

# **PRACTICAL LEVELS OF SERVICE**

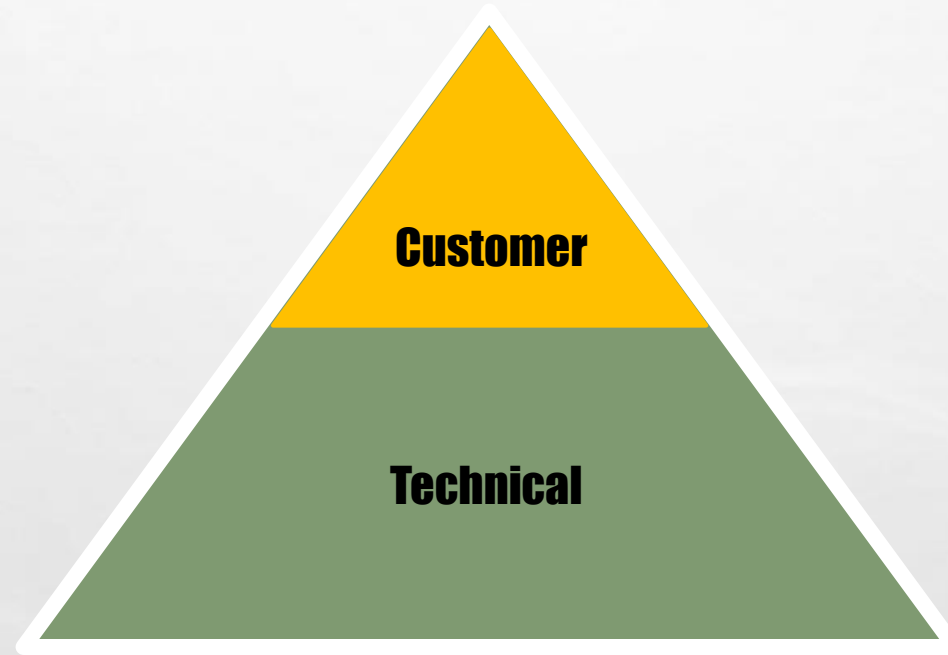
**IAMA FEBRUARY 2016**



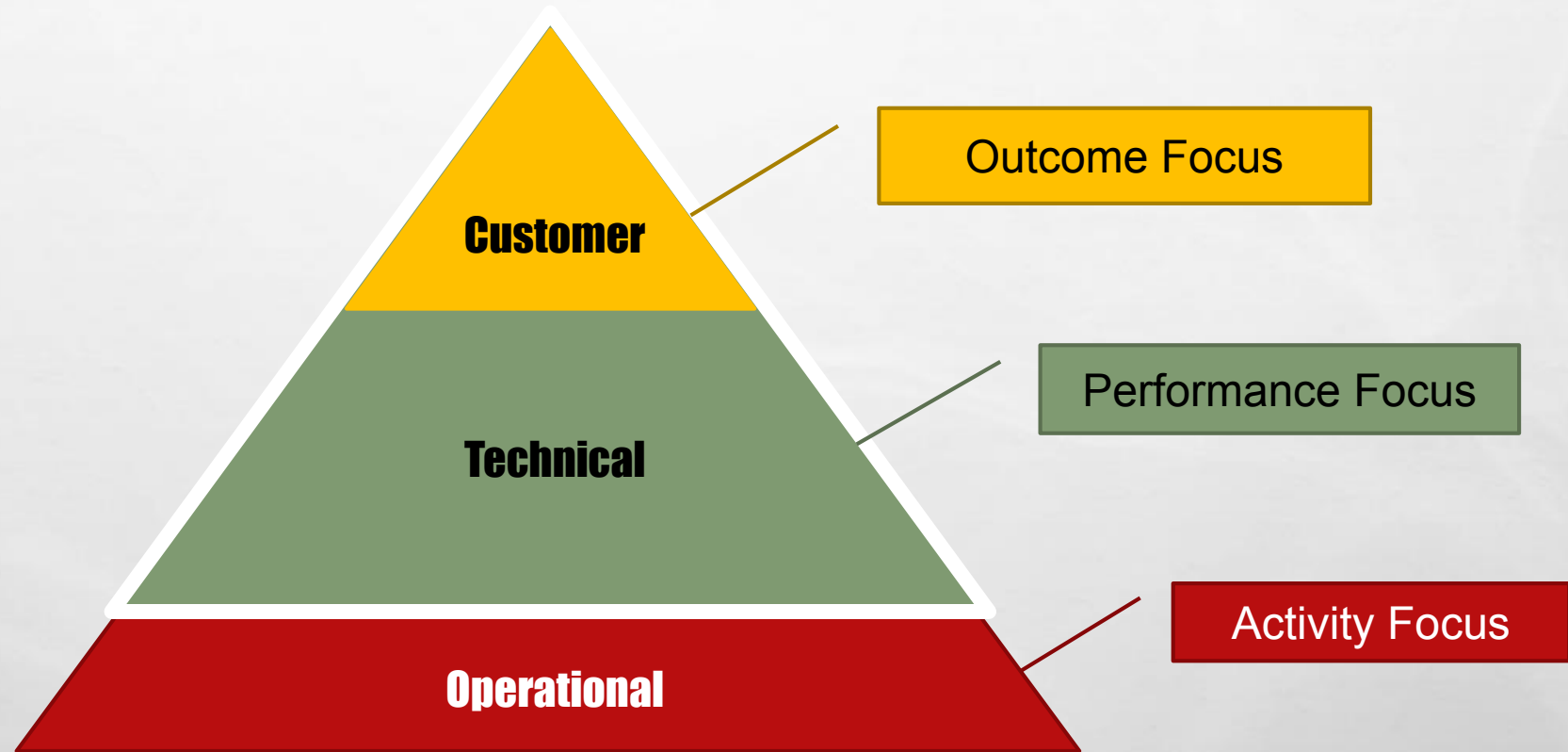
# **CONTENT**

- **BRIEF THEORY ON LOS**
- **OPERATIONAL LOS PROCESS**
- **PROJECT OUTCOMES**

# LEVELS OF SERVICE HIERARCHY



# LEVELS OF SERVICE APPLICATION



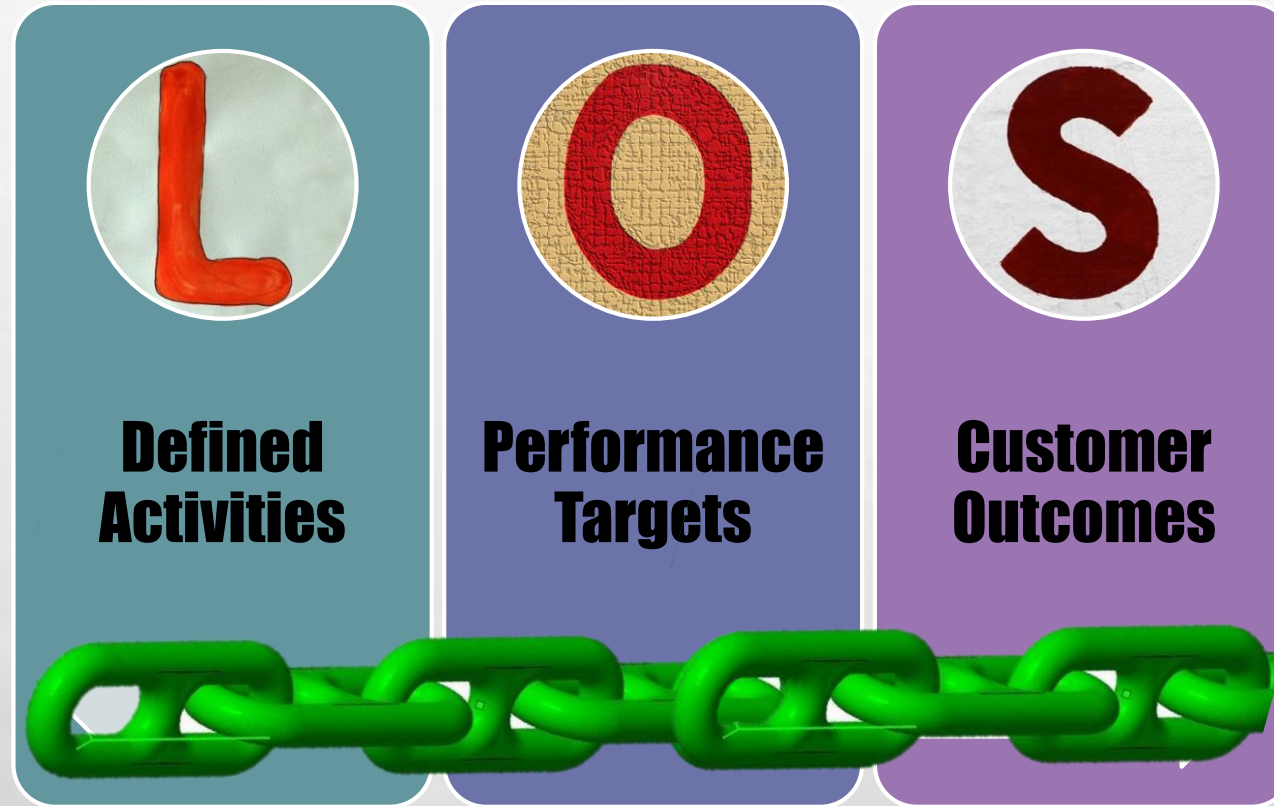
# CREATING THE LEVEL OF SERVICE



# **PRINCIPLES OF OPERATIONAL LOS**

- **CHANGE OF LOS OUTCOME REQUIRES CHANGING ACTIVITIES**
- **SUSTAINABLE SERVICE REQUIRES COST-RISK-BENEFIT BALANCE**
- **SHORT TERM GAINS CAN CAUSE FINANCIAL PAIN IN THE LONGER TERM**
- **OPERATIONS, MAINTENANCE, AND RENEWALS ARE INTERCONNECTED**

# SUSTAINABLE SERVICE DELIVERY



**Compare Cost – Risk - Benefit**

# **PRACTICAL MANAGEMENT OF LOS**

- **AWARENESS OF THE LINK BETWEEN ACTIVITIES AND CUSTOMER OUTCOMES**
