

Presentation to Internal Scrutiny: Potholes 13th March 2020

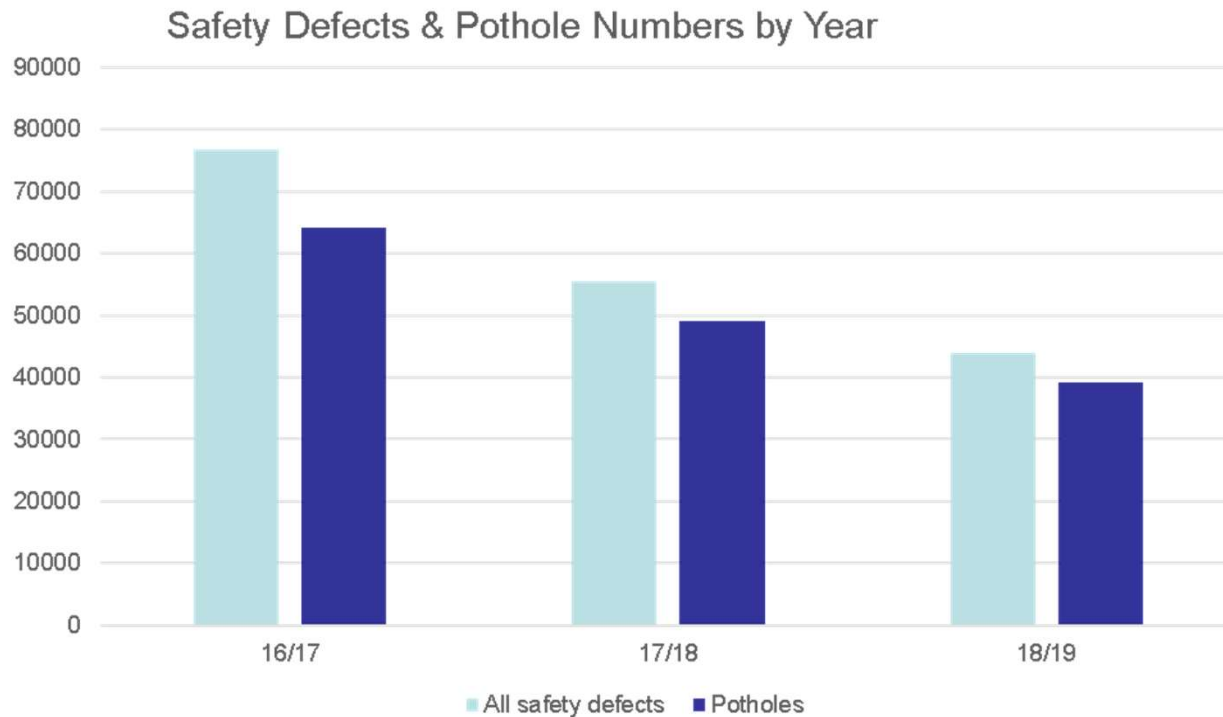


Topics:

- Performance trends
- Communications Campaign 2019
- Budget Headlines
- Service working improvements
- HSI policy and Claims defence (outstanding)
- LCC's method of permanent reinstatement
- Report It

Performance Trends

Safety Defect and Pothole Numbers by Year



Year	All safety defects	Potholes
16/17	76767	64269
17/18	55516	49066
18/19	43848	39137

Performance Trends: Response Times

2017/18:

Policy Target:

- reporting against 20 working days

Performance:

- 64% of all safety defects
- 66% potholes on time.

figures reported to Cabinet Committee on Performance and Improvement and to Internal Scrutiny in July 18



Performance Trends: Response Times

Current Policy Targets:

- 95% of all Category 1 (4hour emergency and 2 day Urgent) defects fixed on time
- 90% of Category 2 (5day, 10 day and 20 day) defects fixed on time.

