

Goal	KPI	Applicable Road Type	Applicable Surface Type	Breakdown 1	Breakdown 2	KPI Unit
A Reliable Road Network	Extent of Network Cleaned	All Roads	Hardtop Surfaces	Regular Cleaning		%
				Seasonal Leaf Collection Program		%
				Unallocated		%
		Arterials	Hardtop Surfaces	Regular Cleaning		%
				Seasonal Leaf Collection Program		%
				Regular Cleaning		%
		Arterials & Collectors	Hardtop Surfaces	Seasonal Leaf Collection Program		%
				Regular Cleaning		%
		Collectors	Hardtop Surfaces	Seasonal Leaf Collection Program		%
				Regular Cleaning		%
		Locals	Hardtop Surfaces	Regular Cleaning		%
				Seasonal Leaf Collection Program		%
	Lane Closures	All Roads	All Surfaces	Planned		%
				Unallocated		%
				Unplanned		%
	Signal Outages	All Roads	All Surfaces	Due to Power Outage		# / Total Number of Signalized Traffic Intersections
				Due to Signal Failure		# / Total Number of Signalized Traffic Intersections
				Unallocated		# / Total Number of Signalized Traffic Intersections
	Winter Labour Hours	All Roads	Hardtop Surfaces	Ice Cutting		Hours / Total Lane-km
				Other		Hours / Total Lane-km
				Roadway Preparation		Hours / Total Lane-km
				Sanding / Salting		Hours / Total Lane-km
				Snow Removal (Loading)		Hours / Total Lane-km
				Snowplowing		Hours / Total Lane-km
Sweeping (Spring Clean-Up)					Hours / Total Lane-km	
Unallocated					Hours / Total Lane-km	
Winter Road Patrol		Hours / Total Lane-km				
Manage Customer Expectations	Public Education / Engagement Costs	All Roads	All Surfaces	Public Education / Engagement Costs		\$ / Total Population
	Requests for Capital Construction	All Roads	All Surfaces	Requests for Capital Construction		# / Total Lane-km
	Requests for O&M (Non Winter Specific)	All Roads	All Surfaces	Other		# / Total Lane-km
				Potholes		# / Total Lane-km
				Roadway Flooding & Ponding		# / Total Lane-km
				Sweeping		# / Total Lane-km
	Requests for O&M (Winter Specific)	All Roads	Hardtop Surfaces	Unallocated		# / Total Lane-km
				Other		# / Total Lane-km
				Sanding / Salting		# / Total Lane-km
				Snow Clearing		# / Total Lane-km
			Unallocated		# / Total Lane-km	

Goal	KPI	Applicable Road Type	Applicable Surface Type	Breakdown 1	Breakdown 2	KPI Unit
Optimize the Transportation System Condition	Avg. Timing of Road Reconstruction	Alleys	Asphalt Surfaces	Avg. Timing of Road Reconstruction		Avg. Years
		Arterials	Asphalt Surfaces	Avg. Timing of Road Reconstruction		Avg. Years
		Arterials & Collectors	Asphalt Surfaces	Avg. Timing of Road Reconstruction		Avg. Years
		Collectors	Asphalt Surfaces	Avg. Timing of Road Reconstruction		Avg. Years
		Locals	Asphalt Surfaces	Avg. Timing of Road Reconstruction		Avg. Years
	Avg. Timing of Road Rehabilitation (Major)	Alleys	Asphalt Surfaces	Avg. Timing of Road Rehabilitation (Major)		Avg. Years
		Arterials	Asphalt Surfaces	Avg. Timing of Road Rehabilitation (Major)		Avg. Years
		Arterials & Collectors	Asphalt Surfaces	Avg. Timing of Road Rehabilitation (Major)		Avg. Years
		Collectors	Asphalt Surfaces	Avg. Timing of Road Rehabilitation (Major)		Avg. Years
