

SSMP Effectiveness Performance Indicators

Performance Indicator	
Input	Total SSO Response Time
	Total man hours spent responding to and alleviating SSOs
	Total number of scheduled man-hole inspections
Workload/Output	Total number of SSOs responded to in 12-month period
	Total miles of sewer line maintained
	Total number of pump stations maintained
	Total number of grinder pumps maintained
	Total number of man-hole inspections conducted
	Total SSOs > 1,000 gallons responded to
	Total FOG related SSOs cleaned
	Total root related SSOs cleaned
	Total SSOs due to other causes (debris, vandalism)
	Total number of capacity related SSOs
	Total number of SSOs due to pump station malfunction
	Total SSOs responded to within 3-hours or less
	Total number of stoppages or backups
Efficiency	Number of SSOs per 100 miles of sewer line
	Number of pump stations with one or more malfunctions
	Number of SSOs that reached waters of the United States
	Average response time per SSO
Effectiveness/Outcome	Percentage of SSOs >100 gallons
	Percentage of SSOs due to FOG
	Percentage of SSOs due to roots
	Percentage of SSOs due to other causes
	Percentage of SSOs that reached waters of the United States
	Percentage of pump station with one or more malfunctions resulting in an SSO
	Percentage of SSOs with response time 3 hours or less
	Percentage of stoppages not resulting in an SSO