



# Asset Management Plan

## Attachment 4

### Levels of Service

Key Performance Indicators		Road Pavement, Footpath, Kerb and Channel, Rights of Way				
	Level of Service	Performance Measurement Process	Target Performance	Current Performance	Actions to meet performance target	Resources Required
Legislative Compliance	To ensure the road infrastructure network complies with relevant Acts and legislative requirements.	All Capital Works meet current legislative requirements where possible and will be monitored through the sign-off process.	100 % of all completed works that can meet requirements will meet requirements.	To be measured	Develop audit process for compliance	
Safety	The Provision of a safe & functional road infrastructure network that meets the required safety limits.	<p>Full city drive through condition survey annually</p> <p>Drive through safety inspection every 6 weeks</p> <p>Footpath safety foot patrol every 2 years</p> <p>Footpath high pedestrian areas 3 times per year</p> <p>Rights of Way drive through condition survey annually</p>	100% of inspections carried out	To be measured	<p>Measure and record performance.</p> <p>Implement revised inspection program</p> <p>Implement revised works program</p>	Within current resources
Customer Satisfaction	To have a road infrastructure network that provides the community, visitors and commerce with ready and safe access to required destinations	Conduct annual customer surveys.	60% (overall) satisfaction with road infrastructure network.		From Community Satisfaction Survey 2003:	
Condition	Average condition of the components of the road network has a MASS condition rating score above 80	<p>Condition assessment of 100% of road network every 4 years.</p> <p>Undertake annual modelling of road condition</p>	Average condition of road network = 80 based on road category	<p>80 Road Pavement</p> <p>83 Kerb and Channel</p> <p>83 Footpath</p>		
Responsiveness	All work is completed with agreed timeframes depending on task and rating.	<p>Rating 1 respond to request within 24 hours and make safe as soon as practical. Repair within 7 workdays.</p> <p>Rating 2 respond to request within 24 hours and make safe as soon as practical. Repair within 6 months.</p> <p>Rating 3 respond to request within 24 hours and make safe as soon as practical. Repair within 6 - 18 months depending on risk assessment.</p> <p>Rating 4 respond to request within 10 workdays, prioritise and program work annually depending on condition rating and availability of resources.</p>	60% of work identified completed within designated response times for first 2 years	To be measured		

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Key Performance Indicator Drainage	Level of Service Drainage	Performance Measurement Process	Target Performance	Current Performance	Actions to meet performance target	Resources
<i>Safety</i>	Maintain a duty of care for public safety and property protection in accordance with relevant legislation.	Periodic safety and hazard identification audit, document and Track events for drainage assets other than pipes.	100% of hazards identified actioned or programmed	To be measured	Hazards to be inspected and actions identified in accordance with time frames specified in the Service agreement.	
<i>Maintenance</i>	To ensure stormwater assets undergo appropriate maintenance to minimise disruptions to service delivery	Random inspection of previously cleaned pits at key seasonal times during the year.	95% of a sample of pits recently cleaned to be free from debris	To be measured		
<i>Design and Capacity</i>	New stormwater drainage pipes are designed for a one in 5 year storm event	Checking of Engineering plans	95% target level	To be measured		Maintain current resource levels