



STREET CLEANING MAINTENANCE MANAGEMENT PLAN

May 2015



TABLE OF CONTENTS

EXECUTIVE SUMMARY	3
INTRODUCTION.....	4
Purpose of the Document.....	4
Scope.....	4
Availability of the Plan	5
Glossary of Terms.....	5
MOORABOOL SHIRE’S ROADS, PATHWAYS & STORMWATER DRAINAGE SYSTEMS	6
LEVELS OF SERVICE.....	6
Asset Groups	6
Classification of Service Areas.....	6
Outcomes & Service Levels.....	7
Key Stakeholders.....	9
Customer Expectation.....	9
Level of Service Review	9
MANAGEMENT TACTICS	10
Operating & Maintenance Tactics	10
Managing Risk.....	10
Events Beyond the Control of Council	11
Emergency Response & Temporary Repair	11
REVIEWING THE PLAN.....	11
Plan Review.....	11
Delegation.....	11
APPENDICES	12
Appendix A Street Cleaning Management Process	12
Appendix B Street Cleaning Network Maps	13
Appendix C Footpath Network Maps.....	16
Appendix D Stormwater/Drainage Network Maps	19

EXECUTIVE SUMMARY

Moorabool Shire is a large, fast growing semi-rural municipality that is responsible for the provision of maintenance services for a variety of Council assets, and seeks to provide a clean, safe and attractive environment for both residents and visitors. Council also provides a range of services in roads, open space, waste and many other areas.

Council Officers have recognised the anticipated growth rate, particularly in Bacchus Marsh and Ballan and have produced a Street Cleaning Maintenance Management Plan (SCMMP) to accommodate future growth within existing resources.

Council is responsible for the provision of cleansing maintenance services for a variety of Council assets, and seeks to provide a clean, safe and attractive environment for both residents and visitors. This plan identifies the responsibilities of Council as well as the maintenance standards and frequencies required to manage the Shire's open space assets into the future.

This plan divides the maintenance activities into the following categories:

- Street sweeping/cleaning
- Footpath sweeping/cleaning
- Stormwater drainage cleaning

Generally, the services under this plan are undertaken as programmed maintenance. This means they are scheduled to occur at set frequencies with some flexibility based on need. Generally, the objective of the plan is to provide the following benefits:

- Aesthetics – areas that are well maintained
- Safety – areas that are safe and trafficable
- Cleanliness – areas that are kept neat and tidy, unrestricted by rubbish
- Environmental – minimisation of rubbish and loose litter entering waterways
- Risk – minimisation of drain blockages and localised flooding

INTRODUCTION

Purpose of the Document

Council is responsible for the provision of maintenance services for a variety of Council assets, and seeks to provide a clean, safe and attractive environment for both residents and visitors. Council also provides a range of services in roads, open space, waste and many other areas.

A review of the provision of services has been prompted by an ever increasing asset base and the anticipated expectation from the community in service levels.

This maintenance plan documents service frequencies with consideration of community expectation and provides Council with certainty and predictability in asset servicing. In addition, the plan seeks to provide a level of service that maintains the quality and condition of Council's assets.

The maintenance plan clearly defines the routine services that can be provided by Council within financial, plant and human resource constraints. Assets have been categorised to reflect their similar use and intended purpose, and servicing levels have then been defined across each of those categories. A full explanation of those categories appears on following pages.

Scope

In addition to defining asset service levels, the plan will:

- Provide a link to the total asset management system
- Determine future human resource requirements
- Determine future maintenance equipment requirements
- Provide greater accuracy in determining budgets
- Provide documented maintenance and service levels

Availability of the Plan

This plan is available at the following locations and may be viewed, free of charge, by the public during the hours of 8:30am to 5.00pm each working day.

BALLAN OFFICE

15 Stead Street
Ballan VIC 3342

DARLEY OFFICE

182 Halletts Way
Darley VIC 3340

The frequencies in the plan will also be available on Council's website www.moorabool.vic.gov.au

Glossary of Terms

TERM	DEFINITION
CBD and Precinct	High Use Commercial Town Centre areas
Commercial Area	School, retail and commercial areas
Gross Pollutant Trap	A pit/device to capture debris and litter within a stormwater drainage system.
Industrial Area	Industry and employment precincts
Kerb and Channel	A physical barrier, usually concrete, between the edge of pavement and naturestrip used to convey stormwater to the underground network.
Rural Township	Gordon, Mt Egerton, Blackwood, Myrniong, Elaine, Leigh Creek Wallace, Bungaree
Stormwater Drainage	Collection of pipes, pits, culverts and spoon drains to manage urban stormwater runoff.
Urban Residential Township	Bacchus Marsh, Maddingley , Darley, Ballan

MOORABOOL SHIRE'S ROADS, PATHWAYS & STORMWATER DRAINAGE SYSTEMS

As at 2015, Moorabool Shire provides a total road network of 1440km, being 150km of urban roads that may or may not contain kerb and channel. The total length of kerb and channel managed and maintained by the Council is approximately 240km.

The total footpath network is 145km in length, of which 2.5km is currently swept.

