

# **Appendix 8**

## **Draft Road Management Plan**

---

**HOBSONS**  
**BAY** CITY  
COUNCIL



# Road Management Plan 2017

## NOTES

The Hobsons Bay City Council Road Management Plan was:

1. First published on October 2017
2. To be revised and re-published in 2021

---

## Table of Contents

Introduction	1
Road Management Issues	5
Road User Obligations	7
Hobsons Bay City Council's Roads	8
The Asset Portfolio	10
Levels of Service	12
Application of Risk	13
Management Tactics	14
Updating and Improving the Plan	20
Other References	21
Appendix 1 – Road Opening Reinstatements	22
Appendix 2 – Customer Service	23
Appendix 3 – Emergency Response Procedure for hours outside 5.00pm – 7.00am	24
Monday to Friday Except Public Holidays	24
Appendix 4 – Emergency Response Procedure for 5.00pm – 7.00am	25
Monday to Friday Except Public Holidays	25
Appendix 5 – Defect Response Times	26

---

### Hobsons Bay City Council's Road Network

Hobsons Bay City Council (HBCC) manages a road network covering approximately 1433km. Assets that form a part of this network include the road pavement and road surface, bridges & culverts, paths, drainage, road furniture and traffic control devices. Collectively, these assets have a current replacement value of over 485 million.

This plan documents the standards, strategies and management systems used by HBCC to manage their extensive road network.

### Purpose of this Road Management Plan

The purpose of this document is to ensure Council has in place a plan that assists Council to achieve the following objectives:

- To provide the community with an overview of how Hobsons Bay City Council currently manage their road assets through addressing:
  - Road Business Issues;
  - Road User Obligations;
  - Explaining the network and surrounding boundaries;
  - Asset Value;
  - Management Tactics applied;
  - Levels of Service; and
  - Risk Management;
- To meet the statutory requirements of the Road Management Act, Road Management Regulations (the "Regulations") and relevant Ministerial Code of Practice (the "Codes"). Purposes defined in section 50 of the Act are quoted below –

*"The purposes of a road management plan are having regard to the principal object of road management and the works and infrastructure management principles –*

*(a) to establish a management system for the road management functions of a road authority which is based on policy and operational objectives and available resources; and*

*(b) to set the relevant standard in relation to the discharge of duties in the performance of those road management functions."*

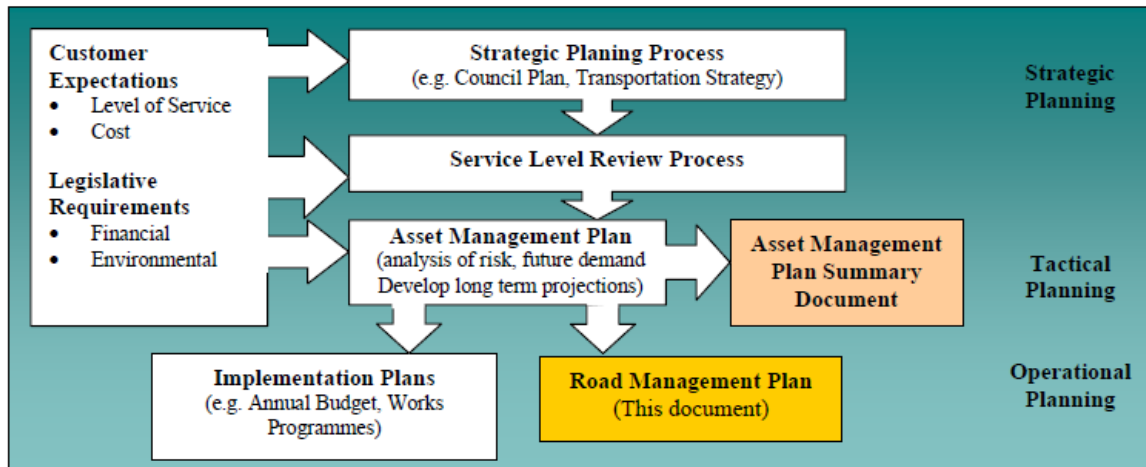
- To support the road asset management system which will ensure that the public roads in the municipality –
  - Are capable of functioning as they were built to function;
  - Are able to meet future needs in a growth environment; and
  - Continue to meet the needs and expectations of the community and other key stakeholders.
- To adhere to good practice of achieving an appropriate level of statutory protection against civil liability claims under the Act.

This Road Management Plan (RMP) was developed using guidance outlined in the 'Ministerial Code of Practice – Road Management Plans'. It is intended that this document provide sufficient information to enable Council and the community to fully understand the value of the city's road assets and activities.

The RMP is an operational document that reflects the current management processes employed by HBCC. This plan is supported by strategic documents including the Council Plan and Asset Management Plan as illustrated in the figure below. Council's Asset Management Policy and Asset Management Strategy are also key strategic documents that influence the direction of Asset Management within Council.

---

<sup>1</sup> Road Asset Management Plan 2017



## Hobsons Bay's Road Asset Management Plan

HBCC has adopted an integrated management approach for the management of its road infrastructure. HBCC have produced a Road Asset Management Plan (RAMP) that is the cornerstone document which guides the work of the City Services Unit. The Road Asset Management Plan (RAMP) demonstrates in detail responsible stewardship, risk management, achieves savings by optimising whole of life costs and supports long term financial planning.

The RAMP provides extended information in support of this plan and plays an integral part in future asset planning.

Asset Management direction for Council is identified within the Asset Management Policy documents.

The purpose of the Asset Management Policy is to ensure that Asset Management is clearly recognised by Council and the Community, ensuring the management of Council's Assets for present and future generations.

## Road Maintenance Management

Compliance with this RMP and the day to day maintenance services are outsourced by contract and all activities are undertaken in accordance with the standards stated in the Road and Drainage Maintenance Services Contract.

The current Road and Drainage Maintenance Services contract identifies the requirements of the contractor and includes standards such as the frequency of inspections, response times and intervention levels that support maintenance works of road infrastructure within the network.

The contract covers all road maintenance activities as well as:

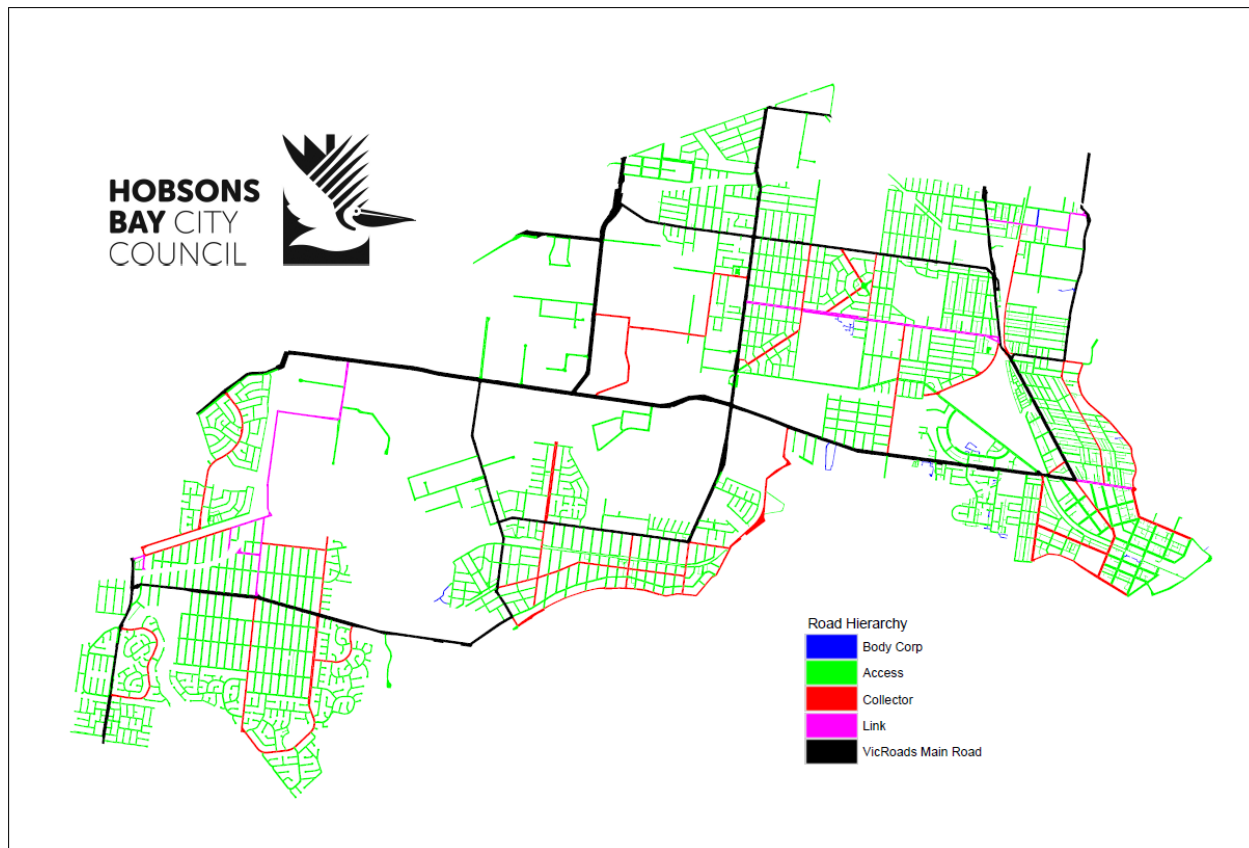
- Re-sheeting gravel roads;
- Footpath replacement; and
- Kerb and channel replacement.

