

Pothole Initiative

As of February 10, 2016



Policy Statement



“Potholes that are properly reported to the City’s 311 Help and Information line will be assessed and addressed by the next business day.”

Problem Statement

Magnitude:

- ~16,000 lane-miles of roads

Resources:

- Budgeted for potholes 4 sq ft repaired w/in 30 days
- Broader definition & reduced SLA => resource strain

Communication:

- 2015 system did not provide citizen feedback

Challenges:

- Weather conditions (wet roads or cold days)
- Real-time reporting
- Resources (staffing, material availability, equipment, etc.)



Solution Statement: “New” Definition of a Pothole

POTHOLE



Pothole – ***NOW up to 25 ft²***



Punchout – ***NOW a pothole***

NOT A POTHOLE



Localized Pavement Failure



Faulting

Solution Statement: Communication

The screenshot shows the City of Houston Potholes Tracker website. At the top, there is a navigation bar with links for Home, I Want To, Govt, Residents, Business, Departments, Visitors, and Espanol. Below this is a large banner image of the Houston skyline with the text "Welcome to the City of Houston eGovernment Center". Underneath the banner is a "Potholes Tracker" section with buttons for "Houston 311 Home Page", "Report a Pothole Online", "311 Smartphone App (Apple)", "311 Smartphone App (Android)", and "72 Hour Heatmap". There is also a language selection bar with options for ARABIC, MANDARIN, SPANISH, URDU, and VIETNAMESE. A status bar at the bottom indicates "311 Su Tiempo de Espera - Espanol (713-837-0311) 0 minutos @ Feb 9 2016 6:33AM".

HOUSTON POTHOLES TRACKER

Greetings, fellow Houstonians!

I understand the frustration and have heard the calls from Houstonians for something to be done about our streets. My pothole repair initiative is the first step in gaining your trust on this issue. The goal is to assess and repair potholes reported to the 311 Help and Information Line by the next business day. As part of this effort, we have streamlined operations and put in place improved customer response protocols. I know this is a short-term fix, but it is a step that we need to take to get us to the long-term solution for our streets. I know our hardworking City street crews are up to

the challenge.

This website has been created to provide information about what is and what is not a pothole as well as access to real-time graphs and charts about our progress.

If you haven't done so already, please download the 311 app from iTunes or Google. It's the fastest way to report potholes and other street conditions. You may also call 311 to submit a report. (If outside Houston, dial 713.837.0311.)

Thank you for helping us to make Houston streets safer for all drivers.

Best regards,

Sylvester Turner
Sylvester Turner
Mayor

CLICK A DOT FOR MORE DETAILS

Houston 311 Pothole Service Request

Map showing pothole locations in Houston, Texas. Legend: open (red dot), closed (blue dot), most recent (green dot).

The screenshot shows a Facebook advertisement for Houston 311. The ad features the Houston 311 logo and the text "Houston 311 Sponsored". Below the logo is a "Like Page" button. The main text of the ad reads: "Potholes? Graffiti? Just 3-1-1 it online, by phone or by downloading the free app today!". Below this text is a photograph of a pothole on a road. At the bottom of the ad, there is a yellow banner with the text "Just 3-1-1 it!" and the Houston 311 logo. Below the banner is the text "HOUSTON 3-1-1 HELP & INFO" and "A quick and easy way to get info or report a problem." There is also a "Learn More" button and the website address "HOUSTON311.ORG".

