



OFFICE OF THE MAYOR
Hon. Stephanie A. Miner, Mayor

FOR IMMEDIATE RELEASE
DATE: April 22, 2014

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MINER ASKS SYRACUSE RESIDENTS TO REPORT POTHOLES

*Miner, Standing at DPW Headquarters, Asks Syracuse Residents to
Report Potholes*

SYRACUSE, N.Y. – Mayor Stephanie A. Miner stood at the Department of Public Works (DPW) headquarters today to ask City residents to report potholes.

“After this most recent, challenging winter, our streets are in need of repair. Citizen driven reports of potholes are an efficient way we have to identifying problems in our streets,” said **Syracuse Mayor Stephanie A. Miner**. “By reporting potholes in your neighborhood or on your commute to work, citizens can help us locate and fix more. We are asking everyone to help us in this process.”

Miner today announced the start of a new resource for reporting pothole complaints: a city email address, potholes@syrgov.net. This new mechanism for reporting potholes will send complaints directly to DPW customer service staff members who will then enter them into the system and place them in a queue to be repaired.

Other ways where citizens are encouraged to report potholes include contacting City Line, the City’s hotline at 448-CITY (2489). The hotline is monitored by DPW customer service staff who will handle complaints as they come in.

Residents are also invited to submit their complaints by tweeting (@Syracuse1848) or submitting them to Facebook (fb.com/Syracuse1848). These complaints will be entered into the system by City staff. Citizens are also encouraged to enter them directly into the City’s internet service request system, IPS. The IPS system can be found on the City’s website at ipsweb.syrgov.net. These will be processed within 24 hours and are added to the list of potholes for DPW to repair.

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IPS can also be used to check the status of potholes they have reported. A resident can log on to the IPS website and, using either the request tracking number they received when submitting their complaint or the street location of their report, they are able to look up if the pothole they reported has been repaired.

The majority of pothole repairs are driven by citizen complaints. Since January 1, 2014, 819 complaints have been registered by citizens and 570 of them have been fixed. Since April 1, over 2,000 potholes have been fixed. Crews will fix multiple potholes once they arrive on a street or en route between sites when they see additional issues in need of correction.

The DPW has recently purchased a second Durapatch machine to assist with the anticipated high volume of pothole complaints. During the warm weather months, potholes are fixed by DPW crews using Durapatch machines.

Another recent step towards fixing potholes was the beginning of asphalt season. On April 7, the DPW began production at its asphalt plant. This facility produces new material which is used in the road repair process.

Mayor Miner has made a fixing broken infrastructure a major priority of her administration. In December, she wrote to Governor Cuomo asking for \$16.4 million to assist emergency capital needs, including road reconstruction and water main repair. More recently, Mayor Miner submitted testimony to the United States Senate Committee on Environment and Public Works talking about the need for more federal funding of local infrastructure.

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