



Facilitator worksheet

As you follow the steps to build your presentation in the accompanying Facilitator's Guide, this worksheet will help you prepare your presentation with a set of key questions for reflection and examples. It also includes space to jot down notes.

This resource was created by the Municipal Asset Management Program, which is delivered by the Federation of Canadian Municipalities and funded by the Government of Canada.

© 2023. Federation of Canadian Municipalities. All rights reserved.

Contents

STEP 1	Assess your asset management needs	3
STEP 2	Consider council's awareness	6
STEP 3	Establish your goal	7
STEP 4	Customize your content	8
STEP 5	Deliver and debrief	11

STEP 1

Assess your asset management needs

The questions below are intended as a starting point—you may want to focus on one asset class or service type, such as transportation services, as outlined in the example.

Consult the list of sample municipal services and the infrastructure that supports them on pages 4-5. Your municipality may provide additional services or service additional customers not captured in this list—you can add these in the 'Facilitator Notes' space provided. You can also choose to focus on only the asset type that will resonate most with your council.

Key questions	Facilitator notes	Example: Transportation services
What services does your municipality deliver and who relies on them?		We provide a reliable transportation network to residents and businesses, particularly those located further from the downtown area.
b. What is the historical and environmental context of the physical location of your assets?		The road network crosses through multiple historical settlements and environmentally significant areas. In the past, we have discovered and preserved archaeologically significant features and historically significant buildings and restored the natural environment through more efficient or realigned road designs.

Key questions	Facilitator notes	Example: Transportation services
c. What assets do you rely on to deliver these services and how are these assets currently managed?		The assets we rely on include asphalt and gravel roads supported by urban street trees, storm sewers, drainage ditches, culverts, bioswales, storm water ponds, and live crib walls.
d. How might changes, such as shifts in population demographics, changes in land use, or climate change, impact your municipality's assets moving forward?		Usage patterns and volumes on our roads are shifting significantly due to increased remote work, which has also motivated new subdivision developments driving increased construction traffic. Additionally, some of our older drainage infrastructure is being overwhelmed by increased storm intensity.

SAMPLE MUNICIPAL SERVICES AND INFRASTRUCTURE

Service type	Examples of specific services or infrastructure assets	Potential customers (Residential, commercial, industrial, residents, visitors, staff, commuters, contractors)
General government	Administrative Offices and Facilities, Public Health Centres, Animal Control Facilities, Affordable Housing, Animal Services, Community and Social Services	

Service type	Examples of specific services or infrastructure assets	Potential customers (Residential, commercial, industrial, residents, visitors, staff, commuters, contractors)
Internal support	Information Technology	
Transportation services	Roads, Bridges, Traffic Signals, Streetlights, Snowplows	
Public transit services	Buses, Trains, Subways, Stations, Depots	
Water and sewer services	Water Treatment Plants, Pumping Stations, Water Mains, Sewer Mains, Wastewater Treatment Plants	
Waste collection and disposal services	Garbage Trucks, Recycling Trucks, Landfills, Recycling Centres, Transfer Stations, Hazardous Waste Disposal Sites	
Parks and recreation services	Parks, Playgrounds, Sports Fields, Swimming Pools, Community Centres, Urban Forests, Libraries, Cultural Facilities (Performing Arts Centres, Museums, etc.)	
Public safety / emergency service	Police Stations, Fire Stations, Dispatch Centres, Emergency Response Vehicles	
Development	Planning and Zoning Services, Building Inspection Offices, Housing Inspection Offices, Code Enforcement Offices, Permitting Offices	



Consider council's awareness

The questions below ask you to consider your audience's level of engagement with asset management (AM). Consider everyone in the room, not only elected officials, but also municipal staff, local business members, community, and environmental leaders, etc., who may be present.

