

Management report to Council

Agenda item 6.1

Adoption of Road Management Plan 2021

Council

Presenter: Craig Stevens, Acting Director Infrastructure and Assets

31 August 2021

Purpose and background

1. The purpose of this report is to request Council make the Road Management Plan (RMP) 2021.
2. The RMP is reviewed every four years to meet the legislative requirements of the *Road Management Act 2004* (Act).
3. The current RMP was adopted in July 2017 and identifies responsibilities, maintenance standards and inspection regimes required to demonstrate Council is responsibly managing its road assets and civil liability.
4. The RMP review process included industry feedback from Municipal Association of Victoria, internal workshops and two open public consultation processes via The Age, Government Gazette and direct community engagement via Participate Melbourne.

Key issues

5. The review of the current RMP identified key areas for improvement, such as:
 - 5.1. Defect intervention standards:
 - 5.1.1. Adjusting intervention levels to more closely align with industry standards.
 - 5.1.2. Removing references to third party assets as they are not Council's responsibility.
 - 5.2. Road asset inspection frequencies:
 - 5.2.1. Decrease inspection frequencies for Category A Roads from monthly to every two months.
 - 5.2.2. Decrease inspection frequencies for Category B Roads from quarterly to every four months.
 - 5.3. Vegetation and Trees:
 - 5.3.1. Inclusion of tree plots, tree and vegetation standards relating to safety issues on roads and footpaths as per Council's existing specifications from Parks Services.
 - 5.4. Customer Service:
 - 5.4.1. Customer reporting of asset defects will be directed through the Infrastructure and Assets Branch to significantly improve work order creation and communication ownership.
6. There are no additional cost implications for the RMP 2021 and funding is provided for in the current budget.
7. The outcome of the extensive stakeholder consultation enabled industry experts to provide valuable contribution to the RMP 2021 and equally important feedback from the public through community engagement. Refer Attachment 2 and 3 for more detail.

Recommendation from management

8. That Council makes the Road Management Plan 2021 to replace the current Road Management Plan.

Attachments:

1. Supporting Attachment (Page 2 of 87)
2. Road Management Plan Review Report (Page 4 of 87)
3. RMP - Public submissions received via Participate Melbourne – May 2021 (Page 14 of 87)
4. Road Management Plan 2021 (Page 21 of 87)
5. Current Road Management Plan 2017 – Master copy (Page 45 of 87)

Supporting Attachment

Legal

1. Division 5 of the Act provides the process by which a road authority can make, review and amend a RMP.
2. Section 50 of the Act provides that the purposes of a RMP are having regard to the principal object of road management and the works and infrastructure management principles:
 - 2.1. *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*
 - 2.2. *to set the relevant standard in relation to the discharge of duties in the performance of those road management functions.*
3. The review and recommended RMP 2021 has been carried out in accordance with the Act.

Finance

4. There are no additional cost implications for the RMP 2021 and funding is provided for in the current budget.

Conflict of interest

5. No member of Council staff, or other person engaged under a contract, involved in advising on or preparing this report has declared a material or general conflict of interest in relation to the matter of the report.

Health and Safety

6. A key element of the RMP 2021 is to establish achievable and consistent road maintenance standards across the municipality which will improve the health and safety of the wider community, particularly as industry and community feedback has been sought on these standards throughout the review process. The following OHS issues or opportunities have been considered.
 - 6.1. Establishing benchmarks and aligning maintenance standards with other local governments underpins consistencies across broader metropolitan Melbourne which improves the physical and psychological health of local communities.
 - 6.2. Strengthening the repair timeframes with improved customer service deliverables also creates a better outcome to improve health and safety initiatives.
 - 6.3. The frequency of surveillance activities of Council's road assets aims to minimise and/or eliminate hazards and injuries in the road reserve.

Stakeholder consultation

7. Pursuant to the Act, open public consultation processes were undertaken during the review of the 2017 RMP review;
 - 7.1. Phase one: involved the statutory announcements of the RMP review in 'The Age' and 'Government Gazette' and also included in the community page on Council's website.
 - 7.2. Phase two: same as phase one but involved closer community engagement via Participate Melbourne to reach out to seek direct feedback on the revised 2017 RMP.
8. A structured industry review was undertaken and coordinated by Council's Risk Team. Specific advice was provided by the Municipal Association of Victoria and others, with the aim of benchmarking intervention levels and aligning, where possible, with industry standards across other local governments in metropolitan Melbourne. This feedback has influenced the final RMP 2021, refer Attachment Two for specific advice.
9. While no public feedback was received during the phase one consultation period there were 162 visitors to Participate Melbourne during phase two to read the information about the proposed RMP 2021. This

resulted in 13 submissions received. For more detail on the submissions received via Participate Melbourne, refer Attachment 3.

10. Overall the community engagement process has been an extremely rewarding outcome. It did enable the community the opportunity to raise concerns about other specific issues that are not part of the Road Management Plan such as traffic management along connector roads, general traffic planning and road safety matters. Correspondence was received from Victoria Walks Inc. supporting the introduction of maintenance standards for trees and vegetation across footpaths into the road management plan.

Relation to Council policy

11. The proposed RMP 2021 meets Council's legislative obligations under the Act and is supported by Council's Asset Management Plan.

Environmental sustainability

12. While Council has legal responsibility under the Act to maintain its road assets, in developing the proposed RMP 2021, the following environmental sustainability issues or opportunities have been considered:
 - 12.1. Maintaining the road assets to the defined maintenance standards enables Council to minimise potential environmental impacts by identifying defective assets quickly so the repairs can be undertaken within the prescribed timelines before asset deterioration requires substantial rectification works on a larger scale.
 - 12.2. The proposed changes in the RMP 2021 do not have any financial impact to existing budget provisions for road maintenance activities.
 - 12.3. The revised road maintenance standards, inspection frequencies and customer service improvements will support Council's objective to align with industry standards but also mitigate risks and potential civil liability.



Road Management Plan Review

April 2021

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1. Introduction

Pursuant to section 49 of the *Road Management Act 2004*, a Council in its capacity as the coordinating road authority responsible for all local roads located within its municipality, may have a Road Management Plan (RMP). The RMP should be based on works and infrastructure management principles 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
- set the relevant standards in relation to the discharge of duties in the performance of those road management functions.

The City of Melbourne adopted its original RMP in 2004 and the most recent version was adopted in July 2017 pursuant to the *Road Management (General) Regulations 2016* (Regulations), refer Attachment 1.

2. RMP Review Requirements

Statutory reviews of Council's RMP is undertaken in accordance with the following requirements:

- Under the Road Management (General) Regulations 2016 Council must conduct a Review of its Road Management Plan during the same period as it is preparing its Council Plan.
- Pursuant to section 8 of the Regulations, a Council must complete a review of its RMP in accordance with section 125 (1) of the *Local Government Act 1989* which requires each municipal council to prepare a Council Plan within the period of six months after each general election or by the next 30 June, whichever is later, unless the Minister administering that Act extends the period under Section 125 (4) of that Act.
- In addition, pursuant to section 9 of the Regulations, a Council, following a review of its RMP, may determine to either amend or not amend its RMP.
- The Regulations detail various procedures to be followed by Councils dependent upon which decision it makes on its RMP.

3. Current RMP (version 4 - July 2017)

The current version of the City of Melbourne's RMP was adopted in July 2017. The review process incorporated a range of assessments as summarised below:

- An internal audit of the Council's RMP – version 3 - 2015 was commissioned by the Council's Audit Committee and coordinated through the Council's Risk Management Branch. The audit was undertaken in November 2016 by Council's internal auditor.
- Assessment of the Strategic Service Review (SSR) of the Council's Civil Infrastructure Services contract which included the provision of routine maintenance services which are pertinent to supporting the Council's maintenance and management system of its local road network and operational support and delivery of the RMP.

The review report relating to the current RMP and its historical background is provided in Attachment 1.

4. Review of the current RMP

Internal Review

The internal review of the current RMP has involved a range of processes and initiatives which commenced from late 2017 starting with the need to undertake a new Strategic Service Review (SSR) of the service contract for Civil Infrastructure Services (CIS). The CIS contract plays an integral role ensuring Council maintains its road infrastructure assets to a specified standard and can deliver on its RMP obligations.

The SSR included the following internal CoM branches:

- Infrastructure and Assets Branch
- Customer Relations
- Parks Services
- Contracts and Procurement Branch

The outcomes of the SSR recommended a number of fundamental changes to the service delivery model in the CIS Contract which resulted in the provision of road surveillance activities being removed from the contract and brought back in-house under Council control. The road surveillance activities and routine maintenance works are pertinent to supporting the Council's maintenance and management system of its local road network and operational support and delivery of the RMP.

Recommended changes to the CIS Contract resulting from the most recent SSR:

1	Remove from CIS contract and return in-house to CoM: Routine surveillance activities for all road categories.
2	Return in-house to CoM – Managing customer service and issuing work orders for all road asset defects.
3	Review intervention levels and standards within the CIS contract and current RMP

Following the SSR of the civil infrastructure services contract the internal RMP review included participation from the following areas within City of Melbourne.

- Infrastructure and Assets Branch
- Risk Management Team
- Legal Counsel

A series of workshops were held to review the external feedback and review progress of the proposed revised RMP.

External Review

The external review of the current RMP involved significant commitment from Council's Risk Management Team to conduct workshops during 2020. Consultation also included input from the Municipal Association of Victoria, Council's Chief Legal Counsel, lawyers from Council's panel of external legal advisors and Council's public liability insurance provider. The key objective was to include industry stakeholders in the review process to support Council in a broader engagement process to consider opportunities, wherever possible, to align the current RMP with industry standards with the potential to reduce Council's public liability and risk exposure.

The key stakeholders involved with reviewing and providing feedback on the current RMP include the following:

- Moray & Agnew
- Municipal Association of Victoria Insurance
- Hunt & Hunt

- JLT Risk Solutions Pty Ltd

The overview of industry feedback is summarised below:

1	More attainable intervention standards
2	Remove third party assets from the RMP
3	Base the response times on the road category A, B, C and D.
4	Inclusion of vegetation to the Intervention levels
5	Inclusion of tree plots with a permeable surface to the Intervention Levels
6	Only incorporating intervention levels that are achievable and realistic in order to improve RMP compliance
7	Quality Control: Defect repairs to be RMP compliant until next scheduled surveillance
8	Separating emergency responses
9	Customer Service standards are consistent with the RMP, Civil Contract and generally across the organisation.
10	Use of diagrams and tables and limit repetition to improve readability
11	Review against current CoM Style Guide

5. Public Notifications and Consultation

Statutory Review of Road Management Plan

The initial public notification and open consultation process commenced with inviting public comment and feedback which was advertised in The Age, Government Gazette and CoM community page from 5 December 2020 until 8 February 2021. No public feedback was received.

During this period a series of internal workshops were held to consider all external feedback received via the Risk Management Team.

As a result of the internal workshops the development of a proposed revised RMP was undertaken, refer Attachment 2.

Proposed Amendment of Road Management Plan

The public notification inviting public comment and feedback is to be advertised in The Age, Government Gazette and Participate Melbourne from 1 May 2021. The consultation period concludes on 31 May 2021.

A presentation outlining the proposed changes to the RMP is available, refer Attachment 3.

6. Conclusion

The RMP review has considered the relevance and applicability of the above aspects, namely:

- The Council's current RMP (version 4 - July 2017).
- Recommendations from the Strategic Service Review for the period up to 30 June 2021.
- Internal Review outcomes.
- External Review outcomes.

As result of the broader review processes that included extensive industry feedback it has been established that Council's current RMP 2017 required amendments to align the plan with contemporary industry standards with the key advice to develop a revised RMP with improved intervention levels that are achievable and realistic to improve RMP compliance, remove references to third party assets as they are not Council's responsibility and to reference customer service standards in the RMP that are consistent across the organisation.

The proposed revised RMP also supports the recent changes to the CIS Contract where road asset surveillance functions and management of work orders and customer service is now in-house and under the direct responsibility of Assets and Infrastructure Branch.

Therefore, it is concluded, that the current RMP (July 2017) be amended with the creation of a proposed revised RMP 2021 that is reflective of the internal and external feedback received during this RMP review process pursuant to the requirements of the Road Management Act 2004.

7. Recommendation

It is recommended that the proposed revised RMP 2021 – version 5 be submitted to Council for approval and adoption as the Council's new RMP until the next review is undertaken in accordance with the regulations.

