



HUME CITY COUNCIL
ROAD MANAGEMENT PLAN

V7,2021

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HUME CITY COUNCIL – ROAD MANAGEMENT PLAN	5
1 EXECUTIVE SUMMARY	5
2 BACKGROUND & GENERAL PRINCIPLES	6
2.1 Legislation Applicable	6
2.2 Meaning of Terms	6
2.3 Role of Road Authority	7
2.4 General Functions	7
2.5 Powers of Council as a road authority	7
2.6 Duty of the road user	8
2.7 Purpose of the <i>Hume City Council Road Management Plan</i>	8
2.8 Contents of the <i>Hume City Council Road Management Plan</i>	8
2.9 Availability of the <i>Hume City Council Road Management Plan</i>	8
2.10 Delegations	9
3 ROAD MANAGEMENT PLAN - ASSET MANAGEMENT POLICY FRAMEWORK	9
3.1 Policies regarding Asset Management	9
3.2 Asset Management Framework	9
3.3 Asset Maintenance – Intervention Levels	9
3.4 Links to Council planning documents	9
3.4.1 <i>Council Plan</i>	9
3.4.2 <i>Council Budget and Capital Works Program</i>	9
4 ROADS AND ANCILLARY AREAS SUBJECT TO THE PLAN	10
4.1 Hume City Council Register of Public Roads	10
4.2 Items excluded from the Plan	10
4.3 Demarcation	11
4.3.1 <i>Responsibility for non Council assets</i>	11
4.3.2 <i>Codes of Practice and Agreements</i>	11
4.3.3 <i>Repair of damaged Council assets</i>	11
5 ROAD CLASSIFICATION	12
5.1 Introduction	12
5.2 Freeway	12
5.3 Arterial Road – Department of Transport	12
5.3.1 <i>Definition</i>	12
5.3.2 <i>Responsibility of Department of Transport controlled arterial roads</i>	12
5.4 Major road	12
5.4.1 <i>Definition</i>	12
5.4.2 <i>Responsibility</i>	12
5.5 Collector road	13
5.5.1 <i>Definition</i>	13
5.5.2 <i>Responsibility</i>	13
5.6 Local Access Road	13
5.6.1 <i>Definition</i>	13
5.6.2 <i>Responsibility</i>	13
5.7 Department of Transport managed roads	13
5.8 Pathways on roads	13
5.9 Reclassification of roads	14
6 LEVELS OF SERVICE	14
6.1 Determining levels of service	14
6.2 Risk assessment	Error! Bookmark not defined.
6.3 Maintenance levels of service	15
6.4 Inspection program	15
6.5 Construction, Renewal and Refurbishment Standards	15

7	ROAD MANAGEMENT SYSTEM	16
7.1	The Road Management Plan Policy Framework	16
7.2	Asset Management Plans for road infrastructure	16
7.2.1	<i>Service levels</i>	17
7.2.2	<i>Condition assessments</i>	17
7.2.3	<i>Renewal and refurbishment Plan</i>	17
7.2.4	<i>Capital Works Program</i>	17
7.3	Management system to inspect, repair and maintain	17
7.3.1	<i>Customer request system (reactive component)</i>	18
7.3.2	<i>Works program (proactive component)</i>	18
7.3.3	<i>Works program development</i>	18
7.3.4	<i>Compliance with standards</i>	18
7.3.5	<i>Force Majeure Clause</i>	18
7.3.6	<i>Management arrangements</i>	19
7.4	Community Consultation	19
7.5	Key Stakeholders	19
7.6	Customer Service Arrangements	19
8	AUDIT OF ROAD MANAGEMENT PLAN	21
9	REVIEW OF ROAD MANAGEMENT PLAN	21
10	SUPPORTING DOCUMENTS	22
10.1	Technical References	22
10.2	Council Documents	22
11	APPENDICES	22

Appendix 1- Inspection Frequency

Appendix 2 - Intervention Levels and Response Times

<p>Hume City Council 1079 Pascoe Vale Road Broadmeadows VIC 3047</p>	<p>Document: Road Management Plan Version 7 2021</p>
<p>PO Box 119 Dallas VIC 3047</p> <p>Telephone: (03) 9205 2200 Fax: (03) 9309 0109 Email: contact.us@hume.vic.gov.au Website: www.hume.vic.gov.au</p>	<p>Synopsis:</p> <p>The document has been prepared in response to the requirements of the Road Management Act 2004 and sets out Council's approach to the management of Hume City Councils roads network.</p>

DISTRIBUTION SCHEDULE

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HUME CITY COUNCIL – ROAD MANAGEMENT PLAN

1 EXECUTIVE SUMMARY

Hume City Council places a high priority on ensuring that the community is provided with a safe and efficient road network for use by all members of the public.

