

Inspection of NOLA-311 Pothole Repairs

Final Report • March 10, 2022





March 10, 2022

Re: Inspection of NOLA-311 Pothole Repairs

I certify that the inspector general personnel assigned to this project are free of personal or other external impairments to independence.



Edward Michel, CIG

Inspector General

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The Office of Inspector General (OIG) of the City of New Orleans (City) conducted an inspection of the Department of Public Works (DPW) policies and procedures for addressing pothole-related service requests submitted to the NOLA-311 service request system.

In 2016 the City published a pavement analysis which showed 65 percent of the city's streets were in poor or very poor condition.¹ Since then, the City has made advances that specifically include street repair via RoadworkNola, a joint effort between the Department of Public Works (DPW) and the Sewerage and Water Board of New Orleans (S&WB).² However, citizens of New Orleans continued to report a significant number of potholes each year. The City encouraged community members to report potholes by calling 3-1-1 or through the NOLA-311 system, operated by the Orleans Parish Communications District (OPCD).³

This inspection looked at not only the DPW and OPCD policies surrounding the repair of potholes, but whether the City repaired potholes in a manner that was timely, efficient, and transparent to citizens.

In the course of the inspection, evaluators obtained and analyzed NOLA-311 data on all potholes reported in the NOLA-311 service request system between January 2, 2019 and May 21, 2021. The review was limited to potholes reported through the NOLA-311 online system and did not include other potholes identified, inspected, or repaired by the DPW. Evaluators also interviewed City employees and reviewed documents obtained from the DPW and the OPCD. Finally,

¹ Stantec Consulting Services, *City of New Orleans Pavement Management Analysis Draft Report*, (New Orleans: Stantec, 2016), 4.1, accessed December 28, 2021, http://www.nola.gov/dpw/documents/fix-my-streets/stantecreport_dft/; City of New Orleans, *City-Wide Pavement Condition Assessment Results- August 30, 2016* (City of New Orleans, 2016), 20, accessed September 24, 2021, [https://nola.gov/dpw/documents/fix-my-streets/pavement-assessment-results-20160830-\(fix-my-stree/](https://nola.gov/dpw/documents/fix-my-streets/pavement-assessment-results-20160830-(fix-my-stree/); Bureau of Governmental Research, *Paying for Streets* (New Orleans: Bureau of Governmental Research, 2017), 7, accessed September 24, 2021, <https://www.bgr.org/wp-content/uploads/2017/07/BGR-PayingForStreets..pdf>.

² "About RoadworkNola," City of New Orleans, accessed January 3, 2022, <https://roadwork.nola.gov/about/>.

³ "Potholes," City of New Orleans Department of Public Works, accessed December 28, 2021, <https://www.nola.gov/dpw/potholes/>.

evaluators reviewed local laws, policies, training manuals, and best practices related to pothole repairs.

The inspection included the following major findings:

- The DPW took an extensive amount of time to “resolve” pothole service requests, with an average repair time of 204 days. Furthermore, some requests remained pending for more than two years.
- The DPW and the NOLA-311 system lacked transparency and efficiency for duplicate requests and those that were referred to other agencies.

Based on these findings, the OIG made the following recommendations to the City:

- The DPW should adopt formal policies and performance measures to fill potholes in a reasonable time, based on best practices and realistic attainability. Furthermore, the DPW should work to clear the backlog of pothole service requests that are pending resolution.
- The DPW should increase transparency and efficiency by working with partners to develop a process that allows citizens to continue tracking duplicate and referred requests.

The OIG is encouraged that after preliminary review of the findings, the DPW has accepted both recommendations and has provided a plan for implementation. The adoption of these recommendations will help the DPW to improve its efficiency and transparency in completing pothole repairs. Furthermore, increased transparency will increase public trust in the City’s efforts to improve road conditions.

I. OBJECTIVES, SCOPE, AND METHODS

The Office of Inspector General (OIG) of the City of New Orleans (City) conducted an inspection of the Department of Public Works' (DPW) policies and procedures for addressing pothole-related service requests submitted in the NOLA-311 system.

The purpose of the OIG's review was to inspect the DPW and the Orleans Parish Communications District (OPCD) adherence to policies surrounding the repair of potholes, and to determine whether the City repaired potholes in a manner that was timely, efficient, and transparent to citizens.

