
Glen Eira City Council

Road Management Plan 2021

Plan Adoption Record

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5		

Approval	Name	Signature	Date
CEO	Rebecca McKenzie		

This Plan and Appendices are available for inspection, free of charge and in hard copy format, during office hours: 8:30 am to 5:00 pm each working Day at:

Customer Service Centre
Glen Eira City Council Municipal Offices,
Corner of Glen Eira and Hawthorn Roads,
Caulfield, Victoria.

GLOSSARY OF TERMS

This Plan uses a number of words and terms the meaning of which needs to be understood. These words and terms are defined below. Where a word or term is defined in the Act, this is indicated by a footnote, and the word or term has the same meaning in this Plan as in the Act.

Please note, where this Plan refers to a member of Council staff, the reference includes a member of Council staff holding, acting in or performing the duties of the office or position (including by succession) described.

Term	Meaning
Ancillary Area¹	<p>An area designated as an ancillary area by the coordinating road authority under section 18 of the Act, for example car parks.</p> <p>Example</p> <p><i>Any area which is a “park and ride” carpark, rest stop or scenic lookout could be designated as an Ancillary Area.</i></p>
Day	<p>A normal working day (i.e., Monday to Friday, excluding public holidays).</p>
Defect	<p>A localised failure or imperfection in an asset. Examples are a pothole in a road surface or a crack in the surface of a concrete Pathway. Defects may be below the specified Intervention Level for the type of defect in the particular type of asset or may have reached the Intervention Level².</p> <p>A Defect does not include the design of the asset or the construction of an asset in accordance with the design, whether or not such design is of a type currently used or allowed by Council and whether or not such design could be said to be deficient compared to current designs.</p>
Emergency Works	<p>Works required in respect of a Defect that presents an imminent threat of personal injury or property damage to members of the public or the blocking of traffic on a road listed on Council's Register of Public Roads or is otherwise a source of imminent danger to the public or a section of the public.</p>
Infrastructure Manager	<p>Infrastructure Manager³ means:</p>

¹ Sections 3 and 18, *Road Management Act 2004*

² It is central to this Plan that roads, Pathways and other Road Infrastructure are not perfect or free of all hazards. Defects will not be rectified unless they have reached the Intervention Level specified in this Plan.

³ Section 3, *Road Management Act 2004*

Term	Meaning
	<p>(a) in relation to Road Infrastructure, the responsible road authority under section 37 of the Act;</p> <p>(b) in relation to non-Road Infrastructure, the person or body that is responsible for the provision, installation, Maintenance or operation of the non-Road Infrastructure;</p> <p>(c) in relation to Road Infrastructure, the responsible road authority under section 37 of the Act; or</p> <p>(d) in relation to non-Road Infrastructure, the person or body that is responsible for the provision, installation, Maintenance or operation of the non-Road Infrastructure.</p>
Intervention Action	Any action to conduct a temporary or permanent Repair.
Intervention Level	The level at which the standards set out in this Plan require Intervention Action to be taken as deemed reasonable by Council (Refer 5.3, page 27 & 28).
Maintenance (as that term is used in this Plan)	The work carried out on an asset on regular intervals to retain its condition and performance.
Pathway⁴	<p>A footpath, bicycle path or other area constructed or developed by a responsible road authority for use by members of the public other than with a motor vehicle but does not include any path:</p> <p>(a) which has not been constructed by a responsible road authority; or</p> <p>(b) which connects to other land.</p> <p>Examples</p> <p><i>A footpath or bicycle path constructed on a Road Reserve by a responsible road authority for use by the general public would be a Pathway.</i></p> <p><i>A foot trodden track over roadside land or a path that connects from a Roadway or footpath to privately owned land would not be a Pathway.</i></p>
Reactive Defect Inspection	A Defect inspection in response to a report by a member of the public or a Council employee or contractor. It is conducted in order to ascertain (a) whether the asset in

⁴ Section 3, Road Management Act 2004.

Term	Meaning
	question is the responsibility of Council (b) whether a Defect exists and (c) if so, whether it has reached an Intervention Level specified in this Plan.
Register / Road Register	Council's Register of Public Roads as kept under section 19 of the Act.
Repair⁵	<p>The taking of any action to remove or reduce a risk arising from a Defect in a Roadway, Pathway or Road-Related Infrastructure, including:</p> <ul style="list-style-type: none"> (a) reinstating a road to its former standard following works to install any infrastructure; (b) reinstating a road to its former standard following deterioration or damage; (c) providing a warning to road users of a Defect in a Roadway, Pathway or Road-Related Infrastructure, (d) providing a barricade <p>but does not include the upgrading of a Roadway, Pathway or Road-Related Infrastructure.</p> <p>Example</p> <p><i>Filling in a pothole in a Roadway, resurfacing the Roadway and erecting a warning sign would be actions to repair the road.</i></p>
Response Time	The time by which a response is due, as set out in the Appendices
Road Infrastructure	The infrastructure which forms part of a Roadway or Pathway and includes structures forming part of the Roadway or Pathway and materials from which a Roadway or Pathway is made.
Road Pavement	Part of a road which is sealed and intended for the use of motor cars and other vehicles.
Road-Related Infrastructure⁶ (which is a part of the Road Infrastructure)	<p>Infrastructure which is installed or constructed by the relevant road authority (being Council or its predecessors) for road-related purposes to:</p> <ul style="list-style-type: none"> (a) facilitate the operation or use of the Roadway or Pathway; (b) support or protect the Roadway or Pathway; or

⁵ Section 3, Road Management Act 2004.

⁶ Section 3, Road Management Act 2004.

