



Road Management Plan



Version 4.0

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Document Control

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NOTES

The Melton City Council Road Management Plan (the plan was first published on 22/11/2004. This is the 4th iteration of the plan.

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Contents

Document Control	2
1.0 Introduction	5
2.0 Glossary of Terms	7
3.0 Current State of Transport Assets	8
3.1 Purpose of this Road Management Plan	8
3.2 Melton's Transport Asset Management Plan (TAMP)	9
3.3 Melton's Road Asset Management Policy and Strategy	9
3.4 Road Maintenance Management	10
4.0 Road Management Issues	11
4.1 Vision and Goals	11
4.2 Road Management Act 2004	11
4.3 How the Road Management Act affects the Community	11
4.4 Requirements of Local Government Authorities	12
4.5 Exceptional Circumstances "Force Majeure" Clause	12
4.6 Demand Forecast	13
4.7 Funding Sources	13
5.0 Road User Obligations	14
5.1 Driving on the Road	14
5.2 Access to Private Property (Vehicle Crossovers)	15
5.3 Effects on Utility Infrastructure and Service Providers (Work within Road Reserve)	16
6.0 Melton City Council's Roads	17
6.1 Register of Roads	17
6.2 Road Hierarchy	17
6.3 Demarcation & Transfer of Responsibility	18
6.4 Dual Responsibility	18
6.5 Boundary Roads	18
7.0 The Asset Portfolio	19
7.1 Councils Asset Portfolio	19
8.0 Levels of Service	21
8.1 Service levels for Road Assets	21
8.2 Customer Expectations	21
9.0 Application of Risk	22
9.1 Risk Management Process	22

9.2 Risk Consequences	22
9.3 Mitigating Risk	23
10.0 Management Tactics	24
10.1 Managing Asset Information	24
10.2 Intervention Levels, Inspections and Response Times	24
10.3 Hazard Response	24
10.4 Assessing Condition	25
10.5 Operations, Maintenance & Renewal Activities	25
10.6 Maintenance Contract	25
10.7 Intervention Levels	26
10.8 Dealing with Customer Requests	26
10.9 Asset Performance Monitoring	26
10.10 Road Safety	26
10.11 Rail Crossings	27
10.12 Response to Emergency	28
11.0 Updating and Improving the Plan	29
11.1 Planned Improvements	29
12.0 Other References	29
12.1 Resources	29
13.0 Appendices and Annexes	29
13.1 List of Appendices	29
13.2 List of Annexes	29
Appendix 1 - Works with the Road Reserve – Permit Process	30
Appendix 2 - Gifted Asset Handover Process	31
Table 1: Road Register example	17
Table 2: Council's Road Hierarchy definitions- Sealed & Unsealed	17
Table 3: Council's Road Asset Portfolio (figures correct as at December 2020)	19
Table 4: Condition Audit Program for Transport Assets	25
Table 5: Demarcation at Rail Crossings – Responsible Rail Authority	29
Figure 1: Ward Locality Map	5
Figure 2: High St, Melton	6
Figure 3: Integrated Planning and Reporting Framework with relation to the RMP	9
Figure 4: Vehicle Crossover - Area of Responsibility	15
Figure 5: Risk Management Process	22
Figure 6: Demarcation at Rail Crossings	28

1.0 Introduction

The City of Melton is one the fastest growing municipalities in Australia, offering urban and rural lifestyles within a comfortable commuting distance from Melbourne, Victoria.

The City embraces a series of townships and communities, the larger towns being Caroline Springs and Melton. Caroline Springs is 19 kilometres west of Melbourne’s Central Business District and Melton is 35 kilometres west of Melbourne’s CBD.

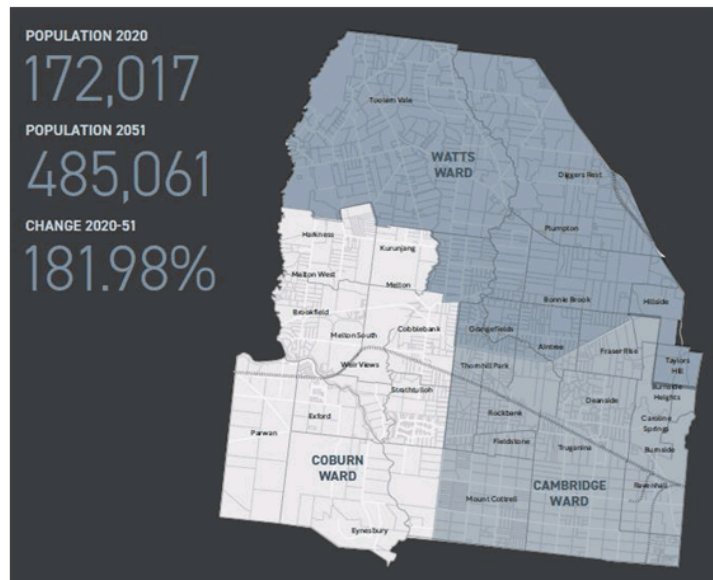


Figure 1: Ward Locality Map

The City is bounded by five other municipalities: Moorabool Shire to the west, Macedon Ranges Shire to the north, Hume and Brimbank to the east and Wyndham City to the south. The City includes the localities of Aintree, Bonnie Brook, Brookfield, Burnside, Burnside Heights, Caroline Springs, Cobblebank, Deanside, Diggers Rest, Exford, Eynesbury, Fieldstone, Fraser Rise, Grangefields, Harkness, Hillside, Kurunjang, Melton, Melton South, Melton West, Mt Cottrell (part), Parwan (part), Plumpton, Ravenhall, Rockbank, Toolern Vale, Truganina (part) and Weir Views.

The population of Melton City has increased significantly in the past twenty years and predictions are that this will continue. The population of the City as at February 2021 was approximately 180,000 and this figure is expected to increase to 347,700 people 2041.

