

Stormwater System				
Core Value	Level of Service Statement	Community Level of Service	Technical Level of Service	
Accessible & Reliable	Stormwater system is reliable and provided with minimal service disruptions; service requests are responded to promptly within the municipal stormwater network	Description, which may include map, of the user groups or areas of the municipality that are protected from flooding, including the extent of protection provided by the municipal stormwater management system	# of customer complaints of surface flooding due to storm events	
			% of storm sewer mains inspected	
			% of catch basins cleaned	
Safe & Regulatory	Stormwater system protects property and people from the impacts of flooding and minimizes exposure to risk	What level of storm intensity is the municipal stormwater network designed to handle (e.g. 1 in 5-year)?	% of properties in municipality resilient to a 100-year storm	
			% of the municipal stormwater management system resilient to a 5-year storm	
Affordable	Stormwater system is affordable and managed cost-effectively for the expected level of service	What is the O&M cost to maintain the stormwater network / household?	O&M Cost / km of storm sewer and urban ditches	
Sustainable	Stormwater assets are managed efficiently, and long-term plans are in place for the sustainability of stormwater infrastructure	When was the last time that the AMP was reviewed?	% of the stormwater system that is in good or very good condition	
			% of the stormwater system that is in poor or very poor condition	
			AMP reviewed annually	