



# City of Centennial

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PUBLIC WORKS

OPERATIONS AND TRAFFIC ENGINEERING

PROGRESS REPORT

AUGUST 1 – AUGUST 31, 2009

# REPORT SUMMARY

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## Activity

- ✚ **Call Center** – The total number of calls received to the 303.325.8000 number for the month of August was 1,943
  - Work Requests – The total number of calls received for the month of August was 2,490
  - Work Requests by District and the top issues by the Reporting Parties
- ✚ **Compliance Summary**
  - Field and Traffic Services received a total of work requests
    - 40 were Priority 1 - 100% Compliance
    - 50 were Priority 2 - 100% Compliance
    - 27 were Priority 3 - 18 have been completed with a 100% Compliance
      - 9 are currently open due to being created the last week of August
    - 238 were Priority 4 – N/A Compliance Standard
  - Call Center received a total of 2,017 calls with a 97% compliance
- ✚ **Right-Of-Way Permits** – There were 66 permits issued in August
- ✚ **Traffic Maintenance**
  - Sign Installation – There were a total of 50 installations and 25 replacement signs for the month of August
  - Crosswalks/Stopbars – 2,946 square feet of thermoplastic material was used to replace school crosswalks
- ✚ **Pavement Maintenance**
  - Pothole Patching – 54.70 tons of asphalt was used for pothole and skin patching
  - Patch Back – 7.27 tons of asphalt was used for patching along concrete that was replaced
- ✚ **Street Maintenance**
  - Street Sweeping – A total of 1,095 linear miles was completed
- ✚ **Right-Of-Way Maintenance** – Mowing concluded in August with a total of 98.60 acres
- ✚ **Concrete Replacement**
  - ADA Ramps – 4.25 cubic yards of concrete was poured
  - Curb, Gutter and Sidewalk Combination – 43.50 cubic yards of concrete was poured
  - Sidewalk – 24 cubic yards of concrete was poured
- ✚ **Material Inventory** – Unleaded Fuel Usage and Diesel Fuel Usage
- ✚ **A Look Ahead**



# CALL CENTER ACTIVITY

[Back to Summary](#)

August - 2009	Week 1	Week 2	Week 3	Week 4	MTD
	August 1-7	August 8-14	August 15-21	August 22-31	Total
<b>Total Calls Received to 303.325.8000</b>	526	486	446	485	<b>1,943</b>
<b>Web Requests</b>	15	17	17	25	<b>74</b>
<b>*Total Abandoned Calls</b>	**22	15	22	11	<b>70</b>
<b>Total Calls Handled by Call Center</b>	496	463	416	471	<b>1,846</b>
<b>Total Calls Rolled Over to Answering Service During Business Hours</b>	3	0	3	3	<b>9</b>
<b>Total Calls Rolled over to Answering Service After Hours</b>	9	11	15	16	<b>51</b>

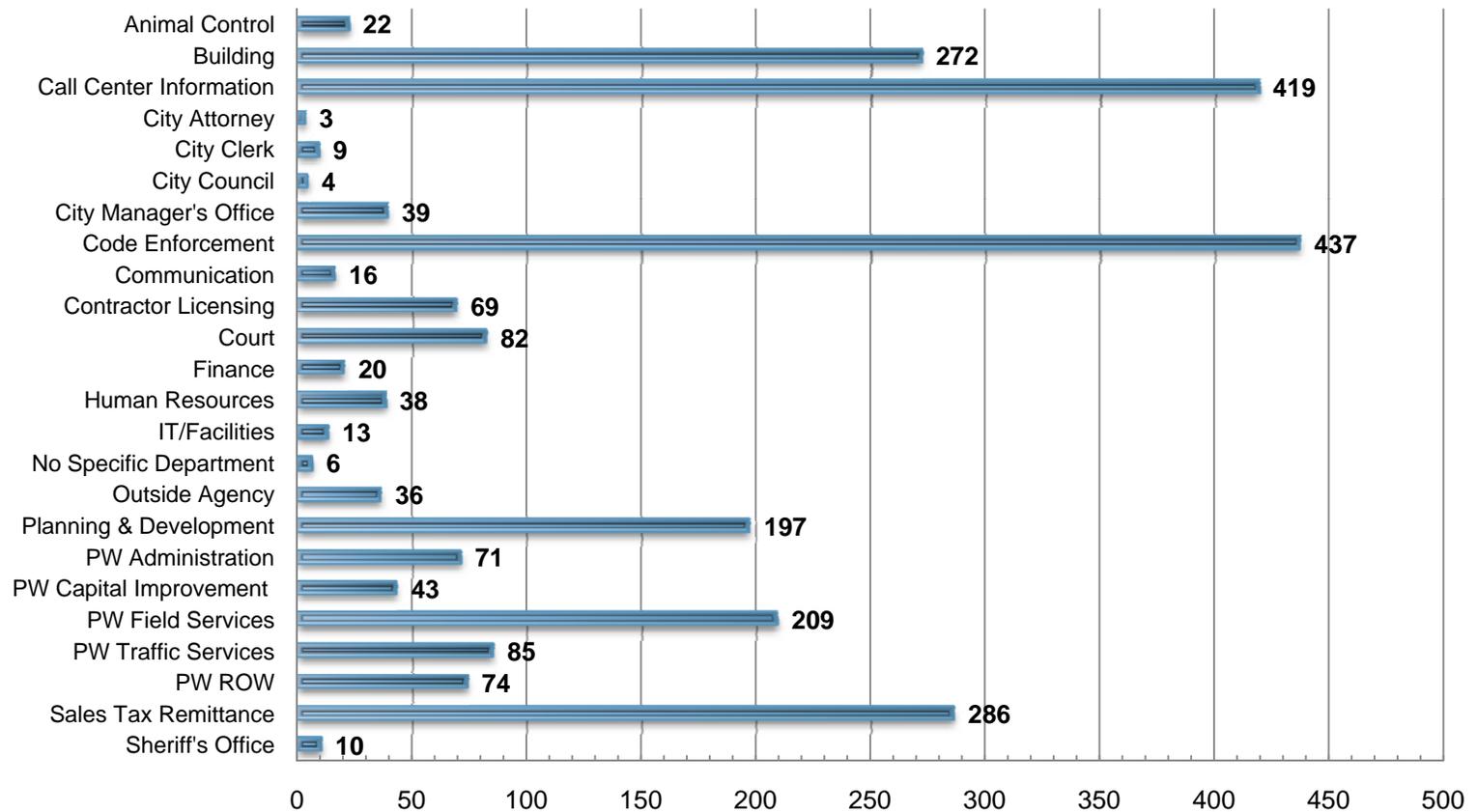
- \*An incoming call is counted as abandoned when the caller hangs up before the call is answered by an agent or before the call is routed offsite
- \*\*Qwest test lines

# WORK REQUEST ACTIVITY

[Back to Summary](#)

- Work requests received for the dates of August 1<sup>st</sup> – August 31<sup>st</sup> were 2,490

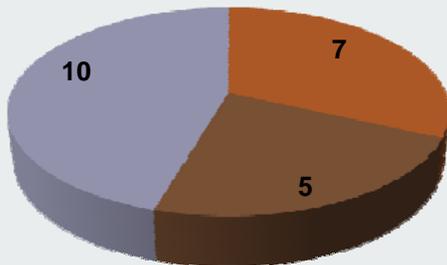
### Work Request Breakdown



# WORK REQUESTS BY DISTRICT AND TOP THREE ISSUES

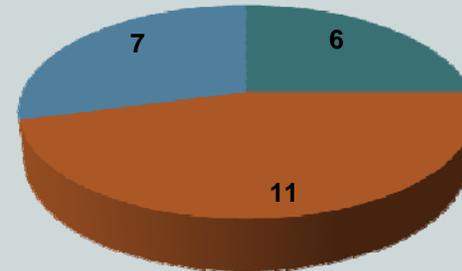
[Back to Summary](#)

District I - 66 Total



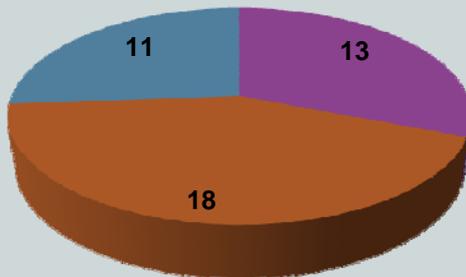
- Sidewalk/ Curb/ Gutter- Damaged
- Street Maintenance
- Traffic Signs

District II - 78 Total



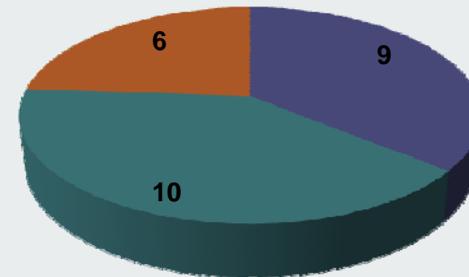
- Miscellaneous
- Sidewalk/ Curb/ Gutter- Damaged
- Traffic Signals

District III - 127 Total



- Pothole
- Sidewalk/ Curb/ Gutter- Damaged
- Traffic Signals

District IV - 73 Total



- Dead Animal
- Miscellaneous
- Sidewalk/ Curb/ Gutter- Damaged

# COMPLIANCE WITH STANDARDS

[Back to Summary](#)

