



# When will my street be plowed?

## Intro to Levels of Service

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Northwest Territories  
Municipal and  
Community Affairs

# Overview

- What does Level of Service (LOS) mean?
- Determining the current LOS
- Setting an appropriate LOS
- Helping Council through the discussion
- Follow-up and communications
- Tools available
- Group activity



# Level of Service: What is it?

- The LOS describes the extent or quality of service being provided
- Some LOS are decided by Council:
  - Main roads are plowed within 24 hours after a storm, side streets are plowed within 3 days
  - Water is delivered 3 days per week
  - The gym is open all day on the weekend, but only in the evening on weekdays
- Some LOS are legally required
  - Water must be safe to drink



# Current Level of Service

- What are we doing now?
- Council needs to get information from staff
  - List all the services the community provides
  - Identify the assets being used for each service
  - Consult appropriate staff, e.g. Works Foreman, WTP Operator
  - Find out what is currently being done
- Check the budget



# Setting Level of Service

- What should we be doing?
- Council makes the decision based on their priorities and community needs
  - Consulting the public (vote)
- Balance between what is acceptable to users and what fits in the budget
- Might be higher or lower than the current LOS
  - The arena is staffed all day but 90% of users show up after school. Should the hours be changed?
  - Water is delivered Tuesdays and Thursdays, but there are a lot of callouts on Saturdays. Is it more cost-effective to go to M-W-F deliveries?
- Identify performance measures for each service
  - Regulatory standards
  - Passes expert assessment
  - Number of complaints



# Helping with Council Discussion

- Bring the background info
  - Lifecycle costing for options
  - Any minimum legal requirements
  - Info from staff
- Community concerns should be considered
- Requires discussion to reach consensus
- There is no right answer; what makes sense for each community might be different
- Remind Council not to get sidetracked by the details
- Start with a few priority services, keep it simple



# Communication and Follow-Up

- Document Council's decisions
- Let the public know what to expect (as needed)
- Check if the performance measures are being met (ongoing)
- Make a plan to move from the current LOS to the desired LOS
- Council should review periodically and reaffirm or adjust LOS



# Templates and Support

- NWTAC Toolkits website
  - Excel Template
  - Supporting Guide
  - Process is laid out in 7 steps
- MACA can answer questions or provide guidance on the process



# Small Group Activity

- Split into 3 groups
- Three different services to discuss (you will hear all 3)
- Facilitators will give some background information
- Discuss what would be an appropriate Level of Service for your community
- Facilitators will change groups every 20 minutes



# Questions?

- Ask now!
- Or ask later:

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