CITY OF MELTON

Road Management Plan 2025-2029

Contents

Glossary of Terms and Abbreviations

Arterial Road	Freeways, highways and declared main roads which are managed by the State Government through VicRoads.
Condition Inspections	Inspections conducted to assess the condition and remaining life of the road and pathway network, and used to prioritise major works.
Exceptional Circumstances or "Force Majeure"	A clause included in the Road Management Plan (RMP) that describes the conditions under which a Council can suspend its maintenance and inspection responsibilities under the Road Management Plan due to occurrence or events outside their control.
Hazard/Defect Description	Refers to a change to the road or pathway surface that introduces a risk to public safety, or a form of asset deterioration. Common terminology includes pothole, lift, shove, lip, crazing and depression in roads for which Council is the responsible Road Authority.
Infrastructure and Works Managers	Road Authorities' staff responsible for the management and maintenance of roads as determined by the classification system within the Road Management Act (Vic) 2004, and as contained in the Roads Register.
Intervention Level	The size of the defect, number (of defects) or loss of functionality at which the defect will be rectified.
Other Roads	Includes roads in State reserves, and roads on private property. Council is not responsible for the care and maintenance of these roads.
Precinct Structure Plan	High level master plans for whole communities which layout roads, shopping centres, schools, parks, housing, employment, connections to transport and generally resolve the complex issues of biodiversity, cultural heritage, infrastructure provision and Council charges. PSPs provide guidance on how land will transition from mostly rural and agricultural use to urban use.
Proactive Inspections	Inspections performed as part of a scheduled program, according to the hierarchy of roads, which is based on the road classification, volume of traffic etc.
Public Roads Register	List of roads within a municipality that a Council is responsible for. Council required to keep a list under s.19 of the Road Management Act.
Reactive Inspections	Inspections performed in response to a complaint about the condition of the road, property damage or report of injury to a member of the public
Road Infrastructure	Refers to the physical and organisational framework that supports the construction, operation, and maintenance of road systems used for transportation. It includes a wide range of components such as roadway (paved or unpaved), drainage system, guard rails, bridges, traffic management systems signage and marking.
Proactive Inspections	Inspections performed as part of a scheduled program, according to the hierarchy of roads, which is based on the road classification, volume of traffic etc.
RMP	Road Management Plan.
Condition Inspections	Inspections conducted to assess the condition and remaining life of the road and pathway network and used to prioritise major works.
Rural Road	Roads that are generally outside township boundaries or the urban growth boundaries as defined in the Road Management Act 2004, and usually do not have adjacent residential or business development. They commonly, but not always have no kerbs, footpaths or adequate street lighting.

1. Introduction

1.1. Executive Summary

Melton City Council (MCC), as a road authority under the Road Management Act 2004, has developed a Road Management Plan (RMP) to comply with legislative requirements and align with Council's strategic goals. The plan outlines Council's responsibilities, maintenance standards, and inspection protocols to demonstrate responsible management of road assets and mitigate civil liability.

The RMP integrates with other Council policies and strategies to ensure consistency with broader strategic directions. It is treated as a dynamic document, subject to formal review and refinement every four years, with ongoing updates to the Public Roads Register (hereafter referred to as the Register).

1.2. Background

The City of Melton is one of the fastest growing municipalities in Australia, bordered by Moorabool Shire (west), Macedon Ranges Shire (north), Hume and Brimbank (east), and Wyndham (south).

The City's population has increased significantly in the last 20 years, with current figures estimated at 233,000 as of 2024. Projections suggest this will rise to around 471,000 by 2046.

The City of Melton incorporates several urban, peri-urban, and rural suburbs and localities. Established residential areas include Melton township and surrounding suburbs in the west, and Caroline Springs and surrounding suburbs in the east. Growth is guided by Precinct Structure Plans (PSPs), which provide a strategic framework for urban development to ensure quality infrastructure, outline community growth projects, and provide a legislative basis for sustainable expansion. PSP growth is largely centred in the Urban Growth Zone between established residential areas in the east and west of the municipality.

1.3. Purpose

The RMP is an operational document that reflects the current management processes employed by MCC for managing the road network. As of July 2024, the MCC road network is an approximate 1,524km. Assets that form part of the broader transport network includes roads, bridges and major culverts, pathways, stormwater assets, road furniture, street lighting and traffic control devices. Collectively, this network has a current replacement value of $2.3 billion.

The purpose of this RMP is to achieve the following:

- Document the standards, strategies and management systems used by MCC to manage the road network and supporting infrastructure.
- Meet the statutory requirements of the Road Management Act, Road Management Regulations (the 'Regulations') and relevant Ministerial Code of Practice (the 'Codes').
- Provide the community with an overview of the principles that guide Council in the management and ongoing maintenance of road assets.
- Adhere to good practice by achieving an appropriate level of statutory protection against civil liability claims under the Act.

This RMP was developed using guidance outlined in the 'Ministerial Code of Practice – Road Management Plans' and the Municipal Association of Victoria Insurance Road Management Plan Guidance document.

1.4. Scope

This RMP covers all roads and road infrastructure situated within the boundaries of MCC, which are listed in Council's Register. This includes road formation and road wearing course (seal, gravel and asphalt), on-road parking, off-road parking on Council-owned land, traffic control devices (e.g. traffic islands, roundabouts), kerb and channel, road drainage, bridges, footpaths, and shared paths.

Assets that are not covered in this document include:

- Household driveways.
- Roads that are not included in the Register.
- Private carparks that are not on Council land.

1.5. Alignment with Legislations

The RMP is prepared pursuant to the following legislative documents:

- Road Management Act 2004
- Road Management Act 2004 Code of Practice – Operational Responsibility
- Road Management - General Regulations 2016
- Road Management (Works and Infrastructure) Regulations

Other relevant State and Federal Acts include:

- Victorian Local Government Act 2020
- Victorian Local Safety Act 1986
- Victorian Health and Safety Act 2004

1.6. Alignment with Internal Policies, Strategies and Plans

This RMP is supported by Council's internal strategic documents. Of key importance is Council's Asset Plan, which is a suite of documents that includes the Transport Asset Management Plan (TAMP). The TAMP has the purpose of guiding Council's long-term strategic management of its transport assets.

The relationship between the RMP and these documents is illustrated in *Figure 1* below.

