



# CITY OF FORT WAYNE

6σ

## 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**

Bob Kennedy, *Project Black Belt*  
Ted Rhinehart, *Champion*  
Brad Baumgartner, *City Street Dept.*  
Brooks Beatty, *City Street Dept.*  
Kim Jones, *City Street Dept.*  
Jill Morgan, *City Street Dept.*