



**AGENDA APPENDIX**  
**Ordinary Meeting of Council**  
**Wednesday 26 June 2013**

**AGENDA ITEM FOR SEPARATE DISTRIBUTION TO COUNCILLORS AND EXECUTIVE LEADERSHIP TEAM DUE TO DOCUMENT SIZE.**

**THE ITEM IS ACCESSIBLE VIA THE COUNCIL WEBSITE OR BY CONTACTING GOVERNANCE ON 03 5662 9222.**

**E.15 ADOPTION OF THE ROAD MANAGEMENT PLAN 2013**

**APPENDIX 1**

Due to the size of the referral documents to the Road Management Plan, these have not been circulated with this paper. Please visit Council's website [www.southgippsland.vic.gov.au](http://www.southgippsland.vic.gov.au) / A - Z / Road Management Plan 2013.



**South Gippsland  
Shire Council**  
*Come for the beauty, Stay for the lifestyle*

# ROAD MANAGEMENT PLAN 2013

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South Gippsland Shire Council  
Road Management Plan 2013  
To be adopted by Council on 26 June 2013

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Referral documents are not located in this document.  
Please refer to Council’s Website:  
[www.southgippsland.vic.gov.au / A-Z / Road Management Plan 2013](http://www.southgippsland.vic.gov.au / A-Z / Road Management Plan 2013)



## **1. Introduction**

### **1.1. Background**

The South Gippsland Shire Council has developed this Road Management Plan (RMP) in accordance with the requirements of the Victorian Road Management Act 2004 (the Act). The purpose of the Act is to establish a coordinated management system for public roads that will promote safe and efficient state and local public road networks and the responsible use of road reserves for other legitimate purposes, such as the provision of utility services.

### **1.2. Purpose of the Road Management Plan**

In accordance with the Act the purposes of this plan are:

- To establish a management system for the road management functions of the South Gippsland Shire Council (SGSC) which is based on policy, operational objectives and available resources.
- To set the relevant standard in relation to the discharge of duties in the performance of those road management functions.

### **1.3. Relation to Council's Strategies and Planning Process**

This RMP has been developed in line with:

- Asset Management Policy.
- Asset Management Strategy.
- Council Plan.
- Long Term Financial Plan.
- Road Infrastructure Asset Management Plan

The outcomes resulting from level of services adopted in the Road Infrastructure Asset Management Plan has been incorporated in this RMP, considering the financial constraints in the Long Term Financial Plan (LTFFP).

### **1.4. Legislative and Statutory Requirements**

The RMP has been prepared in accordance with following Acts, Regulations and Code of Practices:



- Local Government Act 1989.
- Road Management Act 2004.
- Road Management (General) Regulations 2005.
- Road Management (Works and infrastructure) Regulations 2005.
- Code of Practice for Road Management Plans.
- Code of Practice for Operational Responsibility for Public Roads.
- Code of Practice for Management of Infrastructure in Public Road Reserves.
- Code of Practice for Worksite Safety – Traffic Management.

South Gippsland Shire Council is the designated Coordinating Road Authority for Council Roads as indicated in the road register and is responsible for care and management of those roads.

## 1.5. Availability of the Road Management Plan

The RMP is available for viewing by the public at the South Gippsland Shire Council office at 9 Smith Street, Leongatha between the hours of 8.30am and 5.00pm Monday to Friday. The copy is held by Council's Assets Department and Operations Department.

The plan may also be viewed by visiting Council's website at [www.southgippsland.vic.gov.au / A-Z / Road Management Plan](http://www.southgippsland.vic.gov.au / A-Z / Road Management Plan).

## 2. Public Roads User Rights and Responsibilities

### 2.1. Definitions of terms

Terms used in this RMP have the same meaning as the specific definitions included in the Act. For the purposes of this RMP the following additional terms have been defined as:

**Public Road** any road within the meaning of section 17 of the RMA, includes freeways, arterial roads, declared roads under the Local Government Act 1989 or under section 14 of the RMA.

**Council Road:** any road which is not a State road or Laneway where Council is the responsible road authority and the road is



included in the register of public roads as per section 19 of the Act.

- Arterial Roads:** roads managed by VicRoads.
- Laneway:** a narrow road, generally less than 6.1 metres in width, not being a municipal road, providing access to the rear of properties. Laneways can be constructed with bluestone pavers or the like or be unconstructed.
- Other roads:** roads in State forests and reserves (e.g. Parks Victoria), unmade road reserves currently not used by public (e.g. Department of Environment and Primary Industries (DEPI) road reserves) and roads on private properties.
- Pathway:** includes a footpath, bicycle path or other area constructed or developed by Council, being the responsible road authority, for use by the members of the public other than a motor vehicle and included in the register of public roads as per section 19 of the Act.
- Ancillary Area:** an area designated as ancillary area by Council - includes lookouts and other areas adjacent to the road.
- Roadside:** any land within the boundaries of a road reserve excluding the road pavement and associated road infrastructure.
- Level of Service:** is the defined service quality for the road against which performance may be measured and relates to quality, quantity, reliability, responsiveness and cost.
- Defect:** a localised failure in an asset, for example potholes in a road surface or a joint displacement in a concrete footpath.
- Intervention Level:** the extent of a defect above which the defect may pose an unacceptable risk to users of that asset.
- Responsible Officer:** a Council Officer authorised to carry out the functions defined in this document, for example Road Inspector / Bridge Inspector / Area Officer etc.
- Response Times:** the time to repair or make defects safe, identified by inspections undertaken by Council officers, or defects notified by the public. Response Time is measured from the time the defect is identified by, or notified to, Council. The nominated response time is not precise with a 10% margin being allowable.





## 2.2. Register of Public Roads

Section 19 of the RMA requires Council to keep a Register of Public Roads. The purpose of the Register is to identify public roads in the shire, as defined in section 17 of the RMA, for which Council is the responsible authority. The Road Register includes all the matters specified in Schedule 1 of the RMA.

The roads included in the Register are all the roads within the Shire that are currently used by the public and maintained by Council. The Register excludes roads that are under the control of other state authorities such as VicRoads, DEPI and Parks Victoria and private property owners. There are many unmade and unnamed road reserves currently not used by the public within the Shire. The land under these road reserves are under the control of DEPI and the Road Register does not include these roads. Council is not responsible for maintenance of these roads or the land under these road reserves as per Road Management Act 2004. If any of these roads are required for public use, Council will consider opening the road to the public, provided the road users agree to fund the associated work to upgrade the road to the required standard.

The Register of Public Roads has been developed from the revised Road Hierarchy and existing maintenance records of the South Gippsland Shire Council. The Register of Public Roads is amended each time an existing road or a gifted road is declared a public road or, is closed or discontinued.

The Footpath Register indicates all the footpaths along the roads that are maintained by Council. The standard of footpath maintenance is detailed under the infrastructure maintenance system, section 4 of the RMP. The Footpath Register is a living document that will be updated as new footpaths are constructed or gifted in subdivisions.

The Road Register<sup>1</sup> and the Footpath Register<sup>2</sup> are referral documents to the RMP.

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<sup>1</sup> Referral Document No. 1a 'Road Register 2013' TRIM Ref D1875013



Road Register\_2013.tr5

<sup>2</sup> Referral Document No. 1b 'Footpath Register 2013' TRIM Ref D1886413



Footpath Register 2013.tr5



## 2.3. Key Stakeholders

The following key stakeholders are recognised as having an interest in the service provided by the local road network:

### External

- Road users.
- Pedestrians.
- Private and Commercial Vehicle Operator Organisations.
- The South Gippsland community.
- Services and Utility authorities – Melbourne Water, South Gippsland Water, Telstra, SP AusNet, Jemna etc.
- Emergency Services - Victoria Police, Vic State Emergency Services, and the Country Fire Authority.
- Neighbouring Councils.
- Government Agencies - VicRoads, Department of Environment and Primary Industries (DEPI), West Gippsland Catchment Management Authority (WGCMA).

### Internal

- Councillors.
- Assets Department.
- Operations Department.
- Sustainability Department.
- Governance Department - Contract Management.
- Engineering & Projects Department.
- Finance Department.
- Customer Service.
- Contractors.



