



# RMP/RIAMP Reactive Road Maintenance Procedure

## 1. PURPOSE

- 1.1. To provide guidelines for operations staff in the zone maintenance methodology for local roads and associated infrastructure listed in the Council roads register.
- 1.2. To clearly outline the methodology for managing routine maintenance in support of the South Gippsland Shire Council Road Management Plan.
- 1.3. To ensure that roads maintenance, risk management is undertaken to the best possible standard within the resources available.
- 1.4. To comply with the legislation relating to roadsides (eg *Road Management Act 2004 Section 107*).
- 1.5. To clearly outline the overarching methodology to link the inspection, identification, assessment, prioritising, scheduling and closing off of road defects.

## 2. SCOPE

- 2.1. This Procedure shall apply to all staff involved in zone maintenance operations.

## 3. RESPONSIBILITY

- 3.1. The Manager Operations is responsible for adherence to, and the revision of this Procedure.
- 3.2. The Operations Coordinators, Supervisors, and Team Leaders are responsible for coordinating zone maintenance activities.

## 4. DEFINITIONS

- 4.1. Road Local Roads and related infrastructure listed on the South Gippsland Shire Council Road Register.
- 4.2. RMP Road Management Plan.
- 4.3. RIAMP Road Infrastructure Asset Management Plan.
- 4.4. WO Works Order.

## 5. REFERENCES

- 5.1. Minimum Service Levels RMP.
- 5.2. Roadside Management Manual.
- 5.3. Roadside Management Plan.
- 5.4. Road Infrastructure Asset Management Plan.

## 6. PROCEDURE – THE METHODOLOGY – ZONE MAINTENANCE PROGRAM

- 6.1. 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 that exceed council's intervention levels 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.
- 6.2. 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.
- 6.3. 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.
- 6.4. 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.
- 6.5. 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:

### 6.5.1. **Priority 1 – Urgent Works**

- 6.5.1.1. This work requires urgent attention.

### 6.5.2. **Priority 2 – High Priority Works**

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

### 6.5.3. **Priority 3 – Medium Priority Works**

- 6.5.3.1. STATEMENT EXPLAINING INTERVENTION LEVEL NOT REACHED - This work is likely to be addressed during the one week scheduled routine maintenance period, subject to the extent of higher priority 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.

### 6.5.4. **Priority 4 – Low Priority Works**

- 6.5.4.1. 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.
- 6.5.4.2. 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.
- 6.5.4.3. At the completion of an eight week cycle, the team will commence the process again. Works will be programmed to include current defect actions and requests and priority 3 and 4 works remaining from the previous routine maintenance period.

## RISK ASSESSMENT AND PRIORITY RESPONSE MATRIX

## 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
<b>Risk Management / People (OH&amp;S)</b>  OH&S issues, Public liability and Human Resource issues	Minor injury or first aid required. Lost time less than 2 weeks. Minimal medical costs.	Minor Injury or illness. Lost time less than one Month	Minor Injury or illness. Loss time more than one month, less than one year.	Serious Injury or illness. Lost time –more than one year.	Death or permanent emotional and / or physical disability. Potential prosecution. Lost time recorded
<b>Service Delivery</b> Project management, contractors, customer service and 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> Media coverage, customer requirements and perception.	Can be resolved within one week with nil / low community effects or concern.	Can be resolved within 1 – 3 months with low community concern.	Resolved within a year with likely local press / local community concern. Possible prosecution.	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> Fraud, assets / property loss, resources, public liability, WHS regulations and non- compliance.	No or very little impact.	Minor damage to a restricted area. Possible prosecution.	Restricted, damage to local area. 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>Governance</b> Systems / Processes / Breaches; Compliance / Contractual (statutory / regulatory / code)Loss of or inadequate insurance cover.	Minimal liability for loss.	Liability for consequential loss.	Liability for consequential loss.	Liability for consequential loss. Prosecution expected.	Liability for consequential loss. Prosecution.