Road re-seals, asphalt overlays, re-constructions and rehabilitation works are undertaken though separate construction contracts.

The day-to-day maintenance of the network will be undertaken in accordance with the various Codes of Practice developed in accordance with Section 28 of the Road Management Act 2004.

## Road Management Plan Coverage

The road management plan covers the road network for Hobsons Bay as identified in the following figure.



The provisions of this Plan apply to those local roads identified on the Council's Register of Public Roads.

Hobsons Bay City Council is the Co-ordinating Road Authority for these roads.

The Council has determined that those local roads on the Register of Public Roads are those public highways and roads that are considered to be reasonably required for general public use.

Any agreements between the Council and other road authorities, made pursuant to Section 15 of the Act, are also referred to in the Register of Public Roads.

The Register of Public Roads is stored and maintained in the Council's corporate asset management system, 'CONFIRM'.

This Plan covers the following asset types located within the municipal road reserve.

- Road Pavement and surface:
- Kerb and channel; and
- Footpaths
- Traffic Control Devices including signage, medians, roundabouts, traffic calming treatments etc

## Council's Resources

Road management within Council is continuously improving and Council are active in this area. It must be noted however, that Council is doing the best it can given the resources it has to carry out road management activities.

## Exclusions to the Plan

Exclusions to this plan include:

- Nature strips, which are the areas between the edge of the road or back of the kerb and the property boundary not occupied by the footpath and private road crossings.
- Pathways in open spaces and reserves covered under the open space asset management plan
- Car parks, which are defined under the RM Act as “ancillary areas”, and should therefore be included in Asset Management Plans, not the RM Plan.
- Nature strip trees and landscaped garden beds within the road reserve that are generally maintained by Council.
- Stormwater drainage covered under the drainage asset management plan

This Plan does not apply to arterial roads and freeways. VicRoads is the Co-ordinating Road Authority for these roads. However, Council is responsible for those sections of arterial roads outside of the through traffic lanes (e.g. parking lanes and service roads). The Register of Public Roads identifies which roads or parts of roads Council is responsible for.

## Co-ordinating Road Authority

Hobsons Bay City Council, under the Act is the “Co-ordinating Road Authority” for municipal roads within the City as set out in the Register of Public Roads.

Section 205 of the Local Government Act, 1989 also empowers Council with responsibility for the care and management of local roads within its responsibility.

## Key Stakeholders

HBCC's approach to managing Council's road network, as portrayed in this plan, demonstrates responsible stewardship to its key stakeholders:

- State and Federal Governments;
- Road agencies of state and federal government;
- Councillors;
- Community;
- Road Users;
- Visitors;
- Adjacent municipalities;
- Transport Service Providers;
- Utilities/Developers including rail authorities;
- Other road authorities;
- Special interest groups e.g. RACV and Chambers of Commerce;
- Private Road owners e.g. farmers;
- Employees/Volunteers;
- Service Providers/Suppliers; and
- Insurers.

### Road Management Act 2004<sup>2</sup>

The Road Management Act 2004 was passed on May 11 2004.

The Act was developed to provide a more efficient and safer Victorian road network, and is the result of extensive stakeholder and community consultation.

The Road Management Act is based on the following key principles:

- Clear allocation of road asset ownership and management;
- Established processes and accountabilities for policy decisions and performance standards;
- Provision of operational powers to achieve targets and performance standards; and
- Clarification of civil liability laws for the management of roads.

Section 138 of the Road Management Act 2004 sets out the obligations of road users.

#### *“Obligations of road users*

*(1) A person who drives a motor vehicle on a highway must drive in a safe manner having regard to all the relevant factors, including (without limiting the generality) the—*

- (a) physical characteristics of the road;*
- (b) prevailing weather conditions;*
- (c) level of visibility;*
- (d) condition of the motor vehicle;*
- (e) prevailing traffic conditions;*
- (f) relevant road laws and advisory signs;*
- (g) physical and mental condition of the driver.*

*(2) A road user other than a person driving a motor vehicle must use a highway in a safe manner having regard to all the relevant factors.*

*(3) A road user must —*

- (a) have regard to the rights of other road users and take reasonable care to avoid any conduct that may endanger the safety or welfare of other road users;*
- (b) have regard to the rights of the community and infrastructure managers in relation to road infrastructure and non-road infrastructure on the road reserve and take reasonable care to avoid any conduct that may damage road infrastructure and non-road infrastructure on the road reserve;*
- (c) have regard to the rights of the community in relation to the road reserve and take reasonable care to avoid conduct that may harm the environment of the road reserve.”*

### How the Road Management Act affects the community<sup>1</sup>

The Road Management Act will affect the Victorian community in the following ways:

- Confirm the right of members of the public to travel on roads, and the right of property owners or occupiers or adjoining land to have access to the road;
- Provide a more efficient and safer road network across Victoria;
- Provide roads that best meet the needs and priorities of the community;
- Clarify the allocation of responsibility between road authorities for managing the different parts of the road reserve;
- Clearly define powers and obligations in regard to traffic management, the management of access to roads, road works by service authorities, and maintenance of public transport infrastructure within road reserves;

<sup>2</sup> VicRoads Fact Sheet “The Road Management Act at a glance for the community”.



- Continue to provide municipalities with responsibility for parking on arterial roads;;
- Provide for VicRoads to implement clearways on declared arterial roads, subject to consultation with councils, affected land owners/occupiers, traders and the community in accordance with a Code of Practice;
- Impose an 'excess' of \$1000 on financial claims against a road authority for property damage that has resulted from road conditions; and
- Minimise disruption to traffic and ensure the safety of road users as a result of service authorities and others undertaking works on roads.

## Demand and Growth

Over <sup>3</sup>93, 392 people were living in the HBCC as recorded in the 2016 Census. Based on predictions the population is expected to increase to approximately 108,510 by the year 2031. This increase will put pressure on existing road infrastructure and will result in the need for more road assets and upgrades.

Hobsons Bay continuous growth means Council's management of its roads not only requires strategies to optimise existing assets but Council's management approach must consider demand for new infrastructure and consequently address the pressures of a growing community within a large road network. Demand management impacts are addressed in the Road Asset Management Plan (RAMP).

## Financial Planning Process

Funding for roads must compete against a wide range of other services provided by Council. When allocating funds to road assets during the budget process the Council aims to:

- Maximise the life of the asset by timely routine maintenance and capital renewal;
- Ensure that risk defects are identified and are attended to;
- Proactively maintain the network to an agreed risk assessment rating;

- Progressively improve the condition of the local road network in accordance with community expectations.

Draft budgets and supporting documentation are prepared by March of each year. Council adopts the final budget in June.

## Funding Sources

Council obtains funds from several sources in order to provide adequate roads to the community. These sources are identified below:

- General municipal rates;
- Special municipal rates or charges schemes;
- Development contributions; and
- Available grants, e.g. special purpose State Government grants.

<sup>3</sup> <http://profile.id.com.au/hobsons-bay/Population-estimate>

## Road User Obligations

### Driving on the Road

The road users' obligations are set out in Section 17A of the Road Safety Act 1986 (as amended by the Road Management Act 2004) and are summarised below:

A person who drives a motor vehicle on a highway must drive in a safe manner having regard to all relevant factors including but not limited to The:

- Physical characteristics of the road;
- Prevailing weather conditions;
- Level of visibility;
- Condition of the motor vehicle;
- Prevailing traffic conditions;
- Relevant road laws and advisory signs; and
- Physical and mental condition of the driver.

A road user other than a person driving motor vehicle must use a highway in a safe manner having regard to all the relevant factors. A road user must have regard to the rights of other road users and the community, taking reasonable care to avoid conduct that may:

- Endanger the safety and welfare of other road users;
- Damage any infrastructure on the road reserve; and
- Harm the environment of the road reserve.

### Access to Private Property

In new developments, the vehicle crossings are constructed as part of the initial civil construction works for the subdivision. The location and type of vehicle crossing is approved as part of the road and drainage drawings for the subdivision. These works are then supervised by Civil Works to ensure the works are constructed as per the approved plans.

For modifications to existing vehicle crossings the resident applies to Council's Roads and Drainage Team for approval. The modifications are assessed by the team to ensure that there are no safety issues or conflict with existing assets. If approved, a permit to undertake the works is issued. The works are supervised by the team with inspections undertaken before and after the concrete is poured.

Council does not accept any responsibility for the maintenance of private vehicle crossings.

