

SECTION: Finance		POLICY #: FIN-012
Date Approved: December 21, 2015		Asset Management Program (AMP)
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PURPOSE

To ensure the development of the Town of Hanover's (the Town) asset management program (AMP), including roles and responsibilities, in order to provide efficient and effective management of the municipality's infrastructure to support the delivery of sustainable community services.

POLICY STATEMENT

The Town will implement an enterprise wide AMP through all municipal departments. The AMP will promote best practice management of all infrastructure assets and will be based on continuous improvement.

The AMP will include:

1. An asset registry (centralized database)

The centralized asset database will maintain a full inventory of the Town's capital assets including; description, value, age, and condition, and will include estimated costs and timelines for repair, rehabilitation or replacement.

2. Asset management plans

In addition to the Town's current AMP, updated AMPs will be developed to incorporate all infrastructure categories. The plans will document continuous improvement of practice and should be updated on a biennial basis.

3. Continuous improvement protocols

An assessment of the maturity of the Town's AMP will be undertaken. The assessment will detail current practices, outline elements for improvement, and will be brought forward within an AM Road Map.

4. Performance metrics and reporting

Performance metrics and reporting tools will be developed to transparently communicate and display the current state of infrastructure and service levels achieved.

5. A work management system

As a future initiative, the Town will enhance its AMP through the implementation of a work order system that provides prioritization and tracking of scheduled and unscheduled repair and maintenance.

ROLES AND RESPONSIBILITIES

Council

- Approve the AMP and direction of the AMP and;
- Approve AM policy amendments to the AMP as required.

CAO

- Provide corporate oversight to goals and directions and ensure the AMP aligns with the Town's strategic plan.

Management Team (Asset Management Steering Committee)

- Provide overall guidance and direction for corporate wide AM development;
- Ensure that adequate resources are available; and
- Track, analyze and report on AMP benefits.

Director of Corporate Services / Treasurer (Project Lead)

- Provide corporate wide leadership in AM practices and concepts;
- Provide AM steering committee and departmental staff coordination; and
- Coordinate and track AMP implementation and progress.

Departmental Staff

- Utilize the new business processes and technology tools associated with the AMP;
- Participate in implementation task teams as part of the AM development; and
- Provide support and direction for AM practices within their department.

KEY PRINCIPLES

The corporate wide AMP will be founded on the following principles:

Systematic

Adopting a consistent, repeatable approach to the management of assets will enable services to be provided in the most cost effective manner.

Innovative

Continuous improvement will be a key part of our AM approach and will drive innovation in the development of effective tools, techniques and solutions.

Forward Looking

Making the appropriate decisions to better enable our assets to meet the challenges of future customer expectations and legislative requirements, including Accessibility for Ontarians with Disabilities Act and climate change goals or targets.

Risk-based

Managing the risk associated with infrastructure performance through cost/benefit analysis.

Customer Focus

Provide assurance to our customers through clearly defined levels of service.

STRATEGIC PLAN ALIGNMENT

This policy supports the Vision and Corporate Values of the Town of Hanover, as well as the Goals and Action Plans set out in the Strategic Plan, particularly with respect to:

Strategic Direction #4: Sustainable Municipal Operations

Goal: To improve financial and operational aspects of the Town for the continued maintenance, rehabilitation and reconstruction of its infrastructure and to sustain and enhance current municipal programs and services.

Action # 4. In light of the directions in the Town's asset management plan, prepare a long term financial plan.

Since the performance of a community's infrastructure provides the foundation for its economic development, competitiveness, prosperity, and overall quality of life, this policy has an indirect alignment with:

Strategic Direction #2: Economic Development

Goal: To create an environment that supports economic diversification and a broader range of attractive employment opportunities to retain existing residents and businesses and attract investment and new families to the community.

Strategic Direction #3: Community

Goal: To support initiatives that contribute to healthier residents, more active and rewarding lifestyles and a safer community.

CORPORATE VALUES

The implementation of a corporate wide AMP also embraces and builds upon all of the Town's corporate values as outlined within the 2015 Strategic Plan.

Progressive – embracing change, anticipating and planning for the future and striving for continuous improvement.

Public Service – responding efficiently and effectively with compassion and respect, to citizens' needs.

Positive Working Environment – team members working together in a supportive, interactive environment that is personally and professionally rewarding.

Accountability – acting on behalf of the community in a fair, honest and transparent manner.

Responsible – preserving, protecting and enhancing the social and environmental attributes of the community in a fiscally responsible manner.