



**City of Centennial**  
**Public Works Department**  
**Operations and Traffic Engineering**  
**Monthly Report - April 2010**

## ACTIVITY

- [Call Center](#) – The total number of calls to 303.325.8000 and web requests received were 2,389.
- [Work Requests](#) – The total number of work requests received were 2,491.
- [Compliance Summary](#) – Field and Traffic Services work requests were completed 81%-96% in compliance, and the Call Center compliance metric was 93%.
- [Right-Of-Way Permits](#) – There were 30 permits issued in April.
- [Traffic Maintenance](#) – 37 signs were installed and 15 were replaced for the month.
- [Pavement Maintenance](#) – Pothole patching was a major work activity for the crews in April.
- [Concrete Replacement](#) – The concrete crew poured 77 cubic yards of concrete for curbs, gutters and sidewalks.
- [Vegetation, Debris, Street Sweeping and Shoulder Maintenance](#) - Right-of-way cleanup began in April in preparation for the start of street sweeping pass in May.
- [Fuel Inventory](#) – Unleaded Fuel Usage and Diesel Fuel Usage – Both fuel meters were inspected and adjusted as necessary at the end of April.
- [Snow Material Inventory](#) – A small amount of rock salt was used during the month.
- [City Material Budgets](#)

## REVENUE

The April right-of-way permit revenue, excluding pavement restoration fees, was \$19,629.00

## PUBLIC WORKS MAJOR ACTIVITIES

Traffic Engineering Services (TES) completed revisions to the NTMP policy and collected new traffic data for the scoring and ranking of the NTMP applications to develop a.

TES has completed grant applications for the Denver Regional Council of Governments Traffic System Improvement Program and will be submitting close to \$1.6M in grant requests for expansion of the communication network and upgrading of signal equipment. Project selection should be released in June.

Developed a new traffic signal specification for the Engineering Division's construction specifications and standards.

Coordinated the completion of signal pole replacement at Quebec/Otero-Mineral, Quebec/Poplar and Orchard/Clarkson as part of the replacement of signal poles identified during the 2009 nondestructive testing project.

TES has completed the scope of work for the Energy Efficiency and Conservation Block Grant (EECBG) LED Traffic Lights project and has forward this information to the City's Contracts Administrator for preparation of a bid document.

## A LOOK AHEAD

- Complete the scoring of NTMP applications using updated traffic data and develop 2010 NTMP Prioritization.
- Assist with the development of a sign inspection and maintenance program for the City's consideration.
- Prepare scope of work for EECBG School Beacons project.
- Prepare scope of work for Dry Creek Road Signal Communications Equipment project.
- Complete the development of the 2010 Pavement Striping Program for lane markings (paint) and crosswalks and legend symbols (thermoplastic).
- Prepare a scope of work for the Traffic Signal LED and the Solar School Beacon EECBG projects and release to the Contracts Administrator for bidding.
- Field Services (FS) will continue to perform regular maintenance activities. This includes asphalt, small asphalt repairs on streets and crack sealing activities to assist CIP.
- FS will also continue to complete the street sweeping program on the west side of the City. Mowing operations will begin on May 17<sup>th</sup>.

