

FW: Sylvester Turner to update drivers on pothole pledge across Houston | abc13.com

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Thu 1/24/2019 11:19 AM

Dargan, Eric - HPW </O=HOUSTONTXMESSAGING/OU=EXTERNA

FW: Sylvester Turner to update drivers on pothole pledge across Houston | abc13.com

To Reed, Alanna - HPW

From: Samuel, Tracy - HPW

Sent: Thursday, January 24, 2019 11:01 AM

To: Carmody, Frank - ARA <Frank.Carmody@houston.tx.gov>; Dargan, Eric - HPW <Eric.Dargan@houston.tx.gov>

Subject: RE: Sylvester Turner to update drivers on pothole pledge across Houston | abc13.com

You can tell we are in the political seasons with the pothole stories. 😊

Tracy

POTHOLES REPORTED TO 311

BY COMMUNITY

Year	Potholes Reported (311 Calls)	Reports not Fitting Pothole Definition **	Potholes Filled (311 Calls)	Potholes Filled by Next Business Day (311 Calls)
2015	6,833	4,419	2,414	124
2016	9,977	5,601	4,376	4,286
2017	4,961	3,394	1,567	1,500
2018	5,509	3,927	1,585	1,582

POTHOLES PROACTIVELY FILLED BY HOUSTON PUBLIC WORKS

Year	Potholes Filled **
2015	73,635
2016	59,118
2017	63,657

2018*	35,597
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*Productivity decreased due to trucks being out of service (malfunction issues/ shortage of operators) during various times throughout the year and the Pothole mobile application integration problems with IMS (some data counts, about 9,000 potholes, were not passing to IMS for official recordings/counts). The missing data is not included in the total because potholes filled are captured by each location via the mobile app only, not manually. In other words, we could not account for the addresses of where the 9,000 or so potholes were filled. The mobile application was repaired in November.

TOTAL POTHoles REPORTED TO 311 & PROACTIVELY FILLED IN HOUSTON

Year	Potholes Filled **
2015	73,635+124 = 73,759
2016	59,118+4,286 = 63,404
2017	63,657 + 1,500 = 65,157
2018	35,597 + 1,582 = 37,179

In 2015 a **pothole was defined as any area of missing or severely deteriorated pavement that is up to **2.2 feet by 5.5 feet**.

In 2016 a **pothole was redefined as any area of missing or severely deteriorated pavement that is up to **5 feet by 5 feet**.

Of potholes reported to 311 from 2016-present, **X (or X%)** were larger than a defined pothole. Missing or severely deteriorated pavement larger than a pothole requires a skin patch or panel replacement.

In **2016**, the Kinder Institute at Rice University confirmed and certified Houston Public Works performance numbers (note: Kinder Institute was contacted for assistance with the immediate rollout stage; that's why we don't have certification for the 2017 numbers). The City continues to meet and exceed our first-year performance baseline.

Houston Public Works crews can fill up to **300** potholes per day, in as fast as 15 seconds each.

Potholes are not specific to any one area of the City of Houston.

Houston Public Works maintains **16,000** lane miles of City streets (that's the distance from Houston to Tokyo and back).

The City of Houston recognizes that a pothole patch is only a short-term fix, but want to make sure streets are safe for drivers until long-term solutions can be implemented.

Even after major disaster events such as the Tax Day Flood, Memorial Day Flood and Hurricane Harvey, repair crews have maintained consistent performance.

If you see a pothole, call 311 or report it using the City of Houston 311 app. For more information on the City of Houston's pothole initiative, visit: <http://www.houstontx.gov/potholes/>



Thu 1/24/2019 9:28 AM

Sylvester Turner - MYR </O=HOUSTONTXMESSAGING/OU=EXTERNAL (FYDIBOHF25SPDLT)/CN=RECIPIENTS/CN=6B950E33F3614CE7AEFBD4D938195D56>
Re: Ch 13: Some drivers say Houston mayor's pothole promise not being fulfilled

To: Benton, Mary - MYR

Cc: Bernstein, Alan - MYR; Hunter, Marvalette - MYR; Haddock, Carol - HPW; Reed, Alanna - HPW

If there are problems with how this message is displayed, click here to view it in a web browser.

We fully anticipated this and that is the reason we have already planned to emphasize to Houstonians to report potholes.

Sent from my iPhone

On Jan 24, 2019, at 10:15 AM, Benton, Mary - MYR <Mary.Benton@houstontx.gov> wrote:

Reporter should have broken down those numbers in the story instead of using a link. It would have been helpful for him to provide the 2018 numbers, even if down from previous years as a result of the people not reporting potholes as much. Make clear that Houston public works responds within 24 hours once those calls are recorded.

Thank you,

Mary Benton
Press Secretary
Office of Houston Mayor Sylvester Turner

Sent from my iPhone

On Jan 24, 2019, at 10:08 AM, Bernstein, Alan - MYR <Alan.Bernstein@houstontx.gov> wrote:

FYI, if untrue

Some drivers say Houston mayor's pothole promise not being fulfilled

By [Nick Nataro](#), KTRK-TV

Wednesday, January 23, 2019