Term	Meaning
	<p>(c) Calm or manage traffic.</p> <p>Examples</p> <p><i>A traffic control sign, traffic light, traffic island or other Traffic Management Device, road drain or embankment would be Road Related Infrastructure.</i></p> <p><i>A noise wall, gate, post or board installed on the Road Reserve by the relevant road authority for road-related purposes would be Road Related Infrastructure.</i></p>
Road Reserve⁷	All of the area of land that is within the boundaries of a road.
Roadside⁸	Any land that is within the boundaries of a road (other than the shoulders of the road) which is not a Roadway or a Pathway and includes the land on which any Vehicle Crossing or Pathway which connects from a Roadway or Pathway on a road to other land has been constructed.
Roadway⁹	<p>Roadway⁶ means:</p> <p>(a) in the case of a public road, the area of the public road that is open to or used by members of the public and is developed by a road authority for the driving or riding of motor vehicles; and</p> <p>(b) in the case of any other road, the area of the road within the meaning of "road" in section 3(1) of the <i>Road Safety Act 1986</i>,</p> <p>but does not include a driveway providing access to the public road or other road from adjoining land.</p>
Traffic Management Device	A device or infrastructure intended to calm or manage traffic such as a traffic island, speed cushion, speed hump or roundabout.
Vehicle Crossing¹⁰	The driveway and Pathway which connects from a Roadway or Pathway on a road to other land.

⁷ Section 3, Road Management Act 2004.

⁸ Section 3, Road Management Act 2004.

⁹ Section 3, Road Management Act 2004.

¹⁰ Contained within the definition of "Roadside" in Section 3 of the *Road Management Act 2004*.

Note: where this Plan refers to a Council delegate, it refers to a member of Council staff holding, acting in or performing the duties of the office or position (including by succession) described.

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1. INTRODUCTION

1.1 Background

The City of Glen Eira is custodian of an extensive range of assets. This includes the roads and Council assets within the Road Reserve for which it has responsibility under the *Road Management Act 2004* (the “Act”).

The road network within the City of Glen Eira consists of some:

- 498 kilometres of Council roads and constructed rights of way that include:
 - 832 kms of kerb and channel; and
 - 867 kms of Pathways
- 95 kilometres of arterial road carriageways which are the responsibility of, and managed by, VicRoads but for which Council maintains the Pathways.

The Act provides that Council, as a road authority under the Act, may publish and adopt a Road Management Plan. In accordance with section 50 of the Act, the purposes of this Plan are:

- “(a) *to establish a management system for the road management functions of a road authority which is based on policy and operational objectives and available resources; and*
- “(b) *to set the relevant standard in relation to the discharge of duties in the performance of those road management functions.”¹*

This document is Council’s Road Management Plan (“Plan”).

1.2 About this Road Management Plan

This Plan details the decisions Council has made to manage safety risks associated with the public roads and Pathways for which it is responsible.

In particular, this Plan sets out the times within which, and the standards to which, Council will:

- inspect for Defects;
- maintain (appropriate temporary Repair); and
- Repair (appropriate permanent Repair)

the roads and the Road (including Road-Related) Infrastructure for which Council is responsible.

This Plan balances the needs of road users against the limited resources available to Council, taking into account the many other services that Council, as a Local Government Authority, is required to deliver.

This Plan is otherwise based substantially on factors or constraints which are financial, economic, political, social or environmental. Figure 1 shows the extent of the municipality.



Figure 1: Map of the Municipality

Council uses the available resources to carry out inspections, Repairs and Maintenance under a number of programs. These can be divided into two main categories of Defect and Maintenance.

Details of these programs are set out in this Plan at section 7.1

1.3 Key Stakeholders

The key stakeholders in this Plan include:

- *Community;*
- *Residents and businesses abutting and using the road network;*
- *Users of motor vehicles;*
- *Pedestrians;*
- *Cyclists and other light vehicle users;*
- *VicRoads as the State road authority;*
- *Adjacent municipalities;*
- *Emergency services (police, fire, ambulance, SES);*
- *Special interest groups e.g., RACV and Chambers of Commerce;*
- *Insurers; and*
- *Other Infrastructure Managers with assets in the Road Reserve.*

1.4 Responsibilities for Road Management Plan Implementation

The Chief Executive Officer has responsibility for assigning the roles and responsibilities of the appropriate Council staff for the purposes of implementing the requirements of the Act and this Plan.

1.5 Queries and Comments

Any queries or comments in relation to this Plan should be directed to:

Manager Projects and Infrastructure
Glen Eira City Council
PO Box 42
Caulfield South 3162

1.6 Content of the Plan

In accordance with section 52 of the Act, this Plan incorporates:

- the relevant standards determined by Council¹¹ in relation to the discharge of Council's duties in the performance of its road management functions; and

¹¹ Section 51 of the Act provides that Council may determine standards by including them in this Plan.

-
- details of the management system that Council has implemented and proposes to implement in the discharge of its duty to those public roads for which Council is the coordinating or responsible road authority.

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2. GENERAL REQUIREMENTS

2.1 Road-Related Infrastructure included in this Plan

Within a local Road Reserve, Council is responsible for road and supporting infrastructure. The infrastructure in this Plan includes:

- Road Pavement;
- On road car parking;
- Sealed Laneways;
- Traffic Management Devices;
- Signs;
- Roadside infrastructure such as pedestrian guide-rails;
- Safety barriers and bollards;
- Footpaths and shared Pathways;
- Below ground Council drainage systems incorporating pits and pipes necessary for the safe use of roads for which Council is responsible; and
- Surface drainage including kerb and channel, Trees and road-side vegetation.

2.2 Infrastructure NOT included in this Plan

The following Council-owned infrastructure is not incorporated in this Plan:

- Off road car parks;
- Council-owned lighting; and
- Retaining walls.

Other infrastructure not incorporated into this Plan includes other Infrastructure Manager assets located within the Road Reserve:

- Water authorities – sewer pits trenches and pipes, water supply valves, hydrants, pipelines and signage;
- Gas authorities – pits, pipelines and signage;
- Electricity authorities – poles, overhead electric cables, sub stations and pits;
- Road authority (Department of Transport) – Road Pavements and surfaces, hard stand areas, kerb and channel and signage;
- Rail authority (VicTrack) – railway tracks, crossings and signage;
- Tramways – tracks, overhead wires and tram shelters, hardstand areas and signage;

- Telecommunications authority (Telstra) – poles, overhead cables, pits and payphones; and
- Telecommunications authority (Optus) – poles, overhead cables, and pits.

