

Bay Area Clean Water Agencies
Collection Systems Committee

SSMP Element 9: Measurement, Monitoring, and Program Modifications

Example Performance Indicators

- Number of dry weather SSOs
- Number of wet weather SSOs
- Total number of SSOs
- Number of SSOs per 100 LF of sewer per year
- Number of SSOs < 100 gallons
- Number of SSOs 100 to 999 gallons
- Number of SSOs 1,000 to 9,999 gallons
- Number of SSOs >10,000 gallons
- Total volume of SSOs
- Total volume recovered
- Net volume of SSOs (total minus recovered)
- Total annual volume conveyed to wastewater treatment plant
- Net volume of SSOs compared to total annual volume conveyed (% conveyed)
- Number of SSOs caused by:
 - Roots
 - Grease
 - Debris
 - Pipe failure
 - Pump station failure
 - Capacity-limited pipe segment (no debris)
 - Other
- Number of locations with more than one SSO in the past year
- Average response time during business hours
- Average response time outside of business hours
- Planned cleaning (LF)
- Unplanned cleaning (LF)
- Ratio of planned to unplanned cleaning (LF)
- Number of blockages in the past year
- Number of blockages due to:
 - Roots
 - Grease
 - Debris
 - Other
- Number of customer complaints in the last year
- Number of positive customer responses

These suggestions are from the San Francisco Regional Water Quality Control Board's SSMP Development Guide (produced by BACWA) as well as BACWA Collection System Committee members.