

Changing the rhetoric

How asset managers can help
elected officials with decision making

Chris Champion

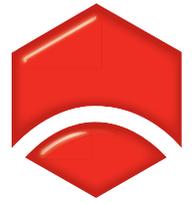
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NAMS Canada

Firstly, need to explain
asset management
to decision makers



Firstly, need to explain
asset management
to decision makers



Secondly, get better
at telling the story





Firstly, need to explain
asset management
to decision makers

Ageing infrastructure is a major challenge for communities



You are responsible for delivering
sustainable services from infrastructure

...valued in the millions

You are responsible 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 liability for future generations



You need a plan of action

Short video clip explaining AM

*Ageing Infrastructure
Critical Communities*
to Elected Members

[insert video here]

You need a plan of action

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3 take-aways from the video



You need a plan of action

3 take-aways from the video

1.

Know the key elements for future viability

2.

Answer critical questions for your community

3.

Build your understanding & capacity in AM



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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.

64% somewhat satisfied

Top 3 performing areas

| | | |
|--|--|---|
|  99% Children's services |  91% Community halls |  90% Sports and recreation facilities |
|--|--|---|

Top 3 improvement areas

| | | |
|--|---|---|
|  17% Maintaining local roads |  43% Roadside maintenance |  52% Maintaining footpaths and pathways |
|--|---|---|