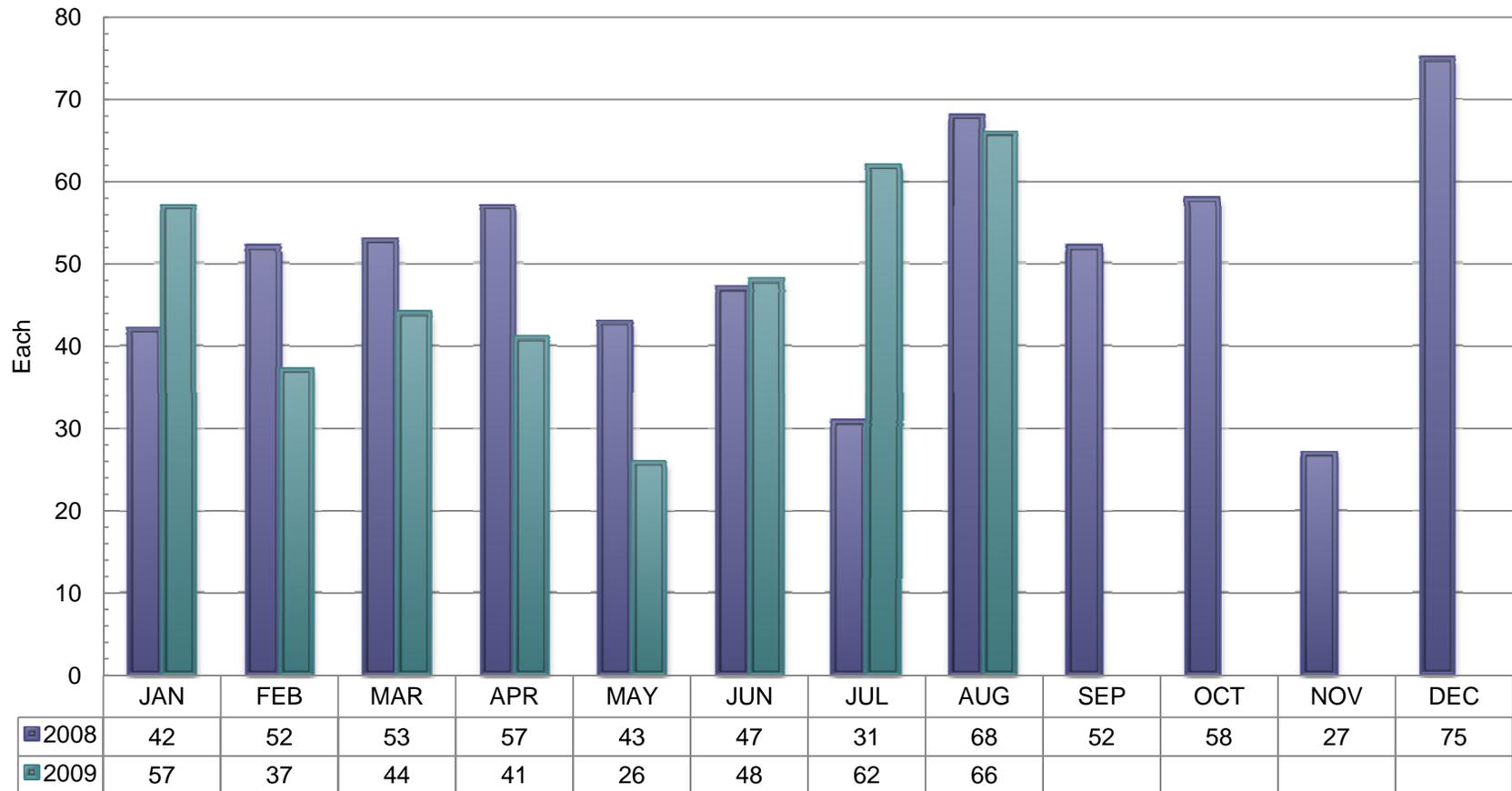
Month To Date Compliance Summary					
Field and Traffic Services					
Work Request by Priority	Received Total	Compliance Standard	Completed in Compliance	Compliance %	Average Days to Close
1 - Urgent (Completed within 24 Hrs.)	40	85%	40	100%	0.1
2 - Important (Completed within 3 Business Days)	50	85%	50	100%	1.19
3 - Standard (Completed within 10 Business Days)	27	85%	18*	100%	3.29
4 - Preventative Maintenance (Scheduled Work)	238	N/A	N/A	N/A	N/A
<b>Grand Total</b>	<b>355</b>				
Call Center					
Calls Answered Within 2 Minutes	Total Calls/Web Requests Handled		Compliance Standard	Compliance %	
	2,017		85%	97%	

- \*Priority 3 – 9 work orders are currently open due to being created the last week of August

# RIGHT-OF-WAY PERMIT ACTIVITY

[Back to Summary](#)

Annual Comparative - Right-Of-Way Permits



# TRAFFIC MAINTENANCE

[Back to Summary](#)

## Sign Installation and Activites

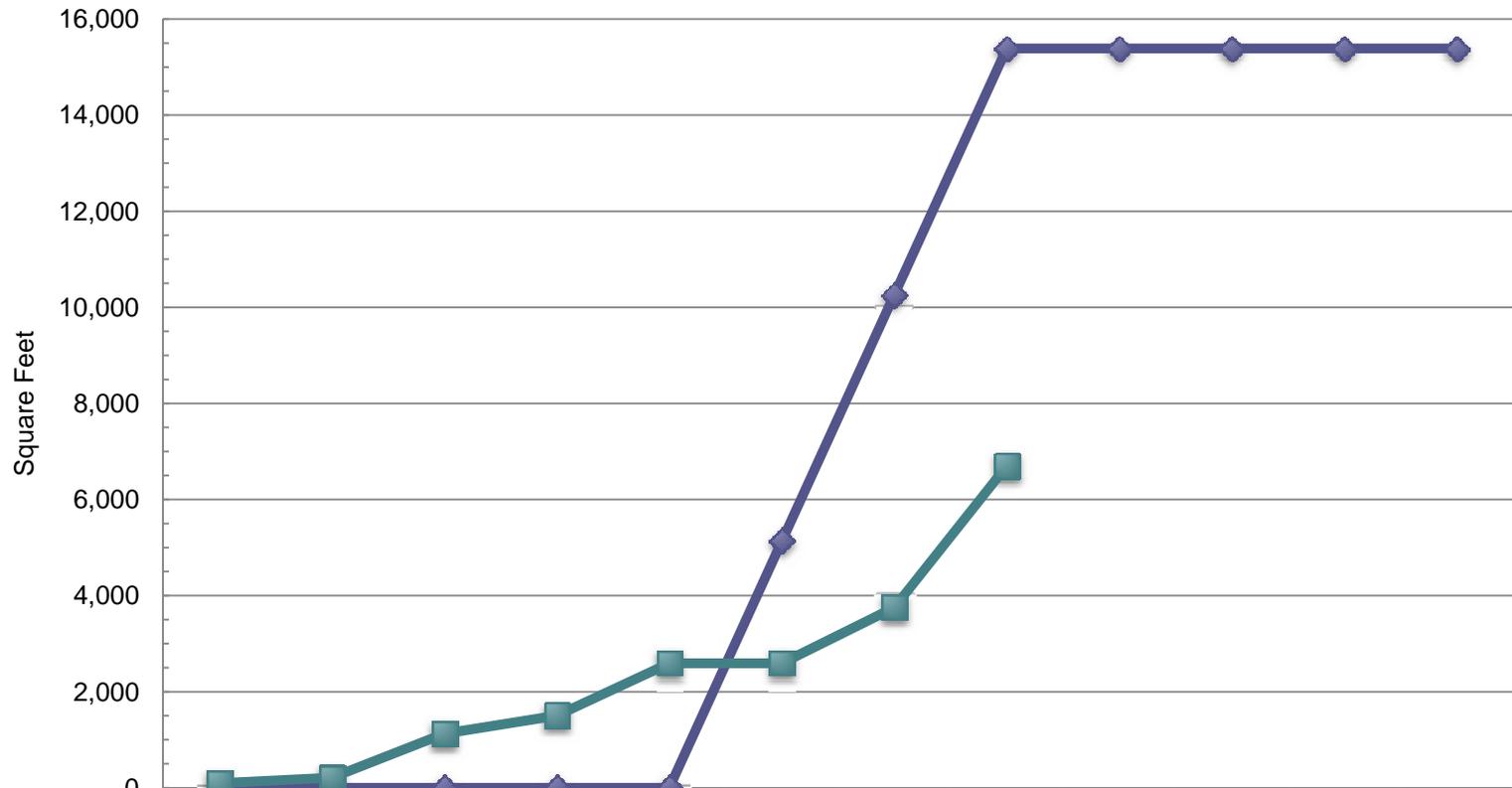


\*The Maintenance and Inspection quantities will be added once the Traffic Module of CarteGraph is implemented.

