





# **AM LEADING PRACTICES**

& Lessons Learned on Capital Planning

CWEA Webinar June 23, 2016

# Webinar Speakers



#### **CRAIG DALY**

Pure Technologies, Chair, Chesapeake AWWA



#### LINDA BLANKENSHIP

Arcadis



#### **KEVIN SLAVEN**

Arcadis

# **Presentation Agenda**

# **Asset Management Leading Practices & Lessons Learned on Capital Planning**

1:00 - 1:05	Welcome from the Committee Vice Chair and Introductions (Craig Daly)
1:05 - 1:20	Overview of Leading Practices in the U.S. (Linda Blankenship)
1:20 - 1:40	Approaches and Tools for Capital Planning and Prioritization (Kevin Slaven)
1:40 - 1:50	Case Study Examples
1:50 - 2:00	Q&A, Wrap-up

## **Your Presenters**



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**KEVIN SLAVEN, CRL** 

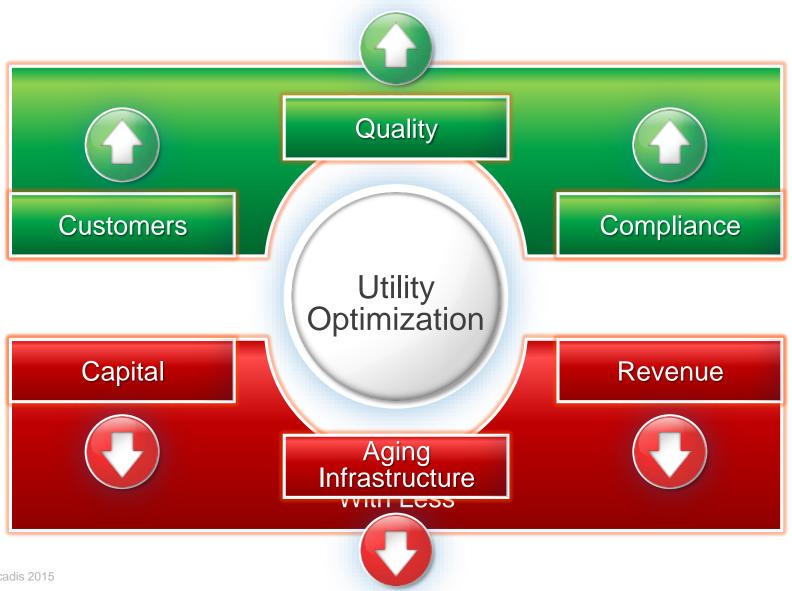
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# **Utility Economic and Political Environment**



# Typical Drivers in the US are Evolving...



# **Capital Budgets**

- "Wish list"
- Unaffordable
- Regulatory requirements



# **State/Federal Requirements**

- NPDES permits and consent decrees
- SRF loans



Bond Rating

 Rating agencies starting to look for it



# Technology Issues

- Incomplete data sets
- Poor hierarchies
- Lack of value

# Asset Management Definition – adapted from USEPA...

Asset Management is a body of management practices that...



Targets the acceptable level of risk to the organization





Applies to the entire portfolio of infrastructure assets at all levels of the organization



Seeks to minimize total costs of acquiring, operating, maintaining, and renewing assets



Works within an environment of limited resources



# WERF Convened International Research Agenda Setting Meeting in 2002

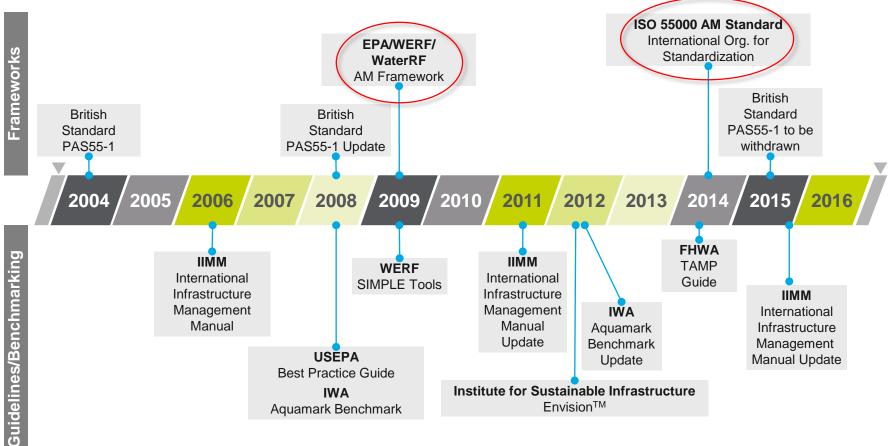
UK, Australia, NZ, Canada presentations

 New elements of risk, levels of service, business cases

Laid out a recommended research agenda

- Protocols for condition assessment and asset life
- Life cycle models and methods
- Plan guidance and templates
- Case studies
- Asset value methodologies