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Qualitative



RNZ Home News Radio Podcasts & Series Topics Pacific

New Zealand World Politics Pacific Te Ao Māori Sport Business Country

NEW ZEALAND / LOCAL DEMOCRACY REPORTING

Council satisfaction levels crash over potholes

4:57 pm on 24 August 2022

Jonathan Leask, Local Democracy Reporter
Jonathan.L@theguardian.co.nz

Share this     

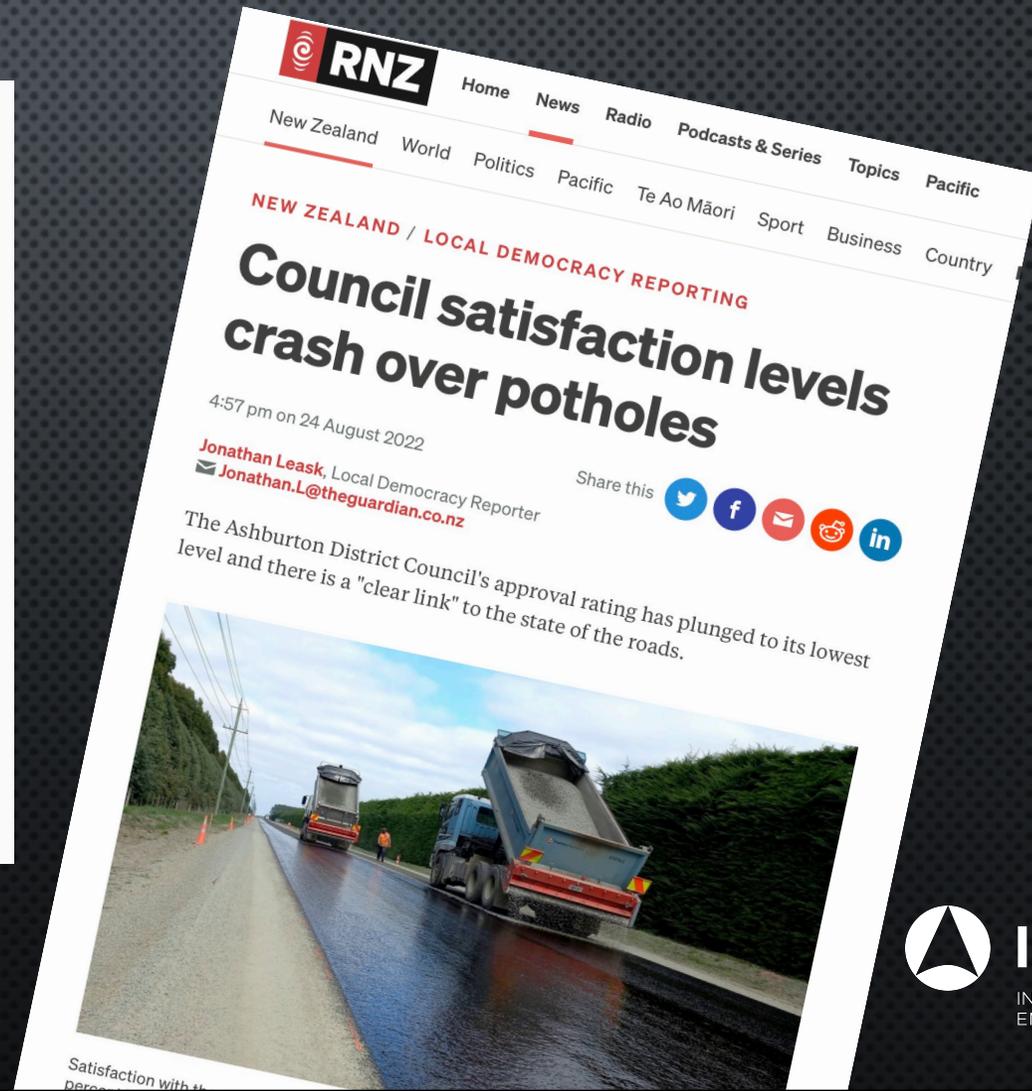
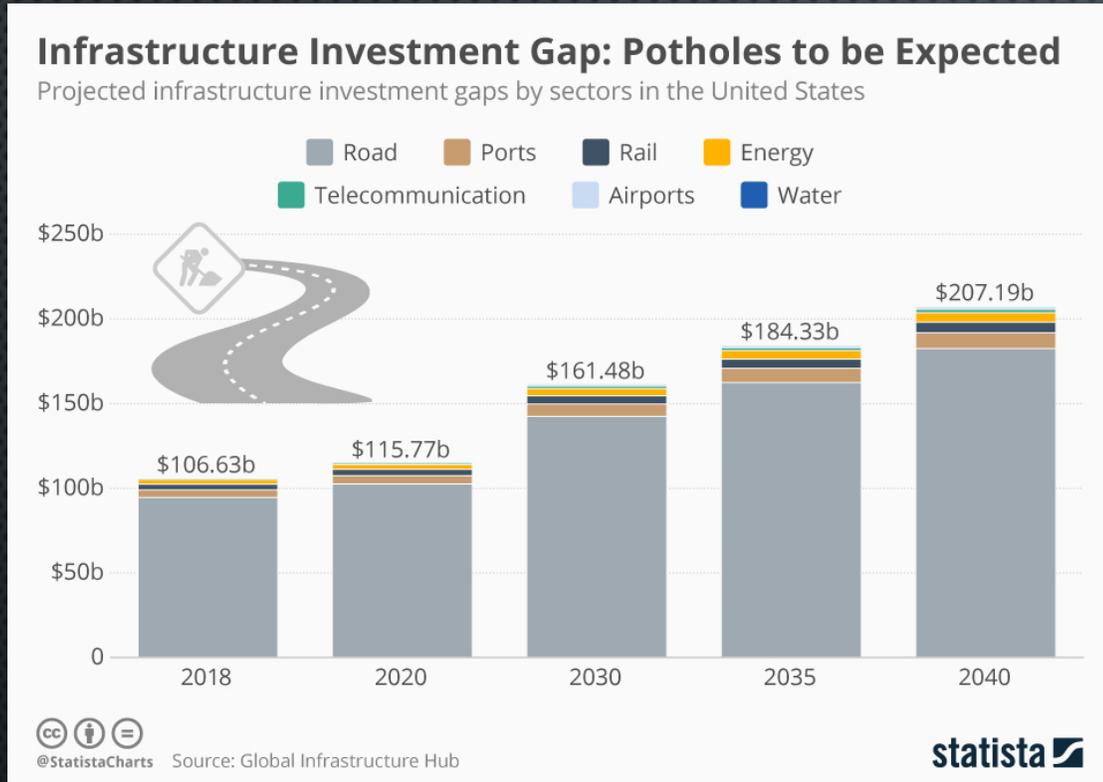
The Ashburton District Council's approval rating has plunged to its lowest level and there is a "clear link" to the state of the roads.



Satisfaction with the District Council's performance has fallen to its lowest level since 2017, according to a survey conducted by the Ashburton District Council.

