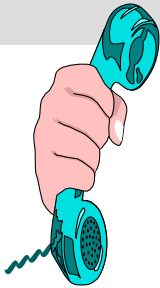


**For all
Streets Department
services**



Call the
Customer Affairs Unit
215-686-5560

Cellular Phone call *FIX

- Trash and Recycling Collection
Recycling Hotline
215-685-RECY(CLE)
215-685-7329
- Illegal Dumping/Clean-up
- Philadelphia More Beautiful Committee
(PMBC- Block Captains)
- Streets & Walkways Education &
Enforcement Program (SWEEP)
- Pothole and Street Repair
- Traffic Signals and Signs, for requests after
5pm, call 3-1-1
- Alley Lighting, for requests after 5pm, call 3-1-1
- Street Lighting, for requests after 5pm, call 3-1-1

Visit us online at www.philadelphiastreet.com

**To help expedite your service call, please
be prepared with specific information
when you contact the Streets Department:**

- Give exact location.
- Describe the hole.
- Is the hole on the sidewalk or roadway
(driving lane or parking lane)?
- Size (approximate length/width/depth).
- Is there is a barricade over this hole?
- Note whether you hear or see water in the
hole.
- Is this on a bus route?
- Is the hole in a trolley track area?



The Honorable James Kenney
Mayor

Michael DiBerardinis
Managing Director



Carlton Williams
Streets Commissioner

Stephen Lorenz
Chief Highway Engineer

All City Services

Phone: 3-1-1

Streets Department Internet site:

www.philadelphiastreet.com

Streets Department Customer Service

Phone: (215) 686-5560

On Cellular phones: *FIX

Prepared by the Streets Department
Planning and Public Affairs Office
Revised March 2017

THE HOLE TRUTH



STREETS DEPARTMENT

Clean and Safe Streets

Highway Division

The Highway Division of the Streets Department maintains over 2,525 miles of public city streets and roads. However, an additional 360 miles of streets within the city limits are actually state highways, maintained by PennDOT. There are also private streets within the city limits maintained by homeowner associations. Potholes between trolley and train tracks, or within 18 inches outside of the tracks, are maintained by SEPTA. You do not need to know who maintains it in order to report it. We are here to help.

Interpreter services available. | الترجمة الشفهية متوفرة لدينا. | ภาษาก่อนหน้านี้ | 提供口译服务 | Services d'interprétation disponibles. | 통역이 제공됩니다. | Предоставляются услуги устного переводчика. | Se brindan servicios de interpretación. | Có sẵn dịch vụ thông dịch.

IS IT A POTHOLE?

Can a hole by any other name still be called a hole? Not necessarily so.

A hole in the road surface can be a pothole, a utility ditch, or a cave-in

POTHOLES are bowl-shaped openings that usually have raveled edges and can be up to 10 inches deep. They occur when the top layer or asphaltic surface of the roadway has worn away, exposing the concrete base.

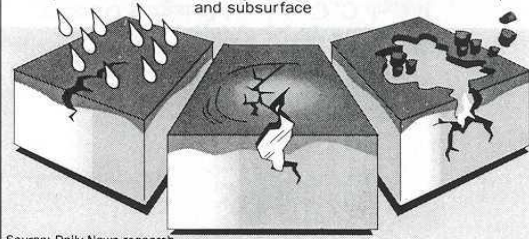
DITCHES are rectangular excavations in the roadway. These cuts are made by utilities and plumbers to reach underground lines. The contractors are responsible for filling the ditch and paving it temporarily, and notifying the city upon completion of their work. The Highway Division then schedules a permanent repair to the roadway.

If a ditch is not backfilled properly, it will wash out or sink in, leaving a large hole.

CAVE-INS (sometimes called Sink Holes) are holes that reach past the concrete base of the roadway. This void can occur when the dirt below the concrete base has washed away, causing the upper surfaces to fall through.

How potholes form

1. Cracks form in road surface from a combination of rain, weather changes, age of surface and heavy traffic
2. Rainwater seeps into cracks and expands during freezing weather, swelling and further eroding the surface and subsurface
3. When the ice melts, the stressed surface crumbles under your tires and can open a hole up to 10 inches deep.



Source: Daily News research

DAILY NEWS GRAPHIC

HOW DOES THE HIGHWAY DIVISION DECIDE WHICH POTHOLES SHOULD BE REPAIRED FIRST?

Potholes found on major roadways, other than state highways, and potholes that are an immediate hazard to motorists or pedestrians, are given primary attention. Repair crews will fill all potholes encountered, and make safe any ditch that requires a repair in each grid section assigned.

Operation Smooth Streets

In 2006, the Streets Department launched Operation Smooth Streets, an aggressive and innovative initiative to improve the quality of roadways in Philadelphia. Through Operation Smooth Streets, the City of Philadelphia will provide an improved roadway maintenance schedule, extending the life cycle of roads and an improved quality of life for citizens.

Visit the Operation Smooth Streets website at www.potholes.phila.gov.