Performance: Q2 19/20:

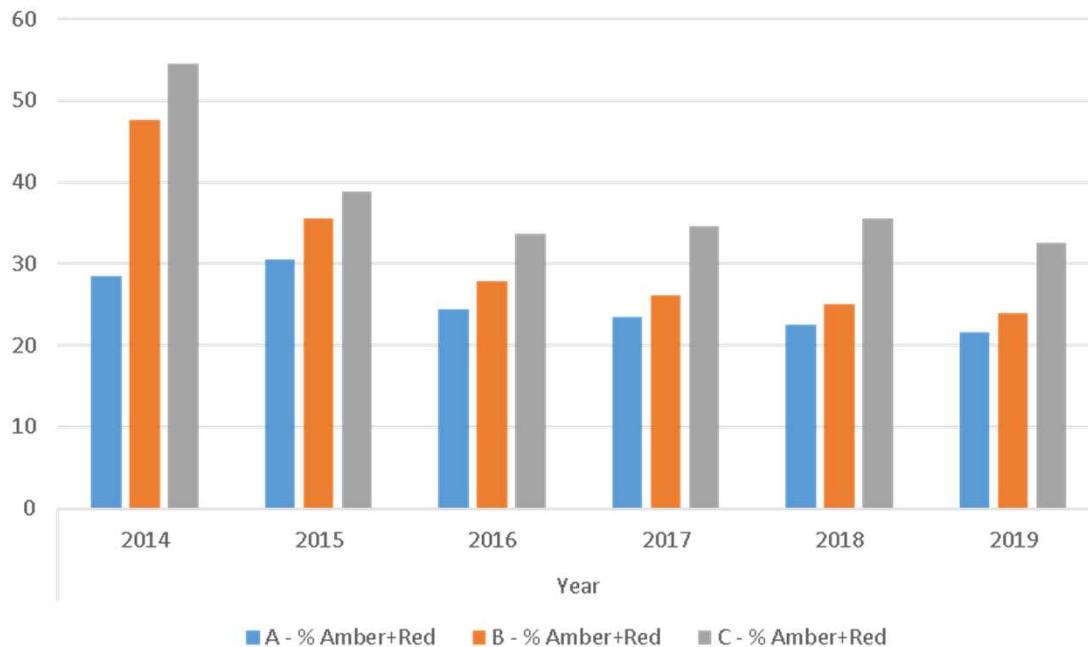
- 95.06% Category 1 defects fixed on time
- 97.27% Category 2 fixed on time

figures are reported to Cabinet Committee on Performance and Improvement

Performance Trends

Carriageway Condition (less is good)

