



Christine Clancy, P.E.
DPW Commissioner

TO: Eileen Donoghue, City Manager *ED*

FROM: Christine Clancy, P.E., DPW Commissioner

DATE: February 24, 2022

RE: M. Chau – Request City Manager Direct Appropriate Apartment To Develop A “Pothole Rapid Response” Team And Plan For Responding To The Complaints of Damage To The City Streets

The Department of Public Works (DPW) has at least one pothole response team designated daily, weather permitting, to repair potholes throughout the City. Priorities are given to reported potholes on the main streets in the City and then to the reported potholes on side streets. DPW’s goal is to address reported potholes within 2 business days of receiving a complaint. DPW experiences an increase of pothole reports this time of year due to change in weather and the ground experiencing freeze/thaw cycles. The freeze/thaw cycle causes movement within the pavement subbase which weakens and cracks the pavement material resulting in potholes of various sizes throughout the City.

The DPW pothole response team reviews the reported potholes in CivicPlus each morning prior to beginning their day. The most efficient way for a community member to report a pothole is through the City’s CivicPlus system located on the City’s website and to provide an address or intersection location of the pothole. Community members can still report potholes to the City via other methods such as email and phone and those work orders are entered into CivicPlus by the DPW Administration staff. The pothole response team tracks which potholes were completed each day and adds any additional potholes that they repaired along their route to their daily list. The DPW Administration staff closes out the work orders on at least a weekly basis and sometimes sooner and adds into CivicPlus any additional potholes repaired by the pothole response team. Any community member that reports directly through CivicPlus receives an email notification once the pothole has been repaired and the CivicPlus work order is closed out.

In response to the recent increase in potholes throughout the City, DPW has recently deployed two pothole response teams daily, weather permitting, and based on staff availability and any other priorities. The Streets Department has recently added additional shifts during the week in the afternoons to address additional potholes. The City is currently unable to obtain hot mix asphalt from their vendor on the weekends due to the plant’s winter schedule. As soon as the local asphalt plant opens on the weekends, weekend shifts can be offered to the Streets Department to repair potholes. DPW has two hot boxes that store and maintain the optimal temperature of the asphalt as asphalt is used throughout the day filling potholes. While some



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literature references that hot boxes can store asphalt up to 48 hours or 72 hours, the DPW staff has experienced that the liquid asphalt content dries out when material is stored over 12 hours and so DPW currently only stores the asphalt in the hot box for up to a 12 hours.

During inclement weather or during non-working hours, the DPW places cold patch at reported severe pothole locations and also recently acquired pothole pillows, which are reusable shock-absorbing pads rated for vehicle (HS20 loading). One was recently used on a reported pothole on Moody Street on Monday during President's Day. Both cold patch and pothole pillow are temporary measures and hot asphalt is used for the permanent repair.

Cc: Andy Silva, Deputy Commissioner of Streets