Council is committed to efficient and effective asset management practices and to demonstrate to all stakeholders that it is delivering optimal outcomes for the available resources in a structured, coordinated, cost effective and sustainable manner.

The Hume City Council *Road Management Plan* has evolved in response to the legislative requirements of the *Road Management Act 2004* (“the Act”) and been developed in accordance with Part 4 Division 5 of the Act. The Plan is a key component of the asset management framework established by the Hume City Council’s *Asset Management Strategy 2015*.

As the responsible Road Authority, Hume City Council will inspect, maintain and carry out works under the *Road Management Plan* to ensure compliance with its community obligations and legal requirements under the Act.

The Act allows Council to:

- Define which public roads will be maintained, and;
- Set the standards to which public roads will be maintained

The standards relating to the maintenance of public roads incorporated in this Plan are considered to be the appropriate standard that the road authority must meet to satisfy its statutory duty and any common law duty to maintain a public road.

The review and adoption of the updated *Road Management Plan* will enable Council to maintain and manage its road assets in a financially responsible manner and minimise injury, damage to property and claims against Council.

The *Road Management Plan* is a dynamic document and is subject to continuous improvement based on Council’s best value approach. Any queries or comments in relation to this *Road Management Plan* should be directed to:

Director Sustainable Infrastructure and Services

Broadmeadows Office
1079 Pascoe Vale Road
Broadmeadows VIC 3047

Phone: 9205 2200

Further information is available on Council’s website:
www.hume.vic.gov.au

2 BACKGROUND AND GENERAL PRINCIPLES

2.1 Legislation Applicable

The legislation applicable is the *Road Management Act 2004* and any associated legislation as defined in the Act.

2.2 Meaning of Terms

Terms used in this Plan have the same meaning as the specific definitions included in the Act.

For the purposes of this plan the following additional terms shall be defined as:

- “the Act” means the *Road Management Act 2004*
- “Ancillary Area” means an area designated as ancillary by Council and includes car parks and other like areas.
- “the Council” means the Hume City Council.
- “Crossover” vehicle crossing or access from back of kerb to property boundary including any section of footpath within the lateral limits of the crossing. (Comment – our interpretation of the legislation is that the footpath component that crosses the driveway remains Council’s obligation to inspect, maintain and repair under s.40 the remainder of the crossover is the responsibility of the owner of the property for which it provides access
- “Day” in terms of response times a day is a business day excluding weekends and declared public holidays and where rain does not fall for more than half the business day.
- “Defect Intervention Level” is the extent of a defect above which may pose an unacceptable risk to users of that asset.
- “Defect” is a localised failure in an asset, for example potholes in a road surface or a joint displacement in a concrete pathway.
- “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.
- “Nature strip” has the same meaning as Roadside.
- “Pathway” includes a footpath, bicycle path, shared pathway or other area within the boundary of a road constructed or developed by Council or property owners as part of their vehicle crossing, being, for use by the members of the public other than a motor vehicle and included in the register of public roads as per S 19 of the *Road Management Act*.
- “Response times” is the time to implement temporary measures or repair defects that exceed the relevant intervention level, identified by

inspections undertaken by Council officers, or notified by the public. Response Time is measured from the time the defect is recorded by Council as exceeding the intervention level.

“Roadside” means any land within the boundaries of a road which is not a roadway or a pathway and includes any vehicle crossing or pathway which connects from a roadway or pathway on a road to other land has been constructed.

“State Road” is declared under the Act as per Section 3 - State Road Authority is the responsible road authority.

2.3 Role of Road Authority

The Act provides that Council as the road authority is to exercise its functions within an overall policy and budgetary context and must take into account the needs and expectations of the community and the resources available to meet them.

It is responsible for the development of the *Road Management Plan* and must ensure it manages the inspection, maintenance and repair of the road network within available funding levels to ensure that a safe and efficient road network is provided for use by members of the public.