# TRAFFIC MAINTENANCE

[Back to Summary](#)

## Crosswalks/Stop Bars

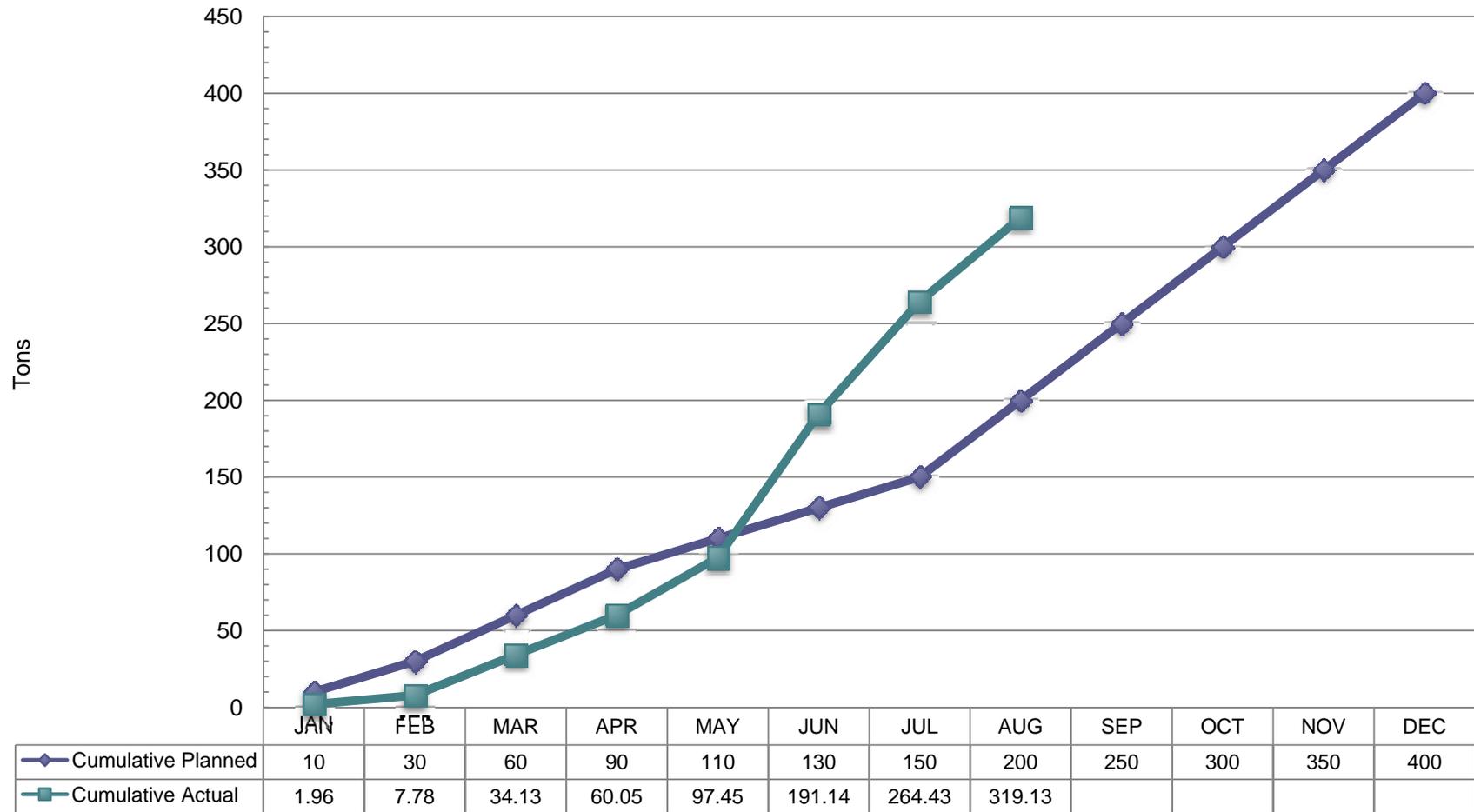


◆ Cumulative Planned	0	0	0	0	0	5,129	10,258	15,387	15,387	15,387	15,387	15,387
■ Cumulative Actual	96	210	1,128	1,502.36	2,592	2,592.36	3,752.53	6,698.53				

# PAVEMENT MAINTENANCE

[Back to Summary](#)

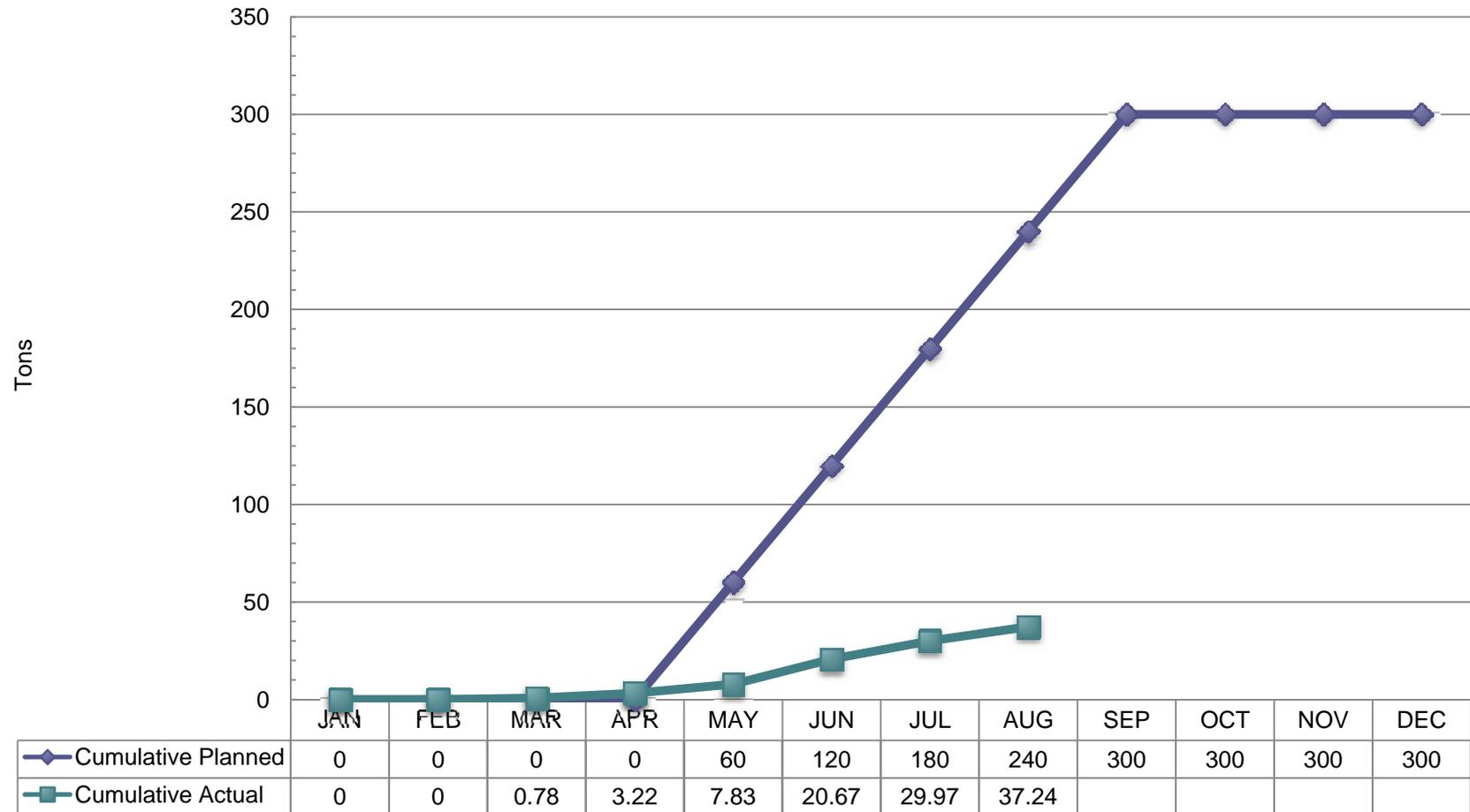
## Pothole Patching



# PAVEMENT MAINTENANCE

[Back to Summary](#)

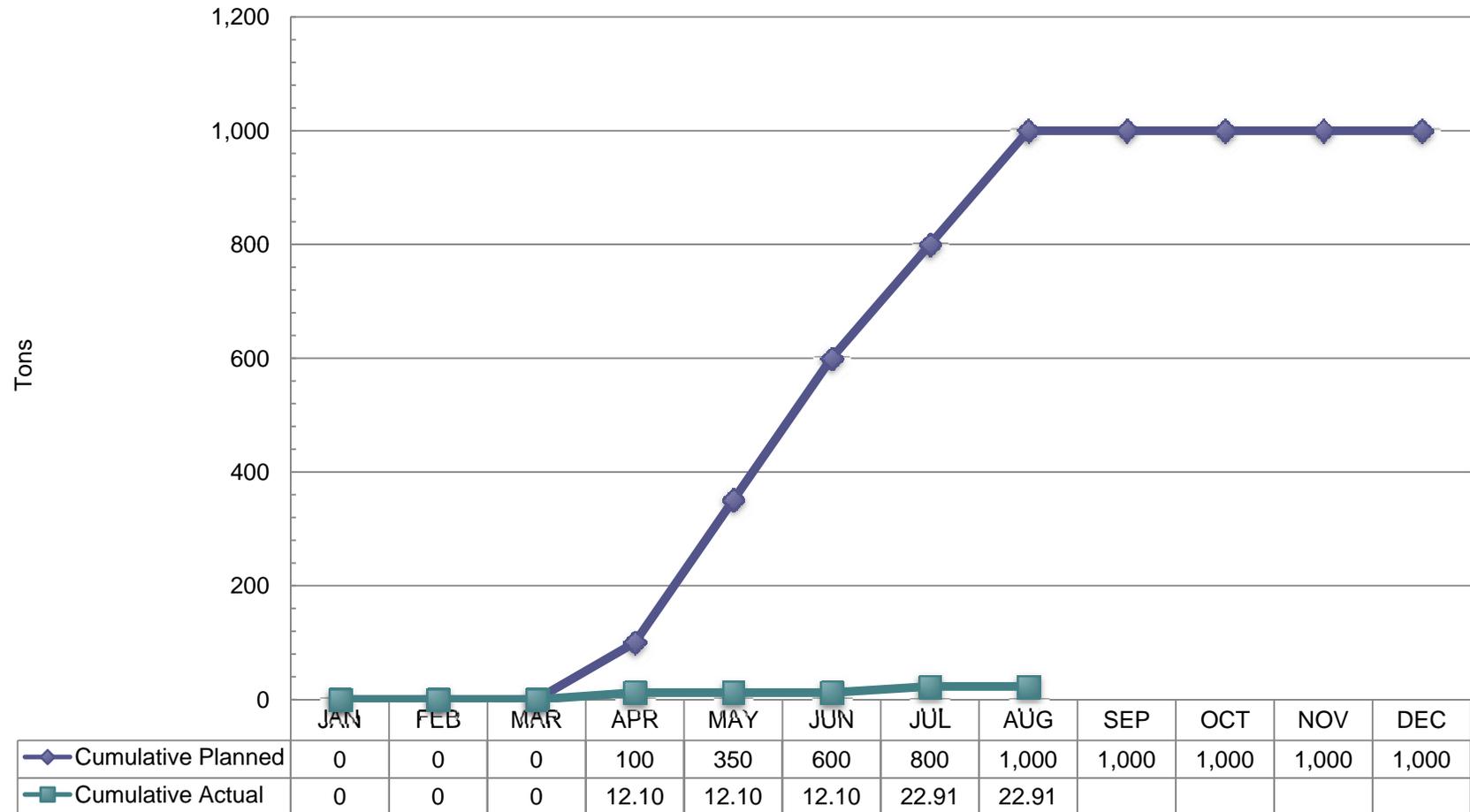
## Patch Back



# PAVEMENT MAINTENANCE

[Back to Summary](#)

