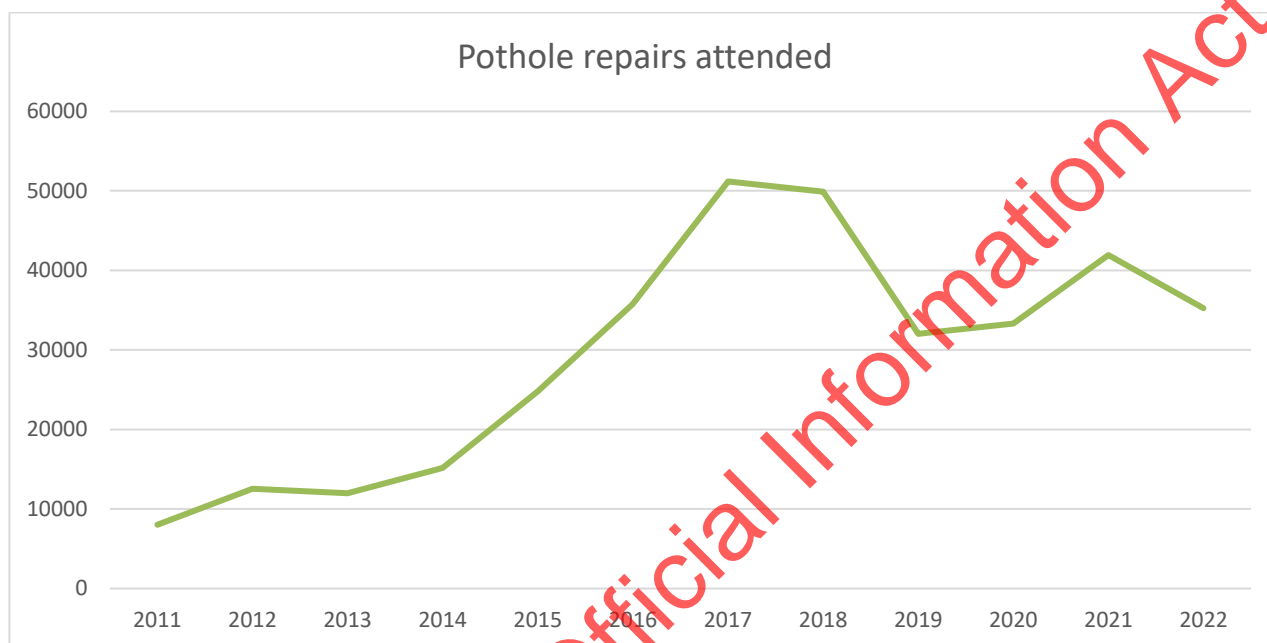


## MINO-0494 Pothole graph

19 October 2022

Providing information on the number of potholes reported and repaired in the last ten years.

### Waka Kotahi NZ Transport Agency's response:

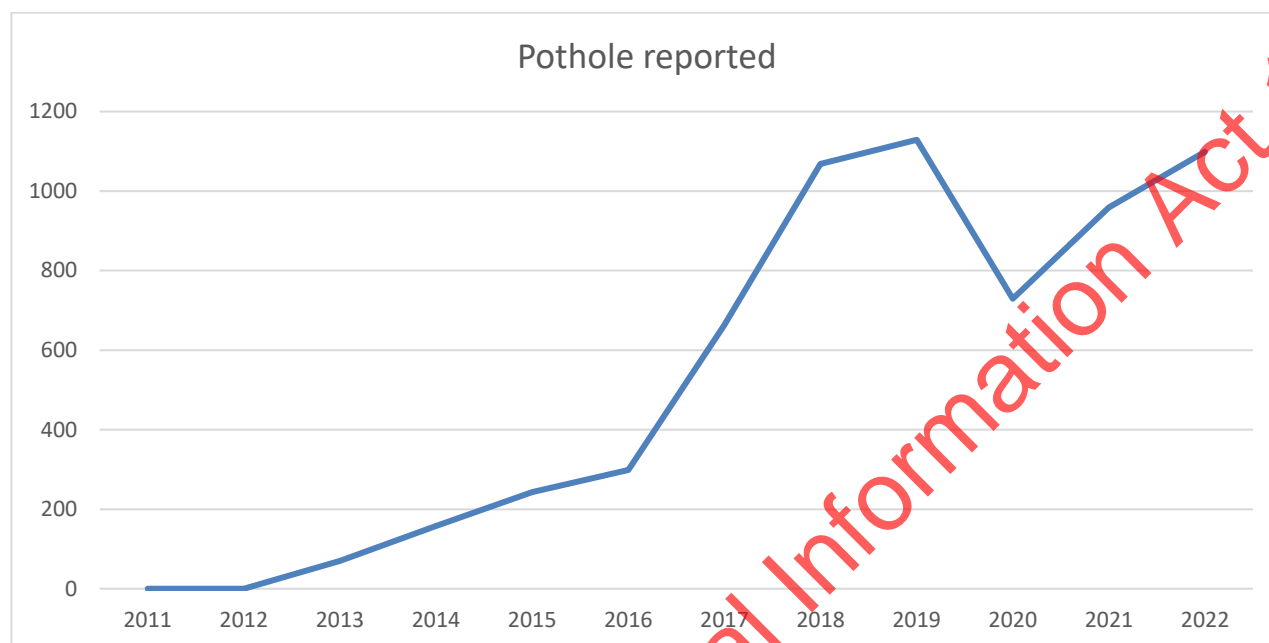


Pothole repairs attended	
2011	8,014
2012	12,528
2013	11,967
2014	15,160
2015	24,774
2016	35,782
2017	51,183
2018	49,894
2019	32,039
2020	33,330
2021	41,945
2022 (as at 11 October 2022)	35,259

The above data should be read in conjunction with the following caveats:

- The data captures the period from 1 January 2011 to 31 August 2022. The latter is the most recent available data due to contractors' data loading deadlines.
- The measure of 'attendances' counts the number of times a contractor has fixed one or more potholes in a particular location on a particular date.

- The number of attendances are lower in the earlier years because the Network Outcome Contracts (NOC) which require the recording of pothole repair information were gradually introduced over a period of years in each region as the old maintenance contracts expired. Hence there is a gradual increase in the attendance numbers over a period of time until all contracts were migrated to the NOC contract specification.



Reported potholes	
2011	Not available
2012	Not available
2013	70
2014	158
2015	243
2016	299
2017	663
2018	1,068
2019	1,129
2020	729
2021	959
2022 (as at 10 October 2022)	1,099

The above data should be read in conjunction with the following caveats:

- The data includes all customer interactions made to Waka Kotahi NZ Transport Agency and its contractors, which are recorded in the Customer Relation Management System (CRMS).
- The data captures the period from 1 July 2013, when CRMS was implemented, to 10 October 2022.
- The data is recorded in CRMS with a 'free type' field option to enter the subject, however a search based on the keyword "pothole" has provided this information.
- The data excludes customer interactions that are:
  - received directly by individual capital projects
  - received directly by the Auckland Motorway Alliance and Auckland System Management

- received via media or social media channels
- relating to local roads

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