

KCMO Pothole FAQ's

Curious or frustrated about potholes in KCMO? **We hear you!**
Here are some answers, covering the costs and challenges
of patching potholes and repairing our streets.

Why do potholes form?

Freeze/thaw cycles and wet conditions from rain, ice and snow cause potholes. Water seeps into cracks, freezes with cold temps, and the pavement expands causing potholes to form. Each freeze/thaw cycle makes holes bigger with expansion and results in reoccurring potholes.

Are potholes worse this year than previously?

There are roughly 33% more potholes reported to 311 in 2020 compared to the same time period last year.

Can't we just permanently repair our roads?

We care for the pavement in many ways. Weather, temperature and budget determine what tool we use at what time.

- Roadway reconstructions through major capital projects
- Street resurfacing through our annual Street Preservation program (a warm weather activity—late spring through late fall)
- Cracksealing cracks in the roads (a late fall activity)
- And pothole patching (a year-round activity supported by our maintenance and operations division)

How do you prioritize pothole repair?

All potholes reported to 311 are on a maintenance list for repair. When pothole volumes are high, crews focus patching efforts on major roadways, high call areas, and streets that are not passable.

What will solve the pothole problem?

The more roads we can resurface, reconstruct, and perform timely maintenance on, the more potholes will be prevented. This is dependent on budget, strategic use of staffing and resources, and coordination of activities.

My vehicle was damaged from a pothole, is the City responsible?

If you experienced property damage on City streets, you can file a claim for damages with the City. Visit: [KCMO.gov](https://www.kcmo.gov) and search for "claims"



New or reopened pothole?

Report it to 311: [KCMO.GOV/311](https://www.kcmo.gov/311)

KCMO Public Works is equipped with:

- 3 maintenance districts that perform regular maintenance activities throughout the year
- 10 large asphalt trucks
- 3 asphalt trailers
- 10-12 potholes crews city-wide
- \$425,000 spent on asphalt for 2019-2020
- \$17M budget for the Street Preservation program in 2019-2020
 - \$16M for street resurfacing efforts
 - \$500K for Parks roadways
 - \$500K for Complete Streets

For more info or to track progress, visit:

[KCMO.GOV/POTHOLE](https://www.kcmo.gov/potholes)



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