



**Public Works Department  
Operations and Traffic Engineering  
Monthly Report – April 2012**

## ACTIVITY

- [Call Center](#) – The total number of calls to 303.325.8000 and web requests received were 1,664.
- [Work Requests](#) – The total number of work requests received were 2,176.
- [Compliance Summary](#) – Field and Traffic Services work requests were completed with 91%-100% compliance.
- [Right-Of-Way Permits](#) – There were 54 permits issued in April.
- [Traffic Maintenance](#) – 31 signs were installed and 5 signs have been replaced for the month.
- [Pavement Maintenance](#) – April pothole patching required 38 tons of asphalt.
- [Concrete Replacement](#) - This activity began in April.
- [Mowing, Debris, and Weed Control](#) – The mowing efforts will begin later in the year.
- [Street Sweeping and Gravel Maintenance](#) – The first round of sweeping began.
- [2012 Performance Measures](#)
- [Fuel Inventory](#) – Unleaded Fuel Usage and Diesel Fuel Usage
- [Snow Material Inventory](#)
- [City Budgets](#)

## REVENUE

The April right-of-way permit revenue, excluding pavement restoration fees, was \$28,713.

## PUBLIC WORKS MAJOR ACTIVITIES

- Traffic Engineering Services (TES) completed the 2012 Crash Analysis Report.
- TES submitted the annual crosswalk plan to Field Services to begin the annual crosswalk maintenance and painting.
- Staff received notice of the FASTER grant award for \$416,800 to construct sidewalk additions and upgrades along University Boulevard.
- Crack seal activities begun on streets that have been paved within the last three to five years.
- The Concrete program begun in April, focusing on the poor or failed areas.
- Crews completed the construction of the sidewalk located at the new Centennial Center Park.

## A LOOK AHEAD

- Public Works crews will continue pothole patching, as weather permits.
- Crews will monitor weed height and begin spraying and mowing activities.
- The second round of the sweeping program will begin in June.
- Begin to monitor the mosquito populations.
- Initiate the 2012 annual street striping program
- Prepare the DRCOG Transportation Improvement Program applications for two projects
- Completion of Arapahoe Road and Vine Street signal construction

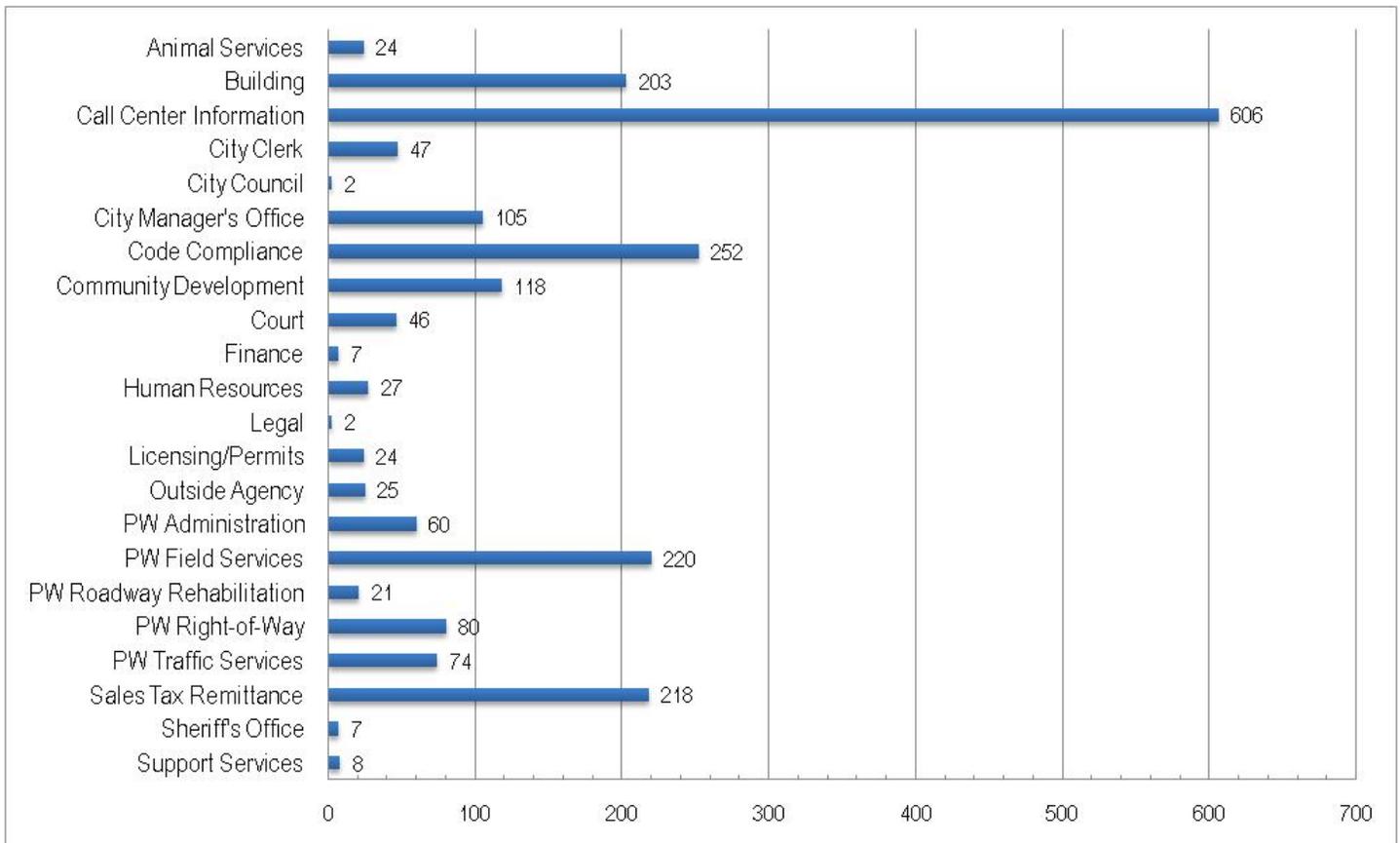
## Call Center

In April, the number of phone calls received by the City's 24-Hour Call Center, 303.325.8000, was 1,664 which includes 54 web requests. Only 53 calls were routed to the answering service during business hours, and a total of 55 calls were received after business hours. Overall, for the month of April, the Call Center had an 89% compliance metric of answering phone calls within 120 seconds.

