

## **AN OVERVIEW OF INFRASTRUCTURE MAINTENANCE IN THE CITY OF HOUSTON**

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The Right-of-Way Maintenance Division of the City of Houston's Department of Public Works & Engineering is responsible for maintaining the streets, bridges, roadside and off-road ditches within the City of Houston. This is accomplished by means of service requests through the City's 311 system and scheduled maintenance programs. This infrastructure is utilized by the public on a daily basis. Therefore, proper maintenance is vital to the operation and economy of the City of Houston.

The mission of the Right-of-Way Maintenance (ROWM) Division is to deliver quality service in a safe and timely manner that provides for the smooth operation and high-level maintenance of public infrastructure in the City's right-of-way. This includes maintaining a smooth riding surface free of obstacles and debris as well as maintaining the flow of storm water free of debris and foreign objects. These activities are performed while remaining responsive to requests from the public in an efficient manner within budget. As a result, these competing priorities present several challenges, but also provide opportunities to have a positive impact on the everyday functioning of the City of Houston.

There are a few key challenges in maintaining the City's streets, bridges, storm sewers, and road-side ditches; specifically maintaining quality service within the budget, dealing with the vastness of the City of Houston, prioritizing repairs and projects, and weighing maintenance against replacement. Each of these challenges has a distinct impact on the operations of our division. In order to remain proactive and responsive to the needs of the City, our division has had to develop creative strategies to deal with the inherent challenges in maintaining the infrastructure of one of the largest cities in the United States.

This presentation will examine these key challenges and the ways in which our division has decided to address these issues. Furthermore, this presentation will also discuss the positive impacts these strategies have had on operations within the division and the City of Houston as a whole. These strategies have not only had a positive impact on overall operations, but have also changed the management of our budget and improved our responsiveness to the public.