

Roads, drains and footpath maintenance process



Council has a large inventory of roads, drains and footpath/cycleway assets. These assets are regularly inspected in accordance with a proactive inspection programme.

Each individual asset (for example, a section of footpath) is inspected to determine if there are any defects that require maintenance work.

The frequency of inspection varies from three to 12 months depending on the function and usage of the asset. For example, higher traffic volume roads are inspected more frequently.

A defect is identified for maintenance (repair or replacement) if the defect severity meets or exceeds an assigned intervention level.

The assigned “intervention level” is the level of damage or deterioration of the asset that warrants maintenance work being undertaken. Examples of assigned intervention levels are as follows:

- **Footpath trip hazard** – displacement/lip is greater than 20mm
- **Bitumen surface pothole**

– greater than 75mm depth or greater than 300mm in size

- **Shoulder drop-off from edge of bitumen** – drop-off depth is greater than 75mm.

An intervention level is assigned so that there is a consistent approach to maintenance works across the region and so that the highest priority defects are actioned; noting that maintenance funding is limited.

Customer requests for maintenance are also assessed and prioritised for maintenance work.

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The assessment process considers whether or not the defect meets an assigned intervention level and assigns a priority, taking into account factors such as safety for asset users and the severity of the defect.

The assigned priority influences the response time to complete the required maintenance work.

The assigned response time is dependent on the function of the asset, the volume of traffic using the asset and the severity or extent of damage or deterioration of the asset.

High priority defects are actioned in a shorter response time, for example, where there is danger of injury to asset users.

Examples of our response times are as follows:

Removal of spillage on roads where dangerous

1 day

Removal of offensive graffiti

1 day

Footpath trip hazard repair

30 days

Bitumen surface pothole repair

30 days

The assigned intervention levels and response times are influenced by the level of funding allocated to maintenance operations.



That is, there is a limit to the available funding; this impacts on resource levels and hence our ability to respond. Our objective is to provide the best value for money outcomes using the limited available funding.

Contact is made with the customer when:

- Further details of the request or location of the request are required
- When the reported defect does not meet the intervention level;

to detail and explain why no action will be undertaken

- When the maintenance work is not able to be actioned within the assigned response time.

For more information phone council on 1300 MACKAY (1300 622 529) or visit the website mackay.qld.gov.au