Launched Ad campaign promoting 311 app



CAO provides feedback to citizens reporting potholes

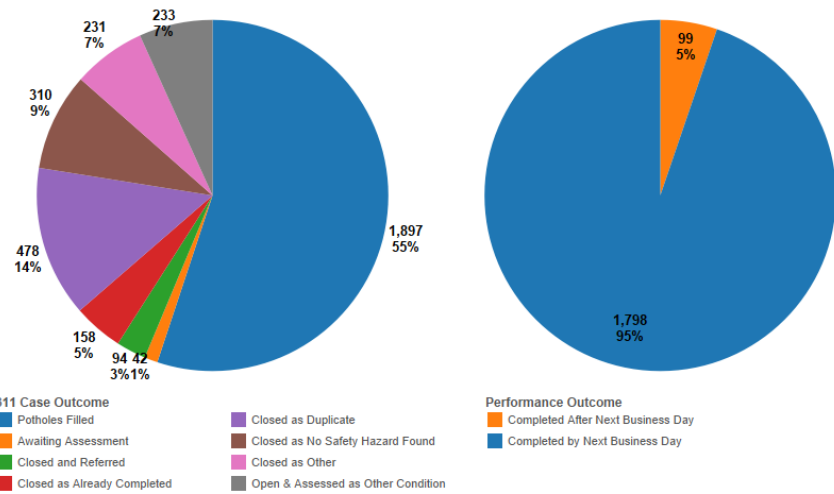
Enhanced website to include educational "splash" webpage

Solution Statement: Commitment

Assess & address potholes by next business day

Provide daily report for cases where safety & infrastructure will require additional time

Mayor's Pothole Initiative
Summary Performance Report
(For 01/04/2016 - Refreshes Hourly)



Pothole Priority List
(Refreshes hourly)

