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Stormwater

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Goal	KPI	Breakdown	Units
Ensure Adequate Capacity	# Rainfall Events > Major Storm	# Rainfall Events > Major Storm	occurrences
	# Rainfall Events > Minor Storm	# Rainfall Events > Minor Storm	occurrences
	# Visual Inspections per Pump Station	Pump Stations Visually Inspected	# / Pump Station
	Calls Regarding Flooding due to Public System Issues	Calls Regarding Flooding due to Public System Issues	#
	Culverts Inspected	Culverts Inspected	%
	Culverts Inspected < 3m	Culverts Inspected < 3m	%
	Culverts Inspected > 3m	Culverts Inspected > 3m	%
	Debris Barriers Inspected	Debris Barriers Inspected	%
	Ditch Length Cleaned	Length of Ditch Cleaned	%
	Ditch Length Cleaned that can be Cleaned	Length of Ditch Cleaned that Can be Cleaned	%
	Ditches Inspected	Ditches Inspected	%
	Length of Root Cutting in Sewers	Length of Root Cutting in Sewers	km
	Manholes Visually Inspected	Manholes Visually Inspected	%
	Pump Station Failures	Pump Station Failures	# / Pump Station
	Sewer Blockage Removals	Sewer Blockage Removals	# / 100 km of Sewer
	Sewer Length CCTV Inspected	Forcemain	%
		Gravity	%
	Sewer Length Cleaned	Sewer Length Cleaned	%
Have Satisfied and Informed Customers	Calls Regarding Flooding due to Public System Issues relative to People Served	Calls Regarding Flooding due to Public System Issues	# / 1,000 People Served
	Cost of Stormwater Education Program	Cost of Stormwater Education Program	$ / 1,000 People Served
	Percent Attainment of Target Emergency Response Time After Working Hours	Attainment of Target Emergency Response Time After Working Hours	%
	Percent Attainment of Target Emergency Response Time During Working Hours	Attainment of Target Emergency Response Time During Working Hours	%
	Percent Attainment of Target Non-Emergency Response Time After Working Hours	Attainment of Target Non-Emergency Response Time After Working Hours	%
	Percent Attainment of Target Non-Emergency Response Time During Working Hours	Attainment of Target Non-Emergency Response Time During Working Hours	%
	Serviced Properties Experiencing Flooding	Flooding in Combined System	#
		Flooding in Separate System	#
	Serviced Properties Experiencing Flooding relative to People Served	Serviced Properties Experiencing Flooding	# / 1,000 People Served
	Stormwater Related Customer Complaints	Stormwater Related Customer Complaints	# / 1,000 People Served
Meet Service Requirements with Economic Efficiency	Cost to Remove Sediment from Ponds per Volume of Sediment Removed	Unit Cost to Remove Sediment from Ponds	$ / m3
	Current Capital Reserves	Current Capital Reserves	$
	Debt Payment	Principal Paid	$
		Interest Paid	$
	Debt Ratio	Debt Ratio	%
	Linear O&M Cost	Linear O&M Cost	('000 $) / km of Sewer and Ditches
	Pond Facility O&M Cost per Pond	Pond Facility O&M Cost	('000 $) / pond
	Pond Facility O&M Costs per ML of Pond Capacity	Pond Facility O&M Cost	('000 $) / ML
	Pump Station Energy Consumption	Diesel	kWh / Total PS HP
		Electricity	kWh / Total PS HP
		Natural Gas	kWh / Total PS HP
	Pump Station O&M Cost	Pump Station O&M Cost	$ / HP
	Stormwater O&M Cost relative to Catchment Area	Total O&M Cost	('000 $) / km² of Catchment Area
	Stormwater O&M Cost relative to System Length	Contracted External	('000 $) / km of Sewer and Ditches
		Contracted Internal	('000 $) / km of Sewer and Ditches
		Energy	('000 $) / km of Sewer and Ditches
		Equipment and Materials	('000 $) / km of Sewer and Ditches
		Other	('000 $) / km of Sewer and Ditches
		Staff Training	('000 $) / km of Sewer and Ditches
		Wages	('000 $) / km of Sewer and Ditches
	Unit Cost of Catch Basin Cleaning	Unit Cost of Catch Basin Cleaning	$ / basin
	Unit Cost of Catch Basin Inspections	Unit Cost of Catch Basin Inspections	$ / basin
	Unit Cost of Oil Grit Separator Cleaning	Unit Cost of Oil Grit Separator Cleaning	$ / separator
	Unit Cost of Storm Sewer Cleaning	Unit Cost of Storm Sewer Cleaning per km	$ / km

