



CITY OF
MITCHAM

City Operations

Maintenance data driving decision making

Presented by the City of Mitcham



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Weekly Playground & Park Furniture Inspections					
PARKPLAY					
AA Bailey Reserve					
Apex Park					
Avenue Road Reserve					
Downer Reserve					
Goodale Reserve					
Mitcham Reserve					

20/04/2021	20/04/2021
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2	2

Name	Description	Target	Actual	Status
Road, Reserve & Infrastructure Requests for Action (excluding trees)	Average number of days taken to assess customer requests relating to City Operational works.	<14	6.68	
Urgent Footpath Defects	Average number of days taken to complete urgent footpath defects after assessment.	<14	11	
Urgent Pothole Defects	Average number of days taken to complete urgent pothole defects after assessment.	<14	12	
Traffic & Transport Requests	Clearance percentage rate of Traffic and Transport Requests to date (Includes Public Lighting and Traffic and Transport Issues)	80	69	
Playground Inspections	Scheduled 10 weekly playground inspections are completed	100	100	

Lionnet Reserve
Goodale Reserve
Mitcham Reserve

Reactive Work Allocation - Scoping Matrix



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REACTIVE (CRM) and PROACTIVE (PRECINCT) MAINTENANCE							
PRIORITY TRIGGERS / SCOPERS ACTIONS							
TREES & VEGETATION							
		Make Safe (within 24 Hours)	Urgent (within 2 weeks)	High (within 3 months)	Medium (within 15 months)	Low (within 2 years)	No Action
Triggers	Damaged / split / broken tree or tree branch that presents imminent risk to person(s) or property	Structurally compromised tree/branch that poses probable risk to person(s) or property	Limbs extending into road and/or footpath clearance envelope	Tree limbs over extending property boundaries that pose minimum risk to person(s) or property	Tree limbs that extend over property boundaries that have improbable risk to person(s) or property	Tree related issues that have been assessed and identified as having no actions required i.e. fence lining, naturally shedding of debris (leaves & fruit)	
	Fallen tree / branch that encroaches onto road or footpath	Impaired vision of vehicle/pedestrian sightlines	Branches that encroach into road/footpath envelopes that may pose a risk to vehicles or pedestrians	Tree limbs overhanging road/footpath envelopes that pose minimum risk to person(s) or property	Tree related issues that have improbable risk to vehicles, person(s) or property		
	Fallen tree / branch that presents imminent risk to person(s) or property	Tree limbs that encroach into road/footpath envelopes that pose probable risk to pedestrians or vehicles	Over extended tree limbs that may fall/pose a risk to persons or property	Basal shoots that pose minimum risk to vehicle/pedestrian clearances and sightlines			
		Tree limbs that pose probable risk of	Trees/limbs that have an identified				
		Make Safe (within 24 Hours)	Urgent (within 2 weeks)				
		Damaged / split / broken tree or tree branch that presents imminent risk to person(s) or property	Structurally compromised tree/branch that poses probable risk to person(s) or property				
		Fallen tree / branch that encroaches onto road or footpath	Impaired vision of vehicle/pedestrian sightlines				
		Fallen tree / branch that presents imminent risk to person(s) or property	Tree limbs that encroach into road/footpath envelopes that pose probable risk to pedestrians or vehicles				
				Further Notes			
				Feedback to customer of assessment			

Potholes

Council's Civil works crew has completed 190 road patch repairs this financial year to date.