2.4 General Functions

Under the Act Council have the following general functions:

- a) to provide and maintain, as part of a network of public roads, public roads for use by the community served by the road authority;
- b) to manage the use of public roads having regard to the principle that the primary purpose of a public road is to be used by members of the public and that other uses are to be managed in a manner which minimises any adverse effect on the safe and efficient operation of public roads;
- c) to manage traffic on public roads in a manner that enhances the safe and efficient operation of public roads;
- d) to coordinate the installation of infrastructure on public roads and the conduct of other works in such a way as to minimise, as far as is reasonably practicable, adverse impacts on the provision of utility services;
- e) to undertake works and activities which promote the functions referred to in paragraphs (a), (b) and (c) and to undertake activities which promote the function in paragraph (d).

2.5 Powers of Council as a road authority

Subject to the Act, a road authority has power to do all things necessary or convenient to be done for or in connection with the performance of its functions under the Act.

Schedules 1 to 10 of the Act do not limit the functions or powers conferred on a road authority by or under the Act or any other Act.

If a road authority has specific powers under any other Act, then those powers –

Hume City Council – Road Management Plan V7, 2021

- i) are to be construed as being in addition to those powers; and
- ii) are not to be construed as overriding any requirements, restrictions, limitations, or conditions to which the specific powers are subject.

2.6 Duty of the road user

In relation to the duty of the road user a road user must act responsibly and reasonably in the carrying out of activities associated with the road use. This duty is set out in section 17A of the *Road Safety Act 1986*.

All road users and occupiers of the road reserve have obligations and responsibilities under Council's local laws as prescribed in the '*Hume City Council General Local Law No.1 – 2013*'.

2.7 Purpose of the *Hume City Council Road Management Plan*

The purpose of this road management plan is:

- a) to establish a management system for the road management functions of Council which is based on Council's policy and operational objectives and available resources; and
- b) to set the relevant standards in relation to the discharge of duties in the performance of those road management functions.

This Plan reflects the purpose and objectives of the Council as specified under Sections 6 and 7 of the Local Government Act, 1989.

2.8 Contents of the *Hume City Council Road Management Plan*

This Road Management Plan:

- a) sets relevant standards and policy decisions in relation to the discharge of duties in the performance of road management functions;
- b) includes details of the management system that Council proposes to implement in the discharge of its duty to inspect, maintain and repair public roads for which the Council is responsible;
- c) specifies the relevant policies and priorities adopted by Council;
- d) includes any matter that a relevant Code of Practice specifies should be included in a road management plan.

2.9 Availability of the *Hume City Council Road Management Plan*

Upon the making of a road management plan, the Council must cause notice of:

- a) the making of the road management plan; and
- b) the place where copies of the road management plan may be inspected or obtained.

This Plan and all incorporated documents are available at the following locations and may be viewed, free of charge, by the public during the hours of 8.00am to 5.00pm each working day:

Location	Address	Contact
Broadmeadows Service Centre	1079 Pascoe Vale Road Broadmeadows	Phone: (03) 9205 2200 Monday to Friday 8am to 5pm
Craigieburn Global Learning Centre	75-95 Central Park Avenue, Craigieburn	
Sunbury Service Centre	36 Macedon Street Sunbury	

The Road Management Plan may also be viewed in PDF format on the Council website www.hume.vic.gov.au

2.10 Delegations

Council has delegated by Instrument of Delegation various provisions of the Act and Regulations to various Council officers for the purposes of efficient administration of this Plan.

The Chief Executive Officer is empowered under delegation to periodically change and update the Register of Public Roads. Reporting on the changes shall be in accordance with the powers of delegation.

3 ROAD MANAGEMENT PLAN - ASSET MANAGEMENT POLICY FRAMEWORK

3.1 Policies regarding Asset Management

The policies regarding Asset Management for Council are defined in the *Council Asset Management Policy 2020* which was approved at the 14 September 2020 Council Meeting. The Asset Management Policy is the framework by which Council will manage its assets and this has a direct link with the Road Management Plan.

3.2 Asset Management Framework

A key component of the Asset Management Strategy is the development of asset management plans for all classes of assets, including Roads. The plans are driven by Council Plan direction and inform and guide Council's strategic and financial planning processes, in particular development of the Council Budget.

The linkage provided by the *Roads Asset Management Policy 2020* ensures that long term ownership costs associated with Council's entire road assets are identified and have appropriate management strategies in place.

3.3 Asset Maintenance - Intervention Levels

Levels of service with respect to the road network have been detailed in Appendix 2. Adopted service levels are subject to community input and comment.

3.4 Links to Council planning documents

3.4.1 Council Plan

The Council Plan 2017 -2021 specifies the higher-level corporate direction of Council. The *Asset Management Policy* and its associated strategy framework has a direct link to the Council Plan through its budgetary and planning processes. Council planning process includes the development of long-term plans via the *Hume Horizon 2040* process.

