

RichmondWorks

Department of Public Works Operations – Potholes Management

October 2, 2008



Presentation Agenda

1. Challenges and Impediments to Success of Department
2. Potential Solutions to Challenges and Impediments
3. Measures Directly Related to Mayor's Priorities
4. Measures Critical to Departmental Success
5. Status of Special Initiatives and Projects

Challenges & Impediments

- ◆ Complete 90% of pothole repair request within 72 hours and 100% within 10 days
- ◆ Improving the current process to identify, monitor and control number of entities (external and internal) impacting City of Richmond streets
- ◆ Coordination of routine maintenance of potholes and repaving as it relates to CIP
- ◆ 85% of workforce and equipment located on the south side of city
- ◆ Managers ability to generate, open and close customer requests
- ◆ Inability to gauge the level of service being provided due to the lack of recorded information

Challenges & Impediments – Potential Solutions

- ◆ Establish strong guidelines and procedures for internal and external agencies impacting City of Richmond streets
- ◆ Better cooperation between DPW and DPU in the coordination of street projects
- ◆ Implementation of 5 and 10 year street resurfacing plan
- ◆ Reorganization of Roadway Department to better utilize resources
- ◆ Training and requiring managers and supervisors to generate, track and record all repairs

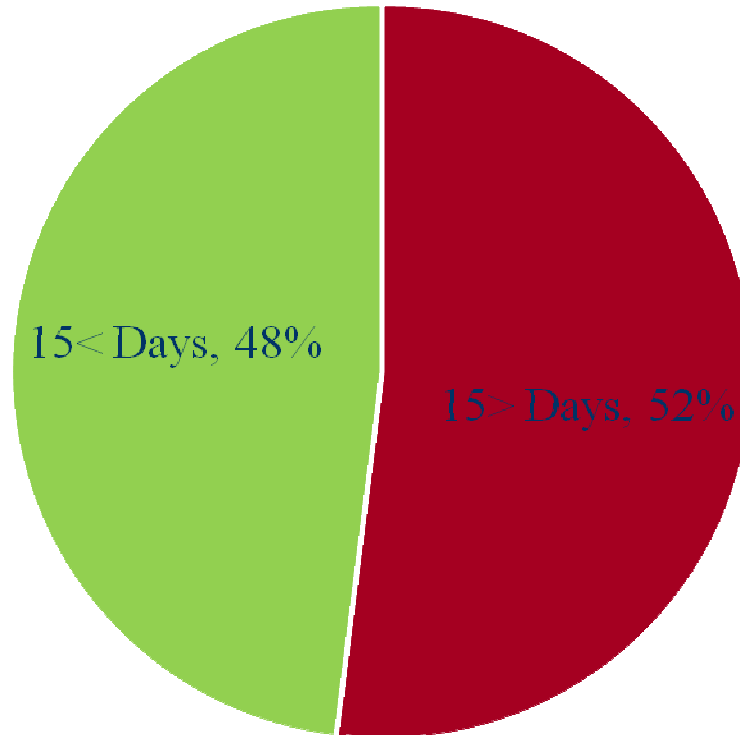
Measures & Results Related to Mayor's Priorities

- ◆ **Measure:** Timeliness of pothole repairs
- ◆ **Relationship to Mayor's Priorities:** This measure directly relates to the Mayor's priorities concerning Customer Service
- ◆ **Current Target & Results:**
 - The previous target was 90% within 15 days
 - Results for the period November 2007 – July 2008: 48 % Pothole completion rate for 1-15 days. 52% Sinkhole completion rate for 1-15 days
 - The new targeted city-wide pothole completion rate is 90% repaired within 72 hours of customer request and 100% repaired in 10 days
- ◆ **Issue(s) identified by Analysis:** Resources not distributed properly, inconsistent data, lack of training on recording data,

