

From Planners to Plumbers...

Asset Management is Everyone's Job!

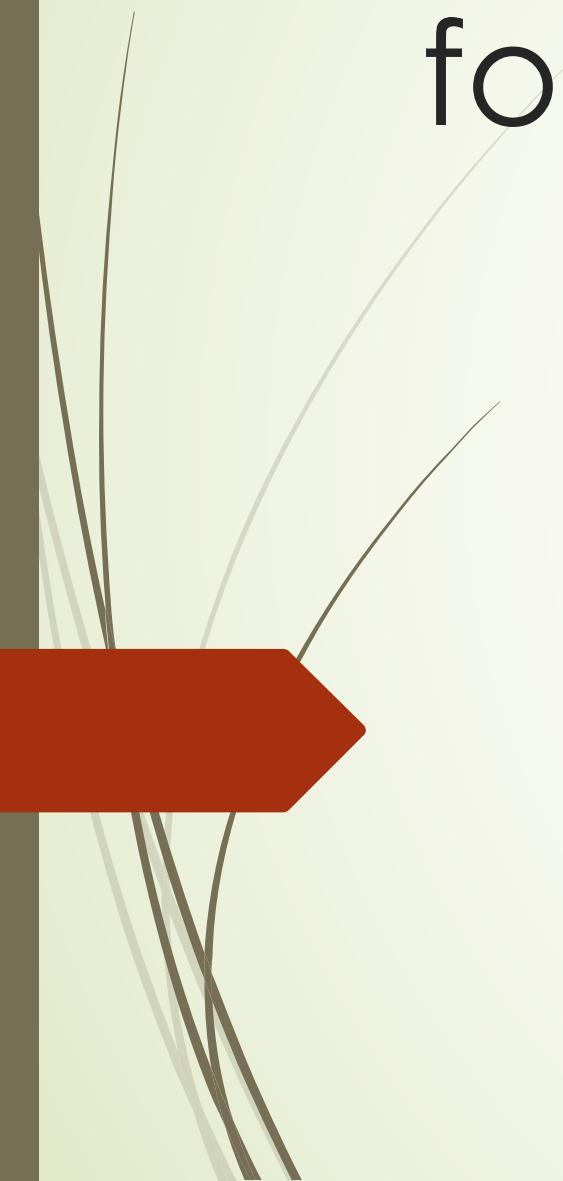


Mike Matejka

**Director of Engineering & Development Services
City of Cranbrook**

Who is responsible for “Asset Management” in your Organization?





Who is most responsible for “Asset Management” Decisions?

Council or Policy Makers?

Senior Management?

Supervisors?

Professional Consultants?

Public Stakeholders?

Operations and Maintenance Staff?

Inspiration:

Union of BC Municipalities (UBCM)

Local Government Management Assoc. (LGMA)

BC Water and Waste Assoc. (BCWWA)

Municipal Insurance Assoc. of BC (MIABC)

Government Finance Officers Assoc. of BC (GFOABC)

Planning Institute of BC (PIBC)

Public Works Assoc. of BC (PWABC)

CivicInfo BC

Municipal Finance Authority (MFA)

BC Ministry of Municipal Affairs (MUNI)

Inspiration:

Land Use Planning and Asset Management



A Sustainable Service
Delivery Primer

2019

A companion
document to Asset
Management for
Sustainable Service
Delivery: A BC
Framework



The Role of Operations and Maintenance in Asset Management



A Sustainable Service
Delivery Primer

2019

A companion
document to Asset
Management for
Sustainable Service
Delivery: A BC
Framework



Tools and Resources:



Cityworks®

Empowering GIS®
FOR PUBLIC ASSET MANAGEMENT



Steve Plumber/HVAC Journeyman



- **Position Responsibilities:**
 - Service Existing Assets
 - Repair and Replace Components
 - New Builds and Project Support



What is something about your job that is a lot more difficult than people would imagine?

- Keeping up and trying to find time for any proactive work while putting out fires

What tools or resources would make it easier to do your job?

- More people to undertake work, more training specific for new equipment O&M

What day to day decisions and activities are made easier by using Asset Management tools or software?

- Having a breakdown of assets and being able to assign work activities (equipment, labour, & materials) to a specific asset.



What long term decisions and activities are made easier by using Asset Management tools or software?

- Being able to track longer term maintenance activities and trends could help plan for replacement or troubleshoot why components are failing prematurely

How can you be better supported in undertaking Asset Management work?

- Learn more about inner workings of asset management programs so work can better be reported and we can understand what is happening with the information we are gathering

Shawn Mechanic Foreman



- Position Responsibilities:
 - Manage Fleet Maintenance and Repairs
 - Support Fleet Replacement



What is something about your job that is a lot more difficult than people would imagine?

- Keep up with workload, and managing the balance between urgent repairs and planned maintenance

What tools or resources would make it easier to do your job?

- Training on Asset Management Software, how to streamline steps and understand why there are so many steps

What day to day decisions and activities are made easier by using Asset Management tools or software?

- Scheduling repairs and managing workflow



What long term decisions and activities are made easier by using Asset Management tools or software?

- Maybe we could support planning for long term replacement, or proving that a current fleet asset is becoming a maintenance liability

How can you be better supported in undertaking Asset Management work?

- Given more insight into how Asset Management information is actually used and how it makes our work better.

