

YOUR ROADS

2017/18

Important information
for local residents.



Hello and welcome to *Your Roads*

Welcome to the third edition of *Your Roads*, our special annual update on what's happening with local roads.

Inside *Your Roads* we provide information on roads scheduled for repair in the next financial year, how we performed in the last financial year and other items of interest. Of course, this year, the March flood has had a big impact and we also talk more about this (see right).

One piece of good news is that our regular roadworks schedule will not be affected by the flood as the NSW Government requires all flood repairs to be undertaken by contractors. This means our staff can get on with our regular schedule and we won't fall behind. This is a win-win for residents.

In this publication we also like to shine a spotlight on members of our roads crew – the people on the ground who have the hot and dusty job of actually fixing our roads.

These people are locals who are passionate about what they do. Unfortunately, they often cop a fair bit of flak out there in the field.

It is important to recognise these are ordinary people doing their best. If you want to blame someone for a bad road, write a letter, email or call Council and give the powers that be a piece of your mind. But please don't take it out on the workers at the end of a shovel or a stop sign.

In the 2017/18 financial year, Council's budget includes approximately \$17 million for road-related works including repairs and maintenance, as well as things like roadside slashing, signage, bus shelters etc. We are also likely to receive another \$10 million in grants for extra jobs such as Black Spot-funded works in areas with a high traffic accident history and RMS works on state roads such as the Bruxner Highway and Bangalow Road.

One of the key things we would like people to understand is we are not sitting on our hands.

We have some serious funding problems (see our SRV story bottom right) but it doesn't mean we can't improve our practices. We are coming up with better ways to fix potholes, more effective road treatments and, as we've talked about in the past, we're now focused on waterproofing roads and fixing them BEFORE they fail so it costs ratepayers less.

Despite the flood, which has left the road network in a mess, in general terms we are repairing roads more effectively and over time residents will see an improvement.

Thank you for reading *Your Roads* – we hope you find it interesting!

Josh Tynan

Josh Tynan is a 27-year-old skilled labourer and part of our asphalt hotmix crew – the team that does urban and rural heavy pothole patching.

The Lismore local said he's never patched as many potholes as he has since March.

"We've been flat out," Josh said.

"We can slowly see ourselves getting on top of things, but it's been crazy and there's still a lot to do out there, particularly on some of the smaller rural roads. We are definitely making good progress though."

Josh said he likes working for Council, although on a 40-plus

degree day, being part of the hotmix crew is a pretty tough gig.

"I really like the variety – we're not a stationary crew working on one job site for weeks and months on end," Josh said. "We get to move around a lot from border to border, and sometimes we double as a maintenance crew, so we get call outs to all sorts of interesting jobs."



Patience urged as flood repairs will take years

Council is urging patience from residents as road damage caused by the March flood could still take months or even years to repair.

Council estimates more than \$30 million worth of damage, from major landslips and culvert washouts in some areas to more minor road repairs including heavy pothole patching and drainage repairs right across the road network. Council has more than 1200km of roads to look after and the repairs that are needed post-flood are very extensive.

Council has made a two-stage natural disaster application to the NSW Government: stage one for immediate rural roads with significant damage and stage two for all other repairs across the road network.

The NSW Government has approved funding of the first claim for eight priority roads that still have major landslips or culvert collapses (see list top right). It is hoped permanent repair work can begin on these roads within the next month or two, and we aim to have all these roads fixed by the end of 2018. We realise it has already been a long wait for rural residents, but after a natural disaster the process to obtain funding and commence work is lengthy. We are working as fast as we can to get the job done.

The NSW Government has approved our natural disaster claim for works on these roads. Geotechnical investigations have been done and designs are now underway.

- Boatharbour Road
- Keerrong Road (x2)
- Koonorigan Road (x2)
- Oakey Creek Road
- Caniaba Road
- Terania Creek Road (x4)
- Mountain Top Road (x2)
- Tuntable Creek Road

Council is still awaiting approval from the NSW Government for the second stage of the flood disaster claim. It is currently under consideration and we hope to have an answer by the end of August so we can commence the process of engaging contractors to undertake the works.