8. RMP Review Endorsement



Signed

Dale Ashley

Coordinator Risk Management

April 2021



Signed

Craig Stevens

Acting Director Infrastructure and Assets

April 2021

9. References:

Road Management Act 2004

Road Management (General) Regulations 2016 (Regulations)

Attachment 1

Documents relevant to the current Road Management Plan – Version 4 – July 2017

1. Road Management Plan – Version 4 - July 2017

[COM_SERVICE_PROD-#11067991-City of Melbourne Road Management Plan 2017 \(version 4\)
Master Copy](#)

2. Road Management Plan Review Report – May 2017

[COM_SERVICE_PROD-#11077442-City of Melbourne Road Management Plan Review - May 2017 -
Accessible Word Version](#)

3. Road Management Plan – Version 3 - July 2015

[COM_SERVICE_PROD-#9249332-Road Management Plan Master Copy \(version 3\) - July 2015](#)

Attachment 2

Proposed Revised Road Management Plan – Version 5 – July 2021

1. Proposed amendments to RMP – version 5 – July 2021

[COM_SERVICE_PROD-#14004764-City of Melbourne Road Management Plan 2021 - Review and update of Version 4 Master Copy of 2017](#)

Attachment 3

Documents relating to the proposed amendments to the Road Management Plan – Version 4 – July 2017

1. Presentation outlining Review of 2017 RMP

[COM_SERVICE_PROD-#14545180-Portfolio Presentation 19 04 2021 - Proposed Changes to 2017 Road Management Plan V4](#)

Submissions received via **Participate Melbourne – Have your say on our updated Road Management Plan. May 2021**

No.	Date	Comments or Questions received	Primary connection to CoM	Post Code	CoM Response, if applicable
13	31-05-21	<p>Via direct email:</p> <ol style="list-style-type: none"> 1. Included the statement in the AAWAG submission to the City of Melbourne-Road Management Plan that safety regulations require maximum speed of travel on footpaths to be mandated at 6 km per hour. 2. The words "safe space for walking" is not mentioned anywhere. Safe separation of space for walkers and riders is not highlighted. 	Visitor	3054	<p>Draft response below sent to Mitch and awaiting feedback. OK to go. 1-06-21.</p> <p><i>Thank you for making a submission on our <u>Road Management Plan</u> consultation. Council's Road Management Plan incorporates maintenance standards for road infrastructure assets such as roads, footpaths, vegetation and trees, tree plots within footpaths and roads, traffic signs and sign supports, drainage pits grates and drainage lids.</i></p> <p><i>The standards of maintenance and frequency of inspections for these road assets can be found in Appendix 2 of the <u>Road Management Plan 2017</u> (MS Word 733KB). These will be superseded by the Road Management Plan 2021 when it is adopted.</i></p> <p><i>We have a commitment to comply with the Road Management Plan by ensuring all road asset defects identified, or reported, are repaired within the prescribed timeframe.</i></p> <p><i>Transport engineering and traffic planning is not part of the <u>Road Management Plan</u>. This service is managed independently from road asset management functions and your comments concerning 'safe space for walking' has been provided to the relevant area for further</i></p>

					<i>consideration. More information on parking and transport can be found here.</i>
12	27-05-21	Correspondence received from Victoria Walks Inc. supporting the introduction of Intervention Standards for Trees and Vegetation as tabled in the draft Road Management Plan. COM SERVICE PROD-#14661407-Road Management Plan - Correspondence received from Victoria Walks Inc.dated May 2021	Organisation	3000	N/A
11	6-05-21	Why do you allow oversized trucks on small streets where they only way they can turn is by mounting footpaths?	Resident	3000	Refer generic response # 2 at bottom of this table <i>Thank you for making a submission on our Road Management Plan consultation. Transport engineering and traffic planning is not part of the <u>Road Management Plan</u>. This service is managed independently from road asset management functions and your comments have been provided to the relevant area for further consideration. More information on parking and transport can be found here.</i>
10	6-05-21	It seems holes in roads and cracks in pavements can be either deeper out larger until there is an intervention. Giving the current state of many roads and footpaths in the CBD due to ongoing constructions and utility works I believe works should be happening after rather than waiting for further degradation. I walk in the city with my son, and ride my bike on the roads. I come into contact with potholes in roads, and cracks and uneven footpaths on a DAILY basis. I have never seen so many metal and plastic plates across the roads and footpaths than what I have encountered in the last 12 months.	Resident	3000	Tailored response: <i>Thank you for making a submission on our Road Management Plan consultation.</i> <i>The review and subsequent proposed changes to the road asset maintenance standards was the result of extensive industry consultation and feedback.</i> <i>The objective was to look for opportunities, wherever possible, to align City of Melbourne's road</i>

					<p><i>maintenance standards with the standards from other Melbourne metropolitan council's, including improving how road defects are assessed and repaired and strengthening the management of customer service outcomes.</i></p> <p><i>In addition, careful planning of finances and allocation of resources is to ensure Council can comply with its Road Management Plan to the specified standards, therefore any proposed changes to the RMP must align with existing budget and resourcing constraints.</i></p> <p><i>Further to the above the maximum target response timeframe to repair defects has not changed. Defects that are assessed as an immediate public risk will be attended to in a much shorter period as instructed by Council.</i></p>
9	6-05-21	<p>Traffic from Dynon road should not have access to North Melbourne</p> <p>Don't build the access roads from Footscray road to feed traffic into north and west Melbourne</p> <p>Close off access across Flemington road from Curzon street to Gatehouse street and vice versa</p> <p>No through traffic in local streets</p> <p>Redesign the Haymarket intersection back to what it was, as a three way intersection ie. no access to or from Peel street</p>	Resident	3052	Refer generic response # 2 at bottom of this table
8	6-05-21	<p>Hi, I understand the safety factor for cyclists, I am one. I am also a driver in the Southbank and surrounding area. I really can't understand cutting the car lanes down to one in each direction along Queensbridge St near Crown. It is already causing immense traffic congestion. Please stop taking away so many traffic lanes for the sake of a small amount of cyclists. Again I am a cyclist. Please be more realistic for all.</p>	Resident	3006	Refer generic response # 2 at bottom of this table

7	6-05-21	<p>Direct via email:</p> <p>Regarding the road Management Plan, specifically footpaths ...</p> <p>A number of problems I am now finding in the city, which seem worse than pre-covid.</p> <ul style="list-style-type: none"> - There are now a number of adult electric stand-up scooter users on footpaths in the city. They are going at speed with no concern for pedestrians, in crowded and uncrowded areas! What is the law regarding these scooters? They are also using bicycle lanes, I have seen two near misses! - Cycle couriers, using footpaths at speed with no concern for pedestrians! Travelling incorrectly on one-way streets, including thru the ped crossing while peds have green light! Often ignoring traffic lights! - the continued blocking of bike lanes by vehicles/taxis, especially on Princes Bridge/Flinders station area; and the length of Swanston street ! - manure in bike lanes = use of bike lane by horse carriages - why? - buskers; at excruciatingly loud volume ! why? why are there no noise limits? <p>So disappointing to find it is worse with less concern/care for others than pre-covid. I have little interest in trying to support small cafes/shops etc, when it is so difficult/dangerous to use the footpaths.</p> <p>COM SERVICE PROD-#14674208-Road Management Plan feedback submission No.7 received direct as a result of Participate Melbourne 6-05-21</p>	Visitor	3188	<p>Refer generic response # 1 at bottom of this table</p> <p><i>Thank you for making a submission on our <u>Road Management Plan</u> consultation. Council's Road Management Plan incorporates maintenance standards for road infrastructure assets such as roads, footpaths, vegetation and trees, tree plots within footpaths and roads, traffic signs and sign supports, drainage pits grates and drainage lids.</i></p> <p><i>The standards of maintenance and frequency of inspections for these road assets can be found in Appendix 2 of the <u>Road Management Plan 2017</u> (MS Word 733KB). These will be superseded by the Road Management Plan 2021 when it is adopted.</i></p> <p><i>We have a commitment to comply with the Road Management Plan by ensuring all road asset defects identified, or reported, are repaired within the prescribed timeframe.</i></p> <p><i>Transport engineering and traffic planning is not part of the <u>Road Management Plan</u>. This service is managed independently from road asset management functions and your comments have been provided to the relevant area for further consideration. More information on parking and transport can be found <u>here</u>.</i></p>
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6	6-05-21	very long and detailed; a simple version would be helpful	Visitor	3188	N/A
5	6-05-21	Some footpaths are in need of upgrading. e.g. a'Beckett St. Basically the whole Queen Victoria Market precinct has some dangerous footpaths. Also, Dudley St between Spencer and Adderley is barely fit for purpose, as are most of the footpaths in that precinct.	Resident	3003	<p>Tailored Response</p> <p><i>Thank you for your feedback regarding footpath maintenance. Our most recent footpath maintenance inspections around the Queen Victoria Market has identified a number of defects which will be rectified over coming weeks. A'Beckett Street is next scheduled for inspection in July and Dudley Street (between Spencer to Adderley streets) in August.</i></p> <p><i>Please feel free to contact me if there is a specific location you are concerned about. Footpath maintenance issues can also be reported online anytime:</i> https://www.melbourne.vic.gov.au/pages/report-issue.aspx</p>
4	4-05-21	No comment made	N/A	N/A	N/A
3	3-05-21	No comment made	N/A	N/A	N/A
2	3-05-21	Does it include lighting for pedestrian safety?	Business	3008	<p>Tailored Response</p> <p><i>Thank you for making a submission on our Road Management Plan consultation. City of Melbourne's Road Management Plan (RMP) incorporates road infrastructure assets such as roads, footpaths, vegetation and trees, tree plots within footpaths and roads.</i></p> <p><i>Other assets included in the RMP are traffic signs and sign supports, drainage pits grates and drainage lids.</i></p>

					<p><i>The current standards of maintenance for these road assets can be found in Appendix 2 of the <u>Road Management Plan 2017</u> (MS Word 733KB). These will be superseded by the Road Management Plan 2021 when it is adopted.</i></p> <p><i>The provision of public lighting services is a separate service contract that incorporates all City of Melbourne owned public lighting and featured metered lighting. The service includes all routine maintenance and repair activities and emergency responses. All electrical maintenance repair works is undertaken by suitably qualified personnel in accordance with the relevant Australian Standards.</i></p> <p><i>While the majority of street lights are managed by electrical companies such as Citipower and Jemena, some public lighting is owned by the City of Melbourne. In areas where City of Melbourne is responsible for public lighting, decisions to improve or enhance areas that may not have sufficient night light, is made on a case by case basis. The management functions for City of Melbourne owned public lighting is not linked to the road assets in the Road Management Plan. Visit our website for more information about <u>public lighting</u> and to view a copy of our <u>public lighting strategy and guidelines</u>.</i></p>
1	3-05-21	As a pedestrian, I like to go on walks to the lake reserve nearest my home, I am very interested in this topic. I also have a current valid Victorian driver's license. I am interested in participating in this project, to assist achieving the best outcomes. So please contact me via email, if I may be of assistance.	N/A	3073	N/A

Generic Response # 1.

Thank you for making a submission on our Road Management Plan consultation. Council's Road Management Plan incorporates maintenance standards for road infrastructure assets such as roads, footpaths, vegetation and trees, tree plots within footpaths and roads, traffic signs and sign supports, drainage pits grates and drainage lids.

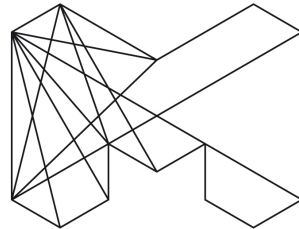
The standards of maintenance and frequency of inspections for these road assets can be found in Appendix 2 of the Road Management Plan 2017 (MS Word 733KB). These will be superseded by the Road Management Plan 2021 when it is adopted.

We have a commitment to comply with the Road Management Plan by ensuring all road asset defects identified, or reported, are repaired within the prescribed timeframe.

Transport engineering and traffic planning is not part of the Road Management Plan. This service is managed independently from road asset management functions and your comments have been provided to the relevant area for further consideration. More information on parking and transport can be found here.

Generic Response # 2.

Thank you for making a submission on our Road Management Plan consultation. Transport engineering and traffic planning is not part of the Road Management Plan. This service is managed independently from road asset management functions and your comments have been provided to the relevant area for further consideration. More information on parking and transport can be found here.



CITY OF MELBOURNE

Road Management Plan

Version 5

June 2021

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1. Executive Summary

The Melbourne City Council (Council) has developed its Road Management Plan (RMP) to meet the legislative requirements of the **Road Management Act 2004** (the Act) and the strategic directions adopted by the Council. The Council is the road authority for municipal roads. The RMP applies to municipal roads only.

The following table shows when the versions of the RMP were adopted by Council.

RMP Version	Date Approved	Reference
Version 1	August 2004	
Version 2	February 2010 (approved under delegation)	
Version 3	July 2015 (approved under delegation)	
Version 4	July 2017 (approved under delegation)	DM#11067991
Version 5	August 2021 (approved by Council)	DM#14004764v6

The RMP identifies responsibilities, maintenance standards and inspection regimes required to manage civil liability as well as demonstrate that the Council, as the road authority, is responsibly managing all the road assets under its control.

Reference is also made to other key Council policies and strategies and consideration is given to these to ensure that the RMP is consistent with the adopted strategic directions.

Details of the management of the road and road related infrastructure for which Council is the relevant road authority are included in the RMP with appropriate inspection, intervention standards and repair timelines designed to balance reasonable standards with community expectations and financial affordability.

The RMP is seen as a dynamic document and, in line with Council's policy on continuous improvement, the plan will be audited regularly as well as being formally reviewed every four years to ensure that the Council can continue to demonstrate that it is responsibly managing its road assets.

2. Introduction

2.1 Background

In order to facilitate the provision of its services to the community, the Council manages an extensive range of community assets. One of the most significant groups of these assets, with regard to the difficulty and expense of managing, are road assets.

The Council is responsible for approximately;

- 250 kilometres of local roads, along with associated footpath, kerb & channel and drainage.
- 23 vehicular and pedestrian bridges, refer Appendix 3.

In addition Council is responsible for footpaths located adjacent to arterial roads.

These assets have an approximate replacement value of \$1,331 million. The Council needs to set aside considerable funding in its annual budget just to meet the depreciation of these assets.

It is important to note that a safe and efficient road network depends heavily upon successfully managing two main components:

- Routine maintenance – repairing day to day wear and tear issues like potholes, cracking, uplifts around trees, failing service trenches/installations etc.
- Renewal/rehabilitation – rehabilitating assets to meet serviceability standards.

This plan is primarily directed towards the routine maintenance described above.

Generally, routine maintenance is funded through Council's operational budget while renewal/rehabilitation is funded through Council's capital works budget.

2.2 Key Stakeholders

Key stakeholders who are users of the road network and/or are affected by it include:

- The community in general.
- Residents and businesses.
- Pedestrians.
- Users of a range of miscellaneous smaller, lightweight vehicles such as pedal cyclists, motorised buggies, wheel chairs, prams, etc.
- Vehicle users using motorised vehicles such as trucks, buses, commercial vehicles, cars and motor cycles.
- Tourists and visitors to the area.
- Utility agencies that utilise the road reserve for their infrastructure.
- State and Federal governments through their road agencies.

- Emergency agencies.
- Traffic and transport managers.
- Construction and maintenance contractors.
- Council.

2.3 Obligations of Road Users

The Act and the *Road Safety Act 1986* outline the obligations of road users to behave in a safe manner, as follows:

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:

- *physical characteristics of the road*
- *prevailing weather conditions*
- *level of visibility*
- *condition of any vehicle the person is driving or riding on the highway*
- *prevailing traffic conditions*
- *relevant road laws and advisory signs*
- *physical and mental condition of the driver or road user.*

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.

