

Firstly to help you understand the size of the issue. Whilst the average amount of pot holes reported over the last few years have been **February 3516, March 3851**

The figure for the same months this year are **February 6524, March 8377**

So you can see the size of the issue we are dealing with and this is the worse it has been since the floods in 2013.

So we have taken the decision to postpone some of the non-essential work to divert resource to identify and repair some of our roads.

Also our Highways Contractor **Kier** have drafted in additional resource so that where they would normally have about 8-12 crews out repairing our network there are currently 25 crews working in Surrey but even with all that resource on the network it is a major challenge.

Hopefully, with the weather looking better going forward we will start to see an improvement over the next few weeks.

Two of the biggest issues raised by our residents are:

1. Why are we just doing temporary repairs and then coming back to repair the road later.
2. Why did we just do one big hole and leave the other defects.

As you can imagine this is a major task. All defects are prioritised from P1 to P4 with P1 being an emergency response, we also have criteria built into the contract to manage the time scales they must react to the different criteria. For P2s, which must be reacted to within a few days, because of the amount of defects arising they are doing more temporary repairs to enable them to cover more ground and they will return at a future date to complete the repair. This does not cost the county any more money, this is an operation decision which allows the risk to be managed and enables Kier to meet the response criteria.

The same issue arises when dealing with multiple defects at one site, as an example a crew dealing with P2s can do approximately 15 reported defects per day and the defect at the bottom of your road is number 12 on the list, so it will be done today, but if the crew stop and repair all the defects at all the locations and also do additional inspections of other areas of the same road, they will not get to your road for about three days, hence why they will only repair the main defect instead of the three that might be there and they will only repair what has been reported. Again this is an operational decision to manage risk and does not cost the county any additional money.

The important thing to remember is the clock does not start ticking until a defect has been reported and with over 3000 miles of network to monitor any help is gratefully received, so when it is safe to so please report any defects to you see.

In the meantime work has already started to address the worse affected roads with the additional £5m announced last month and although this will not fix them all, we are working together with the local highways teams and will continue to identify local priorities.