

7.4.6 2025 ROAD MANAGEMENT PLAN

Responsible Manager:	John Yovanches, Manager Strategic Asset Management
Responsible Director:	Jarrold Doake, Director City Services

RECOMMENDATION

That Council

1. **Notes that review of the Road Management Plan (RMP) has been completed in accordance with the Road Management (General) Regulations 2016.**
2. **Notes that a notice of the community consultation will be published in the Victoria Gazette, the Age and Shape Monash. The regulations allow for anyone to lodge an objection within 28 days.**
3. **Notes that the Road Management Plan should be reviewed by 31 October 2025 subject to the resolution of any objections. Officers will report back if any submissions are received and**
4. **Notes that the RMP applies to all roads and classes of road in Council's Register of Public Roads.**

INTRODUCTION

Council has conducted a review of its RMP in accordance with the Road Management (General) Regulations 2016 which requires Councils to conduct a review following a general election.

Under Section 54 of the Road Management Act 2004, Council is required to inform the public of its intention to review its RMP by publishing a public notice in local newspapers and the Government Gazette. The public will have 28 days from the first date of publication to inspect Council's RMP and make any written submission. Any submissions received from members of the public will be reviewed and incorporated in a briefing report and revised RMP for consideration by the Council.

An extensive review was conducted by staff for all road related service standards, our performance in meeting these standards and our relative standards.

The purpose of the review is to ensure that the standards in relation to, and the priorities given to the inspection, maintenance and repair of the roads and classes of road to which the Council's RMP applies are safe, efficient and appropriate for use by the community served by the Council.

As part of the Road Management Plan review, Council has consulted with Maddocks Lawyers and MAV Insurance to ensure alignment with legal and risk management standards.

Due to new legislative requirements from the Department of Transport and Planning concerning consent for works within the road reserve, which will affect our response times, this proposal has been incorporated into the draft RMP. This adjustment ensures compliance with the new consent protocols while maintaining a safe and efficient service standard. Therefore, Council's consent is

sought to advertise the proposed amendments and inviting community feedback. This consultation will help ensure the updated plan reflects both regulatory compliance and community expectations.

COUNCIL PLAN STRATEGIC OBJECTIVES

A well-planned and future ready city

An attractive and well-designed city with connected neighbourhoods, active transport, open spaces, facilities and infrastructure that meets the current and future needs of our community.

BACKGROUND

Monash City Council is the responsible road authority for the management of over 750 kilometres of local roads and 1,500 kilometres of footpaths and shared paths within the municipality. The roads, paths and related infrastructure in the roads represent the largest asset group managed by Council by quantity and by value.

Council's powers and obligations as a road authority are set down in the Road Management Act 2004 and associated regulations. A number of Codes of Practice also guide Council's role as a road authority especially the Code of Practice for Operational Responsibility for Public Roads which outlines the division of responsibilities between council and Department of Transport and Planning (DTP). In accordance with the Road Management (General) Regulations 2016, Council, as a road authority, must conduct a review of its RMP during the same period as it is preparing its Council Plan following a general election.

The RMP has a number of functions:

- Defines, in a Public Road Register, the roads Council considers are required for public use in an integrated network and will be maintained to the defined standards;
- Establishes a management system for the road management functions assigned to City of Monash as the Road Authority for local roads;
- Bases the system on policy and operational objectives within the resources available; and
- Sets relevant standards for carrying out inspection, repair and maintenance functions for the road infrastructure.

DISCUSSION

RESPONSIBILITIES

Maintenance, construction and management of Council's roads, footpaths and road related infrastructure such as bridges and drainage is the responsibility of a number of departments including:

- Facility and Infrastructure Maintenance.
- Capital Works.
- Engineering.
- Horticultural Services
- Strategic Asset Management



The Community Amenity department administers the local laws that implement some of the powers of a road authority in particular vegetation clearance, obstructing roadways and damaging infrastructure. The Risk Management and Insurance Team manage any claims arising from defects in accordance with the Road Management Act regulations.

THE RMP REVIEW PROCESS

The following steps in the review process have been completed:

- Detailed analysis of actual performance to the RMP service standards since the last review.
- Review of the performance to standards and related internal processes by an internal reference group representing internal stakeholders.
- Internal review of Council's resources and funding available to service its obligations under the RMP
- Deliberation with Council's lawyers and insurance advisor.

The next steps in the review are:

- Community consultation of a draft plan through Shape Monash, Government Gazette and the Age to ensure all community issues are considered.
- Finalisation of the proposed RMP for Council approval.
- Publication of the adopted RMP

CUSTOMER REQUESTS AND PROACTIVE INSPECTIONS

Council has implemented a robust proactive inspection regime that is set out in the RMP. More than 90% of jobs raised for repair and maintenance come from the proactive inspection with the rest originating from customer requests.

BENCHMARKING & PEER REVIEW

A detailed benchmarking was conducted by Council's staffs. The comparison was based upon our inspection and intervention standards to similar councils and Melbourne metro in conjunction with the MAV Insurance comparison report which analysed some specific standards. We found that our standards for intervention are similar or higher than other councils, but our allowed time to repair is more demanding.

Several internal working group meetings were convened to review the current intervention standards and response times. The group concluded that, in order to maintain high levels of customer satisfaction, it is important to uphold our standards while continuously seeking ways to enhance the efficiency of our systems and processes.

Note that MAV Insurance advisors had previously considered that some of our initial response time standards were placing high demands on Council resources, however these response times have been maintained as all customer reported defects require a response to the customer within 5 days which is in keeping with council's customer service guarantee.

COMMUNITY SATISFACTION SURVEYS

Additional questions relating to the performance of roads and footpaths are included in annual Customer Satisfaction Survey which provides an ongoing source of detailed information and direct comments.

In terms of customer satisfaction since 2017 to present, with maintenance of our sealed roads, Monash rates as one of the highest in the state. In terms of footpaths, we still rate highly in the state but are average with respect to similar councils. Our footpaths are impacted greatly with the number of street trees in nature strips.

The 2024 Community Satisfaction Survey showed that over the last four years levels of satisfaction with the maintenance and repair of sealed local roads are at 7.4 in a scale of 0 to 10, which remains a “very good” level of satisfaction. This demonstrates that our existing standards, budget for inspection and maintenance for roads is sufficient and sustainable and should be maintained.

The general satisfaction level in the 2024 Community Satisfaction Survey with footpath maintenance and repair is rated as “very good” to 7.4 but footpaths are more of an issue to residents in the older suburbs. Significant changes in inspection frequency and standards were implemented in 2018.

Proposed Changes

GENERAL

The current RMP underwent a major revision in 2021, and the majority of changes are administrative or to improve readability.

There have been a number of changes which relate to the implementation of improved systems which are discussed below.

RESPONSE TIME (RISK REDUCTION) – PATHWAYS SERVICE STANDARD

Due to updated legislative requirements from the Department of Transport and Planning's Traffic Management Reform program, including the revised Code of Practice for Worksite Safety – Traffic Management and the Austroads Guide to Temporary Traffic Management, we are extending the maintenance response period from 10 to 20 working days.

This change ensures compliance with the enhanced safety standards, risk assessment protocols, and traffic guidance scheme requirements now mandated for all road work activities in Victoria.

STREET TREES AND ROAD CLEARANCE

Street trees are a major resource for the community and the issue of vehicles striking trees has been a concern for a number of years.

The Road Management Plan now explicitly specifies a minimum road clearance height of 4.5 metres and 4.3 metres for arterials and local roads respectively. The previous reference to the Monash Tree Policy in the 2021 Plan has also been clarified to improve alignment and interpretation.

Lateral clearance will now only be required where vegetation presents a hazard, allowing for a more targeted and risk-based approach to vegetation management.

INSPECTION FREQUENCIES

The current inspection frequencies have been retained to ensure consistency in service levels. In addition, new inspection frequencies have been introduced for ancillary areas, arterial roads, and shared paths to improve coverage and align with asset risk profiles.

HAZARD INTERVENTION LEVELS

The current table of hazards and intervention standards has been retained to maintain consistency with existing service levels. However, amendments have been made to streamline the framework by combining similar defects into a single category, simplifying assessment and response processes.

KERB SERVICE STANDARDS

Kerb intervention levels have been revised to ensure they are measurable in all weather conditions. This change improves consistency and reliability in inspections.

FINANCIAL IMPLICATIONS

There are no financial implications to this report.

POLICY IMPLICATIONS

There are no policy implications to this report.

CONSULTATION

A community engagement plan will be implemented. The internal working group will then review and approve changes to the RMP based on community feedback. Following which Council approves the RMP and the decision will be gazetted.

SOCIAL IMPLICATIONS

There are no social implications to this report.

HUMAN RIGHTS CONSIDERATIONS

There are no human rights implications to this report.

GENDER IMPACT ASSESSMENT

A GIA was not completed because this policy/program/service does not have a 'direct' and 'significant' impact on the community.



CONCLUSION

Council accepts the RMP Review and authorises the Council's CEO to commence public consultation in accordance with Regulation 10 of the Road Management (General) Regulations 2016. It is expected the final plan, incorporating feedback, will be presented to Council in November 2025 for adoption.