## **Introduction to Best Practices**

## ISO 55000 – "what" a program requires

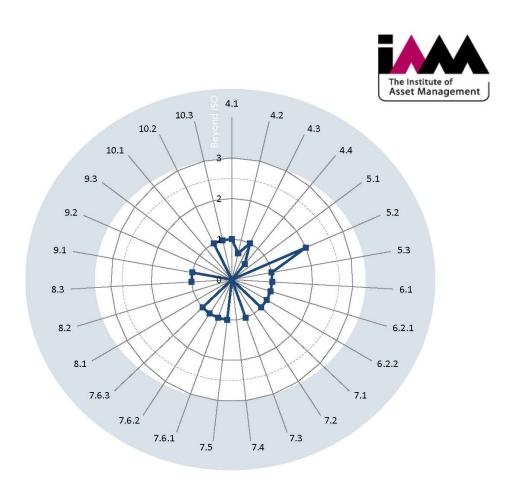
- A management system standard, like others you may be familiar with such as ISO 9001, ISO 14001, etc.
  - ➤ ISO 55000 Overview, Principles and Terminology
  - ➤ ISO 55001 Requirements
  - ➤ ISO 55002 Guidelines



# ISO 55000 Maturity Assessment Has 39 Questions

1
Oleves
Clause
Understanding the organization and its context
Understanding the needs and expectations of
stakeholders
Determining the scope of the asset management
system
Asset management system
Leadership and commitment
Policy
Organizational roles, responsibilities and
authorities
Actions to address risks and opportunities for the
asset management system
Asset management objectives
Planning to achieve asset management
objectives
Resources
Competence
Awareness
Communication
Information requirements
Documented information general
Creating and updating documented information
Control of documented information
Operational planning and control
Management of change
Outsourcing
Monitoring, measurement, analysis and
evaluation
Internal audit
Management review
Nonconformity and corrective action
Preventive action
Continual improvement





## **EPA / WERF/ WaterRF Framework**

#### 1. What is the current state of my assets?

System layout Data hierarchy Standards inventory

Develop asset registry

Determine Asset Risk

Failure mode and effects analysis Business Risk Desktop / Interviews Condition assessment Protocol Rating methodologies

Assess
Condition and
failure modes

Optimize Capital Investment

Confidence level rating Strategic validation Optimized decision making Expected life tables, decay curves

Determine residual life

Optimize O&M Investment

Root cause analysis Reliability centered and Predictive maintenance Optimized decision-making 2. What is the required LOS?

Valuation, life cycle costing

Determine life cycle and replacement costs

Demand analysis Balanced scorecard Performance metric

> Set target Levels of Service (LoS)

Determine Funding Strategy

Renewal annuity

Build AM Plan

Asset management plan
Policies and strategies
Annual budget

3. Which assets are critical?

4. What are my best CIP and O&M strategies?

5. What is my best funding strategy?

WERF's SIMPLE Knowledge Base **Provides Extensive Tools** Including **SAM GAP** 









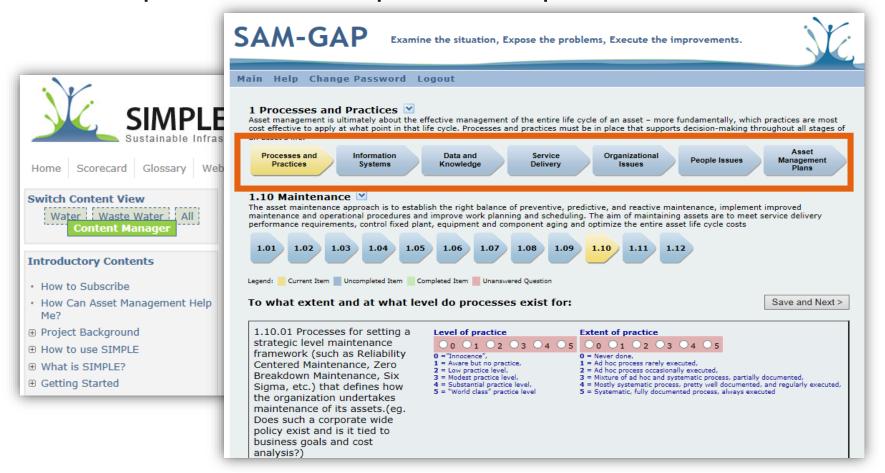






# **WERF SAM-GAP Has 150 Statements**

The **SAM-GAP** assessment tool takes the form of a detailed and comprehensive multiple-choice questionnaire.