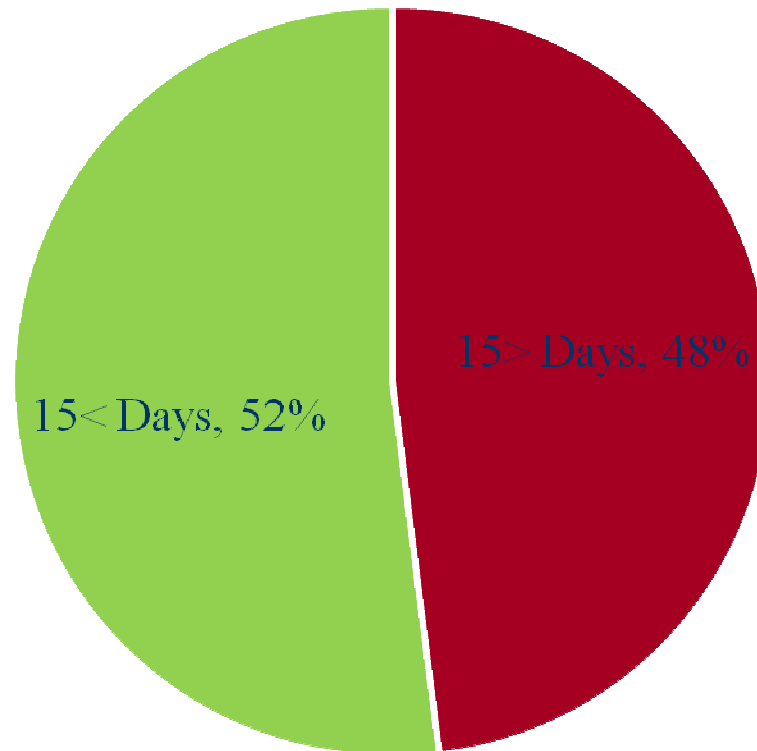
Measures & Results Related to Mayor's Priorities

- ◆ **Action planned or taken:**
 1. Reorganization of Roadway Department
 2. Improve involvement in planning process with DPU
 3. Additional management training on CRS and City Works
 4. Custodian for CRS and City works
- ◆ **Completion Date:** The reorganization of the Roadway Department is scheduled to begin on October 6, 2008
- ◆ **Responsible Party:** Merrill Baker
- ◆ **Cost:** minimal costs are anticipated