## 2.4. Community Obligations

### 2.4.1 Duties of road user

Under Section 17A of the Road Safety Act 1986:

- (1) *A person who drives a motor vehicle on a highway must drive in a safe manner having regard to all the relevant factors, including (without limiting the generality) the –*
  - *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.*
- (2) *A road user other than a person driving a motor vehicle must use a highway in a safe manner having regard to all relevant factors.*
- (3) *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 damage road infrastructure and non-road infrastructure on the road reserve.*

### 2.4.2 Livestock on Roads

Under the provision of Local Laws No 1, Clause 10:

- (1) *Subject to sub-clause (2) a person who owns or in charge of livestock must not cause or allow the livestock to be physically on a Road unless, in accordance with a permit:*
  - (a) *The livestock are being driven:*
    - (i) *through the municipal district; or*





- (a) *each point of vehicular access from a carriageway on a Road to the land has an appropriate and properly constructed vehicle crossing.*
- (b) *A vehicle crossing is considered appropriate if it meets current Council guidelines.*

For the purposes of this clause a vehicle crossing is properly constructed if:

- (a) *it was constructed by or in accordance with the terms of an approval by the Council or a State Road Authority; or*
- (b) *the Council has approved in writing the method of construction of the particular Vehicle crossing*

### **Constructing, Removing or Altering**

Clause 28 of the Local Law No 1 indicates that:

*A person must not, without a permit, or consent from the relevant State Road Authority, construct, install, remove or alter a vehicle crossing, whether temporarily or permanently.*

### **Temporary Vehicle Crossings**

Clause 29 of the Local Law No 1 indicates that:

- (1) *Where any building works are to be carried out on a property abutting a Road, and the value of the works exceeds \$10,000 or the works involve installation of a swimming pool, demolition or building removal/re-erection, the landowner or builder must obtain from the Council an Asset Protection permit prior to commencing the works. The Council will also require the payment of a bond to cover reinstatement of any damaged asset as determined by the Council from time to time and in each individual case.*
- (2) *The person commissioning the building works must repair any damage to Council assets resulting from the activity, and where this is not done the Council may use the bond to repair the damage. Where the bond proves insufficient to cover the cost of repair of all of the damage, the person commissioning the works must pay the difference to the Council on demand.*
- (3) *The amount of the bond required under sub-clause (3) must be proportionate to the likely cost of repairing any damage and must be refunded on completion of the work or, where appropriate, may be retained by the Council to offset the costs of repairing any damage.*

### **Redundant Vehicle Crossings**

Clause 30 of the Local Laws No 1 indicates that:



- (1) *Where works on a property involve the relocation or closure of a point of vehicular access, the owner and occupier of the land must ensure that any redundant part of a vehicle crossing is removed and the kerb, drain, footpaths, nature strips or other part of the Road is reinstated to the satisfaction of the Council or an Authorised Officer.*
- (2) *The Council or an Authorised Officer may require the owner or occupier of land to remove any part of or all of a vehicle crossing for which there is no effective point of vehicular access and to reinstate the Road.*

### **Restriction of Use**

Clause 31 of Local Laws No 1 indicates that:

*If, in the opinion of the Council, a Road, or part of a Road, is likely to be damaged by a particular class of Vehicle, the Council may, in accordance with this Division, prohibit such Vehicles from using that Road, or part of the Road, for as long as it considers is necessary to prevent the damage.*

More details can be obtained by referring to the Council local laws on Council's website [www.southgippsland.vic.gov.au / Local Laws / Local Laws / General Local Law No 1](http://www.southgippsland.vic.gov.au / Local Laws / Local Laws / General Local Law No 1).

## **2.5. Delegations**

As per current "S6 Delegation" document adopted by the Council in January 2009, the Manager Assets, Asset Management Coordinator, Manager Engineering and Projects and Manager Operations have the delegated authority to make amendments to the RMP and the Road Register provided the necessary funds for maintenance have been approved by Council.



### 3. Road Management

#### 3.1. Road Hierarchy

Council's Road Hierarchy is a 4 tier system based on the traffic volume namely, Connector Roads, Access Streets, Access place, and Access Track. These four categories are sub divided again into rural and urban based on the location<sup>3</sup>.

This hierarchy is used to prioritise the inspection regimes and maintenance works. The defect intervention levels are defined based on the risk associated with each hierarchy level.

**Table 3-1 – Road Hierarchy**

URBAN ROADS			RURAL ROADS		
CLASS	HIERARCHY	DESCRIPTION	CLASS	HIERARCHY	DESCRIPTION
1	CONNECTOR STREET	A regionally strategic road connecting major urban areas links to the arterial network. Traffic volumes $\geq$ 2,000 AADT	1	CONNECTOR ROAD	A regionally strategic road connecting major urban areas. Traffic volumes $\geq$ 200 AADT
2	ACCESS STREET	A street or service lane providing local residential traffic volume between 200 and 2,000 AADT.	2	ACCESS ROAD	A medium length road linking to the connector road network traffic volume between 50 and 200 AADT.
3	ACCESS PLACE	A minor street or side / rear lane whose primary function is to provide local residential property access traffic volumes below 200, AADT.	3	ACCESS PLACE	A 'formed & gravelled' or "formed only" no through road with traffic volumes below 50, AADT.

#### 3.2. Footpath Hierarchy

Footpath Hierarchy is basically based on the pedestrian volumes and location. There are three classes of footpaths as detailed in the Table 3-2.

<sup>3</sup> Referral Document No. 4 'Operations Department Procedures' TRIM Ref D1583313



Operations Procedures .tr5

**Table 3-2 – Footpath Hierarchy**

CATEGORY	DESCRIPTION
Business / Commercial	A footpath that caters for large volumes of pedestrians, and is located only in the business or commercial zones within townships.
Local Crossing / Collector	A footpath that primarily provides a link to business, commercial, public recreation, medical or school facility areas.
General Access	A footpath that primarily provides access to residential property.

### 3.3. Road Management Responsibilities

#### 3.3.1 Agreements with adjoining municipalities

South Gippsland Shire Council shares municipal boundaries with five other Victorian councils. For the majority of roads crossing these boundaries the limits of demarcation for road management responsibilities is clearly defined.

There are, however, a number of boundary roads for which the limits of responsibility need to be defined. To address this, Council has entered into formal agreements with Bass Coast Shire Council and Baw Baw Shire Council. Council is negotiating with Cardinia Shire Council, Latrobe City Council, and Wellington Shire Council, with whom it shares boundary roads, to define management responsibilities. These agreements are referral documents to this RMP (refer to Referral Document No 2 - Agreements with Adjoining Municipalities).

#### 3.3.2 Demarcation Agreement with Vic Roads

Under Section 37 of the Road Management Act, Council is responsible for the following components of an arterial road:

- Any part of the roadway not used by the through traffic.
- Roadsides in urban areas.
- Service roads.
- Median strip between the roadway and the service road.
- Any pathways, other than those on freeway reserves.

Beyond these limits there are a number of areas that have historically been maintained by Council but are the responsibility of VicRoads. To ensure that the current levels of service continue, Council has entered into a number of





arrangements with VicRoads to transfer and/or delegate road management functions. These arrangements are referral documents to this RMP<sup>4</sup>.

### **3.3.3 Agreements with DEPI/Parks Victoria**

There are a number of public roads that continue into or through land managed by the DEPI or Parks Victoria. Currently Council is negotiating with DEPI and Parks Victoria to establish demarcation boundaries for maintenance management of these roads.

### **3.3.4 Agreement with Tourist Railway**

According to Rail Safety Act 2006 (Vic) the rail operator required to identify and assess risks that may arise from operations at certain interfaces and seek to enter into Safety Interface Agreements (SIA) with other relevant parties to manage risks. South Gippsland Shire Council is still negotiating with VicTrack and Tourist Railway to finalise the SIA and expected to be completed soon. As per guide lines and standard template for SIA, Council is responsible for maintenance of the road surface beyond 2.44m from the outer track.

### **3.3.5 Non-Road Infrastructure (Utility Assets)**

Schedule 7 of RMA has specified duties of the Operations Manager or Works Manager with regard to utility assets. The provision and maintenance of these assets are the responsibility of individual utility infrastructure manager.

As the coordinating authority for road infrastructure, Council is required to coordinate the use of road reserves for installation, and maintenance of non-road assets. To this effect, Council will coordinate with non-road infrastructure managers to:

- Ensure the safety of road users and the community.
- Minimise disruption and inconvenience to road users.
- Protect the environment.
- Protect the physical integrity of the road and road reserve including the infrastructure.

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<sup>4</sup> Referral Document No. 3 'Demarcation Agreement with VicRoads' TRIM D1875513



Demarcation Agreement.tr5



## 4. Infrastructure Maintenance System

### 4.1. Maintenance Program

Council's maintenance system for road infrastructure is outlined in the Road Infrastructure Asset Management Plan, Appendix 1 – Maintenance System.

### 4.2. Road Hierarchy

A road hierarchy / classification is used as the basis for developing Council's maintenance management system for the management of its roads. Public Roads are classified in a hierarchical system (Referral Document No 4 – Operations Department Procedure #1 - Road Hierarchy Classification Procedure<sup>5</sup>).

Formalisation of a road hierarchy is one of the requirements of the RMA as it defines the level of commitment by Council with respect to maintenance intervention levels, inspection frequency and response times.

### 4.3. Inspection Frequency

Regular inspections are undertaken of Council's road assets in accordance with the following intervals (refer Table 1), to ascertain that the assets provide a safe level of passage to the general public and meet Council's adopted service standards.

