

Amy Viggers

From: official information
Sent: Thursday, 1 August 2019 13:25
To: [REDACTED]
Subject: RE: LGOIMA 19187 - RE: HCC Website - Official Information Request ref: HCC-QF-190710-9P0YT-19ML

Kia ora,

Further to your information request of 10 July 2019 in respect of potholes, I am now able to provide Hamilton City Council's response.

You requested:

Under the LGOIMA, could I please request:

- *How many complaints/referrals has the Council received about potholes since June 2009?*
- *How many potholes has the Council repaired since June 2009?*
- *How much has been spent on repairing potholes since June 2009?*
- *How many requests for compensation for vehicle damage from potholes have been received since June 2009?*
- *How much money has been paid out in compensation for vehicle damage from potholes since June 2009?*
- *Where was the most expensive pothole the Council has dealt with since June 2009 and how much did the repair cost?*

Our response:

For the time period you have specified we have changed service request systems with our current service request management system (SRMS) going live in 2014/15. Prior to SRMS we utilised an enterprise asset management system (Maximo) and while we can still retrieve data from this legacy system we are not able to retrieve the data you have requested.

The data supplied in the table below is taken from our SRMS and RAMM (Road Assessment and Maintenance Management) databases.

Table 1: Summary of Pothole complaints/referrals, repairs, costs & requests for compensation

Financial Year	Number of complaints/referrals received about potholes since June 2009 (SOURCE: SRMS)	Number of potholes repaired since June 2009 (SOURCE: RAMM)	How much has been spent on repairing potholes since June 2009? (SOURCE: RAMM)	Requests for compensation for vehicle damage from potholes have been received since June 2009? (SOURCE: SRMS)
2008/09	Refer to Note 1	Refer to Note 2	Refer to Note 3	Refer to Note 1
2009/10				
2010/11				
2011/12		571		
2012/13		313		
2013/14		390	\$ 22,710.48 (from Oct 2013)	
2014/15	90	434	\$ 31,634.91	10
2015/16	122	382	\$ 28,622.99	5
2016/17	197	541	\$ 56,065.09	3
2017/18	216	813	\$ 53,788.06	4
2018/19	245	1186	\$ 83,556.50	7

Notes:

1. The number of compensation requests are only available from 2014/15 as this is when our current service request management system (SRMS) went live. Prior to SRMS this information was recorded in a legacy system (Maximo) and we have not been able to retrieve this information.
2. The number of potholes repaired are only available for our current asset management system (RAMM). Prior to 2011/12 this information was recorded in a legacy system (Maximo) and we have not been able to retrieve this information.
3. The value of the money spent on repairing potholes is only available from the commencement of our current road maintenance contract (October 2013).

How much money has been paid out in compensation for vehicle damage from potholes since June 2009?

The level of detail you have requested is not available. We do not keep a record of any compensation claims less than \$10,000 and have no record of any claims greater than this.

Where was the most expensive pothole the Council has dealt with since June 2009 and how much did the repair cost?

Potholes are not individually identified in our maintenance team's costs. Generally, these are fixed in bulk on any given day, and as such we have a rate cost for repairing these. Given the minimal cost of mix etc., there is little difference in cost for potholes of different sizes.

Kind regards,

Amy Viggers

On behalf of the Privacy Officer

DDI: 07 8386727 | Email: { HYPERLINK "mailto:amy.viggers@hcc.govt.nz" }

{ HYPERLINK "http://www.hamilton.govt.nz/" \o "Hamilton City Council" }

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{ INCLUDEPICTURE "cid:image010.jpg@01D5486C.2368B470" * MERGEFORMATINET }

From: official information

Sent: Thursday, 11 July 2019 11:40 AM

To: [REDACTED]

Cc: official information <officialinformation@hcc.govt.nz>

Subject: LGOIMA 19187 - RE: HCC Website - Official Information Request ref: HCC-QF-190710-9P0YT-19ML

Kia ora

I write to acknowledge your information request of 10 July 2019 in respect of potholes.

Please be advised that your request has been passed on to the relevant team within Council and you will be informed of the outcome.

The Local Government Official Information and Meetings Act 1987 requires that we advise you of our decision on whether the Council will provide the requested information or not "as soon as reasonably practicable", no later than 20 working days after the day we received your request. We will respond to you no later than 7 August 2019.

Ngaa mihi

Mothla Majeed

Privacy Officer

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From: Hamilton City Council <{ [HYPERLINK "mailto:do.not.reply@hcc.govt.nz"](mailto:do.not.reply@hcc.govt.nz) }>

Sent: Wednesday, 10 July 2019 4:29 PM

To: official information <{ [HYPERLINK "mailto:officialinformation@hcc.govt.nz"](mailto:officialinformation@hcc.govt.nz) }>

Subject: HCC Website - Official Information Request ref: HCC-QF-190710-9P0YT-19ML

HCC Website - Official Information Request

Reference: HCC-QF-190710-9P0YT-19ML

Attachment: not attached

Name: [REDACTED]

Email address: { [HYPERLINK "mailto:jamiensor@mediaworks.co.nz"](mailto:jamiensor@mediaworks.co.nz) }

Phone number: [REDACTED]

Detailed Description of Request

Hi there,

Under the LGOIMA, could I please request:

- How many complaints/referrals has the Council received about potholes since June 2009?
- How many potholes has the Council repaired since June 2009?
- How much has been spent on repairing potholes since June 2009?
- How many requests for compensation for vehicle damage from potholes have been received since June 2009?
- How much money has been paid out in compensation for vehicle damage from potholes since June 2009?
- Where was the most expensive pothole the Council has dealt with since June 2009 and how much did the repair cost?

Thanks

Organisation: [REDACTED]