2.3 Demarcation and Transfer of Responsibility

The process of handing over declared main roads to the Department of Transport (previously VicRoads) took place on June 30, 2004.

Council is not responsible for the following road types within the municipality:

- Owners Corporation (Formerly Body Corporate);
- Private;
- Department of Transport (previously VicRoads);
- VicTrack; and
- Roads belonging to adjacent Councils, unless a Memorandum of Understanding has been agreed between Council and the Municipality responsible for the road.

2.3.1 Arterial Roads

The Department of Transport (previously VicRoads) is the coordinating road authority for all arterial roads in the municipality. The Code of Practice for Operational Responsibility of roads defines the demarcation of responsibility for arterial Road Reserves as described below:

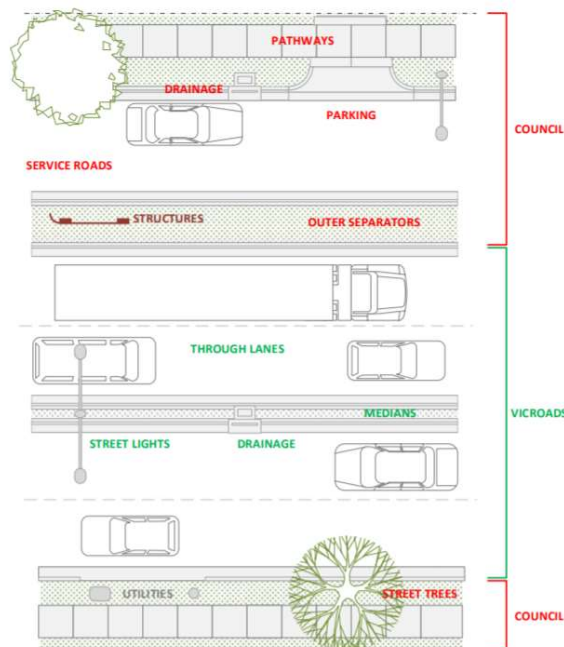


Figure 2: Demarcation for Arterial Roads

- Service roads from the back of kerb to the property line;
- Pathways on arterial Road Reserves, from the back of kerb to the property line;
- Public transport assets are managed in accordance with the code of practice; and
- Stormwater drainage in accordance with the network owner.

2.3.2 Boundary Roads and Agreements

Boundary roads maintained by Council on behalf of adjoining municipalities are maintained to the standards set out in this Plan. Roads covered by “Agreements and Memoranda of Understanding” are:

Boundary Roads	Adjoining Council
Hotham Street	Port Phillip City
Inkerman Road	Port Phillip City
Orrong Road	Port Phillip City
Poath Road	Monash City
Thomas Street	Bayside City

Table 1: Boundary Roads by Municipality

Council is able to enter into agreements with other road authorities and utilities where the other parties have an interest in, or have assets that are located in, a road for which Council is responsible. “Agreements” made between Council and any other party can be found in Council’s *Register of Agreements*.

2.3.3 Council is not responsible for private assets or works

A number of private assets exist within or adjacent to roads in respect of which Council does not have an obligation, and this Plan does not impose any obligation. These assets include:

- private or illegal landscaping works;
- private roads, driveways, laneways and car parks associated with private developments; and
- stormwater drains or connections from private properties.

2.3.4 Vehicle Crossovers

When vehicle crossovers are constructed as part of the initial civil construction works, the location and type of vehicle crossover is approved as part of the road and drainage drawings

for the subdivision. These works are then inspected by Council to ensure the works are constructed in accordance with the approved plans.

For modifications to existing vehicle crossovers, the resident applies to Council for approval. If approved, a permit to undertake the works is issued. The modifications are assessed to ensure that there are no safety issues or conflict with existing assets. If the modifications are approved, the works are inspected by Council.

Council is responsible for the Maintenance of footpath area and channel section of the crossover. The footpath area and channel section of the crossover are maintained to the same standard for inspection, Defects and Repair of the similar assets in the Register.



Figure 3: Vehicle Crossover Responsibilities¹²

2.3.5 Rail Crossings

Rail crossing safety is seen to be a joint responsibility between road and rail authorities with clear boundaries between Council and rail authority responsibility. Safety Interface Agreements have been put in place between both Council, the rail authority and in some cases the Department of Transport to clearly define responsibilities in regard to management of rail crossing safety and associated infrastructure.

Rail Infrastructure Manager	Demarcation (m)
Metropolitan (Metro Trains)	2.135
Interstate (ARTC)	2.44
Intrastate (V/Line)	2.44

Table 2: Distance from Crossing to Council's Responsibility

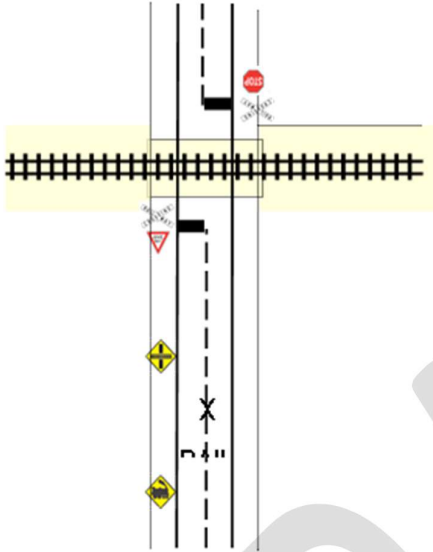


Figure 4: Demarcation at Rail Crossings

The municipality has two railway crossings to be removed under the State Government's Railway Crossing Removal Projects. These railway crossings are tabulated below. These crossings are expected to be removed in the life of this Plan:

1	Neerim Road at Glen Huntly
2	Glen Huntly Road at Glen Huntly

Table 3: Rail Crossings yet to be Removed

3. LEGISLATIVE CONTEXT

3.1 Legislative Basis for the Plan

3.1.1 Provisions of the Act

This Plan is prepared in accordance with Division 5, sections 49-55 of the Act.

