Collaboration for performance comparisons

SNIC Service:

- **Clearing**; roads, parking lots, sidewalks and pathways
- **Control**; application of abrasives, salt or liquids to reduce snow and ice hazards
- **Disposal**; removal of snow and ice to a disposal site

SNIC - BENCHMARKS

SNIC benchmarks

- 9 efficiency measures
- 3 effectiveness measures

Trend, over years

Comparison, to others for most recent year

SNIC - NARRATIVE

Narrative factors (2014)

Municipality	Vehicles > $10000 (#)	Days Snow & Ice equipment sent out (# days)	Contracted Snow Removal, Standby full service (Y/N)
Banff	10	150	
Canmore	2	69	Y
Lethbridge	13	92	
Medicine Hat	15	67	
Red Deer	24	135	

SNIC SUMMARY - MEDICINE HAT

Trend, 2012-2013-2014

- Increase in total cost/lane KM of about 22%.

Suggestions only!
Add your unique learnings

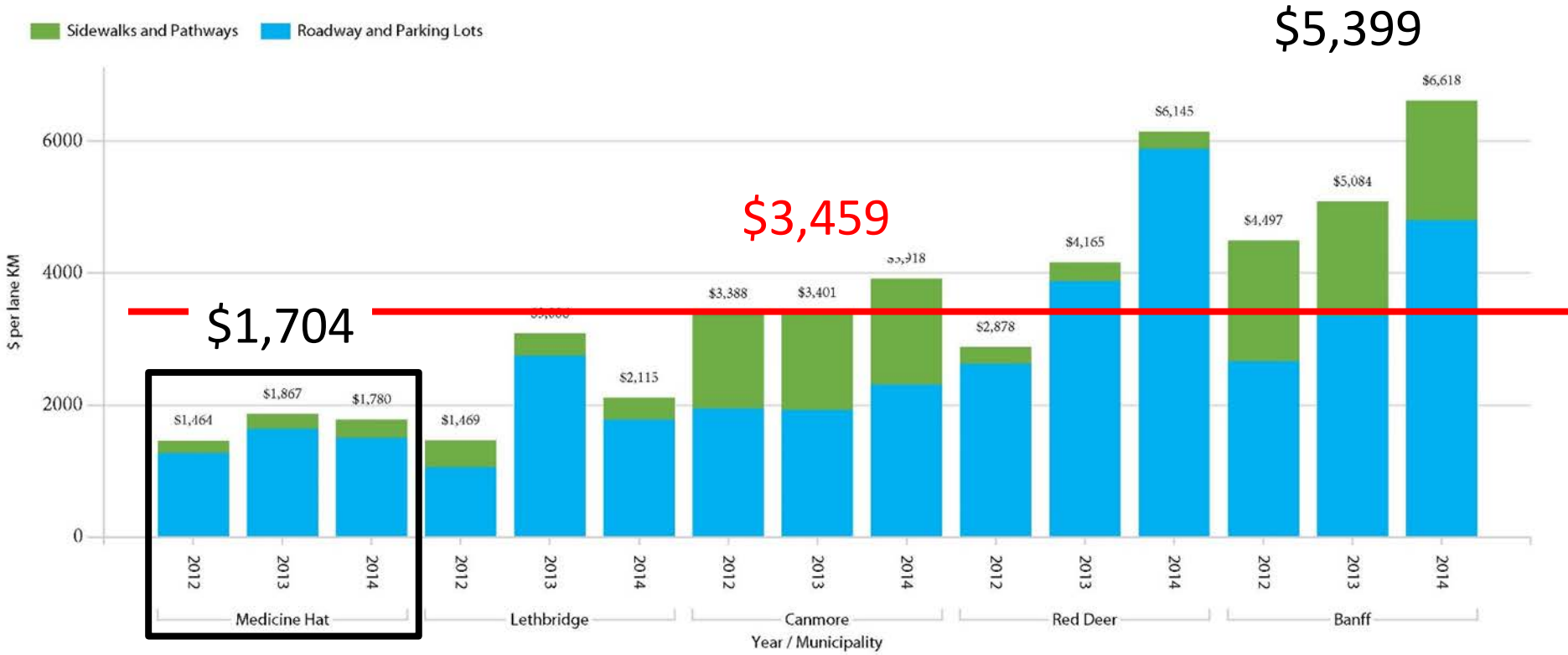
Comparison (2014)

- Lowest SNIC total costs/lane KM for roads/parking lots
- Lowest SNIC total costs/KM for sidewalks/pathways
- Below average for use of contractors
- Below or near average for SNIC materials used

2.2 SNIC COSTS

SNIC Total Cost 1 ($/lane KM)