### Effect on Utility Infrastructure and Service Providers

The road opening process is detailed in the road opening flowchart shown in Appendix 1. As a condition of Road Opening Permits, the permit holder is responsible for backfilling and compacting the road opening with crushed rock up to the base of the sealed pavement. The contractor for the road and drainage maintenance service is then responsible for reinstating the road opening within the required timeframe of receiving notification from Council or within an earlier timeframe as directed by Council for safety reasons.

From January 2005 the Road Management Act has affected utility infrastructure and service providers in a number of ways. These are detailed in a Code of Practice for utility infrastructure and service providers. Contents of this Code of Practice are described in VicRoads Fact Sheet 'The Road Management Act at a glance for Utility Service Providers'.

### Register of Roads

HBCC's register of roads defines the public roads and contains the classifications for all roads for which the Council is the responsible road authority. For each road, the register records the following:

- Street Name;
- Suburb; and
- Segment.

This register is updated regularly and can be inspected at the council offices at 115 Civic Parade, Altona and can also be viewed on Council's website

### Road Hierarchy

The local road network is made up of sealed and unsealed roads. Formal hierarchies to assist with conducting risk assessments, determining inspection frequencies, setting maintenance regimes and formalising standards for new construction have been developed.

Classification		Definition
Urban	Body Corp	Roads that are part of body corporate developments.
Urban	Link	Provides link between arterial roads and/ or significant residential, Industrial and commercial nodes.
Urban	Collector	Provides route between and through residential, industrial and commercial areas and convey traffic to link or arterial roads
Urban	Access	Provides direct access to abutting residential, industrial and commercial properties with minimal to no through traffic.
Urban	VicRoads Main Roads	Roads that are the responsibility of VicRoads.

### Demarcation and Transfer of Responsibility

The process of handing over declared main roads to VicRoads took place on June 30, 2004. Council is not responsible for the following road types within the City:

- Body Corporate;
- Private;
- VicRoads;
- VicTrack; and
- Wyndham Council's roads.

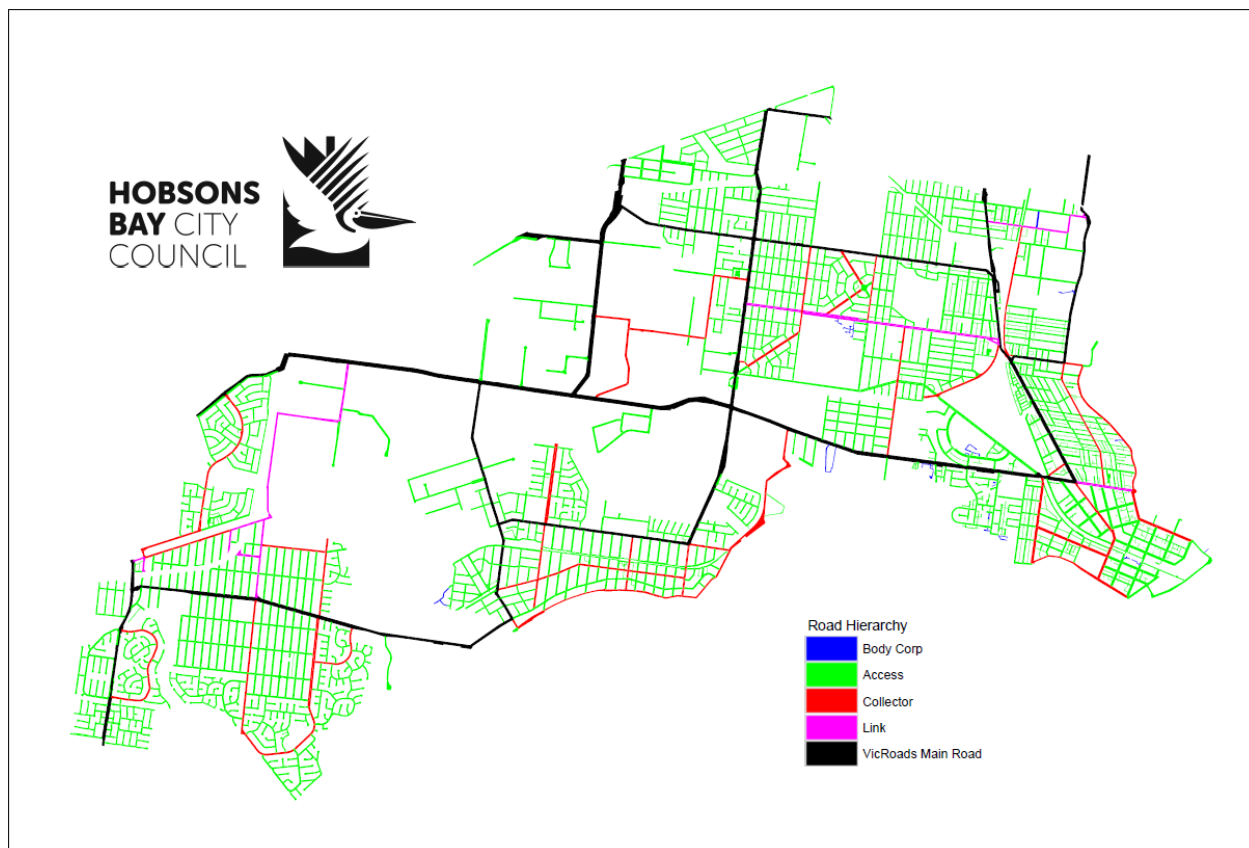
## Boundary Roads

Council's network connects to four other authorities:

- Brimbank Council to the south west;
- Wyndham Council to the west;
- Maribyrnong Council to the north; and
- Melbourne City Council to the north east.

There are a number of roads which form the municipal boundary with adjoining municipalities. These municipalities' and roads include:

1. Wyndham City Council
  - a. Dunnings Road
  - b. Point Cook Road (Vic Roads)
  - c. Aviation Road
  - d. Maher Road
  - e. Old Geelong Road (Vic Roads)
  - f. Fitzgerald Road
  - g. Kororoit Creek Road
2. Brimbank City Council
  - a. Geelong Road (Vic Roads)
3. Maribyrnong City Council
  - a. Hardie Road
  - b. Cemetary Road
  - c. Hyde Street



## Council's Asset Portfolio

Table 1 as defined in the Road Asset Management Plan summarises the road assets that HBCC is responsible for:

ASSET GROUP <sup>4</sup>	ASSET TYPE	UNITS	QUANTITY OF ROAD ASSETS	LENGTH of ROAD (km)
<b>Road Pavement</b>	Pavement	m <sup>2</sup>	3,422,974	<b>433</b>
	Surface	m <sup>2</sup>	3,302,827	<b>415</b>
<b>Carparks</b>	Asphalt	m <sup>2</sup>	118,284	-
	Concrete	m <sup>2</sup>	1,716	-
	Paver	m <sup>2</sup>	2,013	-
	Crushed Rock	m <sup>2</sup>	50,963	-
	Gravel/Dirt	m <sup>2</sup>	20,502	-
<b>Kerb and Channel</b>	Kerb and Channel	km	N/A	<b>771</b>
<b>Streetscapes and Traffic Management</b>	Mid-Block Slow Point	No.	22	-
	Mid-Block Threshold	No.	15	-
	Ped X Flashing Lights	No.	15	-
	Pedestrian crossing with Traffic Lights	No.	1	-
	Pedestrian Crossing no Lights	No.	29	-
	Roundabout - Large >= 30 m Dia	No.	46	-
	Roundabout - Small 10 - 30 m Dia	No.	26	-
	Roundabout - Small < 10 m Dia	No.	4	-
	Splitter Island - Generally at T - Intersection	No.	399	-
	School Crossing - Basic	No.	42	-
	Speed Hump - Combined with Splitters generally at Intersections	No.	24	-
	Speed Hump - Flat Top	No.	257	-
	Speed Hump - Watts Profile	No.	145	-
	Threshold Entry	No.	177	-
	Threshold combined with splitter	No.	10	-

Table 1: HBCC's Road Assets (figures correct as of 2017)

<sup>4</sup> 2016 Asset Quantities, Confirm AMS

Assets that are not the responsibility of Council include:

- Assets that are provided and maintained by the landowner/occupier for their purposes are:
  - Vehicle driveways connecting the roadway to private property - between the private property boundary to the footpath (if any) and from the footpath (if any) to the layback;
  - Nature strip watering systems;
  - Landscaping and garden beds;
  - Private letterboxes;
  - House and business signage;
  - Restaurant furniture;
  - Billboards; and
  - Property drainage pipes (stormwater) connecting to Council's or Melbourne Water main drains or kerb and channel.
- Assets that are owned and maintained by service utility companies include:
  - Powerlines and poles (except for non-standard and metered lights);
  - Water mains;
  - Gas mains;
  - Sewer mains;
  - Telephone lines;
  - Letter boxes (Australia Post);
  - Signage;
  - Optical fibre cables;
  - Pits, pipes, poles, conduits, valves, cabling etc. and like structures associated with these services; or
  - Permanent survey markers and other non-road infrastructure of any kind.

