

# Advancing Your Asset Management Practices 2020 Program Guide



This initiative is offered through the Municipal Asset Management Program, which is delivered by the Federation of Canadian Municipalities and funded by the Government of Canada.

Municipal Asset Management Program (MAMP) EN: [fcm.ca/assetmanagementprogram](https://fcm.ca/assetmanagementprogram)

# Welcome!

## We Can Help

Need help taking your asset management practices to the next level? Whether you're just starting out or well underway, **Asset Management BC** (AM BC) is excited to offer BC's local governments and First Nations a unique education program to help you advance your asset management practices. The program includes three options, and you may choose more than one:

1. **Building Awareness for Elected Officials:** Presentations to your Council or Board to increase awareness and support for your asset management practices, and how this is key to sustainable service delivery.
2. **Working with Levels of Service:** A series of custom webinars to help you identify your levels of service including processes, tool kits, and coaching to develop and implement a plan for your community.
3. **Operationalizing Asset Management:** A unique cohort-based learning experience to help you identify and overcome the barriers to asset management in the areas of organizational culture, structure, and capacity.

## Why This Matters

BC is a frontrunner when it comes to managing assets to ensure the delivery of sustainable services now, and for future generations. But from conversations we've had with local governments and First Nations at conferences, workshops, and one-on-one, we know it's not easy. Every organization struggles with certain aspects of asset management – from lack of understanding and communication, to corporate culture and capacity. At some point, how we implement the technical details or deploy our human resources can challenge our ability to finance and deliver sustainable services.



That's why the team at Asset Management BC developed this program to help you continue your journey to provide sustainable services. You'll also be able to help others – participants from all sessions can share their takeaways and success stories through case studies and AM BC Primers.

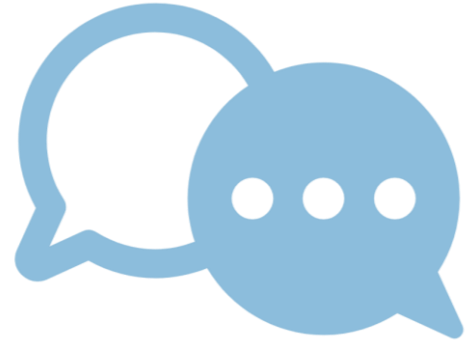
Thanks to the generous funding initiative from the Municipal Asset Management Program, delivered by the Federation of Canadian Municipalities and funded by the Government of Canada, this program is provided free of charge.

## Program at A Glance

Here's an overview of the three program options. You may select more than one. See the [table below](#) for details.

### 1. Building Awareness for Elected Officials: #OurAssetsMatter Presentations

**Description:** Boost awareness and support for your asset management practices with an informative, inspiring, and interactive webinar\* for your elected representatives about why asset management matters and how it is the key to sustainable service delivery. Presentations are tailored to suit your local government or First Nation and range from an introduction to asset management to using asset management as an effective, transparent, and engaging decision-making and communications tool. See [table below](#) for details.



#### Format:

- Customized webinar/workshop\* for your Council or Board by expert presenters, including former Mayor and asset management strategist Christina Benty; former CAO, author, keynote speaker, FCM Asset Management award recipient Diane Kalen-Sukra; and strategic communications specialist Jan Enns.
- Presentation by one of our speakers at your next association meeting (online or in-person\*).

#### Outcomes:

- Increased awareness for elected officials about the benefits of achieving sustainable service delivery through the asset management process.
- Resources for incorporating asset management in the decision-making process.

**Recommended for:** Any local government or First Nations Council or Board interested in learning more about how asset management can improve their assets, outcomes, and reputation for service delivery.

**Fee:** Free. (Approximate \$500 value.)

#### COVID-Dependent\*

We expect program delivery will be primarily online, based on current COVID-protocols for social distancing. We hope to be able to deliver more in-person content if conditions permit.

## 2. Working with Levels of Service: Technical Assistance

**Description:** A practical webinar/workshop\* series that examines what Levels of Service (LOS) are, why they're important, and how to define and work with them for your community. Using our customizable, spreadsheet-based LOS tool, (developed by leading asset management experts and customized for use in BC) you'll get to work with your own data and information. See [table below](#) for details.



### **Format:**

- A series of four to six online sessions, and self-directed work with the opportunity for individual coaching, over a three month period (approximately 10 hours total online workshop time and 6 hours offline work).
- There are four opportunities to take this series. Each of the four cohorts consists of four to five local governments or First Nations, with two or three staff participants from different departments.

### **Outcomes:**

- Define your levels of service using our Excel-based template.
- Identify desired outcomes, performance measures, and assess any gaps.
- Discuss strategies to address your gaps.
- Develop a service delivery plan for approvals and implementation for one or more of your service areas.
- Learn key takeaways through relevant case studies from other local governments and First Nations.

**Recommended for:** Drawing from past experiences, you will get the most out of this workshop if two to three senior staff from different departments and disciplines attend together. Councillors and Area Directors interested in rolling up their sleeves are also encouraged to attend. While workshop material is tailored to smaller communities, it can be an excellent grounding in fundamentals for larger communities beginning to explore levels of service.

**Fee:** Free. (Approximate \$1500 value for online workshop series.)

### 3. Operationalizing Asset Management: Technical Assistance

**Description:** An online cohort-based learning experience designed to help local governments and First Nations identify and overcome the barriers to asset management in the areas of organizational culture, structure, and capacity, using your own organization's data and information. See [table below](#) for details.



**Format:**

- Online cohort made up of two or three of your own team members representing a small group of local governments or First Nations.
- Four two-hour facilitated online sessions over a three-month period with follow-up coaching calls.
- Space is limited. The Expressions of Interest will be reviewed to select participants.