# SIMPLE Tools Address Breadth of Asset Management Topics



Home Scorecard Glossary Weblinks EPA Training Support Forum SAM-Tools SAM-GAP Search:

#### Switch Content View

Water Waste Water All Content Manager

#### **Introductory Contents**

- · How to Subscribe
- How Can Asset Management Help Me?
- ⊕ Project Background
- ⊕ How to use SIMPLE
- What is SIMPLE?
- Getting Started

#### Contents

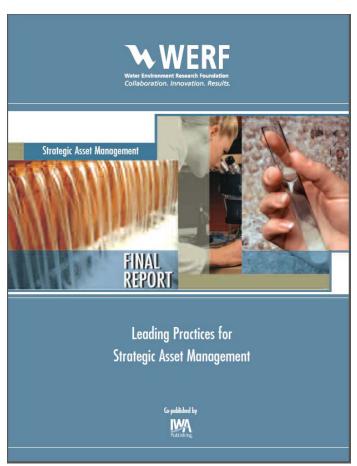
#### This topic covers the following areas:

- Asset Hierarchal Tool
- Condition Assessment Tool
- Remaining Effective Life Tool
- Life Cycle Costing Tool
- Level Of Service Tool
- Business Risk Exposure Tool
- Benefit Cost Tool
- · End of Asset Life Tool
- Business Case Tool
- Capital Investment Validation and Prioritization Tool
- · Asset Management Plan Tool
- SAM-GAP, Asset Management Assessment Tool

# WERF Report Benchmarked 36 Utilities to Identify Leading Practices

For strategic asset capital planning:

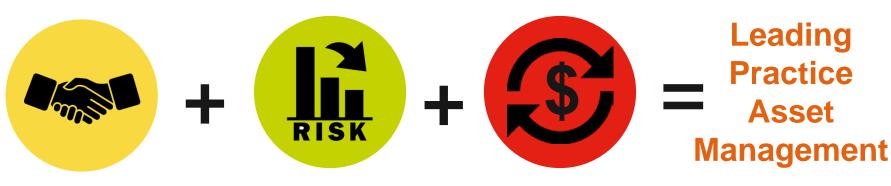
- Predicting likely failure modes
- Life-cycle cost-based optimized decision making (repair, rehab, replace)
- State-of-the-asset portfolio reporting (long term view)



# Best in Class Programs Use a Blended Approach



# Leading Practice Concepts of Asset Management for Capital Planning

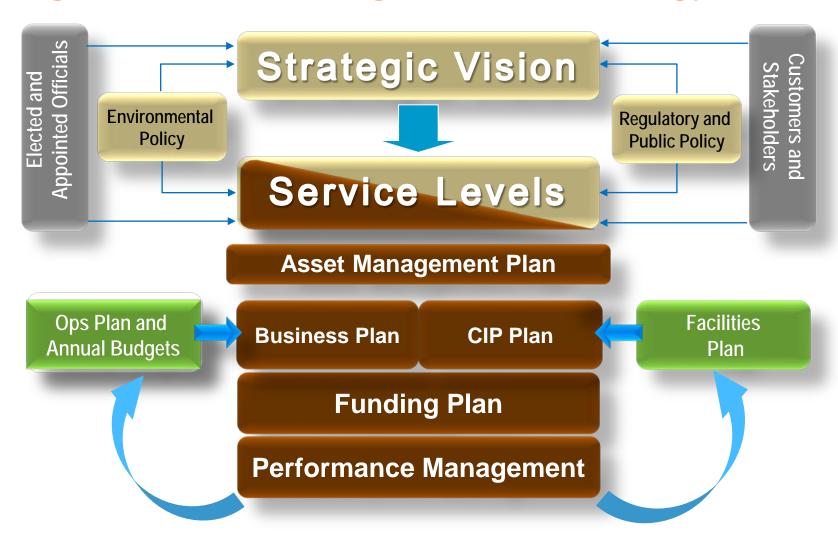


Levels of
Service
Based on
Customer
and
Stakeholder
Expectations

Risk
Management
Based on
Likelihood and
Consequence
of Failure

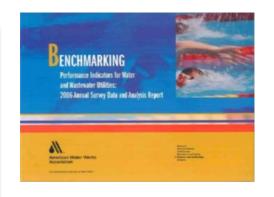
CIP Using
Life Cycle
Cost,
Business
Cases and
Prioritization

