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Please Quote: VRPC006663
(File No: PC023256)

Ms Kate Doherty
Coroners Registrar
Coroners Court of Victoria
65 Kavanagh Street
SOUTHBANK VIC 3006

Dear Ms Doherty

INVESTIGATION INTO THE DEATH OF DIANNE W MACINTYRE

I refer to your letter dated 22 January 2015, attaching the finding and recommendation made by Coroner Olle, into the death of Dianne Willma Macintyre – Court reference: COR 2012 001909.

Before addressing the recommendation, I would like to extend my and VicRoads' sympathy to Ms Macintyre's family and friends.

VicRoads is responsible for 22,500 kilometres of freeways and arterial roads, and maintains this road network within a budget, and prioritises expenditure based on identified need.

Although the primary policy that guides VicRoads' inspection and maintenance regime is the Road Management Plan (RMP) made under the *Road Management Act 2004*, VicRoads has recognised the need for a more flexible management approach, and has developed and applies the *Managing Pavements in Poor Condition* policy.

The RMP covers each freeway and arterial road for which VicRoads is responsible. Each road is designated in a category, and the inspection and maintenance levels are assigned based on the category. In addition, the RMP defines hazards, defects and intervention levels. The intervention levels and response times for potholes designated in the RMP are intended to address higher risk hazards.

For lower risk hazards, VicRoads' routine maintenance contract requirements offer more detailed guidance on response times for potholes than those identified in the RMP. For example, potholes less than 100mm depth, regardless of size, trigger different response times, which vary between 48 hours and 4 weeks, depending on the road category. A copy of this section of the contract is attached for your information.



The *Managing Pavements in Poor Condition* policy is a principles-based policy which provides greater direction for managing pavements in poor condition. The road safety principles defined in the policy require mitigation measures to be implemented where a practitioner identifies that the condition of the pavement may pose a risk to road users, regardless of intervention levels. Mitigation measures may include pavement remediation, road closure/diversion, speed reductions and/or warning signage.

VicRoads is further developing its *Managing Pavements in Poor Condition* policy. The policy is expected to be finalised in late 2015, following further consultation.

VicRoads is of the belief that a principles based management approach supporting its Road Management Plan will provide a better outcome, as opposed to a rules based approach.

Should you require further information, Ms Helen Lindner, VicRoads' Acting Director Network Policy and Standards (Tel: 9854 2015), would be pleased to assist.

Yours sincerely

A handwritten signature in black ink, appearing to read 'John Merritt', with a stylized flourish at the end.

JOHN MERRITT
CHIEF EXECUTIVE

16 / 06 / 2015

Attach.

PART 750.H - RESPONSE TO DEFECTS

750.H01 ROUTINE MAINTENANCE INTERVENTION CRITERIA AND RESPONSE

Intervention Criteria and responses are defined according to the Road Maintenance Category (RMC) with response and physical criteria specified for each category. The Intervention Criteria and Response for each Standard Job and Road Maintenance Category (RMC) are detailed in Table 750.H011, together with the method of payment for the relevant works.

Table 750.H011 - Routine Maintenance Intervention Criteria, Response Period and Payment Method

Standard Job Description	RMC	Intervention Criteria	Response	Payment
RM100 SEALED PAVEMENT				
RM111 POTHOLE PATCHING Repair of failed pavement areas which have resulted in holes (potholes), using appropriate materials to repair the potholes and restore the riding surface to a smooth condition.	All	(A) When potholes in traffic lane of a sealed pavement greater than 300 mm in diameter and greater than 80 mm deep, measured under a 1.2 m straightedge. (B) All potholes less than 300 mm in diameter, or all potholes greater than 300 mm and less than 80 mm deep, measured under a 1.2 m straightedge.	Hazard H111: Respond in accordance with Table 750.B022 Rectify within Contractors routine timeframes.	Routine Maintenance
	1 and 2	(C) All potholes greater than 300 mm in diameter and greater than 30 mm deep, measured under a 1.2 m straightedge.	Rectify within 48 hours	
	3		Rectify within 7 days	
	4		Rectify within 2 weeks	
	5		Rectify within 4 weeks	
RM112 REGULATION OF WHEEL RUTS OR DEPRESSIONS Application of a levelling course of bituminous materials to depressed or rutted areas of pavement to restore the pavement surface to a smooth condition. Wheel Ruts measured under a 1.2m straightedge. Depressions measured under a 3m straightedge.	All	(A) When deformations greater than 100 mm deep, measured under a 3 m straight edge. (B) All wheel ruts and depressions less than 2 m ² and greater than 30mm deep. (C) All wheel ruts and depressions less than 2m ² and greater than 50mm deep.	Hazard H112: Respond in accordance with Table 750.B022 Rectify within 4 weeks Rectify within 8 weeks	Routine Maintenance
	1, 2 and 3	(D) All wheel ruts or depressions greater than 2m ² and greater than 30mm deep.		
	4 and 5	(E) All wheel ruts or depressions greater than 2m ² and greater than 50mm deep.		Provisional Quantity