List of Cases

Case Number	Sr Location	Sr Create Date	Target	Calc Resolution	District	Target Status
11970051-10...	Intersection 13500 ALDIN...	1/7/2016 10:23:01 AM		Null	B	1
11970720-10...	222 PIZZITOLA, HOUST...	1/8/2016 11:36:52 AM	1/11/2016 11:59:59 PM	08. Maintenance repair has be...	E	1
11970825-10...	1111 ADELE, HOUSTON ...	1/8/2016 2:05:15 PM	1/11/2016 11:59:59 PM	08. Maintenance repair has be...	H	1
11970832-10...	Intersection 900 FOREST...	1/8/2016 2:22:52 PM	1/11/2016 11:59:59 PM	Null	E	1
11971103-10...	Intersection 16600 HIRAL...	1/9/2016 9:11:44 AM	1/11/2016 11:59:59 PM	Null		1
11971566-10...	Intersection 494 W MOUN...	1/11/2016 8:46:30 AM	1/12/2016 11:59:59 PM	Null	H	1
11971610-10...	9724 NORTH FWY, HOU...	1/11/2016 9:42:27 AM	1/12/2016 11:59:59 PM	Null	H	1
11971644-10...	4102 B LILLIAN, HOUST...	1/11/2016 9:53:22 AM	1/12/2016 11:59:59 PM	Null	C	1
11971669-10...	5502 CHAUCEY, HOUST...	1/11/2016 10:02:21 AM	1/12/2016 11:59:59 PM	Null	C	1
11971674-10...	Intersection 9600 MARIP...	1/11/2016 10:05:12 AM	1/12/2016 11:59:59 PM	Null	K	1
11971776-10...	Intersection 1000 GLEE L...	1/11/2016 11:48:49 AM	1/12/2016 11:59:59 PM	Null		1
11971890-10...	Intersection 2800 W 18TH...	1/11/2016 1:58:55 PM	1/12/2016 11:59:59 PM	Null	C	1
11972191-10...	4000 GRIGGS, HOUSTO...	1/12/2016 9:40:33 AM	1/13/2016 11:59:59 PM	Null	D	1
11972212-10...	Intersection 4500 W FUQ...	1/12/2016 9:41:17 AM	1/13/2016 11:59:59 PM	Null	K	1
11972242-10...	9103 MCAFEE, HOUSTO...	1/12/2016 10:31:24 AM	1/13/2016 11:59:59 PM	Null	J	1
11972408-10...	Intersection 1800 DES JA...	1/12/2016 1:45:14 PM	1/13/2016 11:59:59 PM	Null	I	1
11972419-10...	4733 BELL, HOUSTON T...	1/12/2016 1:51:28 PM	1/13/2016 11:59:59 PM	Null	I	1
11972530-10...	4715 CANAL, HOUSTON ...	1/12/2016 3:47:50 PM	1/13/2016 11:59:59 PM	Null	H	1
11972630-10...	Intersection 3500 ASHFIE...	1/12/2016 6:40:35 PM	1/13/2016 11:59:59 PM	Null	F	1
11972649-10...	5103 RICKY, HOUSTON ...	1/12/2016 8:00:36 PM	1/13/2016 11:59:59 PM	Null	D	1
11972667-10...	6625 PINEMONT, HOUS...	1/12/2016 9:40:35 PM	1/13/2016 11:59:59 PM	Null	C	1
11972700-10...	Intersection 5800 CLINTO...	1/12/2016 11:59:34 PM	1/13/2016 11:59:59 PM	Null	H	1
11972709-10...	Intersection 14100 ALDIN...	1/13/2016 6:37:49 AM	1/14/2016 11:59:59 PM	Null	B	1
11973000-10...	4106 LEMON TREE, HO...	1/13/2016 12:20:39 PM	1/14/2016 11:59:59 PM	Null	A	1
11973037-10...	1114 CASTLEDALE, HO...	1/13/2016 1:10:39 PM	1/14/2016 11:59:59 PM	Null	H	1
11973044-10...	Intersection 4200 BROAD...	1/13/2016 1:22:03 PM	1/14/2016 11:59:59 PM	Null	I	1
11973055-10...	Intersection 1500 W ALA...	1/13/2016 1:31:03 PM	1/14/2016 11:59:59 PM	Null	C	1
11973147-10...	4851 FALVEY, HOUSTO...	1/13/2016 3:10:40 PM	1/14/2016 11:59:59 PM	Null	E	1
11973194-10...	Intersection 5800 S GESS...	1/13/2016 3:58:40 PM	1/14/2016 11:59:59 PM	Null	J	1
11973202-10...	Intersection 1900 BRUN ...	1/13/2016 4:09:23 PM	1/14/2016 11:59:59 PM	Null	C	1
11973295-10...	Intersection 0 W LOOP S...	1/13/2016 6:18:56 PM	1/14/2016 11:59:59 PM	Null	G	1
11973344-10...	9331 VANWOOD, HOUS...	1/13/2016 8:00:39 PM	1/14/2016 11:59:59 PM	Null	A	1
11973349-10...	5530 GREENS, HOUSTO...	1/13/2016 8:30:37 PM	1/14/2016 11:59:59 PM	Null	B	1
11973360-10...	4314 WESLOW, HOUST...	1/13/2016 9:20:46 PM	1/14/2016 11:59:59 PM	Null	I	1