Key questions	Facilitator notes	Example: Council's AM awareness
a. What is your audience's current understanding of and engagement with asset management?		My council is familiar with asset management, and about half the current council has been previously introduced to asset management.
b. What are their current priorities and concerns, and how do these relate to asset management?		Council regularly discusses the impacts of construction in the downtown area and the rapid deterioration of the gravel roads. The focus should be on monitoring the conditions of the roads and potentially reviewing the service levels for these assets.



Establish your goal

Consider what you want to achieve in giving this presentation. The questions below will help you keep your end goal in mind as you prepare your presentation.

Key questions	Facilitator notes	Example: Furthering AM practices, especially transportation infrastructure
a. What key message do you want your audience to take away from the presentation?		While asset management has been and continues to be the right approach for our municipality, we have an opportunity to enhance our practices to better serve our residents.
b. What decision or recommendation is expected from council based on the presentation?		We want to have strong support from council to pursue the development of more formal asset management plans that include assessing the condition of different asset classes and building climate resiliency into the municipality's AM plans, especially in relation to roads.
c. What steps will you want council to take after the presentation?		We will build an asset management team that will use a multi- disciplinary approach to assess the condition of municipal assets, starting with our most immediate concern: roads, walkways and multi-use trails.



Customize your content

FEATURE LOCAL CONTEXT

In Template 2, you will find a series of case study example slides, including the example about Interdependent Municipal Services from slide 43 used in the table below. For greater effect and enhanced engagement, you can create your own **local case study scenario** to incorporate into your presentation. Use the case study template on slide 46 of Template 2 to highlight your own community's experiences. Check out some ideas on page 10 for what you might want to include in your case study. Draw from the information gathered in Steps 1–3 to help you select and create stand-out examples that your audience will connect with.

Key questions	Facilitator notes	Example: Interdependent Municipal Services (slide 43)
a. What happened (or is happening)?		The municipality was already dealing with changes in usage patterns and volumes on the roads and increased construction traffic due to new subdivision developments. Council was aware that older drainage infrastructure was being overwhelmed by increasing storm intensity. Then a heavy storm came through causing flooding and street closures.

Key questions	Facilitator notes	Example: Interdependent Municipal Services (slide 43)
b. How did the municipality respond?		The municipality immediately deployed its emergency response team, assisting the impacted residents and businesses. Once the immediate danger had passed, they took a step back to think about assets and services.
c. What opportunities are there to improve asset management planning?		The city looked beyond the immediate impact (transportation) to examine the other impacts of the event and the risks it highlighted. The municipality assessed what other services were impacted by the situation, such as:
		Adjacent drainage areas
		• Transit services
		 Accessibility of essentials such as fire services / ambulance access / drinking water facilities
		Sewer systems

Key questions	Facilitator notes	Example: Interdependent Municipal Services (slide 43)
d. What was the lesson learned?		The municipality recognized the need to consider the risks to multiple services—the reopening of an access road for essential facilities or for a community heavily dependent on public transit may need to be prioritized. The discussion highlighted how building resiliency in one area can improve resiliency for other services.
e. What photo or graphic can be added to the slide to enhance the message?		Photo of a flooded street

IDEAS FOR WHAT TO INCLUDE IN YOUR CASE STUDY SCENARIO:

- Information about local regulations.
- Examples of asset management challenges that the council has faced in the past.
- Success stories, best practices and local initiatives that can serve as a model for future asset management initiatives.
- Local, regional, national and Indigenous approaches to improving municipal climate resilience.
- Anti-racism, equity, inclusion and reconciliation considerations.
- Feedback received on assets and service delivery.
- Local images in place of stock or provided images and other visual aids such as diagrams, infographics, and charts to illustrate key concepts and enhance understanding.



Deliver and debrief

Once you've delivered a standout presentation (using the helpful pointers in the Facilitator's Guide), take a moment to reflect and capture important information that will help you next time.

Questions	Reflections
What did the audience connect with the most (or the least)?	
What did the audience want to learn more about? Which concepts could be made clearer or explained differently?	
What questions did the audience have? Were there any that surprised to you?	
What can you take away from this process? What have you learned?	

ONCE THE DUST SETTLES:

