
Minnstat Pilot

26 Snow Emergency Performance Measures

Performance Measures
Enforcement- Tagging
1. How many, and where enforcement people are deployed (How many staff per shift per route?) (Actual vs planned) Where did they start? Did they finish?
2. Number and location of tags issued (actual)
3. Revenue from tags (approximate)/% tags generating revenue
Enforcement – Towing
4. How many trucks worked each phase vs how many were supposed to? Breakdown by contractor/district
5. Time of first and last tow to impound lot by contractor/tow truck
6. Number of tows and # tows per contractor. Map them
Plowing – Streets
7. Number of plow drivers and operators that reported
8. Start time for each route and end time for each route
9. Aggregate average time to complete routes
10. Type of snow event and # of inches
11. Downtime for equipment and reason
12. Salt and sand use per snow emergency; per week; per district

13. Citizen satisfaction (following each snow emergency)
14. Citizen satisfaction (following snow season)
Plowing -- Alleys
15. Number of contractors reporting vs what they were supposed to provide
16. Start time for each route and end time for each route
17. Aggregate average time to complete routes
18. Citizen satisfaction (following each snow emergency)
19. Citizen satisfaction (following snow season)
Communications and Special Initiatives
20. Violators survey response
21. # hits to websit
22. # people on email distribution list
23. # calls to 348-SNOW; Somali phone # and Spanish phone #
24. # of calls to 673-3000 and PW District offices, and others, and nature of call
25. # of vehicles participating in off-street, co-share parking arrangements (sample lots)
26. Citizen input to help us check our data(website input?)