

**CITY OF PITTSBURGH
MAYOR'S POTHOLE BLITZ**

To: Mayor William Peduto
From: Departments of Innovation & Performance, and Public Works
Subject: Pothole report for 3 April 2014 - 11 June 2014
Date: 12 June 2014

Summary:

On April 2, the City of Pittsburgh announced that pothole request would be completed within three business days.

- Currently the average completion rate is around 17 days
- The same period last year recorded an 29.21 days to complete
- The completion rate differs by Division with Division 5 averaging 4.8 days and Division 2 at 21.9 days. However it is important to note volume as Division 2 also has the most pothole request.

Divisions	Total # of Pothole Requests and Average Resolution Period							
	April 3-30		May		June 1-11		Total	
	Total	Days	Total	Days	Total	Days	Total	Days
1	81	10.5	113	11.5	36	3.1	230	9.8
2	627	30.1	719	18.4	166	5.6	1512	21.9
3	429	26.1	543	14.1	157	5.1	1128	17.4
4	384	15.9	366	13.8	111	5.1	861	13.6
5	125	4.3	135	5.1	40	3.2	300	4.8
6	38	27.7	43	15.7	10	3.5	91	19.4
Total	1684	19.1	1919	13.2	520	5.2	4123	17

While the average completion rate is still high, there have been improvement since the pothole blitz.

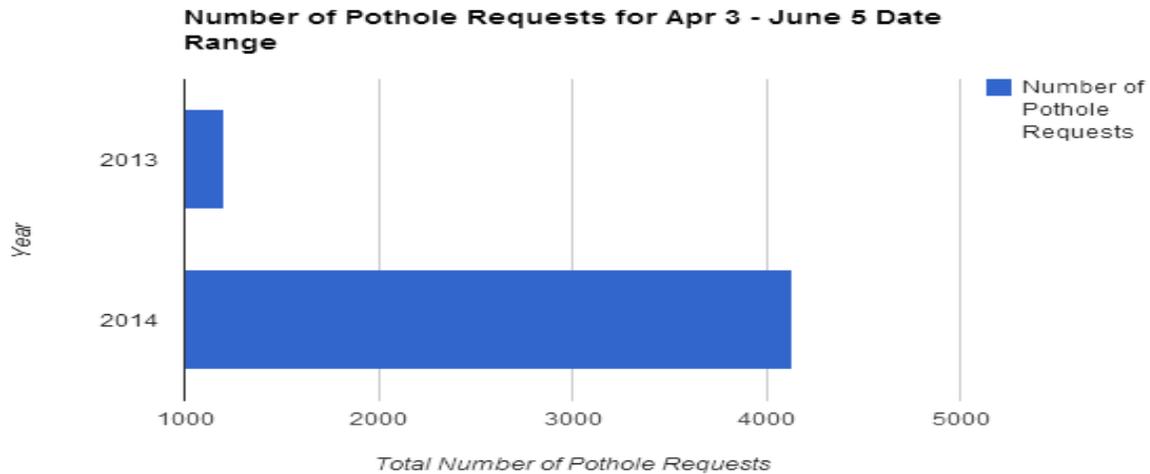
- Despite a 12% increase in pothole request from April to May, the average repair time has decreased by 6 days from 19 to 13 days.
- There was a further drop of 8 days for the first two weeks of June with a 5-day average completion rate.

There is a wide range of completion at the neighborhood level, with some neighborhoods like the West End meeting the 3-day target, while others such as the Strip with a longer period of 24.74 days.

Neighborhoods	Average Days	Neighborhoods	Average Days
Homewood North	28.33	West End	2.4
East Hills	25.58	Oakwood	3.25
Strip District	24.74	Duquesne Heights	4.18

Compared to same period last year there has been a 350% increase in pothole request.

- This is due to the severe weather, robust citizen engagement campaign, including increase tools for reporting such as Twitter.
- The increase service request has not affected the service quality as the call drop rates have remained under 5%.
- With over 2300 followers, service request via Twitter have also been prompt.



Preliminary Assessment:

- Staffing and vehicle shortages have played a major role in slower response times. The majority of large dump trucks used for patching from the 2nd and 3rd Divisions are at First Vehicle Services. Personnel are in the process of being supplemented with additional foremen and clerks.
 - Weather has been another factor in response time. Weather accounted for a lost of 13-14 days of patching work. The date range also includes weekends and holidays which no work is done.
 - Until a new CRM system is in place for 311, the numbers are to be used cautiously. For instance, they currently do not account for repeated requests or lag time between finish and reported date.
 - A RFP for a CRM system was issued this week, and there are firm plans to have a CRM upgrade.
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