# Leading Practice Asset Management Should Align with Overall Organization Strategy

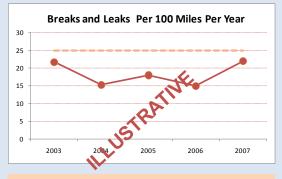


# Service Levels Build Transparency and Stakeholder Relationships

SL Category	Water	Wastewater
Reliability	<ul><li>water main breaks</li><li>unaccounted for water</li><li>worst served customers</li></ul>	<ul><li>sewer blockages / collapses</li><li>SSOs / CSOs</li><li>spills / backups</li></ul>
Quality	<ul> <li>customer complaints (pressure, taste/odor, color)</li> </ul>	<ul><li>odor complaints from pump stations and WWTPs</li></ul>
Customer Service	<ul><li>outage response</li><li>call center</li><li>performance</li></ul>	<ul><li>event response</li><li>call center</li><li>performance</li></ul>
Regulatory	<ul><li>water quality compliance</li></ul>	•discharge permit compliance



#### Water Distribution



#### Current Performance Trends and Issues

- Stable performance driven by rehabilitation and renewal program of 100 miles per year.
- Continued focus on oldest cast iron pipe and worst served areas.
- 2007 performance impacted by spike of 75 third party damage incidents during downtown light rail construction.

# Leading Practice Asset Management Should Be Risk-Based

**Probability** 

x Consequence x

Redundancy/ Mitigation

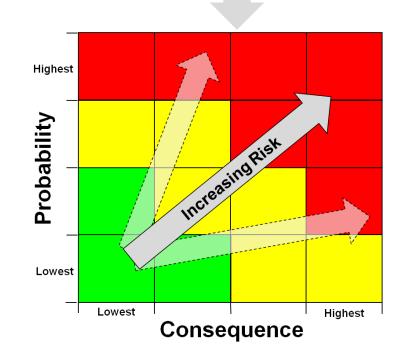
Asset Risk Score

#### Probability of Failure

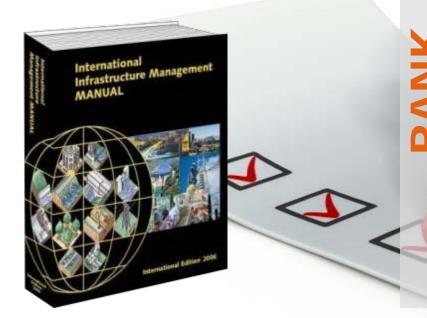
 Based on asset condition and performance standards

#### Consequence of Failure

- Based on Triple Bottom Line principles:
  - Economic
  - Environmental
  - Social



# IIMM Provides Concepts for Standardized Condition Scoring



#### **DESCRIPTION OF CONDITION**

1

**VERY GOOD CONDITION** 

Only normal maintenance required

2

MINOR DEFECTS ONLY

Minor maintenance required (5%)

3

MAINTENANCE REQUIRED TO RETURN TO ACCEPTED LEVEL OF SERVICE

Significant maintenance required (10-20%)



**REQUIRES RENEWAL** 

Significant renewal/upgrade required (20-40%)

5

ASSET UNSERVICEABLE

Over 50% of asset requires replacement

Figure 3.3.4: Condition Rating Model

# Risk-Based Approach and CIP Planning Evaluates All Potential Failure Modes

Condition Type	Failure Mode	Description	Typical Assessment Method
	Capacity	Does not meet demand (flow, loading, storage volume, etc.)	Test or Desktop
Performance	Level of Service	Does not meet functional needs (permits, levels of service)	Desktop
	Efficiency	Not lowest cost alternative (chemicals, power, labor, availability, obsolescence)	Desktop
Physical	Mortality	Current state of repair and operation as influenced by age, historical maintenance and operating environment	Test, Visual, Desktop

# **Leading Practice Capital Planning Uses a Business Case Evaluation**



# Typical Business Case Evaluation Approach

- Project need (broadly stated)
- Evaluation of alternatives and life cycle costs
- Recommended project
- Evaluation of various criteria as needed

#### CIP Plan

- Prioritize CIP funding based on validated projects
- Use criteria based on risk and other important factors (economic, environmental and social)