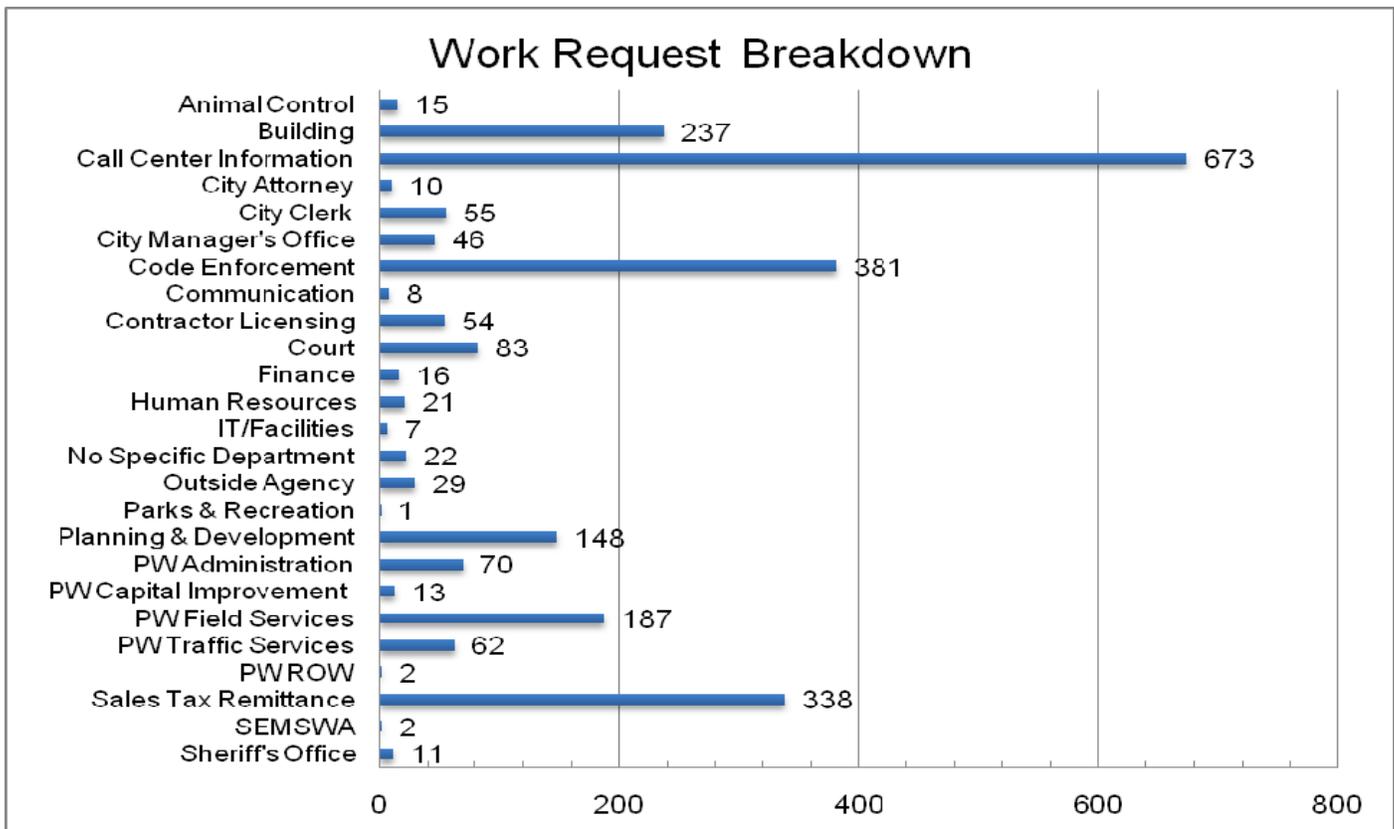
## Call Center

In April, the number of phone calls received by the City's 24-Hour Call Center, 303.325.8000, was 2,389, which includes 43 web requests. In total, 57 calls were routed to the answering service during and after business hours. Overall, for the month of April, the Call Center had a 93% compliance metric of answering phone calls within 120 seconds.

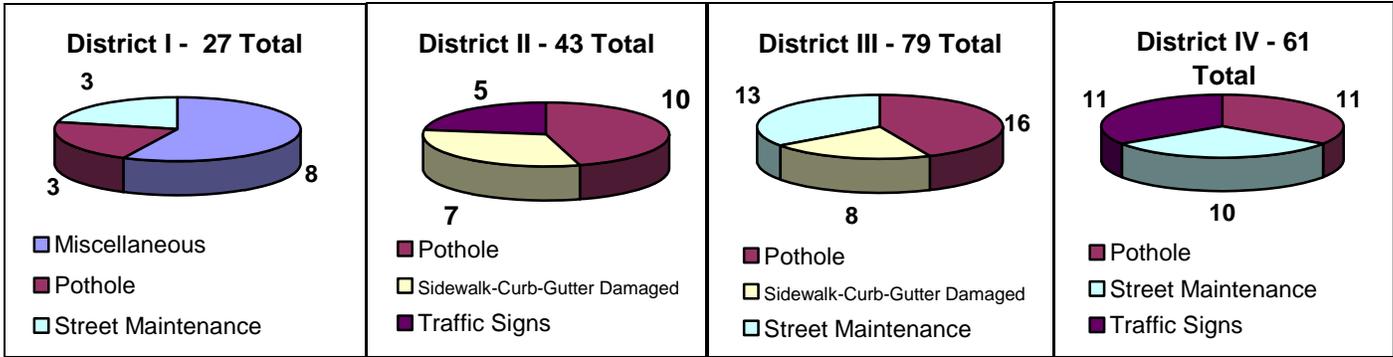
April 2010	Week 1	Week 2	Week 3	Week 4	MTD
	Apr 1-9	Apr 10-16	Apr 17-23	Apr 24-30	Total
Web Requests	12	12	12	7	43
Total Calls Handled by the Call Center	706	691	484	465	2,346
Total Metric for Call Center	718	703	496	472	2,389
Total Calls Rolled Over to Answering Service During Business Hours	0	13	11	2	26
Total Calls Rolled over to Answering Service After Hours	9	3	12	7	31

## Work Request Breakdown

The work requests received by the City for the month of April were 2,491.