Move the black box to your municipality



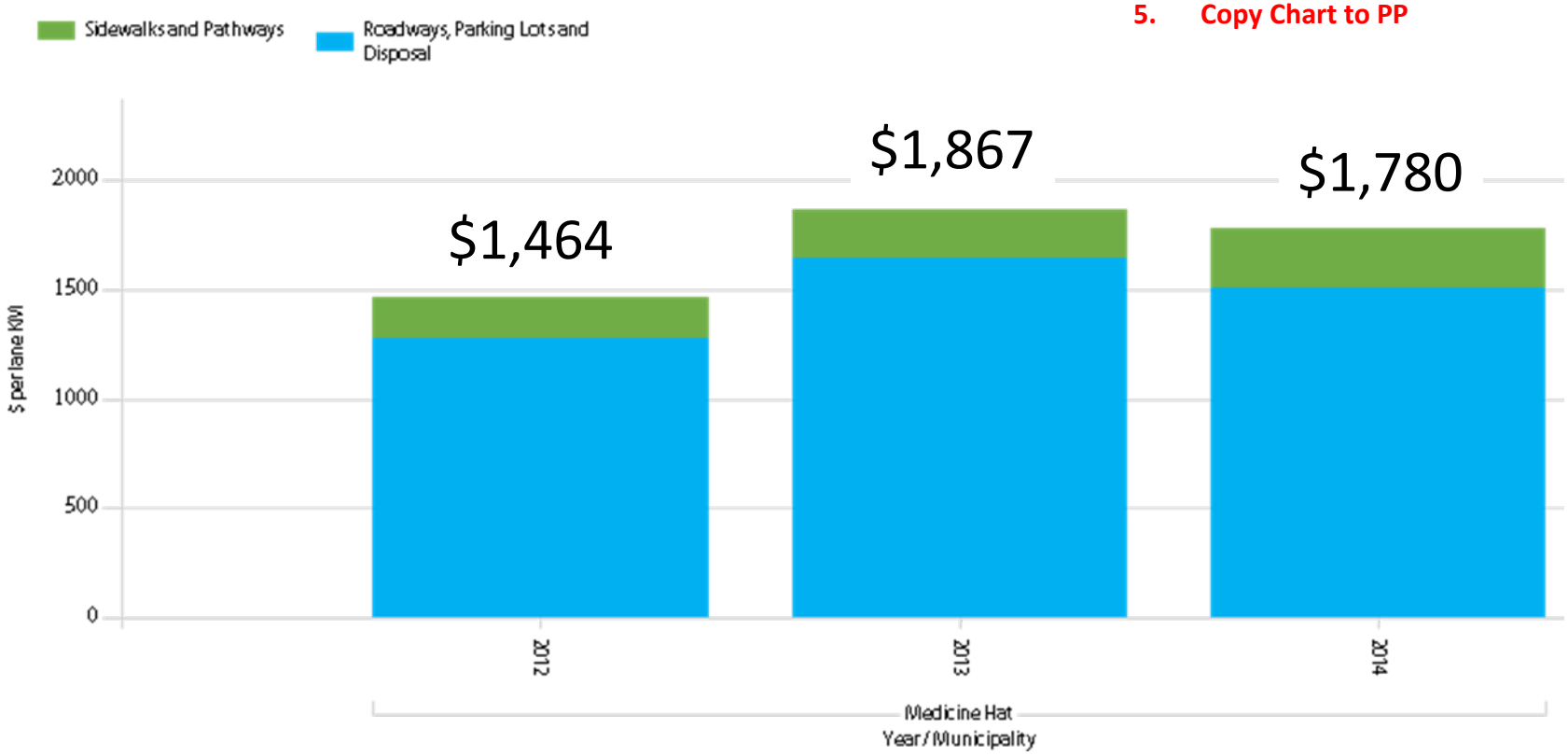
2.3 SNIC COSTS MEDICINE HAT STORY

TREND

Total Cost ($/lane KM)

Add your trend data from the database in Reports

1. **Select the performance measure**
2. **Select all years**
3. **Select your municipality**
4. **Download to XLS**
5. **Copy Chart to PP**