		Locals	Asphalt Surfaces	Avg. Timing of Road Rehabilitation (Major)		Avg. Years
	Perceived Condition of Network	All Roads	Asphalt Surfaces	Fair		%
				Poor / Very Poor		%
				Unallocated		%
				Very Good / Good		%
		Alleys	Asphalt Surfaces	Fair		%
				Poor / Very Poor		%
				Very Good / Good		%
				Fair		%
		Arterials	Asphalt Surfaces	Poor / Very Poor		%
				Very Good / Good		%
				Fair		%
				Poor / Very Poor		%
		Arterials & Collectors	Asphalt Surfaces	Very Good / Good		%
				Fair		%
				Poor / Very Poor		%
				Very Good / Good		%
	Collectors	Asphalt Surfaces	Fair		%	
			Poor / Very Poor		%	
Very Good / Good				%		
Fair				%		
Locals	Asphalt Surfaces	Poor / Very Poor		%		
		Very Good / Good		%		
		Fair		%		
		Poor / Very Poor		%		
Total Network Rehabilitated (Major) or Reconstructed	All Roads	Asphalt Surfaces	Cold In-Place		%	
			Full-Depth Reclamation / Pulverizing		%	
			Hot In-Place Recycling		%	
			Mill & Overlay / Inlay		%	
			Remove & Replace		%	
			Total Reconstruction		%	
			Unallocated		%	
			Cold In-Place		%	
			Full-Depth Reclamation / Pulverizing		%	
			Hot In-Place Recycling		%	
	Mill & Overlay / Inlay		%			
	Alleys	Asphalt Surfaces	Remove & Replace		%	
			Total Reconstruction		%	
			Remove & Replace		%	
Total Reconstruction				%		

Goal	KPI	Applicable Road Type	Applicable Surface Type	Breakdown 1	Breakdown 2	KPI Unit
Optimize the Transportation System Condition	Total Network Rehabilitated (Major) or Reconstructed	Arterials	Asphalt Surfaces	Cold In-Place		%
				Full-Depth Reclamation / Pulverizing		%
				Hot In-Place Recycling		%
				Mill & Overlay / Inlay		%
				Remove & Replace		%
				Total Reconstruction		%
		Arterials & Collectors	Asphalt Surfaces	Cold In-Place		%
				Full-Depth Reclamation / Pulverizing		%
				Hot In-Place Recycling		%
				Mill & Overlay / Inlay		%
				Remove & Replace		%
				Total Reconstruction		%
		Collectors	Asphalt Surfaces	Cold In-Place		%
				Full-Depth Reclamation / Pulverizing		%
				Hot In-Place Recycling		%
				Mill & Overlay / Inlay		%
				Remove & Replace		%
				Total Reconstruction		%
		Locals	Asphalt Surfaces	Cold In-Place		%
				Full-Depth Reclamation / Pulverizing		%
Hot In-Place Recycling				%		
Mill & Overlay / Inlay				%		
Remove & Replace				%		
Total Reconstruction				%		
Protect the Environment	Electricity Consumed from Charging Stations	All Roads	All Surfaces	Electricity Consumed from Charging Stations		kWh / Total Number of Stations
	Network with Permeable Pavement	All Roads	All Surfaces	Network with Permeable Pavement		%
	Number of Electric Charging Stations	All Roads	All Surfaces	Number of Electric Charging Stations		# / 1,000 Population
	Quantity of Bike Shares	All Roads	All Surfaces	Quantity of Bike Shares		# of Bikes / 1,000 Population
	Quantity of Car Shares	All Roads	All Surfaces	Quantity of Car Shares		# of Cars / 1,000 Population
	Registered Vehicles	All Roads	All Surfaces	Conventional Vehicles		# / Total Population
				Unallocated		# / Total Population
				Zero-Emission Vehicles		# / Total Population