ATTACHMENT LIST

1. RMP Review 2025 - Summary of Changes (002) [**7.4.6.1** - 1 page]
2. Road Management Plan Review 2025 draft v 0-3 [**7.4.6.2** - 15 pages]
3. Road Management Plan 2025 DRAFT v 0-9 [**7.4.6.3** - 31 pages]

City of Monash RMP Review 2025 – Register of Changes

Section	RMP Table of Contents – Title	Page	Summary of Recommended Changes
0	Definitions	4	- Adopted the Glossary of terms proposed in the MAV Insurance RMP Template - Add definition for ancillary areas
1	Introduction	6	- Introduction has the following sections: 1.1 What is the purpose of this Plan 1.2 Legislation guiding this Plan 1.3 What is covered in this Plan? 1.4 Updating the Plan 1.5 Exceptional Circumstances 1.5.1 Suspension of the Plan 1.5.2 Reinstatement of the Plan 1.5.3 Communication and documentation around Plan suspension 1.5.4 Inspections and repairs during suspension of Plan - MAV recommended wording adopted
2	Rights and Responsibilities	8	- MAV recommended wording adopted with elements from current RMP incorporated - Similar sections moved into Section 2
3	Road Management Systems	15	- MAV recommended wording adopted with elements from current RMP incorporated - Expanded hierarchy for shared paths
4	Register of Public Roads	21	MAV recommended wording adopted with elements from current RMP incorporated
Attachments			
1	Road Hierarchy	23	Current road hierarchy is retained; ancillary areas is added
2	Pathway Hierarchy	24	Current pathway hierarchy is retained and shared areas is expanded
3	Inspection Requirements	25	MAV recommended wording adopted with amendments
4	Inspection Frequencies	26	Current inspection frequencies are retained, frequencies for ancillary areas, arterial roads and shared paths are added
5	Hazard Intervention Levels and Repair Timeframes	28	- Current table of hazards and intervention standards is retained with amendments - Similar defects were combined into one defect
	Road service standards	28	Road standards extended to ancillary areas
	Kerb service standards	28	Kerb intervention levels amended to be measurable in all weather
	Pathway service standards	29	Response to reduce risk amended to 20 days to better match with arterial road works restrictions and current resourcing
	Vegetation and Trees	30	- Road clearance height is specified - Lateral clearance of vegetation amended to be where hazardous

City of Monash

Road Management Plan Review 2025

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1. Introduction

A road authority that has made a Road Management Plan (RMP) must conduct a review of that plan in accordance with the regulations at the intervals prescribed by the Road Management (General) Regulations 2016 (Regulations) – see Section 54(5) of the Road Management Act (the Act).

Council made an initial Road Management Plan (RMP) in November 2004.

Council has undertaken a review of its current RMP (2021), in accordance with the Act and Regulations, and has prepared this report to document findings. The Review is to ensure that the standards in relation to, and the priorities to be given to, the inspection, maintenance and repair of the roads and classes of road to which the Road Management Plan applies are appropriate.

Proposed amendments to Council's current RMP (2021) are described within this report and may be implemented as part of the formal amendment process as described in the Act.

2. Purpose of a Road Management Plan

Section 50 of the Road Management Act 2004 (RMA) sets the following objectives for a Road Management Plan:

- To establish a system for our road management functions, which is based on policy, operational objectives and available resources.
- To set a performance standard for our road management functions

If complied with, the RMP provides Council with a policy defence against civil liability claims associated with management of the municipal road network.

The purpose of the RMP is to:

- provide a safe and efficient road network for use by all members of the public.
- establish good road asset management practices focused on delivering optimal outcomes while having regard to affordability, available resources, and the policies, priorities and strategies of governments and the road authority.
- set out the policies and procedures adopted by the road authority to achieve its road maintenance standards.
- describe the inspection frequencies and condition standards adopted by the road authority for various traffic conditions.

The RMP applies to all municipal roads and any other roads for which the road authority is the coordinating road authority as listed in the Register of Public Roads.

3. Scope of the Review

The review of the RMP has been undertaken in accordance with the current Road Management Act 2004 and Part 3 of the Road Management (General) Regulations (2016).

The Review summarised in this report, includes consideration of the following:

- Recommended amendments to the current RMP 2021 (refer to Attachment 1 – Proposed Amendments to the RMP 2021).
- Assessment of community satisfaction.
- Local government community satisfaction survey results (2015 - 2024).
- Assessment of recent performance.
- RMP compliance as reported in Council's asset and works management information system.
- Feedback from Council staff responsible for implementation of the RMP

4 Assessment of Community Satisfaction

4.1 Local Government Community Satisfaction Survey Results (2015-2024)

Council participates in the annual Local Government Community Satisfaction Survey (LGCSSS), which is coordinated by Local Government Victoria (LGV). The survey benchmarks Council's performance against other participating Victorian Councils.

Although the survey is at a relatively high level, it provides participating Councils with information about how their performance is rated by the communities they serve. Table 1 and Table 2 shows community satisfaction on the condition of local streets and footpaths between 2016 and 2025. Scores are rated out of 100 with higher scores translating to a higher level of satisfaction.

Over this period, survey results suggest that the community is generally satisfied with Council's current approach to the management of its road and footpath assets. Council's current rating in 72 for roads and 74 for paths which is 1 point lower than metropolitan Melbourne average.

Table 1: Community Satisfaction Survey Results - Condition of local streets

Survey Area	2016	2017	2018	2019	2020	2021	2022	2023	2024	2025
Monash	77		77	78	76	75	72	75	74	72
Metro Melbourne								79	70	73

Table 2: Community Satisfaction Survey Results - Condition of footpaths

Survey Area	2016	2017	2018	2019	2020	2021	2022	2023	2024	2025
Monash	73		75	75	72	72	70	74	74	74
Metro Melbourne							67	72	73	75

4.2 Community Feedback on the Current RMP

Under the Road Management (General) Regulations (2016), it is not a requirement to seek community feedback on the Review of the current RMP. Consequently, no feedback has been sought from the community as part of this Review.

Should the Review recommend amendments to the current RMP, the process to facilitate these adjustments in accordance with regulation 10, requires Council to submit a public notice on the proposed amendments, should they be of a lesser standard than what is currently within the RMP. Aggrieved persons may make a submission on the appropriateness of those proposed amendments.

5 Comparison with other Road Authority Plans

The current RMP was compared with the plans prepared by other road authorities including:

- City of Boroondara
- City of Glen Eira
- City of Greater Dandenong
- City of Kingston
- City of Knox
- City of Stonnington
- City of Whitehorse

The purpose of this comparison was to benchmark Council's RMP against the RMPs of other road authorities, including neighbouring Council's, in order to assess the reasonableness of Monash's current RMP. A direct comparison is often difficult due to the subtle differences in descriptions and processes adopted by each authority.

Notable differences identified by comparing the Monash RMP with other road authorities:

- Some road authorities have adopted different response times for different road hierarchies whilst Monash generally uses the same standard across all roads and paths.
- The intervention level of some road authorities for paths is a lower standard.
- The response times of some road authorities is longer than Monash.
- The new RMP template is anticipated to result in individual road authorities reviewing and changing the description, intervention level and/or response times from their current standards.

5.1 RMP Format

In 2024, Municipal Association Victoria (MAV) Insurance undertook significant work to create a RMP template. The template has been developed for use by Victorian Councils with the following objectives:

- Provide an option for Members reviewing/updating their Plan that ensures all important content/information is included and wording of key content/information is in line with current best practice and legal advice
- Enable Councils to adopt, where practicable, a common, reasonable set of standards to prevent the risk of Council Plan standards being viewed as unreasonable when compared to peers

- Ensure Councils remain able to determine their own standards for inspections, intervention levels and repair timeframes respective of resources while also maintaining, where necessary, consistency with other councils.

In review of the RMP format, it is the intent that Council moves to use the template as the basis of the next Plan and incorporating desired additional content and format to best suit Council needs.

6 Assessment of Recent Performance

6.1 RMP Compliance – Asset Management Information System

Council is able to assess compliance with its RMP through reporting functions in Council's Asset Management System.

Since July 2021, over 16,700 routine defect inspections have been undertaken in accordance with the RMP. These include:

- Drainage Pits
- Roads
- Kerb and Channel
- Footpaths and shared paths
- Roadside furniture
- Roadside trees and vegetation

All of these inspections were completed within the specified timeframe of the RMP.

Table 3 - Performance of inspection across activities

Inspection Activity	2021	2022	2023	2024
Drainage	100%	100%	100%	100%
Kerb and Channel	100%	100%	100%	100%
Paths	100%	100%	100%	100%
Roads	100%	100%	100%	100%
Street Furniture	100%	100%	100%	100%

An assessment has been completed on Council's ability to meet initial assessment, and response works timeframes as set out in the RMP. Performance across these areas over the period beginning 1 September 2021 are:

- 981 enquires required initial assessments to be undertaken, 981 (100% average) were completed on time in accordance with the RMP.
- 16,526 defects were raised, 10,903 (66.0% average) were completed on time in accordance with the RMP.

A target of 90% compliance with the RMP timeframes was applicable during this period.

Table 4: RMP Response Maintenance Results

Repair Activity	Quantity	2021	2022	2023	2024
Drainage	843	42%	45%	54%	48%
Kerb	129	22%	33%	45%	45%
Paths	11,172	77%	73%	85%	84%
Roads	1,065	89%	44%	45%	60%
Street Furniture	3,195	64%	43%	52%	64%
Vegetation	122	17%	35%	54%	42%

The performance results above indicate that initial assessment performance is impressive while the performance of response works have not met the timeframes of the Plan.

To improve performance and the accuracy of the reporting:

- Review of maintenance processes, record keeping and better monitoring of performance is required to ensure compliance with the RMP
- Review and identify non-RMP works which are included in RMP reporting
- Increase the response for repairs to low category paths
- Increase the intervention level for path displacements to 20mm
- Ensure safety and other sign/furniture maintenance is reported separately as these defects have different response times.

6.2 Insurance Claims History

The personal injury or property damage arising from roads, footpaths for 2020-2024 were:

Table 5: Public liability insurance claims history

Claim Type	Received	Settled	Denied	Pending
Small, less than \$20,000	141	5	121	15
Large, greater than \$20,000	45	8	13	24
Total	186	13	134	39

Sixty percent of the public liability claims are tree related, while 25% is related to roads and paths. The largest settled claim was for \$100,000.