A road user must—

- *take reasonable care to avoid any conduct that may endanger the safety or welfare of other road users*
- *take reasonable care to avoid any conduct that may damage road infrastructure and non-road infrastructure on the road reserve*
- *take reasonable care to avoid conduct that may harm the environment of the road reserve.*

2.4 The Act

Following the High Court decision that changed the common law governing civil liability for road management (nonfeasance defence), the State Government initiated a review of the State's road management legislation. As a result, the Act was introduced to establish a legislative framework to allow each road authority to determine its own appropriate RMP.

The purpose of the RMP is to identify responsibilities, reasonable maintenance standards and inspection regimes required to manage public roads based on policy and operational objectives having regard to available resources. The RMP is the basis for demonstrating that the Council is responsibly managing all of the road assets under its control.

The Act states that a RMP:

- *may set relevant standards or policies in relation to the discharge of duties in the performance of road management functions*
- *may include details of the management system that a road authority proposes to implement in the discharge of its duty to inspect, maintain and repair public roads for which the road authority is the coordinating road authority or the responsible road authority*
- *may specify the relevant policies and priorities adopted by the road authority*
- *must include any matters that a relevant Code of Practice specifies should be included in a road management plan.*

For Council, the RMP is part of a total asset management strategy that covers all Council assets.

2.5 Availability of RMP

The RMP may be viewed on Council's website www.melbourne.vic.gov.au.

2.6 Codes of Practice

An important element of the Act is the development of Codes of Practice.

The Act states that the main purposes of Codes of Practice are to provide practical guidance-

- *By setting out benchmarks of good practice in relation to the performance of road management functions by road authorities and the conduct of works managers, infrastructure managers and providers of public transport.*
- *By clarifying or determining how the operational responsibility for different parts or elements of a road reserve is to be allocated between road authorities.*
- *To road authorities in determining how to allocate resources, develop policies, set priorities and make road management plans.*
- *In the performance of road management functions.*

The RMP has been developed to meet the requirements of various Codes of Practice.

The Act states that compliance with a relevant Code of Practice will be admissible as evidence of performance of that function or compliance with the relevant duty.

2.7 City of Melbourne Strategic Direction

The purposes of the RMP are consistent with the direction outlined in two of the Council's key strategies, namely the relevant Council Plan and Transport Strategy.

The relevant Transport Strategy outlines a range of direct actions that the Council will take to deliver integrated transport outcomes. The responsible management of road assets is seen as playing a vital role in the implementation of these strategies. The RMP has been developed to meet the legislative requirements of the Act and the strategic directions adopted by the Council.

2.8 Definitions

Generally, the definitions contained in the Act have been adopted in this document. Other definitions, specific to the Council or not listed in the Act, are set out below.

Term	Definition
Road	The general term for the land between property boundaries used for vehicle or pedestrian movement.
Defect	Means a localised failure or damage to an asset or component, for example a pothole in a road surface.
Maintenance	The activities necessary for retaining an asset at a condition at which it meets its acceptable service outcomes.
Council	Melbourne City Council
Infrastructure and Assets Branch	a branch of the Infrastructure and Design Division at the City of Melbourne.
Pavement	the structural part of the roadway (not footpath), generally made up of crushed rock, stabilised soil or asphalt.
SMEC	Snowy Mountains Engineering Corporation, provider of the system which is utilised by the Council as its road inventory and pavement management system.
Subgrade	The natural ground on which the road pavement sits.
Road Categories	Is a rating given to each Street Segment to reflect its priority for maintenance of civil infrastructure. Pedestrian use and civic profile are the primary criteria applied for selecting the rating. There are four ratings: A, B, C and D.
Inspection frequencies	The frequency of road asset inspections as tabled in Appendix 2.
Tree Plot	The area within a tree plot and tree plot surround is not considered a trafficable area for pedestrians. For those tree plots where hard services have been applied, it is reasonable to expect that pedestrians will walk or stand on these surfaces, particularly in times of high traffic volume. This is not their intended purpose. It is reasonable to expect that some heaving will occur within a certain radius of large trees trunks or tree roots and that pedestrians should in turn be in a position to expect such.

3. Register of Public Roads

3.1 Register Content

Under section 19 of the Act, Council “...*must keep a register of public roads specifying the roads in respect of which it is the coordinating authority*”. The register comprises a listing of road names which describes those roads or part of roads which are Council’s responsibility. A map of the municipality is also a complementary component of the Register of public roads as it shows each road’s precise location.

The Council’s register also includes a listing of some non-road areas such as bike paths, open space and carparks.

Appendix 1 shows a copy of the Council’s municipal map which indicates the boundary of the municipality, but does not include all the roads on the register of public roads.

The Register of public roads may be viewed on Council’s website www.melbourne.vic.gov.au.

3.2 Data Source

The information used to compile the register has been obtained from Council records such as copies of the Government Gazette, Parish Maps, Crown lithographs, subdivision plans, construction plans, written agreements with government departments or private individuals, etc. For some of the older roads and laneways, no written records were available and decisions about responsibility had to be made based on history or management practice.

3.3 Road Hierarchy

A large proportion of the roads within the municipality have a unique nature due to the enormous daily influx of road users in the form of pedestrians, public transport users and private motorists.

While the maintenance standards and intervention levels are mostly the same for all Council roads, a street maintenance category is nominated for frequency of inspection for maintenance activities to reflect its usage profile. Traffic and pedestrian use and civic profile are the primary criteria applied for selecting the four category ratings: A, B, C and D.

The four road categories and associated inspection frequencies are specified in Appendix 2.

A separate listing of all road segments (a road may be broken up into several segments and these may have different inspection categories) may be viewed along with this RMP and the Register of the Public Roads on Council’s web site www.melbourne.vic.gov.au.

3.4 Partnerships

Although the road register is meant to define primary responsibility, the map supporting the Council's Register of Public Roads will show all roads and the responsible authority for management of these roads. Any "other State Road Authority" roads located on non-Council land will be noted as such.

The Council may also have agreements with neighbouring municipalities where a boundary road may be maintained by either authority. This agreement must be identified in the Register of Public Roads. Presently, the Council has no agreements with neighbouring councils.

The Codes of Practice mentioned in Section 2.6 clarify demarcations of responsibility between councils and relevant state government departments and between councils and utilities. Due to the unique nature of a capital city municipality in the state, the Council has in place an arrangement pursuant to Section 15 of the Act with the relevant state government departments that specifies the Council responsibility for median strips, traffic islands, road trees, irrigation systems, etc. in arterial road reserves. This agreement must be reviewed by the parties every two years and can be terminated by either party with six months prior written notice to the other party. In addition, the relevant state government department has accepted responsibility for management and maintenance of all traffic signals and associated line-marking at all signalised installations in the municipality on both arterial and municipal roads, and also for maintenance of fairway line-marking and separators on arterial and local roads.

3.5 Private Roads

A number of roads in the municipality are defined as private roads and are not managed by the Council. They are defined as "municipal roads" under the Act but Council does not consider they are required for general public use, nor are they included in the Council's Register of Public Roads.

The Council is not responsible for private roads and will not inspect or maintain them.

4. Road Asset Register

4.1 Asset Management System

Information on Council's assets is held in its asset management system. The information is considered "core data" which means this data has the highest level of integrity and any data held in Council's asset management system is treated as the official system of record on assets.

In the provision of routine maintenance services information is required to be collected in order to maintain the currency and accuracy of Council's asset management system when the following actions occur:

- asset inspections
- customer service request responses
- maintenance works on assets
- new assets installations
- assets modification or removal.

4.2 Road Asset Register

The Road Asset Register is a key element of Council's overall asset management system that enables it to comply with the evidentiary provisions of the Road Management Act and maintain records of displacements or other matters requiring repair or maintenance that are found on inspection or reported to Council, together with the details of proposed and completed repair and maintenance works.

The Road asset Register forms part of an integrated asset management system, which includes:

- GIS system, which contains spatial data.
- Data register (Asset Master), which contains attribute data and works management data.
- Customer service request system, which records all complaints associated with a particular asset.
- Document management system, which contains Asset related documentation, such as plans, manuals etc.
- A snapshot of this data is maintained in a spreadsheet, which is available for public access via Council's website.

4.3 Clarification of Register Content

It should be noted that not all of the Council's road assets are located on Council roads. In some cases assets, such as signs, might be owned by the Council but located on roads under the management of other responsible road authorities.

Infrastructure associated with the services of other authorities is also located within the road reserve, but is not Council's responsibility. These include services provided

by water, power and telecommunications utilities, as well as tram and train authorities. Under the Road Management Act, these respective utilities/authorities are responsible for maintaining their infrastructure.

The Council has identified that the portion of private property driveway crossings, where pedestrians walk, is part of the footpath, and so the Council's responsibility. The portion of driveway crossings which do not form part of the footpath (for example where they cross nature strips), are the responsibility of the property owner.

Where Council determines that a driveway crossing which is the responsibility of the property owner is not in a safe condition they may serve a notice on the property owner to have defects repaired.

Private building intrusions into footpaths and roadways, such as pavement lights (glass bricks in metal frames surrounded by masonry supports which provide natural lighting to building basements) and cellar access hatches, are the responsibility of the abutting property owner.

Property stormwater drains constructed within the road reserve from the property boundary to a discharge outlet in the kerb or into a Council drain are the responsibility of the property owner to maintain.

Some road assets which also form part of public transport infrastructure (for example level crossings and tram reserves) are the responsibility of the relevant public transport operators in accordance with the infrastructure leases with the relevant government department.

The Council may be required to jointly manage safety risks at level crossings and road/rail bridges through the establishment of safety interface agreements with rail infrastructure managers.

4.4 Pavement Management System

Council has managed its key road assets by adopting the SMEC Pavement Management and Road Inventory System which has been in place for a number of years. The system was originally designed as an inventory, condition summary and budget planning tool for road pavements only but it has the capability to act as an asset register for footpath and kerb and channel as well.

The SMEC system sources base data from Council's Asset Management System for modelling purposes. This includes calculating the Pavement Condition Index (PCI), a composite index based on a number of pavement performance parameters for each pavement section. The outputs of SMEC such as the PCI are then re-imported back into Council's Asset Management System.

The Council undertakes a complete condition survey of all road and footpath assets on a nominal four year cycle for updating of the data in the Pavement Management System.

5. Road Renewal Programme and Maintenance Standards

5.1 Council's Duty of Care

In order to meet its duty of care to road users and the community, Council responsibly manage the road assets under its control. A safe, efficient and effective road network that meets reasonable community expectations can only be achieved if Council has in place a targeted road renewal program (capital works program) and appropriate maintenance standards.

5.2 Renewal Programme

Based on the considerations stated in Section 4 of the RMP, the Council has adopted a long term road asset renewal programme. The list is monitored to take into account any changed conditions that may alter the prioritised listing of projects before a final programme is approved by the Council as part of its annual budget process.

5.3 Reactive Response Processes

Hazards or defects which are reported to Council shall be assessed to determine the level of risk and timeframe in which the defect is to be repaired. For non emergency or high risk defect the repair time is four weeks.

Any reported hazard which poses an immediate threat to the public and their property and is considered high risk and an emergency will have temporary measures implemented within four hours from the time of notification. The intention is to reduce the risk to the public and property to a reasonable and acceptable level until such time as more permanent repairs can be completed. The hazard or defect is required to be fully rectified within four weeks unless otherwise agreed by Council.

Examples of high risk or emergency hazards include a tree that has fallen across the road, a sink hole or significant road infrastructure damage resulting from a traffic accident or fire.

5.4 Customer Service Request System

Council has a Customer Contact Management System that is used to monitor and report on customer requests to ensure that all requests are investigated and actioned to the required standards and within specified timelines. The customer contact management system is also linked to Council's asset management system.

The service provider for the relevant civil infrastructure contract is responsible for ensuring that actions recorded in the asset management system are responded to and properly managed.

5.5 Responding to Customer Service Requests

When Council receives a report of a potential defect by a member of the public or other third parties Council will undertake an initial inspection of the location within seven days.

6. Audit and Review of RMP

6.1 Audit of RMP

An annual internal audit will be conducted to review compliance with the RMP in relation to specified procedures and maintenance standards, in addition to regular reviews of contract performance relating to compliance with appropriate Key Performance Indicators in relation to the RMP.

6.2 Review of RMP

A formal review of the RMP will be conducted every 4 years, in accordance with regulation 301 of the *Road Management (General) Regulations 2005*.

6.3 Amendment of RMP

Unless required as a result of a significant change in budget allocations for road and footpath maintenance, this RMP will not be amended during the life of the plan.

Any revision of the plan would be subject to the consultation and approval processes as detailed in section 54 of the Act.

6.4 Force Majeure

The Council will make every endeavour to meet all aspects of its RMP. However, in the event of natural disasters and events but not limited to, fires, floods, pandemics as well as human factors, but not limited to lack of the Council staff or suitably qualified contractors, because of Section 83 of the Victorian *Wrongs Act 1958*, the Council reserves the right to suspend compliance with its Plan.

In the event that the Chief Executive Officer of the Council, has to, pursuant to Section 83 of the said 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 the Council's Officer in charge of its Plan and inform them that some, or all of the timeframes and responses in the Council's Plan are to be suspended.

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

7. References

7.1 Technical References

- Integrated Asset Management Guidelines for Road Networks (AP-R202) 2002, Austroads Inc.
- International Infrastructure Management Manual (IIMM) 2006, IPWEA.
- *Road Safety Act 1986*.
- *Transport Integration Act 2010*.
- *Local Government Act 1989*.
- VicRoads Standard Specification Section 750 – Routine Maintenance.
- The Act – Codes of Practice (subject to any agreements that may be in place).

7.2 City of Melbourne Documents

- Relevant Council Plan.
- Current Transport Strategy.
- Current Civil Infrastructure Services (CIS) Contract.
- Risk Register.
- Section 15 Arrangement with VicRoads.