This Plan also reflects the purposes and objectives of the Council as specified under sections 3A and 3C of the *Local Government Act 2020*. Other legislation which relates to this Plan includes the *Road Safety Act 1986* (as amended), the *Transport (Compliance and Miscellaneous) Act 1983* and Council's *Local Law 2019*.

3.1.2 Codes of Practice

The following Codes of Practice which exist under the Act will be complied with by Council to the extent they are relevant to Council:

- *Operational Responsibility for Public Roads* - this Code provides guidance in determining the physical limits of operational responsibility between road authorities for the different parts or elements within the Road Reserve of public roads;
- *Management of Infrastructure in Road Reserves* - this Code provides guidance for road authorities and utilities in planning and managing their infrastructure in Road Reserves, e.g., gas, water, electricity, telecommunications, etc;
- *Worksite Safety - Traffic Management* - this Code provides guidance on how to conduct any works on a road in Victoria and supports the engagement of appropriately trained and qualified persons to carry out the works or direct traffic;
- *Code of Practice for Road Management Plans* - this code provides practical guidance to road authorities in the making of road management plans; and
- Any new Code of Practice established under the Act.

3.2 Council Responsibilities

Under the Act, Council is the “Co-ordinating and Responsible Road Authority” for municipal roads within the City of Glen Eira as set out in the Register.

Council is also the “Responsible Road Authority” for some areas and assets on Department of Transport (previously VicRoads) arterial roads (refer Section 2.3.1).

3.3 Obligations of Road Users

All road users have a duty of care under the *Road Safety Act 1986* (section 17A). Section 17A of the *Road Safety Act 1986* stipulates:

“17A Obligations of road users

- (1) A person who drives a motor vehicle on a highway must drive in a safe manner having regard to all the relevant factors.
 - (2) A road user other than a person driving a motor vehicle must use a highway in a safe manner having regard to all the relevant factors.
 - (2A) For the purposes of subsections (1) and (2) and without limiting their generality, the relevant factors include the following—
 - (a) the physical characteristics of the road;
 - (b) the prevailing weather conditions;
 - (c) the level of visibility;
 - (d) the condition of any vehicle the person is driving or riding on the highway;
 - (e) the prevailing traffic conditions;
 - (f) the relevant road laws and advisory signs;
 - (g) the physical and mental condition of the driver or road user.
- Note** The above factors are relevant to section 106 of the **Road Management Act 2004** (Matters which may be considered to constitute contributory negligence).
- (3) A road user must—
 - (a) take reasonable care to avoid any conduct that may endanger the safety or welfare of other road users;
 - (b) take reasonable care to avoid any conduct that may damage road infrastructure and non-road infrastructure on the road reserve;
 - (c) take reasonable care to avoid conduct that may harm the environment of the road reserve.
 - (4) In subsection (3), ***non-road infrastructure***, ***road infrastructure*** and ***road reserve*** have the same meanings as in section 3(1) of the **Road Management Act 2004**.

3.4 Effect of Road Management Plan

Section 39(4) of the Act provides that, by including provisions in the Plan relating to the performance of road management functions, Council is to be taken to have made a policy or policy decision in respect of those road management functions.

Section 103 of the Act provides:

“103 Policy defence

For the purposes of any proceeding to which this Division applies, an act or omission which is in accordance with a policy –

...

- (b) *determined by the relevant road authority under section 39 does not constitute a wrongful exercise or failure unless the policy is so unreasonable that no road authority in that road authority's position acting reasonably could have made that policy.”*

3.5 Roads and Ancillary Areas Subject to this Plan

3.5.1 Roads covered by this Plan

This Plan applies to those public roads listed in the Register¹³. The Register is not a document incorporated into this Plan, and is available on Council's website.

This Plan also applies to parts of arterial roads, where Council is the Responsible Road Authority for some areas and assets (such as Pathways). Highways and arterial roads may also contain some Ancillary Areas that are the responsibility of Council.

3.5.2 Car parks, rights of way, laneways and unsealed road surfaces

Car parks included within the Register are those that the public has on-road access to and for which Council is responsible. The standards are consistent with those applicable to access roads. Council maintained car parks may be Ancillary Areas to arterial roads.

Off-road car parks and access roads are generally not included in the Register and hence this Plan is not applicable to the way in which Council manages and controls them.

Laneways and unsealed surfaces are not proactively inspected and Council responds to customer requests as per Appendix 3 – Defect Intervention Levels.

3.5.3 Trees and Roadside Vegetation

Trees and roadside vegetation included within this Plan only relate to vegetation that is either owned or managed by Council. Privately owned or managed vegetation is the

¹³ Council's *Register of Public Roads* forms the “asset register” for the purposes of clause 7.2 of the *Code of Practice for Road Management Plans*.

responsibility of the relevant owner, who must ensure that clearance levels are maintained over Roadways, footpaths or Pathways as per clauses 69 and 70 of the Community Local Law - 2019.

Where practicable, clearances that are documented within Appendix 4 of this Plan will be maintained by Council within the documented intervention timeframes. All trees will be pruned in accordance with the Australian Standard for Pruning of Amenity Trees (AS. 4373-2007) at a minimum. Structural limbs and branches with a diameter that exceeds 250mm may not be removed from trees in situations whereby removal would have a negative impact on the health or structural integrity of the tree's canopy.

4. ROAD REGISTER

4.1 Requirement to List Classification

The Act provides that a Register of Public Roads must include¹⁴:

“1 Matters which must be included in a register of public roads

The register must include:

...

(d) *the classification, if any, of the public road.*

...”

4.2 Information in Council’s Register of Public Roads

4.2.1 Classification of roads

The Register records the name and classification of road assets for which the Council is responsible. The classifications are used in this Plan to differentiate standards for:

- Inspection frequencies,
- Response Times.

(Council may also designate certain areas adjacent to a public road as ‘Ancillary Areas’. These areas are recorded in the Register.)

4.2.2 Other road authorities

The Register also records roads in respect of which Council has agreements in place for the management of roads that are the responsibility of other road authorities, such as State highways, arterial roads and municipal boundary roads. Details of the Agreements between Council and other road authorities, made pursuant to section 15 of the Act, are also included in the Register and are referred to earlier in this Plan.