3.4.2 Council Budget and Capital Works Program

Council's annual adopted Budget and Capital Works Program specifies the planning parameters by which the *Road Management Plan* is carried out. The level of funding will vary on an annual basis in accordance with needs and available funding. The requirements of the *Road Management Plan* will also

need to allow for a variation in levels of service depending on the associated annual funding. Funding is entirely dependent on the annual adopted Council budget and any projects or funding shown in the indicative programs are not guaranteed to be funded in subsequent years.

4 ROADS AND ANCILLARY AREAS SUBJECT TO THE PLAN

4.1 Hume City Council Register of Public Roads

A register of public roads has been developed in accordance with the Act. The Register is a stand-alone document titled 'Hume City Council – Register of Public Roads'. The Register specifies all roads and road categories that Council will be responsible for maintaining and repairing. All roads constructed as part of a subdivision development will be deemed to have been included in the Register immediately after Council assumes formal responsibility from the developer unless excluded. The Register is updated on a regular basis.

4.2 Items excluded from the Plan

Items and activities located in or adjacent the Road Reserve that Council is not responsible for and will not maintain include but are not limited to the following:

- ❖ Assets of government agencies, private individuals and companies including Service Authorities for water, power, gas and communications;
- ❖ State and Federal Road authority assets such as VicRoads, unless specifically designated in memorandums of understanding or similar agreements;
- ❖ Private Roads and Streets;
- ❖ Unconstructed Road Reserves;
- ❖ Nature strips and roadside areas;
- ❖ Laneways and walkways not controlled by Council;
- ❖ Car parking not controlled by Council;
- ❖ Assets on municipal boundaries where the adjoining municipality has assumed management and control;
- ❖ Overhanging trees from abutting properties. In these instances the adjoining property owner has the responsibility. Council will however, undertake scheduled inspections and may issue notices to landowners to ensure overhanging vegetation from their property does not present a hazard to road users;
- ❖ Roads, lanes and access ways that are not listed in the road register;
- ❖ Vehicle crossing providing access to private property
- ❖ Railway reserves and rail crossings;
- ❖ Trees and vegetation far as ensuring they do not impact on the safe use of the road network by road users i.e. overhanging the road or footpath envelope or present sight hazards in so far as signage and intersections)

4.3 Demarcation

4.3.1 Responsibility for non-Council assets

Where assets are identified as not the responsibility of Council, the responsible party shall comply with all codes and industry standards with regard to their maintenance. This will include approvals for work on the asset and the associated reinstatement by the responsible party for damage to the asset or adjoining assets.

Where roads and assets are the responsibility of others, they shall be maintained to industry standards and codes, unless specifically specified by Council.

4.3.2 Codes of Practice Regulations and Agreements

Demarcation will generally be defined within the relevant Codes of Practice for various assets and responsible authorities. Where agreements are entered into with another road authority and responsibility is transferred, the following will apply;

- Department of Transport controlled roads, in accordance with their own *Road Management Plan*.
- Service authorities in accordance with industry codes or as required by Council special conditions.
- Rail Authority in accordance with industry standards, particularly in relation to road and pedestrian crossing maintenance at level crossings.

The following Codes, relevant at the date of adoption of this Plan, will be complied with by Council in so far as is required:

- *Code of Practice for Operational Responsibility for Public Roads* GG no s267, 11 August 2016
- *Code of Practice for Road Management Plans* GG nos201, 16 September 2004
- *Code of Practice for Managing Utility and Road Infrastructure in Road Reserves* GG nos268, 23 November 2015
- *Code of Practice for Worksite Safety – Traffic Management* GG nos276, 26 June 2015
- Road Management (Works and Infrastructure) Regulations 2015

Any 'Agreements' made between Council and any other party pursuant to any of the above Codes can be found in the Council's 'Corporate Register of Agreements'.

4.3.3 Repair of damaged Council assets

Where a party other than Council has damaged a Council asset or road, that party shall be responsible for repairing the damage to ensure that it is safe and operates at the level it previously operated at or higher.

In particular where secondary damage has been caused to Councils assets such as subsidence from water damage at a location other than the specific site of the asset works or repairs, the damage must be repaired by the responsible party.

5 ROAD CLASSIFICATION

5.1 Introduction

Roads within Council are classified in a hierarchical system ranging from roads with high traffic flow and volumes, to roads with a low traffic volume and local access function. The Road Classification as specified in the *Hume City Council Register of Public Roads* is the adopted classification and is detailed below:

5.2 Freeway

5.2.1 Definition

Freeways are the principal routes for the movement of goods and people.

