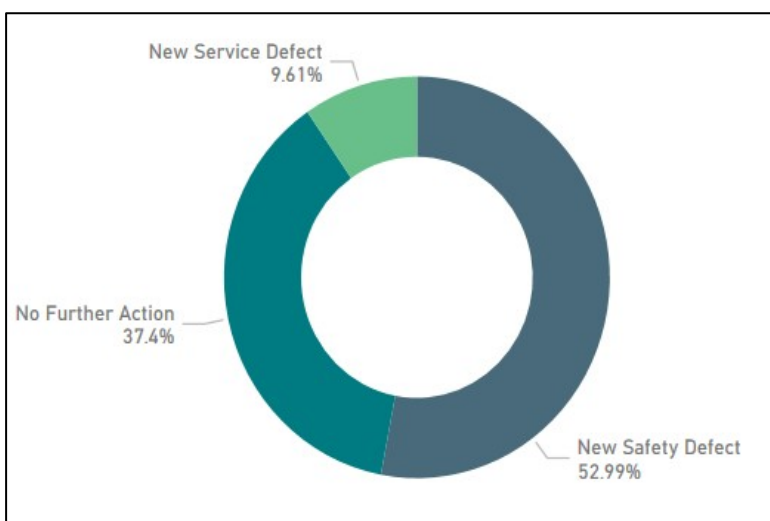


Historically, online pothole reports (PIP reports) would be automatically routed through to a repair gang to attend, without any screening. This frequently resulted in repair gangs arriving on site to find that defects did not meet our safety criteria, could not be located or had been reported/repared already. This represented a big inefficiency in how we operated, and in turn affected performance.

The trial has seen dedicated 'PIP inspectors' screening PIP reports before they get sent to gangs. This process allows for only actual, verified safety defects to be pushed through for a repair. These reports are supplemented with accurate location, plant, material and traffic management information which has seen the number of repairs being undertaken by gangs first-time, and to specification, increase greatly.



The triage has been extended from Area East to include Mid-Devon, Exeter, and from the start of February, also North Devon. So far, approximately **7000 PIP reports** have been assessed. Of these, **only 53% were deemed to meet our safety criteria**. This represents around 47% of all reports that potentially would have resulted in a gang going to site, without being able to make a repair, outside of this process.

Trial data sampled suggests gang productivity is up to 98%. That is, on 98 occasions out of 100 gangs are leaving site having completed a repair, from the information verified and supplied by the

inspector. The knock-on boost this has in terms of overall productivity, quality and timeliness of repairs represents massive improvements in efficiency.

The second-strand to this process, and with the intention of **“doing the right thing”** from the outset, involves addressing serviceability. Where inspectors are not recording safety defects but instead come across some localised general deterioration or failing repairs, rather than ignore these reports, which would often result in them getting re-reported at a later date, some of these sites are being assessed and marked up for hand-patching. A dedicated gang will then follow in the weeks to come and address the serviceability issues, with a view to mitigating against future reports and should they have eventually become safety defects. We have currently raised in excess of 300 hand-patching orders for East and North Devon so far and we’re already beginning to see a reduction in overall PIP reports, potentially as a result of this.





The triage process is next scheduled to be moved in to South and West Devon in the near future, and at that point will be county-wide.

We will continue to closely monitor the volume of PIP pothole reports across Devon in the coming months, along with the associated effects the triaging process is having on repair productivity, with a view to providing another update later in the year.