



MEMORANDUM

Date: November 26, 2014

To: The Honorable Ally Miller, Member
Pima County Board of Supervisors

From: C.H. Huckelberry
County Administrator 

Re: **Information Requested from the Department of Transportation Regarding Pothole Requests for Alvernon Way South of Skyline Drive**

The attached November 21, 2014 memorandum from our Transportation Director responds to the questions and requests for information you submitted in your November 19, 2014 memorandum regarding the pothole requests for Alvernon Way South of Skyline Drive.

As indicated in Ms. Cornelio's response, the Department of Transportation generates over 7,000 annual inquiries and requests for services. The staff averages 24 to 72 hours to document, track, prioritize and issue work orders. Emergency repairs and large potholes on arterial streets receive priority response before residential streets. Often, a delay of over 72 hours is experienced by administrative staff in returning calls to obtain accurate information and to assure that the complaint is adequately addressed.

In the case that was described at the November 18, 2014 Board of Supervisors meeting, staff received minimal information and response was further complicated by receipt of an incorrect location of the pothole(s). Therefore, a delay of 10 days was experienced in issuing the necessary work order. This incident is not representative of the service provided by our Department of Transportation.

Please feel free to contact me if you have additional questions regarding this matter.

CHH/mjk

Attachments

c: The Honorable Chair and Members, Pima County Board of Supervisors
John Bernal, Deputy County Administrator for Public Works
Priscilla Cornelio, Director, Department of Transportation



MEMORANDUM

DATE: November 21, 2014

TO: C.H. Huckelberry, County Administrator

FROM: Priscilla S. Cornelio, P.E., Director 

SUBJECT: **Supervisor Miller's Request for Information for Pothole Request for Alvernon-South of Skyline**

Supervisor Ally Miller has requested information regarding pothole repairs needed on Alvernon Road south of Skyline (see attachment). Our response is below:

The Department of Transportation (DOT) generates over 7000 service requests or inquiries on an annual basis and is very diligent in organizing their efforts to maximize the output of quality service using the labor, equipment, and materials at their disposal. The Service Request (SR) system is an internal process used by the DOT to organize and manage the workload within the Operations and Maintenance Division. SR's are provided as a courtesy to confirm the work order has been placed.

On the average, it may take 24 to 72 hours to get an SR documented. There are times it may take longer if information is missing and staff has to research additional information. Staff was provided with minimal information on November 7 and 13, 2014 including the wrong location. Alvernon is north of Skyline. Once we were provided with the contact information, we were able to provide an SR number on November 17 that was entered in our system on October 24.

The average time for repair on a pothole is based on priority. The bigger the pothole on an arterial street gets a higher priority than a pothole on a residential street. Based on funding, resources, and priority for the pothole on Alvernon, three weeks would be the average repair time. Although it would be ideal to provide timeframe for repairs, it is difficult to do so with so many priorities and limited resources. We provide date certain time requests for emergency repairs. All other requests are entered into our service request system and are scheduled based on priority, staffing, and material. The pothole on Alvernon north of Skyline was repaired on November 19, 2014.

Please let me know if you need additional information.

PSC:AV:dg

Attachment: November 19, 2014 Memorandum from Supervisor Ally Miller

c: John M. Bernal, Deputy County Administrator
David Cummings, Operations and Maintenance Division Manager

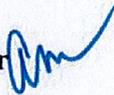


PIMA COUNTY BOARD OF SUPERVISORS
DISTRICT 1
130 WEST CONGRESS STREET, 11TH FLOOR
TUCSON, AZ 85701-1317
(520)724-2738
district1@pima.gov
www.allymillerdistrict1.com

ALLY MILLER
SUPERVISOR

MEMORANDUM

To: Priscilla Cornelio, Transportation Director

From: Supervisor Ally Miller 

Date: November 19, 2014

Re: Pot Hole requests for Alvernon-South of Skyline

At yesterday's Board of Supervisors Meeting, Annette Jones spoke regarding pothole repairs needed on Alvernon Rd., South of Skyline. Ms. Jones was representing her employer, Mrs. Ginny Clements, who has voiced safety concerns regarding the potholes on this road.

An overview of the number of times my office contacted your staff is listed below with copies of the email communications also attached. While it is clear you are receiving a large influx of calls and requests for road repair, it would be helpful if the District 1 office had a better understanding of your timeframes for turnaround on pothole repairs and service request numbers.

Can you provide me with the number of days it will take (on average) for PCDOT staff to obtain, log and respond via email to our office with a **service request number** for road repair issues? Furthermore, can you also provide a timeframe on how long it will take potholes to be filled once the service request number is provided? By having a more clear understanding of your timeframes we can set the expectations accordingly.

Requests for Pothole Repair on Alvernon Rd. – South of Skyline Email Time Frame

1. Friday, November 7th – Email sent from District 1 staff to PCDOT, Annabelle Valenzuela stating that Ms. Jones originally spoke with Lori Witz on 10/24/14 to request pothole fill and had called PCDOT for an update but staff was unable to provide a service request number.
2. Thursday, November 13th – Email sent from District 1 staff to PCDOT asking for an update and timeframe.
3. Monday, November 17th – Email received from PCDOT stating they couldn't find the contact person's name in their files
4. Monday, November 17th – District 1 staff responds to PCDOT with contact information
5. Tuesday, November 18th – District 1 requests timeframe again for service request number

Jeannie Davis

From: Jeannie Davis
Sent: Thursday, November 13, 2014 11:18 AM
To: Annabelle Valenzuela
Subject: RE: Alvernon - South of Skyline

Importance: High

Annabelle,

Are you able to give me a timeframe and SR# on this? I received another call today about this same issue and it sounds like a safety issue.

