

# MINO-918 Road Maintenance

7 December 2023

Provide information on road maintenance and compensation.

## NZ Transport Agency Waka Kotahi (NZTA) response:

NZTA has responded to each point in turn below. Due to the way that information is recorded and reported, some information has been provided for the previous five financial years, while other information has been provided for calendar years.

**Total number of potholes repaired on the State Highway network each year for the past five years.**  
**Total number of potholes reported on the State Highway network each year for the past five years.**

The identification and repair of potholes and other pavement failures is a constant activity across the state highway network managed by NZTA via maintenance contractors. However, the number of potholes repaired or not repaired is not recorded.

NZTA only records the number of pothole repair jobs/call outs completed on the state highway network. Maintenance contractors may repair more than one pothole per call out.

The total number of pothole repair jobs/call outs completed on the State Highway network for the previous five financial years is provided in the table below:

Year	Number of repair jobs/call outs completed
2018/19	38,446
2019/20	32,324
2020/21	36,489
2021/22	45,812
2022/23	62,255

The total number of potholes reported on the state highway network for the previous five calendar years is provided in the table below. 2023 data is as at 30 June which is the latest data available due to reporting.

Year	Number of potholes reported
2019	1,129
2020	729
2021	959
2022	1,564
2023	645

This data excludes:

- Complaints or queries received directly by individual capital projects;

- Complaints or queries for Auckland Motorway Alliance (until 30 June 2019) or the Auckland System Management contract (from 1 July 2019)
- Complaints or queries relating to local roads, and
- Complaints or messages received via media or social media channels.

**Total number of compensation claims for damage caused to vehicles by potholes each year for the past five years**

**Total number of approved compensation claims for damage caused to vehicles by potholes each year for the past five years**

**Total value of approved compensation claims for damage caused to vehicles by potholes each year for the past five years**

The total number of compensation claims logged in the NZTA Customer Relationship Management System (NZTA SAP CRMS), for the last five calendar years is provided below. Most of these claims relate to vehicles, however compensation claims are also made for private property damage and other various reasons. Due to the way that claims are recorded, NZTA is unable to provide details of the number of compensation claims specifically relating to potholes.

Year	Total compensation claims received
2019	388
2020	298
2021	421
2022	796
2023	746

The amount of approved compensation claims for the past five financial years relating to potholes or other poor road conditions is provided in the table below. In the 2022/23 financial year, NZTA paid five requests for compensation for damage to vehicles.

Financial Year	Amount paid
2018/19	\$430.70
2019/20	\$4,466.05
2020/21	\$610
2021/22	\$9,301.47
2022/23	\$2,885.40

Information is strictly limited to those payments that NZTA could determine were in direct relation to a damaged vehicle claim caused by potholes or other poor road conditions. Due to the 'free type' option available for various payments and reimbursements, some information has not been included where the entry or supporting information was ambiguous or unclear as to whether it related to damage caused by potholes or other poor road conditions on the state highway network.

**Total number of lane kilometres of pavement rehabilitation completed on the State Highway network each year for the past five years**

**Total number of cumulative kilometres of pavement rehabilitation completed on the State Highway network each year for the past five years**

<b>Year</b>	<b>Delivery</b>
<b>2018/19</b>	149.16
<b>2019/20</b>	142.10
<b>2020/21</b>	118.36
<b>2021/22</b>	112.70
<b>2022/23</b>	89.99
<b>TOTAL</b>	<b>612.31</b>

Cyclone Gabrielle and other severe weather events which occurred in 2023 have impacted on the rehabilitation works during the summer maintenance season. Winter 2022 was New Zealand's warmest and wettest on record. More frequent and severe weather events can have a significant impact on network condition.

2021 rehabilitation works were also impacted by the ongoing effects of COVID-19 lockdowns.

RELEASED UNDER THE OFFICIAL INFORMATION ACT 1982