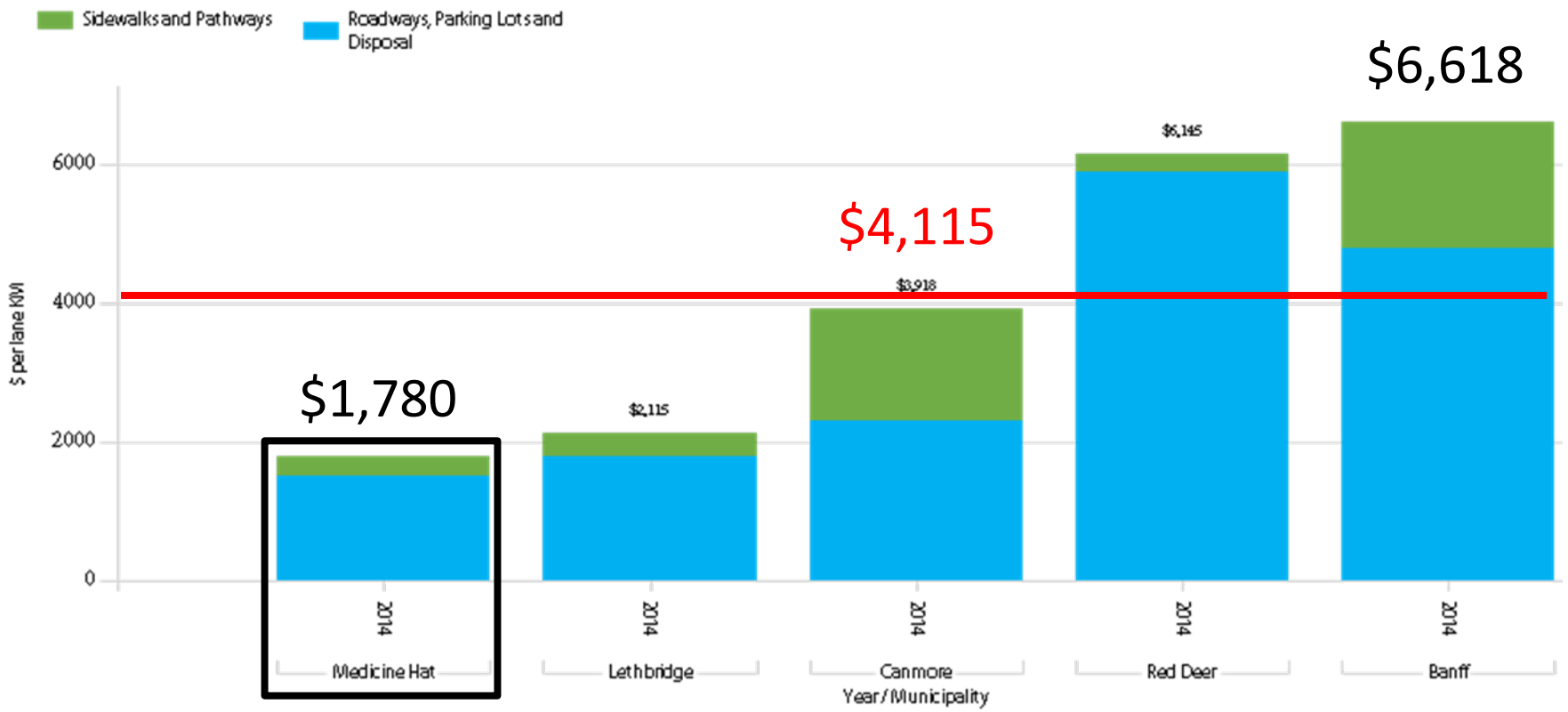


2.3 SNIC COSTS MEDICINE HAT STORY

COMPARISON (2014)

Move the black box to your municipality

Total Cost ($/lane KM)

