



Please take this time to change your name in the participants list to include your full name and organization



## *Advancing Asset Management Program*

# LEVELS OF SERVICE

## MODULE 6



# Acknowledgements

This initiative is offered through the Municipal Asset Management Program, which is delivered by the Federation of Canadian Municipalities and funded by the Government of Canada.



## Collaborators and Influencers

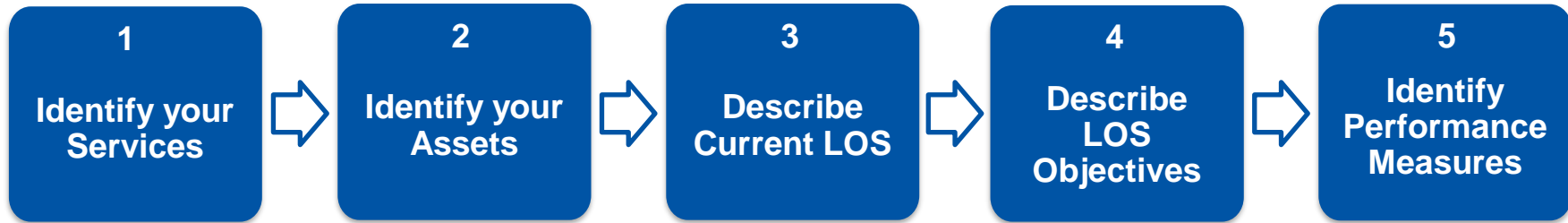


1. Recap last week (Addressing Gaps & Reporting Out)
2. LOS Process Recap
3. Readiness Assessment Updates (Post Training)
4. Workshop Evaluation
5. Implementation Discussion
6. Closing

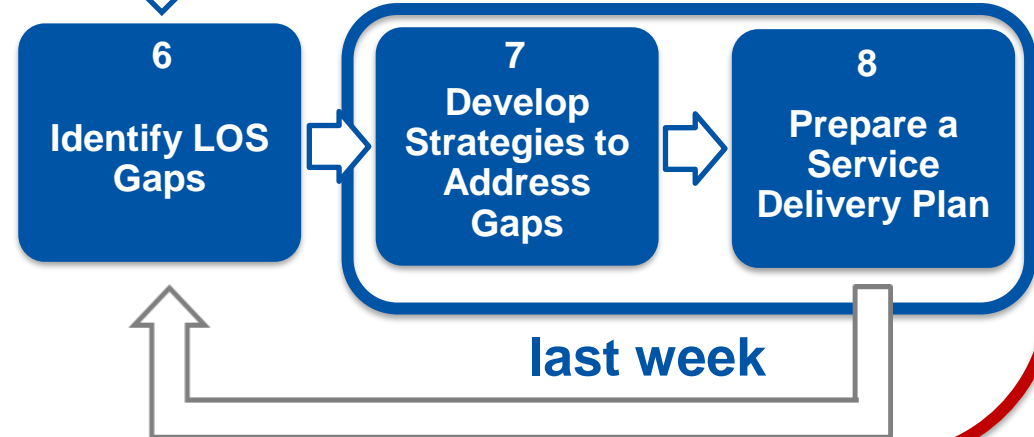


# Levels of Service Process

## DEFINING



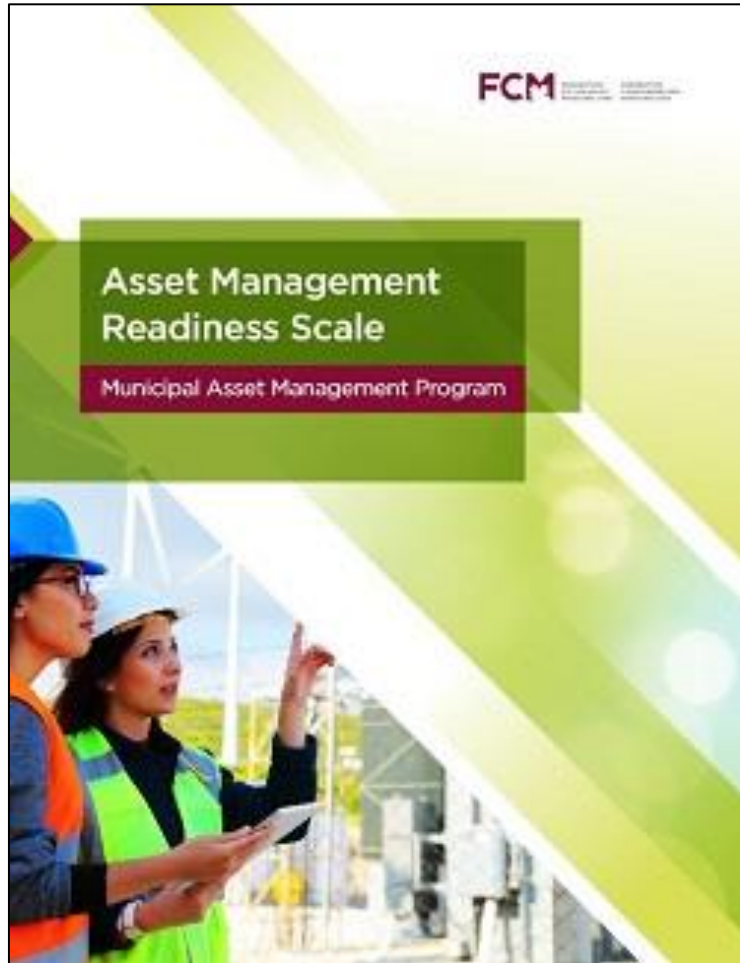
## ASSESSING



this week







## LOS Related Areas

- **Policy and Governance:**
  - C) Measurement and Monitoring
- **Data and Info:**
  - B) Performance Data
  - C) Financial Information
- **Planning and Decision Making:**
  - A) Documentation and Standardization
  - B) Asset Management Plans
- **Contributions to Asset Management:**
  - All three categories