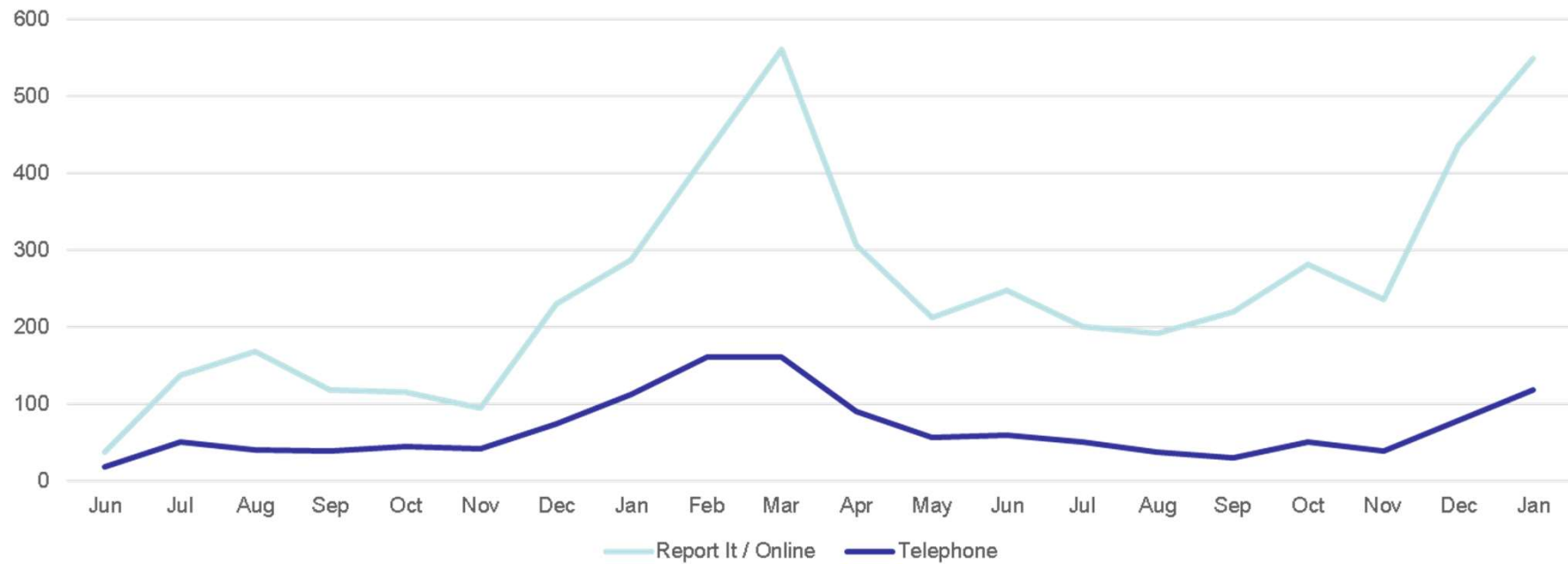
Carriageway Condition: % Amber +Red



Road Class	Year						Improvement since 2014- %
	2014	2015	2016	2017	2018	2019	
A - % Amber+Red	28.5	30.6	24.4	23.4	22.6	21.6	24%
B - % Amber+Red	47.6	35.6	27.8	26.2	25.1	24	50%
C - % Amber+Red	54.5	38.9	33.6	34.6	35.6	32.6	40%

Customer Report Trends

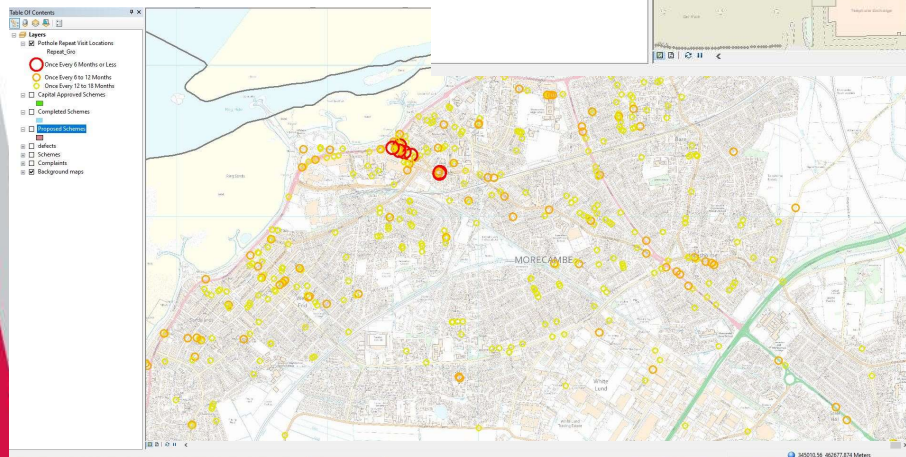
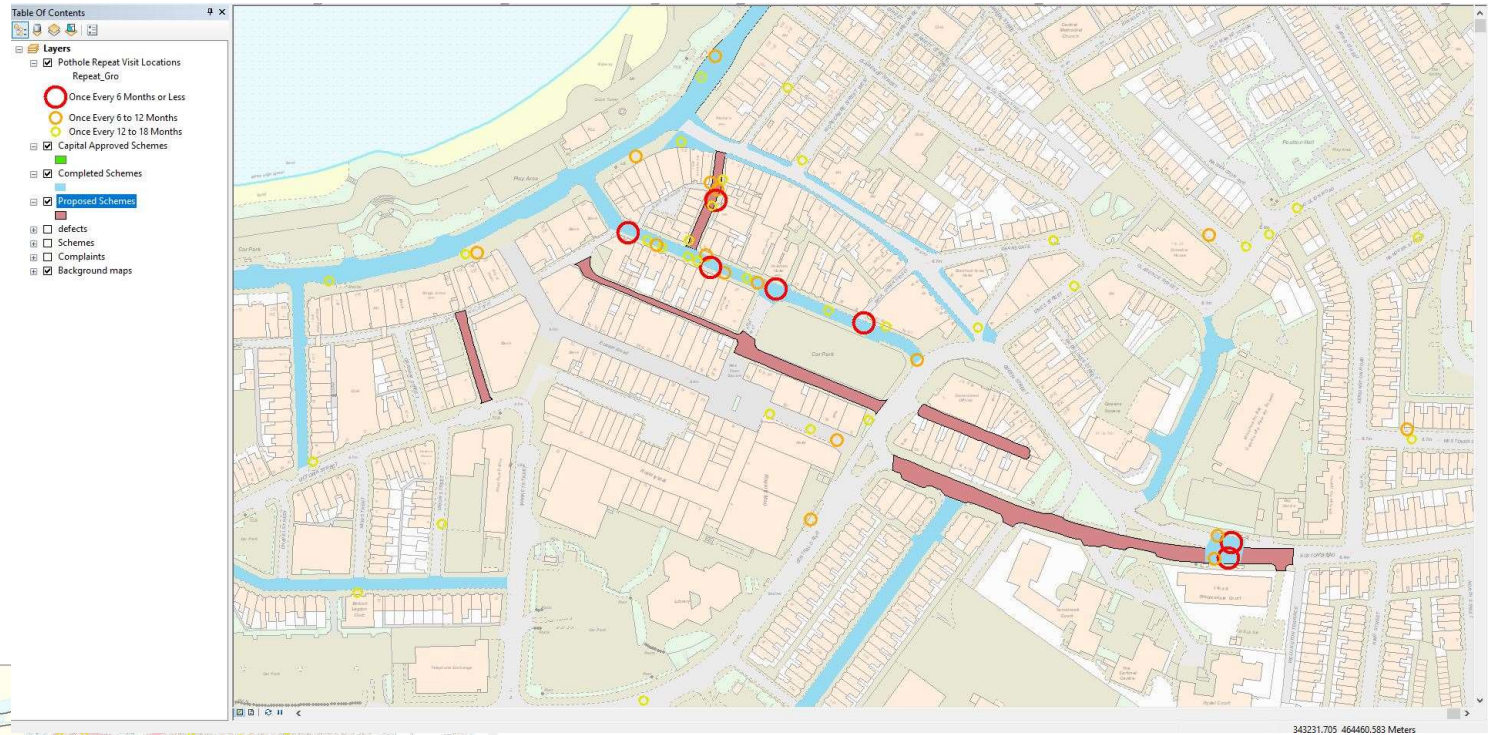
Pothole reports by medium
June 18 - January 20