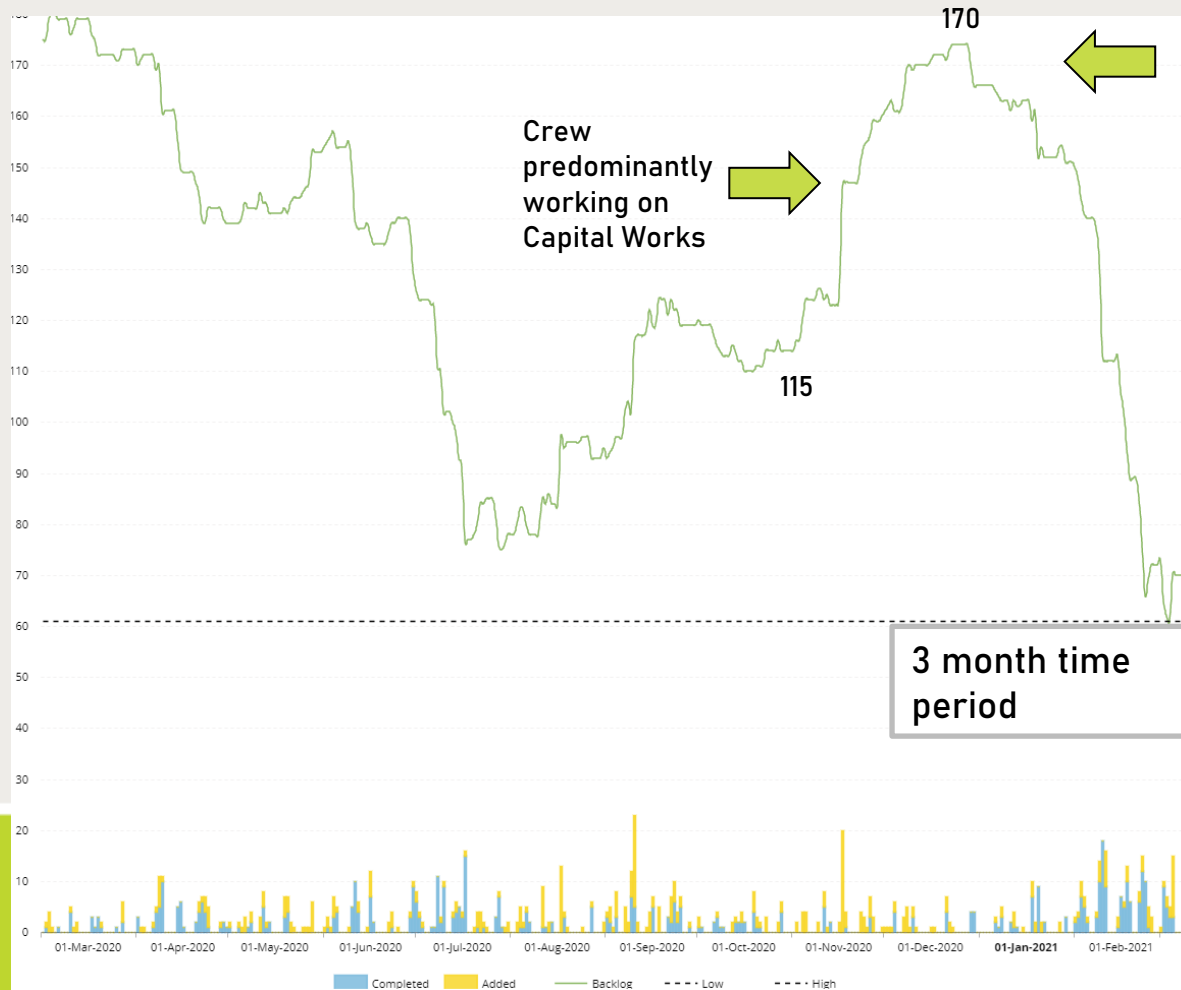
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Footpath Paving



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Reactive
Maintenance
Defects



