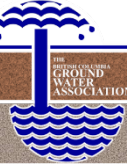




2018 BCGWA Trade Show
Convention and AGM

A 'WELL SPRING'
OF INFORMATION



Communicating *The "Other" Side of the Fence* *Wally Wells P. Eng.*



Communications

- Background
- Communicating

Who is:
Asset Management BC





Learning to Communicate

- Local government, province government, private sector
- Federal –education vs training
- Solid Waste Management (NIMBY and groundwater issues)
 - Cobourg Meeting - know the audience
 - Halton Meeting - let them talk
 - Oxford Hearing (PCB'S)
- Infrastructure file - CPWA - Eagleton
- Consulting – nothing to sell –Listen to the client
- Asset Management – Thank you Australia for the confusion!!



Communicating across Generations

- Job vs career
- Engagement vs mentoring
- Instant gratification
- Thinking outside the box
- Communications changes



NAMWG

- Lesson in communications -20 people from different discipline
- Montreal meeting
- Start of cultural change
- Output



Asset Management is about SERVICE

- Not about capital projects
- Not about reserve funds

“An asset without a user has no value”

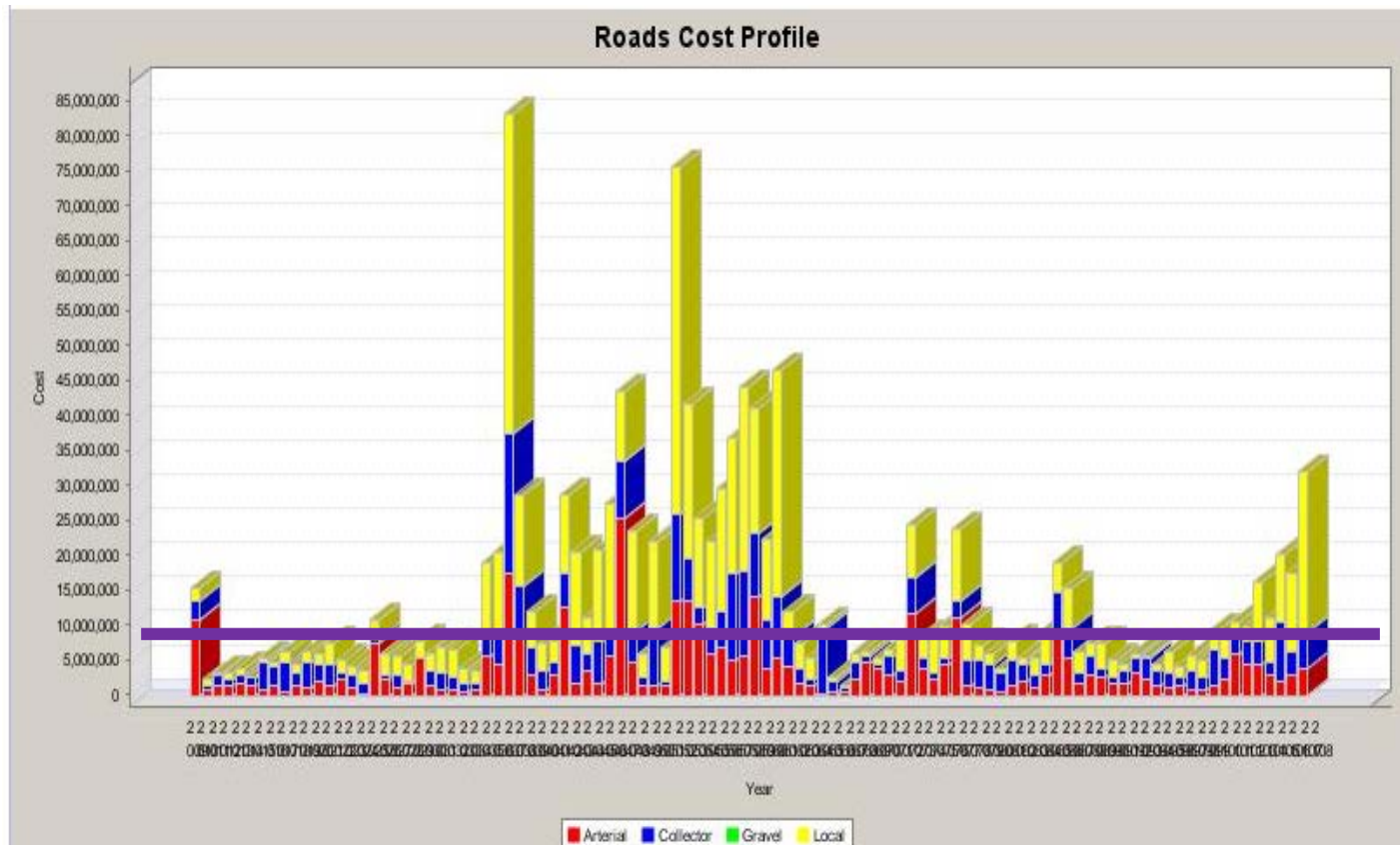


Needs vs Available

Objective:

