

Potholes

Background

Motorist shares advice after taking on Waka Kotahi for compensation over pothole damage on State Highway 1 and winning



By [Luke Kirkness](#)

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Scott Hearn fought Waka Kotahi for compensation over a damaged wheel he was forced to replace after driving over a pothole. Photo / Andrew Warner



Source: Waka Kotahi NZ Transport Agency / Herald Network graphic

Last Year:-

- What is being done now to prevent a recurrence of last winter's problems?

In October last year it was reported that a pothole on State Highway 29 through the Kaimāi Ranges in the Bay of Plenty punctured the tyres of up to 30 vehicles in the space of a few hours resulting in a queue of stricken vehicles on the side of the road.

Crash investigators are also looking into the causes of a fatal accident on SH29 the same month, where the family of the driver who died believe a pothole was a factor in a vehicle crossing the centreline and crashing headfirst into an on-coming car. The crash left the other driver with serious injuries.

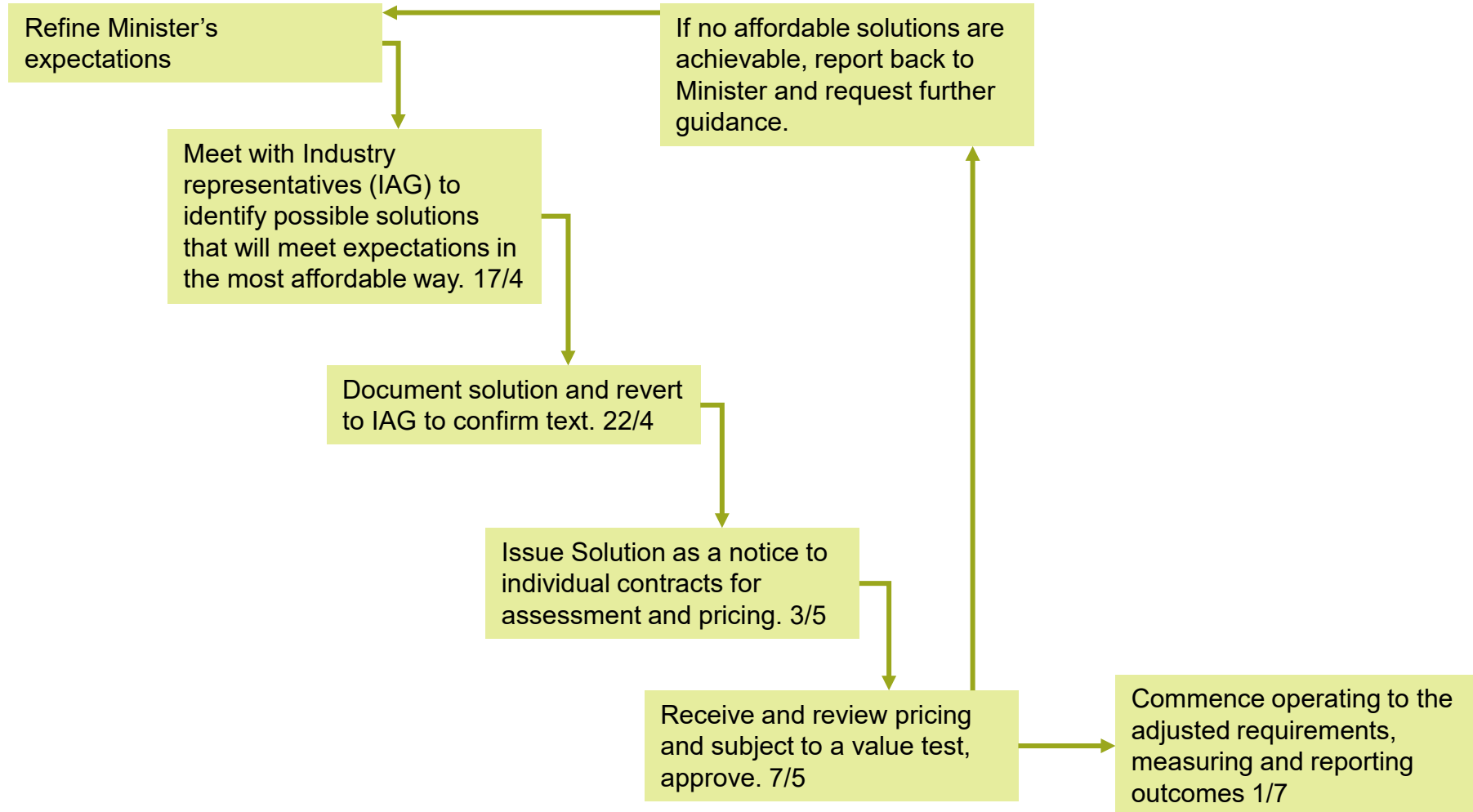


Government Campaign Comments

- More than 54,000 potholes needed repairing on New Zealand's State Highways in 2022, the highest level in a decade, showing Labour's neglect of our roads, National's Transport spokesperson Simeon Brown says.
- "Kiwis are sick and tired of driving on roads that are peppered with potholes which have been damaging vehicles and causing havoc for motorists.
- "I am continually hearing from Kiwis who say the roads are the worst they've ever seen them, and these figures prove it



24 Hour Pothole Response



Next 6 Months

Commence operating to the adjusted requirements, measuring and reporting outcomes 1/7

Monitor Effectiveness internally through our dashboard and externally through customer interactions and make improvements as we go.

- Daily standup meetings
- Improve RAMM management
- Develop / refine dashboard
- Supply chain monitoring
- Develop intervention guidelines
- Track to CRMS, TREIS and claims

Refine requirements to optimise customer outcomes to dollars spent.

Issue updated variation advice for the period to the end of current contracts.

- Check standards being applied
- Additional resource use,
- Contractor actions
- Fit to customer satisfaction
- Impact on general maintenance

Include the revised arrangements in the new IDC Document

Receive and review pricing and subject to a value test, approve. 15/12

Commence new delivery arrangements. 1/1/25

Potholes Progress to date

- Successes:
 - Daily Reporting and data tracking
 - Industry engagement
 - Take up of smarter solutions
- Things to Work on
 - Supply of premium materials
 - Use of premium materials – Contractors' proposal coming
 - Data cleansing and reporting
 - Maintaining the effort making it BAU
 - Contractual connection
 - Taking responsibility for 2nd and 3rd party defects