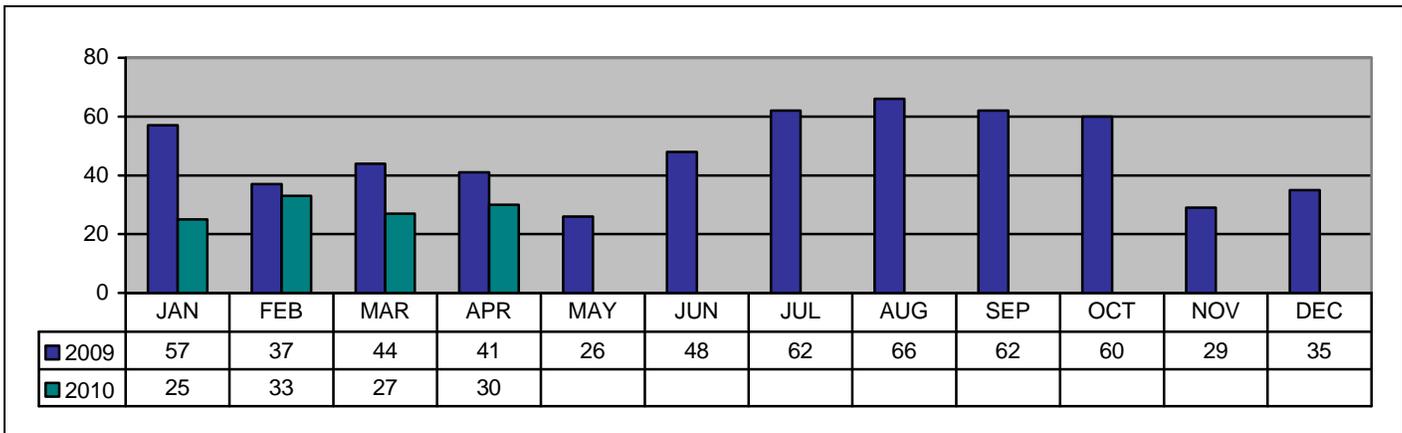
## Work Request by District and Top Three Issues



## Compliance Summary

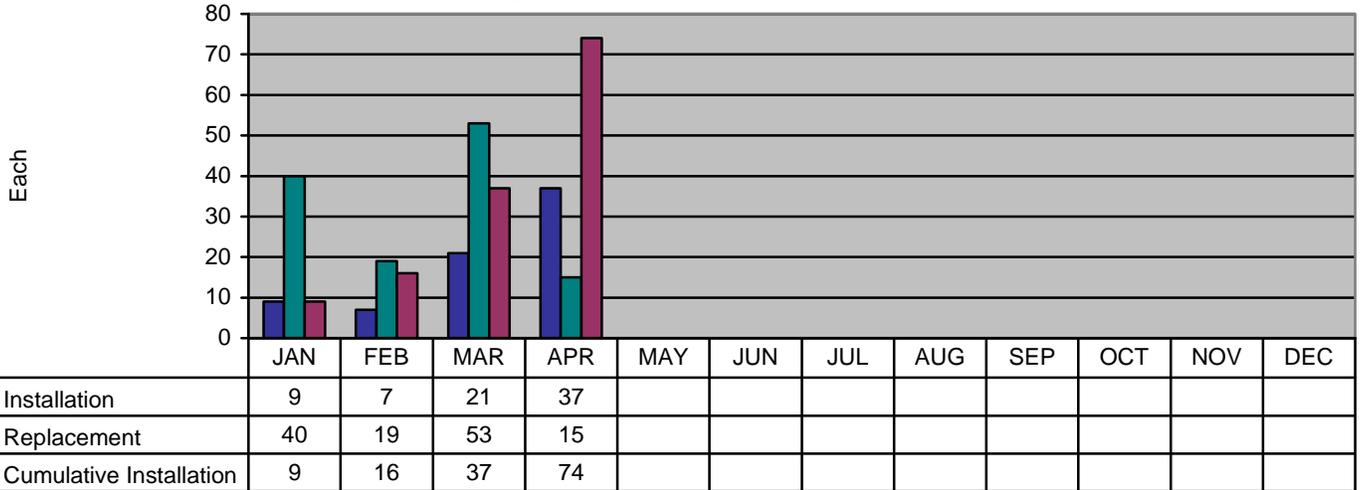
Field and Traffic Services					
Work Request by Priority	Received Total	Compliance Standard	Completed in Compliance	Compliance %	Average Days to Close
1 - Urgent (Completed within 24 Hours)	24	85%	23	96%	.208
2 - Important (Completed within 3 Business Days)	48	85%	39	81%*	2.12
3 - Standard (Completed within 10 Business Days)	9	85%	8	89%	5
4 - Preventative Maintenance (Scheduled Work)	161	N/A	N/A	N/A	N/A
<b>Grand Total</b>	<b>242</b>				
*The Priority 2 Work Request completion standard of 85% was not achieved in April due to greater than normal pavement deterioration after the winter and a very high volume of pothole Work Requests.					
Call Center					
Calls Answered Within 2 Minutes	Total Calls/Web Requests Handled		Compliance Standard		Compliance %
	2,389		85%		93%

