

Pothole repair time quarterly reporting guidance

April 2025

Background

The GPS 2024-27 sets expectations around an increased focus on the performance and efficiency of land transport activities funded by the New Zealand Transport Agency Waka Kotahi (NZTA).

Territorial Local Authority (TLA) Road Controlling Authorities (RCAs) are expected to demonstrate progress towards fixing potholes on local roads within 24 hours. This requires best endeavours where it is value for money to repair potholes within that timeframe. RCAs will report on a quarterly basis the response times for repairing potholes on its local road network.

Specific requirement

During 2024-27, it is expected that TLA RCAs will:

- Take steps to improve response times for contractors to log potholes for repair after receipt of reports from road users.
- Take steps to increase the percentage of appropriate pothole repairs being undertaken on sealed roads within 24 hours of being logged by contractors.

Reporting requirement

REG has developed sealed road pothole response and repair time metrics consistent with the measurement approach for state highways based on One Network Road Classification (ONRC).

1. Potholes identified by road users: the average time to log the potholes for repair.
2. All identified potholes by ONRC categories: the percentage of pothole repairs completed within:
 - (a) 24 hours; and
 - (b) a Level of Service response timeframe defined by the RCA.

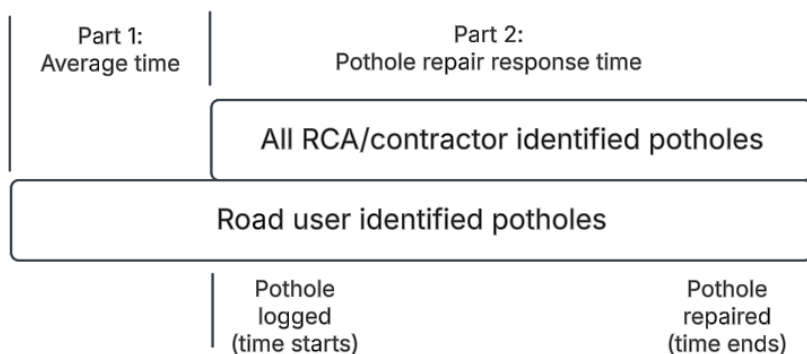


Figure 1: Quarterly pothole reporting requirements

Each TLA RCA shall enter quarterly results into the REG Transport Insights web portal.

Reporting scope

The following shall be calculated by the RCA for each quarter and input into Transport Insights:

1. For **road user-identified** potholes:
 - a) Number of potholes identified in the quarter by customers or road users.
 - b) The average response time to create a work order for the customer or road user identified potholes (hours:min).
2. For **all identified** potholes for each ONRC category:

- a) Number of potholes identified.
- b) Number of the pothole repairs within a Level of Service response timeframe defined by the RCA.
- c) Number of the pothole repairs within 24 hours.
- d) Number of potholes identified that have not been repaired in the quarter.

Fill in every entry field and add 'N/A' if not applicable. Any fields left blank will be treated as 0.

The form is titled "Add Potholes Result" and includes the following sections:

- Financial Year:** 2024/25
- Entry Quarter:** Q3
- Potholes Identified by Road Users:**
 - No. Identified by Road Users: [Input Field]
 - Average Time to Create Work Order: [hh:mm Input Field]
- All Identified Potholes by ONRC Categories:**
 - Primary Collector (11 km):**

No. Identified	LoS Timeframe	LoS Target %	Repaired in LoS Timeframe	Repaired in 24hrs	Not Repaired in the Quarter
[Input]	[Input]	[Input] %	[Input] 0%	[Input] 0%	[Input] 0%
 - Secondary Collector (3.8 km):**

No. Identified	LoS Timeframe	LoS Target %	Repaired in LoS Timeframe	Repaired in 24hrs	Not Repaired in the Quarter
[Input]	[Input]	[Input] %	[Input] 0%	[Input] 0%	[Input] 0%
 - Access (9.5 km):**

No. Identified	LoS Timeframe	LoS Target %	Repaired in LoS Timeframe	Repaired in 24hrs	Not Repaired in the Quarter
[Input]	[Input]	[Input] %	[Input] 0%	[Input] 0%	[Input] 0%
 - Low Volume (16 km):**