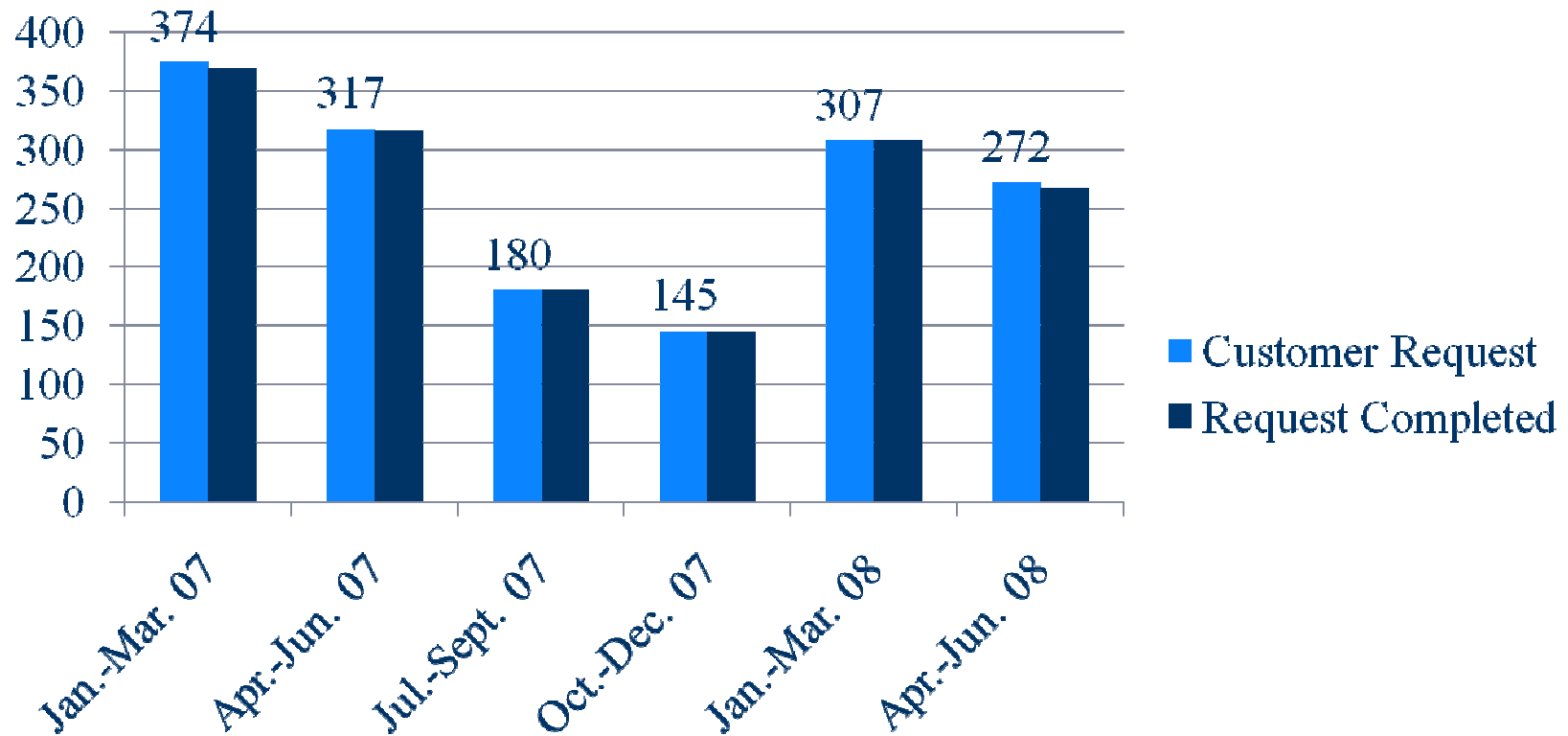
48 % of Potholes Completed
Within 15 Days
(Nov. 2007 – Jul. 2008 - 711 Total)



52 % of Sinkholes Completed
Within 15 Days
(Nov. 2007 – Jul. 2008 -168 Total)