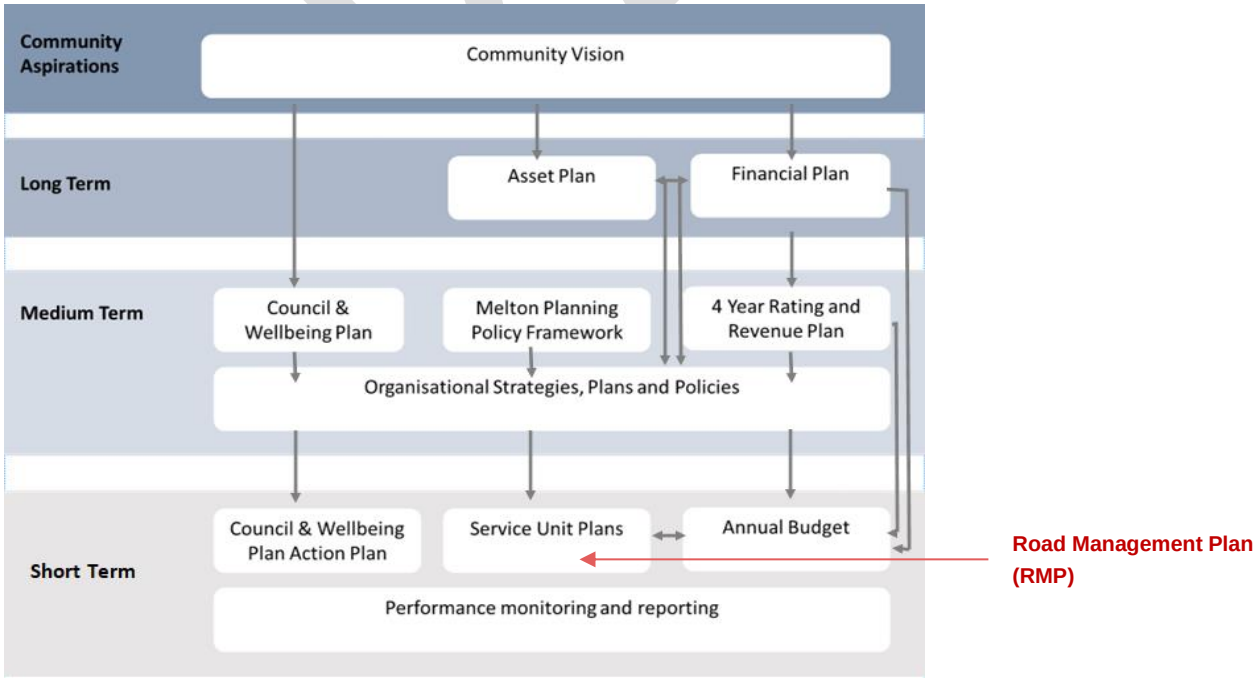


Figure 1: Integrated Planning and Reporting Framework in relation to RMP

1.7. Managing Changes and Updates

The plan must be updated after each Council election (every four years), with additional updates as required.

Updates to this document fall under two main categories:

- Material Changes

Refers to changes made to standards and specifications of service provided by Council e.g., frequency of inspections, intervention level, or response time. For such changes a report is presented to Council, along with a brief explanation as to why such changes are necessary. The review steps guiding this process are outlined in the Road Management (General) Regulations 2016 Part 3 – Road Management Plans. The report must include a rationale for the changes.

- Non-Material Changes

These are changes which do not alter the technical details related to the service level provided by Council e.g., updates to the Register, or a change to a road name. Such changes can be approved by Council's Director City Delivery.

1.8. Exceptional Circumstances or Force Majeure

Council will make every effort to meet its commitments under this Plan.

However, there may be situations or circumstances that affect Council's business activities to the extent that it cannot deliver on the service levels of the RMP. These include, but are not limited to, natural disasters, such as fires, floods, or storms, or a prolonged labour or resource shortage, due to a need to commit or redeploy Council staff and/or equipment elsewhere or because of pandemic and/or government intervention.

1.8.1 Suspension to the RMP

In the event the Chief Executive Officer (CEO) of Council has considered the impact of such an event on the limited financial resources of Council and its other conflicting priorities (and determined that the RMP cannot be met), then pursuant to Section 83 of the Wrongs Act 1958, the CEO will write to Council's Officer in charge of the RMP and inform them that some, or all, of the timeframes and responses in the RMP are to be suspended.

1.8.2. Reinstatement of the RMP

Once the scope of the event/s have been determined, and the resources committed to the event response have been identified, there will be an ongoing consultation between Council's CEO and Council's Officer responsible for the RMP, to determine which parts of the RMP are to be reactivated and when.

1.8.3. Communication and documentation around RMP suspension

In case of suspension or reduction of services, Council will provide information/statements to residents about:

- How the work that will be done has been prioritised; and
- The period for which it is likely to be affected.

Council will provide this information on its website where the RMP is located and other channels as appropriate, such as press releases or social media. Where Council has suspended the RMP, in part or whole, associated documents (e.g., communications, meeting minutes, schedules) will be recorded and stored.

1.8.4 Inspection and repairs during suspension of RMP

The suspension of the RMP will not necessarily mean that all inspections and repairs halt. However, it may mean that only certain categories of inspections and repairs are undertaken. These will be based on a risk assessment and resources available to the Council, considering the resources needed to address the impact of the trigger event. For example, some reactive inspections may take place and repair (temporary or permanent) of roads/footpaths which pose a high risk may be undertaken, depending on the resources available to the council and the accessibility of each asset.

2. Rights and Responsibilities

2.1 Key Stakeholders

The key stakeholders impacted by the RMP include:

- The general community (for recreation, sport, leisure, and business).
- Residents and businesses adjoining the road network.
- Pedestrians.
- Vehicle users with motorised vehicles, such as trucks, buses, commercial vehicles, cars, and motorcycles.
- Users of smaller, lightweight vehicles, such as pedal-powered bicycles, motorised buggies, wheelchairs, prams, etc.
- Tourists and visitors to the area.
- Emergency agencies (Victoria Police, Country Fire Authority, Ambulance Victoria, State Emergency Services).
- The military (in times of conflict and emergency).
- Traffic and transportation managers.
- Managers of the road network asset.
- Construction and maintenance personnel, who build and maintain asset components.
- Utility agencies using the road reserve for infrastructure (water, sewerage, gas, electricity, telecommunications).
- State and federal governments, who periodically provide funding for roads.

2.2 Obligations of Council

Under the Road Management Act 2004 Council is to ensure a plan is in place to assist in achieving the following objectives:

- 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.
- To set the relevant standard in relation to the discharge of duties in the performance of those road management functions.
- To provide the community with an overview of how MCC currently manage their road assets.
- To provide a structure for a road asset management system which will ensure that the public roads within the municipality are capable of functioning effectively and able to meet future needs in a growth environment, as well as the ability to meet the service level desired by the community.

2.3 Obligations of Road Users

2.3.1 General usage

The common law requires that road users must take reasonable care for their own safety. The Road Safety Act 1986 sets out obligations on road users, including Section 17A which requires that a person who drives a motor vehicle on, or uses, a highway must drive in a safe manner and have regard for all relevant factors, without limiting their generality.

These include the following:

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

Section 17A of the Road Safety Act 1986 also requires that a road user must take reasonable care to:

- Avoid any conduct that may endanger the safety or welfare of other road users.
- Avoid any conduct that may damage road infrastructure and non-road infrastructure on the road reserve.
- To avoid conduct that may harm the environment of the road reserve.

2.3.2 Incident claims

If a person proposes to make a claim in relation to a public road or infrastructure, for which Council is the responsible road authority, that person should contact Council who will then undertake respective investigation and insurance reporting processes.

In accordance with Section 110 of the Road Management Act, Council is not legally liable for property damages where the value of the damage is equal to or less than the 'threshold amount' (as defined in the Act).

In cases where the claim relates to assets Council does not own or is not responsible for on the road reserve, the person who proposes to make a claim must refer the claim to the other authority or person responsible for those assets.

2.3.3 Permits to work within a road reserve

In cases where an individual or organisation proposes to conduct works within the road reserve that may impede public access, or interfere with road infrastructure, they must apply for a 'Works within Road Reserve' permit. There are some exemptions, as noted in the Road Management (Works and Infrastructure) Regulations 2016.

Local laws also require property owners to apply for a vehicle crossing permit if they plan to build a driveway. In both cases, a fee applies to cover the costs of the administration and inspection of the work.

Where the party undertaking works within road reserves requires Council to undertake reinstatement works, it is at Council's discretion whether to accept. If Council does, then the contractor shall be invoiced the cost for those works. The road and drainage maintenance service provider are responsible for reinstating the road opening within two working days of receiving notification from Council or within an earlier timeframe as directed by Council for safety reasons. Reinstatements are completed in accordance with approved standard drawings.

2.3.4 Obligation of others

There are several assets within the road reserve that Council does not have an obligation to inspect and/or maintain. These include:

1. **Non-road infrastructure** – this includes (but is not limited to) such items as gas pipes, water and sewerage pipes, cables, electricity poles and cables, tram wires, rail infrastructure, bus shelters, public telephones, mailboxes, roadside furniture, and fences erected by utilities, or providers of public transport.

