

SERVICE REVIEW OUTCOMES – 2004/05

ENGINEERING SERVICES

DETAILS OF SERVICE

Engineering Services is a unit within the Engineering and Infrastructure Service Area under the Major Projects and Infrastructure Directorate.

SCOPE OF SERVICES

The Engineering Services team consists of 8.6 EFT's (Equivalent full time), located at Council's Ringwood City Offices and undertakes a range of tasks to enable appropriate development and regulation of Council's large portfolio of infrastructure assets that assist efficient, effective and continuous services delivery.

The major activities of Engineering Services include:

Capital Works

- Investigations into infrastructure deficiencies or improvements that may be required.
- Capital Works funding applications to both Council and VicRoads for necessary projects.
- Develop concepts and design briefs for capital works projects in the areas of drainage, road infrastructure and local area traffic management.
- Project manage capital works projects up to the construction stage

Traffic Engineering

- Undertake road safety audits for new projects and to assess existing safety concerns.
- Identification and investigation of traffic related issues, such as parking, speed, traffic volumes and general road safety concerns.
- Undertake speed and volume traffic counts strategically and on an 'as needs' basis.

General Technical Advice

- Building over easement and vehicle crossing applications,
- Legal points of discharge for drainage,

SERVICE STANDARDS

Note: The following is a summary of the activity and outcomes of the Best Value Service Review

Best Value Principle	Key Performance Indicator	Performance Result 2004-05	Target 2005-06	Target 2006-07
Cost Standard	Operate within Annual Budget 2004 - 05 Target: \$372,677	5.9% saving on Budget	Performance to +/- 5% of budget	Performance to +/- 5% of budget
Quality Standard	Traffic Management and parking facilities rating *	62 indexed mean	62 indexed mean	62 indexed mean
	Percentage of annual capital works project budget implemented (For projects assigned to Engineering team) 2004-05 total approximately \$3.3m	98% of annual project budget implemented #	100%	100%

* Department for Victorian Communities Community Satisfaction Survey

Project funding for 2 roads projects rolled over to next financial year

Consideration of Best Value Factors in setting Cost and Quality standards

Factors

Consideration Comments

Best on offer 208C(a)

The sector comparison indicator is the Department for Victorian Communities, Annual Community Satisfaction Survey, Traffic Management and parking facilities rating. This is a comparative measure of community satisfaction against the mean result of like local government councils.

The survey compares Maroondah's results with 15 inner metropolitan councils, Maroondah scored above the group average with a score of 3.1 in a spread of results ranging from 2.70 to 3.18 demonstrating a high level of community satisfaction compared to other communities within the group.

Consideration of Best Value Factors in setting Cost and Quality standards cont.

Factors

Consideration Comments

**Value for money
208C(b)**

The Engineering team is responsible for the project development and management of a significant number of projects in Council’s annual Capital Works program. Projects directly managed by the team during the 2004-05 period exceeded \$3.3 million dollars. In managing the delivery of the annual program outcomes to budget the team is delivering a value for money service to the community.

**Community
expectation and
values 208C(c)**

The technical outputs of the Engineering Services team have established standards in terms of quality and occupational health and safety. The primary technical role of the team is to ensure that all design and project works comply with government and industry best practice standards. These legislations pre-define the expectations for the community and provide sector benchmarks for the services being supplied.

The team engaged in a series of community consultation sessions on specific capital works and traffic projects to establish community concerns and expectations. This data was considered as part of the project planning and implementation activity.

Responsibility for the use and utilisation of constructed assets is not a direct role of Engineering Services but rests with specific service areas or the general community. Most of these service providers consult with their communities as part of their on-going best value initiatives or planning scheme programs to identify the expectations and needs of their customers and considers these needs in their service planning process.

**Affordability and
Accessibility
208C(d)**

While there is no charge for general enquiries including review of plans and advice on plans, points of discharge, boundary and property easements, the service does charge fees for permits to undertake road openings, construction over easements and vehicle crossings. The fees represent a partial cost recovery of the inspection and records work to be undertaken by Council as a result of the property development work being undertaken by an owner or contractor. Results of a review of fees with 5 neighbouring Council’s shows the follow cost comparisons:

- Building over easements – Permits range from \$41.00 to \$350, (Maroondah \$110)
- Road opening – Permits range from \$42.00 to \$230, (Maroondah \$150)
- Vehicle crossing – Permits range from \$62.00 to \$150.00, (Maroondah \$150.00)

On average Maroondah is in the mid to high mid range for permits, however, it is noted that some of the Council’s had a range of cost for any one permit dependant on the degree of work involved, Maroondah has only the one fee per permit to simplify its dealings and community expectations. In most cases the cost is a small portion of the total cost of works.

