February 14, 2011

News Release

For Immediate Release

Easy Reporting of Potholes on City Streets

With warmer temperatures allowing Springfield streets to thaw and snow to melt, potholes will become more prevalent on road surfaces. Potholes are typically caused or made worse by the freeze-thaw cycle that follows snowfall or icy weather.

As always, the City's Department of Public Works is taking information from the public about the location and severity of potholes within city limits. Public Works employees are always on the lookout for potholes needing filled while they are in the course of their everyday duties. These employees cannot be everywhere, however, and citizens can be of great help by identifying the locations of potholes as they appear.

To report a pothole, call the pothole “hotline” at 864-1966 between the hours of 7 a.m.-3 p.m. on weekdays, or the City's general service request line at 864-1010 between the hours of 8 a.m.-5 p.m. on weekdays. Voicemail messages can be left after hours or on weekends. To fill out a service request form at any time online, click on the “Pothole?” graphic on the left column of the City's homepage.

Media Only
For more information, contact: Jonathan Gano, Interim Assistant Director of Public Works, (417) 864-1961.

Department of Public Works

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