## Annual Comparative Right-Of-Way Permits

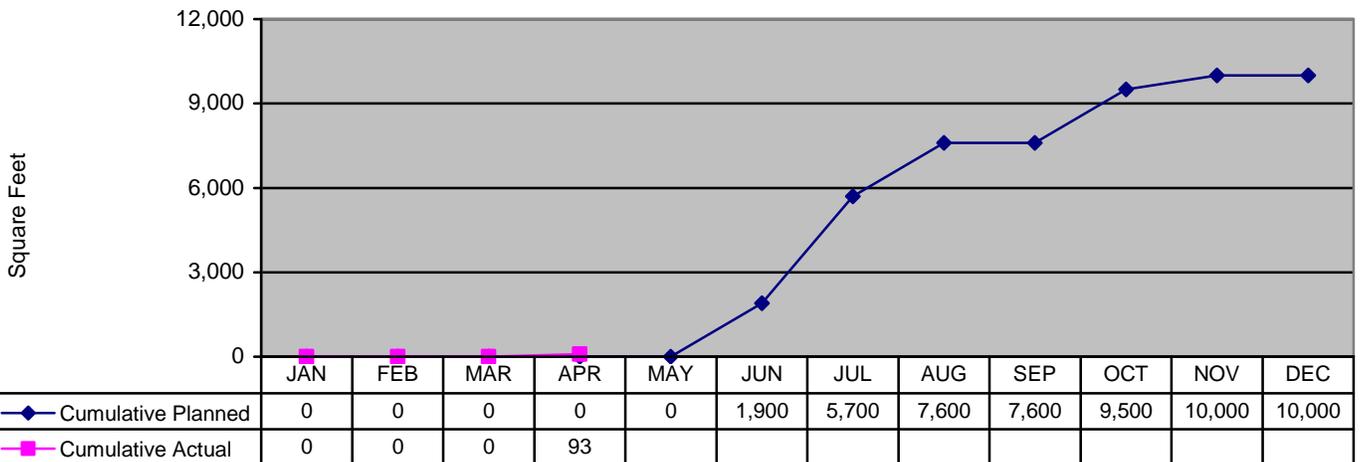


# Traffic Maintenance

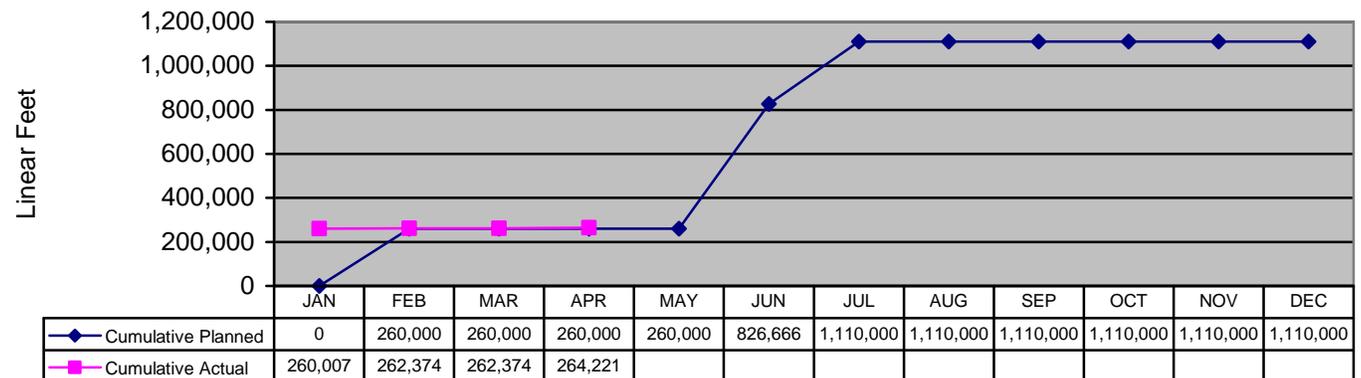
## Sign Installation and Activities



## Crosswalks/Stopbars

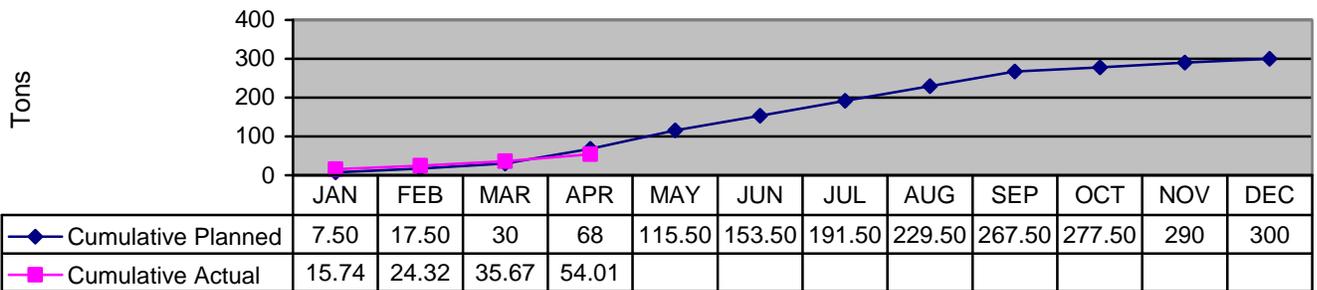


## Lane Striping

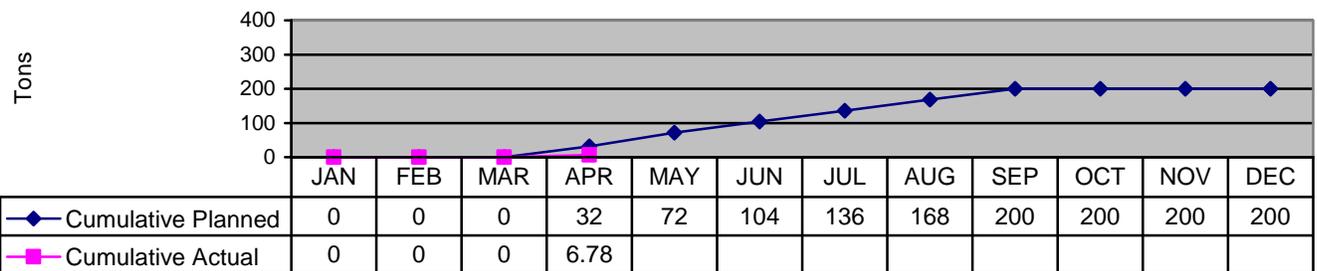


# Pavement Maintenance

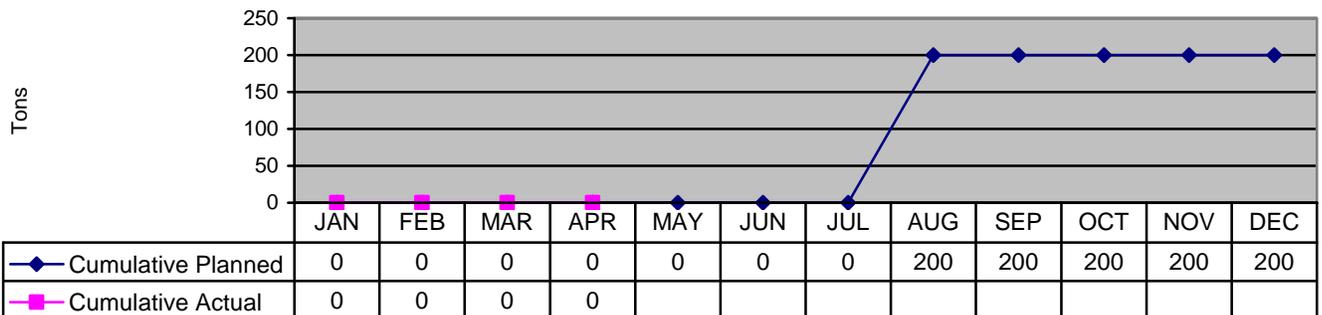
## Pothole Patching



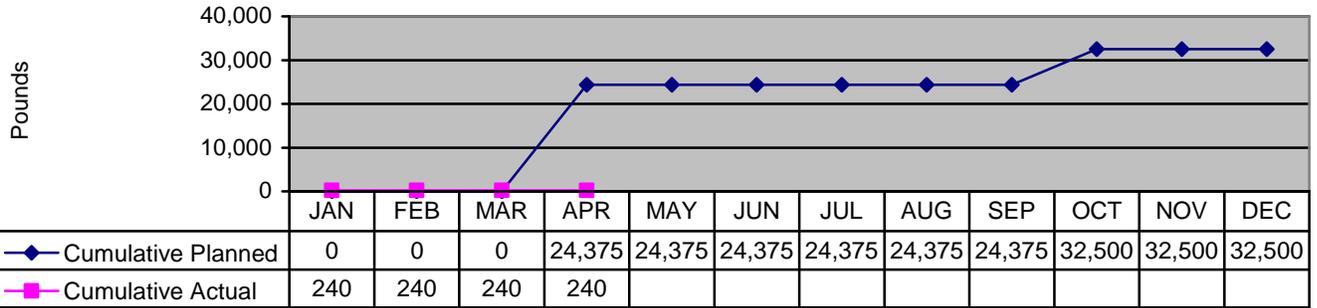
## Patch Back



## Major Patching

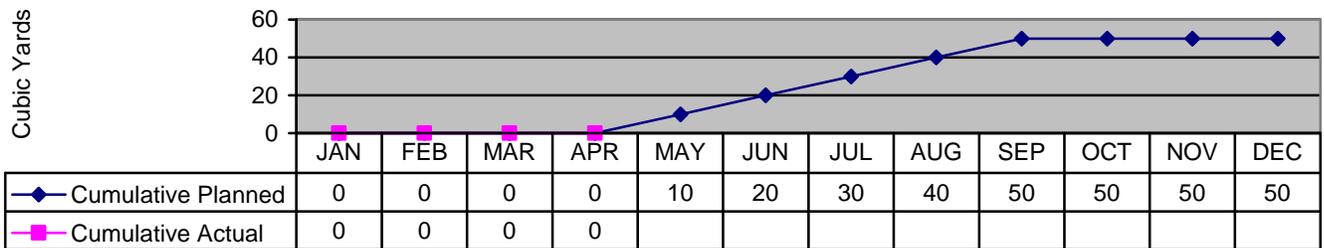