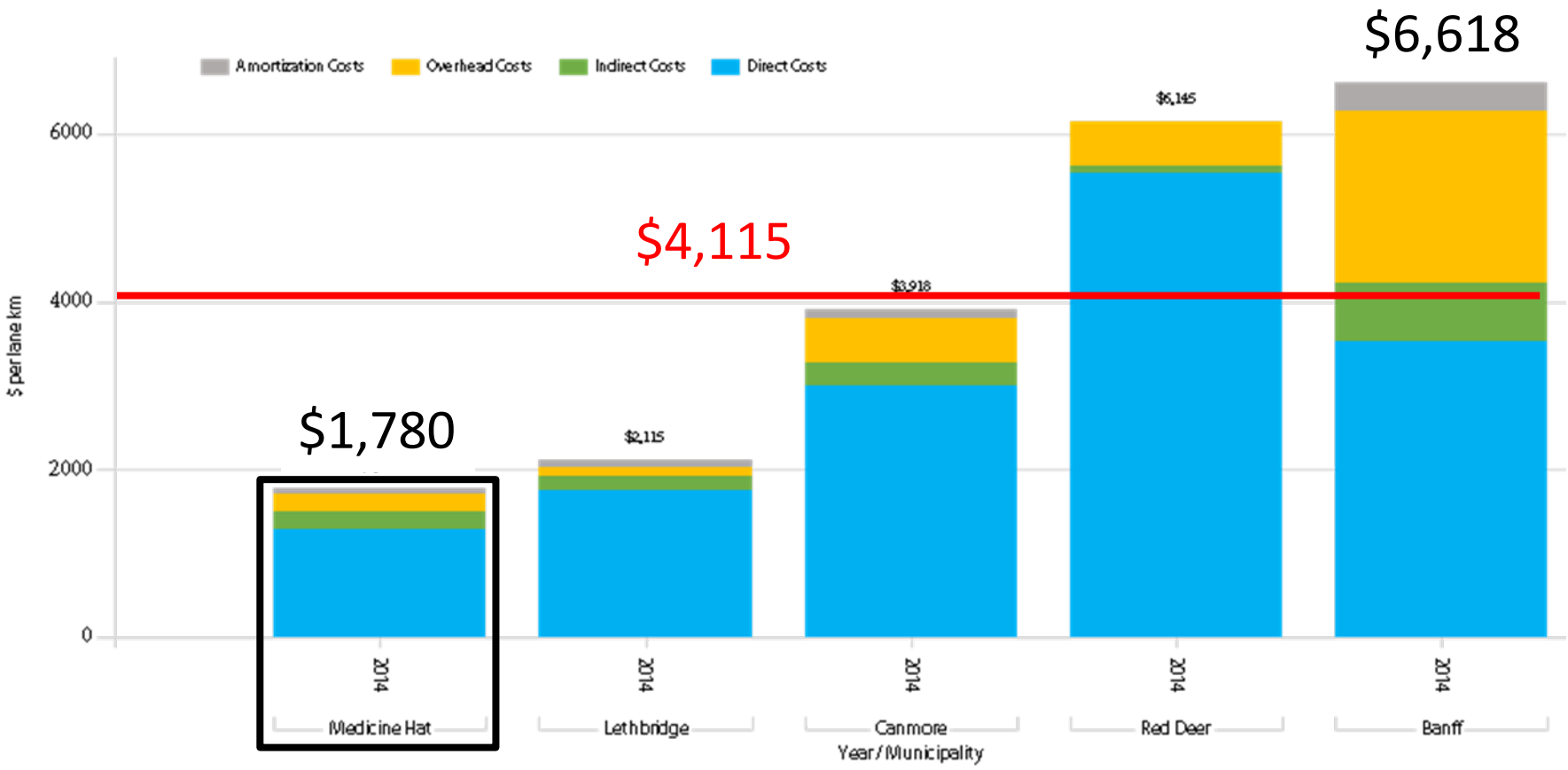


2.3 SNIC COSTS MEDICINE HAT STORY

Comparison (2014)

Total Cost ($/lane KM)

Move the black box to your municipality



2.4 SNIC COSTS MEDICINE HAT STORY

Comparison (2014)

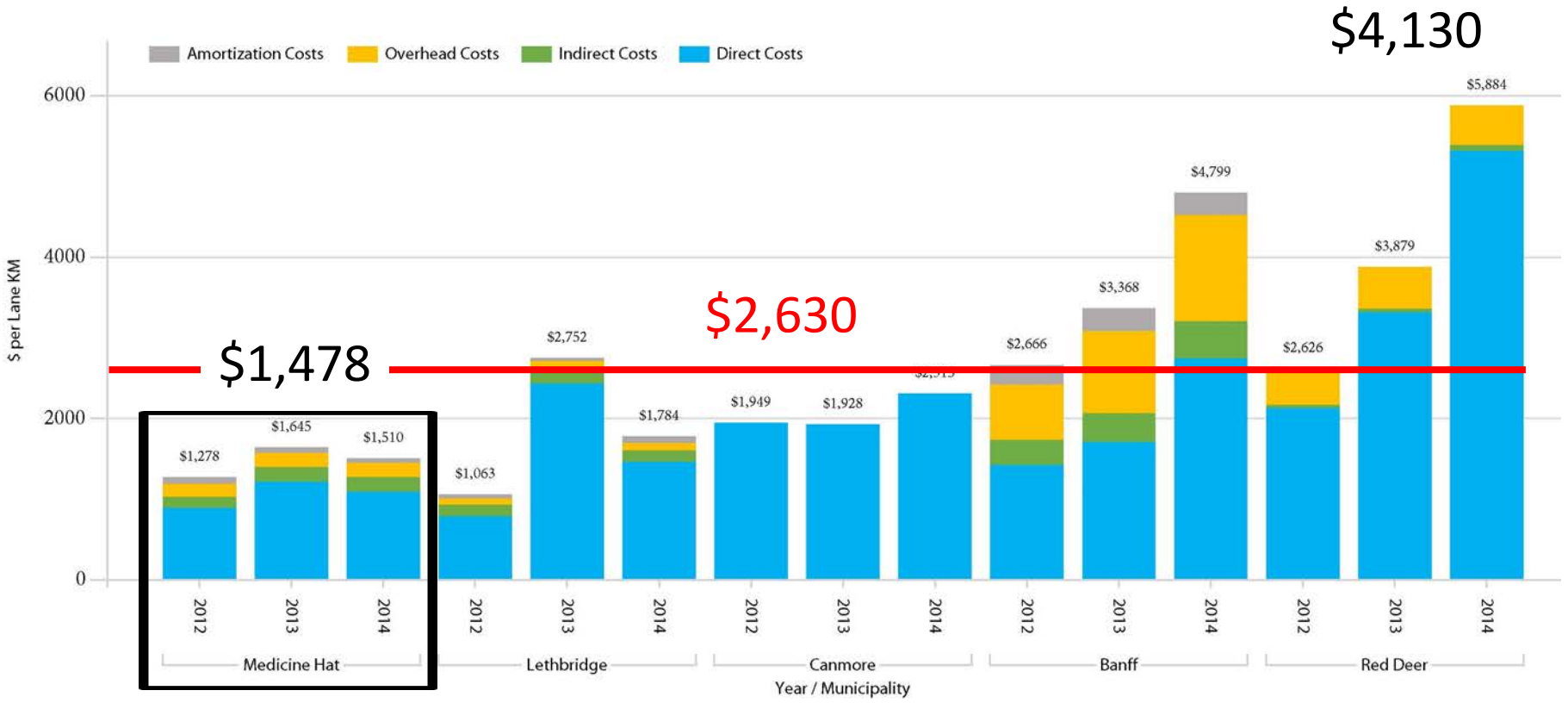
Move the black box to your municipality

Total Cost ($/capita)