Council drainage network currently consists of approximately 5 Gross Pollutant Traps, in excess of 6500 pits and 200km of underground pipe drainage.

LEVELS OF SERVICE

Asset Groups

Asset groups have been aligned with Council's SCMMP and annual budgets:

ASSET GROUP	MAINTENANCE ACTIVITY
Roads	Street sweeping (kerb and channel)
Footpaths	Footpath sweeping
Stormwater Drainage Systems	Drainage infrastructure cleaning

Differing service frequencies based on hierarchies (within the asset group) have been devised to ensure that similar or like assets are provided with the specific maintenance that they require for sustainable service life and to meet the needs of the community.

For example, CBD and precincts is considered an asset category within footpaths as the service levels required to maintain these footpaths to an acceptable standard are somewhat higher than for the other footpaths as they are used more frequently by more people.

Classification of Service Areas

For the effective delivery of services to its residents, and to help inform the frequencies by which maintenance is undertaken, Moorabool Shire has classified areas according to a locality setting to determine the most appropriate level of service:

The classifications are as follows:

- CBD and precincts
- Rural townships
- Industrial areas
- Commercial areas
- Residential areas

Outcomes & Service Levels

A level of service is the defined service quality for a particular activity or service area against which the service performance can be measured. Levels of service typically relate to quality, reliability, responsiveness, accessibility and cost. Levels of Service must be meaningful and address the issues customers believe to be important. The levels of service in this plan have been developed from:

- The Council's goals and strategies
- Knowledge of key issues regarding road / footpath / drainage infrastructure
- Standards and legislative requirements
- Management of risk
- Available resources (funding levels, staffing, asset capacity)
- Customer expectations (based on customer requests, surveys, Councillor feedback etc.)

Ordinarily, the defined frequencies or intervention levels should be driven from a defined technical and community service level. A community service level can be measured by the number of customer requests or complaints and customer surveys. Technical service levels should be measurable such as size of pothole or length of grass. In terms of street sweeping however, it is hard to define a technical service level such as depth of silt, quantity of rubbish or number of leaves. Therefore, it is proposed to set programmed frequencies and gauge community feedback for future adjustments.

The table below outlines the desired outcome that is sought in developing the levels of service in relation to the cleaning of road, footpath and stormwater drainage assets.

CHARACTERISTIC	DESIRED OUTCOME
Aesthetics	Areas will be well maintained.
Safety	Areas will be safe and trafficable.
Cleanliness	Areas are kept neat and tidy, unrestricted by rubbish
Environmental	Minimisation of rubbish and loose litter entering waterways
Risk	Minimisation of drain blockages and localised flooding

Frequency: Street Sweeping (see Appendix B)

CATEGORY	LOCALITY	FREQUENCY
CBD and Precinct Area	Bacchus Marsh	3 times per week: <ul style="list-style-type: none"> ▪ Monday ▪ Wednesday ▪ Friday
CBD and Precinct Area	Ballan	Once per week: <ul style="list-style-type: none"> ▪ Tuesday
Rural Township	Gordon Mt Egerton Blackwood Myrniong Elaine Leigh Creek Wallace Bungaree	At least once every 12 weeks At least once every 12 weeks At least once every 12 weeks At least once every 12 weeks At least once every 12 weeks At least once every 12 weeks At least once every 12 weeks At least once every 12 weeks
Commercial Area 1	Bacchus Marsh Ballan	Twice per week N/A
Commercial Area 1	Bacchus Marsh Ballan	At least once every 2 weeks At least once every 2 weeks
Industrial Area	Bacchus Marsh Ballan	At least once every 4 weeks N/A
Residential Area	Bacchus Marsh Ballan	At least every 18 weeks At least every 18 weeks
Other Carparks	Bacchus Marsh Ballan	As required to address a safety hazard. As required to address a safety hazard.
Rural Intersections	Gravel / bitumen	As required to address a safety hazard.

Frequency: Footpath Sweeping (see Appendix C)

CATEGORY	LOCALITY	FREQUENCY
CBD and Precinct Area	Bacchus Marsh	3 times per week (March - May): <ul style="list-style-type: none"> ▪ Monday ▪ Wednesday ▪ Friday 2 times per week (June - February): <ul style="list-style-type: none"> ▪ Tuesday ▪ Friday
CBD and Precinct Area	Ballan	2 times per week: <ul style="list-style-type: none"> ▪ Tuesday ▪ Friday
Industrial Areas	Bacchus Marsh Ballan	As required to address a safety hazard. As required to address a safety hazard.
Residential Areas	Bacchus Marsh Ballan	As required to address a safety hazard. As required to address a safety hazard.

Frequency: Stormwater Drainage System (see Appendix D)

CATEGORY	LOCALITY	FREQUENCY
Gross Pollutant Traps	All areas	At least every 4 months
Road Reserve Pits	Bacchus Marsh Ballan Other areas	As required. As required. As required.
Easement Pits	Bacchus Marsh Ballan Other areas	As required. As required. As required.