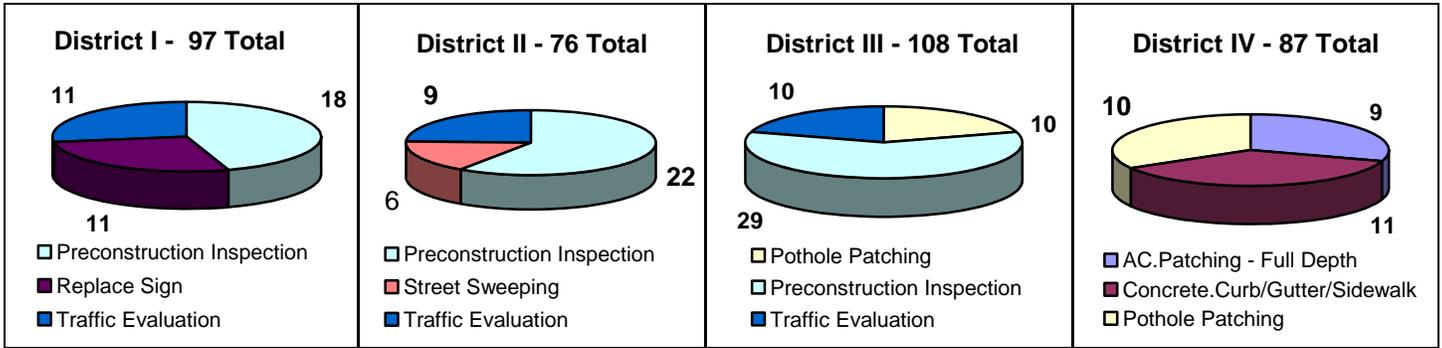
April 2011	Week 1	Week 2	Week 3	Week 4	MTD
	Apr 1-13	Apr 14-20	Apr 21-27	Apr 28-30	Total
Web Requests	25	13	13	3	54
Total Calls Handled by the Call Center	761	387	380	82	1,610
Total Metric for Call Center	786	400	393	85	1,664
Total Calls Rolled Over to Answering Service During Business Hours	20	21	12	0	53
Total Calls Rolled over to Answering Service After Hours	25	6	12	12	55

## Work Request Breakdown

The work requests received by the City for the month of April were 2,176.



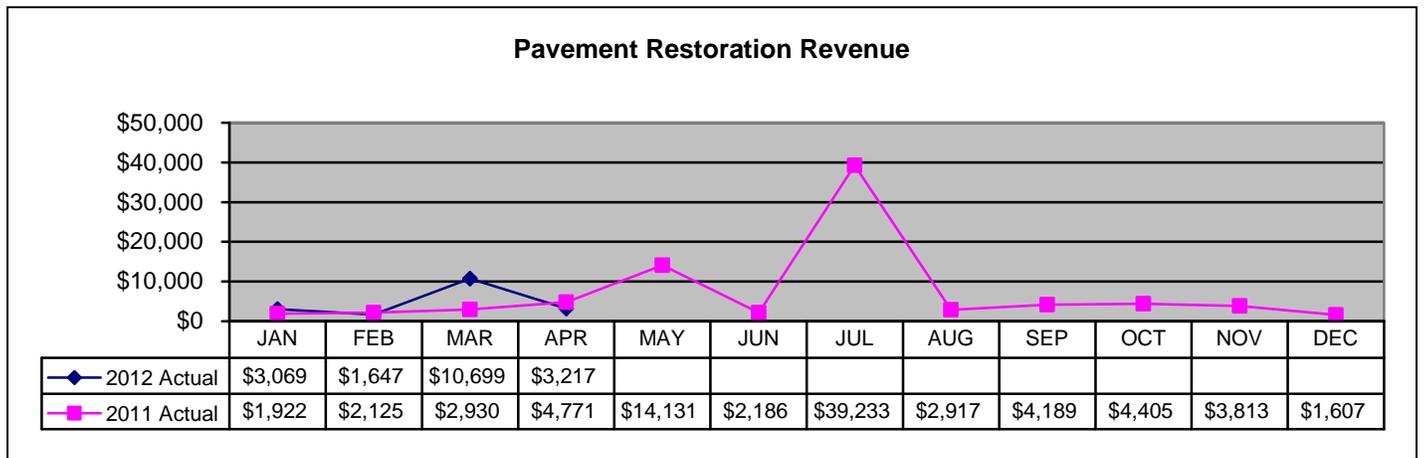
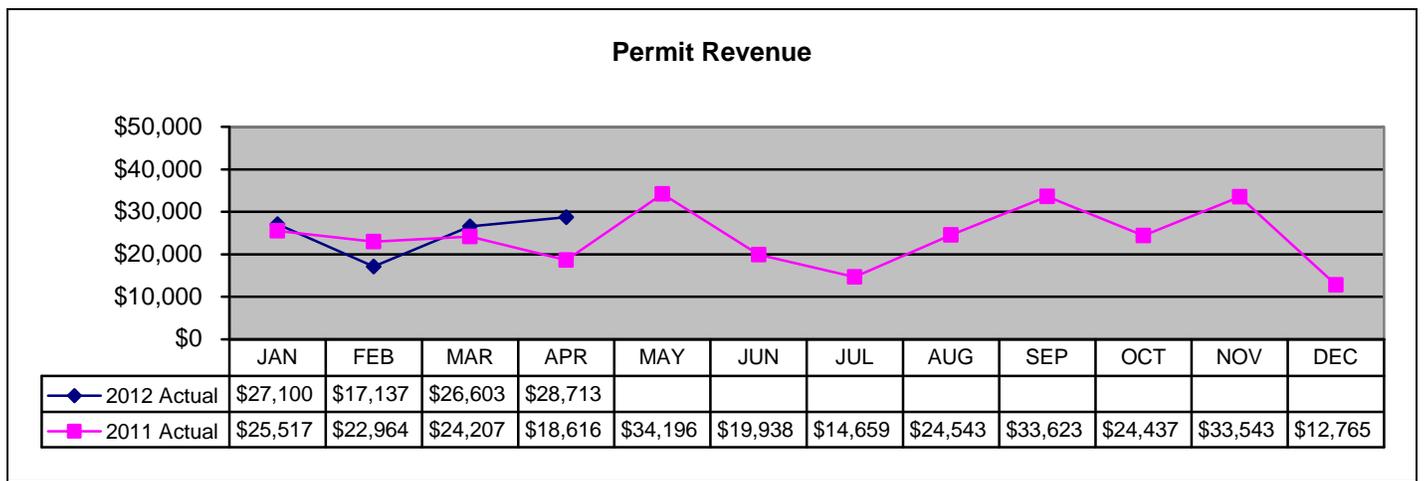
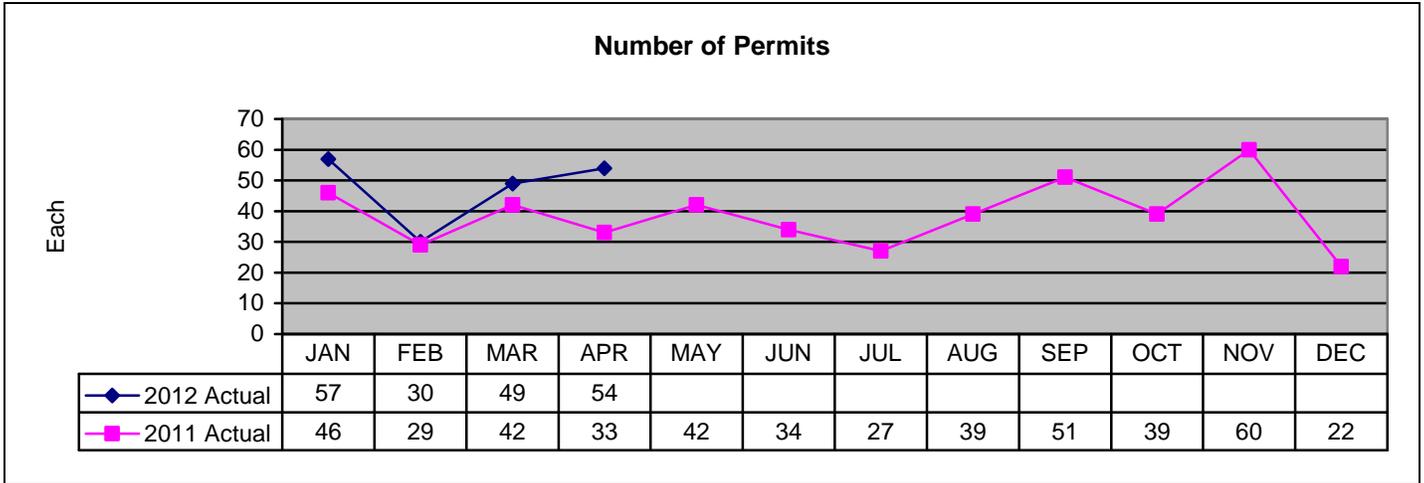
## Top 3 Work Request Activities by District