7 Feedback from Staff

Representatives from the following Council departments were consulted for this Review:

- Claims and Insurance
- Strategic Asset Management
- Facilities and Infrastructure Maintenance
- Capital Works

Officers were asked to provide feedback on the current RMP, including any changes that can be made to the document to provide clarity and an improved policy defence or any adjustments to service levels and timeframes which may be needed.

Feedback was received relating to different elements of the Plan including document layout/wording (administrative suggestions) and defect intervention levels. Proposed amendments recommended from internal staff consultation are provided in Attachment 1 – Proposed Amendments to the RMP 2021.

7.1 Internal Consultation on MAV recommendations

Representatives from the departments listed above met on multiple occasions to work through the recommendations from the MAV template and whether Council believed adopting the template standards were achievable.

Changes proposed to align with the MAV Insurance RMP template are provided in Attachment 1 – Proposed Amendments to the RMP 2021.

The table below is a register of standards vs the template where Council have not been able to adopt the MAV recommendation and the reasons why.

Table 6 - Comparison of MAV template and Monash RMP – General

Item No.	MAV Recommendation	Monash RMP	Comments
1	Proactive road inspections – highest 3-6 months frequency	Category 1 roads frequency is 12 months	Defect collection and claim information does not support increased frequency for link roads.
2	Proactive road inspections - lowest 12-24 months frequency	Category 2 and 3 roads frequency is 24 months	Retain Category 2 (local roads) & 3 (laneways) frequency of 24 months. Current resourcing and claim information does not support increased frequency.
4	Proactive footpath inspections - lowest 6-12 months frequency	24 months	Retain 24 months for low category paths which are inspected together with local roads.
6	Proactive unsealed road inspections – highest 6-12 months	Category 3 roads frequency is 24 months	Retain 24 months for unsealed laneways.
7	Proactive kerb inspections – highest 3-6 months frequency	Category 1 roads frequency is 12 months	Inspected with category 1 roads. Defect collection and claim information does not support increased frequency.

8	Reactive inspections 10 days	24 hours to 10 days	Retain, response time corresponds with risk, missing pit lids in roads are made safe within 24 hours.
9	Updating the Plan		Reference to version control has not been included as it is not consistent with Council's current practice.
10	Responsibility for the Plan		Reference to a particular officer or position has not been included as organisational structure changes or titles would make this reference out of date.
11	Our Road Network		Road lengths have not been included as the road length is not relevant in the implementation of the RMP; the data becomes outdated following amendments to the Public Road Register.
12	Maintenance Surveys and inspections		Description of who conducts reactive inspections has not been included as the method of service delivery may be subject to change and may result in the Plan not reflecting Council practice.
13	Maintenance Surveys and inspections		Description of how the proactive schedule is developed has not been included as the method of determining service levels and schedule are described elsewhere in the Plan or the asset management plan.
14	Maintenance Surveys and inspections		The frequency of condition inspections has not been included as these inspections

			are not part of the Plan and are to inform the asset management plan on a frequency described in that plan.
15	Maintenance responsiveness and performance targets		Details about a reactive request from the community are typically recorded in the customer request system. These requests pass through to the asset management system to assess and action as appropriate – these details are recorded in the asset management system.
16	Roads not listed on the Register of Public Roads		Roads which are responsibility of the state government or others may be included in the register to provide a clearer understanding of responsibility for roads within the City.
17	Road Hierarchy		Road hierarchy has been replaced by a table of road categories and descriptions which better describes the road hierarchy and responsibility.
18	Inspection Requirements - Reactive		Details of the inspector, method and skills required will be described in the asset inspector manual, skills matrix and other documents.
19	Inspection Requirements - Proactive		Details will be described in the asset inspector manual, skills matrix and other documents.
20	Inspection Frequencies		Table has been replaced by a table which better aligns with Council's road hierarchy and inspection program.
21	Hazard Intervention Levels and Repair Timeframes		Table has been replaced by a table

			which better describes Council's intervention levels and response times.
22	Night Inspections		Has not been included as resources are not currently available to conduct them. Claim information does not support the need for such inspections.

Table 7 - Register of non-adoption of MAV template - Defects

Item No.	MAV Template		Monash RMP		
	Defect Description	Response Time	Defect Intervention Level	Response Time (days)	Comments
14	Pot hole repair timeframe – lowest	1-3 months	Potholes >50mm deep in depth and >300mm diameter in trafficable lane	10 days	Retain - service level is achievable with current resourcing
18	Footpath intervention level >30mm		Vertical displacement >10mm – High	20 days	Amend response time to be achievable with current resourcing and DOT requirements on arterial roads
19	Footpath repair timeframe – highest	2-4 weeks	Vertical displacement >20mm	20 days	Amend to be achievable with current resourcing and DOT requirements on arterial roads
20	Footpath repair timeframe – lowest	1-3 months	Vertical displacement >20mm	20 days	Amend response time to be achievable with current resourcing and DOT requirements on arterial roads
24	Kerb and channel – vertical intervention level		Water ponding across through lanes to a minimum of 50mm affecting trafficable lanes	10 days	Delete and replace with defects for vertical and horizontal displacements
24	Kerb and channel repair timeframe – highest	2-4 weeks	Vertical displacement of kerb and channel by >75mm	30 days	New – replaces defect for water ponding
24	Kerb and channel repair timeframe – lowest	2-4 weeks	Horizontal displacement of kerb		New – replaces defect for water ponding

			and channel by >75mm		
	Regulatory, warning and hazard signs missing, illegible or damaged making them substantially ineffective when viewed from the following distances: • Speed Limit – <=50km/h = 30m • Speed Limit – 60km/h = 40m • Speed Limit – 70km/h = 55m • Speed Limit – 80km/h = 65m • Speed Limit – 90km/h = 80m • Speed Limit – 100km/h = 95m	1 - 8 weeks	Missing sign face, Damaged sin face	10 days	Further work is required to understand the impact on inspections for this change in wording.

Item No.	MAV Insurance / Legal recommendation	Comments
1	Add diagram for footpaths that extend to the kerb	Figure 2 added.
2	Consider increased clearance height for higher category roads	Amend to 4.5m clearance over arterial roads. 4.3m over local roads.
3	Check for designated ancillary areas	On road parking is included as part of the road
4	Add a flow diagram on how a defect is managed from notification to works.	Process is described within the Plan
5	Noted that a boundary agreement template is available	Current agreements have operated well and without issue. Template is more detailed. Review of the use of the template will be reviewed out the RMP review process.
6	Why does the timeframes for high and medium pathways on arterial roads not apply?	Sentence deleted from draft document following changes to Attachment 5.
7	Add reference that inspections are conducted in line with documented procedures	Procedures are proposed to be documented in a to-be developed Asset Inspectors Manual. Referring to a non-existent document is not advisable.
8	Inspection frequency of sections of arterial roads where Council is responsible is low	Selected sections of pathways are inspected more frequently based on pathway hierarchy. Generally the arterial roads display a similar risk and claim profile as local roads.

9	Recommend that kerbs adjoining high use pathways to be inspected together with the pathway inspections	The kerb adjoining high use pathways are inspected as part of the pathway inspections
10	Shared pathway frequencies to align with the corresponding pathway category	A three level hierarchy is practical and manageable and the frequencies have been assigned based on current practice
11	Reference to other plans rather than including bridge level 2 and 3 inspections	Bridge level 2 inspections are included to clarify that level 1 and 2 inspections are not conducted in the same year. Delete reference to level 3 inspections
12	Recommend a risk based approach for response times where defects on higher category roads/paths have shorter timeframes	A risk approach is used determine the response time for highest category road/path, a common response timeframe supports the completion of defects near to each other to be done together.
13	Recommend against using different intervention levels across pathway hierarchies	10mm (or less) intervention level for segmental paving in major shopping precincts has been in use for over 20 years. The early intervention reduces the number of incident claims and enables multiple repairs to be completed together.
14	Using a 100mm straight edge to measure pathway undulation is very short, could use just one measurement	A pathway undulation may be measured using a longer or shorter straight edge to suit the likely scenarios encountered.
15	Sign graffiti damage is covered by damaged/faded signs defect	Defect for graffiti damage for signs is separated to manage operationally and direct the response to different maintenance team.

8. Next Steps

8.1 Finalisation of the Review

The review and subsequent amendment process is defined in the Road Management (General) Regulations 2016. This report on the findings and conclusions of the review must be made publicly available.

This document will be reviewed and updated following the notification of proposed changes to the public and the receipt and review of any submissions received.

8.2 Amendment of the Road Management Plan

The procedure for amendment and notification of amendment defined by Part 3, Division 2 and regulations 10, 11, 12 and 13 must be followed. The regulations do not specify the timing for implementation of amendments. The Draft Road Management Plan with the amendments proposed in this document will be also advertised with the review report.