**Table 1 – Inspection Frequencies**

CLASS	SOUTH GIPPSLAND SHIRE COUNCIL CLASSIFICATION	INSPECTION FREQUENCY
1	Connector Streets & Roads	2 Monthly
2	Access Streets & Roads	2 Monthly
3	Access Places	2 Monthly
4	Access Tracks	12 Monthly

<sup>5</sup> Referral Document No. 4 'Operations Department Procedures' TRIM Ref D1583313



Operations Procedures .tr5



#### 4.4. Footpath Hierarchy and Inspection Frequency

An important aspect of footpath assessment is the hierarchy of footpaths. As footpaths are subjected to different volumes of pedestrians they must be assessed relative to the position in the footpath hierarchy. There are three different classes within the footpath hierarchy, viz business/commercial, crossing, and general access, as shown in Table 2 (refer to Referral Document No 4 – Operations Department Procedure #2 - Footpath Hierarchy Classification Procedure).

**Table 2 – Footpath Hierarchy / Inspections**

SOUTH GIPPSLAND SHIRE COUNCIL CLASSIFICATION	CODE	INSPECTION INTERVAL
Business/Commercial	B	1 Year
Local Crossing/Collector	C	1 Year
General Access	G	3 Years

#### 4.5. Minimum Service Levels

The minimum levels of service that will be adhered to are described in detail in Referral Document No 5 - Minimum Levels of Service<sup>6</sup>. The minimum service level targets define the intervention regime for each function of the road maintenance operation.

#### 4.6. Routine Maintenance (Unplanned /Reactive)

This type of maintenance results from defects that are brought to our attention by the community, the responsible officer or other Council officers. These defects are likely to create danger or serious inconvenience to users of the network and will lead to further deterioration of the asset, therefore require immediate or urgent attention.

The responsible officer determines whether a defect requires urgent attention based on a risk assessment undertaken at the time of inspection. Requests from the community are dealt with by the Area Maintenance Supervisor (or other relevant officer) and the risk assessed. These issues are handled via the “Customer Request System” and/or Conquest Asset Management System.

<sup>6</sup> Referral Document No. 5 ‘Minimum Levels of Service’ TRIM D1573013





#### **4.6.1 Prioritisation of reactive maintenance works**

The responsible officer will prioritise the necessary works. To efficiently manage these maintenance tasks the works are prioritised based on the maintenance program priority matrix (Refer to Section 6 - Maintenance System).

#### **4.6.2 Temporary measures**

In the event that repairs are unable to be undertaken within the prescribed response times or are required to be prioritised, temporary measures may be implemented to reduce the risk of an incident until such time as maintenance or repair works can be completed. Examples of such measures may include erection of appropriate warning signs, temporary repairs or temporary road closures.

#### **4.6.3 Emergency Works**

Emergency Works require an immediate response to undertake actions to ensure the safety of road users and the public as a result of emergency situations and events such as traffic incidents, fires, floods, storms, spillages, and the like, and assistance under the Victorian State Emergency Response Plan.

Designated Council Staff form a Response Team when and as required. This Emergency Response Team responds as soon as possible to emergency situations and events. The Response Team will either repair, or make safe the “emergency” situation until rectification works can be completed.

Council provides Emergency Works response 24 hours a day, 7 days per week by contacting the Council office anytime on 5662 9200. Depending upon the nature and severity of the situation, emergencies will be dealt with as soon as practicable to ensure the risk to life and property is minimised.

### **4.7. Routine Maintenance (Planned/Proactive)**

Planned routine maintenance captures those defects that are not considered urgent and can be dealt with in a programmed way. These are usually the defects identified by the Responsible Officer and are prioritised using the Minimum Service Levels criteria (see Referral Document No 5 - Minimum Levels of Service<sup>7</sup>). Examples of these activities include, but are not limited to:

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<sup>7</sup> Referral Document No. 5 'Minimum Levels of Service' TRIM D1573013



Minimum Levels of Service.tr5



- Pothole patching.
- Grading.
- Sealed pavement repairs.
- Roadside vegetation.
- Clearing/cleaning of open drains.
- Picking up of rubbish within road reserves.
- Minor bridge maintenance such as tightening of fixtures and cleaning scuppers.
- Removal of hazards.

#### **4.7.1 Prioritisation of proactive maintenance works**

The responsible officer will prioritise the necessary works. To efficiently manage these maintenance tasks the works are prioritised based on the basis of the priority matrix included in the Maintenance System (refer to the Road Infrastructure Asset Management Plan, Appendix 1 – Maintenance System).

### **4.8. Periodic Maintenance**

Periodic maintenance comprises cyclic activities, usually a more extensive kind than those of routine maintenance. The need for these activities is usually assessed through condition data and the required work planned.

Activities that come under the heading of “periodic maintenance” include sealed roads pavement rehabilitation and resurfacing, gravel road re-sheeting and bridge re-decking.

#### **4.8.1 Annual Road Resealing Program**

The Road Resealing Program is an annual program that involves placing a reseal on the existing sealed surface. The primary focus is for the renewal / replenishment of the surface however, includes maintenance activities to all assets within the road reserve. These maintenance activities include:

- Surface resealing.
- Guidepost replacement.
- Sign cleaning / replacement / removal.
- Drain reshaping and clearing.



- Vegetation trimming.
- Culvert and drain outfall works.
- Minor pavement repairs.
- Line marking.

Details of this program are contained in Referral Document No 4 - Operations Procedure #9 – Sealed Roads Periodic Maintenance Program<sup>8</sup>.

#### **4.8.2 Annual Road Re-sheeting Program**

The re-sheeting of unsealed roads is a necessary regular activity due to loss of pavement material resulting from:

- Degradation of stone.
- Climatic conditions, i.e. wind and rain.
- Scouring and erosion.
- Traffic abrasion.
- Maintenance practices.
- Pavement material selection.

The development of the annual gravel road resheeting program is undertaken in a similar manner to that used for the Road Resealing Program. The associated maintenance activities are similar to those identified in the reseal program above.

Details of this program are contained in Referral Document No 4 - Operations Procedure #8 – Periodic Maintenance Unsealed Roads<sup>8</sup>.

#### **4.8.3 Bridge Inspection Program**

This program is carried out and the details are contained in Referral Document No 4 - Operations Procedure # 17 - Bridge Maintenance Inspections<sup>8</sup>.

#### **4.8.4 Footpath Rehabilitation Program**

The program utilises the annual footpath condition inspections to prioritise works based on a combination of defect severity and footpath classification.

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<sup>8</sup> Referral Document No. 4 'Operations Department Procedures' TRIM Ref D1583313





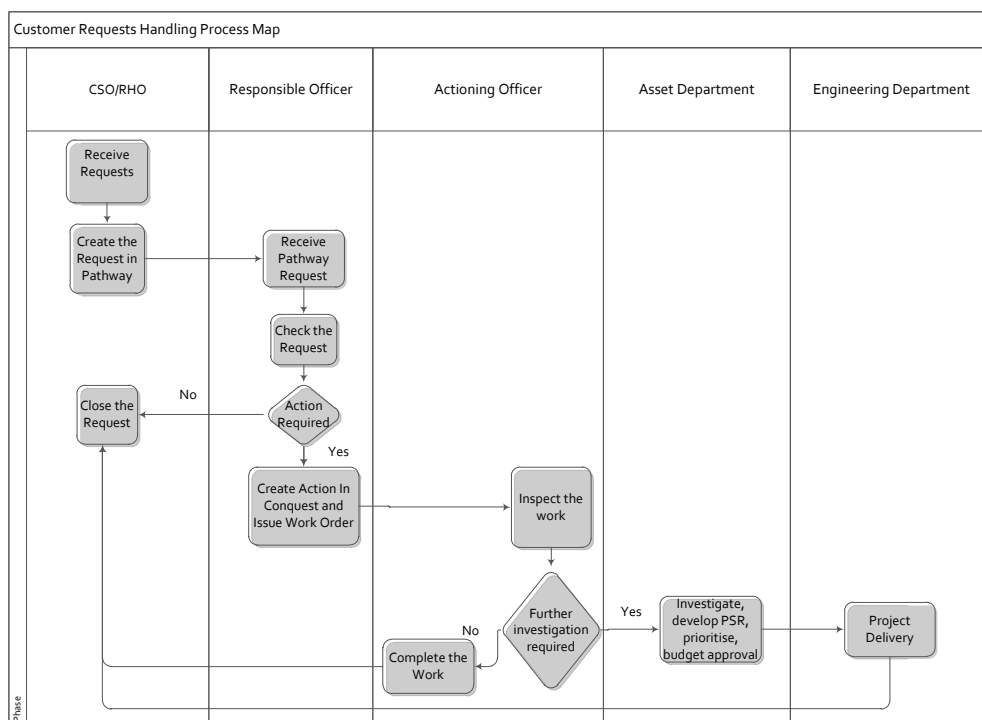
Utilising this method ensures that those areas of greatest risk to path users are addressed first.