Consideration of Best Value Factors in setting Cost and Quality standards cont.

Factors

Consideration Comments

Local Employment 208C(e) Maroondah’s Best Value Supporting Local Suppliers policy is a demonstration by Council of its commitment to supporting and promoting local businesses as a means of sponsoring local employment opportunities. A Council wide KPI relating to the policy is the target of 25% of purchasing activity to be directed to local suppliers of goods and services. The initiative also extends to the local advertisement of vacant positions and appropriate tenders.

Best Value Principle

Actions Taken

Responsive to Community Needs

Engineering Services undertook targeted community consultation via surveys forwarded both to members of the community who had direct dealings with the engineering team as well as members of the community who had received letter drop information as a result of works being conducted in their local vicinity.
Overall customer satisfaction with Engineering Services - 79.4%
(Overall customer satisfaction rated as ‘very good’ and ‘excellent’ – 39.7%)

The Engineering Service function at Maroondah Council acts in part as an “internal consultancy and project management” role to Service Areas who deliver services to the community through a network of infrastructure assets. Therefore community involvement, in this regard, would be undertaken as part of the Best Value Review of those various Service Areas. Community needs may result in works submissions and possible referral to Engineering Services for implementation. Engineering Services demonstrates its responsiveness to community needs by participating in the co-ordinated, prioritisation and planning of Capital works projects on consultation with these internal service areas and the provision of assistance and support during the service planning processes.

Accessible

Access to the service and related information is achieved between normal business hours, Monday to Friday from 8.30 am to 5.00 pm via telephone on 1300 882 233, via email: Maroondah@maroondah.com.au or in person at one of Council’s three Customer Service outlets. Council information is available 24 hours, seven days a week from Council’s Web site, <http://www.maroondah.vic.gov.au>

A significant amount of information relating to the service is in the form of written guidelines and application forms. As part of the consultation process the community was asked to rate these information sources in terms of their ease of understanding and clarity, 82.6% of respondents provided a positive satisfaction rating for the quality of written information currently being provided.

Best Value Principle

Actions Taken

Continuous Improvement

As a result of the best value consultation and benchmarking processes the following initiatives have been identified for investigation and evaluation for potential improvement in the services being provided:

The team has been restructured and two new team leader positions in the areas of Traffic Management and Capital Works have been created to improve service levels. This is in part a response to better manage these activities in light of the planned development works for the Ringwood shopping and Transit precincts and the Eastlink works.

Continuous Improvement continued

- The Asset Management and Engineering Services teams were restructured and under the control of one Manager (previously two separate managers) to better integrate the asset surveillance and maintenance programs including the implementation of the recently introduced Road Management Plan.

Consultation

Maroondah City Council has an endorsed policy that addresses the level of community participation and consultation in relation to its service areas and service issues. This policy is promulgated to standardize and enhance the service levels and procedures for areas that have consistent and regular interface with the community and the public at large.

During the past twelve month period the Engineering Services Team held public meeting and / or undertook direct written consultation with local residents in the following areas which were affected by direct planning and special rate schemes, construction or traffic issues:

- | | | |
|------------------|--------------------------|--------------------|
| Delaneys Road | Greenwood Avenue Gateway | Jull Parade |
| Montana Parade | Project | Allens Road |
| Ivon Street | Kalinda Road | Illawarra Crescent |
| Quamby Road | Plymouth Road | Federico Court |
| Adolphson Avenue | Merrindale Drive | Linden Road |
| Dickasons Road | Bemboka Road | |

Best Value Principle

Actions Taken

Reporting

A copy Maroondah’s Best Value Annual Community Report of key findings and key performance target and results will be available to the community via the following methods and access points;

- Council’s community web page for public access,
- At each of our three Customer Service Centres for public viewing,
- At each of Council’s Public Libraries for public viewing.

Performance reporting against key service indicators is undertaken on a monthly basis and the results documented in Council’s service performance report. This report is tabled before Council on a quarterly basis and is a publicly available document. Each service area has an annual business plan, which is strategically aligned with Maroondah’s Council Plan, and our overarching strategic community plan Maroondah 2025. Annual performance and key achievements of the strategies in these plans is reported in Council’s Annual Report.

Performance against the Department for Victorian Communities Annual Community Satisfaction Survey indicators and major capital works projects is also contained in the content of Council’s Corporate Plan and Annual Report documents, which are available to the community.