### Service levels for Road Assets

Operations based levels of service (LOS) relate to the technical measures and the outputs the customer receives. These LOS are included in the Road and Drainage Maintenance Services Contract in the form of maintenance standards, intervention levels and prescribed activities and performance criteria. These items ensure that the road network and associated assets are maintained to an agreed level and consequently road related services are provided at the prescribed standard.

### Customer Expectations

Council's customer research into transport needs and satisfaction includes:

- Integrated Transport Strategy;
- Williamstown Transport Strategy;

- Annual community satisfaction survey (LGA);
- Annual survey undertaken by roads contractor; and
- Customer Service Centre enabling one on one contact (letters, phone calls etc.) during normal working hours.

The feedback received from community consultation is used to improve council's understanding of asset performance.

### Best Value

The Local Government Act 1989 specifies six fundamental Best Value Principles and how they are to be applied. HBCC are currently using the best value concepts as part of Council's day to day management of road infrastructure.

### Risk Management Process

HBCC's risk management process is consistent with the Australian and New Zealand Standard AS/NZS ISO 31000:2009 which defines risk assessment and management processes.

The major elements of the risk management process include:

- Risk Identification – identifies the risk and explains how these impact on the business;
- Risk Assessment – establishes a risk rating for all assets or asset groups, and identifies the assets that constitute the greatest business risk;
- Risk Treatment – identifies which actions are available to reduce risk to an acceptable level and identifies the most effective treatment option considering organisation, political, social, environmental and financial factors;
- Monitor and Review – the ongoing process to ensure risk levels remain acceptable; and
- Review and Improve – continual review and improvement of risk management processes.



The overall goal of risk management in the road environment is to ensure that tolerable defect targets are not exceeded to create hazards in the road network and that these hazards are well managed to ensure that they are repaired/isolated within acceptable timeframes.

### Risk Consequences

The key criteria and associated costs considered when assessing the consequences of identified risks include:

- Environmental and Public Health;
- Financial Loss;
- OH&S/Public Liability;
- Other;
- Professional Indemnity;
- Property and Infrastructure;
- Reputation;
- Natural Hazards;
- Information Technology;
- Political and Governance;
- Industrial Relations; and
- Contractual and Legal.

### Mitigating Risk

The management tactics used to mitigate risk include:

- Inspections;
- Maintenance specifications;
- Intervention levels;
- Maintenance contracts;
- Community Road Safety Strategy;
- Customer Request System;
- Renewal Programs;
- Risk Management Processes; and
- Response to Incidents.

High criticality and high risk roads are identified in the Road Asset Management Plan.



### Managing Asset Information

The Council's asset information is stored on an electronic database known as the Asset Management System (AMS). This system is the repository for asset data and permits Council to record maintenance information against each asset allowing Council to more readily track and analyse work undertaken in the field.

Inspection information is recorded during each inspection undertaken by the roads contractor using hand held devices. This information is automatically uploaded onto the AMS and recorded against the asset.

Data is collected every 4 years by an external service provider who records condition of all road assets as well as collecting specific road related information. The condition collected as part of condition assessments is recorded within the Moloney Renewal Gap Model for the purpose of developing long term funding profile. The asset information collected is stored in the AMS.

### Identifying Hazards through Inspections

Inspections are designed to identify hazards or defects that have the potential to create a risk of damage or inconvenience to the public. Inspections may result in the programming of maintenance work, asset renewals or changes to processes. The inspection regime for road assets is aligned with the road hierarchies, criticality classification and the Road and Drainage Maintenance Service Contract. The activities and frequencies are listed in Appendix 5.

### Assessing Condition

The purpose of condition inspections is to assess the state of the asset allowing the remaining life of an asset to be understood. This is used for financial purposes (calculation of depreciation) and for planning and

prioritising the HBCC Renewal Program. Condition is assessed every 4 years unless the replacement value of an asset class alters by more than 10%. The following assets are included in the condition assessment process:

- Roads;
- Footpaths;
- Kerb and Channel; and
- Bridges and Major Culverts.

### Operations, Maintenance and Renewal Activities

Examples of typical operational, maintenance and renewal activities undertaken as part of the management of Council's road assets include:

#### *Operational activities:*

- Street cleaning;
- Inspections;
- Vegetation removal; and
- Line marking.

#### *Maintenance Activities:*

- Pothole repairs;
- Surface defect repairs;
- Edge break repairs; and
- Maintenance grading (unsealed roads).

#### *Renewal Activities:*

- Reconstruction of sealed pavements;
- Reseals and overlays;
- Footpath replacement; and
- Reconstruction of kerb and channel.

The 10 year Capital Works Program nominates renewal and upgrade works and is developed based on the following road parameters:

- Traffic counts;
- Condition; and
- Accident history.

## Maintenance Contract

Council outsources all maintenance works to a service provider. Their work is monitored by the road and drain maintenance team staff who inspect works undertaken by the service provider. This includes operations and maintenance works. Renewals and new works are supervised by civil project managers. The management of these contracts is largely undertaken in house by the Civil Contracts Department.

## Standards of Maintenance

Council has a duty of care to road users and the community to maintain all public roads for which it is the responsible authority in a safe condition and to specified maintenance standards that meet community expectations having regard to relevant government transport and other policies, and available funds.

The Council has used Aus-Spec #4 as the basis for developing quality control documentation relating to road maintenance standards. For full details refer to Contract No. 2013.08 - Road and Drainage Maintenance.

Council has implemented a regular program of inspections of the road network and drainage aimed at identifying and rating defects. These are undertaken by the Council's Road Maintenance Contractor. Maintenance programs are developed using the information obtained from these inspections by the Contractor and approved by Council.

Additional inspections are conducted as deemed necessary:

- To investigate customer requests; and
- After emergency events.

Where required, incident inspections are carried out in accordance with Division 5 – Claims Procedure, Clause 116 of the Act.

Records of all inspections and maintenance works undertaken on behalf of the Council are kept to meet the requirements of the Act and this Plan. All defects

requiring intervention are assessed and prioritised before rectification/ repair works are undertaken.

Response times are set out in the Contract documents for road maintenance. A copy of the relevant sections of Contract No. 2013.08 - Road and Drainage Maintenance is included in the Schedules. In extreme events these response times may not be achievable due to resource limitations at the time.

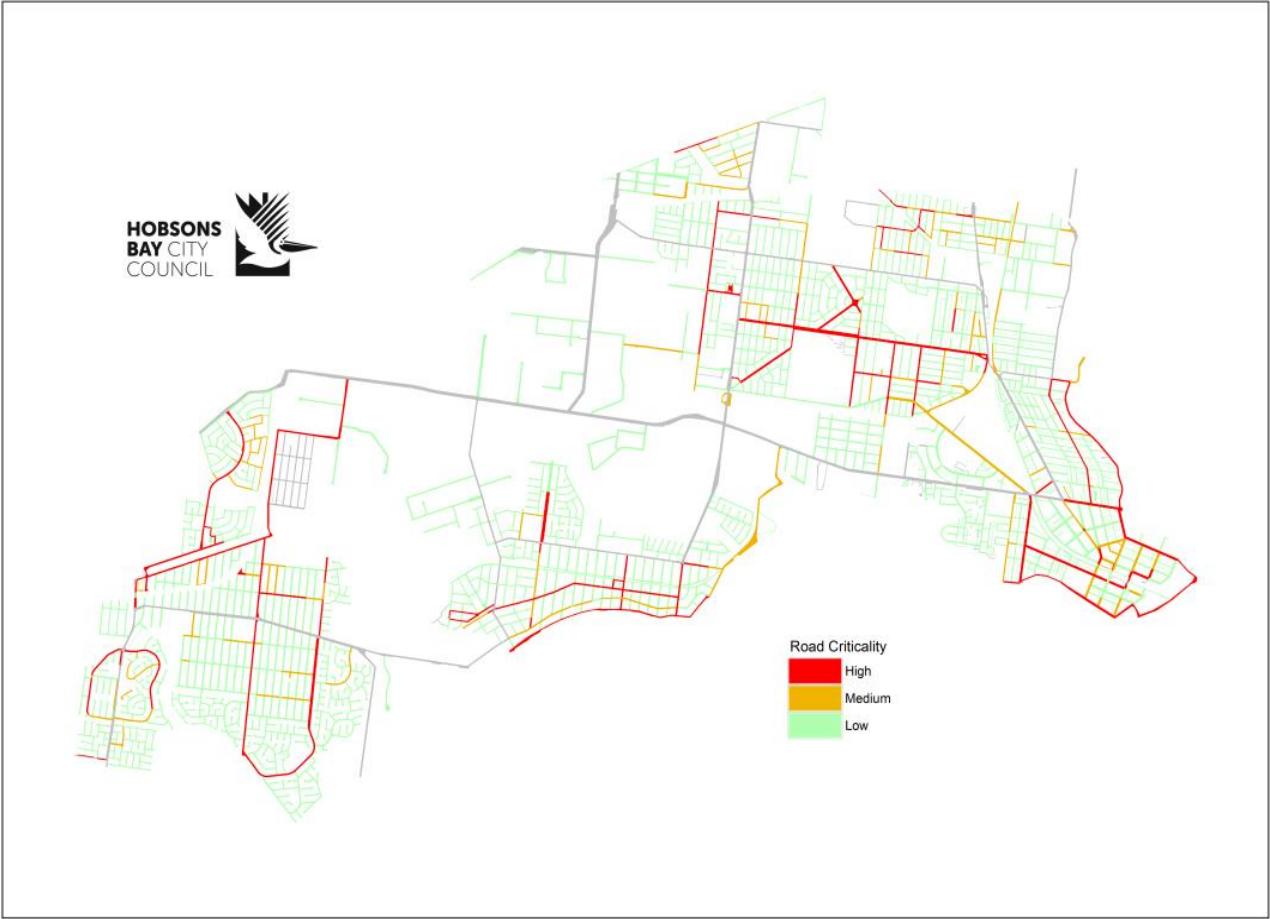
## Asset Criticality

Asset Criticality is used to identify the inspection frequencies, response times and proposed actions. It is defined as Low, Medium and High. Asset criticality is based on the following parameters:

