

Bayside Road Management Plan 2021 - Review Report

1. Background

The Bayside Road Management Plan (RMP) has been reviewed in accordance with the *Road Management Act 2004* and the *Road Management (General) Regulations 2016*. The Road Management Plan was first adopted In July 2004 and was most recently reviewed in July 2017.

2. Review

The review was conducted with attention to several key criteria:

- a review of the prior Bayside Road Management Plan, adopted in July 2017, including an assessment of the appropriateness and relevance of the prior document
- a review of the reasonableness of Council's prior inspection frequencies, intervention levels, and response times
- a review of Council's community satisfaction ratings with respect to the maintenance of Council's roads, footpaths, and kerb assets.

2.1. Review of the Bayside Road Management Plan (2017)

The Bayside Road Management Plan (2017) was reviewed in early 2021 as part of this process. As part of this review, it was considered that several parts of the Plan were duplicated or could be better explained in other plans/documents. Several minor changes were made to remove duplicated information or transfer it to other documents.

Some clarification has been sought previously from members of the community and Council around the protection and management of Bayside's unsealed roads, which has resulted in several new sections in Section 2 of the RMP. This has specifically included provisions for the upgrade of Council's unsealed roads and laneways.

A section has also been added regarding criteria for the adoption of laneways which have not previously been included in the Register of Public Roads. In many cases, the ownership of these laneways default to Council however the maintenance and management of them does not.

The major changes to the Plan are summarised in section 3 below.

2.2. Community Satisfaction

During recent community satisfaction surveys, the maintenance of Council roads and footpaths has repeatedly been identified as a highly important issue for the Bayside community. Satisfaction with the maintenance and repair of Council's roads and footpaths has also been slowly increasing over the past few years (Bayside Community Satisfaction Report 2020, p122-123).

This may be interpreted as agreement from the community that Council has set appropriate intervention levels and response times, and that maintenance issues are generally actioned within a reasonable timeframe.

Council received no formal complaints regarding a breach of its Road Management Plan responsibilities and service standards over the duration of the Plan. This indicates that resourcing of Council's maintenance team (including contractors) is adequate.

A period of 28 days of consultation shall commence on 6 May 2021, where the community has the opportunity to review the changes to the revised plan and to provide comment.

2.3. Council Service Standards

As discussed above, the generally high (relative to metropolitan Melbourne) community satisfaction ratings for maintenance of road assets, indicate that the service standards adopted by Council are adequate.

While the service standards are considered to be appropriate, it is considered that there are improvements to be made in Council's customer reporting and maintenance management systems to improve the speed at which Council becomes aware of and is able to schedule and action service requests. Under Council's new maintenance contract, it may be possible to review these standards over time as more efficient systems and processes become integrated.

3. Summary

It is considered that Council's former Road Management Plan has been fit for purpose and that the service standards stated in it are reasonable and achievable.

Several changes were made to the wording of the published plan, however, were generally cosmetic in nature. The key changes have been made to this revision of the RMP include:

- updated list of Council's roads, footpaths, bridges and laneways and how they are maintained
- moved the major pathways list to the next release version of the Bayside Register of Public Roads
- minor changes to wording around intervention levels, response times, and maintenance treatments
- water pooling in kerbs and gutters will be addressed as required
- included reasons for including laneways in the Register of Public Roads
- included new sections of unsealed roads/laneways.

The Plan shall be advertised on Council's 'Have Your Say' page for a period of 28 days, between 6 May and 2 June 2021. Following this period of consultation, feedback will be analysed and a final report and recommendations shall be presented to Council at its 15 June meeting.