# **Project Level Business Cases Can Consider a Broad Range of Factors**

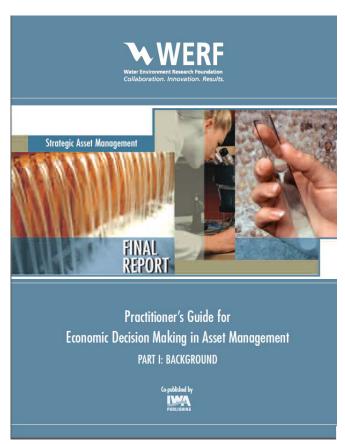




Life Cycle Cost Analysis Can Be a Challenge

WERF report provides guidance on:

- Quantifying benefits
- Comparing alternatives
- Selecting a discount rates

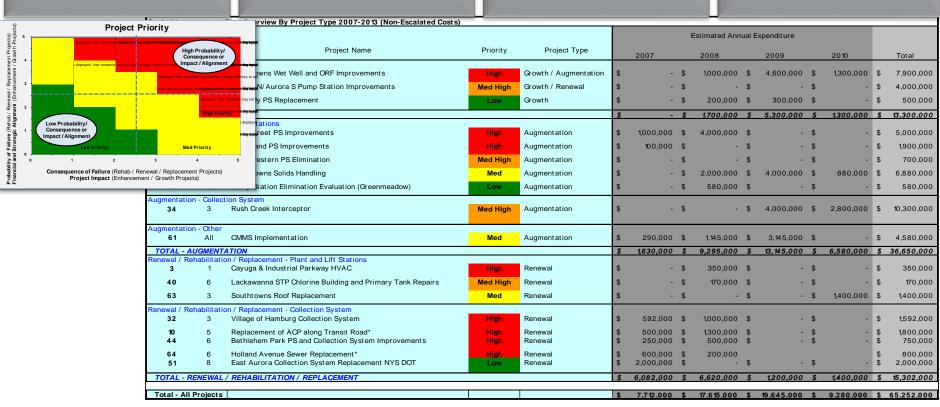


# Steps to Bundle, Validate and Prioritize CIP

Assess and Analyze
Asset Data and
Establish Policies
and Procedures

Conduct Asset
Inventory and
Condition Assessment

Develop 5/20 Year Capital Investment Plan (CIP) Analyze and Review Financial and Rate Implications



## Case Study 1, NYC DEP

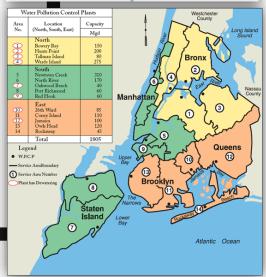
#### How It Got Started

- Wanted to make decisions based on data and be a "data-driven" organization
- Wanted to develop a risk-based CIP

## **Resulting Benefits**

- Developed data management tools
- ✓ Project bundling and cost estimating
- Capital planning with project prioritization of validated project





# DEP's Goals for the Overall Project in Phase I

- Update the DEP's 4 and 10-year Capital Improvement Program by fall of 2010
- Define consistent risk methodologies, tools, and practices
- Provide a transparent and objective approach for stakeholders and gain acceptance
- Employ systematic approach to condition assessment, project bundling and cost estimating

Overall Project Workflow in Phase I

Asset Condition, Criticality, and Risk Assessment

(Field and Desktop)

Project Bundling and Cost Estimating

Business Case
Development and
Prioritization

Develop Final 4 and 10 Year CIP Document

**Develop ARI-IMS Tool** 

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4

5

Well-Document Guidelines for Vertical Assets Customized for DEP

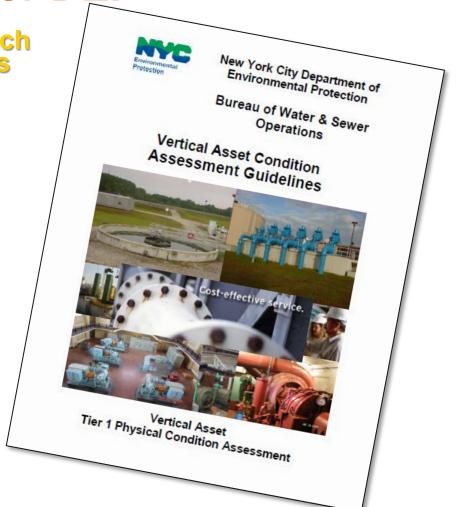
**Guide Documents Created for Each Bureau Including Desktop Guides** 