Evaluators downloaded and reviewed data from the OPCD's NOLA-311 system on all pothole-related service requests reported between January 2, 2019 and May 21, 2021. The methodology for selection and exclusion of data for analysis is described in **Appendix A**.

Pursuant to Sections 2-1120(12) and (20) of the Code of the City of New Orleans and La. R.S. 33:9613, evaluators interviewed personnel and obtained documents from the DPW and the OPCD. In addition, evaluators reviewed state and local laws, policies, training manuals, and best practices related to pothole repairs.

OIG evaluators were greatly assisted in the preparation of this report by the full cooperation of City employees and staff members of the OPCD.

This evaluation was performed in accordance with the Principles and Standards for Offices of Inspector General for Inspections, Evaluations, and Reviews.⁴

⁴ Association of Inspectors General, "Quality Standards for Inspections, Evaluations, and Reviews by Offices of Inspector General," Principles and Standards for Offices of Inspector General (New York: Association of Inspectors General, 2014).

II. INTRODUCTION

According to its website, “[t]he Department of Public Works is composed of five divisions responsible for maintaining approximately 1,547 miles of streets (21,000,000 square yards of pavement) and 149 bridges in the City of New Orleans. This system includes 72,000 catch basins and approximately 8,200,000 linear feet of drainage lines. The Louisiana Department of Transportation and Development is responsible for maintaining an additional 105 miles of state and federal highways within the City limits.”⁵ The department’s maintenance division is charged with repairing the city’s potholes.⁶

The City defined a pothole as a “crack or irregular or non-straight edged hole or imperfection in the road surface.”⁷ Potholes form when water seeps into cracks in the road, causing the underlying ground material to erode. This is especially true in high traffic areas.⁸ In 2016 the City published a pavement analysis which showed 65 percent of the city’s streets were in poor or very poor condition.⁹ That same year the American Automobile Association (AAA) reported that Americans

⁵ “Department of Public Works,” City of New Orleans, revised June 1, 2021, accessed December 28, 2021, <https://www.nola.gov/dpw/>.

⁶ “Department of Public Works: About Us,” City of New Orleans, revised May 13, 2021, accessed December 28, 2021, <https://www.nola.gov/dpw/about-us/>.

⁷ This definition was seen on the NOLA-311 service request submission form when a citizen selected “pothole” as the service request reason. It also appeared in email updates for pothole-related service requests.

⁸ AAA, *Fact Sheet: Pothole Damage*, 2016, accessed December 2, 2021, <http://publicaffairsresources.aaa.biz/wp-content/uploads/2016/02/Pothole-Fact-Sheet.pdf>; Seattle Department of Transportation, *Facts about Potholes*, accessed December 14, 2021, <https://www.seattle.gov/Documents/Departments/SDOT/MaintenanceProgram/FactsAboutPotholes.pdf>; Mihai Marasteanu, *Pothole Prevention and Innovative Repair* (Minnesota Department of Transportation, April 2018), accessed July 26, 2021, <https://www.dot.state.mn.us/research/reports/2018/201814.pdf>.

⁹ Stantec Consulting Services, *City of New Orleans Pavement Management Analysis Draft Report* (New Orleans: Stantec, 2016), 4.1, accessed December 28, 2021, http://www.nola.gov/dpw/documents/fix-my-streets/stantecreport_dft/; City of New Orleans, *City-Wide Pavement Condition Assessment Results- August 30, 2016* (City of New Orleans, 2016), 20, accessed September 24, 2021, [https://nola.gov/dpw/documents/fix-my-streets/pavement-assessment-results-20160830-\(fix-my-stree/](https://nola.gov/dpw/documents/fix-my-streets/pavement-assessment-results-20160830-(fix-my-stree/); Bureau of Governmental Research, *Paying for Streets* (New Orleans: Bureau of Governmental Research, 2017), 7, accessed September 24, 2021, <https://www.bgr.org/wp-content/uploads/2017/07/BGR-PayingForStreets..pdf>.

spent approximately \$3 billion per year on vehicle repair costs related to pothole damage, with an average repair bill of \$300.¹⁰

Since then, the City has made advances in street repair via the RoadworkNola project, a joint effort of the Department of Public Works (DPW) and the Sewerage and Water Board of New Orleans (S&WB).¹¹ Using federal and local funds and the results of the 2016 pavement assessment, the two agencies identified and planned nearly 200 projects throughout the city to improve the condition of streets.¹²