2.5 SNIC COSTS ROADS/PARKING LOTS

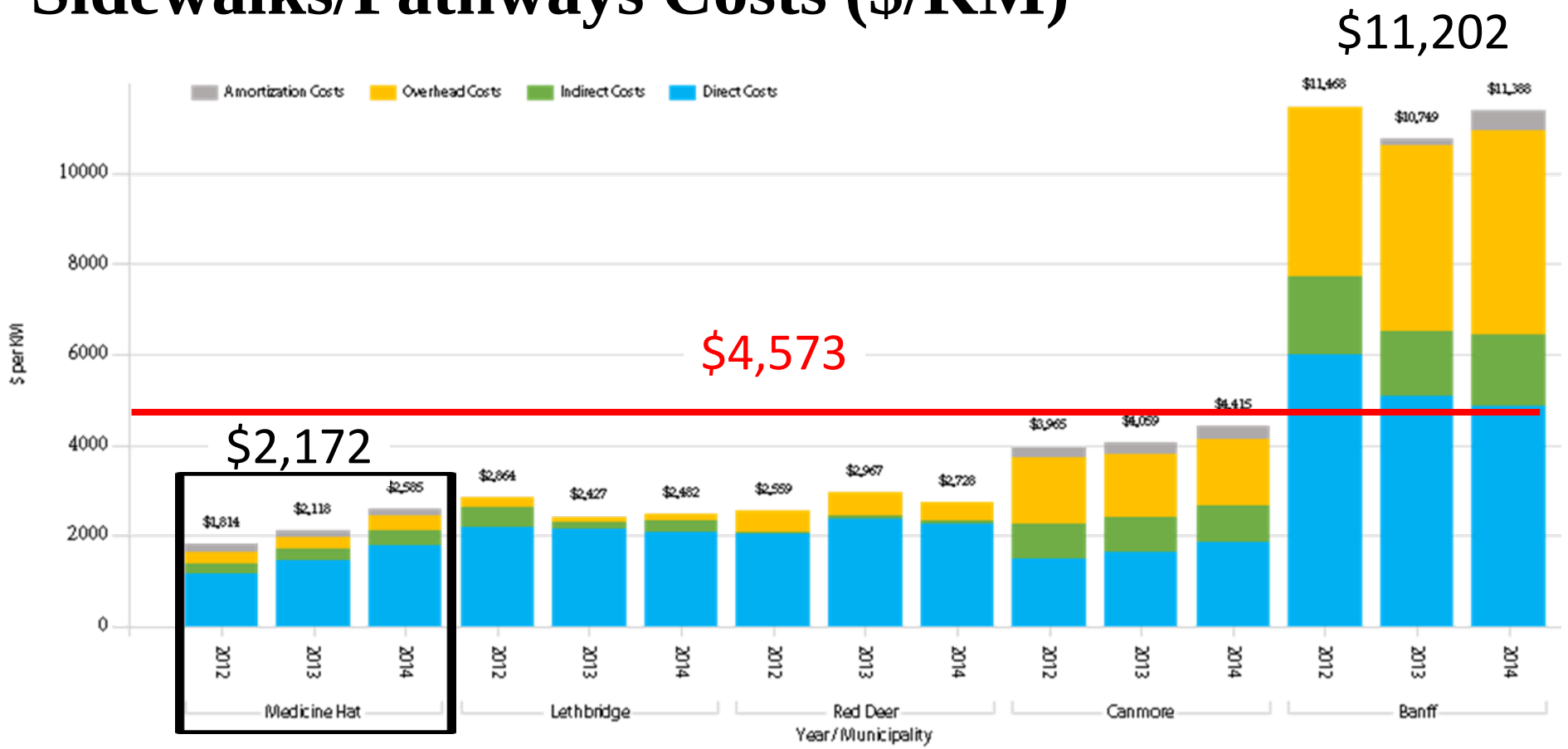
Move the black box to your municipality

Roads/Parking lots Costs ($/lane KM)