Precinct Structure Plans (PSPs) have been written to outline how the City of Melton will be developed over the coming years. The PSP is a strategic plan which guides the delivery of quality urban environments and sets the vision for how land should be developed. PSPs outline future projects required to support community growth and provide legislative framework and guidance for that development.

There are numerous PSPs in place at time of writing including;

- Diggers Rest PSP
- Melton North PSP
- Robinsons Road South PSP
- Rockbank North PSP
- Taylors Hill West PSP
- Toolern PSP
- Toolern Park PSP
- Paynes Road PSP
- Rockbank PSP
- Mt Atkinson and Tarneit Plans PSP

Development of the PSPs and anticipated population growth will see a significant increase in Councils Road Related Infrastructure Assets and the people who utilise those. It is vital therefore that Council adopt a Road Management Plan (RMP) which enables planned and reactive maintenance and which demonstrates Council Compliance with the Road Management Act (Vic) 2004.



Figure 2: High St, Melton

2.0 Glossary of Terms

Road Management Act (RM Act)	<i>Road Management Act 2004 (Vic)</i> <i>The Act provides a statutory framework for the management of the road network in Victoria</i>
Code of Practice for Road Management Plans	<i>Code of Practice for Road Management Plans (2004). This document supports the RM Act and provided practical guidance to Road Authorities in the making of RM Plans.</i>
Road Management Plan (RMP)	<i>Councils document which provides guidance to manage road related responsibilities, as defined by the RM Act</i>
Road Asset Management Plan	<i>Tactical Plan that provides for the long term management of road infrastructure.</i>
Responsible Road Authority	<i>The organisation responsible for the management of the road, as determined under s.37 of the RM Act.</i>
Road	<i>Includes a street, right of way, cul de sac, by pass, bridge or ford, pathway or other land or works forming part of the road.</i>
Arterial Road	<i>Freeways, Highways and Declared main Roads which are managed by the State Government through Vic Roads.</i>
Municipal Road	<i>Roads for which Council is the responsible Road Authority</i>
Other Roads	<i>Includes roads in State reserves, and roads on private property. Council is not responsible for the care and maintenance of these roads.</i>
Road Infrastructure	<i>The infrastructure which forms part of a roadway, pathway or shoulder including;</i> <i>Structures forming part of the roadway, pathway or shoulder and the road related infrastructure</i> <i>Materials from which a roadway, pathway or shoulder is made such as asphalt, bitumen, gravel, lane makers and lines.</i>
Road Related Infrastructure	<i>Infrastructure which is installed by the relevant road authority for road related purposes to,</i> <ul style="list-style-type: none"> • <i>Facilitate the operation or use of the roadway or pathway, or,</i> • <i>Support or protect the roadway or pathway</i> <i>For example: traffic islands, signage, traffic lights, kerb and channel, bridges, culverts, embankments, noise walls.</i>
Public Road Register	<i>List of roads within a municipality that a Council is responsible for. Council required to keep a list under s.19 of the RM Act</i>
Proactive Inspections	<i>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.</i>
Reactive Inspections	<i>Inspections performed in response to a complaint about the condition of the road, or report of injury and/or property damage to a member of the public.</i>
Condition Inspections	<i>Inspections conducted to assess the condition and remaining life of the road and pathway network and used to prioritise major works.</i>
Hazard/Defect Description	<i>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; pathole, lift, shove, lip, crazing and depression</i>
Intervention Level	<i>The size of the defect, number (of defects) or loss of functionality at which the defect will be rectified</i>
Infrastructure & Works Managers	<i>Road Authorities staff responsible for the management and maintenance of roads as determined by the classification system within the Roads Management Act (Vic) 2004, and as contained in the roads register.</i>
Consent Applications	<i>Applications made by other Road Authorities. Utilities companies or the public to perform works on roads.</i>
“Exceptional Circumstances” or “Force Majeure” Clause	<i>A clause included in the RM Plan that describes the conditions under which a Council can suspend its maintenance and inspection responsibilities under the RM Plan due to occurrence of events outside their control</i>

3.0 Current State of Transport Assets

Melton City Council (MCC) manages a road network of approximately 1248km¹. Assets that form a part of this network include the roads, bridges and major culverts, pathways, stormwater assets, road furniture, street lighting and traffic control devices.

This plan documents the standards, strategies and management systems used by MCC to manage their extensive road network and supporting infrastructure. Collectively, these assets have a current replacement value of over \$1.365 billion². Projected growth will see continued increases in infrastructure asset value in coming years.

3.1 Purpose of this Road Management Plan

The purpose of this Road Management Plan (RMP) is to ensure Council has in place a plan that assists us to achieve the following objectives:

- To meet the statutory requirements of the Road Management Act, Road Management Regulations (the "Regulations") and relevant Ministerial Code of Practice (the "Codes").

"The purposes of a road management plan are having regard to the principal object of road management and the works and infrastructure management principles –

 - i. To establish a management system for the road management functions of a road authority which is based on policy and operational objectives and available resources; and*
 - ii. 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 through addressing:

<ul style="list-style-type: none"> <i>i. Road Business Issues;</i> <i>ii. Road User Obligations;</i> <i>iii. Explaining the network and surrounding boundaries;</i> 	<ul style="list-style-type: none"> <i>iv. Asset Value;</i> <i>v. Management Tactics applied;</i> <i>vi. Levels of Service; and</i> <i>vii. Risk Management.</i>
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- To provide a structure for a road asset management system which will ensure that the public roads in the municipality:
 - i. Are capable of functioning as they were built to function;*
 - ii. Are able to meet future needs in a growth environment; and*
 - iii. Continue to meet the needs and expectations of the community and other key stakeholders.*
- To adhere to good practice of 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 MAV Insurance Road Management Plan Guidance Document.