8. Appendices

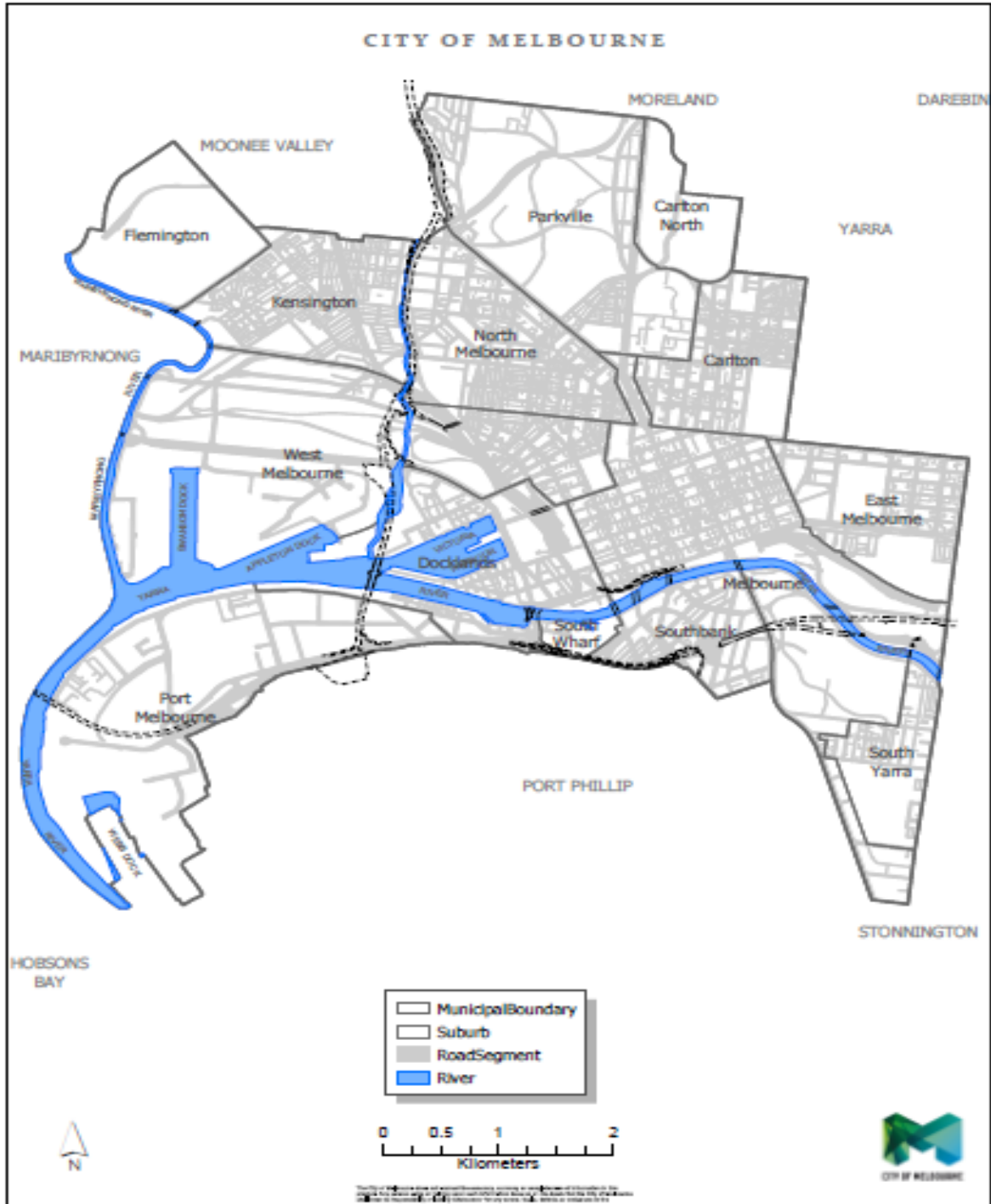
Appendix 1: City of Melbourne Municipal Map

Appendix 2: Standards of Maintenance

Appendix 3: Summary of Maintenance Standards - Bridges

APPENDIX 1

City of Melbourne Map



APPENDIX 2

Summary of Road Maintenance Categories and Road Asset Inspection Frequencies

1. Proactive Road Asset Inspection Frequencies – Assets in Road Reserve (including footpaths but excluding bridges)

Road Category	Road Hierarchy Description	Minimum Inspection Frequency
A	Premium Roads and Public Realm Areas	2 Monthly
B	Arterials	4 Monthly
B	Major Local	4 Monthly
C	Minor Local (CBD)	6 Monthly
D	Laneways, Right of Way and Residential	12 Monthly

2. Standards of Maintenance and Response Times

Asset Category	Description of Defect/ Hazard	Intervention Standard (Maximum Target Response time to reduce risk/ repair defect is 4 Weeks)
Road, Footpath and Shared Zone Segmental Pavement	Level discontinuity (edge steeper than 1:1)	Over 20mm level difference
Road, Footpath and Shared Zone Segmental Pavement	Level discontinuity (edge slope 1:4 to 1:1)	Over 20mm level difference.
Road, Footpath and Shared Zone Segmental Pavement	Mounding or Heaving caused by uplifted area of pavement.	Over 100mm gap under 1.2m straightedge
Road, Footpath and Shared Zone Segmental Pavement	Uneven surface grade caused by sunken area of pavement.	Over 50mm gap under 1.2m straightedge
Road, Footpath and Shared Zone Segmental Pavement	Loose paver unit	Unstable Paver
Road, Footpath and Shared Zone Segmental Pavement	Missing paver unit	Missing
Road, Footpath and Shared Zone Segmental Pavement	Gaps between pitches and / or adjacent assets (including service covers and walls) caused by loss of grout.	Over 40mm depth
Road, Footpath and Shared Zone Segmental Pavement	Gaps between paver units and / or adjacent assets (including service covers and walls) caused by loss of grout.	Over 40mm depth
Asphalt Road and Footpath Pavement	Pavement breakout -potholes / digouts / edge breaks	Over 50mm depth with a diameter greater than 200mm.
Asphalt Road and Footpath Pavement	Pavement deformation– rutting / depressions / shoving	Over 40mm gap under a 1.2m straightedge transverse or under a 3m straightedge longitudinal
Asphalt Road and Footpath Pavement	Mounding or Heaving caused by uplifted area of pavement.	Over 100mm gap under 1.2m straightedge
Asphalt Road and Footpath Pavement	Surface distress – crocodile cracking / flushing	3mm wide cracks and over 1m ²
Asphalt Road and Footpath Pavement	Pavement cracking – block cracks, longitudinal, transverse	3mm wide cracks and over 1m ²

Bluestone and Precast Concrete Kerb	Level difference between adjacent kerbstones.	Over 20mm level difference.
Bluestone and Precast Concrete Kerb	Level difference between uplifted / sunken kerbstones and Footpath.	Over 20mm level difference
Bluestone and Precast Concrete Kerb	Uplifted or sunken kerbstones.	Over 50mm gap under 1.2m straightedge
Bluestone and Precast Concrete Kerb	Displaced laterally	Over 50mm gap under 1.2m straightedge
Bluestone and Precast Concrete Kerb	Broken or chipped	Thickness of missing or loose part over 50mm
Bluestone and Precast Concrete Kerb	Tilted.	Over 1:15 slope in top surface (laterally)
Bluestone and Precast Concrete Kerb	Missing.	Missing
Bluestone and Precast Concrete Kerb	Broken, dislodged or missing render infill at property stormwater outlet.	Thickness of missing or loose part of render infill over 30mm
Bluestone and Precast Concrete Kerb	Loose.	Unstable kerbstone
Bluestone and Precast Concrete Channel	Level difference between adjacent channel sections.	Over 20mm level difference
Bluestone and Precast Concrete Channel	Level difference between uplifted / sunken channel sections and roadway.	Over 20mm level difference
Bluestone and Precast Concrete Channel	Uplifted or sunken channel sections.	Over 30mm gap under 1.2m straightedge
Bluestone and Precast Concrete Channel	Displaced laterally	Over 30mm gap under 1.2m straightedge
Bluestone and Precast Concrete Channel	Broken or chipped	Thickness of missing or loose part over 50mm
Bluestone and Precast Concrete Channel	Missing.	Missing
Bluestone and Precast Concrete Channel	Pooling of water in channel locally.	Over 30mm gap under 1.2m straightedge

Tree Plot and Tree Plot Surrounds within Footpaths	Granitic sand infill level below footpath level in Road Maintenance Category A and B Road Segments	More than 40mm
Tree Plot and Tree Plot Surrounds within Footpaths	Granitic sand infill level below footpath level in Road Maintenance Category C and D Road Segments	More than 40mm
Tree Plot and Tree Plot Surrounds within Footpaths	Permeable surface infill level below footpath level in Road Maintenance Category A and B Road Segments	More than 40mm
Tree Plot and Tree Plot Surrounds within Footpaths	Permeable surface infill level below footpath level in Road Maintenance Category C and D Road Segments	More than 40mm
Tree Plot and Tree Plot Surrounds within Roads	Granitic sand infill level below road level in Road Maintenance Category A B, C & D Segments	More than 40mm
Vegetation and Trees	Overgrown vegetation and trees on Council Roads and VicRoads Roads	Maintain Roadway height clearance > 4.5m
Vegetation and Trees	Overgrown vegetation and trees on Council Roads and VicRoads Roads	Maintain Footpath clearance > 2.5m
Vegetation and Trees	Overgrown vegetation and trees across footpath	Remove encroachment of vegetation on footpath > 250mm
Vegetation and Trees	Overgrown vegetation and trees across shared path	Remove encroachment of vegetation on shared path > 500mm
Vegetation and Trees	Overgrown vegetation and trees across Council Roads and VicRoads Roads	Roadway lateral clearance <1m from back edge of shoulder
Vegetation and Trees	Overgrown vegetation and trees obstructing regulatory and warning signs	Remove obstruction and maintain clear view and line of sight
Vegetation and Trees	Overgrown vegetation and trees obstructing parking signs	Remove obstruction and maintain clear view and line of sight
Vegetation and Trees	Overgrown vegetation and trees obstructing view of intersecting traffic	Remove obstruction and maintain clear view and line of sight
Vegetation and Trees	Overgrown vegetation and trees obstructing Council street lighting	No foliage touching light fitting and no foliage within a cone (60 degrees wide) below the light
Vegetation and Trees	Fallen tree limb obstructing pedestrian/ cyclist traffic	Remove obstruction
Vegetation and Trees	Fallen tree limb obstructing vehicular traffic	Remove obstruction
Traffic Sign and Sign Support	Loose sign and/ or sign support	Repair any component that is not firmly fastened
Traffic Sign and Sign Support	Misaligned sign and/ or sign support	Sign face is more than 20 degrees from correct

		alignment as required by Council's design standards.
Traffic Sign and sign support	Missing sign and/ or sign support	Any missing component
Traffic Sign	Sign face bent by impact or other applied force	Departure from flat surface when measured as gap under a straightedge placed on sign face to be not more than 30mm
Traffic Sign	Sign face curved	Departure from flat surface when measured as gap under a straightedge placed on sign face to be not more than 30mm
Traffic Sign	Metal sign board creased	Previous efforts to straighten bent sign have resulted in unsightly distortion of sign face.
Traffic Sign	Degraded sign face (other than reflectivity)	Not easily readable in the circumstances that the sign is intended to be read. Sign is faded or damaged such that >20% of the sign is illegible from a distance of 15 meters.
Traffic Sign	Defaced with graffiti, paint, sticker or other applied material	Any amount
Traffic Sign	Sign face dirty	Visible deposit of accumulated dirt
Traffic Sign Support	Bent or otherwise damaged	Any component bent out of alignment by more than 10 degrees. Any damage that has caused significant structural weakness.
Traffic Sign Support	Corroded/rusty	More than 20% of surface affected
Traffic Sign and Sign Support	Pedestrian hazard	Any Sign or Sign Support or parts thereof that present an immediate and significant hazard to pedestrians due to height, location, sharp edges etc.
Drainage Pit Grates and Pit Lids	Displaced component	Laterally or vertically displaced by more than 20mm.
Drainage Pit Grates and Pit Lids	Damage	Bent or broken to extent that structural integrity is materially affected or any part is more than 20mm out of alignment.
Drainage Pit Grates and Pit Lids	Missing component	Any missing component.
Drainage Pit Grates and Pit Lids	Rust / corrosion	When a part has rusted or corroded to the extent that the thickness of remaining metal at any point has

		reduced to less than 75% of original thickness.
Drainage Pit Grates and Pit Lids	Uneven trafficable surface	When a component forms part of a surface where pedestrians are expected to walk is lower or higher than adjacent surfaces by more than 20mm.
Drainage Pit Grates and Pit Lids	Hazard to persons or property	Any Drainage Pit component that is a potential immediate and significant hazard to pedestrians, cyclists or vehicular traffic.

Note: While the maximum target resolution time to repair defects is four weeks there may be occasions when this time is reduced due to the nature, size and location of the defect including the assessment of associated risks at the time of assessment.

3. Response Times and Intervention Levels – Pavement Marking

Pavement marking includes all line marking, road marking and raised pavement markers for roads designated as under the Council responsibility but excludes traffic signal and pedestrian crossing line marking maintenance (as per VicRoads Agreement with Council) as well as parking bay and footpath markings.

The Service Provider is responsible for Pavement Marking maintenance and shall ensure that the Council's Target Service Level is maintained. The Council's required service level for Pavement Marking is specified below.

- Line-marking and road-marking condition shall be determined from the retro-reflectivity performance of the glass beads in the line-marking and road-marking.
- For line-marking and road-marking the average level of retro-reflectivity over the City is to be not less than 150 millicandela/square metre/lux (mcd/m²/lx) and the minimum acceptable reflectivity is 120 mcd/m²/lx.
- For raised reflective pavement markers (RRPMs) the minimum acceptable condition is when wear or damage has reduced the reflective surface by 30 per cent..

If the Service Provider is notified of a Pavement Marking that is below the minimum standards specified above, the Pavement Marking shall be renewed within a period that is appropriate for the level of risk to the public. This period shall not exceed 4 weeks.

APPENDIX 3

Summary of Maintenance Standards – Bridge Structures

Bridge Maintenance

Currently the Council has total responsibility for 23 bridges (road and pedestrian) located throughout the city as listed below.