	Use of Non-Chloride Anti-Icing Products	All Roads	Hardtop Surfaces	Use of Non-Chloride Anti-Icing Products		Volume (m3) / Total Lane-km
	Use of Recycled Content	All Roads	Asphalt Surfaces	Use of Recycled Content		Tonnes (metric) / Total Lane-km Paved
	Use of Salt / Sand / De-Icing Products	All Roads	Hardtop Surfaces	Anti/De-Icing Products		Volume (m3) / Total
				Salt		Volume (m3) / Total
Sand					Volume (m3) / Total	
			Unallocated		Volume (m3) / Total	

Goal	KPI	Applicable Road Type	Applicable Surface Type	Breakdown 1	Breakdown 2	KPI Unit
Provide a Financially Sustainable Transportation System	% of Capital Work for System Expansion Externally Contracted	All Roads	Hardtop Surfaces	% of Capital Work for System Expansion Externally Contracted		%
	Capital Investments (Expansion) relative to Centreline-kms	All Roads	Hardtop Surfaces	Developer Paid		\$ / Total Centreline-km
				Municipal Paid		\$ / Total Centreline-km
				Unallocated		\$ / Total Centreline-km
		Alleys	Hardtop Surfaces	Developer Paid		\$ / Total Centreline-km
				Municipal Paid		\$ / Total Centreline-km
		Arterials	Hardtop Surfaces	Developer Paid		\$ / Total Centreline-km
				Municipal Paid		\$ / Total Centreline-km
	Arterials & Collectors	Hardtop Surfaces	Developer Paid		\$ / Total Centreline-km	
			Municipal Paid		\$ / Total Centreline-km	
			Unallocated		\$ / Total Centreline-km	
	Collectors	Hardtop Surfaces	Developer Paid		\$ / Total Centreline-km	
			Municipal Paid		\$ / Total Centreline-km	
			Unallocated		\$ / Total Centreline-km	
	Locals	Hardtop Surfaces	Developer Paid		\$ / Total Centreline-km	
			Municipal Paid		\$ / Total Centreline-km	
			Unallocated		\$ / Total Centreline-km	
	Capital Investments (Expansion) relative to Lane-kms	All Roads	Hardtop Surfaces	Developer Paid		\$ / Total Lane-km
				Municipal Paid		\$ / Total Lane-km
				Unallocated		\$ / Total Lane-km
		Alleys	Hardtop Surfaces	Developer Paid		\$ / Total Lane-km
				Municipal Paid		\$ / Total Lane-km
				Unallocated		\$ / Total Lane-km
		Arterials	Hardtop Surfaces	Developer Paid		\$ / Total Lane-km
				Municipal Paid		\$ / Total Lane-km
		Arterials & Collectors	Hardtop Surfaces	Developer Paid		\$ / Total Lane-km
				Municipal Paid		\$ / Total Lane-km
		Collectors	Hardtop Surfaces	Developer Paid		\$ / Total Lane-km
				Municipal Paid		\$ / Total Lane-km
		Locals	Hardtop Surfaces	Developer Paid		\$ / Total Lane-km
				Municipal Paid		\$ / Total Lane-km
	Capital Reinvestments	All Roads	Hardtop Surfaces	Reconstruction		\$ / Total Lane-km
				Rehabilitation		\$ / Total Lane-km
				Unallocated		\$ / Total Lane-km
		Alleys	Hardtop Surfaces	Reconstruction		\$ / Total Lane-km
				Rehabilitation		\$ / Total Lane-km
				Unallocated		\$ / Total Lane-km
		Arterials	Hardtop Surfaces	Reconstruction		\$ / Total Lane-km
				Rehabilitation		\$ / Total Lane-km
		Arterials & Collectors	Hardtop Surfaces	Reconstruction		\$ / Total Lane-km
				Rehabilitation		\$ / Total Lane-km
		Collectors	Hardtop Surfaces	Reconstruction		\$ / Total Lane-km
Rehabilitation					\$ / Total Lane-km	
Locals	Hardtop Surfaces	Reconstruction		\$ / Total Lane-km		