No. Identified	LoS Timeframe	LoS Target %	Repaired in LoS Timeframe	Repaired in 24hrs	Not Repaired in the Quarter
[Input]	[Input]	[Input] %	[Input] 0%	[Input] 0%	[Input] 0%
 - Not Required (0.6 km):**

No. Identified	LoS Timeframe	LoS Target %	Repaired in LoS Timeframe	Repaired in 24hrs	Not Repaired in the Quarter
[Input]	[Input]	[Input] %	[Input] 0%	[Input] 0%	[Input] 0%
- Totals:**

Number Identified	No. Identified by RCA/Contractors	Repaired Within LOS	Repaired Within 24 Hours	Not Repaired in Quarter
0	0	0 0%	0 0%	0 0%
- Confidence in % Completed in LoS Timeframe:**

1 2 3 4 5 (3 is selected)

Low High
- Confidence in % Completed in 24hrs:**

1 2 3 4 5 (3 is selected)

Low High
- Footer:**

Tick if you have finished entering the Pothole results for the quarter

Cancel Save Result

Figure 2 - TLA quarterly pothole repair entry form (REG Transport Insights)

Transport Insights will calculate and display the percentage of pothole repairs completed per timeframe for each ONRC category.

Pothole definition

The sealed road pothole definition in the *RIMS Roadway Fault Guideline: Pavement, Surfacing and Shoulder, Version 4, October 2024*, should be used by RCAs:

‘A hole in the surfacing with either a depth greater than 30mm or exposing the underlying pavement, frequently round in shape, resulting from loss of pavement/surfacing material and caused by the action of traffic.’

Pothole repair response time

The time to resolution is based on the date and time when the fault was entered into the maintenance management system e.g. when a AWM (RAMM) dispatch or similar is created (entered), to when the pothole is repaired.

Pothole reporting caveats

1. Initial pothole identification may temporarily contain some duplicates. This is because a pothole may be identified multiple times, and the duplicates cannot always be detected and corrected with confidence until the contractor is on site.
2. Some faults may be initially logged as potholes but later determined to be some other type of fault. In such cases, the data will be corrected when the actual nature of the fault is determined, and the fault record will be removed from reporting.
3. The quantity of potholes provided represents the number of work orders or dispatches e.g. an attendance at a particular location on a particular date. A single work order can potentially relate to a cluster of potholes in close proximity. However, there is no consistent protocol for counting potholes in such circumstances. The practice of counting work orders is consistent with pothole repair statistics used for GPS preparation and official correspondence, including ministerial requests.
4. Where a customer or road user reports a pothole, there may be a delay in logging the fault into the maintenance management system e.g. RAMM dispatches. If a fault report is received outside of business hours, it should be logged early on the next business day.
5. Where a pothole identified in the quarter is not repaired by the end of the quarter and has been completed within a working week, these should be included in the submission for the quarter as completed.

Pothole repair time confidence rating

There is also a 'confidence rating scale' in Transport Insights from 1 to 5 for the overall level of accuracy of the percentage *completed* repair times:

1. Very low: Percentage *completed* is highly uncertain with limited data to support it (+/- > 50%)
2. Low: Percentage *completed* is somewhat uncertain with some data available (+/- 30-50%)
3. Medium: Percentage *completed* is based on a reasonable amount of data (+/- 20%)
4. High: Percentage *completed* is well-supported by comprehensive data (+/- 10-20%)
5. Very high: Percentage *completed* is highly reliable based on extensive data (+/- 5-10%)

Reporting process

Users must log into the Transport Insights web portal to input their quarterly results.

It is recommended that a senior TLA staff member review the quarterly pothole repair results before they are finalised in Transport Insights. There is no submit button; once the deadline has passed, the data cannot be edited.

All RCA quarterly results will be in Transport Insights once they are finalised through NZTA's quarterly report to the Minister of Transport.

The quarterly RCA pothole repair record will remain editable until the 10 working day deadline, then become locked and final for reporting.

Example RAMM SQL script – repair times

To assist RCAs that use RAMM, the SQL script used by Queenstown Lakes District Council can be adapted to determine ONRC category repair times - email the Transport Insights support desk:

support@companyx.nz

More information

[Transport Insights web portal](#)

Contact the REG team with any questions about pothole reporting – reg@nzta.govt.nz
