Canadian Infrastructure Report Card Survey
Frequently Asked Questions (FAQ)

This document has been prepared to support Canadian municipalities as they prepare responses for the Canadian Infrastructure Report Card (CIRC) survey. We encourage you to read this document in full before preparing your municipality's survey responses.

For more information on the survey or the Canadian Infrastructure Report Card, please visit the CIRC website at http://www.canadainfrastructure.ca.

About the Canadian Infrastructure Report Card

1. Why should my municipality participate in the Canadian Infrastructure Report Card (CIRC) survey?

   The CIRC will be a tool that you can use to advocate for changes in infrastructure policy to ensure that your community is able to provide services that can be sustained over the long term. The information compiled though this survey can also be used to prepare your own municipal report card and benchmark your information against the national perspective. The CIRC can also provide, on a cost-recovery basis, an analysis of how your community's infrastructure situation compares to surrounding municipalities or to municipalities of similar sizes across the country.

2. What infrastructure assets will be included in the CIRC survey?

   The 2014 CIRC survey will solicit information on the following six asset types: (1) Roads & Bridges, (2) Potable water network, (3) Stormwater systems, (4) Wastewater systems, (5) Municipal Buildings, (6) Sports & Recreation facilities. Please note that detailed transit questions are not included in this survey. Rather, the organizers of the CIRC will be working with the Canadian Urban Transit Association (CUTA) and transit operators directly to solicit and analyze data related to the state of transit infrastructure.

3. How can my municipality participate?

   The CIRC survey will be sent to the City Manager or equivalent in all Canadian municipalities. If your municipality has yet to receive an invitation, please contact info@canadainfrastructure.ca.

About the online survey

4. Where can I find a copy of the online survey?

   The online survey can be found here: http://fluidsurveys.com/s/CIRC/

5. How long will it take me to complete the survey?

   How long it takes to respond to this survey will depend on how accessible the data that we are asking for is for your municipality. The survey does ask for quite detailed data across various asset categories. We encourage you to review the survey questions before commencing to respond to the online survey.

6. Where can I download or print a blank copy of the survey?

   A copy of the full survey can be found on the CIRC website: http://www.canadainfrastructure.ca.

7. How can I save a copy of a partially completed survey that I intend to return to later?

   To save your completed survey, scroll to the bottom of any page of the online survey. Click the "save and continue later" button under the "Next" and "Back" buttons. Be sure you bookmark or save the provided URL.

   To continue completing the survey, paste the survey link/URL into your web browser or go to the bookmarked page and carry on.

8. Can more than one municipal staff person respond to the survey?

   Yes, although we would strongly recommend that one person be assigned to fill in the online survey. This will help to avoid inadvertently deleting any previously filled in information. Multiple users can complete the word version of the survey found on the CIRC website and then submit the information to the individual assigned with providing the online input for the municipality.

   However, if you prefer to have more than one municipal staff fill in the online survey, please take note of the following steps: 1) ensure that all the survey components have been fully assigned to staff; 2) internally decide upon the order and timing that staff will complete the various parts of the online survey. Please note that multiple users cannot respond to the same survey at the same time; 3) The first person should fill in the assigned parts of the survey, then "Save and Continue" the survey following the instructions on the online survey site and; 4) email the provided URL to the next staff person tasked with filling in the survey. Once the next person clicks on the link and fills in the next section of the survey, they should again "Save and Continue", etc.; 5) The last person filling in the survey should follow the instructions to formally complete the survey and print or save a copy of the final responses.

   Again, multiple respondents cannot respond to the survey at the same time and must use the most recent URL link to avoid overwriting previously filled in information. Our recommendation is to have one individual assigned with completing the online survey.

9. Can I make changes to my survey responses?

   Yes. Scroll to the bottom of a page in the online survey and click the "Back" button. If the question is very far back, complete the section you are currently responding to and find the "Table of Contents" menu located at the end of each section. Use the Table of Contents to navigate back to the section you are intending to make changes to. After making the desired changes, return to the "Table of Contents" and continue to the next section that has yet to be completed.

   For example, if you are working on the "Wastewater" section but need to make changes to the "Roads & Bridges" section, you would do the following: (1) Complete the "Wastewater" section; (2) Click "Roads & Bridges" in the Table of Contents; (3) Make your desired changes, and then click next as many times as needed to reach the end of the "Roads & Bridges" section. Mark this section as complete; (4) Click on "Buildings" from the Table of Contents and begin filling in that section of the survey.

10. Help! I lost the link to the saved survey!

To retrieve a lost survey, email info@canadainfrastructure.ca. The subject line of the email should be: **LOST LINK** and the name of your municipality. Provide the email address you would like the link sent to and indicate, if known, the approximate date and time of the last submission.

11. Can I download or print a copy of my municipality's completed survey?

Yes. To download the CIRC survey and responses at any time, go to the bottom of any page in the online survey. Click the PDF or WORD button. To print a summary of each survey component, click the PRINT button at the end of each section. To print the completed filled-in survey, click PRINT after you have made the final submission.

