

**DPW – Infrastructure Services Division
Pothole Summary/Update
Public Works Committee - 2/19/09**

The following is a summary/update of actions taken regarding DPW's pothole activities

2008 SUMMARY

- Call Center Requests - 16,774 (56% over 2007 requests = 10,763)
- Highest Volume - 56% (8,933) occurred over the four month period of February – May
- Crew-days deployed - 2,731; largest deployment in recent history
- Ave Crews/workday – Period March to May averaged over 16 crews/workday; at times up to 24 crews per day were used.
- Asphalt - 9,342 tons; averaging over 37 tons per day and 3.4 tons per crew.
- Highest Tonnage – During March an average of 65.6 tons/day was placed.
- Largest backlog - February ~800 requests; calls were 123% over 2007 volume.
- Annual average response time - 7.2 days

TABLE A - 2008 SUMMARY

Month	TOTAL CALLS				TOTAL CUMMULATIVE CALLS			Increase Over Prev Yr	Average Response	
	2005	2006	2007	2008	2006	2007	2008		Monthly	YTD
					To Date	To Date	To Date			
1	688	841	679	991	841	679	991	45.9%	3d; 17	3d; 17
2	843	570	602	1872	1411	1281	2863	123.5%	7d; 21	6d; 10
3	1113	983	1657	2737	2394	2938	5600	90.6%	12d; 2	9d; 6
4	883	826	1093	2710	3220	4031	8310	106.2%	12d; 5	10d; 5
5	762	1030	1362	1614	4250	5393	9924	84.0%	8d; 15	10d; 0
6	787	947	1187	1245	5197	6580	11169	69.7%	4d; 1	9d; 8
7	496	685	883	1220	5882	7463	12389	66.0%	3d; 3	8d; 17
8	631	824	835	1118	6706	8298	13507	62.8%	2d; 12	8d; 5
9	500	652	802	1133	7358	9100	14640	60.9%	2d; 1	7d; 19
10	555	849	825	1144	8207	9925	15784	59.0%	2d; 13	7d; 10
11	363	716	568	597	8923	10493	16381	56.1%	5d; 6	7d; 8
12	271	416	270	393	9339	10763	16774	55.8%	4d; 20	7d; 6
Total	7892	9339	10763	16774						
Annual Increase		18.34%	15.25%	55.85%						

CHALLENGES

- Volume of calls – concentrated in four months
- Weather cycles of freeze/thaw and record snow events
- Repeat locations due to poor repair conditions and/or plowing events

SUMMER 2008

- Extensive maintenance repairs to problems areas
- Conducted base patching, joint patching, RoadPatcher on arterials
- Biweekly review and monitoring by maintenance districts to improve the flexibility and timeliness of crew deployments.
- Additional data and modifications made to Call Center database
- Limited manager deployment to snow operations
- Timely close out of complete work; add temporary assistance when required.

2009 SUMMARY

- Through Feb 13 2009; 1446 requests
- Represents -17.3% from 2008; Consistent with 2006 experience
- Average response to date; 2d; 3 hr
- Extended winter personnel available
- Limited seasonal call backs commence Mar 8th, majority in April/May
- Response priorities when required, remains with arterial locations and hazardous residential locations.

TABLE B - 2009 to date SUMMARY

Through
2/13/09

Month	TOTAL CALLS				TOTAL CUMMULATIVE CALLS				Average Response	
	2006	2007	2008	2009	2007 To Date	2008 To Date	2009 To Date	Increase Over Prev Yr	Monthly	YTD
1	841	679	991	854	679	991	854	-13.8%	2d; 18hr	2d;18hr
2	570	602	1872	592	1281	2863	1446		1d; 6 hr	2d: 3hr
3	983	1657	2737		2938	5600	1446			
4	826	1093	2710		4031	8310	1446			
5	1030	1362	1614		5393	9924	1446			
6	947	1187	1245		6580	11169	1446			
7	685	883	1220		7463	12389	1446			
8	824	835	1118		8298	13507	1446			
9	652	802	1133		9100	14640	1446			
10	849	825	1144		9925	15784	1446			
11	716	568	597		10493	16381	1446			
12	416	270	393		10763	16774	1446			
Total	9339	10763	16774	1446						
Annual Increase		15.25%	55.85%							