¹⁴ Section 1(d) of Schedule 1, *Road Management Act 2004*.

4.2.3 Changes to the Register

Council's Director Infrastructure and Open Space and Manager Project and Infrastructure are empowered under delegation to make additions, deletions and other amendments to the Register.

4.3 Road Classification

Roads listed in the Register for which Council is the Coordinating Road Authority have been classified as follows:

Classification	Description
Link:	Roads of this classification primarily provide a linkage between significant residential, industrial and commercial nodes and / or the declared road network. These roads have an identifiable origin and destination (e.g., suburbs, industrial areas or places of significance).
Collector:	Roads of this classification primarily provide a route between and through residential, industrial and commercial areas and convey traffic to the urban link or arterial road network system.
Access:	A road, street, court or laneway that primarily provides direct access for abutting residential, industrial and commercial properties to their associated collector and link roads.

Table 4: Road Classification

The Glen Eira Local Road Map, which is included in the Register, shows the location and classification of those local roads listed in the Register.

The Glen Eira Local Road Map also shows the highways and arterial roads within the municipality for which VicRoads is the coordinating road authority.

4.4 Pathway Classification

Pathways and Ancillary Areas are also listed in the Register. Council has developed and implemented the following Pathway classification:

Classification	Description
High:	Generally, areas of high pedestrian use, for example, major activity centres, great walking streets.
Medium:	Generally, areas of moderate pedestrian use, for example, neighbourhood activity centres, local shopping centres, links and collectors roads.
Low:	Generally, areas of low pedestrian use, for example, access roads.

Table 5: Pathway Classification

The Pathway Classification Map, which is included in the Register, shows the location and classification of the Pathways.

Council is also responsible for the inspection, Repair and Maintenance of Pathways on roads where the Department of Transport (previously VicRoads) is the Coordinating Road Authority. These Pathways may be classified as high, medium or low depending on use.

4.5 Roads and rights of way not listed in the Register

Those municipal roads and unconstructed rights of way or those rights of way which Council does not regard as being reasonably required for general public use are not included in the Register, in accordance with Council's Policy on *Register of Public Roads*. They are therefore discretionary and not subject to this Plan.

5. PERFORMANCE STANDARDS DETERMINED BY COUNCIL

Council sets the performance standards for the following operational activities within the Road Reserve:

- Defect Inspections;
- condition inspections;
- Defect Intervention Levels;
- Emergency Response Times; and
- reactive response to Defects exceeding Intervention Levels.

5.1 Objectives of Performance Standards

The establishment of performance standards is to:

- address public safety by ensuring any Defects are within a reasonable tolerance; and
- allow for long term planning of Road Infrastructure.

5.2 Standards Relating to Inspections

Inspections are defined by four factors:

- Reactive non-emergency;
- Reactive emergency;
- Planned inspections; and
- Response to incidents.

The performance standards developed by Council apply to all assets identified in this Plan. The standards take into account the inspection type, Intervention Levels, asset classifications, response activity, supporting processes and Response Times.

Appendix 1 – Asset Inspection Types sets out Council's inspection requirements under this Plan.

5.3 Defects and Condition Inspections

Performance standards in relation to Defect inspections take into consideration the available resources. The Defects and inspection frequencies are defined in Appendix 2 – Inspection Frequencies with the subsequent process workflows identified in Appendix 4 – Roadside Vegetation Inspection Frequencies and Response Times.

Appendix 3 – Intervention Levels and Response Times sets out the “Response Times” within which Repairs will be carried out for particular Defects for particular classifications of assets.

Condition inspections of Council's assets are performed over a four-year period for the asset portfolio. They will generally precede the update of the Road Asset Management Plan.

5.4 Emergency Response

In addition to the scheduled Inspections and the works that flow from them, Council provides an emergency Response in circumstances where an Emergency Inspection is warranted.

Action	Response Time	Intervention Level (i.e. Action required if:)	Intervention Standard
Stakeholders telephones, or notifies on the City Watch App or attends Council's Customer Service Centre and reports a potential threat to safety of pedestrians, or property or obstructions and substances blocking traffic	Prompt acknowledgement		
Customer Service Centre or after-hours officer records report	Prompt recording		
Assess from any available material whether Council responsibility	Prompt preliminary assessment	If asset is not Council's responsibility, advise works or Infrastructure Manager responsible for asset (if practicable)	
Initial inspection by Council	Inspection carried out within 24 hours of recording of request and being qualified as an emergency		
Determine if asset involved is responsibility of Council ¹⁵	At time of initial inspection	If asset is not Council's responsibility, advise works or Infrastructure Manager responsible for asset (if practicable)	

¹⁵ Council is not responsible for providing an after-hours or emergency response service for utility companies, their agents, or private contractors.

Action	Response Time	Intervention Level (i.e. Action required if:)	Intervention Standard
Assess whether emergency situation exists	At time of initial inspection	If exceeds Defect Intervention Level for the type of asset involved (or equivalent if Defect not of type listed) and presents an immediate threat to the public property; or something prevents the flow of traffic on a road listed on Council's Public Road Register and (if relevant) it is apparent relevant Infrastructure Manager will not respond ¹⁶	Initiate Repair or rectification works in line with relevant specified timeframes and where imminent risk of personal injury and/or property damage exists provide appropriate warning with barricades and/or signs until such time as Repair/rectification works can be conducted.
Follow up inspection	At regular intervals consistent with degree of risk	If initial Repair included erection of barricades and/or signs	Ensure ongoing effectiveness of barricades and/or signs
Follow up Repair	Within Response Time for Repair of Defect within asset(s) of type affected – Appendix 3 – Defect Intervention Levels	If not reinstated on initial inspection	Repair to standard specified in this Plan for asset(s) of type affected

Table 6: Work Response Procedures

5.5 Force Majeure

Council will make every endeavour to meet all aspects of this Plan.

However, in the event of natural disasters and other events (including, but not limited to, fires, floods and droughts, together with human factors such as lack of Council staff or suitably qualified contractors), and noting the principles set out in section 83 of the *Wrongs Act 1958*, as amended, Council's Chief Executive Officer reserves the right to suspend compliance with this Plan, wholly or in part.