The key objective of the program in the future will be to repair and/or replace footpaths as their effectiveness and or ability to remain safe become unacceptable.

Details of this program are contained in Referral Document No 4 - Operations Procedure #4 - Footpath Reporting (Maintenance), to deal with requests from the community.

### 4.9. Request Handling

Council receives customer service requests through a variety of means. Usually they will be in the form of a direct telephone call to Council’s Request Handling Officer, to the main office switchboard, or through direct contact with customer service staff at the main office and depot. Figure 1 indicates the customer request handling process.



**Figure 1 – Customer Request Handling Process**

To minimise response times (in line with Council’s Customer Service Charter) and to ensure that a permanent record is kept, customer requests are recorded and transmitted to the relevant department/contractor using a computerised Customer Request Management System (GEAC Pathways). The request management process involves the initial request recording / customer acknowledgement, its referral for action/attention, notation of action taken/proposed to be taken and, finally, the customer request



“action taken” reply / closing off and filing of the request. The actions arising from customer requests as well as from the regular inspections are raised against individual assets in Conquest Asset Management system.

Council’s Asset Management system (Conquest) and Customer Request Management System (Pathways) are key elements of Council’s overall records management system that will enable 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 through inspections or reported to Council, together with the details of proposed and completed repair and maintenance works.

#### **4.10. Emergency conditions**

Notwithstanding Council making every endeavour to meet all its obligations under this plan there are circumstances under which Council may not be able to meet all or any of these obligations. If these circumstances are beyond the control of Council, then Council reserves the right to suspend the plan.

In the event of natural disasters and events such as fires, floods, storms droughts and the like, as well as with human factors, but not limited to lack of Council staff or suitably qualified Contractors, Council reserves the right to suspend compliance with its Road Management Plan, as provided in the Section 83 of the Victorian Wrongs Act, 1958.

In the event that the CEO of South Gippsland Shire Council is required, pursuant to Section 83 of the Victorian Wrongs Act, 1958, to consider the limited financial resources of Council and its other conflicting priorities, meaning Council’s RMP cannot be met, the CEO will write to inform the Council Officer in Charge of its RMP that some or all of the timeframes and response times in Council’s RMP are to be suspended.

Once the events beyond the control of Council have abated, or if the events have partly abated, Council’s CEO will write to inform Council’s Officer responsible for Council’s RMP which parts of Council’s RMP are to be reactivated and when this shall occur.

#### **4.11. Resources**

The resources needed to carry out all the functions specified in the Road Management Plan are provided in the Long Term financial Plan. These includes operations and capital works.





## **5. Performance Management and Review**

### **5.1. Performance Monitoring**

Fortnightly reports are generated through Conquest Asset Management system indicating a list of defects, actions created and the number of actions completed within the stipulated intervention time as per this Plan. This information is used to monitor the work progress as well as compliance with the RMA. Non-compliant actions are dealt within the fortnight. Monthly reports are submitted to the Director Engineering Services. Quarterly reports are forwarded to Executive Leadership Team and Council as part of the Council's quarterly reporting process.

### **5.2. Audits**

The internal auditor appointed for auditing RMP will select a few roads randomly and check the RMP compliance and reports to the MAV Auditor annually for risk management relating to roads and footpaths as a check on measured performance levels.

Manager Operations will run the reports named 'RMA Compliance' and 'RMA Outstanding Actions' fortnightly in Conquest Asset Management System as a monitoring mechanism for non-compliance and send a monthly report to Director Engineering Services. Asset Management System Administrator will extract the information relating to RMP actions from Conquest and include a report in council's quarterly report. This report will include number of defects found, actions created, action completed after the intervention time and action not completed within the quarter.

The Road Management Plan is to be reviewed in accordance with the Road Management Act 2004.

### **5.3. Road Management Plan Amendments**

The Road Management Plan shall be amended, if necessary, after the review date, in accordance with division 2 (section 303 to section 306) of Road Management (General) Regulation. When the Road Management Plan is amended, an electronic copy of the previous Road Management Plan is to be kept and the date of change recorded.



## 6. Maintenance System

### 6.1. Scope of System

This Council has developed a system for maintaining the roads infrastructure based on:

- Hierarchy - road and footpath.
- Hazard Inspection frequency.
- Minimum Service Levels.
- Condition Surveys.
- Routine Maintenance – Reactive.
- Routine Maintenance – Planned.
- Periodic Maintenance.

The objective of this process is to ensure a safe trafficable local roads network and for Council to be aware as far as practicable of the state of the road infrastructure for which it is responsible.

### 6.2. The Methodology – Zone Maintenance Program

The responsible officer along with respective zone maintenance supervisor inspects all the roads in 2 zones (North and South combination) per week covering all the 16 zones within two months using mobile computing device and imports all the defects found as per Table 3 into the Conquest Asset Management System. All the outstanding customer requests will be investigated and reported during these inspections through the mobile computing device.

Two fully equipped maintenance teams (north and south) follow the inspected zones on the following week attending to all priority one and two defects and programmed works. These teams rotate through the 16 zone within two months completing all priority one and two works including programmed works.

These inspections include road surface, bridge surface, road marking, road furniture, roadside vegetation and drainage assets. In addition to our inspections we collate the on-going feedback from, works teams, road users, and the general community



Work teams systematically visit the zones for a one-week period with the scheduling of visits tied into special community/Council events whenever possible, an example of the proposed schedule is attached. The size of the zones and location of the boundaries are determined by the amount of work that can be undertaken in one week. They will be reviewed annually.

Upon completion of the Area Zone Assessment, all items requiring scheduled routine maintenance are allocated a priority according to the level of risk (see below for the Risk Assessment and Priority Procedure). The four (4)-tier priority system as follows:

#### **6.2.1 Priority 1 – Urgent Works**

This work constitutes a high risk and requires urgent attention.

#### **6.2.2 Priority 2 – High Priority Works**

This work will be addressed during the one week scheduled zone maintenance period.

#### **6.2.3 Priority 3 – Medium Priority Works**

This work is likely to be addressed during the one week scheduled routine maintenance period, subject to the extent of urgent works. If this is not feasible, these works will be re-scheduled at the start of the next routine maintenance period, in eight weeks' time.

#### **6.2.4 Priority 4 – Low Priority Works**

These works may be addressed during the one week scheduled routine maintenance period only after all Priority 1, 2 and 3 works are complete. If this is not feasible, these works will then be scheduled for the next maintenance period.

Once prioritised, all jobs will be scheduled prior to commencement of works. This allows for all priority 1 and 2 items to be addressed during a single week period.

At the completion of an eight week cycle, the team will commence the process again. Works will be programed to include current defect actions and requests and priority 3 and 4 works remaining from the previous routine maintenance period.



### 6.3. Risk Assessment and Priority Response Matrix

#### 6.3.1 Step 1 – Risk Assessment

	Less than \$20,000	\$20,001-\$50,000	\$50,001-\$200,000	\$200,001 - \$2,000,000	Greater than \$2,000,000
Human (OH&S) OH&S issues, Public liability and Human Resource issues	Minor injury or first aid required. Lost time recorded. Less than 2 weeks. Min Medical Costs.	Minor Injury or illness. Lost time recorded. Less than one Month	Minor Injury or illness. Lost time recorded – More than one Month less than a year.	Serious Injury or illness. Lost time recorded - Over one year.	Death or permanent emotional and or physical disability. Potential prosecution. Lost time recorded
Service Delivery Project management, Contractors, Customer services, Staff resourcing	Minor or less than one day disruption to service delivery.	10% or less than one week disruption to service delivery.	11 – 50% or less than one week disruption to service delivery.	51-90% or more than one week to one month service disruption.	90% or more than one month service disruption
<b>Image and reputation</b> <i>Media coverage, customer requirements and perception.</i>	Can be resolved within one week with nil / low community effects or concern.	Can be resolved within 1 – 3 months with low community concern.	Can be resolved within a year with likely local press / local community concern. Possible prosecution.	Can be resolved within 1 – 5 years. Strong regional press / community interest. Loss of community confidence and / or prosecution likely.	Difficult to resolve in the long term. State or national press / community interest. Accompanied with a loss of reputation. Prosecution.
<b>Environmental</b> <i>Fraud, assets / property loss, resources, public liability, OHS regulations and non-compliance.</i>	No or very little impact.	Minor damage to a restricted area. Possible prosecution.	Restricted, damage to local area. Can be resolved within 1 year. Possible prosecution.	Damage to more than one area. Can be resolved with 1 – 5 years. Prosecution expected.	Major disaster affecting a wide area. Potentially resolved long term. Prosecution
<b>Insurance</b> <i>Loss of or inadequate cover.</i>	Minimal liability for loss.	Liability for consequential loss.	Liability for consequential loss.	Liability for consequential loss. Prosecution expected.	Liability for consequential loss. Prosecution.
Service Target	Well below service target.	Below service target and would not normally reach service target before next programmed maintenance.	Has reached or may reach service target before next programmed maintenance.	Degraded to a level beyond the service target.	Degraded to a level well beyond service target, requiring renewal. Refer to overall condition rating.





