



**Yarra  
Ranges  
Council**

# ROAD MANAGEMENT PLAN



**ROAD MANAGEMENT PLAN 2021  
(VERSION 5)**

**Pursuant to Part 4 Division 5 Road  
Management Act 2004**

## DOCUMENT CONTROL SHEET

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## Executive Summary

Yarra Ranges Shire Council (Council) is the custodian of an extensive range of community assets that it provides to facilitate delivery of its services to the community. This includes the roads for which it has responsibility for under the Road Management Act 2004.

The Council's "Register of Public Roads" (Register) provides details of each of the roads the Council is the co-ordinating road authority for and which have been considered by the Council to be required for general public use. The Register is not an "incorporated document" in this Road Management Plan.

This Road Management Plan has been developed to assist Council in the management of Council's public municipal road system, taking into consideration the important links provided by the State road network.

The Road Management Plan is a Council document that is used to assist the Council with the inspection, maintenance and repair of its public road network. In preparing and updating the Road Management Plan, Council has considered the needs of the community and the economic, social and environmental issues affecting the Council and the road users alike.

The Road Management Plan has determined the "levels of service" that meet the community's "reasonable" expectations of "day to day" maintenance and ongoing asset performance.

The Road Management Plan is a dynamic document and is subject to continuous improvement and review. Any queries or comments in relation to this Road Management Plan should be directed to:

Director Environment and Infrastructure  
Yarra Ranges Shire Council  
Civic Centre  
PO Box 105, Lilydale VIC 3140

Further information is also available on the Council's website: [www.yarraranges.vic.gov.au](http://www.yarraranges.vic.gov.au)

## 1. General

### 1.1 Introduction

The introduction of the Road Management Act 2004 (referred to hereafter as the ‘RMA’) was intended to provide a more efficient and safer road network in Victoria.

In response to the introduction of the RMA and the Code of Practice for Road Management Plans in September 2004, Council first adopted a Road Management Plan (referred to hereafter as the ‘RMP’) in 2004.

The RMP was subsequently amended in 2009, 2014 & 2018

The RMP has now been amended for a fifth time following a formal review.

In developing the policy decisions and relevant standards detailed in this RMP, Council has had regard to Section 108 of the Local Government Act 2020, Procurement Policy, and the principles in the best practice procurement guidelines for local government:

- Value For Money
- Open and Fair competition
- Accountability
- Risk Management
- Probity and Transparency
- Sustainable and social procurement objectives

This RMP has been developed with consideration to other Council documents including:

- Council Plan including Vision 2036
- Strategic Resources Plan
- Corporate Asset Management Policy and Plans
- Register of Public Roads

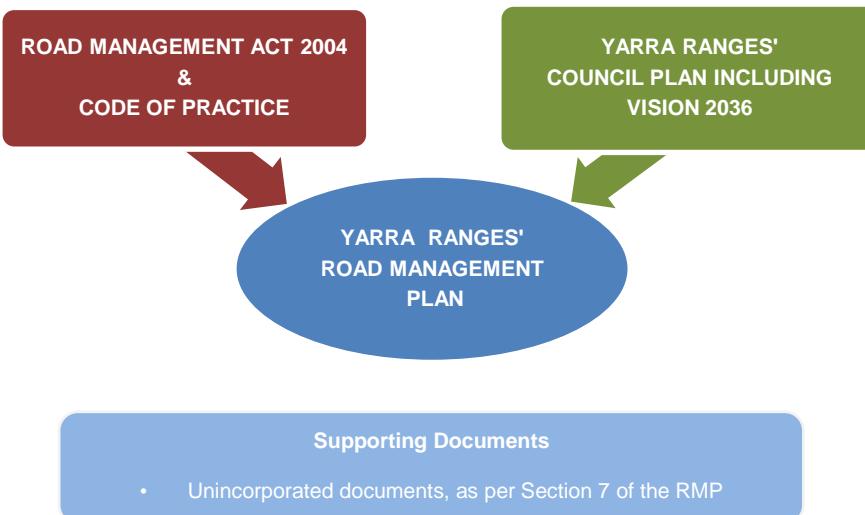
### 1.2 Council and Community Plans

Vision 2036 is the vision of the Yarra Ranges community, it is a statement about the kind of community and environment the community wishes to have in the future. In identifying its vision the community recognised a range of stakeholders, of which Council is one, who supports them in achieving their vision.

The Council Plan articulates the visions and values for Council and details the actions and activities Council will undertake.

The RMP is informed by the Yarra Ranges Council Vision 2036 and the Council Plan, and will link to the Asset Management Plans, to enable Council to manage its roads and other assets in a way which is consistent with the Council Vision.

The following diagram indicates the way in which these and other relevant documents interact.



### 1.3 Key Stakeholders

The key stakeholder groups, who are both users of the road network and/or are affected by it, include:

- the community in general (for recreation, sport, leisure & business);
- residents & businesses adjoining the road network;
- pedestrians (including the very young, those with disabilities, and the elderly with restricted mobility);
- users of a range of miscellaneous smaller, lightweight vehicles such as bicycles, mobility scooters, wheel chairs, prams, etc;
- vehicle users such as trucks, buses, commercial vehicles, cars and motor cycles;
- tourists & visitors to the area;
- emergency services (Police, Fire, Ambulance, and SES);
- utilities as defined in section 3(1) of the RMA;
- State & Federal Government that periodically provide support funding to assist with management of the network; and
- Council as the co-ordinating and responsible road authority.

