



MEMORANDUM

Date: May 16, 2016

To: The Honorable Chair and Members
Pima County Board of Supervisors

From: C.H. Huckelberry
County Administrator 

Re: **Pothole Repairs**

The attached media report notes that the City of Tucson's streets are in better condition than before and lists statistics on the number of potholes filled in the first four months of 2015 and the same time period in 2016. The statistics cited in this report show a 44 percent reduction in service calls in 2016 and a nearly 40 percent reduction in the number of potholes.

Pima County has similar reductions in service requests and potholes repaired during this same time period. Thus far this year, there have been 434 requests for service, a reduction of nearly 55 percent from last year. The Department of Transportation (DOT) has been aggressively filling potholes, and response times have improved significantly, especially on major arterial roads.

In the spring of 2015 service requests peaked, and the County responded as follows:

1. Temporarily added contract crews from March 2015 through June 2015.
2. Created a "super crew," which continues today and works Wednesdays through Saturdays and is dedicated to pothole patching in areas of highest need throughout the County. This crew complements routine weekday maintenance activities and results in pothole repairs being accomplished six days a week.

To date this year, DOT has filled approximately 56,000 potholes, which is 44 percent less than last year. The addition of the "super crew" and the process improvements implemented in DOT's Operations and Maintenance Division have resulted in improved tracking of service requests and more rapid response time to customer requests.

CHH/mjk

Attachment

c: John Bernal, Deputy County Administrator for Public Works
Nanette Slusser, Assistant County Administrator for Public Works, Policy
Priscilla Cornelio, Director, Transportation

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City officials: Tucson streets see big improvement, fewer potholes

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Updated: Tuesday, May 10th 2016, 11:19 am MST

By Morgan Kyrklund, Reporter / Multimedia Journalist [CONNECT](#)

TUCSON, AZ (Tucson News Now) - City officials are claiming Tucson's streets are better than ever before.

The city of Tucson filled more than 33,000 potholes in the first four months of 2015.

But this year, they've only had to fill roughly 20,000 during the same time frame.

The number of pothole complaints have also decreased.

Officials said the city received 1,424 calls in the first four months of 2015, but only 787 during that same period in 2016.



MORGAN KYRKLUND
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2015 (4 months): 33,632 fillings. So far 2016: 20,157. WHY the city says roads are better than ever @TucsonNewsNow

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Department of Transportation officials attribute the decrease to Prop 409, a \$100 million improvement program approved by voters in 2012.

They also are giving credit to a group called the "Rapid Response Crew."

The crew consists of three workers who were hired last year.

Their job focuses solely on filling potholes.

The city of Tucson wants to know where their Rapid Response Team should head to next.

Call (520) 791-3154, or email complaints to TDOTSR@tucsonaz.gov.

For more information on street and traffic maintenance click here: tucsonne.ws/1QXe2cy

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