2. **Vehicle driveways** – driveways (including crossover), located between the carriageway and the property boundary, must be maintained by the adjoining property owner. However, Council is responsible for the portion of the driveway where the constructed pathway is reasonably required by the public in accordance with the diagram illustrated in Figure 2.

Figure 2: Vehicle Crossover - Areas of Responsibility

Council does not accept any responsibility for the maintenance of private vehicle crossings, including culverts under driveways. The responsibility for these assets lies with the property owner.

In new developments, the vehicle crossings are constructed as part of the initial civil construction works for the subdivision. The location and type of vehicle crossing is approved as part of the road and drainage drawings for the subdivision. Council's officers then supervise these works to ensure the works are constructed as per the approved plans.

For modifications to existing vehicle crossings 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 supervised by Council's Design and Investigations Team. Costs of the modifications undertaken to the vehicle crossing are borne by the resident.

3. **Single property stormwater drains** – for drains constructed within the reserve that carry water from a single property to an outlet in the kerb, or other drain.

4. **Utilities** – including, but not limited to, telecommunication, power, water, gas, and rail authority assets.

5. **Roadside** – as per Section 107 of the Road Management Act, Council has no 'statutory duty or 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', described as 'any land that is within the boundaries of the road (other than shoulders) which is not a roadway or pathway'. This includes landscaped tree plots within the footpath/pathway where the surface of the tree plot is not constructed with the intention of providing a trafficable pedestrian surface.

2.3.5 Hazard created by the defective condition of assets owned by another party

Where Council becomes aware of a hazard created by the defective condition of assets/infrastructure owned by another party, Council may at its absolute discretion:

- If located within assets/infrastructure for which Council is responsible (e.g. footpaths, road surfaces, etc.), or otherwise presents an immediate and significant risk to members of the public, undertake temporary measures to reduce the risk to members of the public until such time as the respective owner can implement permanent repairs (subject to Council's available resources).
- Report in writing (e.g. email or letter) the presence of the hazard to the responsible party and request that repairs be implemented within a reasonable timeframe.
- Where repairs are not completed by the responsible party within the respective timeframe, Council may complete necessary repairs and invoice the responsible party for the costs.

However, where another party has a duty in relation to the asset/infrastructure, and Council has a discretionary power to take remedial action in relation to that matter, only that other party with the duty is liable in a subsequent proceeding, in accordance with Section 104 of the Road Management Act.

2.4 Demarcation and Transfer of Responsibilities

Council is not responsible for the following roads within the City of Melton:

2.4.1 Declared main roads and freeways within the City of Melton

These are managed and maintained by VicRoads as the responsible road authority, and include:

- Calder Freeway
- Coburns Road (between High Street and Western Highway)
- Diggers Rest-Coimadai Road
- Federation Drive
- Gap Road
- Gisborne-Melton Road
- High Street (between Melton Highway and Coburns Road and Harkness Road to Melton Boundary)
- Hopkins Road
- Melton Highway (Keilor-Melton Road)
- Vineyard Road
- Western Freeway
- Western Highway

2.4.2 Parks Victoria roads that do not provide access to private properties

The Department of Energy, Environment, and Climate Action control such roads.

2.4.3 Unnamed access tracks

These are roads that provide access to land where little or no subdivision has occurred since the original Crown subdivision. These tracks are not built to Council standards and therefore not recognised as roads and are excluded from Council's Public Road Register.

Transfer of responsibility can occur between road authorities on agreement between the parties. This agreement is generally in the form of a Memorandum of Understanding (MoU), or Maintenance Agreement executed by both parties.

2.4.4 Paper Roads

The term 'Paper Road' is usually given to a linear land asset where a designated road reservation is recorded in the survey plans, but the physical road has not formally been constructed. Paper Roads typically comprise a natural surface, cleared for access to property and formed only with a worn path from local vehicle usage. Although the public have the right to access these road reservations at any time, they are not included on Council's Register and as such, are not managed or maintained by Council.

2.4.5 Nature strips in residential areas

The resident or occupier of a property in a residential area is responsible of the maintenance and upkeep of the nature strip between back of kerb and the adjoining property boundary, but excluding road shoulder, footpath, bicycle path or shared path and is expected to keep it in a neat and tidy condition. This is commonly done through regular mowing, weeding, and picking up litter. Council is responsible for trees and garden beds planted on the nature strip.

2.4.6 Rail crossings

Under the Rail Safety Act 2006, rail crossing safety is seen to be a joint responsibility between road and rail authorities with clear boundaries of responsibility between the Council and rail authority. Figure 3 identifies in yellow the extent of the rail infrastructure that is managed by the rail authority.

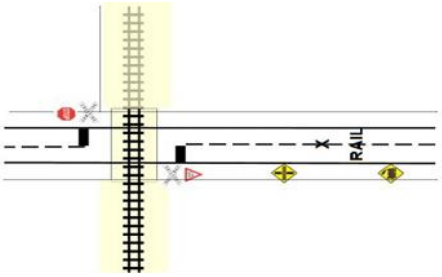


Figure 3: Demarcation at Rail Crossings

For the life of this RMP a Safety Interface Agreement has been put in place between Council, the rail authority and in some cases VicRoads to clearly define responsibilities regarding management of rail crossing safety and associated infrastructure.

Rail crossings within the municipality are located at:

- Staughton Siding Road
- Exford/Station Road
- Telephone Road
- Coburns/Rees Road
- Ferris Road
- Mt Cottrell Road
- Paynes Road
- Leakes Road
- Troups Road North
- Hopkins Road (VicRoads declared main road – MCC has secondary responsibility on approach roads)
- Holden Road
- Old Calder Hwy
- Calder Fwy (MCC has secondary responsibility)
- Robinsons Road (MoU with Brimbank City Council)

2.5 Dual Responsibilities

There are instances where multiple authorities can be responsible for components of the road within the road reserve. The Road Management Act defines the respective responsibilities in relation to this matter.

Where there are maintenance agreements defining limits of responsibility on municipal roads between the Council and other road authorities or any private organisation, the schedule of roads affected, and details of these agreements would be listed in the Register.

2.5.1 Boundary Roads – Maintenance Agreements

Council's network connects to five other authorities (Brimbank, Wyndham, Moorabool, Macedon Ranges and Hume). Maintenance agreements between the parties are in place for sections of roads located on municipal boundaries. Agreements or MoU are stand-alone documents and are noted in the Register.

3. Road Management Systems

3.1 Background and Process

Table 2 below summarises the road assets that MCC is responsible for as of 30 June 2024:

ASSET GROUP	ASSET CATEGORY	MEASURE
TRANSPORT	Roads	1,553 km
	Kerbs	2,262 km
	Pathways	1,999 km
	Bridges and Major Culverts	258 (count)
	Traffic Management Devices	9,919 (count)
	Car Parks - On Road	2.54 sq km
	Car Parks - Off Road	3.97 sq km
STORMWATER	Stormwater Drains	1,793 km
	Stormwater Pits (including GPTs)	61,946 (count)
	Stormwater End Structures	2,021 (count)

Table 1: Measure of Council's assets as of December 2024

3.2 Road Register

MCC is responsible for publishing a Public Roads Register for all roads under its authority, in pursuant of Section 19(1) of the Road Management Act. The Register contains the key information listed in Table 2 for each road record. Updates to the register are conducted biannually to reflect information on additions from new subdivisional roads, newly constructed roads, or disposals related to decommissioned assets.

Asset Name	Locality	Asset Class	Asset Type	Hierarchy	Strategic Route	Segment Length (m)	Date Proclaimed
Abbey Pl	Melton	Urban	Sealed	Access Place	No	73	1/02/2004

Table 2: Road Register example

3.3 Asset Hierarchies

The local road network is made up of urban and rural roads that may be sealed or unsealed. Council adopted formal hierarchies for the road network to assist with conducting risk assessments, determining inspection frequencies, setting maintenance regimes, intervention levels and for formalising standards for new construction based on these hierarchies.