Respectfully,

Jeannie Davis
Chief of Staff
Pima County Supervisor Ally Miller – District 1

P: (520) 724-2738
F: (520) 724-8489
www.allymillerdistrict1.com

From: Jeannie Davis
Sent: Friday, November 7, 2014 10:27 AM
To: Annabelle Valenzuela
Subject: Alvernon - South of Skyline
Importance: High

Annabelle,

Received a call today from Golden Eagle Distributors stating this is the 3rd call that has been made in regards to pot holes on Alvernon, South of Skyline.

Originally they spoke with Lori Witz on 10/24/14. Called back again and requested update and work order number, and spoke with Adriana.

No one could give a work number to her so another request was then submitted. Any SR# you can provide me on this one and a time frame?

Respectfully,

Jeannie Davis
Chief of Staff
Pima County Supervisor Ally Miller – District 1

P: (520) 724-2738
F: (520) 724-8489

Good Morning Shara,

We need to get a name for this person. I do remember the call. But it is not under Golden Eagle Distributors. It is usually someone calling in for her boss that is one of the people that run Golden Eagle. Without a name of a person, we cannot look it up.

Lori J. Witz 🐾 🐾

*Pima County Dept. Of Transportation
Maintenance Operations Division
1313 S. Mission Rd., Bldg. #10
Tucson, AZ 85713
Phone: (520) 740-2639
Fax: (520) 792-9912*

From: Shara Canez
Sent: Thursday, November 13, 2014 2:59 PM
To: Lori Witz; Adriana Vizuet
Subject: FW: Alvernon - South of Skyline
Importance: High

Hello,

Did an SR get issued for this one? Number? Thank you. ☺

Shara Canez
Administrative Specialist - Senior
Pima County Department of Transportation
Community Relations/Director's Office
201 N. Stone, 4th Floor
Tucson, AZ 85701
(520)724-6327

From: Jeannie Davis
Sent: Friday, November 07, 2014 10:27 AM
To: Annabelle Valenzuela
Subject: Alvernon - South of Skyline
Importance: High

Annabelle,

Received a call today from Golden Eagle Distributors stating this is the 3rd call that has been made in regards to pot holes on Alvernon, South of Skyline.

Originally they spoke with Lori Witz on 10/24/14. Called back again and requested update and work order number, and spoke with Adriana.

No one could give a work number to her so another request was then submitted. Any SR# you can provide me on this one and a time frame?

Jeannie Davis

From: Jeannie Davis
Sent: Monday, November 17, 2014 11:34 AM
To: Shara Canez
Subject: RE: Alvernon - South of Skyline

Hi Shara,
Please keep me posted.

Annette Jones
annettej@gedaz.com
Phone number - 520.882.2440

Respectfully,

Jeannie Davis
Chief of Staff
Pima County Supervisor Ally Miller – District 1

P: (520) 724-2738
F: (520) 724-8489
www.allymillerdistrict1.com

From: Shara Canez
Sent: Monday, November 17, 2014 9:21 AM
To: Jeannie Davis
Cc: Annabelle Valenzuela
Subject: FW: Alvernon - South of Skyline

Good morning,

I am trying to follow up on this concern for you and our maintenance department needs a name of the person who has called in...do you have that information? Thanks.

Shara Canez
Administrative Specialist - Senior
Pima County Department of Transportation
Community Relations/Director's Office
201 N. Stone, 4th Floor
Tucson, AZ 85701
(520)724-6327

From: Lori Witz
Sent: Friday, November 14, 2014 8:34 AM

Jeannie Davis

From: Jeannie Davis
Sent: Tuesday, November 18, 2014 11:27 AM
To: Shara Canez
Cc: Annabelle Valenzuela
Subject: RE: Alvernon - South of Skyline

Good Morning,

Following up on this from yesterday. Do you have a time frame for this to be complete?

Respectfully,

Jeannie Davis
Chief of Staff
Pima County Supervisor Ally Miller – District 1

P: (520) 724-2738
F: (520) 724-8489
www.allymillerdistrict1.com

From: Shara Canez
Sent: Monday, November 17, 2014 9:21 AM
To: Jeannie Davis
Cc: Annabelle Valenzuela
Subject: FW: Alvernon - South of Skyline

Good morning,

I am trying to follow up on this concern for you and our maintenance department needs a name of the person who has called in...do you have that information? Thanks.

Shara Canez
Administrative Specialist - Senior
Pima County Department of Transportation
Community Relations/Director's Office
201 N. Stone, 4th Floor
Tucson, AZ 85701
(520)724-6327

From: Lori Witz
Sent: Friday, November 14, 2014 8:34 AM
To: Shara Canez; Adriana Vizuet
Subject: RE: Alvernon - South of Skyline