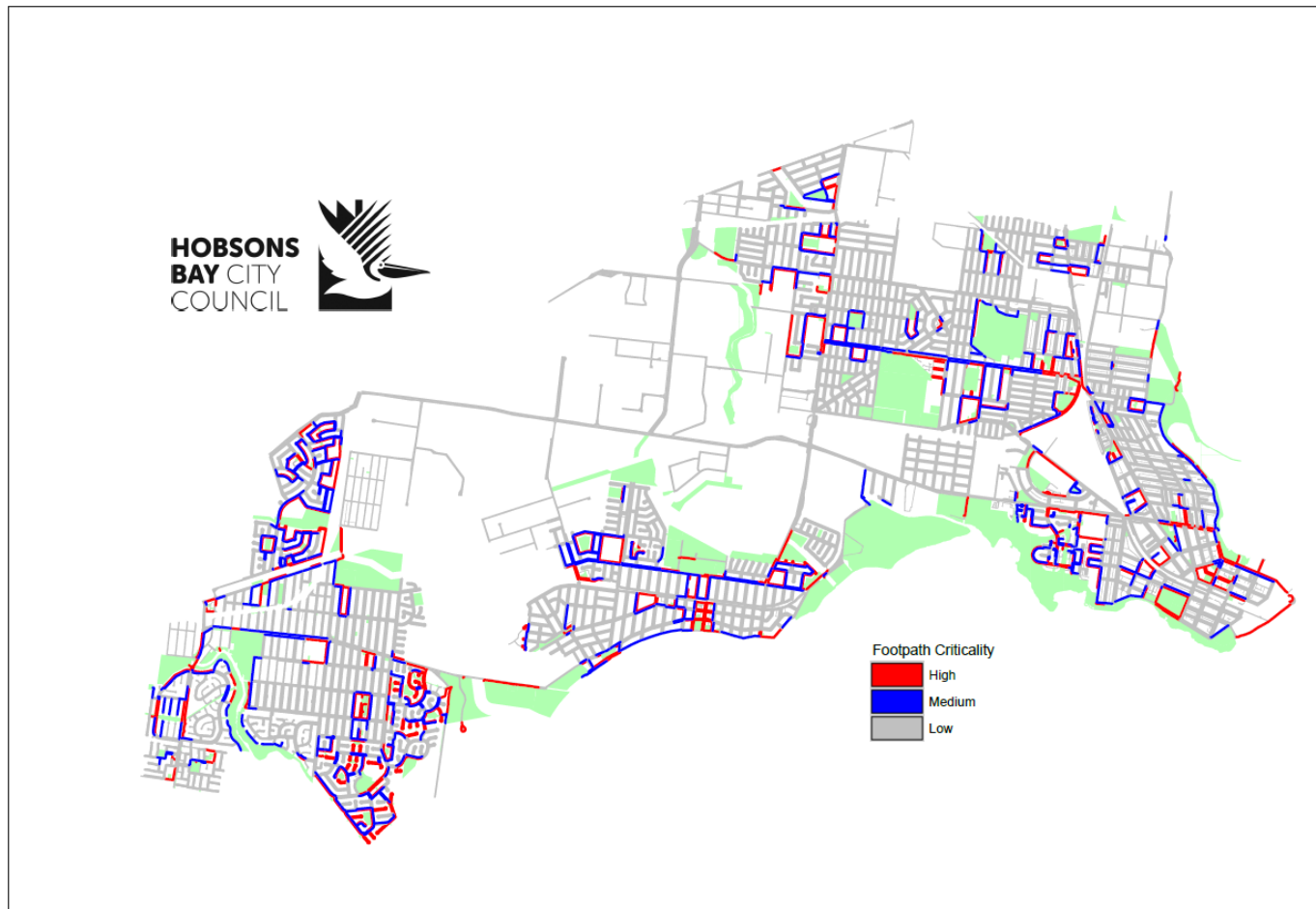
- Bus route;
- Proximity to facilities and services; and
- Speed Limit.

The road and footpath criticality is illustrated in the following maps with the actions provided in Appendix 5.

ROAD CRITICALITY



## FOOTPATH CRITICALITY



## Maintenance Intervention Levels

Intervention levels support the quality of assets provided to the community as they define trigger points in determining the type of works to be carried out.

Having defined intervention levels also assists Council in being able to organise maintenance works on a risk priority basis, rather than being susceptible to carrying out works on a chronological basis, or as the result of pressure from individuals within the community. It is considered that their greatest benefit is served by assisting in providing a sound legal argument as to why certain works were, or were not, carried out. HBCC's maintenance intervention levels are specified in Appendix 5.

## Managing Customer Requests

The schedules attached contain a 'flow chart' with the process established to deal with any defects:

- Identified by programmed inspections in accordance with Contract No. 2013.08 - Road and Drainage Maintenance; and
- Reported via the Council's Customer Request Management System "CHARM".

The process provides for the recording of:

- The nature, severity, location and time that the defect was brought to the Council's notice;
- Details of person(s) identifying/ reporting defects;
- Details of any remedial works required to resolve defect and specified response time;
- Details and date of any remedial works.

There is also ongoing provision for the contract manager to audit the process to ensure compliance with inspection frequencies, response times, etc.

Council operates a computerised Customer Request System to log, track and monitor the process of complaints and service requests made by residents and other persons. This system is located and operated within Council's Confirm database.

Council's customer service unit is the first point of contact for all persons making a complaint or requesting some form of action in relation to the road and drainage maintenance matters.

Customer Action Requests concerning the road and drainage maintenance function are forwarded electronically to the Contractor, who shall respond to such requests and carry out the required works in accordance with the timeframes stipulated in the road and drainage maintenance services contract. This is shown in Appendix 2.

## Asset Performance Monitoring

Performance monitoring is undertaken on a programmed basis generally as follows:

- Meetings of the Road and Drainage Maintenance Team to review day-to-day operations.
- Monthly meetings of Coordinator Road and Drainage Maintenance Team with the Road & Drainage Maintenance Service Provider to review contract performance including handling of correspondence, programming of works, OH&S matters, etc.
- Monthly reports on performance to the Council and the Council Annual Report.

The Council's asset management performance, against planned targets and key performance indicators, is reported to the community through the Council's Annual Report.

## Road Safety

A Draft Community Road Safety Strategy was developed in 2011 to improve the safety of road travel and lower the number of accidents reported each year on roads for which the city is responsible.

This road safety strategy is an integral part of the state government's 'arrive alive!' strategy and therefore targets are aligned.

## Rail Crossings

In 2007 an audit of all rail crossings within Victoria was completed by the Department of Infrastructure using the Australian Level Crossing Assessment Model (ALCAM). The audit highlighted major safety issues at rail crossings across Victoria. Considering these outcomes and significant concerns from the community with respect to rail crossing safety, actions have been established.

In response to the ALCAM report and the fact that Victoria has a large number of rail crossings, it has been decided that Council, as road authorities, take a more proactive role in the management of rail crossings. This more proactive role will ensure risk and safety is managed in accordance with legislative requirements.

Under the Rail Safety Act 2006:

(1) A relevant road manager in relation to a public roadway or public pathway must—

*(a) identify and assess, so far as is reasonably practicable, risks to safety that may arise from the existence or use of any rail or road crossing that is part of the road infrastructure of that public roadway or that is a public pathway because of, or partly because of, rail infrastructure operations;*

*(b) determine measures to manage, so far as is reasonably practicable, any risks identified and assessed.*

(2) A relevant road manager must have regard to—

*(a) the principal object of road management; and*

*(b) the works and infrastructure management principles; and*

*(c) the functions, powers and duties of infrastructure managers under the Road Management Act 2004—when determining measures to manage risks identified under subsection (1).*

(3) A relevant road manager must seek to enter into a safety interface agreement with any rail infrastructure manager whose rail infrastructure operations are

identified as contributing to a risk identified under subsection (1) for the purposes of managing that risk.

