



**CITY OF PITTSBURGH
DEPARTMENT OF INNOVATION & PERFORMANCE
MEMORANDUM**

TO: Debra Lam, Chief of Innovation & Performance
DATE: March 16, 2015
SUBJECT: 311 Snow/Ice Removal and Pothole Requests

The City of Pittsburgh experienced two Level 2 snow events back-to-back. The first started on Mar 1 and went through the 3rd, the second event was Mar 4 - 6. The 311 Response Center still received/processed a small number of snow/ice requests the following week (Mar 9) - some were legitimate, some were already addressed but not yet processed.

| DIVISION | TOTAL REQUESTS Mar 1-3 | DAYS FOR COMPLETION Mar 1-3 | TOTAL REQUESTS Mar 4-6 | DAYS FOR COMPLETION Mar 4-6 | SNOW/ICE REQUESTS Mar 9-11 | TOTAL REQUESTS |
|--------------|------------------------|-----------------------------|------------------------|-----------------------------|----------------------------|----------------|
| 1 | 56 | .4 | 64 | 1.2 | 4 | 124 |
| 2 | 94 | 2.2 | 108 | 4.9 | 11 | 213 |
| 3 | 138 | 1.6 | 174 | 4.4 | 17 | 329 |
| 4 | 229 | 1.5 | 342 | 2.9 | 40 | 611 |
| 5 | 112 | 1.2 | 166 | 2.6 | 8 | 286 |
| 6 | 15 | 2.2 | 23 | 2.0 | 1 | 39 |
| TOTAL | 644 | 1.5 | 877 | 3.0 | 81 | 1572 |

The City of Pittsburgh held a Pothole Blitz where residents and commuters were encouraged to report potholes beginning Mar 6 - Mar 13, 2015. Due to the large volume, there are still over 800 requests waiting to be processed into the system. The 311 team has worked overtime to process the requests and are set to complete all the requests soon. However, the information is being expedited to DPW so crews can respond to the work accordingly.

| DIVISION | TOTAL REQUESTS | OUTSTANDING | COMPLETED | PERCENTAGE COMPLETED |
|----------|----------------|-------------|-----------|----------------------|
| 1 | 306 | 94 | 212 | 89% |



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|--------------|-------------|-------------|-------------|------------|
| 2 | 1283 | 1051 | 232 | 18% |
| 3 | 743 | 306 | 437 | 59% |
| 4 | 959 | 479 | 480 | 50% |
| 5 | 314 | 35 | 279 | 89% |
| 6 | 89 | 45 | 44 | 49% |
| TOTAL | 3694 | 2010 | 1684 | 46% |