Attachment 1 – Proposed Amendments to the RMP 2021

Amendment No.	Proposed Amendment	RMP Reference
Administrative		
1	Update to MAV template where appropriate	Whole document
2	Update definitions in line with MAV template	Definitions
3	Remove repair compliance target of 90% – maintenance standards reviewed to enable 100% completion within repair timeframes	RMP 2021 clause 7.4
4	Add definition of safety signs to clarify the types of signs included within the RMP	Definitions
5	Add off-street and reserve car parks as ancillary areas to clarify clear ownership and responsibility for car parks and include within the provisions of the RMP.	Attachment 4
Inspection Frequencies		
6	Road hierarchy is described as category 1, 2 or 3 as categories are linked to service levels, rather than road function (replacing collector, access, laneway)	Attachment 4
7	Arterial roads to be added to document the frequency of inspections of Council maintained assets along arterial roads	Attachment 4
8	Shared path categories are expanded to 3 to reflect the variations in service levels	Attachment 4
Defect Intervention and Maintenance Service Levels		
9	Amend kerb and channel intervention level to a 75mm displacement, vertically or horizontally.	Attachment 5
10	Amend defect for footpath cracking >20mm by adding “and 20mm deep” to exclude minor surface cracking.	Attachment 5
11	Amend defect for vertical displacement for pit in pathway “Vertical displacement not greater the applicable footpath vertical displacement where the pit is within a pathway” to align displacements within a pathway to the same intervention level.	Attachment 5
12	Amend response time for path “Vertical displacement – high category” from 10 days to 20 days to better match the additional time required for work on arterial roads	Attachment 5
13	Amend defect for path “Vertical displacement – medium, low category” to include arterial roads and amend response time from 10 days to 20 days to better match the additional time required for work on arterial roads	Attachment 5
14	Amend response time for path “Undulation of greater than 30mm” from 10 days to 20 days to	Attachment 5

	better match the additional time required for work on arterial roads	
15	Amend response time for path “Missing or dislodged pavers” from 10 days to 20 days to better match the additional time required for work on arterial roads	Attachment 5
16	Delete defect for Stormwater “Edge failures >100mm deep at the interface of the constructed path and adjacent ground” as it is referring to the roadside which is not part of the pathway network.	Attachment 5
17	Combine defects for stormwater missing or damaged pit cover or grate into a single defect “Missing or damaged pit covers or grates where structural integrity is significantly undermined”	Attachment 5
18	Combine defects for stormwater damaged pit cover, frame, surround and lintel into a single defect “Pit cover, frame, surround or lintel are damaged or deteriorated to the extent that it is hazardous to road users or pedestrians”	Attachment 5
19	Reduce Roadside Vegetation overhanging branches intervention level from 4.5m to "4.3m unless signed" over traffic lanes of local roads – intervention level to legal height of vehicles without permit so as to preserve trees from excessive pruning	Attachment 5
20	Amend defect for debris on a road surface – to “Litter or debris greater than 75mm, dead animal, likely to cause damage to vehicles, a hazard to the public or visually intrusive” to better describe the defect intervention level	Attachment 5
21	Amend defect for substance on road surface from ‘there is a danger to traffic’ to “it is hazardous to road users”	Attachment 5
22	Combine defects for Non-standard street lighting pole, arm, mast, base, support into a single defect “Non-standard or metered lighting in roadway – pole, arm, mast, base or supports is hazardous to road users, pedestrians or property”	Attachment 5
23	Amend defect for “Roadway lateral clearance < 1m from back edge of shoulder and/or kerb” to “Roadway lateral clearance onto road, likely to impede or be a hazard to road users” – describes better when this issue becomes a hazard.	Attachment 5

Road Management Plan



Version 7 – 1 November 2025

Document Governance

Comment	Date Adopted
Adoption Authorised	City of Monash
Date of adoption	TBA
Date effective from	1 November 2025
Version number	7
Supersedes	Version 6

Plan History

Version	Comment	Date Adopted
Draft	Draft Plan accepted by Council for public consultation	31 August 2004
Version 1	Final Plan adopted by Council	14 December 2004
Version 2	Proposed amendments resulting from 2005 audit	6 June 2006
Version 3	Proposed amendments resulting from 2009 review	27 October 2009
Version 4	Proposed amendments resulting from 2013 review	29 October 2013
Version 5	Amended and adopted by Council following the 2017 review	30 May 2017
Version 5.1	Amended to correct omissions	25 July 2017
Version 5.2	Amended and adopted by Council	25 September 2018
Version 6	Amended and adopted by Council	29 June 2021
Version 7	Amended and adopted by Council	TBA

Issued By	Name	Date of Effect
Coordinator Strategic Asset Management	S. Baral	1 November 2025

The latest approved version of this document and the Monash Register of Public Roads may be viewed at the City of Monash service centres during normal business hours. The Road Management Plan and Public Road Register may also be viewed on Council's website.

City of Monash Civic Centre 293 Springvale Road Glen Waverley	City of Monash Oakleigh Service Centre 3 Atherton Road Oakleigh	City of Monash web site www.monash.vic.gov.au
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Definitions

Ancillary Area	Refers to off-street car parks and road related areas such as parking areas within reserves
Arterial Road	Refers to roads which are declared to be arterial roads and which are managed by the Victorian Government, through the Head, Transport for Victoria (as the co-ordinating road authority).
Co-ordinating road authority	The organisation which has the responsibility to co-ordinate works on a road. Generally, if the road is a freeway or arterial road, this will be the Head, Transport for Victoria. Generally, if the road is a municipal road, this will be Council.
Council	Refers to the City of Monash
Days	Refers to working days, which excludes weekends and public holidays in Victoria.
Demarcation agreement	A formal agreement between Council and another organisation that defines areas of responsibility with respect to a road.
Local Law 3	Refers to the City of Monash Community Safety and Amenity Local Law 2024, as amended from time to time.
Motor vehicle	Refers to a vehicle that is propelled by an in-built motor and is intended to be used on a roadway. This does not include a motorised wheelchair or mobility scooter which is incapable of travelling at a speed greater than 10 km/h and is solely used for the conveyance of an injured or disabled person.
Municipal road(s)	Road for which the municipal council is the co-ordinating road authority. The <i>Road Management Act</i> 2004 imposes specific duties on the municipal council with respect to the inspection, repair and maintenance of these roads and associated road-related infrastructure.
Non-road infrastructure	Refers to infrastructure in, on, under or over a road, which is not road infrastructure. This includes (but is not limited to) such items as gas pipes, water and sewerage pipes, cables, electricity poles and cables, tram wires, rail infrastructure, bus shelters, public telephones, mailboxes, roadside furniture and fences erected by utilities, or providers of public transport.
Other roads	Include roads in state forests and reserves, and roads on private property. Municipal councils are not responsible for the inspection, repair or maintenance of these roads.
Pathway	Refers to a footpath, bicycle path, shared path or other area that is constructed or developed by Council for members of the public (not motor vehicles) to use. Pathways may be further categorised as: • Footpaths – pathways designated solely for use by foot traffic (and limited mobility devices such as wheelchair users) • Bicycle pathways – pathways designated solely for use by cyclists, scooters and the like but excluding foot traffic, and • Shared pathways – pathways designated for use by cyclist, the riders of electric scooters and pedestrians.
Private Road	Refers to access roads on private land typically common property under management of an Owners' Corporation. They may be named for emergency services access purposes. Private Roads that have been named with Council's consent are included in the Monash Register of Public Roads for clarity only. Council is not responsible for the maintenance of Private Roads.
Public Road	As defined by the <i>Road Management Act 2004</i> and includes a freeway, an arterial road, a municipal road declared under section 14(1) of the Act

	and a road in respect of which Council has made a decision that it is reasonably required for general public use and is included on the Register of Public Roads.
Plan	Refers to this Road Management Plan.
Road	Has the same meaning as in the <i>Road Management Act 2004</i> , being inclusive of any public highway, any ancillary area and any land declared to be a road under section 11 of that Act or forming part of a public highway or ancillary area.
Road infrastructure	Refers to infrastructure which forms part of a roadway, pathway or shoulder, which includes structures and materials.
Road-related infrastructure	Refers to infrastructure installed or constructed by the relevant road authority to either facilitate the operation or use of the roadway or pathway, or support or protect the roadway or pathway.
Road Reserve	Refers to the area of land that is within the boundaries of a road.
Roadside	Refers to any land that is within the boundaries of the road (other than shoulders) which is not a roadway or pathway. This includes land on which any vehicle crossing or pathway, which connects from a roadway or pathway on a road to other land, has been constructed. Example: any nature strip, forest, bushland, grassland or landscaped area within the road reserve would be considered roadside.
Roadway	Refers to the area of a public road that is open to, or used by, the public, and has been developed by a road authority for the driving or riding of motor vehicles. This does not include a driveway providing access to a public road, or other road, from adjoining land.
Safety sign	Refers to a road sign that provides a road user with advice on the safe use of the road, such as a regulatory or warning sign
Shoulder	Refers to the cleared area, whether constructed or not, that adjoins a roadway to provide clearance between the roadway and roadside. This does not refer to any area that is not in the road reserve.

1 Introduction

1.1 What is the purpose of this Plan

Section 50 of the *Road Management Act 2004* sets the following objectives for a municipal road management plan:

- 1) To establish a system for our road management functions, which is based on policy, operational objectives and available resources.
- 2) To set a performance standard for our road management functions.

Although it is termed a 'plan' in the legislation, it is functionally an operational protocol document – describing the systems and rules we use to make decisions and meet obligations within our available resources. The plan forms part of a larger Asset Management Framework related to maintenance and operations.

For the avoidance of doubt, this Plan is a road management plan for the purposes of s.39 of the *Road Management Act 2004*.

1.2 Legislation guiding this Plan

In addition to the Road Management Act 2004, the plan also considers the following Acts, regulations and codes of practice:

- *Local Government Act 1989*
- *Local Government Act 2020*
- *Ministerial Codes of Practice under the Road Management Act 2004*
- *Road Management (General) Regulations 2016*
- *Road Management (Works and Infrastructure) Regulations 2015*
- *Road Safety Act 1986*
- *Wrongs Act 1958*.

