

# Unlocking Levels of Service

A workshop for municipal asset management practitioners

Levels of Service (LOS) form a key part of your asset management plan (AMP), but how are they supporting effective planning and decision making in your community? This hands-on, interactive workshop will help to unlock the true power of levels of service in driving asset management planning, while enabling aligned and effective operations, management and communication in supporting sustainable service delivery within your community.

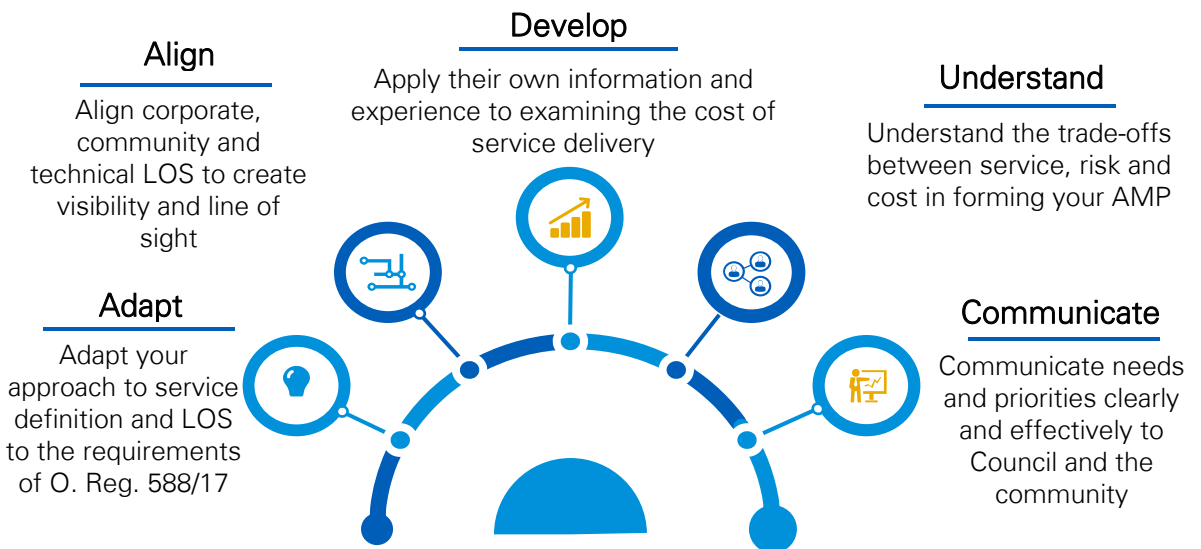
## Why Levels of Service?

Current O. Reg. 588/17 requirements have created a heightened interest in levels of service, their role in asset management, how to better align, integrate and apply them in other aspects of municipal planning and decision-making.

<p>Municipal infrastructure exists to enable the effective delivery of services that support community outcomes, needs and priorities</p>	<p>O.Reg. 588/17 requires that municipalities adapt their AMPs to measure and report on current levels of service and identify the infrastructure-related actions and investments needed to sustainably maintain them over time</p>	<p>This workshop is designed to prepare practitioners by helping them understand and map asset-service-outcome relationships, and establish asset management strategies and plans that support the trade-off between service, risk and cost in delivering sustainable services and outcomes for the community</p>
---	---	---

## The workshop

Through this interactive workshop over two half-days, participants will remotely engage with their trainers and other participants to learn how to:



## About your trainer

KPMG is a trusted advisor for municipalities across Canada and has a long and distinguished history of providing innovative and value-adding audit, tax and advisory services to Ontario’s municipal sector. We have a proven track record of supporting municipalities and public agencies from coast to coast in all aspects of their asset management journeys, helping them look beyond the technical and financial aspects of their infrastructure to introduce strategies, plans and programs that drive value for their communities.

*James Fehr*, your trainer, is a seasoned infrastructure professional, with national experience in supporting municipal governments in strengthening practice and advancing their asset management capability. James has delivered training to more than fifty municipalities under the FCM’s Municipal Asset Management Program and has supported numerous communities through the AMP-It-Up program, in adapting the requirements of O. Reg. 588/17.