## Compliance Summary

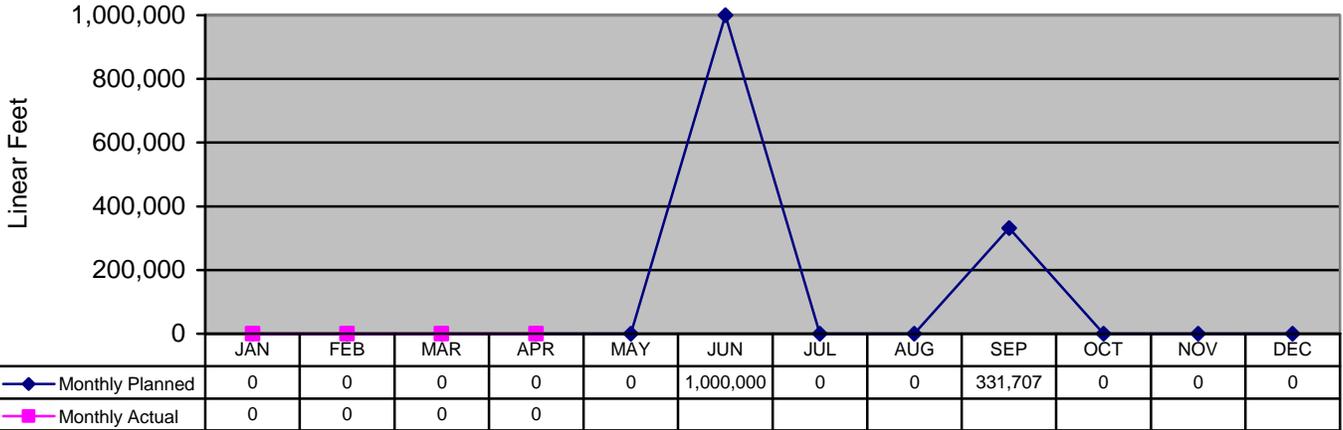
Field and Traffic Services					
Work Request by Priority	Received Total	Compliance Standard	Completed in Compliance	Compliance %	Average Days to Close
1 - Urgent (Completed within 24 Hours)	44	85%	42	95%	0
2 - Important (Completed within 3 Business Days)	44	85%	40	91%	2
3 - Standard (Completed within 10 Business Days)	42	85%	42	100%	5
4 - Preventative Maintenance (Scheduled Work)	244	N/A	N/A	N/A	N/A
5 - Street Rehabilitation	20	N/A	N/A	N/A	N/A
<b>Grand Total</b>	<b>394</b>				
Call Center					
Calls Answered Within 2 Minutes	Total Calls/Web Requests Handled		Compliance Standard		Compliance %
	1,664		85%		89%

