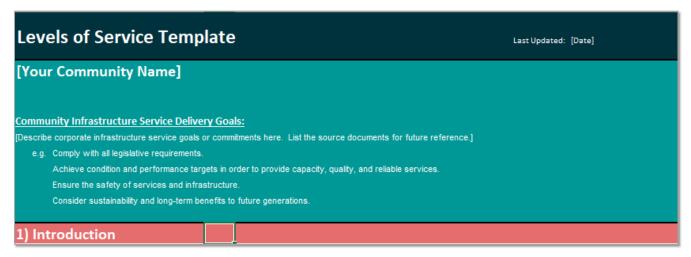
PART 2 – WEAVING THE PIECES



Levels of Service Template Walkthrough

- 1. Go to the following website https://assetmanagement.toolkitnwtac.com/
- 2. Scroll down to Levels of Service and download the documents called "Levels of Service Template" and "Levels of Service Supporting Guide".
- 3. Read through the "Levels of Service Supporting Guide" prior to filling in the "Levels of Service Template". The "Levels of Service Template" goes through each step with guided instructions and prompts.
- 4. In the document named "Levels of Service Template", open the first tab named "1) Introduction" and fill in your community information in the dark blue and teal box at the top, shown in the image below. These steps are listed in the guide at the top of page 5.



- 5. Read through the introduction on this tab. This tab will introduce the purpose of the template, what the process involves, what levels of service are, the process for documenting and evaluating levels of service, definitions, references, and acknowledgements.
- 6. Open the tab named "2) Services and Assets". The steps for "1. Identify Your Services" are located on page 5.

1 Identify your Services

The purpose of this worksheet is to document what services the municipality provides, THEN to identify the assets involved in delivering each service. This ensures that you are organizing your assets based on their function in serving the community, rather than trying to define services based on the assets you have.

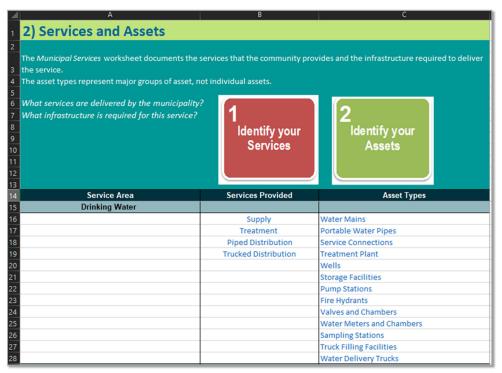
- 1. List your service areas:
- Modify the defaults as needed
- Describe services under each category
- ▶ Use bylaws, budgets and service plans as your references
- Don't start with the assets!
- 7. In the column named "Service Area", scroll down and see if the template has captured all the service areas in your community. It includes drinking water, sewer, drainage (stormwater), solid waste, general transportation, public transportation, recreation and cultural services, protective services, general government services, and energy services. Feel free to add or remove any service areas that are required or do not exist in your community.
- 8. Next, move to the column named "Services Provided". The blue items in the column are listed as examples. Feel free to add or remove them as they are relevant to your community. Drinking water will be used as an example throughout this document. Think about all related services provided to your community members in regard to drinking water. This example has listed supply, treatment, piped distribution and trucked distribution. To brainstorm, think about the following questions:
 - "How do our community members receive drinking water?"
 - "Where does our drinking water come from?"
 - "Is the water treated?"
 - "Do we have a combination of services provided?"
- 9. On page 5 of the guide, read the section named "Identify your Assts".

2 Identify your Assets

- 1. List the assets for each service:
- Modify the defaults as needed
- Use capital plans and asset registers as your references
- This is not a complete inventory; the purpose is to link asset groups to services.
- Adjust the table to describe the services you provide (delete rows that aren't needed, and add sections if needed for service areas not included in the template

NOTE: Changing content in this tab has no influence on the rest of the template.

10. Next, move to the column named "Identify your Assets". The blue items in the column are listed as examples. Feel free to add or remove them as they are relevant to your community. List off all the assets or infrastructure that are used in the process of providing the services shown in the column named "Services Provided." For example, water delivery trucks and truck filling facilities are required for trucked distribution. Sampling stations, water meters and chambers, valves, fire hydrants, pump stations, service connections, portable water pipes, and water mains are all assets used for piped distribution. Storage facilities and wells are used for supply. The water treatment plant is the required infrastructure for treatment. Talk to your asset management advisory committee for help brainstorming assets.



- 11. Repeat this process for all service areas in your community. Review them with your asset management advisory committee or team to assure your template is accurate and up to date.
- 12. When finished, move on to the tab labelled "3) Describing Levels of Service". This section can be found on page 6 of the guide.

Describing Levels of Service

Not every service needs a service level associated with each characteristic of service. These characteristics often overlap, and some service levels may reflect more than one of them.

Thinking about services using these characteristics can help to consider what levels of service need to be documented. Use the provided examples as a basis to develop your own. Adjust wording to suit your own community. Add or delete indicators as needed.

The indicators must be measurable, but not necessarily quantitatively. Community levels of service are usually subjective, since they are intended to reflect how users perceive the service.

3

Describe Current Levels of Service

General properties that may be used to describe a service:

- ► Regulatory: What is the legal minimum?
- ► Capacity/Availability: How much, where, when and for whom?
- ► Safety: Protecting people and property
- ▶ Quality: How good is it (and in what respect)?
- ▶ Reliability: How often is service interrupted?
- Sustainability: How well is the environment protected?
- ▶ What are the Municipality's commitments to the public?
- 13. In the column named "Indicator", edit or change the indicator to the relevant general property. Do this for each general property/service characteristic (regulatory, capacity/availability, safety, quality, reliability, and sustainability). As shown in the template, this was completed for drinking water. The indicator for regulatory reads "drinking water quality complies with statutory requirements", meaning the water would comply with the Canadian water drinking guidelines. The indicator for capacity reads "available water supply is sufficient for customer's needs." The indicator for availability reads "water distribution infrastructure is accessible for servicing lots throughout the service area".
- 14. Once the indicators are completed for each general property/service characteristic, evaluate your current levels of service. The column named "Example Levels of Service" shows ratings from 1 through 4. 1 being low and 4 being high. For regulatory, the Canadian drinking water guidelines is the minimum service level, so this must be achieved, so there are no evaluations for this category. For Capacity, a 1 or low is considered "capacity is available for basic household needs only, no garden irrigation." A 4 or high is considered "capacity is available for all indoor and garden uses, with outdoor restrictions less than once every ten years". In the column with a # as the title, fill in where your community currently falls on the evaluation scale. Do this for each general property. The evaluation descriptors 1-4 can be changed based off your communities needs. Take time to determine these descriptions with your asset management advisory committee.
- 15. In the column "Level of service commitment", it will autogenerate the description with the associated number in the # column. For example, if 1 is placed for capacity, the level of service commitment will read "capacity is available for basic household needs only; no irrigation" or whatever evaluation descriptor has been placed under the column 1.

- 16. Continue this process for every general property/service characteristic.
- 17. Repeat steps 13-16 for each service area. Review the completed steps with your asset management advisory committee.