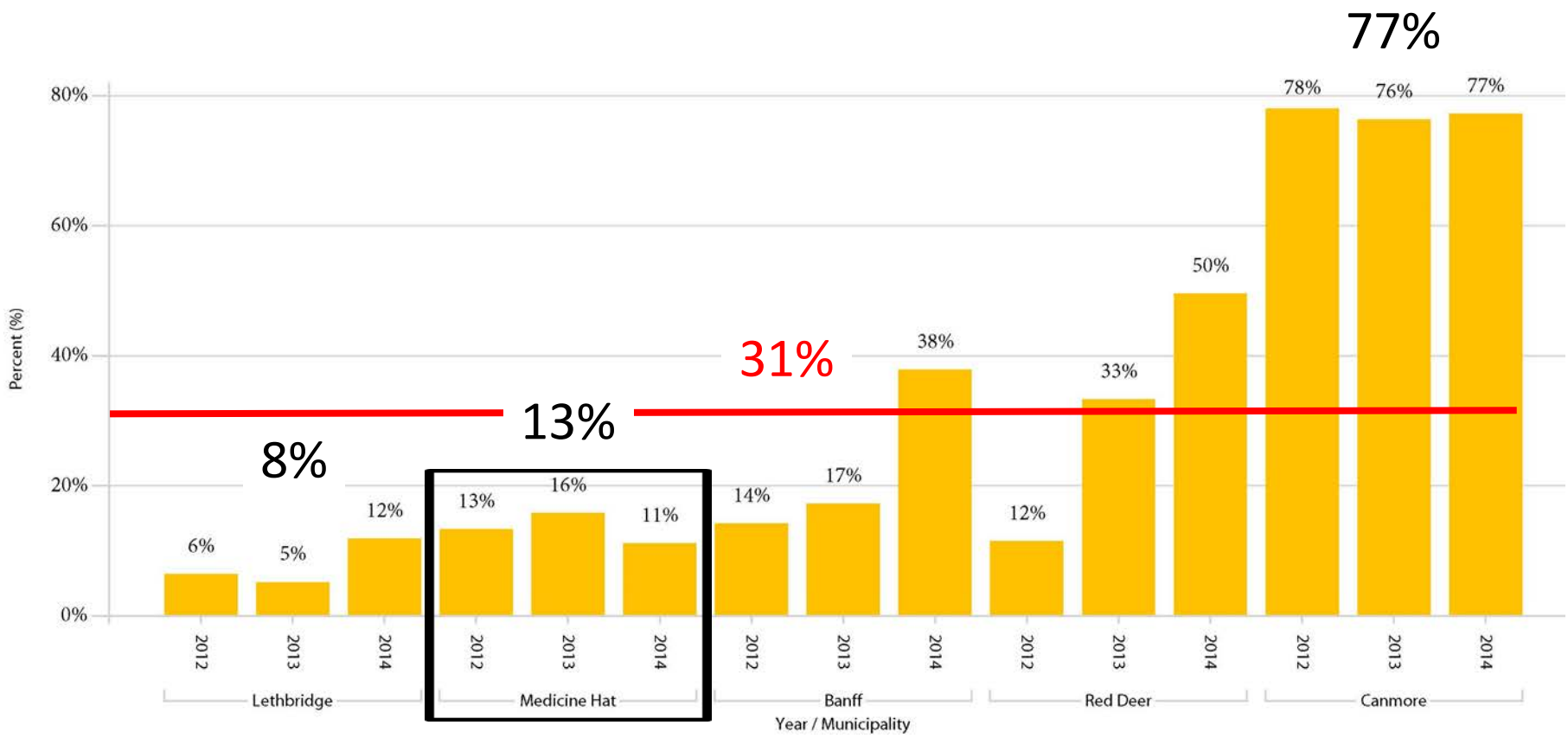
2.7 SNIC COSTS SIDEWALKS/PATHWAYS

Sidewalks/Pathways Costs ($/KM)