In the event that Council's Chief Executive Officer decides to suspend compliance with this Plan, he or she will write to the Director of Assets and Facilities and inform that person that some, or all, of this Plan is being suspended for a period specified in writing.

¹⁶ However, where Council becomes aware of an emergency or dangerous situation on a road, it may take action to mitigate the risk to the community, and then seek reimbursement of costs from the appropriate party.

6. MANAGEMENT SYSTEM

6.1 Legislative Provision

Section 52 of the Act provides:

“52. Contents of a road management plan

(1) A road management plan—

...

(b) *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.”*

This section of the Plan summarises the current Council Management System.

6.2 Council's Management System

Council's 'management system' is used to fulfill the role of the road authority. The 'management system' is a combination of people, equipment, communications, computer applications, performance standards, guidelines and procedures.

Council has established a reliable and robust IT based system for the management, tracking and traceability of the Defect Inspections and rectifications. It includes the receipt of customer complaints, supporting documentation and issue of works orders. The IT system consists of the following applications:

- Confirm asset management software; and
- Pathway customer request software.

This application is the repository for asset data and permits Council to record Maintenance information against each asset, allowing Council to more readily track and analyse work undertaken in the field.

Inspection information is recorded during each inspection. This information is uploaded into the asset management software and recorded against the asset.

The following Figure 5 provides an overview of the management system, illustrating the work flow processes involved together with the information flows supporting the work flows.

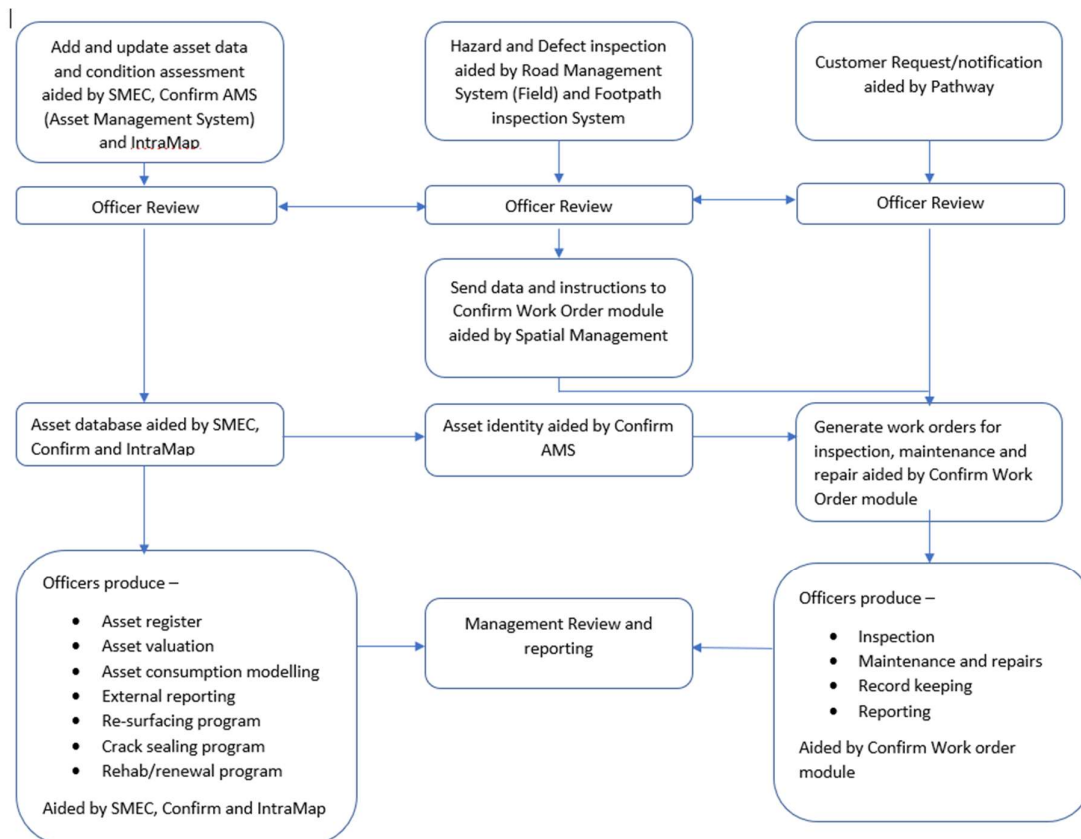


Figure 5: Overview of Management System

6.3 Dealing with Customer Requests

Council operates a computerised Customer Request Management System to log, track and monitor the process of complaints and service requests made by residents and other persons.

Council's Customer Service Unit is the first point of contact for all persons making a complaint or requesting some form of action in relation to the road and drainage Maintenance matters.

Customer Action Requests concerning the road and drainage Maintenance function will be forwarded electronically to the Council Asset Inspector, who will respond to such requests and arrange to carry out the required works in accordance with the timeframes stipulated in this Plan. This is shown in Appendix 2.

The overall high level Management System flow chart is provided in Appendix 4 – Roadside Vegetation Inspection Frequencies and Response Times.

7. MANAGEMENT TACTICS

7.1 Council's Road-Related Programs

Council has a number of different, but concurrent, programs functioning or scheduled to operate in relation to roads and Road-Related Infrastructure.

The programs currently functioning are detailed in the following sections.

7.2 The Inspection Programs

This section of the Plan lists the programmed or scheduled Defect inspections carried out in respect of Road-Related Infrastructure, which are then actioned within the Response Times allowed for in this Plan.

7.2.1 Defect Inspections – Roads

The first table in Appendix 2 – Inspection Frequencies sets out the inspections which are carried out in relation to roads in order to identify Defects in:

- Road Pavement;
- kerb and channel;
- Traffic Management Devices
- drainage pits; and
- regulatory signs.

7.2.2 Defect Inspections – Pathways

The second table in Appendix 2 – Inspection Frequencies sets out the inspections which are carried out for Pathways in roads and in some Ancillary Areas.

