1. Cracks caused by traffic and aging allow rainwater to seep through and erode pavement base.

2. Traffic and erosion beneath pavement result in additional cracking and a cavity begins to form.

3. The pavement surface weakens and collapses into the cavity beneath, creating a pothole.

4. To report pothole locations, use the City of San Diego's **Get it Done** app (*sandiego.gov /get-it-done*).

5. City employees use the **Get it Done** app reports to prioritize pothole repairs.