Still, citizens of New Orleans reported a significant number of potholes each year. The City encouraged community members to report potholes by calling 3-1-1 or through the NOLA-311 online service request system, operated by the OPCD.¹³ NOLA-311 data, obtained through the City's open data website, contained a record of each service request entered in the system, including the date of the request, location and status of the request, and date when the request was closed, if applicable, along with other descriptive information.¹⁴ Once in the system, citizens received a reference number, through which they could track the status of their request by returning to the NOLA-311 website or dialing 3-1-1.¹⁵ Citizens also received email updates on the status of their request if they provided an email address. While the DPW website reported that it repaired thousands of potholes each year, this inspection was limited to only those potholes that were reported through the NOLA-311 system.¹⁶

¹⁰ AAA, *Fact Sheet: Pothole Damage*, 2.

¹¹ "About RoadworkNola," City of New Orleans, accessed January 3, 2022, <https://roadwork.nola.gov/about/>.

¹² Ibid.

¹³ "Potholes," City of New Orleans Department of Public Works, accessed December 28, 2021, <https://www.nola.gov/dpw/potholes/>.

¹⁴ "311 OPCD Calls (2021 – Present)," City of New Orleans, accessed May 21, 2021, <https://data.nola.gov/City-Administration/311-OPCD-Calls-2012-Present-/2jgv-pqrq/data>.

¹⁵ "About NOLA-311," City of New Orleans, accessed January 5, 2022, <https://nola311.org/about/>.

¹⁶ "Potholes," City of New Orleans Department of Public Works.

III. FINDINGS AND RECOMMENDATIONS

Evaluators reviewed the pothole repair policies of ten cities around the country including Houston, TX, Tampa, FL, Memphis, TN, Washington, D.C., Los Angeles, CA and Chicago, Ill, among others. While the cities were varied in geographical size, climate, population, and available resources, nearly all of them reported an official policy or goal of repairing potholes between one and 15 days from the time of the service request, with most having a goal of three days or less.¹⁷

Finding 1: The Department of Public Works took an extensive amount of time to “resolve” pothole service requests, with an average repair time of 204 days. Furthermore, some requests remained pending for more than two years.

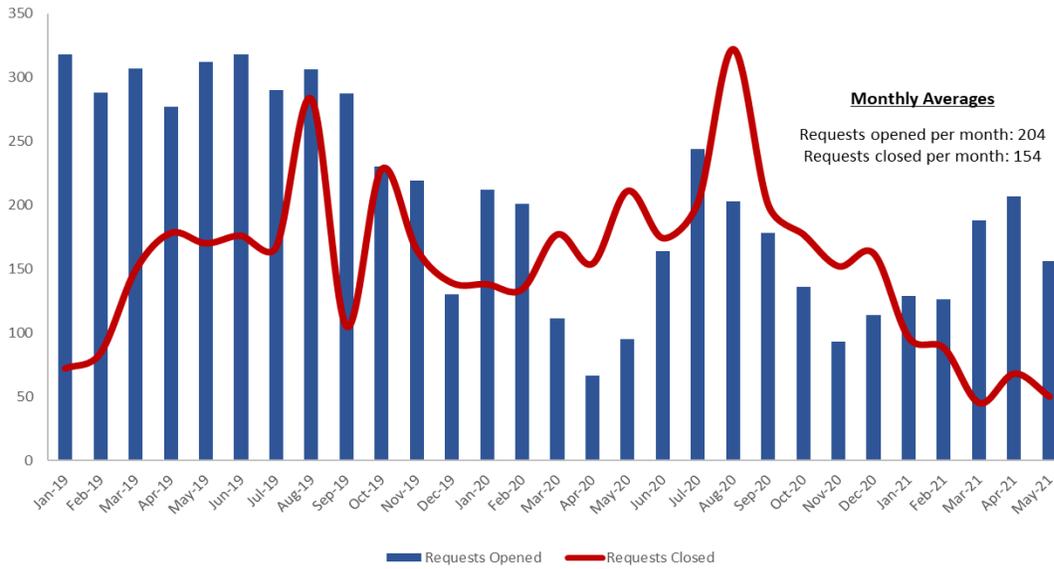
Evaluators obtained NOLA-311 data for pothole service requests submitted between January 2019 and May 2021. In total, citizens submitted almost 6,000 pothole service requests during the period under review.¹⁸ A review of the data showed that, as of May 21, 2021, 75 percent of requests submitted between January 2019 and May 2021 were closed, and 25 percent were pending.