1.3 What is covered in this Plan?

The Plan is divided into six sections:

1. Introduction.
2. Rights and Responsibilities – covers legislation and local laws relevant to road management.
3. Road Management Systems - how we classify roads, streets and footpaths – known as our asset hierarchy – and the plans and processes we use to maintain roads and road-related infrastructure.
4. Register of Public Roads – what's in it, how to access it and the process for making changes.
5. Technical References.
6. Attachments:
 - a. Attachment 1 - Road Hierarchy
 - b. Attachment 2 - Pathway Hierarchy
 - c. Attachment 3 - Inspection Requirements
 - d. Attachment 4 - Inspection Frequencies
 - e. Attachment 5 - Defect Intervention Levels and Repair Timeframes

1.4 Updating the Plan

This Plan must be updated within a set period following a Council election. Outside of this cycle, changes may be required from time to time.

The following process will be used to manage these changes:

- If material changes are made to standards and specifications, a report will be presented to Council, along with a brief explanation as to why such changes are necessary. The review process must follow the steps as set out in the *Road Management (General) Regulations 2016 Part 3 – Road Management Plans*.
- When changes do not alter these technical aspects of road management, or would result in a higher standard of construction, inspection, maintenance or repair, changes may be approved by the Chief Executive Officer.

1.5 Exceptional Circumstances

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

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

1.5.1 Suspension of the Plan

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 Plan cannot be met, then pursuant to *Section 83 of the Wrongs Act 1958*, the CEO will write to Council's Officer responsible for the Plan and inform them that some, or all, of the timeframes and responses in the Plan are to be suspended.

1.5.2 Reinstatement of the Plan

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

1.5.3 Communication and documentation around Plan suspension

Council will provide information to residents about the suspension or reduction of the services under its Plan, including:

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

This information will be provided by the Council on its website where its Plan is located and other channels as appropriate such as press releases or social media.

Where Council has suspended, in part or whole, the Plan, associated documents (e.g. communications, meeting minutes, schedules, etc.) will be recorded and stored.

1.5.4 Inspections and repairs during suspension of Plan

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

2 Rights and Responsibilities

2.1 Public Roads

Public roads are defined in the *Road Management Act 2004* as including:

- a freeway
- an arterial road
- a road declared under section 204(1) of the *Local Government Act 1989*
- a municipal road declared under section 14(1) of the *Road Management Act 2004*
- a road in respect of which Council has made a decision that it is reasonably required for general public use and is included on the Register of Public Roads.

2.2 Key stakeholders

The key stakeholders impacted by this Plan include:

- the general community
- residents and businesses adjoining the road network
- pedestrians
- vehicle users with motorised vehicles, such as trucks, buses, commercial vehicles, cars and motorcycles
- users of smaller, lightweight vehicles, such as pedal-powered bicycles, motorised buggies, wheelchairs, prams and so on
- tourists and visitors to the area
- emergency agencies (Victoria Police, Country Fire Authority, Ambulance Victoria, State Emergency Services)
- the military (in times of conflict and emergency)
- traffic and transportation managers
- managers of the road network asset
- construction and maintenance personnel, who build and maintain asset components
- utility agencies using the road reserve for infrastructure (water, sewerage, gas, electricity, telecommunications)
- State and Federal governments, who periodically provide funding for roads.

2.3 Co-ordinating & Responsible Road Authority

Section 35 of the *Road Management Act 2004* provides that a road authority has power to do all things necessary or convenient to be done for or in connection with the performance of its functions under that Act.

Section 36 of the *Road Management Act 2004* outlines which road authority is the coordinating road authority. According to subsection (c), the coordinating road authority:

If the road is a municipal road, the municipal council of the municipal district in which the road or part of the road is situated.

However, there are instances where different authorities are responsible for components of the road within the road reserve. Section 37 of the *Road Management Act 2004* identifies who is the responsible road authority for parts of the road reserve in particular circumstances.

2.4 General Functions of a Road Authority

The general functions of a road authority are described within Section 34 of the *Road Management Act 2004*.

2.5 Rights of the Road User

The rights of public road users, which are legally enforceable, are set out in Sections 8 to 10 of the *Road Management Act 2004*.

2.6 Obligations of Road Users

2.6.1 General Usage

The common law requires that a road user must take reasonable care for their own safety (see *Ghantous v Hawkesbury City Council* (2001) 206 CLR512)

The *Road Safety Act 1986* sets out obligations on road users, including section 17A which requires that a person who drives a motor vehicle on, or uses, a highway must drive or use the highway in a safe manner have regard to all relevant factors, including but not limited to, the following:

- (a) physical characteristics of the road
- (b) prevailing weather conditions
- (c) level of visibility
- (d) the condition of any vehicle the person is driving or riding on the highway
- (e) prevailing traffic conditions
- (f) the relevant road laws and advisory signs
- (g) the physical and mental condition of the driver or road user.

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

- (a) to avoid any conduct that may endanger the safety or welfare of other road users
- (b) to avoid any conduct that may damage road infrastructure and non-road infrastructure on the road reserve
- (c) to avoid conduct that may harm the environment of the road reserve

2.6.2 Incident Claims

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

In accordance with Section 110 of the *Road Management Act 2004*, Council is not legally liable for property damages where the value of the damage is equal to or less than the threshold amount.

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

2.6.3 Permits for work within a road reserve

In cases where an individual or organisation proposes to carry out works within the road reserve that may impede public access, or interfere with road infrastructure, they must apply for a 'works within road reserve' permit. There are some exemptions, as noted in the Road Management (Works and Infrastructure) Regulations 2015.

Local laws also require property owners to apply for a vehicle crossing permit if they plan to build a driveway.

In both cases, a fee applies to cover the costs of the administration and inspection of the work.

2.6.4 Obligation of others

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

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

- **Vehicle driveways** – the vehicle crossing (including Cross-over), located between the carriageway and the property boundary, must be maintained by the adjoining property owner. However, Council is responsible for the portion of the driveway where the constructed pathway is reasonably required by the public in accordance with the following diagram:

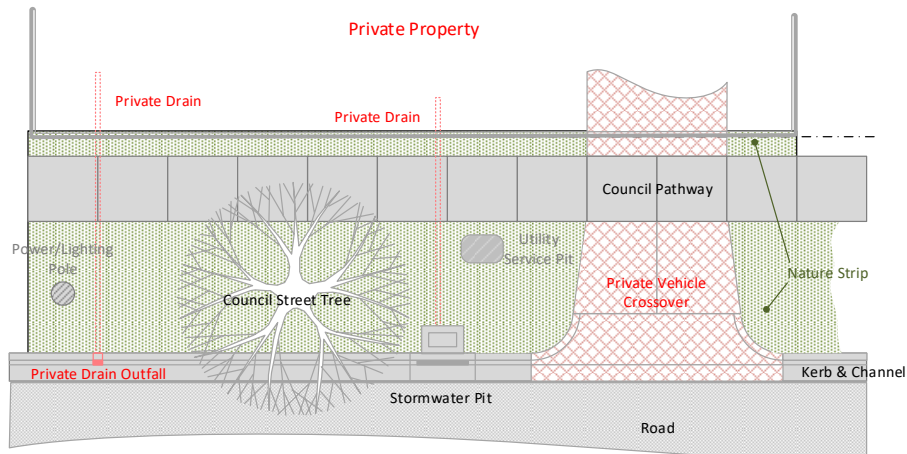


Figure 1: Roadside and Vehicle Crossover responsibility

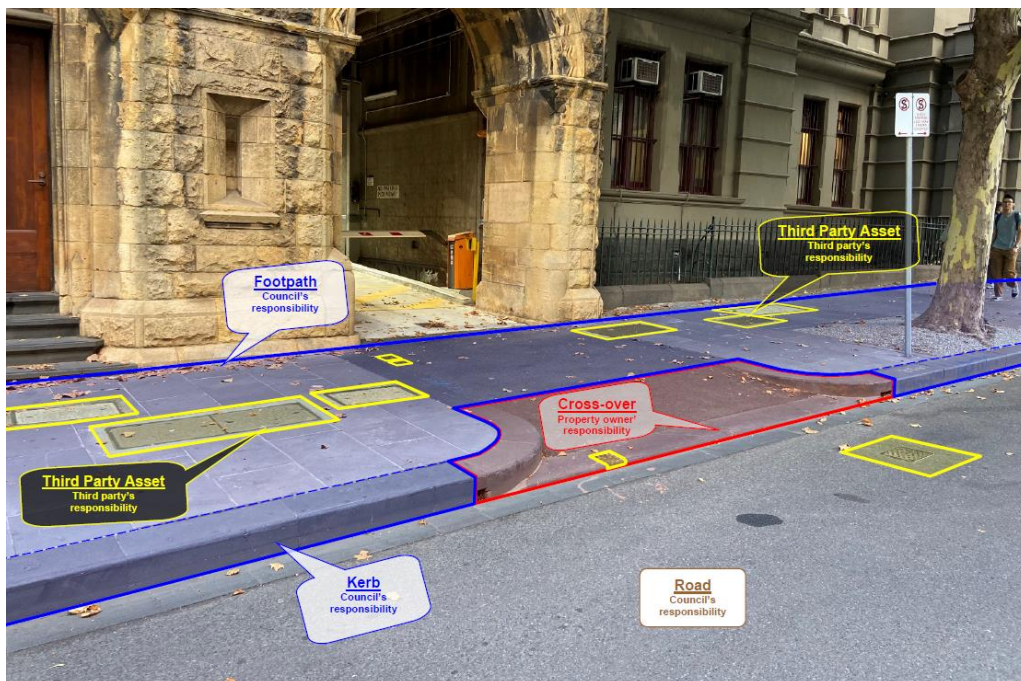


Figure 2: Roadside and Vehicle Crossover responsibility

A permit from Council is required to site and construct or reconstruct a vehicle crossover which must be constructed to a Council's standard design. For properties beside arterial roads, a permit from the Department of Transport to undertake the works is also required.

Local Law No. 3 requires that the property owner and occupier maintain and keep the vehicle crossing in good condition. Council may direct the repair of or recover costs for Council infrastructure damaged by an owner or occupier.