12. What if I need more guidance to respond to the survey?

Contact info@canadainfrastructure.ca with any questions regarding the CIRC survey. There are organizations and individuals from across Canada who are available to help make the Canadian Infrastructure Report Card a success. We will put you in touch with asset management professionals where possible, or links to resources that might help.

13. Do you have resource materials that can help guide my survey responses?

The Canadian Network of Asset Managers provides a list of resources on their website: http://www.cnam.ca. Alternatively, you can contact info@canadainfrastructure.ca and describe the kinds of resources that you are looking for.   We will do our best to support your municipality.

14. My municipality is a regional municipality, composed of a number of lower tier municipalities? How should I respond to this survey?

You should only provide responses related to the infrastructure assets that your municipality owns.

15. My municipality is a lower tier municipality, falling under a regional municipality. How should I response to the survey?

You should only provide responses related to the infrastructure assets that your municipality owns.

16. How do I correct a mistake on the Survey Form once I have submitted the data?

To edit your submission, contact info@canadainfrastructure.ca with the name of your municipality and the approximate date and time of your last submission. We will provide you with a link so that you can edit your responses.

Providing the information required to respond to the survey

17. What if I don't have the information required to answer some of the questions?

If there is another municipal staff person in your municipality that can better respond to the questions, save the survey with the questions you have competed and email the survey link to that person. If the questions cannot be answered by anyone in your organization, please skip the questions or that part of the question. Respond in full to the questions that your municipality can answer. The CIRC organizers understand that some municipalities may not have the resources to provide responses to all the questions, but would very much like to understand where those data gaps exist.

18. What if my municipality doesn't own an asset in the question?

Skip any questions that do not apply to the assets that your municipality owns.

19. What if I have a good idea what is the condition situation of an asset, but it's based on the opinion of staff that work with the asset (and not any formal approach, technology or tool).

If the information that you're deriving your condition data is based only on staff opinion, please do respond to this question and indicate when asked that this is the source of the data.

20. <u>What if I can only answer part of a question or if I know that I have incomplete information about an asset?</u>

Complete the survey to the level of details that you are able to provide. Each question that requires detailed responses will also have a "total" field where you can input the collective total across asset sub-types. However, we ask that you do your best and try to not leave any fields where you do have good data, unanswered. If however, you know that 50% of an asset is in poor condition but are unsure about the other 50%, use your best judgment for the other 50%.

21. <u>Some of our buildings/facilities contain more than one facility type. How should I answer the questions around # of assets and replacement value? For instance, a library and a swimming pool are housed in a community centre, a daycare centre within a health centre, a paramedic facility in the same facility as a fire station.</u>

Please respond by providing the proportional replacement cost of each facility type. For example, if a library is located within a community centre, and the value of the library represents 35% of that facility's replacement value, then include 35% of the building's value under "library", and the balance under "community centre". Be mindful to not double-count your assets. And do not include the entire value of the facility solely under community centre.

22. <u>What if some of the assets addressed in the survey are not owned by our municipality, but are delivered through the private or non-profit sectors or other groups (i.e., schools, universities).</u>

Only include assets that are specifically owned by your municipality when responding to survey questions.

23. <u>For questions that ask about plants and facilities, how should I factor in the component parts of that plant or facility?</u>

The component parts of a facility would be classified with the facility itself.

24. <u>Where should I classify culverts that are less than 3 meters?</u>

Culverts less than 3 meters are considered as part of stormwater assets.

25. <u>What if some of the assets addressed in the survey are leased by our municipality?</u>

Please include any core public infrastructure assets your organization leased through a capital lease agreement in 2013.

26. <u>In our PSAB 3150 reporting, we report on a number of assets that are not included in the CIRC survey. Should we be including these additional assets in the survey response?</u>

You should only report on the assets that the survey is requesting information on. It is the intention of the CIRC to expand the asset categories in subsequent iterations of the Report Card.

27. <u>What information should I be including under roads?</u>
The intent is to capture all assets typically contained within a road corridor. This typically includes the road structure, pavement, guiderails, lighting, signs and sidewalks. For some of the questions the information is being broken into major categories, such as arterials, collectors, sidewalks since it is recognized details on these elements are generally more readily available.

28. <u>What information should be included in stormwater or wastewater pipes?</u>
Stormwater or wastewater pipes refer to sewer collection pipes. These are assumed to include maintenance holes, catch basins and lateral connections to the property line.

29. Why is the survey looking for information on replacement value and annual renewal budgets?
    These are important values to understand the amount of reinvestment in existing infrastructure. This helps to provide a broader perspective to condition ratings. The replacement value is intended to represent the amount of money that would need to be invested if the asset needed to be replaced (do not include land). The annual renewal budget is intended to represent the amount your municipality typically invests annually in the rehabilitation, reconstruction or replacement of existing infrastructure assets.