CONSEQUENCE LIKELIHOOD	1. Negligible	2. Low	3. Moderate	4. Major	5. Catastrophic
5. Almost Certain	Medium	Medium	High	Extreme	Extreme
4. Likely	Medium	Medium	High	High	Extreme
3. Possible	Low	Medium	Medium	High	High
2. Unusual but possible	Low	Low	Medium	Medium	Medium
1. Rare	Low	Low	Low	Medium	Medium

**6.3.2 Step 2 – Priority Matrix**

ROAD HIERARCHY	RISK SCORE			
	Extreme	High	Medium	Low
Connector (Levels 1 & 2)	1	1	2	3
Access (Levels 1 & 2)	1	2	3	4
Access Place	1	2	3	4
Local Place & Access Track	1	3	4	4

**6.3.3 Step 3 – Response**

PRIORITY SCORE	RESPONSE TIME
Urgent (Priority Score 1)	Take action to make safe within 24 hours. Repair on program
High (Priority Score 2)	Take action to make safe within 7 Working Days. Repair on program
Medium (Priority Score 3)	Repair on program
Low (Priority Score 4)	Repair on program



### 6.4. Sample Road Inspection and Maintenance Schedule 2013

MONTH WEEK COMMENCING	JAN					FEB					MAR					APR					MAY					JUNE								
	1	8	15	22	29	5	12	19	26	5	12	19	26	2	9	16	23	30	7	14	21	28	4	11	18	25								
Zone 1(S&N)	Inspection	Maintenance							Inspection	Maintenance								Inspection	Maintenance								Inspection	Maintenance						
Zone 2(S&N)		Inspection	Maintenance							Inspection	Maintenance								Inspection	Maintenance								Inspection	Maintenance					
Zone 3(S&N)			Inspection	Maintenance							Inspection	Maintenance							Inspection	Maintenance								Inspection	Maintenance					
Zone 4(S&N)				Inspection	Maintenance						Inspection	Maintenance							Inspection	Maintenance								Inspection	Maintenance					
Zone 5(S&N)					Inspection	Maintenance					Inspection	Maintenance							Inspection	Maintenance								Inspection	Maintenance					
Zone 6(S&N)						Inspection	Maintenance					Inspection	Maintenance							Inspection	Maintenance								Inspection	Maintenance				
Zone 7(S&N)							Inspection	Maintenance					Inspection	Maintenance							Inspection	Maintenance								Inspection	Maintenance			
Zone 8(S&N)								Inspection	Maintenance					Inspection	Maintenance							Inspection	Maintenance								Inspection	Maintenance		

MONTH WEEK COMMENCING	JULY					AUG					SEP					OCT					NOV					DEC								
	2	9	16	23	30	6	13	20	27	3	10	17	24	1	8	15	22	29	5	12	19	26	3	10	17	24								
Zone 1(S&N)	Maintenance								Inspection	Maintenance								Inspection	Maintenance								Inspection	Maintenance						
Zone 2(S&N)		Inspection	Maintenance							Inspection	Maintenance							Inspection	Maintenance								Inspection	Maintenance						
Zone 3(S&N)			Inspection	Maintenance							Inspection	Maintenance							Inspection	Maintenance								Inspection	Maintenance					
Zone 4(S&N)				Inspection	Maintenance						Inspection	Maintenance							Inspection	Maintenance								Inspection	Maintenance					
Zone 5(S&N)					Inspection	Maintenance					Inspection	Maintenance							Inspection	Maintenance								Inspection	Maintenance					
Zone 6(S&N)						Inspection	Maintenance					Inspection	Maintenance							Inspection	Maintenance								Inspection	Maintenance				
Zone 7(S&N)							Inspection	Maintenance					Inspection	Maintenance							Inspection	Maintenance								Inspection	Maintenance			
Zone 8(S&N)								Inspection	Maintenance					Inspection	Maintenance							Inspection	Maintenance								Inspection	Maintenance		

Inspections	Light Green
Maintenance Works	Dark Green



## 6.5. Road Hierarchy

## 6.6. Footpath Hierarchy

CATEGORY	DESCRIPTION
Business / Commercial	A footpath that caters for large volumes of pedestrians, and is located only in the business or commercial zones within townships. This is the highest classification based on assessment against likely public liability risk.
Local Crossing / Collector	A footpath that primarily provides a link to business, commercial, public recreation, medical or school facility areas. This is the second highest classification based on assessment of a medium public liability risk.
General Access	A footpath that primarily provides access to residential property. This is the lowest classification based on assessment of low public liability risk.



## 6.7. Minimum Service Level Targets

**Table 3 – RMA Inspections –Minimum Service Level Targets**

No.	Road / Feature	Road / Feature Detail	Description of Work Activities	Connector Streets & Roads	Access Streets & Roads	Access Place	Access Track
1	Unsealed Road Grading	Grading of unsealed roads	Grading of unsealed roads to return the pavement shape to the standards set out in grading work practice.		<80% of Average speed. Except where moisture condition precludes activity	<70% of Average speed. Except where moisture condition precludes activity	Dry weather access
2	Table Drains and/or Kerb & Channel		Cleaning, re-grading and minor reshaping of surface drains to maintain adequate drainage. Includes table drains, verge drains, storm water drains and out-fall drains.	Minimal Ponding in drains, Free flowing, no obvious pavement failure due to excess moisture, invert of drain min 400mm below crown	Minimal Ponding in drains, Free flowing, no obvious pavement failure due to excess moisture, invert of drain min 300mm below crown	Minimal Ponding in drains, Free flowing, no obvious pavement failure due to excess moisture, invert of drain min 300mm below crown	Sufficient to allow pavement to dry out in dry weather
3	Shoulder / Verge	Shoulder Drop Off	Reinstate shoulder to return the shape to design criteria	50mm over 50metres continuous	50mm over 50metres continuous	50mm over 50metres continuous	NA
		High Shoulders	Reinstate shoulder to return the shape to design criteria	Is likely to cause ponding or preventing runoff. Is likely to impede safe access to shoulder	Is likely to cause ponding or preventing runoff. Is likely to impede safe access to shoulder	Is likely to cause ponding or preventing runoff. Is likely to impede safe access to shoulder	NA
		High Grass	Control grass to service levels	300mm, 200mm during declared fire period ( Sealed roads) Grass cutting to	300mm, 200mm during declared fire period ( Sealed roads) Grass cutting to	300mm, 200mm during declared fire period ( Sealed roads) Grass cutting to	N/A





No.	Road / Feature	Road / Feature Detail	Description of Work Activities	Connector Streets & Roads	Access Streets & Roads	Access Place	Access Track
				maintain sight distance according to traffic type (unsealed roads)	maintain sight distance according to traffic type (unsealed roads)	maintain sight distance according to traffic type (unsealed roads)	
4	Unsealed Road Potholing		Pothole patching in road surface using crushed rock or other appropriate material to restore the riding surface to an acceptable ride condition	<80% of Average speed	<80% of Average speed	<70% of Average speed	NA
5	Unsealed Road Sheeting		Re-sheeting of unsealed roads with FCR, or other appropriate materials.	Exposed sub-grade that is likely to cause a loss of adhesion to the surface - <80% of average speed	Exposed sub-grade that is likely to cause a loss of adhesion to the surface - <80% of average speed	Exposed sub-grade that is likely to cause a loss of adhesion to the surface - <70% of average speed	NA
6	Sealed Road Patching	Edge Break	Repair broken edges of seal, to line and level, to maintain correct overall sealed width.	Likely to impede safe access to the shoulder. Loss of pavement width.	Likely to impede safe access to the shoulder. Loss of pavement width.	Likely to impede safe access to the shoulder. Loss of pavement width.	NA
		Potholes	Surface patching of potholes in travel way using bituminous material to restore the riding surface to a smooth condition	>50mm deep or >300mm diameter	>50mm deep or >300mm diameter	>50mm deep or >300mm diameter	NA
		Pavement Failures	The treatment of small isolated	<80% of Average speed	<80% of Average speed	<80% of Average speed	NA