Crew
predominantly
working on
Capital Works

3 month
time
period

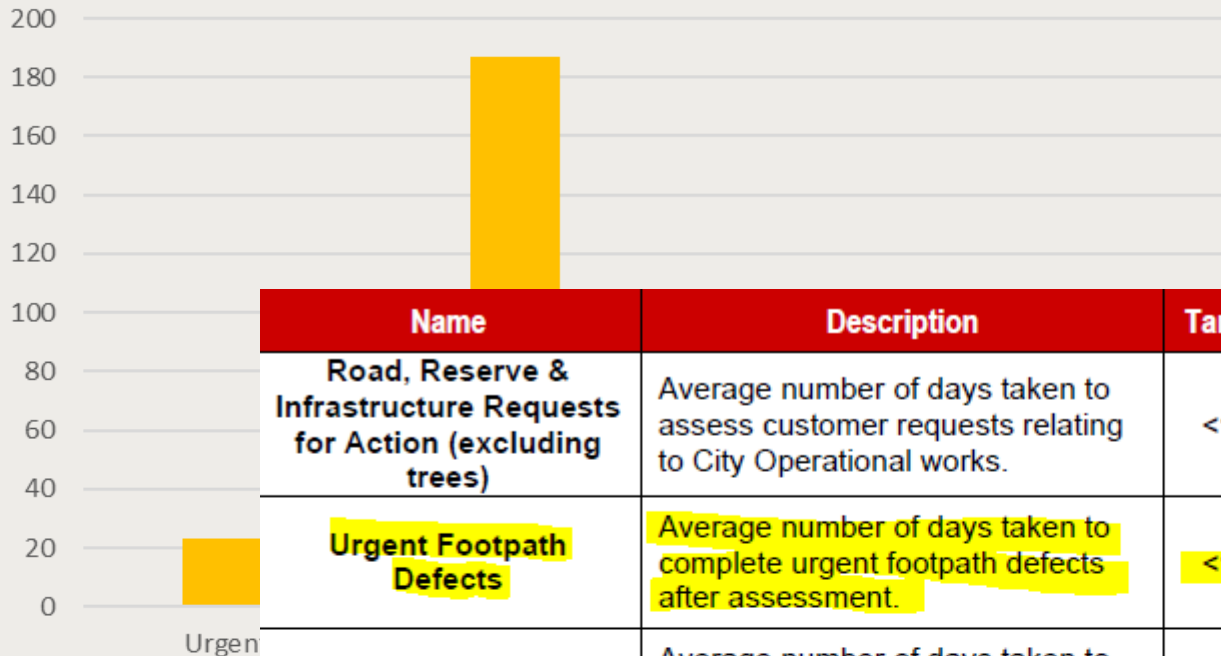
Management
intervention –
tactical
resourcing
deployment

Footpath Paving – Q3 2021



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Footpath Paving



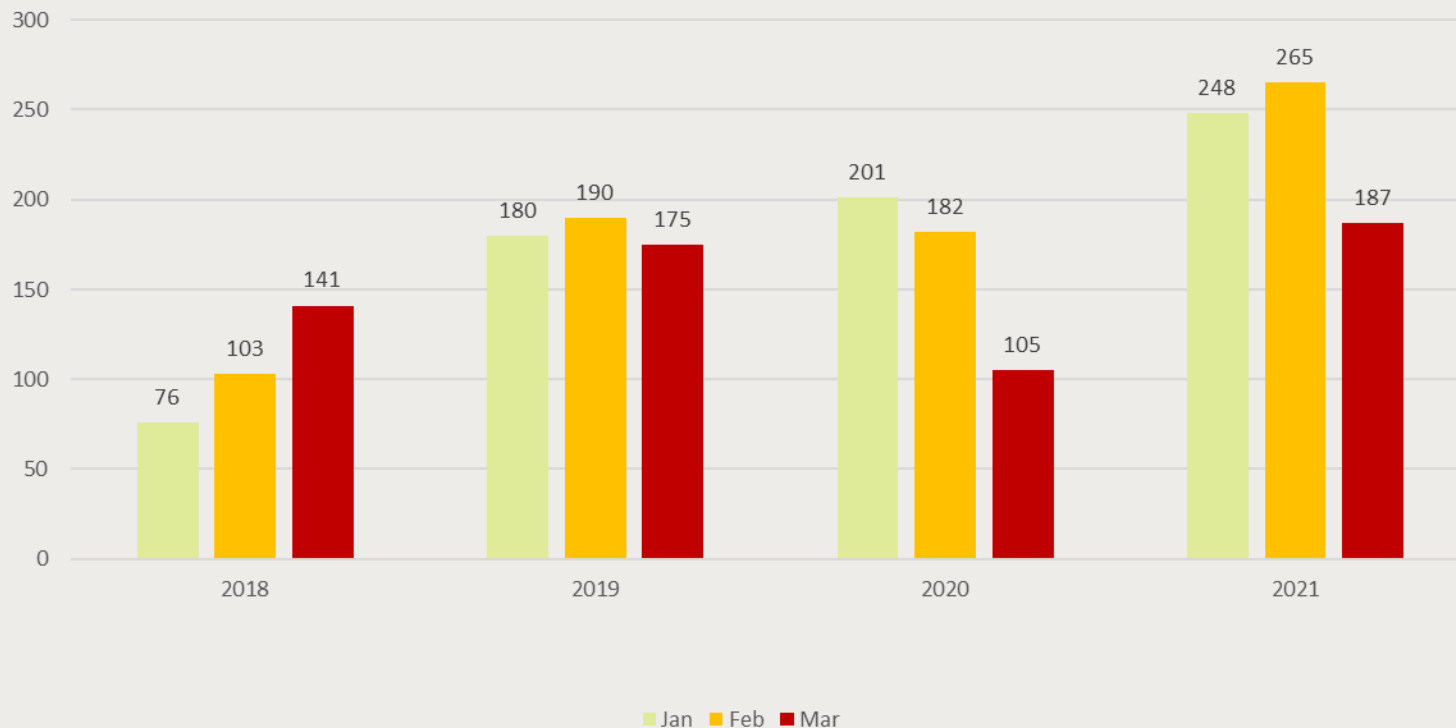
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Volume of Tree Assessments