Target Status
All

Quick Stats

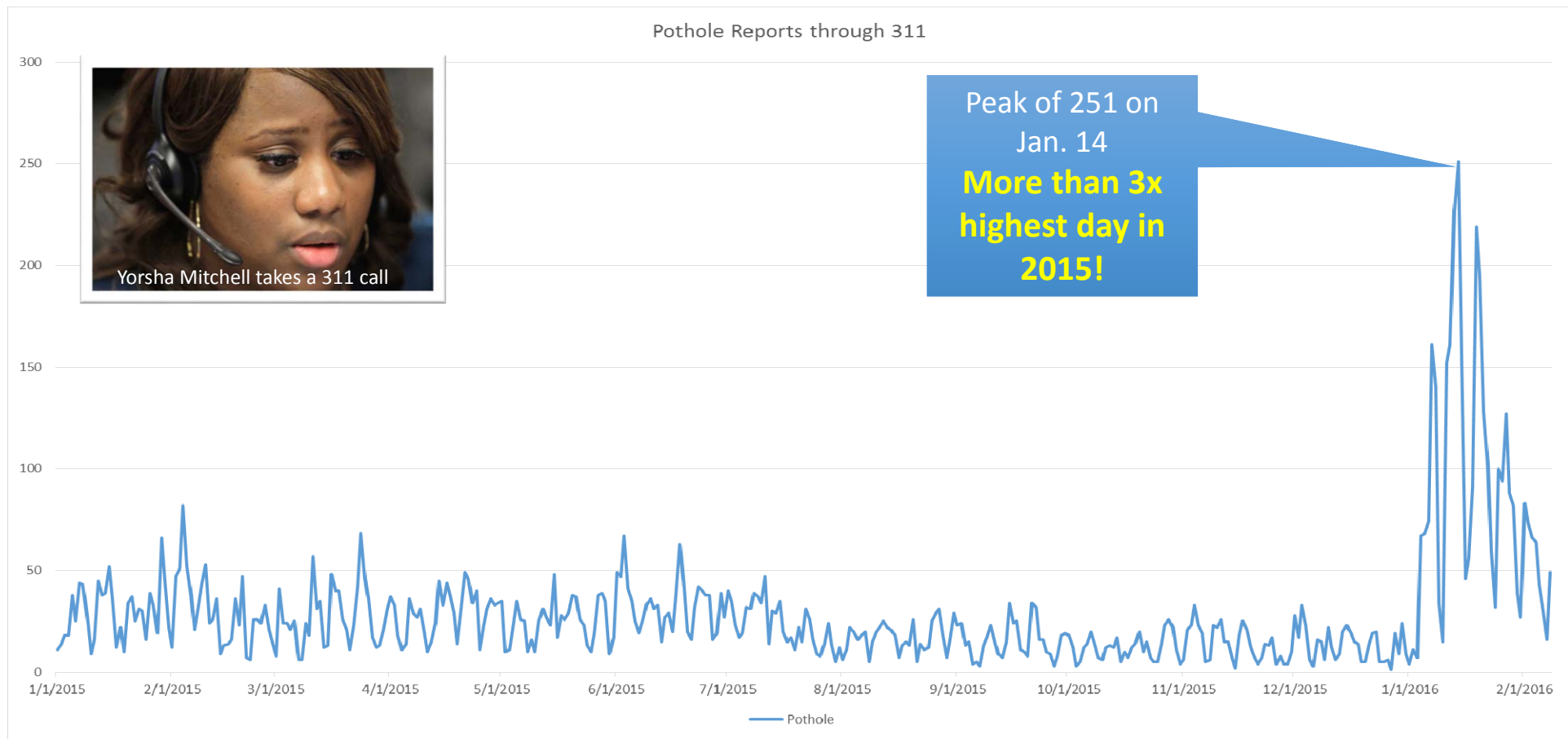
Month, Day, Year	Count
January 7, 2016	1
January 8, 2016	3
January 9, 2016	1
January 11, 2016	7
January 12, 2016	10
January 13, 2016	12
January 14, 2016	8
January 15, 2016	8
January 16, 2016	5
January 17, 2016	2
January 18, 2016	5
January 19, 2016	17
January 20, 2016	15
January 21, 2016	21
January 22, 2016	6
January 23, 2016	8
January 24, 2016	1
January 25, 2016	6
January 26, 2016	11

1,897 Citizen Reported Potholes Filled **95%** Potholes Filled By Next Business Day

Pothole Cases Created in 311 By Week (01/04/15 to 02/14/16)