		Rehabilitation		\$ / Total Lane-km		
Cost Allocation (Excl. Winter Related)	All Roads	All Surfaces	Capital Reinvestment		%	
			O&M		%	
Cost Allocation (Incl. Winter Related)	All Roads	All Surfaces	Capital Reinvestment		%	
			O&M		%	
Funding Source Breakdown	All Roads	All Surfaces	External	Grants	%	
				Loans from Gov.	%	
				Loans from Private	%	
				Other	%	
				Unallocated	%	
				User Fees	%	
			Internal	Development	%	
				General Revenue	%	
				Interdivisional	%	
				Other	%	
				Unallocated	%	
Unallocated	Unallocated	%				
Non Winter O&M	All Roads	All Surfaces	O&M Work		%	
O&M Expenditures (Non Winter Related)	All Roads	All Surfaces	O&M Expenditures (Non Winter Related)		\$ / Total Lane-km	

Goal	KPI	Applicable Road Type	Applicable Surface Type	Breakdown 1	Breakdown 2	KPI Unit
Provide a Financially Sustainable Transportation System	O&M Expenditures (Winter Related)	All Roads	Hardtop Surfaces	Ice Cutting		\$ / Total Lane-km
				Other		\$ / Total Lane-km
				Roadway Preparation		\$ / Total Lane-km
				Sanding / Salting		\$ / Total Lane-km
				Snow Removal		\$ / Total Lane-km
				Snowplowing		\$ / Total Lane-km
				Sweeping (Spring)		\$ / Total Lane-km
				Unallocated		\$ / Total Lane-km
	Winter Road Patrol		\$ / Total Lane-km			
	Percent of Capital Reinvestment Work Externally Contracted	All Roads	Hardtop Surfaces	Percent of Capital Reinvestment Work Externally Contracted		%
Street Lighting O&M Expenditures	All Roads	All Surfaces	Contracted		\$ / # Street Lights	
			In House		\$ / # Street Lights	
Winter O&M Work Contracted	All Roads	Hardtop Surfaces	Winter O&M Work Contracted		%	
Provide a Mobile and Accessible Transportation System	Breakdown of Pedestrian Signals / Crossings	All Roads	All Surfaces	Intersection Pedestrian Signals (IPS)	Intersection Pedestrian Signals (IPS)	%
				Mid-Block Pedestrian	Mid-Block	%
				Pedestrian Crossovers	Level 1 Type A	%
					Level 2 Type B	%
					Level 2 Type C	%
				Unallocated	Unallocated	%
	Network with Bike Infrastructure	All Roads	Hardtop Surfaces	Painted Lane		%
				Protected Lane		%
				Shared Lane		%
				Unallocated		%
		Arterials	Hardtop Surfaces	Painted Lane		%
				Protected Lane		%
				Shared Lane		%
		Arterials & Collectors	Hardtop Surfaces	Painted Lane		%
				Protected Lane		%
				Shared Lane		%
		Collectors	Hardtop Surfaces	Painted Lane		%
				Protected Lane		%
	Shared Lane				%	
	Locals	Hardtop Surfaces	Painted Lane		%	
			Protected Lane		%	
			Shared Lane		%	
	Network with Sidewalks	All Roads	Hardtop Surfaces	Both Sides		%
				One Side		%
				Unallocated		%
		Arterials	Hardtop Surfaces	Both Sides		%
				One Side		%
		Arterials & Collectors	Hardtop Surfaces	Both Sides		%
				One Side		%
		Collectors	Hardtop Surfaces	Both Sides		%
				One Side		%
		Locals	Hardtop Surfaces	Both Sides		%
	One Side				%	
Percent of Intersection Legs Compliant with AODA (Ontario Only)	All Roads	All Surfaces	Percent of Intersection Legs Compliant with AODA (Ontario Only)		%	
Signalized Intersections with Bike Signals	All Roads	All Surfaces	Intersections with Bike Activated Signals		%	