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Total incoming Tree Assessments

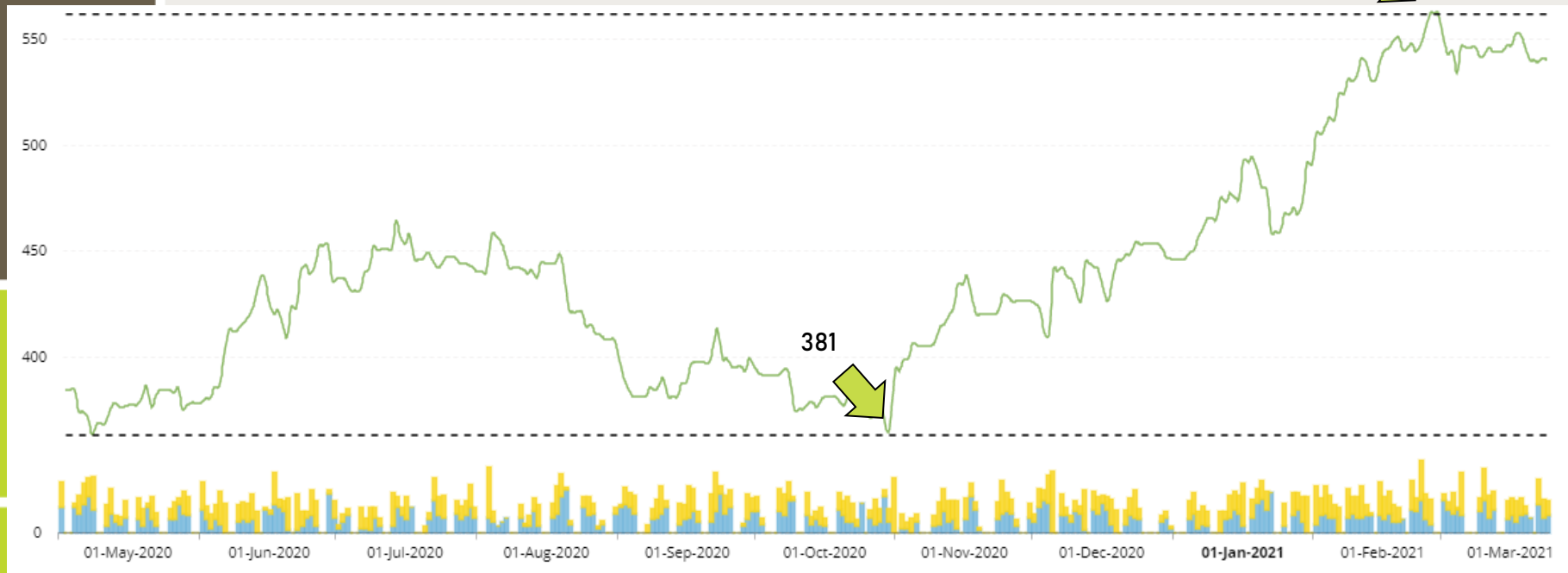


Name	Description	Target	Actual	Status
Tree Assessment Requests	Average number of days taken to assess Customer Requests relating to tree works (pruning/removal).	<14	13.34	

Tree Maintenance & Removals

Name	Description	Target	Actual	Status
Complex Tree Assessment / Audit	Number of complex (significant or heritage) tree assessments / audits completed			