Pothole CRS Request



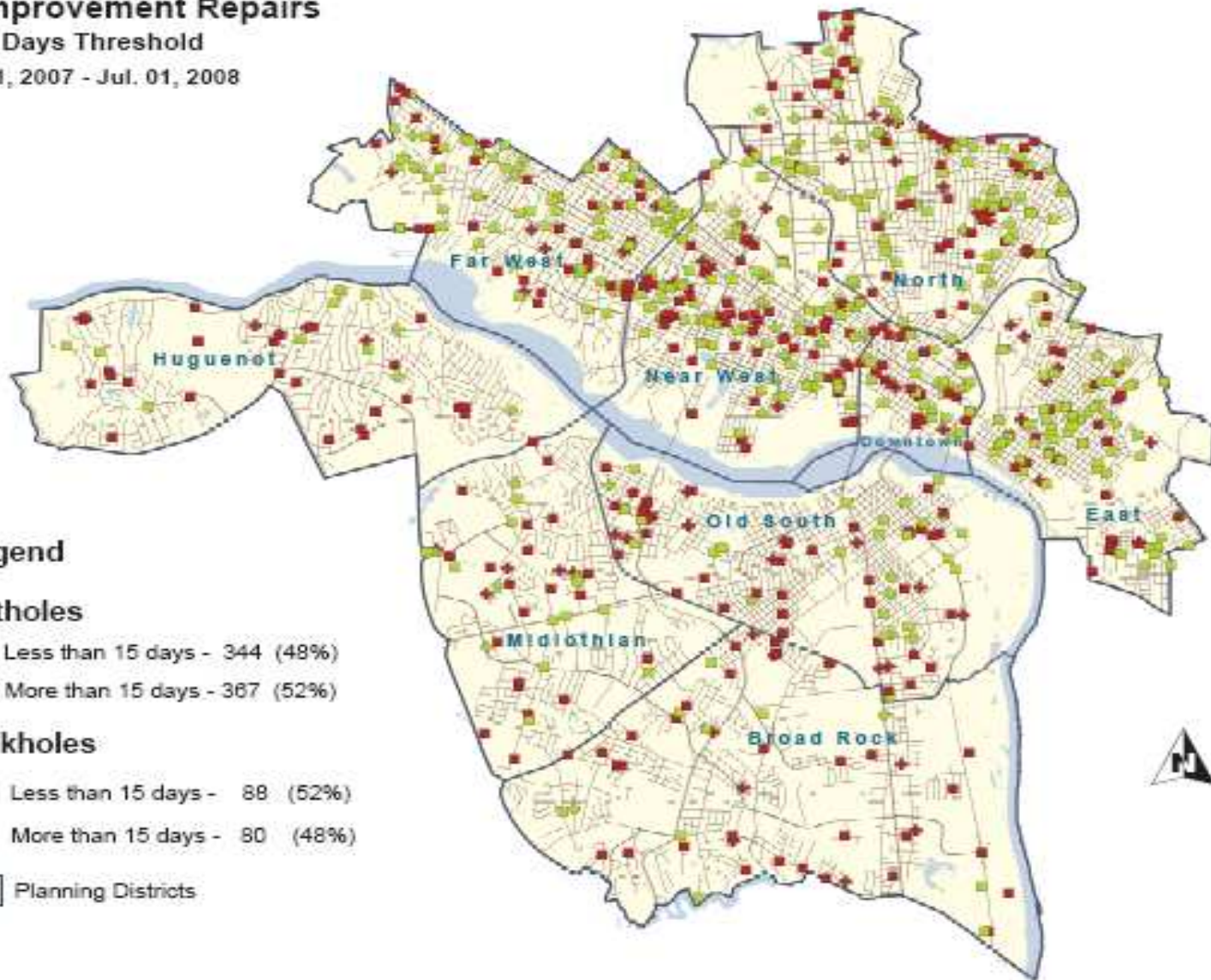
Map 1 Summary

- Location of potholes in the City of Richmond
- Location of largest concentration of potholes
- Completion of reported potholes and sinkholes
- Identify where to reallocate resources