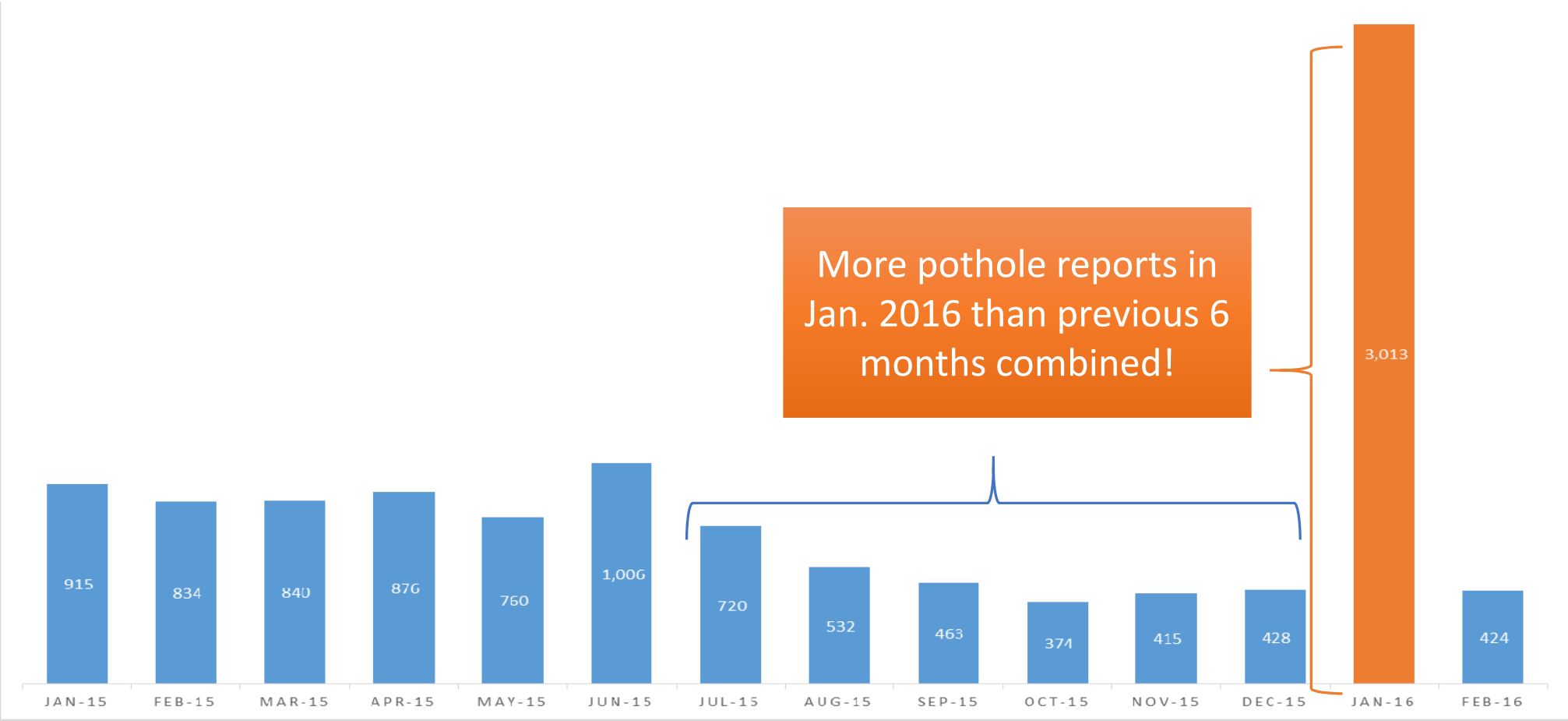
Citizen-Reported Pothole Cases



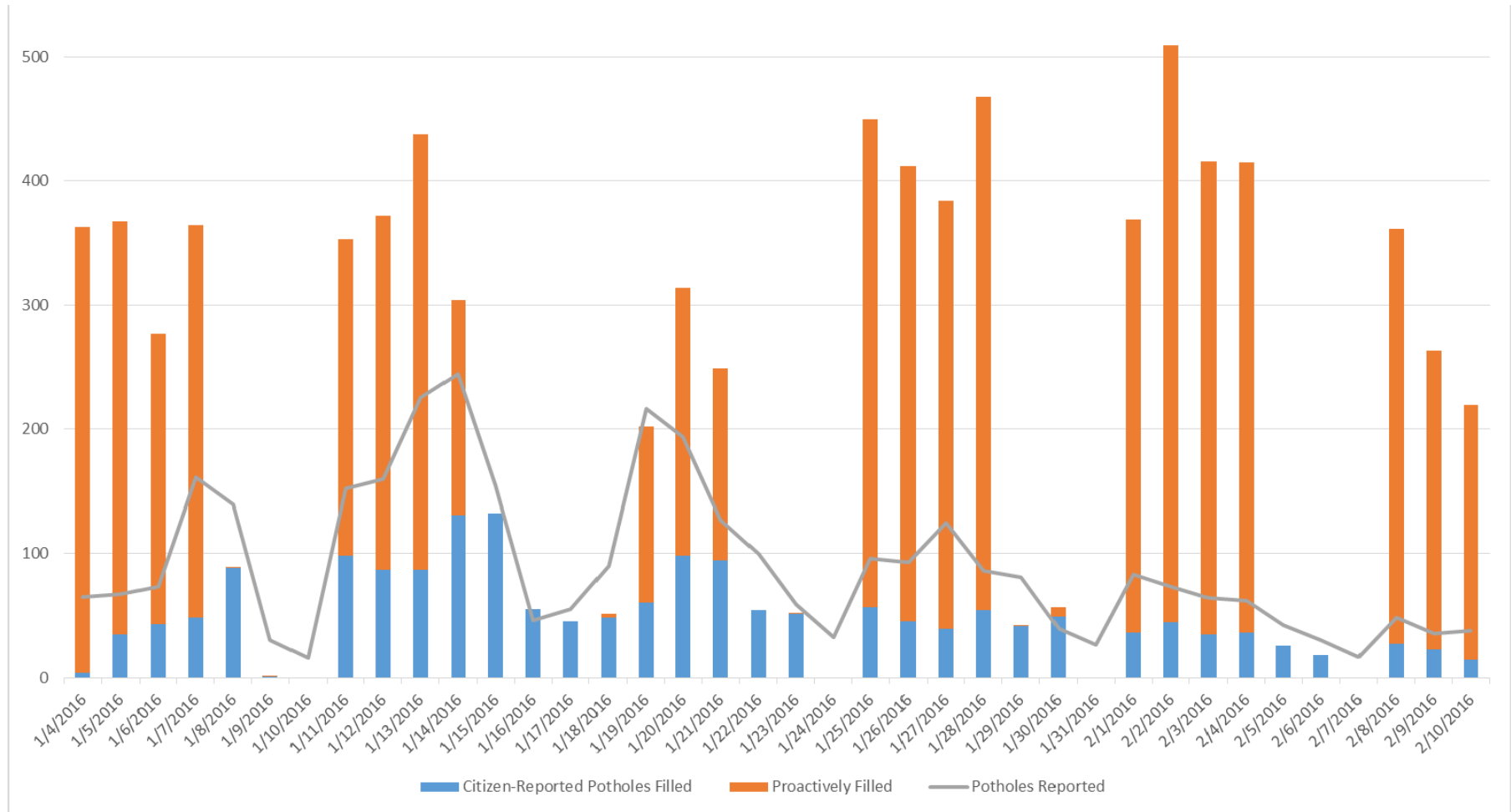
Slide 7

LA-P1 Leonard, Allison - PWE, 2/10/2016

Citizen-Reported Pothole Cases