The classification terminology is Class 1 through to Class 4 for sealed and unsealed roads, both having individual definitions that aligns with Vicmap Transport - Road Classification. Each road has been classified on use and risk which is reflective within each definition. The road hierarchy is detailed in Table 3.

Road Class	Hierarchy	Vicmap Hierarchy	Definition Sealed Road	Length (km)	Definition Unsealed Road	Length (km)
1	Trunk Collector	Sub-Arterial	Major Council roads with very high traffic movement. Can be an alternative route for arterial roads or highways.	178	High traffic volumes. High rate of deterioration.	14
2	Collector Road	Collector	Roads that disperse traffic from Trunk Collectors. Distributes traffic to local residential streets and/or that are Strategic Routes (bus routes)	149	Medium traffic volumes >200. Medium rate of deterioration.	34
3	Access Street	Access Major	Include residential streets that are not Strategic Routes/ Service roads branching from VicRoads Highways or Arterial roads and roads servicing industrial areas	920	Low traffic volumes. Low rate of deterioration.	55
4	Access Place	Access Minor	Include no through roads, roads that service small lots and concrete roads	197	Fire tracks / unformed / un-sheeted tracks.	6
SUB-TOTAL **TOTAL 1,553km**				1,444		109

Table 3: Council's Road Hierarchy Definitions and Measure - Sealed and Unsealed as of 30 December 2024

For pathways, the hierarchies listed in Table 4 are based on proximity to key transport nodes e.g. train station, CBD centre or key amenities i.e. schools, and regional or district parks.

Hierarchy	Description	Length (km)
High Pedestrian	Pathways that are within a 500m catchment of the CBD, key transport nodes or key amenities.	146
Low Pedestrian	Pathways servicing general localised residential areas.	1852

Table 4: Pathways Hierarchy - Footpaths and Shared Paths as of December 2024

3.4 Managing Asset Information

Council's Asset Management System (AMS) stores Council asset data relating to asset location, characteristics, components, condition, measurement, and cost. Data in the system is kept accurate and current through constant monitoring and checks.

3.5 Customer Requests - Record Management System

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. This system is located and operated within Council's ECM database.

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

Customer Action Requests concerning the road maintenance function are forwarded electronically to the service provider, who responds to such requests and programs the required works in accordance with the timeframes stipulated in the services contract.

3.6 Asset Performance Monitoring

3.6.1 Condition Audits

The purpose of condition inspections is to assess the state of the asset allowing the remaining life of an asset to be understood. This is used for financial purposes (calculation of depreciation in asset value) and for planning and prioritising MCC's Renewal Program. Condition is assessed every four years in a rolling program. Transport asset categories have been split across two years for data collection. Table 5 shows the next audit year for each of the transport asset categories.

Next Audit Year	Asset Categories to be Audited
2026-2027	Roads (Sealed), Kerbs, Traffic Management Devices & Car Parks, and Road Ancillary Assets
2027-2028	Pathways and Bridges

Table 5: Condition Audit program for Transport Assets

Condition data is collected with the use of GPS enabled mobile computing devices, either fixed to vehicles or on handheld devices. This information, including accurate location, is reviewed by internal staff before being uploaded into the AMS and recorded against the asset.

Gifted or constructed assets are incorporated into geographic information systems and AMS prior to the issuing of Statement of Compliance. Constructed plans and digital plans are provided by the contractor for manual or digital upload as appropriate.

Updated infrastructure data is forwarded to the road and drainage contractor on a quarterly basis to enable forward planning. By receiving advice of approved roads to be constructed the contractor can predict and incorporate inspections for these roads when practical completion is issued.

The Asset Handover process for gifted assets is shown in Appendix 2.

3.7 Risk Management

3.7.1 Risk Management Process

Council's risk management process is consistent with the Australian and New Zealand Standard AS/NZS 4360:2004 which defines risk assessment and management processes. The major elements of the risk management process include:

Element	Detail
Risk Identification	Identifies the risk and explains how these impact on the business
Risk Assessment	Establishes a risk rating for all assets or asset groups and identifies the assets that constitute the greatest business risk
Risk Treatment	Identifies which actions are available to reduce risk to an acceptable level and identifies the most effective treatment option considering organisation, political, social, environmental, and financial factors
Monitor and Review	The ongoing process to ensure risk levels remain acceptable
Review and Improve	Continual review and improvement of risk management processes

Table 6: Major Elements of the Risk Management Process

The overarching goal of risk management in the road environment is to ensure that tolerable intervention levels are not exceeded to create hazards in the road network, and that these hazards are well managed to ensure that they are repaired/isolated within specific timeframes in accordance with this RMP/Annex 1/Response times. The risk management process is shown in Figure 4.

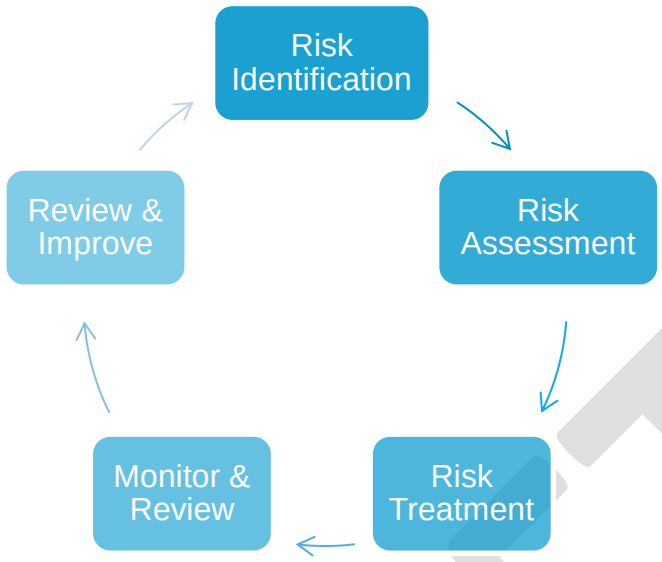


Figure 4: Risk Management Process

3.7.2 Risk Consequences

The key criteria and associated costs considered when assessing the consequences of identified risks include:

- Financial loss
- Impact on people
- Damage to reputation
- Damage to the environment
- Interruption to critical business processes

3.7.3 Risk Mitigation

The management tactics used to mitigate risk include:

- Transport Asset Management Plan.
- Condition audits at regular intervals.
- Proactive scheduled inspection programs.
- Clearly defined maintenance specifications.
- Clearly defined intervention levels and response timeframes.
- Outsourcing the delivery of maintenance and inspection services.
- Community Road Safety Strategy.
- Auditable Customer Request Management system.
- Optimised proactive renewal programs based on asset condition.
- Risk management processes.
- Timely response to incidents.
- Contingency Plans.
- Emergency response/on call system.

4. Levels of Service

4.1 Service Levels for Road Assets

Level of Service (LOS) for transport assets was developed and incorporated into the Transport Asset Management Plan 2021-2029. Below is a summary of actions defining LOS and the performance measure used to assess the service.

- Community expectations.
- Safety of our road users.
- Comfort for our road users.
- Achievable service levels in line with current funding.

Operations-based service levels relate to the technical measures and the outputs the customer receives. The LOS are included in the Transport Asset Management Plan and Road and Drainage Maintenance Contract in the form of maintenance standards, intervention levels, and prescribed activities and performance criteria. These items ensure that the road network and associated assets are maintained to an agreed level and consequently road-related services are provided at the prescribed standard.

4.2 Customer Expectation

Council's customer research into transport needs and satisfaction includes:

- Annual community satisfaction survey (Local Government Association - General Survey on Council Overall Performance).
- Annual survey undertaken by roads contractor.
- Community Engagement Sessions associated with the annual budget process; and
- Customer Service Centre enabling one on one contact (i.e. letters, phone calls) during normal working hours.

The feedback received from community consultation is used to improve Council's understanding of asset performance and is detailed in Council's TAMP.