Kyle Senior Community Planner



► Position Responsibilities:

- Development Approvals
- Rezoning
- Growth Planning

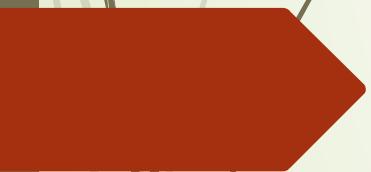


What is something about your job that is a lot more difficult than people would imagine?

- Processing current Land Use applications, while trying to dedicate time to improving our processes and working on long term initiatives

What tools or resources would make it easier to do your job?

- Decision making tools that would support proactive land use decisions, and sustainable development



What day to day decisions and activities are made easier by using Asset Management tools or software?

- We don't currently incorporate Asset Management, but it would be great to have Land Use Application recommendations informed by sound Asset Management principles



What long term decisions and activities are made easier by using Asset Management tools or software?

- Growth management plans and Zoning bylaw updates would be much more valuable if they were incorporated more with infrastructure and service level guides.

How can you be better supported in undertaking Asset Management work?

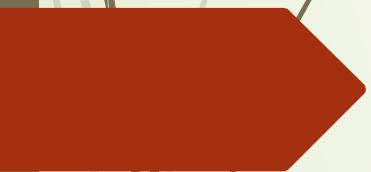
- Given more time and tools to prioritize incorporation of Asset Management principles into Land Use Planning decisions.

Key Takeaways:



Most employees are so busy doing day to day work that they can't focus on the big picture or long-term improvements!

Key Takeaways:



Most employees doing Asset Management work don't fully realize they are doing Asset Management!

Key Takeaways:

Employees need to understand why they are doing what they are doing

- They need to be aware of how their roles and responsibilities fit into the big picture
- They need to be aware of the levels of service and policies that establish their workload
- If you don't have a good answer for "why?" you have some work to do

Key Takeaways:

They need to be involved in establishing levels of service, policy, business cases, and budgeting

- Their day-to-day interaction with Assets is a vital tool for gathering information
- They need to believe that their work and input can have a direct impact on making major decisions changing the way things are done

GET EVERYONE ON THE BUS!





Informing and Empowering employees about why and how their work is integral to your business is crucial.

Not everyone will buy in, but you will find more Asset Management Champions. Those Champions will help establish your business culture moving forward.

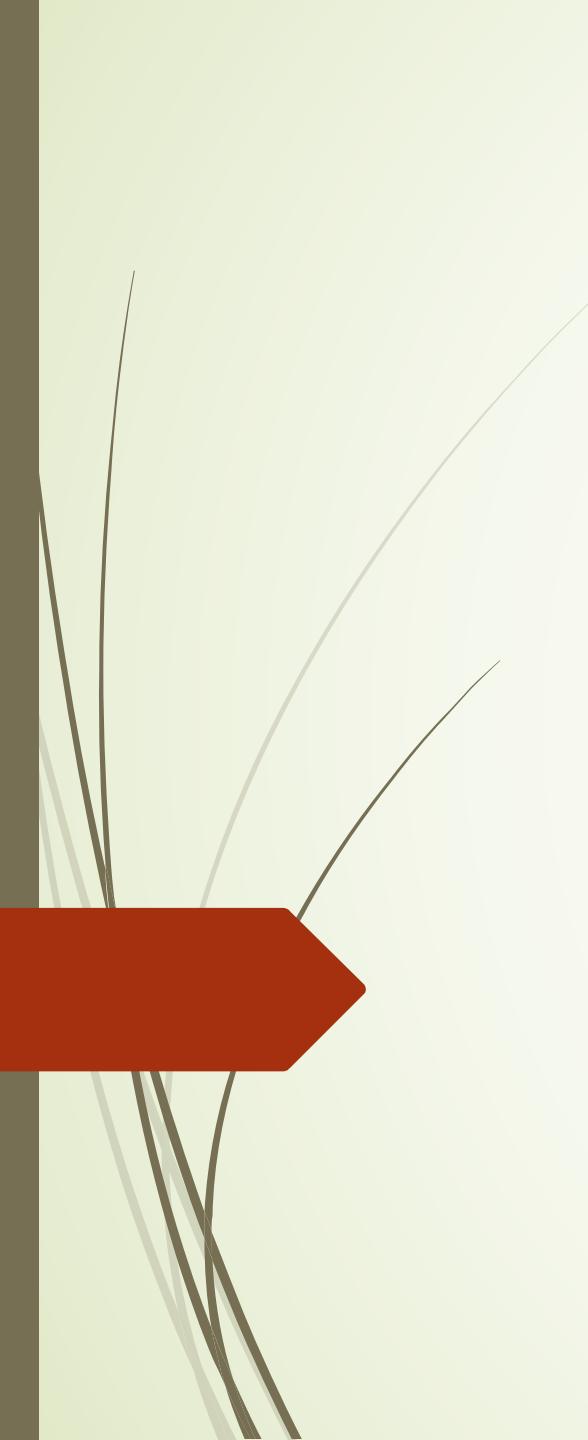
Homework:

Invest in communications time with your employees

Show them how their role impacts Asset Management and ask them how they might be able to improve it

Enshrine AM best practices into Policies, Procedures and Job Descriptions

Show them the return on investment and the impacts of their good work, both short and long term



Thank You!

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