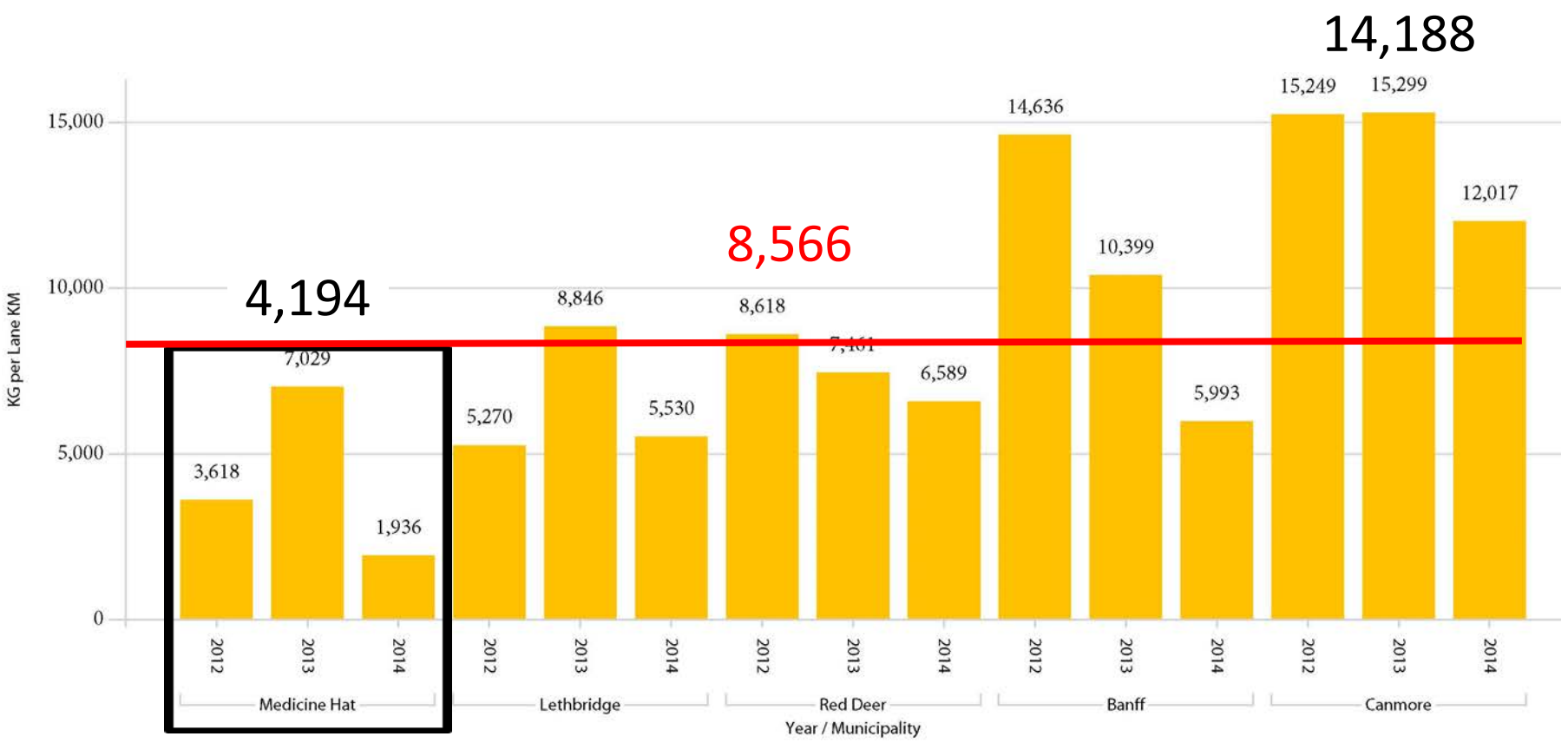
2.9 CONTRACTED COSTS

Contracted Costs (% of total direct costs)