5.2.2 Responsibility

Department of Transport is responsible for the management and funding of freeways, including landscaped areas.

Council can advocate for road improvement works to VicRoads, the State and Federal Governments.

5.3 Arterial road – Department of Transport

5.3.1 Definition

Arterial roads are the principal routes for the movement of goods and people. They are designed to take into consideration abutting land uses.

5.3.2 Responsibility of Department of Transport controlled arterial roads

Department of Transport is responsible for the management and funding of the Department of Transport controlled arterial roads, except where control is given to Council through a memorandum of understanding. Council is responsible for service roads and footpaths on Department of Transport controlled arterial roads as they are considered for use by local residents. Council can apply for road safety funding to Department of Transport if the funding criteria are met. It can advocate for road improvement works to Department of Transport and the State Government.

5.4 Major roads

5.4.1 Definition

Major roads provide a connection between residential roads and arterial roads. Their principal function is the safe movement of residential traffic to and from the arterial road system. Residential development may be located on Major roads providing vehicles are able to enter and exit the street in a forward motion.

5.4.2 Classification: For purposes of inspection frequency Major roads are “HIGH”

5.4.3 Responsibility

Council is responsible for the management and funding of major roads. It can apply for road safety funding to Department of Transport if the funding criteria are met.

5.5 Collector roads

5.5.1 Definition

Collector roads collect traffic from Access Streets and Access Places and distribute it to major or arterial roads. They provide access to abutting properties.

5.5.2 Classification: For purposes of inspection frequency Collector Roads are “HIGH”

5.5.3 Responsibility

Council is responsible for the management and funding of collector roads. It can apply for road safety funding to VicRoads if the funding criteria are met.

5.6 Minor Roads and Local access roads

5.6.1 Definition

Minor Roads Local access roads are those not having a significant through traffic function. Their primary function is to provide access to abutting property. A minor road or local access road should serve no more than 200 dwellings. Minor local access roads also includes Access Places and Access Lanes as set out in Res Code and the Hume Planning Scheme.

5.6.2 Classification: For purposes of inspection frequency Minor Roads local Access Roads are “Low”

5.6.3 Responsibility

Council is responsible for the management and funding of local access roads. It can apply for road safety funding to VicRoads if the funding criteria are met.

5.7 Department of Transport managed roads

Department of Transport is responsible for the development and implementation of its own Road Management Plans for Freeways and Arterial Roads. Council will be responsible for assets on Arterial Roads where the assets are clearly specified for Council control in a memorandum of understanding, or as specified in the legislative requirements, and/or the *'Code of Practice – Operational Responsibility for Public Roads'*.

5.8 Pathways on roads

Pursuant to Section 19 of the Act, Council is the coordinating road authority for the roads as well as pathways and ancillary areas within the road reserves of those public roads, as specified in the 'Register of Public Roads'.

Council has applied a 'Municipal Pathway' classification for the pathways and ancillary areas associated with those public roads and ancillary areas where Council is the responsible road authority. These classifications specify each pathway or ancillary area by the amount of pedestrian use function, reflect the perceived risk associated with pedestrian usage of Pathway classification and are used to differentiate service levels and maintenance standards. These classifications are

Municipal pathway classification	Functional description
High	Pathways and ancillary areas associated with a major shopping area, leisure centre, schools and place of worship, community facility and Hospital, with very significant pedestrian traffic.
Low	Pathways and ancillary areas associated with industrial zones, shared footways with medium volumes of pedestrian traffic and pathways and ancillary areas located in residential areas

5.9 Reclassification of roads

When the function of a road changes due to traffic volumes, development or other reason Council will undertake a review of its classification. This review may be undertaken in conjunction with a review of the Plan in accordance with Section 10 of this Plan

6 LEVELS OF SERVICE

Council has determined the standard to which it will construct, inspect, maintain and repair roadways, pathways, road infrastructure and road related infrastructure. These standards are detailed in Appendix 1 Inspection, response times and intervention points.

6.1 Determining levels of service

The process for determining levels of service has included extensive consultation with maintenance crews, key staff and the public. Levels of service were matched to reasonable standards and the available funding adopted in the budget process. Where shortfalls are identified, funding will be proposed in future budgets.