On average, the NOLA-311 system received approximately 204 new pothole-related requests each month, and the DPW closed an average of 154 requests each month. However, further analysis revealed that many of the closed requests were not actually resolved.

¹⁷ Cities were selected for comparison based primarily on the availability of pothole repair information on their official websites.

¹⁸ See Appendix A for a methodology of selection and exclusion of service requests.

Figure 1: Number of requests opened vs. closed each month

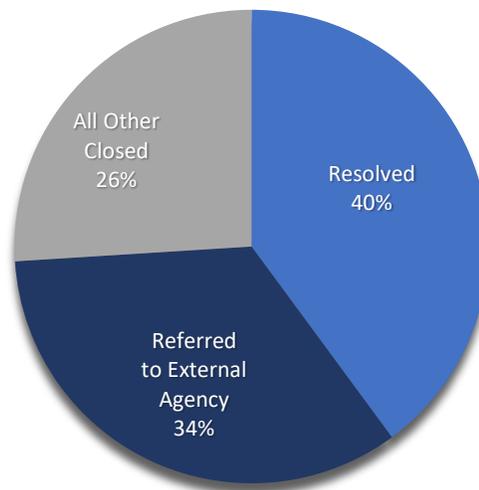


Source: NOLA-311 data, OPCD

Of closed requests, 40 percent were resolved, 34 percent were referred to other departments or agencies for repair, and the remaining 26 percent included requests that were closed for other reasons, such as a lack of sufficient information, duplicate requests, or an unfounded request.

According to internal documents, once a service request was received, a maintenance division inspector went to the reported location to assess the condition of the road. At that time, the inspector attempted to identify the cause of the defect, noted whether or not the issue involved underground utilities or ongoing repairs, took multiple pictures of the site, and updated the DPW’s files with notes and next steps.

Figure 2: Resolved, Referred, and Other Closed Requests



Source: NOLA-311 data, OPCD

The DPW referred requests if, after the inspection, the department found that the road defect required

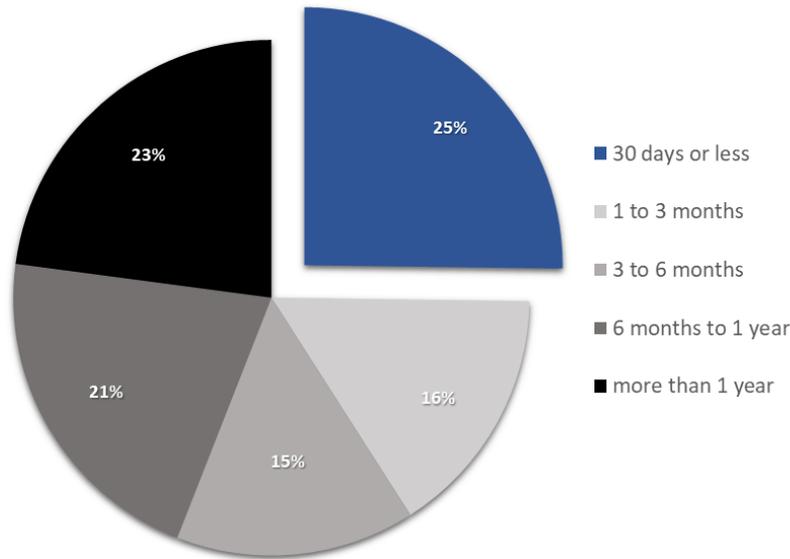
the repair of underground utilities or was caused by another agency. The NOLA-311 online request form also provided guidelines for what was considered a pothole, informing citizens that “[a]ny straight edged (sawcut) hole or hole containing white or grey rock should be entered as a service cut and referred to [Sewerage and Water Board].”¹⁹ Despite this, the department reported that a large number of service requests were submitted each month that the department did not consider potholes. According to DPW and NOLA-311 protocols, these requests were referred to the applicable department or agency and subsequently closed in the NOLA-311 system.

“RESOLVED” REQUESTS

The DPW had an internal goal of inspecting pothole service requests within one week, but no formal goal or performance measurement tied to the time to repair potholes. Based on NOLA-311 data, the average time to close requests where the status column indicated “resolved” was 204 days. While the DPW closed 154 requests per month, only approximately 61 of these requests were actually resolved each month.

¹⁹ This guidance was seen on the NOLA-311 service request submission form when a citizen selected “pothole” as the service request reason.