If there is no constructed path, then the property owner is responsible for the whole of the crossover. This includes any culvert required to cross on-road drainage or the tray section that replaces the kerb.

- **Single property stormwater drains** – for drains constructed within the road reserve that carry water from a single property to an outlet in the kerb, or other drain, these are responsibility of the property owner.
- **Utilities** – including, but not limited to telecommunication, power, water, gas and rail authority assets.
- **Roadside** – as per Section 107 of the *Road Management Act*, Council has no “*statutory duty or a common law duty to perform road management functions in respect of a public highway which is not a public road or to maintain, inspect or repair the roadside*”, described as “*any land that is within the boundaries of the road (other than shoulders) which is not a roadway or pathway*”. This includes landscaped tree pits within the pathway where the surface of the tree pit is not constructed with the intention of providing a trafficable pedestrian surface.

Property owners are expected to maintain the nature strip/roadside, including the strip between the pathway and fence, and are able to use plantings other than grass within permit guidelines. Property owners must maintain the required clearance over pathways of overhanging branches from trees on their property as per the Figure 3 below.

Local Law No. 3 requires the occupants to keep the public pathway clear of vegetation including overhanging branches of trees on the property. Council maintains street trees including the management of overhanging branches. Local Law 3 also requires residents to keep the nature strip grass to a reasonable level and specifies a permit system to carry out works in the road.

- **Road Clearances** – Council will ensure infrastructure managers maintain assets above the road at the required clearance above the through lane on local public roads, see Figure 3 – Road and Footpath Clearance Standards below.

Council will manage street tree clearance on public roads in accordance with the Monash Tree Management Policy. Council will take a risk based approach to determining the street tree clearance requirements based on traffic needs and the consequence to the streetscape. Council may implement separate traffic controls, such as warning markers or low clearance warning signs where desired clearance cannot be attained.

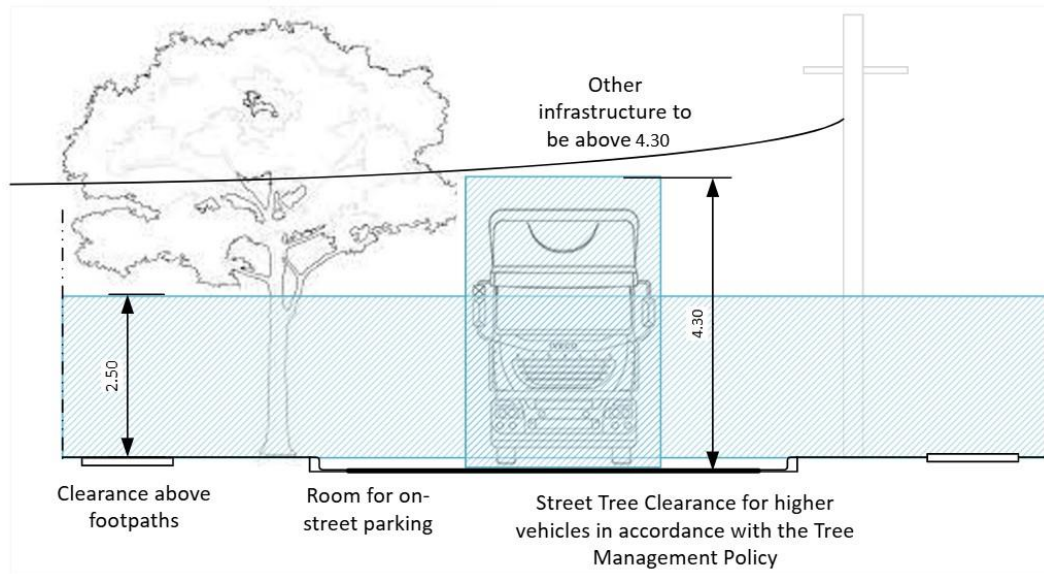


Figure 3: Road and Footpath Clearance Standards

Council will manage vegetation in medians, Council water sensitive urban design drainage systems and traffic calming devices on roads where Council has maintenance responsibility.

- **Unconstructed Rights of Way** – Council will not maintain unconstructed rights of way to the same standards described in this RMP. Council may, at its discretion, undertake grass cutting or weed management on a cyclic preventative maintenance program. All other maintenance will only be considered upon request.

Where Council becomes aware of a hazard created by the defective condition of a Council asset caused by others, or the defective condition of infrastructure owned by another party, Council may at its absolute discretion:

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

Where the responsible party has been notified to complete repairs within a reasonable timeframe, and fails to do so, the response time for Council to reduce the risk will commence upon Council becoming aware that suitable repairs are still required.

However, where another party has a duty in relation to the asset / infrastructure, and Council has a discretionary power to take remedial action in relation to that matter, only that other party with the duty is liable in a subsequent proceeding, in accordance with Section 104 of the *Road Management Act 2004*.

3 Road Management Systems

3.1 Background and Process

Road asset management involves managing both physical assets, and uses and operation that have the potential to impact their condition. It applies to all road assets, including:

- the road – pavement and surface, pathways, kerb and channel
- structures – bridges, culverts, retaining walls, traffic management devices and safety signs
- road infrastructure – safety barriers, traffic signals and on-road electrical assets.

The aim of our road management system is to deliver a safe and efficient road network and meet community needs to the best of our ability, within available resources.

To create a road asset management system that would best meet our needs when inspecting, maintaining and repairing public roads, Council referenced the following nationally recognised asset management frameworks:

- International Infrastructure Management Manual (IIMM) 2015, IPWEA
- Other references, as listed in Technical References.

The system is designed to set the direction for our asset management activities. It is also linked to the annual business planning cycle.

3.1.1 Infrastructure Not Included in this Plan

Infrastructure within the road reserve maintained by other Infrastructure Managers is not included in this Plan, for example:

- Electricity poles, streetlights, pits and related equipment (United Energy);
- Gas supply lines and related equipment (Multinet);
- Water supply pipes, sewerage network, access pits, hydrants and other equipment (Yarra Valley Water, Melbourne Water and South East Water);
- Telecommunication underground lines, pits, poles and network equipment (Telstra, Optus, NBN etc.); and
- Public transport assets and equipment owned by other transport authorities.

Also not included in this Plan is:

- Council owned artworks that may be installed in the road reserve.

3.1.2 Arterial Roads

The Department of Transport is the Coordinating Road Authority for all arterial roads in the municipality. The Code of Practice for Operational Responsibility of Roads defines the demarcation of responsibility for arterial road reserves as described below:

- Service roads from the back of kerb to the property line – Monash acts as the responsible road authority and manages all road related assets.
- Pathways on arterial road reserves, from the back of kerb to the property line – Monash acts as the responsible road authority.
- The through lanes, centre medians and related road assets are managed by Department of Transport;
- Structures such as retaining walls, crash barriers, pedestrian ramps or platforms associated with bus stops are shared by agreement. Assets managed by Monash are included in the AMIS and managed within the RMP;

- Public transport assets are managed in accordance with the Code of Practice for Operational Responsibility of Roads.
- Stormwater drainage in accordance with the network owner.

Figure shows a typical demarcation of maintenance responsibility on an arterial road with a service road.

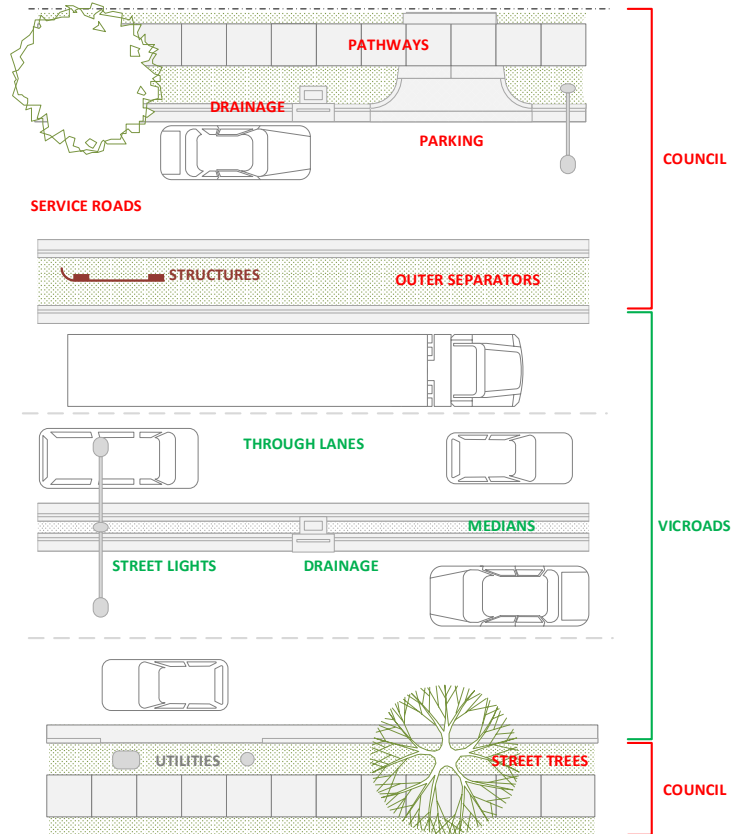


Figure 4 – Typical division of responsibility for Arterial Roads

3.2 Asset Levels of Service

The levels of service identify the following activities:

- Inspection of road and road related assets
- Intervention Standards
- Management Controls and Response Times

3.2.1 Policies, Plans and Procedures

In establishing the Levels of Service set out in this Plan, Council has had regard to the objectives and outcomes established in the Council Plan, the Strategic Resource Plan, the road infrastructure asset management plans and applicable Council policies and procedures.

