

District of Saanich

Asset Management Program

Saanich Service Delivery Manual

July 2026
Version 1.0

[Enter the Manual →](#)

[How to use this guide→](#)

[Asset Management System →](#)

[Change Log →](#)

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Asset Management Program Manager
Saanich



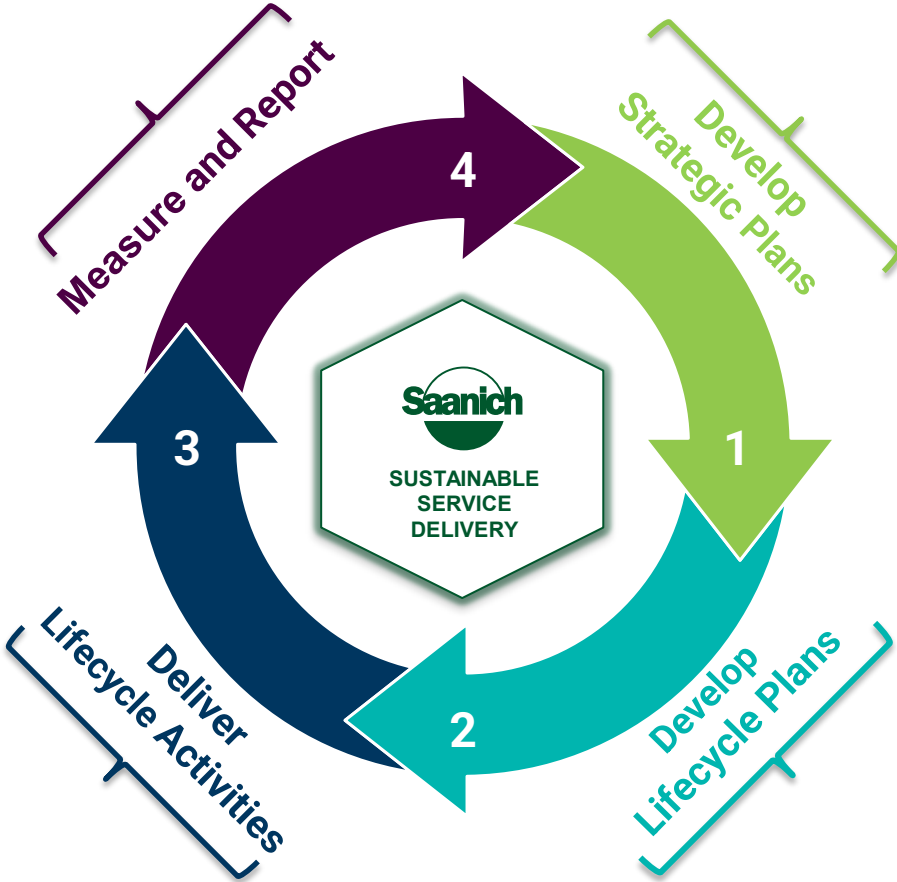
Asset Management System



Saanich’s **Service Delivery Manual** is an important component of Saanich’s Asset Management (AM) System. It documents Saanich's AM Practices to ensure **cross-departmental consistency** in implementing the AM Program, provide **training** of Saanich Staff, and foster a **culture of asset management** across the organization.

- 4.1 [Monitor AM Program](#)
- 4.2 [Report to Council](#)
- 4.3 [Report to Government of BC](#)
- 4.4 [Report to Government of Canada](#)

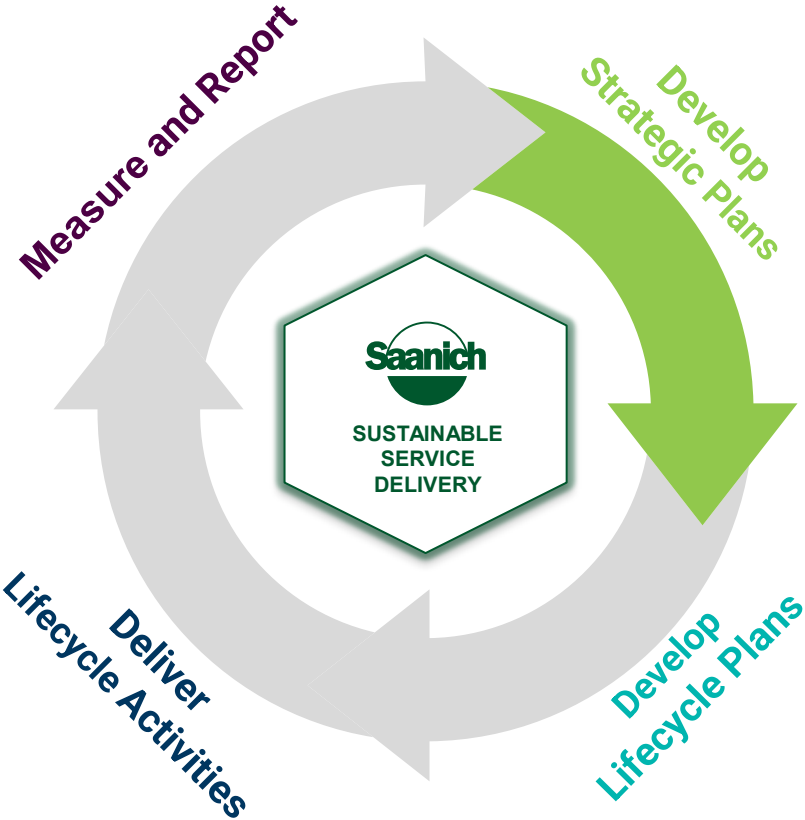
- 3.1 [Manage Asset Data](#)
- 3.2 [Deliver Annual Financial Plan](#)



- 1.1 [Develop Council Policies](#)
- 1.2 [Develop Asset Management Strategy](#)
- 1.3 [Develop Asset Management System](#)
- 2.1 [Assess Asset Management Practices](#)
- 2.2 [Assess the Current State of Assets](#)
- 2.3 [Develop Asset Management Plans](#)
- 2.4 [Develop Annual Financial Plan](#)
- 2.5 [Develop Long Term Financial Plan](#)

Develop Strategic Plans

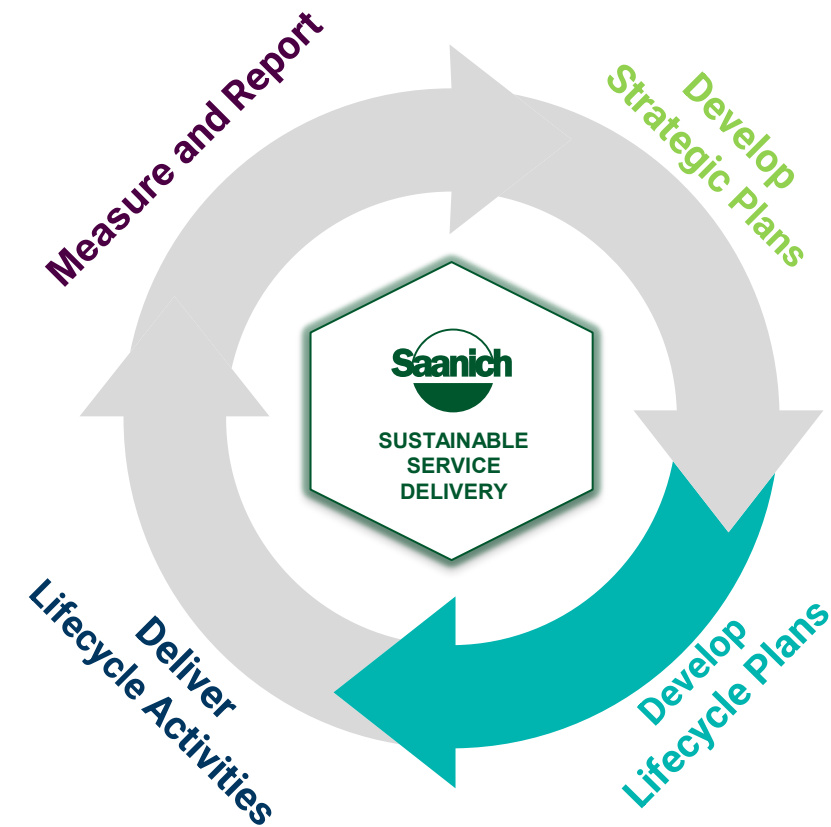
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1.1	<u>Develop Council Policies</u> 1 process	→
1.2	<u>Develop Asset Management Strategy</u> 1 process	→
1.3	<u>Develop Asset Management System</u> 1 process	→

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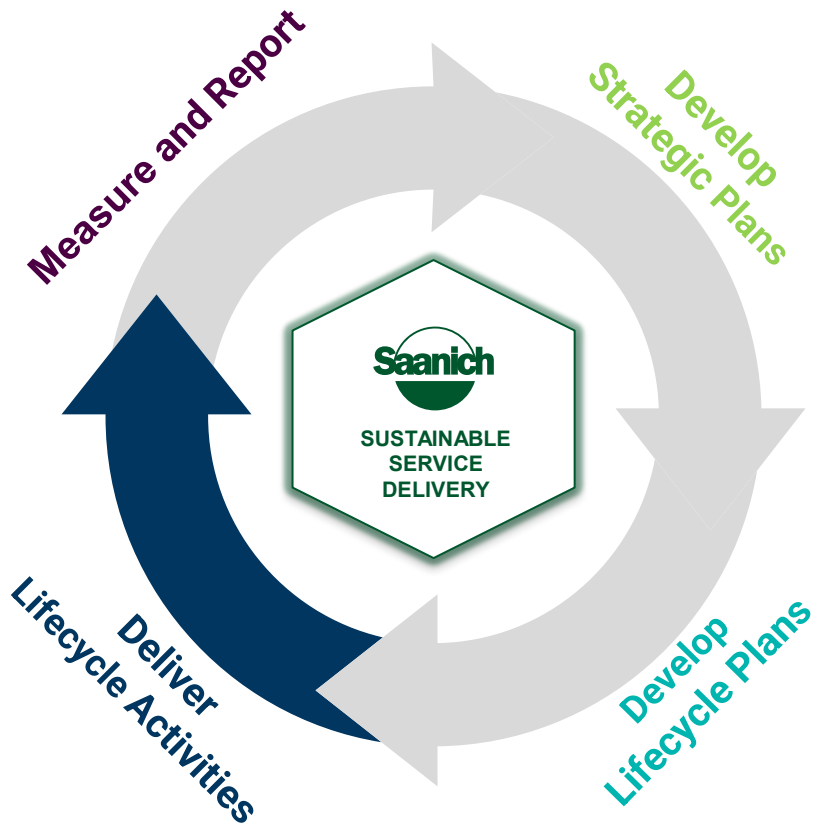
Develop Lifecycle Plans



2.1	Assess Asset Management Practices 3 processes	→
2.2	Assess the Current State of Assets 5 processes	→
2.3	Develop Asset Management Plans 4 processes	→
2.4	Develop Annual Financial Plan 3 processes	→
2.5	Develop Long Term Financial Plan 2 processes	→

Deliver Lifecycle Activities

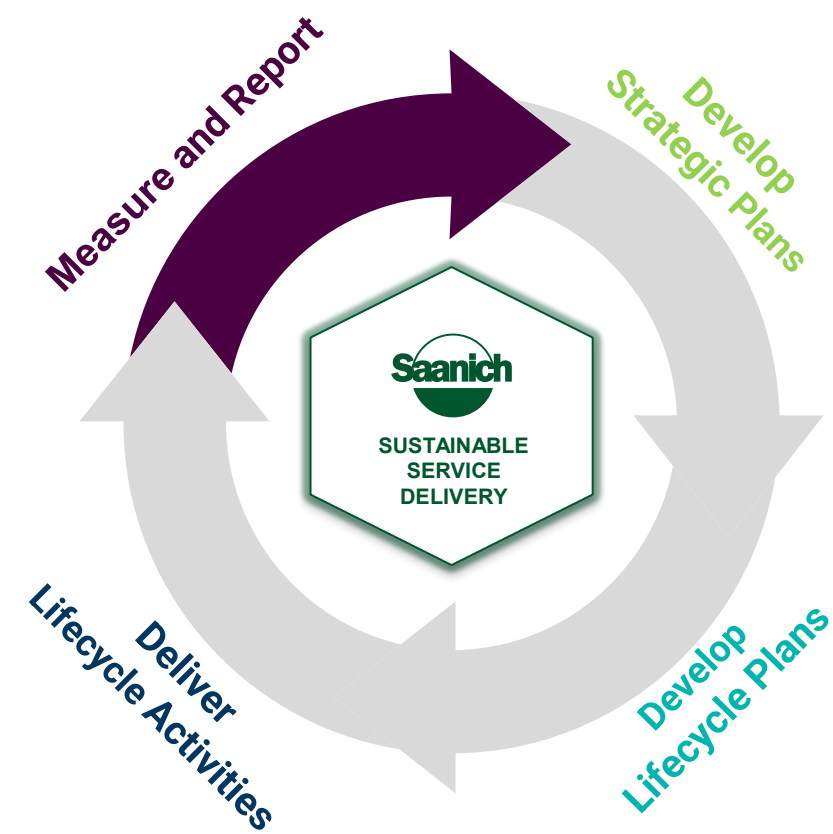
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3.1	<u>Manage Asset Data</u> 1 process	→
3.2	<u>Deliver Annual Financial Plan</u> 5 processes	→

Monitor and Report

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4.1	<u>Monitor AM Program</u> 1 process	→
4.2	<u>Report to Council</u> 2 processes	→
4.3	<u>Report to Government of BC</u> 2 processes	→
4.4	<u>Report to Government of Canada</u> 1 process	→

Develop Council Policies

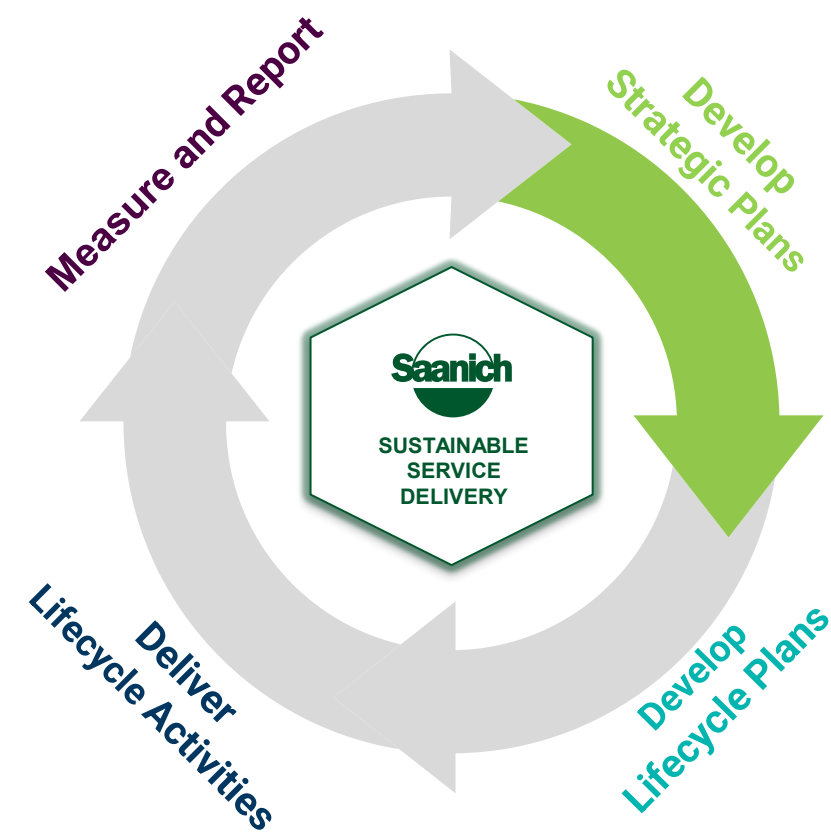
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1.1.1

Develop Asset Management Policy

1 process

→



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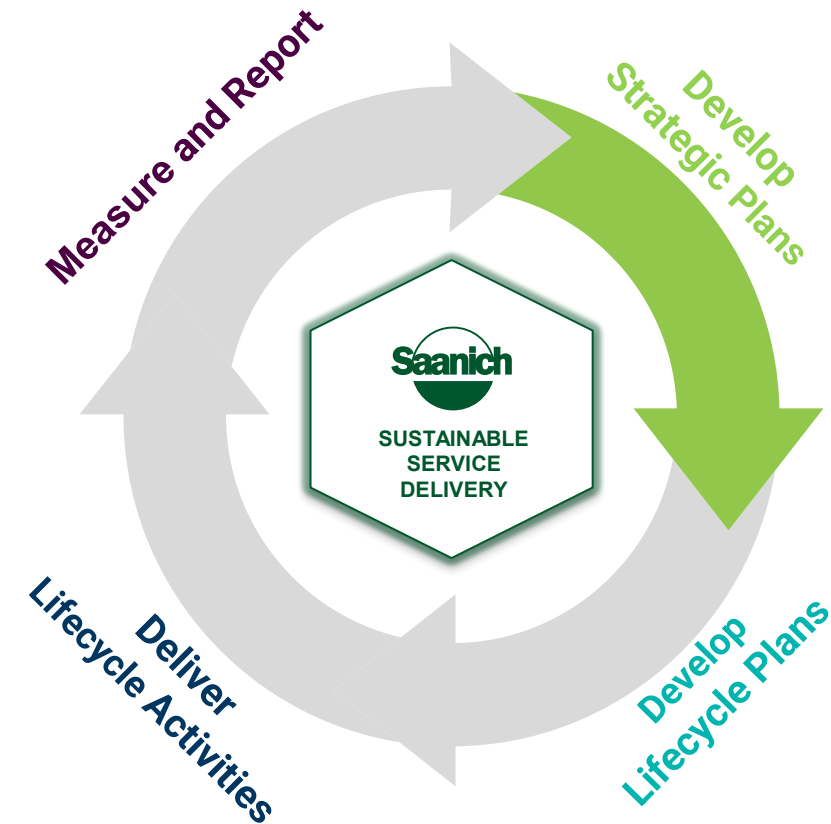
Develop Asset Management Strategy

1.2.1

Develop Asset Management Strategy

1 process

→



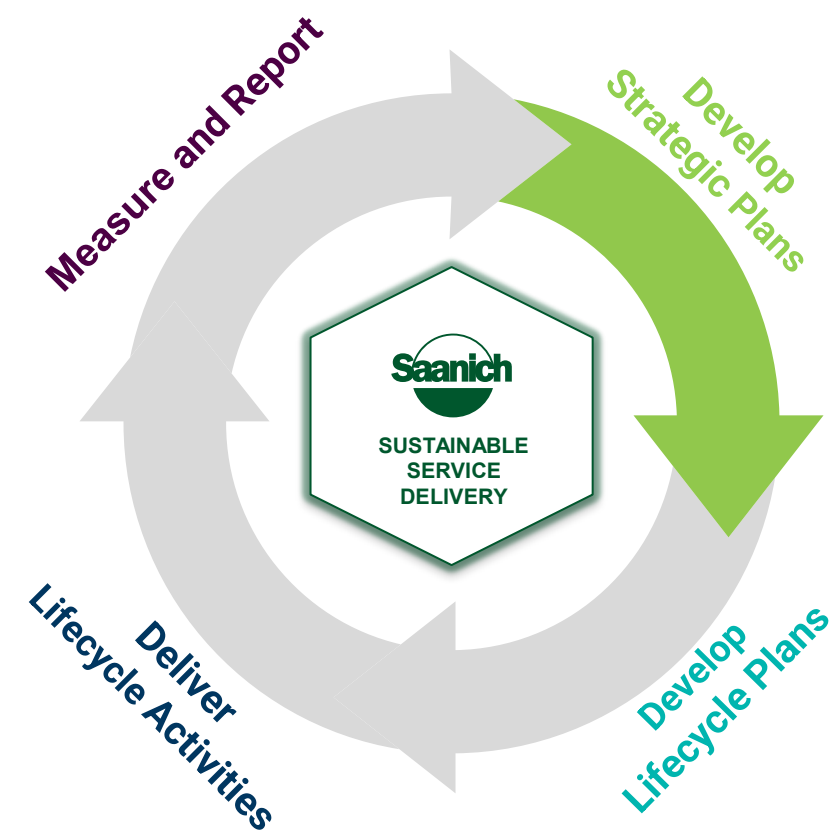
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Develop Asset Management System

1.3.1

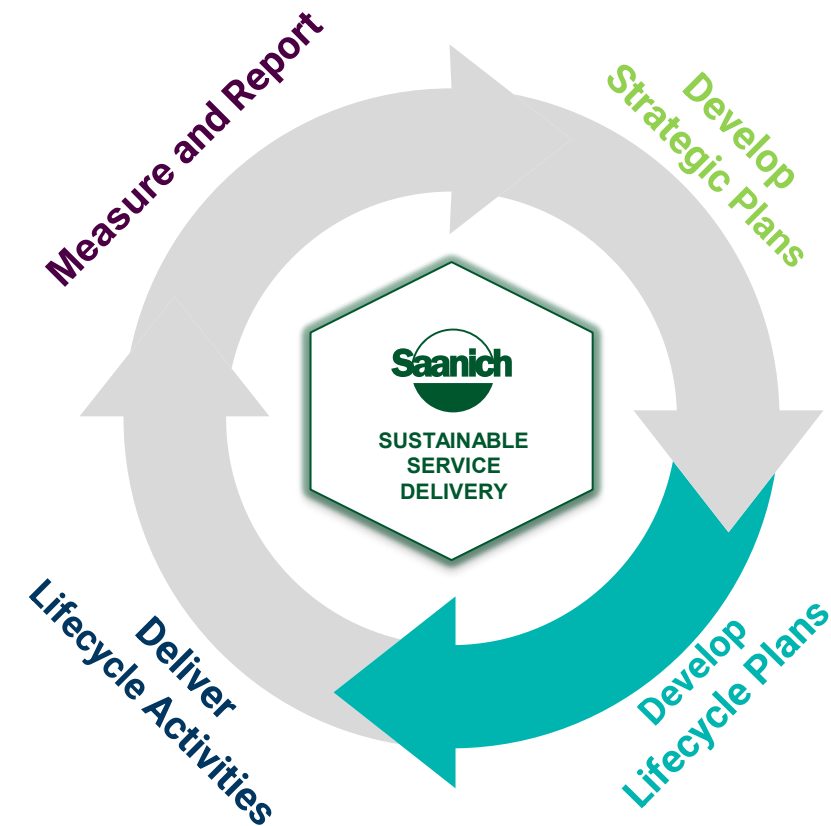
Develop Service Delivery Manual
1 process

→



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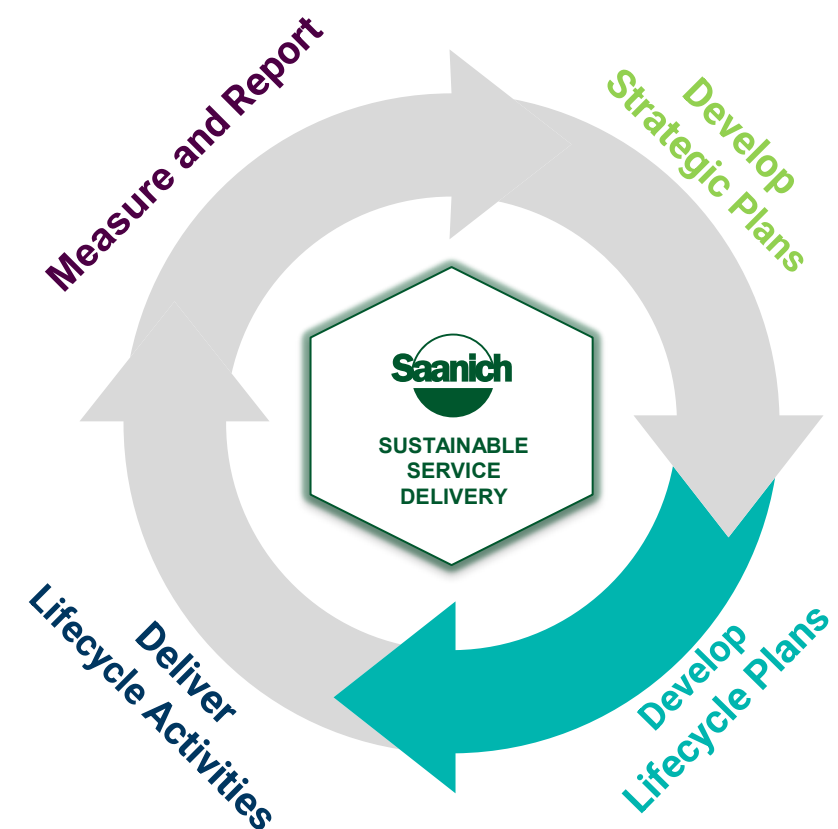
Assess Asset Management Practices