4.3 Intervention Levels, Inspections and Response Times

Intervention levels support the quality of assets provided to the community as they define trigger points in determining the type of works to be conducted.

Having defined intervention levels also assists Council in being able to organise maintenance works on a risk priority basis, rather than being susceptible to conducting works on a chronological basis, or as the result of pressure from individuals within the community. It is considered that their greatest benefit is served by assisting in providing a sound legal argument as to why certain works were, or were not, conducted. MCC's intervention levels are pre-defined and incorporated into the maintenance contract.

4.3.1 Maintenance Contract

Council outsources all road maintenance and inspection activities to external service providers. Their work is monitored by Civil Operations staff who audit and inspect works undertaken by the service provider in accordance with a detailed contract management plan. This includes regular auditing of contractor performance against the objective and specification of this plan and Council's TAMP and contract specification.

Performance in relation to meeting Road Management Plan and TAMP obligations is reported monthly and reported to Council and the Executive quarterly.

Maintenance inspections are aimed at identifying hazards or defects that have the potential to create a risk or damage or inconvenience to the public and may result in the scheduling of maintenance work to avoid this issue. Inspections regimes on road assets are aligned with the road hierarchy.

4.3.2 Operations, Maintenance and Renewal Activities

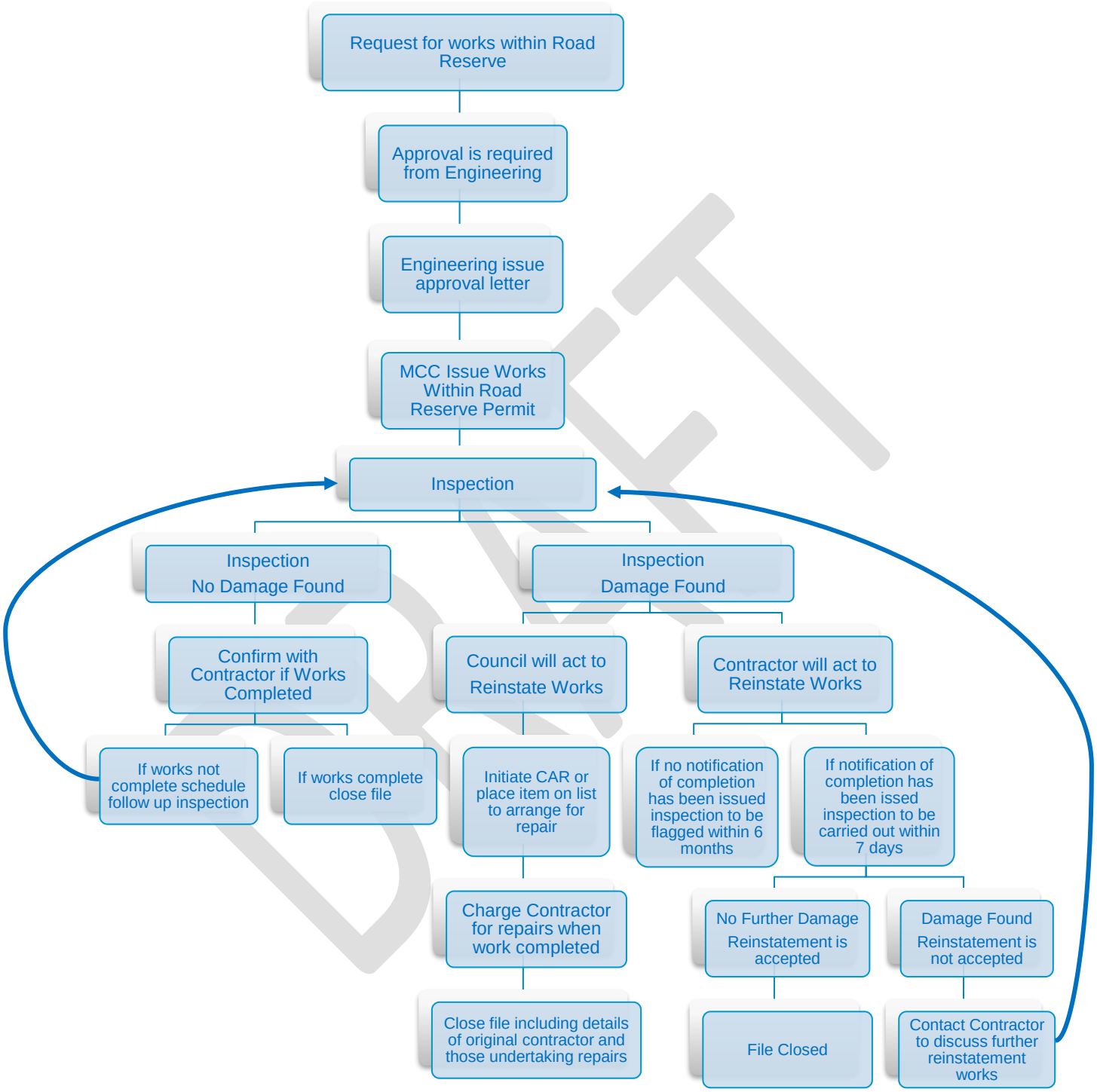
Examples of typical operational, maintenance and renewal activities undertaken as part of the management of Council's road assets are detailed in Table 7.

Activity	Detail	
Operational	Street cleaning	Vegetation removal
	Inspections	Line marking
Maintenance	Pothole repairs	Edge break repairs
	Surface defect repairs	Maintenance grading (unsealed roads)
Renewal	Reconstruction of sealed pavements	Pathway replacement
	Reseals and overlays	Reconstruction of kerb and channel

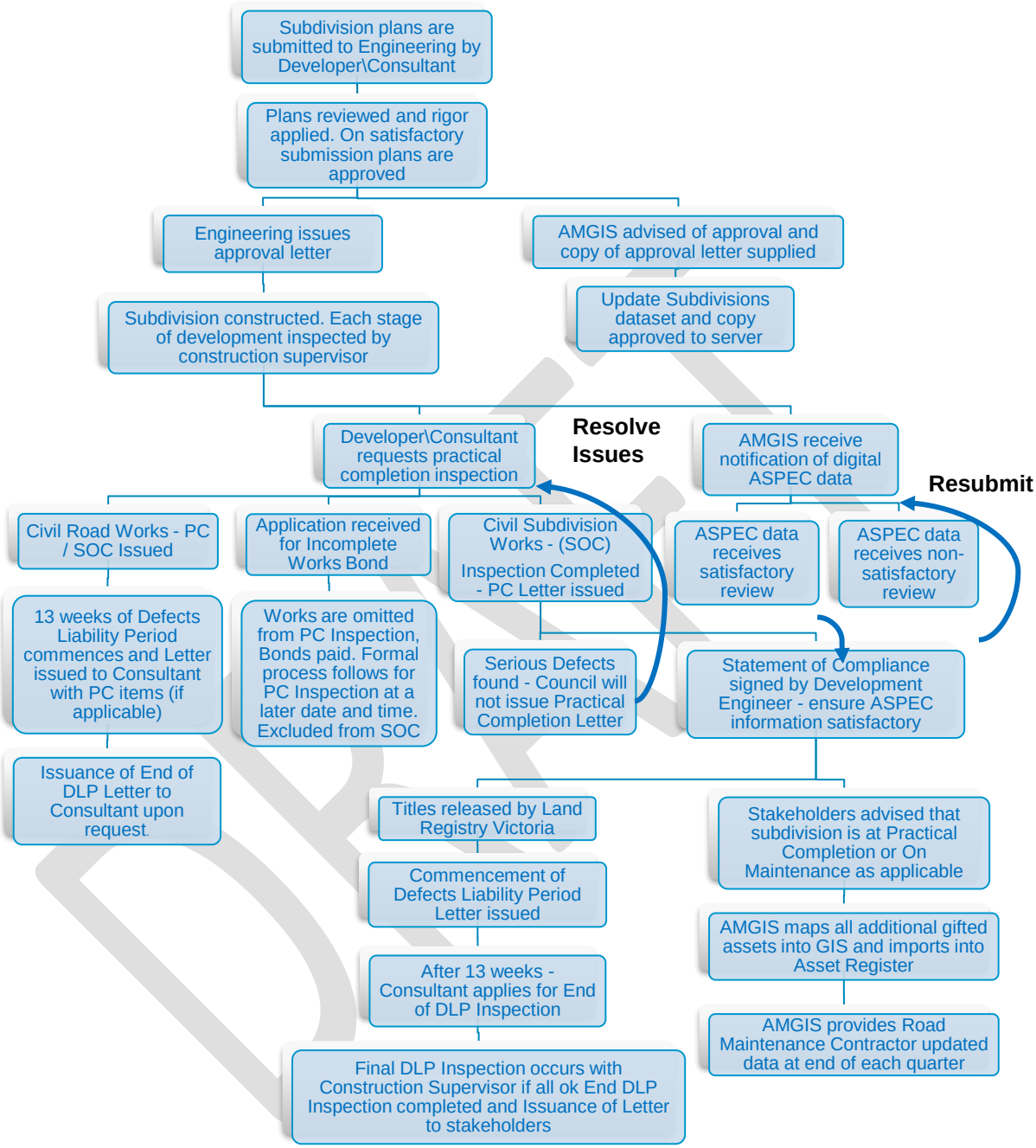
Table 7: Operational, Maintenance and Renewal Activities