3.2.2 Levels of Service Review

The levels of service in this plan are periodically reviewed in conjunction with the Plan general review and community consultation. The performance of the levels of service is evaluated using:

- Community satisfaction and expectations;
- Safety of road and footpath users;
- Long term road infrastructure condition trends;
- Organisational capacity both physical and financial; and
- Benchmarking against similar councils.

3.2.3 Risk Assessment

The standards of construction and maintenance, as outlined in the Plan, have been determined on the basis of a risk assessment undertaken generally in accordance with the principles of the International Standard ISO31000 – 2018: Risk Management – Guidelines. This standard is reflected in the City of Monash's Risk and Opportunity Management Framework.

The standards for intervention for a defect are based on the assessment of risks and consequences created by the defect. The intervention level is set based on this risk assessment. If a defect is found to be beyond the intervention level, officers will determine the level of works required to remediate the risk which may include:

- An immediate long-lasting repair using one or more techniques and material;
- A short lasting repair to be followed by more extensive maintenance or renewal scheduled in accordance with the maintenance or capital works programs; or
- Exclusion of users from around the defect followed by more extensive maintenance or reconstruction scheduled in accordance with the maintenance or capital works programs.

3.3 Asset Hierarchies – Municipal Road Network

All roads and footpaths within the municipal road network are classified according to a hierarchy that takes into account how they are used, who uses them and how often.

The hierarchy classification is used to determine the levels of service required, prioritise works programs and determine defect intervention responses.

The two levels in the hierarchy are:

3.3.1 Road Hierarchy

Roads within the City of Monash are given a classification based on a hierarchy of traffic volume, traffic type and importance. The public road hierarchy as highlighted, is used in the development of the levels of service.

1. Road network

This is divided into the following main categories:

- Category 1: Main distributor and major collector
- Category 2: Collector and local access
- Category 3: Access lane.

See Attachment 1 for more information.

2. Ancillary Areas

- Off-street car parks
- Reserve car parks

3.3.2 Pathway network

This is divided into the following categories:

1. Footpaths

- Footpath High: High-use Areas
- Footpath Medium: Moderate-use Areas
- Footpath Low: Other Areas

2. Shared and Bicycle Pathways

- Shared High: High-use Pathways
- Shared Medium: Moderate-use Pathways
- Shared Low: Other Pathways

See Attachment 2 for further information.

3.4 Maintenance Management System

3.4.1 Maintenance Management

Council has responsibilities to all road users and the community to maintain public roads to a reasonably safe and suitable standard, within our available funds and resources. Council has developed long-term maintenance programs for our assets to manage these responsibilities.

The following maintenance requirements shape our annual program and budget:

Routine maintenance standards

Standards vary across the network depending on the asset type and relevant risk factors, such as traffic volumes and composition, operating speeds, the susceptibility of assets to deterioration and the cost effectiveness of repairs. Competing priorities for funding are also relevant.

Defect intervention levels have been established using the *VicRoads Standard Specification Section 750* and adapting it to local conditions.

The standards will be reviewed periodically to make sure they are adequate (see section Updating the Plan).

Repair and maintenance works

Works must be completed within a specified time, depending on the severity and location of the defect. Response times are determined using local knowledge and experience and past performance as a guide.

Response times are monitored and will be periodically reviewed (see section Updating the Plan).

Temporary mitigation measures

These are temporary works designed to reduce the risk of an incident, until such time as repair or maintenance works can be completed.

Response times and safety measures – for example warning signs, flashing lights, and safety barriers – are determined by reference to the risk to safety, road type and traffic volume.

Emergency works

Works that result from emergency incidents and must be undertaken immediately, for the safety of road users and the public.

Emergency works might include traffic incident management, responses to fires, floods, storms and spillages, and any assistance required under the Victorian State Emergency Response Plan and Municipal Emergency Management Plan.

3.4.2 Asset Management Plans

Our asset management plans guide the development of long-term asset renewal programs, helping us to plan and finance asset renewal and replacement.

3.4.3 Maintenance Surveys and inspections

A regime is used to inspect our road network assets. It covers safety issues, incidents, defects and condition inspections.

1. Reactive inspections (Request for Service or RFS)

These inspections are conducted to investigate a request for service or reported defect and to assess according to the defect intervention levels, contained within Attachment 5.

2. Proactive Inspections

Regular timetabled inspections that are scheduled to identify defects above intervention levels contained within Attachment 5. The frequency of these inspections is contained in Attachment 4.

3. Condition Inspections

These inspections are conducted to determine the current general overall condition of an asset and to facilitate the forward planning of its overall lifecycle and renewal activities and their budgets. This inspection may identify major defects which influence the asset lifecycle and renewal activities only. Individual defects above intervention standards of this Plan are identified during proactive and reactive inspections.

These inspections are carried out on a regular cycle in accordance with the Council's asset management plans.

3.4.4 Maintenance responsiveness and performance targets

The following information is recorded when Council receives a Request for Service (RFS):

- Date the request for service was received
- Details of the request, including the location and nature of the reported hazard/defect (including any specific measurements if provided), name of the person (where provided) making the request, copies of any photographs provided, etc.
- The personnel / department to which the request has been assigned for action
- Date when the request was actioned and/or completed (this typically involves someone carrying out a reactive inspection, as described in section 3.4.3, followed by any necessary repair works conducted).

By recording this information, we can monitor compliance against target response times – that is, the time it takes from receiving a request for service to carrying out an inspection and ultimately completing necessary works.

Requests for service will be inspected and assessed in accordance with timeframes specified in Attachment 5. Following are some possible outcomes from a reactive inspection:

- If a defect identified exceeds an Intervention Standard specified in Attachment 5, a work order would be created with a date for completion of works in line with respective specified repair timeframes.

- If repairs are significant – for example, rehabilitation works are required – temporary mitigation measures may be undertaken to reduce the risk posed by the hazard/defect until the full works can be undertaken (and subject to available resources).
- If the defect is assessed as below the Intervention Standard specified in Attachment 5, it would be noted (including why the defect has been assessed as below the Intervention Standard), but no remedial action will be conducted.

Target response times and intervention times are based on 'normal' conditions. The same level of service would not apply in cases where the Plan has been suspended, under Section for Exceptional Circumstances.

4 Register of Public Roads

Council maintains a register of public roads – called the Register of Public Roads – as a separate document with the details of all public roads and ancillary areas for which Council is responsible.

The Register is prepared in accordance with the requirements of the *Road Management Act 2004*. Pathways, and Shared and Bicycle Pathways, with a category above the lowest level and major shared paths are also listed in the Register.

The Register of Public Roads is available on Council's website. A hard copy is made available at our Civic Centre, 293 Springvale Road, Glen Waverley, upon request.

4.1 Maintenance Demarcation (Boundary) Agreements

The City of Monash shares a number of boundaries with adjacent municipalities, most of which are arterial roads or natural features. Non-arterial boundary roads and other interface arrangements with other transport authorities are listed below:

Arrangement	Authority	Details
Boundary roads with shared maintenance	City of Glen Eira	Poath Road, Hughesdale from Dandenong Road to North Road.
	City of Whitehorse	Highbury Road, Glen Waverley east of Springvale Road to end.
	City of Greater Dandenong	Police Road, Mulgrave east of Eastlink to end.
Rail Safety Interface Agreement	VicTrack / Metro Trains Melbourne / Department of Transport	Hanover Street, Oakleigh, road over rail bridge. Lawrence Road, Mount Waverley, road over rail bridge Alvie Road, Mount Waverley, road under rail bridge Power Avenue, Chadstone, road under rail bridge Poath Road, Hughesdale, road under elevated rail Clayton Road, Clayton, road under elevated rail Centre Road, Clayton, road under elevated rail
Operational Responsibility	Department of Transport	Atkinson Street Chadstone, road over Monash Freeway bridge Stanley Avenue, Mount Waverley, road over Monash Freeway bridge.

Where there are boundary agreements between us and other road authorities or private organisations, the schedule of roads affected, and agreements are listed in the Register of Public Roads.

4.2 Roads not listed on the Register

The following roads are not listed on our Register of Public Roads:

- Roads which Council has not determined are reasonably required for general public use;
- Roads drawn out on a plan of subdivision, until such time that we accept responsibility for these roads.

5 Technical References

- AS ISO 31000:2018 – Risk Management – Guidelines
- International Infrastructure Management Manual (IIMM) 2015, IPWEA
- VicRoads Risk Management Guidelines
- VicRoads Standard Specification Section 750 – Routine Maintenance

Attachment 1: Road Hierarchy

Road Hierarchy	Responsibility	Function
Freeway	Department of Transport	Primary arterial, high speed, high volume, controlled access, and principal route for the movement of goods and people from one region to the other.
Arterial	Department of Transport	Principal route for the movement of goods and people from one suburb or district to another.
Category 1: Main distributor and major collector	Monash	High usage local public road providing connections between arterial roads and a route between local access roads and the arterial network. Roads within major retail precincts that are subject to high traffic flow.
Category 2: Collector and local access	Monash	Standard usage local public roads, low speed environment. Provide access to properties. Service roads where Council is the responsible road authority.
Category 3: Access lane	Monash	Very low usage, low speed public roads and public lanes. Provide limited or secondary vehicle access to properties.
Ancillary Areas	Monash	Off-street car parks and reserve car parks
Right of Way	Monash	Not a public road. Municipal rights of way or lanes not required for public use. Not constructed to Council standards. Not required for primary access to properties.
Private Road	Land owner	Not a public road. Named roads on private land or common property.