¹ Council Road Network as at July 2020

² Council Transport Related Infrastructure Replacement Value as at July 2020

It is intended that this document provide sufficient information to enable Council to achieve its objectives and legislated responsibilities and also to outline to the community the value of the City’s road assets and activities. The RMP is an operational document that reflects the current management processes employed by MCC. This plan is supported by strategic documents as illustrated in Figure 3

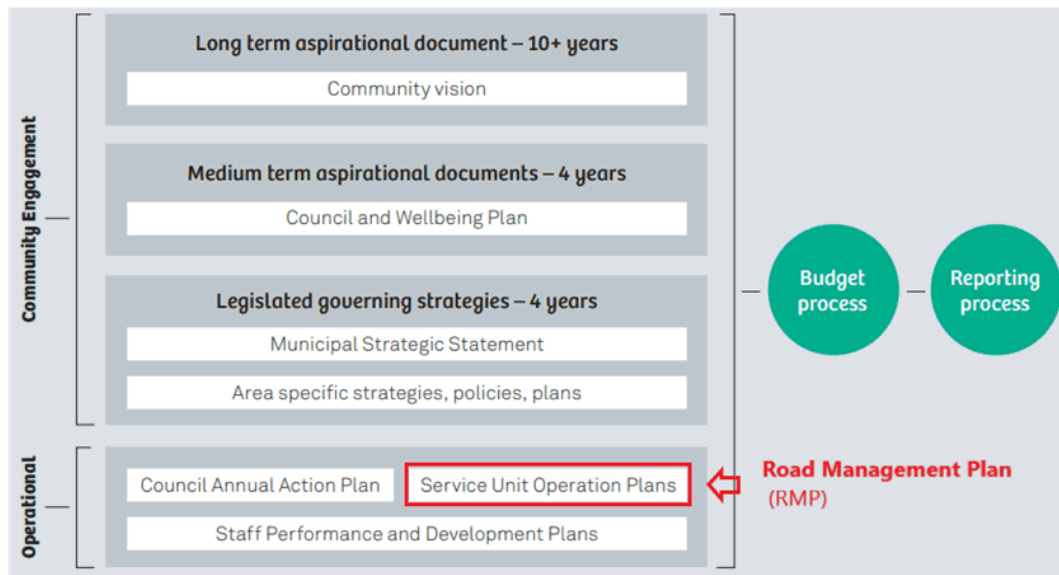


Figure 3: Integrated Planning and Reporting Framework with relation to the RMP

3.2 Melton’s Transport Asset Management Plan (TAMP)

MCC has adopted an integrated approach for the management of its road infrastructure. MCC’s Transport Asset Management Plan (TAMP) is the cornerstone document which guides the work of the Council, its Officers and Service Providers in relation to road infrastructure. The TAMP demonstrates in detail responsible stewardship and risk management and through optimising whole of life costs and supports long term financial planning. The TAMP provides extended information in support of this plan and plays an integral part in future asset planning.

3.3 Melton’s Road Asset Management Policy and Strategy

Asset Management direction for Council is identified within the Asset Management Policy and Strategy documents. The purpose of the Asset Management Strategy is to set clear asset management goals and initiatives that are in line with Council’s strategic direction. The strategy also includes an action plan for improving Council’s Asset Management capabilities.

3.4 Road Maintenance Management

Day to day road maintenance and inspection activities are provided via a service contract that aligns with Council's Road Asset Management Plan. The Road Services Contract specifies the requirements of the contractor and includes standards such as the frequency of inspections, response times and intervention levels that support maintenance works for all road and drainage infrastructure within the municipality.

The contract includes:

- Routine Road Maintenance and Inspection Regimes;
- Crack sealing
- Bridge inspection and repair
- Pathway inspection, repairs and replacement
- Kerb and channel inspection, repair and replacement
- Street furniture; and
- Stormwater and drainage

Road line marking, re-sheeting gravel roads, re-seals, asphalt overlays, roadside slashing re-constructions and rehabilitation works are undertaken via separate agreements.

The day-to-day maintenance and inspection of the network is undertaken in accordance with the various Codes of Practice developed in accordance with Section 28 of the Road Management Act 2004. In addition Council uses the Australian Road Research Board Sealed and Unsealed Roads Maintenance principles to deliver best practice maintenance services.

MCC's approach to managing Council's road network, as portrayed in this plan, demonstrates responsible stewardship to its key stakeholders:

- Community
- Road Users
- State and Federal Governments
- Road agencies of State and Federal Government
- Councillors
- Visitors
- Adjacent municipalities
- Transport Service Providers
- Utilities/Developers including rail authorities
- Other road authorities
- Special interest groups e.g. RACV and Chambers of Commerce
- Private Road owners e.g. farmers
- Employees/Volunteers
- Service Providers/Suppliers
- Insurers
- Emergency Services

4.0 Road Management Issues

4.1 Vision and Goals

The Council's vision for infrastructure assets as articulated in its Asset Management Policy³ is:

"To ensure that Asset management is clearly recognised by Council and the Community, ensuring the management of Council's Assets for present and future generations. To establish a framework to ensure a structured, co-ordinated, cost effective and financially sustainable approach to asset management across the whole organisation".

The Council's Asset Management (AM) principles as identified in the AM Policy are:

- Develop and implement the Asset Management Strategy;
- Develop Asset Management Plans for all Council assets;
- Incorporate asset management practices into Council's operations to ensure that all assets are being managed for their full life cycle.

4.2 Road Management Act 2004^{4,5}

The Road Management Act 2004 was passed on May 11 2004.

The Act was developed to provide a more efficient and safer Victorian road network, and is the result of extensive stakeholder and community consultation. The primary object of the Act is to establish a coordinated management system that will promote a road network at state and local level that operates as part of an integral and sustainable transport system.

The Road Management Act 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.