Figure 3: Time to close pothole service requests from the date reported, where the status was “resolved.”



Source: NOLA-311 data, OPCD

While the average number of days for repair was 204, some requests were addressed on the same day, and others took up to 742 days (more than 24 months). Figure 3 shows a breakdown of the difference in time between the date when the request was submitted and the date when the request was closed in the NOLA-311 system.²⁰ According to the data, only 25 percent of “resolved” requests were closed within 30 days. Alternatively, the DPW took more than one year to resolve 23 percent of requests.

“PENDING” SERVICE REQUESTS

As stated above, approximately 25 percent of pothole requests submitted between January 2019 and May 2021 were still pending resolution when evaluators obtained the NOLA-311 data in May 2021. The average number of days for pending requests was 348 days, with the maximum of 870 days (two years and

²⁰ The DPW reported that they entered information related to work orders in the NOLA-311 system within one to two days of when it was completed. The OPCD, the operators of the NOLA-311 system, stated that the system was updated with new information nightly.

four months). The most common status for pending requests included pending (no additional information), inspected, reviewed, and scheduled. See **Table 1**.

Table 1. Status of Pending Requests.

| Status | No. of requests | Avg. days pending ²¹ |
|------------------------|-----------------|---------------------------------|
| Assigned to Contractor | 8 | 752 |
| Inspected | 475 | 325 |
| Need Further Info | 4 | 562 |
| Pending | 527 | 189 |
| Reopen | 5 | 110 |
| Reviewed | 235 | 401 |
| Scheduled | 205 | 735 |
| Wrong Agency | 2 | 284 |
| (blank) | 1 | 33 |
| Total | 1462 | 348 |

Source: NOLA-311 data, OPCD

According to the DPW’s standard operating procedures, the department had a policy to address newer pothole service requests first. Officials said older potholes were addressed when the department had the opportunity.

Recommendation 1: The DPW should adopt formal policies and performance measures to fill potholes in a reasonable time, based on best practices and realistic attainability. Furthermore, the DPW should work to clear the backlog of pothole service requests that are pending resolution.

Many factors influenced how quickly the DPW filled potholes, including the severity of the pothole, weather conditions, and available staffing. The particular climate of the city of New Orleans, and the effect of the weather on the condition of the streets must be accounted for. However, an average of 204 days, not including the backlog of pending requests, should not be considered reasonable in any circumstance.

²¹ Evaluators calculated the number of days pending based on the number of days between when the request was entered in the NOLA-311 system and May 21, 2021.

The OIG was encouraged to learn during the course of the inspection that the DPW had contracted for the purchase of several new units of road maintenance equipment designed to repair potholes and patch service cuts. The Office recommends that the DPW conduct a review of policies and procedures adopted by other jurisdictions to address pothole repairs in a more timely manner. Each city or jurisdiction faces unique challenges in maintaining the condition of roads, and New Orleans is not immune. While the particular climate, geography, and available resources of New Orleans likely made it more difficult to repair potholes with the same efficiency as some of the larger cities in the country, in the absence of goals and performance measures, there was no accountability for the extensive delay in repairs. Therefore, the DPW should monitor NOLA-311 pothole data and establish reasonable goals and policies tied to the performance of those goals.

Finally, the DPW should diligently work to address the backlog of pending requests. At the time of the review, DPW representatives stated the department repairs older requests as the opportunity arises. The OIG recommends that the department develop a process to incorporate the fulfillment of backlogged requests into the regular pothole repair schedule. This may require the DPW to review available data and documentation on pending requests and determine next steps for resolution. The DPW should also use this review of the data to determine the accuracy of information regarding pending requests in the NOLA-311 system, clean the data where necessary, and close service requests that cannot proceed.

Finding 2: The DPW and the NOLA-311 system lacked transparency and efficiency for duplicate requests and those that were referred to other agencies.

The mission of NOLA-311 was “to connect citizens to government using technology that is efficient, innovative and transparent.”²² According to the agency’s website, this mission was accomplished in part by providing a reference number to citizens by which they could track the status of their service request. However, evaluators found the DPW’s use of the NOLA-311 system lacked transparency when dealing with duplicate requests and requests that were ultimately referred.

²² “About NOLA-311”, City of New Orleans.

