

29 July 2019

Jamie Ensor
Digital News Producer
Mediaworks
jamieensor@mediaworks.co.nz

REF: OIA-5428

Dear Jamie

Request made under the Official Information Act 1982

Thank you for your email of 10 July 2019 requesting information regarding potholes under the Official Information Act 1982 (the Act). As discussed on 16 July 2019, the Transport Agency changed the system we use to record customer feedback in 2013. Therefore, our responses cover the period from 1 July 2013 to present.

Please find responses to each of your question below.

- **How many potholes on state highways has the NZTA repaired since June 2013?**
- **How much has been spent on repairing potholes since June 2013?**
- **Where was the most expensive pothole NZTA has dealt with since June 2013 and how much did the repair cost?**

The Transport Agency does not record the number and costs of fixing potholes. Therefore, we are refusing these parts of your request under section 18(g)(i) of the Act as the information is not held by the Transport Agency and the person dealing with the request has no grounds for believing that the information is held by another organisation.

The nature of our maintenance contracts means that contractors are responsible for the maintenance and upkeep of sections of state highway, including the repairs of potholes and infrastructure, such as barriers and signs. Our system records the number of faults identified on the state highway network rather than the number and type of individual repairs. For this reason, we are not notified or invoiced for every repair made by our contractors.

- **How many complaints/referrals has the NZTA received about potholes on state highways since June 2013?**

Records show that we received 2,905 contacts about potholes on the state highway network between 1 July 2013 to 30 June 2019.

- **How many requests for compensation for vehicle damage from potholes have been received since June 2013?**

The Transport Agency received 290 requests for compensation for vehicle damage from potholes between 1 July 2013 to 30 June 2019.

- **How much money has been paid out in compensation for vehicle damage from potholes since June 2013?**

We have not identified any instances of providing compensation for vehicle damage caused by potholes.

As a Crown entity, the Transport Agency is unable to provide a guarantee or indemnity to users of the state highway network. Other than in cases of negligence by the Transport Agency and/ or its maintenance contractors, damage from road surface incidents is an insurance claim.

Under section 28 of the Act, you have the right to ask the Ombudsman to review my decision to refuse parts of your request. You can find the contact details for the Ombudsman at www.ombudsman.parliament.nz

If you would like to discuss this reply with the Transport Agency, please contact Andrew Knackstedt, Senior Media Manager, by email to Andrew.knackstedt@nzta.govt.nz.

Yours sincerely



Wayne Oldfield
Senior Manager, System Management