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To: [CityCouncil](#)
Cc: [Hupy, Craig](#); [Fournier, John](#); [Higgins, Sara](#)
Subject: Pothole and Street Light Outages
Date: Wednesday, March 27, 2019 9:18:53 AM

Dear Mayor and Councilmembers:

Many of you are receiving concerns about two issues that many constituents feel are the leading edge of effective government: responses to pothole calls and repair of street light outages. I am providing the information below to provide a status update, with the commitment that we continually strive to improve performance in these essential areas.

Pothole Repairs

Winter and spring are always the busiest time of year for potholes. Spring is the time of year staff affectionately call pothole season. Potholes are generally formed when water penetrates the road surface through cracks or other means causing saturation of the base. This water expands during a freeze or weakens the base leading to pavement failure in the form of a pothole. Pothole repair is limited to the use of cold patch asphalt material until asphalt plants open in late April or early May. When the asphalt plants open a hot mix material is used, which is more durable.

During the peak of pothole season, Public Works runs 2 patching crews every day. A third patching crew has been dispatched as workload permits. Public works has received 429 pothole reports since January 1st and has patched them within an average of 74 hours. This response time compares favorably with peer cities.

To date, 175 tons of cold patch asphalt has been used to fill potholes. Staff proactively patch major roads during the transition from winter to spring. Additionally, staff targets areas with a history of potholes. As staff responds to requests for pothole patching, other adjacent potholes are patched. Pot hole patching continues as long as the requests continue, with the exception of when crews are engaged in snow plowing.

Street Light Outages

Street lights within the City have many owners, primarily the City and DTE. When notifications are received, City staff review the location, determine ownership, and then either dispatch a City crew or notify DTE. City and DTE crews generally respond within 2-3 days to replace non-working fixtures, however some repairs take longer if there is a circuit problem. City staff and DTE are striving to improve responsiveness and the transparency of efforts.

Specific to DTE, City staff and DTE meet monthly to review the status of outages. City staff have direct contact with DTE operations leaders to notify them of high priority outages. At the City's request, DTE has also been providing bi-weekly spreadsheets detailing work status. Over the last two week period, DTE has 63 items on the list. Of this total, 49 (78%) were "standard events" that were closed with an average of 2.58 days. Three (5%) were "follow-up events" that were closed with

an average of 39.48 days. Five standard events (8%) remain open with a current in-progress time averaging 4.7 days. Six (9%) follow-up items remain open with a current in-progress time averaging 79.6 days. DTE states the standard expectation for repair is 5-7 days. The average for closed events in the last bi-weekly report is 4.7 days.

The best way to report both potholes and street light outages remains via the A2Fixit application, which we are also continuing to improve. As always, please do not hesitate to contact me if you have any questions or if I can be of further assistance.

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