



Risk and Levels of Service Workshop

***** To achieve optimal value, it is recommended that you bring a laptop to complete the workshop exercises and receive a complete copy of all tools and models.*

While the Ontario Building Together Guide on creating an Asset Management Plan provides high level objectives for Levels of Service and Risk, many municipalities are finding it difficult to create meaningful LOS analysis and how to leverage it for decision making.

This workshop has been proven valuable for municipalities of all sizes and allows you to populate models that you can walk away with and utilize at your organization to enhance your asset decision making. The tools are excel versions of the base model that Peel Region uses to inform optimal service based asset decision making with Senior Management and Council.

What You will Learn

This workshop will provide attendees with excellent background information and many real examples of LOS Analysis for various asset types. In addition, multiple breakout sessions will be included in the workshop, that will provide attendees with the ability to apply the knowledge they are to create a LOS and Risk Analysis, step by step. Breakout sessions will be presented and discussed for all workshop attendees benefit.

Background Discussions will include:

- Both finance and engineering perspectives on LOS.
- LOS definitions and categorizations.
- Examples of LOS by asset type.
- How will we know if our LOS are not being met?
- How can we use performance measures to enhance the LOS Analysis?
- How do we determine the impact of LOS on assets, specifically asset lifecycle costs?

Who Should Attend?

Asset managers, finance, technical and planning staff, as well as the decision makers that want to leverage infrastructure information into objective and supportable decision making to support the services that we provide to the public.

It is encouraged that cross-departmental representatives attend this workshop, as creating a valuable LOS and risk analysis involves the input of multiple departments and Asset Managers.

Feedback from the Last Session Delivery

"[The information provided by Peel for risk management] was something that we can actually use and integrate within the Town."

"How to best coordinate AM planning with budgeting cycles. Peel's workshop answered this in great detail."

"I attended the Peel Region presentation and received a copy of their Level of Service and Risk Management models [tools]. I found the information to be invaluable and will provide and complement our current knowledge in that area."