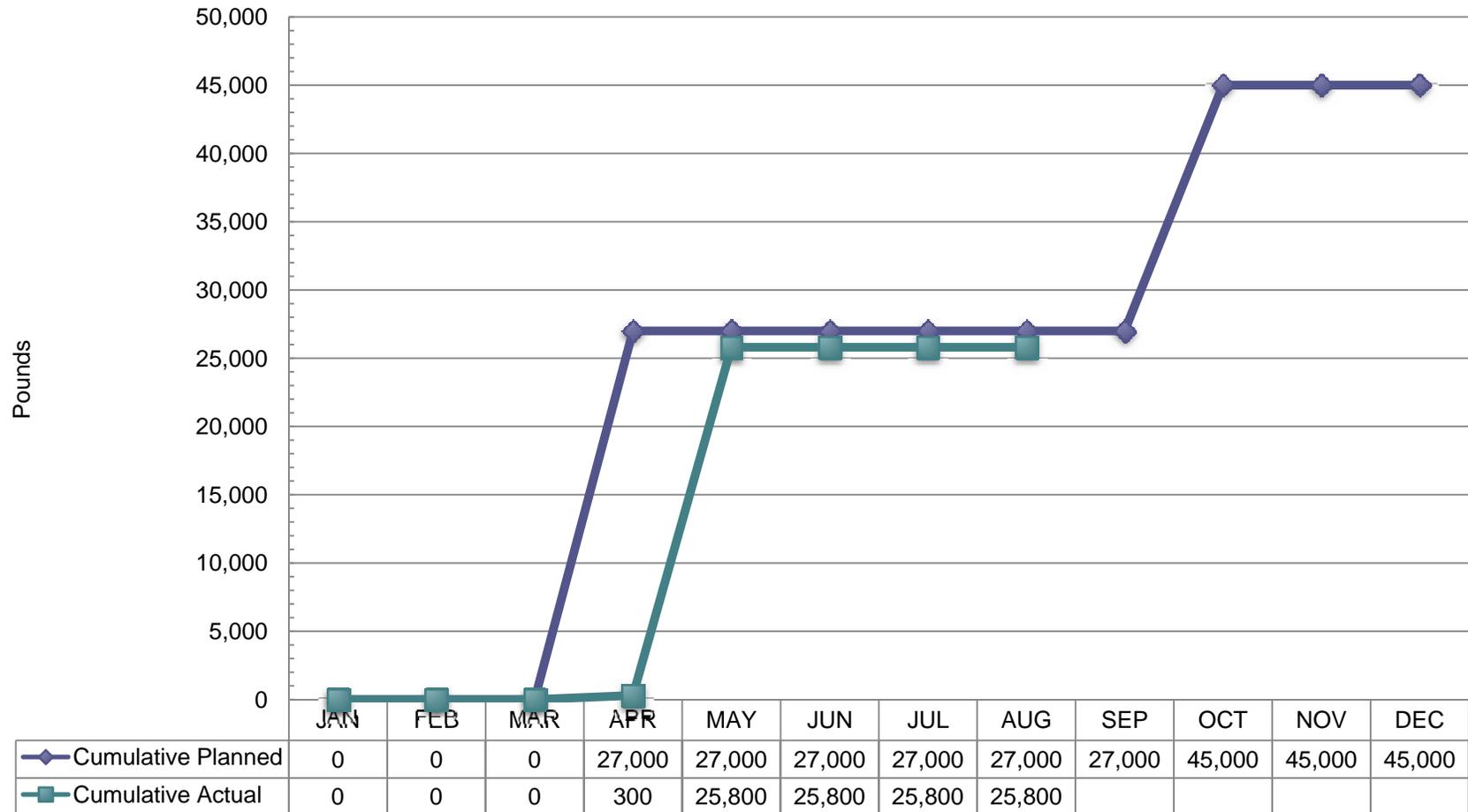
## Major Patching



# PAVEMENT MAINTENANCE

[Back to Summary](#)

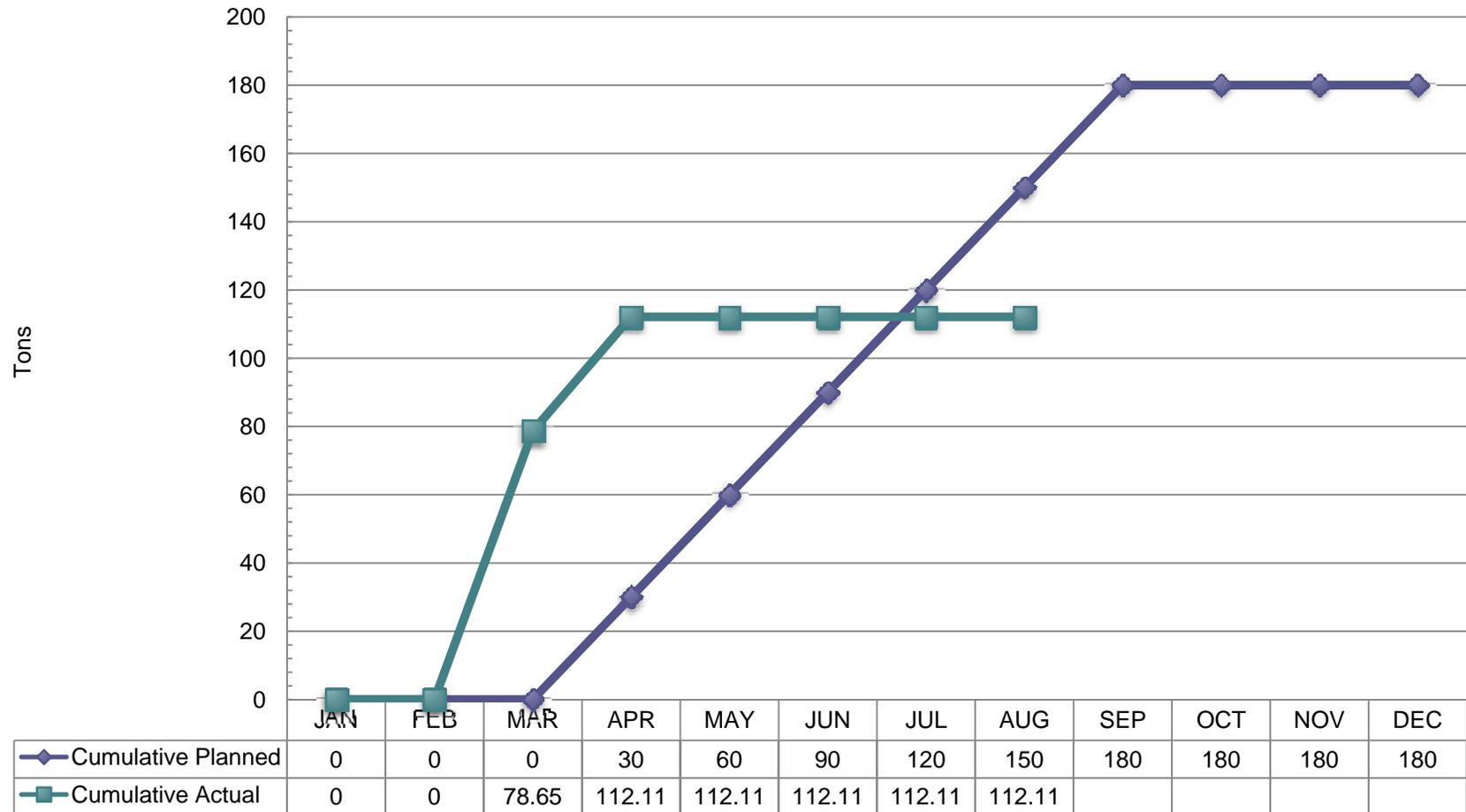
## Crack Seal



# STREET MAINTENANCE

[Back to Summary](#)