## 1.4 Meaning of Terms

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

Term	Definition
<b>Boundary Roads</b>	Refers to roads that form the boundary between adjoining municipalities. Residents along these roads may pay rates to the Council but have their road maintained by the adjoining municipality.
<b>Road or Road-Related Asset</b>	Road infrastructure or road-related infrastructure, for example roadway pavement or roadway drainage.
<b>Defect Type</b>	The type of defect of a road or road-related asset, for example potholes in a road surface or a joint displacement in a concrete pathway.
<b>Intervention Level</b>	The level at which a defect is identified and recorded for intervention in accordance with nominated response times.
<b>Hierarchy</b>	A framework for segmenting an asset base into appropriate classifications. The asset hierarchy can be based on asset function, asset type or a combination of the two.
<b>Kerb and Channel</b>	Is considered to be road infrastructure and forms part of the roadway for the purposes of this RMP.
<b>Level of Service</b>	Is the defined service level against which performance may be measured and relates to quality, quantity, reliability, responsiveness and cost.
<b>Maintenance</b>	All actions necessary for retaining an asset in the state or condition determined in accordance with the RMA, but excluding rehabilitation or renewal.
<b>Emergency</b>	An emergency is defined as an event or situation that may pose an immediate risk to health, life, property and/or the environment.
<b>Temporary Measures</b>	Is a temporary measure that addresses the defect in a road or road-related asset that may include warning signs, barricades and/or temporary repair.
<b>Performance Monitoring</b>	Continuous or periodic quantitative assessments of the actual performance compared with specific objectives, targets or standards.
<b>Response Times</b>	The time to implement temporary measures and permanent measures.
<b>Routine Maintenance</b>	Day to day maintenance activities to keep the asset operating and which form part of the annual operational budget.
<b>Department of Transport</b>	The Head, Transport for Victoria (established under s64A of the Transport Integration Act 2010)

## 1.5 Purpose of the RMP

The RMA was developed to provide a more efficient and safer Victorian road network, and is based on the following key principles:

- Clear allocation of road asset ownership and management;
- Established processes and accountabilities for policy decisions and performance standards;
- Provision of operational powers to achieve targets and performance standards; and
- Clarification of civil liability laws for the management of roads.

The RMP is prepared in accordance with Part 4 Division 5 of the RMA and the Code of Practice for Road Management Plans September 2004.

The RMP has been developed to establish a management system for the local road functions that are the responsibility of Council. The management system is based on a policy decision having regard to the broad range of activities of Council. The policy and operational objectives recognises factors or constraints which are financial, economic, political, social or environmental.

This RMP sets out details of:

- The management system to be implemented by Council in the discharge of its duty to inspect, maintain and repair roadways, pathways, road infrastructure (including kerb and channel) and road-related infrastructure under the control of the Council;
- The standards and policies in accordance with which Council performs its road management functions.

This RMP also reflects the purposes and objectives of Council as specified under Division 1 of the Local Government Act, 2020 and as mentioned above the Council Plan and Vision 2036.

The RMP contains information on the following:

- a classification system for its road and pathway assets;
- inspection standards that document the nature and frequency of different types of inspections (ie. proactive and reactive) (Condition surveys are also completed for the purpose of providing information to assist in the effective ‘whole of life’ asset management.);
- maintenance standards that document intervention levels, maintenance response required and maintenance response timeframes; and
- management system for inspection, maintenance and repair of the roadways, pathways, road infrastructure (including kerb and channel) and road-related infrastructure under the control of the Council.

## 2. Roads and Pathways subject to the RMP

### 2.1 Register of Public Roads

Pursuant to Section 36 of the Act, the Council is the coordinating road authority for “municipal roads”.

The term “municipal roads” is defined in the RMA to mean any road which is not a State road but is otherwise a road that Council has the care and management of pursuant to s. 205 of the *Local Government Act 1989*, a road declared by VicRoads under the RMA to be a municipal road, and roads which are part of a Crown land reserve where the Council is the Committee of Management.

Council will also be the responsible road authority for parts of arterial roads and some ancillary areas.

The Register lists all roads within the municipality and indicates their respective road hierarchy category and responsible authority. The road hierarchy categories are only used to differentiate service levels and maintenance standards.

The provisions of this RMP apply to:

- those municipal roads listed in the Register that are generally required for public use;
- pathways on those municipal roads referred to above;
- the road infrastructure and road-related infrastructure that have been constructed by or transferred to Council;
- those parts of arterial roads for which council is the responsible authority.

The RMP does not apply to:

- roads for which another Authority is the co-ordinating road authority, eg VicRoads – other than for those parts of a municipal road for which the Council is the responsible road authority;
- private roads;
- unconstructed assets such as foot trodden tracks;
- laneways and pathways on private land, or
- vehicle entrances (crossovers) from the roadway to private property
- non maintained roads

Any responsibility for road management functions between Council and another road authority pursuant to Schedule 1 of the RMA are listed in the Register.