No.	Asset Number	Asset Description
1	1073775	Bridge - Arden Street Bridge
2	1073776	Bridge - Macaulay Road Bridge
3	1073777	Bridge - Morell Bridge
4	1073778	Bridge - Princes Bridge
5	1073779	Bridge - Queens Bridge
6	1073780	Bridge - Sims Street Bridge
7	1073781	Bridge - Stock Subway Bridge
8	1073782	Bridge - Stock Bridge
9	1073783	Bridge - Evan Walker Bridge (formerly Southbank Pedestrian)
10	1073784	Bridge - The Avenue Ped. Underpass
11	1073785	Bridge - Sandridge Foot Bridge
12	1073786	Bridge - Birrarung Marr Foot Bridge
13	1282465	Bridge - Docklands - Collins to Spencer to Stadium Dr Bridge (July 07)
14	1282466	Bridge - Latrobe Street Bridge
15	1282467	Bridge - Webb Bridge
16	1282468	Bridge - Yarra's Edge Promenade Pedestrian Access Ramp
17	1375195	Bridge - Manningham Street Foot Bridge
18	1449246	Bridge - Sims St Footbridge North
19	1449247	Bridge - Sims Street Foot Bridge South
20	1498894	Bridge - 717 Bourke Street Pedestrian Bridge
21	1527877	Bridge - Seafarers Bridge

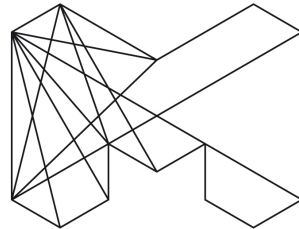
22	1579827	Bridge - Jim Stynes Bridge (Charles Grimes Bridge Underpass)
23	1598059	Bridge - Alexandra Avenue Bicycle Path Ramp

The above list may be altered as new bridges are constructed and added to the Council's asset responsibility.

The 3 levels of inspections are as specified in the applicable Bridge Manual as follows:

- **Level 1:** Routine inspections, twice yearly with a maximum interval of 6 months.
- **Level 2:** Periodical inspections, maximum 2 year interval.
- **Level 3:** Structural inspections/investigations when a problem is detected in a Level 2 inspection.

DRAFT



CITY OF MELBOURNE

Road Management Plan

Version 4

July 2017

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1. Executive Summary

The Melbourne City Council (Council) has developed its Road Management Plan (RMP) to meet the legislative requirements of the **Road Management Act 2004** (the Act) and the strategic directions adopted by the Council. The Council is the Road Authority for municipal roads. The RMP applies to municipal roads only.

The following table shows when the versions of the RMP were adopted by Council.

RMP Version	Date Adopted
1	August 2004
2	February 2010 (approved under delegation)
3	July 2015 (approved under delegation)
4	July 2017 (approved under delegation)

The RMP identifies responsibilities, maintenance standards and inspection regimes required to manage civil liability as well as demonstrate that the Council, as the road authority, is responsibly managing all the road assets under its control.

Reference is also made to other key Council policies and strategies and consideration is given to these to ensure that the RMP is consistent with the adopted strategic directions.

The key risk areas for the Council have been identified as footpaths, roadways, kerb & channel, traffic signs, guard rails, drainage pits, pavement marking, third party assets and bridges. Details of the management of these risk areas are included in the RMP with appropriate maintenance standards designed to minimise the risk to road users while balancing community expectations and financial affordability.

The RMP is seen as a dynamic document and, in line with Council's policy on continuous improvement, the plan will be audited annually as well as being formally reviewed every four years to ensure that the Council can continue to demonstrate that it is responsibly managing its road assets.

2. Introduction

2.1 Background

In order to facilitate the provision of its services to the community, the Council manages an extensive range of community assets. One of the most significant groups of these assets, with regard to the difficulty and expense of managing, are road assets.

The Council is responsible for approximately 259 kilometres of local roads, along with associated footpath, kerb & channel, drainage, and also 20 vehicular and pedestrian bridges. In addition Council is responsible for footpaths located adjacent to arterial roads. These assets have an approximate replacement value of \$1, 083 million. The Council needs to set aside considerable funding in its annual budget just to meet the depreciation of these assets.

It is important to note that a safe and efficient road network depends heavily upon successfully managing 2 main components:

- routine maintenance – repairing day to day wear and tear issues like potholes, cracking, uplifts around trees, failing service trenches/installations etc and
- renewal/rehabilitation – rehabilitating assets to meet serviceability standards.

Generally, routine maintenance is funded through Council's operational budget while renewal/rehabilitation is funded through Council's capital works budget.

2.2 Key Stakeholders

Key stakeholders who are users of the road network and/or are affected by it include:

- the community in general
- residents and businesses
- pedestrians
- users of a range of miscellaneous smaller, lightweight vehicles such as pedal cyclists, motorised buggies, wheel chairs, prams, etc
- vehicle users using motorised vehicles such as trucks, buses, commercial vehicles, cars and motor cycles
- tourists and visitors to the area
- utility agencies that utilise the road reserve for their infrastructure
- State and Federal governments through their road agencies
- Emergency agencies
- traffic and transport managers
- construction and maintenance contractors and
- Council.

2.3 Obligations of Road Users

The Act and the *Road Safety Act 1986* outline the obligations of road users to behave in a safe manner, as follows:

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:

- *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*
- *physical and mental condition of the driver.*

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.

A road user must—

- *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*
- *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*
- *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.*

2.4 The Act

Following the High Court decision that changed the common law governing civil liability for road management (nonfeasance defence), the State Government initiated a review of the State's road management legislation. As a result, the Act was introduced to establish a legislative framework to allow each road authority to determine its own appropriate RMP.

The purpose of the RMP is to identify responsibilities, maintenance standards and inspection regimes required to manage public roads based on policy and operational objectives having regard to available resources. The RMP is the basis for demonstrating that the Council is responsibly managing all of the road assets under its control.

The key risk areas for the Council have been identified and the management of these has been included in the RMP along with operational details of how risks will be controlled and minimised.

The Act states that a RMP:

- *may set relevant standards or policies in relation to the discharge of duties in the performance of road management functions*
- *may include details of the management system that a road authority proposes to implement in the discharge of its duty to inspect, maintain and repair public roads for which the road authority is the coordinating road authority or the responsible road authority*
- *may specify the relevant policies and priorities adopted by the road authority and*
- *must include any matters that a relevant Code of Practice specifies should be included in a road management plan.*

For the Council the RMP is part of a total asset management strategy that covers all Council assets. The RMP is not considered to be a new strategy but rather a summary of what is already occurring in the management of road infrastructure assets. The development of the RMP has been seen as an opportunity to assess and review the adequacy of asset management at the Council.

The development of the RMP was facilitated and coordinated by Engineering Services, having asset management responsibility for road reservations, with assistance from other areas within the Council.

2.5 Availability of RMP

The RMP may be viewed on Council's website www.melbourne.vic.gov.au or at Engineering Services, Level 4, 200 Lt Collins Street, Melbourne.

2.6 Codes of Practice

An important element of the Act is the development of Codes of Practice.

The Act states that the main purposes of Codes of Practice are to provide practical guidance-

- *by setting out benchmarks of good practice in relation to the performance of road management functions by road authorities and the conduct of works managers, infrastructure managers and providers of public transport*
- *by clarifying or determining how the operational responsibility for different parts or elements of a road reserve is to be allocated between road authorities*
- *to road authorities in determining how to allocate resources, develop policies, set priorities and make road management plans and*
- *in the performance of road management functions.*

The RMP has been developed to meet the requirements of the following Codes of Practice:

- Road Management Plans (16 September 2004);
- Clearways on Declared Arterial Roads (16 September 2004);
- Operational Responsibility for Public Roads (30 May 2017);
- Worksite Safety - Traffic Management (31 August 2010); and
- Management of Infrastructure in Road Reserves (28 April 2016).

The Act states that compliance with a relevant Code of Practice will be admissible as evidence of performance of that function or compliance with the relevant duty.

2.7 Melbourne City Council Strategic Direction

The purposes of the RMP are consistent with the direction outlined in two of the Council's key strategies, namely *Council Plan 2013/17* and *Transport Strategy 2012*

One of the goals in the *Council Plan 2013/17* is to achieve “a connected city” and a key outcome sought is:

“We manage movement in and around our growing city to help people trade, meet, participate and move about safely and easily, enabling our community to access all the services and opportunities the municipality offers.”

In order to achieve the various goals in the Council Plan, the *Strategic Resource Plan* has been prepared to ensure that adequate financial resources are available to maintain services at the levels identified in the Council Plan

The Transport Strategy 2012 outlines a range of direct actions that the Council will take to deliver integrated transport outcomes and achieve the goal of all road users being able to “move about safely and easily” on the road network.

The policies and actions outlined in these two key strategies are the result of extensive consultation and collaboration with local, State and Federal agencies along with other important stakeholders including residents and businesses.

The responsible management of road assets is seen as playing a vital role in the implementation of these strategies.

The RMP has been developed to meet the legislative requirements of the Act and the strategic directions adopted by the Council.

2.8 Definitions

Generally, the definitions contained in the Act have been adopted in this document. Other definitions, specific to the Council or not listed in the Act, are set out below.

“AssetMaster” - Council’s integrated asset management system.

“Civil Infrastructure Services Contract 3329” - Part of the Council’s road management system that covers the design, construction and maintenance elements for Council’s road infrastructure and assets. Standards, levels of service and performance targets are specified in the contract documents.

“Council” - Melbourne City Council.

“DTPLI” - Department of Transport Planning and Local Infrastructure (State Government).

“DEPI” - Department of Environment and Primary Industries (State Government).

“ES” - Engineering Services, a branch of the City Planning and Infrastructure Division, Melbourne City Council.

“Pathway” - the Council’s customer requests and tracking system.

“Pavement” - the structural part of the roadway (not footpath), generally made up of crushed rock, stabilised soil or asphalt.

“SMEC” - Snowy Mountains Engineering Corporation, provider of the system which is utilised by the Council as its road inventory and pavement management system.

“Subgrade” - the natural ground on which the road pavement sits.

“VicRoads” - Marketing name for the Road Construction Authority which is the State Road Authority.

“Wearing Course (Seal)” - the top 15 to 35 mm of the road surface, usually bituminous or asphalt material.

3. Register of Public Roads

3.1 Register Content

Under section 19 of the Act, Council “...*must keep a register of public roads specifying the roads in respect of which it is the coordinating authority*”. The register comprises a listing of road names which describes those roads or part of roads which are Council’s responsibility. A map of the municipality is also a complementary component of the Register of Public Roads as it shows each road’s precise location.

The Council’s register also includes a listing of some non-road areas such as bike paths, open space and car parks.

Appendix 1 shows a copy of the Council’s municipal map which indicates the boundary of the municipality, but does not include all the roads on the register of public roads.

The Register of Public Roads may be viewed on Council’s website www.melbourne.vic.gov.au or at Engineering Services, Level 4, 200 Lt Collins Street, Melbourne. The map of the municipality showing each road’s precise location can also be viewed at Engineering Services.

3.2 Data Source

The information used to compile the register has been obtained from Council records such as copies of the Government Gazette, Parish Maps, Crown lithographs, subdivision plans, construction plans, written agreements with government departments or private individuals, etc. For some of the older roads and laneways, no written records were available and decisions about responsibility had to be made based on history or management practice.

3.3 Road Hierarchy

A large proportion of the roads within the municipality have a unique nature due to the enormous daily influx of road users in the form of pedestrians, public transport users and private motorists. This has resulted in the decision not to adopt a formal road hierarchy, meaning that the maintenance standards and intervention levels are the same for all Council roads.

The only activity for which a road category is nominated is frequency of inspection which has been adopted to align with the specification for the Civil Infrastructure Services Contract (No. 3329) (refer Section 4, clause 2.2.4).

Four road categories are specified as listed in **Appendix 2**.

A separate listing of all road segments (a road may be broken up into several segments and these may have different inspection categories) may be viewed

along with this RMP and the Register of the Public Roads on Council's web site www.melbourne.vic.gov.au or at Engineering Services, Level 4, 200, Little Collins Street, Melbourne.

3.4 Partnerships

Although the road register is meant to define primary responsibility, the map supporting the Council's Register of Public Roads will show all roads and the responsible authority for management of these roads. Any "other State Road Authority" roads (e.g. VicRoads, DTPLI, DEPI, roads) located on non-Council land will be noted as such.

The Councils may also have agreements with neighbouring municipalities where a boundary road may be maintained by either authority. This agreement must be identified in the Register of Public Roads. Presently, the Council has no agreements with neighbouring councils.

The Codes of Practice listed in **Section 2.6** clarify demarcations of responsibility between councils and VicRoads and between councils and utilities. Due to the unique nature of a capital city municipality in the state, the Council has in place an arrangement pursuant to section 15 of the Act with VicRoads that specifies the Council responsibility for median strips, traffic islands, road trees, irrigation systems, etc in arterial road reserves. This agreement must be reviewed by the parties every two years and can be terminated by either party with six months prior written notice to the other party. In addition, VicRoads has accepted responsibility for management and maintenance of all traffic signals and associated line-marking at all signalised installations in the municipality on both arterial and municipal roads, and also for maintenance of fairway line-marking and separators on arterial and local roads.

3.5 Private Roads

A number of roads in the municipality are defined as private roads and are not managed by the Council. They are defined as "municipal roads" under the Act but Council does not consider they are required for general public use, nor are they included in the Council's Register of Public Roads. The Council is not responsible for these roads and will not inspect or maintain them.

4. Road Asset Register

4.1 AssetMaster

AssetMaster is the Council's integrated asset management system. Information held in AssetMaster on Council's assets is "core data". This means this data has the highest level of integrity and any data held in AssetMaster is treated as the official system of record on assets.

The components of AssetMaster that are used in the provision of services are listed below

- **AM Asset Register** is the asset register for all of Council's assets
- **AM Work Order** is a module used for managing and recording operational actions, such as works and inspections
- **AM Assessment** is a module used to record the current assessed condition of an asset and
- **AM Catalogue** consists of database tables used to record asset details and other asset related data.