Outlines Physical, Performance and Criticality criteria and scoring

Sample Interview Questionnaires and list of documents to review

Photos for physical condition of each score

Allows for repeatable process and future DEP staff participation





Risk Tool to Analyze Data, Score Asset Risk and Bundle Projects



**Custom Risk Tool Interface** 



 Maintains the asset hierarchy and data for each Bureau: 50,000+ assets

- Manages all field data on physical and performance condition and criticality
- Applies the "business rules" to calculate risk
- Recommends "project bundles" for each Facility in the hierarchy
- Manages the Business Cases for all proposed projects
- Creates the final CIP

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## **Example Business Case and Sections**

#### **Full Business Case Includes:**

- 1. Project Summary
- 2. Project Scope and Drivers
- 3. Project Cost Accuracy
- 4. Project Schedule & Cost
- 5. Project Justification
- 6. Project Constraints
- Condition, Consequence of Failure and Risk Analysis
- 8. Project Scoring

NYC Environmental Profession		Capital Project Business Case Summary								
Project Name	Tunnel	Tunnel Shaft Rehabilitation								
Project Summary	/ Informati	on								
Project ID / Reference Number:	VSO 2							Date   8/2/1		ness Case Prepared:
DEP Bureau:	BWS	BW	īΧ	BWSC		BEDC		Other		
DEP Managing Bureau:	BWS	BW	īΧ	BWSC		BEDC	Ĭ.	Other		
Project Estimated Start Date (FY)					ject Es			h.	72	
Estimated Total Project Cost (\$)	\$5.267			Pro	ject Sc	ore		#	h	
2. Project Scope an	d Project D	river								
Indicate the primary asset	t focus/sco	pe of the	proj	ect by I	PMIS c	atego	ry (c	heck o	ne th	nat best applies)
WTP	Pump	Stations		$\times$	Distri	ibutio	n			Reservoirs
WPCP/STP	Lift S	tations	4	h C	Colle	ction	h.			Dams
$\overline{}$		Lift Stations Collection					III).			
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# Validated Projects Are Prioritized



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## **Lessons Learned**

Develo

Develop, test and apply a standardized process

2

Prioritize using a 2 step process - risk and other important factors

3

**Evaluate programs, not just facilities and assets** 

# Case Study 2, Columbus, Ohio

#### How It Got Started

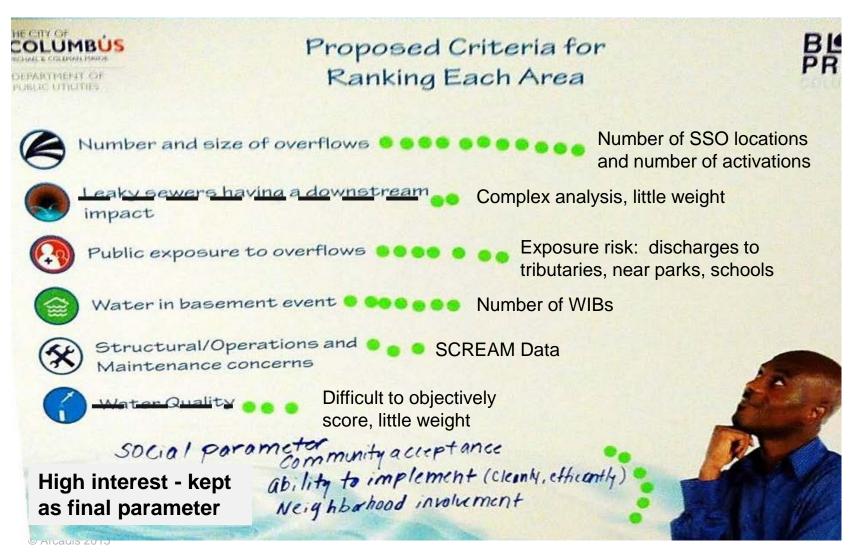
- Wanted to be develop a centralized office to implement a best in class asset management program
- Focused on risk assessment, performance management, and capital prioritization