When assessing appropriate levels of service required for the various activities, the following was also taken into consideration:

- Road and Pathway hierarchy
- Road usage
- Level of risk
- Cost

6.2 Response times

Response times detailed in the plan are determined in the relevant category detailed in Appendix 1 Firstly a response time from receipt of a report from the public is the period of time allowed from the initial report for Council to if following inspection a defect is determined to exceed intervention levels requiring work, maintenance or repair.

6.3 Maintenance levels of service

Levels of service, including inspection frequencies, repair intervention levels and response times have been established for specific activities within each road classification in the Road Hierarchy and are detailed in Appendix 1.

In developing these levels of service, Council has considered community expectations, current service levels, the level of risk imposed and available resources. The current maintenance service levels reflect the balance between customer expectations and financial affordability.

6.4 Inspection program

A key level of service is the regular inspection of the road and pathway network and associated road infrastructure for defects. This is essential for the safe and efficient operation of public roads. Hume City Council has developed a structured inspection program that incorporates a combination of general safety inspections, night inspections and periodic condition surveys.

The inspection program not only identifies defects that might exceed intervention levels, and facilitates timely repairs, it also feeds into and guides the development of maintenance and capital works programs.

The inspection program is detailed in Appendix 1 attached.

6.5 Construction, Renewal and Refurbishment Standards

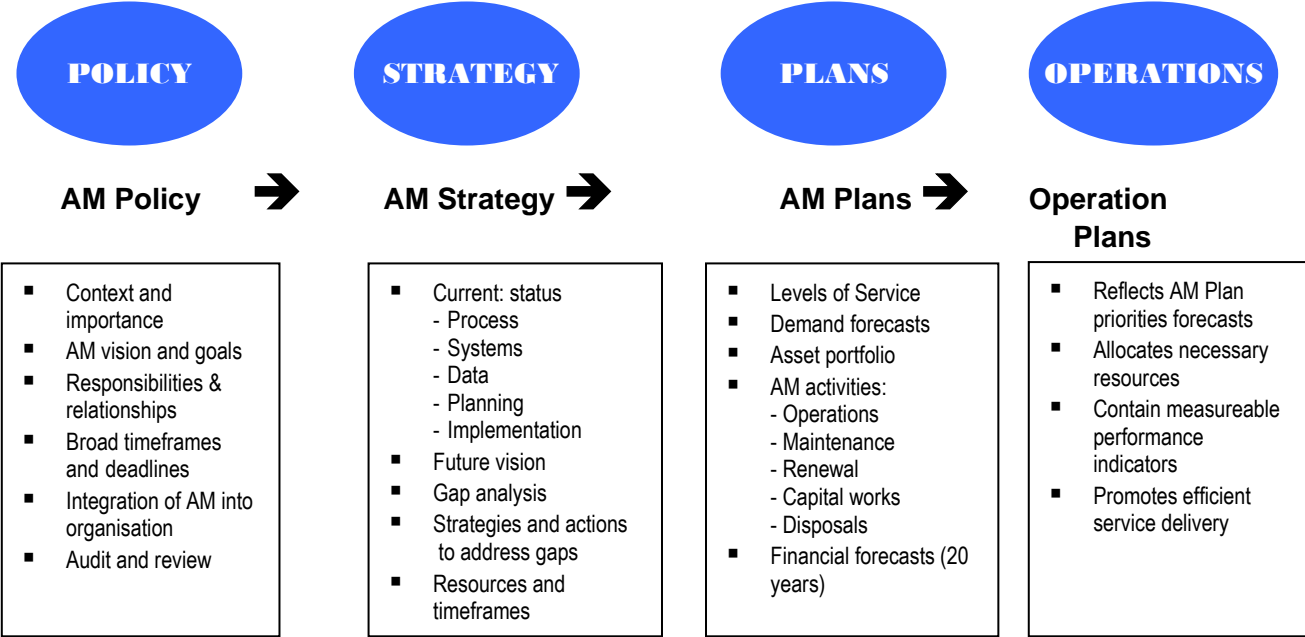
Standards have been established for the design and constructions of road infrastructure based on Road Classification and are documented in the Hume City Council 'Infrastructure Standards Manual'. When appropriate, standards adopted by other relevant authorities such as Department of Transport are also utilised.

7 ROAD MANAGEMENT SYSTEM

Council uses a number of processes and System to discharge its duty to inspect, maintain and repair public roads for which it is responsible. The system has been developed based on the following key elements:

7.1 The Road Management Plan Policy Framework

Council’s Asset Management (AM) Framework is based on the STEP program and can be summarised as follows:



The framework also includes:

- a) The Council Budget process which determines annually the amount of available funds to carry out work through routine works in the operational budgets and specific works in the Capital Works program;
- b) The standards and guidelines developed and used by the individual service providers as specified in the individual AM Plans;
- c) The maintenance standards and guidelines developed and used for carrying out works on roads by the individual service providers as specified in the individual Service Level Agreements.
- d) Audit processes used to verify works and asset management improvements.