## Annual Comparative Right-Of-Way Permits

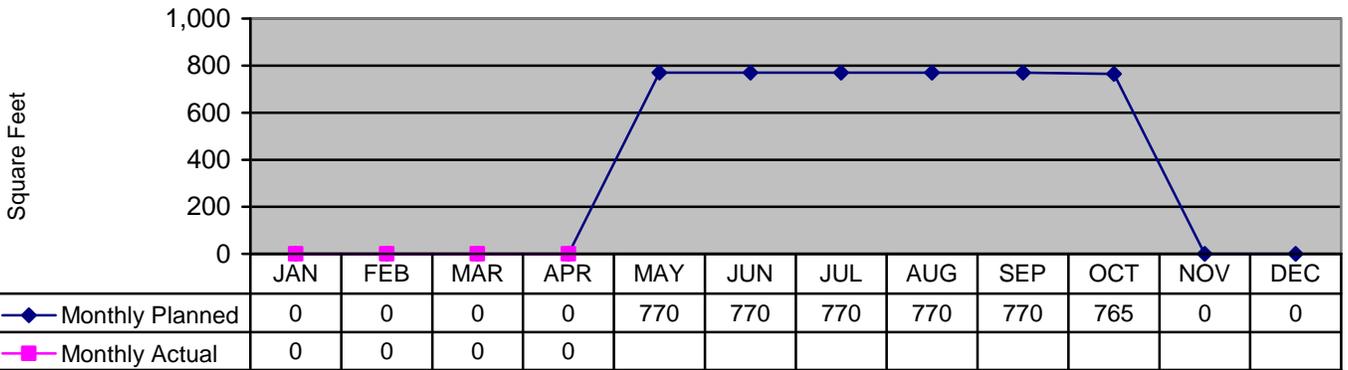


# Traffic Maintenance

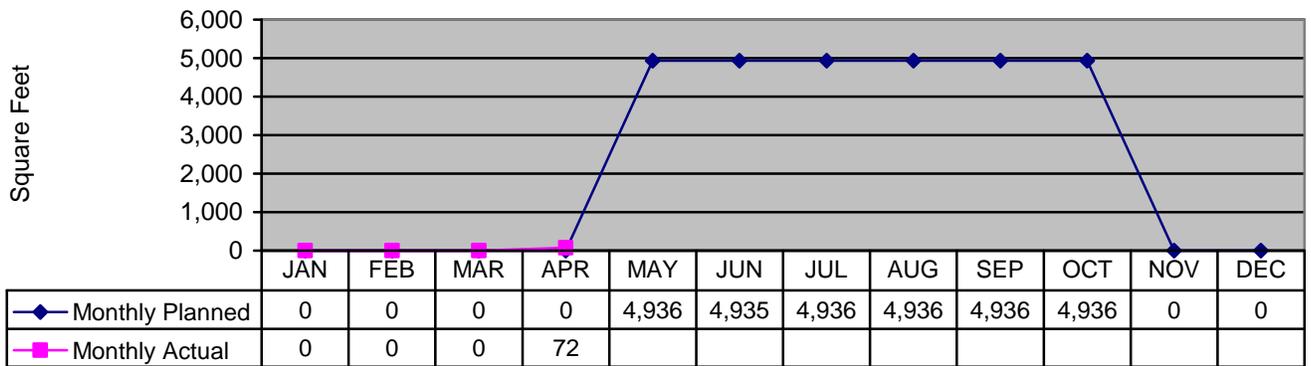
## Lane Striping



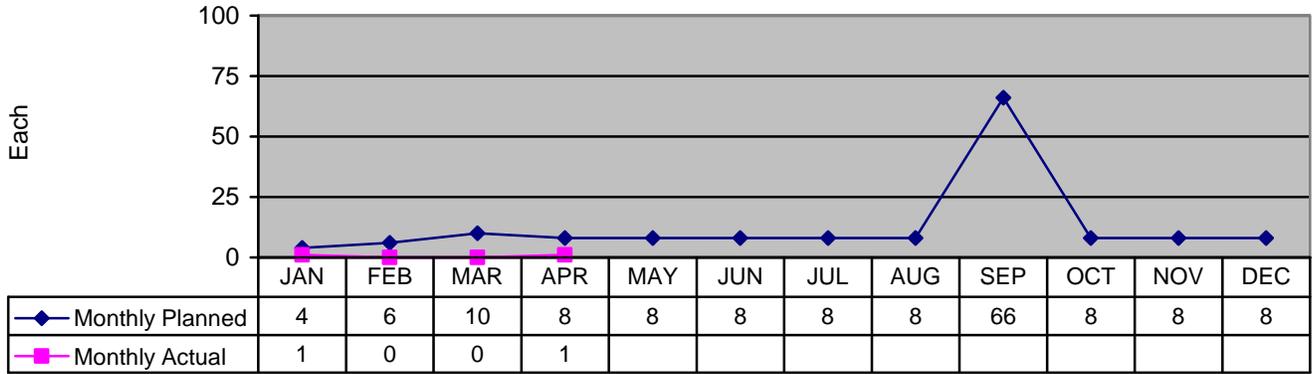
## Thermoplastic Crosswalks and Stopbars



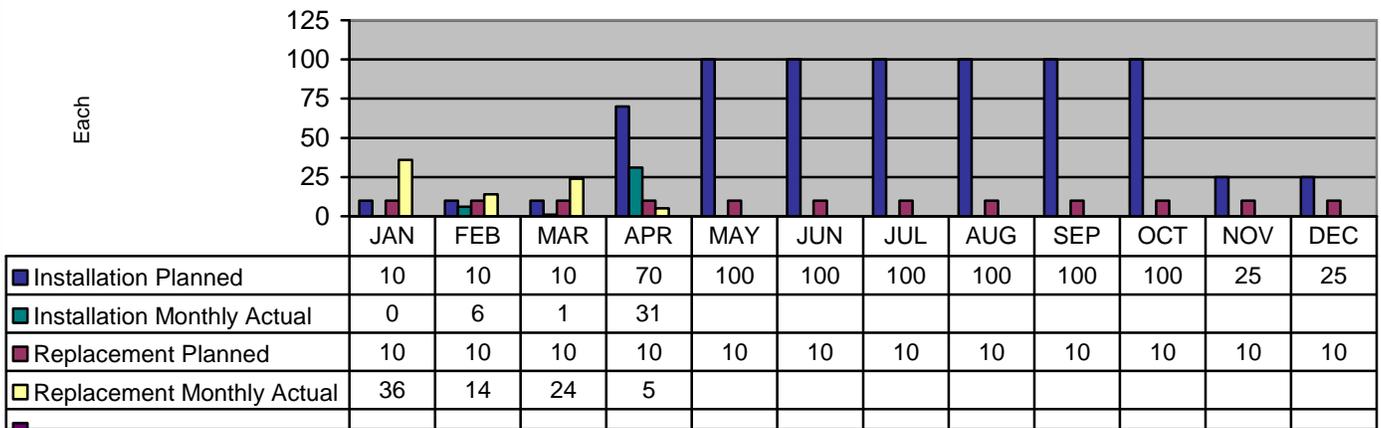
## Acrylic Paint Crosswalks and Stopbars