2.1.1	Assess Roles and Responsibilities 1 process	→
2.1.2	Assess Levels of Service 1 process	→
2.1.3	Assess Service Level Risk 1 process	→

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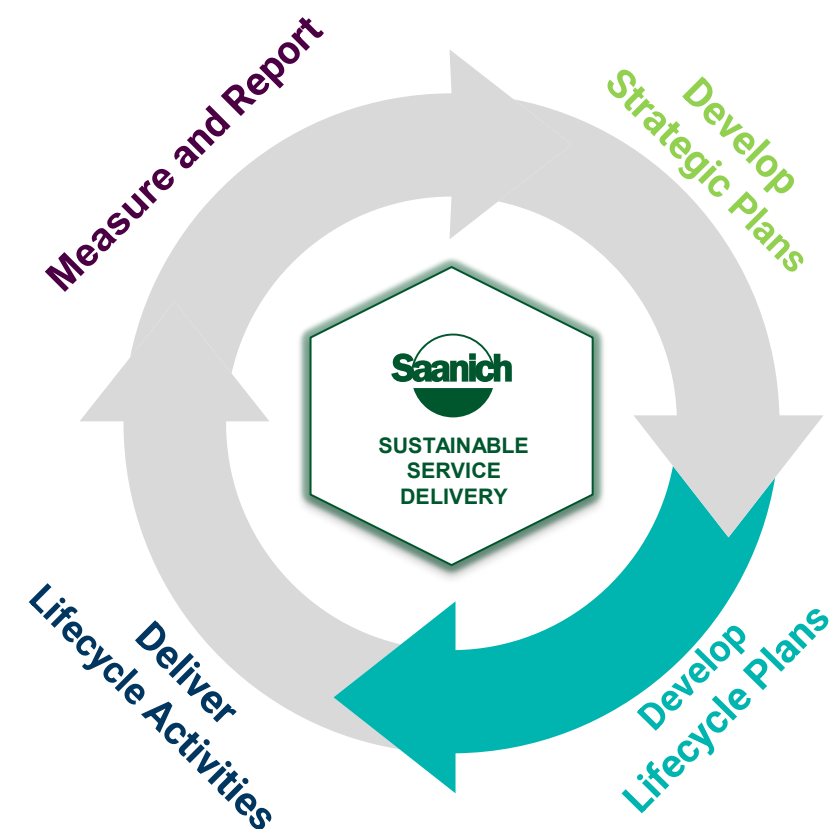
Assess the Current State of Assets



2.2.1	Assess Asset Condition 1 process	→
2.2.2	Assess Asset Criticality 1 process	→
2.2.3	Assess Asset Level Risk 1 process	→
2.2.4	Assess Asset Replacement Value 1 process	→
2.2.5	Assess Asset Useful Life 1 process	→

Click any Card/Arrow to open it. Use the links above to go back.

Develop Asset Management Plans



- 2.3.1

[Develop Operational Plans](#)
1 process

→
- 2.3.2

[Develop Maintenance Programs](#)
1 process

→
- 2.3.3

[Develop Lifecycle Management Plan](#)
1 process

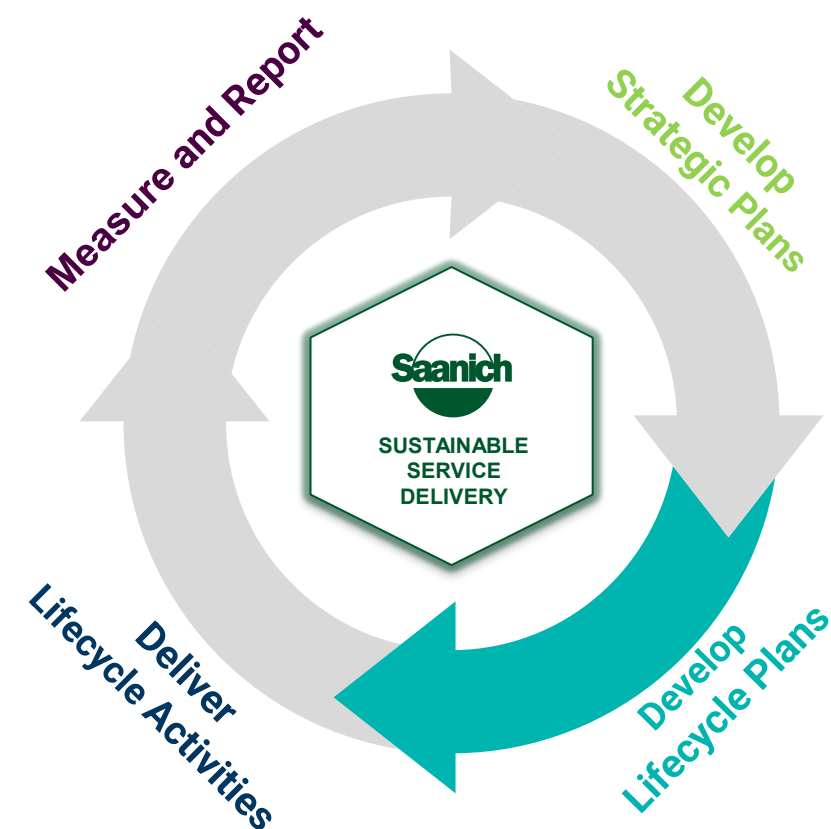
→
- 2.3.4

[Develop Asset Management Plans](#)
1 process

→

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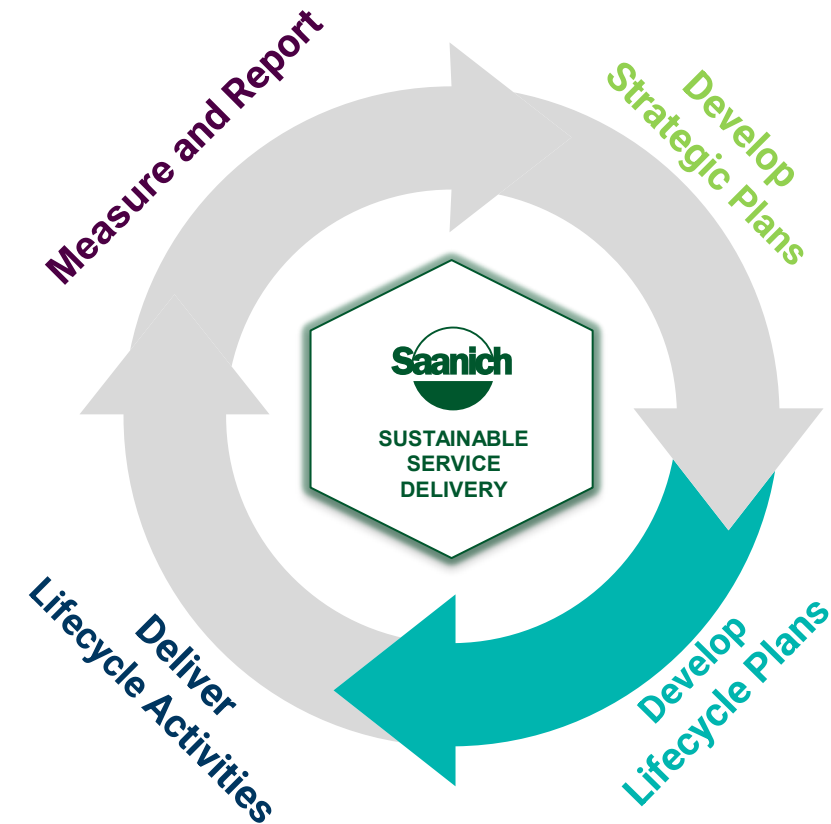
Develop Annual Financial Plan



2.4.1	Develop Annual Operating Budget 1 process	→
2.4.2	Develop Annual Capital Plan 1 process	→
2.4.3	Develop Annual Financial Plan 1 process	→

Click any Card/Arrow to open it. Use the links above to go back.

Develop Long Term Financial Plan



2.5.1	Develop Infrastructure Replacement Funding Strategy (IRFS) 1 process	→
2.5.2	Develop Long Term Financial Plan 1 process	→

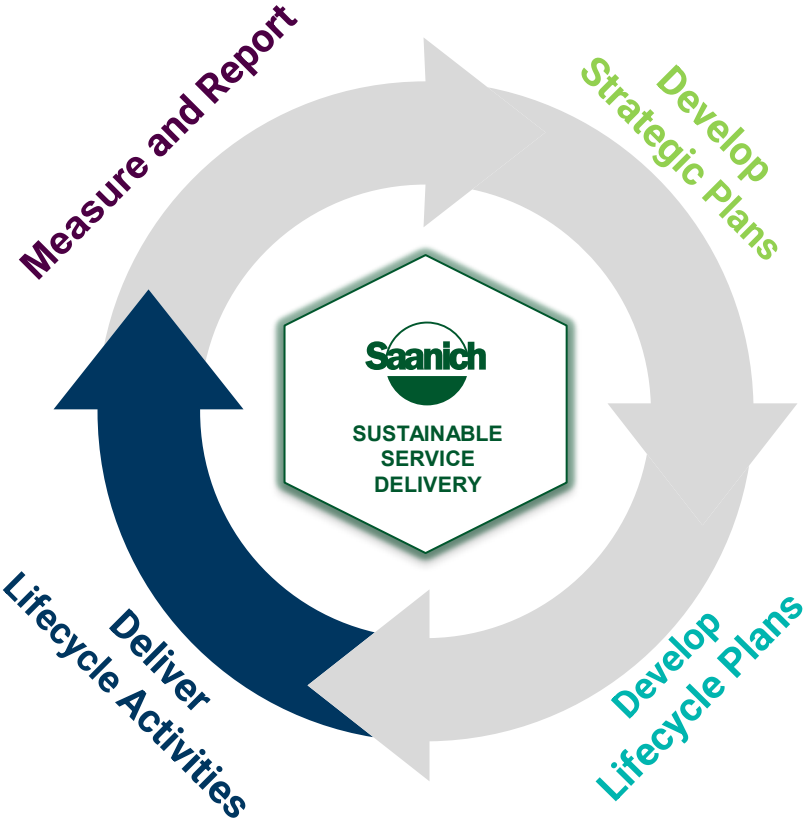
Manage Asset Data

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3.1.1

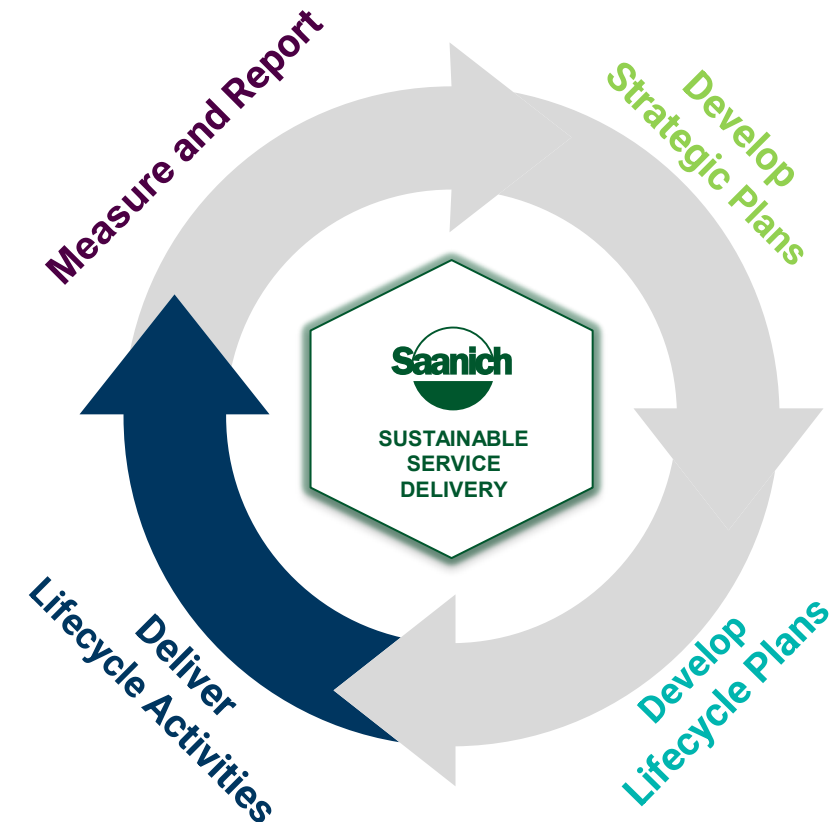
Manage Asset Data
1 process

→



Deliver Annual Financial Plan

Click any Card/Arrow to open it. Use the links above to go back.



3.2.1	<u>Acquire Assets</u> 1 process	→
3.2.2	<u>Operate Assets</u> 1 process	→
3.2.3	<u>Maintain Assets</u> 1 process	→
3.2.4	<u>Renew/Replace Assets</u> 1 process	→
3.2.5	<u>Dispose of Assets</u> 1 process	→

Monitor AM Program

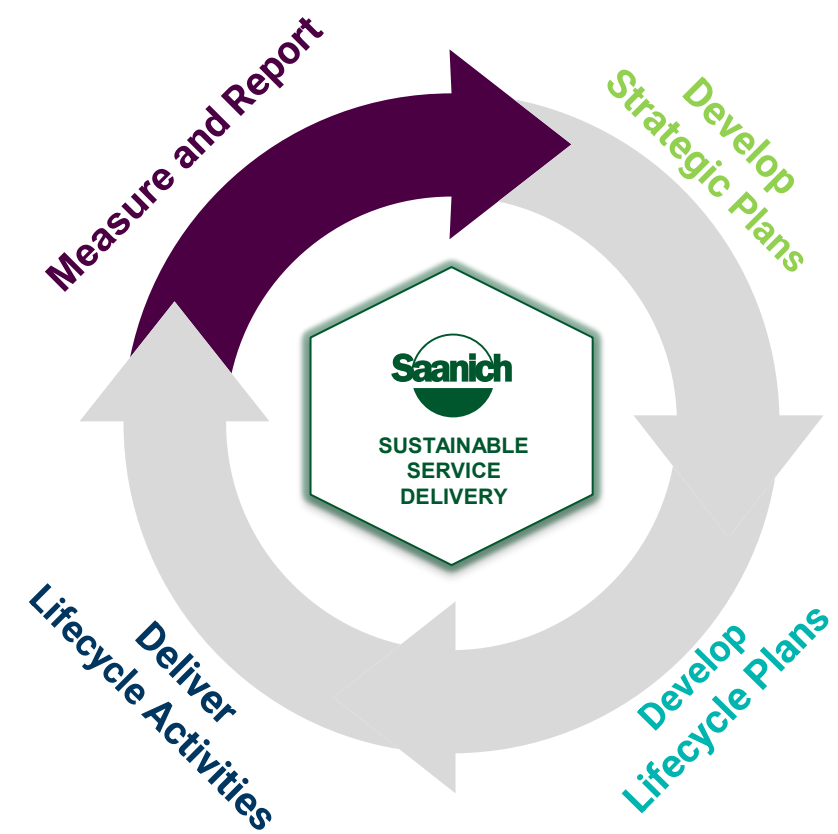
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4.1.1

Monitor AM Program Progress

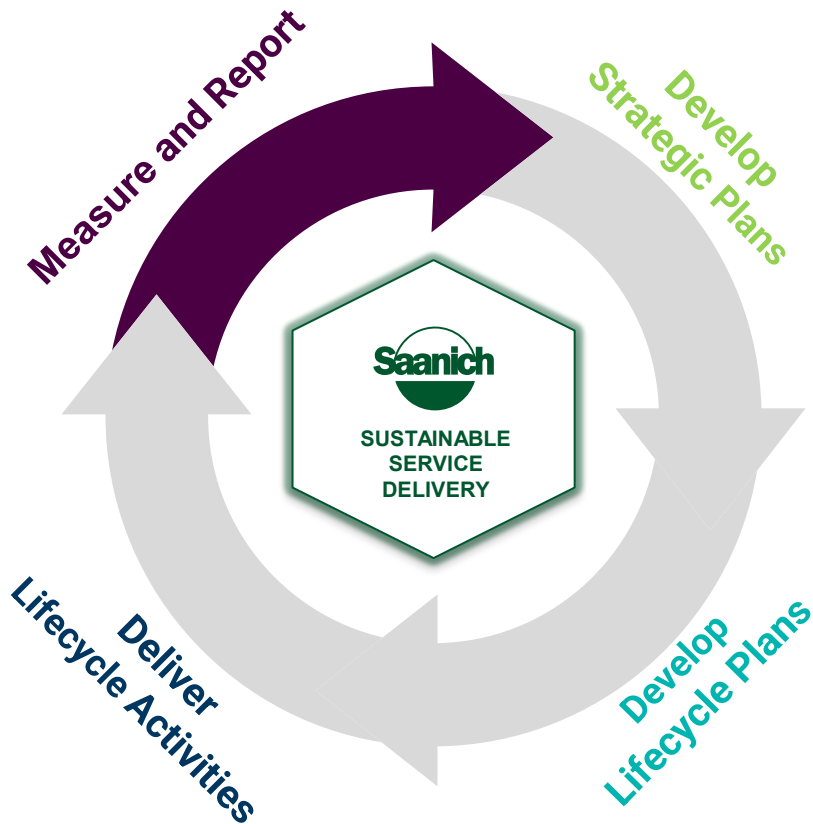
1 process

→



Report to Council

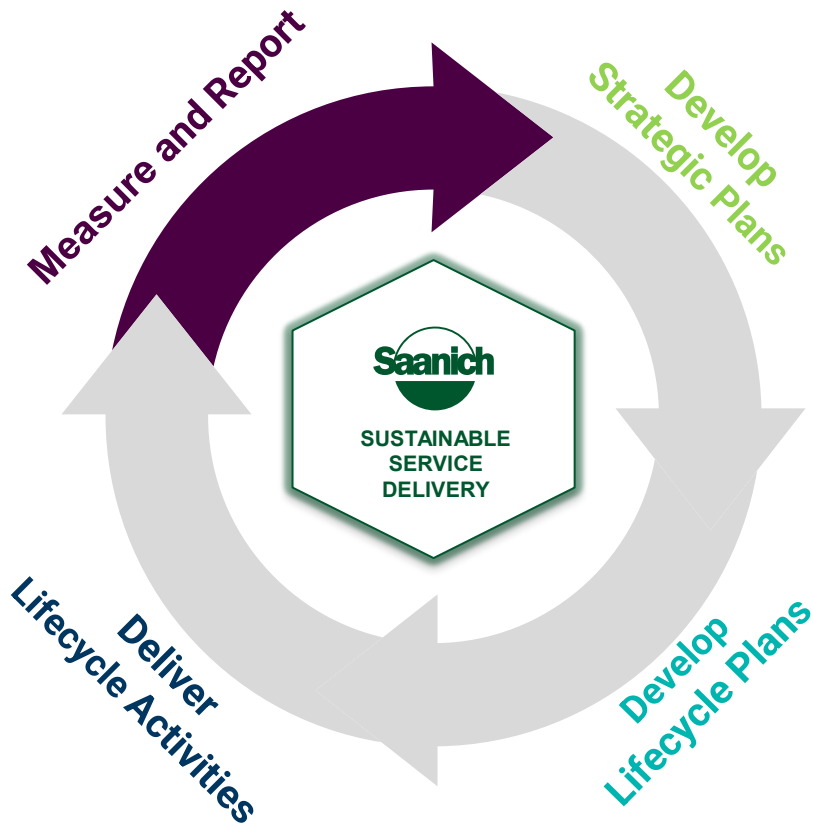
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4.2.1	<u>Report on AM Program Progress</u> 1 process	→
4.2.2	<u>Communicate With Public</u> 1 process	→

Report to Government of BC

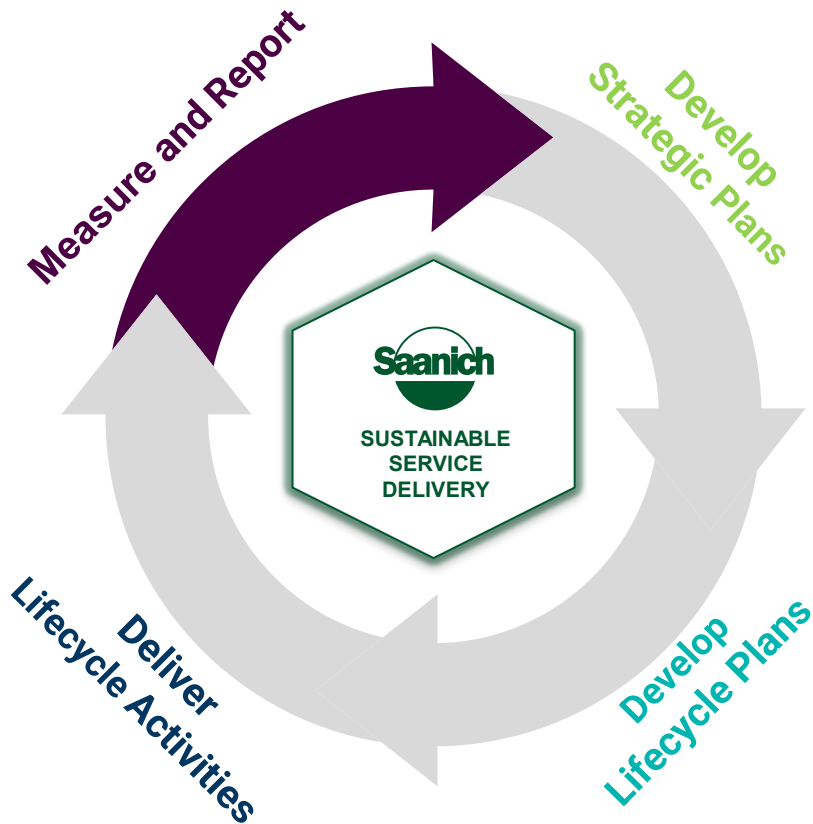
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4.3.1	<u>Respond to LGDE Survey</u> 1 process	→
4.3.2	<u>Provide AM Input to Annual Report to Province</u> 1 process	→

Report to Government of Canada

Click any Card/Arrow to open it. Use the links above to go back.



4.4.1

Repond to Statistics Canada Survey

1 process

→

1.1.1- Develop Asset Management Policy

The purpose of this process is to review and update the AM Policy, which establishes the key principles for managing the District's physical assets.

The outcome is Council strategic direction on how the District manages its physical assets towards the goal of sustainable service delivery.

The consumers are Staff who use physical assets to deliver services to the community.

INPUTS

- Council-Strategic-Plan
- Official-Community-Plan



- COUNCIL-POLICY-Asset-Management

R: AM Program Manager
A: Council
C: AM Steering Committee, AM Working Group
I: Staff

- Council approval

- Sharepoint

- Integrate climate change considerations into the key principles of the AM Policy

Click any resource to open

EXTERNAL-FRAMEWORK-AMBC ↗

FRAMEWORK-Policy-Development ↗

FRAMEWORK-AM-System ↗

FRAMEWORK-AM-Climate-Change ↗

2.1.1- Assess Roles and Responsibilities

The purpose of this process is to establish, document, and communicate clear roles and responsibilities for management of Saanich's physical assets through all phases of the asset lifecycle.