### 2.2 Road Hierarchy

The Council has applied municipal road classifications for public roads where Council is the responsible road authority. These municipal road classifications specify each road by road use function, and reflect the perceived risk associated with the vehicle usage of each road type. These classifications are used to differentiate service levels, response times and maintenance standards for a particular type of road.

The general classifications used in the Road Register and RMP are:

Classification	Description	Responsible Authority
State Arterial Roads*	Road classification for major routes used by commercial vehicles and large traffic volumes. These roads are the responsibility of VicRoads and include state highways, tourist roads and main roads.	Department of Transport

Classification	Description	Responsible Authority
Collector Roads*	Road classification for links between arterial and local roads that have a higher traffic usage and speed rating and serve many properties or adjacent local roads. Collector Roads include both sealed and unsealed road surfaces.	Council
Local Roads*	Road classification for access to private property. These roads have low traffic usage and speed ratings and generally do not perform a through road or alternative route function within the road system. Local Roads include both sealed and unsealed road surfaces.	Council
Non Maintained Roads*	Road classification for roads not maintained by Council and includes roads maintained by other responsible authorities such as Department of Environment Land Water and Planning.  Also included in this classification are roads providing private access to a single or limited number of properties. A private access may exist along a road reserve from a public road before reaching a property access.  This classification additionally relates to driveway/shared access/road way created as part of an Owners Corporation subdivision.	Other

\*To determine the responsible road authority for each individual road, refer to the Register.

### 2.3 Pathway Hierarchy

The Council has a duty to inspect, maintain and repair such pathways (known generally as footpaths) that are on the public roads listed on the Register.

The Council has applied municipal pathway classifications for the pathways. These classifications specify each pathway by public use function, which reflects the perceived risk associated with the pedestrian and other usage of each pathway type. These classifications are used to differentiate service levels and maintenance standards.

These pathway classifications are:

Classification	Description
High Use	Defined as pathways of very high pedestrian usage within the public road reserve eg. Major shopping precincts
General Use	Defined as pathways of general pedestrian usage within the public road reserve eg. local roads
Shared Use	Defined as pathways signed as shared usage within the public road reserve eg. cycle/pedestrian pathways
Unsealed	Defined as formed crushed rock/gravel pathways within the public road reserve. Generally the standard of construction is minimal and reactive maintenance only is carried out.

### 2.4 Codes of Practice & Agreements

The RMA includes provision for the making of Codes of Practice to provide practical guidance for road authorities and works and infrastructure managers such as Council in the performance of their functions and duties under the RMA.

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

- Code of Practice for Operational Responsibility for Public Roads
- Code of Practice for Road Management Plans
- Code of Practice for Management of Infrastructure in Road Reserves
- Code of Practice for Worksite Safety – Traffic Management

Any “Agreements” made between Council and any other party pursuant to any of the above Codes can be found in Council’s Agreement Register but do not form part of this RMP.

Boundary roads covered by an agreement are included in the road listing with a coordinating road authority identified, and in some instances a responsible road authority but do not form part of this RMP.

### 3. Level of Service

The Council has determined a level of service relevant to each category of road, pathway, road infrastructure and road-related infrastructure mentioned in this RMP. The level of service is specified in Appendix C. Appendix C details the type of defects that may be encountered within each asset type, the defect intervention level of each defect, the performance standard, and response time for this action.

#### 3.1 Policies, Strategies and Procedures

In developing the level of service set out in this RMP, Council has given due regard to the Strategic Objectives as set out in the Council Plan and Vision 2036 and other relevant Council policies, strategies and procedures.

The standards specified under this RMP will, except in circumstances set out in section 3.5 of this RMP, maintain the level of service that is considered reasonable for the Council's road network. The standards of inspection, maintenance and repair have been adopted after careful consideration of the economic, social and environmental constraints affecting Council. The Council has considered that these standards are reasonable for roads, pathways, road infrastructure and road-related infrastructure of the categories referred to in this RMP.

Inspections under this RMP are distinct from condition audits which are not part of this RMP and are carried out as part of Council's strategic asset review.

#### 3.2 Inspections

The conduct of regular inspections of the road network is essential in maintaining public safety and optimum maintenance of the road, pathway, road infrastructure and road-related infrastructure.

The Council has developed inspection programs to ensure that road, pathway, road infrastructure and road-related infrastructure is maintained and repaired in accordance with the standards set out in this RMP. Details of the types of inspections are set out in Appendix A whilst the inspection program is set out in Appendix B.

This RMP acknowledges that changes to the Council's road network will occur on a regular basis through construction of unmade roads, upgrading of maintenance standards, creation of new roads through subdivisions, etc and will need to be incorporated into inspection programs to ensure serving of these areas is in accordance with this RMP.

#### 3.3 Level of Service Review

The level of service will be reviewed in conjunction with any review of this RMP. This review of the level of service may include consultation with a range of stakeholders, including the community in general.