Rail crossing safety is now seen to be a joint responsibility between road and rail authorities with clear boundaries between the Council and rail authority responsibility as displayed in the figure below. A service agreement has been put in place between both Council, the rail authority and in some cases VicRoads to clearly define responsibilities in regard to management of rail crossing safety and associated infrastructure.

Under the current program, the rail crossings within the city planned for removal include:

- Ferguson Street, Williamstown North;
- Aviation Road Laverton; and
- Kororoit Creek Road Williamstown North

Under the Rail Safety Act 2006 and Council Agreements with Metro Trains, ARTC and V/Line, road authorities either Local Councils or VicRoads are responsible for the maintenance of rail-road interfaces such as level crossings from greater than 3 metres from the outside rail. The Council is also required to cooperate with Rail Managers in performing any maintenance that affects traffic.

## Response to Road Related Inquiry

Within the road and drainage maintenance contract the Contractor must provide a person for all emergency situations and callouts for 24 hours a day, 7 days a week.

The contractor must respond to all emergency situations and call-outs within 45 minutes of the initial contact from Council's representative. Incidents and situations necessitating the call-out must be made safe and repairs undertaken in accordance with the timeframes and performance criteria stipulated in the road and drainage maintenance service contract. The Emergency Response Procedures for office hours and out of office hours are shown in Appendix 3 and Appendix 4. For each asset group, intolerable defects requiring immediate action will either be signed/barricaded or appropriate remedial action taken.

### Planned Improvements

It is proposed that the RAMP and this RMP be formally reviewed every four years. The RMP will be maintained as a public council document and will be subject to continuous improvement. An up-to-date copy can be viewed at any stage at the Council Offices or viewed on Council's website. Where changes to the RMP result in the need for significant changes, the amended RMP will go through the council approval and public consultation process required by the Road Management Act 2004.

### Audit Process

On an annual basis the compliance with the road management plan will be audited. Response times and actions against the set interventions levels will be reviewed.

### Review

The road management plan will be reviewed every four years by the 30 June following the new elected Council.

### Force Majeure

Council will make every endeavour to meet all aspects of its Road Management Plan.

However, in the event of natural disasters and other events including, but not limited to, fires, floods, droughts and the like, together with human factors, such as lack of Council staff or suitably qualified contractors, because of section 83 of the Victorian *Wrongs Act 1958*, as amended, Council reserves the right to suspend compliance with its Road Management Plan.

In the event that the Chief Executive Officer of the Council has to, pursuant to section 83 of the above Act, consider the limited financial resources of the Council

and its other conflicting priorities, meaning Council's Plan cannot be met, they will write to Council's officer in charge of its Road Management Plan and inform them that some, or all, of the timeframes and response times are to be suspended.

Once the events beyond the control of Council have abated, or if the events have partly abated, Council's Chief Executive Officer will write to Council's officer responsible for Council's Plan and inform them which parts of Council's Plan are to be reactivated and the timeframes for each part of the Plan to be reactivated

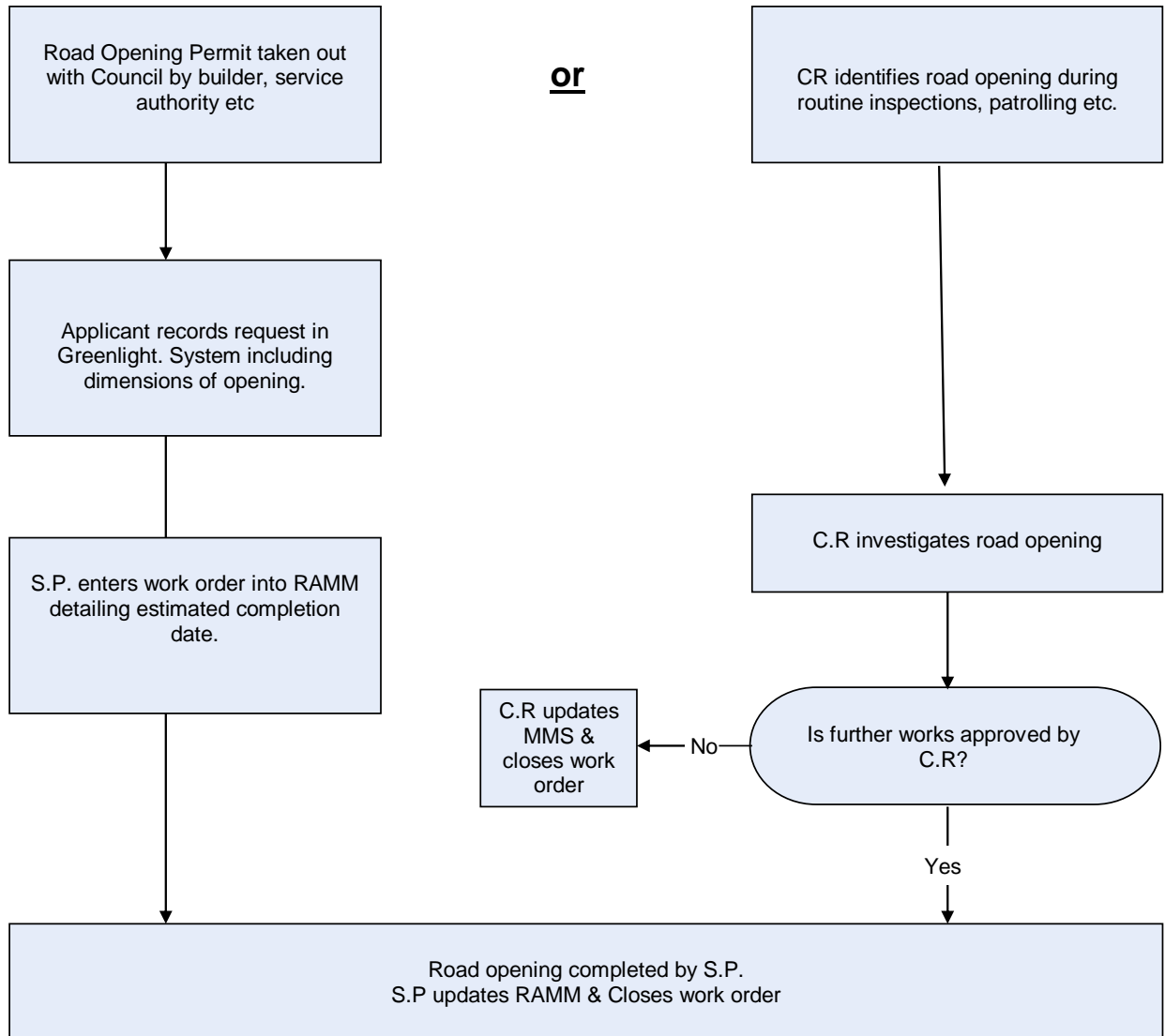
## Other References

Other sources of asset information within council include:

- Road Asset Management Plan;
- Council's Asset Management Policy;
- Road and Drainage Maintenance Services Contract;
- Existing contracts;
- VicRoads Fact Sheets ([www.vicroads.vic.gov.au/rmb](http://www.vicroads.vic.gov.au/rmb)); and
- Road Register.



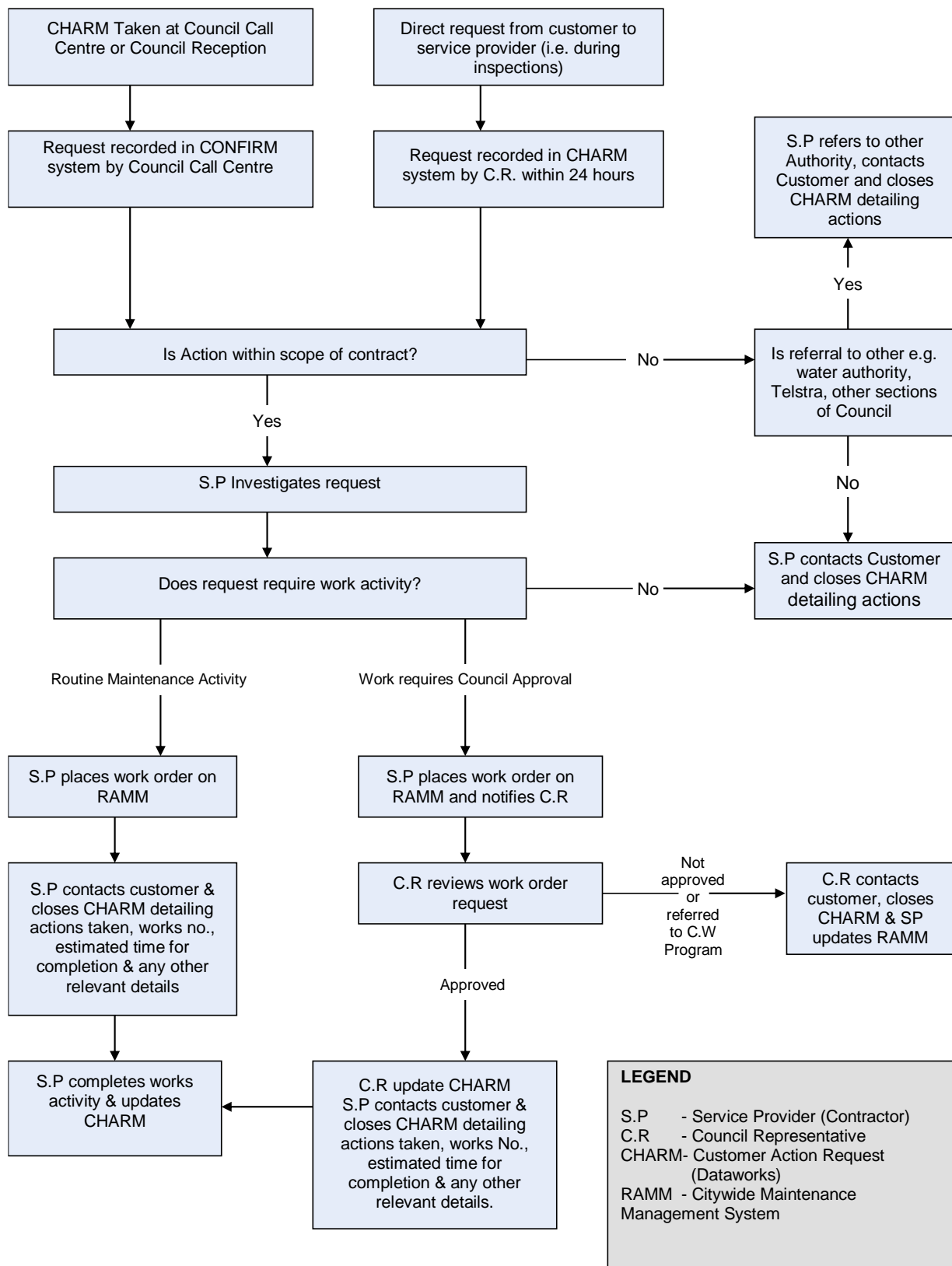
## Appendix 1 – Road Opening Reinstatements