4.3 How the Road Management Act affects the Community

The Road Management Act affects the Victorian community in the following ways:

- Confirms the right of members of the public to travel on roads, and the right of property owners or occupiers of adjoining land to have access to the road;
- Provides a more efficient and safer road network across Victoria;
- Provides roads that best meet the needs and priorities of the community;
- Clarifies the allocation of responsibility between road authorities for managing the different parts of the road reserve;
- Clearly defines powers and obligations in regard to traffic management, the management of access to roads, road works by service authorities, and maintenance of public transport infrastructure within road reserves;
- Continues to provide municipalities with responsibility for parking on arterial roads;

³ Melton City Council Asset management Policy Version 5.0 28 June 2012

⁴ Road Management Act 2004 (Version No 33)

⁵ Road Management Plan Guidance Document Nov 2011

- Provides for VicRoads to implement clearways on declared arterial roads, subject to consultation with councils, affected land owners/occupiers, traders and the community in accordance with a Code of Practice;
- Imposes an 'excess' (linked to CPI) on financial claims against a road authority for property damage that has resulted from road conditions; and
- Minimises disruption to traffic and ensures the safety of road users as a result of service authorities and others undertaking works on roads.

4.4 Requirements of Local Government Authorities

The Road Management Act sets down specific requirements for Victorian Councils, when acting in the capacity of a Road Authority which include;

- To make an assessment of the need to put into place this Plan
- To establish a Register of Public Roads, listing each public road for which it is responsible
- To establish effective policy, administrative process and systems to manage roads in order to receive statutory protection against civil liability claims under the RM Act.
- When notified of an incident resulting in property damage, inspect the location, take appropriate remedial action, and prepare a report on the incident and the action taken.
- Respond to consent applications within the 20 days, or as varied by the regulations.
- To notify other infrastructure and works managers when and where they will be affected by road works
- To conduct works safely, including preparing traffic management plans and having appropriately trained and qualified staff.

4.5 Exceptional Circumstances "Force Majeure" Clause

Council will make every effort to meet its commitments under its RMP however there may be situations or circumstances that affect Councils 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.

In the event that 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 RM Plan cannot be met, then pursuant to Section 83 of the Wrongs Act, the CEO will write to Councils Officers in charge of its plan and its implementation (Engineering and Operations Managers), and inform them that some or all of the timeframes and responses in Councils RM Plan are to be suspended.

Once the scope of the event(s) have been determined, and the resources committed to the event response have been identified, then there will be an ongoing consultation between the CEO and Officers responsible for the RMP, to determine which parts of the Councils Plan are to be reactivated and when.

Council statements to residents about the suspension or reduction of the services under the RMP will include reference to how the work that will be done has been prioritised and the periods for which it is likely to be affected.

Council shall maintain all records and details associated with enactment of the Force Majeure Clause and maintain these on file with the RMP.

4.6 Demand Forecast

Approximately 180,000 people were living in the City as of February 2021. Based on predictions conducted by Id Consulting, the population is expected to increase to approximately 315,908 by the year 2036. This increase will put pressure on existing road infrastructure and will result in the need for more road assets.

Melton City's continuous growth means Council's management of its roads not only requires strategies to optimise existing assets but Council's management approach must consider demand for new infrastructure and consequently address the pressures of a growing community within a large road network. Detail regarding the community's future demand can be found in Melton City Council's Transport Asset Management Plan (TAMP).

4.7 Funding Sources

Council obtains funds from several sources in order to provide adequate roads to the community. These sources are identified below:

- Rate Revenue;
- Roads to Recovery – Federal Government Program;
- Local Roads Grants Commission Funding – State Government Contribution;
- Private Enterprise (i.e. via developer contributions) ; and
- Works in kind i.e. via developers.

Projected expenditure is to be funded from Melton City Council's annual operating and capital budgets. The funding strategy is detailed in Melton City Council's 5 year strategic resource plan and in the TAMP.

5.0 Road User Obligations

5.1 Driving on the Road

The road users' obligations are set out in Section 17A of the Road Safety Act 1986 (as amended by the Road Management Act 2004) and are summarised below:

- A person who drives a motor vehicle on a highway must drive in a safe manner having regard to all the relevant factors, including (without limiting the generality) the;
 - i. physical characteristics of the road
 - ii. prevailing weather conditions
 - iii. level of visibility
 - iv. condition of the motor vehicle
 - v. prevailing traffic conditions
 - vi. relevant road laws and advisory signs
 - vii. physical and mental condition of the driver
- A road user other than a person driving a motor vehicle must use a highway in a safe manner having regard to all the relevant factors.
- A road user must;
 - i. have regard to the rights of other road users and take reasonable care to avoid any conduct that may endanger the safety or welfare of other road users;
 - ii. have regard to the rights of the community and infrastructure managers in relation to road infrastructure and non-road infrastructure on the road reserve and take reasonable care to avoid any conduct that may damage road infrastructure and non-road infrastructure on the road reserve;
 - iii. have regard to the rights of the community in relation to the road reserve and take reasonable care to avoid conduct that may harm the environment of the road reserve.

5.2 Access to Private Property (Vehicle Crossovers)

Vehicle crossings provide access from the road to the property boundaries. Vehicle crossings are considered private property, and therefore damage to them is the responsibility of the property owner, however, in the interest of community safety and as parts of its inspection and maintenance processes Council shall continue to perform routine inspection of pathways traversing crossovers and, in order to minimise public risk shall maintain standard pathway bays within crossovers. Where applicable other issues identified shall be referred to the property owner for action or attention. Figure 4 depicts Property Owner and Council Areas of responsibility in respect of Crossover inspection.



Figure 4: Vehicle Crossover – Areas of responsibility

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. These works are then supervised by Council's Design and Infrastructure Team 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 Infrastructure Team. Costs of the modifications undertaken to the vehicle crossing are borne by the resident.

Council does not accept any responsibility for the maintenance of private vehicle crossings as the responsibility lies with the property owner.