Once it kicks off, this job will be huge as it covers flood-affected roads right across the Lismore Local Government Area (LGA), and we anticipate it will take at least two years to complete all necessary works.

Under the Commonwealth-State National Disaster Relief and Recovery Arrangements (NDRRA), flood repairs are required to be undertaken by contractors. While this may sound strange, the system does mean Council can continue its normal roadworks program so other roads don't miss out while the flood repairs take place.

Council has focused on emergency repairs and heavy patching since the flood to provide some relief on the worst-affected roads, but the job is enormous. Once the natural disaster funding comes through, residents will see a hive of activity across the LGA as contractors get to work.

We will place a schedule of flood repairs and timelines on our website at www.lismore.nsw.gov.au as this information becomes available.

Roads Review progress report

Since our last edition of *Your Roads*, Council has invested substantial effort into addressing the issues raised in our Roads Services Review.

The review, held 12 months ago, highlighted that we needed to be more efficient and accountable, as well as work on our management and culture to ensure we've got happy and productive workers.

Developing a set of Key Performance Indicators has been a huge focus over the last year. These include quantity-based and service-based metrics to measure our performance (such as how much work is done, and how satisfied our customers are).

We want hard data so our community can see how well we are performing. In 12 months' time, we will be able to report on these metrics.

Some of our other wins include:

- Changes to the recruitment process to reduce formal interviews. Instead we look for ability and effective interactions with other staff. This helps us find well-rounded candidates with a good attitude.
- Updating the design process to ensure greater involvement of construction staff – the people on the ground – in the design of roads. This reduces problems down the track and gets a better design right from the start.
- Introducing a project management-based approach to construction projects. Regular reporting is required and this delivers benefits in terms of budget and timeline accountability.
- Undertaking frontline leadership training for all supervisory staff to address workforce culture issues. This training has helped people to have frank but constructive discussions and bring long-held issues to light.
- Adopting a new staffing structure and rebranding the roads department to Civic Services.

Our staff must be congratulated for their open and constructive approach to the review. It hasn't been easy but it has given us insight into the great staff we do have and their own readiness for change and improvement.

We will report back in future editions of *Your Roads* on further progress.

2016/17 Roadworks Scorecard

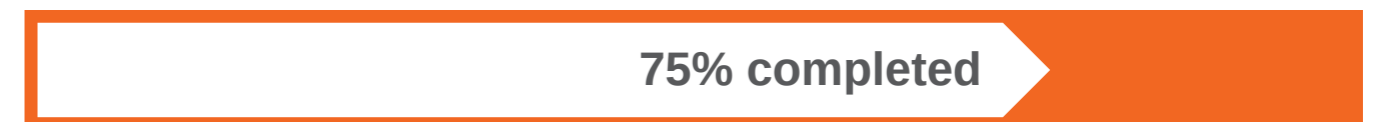
This scorecard shows how well we did in delivering what we said we would. Last year we had some problems... anything below 90% on the scorecard is considered not good enough.

Rehabilitation Program



All projects were completed except one on Zadoc Street (intersection of Keen Street). This was postponed as the project could qualify for grant funding. If successful, we can spend Council funds on another project. We will proceed with this work as soon as we know the outcome.

Resurfacing Program



This is not a great score admittedly, but we are confident we can catch up by the end of June next year.

In explanation, the resurfacing program is made up of two stages: stage one is preparation (filling potholes, levelling out the existing surface etc.) and stage two is the actual resurface (spraying bitumen and spreading aggregate over the existing surface).

The wet start to 2017, followed by a moderate flood in early March and the major flood a few weeks later, meant that the window for the resurfacing component of the program was drastically reduced. Resurfacing is reliant on the road being dry, and road surface temperatures being warm enough, so by April each year, our resurfacing window closes until spring. The wet weather and the flood meant we simply didn't get all our resurfacing done.