### Crack Seal

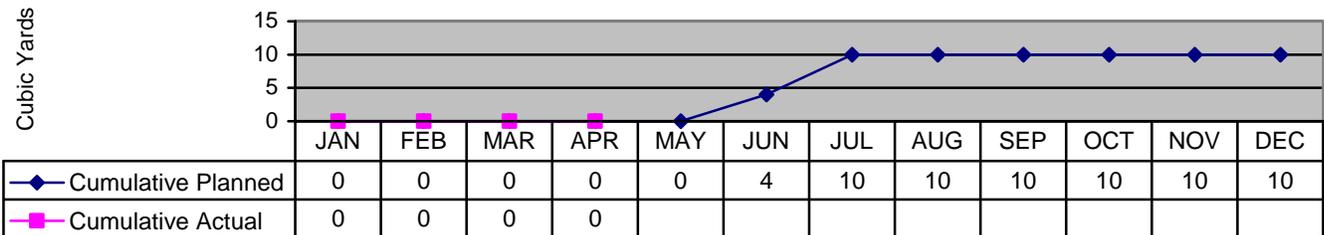


### Concrete Replacement

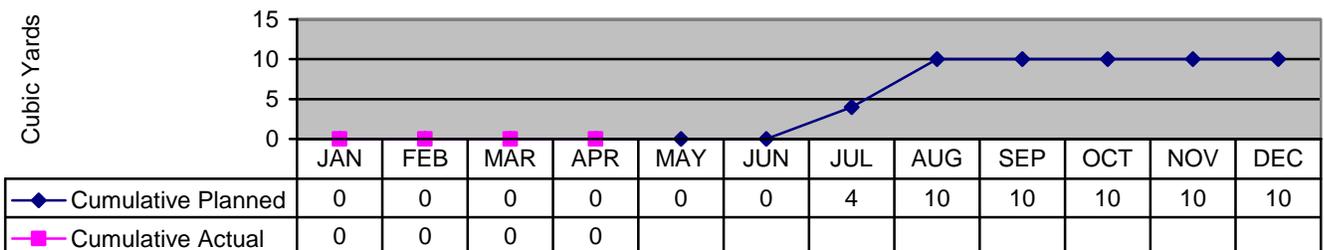
#### Sidewalk



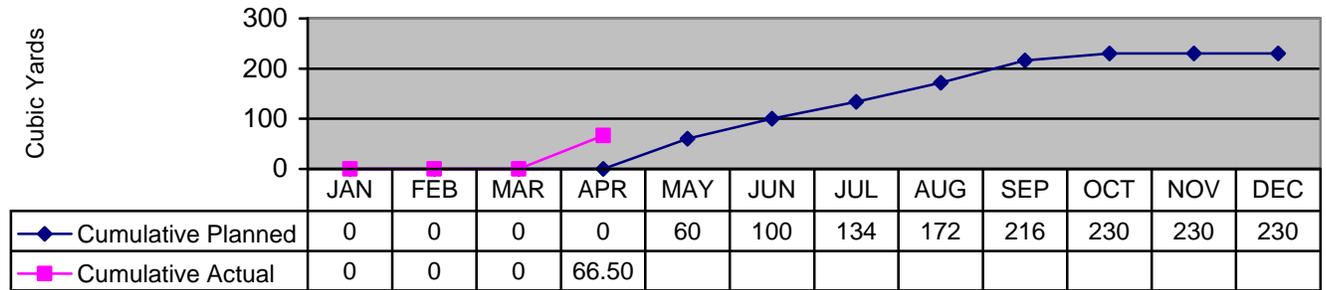
#### ADA Ramps



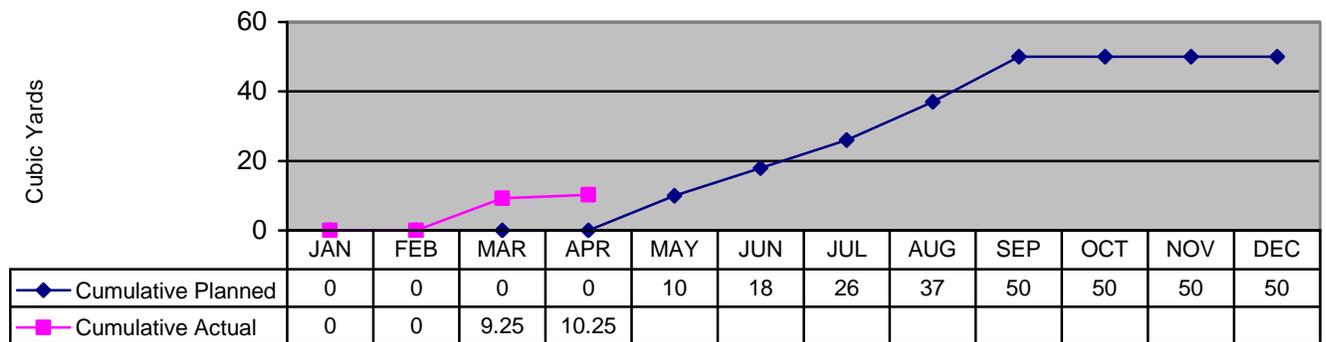
#### Crosspans and Aprons



### Curb, Gutter and Sidewalk Combination

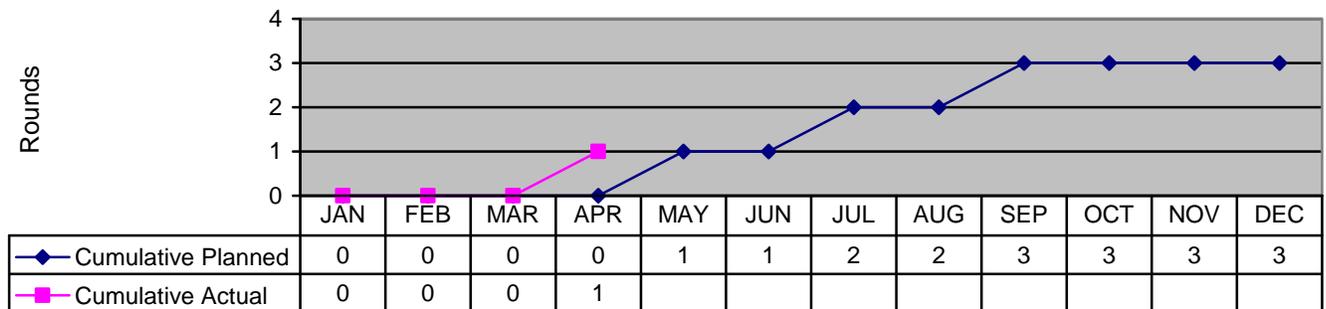


### Curb and Gutter

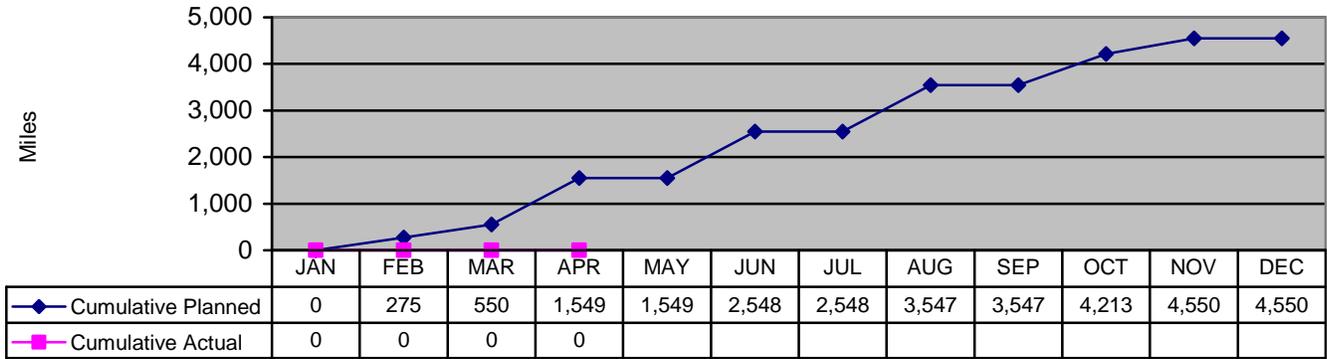


## Vegetation, Debris, Street Sweeping and Gravel Maintenance

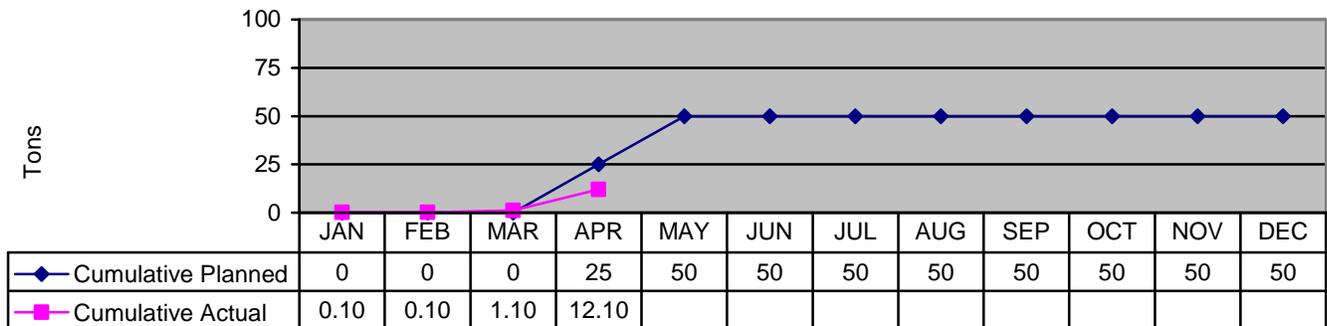
### Vegetation and Debris Control



### Street Sweeping



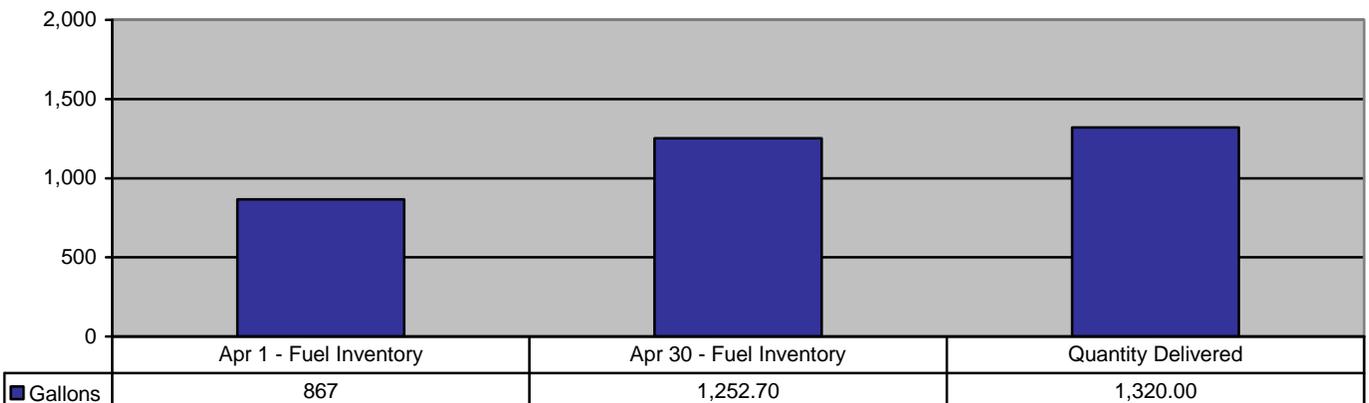