7.2 Asset Management Plans for road infrastructure

Hume City Council’s Asset Management Strategy provides for the establishment of Asset Management Plans for all assets classes, including those associated with public road infrastructure. Every asset management plan is a lifecycle management plan that looks at the strategies and cost of owning, maintaining and renewing assets over the long term (20 years).

The *Roads Asset Management Plan* is directly linked to the *Road Management* and should be read in conjunction with both documents. Key elements of particular note to the *Road Management Plan* are:

Hume City Council – Road Management Plan V7, 2021

7.2.1 Service levels

The service standards adopted in this *Road Management Plan* are based on the Life Cycle Management Plans for each asset type as set out in the *Road Asset Management Plan*. These Life Cycle Management Plans are subject to regular review as part of the asset management plan continuous improvement process.

7.2.2 Condition assessments

The condition of each element of the road network is assessed at set intervals and the data is utilised to monitor asset performance and review both maintenance and renewal/refurbishment strategies.

The road network is globally rated at 4 to 5 year intervals. Amendments and updates to the ratings occur as capital projects are completed or where the condition status of a road component has altered (e.g. due to service authority intervention).

7.2.3 Renewal and refurbishment Plan

The *Road Asset Management Plan* sets out Council's long term renewal and refurbishment strategy and provides indicative 20 year financial projections. The Plan presents a framework for the consideration of levels of service, current condition data and remaining life to establish priorities and scheduling of future capital works.

7.2.4 Capital Works Program

In determining the Capital Works Program for each coming year Council must consider renewal and refurbishment requirements and priorities across all asset classes together with new projects and service initiatives.

Council has established criteria for the evaluation and prioritisation of capital works projects that clearly recognise the importance of infrastructure renewals and refurbishment. However it is recognised that there may be competing priorities and as a result available funding for road projects may vary from year to year.

The proposed budget is advertised and feedback is sought from the community prior to final adoption.

7.3 Management system to inspect, repair and maintain

The management system by which the components referred to in the Road Management Plan will be undertaken are detailed in Appendix 1– Programmed and Reactive inspection of footpaths or also in Appendix 1..

The key components are as follows:

7.3.1 Customer request system (reactive component)

Council operates a customer request system (MERIT) and an Asset Management System that logs and tracks all customer requests. The systems require a Council employee or customer service officer to log details of issues or requests and to refer them to the appropriate officer for actioning. Records of all maintenance work, inspections and other actions performed on public roads are maintained the Asset Management System (AMS).

7.3.2 Works program (proactive component)

The works program will provide a proactive approach to maintenance or other works required by assessing the existing condition to determine if it is below, meeting or above the required standard as specified.

Officers will conduct regular inspections of the road assets on a programmed and regular basis. Works are assessed and a decision is made to either:

- a) accept the standard complies with the service levels and no action is required or;
- b) agree that the standard does not comply with the service levels and place the works on a program for repair within the specified timeframe. Works will be carried out within the timelines specified in the Road Management Plan.
- c) Only emergency works shall be carried out as soon as practically able.

7.3.3 Works program development

The works program will be developed from the Reactive and Proactive Works Orders to be carried out within the time specified in (Appendix 1).

The service area responsible will be required to develop the program and ensure that the works are carried out.

7.3.4 Compliance with standards

All works carried out shall comply with Council policies and procedures. Key drivers of the works responsiveness include:

- Customer Service Charter
- Telephone answering procedures
- Correspondence management procedures

7.3.5 Force Majeure Clause

Council will make every endeavour to meet all aspects of its *Road Management Plan* (RMP).

However, in the event of natural disasters and other events including, but not limited to, fires, floods, droughts and the like, together with human factors, such as a lack of Council staff or suitably qualified Contractors, because of Section 83

of the *Victorian Wrongs Act 1958*, as amended, Council reserves the right to suspend compliance with its *Road Management Plan*.

In the event that the CEO of Council has to pursuant to Section 83 of the above Act, consider the limited financial resources of Council's Plan cannot be met, they will write to Council's Officer in charge of its *Road Management Plan* and inform them that some, or all, of the timeframes and response times are to be suspended.