#### 3.4 Standards of Maintenance

The standards of maintenance applicable to the roads, pathways, road infrastructure and road-related infrastructure subject to this RMP are detailed in Appendix C of this RMP:

Council considers that the standards of maintenance detailed in the RMP are reasonable in the context of the Council's overall strategic plans, Vision 2036 and economic constraints.

### **3.5 Exceptional Circumstances**

The Council will make every effort to meet its commitments under its RMP.

However, there may be situations or circumstances that affect Council's business activities to the extent that it cannot deliver on the service levels referred to in this RMP. These situations or circumstances, either man-made or naturally occurring, include but are not limited to natural disasters, such as fires, floods, and/or storms, or a prolonged labour or resource shortage, due to a need to commit or redeploy Council staff, contractors, and/or equipment elsewhere.

In such an event, the Chief Executive Officer will, following recommendation from Director Environment & Engineering or Municipal Emergency Response Officer (MERO), suspend part or all of this RMP in relation to response times and level of service. The relevant Officer will nominate when the suspension is to come into effect. The suspension will continue until revoked by the Chief Executive Officer.

### **3.6 Emergency Response**

Upon being made aware of an “emergency” defect or hazard, Council will inspect the specified defect within 24 hours. For a defect to be classified as an emergency, it must pose an immediate risk to health, life, property and/or the environment. Various defects may be reported as “emergency” and the intervention levels differ dependant on the type of “emergency” defect reported.

An initial inspection is undertaken with the intent of assessing the reported emergency defect and to determine that the appropriate intervention level has been exceeded. A response may involve temporary measures until permanent repairs are undertaken and may require more than one operation. These temporary measures will be followed up with repairs to the asset.

### **3.7 After Hours Response**

The intervention levels, performance standards and response times for various defects which Council are made aware of outside of Council's standard business hours are assessed in accordance with Council's After Hours Guidelines.

## 4. Financial Resources

### 4.1 Budget Provisions

The commitments and obligations specified in this RMP are determined by the financial and staff resources available to deliver those commitments and obligations as set out in the Council Plan.

The adopted Yarra Ranges Council Budget Report details the financial resources allocated for the construction, upgrading, renewal, rehabilitation, inspection, maintenance and repair of roadways, pathways, road infrastructure and road-related infrastructure.

The overall service delivery priorities of the Council determine the financial resources allocated for works on roads, pathways, road infrastructure and road-related infrastructure. These financial resources are determined as part of Council's Annual Budget. Delivery of the service levels as contained in this RMP are dependant upon allocation of appropriate resources as part of the Annual Budget.

The financial resources allocated for works on roads, pathways, road infrastructure and road-related infrastructure have regard to the overall service delivery priorities of the Council and the outcomes of the Annual Budget Review.

## 5. Management System

### 5.1 Establishing Works Priorities

The Council will establish works priorities in accordance with its Management System taking into account its duty to inspect, maintain and repair public roads for which it is responsible.

### 5.2 Proactive and Reactive Service

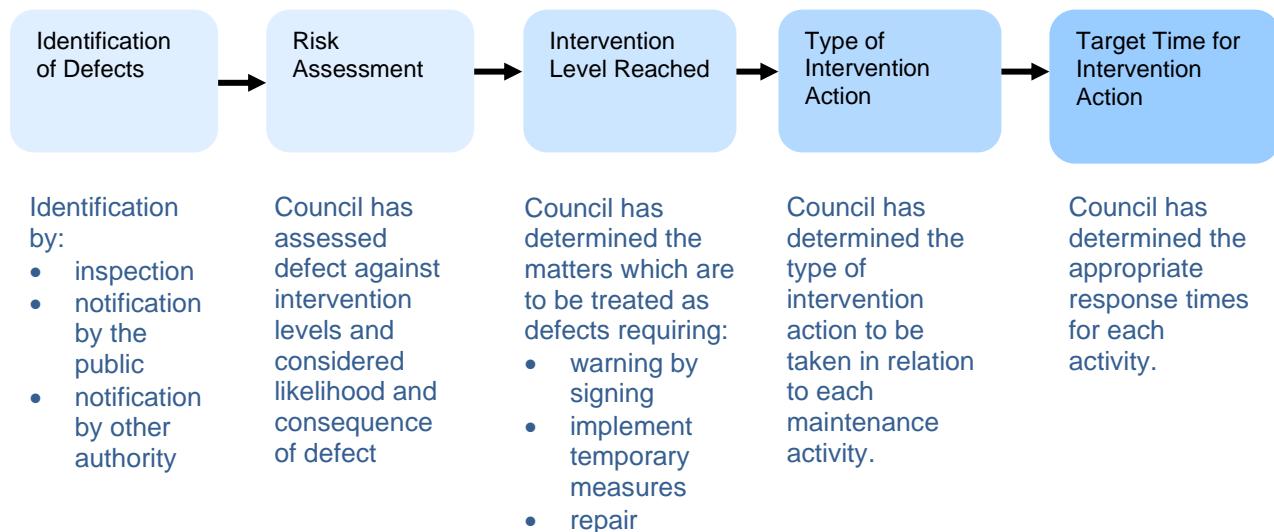
The Council's Service Request system has been established to receive and deal with service requests, complaints and other information from users and the community, including information regarding emergency situations occurring outside normal business hours and those circumstances that might develop into a Notice of Incident pursuant to section 115 of the RMA.

