

Levels of Service

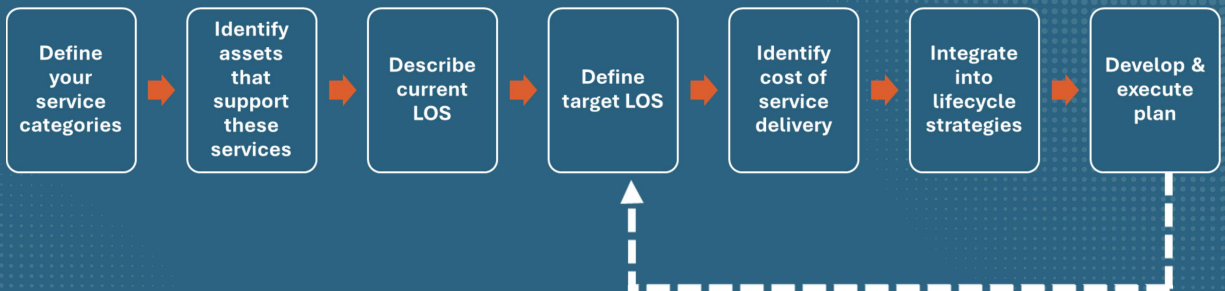
“Consultants from Blocktivity were not only very knowledgeable about asset management but also a breeze to work with and very responsive to our needs

- City of Delta

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How do we define and present service categories and their associated costs?
How do we set our targets for levels of service?

Our methodology



Outcomes

Well-defined levels of service can:

- Drive a focus on services rather than simple asset condition
- Support decision-making across asset classes
- Allow easier consideration of trade-offs
- Establish a line of sight between corporate strategies and asset management activities
- Facilitate engagement of the community and users in asset management

Our Team

Sebastiaan Lampo

Sebastiaan brings over 15 years of experience in asset management, specializing in strategy, process design, and decision making. He has supported municipal clients across Canada. Known for his client focus, and innovative solutions, Sebastiaan consistently drives improvements that help clients achieve their goals.

Sherif Kinawy

Sherif is based in Toronto and has supported over 60 municipalities on their asset management journeys, specifically following O. Reg. 588/17 guidance. He has experience incorporating community and stakeholder engagement in setting LOS targets. Sherif holds a PhD in infrastructure and construction management and an MSc focused on climate change impact assessment.