Potholes Reported & Filled Since Jan. 4

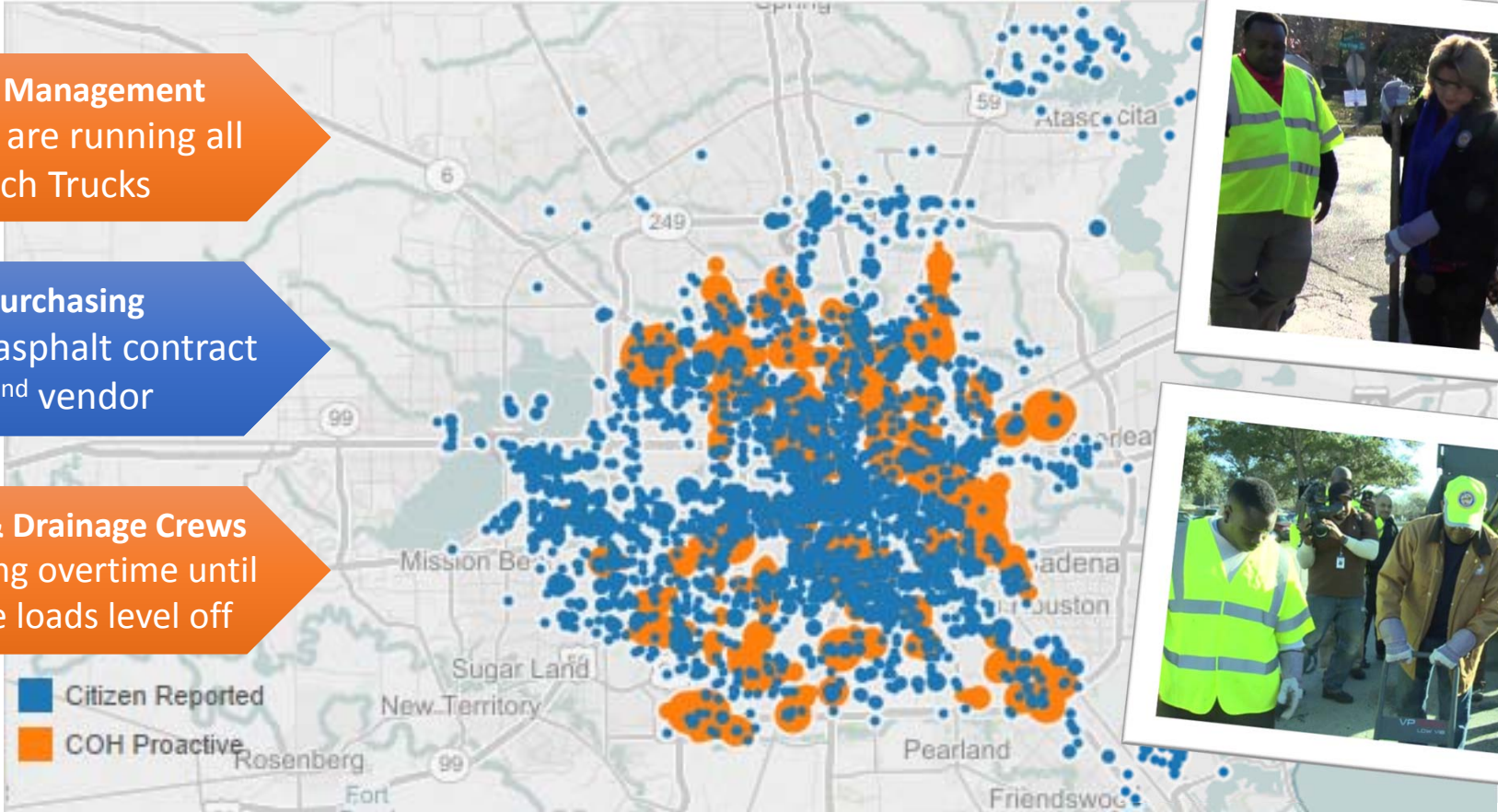


Through City-Wide Collaboration: 8,494 Potholes filled since January 4, 2016

Fleet Management
✓ Crews are running all 13 Patch Trucks

Purchasing
✓ Add'l asphalt contract with 2nd vendor

Street & Drainage Crews
✓ Working overtime until service loads level off



Fun Fact:
Our pothole page has world-wide attention