The outcome is guidance for Staff in determining roles and responsibilities and documenting them in the Asset Inventory.

The consumers are the Staff responsible for development of AM Plans.

INPUTS

Input Processes

- Develop AM Strategy [1.2.1]

Input Documents

- Agreements with external agencies and community groups

R: Planning & Analysis Manager
A: Department Director
C: AM Program Manager
I: Staff

- COUNCIL-POLICY-Asset-Management
- Asset-Management-Strategy

- JDE (Vehicles & Equipment)
- GIS (Drainage, Facilities, Natural, Park & Trail Structures, Transportation, Wastewater, Water)
- SNOW (IT)

- Consider the roles and responsibilities of the Sustainability Division, Corporate Services Department in the AM business processes.

Click any resource to open

FRAMEWORK-AM-Roles-and-Responsibilities ↗

FRAMEWORK-AM-Climate-Change ↗

View Detailed Process →

2.1.2- Assess Levels of Service

The purpose of this process is to establish specific parameters describing the quality and extent of services provided to users from both community (experiential) and technical (operational) perspectives.

The outcome is clear documentation and tracking of performance measures that have been approved by Council or are in alignment with Council direction.

The consumers are the Staff responsible for meeting the established levels, Council and the public for providing direction and tracking progress.

- Asset Inventory
- Operational data

[View Detailed Process →](#)

- System updates as required to create new data fields or calculations for measuring and reporting on Levels of Service

- Integrate climate change considerations and targets in the Climate Plan in the Levels of Service.

TOOL-Levels-of-Service ↗

2.1.3- Assess Service Level Risk

The purpose of this process is to identify the risks to delivery of the service, assess the level of risk, and develop an action plan for reducing the service level risks.

The outcome is a risk matrix for each Service Type/Asset Type.

The consumers are the AM Plan Project Managers (input to AM Plans), Risk Manager (input to Enterprise Risk Matrix), Sustainability Manager (input to Climate Plan).

- Saanich Community Risk Assessment (Emergency Program)

[View Detailed Process →](#)

- Service Level Risk Matrix for each Asset Type
- Risk treatment actions for input to AM Plans
- Summary District-wide Service Level Risk Assessment
- Decision Note to AMSC summarizing results for submission to the Enterprise Risk Management Program

R: Planning & Analysis Manager
A: Department Director
C: Sustainability Manager
I: AM Program Manager, Risk Manager

- [COUNCIL-POLICY-Asset-Management](#)
- [Asset-Management-Strategy](#)
- [COUNCIL-POLICY-Risk-Management-Program](#)

- Excel
- PowerBI

- Integrate PIEVC Climate Risk Assessment with the Service Level Risk Assessment

FRAMEWORK-Enterprise-Risk-Management

FRAMEWORK-AM-Risk-Assessment ↗

TOOL-Service-Level-Risk-Assessment ↗

TOOL-Climate-Change-Risk-Assessment ↗

FRAMEWORK-AM-Climate-Change ↗

2.2.4- Assess Asset Replacement Value

PURPOSE

The purpose of this process is to update the like-for-like Replacement Value of each asset in current year dollars.

OUTCOMES

The outcome is an annual update of the Replacement Value of the asset portfolio.

CONSUMERS

The consumers are Staff in developing the the State of Assets Report (SOAR), AM Plans, the Infrastructure Replacement Funding Strategy (IRFS), and the Long-Term Financial Plan (LTFP).

PROCESS

INPUTS

Input Processes

- [Develop AM Strategy \[1.2.1\]](#)

Input Data

- Asset Inventory
- Statistics Canada annual inflation factor
- Recent tender costs
- Recent in-house construction costs
- Industry reporting and other benchmarking information

View Detailed Process →

OUTPUTS

Data / system updates

- Asset Inventory
- Unit Cost Database

STAKEHOLDERS (RACI)

R: Planning & Analysis Manager
A: Department Director
C: AM Program Manager
I: Staff

GOVERNANCE

- [COUNCIL-POLICY-Asset-Management](#)
- [Asset-Management-Strategy](#)

SYSTEMS

- JDE (Vehicles & Equipment)
- GIS (Drainage, Facilities, Natural, Park & Trail Structures, Transportation, Wastewater, Water)
- SNOW (IT)

CLIMATE INTEGRATION

-

FRAMEWORKS, TOOLS AND TEMPLATES

Click any resource to open

[FRAMEWORK-Lifecycle-Management ↗](#)

[TOOL-Unit-Cost-Database ↗](#)

[FRAMEWORK-AM-Climate-Change ↗](#)

Click any resource to open

The purpose of this process is to review and update the Useful Life of each asset based on current information.

OUTCOMES

The outcome is confidence in the Useful Life estimates of assets.

CONSUMERS

The consumers are Staff in developing the State of Assets Report (SOAR), AM Plans, the Infrastructure Replacement Funding Strategy (IRFS), and the Long-Term Financial Plan (LTFP).

PROCESS

INPUTS

Input Processes

- Develop AM Strategy [1.2.1]

Input Data

- Asset Inventory
- Industry reporting and other benchmarking information

STAKEHOLDERS (RACI)

R: Planning & Analysis Manager

A: Department Director

C: Operations & Maintenance Manager

I: Accounting Manager

GOVERNANCE

- COUNCIL-POLICY-Asset-Management
- Asset-Management-Strategy

SYSTEMS

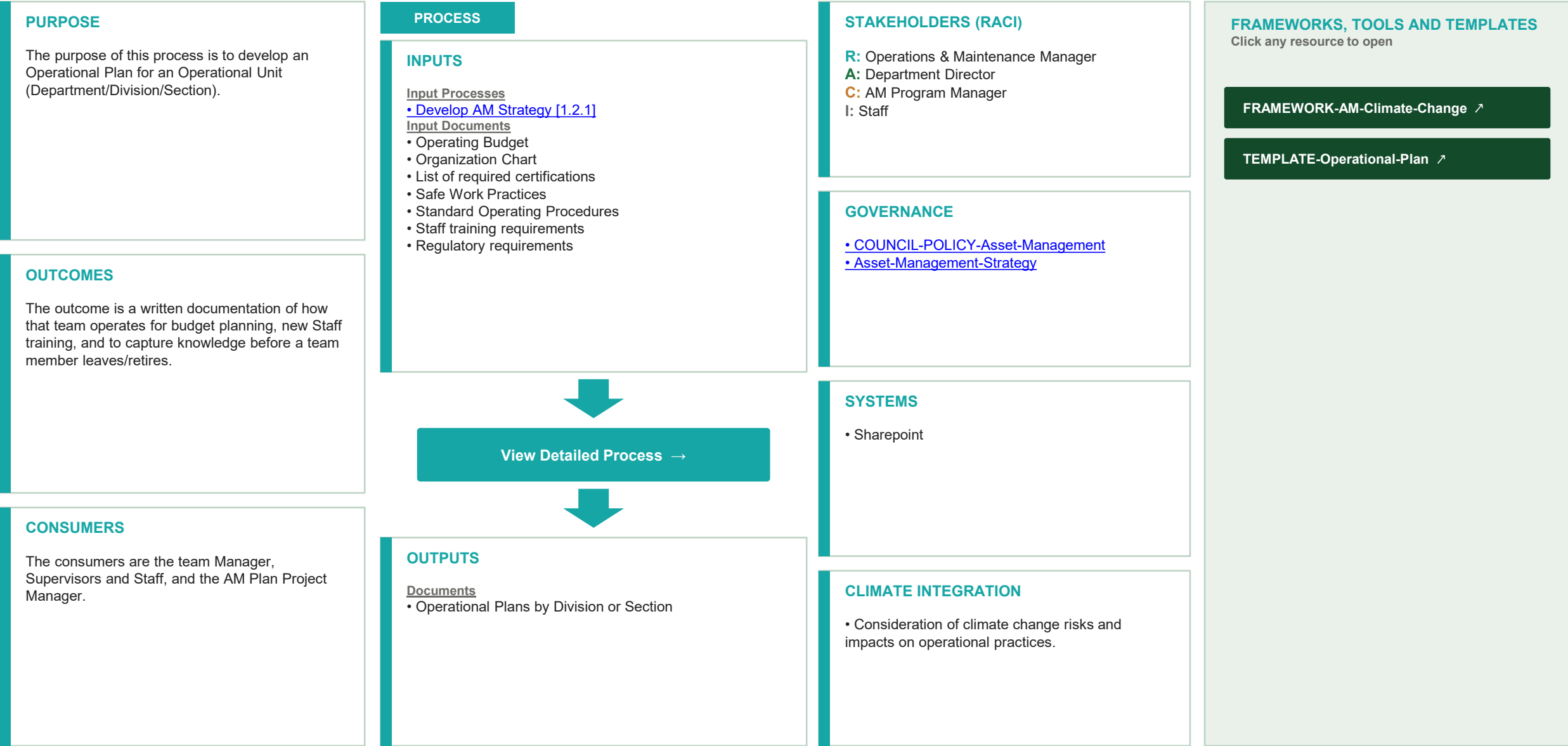
- JDE (Vehicles & Equipment)
- GIS (Drainage, Facilities, Natural, Park & Trail Structures, Transportation, Wastewater, Water)
- SNOW (IT)

CLIMATE INTEGRATION

- Consider climate change in the update of Useful Life estimates.

View Detailed Process →

2.3.1- Develop Operational Plans



2.3.4- Develop Asset Management Plans

The purpose of this process is to develop an Asset Management Plan for an Asset Type or Service Type.

The outcome is an answer to the question of whether or not the existing funding for an Asset Type is sustainable over the long term, meaning that it can continue to perform its required function as designed considering current and future demand.

The consumers are the Staff (for input to annual budgets), the Finance Department (for input to the Long Term Financial Plan), and Council (for information).

[View Detailed Process](#) →

- Council-approved AM Plans
- Council-approved Community Levels of Service

- Integrate climate change considerations into the future forecast section of the AM Plan.

TEMPLATE-AM-Plan-Appendix ↗

PURPOSE

The purpose of this process is to develop the annual operating budget for a Department, Division, Section.

PROCESS

INPUTS

Input Processes

- Develop AM Plans [2.3.4]

Input Documents

- AM Plan
- Operational Plan
- Maintenance Programs

STAKEHOLDERS (RACI)

R: Operations & Maintenance Manager

A: Department Director

C: Planning & Analysis Manager

I: Financial Planning Manager

GOVERNANCE

- COUNCIL-POLICY-Asset-Management
- Asset-Management-Strategy

SYSTEMS

- Enterprise Budgeting Software (FMW)

CLIMATE INTEGRATION

- In developing the financial plan, funding scenarios should be developed for the baseline and one or more climate scenarios.

OUTCOMES

The outcome is an approved annual operating budget for implementation.

CONSUMERS

The consumers are the Finance Department (for inclusion in the annual Financial Plan), Council (for approval), the Staff (for implementation).

[View Detailed Process →](#)

OUTPUTS

Data / system updates

- Draft Annual Operating Budget by Department for input to the Annual Financial Plan

PURPOSE

The purpose of this process is to develop the annual capital plan for a Department, Division, Section.

OUTCOMES

The outcome is an approved annual capital plan for implementation.

CONSUMERS

The consumers are the Finance Department (for inclusion in the annual Financial Plan), Council (for approval), the Staff (for implementation).

PROCESS

INPUTS

Input Processes

- Develop AM Plans [2.3.4]

Input Documents

- AM Plan
 - Infrastructure Replacement Funding Strategy (IRFS)
- Input Data
- Unit Cost Database

STAKEHOLDERS (RACI)

R: Planning & Analysis Manager
A: Department Director
C: Design & Construction Manager
I: Financial Planning Manager

GOVERNANCE

- COUNCIL-POLICY-Asset-Management
- Asset-Management-Strategy

SYSTEMS

- Enterprise Budgeting Software (FMW)

CLIMATE INTEGRATION

- Climate change considerations will be reflected in the Annual Capital Plan through projects that reduce climate risks and/or improve resilience.

FRAMEWORKS, TOOLS AND TEMPLATES

Click any resource to open

FRAMEWORK-Capital-Plan

FRAMEWORK-AM-Climate-Change ↗

TOOL-Capital-Plan-Prioritization ↗

View Detailed Process →

OUTPUTS

Data / system updates

- Draft Annual Capital Plan and 4-year forecast by Department for input to the Annual Financial Plan

PURPOSE

OUTCOMES

CONSUMERS

PROCESS

INPUTS

Input Processes

- Develop AM Plans [2.3.4]

Input Documents

- Infrastructure Replacement Funding Strategy (IRFS)
- Long Term Financial Plan (LTFP)

Input Data

- Operating Budget from each Department
- Capital Plans from each Department
- Funding Sources

STAKEHOLDERS (RACI)

R: Director of Finance

A: Council

C: Senior Leadership Team, Public

I: Staff

GOVERNANCE

- COUNCIL-POLICY-Financial-Plan-Public-Consultation
- ADMINISTRATIVE-POLICY-Tangible-Capital-Assets

SYSTEMS

- Enterprise Budgeting Software (FMW)

CLIMATE INTEGRATION

- In developing the financial plan, funding scenarios should be developed for the baseline and one or more climate scenarios.

FRAMEWORKS, TOOLS AND TEMPLATES

Click any resource to open

FRAMEWORK-Financial-Planning ↗

FRAMEWORK-AM-Climate-Change ↗

View Detailed Process →

2.5.1- Develop Infrastructure Replacement Funding Strategy (IRFS)

The purpose of this process is to develop the Infrastructure Replacement Funding Strategy (IRFS).

The outcome is a Council approved IRFS.

The consumers are Council (for approval), the Public (for information), and Staff (for input to the AM Plans, annual budget, and Long Term Financial Plan).

- Average Annual Replacement Funding (AARF)
- Inflation rate forecast

[View Detailed Process →](#)

- Infrastructure Replacement Funding Strategy (IRFS)

- In developing the IRFS, funding scenarios should consider the baseline and one or more climate scenarios. Consider the potential impact of climate change on design and unit costs for asset renewal/replacement.

FRAMEWORK-AM-Climate-Change ↗

2.5.2- Develop Long Term Financial Plan

The purpose of this process is to develop the District-wide Long-Term Financial Plan (LTFP) based on completed AM Plans and other information.

The outcome is a Council approved LTFP.

The consumers are Council (for approval), the Public (for information) and the Finance Department (for guiding decision-making for annual Financial Plans).

INPUTS

Input Processes

- [Develop AM Plans \[2.3.4\]](#)
- [Develop Annual Financial Plan \[2.4.3\]](#)
- [Develop Infrastructure Replacement Funding Strategy \(IRFS\) \[2.5.1\]](#)

Input Data

- Other Departmental funding forecasts
- Funding sources

View Detailed Process →

OUTPUTS

Documents

- Long Term Financial Plan
- Reserve Forecast
- Debt Strategy

R: Director of Finance
A: Council
C: Senior Leadership Team
I: Planning & Analysis Manager

- COUNCIL-POLICY-Debt-Management
- COUNCIL-POLICY-Reserves-and-Surpluses

- Excel

CLIMATE INTEGRATION

- Climate change considerations will be reflected in the Long Term Financial Plan through projects that reduce climate risks and/or improve resilience.

FRAMEWORKS, TOOLS AND TEMPLATES

Click any resource to open

FRAMEWORK-AM-Climate-Change ↗

3.1.1- Manage Asset Data

PURPOSE

The purpose of this process is to efficiently store, update and perform calculations on asset data throughout the asset lifecycle to effectively manage Saanich's assets.

OUTCOMES

The outcome is asset data that is consistent with the Enterprise Data Governance Framework and the Asset Data Standard.

CONSUMERS

The consumers are the AM Program Manager (for centralized reporting), the AM Plan Project Managers, and Staff (for operational purposes).

PROCESS

INPUTS

Input Processes

- [Develop AM Strategy \[1.2.1\]](#)

Input Data

- New asset data collected through capital projects
- Existing asset data collected through ongoing operations & maintenance activities
- Computer model results
- Condition assessment studies
- SCADA data

View Detailed Process →

OUTPUTS

Data / system updates

- Asset Inventory
- Work Management data
- Spare Parts data
- Spatial asset data
- Financial asset data

STAKEHOLDERS (RACI)

- R:** Planning & Analysis Manager
- A:** AM Program Manager
- C:** Design & Construction Manager, Operations & Maintenance Manager
- I:** Staff

GOVERNANCE

- [Asset-Data-Standard](#)
- Enterprise Data Governance Framework (Under Development)

SYSTEMS

- GIS
- InfraMAP
- SCADA
- Tempest
- JD Edwards
- VFA
- FAMIS
- PowerBI

CLIMATE INTEGRATION

- Consider climate change related data collection (e.g. GHG emissions)

FRAMEWORKS, TOOLS AND TEMPLATES

Click any resource to open

[FRAMEWORK-AM-Climate-Change ↗](#)

[TOOL-Asset-Hierarchy ↗](#)

3.2.1- Acquire Assets

PURPOSE

The purpose of this process is to acquire and document new or upgraded assets.

OUTCOMES

The outcome is delivery of the annual Financial Plan and up-to-date information in the Asset Inventory.

CONSUMERS

The consumers are Staff who need to acquire assets through a direct procurement process (e.g. vehicles) or through a complex planning, design & construction process (e.g. watermain).

PROCESS

INPUTS

Input Processes

- [Develop Annual Financial Plan \[2.4.3\]](#)

Input Documents

- As-built drawing information - development agreement
- As-built drawing information - contract
- As-built drawing information - in-house work
- Project Management Office templates and tools

View Detailed Process →

OUTPUTS

Documents

- As-Built Drawings
- O&M Manuals
- New lifecycle activities and costs

Data / system updates

- Asset Inventory
- TCA Register

STAKEHOLDERS (RACI)

- R:** Design & Construction Manager
- A:** Department Director
- C:** Planning & Analysis Manager
- I:** Accounting Manager

GOVERNANCE

- [Asset-Data-Standard](#)
- [COUNCIL-POLICY-Procurement](#)
- [Project-Management-Manual-Engineering](#)
- [Project-Management-Manual-IT](#)
- Enterprise Data Governance Framework (Under Development)
- Applicable federal and provincial legislation

SYSTEMS

- GIS
- InfraMAP
- SCADA
- Tempest
- JD Edwards
- VFA
- FAMIS

CLIMATE INTEGRATION

- Consider climate change impacts, resiliency and nature-based solutions during the options identification, design and procurement phases.

FRAMEWORKS, TOOLS AND TEMPLATES

Click any resource to open

[FRAMEWORK-AM-Climate-Change ↗](#)

4.2.1- Report on AM Program Progress

PURPOSE

The purpose of this process is to develop an annual report to Council on the progress of the AM Program.

OUTCOMES

The outcome is trust and confidence in the AM Program and in the ability of the organization to deliver services at the levels committed to the community.

CONSUMERS

The consumers are Staff, Council and the Public.

PROCESS

INPUTS

Input Processes

- [Develop AM Strategy \[1.2.1\]](#)
- [Monitor AM Program Progress \[4.1.1\]](#)

Input Documents

- State of Asset Report (SOAR)
- AM Maturity Assessment
- AM Strategy project tracking chart
- Levels of Service Tracking Chart

View Detailed Process →

OUTPUTS

Documents

- Annual AM Progress Report to Council

STAKEHOLDERS (RACI)

R: AM Program Manager
A: AM Steering Committee
C: AM Working Group
I: Council

GOVERNANCE

- [COUNCIL-POLICY-Asset-Management](#)
- [Asset-Management-Strategy](#)

SYSTEMS

- Excel
- Word

CLIMATE INTEGRATION

- Incorporate climate change information in the AM Program Update Report.

FRAMEWORKS, TOOLS AND TEMPLATES
Click any resource to open

[FRAMEWORK-AM-Climate-Change ↗](#)

[TEMPLATE-AM-Program-Update-Report ↗](#)

4.2.2- Communicate With Public

PURPOSE

The purpose of this process is to communicate progress of the AM Program to the community and gather public feedback.

OUTCOMES

The outcome is trust and confidence in the AM Program and in the ability of the organization to deliver services at the levels committed to the community.

CONSUMERS

The consumers are Council and the Public.

PROCESS

INPUTS

Input Documents

- Council-approved Community Levels of Service

STAKEHOLDERS (RACI)

- R:** Communications Manager
- A:** Director of Corporate Services
- C:** Department Directors
- I:** Council

GOVERNANCE

- [COUNCIL-POLICY-Asset-Management](#)
- [Asset-Management-Strategy](#)

SYSTEMS

- Saanich Public Website
- Social Media

CLIMATE INTEGRATION

- Incorporate questions related to climate change in public surveys.

FRAMEWORKS, TOOLS AND TEMPLATES

Click any resource to open

[TOOL-Citizen-and-Business-Survey ↗](#)

[FRAMEWORK-AM-Climate-Change ↗](#)

View Detailed Process →

OUTPUTS

Documents

- [Resident-Pulse-Survey-Report](#)
- [Citizen-and-Business-Survey-Report](#)

4.3.1- Respond to LGDE Survey

PURPOSE

The purpose of this process is to respond to the asset management components of the annual Local Government Data Entry Survey, as required under the Federal-Provincial-Saanich Build Canada Strong Funding Agreement.

OUTCOMES

The outcome is conformance with reporting requirements of the agreement.

CONSUMERS

The consumers are the Province of BC and the Government of Canada.

PROCESS

INPUTS

Input Processes

- [Manage Asset Data \[3.1.1\]](#)



OUTPUTS

Data / system updates

- Responses to LGDE Survey submitted to Province

STAKEHOLDERS (RACI)

R: Accounting Manager
A: Director of Finance
O: AM Program Manager
I: Planning & Analysis Manager

GOVERNANCE

- [COUNCIL-POLICY-Asset-Management](#)
- [Asset-Management-Strategy](#)

SYSTEMS

- Province of BC Website

CLIMATE INTEGRATION

- Respond to climate change questions as part of responding to the LGDE survey.

FRAMEWORKS, TOOLS AND TEMPLATES

Click any resource to open

EXTERNAL-TOOL-Local-Government-Data-Entry ↗

PURPOSE

PROCESS

INPUTS

Input Processes

- Manage Asset Data [3.1.1]

Input Documents

- Council-approved Community Levels of Service
- Input Data
- AM Inventory
 - AM Dashboard

STAKEHOLDERS (RACI)

R: AM Program Manager

A: Corporate Services Department Director

C: AM Working Group

I: AM Steering Committee

GOVERNANCE

- BC-Community-Charter
- BC-Local-Government-Act
- COUNCIL-POLICY-Asset-Management
- Asset-Management-Strategy

SYSTEMS

- Excel
- Word

CLIMATE INTEGRATION

- Provide information about the integration of asset management and climate change in the Annual Report.

OUTCOMES

The outcome is conformance with Provincial reporting requirements under the Community Charter.

CONSUMERS

The consumers are the Corporate Services Department.