Reactive inspection information, resulting from service requests, and defect information from the regular proactive inspections are stored and utilised in relevant corporate computer systems. Appendix D is a flow chart showing the current Management System in relation to proactive and reactive inspections.

This current Management System provides for the regular monitoring and review of users' and community service requests, complaints and information regarding the nature and standard of responses.

### 5.3 Maintenance Management System

The Council's approach to service delivery is shown diagrammatically below (also refer to appendix D).



## 5.4 Safety at Council Work Sites

The Council's construction and maintenance work on roads, pathways, road infrastructure and road-related infrastructure will be undertaken by Council and/or its contractors in accordance with the relevant occupational, health and safety legislation, and the Code of Practice for Worksite Safety – Traffic Management.

## 5.5 Quality Systems

The Council is committed to a quality approach in delivering the services set out in this RMP through the quality management systems of contractors engaged and Council's team commitment to a systematic approach to the delivery of services. As a consequence best value and continuous improvement is achieved on an ongoing basis validated by regular surveillance and programmed audits of contractors, works units and subcontractors.

## 5.6 Information to Service Providers, or Works and Infrastructure Manager

If in the course of meeting its obligations under this RMP, Council becomes aware that the condition of any non-road infrastructure has resulted in a breach of Council's relevant intervention level, it will convey appropriate information to the relevant service provider or works and infrastructure manager.

Service Authorities & Providers with assets within the road reserve include:

- Water & Sewerage Authorities – Sewer pits, trenches and pipes, water supply valves & underground lines
- Gas & Electricity Authorities – Pits, Trenches, Poles and overhead electric cables
- Rail Authority – Rail tracks, crossings and signage used by both pedestrians and vehicles
- Telecommunication companies – Poles, overhead cables, pits and trenches
- VicRoads – State road pavement, surfaces, kerb and channels
- Melbourne Water – Bridges, drains and aqueducts
- Department of Environment Land Water and Planning – roads and bridges.

Repairs of non-road infrastructure is the responsibility of the works and or infrastructure managers responsible for the non-road infrastructure.

## 5.7 Records of Inspections and Maintenance Works

Records of all inspections and maintenance works undertaken on behalf of Council on the road network shall be retained to satisfy the requirements of the RMA and this RMP. In particular, defects that have reached the Intervention Levels shall be identified and prioritised, with regard to available resources, before rectification/repair works are completed.

## 6. Performance Management and Review

### 6.1 Performance Monitoring

Performance monitoring is undertaken on a programmed basis generally as follows:

- Regular Management meetings between the Executive Officer Infrastructure Maintenance and the Infrastructure Maintenance Unit to monitor all operational matters including handling of correspondence, customer requests, H&S matters etc.
- Regular meetings of the Infrastructure Services Department to consider regular reports.

This performance management regime is based on those inspection frequencies, intervention levels, and standards of maintenance that are crucial to ensuring that Council meets its obligations under the RMA.

An annual performance and compliance report will be prepared jointly by the Risk Management Unit and Infrastructure Maintenance Unit for review by senior management and the Audit & Risk Committee.

### 6.2 Audits

A program of auditing, using internal or external auditors, is regularly conducted for the purposes of ensuring that all the management systems in place are delivering the levels of service adopted by the Council for its road network assets.

In the event that a non-compliance is identified the matter is recorded in the organisation risk management system and reported to the Executive Leadership Team and the Audit and Risk Management Committee. Ongoing monitoring and reporting will occur until the non-compliance or improvement opportunity is resolved.

### 6.3 RMP Review

A formal review of this RMP will be completed, in accordance with the RMA, and the Road Management (General) Regulations 2016.

### 6.4 Amendment of Road Management Plan

Any amendment to the RMP is subject to the consultation and approval processes as detailed in the RMA and the Road Management (General) Regulations 2016.

## 7. Supporting Documents

The following un-incorporated documents, whilst complimenting the RMP do not form part of this RMP. Any un-incorporated document may change from time to time to reflect changes in Council policy, legislative changes, and operational changes or as a result of audit findings without the need to change the RMP. Supporting documents may be made available for inspection, upon request.

### 7.1 Technical References

- Risk Management Standard, AS/NZS ISO 31000:2009
- Compliance Program Standard, AS 3806: 1998
- MAV Asset Management Improvement STEP Program – Road Asset Management Plan Framework 2003.
- International Infrastructure Management Manual (IIMM) 2011, IPWEA.

