



Road Response Risk Management Policy and Procedures

1. Definition

Risk Management is the systematic application of management policies, procedures and practice to the tasks of identifying, analysing, assessing, treating and monitoring risks.

2. Objectives of Policy

The objectives of this policy are to:

- Apply the principles of identifying, analysing, assessing and treating risks to the council's road pavement.
- Identify risks and hazards in the road pavement through a formal system of inspection and recording of complaints/ service requests from the General Public and Council Staff.
- Analyse risks identified in the road pavement by implementing a systematic approach to the recording of information against established criteria.
- Establish a formula for the assessment and prioritisation of risks.
- Establish a reasonably practicable time frame for the treatment of identified risks having regard to the resources available.
- Establish a system to document the steps from identification to treatment to allow ongoing monitoring of the pavement maintenance system.

3. Scope of Policy

This policy covers programmed and routine maintenance works on road pavements, and any other physical item that has an impact on the safety and amenity of road users within the road reserve of Council maintained public roads.

4. Legislation, Council Policies and Documents relation to this policy

The Roads Act 1993, section 163

Civil Liability Act 2002, Sections, 42, 43 & 45 (Special non-feasance protection for roads authorities)

Oberon Council's Risk Management Policy

StateWide Mutual, Best Practice Manual, *Roads, Version 5, August 2012*

StateWide Mutual, Best Practice Manual, *Signs as Remote Supervision, Version 8, October 2012*

International Standard for Risk Management: AS/NZS IS) 31000:2009 Risk Management-Principles and Guidelines

5. Policy Statement and Procedures

Council has an obligation as well as a duty of care under common law to ensure that the road network is as safe for road users as it can be made within the resources of Council.

Oberon Council's road network has been constructed over many years in accordance with the acceptable standard work practices at the time of construction. Council's sealed network is relatively new and currently shows minor level of distress as compared to road networks. However, due to the lack of suitable gravels in the area and maintenance funding, the sealed road network is expected to deteriorate during the next few years. Therefore it is necessary to implement a systematic procedure for inspecting, recording, and maintaining Council's assets to a level of service within the resources available and by doing so minimise Council's liability.

Roads vary considerably in their construction and environment in which they are required to function; hence the requirements to maintain and repair them will vary. Due to increase in vehicular traffic numbers and weights, the road network is subject to steady deterioration. Unfortunately, the resources available to carry out pro-active and re-active maintenance are not always compatible with the task to be undertaken.

Council is aware of its legal responsibility in regard to maintaining and repairing its public road network under the Roads Act 1993. It is clear that Council needs to have in place a system for managing its limited resources in maintaining and repairing roads in order to minimise risks to road users and thus reduce the possibility of public liability claims being made. A Flowchart describing the overall procedure to implement this policy is given in Appendix A.

Road Network

Oberon Council has responsibility under the Roads Act 1993 for a road network of approximately 970 km (as at 30/10/2006), which is categorised as:

ROAD CLASS	LENGTH (Km)
Local Roads	
Sealed	340
Unsealed	527
Regional	
Sealed	103

In addition Council maintains 52 km of State Roads for which RMS is the Roads Authority.

Funding

Council allocates funds for road maintenance as part of its annual budget process through Council's Management Plan. The Management Plan is available for public comments prior to adoption.

Council's revenue is increasing at a lower rate than the rate of depreciation of the road network or rate at which maintenance costs are increasing. This will result in further deterioration of the road network. Therefore as the roads deteriorate even further more funds are required to maintain to an acceptable level. The Gap between required funding and yearly allocation is widening every year and this funding shortfall results in curtailing road maintenance activities making the required level of service difficult to achieve.

Inspection/Data collection

Road pavement maintenance inspections are undertaken to allow the systematic identification of risks on the road network.

Inspections are a formalised assessment of sections of the road network, used to identify hazards that may require repair and maintenance.