### Traffic Counts

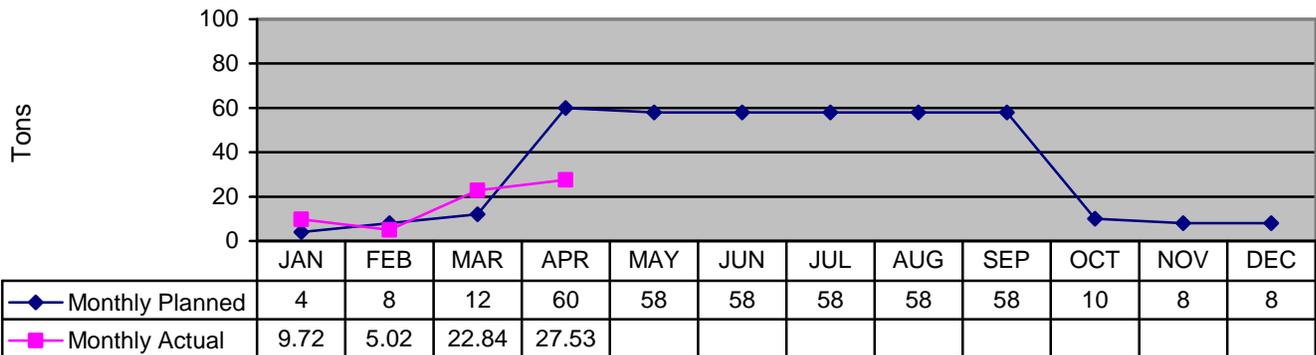


### Sign Installation and Replacement

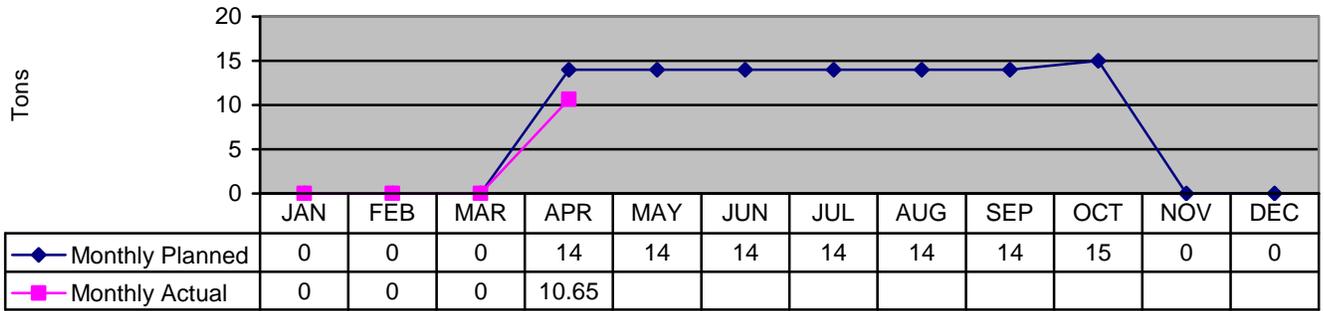


### Pavement Maintenance

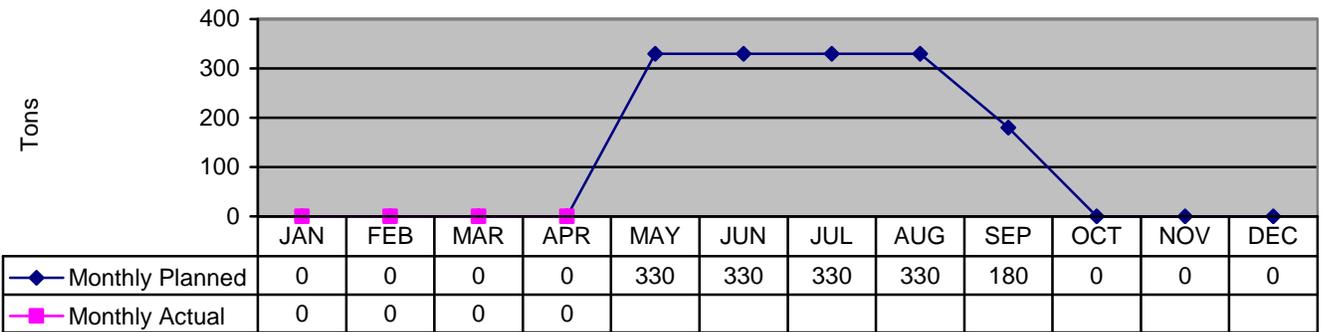
#### Pothole Patching



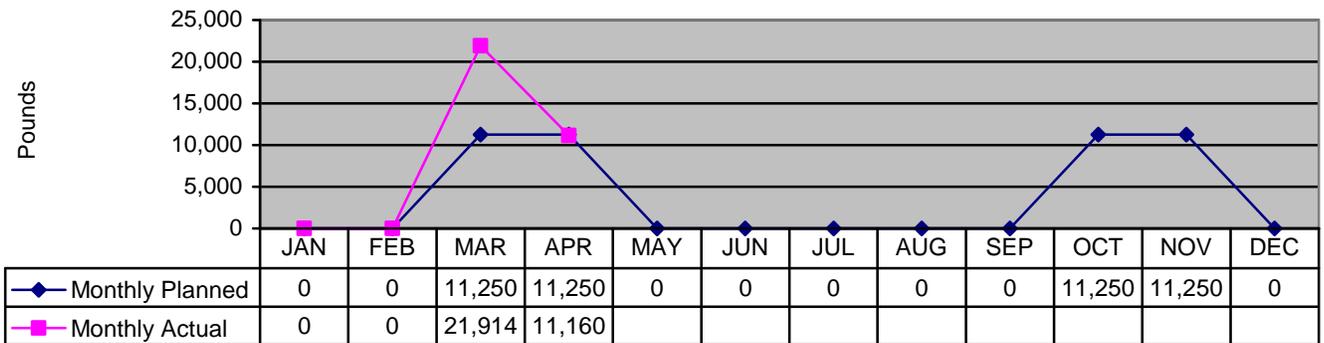
### Patch Back



### Major Patching

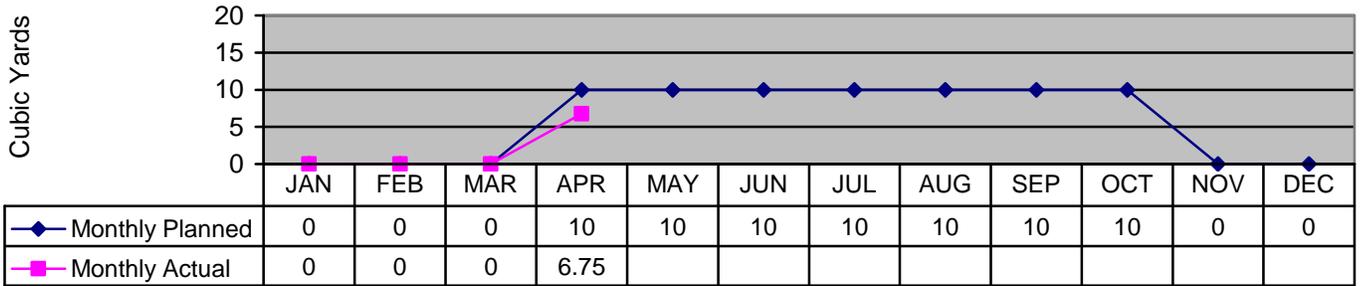