## **Resulting Benefits**

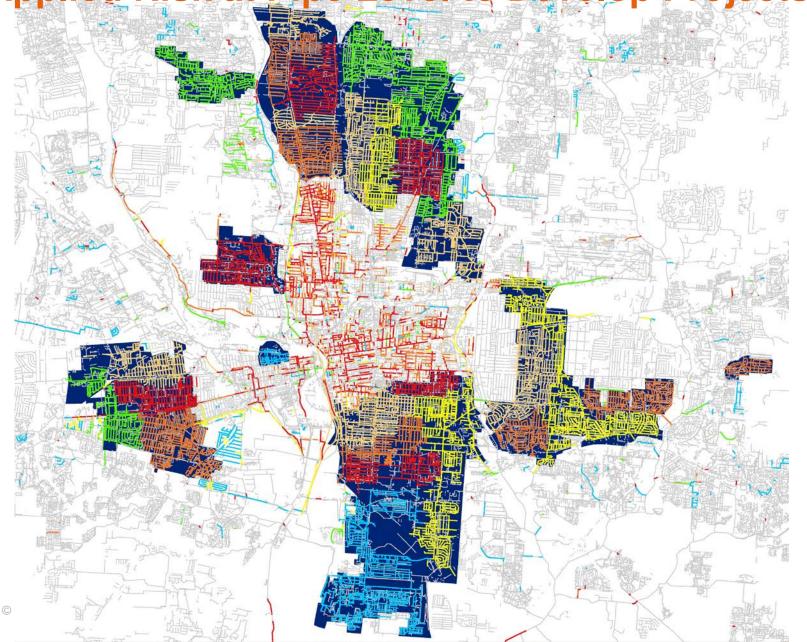
- Develop asset management program roadmap and Levels of Service for customer communication
- Developed robust business cases evaluation process to better prioritize their CIP
- Defensible CIP for Affordability Analysis

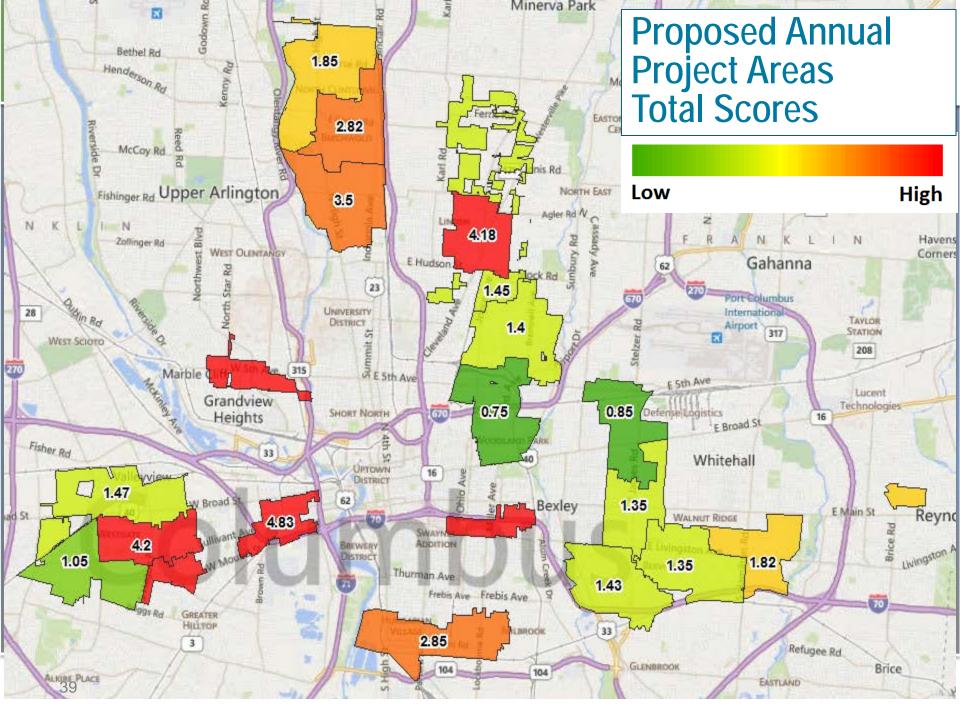


# Scoring Criteria: Criteria Ranking



Applied Risk at Pipe Level to Develop Projects





## **Tools Were Used to Streamline Processes**

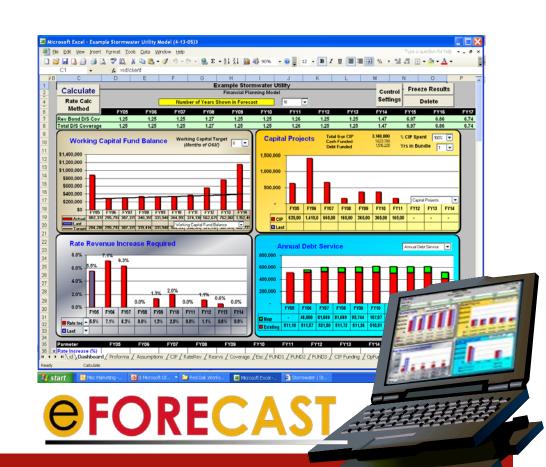


Non-Arisated ROL (Return on Investment - 10 Yr Period Adjusted ROL (Return on Investment - 10 Yr Period