Generally there are three methods of information gathering/inspections used in risk assessment and prioritising repairs on roads.

a) Formal Inspections

Inspections are a formal means of gathering information and will be undertaken by competent personnel who have an understanding of road-related hazards and defects, within the Works and Engineering Department of Council. These may be;

- Overseer
- Assets Coordinator
- Engineers
- Roads Inspector
- Or any one deemed suitable to undertake inspections

The purpose of this formal inspection is to identify:

- I. The type of road and chainage road that have defects
- II. The severity of the defect
- III. The location of the defect

Inspections can be undertaken at prescribed inspection intervals (Table 1) or triggered by a complaint. Due to council's limitation of both financial and human resources, routine inspections will be typically undertaken on major roads. The frequency will be in accordance with **Table 1 – Inspection Intervals**

b) Complaints from Road Users

Council receives complaints from Road Users on road conditions and/or defects on roads. These are a valuable source of information about the state of the roads and are responded to in order to minimise risks.

When Council's Works and Engineering department receives a complaint, it is registered in Council's Customer Request System. At the time the complaint is received, the customer will be asked basic questions in regard to location, severity and extent of the defect and answers will be recorded in the system.

Based on the information gathered from customers, an Initial Road Risk Ranking is calculated wherever possible. Then the complaint shall be assigned to a relevant Officer in the Works and Engineering Department for further action in accordance with this policy. (Complaint Handling Flowchart is provided in Appendix B).

c) Service requests from Council Staff

Council staff, when travelling the network on the way to and from work locations at various points through the Council area are encouraged to inspect and report any defects encountered using

the appropriate Fault Reporting Sheet. When a service request is received, it will be registered with the Customer Request System and handled as any other complaint.

Inspection Intervals

The frequency of inspection will vary depending on the Road Hierarchy and is subject to resource availability.

Roads maintained by Council shall be inspected generally in accordance with the following Table

Road Hierarchy	Frequency
Regional Road	Once a month
Town Streets – Category Town1	Once in 3 months
Town Streets –Category Town2	Once in 6 months
Town Streets – Categories Town3 & Town4	Reactive to complaints received
Sealed Rural– Category Rural1	Once in 3 months
Sealed Rural – Category Rural2	Once in 6 months
Sealed Rural – Categories Rural3 & Rural4	Reactive to complaints received
Local road-unsealed	Once in 12 months

Table 1 – Inspection Intervals

Evaluation

Once information has been collected, Road Risk Rating will be calculated in accordance with following equation. Criteria used in this equation are given in Table 2, 3 and 4

LOCATION		
	+	
(ROAD HIERARCHY) X2		= ROAD RISK RATING
	+	
PHYSICAL DESCRIPTION		

Note: Emergency situations are given higher rating (20) regardless of the criteria given in this formula and will be responded as soon as possible subject to resource availability.

Table 2 - Damage Location within the Road

LOCATION	DESCRIPTION
1	Shoulder, Edge of the road and Parking lane.
2	Traffic lane.

Table 3 – Road Hierarchy

Category	Description
4	Regional roads
3	Sealed Rural – Category Rural1 Town streets Category Town1
2	Sealed Rural – Categories Rural2, Rural3 & Rural4 Town streets – Categories Town2, Town3 & Town4
1	Local road - unsealed

Table 4 – Physical Description of Hazards

DESCRIPTION OF HAZARD	4	3	2	1
OBSTRUCTIONS & SUBSTANCES ON ROADS				
<i>Objects on Road</i>				
Small sized object with a maximum dimension of less than 50mm dia (30mm not recorded)				x
Medium sized object with a maximum dimension of between 50mm and 100mm			x	
Large sized object with a maximum dimension of between 100mm and 200mm		x		
Very Large size object with a maximum dimension of greater than 200mm	x			
<i>Spilled Materials on Roads</i>				
Small spill of powder material				x
Small spills of granular materials, oil, clay, etc. and large spill of powder material			x	
Moderate spill of oil, clay, granular material etc.		x		
Large spill of oil, clay, granular material etc.	x			
SEALED ROADS -PAVEMENT				
<i>Potholes</i>				