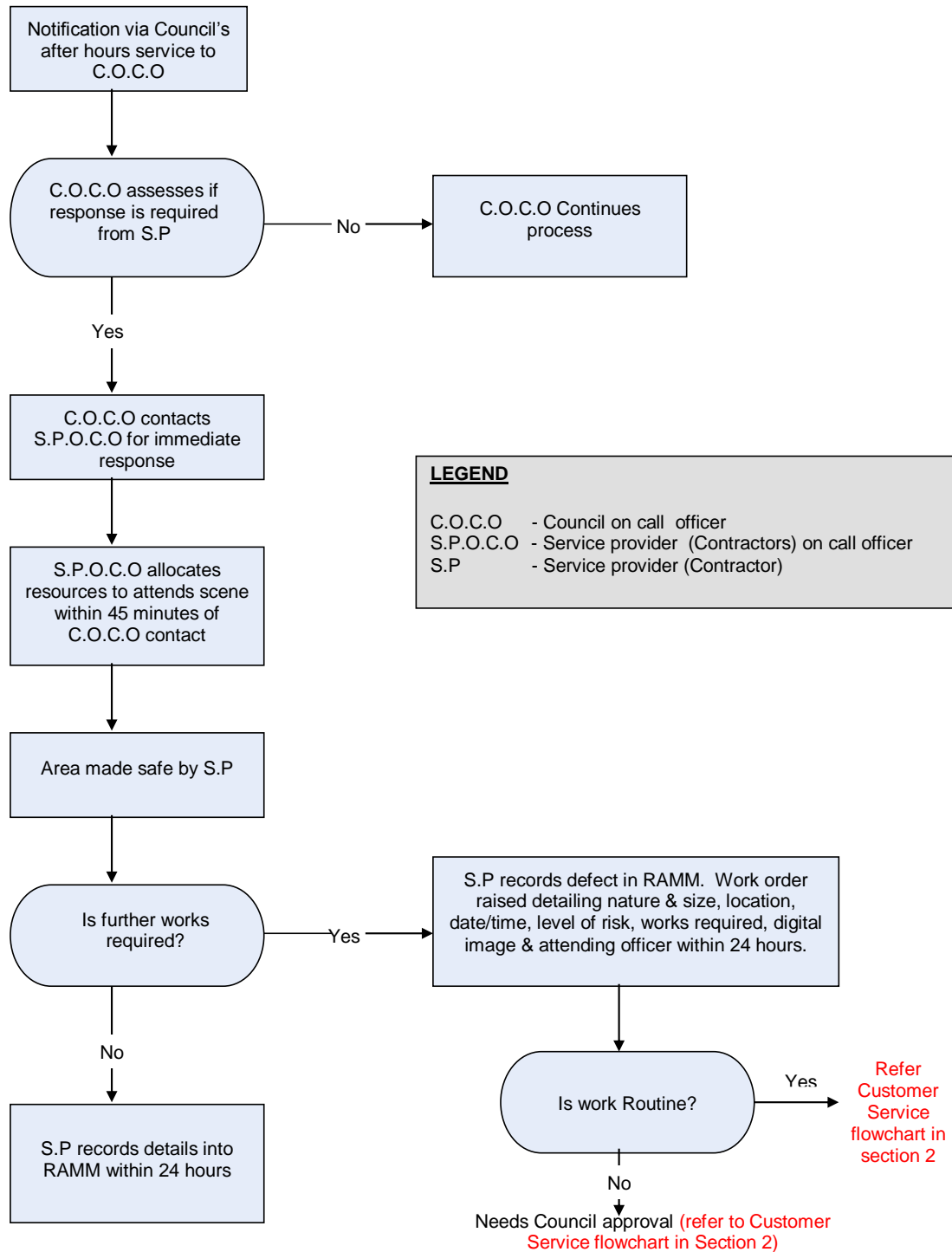
### **LEGEND**

S.P - Service provider (Contractor)  
C.R - Council representative  
RAMM - Citywide works order system

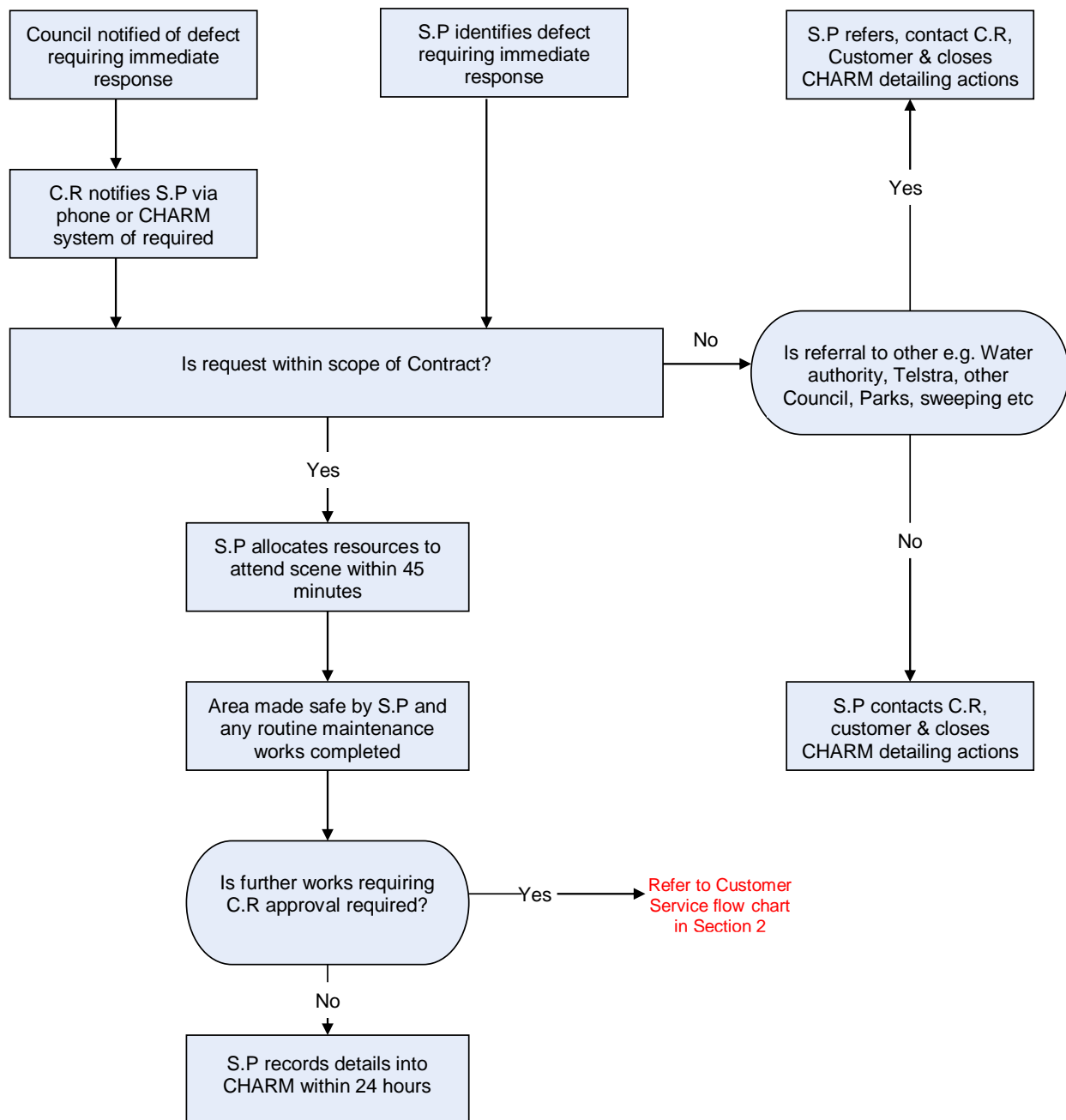
## Appendix 2 – Customer Service



## Appendix 3 – Emergency Response Procedure for hours 5.00pm – 7.00am 7 days per week including anytime on public holidays