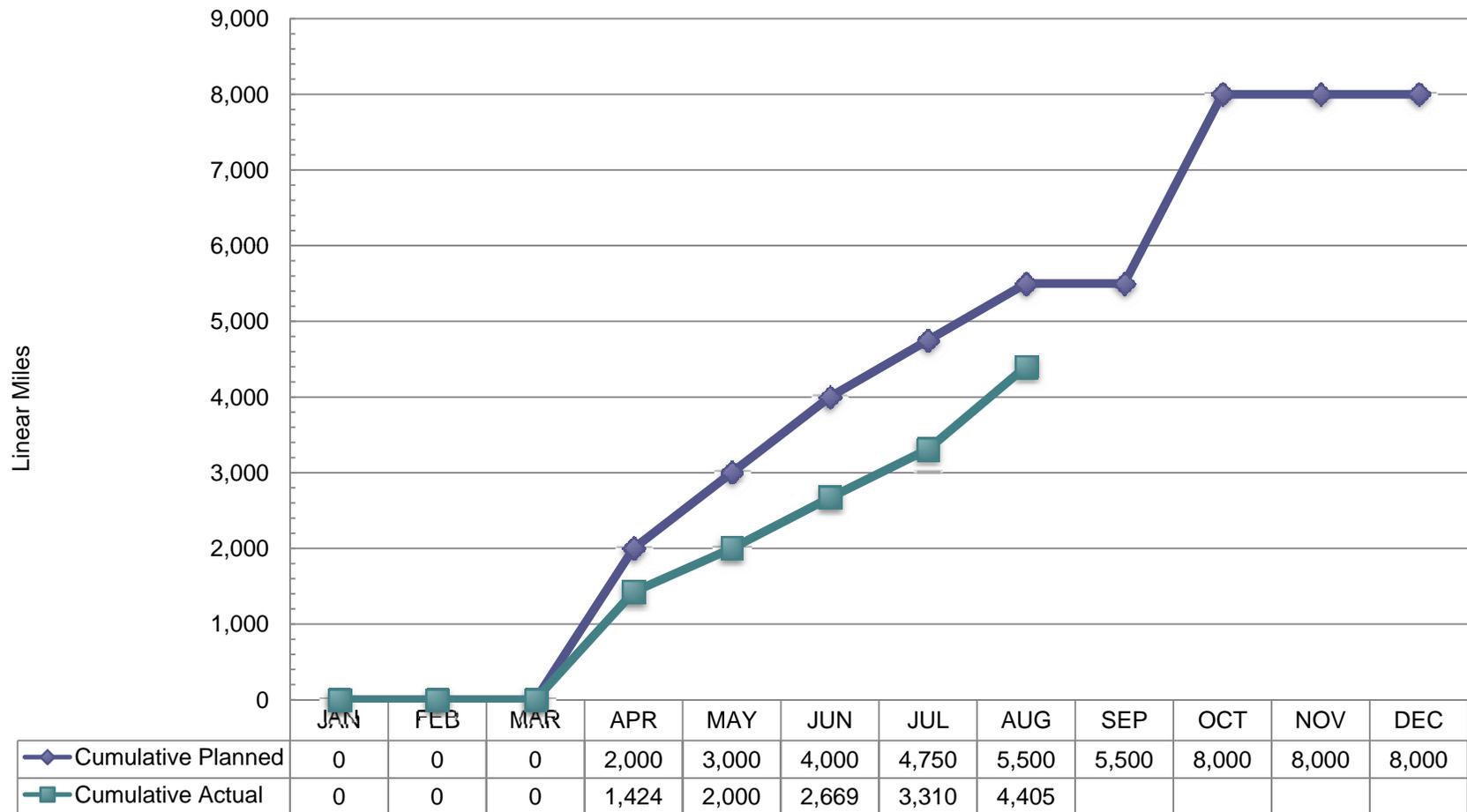
## Gravel Maintenance



# STREET MAINTENANCE

[Back to Summary](#)

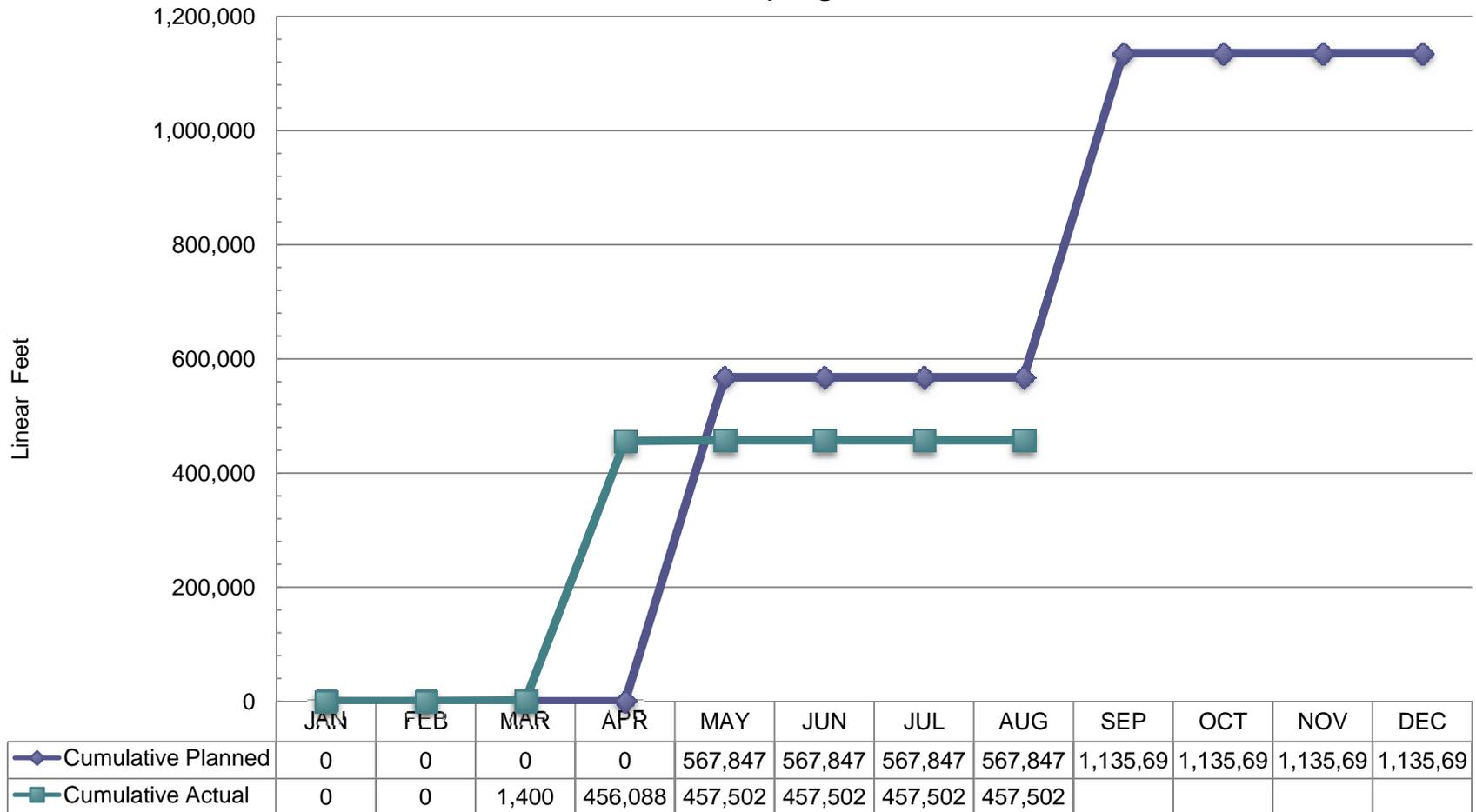
## Street Sweeping



# STREET MAINTENANCE

[Back to Summary](#)

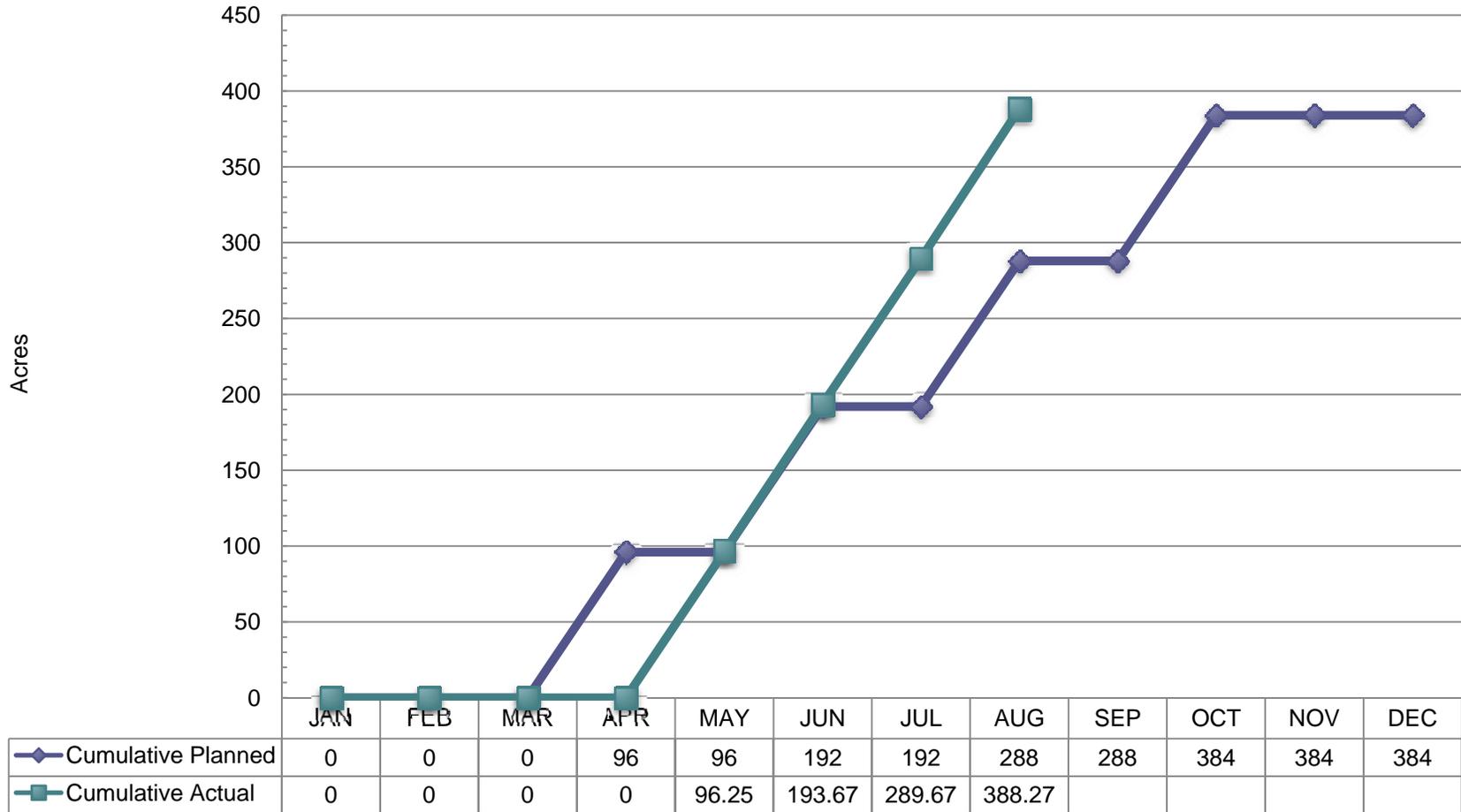
## Lane Striping



# RIGHT-OF-WAY MAINTENANCE

[Back to Summary](#)