[View Detailed Process](#) →

OUTPUTS

Data / system updates

- Annual Report submitted to Province

4.4.1- Repond to Statistics Canada Survey

PURPOSE

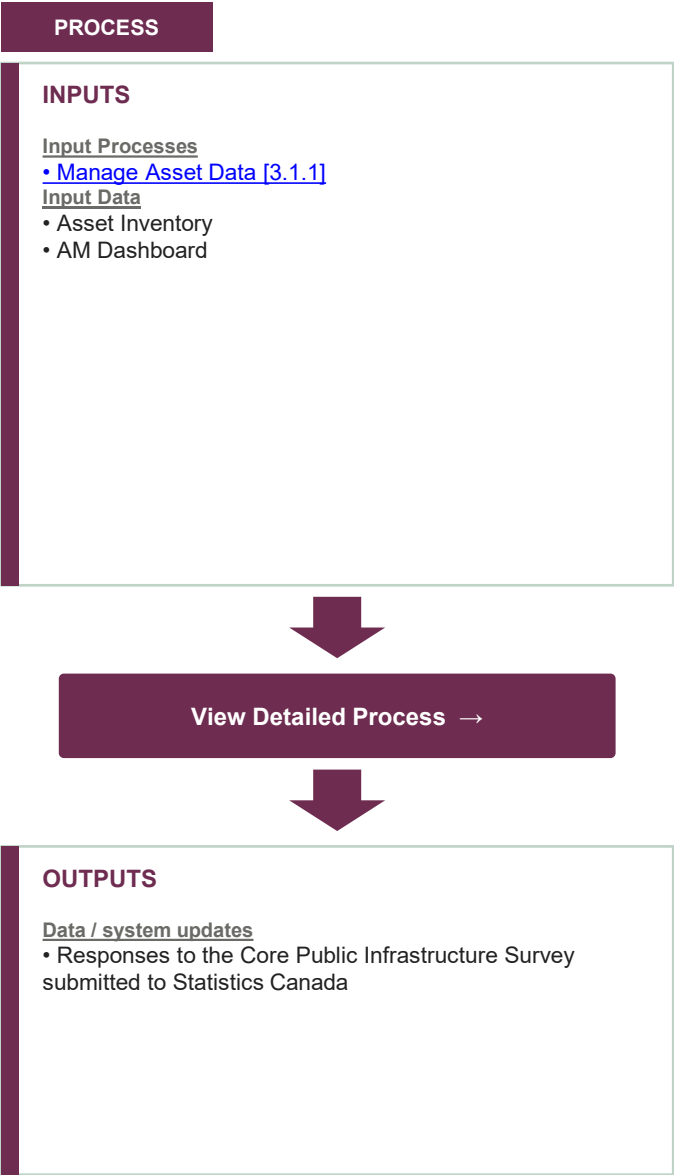
The purpose of this process is to respond to the biennial (once every two years) Core Public Infrastructure Survey as requested by Statistics Canada.

OUTCOMES

The outcome is conformance with reporting requirements of the Government of Canada.

CONSUMERS

The consumers are the the Government of Canada, the public, and other local governments.



STAKEHOLDERS (RACI)

R: AM Program Manager
A: Engineering Department Director
O: AM Working Group
I: Planning & Analysis Manager

GOVERNANCE

- [COUNCIL-POLICY-Asset-Management](#)
- [Asset-Management-Strategy](#)

SYSTEMS

- Internet (Government of Canada Website)

CLIMATE INTEGRATION

- Respond to climate change questions as part of responding to the CPIS survey.

FRAMEWORKS, TOOLS AND TEMPLATES

Click any resource to open

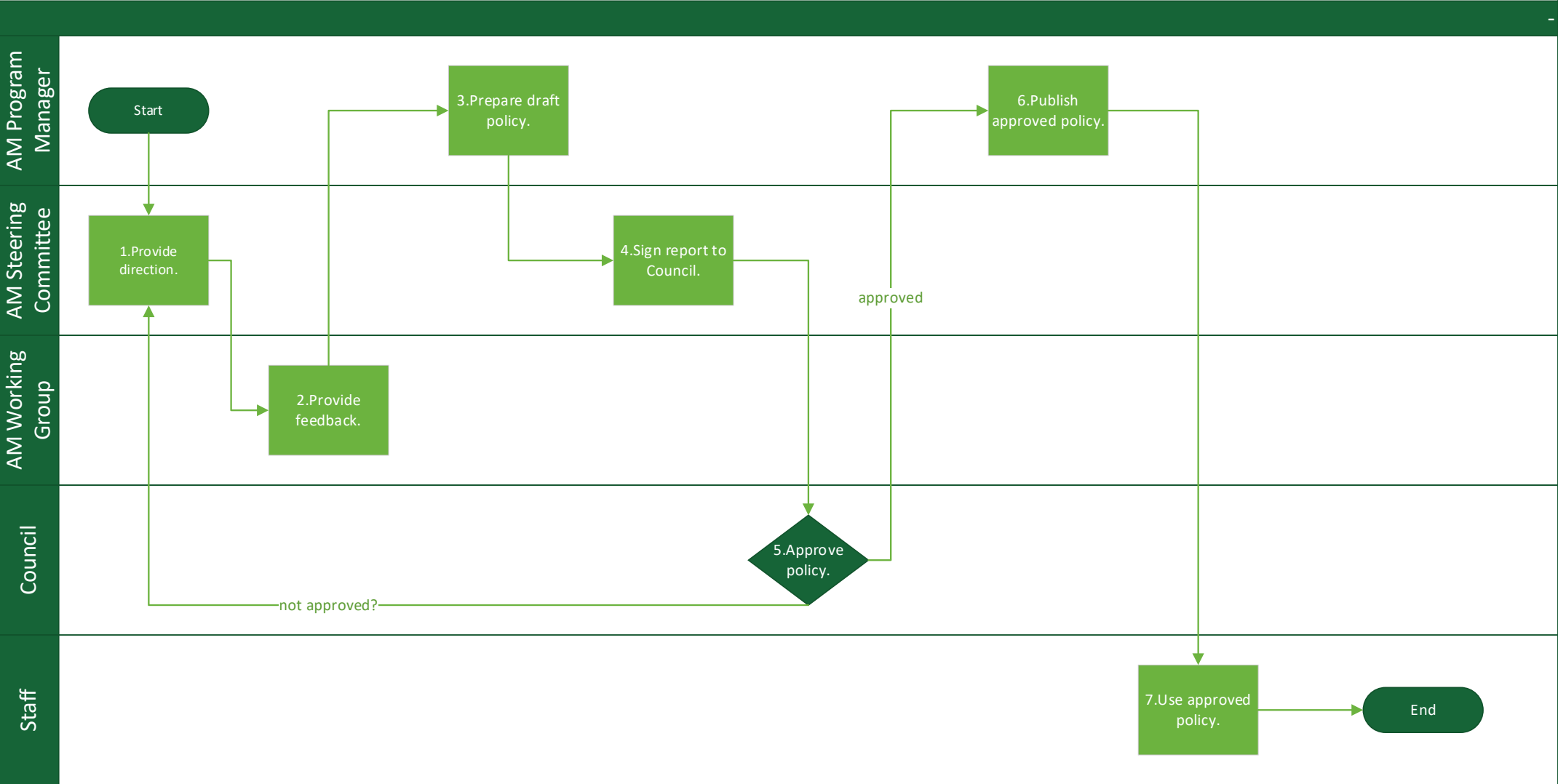
EXTERNAL-TOOL-Core-Public-Infrastructure-Survey ↗

FREQUENCY Every 5 years

← Back to Process Overview

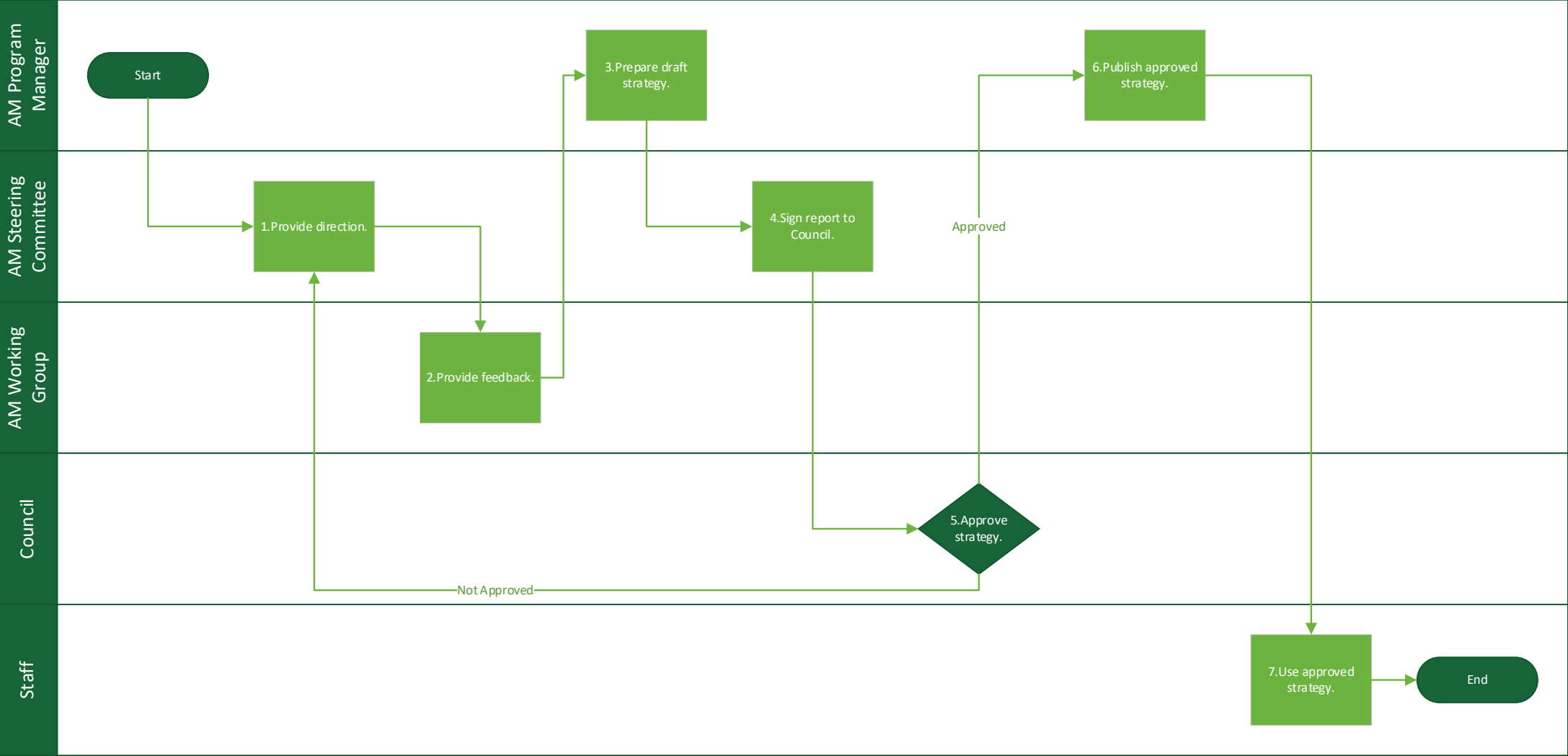
Detailed Process- Develop Asset Management Policy

1.1.1- Develop Asset Management Policy



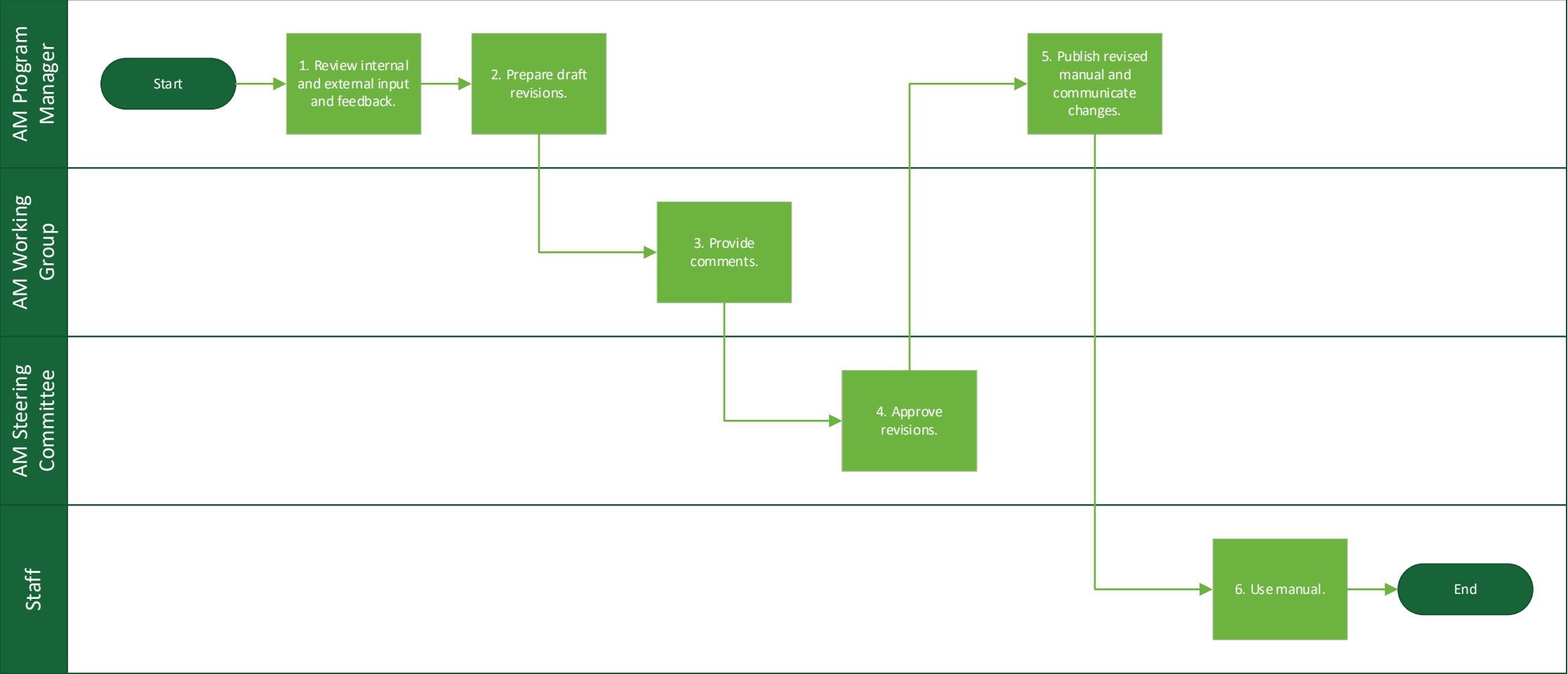
Detailed Process- Develop Asset Management Strategy

1.2.1- Develop Asset Management Strategy



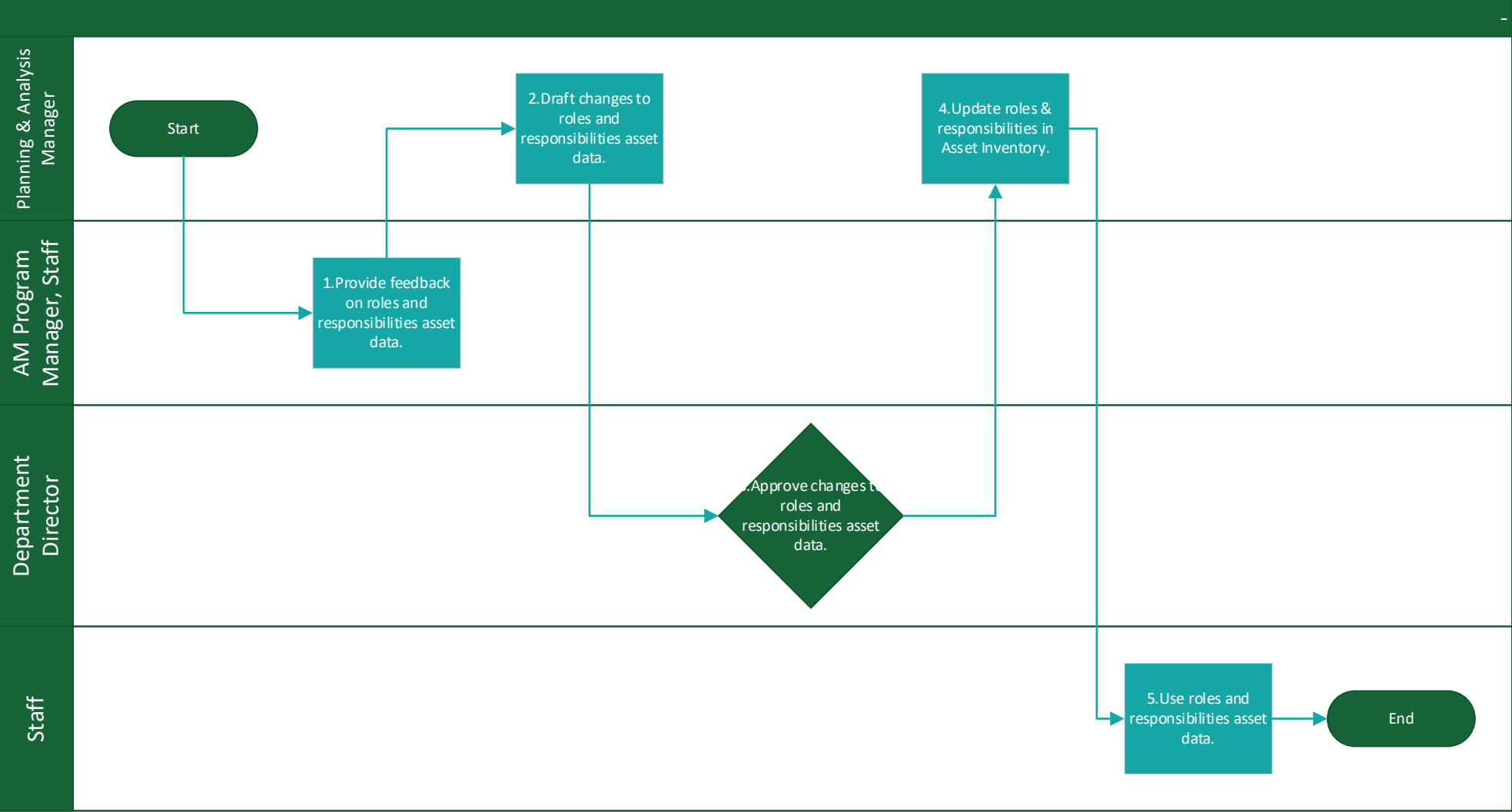
Detailed Process- Develop Service Delivery Manual

1.3.1- Develop Service Delivery Manual



Detailed Process- Assess Roles and Responsibilities

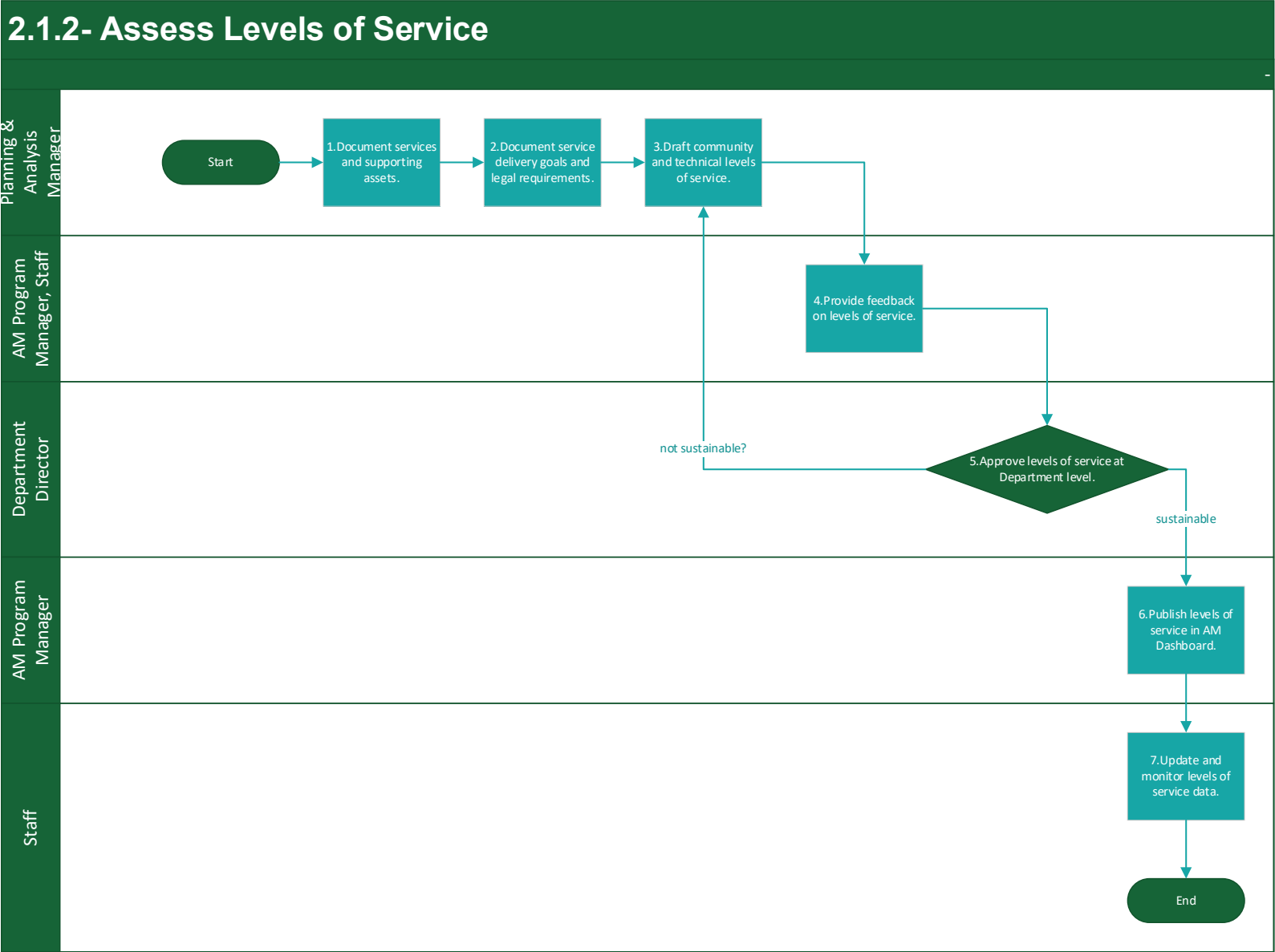
2.1.1- Assess Roles and Responsibilities