This winter we have tried to get extra preparation done for next year's resurfacing program. When the weather warms up, we will kick off a huge resurfacing schedule and hopefully be back on track by 30 June 2018.

We will report back next year on progress. Here's hoping for dry weather.

Special Rate Variation for roads on the horizon

It is no secret that many of the roads in our Lismore Local Government Area are in poor condition. And they are not getting any better.

Council has a backlog of around \$87 million worth of road repairs and we are not alone. It is a problem common to NSW councils and there is no quick fix. No extra funding is available from other tiers of government to deal with this backlog, so it is up to individual councils to try and manage the problem.

Perhaps even more worrying is that the road network is in decline. If we continue with our current rate of spending, over time our roads will deteriorate. This is not acceptable, as Council has a responsibility to provide services for people now as well as future generations. This is often referred to as 'intergenerational equity'.

Our community satisfaction surveys consistently tell us that maintaining roads has the highest level of importance yet the lowest level of satisfaction among all the services we provide. People want us to fix the roads.

There is no magic wand for the backlog of road repairs. But we do recognise that roads are important and essential to all ratepayers, so our goal is to ensure we have satisfactory roads and we are maintaining them at a rate of 100%. That requires more revenue and this is why a Special Rate Variation (SRV) is proposed.

Council is proposing a \$3 million SRV that would take effect from 1 July 2019. This money could not be spent on anything else – it would be solely spent maintaining our sealed and unsealed road network.

The proposed SRV equates to a rate increase of 12.4%. While that sounds like a lot, among our 18,000-odd ratepayers, it actually works out at less than a cup of coffee a week.

This money will be used to bring our roads up to a satisfactory condition and maintain them at that level. Satisfactory essentially means you can

comfortably drive on the road at the posted speed limit. Potholes will still occur – it is a reality of living in a high rainfall area – but we will fix them faster and overall we will have a better standard of roads.

It is really important that Council manages this challenge. We don't want our kids and grandkids to suffer because we did not address the problem at hand.

Before Council can apply for the Special Rate Variation, residents get to have their say.

Council will consult with the community prior to making an application to the Independent Pricing & Regulatory Tribunal (IPART), and this will begin in late 2018. We will ask people if they believe a Special Rate Variation is a good idea and seek community feedback.

More information about the Special Rate Variation can be found in our strategic plans at www.lismore.nsw.gov.au.



Fast Facts

Length of Lismore LGA road network:
1200km (780km bitumen/420km gravel)

Potholes filled in the last 12 months:
40,907

Average cost to fix one kilometre of sealed road:
\$56,000 (resurfacing) and \$1 million (rehabilitation)

Average cost to grade one kilometre of gravel road:
\$3000

Average kilometres of sealed road fixed each year:
89km (resurfacing) and 5km (rehabilitation)

Average kilometres of gravel road graded each year:
345km (Note: not all roads are graded at the same frequency. Please see our 'Gravel roads schedule' overleaf for more info.)

2017/18 Sealed Roads Rehabilitation Program

Rehabilitation of a road involves fixing specific major failures, taking the old bitumen off the top, adding and mixing gravel to the existing gravel (and sometimes adding cement or lime to strengthen the road) and then sealing the surface with bitumen/asphalt to waterproof it and provide a smooth driving surface.

Rehabilitation works being undertaken in the next 12 months are:

Road	Length Of Work
Broadwater Road	From Plenkovich Road (near Broadwater Bridge) to 1km west
Conway Street	From Keen Street to Molesworth Street
Dunoon Road	From Cusack Road to Pagottos Ridge Road
Keen Street	Conway Street to Magellan Street
Kyogle Road	From Rosehill Road to 800m east
Molesworth Street	From Conway Street to Magellan Street
Wilson Street	From Casino Street to Robert White Bridge
Wyrallah Road	From Oliver Street to Rosedale Square
Wyrallah Road	From Sheehan Road to 1km north

2017/18 Sealed Roads Resurfacing Program

Resurfacing means patching a road and putting a new bitumen seal over the existing road. Keeping the road surface in good condition keeps out water and helps it last longer.

