Virtual Training:
Asset Management Virtual Workshop
Presented by The Environmental Finance Center Network
July 13-14, 2021 1:00pm-2:45pm PST

Agenda, Day 1:

0:00 – 0:05	Welcome, Logistics & Agenda Review
0:05 – 0:20	Overview of the 5 Core Components of Asset Management: Assets; Level of Service; Life Cycle Costing; Criticality; and Funding
0:20 – 1:00	Core Component #1: Assets. Polls 1-7.
1:00 – 1:40	Core Component #2: Level of Service. Polls 8-12.
1:40 – 1:45	Closing remarks and introduction to Day 2 topics.

Agenda, Day 2:

0:00 – 0:05	Welcome and review of Day 2 topics.
0:05 – 0:30	Core Component #3: Life Cycle Costing. Polls 13-15
0:30 – 1:10	Core Component #4: Criticality. Polls 16-21.
1:10 – 1:30	Core Component #5: Funding. Poll 22.
1:30 – 1:40	Closing remarks
1:40 – 1:45	Closing Poll. Poll 23.

Description:

Asset Management is a process that allows a water or wastewater system to better manage its assets and improve the workflow for its employees. It is a process that makes management decisions easier by helping utilities make the right investments in operations, maintenance, and capital improvement at the right time. This customer focused approach is designed to maintain a desired level of service at the lowest life cycle cost.

Asset Management is a strategic way of thinking about assets that involves five core components:

- Assets & Asset Inventory
- Level of Service
- Criticality
- Life Cycle Costing
- Long-Term funding

This virtual training module will introduce each of these components, provide examples for implementing each, and explain how they fit into the overall process of asset management.

Training Objectives:

- Projects and activities should be prioritized based on risk analysis in order to use limited financial and personnel resources efficiently.
- Understand how to analyze and visualize criticality to make decisions about repairing, replacing or rehabilitating assets.
- Understand the Core Components of Asset Management and first steps to get an Asset Management program started in their utility.

Training Methods

The training methods that will be applied during this course will utilize a combination of PowerPoint presentation, interactive polls & discussion. Additional monitoring and attendance verification details are described below. Attendees will be encouraged to participate throughout the training session in the chatbox to obtain the optimum benefit to apply the material presented in their everyday duties at their utility.

Poll Questions:
1. Does your organization have an Asset Management Plan? (Single Choice)

    a. Answer 1: We have a written plan
    b. Answer 2: We have a plan to have a plan
    c. Answer 3: No plan for a plan
    d. Answer 4: Not sure what you are talking about
2. Will Asset Management be fully embraced by your staff and governing body? (Single Choice)

    a. Answer 1: Yes: they understand the value
    b. Answer 2: Maybe: I think I can help get them over the hump
    c. Answer 3: No: they will view it as more work
    d. Answer 4: I'm not sure
3. Does the organization have an asset inventory? (Single Choice)

    a. Answer 1: Yes, we have a complete inventory
    b. Answer 2: Our inventory is 50% complete
    c. Answer 3: We have started
    d. Answer 4: No, we do not have an inventory
4. Does the organization have an accurate map of asset locations? (Single Choice)

    a. Answer 1: Yes, we have a comprehensive GIS system
    b. Answer 2: Yes, we have paper maps
    c. Answer 3: We are in the process of getting our assets mapped
    d. Answer 4: No way! Our maps are in our heads!
5. In your water system - how would you rank this pipe? (Single Choice)

    a. Answer 1: Best pipe in our whole system!
    b. Answer 2: Better
    c. Answer 3: Fair
    d. Answer 4: Poor
    e. Answer 5: Very Poor
6. What condition rating would you give the pipe? (Single Choice)

    a. Answer 1: 0 - Excellent
    b. Answer 2: 1 - Very Good
    c. Answer 3: 2 - Good
    d. Answer 4: 3 - Average
    e. Answer 5: 4 - Fair
    f. Answer 6: 5 – Poor
7. What condition rating would you give the pump? (Single Choice)

    a. Answer 1: 0 - Excellent
    b. Answer 2: 1- Very good
    c. Answer 3: 2 - Good
    d. Answer 4: 3 - Average
    e. Answer 5: 4 - Fair

f. Answer 6: 5 - Poor

8. Does the organization have good communication with customers? (Single Choice)

   a. Answer 1: Yes: we gather, evaluate and value customer feedback
   b. Answer 2: Yes: we ask nicely for rate increases
   c. Answer 3: Not unless they don't pay their bill
   d. Answer 4: We send out CCR's: what more do you want?

