

Why We Didn't Call it Asset Management

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Agenda

1 Bio – Our Presenters

2 Background and Context

3 Project Overview

4 Project Outcomes

5 Where we are going



Bio – Our Presenters

Jennifer Wilson



- City Engineer at the City of Salmon Arm, BC 10+ years
- Past municipal engineering for a consulting firm in Ontario
- Very passionate about making data-driven decisions for the right reasons
- Improving the City's Capital Works planning processes
- IPWEA Professional Certificate in Asset Management Planning.

Iain Cranston



- Originally from the UK, moved to North America in 2011
- Founded icInfrastructure in 2017
- ISO 55000 Global Committee / TC251 Expert
- Canadian Network of Asset Managers, Board of Directors 2014-2017
- Asset Management Consultant, CH2M/Jacobs 2011-2017
- Before that...Lean & 6 Sigma, Local govt + Water, Engineering Degree



Background

City of Salmon Arm



Salmon Arm

- Located in Columbia-Shuswap Regional District in the Southern Interior of BC
- Traditional Territory of the Secwepneć people
- Population of ~19,400
- Regional center of the Shuswap
- Known for vibrant City Center, extensive green spaces, and magnificent natural setting



Managing Service Delivery

- Responsible for many Core and Support Services
- Managing thousands of assets **to deliver these services**



AM Process Through 2020

- Identifying services
- Asset inventory and data collection
- Draft AMPs for some asset classes
- Simple business cases
- Risk register



Project Overview



Project Overview

- Gap Assessment and Training
- Developed Policy
- Developed Strategy
 - Including Framework
- Council Awareness and Training



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CITY OF SALMON ARM SERVICE DELIVERY MANAGEMENT POLICY

PURPOSE: To establish the basic direction, philosophies, and values for the management of the City of Salmon Arm assets which support the delivery of services, in order to enable the achievement of the City's vision and goals as stated in the Official Community Plan.

Principles

- Service Delivery Focused:** The City will strive to establish clearly defined levels of service which are based on customer interests and service delivery. The City will implement internal and external accountability considerations as required to carry out transparent and public discussions on the state of assets, levels of service and the cost of service delivery. Feedback from these consultations will be integrated into service delivery management plans and decision-making.
- Long Term Sustainability:** The City believes that services and assets should be socially, financially, and environmentally sustainable into the future. The City will create long-term plans, considerations which incorporate long-term planning, climate change assessment, and the implementation of resiliency measures. The City will make appropriate decisions and provisions to better enable our assets to meet the challenges associated with customer expectations, regulatory requirements, climate change impacts and future generations.
- Systematic:** The City will adopt a formal, consistent, and repeatable approach to the management of its assets that will ensure services are delivered at the most effective manner.
- Knowledge and Information Management:** The City will leverage technology to efficiently support data collection and information management. The City will also encourage standardized documentation to support knowledge retention and transfer, and facilitate the improvement of service delivery efforts across the organization.
- Balanced Decision Making:** The City will make decisions based on balancing service levels, risk and value to cost through project business cases and prioritized investment decisions in a way that maintains the community's confidence in how the City manages its assets to deliver services on behalf of its citizens. This includes evaluating and mitigating project specific risks, funding risks and the overall risks of not doing projects.
- Comprehensive:** The City will take a comprehensive approach to service levels, investment planning and decision-making that looks at the "big picture" and considers the combined impact of the entire asset life cycle. The City will consider all assets in a service context and take account of interdependencies between different assets to avoid replicating individual assets in isolation.
- Innovation and Continuous Improvement:** The City will continually improve its service delivery approach by systematically reviewing the processes, procedures and tools that comprise the service delivery management system. The City will stay informed on asset management and sustainable service delivery industry best practices, and where possible, work to drive innovation through the development of tools, practices and solutions.

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*Policy scope and terminology applicable to **all services**.*

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What were the outcomes?



Outcomes



Improved understanding for all stakeholders



Policy that stands test of time, and adopted by council



Strategy with tangible actions for 5 years



Council Support & Excitement New FTE approval



Practices Applicable to other functions



Questions?

Thank you for joining us!

Contact Us

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