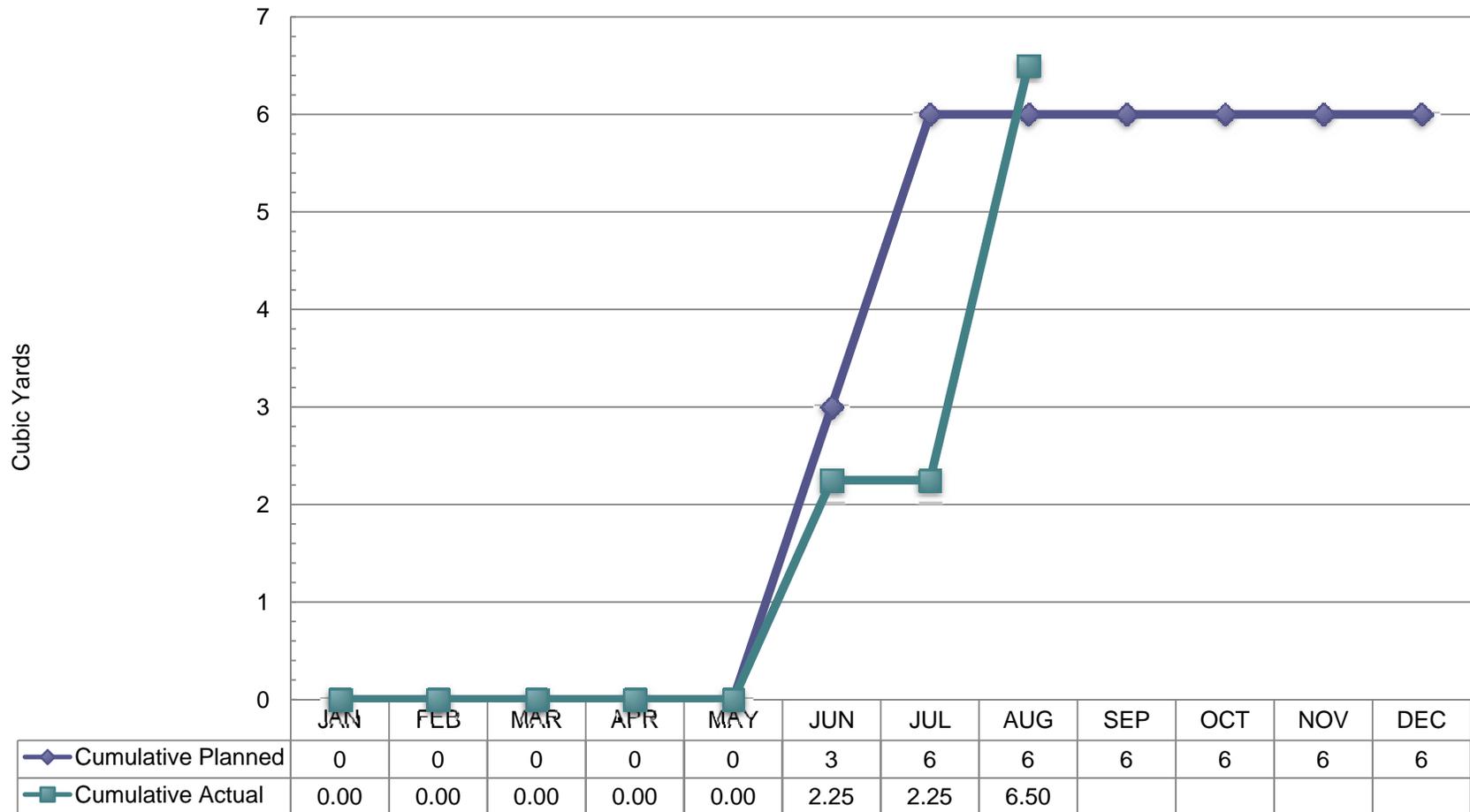
## Weed and Debris Control



# CONCRETE REPLACEMENT

[Back to Summary](#)

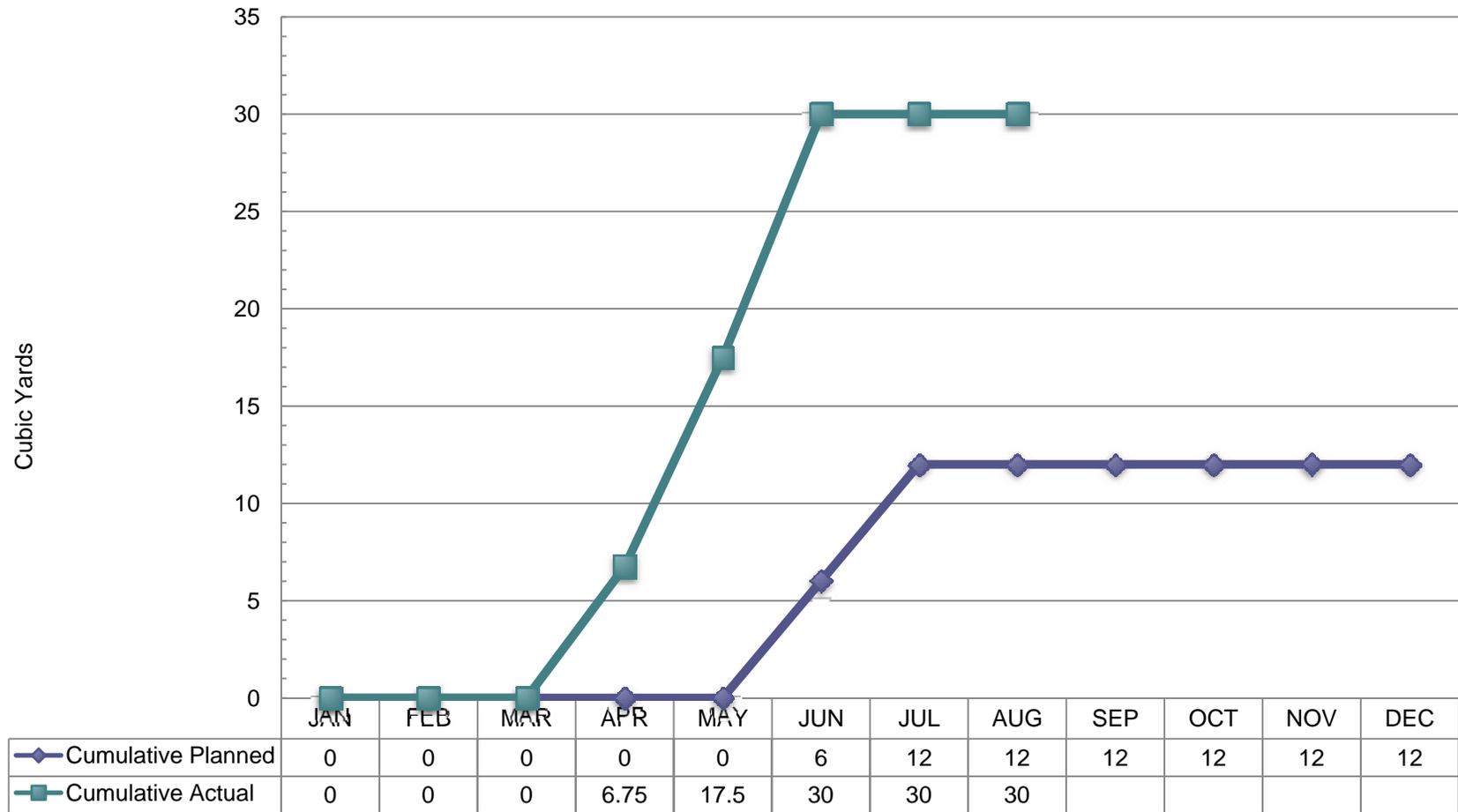
## ADA Ramps



# CONCRETE REPLACEMENT

[Back to Summary](#)