5 Appendices and Annexes

Appendix 1 – Works within the road reserve



Appendix 2 – Gifted assets handover process



Annex 1 - Overview of Intervention Levels and Response Times

Item	Activity	Asset /Activity	Intervention Levels	Obligation/ Response Times				Service Standard of Work
1	**Section 1 - Unsealed Roads and Carparks**			**Class 1**	**Class 2**	**Class 3**	**Class 4**	
1.1	Inspection Regime	Inspection of all unsealed roads and carparks	See Reactive Maintenance Services/Item 1.3 below.	Programmed inspection every 2 Weeks. Inspect on request by Council within 2 Days of request	Programmed inspection every 4 Weeks. Inspect on request by Council within 5 Days of request	Programmed inspection every 6.5 Weeks. Inspect on request by Council within 10 Days of request	Programmed inspection every 6 Months. Inspect on request by Council within 10 Days of request All Carparks are considered Class 4.	Not Applicable
1.2	Night Inspection Regime	Inspection of sign and asset reflectivity - street furniture and traffic control devices	Reflectivity not meeting relevant Australian Standards	Programmed inspection annually	Programmed inspection annually	Programmed inspection bi-annually	Programmed inspection bi-annually	Not Applicable
1.3	Reactive Maintenance Services	Repair of Unsealed Road Assets identified during Inspection Regime that meet Intervention Levels	•Potholes greater than 300mm diameter (0.07m2) and/or greater than 50mm deep where such potholes are 50 or less in number per kilometre. •Pavement defects, comprising corrugations, depressions and scours, of 50mm depth under a 1.2 metre straight edge transversely or a 3.0 metre straight edge longitudinally where such defects comprise 20% or less of the pavement surface area per kilometre. •Soft or slippery areas comprising less than 5% of the sub-length of 1km which present a hazard to road users. •Water forms ponds on the road and cannot be drained longitudinally or crossfall is less than 3% or greater than 7%. •Greater than 20% of the pavement surface area per kilometre comprises loose material with an average depth of more than 25mm.	Service completed within 2 Days of identification	Service completed within 5 Days of identification	Service completed within 10 Days of identification	Service completed within 20 Days of identification	Per Contract Specifications
1.4	Proactive Maintenance	Programmed unsealed roads and carparks grading	Not Applicable	Service Every 4 Weeks	Service every 8 Week .	Service every 13 weeks	Service annually	Per Contract Specifications
1.5	Remedial Grading (Reworks)	Reworks as required by Council where Standard of Work not achieved	Not Applicable	Service within 5 Days from notification by Council				Per Contract Specifications
1.6	Additional Grading	On request	Not Applicable	Service within 10 Days of request by Council				Per Contract Specifications

Item	Activity	Asset /Activity	Intervention Levels	Obligation/ Response Times				Service Standard of Work
	Section 2 - Sealed Roads and Carparks			**Class 1**	**Class 2**	**Class 3**	**Class 4**	
2.1	Inspection Regime	Inspection of Sealed Road Assets	See Reactive Maintenance activities below.	Programmed inspection every 4 weeks. Inspect on request by Council within 1 Days of request	Programmed inspection every 8 weeks. Inspect on request by Council within 2 Days of request	Programmed inspection every 4 months (16 weeks). Inspect on request by Council within 5 Days of request	Programmed inspection annually Inspect on request by Council within 10 Days of request	
2.2	Night Inspection Regime	Inspection of sign and asset reflectivity - street furniture and traffic control devices	Reflectivity not meeting relevant Australian Standards	Programmed inspection annually	Programmed inspection annually	Programmed inspection bi-annually	Programmed inspection bi-annually	
2.3	Reactive Maintenance	Repairs of Potholes or Minor Surface Defect	•Surface defects greater than 300mm diameter (0.07m2) and/or greater than 50mm deep. •Potholes and surface defects (such as but not limited to ravelling, delamination etc.) up to 40sqm in area	Service completed within 2 Days of identification	Service completed within 2 Days of identification	Service completed within 5 Days of identification	Service completed within 10 Days of identification	Per Contract Specifications
		Edge Breaks / Edge Drop	Edge damage where: •The edge drop-off between the sealed road surface and the shoulder or verge exceeds 25mm (see also Placement of Road Shoulder Material); or •The edge of the sealed pavement along the interface with the road shoulder or verge is fretted with breaks in excess of 75mm laterally at any location up a continuous length of 20 metres.	Service completed within 5 Days of identification	Service completed within 10 Days of identification	Service completed within 10 Days of identification	Service completed within 10 Days of identification	Per Contract Specifications
		Ruts / Depressions	Wheel ruts and depressions up to 40sqm that hold water less than 25mm in depth under a 1.2 metre straight edge transversely or under a 3.0 metre straight edge longitudinally	Service completed within 5 Days of identification	Service completed within 10 Days of identification	Service completed within 20 Days of identification	Service completed within 20 Days of identification	Per Contract Specifications
		Minor Reseals	Stripping, fatty and / or block cracking exceeds 5m2 in area with 50% aggregate loss and the pavement has not failed up to but no greater than 40 m2.	Service completed within 20 Days of identification				Per Contract Specifications
		Cracksealing	Program and seal any cracks greater than 5mm in width.	Any defect found during routine inspections, patrolling, requests from Council representative or through Tech One ECM CAR item must be programmed in the MMS to be repaired during				Per Contract Specifications

