

Appendix A – Routine Maintenance Levels of Service

Service Criteria	Defect Type	Description of Hazard	RESPONSE TIME ¹									
			Urban				Rural					
			LINK	COLLECTOR	ACCESS	LIMITED ACCESS	LINK	COLLECTOR	ACCESS	LIMITED ACCESS	FIRE ACCESS	
Road Surface (General)	Obstructions & substances in traffic lane	Any fallen trees, rubbish, waste material, foreign matter, oil spills and other slippery substances, animal carcasses or accumulation of granular materials on the traffic lane of sealed roads which may constitute a hazard.	2 hours			24 hours	4 hours			1 Week	12 months (Seasonal Works Only)	
Sealed Road Surface	Pot Holes	Where the pothole exceeds 25mm in depth and/or 300mm in diameter.	48 Hours	48 Hours	1 Week (48 hours for bus routes)	2 Weeks	48 Hours	48 Hours	1 Week (48 hours for bus routes)	Not Applicable		
	Rutting & Depressions	If the rutting/depression exceeds 25mm in depth under a 1.2 metre straight edge.	48 Hours	48 Hours	1 Week (48 hours for bus routes)	2 Weeks	48 Hours	48 Hours	1 Week (48 hours for bus routes)			
	Shoulders	When a 50 mm drop from the sealed pavement edge occurs for more than 20 metres in any 100 metres	48 Hours	48 Hours	1 Week (48 hours for bus routes)	2 Weeks	48 Hours	48 Hours	1 Week (48 hours for bus routes)			
Unsealed Road Surface	Pot Holes	When frequency of pot holes measuring 50mm or more in depth or 300mm or more across in any direction is equal to or greater than a concentration of 7 or more potholes in any 100 square metres of surface area.	Not Applicable			12 months ³	1 week	2 weeks (1 week for bus routes)	4 weeks (1 week for bus routes)	12 months ³		
	Rutting	When frequency of rutting of 50mm depth or more is equal to or greater than a concentration of rutting of 30 square metres or more in any area of 100 square metres of surface area.					4 weeks (1 week for bus routes)	1 week	2 weeks (1 week for bus routes)			4 weeks (1 week for bus routes)
	Corrugations	When frequency of corrugations measuring 30mm or more in depth is equal to or more than a concentration of corrugations of a 30 metre length of any 100-metre section of road.					4 weeks (1 week for bus routes)	1 week	2 weeks (1 week for bus routes)			4 weeks (1 week for bus routes)
	Surface Scour	Transverse and longitudinal scouring to depth of 50mm or more having a length of 30 metres or more in any 100 metre section of road.					4 weeks (1 week for bus routes)	1 week	2 weeks (1 week for bus routes)			4 weeks (1 week for bus routes)
	Loose Material	Build up of loose material exceeding 100mm. depth or covering an area of 100 square metres or more and averaging a depth of 50mm. or more over the area.					4 weeks (1 week for bus routes)	1 week	2 weeks (1 week for bus routes)			4 weeks (1 week for bus routes)
	Coarse Surface	More than 125 square metres in any 1000 square metres section of road which has material more than 40mm in size penetrating the surface by more than 30mm.					4 weeks (1 week for bus routes)	1 week	2 weeks (1 week for bus routes)			4 weeks (1 week for bus routes)
Drainage	Side entry pits, culverts, table drains (cut off/run off) and open drains (constructed)	Culvert, pit or waterway obstructed causing significant ponding to occur which is likely to constitute a hazard.	2 hours			24 hours	4 hours			1 week		
	Drainage Pit (Lids/Surrounds)	Drainage pit lid and/or surround damaged and/or missing in pedestrian areas or traffic lanes	48 hours				n/a					

Signs & Delineation	Signage (Regulatory, Safety & fire plug markings)	Sign is missing, poorly located or damaged to an extent that makes it substantially ineffective.	48 Hours	48 Hours	1 Week (48 hours for bus routes)	12 months	48 Hours	48 Hours	1 Week (48 hours for bus routes)	12 months	12 months (Seasonal works only)
	Guide Posts	Missing or damaged guide posts at a critical location ² making them substantially ineffective.	48 Hours	48 Hours	1 Week (48 hours for bus routes)		48 Hours	48 Hours	1 Week (48 hours for bus routes)		
	Line-marking	Linemarking illegible or confusing at a critical location ² .	4 weeks	6 weeks	3 months		4 weeks	6 weeks	3 months		
Vegetation	Tree Clearance over roadways	Clearances for overhanging branches or limbs within an envelope from the back of shoulder and/or kerb and a minimum of 3m height clearance over pavement and the trafficable portion of shoulders.	48 hours	1 week	2 weeks (1 week for bus routes)	12 months	1 week	2 weeks (1 week for bus routes)	4 weeks (1 week for bus routes)	12 months	12 months (Seasonal works only)
	Roadside Vegetation	Vegetation that restricts design site distance to intersections or restricts viewing of regulatory or safety signs ³	48 hours	1 week	2 weeks (1 week for bus routes)		1 week	2 weeks (1 week for bus routes)	4 weeks (1 week for bus routes)		
Roadside Structures	Guardrail	Guardrail damaged at a critical location ² .	24 hours			n/a	48 hours			n/a	
	Utility access pits (lids & surrounds)	Pit lid and/or surround damaged and/or missing	Notify Appropriate Service Provider within 24 hours						n/a		
Bridges	Structural damage	Damage affecting structural performance	2 hours			n/a	4 hours			n/a	

Service Criteria	Defect Type	Description of Hazard	RESPONSE TIME		
			Footpath Classification		
			HIGH TRAFFIC	MEDIUM TRAFFIC	LOW TRAFFIC
Footpaths and constructed walking tracks	Trip hazards	Vertical level differential (including rutting, scouring & depressions) greater than 30 mm in height. Crack width greater than 30 mm. Loose material & debris greater than 30mm in depth.			
	Tree Clearance over pedestrian paths	Vegetation which presents a physical hazard to the public intruding into a clearance envelope between the edges of path and a minimum of 2.5m height clearance over path (includes weeds and tree roots along edges and within a real extent of footpath/track)	48 hours	1 week	2 weeks

A hazard, for the purposes of these maintenance standards, is a defect that may cause a driver or pedestrian to take evasive action, or lose control potentially leading to an injury crash.

A "Safety Sign" is a road sign that provides the driver with advice on the safe use of the road.

¹ The response time is measured from the time the hazard is noticed by, or notified to, Council. The nominated time is not precise. A 10% margin is allowable. Where, because of the nature of the repair required, level of resources required or

² A critical location is a location where the road alignment and/or pavement width and/or geometry are identified by additional markings or furniture to guide the travelling public.

³ Defect types and response times do not apply to roads that are unformed and lack suitable pavement material (eg. earth road/track)