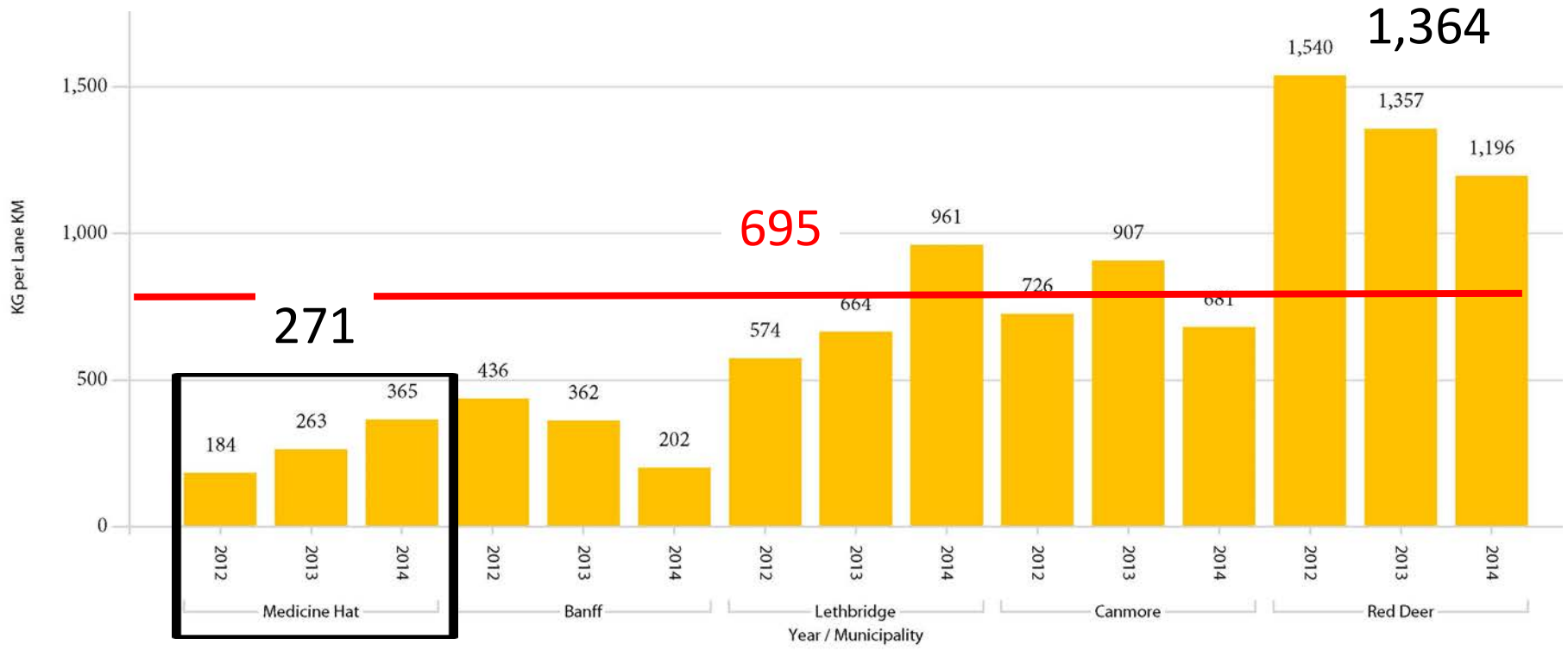
2.12 SNIC MATERIALS - ABRASIVES

Abrasives Used (kg/lane KM)



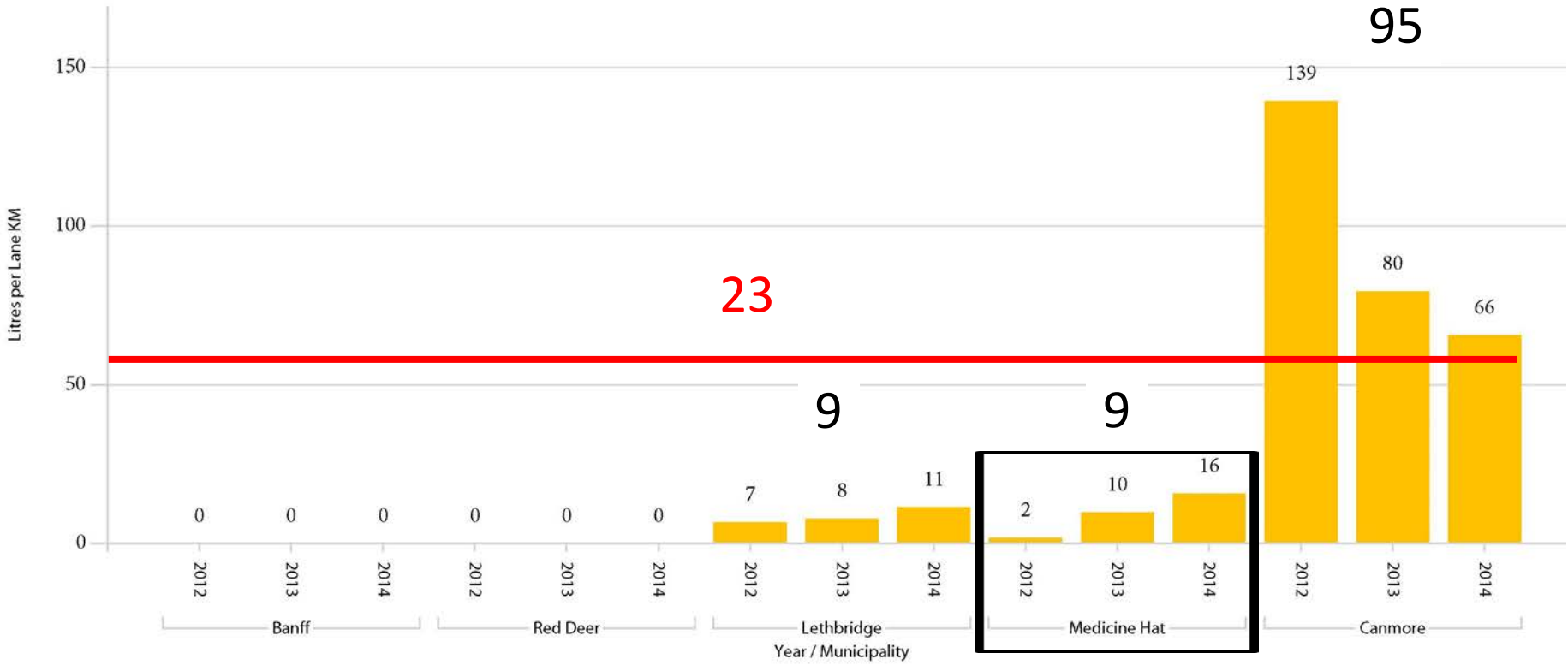
2.12 SNIC MATERIALS - SALT

Salt Used (kg/lane KM)



2.13 SNIC MATERIALS - LIQUIDS

Liquids Used (litres/lane KM)



SNIC - GENERAL LEARNINGS

Future

Determine the relationship of weather patterns to;

- Number of days SNIC equipment is sent out
- The amount and the type of SNIC materials used

SNIC SUMMARY - MEDICINE HAT

Trend, 2012-2013-2014

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Comparison (2014)

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NEXT STEPS

- Review practices and seek efficiencies where possible