Annex 1 - Overview of Intervention Levels and Response Times

Item	Activity	Asset /Activity	Intervention Levels	Obligation/ Response Times				Service Standard of Work
		Pavement Failure	•Pavement failures up to 10 sqm and 300mm in depth. •When a failed area results in danger to the public, the sealed surface no longer holds, extensive shoving has occurred and road surface drainage is no longer effective, conventional methods of maintenance fail to maintain the surface.	If a hazard to the public within 5 days, otherwise in accordance with an approved program.				Per Contract Specifications
		Brick or stone pavers in pavement	Bricks and pavers in pavement that are raised above, loose or sunken below the surrounding surface by 10mm	Service completed within 5 Days of identification	Service completed within 10 Days of identification	Service completed within 10 Days of identification	Service completed within 10 Days of identification	Per Contract specifications
		Minor isolated unsealed Shoulder Defects	Any potholes, ruts, scours, depressions and or soft spots >100mm in depth.	Service completed within 10 Days of identification	Service completed within 10 Days of identification	Service completed within 10 Days of identification	Service completed within 10 Days of identification	Per Contract Specifications
		Shoulder Grading	•A shoulder has more than 50 potholes per kilometre which are greater than 300mm diameter (0.07m2) and/or greater than 50mm deep. •A shoulder has corrugations, depressions or scours of 50mm depth over a 1.2 metre straight edge transversely, or a 3.0 metre straight edge longitudinally which exceed 20% of the shoulder area per kilometre. •Water forms ponds on the shoulder. •Soft and slippery areas comprise more than 5% or more of the shoulder area per kilometre. •The drop from the sealed pavement to the gravel shoulder exceeds 50mm over the entire distance of any 20 metre length.	Service completed within 5 days of identification.				Per Contract Specifications
2.4	Inspection Regime	Inspection of Sealed Road Assets	See Reactive Maintenance activities/Item 2.3 below	Programmed inspection every 4 weeks. Inspect on request by Council within 1 Days of request	Programmed inspection every 8 weeks. Inspect on request by Council within 2 Days of request	Programmed inspection every 4 months (16 weeks). Inspect on request by Council within 5 Days of request	Programmed inspection annually Inspect on request by Council within 10 Days of request All Carparks are considered Class 4.	
2.5	Night Inspection Regime	Inspection of sign and asset reflectivity - street furniture and traffic control devices	Reflectivity not meeting relevant Australian Standards	Programmed inspection annually	Programmed inspection annually	Programmed inspection bi-annually	Programmed inspection bi-annually	
2.6	Reactive Maintenance	Repairs of Potholes or Minor Surface Defect	•Surface defects greater than 300mm diameter (0.07m2) and/or greater than 50mm deep. •Potholes and surface defects (such as but not limited to ravelling, delamination etc.) up to 40sqm in area.	Service completed within 2 Days of identification	Service completed within 2 Days of identification	Service completed within 5 Days of identification	Service completed within 10 Days of identification	Per Contract Specifications
		Edge Breaks / Edge Drop	Edge damage where: •The edge drop-off between the sealed road surface and the shoulder or verge exceeds 25mm (see also Placement of Road Shoulder Material); or •The edge of the sealed pavement along the interface with the road shoulder or verge is fretted with breaks in excess of 75mm laterally at any location up a continuous length of 20 metres.	Service completed within 5 Days of identification	Service completed within 10 Days of identification	Service completed within 10 Days of identification	Service completed within 10 Days of identification	Per Contract Specifications
		Ruts / Depressions	Wheel ruts and depressions up to 40sqm that hold water less than 25mm in depth under a 1.2 metre straight edge transversely or under a 3.0 metre straight edge longitudinally.	Service completed within 5 Days of identification	Service completed within 10 Days of identification	Service completed within 20 Days of identification	Service completed within 20 Days of identification	Per Contract Specifications
		Minor Reseals	Stripping, fatty and / or block cracking exceeds 5m2 in area with 50% aggregate loss and the pavement has not failed up to but no greater than 40 m2.	Service completed within 20 Days of identification				Per Contract Specifications
		Crack Sealing	Program and seal any cracks greater than 5mm in width.	Any defect found during routine inspections, patrolling, requests from Council representative or through Tech One ECM CAR item must be programmed in the MMS to be repaired during				Per Contract Specifications
		Pavement Failure	•Pavement failures up to 10 sqm and 300mm in depth. •When a failed area results in danger to the public, the sealed surface no longer holds, extensive shoving has occurred and road surface drainage is no longer effective. Conventional methods of maintenance fail to maintain the surface.	If a hazard to the public within 5 days, otherwise in accordance with an approved program.				Per Contract Specifications
		Brick or stone pavers in pavement	bricks and pavers in pavement that are raised above, loose or sunken below the surrounding surface by 10mm.	Service completed within 5 Days of identification	Service completed within 10 Days of identification	Service completed within 10 Days of identification	Service completed within 10 Days of identification	Per Contract specifications
		Minor isolated unsealed Shoulder Defects	Any potholes, ruts, scours, depressions and or soft spots >100mm in depth.	Service completed within 10 Days of identification	Service completed within 10 Days of identification	Service completed within 10 Days of identification	Service completed within 10 Days of identification	Per Contract Specifications

Annex 1 - Overview of Intervention Levels and Response Times

Item	Activity	Asset /Activity	Intervention Levels	Obligation/ Response Times				Service Standard of Work
		Shoulder Grading	•A shoulder has more than 50 potholes per kilometre which are greater than 300mm diameter (0.07m2) and/or greater than 50mm deep. •A shoulder has corrugations, depressions or scours of 50mm depth over a 1.2 metre straight edge transversely, or a 3.0 metre straight edge longitudinally which exceed 20% of the shoulder area per kilometre. •Water forms ponds on the shoulder. •Soft and slippery areas comprise more than 5% or more of the shoulder area per kilometre. •The drop from the sealed pavement to the gravel shoulder exceeds 50mm over the entire distance of any 20 metre length.	Service completed within 5 days of identification.				Per Contract Specifications
		Removal of grass from unsealed shoulders	Grass or other vegetation growing on shoulders within 1.5m of edge of road	Service completed within 10 Days of identification	Service completed within 10 Days of identification	Service completed within 10 Days of identification	Service completed within 10 Days of identification	Per Contract Specifications
2.7	Road shoulder on sealed roads	Removal of grass from unsealed shoulders	Grass or other vegetation growing on shoulders within 1.5m of edge of road	Service completed within 10 Days of identification	Service completed within 10 Days of identification	Service completed within 10 Days of identification	Service completed within 10 Days of identification	Per Contract Specifications
2.8	Proactive Maintenance	Programmed unsealed shoulder grading	Not Applicable	3 times per year	2 times per year	Annually	Not applicable	Per Contract Specifications
2.9	Rehabilitation of unsealed shoulders		Rehabilitation as directed by Council	Service completed within 20 Days of identification				Per Contract Specifications
2.1	Road Openings		Any road opening as directed by Council.	Service completed within 2 Days of Council request				Per Contract Specifications
Item	**Activity**	**Asset /Activity**	**Intervention Levels**	**Obligation/ Response Times**				**Service Standard of Work**
	Section 3 - Kerb and Channel			**Class 1**	**Class 2**	**Class 3**	**Class 4**	
3.1	Inspection Regime	All Kerb and Channel Assets	Not Applicable	Programmed inspection annually Inspect on request by Council within 10 Days of request.	Programmed inspection annually Inspect on request by Council within 10 Days of request.	Programmed inspection bi-annually Inspect on request by Council within 10 Days of request.	Programmed inspection bi-annually Inspect on request by Council within 10 Days of request.	
3.2	Reactive Maintenance	Vegetation	•Presence of surface level vegetation in kerb and channel •moss, dirt and other foreign material from kerb and channel that present a slip or trip hazard to pedestrians or impact the drainage function of the kerb and channel	Service completed within 5 Days of identification.	Service completed within 10 Days of identification.	Service completed within 20 Days of identification.	Service completed within 20 Days of identification.	Per Contract Specifications.
3.3	Repair and Replacement	Repair of kerb and channel	•Cracks, disjointing, rolling and spalling in the kerb and channel. •Uplifting sections causing more than 20mm depression in tray of kerb and channel. •Lateral displacement of top of kerb greater than 50mm. •Sections of kerb and channel greater than 100mm broken or missing.	Service completed within 5 Days of identification.	Service completed within 10 Days of identification.	Service completed within 20 Days of identification.	Service completed within 20 Days of identification.	Per Contract Specifications.
Item	**Activity**	**Asset /Activity**	**Intervention Levels**	**Obligation/ Response Times**				**Service Standard of Work**
	Section 4 - Pathways			**Class 1**	**Class 2**	**Class 3**	**Class 4**	
4.1	Inspection Regime	High pedestrian paths	Not Applicable	Programmed inspection for evey six (6) months. Inspection on request by Council within 10 Days of request.				Guide: Around town centres etc
4.2	Inspection Regime	Regular paths	Not Applicable	Programmed inspection every 12 months Inspection on request by Council within 10 Days of request.				Guide: Around schools, Council facilities etc.
4.3	Inspection Regime	low traffic paths	Not Applicable	Programmed inspection every two (2) years. Inspection on request by Council within 10 Days of request.				Guide: local street paths servicing residential or industrial allotments.
4.4	Reactive Maintenance	Vegetation removal	where any surface level vegetation has encroached onto footpaths or paved areas or is growing in joints or cracks.	Service completed within 10 days of identification (High Pedestrian Traffic Areas) Service completed within 20 days of identification (all other areas)				Per Contract Specifications.
4.5	Repair and Replacement of	Path wedges, paved surface, and tactile surface indicators	•Repair where; levels between surface exceed 10mm likely to create a tripping hazard. •Cracks and missing pieces are wider than10mm. •Tree roots causing total vertical displacement of 50mm above the general path alignment. •Drop from end of pathway is greater than 50mm or presents a hazard. •Depressions / potholes exceed 25mm in depth and or 300mm in diameter. •Loose, smashed or missing tactile surface indicators.	Service completed within 5 days of identification (High Pedestrian Traffic Areas) Service completed within 20 days of identification (all other areas)				Per Contract Specifications.
		repair of brick and stone pavers						Per Contract Specifications
		Assphalt / sprayseal pavements						Per Contract Specifications
		Timber plinths						Per Contract Specifications