5.3 Effects on Utility Infrastructure and Service Providers (Work within Road Reserve)

As a condition of Work within Road Reserve Permits, the permit holder is responsible for reinstating all disturbed assets associated with the works in question. The reinstatement attracts a one year defect liability period in accordance with the Road Management Act.

The party undertaking works within the road reserve shall apply to Council for a permit to conduct such works. In some instances approval to undertake works may need to be sought from Councils Engineering Services Unit prior to obtaining a works with the road reserve permit. In this instance the party undertaking works shall provide to Council detailed drawings outlining the works to be undertaken, as well as plans for management of traffic during the works period and reinstatement of Councils Assets. These are reviewed by the infrastructure planning engineers and approval is granted. In the event that documents do not conform with Councils requirements the applicant shall be notified in writing and will be required to resubmit new or additional documents so that approval may be granted in accordance with Council guidelines. On approval of works the applicant then may apply for a permit to work within the road reserve.

Where the party undertaking works within road reserves requires Council to undertake reinstatement works, the road and drainage maintenance service provider is responsible for reinstating the road opening within 2 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.

From January 2005 the Road Management Act has affected utility infrastructure and service providers in a number of ways. These are detailed in a Code of Practice for utility infrastructure and service providers.

Contents of this Code of Practice are described in VicRoads Fact Sheet 'The Road Management Act at a glance for Utility Service Providers'.

The process for obtaining Road Opening Approval is attached at Appendix 1.

6.0 Melton City Council's Roads

6.1 Register of Roads

MCC's register of roads (Annex 2) defines the public roads and contains the classifications for all roads for which the Council is the responsible road authority. For each road, the register records the following:

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 1: Road Register example

This register is updated regularly and can be inspected at the Council offices at 232 High Street, Melton.

6.2 Road Hierarchy

The local road network is made up of sealed and unsealed roads. Formal hierarchies to assist with conducting risk assessments, determining inspection frequencies, setting maintenance regimes, intervention levels and formalising standards for new construction have been developed.

The classification terminology is Class 1 through to Class 4 for sealed and unsealed roads, both having individual definitions. Each road has been classified on use and risk which is reflective within each definition. The road hierarchy can be seen in Table 2.

Class	Hierarchy	Sealed Road	Unsealed Road
1	Trunk Collector	<ul style="list-style-type: none"> Major Council roads with high volumes of traffic 	High traffic volumes, High rate of deterioration. Graded every 4 weeks, inspected once between grades
2	Collector Road	<ul style="list-style-type: none"> Roads that disperse traffic from Trunk Collectors Residential streets that are Strategic Routes 	Medium traffic volumes >200, Medium rate of deterioration. Graded every 8 weeks, inspected once between grades
3	Access Street	<ul style="list-style-type: none"> Residential streets that are not Strategic Routes Service roads Roads servicing industrial areas 	Low traffic volumes, low rate of deterioration. Graded every 13 weeks, inspected once between grades
4	Access Place	<ul style="list-style-type: none"> No through roads Roads that service small lots Concrete roads 	Fire tracks/unformed un-sheeted tracks. Graded annually before fire season (November)

Table 2: Council's Road Hierarchy definitions- Sealed & Unsealed

6.3 Demarcation & Transfer of Responsibility

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

- Declared main roads and freeways within the City of Melton. These are managed and maintained by Road Management Authority as the responsible road authority and include;
 - i. Calder Freeway
 - ii. Coburns Road (between High Street and Western Highway)
 - iii. Diggers Rest-Coimadai Road
 - iv. Federation Drive
 - v. Gap Road
 - vi. Gisborne-Melton Road
 - vii. High Street (between Melton Hwy and Coburns Road and Harkness Road to Melton Boundary)
 - viii. Hopkins Road
 - ix. Melton Highway (Keilor-Melton Road)
 - x. Vineyard Road
 - xi. Western Freeway
 - xii. Western Highway
- Parks Victoria roads that do not provide access to private property (these are controlled by the Department of Sustainability and Environment);
- "Paper" Roads – provide access to land where little or no subdivision has occurred since the original Crown subdivision. These unmade access tracks, are within the road reserve and have not been constructed in accordance with Council requirements and are therefore not listed in Council's 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 or Maintenance Agreement executed by both parties.

6.4 Dual Responsibility

There are instances where several 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. At present Council does not have Dual Responsibility assets however should this arise the following process would be adopted. Where there are maintenance agreements defining limits of responsibility on municipal roads between the Council and other Road Authorities or any private organization, the schedule of roads affected and details of these agreements would be listed in the Public Roads Register.

6.5 Boundary Roads

Council's network connects to five other authorities:

- Brimbank City Council to the east;
- Wyndham City Council to the south;
- Moorabool Shire Council to the west;
- Macedon Ranges Shire Council to the north; and
- Hume City Council to the north east.

Maintenance agreements between the parties are in place for sections of roads located on municipal boundaries. Agreements or Memorandums of Understanding are stand-alone documents and are noted in the Roads Register.

7.0 The Asset Portfolio

7.1 Councils Asset Portfolio

Table 3 summarises the road assets that MCC is responsible for:

Asset Group	Asset Category	Unit	Measure	Replacement Value
Transport	Roads (Sealed)	Length (km)	1163	\$963m
	Roads (Unsealed)	Length (km)	127	
	Kerb	Length (km)	1,841	\$268m
	Pathways	Length (km)	1,536	\$219m
	Traffic Control Devices	Quantity	8,658	\$90m
	Bridges & Major Culverts	Quantity	238	\$88m
	Car Parks (On Road)	Quantity	4352	\$35m
	Car Parks (Off Road)	Quantity	137	
	Signs	Quantity	22,074	\$5m
	Road Barriers	Length (km)	22	\$2m
Total				\$1.67b
Drainage	Pipes	Length (km)	1,441	\$339m
	Pits	Quantity	49,781	\$150m
	End Structures	Quantity	1,904	\$2.3m
	GPT's	Quantity	48	\$1.4m
	Open Drains & Rain Gardens	Quantity	535	\$0.6m
Total				\$493m