9. Does the organization have good internal communication? (Single Choice)

   a. Answer 1: Yes: staff and management meet routinely for meaningful conversation
   b. Answer 2: Yes: as necessary
   c. Answer 3: We like our own separate silos
   d. Answer 4: We need some work in this area

10. Does the organization have established Level of Service (customer service) goals? (Single Choice)

   a. Answer 1: Yes: we developed goals with customer input
   b. Answer 2: Yes: we don't have to ask our customers. We KNOW what they want!
   c. Answer 3: No: We do not have established goals

11. . Is this a SMART goal? "Get better meters by 2025." (Single Choice)

   a. Answer 1: Yes
   b. Answer 2: No

12. Is this a SMART goal? "Upgrade the treatment plant to meet new arsenic standards by 2022" (Single Choice)

   a. Answer 1: Yes
   b. Answer 2: No

13. Does the organization maintain or have a reserve fund/account? (Single Choice)

   a. Answer 1: Yes: we have reserve accounts for O&M, emergencies, debt repayment and capital improvements
   b. Answer 2: Yes: we have one reserve account that is adequately funded
   c. Answer 3: Yes: we have a reserve account that has no money in it
   d. Answer 4: No: we do not have a reserve account

14. Does the organization have a net positive cash flow? (Single Choice)

   a. Answer 1: Yes
   b. Answer 2: No
   c. Answer 3: I'm not sure

15. What are the challenges to having a net positive cash flow in your utility? (Multiple Choice)

   a. Answer 1: We need to increase rates
   b. Answer 2: We have a lot of debt
   c. Answer 3: In need of too many projects
   d. Answer 4: Our funds get absorbed within our organization

16. Does the organization have assets prioritized by criticality? (Single Choice)

   a. Answer 1: Yes: we have a list of our most critical assets
   b. Answer 2: We thought about it have
   c. Answer 3: No: no priority of assets exists

17. Do the needs of the most critical assets drive investment decisions? (Single Choice)

   a. Answer 1: Yes: we focus spending on our critical assets first
   b. Answer 2: No: but we need to get a system in place to do so

18. Storage Tank – Probability/Consequence

   a.   What rating would you give the storage tank for probability of failure? (Single Choice)

- i. Answer 1: 1 - Very Low
- ii. Answer 2: 2 - Low
- iii. Answer 3: 3 – Moderate
- iv. Answer 4: 4 - High
- v. Answer 5: 5 - Very High

   b.   2. What rating would you give the storage tank for consequence of failure? (Single Choice)

- i. Answer 1: 1 - Very Low
- ii. Answer 2: 2 - Low
- iii. Answer 3: 3 - Moderate
- iv. Answer 4: 4 - High
- v. Answer 5: 5 - Very High

19. Rate Well Pump – Probability/Consequence

   a.   What rating would you give the well pump for probability of failure? (Single Choice)

- i. Answer 1: 1 - Very Low
- ii. Answer 2: 2 - Low
- iii. Answer 3: 3 - Moderate
- iv. Answer 4: 4 - High
- v. Answer 5: 5 - Very High

   b.   What rating would you give the well pump for consequence of failure? (Single Choice)

- i. Answer 1: 1 - Very Low
- ii. Answer 2: 2 - Low
- iii. Answer 3: 3 - Moderate
- iv. Answer 4: 4 - High
- v. Answer 5: 5 - Very High

20. Rate Blower – Probability/Consequence

   a.   What rating would you give the blower for probability of failure? (Single Choice)

- i. Answer 1: 1 - Very Low
- ii. Answer 2: 2 - Low
- iii. Answer 3: 3 - Moderate
- iv. Answer 4: 4 - High
- v. Answer 5: 5 - Very High

   b.   What rating would you give the blower for consequence of failure? (Single Choice)

- i. Answer 1: 1 - Very Low
- ii. Answer 2: 2 - Low
- iii. Answer 3: 3 - Moderate
- iv. Answer 4: 4 - High
- v. Answer 5: 5 - Very High