## Appendix 4 – Emergency Response Procedure for 7.00am - 5.00pm Monday to Friday Except Public Holidays



### **LEGEND**

S.P - Service provider  
(Contractor)  
C.R - Council representative

## Appendix 5 – Defect Response Times

### ROADS

#### Crack (Longitudinal/Transverse)

Severity	Inspection Frequency			Response Time			Action		
	Low	Medium	High	Low	Medium	High	Low	Medium	High
<10mm	Annually	Annually	6 Months	as per insp freq	as per insp freq	as per insp freq	monitor	monitor	monitor
10-20mm	Annually	Annually	6 Months	as per insp freq	as per insp freq	as per insp freq	monitor	monitor	Treat
>20mm	Annually	Annually	6 Months	60 working days	40 working days	20 working days	Treat	Treat	Treat

#### Crocodile Cracking

Severity	Inspection Frequency			Response Time			Action		
	Low	Medium	High	Low	Medium	High	Low	Medium	High
<5mm	Annually	Annually	6 Months	as per insp freq	as per insp freq	as per insp freq	monitor	monitor	monitor
5-10mm	Annually	Annually	6 Months	as per insp freq	as per insp freq	as per insp freq	monitor	monitor	Treat
>10mm	Annually	Annually	6 Months	as per insp freq	as per insp freq	240 working days	monitor	monitor	Treat

#### Depression/Rutting

Severity	Inspection Frequency			Response Time			Action		
	Low	Medium	High	Low	Medium	High	Low	Medium	High
<50mm D over 1 SQM	Annually	Annually	6 Months	as per insp freq	as per insp freq	as per insp freq	Monitor	Monitor	Monitor
50 - 100mm D over 1 SQM	Annually	Annually	6 Months	as per insp freq	as per insp freq	as per insp freq	Monitor	Monitor	Treat
>50 - 100mm D over 1 SQM	Annually	Annually	6 Months	as per insp freq	as per insp freq	240 working days	Monitor	Monitor	Treat

### Pothole

Severity	Inspection Frequency			Response Time			Action		
	Low	Medium	High	Low	Medium	High	Low	Medium	High
25 -50mm D & or < 300mm dia.	Annually	Annually	6 Months	as per insp freq	as per insp freq	as per insp freq	Monitor	Monitor	Monitor
>50mm D & or >300mm dia.	Annually	Annually	6 Months	10 working days	10 working days	10 working days	Treat	Treat	Treat
>50mm D & or >600mm dia.	Annually	Annually	6 Months	10 working days	10 working days	10 working days	Treat	Treat	Treat

### Corrugation

Severity	Inspection Frequency			Response Time			Action		
	Low	Medium	High	Low	Medium	High	Low	Medium	High
<50% of segment length	Annually	Annually	6 Months	as per insp freq	as per insp freq	as per insp freq	Monitor	Monitor	Monitor
> 50% of segment length	Annually	Annually	6 Months	as per insp freq	as per insp freq	as per insp freq	Treat	Treat	Treat

### Paver Displacement

Severity	Inspection Frequency			Response Time			Action		
	Low	Medium	High	Low	Medium	High	Low	Medium	High
<50mm D over 1 SQM	Annually	Annually	6 Months	as per insp freq	as per insp freq	as per insp freq	Monitor	Monitor	Monitor
50 - 100mm D over 1 SQM	Annually	Annually	6 Months	as per insp freq	as per insp freq	as per insp freq	Monitor	Monitor	Treat
>100mm D over 1 SQM	Annually	Annually	6 Months	60 working days	40 working days	20 working days	Treat	Treat	Treat

### Edge Break

Severity	Inspection Frequency			Response Time			Action		
	Low	Medium	High	Low	Medium	High	Low	Medium	High
Horizontal fretting W<75mm	Annually	Annually	6 Months	as per insp freq	as per insp freq	120 working days	Monitor	Monitor	Treat
Horizontal fretting W>75 - 100 mm	Annually	Annually	6 Months	as per insp freq	as per insp freq	90 working days	Monitor	Monitor	Treat
Horizontal fretting W>100mm	Annually	Annually	6 Months	as per insp freq	as per insp freq	60 working days	Monitor	Monitor	Treat

## **KERB and CHANNEL**

### **Bluestone Misaligned**

Severity	Inspection Frequency			Response Time			Action		
	Low	Medium	High	Low	Medium	High	Low	Medium	High
0-25mm	Annually	Annually	Annually	as per insp freq	as per insp freq	as per insp freq	Monitor	Monitor	Monitor
25-50mm	Annually	Annually	Annually	as per insp freq	as per insp freq	as per insp freq	Monitor	Monitor	Monitor
>50mm	Annually	Annually	Annually	as per insp freq	as per insp freq	240 working days	Monitor	Monitor	Treat

### **Bluestone Missing**

Severity	Inspection Frequency			Response Time			Action		
	Low	Medium	High	Low	Medium	High	Low	Medium	High
1 or more pitcher	Annually	Annually	Annually	as per insp freq	120 working days	20 working days	Monitor	Treat	Treat

### **Concrete Misaligned**

Severity	Inspection Frequency			Response Time			Action		
	Low	Medium	High	Low	Medium	High	Low	Medium	High
0-25mm	Annually	Annually	Annually	as per insp freq	as per insp freq	as per insp freq	Monitor	Monitor	Monitor
25-50mm	Annually	Annually	Annually	as per insp freq	as per insp freq	as per insp freq	Monitor	Monitor	Monitor
>50mm	Annually	Annually	Annually	as per insp freq	as per insp freq	240 working days	Monitor	Monitor	Treat

### **Concrete Damaged**

Severity	Inspection Frequency			Response Time			Action		
	Low	Medium	High	Low	Medium	High	Low	Medium	High
<30% water restriction over the kerb and channel section	Annually	Annually	Annually	as per insp freq	as per insp freq	as per insp freq	Monitor	Monitor	Monitor
30% - 60% water restriction over the kerb and channel section	Annually	Annually	Annually	as per insp freq	as per insp freq	as per insp freq	Monitor	Monitor	Monitor
>60% water restriction over the kerb and channel section	Annually	Annually	Annually	as per insp freq	120 working days	60 working days	Monitor	Treat	Treat

## **FOOTPATHS**

### **Trip Hazard**

Severity	Inspection Frequency			Response Time			Action		
	Low	Medium	High	Low	Medium	High	Low	Medium	High
<5mm	Annually	Annually	6 Months	as per insp freq	as per insp freq	20 working days	Monitor	Monitor	Monitor
5-15mm	Annually	Annually	6 Months	as per insp freq	15 working days	10 working days	Monitor	Treat	Treat
>15mm	Annually	Annually	6 Months	as per insp freq	10 working days	5 working days	Monitor	Treat	Treat

### **Depression**

Severity	Inspection Frequency			Response Time			Action		
	Low	Medium	High	Low	Medium	High	Low	Medium	High
<5mm	Annually	Annually	6 Months	as per insp freq	as per insp freq	20 working days	Monitor	Monitor	Monitor
5-15mm	Annually	Annually	6 Months	as per insp freq	15 working days	10 working days	Monitor	Treat	Treat
>15mm	Annually	Annually	6 Months	as per insp freq	10 working days	5 working days	Monitor	Treat	Treat

### **Crack**

Severity	Inspection Frequency			Response Time			Action		
	Low	Medium	High	Low	Medium	High	Low	Medium	High
<5mm	Annually	Annually	6 Months	as per insp freq	as per insp freq	as per insp freq	Monitor	Monitor	Monitor
5-15mm	Annually	Annually	6 Months	as per insp freq	15 working days	10 working days	Monitor	Treat	Treat
>15mm	Annually	Annually	6 Months	20 working days	10 working days	5 working days	Monitor	Treat	Treat

## **TRAFFIC CONTROL DEVICES**

All traffic control devices will be inspected at night time to determine the visibility of the asset from a road user perspective.

### **Visibility**

Severity	Inspection Frequency			Response Time			Action		
	Low	Medium	High	Low	Medium	High	Low	Medium	High
Not Visible	Annually	Annually	Annually	20 working days	20 working days	20 working days	Treat	Treat	Treat
Visible	Annually	Annually	Annually	as per insp freq	as per insp freq	as per insp freq	Monitor	Monitor	Monitor