Annex 1 - Overview of Intervention Levels and Response Times

Item	Activity	Asset /Activity	Intervention Levels	Obligation/ Response Times	Service Standard of Work
Item	Activity	Asset /Activity	Intervention Levels	Obligation/ Response Times	Service Standard of Work
	Section 5 - Bridge & Major Culverts			**Class 1 Class 2 Class 3 Class 4**	
5.1	Inspection Regime	All bidges and major Culvert Assets	Not applicable	Programmed inspection annually Report to Council by 31st December.	
5.2	Reactive maintenance	General maintenance	•ARRB Guidelines Worn or damaged decking in bridges, which requires replacement where area is less than 10m2. •Scouring around bridge abutments which provided it does not require the placement of fill material. •Damage to any piles, supports, superstructure or other infrastructure which do not affect the structural integrity of the bridge. loose or unsafe guard rails broken signage reflectors dirt or other loose material that may present a hazard dirty or blocked expansion joints, scupper and down pipes Other tasks as set out in the Contract	Service completed within 10 days of identification	Per Contract Specifications
5.3	Reactive maintenance	Debris, sediment and obstructing vegetation	vegetation that is : •Obstructing the visibility of the bridge for drivers, pedestrians or cyclists. •Rubbing against the structure of the bridge in a manner that may cause damage to the bridge. •Impeding the free flow of water under the bridge. •Overhanging the bridge or roadway to such an extent that it may obstruct vehicular traffic, pedestrians or cyclists.	Service completed within 10 days of identification	Per Contract Specifications
5.4	Major Maintenance of Bridges & Major Culverts		As directed by Council.	As directed by Contract Superintendent.	Per Contract Specifications
Item	**Activity**	**Asset /Activity**	**Intervention Levels**	**Obligation/ Response Times**	**Service Standard of Work**
	Section 6 - Urban & Rural Drainage			**Class 1 Class 2 Class 3 Class 4**	
6.1	Inspection Regime	SEP's and Grated Pits drainage outlets raingardens, bioretention swales sediment ponds Rural Culverts	Not Applicable	Programmed inspection every 12 months Inspect on request by Council within 10 Days of request	
6.2	Inspection Regime	Litter traps	Not Applicable	Programmed inspection every 6 months Inspect on request by Council within 10 Days of request	
6.3	Inspection Regime	Gross Pollutant traps	Not Applicable	Programmed inspection every 3 months Inspect on request by Council within 10 Days of request	
6.4	Inspection Regime	Inspection and Clearing of Pipe Network	Undertake visual CCTV inspection audit of pipes and combination cleaning as specified in Section 6. Program basis on a projected cycle of 50 years or as directed.	Annual inspection of a minimum 30km of piped drainage network. Any non-programmed inspections and cleaning within 10 days of request	Per Contract Specifications
6.5	Reactive Maintenance	Resetting of pit lids	Exestence of any debris, scours and erosion that impedes the flow of water.	Service completed within 24 hours of Inspection	Per Contract Specifications
6.6	Reactive Maintenance	Gross Pollutant traps	Exestence of any debris, scours and erosion that impedes the flow of water	Service completed with inspection	Per Contract Specifications
6.7	Reactive Maintenance	Removal of sediment and silt from Sediment Ponds	Sediment / silt within pond exceeds 50% of volume of the pond.	Service completed within 10 days of identification	Per Contract Specifications
6.8	Reactive Maintenance	Drainage Pit Repairs	Exestence of any debris, scours and erosion that impedes the flow of water.	If potential hazard, Service complete within 2 Days of identification. All others, Service complete within 10 days of identification.	Per Contract Specifications
6.9	Reactive Maintenance	Property Connection & Main Pipe Drainage Repairs. Below ground pipe & filter material repairs to rain gardens and bioretention swales.	Exestence of any debris, scours and erosion that impedes the flow of water.	If liable to affect private property Service complete within 2 Days of identification. All others, Service complete within 10 days of identification.	Per Contract Specifications
6.1	Reactive Maintenance	Rural Culvert Inspections and Minor Maintenance.	All culverts to be kept at 75% operating capacity and free of debris.	Service completed with inspection	Per Contract Specifications
6.11	Reactive Maintenance	Open Drain Maintenance	Exestence of any debris, scours and erosion that impedes the flow of water.	If potential hazard, Service complete within 2 Days of identification. All others, Service complete within 20 days of identification.	Per Contract Specifications
6.12	Rural Culvert Major Repairs		All culverts to be kept at 75% operating capacity and free of debris.	If potential hazard, Service complete within 2 Days of identification.	Per Contract Specifications
Item	**Activity**	**Asset /Activity**	**Intervention Levels**	**Obligation/ Response Times**	**Service Standard of Work**
	Section 7- Street Furniture and Traffic Control			**Class 1 Class 2 Class 3 Class 4**	
7.1	Inspection Regime	All Street Furniture and traffic control assets	Not applicable	Programmed inspection every 12 months Inspect on request by Council within 10 Days of request	

Annex 1 - Overview of Intervention Levels and Response Times					
Item	**Activity**	**Asset /Activity**	**Intervention Levels**	**Obligation/ Response Times**	**Service Standard of Work**
7.2	Reactive Maintenance	Routine maintenance	•Existence of graffiti •Insecure or incorrectly aligned Asset •Missing or damaged signs or signs that have lost reflectivity by 50% or more. •Missing guideposts when 10% of posts are missing on straights and 5% on curves.	Regulatory Signage - Service completed within 1 Day of Identification Hazard Markers - Service completed within 5 Days of Identification Warning Signage - Service completed within 5 Days of Identification Guideposts - Service completed within 10 Days of Identification All other Signage -= Service completed within 20 Days of Identification	Per Contract Specifications
7.3		Vegetation	Vegetation impeding the asset or visibility of the sign.	Service completed within 20 days of identification	Per Contract Specifications
7.4		Installations and repairs	Repair/replace hard paved areas where sunk, cracked, chipped or heaved when lips are greater than 10mm have mounds or depressions in excess of 25mm and are not free draining. Otherwise as required to install or repair to Standards of Work	Service completed within 20 days of identification	Per Contract Specifications