### Crack Seal

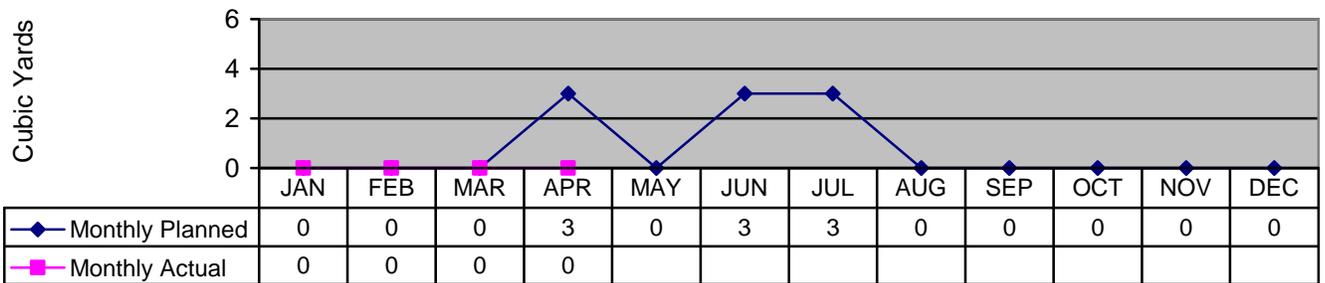


# Concrete Replacement

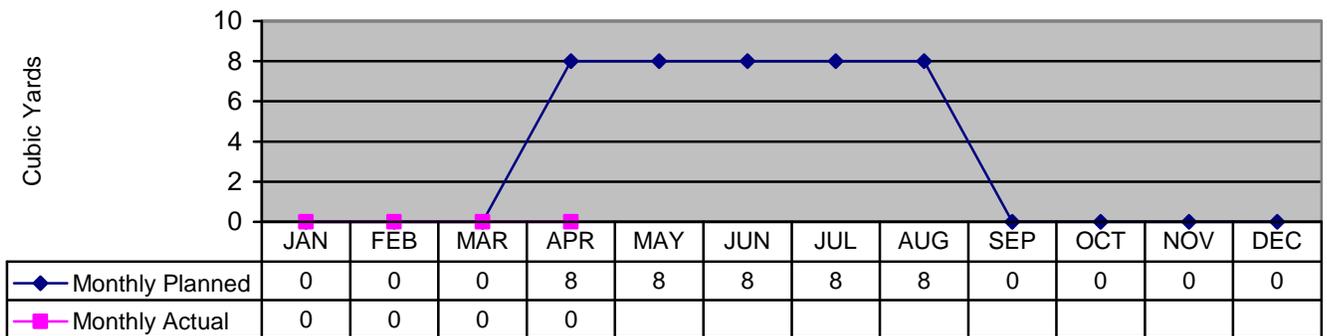
## Sidewalk



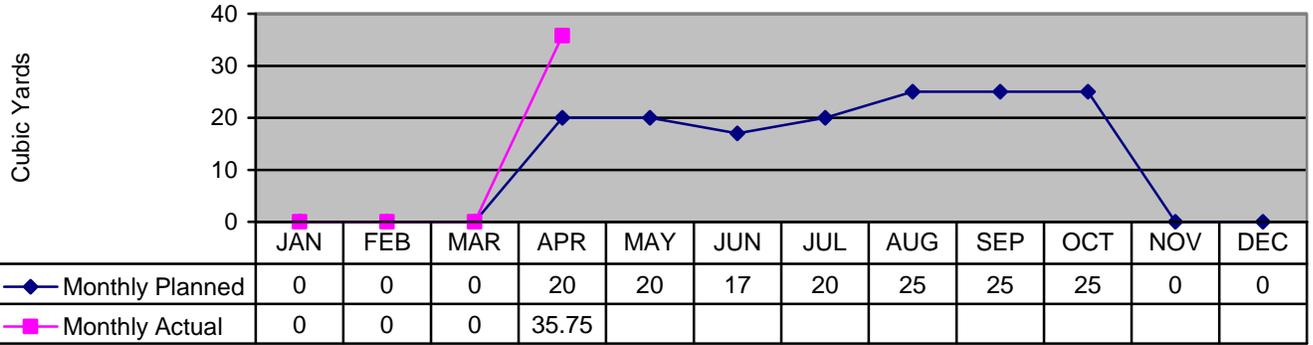
## ADA Ramps



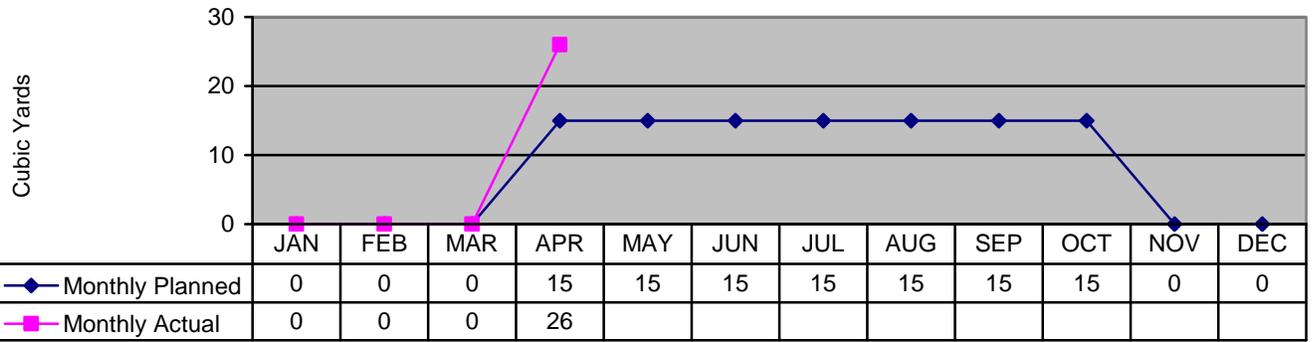
## Crosspans and Aprons



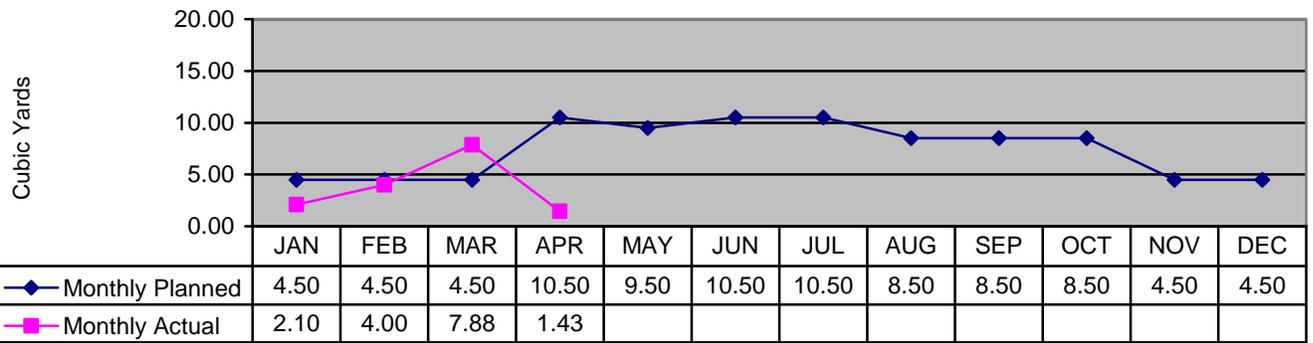
### Curb, Gutter and Sidewalk Combination