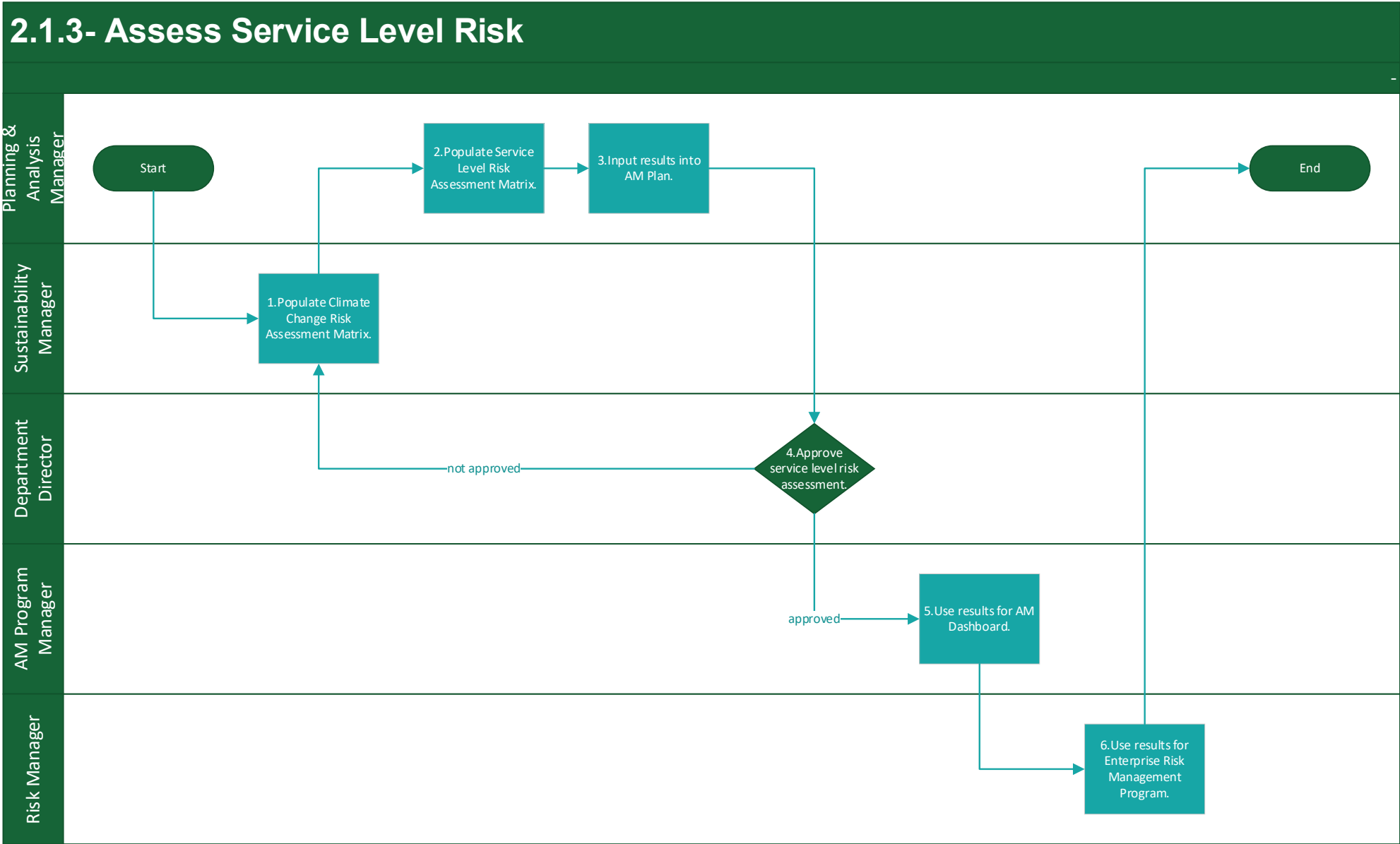
FREQUENCY Every 5 years

← Back to Process Overview

Detailed Process- Assess Levels of Service



Detailed Process- Assess Service Level Risk

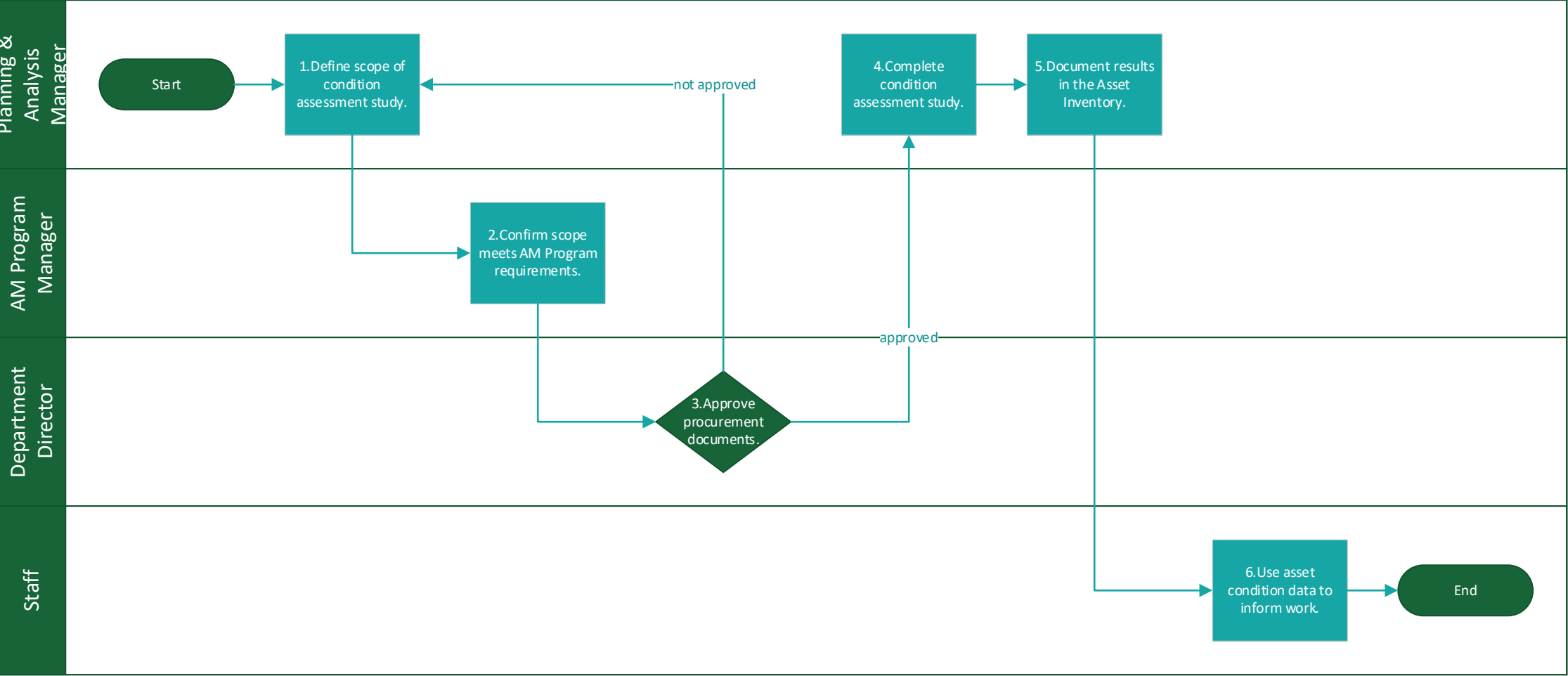


FREQUENCY Every 5 years

← Back to Process Overview

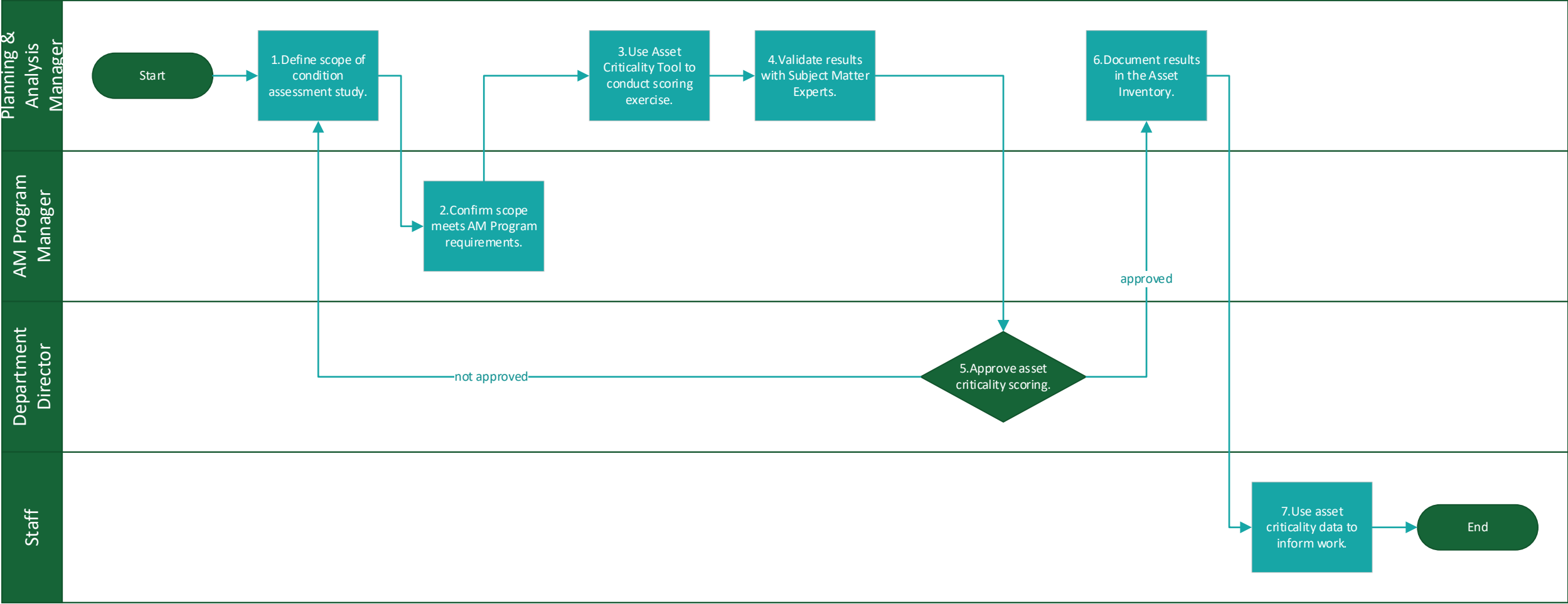
Detailed Process- Assess Asset Condition

2.2.1- Assess Asset Condition



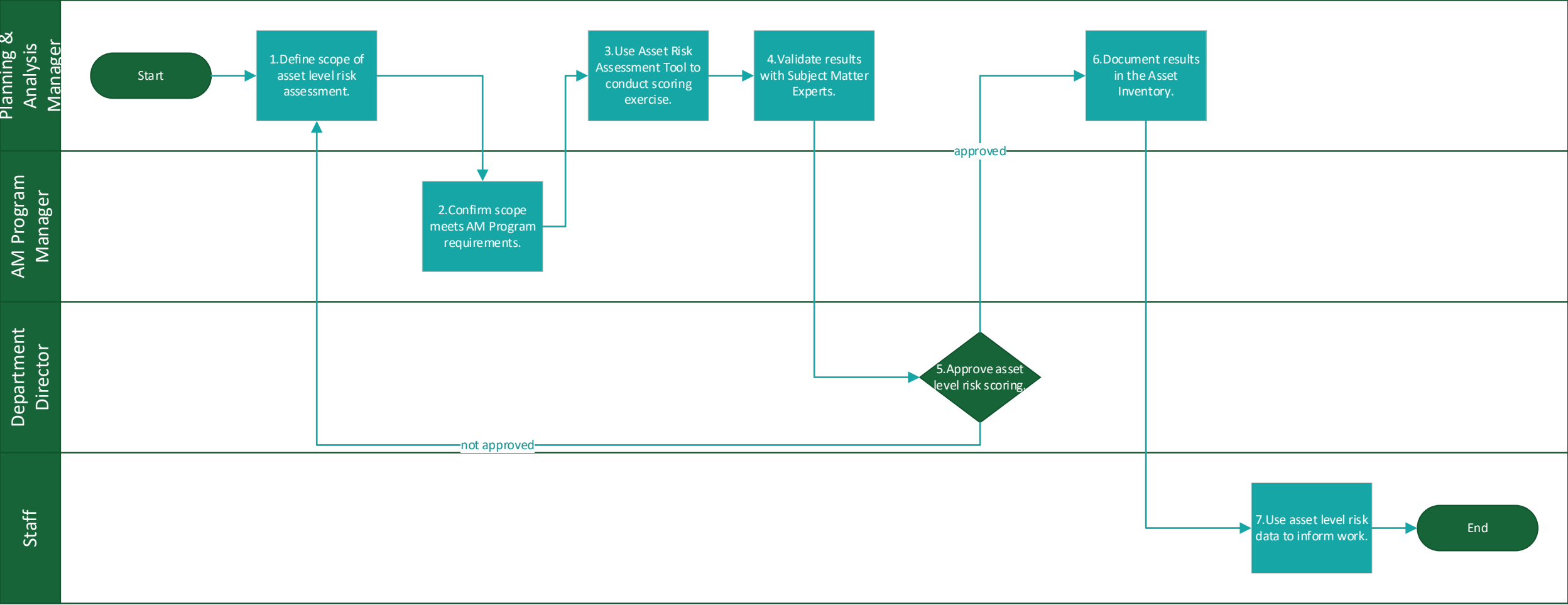
Detailed Process- Assess Asset Criticality

2.2.2- Assess Asset Criticality



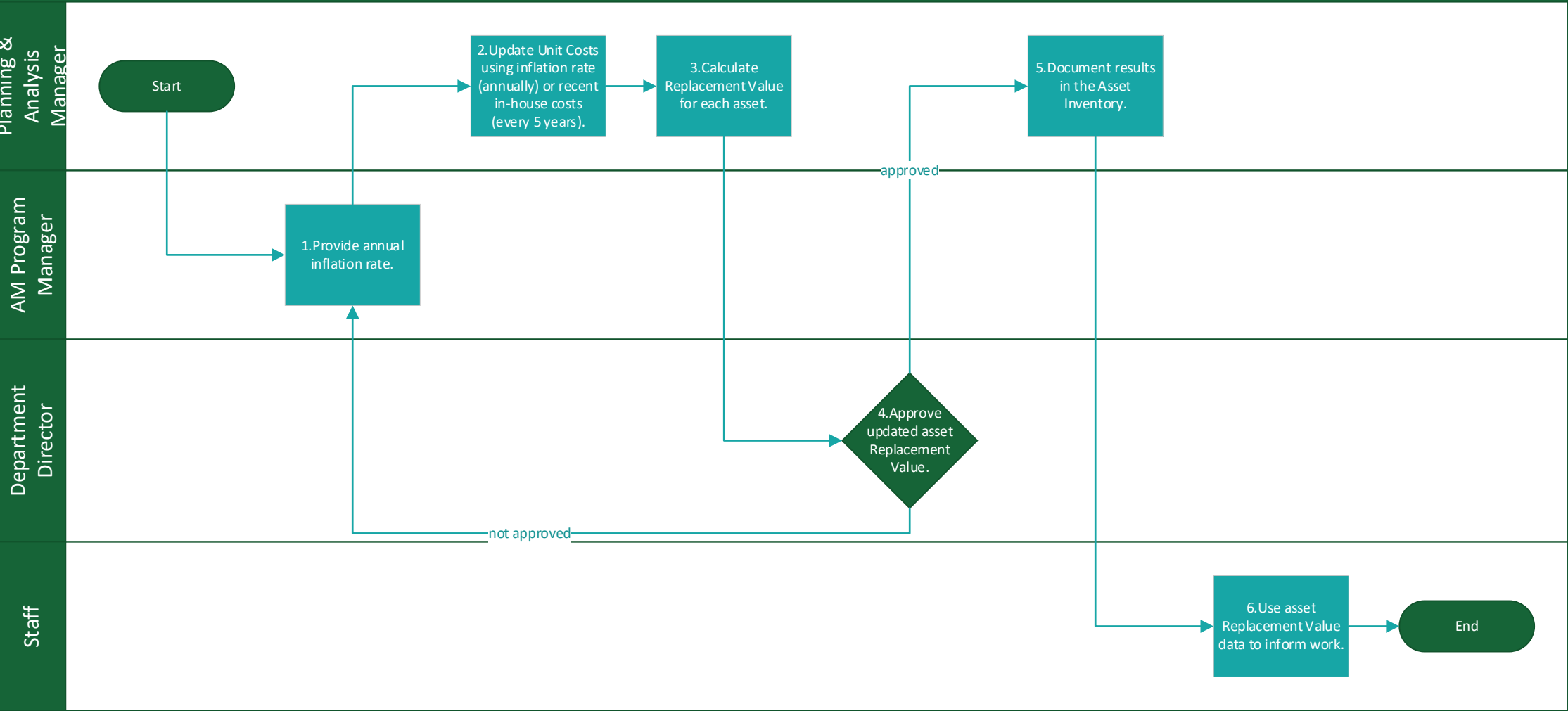
Detailed Process- Assess Asset Level Risk

2.2.3- Assess Asset Level Risk



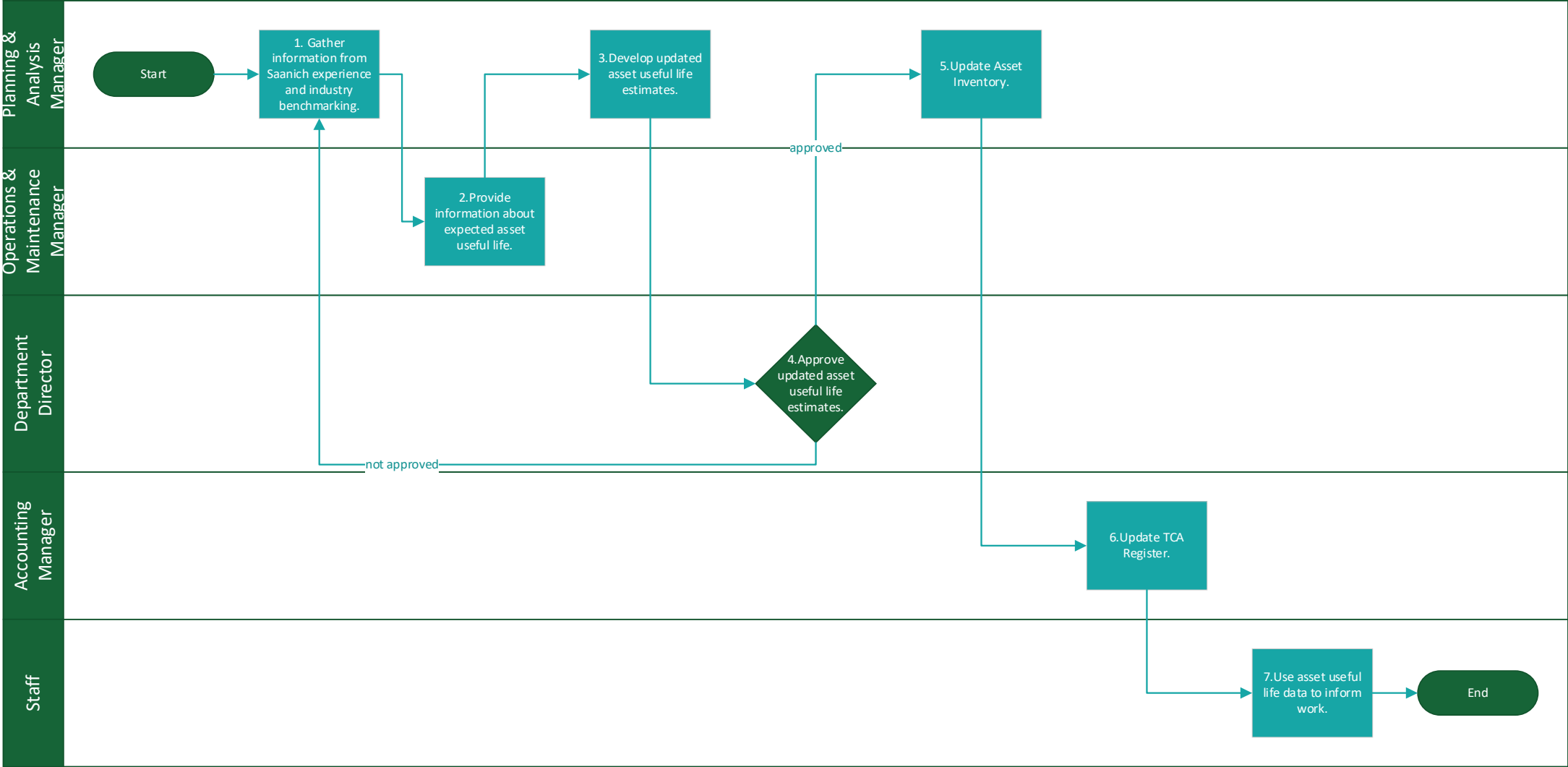
Detailed Process- Assess Asset Replacement Value

2.2.4- Assess Asset Replacement Value



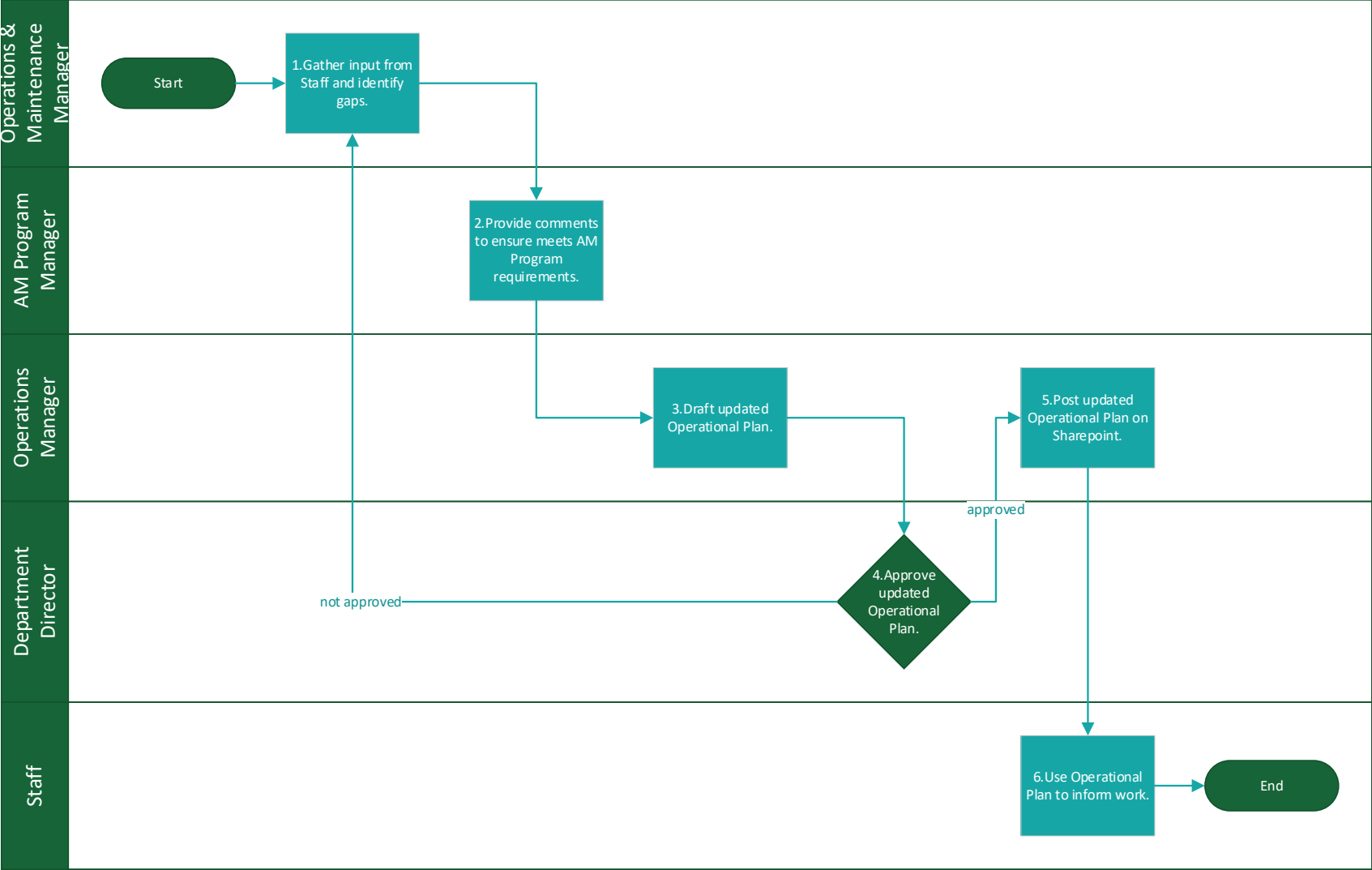
Detailed Process- Assess Asset Useful Life