Feedback On Report It issues

- On-line system generally works well
- Issues identified with process management which have now been addressed
- Further work to be undertaken to continue to improve the process and customer experience
- Working Group being established

Repeat Visit Analysis



Pothole Campaign link to page

What causes potholes?

It is easy to assume that potholes are formed due to roads being poorly maintained but that is not usually the case. There are many factors that can cause potholes.

The following stages demonstrate how a combination of weather and wear and tear is one of the major causes of potholes on roads.

Stage 6

Weight of traffic breaks up the road surface to form a pothole. Wear from traffic expands the hole.



Stage 1 >>

Stage 2 >>

Stage 3 >>

Stage 4 >>

Stage 5 >>

stage 6

Pothole Campaign

July until October 2019 to:

- Highlight the good work the highways maintenance teams
- Raise awareness of the public's role in reporting potholes online using Report It
- Encourage residents to complete the NHT survey

The campaign included:

- website and campaign page created
- animations highlighting positive stats about our service
- 2 new videos to show the levels we fix potholes and how our team are busy fixing them
- Media release to launch the campaign
- Schedule of free social media posts and paid for boosted posts to increase our exposure
- New stickers on vans, business cards and posters produced to promote report it
- Promoting campaign to staff, Members, other stakeholders including MPs and Parish Councils

Evaluation

- Large increase in satisfaction levels in the postal survey compared with last year: 12% increase on condition of highways and 4% on highway maintenance generally
- Our national ranking has increased, in 2018 we were one of the lowest and now based on the 2019 responses we are just below average (in terms of quartiles we have risen from the bottom of quartile 4 to the top of quartile 3)
- 79% of potholes were reported online using report it: 16% increase in people reporting potholes on line



