

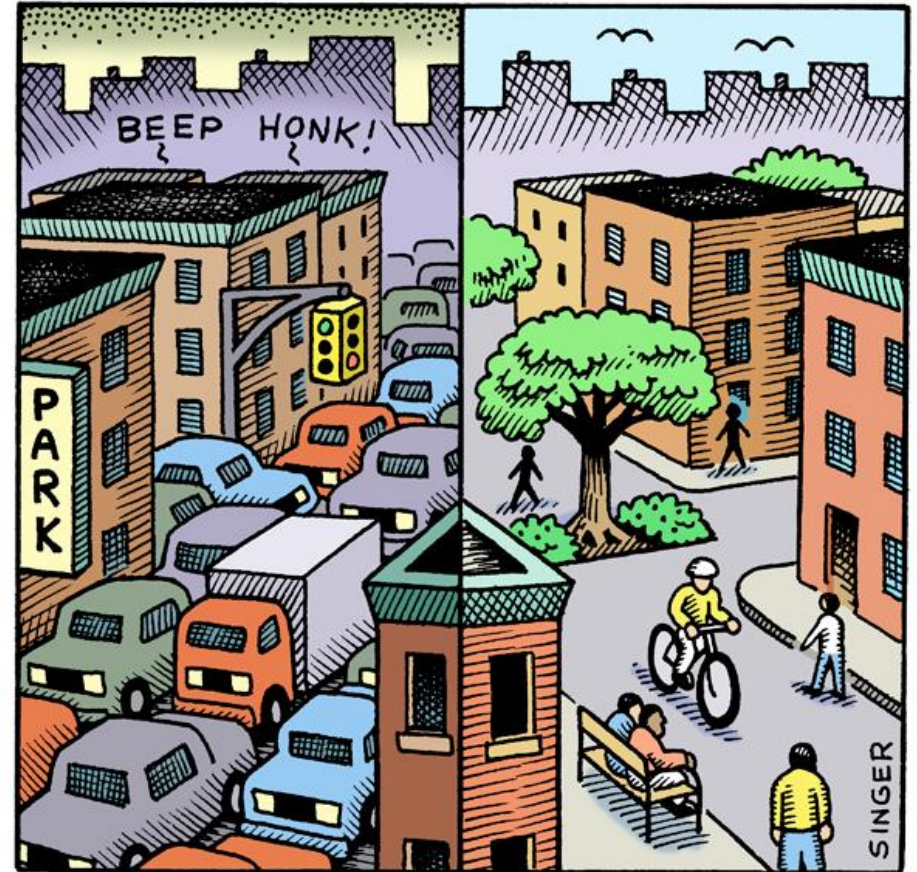
Affordable Levels of Service

Brian Anderson – Frank Cowan Company

What is Level of Service

- Level of Service (LOS) has been vested with a diversity of meanings which has lead to considerable confusion.
- Part of the confusion is derived from the use of terms such as service standards, performance indicators and levels of services as if they are synonyms and therefore interchangeable.
- Level of service can be either qualitative (how good or bad something is) or quantitative (measuring the quantity or amount).

**DIVIDE CITIES INTO TWO SECTIONS:
DRIVING AND NON-DRIVING**



How is LOS used?

- For an asset management plan, level of service at the strategic level, should be a qualitative measure used to relate how well a facility or service is operating from a user's perspective.
- Front line management and staff should develop quantitative LOS which can serve as a yardstick to confirm accomplishment
- Once established, LOS can be used to measure:
 - whether existing facilities and services are adequate to serve its citizens;
 - whether there are deficiencies that should be corrected;
 - whether existing capacity is adequate to handle new development;
 - or to determine what facility improvements will be required to avoid overloading existing facilities.

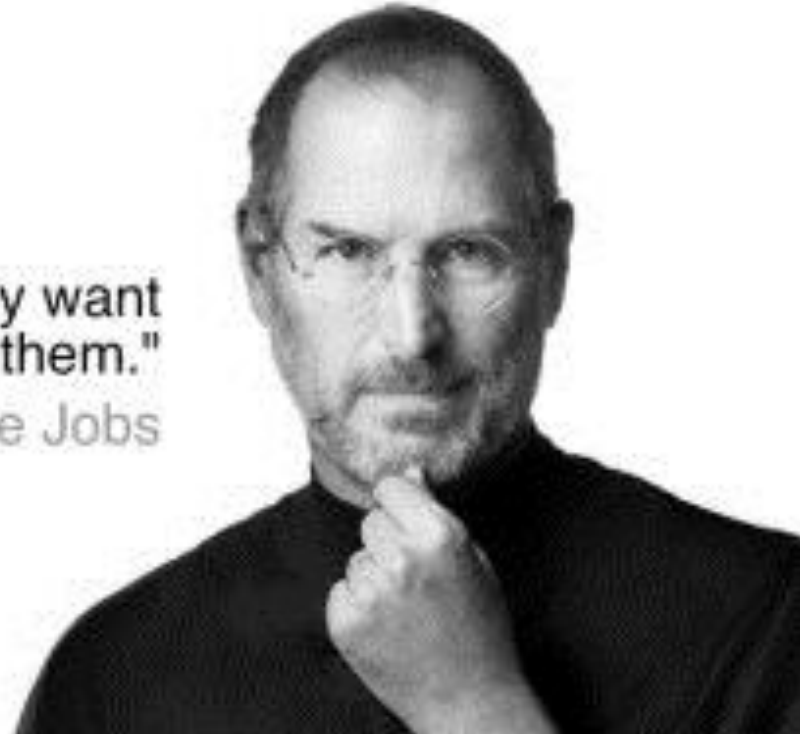
What will you need?

- Knowledge of a services regulatory and legal obligations.
- Knowledge of community/user expectations and/or needs.
- Knowledge of the current level of service and annual cost of delivering that service.
- **Good data about your assets**
- Recent condition assessment of your assets
- Develop performance measures to monitor and confirm achievement

Customer/Stakeholder Input

- Customer/Stakeholder expectations play a key role in the development of an asset management plan
 - But does the customer really know what they want?

"People don't know what they want
until you show it to them."
- Steve Jobs



Determining the correct LOS for your municipality

Problem

- Determining user/stakeholder expectations

Approach

- How will we determine which expectation goes forward

Finding

- What needs to be done to address the expectation

Solution

- Can we afford it, how will we do it, how long will it take

User Expectations to LOS

Example Strategic Goal

To improve the walkability of sidewalks

Example Measurable LOS for Roads

*At the Strategic Level
responsibility of council and senior management*

- To widen narrow sidewalks on arterial and collector roads within (x) years
- To improve access to transit services within (x) years

*At the Service Level
responsibility of middle management*

- To provide temporary repairs to surface discontinuities >2cm on sidewalks scheduled for replacement within 5 years within (x) days of becoming aware of the surface discontinuity
- To provide permanent repairs to surface discontinuities >2cm on all other sidewalks within (x) days of becoming aware of the surface discontinuity

*Thank
you*



Brian Anderson
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