### Curb and Gutter

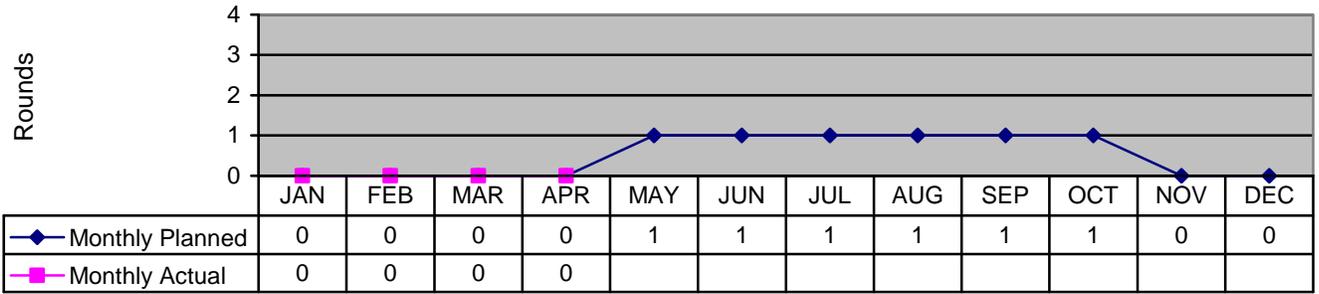


### Concrete Maintenance

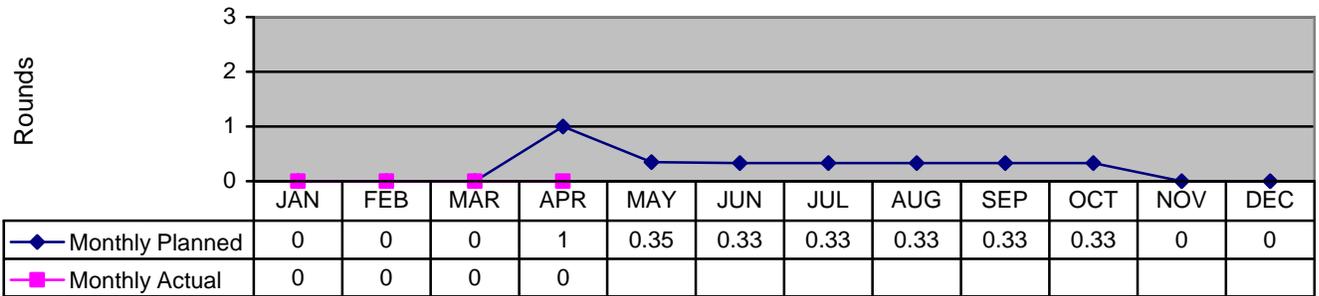


## Mowing, Debris and Weed Control

### Mowing and Debris Control

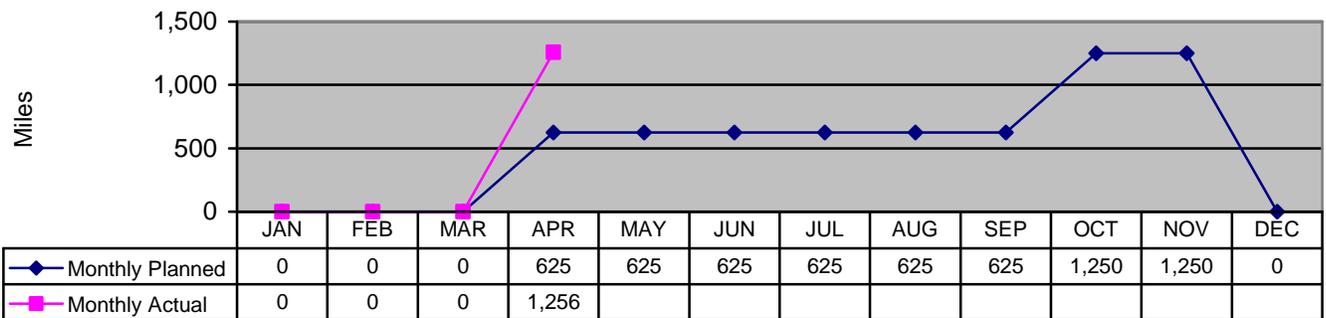


### Weed Control - Spraying

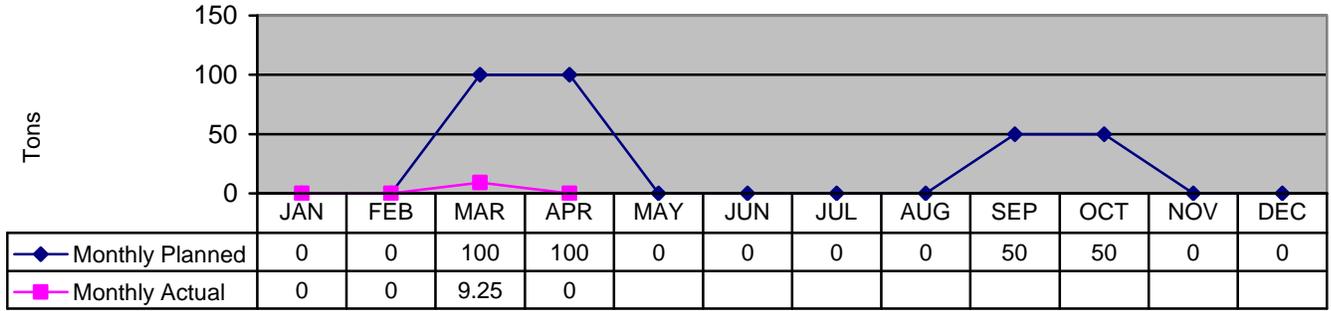


## Street Sweeping and Gravel Maintenance

### Street Sweeping

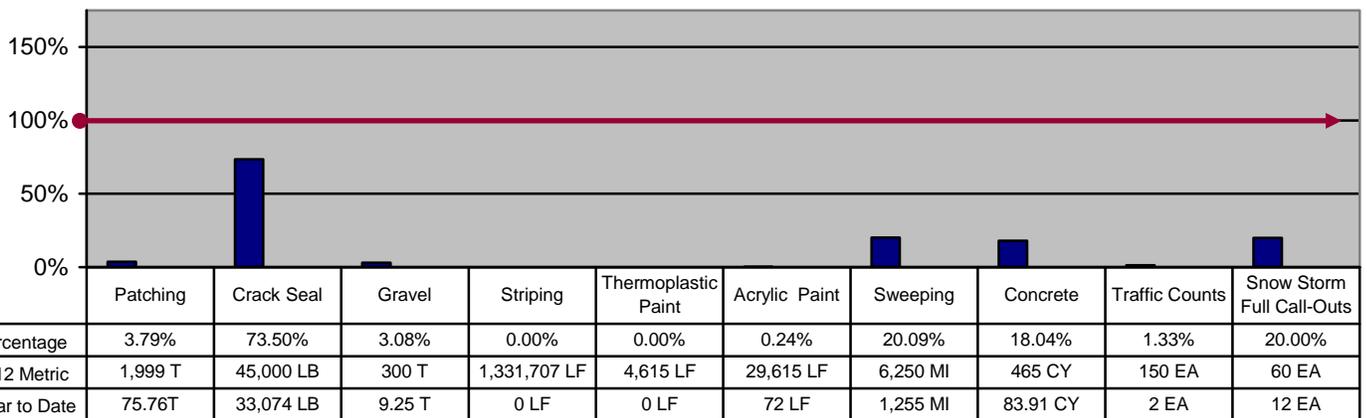


### Gravel Maintenance



### 2012 Performance Measures

#### Percentage of Metric



Tons = T

Pounds = LB

Linear Feet = LF

Square Feet = SF

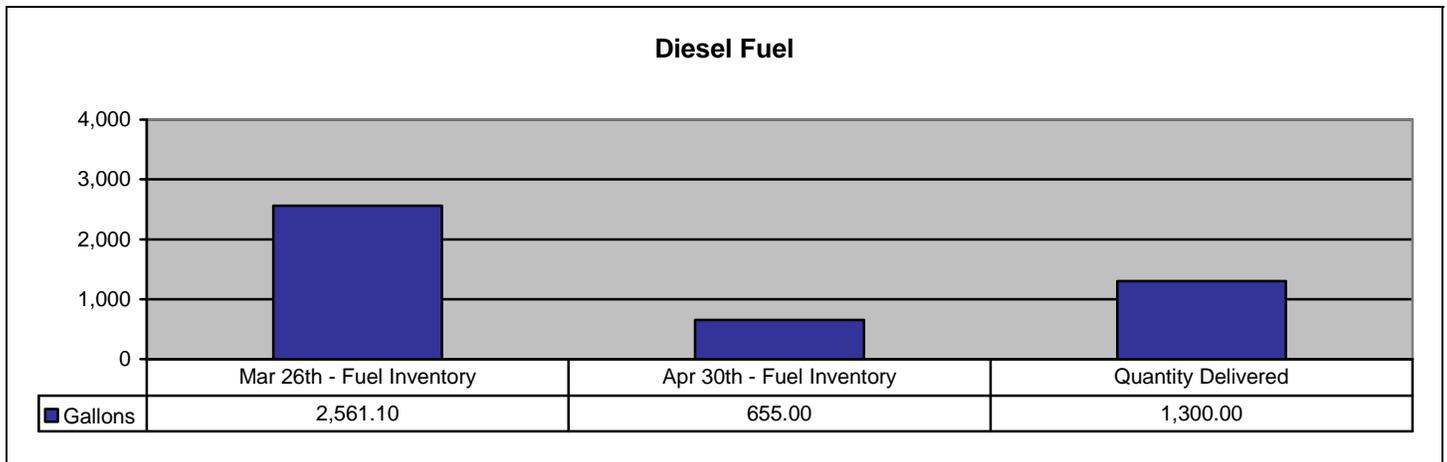
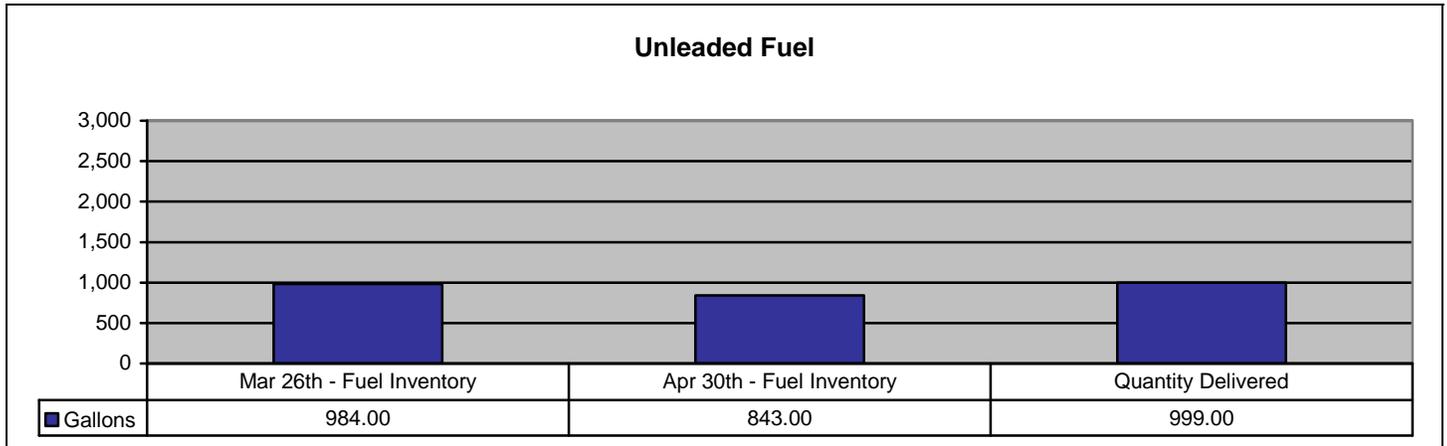
Miles = MI

Cubic Yards = CY

Each - EA

## Fuel Inventory

Fuel volume will change approximately .5% for every 10 degrees Fahrenheit change in fuel temperature. Fuel dips are completed on Monday mornings.



## Snow Material Inventory

	Beginning Inventory	Delivered	Used	Ending Inventory
<b>Liquid Material (Gallons)</b>				
APEX (MgCl)	13,000.00	0.00	0.00	13,000.00