**Outcomes:**

- Identify barriers to fully operationalizing asset management in your organization.
- Explore the effective application of asset management principles using the 4Cs approach (collaboration, capacity, culture, and council/board) in a facilitated peer-learning environment.
- Develop strategies to operationalize asset management within each local government context, including techniques on how to embed your organization's values in its processes and procedures.

**Recommended for:** CAOs and senior administrators, with at least two participants from each organization.

**Fee:** Free. (Approximate \$1500 value for online workshop series.) Travel expenses are covered (if travel is permitted under COVID restrictions).



## Sign me up!

### Who Should Attend?

While each option has a different purpose, they are open to all BC municipalities, regional districts, and First Nations of any size. The Operationalization and the Level of Service options can only accommodate limited numbers. You may select more than one option.

### When does it start?

**The deadline for the Expression of Interest is October 9, 2020.** The program gets underway this fall. See [table below](#) for details.

### How do I sign up?

Review this Program Guide and complete the Expression of Interest form.

### Who do I contact for more information?

For more information please contact:

Wally Wells, Executive Director, Asset Management BC




Phone: 250-741-9887


Email: [info@assetmanagementbc.ca](mailto:info@assetmanagementbc.ca)

See [table below](#) for details.



## Program Details

	<b>1. Awareness</b> 	<b>2. Level of Service (LOS)</b> 	<b>3. Operationalizing Asset Management</b> 
<b>Purpose</b>	Build awareness and knowledge at the elected official level.	Identify, assess, and address levels of service in your local government or First Nation.	Understand how to operationalize asset management within your local government.
<b>Description</b>	Increase awareness and support for elected representatives about why asset management matters and how it's the key to sustainable service delivery.	<p>A practical webinar/workshop* series that examines what levels of service are, why they're important, how to define and work with them, how to consider changes to levels of service and the ramifications of doing so for your community.</p> <p>Through the workshops, participants will use an Excel-based template to define their levels of service and assess service delivery gaps.</p>	<p>A cohort-based learning experience designed to help local governments and First Nations identify and overcome the barriers to asset management.</p> <p>Through the online workshops, the participants will apply the 4-Cs approach: Collaboration, Culture, Capacity and Council/Board.</p>
<b>Participants</b>	Elected officials and senior administrators.	<p>Senior staff from across departments and disciplines.</p> <p>It is recommended that two to three staff from different departments attend.</p> <p>Councillors and Electoral Area Directors interested in rolling up their sleeves are also welcome.</p>	<p>CAOs and senior administrators.</p> <p>It is recommended that at least two participants attend from each organization.</p>
<b>Level of Asset Management</b>	Suitable for all levels.	<p>Best suited for Intermediate and Advanced according to the <a href="#">AM BC Roadmap (page 2)</a></p> <p>Organizations newer to asset management are also welcome.</p>	<p>Intermediate and Advanced according to the <a href="#">AM BC Roadmap (page 2)</a></p>

	<b>1. Awareness</b> 	<b>2. Level of Service (LOS)</b>	<b>3. Operationalizing Asset Management</b>
<b>Delivery Method and Time Commitment*</b>	<p>Presentations are booked at the convenience of the participants.</p> <p>Length of presentation can vary to meet your needs (e.g., delegation to Council or a webinar).</p>	<p>Sessions take place over a three-month period.</p> <p>Approximately 16 hours per person:</p> <ul style="list-style-type: none"> <li>• One-hour introductory webinar on what is LOS and why it is important</li> <li>• Two to four online sessions of two to four hours each (8 hours)</li> <li>• One-hour follow-up webinar</li> <li>• Individual or small group work on defining and assessing LOS, including follow-up calls with the facilitator as needed</li> </ul>	<p>Sessions take place over a three-month period.</p> <p>Approximately 16 hours per person:</p> <ul style="list-style-type: none"> <li>• Four two-hour online sessions</li> <li>• One-hour preparation for each session</li> <li>• Attend conference calls</li> </ul>
<b>Takeaways/deliverables</b>	<p>An enhanced understanding of asset management, your statutory responsibility, why it's important to improve your asset management capacity, and how to use asset management as a decision-making and communication tool.</p> <p>The deliverables from this project will also be used as curriculum for the BC Local Government Leadership Academy (LGLA).</p>	<p>A customizable, spreadsheet-based LOS template.</p> <p>The skills needed to define and assess levels of service, and to address level of service gaps using the template.</p>	<p>A customizable Excel spreadsheet that will be used in the workshops to conduct a change risk assessment.</p> <p>A customizable spreadsheet to develop an outline business case that can be taken back to the organization to facilitate presentation and report writing.</p>
<b>Fee</b>	<p>Free. (Approximate \$500 value.)</p>	<p>Free. (Approximate \$1500 value for online workshop series.)</p>	<p>Free. (Approximate \$1500 value for online workshop series.) Travel expenses are covered (if travel is permitted under COVID restrictions).</p>
<b>Timeline</b>	<p><b>Oct. 9: Deadline for submitting Expression of Interest.</b></p> <p>Presentations available until May 2021.</p>	<p><b>Oct. 9: Deadline for submitting Expression of Interest.</b></p> <p>Nov. 2020: First of four cohorts begin.</p> <p>Nov. 2020-May 2021: Online sessions.</p>	<p><b>Oct. 9: Deadline for submitting Expression of Interest.</b></p> <p>Oct.-Nov. 2020: Establish cohort.</p> <p>Nov. 2020-Early 2021: Online sessions.</p>

**COVID-Dependent\*** We expect program delivery will be primarily online, based on current COVID-protocols for social distancing. We hope to be able to deliver more in-person if conditions permit.