In the provision of routine maintenance services information is required to be collected in order to maintain the currency and accuracy of AssetMaster when the following actions occur:

- asset inspections
- customer service request responses
- maintenance works on assets
- new assets installations and
- assets modification or removal.

4.2 Road Asset Register

The Act requires a Road Authority to establish a road asset register for the purpose of ensuring that the Road Authority performs its statutory duty to maintain public roads.

The Council records the location, type, condition, configuration, and quantity of its road assets in AssetMaster. In addition, a snapshot of this data is maintained in a spreadsheet, which is available for public access via the Council website and updated on a monthly basis.

The Council records the location, type, condition, configuration, and the quality of its road assets in AssetMaster.

The Road Asset Register is a key element of the Council's overall asset management system that enables it to comply with the evidentiary provisions of the

Act and maintain records of defects or other matters requiring repair or maintenance that are found on inspection or reported to Council, together with the details of proposed and completed repair and maintenance works in accordance with Section 15 of the Act.

The register forms part of an integrated asset management system, which includes:

- GIS system, which contains spatial data
- data register (Asset Master), which contains attribute data and works management data
- customer service request system, which records all complaints associated with a particular asset and
- document management system, which contains Asset related documentation, such as plans, manuals, etc.

4.3 Clarification of Register Content

It should be noted that not all of the Council's road assets are located on Council roads. In some cases assets, such as signs, might be owned by the Council but located on a VicRoads road. Similarly, a VicRoads asset might be located on a Council road, e.g. traffic signals.

Infrastructure associated with the services of a number of authorities is also located within the road reserve, but is not the Council's responsibility. These include services provided by water, power and telecommunications utilities, as well as tram and train authorities. Under the Act, these respective utilities/authorities have a responsibility to maintain their infrastructure in a satisfactory manner.

The Service Provider for the CIS Contract is responsible for the third party asset safety management service. The objective is to maintain safety associated with a third party asset that has an identified defect. Within the CIS Contract, defects of third party road / non-road infrastructure will be identified based on Council standards. These standards however may differ from the third party agency service levels and intervention standards in which case the standards adopted by the responsible asset owner take precedence.

The Council has identified that the portion of private property driveway crossings, where pedestrians walk, is part of the footpath, and so the Council responsibility. The portion of driveway crossings which do not form part of the footpath (e.g. where they cross nature strips), are the responsibility of the property owner. However, the Council has a duty of care to ensure such parts of driveways are in a safe condition for the public in general and they will still be subject to the Council's formal inspection process. The Council may serve a notice on the property owner to have defects repaired.

Private building intrusions into footpaths and roadways, such as pavement lights (glass bricks in metal frames surrounded by masonry supports which provide natural lighting to building basements) and cellar access hatches, are the responsibility of the abutting property owner.

Property stormwater drains constructed within the road reserve from the property boundary to a discharge outlet in the kerb or into a Council drain are the responsibility of the property owner to maintain.

Some road assets which also form part of public transport infrastructure (e.g. level crossings, tram reserves) are the responsibility of the relevant public transport operators in accordance with the Infrastructure Leases with DTPLI.

The Council is required to jointly manage safety risks at level crossings and road/rail bridges through the establishment of safety interface agreements with rail infrastructure managers.

4.4 Pavement Management System

The Council has managed its key road assets by adopting the SMEC Pavement Management and Road Inventory System which has been in place for a number of years. The system was originally designed as an inventory, condition summary and budget planning tool for road pavements only but it has the capability to act as an asset register for footpath and kerb and channel as well.

The SMEC system sources base data from the Council's Asset Management System (AssetMaster) for modelling purposes. This includes calculating the Pavement Condition Index (PCI), a composite index based on a number of pavement performance parameters for each pavement section. The outputs of SMEC such as the PCI are then re-imported back into AssetMaster.

The Council undertakes a complete condition survey of all road and footpath assets on a nominal 4 year cycle for updating of the data in the Pavement Management System.

5. Road Asset Management Plan

5.1 Policy and Budgetary Framework

The Act requires that a road asset management plan be included in the RMP and describes it as “*an outline of how road assets will be managed to deliver a safe and efficient road network*”. Such a plan can only be developed using Council’s policy and budgetary framework as the basis for providing assets that support service delivery.

The Council has a ten year indicative renewal budget that is reviewed annually as part of the Council’s business planning cycle. Priorities are set based on issues listed in Section 5.4.4 of this plan. Generally, routine maintenance is funded through Council’s operational budget while renewal/rehabilitation is funded through the works (capital) budget. In recent years, there has been a change in budget focus to asset renewal as opposed to the acquisition of new assets.

5.2 Asset Management Direction

The Council is responsible for over \$3.3 billion worth of infrastructure assets, including community assets on crown land that are managed by the Council. This asset portfolio enables the provision of services to the community and businesses, playing a vital role in the local economy and quality of life.

The Council has shown its commitment to sustainably managing this extensive portfolio of assets by allocating an asset management team within the Engineering Services Branch. The Asset Management team is responsible for integrating and co-ordinating all asset management systems and data bases within the Council.

Recently, the team developed an Asset Management Improvement Plan, which has been adopted by the Executive Management Team and is currently being implemented. The Plan is aligned with the National Asset Management Assessment Framework and aims to deliver a new framework, updated management system, improved data, skills, and processes in the next 3 years. The RMP is seen as one of the components of a total asset management system that covers all of the Council’s assets.

5.3 Development of a Road Asset Management Plan

The Council recognises the vital role assets play in enabling the delivery of effective and efficient services across all areas. In order to meet the considerable challenges of responsible asset management, the Council is in process of establishing and adopting a new asset management framework which will establish the principles for developing asset management plans across the organisation.

In March 2012, Engineering Services developed a Road Asset Management Plan (R-AMP). The R-AMP complements the RMP by providing the background information and further details on road assets. The two Plans are key elements of Council’s strategic road management planning.

The R-AMP combines management, financial, engineering and technical practices to ensure that the level of service required by user groups is provided at the lowest lifecycle cost to the community and within the Council's fiscal constraints.

The R-AMP details:

- Asset function and levels of service
- Future demand
- Life-cycle management plan
- Strategic financial management and
- Monitoring, review and improvement.

In addition, the following asset management guidelines will be used in developing a road asset management system that best meets Council's road asset management needs:

- Integrated Asset Management Guidelines for Road Networks (AP-R202) 2002, Austroads Inc.
- International Infrastructure Management Manual (IIMM) 2006, IPWEA and
- Council and VicRoads Design and Construction Guidelines.

The R-AMP will provide the direction for all asset management activities linked to the Council's annual business planning cycle within the context of delivering a safe and efficient road network to meet community needs taking into account the resources available.

5.4 Other Elements of the R-AMP

5.4.1 Analysis of Accident Data and Traffic Counts

The Council continually analyses accident data and traffic counts to ensure a safe and efficient road network for all road users.

The Council's **Road Safety Plan 2013 - 17** aims to provide the means to create a significantly safer road environment for vulnerable road users throughout the municipality. In order to achieve this, the Road Safety Plan:

- Explores the crash statistics across the City of Melbourne and discusses the conditions experienced by vulnerable road users
- Identifies key road safety concerns across the municipality
- Identifies key behavioural issues that exacerbate all crash casualty figures and
- Defines a programme of social and practical actions that will aid the promotion of a safer road environment across the municipality.

The Road Safety Plan includes the process for analysing incident patterns and for the prioritising of appropriate actions.

Vehicle and pedestrian counts are recorded annually or as required on key routes throughout the municipality to keep abreast of any change in travel patterns, for

both vehicles and pedestrians. For example, in recent years, the introduction of new infrastructure like City Link and Docklands has had a significant impact on the traffic flows within the Central City which has meant some adjustments were required to meet new road user needs.

5.4.2 Road Condition Surveys

Responsible asset management relies on having up to date information about the asset and what affects that asset. It is therefore necessary to conduct periodic surveys to monitor road pavement, road surfacing, structure, and roadside condition at specified intervals depending on the asset, its condition at the previous survey, the volume and nature of road usage, and any risk to safety. As part of this process, service level definitions for each road asset component should be reviewed prior to commencing any new contracts, or renewing existing contracts, in order to ensure that sustainable service levels are maintained.

Road condition surveys are conducted by ES on approximately a four year cycle to ensure information on the Council's road network is kept current.

5.4.3 Analysis of Insurance Claims

The Council reviews insurance claims regarding incidents occurring within the road reserves for which the Council is responsible. These claims are monitored and analysed to pick up any trend with regard to unsafe elements within the road reserves. Reports can be produced showing such information as incident type and exact location which can then be tied into the maintenance programme for that particular asset to assist the assessment process.

5.4.4 Priorities

As part of the Council's annual business planning cycle, a number of factors are considered in helping to develop priorities that best meet community needs.

Expenditure on roads must compete with other Council services so there is a real need for the community to understand what is required to manage, at a sustainable level, all assets for which Council is responsible. This information is constantly communicated to the community so that the feedback can be used to decide on priorities.

Council uses the following to assist in prioritising its expenditure on the road network, with emphasis being placed on asset renewal:

- Council Plan
- Strategic Resource Plan
- Transport Plan
- R-AMP
- inspections
- funding from other government sources
- community complaints and requests
- feedback from various community groups

- analysis of accident data
- monitoring of annual traffic counts and
- analysis of insurance claims.

6. Road Renewal Programme and Maintenance Standards

6.1 Council's Duty of Care

In order to meet its duty of care to road users and the community, Council must responsibly manage the road assets under its control. A safe, efficient and effective road network that meets community expectations can only be achieved if the Council has in place a targeted road renewal programme (i.e. capital works) and appropriate maintenance standards.

6.2 Renewal Programme

Based on the considerations stated in Section 5.4.4 of the RMP, the Council has adopted a long term road asset renewal programme. The list is monitored to take into account any changed conditions that may alter the prioritised listing of projects before a final programme is approved by the Council as part of its annual budget process. Design and construction, based on the appropriate technical standards, associated with the renewal programme is included in the CIS Contract.

6.3 Risk Management and Routine Maintenance Standards

With regard to risk management, the Council has developed a simple risk assessment framework that uses the following risk rating for identified defects as defined in the CIS Contract

High Risk means a Defect or other circumstance which presents an immediate risk of personal injury or significant property damage.

Medium Risk means a Defect or other circumstance which may cause, over time, a personal injury or property damage.

Any other identified defect is considered a low risk and therefore does not require any action apart from monitoring to ensure that the defect, over time, is not upgraded to a medium or high risk rating.

Again, based on issues considered in Section 5.4.4 of the RMP, appropriate maintenance standards have been adopted by the Council in line with community expectations and resources available.

For the road network, all inspections, maintenance works and recording of data are undertaken as part of the CIS Contract. Works associated with bridge structures are conducted by other specialised consultants and contractors.

6.4 Civil Infrastructure Services Contract

The Council's Civil Infrastructure Services (CIS) Contract (No. 3329) was developed to help meet the objectives of the Council's strategic directions regarding the management of its road assets. These strategic directions are reviewed annually as part of the Council's corporate planning and budget processes.

With regard to road assets, the development of the CIS contract specification included:

- the setting of engineering standards for the design and construction of new and refurbished civil infrastructure
- frequency of road inspections
- the standards, intervention levels and response times for the carrying out of routine maintenance on specified road assets
- responding to Council's customer service request and tracking system
- the consultation process
- recording maintenance works and programme actions
- auditing completed maintenance works
- maintenance of Council's road asset register (AM) and
- bridge pavement services.

The maintenance standards and intervention levels specified in the current CIS Contract have been adopted in Council's RMP.

Appendix 2 is a summary of inspections frequencies, intervention levels and maintenance standards used in the CIS Contract for the road network.

Appendix 3 shows inspection frequencies and maintenance standards for bridge structures.

6.5 Customer Service Request System

"Pathway" is the Council's tracking system that is used to monitor and report on customer requests to ensure that all requests are investigated and actioned to the required standards and within specified timelines. Pathway is also linked to "AssetMaster", the Council's integrated asset management system.

The service provider for the CIS contract is responsible for ensuring that actions recorded in the AssetMaster system are responded to and properly managed.

7. Audit and Review of RMP

7.1 Audit of RMP

An annual internal audit will be conducted to review compliance with the RMP in relation to specified procedures and maintenance standards, in addition to regular reviews of contract performance relating to compliance with appropriate Key Performance Indicators in relation to the RMP.

7.2 Review of RMP

A formal review of the RMP will be conducted every 4 years, in accordance with regulation 301 of the *Road Management (General) Regulations 2005*.

7.3 Amendment of RMP

Unless required as a result of a significant change in budget allocations for road and footpath maintenance, this RMP will not be amended during the life of the plan.

Any revision of the plan would be subject to the consultation and approval processes as detailed in section 54 of the Act.

7.4 Force Majeure

The Council will make every endeavour to meet all aspects of its RMP. However, in the event of natural disasters and events but not limited to, fires, floods, as well as human factors, but not limited to lack of the Council staff or suitably qualified contractors, because of Section 83 of the Victorian *Wrongs Act 1958*, the Council reserves the right to suspend compliance with its Plan.

In the event that the Chief Executive Officer of the Council, has to, pursuant to Section 83 of the said 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 the Council's Officer in charge of its Plan and inform them that some, or all of the timeframes and responses in the Council's Plan are to be suspended.

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

8. References

8.1 Technical References

- Integrated Asset Management Guidelines for Road Networks (AP-R202) 2002, Austroads Inc.
- International Infrastructure Management Manual (IIMM) 2006, IPWEA.
- *Road Safety Act 1986.*
- *Transport Integration Act 2010.*
- *Local Government Act 1989.*
- VicRoads Standard Specification Section 750 – Routine Maintenance.
- The Act – Codes of Practice.

8.2 City of Melbourne Documents

- Council Plan 2013/17
 - Strategic Resource Plan Transport Strategy 2012
 - Road Safety Plan 2013/17
 - Civil Infrastructure Services (CIS) Contract (No. 3329)
 - Risk Register
 - Section 15 Arrangement with VicRoads
- R-AMP part A and part B).