21. Does risk drive asset operation and maintenance decisions? (Single Choice)

   a.   Answer 1: Yes: our O&M focuses on our high priority assets first
   b.   Answer 2: Yes: we do O&M on almost all assets
   c.   Answer 3: No: we do not have an O&M plan in place

22. Does the organization have a Capital Improvement Plan (Single Choice)

   a.   Answer 1: Yes: 20 year plan
   b.   Answer 2: Yes: 10 year plan

      c.   Answer 3: Yes: 5 year plan
      d.   Answer 4: No: no formal plan
23. Are you interested in learning more about EFCN's free assistance for drinking water systems serving 10,000 or fewer people? (Single Choice)

      a.   Answer 1: Yes, send me more info.
      b.   Answer 2: No, not at this time.
      c.   Answer 3: Not applicable

Additional Information on Virtual Methods

Platform Description

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GoToWebinar will be the platform used to host the virtual trainings. GoToWebinar has been a leading virtual platform for video conferencing and training and represents the industry standard in attendance analytics. The EFCN standard operating procedures (listed below), describe how GoToWebinar will be used before, during and after the trainings to meet WSSO requirements.

Prior to the workshop:
- Registration form will be created through the GoToWebinar platform that will give detailed instructions to the attendees that they must have the webinar as their active screen throughout the webinar training. Instructions will also indicate that periodic polls/surveys will be conducted in order to receive credit and that attendees must participate.
- After completing registration, an attendee will receive a unique link that will allow access to the webinar. The attendee will be required to follow all instructions, and must join the webinar using a device with go-to-webinar software enabled.
- The webinar will occur at a designated date and time.
- EFCN will review course content and ensure that it is relevant for drinking water professionals, and communicate with DEP staff as needed to provide information.
- The speaker(s) will provide DEP with planned polling questions to aid in monitoring engagement and these will be administered every 15 minutes.   Polling questions will include 4 quiz questions which will be administered periodically, and will correspond to the content that was presented in the preceding 15-20 minutes.

During the workshop:
- Each workshop will start approximately ten minutes prior to the scheduled start time to allow for any technical issues or questions. A sample poll will also be done during this time.
- The trainer will use web cam and screen sharing to present directly to attendees. Attendees will have the option to be given "panelist" access so that they can turn on webcams and interact directly with the trainer during Q and A.
- The webinar will be staffed by a subject matter expert (trainer) and a technical host, who will monitor the chat and address participant technical issues. There will also be 1-2 additional support staff available to assist with monitoring and technical issues.
- Attendees will be able to ask questions using the chat function or by raising their hand, being unmuted, and then have the opportunity to speak directly to the presenter.
- **All attendees will participate at the minimum 75% of the GoToWebinar polls, and will participate in activities by using the chat feature or raising hand.**

- The entire workshop will be recorded for reference.
- **All participants' activity will be logged and tracked by GoToWebinar's attendance tracking system.**
- **Any technology issues, such as the loss of WiFi, will not change the active screen or poll participation requirements.**

After the workshop:
- EFCN staff will pull an attendance report from GoToWebinar.
- Using the information provided on the report, EFCN staff will track contact hours earned by each attendee that meet the requirements.
- EFCN will distribute certificates of attendance via email to attendees that meet the requirements and use DEP online system to report the roster.

Trainer Bio

Jeff Severin
Program Manager, Wichita State University Environmental Finance Center
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Jeff joined the Environmental Finance Center in January of 2021. His interest in the connections that exist among human and natural systems is reflected throughout his career as an informal educator and sustainability professional. Jeff's experience spans watershed education, stormwater management, waste reduction, energy conservation, multimodal transportation, landscape restoration, community wellness, food insecurity and social justice. He has coordinated strategic planning and project implementation to address a range of environmental and social challenges in higher education and in the broader community, collaborating with students, researchers, natural resources professionals, educators, and outdoor enthusiasts as well as local governments and state agencies. Jeff is a graduate of the University of Kansas with a BA in Environmental Studies and a Master of Urban Planning.

John D. Colclazier
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John has experience working with diverse sets of stakeholders to deliver cost-benefit analyses and two finance planning tools that are available online or are transitioning to an online format.
John has worked on a variety of projects since joining the WSU EFC and has presented several trainings around EPA Region 7 covering asset management and board training. Part of his work has been to expand training materials to assist board members in transitioning and supporting asset management within their utilities.