Table 3: Council's Road Asset Portfolio (figures correct as at December 2020)

Assets that are not the responsibility of Council include:

- Assets that are provided and maintained by the landowner/occupier for their purposes and include:
 - Vehicle driveways connecting the roadway to private property - between the private property boundary to the pathway (if any) and from the pathway (if any) to the layback;
 - Nature strip watering systems;
 - Landscaping and garden beds;
 - Private letterboxes;
 - House and business signage;
 - Restaurant furniture; and
 - Billboards.
- Assets that are owned and maintained by service utility companies including:
 - i. Powerlines and poles (except for non-standard and metered lights);
 - ii. Water mains;
 - iii. Gas mains;
 - iv. Sewer mains;
 - v. Telephone lines;
 - vi. Letter boxes (Australia Post);
 - vii. Signage;
 - viii. Optical fibre cables;
 - ix. Pits, pipes, poles, conduits, valves, cabling etc. and like structures associated with these services;
 - x. Permanent survey markers and other non-road infrastructure of any kind;
 - xi. Privately managed bus shelters; and
 - xii. Telephone boxes

8.0 Levels of Service

8.1 Service levels for Road Assets

A Level of Service (LOS) is the defined service quality for a particular activity or service area (e.g. road pavements, pathways or street-lighting) against which service performance can be measured.

- There are two types of service levels:
 - i. Community based; and
 - ii. Operations based.

Community based service levels relate to the function of the service provided and how the customer receives the service.

Consideration is given to:

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

Operations based service levels relate to the technical measures and the outputs the customer receives. These Levels of Service are included in the Road Asset Management Plan and Road Services 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.

8.2 Customer Expectations

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 Councils Transport Asset Management Plan.

9.0 Application of Risk

9.1 Risk Management Process

MCC'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:

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; and

Review and Improve - Continual review and improvement of risk management processes.

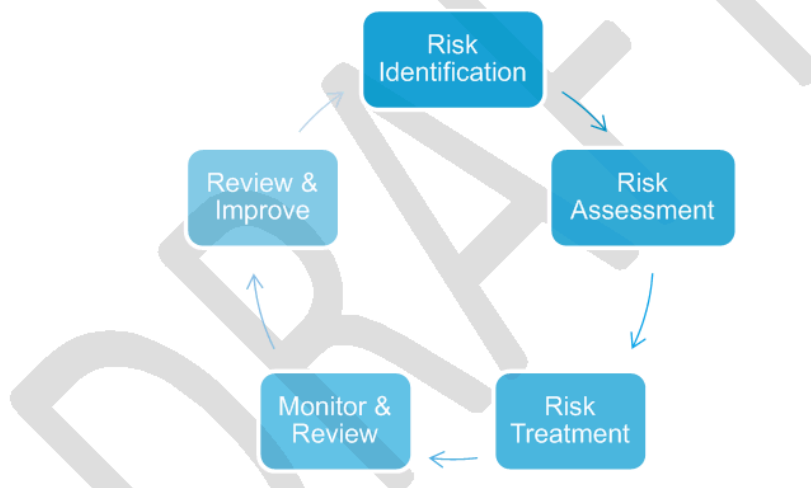


Figure 5: Risk Management Process

The overall 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 Road Management Plan (Section 10) of this plan. Response times for other issues that do not cause immediate hazard or risk to road users are outlined in the Road Asset Management Plan.

9.2 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; and
- Interruption to Critical Business Processes.

9.3 Mitigating Risk

The management tactics used to mitigate risk include:

- Transport Asset Management Plan;
- 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; and
- Emergency response/on call system

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10.0 Management Tactics

10.1 Managing Asset Information

The Council's asset information is stored on an electronic database known as Assetic Cloud, Councils Asset Management System (AMS).

Condition assessment data is recorded during each inspection undertaken by both internal and external inspectors. Collection of data during audits is undertaken using GPS enabled mobile computing devices either fixed to vehicles or on hand held devices. This information, including accurate location, is reviewed by internal staff before being uploaded into Assetic Cloud and recorded against the asset.

Gifted or constructed assets are incorporated into GIS and Asset Cloud when Statement of Compliance is issued (with the exception of road centrelines in new subdivisions which are mapped on engineering approval). Constructed plans and digital plans are provided by the contractor for manual or digital upload as appropriate.

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

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

10.2 Intervention Levels, Inspections and Response Times

Inspections are designed to identify hazards or defects that have the potential to create a risk of damage or inconvenience to the public. Inspections may result in the programming of maintenance work, asset renewals or changes to processes. The inspection regime for road assets is aligned with the road hierarchies and the Road Services Contract.

Inspections may be conducted annually, monthly or weekly:

- Annual Inspection – Assets are inspected once per calendar year (or every twelve months);
- Monthly Inspection – Assets are inspected once per calendar month; and
- Weekly Inspection – Assets are inspected once per week (7 days).

10.3 Hazard Response

Melton City Councils response to Hazards will be based on hierarchy and priority. Response time is measured from the time the hazard is identified by MCC. The nominated time is not precise and a 10% margin is allowable.

Annex 1 to this plan details the frequency of hazard inspections and for each asset class provides an overview of intervention levels and response times as applicable.

Council strives to meet all targets as set out at Annex 1 however recognises that external factors (environmental, operational, resource) may impact on delivery. Accordingly a tolerance of 10% has been applied and Council will comply with set targets at least 90% of the time.

10.4 Assessing Condition

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 Melton City Council's Renewal Program. Condition is assessed every 4 years in a rolling program. Transport asset categories have been split across two years for data collection. Table 4 below, shows the next audit year for each of the transport asset categories.