2.2.5- Assess Asset Useful Life

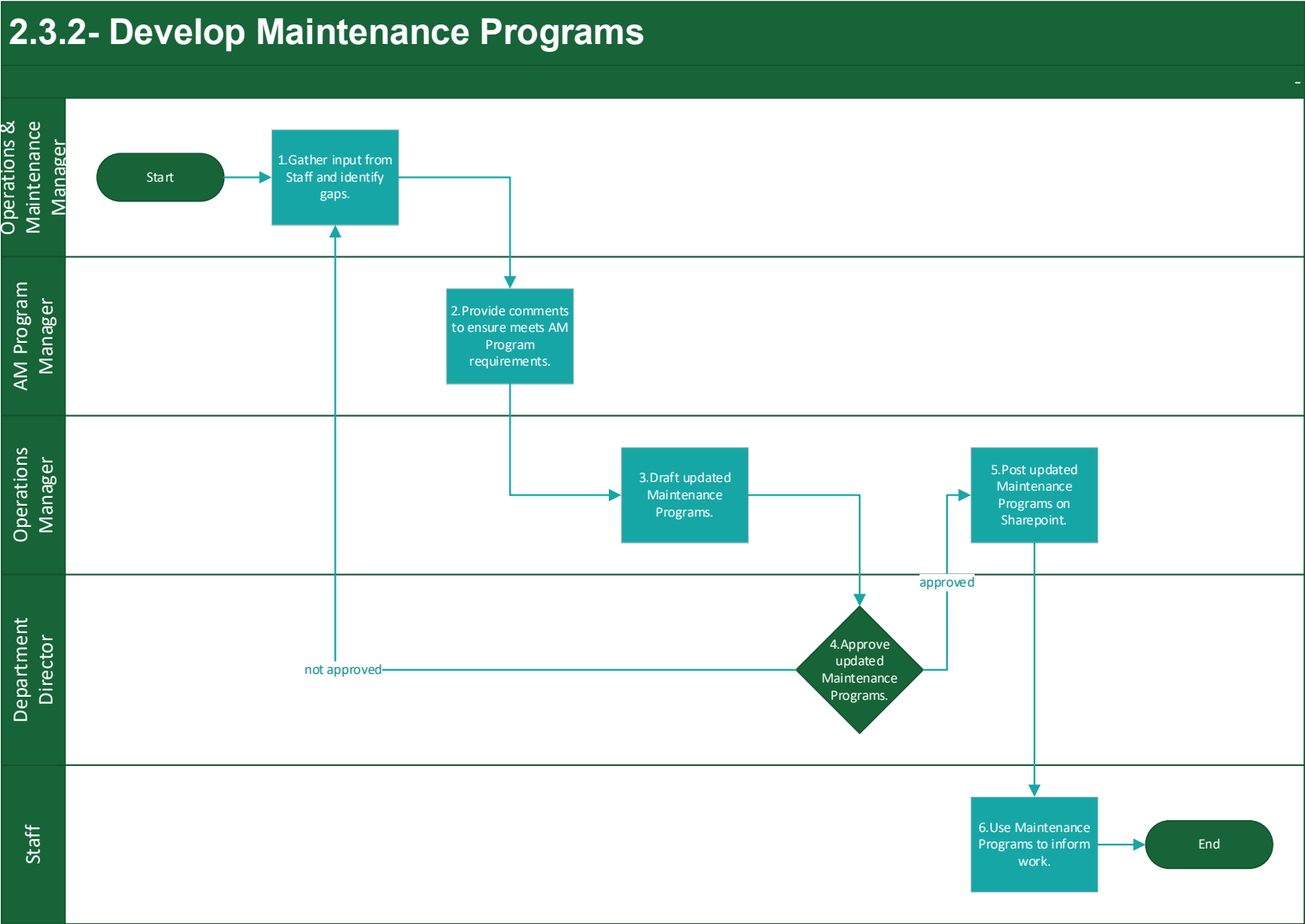


Detailed Process- Develop Operational Plans

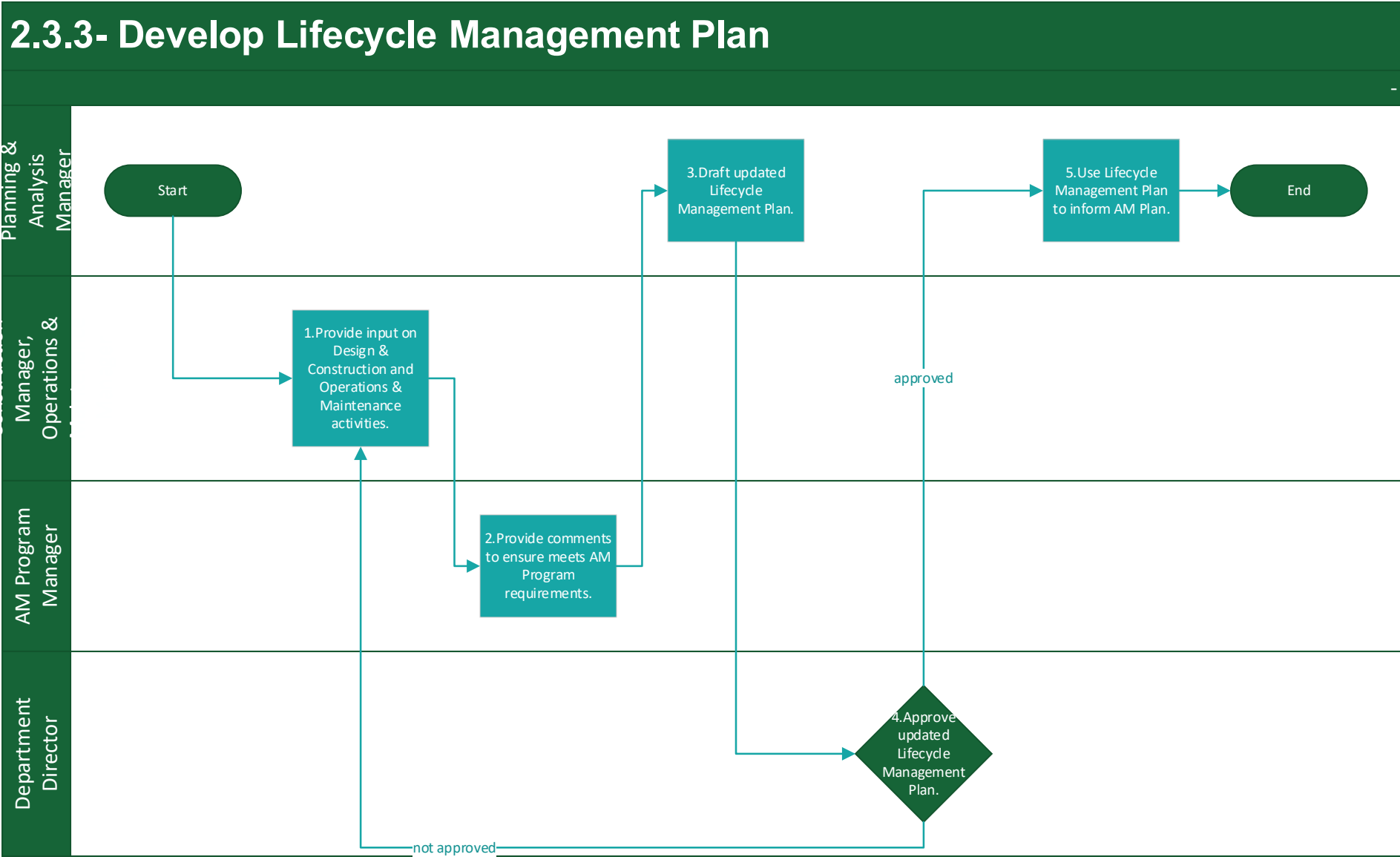
2.3.1- Develop Operational Plans



Detailed Process- Develop Maintenance Programs



Detailed Process- Develop Lifecycle Management Plan

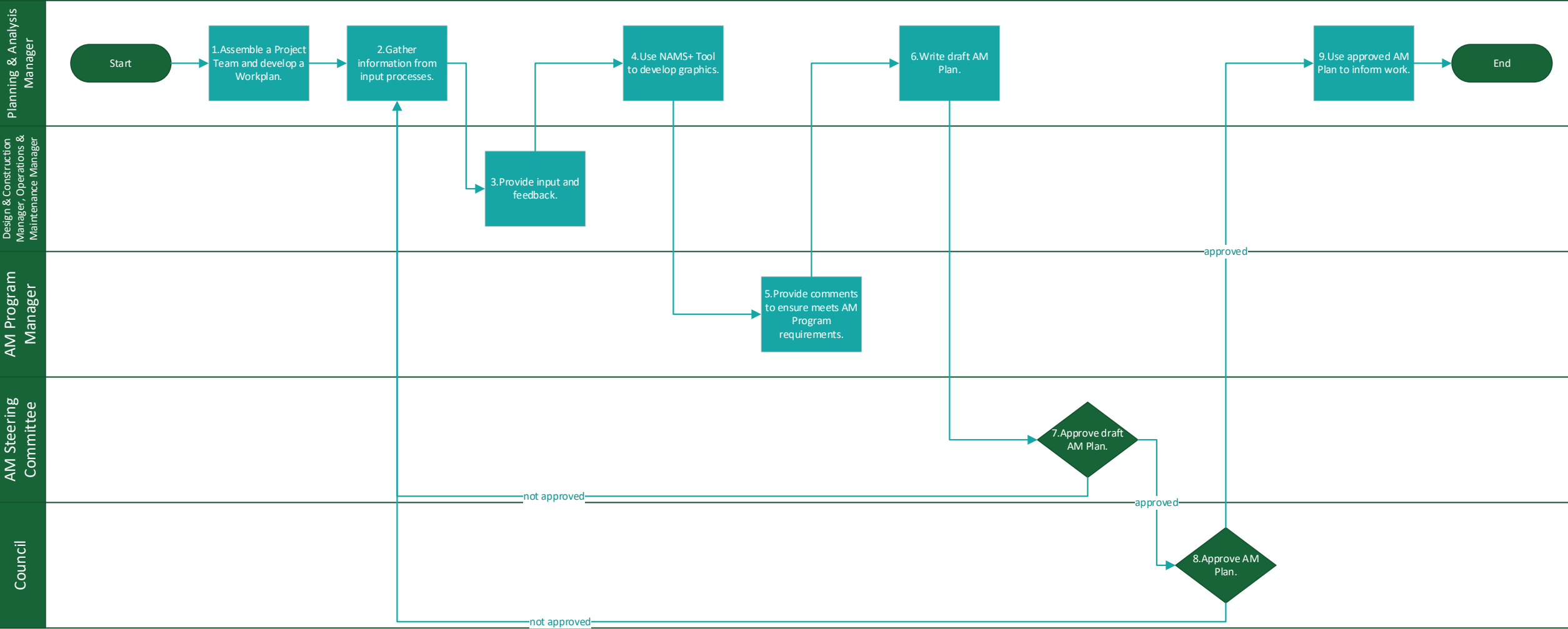


FREQUENCY Every 5 years

← Back to Process Overview

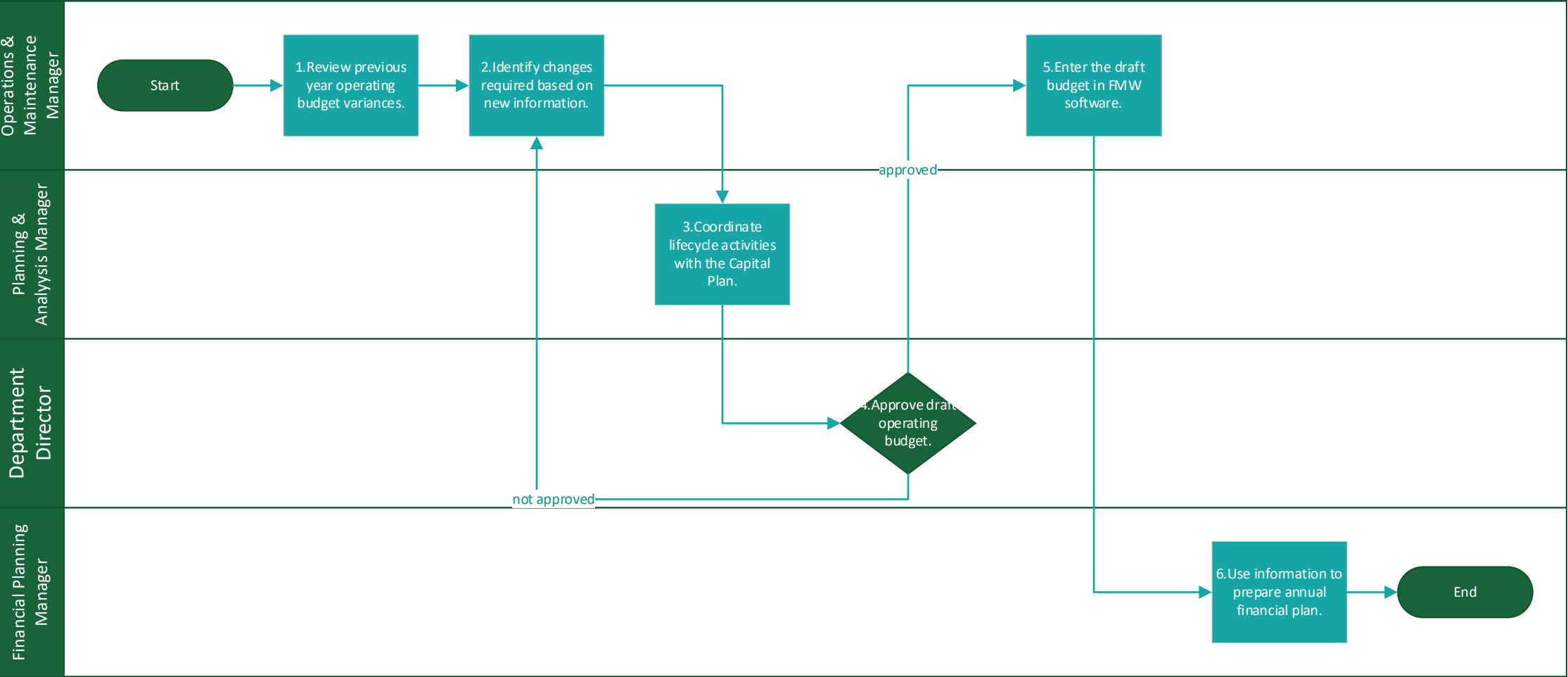
Detailed Process- Develop Asset Management Plans

2.3.4- Develop Asset Management Plans



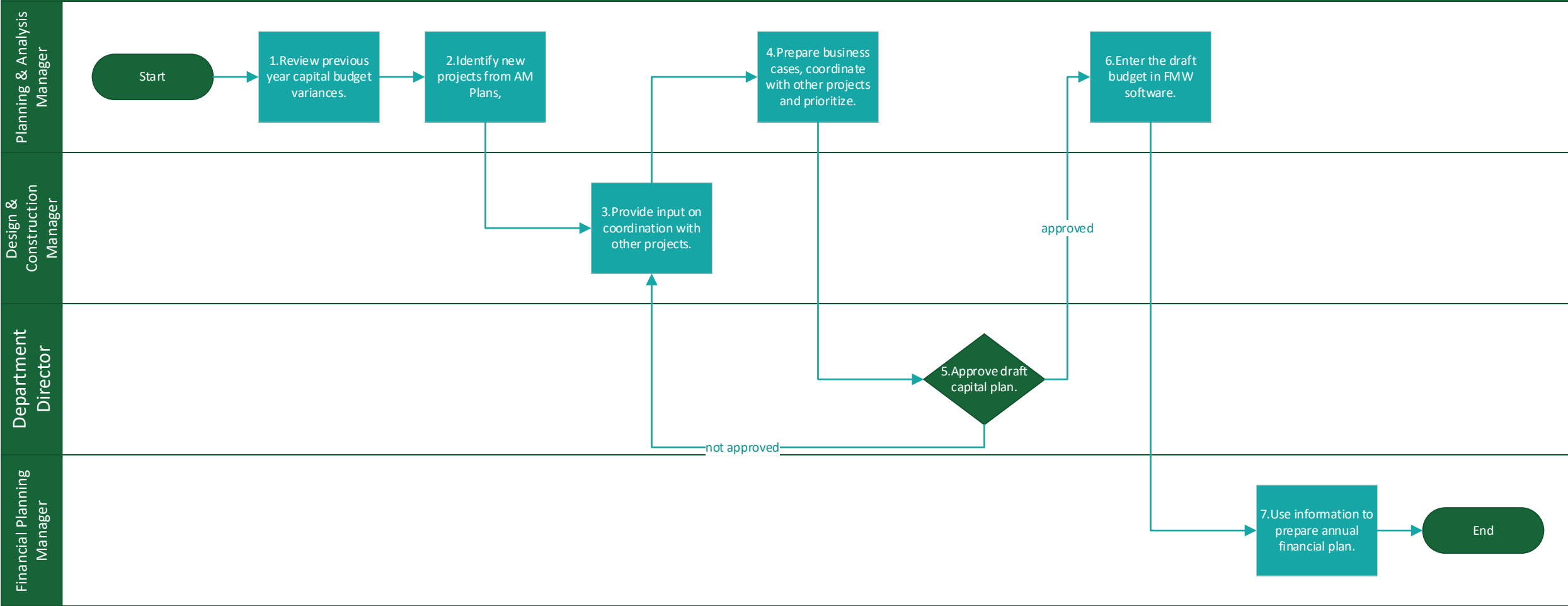
Detailed Process- Develop Annual Operating Budget

2.4.1- Develop Annual Operating Budget



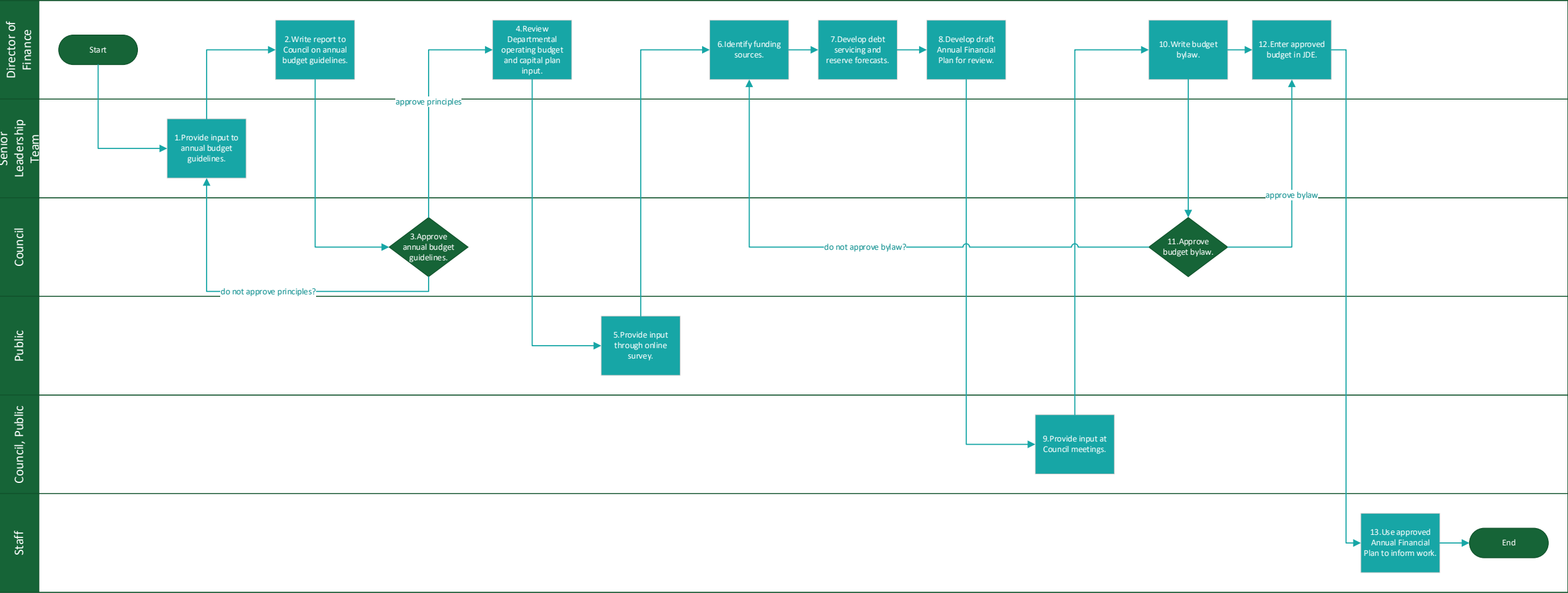
Detailed Process- Develop Annual Capital Plan

2.4.2- Develop Annual Capital Plan



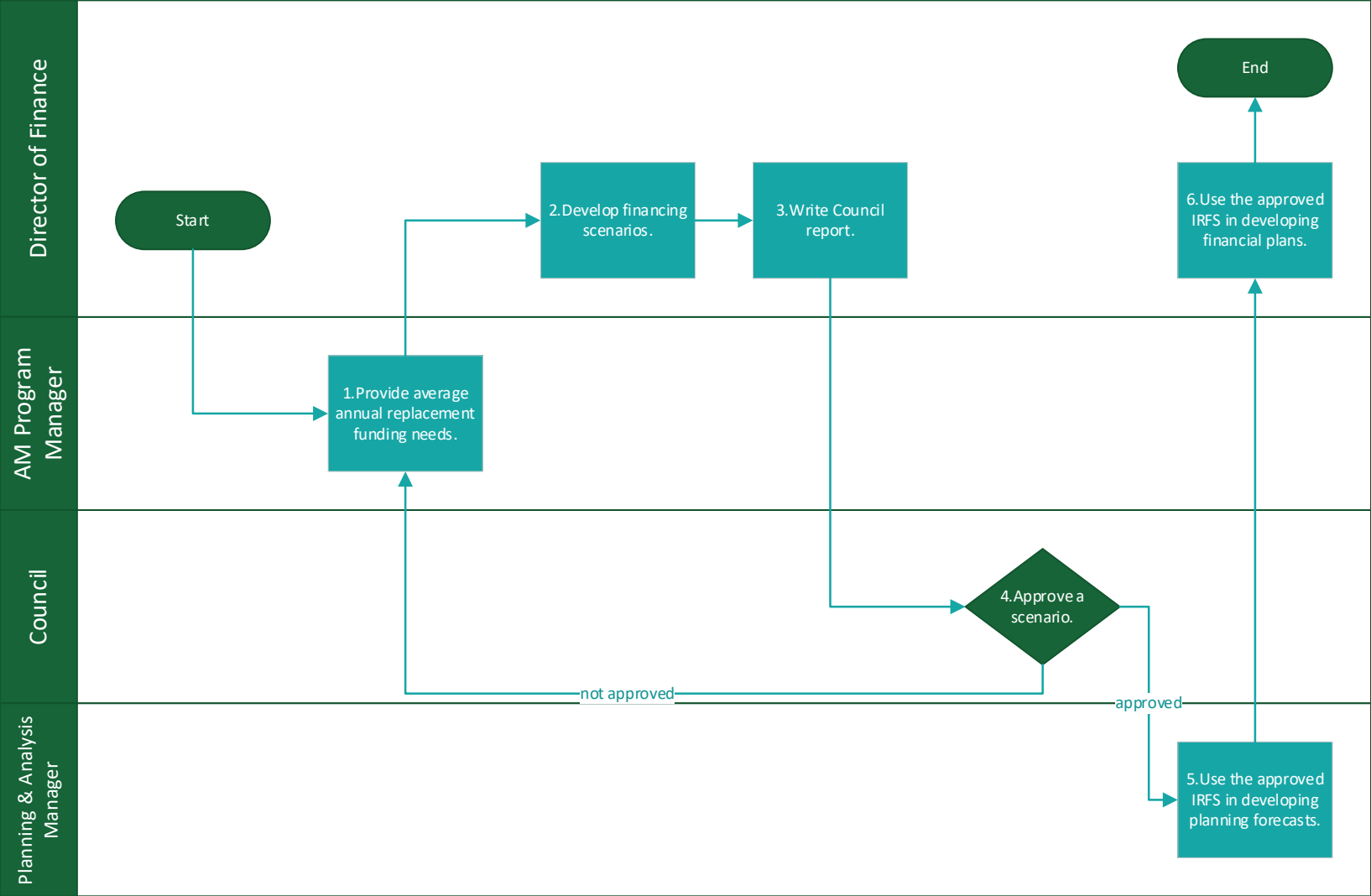
Detailed Process- Develop Annual Financial Plan