	Less than \$20,000	\$20,001-\$50,000	\$50,001-\$200,000	\$200,001 - \$2,000,000	Greater than \$2,000,000
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

**Step 2 – Priority Matrix**

ROAD HIERARCHY	RISK PRIORITY 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

### Step 3 – Response

PRIORITY SCORE	RESPONSE TIME
Top (Priority Score 1)	Take temporary action within 24 hours then “Repair on program”
High (Priority Score 2)	Take temporary action within 7 Working Days then “Repair on program”
Medium (Priority Score 3)	Repair on program
Low (Priority Score 4)	Repair on program

**Likelihood Categories:** the following is a guide only to assist in determining the likelihood of a risk occurring.

Likelihood	Definition
5. Almost certain	The event is <b>expected</b> to occur in most circumstances. For example, this event is expected to happen 5 times in any given week.
4. Likely	The event is <b>likely</b> to occur in most circumstances. For example, this event is expected to happen 5 times in any given month.
3. Possible	The event <b>might</b> occur. For example, this event is expected to happen 3 times in any six month period.
2. Unlikely	The event is <b>unlikely / not expected to occur</b> . For example, this event is expected to happen twice a year at most.
1. Rare	The event <b>may</b> occur only in exceptional circumstances. For example, this event is expected to happen, at most, once in 3 years or more.



**SAMPLE ROAD INSPECTION AND MAINTENANCE SCHEDULE 2017**

MONTH	JAN					FEB					MAR					APR					MAY					JUNE								
WEEK COMMENCING	2	9	16	23	30	6	13	20	27	6	13	20	27	3	10	17	24	1	8	15	22	29	5	12	18	26								
Zone 1(S&N)	Inspection	Maintenance							Inspection	Maintenance						Inspection	Maintenance											Inspection	Maintenance					
Zone 2(S&N)		Inspection	Maintenance							Inspection	Maintenance							Inspection	Maintenance											Inspection				
Zone 3(S&N)			Inspection	Maintenance							Inspection	Maintenance							Inspection	Maintenance														
Zone 4(S&N)				Inspection	Maintenance							Inspection	Maintenance							Inspection	Maintenance													
Zone 5(S&N)					Inspection	Maintenance							Inspection	Maintenance							Inspection	Maintenance												
Zone 6(S&N)						Inspection	Maintenance							Inspection	Maintenance							Inspection	Maintenance											
Zone 7(S&N)							Inspection	Maintenance							Inspection	Maintenance							Inspection	Maintenance										
Zone 8(S&N)								Inspection	Maintenance							Inspection	Maintenance							Inspection	Maintenance									

MONTH	JULY					AUG					SEP					OCT					NOV					DEC										
WEEK COMMENCING	3	10	11	24	31	7	14	21	28	4	11	18	25	2	9	16	23	30	6	13	20	27	4	11	18	25										
Zone 1(S&N)								Inspection	Maintenance																				Inspection	Maintenance						
Zone 2(S&N)	Maintenance									Inspection	Maintenance																									
Zone 3(S&N)	Inspection	Maintenance									Inspection	Maintenance																								
Zone 4(S&N)		Inspection	Maintenance									Inspection	Maintenance																							
Zone 5(S&N)			Inspection	Maintenance									Inspection	Maintenance																						
Zone 6(S&N)				Inspection	Maintenance									Inspection	Maintenance																					
Zone 7(S&N)					Inspection	Maintenance									Inspection	Maintenance																				
Zone 8(S&N)						Inspection	Maintenance									Inspection	Maintenance																			

Inspections  Maintenance Works

## 7. RELATED DOCUMENTS

7.1. Operations Procedure #8 – Unsealed Roads Maintenance Program.

7.2. Operations Procedure #9 – Sealed Roads Maintenance Program.

## 8. APPENDICES

Nil

