

Municipal Asset Management Webinar Series 2024

Session 2: Levels of Service

Service delivery is at the core of municipal activities, and levels of service are the key that can unlock enhanced strategic planning. Understanding the needs of your community, communicate the value of the services your municipality is providing, and facilitating robust, evidence-based methods to compare needs across diverse services to ensure sustainable service delivery are just a few of the benefits of a systems-wide, coordinated approach to levels of service.

Tips and Key Considerations

When setting LOS, there needs to be a balance between: good service, acceptable risk, maximum value, & affordability.

Consider the following when developing LOS:

- Keep the measures simple.
- Targets should set minimum asset conditions to meet service objectives.
- Minimize the number of LOS.
- Data are or will be available to measure the LOS.
- Avoid using specific design criteria.
- ALOS should be applicable to all assets within an asset class.
- Properties of each ALOS = “SMARS” (Specific, Measurable, Achievable, Relevant and Sustainable).

AMONTario Resources

- [AMONTario Levels of Service Toolkit](#)
- [AMONTario Levels of Service Overview](#)
- Note: Additional LOS templates are available upon request with examples for specific asset classes (e.g., water, wastewater, stormwater, roads and bridges, fleet and equipment, parks, and facilities). Email info@amontario.ca for access.

If you have questions about Levels of Service or how to use the templates, the AMONTario team is happy to help. Reach out to info@amontario.ca with any questions, or to schedule a one-on-one coaching session.

Key Definitions

Levels of Service (LOS): a defined amount of output for a particular activity or service area against which performance may be measured. Defined LOS allow for the assessment of asset needs, financial requirements and risk.

Customer/Community Levels of Service (CLOS): are statements describing what the customer is expecting from our services. They are non-technical qualitative measures.

Technical Levels of Service (TLOS): are attributes of the assets required to deliver CLOS. They are technical measures and targets that if met reduces the risk of not being able to provide the CLOS. TLOS are divided into two categories:

- **Asset Levels of Service (ALOS)** which are further broken down into:
 - **Condition Asset Levels of Service:** measures the physical Health of an asset and can be addressed through capital projects to replace or rehabilitate assets.
 - **Performance Asset Levels of Service:** measures capacity, redundancy, or service targets of an asset or system which can be addressed through capital projects to upgrade, add, or reconfigure infrastructure assets.
- **Operations & Maintenance Levels of Service:** measures the operating requirements and activities for proper operations, functioning and maintenance of the assets to meet the CLOS.

Key Performance Indicators: measure trends to determine if conformance to the TLOS are leading to desired outcomes.

Climate Change Vulnerability: is the degree to which an asset or a system is susceptible to, and unable to cope with adverse effects of climate change.