Next Audit Year	Asset Categories to be audited
2023	Roads (Sealed), Kerbs, Bridges & Traffic Management Devices
2024	Pathways, Road Barriers, Car Parks (Off Road), Lighting (Street), Signage

Table 4: Condition Audit Program for Transport Assets

10.5 Operations, Maintenance & Renewal Activities

Examples of typical operational, maintenance and renewal activities undertaken as part of the management of Council's road assets include, but are not limited to:

Operational activities:

- Street cleaning
- Inspections
- Vegetation removal
- Line marking

Maintenance Activities:

- Pothole repairs
- Surface defect repairs
- Edge break repairs
- Maintenance grading (unsealed roads)

Renewal Activities:

- Reconstruction of sealed pavements
- Reseals and overlays
- Pathway replacement
- Reconstruction of kerb and channel

The 10 year Infrastructure Plan nominates renewal and upgrade works and is developed based on the following road parameters:

- Traffic Data Analysis
- Condition
- Accident history
- Precinct Structure Plan requirements

10.6 Maintenance Contract

Council outsources all road maintenance and inspection activities to service providers. Their work is monitored by Civil Operations staff who audit inspection and 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 Councils TAMP and contract specification.

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

10.7 Intervention Levels

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

Having defined intervention levels also assists Council in being able to organise maintenance works on a risk priority basis, rather than being susceptible to carrying out 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, carried out. MCC's intervention levels are detailed in the Transport Asset Management Plan and maintenance contract.

10.8 Dealing with Customer Requests

Council operates a computerised Customer Request Management System to log, track and monitor the process of complaints and service requests made by residents and other persons. This system is located and operated within Council's ECM database.

Council's customer service unit is the first point of contact for all persons making a complaint or requesting some form of action in relation to the road 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.

10.9 Asset Performance Monitoring

Council uses the Predictor Asset Management product to model the condition of its road assets. Condition assessments are undertaken on the road network every 4 years to keep the information up to date. This allows Council to track the condition of its assets over an extended period and plan for future funding requirements.

Traffic counts are undertaken regularly across the road network and are analysed annually. The results of these are used to prioritise road upgrades.

10.10 Road Safety

The Safe City Proud Communities Plan 2020-2024 was adopted at Council's May 2020 Council Meeting

The purpose of the Plan is to build on the approach of the previously endorsed Council plans, Safer City Plan 2015-2017 and the Road2Zero Strategy 2009-2018 to set Council's direction for strengthening road and community safety over the next four years. The Plan will extend on the achievements of these plans to bring a collaborative and holistic approach to road and community safety in the City of Melton.

The objectives of the Safe City Proud Communities Plan 2020-2024 are as follows:

- Enable community awareness and practices that contribute to safer communities and roads
- Promote attitudes, norms and community participation to improve perceptions of safety
- Build social and physical environments that enable road and community safety
- Strengthen Melton City Council's capacity to take a whole-of-organisational approach to road and community safety

This Safe City Proud Communities Plan 2020-2024 is an integral part of Council's plan and is directly linked to this document in the following ways;

- Strategically plan for a well designed and built city
- Build community trust through socially responsible governance for long term sustainability
- Provide levels of service that balance community need with organisational capacity
- Ensure timely compliance with statutory and regulatory compliance

10.11 Rail Crossings

In 2007 an audit of all rail crossings within Victoria was completed by the Department of Infrastructure using the Australian Level Crossing Assessment Model (ALCAM). The audit highlighted major safety issues at rail crossings across Victoria. Considering these outcomes and significant concerns from the community with respect to rail crossing safety, actions have been established.

In response to the ALCAM report and the fact that Victoria has a large number of rail crossings, it has been decided that Council, as road authorities, take a more proactive role in the management of rail crossings. This more proactive role will ensure risk and safety is managed in accordance with legislative requirements.

Under the Rail Safety Act 2006:

- (1) A relevant road manager in relation to a public roadway or public pathway must;
- Identify and assess, so far as is reasonably practicable, risks to safety that may arise from the existence or use of any rail or road crossing that is part of the road infrastructure of that public roadway or that is a public pathway because of, or partly because of, rail infrastructure operations
 - Determine measures to manage, so far as is reasonably practicable, any risks identified and assessed.
- (2) A relevant road manager must have regard to;
- The principal object of road management; and
 - The works and infrastructure management principles; and
 - The functions, powers and duties of infrastructure managers under the Road Management Act 2004
 - *When determining measures to manage risks identified under subsection (1).*
- (3) A relevant road manager must seek to enter into a safety interface agreement with any rail infrastructure manager whose rail infrastructure operations are identified as contributing to a risk identified under subsection (1) for the purposes of managing that risk.

Rail crossing safety is now seen to be a joint responsibility between road and rail authorities with clear boundaries between the Council and rail authority responsibility as displayed in Figure 6.

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

Rail crossings within the municipality are located at:

- | | |
|----------------------------------|--|
| - Staughton Siding Road (SIA:15) | - Hopkins Road (SIA:15 VicRoads Declared main road – <i>Melton City Council has secondary responsibility on approach roads</i>) |
| - Exford/Station Road (SIA:15) | - Holden Road (SIA:125) |
| - Telephone Road (SIA:15) | - Old Calder Hwy (SIA:124) |
| - Coburns/Rees Road (SIA:15) | - Calder Fwy (SIA :91 <i>Melton City Council has secondary responsibility</i>) |
| - Ferris Road (SIA:15) | |
| - Mt Cottrell Road (SIA:15) | |
| - Paynes Road (SIA:15) | |
| - Leakes Road (SIA:15) | |
| - Troups Road North (SIA:15) | |

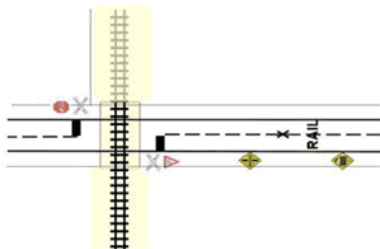


Figure 6: Demarcation at Rail Crossings (The rail infrastructure manager is responsible for the area shown in yellow. All areas outside of the yellow area and within the road reserve are the responsibility of the road authority).