2.4.3- Develop Annual Financial Plan

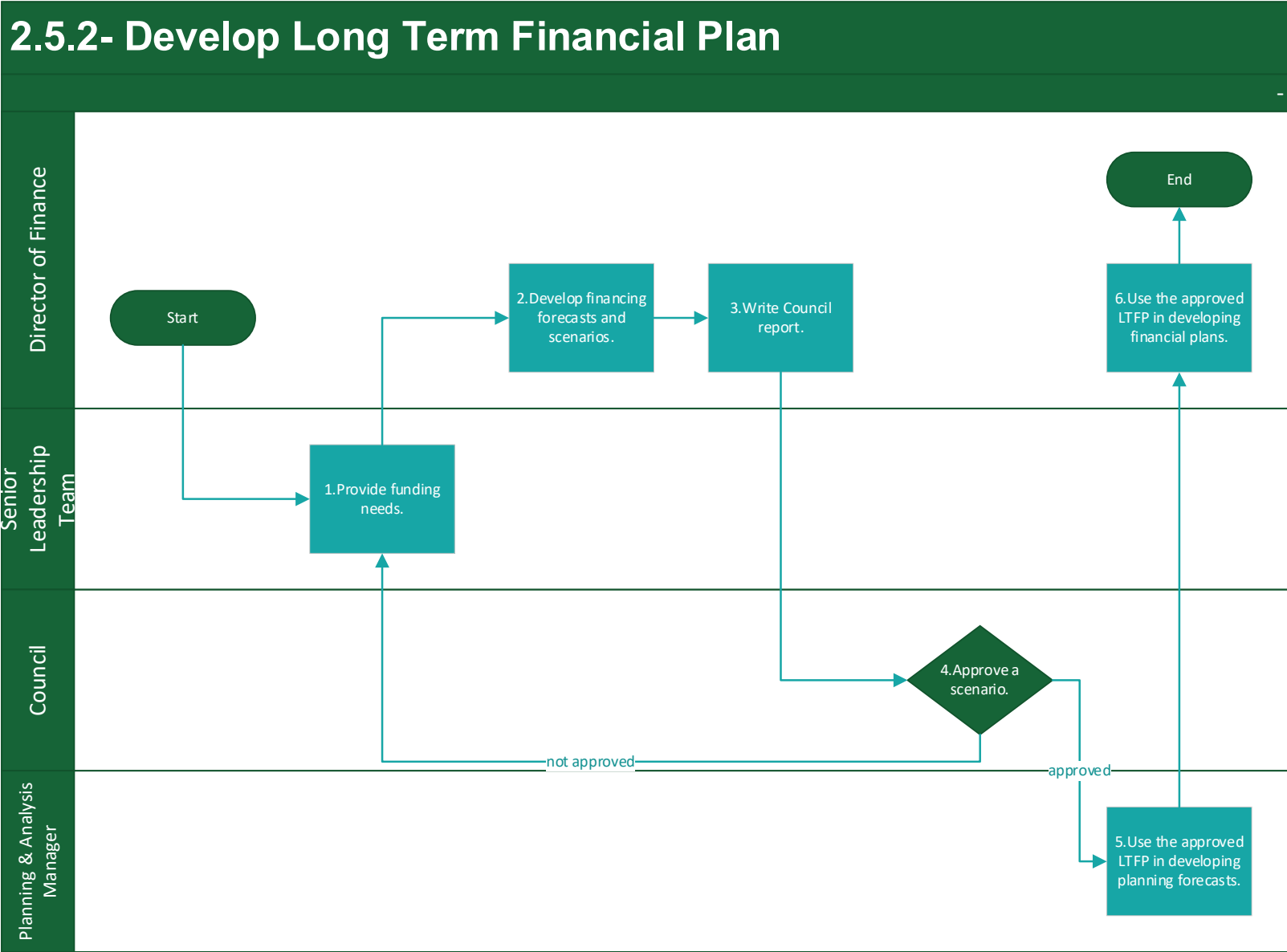


Detailed Process- Develop Infrastructure Replacement Funding Strategy (IRFS)

2.5.1- Develop Infrastructure Replacement Funding Strategy (IRFS)