Signalized Intersections with Pedestrian Activated	All Roads	All Surfaces	Audible		%	
			Non-Audible		%	
			Unallocated		%	

Goal	KPI	Applicable Road Type	Applicable Surface Type	Breakdown 1	Breakdown 2	KPI Unit	
Provide a Safe Transportation System	Breakdown of Street Light Types	All Roads	Asphalt Surfaces	Cobra		%	
				Decorative		%	
				Other		%	
	Municipality Responsible Claim Volume relative to Lane-kms	All Roads	All Surfaces		Escalated	Injury	# / 1,000 Lane-km
						Motor Vehicle	# / 1,000 Lane-km
						Real Property	# / 1,000 Lane-km
						Unallocated	# / 1,000 Lane-km
					Rejected	Injury	# / 1,000 Lane-km
						Motor Vehicle	# / 1,000 Lane-km
						Real Property	# / 1,000 Lane-km
	Municipality Responsible Claim Volume relative to Population	All Roads	All Surfaces		Unallocated	Unallocated	# / 1,000 Lane-km
					Escalated	Injury	# / 1,000 Population
						Motor Vehicle	# / 1,000 Population
						Real Property	# / 1,000 Population
						Unallocated	# / 1,000 Population
					Rejected	Injury	# / 1,000 Population
						Motor Vehicle	# / 1,000 Population
	Number of Accidents	All Roads	All Surfaces		May-Oct		# / Total Lane-km
					Nov-April		# / Total Lane-km
					Unallocated		# / Total Lane-km
Number of Fatalities and Injuries	All Roads	All Surfaces		Motor Vehicle		#	
				Motor Vehicle Injuries		#	
				Pedestrian / Cyclist		#	
				Pedestrian / Cyclist		#	
				Unallocated		#	
Number of Fatalities and Injuries per Lane-kms	All Roads	All Surfaces		Motor Vehicle		# / Total Lane-km	
				Motor Vehicle Injuries		# / Total Lane-km	
				Pedestrian / Cyclist		# / Total Lane-km	
				Pedestrian / Cyclist		# / Total Lane-km	
				Unallocated		# / Total Lane-km	
Percent of Street	All Roads	Asphalt Surfaces		Percent of Street		%	
Foster a Safe Workplace and a Productive and Skilled Workforce	Distribution of Workforce by Age	All Roads	All Surfaces		<= 30 yrs.	%	
					> 60 yrs.	%	
					31-40 yrs.	%	
					41-50 yrs.	%	
					51-60 yrs.	%	
					Unallocated	%	
	Lost Time due to Worker Accidents	All Roads	All Surfaces		Lost Time due to Worker Accidents		Hours / 1,000 Field Hours Paid
	Number of Worker Accidents	All Roads	All Surfaces		Number of Worker Accidents		# / 1,000 Field Hours Paid
	Staff Resources by Population	All Roads	All Surfaces		Administrative /		FTEs / 1,000 Population
					Field Staff		FTEs / 1,000 Population
					Supervisor /		FTEs / 1,000 Population
					Technical /		FTEs / 1,000 Population
	Staff Resources by Road Network Size	All Roads	All Surfaces		Unallocated		FTEs / 1,000 Population
					Administrative /		FTEs / Total Lane-km
					Field Staff		FTEs / Total Lane-km
					Supervisor /		FTEs / Total Lane-km
					Technical /		FTEs / Total Lane-km
Unallocated		FTEs / Total Lane-km					
Training Hours	All Roads	All Surfaces		Training Hours		Hours / Total Field Hours Paid	
Unavailability of Field Labour	All Roads	All Surfaces		Hours Expended from		%	
				Other		%	
				Other Training		%	
				Parental Leave		%	
				Safety Training		%	
				Sick Hours		%	
				Unallocated		%	
Vacation Hours		%					