7.3 The Repair Programs

7.3.1 Road Repair Program

These Repair programs are ongoing on a daily basis, and cover:

- pothole patching;
- Repairs to bituminous surfacing; and
- Repairs to laneway surfacing,

as described in Appendix 3 – Intervention Levels and Response Times

7.3.2 Kerb and Channel Repairs Program

This program covers Repairs to kerbs and channels described in Appendix 3 – Intervention Levels and Response Times.

The emphasis and priority of this program is to Repair Defects that may affect the public interest by causing injury or loss to persons or their property. For this reason, Defects which result in a displacement of one kerb and channel segment relative to another are generally given a higher priority.

7.3.3 Ancillary Item Repairs Program

This describes the Repairs carried out to:

- drainage pits, including pit frames and insert lids; and
- regulatory signs.

7.3.4 Pathway Repair Program

Appendix 3 - Defect Intervention Levels also describes the Repairs carried out to Pathways under this program.

7.3.5 Trees and Roadside Vegetation

This program covers all the Council managed vegetation on Roadsides and Pathways. Work carried out to manage risk involves:

- pruning trees or removing a part of a tree;
- raising crowns of trees;
- crown pruning young trees; and
- maintaining sightlines for vehicles, pedestrians, Roadside signage and traffic lights

on State highways, arterial roads, municipal roads and over driveways, footpaths and nature strips. Appendix 4 covers Intervention Levels, inspection types and frequencies and Response Times.

7.4 Maintenance / Reconstruction / Renewal Programs

Road-related Maintenance, reconstruction and renewal programs are typically performed under Council's capital works programs. The extent to which Repair, such as pothole

patching, has been carried out (along with many other factors) is considered when determining the projects that are to be included in the capital works programs.

The fact that reconstruction is carried out on a multi-year cycle does not mean that any particular road or Pathway will be reconstructed within any particular year. It means that it will be included in Council's prioritising process, and, subject to community safety, be considered as part of Council's budgetary and resource allocation decisions.

7.5 Plan Does Not Always Require Action on Part of Council

This Plan provides as follows:

7.5.1 Liability of Road Authority

Section 107 of the Road Management Act provides:

"107 Liability of road authority

A road authority does not have a statutory duty or a common law duty to perform road management functions in respect of a public highway which is not a public road or to maintain, inspect or repair the roadside of any public highway (whether or not a public road)."

By definition, the "Roadside" includes nature strips, parking signs, street trees, street lighting and Vehicle Crossings, excluding the Pathway section of Vehicle Crossings.

7.5.2 Council is not responsible for assets owned or works by utility authorities or other authorities

Authorities other than Council own and control assets within Road Reserves.

Many openings to the surface of the Road Pavement or Pathway are the result of other authorities' works. In many instances, Council does not need to issue consent for the works to commence and will only receive advice from the works manager of the authority on completion of the permanent reinstatement. Council will not be aware of most "works in progress" jobs. Council is not responsible for the safety of the work site or the reinstatement of another authority's assets which are owned or controlled by that authority.

8. SUPPORTING DOCUMENTS

The following supporting documents, while complementary, do not form a part of this Plan.

8.1 Technical Guides

- i. *International Infrastructure Management Manual*, IIMM 6th Edition 2020, the global standard Infrastructure Management. Institute of Public Works Engineering Australia;
- ii. *Local Government (General) Regulations*, 2015, Public Records Office Victoria;
- iii. *Road Reserve Risk Management Statement of Principles 2002*, Civic Mutual Plus;
- vi. *Risk Management Guidelines*, VicRoads; and
- v. *Risk Management Standard*, AS/NZS ISO 31000:2009.

8.2 Council Documents and Procedures

Relevant Council engineering drawings and standards for design and construction are listed in the appropriate Asset Management Plan.

Other relevant Council documents and procedures include:

- (a) *Glen Eira Council and Community Plan*;
- (b) *Glen Eira Adopted Budget*;
- (c) *Policy No. 8.2 - Asset Management*;
- (d) *Policy No. 8.14 - Traffic Management Plans*;
- (e) *Local Law 2009*; and
- (f) *Asset Management Strategy*.

8.3 Asset Management Plans

Council produces Asset Management Plans for all major categories of infrastructure assets, including road-related assets. These Asset Management Plans are developed and updated in accordance with the guidelines of the *International Infrastructure Management Manual, International Edition (2020)*.

8.4 Updating and Improving this Plan

It is proposed that this Plan be formally reviewed every four years. It will be maintained as a public document and will be subject to continuous improvement. An up-to-date copy can be viewed during normal business hours at the Council Office. Where developments necessitate significant changes to this Plan, the amended Plan will go through the council approval and public consultation process required by the Act.

Appendix 1 – Asset Inspection Types

Inspection Type ¹⁷		Trigger(s)	Response Time	Purpose	Recording Requirements Standard
Reactive Defect Inspection – Non-Emergency	Defect	Customer Request Report from field staff	Respond (Inspect and assess) within 5 Days of receiving request	Conducted in order to ascertain: (a) whether the asset in question is the responsibility of Council (b) whether a Defect exists and (c) if so, whether it has reached an Intervention Level specified in this Plan.	Recording to identify specific Defect, including location, time first reported, time inspected and by whom, subsequent action and time of completion.
Reactive Defect Inspection - Emergency	Defect	Customer Request	Respond within 24 hours of recording of request and being qualified as emergency.	Reactive Defect Inspection where the person reporting the Defect qualifies the Defect as emergency based on Council's Pathways customer request system checklist.	Recording to identify specific Defect, including location, time first reported, time inspected and by whom, subsequent action and time of completion.
Safety Inspection -	Defect	Inspection Schedule	As per Appendix 2 and 4	Inspection undertaken in accordance with a formal inspection schedule to identify Defects and determine if they have reached an Intervention Level specified in this Plan.	A record of the inspection of the location of the Defect is to be completed detailing the name of the inspector, the inspection date, and street / road name and a description of any Defects found that have reached the specified Intervention Levels defined this Plan. In addition, a notation must be recorded of any street/road inspected where no Defect was apparent.
Incident Inspection	Incident	Corporate Counsel Request	Respond within 24 hours of receiving request	Conducted to investigate the circumstances and cause of a claim	A record of the inspection of the relevant part of the footpath or road is to be completed detailing the name of the inspector, the inspection date, and exact address and a description of any Defects found that have

Inspection Type ¹⁷		Trigger(s)	Response Time	Purpose	Recording Requirements Standard
					reached the specified Intervention Levels defined in this Plan. If no Defect is apparent, this must be noted.

