

COUNCIL POLICY

SUBJECT: ROAD REPAIR POLICY (Pothole Repair)	
DATE OF ISSUE: March 16, 2026	ORIGIN: Engineering COUNCIL REFERENCE: 25/CNCL

Background and Scope

The District of Saanich maintains approximately 560 km of roadways throughout its network. These roads are classified by vehicles/day as follows:

- Major: 10,000 to 30,000 vehicles/day
- Collector: 3,000 to 12,000 vehicles/day

Road surface damage impacts the quality of the road users' experience, but more importantly represents a potential safety issue for motorists, cyclists, other road users and to a lesser extent pedestrians (crosswalks).

Pothole hazard thresholds have been established to balance public safety, operational practicality, and measurement reliability. A pothole is considered a hazard when its depth exceeds 50 mm on general roadways and 30 mm within designated marked cycling lanes, consistent with comparable municipal practices and achievable field measurement standards.

This policy addresses pothole repair. It does not include routine roadway maintenance that the District may carry out. Without limiting the generality of the above statement, it does not include minor cracking of the road surface, which is repaired as part of the District's routine annual crack sealing program

This policy does not restrict the District from, at its discretion, repairing potholes that fall short of the hazard criteria set out above.

Hazard criteria in this policy are intended to guide prioritization of repairs. The District retains full discretion to undertake repairs that fall below these thresholds based on professional judgment, safety considerations, available resources, and broader community impact.

This policy may be suspended under special circumstances of broader community impact, such as but not limited to earthquake, winter storm event, social unrest, etc., at the discretion of the Director of Engineering or their designate.

Process

Saanich operates primarily on a reactive inspection and maintenance system for road surfaces, responding to reported concerns. This does not prevent the District from conducting periodic road condition assessments as staffing and resources allow. These assessments do not constitute routine or continuous inspections.

When a road surface complaint is received, the following process will apply:

- 1) **Document Complaint** The road surface complaint and relevant details are documented in Tempest Call for Service (CFS) software.
- 2) **Assign Task:** Call For Service is assigned to a specific staff member.
- 3) **Assess Site:** Staff will attend the site to assess reported road surface hazards within three business days, subject to staffing availability, operational priorities, and resource constraints.
- 4) **Schedule Repairs:** If the hazard meets the criteria for road repair, the work will be completed based on available staffing and resources. The timing of the repair will depend on, among other factors, whether the repair is minor or extensive. Staff will determine the appropriate method of road repair, taking into consideration budget allocated for road maintenance.
- 5) **Apply Interim Measures:** Interim temporary precautions may be taken to ensure public safety prior to the repairs being conducted. These may involve the placement of barricades, warning signs, paint markings and/or temporary fills.
- 6) **Conduct Repairs:** Staff will attempt to carry out minor repairs through pothole patching within 10 business days of assessment, provided staffing and resourcing are available. More extensive repairs will be carried out as soon as practicable, based on available staffing, resources, and the extent of the repair.

This policy aligns with Council policy 01/479: Public Works Inspection Policy.