



Calgary

City Auditor's Office

RE: AC2020-0408
ISC: UNRESTRICTED

Roads Pothole Remediation Audit





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Why we did this

- To assess whether Roads designed and implemented effective processes to support the timeliness and quality of pothole repairs.
- We focused on 2019 remediation activity that occurred up to Sept 30, 2019.

What we concluded

- Roads uses varying prioritization and quality practices across districts that generally support effective pothole remediation.

Why it matters

- Our four recommendations will support Roads ability to improve the effectiveness and efficiency of the pothole remediation process.
- Effective pothole remediation is an important priority for citizens and for Roads as demand for pothole repairs is expected to increase over time.