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

7.3.6 Management arrangements

The Chief Executive Officer shall have responsibility for assigning the roles and responsibilities of the appropriate Council officers for the purposes of implementing the requirements of the *Road Management Act* and this Road Management Plan. Duties to be undertaken by Council staff shall include but are not limited to those set out in Schedule 7 of the Act.

7.4 Community Consultation

The development of the *Road Management Plan* and its accompanying service standards has taken into account community comment regarding the maintenance and condition of Council's road network. This has been achieved through the "Annual Constituent Survey" and face to face consultation through focus groups. The focus groups ask residents to provide feedback on existing service levels delivered by Council for roads and footpaths and whether these service levels should be altered to meet their expectations. This feedback is presented to Council for Council's consideration.

The Road Management Plan and any future amendments will be presented to the community for comment prior to adoption.

The Hume City Council Annual Report provides formal reporting on the *Road Management Plan* achievements.

7.5 Key Stakeholders

The key stakeholders are individuals, companies, service authorities, government authorities and community groups who have a vested interest in the proper management of roads. These can be summarised as follows:

- Council
- Community
- Road users
- Service and utility authorities who have assets located within the road reserve
- Rail authority

Department of Transport

Detailed stakeholder/community consultation will be carried out every 4 years in conjunction with the Formal Review to assist Council understand the current needs for the road network as perceived by the community and key stakeholders.

7.6 Customer Service Arrangements

Hume City Council – Road Management Plan V7, 2021

The Council is committed to providing excellent customer service.

Members of the community can contact the Customer Service Centre directly or via telephone and Internet regarding issues that relate to the road network. The Customer Service Centre staff are provided with relevant training and support and have clear checklists and procedures relating to road network issues.

Feedback on progress or outcome of any request is available to the initiator via the Council Customer Service Centre.

8 AUDIT OF ROAD MANAGEMENT PLAN

Monthly audit/review of compliance with the *Road Management Plan* in relation to the specified duties and actions in that plan, compliance levels are to be reported in the Technical Services monthly report. Where major discrepancies are found matters shall be referred to the appropriate officer in Council for rectification and actioning.

Independent audits may be undertaken by Council's internal auditors or by external auditors such as Council's insurers.

9 REVIEW OF ROAD MANAGEMENT PLAN

The *Hume City Council Road Management Plan* is a living document and forms part of Council's *Asset Management Framework*.

- asset performance following delivery of maintenance program;
- the level of achievement of asset management strategies against the expected
- benefits to road users, stakeholders and the community; and
- the consideration of any external factors, including customer expectations, that are likely to influence the contents of this Plan.

If the adopted level of service, i.e. defect intervention level and/or rectification response time, is not achievable, the level of maintenance effort may need to be varied. The level of service, the anticipated quantity of works and Council's budget and resources would have to be reviewed and a new *Road Management Plan* proposed.

This revised Plan would be subject to the consultation and approval processes as detailed in Sections 54 & 55 of the Act and Division 2 of the Road Management (General) Regulations 2016.

A Formal review, in accordance with sections 303 & 304 of the *Road Management (General) Regulations 2016*, will be conducted every four years in line with Council elections.

10 SUPPORTING DOCUMENTS

The following un-incorporated documents, whilst complimenting the Plan do not form part of this Plan. All un-incorporated documents may change from time to time to reflect changes in Council policy, legislative changes, and operational changes or as a result of audit findings. Supporting documents may not always be available for inspection.

10.1 Technical References

- Risk Management Standard, AS/NZS ISO 31000:2009
- Compliance Program Standard, AS 3806: 2015
- International Infrastructure Management Manual (IIMM) 2011, IPWEA.

10.2 Council Documents

Reference documents utilised by Council for the construction, inspection, maintenance and repair of public roads are defined as follows:

- *Road Management Act 2004*
- *Road Management Act 2004 – Section 118, Instrument of Delegation.*
- *Rescode*
- *Hume City Council – Infrastructure Standards Manual*
- *Hume City Council – Customer Service Charter*
- *Hume City Council – Asset Management Policy 2020*
- *Hume City Council – Asset Management Strategy 2020*
- *Hume City Council – Asset Management Plans*
- *Hume City Council – Annual Budget*
- *Code of Practice – Operational Responsibility for Declared Freeways and Arterial Roads*
- *Instrument of Delegation to Members of Council Staff – Road Management Act 2004 and Regulations*

11 APPENDICES

APPENDIX 1 – Inspection Frequency, Response Times and Intervention Levels