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Friday, Aug 21, 2026

City of San Diego Uses New Approach to Fill Potholes in Neighborhoods with Fewer Service Requests Ahead of Rainy Season

CREWS HAVE FILLED MORE THAN 1,100 POTHoles USING NEW PROACTIVE APPROACH

SAN DIEGO – Over the past three months, City of San Diego crews have repaired more than 1,100 previously unreported potholes through a new initiative that proactively sends crews to neighborhoods that historically generate fewer street repair requests.

The initiative helps ensure City resources reach communities where street issues may be underreported through the Get It Done system. While crews continue responding to potholes reported by residents, Transportation Department teams are now also proactively inspecting streets and making repairs before a service request is submitted.

“Every San Diegan deserves safe, reliable streets, no matter where they live,” said Mayor Todd Gloria. **“We know some neighborhoods generate fewer street repair requests, so we’re not waiting for a complaint to take action. Our crews are proactively finding and fixing potholes in these communities, helping us deliver better service, extend the life of our streets and prevent small problems from becoming more costly repairs.”**

This proactive initiative rotates weekly between neighborhoods in Council Districts 4, 8 and 9 which collectively generate fewer pothole reports through Get It Done than other Council districts. Rather than waiting for a service request, City crews inspect streets throughout these neighborhoods and immediately repair potholes they identify.

These proactive work takes place when the City's pothole backlog falls below 100 outstanding service requests. Since the start of the program in mid-May, t crews have been deployed proactively during 13 of the past 14 weeks, repairing 1,131 previously unreported potholes in City Council Districts 4, 8 and 9.

Council District	Proactive Pothole Repairs
4	420
8	443
9	268
Total	1,131

"In District 9, we know that fewer Get It Done reports don't mean fewer needs. City services shouldn't depend on which neighborhoods submit the most requests. I'm glad we're taking a more proactive approach to finding and fixing potholes, especially in communities that have historically seen less investment," said Councilmember Sean Elo-Rivera. **"Every San Diegan deserves safe, well-maintained streets, and this is a smart step toward delivering City services more equitably."**

The work also helps prepare San Diego's streets for the rainy season. Wet weather can accelerate pavement deterioration and create new potholes. Addressing existing problems now means crews can enter the wetter months with fewer outstanding repairs and greater capacity to respond when new potholes emerge.

"Our crews are always working to respond quickly to reported potholes, but when demand is low, we have an opportunity to get ahead of the problem," said Interim Transportation Director Naomi Chavez. **"This approach allows us to reach neighborhoods that may not report issues as often while extending the life of our streets and improving safety for everyone who travels them."**

The Transportation Department repairs over 50,000 potholes each year as part of the City's ongoing commitment to maintaining safe and reliable streets. This is done through a combination of strategies including Get It Done reports and field inspections. Preventive pavement maintenance and larger street resurfacing projects are designed to address pavement deterioration before it results in more significant problems.

Residents are still encouraged to continue reporting potholes and other infrastructure concerns through the Get It Done app or City website. Resident reports remain an important part of the City's street maintenance program and help crews identify and respond quickly to issues across San Diego.



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