Changing the rhetoric

How asset managers can help elected officials with decision making

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Secondly, get better at telling the story











You are <u>responsible</u> for delivering sustainable services from infrastructure

...valued in the millions



You are <u>responsible</u> for delivering sustainable services from infrastructure

...don't compromise ability of future generations to meet their own needs



You don't have sufficient funding to manage your infrastructure





You don't want to leave a <u>liability</u> for future generations





Short video clip explaining AM

Ageing Infrastructure Critical Communities

to Elected Members



[insert video here]





3 take-aways from the video





3 take-aways from the video

1.

Know the key elements for future viability

Answer critical questions for your community

Build your understanding & capacity in AM

3.



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Getting better at telling the story

May need professional communication help

- Use data-driven insights
 - Benefits of Investing
 - Risk of not...





Getting better at telling the story



Community Satisfaction Survey 2022 summary

Each year we ask our local residents what they think about our services and facilities to help us understand the overall levels of satisfaction. Using this information, we continue to improve the delivery of these services and facilities.

From 25 August to 12 September 2022, residents were invited to complete an online or hardcopy Community Satisfaction Survey. Over 2,525 respondents completed the survey*.

*Sample is statistically valid, it's not demographically representative



Top 3 performing areas



99% Children's services



Community halls



Sports and recreation facilities

Top 3 improvement areas



43% Roadside maintenance







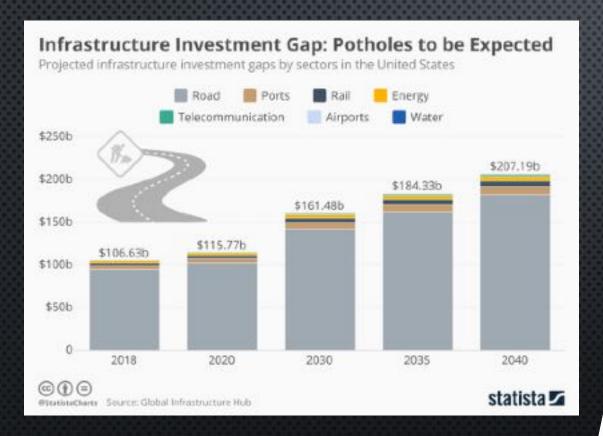


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Getting better at telling the story

Quantitive





Satisfaction wab



It's all about the kids! Appeal to the heart

- It's about inter generational equity
- Getting the balance right
 - Those who benefit now
 - Vs not burdening future generations



It's all about the kids! Appeal to the heart

- Children today represent 21% of population but 100% of our future
- Stewardship role
 - Leave a better place than found
 - Pass the torch to next generation



Sustainable Service Delivery

- Current needs & delivery don't compromise ability of future generations
 - To meet their own needs
- Core asset management!
 - The purpose & desired outcome



Impacts of Climate Change

- Infrastructure is long-lived
- CC is about planning for uncertainty, impacts
- Risk management approach
- AM > managing risk & consequence

Natural Asset Management New paradigm

- Consider as an option
- Can be more cost effective than grey
- Consequences if we don't
 - Many benefits 'just taken for granted'



Managing the gap (not just funding it)

- Disposal of assets
- Alternative service delivery
- Lower levels of service
- Innovative solutions

- Understanding impact new assets
- Better asset information
- Timely maintenance
- Improved work practices



Resources www.IFMEworld.org/elected-members

- Video clip: English, French, Finish
- IFME/IPWEA new publication
 - "Benefits & Drivers of Good AM Practice"
- AM BC Canada
 - "What would you tell your Council"
 - Mayor, councillor, CEO, CFO, CAO, Public Works, Planner
 - "Climate Change & AM"
- This presentation