### 7.2 Council Documents & Procedures

Other relevant Council Documents & Procedures include:

- Council Plan including Vision 2036
- Council After-Hours Guidelines
- Public Road Register
- Boundary Road Agreements
- Demarcation Agreements (Service Authorities)
- Corporate Asset Management Policy
- Environmental Code of Practice for Works on the Shire Controlled Land
- Health and Safety Policy and Procedures
- Municipal Strategic Statement
- Yarra Ranges Planning Scheme
- 10-year Long Term Financial Plan
- 10-year Capital Expenditure Program
- Neighbourhood Amenity Local Law 2020

### 7.3 Availability of RMP and Associated Documents

This RMP and associated documents are available at the following locations and may be viewed, by the public, during Community Link opening hours:

Location	Address	Contact
Lilydale Community Link	Yarra Ranges Civic Centre 15 Anderson Street, Lilydale, 3140	1300 368 333
Healesville Community Link	110 River Street Healesville, 3777	(03) 5965-3501
Monbulk Community Link	21 Main Street Monbulk, 3793	(03) 9756-7677
Upwey Community Link	40 Main Street Upwey, 3158	(03) 9752-6054
Yarra Junction Community Link	2442-2444 Warburton Highway, Yarra Junction, 3797	(03) 5967-2875

The RMP may also be viewed in PDF format on Council's website [www.yarraranges.vic.gov.au](http://www.yarraranges.vic.gov.au).

## APPENDIX A – ASSET INSPECTION DETAILS

Inspection Type	Purpose	Inspection Performed by & Reporting Requirements
<b>Reactive Inspection</b>	<ul style="list-style-type: none"> <li>▪ Inspections undertaken following notification to Council of defects and safety issues</li> </ul>	<ul style="list-style-type: none"> <li>▪ Council Officer or contractor with knowledge of road maintenance techniques who may then call in a higher level of expertise if necessary.</li> <li>▪ A record of the inspection is to be logged by the inspector on Council's service request system.</li> </ul>
<b>Proactive Inspection</b>	<ul style="list-style-type: none"> <li>▪ Inspections to determine if the road complies with the levels of service in terms of being within tolerable levels of defects (as defined in the Appendix C)</li> <li>▪ Inspections are recorded for all roads regardless of the identification of a defect or not.</li> </ul>	<ul style="list-style-type: none"> <li>▪ Council Officer or contractor with knowledge of road maintenance techniques;</li> <li>▪ A record of the inspection is to be logged by the inspector on Council's corporate asset system.</li> </ul>
<b>Bridge Inspection</b>	<ul style="list-style-type: none"> <li>▪ Level 1 Inspection: Carried out in conjunction with a Routine or Reactive inspection to check the general serviceability of the structure, particularly the safety of road users, and to identify any emerging problems.</li> <li>▪ Level 2 Inspection: Rates the condition of a structure as a basis for assessing the effectiveness of past maintenance treatments, identifying current maintenance needs, modelling and forecasting future changes in condition.</li> <li>▪ Level 3 Inspection: Assesses the structural condition, performance and capacity of a structure, identifies and quantifies the current and projected deterioration of the structure and recommends appropriate management options.</li> </ul>	<ul style="list-style-type: none"> <li>▪ Council Officer or contractor with extensive knowledge of construction and maintenance of bridges and major culverts and with relevant training.</li> <li>▪ Council Officer or contractors accredited by VicRoads to Level 2.</li> <li>▪ Council Officer or contractors accredited by VicRoads to Level 3.</li> </ul>

## APPENDIX B – INSPECTION REQUIREMENTS

ACTIVITY	INSPECTION FREQUENCY			
	SEALED		UNSEALED	
	COLLECTOR ROAD	LOCAL ROAD	COLLECTOR ROAD	LOCAL ROAD
Roadway Pavement, Shoulder & Kerb and Channel	6 months – Proactive	1 year – Proactive		
Delineation & Line marking	6 months – Proactive	1 year – Proactive		1 year – Proactive
Guard fence Maintenance	6 months – Proactive	1 year – Proactive		
Traffic Control Devices & Signs	6 months – Proactive	1 year – Proactive		
Pathways		High Use – Proactive - 1 year General Use – Proactive - 3 years Shared Use – Proactive - 3 years Unsealed – Reactive		
Road Bridges and Major Culverts		Level 1 – Proactive - 1 year Level 2 – Proactive - 1 year Level 3 – As Required		
Roadway Drainage Infrastructure	Proactive inspections on drainage pits that have been identified by as having an increased risk of failure as shown by past records of flooding issues. Reactive – All pits as required			
Roadway Retaining Walls	Reactive			

## APPENDIX C - LEVEL OF SERVICE - INTERVENTION LEVELS, PERFORMANCE STANDARD & RESPONSE TIMES

DEFECT TYPE	INTERVENTION LEVEL	PERFORMANCE STANDARD	RESPONSE TIME
<b>Roadway Pavement, Shoulder &amp; Kerb and Channel</b>			
Repairs to Roadway Bituminous Surfacing	Any distressed surfacing area greater than 10sq.m. (distressed surfacing includes delamination, flushing, ravelling, stripping, loss of aggregate, bleeding or excessive crocodile cracking)	Permeability: The resultant surfacing should provide a uniform water resistant layer to protect the pavement layers from surface infiltration of moisture.	15 Months (subject to funding)
Concrete Roadway Pavement Repairs	Greater than 4 cracks per slab where crack width > 10mm or faulting > 50 mm.	The concrete pavement is to comply with the adjacent pavement as a minimum standard and will meet Council materials specifications. Similarly surfacing is to comply with the adjacent roadway and Council specifications.  Permeability: The surfacing should provide a uniform water resistant layer to protect the pavement from surface infiltration of moisture.	15 Months (subject to funding)
Roadway Crack Sealing	Any crack > 2m in length with average crack width ≥ 10 mm.	Appropriate treatments shall be used to allow suitable infill rather than surface “bridging” of cracks. The resultant surface should provide a water resistant layer to protect the pavement layers from surface infiltration of water.	15 Months (subject to funding)

