



Did you know?

An Asset Management Plan is a Living Document

An asset management plan is a living document that must be updated on a regular basis. However, throughout the life of an asset management plan a municipality will face many challenges which include:

1. New technologies and techniques may impact the timing of repair/rehabilitation/replacement strategies included in the plan;
2. A need to overcome resistance to increasing taxes to pay the cost for repair/rehabilitation/replacement of infrastructure assets;
3. Responding to changing customer expectations and/or increased demands for services; and
4. Changing regulatory requirements from senior levels of government.



To address these challenges municipalities must be willing to ask of themselves a number of questions and be willing to follow up on these questions.

Below is the 2nd of 5 questions that will be asked over the next several weeks to determine if you are ready to implement your asset management plan.


Question 2 of 5 – What is the required level of service?

To answer this question you need to know:



a. What is the level of service your customers demand?

-  Level of service is a balance between user (customer) expectations for overall quality, performance, availability and safety of infrastructure assets with a cost that is affordable.
-  The development/revision of level of service must consider the risk associated with providing the service.


b. What do regulations require?

-  Provincial and federal governments frequently revise regulations to various acts of legislation. Asset management plans and the level of service must be reviewed with regard to these revisions and adjustments made to the plan in order to comply with the revised regulation.

c. Are you achieving the level of service?

-  Proposed targets for levels of service should be included in the asset management plan.
-  Performance measures should be developed and the actual results achieved reported annually.

Best Practice

-  Asset management plans should reflect the priorities and expectations of the community. At some point it is necessary to ensure that the services provided due in fact reflect the community's priorities and expectations. It may also be important to determine if the

services provided are at a level that the community finds acceptable or if those service levels should be increased or decreased. Before any community consultation or any change to an asset management plan can occur, decision makers must know:

- ④ The annual and lifecycle costs to provide the current level of service;
- ④ The annual and lifecycle costs to increased or decreased the level of service;
- ④ The risks associated with the current levels of service and the impacts on risk by increasing or decreasing the levels of service; and
- ④ The customer's willingness to pay.

Watch your email for question 3 of 5 in this **Did You Know** series.