

Operation Smooth Streets FAQ

What is Operation Smooth Streets?

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.

Why is there a need for Operation Smooth Streets?

As there are reduced resources to provide street resurfacing, the Streets Department has recognized the need to ensure that high-quality repairs are made to City streets.

How does Operation Smooth Streets work?

As part of this new standard for maintenance, citizens' pothole requests received by 2 p.m., Monday through Friday, and found on City and State streets, will be repaired within the next 3 business days. This effort will maximize the life cycle of a roadway surface.

What should citizens do to report a pothole?

The Streets Department encourages citizens to help identify locations in need of repairs. Pothole requests reported by 2 p.m., Monday through Friday, and found on City and State streets will be repaired within the next 3 business days. Residents should provide details, such as exact location, size, shape, whether the hole is in a traffic or parking lane, and the presence of any running water, to help crews best service your request. Residents may report potholes on City streets by contacting the Street Department:

- Visit the Streets Department's Operation Smooth Streets website at **potholes.phila.gov**. At the website, citizens will gain educational information about the program as well as learn about other street defects. Citizens will also be able to input their request for pothole repairs.
- Contact the Streets Department's Customer Affairs Unit at 215-686-5560 or dial *FIX with cell phones. You may wait to speak to a representative or leave your request on voicemail. Calls are retrieved from the voicemail system throughout the day.
- Visit the Streets Department's website at **phila.gov/streets** where citizens can learn about the Streets Department's services.

What if the pothole location I reported is on a State-maintained street?

If the pothole location you report is on a state-maintained street. The Streets Department will inspect this location, and forward your request to the Pennsylvania Department of Transportation (PennDot) on your behalf. If you would like to follow up on your request or for additional information on state streets, please contact PennDot at 1-800-FIX-ROAD.

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What if the pothole location I reported is near SEPTA trolley tracks?

The pothole location you reported may be near a trolley track area. Potholes found inside trolley tracks and 18" on either side are serviced by SEPTA. The Streets Department will inspect this location and forward your request to SEPTA on your behalf. If you would like to follow up on your request or for additional information on SEPTA services, you may contact SEPTA Customer Service at (215) 580-7852 or visit their website at <http://www.septa.org>.

What if the location I report is determined to be another type of street defect?

- **Ditches** – If your request is determined to be a ditch, further service will be required as these repairs are more complicated and may involve repairs by property owners and/or other utility agencies (Water Department, PGW, PECO, cable utilities). Every effort will be made to address permanent restoration in a timely manner.
- **Cave-ins** – If your request is determined to be a cave-in, specialized service will be required to determine the underlined source of the problem. Repairs to cave-ins entail repairing the subsurface of the roadway and may involve repairs by property owners and/or other utility agencies (Water Department, PGW, PECO, cable utilities). Every effort will be made to address permanent restoration in a timely manner.