Brine	7,350.00	0.00	(2,000.00)	5,350.00
Total	20,350.00	0.00	(2,000.00)	18,350.00
<b>Solid Material (Tons)</b>				
Salt	1,442.22	0.00	(13.02)	1,429.20
Ice Slicer	136.30	0.00	0.00	136.30
Anti Skid (Sand/Salt Mix)	309.00	0.00	0.00	309.00
Total	1,887.52	0.00	(13.02)	1,874.50

## City 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.

	2012 Budget	Previous Balance	Invoice Amount Received	Remaining Balance
Animal Disposal				
Animal & Pest Control (Large Animals)	\$ 2,500.00	\$ 2,150.00	\$ (350.00)	\$ 1,800.00
Pet Cremation Services	\$ 1,000.00	\$ 1,000.00	\$ -	\$ 1,000.00
Asphalt/Coldmix Material	\$ 90,000.00	\$ 88,972.70	\$ (4,155.55)	\$ 84,817.15
Fuel	\$ 137,000.00	\$ 105,977.04	\$ (8,943.01)	\$ 97,034.03
Mosquito Control	\$ 36,183.00	\$ 36,183.00	\$ -	\$ 36,183.00
Signal (Pole) Maintenance	\$ 75,000.00	\$ 75,000.00	\$ -	\$ 75,000.00
Signal Additions/Repairs	\$ 174,590.00	\$ 153,590.42	\$ -	\$ 153,590.42
Snow Removal Materials	\$ 332,770.00	\$ 238,458.40	\$ -	\$ 238,458.40