Getting better at telling the story

Quantitative



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



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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)*

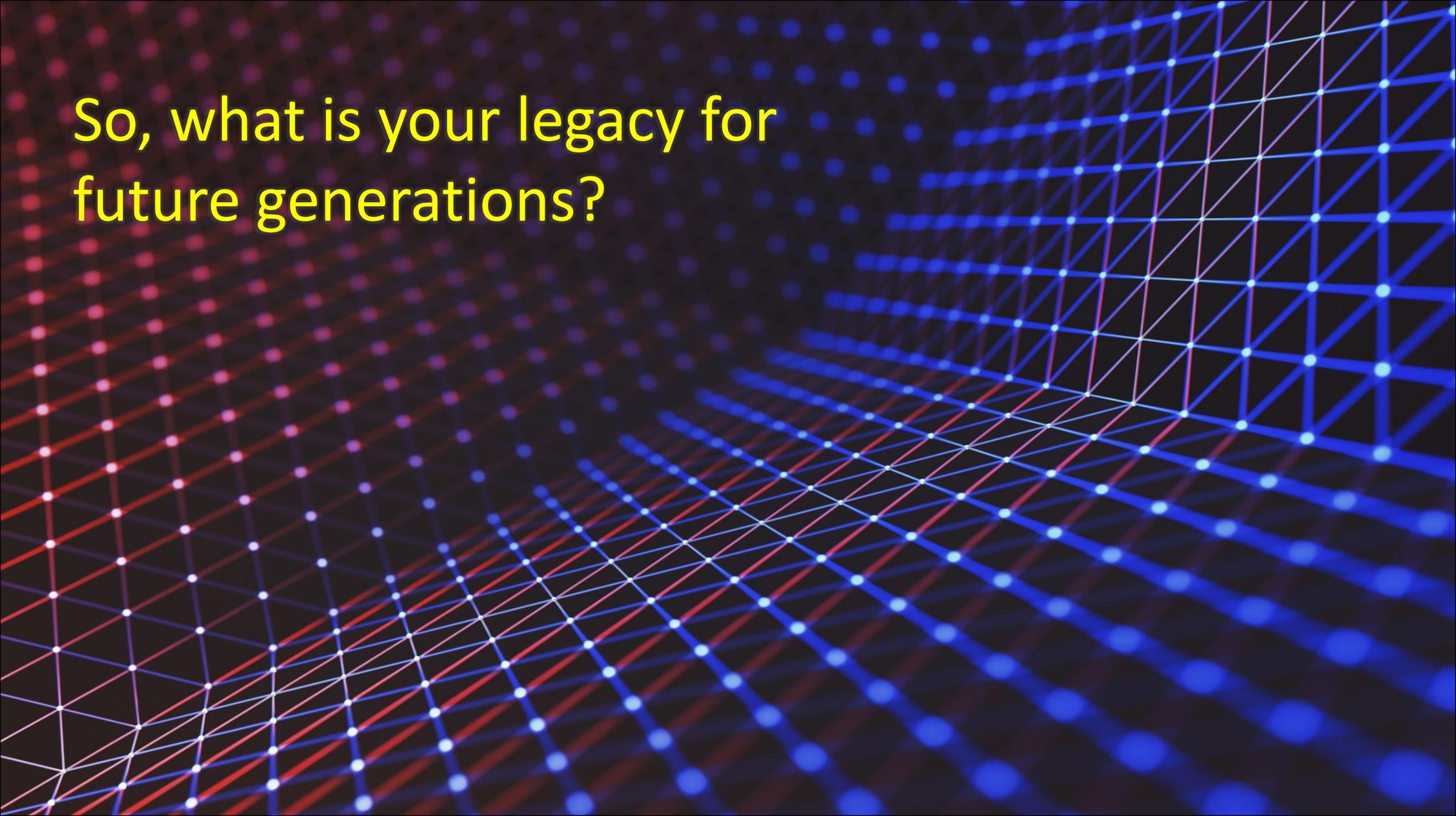
- Disposal of assets
- Alternative service delivery
- Lower levels of service
- Innovative solutions
- Understanding impact new assets
- Better asset information
- Timely maintenance
- Improved work practices

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

So, what is your legacy for
future generations?

The background of the slide is a complex digital network. It features a grid of nodes connected by lines, with a color gradient from red on the left to blue on the right. The lines and nodes are slightly blurred and have a glowing effect, creating a sense of depth and connectivity. The overall aesthetic is futuristic and technological.



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