Road Improvement Repairs

15 Days Threshold

Nov. 01, 2007 - Jul. 01, 2008



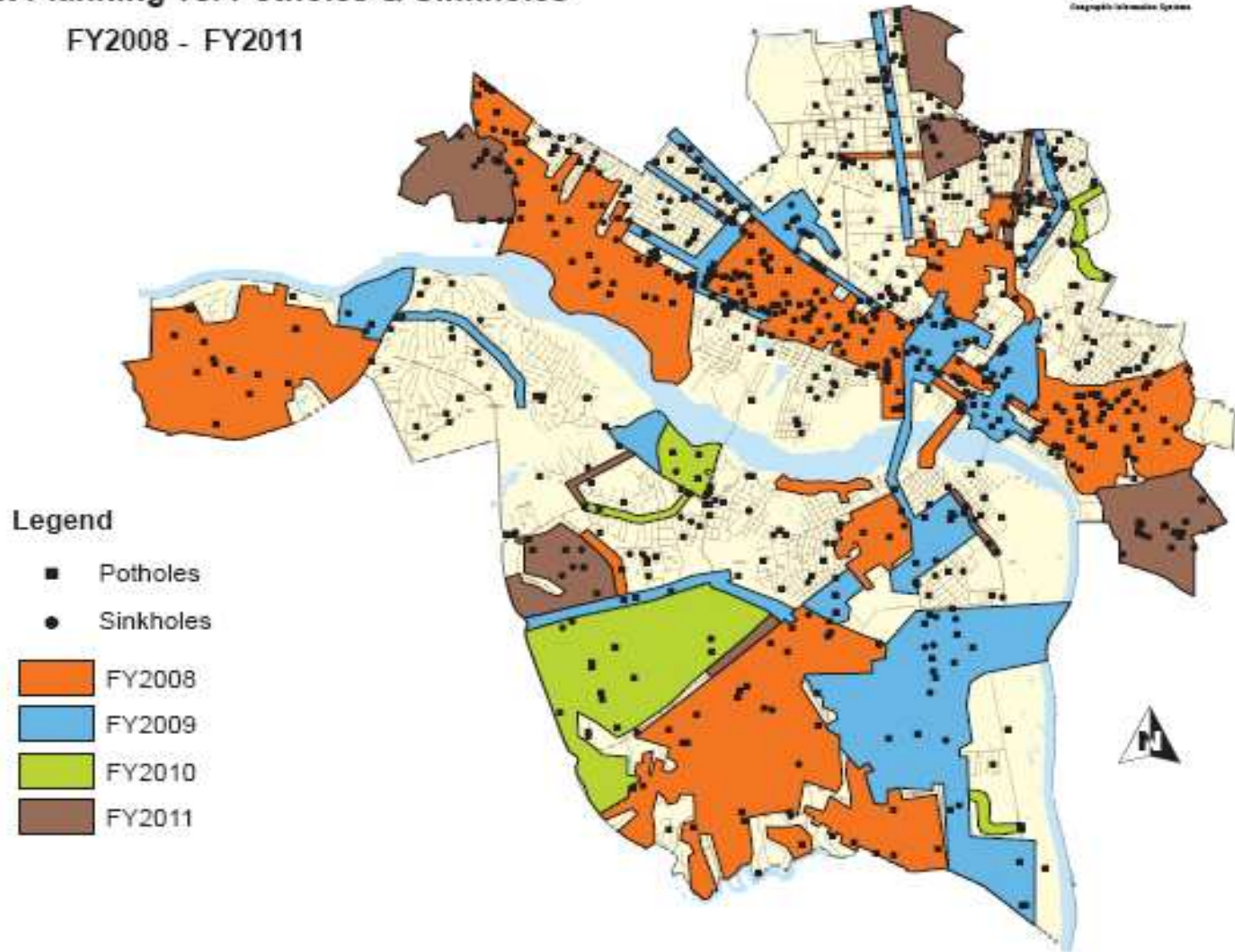
Map 2 Summary

- Correlation of current CIP as it relates to identified pothole areas
- Condition of existing inventory of streets
- Coordination between internal and external agencies and the process of impacting the streets in the City of Richmond