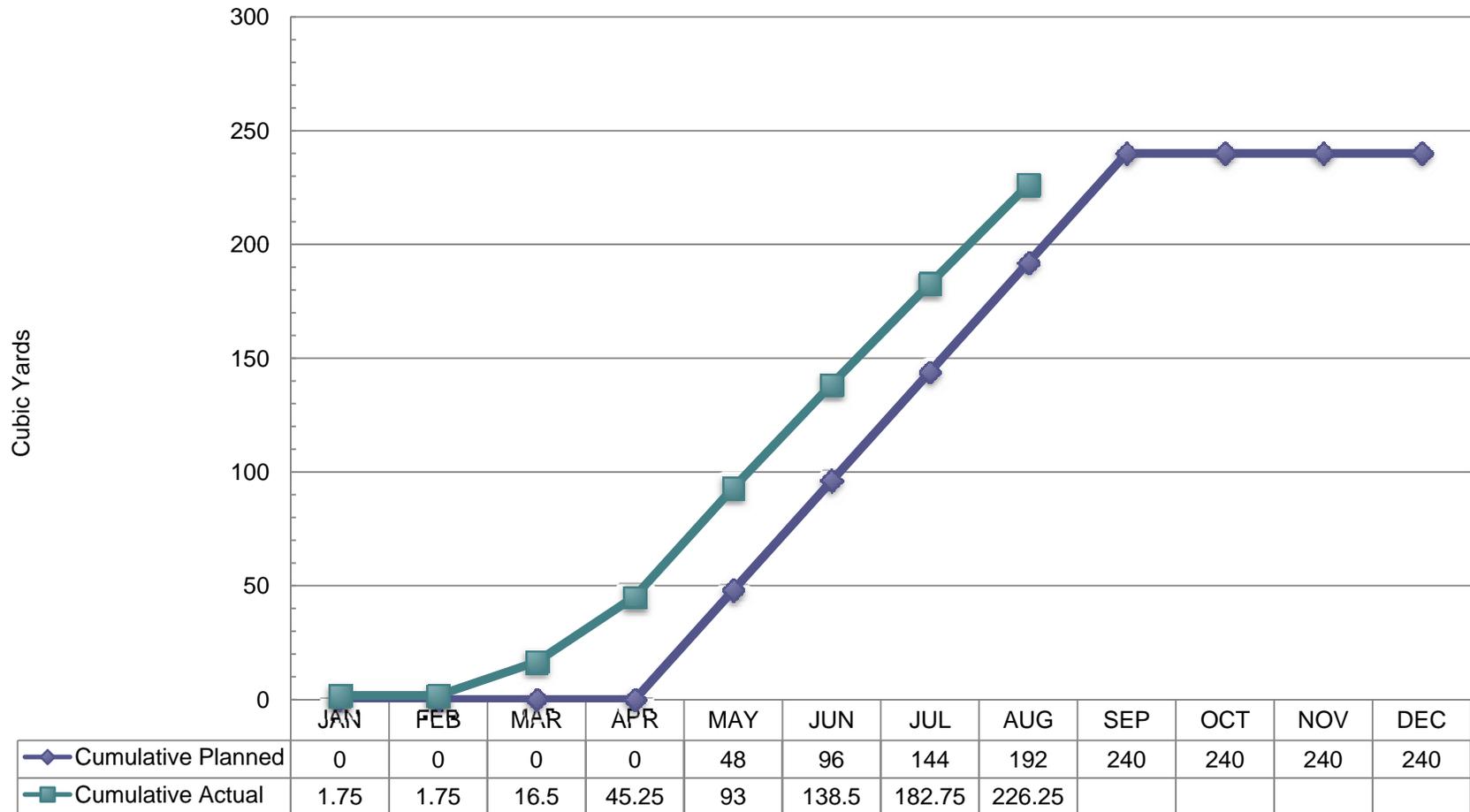
## Crosspans and Aprons



# CONCRETE REPLACEMENT

[Back to Summary](#)

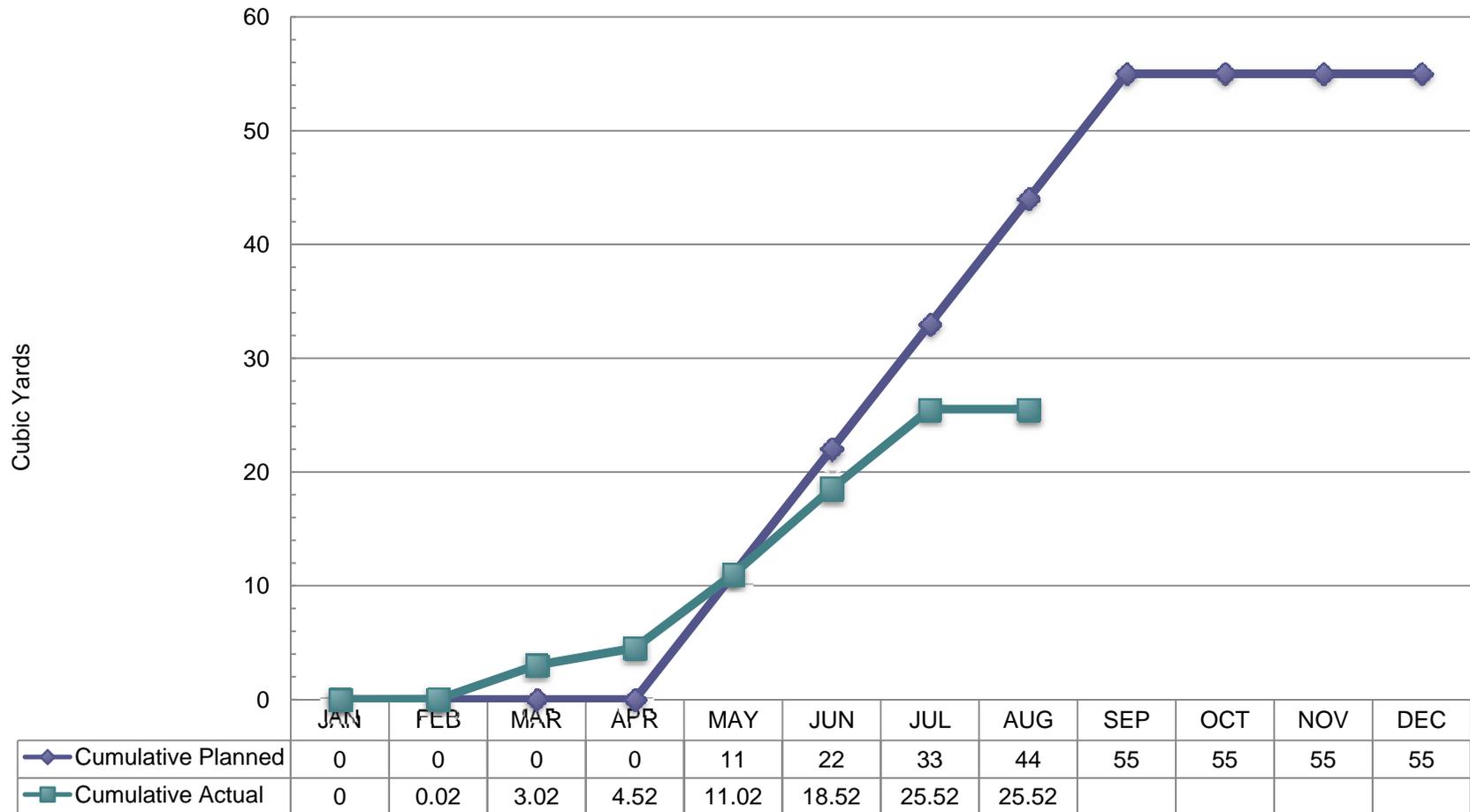
## Curb, Gutter and Sidewalk Combination



# CONCRETE REPLACEMENT

[Back to Summary](#)

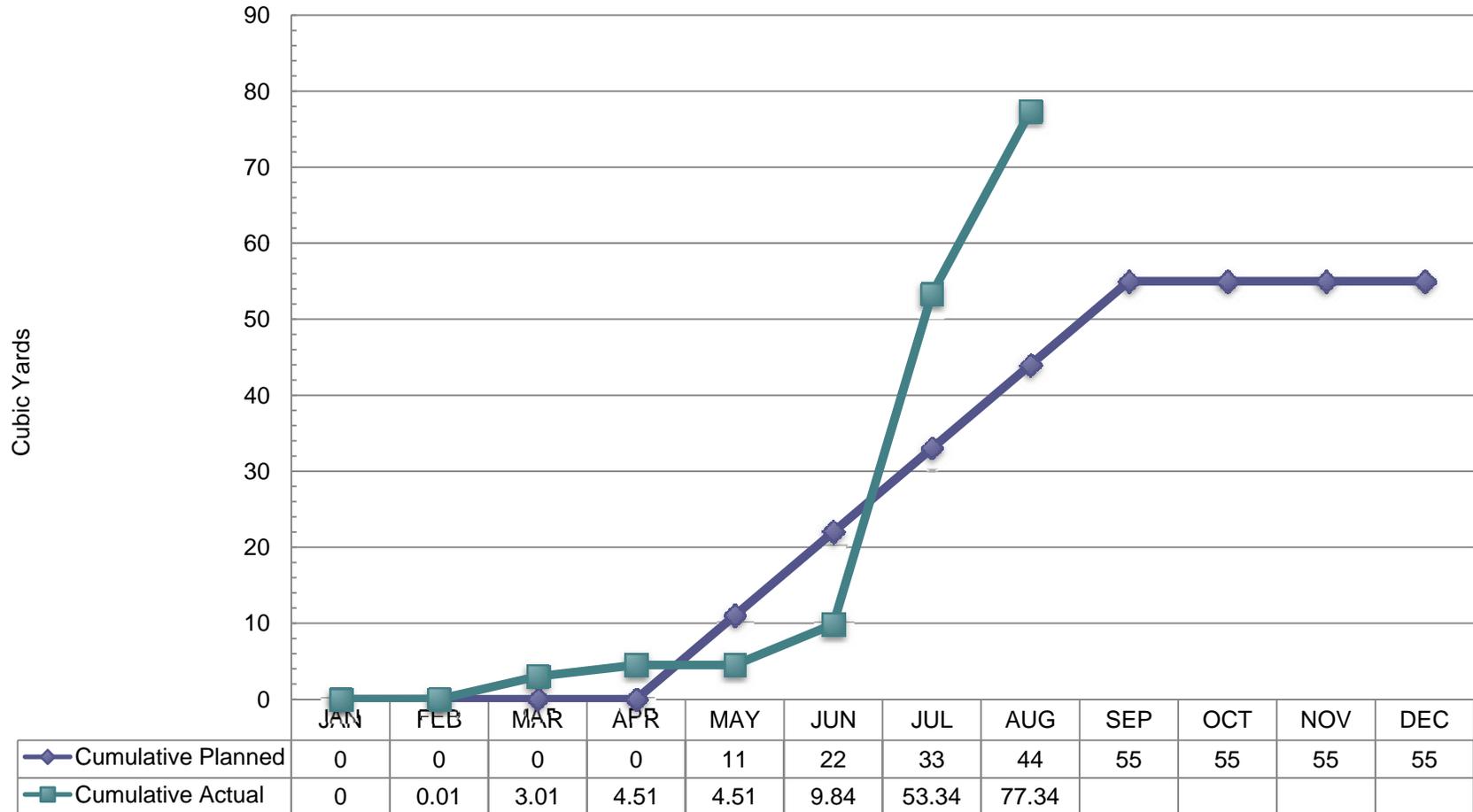
## Curb and Gutter



# CONCRETE REPLACEMENT

[Back to Summary](#)