> NPV (Net Present Malue) IRR (Internal Rate of Return)

# Sustainable Financial Projections

- Capital Prioritization
- Affordability Analysis
- Funding Options



Helps Balance Capital Funding and Rate Impacts

## Case Study 3, DC Water

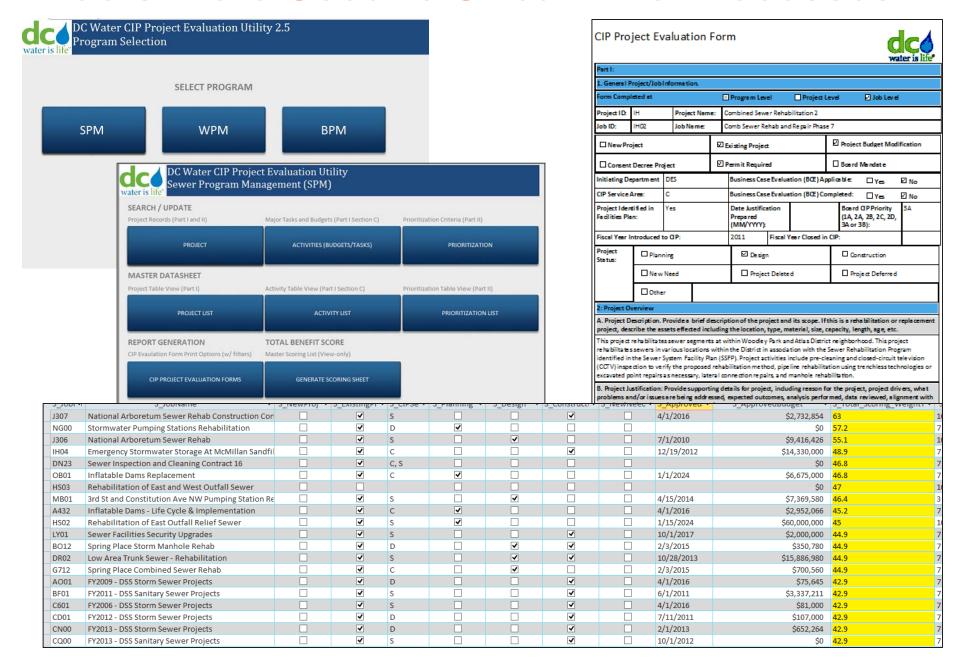
#### **How It Got Started**

- Wanted to better understand authority risk and develop LOS measures to communicate with stakeholders
- Focus on streamlining capital investment planning process wanted to understand their long-term investment needs

## **Resulting Benefits**

- Developed advanced risk framework to prioritize inspection and assessment
- ✓ Develop capital planning tool to better prioritize their CIP
- ✓ Streamlined project selection process

## **Tools Were Used to Streamline Processes**



# **AWWA AM Committee Survey Shows Many Still Need to Progress with BCEs**

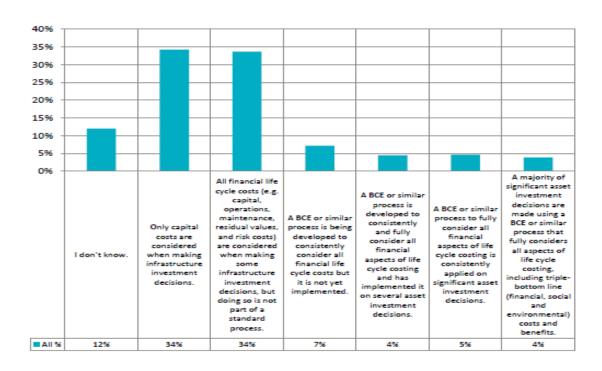


Figure 24. (Q27 2015) Does the organization require business case evaluations (BCE's) or have a program to fully consider all aspects of life cycle costing when making infrastructure investment decisions? (n=517)

More Progress with Risk Evaluations and Service Levels

# **Lessons Learned for CIP Planning**

- Non-critical projects tend to cluster in the middle
- Provide a different path for projects that are critical e.g. safety-related
- Pilot the process, fine-tune it, train staff and then roll it out to avoid frustration
- Overall savings by doing the right project
- Data driven decisions

Use automated tools





## **Questions?**



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# Improving quality of life.

# Thank you



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