

- Partnering should identify expectations. Trust, respect and co-operation should replace a more adversarial contract, with a delicate balance required to accommodate flexibility, performance incentives and opportunities for innovation.

## **5.7 Level of Service**

Level of Service (LOS) describes a range of operating conditions on a particular type of facility, i.e. a series of qualitative measures (performance indicators) that characterizes operational conditions within the system and their perception by end-users and customers. There are several key measures that can be used to describe service quality, some examples are listed below:

### **5.7.1 Verbal/written Complaints**

This indicator identifies the total number of verbal/written complaints received during a month, and the time taken to respond to them. The time is measured in line with the Target Response Time (TRT). A complaint covers any verbal/written communication from an end user/consumer, alleging that an action or inaction of the Contractor, or a service provided by the operating company, or its sub-contractor, has fallen short of the correspondent's expectations. Complaints include those made by phone and followed by letter, fax and email.

### **5.7.2 Flooding Incidents**

This indicator will examine the operating company's performance in respect of flooding. Appropriate systems and processes in this respect shall be formulated and implemented accordingly.

### **5.7.3 Other examples of LOS that may be considered**

The Level of service that is required from the asset and/or Contract should quantify the number of complaints, the number of flooding incidents and the number of failures to provide records and reports at which the default in obligations is triggered.

- a) Lack of consistency in reporting and the poor quality of data. Where appropriate action to improve the reporting and quality of data has not been taken.
- b) Stable serviceability (which is the capability of the system of assets to deliver the right level of service to end users now and in the future) achievement on a continuous basis.
- c) Actions taken where there is a failure to deliver the levels of service expected, or if it fails to ensure its assets remain fit for purpose. Make sure the company investigates the root cause of any failures, and has plans to restore service levels and/or serviceability as quickly as possible. Progress to reports and agreed action plans are required and in more serious cases, formal enforcement action may be taken. The aim should be to secure compliance is to protect the environment, including landscaping. In this regards, Continuous improvement of the asset management capabilities to ensure they are delivery of stable serviceability.
- d) Overall performance assessment : The key areas and contributing measures.