9. Appendices

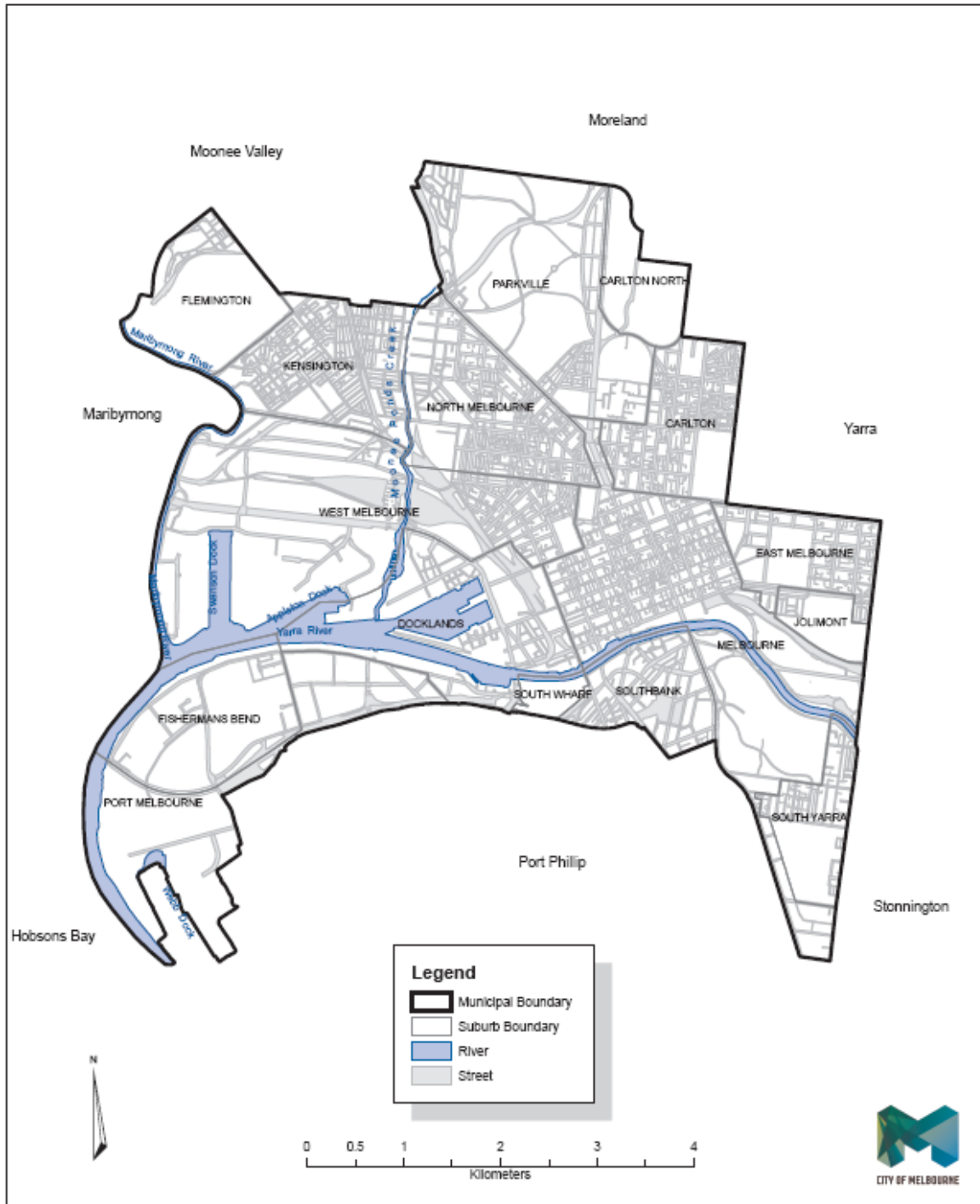
Appendix 1: Melbourne City Council Municipal Map

Appendix 2: Summary of Maintenance Standards - Roads

Appendix 3: Summary of Maintenance Standards - Bridges

APPENDIX 1

Melbourne City Council Municipal Map



APPENDIX 2

Summary of Maintenance Standards - Roads

1. Inspection Frequencies – Assets in Road Reserve (including footpaths but excluding bridges and arterial roads)

Required Inspection Frequencies	
Maintenance Category for Road Segments*	Minimum Inspection Frequency
A	Monthly
B	3 Monthly
C	6 Monthly
D	12 Monthly

* Refer to separate listing for road categories

2. Response Times – Roadway, Footpath, Kerb & Channel

Time Limits for Resolution of Maintenance Issues Roadway, Footpath, Kerb & Channel			
Time when Service Provider becomes aware of issue.	Risk Level	Resolution Time Starting Point	Resolution Time Limit
7.30am to 6.00pm on Business Days	High Risk	Time Defect identified by Road Inspections or time of telephone call from Council	Repair or make safe within 4 hours.
	Medium Risk	Time Defect identified by Road Inspections or time AM Work Order received.	Repair or otherwise resolve within 1 week
	Low Risk	Time Defect identified by Road Inspections or time AM Work Order received.	Repair or otherwise resolve within 4 weeks
Other than 7.30am to 6.00pm on Business Days	High Risk	Time of telephone call from Council	Repair or make safe within 4 hours.

3. Intervention Levels - Footpaths

Footpath and Shared Zone Pavement Intervention Standards and Repair Size Limits		
Defect Type	Intervention Standard	Repair Size Limit.
Level discontinuity (edge steeper than 1:1)	Over 10mm level difference	3m ² within a 20m ² area of the same pavement
Level discontinuity (edge slope 1:4 to 1:1)	Over 20mm level difference.	3m ² within a 20m ² area of the same pavement
Mounding caused by uplifted area of pavement.	Over 40mm gap under 1.2m straightedge	5m ² within a 20m ² area of the same pavement
Uneven surface grade caused by sunken area of pavement.	Over 25mm gap under 1.2m straightedge	5m ² within a 20m ² area of the same pavement
Cracked paver units that are otherwise sound	Paver unit has two or more cracks	Up to 8 cracked paver units within a 20m ² area of paver units.
Loose paver unit	Any discernible movement	Up to 8 loose paver units within a 20m ² area of paver units.
Missing paver unit	Missing	No limit
Gaps between pavers caused by loss of grout.	Over 20mm depth	30m per 50m of road length
Gaps between paver units caused by loss of grout.	Over 20mm depth	30m per 50m of road length
Gaps between paver units and adjacent assets (including service covers and walls) caused by loss of grout or other jointing material or loss of infill render.	Over 20mm depth when width is less than 5mm. Over 15mm depth when width is 5mm to 10mm. Over 8mm depth when width is over 10mm	30m per 50m of road length
Depression caused by sunken area of pavement results in puddle after rain.	Puddle deeper than 10mm.	No limit

4. Intervention Levels - Asphalt Road Pavements

Asphalt Road Pavement Intervention Standards and Repair Size Limits		
Defect Type	Intervention Standard	Repair Size Limit.
Pavement breakout -potholes / digouts / edge breaks	Over 25mm depth	10m ² within a 50m ² area of the same pavement
Pavement deformation - rutting / depressions / shoving	Over 25mm gap under a 1.2m straightedge transverse or under a 3m straightedge longitudinal	10m ² within a 50m ² area of the same pavement
Surface distress – crocodile cracking / bleeding / delamination	Discernible and over 1m ²	10m ² within a 50m ² area of the same pavement
Pavement cracking – block cracks, longitudinal, transverse	Over 3mm width.	All repairs

5. Intervention Levels - Segmental Pavement Roads

Segmental Pavement Roads - Intervention Standards and Repair Size Limits		
Defect Type	Intervention Standard	Repair Size Limit.
Level discontinuity (edge steeper than 1:1)	Over 20mm level difference.	3m ² within a 20m ² area of the same pavement
Level discontinuity (edge slope 1:4 to 1:1)	Over 30mm level difference	3m ² within a 20m ² area of the same pavement
Mounding caused by uplifted area of pavement.	Over 40mm gap under 1.2m straightedge	5m ² within a 20m ² area of the same pavement
Uneven surface grade caused by sunken area of pavement.	Over 25mm gap under 1.2m straightedge	5m ² within a 20m ² area of the same pavement
Cracked paver units that are otherwise sound	Paver unit has two or more cracks	Up to 8 cracked paver units within a 20m ² area of paver units.

Segmental Pavement Roads - Intervention Standards and Repair Size Limits		
Defect Type	Intervention Standard	Repair Size Limit.
Loose paver unit	Any discernible movement	Up to 8 loose paver units within a 20m ² area of pavers
Missing paver unit or pitcher	Missing	No limit
Gaps between pitchers caused by loss of grout.	Over 20mm depth	30m per 50m of road length
Gaps between paver units caused by loss of grout.	Over 20mm depth	30m per 50m of road length
Gaps between paver units or pitchers and adjacent assets (including service covers and walls) caused by loss of grout or other jointing material or loss of infill render.	Over 20mm depth when width is less than 5mm. Over 15mm depth when width is 5mm to 10mm. Over 8mm depth when width is over 10mm	30m per 50m of road length
Depression caused by sunken area of pavement results in puddle after rain.	Puddle deeper than 30mm.	No limit

6. Intervention Levels – Bluestone and Precast Concrete Kerb

Bluestone and Precast Concrete Kerb Intervention Standards and Repair Size Limits		
Defect Type	Intervention Standard	Repair Size Limit.
Level difference between adjacent kerbstones.	Over 20mm level difference.	Up to 3 kerbstones require resetting
Level difference between uplifted / sunken kerbstones and Footpath.	Over 10mm level difference	Up to 3 kerbstones require resetting
Uplifted or sunken kerbstones.	Over 30mm gap under 1.2m straightedge	Up to 3 kerbstones require resetting
Displaced laterally	Over 30mm gap under 1.2m straightedge	Up to 3 kerbstones require resetting
Broken or chipped	Thickness of missing or loose part over 50mm	All repairs are Routine Maintenance

Bluestone and Precast Concrete Kerb Intervention Standards and Repair Size Limits		
Defect Type	Intervention Standard	Repair Size Limit.
Tilted.	Over 1:15 slope in top surface (laterally)	Up to 3 kerbstones require resetting
Missing.	Missing	No limit
Broken, dislodged or missing render infill at property stormwater outlet.	Thickness of missing or loose part of render infill over 30mm	No limit
Loose.	Any discernible movement	Up to 3 kerbstones require resetting

7. Intervention Levels – Bluestone and Precast Concrete Channel

Bluestone and Precast Concrete Channel Intervention Standards and Repair Size Limits		
Defect Type	Intervention Standard	Repair Size Limit.
Level difference between adjacent channel sections.	Over 20mm level difference	Up to 3 channel sections require resetting
Level difference between uplifted / sunken channel sections and roadway.	Over 10mm level difference	Up to 3 channel sections require resetting
Uplifted or sunken channel sections.	Over 30mm gap under 1.2m straightedge	Up to 3 channel sections require resetting
Displaced laterally	Over 30mm gap under 1.2m straightedge	Up to 3 channel sections require resetting
Broken or chipped	Thickness of missing or loose part over 50mm	All repairs are Routine Maintenance
Missing.	Missing	No limit

8. Response Times – Traffic Signs and Sign Supports

Time Limits for Resolution of Traffic Sign and Sign Support Maintenance Issues Includes Only Regulatory, Warning, Advisory and Guide Signs and Hazard Markers			
Time when Service Provider becomes aware of issue.	Circumstances of Defective Sign or Sign Support.	Resolution Time Starting Point	Resolution Time Limit
7.30am to 6.00pm on Business Days	Bent or otherwise displaced asset is high risk to persons or property.	Time Defect identified by Road Inspections or time of telephone call from Council	Rectify or make safe within 4 hours.
	Traffic regulatory sign is missing or otherwise substantively ineffective.	Time Defect identified by Road Inspections or time AM Work Order received.	Rectify within 1 day.
	All other circumstances	As above	Rectify within two (2) weeks
Other than 7.30am to 6.00pm on Business Days	Bent or otherwise displaced asset is high risk to persons or property.	Time Defect identified by Road Inspections or time of telephone call from Council	Repair or make safe within 4 hours.

9. Intervention Levels – Traffic Signs and Sign Support

Sign and Sign Support Maintenance - Intervention Standards Includes Only Regulatory, Warning, Advisory and Guide Signs and Hazard Markers		
Asset type	Defect Type	Intervention Standard
Signs with Class 2 and Class 2A retro reflective background	Degradation of photometric performance	Residual coefficient of luminous intensity of the background sheeting falls below 80 per cent of the minimum standard specified in Tables 2.3 and 2.4 of AS/NZS 1906.1:2007 for Entrance angle 4 deg and Observation angle 0.2 deg.
Signs with Class 1 retro reflective background	Degradation of photometric performance	Residual coefficient of luminous intensity of the background sheeting falls below 80 per cent of the minimum standard specified in Table 2.1 of AS/NZS 1906.1:2007 for Entrance angle 4 deg and Observation angle 0.2 deg.
Sign	Sign face bent by impact or other applied force	Departure from flat surface when measured as gap under a straightedge placed on sign face to be not more than 2 per cent of the linear dimension of the sign face along the line of the straightedge.
	Sign face curved	Departure from flat surface when measured as gap under a straightedge placed on sign face to be not more than 3 per cent of the linear dimension of the sign face along the line of the straightedge.
	Metal sign board creased	Previous efforts to straighten bent sign have resulted in unsightly distortion of sign face.
	Degraded sign face (other than reflectivity)	Not easily readable in the circumstances that the sign is intended to be read.
	Defaced with graffiti, paint, sticker or other applied material	Any amount

	Sign face dirty	Visible deposit of accumulated dirt
Sign and Sign Support Maintenance - Intervention Standards Includes Only Regulatory, Warning, Advisory and Guide Signs and Hazard Markers		
Asset type	Defect Type	Intervention Standard
Sign Support	Bent or otherwise damaged	Any component bent out of alignment by more than 5 degrees. Any damage that has caused significant structural weakness.
	Corroded/rusty	More than 20 per cent of surface affected
Signs and Sign Support	Pedestrian hazard	Any Sign or Sign Support or parts thereof that present a hazard to pedestrians due to height, location, sharp edges etc.

