

Snow and Ice Control Program Strategic Framework

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Program Outcome/Policy Statement
A safe and livable winter mobility network

Principles

Safe

The imperative to build a safe system for people of all ages, abilities and modes

Livable

Connecting safe mobility to larger city building outcomes and actions that focus on livability, health, climate resilience and economic prosperity goals

NOTE: Safe and Livable will have the same definitions and performance measures as defined in the Safe Mobility Strategy from the Traffic Safety Section

DELIVER EXCELLENT SERVICES

Theme:
Customer Experience Excellence

Customer Experience

Outcome: Customers are satisfied with the mobility network throughout the winter season

Measure: % of customers indicating they are satisfied or very satisfied with the mobility network during the winter season

Theme:
Operational Excellence

Operations

Outcome: The program meets or exceeds defined service levels

Measure: % of service level achieved

MANAGE THE CORPORATION

Theme:
Organizational Excellence

Environmental Stewardship

Outcome: Environmental impacts of the program are minimized

Measure: % of snow and ice control-related releases that require written report to regulators

Employee Experience

Outcome: Employees are able to deliver the program effectively

Measure: Employees indicating they are happy to the employee check-in question "How happy are you working at the City of Edmonton?"