

## Appendix 7 Improvement Plan

Task	Task	Timeline	Comments
1	Track and document current customer and technical levels of service	Ongoing	This will be enabled by the Asset Management Information Software (AMIS).
2	Integrate climate change into levels of service for core assets	In Progress	
3	Determine proposed levels of service and identify performance gaps	2021 - 2024	
4	Improve accuracy and completeness of core asset data by addressing inventory and condition data gaps	2021-2024	Specifically for: <ul style="list-style-type: none"> <li>• Retaining walls</li> <li>• Guiderails</li> <li>• Sidewalks</li> <li>• Stormwater assets</li> </ul>
5	Implement Data, Risk, and Lifecycle Management Strategies	In Progress	
6	Implement an asset management information software (AMIS) that includes a work management system as well as decision support software	In Progress	The AMIS will enable the Town to automate business processes and enable more data-driven decision-making.
7	Develop a Stormwater Master Plan	In Progress	The Stormwater Master Plan will provide more insight into the strategic program goals. Recommendations will inform lifecycle activities for stormwater assets.
8	Formalize a more robust condition monitoring program for Stormwater Mains and Outfalls	2022 - 2023	

Task	Task	Timeline	Comments
9	Determine cost implications of implementing climate change adaptation options	Ongoing	
10	Determine more accurate lifecycle costing that is tracked at the asset level	2023	This will be enabled by the Asset Management Information Software.
11	Determine operational budget impacts of proposed growth projects	Ongoing	This will be enabled by the Asset Management Information Software.
12	<p>Bridge the gap between asset management planning processes and executing the capital and operating budgets. This involves:</p> <ul style="list-style-type: none"> <li>Identifying all assets impacted during a project or activity</li> <li>Updating condition, cost, and risk information following the completion of the project or activity</li> </ul>	Ongoing	This will be enabled by the Asset Management Information Software.
13	Update condition information for Town Signage based on reflectivity testing	Ongoing	
14	Proactively update asset unit replacement costs based on latest industry data	Ongoing	