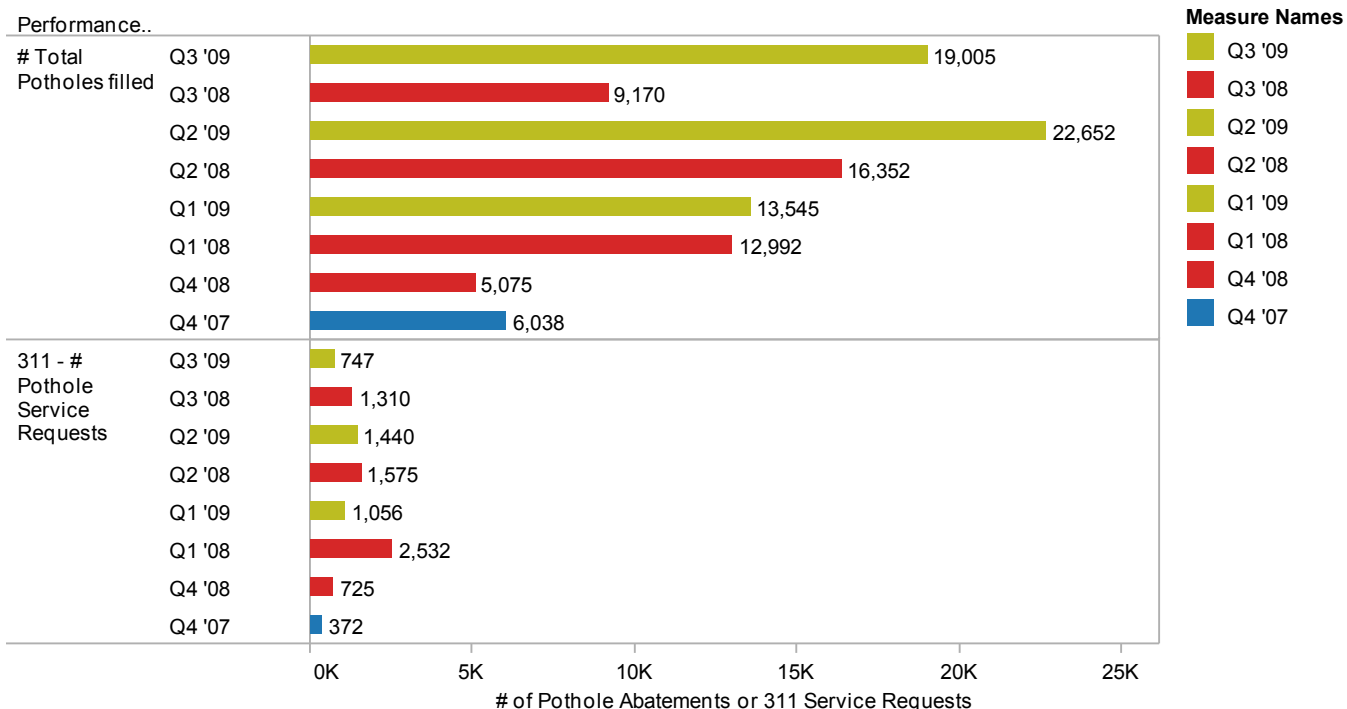


Department of Public Works Pothole Abatements



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' 09 data is indicating a whopping 107% increase over the same Jul-Aug-Sep period last year. These increases in abatements demonstrate that citizens expect, and receive, swift pothole repairs. During the past seven quarter year-to-year comparisons, only in Q4 '08 were fewer potholes abated. It is clear that DPW has a high performing streets maintenance capability that abates potholes without waiting for a 311 complaint notification. However, if overall street structural conditions are deteriorating at an accelerating rate, 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.