Pavement Planning vs. Potholes & Sinkholes

FY2008 - FY2011

City of Richmond, VA
Geographic Information System



Map 3 Summary


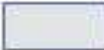


➤ Effectiveness of pavement plan as it correlates to condition of roads

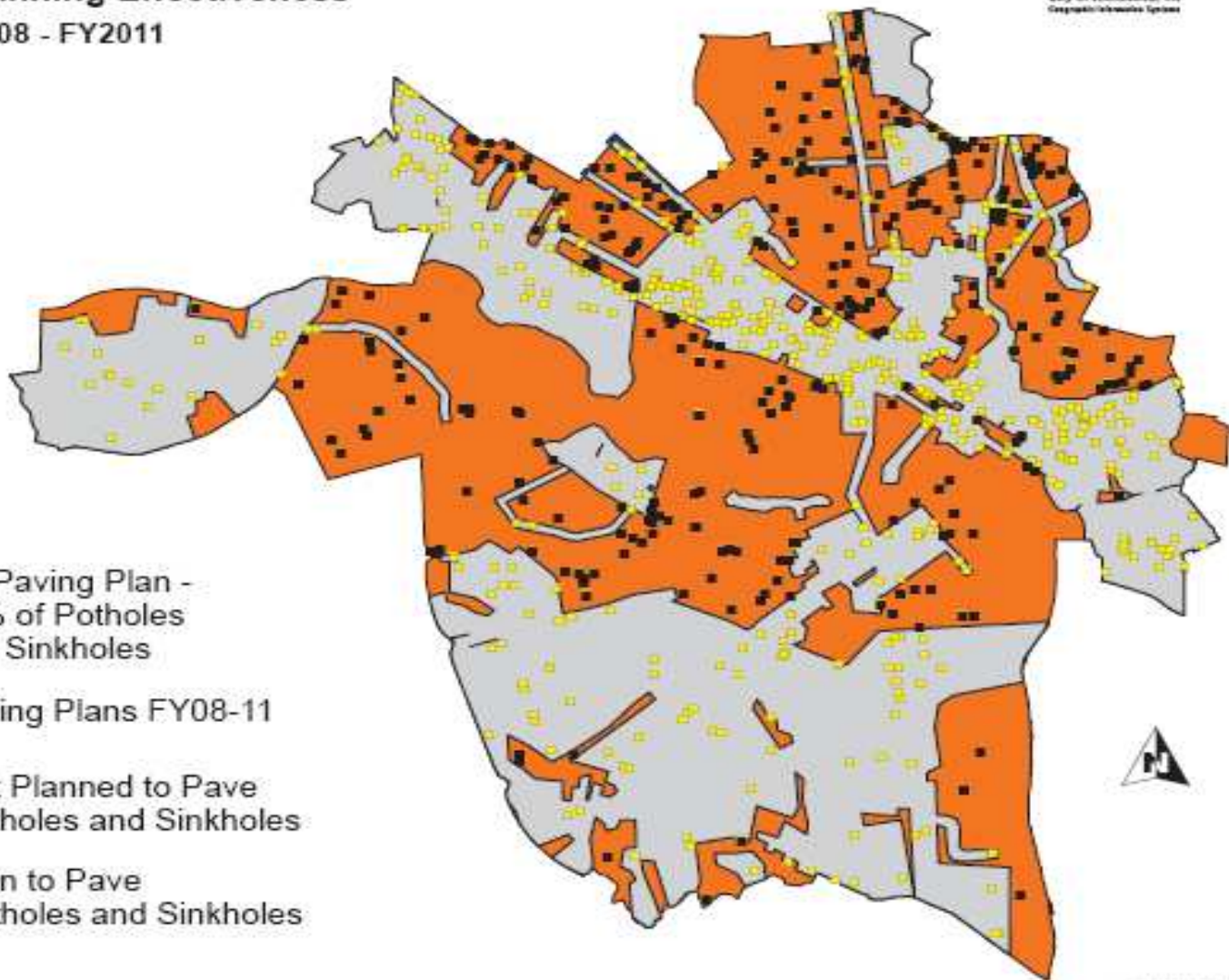
Pavement Planning Effectiveness

FY2008 - FY2011

City of Richmond, VA
Geographic Information System

Legend

-  No Paving Plan - 41% of Potholes and Sinkholes
-  Paving Plans FY08-11
-  Not Planned to Pave Potholes and Sinkholes
-  Plan to Pave Potholes and Sinkholes





Reorganization

- ◆ 113 Positions
- ◆ Locate a Facility Manager on the north and south side of the city responsible for those areas.
- ◆ Reallocate the crews so that areas with high concentration of issues can be addressed with the appropriate personnel.
- ◆ Allocate a pothole machine and crew to each of the three areas



Impact Upon Mayor's Priorities

- ◆ Improved customer service
- ◆ Proactive workforce



Financial Impact Summary

- ◆ No impact to the current budget

Status of Special Ongoing Initiatives and Projects

- ◆ Filling of current vacancies
- ◆ Evaluation of trash routes in order to improve the efficiency of collections
- ◆ Evaluation of supercans - to be completed by new assets manager
- ◆ Revise leaf program to minimize time and effort of collection routes
- ◆ Evaluation of sweeping routes and procedures in order to improve the efficiency of the street sweeping operation
- ◆ Evaluation of snow routes in order to improve the efficiency of the snow program