Demarcation (m)	Rail Infrastructure Manager
3.0 (from outside rail)	Metropolitan (Metro Trains Melbourne)
3.0 (from outside rail)	Regional (V/Line)

Table 5: Demarcation at Rail Crossings – Responsible Rail Authority

10.12 Response to Emergency

Within the Road Services Contract the Service Provider must provide a person for all emergency situations and callouts, 24 hours a day, 7 days a week. Incidents and situations necessitating the call-out must be made safe and repairs undertaken in accordance with the timeframes and performance criteria stipulated in the Road Services Contract.

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11.0 Updating and Improving the Plan

11.1 Planned Improvements

It is proposed that this RMP and the TAMP be formally reviewed every four years. The RMP will be maintained as a public council document and will be subject to continuous improvement. The current version can be viewed at any stage at the Council Offices or from Council's website. Where changes to the RMP result in the need for significant changes, the amended RMP will go through the council approval and public consultation process required by the Road Management Act 2004.

Council undertakes to seek external audit of this plan and associated activities in order to assure optimal compliance and testing of hazard response times.

12.0 Other References

12.1 Resources

Other documented sources of asset information within council include:

- Transport Asset Management Plan;
- Stormwater Asset Management Plan;
- Asset Management Strategy;
- Council's Asset Management Policy;
- Road Services Contract;
- Existing contracts;
- Road Register

13.0 Appendices and Annexes

13.1 List of Appendices

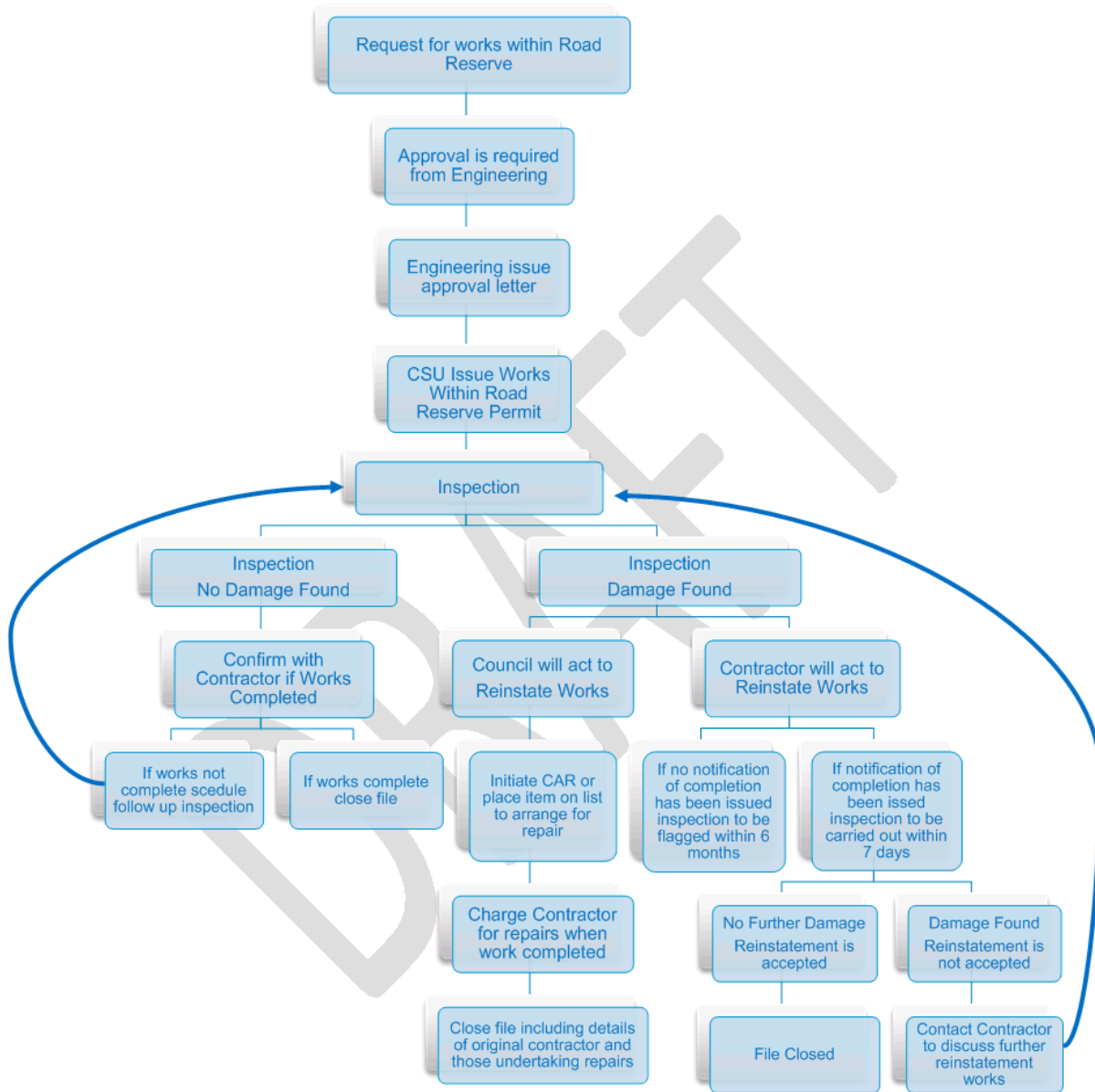
- Appendix 1 - Works with the Road Reserve – Permit Process
- Appendix 2 - Gifted Asset Handover Process

13.2 List of Annexes

- Annex 1 - Overview of Intervention Levels and Response Times
- Annex 2 - Melton City Council Road Register as at 1 January 2021

Appendix 1

Works with the Road Reserve – Permit Process



Appendix 2

Gifted Asset Handover Process

