

Councillor Question Time – answers to questions taken on notice*

Cr Simic stated that members of the public have contacted him with complaints and issues regarding the footpath near their homes and dwellings and after experiencing some frustration waiting for Council's processes to provide a response to their requests. These requests include issues regarding damaged sections of path, pot holes and other issues. On average how long does it take for us to respond to foot path issues from the community?

If required, how are decisions made regarding which section of footpath is upgraded and where upgrades will take place?

Cr Simic

Response

When a member of the public contacts council regarding a footpath/pothole issue, the procedure is for it to be immediately logged into Council's customer request management system with a specific case number. The case is then transferred to the infrastructure maintenance area for review, site investigation and programming of repairs with our road contractors. If the case is reviewed as needing immediate attention, the response is within 2 hours to make the site safe. For other non-immediate cases, a response is usually made within 5 days, which would involve assessing the site, determining repairs required and programming. Programming of the repair works with our contractors are prioritised on a number of factors such as safety, location, permits required, scope, traffic conditions, cost and complexity, and most works are programmed to be completed over a 1 to 3 month timeframe.

Often, minor maintenance is required to address an issue. It is also possible that no action will be recommended. Intervention levels for our footpaths and roads are determined through Councils Road Management Plan (June 2017) which are administered through the Fulton Hogan Road Services Contract. Changes to service levels (intervention levels) can be made through changes to the Road Management Plan, endorsed by Council. Changes in service levels do come with a cost to council and this needs to be weighed up against possible increased satisfaction levels in the community.

**Note: answers to any questions in Councillor Question Time which were answered at the meeting are included in the minutes of that meeting.*