

Strategic & Asset Management

1.10pm - 1.40pm

Service Level Management - Achieving Community Outcomes from Assets and Services - Michael Mason & Brett Elston

Abstract

In the work-up to the 2009-19 LTCCP, the Auckland City Council Transport Asset Management Group, led by Veenay Rambisheswar, undertook to develop a more formal and rigorous approach to the levels of service tables within their asset management plan (AMP). The team had a great deal of technical information related to their daily AM activities but this information did not necessarily relate directly to their broader Auckland City transport strategic objectives. In conjunction with AECOM (previously Maunsell) who helped identify best practice and acted as facilitator, the team developed a set of transport performance measures that were identified as 'necessary and sufficient' to achieve their customer outcomes.

The team developed the measures within a new service level management (SLM) framework to provide for the ongoing business-as-usual management of key performance information within the AMP. This framework has enabled the transport group to better align their activities and costs with their strategic objectives and track their service delivery against the LTCCP community outcomes.

The audit feedback on this framework approach was very positive and, as a result, the transport assets team has now developed the SLM tool as a database to formally align, monitor and manage their key technical performance measures and costs against customer service measures and strategic objectives.

This presentation will discuss the challenges, outcomes, benefits gained and looks at the opportunities for local government in the SLM approach.

Michael Mason B.Arch (Hons) NZRAB, ANZIA. Strategic Asset Planner, Transport Assets Group, Auckland City Council. Michael is a professionally qualified architect with over 20 years experience in architecture, facilities management and asset management. He has worked extensively in best practice asset management services and the development of added value AM solutions through traditional architecture and engineering projects for local and central government agencies as well as industrial and commercial clients in New Zealand and overseas.

Brett Elston MMgt, PGDipBus (Info. Sys.), NCC (SAADM), NZCE (Civil) Principal Consultant, Asset Management Planning, AECOM. Brett has 12+ years experience in infrastructural asset management planning in local government. Prior to joining AECOM in 2008 he lead and co-ordinated the organisational development of the discipline within a large NZ city council, facilitating and participating in a wide variety of change projects and their transition to 'business as usual'. His skills and knowledge include improvement planning, process and systems design and development, knowledge management and transfer.

1.50pm - 2.20pm

Pegasus - Asset Managing a New Town - Gerard Cleary

When completed Pegasus, with a population of 5,000 - 7,000 will be the third largest town in the Waimakariri District. This town is being built from scratch and at a very rapid pace.

For a medium sized local authority the development has presented a number of asset management opportunities and challenges. The town includes a 5 m deep 17 hectare artificial lake, an extensive and unique stormwater treatment and soakage system, a new water treatment plant and well field.

The presentation will cover the development from Waimakariri District Council's perspective. It includes the resolution of technical and consenting issues, relationships with the developer and the community, auditing of the construction, handover and asset management issues.

An overview of the unique engineering issues will be given including the lake, stormwater system and liquefaction treatment.

Gerard Cleary is Manager Utilities and Roading at Waimakariri District Council, a role he has held since October 2008. Prior to this he managed the Council's in house consultancy and has had experience working for several local authorities in New Zealand in design, project and contract management, development and asset management. Gerard is a Chartered Professional Engineer and MIPENZ.

2.30pm - 3.00pm

Should we Asset Manage or Maintenance Manage our Minor Assets? Dr Ian Greenwood

Abstract

While there has been a significant improvement over the past decade in the way that the major assets of most public agencies are managed (both in New Zealand and internationally), the question will at some point come down to one of where to draw the lines in terms of the diminishing returns from enacting full asset management on relatively minor assets. While maintenance management can be completed with a relatively simple level of asset knowledge, to fully asset manage requires a significant step up in the effort of both the agency and those performing the physical works (often outsourced to consultants and contractors). The question has to be asked "is there benefit in this extra effort?" or is the desire to implement asset management on minor assets in fact a bad asset management decision?

It is the authors contention that for many assets, an approach based around highly efficient maintenance management can yield outcomes as good as any asset management approaches, but with a greatly reduced overhead in terms of administrative and data costs. Rather than optimising via advanced asset management methods when to perform work on a given asset, we may find that greater returns can be achieved by optimising the operational performance measures within the maintenance contracts (i.e. worry less about effectiveness and more about efficiency of delivery).

Dr Ian Greenwood has over sixteen years experience in the application of infrastructure asset management and design. His expertise has seen him involved in projects in Australia, Canada, the Caribbean, India, Indonesia, Malaysia, New Zealand, Thailand and the United Kingdom. Ian currently holds the position of Technical Principal Infrastructure Asset Management within Opus International Consultants Limited, based in Auckland.

Ian has provided technical leadership to a diverse range of projects including the Nova Scotia Infrastructure Plan and the Ontario Infrastructure Asset Management Framework projects in Canada, he has led or been a member of various World Bank projects pertaining to performance based maintenance contracting, is a co-author of the New Zealand Optimised Decision Making manual, and has held the position of senior advisor to the British Columbia Ministry of Transport on public-private-partnership (PPP) projects. During late 2009 he has been acting in a specialist advisory role to the English Highways Agency's Asset Management Office as they look to improve the outcomes from their highway assets.

Ian has linkages with several educational facilities and regularly lectures at the University of Auckland in New Zealand, where he gained his bachelor and doctoral degrees. He has published over 20 papers and is both a Member of the New Zealand Institute of Professional

Engineers and a Chartered Professional Engineer. At the 2009 IPWEA conference in Melbourne, Ian was presented with the NAMie award for Excellence in Asset Management.