DUPLICATE REQUESTS

Approximately 23 percent of closed service requests showed a status of “duplicate.” A request was considered duplicate if there was already an earlier service request submitted for a pothole at the same address. In these cases, the DPW marked the newer request “duplicate” and closed it in the NOLA-311 system. At that time, a notification was sent to the citizen who submitted the second request, including a reference to the identification number of the original request for tracking purposes.

This process did not appear to contemplate different citizens submitting a request to repair the same pothole. Generally, the NOLA-311 provided email updates to citizens who provide an email address on the status of their request. However, once the DPW closed the “duplicate” request in the NOLA-311 system, the citizen who submitted the later request no longer received automatic updates because the request was closed. While the duplicate notification provided the reference number to the original service request, the second complaining citizen needed to proactively track the status of the pothole repair by periodically visiting the NOLA-311 inquiry page.

Further, closing duplicate requests distorted the information on open pothole service requests in the city. Although the number of requests did not correspond to the number of potholes, it still provided valuable information that could have been used by the DPW to study trends in pothole service requests. The number of requests related to a single pothole, for instance, may be an indicator of the disruptive effect the pothole had on traffic in the surrounding community. Finally, closing duplicate requests also made it impossible for evaluators to later determine whether the corresponding pothole repair had been completed or was still pending.

REFERRED REQUESTS

According to the DPW, the review of a pothole service request began with an inspection of the site. If the inspector determined that the damage in the road did not meet the definition of a pothole, or involved underground utility or maintenance, the request was referred to the appropriate city department or agency. The external agency in question may be the S&WB, Entergy, or other utility company. Personnel in the DPW’s maintenance division said they referred cases to the S&WB by entering the information about the repair request into the S&WB’s online reporting system.

The DPW then updated the case file in the NOLA-311 system, marking the request as referred, which prompted that system to send a notification to the citizen who submitted the service request. The notification informed the citizen that the request was closed and had been referred to an outside agency.

However, no additional information was provided that allowed the complaining citizen to follow-up with the external agency or continue to track the progress of the repair. While the DPW used a unique identifier for each request so that citizens could check the status of their requests by phone or online, the S&WB, for instance, did not. Therefore, the citizen could not reach out to the external agency to inquire about the status of their particular request. Further, the DPW also had no formal mechanism to track the status of referred requests.

While this problem was not particular to the DPW, or even to NOLA-311, it exposed a lapse in transparency and efficiency that spoke directly to the mission of NOLA-311.

Recommendation 2. The DPW should increase transparency and efficiency by working with partners to develop a process that allows citizens to continue tracking duplicate and referred requests.

The OIG recommends the DPW and the OPCD work to improve transparency in the information provided to citizens who submit service requests. While neither agency can solve the problem of a lack of information related to referred requests on their own, the OIG urges the two programs to work with external partners and agencies to develop a process that would allow citizens to continue to track service requests after they have been referred out of the NOLA-311 system.

The OIG further recommends that the agencies develop a process that would allow citizens submitting a duplicate request to continue to receive automatic updates related to the requested service. Among other options, this might involve linking all duplicate requests (and associated email addresses) related to the same pothole under a single reference number. Alternatively, the DPW could leave the duplicate requests open until the underlying issue has been resolved. The DPW should work with NOLA-311 to determine the best mechanism to provide citizens with available information, while at the same time preserving the integrity of their data.

IV. CONCLUSION

According to the AAA, American drivers spend approximately \$3 billion on car repairs related to pothole damage each year.²³ In 2016, the City of New Orleans released a report which found that approximately 65 percent of the city's streets were either poor or failing.²⁴ Since then, the City has taken steps to improve road conditions with multiple capital projects and inter-departmental collaboration.

Despite these efforts, citizens submitted thousands of service requests each year related to potholes. Analysis of NOLA-311 pothole data showed that, on average, the City's response to these requests was significantly slower than that of other metropolitan areas around the country. Further, the City did not have defined goals or performance measures for completing pothole repairs within a specified number of days. Instead, service requests were left unaddressed for up to nearly two and a half years. Additionally, the OIG found that the DPW's process was not completely transparent for duplicate service requests or those that were ultimately referred to external agencies.

To address these issues, the OIG recommended the DPW adopt a formal policy, with goals and performance measures, to repair potholes within a reasonable period of time. The DPW should also work with the OPCD, NOLA-311, and partners to identify mechanisms to increase transparency for service requests that were referred to external agencies and duplicate requests.

²³ AAA, *Fact Sheet: Pothole Damage*, 2.

