

To: Chief Administrative Officers
From: Hedy M. Ayers, Principal Municipal Services Coordinator
Date: April 11, 2002
Re: Benchmarking Project Results

As you may recall, CRCOG invited the members of its Purchasing Council to participate in a Snow and Ice Removal and Control Benchmarking Study in the winter of 2001. In total, twenty-two communities completed the associated survey and after months of data verification work and additional research, an extensive report was produced last fall. The results of the project were later shared with both the participants and other interested parties at a meeting in January, and an updated version has now been generated for broader distribution. A copy of that version is enclosed herein for your review and consideration.

Specifically, the report presents data and relevant analyses that: (1) characterizes the region's response to a given storm event; (2) quantifies the resources allocated by each community (e.g., staffing materials, equipment, etc.); (3) identifies the operational policies that govern individual (and often divergent) responses; (4) highlights less traditional strategies for enhancing removal and control activities that may warrant further consideration; and (5) prescribes a series of "next steps" that may help to identify best practices and facilitate their adoption more universally across the region.

Since the goals of this project (and others to follow) are to identify the highest levels of performance and productivity within the region and to evaluate the transferability of these "operational successes" to similar communities, it is our hope that towns will use the information presented in the report as a framework for evaluating their current snow removal and control operations and will make strategic modifications to improve them. If you have any comments or questions about this study or if you would like to make suggestions concerning future benchmarking initiatives, please feel free to call Kristin Pauzano or me at 522-2217. Thank you.

cc: Program Participants