Appendix 2 – Inspection Frequencies

ASSET	DEFECT INSPECTION FREQUENCY – ROADS AND RIGHTS OF WAY		
	LINK & COLLECTOR ROAD	ACCESS ROADS	RIGHTS OF WAY
	DEFECT INSPECTION	DEFECT INSPECTION	
Pavement	Annually	3 Years	Reactive Inspection
Kerb and Channel	Annually	3 Years	Reactive Inspection
Traffic Management Devices	Annually	3 Years	N/A
Drainage Pits	Annually	3 Years	Reactive Inspection
Regulatory and warning Signs, Pedestrian Guide Rails, Safety Barriers and bollards.	Annually	3 Years	Reactive Inspection

ASSET	DEFECT INSPECTION FREQUENCY - PATHWAYS		
	PATHWAY CLASSIFICATION		
	HIGH	MEDIUM	LOW
All Pathways in Road Reserves, shopping and activity centres	6 Months	Annually	3 Years

The Pathways Classification Map is generated from the Council Asset Management system CONFIRM and the GIS.

A list of Pathways is also included in the Asset Management Plan for Pathways. This list contains details on the location, type and quantity of Pathways in Road Reserves.

Appendix 3 – Intervention Levels and Response Times (from receipt of report by Council)

ROAD PAVEMENT			
Defect Type	Road Classification	Defect Intervention Level	Response Times
Sealed Road Surface Defect	Link	Pothole depth greater than 50 mm and any dimension greater than 300 mm	Within 5 Days
	Collector		Within 5 Days
	Access		Within 10 Days
Unsealed Road Surface Defect	Access	Pothole depth greater than 100 mm and any dimension greater than 300 mm.	Within 20 Days
Right of Way Surface Defect	Access	Any abrupt and significant distortion in surface level of a height differential of greater than 150 mm.	Within 30 Days

KERB AND CHANNEL			
Defect Type	Road Classification	Defect Intervention Level	Response Times
Kerb and Channel Alignment Defect	Link	Step or misalignment greater than 100 mm.	Within 10 Days
	Collector		Within 10 Days
	Access		Within 60 Days

TRAFFIC MANAGEMENT DEVICES			
Defect Type	Road Classification	Defect Intervention Level	Response Times
Kerb and Channel Alignment Defect	Link	Step or misalignment greater than 100 mm.	Within 10 Days
	Collector		Within 10 Days
	Access		Within 60 Days
Sealed Road Surface (Trafficable) Defect	Link	Pothole depth or depression greater than 50 mm and any dimension greater than 300 mm.	Within 5 Days
	Collector		Within 5 Days
	Access		Within 10 Days

ANCILLIARY ITEMS			
Defect Type	Road Classification	Defect Intervention Level	Response Times
Water on Road	Link	Blocked pits causing water to pond on traffic lane greater than 100mm.	Within 5 Days
	Collector		Within 5 Days

ANCILLIARY ITEMS			
Defect Type	Road Classification	Defect Intervention Level	Response Times
	Access		Within 5 Days
Damaged Drainage Pit Lid or Grate	All	Grate or lid dislodged or failed	Within 2 Days
	All	Pit Lid missing	As per Emergency Works
Regulatory Sign or Warning Sign illegible	Link	Sign missing, facing wrong way, or greater than 50% illegible (due to damage, vandalised or fading) at 100m under low beam or in daylight.	Within 5 Days
	Collector		Within 5 Days
	Access		Within 20 Days
Pedestrian Guide Rails, Safety Barriers and bollards.	Link and Collector	Missing, damaged or vandalised	Within 15 days
	Access		Within 30 days
Traffic Signal Fault	All	One or more signals not working or facing the wrong way.	Within 1 Day

PATHWAYS			
Defect Type	Road Classification	Defect Intervention Level	Response Times
Pathway Defect	High	Step or misalignment greater than 25mm Or; Cracks greater than 25mm and 1m long?	Within 10 Days
	Medium		Within 20 Days
	Low		Within 60 Days

Appendix 4 – Roadside Vegetation Inspection Frequencies and Response Times

Vegetation Type	Description	Request/Works Type	Inspection Frequencies and Response Times
Roadside Vegetation (Council Managed)	<ul style="list-style-type: none"> All Council managed trees will have pruning works carried out to maintain a minimum of 4.0m clearance over carriageways, 3.0m and not greater than 3.5m over driveways, footpaths and nature strips. Raising the crowns of trees located on state highways to a minimum height of 4.5 m. This will apply only to the trees on the outer separator or nature strip that overhang the main carriageway. Appropriate sightlines will be maintained for vehicles and pedestrians for Roadways, footpaths, intersections, and driveways. Appropriate sightlines will be maintained for Roadside signage and traffic lights. 	Periodic inspection and works program.	Within 2 Years
		Reactive inspection from customer enquiry.	Within 14 Days of customer report
		Works generated from a reactive inspection.	Within 30 Days
		Immediate hazard (fallen branch or entire tree over traffic lane or Roadway).	Within 4 Hours of report being received
Pathway Vegetation (Council Managed)	<ul style="list-style-type: none"> All Council managed trees will have pruning works carried out to maintain a minimum of 3.0m and not greater than 3.5m over pedestrian and bicycle paths. 	Reactive inspection from customer enquiry.	Within 14 Days
		Works generated from a reactive inspection.	Within 30 Days
		Immediate hazard (fallen branch or entire tree over Pathway).	Within 4 Hours of report being received

Appendix 5 – Council Work Flows

High Level Management System Decision Making Work Flow