DESCRIPTION OF HAZARD	4	3	2	1
Small pothole of diameter less than 300mm or depth less than 50mm				x
Moderate pothole of diameter greater than 300mm or depth greater than 50mm			x	
Moderate pothole of diameter greater than 300mm and depth between 50mm to 125mm		x		
Large pothole of diameter greater than 300mm and depth greater than 125mm	x			
<i>Depression, Shoving</i>				
Small failure less than 1.5m ² and depth less than 50mm				x
Moderate failure greater than 1.5m ² or depth greater than 50mm			x	
Moderate failure greater than 1.5m ² and depth between 50mm to 125mm		x		
Heavy failure greater than 1.5m ² and depth greater than 125mm	x			
<i>Rutting</i>				
Small deformations less than 4m long and depth less than 50mm (<30mm not recorded)				x
Moderate deformations greater than 4m long or depth greater than 50mm			x	
Moderate deformations of greater than 4m and depth between 50mm and 125mm		x		
Heavy deformations of greater than 4m and depth greater than 125mm	x			
<i>Edge Drop</i>				
Small edge drop of length greater than 5m and depth less than 50mm (<30mm not recorded)				x
Moderate edge drop of length greater than 5m or depth greater than 50mm			x	
Moderate edge drop of length greater than 5m and depth between 50mm and 125mm		x		
Heavy edge drop of length greater than 5m and depth greater than 125mm	x			
UNSEALED ROADS - PAVEMENT				
<i>Rutting & Scouring</i>				
Small deformations up to 50mm deep, less than 300mm wide and less than 10m long				X

DESCRIPTION OF HAZARD	4	3	2	1
Moderate deformations up to 50mm deep, 150mm to 300mm wide and greater than 10m long or 50mm to 100mm deep, less than 150mm wide and less than 10m long			X	
Moderate deformations between 50mm to 125mm deep, less than 150mm wide and greater than 10m long or 50mm 100mm deep, 150mm to 300mm wide and less than 10m long		X		
Heavy deformations between 50mm to 125 mm deep, 150mm to 300mm wide and greater than 10m long	X			
Potholes				
Small pothole of diameter less than 300mm or depth less than 50mm				X
Moderate pothole of diameter greater than 300mm or depth greater than 50mm			X	
Moderate pothole of diameter greater than 300mm and depth between 50mm to 125mm		X		
Large pothole of diameter greater than 300mm and depth greater than 125mm	X			
Road Surface				
Small sections of road surface loose or slippery and rutting less than 50mm				X
Moderate sections of road surface loose or slippery or rutting 50mm-75mm deep			X	
Substantial sections of road surface loose or slippery or rutting 75mm-120mm deep		X		
Road impassable due to loose and slippery material or rutting greater than 125mm deep	X			
Corrugations				
< 25mm deep and length affected <10m				X
<25 mm deep and length affected > 10m or >25mm deep and length affected < 10m			X	
>25mm deep and length affected >10m		X		
SIGNAGE AND ROADSIDE FURNITURE				
Regulatory and Warning Signs (permanent or temporary)				
Road signs bent or in need of general maintenance				X

Note: A critical location is a location where the road section is identified as a hazard that will have a significant impact on road users.

Road Risk Action Response for Council Roads

Once a score is calculated, its priority and response time can be allocated from the following table. The final score of the risk rating will determine the response time.

Some of the control measures that Council will use to reduce exposure to risk are;

- Use of warning signs and /or lights to alert road users of the potential hazard that exist ahead
- Erection of temporary barriers or barricades around the area until it can be repaired
- Effecting repairs of the damage area; or
- Program into Long term Assets Management Planning.

RISK RATING	PRIORITY	CONTROL MECHANISM	RESPONSE TIME
5 or less	No activity	Monitor	Not applicable
6 – 10	Low	Programmed into maintenance works => Effect => Repair	As resources permit Within 6 months
11 - 13	Medium	Programmed into maintenance works => Effect => Repair	As resources permit Within 3 months
≥14	High	Inspect by competent person and make safe => Effect Repair =>	Within 24 hours Within 3 working weeks

Note: ***These response times may not be achieved during extended periods of extreme weather conditions. Also due to Council’s limited financial and human resources, response time and control measures may differ from the above table.***

