

EMBARGOED FOR RELEASE

MEDIA CONTACT: Edward Michel, Inspector General

March 9, 2022

Phone Number: 504-681-3206

THE CITY OF NEW ORLEANS TOOK AN AVERAGE OF 204 DAYS TO RESOLVE MOST POTHOLE COMPLAINTS, WHILE OTHER SERVICE REQUESTS REMAINED IN A PENDING STATUS INDEFINITELY.

As detailed in the Inspection of NOLA-311 Pothole Repairs report released today, the Office of Inspector General (OIG) conducted an inspection of the Department of Public Works' (DPW) process of resolving pothole-related service requests submitted to the NOLA-311 system. The inspection looked at service requests submitted during the period of January 2, 2019 through May 21, 2021.

Analysis of NOLA-311 pothole data revealed that citizens submitted thousands of service requests each year related to potholes. The City's response to these requests was significantly slower than that of other metropolitan areas around the country. On average, 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 the OIG's inspection was 348 days. Furthermore, 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 DPW's process was not completely transparent for duplicate service requests, including requests that were ultimately referred to external agencies.

To resolve these issues, the OIG recommended that 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 Orleans Parish Communications District, NOLA-311, and partners to identify mechanisms to increase transparency for service requests that were referred to external agencies as well as duplicate requests.

Inspector General Edward Michel said, *"The presence of potholes on our streets is a quality of life issue for citizens. Potholes damage vehicles and are a public safety risk for pedestrians, as well as those citizens who utilize bicycles. The City must work more efficiently to respond in a timely manner to service requests to facilitate safe avenues of transportation."*

In addition to today's report, the OIG released a brief with highlights. Go to www.nola.oig.gov to view all OIG reports.

The report, news release and all other OIG work products associated with this report are **EMBARGOED FROM PUBLICATION UNTIL 12:01 A.M. THURSDAY, MARCH 10, 2022. THE OIG PROVIDES THIS INFORMATION IN ADVANCE FOR EDITORIAL PLANNING PURPOSES ONLY.**