- **ACTIVE MANAGEMENT OF OPERATIONAL ACTIVITIES TO ACHIEVE TECHNICAL TARGETS**
- **UNDERSTANDING THE LONG TERM IMPACTS OF ACTIVITIES (ASSET LIFESPAN AND WHOLE-OF-LIFE COSTS)**
- **UNDERSTANDING THE TRADE-OFFS BETWEEN OPERATIONS, MAINTENANCE, AND RENEWALS**



# **OPERATIONAL LOS PROCESS**

**CASE STUDIES**



# 5 STEPS TOWARD SUSTAINABLE SERVICE

- STEP 1 – ANNUAL O&M COST
- STEP 2 – LIST O&M ACTIVITIES
- STEP 3 – DEFINE ACTIVITIES
- STEP 4 – COST ACTIVITIES
- STEP 5 – CONNECT ACTIVITY TO CUSTOMER



# SO WHAT?

- Know why we do stuff
- Know if we can do more or less and how this will change our cost / benefit / risk
- Know what changes will achieve optimization rather than just cost-cutting
- Know how best to manage change when it occurs

# THE PROCESS



# CASE STUDIES



- **VILLAGE OF ANMORE – WATER ACTIVITIES**
- **REGIONAL DISTRICT OF NANAIMO – SOLID WASTE ACTIVITIES**

# OBJECTIVE OF THIS APPROACH

The objective of approaching LOS from an operational perspective is to provide the detail that **you need to**;

1. Understand what **options** you have to adjust current activities
2. Understand what the true **operations and maintenance cost** is to provide the current LOS
3. Understand if there are things that you are not doing that you **should be doing** (or doing that you should not)
4. Understand how the strategic goals and the **customer experience** will be impacted (or not impacted) by changes in activities
5. Identify the **optimal level of service** delivery in terms of operation and maintenance activities and relative to whole of life costs, risks, and service impacts.

# QUESTIONS?

Contact Us:



**Cherie Fuchs**

Opus Stewart Weir

Project Manager – Transportation Infrastructure

[Cherie.Fuchs@opussw.com](mailto:Cherie.Fuchs@opussw.com)