### Gravel Maintenance



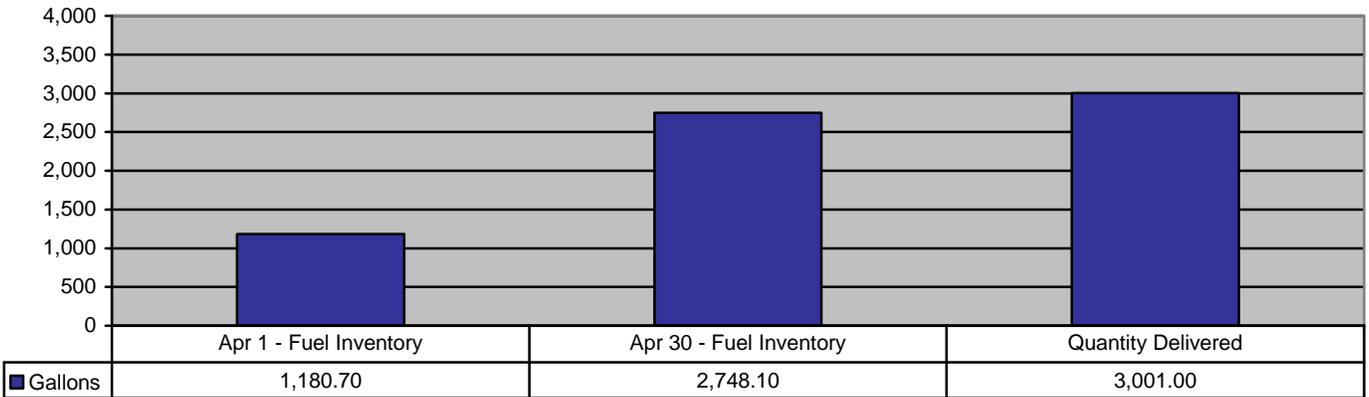
### Fuel Inventory

A fuel inventory discrepancy was discovered in April due to erroneous fuel pump meter readings that indicated less fuel in the diesel tank than the actual quantity. Both fuel meters were inspected and adjusted as necessary at the end of April. A meter certification letter will be provided by the inspection company in mid May. The fuel usage report for April will be adjusted according to the meter certification letter. All corrections will be made in May.