<b>Grading Unsealed Roadways</b>	Approved unsealed road grading program to be delivered to schedule.	Lateral Drainage: Crossfall on straights is to be between 3% and 6% directly after grading.  Surface Defects: Defects such as channels, scouring, corrugations, rutting, shoving and soft spots are to be limited to less than 5% of the area directly after grading.  Drainage: The existing invert level in table drains is to be maintained below the surface at the edge of formation directly after grading.	As per approved unsealed road grading program, generally graded 3 to 6 times per year dependant on road category.
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### APPENDIX C - LEVEL OF SERVICE - INTERVENTION LEVELS, PERFORMANCE STANDARD & RESPONSE TIMES

<b>DEFECT TYPE</b>	<b>INTERVENTION LEVEL</b>	<b>PERFORMANCE STANDARD</b>	<b>RESPONSE TIME</b>
			Roadway Pavement, Shoulder & Kerb and Channel (cont.)
Pothole Repair - Unsealed Roads	Any pothole with depth $\geq$ 150mm and $\geq$ 500mm or equivalent lateral dimension.	Ride Quality: The patch shall be consistent with prevailing surrounding road conditions.  Integrity: All repairs shall comprise materials that are generally compatible with the existing pavement. Better quality materials may be used.	Local - 40 Business Days Collector - 20 Business Days
Pothole Repair - Sealed Roads	Any pothole with depth $\geq$ 100mm and $\geq$ 300mm or equivalent lateral dimension.	Ride Quality: The patch shall be consistent with prevailing surrounding road conditions.  Permeability: All repairs shall be provided with water resistant surfaces.  Integrity: All repairs shall comprise materials that are generally compatible with the existing pavement. Better quality materials may be used.	Local - 40 Business Days Collector - 20 Business Days
Sealed Road Edge Break Repairs	Longitudinal Fretting $>$ 5m, $>$ 300 mm lateral fretting and $>$ 100mm in depth.	Ride Quality: The road edge break repair shall be consistent with prevailing surrounding road conditions.  Permeability: All repairs shall be provided with water resistant surfaces.  Integrity: All repairs shall comprise materials that are generally compatible with the existing pavement. Better quality materials may be used.	Local - 40 Business Days Collector - 20 Business Days

<b>Sealed Road Pavement Repair</b>	Any road pavement failure not covered by another defect type, including pothole repair, edge repair, and repairs to bituminous surfacing.	Ride Quality: The patch shall be consistent with prevailing surrounding road conditions.  Permeability: All repairs shall be provided with water resistant surfaces.  Integrity: All repairs shall comprise materials that are generally compatible with the existing pavement. Better quality materials may be used.	15 Months (subject to funding)
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#### APPENDIX C - LEVEL OF SERVICE - INTERVENTION LEVELS, PERFORMANCE STANDARD & RESPONSE TIMES

DEFECT TYPE	INTERVENTION LEVEL	PERFORMANCE STANDARD	RESPONSE TIME
<b>Roadway Pavement, Shoulder &amp; Kerb and Channel (cont.)</b>			
<b>Unsealed Shoulders Repairs</b>	Edge of seal drop off > 100mm for > 100m.	The performance standards include:  Lateral Drainage: Crossfall on straights is to be between 3% and 6% directly after grading and the increase of crossfall from the standard 3% is to be minimised.  Surface Defects: The surface is to be tight, compact and free of defects in shape or soft spots.  Shape: Throughout the length the shape of the shoulder will be continuous with the sealed pavement and reflect the superelevation or crossfall of that pavement such that grass or silt build up will not hold up water.	Local - 40 Business Days Collector - 20 Business Days
<b>Local Scour Repair</b>	Any scour occurrence length > 5m and mean scour depth $\geq$ 200mm.	This activity covers the minor repair of scouring in the vicinity of drains and/or scouring adjacent to inlets or outlets to drainage structures draining the road area. The work includes action to reinstate the area affected and to prevent re-occurrence of the scour.	15 Months (subject to funding)

<b>Street Sweeping – Localised Areas on Road Pavement</b>	When the accumulation of aggregate, dirt and other debris becomes ≥ 10sqm.	Loose unwanted material should be removed from the roadway surface so as to enhance skid resistance and to provide for pedestrian safety on the road.	Local - 40 Business Days Collector - 20 Business Days
<b>Street Sweeping – Kerb and Channel</b>	Areas of accumulation of aggregate, sand, dirt, leaf matter and other detritus material occurring on and adjacent to kerb, kerb and channel, and traffic management devices .	Loose unwanted material should be removed from the roadway surface so as to enhance skid resistance and the effectiveness of linemarking and RRPMs, and to provide for pedestrian safety on the road.  No litter or debris within 1.6m of kerb or kerb and channel.	As per approved street sweeping program, generally 8 to 12 times per year dependent on location category.

