# **Levels of Service**

#### What are Levels of Service?

Levels of Service (LOS) are specific parameters that describe the extent and quality of services that the municipality provides to users.





#### Why is it important?

- ▶ Provides a clear and objective means of communicating the value that is provided by infrastructure
- ► Helps to communicate the requirement to comply with laws and regulations
- ▶ Helps community members understand the limitations of what services can be provided

Assets should all be defined by their purpose in delivering expected services and service levels. If an asset does not serve a purpose, it is a liability because you are spending money to own it without yielding any value from it.

Ask yourself what happens to the ability of the assets to provide the services expected by the community as they age, and what happens to risks. Are current revenues sufficient to address upcoming renewal needs with only inflationary adjustments? In addition to asset deterioration, we need to consider factors such as land development, regulatory changes and climate change.

### Can we help with your Asset Management Program?

Northwest Territories Association of Communities Phone: (867) 8359 Fax: (867) 873-3042 www.nwtac.com

Asset Management Smart Management Practices

## Levels of Service Hierarchy

The best way to document service levels is from the top down, by referencing legal requirements and corporate commitments to the public.

- 1. What services do we currently provide?
- 2. What are we legally required to do?
- 3. What have we committed to the public to do?
- 4. What engineering and operational criteria must be met? What assets are required? How must they beoperated and maintained?

# Components of the Levels of Service Template

- 1. Introduction
- 2. Services and Assets
- 3. Describing Levels of Service
- 4. Evaluation of Services
- 5. Action Plan
- 6. Reporting Out

A template, and associated guide, have been prepared to support communities in documenting customer Levels of Service.commitments to the public.



Lovels of Service Template	
(Your Community Name)	
Conservação da como de academia e Como serva como a de acordo da acordo da como serva e polo de acordo da como de acordo da como serva de el como como acordo da como de acordo da como de acordo da acordo da como acordo da como de acordo da como de como acordo da como acordo da como de acordo da como de como acordo da como acordo da como de acordo da como de como acordo da como da como de acordo da como de acordo como acordo da como da como de acordo da como de acordo da como como acordo da como de acordo da como como da como da como da como da como da como da como da como da	
1)Intraduction	
An else in the second of the second s	
Topic et al	-
	- which is a lag of the later of a state of
Schemen Res 1 (* sector - 12.2) 1 Statement Res 1 (* sector - 12.2)	
and Provide a state of the stat	and a second
- were in proposition of the second second system in the second s Second second secon second second sec	
Sector after advantations defense and a	
Nation Later Statistics as office.	and the second
"Maline over her endligen som slight and sold för föra er köllar i som som som som att söre att söre att banden och som som att som att söre att	an a
The Argunt P Constant P Constant	
7 (1952) - 6 344 39 - 5	·

