

PUBLIC



PREVENTATIVE REACTIVE MAINTENANCE MANUAL

March 2020

AN ELEMENT OF THE HIGHWAY INFRASTRUCTURE
ASSET MANAGEMENT SYSTEM

Document Information

Title	Preventative Reactive Maintenance Manual
Author:	Teri Ford
Reviewed:	Neill Bennett

Document Issue Status**Table of Amendments**

NO	APPROVAL DATE	SECTION	DETAILS	AUTHOR
1	26/03/2020	All	First Issue	TF
2	10/12/2020	see review schedule 1	Second Issue	TF

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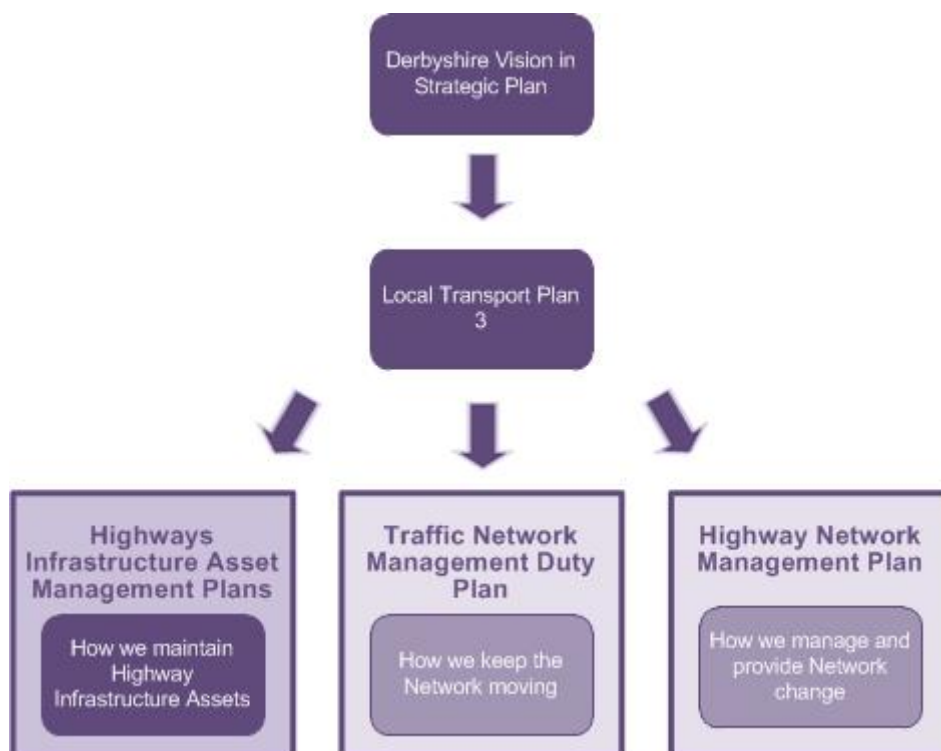
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INTRODUCTION

This document provides the technical details that supports the Highways Infrastructure Asset Management Strategy and Plan and forms part of the Highways Infrastructure Asset Management suite of documents. It is a working document that provides the processes and information used internally by staff undertaking roles in delivery of service.

The following figure shows this documents context with other key documents in how the network is managed, maintained and changed:

Diagram 1: Plans and Policies Framework



Highway reactive maintenance forms part of keeping the highway network safe and has been identified as a Priority 1 Council Service.

A preventative reactive maintenance strategy is where a reactive maintenance team, not only fixes the identified highway safety defect or customer reported road fault, in accordance with the Reactive Maintenance Team Operational Manual but also fixes any other observable carriageway pothole road faults that are similar in nature to the one they are attending within the street section.

These pothole road faults identified by the Road Maintenance Teams are not identified highway safety defects and are therefore not subject to the same risk assessment process outlined within the Highways Infrastructure Asset Safety Inspection Manual (HIASIM).

This method of working aims to improve Network Resilience and provide additional efficiencies when normal service levels have been suspended and available resource has been identified.

Its implementation should not impact the timescale targets documented in the Road Maintenance Team Operational Manual for those identified, recorded and risk assessed safety defects and customer reported road faults and the subsequent identified reactive work response.

This document records the Preventative Reactive Maintenance Manual processes, methodology and resourcing required to be implemented when the circumstances and evidence requires this approach. It supports and should be considered in conjunction with the Highway Service Level Suspension Plan, which provides the mechanism to record the decision making to implement, the ongoing reporting required and when to remove.

PROCESS, METHODOLOGY AND RESOURCING

The processes for reporting existing and new jobs generated through both the Customer Road Fault Reporting Process and the Highways Infrastructure Asset Safety Inspection Manual remain unchanged.

Road Maintenance Teams and Schedulers should be identified to implement the Preventative Reactive Maintenance Manual and this should supplement the existing resource available. The numbers of Schedulers required will be dependent on the additional Road Maintenance Teams available to provide the preventative maintenance.

All scheduling should be completed using existing processes and completed using the Workzone package. The work should be scheduled into appropriate locational areas, ensuring that those jobs with the shortest response time are prioritised.

When a street is attended by the Road Maintenance Team:

- **the identified reactive job is to be completed first**, and the identified observational road faults completed after
- if observational road faults are identified, then this should be reflected by increasing the number of items in the Schedule of Rates
- where a street section is lengthy and the observational road faults are substantially spaced (ie a distance of over approximately 50 metres between road faults), an additional job should be requested from the Control Centre and identified as HW05: CC – Preventative Resilient Treatment, the job should be located correctly by the gang and the process repeated all identified observational road faults should be fixed in accordance with the Road Maintenance Team Operational Manual
- a before and after photograph should be taken of each road fault to assist if future insurance claims are received by the authority
- all information is to be recorded within the Confirm System.

The following should be reviewed and monitored on a regular basis by the FHM Reactive Maintenance Improvement Group, including:

- The resource levels available to continue with the process in both Construction Service and Business Support
- The number of pothole road faults identified and fixed using this approach on the network and their locations
- The progress of each Reactive Maintenance Team
- The number and type of outstanding reactive jobs within the system and the impact of this method of working on the progress to reduce the remainder

All roads will continue to be inspected for safety defects by the highways inspectors using the methodology and frequency documented within the HIASIM unless the inspection levels of services are also required to be suspended.

Details of all works completed under the HW05: CC – Preventative Resilient Treatment, will be provided to the highways laboratory who will undertake random quality checks both on site and with the before and after photographs provided.

All information and changes required to working practices and processes contained within this document will be disseminated to staff using toolbox talks.