

## WEBINAR #3

# Understanding Service

## WEBINAR SERIES OVERVIEW

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WaterWolf has developed a series of webinars focused on key components of asset management planning and implementation. The webinars were designed to provide opportunities for municipal staff, administrators, and council members to come together to learn about asset management and apply learnings to their respective communities.

Each webinar video is about 15 minutes long and features members of the WaterWolf team as well as administrators and council members from WaterWolf communities. Following each webinar, we encourage staff, administrators and council members to further their asset management discussions by working together through the questions provided below.

## WEBINAR #3: UNDERSTANDING SERVICE

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This webinar module helps community asset management teams understand how to define, assess, and adjust levels of service. The webinar also covers the various roles that staff, administrators and council members have in making decisions around level of service and communicating those decisions to the public.

## QUESTIONS FOR DISCUSSION

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- 1 | How do we currently assess or determine level of service? What information or data do we use to determine level of service? What additional information do we need to make informed level of service decisions?
- 2 | Are there services currently provided by our municipality that do not meet the expectations of residents where level of service may need to be increased? How would this change impact cost and risk factors?
- 3 | Are there services currently provided by our municipality that could be reduced but still meet the expectations of residents? How would this change impact cost and risk factors?
- 4 | How do we currently communicate level of service to residents? How could we better communicate level of service?
- 5 | What systems do we have in place, either formal or informal, to monitor if levels of service targets are being met?