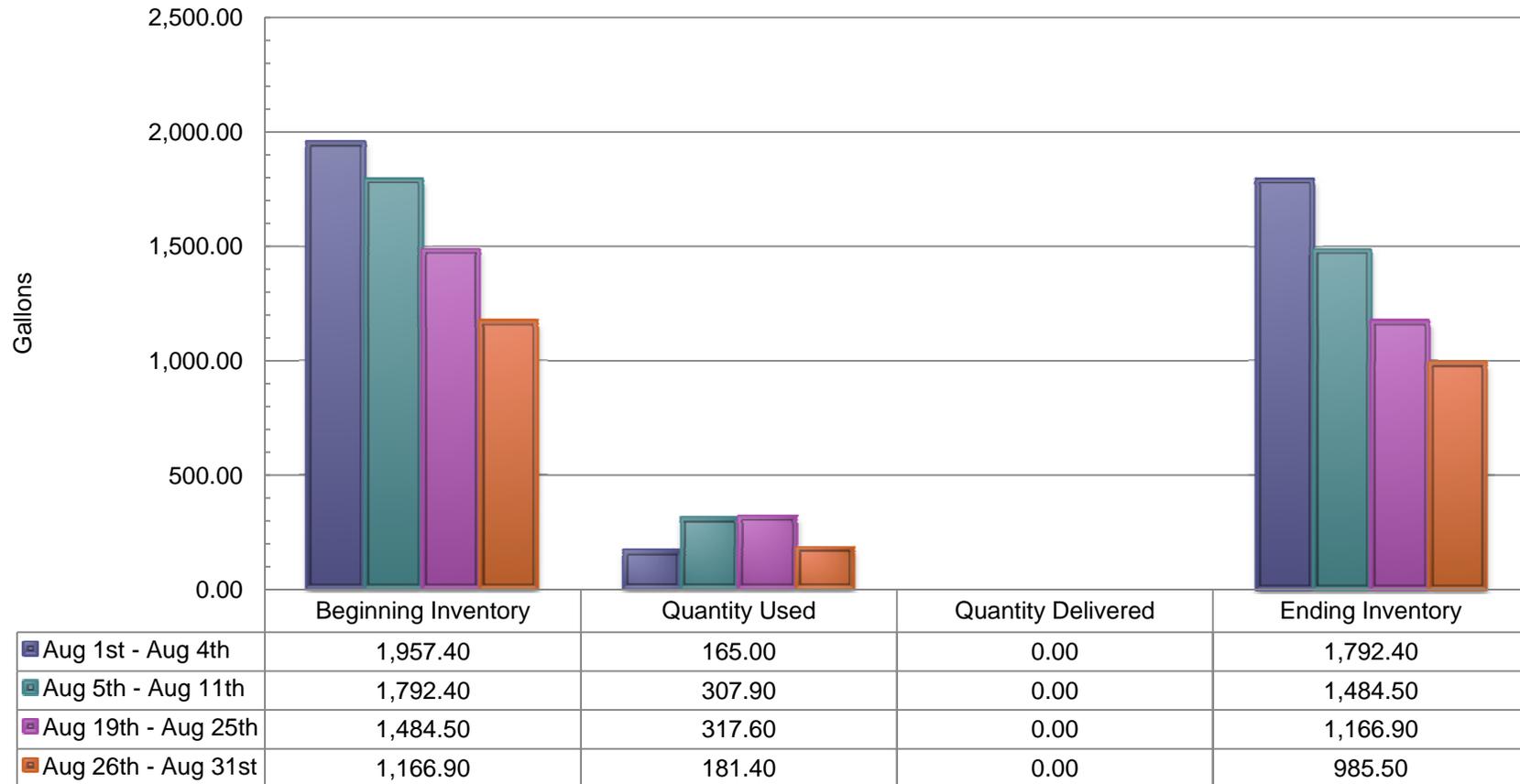
## Sidewalk



# MATERIAL INVENTORY

[Back to Summary](#)

## Unleaded Fuel

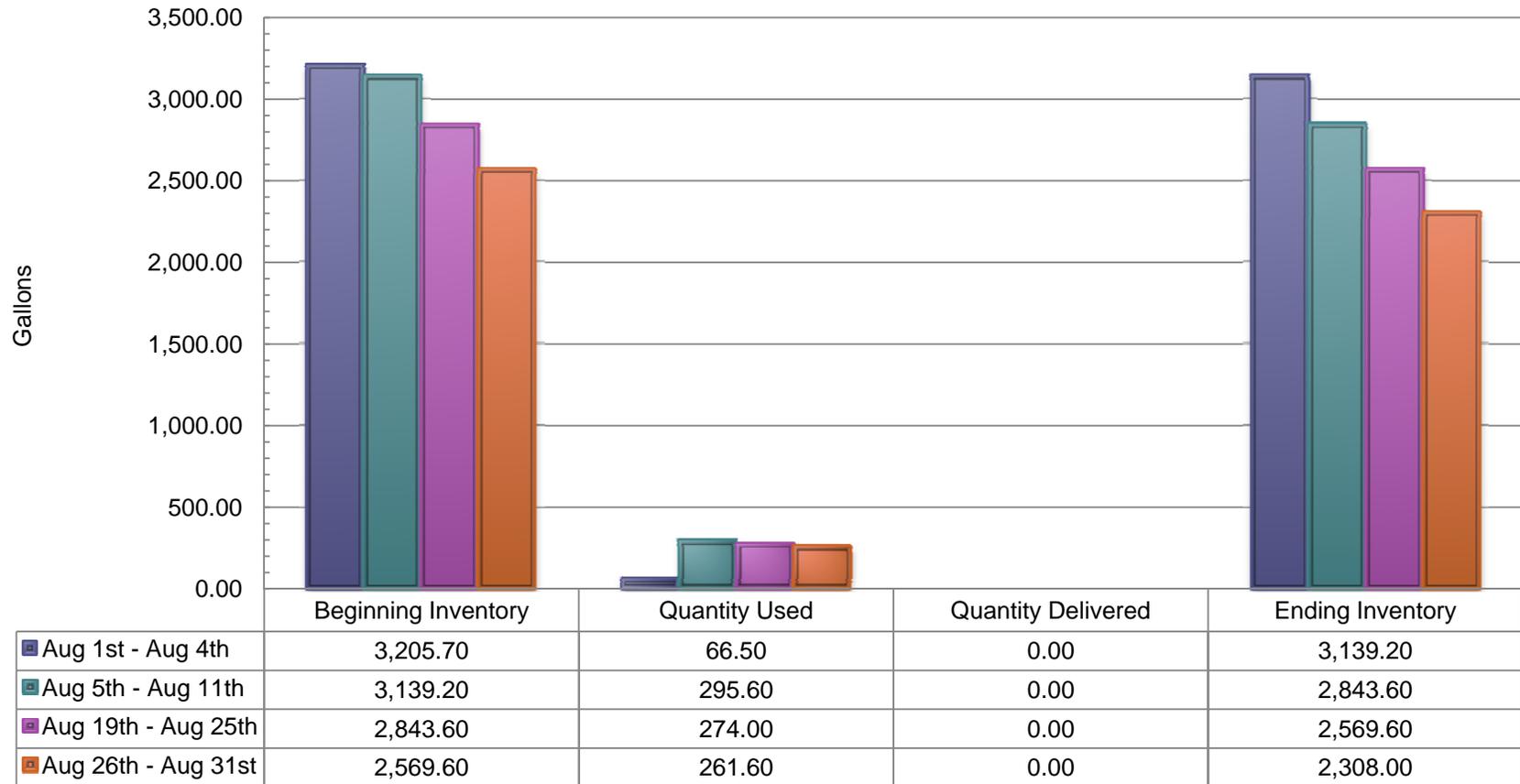


- Fuel volume will change approximately .5% for every 10 degrees F change in fuel temperature.
- Information reflects the fuel reporting dates from Wednesday to Tuesday of each week.

# MATERIAL INVENTORY

[Back to Summary](#)

## Diesel Fuel



- Fuel volume will change approximately .5% for every 10 degrees F change in fuel temperature.
- Information reflects the fuel reporting dates from Wednesday to Tuesday of each week.

# A LOOK AHEAD

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[Back to Summary](#)

- Asphalt and pothole patching will continue throughout the month of September in various locations within the city
- Concrete replacement is an ongoing activity for our crews
- Another round of city wide sweeping will be completed
- Sign installation and replacement is an ongoing activity
- Striping will begin in the later part of September
- Winter preparations will begin to include planning of material and the calibration of equipment
- Coordinate implementation of the 2008 NTMP Fox Ridge-Mineral traffic mitigation plan
- Manage the final report preparation for the Signal Pole Nondestructive Inspection through LONCO, Inc.
- Continue verification of Arapahoe County sign data and sign inventory/ID
- Load accident data into accident analysis software and begin building intersection reports
- Continue work on the Arapahoe Road, Waco to Himalaya, signal retiming project
- Complete speed limit review for Dry Creek Road