Identify a longer term (50 – 100 years) view of linear asset renewal with costs

Roads
Cost
Profile





"An Asset Management Framework for Canada"

- ☐ Why do asset Management YES
- ☐ What is Asset Management YES
- ☐ How to do Asset Management NO
- ☐ Hence "Communities of Practice"

www.assetmanagementbc.ca



Asset Management BC

- ❑ UBCM (Political)
- ❑ Ministry of Municipal Affairs And Housing
- ❑ GFOA – BC (Finance)
- ❑ PIBC (Planning)
- ❑ BCWWA (Water/wastewater operations)
- ❑ LGMA (CAO's and senior managers)
- ❑ MIABC (Insurance and risk)
- ❑ PWABC (Public Works)

- ❑ CivicInfo (Communications/Data Management)



ENGINEERS &
GEOSCIENTISTS
BRITISH COLUMBIA



NORTH VANCOUVER
DISTRICT



MUNICIPAL
INSURANCE
ASSOCIATION
OF BRITISH
COLUMBIA



LADYSMITH



City of Kelowna



Indigenous and
Northern Affairs Canada



Affaires autochtones
et du Nord Canada



The Voice of British Columbia
Local Government



MASTER MUNICIPAL
CONSTRUCTION DOCUMENTS
ASSOCIATION



BCWWA
BC WATER & WASTE ASSOCIATION



LGMA
LOCAL GOVERNMENT
MANAGEMENT ASSOCIATION
OF B



BRITISH
COLUMBIA
www.gov.bc.ca



Coquitlam

Sayt-K'ílim-Goot
one heart, one path, one nation





About Water

- Next to air, essential
- Water is free – service is not
- Small Water System - maintenance
- Low price is not “best value”
- Understand risk and consequences
- Water supply protection – Gibsons
- Climate change



Asset Management for Sustainable Service Delivery: A BC Framework





THE PROCESS

Not JUST a plan



ASSESS

Asset Management Practices /
Current State of Assets

PLAN

Policy, Strategy, Investment Plan
Long Term Financial Plan
Integration

IMPLEMENT

Practices, Measure and Report and
update



Updating Framework

- Updating and adding immediate and advanced text to ROADMAP
- Operations and Maintenance
- Climate change – Atlas
- Natural Capital Assets (Water)
- Land use planning



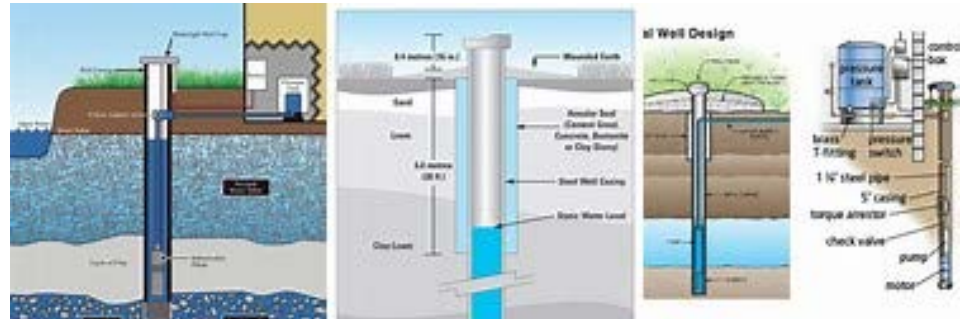
Communications

- Our biggest issue – because of audience
- Already doing AM (revelation!!)
- First - cultural change
- Much effort on communications
- Different communications for different people
- Why are people not getting it?



Summary

- The message is for the listener not the speaker
- Keep it simple – get rid of lingo!
- Know the audience you are talking to.
- Different generations “hear” things differently



THANK YOU
QUESTIONS?
COMMENTS?

www.assetmanagementbc.ca