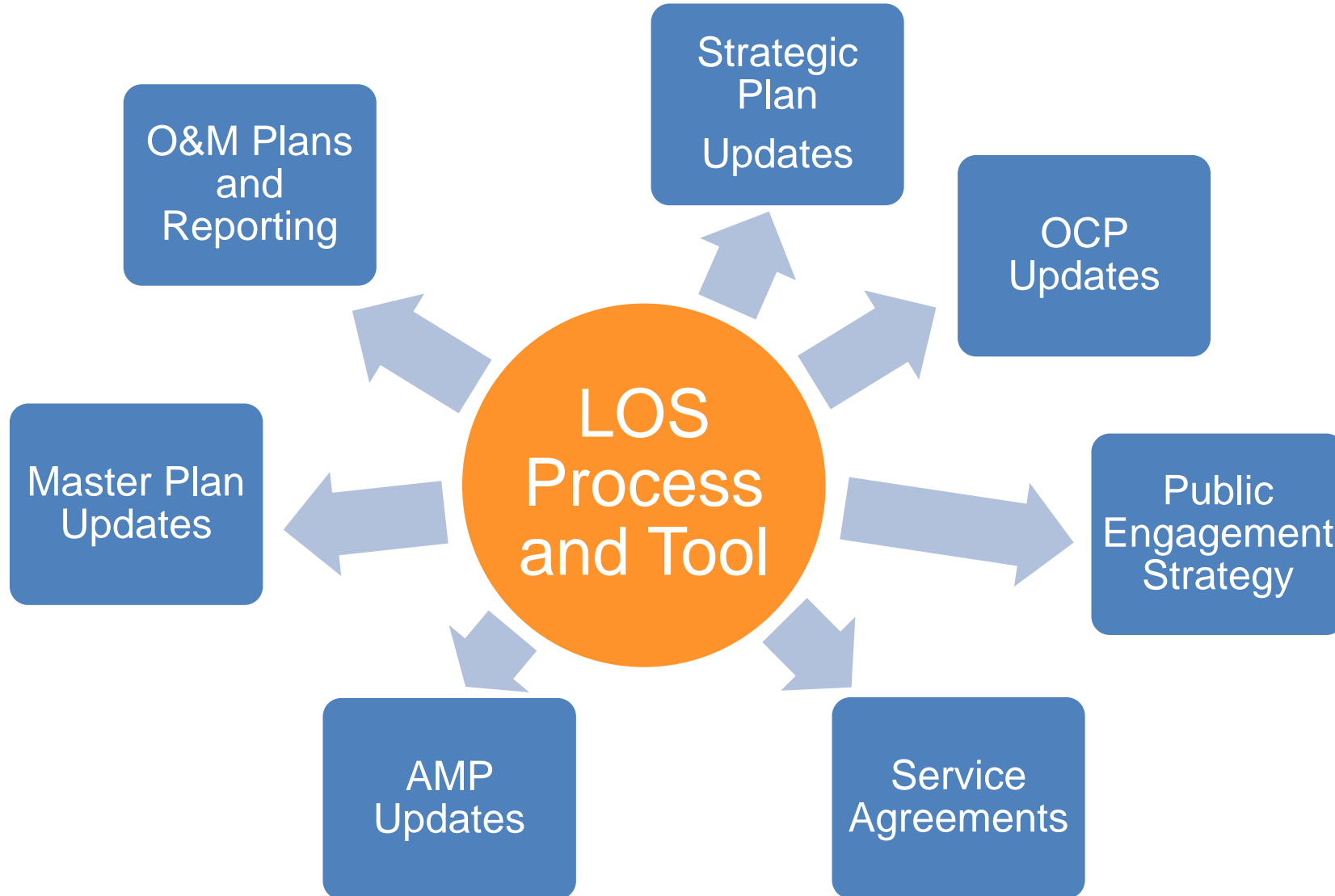
Workshop Name: Levels of Service  
Date: 17/10/2021 (Today)  
Location: BC

## Workshop Evaluation

<https://www.surveymonkey.com/r/AMBCACT3TAC3>



TECHNICAL LOS



COMMUNITY LOS





- Ready to tackle LOS?
- Easier / Harder than you thought?
- What's changed from before this course until now?
- Where are you going next?
- How can AMBC help?
- Ongoing support?



# Thank You!

**Colwyn Sunderland, AScT, P.L.Eng.**

[csunderland@kwl.ca](mailto:csunderland@kwl.ca)

250.294.8029

**Dale Lewis**

[dlewis@kwl.ca](mailto:dlewis@kwl.ca)

250.294.8018

**Kim Brown**

[kbrown@kwl.ca](mailto:kbrown@kwl.ca)

604.293.3151