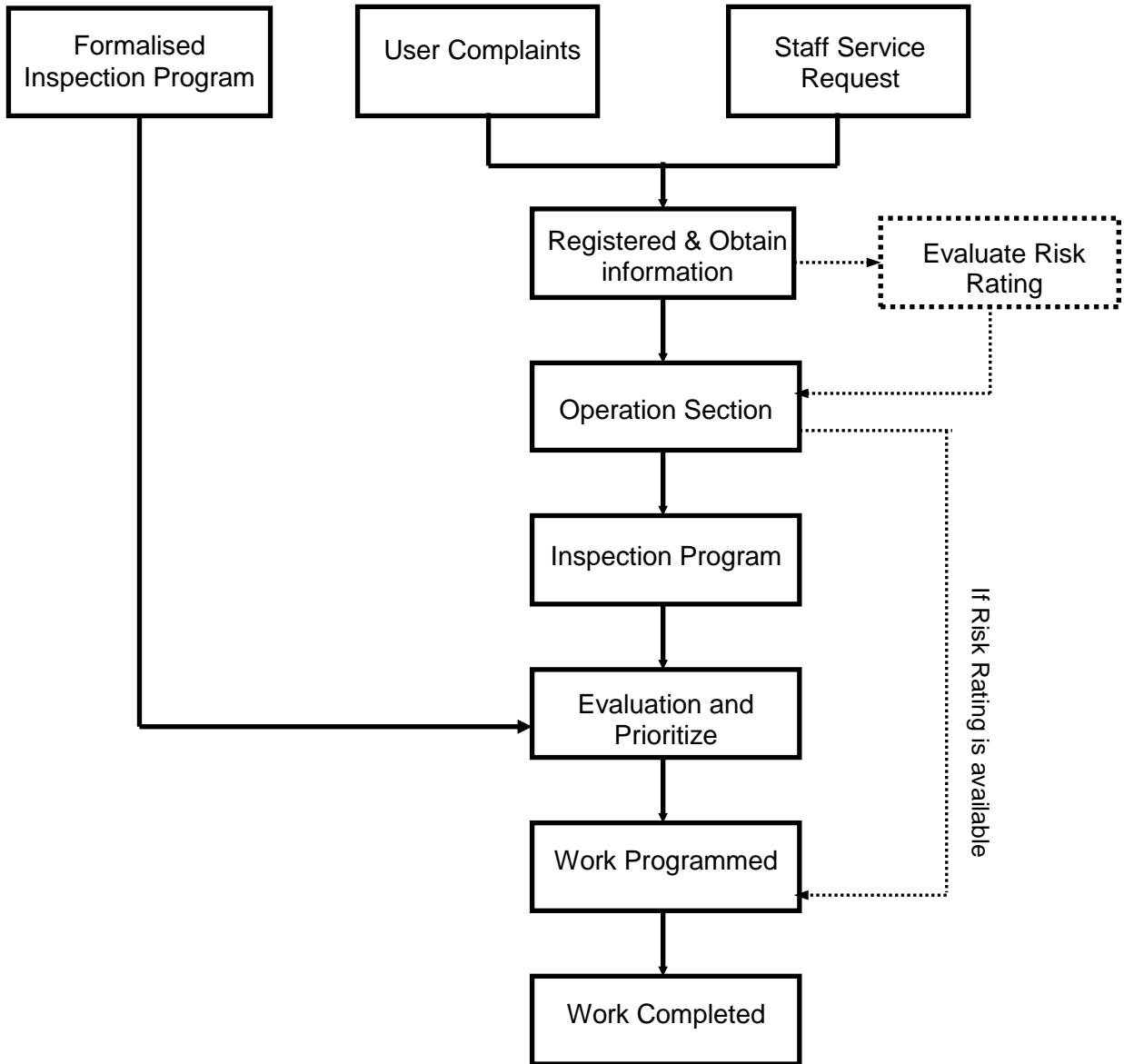
Completion of Work

When the work is completed, information such as Risk Rating, Priority, Action Taken, Date of Action, and Name of Officer who handled the case and any other relevant details should be recorded back in the Customer Request System against corresponding complaint.

A letter will be sent to the customer where appropriate.

Approving Authority	Oberon Council
Contact	Works and Engineering Director
Approval	20 September 2016: Item 13.06, Resolution 21 200916
Revision Date	September 2016
Revised	September 2018
Issue Date to Staff	September 2016

Appendix A – Flowchart of Overall Procedure



Appendix B – Complaint Handling Flowchart