There are known pits that require frequent inspection and cleaning to assist prevention of localised drainage issues. These pits will be scheduled for cleaning as required.

Key Stakeholders

The following key customer groups of the Moorabool Shire's roads, footpaths and drainage assets have been identified:

- Residents and ratepayers
- Road users
- Business owners
- Shire visitors

Customer Expectation

Council will monitor ongoing feedback from the community through its Customer Request Management System (CRMS) to assist in determining future levels of service for all assets.

Wherever practicable, input will be sought by way of stakeholder engagement. It is important that any decisions are made on the basis of what is deemed to be in the best interest of the community overall.

The Council consults on all significant projects and each year engages an independent consultant to undertake an annual community satisfaction survey to determine community views.

Level of Service Review

In reviewing the levels of service, the desired outcome is for Council to achieve a high level of satisfaction from the community for the service and cost that it provides. The services provided must be affordable and financially sustainable into the future.

The servicing goal is to provide a safe clean environment for pedestrians, residents and the general public through the provision of these cleansing services. As the focal point for commercial activities in Moorabool, the CBD areas not only receive the highest level of service for cleaning activities.

MANAGEMENT TACTICS

Operating & Maintenance Tactics

Programmed maintenance is carried out in Moorabool for the services of street sweeping, footpath sweeping and stormwater drainage system cleaning as per the tables above. Maintenance tasks are programmed in accordance with the set service standards, documented and then recorded in a data base. All activities are recorded and work orders generated for action within a works schedule.

Reactive maintenance tasks are primarily identified through customer requests and are documented in Council's CRMS. These tasks are assessed and responded to according to Council's service standards.

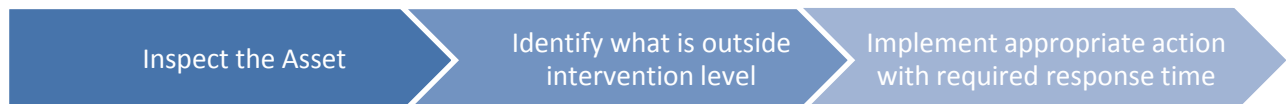
Council maintains a 24 hour callout service, and emergency issues that require the street sweeper can be actioned in relatively short timeframes assuming there are not multiple emergencies.

Maintenance budgets are fixed at the start of each year, and routine maintenance scheduled are adjusted depending on the amount of reactive or emergency maintenance required in any one year. The amount of emergency work required due to weather events will influence the quantity of routine maintenance work that is completed in any period.

Managing Risk

The Moorabool Shire has a risk policy and assessment framework based on AS/NZS ISO 31000:2009 to document known risks and develop management strategies to prioritise and mitigate risks for Council work activities and capital projects.

In the Road Management Plan, Council uses methodology that incorporates both reactive and programmed inspections and has documented inspection frequencies and response periods that are designed to minimise and manage the overall risk rating. To help mitigate risk to Council, there is generally a three step process in place as follows:



In terms of street cleaning services, the key steps will be defining the frequency, programming works and implementing works. Noting that there are approximately 227km of kerbed streets and 145km of footpath within the Shire, the risk assessment and responses have been developed on a broad scale. The

risk process takes into account incident history and severity, contributing factors, and resources available.

Events Beyond the Control of Council

Council will make every endeavour to meet all aspects of this plan. However, in the event of a natural disaster or multiple emergency events, as well as human factors (such as, but not limited to, lack of Council staff or qualified contractors) Council reserves the right to suspend compliance with this plan.

Once the events beyond the control of Council have abated, or if the events have partly abated, Council will reactivate the plan accordingly.

Emergency Response & Temporary Repair

Emergency response is works that need to be undertaken outside the routine works programs to ensure the safety of the public as a result of an emergency incident. Emergency works include traffic incident management, response to fires, floods, storms and chemical spillages, and assistance under the Municipal Emergency Management Plan.

Temporary works are undertaken to reduce the risk of an incident, until such time as routine maintenance can be completed. Response times and safety measures are determined based on the risk to safety and the type, volume and nature of asset usage.

REVIEWING THE PLAN

Plan Review

The SCMMP document is subject to a review every 4 years.

Delegation

The General Manager Infrastructure is empowered under delegation to amend any of the Appendices attached to this plan and to periodically change and update the registers. Reporting on the changes shall be in accordance with the powers of delegation.

APPENDICES

Appendix A Street Cleaning Management Process

A.1: Definition of Inspection Types

Asset inspections are divided into a number of types, as outlined within Council's Road Management Plan. Those inspection types are:

- Emergency
- Safety
- Maintenance
- Incident
- Risk/Defect
- Condition

A full description of the inspection types and response framework can be viewed in the Road Management Plan.

B.1: Street Cleaning Network (Bacchus Marsh)

B.2: Street Cleaning Network (Ballan)

C.1: Footpath Cleaning Network (Bacchus Marsh)

C.2: Footpath Cleaning Network (Ballan)

D.1: Stormwater/Drainage Cleaning Network (Bacchus Marsh)

D.2: Stormwater/Drainage Cleaning Network (Ballan)