No.	Road / Feature	Road / Feature Detail	Description of Work Activities	Connector Streets & Roads	Access Streets & Roads	Access Place	Access Track
			failed pavement areas >1m2 by replacement with new approved material or by improvement of existing material. Includes reinstatement with new bituminous surface				
7	Signs Maintenance	Regulatory	Repair or replace damaged signs	50% reduction in reflectivity, illegible, misaligned	50% reduction in reflectivity, illegible, misaligned	50% reduction in reflectivity, illegible, misaligned	NA
		Warning	Repair or replace damaged signs	50% reduction in reflectivity, illegible, misaligned	50% reduction in reflectivity, illegible, misaligned	50% reduction in reflectivity, illegible, misaligned	50% reduction in reflectivity, illegible, misaligned
		Parking	Repair or replace damaged signs	50% reduction in reflectivity, illegible, misaligned	50% reduction in reflectivity, illegible, misaligned	50% reduction in reflectivity, illegible, misaligned	NA
		Advisory	Repair or replace damaged signs	50% reduction in reflectivity, illegible, misaligned	50% reduction in reflectivity, illegible, misaligned	50% reduction in reflectivity, illegible, misaligned	50% reduction in reflectivity, illegible, misaligned
8	Road Markings	Linemarking	Reinstatement of existing painted separation road markings	Markings to be maintained when markings are less than 50% visible	Markings to be maintained when markings are less than 50% visible	Markings to be maintained when markings are less than 50% visible	NA
		Statcon	Reinstatement of existing Statcon road markings	Markings to be maintained when markings are less than	Markings to be maintained when markings are less than	Markings to be maintained when markings are less than	NA



No.	Road / Feature	Road / Feature Detail	Description of Work Activities	Connector Streets & Roads	Access Streets & Roads	Access Place	Access Track
				50% visible	50% visible	50% visible	
		Parking	Reinstatement of existing painted road markings	Markings to be maintained when markings are less than 50% visible	Markings to be maintained when markings are less than 50% visible	Markings to be maintained when markings are less than 50% visible	NA
		Reflective Road Pavement Markers (RRPM's)	The replacement of missing or damaged RRPM's and worn out markings in critical areas including spotting out, on curves and barrier lines.	RRPM's shall be replaced when more than 30% of the RRPM's are missing or not reflecting on curves or barrier lines only. Markings shall be maintained when more than 30% of the marking is worn through on curves or barrier lines.	RRPM's shall be replaced when more than 30% of the RRPM's are missing or not reflecting on curves or barrier lines only. Markings shall be maintained when more than 30% of the marking is worn through on curves or barrier lines.	RRPM's shall be replaced when more than 30% of the RRPM's are missing or not reflecting on curves or barrier lines only. Markings shall be maintained when more than 30% of the marking is worn through on curves or barrier lines.	NA
9	Guard fence		Remedial works to meet current standard	Adequately meets current standard	Adequately meets current standard	Adequately meets current standard	NA
10	Underground Drainage	Culverts		60% of full bore capacity	60% of full bore capacity	60% of full bore capacity	Sufficient to allow pavement to dry out in dry weather
		Pits		Entry Clear	Entry Clear	Entry Clear	
		Outfalls		Adequate functions - water not backing up into culvert	Adequate functions - water not backing up into culvert	Adequate functions - water not backing up into culvert	
11	Guideposts		Remedial works to	Adequately meets	Adequately meets	Adequately meets	Adequately



No.	Road / Feature	Road / Feature Detail	Description of Work Activities	Connector Streets & Roads	Access Streets & Roads	Access Place	Access Track
			meet current standards	current standard	current standard	current standard	meets current standard
12	Roadside Vegetation	Rural	See Explanatory Notes attached.	Objective of vegetation control is to ensure a clear path for commercial traffic utilising the road pavement. To minimise site distance problems around corners and obstruction of signs.	Objective of vegetation control is to ensure a clear path for commercial traffic utilising the road pavement. To minimise site distance problems around corners and obstruction of signs.	Objective of vegetation control is to ensure a clear path for commercial traffic utilising the road pavement. To minimise site distance problems around corners and obstruction of signs.	
		Urban		Objective of vegetation control is to ensure a clear path for commercial vehicles in the traffic lane only. To minimise site distance problems around corners and obstruction of signs.	Objective of vegetation control is to ensure a clear path for commercial vehicles in the traffic lane only. To minimise site distance problems around corners and obstruction of signs.	Objective of vegetation control is to ensure a clear path for commercial vehicles in the traffic lane only. To minimise site distance problems around corners and obstruction of signs.	
13	Dumped Rubbish/ Animals		See Explanatory Notes attached.				



No.	Road / Feature	Road / Feature Detail	Description of Work Activities	Connector Streets & Roads	Access Streets & Roads	Access Place	Access Track
14	Bridges and major Culverts		The repair, cleaning and maintenance of decks, joints, footings, abutments and wingwalls	<p>Clearing and Cleaning</p> <ul style="list-style-type: none"> <li>- When any accumulation of material causes inconvenience or danger for the bridge user.</li> <li>- When any accumulation of material prevents expansion joints from functioning.</li> <li>- When any accumulation of material causes interruption to the escape of drainage water.</li> <li>- When vegetation occurs on the structure or in cracks, grooves and/or excesses in the structure or beaching.</li> <li>- When vegetation occurs within 2 metres of the bridge, judgment to be used where root systems are assisting the stability of approached or stream banks.</li> <li>- Any dead</li> </ul>	<p>Clearing and Cleaning</p> <ul style="list-style-type: none"> <li>- When any accumulation of material causes inconvenience or danger for the bridge user.</li> <li>- When any accumulation of material prevents expansion joints from functioning.</li> <li>- When any accumulation of material causes interruption to the escape of drainage water.</li> <li>- When vegetation occurs on the structure or in cracks, grooves and/or excesses in the structure or beaching.</li> <li>- When vegetation occurs within 2 metres of the bridge, judgment to be used where root systems are assisting the stability of approached or stream banks.</li> </ul>	<p>Clearing and Cleaning</p> <ul style="list-style-type: none"> <li>- When any accumulation of material causes inconvenience or danger for the bridge user.</li> <li>- When any accumulation of material prevents expansion joints from functioning.</li> <li>- When any accumulation of material causes interruption to the escape of drainage water.</li> <li>- When vegetation occurs on the structure or in cracks, grooves and/or excesses in the structure or beaching.</li> <li>- When vegetation occurs within 2 metres of the bridge, judgment to be used where root systems are assisting the stability of approached or stream banks.</li> </ul>	<p>Clearing and Cleaning</p> <ul style="list-style-type: none"> <li>- When any accumulation of material causes inconvenience or danger for the bridge user.</li> <li>- When any accumulation of material prevents expansion joints from functioning.</li> <li>- When any accumulation of material causes interruption to the escape of drainage water.</li> <li>- When vegetation occurs on the structure or in cracks, grooves and/or excesses in the structure or beaching.</li> <li>- When vegetation occurs within 2 metres of the bridge, judgment to be used where root systems are assisting the stability of approached or stream</li> </ul>



No.	Road / Feature	Road / Feature Detail	Description of Work Activities	Connector Streets & Roads	Access Streets & Roads	Access Place	Access Track
				wood within 5 metres of a structure with timber components. - Any scupper or down-pipe which has any of it's effective waterways area blocked.	- Any dead wood within 5 metres of a structure with timber components. - Any scupper or down-pipe which has any of it's effective waterways area blocked.	- Any dead wood within 5 metres of a structure with timber components. - Any scupper or down-pipe which has any of it's effective waterways area blocked.	banks. - Any dead wood within 5 metres of a structure with timber component. - Any scupper or down-pipe which has any of it's effective waterways area blocked.
				Running Surface (Decks) Repairs (Timber) - When 10% of the area of a timber running plank is defective or holes of greater than 150 mm occur in the planks. - When gaps between running planks are greater than 50mm between planks. - When running planks are loose or rattling Maintenance Repair and/or Painting - Where there is minor damage to concrete or timber elements than can be repaired without special scaffolds or material.	Running Surface (Decks) Repairs (Timber) - When 10% of the area of a timber running plank is defective or holes of greater than 150 mm occur in the planks. - When gaps between running planks are greater than 50mm between planks. - When running planks are loose or rattling Maintenance Repair and/or Painting - Where there is minor damage to concrete or timber elements than can be repaired without special scaffolds or material.	Running Surface (Decks) Repairs (Timber) - When 10% of the area of a timber running plank is defective or holes of greater than 150 mm occur in the planks. - When gaps between running planks are greater than 50mm between planks. - When running planks are loose or rattling Maintenance Repair and/or Painting - Where there is minor damage to concrete or timber elements than can be repaired without special scaffolds or material.	Running Surface (Decks) Repairs (Timber) - When 10% of the area of a timber running plank is defective or holes of greater than 150 mm occur in the planks. - When gaps between running planks are greater than 50mm between planks. - When running planks are loose or rattling Maintenance Repair and/or Painting - Where there is minor damage to concrete or timber elements than can be repaired without special scaffolds or material.