Urgent Tree Defects	Average number of days taken to complete urgent tree defects after assessment.	<14	4	

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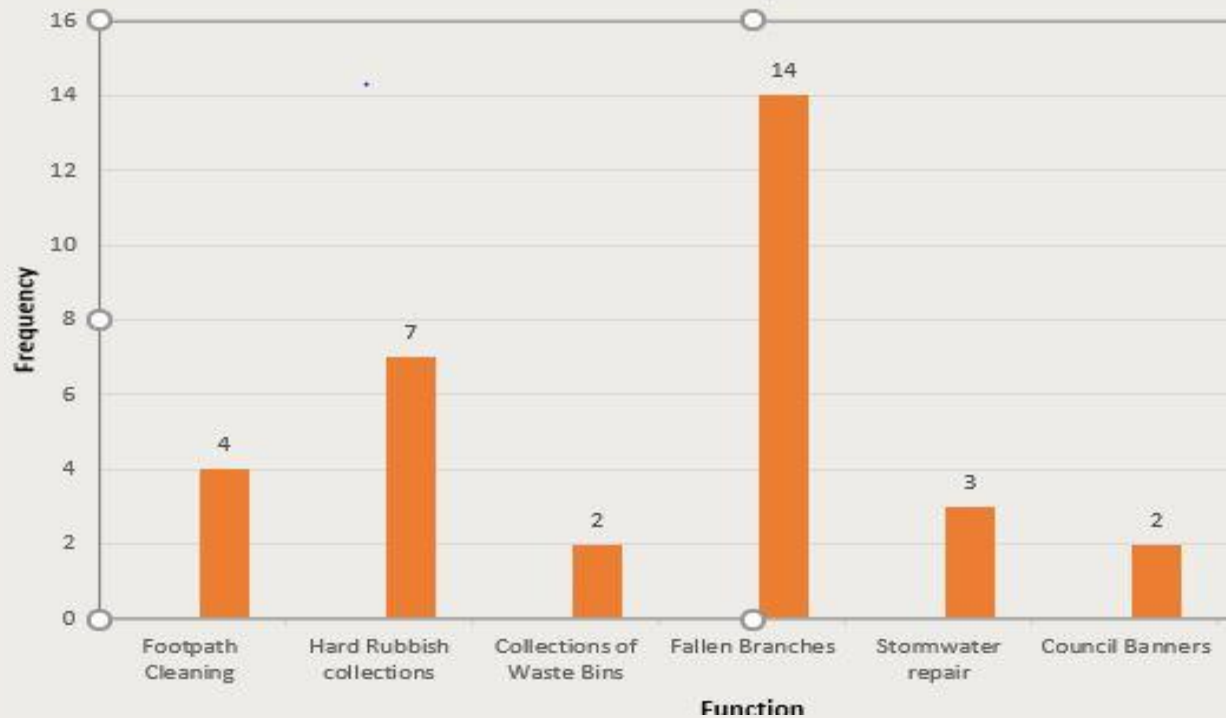


Service & Response Team – example functions in 1 week?



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Functions of Service & Response Team





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QUESTIONS??