#### APPENDIX C - LEVEL OF SERVICE - INTERVENTION LEVELS, PERFORMANCE STANDARD & RESPONSE TIMES

DEFECT TYPE	INTERVENTION LEVEL	PERFORMANCE STANDARD	RESPONSE TIME
<b>Roadway Pavement, Shoulder &amp; Kerb and Channel (cont.)</b>			
<b>Kerb and Channel Repairs</b>	Step or misalignment in kerb and channel > 50mm.	For defects > 50mm, kerb and channel shall be prioritised on a program.	3 year program (subject to funding)
<b>Delineation &amp; Line marking</b>			
<b>Delineation &amp; Line marking</b>	<p><b>Linemarking and Pavement Marking:</b>            &gt; 50% per segment missing or defective in relation to original installation and design standards.</p> <p><b>Delineation:</b>            &gt; 30% of delineator installations per segment missing or defective in relation to original installation and design standards.</p>	Linemarking, Pavement Marking, and Delineation to be provided to specified standards.	15 Months (subject to funding)

<b>Guardfence Maintenance</b>			
<b>Guardfence Maintenance</b>	Guardfence with a panel or component affected which may undermine integrity.	To maintain guardfence so that all sections and components will function as designed.	Local - 60 Business Days Collector - 4 Business Days

### APPENDIX C - LEVEL OF SERVICE - INTERVENTION LEVELS, PERFORMANCE STANDARD & RESPONSE TIMES

DEFECT TYPE	INTERVENTION LEVEL	PERFORMANCE STANDARD	RESPONSE TIME
		Traffic Control Devices & Signs	
Guide Signs and Traffic Instruction Signs	If signs are tested through the use of a reflectometer and do not meet the relevant Australian Standards. <b>Consider adding damaged/missing?</b>	Reflectometer reading in excess of Australian Standard and sign is legible in the direction of travel under daylight conditions.	20 Business Days
Regulatory and Warning Traffic Signs	If signs are tested through the use of a reflectometer and do not meet the relevant Australian Standards. <b>Consider adding damaged/missing?</b>	Reflectometer reading in excess of Australian Standard and sign is legible in the direction of travel under daylight conditions.	5 Business Days
Pathways			
Pathway Repairs	Step or misalignment in pathway > 30mm, or longitudinal undulations > 50mm over a distance of 1000mm.	For defects > 30mm, temporary measures shall be undertaken on pathways (eg. asphalt wedges, grinding or crushed rock) and permanent pathways repairs shall be prioritised on a program. For defects with longitudinal undulations >50mm over a distance of 1000mm, pathways repairs shall be prioritised on a program.	5 business days to undertake temporary measures, and permanent repairs on a 3 year program (subject to funding)

<b>Fence and Handrail Maintenance (excluding bridges)</b>	Defect which encroaches into pedestrian or vehicular paths of travel.	Defect response will involve an initial undertaking of temporary measures followed by prioritisation on a works program.	24 hours to undertake temporary measures, 30 business days to repair (subject to availability of materials)
<b>Road Bridges and Major Culverts</b>			
<b>Bridge &amp; Major Culvert Maintenance</b>	Repairs identified as part of the approved Bridge and Major Culvert scheduled inspection program.	<p>The bridge or major culvert should be maintained to ensure that:</p> <ul style="list-style-type: none"> <li>• It meets reasonable performance standards for use by vehicular traffic, including bicycles where applicable.</li> <li>• It is maintained generally in accordance with approved standards and works programs</li> <li>• Inspections to be completed by a suitably qualified and experienced person.</li> </ul>	As per approved Bridge and Major Culvert works program.

#### APPENDIX C - LEVEL OF SERVICE - INTERVENTION LEVELS, PERFORMANCE STANDARD & RESPONSE TIMES

DEFECT TYPE	INTERVENTION LEVEL	PERFORMANCE STANDARD	RESPONSE TIME
<b>Road Drainage Infrastructure</b>			
<b>Clear Open Drains</b>	Drain cross sectional area reduced by > 50% or drainage diverted out of drain path.	Capacity of the open drain will be reinstated following removal of reported blockage.	6 Months 40 days where drainage is diverted out of drain path
<b>Roadway Drainage Pit Repair</b>	Inspection reveals repair is required to repair or replace damaged pits, surrounds, grates, lids or lintels that undermines integrity.	Repairs maintain flow characteristics of pit. Repairs return pit to a state of reasonable performance.	Local - 40 Business Days Collector - 20 Business Days

<b>Blocked Roadway Drainage Pipes &amp; Pits</b>	Blockage of pipe or pit.	All road pits, road culverts, road kerb inlets, road side entries, road grates and road pipe culvert inlets shall be cleared to prevent blockage, or bypass to downstream inlets and subsequent surcharge and or flooding.	Roadway pits - Local - 10 Business Days, Collector - 5 Business Days  Roadway pipes - Local - 40 Business Days, Collector - 20 Business Days
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## APPENDIX D – MANAGEMENT SYSTEM TO INSPECT, MAINTAIN AND REPAIR