### Unleaded Fuel



### Diesel Fuel



Fuel volume will change approximately .5% for every 10 degrees Fahrenheit change in fuel temperature.

### Snow Material Inventory

Solid Deicer	Quantity On-Hand	Units
Ice Slicer	849.55	Tons
Rock Salt	351.58	Tons
Salt/Ice Slicer Mix	13.68	Tons
<b>Total Inventory</b>	<b>1,214.81</b>	

Anti Skid	308.72	Tons
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## City Material Budgets

Invoice totals will be deducted from City budget amounts below, based on the invoice date, if the invoice has been received. If there is a discrepancy on an invoice, the amount will not be deducted until the correct invoice has been received.

	Budget	Previous Balance	Invoice Amount Received This Month	Remaining Balance
Snow Materials	\$ 287,500.00	\$ 140,378.77	\$ 37,546.95	\$ 102,831.82
Asphalt	\$ 41,700.00	\$ 37,052.14	\$ 1,282.72	\$ 35,769.42
Fuel	\$ 137,000.00	\$ 113,367.96	\$ 12,208.48	\$ 101,159.48
Traffic Signal Maintenance	\$ 165,375.00	\$ 165,375.00	\$ -	\$ 165,375.00
Mosquito Control	\$ 37,960.60	\$ 37,960.60	\$ -	\$ 37,960.60