10. Response Times – Guard Rails

Time Limits for Resolution of Guard Rail Maintenance Issues			
Time when Service Provider becomes aware of issue.	Circumstances of Defective Asset.	Resolution Time Starting Point	Resolution Time Limit
7.30am to 6.00pm on Business Days	Damaged or otherwise defective asset is high risk to persons or property.	Time Defect identified by Road Inspections or time of telephone call from Council	Make safe or maintain within 4 hours.
	Part or whole of asset is damaged or otherwise defective to the point of being non-functional	Time Defect identified by Road Inspections or time AM Work Order received.	Maintain or replace within 1 week.
Other than 7.30am to 6.00pm on Business Days	Damaged or otherwise defective asset is high risk to persons or property.	Time Defect identified by Road Inspections or time of telephone call from Council	Repair or make safe within 4 hours.

11. Intervention Levels – Guard Rails

Guard Rail Maintenance - Intervention Standards	
Defect Type	Intervention Standard
Failed footing	Any discernible movement or displacement
Loose at footing or base	Any discernible movement
Loose component - not secure.	Any discernible movement
Missing – in whole or part	Any missing item
Bent or otherwise damaged	Any component bent out of alignment by more than 5 degrees. Any damage that has caused significant structural weakness.
Non-functional	Any non-functional component.
Pedestrian hazard	Any asset or parts thereof that present a hazard to pedestrians due to height, location, sharp edges etc.
Not vertical	More than 10 degrees off the vertical
Dented,	Total area of dents over 5 per cent per cent of the surface in view.
Corroded/rusty	More than 5 per cent of surface affected

12. Response Times – Third Party Assets

Third Party Assets means assets owned by parties other than the Council that are associated with the Civil Infrastructure. A Third Party may be a Utility, VicRoads, an owner of a property or other party.

Pursuant to Clause 6 of Schedule 7 of the Act, Council does not owe a duty of care to maintain third party assets. Further, pursuant to Section 104 of the Act, if the owner of the third party asset has failed to discharge its duty of care in relation to its third party asset, the Council cannot be held liable in any civil proceedings, even if the Council has a discretionary power to either take remedial action or to require the owner of the third party asset to take remedial action.

Time Limits for Actions in Response to Third Party Asset Defects*			
Time when Service Provider becomes aware of issue.	Risk Level	Time Limit Starting Point	Time Limits
7.30am to 6.00pm on Business Days	High Risk	Time Defect identified by Road Inspections or time of telephone call from Council	Make safe within 4 hours. Notify asset owner within 1 hour. Notify asset owner a second time (if necessary) within 1 day.
	Medium Risk	Time Defect identified by Road Inspections or time AM Work Order received.	Notify asset owner within 1 day. Notify asset owner a second time (if necessary) within 1 week.
Other than 7.30am to 6.00pm on Business Days	High Risk	Time of telephone call from Council	Make safe within 4 hours.

***Note: In all cases, notification to asset owner is to be recorded with the appropriate reference numbers and explanatory notes to demonstrate that duty of care has been documented. Once this procedure has been implemented, the defect listed under the RMP is closed.**

13. Intervention Levels – Third Party Assets

Third Party Assets – Intervention Standards		
Asset Type	Defect Type	Intervention Standard
Service covers in footpaths	Missing cover	All missing covers
	Cover higher than footpath surface, defined edge at line of level difference (steeper than 1:1)	Level difference exceeds 10mm at any point.
	Cover lower than footpath surface.	Level difference exceeds 15mm at any point when measured under a straightedge.
	Cover displaced and protrudes above footpath level	Protrudes more than 30 mm above footpath.
	Cover surface slippery.	Below standard required by appropriate Australian Standard for slip resistance of pedestrian surfaces.
	Cover not secure - moves when stepped on.	Cover flexes or rocks within its frame by more than 6mm.
	Cover surface infill worn away leaving exposed metal ridges.	Exposed metal ridges over 8mm high
	Damaged cover.	Cracked or otherwise failed cover that may collapse.
Service Covers in Roads	Missing cover	All missing covers
	Cover lower than road surface.	More than 30mm below road surface level
	Cover lower than road surface in bicycle lane	More than 10mm below road surface level
	Cover higher than road surface.	More than 15mm above road surface level
	Cover higher than road	More than 5 mm above road

	surface in bicycle lane	surface level
	Cover not secure.	Cover flexes or rocks within its frame under wheel impact.
	Cover surface infill worn or broken away leaving exposed metal ridges	Exposed metal ridges over 30mm high
	Damaged cover.	Cracked or otherwise failed cover that may collapse.
Tree Pits within Footpaths (note that the third party in this case is Council's Parks Services Branch)	Granitic sand infill level below footpath level in Road Maintenance Category A and B Road Segments	More than 30mm
	Granitic sand infill level below footpath level in Road Maintenance Category C and D Road Segments	More than 50mm
Cabinets, poles and other "road furniture" type assets	Protruding and sharp parts.	Any situation where pedestrians may be injured or may tear their clothes by coming in contact with the assets or parts of assets when passing by.
Pavement at pedestrian crosswalks on Arterial Roads and in Tram Reserves	Uneven surface Defects as specified for footpath surfaces	As for footpath surface defects
Driveway crossings – part normally used as trafficable surface for pedestrians	Uneven surface Defects as specified for footpath surfaces	As for footpath surface defects
Valve covers	Missing	All
	Below footpath level	More than 20mm below a straightedge placed on the footpath

	Above footpath level.	More than 10mm.
Third Party Assets – Intervention Standards (continued)		
Asset Type	Defect Type	Intervention Standard
Basement pavement lights	Missing glass panels	Where a missing glass panel has resulted in a hole in a trafficable surface.
	Uneven surface Defects as specified for footpath surfaces	As for footpath surface defects

14. Response Times – Third Party Pavement Reinstatement Non-compliances

Time Limits for Actions in Response to Third Party* Pavement Reinstatement Non-compliances			
Time when Service Provider becomes aware of issue.	Risk Level	Time Limit Starting Point	Time Limits
7.30am to 6.00pm on Business Days	High Risk	Time Defect identified by Road Inspections or time of telephone call from Council	Make safe within 4 hours. Notify responsible Third Party within 1 hour. Notify responsible Third Party a second time (if necessary) within 1 day.
	Medium Risk	Time Defect identified by Road Inspections or time AM Work Order received.	Notify responsible Third Party within 1 day. Notify responsible Third Party a second time (if necessary) within 1 week.
	Low Risk	Time Non-compliance identified by Road Inspections or time AM Work Order received.	Notify responsible Third Party within 1 week. Notify responsible Third Party a second

			time (if necessary) within 1 month.
Other than 7.30am to 6.00pm on Business Days	High Risk	Time of telephone call from Council	Make safe within 4 hours.

***Note: In all cases, notification to asset owner is to be recorded with the appropriate reference numbers and explanatory notes to demonstrate that duty of care has been documented. Once this procedure has been implemented, the defect listed under the RMP is closed.**

15. Intervention Levels – Third Party Pavement Reinstatements

Third Party Pavement Reinstatements – Intervention Standards		
Status of Road Opening	Defect Type	Intervention Standard
Temporary asphalt patch in footpath	Level discontinuity at edge of excavation or at pit cover where edge is steeper than 1:1	Over 10 mm
	Patch surface not even – low points	Level difference exceeds 20 mm at any point when measured under a straightedge bridging patch.
	Patch is mounded.	Straightedge placed on top of mound and parallel with footpath surface is more than 20mm above footpath or any point within patch.
Temporary asphalt patch in road	Level discontinuity at edge of excavation or at pit cover where edge is steeper than 1:1	Over 20 mm
	Patch surface not even – low points	Level difference exceeds 40 mm at any point when measured under a straightedge bridging patch.
	Patch is mounded.	Straightedge placed on top of mound and parallel with road surface is more than 40mm above road or any point within patch.
Road Opening not sealed	Excavation in road or footpath surface left with unsealed aggregate fill surface.	All occurrences.
Steel plate cover on road	Displaced or likely to become displaced.	All occurrences.
	Edge of plate higher than road.	Likely to cause damage to car tyres.

Third Party Pavement Reinstatements – Intervention Standards (continued)		
Status of Road Opening	Defect Type	Intervention Standard
Steel plate cover on footpath	Displaced or likely to become displaced.	All occurrences.
	Edge of plate higher than footpath – no ramping.	More than 20mm.
Temporary patch on road or footpath	Old temporary patch.	Appears to have been in place for longer than it should have been before being replaced with permanent surface reinstatement.
Relatively recent asphalt patch in road or footpath	Perimeter not rectilinear	Edges of patch are irregular and ragged - not clean straight lines.
	Not well compacted.	Has open texture or holes in surface
	Not smooth and even.	More than 4mm gap under a straightedge
	Footpath – patch surface higher than surrounding pavement	Straightedge placed on patch and parallel with footpath surface is more than 10mm above footpath.
	Road – patch surface higher than surrounding pavement	Straightedge placed on patch and parallel with road surface is more than 20mm above road.
	Road and footpath - patch surface lower than surrounding pavement	More than 5mm gap under a straightedge bridging patch.

Third Party Pavement Reinstatements – Intervention Standards (continued)		
Status of Road Opening	Status of Road Opening	Status of Road Opening
Footpath - relatively recent bluestone paver, or other type of segmental pavement reinstatement	Level difference between adjacent units	More than 2mm.
	Wide joints between adjacent units	More than 5mm
	Overuse of render rather than pavers cut to fit spaces.	More than 20mm wide
Relatively recent Bluestone Kerb and gutterstone channel	Level difference between adjacent units	More than 4mm
	Overuse of render rather than units cut to fit spaces.	Units to be generally butt jointed but closing gap may be filled with coloured render up to 50mm wide
All pavement reinstatement works	Compliance with Council's reinstatement standard specifications	Any non-compliance

16. Response Times – Drainage Pits (Grates and Pits Lids)

Time Limits for Resolution of Drainage Pit Maintenance Issues			
Time when Service Provider becomes aware of issue.	Risk Level	Resolution Time Starting Point	Resolution Time Limit
7.30am to 6.00pm on Business Days	High Risk	Time Defect identified by Road Inspections or time of telephone call from Council	Repair or make safe within 40 minutes.
	Medium Risk	Time Defect identified by Road Inspections or time AM Work Order received.	Repair or otherwise resolve within 1 week
	Low Risk	Time Defect identified by Road Inspections or time AM Work Order received.	Repair or otherwise resolve within 4 weeks
Other than 7.30am to 6.00pm on Business Days	High Risk	Time of telephone call from Council	Repair or make safe within 70 minutes.

17. Intervention Levels – Drainage Pits (Grates and Pit Lids)

Drainage Pit Maintenance – Intervention Standards	
Defect Type	Intervention Standard
Displaced component	Laterally or vertically displaced by more than 15mm.
Damage	Bent or broken to extent that structural integrity is materially affected or any part is more than 10mm out of alignment.
Missing component	Any missing component.
Rust / corrosion	When a part has rusted or corroded to the extent that the thickness of remaining metal at any point has reduced to less than 75 per cent of original thickness.
Uneven trafficable surface	When a component forms part of a surface where pedestrians are expected to walk is lower or higher than adjacent surfaces by more than 10mm.
Hazard to	Any Drainage Pit component that is a potential hazard to

persons or property	pedestrians, cyclists or vehicular traffic.
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18. Response Times and Intervention Levels – Pavement Marking

Pavement marking includes all line marking, roadmarking and raised pavement markers for roads designated as under the Council responsibility but excludes traffic signal and pedestrian crossing line marking maintenance (as per VicRoads Agreement with Council) as well as parking bay and footpath markings.

The Service Provider is responsible for Pavement Marking maintenance and shall ensure that the Council's Target Service Level is maintained. The Council's required service level for Pavement Marking is specified below.

- Line-marking and road-marking condition shall be determined from the retroreflectivity performance of the glass beads in the line-marking and road-marking.
- For line-marking and road-marking the average level of retro-reflectivity over the City is to be not less than 150 millicandela/square metre/lux (mcd/m²/lx) and the minimum acceptable reflectivity is 120 mcd/m²/lx.
- For raised reflective pavement markers (RRPMs) the minimum acceptable condition is when wear or damage has reduced the reflective surface by 30 per cent..

If the Service Provider becomes aware of a Pavement Marking that is below the minimum standards specified above, the Pavement Marking shall be renewed within a period that is appropriate for the level of risk to the public. This period shall not exceed 4 weeks.

APPENDIX 3

Summary of Maintenance Standards – Bridge Structures

Bridge Maintenance

Currently the Council has total responsibility for 20 road and pedestrian bridges located throughout the city as listed below.

Arden St Bridge	The Avenue Bridge
Macaulay Rd Bridge	Birrarung Marr Park Pedestrian Bridge
Morell Bridge	Southbank Pedestrian Bridge (to be known as Evan Walker bridge)
Princes Bridge	La Trobe Street Bridge
Queens Bridge	Stock Bridge Maribyrnong River
Sims Street Bridge	Collins Street Bridge
Stock Subway Bridge	Seafarers Bridge
Webb Bridge	Manningham Street Bridge
Sandridge Bridge	Sims St Footbridge North
Bourke Street Pedestrian Bridge (717 Bourke St)	Sims St Footbridge South

The above list may be altered as new bridges are constructed and added to the Council's asset responsibility.

The CIS Contract covers maintenance of the flexible pavement component of bridges (not integral with the deck) for the roadway and footpath on all road and/or pedestrian bridges. All other bridge components are covered by a separate contract for inspection and maintenance services.

Specialist contractors are engaged to undertake the inspections, routine maintenance and works (minor or major) in accordance to the levels of service specified in the VicRoads Bridge Manual.

The 3 levels of inspections are as specified in the VicRoads Bridge Manual as follows:

- **Level 1** – routine inspections, twice yearly with a maximum interval of 6 months
- **Level 2** – periodical inspections, maximum 2 year interval and
- **Level 3** – structural inspections/investigations when a problem is detected in a Level 2 inspection.