Resurfacing works being undertaken in the next 12 months are as follows. Non-urban works will be concentrated in the northern half of the Local Government Area (LGA) as we focused on the southern half of the LGA last year.

Road	Length Of Work
Basil Road	From Anderson Road to 970m north
Beaumont Drive	From Denbos Crescent to dead end
Belleridge Road	From Cecil Street to dead end

Blue Knob Road	Seven sections: a total of 2.9km
Booerie Creek Road	From Nimbin Road to 1.5km north
Brewster Street	From Ballina Road to Ewing Street
Broadwater Road	Four sections: a total of 2.4km
Cambrian Street	From Molesworth Street to dead end
Caniaba Road	Nine sections: a total of 5.1km
Casino Street	From Union Street to Ona Street
Cecil Street	Four sections: a total of 1.5km
Clarice Street	From Cottee Street to Avondale Avenue
Cochran Place	From Cochran Street to dead end
Colleen Place	From Elizabeth Street to dead end
Conte Street	From Wyrallah Road to Pollard Place
County Lane	From Eggins Lane to Carrington Street
Crofton Road	Seven sections: a total of 2.5km
Cullen Street	From Sibley Street to Blue Knob Road
Cusack Road	From Dunoon Road to change of seal
Dougan Road	From Caniaba Road to private property
Durheim Road	From Skyline Road to Wyrallah Road
Gail Place	From College Street to dead end
Gungas Road	500m of resurfacing north of Anderson Road
John Street	From Keen Street to Elgas depot
Johnson Street	From Tunstall Street to private property
Keen Street	Eight sections: a total of 2.2km
Keerrong Road	Three sections: a total of 1.5km
Kilgin Road	14 sections: a total of 7.1km
Koonorigan Road	17 sections: a total of 8.3km
Krauss Avenue	Four sections: a total of 1.2km

Larkin Lane	From Dawson Street to Keen Street
Laurel Avenue	From Diadem Street to Brewster Street
Magellan Street	From Dawson Street to Cathcart Street
Martin Road	Six sections: a total of 2.4km
McKenzie Street	From Crescent Street to Hurley Street
Mill Street	From Standing Street to end
Minshul Crescent	From Dunoon Road to dead end
Mountain View Drive	From Gallagher Drive to Trinity Drive
New England Lane	From Carrington Street to dead end
Nimbin Street	From change of seal to Roach Street
Oakland Road	1km section west of Wyrallah Road
Orion Street	From Hindmarsh Street to Bent Street
Panorama Road	From Cathcart Street to dead end
Pinchin Road	Three sections: a total of 1.5km
Pollard Place	From Conte Street to dead end
Quilty Road	Two sections: a total of 1km
Renwick Street	From High Street to Milton Street
Roach Street	From Nimbin Street to The Channon Road
Shepherd Lane	From Hunter Street to Diadem Street
Shipway Road	Full length
Sibley Street	From Cullen Street to Alternative Way
Silky Oak Drive	From Thorburn Street to dead end
Standing Street	From Channon Street to change of seal
Stocks Street	From Esmonde Street to Dalley Street
Swift Road	From Nimbin Road to change of seal
Tareeda Way	From Alternative Way to dead end
Taylor Street	From service lane to change of seal

Terania Creek Road	Six sections: a total of 2.4km
Terania Street (The Channon)	From The Channon Road to dead end
Thorburn Street	From Sibley Street to bridge abutment
Three Chain Road	From Caniaba Street to change of seal
Trevan Road	From Gundurimba Road to dead end
Tucki Road	From Wyrallah Road to Robson Road
Tunstall Street	From Bruxner Highway to Johnson Street
Tunable Creek Road	20 sections: a total of 11km
Tunable Falls Road	Four sections: a total of 2km
Tweed Street	From Crane Street to Terania Street
Whian Whian Road	Four sections: a total of 2.2km
Winterton Parade	From Alexandra Parade to Woodlawn Road
Woodlawn Road	Seven sections: a total of 3.2km
Wyrallah Road	From Rosedale Square to Skyline Road

Gravel roads schedule

Unfortunately due to lack of space, we cannot place the entire gravel maintenance schedule in *Your Roads*. You can find a three-monthly gravel maintenance schedule on our website at www.lismore.nsw.gov.au. It is updated every 12 weeks.

