

## Inspection of NOLA-311 Pothole Repairs

IE 2021-0002 • March 10, 2022

### **Purpose of This Report**

The purpose of this project was to inspect DPW and OPCD's adherence to policies surrounding the repair of potholes and to determine if the City repaired potholes in a manner that was timely, efficient, and transparent to citizens.

### **What the OIG Found**

Analysis of NOLA-311 pothole data revealed that the City of New Orleans' (City) response to pothole related service requests was significantly slower than that of other metropolitan areas around the country. On average the Department of Public Works (DPW) took 204 days to resolve service requests to repair potholes, while other service requests were left pending indefinitely. The average time for pending requests at the time of this inspection was 348 days.

Further, the City did not have defined goals or performance measures for completing pothole repairs within a specified number of days. The OIG also found that DPW's process was not completely transparent for duplicate service requests, including requests that were ultimately referred to external agencies. Citizens could no longer track service requests in the NOLA-311 system once the request was marked "duplicate" or "referred."

### **What the OIG Recommended**

To resolve these issues, the OIG recommended the DPW adopt a formal policy, with goals and performance measures, to repair potholes within a specified period of time. The time period for repairs should be based on the unique climate, characteristics, and resources of the City. The DPW should also work with the Orleans Parish Communications District (OPCD), NOLA-311, and other partners to identify mechanisms to increase transparency for duplicate service requests and requests that were referred to external agencies.