Attachment 2: Pathway Hierarchy

Footpaths

Category	Area	Description *
High	High use areas	The category of 'highest use' that includes the footpaths in major shopping precincts and other areas of high pedestrian use.
Medium	Moderate use areas	This category includes minor shopping areas and other areas of moderate pedestrian activity including, but not limited to: • Schools • Railway stations • Retirement villages • Transport hubs
Low	Other areas	This category includes all other pathways within road reserves, including: • Residential areas • Commercial areas • Industrial areas

Shared & Bicycle Pathways

Category	Area	Description*
High	High use shared paths	The category of 'highest use' that includes pathways used by high volumes of commuter cyclists or significant volume of cyclists and pedestrians.
Medium	Moderate use shared paths	This category includes pathways along designated, constructed shared use paths.
Low	Other shared paths	This category includes all other shared and bicycle pathways.

* Pram crossings / ramps providing transition between road and footpath levels are treated as part of the footpath for the purposes of the application of description / intervention levels.

Attachment 3: Inspection Requirements

Inspection Type	Purpose	Inspection and Reporting Requirements
Reactive – Request for Service (RFS)	Reactive inspections are designed to confirm the nature of defects/hazards reported by members of the public or Council employees, and to identify any hazards that exceed the Intervention Standard specified in Attachment 5.	All reactive inspections are conducted with defects measured and photographed. The report is required to identify specific safety defect, when first reported, when inspected, subsequent action and when completed.
Proactive Inspection	Inspection undertaken in accordance with a formal programmed inspection schedule to determine if the road asset complies with the levels of service as specified. A record of each asset is to be completed detailing the inspection date, and a description of defects that exceed the Intervention Standard specified in Attachment 5.	Proactive Inspections are conducted with defects measured and photographed. The report is required to record when inspected, to identify specific safety defects, when reported, subsequent action and when completed.

Attachment 4: Inspection Frequencies

In accordance with the inspection standards, Council proactively inspects roads, pathways and road related assets for which it is responsible on a cyclic basis to identify defects which exceed an intervention level.

Asset Type	Asset Hierarchy	Proactive Inspection Frequency
Road	Category 1	Once in a 12 month period
	Category 2	Once in a 24 month period
	Category 3	Once in a 24 month period
	Arterial roads (areas where Council is the responsible road authority)	Once in a 24 month period
	Ancillary areas	Once in a 24 month period
Kerb and Channel		As per the road hierarchy
Drainage	All pits, lids, footpath drains and grates	As per road or pathway category in accordance with location of the asset
Pathway	Footpaths High	Once in a 3 month period
	Footpaths Medium	Once in a 6 month period
	Footpaths Low	As per road category
	Shared Paths High	Once in a 6 month period
	Shared Paths Medium	Once in a 12 month period
	Shared Paths Low	Once in a 24 month period

Asset Type	Asset Hierarchy	Proactive Inspection Frequency
Safety Signs	Safety signs, where Council is the Responsible Road Authority.	As per road hierarchy except where associated with bridges and major culverts.
Road Marking	Regulatory road markings excluding parking bays.	As per the road category
Traffic Signals	All as per the Traffic Signal Maintenance Agreement with Department of Transport	3 weeks
Traffic Management Devices		As per the road category
Streetlights	Category 1, 2 and 3 roads as per Public Lighting Code by United Energy	12 months
Bridges and Major Culverts	As per Department of Transport Guidelines. Approach road infrastructure such as safety barriers and signage included.	Level 1 – 12 months Level 2 – 48 months (replaces Level 1 inspection) Level 3 – as required
Safety fencing, guardrails and guideposts	As per the code of practice for operational responsibility	As per road category except where associated with bridges and major culverts.
Retaining walls, stairs and noise barriers	As per the code of practice for operational responsibility	Once in a 24 month period
Vegetation & Trees	Council responsible trees and vegetation. Clearance to roads and pathways	As per the road category

Attachment 5: Hazard Intervention Levels and Repair Timeframes

All response times provided in Attachment 5 are in working days. If the issue is above the intervention level following the initial assessment then the target response time commences from the recording of the defect. For example, a pothole defect might take a maximum of 15 days to complete – 5 days maximum to inspect and assess and 10 days to reduce the risk. If there is any further works required to repair the asset, this will be undertaken within timeframes documented within the relevant maintenance procedures.

Description of Hazard	Intervention Standard	Target Response Time - Initial Assessment	Target Response Time - Reduce Risk
Road / Ancillary Area	Potholes >50mm deep in depth and >300mm diameter in trafficable lane	5 days	10 days
Road / Ancillary Area	Potholes >25mm deep and >150mm diameter on designated on-road cycle lane	5 days	10 days
Road / Ancillary Area	Edge break >20mm depth on a designated on road bicycle lane	5 days	10 days
Road / Ancillary Area	Failed area / deformation including shoving, heaving, subsidence and rutting >100mm vertical displacement over a 1 metre length	5 days	30 days
Road / Ancillary Area	Litter or debris greater than 75mm, dead animal, likely to cause damage to vehicles, a hazard to the public or visually intrusive	1 day	1 day
Road / Ancillary Area	Substance on road surface where it is hazardous to road users	1 day	1 day
Road / Ancillary Area	Unsealed roads. Potholes >500mm diameter and 150mm deep	5 days	30 days
Road / Ancillary Area	Unsealed roads. Rutting and corrugations exceeding 150mm over a 3m length	5 days	30 days
Road Marking	Faded pavement marking (STATCON markings) <50% effective retro reflectivity.	5 days	60 days
Pathways	Cracks > 20mm wide and >20mm deep	5 days	20 days
Pathways	Vertical displacement >10mm – High category	5 days	20 days
Pathways	Vertical displacement >20mm – Medium, Low category, arterial roads	5 days	20 days

Description of Hazard	Intervention Standard	Target Response Time - Initial Assessment	Target Response Time - Reduce Risk
Pathways	Undulation of greater than 30 mm over a 1 metre straight edge or 20 mm over 100 mm straight edge	5 days	20 days
Pathways	Missing or dislodged pavers with gaps >20mm	5 days	20 days
Kerb & Channel	Vertical displacement of kerb and channel by >75mm	5 days	30 days
Kerb & Channel	Horizontal displacement of kerb and channel by >75mm	5 days	30 days
Stormwater	Missing or damaged pit covers or grates where structural integrity is significantly undermined	1 day	Pits within the road reserve - 1 day Other areas - 5 days
Stormwater	Pit cover, frame, surround or lintel are damaged or deteriorated to the extent that it is hazardous to road users or pedestrians	5 days	10 days
Stormwater	Vertical displacement not greater the applicable footpath vertical displacement where the pit is within a pathway	5 days	10 days
Non-Standard Street Lighting	Non-standard or metered lighting in roadway – pole, arm, mast, base, or supports is hazardous to road users, pedestrians or property	5 days	10 days
Furniture	Missing/ Damaged, so as to render them ineffective school crossing posts or related infrastructure	5 days	10 days
Furniture	Guideposts missing or damaged, so as to render them ineffective on Shared Paths	5 days	10 days
Furniture	Guardrail broken or deformed by >500mm.	5 days	10 days
Furniture	Fencing rotten/ corroded/ broken poses hazard to public	5 days	10 days
Traffic Control Devices	Traffic Signal Failure or obstructed, so as to render it ineffective	5 days	10 days
Traffic Control Devices	Traffic signal controller or traffic signal pole knocked down or damaged, so as to render it ineffective	5 days	10 days
Safety Signs	Missing Sign face	5 days	5 days

Description of Hazard	Intervention Standard	Target Response Time - Initial Assessment	Target Response Time - Reduce Risk
Safety Signs	Damaged/ faded signs to an extent that makes them unreadable to road users	5 days	5 days
Safety Signs	Sign posts that are not vertical (>15 degrees from vertical)	5 days	5 days
Safety Signs	Graffiti covering Sign face rendering it unreadable	5 days	5 days
Bridges/Culverts/Structures	Component damage or deterioration is presenting a hazard to road or path users	5 days	10 days
Infrastructure clearance	Roadway height clearance - < 4.3m in local roads < 4.5m in arterial roads	5 days	Referred to Infrastructure Manager
Vegetation & Trees	Roadway height clearance, unless signed - < 4.3m in local roads < 4.5m in arterial roads	Council Vegetation - 10 days Private Vegetation - Local Law #3	Council Vegetation on Department of Transport Road - 20 days Council Vegetation - 10 days Private Vegetation - Local Law #3
Vegetation & Trees	Roadway lateral clearance onto road, likely to impede or be a hazard to road users	Council Vegetation - 10 days Private Vegetation - Local Law #3	Council Vegetation on Department of Transport Road - 20 days Council Vegetation - 10 days Private Vegetation - Local Law #3
Vegetation & Trees	Constructed path height clearance < 2.5 m	Council Vegetation - 5 days Private Vegetation - Local Law #3	Council Vegetation on Department of Transport Road - 20 days Council Vegetation - 10 days Private Vegetation - Local Law #3

Description of Hazard	Intervention Standard	Target Response Time - Initial Assessment	Target Response Time - Reduce Risk
Vegetation & Trees	Encroachment of vegetation onto footpath (footpath envelope – see Local Law #3)	Council Vegetation - 5 days Private Vegetation - Local Law #3	Council Vegetation on Department of Transport Road - 20 days Council Vegetation - 10 days Private Vegetation - Local Law #3
Vegetation & Trees	Encroachment onto shared path > 500mm (cyclist envelope)	5 days	10 days
Vegetation & Trees	Foliage obstructing safety regulatory and warning signs or view of intersecting traffic.	Council Vegetation - 5 days Private Vegetation - Local Law #3	Council Vegetation on Department of Transport Road - 20 days Council Vegetation - 10 days Private Vegetation - Local Law #3
Vegetation & Trees	Fallen limb obstructing pedestrian/ cyclist or vehicular traffic	5 days	5 days
Vegetation & Trees	Fallen tree obstructing pedestrian/ cyclist or vehicular traffic	5 days	5 days