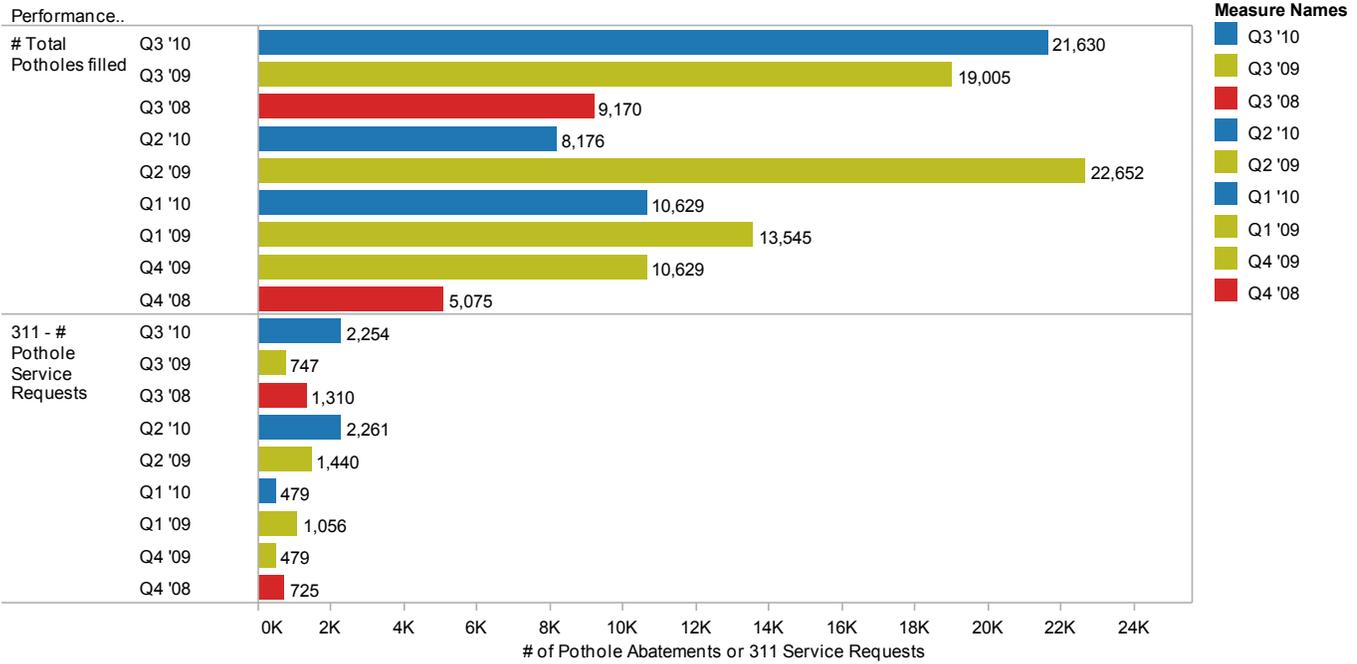


Department of Public Works Pothole Abatements



Mayor Ravenstahl AGENDA GOAL: Governing Efficiently and Operating "Green" - Enhance government services by measuring performance

DESCRIPTION: Department of Public Works (DPW) staff are responsible for ensuring the safety, maintenance, engineering, and construction of streets within the City. Pothole rehabilitation work may be influenced by the physical and demographic characteristics, good or bad weather, budget cuts, material quality, and climate. Each pothole filled (abated) requires a Square Yard surface measurement to calculate the tons of material consumed. Potholes perpetually are the most popular (approximately 5,000 per year) type of requests for service received by the Mayor's 311 Service Center.

ANALYSIS: The Q3 '10 data is indicating a 14% increase in potholes filled over the same Jul-Aug-Sep period last year. This reverses what had been two consecutive quarterly decreases in abatements. DPW has a high performing proactive streets maintenance capability that abates potholes without waiting for a 311 service request as evidenced by approximately 10 potholes being fixed for every 1 reported to 311. However, if overall street structural conditions are deteriorating at an accelerating rate (i.e. more pothole filling every year), increasing the investment in the number of street miles scheduled to be repaved or rebuilt may be the only option to reduce pothole related maintenance activities.