



# Texas Department of Transportation

P.O. BOX 6868 • FORT WORTH, TEXAS 76115-0868 • (817) 370-6500

October 28, 2010

Report a Pothole

Mr. Mark Krey  
City Administrator  
City of Springtown  
102 E. 2nd Street  
Springtown, Texas 76082

Dear Mr. Krey:

Recently, the Texas Department of Transportation (TxDOT) launched a reporting system called "Report a Pothole" – a new initiative that makes it easier and faster for Texans to report maintenance issues on Texas highways.

We are writing to let you know that this program has gone live. Understandably, some of the calls will be concerning damage on county and/or city streets, in which case we will instruct the caller to contact the local jurisdiction.

Citizens may report potholes online at [www.txdot.gov](http://www.txdot.gov) or by calling the toll-free number at 888-885-8248.

The new system is part of the agency's ongoing move toward transparency and better customer service. It also gives citizens a better opportunity to be a part of the maintenance solution by providing several million pairs of eyes to help TxDOT crews identify problems and preserve the state's expansive transportation infrastructure.

Enlisting Texans to help maintain the state's transportation system – it just makes sense to have every citizen engaged.

Operators will answer phone lines from 8:00 a.m. to 5:00 p.m. Monday through Friday. Evening and weekend calls will go to voicemail and be returned the next morning or on the first working day of the following week.

If you have questions, please feel free to call me at 817-370-6512, TxDOT-Fort Worth District Public Information Office at 817-370-6737, or Alicia Taliaferro at 888-885-8248.

Sincerely,

Maribel P. Chavez, P.E.  
District Engineer  
Fort Worth District

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