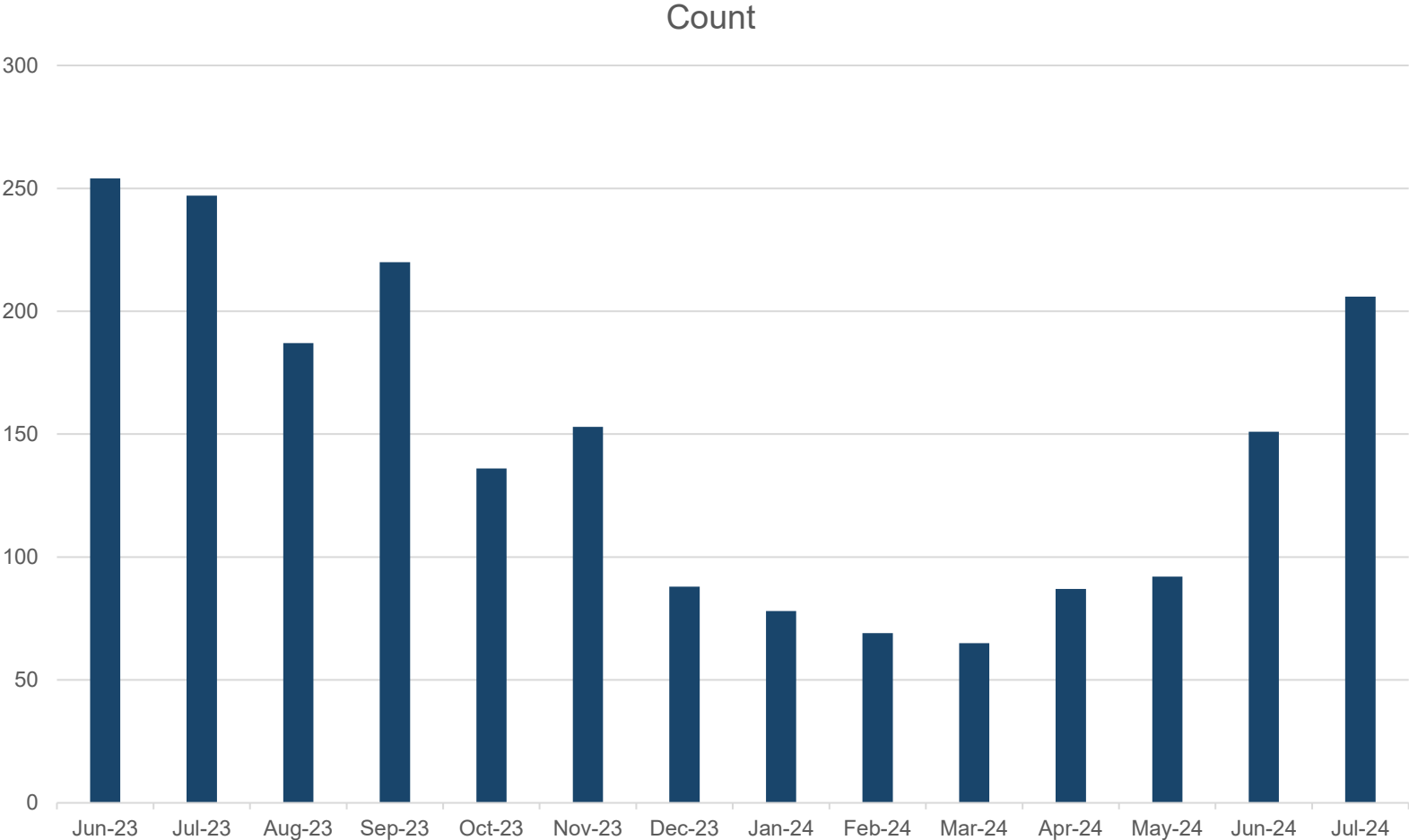


Results so far

National Reporting, carried out weekly, with the results passed on to the Minister.

[Pothole Reporting - Power BI](#)

Customer Interactions



Pothole 24hr response

: Questions arising from the generic details contained within each NTC advising 24-hour Pothole Response

- **Weekly reporting requirement states the need for a ‘5 yearly rolling average’.**
 - It will take a long time to see any change by using this metric because the previous historic data will overshadow the result until the balance of improvement comes through.
 - What’s the purpose of this metric given we’re benchmarking against the National average and if it’s to see the frequency decline, wouldn’t a monthly or quarterly look be of greater value?
- **Definition of ‘return visit to same failure’ needs expanding / clarifying.**
 - By Failure are NZTA meaning ‘Fault’ and is the intent to measure the number of temporary repairs (make safe or pothole fill) to a fault prior to a permanent repair is completed?
- **Given NZTA (through Alistair Foster) have access to the NOC Contractors live database,**
 - Do NZTA need the teams to complete the reporting daily or are NZTA looking to create their own dashboard to monitor performance?
 - If that is the intent there will be a bit of work required to make sure NOC Contractor and NZTA reporting is telling the same story as there are likely to be some conflicts around road classification and quantities in particular.
- **Clarification or agreement on what would constitute average rainfall or rather an event that would mitigate underperformance against the 95% completion level during exceptional circumstances.**
 - Would there be consideration to adopt a TARP, based on regional specifics?

Questions?