No.	Road / Feature	Road / Feature Detail	Description of Work Activities	Connector Streets & Roads	Access Streets & Roads	Access Place	Access Track
				<ul style="list-style-type: none"> <li>- When the bridge rails/parapets, scuppers or other non-structural elements are faulty or loose.</li> <li>- Where painted rails/parapet surfaces have lost more than 40% of their effective protection.</li> </ul>	<ul style="list-style-type: none"> <li>- When the bridge rails/parapets, scuppers or other non-structural elements are faulty or loose.</li> <li>- Where painted rails/parapet surfaces have lost more than 40% of their effective protection.</li> </ul>	<ul style="list-style-type: none"> <li>- When the bridge rails/parapets, scuppers or other non-structural elements are faulty or loose.</li> <li>- Where painted rails/parapet surfaces have lost more than 40% of their effective protection.</li> </ul>	<ul style="list-style-type: none"> <li>- When the bridge rails/parapets, scuppers or other non-structural elements are faulty or loose.</li> <li>- Where painted rails/parapet surfaces have lost more than 40% of their effective protection.</li> </ul>
16	Emergency Works		As required	Attendance or action required ASA Practical of call or detection to make safe only any damage that is a hazard to traffic.	Attendance or action required ASA Practical of call or detection to make safe only any damage that is a hazard to traffic.	Attendance or action required ASA Practical of call or detection to make safe only any damage that is a hazard to traffic.	Attendance or action required ASA Practical of call or detection to make safe only any damage that is a hazard to traffic.
17	Footpath, Bike path's Kerb and channel and Paved Island Repairs		Replacement, repair and regulation of damaged/settled paved areas.	Repair/replace hard paved areas where sunken, cracked, heaved etc when lips are > 15mm in pedestrian areas and > 30mm in non pedestrian areas.	Repair/replace hard paved areas where sunken, cracked, heaved etc when lips are > 15mm in pedestrian areas and > 30mm in non pedestrian areas.	Repair/replace hard paved areas where sunken, cracked, heaved etc when lips are > 15mm in pedestrian areas and > 30mm in non pedestrian areas.	



## 6.8. Minimum Service Level Targets - Explanatory Notes

### 6.8.1 Inspection Frequency

Inspection frequencies, with the exception of Bridges & Major Culverts, are conducted in accordance with the Road Infrastructure Asset Management Plan, Appendix 1 – Maintenance System.

Inspection checklists are completed by the relevant officers.

### 6.8.2 Function

#### 6.8.2.1 Unsealed Roads Grading

This function refers to the area of the unsealed pavement from edge of drain to edge of drain.

The objective for maintaining unsealed pavement is to ensure that the unsealed road network is maintained in a safe trafficable condition at all times, and to provide a non-slippery surface and smooth ride quality.

The area of pavement to be maintained includes:

- Formed road pavement from drain to drain on all unsealed roads listed on the public roads register.
- Parking areas formed by localised widening of the pavement sidetrack, eg lookouts.
- Formed turnaround areas.
- Council controlled carparks.
- Formed bus areas.

The area to be maintained does not include localised areas prepared by residents to improve access to their property eg. Mailbox access, loading areas, truck manoeuvring areas etc.

The works include, but are not necessarily limited to:

- Eliminating corrugations and potholes.
- Creating a smooth running surface.
- Compacting the surface after grading (freeroll is generally acceptable).
- Maintain a centre crown and target crossfalls at 6%.





- Maintain existing shoulder openings to discharge water away from the pavement.

Where the intervention level is defined as a percentage of the “average speed”, this safe running speed shall be determined as the speed at which a current model Commodore or Falcon utility driven by the responsible officer can safely travel without:

- Excessive swerving or manoeuvring to avoid road defects.
- Jolted off the intended driving line.
- Loosing traction/grip.
- Causing an uncomfortable ride for the passenger.

“Average speed” – is the lesser of the following:

- The posted speed restriction.
- 50 km/h in urban areas.
- 80 km/h on rural roads of width greater than 5.5 metres, with a clear sight distance of at least 200 metres.
- 60 km/h on rural roads of width 5.5 metres or less, with a clear sight distance of at least 200 metres.
- 50 km/h on rural roads in heavily treed and or frequent cornered areas.
- 40 km/h in tourist/coastal hamlets subject to pedestrian traffic.

#### 6.8.2.2 Table Drains and Kerb & Channel

The objective for cleaning of table drains and Kerb & Channel is to ensure that surface drains on both the sealed and unsealed road network are maintained in a condition that will permit normal storm water flows to be contained within the confines of the defined drain, thus minimising damage to the road network and adjoining private property.

The works include, but not necessarily limited to:

- Clear obstructions from table drains and dispose of material accordingly.
- Clean cut off drains from the table drain to the outfall (including works within private property to ensure the water drains away from the road reserve) to ensure the water clears the road reserve.



- Keep table drains clear of vegetation growth by spraying or other suitable methods. In areas where the drain is at the base of a batter, vegetation control may extend a maximum of 500mm up the batter.
- Reshape table drains to maintain or establish adequate longitudinal grade.
- Clear all obstructions from drainage culverts (within the pipes and at the ends) related to the table drain system.
- Clear all obstructions from vehicle crossings/entrance culverts (within the pipes and at the ends) related to the table drain system.

#### 6.8.2.3 Shoulder & Verge

The objective for sealed roads shoulder maintenance is to have shoulders at the level, which matches the adjoining sealed pavement. The shoulders and verges have levels and grades, which allow water to shed evenly from the sealed pavement to the table drains. In the case of roads with narrow seals, the shoulder is part of the carriageway and should be managed as for unsealed road pavement.

The works to be carried out include, but not necessarily limited to:

- Maintaining the gravel shoulders at a height as defined in the intervention levels relating to the adjacent sealed pavement.
- Maintain the grade of the gravel shoulder between 6% and 8% falling away from the seal to allow water to shed evenly to the table drains.
- Maintain the grass (or vegetation growth) in the shoulder and verge areas to the intervention levels to reduce fire hazard.
- Reduce the vegetation growth to allow an even flow of water into the table drain.
- Maintain existing shoulder openings to discharge water away from the pavement.

#### 6.8.2.4 Unsealed Road Potholing

The works include, but not necessarily limited to:

- Eliminating scours and or potholes.
- Creating a smooth non slippery running surface.

See Function 1 for explanation of the intervention level.



#### 6.8.2.5 Unsealed Road Sheeting

The works include, but not necessarily limited to:

- Creating a smooth even non slippery surface.
- Maintaining a centre crown with appropriate cross falls.
- Having sufficient depth of crushed rock/local gravel to enable grading to occur.

#### 6.8.2.6 Sealed Road Patching

The objective is to ensure that the sealed network is maintained in a safe trafficable condition at all times by:

- Having patches which are consistent with shape and levels to the surrounding road pavement.
- Having a smooth riding surface.
- Eliminating ponding on the road surface.

The works include, but not necessarily limited to:

- Repair potholes.
- Repair pavement failures including lime and/or cement stabilisation.
- Repair edge breaks.
- Create an even riding surface.
- Crack sealing.
- Patching low areas (or depressions) by regulation with cold/warm mix asphalt.

This function is also applicable to sealed Council carparks.

#### 6.8.2.7 Sign Maintenance

The objective is to ensure that existing signs are maintained in a good, legible condition at all times and are replaced as necessary.

The extent of works includes, but not necessarily limited to:

- Signs are maintained in a good legible condition.
- Posts are plumb, signs level and bolts tight.



- Signs angled correctly towards oncoming traffic.
- All reflectorised signs and delineators shall be kept clean and fit for purpose.
- Repairing vandalism.

#### 6.8.2.8 Road Marking

The objective of road marking is to ensure that all road marking is highly visible both day and night. The Responsible Officer is only required to inspect during daylight hours and determine whether the markings are legible at that time.

Following guidelines apply to reinstating all pavement markings on local roads network within the Municipality:

- School crossings
  - Re-painted annually during December/January school holidays.
  - Reinstatement of existing markings.
- Disabled Bays
  - Repainted annually.
  - Reinstatement of existing markings using blue pavement marking paint.
- On Street Parking Bays
  - Repaint every 18 months – full marking.
  - Reinstatement of existing markings.
- Off Street Parking Bays
  - Repaint every 2 years.
  - Reinstatement of existing markings.
- Statcon
  - Repaint every 2 years.
  - Reinstatement of existing markings.
- Urban Traffic Management
  - Repaint every 3 years.



- Reinstatement of existing markings.
- Rural Traffic Management
  - Repaint of complying markings every 2 years.

For sealed roads of 6.2m minimum width:

- Secondary arterial – designed barrier lines, separation lines.
- Local crossing – separation lines.
- Local Access 1 – separation lines.
- Local Access 2 – no pavement markings.
- Local Place – no pavement markings.
- Historic crash sites – as appropriate.

