

Stormwater Utility Performance Measures	What Do They Measure?
GOAL: Ensure Adequate Capacity to Protect Life and Property	
# of Rainfall Events > Minor/Major Design Storm	Sufficiency of Current Design Standards
# of Pump Station Failures / # of Pump Stations	Pump Station Reliability
Actual and Target # of Visual Inspections of Pump Stations / # of Pump Stations	Preventative Maintenance
Actual and Target % of Sewer Length Cleaned	Preventative Maintenance
Actual and Target % of Ditch Length Cleaned that can be Cleaned	Preventative Maintenance
# of Sewer Blockage Removals / 100 km of Sewer	System Reliability
Actual and Target % of Sewer CCTV Inspected	Preventative Maintenance
GOAL: Meet Service Requirements with Economic Efficiency	
Urban O&M Cost ('000) / km of Sewer and Urban Ditches	Cost Effectiveness
Pump Station O&M Cost ('000) / Total Pump Station Hp	Cost Effectiveness
Total Stormwater O&M Cost ('000) / km of Sewer and Urban Ditches	Cost Effectiveness
Breakdown of Total Stormwater O&M Cost ('000) / km of Sewer and Urban Ditches 2007	Cost Effectiveness
Overtime hours / Total Paid Field Hours	Indicator of Additional Staff Resource Requirements
# of Emergency and Planned Sewer Repairs per 100 km of Storm Sewer Length	Maintenance Productivity Planned: Preventative Maintenance Emergency: System Reliability
Unit Cost of Storm Sewer Cleaning in \$ per km	Cleaning Productivity
Unit Cost of Catch Basin Cleaning (mechanical) with Inspection	Cleaning Productivity
Unit Cost of Catch basin Repair	Repair Productivity
Unit Cost of Catch basin Lead Repair	Repair Productivity



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Unit Cost of Oil Grit Separator Cleaning	Cleaning Productivity
GOAL: Obtain Adequate and Sustainable Funding	
% of 2007 O&M Budget Allocation Derived from Different Sources	Dedicated, Sustainable Utility Funding
Breakdown of O&M FTEs / 100 km of Sewer and Urban Ditches 2007	O&M Staffing Levels
Breakdown of Field FTEs / 100 km of Sewer and Urban Ditches 2007	Field Staffing Levels
Capital Reinvestment / Replacement Value	Level of Infrastructure Reinvestment
(Total Stormwater O&M Cost + Capital Reinvestment Cost) ('000) / km of Sewer and Urban Ditches 2007	Indicator of Sufficient Funding
Actual and Target Capital Reinvestment for Storm Sewer Infrastructure / Replacement Value of Storm Sewer Infrastructure for 2007	Level of Infrastructure Reinvestment
Capital Reinvestment & Net Change in Capital Reserves / Replacement Value 2007	Level of Infrastructure Reinvestment
# of Field Employees per Age Category for 2008	Succession Planning Requirements
# of Field Employees Eligible for Retirement per Age Category for 2008	Succession Planning Requirements
GOAL: Provide a Safe and Productive Workplace	
Average Training Hours Directly Related to Stormwater per Field Employee	Preventative Measures for a Safe and Productive Workplace
# of Field Accidents with Lost Time / 1,000 Field Labour Hours	Field Accident Frequency
# of Lost Hours due to Field Accidents / 1,000 Field Labour Hours	Field Injury Severity
# of Sick Days Taken per Field Employee	Indicator of Staff Morale and Absenteeism
Total Available Field Hours / Total Paid Field Hours	Staff Availability for Work
Breakdown of Unavailable Hours / Total Paid Hours	Staff Availability for Work
% of Manholes Visually Inspected (actual	Preventative Measures for a Safe and



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and target)	Productive Workplace
GOAL: Satisfied and Informed Customers	
# of Stormwater Related Customer Complaints / 1,000 People Served	Customer Satisfaction
Cost of Stormwater Education Program / 1,000 People Served	Customer Education
Target Response Times for Emergencies 2007	Customer Levels of Service
Target Response Times for Non-Emergencies 2007	Customer Levels of Service
GOAL: Protect the Environment	
# of Days Municipal Beaches are Available for Swimming / # of Days Municipal Beaches are Open	Stormwater Quality
% (Actual and Target) of Urban Catchment Area that Received Water Quality Treatment	Stormwater Quality
% of Total Catchment Area that Received Water Quality Treatment	Stormwater Quality
% (Actual and Target) of Catch Basins Inspected Sumps Cleaned (Mechanically)	Stormwater Quality
Total # of Spills and # of Spills that Reached the Environment in 2007	Environmental Impacts due to Spills and Effectiveness of Source Control/Spill Response Program
Cost of Stormwater Monitoring Program / km ² of Catchment Area	Extent of Stormwater Monitoring
% of Riparian Integrity	Stream Protection
% of Effective Impervious Area	Indicator of Stormwater Volume and Flow Rate and the Potential Impact on the Environment