Goal	KPI	Breakdown	Units
Protect Public Health and Safety	Days Municipal Beaches Not Available for Swimming / Days Municipal Beaches are Open	Due to Other Reasons	%
		Due to Wet Weather Conditions	%
	Mass of Salt and Sand Used	Salt	tonnes / centerline km Roadway Length
		Sand	tonnes / centerline km Roadway Length
	Volume of Brine Used	Volume of Brine Used	m3 / centerline km Roadway Length
Protect the Environment	Area of Permeable Pavement	Area of permeable pavement	m2
	Catch Basin Sediment Removed	Catch Basin Sediment Removed	m3
	Catch Basin Sumps Cleaned	Catch Basin Sumps Cleaned	%
	Cost of Stormwater Monitoring	Cost of Stormwater Monitoring	$ / km² of Catchment Area
	GHG Emissions	GHG Emissions	tonnes of CO2e
	Maintenance Visits per Dike Length	Visits per Dike Length	# / km
	Maintenance Visits per Filter	Visits per Filter	# / filter
	Maintenance Visits per Fish Ladder	Visits per Fish Ladder	# / fish ladder
	Maintenance Visits per Gates and Floodboxes	Visits per Gates and Floodboxes	%
	Maintenance Visits per Oil Grit Separator	Visits per Oil Grit Separators	# / separator
	Maintenance Visits per Outlet to Receiving Waters	Visits per Outlet	# / outlet
	Maintenance Visits per Stormwater Pond	Visits per Pond	# / pond
	Maintenance Visits per Subsurface Infiltration Facility	Visits per Subsurface Infiltration Facility	# / facility
	Maintenance Visits per Surface Infiltration Facility	Visits per Surface Infiltration Facility	# / facility
	Maintenance Visits per Underground Storage Facility	Visits per Underground Storage Facility	%
	Maintenance Visits per Watercourse Length	Visits per Watercourses	# / km
	Mass of Collected Materials	Mass of Collected Materials	1,000's of metric tons
	Number of Spills	Number of Spills	#
	Percent of Arterial Roads Cleaned	% Arterial Roads Cleaned	%
	Percent of Catch Basins Inspected for Sediment Accrual	% Catch Basins Inspected for Sediment Accrual	%
	Percent of Collector Roads Cleaned	% Collector Roads Cleaned	%
	Percent of Local Roads Cleaned	% Local Roads Cleaned	%
	Rural Riparian Setback	Rural Riparian Setback	m
	Spills that Reached the Receiving Environment	Spills Reaching the Receiving Environment	#
	Spills that Reached the Receiving Environment relative to Catchment Area	Spills Reaching the Receiving Environment	# / km2
	Urban Riparian Setback	Urban Riparian Setback	m
	Weight of Material Collected / Weight of Sand Used	Weight of Material Collected / Weight of Sand Used	kg / kg
Provide a Safe and Productive Workplace	Field Accidents with Lost Time	Field Accidents with Lost Time	# / 1,000 O&M Labour Hours
	Lost Hours due to Field Accidents	Lost Hours due to Field Accidents	# / 1,000 O&M Labour Hours
	Sick Days Taken	Sick Days Taken	# / O&M Employee
	Total Available O&M Hours / Total Paid O&M Hours	Total Available Hours	%
	Total Overtime Hours / Total Paid O&M Hours	Overtime Hours	%
	Unavailable O&M Hours / Total Paid O&M Hours	Expended Banked Time	%
		Long Term Leave	%
		Other	%
		Other Training	%
		Safety Training	%
		Sick Time	%
		Union Paid Time	%
		Vacation	%

Goal	KPI	Breakdown	Units
Provide Reliable Service and Infrastructure	Capital Reinvestment / Replacement Value	Capital Reinvestment / Replacement Value	%
	Capital Reinvestment / Replacement Value (Linear Storm Sewer Infrastructure)	Linear Capital Reinvestment / Replacement Value	%
	Current Average Annual Residential Stormwater Fee	Current Average Annual Residential Stormwater Fee	$ / lot
	Emergency Pump Station Repairs	Emergency Pump Station Repairs	# / Pump Station
	Emergency Sewer Repairs	Forcemain	# / 100 km of Storm Sewer Length
		Gravity	# / 100 km of Storm Sewer Length
	FTEs	Laboratory	# / 100 km Sewer and Ditches
		O&M	# / 100 km Sewer and Ditches
		Program Support	# / 100 km Sewer and Ditches
		Supervisor / Management	# / 100 km Sewer and Ditches
		Technical / Engineering	# / 100 km Sewer and Ditches
	Gravity Sewer Repairs	Emergency Gravity Sewer Repairs	# / 100 km of Gravity Storm Sewer Length
		Non Emergency Gravity Sewer Repairs	# / 100 km of Gravity Storm Sewer Length
	Net Change in Capital Reserves / Replacement Value	Net Change in Capital Reserves / Replacement Value	%
	Non Emergency Sewer Repairs	Forcemain	# / 100 km of Storm Sewer Length
		Gravity	# / 100 km of Storm Sewer Length
	Number of Monitoring Stations relative to Catchment Area	Flow Monitoring Stations	# / km2
		Water Quality Monitoring Stations	# / km2
		Precipitation Monitoring Stations	# / km2
	O&M Cost and Regional Fees relative to Population	Regional Fees	$ / capita
		O&M Cost	$ / capita
	Stormwater Asset Repairs	Stormwater Asset Repairs	# / 100 km of Storm Sewer Length
	Stormwater Funding Sources	Other Sources	%
		SW Fees	%
		Taxes	%
	Stormwater O&M Cost + Capital Reinvestment Cost	Capital Reinvestment	('000 $) / km of Sewer and Ditches
		O&M	('000 $) / km of Sewer and Ditches

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