

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