We group our gravel roads into two classifications – Class A and B – to determine how often we grade them. The class of road is determined by how many people drive on the road. If it's a major road with high traffic volumes and school bus routes, then it would be a Class A road. If it's an access road servicing only a few homes, it would be a Class B road.

Class A roads receive a maintenance grade once every year, while Class B roads are graded once every two years.

Top of his grade...



Ian ‘Smokey’ Bryant said the March flood is the worst he has seen in Lismore, and says it could be a long time before our gravel roads recover.

Smokey is a maintenance grader operator and has been with Council for three years. He was born in Lismore and grew up in Urbenville, but then travelled Australia working with private contractors and organisations from State Forests to Ballina Shire Council.

He settled back in Lismore with his three children about seven years ago, and said not in all his time here, including 1974, has he seen a flood cause so much damage.

“It was devastating, and I can tell you now we have a very long way to recovery,” he said.

“Some roads actually look like they are not affected at all, but others were almost completely washed away.”

Flood-damaged gravel roads are part of Council’s current natural disaster claim to the NSW Government, and we are hopeful that flood repairs can begin within the next three months. However, even this funding will only bring these roads back to their pre-flood condition.

Council struggles to maintain gravel roads and staff like Smokey are flat strap with a hefty schedule, trying to get around the 420 kilometres of gravel roads before they degrade.

He said in recent years he has seen a culture shift in Council management, with more efficient scheduling in place and a new approach that looks at how to keep every road in the best condition possible.

“Sometimes we only just make it back to roads before they are fully degraded, but that’s the reality of the resources we have,” he said.

“These days there is recognition we can use better techniques to give the roads a longer life. For instance, instead of leaving flat roads where water can pool, we now take the time to crown each road so the water can run off.

“... instead of leaving flat roads where water can pool, we now take the time to crown each road so the water can run off.”

“I think the bosses deserve a pat on the back – they have put a lot of heart and soul into what we are doing and making sure we are giving ratepayers the best bang for their buck.”

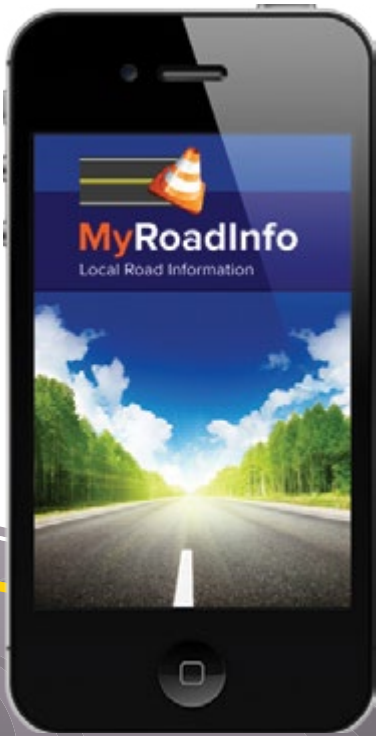
Smokey said he loves his job with Council as he works with a good team and has the freedom to get out into the countryside.

“I love being out in the bush and working one end of the Council area to the other, plus I get to work with an excellent crew of people,” he said.

“It’s great being able to travel right around the district for work. It’s absolutely beautiful, and I get to meet a bunch of great people and interesting characters.”

We hope **Your Roads** has provided some useful and interesting information.

To view the latest major works coming up as well as the gravel maintenance schedule, go to www.lismore.nsw.gov.au.



For information on delays and road closures caused by roadworks, accidents or floods, download our free MyRoadInfo app from the App Store or Google Play Store, or visit www.myroadinfo.com.au.

Report a pothole

Phone 1300 87 83 87 or click on Report a Problem at www.lismore.nsw.gov.au.