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Budget Headlines

- £7.8m in 18/19
- Increase spend on Structural Defects:
 - More within the Traffic Management area
 - Square cut rather than temporary
 - More stringent repair response times
 - Collecting full cost for service delivery

Pothole Repairs

- Continually looking for Service Improvement
- Training and monitoring to improve quality
- Increased number of 1st visit permanent repairs
- More responsive with significant improvements to KPI's and KPI monitoring
- Innovative ways of working

Pothole Repairs

- **SAW CUTTING**

- provide a clean vertical face to the repair
- cleaner surface for bond coat adhesion
- better opportunity for compaction
- material interlock
- neater edges
- better public perception of the repair.

Pothole Repairs



Pothole Repairs



Pothole Repairs

- **BOND COAT**



Pothole Repairs

- Compaction

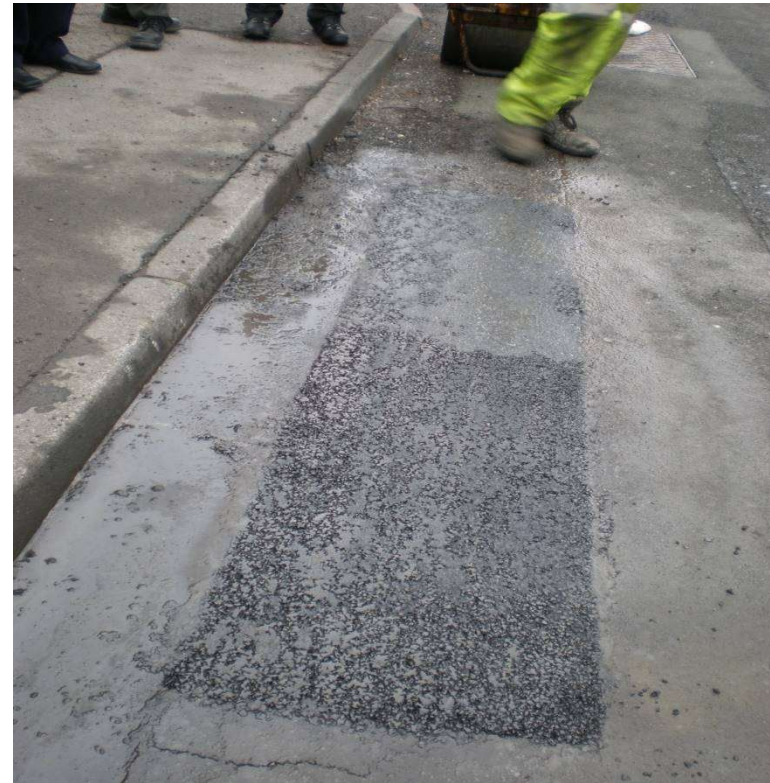


Pothole Repairs

- BEFORE



- AFTER



Pothole Repairs

- **EXCEPTIONS**

- Greater than 2m²
 - Extensive traffic management
 - Area should be made safe i.e. infill with bituminous material
 - The location should be noted and referred back to the Supervisor
- Developing mechanism to identify the over 2m² Areas utilising additional funds from Cabinet

Pothole Repairs

- **In situ road heating repair techniques**
 - heat up the existing surface
 - mix it with new material
 - good bond between existing and new
 - process is relatively slower and costly
 - weather dependant.

Pothole Repairs

- **Spray Injection repair technique**

- A rapid patching technique
- Use on all roads technically, but practically not on estate roads
- The void is first blasted with compressed air to clean the surface and remove any debris
- the surface of the void is sprayed and coated with bitumen emulsion.
- Finally the asphalt is blasted into the void, and another coat of bitumen applied to seal the surface.
- Weather dependent – March - October

Pothole Repairs

- **Trial in Area East on full mechanical repairs**
- **Reduce employees exposure to Hand Arm Vibration syndrome**
- **Slower process**
- **More plant and equipment required**
- **More costly?**

Pothole Repairs

- Increased number of permanent repairs
- Improved quality of repair
- Material in better condition
- Improved compaction
- Reduced waste
- Reduced number of 2nd visits

