

Attachment 9

Works Order System

Council has implemented a Works Order System to manage maintenance works undertaken on Council's road and road-related assets. The system has been designed to process all reactive maintenance activities and inspection regimes as defined in the Road Maintenance Management Plan (RMMP) (**Attachment 4**).

Council's Works Order System incorporates a direct link to its Customer Response System (CRS) - Pathway, enabling all relevant enquiries to be identified by the Operations Centre. Using an SQL back end, the Work Order System allows tracking of all identified maintenance issues from the moment the issue is received through to completion of individual tasks. It also has the capacity to record and report histories against individual tasks and assets.

The system will measure Council's ability to meet the maintenance service levels set out in the RMMP and track maintenance activities and costs against each road asset. This will provide Council with an opportunity to identify efficiency gains in the management of its road and road-related assets.

The process chart on the following page shows how the Works Order System is used to record reactive maintenance activities undertaken in response to:

- i) customer requests for repair of a road asset (external customers including after hours call outs);
- ii) Council officer requests for maintenance intervention (internal customers);
- iii) defects identified by maintenance crews, including contractors, undertaking other maintenance activities within the Municipality (ad-hoc inspections); and
- iv) defects identified by routine hazard inspections.

Traffic is managed at Council worksites in accordance with Ministerial Code of Practice for Worksite Safety – Traffic Management (Dec. 2004) and the Knox Worksite Traffic Management Handbook.