Note: Existing linemarking will only be reinstated if it meets the criteria stipulated above.

#### 6.8.2.9 Guardfence Maintenance

The objective is to ensure that the guard fence is maintained in a safe condition and offers protection to the motorist in the event of an accident.

The extent of works to be inspected by the Responsible Officer includes but not necessarily limited to:

- Inspection of guard fence for security and serviceability.
- Inspection of timber posts to ensure soundness and serviceability, and replacement as necessary.
- Ensure that all bolts, nuts, shackles and cables are in place, tight and functional.

The inspection shall be carried out by the Responsible Officer in accordance with Operations Procedure #17 – Bridge & Guardrail Maintenance Inspections<sup>9</sup>.

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<sup>9</sup> Referral Document No. 4 'Operations Department Procedures' TRIM Ref D1583313





#### 6.8.2.10 Underground Drainage Maintenance

The objective of drainage maintenance is to ensure that normal stormwater flows are contained within the drainage system thus minimising damage to the road network and private property.

The Responsible Officer will inspect the pit lids and lintels.

The extent of works include, but not necessarily limited to:

- Removing obstructions/blockages from the underground drainage system.
- Replace damaged or unserviceable pit lids surrounds or lintels.

#### 6.8.2.11 Guideposts

The objective is to ensure that the rural local road network has a reliable road safety and guidance facility to road users.

The extent of works includes, but not necessarily limited to the following:

- Replace/reinstate guideposts on roads as part of the Annual Resheet or Reseal Programs.
- Replace/reinstate guideposts (with identifying yellow stripe) at all culverts across Council roads.
- Replace other guideposts at the discretion of the Road Inspector where it is considered dangerous eg on corners in hilly terrain.

The desired standards as detailed below.

- Secondary arterial roads – guidepost placing designed in accordance with the Australian Standard Manual of Uniform Traffic Control Devices.
- All other rural roads – located at cross culverts, 100-200m, depending on terrain with minimum 2 guideposts visible on corners.

#### 6.8.2.12 Roadside Vegetation

The objective of vegetation control is to ensure a clear path for commercial traffic utilising the road pavement, and to minimise sight distance problems around corners. The “Roadside Management Plan”, the Municipal Plan and the conservation zones shall be observed.

The responsible officer will assess hazards to the travelling public and only report previously cleared corners which due to regrowth now have minimal sight distance, and low limbs which show signs of high vehicle damage.



Other works will be as a result of:

- requests from the public.
- requests from Council's Arborist.
- Annual reseal and resheet programs.
- the discretion of the Routine Maintenance Coordinator, with priority given to school bus routes.

#### 6.8.2.13 Dumped Rubbish/Animals

The objective is to ensure that the rural road reserves within the Municipality are free of unsightly and illegally dumped rubbish.

The removal of dumped rubbish will be carried out to the following timeframes:

- Dead animals which are a safety hazard are to be removed within 2 hours of request.
- Other dead animals and rubbish is to be removed as per the intervention levels stipulated.

The removed native dead animals, dogs and cats may be disposed of by placing the carcase on the roadside providing that:

- there is suitable understorey vegetation to hide the carcase from view.
- that the nearest bus shelter is not less than 200 metres away.
- that the nearest residence is more than 100 metres away that the carcase will not be offensive to any members of the public.

#### 6.8.2.14 Bridges

The objective of bridge maintenance is to ensure that bridges are in a safe and trafficable condition.

The inspection shall be carried out by the Responsible Officer in accordance with Operations Procedure #17 – Bridge & Guardrails Maintenance Inspections<sup>10</sup>.

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<sup>10</sup> Referral Document No. 4 'Operations Department Procedures' TRIM Ref D1583313





Level 1 Routine Maintenance Inspections, carried out at six monthly intervals, and after flooding.

Asset Management Coordinator will arrange Level 2 – Bridge Condition Inspections to be carried out on the network as part of Council's Asset Management Program. These inspections are required biannually with 25% done each 6 months.

The Asset Engineer will arrange integrity/structural testing as required, based on the recommendations given in the Level 2 Bridge Inspection Report.

#### 6.8.2.15 Major Culverts

The objective of culvert maintenance is to ensure that culverts are in a safe and trafficable condition, and provide the free flow of water.

The inspection shall be carried out by the Responsible Officer as part of and in accordance with Operations Procedure #17 – Bridge & Guardrail Maintenance Inspections<sup>10</sup>.

The responsible officer shall inspect all culverts at a minimum of yearly intervals, and after flooding, and submit the report to the Manager Operations.

The extent of works includes but not limited to:

- Inspect all major culverts for serviceability and condition.
- Repair damaged culverts (pipes, box culverts) and endwalls.
- Clear the entry and exit to each culvert.
- Remove debris build up around endwalls, as required.
- Clear the outfall to ensure water does not pond in the culvert and clears the road reserve, including works within private property if necessary.

#### 6.8.2.16 Emergency Works

These are to be identified and the appropriate action taken.





### 6.8.3 Minimum Service Level Targets

These are defined in the Road Management Plan Referral Document No 5 - Minimum Levels of Service<sup>11</sup> and are the “minimum” service levels that Council intends to provide.

### 6.8.4 Response Times

The response times quoted are “business days” in accordance with the Risk Assessment.

This risk assessment and inspection methodology are detailed in Council’s Operations Department Procedure # 14 – Road Maintenance Inspections.

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<sup>11</sup> Referral Document No. 5 ‘Minimum Levels of Service’ TRIM D1573013



Minimum Levels of Service.tr5



## 7. Attachment 1 - Public Notice on the intension to review the RMP

2520 G 45 8 November 2012

### *Victoria Government Gazette*

SOUTH GIPPSLAND SHIRE COUNCIL

#### **Road Management Act 2004**

#### Review of Road Management Plan

Under section 54(5) of the **Road Management Act 2004** and in accordance with section 302(5) of the Road Management (General) Regulations 2005 the South Gippsland Shire Council gives notice that it intends to conduct a review of its current Road Management Plan.

The purpose of the review, consistent with the role, functions and responsibilities of the Council as a road authority under the Act, is to ensure that the standards in relation to, and the priorities to be given to, the inspection, maintenance and repair of the roads and the classes of road to which Council's Road Management Plan applies are safe, efficient and appropriate, subjected to the limitation of the available resources, for use by the community served by the Council. Specifically the inspection regime and the priorities to be given will be amended based on the risk associated with the road defects.

The review will apply to all of the roads listed in Council's Road Registry.

A copy of the Council's current Road Management Plan may be inspected at or obtained from the South Gippsland Shire Council at 9 Smith Street, Leongatha, Victoria 3953, or accessed online by viewing the Council's website; [www.southgippsland.vic.gov.au](http://www.southgippsland.vic.gov.au)

Any person may make a submission on the proposed Review. A submission must be in writing and must be received at the South Gippsland Shire Council by the submission deadline of 5 pm on Friday 14 December 2012.

A person who has made a submission, and requested that they be heard in support of their submission, is entitled to appear in person or by a person acting of their behalf before a Review meeting to consider public submissions. The date and the venue of this meeting will be notified to those who have made the submissions.

Any enquires about this Review can be directed to Senavi Abeykoon, Manager Assets, on telephone 03 5662 9801 or by email at [senaviratna.abeykoon@southgippsland.vic.gov.au](mailto:senaviratna.abeykoon@southgippsland.vic.gov.au)

TIM TAMLIN  
Chief Executive Officer



## 8. Referral Documents

Referral documents are not located in this document.

Please refer to Council's Website [www.southgippsland.vic.gov.au](http://www.southgippsland.vic.gov.au) / A-Z / Road Management Plan 2013.

Referral Document No. 1a Register of Public Roads

Referral Document No. 1b Footpath Register

Referral Document No. 2 Agreements with Adjoining Municipalities

Referral Document No. 3 Demarcation Agreement with VicRoads

Referral Document No. 4 Operations Department Procedures:

- Procedure No. 1 - Road Hierarchy Classification (Assets)
- Procedure No. 2 - Footpath Hierarchy Classification (Assets)
- Procedure No. 3 - Footpath defect Inspections (Maintenance)
- Procedure No. 8 - Periodic Maintenance Unsealed Roads (Maintenance)
- Procedure No. 9 – Sealed Road Periodic Maintenance Program (Maintenance)
- Procedure No. 12 – Emergency Conditions (Maintenance)
- Procedure No. 14 – Road Maintenance Inspections (Maintenance)
- Procedure No. 17 – Bridge & Guard Rail Maintenance Inspections (Maintenance)

Referral Document No. 5 – Minimum Levels of Service

Referral Document No. 6 – CEO Certification under Section 304 of the Road Management (General) Regulation 2005



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South Gippsland  
Shire Council  
*Come for the beauty. Stay for the lifestyle*

# ROAD MANAGEMENT PLAN 2013