²⁴ Stantec Consulting Services, *City of New Orleans Pavement Management Analysis Draft Report*, 4.1.

On May 21, 2021 evaluators downloaded data for all NOLA-311 service requests submitted between January 1, 2019 and May 21, 2021. The data contained requests for every type of service that utilized the NOLA-311 system, including Trash/Recycling, Safety & Permits, Property Maintenance, EMS, and Roads/Drainage, among others. The downloaded data set consisted of more than fifty thousand lines of data. From this, evaluators isolated service requests where “Roads/Drainage” was listed as the request type, and further delineated requests where “Potholes” was the request reason. This left a total of 22,139 service requests.

Upon preliminary analysis of pothole data, however, evaluators noted that a large portion of service requests could not be used for data analysis. Each service request contained, among other indicators, a service request number, the date when the request was submitted, and the date when it was closed. The service request numbers for each line of data was formatted in one of two different ways. The majority of service request numbers were stored in the database as a twelve-digit string of numbers, such as 101012345678. For the purposes of this methodology, evaluators referred to these as **Type A** service request numbers. Alternatively, other service request numbers began with the year, followed by six digits (**Type B**).

There were 15,969 lines of data with **Type A** service request numbers. However, for most **Type A** service requests, the recorded date when the request was closed preceded the recorded date when the request was submitted. Additionally, most of these service requests recorded a date of submission between January 1-2, 2019. This led to questions of data integrity and an inability to conduct critical analysis on these requests. To ensure confidence in the integrity of the data analysis, evaluators only used data associated with **Type B** service request numbers.

After further cleaning the data to remove service requests where there was no valid address listed, evaluators were left with a total of 5,905 lines of data for analysis.

OFFICIAL COMMENTS FROM CITY OF NEW ORLEANS

City Ordinance section 2-1120(8)(b) provides that a person or entity who is the subject of a report shall have 30 days to submit a written response to the findings before the report is finalized, and that such timely submitted written response shall be attached to the finalized report.

An Internal Review Copy of this report and a Management Response Form was distributed on February 4, 2022, to the entities who were the subject of the inspection so that they would have an opportunity to comment on the report prior to the public release of this Final Report. A Management Response Form was received from the City of New Orleans on March 7, 2022. This form is attached.



OIG NEW ORLEANS OFFICE OF
INSPECTOR GENERAL
Inspection and Evaluation Division

(NOLA-311 POTHOLE REPAIRS; I&E 21-0002)

MANAGEMENT RESPONSE FORM

PLEASE COMPLETE THIS FORM AND RETURN AS SPECIFIED BELOW. SUPPLY YOUR RESPONSES IN THE SHADED BOXES.

PLEASE INDICATE YOUR AGREEMENT OR DISAGREEMENT WITH EACH OF THE FOLLOWING RECOMMENDATIONS BY SELECTING A RESPONSE FROM THE DROPDOWN BOX. IF YOU REJECT OR PARTIALLY ACCEPT THE RECOMMENDATION, PLEASE EXPLAIN WHY IN THE SPACE PROVIDED. PLEASE DEVISE A PLAN FOR IMPLEMENTING THE RECOMMENDATIONS OR SOLVING THE PROBLEMS THAT WERE FOUND. DESCRIBE EACH ACTION YOUR AGENCY WILL TAKE TO IMPLEMENT THE RECOMMENDATION, OR FIX THE PROBLEM, ALONG WITH THE NAME AND CONTACT INFORMATION OF THE PERSON(S) RESPONSIBLE FOR THE ACTION AND THE COMPLETION DATE.

RETURN THIS COMPLETED FORM TO PATRICE ROSE AT prose@nola.ig.gov BY MARCH 7.

