

## 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?

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## 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 be operated 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.