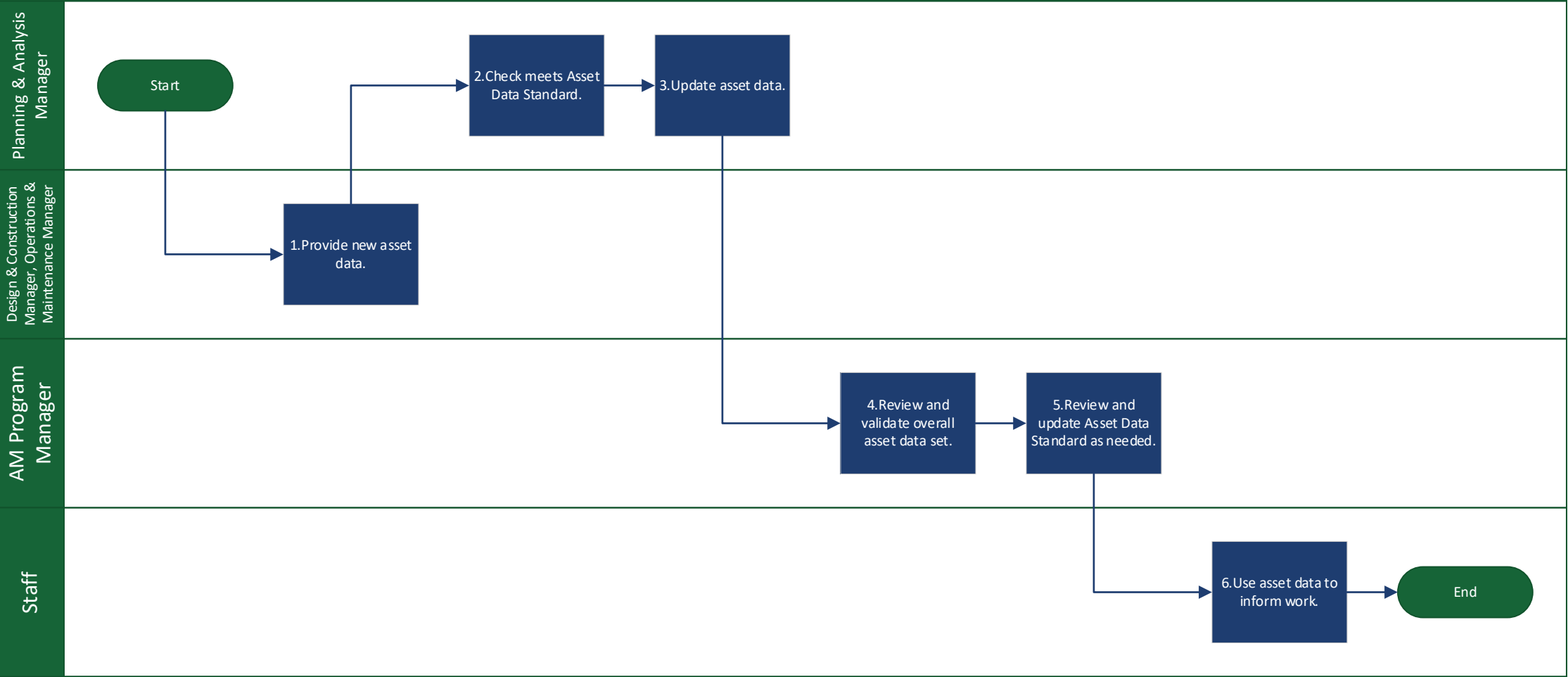


Detailed Process- Develop Long Term Financial Plan



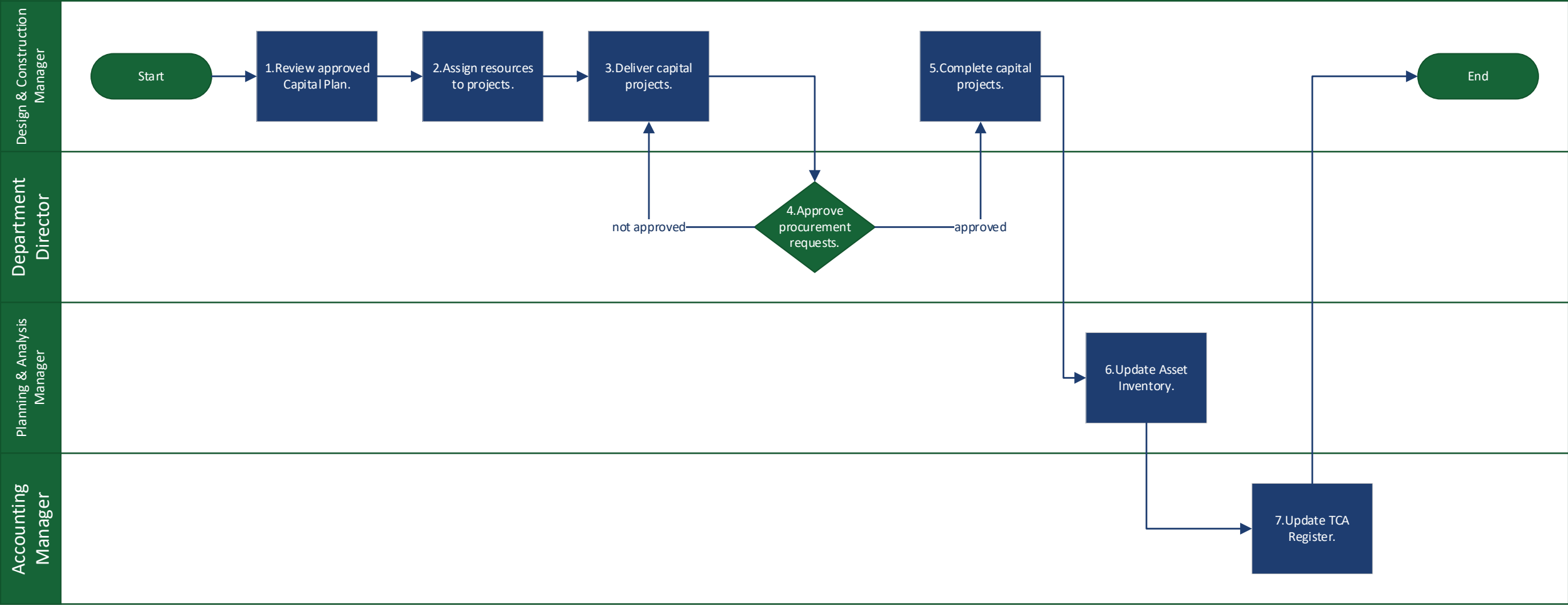
Detailed Process- Manage Asset Data

3.1.1- Manage Asset Data



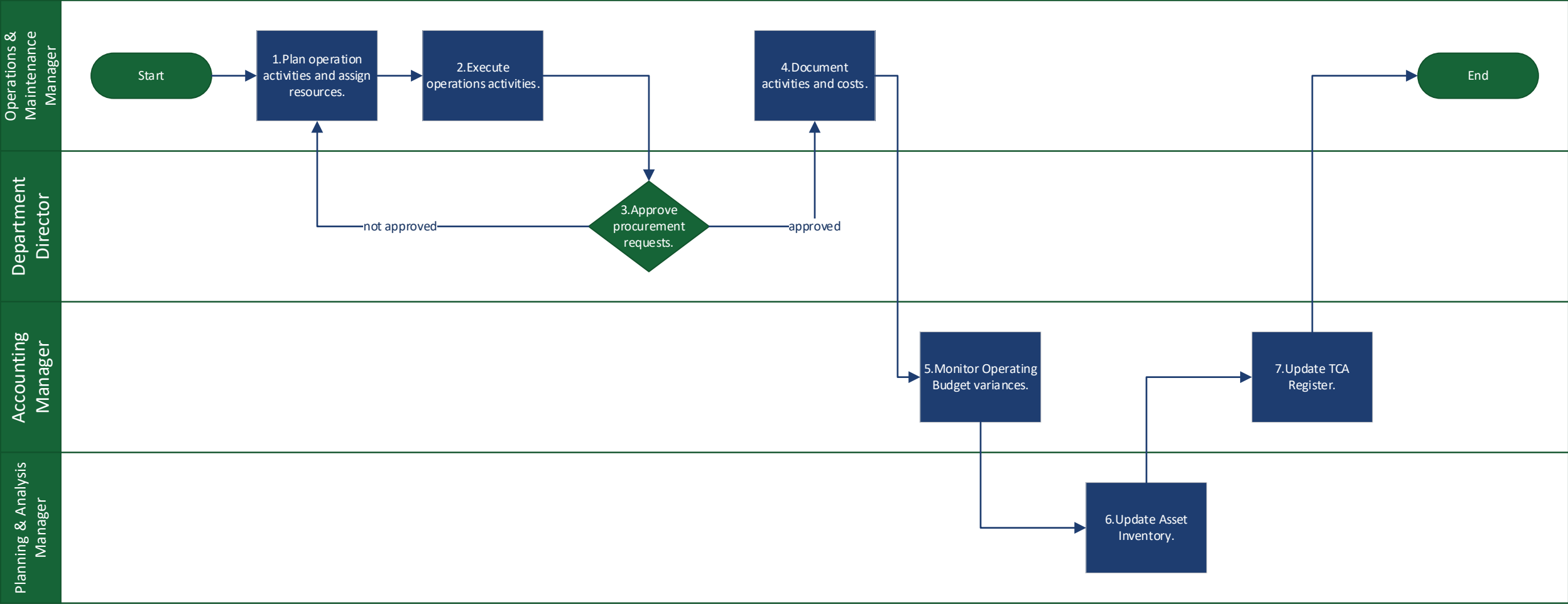
Detailed Process- Acquire Assets

3.2.1- Acquire Assets



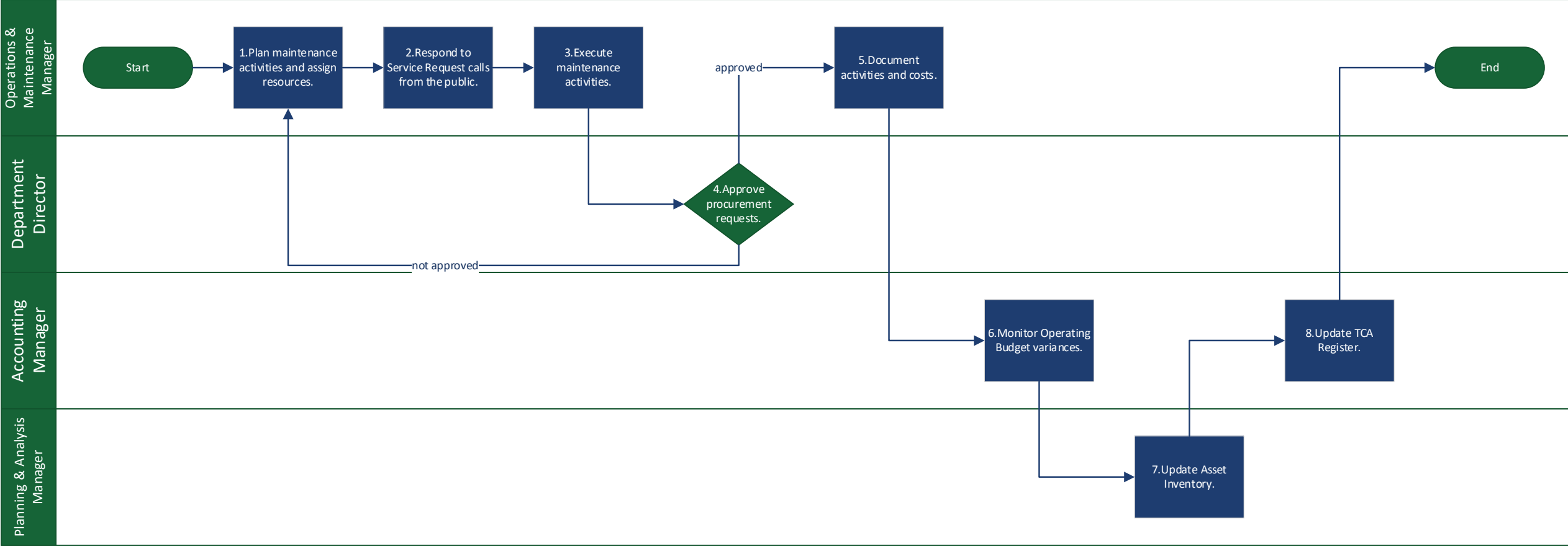
Detailed Process- Operate Assets

3.2.2- Operate Assets



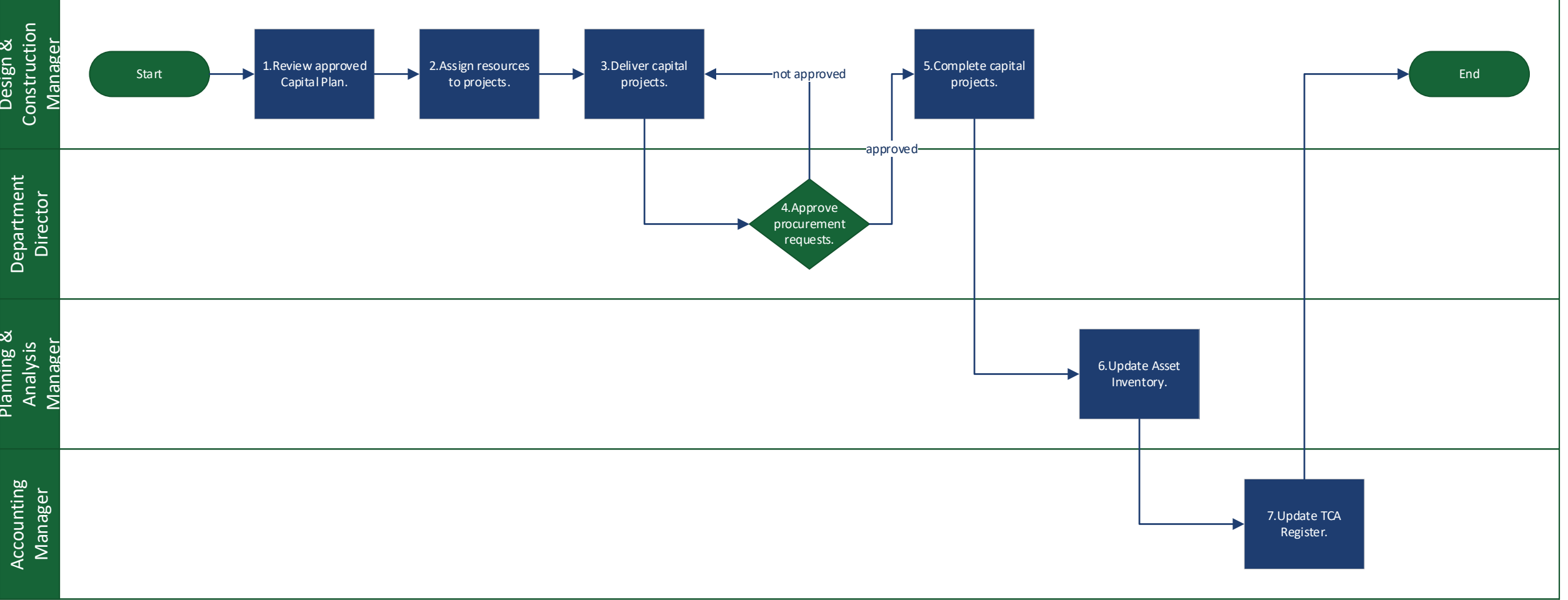
Detailed Process- Maintain Assets

3.2.3- Maintain Assets

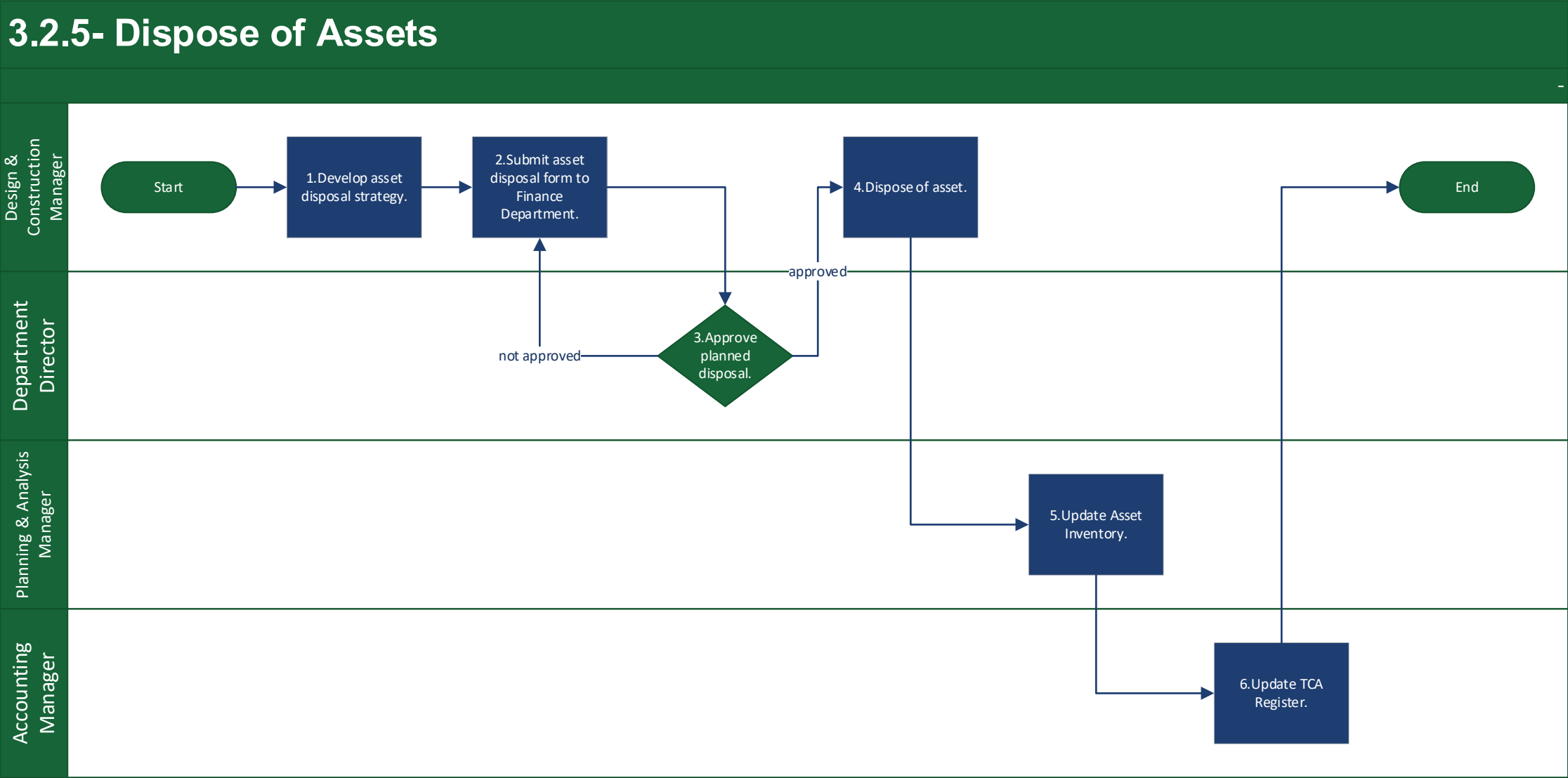


Detailed Process- Renew/Replace Assets

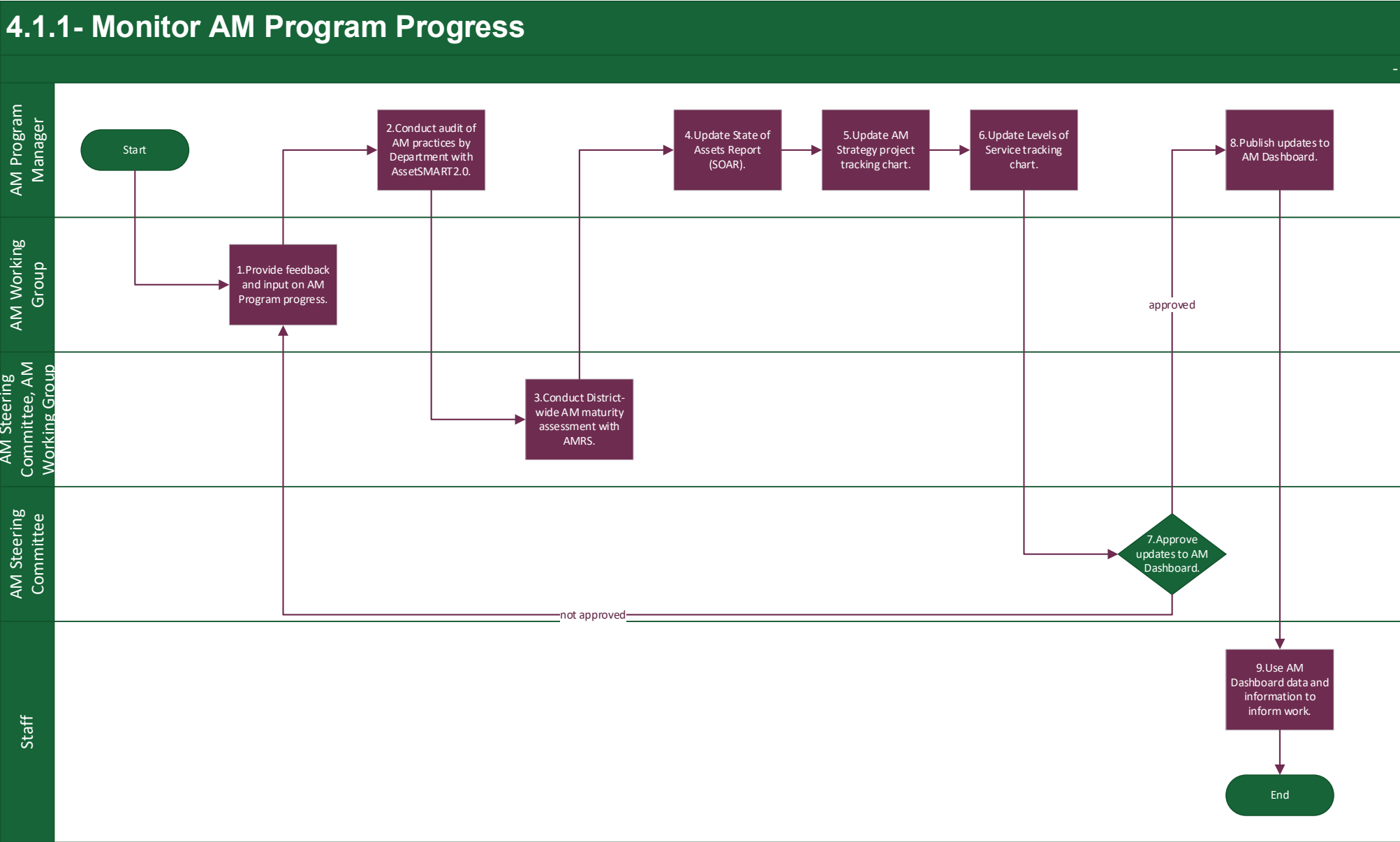
3.2.4- Renew/Replace Assets



Detailed Process- Dispose of Assets

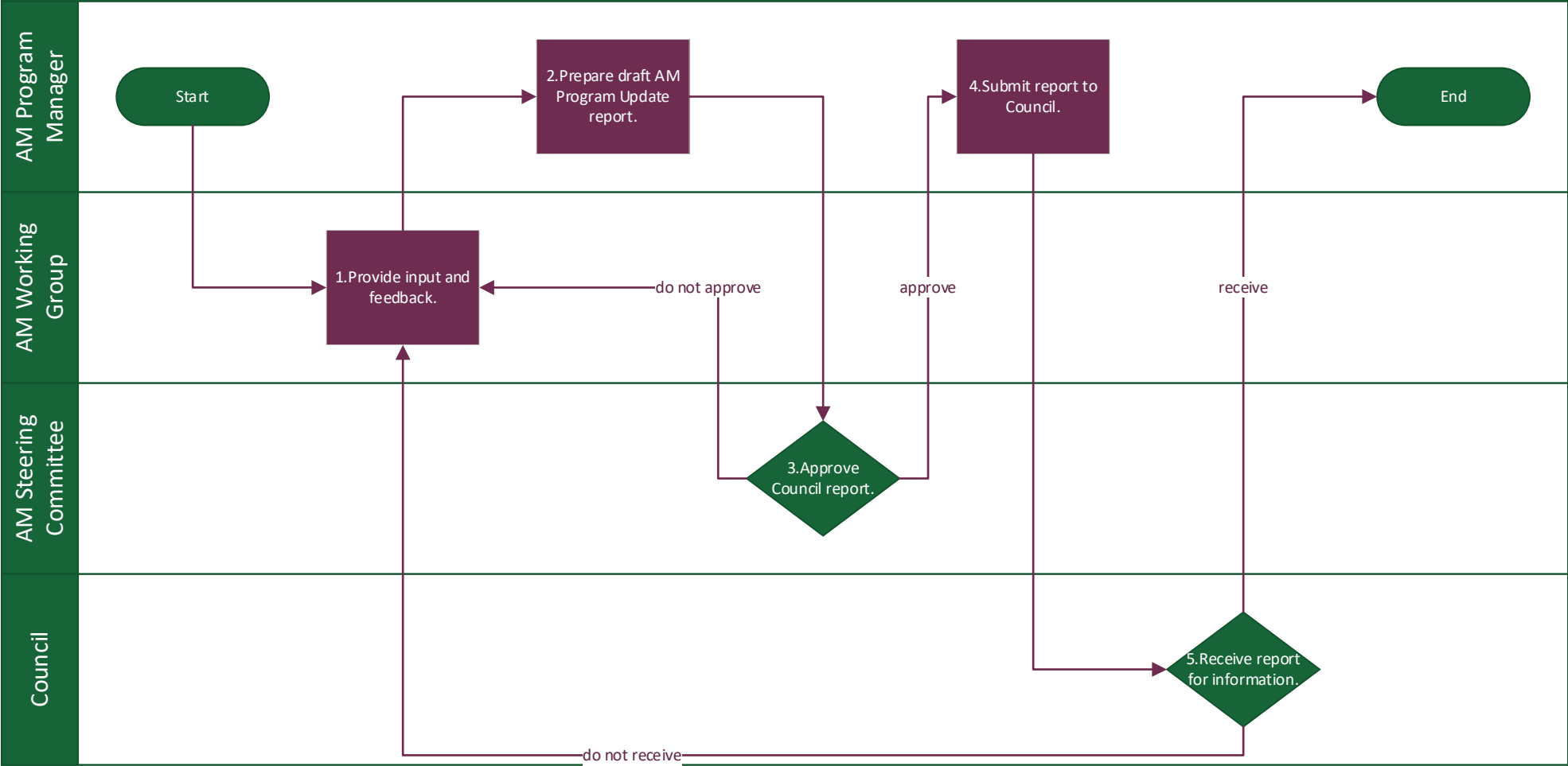


Detailed Process- Monitor AM Program Progress



Detailed Process- Report on AM Program Progress

4.2.1- Report on AM Program Progress

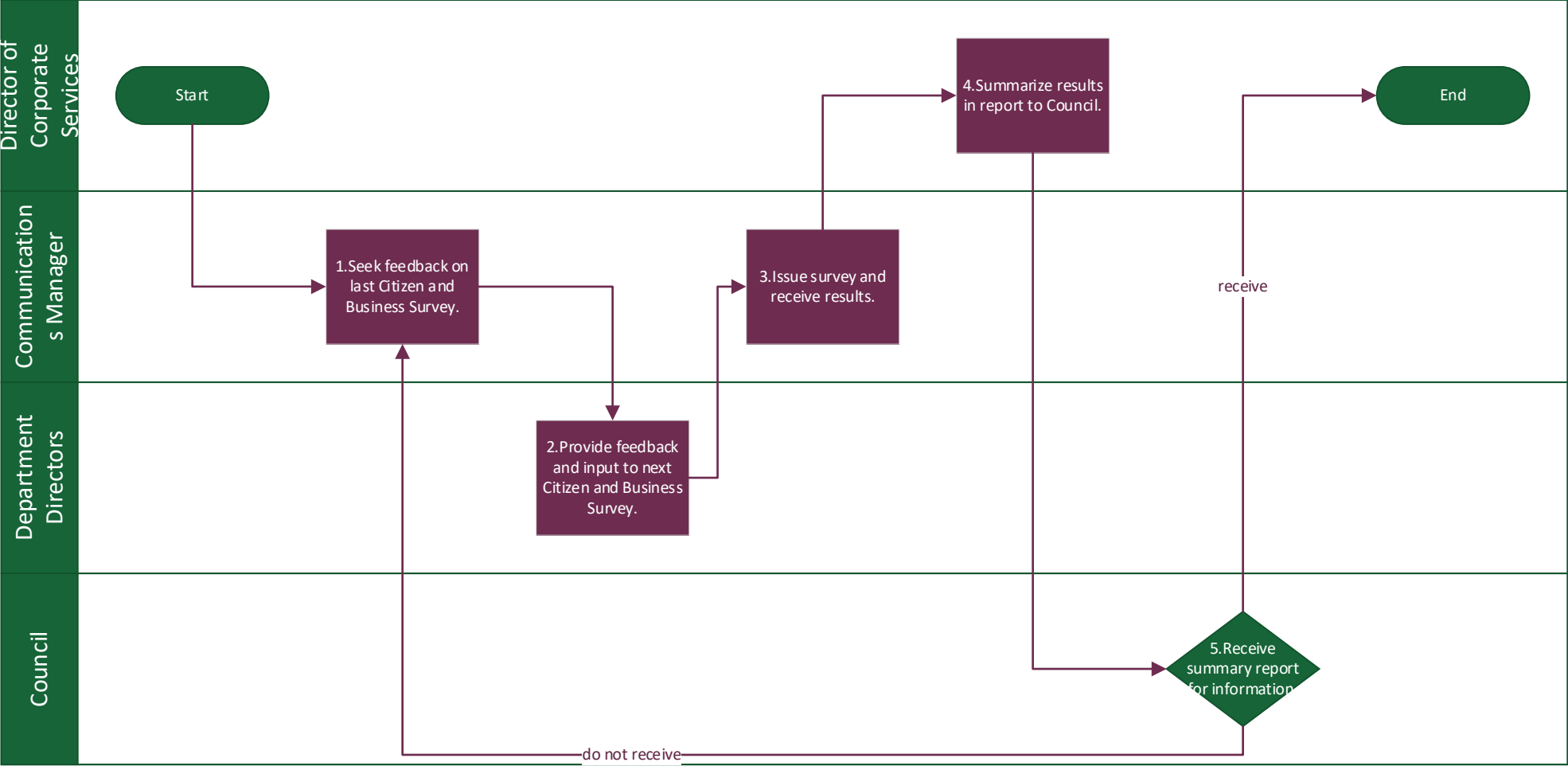


FREQUENCY Every 2 years (Resident Pulse Survey) / Every 4 years (Citizen and Business Survey)

[← Back to Process Overview](#)

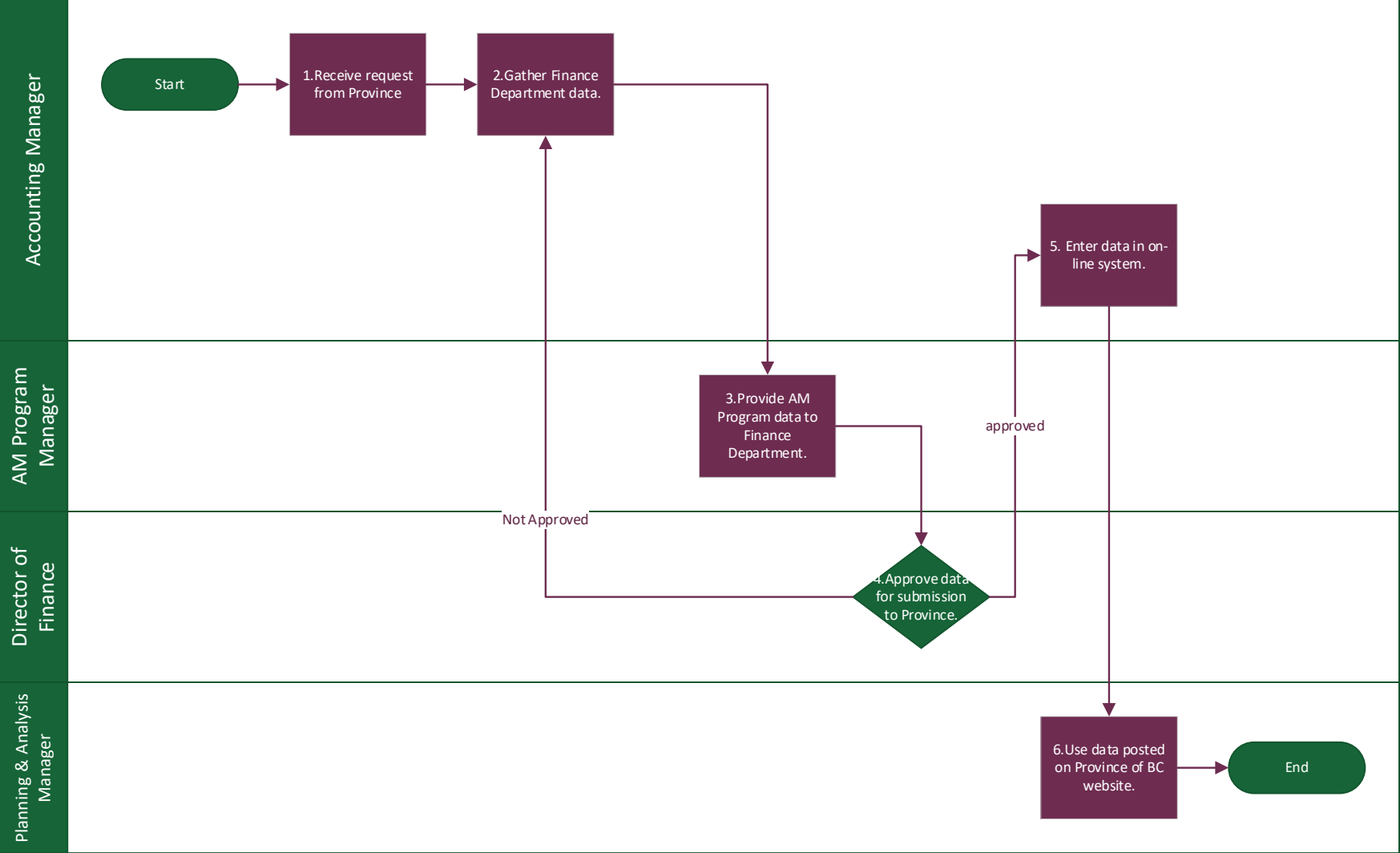
Detailed Process- Communicate With Public

4.2.2- Communicate With Public

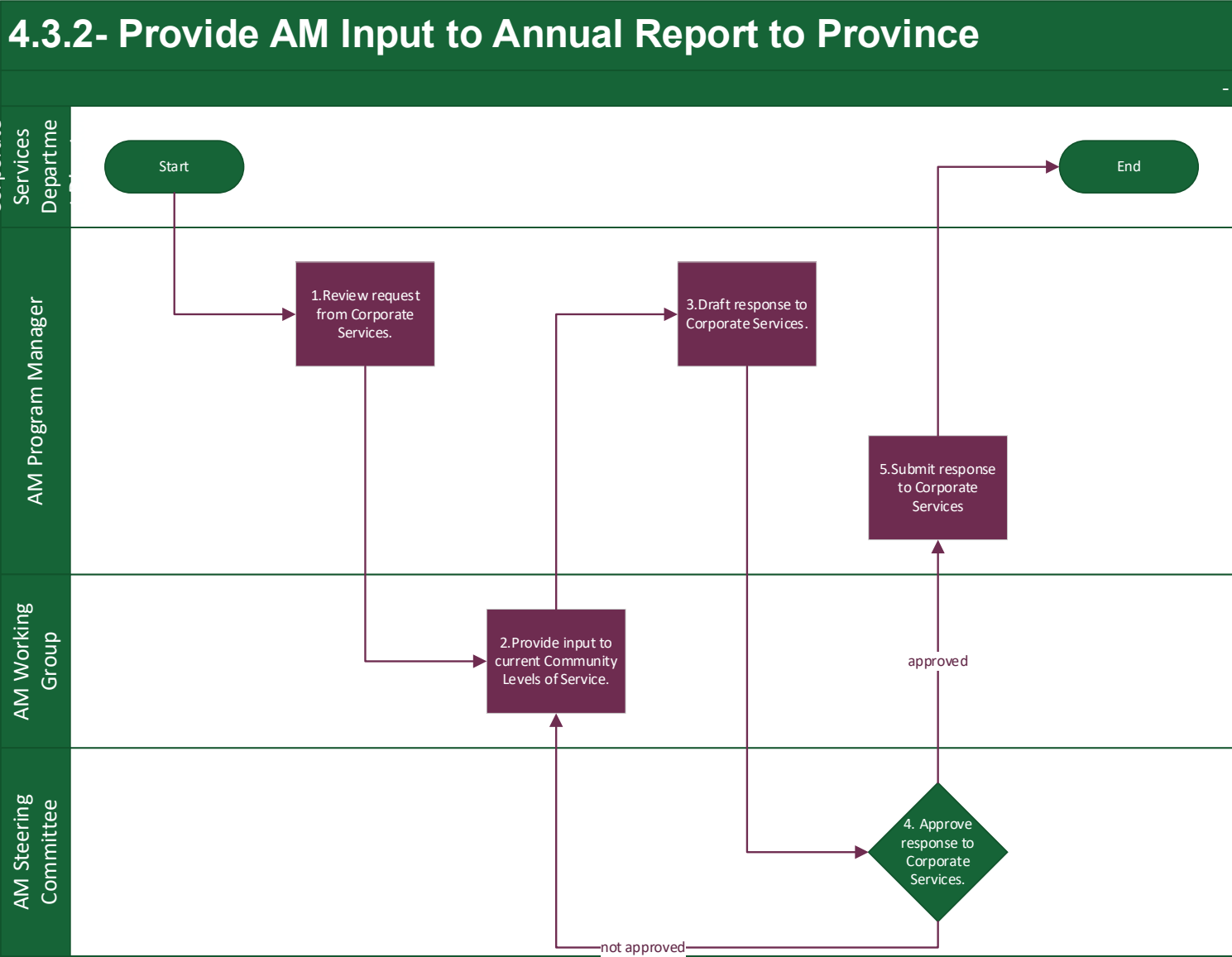


Detailed Process- Respond to LGDE Survey

4.3.1- Respond to LGDE Survey

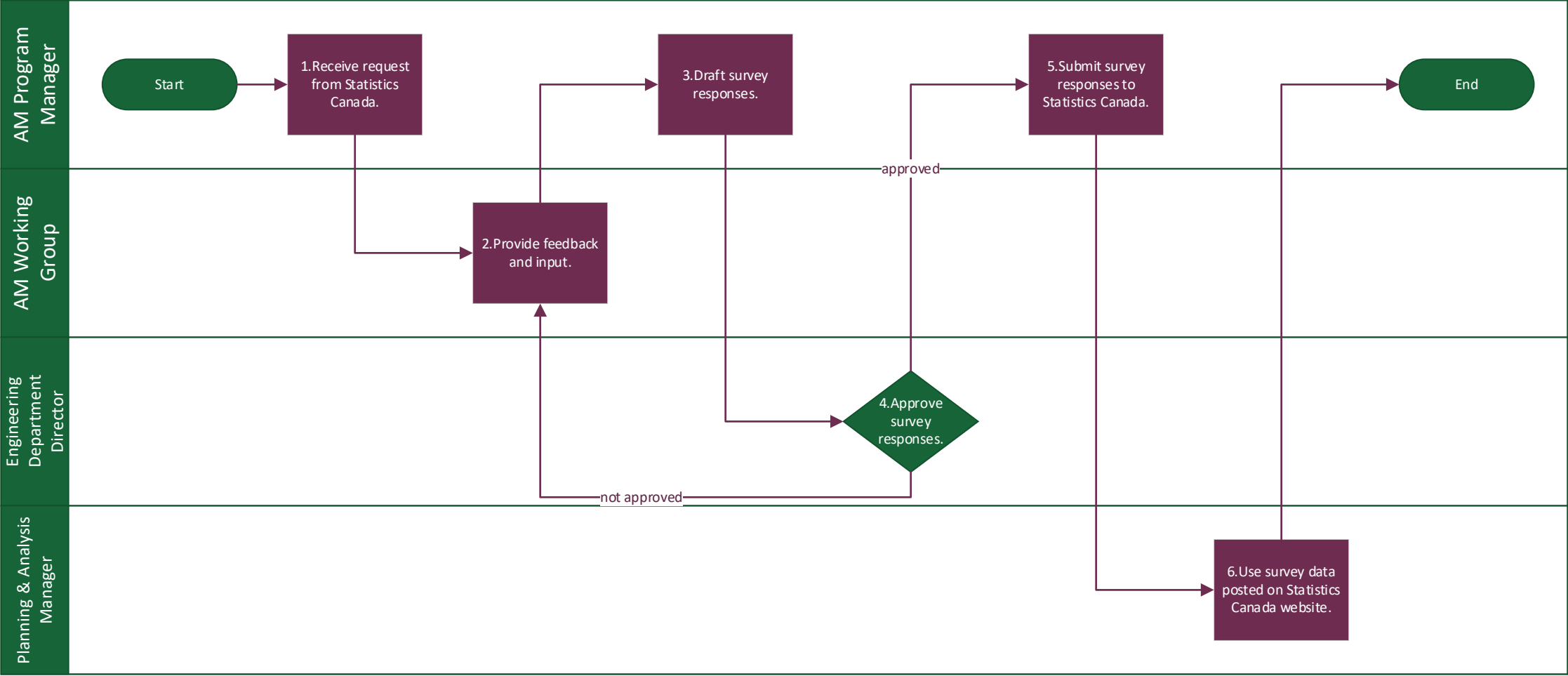


Detailed Process- Provide AM Input to Annual Report to Province



Detailed Process- Respond to Statistics Canada Survey

4.4.1- Respond to Statistics Canada Survey



Version	Date	Status	What this version establishes
1.0	July 2026	First release	First published version of the Service Delivery Manual. It establishes the asset management process framework: 32 processes grouped into 14 subcategories across the four phases - Develop Strategic Plans, Develop Lifecycle Plans, Deliver Lifecycle Activities, and Monitor and Report.
			Each process now records its purpose, outcomes, consumers, frequency, inputs and outputs, and names who is accountable, responsible, consulted and informed.
			Frameworks, templates and tools are linked from every process, together with Council policies, corporate documents and legislation.
			Published in a navigable format: staff can move from a phase to a process to its supporting resources, with a detailed process diagram page behind each process.

This is the first version of the manual, so there are no prior changes to report. Future versions will list what changed since the previous release.

Next planned version: August 2027

The manual is reviewed and updated on a yearly cycle, so the next version is planned to be published in August 2027. Feedback received during the year is collected and considered at each annual review - if something here does not match how the work is actually done, use the feedback link in the footer and it will be picked up in the next version.

Enter the Manual →