ENTER NAME HERE: DEPARTMENT OF PUBLIC WORKS

| RECOMMENDATION #1 REQUIRING IMMEDIATE ACTION: | RESPONSIBLE PERSON: (NAME AND CONTACT) | RESPONSE CHOICE (SELECT ONE): |
|---|---|----------------------------------|
| 1. The DPW should adopt formal policies and performance measures to fill potholes in a reasonable time, based on best practices and realistic attainability. Further, the DPW should work to clear the backlog of pothole service requests that are pending resolution. | | Accept |
| IF YOU <u>REJECT</u> OR <u>PARTIALLY ACCEPT</u> RECOMMENDATION #1, PLEASE EXPLAIN WHY: N/A | | |
| DESCRIBE THE ACTIONS YOU WILL TAKE TO IMPLEMENT RECOMMENDATION #1 OR FIX THE PROBLEM: | RESPONSIBLE PERSON: | COMPLETION DATE: |
| 1.1 FORMALIZE STANDARD OPERATING PROCEDURES (SOP) FOR EXISTING POTHOLE OPERATIONS: REVIEW INTERNAL PROCESSES OF INSPECTING, DOCUMENTING, AND REPAIRING POTHoles THAT ARE IDENTIFIED BY RESIDENTS THROUGH THE 311 SYSTEM AND FORMALIZE SOP USING BEST PRACTICES. | XAVIER CHAVEZ-REYES | 05/31/2022 |
| 1.2 CREATE NEW SOP FOR THE POTHOLE PATCHING OPERATIONS WITH THE NEW EQUIPMENT THAT WILL BETTER PRESERVE THE STREETS (EQUIPMENT PROCURED/ORDERED, AWAITING DELIVERY) | XAVIER CHAVEZ-REYES | 09/30/2022 |
| 1.3 DEDICATE A PORTION OF CURRENT INSPECTOR'S TIME EACH WEEK TO INSPECT OLDER 311s, AND WORK WITH CAO AND BUDGET OFFICE TO REQUEST/HIRE ADDITIONAL INSPECTORS. | XAVIER CHAVEZ-REYES/JOSH HARTLEY | 09/30/2022 |
| 1.4 | | |

| RECOMMENDATION #2 REQUIRING IMMEDIATE ACTION: | RESPONSIBLE PERSON: (NAME AND CONTACT) | RESPONSE CHOICE (SELECT ONE): |
|---|---|----------------------------------|
| 2. The DPW should increase transparency and efficiency by working with partners to develop a process that allows citizens to continue tracking duplicate and referred requests. | | Accept |
| If you <u>REJECT</u> or <u>PARTIALLY ACCEPT</u> RECOMMENDATION #2, PLEASE EXPLAIN WHY: | | |
| DESCRIBE THE ACTIONS YOU WILL TAKE TO IMPLEMENT RECOMMENDATION #2 OR FIX THE PROBLEM: | RESPONSIBLE PERSON: | COMPLETION DATE: |
| <p>2.1 DPW WILL WORK WITH NOLA 311 TO UPDATE THE SYSTEM TO IMPROVE THE PROCESS FOR DUPLICATE 311 CASES:</p> <p>1. THE SYSTEM WILL BE UPDATED TO ALLOW CASES TO BE LINKED AS DUPLICATES WITHOUT CLOSING ANY OF THE CASES. THEY WILL ALL CLOSE WHEN THE ORIGINAL COMPLAINT HAS BEEN RESOLVED.</p> <p>2. THE SYSTEM WILL ALSO ALLOW ALL LINKED CASES TO RECEIVE EMAIL UPDATES AS CHANGES TO THE ORIGINAL COMPLAINTS OCCUR.</p> | JOSH HARTLEY/KATIE RODRIGUEZ | 06/07/2022 |
| 2.2DPW IS CONTACTING ALL EXTERNAL AGENCIES THAT RECEIVE REFERRAL CASES TO IDENTIFY THE POINT OF CONTACT FOR FILING THE COMPLAINTS WITH THAT AGENCY. ANY INFORMATION PROVIDED BY THE EXTERNAL AGENCY IN REFERENCE TO THE COMPLAINT WILL BE LOGGED IN 311 BEFORE CLOSING OUT THE CASE. THIS WILL PROVIDE THE CITIZEN ENOUGH INFORMATION TO FOLLOW UP WITH THE EXTERNAL AGENCY ON THE ISSUE. | JOSH HARTLEY/KATIE RODRIGUEZ | 04/07/2022 |
| 2.3DPW AND SWBNO ARE WORKING TOWARDS A FUTURE INTEGRATED SOLUTION FOR MANAGEMENT OF CITIZEN COMPLAINTS AND OTHER MAINTENANCE WORK WITHIN THE RIGHT OF WAY. THIS WILL ALLOW THE TWO AGENCIES TO HAVE BETTER INTERNAL COORDINATION AND TRANSPARENCY. | JOSH HARTLEY/KATIE RODRIGUEZ | 03/07/2023 |
| 2.4 | | |
| 2.5 | | |

NOLA-311 Pothole Repairs
February 4, 2022

Management Response for: DPW