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CITY OF FORT WAYNE

Improving Pothole Response Time

Six Sigma Project Review

PROBLEM

Potholes are a continuous concern for residents. The average repair time is 2 days. The goal is to repair 97% of potholes within 24 hours.

Savings

Claims against the City: Decreased
Overtime hours worked: Decreased

SOLUTION

Several changes were implemented to improve the process of filling potholes. Residents can report potholes via telephone, cell phone and internet. Special lighting has been added to equipment to allow crews to fill potholes at night.

Factoid

Six Sigma has decreased costs, improved customer service and increased productivity throughout city government. Projects have resulted in over \$3 million of Savings.

SAVINGS/ BENEFITS

99.6% of all potholes reported are filled within 24 hours and the average pothole repair time is 3 hours. There has been a reduction of claims filed against the City by motorists with damaged vehicles from potholes. Improved processes have resulted in less overtime hours and better customer service.

Six Sigma Team

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